

# 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



![](_page_2_Picture_4.jpeg)

### 1- then selecting Ras Al Khaimah Municipality

	C 🗅	🛈 🛈 🔒 Government of Ras Al Khaimai	h (AE) https://www.rak.ae/wps/portal/rak/e-services/govt	⊌ ☆	111\	•	00	Ξ
Sunday	عـرباي 22, September, 2019 ر			f 🕑 💿 🕨 🛛 Login / Reg	jister	rə	k.ae	•
Home	About RAK Servic	ces Guide Government Entities Ab	out RAK eGov Media Center			A-	A A	+
	↑ > Services Gui	de > Government						
	Governme	nt						
		RAK Municipality	RAK Courts	Public Prosecution Department				

### 2- then selecting the Public Health Department

nday 22, September, 20	عـربــي 19(					006	) 🖸 🔽	ogin / Register	rak.a
e About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committe	9			A- A
	(			1	2				
↑ > Se	ervices Guide > Governm	ent > RAK Municipality							
\$3	Building and Engineer	ring Department						*	
\$\$ \$\$	Building and Engineer Land and Property Se	ring Department						» »	
ম ম ম	Building and Engineer Land and Property Se Town Planning	ring Department						» »	
8 8 8 8	Building and Engineer Land and Property Se Town Planning Others	ring Department						» » »	
5 5 5 5 5	Building and Engineer Land and Property Se Town Planning Others General Services	ring Department						> > > > >	
5 5 5 5 5 5 5 5	Building and Engineer Land and Property Se Town Planning Others General Services Quick Pay	ring Department						» » »	

![](_page_3_Picture_4.jpeg)

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

Sunday 22, S	عـربــي September, 2019					f y 0	Login / Register	rak <b>.ae</b>
Home A	About RAK Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee			A- A A+
	🗯 Town Planning						»	
	🗯 Others						»	
	🗯 General Services						»	
	<table-of-contents> Quick Pay</table-of-contents>							
	🖇 Public Health Depart	ment					~	
	<ul> <li>Food/ Consumer/ Veto</li> <li>My Cases</li> </ul>	arinary Product Registratio						

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

عـربـي Sunday 22, September, 2019				Login / Register	rak <b>.ae</b>
Home About RAK Services Guide Government Entities	About RAK eGov	Media Center	Legislative Committee		A- A A+
☆ > Services Guide > Government > RAK Municipality > For	ood Consumer Veter	inary Product Regi	stration		
25°45'33.0"N 55°57'53.8"E Ampliar el mapa Food Control Laboratory RAK	Food/ Cor This service is who provide th	nsumer/ Vete used to register ne ne required docume	inary Product Registration w Food/ Consumer/ Veterinary product for manufacturer nts to be able to apply for PHD services.	rs, packers and traders	
محتدر وليه الأغذية رأس الحيمة ع	Step 1	Sign Up using s	nart pass		
Get Boost Garage RAK	Step 2	Submit Product documents	registration request by filling the online form, and attac	hing the required	
	Step 3	Pay Product reg	stration request fees if applicable		
Google Datos de mapas ©2019 Términos de uso	Step 4	The concerned	section / department will Review the request and take a d	ecision	
	Step 5	Upon approval,	Product Certificate will be generated, sent to customer en	nail where he can	

![](_page_4_Picture_4.jpeg)

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

Sunday	22, September, 201	عـربــي و						Login / Register	rək <b>.ə</b> e	Э
ome	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee			A- A A	<b>\</b> +
				Terms and 3 working day	d Conditions	equest / application submissic	n			
				Download Establishmen	dable Forms t Update Informatio	n Form				
					I	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:

- a) Copy of the License
- b) Lease Contract/ Title Deed
- c) Filled Information Update Form to update the Company Owner/ Manager/ Representative details
- d) Letter of Authorization from the Company (if registering a company representative) with the ID/ Passport Number, full name and representative's relation to the Company

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

- a) Portal Account Registration, you must have a valid EID
- b) Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
- c) Provide the representative's ID/Passport number

