

Training Manual

System for Small Volume Exemption

Account Opening and Activation

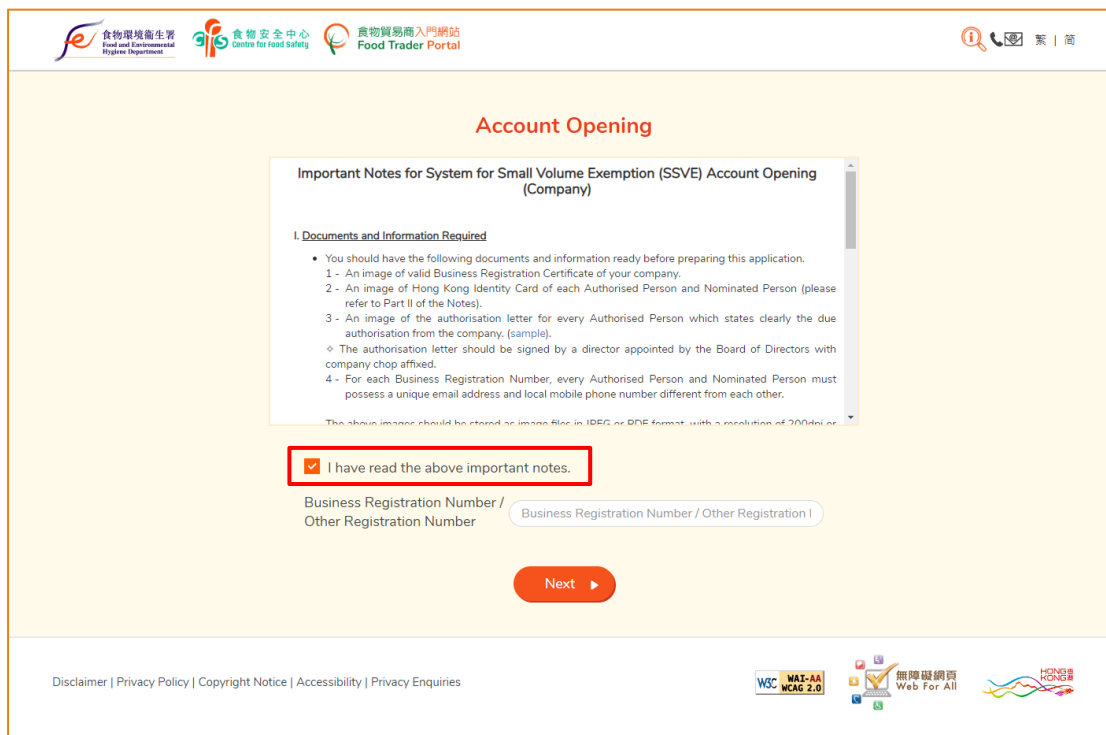
(For Company)

HOW TO OPEN AN SYSTEM FOR SMALL VOLUME EXEMPTION (SSVE) ACCOUNT

[STEP 1] OPENING AN ACCOUNT

If you receive invitation email/letter issued by the Centre for Food Safety for opening user account, you can access SSVE website through the invitation link in the email/letter. Otherwise, please proceed to [STEP 11] “Not Yet Have Account” to request for an invitation email for opening a user account at SSVE.

1. Read the important notes. Tick the box **I have read the above important notes.**
2. Enter your **Business Registration Number / Other Registration Number** and click **Next** button.



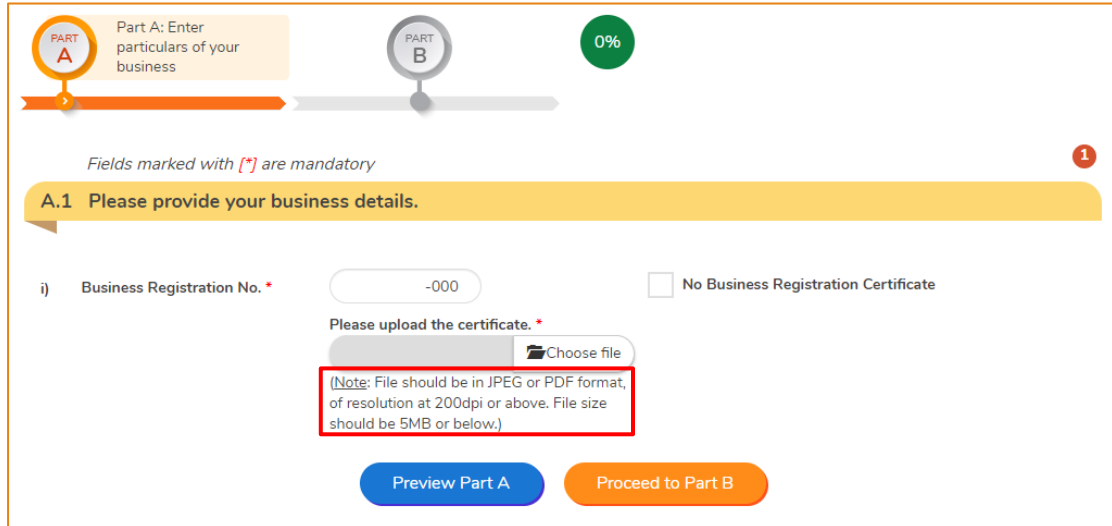
The screenshot shows the 'Account Opening' page for the System for Small Volume Exemption (SSVE) for companies. At the top, there are logos for the Food and Environmental Hygiene Department, the Centre for Food Safety, and the Food Trader Portal. The main heading is 'Account Opening'. Below it is a scrollable box titled 'Important Notes for System for Small Volume Exemption (SSVE) Account Opening (Company)'. Under the sub-heading 'I. Documents and Information Required', there is a list of requirements:

- You should have the following documents and information ready before preparing this application.
 - 1 - An image of valid Business Registration Certificate of your company.
 - 2 - An image of Hong Kong Identity Card of each Authorised Person and Nominated Person (please refer to Part II of the Notes).
 - 3 - An image of the authorisation letter for every Authorised Person which states clearly the due authorisation from the company. (sample).
 - ◆ The authorisation letter should be signed by a director appointed by the Board of Directors with company chop affixed.
 - 4 - For each Business Registration Number, every Authorised Person and Nominated Person must possess a unique email address and local mobile phone number different from each other.

