



وزارة الصحة العامة  
Ministry of Public Health  
دولة قطر • State of Qatar



# **Users Guidebook**

## **Part I: Register Your Company & Related Products**

### **By Electronic System “Watheq”**

Ministry of Public Health  
Food Safety Department

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# Introduction

By the powers conferred to the Ministry of Public Health by the Amiri Decision no (14) of 2019 - the Organizational Structure of the Ministry of Public Health, Law no (8) of 1990 - the Regulation of Human Food Control, “The Food Safety & Environment Health Department” is specialized in implementing the Food Safety component of the National Health Policy. The Department controls and inspects food items, their traders, and trade places to ensure safety and integrity. It also intervenes, in cooperation with competent governmental authorities, to stop the trade of items that do not comply with the food standards and technical regulations enforced in the State of Qatar. Among other duties, the Department plays a role in fighting emergencies related to food safety & integrity and manages the laboratories that examine and analyze food samples.

As part of the strategies of the department to develop its work mechanisms and processes, the new Electronic System “Watheq” was launched on the Ministry of Public Health’s official website. The new system registers all information concerning food importers and exporters, local companies, and locally manufactured and imported food products. Thus, facilitating and modernizing food control and tracking potential dangers. Based on the provided food labels information, the new system will reduce the quantities of non-compliant, rejected, re-exported, or destroyed food items. Moreover, the new system is the go-to place for all food import and export services, such as the issuance of certificates, tracking of food consignments, and providing forms and templates.

The new electronic system “Watheq” is beneficial for both public health department and stakeholders. It deepens the trust between regulators and importers, promotes investments, improves food safety and integrity, and provides additional nutritional information.

The provided information will determine the level of inspections that shall be carried out regarding food businesses and products. These inspections shall be conducted based on the effective risk level that food businesses and products represent. The level of effective risk is determined by the nature of the product and its shelf life.

The provided information will determine the level of monitoring and control over local and imported food items. The system asks for barcodes to avoid monitoring all food items by narrowing down on a specific item. Moreover, users will be asked to provide a Harmonized System Code or customs documentation since the system is directly linked to the Qatar Custom Clearance Single Window “Al Nadeeb”.

The present guidebook details all the required steps to complete registration. The first part consists of submitting a “Company Registration Application”, before moving on to the second part to “Register the Products”. The guidebook also provides annotated screenshots taken from the electronic system itself, thus helping you to complete the registration process effortlessly.

# 1

**First: Access “Watheq” System**

**– Create Account & Register your Company**

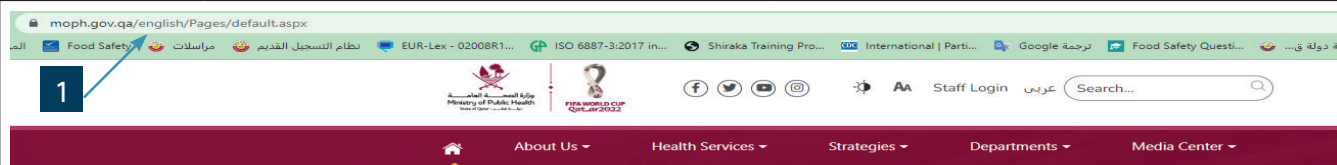


# 1. Access the System

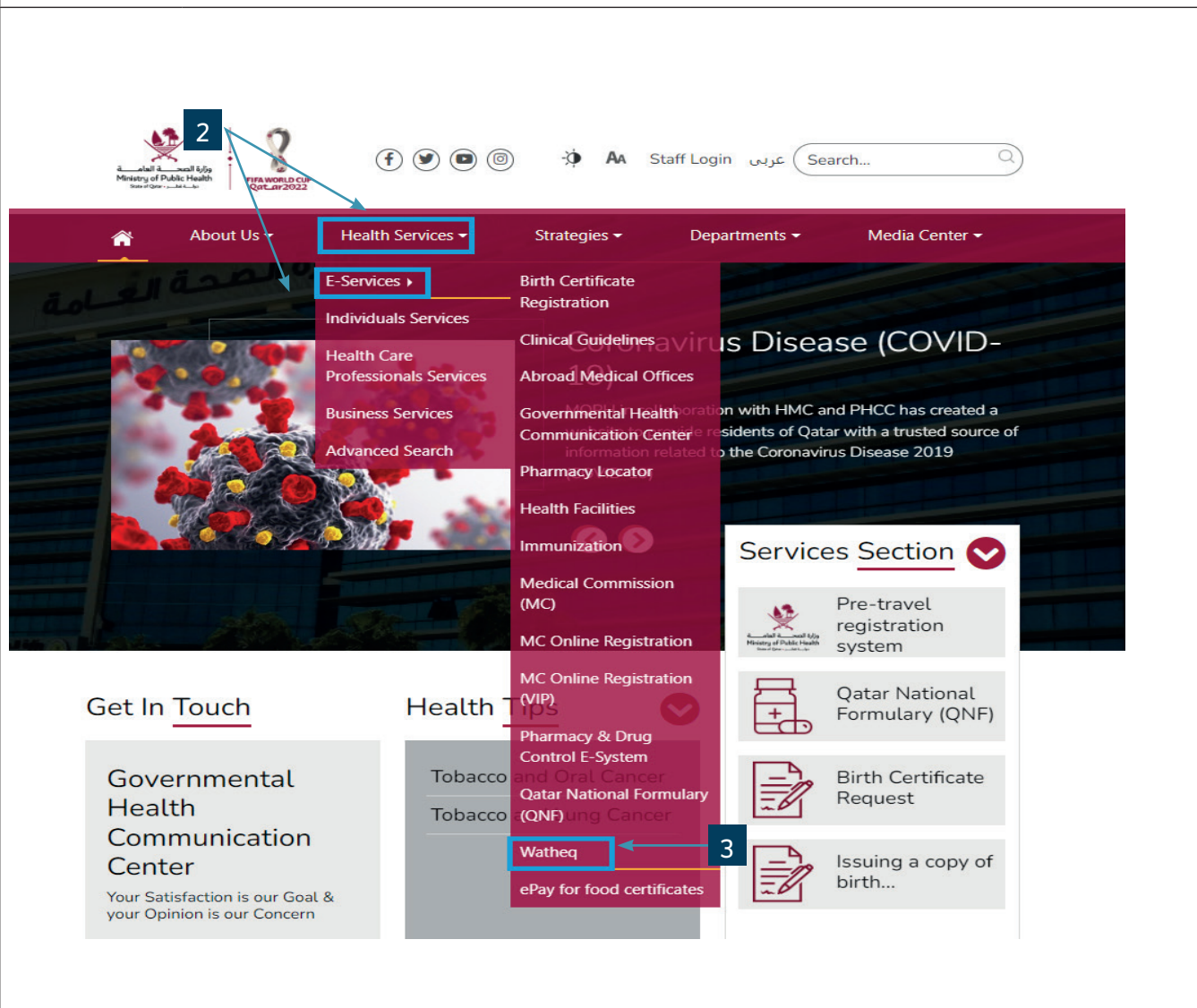
You can access the system by taking the following steps:

## 1. Enter the Official Website of the Ministry of Public Health

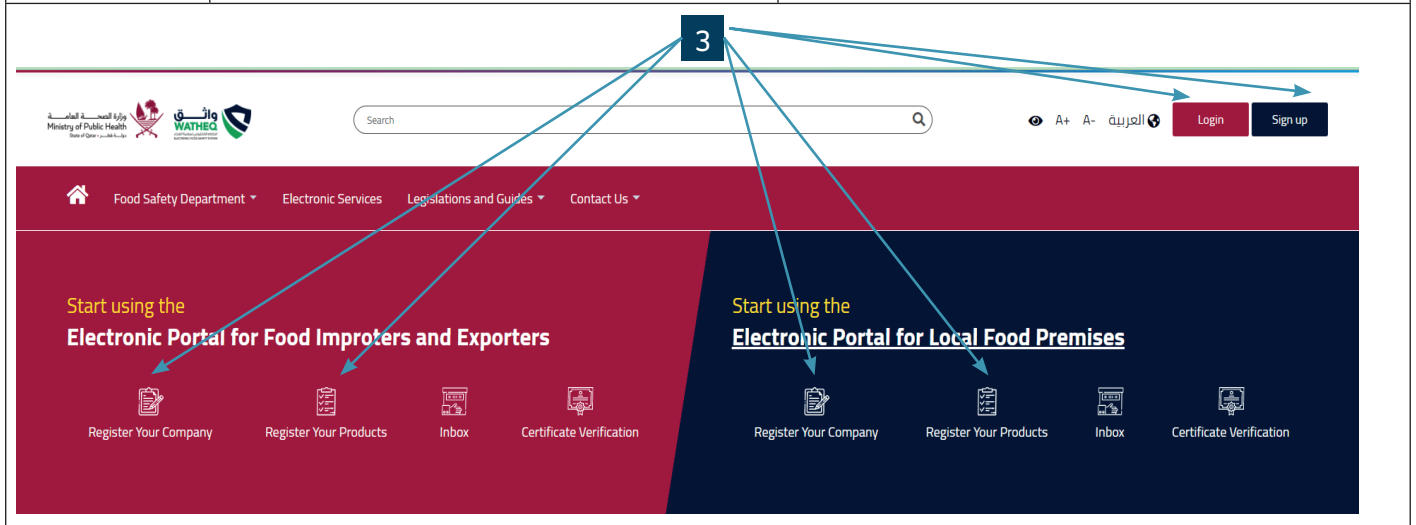
Enter the Ministry of Public Health's website by using the following link: [www.moph.gov.qa](http://www.moph.gov.qa)



To start the registration process, look at the screenshot and follow the numbers and the corresponding instructions below.



Number	Steps to take	Reference/Notes
2	Click on “Health Services”, then on “Electronic Services”, and select “Food Products Registration System”	You can access the system in various ways, but the stated approach is the fastest and easiest
3	Click on “Watheq” to initiate the registration	Food Safety Management System
4	By clicking on “Watheq” you will access the interface illustrated below	The interface is divided into two electronic portals: 1- For Food importers & Exporters 2- For local food businesses  The portals share the same features such as “Company Registration” & “Products Registration”, “Registered Companies” and “Create a new account for unregistered companies”.



## 2. Creating an Account & Registering Your Companies

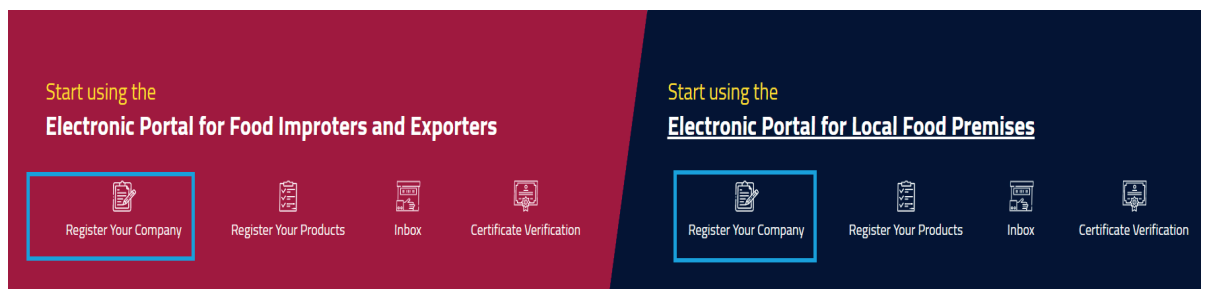
Follow the instructions to create an account and register your company. Company registration is considered a preliminary requirement for food products registration. It should be noted that in this context a registration is not synonymous to granting a license. The registration's purpose is to archive licensed Food Import and Export companies.

### 2.1 Creating an Account for A New Food Import & Export Company or a Local Food Business

1- By clicking on "Sign up"



2- Or by clicking on "Register Your Company" from one of the two portals



### 2.2 By selecting "Sign up" or "Register Your Company", you will be directed to "Create an Account – Register Entry Details"

To start the registration process, look at the screenshot, follow the numbers and the corresponding instructions below.

A screenshot of the 'Create Account' form. The form is titled 'Create Account' and has a progress indicator '0%' in the top right corner. Under the heading 'Login Details', there are three input fields: 'Commercial Registration No \*' (with a blue box '1' and an arrow pointing to it), 'Password \*' (with a blue box '2' and an arrow pointing to it), and 'Confirm Password \*' (with a blue box '3' and an arrow pointing to it). At the bottom right, there is a red 'Next' button (with a blue box '4' and an arrow pointing to it).

