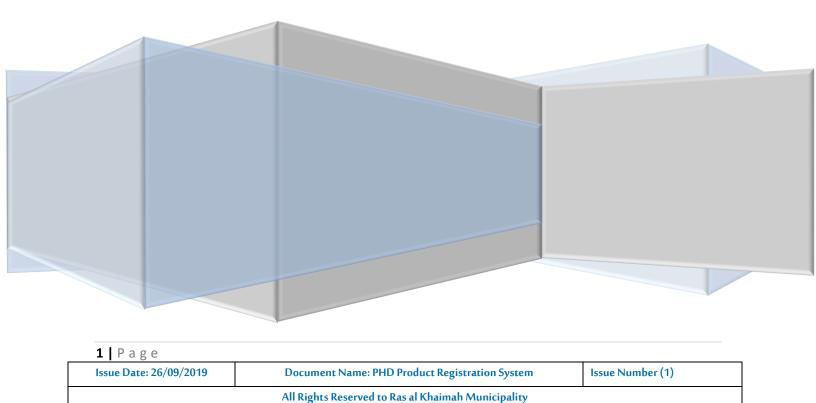






User Guide for: Product Registration System

For Food, Consumer & Veterinary Products







Contents

1.CREATING A NEW ACCOUNT ON SMART PASS	3
2.ESTABLISHMENT REGISTRATION	6
3.PRODUCT REGISTRATION	9
3.1CHOOSING PRODUCT CATEGORY	14
3.2ENTERING PRODUCT PARTNER DETAILS:	16
3.3CERTIFICATES CHECKLIST:	
3.4ATTACHMENT LIST:	
3.5INGREDIENTS / ADDITIVES:	20
3.5.1INGREDIENTS	20
3.5.2ADDITIVES	22
3.6NUTRITIONAL INFORMATION:	
3.7LABEL CHECKLIST:	
4.TRANSECTION/ APPLICATION STATUS:	
4.1LOG IN	
5.PAYMENT:	
6.PENDING CUSTOMER ACTION	
	••••••

2 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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

الدخول الذكي	Back to RAK Government		•	4	
الدخول الذكي SmartPass			Ē	Ø	(بريايد
Username, Mobi	e or Email				
Password	â				
	Login	Scan Using SmartPass			
Forgot Pa	sword? Don't Have an Account? Register	Mobile App			
a Trans	sername and Password Remember to close your browser after you finish using the service	Emirates ID			

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

الدخول الذكي SmartPass	Back to RAK Government	盦	ø	سابد ا
	Choose your Registration Type			
	Register with Emirates ID Emirates ID			
	Cancel			

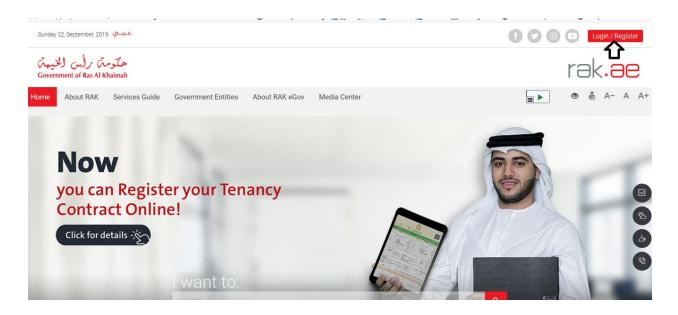
3 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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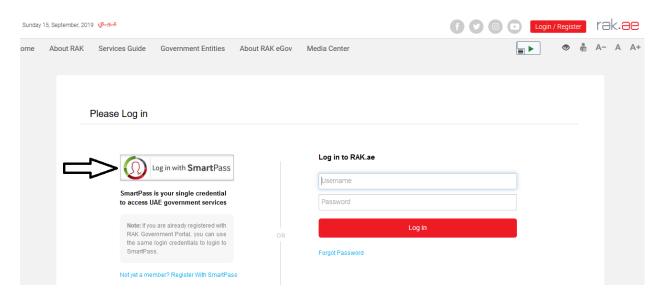


4- Once registration is complete, navigate to RAK Government website <u>https://www.rak.ae/wps/portal</u>

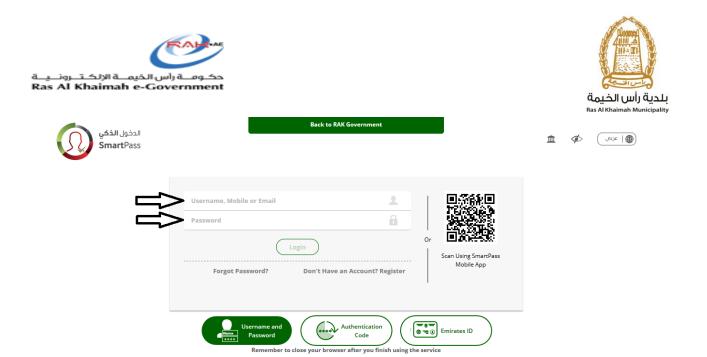
And log in using the same user account registered on SmartPass to complete your registration.



5- Use the same username and password registered on SmartPass to activate the account.



