

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.

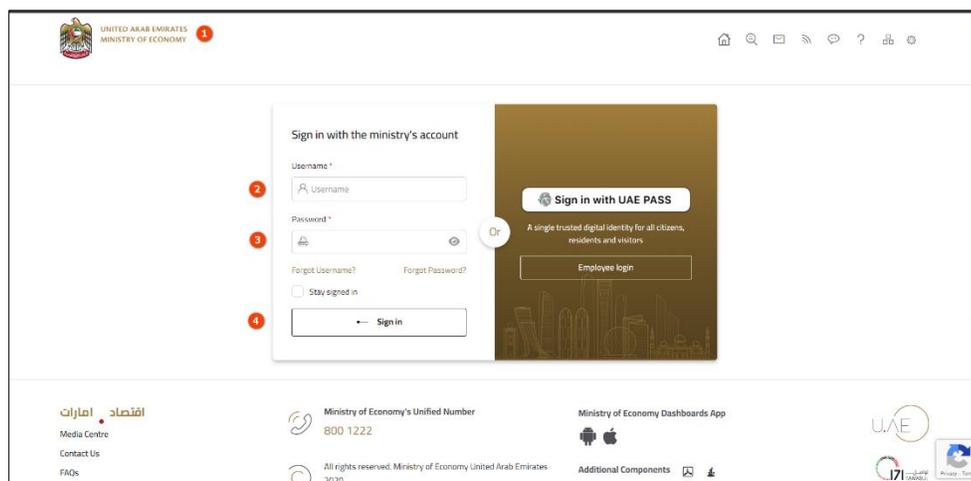


Figure 1: Login Screen



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.

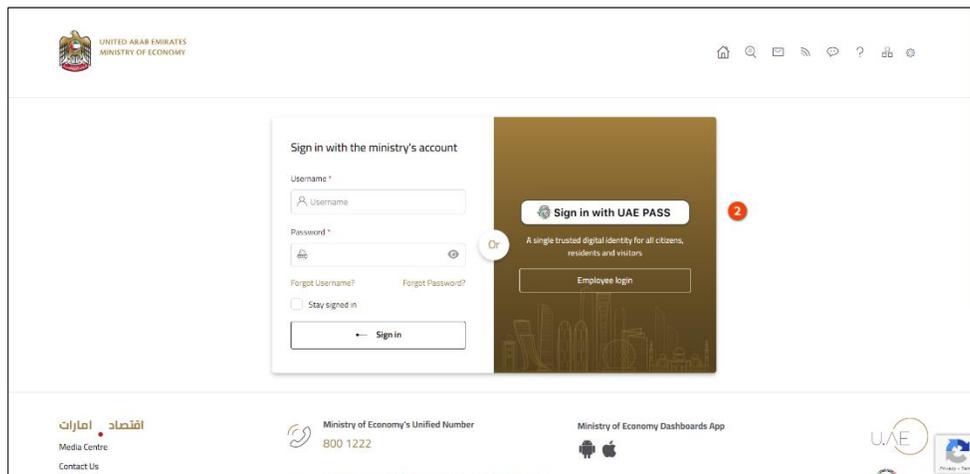


Figure 2: Sign in with UAE Pass

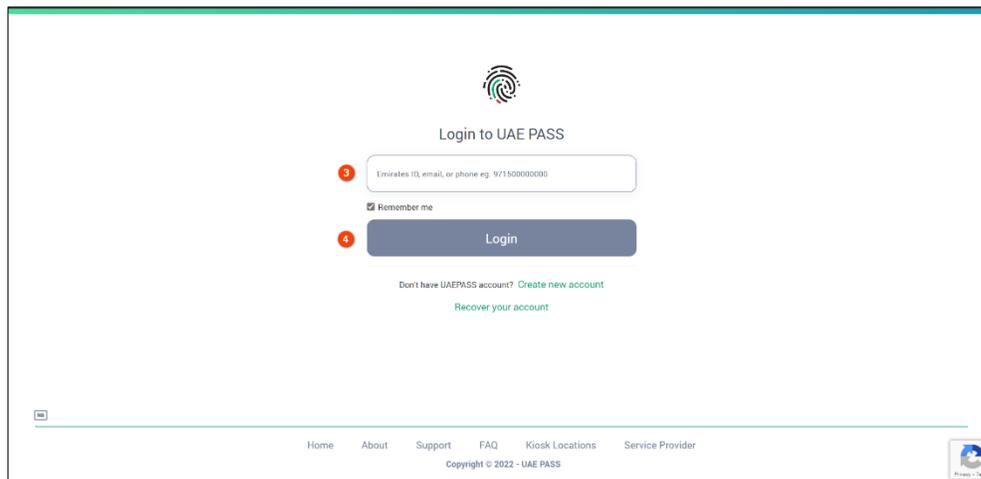


Figure 3: Login by UAE Pass



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.

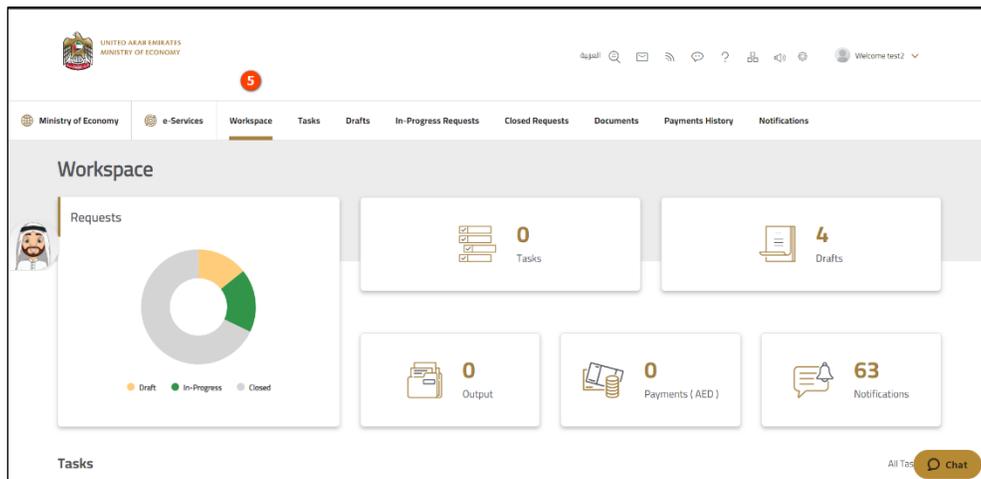


Figure 4: Dashboard - Screen



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.

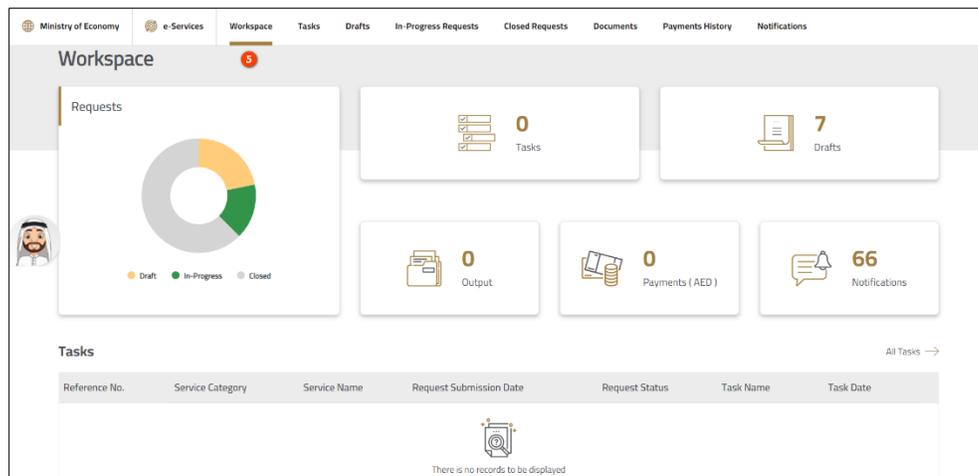


Figure 5: Tasks - Screen



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.

Reference No.	Service Category	Service Name	Request Status	Last Action Date	Request Elapsed Time	
M0E-CoO-CEXQ-0000002-20230525	CoO	Exporter Qualification	Pending on employee management review	25-05-2023 05:09 PM	14 Days	Details →
M0E-CoO-CPQ-0000005-20230525	CoO	Producer Qualification	Pending on employee management review	25-05-2023 05:11 PM	14 Days	Details →
M0E-CoO-CPTQ-0000001-20230529	CoO	Products Qualification	Pending on employee management review	29-05-2023 05:04 PM	13 Days	Details →
M0E-CoO-CPTQ-0000002-20230529	CoO	Products Qualification	Pending on employee management review	29-05-2023 06:23 PM	13 Days	Details →
M0E-CoO-CPTQ-0000003-20230613	CoO	Products Qualification	Pending on employee review	13-06-2023 07:49 PM	4 Days	Details →

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Ministry of Economy Dashboards App

Additional Components

U.A.E.

Chat

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.

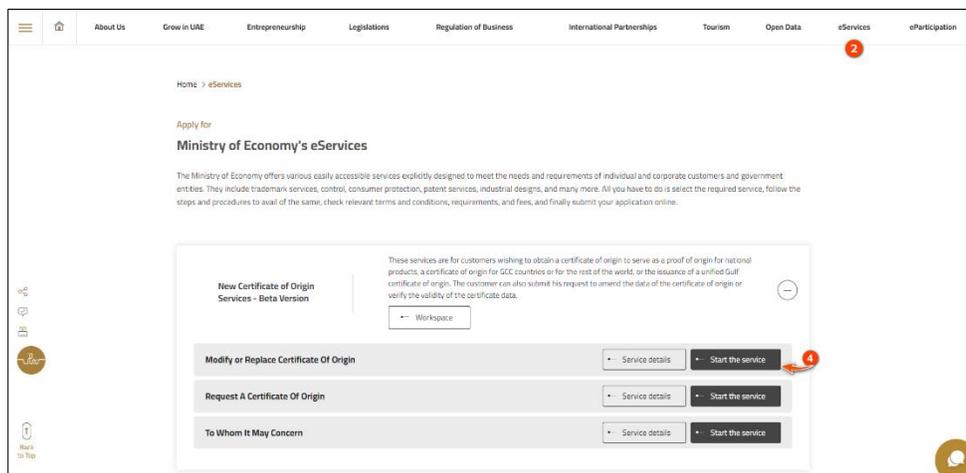


Figure 7: List of Services - Screen



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 hereby 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.

