



User Guide

New Product Registration on SAP For Food, Consumer & Veterinary Products

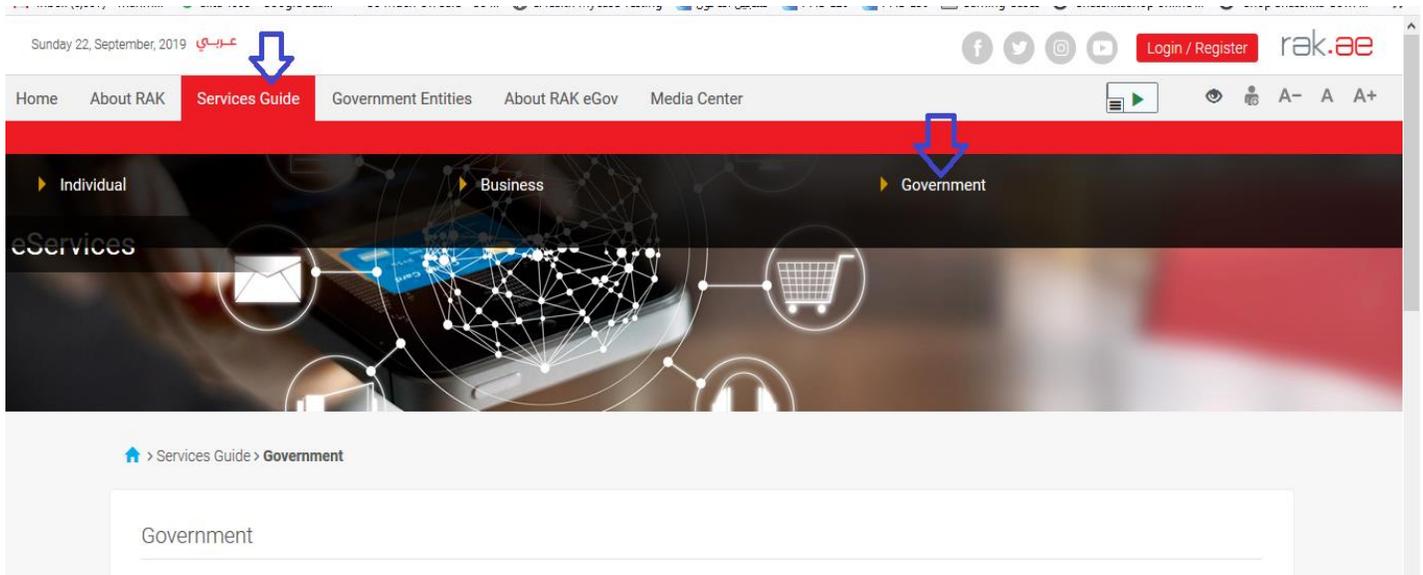
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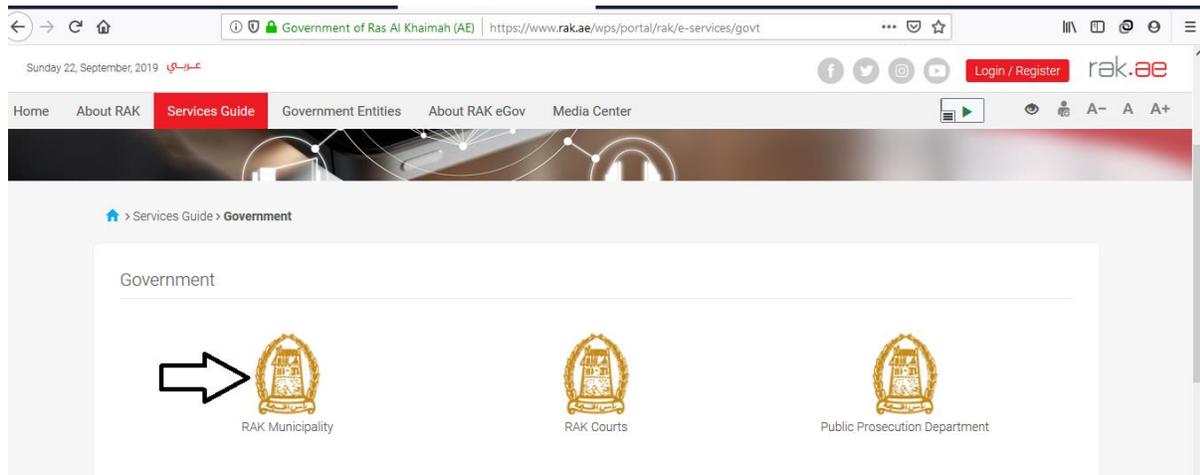
Introduction

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

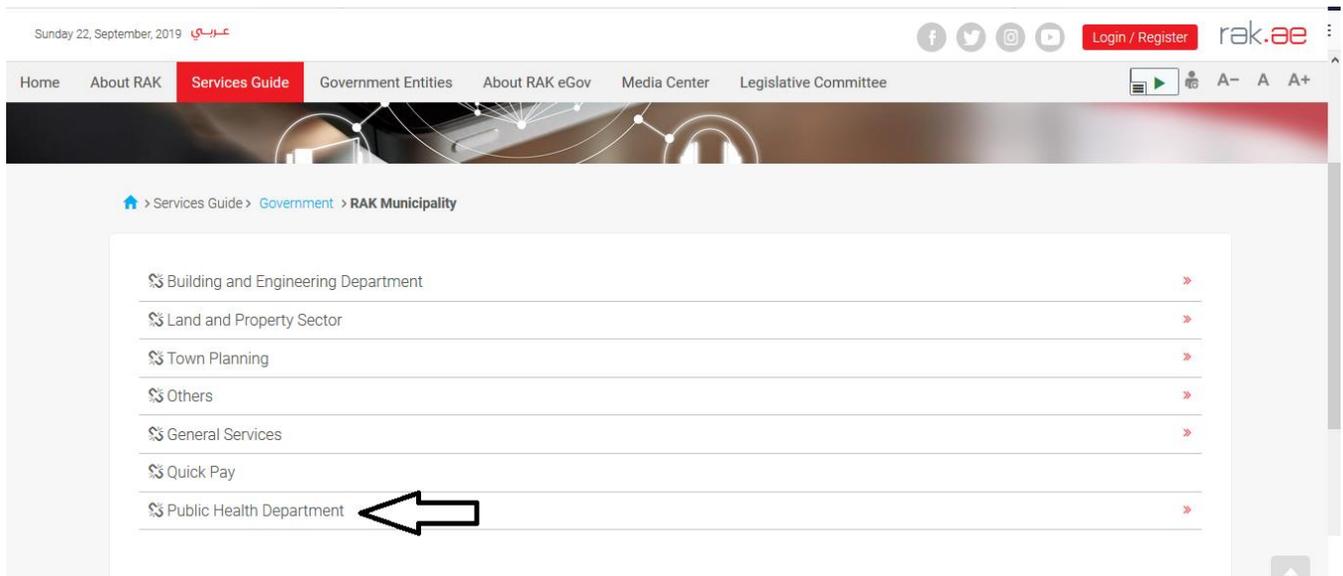
The required documents for company or product registration can be found on the RAK Government portal by clicking the Service Guide then clicking Government



