



# Renew Vehicle Registration

## MOI Services Website User Journey

Version Number: 3.0





## 1. Access to the Service:

Choose the **Renew Vehicle Registration** service from the list of **vehicles services** that fall under **traffic services** then click on **start service** button.

The screenshot displays the user interface of the UAE Ministry of Interior's E-Services portal. At the top, the header includes the Ministry's logo, name in English and Arabic, and user information for 'Yousef Sultan Yaslam'. A navigation bar contains 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES'. Below this, a breadcrumb trail shows 'Traffic Services' > 'Vehicles Services'. A search bar is present above the main content area. The 'TRAFFIC SERVICES' section is active, with a sub-menu where 'Vehicles Services' is highlighted with a red box. Under 'Vehicles Services', several service cards are listed: 'Vehicle Details', 'Issuance of a Vehicle Registration Card', 'Renew Vehicle Registration', 'Transfer Vehicle Registration', 'Transfer Vehicle Ownership And Transfer To Other Emirate', and 'Transfer Vehicle Ownership And Export Outside Country'. The 'Renew Vehicle Registration' card has its 'Start Service' button highlighted with a red box.



## 2. Service Steps:

1. Select the plate number that you want to renew the vehicle registration for.

### Renew Vehicle Registration

**Service Description**  
In this service, you can renew your selected vehicle registration card.

**Progress Percentage**  
90%

Traffic No. 1020025432

Select one of the following plate numbers:

Search by plate number Search Options

Expired on 02/04/2019 12342

Expired on 02/04/2021 8 12341 ✓ Selected

Showing 12 of 12 Plates



2. After selecting the vehicle plate you want to renew its ownership and if there are no restrictions or violations, the following screen will appear, select the emirate and then the method you wish to receive the new registration by. If you select the **electronic card**, no delivery fees will be charged and the physical ownership card will not be delivered. You may select the option to **print from self-service machines** if you want to go and print the ownership by yourself. You can also select the **courier service** so that we can deliver the ownership card to the address you specify.

If you select the **courier service**, select the Emirate, then select one of your addresses to which you want the card to be delivered, then click **Next** or add a new address by clicking Add New Address.

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



**i Delivery address** X

**Address Name \***   
Enter text.

**Emirate \***

**City \***   
Text and numbers are allowed.

**Property Type \***

**Address Line 1 \***   
Enter text : Address

**Address Line 2**   
Enter text : Address

**P.O Box Number**   
Enter number ex. 2020

**Mobile Number \***   
ex. 05xxxxxxxx

Default Address



2.2. The added address will be displayed in the **address** list, select the delivery address and then click on **Next** button.

**Restrictions** | Service Fees | Payment Gateway

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 \*

Receive by \*

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

Delivery Company \*

Address \*

**Ahmad Mahmoud**  
Mushref mall, 1312, Abu Dhabi, 13212, Abu Dhabi  
**Mobile Number:** 0555755886  
[✎ Update Address](#) | [+ Add New Address](#)

**Next**



2.3. Service fees will show up, to proceed to payment page click **Next**.

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

Showing 1 to 2 of 2 entries

**Next**

3. To confirm redirecting to payment gateway click on **YES** button.


### Confirmation

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

**NO** **YES**




4. You will be redirected to the Payment Gateway, Complete the payment process by clicking **Pay**.

 سداد أبوظبي  
Abu Dhabi Pay





### Summary

Payment to	Ministry of Interior
Transaction Amount	AED 365.00
Service Fees	AED 3.00
<b>Total Amount</b>	<b>AED 368.00</b>

Choose Payment Method

 DigitalWallet [Change](#)

Please do not click the back button or refresh the page or close the window while the transaction is processing. This is a secure payment gateway using 128-bit SSL encryption.

Powered by    





5. Add your rating of the service through the customer pulse survey screen.

Customer Pulse Survey

Overall, how satisfied are you about the Website? \*

Extremely Dissatisfied      Extremely Satisfied

Next

6. Check your Application details with the payment receipt, the new registration card will be shown.

Restrictions      Service Fees      Payment Gateway

Step: Payment Gateway

Payment Result

Payment has been done successfully ✓

Vehicle Receipt Information:

Receipt No. 1111111111

Receipt Date. 18/11/2019

Receipt Time. 12:00 AM

View Receipt [Please click here](#)

This is the new registration card