



# Global Partners System Guide “E-certificate Exchange System”

First Edition 2019



## E-certificate Exchange System Guide “Global Partners System”

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### Introduction

The Ports' and Food Control Section / Ministry of Public Health under the Food Control Law No. (8) of 1990 and its amendments is specialized in controlling imported food consignments and ensuring their safety and suitability for human consumption. As part of the section's plans in developing the work mechanisms, This system was launched the " Global Partners System" in order to exchange the health and phytosanitary certificates as well as Halal and Halal Slaughtering certificates related to the foodstuff shipments exported to the State of Qatar in an electronical form in a much safer and easier way. Considering the saving effort and fees currently spent on the ratification of these certificates in the country of origin or country of export, the communication with the competent authorities through this system will provide an easier way to exchange information on the requirements of these documents between both sides (exporting countries and Qatar).

Despite the importance of using this system by the official authorities responsible for issuing the relevant certificates or the authorized boddies by the official authorities, the decision to deal with this system remains within the scope of the non-mandatory option in the first phase of its application. Therefore, it is up to the countries of export to decide to use this system if they found it a way to facilitate the procedures for exporters to export their products to the State of Qatar As well as taking its decision to continue issuing certificates and sending them as certified hard copies with exported food consignments as currently applied.

#### The certificates that will be exchanged through the system

The Ministry of Public Health adopts the principle of food control throughout the food chain as a general principle for achieving the highest possible level of food safety. The Ministry of Public Health recognizes that food control is a shared responsibility of all relevant parties. Effective cooperation and coordination between all these parties is the best way to get the best results by ensuring a balance between food safety and trade facilitation.

The health certificate / phytosanitary certificate is an important guarantee by the competent authority in the country of origin / export to indicate of the safety of food exported from the farm to the export port, as well as Halal and halal slaughtering certificates within its jurisdiction. Therefore, the Ministry of Public Health requires that these certificates to be issued by the official authorities that are directly concerned with the process of food control or halal requirements or through the bodies adopted for this purpose. The Ministry of Public Health considers the necessity of the accuracy and credibility of these documents as a prerequisite for ensure the safety, suitability of food and certainly that the authoritires which issue these certificates are just as concerned.

To ensure that these certificates achieve the objective of their issuance, the Ministry of Public Health has clearly defined the three requirements that must be provided in these certificates, which are:



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- To be issued by a competent official authority or by an authorized body by the official authority or to be issued by the accredited Islamic Center for Halal and Halal slaughtering certificates.
- To be related to the shipment and not being a general certificate related to the plant of production.
- To contain clear attestation (statement) according to the nature of the product itself.

Compliance with these requirements will have a positive effect on reducing the level of risk and will facilitate the inspection procedures at the port of entry.

### Information about the guide and the letter from the competent authority:

This guide includes an explanation of the registration process that must be done by a nominated or authorized staff by the competent authority in the country of origin / export to use the system in the process of sending / exchanging relevant certificates.

The guide adopted an illustrative methodology by identifying the fields as they are shown in the system, then presenting notes and clarifications for the registration and the method of exchange the certificates so that the process will be as clear

One of the requirements of the registration is to attach a letter from the official authority, which is responsible for issuing the certificates. Its purpose is to verify the validity of the authorization of the staff by their bodies or agencies or entities to send or exchange certificates through the system. No user name will be approved without this letter.

It is normal that there are several authorized individuals for this purpose, due to different and the multiplicity of the ports of exportation, so there is no specific number of persons authorized from each authority and this option was left to the competent authorities in the country of origin / export.

A template has been developed for this letter. This template is not mandatory in its form and is intended only to highlight the basic information that will be included in the letter in order to avoid the rejection of the registration due to incomplete information. The competent authorities may also issue the letter in both Arabic and / or English languages.

One of the most important required information is the clearness of the text for the authorization of the use of the system, and clearly adding the name(s) of the authorized staff and their signatures, official stamps, job positions, and contact information. In addition, it is important to include an e-mail address of the responsible person to correspond with him/her if necessary.

The most important relevant information have been careful included in the guide, however you can contact to answer any queries through the contact information of the Ports' Health and Food Control section described below, we will be keen to respond to your inquiries as soon as possible.

