User Guide for:
Product Registration System
For Food, Consumer & Veterinary Products
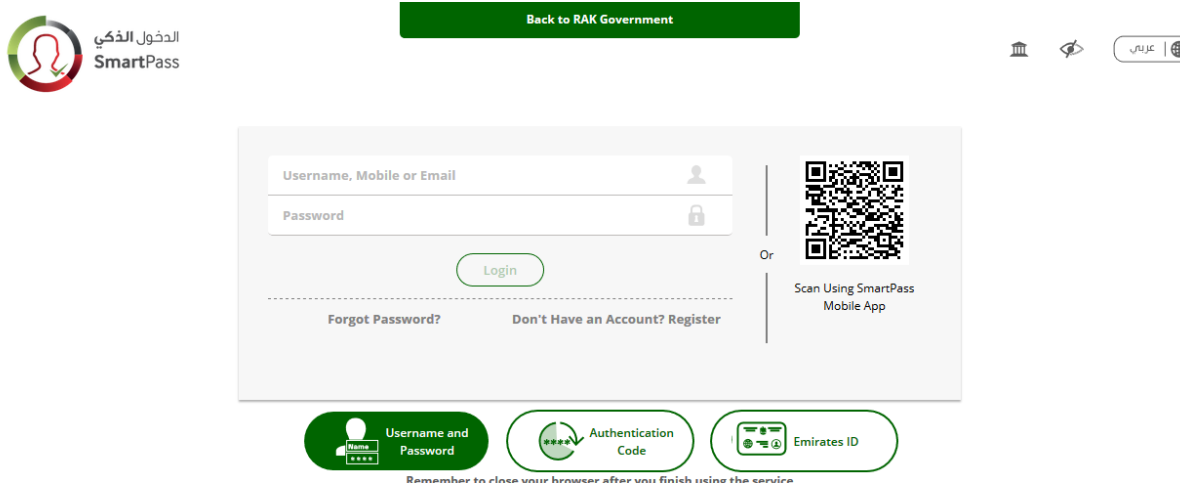
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1. Creating a New Account on Smart Pass

1- **Go to** https://smartpass.government.ae
2- Log in or create a new user

3- If a new account is registered on SmartPass without the use of Emirates ID Card, a SmartPass Kiosk must be used to update the Emirates ID Card and register the user's fingerprint.

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4- Once registration is complete, navigate to RAK Government website
https://www.rak.ae/wps/portal
And log in using the same user account registered on SmartPass to complete your registration.
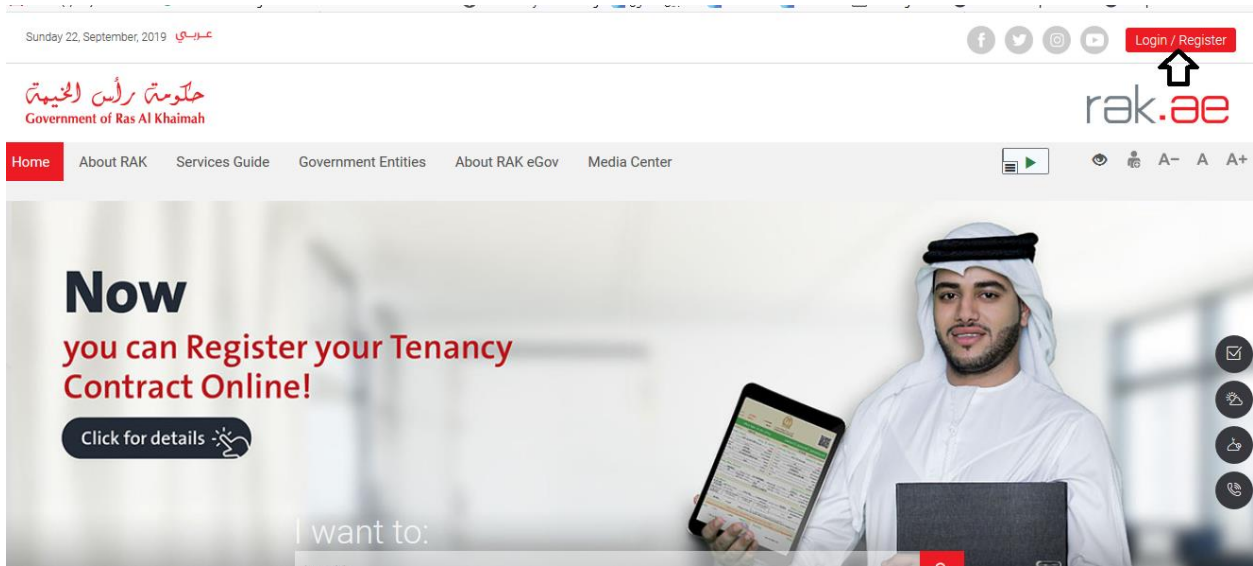
5- Use the same username and password registered on SmartPass to activate the account.

