



User Guide for: Product Registration System For Food, Consumer & Veterinary Products

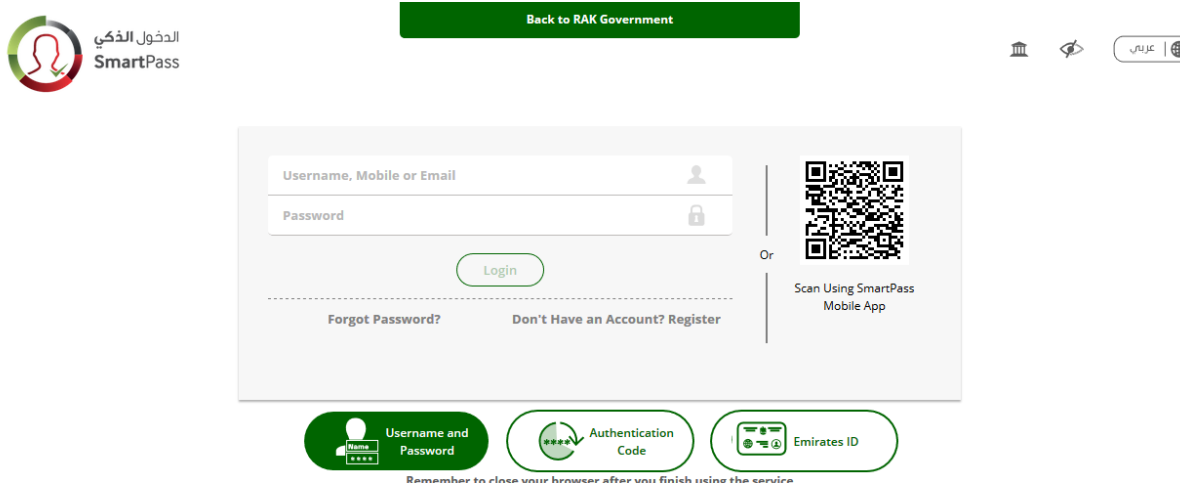


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1. Creating a New Account on Smart Pass

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



الدخول الذكي
 SmartPass


Back to RAK Government

Username, Mobile or Email
 Password

Login

Forgot Password? Don't Have an Account? Register

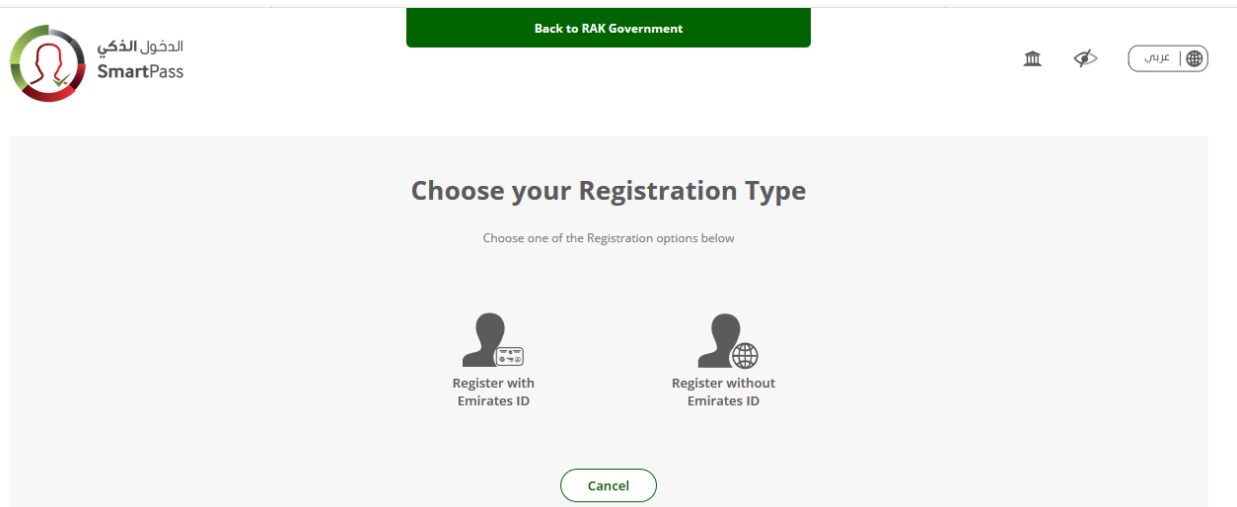
Or


 Scan Using SmartPass Mobile App

Username and Password Authentication Code Emirates ID

Remember to close your browser after you finish using the service

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





الدخول الذكي
 SmartPass

Back to RAK Government

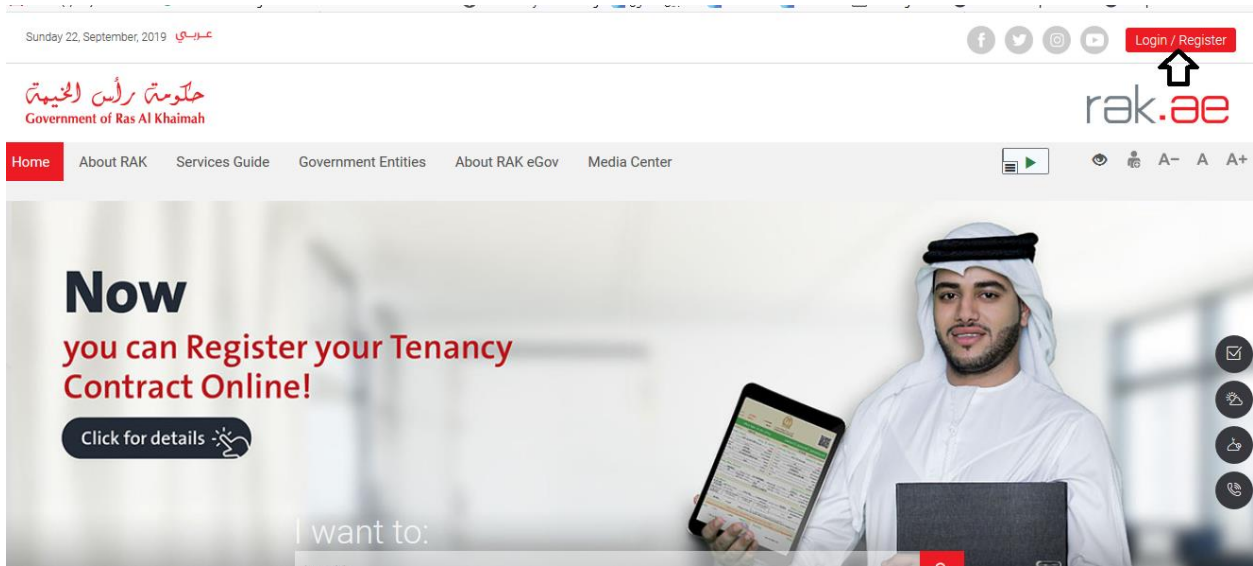
Choose your Registration Type

Choose one of the Registration options below

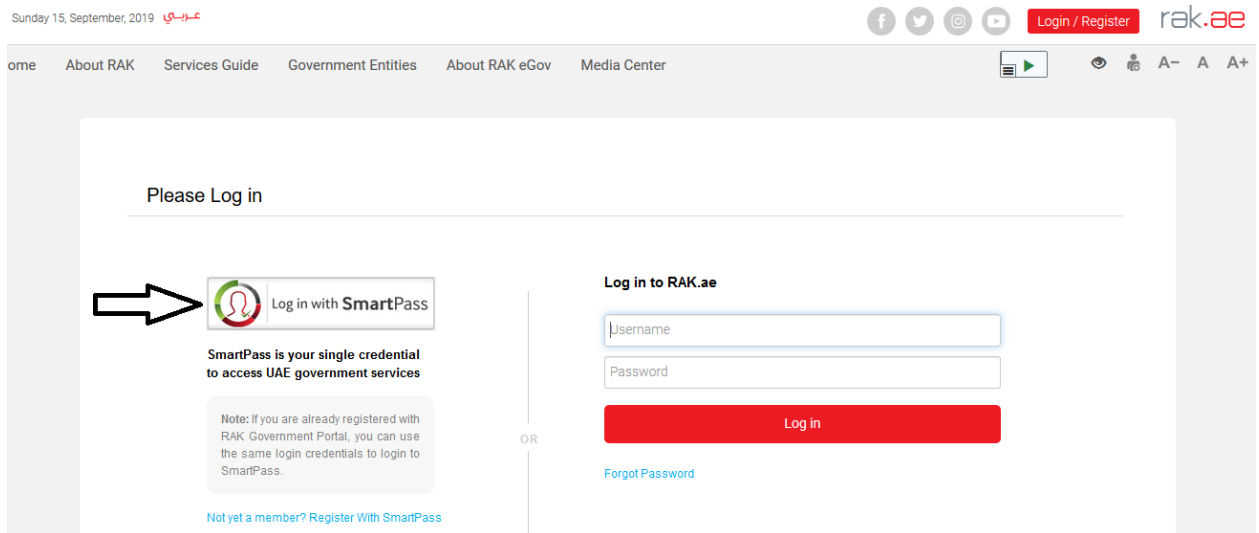
 Register with Emirates ID
  Register without Emirates ID

