



User Manual

Process Name: Online Health Certificate (ZHO5)







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Case Submission

- 1. Login to the Government of Ras Al Khaimah portal <u>https://www.rak.ae/wps/portal/rak/e-services/govt/municipality/RAK+Municipality</u>
- 2. Open Issue Health certificate request

F	> Services Guide > Government > RAK Municipality
	🖇 Building and Engineering Department
	🛠 Land and Property Sector
	🛠 Town Planning
	Số Others
	🖇 General Services
	SS Public Health Department
	▶ Food/ Consumer/ Veterinary Product Registration
	▶ My Cases
Ī	▶ Issue Health Certificate request
1	▶ Issue Free Sale Certificate request

The following screen will appear

حلومتی برلس الخیمی Government of Ras Al Khaimah			rak. <mark>ae</mark>
Home About RAK Services Guide Gov	exement Enter X Abour RAX 600 Media Center	t 22 y v ptions	

- Select the establishment from a drop dawn 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

حلّومہؓ برائس الخنیمہؓ Government of Ras Al Khaimah	
Home About RAK Services Guide Government Entitie	s About RAK eGov Media Center Issue Health Certificate Save As Drat Central Screen Submt General Information
	Previous Health Certificate No.: Shipment Reference No.: Ministry of Economy Certificate No.: RAK Chamber stamp required: No Business Partner Information
	Exporter: 1000040565 Applicant: 3000113130 Exporter Name: Abdellah Elgibaly Applicant Name: مستقى جيد الرازي محد المع 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: درمداری License No: 39141
	License Authority: RAK-Department of Economic Development License Authority Address: Ras AI Khaima Health Certificate Information
	Exporter Details Importer Details
	Transport Method:

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

Exporter Details	1			Importer Details	6		
Transport Methor	d:		/	* Importer Name:	Company 123		
* Port of Loading	g: Saqr Port		/	Importer Phone No.:			
* Exported to	o: Foreign cou	untries v	/	Importer E-mail:			
Country of Destination	n:	```	/	* Importer Address:			
				Part of Disabaraa:			
				For of Discharge.			
Products * Product Type/ Group:	Food PHD	Ý]	Port of Discharge.			
Products * Product Type/ Group:	Food PHD	•]	For o Discharge.		G	Find Pro
Products * Product Type/ Group: Product Code Inte	Food PHD	► Product Na	Brand Name	Manufactur	Packing Esta	Gross weig	Find Pro

The below screen containing available search criteria opens

								-
Cours	Search Criteri	ia					0	
Coun	Brand Name	~	contains	~	*hend		Ð 🖯	
	Country Of Origin	~	is	~		Ċ	⊕ ⊖	
	International Bar co	de 🗸	contains	~			Ð 🖯	
Produ	Product Code	~	contains	~			00	_
* Produ	Product Name	~	contains	~			€⊝	
	RAK Product Code	~	contains	~			⊕ ⊖	-+
Produ	Search Clear En	tries						
riouu								
	Product Code	RAK Product Code	International Bar code	Proc	luct Name(EN)	Product Name(A	AR)	
	900702	RAK-FLAR-900702	HEND33445	Hen	d Food Reference_3	هند ف مرجع_3		
	900712	RAK-FLAR-900712	HEND33445	Hen	d Food Reference_7	هند ف مرجع_7		
	900714	RAK-FLAR-900714	9781911223139	Prod	FtNameHend_3	برود فوود نيم هند3		
	900721	RAK-FLAR-900721	HEND3344526	Hen	d Food Reference_26Feb	د ف مرجع_26فبر اپر	м	
	900701	RAK-FLAR-900701	HEND33445	Hen	d Food Reference_2	هند ف مرجع_2		
	900704	RAK-FLAR-900704	HEND33445	Hen	d Food Reference_5	هند ف مرجع_5		
	900740	RAK-FLAR-900740		Hen	d_1 March_F1	ھند۔ 1 مارس_ف1		
	900756	RAK-FLAR-900756	HEND33445	Hen	d Food Reference_2	هند ف مرجع_2		
Remar	900677	RAK-FLAR-900677	15478	Hen	d New Pro1	هند نيو برو1		
Attachr								
1 TELEVISION IN								

