



# Replacement of a Vehicle Driving License Issued by Another Country

## Moi Services Website User Manual

Version 2.0





## 1. Access to the Service:

Click on **Replacement of a Vehicle Driving License Issued by Another Country** service in the list of **driving licensing** services that fall under **traffic services** then click on **start service** button.

The screenshot displays the 'TRAFFIC SERVICES' section of the Ministry of Interior website. The 'Driving Licensing' sub-section is highlighted with a red box. Within this sub-section, the 'Replacement of a Vehicle Driving License Issued by Another Country' service is highlighted with a red box, showing a 'Start Service' button. Other services listed include 'Driving License Info', 'Renew a Vehicle Driver's License', 'Replace lost driving License', 'Replace damaged driving License', 'Add a Category to Vehicle Driving License', 'Issue a Vehicle Driving License', 'Traffic File Opening', and 'Issue try Date'.



## 2. Service Steps:

1. Enter License number and source that you wish to replace, then click in **Next** button.

### Replacement of a Vehicle Driving License Issued by Another Country

**Service Description**  
This service replaces other countries driving license by UAE driving license

**Progress Percentage**  

10%

Traffic Profile No. 3160043965

Select Service

Restrictions

Service Fees

Step: Select Service

License No. \*

8121749924

Enter number ex. 135xxxxxxxx

License Source \*

UNITED KINGDOM

x

Next



2.Services Fees and Delivery fees will be displayed, then check the following fields:

1.Upload personal image by clicking on **upload** button.

2.Add delivery address details then click on **Next** button

Replacement of Vehicle Driver's Licence Issued by Another Country

Service Description  
This service replaces other countries driving license by UAE driving license

Progress Percentage  
90%

Traffic Profile No. 3160043965

Select Service

Restrictions

Service Fees

No.	Description	Amount (AED)
1	DELIVERY SERVICE FEES	15
2	Replacement of foreign driver's license	600
Total Amount (AED)		615 AED

Showing 1 to 2 of 2 entries

Upload personal image.\*

Image should be less than 2,048kb in size and of types JPG or PNG only.

Upload Personal Image

To continue please fill in your address (inside UAE only)  
Note: Will be delivered within 72 hours.

Emirate/Region\*

Please Select

Address\*

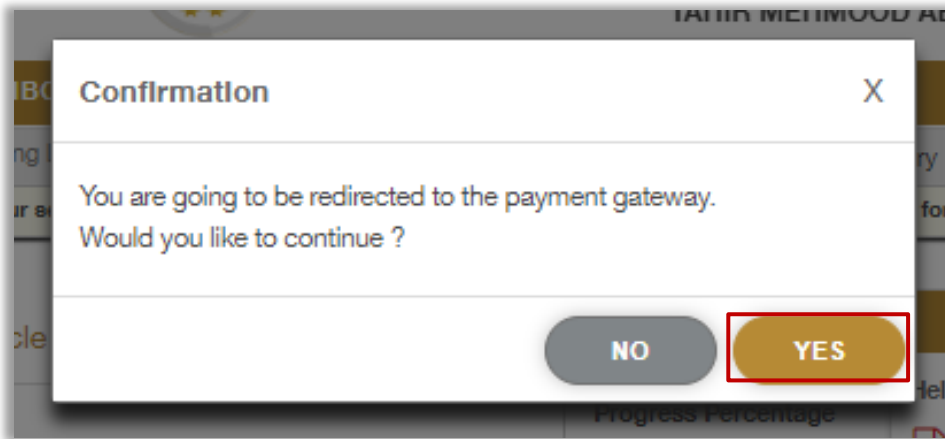
Please Select

Add New Address

Next



3. Confirm moving to payment gateway by click on **Yes** button



4. 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**.

Abu Dhabi Pay

### Summary

Payment to	Ministry of Interior
Transaction Amount	AED ١٠٠.٠٠
Service Fees	AED ٠.٠٠
Total Amount	AED ١٠٠.٠٠

Choose Payment Method

Select Payment Method >

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.

Powered by FAB VISA Mastercard DSS



5. 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 'نابض المتعامل' (Customer Pulse) logo with a close button (X). Below the logo is a language selector showing 'English' with a dropdown arrow. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website? \*'. Below the question is a row of seven stars for rating. The first star is highlighted. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. At the bottom center is a 'Next' button. A decorative line with the 'نابض المتعامل' logo is at the bottom.

6. Your request was submitted successfully; payment details will be displayed as well as receipt attachment.

The screenshot shows the 'Payment Result' screen. At the top are three tabs: 'Select Service', 'Restrictions', and 'Service Fees'. Below the tabs is a breadcrumb 'Step: Online Payment Gateway'. The main heading is 'Payment Result'. Below it is a green box with the text 'Payment has been done successfully' and a green checkmark icon. Below this is the 'Receipt Information:' section. It contains the following details: 'Receipt No. 1111111111', 'Receipt Date. 18/11/2019', and 'Receipt Time. 12:00 AM'. At the bottom is a 'View Receipt' link with the text 'Please click here'.