![](_page_5_Picture_12.jpeg)

#### 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

Sunday	22, September, 20	عـربــي ور					f () 🛛 🕞	Login / Register	rak <b>.ae</b>	
Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee			A- A A+	
				Terms an 3 working day	d Conditions rs from the date of re	equest / application submissi	n			
				Download Establishmen	dable Forms	n Form				
						Start Service				

1.1) Pr	rocedure
À	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 ᆒ UAE PASS	Log in to RAK.ae	1
A single trusted digital identity for all oitizens, residents and visitors.	Password	$\langle \neg$
Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.	Log in	
Not yet a member? Register With UaePass		
1	Cancel	

![](_page_6_Picture_6.jpeg)

#### **Product Modification request submission**

#### 1.2) Procedure

> Select the establishment to which the product belongs

Public Health Ser	rvices	
Product Modification	Company Information	1
roduct mounication	Select Establishment	
Product	Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور	
😤 Previous	Request Type: Product Registration	
Certificates Ch	Product Registration	
J Ma HALAL	<ul> <li>New Product Registration</li> <li>Get Drafts</li> </ul>	
	Ok	
LIAF	Comments (AR):	

#### 1.3) Procedure

> Select "Product modification" option from the "Request Type" drop down list

Co	ompany Information	
2 ents//	Select Establishment	
ck To	Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور	
elp	Request Type: Product Modification  Product Registration	
	O Existing Product Modification	
	O Get Drafts	
		Ok
	Product category(AR);	

![](_page_7_Picture_7.jpeg)

#### 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

II KIIA	inan						_						
λK	Services Guide	Government Entities	About RAK eGov	Media	Company Inform	nation							□ ×
			Public Health	Servic	Search (	<ul> <li>Search Criteria</li> </ul>						0	
ľ	My cases (2H) My Notification Product Registration Request Company Information				General Search     ■								
	Select	etablichmont			Brand Name		~	contains	~	hend		0	
	Select E	stabilstilletit			International Bar	code	v	is	~			00	
	Establishr	قاولات العامة والديكون nent Name:	مؤسسه الربيع لله	~	Product Code		v	is	~			- C C O	
	Request T	ype: Product Modifica	ition 🗸		Product Name		×	contains	~			0	
					RAK Product Co	de	v	is	~		0 0		
	• Existin	ng Product Modification			Search Clear	ce Search							
	1				Product Code	RAK Product Code	Interr	national Bar code	Product Name(E	N) Product Name(AR)	Brand Name(EN)	Brand Name(AR)	HS Code
					900759	RAK-VLAR-900759	94210	23610112	ProV create for	. ProV create for	ProV create for	ProV create for	11235
					900762	RAK-VLAR-900762	HEND	03344567	Hend Vet Referer	هند فيک مرجع_26 قبراير	Hend Vet Brand	ەند ئېتېراند_26 ئېراپر	1233
			Product Name(	EN):*									
			Product Type:*										>
			Product catego	ry(EN):	Select X C	ancel							
			Product catego	ry1(EN):									
			Product catego	ry2(EN):			Prod	uct category2(AR)	):				

![](_page_8_Picture_5.jpeg)

#### 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)

		2	3	4	-
Product Informatio	n ingreak	ents/Additives I	Attachment	s (Certificate Checki	st
Previous Save As D	raπ 🔡 👸	ck To Initial Screen	Submit Submit		
Product Modification	Request	🕜 Help			
Product Code					
International Bar code:	HEND3344	567	HS Code:*	1233	Code Refere
Product Code in other emirates:	HEND3344	58	ESMA Certificate No.:	23344	
Basic Information					
Brand Name(EN):	Hend Vet Bra	nd_26Feb	Brand Name(AR):	هند فیتیراند_28 فیرایر	
Product Name(EN):*	Hend Vet Ref	erence_26Feb	Product Name(AR):*	د فیت مرجع_28 فیرایر	A
Product Type:*	Veterinary PH	ID	Product category:*	19.6.1	E Pick
Product category(EN):	Live Animals,	Birds and Ins	Product category(AR):	Live Animals, Bird	s and Insects
Product category1(EN):	Others		Product category1(AR):	Others	
Product category2(EN):	Others		Product category2(AR):	Others	
Product category3(EN):			Product category3(AR):		
Example Description(EN):	Animals for zo	oos, fairs, scie	Example Description(AR):	Animals for zoos,	fairs, scientific
Product Risk type:	High				
Package type category:	Plastic		Package type sub category:	Polyethylene (PE)	
Weight:	50.000	Kilogram	Volume:	0.000	
Storage Condition:*	Chilled from 1	to4°C ❤			
Shelf life:*	122		Shelf life unit:*	Months	~
Instructions for use(EN):	moo فرادر 26_	dification		-	
	_				
Instructions for use(AR):	تعدل				

