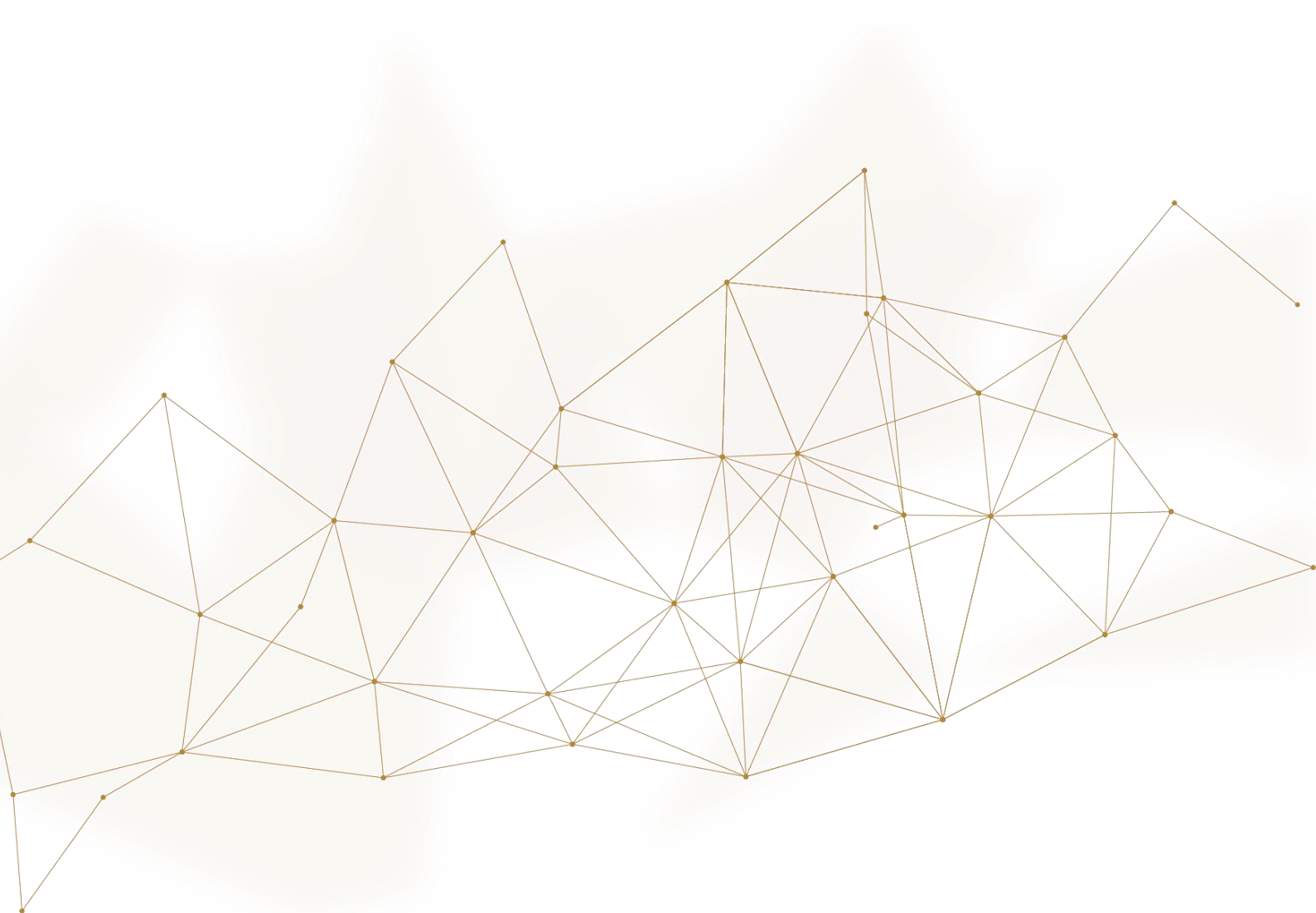




Replacement of a Vehicle Driving License Issued by Another Country

Moi Services Website User Manual





1. Access to the Service:

Click on **Replacement of a Vehicle Driving License Issued by Another Country** service in the list of **driving licensing** services that fall under **traffic services** then click on **start service** button.

The screenshot displays the 'TRAFFIC SERVICES' section of the Ministry of Interior website. The 'Driving Licensing' sub-section is highlighted with a red box. Within this sub-section, the 'Replacement of a Vehicle Driving License Issued by Another Country' service is highlighted with a red box, showing a 'Start Service' button. Other services visible include 'Driving License Info', 'Renew a Vehicle Driver's License', 'Replace lost driving License', 'Replace damaged driving License', 'Add a Category to Vehicle Driving License', 'Issue a Vehicle Driving License', 'Traffic File Opening', and 'Issue try Date'.



