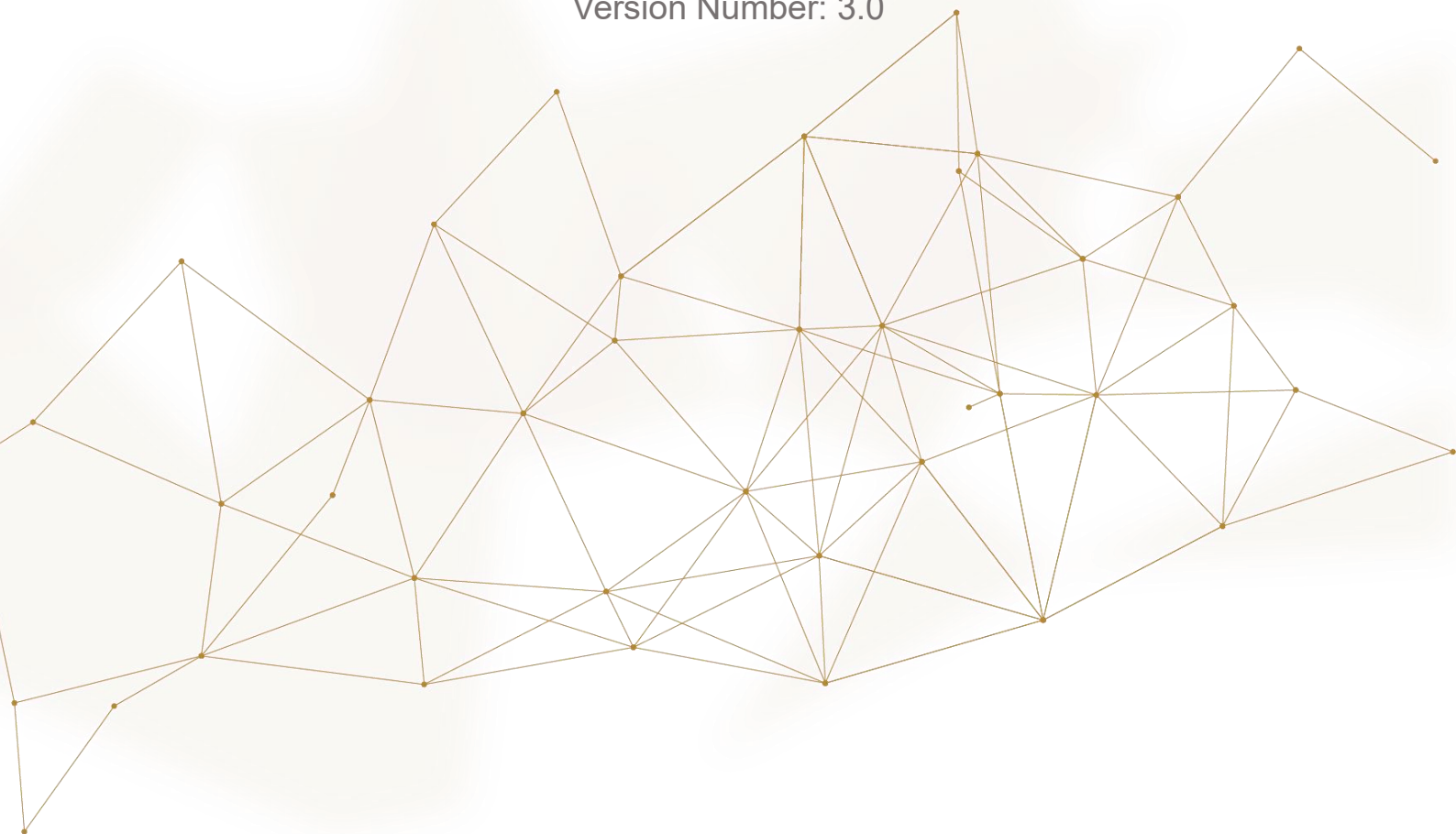




Transfer Vehicle Registration

MOI Service Website
User Journey

Version Number: 3.0





1. Access to the Service:

To add new ownership transfer request, select Transfer Vehicle Registration service from **Vehicles Services** that is related to **Traffic services**, then click on **start service** button.