![](_page_9_Picture_9.jpeg)

#### 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.

Prod	1	ition Ingredier	2 its/Addit	ives	3 Nutritional Information	on Attach	ments \ Ce	4 ertificate Checkli	<b>⊣</b> ist
🗣 Previous	🕢 Save /	As Draft 🛛 🔝 Bad	ck To Init	ial Sc	reen 🐶 Submit 💡	Next			
Product Mo	dificati	on Request	🕜 Help						
	📑 Delet	e 🛗 Search	]						_
*Ingredient	Category	*Ingredient Class	Ingredi	ents	Other Ingredient(EN)	Other Ingred	lient(AR)	Quantity (%)	Hypersensitiv
	~	~		~	new	ٽيو		15.00	
Pet Food	~	Pet Food 🗸	Egg	~				9.00	
Poultry Fee	ed 🗸	FATS AN 🗸	Tallow	~				7.00	
Poultry Fee	ad 🗸	CEREAL v	Barley	~				6.00	
Poultry Fee	ed 🗸	MINERAL v	Zinc	~				4.00	
Additive	🔁 Delet	e 🛗 Search	]						
*Additive C	ategory	*Additive		Oth	er Additive(EN)		Other Ad	ditive(AR)	
Antifoamin	g agent	<ul> <li>Polydimethyls</li> </ul>	il 👻						
		*	~	dfdff	d		ffdfd		
		*	~	new			نلوووووو		
		<ul> <li>Distarch phos</li> </ul>	р 🗸						
Emulsifier									

![](_page_10_Picture_5.jpeg)

1.6) Procedure	
In Nutritional Information page	
- User can edit on.	
Serving Size	
Serving Size unite	
Serving Size Per Container	
Total Calories	
<ul> <li>User can Add new or edit/delete existing Category or Nutrition.</li> </ul>	

Product Information Ingre	2	3 Nutritional In	form	nation Attac	hments \ (	4 Certificate C
Previous 🕢 Save As Draft	🌇 Back To Initial Sci	reen 🛛 🔀 S	ubmi	it 🔮 Next		
Product Modification Req	uest 🕜 Help					
Serving Size:	333.000	Serving S	bize u	unit: Oth	iers	
Serving Size Per Container:	3.000	Total Cale	ories	:	333.000	Kilojoule
Content/EN)	Add Nutrition	o Delete		% Daily Value	Content	(AP)
Content(EN)	Guantity( gm/mg)	) Unit	J	% Daily Value	Content	(AR)
Magnesium	44.00	0 Microgr	~	5.00	مغتصورم	
- ¥26	15.00	0 Milligram	~	20.00	فلة جديدة	
✓ testing	10.00	0 Grams	~	0.00		
▼ to_test	20.00	0 Grams	~	0.00		
▼ nm,	10.00	0 Grams	~	20.00		
▼ nm,	10.00	0 Grams	~	20.00		
Percentage Daily values are based on 2 Your Daily value may be bigher or lower	000 calories diet. depending on vour ca	lories needs.				

