ZAD Portal

Public User - User Manual

Version 1.2

2018

ZAD Portal

Public User - User Manual

Version 1.2

Table of Contents

TABLE OF FIGURES III

PREFACE 1

GETTING STARTED WITH ZAD 2

System Overview 2

Log on to the system 2

First Time Users after login MYID: 3

A glance at the portal pages 4

Main Page *4*

Services page *6*

COMPANIES 7

Company Requests 7

FOOD ITEMS 10

Search for food items 10

Search for food items using barcode *10*

Color of Returned Search Results 13

Register a new food item 13

Add Food Item Workflow/ Notes: 15

Edit the details of a food item 16

NO OBJECTION CERTIFICATES 17

Applying for NOC 17

NOC Workflow/ Notes: 17

Edit a request for an NOC 19

HALAL - APPROVED MEAT PROVIDERS 20

Table of Figures

Figure 1: ZAD Sign in webpage 2
Figure 2: Main Window 4
Figure 3: Expanding Application window for Search 5
Figure 4: view button for displaying application details 5
Figure 5: Services Page 6
Figure 6: Companies Main Page 7
Figure 7: Company Requests Page 8
Figure 8: Add new company form 8
Figure 9: Company Users and Assign new Users Screen 9
Figure 10: The Search screen 10
Figure 11: Search advanced 11
Figure 12: Search for food items using barcode 11
Figure 13: Food Item Details 12
Figure 14: Food Registration Certificate (Printing from Basket Icon -next to notification icon) 13
Figure 15: Add food item form 15
Figure 16: NOC request form 18
Figure 17: Search for approved Islamic entities and slaughterhouses 20
Figure 18: Approved Entity Details 20

Preface

This document is meant for the Public users of ZAD portal.

This document offers information on:

- System functionalities
- System description

Abbreviations and Terminologies

The following table shows abbreviations, acronyms and signs used throughout the document.

Table 1: Abbreviations and Terminologies

Terminology/Sign	Stands For
ZAD	Federal Portal for Food Trade in the United Arab Emirates (UAE)
NOC	No Objection Certificate, a certificate required when you need to transfer a shipment or consignment of food between two different emirates within the UAE.
Halal	In this document: - it may refer to approved Islamic entities and slaughterhouses worldwide that have been accredited by UAE authorities for Halal slaughtering of animals for meat products. - It may also refer to meat or other products that comply with Islamic legislations.
FIRS	Food Import and Re-Export Service
*	This symbol appears beside filed names denoting that this field is mandatory.

Getting started with ZAD

System Overview

ZAD is the Federal Portal for Food Trade, a subsidiary of Dubai Municipality, launched by the government of Dubai in the United Arab Emirates. The portal facilitates for food business operators registering their companies and products. food business operators with Dubai IDs can log on to ZAD and link their accounts to their companies. A user could be a company owner or an employee responsible for managing the required procedures on ZAD.

Any registered company that wants to produce a new food product in UAE should register this new food product and provide all the required information and certificates in order to get approval.

ZAD offers searchable lists with all banned food items, circulars, and registered food items. In addition, registered users could search for approved Islamic entities and slaughterhouses worldwide that have been accredited by UAE authorities for Halal slaughtering of animals for meat products.

Log on to the system

- To log on to ZAD Portal:
  1. In Google Chrome web browser, in the Address bar, enter the URL of ZAD portal- www.zad.gov.ae , and then press Enter.
  2. In the Sign in page, enter your user name and password (Dubai ID).
  3. If you don't have Dubai ID, please register in Dubai ID. There is a link on top of login user name and password for registration. Click “Register with My ID” for more details

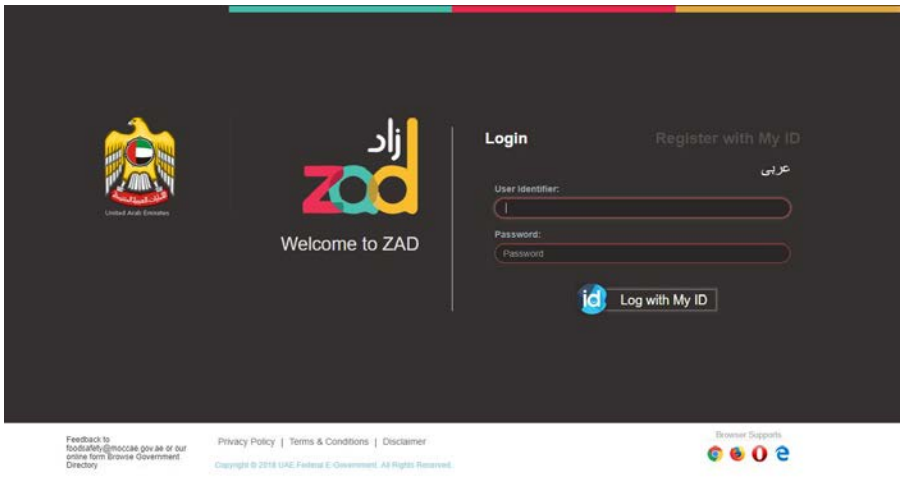
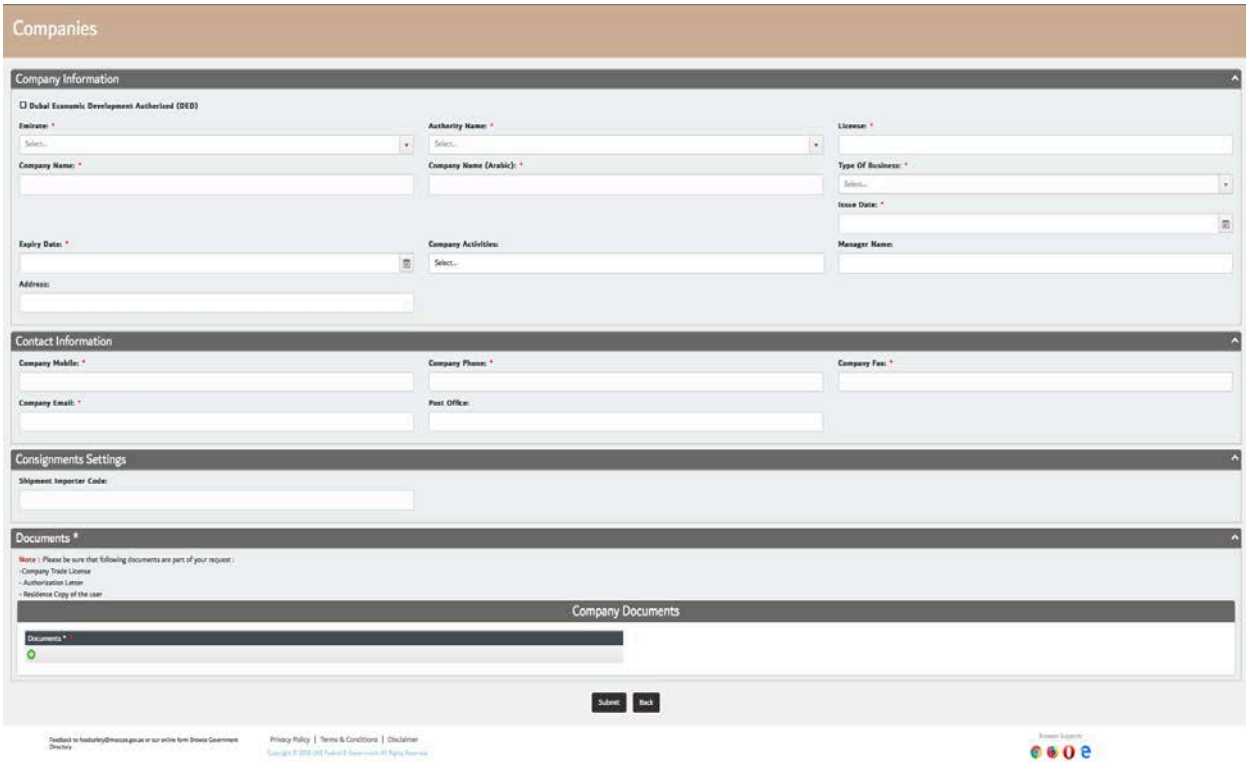


Figure 1: ZAD Sign in webpage

4. Enter Dubai ID/ Password then Click Sign in.

First Time Users after login MYID:

First Time Users after login MYID, would have only access to link company page. In which they can request their companies to be linked. Only after approval of their request they will gain access to the system and they will start work on ZAD



If Company registered in Dubai Economic department(DED), please click the check box, otherwise for other authority please select from the list authority applicable to your company. Please fill in all required details include attachments. Once you completed your request please lick Submit. Once your application approved you will be notified by SMS/EMAIL, so please make sure your enter valid mobile number.

