| Ministry of Public Health | وزارة الصحة العامة |
| Port Health and Food Control Section | قسم صحة المنافذ ومراقبة الأغذية |

Guide to Food Registration System for Users and Auditors

Guide to Food Registration System
For Users and Auditors
2018

Ministry of Public Health	وزارة الصحة العامة
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Table of Contents

Appendices

1. Introduction

The Ports' Health and Food Control Section is responsible for controlling imported food and ensuring their safety and suitability for human consumption. As part of the department's plans to improve the work mechanisms, we launched the "Food Registration System".

The system is now available on our website of the Ministry of Public Health under the page of Ports' Health and Food Control Section. It's considered one of the most important requirements for the implementation of an Electronic Management System in the future.

The system includes all information on imported/ exported food, which facilitates the process of control in modern ways and tracking it in case if they are linked to a risk or a possible recall, this system will reduce the quantity of rejected or re-exported foodstuff due to labelling issues.

The reordered information will serve later for the Electronic Management System which is based on the level risk approach.

Since this system is still new, the level of risk will be determined at this stage according to the nature of the products themselves.

All the details required and asked during your registration were designed to be comprehensive and accurate, and each needed information was based on what will be used in future systems.

This manual includes an explanation to the user for the steps required for company registration as a first phase and also how to register the imported/ exported foodstuff.

You will find in this guide all the detailed information needed with screenshots and steps to follow in order to register.
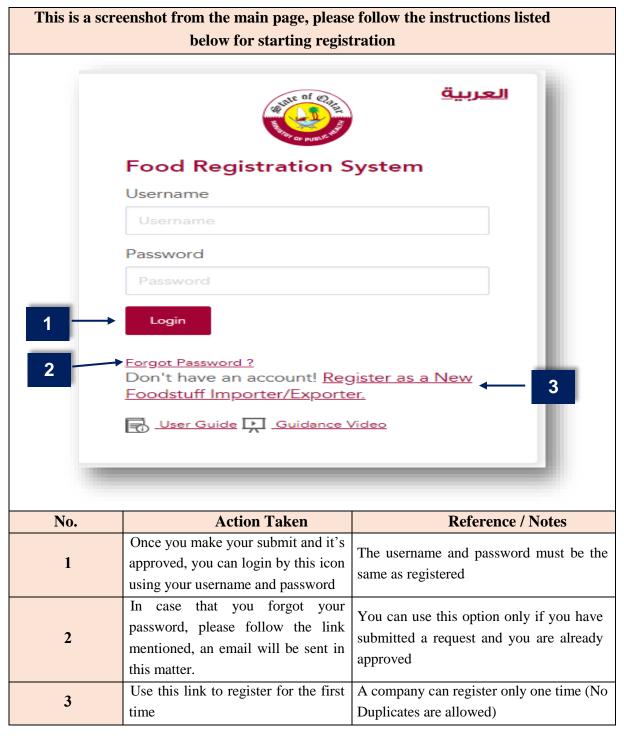
2. Reaching the System

You can reach the system by following these steps:

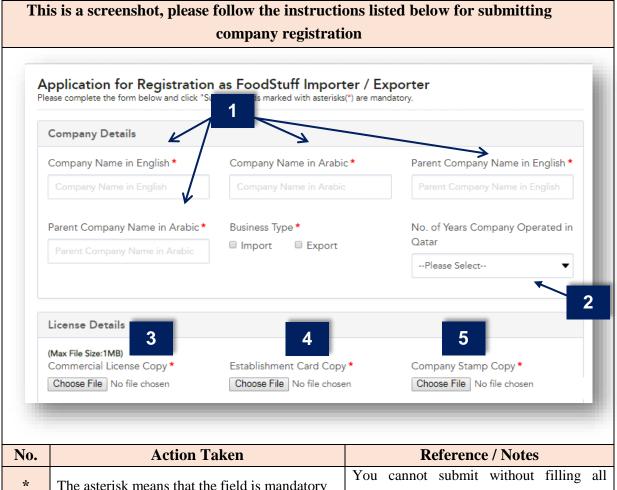|	
1. **Pen the Ministry of Public Health Website**	**www.moph.gov.qa**
2. **Click on the port Health & Food Control Section Icon**	
3. **You will find the Food Registration System link**	
4. **By clicking on the icon, you will be redirected to the following page**	