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Ras Al Khaimah e-Government

بلدية رأس الخيمة
Ras Al Khaimah Municipality

الدخول الذكي
SmartPass

عربي | 🌐
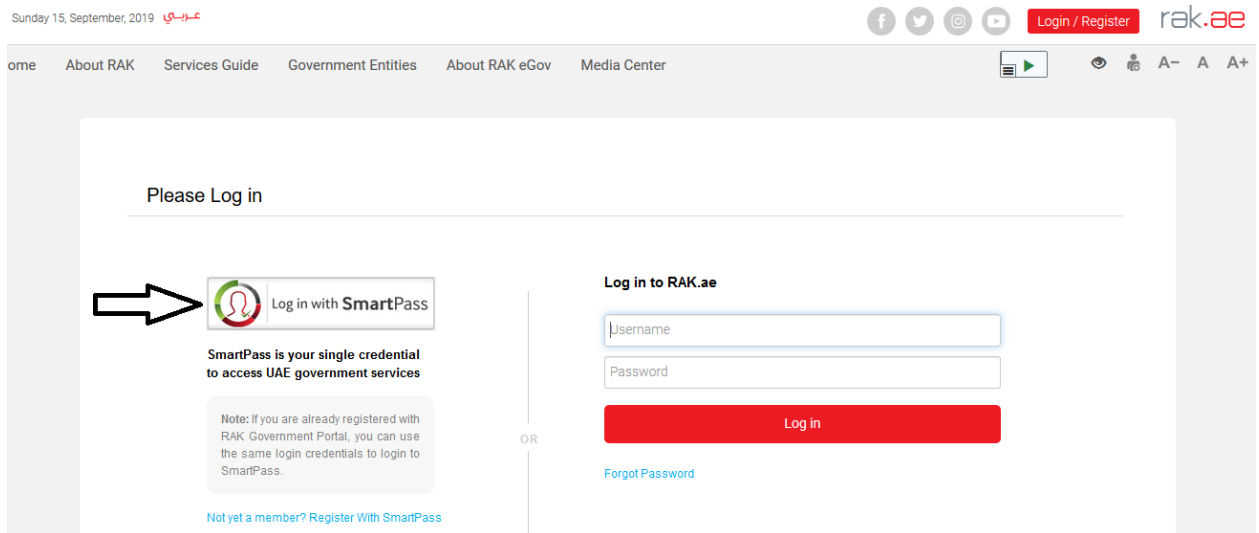
Username, Mobile or Email

Password

Login

Forgot Password?   Don't Have an Account? Register
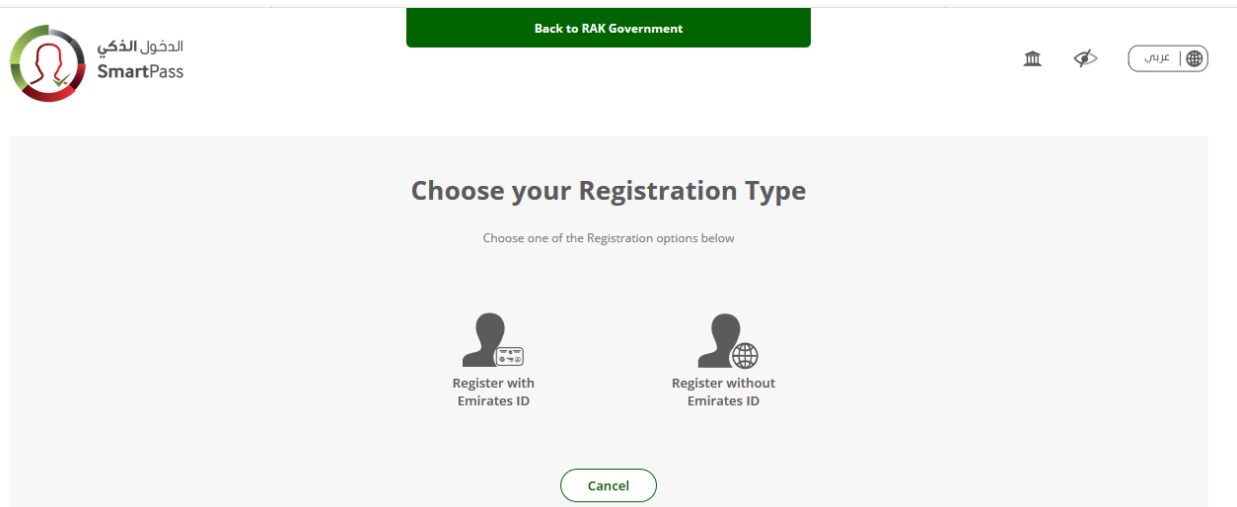
Or

Scan Using SmartPass
Mobile App

Username and Password

Authentication Code

Emirates ID

Remember to close your browser after you finish using the service

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2. Establishment Registration

2.1 Once registration on SmartPass is complete and you have accessed the RAK Government portal, submit the company identification documents to register the company on the system.

2.2 The required documents for company or product registration can be found on the RAK Government portal by clicking the Service Guide and then clicking Government
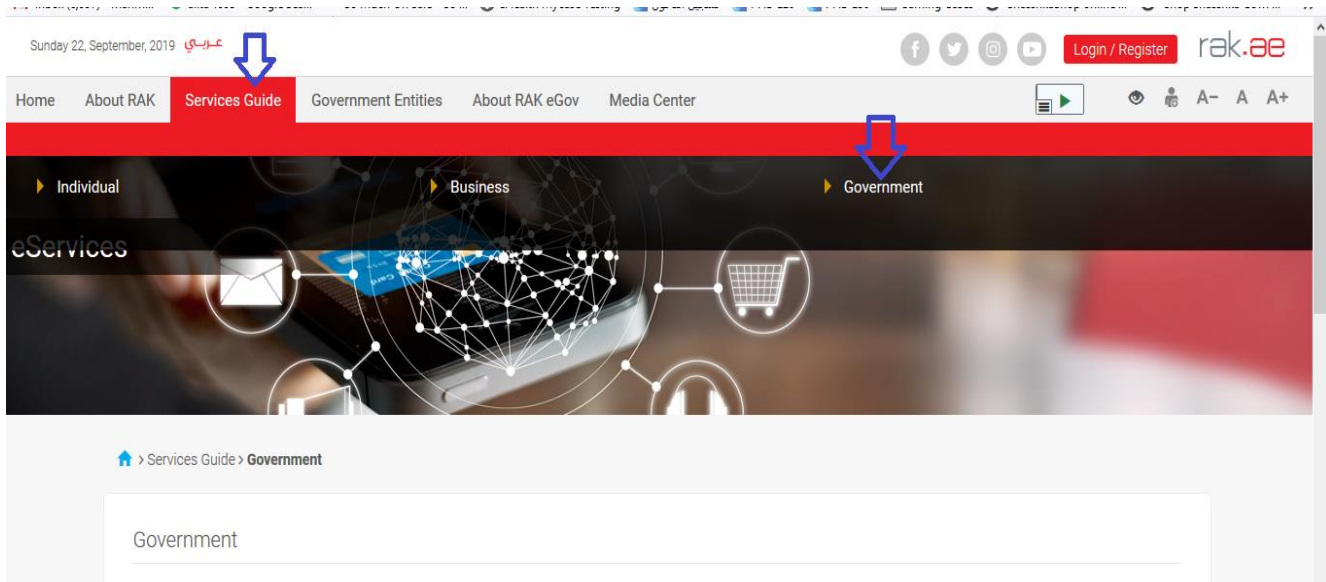
2.3 Select Ras Al Khaimah Municipality
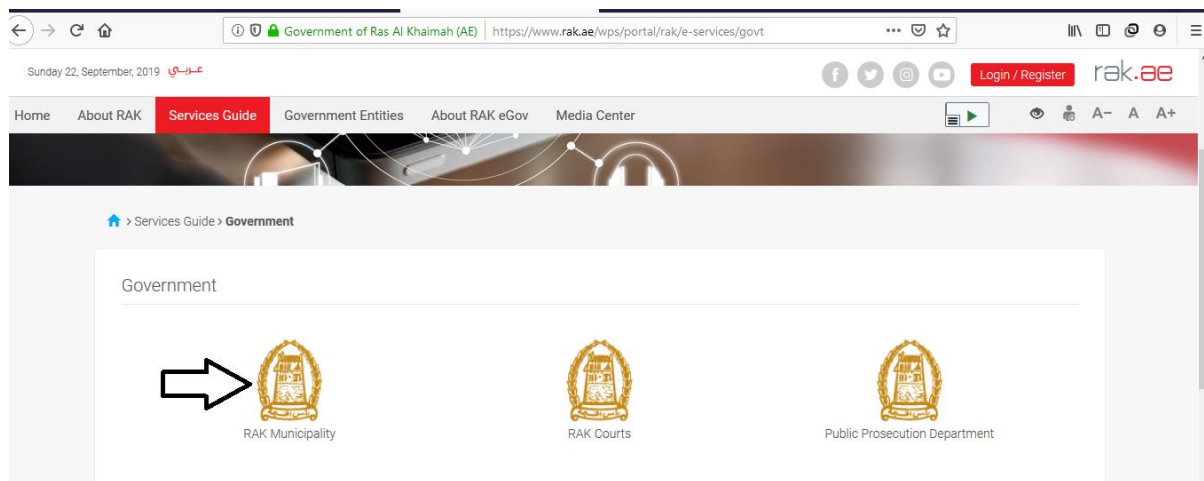
2.4 Then select Public Health Department

2.5 Select Food/Consumer/Veterinary Product Registration

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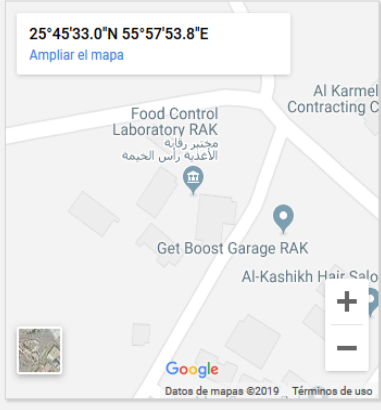
2.6 All information related to product registration can be found on the page

2.7 The file located at the bottom of the page must be downloaded and filled with customer and establishment details

2.8 Submit the filled form with all required documents to Customer Service in order to register or update individual and establishment information in system.

