



# Issuance of a Vehicle Registration Card

MOI Services Website

User Manual

Version Number:2.0



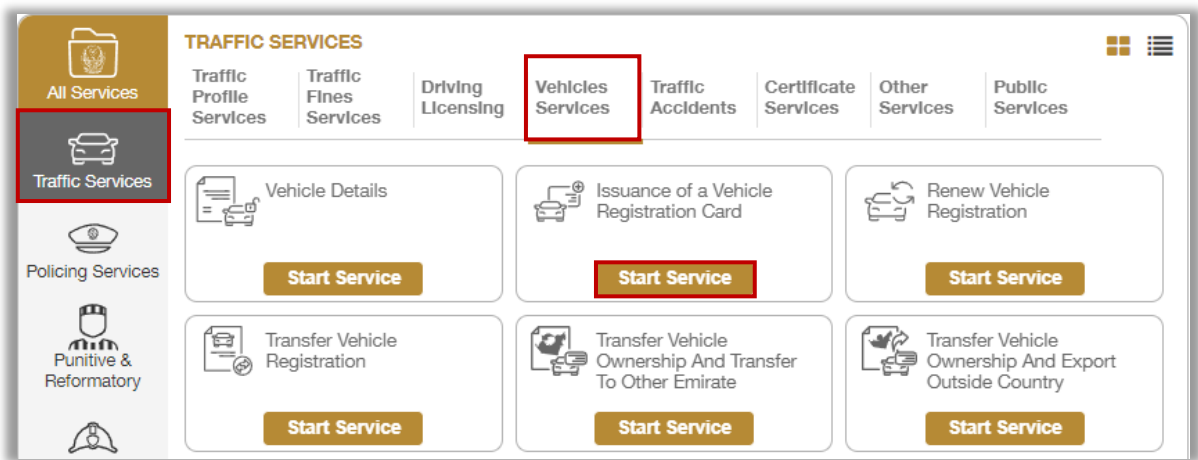
## 1. Access to the Service:

In this page, you can issue new vehicle registration card, and it will be delivered by a courier. Please be informed that you will not be able to proceed if you have restrictions

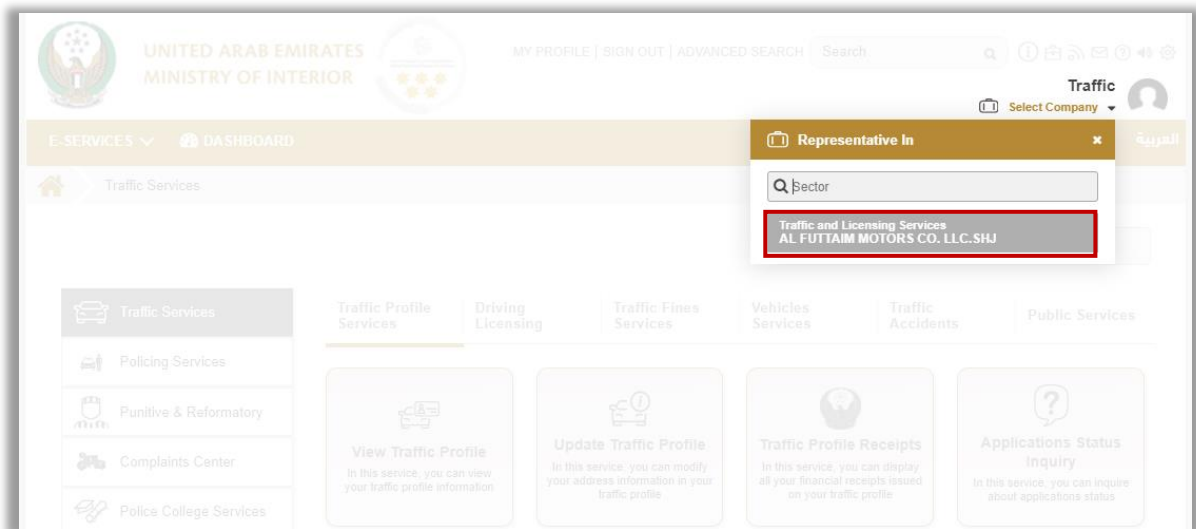
**The users of this service are divided into 2 main categories:**

1. Individuals
2. Companies Representatives

To apply for vehicle registration card, Choose the **issuance of a vehicle registration card** service from the list of **vehicles services** that fall under **traffic services**.



If the applicant is a **company representative**, the company must be selected from the list at the top of the screen first to be able to apply for the service successfully.





## 2. Service Steps:

1. Determine who will register the vehicle:

1. MySelf
2. An individual
3. A company

The screenshot shows a web form with three steps: 'Vehicle Info.', 'Service Restrictions', and 'Payment Gateway'. The 'Vehicle Info.' step is active. Below the step indicator, there is a label 'I will register the vehicle for \*' followed by a dropdown menu. The dropdown menu is open, showing three options: 'Myself' (highlighted in blue), 'An individual', and 'A company'. A red box highlights the entire dropdown menu. At the bottom right of the form, there is a 'Next' button.