The screenshot displays the E-Services portal interface. At the top, there are navigation tabs for 'E-SERVICES' and 'DASHBOARD', and a language selector for 'العربية'. Below the navigation is a search bar and a main menu. The 'TRAFFIC SERVICES' section is active, with a sub-menu containing 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. The 'Vehicles Services' category is highlighted with a red box. Underneath, a grid of service cards is shown. The 'Transfer Vehicle Registration' card is highlighted with a red box and contains a 'Start Service' button. Other visible services include 'Vehicle Details', 'Issuance of a Vehicle Registration Card', 'Renew Vehicle Registration', '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', 'Modify Vehicle Driving License Data', 'Issue a Cancellation of Vehicle Ownership Certificate', 'Issuance of a Transfer Certificate for Vehicles inside UAE', 'Exporting Vehicles Outside UAE', 'Issuance of a Tourist Travel Certificate', 'Issuing a Certificate for Releasing Impounded Vehicles', and 'Change Vehicle Plate Number'. A pagination bar at the bottom shows '1' and '2'.



1. Select the plate number for the vehicle that you want to transfer its ownership.

Transfer Vehicle Registration

Service Description
In this service, you will be able to transfer a vehicle's ownership from its current owner to another person's ownership. The registration card will be delivered to the new owner if the transaction is completed.

Progress Percentage
30%

Traffic No. 1020029686

Select one of the following plate numbers:

Search by plate number Search Options

GMC - TERYN
15 69877

GMC - TERYN
17 77788

Showing 7 of 7 Plates



2. Enter required application data then click on **Next** button.

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

GMC 15 69877 Abu Dhabi ✓ Selected	GMC 17 77788 Abu Dhabi	17 Abu Dhabi
---	-------------------------------------	-----------------

Showing 7 of 7 Plates

Chassis No.
KL6DD53F58B218084

Plate Number
FIFTEENTH CATEGORY / ABU DHABI / 69877

Applicant Info. Service Fees Payment Gateway

Step: Applicant Info.

Owner Traffic No. *

Enter number ex. 11301967xx

Buyer TCF Number *

Enter number ex. 11301967xx

New Owner Representative's Traffic Number (Mandatory for Companies)

Enter number ex. 11301967xx

Do you want to reserve the plates when completing ownership transfer? *

Do you want also to renew the vehicle's registration ? *

Next



3. The below confirmation message will be displayed before moving to the next step, click on **YES** button to confirm the details of the new owner.

Confirmation X

Are you sure the following new owner's details are correct?

New owner's name **Mohammad xxxx**

New owner's mobile number **xxxxxx6209**

i Note: In case the mobile number of the new owner is incorrect/updated, please log in to our electronic channels to update his phone number - Update Traffic Profile service.

NO **YES**

4. Enter the **OTP code** that was sent to both owner and buyer, then click on **Next** button.

Traffic No. 1010000565 Chassis No. JTFLU71J3D4314295

Applicant Info. Service Fees Payment Gateway

Step: Applicant Info.

To continue, please enter the OTP code that has been sent to the current owner and the new owner (buyer) via SMS. **i**

re-enter the request information

Current Owner's OTP *

Please Enter Current Owner's OTP

Enter number ex. 2020

New owner (Buyer) OTP *

Please Enter New owner (Buyer) OTP

Enter number ex. 2020

Next



5. Choose plate configuration, either using reserved plates owned by the new owner or issuing a new plate.

Pre-Application Details

Serial Number 1515	Reserve the plates Yes
Owner Traffic No. 4060012980	Buyer TCF Number 1111111111
Owner Name Test Traffic	Buyer Name - - -

Cancel Application

Applicant Info. Service Fees Payment Gateway

Step: Applicant Info.