Email: [port.health@mophgov.qa](mailto:port.health@mophgov.qa) Contact Numbers: 44070226 - 44070236



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### First: Register as a user of the system step by step

The following are the steps of registration in the system needed by the authorized person by the competent authority to be accredited as an official user who has the right to exchange certificates related to food consignments with the Ministry of Public Health in the State of Qatar.

#### 1.1 Reaching the system

You can reach the system by following these steps:

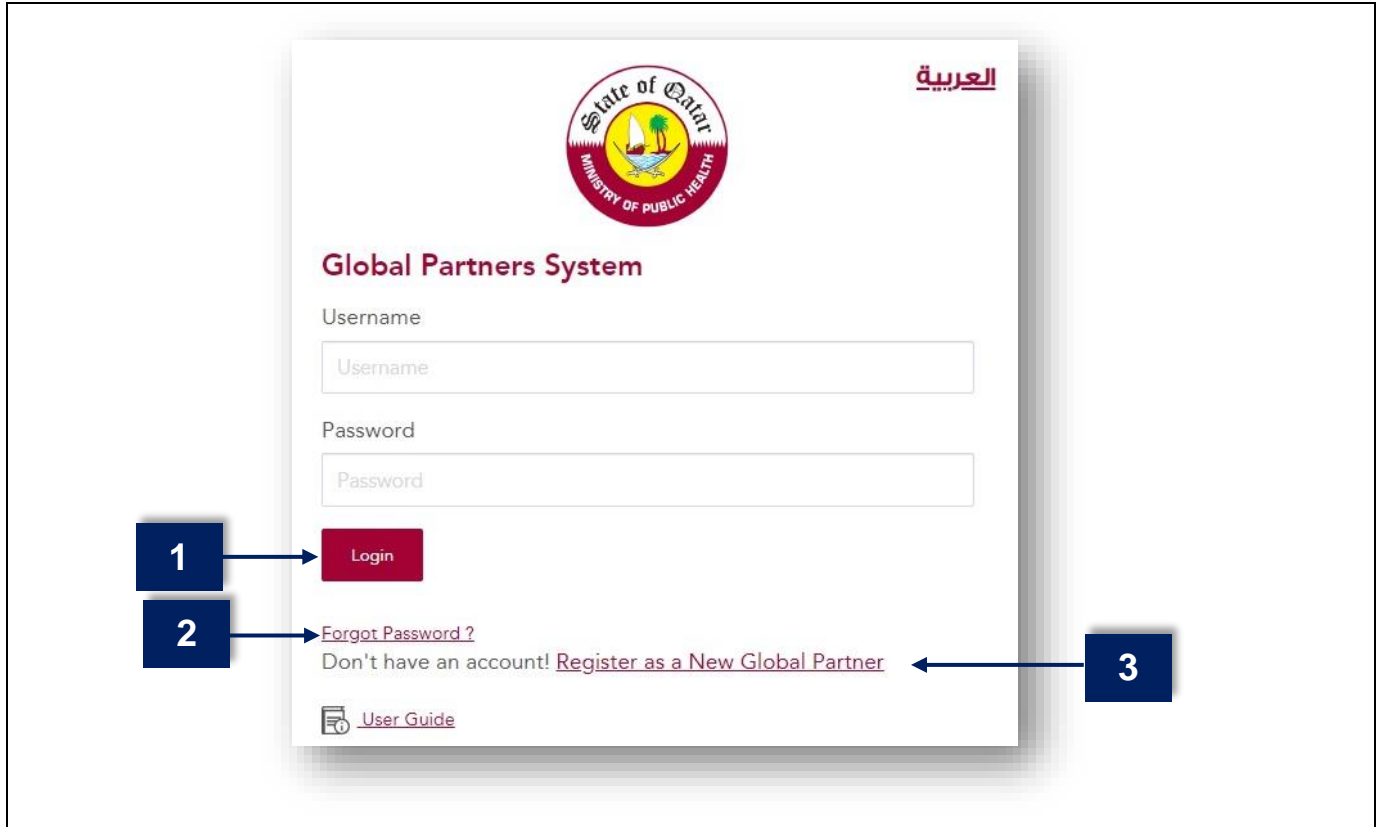
1. Open the Ministry of Public Health Website, following this link ►	<a href="http://www.moph.gov.qa">www.moph.gov.qa</a>
2. Click on the Ports Health & Food Control Section icon in the website which shown in the picture ► (The section icon is in the center of the ministry's website)	
3. Selecting / Reaching the Global Partners System by clicking on its icon on the section page ►	

