User Manual

Process Name: Online Free Sale Certificate (ZHO6)
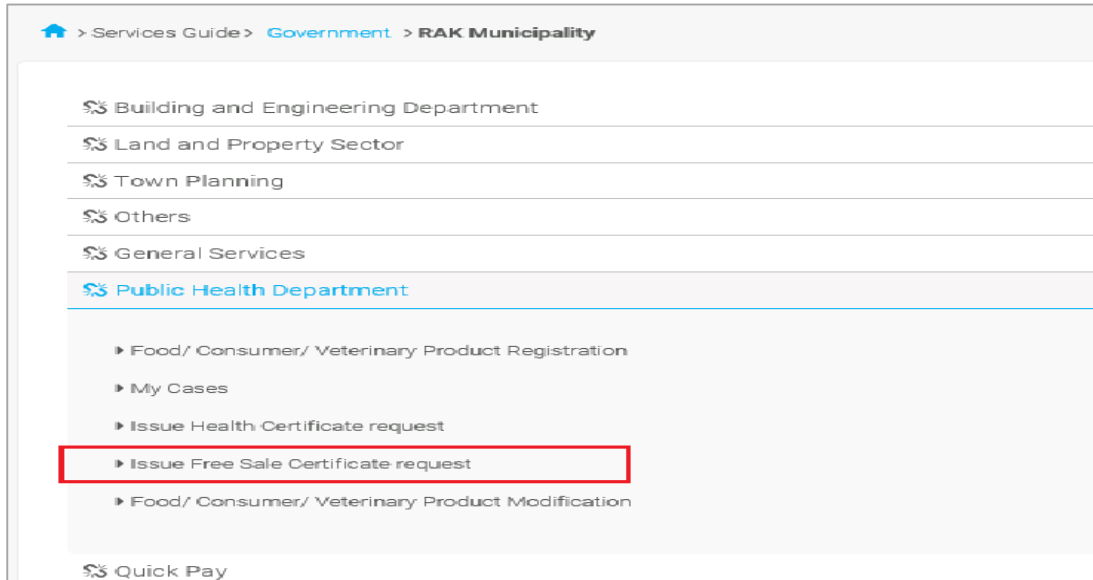
Contents
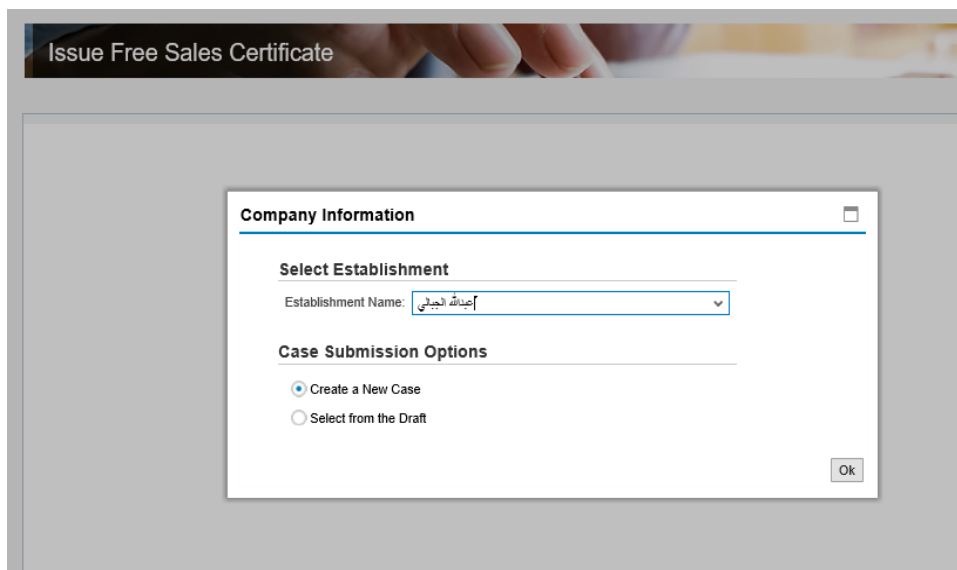
Case Submission

1. Login to the Government of Ras Al Khaimah portal
   https://www.rak.ae/wps/portal/rak/e-services/govt/municipality/RAK+Municipality

2. Open Issue Free Sale certificate request

The following screen will appear

3. Select the establishment from a drop dawn menu if there are multiple ones
   Here we choose "عبدالله الجبالى"
4. You can choose either to create a new case (service) or pick a one from the Drafts
5. Click on "OK", then, the below screen will appear