3. Start / Sign up

Please follow the following steps in order to sign up (you need to register your company before registering your products; this is only a submit and you need to wait for the approval of the port health & food control section, Registration does not mean the licensing of an activity, but it is a documentation for the importing / exporting companies for food, which basically owns a license for this activity from the competent authorities.

This is a screenshot from the main page, please follow the instructions listed below for starting registration

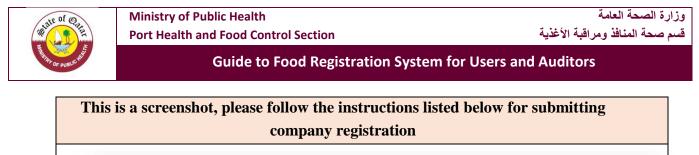| No.	Action Taken	Reference / Notes
1	Once you make your submit and it's approved, you can login by this icon using your username and password	The username and password must be the same as registered
2	In case that you forgot your password, please follow the link mentioned, an email will be sent in this matter.	You can use this option only if you have submitted a request and you are already approved
3	Use this link to register for the first time	A company can register only one time (No Duplicates are allowed)

4. Information Needed for Registration

When choosing "Register as a new foodstuff Importer/ Exporter", you will directed to the below page, where you can submit your registration

This is a screenshot, please follow the instructions listed below for submitting company registration

No.	Action Taken	Reference / Notes
*	The asterisk means that the field is mandatory	You cannot submit without filling all required fields.
1	Please provide the name of the company in Arabic AND in English	The name must be same as mentioned in the commercial license
2	Showing the total work period of the company in the State of Qatar	The period must be the same as mentioned in the commercial license
3	Please upload a copy of the commercial license	The commercial license must be stamped by the competent authority and valid.
4	Please upload a copy of the Establishment card.	The Establishment Card must be stamped by the competent authority and valid.
5	Please upload a copy of the company stamp	The copy must be in color and not in black & white

This is a screenshot, please follow the instructions listed below for submitting company registration

6

Owner Details

Owner Name *	Owner QID *	Owner QID Copy *
Owner Name	Owner QID	(Max File Size:1MB)
		Choose File No file chosen

7

Responsible Person Details
(Authorized person for signature)

Name *	Mobile Number *	QID *
Responsible Person Name	Responsible Person Mobile	Responsible Person QID

E-mail *	Job Position *	Fax
Responsible Person E-mail	Responsible Person Job Position	Responsible Person Fax

Letter of Responsibility Signed by Authorized Person *
Choose File   No file chosen

8

Alternate Responsible Person Details

Name *	Mobile Number *	QID *
Alternate Person Name	Alternate Person Mobile	Alternate Person QID

E-mail *	Job Position *	
Alternate Person E-mail	Alternate Person Job Position	

No.	Action Taken	Reference / Notes
6	Please enter the complete name and upload a copy of the QID of the owner	The information provided need to be identical to the QID (The copy uploaded must be from both sides)
7	Please provide all the needed information concerning the responsible person	Responsible person: one of the person mentioned in the Establishment card or authorized to sign, his responsibility includes (The establishment card or the official letter shall be accompanied by the information below): 1. Direct contact with the Ministry of Public Health. 2. Manage the activities and procedures of the food shipment including withdrawals, recalls and tracking. 3. Emergency response to food safety cases.