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### 1.2 Initial system interface and available options

When you click on the system icon on the section page, the initial interface shown in the image below appears. It contains the official Ministry of Public Health logo and a language option at the top right of the interface (currently available languages are Arabic and English). Then we find the boxes for the username and password followed by the icon "Login", which is usually used by people registered in the system that complete the requirements for registration.

Follow the guidances below to start the registration process as a "New Global Partner" as this is a prerequisite for starting a certificate exchange. Be sure to obtain the necessary authorization from your competent authority before starting this process.



No.	Action Taken	Reference / Notes
1	Login Once the persons belonging to the competent authorities make their submission and it's approved, they can login by clicking on this icon using their username and password	This icon is for approved users who have completed the registration process and received a notification, which is clicked after entering their and password. The username and password must be identical to the data entered when registering



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2	Forgot Password?	This icon is clicked by approved users who have completed the registration process in case they forget their password. Please follow the directions that the user will see to resolve this issue. Make sure your username is correct
3	Register as a new Global user	Click this link to register yourself for the first time. Each person can register once.

### 1.3. Fill in the registration information as a new Global partner

When choosing "Register as a New Global Partner" from the front page of the system mentioned before, the page for the data to be filled appears and contains ten fields in addition to the attachments, username and password suggested by it.

The required information is divided into two main groups, one about the Organization which the applicant works for and the other about the applicant himself. They have been reviewed to be simple and include minimum information requirements only, with a view to facilitating the registration process to the maximum extent possible.

Please see the following guidance to help with the registration process:

#### The first group: Information of the competent authority to which the applicant works

**Application for Registration as Global Partner**  
Please complete the form below and click "Submit". Fields marked with asterisks(\*) are mandatory.

1. Competent Authority Details

2. Country Name \*

3. Division

4. Competent Authority

5. Unit

Section

Unit

No.	Action Taken	Reference / Notes
*	The asterisk means that the field is mandatory and must be filled	You cannot submit without filling all required fields marked with an asterisk *



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1	Ministry / Authority / Association	<ol style="list-style-type: none"><li>1. In this field, the name of the authorized competent authority to issue the relevant certificates, which may be a ministry, Authority or Association according to the system in the country of origin / export, shall be written. The name is written in Arabic / English depending on the language chosen. The name is written in the official approved form, eg the Ministry of Public Health.</li><li>2. In case of halal, the name here is to the Islamic body or Association accredited by the Ministry of Health to issue these certificates.</li><li>3. The name must be identical to the name of the official entity and shown in the letter to be attached later.</li></ol>
2	Country	The system provided with a list of all the countries to choose from, depending on the country that the competent authority which the applicant working for .
3	Division / department	It means that the department or Division that perform the technical and administrative work required by the competent authority and preferably identified, although this field is not mandatory
4	Section	It means that the section in the departments within the competent authorities that preferably identified for more clarity.
5	Unit	It means that the units of the Section within the departments in the competent authorities that preferably also identified.



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The second group: information related to the applicant / person authorized by the competent authority and attachments



The screenshot shows a form titled "Authorized Person Details". It contains several input fields with labels and asterisks indicating required information. Numbered callouts point to the following fields:

- 6: Name \*
- 7: Job Description \*
- 8: E-mail \*
- 9: Landline Number(Office) \*
- 10: Mobile Number

No.	Action Taken	Reference / Notes
6	The name	Please write your full name (first name / father / family) and make sure that the written name is consistent with the name in the letter of the competent authority attached to the application.
7	Job Description (Job title)	Ensure that the written job title is consistent with the title in the letter of the competent authority attached to the application.
8	E-mail	It means the official e-mail approved by the competent authority only.
9	Landline Phone (Office)	Preferably a direct number as possible.
10	Mobile number	It is optional not to be mandatory as a personal number and while ensuring the applicant's privacy, please include the number as possible.