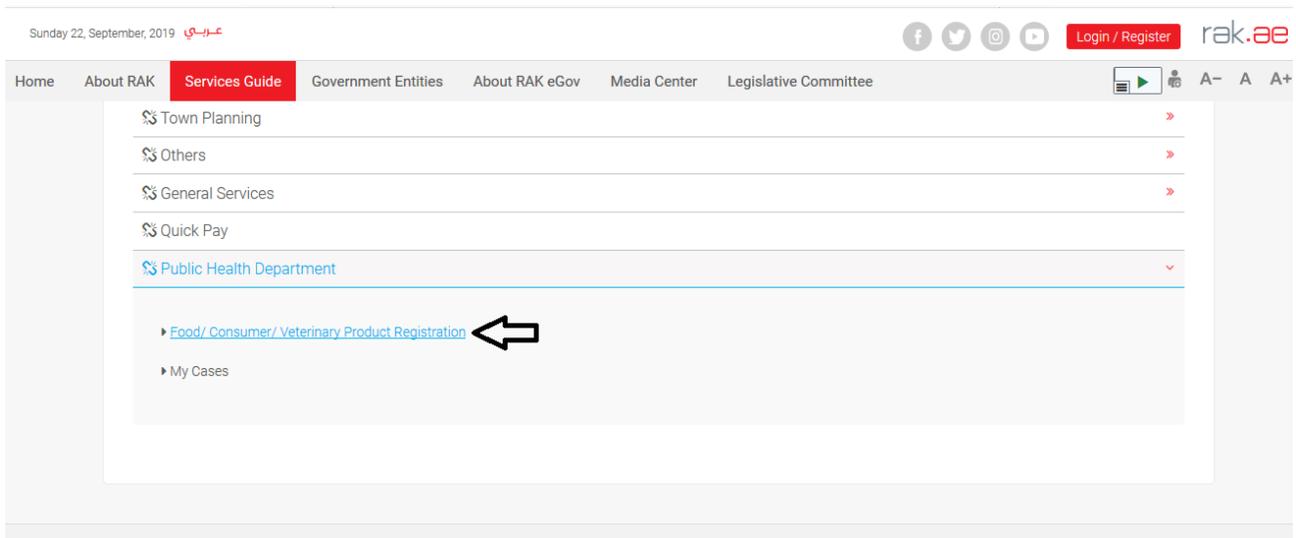
1- then selecting Ras Al Khaimah Municipality



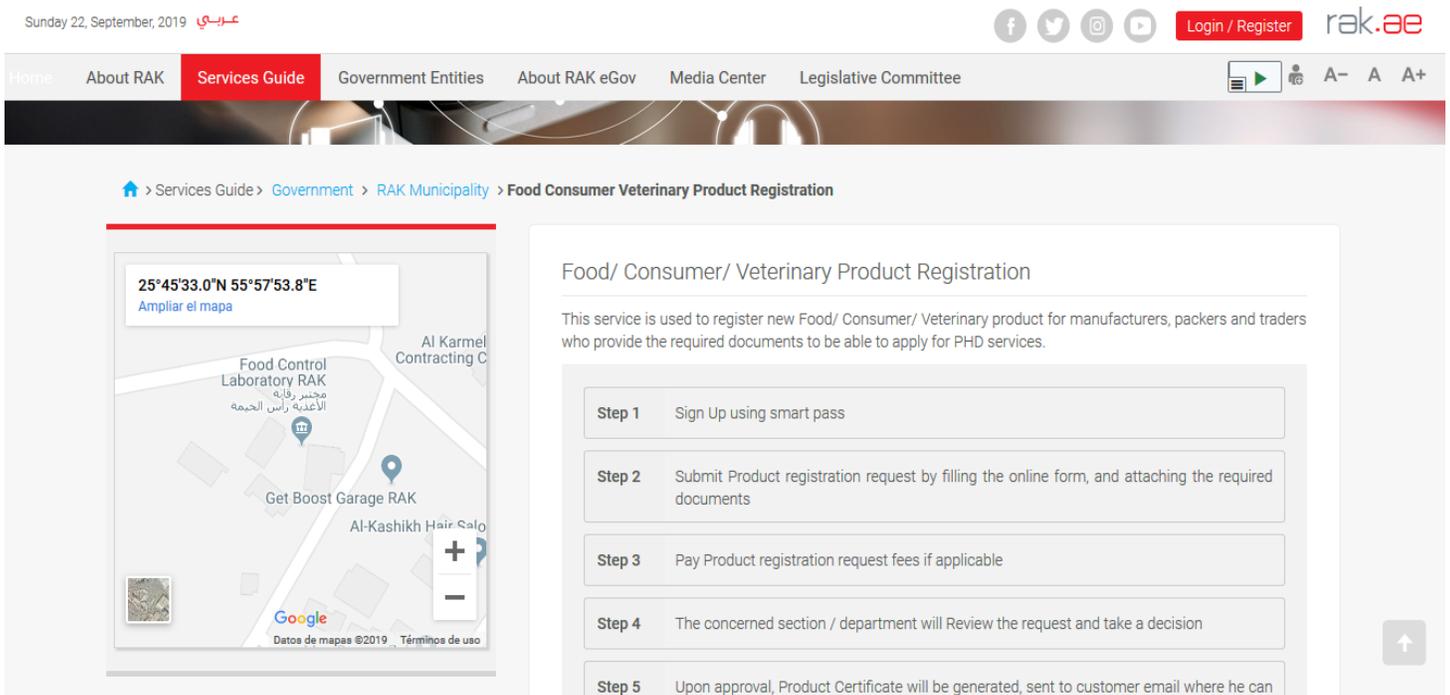
2- then selecting the Public Health Department



3- then clicking Food/Consumer/Veterinary Product Registration



4- All information related to product registration can be found of the page



- 5- The file located at the bottom of the page must be downloaded and filled with customer and company details

Sunday 22, September, 2019 عربي

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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

- 6- Once the required details are completed, all required documents must be submitted to Customer Service in order to update all details and then the company's products can be registered.