![](_page_11_Picture_2.jpeg)

#### 1.7) Procedure

- In Attachments/ Certificates page:
  - The "Fees exemption" option is not fount 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

Product I	1     2     3     4       Information     Ingredients/Additives     Nutritional Information     Attachments \ Certificate Checklist       Save As Draft     Image Back To Initial Screen     Image Submit     Sen Next	
	Halal Certificate: Yes ~	
٢	Irradiated Product: No v	
	Organic food: Yes v Comments (EN): اختلافا في التعديل العناقا مي	
	Genetically Modified:     No       Comments (EN):     Comments (AR):	
	Health & nutritional Claim: No  Comments (EN): Comments (AR):	
	Primary Packaging Picture: No  Comments (AR): Comments (AR):	
Label Checklis	t	
Slaughtered Date : Expiration Date:	Yes     v       Yes     v	

![](_page_12_Picture_9.jpeg)

#### Attachment List

Mandatory	Doc Description	Attach File	File Path	1
$\checkmark$	Label Picture	Upload	PHD - Label Picture.PNG	
$\checkmark$	Product Picture	Upload	PHD - Product picture.PNG	
	Final product package picture	Upload		
	Genetically modified food	Upload		
	Halal certificate	Upload	PHD - Halal Certificate.PNG	
	Health and nutritional Claims certificates	Upload		
	Organic Food	Upload	PHD - Organic Food.PNG	
	Other documents	Upload		ŀ
	Primary Packaging Picture	Upload		
	Product Content Picture	Upload		ι,
ar				

#### 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"

![](_page_13_Picture_9.jpeg)

![](_page_13_Picture_10.jpeg)

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 as shown on the screen below.

RAK Government portal by clicking the Service Guide then clicking Government

![](_page_14_Picture_4.jpeg)

#### Then selecting Ras Al Khaimah Municipality

![](_page_14_Picture_6.jpeg)

![](_page_14_Picture_7.jpeg)

#### Then selecting the Public Health Department

	zz, September, zon	, ç.,						ogin / Register	
ne	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee		<del>ه</del> ا	A- A
		-			1				
	↑ Serv	vices Guide > Governn	nent > RAK Municipality						
	<b>%</b> B	uilding and Enginee	ring Department					»	
	SS Li	and and Property S	ector					»	
	\$5 T	own Planning						*	
	彩 Ti 彩 0	own Planning Ithers						» »	
	រះ T រះ O រះ G	own Planning Ithers General Services						» »	
	% T ୮୦୦ ୩୦୦ ୩୦୦ ୩୦୦	own Planning hthers eneral Services luick Pay						» » »	

#### Then clicking My Cases

Monday	y 23, Septembe	er, 2019 <mark>عـربـــي</mark>					•	<b>D</b> (	0 0	Login / Register	Γť	∋k.	90
Home	About RA	AK Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee					A-	- A	A+
		St Others								»			
		🕉 General Services								»			
		🗯 Quick Pay											
		S Public Health Department								~			
		► Food/ Consumer/ Vet	terinary Product Registratio	n									

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

![](_page_15_Picture_7.jpeg)

#### Please Log in

Login With 🔞 UAE PASS		Log III to KAR.ae	
A single trusted digital identity for all citizens, residents and visitors		Username	
onzens, residents and visitors.		Password	くし
Note: If you are already registered with RAK Government Portal, you can		Logia	
use the same login credentials to login to UaePass	OR		
		$\wedge$	
Not yet a member? Register With UaePass		11	
		_	

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

ase Registration	1								
Ny Cases	W Help								
/ly Cases									
Print Version	Export _								
Service ID	Service type description	Number	Year T	ype 🏼 🖥	Applicant	Created On	Final Decisio	on Status	
107393	H04 -Product Modification		Pr	roduct Modification	عدالله الجبلى	19.03.2020 07:03	:25 Approved	Completed	
107386	H04 -Product Modification		Pr	roduct Modification	عدالله الجبلى	18.03.2020 10:59	:51	Pending HOS	Decision
107385	H04 -Product Modification		Pr	roduct Modification	عدالله الجبالى	18.03.2020 10:56	06 Approved	Completed	
107384	H04 -Product Modification		Pr	roduct Modification	عبدالله الجبالى	18.03.2020 10:06	04 Approved	Completed	
107383	H04 -Product Modification		Pr	roduct Modification	عبدالله الجبالى	18.03.2020 09:39	29 Approved	Completed	
107382	H04 -Product Modification		Pr	roduct Modification	عبدالله الجبالى	18.03.2020 09:20	:19 Approved	Completed	
							Oracia Otationa D	•	