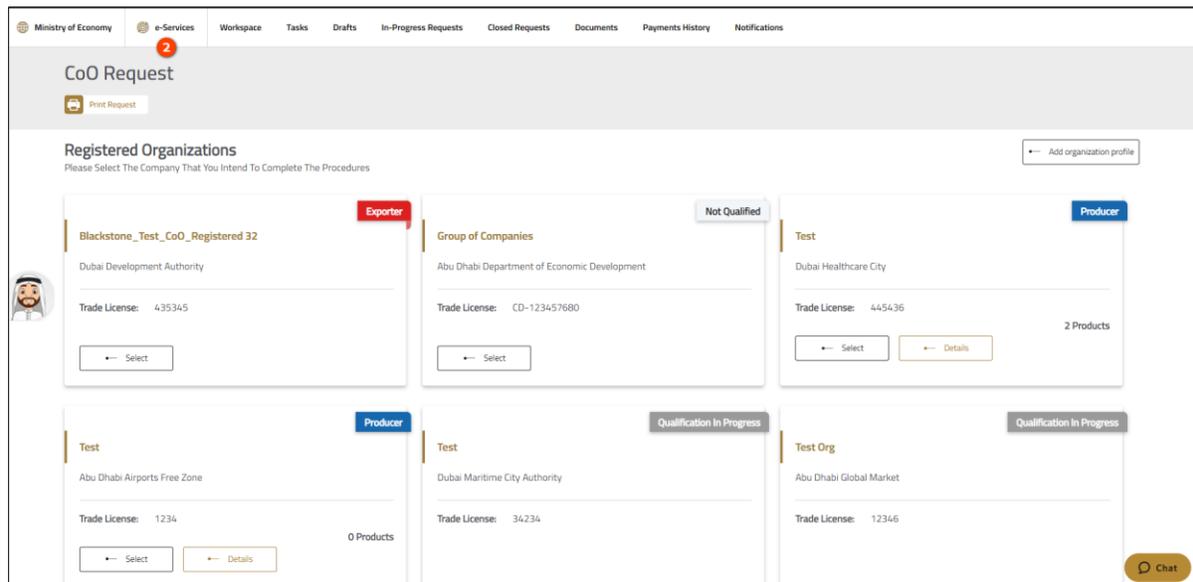


Figure 8: Organizations List - Screen



4.1 No organizations associated with User's Profile

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.

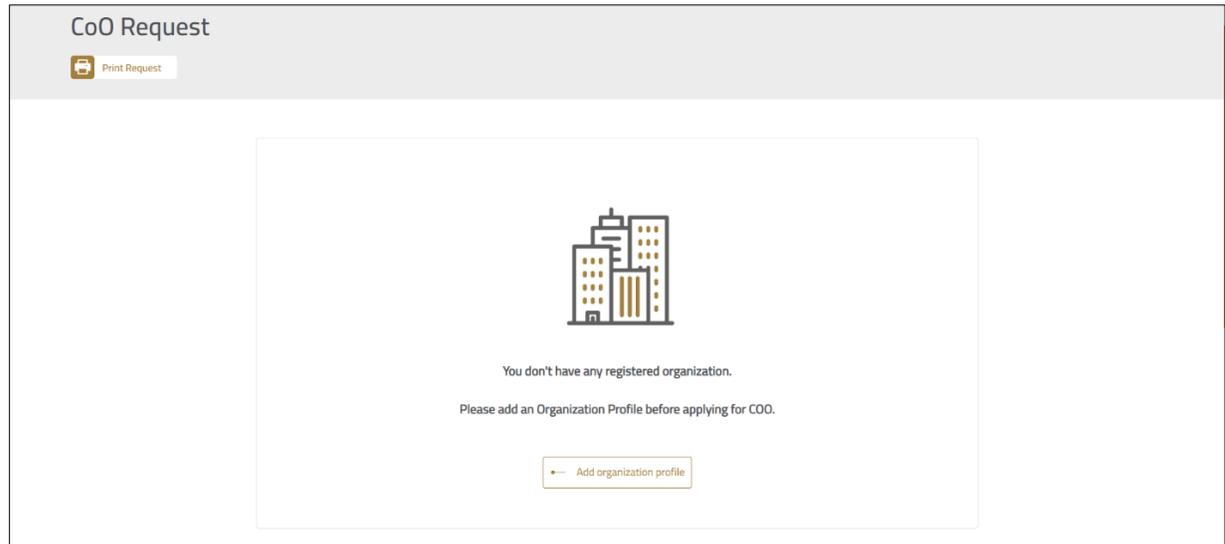


Figure 9: No organizations associated with User's Profile – Screen

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.

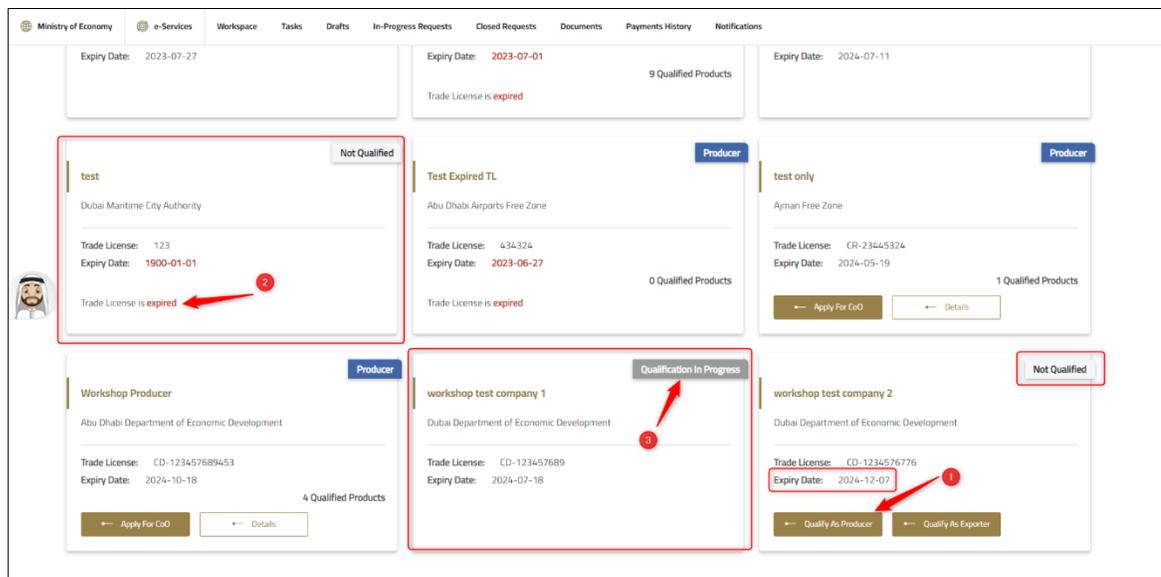


Figure 10: User selects a normal company - Screen.

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

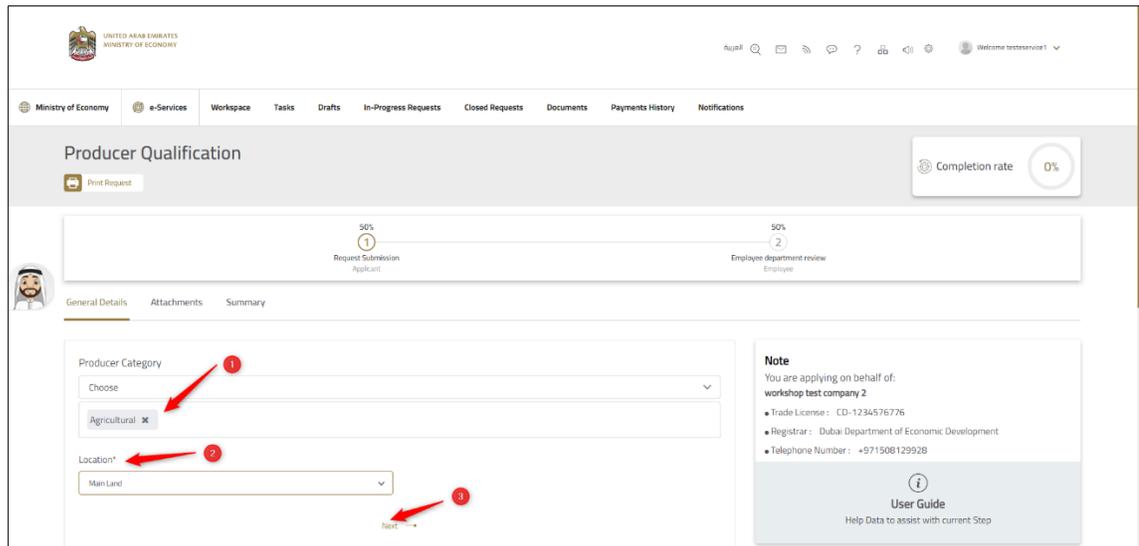


Figure 11: Producer Qualification – General Details Screen

- 3- Click on next and fill all the mandatory fields in the attachments tab
- a. Name of the Authorized Person,
 - b. 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.



Ministry of Economy | e-Services | Workspace | Tasks | Drafts | In-Progress Requests | Closed Requests | Documents | Payments History | Notifications

General Details | **Attachments** | Summary

Name Of The Authorized Person*
Mohamed Osman 5

Agricultural
Producer Category ⓘ
Select Add Files
Extensions: .jpg, .png, .pdf, .png Number of files: 1 File space: 5MB
Attachment.png X

Expiry Date*
01-12-2023

Producer Stamp ⓘ
Select Add Files
Extensions: .jpg, .png, .jpg Number of files: 1 File space: 5MB
Stamp.png X

Producer Signature ⓘ
Select Add Files
Extensions: .jpg, .png, .pdf, .png Number of files: 1 File space: 5MB
Signature.pdf X

← Previous Next →

Note
You are applying on behalf of:
test3

- Trade License : 34234
- Issuance ED : Dubai Development Authority
- Telephone Number : +97 150 1234 567

i
User Guide
Help Data to assist with current Step

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.

