MINISTRY OF ECONOMY (CERTIFICATE OF ORIGIN) USER GUIDE

ABSTRACT

This document describes how the user can interact with the Ministry of Economy CoO requests

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Introduction

The Ministry of Economy plans to upgrade the current Certificate of Origin System by implementing a smart and comprehensive digital solution. This system will serve as a centralized hub that automates processes related to commercial trade activities and connects all stakeholders in the economic landscape.

This document describes how Producer/Exporter can interact with the Ministry of Economy certificate of origin services.



1.0 Getting Started

You can login into the Ministry of Economy System using your username and password or Login by UAE Pass.

1.1 Login by Username and Password

The Login feature allows Producer/Exporters to login successfully to the Ministry of Economy system by following the below steps:

- 1- Open the Ministry of Economy Portal
- 2- Enter Username
- 3- Enter Password
- 4- Click Sign in

Figure 1 below illustrates the login screen where the user can login to the system.

UNITED ARAB EMIRATES 1			ଘ ବ	9	?	A ©
0 0 0	Sign in with the ministry's account Username	Sign in with UAE PASS or broad dynal diarks for all activers, residents and visitor. Employee bgr				
اقتصاد امارات Media Centre	Ministry of Economy's Unified Number 800 1222	Ministry of Economy Dashboards Ag	q		L	
Contact Us FAQs	All rights reserved. Ministry of Economy United Arab Emirate	as Additional Components 🗵 🛓			(171

Figure 1: Login Screen



1.2 Login by UAE Pass

The Login by UAE Pass feature allows Producers/Exporters to login successfully to the Ministry of Economy system by following the below steps:

- 1- Open the Ministry of Economy Portal
- 2- Click on Sign in with UAE Pass
- 3- Enter Emirates ID, Email or Phone
- 4- Click Login

Figures 2 and 3 below illustrate the login screen where the user can login by UAE Pass into the system.

		ш		 ~	1 00	3
	Sign in with the ministry's account					
	Research Cr	Sign in with UAE PASS A single trusted digital identity for all citizens, residents and visitors	2			
	Forget Username? Forget Pastword? Stay signed in	Employee login				
اقتصاد اعارات Media Centre	Ministry of Economy's Unified Number 800 1222	Ministry of Economy Dashboards App			U./	E

Figure 2: Sign in with UAE Pass

Login to UAE PASS
3 Enricates ID, email, or phone eg. 977500000000
Remember me
3 Login
Don't have UAEPASS account? Create new account
Recover your account
u
Home About Support FAQ Klicak Locations Service Provider Copyright © 2022 - UAE PASS

Figure 3: Login by UAE Pass



2.0 Workspace

The Workspace screen allows to represent all requests status on Workspace.

2.1 Dashboard

The Dashboard screen allows to represent the requests status, Drafts, Notifications, Payments, Outputs and Tasks by following the below steps:

- 1- Open the Ministry of Economy Portal
- 2- Enter Username
- 3- Enter Password
- 4- Click Login
- 5- Click on Workspace

Figure 4 below illustrates the Dashboard screen.

	UNITED A MINISTRY	RAB EMIRATES OF ECONOMY	5					ک العربیة	y © ;	# <> ♥ (Welcome test2 🗸	
Ministr	ry of Economy	🎯 e-Services	Workspace	Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments History	Notifications		
v	Vorkspa	ice										
	Requests						O Tasks	E 4 Drafts				
	•	Draft In-Progre	raft 🌒 In-Progress 🌑 Closed			O Output		Payments (AED)		63 Notifications		
т	asks										All Tas D	Chat

Figure 4: Dashboard - Screen



2.2 Tasks

The Tasks screen allows to represent the tasks required from the user by following the below steps:

- 1- Open the Ministry of Economy Portal
- 2- Enter Username
- 3- Enter Password
- 4- Click Login
- 5- Click on Workspace

Figure 5 below illustrates the Tasks screen.

Mini	stry of Economy	🔘 e-Services	Workspace	Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments History	Notifications			
	Workspa	ce	5										
	Requests					y 	O Tasks		7 Drafts				
		Draft In-Progre	ss Closed			O Output) ayments (AED)	F	66 Notifications		
	Tasks										All Tasks $ ightarrow$		
	Reference No.	Service Ci	ategory	Service	Name	Request Submissi	on Date	Request St	atus Task	Name Ta	ask Date		
						There is no reco	wds to be displayed						

Figure 5: Tasks - Screen



2.3 In-Progress Requests

The In-Progress Requests screen allows to represent the status of the In-Progress requests by following the below steps:

- 1- Open the Ministry of Economy Portal
- 2- Enter Username
- 3- Enter Password
- 4- Click Login
- 5- Click on Workspace

Figure 6 below illustrates the In-Progress Requests screen.

🌐 Mir	istry of Economy	e-Services	Workspace Task	s Drafts In-Progres	is Requests Closed Requests Documer	ts Payments History	Notifications
	In-Progress	Requests	9				All In-Progress Requests
	Reference No.		Service Category	Service Name	Request Status	Last Action Date	Request Elapsed Time
	MOE-CoO-CEXQ-0	0000002-20230525	CoO	Exporter Qualification	Pending on employee management review	25-05-2023 05:09 PM	14 Days Details —>
	MOE-CoO-CPQ-0	000005-20230525	CoO	Producer Qualification	Pending on employee management review	25-05-2023 05:11 PM	14 Days Details \rightarrow
	MOE-CoO-CPTQ-	0000001-20230529	CoO	Products Qualification	Pending on employee management review	29-05-2023 05:54 PM	13 Days Details \rightarrow
~	MOE-CoO-CPTQ-0000002-20230529 CoO		CoO	Products Qualification	Pending on employee management review	29-05-2023 05:23 PM	13 Days Details $ ightarrow$
	MOE-CoO-CPTQ-0000003-20230613		CoO	Products Qualification	Pending on employee review	13-06-2023 07:49 PM	4 Days Details →
	اقتصاد و امارات Media Centre		Ministry of Economy's Unified 800 1222	I Number Ministry of Eco	nomy Dashboards App	U.XE	
	Contact Us FAQs Accessibility		C	All rights reserved. Ministry of E 2020 www.moec.gov.ae	conomy United Arab Emirates Additional Com	ponents 💫 🛓	

Figure 6: In-Progress Requests - Screen



3.0 List of Services

The List of Services screen allows you to see all the List of Services for CoO. So that the user can request any of them by following the below steps:

- 1- Login in to the Ministry of Economy portal using username and password.
- 2- Click on e-Services
- 3- You will be able to see list of services as below:
 - Request a Certificate of Origin
 - Amend Certificate of Origin
 - To Whom it may Concern
- 4- Click on Either Start a Service Button or Service Details Button.

Figure 7 below illustrates the List of Services screen.

E â About	Us Grow in UAE	Entrepreneurship	Legislations	Regulation of Business	International Partnerships	Tourism	Open Data	eServices	eParticipation
	Home > eServ	ices						2	
	Apply for Ministry	of Economy's eSer	vices						
	The Ministry of entities. They is steps and proc	Economy offers various easily a netude trademark services, contr edures to avail of the same, che	accessible services exp rol, consumer protecti ck relevant terms and	alidity designed to meet the needs an on, patent services, industrial designs, conditions, requirements, and fees, ar	requirements of individual and corporat and many more. All you have to do is sel d finally submit your application online.	e customers and go act the required ser	wernment wice, follow the		
8	Ne Se	ew Certificate of Origin rvices - Beta Version	These s product certifica verify ti	vervices are for customers wishing to ob st, a certificate of origin for GCC countrie ate of origin. The customer can also subr e validity of the certificate data. Workspace	ain a certificate of origin to serve as a proo or for the rest of the world, or the issuanc wit his request to amend the data of the cer	f of origin for natione a of a unified Gulf tificate of origin or	Θ		
ulw-	Modif	y or Replace Certificate Of O	rigin		Service details	• Start the se	ervice 🥠		
	Reque	est A Certificate Of Origin			Service details	 Start the set 	irvice		
Ĵ	To Wh	nom It May Concern			Service details	• Start the se	ervice		
n Top									

Figure 7: List of Services - Screen



3.1 Request A Certificate Of Origin

The Request A Certificate of Origin feature allows users to obtain a certificate of origin to serve as proof of origin for national products, a certificate of origin for GCC countries or for the rest of the world, or the issuance of a unified Gulf certificate of origin. The customer can also submit his request to amend the data of the certificate of origin or verify the validity of the certificate data.