Number	Steps to take	Reference/Notes
*	A red star next to a box means that the required information is mandatory	*You cannot move forward with the application if the starred boxes are not filled.
1	Fill in the Commercial Registration number	The provided number must be identical to the company's commercial registration number
2	Fill in a password of your choice	The Password should have at least: one small letter, one capital letter, and one special character. The password should be at least 8 characters long and carrying Latin letters.
3	Re-enter password	To confirm the password, retype it
4	Click on "Next"	To continue, move to "company details"

## 3. New Company Information Registration

### 3.1 Company Details Page

To fill in new company's information, click on "Company Details Page". You will be directed to the page below. Fill the registration form, as explained, to get the necessary approval. This step is necessary to be able to register food products.

Look at the screenshot, follow the numbers and the corresponding instructions as listed below.

**Create Account** 17%

**Company Details**

Business Type \* **1**

Company Name in English \* **3**

Company Name in Arabic \* **2**

Parent Company Name in English **5**

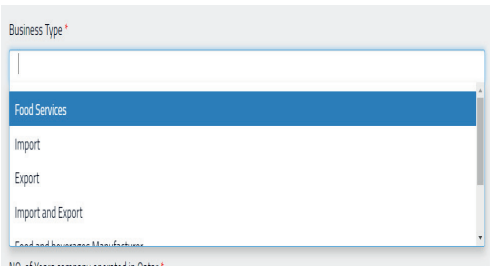
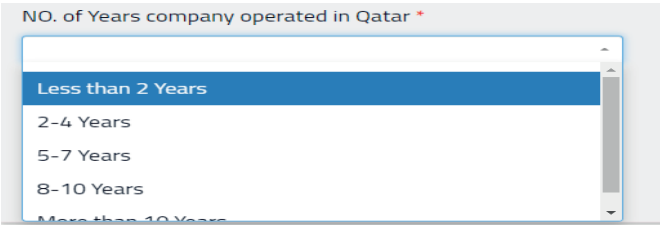
Parent Company Name in Arabic **4**

NO. of Years company operated in Qatar \* **6**

Company Logo Image\* **7** Choose File

**8**

Previous Next

Number	Steps to take	Reference/Notes
*	A red star next to a box means that the required information is mandatory	*You cannot move forward with the application if the starred boxes are not filled
1	Select the type of business 	Several food business categories are listed by clicking on "Type of business" (Food services/ Import/Export/Import & Export).  The selected type of business should be identical to the type of business mentioned in Commercial Registry and Commercial License
2	Fill in the Name of the Company in Arabic	The Arabic name of the company should be identical to the name mentioned in the Commercial Registry and Commercial License
3	Fill in the Name of the Company in English	The English name of the company should be identical to the name mentioned in the Commercial Registry and Commercial License
4	Fill in the Name of the Mother Company in Arabic	The Arabic name of the mother company should be identical to the name mentioned in the Commercial Registry and Commercial License
5	Fill in the Name of the Mother Company in English	The English name of the mother company should be identical to the name mentioned in the Commercial Registry and Commercial License
6	Select the company's overall professional activity period in Qatar 	The selected option of the company's overall professional activity period should match with the information mentioned in the Commercial License
7	Upload the Logo of the Company	The uploaded logo should be in color, and not in black & white
8	Click on "Next"	To continue, move to "License Details"

**"Continue to Register as a "Food Importer or Exporter or as a new Local Business**



## 3.2 License Details Page

Proceed with the registration process by moving to the License Details page

Look at the screenshot, follow the numbers and the corresponding instructions as listed below.

**Create Account** 34%

**Licence Details**

Commercial Registration Copy\*

No File Chosen Choose File ← **1**

jpg, jpeg, png, pdf, doc, docx

Establishment Card Copy\*

No File Chosen Choose File ← **2**

jpg, jpeg, png, pdf, doc, docx

Company Stamp Copy\*

No File Chosen Choose File ← **3**

jpg, jpeg, png, pdf, doc, docx

**4**

Previous Next

Number	Steps to take	Reference/Notes
1	Upload a copy of the Commercial Registry	The uploaded document should be clear, valid, and signed by competent authorities. The stated commercial activity should be related to Food trade
2	Upload a copy of the Computer card	The uploaded document should be clear, valid, and signed by competent authorities
3	Upload a copy of the Company Seal	The uploaded company seal should be clear, in color, and not in white & black
4	Click on "Next"	To continue, move to "Owner's Details"

"Continue to Register as a "New Food Importer or Exporter

### 3.3 Owner's Details Page

Proceed with the registration process by moving to the Owner's details page

Look at the screenshot, follow the numbers and the corresponding instructions below.

Number	Steps to take	Reference/Notes
1	Fill in the name of the company's owner	The provided information should be identical to the information on the Qatari Identification Card (QID)
2	Fill in the QID number of the company's owner	
3	Upload a valid copy of the Personal ID of the company's owner	The uploaded copy should be clear and recto verso
4	Click on "Next"	To continue, move to "Responsible Person"

Continue to Register as a "New Food Importer or Exporter"

### 3.4 The Responsible Person Page

Proceed with the registration process by filling the information regarding the "Responsible Person". A "Responsible Person" is either an individual mentioned in the "Company Registration Card" or an individual authorized by the company to act instead of it, by virtue of an official letter. Their duties are:

Having direct contact with the Ministry of Public Health

Managing the activities and procedures of the food shipment, including withdrawals, recalls and tracking

Responding to food safety emergencies

Verifying the effectiveness of good operational practices

Verifying the implementation of food control plans -

Ensuring the correctness of the company information and products in the food registration system and that the

The Company Computer Card or the Official Letter of Responsibility must be attached to the application.

Look at the screenshot, follow the numbers and the corresponding instructions below.

## Create Account

68%

### Responsible person

Name \*  1

QID \*  2

Job Position \*  3

Mobile number \*  4

Email \*  5

Fax  6

Letter of Responsibility (You can download the template from instructions documents)\*

No File Chosen  7

.jpg, .jpeg, .png, .pdf, .doc, .docx

\* I certify that the information and the attached documents are correct and accurate

4

Number	Steps to take	Reference/Notes
1	Fill in the name of the "Responsible Person"	The provided information should be identical to the information stated on their QID
2	Fill in the ID number of the "Responsible Person"	
3	Fill in the "Job Title" of the "Responsible Person"	Write the professional position they hold within the company
4	Fill in the mobile number of the "Responsible Person"	With every log in an OTP is sent. Therefore, providing an active and accurate mobile number is highly important
5	Fill in the e-mail address of the "Responsible Person"	The provided E-mail address is considered as the official e-mail used for communication purposes with the Company and for sharing official circulars and letters issued by the Ministry
6	Fill in the fax number of the "Responsible Person"	The provided fax number is the same fax number used for communication purposes with the Ministry of Public Health
7	Upload the Letter of Responsibility	If the name of the "Responsible Person" does not figure on the list of the authorized signatories mentioned in the "Computer Card". In that case, a letter of Responsibility needs to be attached. It should follow the format used by the Ministry (Template of the Letter of Responsibility). If the name of the "Responsible Person" does figure on the list of the authorized signatories, attach a copy of the "Computer Card".
8	Click on this icon to acknowledge the integrity of the provided information	<input type="checkbox"/> * I certify that the information and the attached documents are correct and accurate (I acknowledge the integrity of the provided information and attached documents)
9	Click on "Next"	To continue, move to "Alternate Responsible"

### "Continue to Register as a "New Food Importer or Exporter"

### 3.5 The Alternate Responsible Page

Proceed with the registration process by filling the information regarding the “Alternative Responsible person”

Look at the screenshot, follow the numbers and the corresponding instructions below.

Number	Steps to take	Reference/Notes
1	Fill in the name of the “Alternative Responsible Person”	The provided information should be identical to the information stated on their QID
2	Fill in the QID number of the “Alternative Responsible Person”	
3	Fill in the “Job Title of the Alternative Responsible Person”	Write the professional position they hold within the company
4	Fill in the mobile number of the “Alternative Responsible Person”	The provided mobile number is considered as the official alternative mobile line to be used by the Ministry of Public Health to communicate with the company
5	Enter the e-mail address of the “Alternative Responsible Person”	The provided e-mail address is considered as the official alternative e-mail to be used for communication purposes with the Company and for sharing official circulars and letters issued by the Ministry
6	Click on “Next”	To continue, move to “Company Coordinates”

“Continue to Register as a “New Food Importer or Exporter

### 3.6 Company Coordinates Page

Proceed with the registration process by filling the information related to the Company Coordinates

**Look at the screenshot, follow the numbers and the corresponding instructions below.**

**Create Account** 100%

**Details of the Establishment's Locations**

Zone	Street	PO Box	Building Number	Location	
					+ ← 1

Company Agreement

No File Chosen Choose File ← 2

jpg, jpeg, png, pdf, doc, docx

← 3

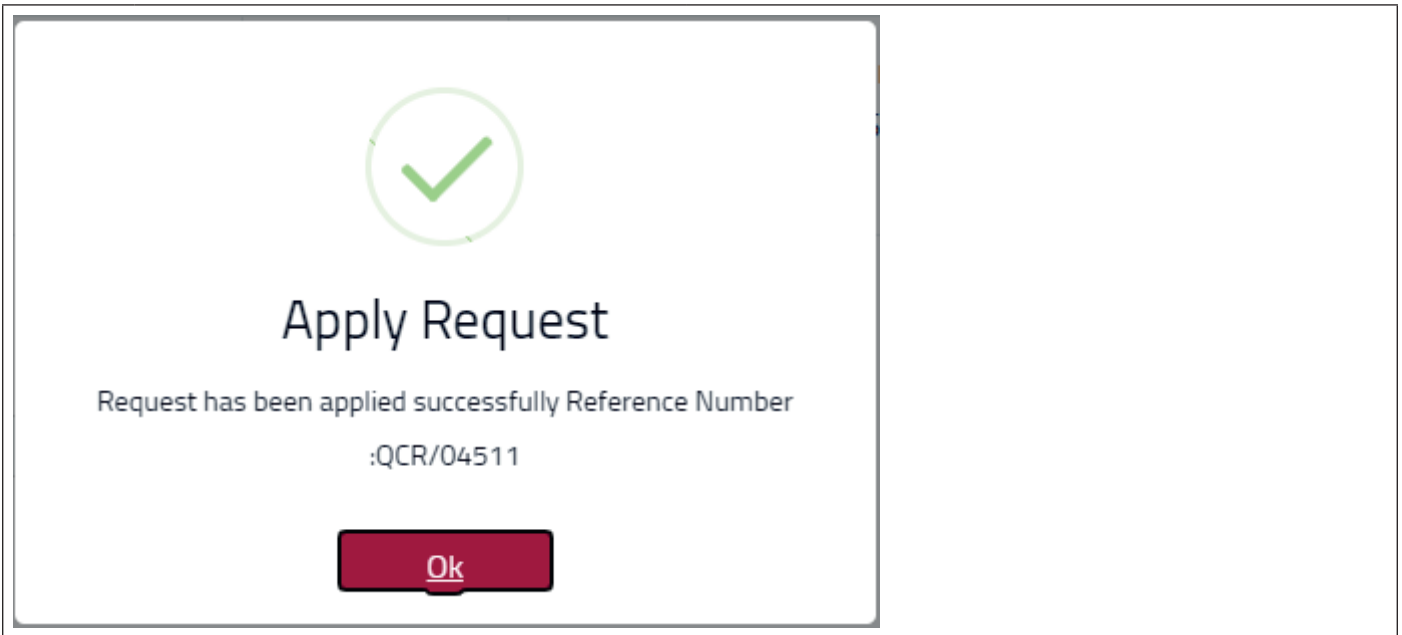
enter value of the above

4
4

Previous
Send

Number	Steps to take	Reference/Notes
1	Click on this icon,  , to enter the address of the company	Provide the company's geographic coordinates. If the company has more than a single address, you can use this icon,  , to add it. Use this icon,  , to delete a location, and this icon,  , to save a location.
2	Attach any additional documents relevant to the company's registration request	You might need to add unrequested documents that will strengthen your application
3	Fill in captcha characters	Fill in the captcha to finalize the account's creation and registration of the new company
4	Once all required information and documents are provided, click on "Send"	<p>By clicking on "Send", a reference number will be displayed. The "company owner" will receive an email confirming the reception of your application to register your business as a food Import/Export Company or as a local food business. The same message will be sent to the "Responsible Person" 's mobile phone.</p> <p>The application will be reviewed. You will be notified if the application is accepted or rejected.</p> <p>If accepted, you will receive a confirmation of your registration</p> <p>If rejected, you can reach out to the competent department to inquire about the missing documents.</p>

