



# User Guide for: Modifying a Registered Product on SAP

**For Food, Consumer & Veterinary Products**

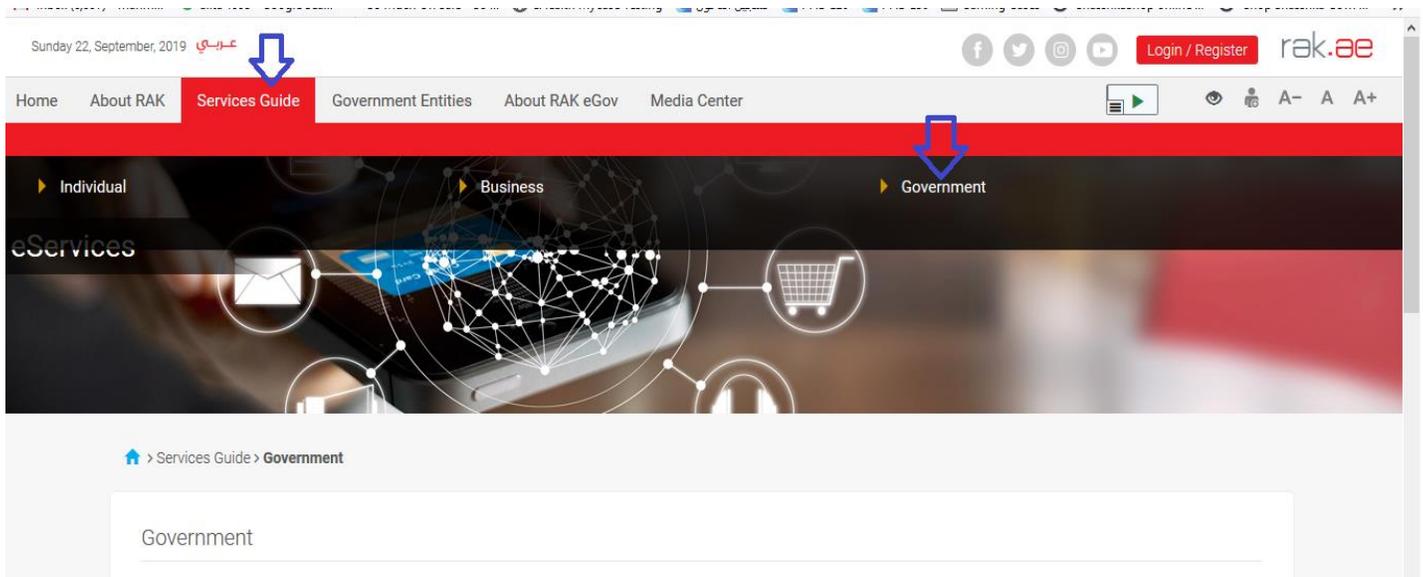
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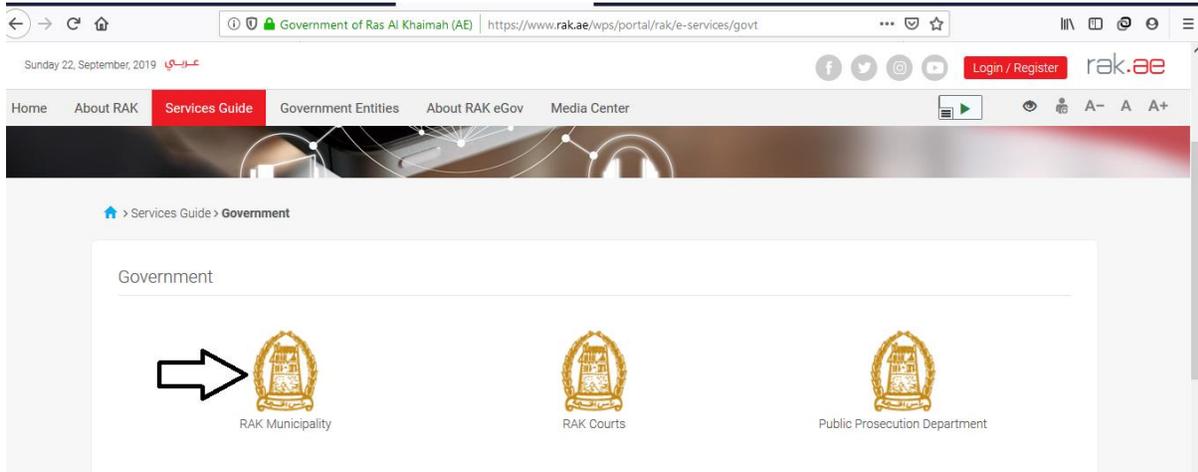
## Introduction

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.

