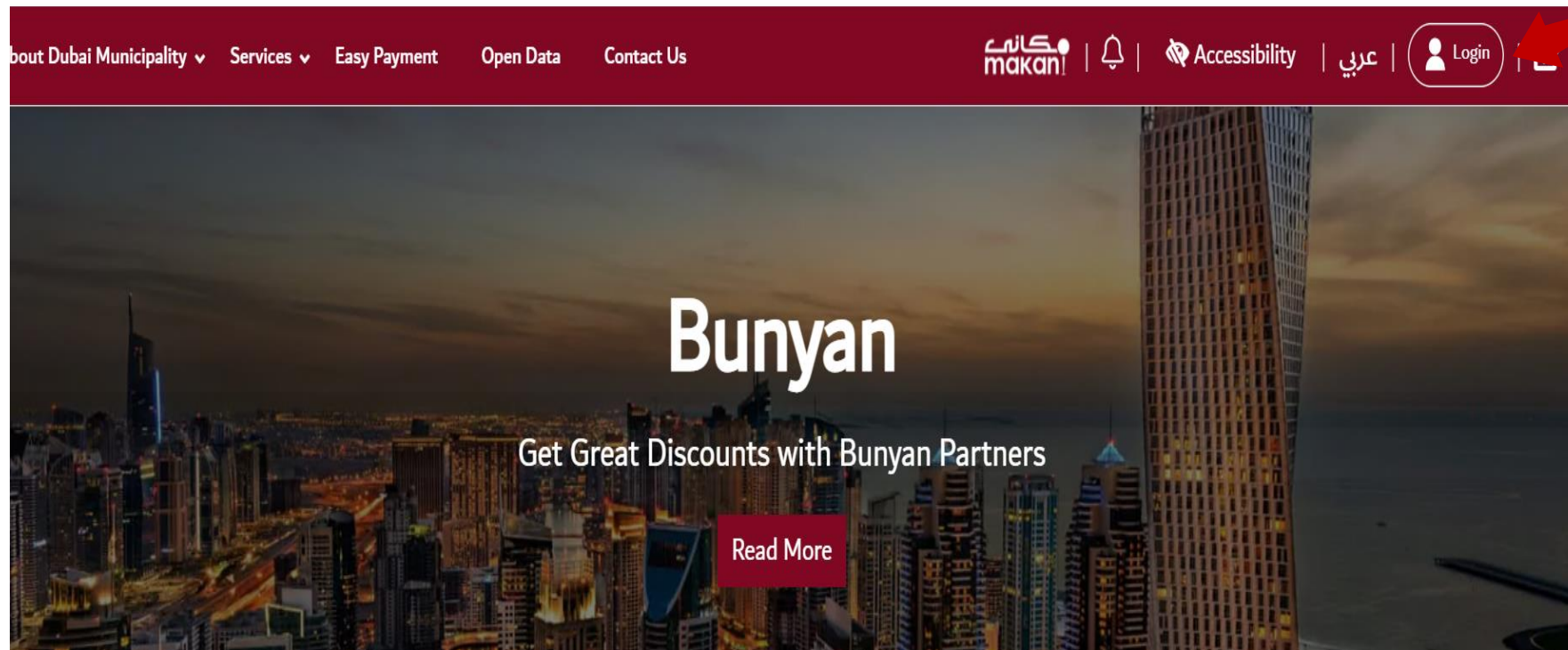


How to apply for Food Label Assessment on the IRS system

بلدية دبي
Dubai Municipality

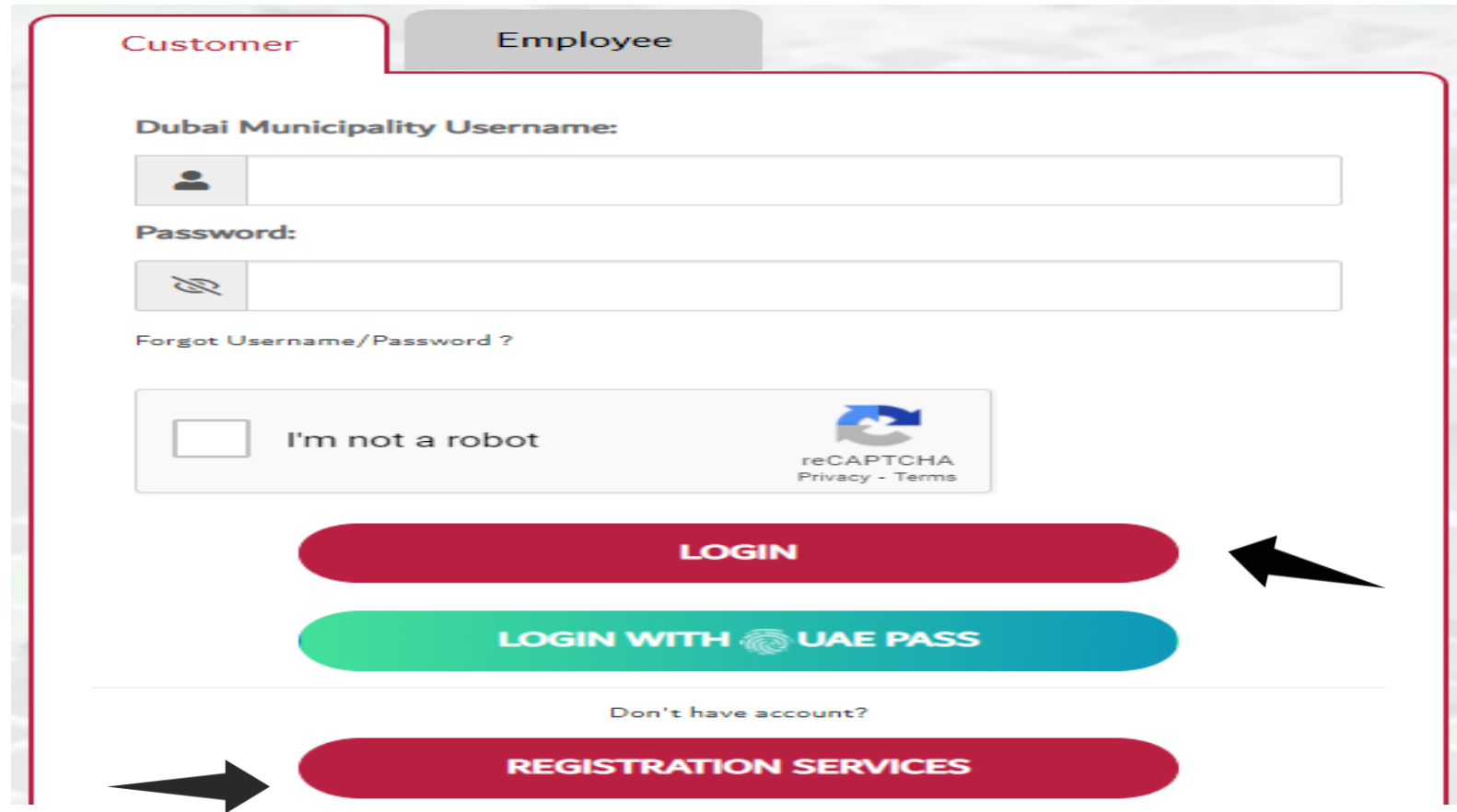


Step 1: Go to Dubai Municipality Website: www.dm.gov.ae



Press on login

Step 2: Enter your username and password and press on **"login"** if you are already registered or press on **"Register"** to create a new account.



The screenshot shows the Dubai Municipality login and registration page. At the top, there are two tabs: "Customer" (selected) and "Employee". Below the tabs, the "Dubai Municipality Username:" field is followed by a user icon and a text input box. The "Password:" field is followed by a password icon and a text input box. Below the password field is a link that says "Forgot Username/Password?". Underneath is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo with links for "Privacy" and "Terms". There are three main buttons: a red "LOGIN" button, a green "LOGIN WITH UAE PASS" button, and a red "REGISTRATION SERVICES" button. A black arrow points to the "LOGIN" button, and another black arrow points to the "REGISTRATION SERVICES" button.

