

# User Manual

Process Name: Online Health Certificate (ZH05)

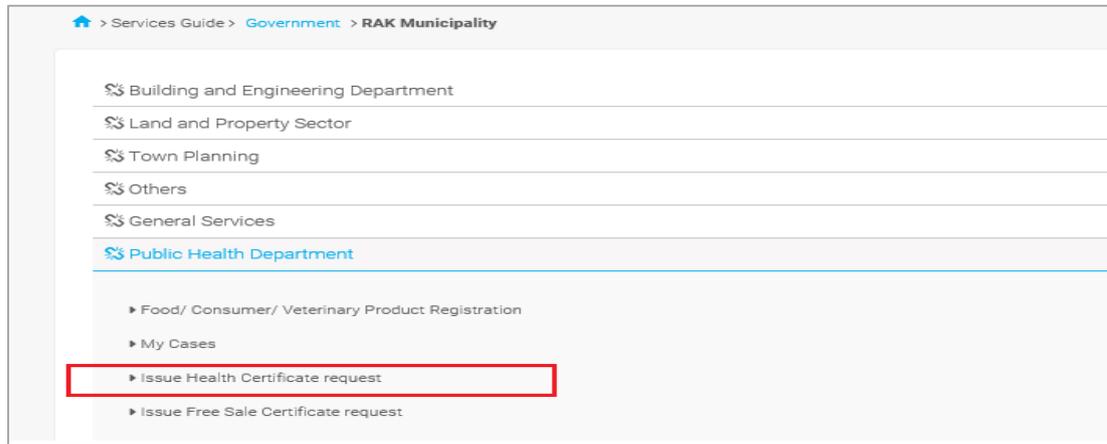


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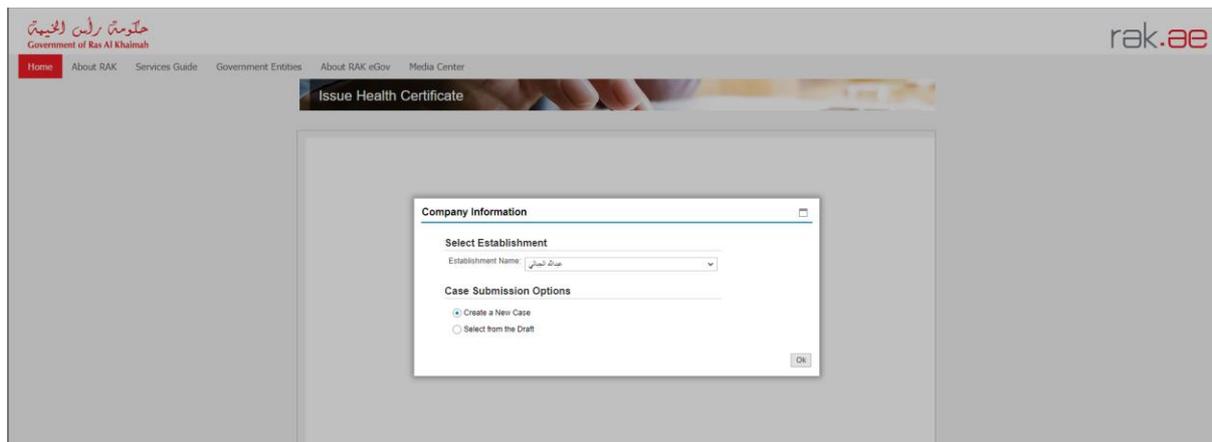
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## Case Submission

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 Health 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


  
 Government of Ras Al Khaimah

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## Issue Health Certificate

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### General Information

Previous Health Certificate No.:   
 Shipment Reference No.:   
 Ministry of Economy Certificate No.:   
 RAK Chamber stamp required:

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### Business Partner Information

Exporter: 100040565      Applicant: 3000113130  
 Exporter Name: Abdallah Elgibaly      Applicant Name: مصطفى عبد الرزاق محمد احمد  
 Exporter Phone No.:      Applicant Phone No.:  
 Exporter E-mail: a.elgibaly@egac.rak.ae      Applicant E-mail: g.mokhtar@egac.rak.ae  
 Exporter PO Box:  
 Exporter Address: ccox/النجدي  
 License No: 39141  
 License Authority: RAK-Department of Economic Development  
 License Authority Address: Ras Al Khaima

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### Health Certificate Information

<h4>Exporter Details</h4> <p>           Transport Method: <input type="text"/>            * Port of Loading: <input type="text"/> </p>	<h4>Importer Details</h4> <p>           * Importer Name: <input type="text"/>            Importer Phone No.: <input type="text"/> </p>
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**Note:** Mandatory fields are flagged with \* which means it must be submitted (e.g. Importer Name, Port of Landing...)