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| Port Health and Food Control Section | قسم صحة المنافذ ومراقبة الأغذية |

Guide to Food Registration System for Users and Auditors

		4. Check the effectiveness of good operating practices 5. Verify the implementation of food control plans 6. Responsible for the accuracy of the details regarding the company and the foodstuff on the system
8	Please provide all the needed information concerning the alternate responsible person	You must provide all the needed details

This is a screenshot, please follow the instructions listed below for submitting company registration

No.	Action Taken	Reference / Notes
9	Please provide details regarding the number and location of your stores	You must provide all details for your main storage area (if applicable). If you don't have any storage; you can choose the number of stores 0.
10	Please enter the username and the password you want to use it after approval	Password length must be greater than 8, and should contain at least one digit, one uppercase and at least one lowercase and no whitespace.

	The username and password must be in English.
❖	1. When you fill the needed details, please click on (Submit). 2. You will receive an email confirming that we get your request 3. The application and the relevant documents will be reviewed and answered with acceptance or rejection 4. In case of acceptance, we will receive a letter of company registration. 5. In case of decline, please contact our department for further information

Brief about the front page of the food registration system

This is a screenshot, please follow the instructions listed below for smooth registration process.

No.	Action Taken	Reference / Notes
1	You can return at any time to the homepage.	You will be able to view all the updates related to your products for which a request has been made.
2	To access the page containing all the food products that have been registered and see the approved status.	You can register your products; either for each product independently by filling the provided form or for many products by useing Excel import option using the form provided for that in the documents section, or/and extract all

		your products data in the registration system to Excel file.
3	Allows you to access company info.	The company's data must be continuously updated by those authorized to do so.
4-5	You can add suppliers, factories, brands and retail data of your products.	Continually updating this section makes it easier to register your products.
6	Contains all the documents that will help you in the registration process and an Excel file provided for you in case you need it for the registration.	You can easily download all documents.
7	If you face any problem you can communicate us at any time.	So, we could help you in a better way.
8	Direct link to register your food product.	Used to register food products.
	To log out of the system or change the language using the adjacent tag.	To maintain company and products data, it is best to log out when the registration session is complete.

5. Updating Company Details

In case of any changement occur in the company (name, owner, responsible person, Stores, importers…), you can update your profile by entering to the Importer/Exporter Tab and it will be reviewed by our department like for the first registration.

This is a screenshot, please follow the instructions listed below for updating company details

No.	Action Taken	Reference / Notes
*	An easy data update process begins by entering the user name and password. Then, the page shown in the image above appears.	You can enter to this page only if you are already registered

1-2	Press the Importer/Exporter link on the home page and press the update link.	You will be redirected to a page containing all the company data that you entered earlier when registered as a new food importer and exporter.
*	Modify the data and upload the new documents and press "Update".	All information and uploaded files must be accurate.
❖	Any change must be updated as soon as possible.	

Brief about the front page of the food products page

Registration means that the information provided in the packaging of the product complies with the laws and standards of the state of Qatar and it's permitted to import/export it.

In fact, registration of food product doesn't mean that it will not be subject to inspection measures or procedures upon entry into the various ports of the State or at a later time when displayed in local markets. After registering the company and obtaining the registration notice, you can start registering the imported / exported food items. For registering a new products, please follow the steps detailed below:

This is a screenshot, please follow the instructions listed below to register a new food product

No.	Action Taken	Reference / Notes
1	This option allows you to view all the information relating to all food products registered by you.	You can manage all the information about your food products.
2	Direct link to start registering a food product.	All required information was clarified as shown on page 13 to page 17.
3	Use an easier way to enter food product data into the registration system. You can use Excel to register more food products at a time.	Please kindly follow these steps: 1. In the Documents section, you will find an Excel file called "Product Registration Form _Excel" 2. Download the Excel file and use it.

