

User Manual

**Process Name: Online Free Sale Certificate
(ZH06)**

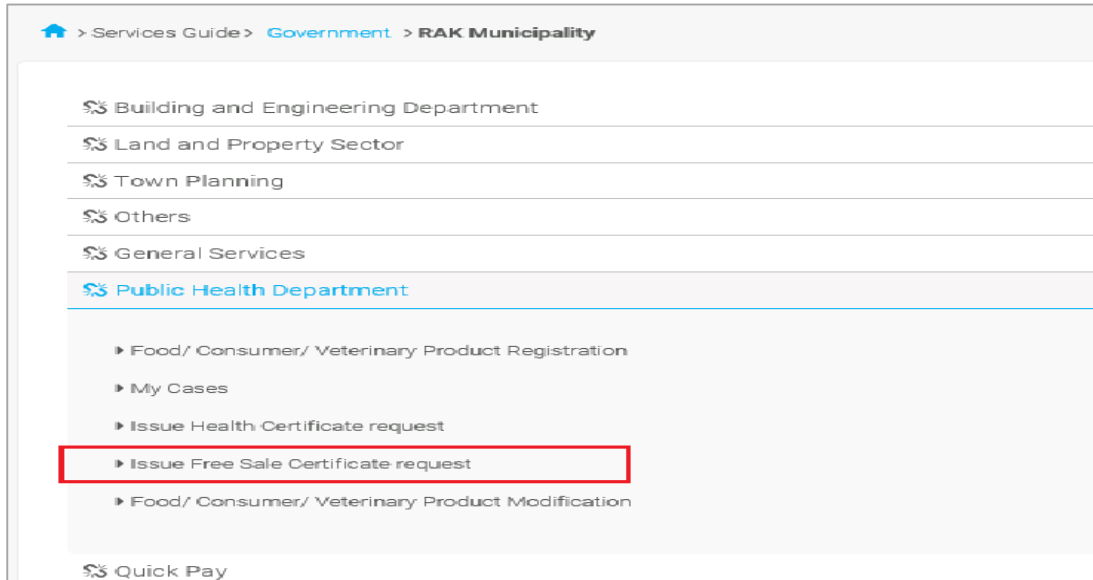


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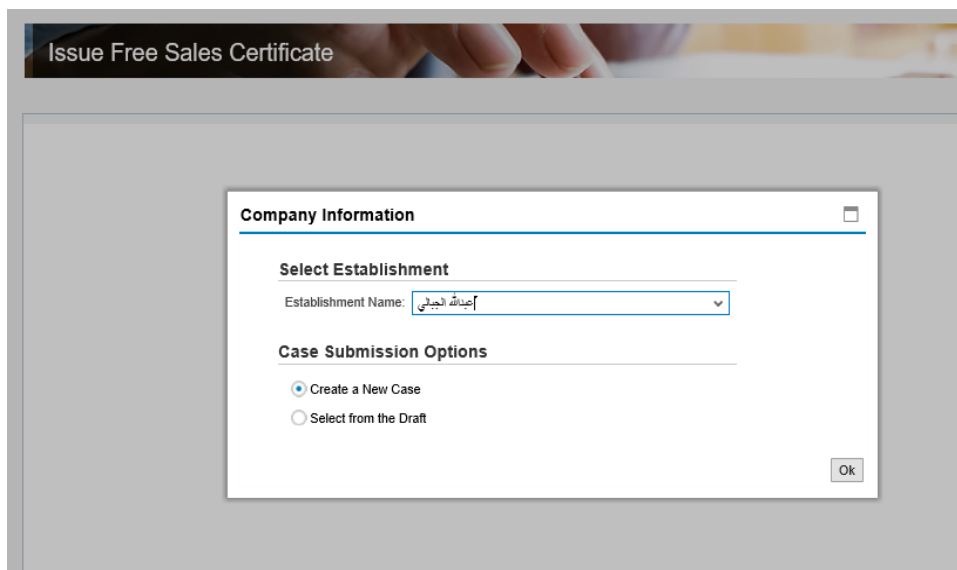
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Case Submission

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 down menu if there are multiple ones
Here we choose "عبدالله الجبالي"
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

The below screen containing available search criteria opens:

Products Search

Search Criteria

Brand Name	contains		+ -
Country Of Origin	is		+ -
International Bar code	contains		+ -
Product Code	contains		+ -
Product Name	contains	hend	+ -
RAK Product Code	contains		+ -