2. Service Steps:

1. Enter License number and source that you wish to replace, then click in **Next** button.

Replacement of a Vehicle Driving License Issued by Another Country

Service Description
This service replaces other countries driving license by UAE driving license

Progress Percentage

10%

Traffic Profile No. 3160043965

Select Service

Restrictions

Service Fees

Step: Select Service

License No. *

8121749924

Enter number ex. 135xxxxxxxx

License Source *

UNITED KINGDOM

x

Next



2.Services Fees and Delivery fees will be displayed, then check the following fields:

1.Upload personal image by clicking on **upload** button.

2.Add delivery address details then click on **Next** button

Select Service

Restrictions

Service Fees

Step: Service Fees

Search...

No.	Description	Amount (AED)
1	DELIVERY SERVICE FEES	15
2	Replacement of foreign driver's license	600
Total Amount (AED)		615 AED

Showing 1 to 2 of 2 entries

Image should be less than 2,048kb in size and of types JPG or PNG only.

Personal Image *

Upload

To continue please fill in your address (inside UAE only)

Note: Will be delivered within 72 hours.

Emirate/Region *

Abu Dhabi

Address *

Khalifa City

Enter text: your delivery address.

Mobile No. *

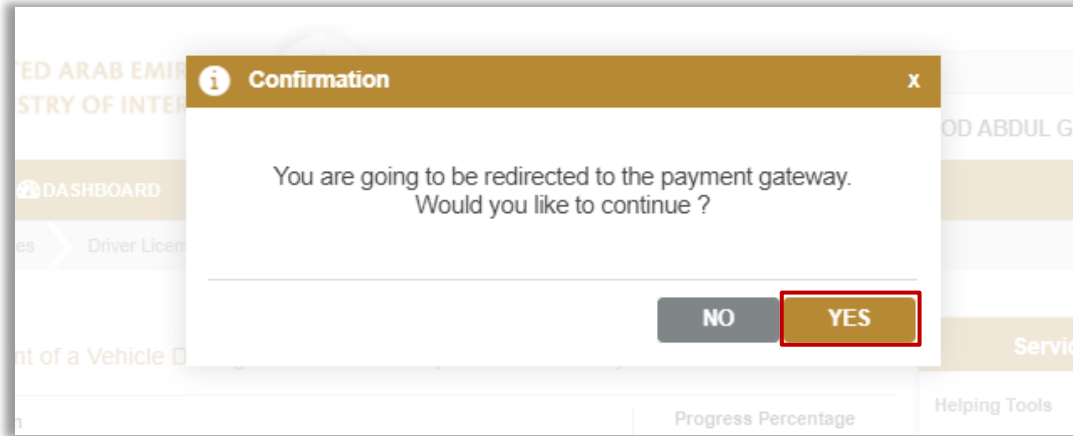
0501670089

ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Next



3. Confirm moving to payment gateway by click on **Yes** button



4. You will be redirected to the Payment Gateway, Select the desired payment method (select registered card, or add a new payment card), then click on **Pay icon**.

سداد أبوظبي
Abu Dhabi Pay

العربية

Select payment method

☒ **Saved Cards (1)**

Select from the cards below, or add a new one.

[ADD A NEW CARD](#)

Card Number
4572-51**-*2597

Expiry
03/26

[Remove card](#)

☐ Credit / Debit / Prepaid Card

☐ **SAMSUNG pay**

PAYMENT TO
MINISTRY OF INTERIOR

TRANSACTION AMOUNT
AED 700.00

SERVICE CHARGE
AED 3.00

SUBTOTAL
AED 703.00

TOTAL
AED 703.00

PAY

CANCEL



5. Add your rating of the service through the customer pulse survey screens shown below.

This screenshot shows the first screen of the Customer Pulse Survey. It features the United Arab Emirates logo on the top left and the 'نبيض المتعامل' (Customer Pulse) logo on the top right. The survey title 'Customer Pulse Survey' is centered. The question 'Overall, how satisfied are you about the Website?' is followed by a 7-point star rating scale. The scale is currently empty, with the first star on the left labeled 'Extremely Dissatisfied' and the last star on the right labeled 'Extremely Satisfied'. A 'Next' button is located at the bottom center of the survey area.

This screenshot shows the second screen of the Customer Pulse Survey. It features the same header as the first screen. The survey title 'Customer Pulse Survey' is centered. The question 'Is there anything else you would like to share with us?' is followed by a large text input area. Below the input area, it says '2000 characters lefts'. At the bottom of the survey area, there is a prompt 'Kindly provide your mobile number or Email for follow up' followed by another text input field. At the very bottom, there are two buttons: 'Previous' and 'Submit'.



6. Your request was submitted successfully; payment details will be displayed as well as receipt attachment.

Select Service

Restrictions

Service Fees

Step: Online Payment Gateway

Payment Result

Payment has been done successfully

Receipt Information:

Receipt No.

1111111111

Receipt Date.

18/11/2019

Receipt Time.

12:00 AM

View Receipt

[Please click here](#)