3.2 Amend Certificate Of Origin

The Amend Certificate of Origin feature allows users to modify the data of the certificate of origin that has been previously approved.

3.3 To Whom It May Concern

The To Whom It May Concern feature allows the Producers to herby that this Producer has a business and produce in UAE.



4.0 Get Organizations List

As an end user want to see all the organizations added to my profile. So that the user can qualify as Producer/Exporter by following the below steps:

- 1- Log in to the Ministry of Economy portal using username and password.
- 2- Click on e-Services
- 3- Select Request a Certificate of Origin under Certificate of Origin Services.
- 4- The system shows all the organization from the list of organizations added to the User Profile

Figure 8 below illustrates the Organization List screen.

Ministr	y of Economy	e-Services	Workspace	Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments History	Notification	5		
		quest											
	Register Please Select	ed Organizat	tions You Intend To Co	implete The	Procedures							Add organization profile	
	Dubai Development Authority Trade License: 435345 - Select					Abu Dha	of Companies Ibi Department of Ec cense: CD-12345	ionomic Developm i7680	Not	Qualified	Test Dubai Healthcare City Trade License: 445436 	Producer 2 Products	
	Test Abu Dhabi Trade Lice	Airports Free Zone Ise: 1234 Select	← Details]	0 Pro	Voducer Test Dubai M Trade Li vducts	laritime City Authorit cense: 34234	Υ	Qualification In	Progress	Test Org. Abu Dhabi Global Market Trade License: 12346	Qualification in Progress	Chat

Figure 8: Organizations List - Screen



4.1 No organizations associated with User's Prodile

Note: If the user has no organizations added to his profile, the system will show a screen declaring that you don't have any Companies added.

A button will be available so the end user can be redirected to add a new organization.

Figure 9 below illustrates user that has no organizations added to his profile screen.

CoO Request		
Print Request		
	You don't have any registered organization.	
	Please add an Organization Profile before applying for COO.	
	Add organization profile	

Figure 9: No organizations associated with User's Profile – Screen



5.0 Qualification processes

5.1 Apply for a Producer Qualification Request

The Producer Qualification feature allows producers to issue CoOs (Certificates of Origin). The prequalification process helps to ensure that only qualified producers are authorized to issue CoOs and that the CoOs issued are accurate and comply with all applicable regulations and requirements.

You can apply for a Producer Qualification Request by following the below steps:

1- Select a normal company (not qualified) and click on "Qualify as Producer" button and you will be redirected to apply for a Producer Qualification Request (example 1 in figure 10).

Notes:

- If the organizations' license is expired, you will not be able to qualify it (example 2 in figure 10)
- Once the qualification process is submitted for MOEC review, the organization will be tagged as "Qualification in progress" (example 3 in figure 10)

Figure 10 below illustrates user selection of a normal company screen.

Minist	y of Economy 🛞 e-Services Workspace Tasks Drafts In-Prog	ress Requests Closed Requests Documents Payments History Notification	ns
	Expiry Date: 2023-07-27	Expiry Date: 2023-07-01 9 Qualified Products Trade License is expired	Expiry Date: 2024-07-11
	Not Qualified test Dubai Maritime City Authority Trade License : 123 Expiry Date: 1900-01-01 Trade License is expired	Producer Test Expired TL Abu Dhabi Airports Free Zone Trade License: 434324 Expiry Date: 2023-06-27 O Qualified Products Trade License is expired	Producer test only Ajman Free Zone Trade License: CR-23445324 Expiry Date: 2024-05-19 1 Qualified Products
	Producer Abu Dhabi Department of Economic Development Trade License: CD-123457689453 Expiny Date: 2024-10-18 4 Qualified Products ← Aggly/For Co0 ← Details	workshop test company 1 Qualification in Progress Dubai Department of Economic Development 3 Trade License: CD-123457689 Expiry Date: 2024-07-18	Not Qualified workshop test company 2 Dubai Department of Economic Development Trade License: CD-1234576776 Expiry Date: 2024-12-07 • Qualify //s Producer • Qualify //s Exporter

Figure 10: User selects a normal company - Screen.



2- Fill all the mandatory fields (Producer Category) on General Details screen.

Figure 11 below illustrates Producer Qualification - General Details screen.

- 1: Select producer category from the list of categories in the drop down (Industrial, Agricultural, ...etc). You can select multiple choices
- 2: Select if your organization is located in Main Land or Free Zone
- 3: Click Next

	UNITED ARAB EMIRATES MINISTRY OF ECONOMY) المرية	Q 🗆 🖉 🖓 db dg 🕼 Telever assessed 🗸 🗸
Ministry of	of Economy 🔘 e-Services	Workspace	Tasks	Drafts In-Progress Requests	Closed Requests	Documents	Payments History	Notifications	
P	Producer Qualifi	cation							Sompletion rate
G	Seneral Details Attachmer	ts Summary		50% Tequest Submission Applicant				Emplo	50%
	Producer Category Choose Agricultural X Location* MainLand	0		v hat	0			~	Note You are applying on behalf of: workshop test company 2 P. Trade Lorense : CD-12425/92776 Begistrar : Dubai Department of Economic Development Belgehone Number : +97150812928

Figure 11: Producer Qualification – General Details Screen

- 3- Click on next and fill all the mandatory fields in the attachments tab
 - a. Name of the Authorized Person,
 - Upload production certificate based on your selected category and its expiry date, if multiple categories were selected, you will be asked to provide multiple attachments.
 E.g.:
 - if you select Industrial, you need to provide Industrial license
 - if you select Agricultural, you need to provide Agricultural certificate issued from concerned ministry
 - if you select Fishery, then you need to provide Certificate/Letter from UAE Fisherman Association
 - ...etc
 - c. Upload stamp and signature. These need to be in Image format (PNG, JPG, JPEG, ...) and it should be with transparent or white background

Figure 12 below illustrates Producer Qualification - Attachments screen.



UNITED ARAB EMIRATES MINISTRY OF ECONOMY

🌐 Ministry o	f Economy 🗐 e-Services Workspace Tasks Drafts In-Progress Re	rquests Closed Requests Documents Payments History Notifications	
	General Details Attachments Summary Name Of The Authorized Person* Mahaned Daman Agricultural Produce Category @ Select Add Nine @ Select Add Nine @ Exemises jing ag pitting Nember of Nine @ Nine @	Every Date* 01-12-2023	Note You are applying on behalf of: test • Table License : 34234 • Issuance Dir Dala Development Authority • Telephone Number : +971501234567 ()
	Attachment proj X Producer Stamp @ Select Denomines jorg pdf proj jog Number of Elen 1 Tile space (1986) Samp proj X		User Guide Help Data to assist with current Step
	Producer Signature		
	← Previous	Net	Q Chat

Figure 12: Producer Qualification – Attachments Screen



4- Click on Save as a Draft.

Figure 13 below illustrates Producer Qualification – Save as a Draft screen.