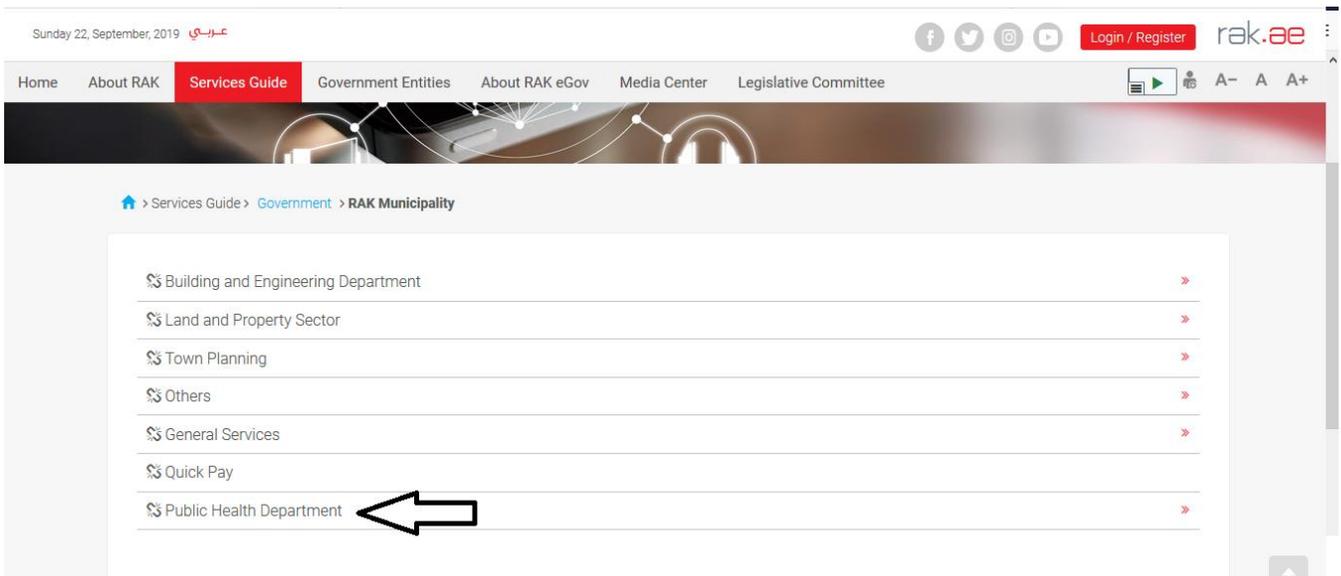
The required documents for company or product registration can be found on the RAK Government portal by clicking the Service Guide then clicking Government



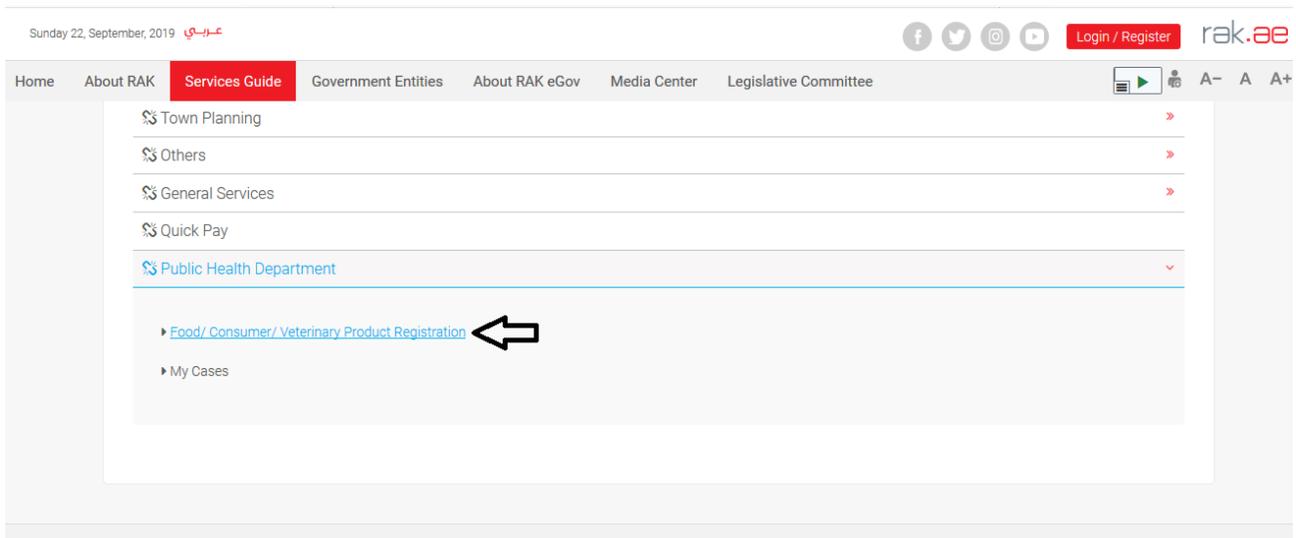
## 1- then selecting Ras Al Khaimah Municipality



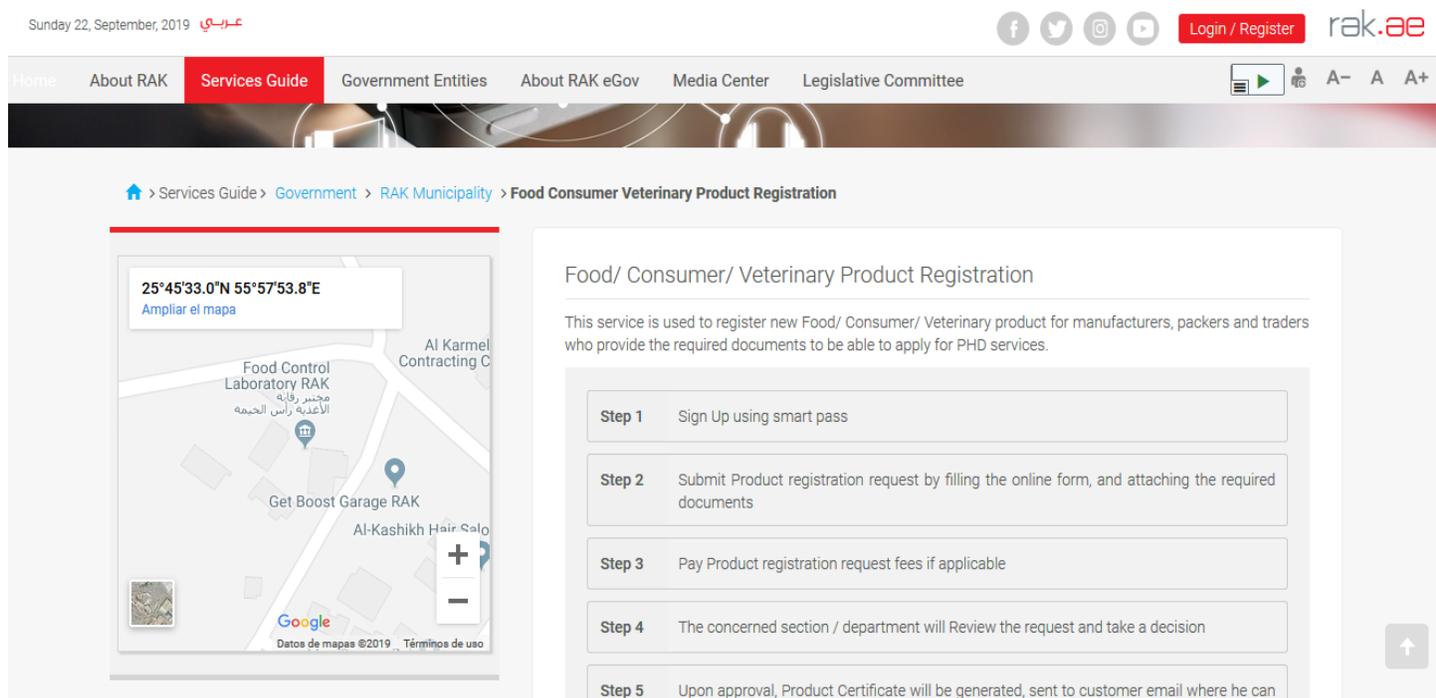
## 2- then selecting the Public Health Department