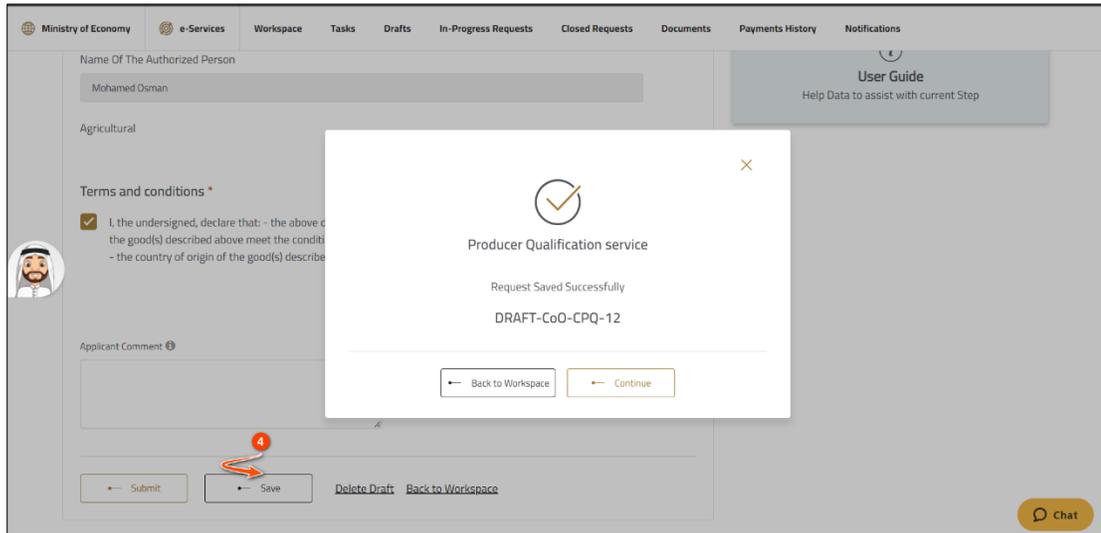


Figure 13: Producer Qualification – Save as a Draft Screen

- 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.

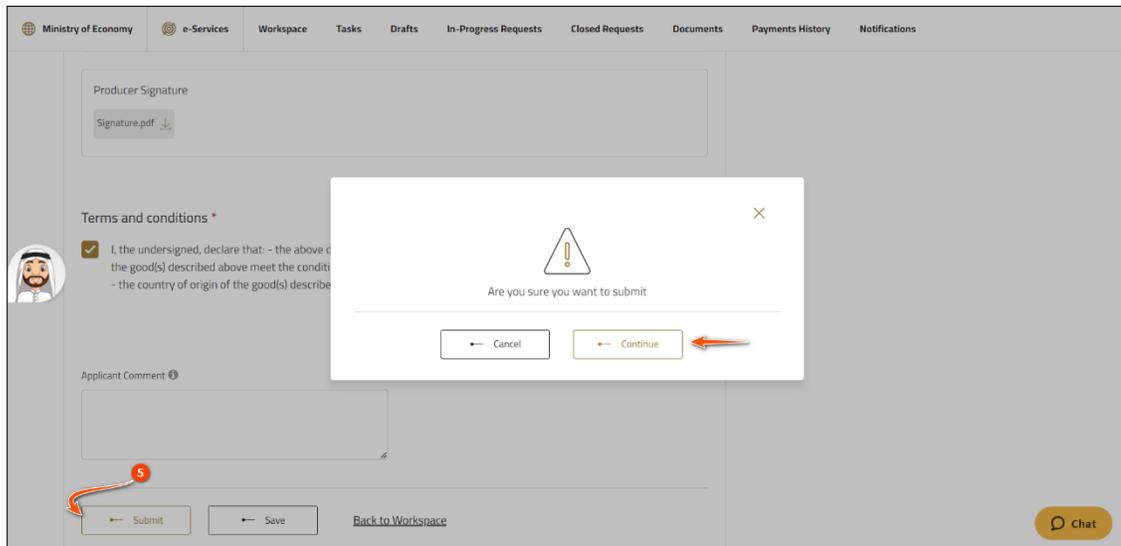


Figure 14: Producer Qualification – Submit Request Screen

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

Figure 15 below illustrates Producer Qualification – Request Confirmation screen.

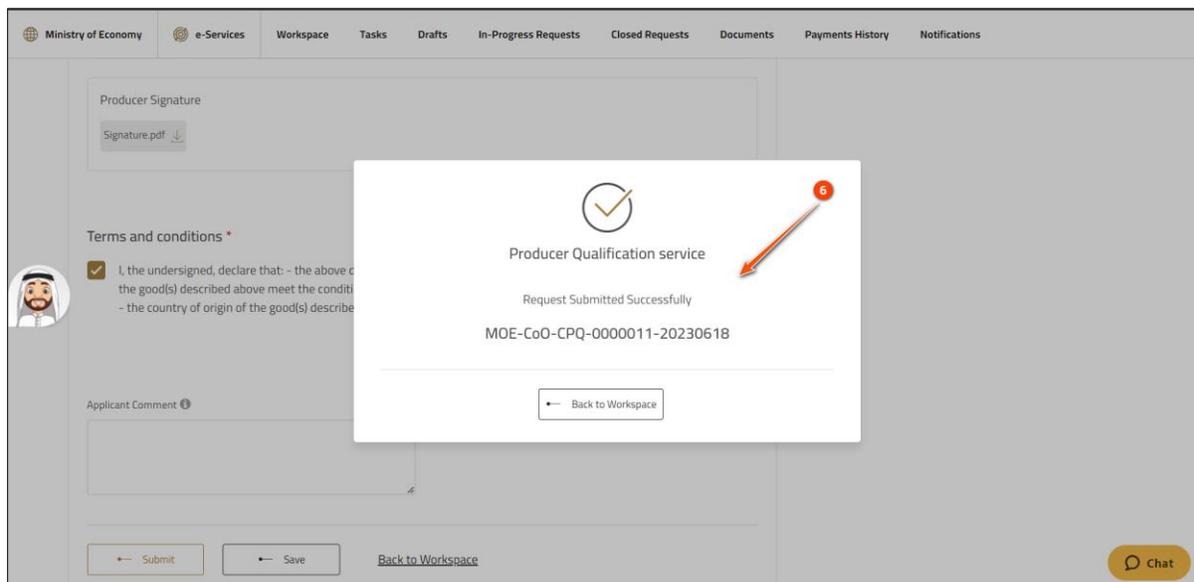


Figure 15: Producer Qualification – Request Confirmation Screen



- After the submission, you will receive also an 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.

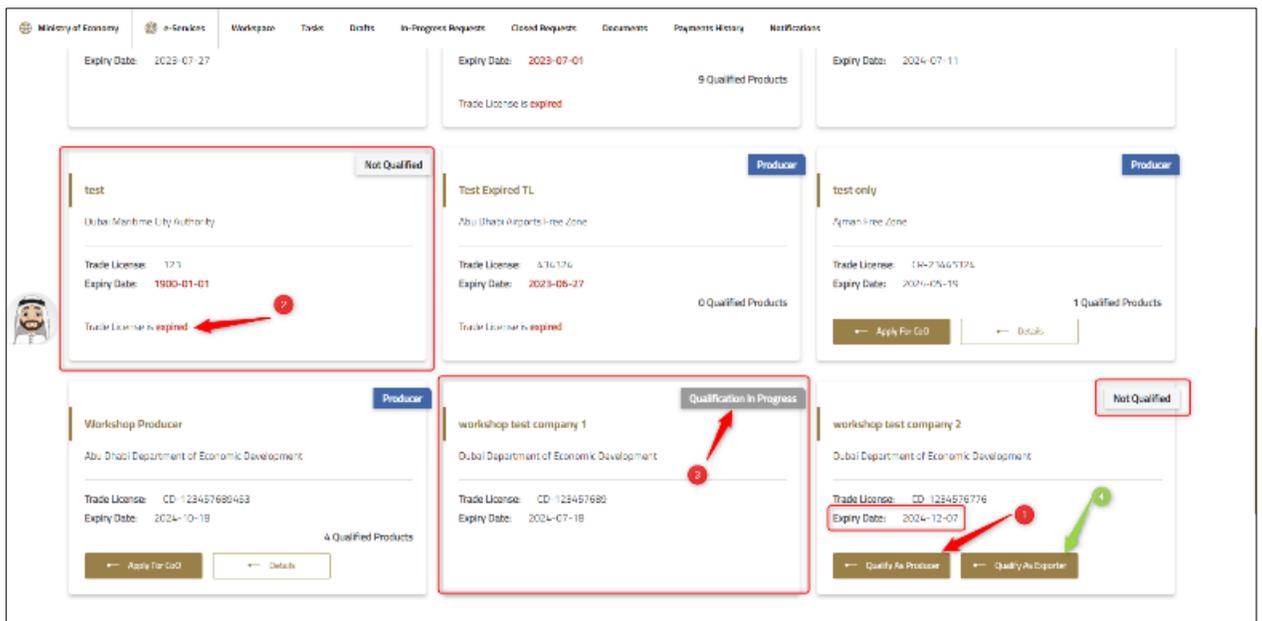


Figure 16: User selects a normal company - Screen

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

Figure 17 below illustrates Exporter Qualification – Attachments screen.

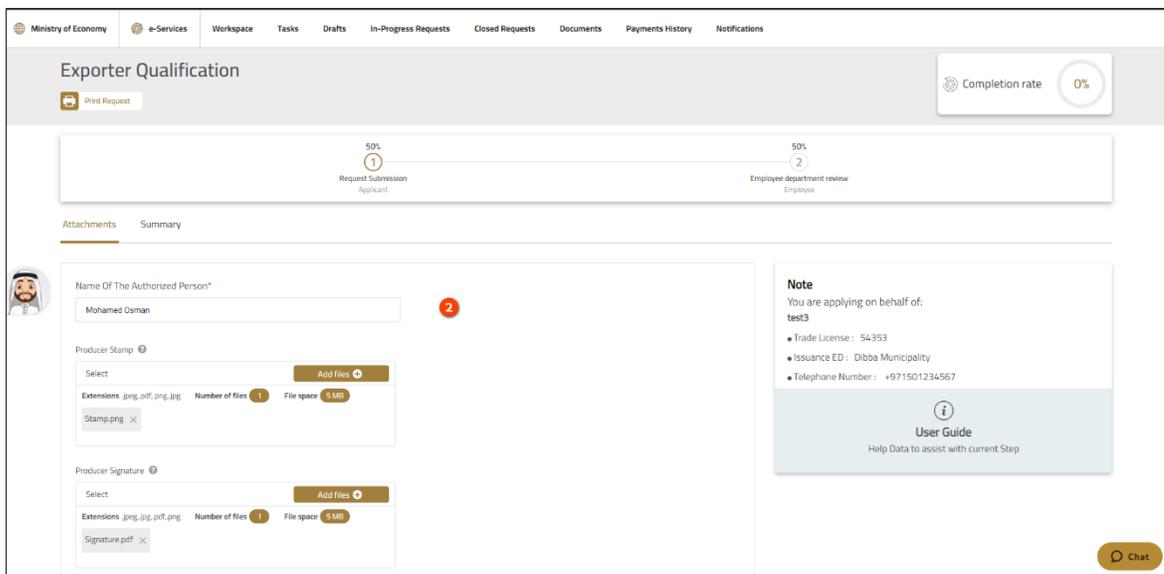


Figure 17: Exporter Qualification – Attachments Screen

3- Click on Save as a Draft.