Minist	try of Economy	Ø e-Services	Workspace	Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments H	History Notifications	
	Name Of The A	Authorized Person								\mathbf{U}	
	Mohamed Osr	man								User Guide Help Data to assist with current Step	
	Agricultural										
	Torms and s	onditions *				,	\sim		×		
		onations				(\checkmark)				
	I, the und the good - the cou	dersigned, declare t I(s) described above Intry of origin of the	hat: - the above meet the condit good(s) describ	d ti e		Producer Qu	alification service	e			
						Request Sa	aved Successfully				
						DRAFT-	CoO-CPQ-12				
	Applicant Comme	ent									
						Back to Workspar	ce - Contine	ue			l
			4		h						
	• Subr	nit	— Save	Delete D	raft Bac	k to Workspace				O chat	

Figure 13: Producer Qualification – Save as a Draft Screen



5- Click on next and will be redirected to Summary screen where you will be asked to confirmed the provided information are correct and accurate, and click on submit.

Figure 14 below illustrates Producer Qualification – Submit Request screen.

Minis	try of Economy	🔘 e-Services	Workspace	Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments History Notifications
	Producer S Signature.pi	ignature df <u>↓</u>							
	Terms and I, the ur the goo - the co	conditions * ndersigned, declare d(s) described abov nuntry of origin of th	that: - the above re meet the condi ne good(s) descrit	d ti		∠ Are you sure ← Cancel	you want to submit	•	×
	Applicant Comm	nent 🚯		_	_				
	Sut) mit	← Save	Back	.#	are			D Chat

Figure 14: Producer Qualification – Submit Request Screen

6- You will get a confirmation message upon submitting the request.

Figure 15 below illustrates Producer Qualification – Request Confirmation screen.

🌐 Minist	ry of Economy	Ø e-Services	Workspace	Tasks Dr	afts In-	-Progress Request	s Closed Re	quests Do	cuments	Payments	History	Notification	15	
	Producer S	iignature df 🔔												
	Terms and I, the u the goo - the co	conditions * ndersigned, declare vd(s) described abow vuntry of origin of th	that: - the above e meet the condi e good(s) describ	c ti	I	Producer Request S MOE-CoO-CP	Qualification Submitted Succes	service ssfully 20230618		•				
	Applicant Comr	nent		A		-	Back to Workspace]						
	► Sul	bmit	← Save	Back to W	<i>lorkspace</i>									D Chat

Figure 15: Producer Qualification – Request Confirmation Screen



- After the submission, you will receive also and email and SMS confirming the submission with the reference number of your application. You can use the reference number to track your application from the Workspace

5.2 Apply for an Exporter Qualification Request

User can apply for an Exporter Qualification Request by following the below steps:

1- Select a normal company (not qualified) and click on "Qualify as Exporter" button (number 4 in Figure 16) as user will be redirected to apply for an Exporter Qualification Request.

Figure 16 below illustrates user selection of a normal company screen.

@ Mivis	ny af Ficanamy 🏽 e-Senvices Workspace Tasks Drafts in-Progre	ss Requests Closed Requests Decuments Poyments H	istary Netifications
	Expiry Date: 2023-07-27	Expiry Date: 2023-07-01 9 Qua	Expiry Date: 2024-07-11 illied Products
		Trade License is expired	
	Not Qualified		Producer Producer
	test	Test Expired TL	test only
	Duba Mantime Uty Authority	Abu Uhabi Airports Free Zone	Afman Free Zone
	Trade License: 121	Trade License: A10126	Trade License: (R-212457124
	Expiry Date: 1900-01-01	Expiry Date: 2023-06-27	Expiry Date: 2026-05-19
6	2	0 Qui	ilfed Products 1 Qualified Products
0	Trade License is expired	Trade License is expired	- Aşşiş For Gall - Datailes
	Producer	Qualific	ation in Progress Not Qualified
	Workshop Producer	workshop test company 1	workshop test company 2
	Abu Dhabi Department of Economic Development	Dubai Department of Economic Development	Dubai Department of Economic Development
	Trade License: CD-123457689453	Trade License: CD-123457689	Trade License: CD 1234576776
	Expiny Date: 2024-10-18	Expliny Date: 2024-07-18	Expiry Date: 2024-12-07
	4 Qualified Products		
	- Addre rar tobu		Lysenity An Procession Caselly Via Deporter

Figure 16: User selects a normal company - Screen

2- Fill all the mandatory fields (Name of The Authorized Person) on Attachments screen.

Figure 17 below illustrates Exporter Qualification – Attachments screen.



Ministry of Economy	e-Services	Workspace	Tasks	Drafts In	n-Progress Requests	Closed Requests	Documents	Payments History	Notifications			
	er Qualifica	ition								Completion rate		
	Sov. (1) Request Summain Applicant							505 (2) Employee department review Employee				
Attachments Name Of Mohame Produce Sta	Summary he Authorized Person d Osman amp @ 	y* mber of files 1	A File space	dd files 🗘 S MB	0					Note You are applying on behalf of: test3 • Trade License: 54353 • Issuance ED: Dibba Municipality • Telephone Number: +971501234567 () User Guide		
Producer Si Select Extensione Signature	gnature @ : jpcg.jpg.pdf.png Nu updf ×	mber of files 1	A File space	dd files 🕈						Help Data to assist with current Step		

Figure 17: Exporter Qualification – Attachments Screen

3- Click on Save as a Draft.

Figure 18 below illustrates Exporter Qualification – Save as a Draft screen.

Min	Istry of Economy	Tasks Drafts In-Progress Requests Closed Requests Document	Is Payments History Notifications Note You are applying on behalf of: Group of Companies
P	Applicant Comment	Exporter Qualification service Request Saved Successfully	cense : CD-123457680 e ED : Abu Dhabi Department mc Development me Number : +971508129928 Image: Cuide Help Data to assist with current Step
	 Submit Save 	DRAFT-CoO-CEXQ-8	omy Dashboards App
	المنظاد • المارات Media Centre Contact Us	Ministry of LCOnomy s Unified Number Ministry of Economy 800 1222	omy Dashboards App

Figure 18: Exporter Qualification – Save as a Draft Screen

4- Click on next and will be redirected to Summary screen as the users declare his information and click on submit.



Figure 19 below illustrates Exporter Qualification – Submit Request screen.

Minist	try of Economy 👩 e-Services Workspace	e Tasks Drafts In-F	Progress Requests Closed Requests Documents	Payments History Notifications	
	Terms and conditions * the undersigned, declare that - th meet the condition(s) required for th is United Acab Eminate	e above details and statement an e issuance of this certificate; - th	e true and accurate: - the good(s) described above e country of angin of the good(s) described above		Note You are applying on behalf of: tes3 Instate Learnes : 54353 Instance ED : Obto Municipality Telephone Number : +071501234567
(Applant Comment 0	Back to Workspace	Are you sure you v	X ant to submit Contrue	(3) User Guide Help Data to asset with current Step
	اقتصاد و امارات Media Centre Contact Us	D Ministr 800 1	y of Economy's Unified Number 222	Ministry of Economy Dashboan	ds App
	FAQs Accessibility	All right	is reserved. Ministry of Economy United Arab Emirates 2020 Nonec.gov.ae	Additional Components 🛛 🖳	
	Copyrights Terms of Use Disclaimer Customer Happiness Charter	Screen Compar	resolution should be 1366 x 768 for best browsing experience. ability: Mircrosoft Edge , Firefox 97.0+, Safari 15+, Google Chroi	Browser me 99.0+ -	D chat

Figure 19: Exporter Qualification – Submit Request Screen

5- You will get a confirmation message upon submitting the request.

Figure 20 below illustrates Exporter Qualification – Request Confirmation screen.