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)

![](_page_16_Picture_5.jpeg)

Cas									
	e Registration								
M	y Cases	🕜 Help							
_									
My	/ Cases								
F	Print Version	Export _							
	Service ID	Service type description	Number	Year	Туре 下	Applicant	Created On	Final Decision	Status
	107393	H04 -Product Modification			Product Modification	عدالله الجبالى	19.03.2020 07:03:25	Approved	Completed
	107386	H04 -Product Modification			Product Modification	عبدالله الجبالى	18.03.2020 10:59:51		Pending HOS Decis
					Droduct Medification	مناأه الحال	18 03 2020 10:56:06	Approved	Completed
	107385	H04 -Product Modification			FIGURELINIGUILEALION	÷			
	107385 107384	H04 -Product Modification H04 -Product Modification			Product Modification	عبدالله الجبالي	18.03.2020 10:06:04	Approved	Completed
	107385 107384 107383	H04 -Product Modification H04 -Product Modification H04 -Product Modification			Product Modification Product Modification	عدالله الجالى عدالله الجالى عدالله الجالى	18.03.2020 10:06:04 18.03.2020 09:39:29	Approved	Completed Completed

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

	Details for case wit	h ID 107386	
	Case Attributes		
	Establishment:	عدالله الجبائي	
	Title:	Product Modification	
	Case Type:	H04 - Product Registration Request	
AK eGov	CertificationIssuDt:		
	Last Changed by:	System	
Publ	Changed On:	18.03.2020 10:59:57	
	Created By:	PORTAL1	
	Created On:	18.03.2020 10:59:51	
Case Reg	Case ID:	107386	
	Final Decision:		
My Ca	GMO Food cmnts AR:		
	GMO Food cmnts EN:		
My Ca	HealthNutritioncmtAR:		
Print	HealthNutritioncmnts:		
	Business Partner:	عبدالله الجبائي	
	Applicant ID:	مصطفى عبد الرازق محمد احمد	
10	Org. cmnts AR:		
10	Org. cmnts EN:		
10	Payment Exemption:		
10	Service Request Type:	Product Modification	
10	Prim.Pack.pic cmt AR:		
10	Prim.Pack.pic cmt EN:		
🔍 Cas	Status:	Pending HOS Decision	
Total num			
	Case Notes		
	Al Linked Objects	7	
ms & Conditions			
			Close

![](_page_17_Picture_3.jpeg)

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

e Registration									
v Cases	Help								
y 08303	0.000								
rint Version	Export _								
Service ID	Service type description	Number	Year	Туре 🔻	Applicant	Created On	Final Decision	Status	
107393	H04 -Product Modification			Product Modification	عبدالله الجبالى	19.03.2020 07:03:25	Approved	Completed	
107386	H04 -Product Modification			Product Modification	عبدالله الجبالى	18.03.2020 10:59:51		Pending HOS Decision	1
107385	H04 -Product Modification			Product Modification	عدالله الجبالى	18.03.2020 10:56:06	Approved	Completed	
107384	H04 -Product Modification			Product Modification	عبدالله الجبالى	18.03.2020 10:06:04	Approved	Completed	
107383	H04 -Product Modification			Product Modification	عبدالله الجبالى	18.03.2020 09:39:29	Approved	Completed	
107382	H04 -Product Modification			Product Modification	عبدالله الجبالى	18.03.2020 09:20:19	Approved	Completed	
Case Details	Case Documents	🖞 Paymer	nt Reque	ests Creat	ion date fram	e: All 🗸 Ca	se Status: Oper	n Cases 🗸 🛐 Refr	res

