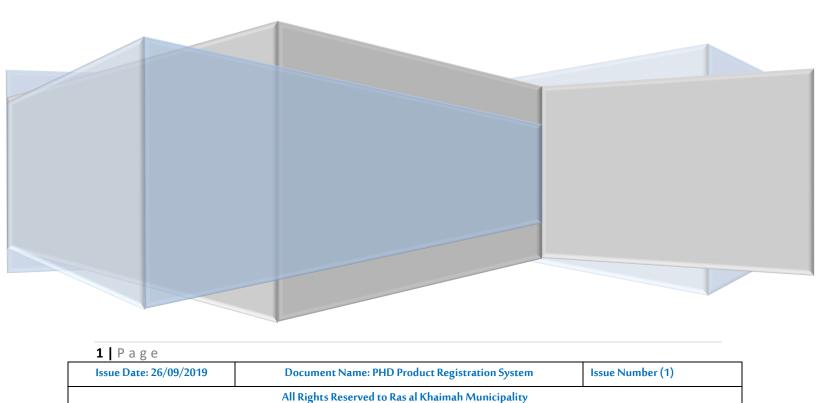






# User Guide for: Product Registration System

# For Food, Consumer & Veterinary Products







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| <b>2</b>   P a g e     |  |                  |
|------------------------|--|------------------|
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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<br>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<br>Password<br>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 <b>الذكي</b><br>SmartPass | Back to RAK Government                   | 盦 | ø | سابد ا |
|----------------------------------|--|---|---|--------|
|                                  | Choose your Registration Type            |   |   |        |
|                                  | Register with<br>Emirates ID Emirates ID |   |   |        |
|                                  | Cancel                                   |   |   |        |

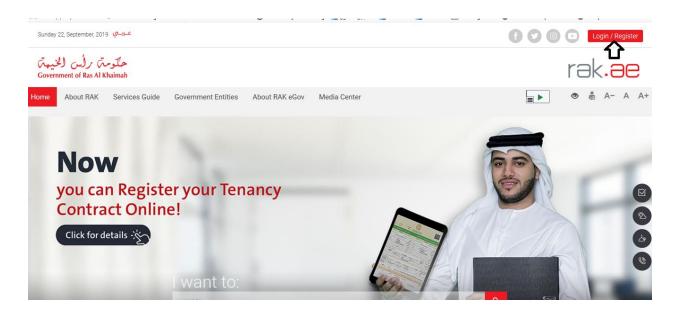
| 3 Page                 |  |                  |
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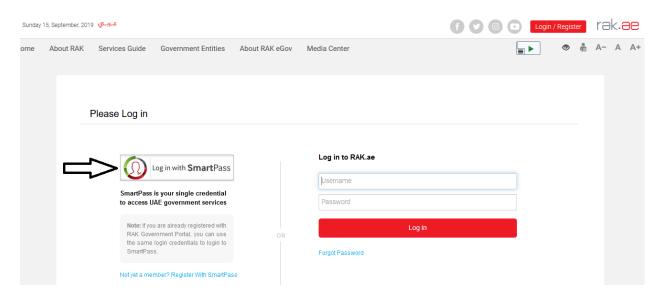


# 4- Once registration is complete, navigate to RAK Government website <u>https://www.rak.ae/wps/portal</u>

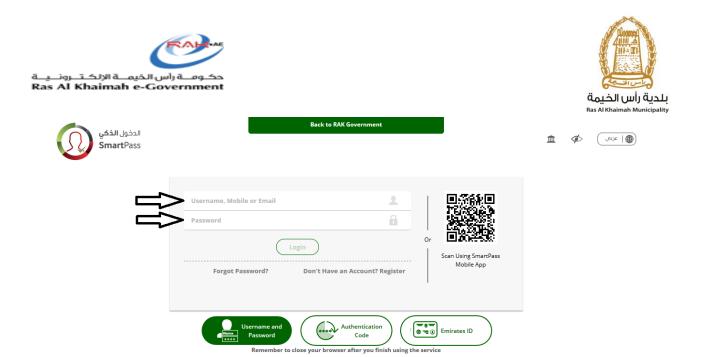
And log in using the same user account registered on SmartPass to complete your registration.