6. After filling the mandatory fields, Select the product type from the list (Food, Vet, and Consumer)
7. Click the “Find Product” button to select the required product/s

### Health Certificate Information

<h4>Exporter Details</h4> <p>           Transport Method: <input type="text"/>            * Port of Loading: <input type="text" value="Sagr Port"/>            * Exported to: <input type="text" value="Foreign countries"/>            Country of Destination: <input type="text"/> </p>	<h4>Importer Details</h4> <p>           * Importer Name: <input type="text" value="Company 123"/>            Importer Phone No.: <input type="text"/>            Importer E-mail: <input type="text"/>            * Importer Address: <input type="text"/>            Port of Discharge: <input type="text"/> </p>
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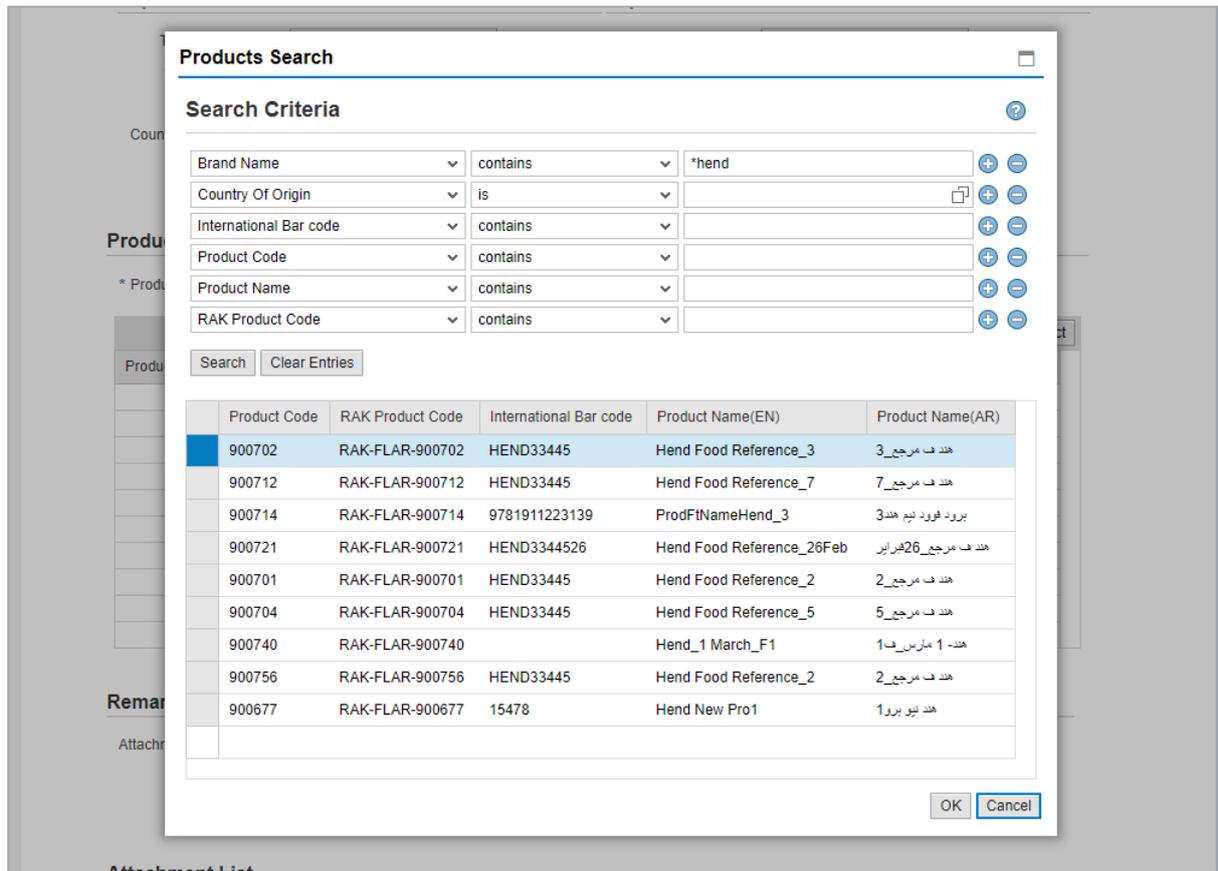
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### Products

\* Product Type/ Group:

Product Code	International...	Product Na...	Brand Name	Manufactur...	Packing Esta...	Gross Weig...