Cancel

- Once registration is complete, navigate to RAK Government website <https://www.rak.ae/wps/portal> And log in using the same user account registered on SmartPass to complete your registration.



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





Back to RAK Government



Username, Mobile or Email

Password

Login

Or

Scan Using SmartPass Mobile App

Forgot Password? Don't Have an Account? Register

Username and Password

Authentication Code

Emirates ID

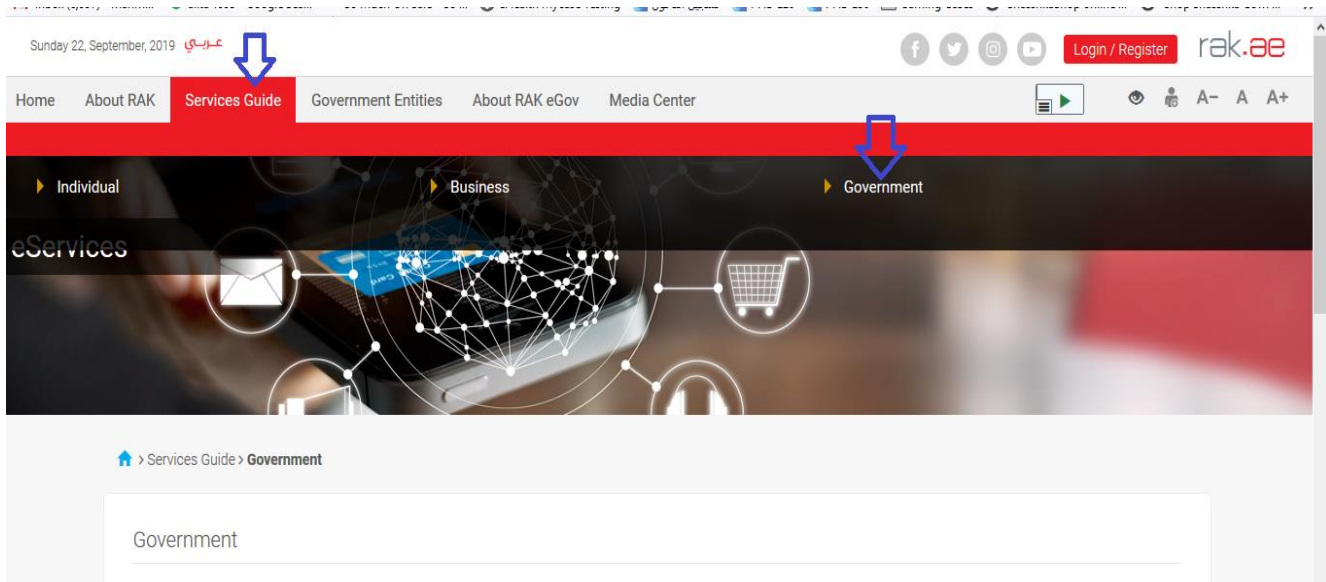
Remember to close your browser after you finish using the service

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

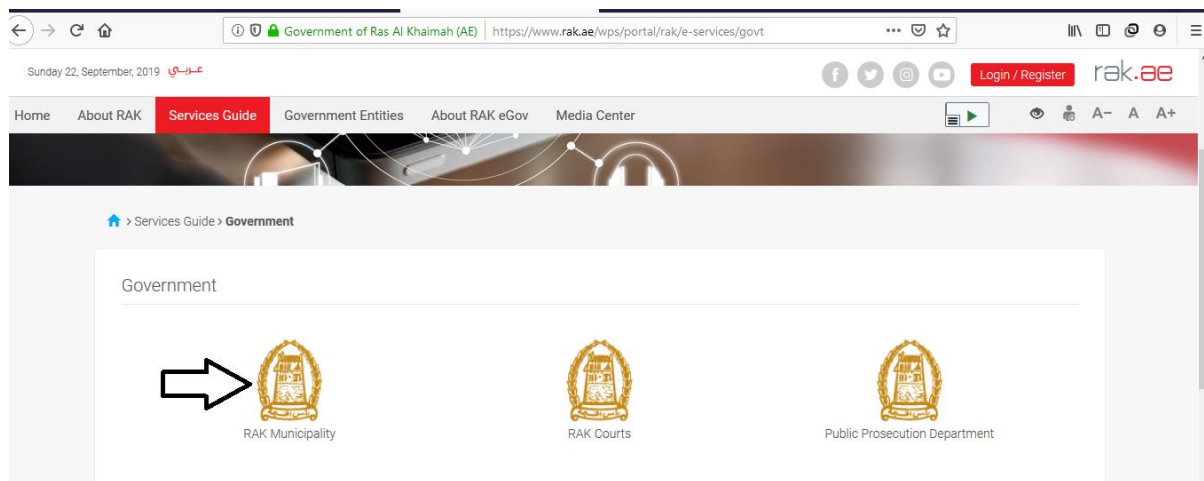
2. Establishment Registration

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

2.2 The required documents for company or product registration can be found on the RAK Government portal by clicking the Service Guide and then clicking Government



2.3 Select Ras Al Khaimah Municipality



2.4 Then select Public Health Department

The screenshot shows the website's navigation menu with 'Services Guide' selected. Below the menu, a list of services is displayed, including 'Building and Engineering Department', 'Land and Property Sector', 'Town Planning', 'Others', 'General Services', 'Quick Pay', and 'Public Health Department'. A black arrow points to the 'Public Health Department' link.

2.5 Select Food/Consumer/Veterinary Product Registration

The screenshot shows the 'Public Health Department' menu expanded. The sub-menu items are 'Food/Consumer/Veterinary Product Registration' and 'My Cases'. A black arrow points to the 'Food/Consumer/Veterinary Product Registration' link.

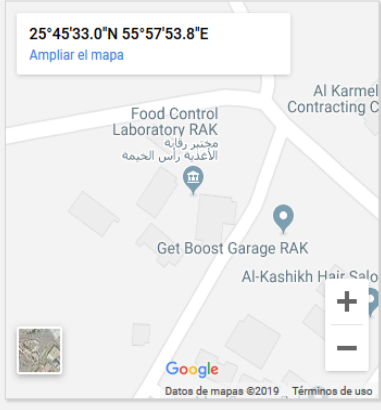
2.6 All information related to product registration can be found on the page

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[Login / Register](#) rak.ae

[Home](#) > [Services Guide](#) > [Government](#) > [RAK Municipality](#) > [Food Consumer Veterinary Product Registration](#)



25°45'33.0"N 55°57'53.8"E
Ampliar el mapa

Food Control Laboratory RAK
مختبر رقابة الأغذية رأس الخيمة

Get Boost Garage RAK

Al-Kashikh Hair Salo

Al Karmel Contracting C

Google
Datos de mapas ©2019 - Términos de uso

Food/ Consumer/ Veterinary Product Registration

This service is used to register new Food/ Consumer/ Veterinary product for manufacturers, packers and traders who provide the required documents to be able to apply for PHD services.