Customer Employee

Dubai Municipality Username:

Password:

Forgot Username/Password ?

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

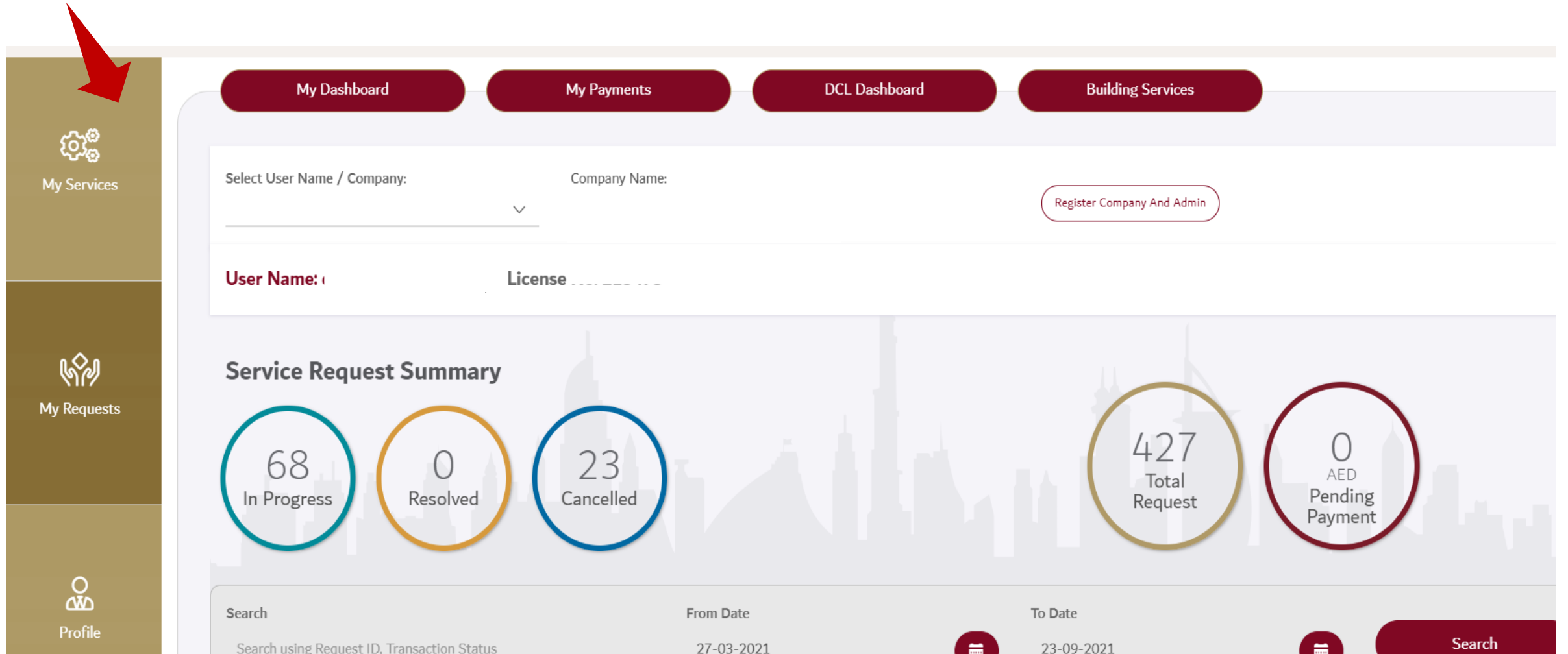
LOGIN

LOGIN WITH UAE PASS

Don't have account?

REGISTRATION SERVICES

Step 3: Once you have logged in, press on "My services"



The screenshot shows a web application interface. On the left is a vertical navigation menu with three items: 'My Services' (highlighted with a red arrow), 'My Requests', and 'Profile'. The main content area has a top navigation bar with four buttons: 'My Dashboard', 'My Payments', 'DCL Dashboard', and 'Building Services'. Below this is a form section with fields for 'Select User Name / Company:', 'Company Name:', and 'User Name:'. There is a 'Register Company And Admin' button. Below the form is a 'Service Request Summary' section with five circular gauges showing: 68 In Progress, 0 Resolved, 23 Cancelled, 427 Total Request, and 0 AED Pending Payment. At the bottom is a search bar with fields for 'Search', 'From Date' (27-03-2021), 'To Date' (23-09-2021), and a 'Search' button.