4 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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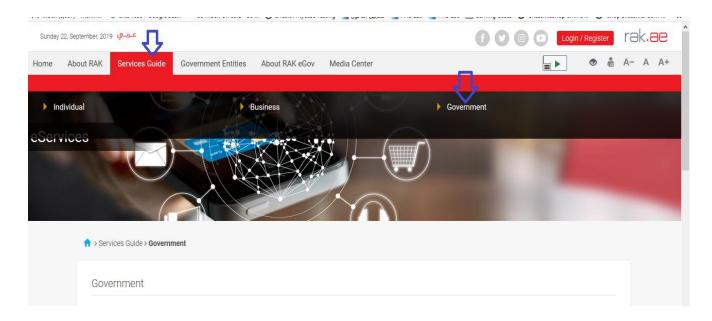
5 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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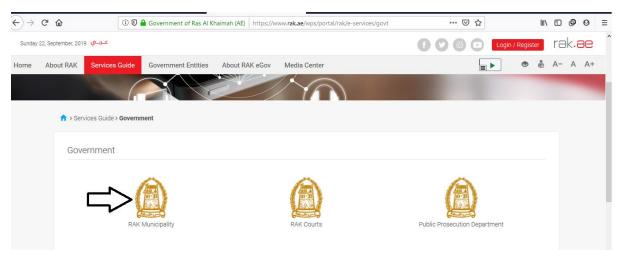


2. Establishment Registration

- 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



6 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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2.4 Then select Public Health Department

Sunday	22, September, 201	<mark>عـربــي</mark> و					000	Login / Register	rak.ae
Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee		÷	A- A A+
					1	2			
	↑ Ser	vices Guide > Governr	nent > RAK Municipality						
	\$3 B	uilding and Enginee	ering Department					»	
	% L	and and Property S	ector					»	
	\$ 3 T	own Planning						>	
	55 C	thers						»	
	\$ \$ 0	eneral Services						*	
	\$\$ C	uick Pay							
	\$3 P	ublic Health Depart	ment]				»	
									*

2.5 Select Food/Consumer/Veterinary Product Registration

Sunday	22, September, 201	عـربــي وړ					60	00	Login / Register	rak .ae
Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee				A- A A
	\$ \$ T	Town Planning							»	
	\$ \$ 0	Others							*	
	\$ \$ 0	General Services							»	
	\$ \$ 0	Quick Pay								
	\$ 3 F	Public Health Depart	tment						~	
		Food/ Consumer/ Vel	terinary Product Registratic							

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

عـربــي Sunday 22, September, 2019			00	Login / Register	rak .ae
Home About RAK Services Guide Government Entities	About RAK eGov	Media Center	Legislative Committee	.	A- A A+
↑ > Services Guide > Government > RAK Municipality > For	ood Consumer Veter	inary Product Regi	stration		
	Food/ Cor	nsumer/ Vete	rinary Product Registration		
25°45'33.0"N 55°57'53.8"E Ampliar el mapa	This service is	used to register ne	w Food/ Consumer/ Veterinary product fo	r manufacturers, packers and traders	
Al Karmel Food Control Laboratory RAK	who provide th	ne required docume	nts to be able to apply for PHD services.		
محتبر رفایه الاعدیه راس الحیمه ۲	Step 1	Sign Up using si	nart pass		
Get Boost Garage RAK	Step 2	Submit Product documents	registration request by filling the online f	orm, and attaching the required	
	Step 3	Pay Product reg	istration request fees if applicable		
Google Datos de mapas ©2019 _ Términos de uso	Step 4	The concerned	section / department will Review the reque	st and take a decision	
	Step 5	Upon approval,	Product Certificate will be generated, sent	to customer email where he can	

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

Sunday	22, September, 201	عـربــي ور					f y o	Login / Register	rək .əe
ome	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee			A- A A+
					d Conditions s from the date of re	quest / application submissio	n		
					able Forms	Form			
						Start Service			

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.

8 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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 selfpayment 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.

Sunday	22, September, 20	عـربــي 19						Login / Register	rək .əe
Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee			A- A A+
				Terms an	d Conditions				
				3 working day	s from the date of r	equest / application submissio	n		
				Download	lable Forms				
					t Update Informatio	o Form			
				Establishmen					
						Start Service			

9 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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1.1) Procedure

Sunday 1	15, September, 2019	عـربــي و				f y © (Login / Regis	ster	rək.	ae
ome	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center			9 10	A- A	A+
		Please Log in		1	Log in to RAK.ae					
		SmartPass i	og in with Smart Pass is your single credential AE government services		Username Password]			
		RAK Gover	u are already registered with rnment Portal, you can use login credentials to login to s.	OR	Log in					
		Not yet a men	nber? Register With SmartPas	35						

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

Тр imah		rak.ae
	تكومية هيئة الحكومة الالكترونية مركز الإعلام	صفحة الرئيسية عن رأس الخيمة دليل الخدمات الجهات الح
		Public Health Services
	Company Information	ion My cases (ZH)
10	Select Establishment Establishment Name: البروي لمايشة الملايس السائية	
P Previous Save As Draft	Product Registration	
Product Creation Requ	O Get Drafts	
Product Code	HS Code:*	Ok
Product Code in other emirates:		Q Code Reference

10 | Page

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Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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).