1.1 If you will register this vehicle for yourself, select **Myself** from the list, select plate source then click on **Next** button.

The screenshot shows the same web form as above. In the 'I will register the vehicle for \*' dropdown menu, 'Myself' is selected and highlighted with a red box. Below this, there is a label 'Plate Source \*' followed by another dropdown menu. This dropdown menu is also open, showing 'ABU DHABI' selected and highlighted with a red box. At the bottom right of the form, there is a 'Next' button.



1.2. If you will register this vehicle for another person, select **An individual** option from the list, enter the new owner's traffic profile number and plate source then click on **Next** button.

**Vehicle Info.** Service Restrictions Payment Gateway

I will register the vehicle for \*

An individual

New owner's traffic profile number \*

Please Enter New owner's traffic profile number

Enter number ex. 11301967xx

Plate Source \*

ABU DHABI

**Next**

1.3 If you are a company representative and want to register this vehicle for the company, select **A company** from the list, enter the company and the company's representative traffic numbers and plate source then click on **Next** button.

**Vehicle Info.** Service Restrictions Payment Gateway

I will register the vehicle for \*

A company

Company's traffic profile number \*

Please Enter New owner's traffic profile number

Enter number ex. 11301967xx

Company's representative traffic profile number \*

Please Enter Company's representative traffic profile number

Enter number ex. 11301967xx

Plate Source \*

ABU DHABI

**Next**



2. If you are registering this vehicle for someone else or for the company, the below confirmation message will be displayed before moving to the next step, click **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                      **Rafat xxxx**

-----

New owner's mobile number        **xxxxxxx6209**

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**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.

3. Select the vehicle certificate to be registered then click on **proceed** button.

**Vehicle Info.**    Service Restrictions    Payment Gateway

To continue, please select vehicle certificate. **i**

Search...

No. ^	Certificate Number ^	Issue Date ^	Certificate Kind ^	Action
1	1234512345 <span style="color: orange;">📍</span>			Proceed

Showing 1 to 1 of 1 entries



4. Selected certificate data is displayed, determine whether the vehicle plate is **reserved** or **new**.

Vehicle Info.
Service Restrictions
Payment Gateway

Selected certificate Information. i

Certificate Number **1234512345** ↻ Another Certificate

Certificate Date **02/05/2019**

Certificate Kind

Plate Information.

Plate Configuration \* Please Select ▼

Please Select

Using Reserved Plate

New Plate

Next

5. Enter the required plate data then select **plate** to be used by clicking on **Select** button.

Vehicle Info.
Service Restrictions
Payment Gateway

Selected certificate Information. i

Certificate Number **1234512345** ↻ Another Certificate

Certificate Date **02/05/2019**

Certificate Kind

Plate Information.

Plate Configuration \* New Plate ▼

Take it from \* Safety Building - Mezyad ▼

Plate Make \* (2) LONG PRIVATE PLATES AD ID ▼

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


No. ▲	Plate Source	Plate Color	Plate Kind	Actions
1	ABU DHABI	NINTH CATEGORY	PRIVATE	<span style="border: 1px solid #8b733d; padding: 2px 10px; border-radius: 5px;">Select</span>


Next



6. The selected plate data will be displayed as shown below and then click on **Next** button.

**Vehicle Info.** Service Restrictions Payment Gateway

Selected certificate Information. 

Certificate Number 1234512345  Another Certificate

Certificate Date 02/05/2019

Certificate Kind



 Plate Information.

Plate Configuration \* New Plate 



Take it from \* Safety Building - Mezyad 

Plate Make \* (2) LONG PRIVATE PLATES AD ID 


Selected Plate's Information.  Re-select Plate

Plate Color NINTH CATEGORY

Plate Kind PRIVATE

Plate Source ABU DHABI

**Next**



4. Service and delivery fees will be displayed as shown below, enter OTP that was sent by text message to the new owner then click on **Next** button.

No.	Description	Amount (AED)
1	DELIVERY SERVICE FEES	15
2	Light vehicle registration, private	400
3	ONE LONG ONE SHORT PRIVATE PLATE AD ID	400
<b>Total Amount (AED)</b>		<b>815 AED</b>

Showing 1 to 3 of 3 entries

To continue, please enter the OTP code sent to the new owner via SMS.

OTP\*

Enter number ex. 2020

**Next**

5. Fill in the delivery address and mobile number then click on **Next** button.

No.	Description	Amount (AED)
1	DELIVERY SERVICE FEES	15
2	Light vehicle registration, private	400
3	ONE LONG ONE SHORT PRIVATE PLATE AD ID	400
<b>Total Amount (AED)</b>		<b>815 AED</b>

Showing 1 to 3 of 3 entries

**To continue, Please fill your address :**

**Note: Will be delivered within 72 hours (Addresses inside the UAE only).**

Emirate/Region\*

Address\*

Enter text: your delivery address.