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

Registration	ocuments for case with ID 107386		
Cases 🕜 Help	Case Documents		
	File Description		
Cases	PHD - Label Picture.PNG	<b>*</b>	
nt Version Export	PHD - Product picture.PNG	♠	
Service ID Service type descrip	PHD - Halal Certificate.PNG	P an	
107393 H04 -Product Modifie	PHD - Organic Food.PNG	<b>*</b>	(
107386 H04 -Product Modifie			
107385 H04 -Product Modifie			(
107384 H04 -Product Modifie	Do	wnload all attachments	(
107383 H04 -Product Modifie			(
107382 H04 -Product Modifie			(
Case Details 🛛 📆 Case Docume		Close	n C
number of cases: 857			

![](_page_18_Picture_4.jpeg)

#### **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:

NOT	ifications 🛛 🖗	) Help				
Noti	fications					
View	[Standard View]	✓ Print V	ersion Export			2
	Notification	Due Date	Request Type	Case ID	Case type text	Details
	300086783	17.02.2020		106605	Health Certificate	1
	300086753	17.02.2020		106597	Health Certificate	1
Г	300086136	05.02.2020	H04 -Product Modification	106348	H04 - Product Registration Request	-16
	300086131	05.02.2020	H04 -Product Modification	106348	H04 - Product Registration Request	1
		04 02 2020	H04 -Product Registration	106325	H04 - Product Registration Request	1
	300086033	04.02.2020	The T T Toddol T toglou unon			-

#### Click details icon for the notification ightarrow below screen opens

Customer Action 300086136 Selected Notification Notification: 300086136 Case ID: 106348 Case Type: ZH04 H04 - Product Registration Request Created on: 05.02.2020 Requester: Hend Gomaa Mohamed مصطفي عبد الرازق محمد احمد BusinessPartner: 3000113130 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 K Complete Comments Note from HOS - Public Health Department: asasdas Note from Customer: Save Cancel

![](_page_19_Picture_5.jpeg)