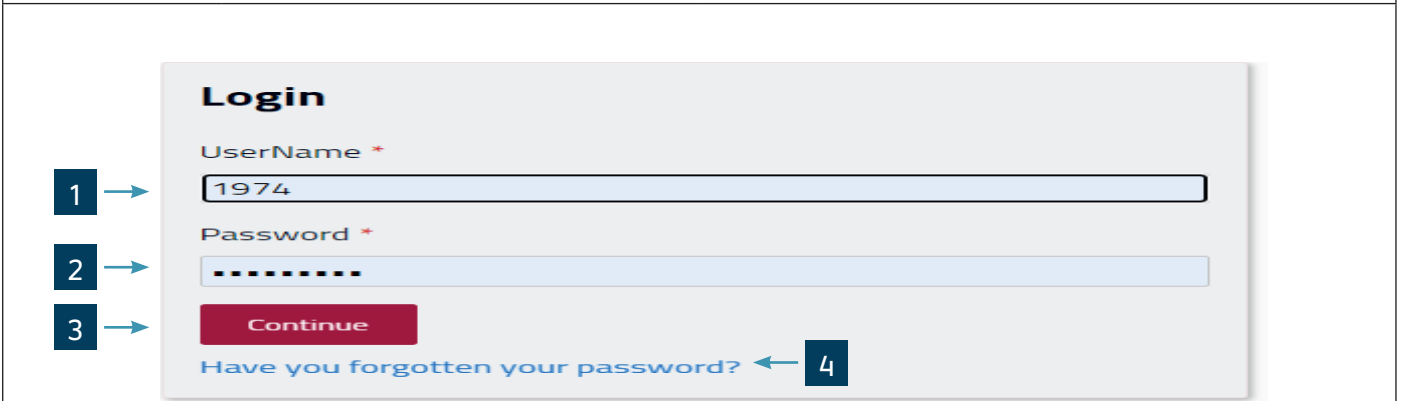




### 3.7 Log in Page

- Once the application to register your new company has been accepted, you will receive The Company Registration Certificate by email. The “Responsible Person” will receive an SMS confirmation as well. Then, you can access through the “Log in” page displayed below, to go to the “Product Registration” page.
- If your application is suspended for further study, you will receive an email. The “Responsible Person” will receive an SMS as well. Then, you will have to log in to apply the modifications requested by the MoPH Registration Department.
- You will receive an email if your application is rejected for failing to meet requirements. The “Responsible Person” will receive an SMS as well. Then, you will not be able to log in. The company would not be registered in the system anymore and you will be asked to create another account.

Look at the screenshot, follow the numbers and the corresponding instructions below.



Number	Steps to take	Reference/Notes
*	A star next to a box means that the required information is mandatory	You cannot move forward with the application if the starred boxes are not filled
1	Fill in the Username	The provided username is the Company’s Commercial Registry number
2	Fill in the Password	The provided password is the same password provided when you created your account

3	Click on 'Next'	<p>If the application is suspended for further studying, the Company Registration details page will remain accessible to undertake the necessary amendments, as formulated by the Department</p> <p>If the application is accepted, you will be able to access a new window to register food products (Register your products)</p>
4	Click on "Forgot Password?"	<p>In case you forgot your password, click on the "Forgot Password?" icon and a "change your password" email will be sent to guide you</p>

# 2

**Second: Access “Watheq” System  
– Register Your Products**

# 1. An Overview of The Food Products Registration Interface

## The Food Registration Interface:

- You can review all the paperwork regarding your products, submitted application and status.
- You can register your products one at a time or in bulk by using the “import from excel” feature. If you opt for the latter, you can either use the provided Excel template or extract the information from the system to the Excel file.
- You can access the company’s information, which must be constantly updated.
- You can add suppliers and producing factories, products’ trademarks, and retail shops. This information should be constantly updated to facilitate the registration of your products.
- All the documents and the Excel template needed for the registration process are provided.
- If you face any problem, you can contact us anytime to offer further assistance.

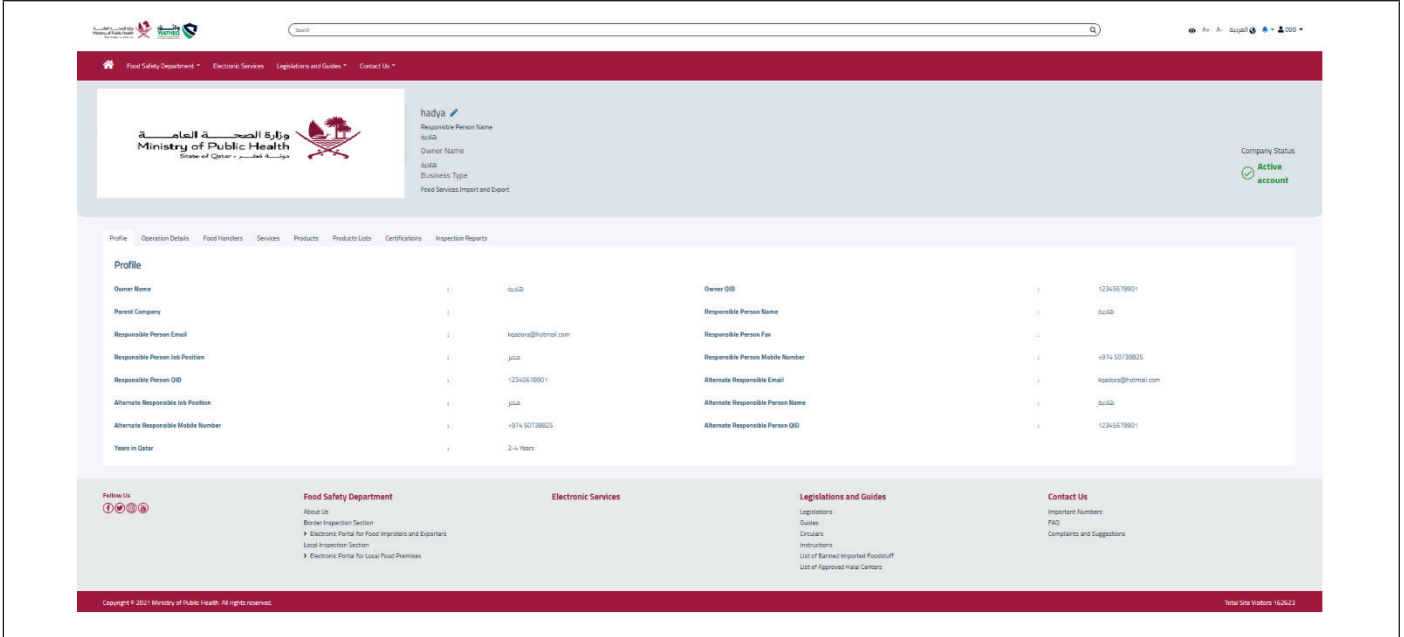
By Logging in, you will access the Company Services’ home page.

### 1.1 The Home Page for Food Export and/or Import Companies

The screenshot shows the user profile page for a company registered with the Ministry of Public Health. The page is in Arabic and English. The company name is 'THAT'. The owner name is 'محمد شويبة'. The responsible person name is 'محمد شويبة'. The responsible person email is 'lkaddoura@moph.gov.qa'. The responsible person mobile number is '+974 50738825'. The responsible person QID is '271440001507'. The alternate responsible person name is 'محمد شويبة'. The alternate responsible person mobile number is '+974 50738825'. The alternate responsible person QID is '271440001507'. The years in Qatar are '2-4 Years'. The company status is 'Active account'.

Field	Value
Owner Name	محمد شويبة
Owner QID	271440001507
Parent Company	THAT
Responsible Person Name	محمد شويبة
Responsible Person Email	lkaddoura@moph.gov.qa
Responsible Person Fax	
Responsible Person Job Position	مدير
Responsible Person Mobile Number	+974 50738825
Responsible Person QID	271440001507
Alternate Responsible Email	lkaddoura@moph.gov.qa
Alternate Responsible Job Position	مدير
Alternate Responsible Person Name	محمد شويبة
Alternate Responsible Mobile Number	+974 50738825
Alternate Responsible Person QID	271440001507
Years in Qatar	2-4 Years

## 1.2 The Home Page for Food Local premises



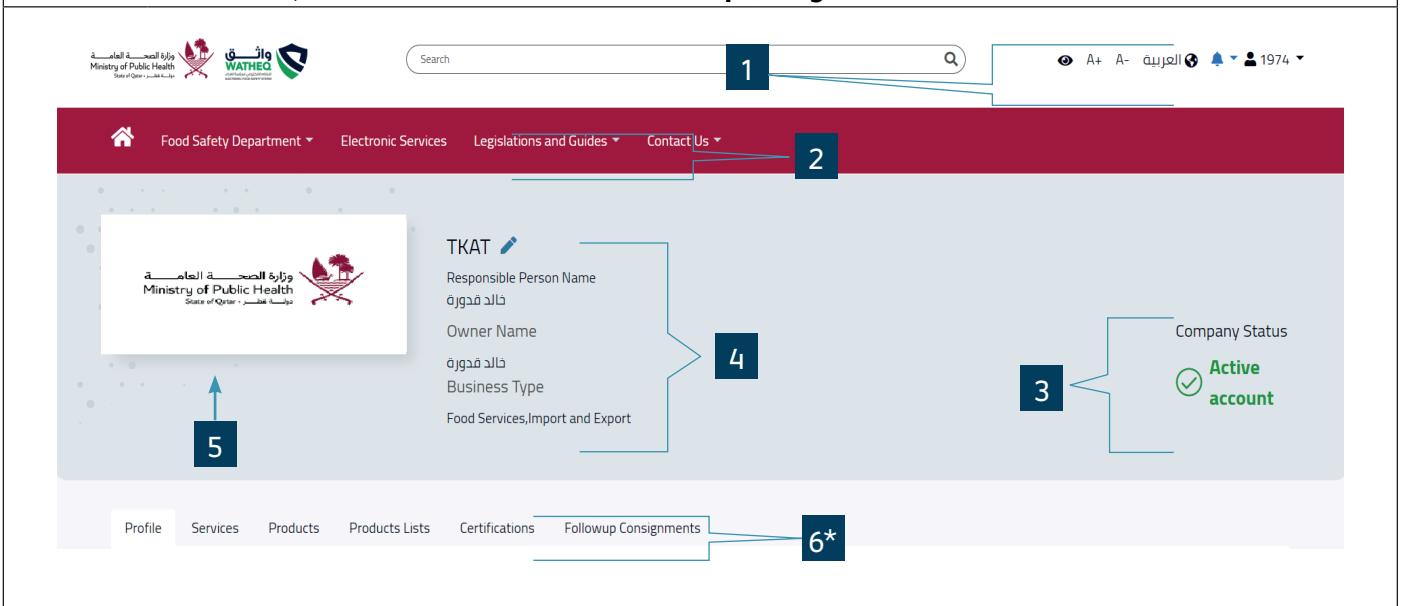
### A detailed overview of the services provided by the system for companies and businesses

#### Disclaimer:

Users should carefully choose the type of business activity they undertake from the list of business activities. Users are also invited to register their company's information by following the procedure detailed in the abovementioned section: "3.1 Company Details Page". Remember that the displayed services will differ from one commercial activity to another. For example, an export business will have different options than a local company. You can find more explanations down below.