Search Clear Entries

Product Code	RAK Product Code	International Bar code	Product Name(EN)	Product Name(AR)
900702	RAK-FLAR-900702	HEND33445	Hend Food Reference_3	هند ف مرجع_3
900712	RAK-FLAR-900712	HEND33445	Hend Food Reference_7	هند ف مرجع_7
900721	RAK-FLAR-900721	HEND3344526	Hend Food Reference_26Feb	هند ف مرجع_26 فبراير
900681	RAK-FLAR-900681	705632441947	ProF_Hend_1	ProF_Hend_1
900701	RAK-FLAR-900701	HEND33445	Hend Food Reference_2	هند ف مرجع_2
900704	RAK-FLAR-900704	HEND33445	Hend Food Reference_5	هند ف مرجع_5
900740	RAK-FLAR-900740		Hend_1 March_F1	هند_1 مارس_ف1
900756	RAK-FLAR-900756	HEND33445	Hend Food Reference_2	هند ف مرجع_2
900761	RAK-FLAR-900761	HEND33445	Hend Food Reference	هند ف مرجع
900677	RAK-FLAR-900677	15478	Hend New Pro1	هند نيو برو1

OK Cancel

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:

Save As Draft Back To Initial Screen Submit

General Information

Previous Sales Certificate No.:

RAK Chamber stamp required: No

Business Partner Information

Establishment: 1000040565	Applicant: 3000113130
Establishment Name: Abdallah Elgibaly	Applicant Name: مصطفى عبد الوارق محمد احمد
Establishment Phone No.:	Applicant Phone No.:
Establishment E-mail: a.elgibaly@egac.rak.ae	Applicant E-mail: g.mokhtar@egac.rak.ae
Establishment P.O. Box:	
Establishment Address: AL- Horya st/15/Giza	
License No:	

Products

Product Type/ Group: Food PHD

Product Code	International...	Product Na...	Brand Name	Manufactur...	Packer Name	Gross Weig...		
900702	HEND33445	Hend Food ...	Hend F Brand	Mna name		0.00		
900712	HEND33445	Hend Food ...	Hend F Brand	Mna name		0.00		
900721	HEND3344526	Hend Food...	Hend F Bran...	Mna name _...		0.00		
900681	705632441947	ProF_Hend_1		ManuFName	PackerFName	0.00		

Remarks

Attachment Remarks:

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:

Remarks

Attachment Remarks:

12. Upload the mandatory documents to complete the request.

Attachment List

Print Version				
	Mandatory	Doc Description	Attach File	File Path
	<input checked="" type="checkbox"/>	Product analysis report	Upload	
	<input type="checkbox"/>	Certificate of origin	Upload	
	<input type="checkbox"/>	ESMA / DM Consumer Product Registration Certificate	Upload	
	<input type="checkbox"/>	Other documents	Upload	

For documents upload:

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

The screenshot shows the 'Add Attachment' dialog box open over the 'Attachment List' table. The dialog box has a title bar 'Add Attachment' and a close button. Below the title bar is the 'Attachment Details' section, which includes a 'Document Type' dropdown menu set to 'Product analysis report' and an 'Attachment' text field containing 'D:\Users\hend.m\Pictures' with a 'Browse...' button next to it. There is a 'Clear' button below the text field. At the bottom of the dialog box are 'Add' and 'Cancel' buttons. In the background, the 'Attachment List' table is visible, showing the same four rows as in the previous image. The 'Product analysis report' row has its 'Upload' button highlighted in blue.

- 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

Attachment List

Print Version

Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	Product analysis report	Upload	Capture1 - Copy (2).PNG
<input type="checkbox"/>	Certificate of origin	Upload	
<input type="checkbox"/>	ESMA / DM Consumer Product Registration Certificate	Upload	
<input type="checkbox"/>	Other documents	Upload	

Clear

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:

Save As Draft Back To Initial Screen Submit

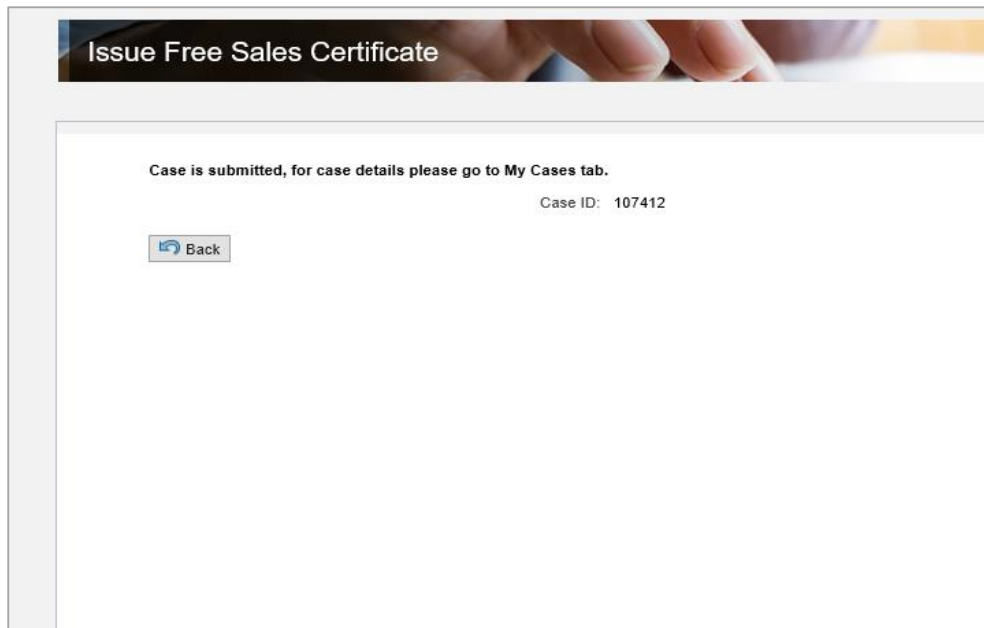
14. When you choose to submit the case, the following screen appears, to confirm submission
Click “OK”