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### Attachments required

**Attachments**  
(Max File Size:1MB)

11 Letter from Official Authority \*

12 Association Licensing \*

13 Other Documents( Allows Multiple files )

[Click Here](#) to Download Template

No.	Action Taken	Reference / Notes
11	Letter from Official Authority "Choose File"	<p>1. To upload the file click on the icon and upload as PDF or image.</p> <p>2. The letter is a prerequisite for registration to verify the authorization of the parties to the applicants for registration and therefore it is requested to be sent by approved diplomatic channels.</p> <p>3. To accept the letter, the following conditions shall be met:</p> <p>a. The official must bear the logo and official stamp and the signature of the Director of the Department or whoever is higher.</p> <p>B. To be addressed to the Ministry of Public Health / Food Safety and Environmental Health Department, clarify the objective of the letter and include all required information about authorized persons.</p> <p>T. To be sent by approved diplomatic channels, where the registration will not be approved before the original letter is received through approved diplomatic channels.</p> <p>4. Proposed text of these letters were prepared containing the required information.</p>



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		5. These text can be found in Annex 1 of this Manual or Guide.
12	Association licensing "Choose File"	<p>1. To upload the file click on the icon and upload as PDF or image.</p> <p>2. Although there is no asterisk on this icon, it is mandatory for the organization or authorities or parties or body authorized by the competent authority (third party) and for halal entities or associations.</p> <p>3. To accept the letter from the authorized third party from the competent authority, the following conditions shall be met:</p> <p>a. The official should bear the logo and official stamp and the signature of the director / president of that body.</p> <p>b. Addressed or Direct to the Ministry of Public Health / Food Safety and Environmental Health Department, and clarify the exact purpose of the letter and include all the required information about the authorized persons.</p> <p>6. Attach the authorization document stating that the competent authority in the country of origin / export has granted this authority to issue these certificates.</p> <p>7. Authentication of the entity's letter and authorization document (if it is a letter, not legislation) from the Qatari Embassy in the country of origin / export.</p> <p>8. The certified or endorsed letter shall be sent to the following address: Ministry of Public Health - Food Safety and Environmental Health Department P.O .Box 42 Doha Qatar. Phone 0097444070226</p>
13	Other Documents "Choose File"	<p>- The competent authority may attach more than one document, which may</p>



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		<p>help to accept the application for registration as a Global Partner.</p> <ul style="list-style-type: none"><li>- Other documents may be additional statements (attestation) or related legislation.</li></ul>
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### 1.4 .Submit the application for approval

Look at the following figure or screenshot and the numbers shown and follow the instructions listed below according to each number

14 Login Details

Username \* Password \* Confirm Password \*

Username Password Confirm Password

Enter Username Enter Password

15

Submit Reset

No.	Action Taken	Reference / Notes
14	Username / Password / Confirm Password	<ol style="list-style-type: none"><li>1. Please enter the username and password you would like to use later if the application is approved by the Ministry of Public Health.</li><li>2. The password must contain more than 8 characters, must contain one number, one capital letter and at least one lowercase letter and no space is allowed. You must enter your username and password in English.</li><li>3. The same password is reentered in the confirmation box to ensure that it is valid and approved by the user</li></ol>
15	Submit (Submission of the application )	<ol style="list-style-type: none"><li>1. When completing data filling and attaching the documents, click on "Submit".</li></ol>