## 1.1 The Home Page for Food Import and/or Export Companies

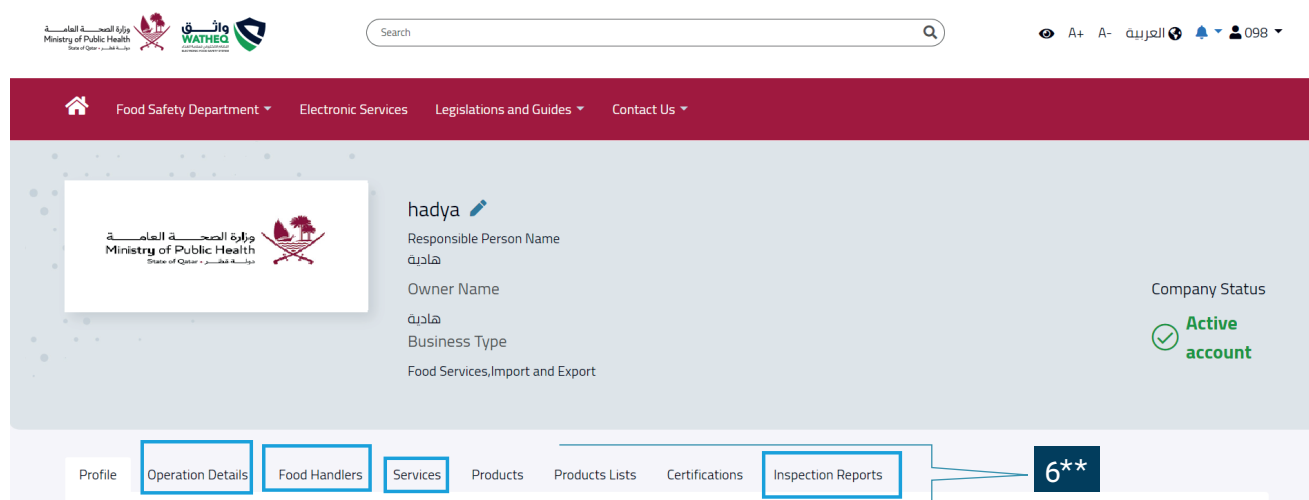
Look at the screenshot, follow the numbers and the corresponding instructions as listed below.



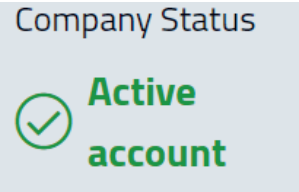






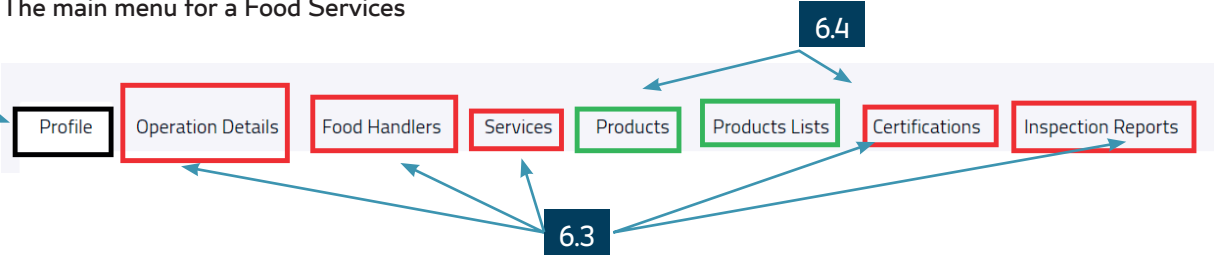

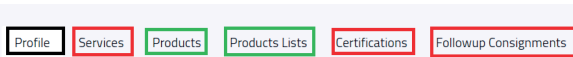

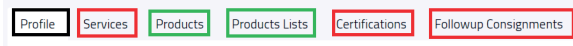
## 1.1 The Home Page for Food Import and/or Export Companies

Look at the screenshot, follow the numbers and the corresponding instructions as listed below.



Number	Icons	Reference/Notes
1	<p>Icons seen by the user</p>	<ul style="list-style-type: none"> <li>The profile icon </li> <li>The unread messages icon </li> <li>The language icon,  English, allowing users to switch between Arabic and English</li> </ul>
	<p>The profile icon</p>	<p>This icon allows you to:</p> <ul style="list-style-type: none"> <li>Access your account</li> <li>Receive messages and notifications</li> <li>Contact us for any inquiry</li> <li>Change your password</li> </ul> <p>For security reasons, it is advised to log out after each session.</p>
2	<p>The Menu Bar</p>	<p>The menu bar contains the following:</p> <ul style="list-style-type: none"> <li>“The Food Safety Department” icon allowing access to an overview of the Department, and the services provided by its different sections</li> <li>“The Legislation and Evidence” icon allowing access to legislations governing Food import &amp; export</li> <li>“The Contact Us” icon listing all the Food Safety Department and its Food Trade sections’ contact numbers.</li> </ul>

3	<p>The Status icon</p> 	<p>The potential status is:</p> <ul style="list-style-type: none"> <li>• Active</li> <li>• Pending approval</li> </ul>
4	<p>The type of business activity icon</p> <p>1-</p>  <p>* If the company is registered exclusively as an Import and/or Export business, the main menu will be shown as detailed in item 6*</p> <p>2-</p>  <p>** If the company is registered as a Food services, the main menu will be shown as detailed in item 6**</p>	<p>The company's name and the type of business are visible. To edit the company's information, click on this icon, . You will be redirected to a page showing the company's information.</p> <p>The competent authorities will review the updated information and take the appropriate decision. The initial company's registration screening process will be applied.</p> <p>Remember that from time to time, certain information needs to be updated, such a company's name, the owner, the Responsible Person, and the company's location.</p>
5	The company's logo icon	The company's logo should be in color and not in black & white
6	The main menu for a newly registered company	By logging in, the main menu will appear at the bottom of the home page. Several icons will appear such as private account, company's information, product registration services, food consignments follow-up, services offered for local companies, and facilities for companies operating in the Import and Export sector

6*	<p>The main menu for an Import and/or Export company &amp; Catering Company or a Restaurant.</p> 	
6**	<p>The main menu for a Food Services</p> 	
6.1	<p>Profile</p> 	The entirety of the registered information will be displayed
6.2	<p>The Services, Certificates &amp; Follow up Consignments icons</p> 	Only used for services related to import & export formalities
6.3	<p>Operational Details, Food handlers, Services, Certificates, and Inspection Reports icons</p> 	Only used for services related to the monitoring of local businesses PS: You will immediately access the “Operational Information” page by logging in to a local business account. To register your products, you have to fill the operational information, as detailed below in Point 1.2.1
6.4	<p>The Register Food Products icons</p> 	These icons are used to register food products for both food import/export companies and local businesses. The process is detailed down below.

### 1.2.1 Operational Information

- The operational information is required to register as a local catering business. Once logged in, you will be immediately redirected to the “Operational Information” page. You will be asked to share information regarding the business’ operating procedures, and to attach required documents, to be able to register your products.
- This page was added to help companies register their operational information, follow up submitted applications, and implement modifications even after approval to have the latest up to date information on file. The application will be reviewed by specialists, who will take the appropriate decision. You will find below an explanation of how to fill your operational information.

## 1.2.1.1 Operational Information/ Main Information

Look at the screenshot, follow the numbers and the corresponding instructions below.

The screenshot shows a web form titled "Operation Details" with a sub-section "Basic Details". The form contains the following fields and callouts:

- \*:** Business Type (dropdown menu)
- 1:** Sub category 1 (dropdown menu with a search icon)
- 2:** Food Product categories (codex) (dropdown menu)
- 3:** Number of other branches (text input)
- 4:** License Expiry Date (text input)
- 5:** Status of business (dropdown menu)
- 6:** Activity code as per Commercial Register (text input)
- 7:** Activity name as per Commercial Register (text input)
- 8:** Processes used on site (dropdown menu)
- 9:** Consumer category (dropdown menu)
- 10:** Total Employees Number (text input)
- 11:** Total number of management & administration employees (text input)
- 12:** Total Number Of Food Handlers (text input)
- 13:** Next button

Number	Steps to take	Reference/Notes
*	Type of business activity	It enables the system to show the type of business activity automatically, based on previous information filled during the initial phase of the "Food Business Registration" process
1	Select a sub-category	By clicking on the icon, a list containing several sub-categories will be shown for you to choose from
2	Fill in the category and sub-category of the product	The product category and sub-category are selected from the available lists. The selected options should match with the nature & type of the product. The listed food categories are based on the international standards stated in the Codex Alimentarius. (For additional clarification and assistance, you can review Annex n° (4): Approved Risk Categories Levels for the Food Registration System)
3	Fill in the number of branches	Fill in the business' number of branches
4	Fill in License expiry date	The provided information must match with the information on the current license. Please ensure that the shared information is always up-to date.




5	Select the current status	By clicking on the icon, a list will be displayed. It contains the following options (active, closed, and renewing license). You must choose the option that reflects the current status of the food business.
6	Fill in the activity code	Fill in the Activity Code as per the commercial registry
7	Fill in the activity type	Fill in the type of activity as stated in the commercial registry. Please ensure that the shared information is always up-to date.
8	Fill in the manufacturing processes used on site	By clicking on the icon, a list containing manufacturing processes will be displayed for you to choose from.  By manufacturing processes, that means the processes used to treat products.
9	Fill in the type of consumer	Select from the displayed list the type of consumer and places of trade. The selected options must match with the current information provided for administrative formalities and be up to date.  By “type of customers”, we mean the individuals for whom this product is destined. By virtue of current norms, certain age groups of the population are excluded from being the target consumers of certain food products.  The selected type of trade must accurately reflect how a product is marketed. Indeed, the way a product is marketed, for individual consumption or restaurants, directly impacts certain requirements for the registration process and dictates the norms and criteria a product should respect.
10	Fill in the number of staff personnel	The provided number of staff personnel must include directors, engineers, operators, and workers. The information must match with the current number of registered staff personnel.
11	Fill in the number of directors	Provide the number of directors affiliated to the company. The information must match with the current number of registered directors.
12	Fill in the number of food workers	By “food workers”, we mean every individual that is directly or indirectly involved with food processing. The provided information must match with the current number of registered food workers.
13	Click on “Next”	To continue, move to “Working Hours”

### 1.2.1.2 Operational Information/ Working Hours Information

Look at the screenshot, follow the numbers and the corresponding instructions below.

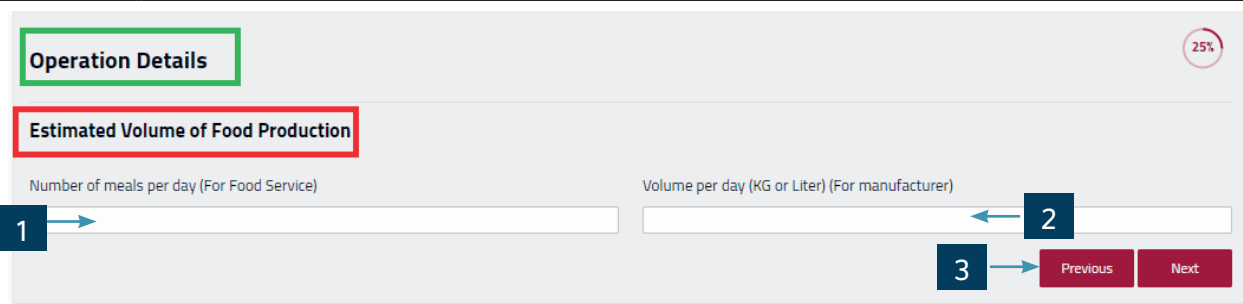
The screenshot shows the 'Operation Details' form with the 'Work Time' section highlighted. The form includes a 'Working Days' dropdown menu, 'From' and 'To' date input fields, and 'Previous' and 'Next' buttons. Numbered callouts (1-5) point to these elements: 1 points to the 'Working Days' dropdown, 2 points to the 'From' and 'To' date fields, 3 points to the '+' icon, 4 points to the calendar and trash icons, and 5 points to the 'Next' button.



Number	Steps to take	Reference/Notes
1	Choose Business days	The provided information must match with the declared number of business days. Please ensure that the shared information is always up-to date.
2	Fill in Working hours	Share the start and finish time of every business day. The provided information must match with declared working hours. Please ensure the information is always up-to date.
3	Add entries	Click on this icon,  , to add "Business days" and "Working hours"
4	Save or delete entries	Click on this icon,  , to delete an entry. And on this icon,  , to save an entry.
5	Click on "Next" to move to the following page or "Return" to go back to the previous page	To continue, move to "Production Volume"

### 1.2.1.3 Operational Information/ Production Volume

Look at the screenshot, follow the numbers and the corresponding instructions below.



Number	Steps to take	Reference/Notes
1	Fill in the number of food portions	For caterers only. Provide the current number of food portions prepared during a single day.
2	Fill in the production volume	Provide current daily or monthly production volume.
3	Click on "Next" to move to the following page or "Return" to go back to the previous page	To continue, move to "Motor Fleet"




## 1.2.1.4 Operational Information/ Motor Fleet

Look at the screenshot, follow the numbers and the corresponding instructions below.