My Services

My Requests

Profile

My Dashboard

My Payments

DCL Dashboard

Building Services

Select User Name / Company:

Company Name:

Register Company And Admin

User Name:

License

Service Request Summary

68 In Progress

0 Resolved

23 Cancelled

427 Total Request

0 AED Pending Payment

Search

From Date

To Date

Search using Request ID, Transaction Status

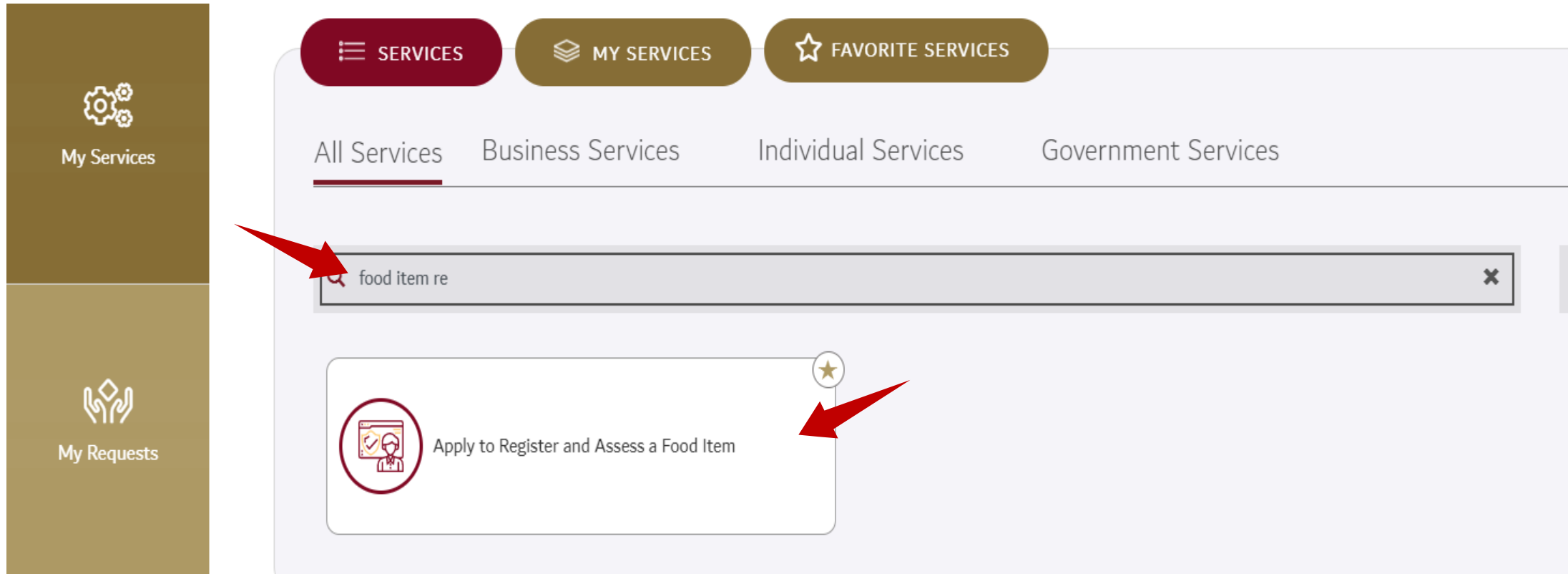
27-03-2021

23-09-2021

Search

Step 4: search for "register and assess a food item"

- Click on "Apply Now"



Step 5: Click on "Apply Now"

- This page contains all information and requirements about item registration and assessment

Apply to Register and Assess a Food Item

This service enables you to register a food item for import or export through UAE ports, after ensuring its conformity with local and GCC specifications. It also enables you to obtain an assessment of the food label according to the relevant local specifications issued by the Emirates Authority for Standardization and Metrology, the GCC Standardization Organization (GSO), Codex Alimentarius Commission (CODEX) and the European legislations on food additives.



Service Time:

- Food Item Registration: 1 working day
- Food Label Assessment: 5 working days.

Apply Now



Service Procedures & Steps



Required Documents

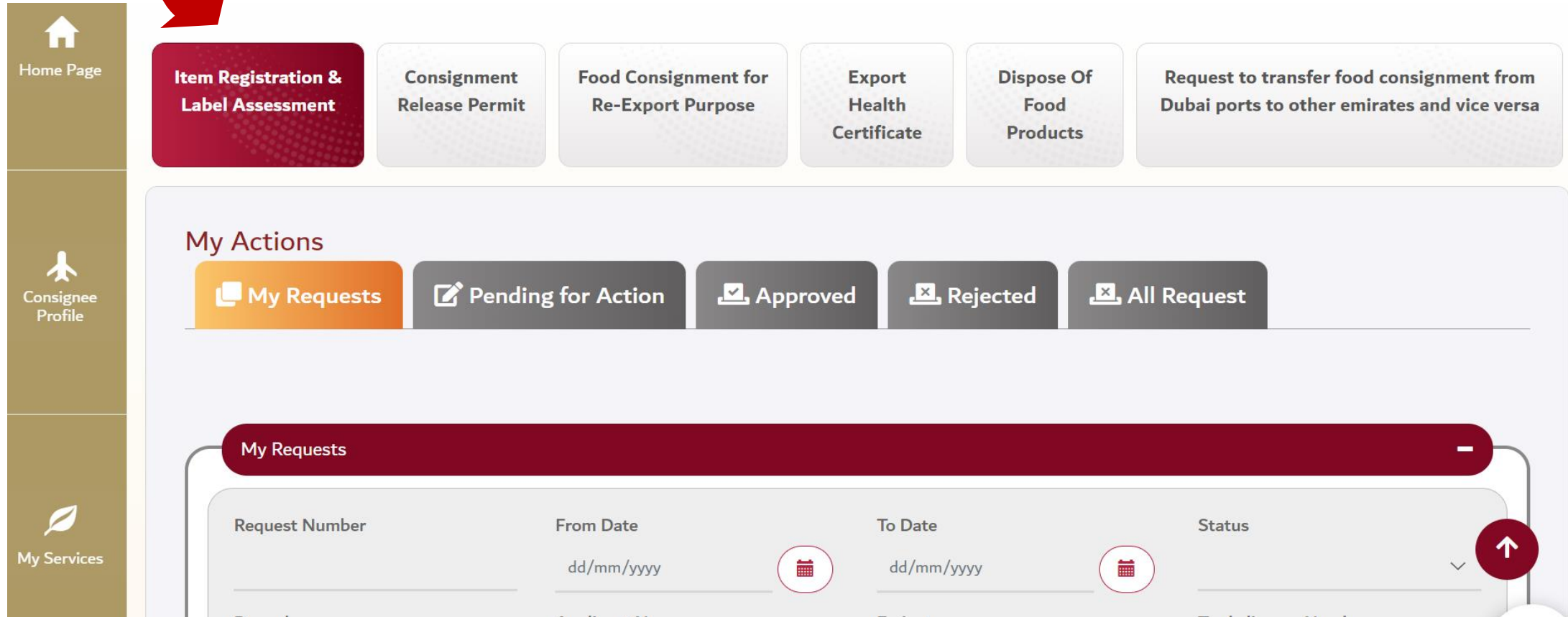
Service Procedures & Steps

Food Item Registration:

- Apply for the service through Food Import Re-Export Services (FIRS) and ZAD Federal System.
- Upload a photo of the food item and its label.