- Step 1 Sign Up using smart pass
- Step 2 Submit Product registration request by filling the online form, and attaching the required documents
- Step 3 Pay Product registration request fees if applicable
- Step 4 The concerned section / department will Review the request 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

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Terms and Conditions

3 working days from the date of request / application submission

Downloadable Forms

[Establishment Update Information 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.

Required Documents are:

- Copy of the License
- Lease Contract/ Title Deed
- Filled Information Update Form to update the Company Owner/ Manager/ Representative details
- 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:

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

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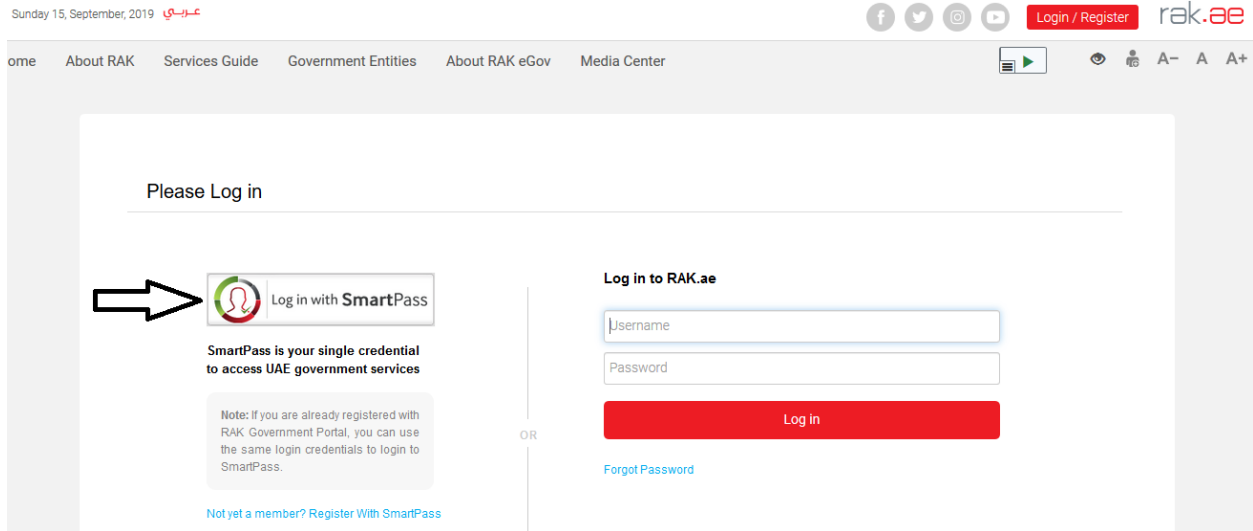
Terms and Conditions
3 working days from the date of request / application submission

Downloadable Forms
[Establishment Update Information Form](#)

 **Start Service**

1.1) Procedure

Enter your SmartPass username and password at www.rak.ae

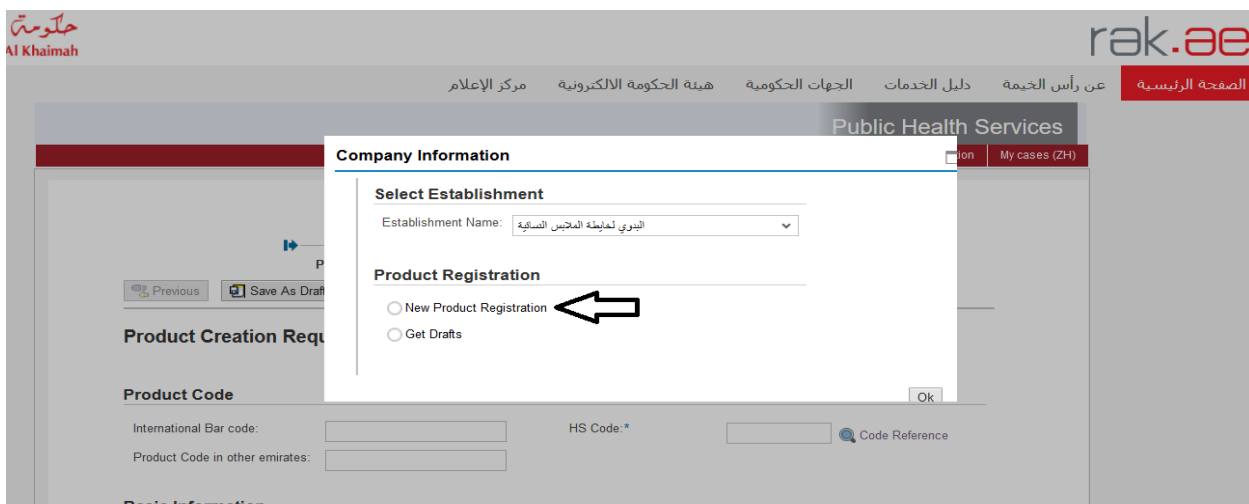


1.2) Procedure

Select the establishment to which the product belongs

1.3) Procedure

Go to "Register New Product" then click ok



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).

Search Criteria
?

General Search

Brand Name	contains	masafi	+ -
Establishment	is		+ -
International Bar code	is		+ -
Product Code	is		+ -
Product Name	contains		+ -
RAK Product Code	is		+ -

Advance Search

Product Code	RAK Product Code	International Bar code	Product Name(EN)	Product Name(AR)	Brand Name(EN)	Brand Name(AR)	HS Code
900361		6291001000029	Masafi	مسافي	Masafi	مسافي	30003
900388		6291001000229	Masafi	مسافي	Masafi	مسافي	30003
900398	900398	6291001000028	Masafi	مسافي	Masafi	مسافي	010301...
900400		6291001000030	Masafi	1مسافي	Masafi	1مسافي	01020 ...
900402		6291001000033	Masafi	1مسافي	Masafi	1مسافي	01020 ...
900407		6291001008888	Masafi	مسافي	Masafi	مسافي	010301...
900476	900476	6291001000029	Masafi	مسافي	Masafi	مسافي	010301...
900488	RAK-FLAR-900488	1254897	MASAFI	مسافي	MASAFI	مسافي	12345
900489	900489	1254897	MASAFI	مسافي	MASAFI	مسافي	12345
900496	RAK-FLAR-900496	6291001000029	Masafi	مسافي	Masafi	مسافي	010301...

Copy Product
Create New Product
Back To Initial Screen

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.

Search Criteria ?

General Search

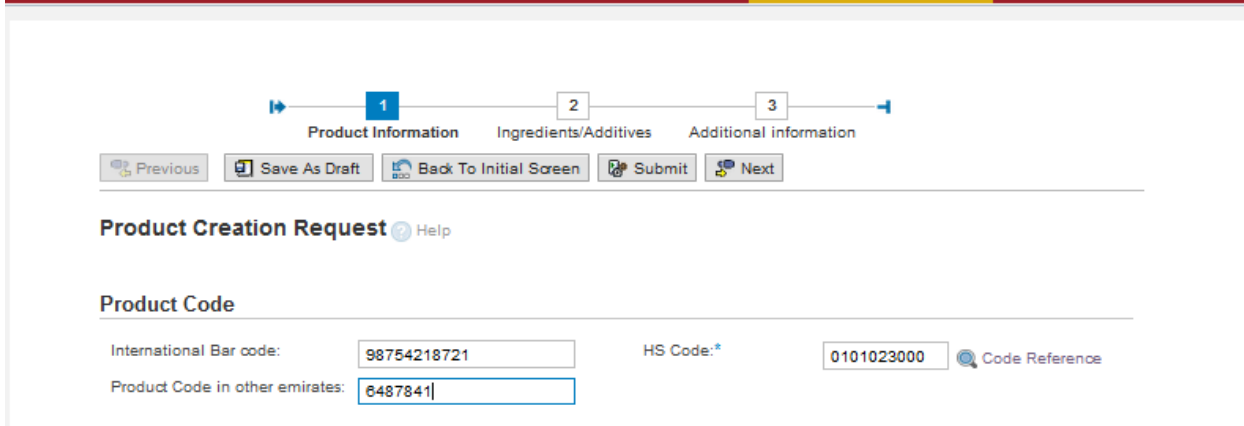
Brand Name	contains	masafi	+ -
Establishment	is		+ -
International Bar code	is		+ -
Product Code	is		+ -
Product Name	contains		+ -
RAK Product Code	is		+ -