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



| <b>4</b>   P a g e     |  |                  |
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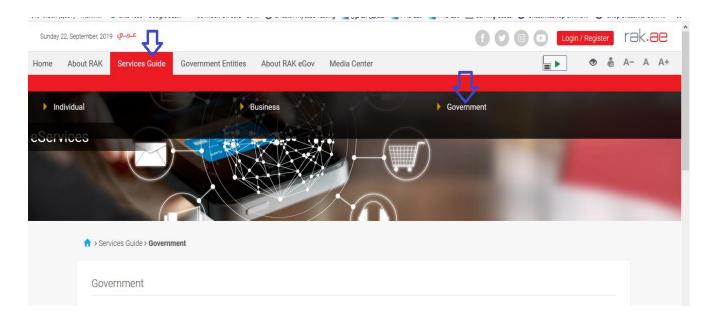
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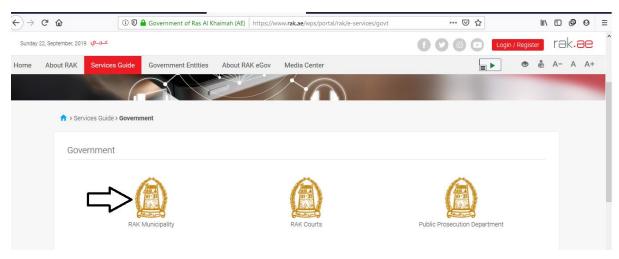


#### 2. Establishment Registration

- 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



| <b>6</b>   P a g e     |  |                  |
|------------------------|--|------------------|
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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        |                |              |                       |     | »                |         |
|        | <b>%</b> L         | and and Property S     | ector                   |                |              |                       |     | »                |         |
|        | <b>\$</b> 3 T      | own Planning           |                         |                |              |                       |     | >                |         |
|        | 55 C               | thers                  |                         |                |              |                       |     | »                |         |
|        | <b>\$</b> \$ 0     | eneral Services        |                         |                |              |                       |     | *                |         |
|        | \$\$ C             | uick Pay               |                         |                |              |                       |     |                  |         |
|        | <b>\$3</b> P       | ublic Health Depart    | ment                    | ]              |              |                       |     | »                |         |
|        |                    |                        |                         |                |              |                       |     |                  |         |
|        |                    |                        |                         |                |              |                       |     |                  | *       |

#### 2.5 Select Food/Consumer/Veterinary Product Registration

| Sunday | 22, September, 201 | عـربــي وړ           |                              |                |              |                       | 60 | 00 | Login / Register | rak <b>.ae</b> |
|--------|--------------------|----------------------|------------------------------|----------------|--------------|-----------------------|----|----|------------------|----------------|
| Home   | About RAK          | Services Guide       | Government Entities          | About RAK eGov | Media Center | Legislative Committee |    |    |                  | A- A A         |
|        | <b>\$</b> \$ T     | Town Planning        |                              |                |              |                       |    |    | »                |                |
|        | <b>\$</b> \$ 0     | Others               |                              |                |              |                       |    |    | *                |                |
|        | <b>\$</b> \$ 0     | General Services     |                              |                |              |                       |    |    | »                |                |
|        | <b>\$</b> \$ 0     | Quick Pay            |                              |                |              |                       |    |    |                  |                |
|        | <b>\$</b> 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 <b>.ae</b> |
|--|--------------------|--------------------------|--|--------------------------------------|----------------|
| Home About RAK Services Guide Government Entities        | About RAK eGov     | Media Center             | Legislative Committee                        | <b>.</b>                             | 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<br>Ampliar el mapa             | This service is    | used to register ne      | w Food/ Consumer/ Veterinary product fo      | r manufacturers, packers and traders |                |
| Al Karmel<br>Food Control<br>Laboratory RAK              | who provide th     | ne required docume       | nts to be able to apply for PHD services.    |                                      |                |
| محتبر رفایه<br>الاعدیه راس الحیمه<br>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<br>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     |                     |                |                                       |                               | <b>f y o</b> | Login / Register | rək <b>.əe</b> |
|--------|--------------------|----------------|---------------------|----------------|---------------------------------------|-------------------------------|--------------|------------------|----------------|
| ome    | About RAK          | Services Guide | Government Entities | About RAK eGov | Media Center                          | Legislative Committee         |              |                  | A- A A+        |
|        |                    |                |                     |                | d Conditions<br>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.