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Required Documents are:
  a) Copy of the License
  b) Lease Contract/ Title Deed
  c) Filled Information Update Form to update the Company Owner/ Manager/ Representative details
  d) Letter of Authorization from the Company (if registering a company representative) with the ID/ Passport Number, full name and representative's relation to the Company

The Customer must also register a company representative (an individual) by providing the following documents:
  a) Create an Internet user (Electronic Company Representative) and SmartPass account by:
      ▪ Registering in SmartPass, scanning the ID Card and fingerprint on a self-payment machine as shown in the first steps
      ▪ A valid Emirates ID Card is needed for the application
  b) Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
  c) Provide the representative's ID/Passport number

3. Product Registration

Log in

Once Customer Happiness completes updating the customer details, the customer can use the electronic service.

  • The customer should click on to **start service** to submit the case.

1.1) Procedure

Enter your SmartPass username and password at www.rak.ae
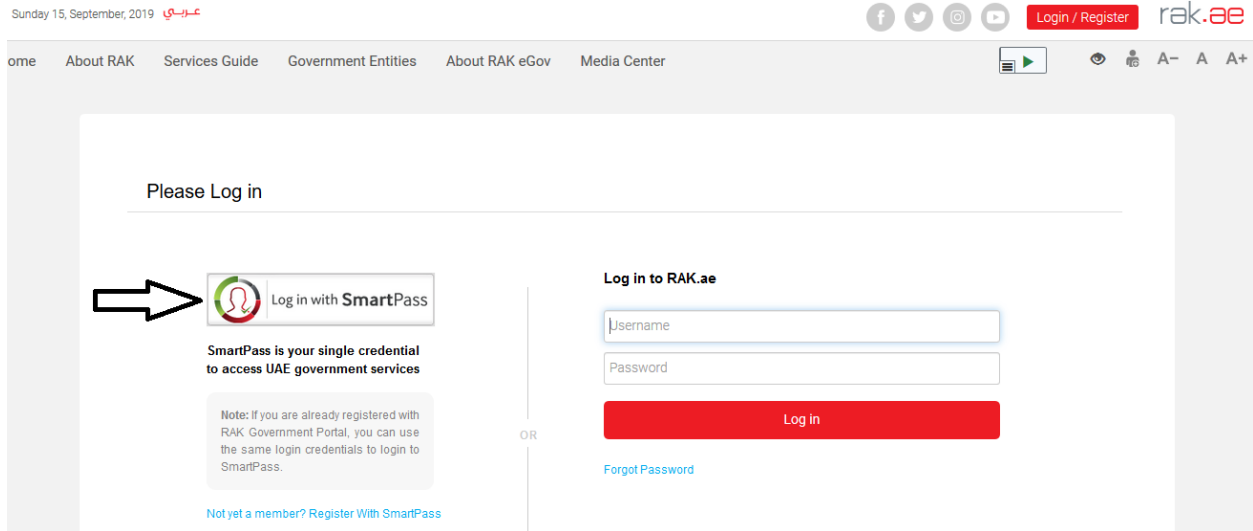
1.2) Procedure

Select the establishment to which the product belongs

1.3) Procedure

Go to "Register New Product" then click ok

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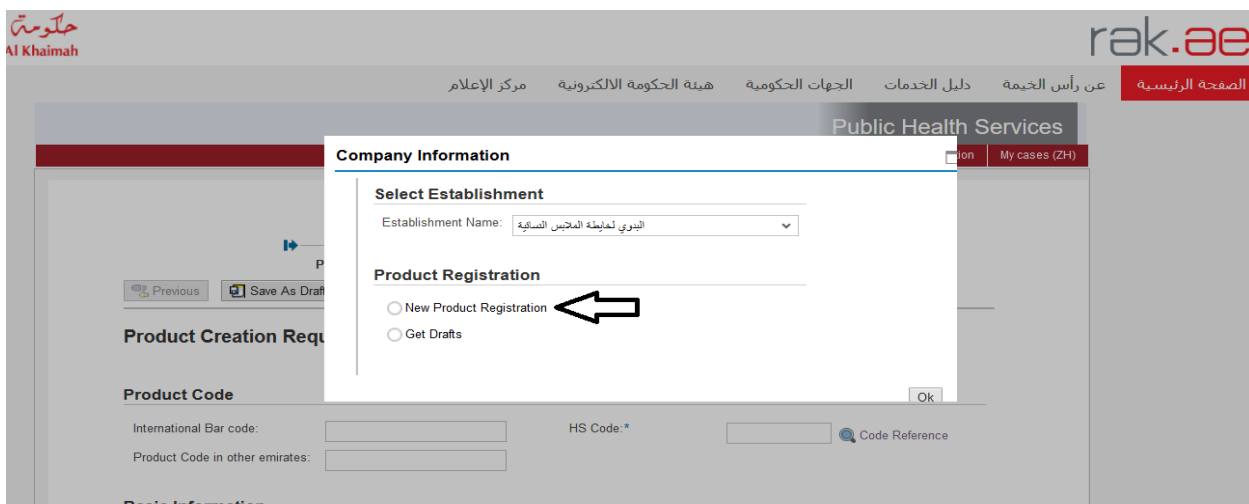
1.3) Procedure

The customer may search for a previously registered product using the search tools shown below. When a product is selected, the customer will be able to view all registered details related to that product. The customer can then copy the product details and amend the required details.

Note: In case the product data will be copied then make sure to change the necessary distinct information (such as international barcode).

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1.4) Procedure

If the customer wants to create the product, click on "Create New Product". You will be transferred to the "Product Registration Application" page.

1.5) Procedure

Enter the "**International Barcode**", "**Unified Code**" and "**Product Code in another Emirate**" as shown below (you can obtain the Unified Code by clicking the "**Reference No.**" and a link will open in a separate window for search)

1.6) Procedure

- Go to the "Basic information" section, then enter the information as shown below, taking into consideration the product group whether it is "Food, Veterinary or Consumer", then select Product Category, then examples as shown below:
- The customer may choose from the examples given by searching for the product as shown below
- Or the customer may amend or add an example by selecting the product category then entering the example in Arabic and English as shown below
- Enter the weight (unit and quantity) or volume (unit and quantity) as they are both mandatory fields as per SI unit.
- Then select Storage conditions and enter the description in Arabic and English.
- Provide shelflife of the product as per relevant product UAE standard.
- Risk of the product will be automatically selected by the system or otherwise you can select / propose the risk type of the product and final decision will be taken by PHD review officer.
- Select the main packaging material and its sub category.