 Below the notes, there is a checkbox labeled 'I have read the above important notes.' which is checked. Underneath is a text input field for 'Business Registration Number / Other Registration Number'. A 'Next' button is located at the bottom of the form area. At the very bottom of the page, there are links for 'Disclaimer | Privacy Policy | Copyright Notice | Accessibility | Privacy Enquiries' and several certification logos including W3C, MAI-AA, HKAG 2.0, Web For All, and HONG KONG.

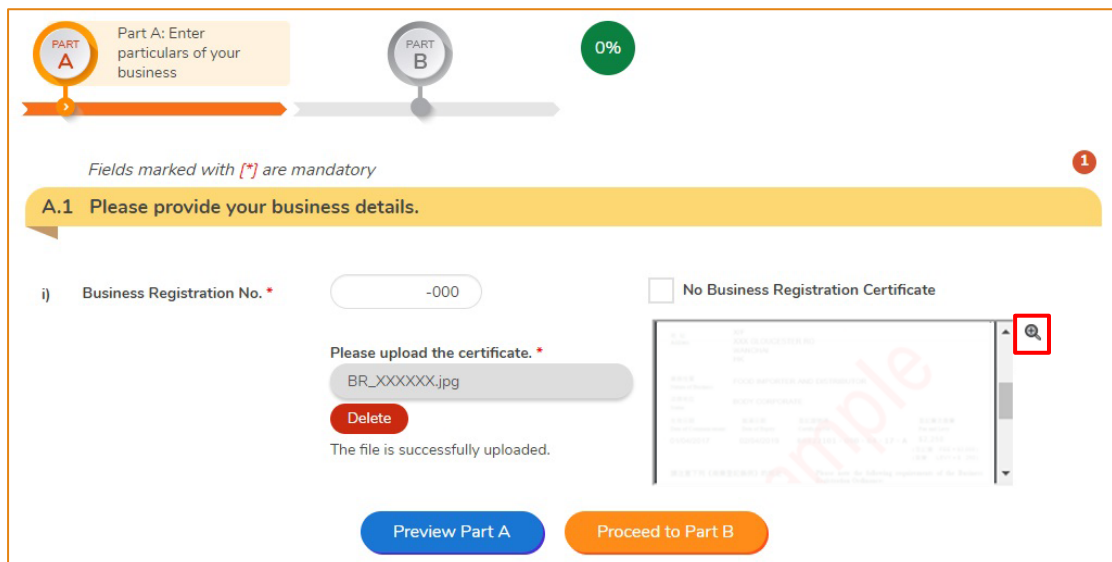
3. Enter your **Business Registration No.** Click **Choose file** to select the copy of Business Registration Certificate and then click **Upload file** button to upload.

If your business does not have a Business Registration Certificate, tick the box **No Business Registration Certificate**, choose from **Other Registration Type**, then input the **Registration No.** and upload the corresponding certificate copy.



(Note: File should be in JPEG or PDF format, of resolution at 200dpi or above. File size should be 5MB or below.)


4. Click the **magnifying glass** to preview the uploaded certificate copy.
5. Click **Preview Part A** button to view the information entered in Part A. If no problem found, click **Proceed to Part B** button.



[STEP 2] ASSIGNING THE FIRST AUTHORISED PERSON (AP)

6. Enter your name and Hong Kong Identity Card number.

Click **Choose file** button to select the image file of the identity document and then click **Upload file** button to upload. Click **Next** button.

Your Details (As the Authorised Person) 

Fields marked with [] are mandatory* a b c

B.1a Please provide your name and proof of identity.

i) **Name ***

Surname (In English)	<input type="text"/>	Given Name (In English)	<input type="text"/>
Surname (In Chinese)	<input type="text"/>	Given Name (In Chinese)	<input type="text"/>