6. Select the product type from the list (Food, Vet, and Consumer)
7. Click the "Find Product" button to select the required product/s

The below screen containing available search criteria opens:

8. Select any of the search criteria available (for example → Product Name)
9. Select the required product/s and click "Ok"

Then the selected products will be displayed in products table as shown below:

10. For each product in the list, you can select
    - Edit the product ✎
    - Delete the product 🗑

11. Enter the required notes in the "**Remarks**" field as below:

12. Upload the mandatory documents to complete the request.

For documents upload:

I. Click the "Upload" button, a pop up window open allowing you to choose the files as shown below

II. Browse for the file and Click on Add ➔ the file is uploaded successfully
III. Repeat this action for any of the attachments

Note: In case of incorrect upload, you can select the record and click the "Clear" button to remove it

13. After uploading the required attachments, you can:
    - Submit
    - Save as draft (for later on use)
    - Return to the initial screen

    through the actions button like below:

14. When you choose to submit the case, the following screen appears, to confirm submission Click "OK"

Then the case will be created Successfully with a unique number
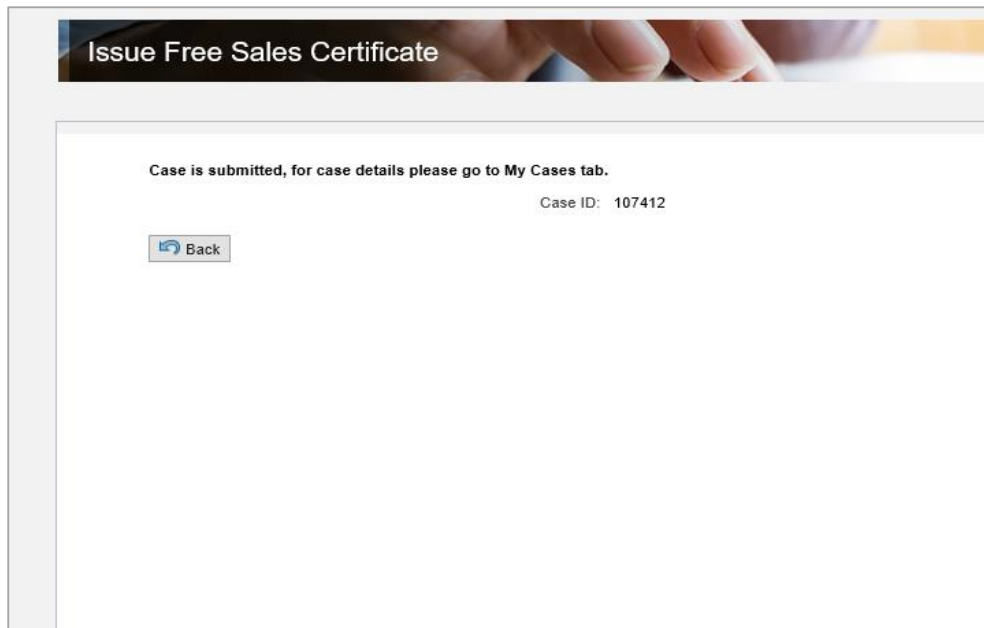
My Cases

Back to portal and see the My Cases Tab, you will find your case already created and pending for payment as shown below (Case No: 10742)

For each case created whatever it's status, you can see:

- Case details
- Case documents
- Payment requests

Also you can do the following for each case/ request created:
- Print (As a Pdf) Print Version
- Export (As excel files) Export

When selecting the case, and perform any of Print version or export, the system will automatically generate / download the required case