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

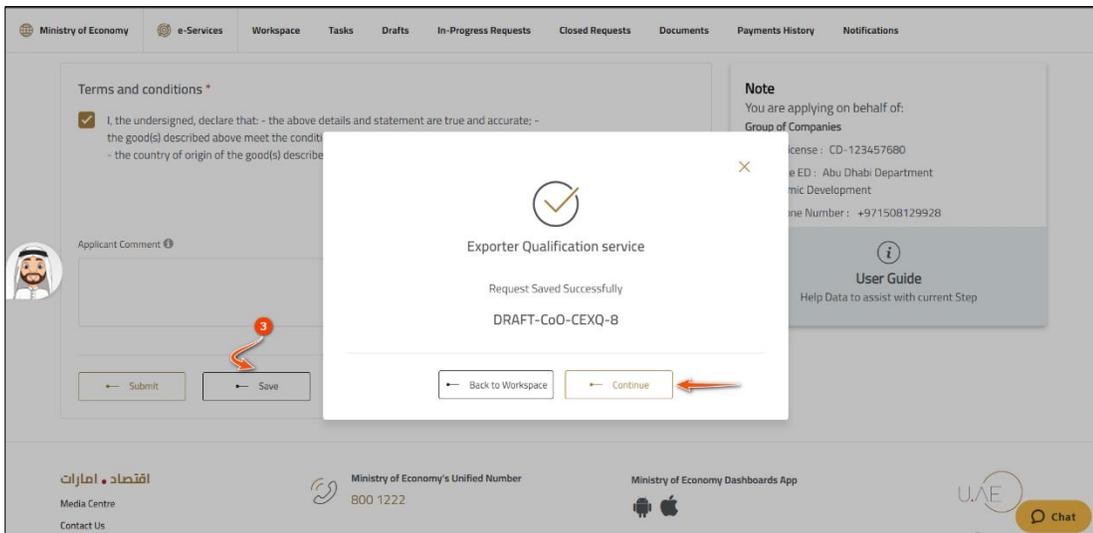


Figure 18: Exporter Qualification – Save as a Draft Screen

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.

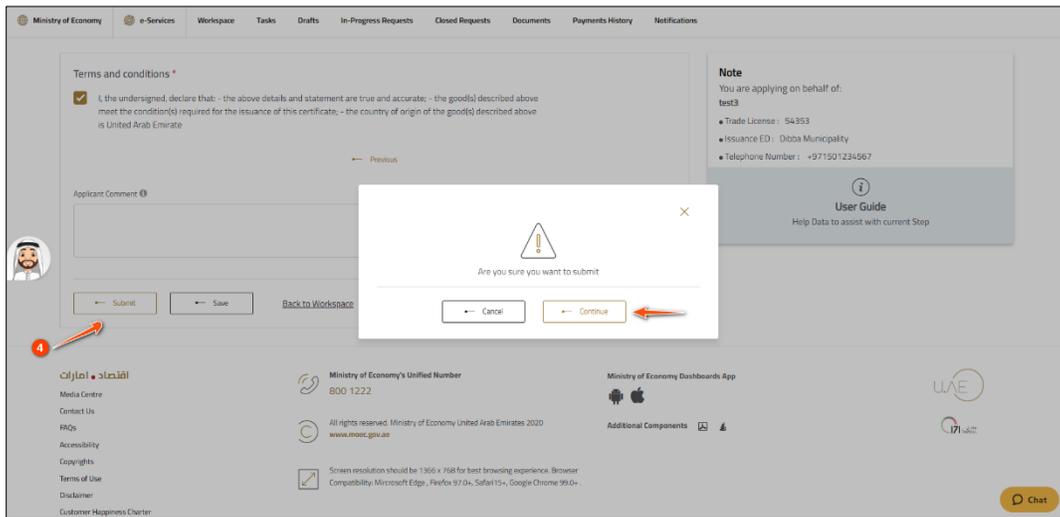


Figure 19: Exporter Qualification – Submit Request Screen

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

Figure 20 below illustrates Exporter Qualification – Request Confirmation screen.

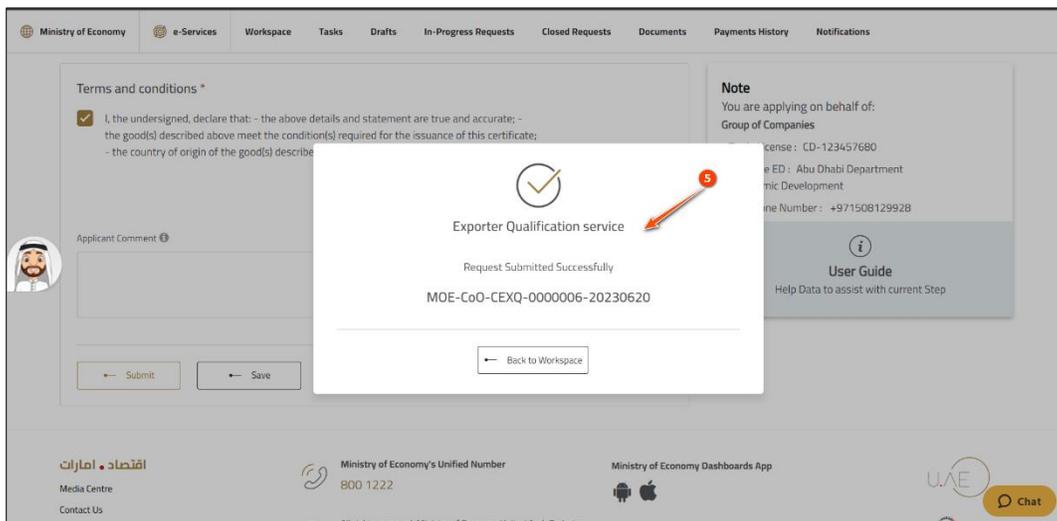


Figure 20: Exporter Qualification – Request Confirmation Screen

- After the submission, you will receive also an 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.

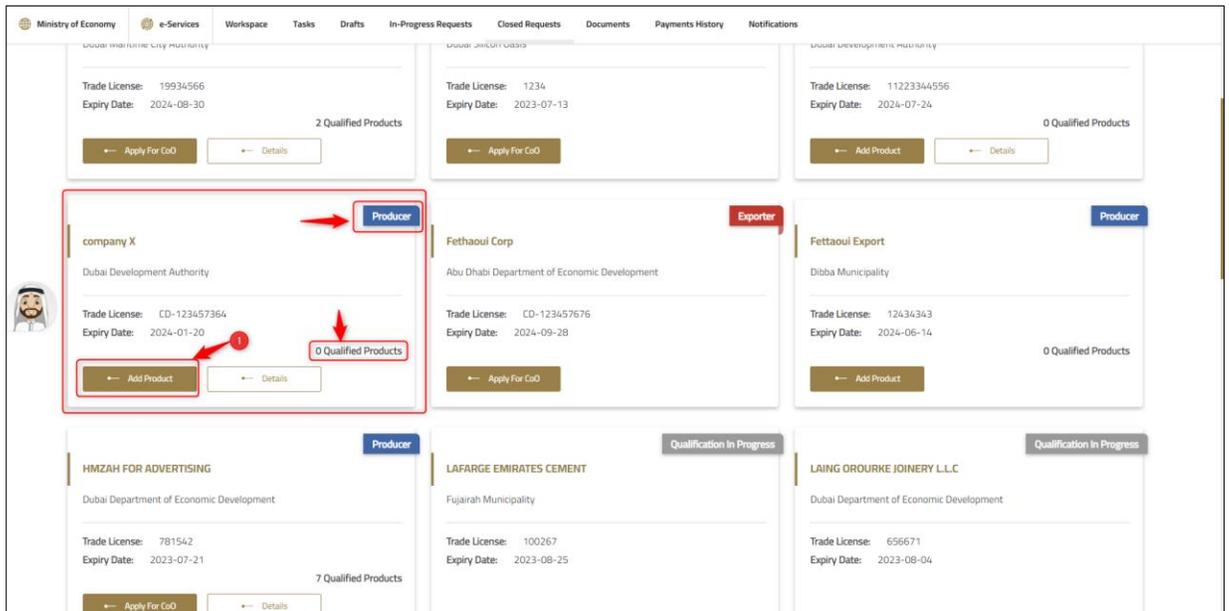


Figure 21: User selects a Producer company - Screen.



- 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.

Figure 22: Product Qualification –Add Wholly Obtained Product Screen



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

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

The below figure 25 shows multiple products Requests 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)

- 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)

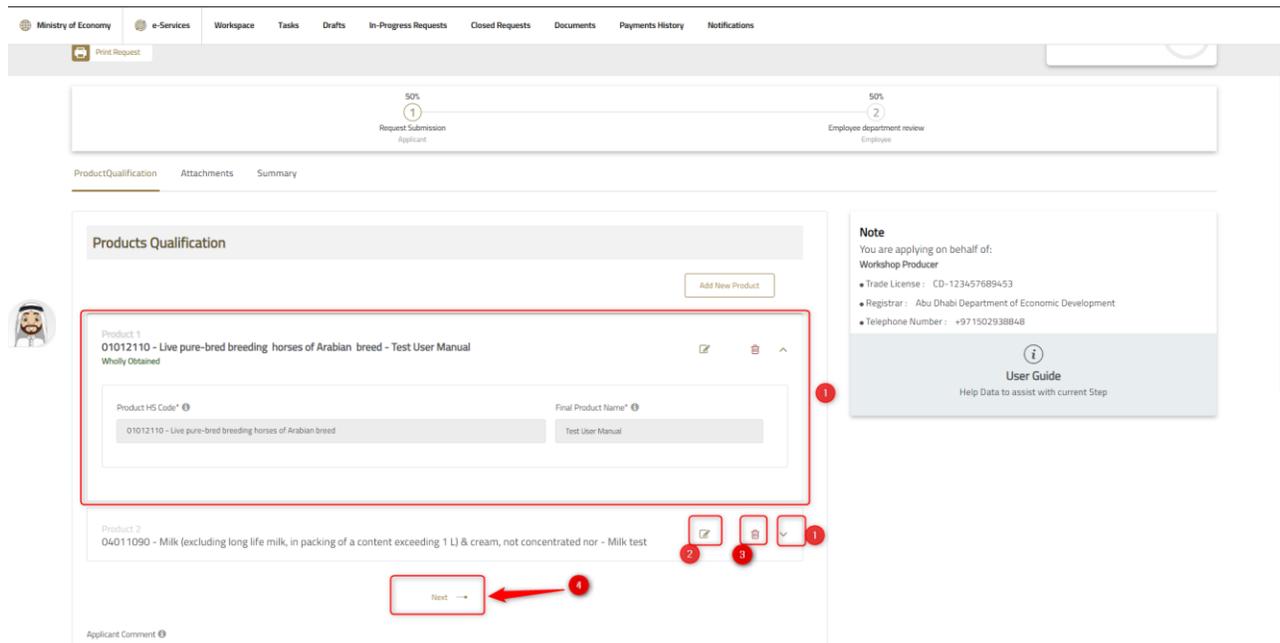


Figure 25:Product qualification - Add/Delete/Edit Product screen

- 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.