Term	is and conditions * I, the undersigned, declare that: - the above of the good(s) described above meet the conditi	etails and statement are true and accurate; - on(s) required for the issuance of this certificate;	Note You are applying on behalf of: Group of Companies
Applica	- the country of origin of the good(s) describe	Exporter Qualification service Request Submitted Successfully MOE-CoO-CEXQ-0000006-2023	e e e e e e e e e e e e e e e e e e e
	- Submit - Save	Eack to Workspace	
و اعارات Media Centr Contact Us	ا <mark>اقتصاد</mark> re C	Ministry of Economy's Unified Number M 800 1222	inistry of Economy Dashboards App

Figure 20: Exporter Qualification – Request Confirmation Screen

 After the submission, you will receive also and email and SMS confirming the submission with the reference number of your application. You can use the reference number to track your application from the Workspace



5.3 Apply for a Product Qualification Request

The Product Qualification feature allows producers to prove that their factory, farm, etc. is eligible to issue a CoO for their products. This process involves a series of steps that are designed to verify the origin and quality of the products and raw inputs used in the production process.

Producer can apply for a Product Qualification Request by following the below steps:

1- Select a Producer company that has no qualified products and click on "Add Product" button as user will be redirected to apply for a Product Qualification Request.

Figure 21 below illustrates user selection of a producer company screen.

Cobarmanome city Muthancy	Dubai Jekon dabis	Dobal Development Adolomity
Trade License: 19934566 Expiry Date: 2024-08-30 2 Qualified Products	Trade License: 1234 Expiry Date: 2023-07-13	Trade License: 11223344556 Expiry Date: 2024-07-24 O Qualified Products
Apply For Go Details Produce company X Dubai Development Authority Trade License: CD-123457364 Enviry Mate: 2024-01-20	Apply For Co0 Fethaoui Corp Abu Dhabi Department of Economic Development Trade License: CD-123457676 Entity Date: 2024-028	Add Product Producer Producer Fettaoul Export Dibba Municipality Trade License: 12/24/34/3 Profu License: 12/24/34/3
C Qualified Products	← Aquip For CoO	0 Qualified Products Add Product Disalification in Drawnerse
HMZAH FOR ADVERTISING	LAFARGE EMIRATES CEMENT	LAING OROURKE JOINERY LL.C
Dubai Department of Economic Development	* Fujairah Municipality	Dubai Department of Economic Development
Trade License: 781542 Expiny Date: 2023-07-21 7 Qualified Products	Trade License: 100267 Expiry Date: 2023-08-25	Trade License: 656671 Expiry Date: 2023-08-04

Figure 21: User selects a Producer company - Screen.



- 2- Fill all the mandatory fields on the Add product screen and click on Add Products:
 - a. If the product is wholly obtained, then only HS code and final product name is required (Figure 22)
 - b. If the product is not wholly obtained, then you will need to provide general details of the product as well as the raw materials of the product (Figure 24, number 1)
 - c. You can add as many raw materials as you want in the same product (Figure 24, number 2)
 - d. You can add as many products as you want to the same qualification process (Figure 23, or Figure 23-Number 3)

The below figures illustrate Product Qualification –Add Product screen.

Ministry of Economy	👹 e-Services	Workspace	Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments History	Notifications	
Produ	icts Qualific	ation								Completion rate
				Reque	50% ot Submission lopicant				Empl	505 S05 S05 S05 S05 S05 S05 S05
ProductQu Prod	alification Attach	ments Sum	mary		0			Add New Product		Note You are applying on behalf of: Workshop Producer • Trade License : CD-123457689453 • Registrar : Abu Dhabi Department of Economic Development
lis th Prov	e product wholly obtained luct HS Code* 💿	ut description			Ves 🤇	No Final Prod	uct Name* 0	Close]	Telephone Number: +971502938848 (j) User Guide Help Data to assist with current Step

Figure 22: Product Qualification –Add Wholly Obtained Product Screen

 Ministry of Economy
 Ø e-Services
 Workspace Tasks Drafts In-Progress Requests Closed Requests Payments History Notifications Docu **Products Qualification** Completion rate 0% Print Request uctQualification Attachments Summary Note Products Qualification You are applying on behalf of: Workshop Producer • Trade License : CD-123457689453 Add New Product Registrar : Abu Dhabi Department of Econor • Telephone Number : +971502938848 01012110 - Live pure-bred breeding horses of Arabian breed - Test User Manual B 首 (i) User Guide Help Data to assist with current Step Next -0

Figure 23: Product Qualification - Add more products to the same application

Ministry of E	conomy 🔘 e-Services Workspace	Tasks Drafts In-Progress Requests Closed	Requests Documents Payments History Notifications	
	Is the product wholly obtained*	Ves	O Cose	Telephone Number: +971502938848
	Product HS Code* 0		Final Product Name*	Heip Data to assist with current Step
	Select HS Code or type product description		~]	
	Product Quantity* 🔘	Product Unit* 🛛 unit Profit (USD	S)* unit Labour cost (USDS)*	
		Select Unit 🗸		General details of the product
	unit Other overheads costs (USDS)* 🛈			
	Raw Materials			ก
	Raw material HS Code* 🙆			
M	Select HS Code or type product descrip	ition	~	
	Unt* 0	Quantity* 📵	Unit CIF Value (USD\$)* 🚯	
	Select Unit	~		Barry Material Actuality
	Total CIF Value (USDS)* ()	Supplier's name* ()	Supplier's country*	Raw Material Octails
			Select country	
	Raw material country of origin"			
	Select country	~		
			Add Raw Material	
			Add Product	

Figure 24: Product Qualification –Add not wholly obtained Product Screen

The below figure 25 shows multiple products added to the same request, one wholly obtained and other not wholly obtain. After addition of the product, you still can:

- View the product details (figure 25 Number 1)
- Edit the product details (figure 25 Number 2)

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- Delete the product (figure 25 Number 3)
- If the data is accurate, you can click next to proceed with the attachments step (figure 25 Number 4)

Ministry of Min	f Economy 🔘 e-Services	Workspace Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments Histo	ry Notificat	ions		
	Print Request										
	ProductQualification Atta	hments Summary		50% 1 Request Submission Applicant						Emple	50%
	Products Qualifica	ition						Add New Pi	oduct		Note You are applying on behalf of: Workshop Producer • Trade License : CD-123457689453 • Registrar : Abu Dhabi Department of Economic Development. - Telephone Number : e971902938848
	Product 1 01012110 - Live pure Wholly Obtained	-bred breeding horses of	of Arabian	breed - Test User Mar	nual			Ø	ê ^		(i) User Guide
	Product HS Code* 📵					Final Product !	Name* 🚯		•		Help Data to assist with current Step
	01012110 - Live pure	-bred breeding horses of Arabia	an breed			Test User Ma	anual				
	Product 2 04011090 - Milk (excl	uding long life milk, in p	acking of a	content exceeding 1 L	.) & cream, not con	centrated nor -	Milk test	2	a < 1		
				Next	-	_0					
	Applicant Comment 🕕										

Figure 25:Product qualification - Add/Delete/Edit Product screen

- 3- After clicking next: Attachment step is optional, you can upload list of supportive documents that can support in the qualification process, or you can simply click next
- 4- Summary page, in this page you can review the summary of your request and edit the product details if required
- 5- If all good, click on Submit button to submit the product qualification application.

Figure 26 below illustrates Product Qualification – Submit Request screen.



	501 () Regard Sidom Applicant	9001	Employee di Er	50% (2) papartment review mployee	
	Products Qualification			Note You are applying on behalf of: Text	
	Product 1 Long life milk, in containers exceeding 1 Litre - New Product Weak Obtained	Are you sure you want to submit	×	Trade Lerrene : 1234 Issuance ED : Abu Dhabi Airports Free Zone Telephone Number : +971501234567 () User Guide	
	Request History	- Carcel - Continue	_	Help Data to assist with current Step	
8	Applicant Comment 🖲				
Ļ	- Submit - Save Back to Workspace			De	Chat

Figure 26: Product Qualification –Submit Request Screen

6- You will get a confirmation message upon submitting the request.