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 you will be directed to add a Batch

**General Information**

Product Code: 900702      Packing Establishment Name:

RAK Product Code: RAK-FLAR-900702      Packing Establishment Address:

International Bar code: HEND33445      Package type category: Glass

Product Name(EN): Hend Food Reference\_3      Product Temperature:

Product Name(AR): هند ف مرجع 3      Weight/Volume: 10.000 Cubic dec.

Brand Name: Hend F Brand      Country: Utd.Arab Emir.

Manufacturer Name: Mna name      Shelf life: 22 Months

Manufacturer Address: MAN ADD      Packed Products Unit:

Commodities For:

**Batches**

Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (Kg)	Gross Weight (Kg)	

10. Add the Patch details like (Exp Date, Production Date, etc...) , as in the following screen

**Batches**

Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (Kg)	Gross Weight (Kg)	
ut-675	120	18.03.2020	28.05.2020	250	3000	<input type="button" value="Delete"/>

**Note:** While working on the patches, you can:

- Delete the Batch
- Return to previous screen, to have the product patches details appear as below:

**Products**

\* Product Type/ Group:

Product Code	International ...	Product Na...	Brand Name	Manufactur...	Packing Esta...	Gross Weig...	
900702	HEND33445	Hend Food ...	Hend F Brand	Mna name		3,000.00	<input type="button" value="edit"/> <input type="button" value="delete"/>

User can repeat the previous steps to add different product.

11. Enter the required notes in the “Remarks” field as below

**Remarks**

Attachment Remarks:

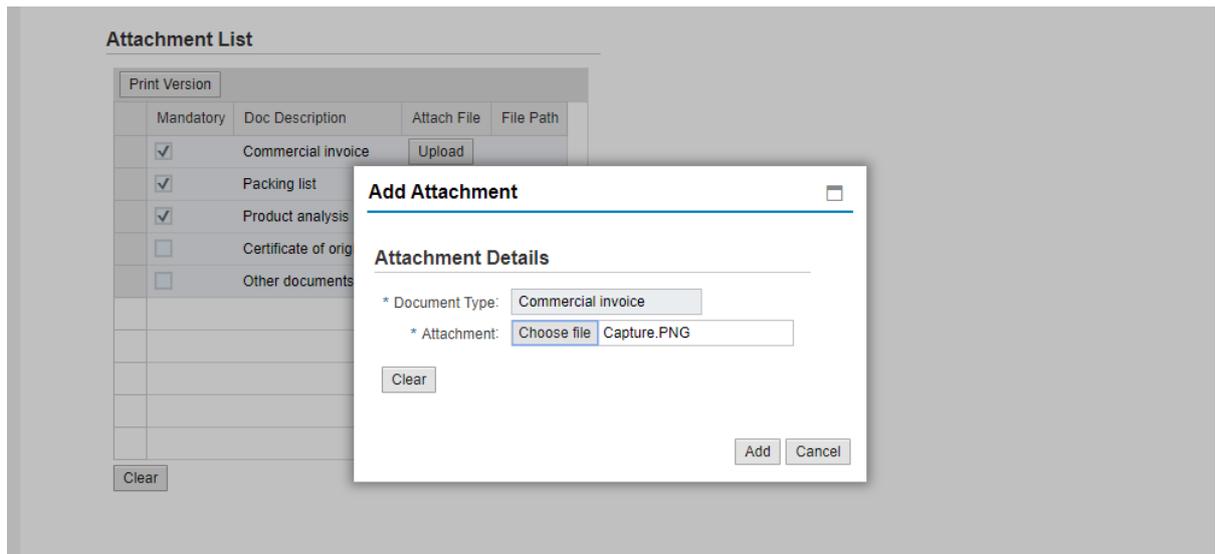
12. Upload the mandatory documents to complete the request.

