



Traffic Fines payment

MOI Application User Manual

Version Number:2.0



1. Access to the Service:

To access **Traffic Fines Payment** service, go to **Traffic Services** and then **Traffic Fines Services**, then press the **start service** button.

The screenshot displays the E-Services portal interface. At the top, there is a navigation bar with a home icon and the text 'E-Services'. Below this is an 'Action Center' section with '1 Pending Notifications' and a 'View All' link. A notification card from the 'Policing General Head Quarter' is visible, with a 'Request a Consultation...' button and a 'View All' button. A search bar is located below the notification section. The main content area is titled 'TRAFFIC SERVICES' and features a horizontal menu with categories: 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. The 'Traffic Services' category is highlighted in the left sidebar. Under 'Traffic Fines Services', the 'Traffic Fines Payment' service is highlighted with a red box, and its 'Start Service' button is also highlighted. Other services listed include 'Register Black Points', 'Traffic Fines History', 'Issuing a Traffic Clearance Certificate', 'Issuing a Traffic Clearance Certificate (NEW)', 'Traffic Points Program', 'Traffic Points Program - Application Inquiry', and 'Payment of Vehicle Impound Period Allowance', each with its own 'Start Service' button.



2. Service Steps:

1 Select one of the available search options which include the following:

1.1. **Traffic profile Number:** Enter your traffic number, complete the security check then then click on **search** button.

Search Options

Traffic Profile Number **Plate Information** License Information Emirate ID Fine Information

Traffic Profile No. *

[Dubai license holders please click here.](#)

1040029329

Enter number ex. 11301967xx

I'm not a robot

Search

1.2. **Plate Information:** Enter traffic number, plate source and other required fields, complete the security check then then click on **search** button.

Search Options

Traffic Profile Number **Plate Information** License Information Emirate ID Fine Information

Traffic Profile No. *

[Dubai license holders please click here.](#)

Please Enter Traffic Profile No.

Enter number ex. 11301967xx

Plate No. *

Enter number ex. 123xxxxx

Plate Source *

Plate Type *

Plate Color *

I'm not a robot

Search



1.2. **License Number:** select license source, enter license number, complete the security check then then click on **search** button.

The screenshot shows a web interface for searching license information. At the top right, there is a 'Search Options' button with a magnifying glass icon. Below this is a navigation bar with five tabs: 'Traffic Profile Number', 'Plate Information', 'License Information' (highlighted with a red border), 'Emirate ID', and 'Fine Information'. The main form area contains the following fields and elements:

- Driver License No. ***: A text input field with the placeholder text 'Please Enter Driver License No.' and a hint 'Enter number ex. 135xxxxxxxx'.
- License Source ***: A dropdown menu with the placeholder text 'Please Select'.
- Security Check**: A checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'.
- Search Button**: A prominent orange button labeled 'Search'.
- Illustration**: A faint background illustration of a car with an 'AED' sign on its side.

1.4. **Emirates ID:** Enter your Emirates ID number, complete the security check then then click on **search** button.

The screenshot shows a web interface for searching by Emirates ID. At the top right, there is a 'Search Options' button with a magnifying glass icon. Below this is a navigation bar with five tabs: 'Traffic Profile Number', 'Plate Information', 'License Information', 'Emirate ID' (highlighted with a red border), and 'Fine Information'. The main form area contains the following fields and elements:

- Emirate ID ***: A text input field containing the number '784198160819615' and a hint 'Enter number ex. 784xxxxxxxxxxxx'.
- Security Check**: A checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'.
- Search Button**: A prominent orange button labeled 'Search'.
- Illustration**: A faint background illustration of a car with an 'AED' sign on its side.



1.5. **Fine Information:** Emirate, Year and Fine Number complete the security check then then click on **search** button.

Search Options

Traffic Profile Number Plate Information License Information Emirate ID **Fine Information**

Emirate * Please Select

Year * Please Select

Fine Number * Please Enter Fine Number
Only numbers are allowed

I'm not a robot

Search

2. Choose the fine to be paid through a **choose** icon in the select tickets screen then click on **Next** button. You can select all fines by clicking on **select all tickets** icon.

Select Tickets Service Summary Online Payment Gateway

Tickets Count 34 Total Amount 23100 AED Black Points 0

Select All Tickets

Abu Dhabi

Date 13/04/2024 09:41 Black Points 0

Fine Number *****

Location Al-Ain-Shiab Al Ghaf-Hazza Bin Sultan Street

Total Amount 600 AED

Show Details

Abu Dhabi

Date 13/04/2024 09:41 Black Points 0

Fine Number *****

Location Al-Ain-Al Jabeeb-Al Ain - Dubai Street

Total Amount 700 AED

Show Details

Abu Dhabi

Date 13/04/2024 09:41 Black Points 0

Fine Number *****

Location Al-Ain-Abu Keriyah-Al Ain - Abu Bakriya Street

Selected Tickets Count 0 Total Selected Amount 0 AED

Next



3. The following screen will appear to check fine number and amount, to move to the payment gateway and pay the selected fine, click on **Next** button.

Fines Amount	Service Fees	Total Amount
700 AED	0 AED	700 AED

Fine Number	Date	Source	Total Amount (AED)
*****	05/01/2024	Abu Dhabi	600

مستند غير رسمي
Unofficial Document

Next

4. The following page appears to confirm proceeding with the payment process, to continue click on **Yes** button.


Confirmation X

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

NO YES



5. 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

Summary





Payment to	Ministry of Interior
Transaction Amount	AED 600.00
Service Fees	AED 3.00
Total Amount	AED 603.00

Choose Payment Method

Saved cards (5204-74**-****-1002) [Change](#)

[Cancel](#) [Pay](#)

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.

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

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates emblem. At the top right is the 'نَبْضُ الْمُتَعَامِلِ CUSTOMER PULSE' logo and a language dropdown 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 7-point star rating scale. The first star is selected. Below the scale are the labels 'Extremely Dissatisfied' and 'Extremely Satisfied'. A 'Next' button is centered at the bottom of the survey area.

The screenshot shows the 'Customer Pulse Survey' interface for providing feedback. At the top right is a language dropdown 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 large text input area with a character count '2000 characters lefts'. Below the input area is the text 'Kindly provide your mobile number or Email for follow up' and a corresponding input field. At the bottom are 'Previous' and 'Submit' buttons.



7. After payment is done, the following page shows the payment receipt details.

Select Tickets > Service Summary > Online Payment Gateway

Step: Online Payment Gateway

Payment Result

Payment has been done successfully ✓

Fines Receipt Information

Traffic Profile No.	1070035002
Receipt No.	19817220000002
Receipt Date.	07/01/2022

View Receipt [Please click here](#)