Figure 27 below illustrates Product Qualification – Request Conformation screen.



Figure 27: Product Qualification – Request Confirmation

- After the submission, you will receive also and email and SMS confirming the submission with the reference number of your application. You can use the reference number to track your application from the Workspace



7- Once qualification process is completed, you will be able to access the product catalogue screen below by clicking details button from the producer card that contains the products qualification based on agreements

	Producer
HMZAH FOR ADVERTISING	
Dubai Department of Economic Development	
Trade License: 781542 Expiry Date: 2023-07-21 Apply For CoO Details	7 Qualified Products





6.0 Request Certificate of Origin

You can apply for a certificate of origin, if you are a qualified exporter or qualified producer that has qualified products.

- 1- As shown in the Figure 28 below
 - a. You navigate to e-services page of the ministry (figure 28 1)
 - b. Expand the Certificate of origin services (beta version) (figure 28 2)
 - c. You select the service: New Certificate of origin system (Beta version)
 - d. You click on start service (figure 28 3)
 - e. If you need more details about the service, you can open the service card by clicking on service details (figure 28 4)

≡	۵	About Us	Grow in UAE	Entrepreneurship	Legislations	Regulation of Business	International Partnerships	Tourism	Open Data	eServices	eParticipation
				Home > eServices						U	
				Apply for Ministry of Economy's	eServices						
				The Ministry of Economy offers various entities. They include trademark service steps and procedures to avail of the sar	easily accessible services e is, control, consumer protec ne, check relevant terms an	xplicitly designed to meet the needs and requi ction, patent services, industrial designs, and n id conditions, requirements, and fees, and fina	rements of individual and corporate custs hany more. All you have to do is select the Ily submit your application online.	omers and government required service, follow	the		
				New Certificate of Origin Services - Beta Version	These producertif verify	e services are for customers wishing to obtain a cust, a certificate of origin for CCC countries or for licate of origin. The customer can also submit his the validity of the certificate data. — Workspace	ertificate of origin to serve as a proof of origin to serve as a proof of origin the rest of the world, or the issuance of a u request to amend the data of the certificate	in for national nified Gulf of origin or	Ξ		
ي گ				Modify or Replace Certificat	te Of Origin		Service details	Start the service			
iler				To Whom It May Concern	gm		Service details	Start the service			
(1) Back to Top				Certificates of Origin Services	These produ certif verify	e services are for customers wishing to obtain a ucts, a certificate of origin for GCC countries or fo icate of origin. The customer can also submit his the validity of the certificate data. - Workspace	ertificate of origin to serve as a proof of orig the rest of the world, or the issuance of a u request to amend the data of the certificate	in for national nified Gulf of origin or	Ð		0

Figure 29: Select Request a certificate of origin service

2- Select the producer or exporter you would like to issue the certificate for and click: apply for COO

Tr Ex	Trade License: 19934566	Trade License: 1234	
	Qualified Products Apply For CoD Details	Expiny Date: 2023-07-13	Trade License: 1122334-556 Expiny Date: 2024-07-24 O Qualified Products
c c	Producer company X Jubai Development Authority	Fethaoui Corp Abu Dhabi Department of Economic Development	Producer Fettaoui Export Dibba Municipality
Tr	frade License: CD-123457364 kpriny Date: 2024-01-20 O Qualified Products - Add Product	Trade License: CD-123457676 Expiry Date: 2024-09-28	Trade License: 12434343 Expiry Date: 2024-06-14 • Add Products
н	HMZAH FOR ADVERTISING Dubai Department of Economic Development	Qualification in Progress LAFARGE EMIRATES CEMENT Fujairah Municipality	Qualification in Progress LAING OROURKE JOINERY LL.C Dubai Department of Economic Development
Tr	frade License: 781542 Suppry Date: 2023-07-21	Trade License: 100267 Expiry Date: 2023-08-25	Trade License: 655671 Expiry Date: 2023-08-04

Figure 30: apply for COO as exporter or as producer

- 3- If you selected an exporter, you will be redirected to the step-in figure 31. Else, if you select a producer, you will be redirected to step in figure 32
- 4- In figure 31, you will need to select the producer (1) of the products you are exporting. You can search it by name or by trade license (2), then you select next (3)

UNITED ARAB EMBE	NTS Ser			lagual Q 🗂 🐁 📿 ? 击 dji O 🥘 Weborne tastaserikori 🗸
Ministry of Economy Ø e-Ser	vices Workspace Tasks Drafts In-Progress Reque	sts Closed Requests Documents Payments Histor	y Notifications	
Certificate O	f Origin Request			S Completion rate 0%
0	40% (1) Request Submission Applicant	40% 2 Request fees payment lessan Applicant	ce only)	20% (3) Employee department nations Employee
Find A Producer Ce	trificate Type Consignee Details Invoice & Shipped Prod	uct Details Remarks Attachments Summary	Payment	Note You are applying on behalf of:
Search by producer n	ime or Trade license*		~	Pethaoul Corp • Trade Lemse : CD-123457676 • Registrar : Abu Dhabi Department of Economic Development • Telephone Number : +971508129928
Selected Producer Name company X	J cer info Trade License CD-123467364	Location Phone +9715081295	928	(i) User Guide Help Data to assist with current Step
Applicant Comment O		^{at →} 3		

Figure 31: select producer

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5- Select the certificate type: based on the selected destination country (1), different options will be displayed in the certificate types. If the destination country (1) is a participating country of a specific Comprehensive Economic Partnership Agreement (CEPA), then the preferential agreements (CEPAs) will be shown e.g., illustrated in Figure 32. If the destination country is not a participating country of all existing CEPAs, then only non-preferential certificate option will be shown (Figure 33). After selection, you can click next

Ministr	of Economy 🧔 e-Services Workspace Tasks Drafts In-Progress Requests Closed Requests I	Documents Payments History Notifications	
	Print Holphant		
	40, 1 Repet 5 domain Applicat	40% 2 Request free support (source only) Applicate	20% 3) Employee deastment review Employee
	Prind A Producer Certificate Type Consignee Details Invoice &Shipped Product Details Remarks Certificate type	Attachments Summary Payment	Note You are applying on behalf of: Fetbaad Cop
	Maraco	~	Registrar: Abu Dhabi Department of Economic Development Telephone Number: +971508129928
	Select Certificate type* Q Presse choose the desired certificate		(i) User Guide Help Data to assist with current Step
	non-professional (General Certificatin) Regional group, League Of Arab States	FTA, Morocco-United Arab Emirates	
	Read More About This Agreement→ Read More About This Agreement→	Read More About This Agreement—	
	1 to 2 of 2 items	•	
	Applant Comment 0		

Figure 32: Destination country participating in CEPA

Ministr	of Economy 🍈 e-Services Workspace Tasks Drafts In-Progress Requests Closed Requests	Documents Payments History Notifications	
	erre industr		
		40% (2) Request fees servers (insures only) Attachments Summary Payment V	295 Brandwardsmartne transwer Despension Meriden
	Applant Cannot O	D	

Figure 33: Destination country not participating in CEPA



6- Provide consignee details: you can select an existing consignee (1), or you can provide new consignee details if you are adding the importer for the first time (2). Refer to the below figure. Then click next (3)

Select Consignee Name* Consignee	•	Trade License : CD-123457676 Registrar : Abu Dhabi Department of Economic Development Telephone Number : +971508129928
Add New Consignee Consignee Address 1*	Country* Algunistan Address 2	(i) User Guide Help Data to assist with current Step
Address City* City	Address Telephone* Telephone	
Email® Email@Email.com Shipment Mean*	Mobile* Mobile Tax Registration Number	
Air V From 12	121 To destination	
Date Of Shipment 2023-07-13	Vessel Info 12	
Previous	Next -	