**Attachment List**

Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	Commercial invoice	<input type="button" value="Upload"/>	
<input checked="" type="checkbox"/>	Packing list	<input type="button" value="Upload"/>	
<input checked="" type="checkbox"/>	Product analysis report	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Certificate of origin	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Other documents	<input type="button" value="Upload"/>	

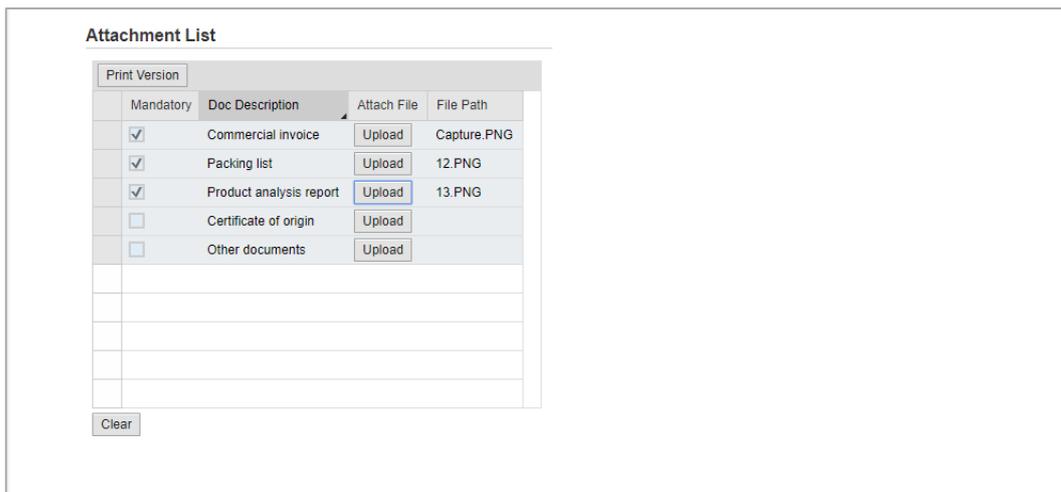
For documents upload:

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



- I. Browse for the file and Click on Add → the file is uploaded successfully
- II. 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



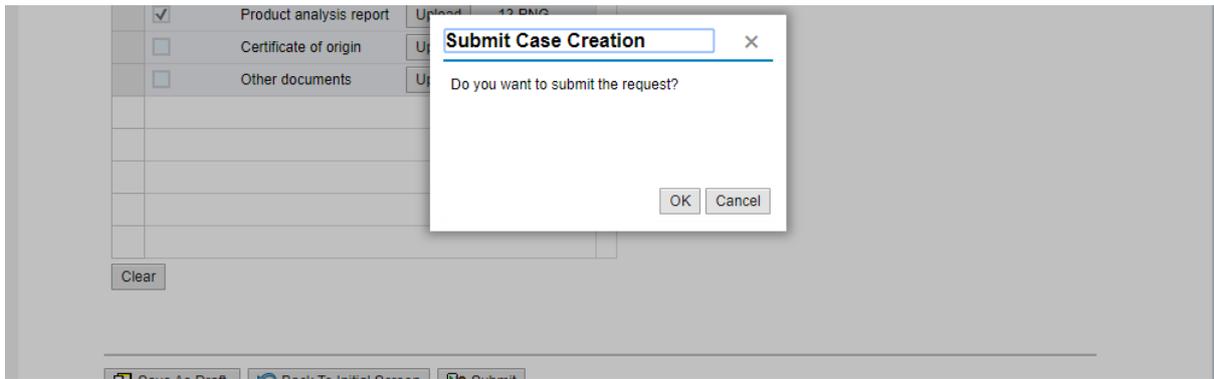
13. After uploading the required attachments, you can:

- Submit
- Save as draft (for later on use)
- Return to the initial screen

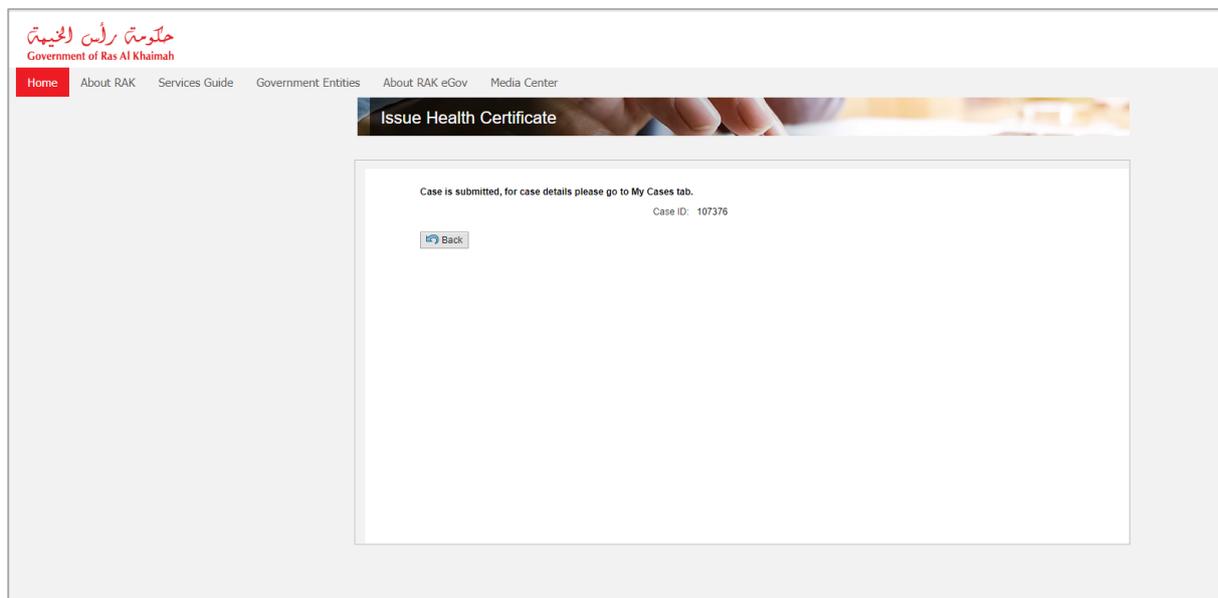
through the actions button like below:



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, we will find our case already created and pending for payment as shown below (Case No: 107367)

Wednesday 18th March 2020 Welcome Mostafa Ahmed

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Government of Ras Al Khaimah

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Public Health Services

My cases (214) My Notification Product Registration Request

Case Registration

My Cases Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
107376	H05 - Health Certificate				مصطفى عبد الرزق محمد احمد	18.03.2020 08:13:55		Pending for Payment
107373	H05 - Health Certificate					18.03.2020 08:02:14		Pending for Payment
107371	H04 -Product Modification			Product Modification	عبدالله العجاني	18.03.2020 07:31:45	Approved	Completed
107368	H04 -Product Registration			Product Registration	عبدالله العجاني	18.03.2020 06:05:10	Approved	Completed
107362	H05 - Health Certificate					17.03.2020 12:22:15	Approved	Completed
107361	H04 -Product Modification			Product Modification	عبدالله العجاني	17.03.2020 12:22:08	Rejected	Rejected/Closed

Case Details Case Documents Payment Requests Creation date frame: All Case Status: Open Cases Refresh

Total number of cases: 845

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

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My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
107362	H04 -Product Modification			Product Modification	عبدالله العجاني	18.03.2020 09:28:19	Approved	Completed
107361	H04 -Product Registration			Product Registration	عبدالله العجاني	18.03.2020 09:18:56	Approved	Completed
107378	H04 -Product Modification			Product Modification	عبدالله العجاني	18.03.2020 08:19:44	Approved	Completed
107376	H05 - Health Certificate				مصطفى عبد الرزق محمد احمد	18.03.2020 08:13:55		Pending for Payment
107373	H05 - Health Certificate					18.03.2020 08:02:14		Pending for Payment
107371	H04 -Product Modification			Product Modification	عبدالله العجاني	18.03.2020 07:31:45	Approved	Completed

Case Details Case Documents Payment Requests Creation date frame: All Case Status: Open Cases Refresh