This is a very important step **when first registering a product**; i.e. Updating the information of the company. The customer must provide the documents required to **register/ update the company information** - which is a key requirement to be able to access the electronic service for the first time by providing the following documents to Customer Happiness staff members at the Public Health Department:

- 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

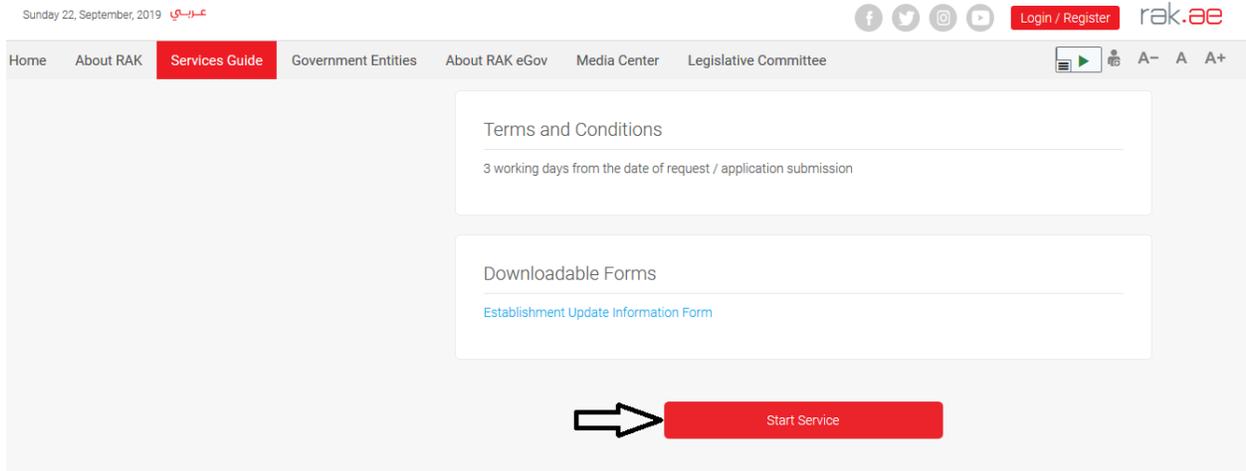
The Customer must also register a company representative (an individual) by providing the following documents:

- Portal Account Registration, you must have a valid EID
- 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

1. Starting the service

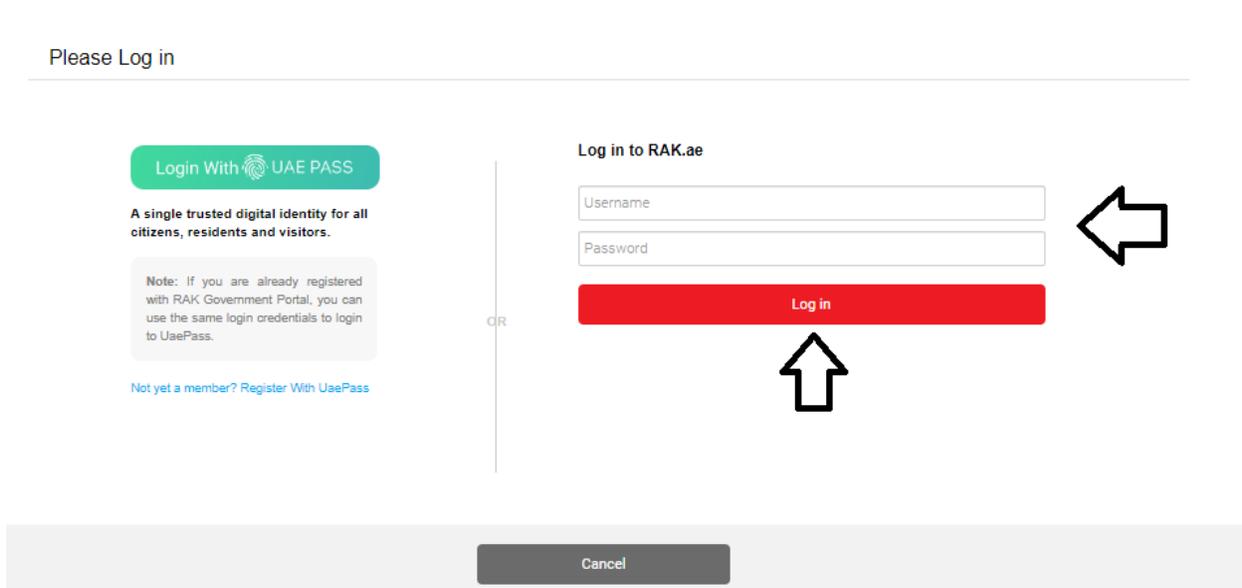
Once Customer Happiness completes updating the customer details, the customer can easily use the electronic service

The customer must click on to start the service to submit the case



1.1) Procedure

Enter your RAK Government Portal username and password which you have previously created, then press on the "Log in" button



1.2) Procedure

Select the establishment to which the product belongs

1.3) Procedure

Go to “Register New Product” then click ok

حكومت
Al Khaimah

الصفحة الرئيسية
عن رأس الخيمة
دليل الخدمات
الجهات الحكومية
هيئة الحكومة الالكترونية
مركز الإعلام

Public Health Services

Company Information

My cases (ZH)

Select Establishment

Establishment Name: البيوي لعائلة العلابس المسافية

Product Registration

New Product Registration

Get Drafts

Ok

Product Creation Request

Product Code

International Bar code:

Product Code in other emirates:

HS Code:*

Code Reference

Basic Information

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 and amend the required details.