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Basic Information

ESMA Certificate No.:	485674562345123
Brand Name(EN):	Masafi
Product Name(EN):*	Masafi water 500 ML
Product Type:*	Food PHD
Product category(EN):	Beverages, excluding dairy pr
Example Description(EN):	Masafi water
Product Risk type:*	High
Package type category:	Plastic
Weight:	0.000 Kilogram
Storage Condition:*	Chilled (Below 5 °C)
Shelf life:*	365

Brand Name(AR):	مسافي
Product Name(AR):*	ماء مسافي 500 مل
Product category:*	14 ⊞ Pick
Product category(AR):	Beverages, excluding dairy produc
Example Description(AR):	Masafi Water
Package type sub category:	Polyethylene (PE),
Volume:	500.000 Milliliter
Shelf life unit:*	Days

Instructions for use(EN):	save in dry cold place
Instructions for use(AR):	احفظ في مكان جاف بارد

3.1 Choosing Product Category

- Select Product Type – for example, if you are logged in as food establishment you will select Product Type as "Food PHD".

- The customer can select the product category by using the advanced search function "Pick".

- Search the product by typing the product name or by select sub categories as in below screen.

- The customer can then enter/ select the example related to the product category - by selecting the sub-category then clicking "ok"

Product Category

Search: milk

- ▼ 📁 Food PHD
  - ▼ 📁 Dairy products and analogues
    - ▼ 📁 Fluid milk and milk products
      - ▼ 📁 Fluid milk (plain)
        - 📄 Pasteurized - Fresh Cows, sheep, goats, buffalo Skim, part-skim, low-fat and Whole milk.
        - 📄 Sterilized - Fresh Cows, sheep, goats, buffalo Skim, part-skim, low-fat and Whole milk.Sterilized -
        - 📄 Ultra-high temperature (UHT) treated - Fresh Cows, sheep, goats, buffalo Skim, part-skim, low-fat an
      - ▼ 📁 Other Fluid Milk (plain)
        - 📄 Recombined fluid milks
        - 📄 Reconstituted fluid milks
        - 📄 Composite milks
        - 📄 Fortified fluid milks
        - 📄 Protein adjusted milks
        - 📄 Lactose reduced milk
        - 📄 Milk-based beverages
      - ▼ 📁 Fluid Buttermilk (plain)
        - 📄 Fluid buttermilk
      - ▼ 📁 Flavoured fluid milk drinks
        - 📄 Chocolate milk
        - 📄 Chocolate malt drinks
        - 📄 Strawberry-flavoured yoghurt drink
        - 📄 lactic acid bacteria drinks

- Product category details will then be automatically populated on the product registration screen –
- If you want to add a new product example, select the most appropriate subcategory and then manually enter the product name in the "Example Description" field.

ESMA Certificate No.:	485674562345123		
Brand Name(EN):	Milk	Brand Name(AR):	حليب
Product Name(EN):*	Milk	Product Name(AR):*	حليب
Product Type:*	Food PHD	Product category:*	1.1.1 Pick
Product category(EN):	Fluid milk (plain)	Product category(AR):	Fluid milk (plain)
Example Description(EN):	whole milk	Example Description(AR):	whole milk
Product Risk type:*	High		
Package type category:	Plastic	Package type sub category:	Polyethylene (PE),
Weight:	0.000 Kilogram	Volume:	500.000 Milliliter
Storage Condition:*	Chilled (Below 5 °C)		
Shelf life:*	365	Shelf life unit:*	Days

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3.2 Entering Product Partner Details:

1.7) Procedure
• Navigate to the "**Product Partner Details**" section and enter the information taking into consideration that (**Manufacturer, Packer or Distributor**) details are mandatory.   • Select "**Country of Origin**" as shown below.

Product Partner Details

Manufacturer Name(EN):	Masafi UAE	Manufacturer Name(AR):	شركة مسافى الامارات
Manufacturer Address (EN):	UAE RAK MASAFI	Manufacturer Address (AR):	الامارات العربية راس الخيمة مسافى
Packer Name(EN):		Packer Name(AR):	
Packer Address(EN):		Packer Address(AR):	
Distributor Name(EN):		Distributor Name(AR):	
Distributor Address(EN):		Distributor Address(AR):	
Slaughterhouse Name(EN):		Slaughterhouse Name(AR):	
Slaughterhouse Address(EN):		Slaughterhouse Address(AR):	
Country Of Origin:*	United Arab Emirates		

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3.3 Certificates Checklist:

1.8) Procedure
• Navigate to the "**Certificate Verification**" section, then select the type of certificate whether Halal, Organic or Radiation Treated Product for example (by selecting "check" from the linked list) then entering relevant remarks   • If the product is a certified Halal product as per ESMA standard, then select True and upload scan copy of Halal certificate. Otherwise select false.   • If the product is preserved with radiation, then select "irradiated Product" as True and upload scan copy of irradiated product certificate. Otherwise select false.   • If the product is a certified organic product as per ESMA standard, then select True and upload scan copy of Halal certificate. Otherwise select false.   • If there is any Health and nutrition claim, then select True and upload scan copy of approval letter (from concerned authority). Otherwise select false.   **Payment Exception:**   • Select "No" for payment exemption certificate as shown above.   • If your product is approved by PHD before then select "exemption from the payment as "Yes" and upload product registration certificate. If no approval before then select exemption from the payment as "No".

Certificates Check List

HALAL	Halal Certificate:	TRUE
	Irradiated Product:	FALSE
UAE organic	Organic food: Comments (EN):	FALSE Comments (AR):
	Genetically Modified: Comments (EN):	FALSE Comments (AR):
	Health & nutritional Claim: Comments (EN):	FALSE Comments (AR):
	Primary Packaging Picture: Comments (EN):	FALSE Comments (AR):
	Payment Exemption:	No

In case the food label is approved by RAK Municipality, Please attach the Food label Assessment Report (FLAR)

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3.4 Attachment List:

1.9) Procedure
• Navigate to the "**Attachment List**" section then upload the required file linked to the previously determined certificates in addition to a picture of the **product** and a picture of the **package**

Attachment List

	Mandatory	Doc Description	Attach File	File Path
Print Version				🔽
	✓	Label Picture	Upload	
	✓	Product Picture	Upload	
	☐	Final product package picture	Upload	
	☐	Genetically modified food	Upload	
	☐	Halal certificate	Upload	
	☐	Health and nutritional Claims certificates	Upload	
	☐	Organic Food	Upload	
	☐	Other documents	Upload	
	☐	Primary Packaging Picture	Upload	
	☐	Product Content Picture	Upload	

Clear

:hment List

Add Attachment

Attachment Details

Document Type:*   Label Picture

Attachment:*   Browse...   No file selected.