Most of the fields are mandatory please fill carefully all necessary fields including attachments.

A glance at the portal pages

In this part of the document, we have an overview of ZAD Portal.

Main Page

This page is the Home page of ZAD Portal.

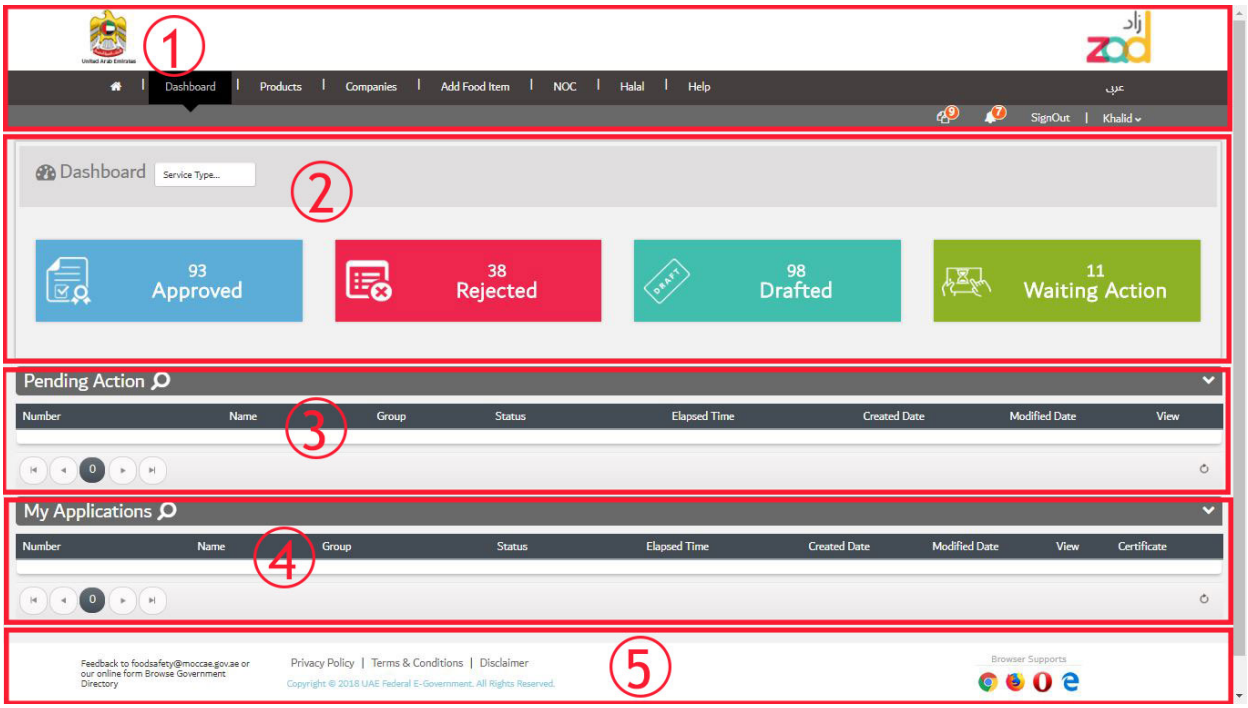


Figure 2: Main Window

- This window consists of the following elements:
  1. Page Header, and System task bar. Page Header includes the following features:
     - The United Arab Emirates and ZAD logos.
     - Home , and Navigation Pane: You can access any of the portal's pages or return to the Home page through the navigation pane.
     - Language button: to switch the system user interface into Arabic.
     - While System task bar, and it contains the following buttons:
       * Sign out: to end your session.
       * Profile: to manage your companies and view your account details.
       * Notification: to show system notification like application approval, rejection, incomplete, etc.
       * Printing Basket: Basket which will include all selected product that user want to print certificate for.

2. Dashboard: It has list of services filter and dashboard with the status of all applications done by the signed-in user. List of Service drop filter/down list by default is for all services, unless user wish to filter the dashboard for one type of service like “Add New Food Item” or “NOC”. Dashboard displayed Approved application, rejected applications, drafted applications (which re applications is not yet submitted to back end) and waiting action, which items require logged-in attention. The dashboard is interactive and logged-in user could click on the dashboard which would display related records accordingly
3. Pending Action: Here there will be a list of all user’s applications that are pending action like draft and not submitted or incomplete applications return by back end users. By clicking the little arrow on the right-hand side, search screen open, User could use search to filter or search for specific applications - see below screen shot.

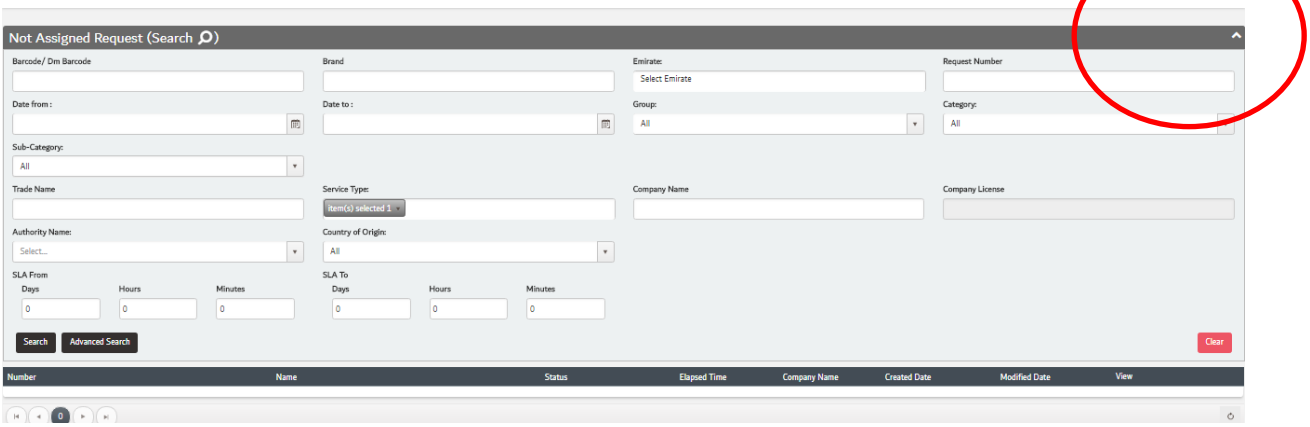


Figure 3: Expanding Application window for Search

4. My Applications: Here there will be a list of all user’s applications, not only pending, but all applications regardless of its status. By clicking the little arrow on the right-hand side, search screen open, User could use search to filter or search for specific applications - see below screen shot. By clicking on view icon, user would be able to see full application/request details.
5. Footer: Here users would find many links and information, like support number, and other links to accessibility, privacy policy, disclaimer, etc.