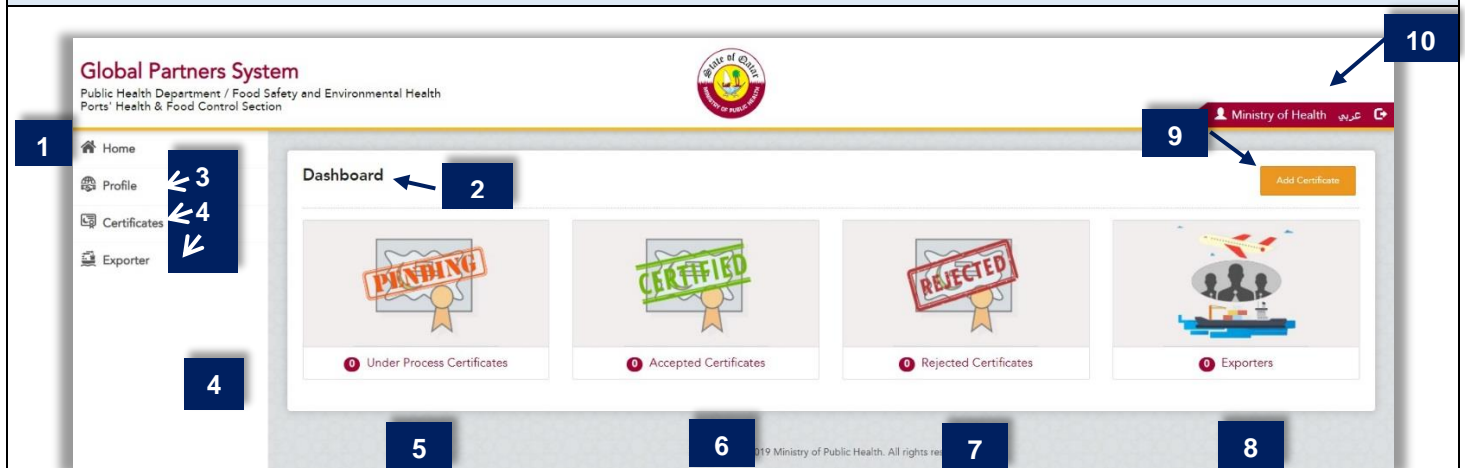
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2. A notice will be sent to your E-mail to confirm receipt of your registration application as a Global Partner.
3. The application and the relevant documents will be reviewed, and you will get a feedback regarding the acceptance or rejection of your application through your E-mail.
4. For any inquiries, you can contact the competent section (Ports' Health and Food Control) through the following e-mail: [port.health@moph.gov.qa](mailto:port.health@moph.gov.qa)

### Second: Using the system to exchange certificates

Upon entering the system as a new user, you can send certificates and receive notifications about their acceptance or not, as the user can update his information in an easy and simple way. This part of the guide explains the contents of the system's main pages and deals with the system in the exchange of certificates.

#### 2.1. Contents of the main interface or Home page of the system



No.	Action Taken	Reference / Notes
1	Home page icon	You can return to the main or home page of the system at any time by clicking this icon.
2	Dashboard	All data in this part are for the same user as each user can only see data previously entered.



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3	Profile	By clicking on this icon you can access the profile information and request to update the data for any reason. It is also possible to update or change the user's password, which is recommended from time to time.
4	Certificates, Exporters	Certificates and Exporters added by the user can be viewed by clicking on relevant icon. Upon entering any icon, you will access the specific page as follows: 1. On the Certificates page there is a list of the certificates and the procedures that have been done. Where data can be managed such as updating or access or other clear options 2. The same applies to exporter page for the management of their data and the system allows printing of either list in different form.
5-6-7-8	Certificates under process, accepted certificates, rejected certificates, exporters	These icons are detailed according to the title of each and can easily see the list of each of them by simply clicking on them.
9	Add certificate	This icon is used to add a new certificate. It has been placed on the homepage for easy access and the method of addition will be detailed later in this guide due to importance.
10	Icons for log out of the system or change the language	These icons are used to sign out the system or if you want to change the language. , It is advised not to exit the system before completing the relevant procedures and make sure they are completed such as sending a certificate or changing the password and so on.