### 3- then clicking Food/Consumer/Veterinary Product Registration



### 4- All information related to product registration/modification 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

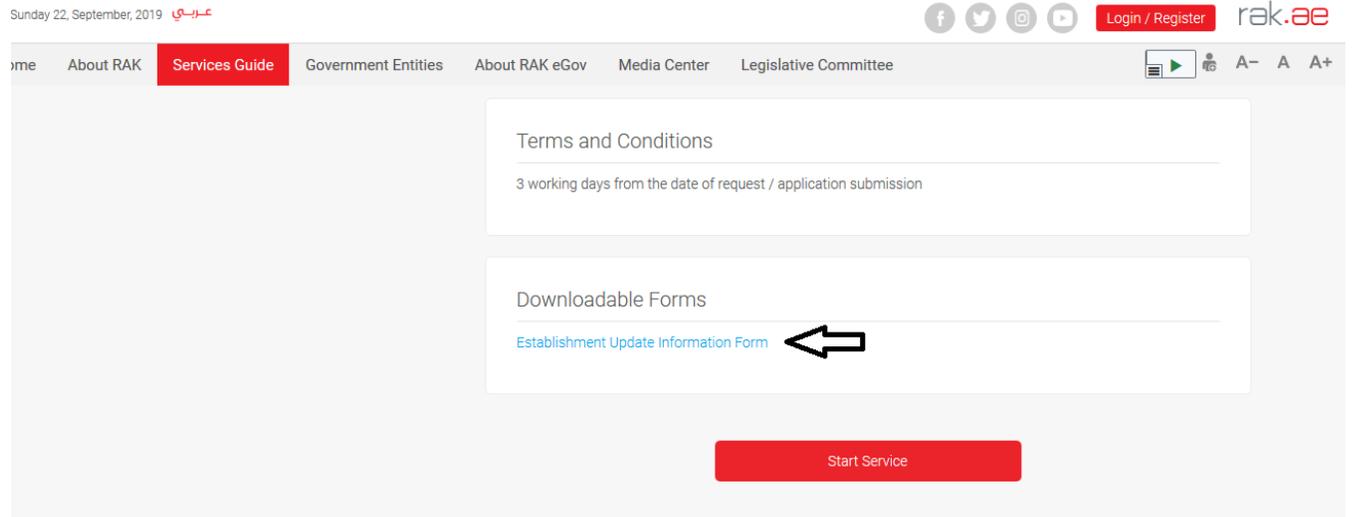
Sunday 22, September, 2019 عربي

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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

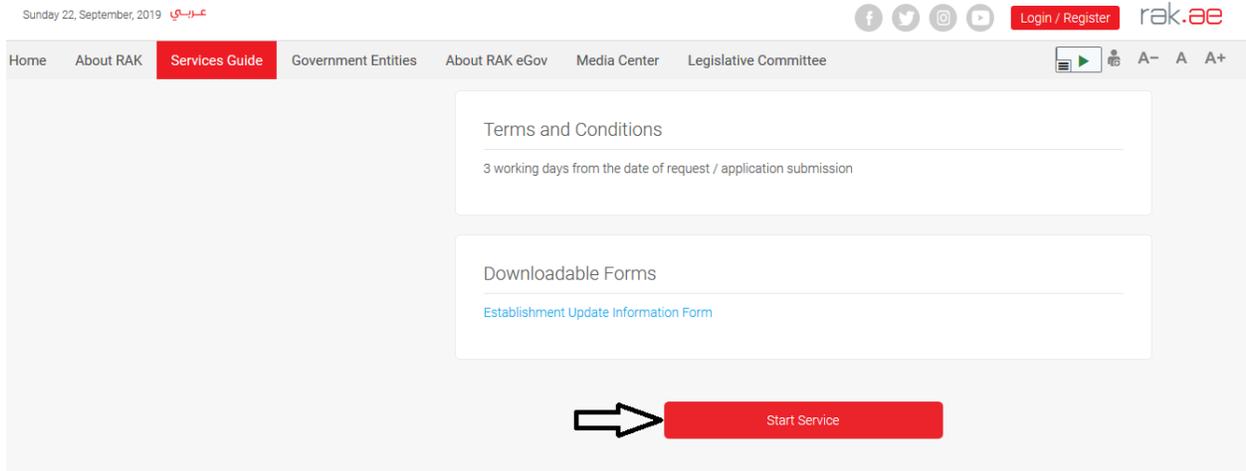
**The Customer must also register a company representative (an individual) by providing the following documents:**