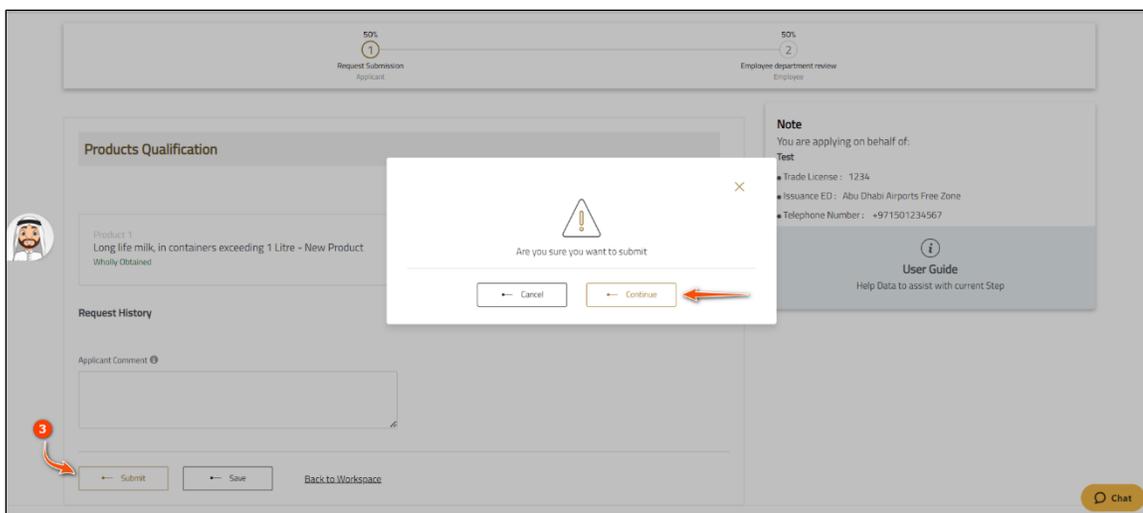


Figure 26: Product Qualification –Submit Request Screen

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

Figure 27 below illustrates Product Qualification –Request Confirmation screen.

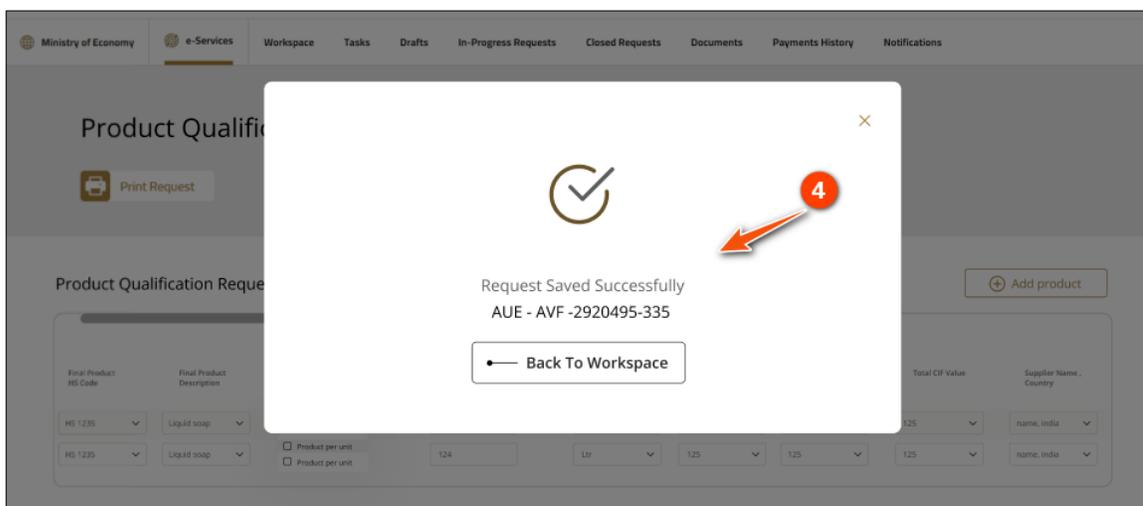


Figure 27: Product Qualification – Request Confirmation

- After the submission, you will receive also an 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

Figure 28: Product catalogue

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)

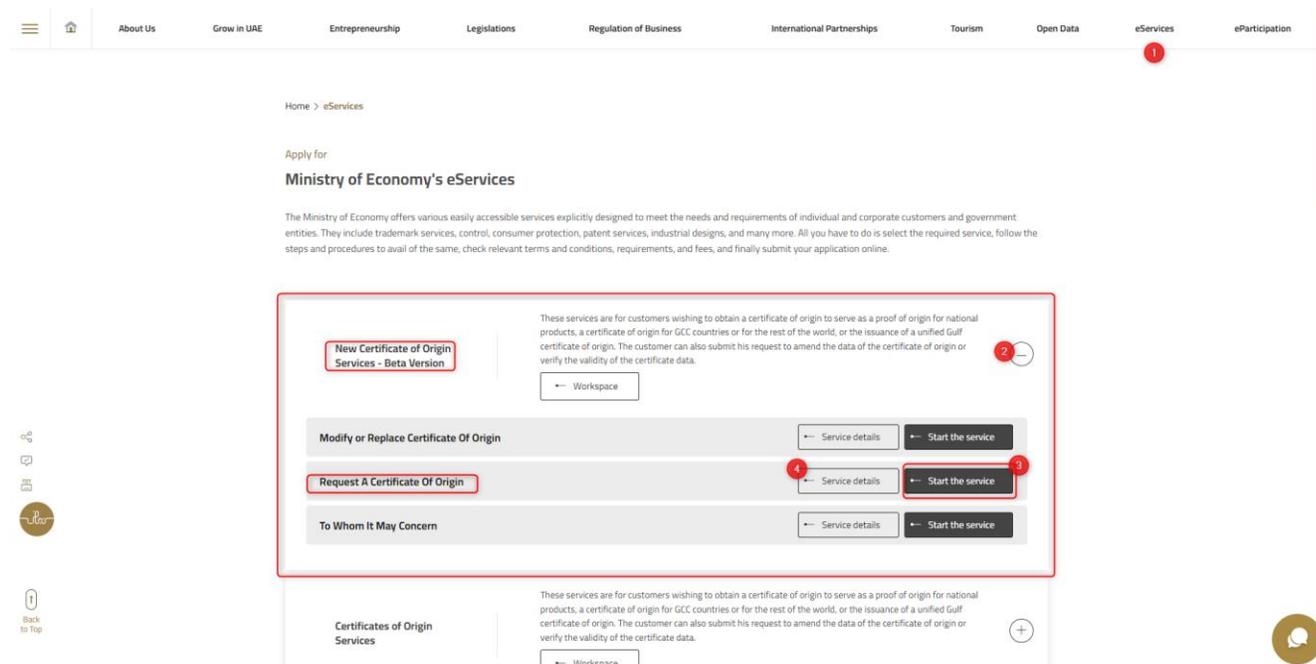


Figure 29: Select Request a certificate of origin service

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



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)

Figure 31: select producer



- 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

The screenshot shows the 'Certificate type' selection interface. At the top, a progress bar indicates three steps: 1. Request Submission (40%), 2. Request fees payment (40%), and 3. Employee department review (20%). The 'Certificate type' tab is active. The 'Destination' dropdown is set to 'Morocco'. Below it, three certificate options are listed: 'non-professional (General Certificatn)', 'Regional group, League Of Arab States', and 'FTA, Morocco-United Arab Emirates'. The 'Next' button is highlighted with a red box and a '3' marker.

Figure 32: Destination country participating in CEPA

The screenshot shows the 'Certificate type' selection interface for a non-participating country. The 'Destination' dropdown is set to 'Afghanistan'. Only one certificate option is visible: 'non-professional (General Certificatn)'. The 'Next' button is highlighted with a red box and a '2' marker.