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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 <b>.əe</b> |
|--------|-------------------|----------------|---------------------|----------------|----------------------|--------------------------------|---|------------------|----------------|
| 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                  |   |                  |                |
|        |                   |                |                     |                |                      |                                |   |                  |                |

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#### 1.1) Procedure

| Sunday 1 | 15, September, 2019 | عـربــي و      |  |                |                      | f y © ( | Login / Regis | ster           | rək. | <b>ae</b> |
|----------|---------------------|----------------|--|----------------|----------------------|---------|---------------|----------------|------|-----------|
| ome      | About RAK           | Services Guide | Government Entities  | About RAK eGov | Media Center         |         |               | <b>9</b><br>10 | A- A | A+        |
|          |                     | Please Log in  |  | 1              | Log in to RAK.ae     |         |               |                |      |           |
|          |                     | SmartPass i    | og in with <b>Smart</b> Pass<br>is your single credential<br>AE government services                |                | Username<br>Password |         | ]             |                |      |           |
|          |                     | RAK Gover      | u are already registered with<br>rnment Portal, you can use<br>login credentials to login to<br>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<br>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<br>Establishment Name: البروي لمايشة الملايس السائية |   |
| P<br>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                                    |

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| <b>I</b> U   I ug c    |  |                  |
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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<br>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<br>900361   |                                      | 6291001000029   | Masafi   | me(EN) | مسافى                                     | Masafi   | مسافى  | 30003  |
| Product Code<br>900361<br>900388   | RAK Product Code                     | 6291001000029<br>6291001000229  | Masafi<br>Masafi   | me(EN) | ىساقى<br>مىساقى                           | Masafi<br>Masafi   | مىڭى<br>مىڭى                                 | 30003<br>30003   |
| Product Code<br>900361<br>900388<br>900398   |                                      | 6291001000029<br>6291001000229<br>6291001000028   | Masafi<br>Masafi<br>Masafi   | me(EN) | مىلەن<br>مىلەن<br>مىلەن                   | Masafi<br>Masafi<br>Masafi   | مىقى<br>مىقى<br>مىقى                         | 30003<br>30003<br>010301                                       |
| Product Code<br>900361<br>900388<br>900398<br>900400                               | RAK Product Code                     | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030  | Masafi<br>Masafi<br>Masafi<br>Masafi                               | me(EN) | مىڭى<br>مىڭى<br>مىڭى<br>1 مىڭى            | Masafi<br>Masafi<br>Masafi<br>Masafi                               | مىڭى<br>مىڭى<br>مىڭى<br>1.مىڭى               | 30003<br>30003<br>010301<br>01020                              |
| Product Code<br>900361<br>900388<br>900398<br>900400<br>900402                     | RAK Product Code                     | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030<br>6291001000033                                   | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi                     | me(EN) | مىلغى<br>مىلغى<br>مىلغى<br>مىلغى1         | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi                     | مىڭى<br>مىڭى<br>مىڭى<br>1 مىڭى               | 30003<br>30003<br>010301<br>01020<br>01020                     |
| Product Code<br>900361<br>900388<br>900398<br>900400                               | RAK Product Code                     | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030  | Masafi<br>Masafi<br>Masafi<br>Masafi                               | me(EN) | مىڭى<br>مىڭى<br>مىڭى<br>1 مىڭى            | Masafi<br>Masafi<br>Masafi<br>Masafi                               | مىڭى<br>مىڭى<br>مىڭى<br>1.مىڭى               | 30003<br>30003<br>010301<br>01020                              |
| Product Code<br>900361<br>900388<br>900398<br>900400<br>900402                     | RAK Product Code                     | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030<br>6291001000033                                   | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi                     | me(EN) | مىلغى<br>مىلغى<br>مىلغى<br>مىلغى1         | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi                     | مىڭى<br>مىڭى<br>مىڭى<br>1 مىڭى               | 30003<br>30003<br>010301<br>01020<br>01020                     |
| Product Code<br>900361<br>900388<br>900398<br>900400<br>900402<br>900407           | RAK Product Code<br>900398           | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030<br>6291001000033<br>6291001008888                  | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi                     | me(EN) | مىلقى<br>مىلقى<br>مىلقى<br>مىلقى<br>مىلقى | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi           | مىڭى<br>مىڭى<br>مىڭى<br>1.مىڭى<br>مىڭى       | 30003<br>30003<br>010301<br>01020<br>01020<br>010301           |
| Product Code<br>900361<br>900388<br>900398<br>900400<br>900402<br>900407<br>900476 | RAK Product Code<br>900398<br>900476 | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030<br>6291001000033<br>6291001008888<br>6291001000029 | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi | me(EN) | ەسىقى<br>مەسقى<br>مەسقى<br>مەسقى<br>مەسقى | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi | مىڭى<br>مىڭى<br>مىڭى<br>مىڭى<br>مىڭى<br>مىڭى | 30003<br>30003<br>010301<br>01020<br>01020<br>010301<br>010301 |