### 2.2. Add a new certificate for a new shipment or consignment

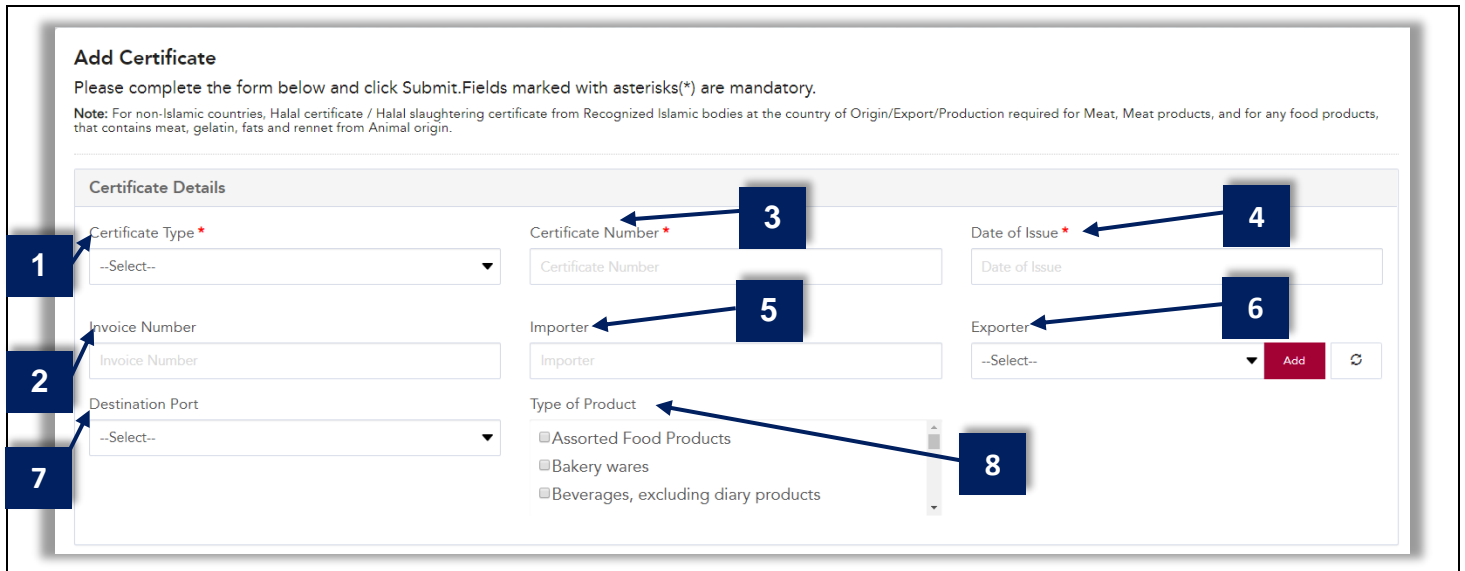
إضافة شهادات

This part is the core of the system and relates to the mechanism by which a certificate will be added for electronic exchange with the Ports' Health and Food Control section of the Ministry of Public Health. The Add

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Certificate icon is available on the home page, as well as within the Certificates page. The figure below shows the main contents of the certificate page and an explanation of the exchange mechanism

The mechanism is done by filling some important information about the certificate, which is mainly the information that the system user needs to search or verify as the parties need it as statistical information about the certificates. After completing the information, the certificate shall be attached in one of the mentioned formats, the most important is the PDF format or the electronic link that allows access to the certificate in the system of the competent authority in the country of origin / export.



**Add Certificate**  
Please complete the form below and click Submit. Fields marked with asterisks(\*) are mandatory.  
**Note:** For non-Islamic countries, Halal certificate / Halal slaughtering certificate from Recognized Islamic bodies at the country of Origin/Export/Production required for Meat, Meat products, and for any food products that contains meat, gelatin, fats and rennet from Animal origin.

**Certificate Details**

1 Certificate Type \*  
--Select--

2 Invoice Number  
Invoice Number

7 Destination Port  
--Select--

3 Certificate Number \*  
Certificate Number

5 Importer  
Importer

4 Date of Issue \*  
Date of Issue




6 Exporter  
--Select-- Add

8 Type of Product  
☐ Assorted Food Products  
☐ Bakery wares  
☐ Beverages, excluding dairy products

No.	Action Taken	Reference / Notes
1	Certificate Type	<p><b>The type of certificate is selected according to the type of exported food from the options available as follows:</b></p> <ul style="list-style-type: none"><li>• Health certificate for export of processed food to State of Qatar</li><li>• Health certificate for export of meat and meat products to State of Qatar</li><li>• Health certificate for export of milk and milk products to State of Qatar</li><li>• Health certificate for export of table eggs and egg products to State of Qatar</li><li>• Health certificate for export of products of aquatic animal origin to State of Qatar</li><li>• Phytosanitary certificate for export to State of Qatar</li></ul>