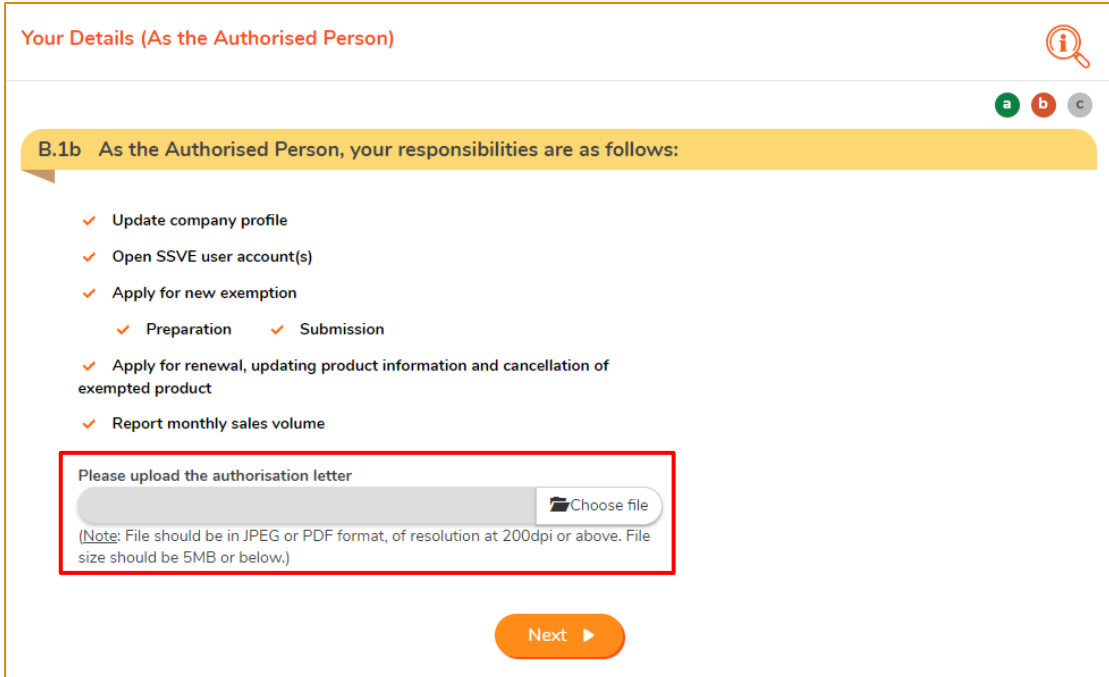
ii) **Hong Kong Identity Card No. *** ()

Please upload the proof of identity *

(Note: File should be in JPEG or PDF format, of resolution at 200dpi or above. File size should be 5MB or below.)

(Note: File should be in JPEG or PDF format, of resolution at 200dpi or above. File size should be 5MB or below.)

7. As the Authorised Person (AP), all rights have been preset by the system and cannot be removed. The rights of AP include:
 - Update company profile ;
 - Open SSVE user account(s) ;
 - Apply for new exemption (Preparation and Submission of applications) ;
 - Apply for renewal, updating product information and cancellation of exempted product ;
 - Report monthly sales volume
8. An authorisation letter is required to be uploaded to the system stating clearly that each AP has been duly authorised by the company.
9. Click **Choose file** button to select image file and then click **Upload file** button to upload.
10. Click **Next** button.



Your Details (As the Authorised Person)

B.1b As the Authorised Person, your responsibilities are as follows:

- ✓ Update company profile
- ✓ Open SSVE user account(s)
- ✓ Apply for new exemption
 - ✓ Preparation
 - ✓ Submission
- ✓ Apply for renewal, updating product information and cancellation of exempted product
- ✓ Report monthly sales volume

Please upload the authorisation letter


(Note: File should be in JPEG or PDF format, of resolution at 200dpi or above. File size should be 5MB or below.)

Next ▶

(Note: File should be in JPEG or PDF format, of resolution at 200dpi or above. File size should be 5MB or below.)

11. Input your contact details and choose your Preferred Language in receiving SMS.

12. Click Next button.

Your Details (As the Authorised Person) 

Fields marked with [] are mandatory* a b c

B.1c Please provide your contact details.

Important Note: Accept Hong Kong telephone number only

i) **Mobile Phone No. *** (+852) Re-confirm (+852)

(For receiving one-time password (OTP) for authentication)

Preferred Language in receiving SMS

ii) Telephone No. (Primary)

Telephone No. (Secondary)

iii) **Email Address (Primary) *** Re-confirm

(For receiving email notification and one-time password (OTP) for authentication)

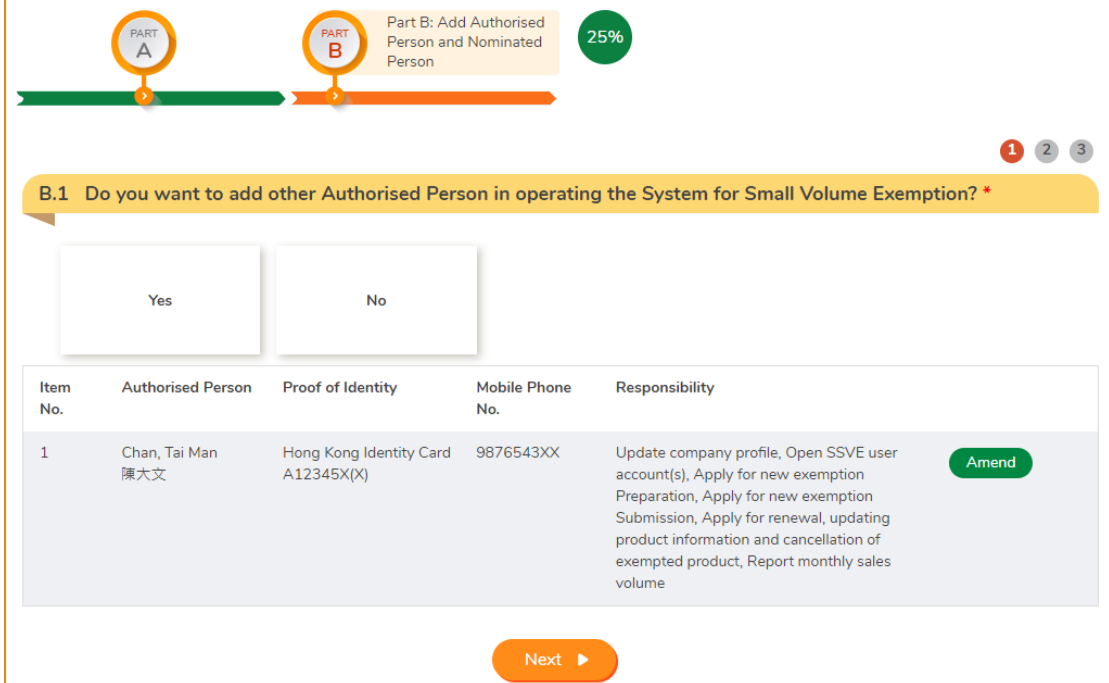
Email Address (Secondary) Re-confirm

Next ▶

(Note: Mobile Phone No. and Email Address are required to be entered twice to ensure their correctness.)