Mobile No.\*

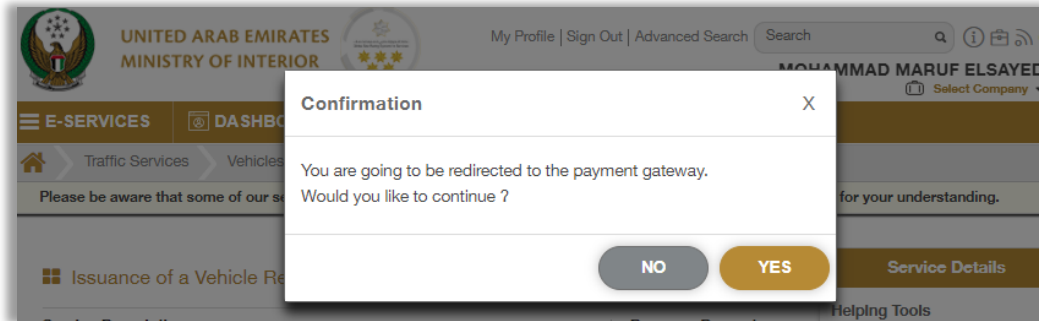
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

**Next**

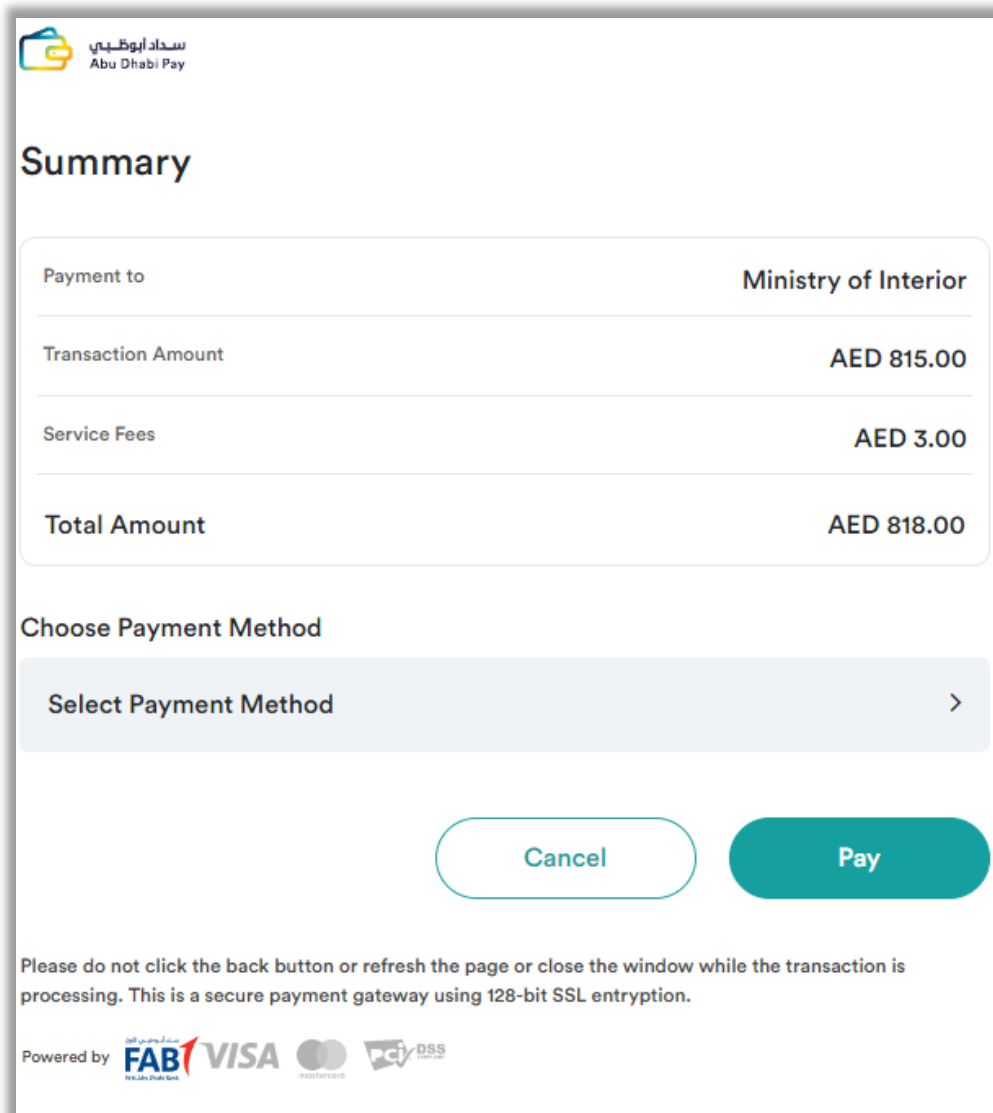




6. Click on **Yes** button to confirm the transition to the payment gateway



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





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

The screenshot shows a web-based survey interface. At the top left is the United Arab Emirates logo. At the top right is the 'نَبْضُ الْمُتَعَامِلِ' (Customer Pulse) logo with the text 'CUSTOMER PULSE' and a language selector 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 horizontal row of seven stars. The first star is filled, indicating a 1-star rating. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered below the stars. The interface is enclosed in a blue border with a close button (X) in the top right corner.