- 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

## Logging in

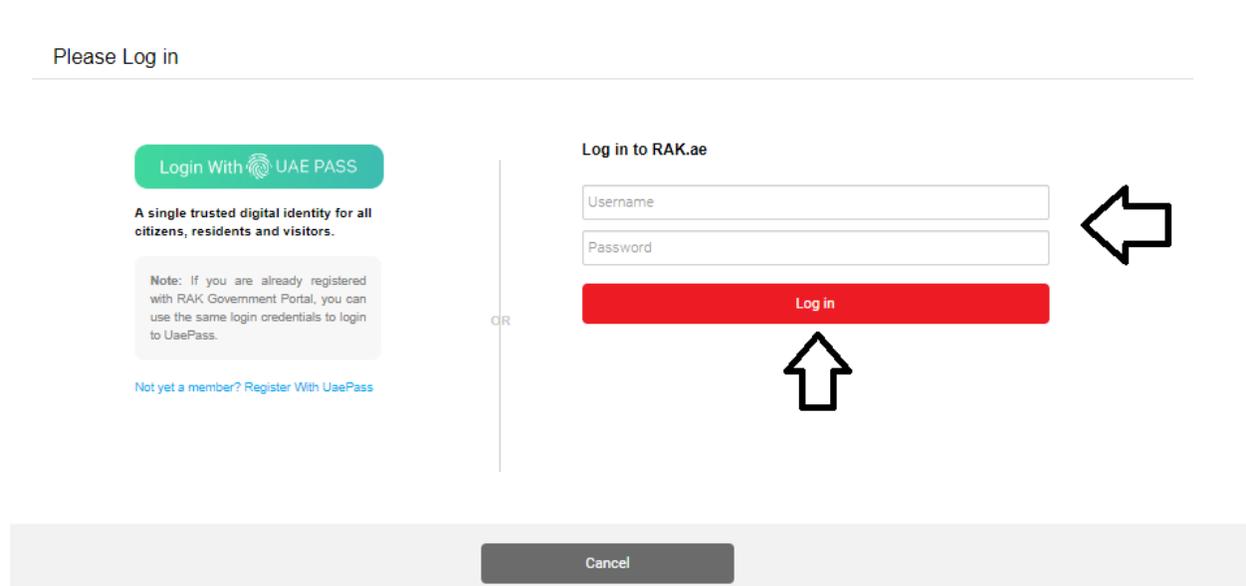
Once Customer Happiness completes updating the customer details, the customer can easily use the electronic service

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



## Product Modification request submission

### 1.2) Procedure

- Select the establishment to which the product belongs

Public Health Services

Product Modification

Previous

Certificates Ch

حلال HALAL

Comments (EN):

Comments (AR):

**Company Information**

**Select Establishment**

Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور

Request Type: Product Registration

**Product Registration**

New Product Registration

Get Drafts

Ok

### 1.3) Procedure

- Select “Product modification” option from the “Request Type” drop down list

2

ents/

ck To

elp

**Company Information**

**Select Establishment**

Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور

Request Type: Product Modification

**Product Modification**

Existing Product Modification

Get Drafts

Ok

Product category(AR):

### 1.3) Procedure

- Go to “Existing Product modification”
- Insert the product Code directly or click the search icon to search for it with any of the search criteria
- Select the product record and click Select Button then Ok button in the company information popup window

The screenshot shows the SAP Public Health Service interface. The main window is titled 'Company Information' and has a 'Product Modification Request' section with 'Existing Product Modification' selected. A red box highlights this option, and a red arrow points to the search icon. The 'Company Information' popup window is open, showing search criteria and a table of product records. The table has the following data:

Product Code	RAK Product Code	International Bar code	Product Name(EN)	Product Name(AR)	Brand Name(EN)	Brand Name(AR)	HS Code
900759	RAK-VLAR-900759	9421023610112	ProV create for ...	ProV create for ...	ProV create for ...	ProV create for ...	11235
900762	RAK-VLAR-900762	HEND3344567	Hend Vet Referen...	هند فيت مرجع_26 فبراير	Hend Vet Brand...	هند فيت_26_فبراير	1233

The record with Product Code 900762 is highlighted in blue. Below the table, the 'Select' button is highlighted with a red box.

## 1.4) Procedure

- The product details page opens and user can edit in editable fields of each page
- In Product Modification page, user can edit on :
  - Storage Condition
  - Shelf life
  - Shelf life unit
  - Instructions for use (EN)
  - Instructions for use (AR)

### Product Modification Request

Product Modification Request [Help](#)

1 Product Information 2 Ingredients/Additives 3 Nutritional Information 4 Attachments \ Certificate Checklist

[Previous](#) [Save As Draft](#) [Back To Initial Screen](#) [Submit](#) [Next](#)

---

#### Product Modification Request [Help](#)

#### Product Code

International Bar code:  HS Code:\*  [Code Reference](#)

Product Code in other emirates:  ESMA Certificate No.:

---

#### Basic Information

Brand Name(EN):	<input type="text" value="Hend Vet Brand_26Feb"/>	Brand Name(AR):	<input type="text" value="هند فيتوراند 26 فبراير"/>
Product Name(EN):*	<input type="text" value="Hend Vet Reference_26Feb"/>	Product Name(AR):*	<input type="text" value="هند فيت ارجع 26 فبراير"/>
Product Type:*	<input type="text" value="Veterinary PHD"/>	Product category:*	<input type="text" value="19.6.1"/> <a href="#">Pick</a>
Product category(EN):	<input type="text" value="Live Animals, Birds and Ins..."/>	Product category(AR):	<input type="text" value="Live Animals, Birds and Insects"/>
Product category1(EN):	<input type="text" value="Others"/>	Product category1(AR):	<input type="text" value="Others"/>
Product category2(EN):	<input type="text" value="Others"/>	Product category2(AR):	<input type="text" value="Others"/>
Product category3(EN):	<input type="text"/>	Product category3(AR):	<input type="text"/>
Example Description(EN):	<input type="text" value="Animals for zoos, fairs, scie..."/>	Example Description(AR):	<input type="text" value="Animals for zoos, fairs, scientific ..."/>
Product Risk type:	<input type="text" value="High"/>		
Package type category:	<input type="text" value="Plastic"/>	Package type sub category:	<input type="text" value="Polyethylene (PE)."/>
Weight:	<input type="text" value="50.000"/> <input type="text" value="Kilogram"/>	Volume:	<input type="text" value="0.000"/>
Storage Condition:*	<input type="text" value="Chilled from 1 to 4 °C"/>		
Shelf life:*	<input type="text" value="122"/>	Shelf life unit:*	<input type="text" value="Months"/>
Instructions for use(EN):	<input type="text" value="_26 فبراير modification"/>		
Instructions for use(AR):	<input type="text" value="تعديل"/>		

---

#### Product Partner Details

## 1.5) Procedure

- In Ingredients/Additives page
  - User can Add new or edit/delete existing Ingredient.
  - User can Add new or edit/delete existing Additive.