Number	Steps to take	Reference/Notes
1	Fill in the number of refrigerated tanks	Provide the number of registered refrigerated tanks. For example, those used to transport raw milk. Please ensure that the shared information is always up to date.
2	Fill in the number of refrigerated trucks	Provide the number of registered refrigerated trucks for food transportation.
3	Fill in the number of refrigerated mini trucks	Provide the number of registered refrigerated mini trucks for food transportation
4	Fill in the number of trucks	Provide the number of registered non-refrigerated trucks for food transportation.
5	Fill in the number of mini trucks	Provide the number of registered non-refrigerated mini trucks for food transportation.
6	Other Motor Vehicles	Provide the number of registered motor vehicles that have not been added yet for food transportation. Please ensure that the shared information is always up to date.
7	Click on "Next" to move to the following page or "Return" to go back to the previous page	To continue, move to "Suppliers"

## 1.2.1.5 Operational Information/Suppliers

Look at the screenshot, follow the numbers and the corresponding instructions below.

Number	Steps to take	Reference/Notes
1	Select the category of the supplier	Select the supplier category based on the type of products they deliver. For example, raw material or packaging.
2	Fill in the name of the supplier	Add the name of the company supplying raw material. The provided information must match with the current information mentioned in the supplier's license.
3	Fill in the address of the supplier	Provide the full address of the supplier. The provided information must match with the address mentioned in the supplier's license.
4	Fill in the name of the supplier's Responsible Person	For communication purposes, provide the name of the supplier's Responsible Person. The name must match with the name mentioned in their QID.
5	Fill in phone number	Provide the phone number of the supplying company or of its Responsible Person. The Ministry of Public Health will use that number for communication purposes.
6	Fill in e-mail address	Provide the e-mail address of the supplying company or its Responsible Person. The Ministry of Public Health will use that email for communication purposes, and for sharing official circulars and letters.
7	Add entries	If the company has more than one supplier, click on this icon,  , to add entries PS: if there is more than one supplier for the same material, you must add and detail each and every supplier's information
8	Delete and save entries	Click on this icon,  , to delete an entry. Click on this icon,  , to save an entry.
9	Click on "Next" to move to the following page or "Return" to go back to the previous page	To continue, move to "Attachments"

## 1.2.1.6 Operational Information/Attachments

Look at the screenshot, follow the numbers and the corresponding instructions as listed below.

**Operation Details** 62.5%

**Attachments**

By which means end products are supplied?  
1 →

International food Safety Certification  
2 →

License  
4r.jpg   
3 →

International food Safety Certification  
4r.jpg   
4 →

Menu List For Food Service  
4r.jpg   
5 →

Product List For Manufacturers  
4r.jpg   
6 →

Building Layout  
4r.jpg   
7 →

PRP Documents  
4r.jpg   
8 →

pest control contract  
4r.jpg   
9 →

6  
Previous Next

Number	Steps to take	Reference/Notes
1	Fill in Food Safety Certificate	Provide the name of current acquired Food Safety Certificate(s). According to MOPH circular N° (1/2020), food factories must have at least a HACCP certification.
2	Fill in how finished products are distributed	Provide a brief overview of how food products are transported and delivered from the production site, to stores or to consumers, by sharing the following:  The transportation's temperature for different product categories  The time needed to complete transportation  Any additional information
3	License certificate	Upload a valid copy of the license. Please ensure that the information is always up-to date.
4	Food Safety Certificate	Upload a valid Food Safety Certificate. As stated in item n° (1) of the present table, factories must be HACCP certified. Please ensure that provided information is always up-to date.
5	Food Menu	<i>For catering companies only</i>  Upload a valid copy of the food menu. Please ensure that provided information is always up-to date.
6	List of Finished Products	For food factories only  Upload a valid list of finished products. Please ensure that provided information is always up-to date.
7	Maps or Blueprints	Upload valid maps or blueprints of the building (entries and exits), and production sites (food processing, packing and storage). Please ensure that provided information is always up-to date.
8	PRP Documents	Upload all valid PRPs: product tracking system, product recall system, equipment cleaning and sanitizing methods, hygiene policies within the facility, training system, and any additional document. Please ensure that provided information is always up-to date.
9	Pest control contract	Upload a valid pest control contract. Please ensure that provided information is always up-to date.
10	Click on "Next" to move to the following page or "Return" to go back to the previous page	To continue, move to "Product Attachments"

## 1.2.1.7 Operational Information/ Product Attachments

Look at the screenshot, follow the numbers and the corresponding instructions below.

Number	Steps to take	Reference/Notes
1	Material Test Report (MTR) Certificates	Upload all valid MTR certificates
2	Packaging Test Report (PTR) Certificates	Upload all valid PTR certificates proving that packaged materials are edible, and all valid laboratory analysis for packaging in direct contact with food.
3	Label of the Finished Product	Upload the label of the finished product. By "label", we mean the product identification card listing the product's name and its nutritional facts. The label should comply with the standard GSO 9 about label requirements for pre-packaged food.
4	Click on "Next" to move to the following page or "Return" to go back to the previous page	To continue, move to "HACCP Attachments"

### 1.2.1.8 Operational Information/ HACCP attachments

Look at the screenshot, follow the numbers and the corresponding instructions below.

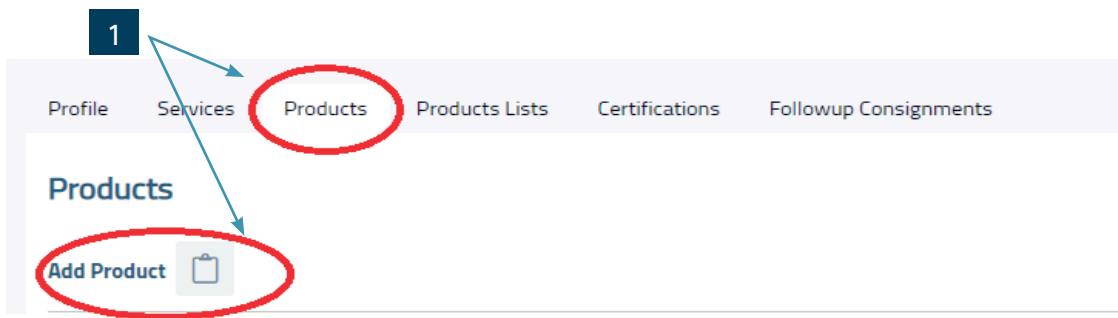
Number	Steps to take	Reference/Notes
1	Products Description	Upload up-to date products' descriptions matching the information mentioned in the HACCP
2	Process Flow Diagram	Upload an up-to-date Production Process Flow Diagram listing critical points and critical control points
3	Risk Analysis	Upload an up-to-date risk analysis of all inhouse manufactured products
4	Laboratory Analyses	Upload up-to-date laboratory test results for required products
5	Click "Send" to send the "Operational Information" or "Return" to go back to the previous page	By clicking "Send" all the "Operational Information" will be sent to MOPH specialists for review

## 2. The Main Portal to Initiate Food Products Registration

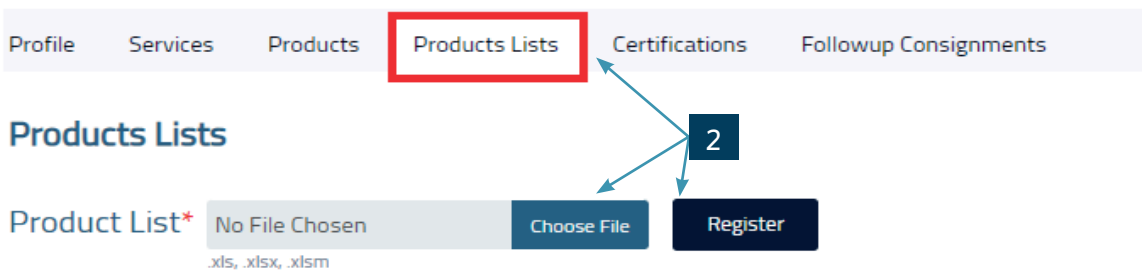
This portal allows companies to register their food products, to monitor their application status, and to undertake required modifications, before and after obtaining approval. Once the application is submitted, specialists will review it, who will take the appropriate decision. The following tables explain how food products can be registered one at a time or by bulk with "Import from Excel".

## 2.1 Registration of a Single Food Product

Look at the screenshot, follow the numbers and the corresponding instructions below.



## 2.2 Registration of several Food Products by Using “Import from Excel” feature



Number	Steps to take	Reference/Notes
1	Click on the “Products” icon to register a single product	By clicking on “Products”, “Add Product” will be displayed. Click on it and access a page dedicated to product registration.
2	Click on the “lists of products” icon to register several products at once	By clicking on “Lists of Products”, you will access a page dedicated to products’ registration. You will need to use the provided Excel template. Once the Excel file is uploaded, click on the Register then the system creates a draft of the list of products. To complete registration, you will need to add pictures, attach required documents, and fill empty cases for each product.



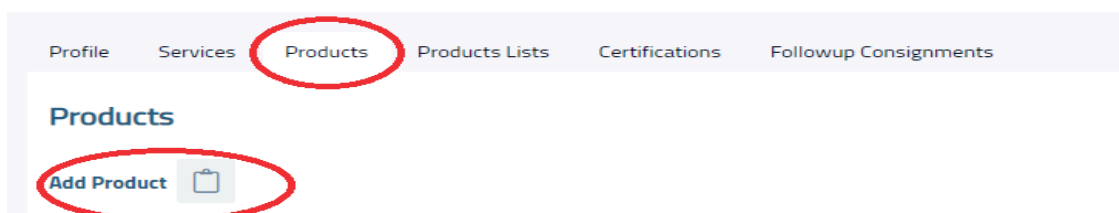
## 3. Food Product Registration Methods

Registration” indicates that the information put on labels meet the required standards and regulations imposed by law, thus, making them eligible for import and export. Nevertheless, it should be noted that registering products does not exclude inspecting, testing, and controlling said products. These measures apply to products entering Qatar via different entry points and are sold on the local market. Any alteration to any registered product requires an update of the product’s information.

After confirming the registration of your company, you can proceed with the registration of imported and exported food items, by adopting the following steps:

### 3.1 Registration of a Single Food Product

To register a product, click on “Items” then on “Add an Item” to access the “Register a Food Item - Main Information” page



#### 3.1.1 The Main Information Page

Look at the screenshot, follow the numbers and the corresponding instructions below.

The screenshot shows the 'Request for Foodstuff Registration' form. It includes a progress indicator at 0%. The form is divided into 'Basic Details' and has several input fields:
 

- 1**: HS Code (with a red star indicating it is mandatory)
- 2**: Barcode
- 3**: Item Code
- 4**: English Product Name (with a red star indicating it is mandatory)
- 5**: Arabic Product Name (with a red star indicating it is mandatory)
- 5**: English Product Description (with a red star indicating it is mandatory)
- 5**: Arabic Product Description (with a red star indicating it is mandatory)
- 6**: Next and Save Later buttons

 Arrows point from the numbers to their respective fields.

Number	Steps to take	Reference/Notes
*	A red star next to a box means that the required information is mandatory	*You cannot move forward with the application if the starred boxes are not filled
1	Fill in HS Code	The provided HS Code must match with the information on “Al Nadeeb” Customs system (the Customs monitoring system) and should reflect the nature of the registered product. (For additional assistance, please review Annex n° (1): HS-codes for Foodstuff, provided by the Customs, in order to choose the appropriate number)
2	Fill in product’s barcode	Carefully copy the barcode printed on the product

3	Fill in product's code	The product's code is known by the company which imports it
4	Fill in product's name in Arabic & English	The provided name must match with the name on the product's label
5	Briefly describe the product's nature in Arabic & English	The product's description must state its effective nature in clear terms regardless of its commercial name (for instance: the commercial name of the product is "Cream" while its actual description is "Flavored Yoghurt")
6	Click "Next" to move to the following page, "Return" to go back to the previous page or "Save" to resume later on	By clicking "Next" you will move to "Product Details"

Continue the registration process

### 3.1.2 Product Details Page

Look at the screenshot, follow the numbers and the corresponding instructions below.