13. Preview the information on the AP. Click **Amend** button to amend the information, if necessary.

14. If adding more APs is required, click **Yes** button. If not, click **No** button or **Next** button..



Part B: Add Authorised Person and Nominated Person 25%

B.1 Do you want to add other Authorised Person in operating the System for Small Volume Exemption? *

Yes No

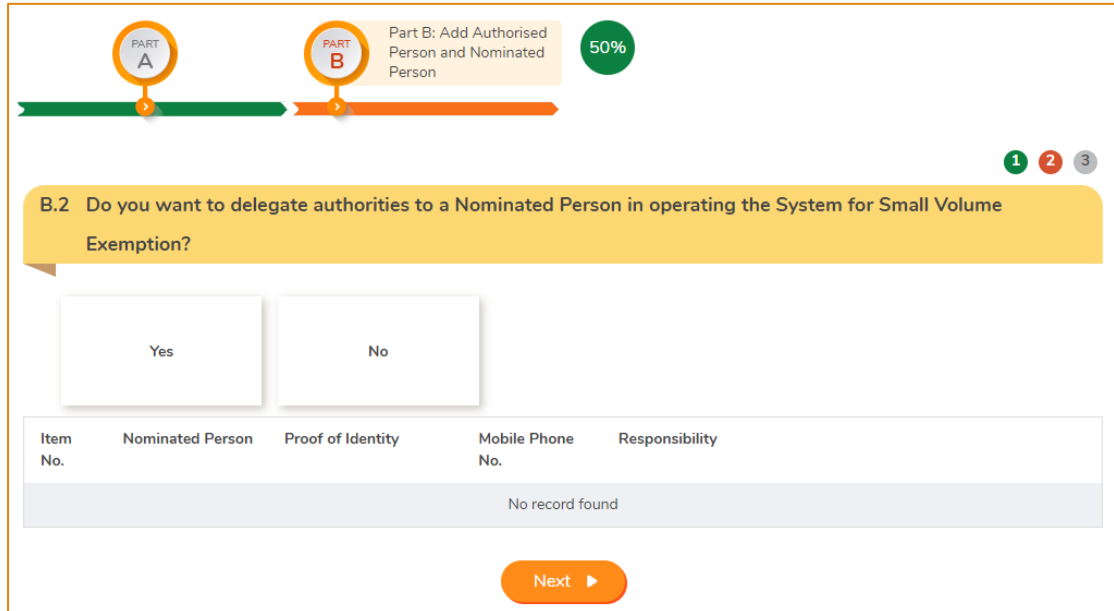
Item No.	Authorised Person	Proof of Identity	Mobile Phone No.	Responsibility
1	Chan, Tai Man 陳太文	Hong Kong Identity Card A12345(X)	9876543XX	Update company profile, Open SSVE user account(s), Apply for new exemption Preparation, Apply for new exemption Submission, Apply for renewal, updating product information and cancellation of exempted product, Report monthly sales volume

Amend

Next ▶

[STEP 3] ASSIGNING THE FIRST NOMINATED PERSON (NP)

15. Depending on the operational needs of the business, an AP can delegate some of the responsibilities to other people known as Nominated Persons (NPs). There is no restriction on the number of NPs. If you need to assign an NP, click **Yes** button. If not, click **No** button and proceed to [STEP 4].



PART A PART B Part B: Add Authorised Person and Nominated Person 50%

1 2 3

B.2 Do you want to delegate authorities to a Nominated Person in operating the System for Small Volume Exemption?

Yes No

Item No.	Nominated Person	Proof of Identity	Mobile Phone No.	Responsibility
No record found				

Next ▶

16. If you choose to assign an NP, you should enter his/her name and Hong Kong identity card number.
17. Click **Choose file** button to select the image file of identity document of the NP and then click **Upload file** button to upload. Click **Next** button to proceed to the next page.

Details of 1st Nominated Person

Fields marked with () are mandatory*

B.2a Please provide his / her name and proof of identity.

i) Name *

Surname (In English)	<input type="text"/>	Given Name (In English)	<input type="text"/>
Surname (In Chinese)	<input type="text"/>	Given Name (In Chinese)	<input type="text"/>

ii) Hong Kong Identity Card No. *

()

Please upload the proof of identity *

(Note: File should be in JPEG or PDF format, of resolution at 200dpi or above. File size should be 5MB or below.)

(Note: File should be in JPEG or PDF format, of resolution at 200dpi or above. File size should be 5MB or below.)

18. Tick the box(es) to assign responsibilities to the NP. The rights of an NP include preparation and submission of applications for new exemption, application for renewal, updating product information and cancellation of exempted product as well as reporting monthly sales volume. Click **Next** button to proceed to the next page.

B.2b Please select the responsibility he / she will take up.

Update company profile

Open SSVE user account(s)

Apply for new exemption

Preparation Submission

Apply for renewal, updating product information and cancellation of exempted product

Report monthly sales volume

All of the above

Cancel **Next ▶**

19. Enter the contact information of the NP, including his/her mobile phone number, preferred language in receiving SMS, telephone number and email address. Click **Next** button.

B.2c Please provide his / her contact details.