Figure 4: view button for displaying application details

Services page

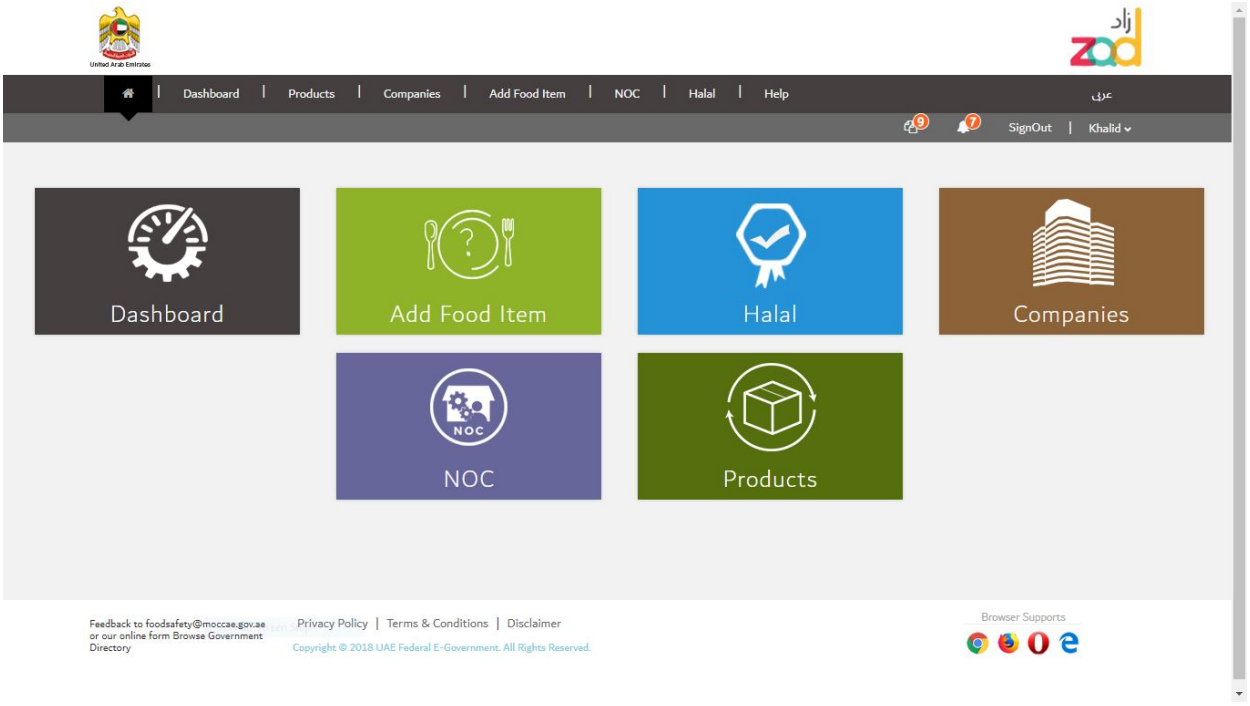


Figure 5: Services Page

1. The Services page displays contain links to all other system modules and pages.
   - Dashboard: displays all transactions or requests whether related to food items or No Objection Certificate (NOC) related to the selected company; in addition to links to manage new and linked companies.
   - Add new food item: to register new food items.
   - Halal: to find approved Islamic entities and slaughterhouses worldwide that have been accredited by UAE authorities for Halal slaughtering of animals for meat products.
   - Companies: shows the companies that users have linked it to his account. Also, through company icon users could request for new company to be linked or new user to be linked to his/her company.
   - NOC: to request No Objection Certificate to transfer food shipments between the different emirates.
   - Products: Allow users to search for products catalog.
   - Help: include user manual and video guide.

Companies

Companies pages shows the companies that users have linked it to his account. Also, through company icon users could request for new company to be linked or new user to be linked to his/her company, User can add new companies or link their accounts to an already ZAD registered company. Your profile contains a list with added and linked companies to this user's account.

When user click on companies he will get the following landing page

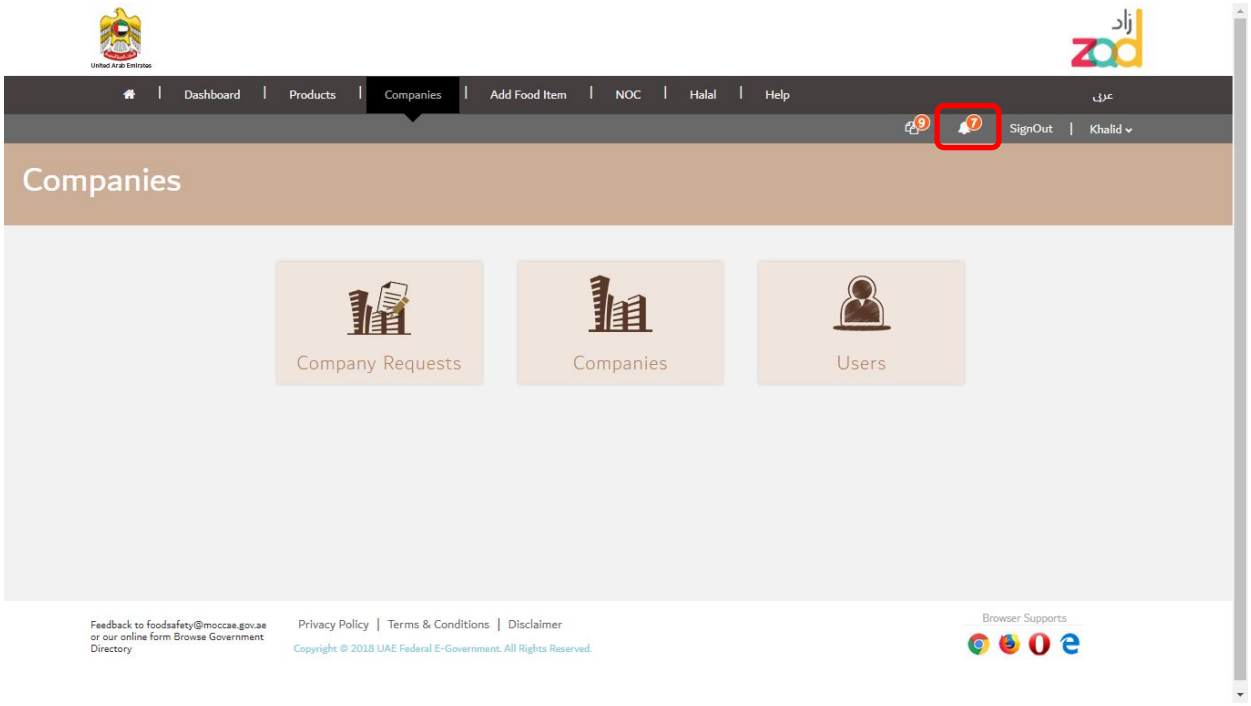


Figure 6: Companies Main Page

Company Requests

- To add a request to link your account to a new company:
  1. From Companies landing page, Click Company Requests.
  2. Users would see list of all requests along with its status (Approved, Rejected, waiting for action), user can click view to view full request data for selected record.

