



# Change Vehicle Plate Number

## MOI Services Website User Manual

Version Number:2.0



## 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 dashboard interface. At the top, there are navigation tabs for 'E-SERVICES' and 'DASHBOARD', and a search bar. The main content area is divided into a sidebar on the left and a main grid of services. The sidebar 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 highlighted with a red box. Within this category, the 'Vehicles Services' tab is also highlighted with a red box. The main grid contains various service cards, each with an icon, a title, and a 'Start Service' button. The 'Change Vehicle Plate Number' service card is highlighted with a red box. 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**  
30%

Traffic No. 1070035002

Select one of the following plate numbers:

Search by plate number Search Options

FORD - TAURUS  
13 47543

FORD - EDGE  
14 94430

Showing 3 of 3 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 GMC

U A E 2050 A U A E 77995 A

ام القيوين ام القيوين

✓ Selected

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

Take it from\*

Plate Make\*

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

No.	Plate Source	Plate Color	Plate Kind	Actions
1	UMM AL QUWAIN	A	Motorcycle	<a href="#" style="border: 1px solid red; padding: 2px 5px;">Select</a>

[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\*

Take it from\*

Plate Make\*

**Selected Plate's information.**

Plate Color A

Plate Kind Motorcycle

Plate Source UMM AL QUWAIN

[Re-select Plate](#)

[Next](#)



5. Select **Emirate /Region** related to your address then select courier service from the **Receive by** list which include the following options:
- 1.Electronic Card (No Delivery)
  - 2.Print From Self Services Machines
  - 3.Courier Services

**Restrictions** Service Fees Payment Gateway

Plate Configuration \* Using Reserved Plate

Take it from \* Abu Dhabi Musafah - Alsalama BUILDING

Plate Make \* (1) LONG (1) SHORT PRIVATE PLATE AD II

**Selected Plate's information.** [Re-select Plate](#)

Plate Number	59762
Plate Color	A
Plate Kind	PRIVATE
Plate Source	ABU DHABI

You have no restrictions preventing you from proceeding in the application. To continue and calculate total amount, press "Next" button.

**Please specify how to receive the new vehicle registration card.**

Emirate/Region \* Abu Dhabi

Receive by \* Please Select

Please Select

Electronic Card (No Delivery)

Print From Self Service Machines

Courier Service

**Next**



5.1. If you selected **Electronic Card** option, no further details will be requested from you, click on **Next** button to move to the next step.

**Please specify how to receive the new vehicle registration card.**

Emirate/Region \*

Receive by \*

**i** You can access your digital registration card from the service 'Vehicle Details' on your Dashboard or services menu. The digital copy will be ready after complete transaction.  
Note: You can print the digital card anytime without any additional charges.

**Next**

5.2. If you selected **Print from Self Services Machines** option, no further details will be requested from you, click on **Next** button to move to the next step.

**Please specify how to receive the new vehicle registration card.**

Emirate/Region \*

Receive by \*

**i** You can print your vehicle registration card by yourself at any self service machine (Kiosk)

**Next**



5.3. If you selected **Courier Service**, you will need to select an address from your saved addresses or add new one, then select **delivery company**, then click on **Next** button.

You have no restrictions preventing you from proceeding in the application. To continue and calculate total amount, press "Next" button. i

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**Please specify how to receive the new vehicle registration card.**

Emirate/Region \*  ▾

Receive by \*  ▾

**i** Will be delivered vehicle registration card within 72 hours (Addresses inside UAE only).

Delivery Company \*  ▾

Address \*  ▾

**Address**

Test test, Test test, City, 1234567867, Abu Dhabi

**Mobile Number:** 0567876556

[✎ Update Address](#) | [+ Add New Address](#)

**Next**

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

UNITED ARAB EMIRATES  
MINISTRY OF INTERIOR

My Profile | My Orders | My Account | My Services | My Settings

ABDULRAHMAN AL ALI  
Select Company ▾ العربية

**Confirmation** X

You are going to be redirected to the payment gateway.  
Would you like to continue ?

**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**  
60%

**Helping Tools**  
Survey of customer satisfaction for smart and electronic service.





7. You will be redirected to the payment gateway, select the desired payment method then click on **Pay** icon.

سداد أبوظبي  
Abu Dhabi Pay

### ملخص

Ministry of Interior	الدفع إلى
60.00 درهم	قيمة التحويل
3.00 درهم	رسوم الخدمة
63.00 درهم	المبلغ الإجمالي

اختيار طريقة الدفع

< اختر طريقة الدفع

**الدفع** إلغاء

يرجى عدم النقر فوق زر "رجوع" أو تحديث/إغلاق الصفحة أثناء تنفيذ المعاملة. هذه بوابة دفع آمنة تستخدم تشفير SSL 128 بت.

VISA Mastercard FAB Powered by



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

The screenshot shows a survey window titled "Customer Pulse Survey". At the top left is the United Arab Emirates logo. At the top right is the "نبض المتعامل" (Customer Pulse) logo with a close button (X). Below the logo is a language selector set to "English". The main question is "Overall, how satisfied are you about the Website?". Below the question is a horizontal bar containing seven white stars on a light grey background. Underneath the stars, "Extremely Dissatisfied" is on the left and "Extremely Satisfied" is on the right. At the bottom center is a "Next" button. The "نبض المتعامل" logo is also at the bottom center.



9. After payment is done, the request details will show, where you can download the receipt and card.

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**

100%

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Payment Gateway Result
25/12/2024

Payment has been done successfully

**Download Receipt**  
File Size: 1 MB  
11111111111  
365 AED

Traffic Number	Application Number	Total Amount
1070035002	1177	365 AED
Payment ID		
100202436006150418		

Click to see the other

Zoom

File Size: 350 KB



10. Service Outputs.



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الإمارات العربية المتحدة  
وزارة الداخلية

Registration Card  
ملكية مركبة







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