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)

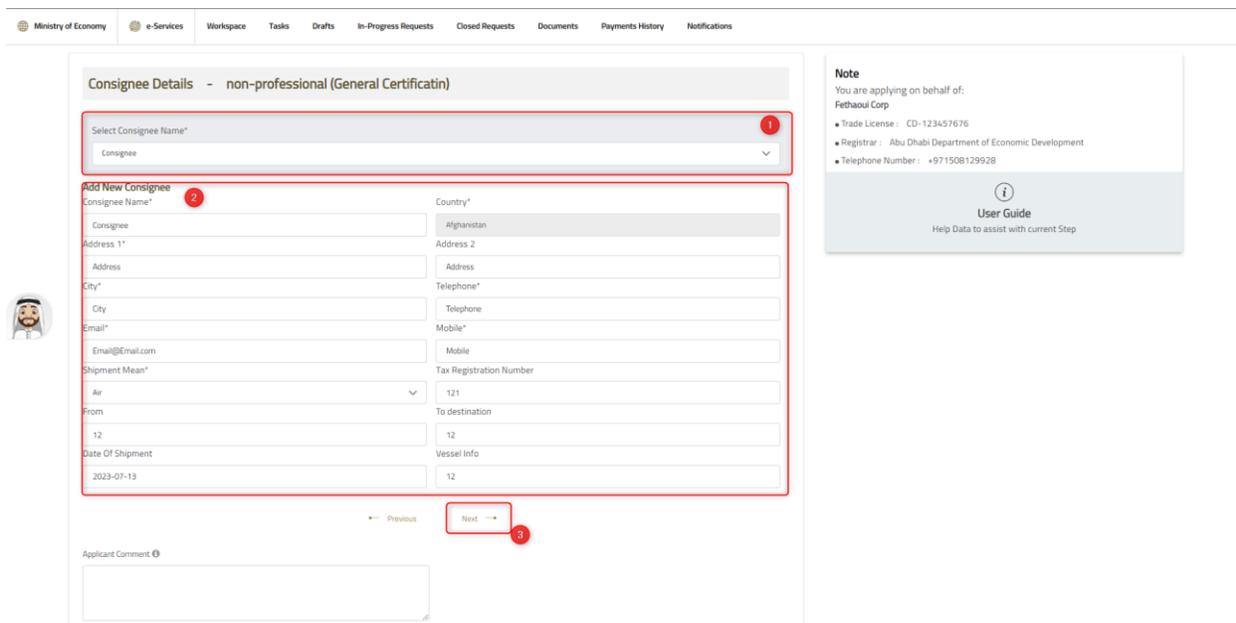


Figure 34: Consignee details screen

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

For the case of Producer:

- Do you have 3rd party* invoice?
(* Third Party Invoice: A situation where the commercial invoice is issued outside the nonparty of this agreement)

Yes:

Do you have a commercial invoice?
No: Invoice doesn't exist -> provide producer invoice
Note: We don't show it in the Certificate
Yes: Invoice exist -> Provide commercial invoice

No:

Provide commercial invoice

For the case of Exporter

Do you have 3rd party invoice?

Yes:

Do you have a commercial invoice?



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

The screenshot shows a web application interface for the Ministry of Economy. The main content area is titled "Invoice & Shipped Product Details". It contains a form with several sections:

- A question: "Do you have a third party invoice?" with radio buttons for "Yes" and "No". The "No" option is selected and highlighted with a red box.
- A "Commercial Invoice" section with fields for "Invoice Number*", "Invoice Date*", "Total amount of the invoice*", and "Currency*" (set to AED).
- An "Attachments" section with two sub-sections:
 - "CoD Request - Invoice Attachment": Includes a "Select" dropdown, an "Add files" button, and a file upload area with "Extensions" (jpg, png, pdf, tif, xls, xlsx), "Number of files" (1), and "File space" (10 MB).
 - "Purchase Invoice": This section is highlighted with a red box. It also includes a "Select" dropdown, an "Add files" button, and a file upload area with the same extensions and limits.

On the right side, there is a "Note" box stating: "You are applying on behalf of: Fethaul Corp" with details for Trade License, Registrar, and Telephone Number. Below the note is a "User Guide" button with the text "Help Data to assist with current Step".

Figure 35: select type of issuer of the invoice



Select a Product Name (Invoice details) Qualify New Product

Product* No. of Package* Kind of Package*

Net Weight* Net Weight Unit* Gross Weight*

Gross Weight Unit* Quantity* Quantity unit*

Price Per Unit*

Add

Reset

Add Invoice

Figure 36: Add products + add invoices

Ministry of Economy e-Services Workspace Tasks Drafts In-Progress Requests Closed Requests Documents Payments History Notifications

List Of Invoices

Invoice Number: ddfdfd Invoice Date: 12-07-2023 Amount: 3454 AED

Invoice Number* Invoice Date*
ddfdfd 2023-07-12

Total amount of the invoice* Currency*
3454 AED

Amount in USD : 940.5242 USD

Attachments
CoD Request - Invoice Attachment

Select Add files
Extensions .png, .jpg, .png, .tif, .xls, .xlsx, .pdf Number of files 1 File space 10 MB

Screenshot 2023-07-12... X

Product List

Product | 4 | 11.9812 | 47.9248 Delete Edit View

Product | 5 | 0.8169 | 4.0845

Product* No. of Package* Kind of Package*
55121100 - synthetic 3 4

Net Weight* Net Weight Unit* Gross Weight*
3 Grams 4

Telephone Number : +971502938848

User Guide
Help Data to assist with current Step

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

8- Remarks: you select remarks based on the case



Figure 38: select remarks if applicable

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

Figure 39: Request COO - Attachment step

10- Summary:

- 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

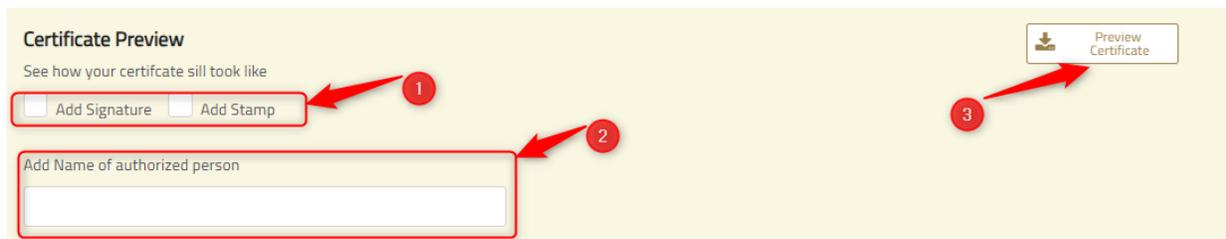


Figure 40: Preview certificate feature

- 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)