Figure 34: Consignee details screen

- 7- Provide Invoice & Shipped Product Details:
 - a. In this step, you should provide the invoice details and products details inside the invoice
 - b. You can add multiple products to the same invoice
 - c. You can add multiple invoices
 - d. Based on the type on the invoice issuer, the entry changes:

For the case of Producer:





No: Invoice doesn't exist -> provide purchase invoice Note: We don't show it in the Certificate Yes: Invoice exist -> Provide commercial invoice + Provide purchase invoice

No:

Provide commercial invoice Provide purchase invoice

The below figures illustrates the addition of new invoice and multiple products inside the same invoice

Ministre	ry of Economy 🔘 e-Services Workspace Tasks Drafts H	-Progress Requests Closed Requests Docume	ents Payments History	Notifications	
	Applicant		Applicant		Employee
	Find A Producer Certificate Type Consignee Details	8Shipped Product Details Remarks Attac	chments Summary	Payment	
	Invoice & Shipped Product Details		ſ	Add New Invoice	Note You are applying on behalf of: Pethaul Cop • Trade License : CD-123457676
					Registrar: Abu Dhabi Department of Economic Development Telephone Number: +971508129928
	Do you have a third party invoice?*	Yes O No		Close	(i) User Guide
	Commerical Invoice				Help Data to assist with current Step
Ø	Invoice Number*	Invoice Date*			
	Total amount of the invoice*	Currency*			
		AED		~	
	Attachments EoO Request - Invoice Attachment				
	Select Ad	files O			
	Extensions .jpcg.jpg, png.TIE.xts,.xtsr., pdf Number of files 1 File space	TOMB			
	Purchase Invoice CoO Reguest - Purchase Invoice				
	Select Ad	files O			
	Extensions .jpcg.jpg.pdf, png.TIF, xls, xlsx Number of files 1 File space	10 MB			

Figure 35: select type of issuer of the invoice



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Product*		No.of Package*		Kind of Package*
Select Product	~			
Net Weight*		Net Weight Unit*		Gross Weight*
		Select Unit	~	
Gross Weight Unit*		Quantity*		Quantity unit*
Select Unit	~			Select unit
Price Per Unit*				2
				Add
				ниц

Figure 36: Add products + add invoices

Ministry of Econor	ny 💮 e-Services Workspace Tasks Drafts In-Progress Reques	sts Closed Requests Documents Payments History Notifications	
Lis	t Of Invoices		Telephone Number: +971502938848
	Invoice Number Invoice Date Amount dedfild 12-07-2023 3454 A		(i) User Guide Hein Data to assist with current Sten
	Invoice Number*	Invoice Date*	····
	dsdffdd	2023-07-12	
	Total amount of the invoice*	Currency*	
	3454	AED V	
	Amount in USD : 940.5242 USD		
	Attachments		
	CoO Request - Invoice Attachment		
-	Select Add files 🔿		
6	Extensions .jpeg.jpg.png.TIF.xis, xisx, pdf Number of files 1 File space 10 MB		
LES	Screenshot 2023-07-12 ×		
	Product List		
		Delete Edit	
	Product 4 11.9812 47.9248	🔒 🗷 🗡 View	
	Product [5]0.8169]4.0845	ê <i>c</i> ^	
	Product* No.of Package*	Kind of Package*	
	55121100 - synthetic V 3	4	
	Net Weight* Net Weight Unit*	Gross Weight*	
	3 Grams	✓ 4	

Figure 37: List of Invoices and list of products inside each invoice

8- Remarks: you select remarks based on the case

stry of Econor	my 👹 e-Services Workspace Task	s Drafts in-Progress Requests Closed Req	uests Documents Payments History Notifications		
Cert	tificate Of Origin Reques	t		8	Completion rate
		40% ① Request Submission Applicant	40%. (2) Request free payment (issuance only) Applicant.	20% 3 Employee department review Employee	
Certific	ate Type Consignee Details Invoice 85	Shipped Product Details Remarks Attachm	nts Summary Payment	Note	
	Replacement Of CoD Ref-ID	2 Issued Retrospectively	Third Party Invoice	You are applying on behalf of: HMZAH FOR ADVERTISING • Trade License: 781542 • Registrar: Dubai Department of Economic Dev • Telephone Number: +971501234567	velopment
Appl	icant Comment	- Previous	9	(i) User Guid Help Data to assist with	e current Step

Figure 38: select remarks if applicable

9- Attachment: this is an optional step where you can upload any supportive documents to your application

try et Economy @ #-Services Workspace Tasks Drafts In-Progress Certificate Of Origin Request	lequests Cosed Requests Documents Payments History Hetifications	© Completion rate 0%
405 ① Preparati Sub-Interior Projection	405 August free payment (insurance only) PODECE	20% (3) Employee department review Employee
Certificate Type Consignee Details Invoice &Shipped Product Details Attachments Gol Royast - Attachments Select Add free Q Select Add free Q Extensions ging ging 15 /st. dis. p# Number of Riss (3) File space (1000)	Remarks Attachments Summary Payment	Note You are applying on behalf of: . HKZAH FOR ANVERTISING • Trade Leense: 781542 • Registrar: Dubal Department of Economic Development • Telephone Rumber: +921501234367
← Pres Applicant Comment ①	itod Next - 3	User Guide Help Data to assist with current Step

Figure 39: Request COO - Attachment step

10- Summary:

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- a. This is where you can review all the application entries.
- b. You can also download a sample copy of your certificate by clicking "Preview Certificate" button before you submit your request (Figure 40-3)
 - i. You add your stamp and signature to the certificate (Figure 40-1) optional



- ii. You can also change the name of the authorized person who will sign in the certificate (Figure 40-2) Optional
- iii. If no selection is made, the stamp and signature won't be added

Certificate Preview See how your certificate sill took like Add Signature Add Stamp	Preview Certificate
Add Name of authorized person	



- 11- Once request is completed, you can submit it (Figure 41-1). You will get a confirmation of the submission of your application with an issued reference number, but pending payment (Figure 41-2). You can choose to pay now or pay later based on your preferences
 - a. If you select Pay now, you will be redirected to the payment gateway to pay the fees
 - b. If you select Pay later, the request will be saved in your to do tasks in the workspace (figure 42)

Ministry (Economy 🝈 e-Services Workspace Tasks Drafts In-Progress Requests Closed Requests Documents Payments History Notifications	
Ministry	Exement Image: Periodic Vordgace Tasks Date in Progress Requests Oscied Requests Documents Notifications	
	Submit Save Back to Workspace	

Figure 41: COO Request pending payment

Wo	rkspace							
Red	Requests			8 Tasks		E 25 Drafts		
						261.83 Payments (AED)		298 otifications
	 Draft In-Progress 	s Closed		Output		Payments (AED)	Noti	fications
Task	 Draft In-Progres IS Reference No. 	s Closed	Service Name	Output	Request Status	Payments (AED)	Task Date	fications All Tasks —
Task	Daft in-Progres	s Olosed Service Category CoO	Service Name Certificate Of Origin Request	Output Output Request Submission Date 11-07-2023 01:40 PM	Request Status Pending on request flees payment	Payments (AED) Task Name Request fees payment (issuance only)	Task Date 11-07-2023 01:40 PM	fications All Tasks $-$ Details \rightarrow
Task	Dat In-Progress	s Closed Service Category CoO CoO	Service Name Certificate Of Origin Request Certificate Of Origin Request	Output Request Submission Date 11-07-2023 01-40 PM 11-07-2023 0151 PM	Request Status Pending on request fees payment Pending on request fees payment	Payments (AED) Task Name Request fees payment (issuance only) Request fees payment (issuance only)	Task Date 11-07-2023 01:40 PM 11-07-2023 01:51 PM	fications $AII Tasks =$ $Details \rightarrow$ $Details \rightarrow$
Task	Dat Infrages	s Cosed Service Category CoO CoO	Service Name Certificate Of Origin Request Certificate Of Origin Request Certificate Of Origin Request	Output Request Submission Date 11-07-2023 01:40 PM 11-07-2023 01:51 PM 10-07-2023 11:67 AM	Request Status Pending on request fees payment Pending on request fees payment Pending on Data Completion	Payments (AED) Task Name Request fees payment (issuance only) Request fees payment (issuance only) Request Submission	Task Date 11-07-2023 01:40 PM 11-07-2023 01:51 PM 11-07-2023 02:28 PM	$\begin{array}{c} \mbox{All Tasks} = \\ \hline \mbox{Details} \rightarrow \\ \hline \mbox{Details} \rightarrow \\ \hline \mbox{Details} \rightarrow \end{array}$