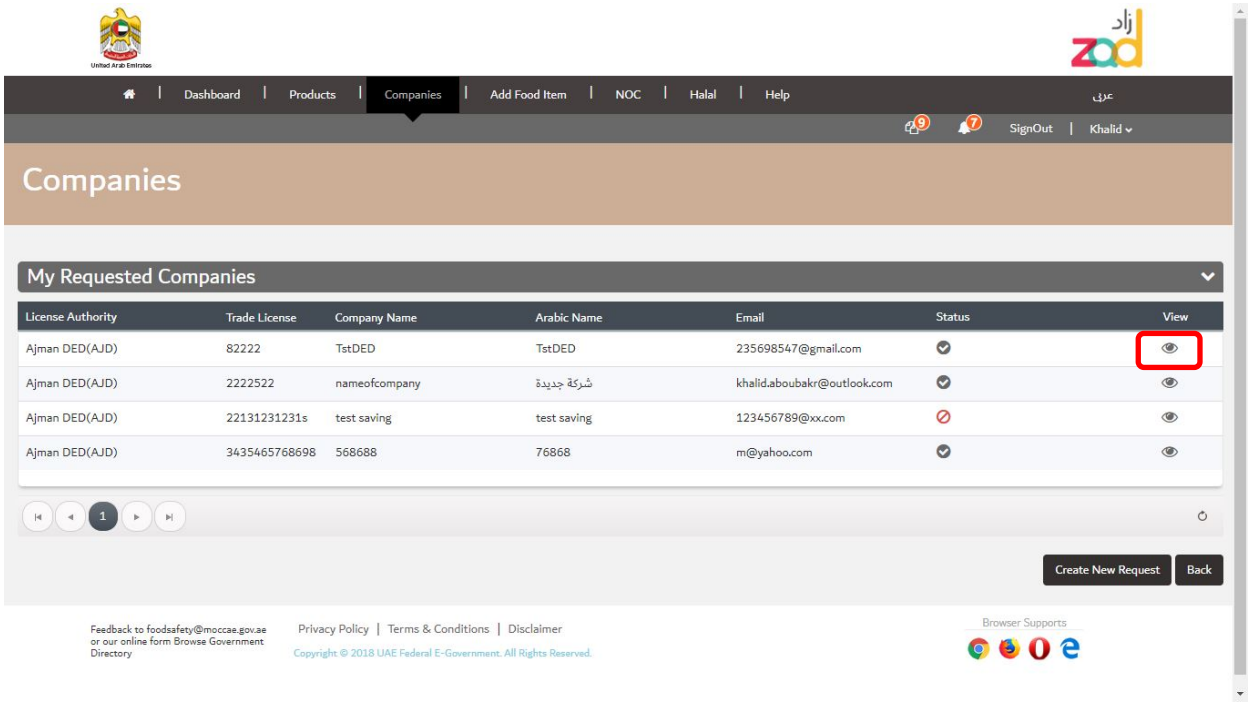


Figure 7: Company Requests Page

3. To link new company, user should click “Create New Request”
4. Please note for first time users, they will be directed to companies’ page direct as they will not have access to other service till they link at least one company.

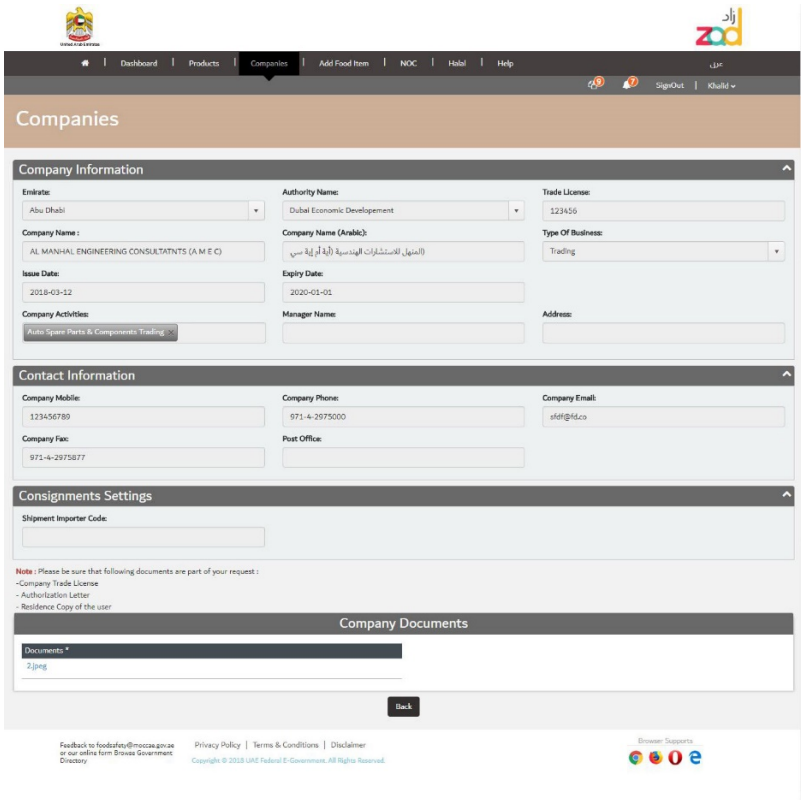


Figure 8: Add new company form

- In the Company Details part, enter the details such as the company name, and the license number, Authority. If Authority is Dubai Economic Department, then please click Check Box “Dubai Economic Department(DED)”.
- Please fill all requested details and attach company documents.
- Please click submit.
- Your request will be processed by back end staff, you can check your request status through company requests page/screen
- Once your request is approved, users would be able to add other users to this company using user Dubai ID, to do that please click on users icon, select your company from the companies drop down list then click button Assign users to the company.

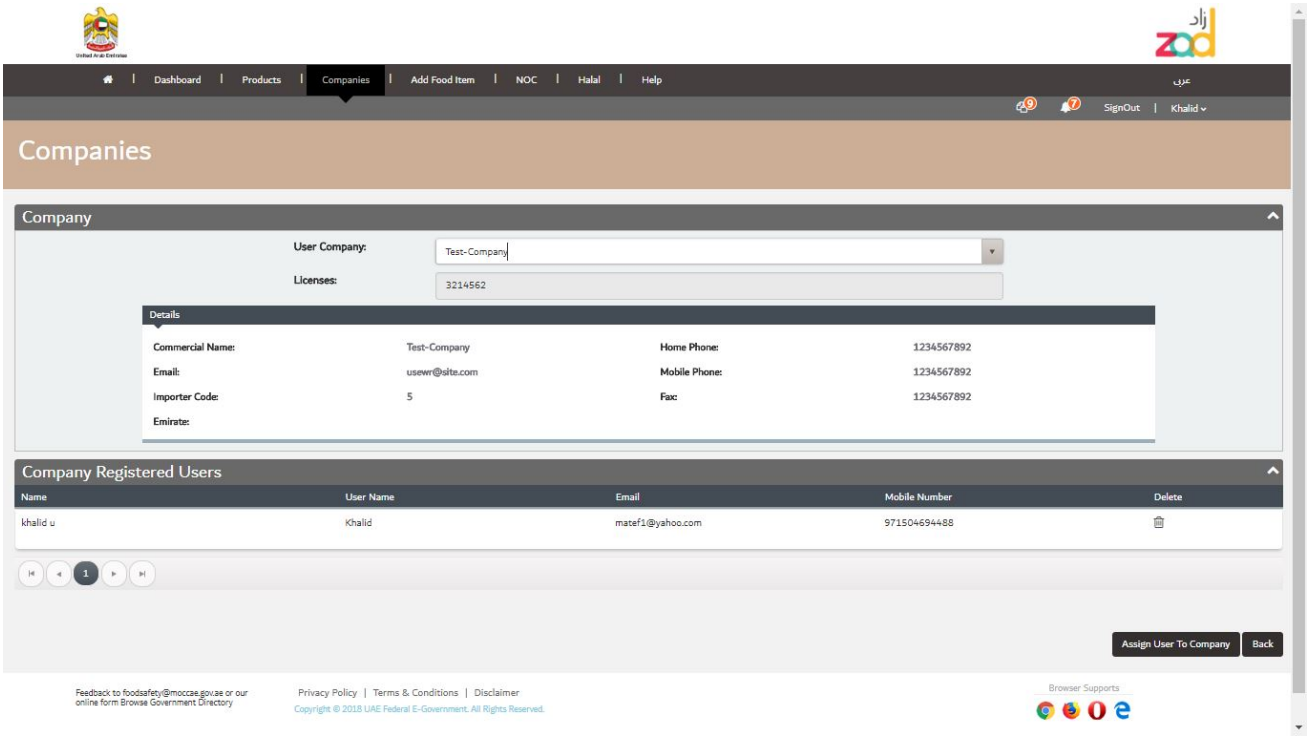


Figure 9: Company Users and Assign new Users Screen

Food Items

You can use ZAD to:

- Search the food item catalog based on one or multiple search criteria.
- View matching food items and specific details based on search criteria.
- Register a new food item.
- Register a new food item from an existing one.
- Search for bans or circulars related to food items.
- Print the certificates of specific food items through the basket, by clicking certificate icons , you will be able to add selected food item to the basket.