- 8. Select any of the search criteria available (for example \rightarrow Product Name)
- 9. Select the required product/s and click "Ok", then you will be directed to add a Batch

Product Code:	900702		Packing Establ	ishment Name:		
RAK Product Code:	RAK-FLAR-900702		Packing Establish	nment Address:		
International Bar code:	HEND33445		Package type category: Product Temperature:		Glass	
Product Name(EN):	Hend Food Referer	nce_3				
Product Name(AR):	ھند ف مرجع_3		١	Neight/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						
Batches						
Batches						Add Batch
Batches Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (K	g) Gross Weight (i	Add Batch (Kg)
Batches Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (K	g) Gross Weight (I	Add Batch Kg)
Batches Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (K	(Ig) Gross Weight (I	Add Batch Kg)
Batches Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (K	g) Gross Weight (I	Add Batch
Batches Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (K	g) Gross Weight (I	Add Batch Kg)
Batches Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (K	g) Gross Weight (t	Add Batch
Batches Batch No.	No. of Packages	Production Date	Expiry Date	Net Weight (K	g) Gross Weight (I	Add Batch

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

					🗋 Add	Batch
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	
🏠 Back 📋 De	lete					

Note: While working on the patches, you can:

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

	roup: Food PHD	~						
						間	Find P	roduct
Product Code	International	Product Na	Brand Name	Manufactur	Packing Esta	Gross Weig		
900702	HEND33445	Hend Food	Hend F Brand	Mna name		3,000.00	Ø	1

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

Attachment Remarks:	this is for training purpose any needed remarks must be written here	

12. Upload the mandatory documents to complete the request.

i	nt Version			
	Mandatory	Doc Description	Attach File	File Path
	\checkmark	Commercial invoice	Upload	
	\checkmark	Packing list	Upload	
	\checkmark	Product analysis report	Upload	
		Certificate of origin	Upload	
		Other documents	Upload	
Cles	ır			

For documents upload:

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

Print Version				
Mandatory	Doc Description	Attach File File Path		
\checkmark	Commercial invoice	e Upload		
\checkmark	Packing list	Add Attachment		
\checkmark	Product analysis			
	Certificate of orig	Attachment Details		
	Other documents	* Document Type: Commercial invoice * Attachment: Choose file Capture.PN	G	
		Clear		
		Clear		

- 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

Print Versio	1		
Mandat	ory Doc Description	Attach File	File Path
\checkmark	Commercial invoice	Upload	Capture.PNG
\checkmark	Packing list	Upload	12.PNG
\checkmark	Product analysis report	Upload	13.PNG
	Certificate of origin	Upload	
	Other documents	Upload	

- 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"

Certificate of origin Other documents	Up	Submit Case Creation ×	
Other documents	Ur		
		Do you want to submit the request?	
		OK Cancel	
r			
r			OK Cancel

Then the case will be created Successfully with a unique number

حلّومتہ برلُس الخنیمیۃ Government of Ras Al Khaimah		
Home About RAK Services Guide	Government Entities About RAK eGov Media Center Issue Health Certificate Case is submitted, for case details please go to My Cases tab. Case ID: 107376 E Back	

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)