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

Search

Product Code	RAK Product Code	International Bar code	Product Name(EN)	Product Name(AR)	Brand Name(EN)	Brand Name(AR)	HS Code
900381		6291001000029	Masafi	مَسَافِي	Masafi	مَسَافِي	30003
900388		6291001000229	Masafi	مَسَافِي	Masafi	مَسَافِي	30003
900398	900398	6291001000028	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...
900400		6291001000030	Masafi	1مَسَافِي	Masafi	1مَسَافِي	01020 ...
900402		6291001000033	Masafi	1مَسَافِي	Masafi	1مَسَافِي	01020 ...
900407		6291001008888	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...
900476	900476	6291001000029	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...
900488	RAK-FLAR-900488	1254897	MASAFI	مَسَافِي	MASAFI	مَسَافِي	12345
900489	900489	1254897	MASAFI	مَسَافِي	MASAFI	مَسَافِي	12345
900496	RAK-FLAR-900496	6291001000029	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...

1.4) Procedure

If the customer want 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

Search Clear Entries

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	مَسَافِي	Masafi	مَسَافِي	30003
900388		6291001000229	Masafi	مَسَافِي	Masafi	مَسَافِي	30003
900398	900398	6291001000028	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...
900400		6291001000030	Masafi	1 مَسَافِي	Masafi	1 مَسَافِي	01020 ...
900402		6291001000033	Masafi	1 مَسَافِي	Masafi	1 مَسَافِي	01020 ...
900407		6291001008888	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...
900476	900476	6291001000029	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...
900488	RAK-FLAR-900488	1254897	MASAFI	مَسَافِي	MASAFI	مَسَافِي	12345
900489	900489	1254897	MASAFI	مَسَافِي	MASAFI	مَسَافِي	12345
900496	RAK-FLAR-900496	6291001000029	Masafi	مَسَافِي	Masafi	مَسَافِي	010301...

Copy Product Create New Product Back To Initial Screen

1.5) Procedure

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

1 2 3

Product Information Ingredients/Additives Additional information

Product Creation Request [Help](#)

Product Code

International Bar code: HS Code:* [Code Reference](#)
 Product Code in other emirates:

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
- Then select Storage Instructions and enter the description in Arabic and English
- Enter the expiry period whether (day, month or year)
- 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 main packaging material and its sub category.

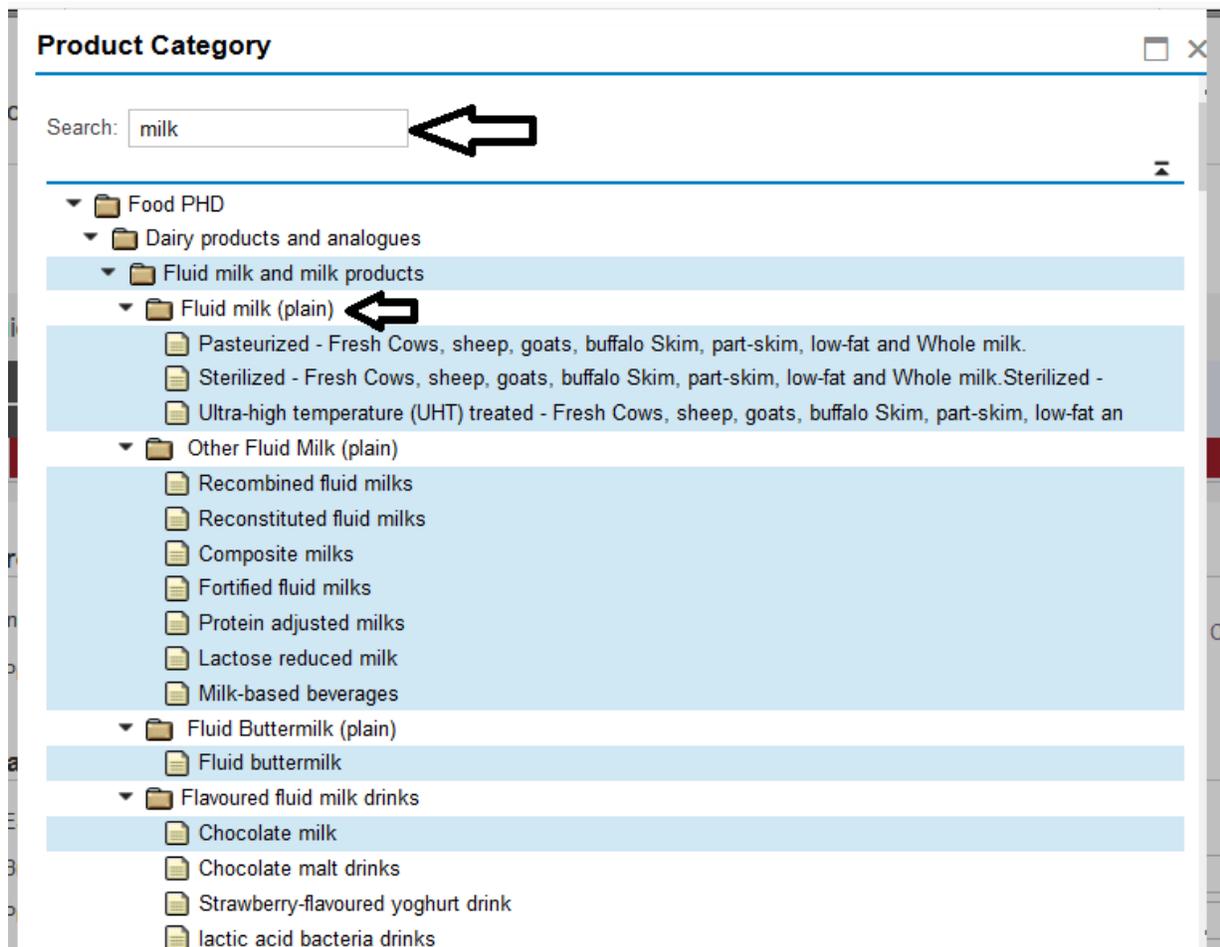
2.1 Choosing Product Category

Basic Information

ESMA Certificate No.:	<input type="text" value="485674562345123"/>	Brand Name(AR):	<input type="text" value="مساقي"/>
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 produc"/>
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"/>		
Storage Condition:*	<input type="text" value="Chilled (Below 5 °C)"/>		
Shelf life:*	<input type="text" value="365"/>		
Instructions for use(EN):	<input type="text" value="save in dry cold place"/>		
Instructions for use(AR):	<input type="text" value="احفظ في مكان جاف بارد"/>		