Important Note: Accept Hong Kong telephone number only

i) **Mobile Phone No. *** (+852) Re-confirm (+852) Re-confirm

(For receiving one-time password (OTP) for authentication)

Preferred Language in receiving SMS

ii) Telephone No. (Primary)

Telephone No. (Secondary)

iii) **Email Address (Primary) *** Re-confirm Re-confirm

(For receiving email notification and one-time password (OTP) for authentication)

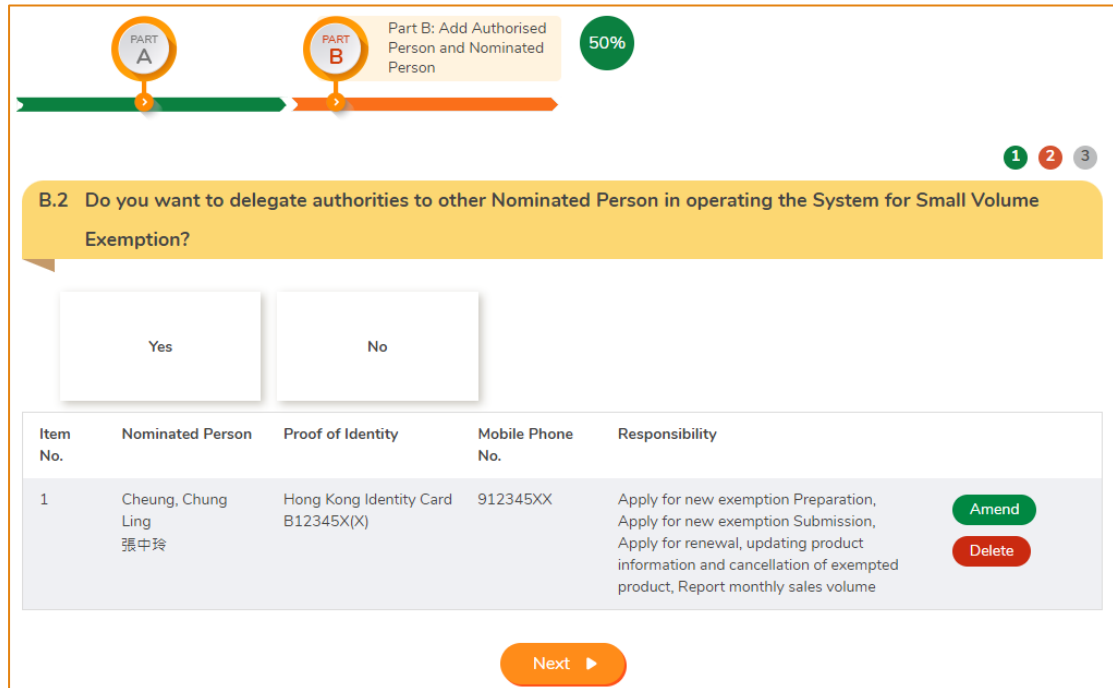
Email Address (Secondary) Re-confirm Re-confirm

Cancel **Next ▶**

(Note: **Mobile Phone No.** and **Email Address** are required to be entered twice to ensure their correctness.)

20. Preview the information of the NP. Click **Amend** button to amend the information or click **Delete** button to cancel the appointment of NP, if necessary.

21. If more NPs is required, click **Yes** button and repeat [STEP 3] point 16-20. If not, click **No** button.



Part B: Add Authorised Person and Nominated Person 50%

1 2 3

B.2 Do you want to delegate authorities to other Nominated Person in operating the System for Small Volume Exemption?

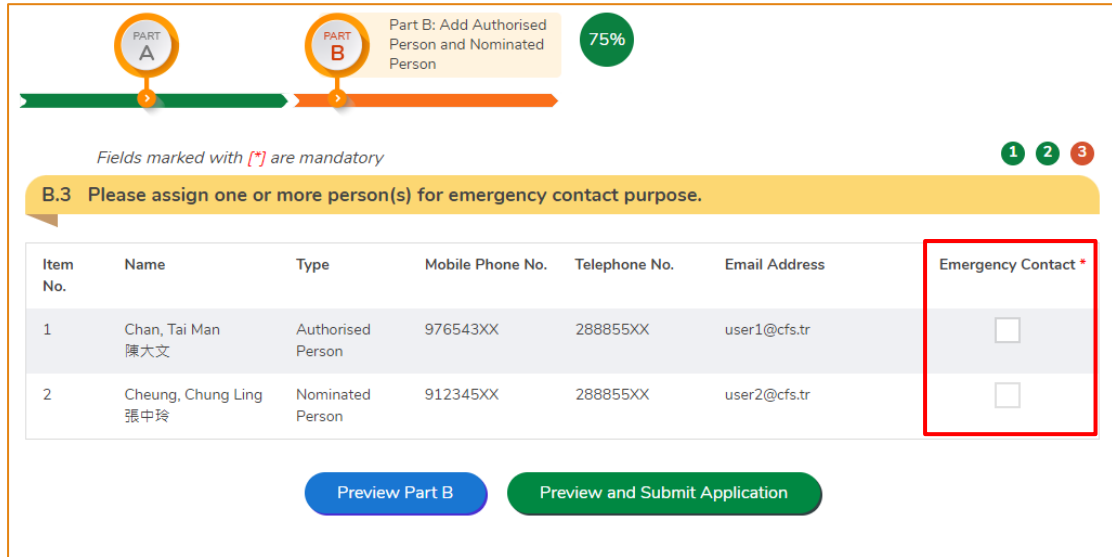
Yes No

Item No.	Nominated Person	Proof of Identity	Mobile Phone No.	Responsibility	
1	Cheung, Chung Ling 張中玲	Hong Kong Identity Card B12345(X)	912345XX	Apply for new exemption Preparation, Apply for new exemption Submission, Apply for renewal, updating product information and cancellation of exempted product, Report monthly sales volume	Amend Delete

Next ▶

[STEP 4] ASSIGNING AUTHORISED PERSON / NOMINATED PERSON FOR EMERGENCY CONTACT PURPOSE

22. After the appointment of all APs and NPs, tick the box(es) to assign AP or NP as emergency contact person(s). Each company has to assign at least one AP or NP as emergency contact person. Then click **Preview and Submit Application** button.