## User click on Open case to edit it $\rightarrow$ the case details page opens

Product Modification	2 on Ingredients/Additives Nr State Next	3 utritional Information Attachments	4 s \ Certificate Check	
Product Information	2 on Ingredients/Additives No P Next	3 utritional Information Attachments	4 s \ Certificate Check	dist
Product Information	on Ingredients/Additives No	utritional Information Attachments	s \ Certificate Checł	dist
Product Modification	Se Next			
Product Modification				
	Request 🕜 Help			
i roudot mounoution	Request			
Product Code				
International Bar code:	HEND33445	HS Code:*	123	Q Code Referenc
Product Code in other emirates:	HEND33445	ESMA Certificate No .:	2344	
Basic Information				
Brand Name/ENI)	Hend F Brand	Brand Name(AD)	اهد قب بر اد ا	
Dratuct Name(EN):*	Hend Food Reference 7	Dratuct Name(AR).	هند ف ب جر 7	
Product Type:*	Food PHD	Product name(Arc).	111	📛 Diak
rioddor rypo.	1 oour ne	r todaci catogory.		L PICK
Product category(EN):	Dairy products and analogues	Product category(AR):	Dairy products a	
Product category(EN): Product category1(EN):	Dairy products and analogues	Product category(AR): Product category1(AR):	Dairy products an	nd analogues
Product category(EN): Product category1(EN): Product category2(EN):	Dairy products and analogues Fluid milk and milk products Fluid milk (plain)	Product category(AR): Product category1(AR): Product category2(AR):	Dairy products an Fluid milk and mi	nd analogues
Product category(EN): Product category1(EN): Product category2(EN): Product category3(EN):	Dairy products and analogues Fluid milk and milk products Fluid milk (plain)	Product category(AR): Product category1(AR): Product category2(AR): Product category2(AR):	Dairy products and Fluid milk and mi Fluid milk (plain)	Ik products
Product category(EN): Product category1(EN): Product category2(EN): Product category3(EN): Example Description(EN):	Dairy products and analogues Fluid milk and milk products Fluid milk (plain)	Product category(AR): Product category1(AR): Product category2(AR): Product category3(AR): Example Description(AR):	Dairy products an Fluid milk and mi Fluid milk (plain)	Ik products
Product category(EN): Product category1(EN): Product category2(EN): Product category3(EN): Example Description(EN): Product Risk type:	Dairy products and analogues Fluid milk and milk products Fluid milk (plain) Ultra-high temperature (UH Medium	Product category(AR): Product category1(AR): Product category2(AR): Product category3(AR): Example Description(AR):	Dairy products an Fluid milk and mi Fluid milk (plain) Ultra-high tempe	Ik products
Product category(EN): Product category1(EN): Product category2(EN): Product category3(EN): Example Description(EN): Product Risk type:	Dairy products and analogues Fluid milk and milk products Fluid milk (plain) Ultra-high temperature (UH Medium	Product category(AR): Product category1(AR): Product category2(AR): Product category3(AR): Example Description(AR):	Dairy products an Fluid milk and mi Fluid milk (plain) Ultra-high tempe	Ik products
Product category(EN): Product category1(EN): Product category2(EN): Product category3(EN): Example Description(EN): Product Risk type: Package type category:	Dairy products and analogues Fluid milk and milk products Fluid milk (plain) Ultra-high temperature (UH Medium Glass	Product category(AR): Product category1(AR): Product category2(AR): Product category3(AR): Example Description(AR): Package type sub category:	Dairy products an Fluid milk and mi Fluid milk (plain) Ultra-high tempe Ampoules	Ik products
Product category(EN): Product category1(EN): Product category2(EN): Product category3(EN): Example Description(EN): Product Risk type: Package type category: Weight:	Dairy products and analogues Fluid milk and milk products Fluid milk (plain)  Ultra-high temperature (UH Medium  Glass 0.000 Kilogram	Product category(AR): Product category1(AR): Product category2(AR): Product category3(AR): Example Description(AR): Package type sub category: Volume:	Dairy products an Fluid milk and mi Fluid milk (plain) Ultra-high tempe Ampoules 10.000	nd analogues Ik products rature (UHT) tre Cubic deci
Product category(EN): Product category1(EN): Product category2(EN): Product category3(EN): Example Description(EN): Product Risk type: Package type category: Weight: Storage Condition:*	Dairy products and analogues Fluid milk and milk products Fluid milk (plai	Product category(AR): Product category1(AR): Product category2(AR): Product category3(AR): Example Description(AR): Package type sub category: Volume:	Dairy products an Fluid milk and mi Fluid milk (plain) Ultra-high tempe Ampoules 10.000	Ik products rature (UHT) tre Cubic deci

![](_page_20_Picture_2.jpeg)

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

	blic Health Services	
Produ	Uct Modification Request	3 4 Additives Nutritional Information Attachments \ Certificate Checklist
	Certificates Check List	Submit Case Creation
	Irradiated Product:	Submit Cancel
	Organic food: Comments (EN):	Yes     Ves       Comments (AR):
	Genetically Modified: Comments (EN):	No  Comments (AR):

![](_page_21_Picture_3.jpeg)

#### User returns to the Customer action window

ustomer Action 300	0086136			
Selected Notificatio	n			
Notification: 3	300086136	Case ID:	106348	
Created on: 0	05.02.2020	Case Type:	ZH04 H04 - Product Registration Request	
Requester: H	lend Gomaa Mohamed	BusinessPartner:	مصطفي عبد الرازق محمد احمد 3000113130	
Lock Status	e			
Current System Status: C	Dpen			
roduct Modificatio	n Steps			
Step 1: Read the comment	s from the below section sent from	m the requester		
Step 2: Open the case by c	clicking the below button for editin	ng		
🎾 Open Case				
Step 3: Write the comments	s (if any) in the below comments	section		
Step 4: Complete the notific	cation modification by clicking the	e below		
Complete				
omments				
			Note from HOS Dublic Health Department	
asasdas			Note nom nos - Public neath Department.	
			Note from Customer:	
			Cauc	Car
			Save	ou

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.

![](_page_22_Picture_3.jpeg)