The customer can select the product category by using the advanced search function and typing the words they wish to search for in the main or sub-category lists

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 - then the customer can manually enter the category name in the “Example” 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"/>	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"/> ▼		
Storage Condition:*	<input type="text" value="Chilled (Below 5 °C)"/> ▼		
Shelf life:*	<input type="text" value="365"/>		

2.2 Entering Product Partner Details:

1.7) Procedure

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

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 راس 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"/>		

2.3 Certificates Check List :

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 as shown above
- 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)

2.4 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				
	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"/>	

Attachment List

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 p	<input type="button" value="Upload"/>	
	<input type="checkbox"/>	Genetically modified foo	<input type="button" value="Upload"/>	
	<input type="checkbox"/>	Halal certificate	<input type="button" value="Upload"/>	
	<input type="checkbox"/>	Health and nutritional Cl	<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"/>	

Add Attachment

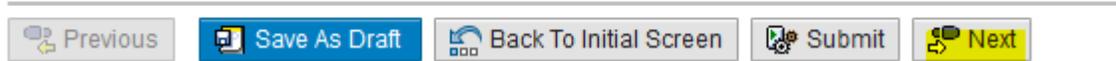
Attachment Details

Document Type:*

Attachment:* No file selected.

1.10) Procedure

Navigate to the “**Ingredients and Additives**” by clicking “**Next**” or the “**Ingredients/Additives**” buttons as shown above



Product Creation Request [?](#) Help

2.5 Ingredients / Additives:

- 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 “hypoallergenic” or not if choosing “Other” in addition to determining the quantity as shown above

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

Ingredient Search

Search Criteria

Ingredient Category	contains		+ -
Ingredient Class	contains		+ -
Ingredients	contains	milk	+ -

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 is no Ingredients in the search list :

الإجراء (1.12)

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 components field (EN)**, add the name of the component in Arabic in the **other components 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**

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

- Additives

1.12) 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		+ -
Additive Description	contains		+ -
Additive Key	contains	1105	+ -

Search Clear Entries

Additive Category	Additive Key	Additive Description
Preservative	1105	Lysozyme

- If there is no additives in the search list :

1.15) 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))

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	دلتاي الأستين

2

2.6 Nutritional information:

1.13) Procedure

- Navigate to the Nutritional Information screen by clicking **Next**. The screen will appear as shown above.
- Add the nutritional element 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

Product Creation Request [Help](#)

Nutritional Information

Serving Size:	<input type="text" value="100.000"/>	Serving Size unit:	<input type="text" value="ml"/>
Serving Size per Container:	<input type="text" value="100.000"/>	Total Calories:	<input type="text" value="200"/> <input type="text" value="Kilocalorie"/>

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

By adding a new element

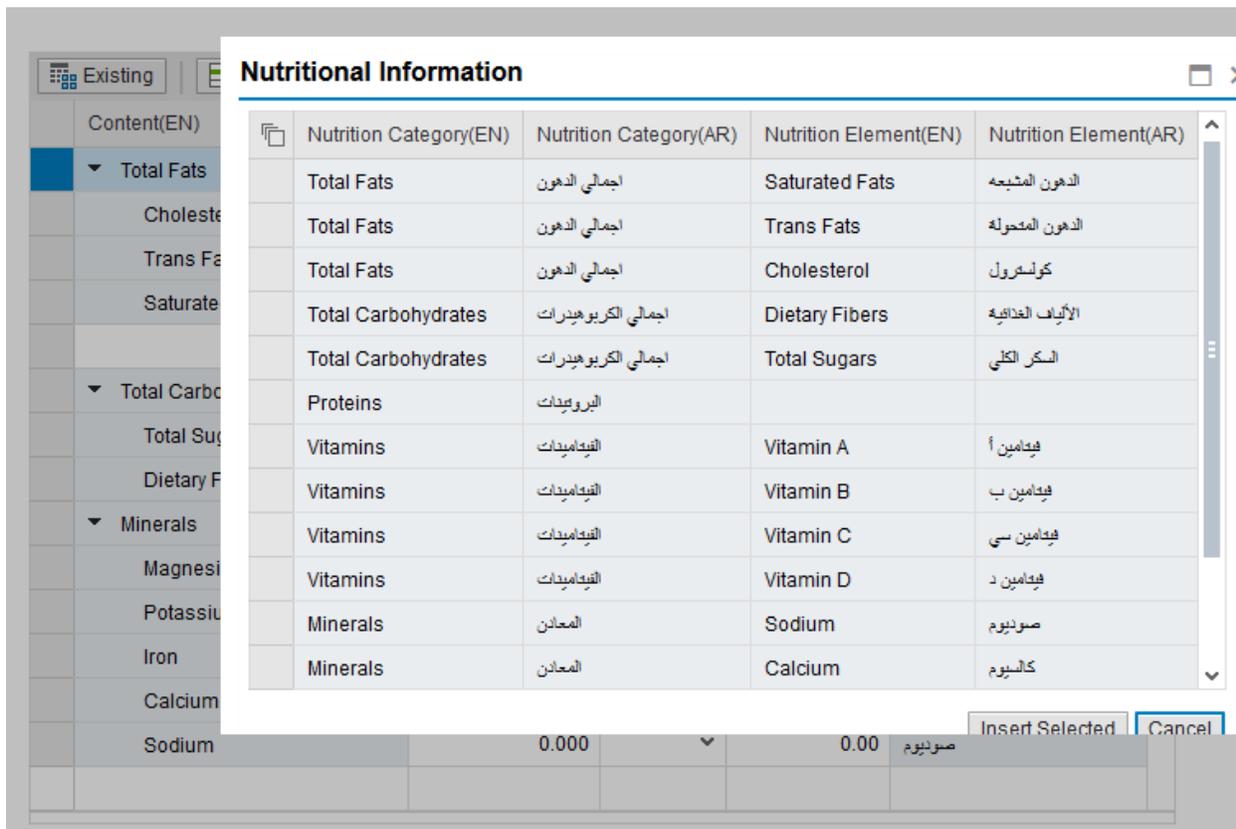
Existing		Add Category	Add Nutrition	Delete
Content(EN)	Quantity(gm/mg)	Unit	% Daily Value *	Content(AR)
▼ Total Fats	0.000	▼	0.00	اجمالي الدهون
Cholesterol	0.000	▼	0.00	كولسترول
Trans Fats	0.000	▼	0.00	الدهون المتحولة
Saturated Fats	0.000	▼	0.00	الدهون المشبعة
▼ Total Carbohydrates	0.000	▼	0.00	اجمالي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