Step 6: Press on "Food Item Registration and Label Assessment" to view all your applications



The screenshot shows a user interface with a vertical sidebar on the left and a main content area. The sidebar contains three items: 'Home Page' with a house icon, 'Consignee Profile' with a person icon, and 'My Services' with a leaf icon. The main content area has a header with six buttons: 'Item Registration & Label Assessment' (highlighted in red with a red arrow pointing to it), 'Consignment Release Permit', 'Food Consignment for Re-Export Purpose', 'Export Health Certificate', 'Dispose Of Food Products', and 'Request to transfer food consignment from Dubai ports to other emirates and vice versa'. Below this is a 'My Actions' section with five tabs: 'My Requests' (orange), 'Pending for Action', 'Approved', 'Rejected', and 'All Request'. The 'My Requests' tab is active, showing a table with columns: 'Request Number', 'From Date' (with a calendar icon), 'To Date' (with a calendar icon), and 'Status'. A red circular button with an upward arrow is located at the bottom right of the table.

Request Number	From Date	To Date	Status
	dd/mm/yyyy	dd/mm/yyyy	

Step 7: Press on "My Service" to apply new request

Home Page

Consignee Profile

My Services

Item Registration & Label Assessment

Consignment Release Permit

Food Consignment for Re-Export Purpose

Export Health Certificate

Dispose Of Food Products

Request to transfer food consignment from Dubai ports to other emirates and vice versa

My Actions

My Requests

Pending for Action

Approved

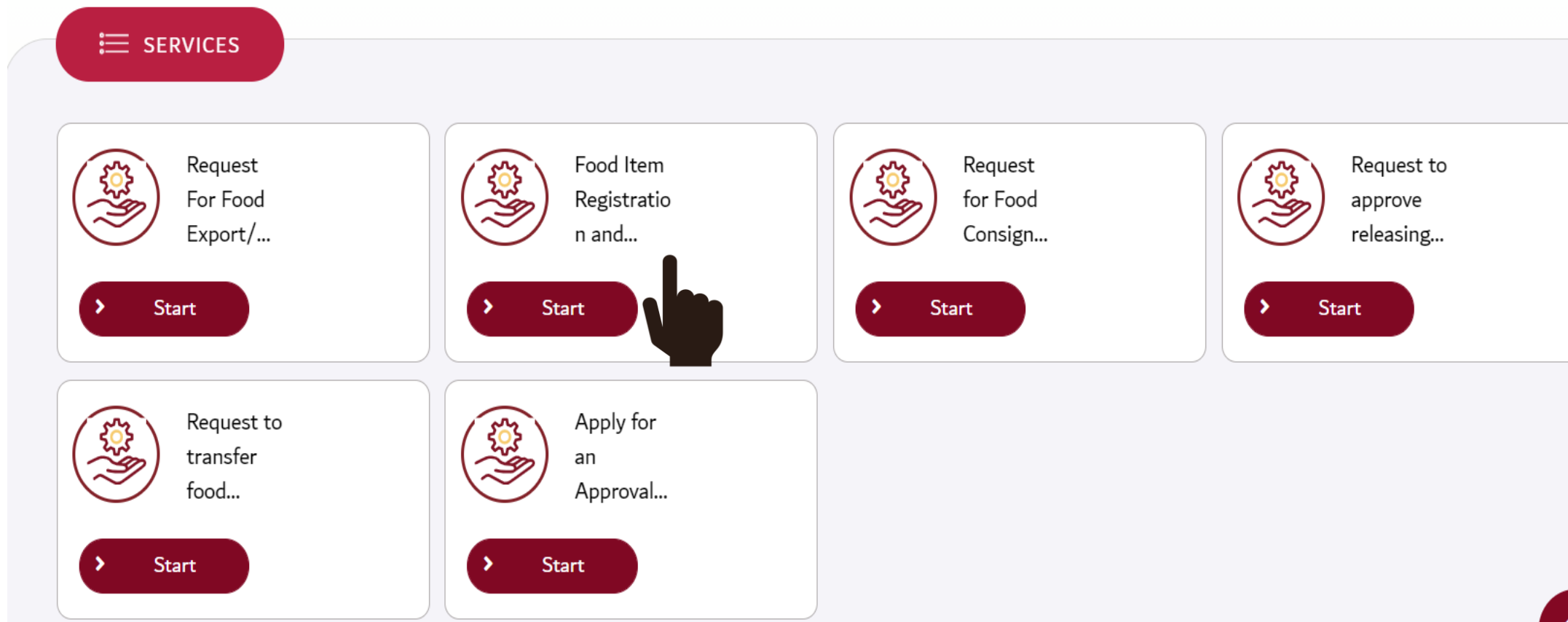
Rejected

All Request

My Requests

Request Number	From Date	To Date	Status
	dd/mm/yyyy	dd/mm/yyyy	

Step 8: Press on "Food Item registration & Label Assessment"



Step 9: select service then click on next

Service Selection

Item Registration

Label Assessment

Item Registration & Label Assessment

Edit Registered Item

Cancel

Next >

Difference between each service:

food label assessment: is assess food item based on UAE standards, in case item not comply with any section of standards it will be written as remark in food label assessment certification.

Item registration: registering product details in the system.

Item registration & food label assessment: registering product details in the system & assessing food items based on UAE standard at same time.

Edit registration item: Edit on existing product details in the system.

Step 10: upload product image

The screenshot shows a four-step process: 1. General Information, 2. Attachments, 3. Product information, and 4. Acknowledgement. Step 2, Attachments, is active. It contains two sections: 'Request Main Information' with a '+' icon and 'Attachments' with a '-' icon. Under Attachments, there are two upload boxes: 'Product Image' and 'Product card image'. Each box has a placeholder icon (a picture with a plus sign) and the text 'Click here, or drop files here to upload.' At the bottom, there are 'Back' and 'Next' buttons.

Label image: is the image of the sticker "artwork" which has all of the details of the item.