Brand Name		♀ contains	~	masafi		G		
Establishment		✓ is	~			c 6		
nternational Bar	r code	✓ is	~			Œ		
Product Code		✓ is	~			c 6		
Product Name		✓ contains	~			G		
RAK Product Coo	de	✓ is	~			G		
Product Code	Entries RAK Product Code	International Bar code	Product Nan	me(EN)	Product Name(AR)	Brand Name(EN)	Brand Name(AR)	HS Code
Gearch Clear I	Entries							
Product Code				me(EN)				
Product Code 900361		6291001000029	Masafi	me(EN)	مسافى	Masafi	مسافى	30003
Product Code 900361 900388	RAK Product Code	6291001000029 6291001000229	Masafi Masafi	me(EN)	ىساقى مىساقى	Masafi Masafi	مىڭى مىڭى	30003 30003
Product Code 900361 900388 900398		6291001000029 6291001000229 6291001000028	Masafi Masafi Masafi	me(EN)	مىلەن مىلەن مىلەن	Masafi Masafi Masafi	مىقى مىقى مىقى	30003 30003 010301
Product Code 900361 900388 900398 900400	RAK Product Code	6291001000029 6291001000229 6291001000028 6291001000030	Masafi Masafi Masafi Masafi	me(EN)	مىڭى مىڭى مىڭى 1 مىڭى	Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى 1.مىڭى	30003 30003 010301 01020
Product Code 900361 900388 900398 900400 900402	RAK Product Code	6291001000029 6291001000229 6291001000028 6291001000030 6291001000033	Masafi Masafi Masafi Masafi Masafi	me(EN)	مىلغى مىلغى مىلغى مىلغى1	Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى 1 مىڭى	30003 30003 010301 01020 01020
Product Code 900361 900388 900398 900400	RAK Product Code	6291001000029 6291001000229 6291001000028 6291001000030	Masafi Masafi Masafi Masafi	me(EN)	مىڭى مىڭى مىڭى 1 مىڭى	Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى 1.مىڭى	30003 30003 010301 01020
Product Code 900361 900388 900398 900400 900402	RAK Product Code	6291001000029 6291001000229 6291001000028 6291001000030 6291001000033	Masafi Masafi Masafi Masafi Masafi	me(EN)	مىلغى مىلغى مىلغى مىلغى1	Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى 1 مىڭى	30003 30003 010301 01020 01020
Product Code 900361 900388 900398 900400 900402 900407	RAK Product Code 900398	6291001000029 6291001000229 6291001000028 6291001000030 6291001000033 6291001008888	Masafi Masafi Masafi Masafi Masafi	me(EN)	مىلقى مىلقى مىلقى مىلقى مىلقى	Masafi Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى 1.مىڭى مىڭى	30003 30003 010301 01020 01020 010301
Product Code 900361 900388 900398 900400 900402 900407 900476	RAK Product Code 900398 900476	6291001000029 6291001000229 6291001000028 6291001000030 6291001000033 6291001008888 6291001000029	Masafi Masafi Masafi Masafi Masafi Masafi Masafi	me(EN)	ەسىقى مەسقى مەسقى مەسقى مەسقى	Masafi Masafi Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى مىڭى مىڭى مىڭى	30003 30003 010301 01020 01020 010301 010301

11 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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.

Generation	al Search						
Brand Name		♥ contains	~	masafi		0	
Establishment		✓ is	~		C (30	
International Ba	r code	✓ is	~				
Product Code		✓ is	~		C () (
Product Name		✓ contains	~		6	0	
RAK Product Co	de	✓ is	¥		6) (
	Entries	International Bar code	Product Nam	ne(EN) Product Name(AR)	Brand Name/EN	Brand Name/AR)	HS Cod
			_				
Product Code 900361	Entries RAK Product Code	International Bar code 6291001000029	Product Nam Masafi	ne(EN) Product Name(AR)	Brand Name(EN) Masafi) Brand Name(AR)	HS Code 30003
Product Code 900361			Masafi	مسافى	Masafi	مىڭى	30003
Product Code		6291001000029					
Product Code 900361 900388	RAK Product Code	6291001000029 6291001000229	Masafi Masafi	مىڭى مىڭى	Masafi Masafi	مىڭى مىڭى	30003 30003
Product Code 900361 900388 900398	RAK Product Code	6291001000029 6291001000229 6291001000028	Masafi Masafi Masafi	ىسىقى مىسقى مىسقى	Masafi Masafi Masafi	مىلەرى مىلەرى مىلەرى	30003 30003 010301.
Product Code 900361 900388 900398 900400	RAK Product Code	6291001000029 6291001000229 6291001000028 6291001000030	Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى مىڭى	Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى	30003 30003 010301. 01020
Product Code 900361 900388 900398 900400 900402	RAK Product Code	6291001000029 6291001000229 6291001000028 6291001000030 6291001000033	Masafi Masafi Masafi Masafi Masafi	مىلقى مىلقى مىلقى مىلقى مىلقى	Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى مىڭى	30003 30003 010301. 01020 . 01020 .
Product Code 900381 900388 900398 900400 900402 900407	RAK Product Code 900398	6291001000029 6291001000229 6291001000028 6291001000030 6291001000033 6291001008888	Masafi Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى مىڭى 1.مىڭى 1.مىڭى	Masafi Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى مىڭى مىڭى	30003 30003 010301. 01020 01020 010301.
Product Code 900361 900388 900398 900400 900402 900407 900476	RAK Product Code 900398 900476	6291001000029 6291001000229 6291001000028 6291001000030 6291001000033 6291001008888 6291001000029	Masafi Masafi Masafi Masafi Masafi Masafi Masafi	ىسىقى مىسقى مىسقى مىسقى 1 مىسقى مىسقى مىسقى	Masafi Masafi Masafi Masafi Masafi Masafi Masafi	مىڭى مىڭى مىڭى مىڭى مىڭى	30003 30003 010301. 01020 01020 010301. 010301.