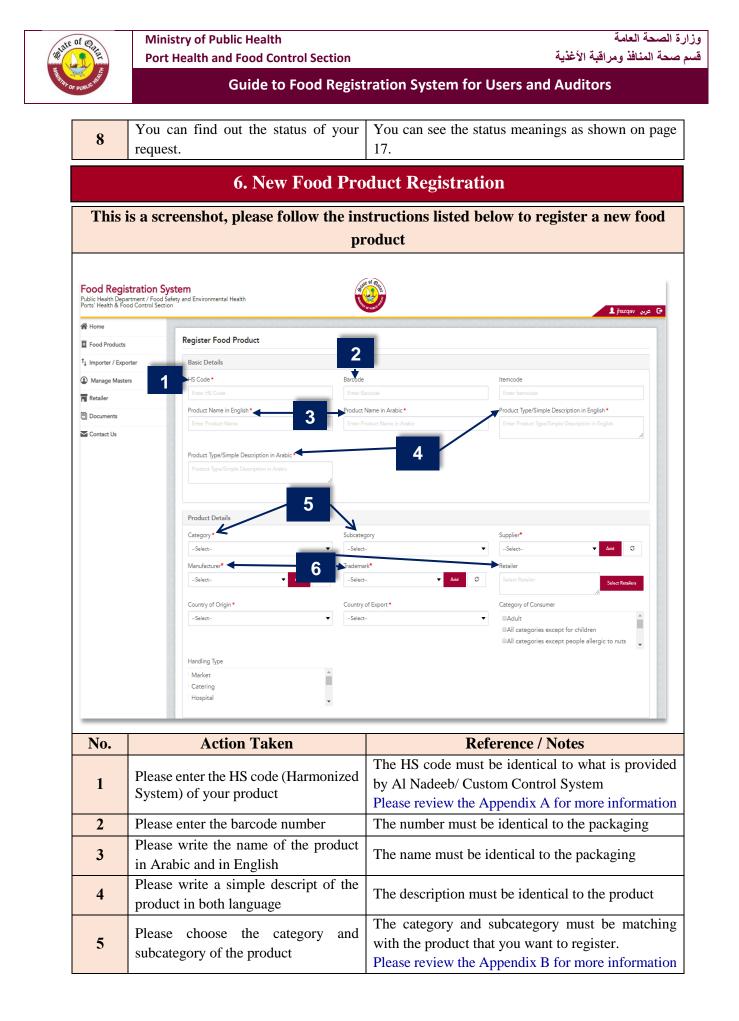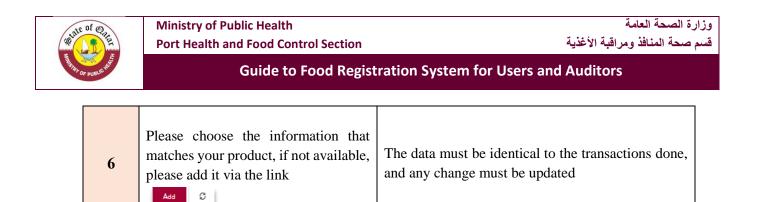|		
		3. Excel file contains all key data in the form of options. 4. Select one or more options. 5. After completing the data entry process, please make sure to save and close the file before upload it to the food registration system. 6. Upload the file by clicking on "Import Data from Excel". 7. The food products will be added with status of "pending", because there is no files or picture attached yet. 8. Please check each product separately and upload the mandatory attachment in order to submit the application for registration.

Continued / Brief about the front page of the food products page

This is a screenshot, please follow the instructions listed below to register a new food product

No.	Action Taken	Reference / Notes
4	You can extract all the food product data registered by you in the Excel file.	Helps you save information for all products registered in the registration system.
5	You can make any modification to a previously registered food product.	Any change must be updated as soon as possible.
6	You can search for any food product that you have registered in the registration system.	You can use one of the options to search, either using barcode, country of origin or Hs code
7	You can delete any food product.	Please be careful if you choose this option; the food product will be permanently deleted from the registration system.

| 8 | You can find out the status of your request. | You can see the status meanings as shown on page 17. |

6. New Food Product Registration

This is a screenshot, please follow the instructions listed below to register a new food product

No.	Action Taken	Reference / Notes
1	Please enter the HS code (Harmonized System) of your product	The HS code must be identical to what is provided by Al Nadeeb/ Custom Control System Please review the Appendix A for more information
2	Please enter the barcode number	The number must be identical to the packaging
3	Please write the name of the product in Arabic and in English	The name must be identical to the packaging
4	Please write a simple descript of the product in both language	The description must be identical to the product
5	Please choose the category and subcategory of the product	The category and subcategory must be matching with the product that you want to register. Please review the Appendix B for more information