To continue, please choose how to issue the vehicle's plates. Either by selecting from the reserved list owned by new owner (Buyer) or issuing a new one.

Plate Configuration * Please Select
Please Select
Using Reserved Plate
New Plate **Next**

5.1. Enter the required data to select the vehicle plate, then a list of plates will be displayed based on the entered data, choose the vehicle plate to be used by clicking the **select** button and then click on **Next** button.

Applicant Info. Service Fees Payment Gateway

Step: Applicant Info.

To continue, please choose how to issue the vehicle's plates. Either by selecting from the reserved list owned by new owner (Buyer) or issuing a new one.

Plate Configuration * Using Reserved Plate

Take it from * Ajman Traffic Department

Plate Make * 2 - SHORT

To continue, please select a plate to be used.

No. ▲	Plate Number	Plate Source	Plate Color	Plate Kind	Actions
1	11642	ABU DHABI	EIGHTH CATEGORY	PRIVATE	Select

Next



6. Select the emirate and then the method you wish to receive the 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

Applicant Info. Service Fees Payment Gateway

Please specify how to receive the new vehicle registration card.

Emirate/Region * Abu Dhabi

Receive by * Please Select

Electronic Card (No Delivery)

Print From Self Service Machines

Courier Service

Next

7. Details of Service fees and delivery fees will be displayed as shown below, add delivery address details then click on **Next** button.

No.	Description	Amount (AED)
1	Delay	120
2	DELIVERY SERVICE FEES	15
3	Re-register light private vehicle	400
4	Transfer of registration, private light	350
Total Amount (AED)		885 AED

Showing 1 to 4 of 4 entries

Next




8. Confirm moving to payment gateway by clicking on **YES** button.

Confirmation X

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


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

 سداد أبوظبي
Abu Dhabi Pay





Summary

Payment to	Ministry of Interior
Transaction Amount	AED 885.00
Service Fees	AED 3.00
Total Amount	AED 888.00

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    



10. You can evaluate your experience in obtaining the service through **Customer Pulse Survey** screens.

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates logo. At the top right is the 'نابض المتعامل' (Customer Pulse) logo and the text 'CUSTOMER PULSE'. Below the logo is a language selector set to 'English'. The main survey question is 'Overall, how satisfied are you about the Website?'. Below the question is a 7-star rating scale. The first star is selected. Below the scale are the labels 'Extremely Dissatisfied' and 'Extremely Satisfied'. At the bottom center is a 'Next' button.

11. Payment has been done successfully, receipt information will be displayed as well as the issued ownership.

The screenshot shows the 'Payment Gateway' step of a process. It includes a progress bar with 'Applicant Info.', 'Service Fees', and 'Payment Gateway'. The current step is 'Payment Gateway'. Below this is a 'Payment Result' section with a green checkmark and the message 'Payment has been done successfully'. Below this is 'Vehicle Receipt Information' with the following details:

Receipt No.	1111111111
Receipt Date.	18/11/2019
Receipt Time.	12:00 AM

Below the receipt information is a 'View Receipt' link with the text 'click here'. At the bottom of the screen is a digital vehicle license card for the United Arab Emirates. The card contains the following information:

Traffic Plate No.	9 / 95619	رقم اللوحة
Place of Issue	ABU DHABI	جهة الترخيص
T. C. No.	1130196740	مستند اللوحة
Owner	Baris Mohamed Tahani	المستأجر
Nationality	JORDAN	الجنسية
Exp. Date	01-NOV-22	تاريخ الترخيص
Ins. Exp.	01-DEC-22	تاريخ انتهاء التأمين
Policy No.	01/1020306	رقم الوثيقة
Mortgage By		جهة الرهن

At the bottom of the screen are three icons: a document icon, a magnifying glass icon, and a PDF icon. Below these icons are the labels 'Click to see the', 'Zoom', and 'File Size: 350'.