Product image: is the image of the packaging "example: glass bottle, carton, plastic packet..".

Note: make sure to provide high-resolution image and full image to avoid rejection

Example of artwork only Example of packet type



Step 11: search if product exist in the system

If the barcode not registered click on "Add products"

If registered just edit product information.

The screenshot displays a product management interface. At the top, a progress bar shows four steps: 1. General Information, 2. Attachments, 3. Product information, and 4. Acknowledgement. Below this, there are two main sections: 'Request Main Information' and 'Product Information'. The 'Product Information' section is expanded, showing a table of products. The table has columns: Barcode, DM Barcode, Trade Name, Group, Sub Category, Brand Name, Country, and Manufacturer. The first row of data shows: Barcode 60606705630, DM Barcode DM0360606705630, Trade Name Mung Whole, Group Pulses, Seeds, Nuts, and Products, Sub Category moong beans, Brand Name No Brand, Country Australia, and Manufacturer. To the right of the table, there is a 'Number of Records: 957876' and pagination controls showing 'Page 1 of 95788'. A blue arrow points from the text 'Click to add new product' to a '+ Add New Products' button. Another blue arrow points from the text 'Click to search product details' to a magnifying glass icon in the top right corner of the table. A third blue arrow points from the text 'Click to edit product details' to an edit icon (a document with a pencil) in the top right corner of the table. Below the table, there is a detailed form for editing product information, with fields for Barcode, DmBarcode, Brand Name, Country, Manufacturer, Trade Name, Sub Category, Weight, Weight Unit, Package Type, and HS Code. The form is divided into two columns and has a progress bar at the top.

Click to add new product

Click to search product details

Click to edit product details

Step 12: Fill out the below form with all of the product details as mention in label exactly.

Mandatory information should be declared on actual label :

1. product name / trade name
2. Country of origin
3. Net weight for solids and net volume for liquid
4. In case there is "brand name" should be declared on the label
5. Ingredients list include all food additives e.g E100, E330 "citric acid or...ect
6. Storage condition

Barcode: should be filled as written in the label- " international barcode" only.

Trade name: the beginning of each letter should be capitalized .

Example: Black Tea

If **brand name, trade name, and manufacturer** not showing in the drop-down list then select "unlisted".

Note: make sure all the details are entered correctly, otherwise it can be registered with wrong details.

HS code mandatory. Click on "HS code information" to know your product's HS code.

or by click the following link:

<https://www.dubaicustoms.gov.ae/en/PoliciesAndNotices/Pages/NOTICES.asp>

X

Edit Application Product

Product information

Barcode

6291109 981541

DM Barcode

Weight*

0.00

Weight Unit*

Choose Weight Unit

Shelf Life

Choose Shelf Life

Storage Conditions*

Manufacturer*

Not Applicable

Brand Name*

Select an item from the dropdown...

Package Type*

Select an item from the dropdown...

Country*

Select an item from the dropdown...

Trade Name*

HS Code*

Step 12: Enter ingredients list

1. Each ingredient shall be entered **separately in the system**
2. Enter food additives in the system **by choosing the E number (ex: E332, E551) as** all food additives exist in the drop-down list. Please do not enter it as "unlisted"
3. **Not required** to enter the **function of food additive** in the system (ex: acidity regulatory, colour, emulsifier, etc)
4. **Not required** to enter ingredient of **component ingredient** in the system (example showing in next page)
5. **Not required** to enter the percentage of the ingredient list in the system
6. **Not required** to enter ingredient **with description** (example of not accepted ingredient: from milk, red pepper, green cardamom, colour, ground, whole, organic, fresh, halal, chilled)

Example to show the correct way to enter ingredient list in the system

Skim Milk

Milk Fat

White Sugar

Glucose Syrup

E477 - Propane-1/ 2-Diol Esters Of Fatty Acids/ Propylene Glycol Esters Of Fatty Acids

E410 - Locust Bean Gum Carob Gum

E412 - Guar Gum

Natural Identical Flavour

Unlisted

Chocolate Cream Cookie

Ingredients: Ice Cream (93%): Reconstituted Skimmed Milk & Milk Fat (10%) - From Cow's Milk, Sugar, Glucose Syrup, Emulsifiers (Vegetarian): E477 & Mono-Diglycerides (From Rapeseed & Palm Oil), Stabilizers (Vegetarian): E410 & E412, Nature Identical Vanilla & Cream Flavours. Chocolate Cream Cookies (7%): Wheat Flour, Sugar, Palm & Palm Kernel Oil, Cocoa Powder, Skimmed Milk Powder & Whey Powder (From Cow's Milk), Invert Sugar Syrup, Raising Agents: E500 & E503, Salt, Emulsifier (Vegetarian): E322 (From Soya), Artificial Chocolate & Vanilla Flavours. Allergen Information: Contains Milk, Wheat Gluten and Soya. Our products do not contain any alcohol or pork based ingredients. All ingredients are Halal.
Net Volume: 1 Litre/Net Weight: 603 g when packed. Keep Frozen Below -18°C.

The food additive : should be entered by E number

Function of food additive: not required to entered

Component ingredient not required to be entered in the system, only name of product such as "chocolate cream cookie"

Example of entering ingredient list in the system

☐	Sesame Seed
☐	Glucose Syrup
☐	Dark Chocolate
☐	Cocoa Powder
☐	Flavour

Ingredients : 62 % **sesame seeds**, glucose syrup , 12 % dark chocolate
(cocoa mass, sugar, cocoa butter, emulsifier : sunflower lecithin, flavouring)
sugar, cocoa powder, flavourings.

If an ingredient is in the plural, please entered it in single to prevent duplication such as, sesame seeds - entered "sesame seed"

Example of not acceptable ingredient list

Spicy Flavour [lactose (milk), Sugar, Flavourings, Salt, Flavour Enhancer: Monosodium Glutamate; Onion Powder, Potassium Chloride, Acid: Citric Acid; Garlic Powder, Colour: Paprika Extract; Ground Nutmeg]

Flavours(vanillin, Milk,chocolate)

Color (caramalized Sugar)

Diced Onion (10%)

Diced Red Peppers (13%)

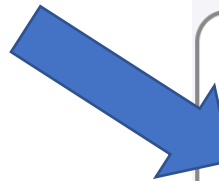
Fresh Black Fish

Fresh Yeast

Organic Dehydrated And
Devitalised Rye Sourdough

Step 13: click on "I Agree on"

Click here to agree on terms & conditions



1

2

3

4

General Information

Attachments

Product information

Acknowledgement

Request Main Information

+

Product information

+

Acknowledgment

-

"I hereby acknowledge that all the information which is submitted to Dubai Municipality is correct, and declare full legal liability if the mentioned information is proved to be incorrect"

☐ I Agree on [Terms and Conditions](#)

✕ Cancel

◀ Back

⬇ Save as draft

➤ Submit

Click here to "submit".