6	Please choose the information that matches your product, if not available, please add it via the link [Add] [↻]	The data must be identical to the transactions done, and any change must be updated

6. New Food Product Registration

This is a screenshot, please follow the instructions listed below to register a new food product

No.	Action Taken	Reference / Notes
7	Please choose the country of origin for the product	The country of origin must be identical as mentioned in the packaging
8	Please choose the country of export	The country of export must be identical as mentioned in the packaging
9	Please enter the temperature storage Celsius degree (^{0}C)	You must enter the storage temperature mentioned in the package

This is a screenshot, please follow the instructions listed below to register a new food product

No.	Action Taken	Reference / Notes
10	Please enter the production and expiration dates as written on the package.	The shelf life must complies with the standards (e.g. GSO 150). The registration notice is given upon approval of the label and shelf life period, where each food registration request is examined separately.
11	Please select the allergen ingredients and type of special food (If Applicable).	The selected information must complies with the standards (e.g. GSO 9)
12	Please provide details for the Halal certification (If applicable). (You must attach a Halal certificate from an accredited Islamic center or organization). List of Approved Islamic Associations in The Countries Exporting to Qatar for Halal and Halal Slaughterhouse Certificates, is provided in the Port Health and Food control section website.	Some foodstuff need halal certificate such as meat and poultry products (Raw, chilled, frozen, processed…) and each products that contain any ingredient having an animal origin like gelatin…

This is a screenshot, please follow the instructions listed below to register a new food product

No.	Action Taken	Reference / Notes
13	Please provide all the ingredients in both Arabic and English, a picture from the package showing the ingredients is mandatory	The ingredients need to complies the standards (e.g. GSO 2500)
14	Please provide all the details concerning the nutritional facts	The information must be identical to the product and complies with the standards in the state of Qatar
15	Please upload three pictures of the product	The pictures must be taken from different sides in order to see all the information and claims of the product
16	Please provide copies of certification of the product	The certificates uploaded must be valid

*	• When you complet filling out the data and attach the documents, click (Submit Application). • The requests and related documents will be reviewed and answered. As indicated in (Important Information) on page 17. • If the application is approved, approval will be received with notice of registration.

7. Important Information

1. **After reviewing the details by our department, the company will receive one of the following responses:**

Pending	That means that is a new product or the information were updated, you need to wait for our approval
Approved	The food product has been approved by the competent authorities land can be imported / exported
Approved Until	The approval of the food by the authorities concerned for a certain period and can be imported or exported until the date specified with the need to meet subsequent requirements
Suspended	The submit is suspended until you complete the needed requirement
Declined	The product is declined because it's doesn't comply with the Qatari Standards
Cancelled	The authority can cancel an approved product

2. **The companies can view, search, update and add their product by using the search engine as showed below. The company can also extract all information about the company's food products that registered in the registration system by pressing the tag (Export to Excel file).**

	Ministry of Public Health	وزارة الصحة العامة
	Port Health and Food Control Section	**قسم صحة المنافذ ومراقبة الأغذية**

Guide to Food Registration System for Users and Auditors

8. Manage Masters

Through this page, you will find all the information of the importer regarding the manufacturers, suppliers and trademark, so you don't need at each time to add again the details belonging to them but will have a list of choice that it can be used, as an example you can:

- Click on supplier tab to see all the suppliers that you deal with them.
- You can export all the data on MS Excel Sheet.
- You can update or delete any detail.
- For adding, just click on "Add supplier" and provide all the needed details.
- You can repeat the same steps for the manufacturer

9. Contact Us

In case that you have any issue, complaint or suggestion, we are pleased to have your comments on your "Contact us" tab in order to improve our system.

By clicking on the tab, you will be directed the below page where you can insert your comments and we will answer you as soon as possible.

Note that you need to choose the type of comment (Complaints, Inquiry, Requests, Notes, Appreciations…).