Figure 42: COO Request pending payment in the workspace - Tasks section

12- Payment of the pending payment requests can be done in separate transactions or in one bulk payment

Bulk payment can be done from the Workspace screen in the Tasks section, you can select the list of pending requests you would like to pay and then click "Proceed to payment". Then you will be redirected to the payment gateway to process the payment



Figure 43: Bulk payment screen

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- 13- Once payment is processed, your request will be submitted for Ministry review and approval.
 - a. Once approved, you will receive email and SMS confirmation and you can download your certificate from the request itself "Service Output" tab (Figure 44) or from the workspace "Output" card (Figure 45 and 46)

Certific	e-Services W ate Of Origin uest	orkspace Tasks Drafts in	-Progress Requests Closed Requests	Documents Payments History	Notifications	100%
		40% Request Submission Appricant MDE-Cs0-CIC0-0000052	Request	40% 20% Applicat ssion Date 2023 Request Inquiry req	20% Employee E	
Certificate Ty CoO Ce	pe Consignee Detail	s Invoice &Shipped Product Deta	ils Remarks Attachments f	ayment Service Output Act	on Note You are applying on behalf of: Arnine • Trade License : 19934566 • Registrar : Dubai Maritime City Authority	
		- Previo	us Next		relephone vumber: +971508129328 (i) User Guide	



Ministr	ry of Economy Ø e-Services Works	ace Tasks Dra	Ifts In-Progress Requests	Closed Requests Documer	nts Payments History Notifica	itions		
	Workspace							
	Requests				8 Tasks		25 Drafts	
3								
I.E.S	● Draft ● In-Prog	ess Closed		Dutput		261.83 Payments (AED)	Notifica	tions
	Tasks							All Tasks $ ightarrow$
	Reference No.	Service Category	Service Name	Request Submission Date	Request Status	Task Name	Task Date	
	M0E-Co0-CIC0-0000051-20230711	CoO	Certificate Of Origin Request	11-07-2023 01:40 PM	Pending on request fees payment	Request fees payment (issuance only)	11-07-2023 01:40 PM	Details \rightarrow
	MOE-CoO-CICO-0000053-20230711	CoO	Certificate Of Origin Request	11-07-2023 01:51 PM	Pending on request fees payment	Request fees payment (issuance only)	11-07-2023 01:51 PM	Details \rightarrow
	MOE-CoO-CICO-0000043-20230710	CoO	Certificate Of Origin Request	10-07-2023 11:47 AM	Pending on Data Completion	Request Submission	11-07-2023 02:28 PM	Details \rightarrow

Figure 45: Output document

Ministry	UNITED ARAB EMIRATES AINISTRY OF ECONOMY	ress Requests Closed Requests Documents Payments History Notificatio	15
	Uploaded documents Outputs ① 24 Documents CoO Certificate To Whom it May Concern Certificate - en Image: Service Category CoO Service Category CoO Service Name To Whom it may Concern Refrence Number : MOE-CoO-CTWMC-0000071-20230713 Organization name : Amine Amine	CoO Certificate To Whom it May Concern Certificate -en III Issue Date : 2023-07-13 Service Category CoO Service Name To Whom it may Concern Refrence Number : MOE-CoO-CTWMC-0000070-20230713 Organization name : Amine	CoO Certificate Arab League fill Issue Date: 2023-07-11 Service Category CroO Service Name Certificate Of Orign Request Refrence Number: MOE-CoO-0000052-20230711 Organization name : Arrine:
	CoO Certificate Arab League	CoO Certificate Arab League	CoO Certificate General

Figure 46: Download option from Outputs tab in the workspace



6.0 Amend Certificate of Origin

You can amend an already approved certificate of origin using the corresponding service from the services catalogue in the ministry website.

- 1: Go to e-services
- 2: Expand New certificate of Origin services (Beta version)
- 3: Select Amend Certificate of origin

â	About Us	Grow in UAE	Entrepreneurship	Legislations	Regulation of Business	International Partnerships	Tourism	Open Data	eServices	eParticipation
									0	
			Home > eServices							
			Apply for	-						
			Ministry of Economy's	eServices						
			The Ministry of Economy offers various entities. They include trademark service steps and procedures to avail of the sar	easily accessible servic es, control, consumer pr me, check relevant term	es explicitly designed to meet the needs and re otection, patent services, industrial designs, ar s and conditions, requirements, and fees, and t	quirements of individual and corporate cus d many more. All you have to do is select t nally submit your application online.	stomers and government he required service, follow	the		
			New Certificate of Origi Services - Beta Version		hese services are for customers wishing to obtain roducts, a certificate of origin for GCC countries o ertificate of origin. The customer can also submit erify the validity of the certificate data. Workspace	a certificate of origin to serve as a proof of o for the rest of the world, or the issuance of a his request to amend the data of the certifica	rigin for national is unified Gulf te of origin or	2		
			Modify or Replace Certifica	te Of Origin		← Service details	 Start the service 	3		
			Request A Certificate Of Ori	igin		← Service details	Start the service			
			To Whom It May Concern			← Service details	 Start the service 			
			Certificates of Origin Services		hese services are for customers wishing to obtain roducts, a certificate of origin for GCC countries o ertificate of origin. The customer can also submit erify the validity of the certificate data.	a certificate of origin to serve as a proof of o for the rest of the world, or the issuance of a his request to amend the data of the certifica	rigin for national unified Gulf te of origin or	Ξ		0
	Ŷ	About Us	Abort Us Grow in UAE	About US Grow in UAE Intrepreneurship Home > Edenvices Apply for Ministry of Economy of the same steps and procedures to avail of the same steps and procedures to avail of the same Modify or Replace Certificate Or Origin Services Certificates of Origin Services	About US Grew in UAE Entrepreneurship Legislations Home 2 inferreduces Apply for Ministry of Economy offers various easily accessible some sensity accessible some sensity accessible some sensity accessible some sensity accessible some of the same, check relevant term of the same, the same, check relevant term of the same, the sam	Year Dot US Grow In DE Entrepreneurship Legislations Regulation of Business Home) Services	No. 10 You Kit You Kit <th< td=""><td>Note the field of the service of</td><td>Act 8 Cont 10 Cont 10</td><td>♦ And be to be to be the bar and the properties of appendix the properise of appendix the properti</td></th<>	Note the field of the service of	Act 8 Cont 10 Cont 10	♦ And be to be to be the bar and the properties of appendix the properise of appendix the properti

Figure 47: Select Amend Certificate of origin service

1- First step of this service is to select the organization you are interested in



Figure 48: Select the certificate issuer company

2- Select the reference number of the certificate you would like to amend (1) and click next (2)

Ministry of Economy 🛞 e-Services We	kspace Tasks Drafts In-Progre	s Requests Closed Requests	Documents Payments Hi	tory Notifications	
Print Request	-				Completion rate
Certificate Type Consignee Detail	Invoice & Shipped Product Details	Remarks Attachments	Summary		
Certificate type					Note You are applying on behalf of:
Select Existing CoO*	0	Destination*			Workshop Producer Trade License : CD-123457689453
MDE-CoD-CICO-0000047-20230711	~	Egypt			Registrar : Abu Dhabi Department of Economic Development
Select Certificate type*					Telephone Number: +971502938848
Q					(ž) User Guide
					Help Data to assist with current Step
onon-professional (General Certificatin)	Regional group, Leag States	ue Of Arab			
		reement>			
1 to 1 of 1 items					
	Next	2			

Figure 49: Amend COO - Select reference number

- 3- The rest of the steps will be exactly the same a request a certificate of origin (refer to request a certificate of origin section), with the below changes:
 - a. In the amend certificate, you can edit all fields except the total amount of the invoice, this cannot be changed.