**Request for Foodstuff Registration** 17%

**Product Details**

1. Sub Category \*

2. Supplier \*

3. Country Of Origin \*


4. Country Of Export \*

5. Retailer

6. Handling Type

7. Next

Previous Next Save Later

Number	Steps to take	Reference/Notes
1	Fill in the product's category and sub-category	The selected options must match with the nature & type of the product. The listed categories are based on international standards as stated in the Codex Alimentarius. (For additional clarification and assistance, you can review Annex n° (4): Approved Risk Categories Levels for the Food Registration)
2	Fill in the information of suppliers, manufacturers, and trademarks	Add the requested information by clicking on this symbol,  , The information regarding suppliers and manufacturers of imported products must match the information provided in previous administrative forms. Also, trademark information must be compatible with the information on the product's label. All provided information should always be updated. For locally manufactured products, select "N/A"
3	Select the product's country of origin	For imported products, the country of origin must match with the country mentioned in the product and administrative forms. For locally manufactured products, select the State of Qatar.
4	Select the product's country of export	For imported products, the country of export must match with the country mentioned on the product and may not be the country of origin (for instance: the selected country can be the country of packaging). For locally manufactured products, select The State of Qatar.
5	Select Retailer	The provided information must match with the current administrative data. Please ensure that the shared information is always up-to date.
6	Fill in consumers' categories and handling type	Select from the displayed list the type of consumer and handling type. The selected options must match with the current information provided for administrative formalities and be up to date. By "customers categories", we mean the individuals for whom this product is destined. By virtue of current standards, certain age groups of the population are excluded from being the target consumers of certain food products. The selected "handling type" must accurately reflect how a product is marketed. Indeed, the way a product is marketed, for individual consumption or restaurants, directly impacts certain requirements for the registration process and dictates the standards and criteria a product should comply with.
7	Click "Next" to move to the following page, "Return" to go back to the previous page or "Save" to resume later	By clicking "Next" you will move to "Product Transportation and Packaging Specificities"

### Continue the registration process

### 3.1.3 Packaging specificities and transportation

Look at the screenshot, follow the numbers and the corresponding instructions below.

The screenshot shows a web form titled "Request for Foodstuff Registration" with a progress indicator of 34%. The form is divided into sections: "Package Details", "Port of Entry", "Package Type", "Package Weight/Volume", "Temperature requirement", "Shelf Days", "Shelf Months", and "Shelf Years". There are three buttons at the bottom: "Previous", "Next", and "Save Later".

- 1**: Points to the "Port of Entry" text input field.
- 2**: Points to the "Package Type" dropdown menu.
- 3**: Points to the "Package Weight/Volume" text input field.
- 4**: Points to the "Temperature requirement" dropdown menu.
- 5**: Points to the "Shelf Days", "Shelf Months", and "Shelf Years" text input fields.
- 6**: Points to the "Next" button.

Number	Steps to take	Reference/Notes
1	Fill in the entry point	<ul style="list-style-type: none"> <li>For imported products, choose the entry point of food consignments ordered by the company. Adding the name of used or expected entry point(s) will facilitate future tracking.</li> <li>For locally manufactured products, select "N/A".</li> </ul>
2	Fill in the packaging type	The selected packaging must be compatible with recognized packaging standards. The shelf life of some products dictates the type of packaging to be used.
3	Fill in the weight/volume of the packaging	Provide the <b>net</b> weight or volume of the packaging. The shared information must match the information written on the product's label.
4	Select the product's storage and preservation temperature	<p>The provided storage and preservation temperature must match with the information written on the product's label. Food items can be divided into three groups:</p> <ul style="list-style-type: none"> <li>Frozen Food: their preservation temperature should not exceed <math>-18^{\circ}\text{C}</math></li> <li>Chilled Food: their preservation temperature varies between <math>0^{\circ}\text{C}</math> and <math>5^{\circ}\text{C}</math></li> <li>Food that can be stored in adequate temperatures, i.e., room temperature (not exceeding <math>25^{\circ}\text{C}</math>) in ventilated storage houses</li> </ul> <p>By virtue of enforced standards and Regulations, the temperature at which food can be stored dictates shipment arrangements and the shelf life of a given food product.</p>

5	<p>Fill in the “shelf life” as written on the packaging</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; font-size: 8px;">Shelf Days *</td> <td style="text-align: center; font-size: 8px;">Shelf Months *</td> <td style="text-align: center; font-size: 8px;">Shelf Years *</td> </tr> <tr> <td style="text-align: center;"><input style="width: 50px;" type="text" value="0"/></td> <td style="text-align: center;"><input style="width: 50px;" type="text" value="0"/></td> <td style="text-align: center;"><input style="width: 50px;" type="text" value="0"/></td> </tr> </table> </div> <p>PS: By virtue of (GSO 9) Gulf Technical Regulation, the shelf life must be shared by mentioning the product’s expiry and production dates. The production and expiry dates must be engraved, printed, or sealed with permanent ink. The visible and detectible dates must be displayed on the packaging or on the label.</p>	Shelf Days *	Shelf Months *	Shelf Years *	<input style="width: 50px;" type="text" value="0"/>	<input style="width: 50px;" type="text" value="0"/>	<input style="width: 50px;" type="text" value="0"/>	<p>The provided shelf life (the period during which the product is good for consumption) period must be compatible with (GSO 150-1,2) technical regulations for mandatory and optional standards for pre-packaged food. As illustrated in the examples below, the provided shelf life must be shown in days, months, and years.</p> <ol style="list-style-type: none"> <li>If the product’s shelf life is two years, write (2) in the column dedicated to the number of years <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 33%;">Year(s)</th> <th style="width: 33%;">Month(s)</th> <th style="width: 33%;">Day(s)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> </li> <li>If the product’s shelf life is six months, write (6) in the column dedicated to the number of months <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 33%;">Year(s)</th> <th style="width: 33%;">Month(s)</th> <th style="width: 33%;">Day(s)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">6</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> </li> <li>If the product’s shelf life is one year and four months, write (1) in the column dedicated to the number of years, and (4) in the column dedicated to the number of months <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 33%;">Year(s)</th> <th style="width: 33%;">Month(s)</th> <th style="width: 33%;">Day(s)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">4</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> </li> </ol>	Year(s)	Month(s)	Day(s)	2	0	0	Year(s)	Month(s)	Day(s)	0	6	0	Year(s)	Month(s)	Day(s)	1	4	0
Shelf Days *	Shelf Months *	Shelf Years *																								
<input style="width: 50px;" type="text" value="0"/>	<input style="width: 50px;" type="text" value="0"/>	<input style="width: 50px;" type="text" value="0"/>																								
Year(s)	Month(s)	Day(s)																								
2	0	0																								
Year(s)	Month(s)	Day(s)																								
0	6	0																								
Year(s)	Month(s)	Day(s)																								
1	4	0																								
6	<p>Click “Next” to move to the following page, “Return” to go back to the previous page or “Save” to resume later on</p>	<p>By clicking “Next” you will move to “Ingredients”</p>																								

Continue the registration process

### 3.1.4 Ingredients

Look at the screenshot, follow the numbers and the corresponding instructions below.

Number	Steps to take	Reference/Notes
1	Select allergens. As required by (GSO 9) technical regulation, the provided information must reflect a product's composition, and match with the information written on the label.	<p>Food allergy is caused by certain ingredients activating allergic reactions for predisposed individuals. Under GSO 9 technical regulation for the labelling of packaged food, the name of ingredients causing excessive allergic reactions must be mentioned. Potential allergens must be explicitly written on the label or listed directly under the ingredients to ensure consumers' safety. The following wording should precede the ingredients' list: "contains or may contain". Here is a non-exhaustive list of food allergens:</p> <ul style="list-style-type: none"> <li>• Cereals containing wheat, barley, oat, shea, and millet contain gluten.</li> <li>• Fishes, crustaceans, mollusks, and related products.</li> <li>• Eggs and related products.</li> <li>• Peanut butter, soya beans, nuts, and related products</li> <li>• Milk and dairy products (products containing lactose)</li> </ul>
2	Select food type	The provided information must match with the ingredients of the food product, the information mentioned on the label, and be compatible with (GSO 9) technical regulations.

3	<p>Clarify if the product requires a Halal Certification. Attach the certificate by clicking on “attach certificates”. Please ensure that the information is always up-to date.</p> <p>(The Halal/ Halal Slaughter Certification issued by an accredited Islamic center or authority must be attached. You can find the accredited bodies by consulting <b>the List of Approved Islamic Associations in The Countries Exporting to Qatar for Halal and Halal Slaughterhouse Certificates</b>).</p>	<ul style="list-style-type: none"> <li>Food products that require a Halal/ Halal Slaughter Certification include all types of fresh, frozen or processed meat such as religiously unprohibited terrestrial animals, birds, any products to which meat, fat, or any ingredients of animal origin as gelatin is added in the production process and is imported from a non-Islamic country.</li> <li>For locally manufactured products or imported from Islamic countries, select “N/A”</li> </ul>
4	<p>Fill in all product’s ingredients in Arabic &amp; English. The provided ingredients must be identical to the ingredient’s list on the label. Also, upload a photo showcasing the product’s ingredients. Attach the picture by clicking on “attach certificates”.</p>	<p>Ingredients must comply with technical regulations (such as GSO 2500 for additives permitted for use in food stuffs)</p>
5	<p>Click “Next” to move to the following page, “Return” to go back to the previous page or “Save” to resume later on</p>	<p>By clicking “Next” you will move to “Nutritional Facts”</p>

Continue the registration process

### 3.1.5 Nutritional Facts

Look at the screenshot, follow the numbers and the corresponding instructions below.

**Request for Foodstuff Registration** 68%

**Nutritional Fact Details** ← **1**

Total Fat

Saturated Fat

Carbohydrates

Salt

Protein

Total Calories (in kilo calorie)

Trans Fat

Sugar

Fibers

**2**

Number	Steps to take	Reference/Notes
1	Fill in nutritional facts	The provided information must be identical to the product's nutritional facts and be compatible with enforced standards and regulations in the State of Qatar.
2	Click "Next" to move to the following page, "Return" to go back to the previous page or "Save" to resume later on	By clicking "Next" you will move to "Attachments"

### 3.1.6 Attachments

Look at the screenshot, follow the numbers and the corresponding instructions below.

**Request for Foodstuff Registration** 100%

**Attachments**

Additional Notes

Product Image 1\*  
No File Chosen Choose File

Product Image 2\*  
No File Chosen Choose File

Product Image 3\*  
No File Chosen Choose File

Ingredients Image  
No File Chosen Choose File

Certifications  
No File Chosen Choose File

Halal Certificate  
No File Chosen Choose File

Previous Save Later Register



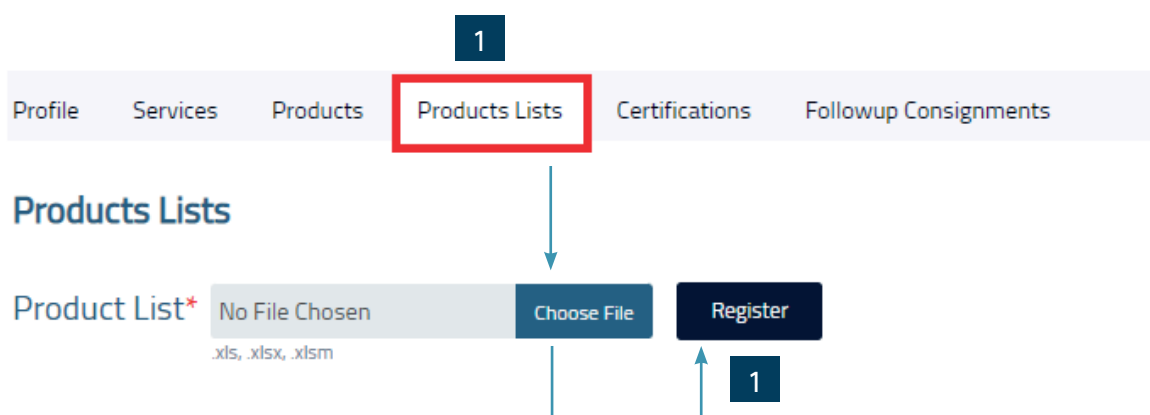
Number	Steps to take	Reference/Notes
1	Fill in additional notes	You have the possibility to add any additional notes that might be helpful for the products' registration and approval by MOPH
2	Upload 3 pictures of the product taken from different angles	All the information written on the label, including the list of ingredients in Arabic & English, nutritional facts, shelf life, country of origin, storage and preservation techniques should be visible. This is necessary to have a clear idea about the product.
3	Upload a picture showing the list of ingredients	Upload a clear picture showing the ingredients list in Arabic & English. This facilitates the work of the auditor who is tasked to review and examine the provided list of ingredients.
4	Upload all required certifications	The relevant authority in the country of origin/export should provide authentication of said certifications. The provided certifications should be valid and compatible with technical food standards and regulations.
5	Click "Next" to move to the following page, "Return" to go back to the previous page or "Save" to resume later on	<ul style="list-style-type: none"> <li>Once the required information has been filled and all requested documents attached, click on "register". A notification confirming that the product has been registered will be sent to the responsible person's provided e-mail address and mobile phone number.</li> <li>The application and relevant documents will be reviewed. You will receive a reply on the "important information" page.</li> <li>If the application has been accepted, rejected, or pending for further modifications, you will receive an email and SMS informing you of the status of your application.</li> </ul>

### 3.2 Registration of Multiple Food Products by importing them from Excel

This is an alternative easier option to Fill in the required information for food products. By using an "Excel sheet", you will be able to register a greater number of products at once. Before uploading, make sure that your Excel file is saved and closed. The instructions listed below must be followed for every registration.