12 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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)

	Product Information	2 Ingredients/Additives	Additional information	
🕵 Previous 🚦] Save As Draft 🔛 Back T	o Initial Screen 🛛 🕼 Submit	Sext	
Dreduct Ores	tion Poquest Over			
Product Crea	tion Request O help			
Product Crea	tion request of help			

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.

13 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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Basic Information

ESMA Certificate No.:	485674562345123			
Brand Name(EN):	Masafi	Brand Name(AR):	مسافى	
Product Name(EN):*	Masafi water 500 ML	Product Name(AR):*	ماء مسافى 500 مل	
Product Type:*	Food PHD 🗸	Product category:*	14	Pick
Product category(EN):	Beverages, excluding dairy pr	Product category(AR):	Beverages, excluding dairy	product
Example Description(EN):	Masafi water	Example Description(AR):	Masafi Water	
Product Risk type:*	High 🗸			
Package type category:	Plastic v	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	~
Instructions for use(EN):	save in dry cold place			
Instructions for use(AR):	احفظ في مكان جاف بار د			

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"

14 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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Ι.	Product Category	
с	Search: milk	Ŧ
	▼ 🛅 Food PHD	
	Dairy products and analogues	
	Fluid milk and milk products	
	🝷 🛅 Fluid milk (plain)	_
P	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)	_
۰.	📄 Recombined fluid milks	
	Reconstituted fluid milks	
n	📄 Composite milks	
	Fortified fluid milks	
n	📄 Protein adjusted milks	с
5	Lactose reduced milk	
Ľ.,	Milk-based beverages	
	Fluid Buttermilk (plain)	
а	Eluid buttermilk	
_	Flavoured fluid milk drinks	
-	📄 Chocolate milk	
З	Chocolate malt drinks	
5	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):	, culs
Product Name(EN):*	Milk	Product Name(AR):*	حاوب
Product Type:*	Food PHD 🗸	Product category:*	1.1.1 E 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 🗸

15 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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.

Manufacturer Name(EN):	Masafi UAE	Manufacturer Name(AR):	شركة مسافى الامارات
Manufacturer Address (EN):	UAE RAK MASAFI	Manufacturer Address (AR):	لامارات العربية راس الحيمة 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	~	

16 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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 Ch	neck List		
HALAL	Halal Certificate:	TRUE V	
	Irradiated Product:	FALSE V	
	Organic food: Comments (EN):	FALSE V	Comments (AR):
	Genetically Modified: Comments (EN):	FALSE V	Comments (AR):
	Health & nutritional Claim: Comments (EN):	FALSE V	Comments (AR):
	Primary Packaging Picture: Comments (EN):	FALSE ¥	Comments (AR):
	Payment Exemption: In case the food label is ap	No v proved by RAK Municipality, Please a	attach the Food label Assessment Report (FLAR)

17 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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

Print Version			7
Mandatory	Doc Description	Attach File	File Path
V	Label Picture	Upload	
\checkmark	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

nt Version		ন্থ
Mandatory	Doc Description	Add Attachment
\checkmark	Label Picture	
\checkmark	Product Picture	Attachment Details
	Final product package p	
	Genetically modified foo	Document Type:* Label Picture
	Halal certificate	Attachment.* Browse No file selected.
	Health and nutritional Cl	Clear
	Organic Food	
	Other documents	Add Cancel
	Primary Packaging Pictur	
	Product Content Picture	Upload

Note that;

18 Page					
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.

🕞 Previous	🗐 Save As Draft 🔛 Back	c To Initial Screen	Submit Submit
	_	_	
	Product Information	2 Ingredients/Additives	Additional information
🗣 Previous 🛛 🗐	Save As Draft Sack To Initi	ial Screen 🛛 🚱 Submit	Sex Next

Product Creation Request C Help

19 Page		
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.

Ingredient Category	~	contains	~		0
Ingredient Class	~	contains	~		\bigcirc
Ingredients	~	contains	∼ r	milk	00
Search Clear Entries					
Search Clear Entries		Ingredient Class		Ingredients	Hypersensitive
		Ingredient Class Hypersensitive Ingredients -	Food	-	
Category		-	Food	-	

Ingredients

E Ad	🔁 Add New 🔁 Delete 🌐 🋗 Search								
*Ing	gredient Category	*Ingredient Class	Ingredients	Other Ingredient(EN)	Other Ingredient(AR)	Quantity (%)	Hypersensitive		
Fo	ood Ingredie 👻	Food Ingre 👻	Test 1 🛛 👻			0.00			
Hy	ypersensitiv 👻	Hypersens 👻	Milka 👻			0.00	✓		
Hy	ypersensitiv 👻	Hypersens 👻	Mustard 👻			0.00	✓		

• If there are no Ingredients in the search list :

20 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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 <u>other Ingredients field (EN)</u>, add the name of the Ingredient in Arabic in the <u>other Ingredient</u> <u>field ((AR)</u> and then write the amount of the component in the product in the <u>quantity field</u> (%) then determine if the component is "<u>hypersensitive</u>" " or <u>not</u>.