Search for food items

You can search for a specific food item using its international barcode, or you can define multiple search criteria to show all food items that match these criteria.

Search for food items using barcode

- To search for a food item using its international barcode:
  1. After signing in, on the Search bar, click Products from menu or from Services icons.

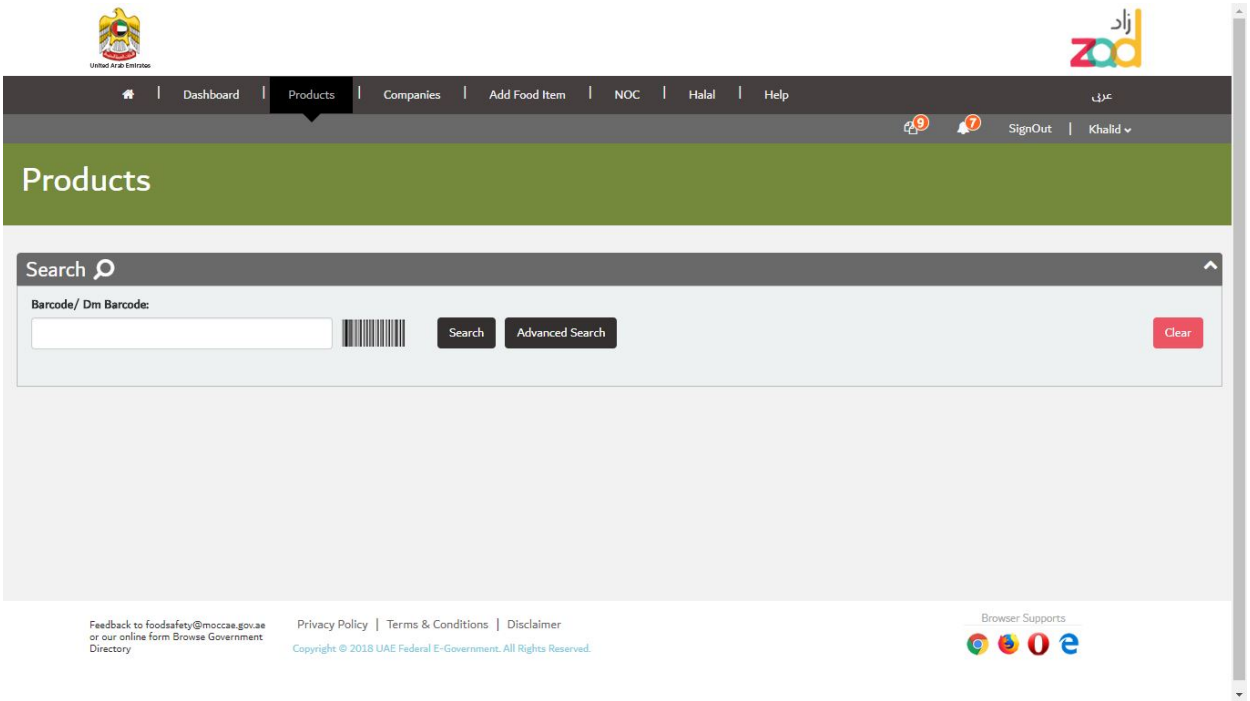


Figure 10: The Search screen

  2. In the Search page, enter the barcode of the food item you want to search for or click advanced search

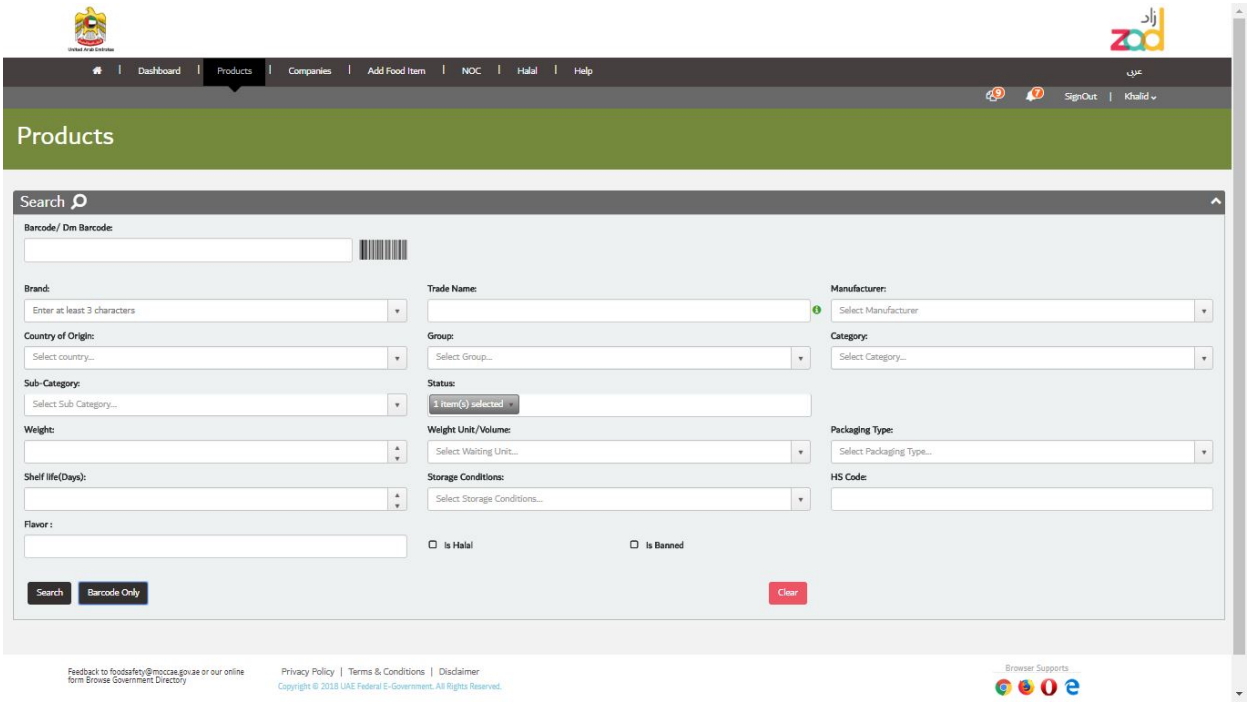


Figure 11: Search advanced

3. Click Search. If the food item is registered in the system, it appears.

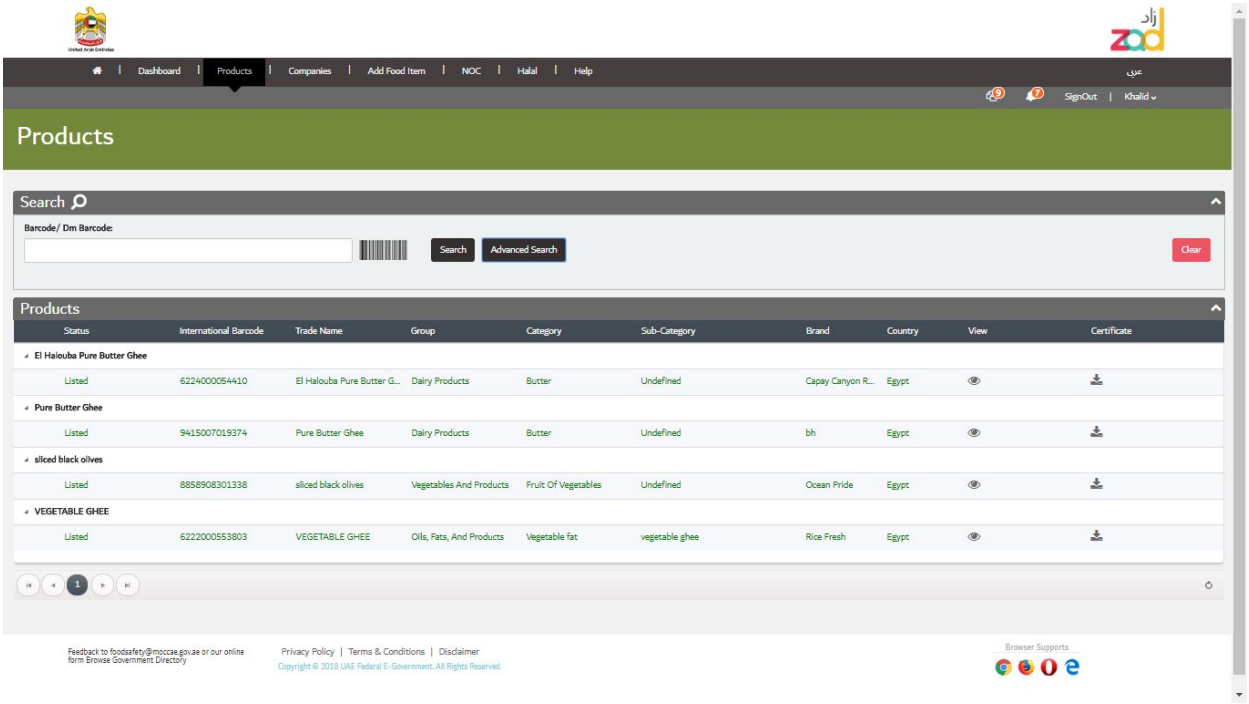


Figure 12: Search for food items using barcode

4. To view the details of a food item as registered on ZAD, click the view icon. To add a new item from this existing one, click Add from this item. See Add a new item from existing one for more details.

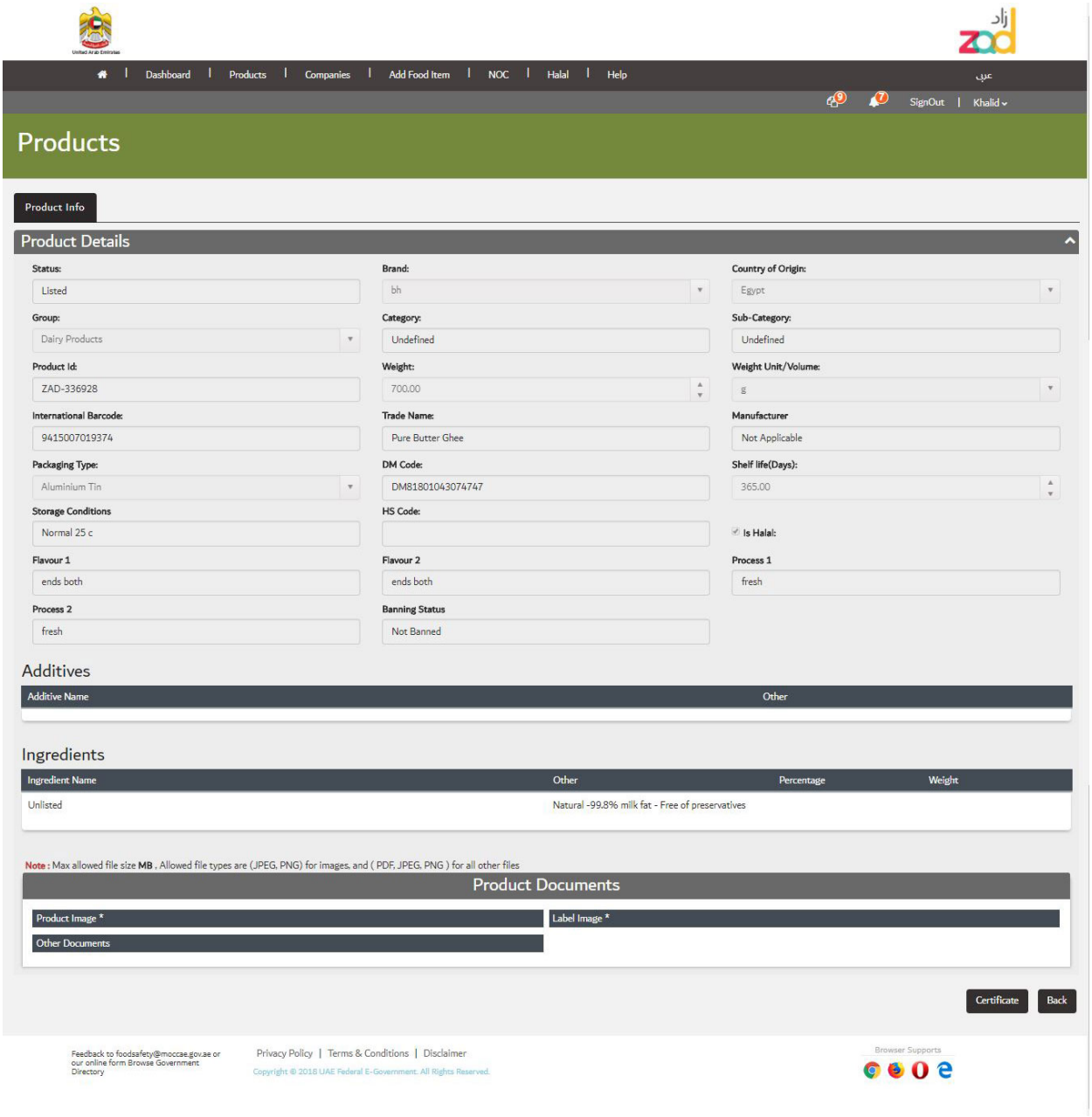


Figure 13: Food Item Details

5. If product registered, from search result, you will find certificate icon in which you can print the certificate – certificate will be added to basket in which you can have the option to print all selected products.

Food Products Registration Certificate

شهادة تسجيل مواد غذائية

SRL	ZAD Barcode	International Barcode	Country	Manufacturer	Brand	Trade Name	Weight	Weight Unit
1	CPCA-2018-000061	bbrd-80905060	Aland Islands	CAMINTOJAS F.DIVELLA S.P.A.	Krasdale	Mini-Maasdam wheel	3	cc

Figure 14: Food Registration Certificate (Printing from Basket Icon -next to notification icon)

Color of Returned Search Results

Search Result Text would have three possibilities:

- BLACK : Normal Item
- GREEN: Item marked as Halal, which mean it would need HALAL certificate if imported to UAE.
- RED: Item marked as a BAN and currently has a restriction

Register a new food item

Before registering a new food item, search the Food Items Catalog to check if this item is registered or not.

- To add a request to register a new food item:
  1. On the page header or the system control panel, click Add Food Item. Or through Services Page.
  2. In the Food Item page, enter the required details.