Vednesday 18th March 2020 Welcome Mostafa Ahmed		
حلّومہؓ برلُس الخیمہؓ Government of Ras Al Khaimah		
ome About RAK Services Guide Government Entiti	s About RAK eGov Media Center	
My cases (2H) My Notification Product Ref	Public Health Services	1.1
	Case Registration	
	My Cases 💿 Help	
	My Cases	
	Print Version Export	
	Service ID Service type description Number Year Type Applicant Created On	Final Decision Status
	Service ID Service type description Number Year Type Appicant Created on 107376 H05- Health Certificate 18.03.2020	08:13:55 Pending for Payment
	Service ID Service type description Number Year Type Appicant Created Un 107376 H05 - Health Certificate	Final Decision Status 08:13:55 Pending for Payment 08:02:14 Pending for Payment
	service iu Service fipe description Numoer vear iype Appicant Create Create 303.2000 107376 H05- Health Certificate سنتانی جز از و معد است 107373 H05- Health Certificate د است 107371 H04-Product Modification Product Modification 18.03.2020	Final Decision Status 08:13:55 Pending for Payment 08:02:14 Pending for Payment 07:31:45 Approved Completed
	service IU Service IU Service Type description Number Year Type Appicant C-Reado Contention Chemical Contention (1973) - Holt-Health Certificate مستلي جد ترزي معد نعر از از معد نعم الرزي معد نعر از از المعالي (1973) - Holt-Health Certificate - 1803,2020 - 107373 - Holt-Health Certificate - 1803,2020 - 107374 - Holt-Product Modification Product Modification 1803,2020 - 107368 - Holt-Product Registration Product Registration Registration 1803,2020 - 107375 - 1803,2020 - 107368 - Holt-Product Registration Product Registration Registr	Final Decision Status 08:13:55 Pending for Payment 08:05:10 Approved Completed 06:05:10 Approved Completed
	service ID Service ID Service Type description Number Year Type Applicant Created Un 107376 H05 - Health Certificate مسلقي مد ترين معد ندم 1033200 107371 H04 - Product Modification Product Modification بالله شيري 18032020 107368 H04 -Product Registration Product Registration 18032020 107362 H05 - Health Certificate 177.032020	Prior Decision Status 0813.55 Pending for Payment 082.14 Pending for Payment 0731.45 Approved Completed 0 12.22.15 Approved Completed 0
	Service ID Service ID Service Type description Number Year Type Applicant Created Un 107376 H05 - Health Certificate المعلي بيد ازين سند نيمد العالي 18332020 107371 H04 - Product Modification Product Modification جينان شيلي بي 18322020 107388 H04 - Product Registration Product Registration 18332020 107388 H04 - Product Registration Product Registration 18332020 107364 H05 - Health Certificate 17032020	Pinal Decision Status 08.13.55 Pending for Payment 08.02.14 Pending for Payment 08.02.14 Pending for Payment 07.31.45 Approved Completed 12.22.15 Approved Completed 12.22.08 Rejected Rejected/Closed
	ي المرازي معد الدور ال 107376 H05 - Health Certificate معالة (مرزي معد الدور المرازي معد الدور المرازي معد الدور المرازي معد الدور الم 107371 H04 - Product Modification Product Modification 18 03 2020 107368 H04 - Product Registration Product Registration 18 03 2020 107362 H05 - Health Certificate Product Registration 17 03 2020 107361 H04 - Product Modification Product Modification 17 03 2020 107361 H04 - Product Modification Product Modification 17 03 2020 107362 H05 - Health Certificate Product Modification 27 03 2020 107361 H04 - Product Modification Product Modification 27 03 2020 107361 H04 - Product Modification Product Modification 27 03 2020 107361 H04 - Product Modification Product Modification 27 03 2020 107361 H04 - Product Modification Product Modification 27 03 2020	Prior Decision Status 08:13:55 Pending for Payment 08:13:55 Pending for Payment 06:05:10 Approved Completed Completed 12:22:15 Approved Completed Rejected/Closed v Case Status: Open Cases
	ي المانية الماني مانية المانية ال مانية المانية ال مانية المانية الم مانية المانية الماني مانية المانيية المانيية المانيية المانية المانية ا	Prior Decision Status 08:13:55 Pending for Payment 08:13:55 Pending for Payment 07:31:45 Approved Completed Completed 12:22:15 Approved Completed Completed 12:22:08 Rejected Rejected Rejected/Closed v Case Status: Open Cases Image: Refeest
	ي المرازي معد لعمل المرازي معد المرازي معد لعمل المرازي معد معر المرازي معد لعمل المرازي مع معلم المرازي معد المرازي معد لع	Prior Decision Status 0813.55 Pending for Payment 082.14 Pointing for Payment 0731.45 Approved Completed Completed 1222.15 Approved Completed Rejected/Closed 222.08 Rejected Case Status: Open Cases Case Status: Open Cases
	ي معنى جن الرو بعد المراح المعنى المحمد المراح المعنى المحمد المحمد المحمد المحمد المحمد المحمد المحمد المحمد ال 107373 H05 - Heath Certificate حسنى جن الرو بعد المحمد المحمد المحمد المحمد المحمد المحمد المحمد المحمد المحمد ا 107371 H04 - Product Modification Product Modification المحمد المحم المحمد المحمد المحمد المحمد المحمد المحمد المحمد المحمد المحمد المحم المحمد المحمد المحم المحمد المحمد المحم المحمد المحمد المحم المحمد المحمد المحم المحمد المحمد المحم المحمد المحمد	Phill Decision Status Oct 33-55 Pendong to Prayment 00:03-13-5 Pendong to Prayment 00:05-10 Approved Completed 12:22:15 Approved Completed 12:22:06 Rejected Rejected/Closed Case Status: Open Cases Open Cases Open Cases
	ي بعد ندر الله عنه المركزي بعد ندر الله عنه الله المركزي بعد ندر الله عنه الله المركزي بعد ندر الله عنه الله ال 107376 H05 - Health Certificate عنه الله المركزي بعد ندر الله الله المركزي بعد ندر الله الله الله الله الله ال 107371 H04 - Froduct Modification Product Modification الله الله الله الله الله الله الله الل	Pine Decision Status Sta