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

Ingredients

Add New 🔁 Delet	te 🛛 🛗 Search					
*Ingredient Category	*Ingredient Class	Ingredients	Other Ingredient(EN)	Other Ingredient(AR)	Quantity (%)	Hypersensitive
Hypersensitiv 👻	Hypersens 👻	Mustard 💙			0.00	✓

Ingredients

Add New Bolete Search								
	*Ingredient Category	*Ingredient Class	Ingredients	Other Ingredient(EN)	Other Ingredient(AR)	Quantity (%)	Hypersensitive	
	Hypersensitiv 👻	Hypersens 👻	Mustard 👻			0.00	✓	
	×	~	~	Eggs and egg prod	البيص ومنتجات البيص	0.00		
				む	① ①	Û	Ϋ́	

21 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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).

Additive

Ec	Add New 🗟 Delete	e	🖒 Search			
	*Additive Category		*Additive		Other Additive(EN)	Other Additive(AR)
	Acidity regulator	×	Calcium carbo	¥		
	Freservative	¥	Lysozyme	*		
		v		¥		
	Acidity regulator Emulsifier Emulsifying salt Firming agent		^			
🥲 F		t	E E Back To	Initi	al Screen 🥻 🐉 Submit 🧏 Kext	

Search Criteria 0 (🕶) $\oplus \ominus$ Additive Category contains \sim \sim $\oplus \ominus$ Additive Description \sim contains \mathbf{v} 1105 ₽ 🕀 🖯 Additive Key contains \sim Search Clear Entries Additive Category Additive Key Additive Description Ē Preservative 1105 Lysozyme

22 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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.

Additive

Add New 🔁 Delete	🛗 Search			
* dditive Category	*Additive	Other Additive(EN)	Other Additive(AR)	
Acidity regulator 🛛 👻	Calcium carbonate 🛛 👻			

Additive

E	Add New 🔁 Delete	M Search			
	*Additive Category	*Additive	Other Additive(EN)	Other Additive(AR)	
	Acidity regulator 🗸 🗸	Calcium carbo 👻			
	¥	~	Triacetin	فلادي الأسفرن	
			Û	Û	
					Γ

23 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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

Serving Size:	100.000	Serving Size unit:	ml	~
Serving Size per Container:	100.000	Total Calories:	200	Kilocalorie 🗸 🗸
📰 Existing 🛛 层 Add Cat	egory Add Nutrition	B Delete		
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 المتحولة
Saturated Fats	0.000	~	0.00	الدهون المشبعه
 Total Carbohydrates 	0.000	~	0.00	اجمالي الكربوهيدرات

24 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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Adding a new category;

Existing	Add Nutrition	Delete		
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 المتحولة
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	مغلسيوم
Potassium	0.000	~	0.00	بوئاسيوم
Iron After clicking on		~	0.00	<u>1115</u>
Calcium Category a new appear ere	ine will 0.000	~	0.00	كالسوم
Sodium 🗸	0.000	~	0.00	صوديوم
 Enter the name of the Category 	0.000	~	0.00	Enter the name in Arabic
				1

	dd Nutrition	Delete		
Content(EN)	Quantity(gm/mg)	Unit	% Daily Value 🔹	Content(AR)
🔹 Total Fats	0.000	~	0.00	اجمالي الدهون
Cholesterol First you need		~	0.00	كولسترول
Trans Fats add the nutrit	0.000	~	0.00	الدهون المتحولة
Saturated Fats and then click nutrition	on add 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	مغتسبوم

Or by Search

25 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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Content(EN)	Ē	Nutrition Category(EN)	Nutrition Category(AR)	Nutrition Element(EN)	Nutrition Element(AR)
 Total Fats 		Total Fats	اجمالي الدهون	Saturated Fats	الدهون المثبعه
Choleste		Total Fats	اجمالي الدهون	Trans Fats	الدهون المتحولة
Trans Fa		Total Fats	اجمالي الدهون	Cholesterol	كولسترول
Saturate		Total Carbohydrates	اجمالي الكربوهيدرات	Dietary Fibers	الألياف الغذاقية
		Total Carbohydrates	اجمالي الكربوهيدرات	Total Sugars	السكر الكلي
 Total Carbo 		Proteins	ألبر وتبدات		
Total Sug		Vitamins	الفيداميدات	Vitamin A	فيعامين أ
Dietary F		Vitamins	القيداميدات	Vitamin B	فيغامين ب
 Minerals 		Vitamins	القيداميدات	Vitamin C	فيئامين سي
Magnesi		Vitamins	التيداميدات	Vitamin D	فيعامين د
Potassiu		Minerals	المعادن	Sodium	صوديوم
Iron		Minerals	المعادن	Calcium	كالسبوم
Calcium				ſ	
Calcium Sodium			0.000 ~	مىردىوم 0.00	Insert Selected Ca

26 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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"

abel Checklist				
Slaughtered Date:	FALSE 🗸	Production Date:	FALSE 🛩	
Expiration Date:	FALSE V			
emarks				
emarks				

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



103378

Back Copy Product

.....