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		<ul style="list-style-type: none"><li>Health certificate for export of assorted food products to State of Qatar</li></ul> <p><b><u>In the case of Islamic centers, one of the following options is selected depending on the nature of the exported food:</u></b></p> <ul style="list-style-type: none"><li>Halal slaughtering Certificate for exporting meat and meat products to State of Qatar</li><li>Halal certificate for export of products of animal origin to State of Qatar</li></ul>
2	Invoice number.	The objective of adding the invoice number is to match the contents of the shipment and to make sure all items included in the certificate, especially when linking the health certificate with the invoice.
3	Certificate number	The certificate number must match with the one written on the certificate.
4	Date of issue (The certificate issuing date)	Means that the issue date and it must be compatible with the date of manufacture of the products so that the health certificate is not issued before the manufacture of the product, for example.
5	Importer	Means The name of the importing company for the consignment in Qatar as stated in the shipment documents
6	Exporter  	<ul style="list-style-type: none"><li>- When adding for the first time the list will be empty and here you have to click on the Add exporter icon located next to the field</li><li>- Add the exporter information and update the list by clicking on the icon which specified for that. </li><li>- Then select the exporter from the list.</li></ul> <p>The purpose of this method is to ensure that the exporter name is uniform or similar every time when certificate is added to the system according</p>



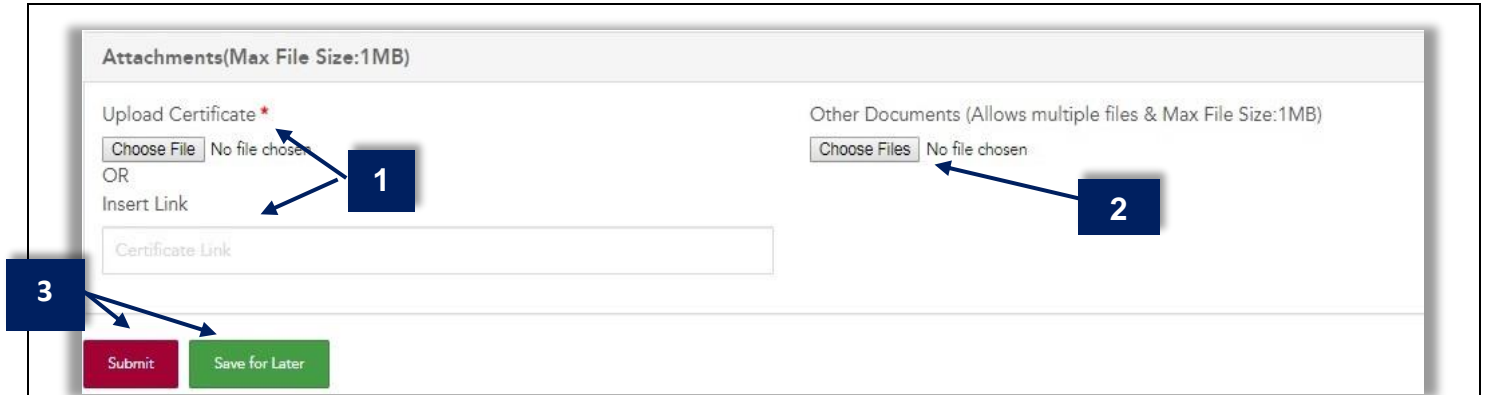
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		to official documents, making it easier to refer when needed.
7	Destination/arrival port.	This selection is not mandatory, if the information is available, it is advised to add it.
8	Type of product exported to Qatar.	Products are classified according to the Codex.

### 2.3. Upload the certificate

إضافة شهادة

After completing the certificate information then upload in one of the available formats as follows:



No.	Action Taken	Reference / Notes
1	Upload Certificate / Certificate Link	1. Upload the certificate by clicking on this icon. 2. The system also allows to add certificate link of the in the field where the certificate can be accessed easily. 3. The link must be unprotected with a password or other protection method and can be accessed by simply clicking on it.
2	Other Documents	This option has been added if specific documentation is required for specific attestation or statement such as free from radiation or zoonotic diseases such as foot and mouth disease, avian influenza, or any statement related to manufacturing or thermal treatments or other relevant documents.