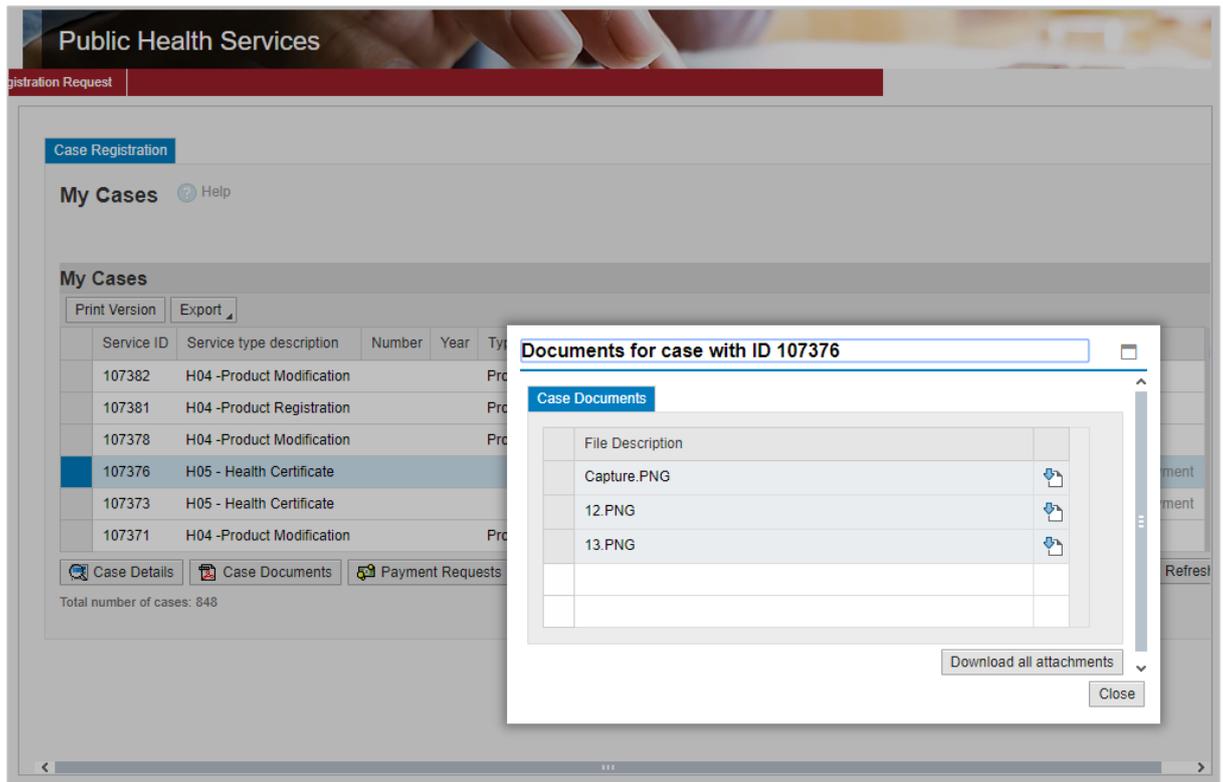
Total number of cases: 845

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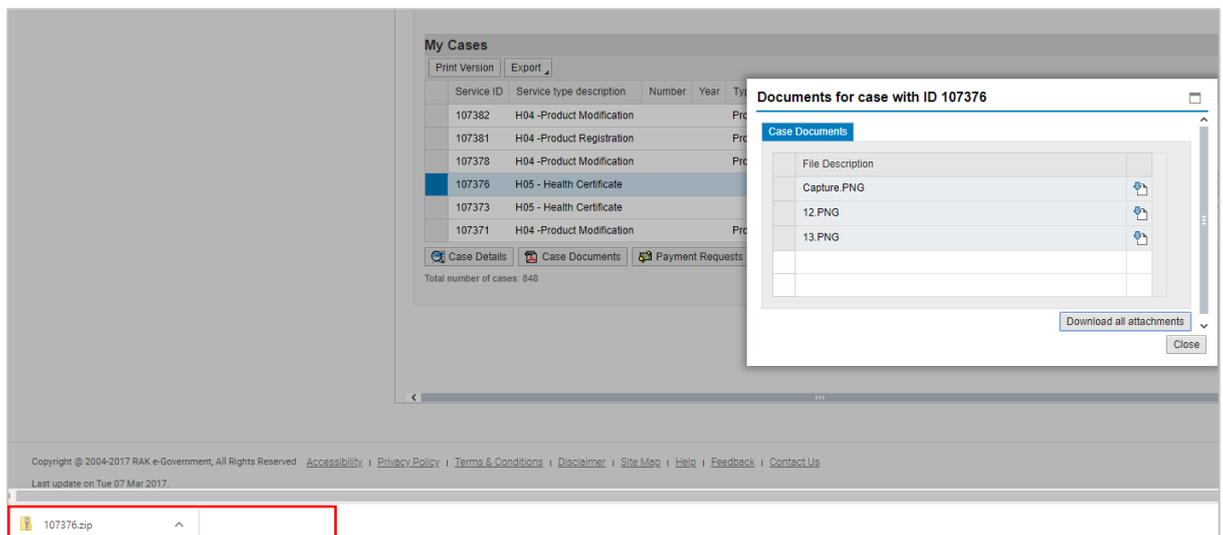
Last update on Tue 07 Mar 2023