Part B: Add Authorised Person and Nominated Person 75%

Fields marked with [*] are mandatory

B.3 Please assign one or more person(s) for emergency contact purpose.

Item No.	Name	Type	Mobile Phone No.	Telephone No.	Email Address	Emergency Contact *
1	Chan, Tai Man 陳太文	Authorised Person	976543XX	288855XX	user1@cfs.tr	<input type="checkbox"/>
2	Cheung, Chung Ling 張中玲	Nominated Person	912345XX	288855XX	user2@cfs.tr	<input type="checkbox"/>

Preview Part B Preview and Submit Application

[STEP 5] PREVIEWING THE APPLICATION

23. Preview the application and carefully check the accuracy of the information entered.

24. If you need to amend any information, click **Amend** button of that particular part and revise the information accordingly. If not, click **Submit** button.

Preview Application ✕

Part A: Enter particulars of your business

A.1 Please provide your business details. Amend

i) Business Registration No. 888221XX-000

XXXXXX.jpg

Preview Registration Document

Part B: Add Authorised Person and Nominated Person

B.1 Do you want to add other Authorised Person in operating the System for Small Volume Exemption? * Amend

Item No.	Authorised Person	Proof of Identity	Mobile Phone No.	Responsibility	
1	Chan, Tai Man 陳大文	Hong Kong Identity Card A12345(X)	976543XX	Update company profile, Open SSVE user account(s), Apply for new exemption Preparation, Apply for new exemption Submission, Apply for renewal, updating product information and cancellation of exempted product, Report monthly sales volume	<div style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 5px; display: inline-block; margin-bottom: 5px;">Preview Proof of Identity Document</div> <div style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 5px; display: inline-block;">Preview Authorisation Letter</div>

B.2 Do you want to delegate authorities to other Nominated Person in operating the System for Small Volume Exemption? Amend

Item No.	Nominated Person	Proof of Identity	Mobile Phone No.	Responsibility	
1	Cheung, Chung Ling 張中玲	Hong Kong Identity Card B12345(X)	912345XX	Apply for new exemption Preparation, Apply for new exemption Submission, Apply for renewal, updating product information and cancellation of exempted product, Report monthly sales volume	<div style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 5px; display: inline-block;">Preview Proof of Identity Document</div>

B.3 Please assign one or more person(s) for emergency contact purpose. Amend

Item No.	Name	Type	Mobile Phone No.	Telephone No.	Email Address	Emergency Contact *
1	Chan, Tai Man 陳大文	Authorised Person	976543XX	288855XX	user1@cfs.tr	Yes
2	Cheung, Chung Ling 張中玲	Nominated Person	912345XX	288855XX	user2@cfs.tr	Yes

Print

✕ Close

Submit

[STEP 6] SUBMITTING THE APPLICATION

25. Tick all **declaration boxes** and then click **Confirm and Submit** button.

Declaration


I, Chan, Tai Man / 陳大文 (Hong Kong Identity Card no. A12345X(X)), the Authorised Person of XXX Company, hereby declare that:

- I am duly authorised to make this declaration and application for opening of user accounts for "System for Small Volume Exemption" on behalf of XXX Company;
- I fully understand the "Statement of Purpose"; and
- The information provided under this application is, to the best of my knowledge and belief, true and complete.

Confirm and Submit
Return

[STEP 7] ACKNOWLEDGING SUBMISSION OF APPLICATION FOR ACCOUNT OPENING

26. Upon submission, you will receive an application number. If you have any enquiries or need to contact our staff, please quote this application number to help us follow up your case.

 **Acknowledgement**

Application No.	SVE-O-XX-XXXXXX
Application Date	202X-XX-XX XX:XX:XX

Thank you and the information provided for Account Opening has been submitted successfully. Upon completion of verification, each of the APs / NPs filled in Part B will receive an email for Account Activation.

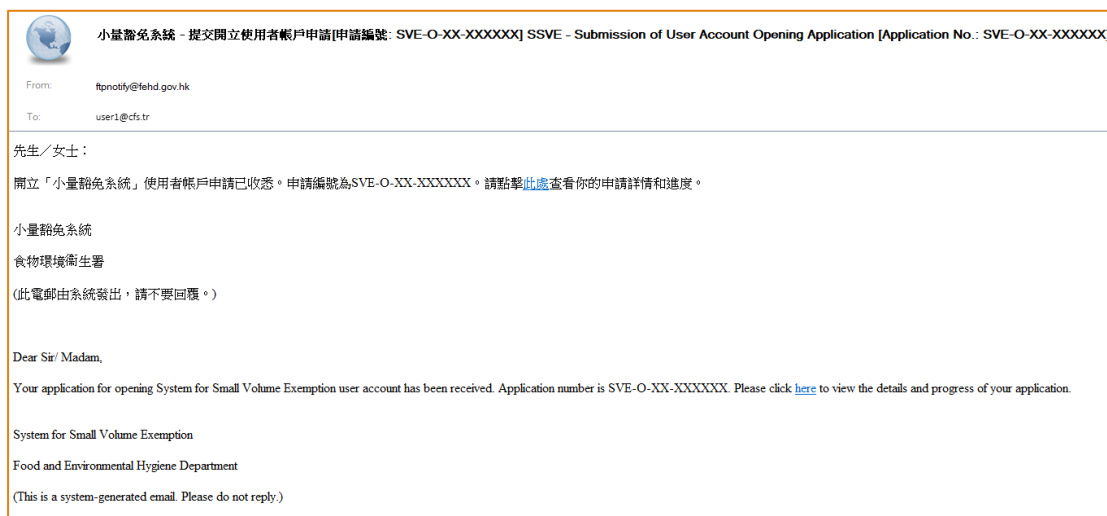
For any enquiries, please contact:

Small Volume Exemption Office, Food Labelling Unit
Centre for Food Safety, Food and Environmental Hygiene Department
G/F and Basement, Carson Mansion, 121 King's Road, North Point, H.K
Tel. No. : 3583 3653
Email: sve@fehd.gov.hk

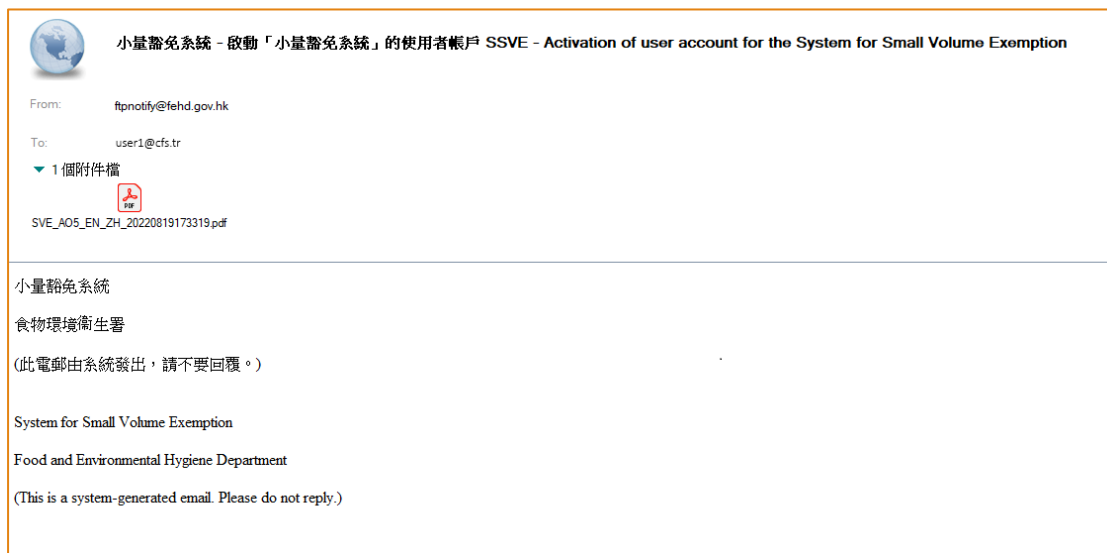
Print
✕ Close

[STEP 8] RECEIVING ACKNOWLEDGEMENT OF APPLICATION BY EMAIL

27. System will automatically send an acknowledgement email to you for record.


**[STEP 9] RECEIVING ACTIVATION EMAIL**

28. After the Centre for Food Safety has completed vetting the application, separate emails will be sent to AP(s) and NP(s) for account activation. Account user may use the link provided in the attachment to enter the system and activate his/her account.




[STEP 10] ACTIVATING THE SSVE ACCOUNT

29. In the attachment to the account activation email, click the word [here](#) to activate your account.



食物環境衛生署
Food and Environmental
Hygiene Department



食物安全中心
Centre for Food Safety

香港北角英皇道121號
嘉信大廈地下及地庫
小量豁免辦事處
G/F and Basement, Carson Mansion,
121 King's Road, North Point, H.K.
Small Volume Exemption Office
電話/Tel. No.: 3583 3653 傳真/Fax: 3105 0458
電郵 E-mail: sve@fehd.gov.hk

Our Ref. : FEHD/CFS/XX-XXX/SVE-X-XX-XXXXXXX

Date: 2022-XX-XX

[Blurred recipient address]

Dear Sir/Madam,

**System for Small Volume Exemption (SSVE)
User Account Activation**

SSVE Account ID : XXXXXXXXXX

We are pleased to inform you that your user account for SSVE has been successfully created. Please click [here](#) for activation of your account **at your earliest convenience**. We will inform other Authorised Person(s) and Nominated Person(s) for account activation, if any.

If you have any enquiries, please contact our hotline at 3583 3653.

Food and Environmental Hygiene Department

This is a computer generated document and no signature is required.

30. Enter your SSVE Account ID stated in the user account activation letter, and your registered mobile phone number for verification, then press **Next** button.
31. A one-time password will be sent to your mobile phone via an SMS. You can also choose to have this one-time password sent to your registered email address as well.

The screenshot shows the 'Account Activation' page. At the top, there are logos for the Food and Environmental Hygiene Department, Centre for Food Safety, and Food Trader Portal. The page title is 'Account Activation'. Below the title, there are two input fields: 'SSVE Account ID' and 'Mobile Phone Number (for receiving one-time password via SMS)'. A checkbox is checked, with the text 'Please send the one-time password via email as well.' highlighted by a red box. Below the input fields is a 'Next' button with a right-pointing arrow. At the bottom of the page, there are links for 'Disclaimer | Privacy Policy | Copyright Notice | Accessibility | Privacy Enquiries' and several accessibility icons including WCAG 2.0 and Web For All.

