

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Change Vehicle Plate Number

Moi Services Website
User Manual



1. Access to the Service:

To apply for change vehicle plate number, click on **vehicle services** tab that lay under **traffic services** category, then navigate to **change vehicle plate number** service then click on **Start Service** button.

The screenshot displays the E-Services portal interface. At the top, there are tabs for 'E-SERVICES' and 'DASHBOARD', with the language set to 'العربية'. A search bar is located in the top right corner. The main navigation menu on the left includes categories like Traffic Services, Policing Services, Punitive & Reformatory, Civil Defence Services, Weapons & Explosives, Private Security Business Department Services, Other Services, and Public Services. The 'Traffic Services' category is expanded, showing sub-tabs: Traffic Profile Services, Traffic Fines Services, Driving Licensing, **Vehicles Services** (highlighted with a red box), Traffic Accidents, Certificate Services, Other Services, and Public Services. Under the 'Vehicles Services' tab, a grid of service cards is displayed. The 'Change Vehicle Plate Number' service card at the bottom right is highlighted with a red box. Each card includes an icon, the service name, and a 'Start Service' button. At the bottom of the grid, there are pagination buttons for '1' and '2'.



2. Service Steps:

1. Determine the vehicle that you want to apply the request for by selecting its **plate number**.

Change Vehicle Plate Number

Service Description

In this service, you can change your selected vehicle plate number.
To proceed, please hand in your old plate number to the service center.

Progress Percentage

25%

Traffic No. 5030005521

Select one of the following plate numbers:

GMC

<

U A E
ام القيوين

100

GMC

A

U A E
ام القيوين

8050

A

>

Showing 7 of 7 Plates



2. Selected plate number data that includes the **chassis and plate number** will appear as shown below. Choose a **plate configuration** which is divided into two main types:

1. **Using reserved plate:** where the vehicle plate number is changed to one of the **reserved plates** registered in the user account.
2. **New plate:** where the vehicle plate number is changed to a **new plate**.

Traffic No. 5020007689

Select one of the following plate numbers:

NISSAN

U A E
ام القيوين
2050

GMC

A U A E
ام القيوين
77995
✓ Selected

A

Showing 5 of 5 Plates

Chassis No. 1GKDT13S352159364

Plate Number A / UMM AL QUWAIN / 77995

Restrictions

Service Fees

Payment Gateway

Step: Restrictions

Plate Configuration

Please Select

Please Select

Using Reserved Plate

New Plate

Next



3.Fill in all required data, a list of plates will be displayed based on the entered data, select the plate by clicking on **select** button and then click on **Next** button.

Restrictions

Service Fees

Payment Gateway

Step: Restrictions

Plate Configuration New Plate

Take it from* Traffic and Licensine Center

Plate Make* ONE SHORT REAR MOTOR CYCL

To continue, please select a plate to be used. i

No. ▲	Plate Source	Plate Color	Plate Kind	Actions
1	UMM AL QUWAIN	A	Motorcycle	Select

Next



4.The data of the selected plate will be displayed as shown below, to complete the request process click on **Next** button. You can also edit the entered data by clicking on **Re-select plate** button.

Restrictions

Service Fees

Payment Gateway

Step: Restrictions

Plate Configuration *

New Plate

Take it from *

Traffic and Licensine Center

Plate Make *

ONE SHORT REAR MOTOR CYCL

Selected Plate's information.

Re-select Plate

Plate Color

A

Plate Kind

Motorcycle

Plate Source

UMM AL QUWAIN

Next



5. **Total** service fee will be displayed as shown below, add the details of the **delivery** address which include:

1. Emirate/Region

2.Address: You can choose one of the pre-registered addresses or add a new address by clicking on **Add New Address** button.

Restrictions

Service Fees

Payment Gateway

Step: Service Fees

Search...

No.	Description	Amount (AED)
1	DELIVERY SERVICE FEES	15
2	Renewal of registration, private light	350
Total Amount (AED)		365 AED

Showing 1 to 2 of 2 entries

To continue, Please fill your address :

Note: Will be delivered within 72 hours (Addresses inside UAE only).

Emirate/Region *

Abu Dhabi

Address *

Please Select

+ Add New Address

Next



2.1. When you click the **Add New Address** button the screen below appears through which you can add the details of the delivery address, enter the required data and then click on **Save As New** button.

Delivery address

X

Address Name *

Home Address

Enter text.

Emirate *

Abu Dhabi

City *

Khalifa

Text and numbers are allowed.

Property Type *

Building

Address Line 1 *

Khalifa City ,street 29

Enter text : Address

Address Line 2

Please Enter Address Line 2

Enter text : Address

P.O Box Number

Please Enter P.O Box Number

Enter number ex. 2020

Mobile Number *

0567755558

ex. 05xxxxxxxx

☐ Default Address

Cancel

Reset

Save As New



2.2. The added address will be displayed in the address list, select the desired address and then press the **Next** button.

Restrictions

Service Fees

Payment Gateway

Step: Service Fees

Search...

No.	Description	Amount (AED)
1	DELIVERY SERVICE FEES	15
2	Renewal of registration, private light	350
Total Amount (AED)		365 AED

Showing 1 to 2 of 2 entries

To continue, Please fill your address :

Note: Will be delivered within 72 hours (Addresses inside UAE only).