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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 (  | <b>) (</b>                           |   |
| Product Name   |                                      | ✓ contains  | ~  |   | 6  | 0                                    |   |
| RAK Product Co   | de                                   | ✓ is  | ¥  |   | 6  | <b>) (</b>                           |   |
|  | Entries                              | International Bar code  | Product Nam  | ne(EN) Product Name(AR)                                       | Brand Name/EN  | Brand Name/AR)                       | HS Cod  |
|  |                                      |   | _  |   |  |                                      |   |
| Product Code<br>900361   | Entries<br>RAK Product Code          | International Bar code<br>6291001000029   | Product Nam<br>Masafi  | ne(EN) Product Name(AR)                                       | Brand Name(EN)<br>Masafi   | ) Brand Name(AR)                     | HS Code<br>30003  |
| Product Code<br>900361   |                                      |   | Masafi   | مسافى   | Masafi   | مىڭى                                 | 30003   |
| Product Code   |                                      | 6291001000029   |  |   |  |                                      |   |
| Product Code<br>900361<br>900388   | RAK Product Code                     | 6291001000029<br>6291001000229  | Masafi<br>Masafi   | مىڭى<br>مىڭى  | Masafi<br>Masafi   | مىڭى<br>مىڭى                         | 30003<br>30003  |
| Product Code<br>900361<br>900388<br>900398   | RAK Product Code                     | 6291001000029<br>6291001000229<br>6291001000028   | Masafi<br>Masafi<br>Masafi   | ىسىقى<br>مىسقى<br>مىسقى                                       | Masafi<br>Masafi<br>Masafi   | مىلەرى<br>مىلەرى<br>مىلەرى           | 30003<br>30003<br>010301.   |
| Product Code<br>900361<br>900388<br>900398<br>900400                               | RAK Product Code                     | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030  | Masafi<br>Masafi<br>Masafi<br>Masafi                               | مىڭى<br>مىڭى<br>مىڭى<br>مىڭى                                  | Masafi<br>Masafi<br>Masafi<br>Masafi                               | مىڭى<br>مىڭى<br>مىڭى                 | 30003<br>30003<br>010301.<br>01020                                |
| Product Code<br>900361<br>900388<br>900398<br>900400<br>900402                     | RAK Product Code                     | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030<br>6291001000033                                   | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi                     | مىلقى<br>مىلقى<br>مىلقى<br>مىلقى<br>مىلقى                     | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi                     | مىڭى<br>مىڭى<br>مىڭى<br>مىڭى         | 30003<br>30003<br>010301.<br>01020 .<br>01020 .                   |
| Product Code<br>900381<br>900388<br>900398<br>900400<br>900402<br>900407           | RAK Product Code<br>900398           | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030<br>6291001000033<br>6291001008888                  | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi           | مىڭى<br>مىڭى<br>مىڭى<br>مىڭى<br>1.مىڭى<br>1.مىڭى              | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi           | مىڭى<br>مىڭى<br>مىڭى<br>مىڭى<br>مىڭى | 30003<br>30003<br>010301.<br>01020<br>01020<br>010301.            |
| Product Code<br>900361<br>900388<br>900398<br>900400<br>900402<br>900407<br>900476 | RAK Product Code<br>900398<br>900476 | 6291001000029<br>6291001000229<br>6291001000028<br>6291001000030<br>6291001000033<br>6291001008888<br>6291001000029 | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi | ىسىقى<br>مىسقى<br>مىسقى<br>مىسقى<br>1 مىسقى<br>مىسقى<br>مىسقى | Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi<br>Masafi | مىڭى<br>مىڭى<br>مىڭى<br>مىڭى<br>مىڭى | 30003<br>30003<br>010301.<br>01020<br>01020<br>010301.<br>010301. |

