

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Vehicle Possession Certificate (Cancel)

Moi Website
User Manual



1. Access to the Service:

To submit a request to cancel the possession of a vehicle, navigate to the list of **vehicle services** under the category of **traffic services**, select the vehicle possession certificate (cancel) service then click on **start service** button.

The screenshot displays the E-Services Dashboard interface. At the top, there are navigation tabs for 'E-SERVICES' and 'DASHBOARD', and a search bar. The main content area is titled 'TRAFFIC SERVICES' and contains a grid of service cards. The 'Vehicles Services' category is highlighted with a red box. Within this category, the 'Vehicle Possession Certificate (Cancel)' service card is also highlighted with a red box. The card includes an icon of a car with a document, the service name, and a 'Start Service' button. Other services visible include Vehicle Details, Issuance of a Vehicle Registration Card, Vehicle Ownership Renewal, Vehicle Ownership Transfer, Transfer Vehicle Ownership And Transfer To Other Emirate, Transfer Vehicle Ownership And Export Outside Country, Lost Vehicle Registration Card Replacement, Damaged Vehicle Registration Card Replacement, Vehicle Details Modification in the Vehicle Registration Card, Issuance of a Transfer Certificate for Vehicles inside UAE, Exporting Vehicles Outside UAE, Issue Tour Certificate, Issue Certification for Releasing Impounded Vehicle, and Change Vehicle Plate Number. A sidebar on the left lists various service categories like Policing Services, Punitive & Reformatory, Civil Defence Services, Weapons & Explosives, Private Security Business Department Services, Other Services, and Public Services. At the bottom of the dashboard, there are pagination buttons for '1' and '2'.



2. Service Steps:

1. select the plate you want to cancel it, select **cancel reason** from the list then click on **next** button

Select one of the following plate numbers: Search by plate number

MERCEDES

9 1026

✓ Selected

TOYOTA

8 66610

4 >

Showing 3 of 3 Plates

Chassis No. WDDWF4CB4GR121719

Plate Number NINTH CATEGORY / ABU DHABI / 1026

Restrictions
Service Fees
Payment Gateway

Step: Restrictions

Cancel Reason *
 Please Select
Please Select
 REQUEST FROM THE PROSESSOR
 Next

2. Service fees will be displayed, to go to the payment gateway click on **next** button.

Restrictions
Service Fees
Payment Gateway

Step: Service Fees

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

Next



3. 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**.

The screenshot shows the Abu Dhabi Pay payment gateway interface. At the top left, there is a logo for 'سداد أبوظبي Abu Dhabi Pay' and the word 'العربية' in the top right corner. The main heading is 'Select payment method'. Under this heading, there are three options: 'Saved Cards (1)', 'Credit / Debit / Prepaid Card', and 'SAMSUNG pay'. The 'Saved Cards (1)' option is selected, showing a VISA card with the number 4572-51**-*--2597 and an expiry date of 03/26. There is a 'Remove card' link next to the card details. To the right of the card details is an 'ADD A NEW CARD' button. On the right side of the interface, there is a summary of the transaction: 'PAYMENT TO MINISTRY OF INTERIOR', 'TRANSACTION AMOUNT AED 700.00', 'SERVICE CHARGE AED 3.00', 'SUBTOTAL AED 703.00', and 'TOTAL AED 703.00'. At the bottom right, there are two buttons: a yellow 'PAY' button and a white 'CANCEL' button.



4. You can evaluate your experience in obtaining the service through the customer **pulse** survey screens shown below.

The screenshot shows the first screen of the Customer Pulse Survey. At the top left is the United Arab Emirates logo. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo and the text 'CUSTOMER PULSE'. Below the logo is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website? *'. Below the question is a horizontal row of seven stars. The first star is filled, and the others are empty. Below the stars are the labels 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. At the bottom center is a 'Next' button.

The screenshot shows the second screen of the Customer Pulse Survey. At the top left is the United Arab Emirates logo. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo and the text 'CUSTOMER PULSE'. Below the logo is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Is there anything else you would like to share with us?'. Below the question is a dropdown menu with the text 'Please select' and a blue arrow icon. Below the dropdown is a large text input area. Below the input area is the text '2000 characters lefts'. Below that is the text 'Kindly provide your mobile number or Email for follow up'. Below this text is a text input field. At the bottom are two buttons: 'Previous' and 'Submit'.