Emirate/Region *

Abu Dhabi

Address *

Address name 8525673 d, d, ... x

Please Select

كمال حسين

00000, نبتي بن, نون, مصفح, Abu Dhabi

Mobile Number: 0569222994

Ahmad Mahmoud

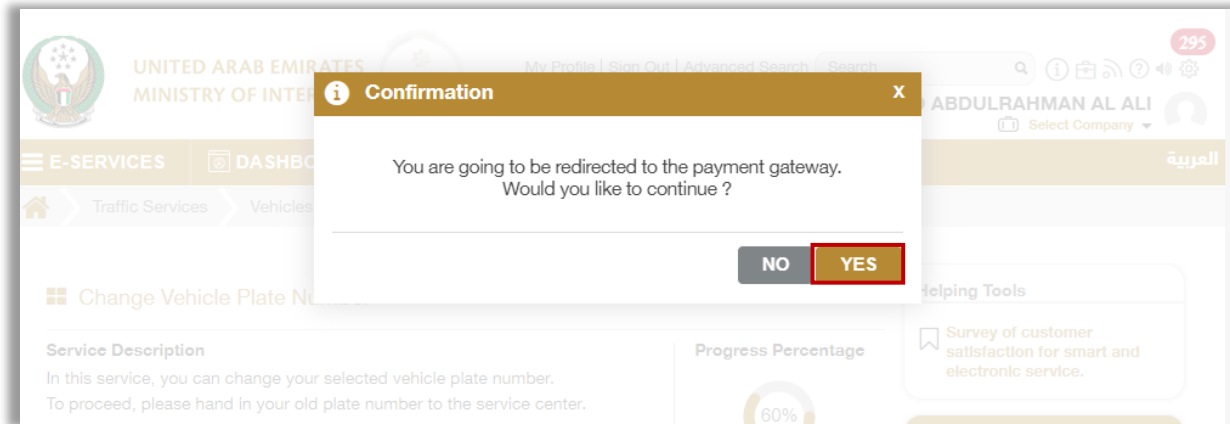
Mushref mall, 1312, Abu Dhabi, 13212, Abu Dhabi

Mobile Number: 0555755886

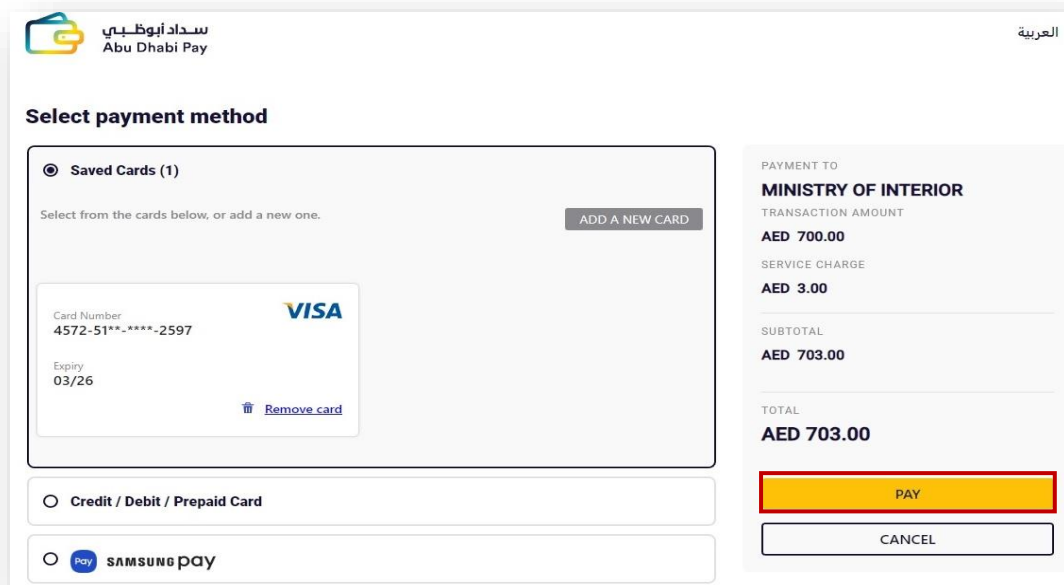
Next



6. Click on **Yes** button to confirm the transition to the payment gateway



7. 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**.





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

The first screen of the Customer Pulse Survey. It features the United Arab Emirates coat of arms and the 'Nabz al-Mutameel' (Customer Pulse) logo. The survey question is 'Overall, how satisfied are you about the Website?'. Below the question is a 7-point star rating scale. The first star is highlighted, indicating a rating of 1. The scale is labeled 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. A 'Next' button is located at the bottom center.

The second screen of the Customer Pulse Survey. It features the United Arab Emirates coat of arms and the 'Nabz al-Mutameel' (Customer Pulse) logo. The survey question is 'Is there anything else you would like to share with us?'. Below the question is a large text input area. A character count '2000 characters left' is displayed at the bottom of the input area. Below the input area is a prompt 'Kindly provide your mobile number or Email for follow up' followed by a text input field. At the bottom, there are two buttons: 'Previous' and 'Submit'.