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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<br>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.

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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"

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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):            | , <del>culs</del>    |
| 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 🗸               |

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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 | ~                           |                                  |

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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:<br>Comments (EN):                    | FALSE V                                      | Comments (AR):                                 |
|                 | Genetically Modified:<br>Comments (EN):            | FALSE V                                      | Comments (AR):                                 |
|                 | Health & nutritional Claim:<br>Comments (EN):      | FALSE V                                      | Comments (AR):                                 |
|                 | Primary Packaging Picture:<br>Comments (EN):       | FALSE ¥                                      | Comments (AR):                                 |
|                 | Payment Exemption:<br>In case the food label is ap | No v<br>proved by RAK Municipality, Please a | 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 |
|------------|------|
|            |      |

| Print Version |  |             | 7         |
|---------------|--|-------------|-----------|
| Mandatory     | Doc Description                            | Attach File | File Path |
| <b>V</b>      | 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;

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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<br>Ingredients/Additives | Additional information |
| 🗣 Previous 🛛 🗐 | Save As Draft Sack To Initi | ial Screen 🛛 🚱 Submit      | Sex Next               |

## Product Creation Request C Help

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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<br>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 :

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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<br>①               | Û            | Ϋ́             |  |
|                       |                      |                   |             |                      |                      |              |                |  |
|                       |                      |                   |             |                      |                      |              |                |  |
|                       |                      |                   |             |                      |                      |              |                |  |

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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<br>Emulsifier<br>Emulsifying salt<br>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

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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 |
|   |                       |                 |                    |                    |   |

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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>B</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      |
| <ul> <li>Total Carbohydrates</li> </ul> | 0.000               | ~                  | 0.00            | اجمالي الكربوهيدرات |
|   |                     |                    |                 |                     |