export02001813...xls ec\_export (2).pdf

- 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

Case  
My  
My  
Pi  
Total

Details for case with ID 107376

Case Attributes

Title:  
Case Type: Health Certificate  
Cert. Expiry Date:  
CertificationIssuDt:  
Last Changed by: System  
Changed On: 18.03.2020 08:14:00  
Chamb. Comm. Cert.No:  
Importer Address: Smart Village , Maadi  
Importer E-mail:  
Importer Name: United Group  
Importer Phone No.:  
Cntry.dest:  
Country of Dispatch: United Arab Emirates  
Created By: PORTAL1  
Created On: 18.03.2020 08:13:55  
Exported To: GCC countries  
Case ID: 107376  
Final Decision:  
Health Certificate N:  
Min. Eco.Cert.No:  
Port of Discharge:  
Port of Loading: Saqr Port  
Prev.Iss. Health. Cer:  
Material Group: Food PHD  
 RAK Chamber stamp required  
Rejection Reason:  
Shipment referenceNo:  
Status: Pending for Payment  
Transport ID No.:  
Transport Method:

Close

## My Payments

- Choosing Payment request

the following screen appears showing the amount needed to be paid

Services Guide Government Entities About RAK eGov Media Center

Public Health Services

My cases (ZH) My Notification Product Registration Request

### 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
	107376	910026711	200.00	0.00	200.00	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:

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My cases (ZH) My Notification Product Registration Request

Payment Amount: 200.00  
Amount Already Paid: 0.00

\* Transaction Amount 200.00 AED

E-Dirham 

Banks Cards  

By clicking "Pay" a new transaction will be created and you will be redirected to EIsalate-Dirham payment page, where you can finish the transaction.

[Pay](#) [Cancel](#) [Back](#)

## 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:

Public Health Services

My Notification Product Registration Request

Notifications [Help](#)

Notifications

View: [Standard View] Print Version Export

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 Display Opened o... Refresh

1. Click details icon for the notification → below screen opens

Customer Action 300086812

**Selected Notification**

Notification: 300086812 Case ID: 106618  
Created on: 17.02.2020 Case Type: ZH05 Health Certificate  
Requester: Hend Gomaa Mohamed BusinessPartner: 3000113130 مصطفى عبد الرزاق 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:

jkjb

Note from the Customer:

Save Cancel

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

 Update
 Close

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### General Information

Previous Health Certificate No.:

Shipment Reference No.:

Ministry of Economy Certificate No.:

RAK Chamber stamp required:

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### Business Partner Information

Exporter: 3000113077	Applicant: 3000113130
Exporter Name: Al Rabi Company	Applicant Name: مصطفى عبد الرزاق محمد احمد
Exporter Phone No.: 584041094	Applicant Phone No.:
Exporter E-mail: hend.m@egac.rak.ae	Applicant E-mail: g.mokhtar@egac.rak.ae
Exporter PO Box: XWDWEDEW	
Exporter Address: al horiya st/15/giza	
License No:	
License Authority:	
License Authority Address:	

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### Health Certificate Information

Exporter Details	Importer Details
Transport Method: <input type="text"/>	* Importer Name: <input type="text" value="ay 7aga"/>
* Port of Loading: <input type="text" value="Al Jeer Port"/>	Importer Phone No.: <input type="text"/>
* Exported to: <input type="text" value="Foreign countries"/>	Importer E-mail: <input type="text"/>
Country of Destination: <input type="text"/>	* Importer Address: <input type="text" value="4565hgh g"/>
	Port of Discharge: <input type="text"/>

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### Products

\* Product Type/ Group:

 Find Product

Product Code	International...	Product Na...	Brand Name	Manufactur...	Packing Esta...	Gross Weig...		
900702	HEND33445	Hend Food...	Hend F Brand	Mna name		70.00		

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 300086812

### Selected Notification

Notification: 300086812	Case ID: 106618
Created on: 17.02.2020	Case Type: ZH05 Health Certificate
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 Public Health Department:

jkjb

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.