Submit Case Creation ×

Do you want to submit the request?

OK Cancel

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)

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
107412	H06 - Free Sale Certificate				مصطفى عبد الرزاق محمد احمد	22.03.2020 09:12:09		Waiting For Payment
107411	H05 - Health Certificate				مصطفى عبد الرزاق محمد احمد	22.03.2020 07:07:23	Approved	Completed
107409	H05 - Health Certificate					19.03.2020 15:59:22		Pending for Payment
107408	H04 -Product Registration			Product Registration	مؤسسة الزرع للعمليات العامة والتبوكور	19.03.2020 13:37:54		In-Progress & Review
107405	H04 -Product Modification			Product Modification	مؤسسة الزرع للعمليات العامة والتبوكور	19.03.2020 10:27:38	Approved	Completed
107404	H04 -Product Modification			Product Modification	مؤسسة الزرع للعمليات العامة والتبوكور	19.03.2020 10:21:55	Rejected	Rejected/Closed

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

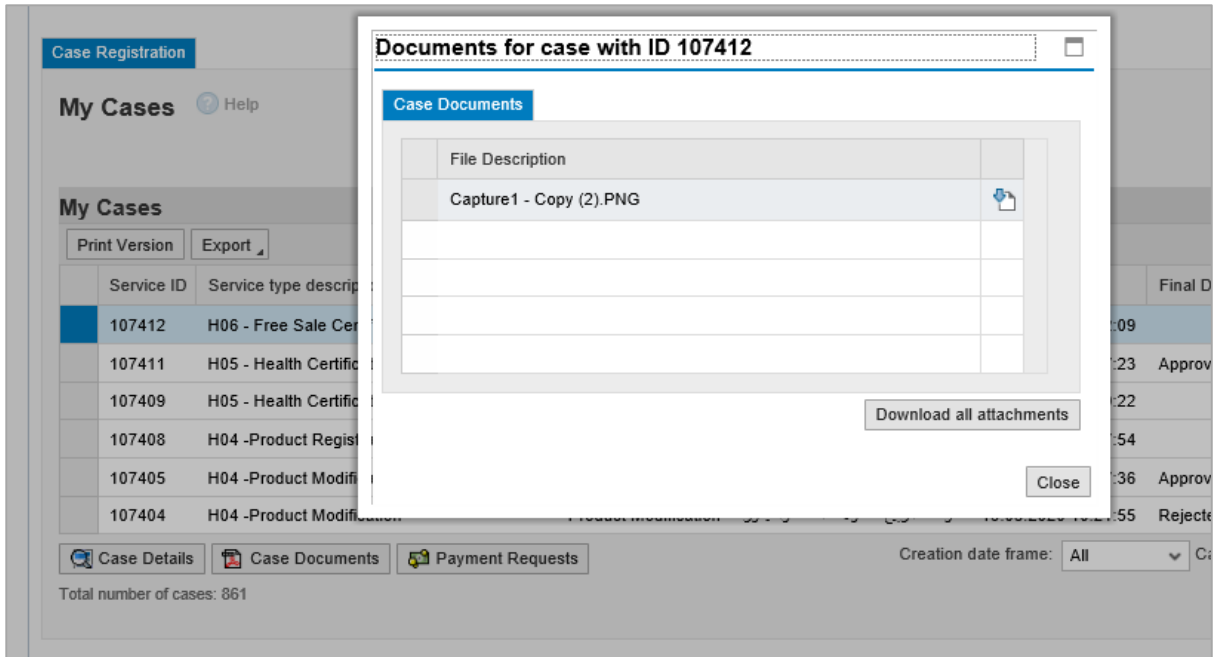
- Case details
- Case documents
- Payment requests

Also you can do the following for each case/ request created:

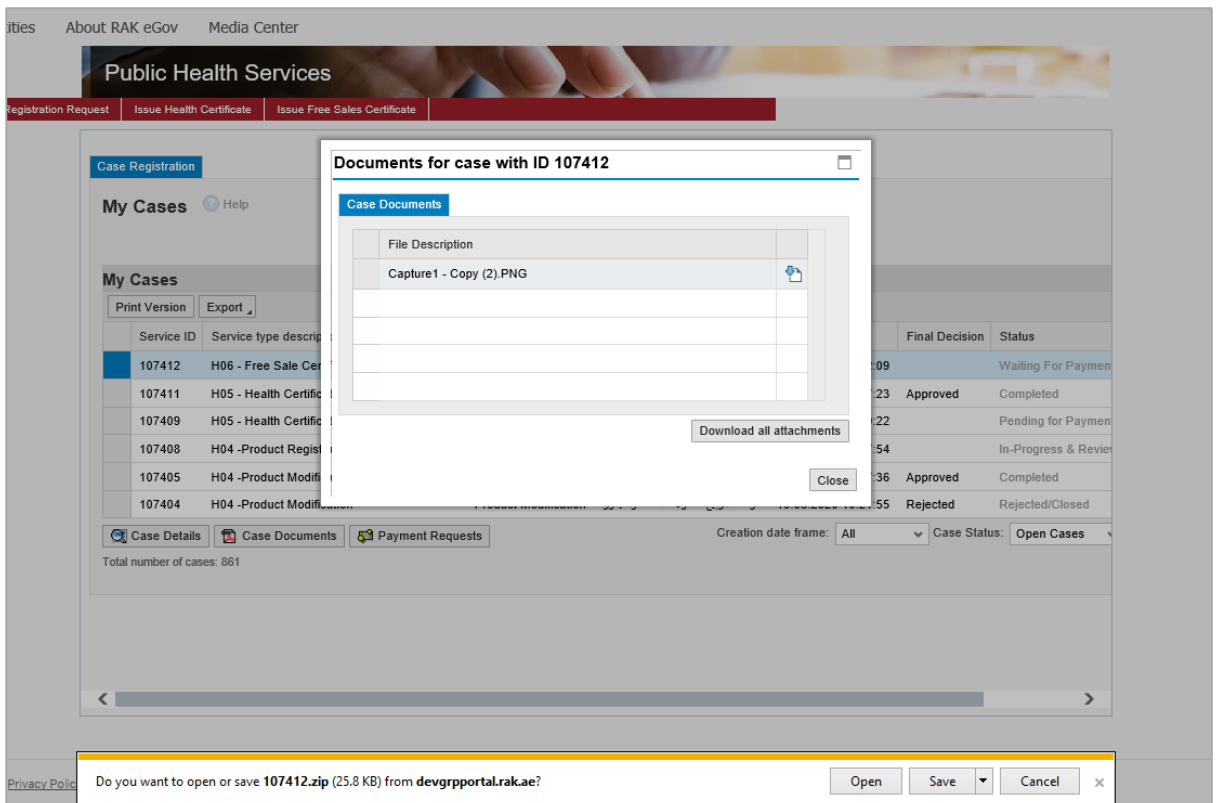
- Print (As a Pdf)
- Export (As excel files)

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

[Registration 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:



Public Health Services

ion Request | Issue Health Certificate | Issue Free Sales Certificate




Payment Amount: 100.00
Amount Already Paid: 0.00

* Transaction Amount 100.00 AED

E-Dirham 

Banks Cards  

By clicking “Pay” a new transaction will be created and you will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.







  

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:

Notifications [Help](#)

View: [Standard View]

Notification	Due Date	Request Type	Case ID	Case type text	Details
300088807	11.03.2020		107183	Free Sale Certificate	
300086812	17.02.2020		106618	Health Certificate	
300086810	17.02.2020	H04 -Product Registration	106617	H04 - Product Registration Request	
300086806	17.02.2020		106615	Health Certificate	
300086783	17.02.2020		106605	Health Certificate	
300086753	17.02.2020		106597	Health Certificate	

Notif. timeframe: All

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: 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 Public Health Department:

BHBNM,

Note from the Customer:

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

Public Health Services

Issue Health Certificate
Issue Free Sales Certificate

General Information

Previous Sales Certificate No.:

RAK Chamber stamp required:

Business Partner Information

Establishment: 3000113077	Applicant: 3000113130
Establishment Name: Al Rabi Company	Applicant Name: مصطفى 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:

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

Notification: 300088807	Case ID: 107183
Created on: 11.03.2020	Case Type: ZH06 Free Sale Certificate
Requester: Gehad Ramzi Mokhtar	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

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 Public Health Department:

BHBNM,.

Note from the Customer:

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.