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# Adding a new category;

| Existing   | Add Nutrition     | Delete |                 |                          |
|--|-------------------|--------|-----------------|--------------------------|
| Content(EN)  | Quantity( gm/mg ) | Unit   | % Daily Value 🔹 | Content(AR)              |
| <ul> <li>Total Fats</li> </ul>                     | 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           |
| <ul> <li>Total Carbohydrates</li> </ul>            | 0.000             | ~      | 0.00            | اجمالي الكربوهيدرات      |
| Total Sugars                                       | 0.000             | ~      | 0.00            | السكر الكلي              |
| Dietary Fibers                                     | 0.000             | ~      | 0.00            | الألياف الغذائية         |
| <ul> <li>Minerals</li> </ul>                       | 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                   |
| <ul> <li>Enter the name of the Category</li> </ul> | 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 |
| <ul> <li>Total Carbohydrates</li> </ul>  | 0.000             | ~      | 0.00            | اجمالي الكربوهيدرات      |
| Total Sugars                             | 0.000             | ~      | 0.00            | السكر الكلي              |
| Dietary Fibers                           | 0.000             | ~      | 0.00            | الألياف الغذائية         |
| <ul> <li>Minerals</li> </ul>             | 0.000             | ~      | 0.00            | المعادن                  |
| Magnesium                                | 0.000             | ~      | 0.00            | مغتسبوم                  |

## Or by Search

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| Content(EN)                     | Ē | Nutrition Category(EN) | Nutrition Category(AR) | Nutrition Element(EN) | Nutrition Element(AR) |
|---------------------------------|---|------------------------|------------------------|-----------------------|-----------------------|
| <ul> <li>Total Fats</li> </ul>  |   | 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           |
| <ul> <li>Total Carbo</li> </ul> |   | Proteins               | ألبر وتبدات            |                       |                       |
| Total Sug                       |   | Vitamins               | الفيداميدات            | Vitamin A             | فيعامين أ             |
| Dietary F                       |   | Vitamins               | القيداميدات            | Vitamin B             | فيغامين ب             |
| <ul> <li>Minerals</li> </ul>    |   | 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<br>Sodium               |   |                        | 0.000 ~                | مىردىوم 0.00          | Insert Selected Ca    |

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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 <b>case ID</b> . You may copy the application by clicking " <b>Copy Product</b> " or returning to the main page by clicking " <b>Back</b> " |

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



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 <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 |      |      |      |   |

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#### • 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            |                              |                |              |                       | »<br>»           |        |
|            |                             |                              |                |              |                       |                  |        |
|            | 🗯 Town Planning             |                              |                |              |                       | »                |        |
|            | ڭ Town Planning<br>S Others |                              |                |              |                       | »<br>»           |        |

## • Then click on My Cases

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

## 4.1 Log in

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

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| 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 <b>Smart</b> Pass<br>is your single credential<br>AE government services        |                | Log in to RAK.ae<br>Username<br>Password |           |            |    |      |
|        |                    | Note: If you<br>RAK Gove | u are already registered with<br>mment Portal, you can use<br>login credentials to login to | OR             | Log in<br>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)

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|                   |                            |         | -       | -    | 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)