- Displaying Case document, like screen Below
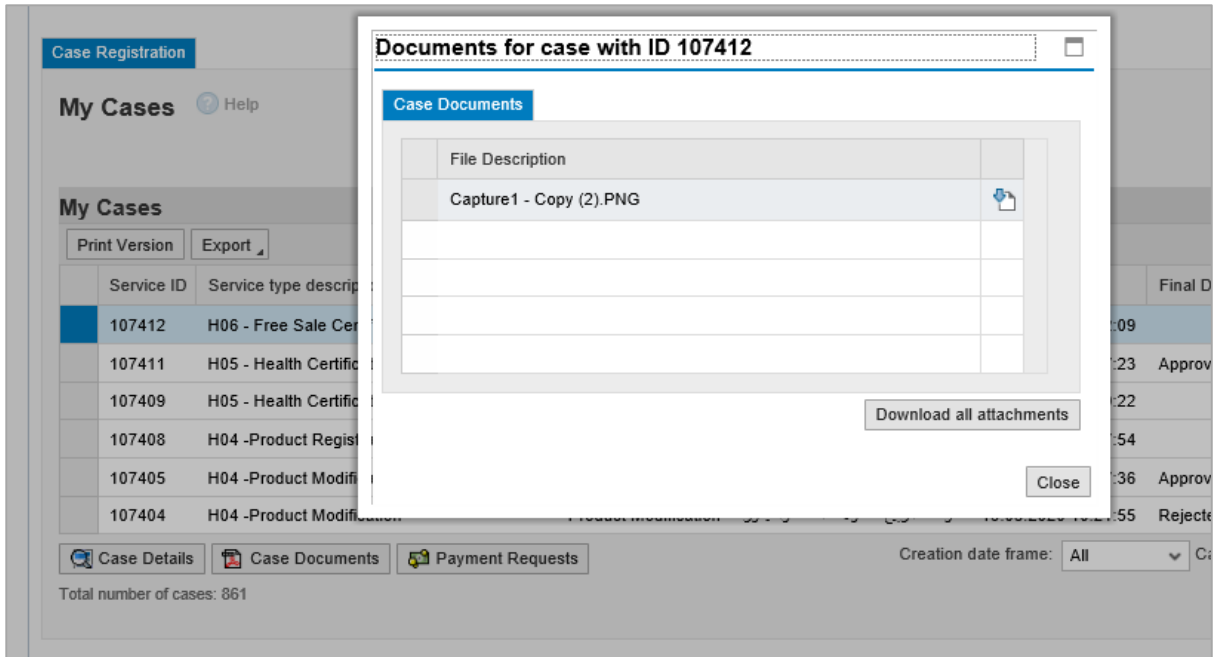
You can also download all attachments by clicking on "Download all attachments" then Click on download Button the files availed for download as. zip File shown as below
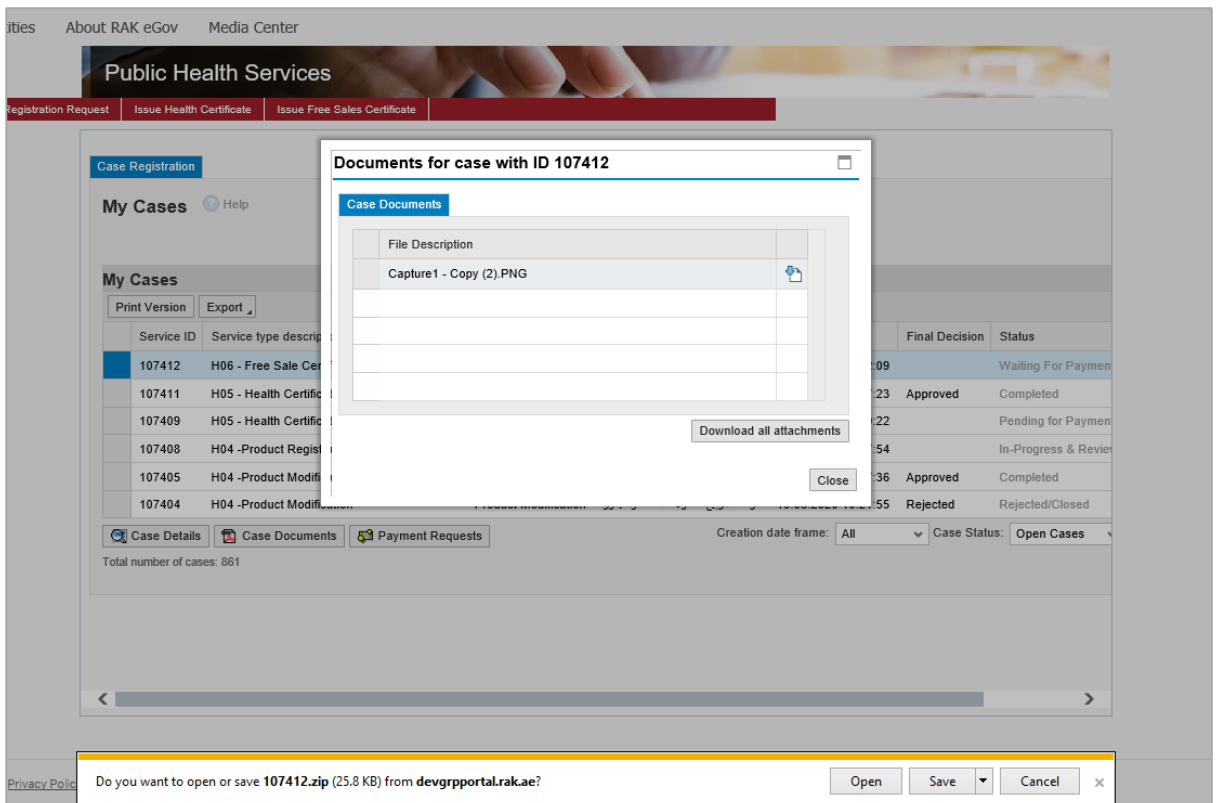
- Displaying Case details