Clear

Add   Cancel

Note that;

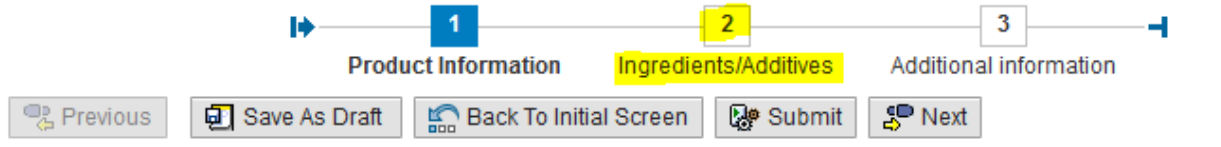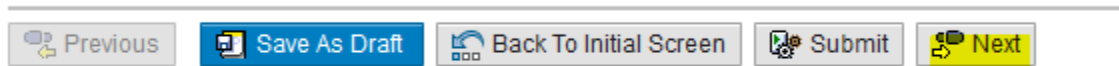| Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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- Label picture means – artwork or real complete picture of proposed product label.
- Product picture means – actual picture of the final product.
- Primary packaging materials means – the packaging material directly contacting food material.
- Product content picture mean – picture of physical state of actual product

1.10) Procedure

Navigate to the "**Ingredients and Additives**" by clicking "**Next**" or the "**Ingredients/Additives**" buttons as shown below.

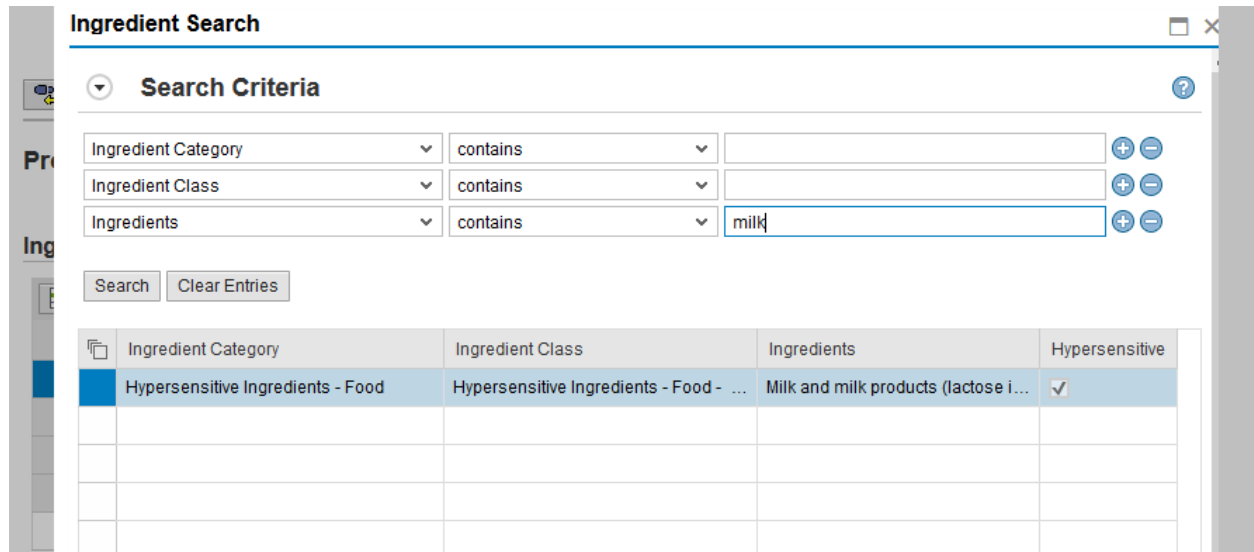| Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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3.5 Ingredients / Additives:

3.5.1   Ingredients

1.11) Procedure
Select the required ingredients by adding a new ingredient (by clicking the "**Add New**" button), searching for an ingredient (by clicking "**Search**" to show the search screen) or entering ingredients by entering details in the "**Other Ingredients (AR and EN)**" fields and defining whether they are "hypersensitive" or not if choosing "Other" in addition to determining the quantity as shown below Note: Enter the data of ingredients in descending order of its proportion in the product.

- ## If there are no Ingredients in the search list :

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1.12) Procedure

First, you must click on Add New as shown below in the picture (1) and then a new field will be added in the components box as shown below in the picture (2) must fill the colored boxes red color indicated by the arrows in the picture ((2) Enter the name of the component in English in the other Ingredients field (EN), add the name of the Ingredient in Arabic in the other Ingredient field ((AR) and then write the amount of the component in the product in the quantity field (%) then determine if the component is "hypersensitive" " or not.

Note: Enter the data of ingredients in descending order of its quantity proportion in the product.

3.5.2   Additives

1.13) Procedure
Select the required additives by adding new (by clicking the "**Add New**" button), searching for an additive (by clicking "**Search**" to show the search screen) or entering additives by entering details in the "**Other Additives (AR and EN)**" fields as shown above   **Note:** You can search additives by category, by name and or by number (food only).

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- **If there are no additives in the search list :**

1.14) Procedure
First, you need to click on the new addition as shown below in the picture (1) and then a new field will be added in the additions field as shown below in the picture (2) you must fill the colored indicated by the arrows in the picture (2) Enter the additions not found in the search box.(Enter the English name in the other additive (EN), then enter the Arabic name in the other additive (AR) Note: If there is no additive in the product then do not fill this data and or keep the table blank.

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3.6 Nutritional information:

1.15) Procedure
• Navigate to the Nutritional Information screen by clicking **Next**. The screen will appear as shown below. • Add the nutritional information by: 1. Clicking "**Add Category**". A new row will appear. Enter the name and details of the category as shown below. 2. Click the new row then click "**Add Nutritional Element**". A new row will appear under the category name. 3. Enter the details of the new nutritional element as shown below • Or by **searching for an existing element** (by clicking the "**Existing**" button), selecting the elements then clicking "Add Selected" as shown below Note: Enter Nutritional information of the food products wherever it is applicable.

Product Creation Request ⊘ Help

Nutritional Information

Serving Size:	100.000	Serving Size unit:	ml
Serving Size per Container:	100.000	Total Calories:	200 Kilocalorie

	Content(EN)	Quantity(gm/mg)	Unit	% Daily Value *	Content(AR)
▼	Total Fats	0.000		0.00	اجمالي الدهون
	Cholesterol	0.000		0.00	كولسترول
	Trans Fats	0.000		0.00	الدهون المتحوله
	Saturated Fats	0.000		0.00	الدهون المشبعه
▼	Total Carbohydrates	0.000		0.00	اجمالي الكربوهيدرات

Buttons: Existing | Add Category | Add Nutrition | Delete

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Adding a new category;

Content(EN)	Quantity(gm/mg)	Unit	% Daily Value *	Content(AR)
▼ Total Fats	0.000	⌄	0.00	اجمالي الدهون
Cholesterol	0.000	⌄	0.00	كولسترول
Trans Fats	0.000	⌄	0.00	الدهون المتحوله
Saturated Fats	0.000	⌄	0.00	الدهون المشبعه
▼ Total Carbohydrates	0.000	⌄	0.00	اجمالي الكربوهيدرات
Total Sugars	0.000	⌄	0.00	السكر الكلي
Dietary Fibers	0.000	⌄	0.00	الألياف الغذائية
▼ Minerals	0.000	⌄	0.00	المعادن
Magnesium	0.000	⌄	0.00	مغنيسيوم
Potassium	0.000	⌄	0.00	بوتاسيوم
Iron	0.000	⌄	0.00	حديد
Calcium	0.000	⌄	0.00	كالسيوم
Sodium	0.000	⌄	0.00	صوديوم
▼ Enter the name of the Category	0.000	⌄	0.00	Enter the name in Arabic