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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 |  |
| 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 |          |               |          |         |              |                |               |                    |                    |        |          |              |              |                 |                    |   |  |
| Print Version         Export           Service ID         Service Type decorption         Number Year         Type         Applicant         Created On         Final Decision         State           103378         H04 - Product Registration         Vear         Type         Applicant         Created On         Final Decision         State           103378         H04 - Product Registration         Vear         Mahmoud Ibrahim Mahmoud Abu Ammouna         22.09.2019 10:01.30.2         Int           103374         H04 - Product Registration         Vear         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09:64.4         Approved         Co           103174         H04 - Product Registration         Vear         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09:64.4         Approved         Co           103174         H04 - Product Registration         Vear         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09:64.4         Approved         Co           103174         H04 - Product Registration         Vear         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09:65.45         Ped           103174         H04 - Product Registration         Vear         Mahmoud Ibrahim Mahmoud Abu Ammouna         12.09.2019 09:65.13         Ped                          |          |               |          |         |              |                |               |                    |                    |        |          |              |              |                 | U. Casas           |   |  |
| Service ID     Service type description     Number     Yasr     Type     Applicant     Created On     Final Decision     State       103378     H04 - Product Registration     ************************************  |          |               |          |         |              |                |               |                    |                    |        |          |              |              | Exand           | -                  |   |  |
| 103378         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           103174         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019.09.56.48         Approved         Co           103173         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         12.09.2019.09.55.9         Pe  |          |               |          |         |              |                |               |                    |                    |        |          |              |              |                 |                    |   |  |
| 103370         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         22.09.2019 10:13.02         In           103174         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09:56.48         Approved         Co           103173         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09:56.48         Approved         Co           103174         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09:55.98         Pe           103174         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         12.09.2019 09:55:138         Pe  |          |               |          |         | Final Decisi |                |               |                    |                    |        | Year Typ |              |              |                 |                    |   |  |
| 103174         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019.09.55.48         Approved         Co           103173         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019.09.45.59         Pe           103144         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         12.09.2019.09.51.38         Pe  |          |               |          | In I    |              | 20:20:21       | 22.09.2019 2  | Abu Ammouna        | ud Ibrahim Mahmour | Mahmou |          |              | Registration | H04 - Product R | 103378             |   |  |
| 103173         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         15.09.2019 09.45.59         Pe           103144         H04 - Product Registration         Mahmoud Ibrahim Mahmoud Abu Ammouna         12.09.2019 09.5138         Pe   |          |               |          | In I    |              | 10:13:02       | 22.09.2019 1  | Abu Ammouna        | d Ibrahim Mahmoud  | Mahmou |          |              | Registration | H04 - Product R | 103370             |   |  |
| 103144 H04 - Product Registration Mahmoud Ibrahim Mahmoud Abu Ammouna 12.09.2019 09:51:38 Pe   |          |               |          | Co      | Approved     | 09:56:48       | 15.09.2019 0  | Abu Ammouna        | d Ibrahim Mahmour  | Mahmou |          |              | Registration | H04 - Product R | 103174             |   |  |
|  |          |               |          | Pe      |              | 09:45:59       | 15.09.2019 0  | Abu Ammouna        | d Ibrahim Mahmour  | Mahmou |          |              | Registration | H04 - Product R | 103173             |   |  |
| 103126 H04 - Product Repitration Mahmoud Ibrahim Mahmoud Abu Ammouna 12.09.2019 06.12:14 Approved Co   |          |               |          | Pe      |              | 09:51:38       | 12.09.2019 0  | Abu Ammouna        | ud Ibrahim Mahmoud | Mahmou |          |              | Registration | H04 - Product R | 103144             |   |  |
|  |          |               |          | Co      | Approved     | 06:12:14       | 12.09.2019 0  | Abu Ammouna        | d Ibrahim Mahmour  | Mahmou |          |              | Registration | H04 - Product R | 103126             |   |  |
|  |          |               |          |         |              |                |               |                    |                    |        | _        |              | -            |                 |                    |   |  |
|  |          |               |          | s: Oper | Case Status  |                | te trame: All | Creation da        |                    |        | Requests | I Payment Re | iments &     |                 |                    |   |  |
| Total number of cases: 18  |          |               |          |         |              |                |               |                    |                    |        |          |              | <b>()</b>    | 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                       | <b>*</b>                |               |                    |   |
| 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)

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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

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|   | Payment Amount: 100.00<br>Amount Already Payed: 0.00  |  |
|---|---|--|
|   | * Transaction Amount 100.00 AED   |  |
|   | By clicking "Pay" a new transaction will be created and<br>you will be redifected to RAK Smart pay payment page,<br>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.

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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 | *                           |       |
|                       |                  |         |                                    | $\Delta$                    |       |
|                       |                  |         |                                    |                             |       |
|                       |                  |         |                                    |                             |       |
|                       |                  |         |                                    |                             |       |
|                       |                  |         |                                    |                             |       |
|                       |                  |         | 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.

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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<br>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<br>Den Case<br>ap 3: Write the comment<br>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:

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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

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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:              | <b>f</b>                                     |                  |  |     |
| 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

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