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



The screenshot shows the SAP 'Nutritional Information' dialog box. The dialog has a title bar with a close button. Below the title bar is a table with four columns: Nutrition Category(EN), Nutrition Category(AR), Nutrition Element(EN), and Nutrition Element(AR). The table lists various nutritional components and their corresponding Arabic names. At the bottom of the dialog, there are buttons for 'Insert Selected' and 'Cancel'. Below the dialog, a portion of the main SAP interface is visible, showing a table with columns for 'Sodium' and '0.000', and a value of '0.00' with the unit 'صوديوم' (Sodium).

Nutrition Category(EN)	Nutrition Category(AR)	Nutrition Element(EN)	Nutrition Element(AR)
Total Fats	اجمالي الدهون	Saturated Fats	الدهون المشبعة
Total Fats	اجمالي الدهون	Trans Fats	الدهون المتحولة
Total Fats	اجمالي الدهون	Cholesterol	كوليسترول
Total Carbohydrates	اجمالي الكربوهيدرات	Dietary Fibers	الالياف الغذائية
Total Carbohydrates	اجمالي الكربوهيدرات	Total Sugars	السكر الكلي
Proteins	البروتينات		
Vitamins	الفيتامينات	Vitamin A	فيتامين أ
Vitamins	الفيتامينات	Vitamin B	فيتامين ب
Vitamins	الفيتامينات	Vitamin C	فيتامين سي
Vitamins	الفيتامينات	Vitamin D	فيتامين د
Minerals	المعادن	Sodium	صوديوم
Minerals	المعادن	Calcium	كالميوم

2.7 Label Check list :

1.14) Procedure

Enter the above shown details then click “**Submit**”

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

Label Checklist

Slaughtered Date: FALSE ▾

Production Date: FALSE ▾

Expiration Date: FALSE ▾

Remarks

1.15) Procedure

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

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

Case ID: 103378

 Back

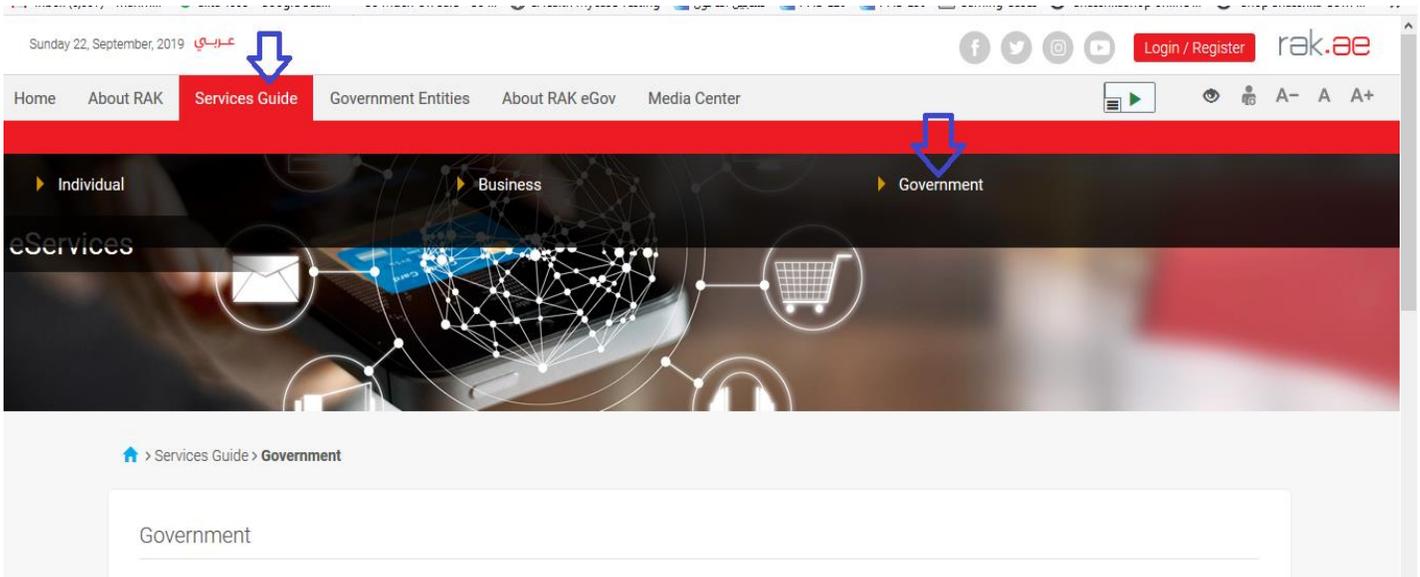
 Copy Product

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

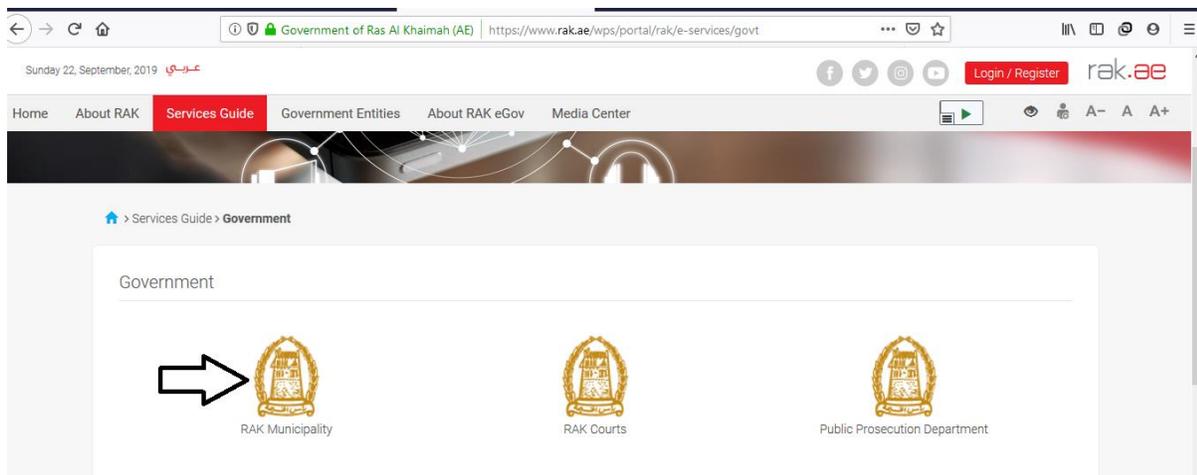
- 1- The case can be paid through MBME Machine
- 2- The case can be paid through the phone application (MRAK)
3. The case can be paid by visiting the Customer Happiness Center in the Public Health Department to pay by e-Dirham card or credit card.
4. The case can be paid by logging into the RAK website and treating all transactions