Advance Search

Product Code	RAK Product Code	International Bar code	Product Name(EN)	Product Name(AR)	Brand Name(EN)	Brand Name(AR)	HS Code
900361		6291001000029	Masafi	مسافي	Masafi	مسافي	30003
900388		6291001000229	Masafi	مسافي	Masafi	مسافي	30003
900398	900398	6291001000028	Masafi	مسافي	Masafi	مسافي	010301...
900400		6291001000030	Masafi	مسافي 1	Masafi	مسافي 1	01020 ...
900402		6291001000033	Masafi	مسافي 1	Masafi	مسافي 1	01020 ...
900407		6291001008888	Masafi	مسافي	Masafi	مسافي	010301...
900476	900476	6291001000029	Masafi	مسافي	Masafi	مسافي	010301...
900488	RAK-FLAR-900488	1254897	MASAFI	مسافي	MASAFI	مسافي	12345
900489	900489	1254897	MASAFI	مسافي	MASAFI	مسافي	12345
900496	RAK-FLAR-900496	6291001000029	Masafi	مسافي	Masafi	مسافي	010301...

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)



The screenshot shows a web interface for 'Product Creation Request'. At the top, there is a progress bar with three steps: 1. Product Information, 2. Ingredients/Additives, and 3. Additional information. Below the progress bar are navigation buttons: Previous, Save As Draft, Back To Initial Screen, Submit, and Next. The main section is titled 'Product Creation Request' with a 'Help' icon. Underneath, the 'Product Code' section contains three input fields: 'International Bar code' with the value '98754218721', 'HS Code:*' with the value '0101023000', and 'Product Code in other emirates' with the value '6487841'. There is also a 'Code Reference' link next to the HS Code field.

1.6) Procedure

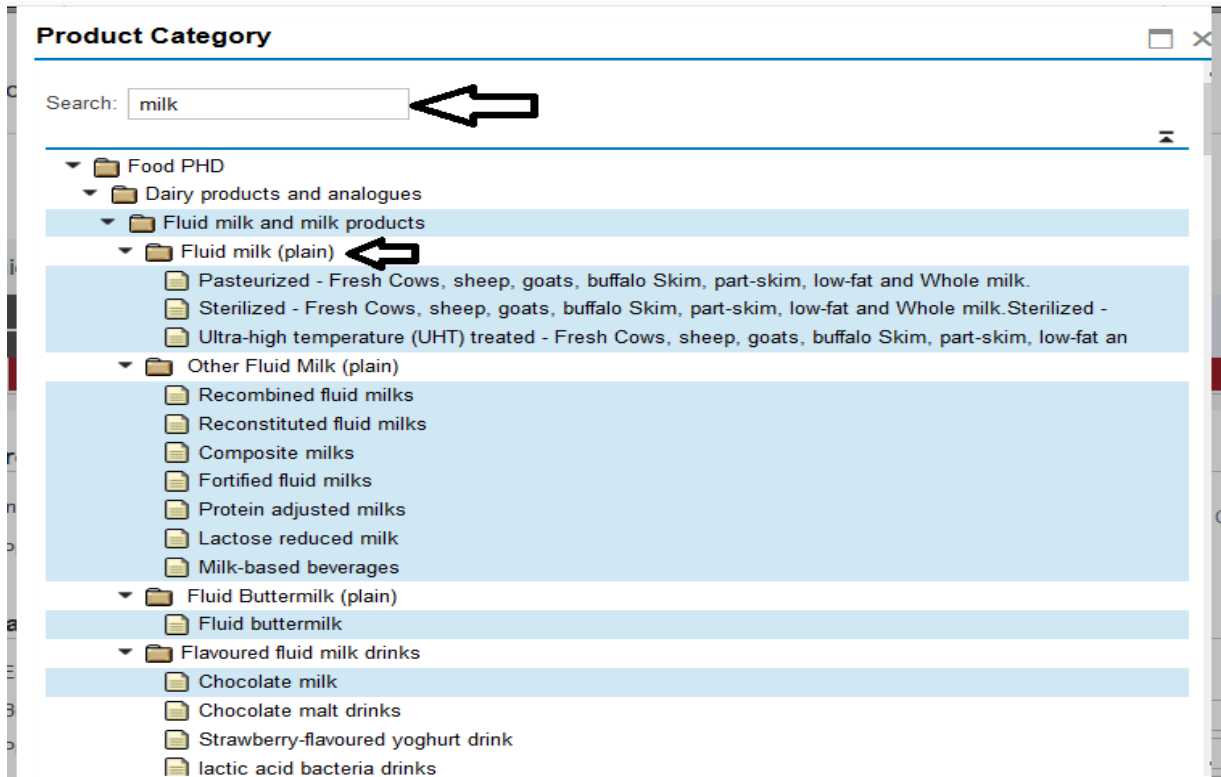
- Go to the “Basic information” section, then enter the information as shown below, taking into consideration the product group whether it is “Food, Veterinary or Consumer”, then select Product Category, then examples as shown below:
- The customer may choose from the examples given by searching for 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.

Basic Information

ESMA Certificate No.:	<input type="text" value="485674562345123"/>	Brand Name(AR):	<input type="text" value="مسافي"/>
Brand Name(EN):	<input type="text" value="Masafi"/>	Product Name(AR):*	<input type="text" value="ماء مسافي 500 مل"/>
Product Name(EN):*	<input type="text" value="Masafi water 500 ML"/>	Product category:*	<input type="text" value="14"/> <input type="button" value="Pick"/>
Product Type:*	<input type="text" value="Food PHD"/>	Product category(AR):	<input type="text" value="Beverages, excluding dairy product"/>
Product category(EN):	<input type="text" value="Beverages, excluding dairy pr"/>	Example Description(AR):	<input type="text" value="Masafi Water"/>
Example Description(EN):	<input type="text" value="Masafi water"/>	Package type sub category:	<input type="text" value="Polyethylene (PE),"/>
Product Risk type:*	<input type="text" value="High"/>	Volume:	<input type="text" value="500.000"/> <input type="text" value="Milliliter"/>
Package type category:	<input type="text" value="Plastic"/>	Shelf life unit:*	<input type="text" value="Days"/>
Weight:	<input type="text" value="0.000"/> <input type="text" value="Kilogram"/>	Instructions for use(EN):	<input type="text" value="save in dry cold place"/>
Storage Condition:*	<input type="text" value="Chilled (Below 5 °C)"/>	Instructions for use(AR):	<input type="text" value="احفظ في مكان جاف بارد"/>
Shelf life:*	<input type="text" value="365"/>		

3.1 Choosing Product Category

- Select Product Type – for example, if you are logged in as food establishment you will select Product Type as “Food PHD”.
- The customer can select the product category by using the advanced search function “Pick”.
- Search the product by typing the product name or by select sub categories as in below screen.
- The customer can then enter/ select the example related to the product category - by selecting the sub-category then clicking “ok”



- Product category 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.:	<input type="text" value="485674562345123"/>	Brand Name(AR):	<input type="text" value="حليب"/>
Brand Name(EN):	<input type="text" value="Milk"/>	Product Name(AR):*	<input type="text" value="حليب"/>
Product Name(EN):*	<input type="text" value="Milk"/>	Product category:*	<input type="text" value="1.1.1"/> <input type="button" value="Pick"/>
Product Type:*	<input type="text" value="Food PHD"/>	Product category(AR):	<input type="text" value="Fluid milk (plain)"/>
Product category(EN):	<input type="text" value="Fluid milk (plain)"/>	Example Description(AR):	<input type="text" value="whole milk"/>
Example Description(EN):	<input type="text" value="whole milk"/>	Product Risk type:*	<input type="text" value="High"/>
Product Risk type:*	<input type="text" value="High"/>	Package type category:	<input type="text" value="Plastic"/>
Package type category:	<input type="text" value="Plastic"/>	Package type sub category:	<input type="text" value="Polyethylene (PE)"/>
Weight:	<input type="text" value="0.000"/> <input type="text" value="Kilogram"/>	Volume:	<input type="text" value="500.000"/> <input type="text" value="Milliliter"/>
Storage Condition:*	<input type="text" value="Chilled (Below 5 °C)"/>	Shelf life:*	<input type="text" value="365"/>
Shelf life:*	<input type="text" value="365"/>	Shelf life unit:*	<input type="text" value="Days"/>