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

	Public He	alth Services						-	
My cases (28) My Notification Product R	legistration 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	
	107382	H04 -Product Modification		Product Modification	مباتد تجبلي مناثر تحدث	18.03.2020 09:20:19	Approved	Completed	
	107378	H04 -Product Modification		Product Modification	مِنْ تُدْتِينِي	18.03.2020 08:19:44	Approved	Completed	
	107376	H05 - Health Certificate			مسطني جد الرازی سند اسد	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	حيات ليبلي Creation date frame:	18.03.2020 07:31:45	Approved Status: Connert	Completed	
	Total number of car	s Case Documents	ga Payment Requ	ests		AI 0	Open C	ases V Circemest	
Copyright @ 2004-2017 RAK e-Government, All Rights Reserved Accessibility, 1 E	Privacy Policy Terms & Co	anditions Disclaimer Site	Mag i Helo i Fe	edback Contact Us					

• Displaying Case document, like screen Below:

n Request						
My Cases	🕜 Help					
My Cases						
Print Version	Export _					
Service ID	Service type description	Number	Year Typ	Documents for case with ID 107376		
107382	H04 -Product Modification		Pro			_
107381	H04 -Product Registration		Pro	Case Documents		. 11
107378	H04 -Product Modification		Pro	File Description		
107376	H05 - Health Certificate			Capture.PNG	₽	m
107373	H05 - Health Certificate			12.PNG	• <u>•</u> •	m
107371	H04 -Product Modification		Pro	13.PNG		
🔍 Case Details	Case Documents	Paymer	nt Requests			R
Total number of case	es: 848					
			-		Download all attachments	
					Download an attachments	

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

	My Cases				
	Print Version E	xport _			
	Service ID S	Service type description Number Year	r Tyl Do	ocuments for case with ID 107376	
	107382 H	H04 -Product Modification	Pro		^
	107381 H	H04 -Product Registration	Pro	Case Documents	
	107378	H04 -Product Modification	Pro	File Description	
	107376	H05 - Health Certificate		Capture.PNG	*
	107373 H	H05 - Health Certificate		12.PNG	٠.
	107371 H	H04 -Product Modification	Pro	13.PNG	P)
			Ľ		Download all attachments v Close
	<			m	
04-2017 RAK e-Government, All Rights Reserved <u>Accessibility</u> <u>Privacy</u> Tue 07 Mar 2017.	y Policy Terms & Cond	itions i <u>Disclaimer</u> i <u>Site Map i Help i F</u> i	eedback (Contact Us	