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

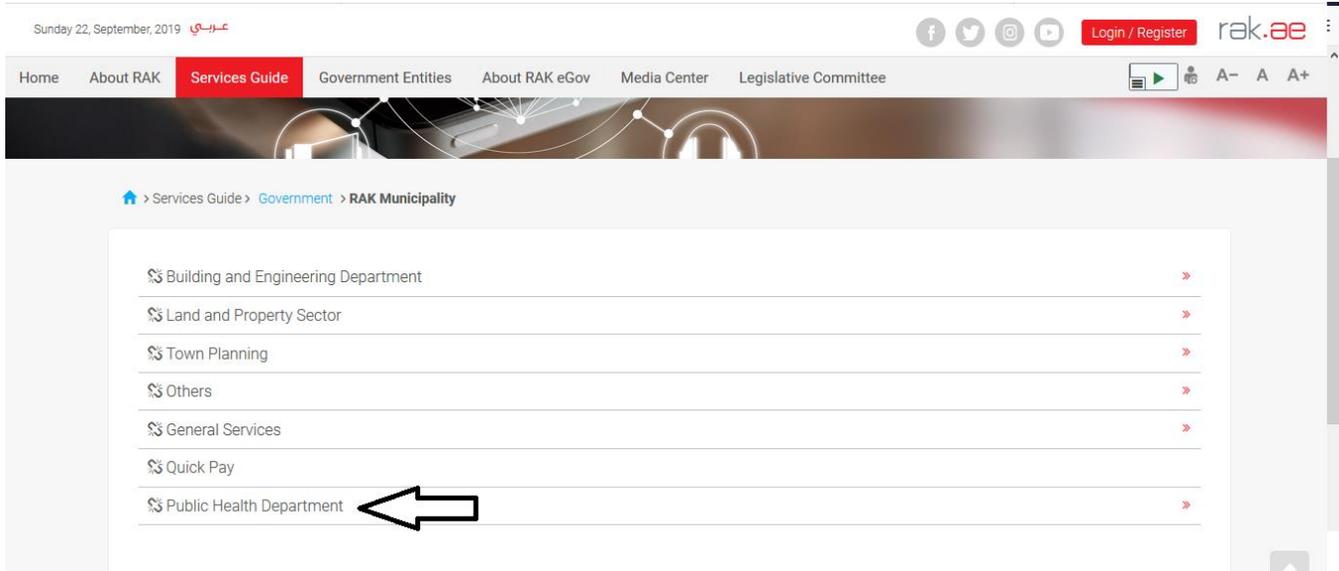
7- RAK Government portal by clicking the Service Guide then clicking Government



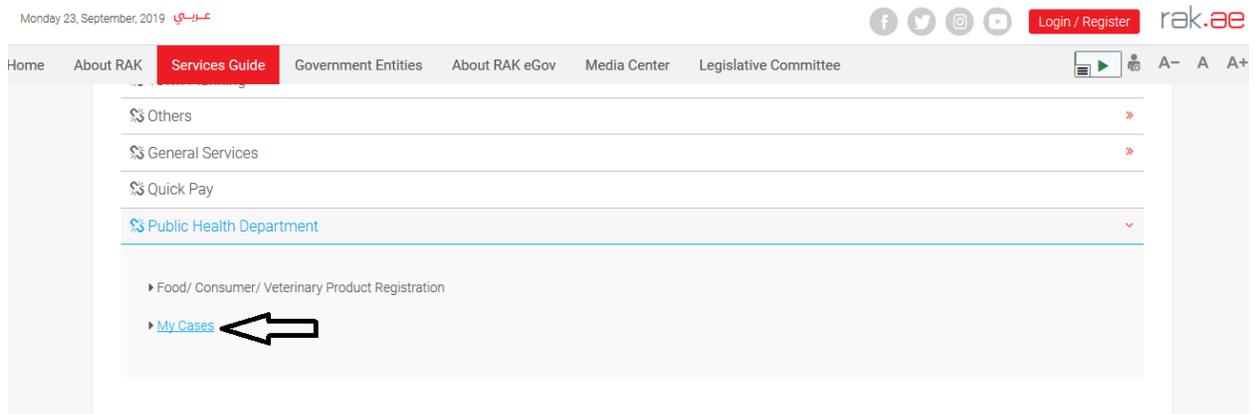
8- Then selecting Ras Al Khaimah Municipality



9- Then selecting the Public Health Department



10- Then clicking My Cases



2. My cases

1.1) Procedure

Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button

Please Log in

Login With UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

Not yet a member? [Register With UaePass](#)

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

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 company 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)

The screenshot shows the 'Public Health Services' application interface. At the top, there are navigation tabs: 'Product Registration Request', 'My Notification', and 'My cases (ZH)'. Below this is a 'Case Registration' section with a 'My Cases' link and a 'Help' icon. The main area displays a table titled 'My Cases' with columns for Service ID, Service type description, Number, Year, Type, Applicant, Created On, Final Decision, and Status. The table contains several rows of data, with the first row (ID 103378) highlighted. Below the table, there are buttons for 'Case Details', 'Case Documents', and 'Payment Requests'. An arrow points to the 'Case Details' button. To the right of these buttons are dropdown menus for 'Creation date frame' (set to 'All') and 'Case Status' (set to 'Open Cases'). At the bottom left, it says 'Total number of cases: 18'.