27 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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4. Transection/ Application Status:

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

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

Sunday 22, September, 2019 عـرب			Login / Register	rək.əe
Home About RAK Services Guide Government Entities	About RAK eGov Media Center			A- A A+
Individual Bus	siness	Government		
eServices)		
☆ > Services Guide > Government				
Government				

• Then select Ras Al Khaimah Municipality

← → ♂ ŵ	🛈 🛈 🔒 Government of Ras Al Khaimah (AE) https://www.rak.a	/wps/portal/rak/e-services/govt	☑ ☆	lii/	•	90	≡
Sunday 22, September, 2019 نىريىيى	c		f 💟 💿 🖻 🛛 Login / Regi	ster	rək	.80	^
Home About RAK Servi	ces Guide Government Entities About RAK eGov Medi	Center		3	A- /	A A+	÷
↑ > Services Gu	ide > Government						
Governme	ent						
_	$\sim \triangle$	à					
	RAK Municipality RAH	Courts	Public Prosecution Department				

28 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
	All Rights Reserved to Ras al Khaimah Municipality	





• Then select Public Health Department

Sunday 22,	عـربـي September, 2019					Login / Register	rak.a
me	About RAK Services Gui	de Government Entities	About RAK eGov	Media Center	Legislative Committee		A- A A
				1×10	7		
	↑ > Services Guide > Go	overnment > RAK Municipality					
	🗯 Building and En	gineering Department				»	
	🗯 Land and Prope	erty Sector				*	
	S Land and Prope					» »	
	🗯 Town Planning					»	
	ڭ Town Planning S Others					» »	

• Then click on My Cases

Monday	23, Septern	عـربــي ber, 2019					00	Login / Register	rə	k .ae
Home	About F	AK Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee		.	A-	A A+
		🕉 Others						»		
		💲 General Services						»		
		🖇 Quick Pay								
		S Public Health Depart	ment					~		
		 Food/ Consumer/ Vet My Cases 	erinary Product Registratio	n						

4.1 Log in

1.1) Procedure
Enter your SmartPass username and password at <u>www.rak.ae</u>

29 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
	All Rights Reserved to Ras al Khaimah Municipality	





Sunday	15, September, 201	عـربــي و				O D Login	/ Register	r∈	k.ae
ome	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center		a 💿	A-	A A+
		Please Log in							
	=	SmartPass	Log in with Smart Pass is your single credential AE government services		Log in to RAK.ae Username Password				
		Note: If you RAK Gove	u are already registered with mment Portal, you can use login credentials to login to	OR	Log in Forgot Password				
		Not yet a mer	mber? Register With SmartPa	s					

After accessing the website, a page showing transactions submitted by the company relating to the Public Health Department will be displayed

					Pro	duct Registration Request	My Notification	My cases (ZH)
Case Registrat	on							
My Cases	🕜 Help							
-	Ŭ.							
My Cases								
Print Version	Export							
Service IE	Service type description	Number	Year	Туре	Applicant	Created On	Final Decision	Status
103378	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammou	na 22.09.2019 20:20:21	1	In Paymen
103370	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammou	na 22.09.2019 10:13:02	2	In Paymen
103174	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammou	na 15.09.2019 09:56:48	3 Approved	Completed
103173	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammou	na 15.09.2019 09:45:59	9	Pending H
103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammou	na 12.09.2019 09:51:38	3	Pending C
103126	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammou	na 12.09.2019 06:12:14	4 Approved	Completed
🔍 Case Deta	ils 🗒 Case Documents	🚰 Paymei	nt Reau	ests	Creation da	e frame: All 🗸	Case Status: C	pen Cases

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)

30 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
	All Rights Reserved to Ras al Khaimah Municipality	





			-	-	Product	t Registration Request	Health S	My cases (ZH)
					110000	regise door request	my Nouncation	my cases (211)
Case Registrat	ion							
My Cases	🕜 Help							
My Cases								
Print Version	Export							
Service II		Number	Year	Туре	Applicant	Created On	Final Decision	Status
103378	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	22.09.2019 20:20:21		In Payment
103370	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	22.09.2019 10:13:02		In Payment
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
103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 09:51:38		Pending Cust
103126	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 06:12:14	Approved	Completed
> 🔍 Case Deta	ils 🔞 Case Documents	🚰 Payme	nt Requ	ests	Creation date fr	ame: All 🗸	Case Status: 0	pen Cases 🗸 🗸
Total number of c	ises: 18							

After clicking the application details, the next screen will appear, and the user may view all the details of the transaction.