Food Items

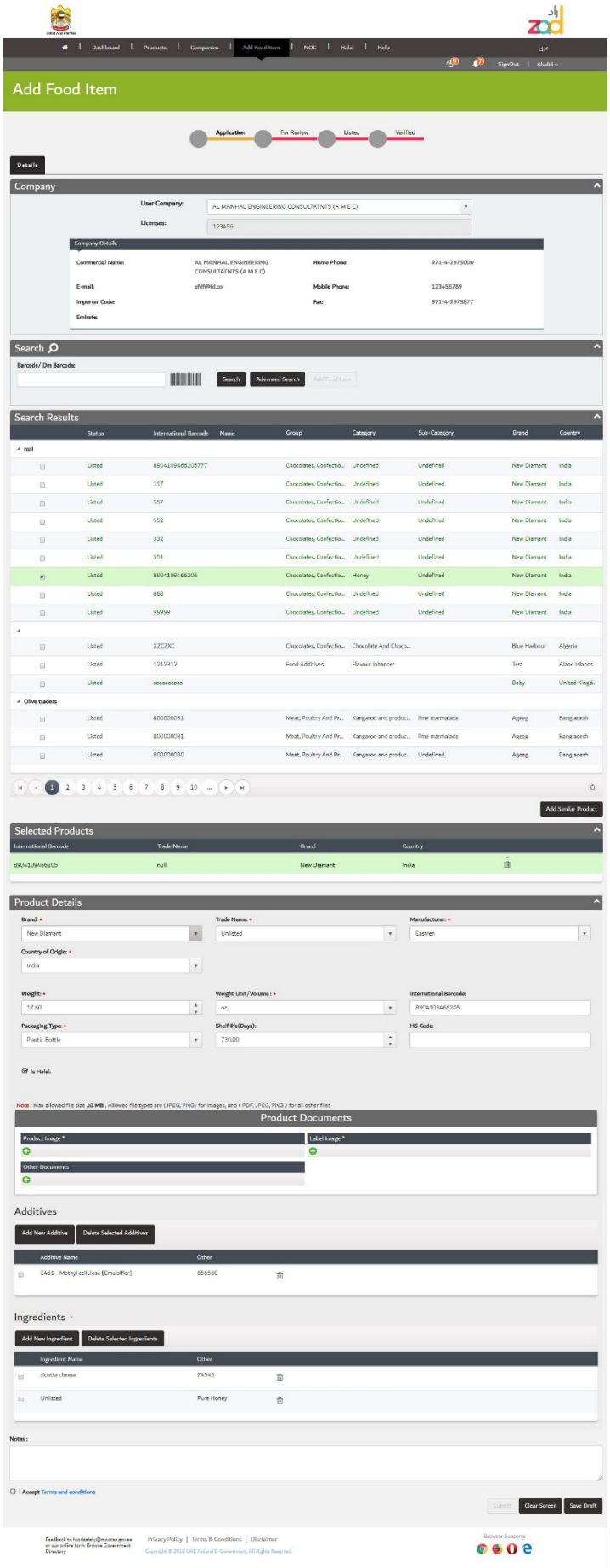

Add Food Item
Application
For Review
Listed
Verified
Details
Company
User Company:
AL MANHAL ENGINEERING CONSULTATNTS (A M E C)
Licenses:
123456
Company Details:
Commercial Name:
AL MANHAL ENGINEERING CONSULTATNTS (A M E C)
Home Phone:
971-4-2975000
E-mail:
staff@fd.co
Mobile Phone:
123456789
Importer Code:
Fax:
971-4-2975877
Emirate:
Search
Barcode/ Dm Barcode:
Search
Advanced Search
Search Results
Status
International Barcode
Name
Group
Category
Sub-Category
Brand
Country
Add Similar Product
Selected Products
International Barcode
Trade Name
Brand
Country
Product Details
Brand: *
New Diamant
Trade Name: *
Unlisted
Manufacturer: *
Eastren
Country of Origin: *
India
Weight: *
17.60
Weight Unit/Volume : *
oz
International Barcode:
8904109466205
Packaging Type: *
Plastic Bottle
Shelf life(Days):
730.00
HS Code:
Is Halal:
Product Documents
Product Image *
Label Image *
Other Documents
Additives
Add New Additive
Delete Selected Additives
Additive Name
Other
E461 - Methyl cellulose (Emulsifier)
656568
Ingredients *
Add New Ingredient
Delete Selected Ingredients
Ingredient Name
Other
ricotta cheese
74545
Unlisted
Pure Honey
Notes :
I Accept Terms and conditions
Clear Screen
Save Draft

Figure 15: Add food item form

3. In the Food Item, enter details such as the Trade name, and Manufacturer.
4. If you brand or product is not exists in the drop down list , please choose “Unlisted” in which new text box will appear in which you can manually type brand and/or products name if it is unlisted.
5. Drop Down list: Drop down list that support “Unlisted” are Brand, Product name and ingredients”. All other drop down list is fixed, if the given drop down list doesn't support your needs please send email to support to request add/amend to the drop down list.
6. In the Additives and Ingredients part, define the additives and ingredients used in manufacturing this food item.
   - In the Additives box, select all the additives used in this item. Multiple additives can be selected.
   - In the Ingredients box, add all the ingredients that are used in manufacturing the food item you are registering. Type the ingredient name, and then click Add to add more in.if ingredients not exist , please select “Unlisted” in which then you have to type the unlisted ingredient under “other area”
7. In the Remarks part, write any notes you have about this food item registration
8. In the Attachments part, upload copies of the label and product images.
9. Select the I accept DM Terms and Conditions check box before submitting the request.
10. After you finish filling in all the required data, you can do one of the following:
    - To return to the previous page, click Back.
    - To save the form without submitting it, click Save as Draft. You can edit it and submit it later.
    - To submit the completed form to register a new food item, click Submit.
    - You will notices that workflow of the process get updated based on its current status, it is also has color coding. Current Process would be amber, completed step would be green and step yet to be done would be in RED.

Add Food Item Workflow/ Notes:

1. Add Food Item could be applied by customers.
2. Once food items is added by once company there is no need for other company to apply for it.
3. Add Food Items Steps are
   - Application
   - Review/initial approval

- Assessment
- Listed

4. Add Food Items applications/request could be displayed only by emirate (based on front end user/company emirate).

Edit the details of a food item

You can edit the details of one of your food items that is saved as a draft, or that has returned after submission because of missing/incomplete data. Submitted, approved, and rejected items cannot be edited.

That could be done through dashboard screen from the Pending Items section.

No Objection Certificates

In case you need to transfer a shipment/ consignment of food between emirates within the UAE, you have to apply for a No Objection Certificate (NOC). You have to define the source emirate and the destination one. The request to obtain an NOC has to be approved by both the source and destination emirates, then only it will be released from source emirate and then received by destination emirate for the completion of consignment release process.

Applying for NOC

- To apply for NOC:
  1. From the navigation pane or the system control panel, click NOC or from Services Screen.
  2. In the NOC page, enter the required details.
  3. You will notice that workflow of the process get updated based on its current status, it is also has color coding. Current Process would be amber, completed step would be green and step yet to be done would be in RED.

NOC Workflow/ Notes:

5. NOC could be applied by customers.
6. NOC Steps are
   - Application
   - Source Approval
   - Destination Approval
   - Source Release
   - Destination Receive
7. NOC applications/request could be displayed only by emirate who either a source or a destination emirate