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

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

The screenshot shows the 'Details for case with ID 103378' screen. The title bar indicates the case ID. The main content is divided into two sections: 'Case Attributes' and 'Case Notes'. The 'Case Attributes' section lists various details:

- Establishment: البوي لخليفة الملاين السقاية
- 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 cmnts AR:
- GMO Food cmnts EN:
- HealthNutritioncmntAR:
- 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

The 'Case Notes' section is currently empty. At the bottom right, there is a 'Close' button.

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

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	Sta
103378	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	22.09.2019 20:20:21		In I
103370	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	22.09.2019 10:13:02		In I
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 09:45:59		Pe
103144	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 09:51:38		Pe
103126	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	12.09.2019 06:12:14	Approved	Co

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Oper

Total number of cases: 18

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

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	Sta
103378	H04 - Product R					2019 20:20:21		In I
103370	H04 - Product R					2019 10:13:02		In I
103174	H04 - Product R					2019 09:56:48	Approved	Co
103173	H04 - Product R					2019 09:45:59		Pe
103144	H04 - Product R					2019 09:51:38		Pe
103126	H04 - Product R					2019 06:12:14	Approved	Co

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Oper

Total number of cases: 18

Documents for case with ID 103378

Case Documents

File Description	
1017057.pdf	
SAP t-code Egypt support 2.PNG	

Download all attachments

Close

3. Payment method through RAK Government website:

- . Select the transaction to be paid

Case Registration

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

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.

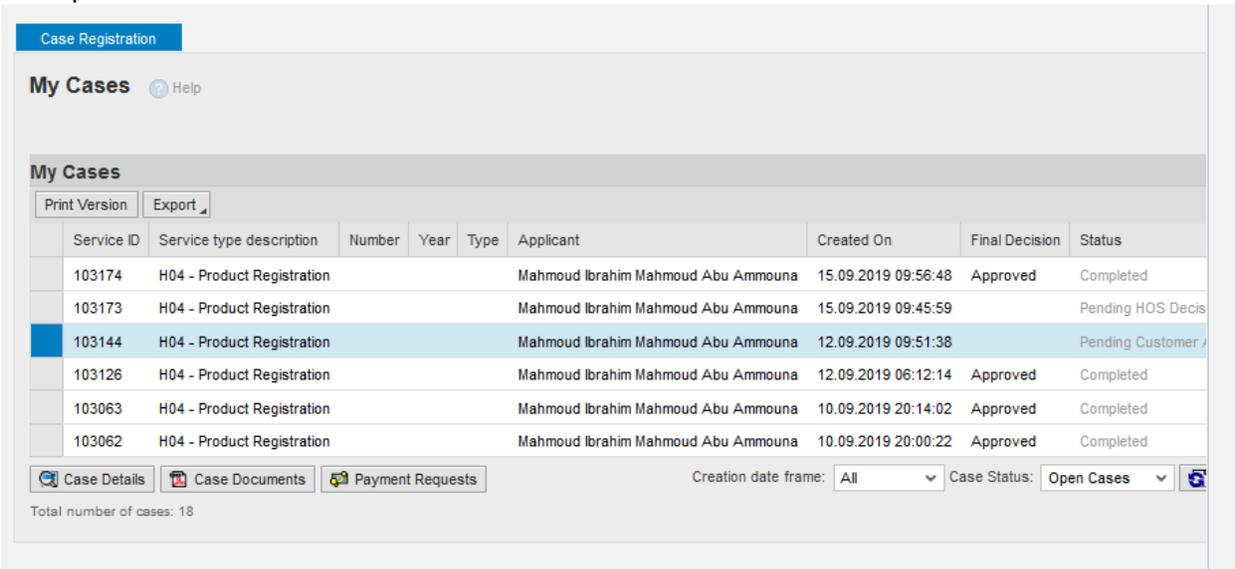
Pay Cancel Back

mastercard VISA e-dition

4. Pending Customer Action

If the Transaction Status is “Pending Customer Action”

Example: Transaction No. 103144



Case Registration

My Cases [Help](#)

My Cases

Print Version Export

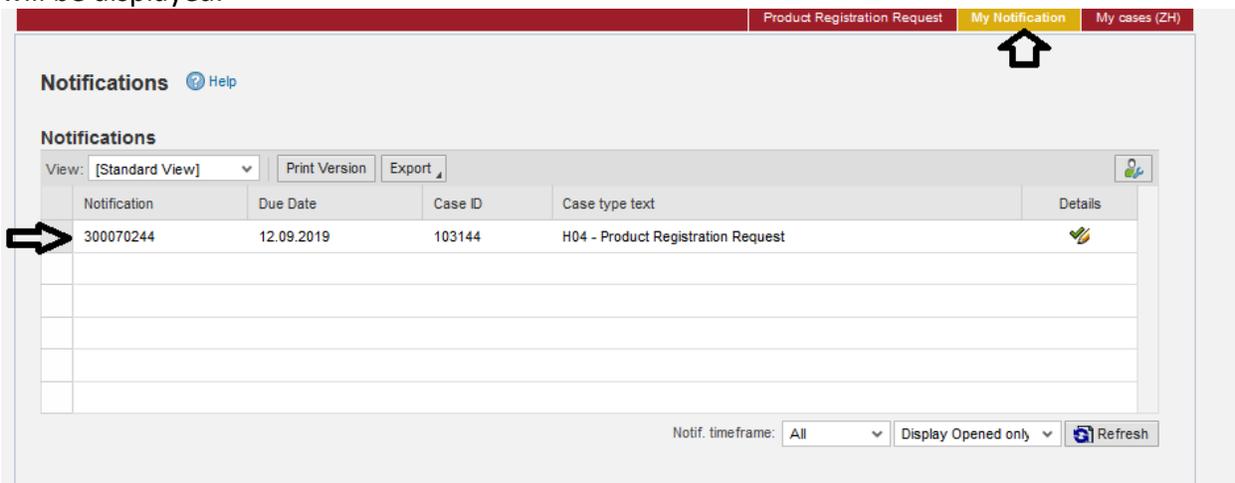
Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
103174	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	15.09.2019 09:56:48	Approved	Completed
103173	H04 - Product Registration				Mahmoud Ibrahim Mahmoud Abu Ammouna	15.09.2019 09:45:59		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 entry 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	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	

Clear



Previous Update Next

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

Open Case

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

Complete

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