After submitting your request you will get a number similar to the following-FLAR-O8O52O14-O000: Food Label Assessment

Food item registration(FITR) : **1 working day**

Food item registration (FRLA) & label assessment (FLAR) : **5 working days**

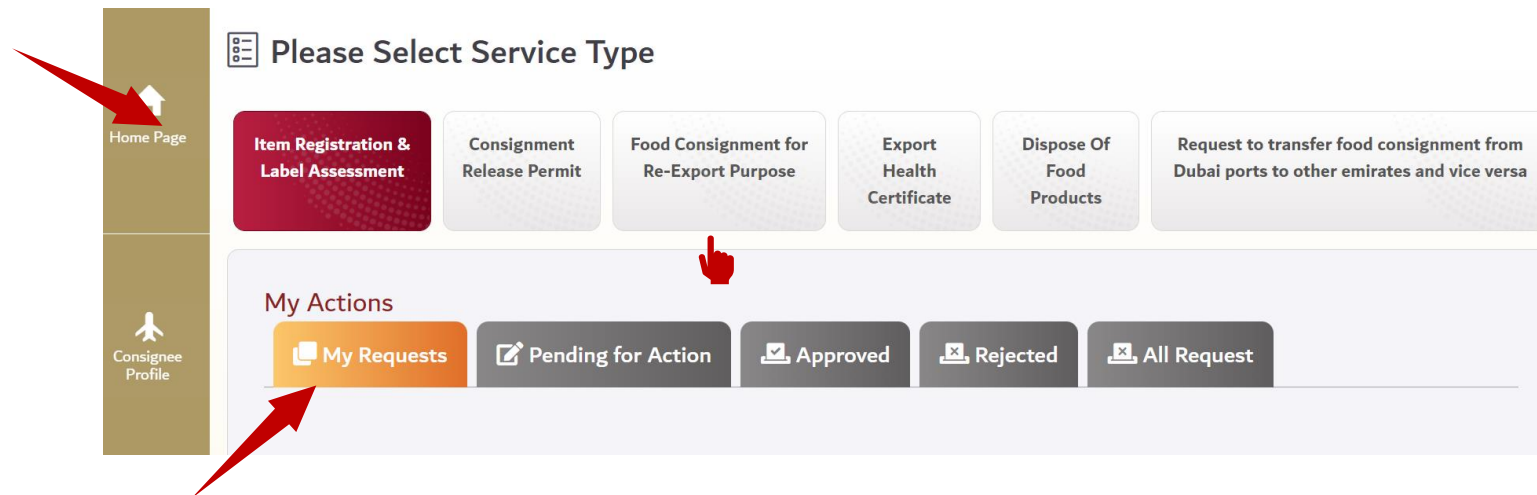
Note: After processing request notification will be sent to an email.

Note to be considerate

- Label image is preferred to be in “artwork form”, and make sure image upload image straightforward so no need to rotate.
- In case artwork is not available, the number of images should be minimal and show items from all sides and avoid repeating images
- The Details of product filled in the request should be exactly as mentioned in label to avoid registered item with wrong details
- Mandatory information on the label should follow the **UAE standard** of labeling prepackaged food stuffs (UAE.S 9:2019)
- There are 2 standards for shelf life: 1- Expiration date for food product- part 1: mandatory expiration date (UAE.S15O-1) / **Expiration dates in this standard are mandatory and cannot be changed.**

2- Expiration date for food product- part 2: voluntary expiration date (UAE.S 15O-2)
- There are general standards (apply on all food) and specific standard for each food (each food has its own standard) that can be founded in the Ministry of industry and Advanced Technology

- To check status of request click on "home page", then search either by request NO. or from date you apply in "my request"



- In case after 5 working days from the application date the status of the request is still new, you can contact the food item registration and label assessment section.
- Email: foodstuides@dm.gov.ae

View remarks

To check remarks of any request either by:

- Application history
- View application, then click application history tab.

Search

Reset

Export Excel

⏮

⏪

Page 1

⏩

⏭

Request Number	Request Date	Barcode	Status	Brand Name	Company Name	
FITR-10042023-00477	10/04/2023		In Complete	Isigny Ste Mere	TRANSMED OVERSEAS INCORPORATED	📊 📄 📍 👁 Application History
FITR-13032023-00007	13/03/2023	5425006578820	In Complete		TRANSMED OVERSEAS INCORPORATED	📊 📄 📍 👁
FITR-13032023-00006	13/03/2023	5425006578691	In Complete		TRANSMED OVERSEAS INCORPORATED	📊 📄 📍 👁

View remarks

Click on DM employee to view the remark

- After clicking on "DM employee" the remark will be shown down (after clicking it will be highlighted in light grey colour).
- Click on "more details"

Application History

Action	Application Number	Service	Status	Performed By
Submit	FITR-10042023-00477	Item Registration & Label Assessment	Pending for review	Christopher
In Complete	FITR-10042023-00477	Item Registration & Label Assessment	In Complete	DM Employee

More Details

Remarks

Remark

Enter food additive by E number in the system.

Complete ingredient list should be declared in the system.