etails for case wit	h ID 103378	
Case Attributes		
Establishment:	البدرى لخابطة الماتيس التسائية	
Title:		
Case Type:	H04 - Product Registration Requ	
CertificationIssuDt:		
Last Changed by:	System	
	22.09.2019 20:20	
Created By:		
Created On:	22.09.2019 20:20	
Case ID:	103378	
Final Decision:		
GMO Food cmnts AR:		
GMO Food cmnts EN:		
HealthNutritioncmtAR:		
HealthNutritioncmnts:		
Business Partner:	Mahmoud Ibrahim Mahmoud Abu Amm	
Org. cmnts AR:		
Org. cmnts EN:		
Payment Exemption:	No	
Prim.Pack.pic cmt AR:		
Prim.Pack.pic cmt EN:		
Status:	In Payment	
Case Notes		

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

31 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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	an wun	Kas Al Khain															
Public Health Services Notice Registration Vy Notification Vy Notification Vy Notification My Cases Help My Cases Help Print Version Export , Service ID Service ID Number Vear Type Applicant Created On Final Decision Sta 103378 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammoune 22.09.2019 20.20.21 Int 103377 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammoune 16.09.2019 09.64.94 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammoune 16.09.2019 09.64.94 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammoune 16.09.2019 09.64.94 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammoune 16.09.2019 09.64.95 Pre 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammoune 16.09.2019 09.64.95 Pre 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammoune 16.09.2019 09.64.95 Pre 103174	k.e																
Product Registration Request My Notification By sales (2r) Case Registration My Cases Help My Cases Help Help Finit Version Export	الرليسية	عن رأس الخيمة	دليل الغ	عدمات	الجهات الح	تكومية	هيئة الحكوم	بة الالكترونية	مركز الإعلام								
Case Registration My Cases Print Venion Export _ Service ID Service Type description Number Year Type Applicant Created On Final Decision Str 103370 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 22.09.2019 20:20:21 In 103370 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 22.09.2019 10:13.02 In 103371 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56.48 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56.48 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56.48 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56.48 Pproved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:51.38 Pe				ces	th Servic	c Healt	Public										
My Cases Heip Print Version Export , Service 10 Service type description Number Year Type Applicant Created On Final Decision Sta 103378 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 22.09.2019 00:50:40 In 103370 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56:48 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56:48 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56:48 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56:48 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56:48 Pproved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 16.09.2019 09:56:49 Pproved Co				es (ZH)	ion My case	/ly Notificati	Request My	oduct Registration	F								
My Cases Help Print Venion Export														_			
My Cases Print Version Export _ Created On Final Decision Str. 103378 H04 - Product Registration Number Year Type Applicant Created On Final Decision Str. 103378 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 22.09.2019 10:01:02 In 103370 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64:64 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64:64 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64:64 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64:64 Approved Co 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64:65 Pe 103174 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 12.09.2019 09:61:38 Pe														n	Case Registrati		
Print Version Export Service ID Service Type description Number Year Type Applicant Created On Final Decision State 103378 H04 - Product Registration Vess Type Applicant Created On Final Decision State 103370 H04 - Product Registration Vess Mahmoud Ibrahim Mahmoud Abu Ammouna 22.09.2019 10:01.30.2 Int 1033714 H04 - Product Registration Vess Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64.4 Approved Co 103173 H04 - Product Registration Vess Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64.4 Approved Co 103174 H04 - Product Registration Vess Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64.4 Approved Co 103174 H04 - Product Registration Vess Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:64.4 Approved Co 103174 H04 - Product Registration Vess Mahmoud Ibrahim Mahmoud Abu Ammouna 15.09.2019 09:51.38 Pet														🕜 Help	My Cases	1	
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				s: Oper	Case Status		te trame: All	Creation da			Requests	I Payment Re	iments &				
Total number of cases: 18													()	ses: 18	fotal number of ca	1	

A new screen will appear showing all of the documents uploaded when creating the transaction. The user can download the file or all files.

My Cases 🕜 Help	Documents for case with ID 103378				
,	Case Documents				
My Cases	File Description				
Print Version Export	1017057.pdf	*			
Service ID Service type de	SAP t-code Egypt support 2.PNG	2	d On	Final Decision Sta	
103378 H04 - Product F	2		2019 20:20:21	In I	
103370 H04 - Product F			2019 10:13:02	In I	
103174 H04 - Product F	8		2019 09:56:48	Approved Co	
103173 H04 - Product F		Download all attachment	2019 09:45:59	Pe	
103144 H04 - Product F	e		2019 09:51:38	Pe	
103126 H04 - Product F	a	Clos	2019 06:12:14	Approved Co	
🕄 Case Details 🛛 🛱 Case Docu	ments 🖓 Payment Requests	Creation date	frame: All	Case Status: Oper	r

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)

32 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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

	Casas								
viy	Cases	(i) Help							
٧ly	Cases								
Prir	nt Version	Export _							
	Service ID	Service type description	Number	Year	Туре	Applicant	Created On	Final Decision	Status
2	103378	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	22.09.2019 20:20:21		In Payment
r	103370	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	22.09.2019 10:13:02		In Payment
	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 Dec
	103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 09:51:38		Pending Custome
	103126	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 06:12:14	Approved	Completed
	Case Details	🔁 Case Documents 🚦	Paymen	t Reque	sts	Creation date fran	ne: All 🗸 C	ase Status: Ope	en Cases 🗸 🕴
	Case Details		🛍 Paymen	t Reque	sts	Creation date fran	ne: All 🗸 C	ase Status: Ope	en Cases 🗸 🗸