### Product Modification Request



Previous Save As Draft Back To Initial Screen Submit Next

### Product Modification Request [Help](#)

#### Ingredients

Add New Delete

Search

*Ingredient Category	*Ingredient Class	Ingredients	Other Ingredient(EN)	Other Ingredient(AR)	Quantity (%)	Hypersensitive
			new	ننو	15.00	<input type="checkbox"/>
Pet Food	Pet Food ...	Egg			9.00	<input type="checkbox"/>
Poultry Feed	FATS AN...	Tallow			7.00	<input type="checkbox"/>
Poultry Feed	CEREAL ...	Barley			6.00	<input type="checkbox"/>
Poultry Feed	MINERAL...	Zinc			4.00	<input type="checkbox"/>

#### Additive

Add New Delete

Search

*Additive Category	*Additive	Other Additive(EN)	Other Additive(AR)
Antifoaming agent	Polydimethylsil...		
		dfóff	ffóff
		new	ننوونووو
Emulsifier	Distarch phosp...		

Previous Save As Draft Back To Initial Screen Submit Next



## 1.7) Procedure

- In Attachments/ Certificates page:
  - The “Fees exemption” option is not found exist in the page (Unlike Product Registration Request)
  - User can edit on certificates Check list (select / unselect)
  - User can edit on certificates Check list (Comment (EN) and Comment (AR))
  - User can edit on Label Check list (select / unselect)
  - User can edit on Remarks
  - User can edit on all attachments (add new or remove/replace existing) taking into consideration that mandatory attachments should be existing and all of selected certificates’ attachments are there

Public Health Services

### Product Modification Request

1 Product Information   2 Ingredients/Additives   3 Nutritional Information   4 Attachments \ Certificate Checklist

Previous Save As Draft Back To Initial Screen Submit Next

#### Certificates Check List

	Halal Certificate:	Yes		
	Irradiated Product:	No		
	Organic food:	Yes	Comments (EN): إضافة في التحليل	Comments (AR):
	Genetically Modified:	No	Comments (EN):	Comments (AR):
	Health & nutritional Claim:	No	Comments (EN):	Comments (AR):
	Primary Packaging Picture:	No	Comments (AR):	Comments (EN):

#### Label Checklist

Slaughtered Date : Yes   Production Date : Yes

Expiration Date: Yes

#### Remarks

## Attachment List

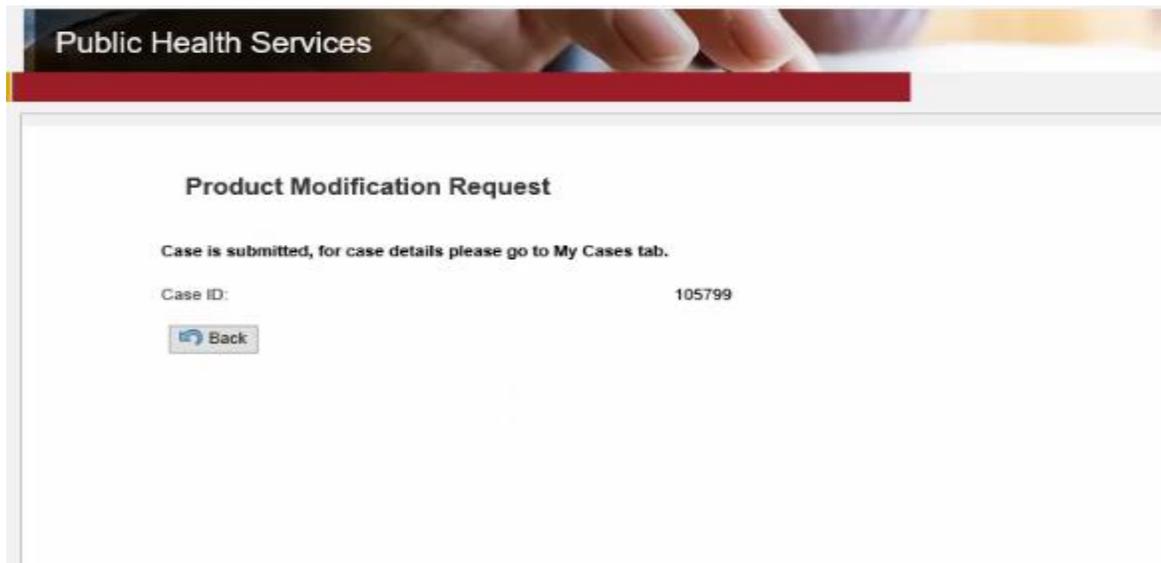
Print Version				
	Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Label Picture	Upload	PHD - Label Picture.PNG
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Product Picture	Upload	PHD - Product picture.PNG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

Clear

[Previous](#) [Save As Draft](#) [Back To Initial Screen](#) [Submit](#) [Next](#)

### 1.8) Procedure

- When user finishes his modifications, he has options to:
  - "Save As Draft" to save the change for later
  - "Submit" to complete the request
  - or even cancel the modifications by selecting "Back To Initial Screen" and confirm leaving the page in the displayed confirmation message
- Click "**Submit**" and confirm the submission in the displayed confirmation message
- A screen will appear stating that the case is submitted in addition to a **case ID**. You may return to the main page by clicking "**Back**"