3.2 Entering Product Partner Details:

1.7) Procedure

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

Product Partner Details




Manufacturer Name(EN):	<input type="text" value="Masafi UAE"/>	Manufacturer Name(AR):	<input type="text" value="شركة مسافي الامارات"/>
Manufacturer Address (EN):	<input type="text" value="UAE RAK MASAFI"/>	Manufacturer Address (AR):	<input type="text" value="الامارات العربية رأس الخيمة مسافي"/>
Packer Name(EN):	<input type="text"/>	Packer Name(AR):	<input type="text"/>
Packer Address(EN):	<input type="text"/>	Packer Address(AR):	<input type="text"/>
Distributor Name(EN):	<input type="text"/>	Distributor Name(AR):	<input type="text"/>
Distributor Address(EN):	<input type="text"/>	Distributor Address(AR):	<input type="text"/>
Slaughterhouse Name(EN):	<input type="text"/>	Slaughterhouse Name(AR):	<input type="text"/>
Slaughterhouse Address(EN):	<input type="text"/>	Slaughterhouse Address(AR):	<input type="text"/>
Country Of Origin:*	<input type="text" value="United Arab Emirates"/>		

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 Exemption:**
- Select “No” for payment exemption certificate as shown above.
 - If your product is approved by PHD before then select “exemption from the payment as “Yes” and upload product registration certificate. If no approval before then select exemption from the payment as “No”.

Certificates Check List

	Halal Certificate:	<input type="text" value="TRUE"/>	
	Irradiated Product:	<input type="text" value="FALSE"/>	
	Organic food:	<input type="text" value="FALSE"/>	
	Comments (EN):	<input type="text"/>	Comments (AR): <input type="text"/>
	Genetically Modified:	<input type="text" value="FALSE"/>	
	Comments (EN):	<input type="text"/>	Comments (AR): <input type="text"/>
	Health & nutritional Claim:	<input type="text" value="FALSE"/>	
	Comments (EN):	<input type="text"/>	Comments (AR): <input type="text"/>
	Primary Packaging Picture:	<input type="text" value="FALSE"/>	
	Comments (EN):	<input type="text"/>	Comments (AR): <input type="text"/>
	Payment Exemption:	<input type="text" value="No"/>	
In case the food label is approved by RAK Municipality, Please attach the Food label Assessment Report (FLAR)			

3.4 Attachment List:

1.9) Procedure

- Navigate to the “Attachment List” section then upload the required file linked to the previously determined certificates in addition to a picture of the **product** and a picture of the **package**

Attachment List

Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	Label Picture	Upload	
<input checked="" type="checkbox"/>	Product Picture	Upload	
<input type="checkbox"/>	Final product package picture	Upload	
<input type="checkbox"/>	Genetically modified food	Upload	
<input type="checkbox"/>	Halal certificate	Upload	
<input type="checkbox"/>	Health and nutritional Claims certificates	Upload	
<input type="checkbox"/>	Organic Food	Upload	
<input type="checkbox"/>	Other documents	Upload	
<input type="checkbox"/>	Primary Packaging Picture	Upload	
<input type="checkbox"/>	Product Content Picture	Upload	

Print Version 🔍

Clear

Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	Label Picture	Upload	
<input checked="" type="checkbox"/>	Product Picture	Upload	
<input type="checkbox"/>	Final product package p	Upload	
<input type="checkbox"/>	Genetically modified foo	Upload	
<input type="checkbox"/>	Halal certificate	Upload	
<input type="checkbox"/>	Health and nutritional Cl	Upload	
<input type="checkbox"/>	Organic Food	Upload	
<input type="checkbox"/>	Other documents	Upload	
<input type="checkbox"/>	Primary Packaging Picture	Upload	
<input type="checkbox"/>	Product Content Picture	Upload	

Print Version 🔍

Clear

Add Attachment

Attachment Details

Document Type:*

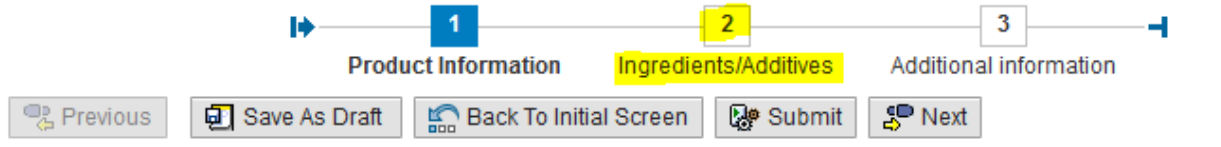
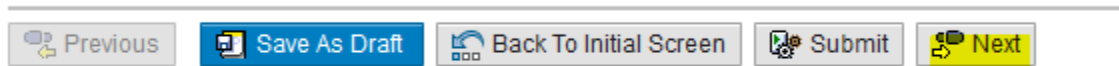
Attachment:*

Note that;

- 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.



Product Creation Request [? Help](#)

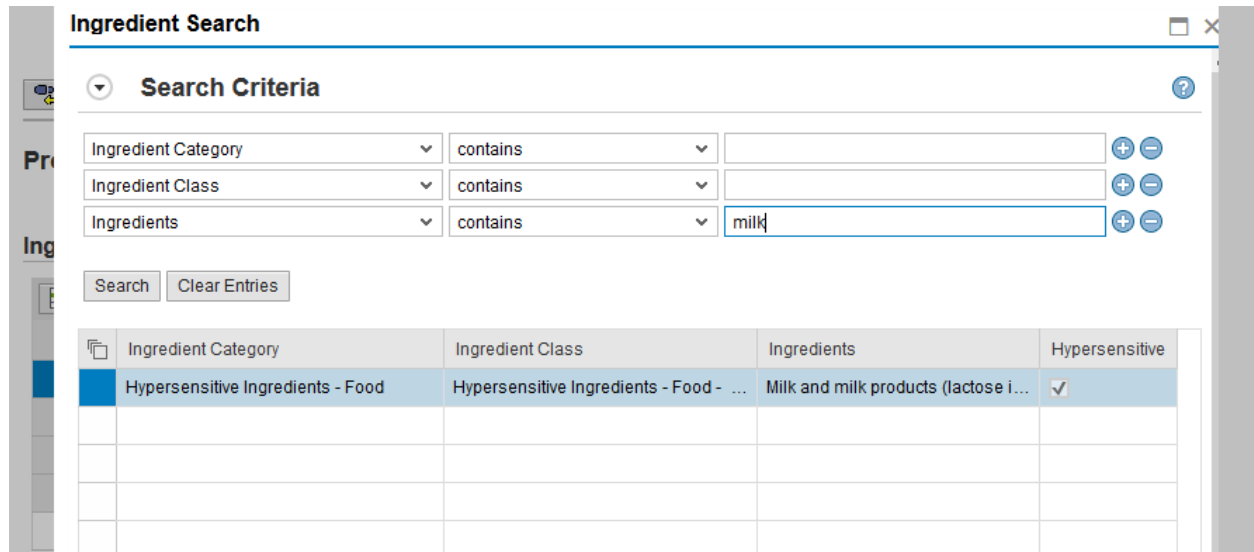
3.5 Ingredients / Additives:

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	Ingredient Class	Ingredients	Hypersensitive
Hypersensitive Ingredients - Food	Hypersensitive Ingredients - Food - ...	Milk and milk products (lactose i...	<input checked="" type="checkbox"/>