### 3.2 Registration of Food Products by importing them from Excel

Look at the screenshot, follow the numbers and the corresponding instructions below.

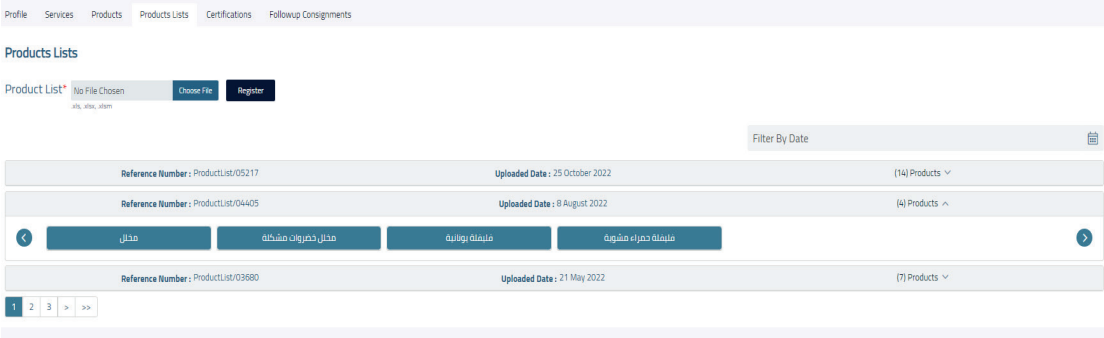


Number	Steps to take	Reference/Notes
1	<p>Click on “lists of products” then select an Excel file. Upload it as illustrated down below. Click on “submit a food products registration request” and finally click on “register”.</p> <p>The uploaded list of products will be saved as a draft</p>	<p>Please follow these instructions:</p> <ul style="list-style-type: none"> <li>In the <b>Legislation and Evidence</b> case, you will find an excel file titled <b>“Product Registration via Excel Template”</b></li> <li>Use the provided Excel file<sup>2</sup></li> <li>The Excel File contains all the needed information as options you can choose from.</li> <li>You can select one or more options</li> <li>After entering the information, save and close the file before uploading it.</li> <li>Upload the file by selecting <b>“the lists of food products”</b> box and clicking on <b>“select a file”</b></li> <li>Click on “register”. The uploaded food products will be saved as a draft. The file will not contain any attached photos of the products.</li> <li>Check out each product separately, upload the mandatory attachment to complete your registration request and submit it.</li> </ul>

MS Code	Barcode	Item code	Product Name (English)	Product Name (Arabic)	Product Type / Description (English)	Product Type / Description Arabic	Food Category

Once you click on “register”, the list of products will be displayed as a draft as illustrated down below. It is recommended to select one product at a time to access its information and upload its picture and the requested documentation (as explained in the abovementioned item 3.1).

2

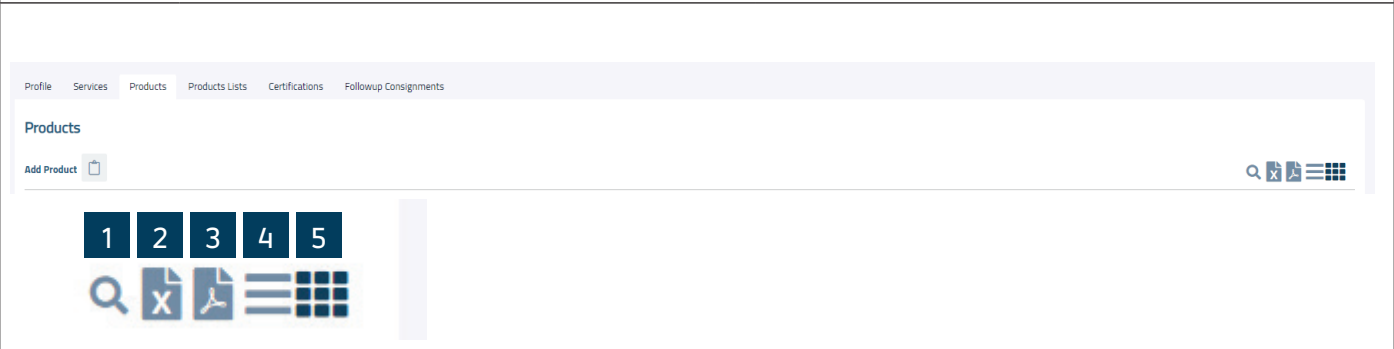








Click on the product, Fill in product's infomrtion, attach its picture and required certifications

## 4. Management of the Registered Food Products

### 4.1 Click on “products” to manage the information of registered products. Once completed, you will be able to see all registered products in addition to their registration status

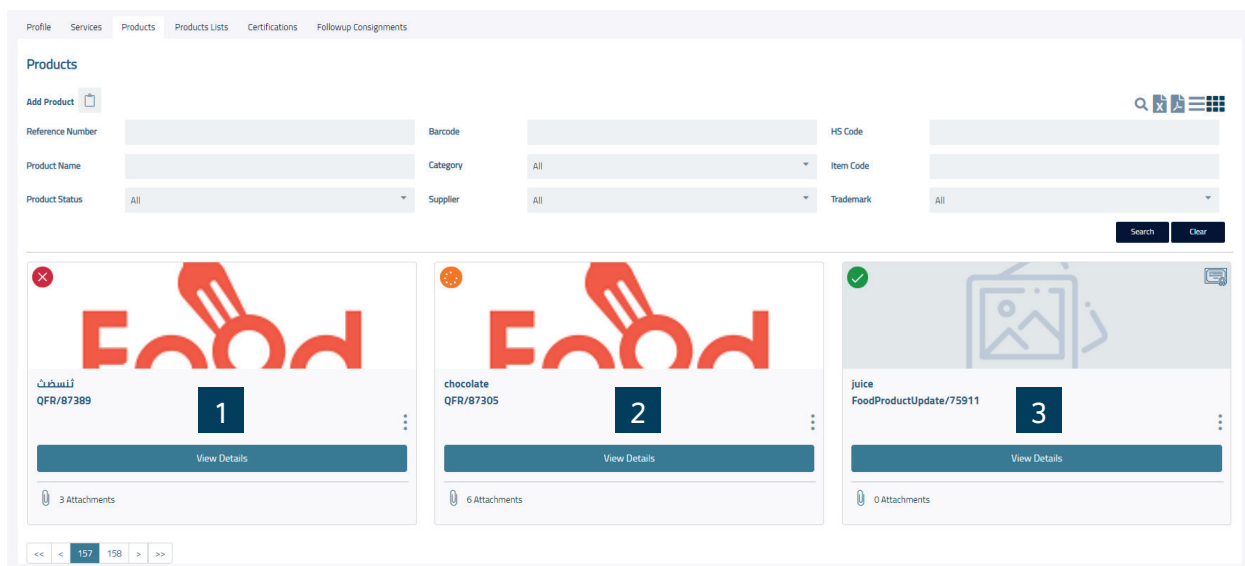
Look at the screenshot, follow the numbers and the corresponding instructions below.

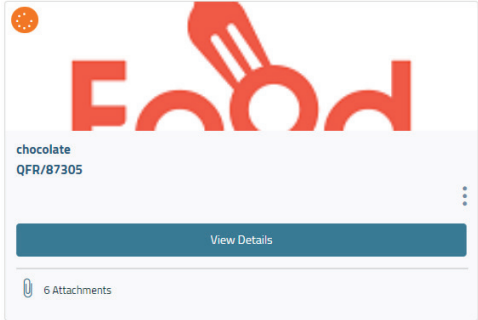









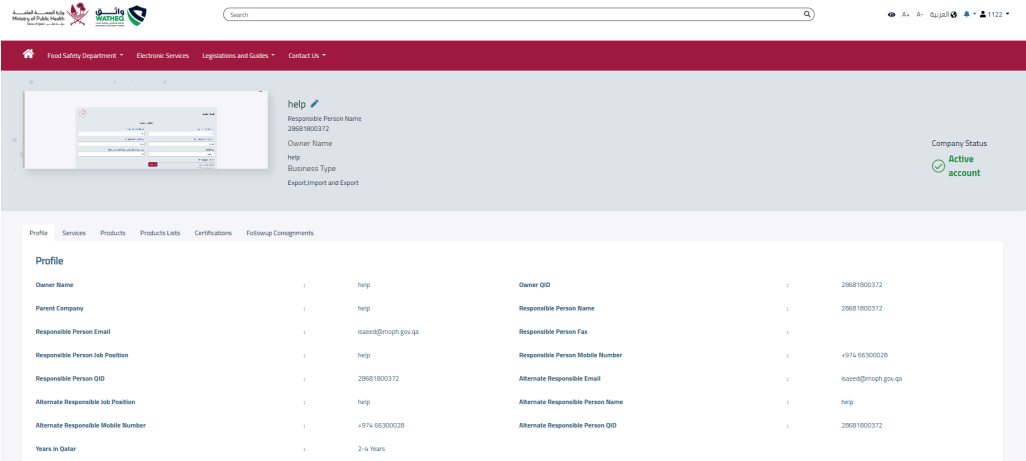







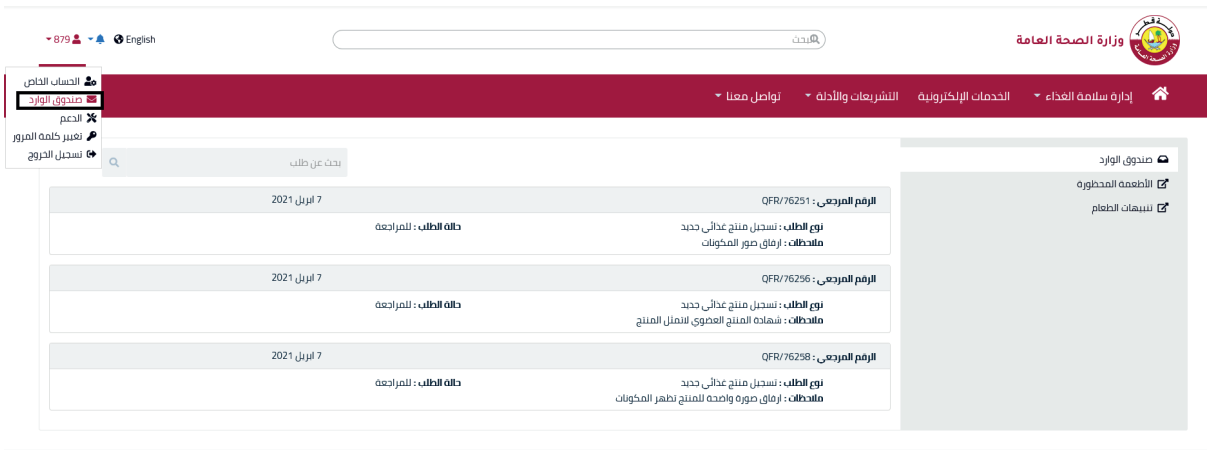
Number	Steps to take	Reference/Notes
1	Click on this icon,  , to search for any food product	You can search by product barcode, HS Code, or any other parameter mentioned below to find any registered product.
		