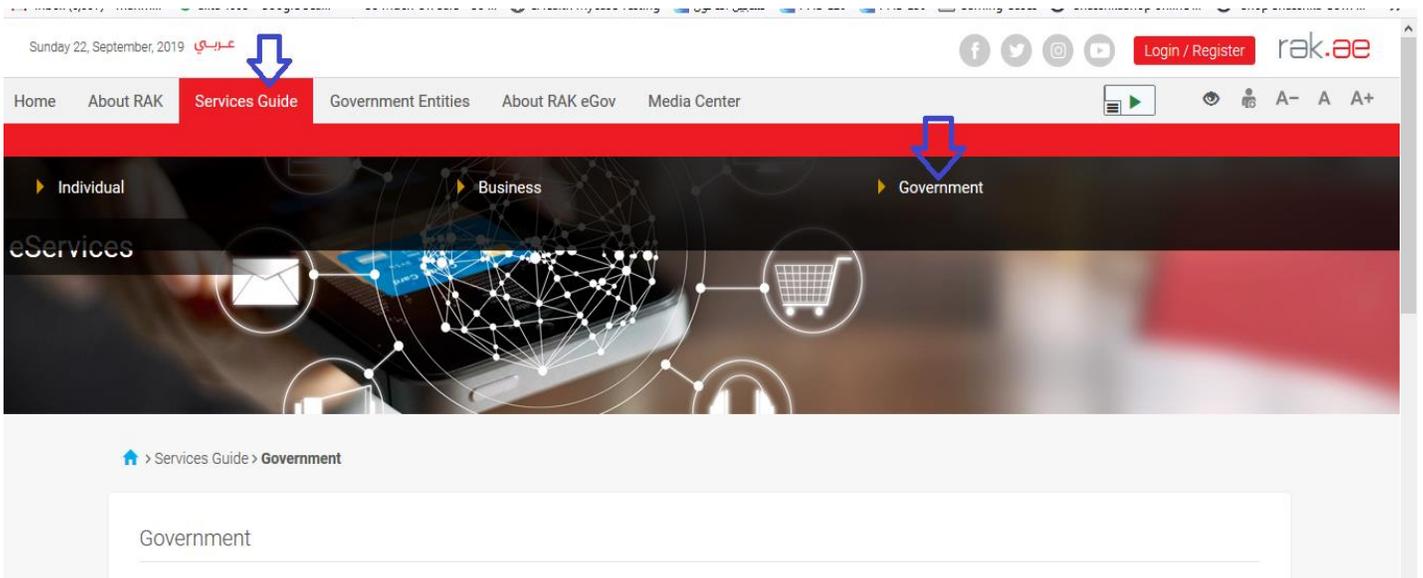


After the request is submitted, the case is addressed for the PHD employees for handling and no fees are requested from customer.

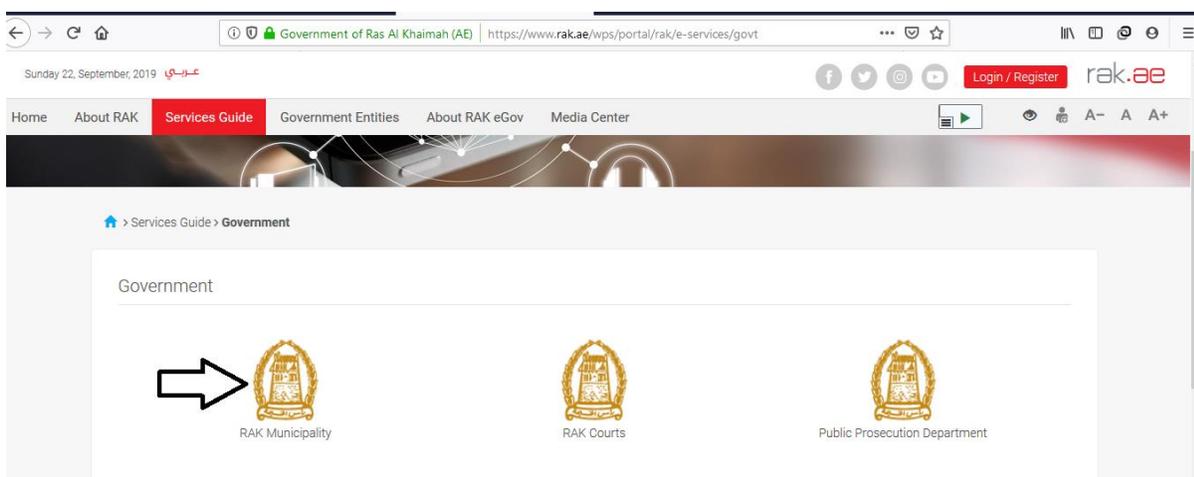
## My Cases

Submitted request are found in “My cases tab”, to access it please visit the Ras Al Khaimah Government website at [www.rak.ae](http://www.rak.ae) as shown on the screen below.