UNITED ARAB EMIRATES MINISTRY OF ECONOMY



7.0 To Whom It May Concern

This service is available only for producers with qualified products and producers that are based in main land, and it is requested by following the below steps:

1- Select the service:

				UNITED ARAB EMIRATES MINISTRY OF ECONOMY			UK Q © ≞ ⊄) © © č:	Sign In		
=	۵	About Us	Grow in UAE	Entrepreneurship	Legislations	Regulation of Business	International Partnerships	Tourism	Open Data	eServices	eParticipation
				Home > dSenicos Apply for Ministry of Economy's e The Ministry of Economy offers various e entities. They include trademark entrebes steps and procedures to avail of the sam	Services vasily accessible services , control, consumer prote e, check relevant terms ar	explicitly designed to meet the needs and ction, patient services, industrial designs, nd conditions, requirements, and fees, an	I regumments of individual and corporate custors and many more. All you have to do is select the d finally submit your application online.	mers and government	t w the	•	
5 5				New Certificate of Origin Services - Beta Version	Thes prod certit verifi	se services are for customers wishing to ob ucts, a certificate of origin for GCC countrie ficate of origin. The customer can also subr γ the validity of the certificate data. Workspace	ain a certificate of origin to serve as a proof of origin or for the rest of the world, or the issuance of a un it his request to amend the data of the certificate of	n for national ified Gulf of origin or	9		
-ulu-				Modify or Replace Certificate	of Origin		← Service details ←	Start the service			
				Request A Certificate Of Orig	jin		← Service details ←	Start the service			
Back to Top				To Whorn It May Concern			← Service details ←	Start the service]		Ø

Figure 50: Select To whom it may concern service

2- Select the Producer: Exporter cannot issue this letter as well as producers without qualified products

Ministry of Economy 👩 e-Services Workspace Tasks Drafts In-Progre	is Requests Closed Requests Documents Payments History Notification	15
Print Request		
Registered Organizations Please Select The Company That You Intend To Complete The Procedures		Add organization profile
Amine	amine motonne	Azab test2
Trade License: 19934566 Expiry Date: 2024-08-30	Trade License: 1234 Expliny Date: 2023-07-13	Uuos Uevelopment Aumonty Trade License: 11223344556 Expiny Date: 2024-07-24
Regard To Whom B May Covern Covern Covern	Organization is not a Producer.	Add Product
Company X	Fethaoui Corp	Producer Fettaoui Export
Dubai Development Authority	Abu Dhabi Department of Economic Development	Dibba Municipality
Trade License: CD-123457364 Expiny Date: 2024-01-20 D Qualified Products	Trade License: CD-123457676 Expiry Date: 2024-09-28	Trade License: 12434343 Expiry Date: 2024-06-14 O Qualified Products
Add Product Cetails	Organization is not a Producer.	+- Add Product

Figure 51: Select producer



- MINISTRY OF ECONOMY
- 3- Select Country:
 - a. 1: You select the country
 - b. 2: You can preview the sample of the letter before submitting the request
 - c. 3: Once country is selected, click submit

Minis	try of Economy	🔘 e-Services	Workspace	Tasks	Drafts	In-Progress Requests	Closed Requests	Documents	Payments History	Notifications	
	To Who	om it may es	Concern								Completion rate 0%
	0							100% 1 Submit Applicant			
	Destination	Service Output	1								
	Country Afghanist	an	~								Vota re applying on behalf of: Amine • Trade License : 19934566
	Preview					Next					Registrar : Dubai Maritime City Authority Telephone Number : +971508129928
	Applicant Co	mment									(i) User Guide Help Data to assist with current Step
	-	Submit	← Save	B	ack to Work	space					

Figure 52: To Whom it may concern

4- Once the submission is done, the letter will be issued immediately in the system and you can download it from service output tab in the application (figure 53) or from output card in the work space (figure 54 and 55)

	UNITE ANA INICATE ANA INICATE ANA INICATE ANA ANA ANA ANA ANA ANA ANA ANA ANA AN	l Q 🖂 D P P 🖧 Çi Q 🕼 Matane tatalanılır. V			
Ministry	of Economy 🌐 e-Services Workspace Tasks Drafts In-Progress Requests Closed Requests Documents Payments History Notification	e			
	To Whom it may Concern	S Completion rate			
	1005 Safari Agarani				
Ø	Request Number 19.0 - C40-C19MC-0000272-20120773 Request Status 19.0 - A223 Diversion Date Code Charles Code Code Charles Code Charles Code Charles Code Charles Charl	Last Modified Date 10.34 PM (13-07-2023			
	O Service Output Action				
	CoO Certificate To Whom it May Concern Certificate -en CoO Certificate To Whom - de Click to download Click to download	Note You are applying on behalf of: Amine • Trade License : 19934596			
	+- Pretous Net -+	Registrar: Dubai Maritime City Authority Telephone Number: +971508129928			
		(i)			

Figure 53: download TWIMC Letter



Ministry of Economy Workspace Tasks Drafts In-Progress Requests **Closed Requests** Documents Payments History Notifications Documents Uploaded documents Outputs (i) 25 Documents CoO Certificate To Whom it May Concern Certificate -en CoO Certificate To Whom it May Concern Certificate -en CoO Certificate To Whom it May Concern Certificate -en iii Issue Date: 2023-07-13 iii Issue Date: 2023-07-13 iii Issue Date: 2023-07-13 8 Service Category CoO Service Category CoO Service Category CoO Service Name To Whom it may Concern Service Name To Whom it may Concern Whom it may Concern Refrence Number : MOE-CoO-CTWMC-0000072-20230713 Refrence Number: MOE-CoO-CTWMC-0000071-20230713 Refrence Number: MOE-CoO-CTWMC-0000070-20230713 Organization name : Amine ation name : Amine 🛓 Download 🕹 Download Lh. h

Figure 55: download TWIMC Letter from workspace





8.0 Technical Support Service

Technical Support Service allows the user to raise any technical issue to Ministry of Economy Technical support team by following the below steps:

- 1- Login in to the Ministry of Economy portal using username and password.
- 2- Click on e-Services
- 3- Click on (+) sign on Technical Support Service
- 4- Click on Start the service

Figure 56 below illustrates user selection of Technical Support Service.



Figure 56: Technical Support Service - Screen

To raise any support request related to the certificate of origin services, you need to select the category as: "Category: New Certificate of Origins System (Beta version) | (الإصدار التجريبي) and based on the area where you face the issue, you can select one of the below sub-categories:

Exporter qualification	تأهیل مصدر
Producer qualification	تأهيل منتج أو مصنع
Product(s) qualification	تأهيل منتج أو منتجات
Request Certificate of Origin	طلب شهادة منشأ
Amend Certificate of Origin	تعديل او استبدال شهادة المنشأ
To Whom it May concern	إلى من يهمه الأمر