Buttons: Existing | Add Category | Add Nutrition | Delete

After clicking on Add Category a new line will appear ere ⇩

Content(EN)	Quantity(gm/mg)	Unit	% Daily Value *	Content(AR)
▼ Total Fats	0.000	⌄	0.00	اجمالي الدهون
Cholesterol	0.000	⌄	0.00	كولسترول
Trans Fats	0.000	⌄	0.00	الدهون المتحوله
Saturated Fats	0.000	⌄	0.00	الدهون المشبعه
Add the name of the nutrition in English	0.000	⌄	0.00	Enter the name in Arabic
▼ Total Carbohydrates	0.000	⌄	0.00	اجمالي الكربوهيدرات
Total Sugars	0.000	⌄	0.00	السكر الكلي
Dietary Fibers	0.000	⌄	0.00	الألياف الغذائية
▼ Minerals	0.000	⌄	0.00	المعادن
Magnesium	0.000	⌄	0.00	مغنيسيوم

Buttons: Existing | Add Category | Add Nutrition | Delete

First you need to choose the line that you need to add the nutrition under it and then click on add nutrition

Or by Search

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Nutritional Information

	Nutrition Category(EN)	Nutrition Category(AR)	Nutrition Element(EN)	Nutrition Element(AR)
	Total Fats	اجمالي الدهون	Saturated Fats	الدهون المشبعه
	Total Fats	اجمالي الدهون	Trans Fats	الدهون المتحوله
	Total Fats	اجمالي الدهون	Cholesterol	كولسترول
	Total Carbohydrates	اجمالي الكربوهيدرات	Dietary Fibers	الألياف الغذائيه
	Total Carbohydrates	اجمالي الكربوهيدرات	Total Sugars	السكر الكلي
	Proteins	البروتيدات		
	Vitamins	الفيتامينات	Vitamin A	فيتامين أ
	Vitamins	الفيتامينات	Vitamin B	فيتامين ب
	Vitamins	الفيتامينات	Vitamin C	فيتامين سي
	Vitamins	الفيتامينات	Vitamin D	فيتامين د
	Minerals	المعادن	Sodium	صوديوم
	Minerals	المعادن	Calcium	كالسيوم

Existing

Content(EN)

▼ Total Fats

Choleste

Trans Fa

Saturate

▼ Total Carbo

Total Sug

Dietary F

▼ Minerals

Magnesi

Potassiu

Iron

Calcium

Sodium   0.000 ⌄   0.00 صوديوم

Insert Selected   Cancel

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3.7 Label Checklist:

1.15) Procedure
Make sure by selecting "Yes" for the allocation of Date of Production, Date of Expiry, and or slaughtering Date (if applicable) on the label. If there are any special remarks for the review officer, please enter. Once all the information will be provided then click "**Submit**"

Label Checklist

Slaughtered Date:	FALSE ∨	Production Date:	FALSE ∨
Expiration Date:	FALSE ∨		

Remarks

1.17) Procedure
A screen will appear stating that the case is submitted in addition to a **case ID**. You may copy the application by clicking "**Copy Product**" or returning to the main page by clicking "**Back**"

Case is submitted, for case details please go to My Cases tab.

Case ID: 103378

🔙 Back   📋 Copy Product

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4. Transection/ Application Status:

To find the transaction submission status, please visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.