2	 Click on this icon to extract the information as an Excel file	It allows you to save all registered products' information
3	 Click on this icon to extract the information as a PDF file	It allows you to save all registered products' information
4	 Click on this icon to arrange your products horizontally.	It displays registered products in a clearer way allowing you to go through them easily
5	 Click on this icon to arrange your products vertically	It displays registered products in a more friendly way by showing their related pictures
6	Delete a product	It is important to note that all deleted products are permanently erased from the system.
7	Application status	For additional information review page 17

### Continue Management of Registered Products

#### 4.2 Look at the screenshot, follow the numbers and the corresponding instructions as listed below.




Number	Steps to take	Reference/Notes
*	<p>Every registered product has an icon reflecting its status on its top right side. You can find the product's name and details, registration number, and relevant attachments on the bottom right.</p> 	<p> The product has been rejected</p> <p> The product is on hold (pending approval)</p> <p> The product has been approved (adopted)</p> <p>No icons means that the application is still a draft and needs to be completed</p> <p> The registered product has been approved and you can download its registration certificate.</p> <p> The product's name and registration number</p> <p> Click on this icon to modify approved products or to delete drafted products</p> <p>  Click on this icon to access the attached documents related to a product</p>
	<p>To access the “registered products” page click on “Show Details”. From it, you can review any pending or rejected products or modify the provided information of an already approved or drafted product. Click on this icon,  , to access a product's information and to initiate modifications as explained in item 3.1</p>	
		
1	Indicates the rejected status of a product	In this case, you cannot perform any actions and you must re-register the product.
2	Indicates that the product is drafted, due to the information being saved mid-session or due to the user having registered a batch of products via Excel	Click on “Show Details”, to modify provided information. If you want to revise/add/change certain details, click on this icon,  . If you want to permanently delete a product, click on this icon 

3	Indicates that a product is on hold (pending approval)	In this case, you cannot perform any modifications since MoPH is reviewing the product
4	Indicates that a product has been accepted (approved)	<p>Download the product's registration certificate, located on the top left side of the product folder, by clicking on this icon </p> <p> Update the information of approved products, by clicking on this icon.</p> <p>Click on "Show Details" to access the product's information page, then click on the modification's icon, , to update provided information before resubmitting your request.</p>
5	If MOPH auditors ask you to perform modifications, the concerned products will be visible in your inbox. In this case, you will have to perform the required modifications as explained below.	
6	 <p>The screenshot shows the MoPH portal interface. At the top, there is a navigation bar with the MoPH logo and the text 'وزارة الصحة العامة' (Ministry of Public Health). Below the navigation bar, there is a search bar and a list of products. The list contains three entries, each with a registration number (QFR/76251, QFR/76256, QFR/76258) and a status of 'Date الطلب : للمراجعة' (Request Date: For review). The status is highlighted in red. The interface also shows a sidebar with navigation options like 'صندوق الوارد' (Inbox), 'الأظفمة المحظورة' (Forbidden icons), and 'تعيينات النظام' (System settings).</p>	

## 5. Product Registration Notifications

After reviewing the application, the company will receive one of the following notifications

<p><b>1. Pending</b></p>	<p>This means that the product has been recently registered or updated. It is recommended that you wait for approval.</p>																																										
<p><b>2. Approved</b></p>	<p>This means that the product has been approved by the competent authorities. You can download the Product's Registration Certificate stating that the registered products' information is compliant with enforced standards and technical regulations in the State of Qatar, as illustrated below.</p> <div style="text-align: center;">  <p><b>وزارة الصحة العامة</b> <b>إدارة سلامة الغذاء</b></p> <p><b>Ministry of Public Health</b> <b>Food Safety Department</b></p> <p><b>FOOD ITEM REGISTRATION CERTIFICATE</b> <b>شهادة تسجيل مادة غذائية</b></p> <table border="1" data-bbox="470 795 1356 1064"> <thead> <tr> <th>Registered Company</th> <th>تكت</th> <th>الشركة المسجلة</th> </tr> </thead> <tbody> <tr> <td>Food Item Name</td> <td>حليب منكه</td> <td>اسم المادة الغذائية</td> </tr> <tr> <td>Registration Number</td> <td>QFR/84839</td> <td>رقم التسجيل</td> </tr> <tr> <td>Date of approval</td> <td>2021/03/15</td> <td>تاريخ الإصدار</td> </tr> <tr> <td>Food Item Description</td> <td>حليب منكه</td> <td>وصف المادة الغذائية</td> </tr> <tr> <td>Food Main Category</td> <td>منتجات الألبان ومنتجاتها</td> <td>فئة الغذاء الرئيسية</td> </tr> <tr> <td>Food Subcategory</td> <td>الحليب السائل (سادة)</td> <td>فئة الغذاء الفرعية</td> </tr> <tr> <td>Trademark</td> <td>Qaddoura</td> <td>العلامة التجارية</td> </tr> <tr> <td>Country of Origin</td> <td>القطر</td> <td>بلد المنشأ</td> </tr> <tr> <td>Package Type</td> <td>البلاستيك</td> <td>نوع التعبئة</td> </tr> <tr> <td>Package Weight / Volume</td> <td>200 g</td> <td>وزن / حجم العبوة</td> </tr> <tr> <td>Shelf Life</td> <td>0 Day(s) - 0 Month(s) - 0 Year(s)</td> <td>مدة الصلاحية</td> </tr> <tr> <td>Ingredients in Arabic</td> <td>Milk and Sugar</td> <td>المكونات بالعربية</td> </tr> <tr> <td>Ingredients in English</td> <td>حليب وسكر</td> <td>المكونات بالإنجليزية</td> </tr> </tbody> </table> <p>The registration of the foodstuff according to the details stated above was approved. The company mentioned above allowed to import / Export it into the State of Qatar. The following must be taken in consideration:</p> <ol style="list-style-type: none"> <li>The Label information must match the details submitted in the registration request, including the above stated ones, even if attached preliminary images of the product were not so.</li> <li>The Food Item must comply with the requirements of relevant Technical Regulations, such as Nutritional Facts, allergy warnings, warnings related to the nature of some ingredients, prohibited health or nutritional claims, and other related requirements.</li> <li>Compliance with circulars and decisions related to import / export requirements issued in this regard, such as ban list, or any circulars related to specific requirements, like shelf life, labeling or other requirements.</li> <li>Follow up the notification about the status of approval which may be changed according to the updating of the relevant legislation, circulars, or decisions.</li> </ol> <p><b>Important Notes:</b></p> <ol style="list-style-type: none"> <li>Please be aware that the related authority may make linguistic or spelling adjustments to some entries in the registration application before it is approved, such as the description of the product, the ingredients, temperature, or allergens ingredients, thus, checking the registration certificate should be done to ensure compliance with the product before importing/exporting/handling it.</li> <li>Regardless of the registration, all imported food is subjected to control at the ports of entry, or in the local market.</li> <li>Update registration information must be done if making any changes to the product details.</li> <li>This Certificate is not a license for practicing any activity, and it must not be used otherwise than the purposes of which it was issued for.</li> <li>This certification does not require any signature or stamp.</li> </ol> </div>	Registered Company	تكت	الشركة المسجلة	Food Item Name	حليب منكه	اسم المادة الغذائية	Registration Number	QFR/84839	رقم التسجيل	Date of approval	2021/03/15	تاريخ الإصدار	Food Item Description	حليب منكه	وصف المادة الغذائية	Food Main Category	منتجات الألبان ومنتجاتها	فئة الغذاء الرئيسية	Food Subcategory	الحليب السائل (سادة)	فئة الغذاء الفرعية	Trademark	Qaddoura	العلامة التجارية	Country of Origin	القطر	بلد المنشأ	Package Type	البلاستيك	نوع التعبئة	Package Weight / Volume	200 g	وزن / حجم العبوة	Shelf Life	0 Day(s) - 0 Month(s) - 0 Year(s)	مدة الصلاحية	Ingredients in Arabic	Milk and Sugar	المكونات بالعربية	Ingredients in English	حليب وسكر	المكونات بالإنجليزية
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<p><b>3. Rejected</b></p>	<p>This means that the food product has been rejected for not being compliant with required technical regulations.</p>																																										

## 6. How to Contact the Support Team

Despite the great effort deployed in creating this system, there may be some unintentional flaws. As the Food Safety and Environment Health Department adopts the principle of cooperation and collaboration to achieve common good, undertake improvements, avoid deficiencies, and enhance the positive outcomes, in the best of its abilities, we, as the Support Team, invite you to contact us about anything that serves common good. We call upon all users to contact us if they have any inquiries, complaints, or remarks. Let us consolidate this achievement together!

Companies and businesses can contact the support team at any time by clicking on “Contact us”. You can reach us by phone or e-mail to share your questions with us, and we will answer them as soon as possible.

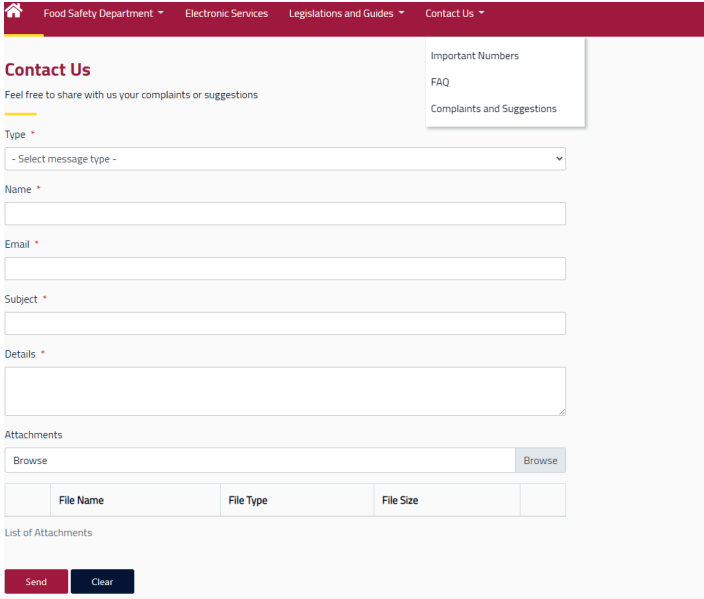
### 6.1 By clicking on “Contact Us”, three subcategories present themselves: “Important Numbers – FAQs – Complaints & Suggestions

Look at the screenshot, follow the numbers and the corresponding instructions below.

The screenshot shows the website interface for the Ministry of Public Health (MOPH). At the top, there are logos for the Ministry of Public Health and WATHEQ. A search bar is located on the right. Below the search bar is a navigation menu with the following items: Home, Food Safety Department, Electronic Services, Legislations and Guides, and Contact Us. The 'Contact Us' menu item is highlighted with a red box and a '1' next to it. Below the navigation menu, there is a section titled 'Frequently Asked Questions' with a sub-heading 'Kindly find below the frequently asked questions'. Below this, there is a question: 'What are the most important documents that the company needs to attach/upload to Sign up in Electronic system?'. Below the question, there is a list of required documents. To the right of the 'Frequently Asked Questions' section, there is a dropdown menu with three options: 'Important Numbers' (1), 'FAQ' (2), and 'Complaints and Suggestions' (3). The 'Important Numbers' option is highlighted with a red box and a '1' next to it.

Number	Steps to take	Reference/Notes
1	By clicking on “important numbers”, you will access a list containing the contact phone numbers of all departments involved in the process. The “Products Registration Department” contact phone numbers are at the bottom of the list.	<p>The screenshot shows the 'Important Numbers' section on the website. It includes a list of phone numbers for various departments, including the Border Inspection Section and Local Food Premises. The 'Registration of Food Products and Establishments' section is highlighted with a red box and a '1' next to it.</p>



2	FAQs	By clicking on “FAQs”, you will be able to find answers to most frequently asked questions regarding the registration process.
3	By clicking on “Complaints & Suggestions”, you can share a suggestion, complaint, or problem with competent authorities. You just need to Fill in the subject, relevant details or attach documents.	 <p>The screenshot shows the 'Contact Us' page of the Ministry of Public Health (MOPH) website. The page has a dark red header with navigation links: Home, Food Safety Department, Electronic Services, Legislations and Guides, and Contact Us. Below the header, there's a 'Contact Us' section with the text 'Feel free to share with us your complaints or suggestions'. A dropdown menu is open, showing 'Important Numbers', 'FAQ', and 'Complaints and Suggestions'. The form includes fields for 'Type' (with a dropdown menu), 'Name', 'Email', 'Subject', and 'Details'. There is also an 'Attachments' section with a 'Browse' button and a table with columns for 'File Name', 'File Type', and 'File Size'. At the bottom, there are 'Send' and 'Clear' buttons.</p>



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