Ingredients

*Ingredient Category	*Ingredient Class	Ingredients	Other Ingredient(EN)	Other Ingredient(AR)	Quantity (%)	Hypersensitive
Food Ingredie ...	Food Ingre ...	Test 1			0.00	<input type="checkbox"/>
Hypersensitiv ...	Hypersens ...	Milk a...			0.00	<input checked="" type="checkbox"/>
Hypersensitiv ...	Hypersens ...	Mustard			0.00	<input checked="" type="checkbox"/>

- If there are no Ingredients in the search list :

1.12) Procedure

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

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

Ingredients

*Ingredient Category	*Ingredient Class	Ingredients	Other Ingredient(EN)	Other Ingredient(AR)	Quantity (%)	Hypersensitive
Hypersensitiv ...	Hypersens ...	Mustard			0.00	<input checked="" type="checkbox"/>

1

Ingredients

*Ingredient Category	*Ingredient Class	Ingredients	Other Ingredient(EN)	Other Ingredient(AR)	Quantity (%)	Hypersensitive
Hypersensitiv ...	Hypersens ...	Mustard			0.00	<input checked="" type="checkbox"/>
			Eggs and egg prod...	البيض ومنتجات البيض	0.00	<input type="checkbox"/>

2

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

*Additive Category	*Additive	Other Additive(EN)	Other Additive(AR)
Acidity regulator	Calcium carbo ...		
Preservative	Lysozyme		
Acidity regulator			
Emulsifier			
Emulsifying salt			
Firming agent			
Flavour enhancer			
Flour treatment agent			
Foaming agent			
Gelling agent:			
Glazing agent			

Search Criteria

Additive Category	contains		<input type="button" value="+"/>	<input type="button" value="-"/>
Additive Description	contains		<input type="button" value="+"/>	<input type="button" value="-"/>
Additive Key	contains	1105	<input type="button" value="+"/>	<input type="button" value="-"/>

Additive Category	Additive Key	Additive Description
Preservative	1105	Lysozyme

- 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
*Additive Category	*Additive	Other Additive(EN)	Other Additive(AR)
Acidity regulator	Calcium carbonate		

1

Additive

Add New		Delete	Search
*Additive Category	*Additive	Other Additive(EN)	Other Additive(AR)
Acidity regulator	Calcium carbo ...		
		Triacetin	ثلاثي الأسيتين

2

3.6 Nutritional information:

1.15) Procedure

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

Product Creation Request [Help](#)

Nutritional Information

Serving Size: Serving Size unit:

 Serving Size per Container: Total Calories:

Existing Add Category Add Nutrition Delete					
Content(EN)	Quantity(gm/mg)	Unit	% Daily Value *	Content(AR)	
▼ Total Fats	0.000		0.00	اجمالي الدهون	
Cholesterol	0.000		0.00	كوليسترول	
Trans Fats	0.000		0.00	الدهون المتحولة	
Saturated Fats	0.000		0.00	الدهون المشبعة	
▼ Total Carbohydrates	0.000		0.00	اجمالي الكربوهيدرات	

Adding a new category;

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

After clicking on Add Category a new line will appear here

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

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

Or by Search

Existing
Nutritional Information
✕

Content(EN)	Nutrition Category(EN)	Nutrition Category(AR)	Nutrition Element(EN)	Nutrition Element(AR)
▼ Total Fats	Total Fats	اجمالي الدهون	Saturated Fats	الدهون المشبعة
Cholesterol	Total Fats	اجمالي الدهون	Trans Fats	الدهون المتحولة
Trans Fat	Total Fats	اجمالي الدهون	Cholesterol	كوليسترول
Saturated Fat	Total Carbohydrates	اجمالي الكربوهيدرات	Dietary Fibers	الألياف الغذائية
	Total Carbohydrates	اجمالي الكربوهيدرات	Total Sugars	السكر الكلي
▼ Total Carbohydrates	Proteins	البروتينات		
Total Sugar	Vitamins	الفيتامينات	Vitamin A	فيتامين أ
Dietary Fiber	Vitamins	الفيتامينات	Vitamin B	فيتامين ب
▼ Minerals	Vitamins	الفيتامينات	Vitamin C	فيتامين سي
Magnesium	Vitamins	الفيتامينات	Vitamin D	فيتامين د
Potassium	Minerals	المعادن	Sodium	صوديوم
Iron	Minerals	المعادن	Calcium	كالمسيوم

Insert Selected
Cancel

3.7 Label Checklist:

1.15) Procedure

Make sure by selecting “Yes” for the allocation of Date of Production, Date of Expiry, and or slaughtering Date (if applicable) on the label.

If there are any special remarks for the review officer, please enter.

Once all the information will be provided then click “**Submit**”

Label Checklist

Slaughtered Date: Production Date:
 Expiration Date:

Remarks

1.17) Procedure

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

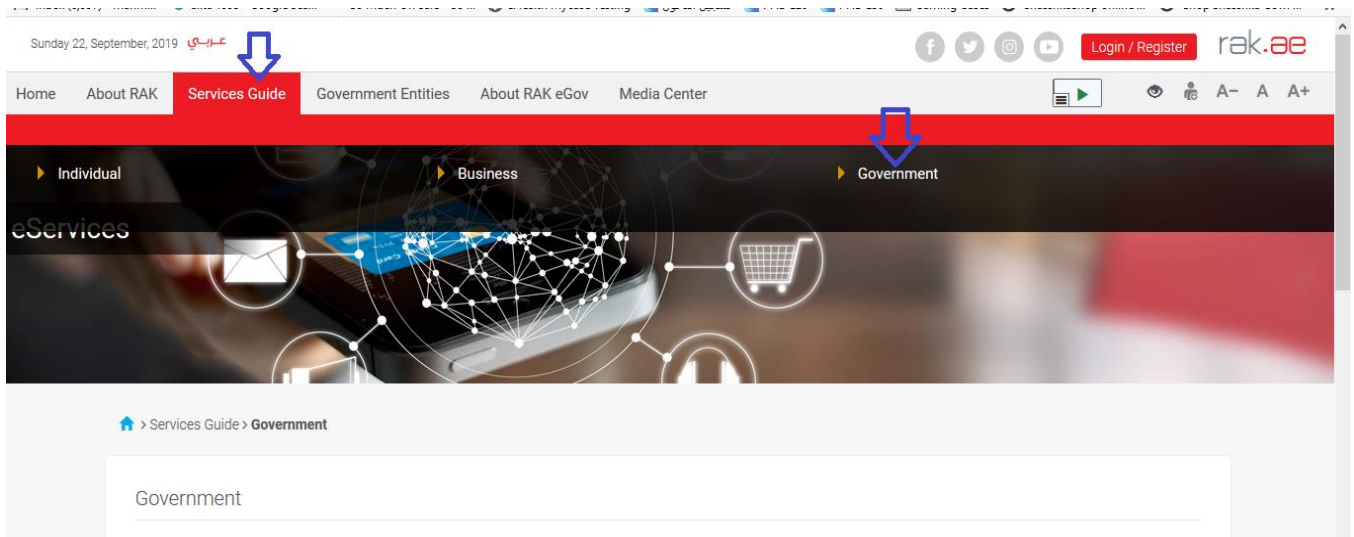
Case is submitted, for case details please go to My Cases tab.