- RAK Government portal by clicking the Service Guide then clicking Government

- Then select Ras Al Khaimah Municipality
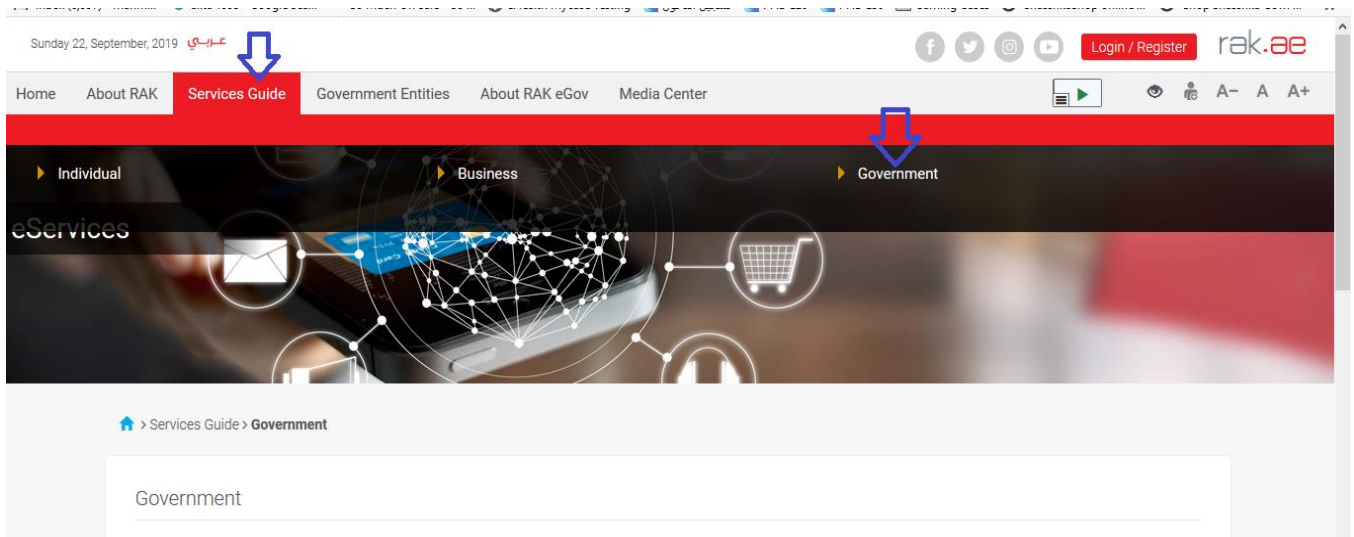
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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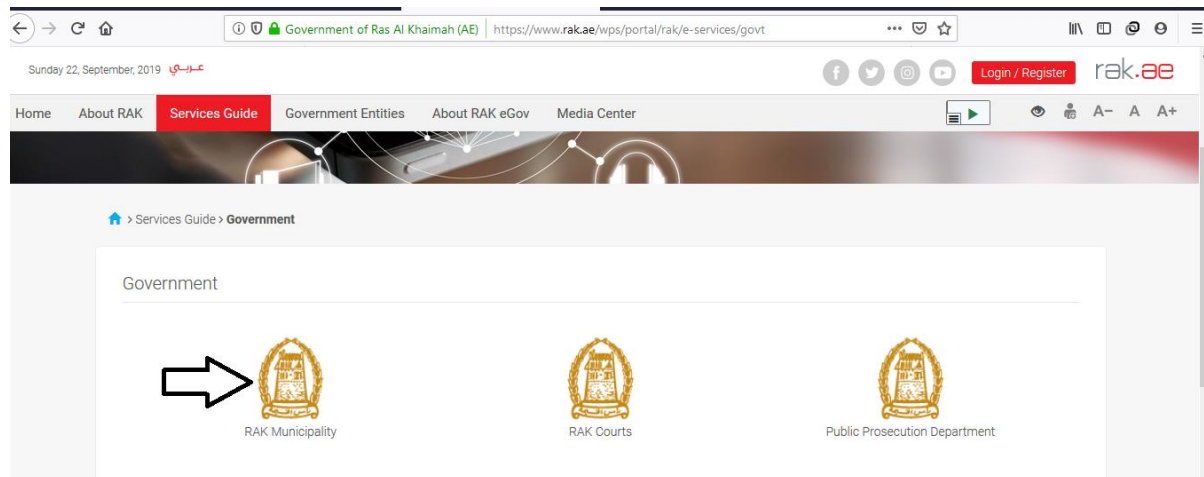
- Then select Public Health Department
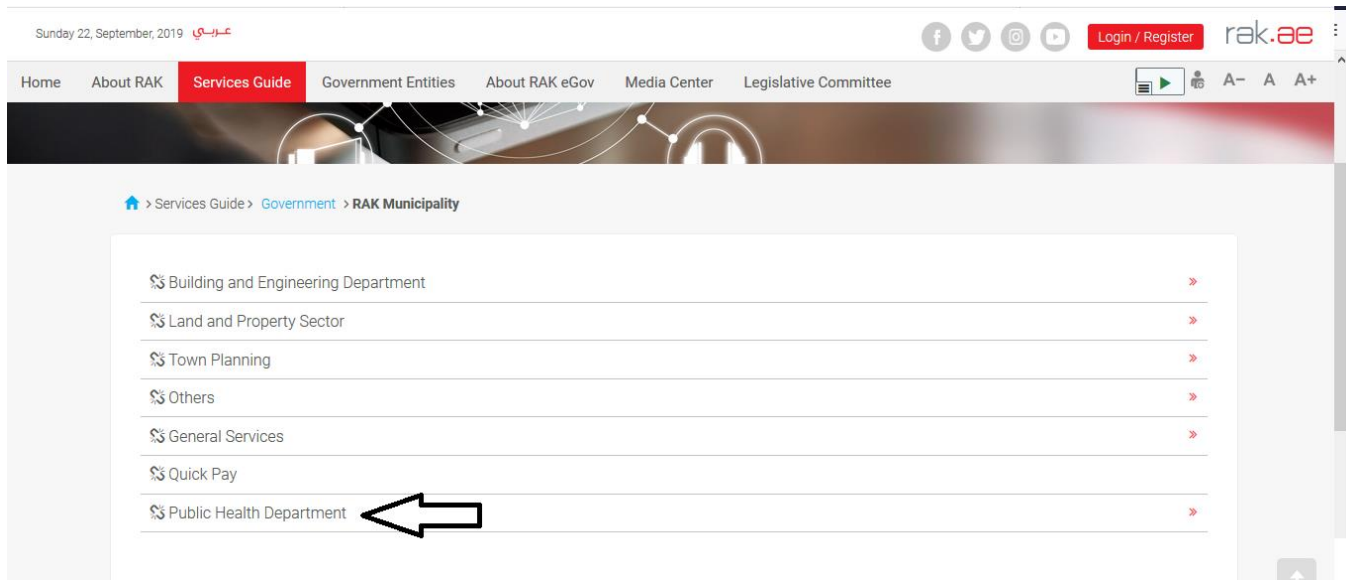
- Then click on My **Cases**
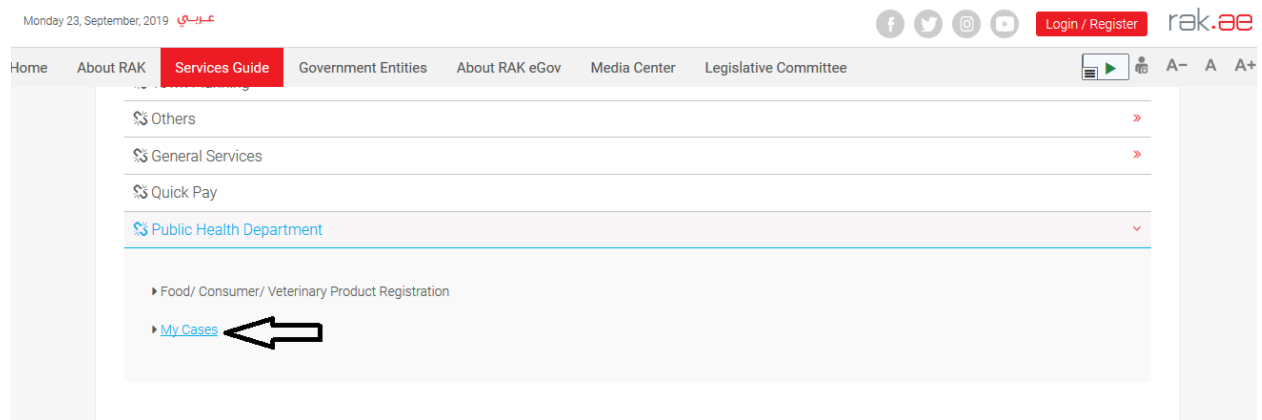
4.1 Log in

1.1) Procedure
Enter your SmartPass username and password at www.rak.ae
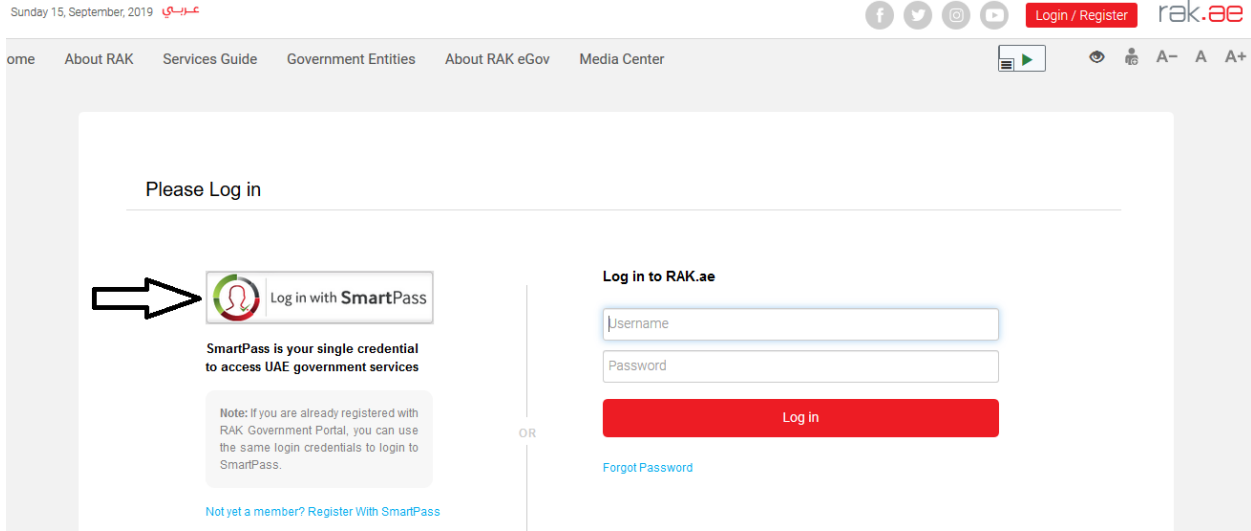
After accessing the website, a page showing transactions submitted by the company relating to the Public Health Department will be displayed

All transactions submitted through the RAK Government portal by the establishment will be displayed. The user will be able to find the transaction number, applicant, transaction creation date, final decision, and transaction status. The user may also view the details of the application by clicking the transaction then clicking (Application Details)

Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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After clicking the application details, the next screen will appear, and the user may view all the details of the transaction.