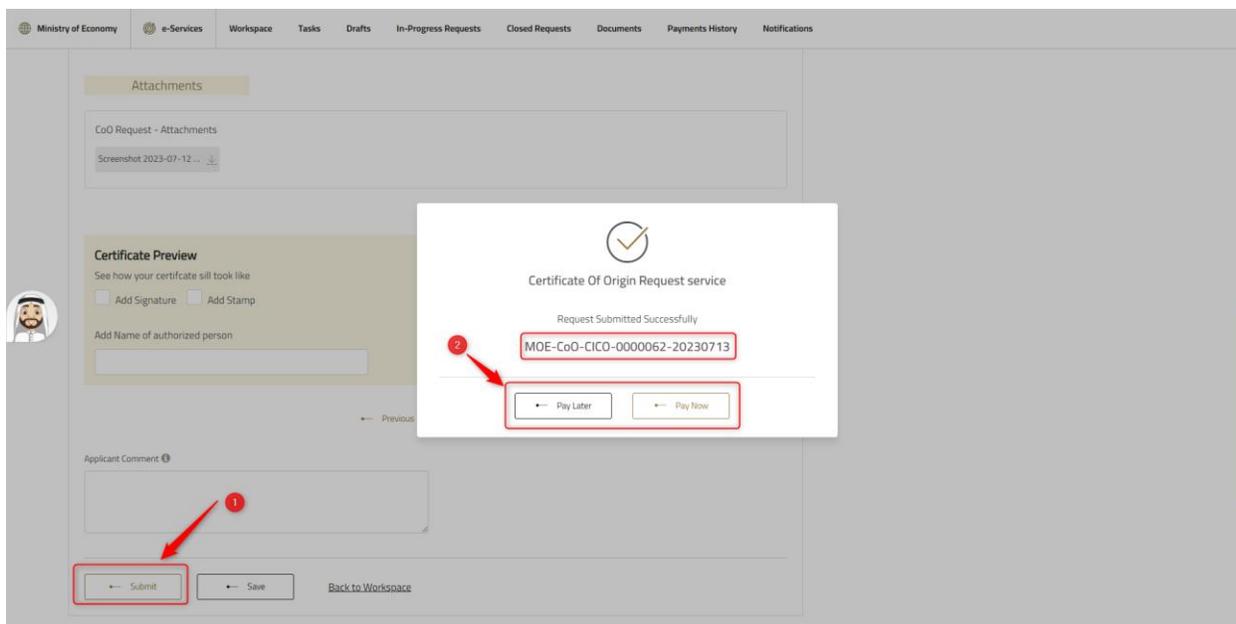


Figure 41: COO Request pending payment

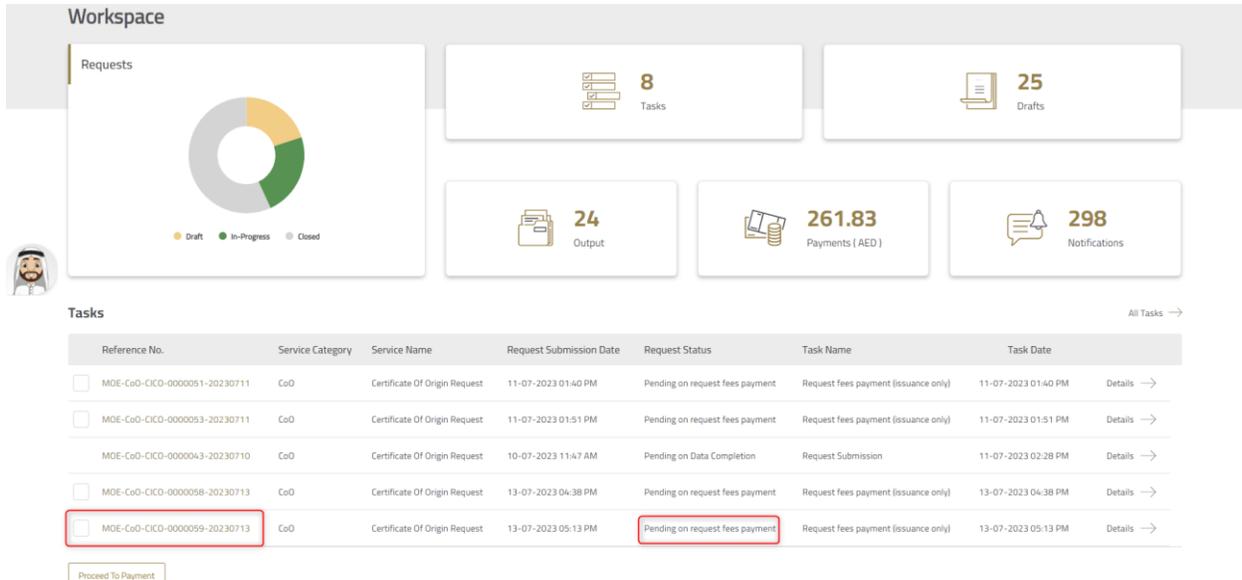


Figure 42: COO Request pending payment in the workspace - Tasks section

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

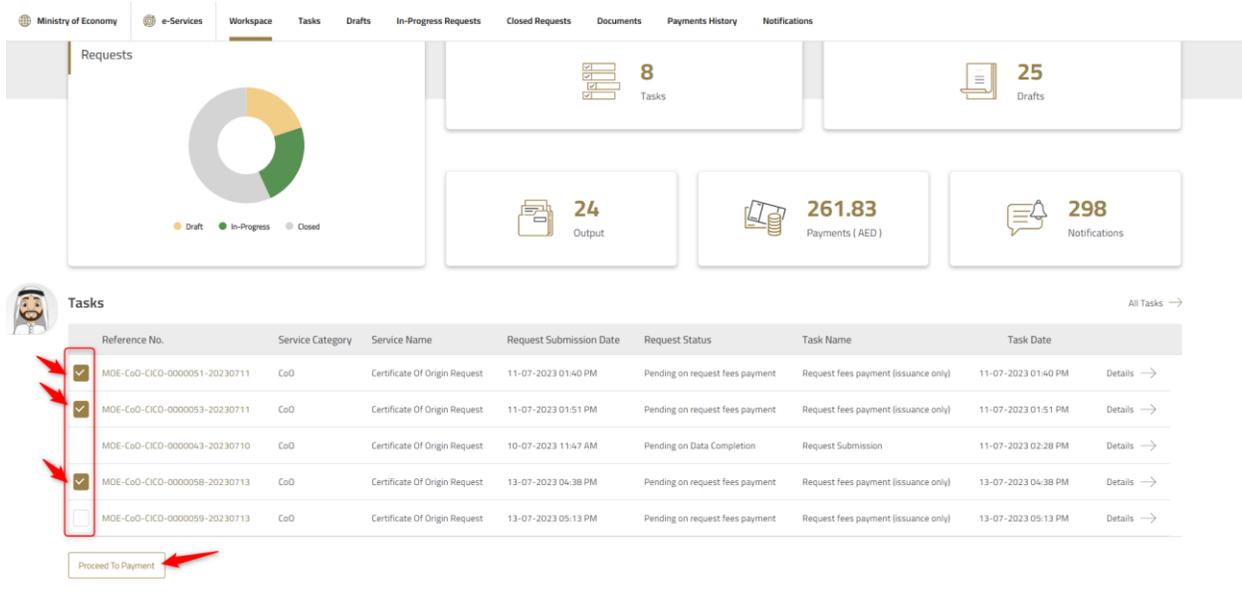


Figure 43: Bulk payment screen



- 13- Once payment is processed, your request will be submitted for Ministry review and approval.
- 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)

Figure 44: Service Output in the COO Request

Reference No.	Service Category	Service Name	Request Submission Date	Request Status	Task Name	Task Date
<input type="checkbox"/> MOE-CoO-CICD-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
<input type="checkbox"/> MOE-CoO-CICD-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
MOE-CoO-CICD-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

Figure 45: Output document



Ministry of Economy | e-Services | Workspace | Tasks | Drafts | In-Progress Requests | Closed Requests | Documents | Payments History | Notifications

Uploaded documents | **Outputs**

24 Documents

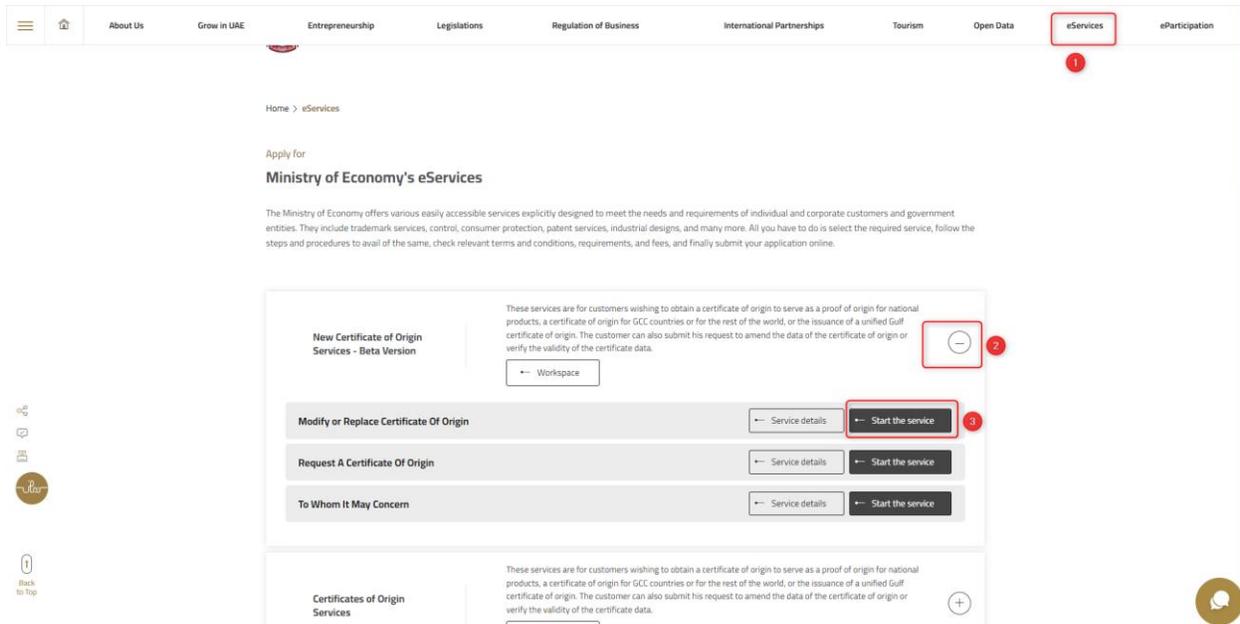
<p>CoO Certificate To Whom it May Concern Certificate -en</p> <p>Issue Date: 2023-07-13</p> <p>Service Category: CoO</p> <p>Service Name: To Whom it may Concern</p> <p>Reference Number: MOE-CoO-CTWMC-0000071-20230713</p> <p>Organization name: Amine</p> <p>Download</p>	<p>CoO Certificate To Whom it May Concern Certificate -en</p> <p>Issue Date: 2023-07-13</p> <p>Service Category: CoO</p> <p>Service Name: To Whom it may Concern</p> <p>Reference Number: MOE-CoO-CTWMC-0000070-20230713</p> <p>Organization name: Amine</p> <p>Download</p>	<p>CoO Certificate Arab League</p> <p>Issue Date: 2023-07-11</p> <p>Service Category: CoO</p> <p>Service Name: Certificate Of Origin Request</p> <p>Reference Number: MOE-CoO-CICO-0000052-20230711</p> <p>Organization name: Amine</p> <p>Download</p>
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



The screenshot displays the Ministry of Economy's eServices portal. The navigation bar at the top includes links for 'About Us', 'Grow in UAE', 'Entrepreneurship', 'Legislations', 'Regulation of Business', 'International Partnerships', 'Tourism', 'Open Data', 'eServices', and 'eParticipation'. The 'eServices' link is highlighted with a red box and a red circle containing the number '1'. Below the navigation bar, the page title is 'Ministry of Economy's eServices'. A section titled 'New Certificate of Origin Services - Beta Version' is expanded, showing a list of services. The 'Amend Certificate of Origin' service is highlighted with a red box and a red circle containing the number '2'. The 'Start the service' button for this service is also highlighted with a red box and a red circle containing the number '3'. The page includes a 'Workspace' button, a 'Back to Top' button, and a chat icon.

Figure 47: Select Amend Certificate of origin service

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

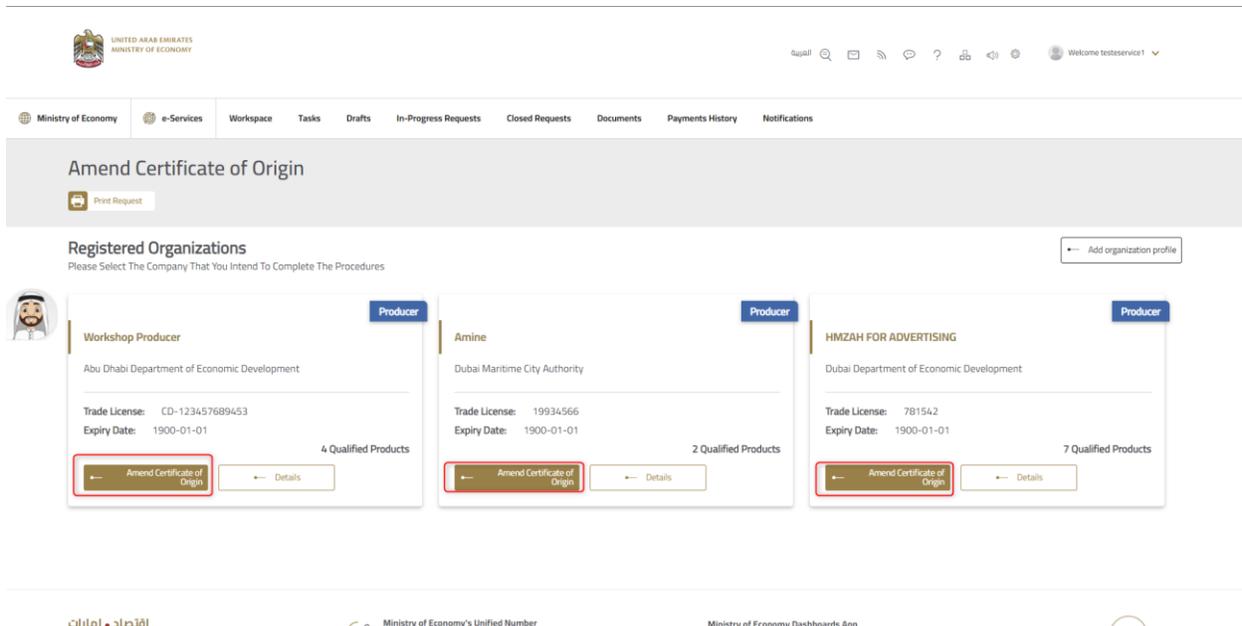


Figure 48: Select the certificate issuer company

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

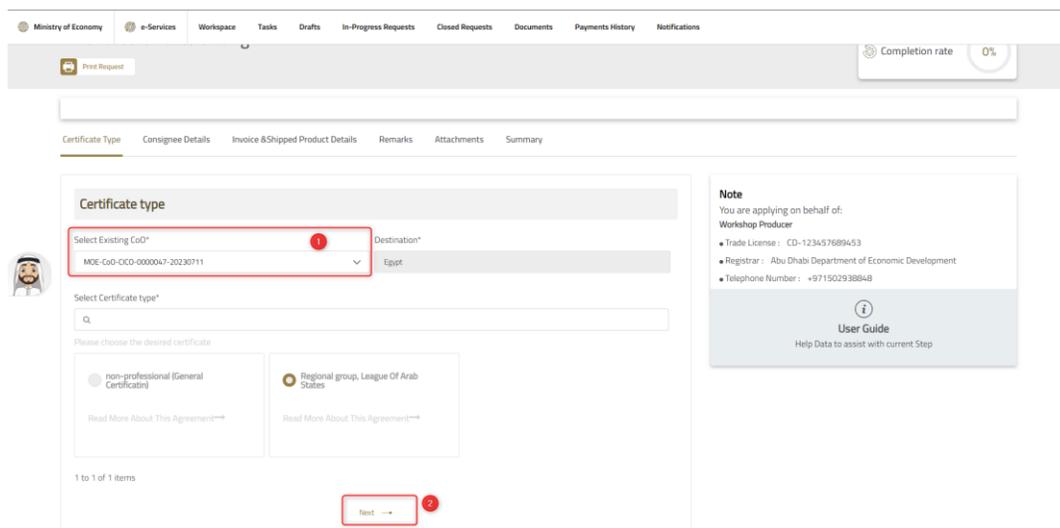


Figure 49: Amend COO - Select reference number

- 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.