The following screen Appears showing all the details of our case

Details for case with ID 107412

Case Attributes

Title:	
Case Type:	Free Sale Certificate
Cert. Expiry Date:	
CertificationIssuDt:	
Last Changed by:	System
Changed On:	22.03.2020 09:12:13
Created By:	PORTAL1
Created On:	22.03.2020 09:12:09
Case ID:	107412
Final Decision:	
Free Sales Cert.:	
Previ.Iss.Free.Sales:	
Material Group:	Food PHD
Status Profile:	Free sale certificate
RAK Chamber stamp required:	No
Rejection Reason:	
Status:	Waiting For Payment

Case Notes

▶ 📁 Linked Objects

Close

My Payments

- Choosing Payment request

The following screen appears showing the amount needed to be paid

Public Health Services

istration Request | Issue Health Certificate | Issue Free Sales Certificate

My Payments ❓ Help

Billing Documents for case with ID

Print Version | Export

	Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	🖨	107412	910026860	100.00	0.00	100.00	AED

🖨 Pay Selected Item | 🔙 Back

By clicking on "Pay selected item", the system allows the user to pay the money required by different ways like shown below:

Customer Action

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

1. Click details icon 🍃 for the notification ➜ below screen opens

Customer Action 300088807

Selected Notification

Notification:	300088807	Case ID:	107183
Created on:	11.03.2020	Case Type:	ZH06 Free Sale Certificate
Requester:	Gehad Ramzi Mokhtar	BusinessPartner:	مصطفي عبد الرازق محمد احمد 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

[Complete]

Comments

Note from Public Health Department:

BHBNM,.

Note from the Customer:

[Save] [Cancel]

2. Click on "Open case" to edit it ➜ the case details page opens

Public Health Services

| n Request | Issue Health Certificate | Issue Free Sales Certificate |

[Update] [Close]

General Information

Previous Sales Certificate No.:

RAK Chamber stamp required: No ▼

Business Partner Information

Establishment:	3000113077	Applicant:	3000113130
Establishment Name:	Al Rabi Company	Applicant Name:	مصطفي عبد الرازق محمد احمد
Establishment Phone No.:	564041094	Applicant Phone No.:	
Establishment E-mail:	hend.m@egac.rak.ae	Applicant E-mail:	g.mokhtar@egac.rak.ae
Establishment P.O. Box:	XWDWEDEW		
Establishment Address:	al horiya st/15/giza		
License No:			

Products

Product Type/ Group: Consumer PHD

[Find Product]

Product Code	International...	Product Na...	Brand Name	Manufactur...	Packer Name	Gross Weig...		
900683	10123456789...	prodConsHe...	Brandname	ManConsHend	PacConsHend	0.00	✏	🗑
900690	9781911223139	prodConsHe...	Brandname		PacConsHend	0.00	✏	🗑
900725	HEND334454...	Hend Con R...	Hend Con B...	Mna name _...		0.00	✏	🗑
900747	HEND2219	Hend Con n...		Mna name	Pac name _1	0.00	✏	🗑

3. To edit the details available, you can add/edit or delete the added products as same as in the creation steps.

4. Click Update button.

   User returns to the Customer action window

Customer Action 300088807

Selected Notification

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Created on:	11.03.2020	Case Type:	ZH06 Free Sale Certificate
Requester:	Gehad Ramzi Mokhtar	BusinessPartner:	3000113130 مصطفى عبد الرازق محمد احمد
Lock Status:			
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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 Public Health Department:

BHBNM,.

Note from the Customer:

[Save] [Cancel]

5. 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.