The user may also view the attachments included with the transaction by clicking the transaction then selecting (Transaction Documents)

Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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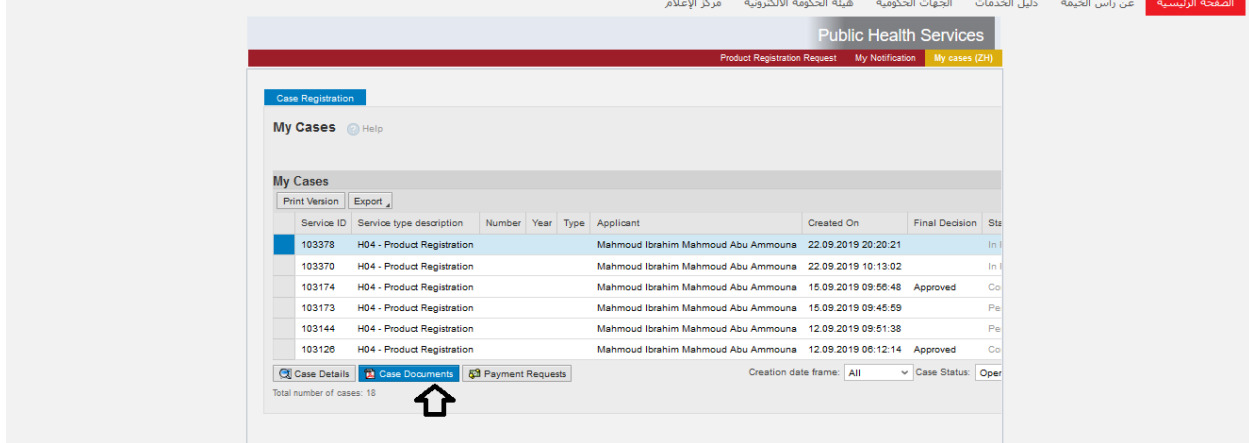
A new screen will appear showing all of the documents uploaded when creating the transaction. The user can download the file or all files.
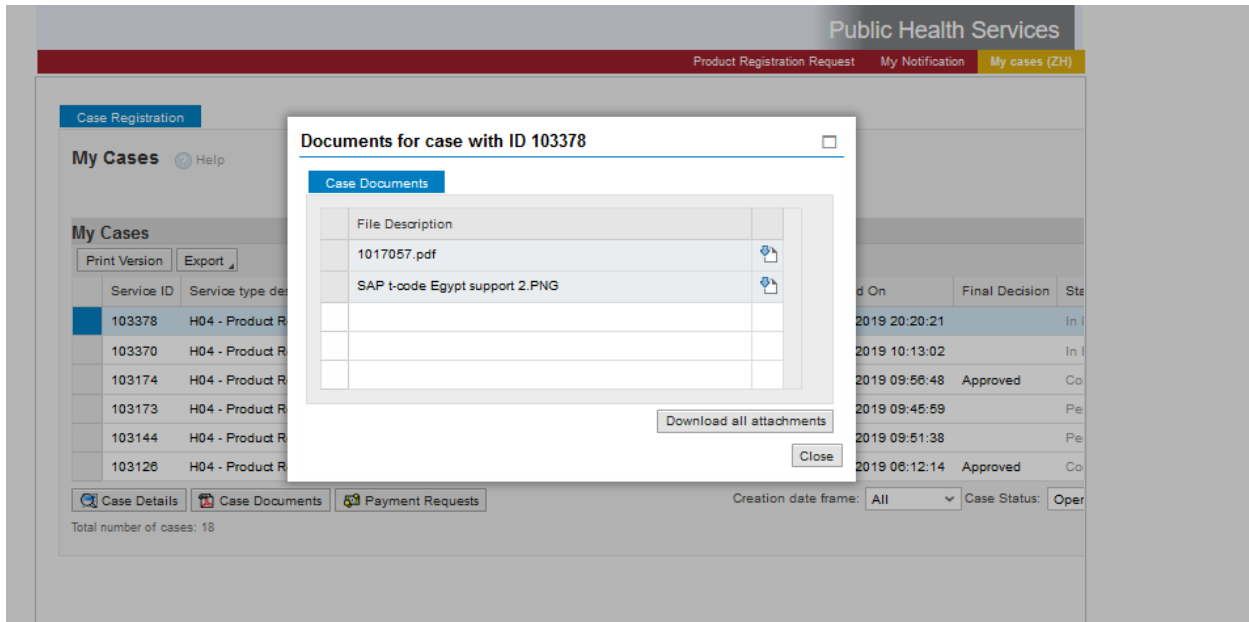
5. Payment:

After the transaction is submitted, the transaction fee is paid in more than one way

1- The fee can be paid through MBME Machine (Self-service payment machine located at Public health department customer happiness office)

2- The fee can be paid through the mobile phone application (MRAK)

3. The fee can be paid by visiting the Customer Happiness Center in the Public Health Department to pay by e-Dirham card or credit card.

4. The fee can be paid by logging into the RAK website and treating all transactions

Payment method through RAK Government website:

- . Select the transaction to be paid

- Select the row to be paid and then click on the payment of the selected part

- Click Pay

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Payment Amount: 100.00
Amount Already Payed: 0.00

* Transaction Amount   100.00 AED

By clicking "Pay" a new transaction will be created and
you will be redirected to RAK Smart pay payment page,
where you can finish the transaction.

Pay | Cancel | Back

6. Pending Customer Action

If the Transaction Status is "Pending Customer Action"
Note: It means PHD Review officer requires some additional information and or details or document(s) and the case is returned to customer for necessary actions.

Example: Transaction No. 103144

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
103174	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	15.09.2019 09:56:48	Approved	Completed
103173	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	15.09.2019 09:45:59		Pending HOS Decis
103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 09:51:38		Pending Customer /
103126	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 06:12:14	Approved	Completed
103063	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	10.09.2019 20:14:02	Approved	Completed
103062	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	10.09.2019 20:00:22	Approved	Completed

Total number of cases: 18

The transaction can be opened by clicking (My Notifications). The transaction requiring action will be displayed.

The customer must click on details to open the transaction

The following screen will appear:

Comments entered by the officer or department head can be viewed

After reading these comments, you may click (Open case) to open the product and make the required amendments according to the comments

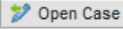**Note: Do not enter new data or change data other than what is required.**

After opening the product and making the required amendments, click on (update) on the main product registration screen:

After clicking update, you must click (Complete) to finalize the customer action

The transaction will be referred to the Public Health Department to complete the application process.

If you need any assistance or clarification, please visit Public Health Department customer happiness center or contact at

Contact PHD:

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Fax: + 971 7 2282669
Email: public.h@mun.rak.ae