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3	Submit or Save later	<ul style="list-style-type: none"><li>- The term "Submit" means uploading the certificate, link or documents with the information filled on the system and thus be available for review and access by the Ports' Health and Food Control section in the Ministry of Public Health.</li><li>- Click on Submit when all required information and documents are completed.</li><li>- Choose save later when you need more time to complete some information</li></ul>
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### Third: Important information

#### 3.1. Procedures of the Ports’ Health and Food Control section

Official system users in Qatar will be granted access to verify the correct and accuracy of the attached certificates. , this will be done after the arrival of food shipments or consignment to ensure that the certificates conform to the items received in terms of the type and content of the relevant certificates (The certificate related to the shipment)

The options available to inspectors when verifying certificates are summarized as follows:

<b>Accepted</b>	The certificate / competent authority has been approved.
<b>Accepted under condition</b>	Acceptance of the certificate and certificates issued by the competent authority for a specified period, with the need to meet the requirements during this period.
<b>Not accepted</b>	The certificate is not accepted because it does not comply with the relevant requirements.

#### 3.2. The certificate status for the system user in the country of origin

Upon verification of the listed certificates sent by the user, the following actions taken will appear in the list against each certificate, below are the meaning of some status:

<b>Under process</b>	It means that the certificate has been recently registered or updated by the competent authority. Please wait for the application to be reviewed by the Ports’ Health and Food Control Section / Ministry of Public Health.
<b>Accepted</b>	The certificate / competent authority has been approved.
<b>Accepted under condition</b>	Acceptance of the certificate and certificates issued by the competent authority for a specified period, with the need to meet the requirements during this period.
<b>Not accepted</b>	The certificate is not accepted because it does not comply with the relevant requirements.
<b>Incomplete</b>	If you click on <b>Save Later</b> when you add a new certificate or update a certificates data, the status will appear as incomplete to remind you that you need to complete the requested data and attachments, as this will not appear to our section.
<b>Cancelled</b>	The authorized staff can cancel and revoke the certificates that are under process or incomplete.



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### Appendix (1): Examples of proposed texts for the letters of different parties

#### (1) Proposed text for the letter of the competent authority

Dear / Ministry of Public Health - Food Safety and Environmental Health Department - Qatar

Greetings

Subject: Authorization of Employees to register in the Global Partners System

Please be informed that the .....name of the competent authority ..... is the competent authority in .....the name of the country.... to issue Health certificates and / or phytosanitary certificates for exported foods.

Kindly, please advice about approve the registration of our employees/staff whose details are shown in the table (attached / below) as users of the system

If you have any feedback about the use of the system or its users, you can contact .... the name (s) of the person (s), their Job title and contact information (at least direct phone and e-mail) at any time.

#### List of authorized for registration

Name of the Employee	Job Description	Department / Section / Unit	official Signature	Official stamp	Direct telephone (office)	Mobile Number	E-mail

#### (2) Proposed text for the letter of authorized body by the competent authority (third party)

Dear / Ministry of Public Health - Food Safety and Environmental Health Department - Qatar

Greetings

Subject: Authorization of Employees to register in the Global Partners System

Please be informed that ....the name of the authorized entity..... is authorized to issue Health certificates and / or phytosanitary certificates for exported food by ..... the name competent authority .....as the competent authority in..... the name of the country....Note that this authorization under ..... Number.... and date..... of the authorization document.... which attached copy of it with this letter .

Kindly, please advice about approve the registration of our employees/staff whose details are shown in the table (attached / below) as users of the system

If you have any feedback about the use of the system or its users, you can contact .... the name (s) of the person (s), their Job title and contact information (at least direct phone and e-mail) at any time.

#### List of authorized for registration

Name of the Employee	Job Description	Department / Section / Unit	official Signature	Official stamp	Direct telephone (office)	Mobile Number	E-mail



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### (3) Proposed text for Halal Association

Dear / Ministry of Public Health - Food Safety and Environmental Health Department - Qatar

Greetings

Subject: Authorization of Employees to register in the Global Partners System

Kindly, please advice about approve the registration of our employees/staff whose details are shown in the table (attached / below) as users of the system

If you have any feedback about the use of the system or its users, you can contact .... the name (s) of the person (s), their Job title and contact information (at least direct phone and e-mail) at any time.

#### List of authorized for registration

Name of the Employee	Job Description	Department / Section / Unit	official Signature	Official stamp	Direct telephone (office)	Mobile Number	E-mail