• Displaying Case details

the following screen Appears showing all the details of our case



My Payments

• Choosing Payment request

the following screen appears showing the amount needed to be paid

	Public H	lealth Services					-
ly cases (ZH) My Notification Produc	ct Registration Request						
	My Payme	nts 🔞 ^{Help}	ID				
	Print Version	Export					
	T Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	e e	107376	910026711	200.00	0.00	200.00	AED
	50 Pay Selecte	d Item 🕼 Back					
		800					
	4						,

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

rvices Guide Government Entities A	bout RAK eGov Media Center
P	ublic Health Services
ases (ZH) My Notification Product Registration R	equest
Amo * Tra • E B By vill Pay	Payment Amouni: 200.00 Insaction Amouni: 200.00 -Dinham Cooperation of the cooperation

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:

Notific	ations 🔞 Help					
Notifica	ations					
View: [S	tandard View] 🗸 🗸	Print Version	Export			6
Not	ification Due D	Date Requ	est Type	Case ID	Case type text	Details
300	088807 11.03	2020		107183	Free Sale Certificate	1
300	086812 17.02	2020		106618	Health Certificate	1
300	086810 17.02	.2020 H04 ·	Product Registration	106617	H04 - Product Registration Request	46
300	086806 17.02	2020		106615	Health Certificate	1
300	086783 17.02	2020		106605	Health Certificate	1
	0000752 47.02	2020		106507	Health Cartificate	-

1. Click details icon $\stackrel{\text{\tiny $^{\circ}$}}{}$ for the notification \rightarrow below screen opens

Selected Notificati	on			
Notification:	300086812	Case ID:	106618	
Created on:	17.02.2020	Case Type:	ZH05 Health Certificate	
Requester:	Hend Gomaa Mohamed	BusinessPartner:	مصطقي عبد الرازق محمد احمد 3000113130	
Lock Status:	đ			
Current System Status:	Open			
Product Modificat	ion Steps			
Step 1: Read the comme	ents from the below section sent fro	m the requester		
Step 2: Open the case by	y clicking the below button for editir	ng		
💅 Open Case				
Step 3: Write the comme	nts (if any) in the below comments	section		
Step 4: Complete the not	tification modification by clicking the	e below		
Complete				
Comments				
			Note from Public Health Department	t:
jkjb				
			Note from the Customer	r:

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

General Information Previous Health Cartificate No.: Shipment Reference No.: Ministry of Economy Certificate No.: RAK Chamber stamp required: No Business Partner Information Exporter Name: Applicant: Stoporter Name: Applicant: Suporter Phone No.: 584041094 Applicant Phone No.: Stoporter Phone No.: Exporter Formali: hend.m@egac.rak.ae Exporter PO Box: XWDWEDEW Exporter PO Box: XWDWEDEW Exporter Address: al horiya st/15/giza License Authority: License Authority: License Authority Health Certificate Information Exporter Details Importer Details Transport Method: * Importer Name: \$y 7aga 	7 npany gao.rak.ae W	Applic Applicant Na Applicant Phone Applicant E-r	licant: 3000113130 امصطلي عبد الرازق محد لحيد a No.: -mail: g.mokhtar@egac.rsk.ae	
Previous Health Certificate No.:	7 npany Jac.rak.ee W 15/giza	Applic Applicant Na Applicant Phone Applicant E-r	licant: 3000113130 هسطنی عبد الرازق محد لعبد ۱۹۵۰: -mail: g.mokhtar@egac.rak.ae	
Shipment Reference No.:	7 npany Jsc.rak.ee W	Applic Applicant Na Applicant Phone Applicant E-r	licant: 3000113130 امصطلی عبد الرازق مصد اصد e No.: -mail: g.mokhtar@egac.rak.ae	
Ministry of Economy Certificate No. RAK Chamber stamp required: No Business Partner Information Exporter Information Exporter: 3000113077 Applicant: 3000113130 Exporter Name: Al Rabi Company Applicant Name: 3000113130 Exporter Phone No.: 584041094 Exporter Phone No.: 584041094 Exporter Phone No.: 584041094 Exporter Phone No.: Steporter Phone No.: Exporter Phone No.: Steporter Phone No.: Exporter Phone No: Sumokhtan@egao.rak.ae Exporter Phone No: Sumokhtan@egao.rak.ae Exporter Address: al horiya st/15/giza License Authority: License Authority License Authority Address: Importer Details Transport Method: Importer Name: 	7 npany Jac.rak.ee W 15/giza	Applic Applicant Na Applicant Phone Applicant E-r	licant: 3000113130 اعصطنی عبد الرازق احمد احمد e No.: -mail: g.mokhtar@egac.rak.ae	
RAK Chamber stamp required: No معلقي عد الرائيل معلد المعالي معالي عد الرائيل معلد المعالي معالي معال معالي معالي	7 7 npany Jsc.rak.ee W 15/giza	Applic Applicant Na Applicant Phone Applicant E-r	licant: 3000113130 امسطلي عبد الرازق محمد احمد e No.: -mail: g.mokhtar@egac.rak.ae	
Business Partner Information Exporter: 3000113077 Exporter: 3000113130 Exporter Name: Al Rabi Company Exporter Phone No.: 580401094 Exporter F-mail: hend.m@egac.rsk.ae Exporter PO Box: XWDWEDEW Exporter PO Box: XWDWEDEW Exporter Address: al horiya st/15/giza License No:: License No:: License Authority License Authority License Authority Health Certificate Information Exporter Details Importer Details Transport Method: * Importer Name: * Strate Name: * Importer Name: * Impor	7 npany gao.rak.ae W 15/giza	Applic Applicant Na Applicant Phone Applicant E-r	licant: 3000113130 ≀ame: مصطقی عد الرازق مصد اعد e No.: -mail: g.mokhtar@egac.rak.ae	
Exporter: 3000113077 Applicant: 3000113130 Exporter Name: Al Rabi Company Applicant Name: Applicant Sume: Exporter Phone No: 564041094 Applicant Phone No: Exporter E-mail: hend.m@egac.rak.se Applicant E-mail: g.mokhtar@egac.rak.se Exporter Phone No: XWDWEDEW Exporter Address: al horiya st/15/giza License No: License No: License Authority: License Authority Health Certificate Information Exporter Details Importer Details Transport Method: Importer Iname: Stransport Method: Importer Name: Stransport Method: Stransport	7 npany jsc.rak.ee W 15/giza	Applic Applicant Na Applicant Phone Applicant E-r	licant: 3000113130 امسطنی عبد الرازق محمد احمد e No.: -mail: g.mokhtar@egac.rak.ae	
Exporter Name: Al Rabi Company Applicant Name: هسطني عد (لزل سعد لعد) Exporter Phone No.: 584041094 Applicant Phone No.: Exporter P-mail: hend.m@egac.rak.ae Applicant E-mail: g.mokhtar@egac.rak.ae Exporter PO Box: XWDWEDEW Applicant E-mail: g.mokhtar@egac.rak.ae Exporter PO Box: XWDWEDEW Applicant E-mail: g.mokhtar@egac.rak.ae Exporter PO Box: XWDWEDEW Applicant E-mail: g.mokhtar@egac.rak.ae License No: License No: License No: Importer Details	npany yao.rak.ae W 15/giza	Applicant Na Applicant Phone Applicant E-r	امسطقي عبد الرازق مصد احد : e No.: :mail: g.mokhtar@egac.rak.ae	
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- 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

Onlandad Matifiantian		
Selected Notification		
Notification: 300086812	Case ID:	106618
Created on: 17.02.2020	Case Type:	ZH05 Health Certificate
Requester: Hend Gomaa N	Nohamed BusinessPartner:	مصطفي عيد الرازقي محمد احمد 3000113130
Lock Status: 🛛 🗐		
Current System Status: Open		
Product Modification Steps		
Step 1: Read the comments from the belo	w section sent from the requester	
Step 2: Open the case by clicking the belo	w button for editing	
💅 Open Case		
Step 3: Write the comments (if any) in the	below comments section	
Step 4: Complete the notification modifica	tion by clicking the below	
Complete		
Comments		
		Note from Public Health Departm
jkjb		
		Note from the Custo

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.