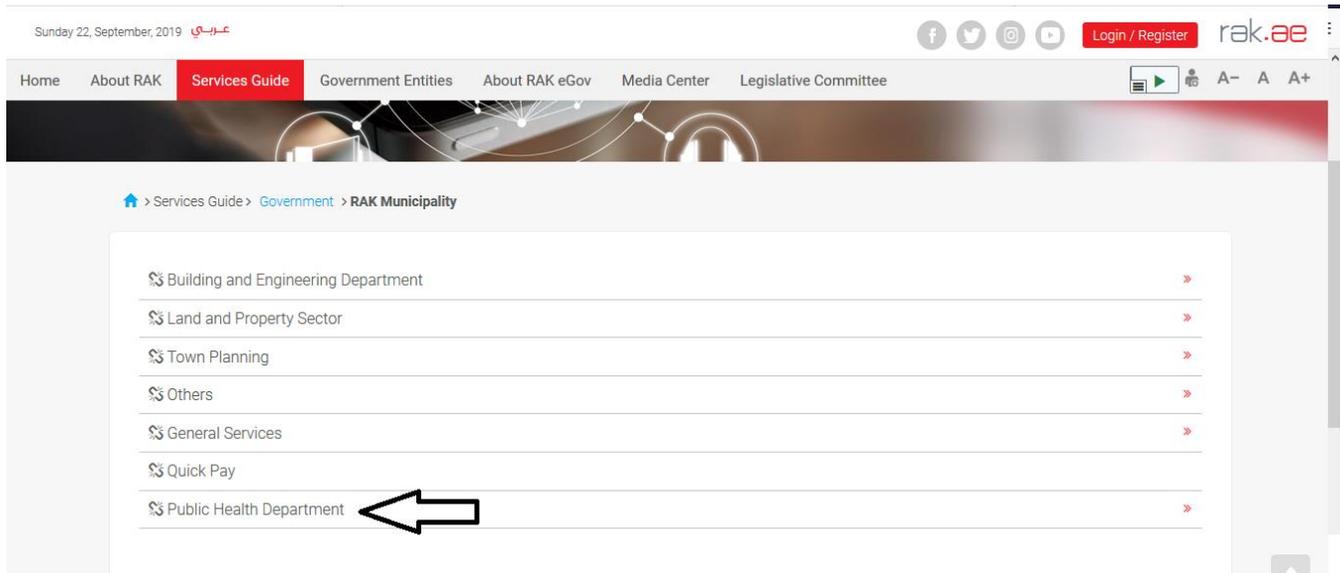
RAK Government portal by clicking the Service Guide then clicking Government



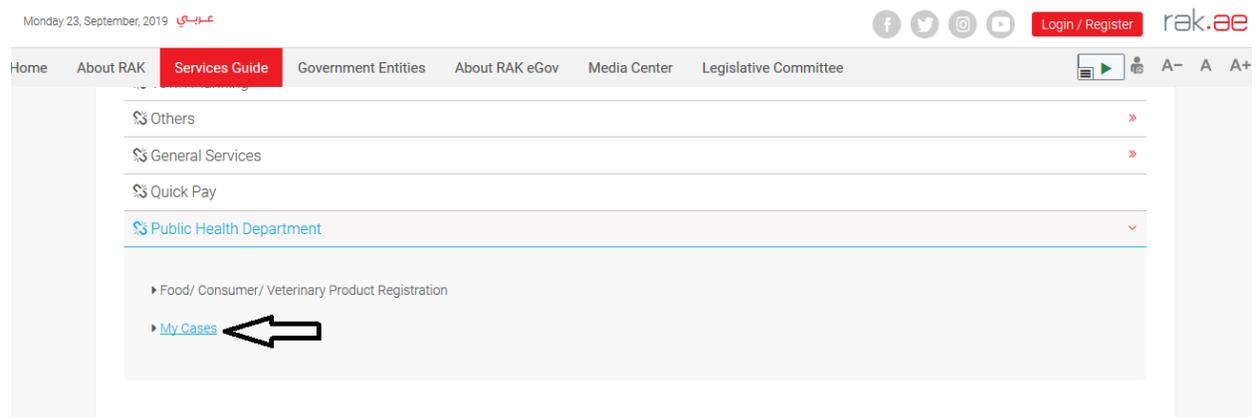
Then selecting Ras Al Khaimah Municipality



Then selecting the Public Health Department



Then clicking **My Cases**



Logging in

### 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

The login page features two main sections. On the left, there is a 'Login With UAE PASS' button and a note stating: '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'. On the right, under 'Log in to RAK.ae', there are input fields for 'Username' and 'Password', and a red 'Log in' button. A 'Cancel' button is located at the bottom center. Two black arrows point to the 'Log in' button: one from the right pointing left, and one from below pointing up.

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

The screenshot shows the 'Public Health Services' header and a 'Case Registration' section. The 'My Cases' tab is selected and highlighted with a red box. Below it is a table of cases. The table has columns for Service ID, Service type description, Number, Year, Type, Applicant, Created On, Final Decision, and Status. The table is also highlighted with a red box. Below the table are navigation buttons for 'Case Details', 'Case Documents', and 'Payment Requests', along with filters for 'Creation date frame' (set to 'All') and 'Case Status' (set to 'Open Cases'). A 'Refresh' button is also present. At the bottom, it says 'Total number of cases: 857'.

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
107393	H04 -Product Modification			Product Modification	عبدالله الجبلي	19.03.2020 07:03:25	Approved	Completed
107386	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:59:51		Pending HOS Decision
107385	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:56:06	Approved	Completed
107384	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:06:04	Approved	Completed
107383	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 09:39:29	Approved	Completed
107382	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 09:20:19	Approved	Completed

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)

**Public Health Services**

Case Registration

**My Cases** [Help](#)

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
107393	H04 -Product Modification			Product Modification	عبدالله الجبلي	19.03.2020 07:03:25	Approved	Completed
107386	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:59:51		Pending HOS Decision
107385	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:56:06	Approved	Completed
107384	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:06:04	Approved	Completed
107383	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 09:39:29	Approved	Completed
107382	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 09:20:19	Approved	Completed

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

Total number of cases: 857

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

**Details for case with ID 107386**

**Case Attributes**

Establishment: عبدالله الجبلي

Title: Product Modification

Case Type: H04 - Product Registration Request

CertificationIssuDt:

Last Changed by: System

Changed On: 18.03.2020 10:59:57

Created By: PORTAL1

Created On: 18.03.2020 10:59:51

Case ID: 107386

Final Decision:

GMO Food cmnts AR:

GMO Food cmnts EN:

HealthNutritioncmtAR:

HealthNutritioncmnts:

Business Partner: عبدالله الجبلي

Applicant ID: مصطفى عبد الرازق محمد احمد

Org. cmnts AR:

Org. cmnts EN:

Payment Exemption:

Service Request Type: Product Modification

Prim.Pack.pic cmt AR:

Prim.Pack.pic cmt EN:

Status: Pending HOS Decision

**Case Notes**

Linked Objects

Close

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

Public Health Services

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
107393	H04 -Product Modification			Product Modification	عبدالله الجبلي	19.03.2020 07:03:25	Approved	Completed
107386	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:59:51		Pending HOS Decision
107385	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:56:06	Approved	Completed
107384	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 10:06:04	Approved	Completed
107383	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 09:39:29	Approved	Completed
107382	H04 -Product Modification			Product Modification	عبدالله الجبلي	18.03.2020 09:20:19	Approved	Completed

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases Refresh

Total number of cases: 857

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

Registration

Cases [Help](#)

Cases

Print Version Export

Service ID	Service type description
107393	H04 -Product Modification
107386	H04 -Product Modification
107385	H04 -Product Modification
107384	H04 -Product Modification
107383	H04 -Product Modification
107382	H04 -Product Modification

Case Details Case Documents

number of cases: 857

Documents for case with ID 107386

Case Documents

File Description
PHD - Label Picture.PNG
PHD - Product picture.PNG
PHD - Halal Certificate.PNG
PHD - Organic Food.PNG

Download all attachments

Close

## Customer Action

In case a “Customer action” is required from the user, the notification to be displayed in “My Notifications” tab and user can open the case to edit and update again as in the images below:

Public Health Services

Notifications [Help](#)

Notifications

View: [Standard View] [Print Version](#) [Export](#)

Notification	Due Date	Request Type	Case ID	Case type text	Details
300086783	17.02.2020		106605	Health Certificate	
300086753	17.02.2020		106597	Health Certificate	
300086136	05.02.2020	H04 -Product Modification	106348	H04 - Product Registration Request	
300086131	05.02.2020	H04 -Product Modification	106348	H04 - Product Registration Request	
300086033	04.02.2020	H04 -Product Registration	106325	H04 - Product Registration Request	
300084813	23.01.2020	H04 -Product Registration	106062	H04 - Product Registration Request	

Notif. timeframe: All [Display Opened o...](#) [Refresh](#)

Click details icon for the notification → below screen opens

**Customer Action 300086136**

**Selected Notification**

Notification: **300086136** Case ID: **106348**  
Created on: **05.02.2020** Case Type: **ZH04 H04 - Product Registration Request**  
Requester: **Hend Gomaa Mohamed** BusinessPartner: **3000113130 مصطفي عبد الرازق محمد احمد**  
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 HOS - Public Health Department:  
asasdas

Note from Customer:

[Save](#) [Cancel](#)

User click on Open case to edit it → the case details page opens



## Product Modification Request



### Product Modification Request [Help](#)

#### Product Code

International Bar code:	<input type="text" value="HEND33445"/>	HS Code:*	<input type="text" value="123"/> <a href="#">Code Reference</a>
Product Code in other emirates:	<input type="text" value="HEND33445"/>	ESMA Certificate No.:	<input type="text" value="2344"/>

#### Basic Information

Brand Name(EN):	<input type="text" value="Hend F Brand"/>	Brand Name(AR):	<input type="text" value="هند ف ب راند"/>
Product Name(EN):*	<input type="text" value="Hend Food Reference_7"/>	Product Name(AR):*	<input type="text" value="هند ف مرجع_7"/>
Product Type:*	<input type="text" value="Food PHD"/>	Product category:*	<input type="text" value="1.1.1"/> <a href="#">Pick</a>
Product category(EN):	<input type="text" value="Dairy products and analogues"/>	Product category(AR):	<input type="text" value="Dairy products and analogues"/>
Product category1(EN):	<input type="text" value="Fluid milk and milk products"/>	Product category1(AR):	<input type="text" value="Fluid milk and milk products"/>
Product category2(EN):	<input type="text" value="Fluid milk (plain)"/>	Product category2(AR):	<input type="text" value="Fluid milk (plain)"/>
Product category3(EN):	<input type="text"/>	Product category3(AR):	<input type="text"/>
Example Description(EN):	<input type="text" value="Ultra-high temperature (UH..."/>	Example Description(AR):	<input type="text" value="Ultra-high temperature (UHT) tre..."/>
Product Risk type:	<input type="text" value="Medium"/>		
Package type category:	<input type="text" value="Glass"/>	Package type sub category:	<input type="text" value="Ampoules"/>
Weight:	<input type="text" value="0.000"/> <input type="text" value="Kilogram"/>	Volume:	<input type="text" value="10.000"/> <input type="text" value="Cubic deci..."/>
Storage Condition:*	<input type="text" value="Chilled from 1 to 4 °C"/>		
Shelf life:*	<input type="text" value="60"/>	Shelf life unit:*	<input type="text" value="Months"/>
Instructions for use(EN):	<input type="text" value="ggg"/>		

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

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

The screenshot displays the 'Product Modification Request' interface. At the top, there is a navigation bar with 'Public Health Services' and a 'quest' label. Below this, a progress bar shows four steps: 1. Product Information, 2. Ingredients/Additives, 3. Nutritional Information, and 4. Attachments | Certificate Checklist. The 'Update' button is highlighted with a red box. A modal dialog box titled 'Submit Case Creation' is open, asking 'Do you want to submit the request?' with 'Submit' and 'Cancel' buttons. The 'Submit' button is also highlighted with a red box. The background shows a 'Certificates Check List' with sections for Halal Certificate, Irradiated Product, Organic food, and Genetically Modified, each with associated dropdown menus and comment fields.

User returns to the Customer action window

**Customer Action 300086136**

### Selected Notification

Notification: 300086136	Case ID: 106348
Created on: 05.02.2020	Case Type: ZH04 H04 - Product Registration Request
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد
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 HOS - Public Health Department:

asasdas

Note from Customer:

Click "Complete" and then "Save" to complete the customer action → the notification removed from "My Notifications" tab and the case returned to its previous status.

f