



Modify Vehicle Driving License Data

MOI Services Website

User Manual

Version Number:2.0



1. Access to the Service:

To access the service, go to **Traffic Services**, navigate to **Vehicles Services**, then select **Modify Vehicle Driving License Data** service and click on **start service** button.

The screenshot displays the UAE Ministry of Interior E-Services portal. The top navigation bar includes the logo, 'UNITED ARAB EMIRATES MINISTRY OF INTERIOR', and the Arabic name 'الإمارات العربية المتحدة وزارة الداخلية'. A search bar and user profile options are also present. The main navigation menu shows 'E-SERVICES' and 'DASHBOARD'. The breadcrumb trail indicates the current location: 'Traffic Services > Vehicles Services'. 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. Below this, a grid of service cards is displayed. The 'Modify Vehicle Driving License Data' service card is highlighted with a red box, and its 'Start Service' button is also highlighted.



2. Service Steps:

1. Choose the plate number of the vehicle that you want to apply the request for.

Modify Vehicle Driving License Data


Service Description
Through this service, you can update your vehicle's mortgage information in the registration card after releasing the vehicle mortgage from the mortgagee (the bank).

Progress Percentage
30%

Traffic No. 1980200147

Select one of the following plate numbers:

TOYOTA - COROLLA 1.6





2. Service fees and delivery fees are displayed as shown below, enter delivery address details which includes:

1. Select **Emirate or region**

2. Select **Address**: Where you can select an address from the registered addresses or add new one by clicking on **add new address** button.

Restrictions Service Fees Payment Gateway

No.	Description	Amount (AED)
1	Changing traffic card information	100
2	DELIVERY SERVICE FEES	15
Total Amount (AED)		115 AED

Showing 1 to 2 of 2 entries

To continue, Please fill your address :

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

Emirate/Region *

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

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To continue, Please fill your address :

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

Emirate/Region *

Address *

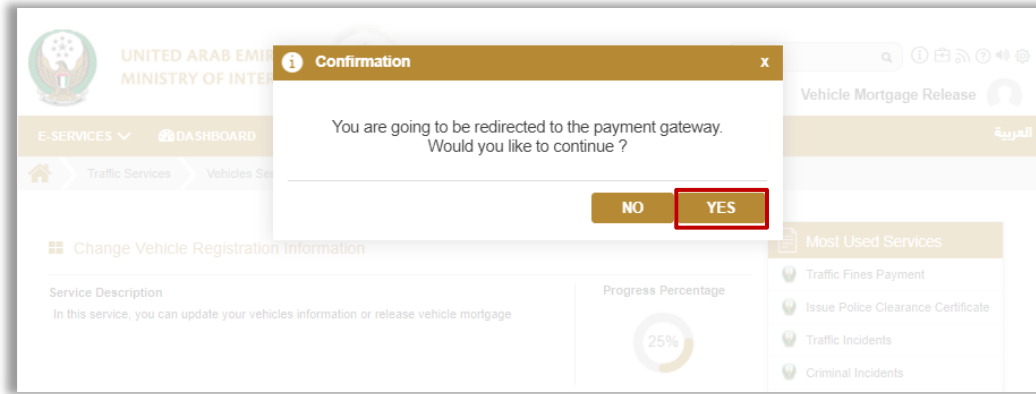
Please Select

كمال حسين
00000, نؤنن, مصقح, Abu
Dhabi
Mobile Number: 0569222994

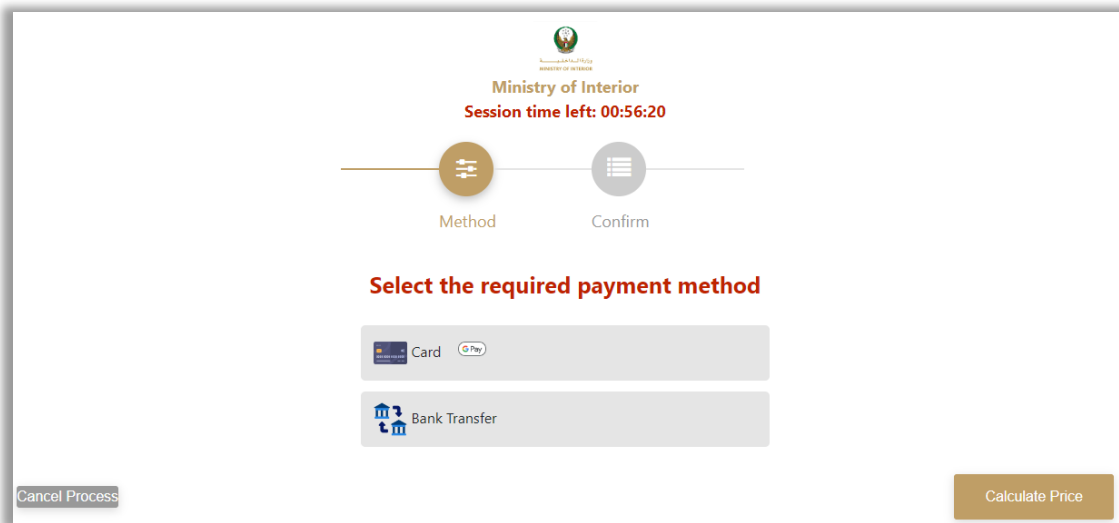
Next



- The confirmation message described below will appear click **Yes** to go to the payment gateway.



- You will be redirected to the Payment Gateway, Select the desired payment method, and complete payment process





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

The screenshot shows a 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates logo. At the top right is the 'نض المتعامل' (Customer Pulse) logo with 'CUSTOMER PULSE' text and a language dropdown set to 'English'. The main question is 'Overall, how satisfied are you about the Website? *'. Below the question is a 7-star rating scale. The first three stars are filled, indicating a rating of 3. Below the scale are the labels 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. A 'Next' button is centered below the scale.

6. The transaction has been successfully completed, payment details will be displayed as shown below.

The screenshot displays a 'Payment Gateway' screen. At the top, it shows 'Traffic No. 1980200147' and 'Chassis No. RKLBV42E2C4449903'. A progress bar at the top indicates three steps: 'Restrictions', 'Service Fees', and 'Payment Gateway', with the current step highlighted. Below the progress bar, it says 'Step: Payment Gateway' and 'Payment Result'. A green box with a checkmark contains the message 'Payment has been done successfully'. Underneath, 'Vehicle Receipt Information:' is shown with a table:

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

At the bottom, there is a 'View Receipt' link with the text 'Please click here'.