My Actions

 My Requests

 Pending for Action

 Approved

 Rejected

 All Request

My Requests

Request Number	From Date dd/mm/yyyy	To Date dd/mm/yyyy	Status In Complete
Barcode	Applicant Name	Emir	Trade license Number
Company Name	Country		

Search

Reset

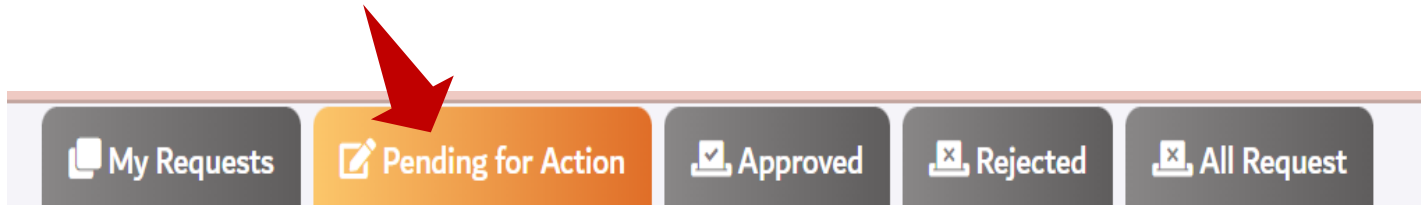
To view DM inspector remark

To edit request

To search by status

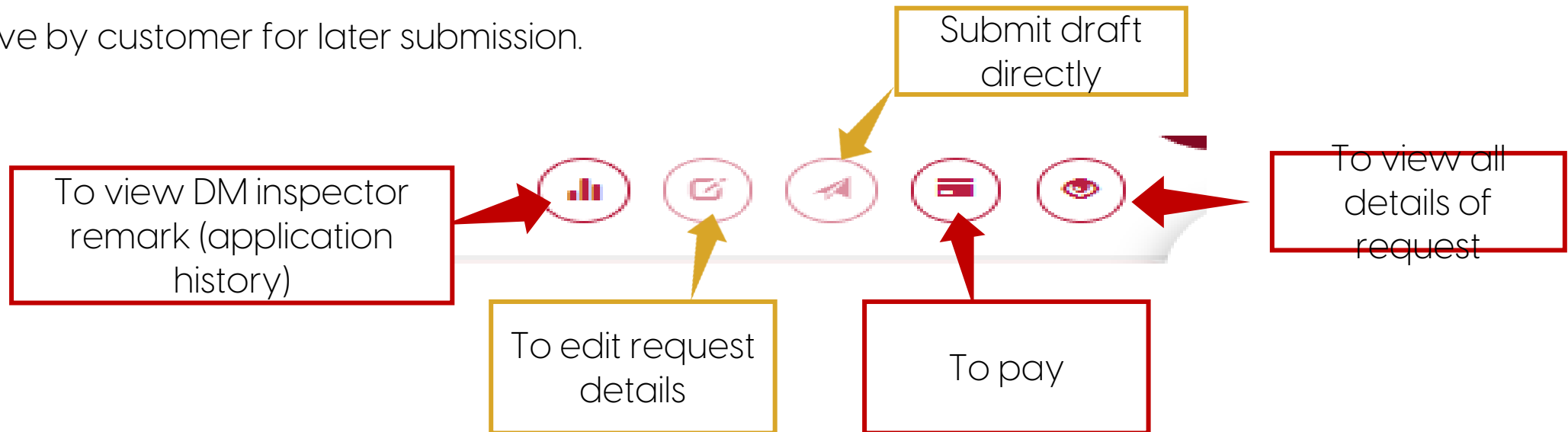
To view all details of request

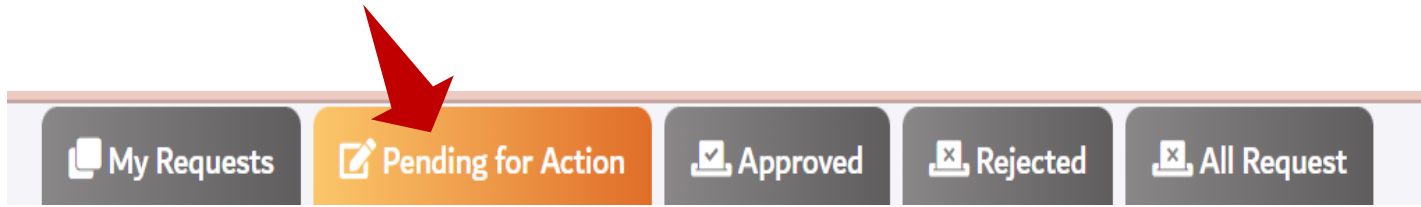
Request Number	Request Date	Barcode	Status	Brand Name	Company Name
FITR-12012022-00003	12/01/2022	BDJOHN001	In Complete	Guido Gobino	GOLDEN FRUITS CO (L.L.C)



Pending for action will show the following requests:

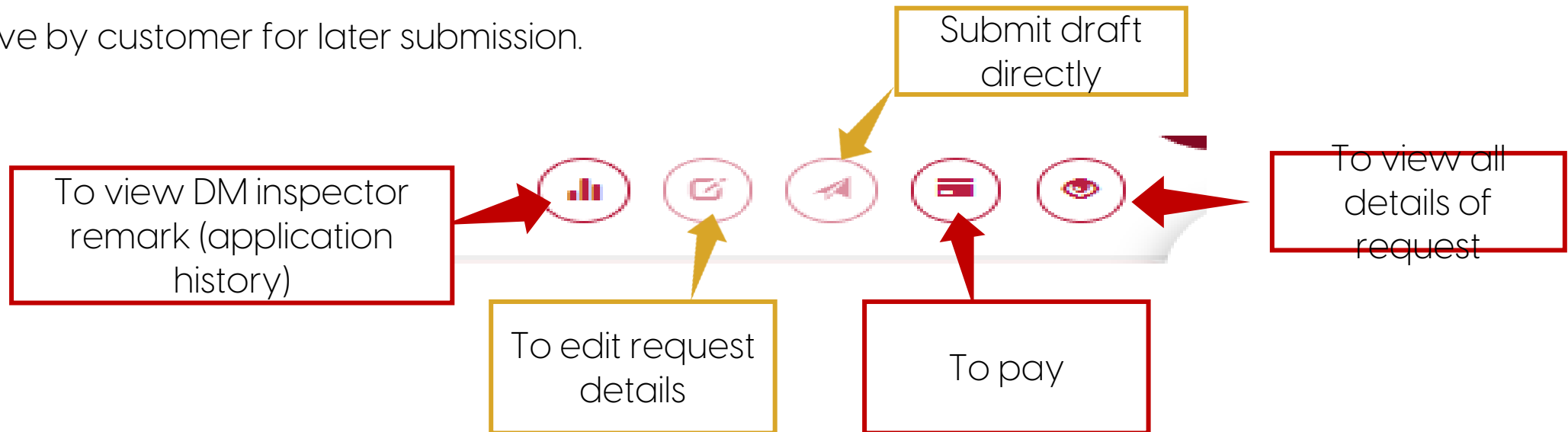
- 1- **pending for review**: waiting for DM inspector to process request.
- 2- **pending for payment**: need to pay in order to process request.
- 3- **In complete**: return to customer for more clarification/ complete image/missing information.
- 4- **Draft**: save by customer for later submission.