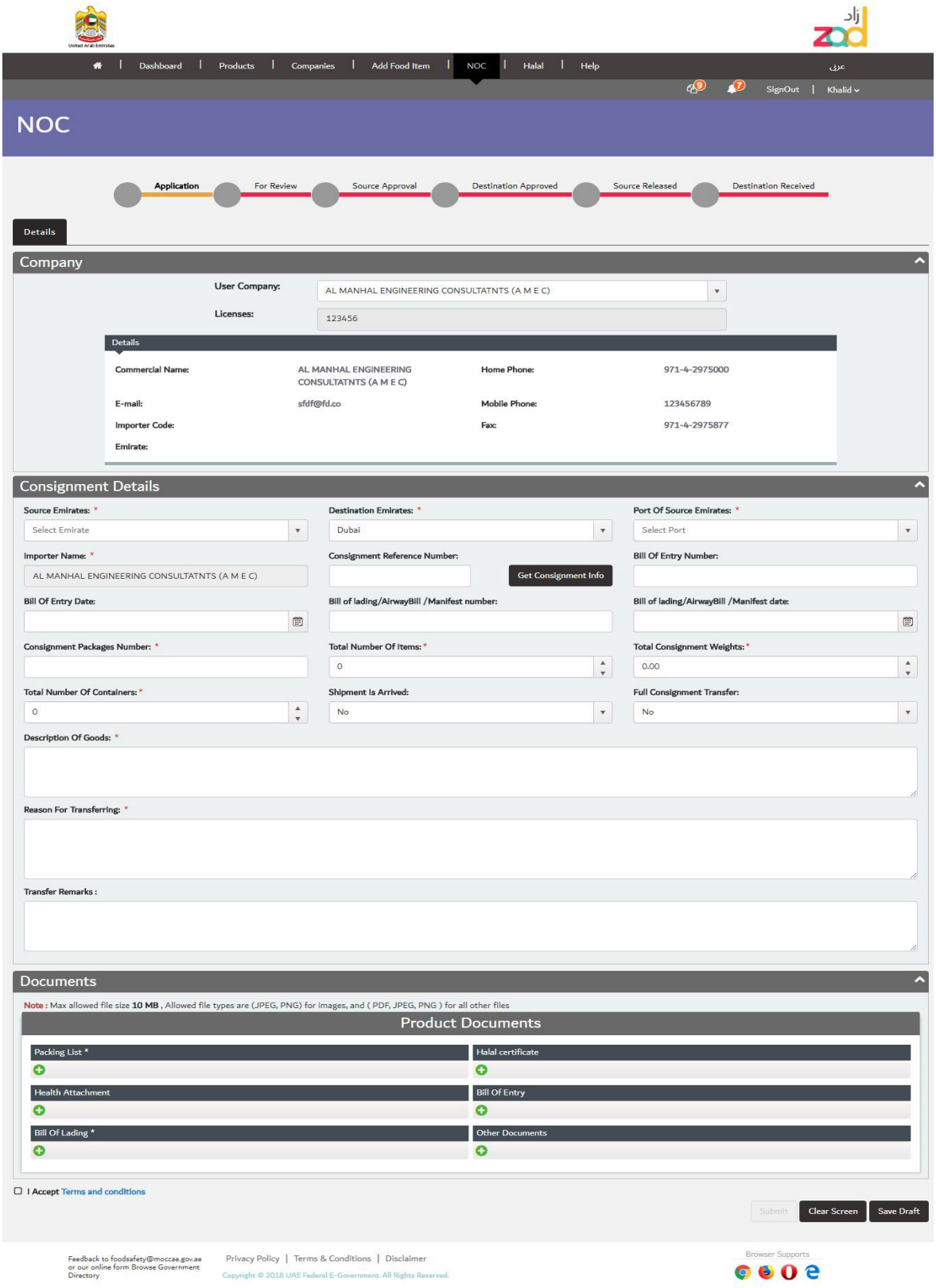


Figure 16: NOC request form

- In the NOC Details part, enter details such as the importer name, and total number of items in the consignment.

Edit a request for an NOC

You can edit the details of a request for No Objection Certificate (NOC) that is saved as a draft. Submitted, approved and rejected requests cannot be edited.

- To edit the details of a draft NOC request:

  1. On the page header, click Home , and then click Dashboard.
  2. In the Dashboard page, from the Pending list search for your NOC request then click view and you can update it.

Halal - approved meat providers

You can search for approved Islamic entities and slaughterhouses worldwide that have been accredited by UAE authorities for Halal slaughtering of animals for meat products. To search for approved Islamic entities and slaughterhouses:

1. On the page header, click Halal.
2. In the Halal page, in the Search box, enter the name of the country you want or organization name. You also can search by slaughterhouse type.
3. Click Search or press Enter. The map shows the places where you can find halal meat products that are approved by the UAE authorities.

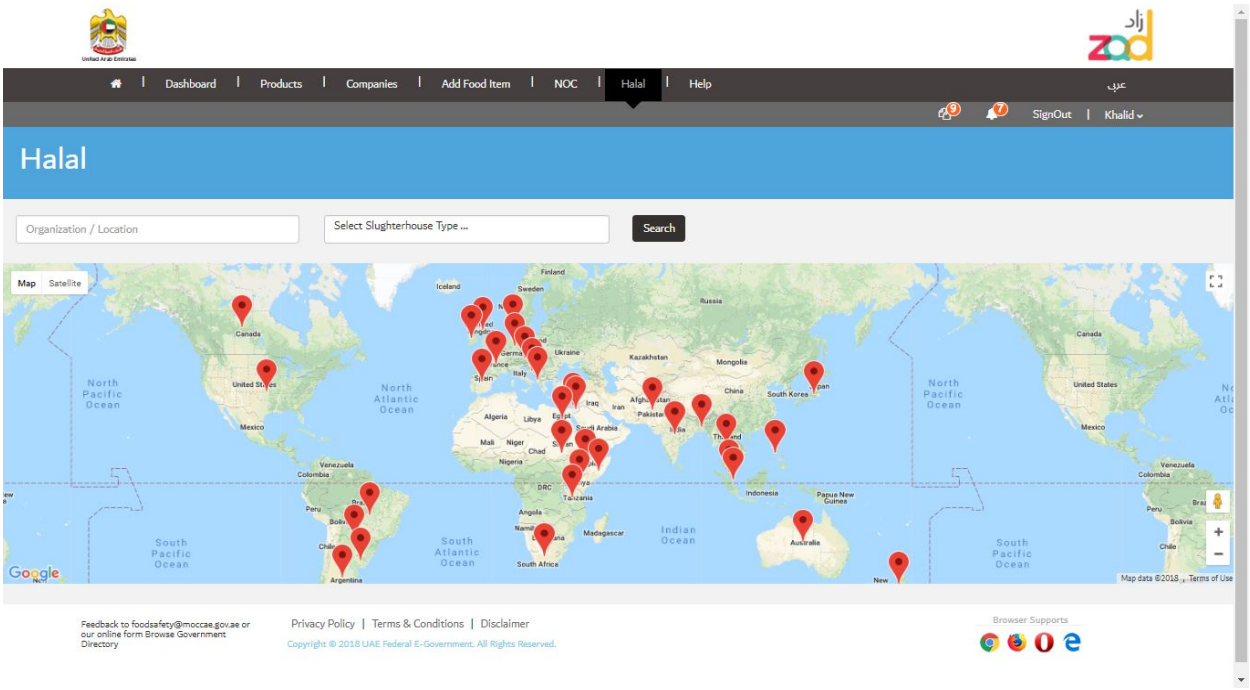


Figure 17: Search for approved Islamic entities and slaughterhouses

4. Click on icon on the country to display detailed Halal entities.

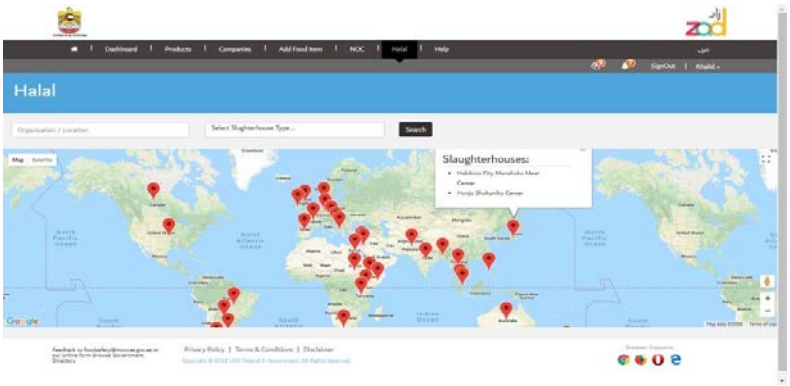


Figure 18: Approved Entity Details