Case ID: 103378

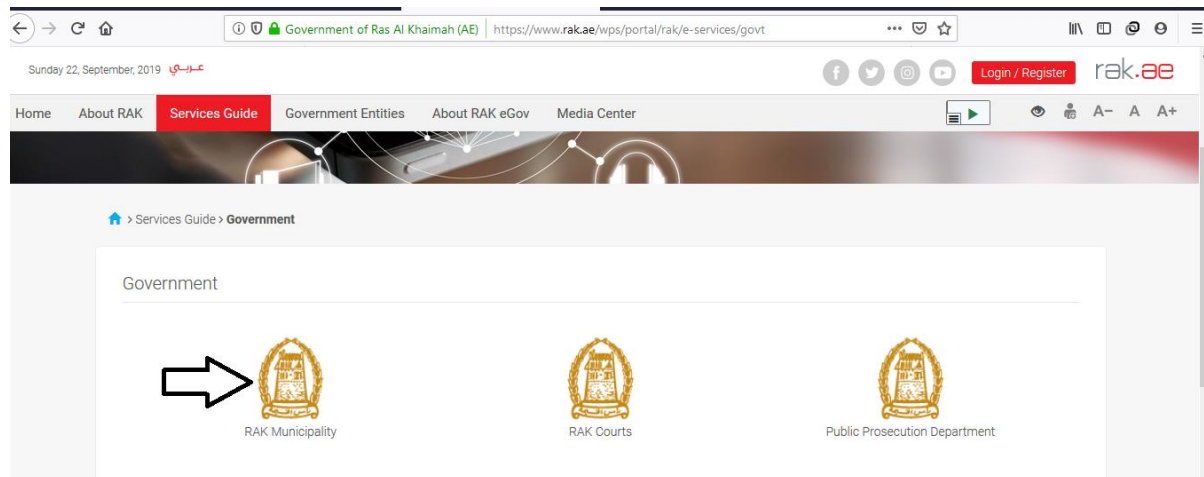
4. Transaction/ Application Status:

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

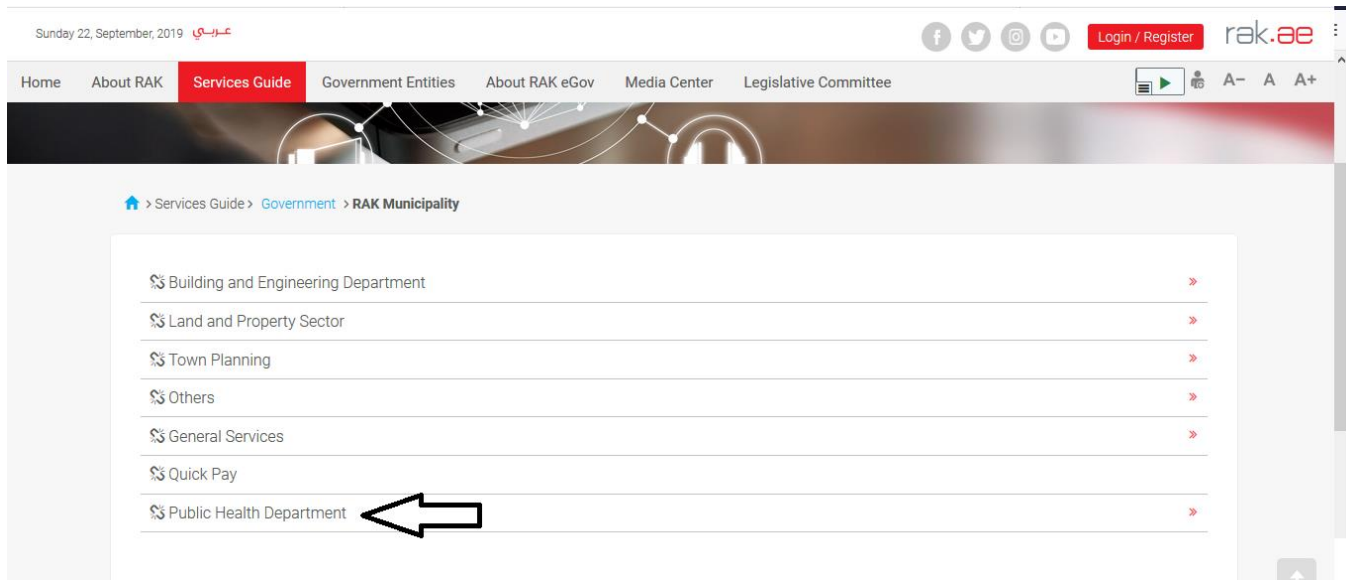
- RAK Government portal by clicking the Service Guide then clicking Government



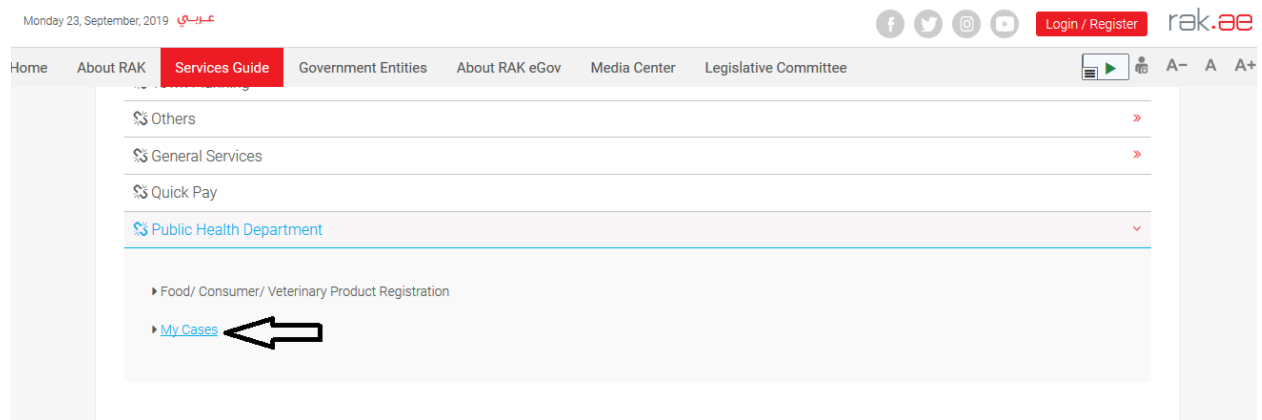
- Then select Ras Al Khaimah Municipality



- Then select Public Health Department



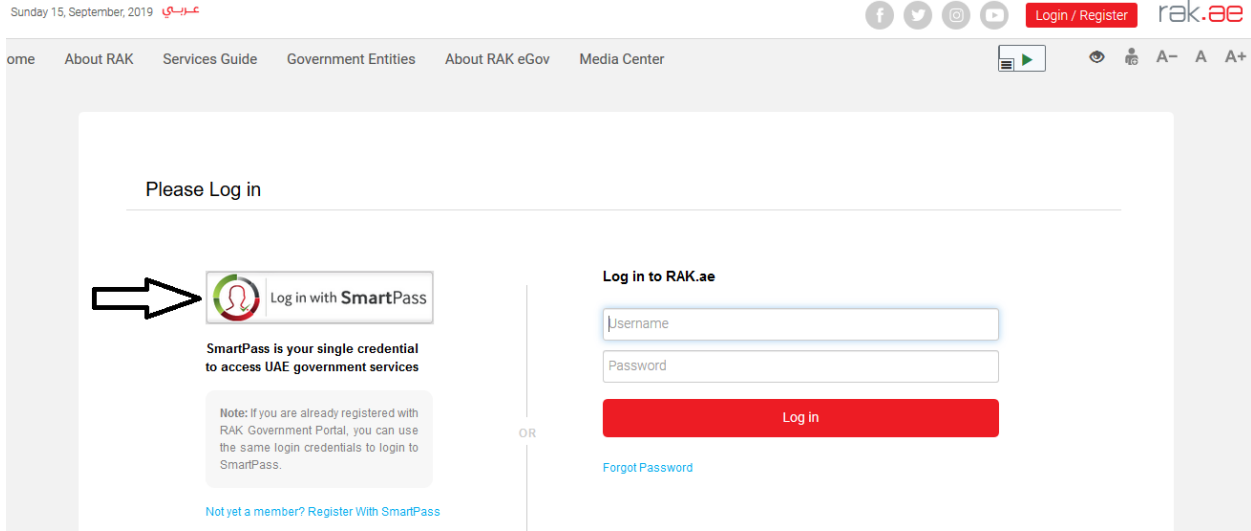
- Then click on My Cases



4.1 Log in

1.1) Procedure

Enter your SmartPass username and password at www.rak.ae



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

Product Registration Request										My Notification	My cases (ZH)
Case Registration											
My Cases Help											
My Cases											
Print Version	Export										
Service ID	Service type description	Number	Year	Type	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 I			
103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 09:51:38		Pending Custc			
103126	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 06:12:14	Approved	Completed			
Case Details	Case Documents	Payment Requests	Creation date frame: All			Case Status: Open Cases					
Total number of cases: 18											

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)

Public Health Services

Product Registration Request | My Notification | My cases (ZH)

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	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 Details](#) | [Case Documents](#) | [Payment Requests](#)

Creation date frame: All | Case Status: Open Cases

Total number of cases: 19

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

Details for case with ID 103378

Case Attributes

Establishment: **الدوى لخيفة العلابس التساقية**

Title:

Case Type: H04 - Product Registration Requ...