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:

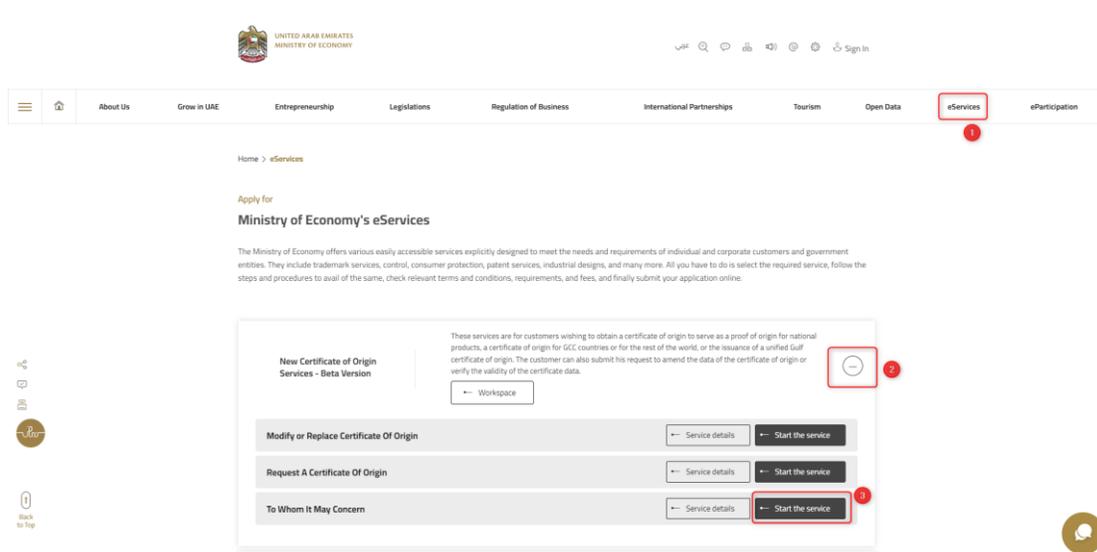


Figure 50: Select To whom it may concern service

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

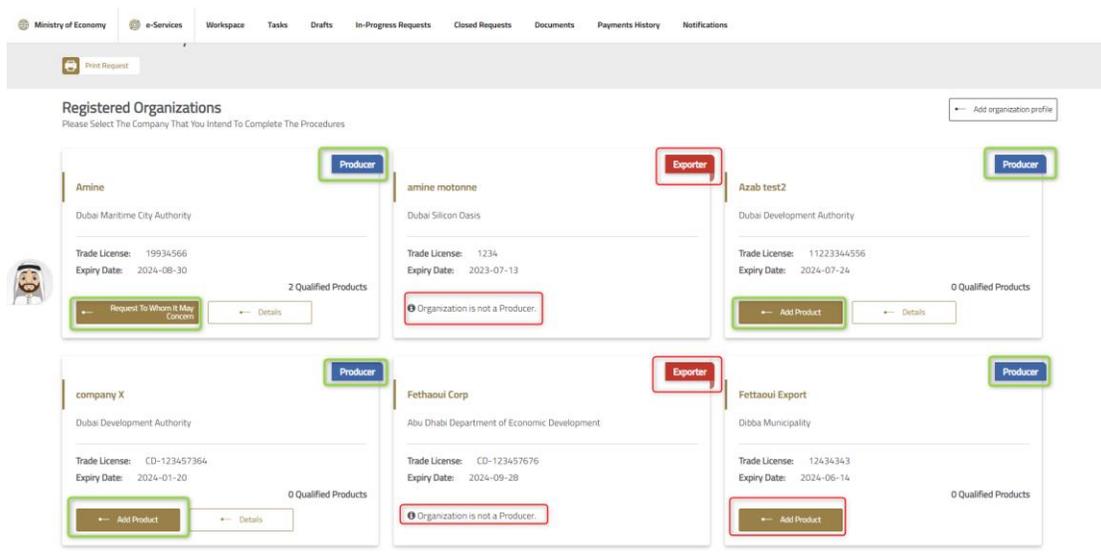


Figure 51: Select producer



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

Ministry of Economy | e-Services | Workspace | Tasks | Drafts | In-Progress Requests | Closed Requests | Documents | Payments History | Notifications

To Whom it may Concern

Print Request

Completion rate 0%

100% Submit Applicant

Destination Service Output

Country Afghanistan

Preview File

Next

Applicant Comment

Submit Save Back to Workspace

Note

You are applying on behalf of: Amine

- Trade License : 19934566
- Registrar : Dubai Maritime City Authority
- Telephone Number : +971508129928

User Guide
Help Data to assist with current Step

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)

Ministry of Economy | e-Services | Workspace | Tasks | Drafts | In-Progress Requests | Closed Requests | Documents | Payments History | Notifications

To Whom it may Concern

Print Request

Completion rate 100%

100% Submit Applicant

Request Number MOE-CoD-CTWIMC-000972-20230713

Request Submission Date 10:34 PM | 13-07-2023

Request Status Closed

Last Modified Date 10:34 PM | 13-07-2023

Destination Service Output Action

CoD Certificate To Whom it May Concern Certificate - en

Click to download

Note

You are applying on behalf of: Amine

- Trade License : 19934566
- Registrar : Dubai Maritime City Authority
- Telephone Number : +971508129928

Figure 53: download TWIMC Letter



Ministry of Economy | e-Services | **Workspace** | Tasks | Drafts | In-Progress Requests | Closed Requests | Documents | Payments History | Notifications

Workspace

Requests

● Draft ● In-Progress ● Closed

8 Tasks

25 Drafts

25 Output

261.83 Payments (AED)

299 Notifications

Tasks All Tasks →

Reference No.	Service Category	Service Name	Request Submission Date	Request Status	Task Name	Task Date	
<input type="checkbox"/> MOE-CoO-CICO-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 →
<input type="checkbox"/> 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 →
<input type="checkbox"/> 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 →
<input type="checkbox"/> MOE-CoO-CICO-0000059-20230713	CoO	Certificate Of Origin Request	13-07-2023 04:38 PM	Pending on request fees payment	Request fees payment (issuance only)	13-07-2023 04:38 PM	Details →
<input type="checkbox"/> MOE-CoO-CICO-0000059-20230713	CoO	Certificate Of Origin Request	13-07-2023 05:13 PM	Pending on request fees payment	Request fees payment (issuance only)	13-07-2023 05:13 PM	Details →

Figure 54: Select Output

Ministry of Economy | e-Services | **Documents** | Tasks | Drafts | In-Progress Requests | Closed Requests | Documents | Payments History | Notifications

Uploaded documents | **Outputs**

25 Documents

CoO Certificate To Whom it May Concern Certificate -en

Issue Date: 2023-07-13

Service Category CoO

Service Name To Whom it may Concern

Reference Number: **MDE-CoO-CTWMC-0000072-20230713**

Organization name: Amine

[Download](#)

CoO Certificate To Whom it May Concern Certificate -en

Issue Date: 2023-07-13

Service Category CoO

Service Name To Whom it may Concern

Reference Number: MOE-CoO-CTWMC-0000071-20230713

Organization name: Amine

[Download](#)

CoO Certificate To Whom it May Concern Certificate -en

Issue Date: 2023-07-13

Service Category CoO

Service Name To Whom it may Concern

Reference Number: MDE-CoO-CTWMC-0000070-20230713

Organization name: Amine

[Download](#)

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.

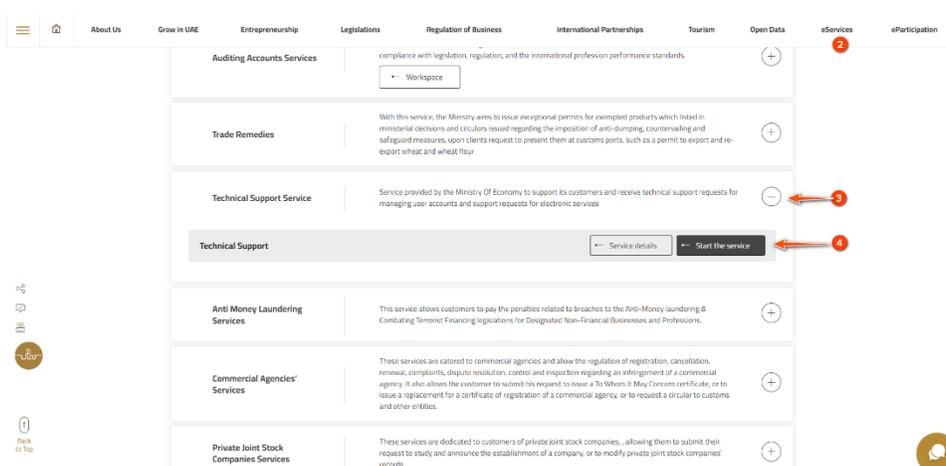


Figure 56: Technical Support Service - Screen

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) | نظام شهادة المنشأ الجديد (الإصدار التجريبي)” and based on the area where you face the issue, you can select one of the below sub-categories:

Exporter qualification	تأهيل 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 أو استبدال شهادة المنشأ
To Whom it May concern	إلى من يهمه الأمر