32. Enter the one-time password sent to your mobile phone or email and press **Confirm** button.

The screenshot shows the 'Account Activation' page. The page title is 'Account Activation'. Below the title, there is a text prompt: 'Please enter the one-time password sent to your mobile phone or email.' Below this prompt is a one-time password input field consisting of six empty boxes, highlighted by a red box. Below the input field are two buttons: a red 'Confirm' button with a right-pointing arrow, and a green 'Resend one-time password (24)' button with a circular arrow icon.

33. Create new password and enter it twice.
(Note: The password has to fulfill the specific combination requirements.)
34. Click the **Eye** icons to view the entered passwords. Click **Confirm** button to complete the procedures for activating account.

Account Activation

New Password

New Password

👁️

Confirm New Password

Confirm New Password

👁️

Please create your own password which should contain:

- ✘ At least 8 characters
- ✘ At least 1 lowercase letter
- ✘ At least 1 uppercase letter
- ✘ At least 1 number
- ✘ At least 1 special character

↩ Confirm

35. Upon completion of all the steps for account opening and activation, you can go to FTP homepage (<https://www.ftp.cfs.gov.hk>) and click **Login to System for Small Volume Exemption (SSVE) Account** to login to SSVE.

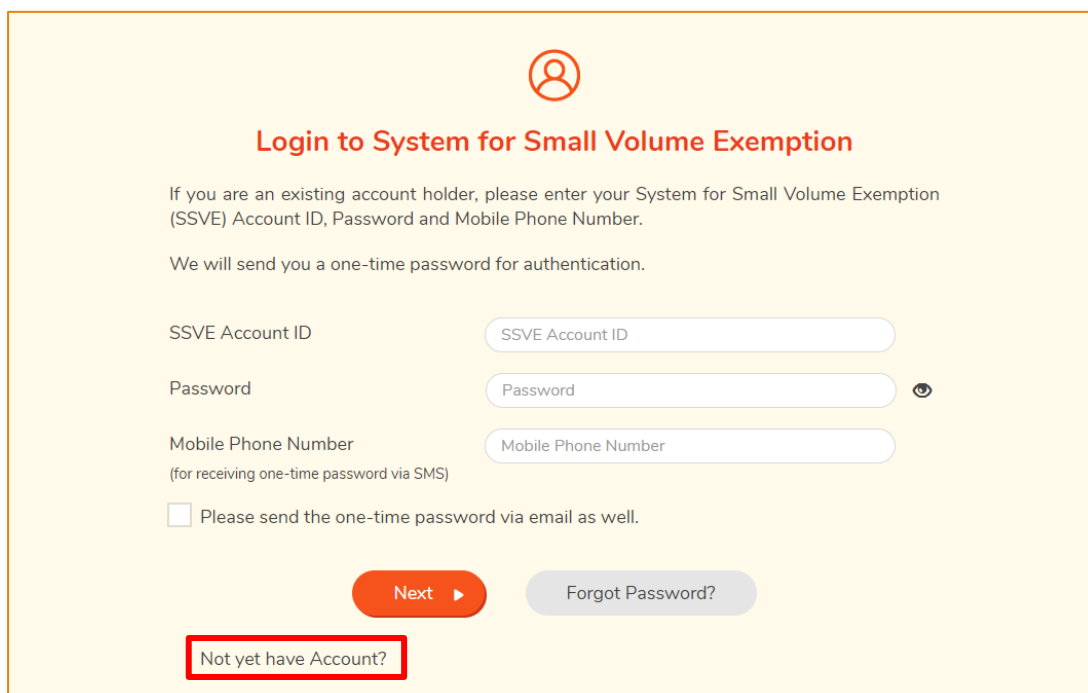


[STEP 11] NOT YET HAVE ACCOUNT

36. Go to the FTP homepage (<https://www.ftp.cfs.gov.hk>), and click **Login to System for Small Volume Exemption (SSVE) Account**.



37. Click the link **Not yet have Account?**.



38. If you/ your company is an existing grantee under SVE scheme, click **Yes** button for the first question.

1. Are you / Is your company an existing grantee holding any food product(s) exempted from nutrition labelling under the Small Volume Exemption Scheme?

39. Then enter your Business Registration Number, the name of your business / corporation and contact information, then click **Submit** button.

2. Please provide the following information and SSVE account opening instructions will be sent to you after verification.

Fields marked with [] are mandatory*

Important Note: Accept Hong Kong telephone number only

Business Registration Number *

No Business Registration Certificate

Name of Business / Corporation *

(In English) (In Chinese)

Contact Person *

Telephone Number * Re-confirm

Email Address * Re-confirm

40. Tick the **declaration box** and then click **Confirm and Submit** button.


Declaration

I, Chan Tai Man, the Contact Person of XXX Company, hereby declare that:

I fully understand the "Statement of Purpose".

41. Upon successful submission, you will receive an application number. If you have any enquiries or need to contact our staff, please quote this application number, which helps us to follow up your case.

The Centre for Food Safety will vet your application and send you an invitation for opening user account.

 **Acknowledgement**

Application No.	SVE-I-XX-XXXXXX
Application Date	202X-XX-XX XX:XX:XX

The information you provided has been received. We will contact you as soon as possible.

For any enquiries, please contact:

Small Volume Exemption Office, Food Labelling Unit
Centre for Food Safety, Food and Environmental Hygiene Department
G/F and Basement, Carson Mansion, 121 King's Road, North Point, H.K
Tel. No. : 3583 3653
Email: sve@fehd.gov.hk

[Print](#) [Close](#)

42. If you receive the invitation email/letter, please follow [STEP 1] of this training manual to open the user account.