Pending for action will show the following requests:

- 1- **pending for review**: waiting for DM inspector to process request.
- 2- **pending for payment**: need to pay in order to process request.
- 3- **In complete**: return to customer for more clarification/ complete image/missing information.
- 4- **Draft**: save by customer for later submission.



ZAD Certification

Go to "PRODUCT" page then select the product.

Click on "View/download certificate" to print the certification or save it.

Consignee Profile

My Services

Products

View Product Details View/ Download Certificate Export To PDF

Number of Records: 957876

Page 1 Page 1 of 95788

Barcode	DM Barcode	Trade Name	Group	Sub Category	Brand Name	Country	Manufacturer
DM0360606705630	DM0360606705630	Mung Whole	Pulses, Seeds, Nuts, and Products	moong beans	No Brand	Australia	
DM4840606705640	DM4840606705640	Chick Peas 14mm	Pulses, Seeds, Nuts, and Products	chick peas	No Brand	Mexico	
DM8400506201770	DM8400506201770	Corn	Grains, Cereals And Products	whole corn	No Brand	United States	
DM3560505908340	DM3560505908340	Indian Wheat	Grains, Cereals And Products	whole wheat	No Brand	India	
DM5860606805695	DM5860606805695	Walnuts With Shell	Pulses, Seeds, Nuts, and Products	walnut	No Brand	Pakistan	
DM1560606805696	DM1560606805696	Walnuts With Shell	Pulses, Seeds, Nuts, and Products	walnut	No Brand	China	
DM3560606902071	DM3560606902071	Char Magaz (Watermelon Seeds)	Pulses, Seeds, Nuts, and Products	water melon seeds	No Brand	India	
DM3640606902072	DM3640606902072	Water Melon Seeds	Pulses, Seeds, Nuts, and Products	water melon seeds	No Brand	Iran	

Certification

Go to "Home page" page then "Approved" page

Click on "print" to print certification or save it.

Home Page

Consignee Profile

Item Registration & Label Assessment

Consignment Release Permit

Food Consignment for Re-Export Purpose

Export Health Certificate

Dispose Of Food Products

Request to transfer Dubai ports to other

My Actions

My Requests

Pending for Action

Approved

Rejected

All Request

15/08/2021	5287000076173	Assessed	JS Honey	TRANSMED OVERSEAS INCORPORATED S.A.			
15/08/2021	5287000076050	Registered	JS Honey	TRANSMED OVERSEAS INCORPORATED S.A.			
15/08/2021	5287000076050	Assessed	JS Honey	TRANSMED OVERSEAS INCORPORATED S.A.			

Label information

- Any item already registered in FIRS system no need to register it again in IRS system.
- Unclear image and incomplete information will always be reason of rejection.
- The basic information should be declared on any label are:
 1. Trade name & Product description.
 2. Net content: Net weight (solid) & net volume (liquid).
 3. Storage condition.
 4. Ingredients list (descended order)

Cont.

Nutrition Facts	
8 servings per container	
Serving size	2/3 cup (55g)
Amount per serving	
Calories	230
% Daily Value*	
Total Fat 8g	10%
Saturated Fat 1g	5%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 160mg	7%
Total Carbohydrate 37g	13%
Dietary Fiber 4g	14%
Total Sugars 12g	
Includes 10g Added Sugars	20%
Protein 3g	
* The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.	

- Country of origin.
 - Allergy warning.
 - Name and address of manufacture or packer.
 - Nutrition information.
 - Brand name (mandatory for UAE products)
- The above information based on UAE standard (UAE.S 9:2019) for more information you can purchase standard from [Ministry of industry and advanced technology](#).
 - The requirements of food label **will be changed** in case of any update on standards.
 - The **mandatory** language is **Arabic** and **English** is **optional**.

UAE Standards for food requirement :

- All standards can be purchased via ESMA website: <https://www.esma.gov.ae/ar-ae/Pages/default.aspx>.
- Mandatory information on any label should follow UAE standard of labeling of prepackaged foodstuffs (UAE.S 9).
- There are 2 standards for shelf life: 1- Expiration date for food product- part 1: mandatory expiration date (UAE.S15O-1)
2- Expiration date for food product- part 2 : voluntary expiration date (UAE.S 15O-2)
- The standard of requirements of nutrition labels is (UAE.S 2233).
- The standard of additives permitted for use in foodstuffs is (UAE.S 192).
- There are general standards (any food products) and specific standards for each food (each food product has it own standard) that can be find in the [Ministry of industry and advanced technology](#) (more standards available online).
- It's the consignee's responsibility to read and follow requirements to comply with UAE standards.

Items do not need label assessment

- Bulk: seeds – pulses – nuts – grains – oils – honey.
- Fresh fruits and vegetables.
- Food additives.
- Pork and pork products.
- Unprocessed meats.
- Non retail (for manufacturing purposes).

Items need label assessment

- Product with claims e.g “ high protein, vitamin, low in fat....etc”
- Locally produced/ “UAE” product
- Relabeling for registered items (in case item detail amended)
- Special nutritional food

When should I re-apply again for food item registration and label assessment?

- In case of changing the design of the food label or product design (in terms of colors, font type or any non-basic information) no need to register the item again
- If a new food ingredient, color or flavor added, the product should be assessed again and no need to register the item.
- The product will register again if you change:

Country of origin, net weight, brand, barcode or trade name of the product.

The following products are not allowed/or accepted to be registered or approved under food safety department:

Ingredients	Product name	Images on the label	Non food product	Shapes of food product	Claims/Statements	Words on the label
-Poppy seeds -Hemp seeds -Medical herbs (like <u>ginko</u>, <u>tongkat Ali</u>, <u>...etc</u>) -<u>Paan</u> leaves, or Betel leaves -Red sandals -100% Mace /ginseng -Alcohol or wine -Insects -Chocolate liqueur	-Alcoholic name -The product name that include the word cigarette, poker, bullet, and detox or other similar words	- Religious images (like mosque) - Cross -Glass of alcohol -Playing card -Bullets or any weapon shape as packaging or foods	- Supplements -Medical products -Animal feed -Cosmetics - Detergent	-Cigarette - Medicine tablets	-Cure any diseases -Low GI -Low carbs -Diabetic -Hadith (sayings of the Prophet Muhammad)	-Sleep -Calm -Relax -Comfort -Beauty -Naked -Revive

For support

- Email us: foodstudies@dm.gov.ae
- Contact us: 800900