CertificationIssuDt:

Last Changed by: System

Changed On: 22.09.2019 20:20 ...

Created By: PORTAL1

Created On: 22.09.2019 20:20 ...

Case ID: 103378

Final Decision:

GMO Food omnts AR:

GMO Food omnts EN:

HealthNutritionomtAR:

HealthNutritionomnts:

Business Partner: Mahmoud Ibrahim Mahmoud Abu Amm ...

Org. omnts AR:

Org. omnts EN:

Payment Exemption: No

Prim.Pack.pic omt AR:

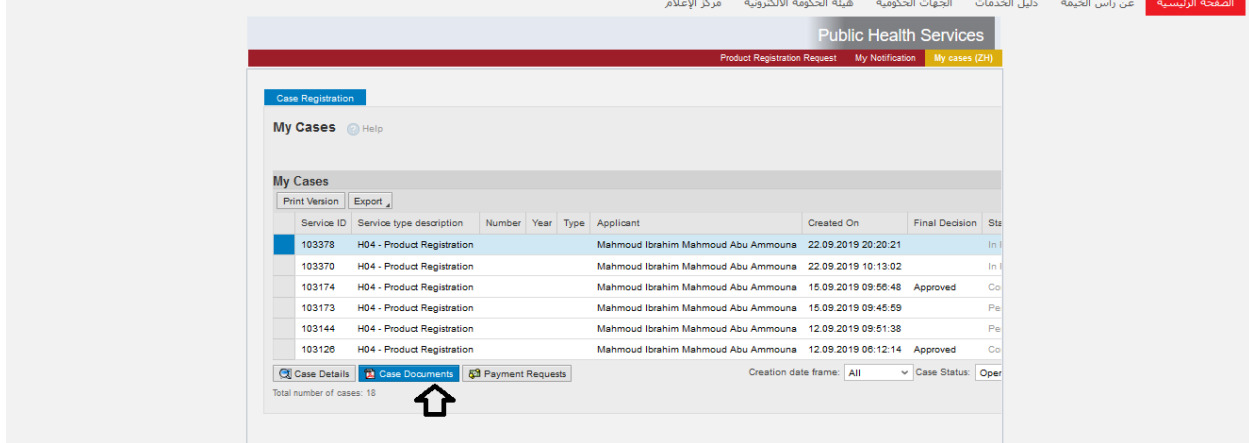
Prim.Pack.pic omt EN:

Status: In Payment

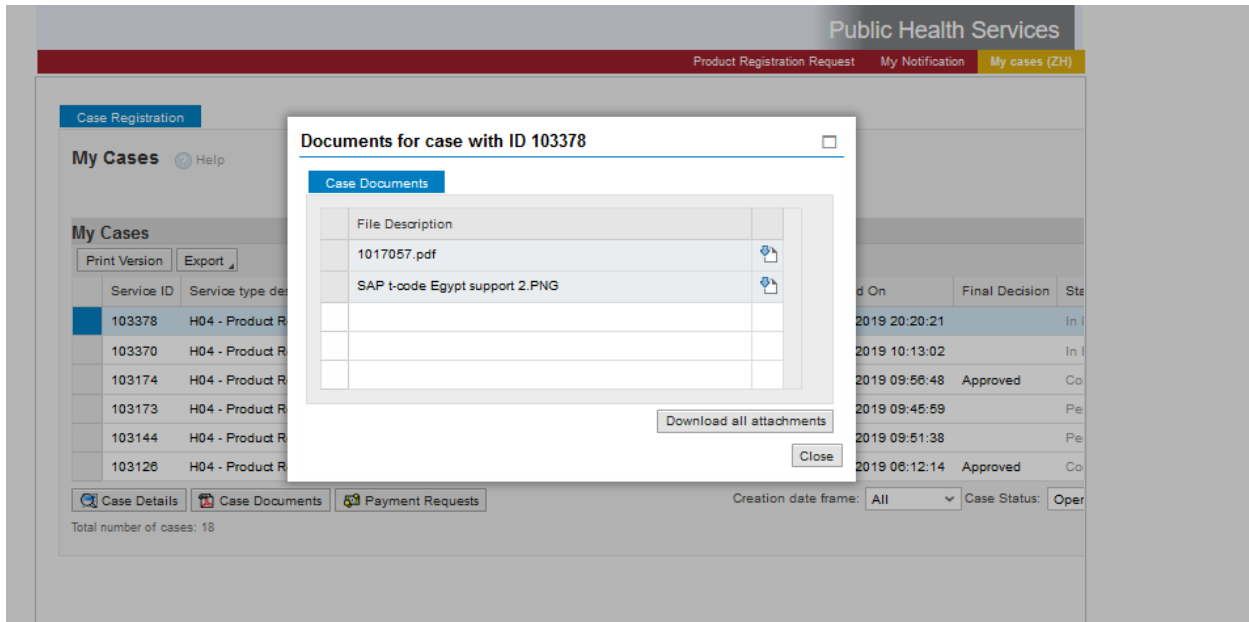
Case Notes

Close

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



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



5. Payment:

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

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

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

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

Payment method through RAK Government website:

- . Select the transaction to be paid

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	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 Decis
103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 09:51:38		Pending Customer /
103126	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 06:12:14	Approved	Completed

[Case Details](#)
[Case Documents](#)
[Payment Requests](#)
 Creation date frame: All Case Status: Open Cases

Total number of cases: 18

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

My Payments [Help](#)


Billing Documents for case with ID

Print Version Export

Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	103378	910022793	100.00	0.00	100.00	AED



[Pay Selected Item](#)
[Back](#)

- Click Pay



Payment Amount: 100.00
 Amount Already Paid: 0.00
 * Transaction Amount 100.00 AED

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

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

My Cases [Help](#)

My Cases

Print Version [Export](#)

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

[Case Details](#) [Case Documents](#) [Payment Requests](#)

Creation date frame: [All](#) Case Status: [Open Cases](#)

Total number of cases: 18


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

Product Registration Request | My Notification | My cases (ZH)

Notifications [Help](#)

Notifications

View: [Standard View] | Print Version | Export

Notification	Due Date	Case ID	Case type text	Details
300070244	12.09.2019	103144	H04 - Product Registration Request	


Notif. timeframe: All | Display Opened only | Refresh

The customer must click on details to open the transaction

Notifications [Help](#)

Notifications

View: [Standard View] | Print Version | Export

Notification	Due Date	Case ID	Case type text	Details
300070244	12.09.2019	103144	H04 - Product Registration Request	

Notif. timeframe: All | Display Opened only | Refresh

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.

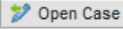

Selected Notification


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:

Current System Status: **Open**

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester
Step 2: Open the case by clicking the below button for editing
 



Step 3: Write the comments (if any) in the below comments section
Step 4: Complete the notification modification by clicking the below


Comments

Note from Review Officer - Public Health Department:

please update the picture

Note from Customer:

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

Print Version

Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	Label Picture	<input type="button" value="Upload"/>	
<input checked="" type="checkbox"/>	Product Picture	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Final product package picture	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Genetically modified food	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Halal certificate	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Health and nutritional Claims certificates	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Organic Food	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Other documents	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Primary Packaging Picture	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Product Content Picture	<input type="button" value="Upload"/>	

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



Selected Notification

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:

Current System Status: **Open**

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester
 Step 2: Open the case by clicking the below button for editing

Step 3: Write the comments (if any) in the below comments section
 Step 4: Complete the notification modification by clicking the below

Comments

Note from Review Officer - Public Health Department:
 please update the picture

Note from Customer:

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

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