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

Print		Export					
Đ	Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
>	• 🕀	103378	910022793	100.00	0.00	100.00	AED

• Click Pay

33 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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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 redifected to RAK Smart pay payment page, where you can finish the transaction.	
り	Pay Cancel S Back	
	mostercord VISA 🗃 edition	

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

Case Registration								
-								
y Cases								
Print Version	Export _							
Service ID	Service type description	Number	Year	Туре	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 De
103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 09:51:38	3	Pending Custome
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	2 Approved	Completed
103062	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	10.09.2019 20:00:22	Approved	Completed
🕄 Case Details	🔁 Case Documents	🔊 Paymen	t Reque	sts	Creation date fram	me: All 🗸	Case Status: Op	en Cases 🗸
tal number of ca								

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

34 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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	Standard View] 🗸 🗸	Print Version Expor	nt "		2
Noti	ification	Due Date	Case ID	Case type text	Details
> 300	070244	12.09.2019	103144	H04 - Product Registration Request	1
-					

The customer must click on details to open the transaction

/iew: [Standard View]	Print Version Ex	cport ,			2
Notification	Due Date	Case ID	Case type text	Details	3
300070244	12.09.2019	103144	H04 - Product Registration Request	*	
				Δ	
			Notif. timeframe: All	✓ Display Opened only ✓ Sin	Refre

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.

35 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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Notification: 300070244 Case ID: 103144 Created on: 12.09.2019 Case Type: ZH04 H04 - Product Registration Request Requester: Mahmoud Ibrahim Abu Ammouna BusinessPartner: 3000112643 Mahmoud Ibrahim Mahmoud Abu Ammouna Lock Status: Image: Common Commo					
urrent System Status: Open oduct Modification Steps ep 1: Read the comments from the below section sent from the requester ep 2: Open the case by clicking the below button for editing open Case ep 3: Write the comments (if any) in the below comments section ep 4: Complete the notification modification by clicking the below for Complete comments Note from Review Officer - Public Health Department: Hease update the picture	Created on:	12.09.2019	Case Type:	ZH04 H04 - Product Registration Request	ouna
ep 1: Read the comments from the below section sent from the requester tep 2: Open the case by clicking the below button for editing	Lock Status:	ď			
<pre>ep 1: Read the comments from the below section sent from the requester tep 2: Open the case by clicking the below button for editing</pre>	urrent System Status:	Open			
P 2: Open the case by clicking the below button for editing Image: P 3: Write the comments (if any) in the below comments section uep 3: Write the comments (if any) in the below comments section uep 4: Complete the notification modification by clicking the below Image: P 2: Open Case Image: P 3: Write the comments (if any) in the below comments section uep 4: Complete Image: P 2: Open Case Image: P 3: Write the comments (if any) in the below comments section uep 4: Complete Image: P 2: Open Case Image: P 3: Write the comments (if any) in the below comments section Image: P 3: Write the comments (if any) in the below comments Image: P 3: Write the comments (if any) in the below comments Image: P 3: Write the comments (if any) in the below comments Image: P 3: Write the comments (if any) in the below comments Image: P 3: Write the comments Im	oduct Modificat	ion Steps			
lease update the picture	2: Open the case by Den Case ap 3: Write the comment tep 4: Complete the notion	y clicking the below button for editing	tion		
Note from Customer:	omments			Note from Review Officer - Public Health Department:	
Note from Customer:	omments	re		Note from Review Officer - Public Health Department:	
	omments	re		Note from Review Officer - Public Health Department:	
	omments	re			

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

36 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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Mandatory	Doc Description	Attach File	File Path	Ê
\checkmark	Label Picture	Upload		
\checkmark	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		~
lear				

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

37 P a g e		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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elected Notificat				
ereoted notificat	ion			
Notification:	300070244	Case ID:	103144	
	12.09.2019		ZH04 H04 - Product Registration Request	
Requester:	Mahmoud Ibrahim Abu Ammouna	BusinessPartner:	3000112643 Mahmoud Ibrahim Mahmoud Abu Ammouna	а
Lock Status:	f			
urrent System Status:	Open			
oduct Modificat	ion Steps			- 1
ep 1: Read the comme	nts from the below section sent from the	requester		
ep 2: Open the case by	y clicking the below button for editing			
💅 Open Case				
ep 3: Write the commer	nts (if any) in the below comments section	on		
Step 4: Complete the noti	ification modification by clicking the below			
	ification modification by clicking the below			
Step 4: Complete the noti	ification modification by clicking the below			
(A) Complete	ification modification by clicking the below			
(A) Complete	ification modification by clicking the below			
(A) Complete	ification modification by clicking the below		Note from Review Officer - Public Health Department:	
Complete			Note from Review Officer - Public Health Department:	
Complete			Note from Review Officer - Public Health Department:	
Complete			Note from Review Officer - Public Health Department:	
(N) Complete			Note from Review Officer - Public Health Department:	
Complete			Note from Review Officer - Public Health Department:	
K Complete			Note from Review Officer - Public Health Department:	
Complete				
Comments				~

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:

Phone: + 971 7 2281222 Fax: + 971 7 2282669 Email: public.h@mun.rak.ae

38 Page		
Issue Date: 26/09/2019	Document Name: PHD Product Registration System	Issue Number (1)
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