

Training Manual

System for Small Volume Exemption

Account Opening and Activation

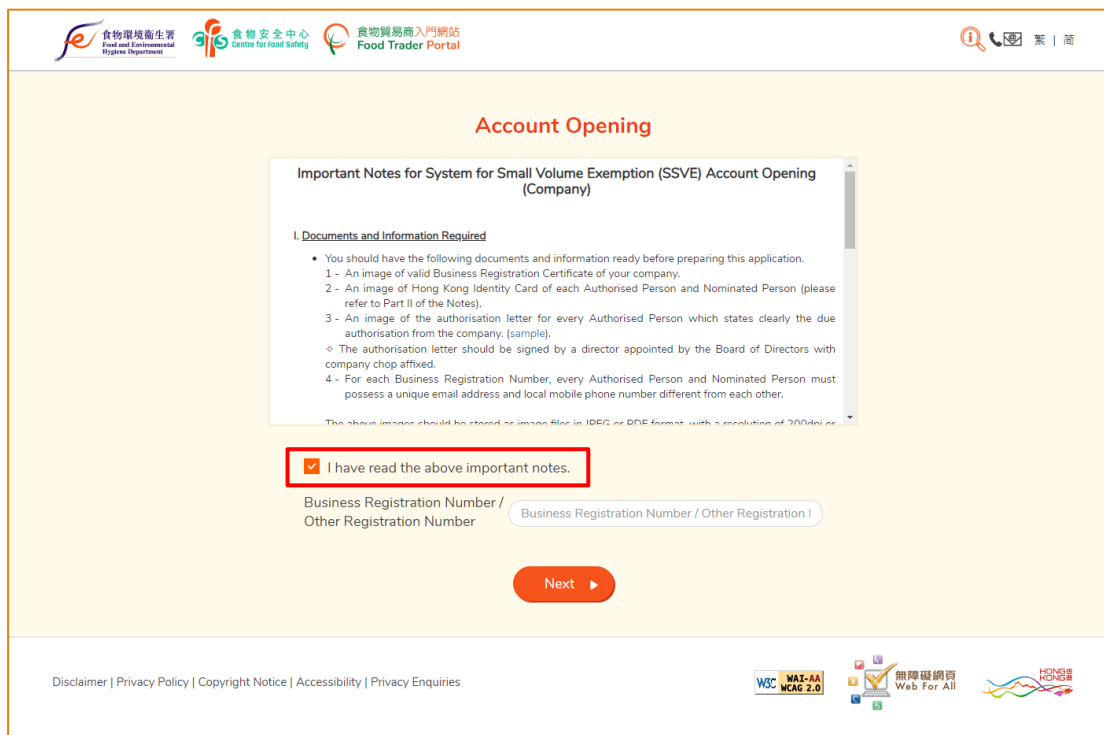
(For Individual)

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.



Account Opening

Important Notes for System for Small Volume Exemption (SSVE) Account Opening (Company)

I. Documents and Information Required

- 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.

The above images should be stored as image files in JPEG or PDF format with a resolution of 300dpi or

I have read the above important notes.

Business Registration Number / Other Registration Number

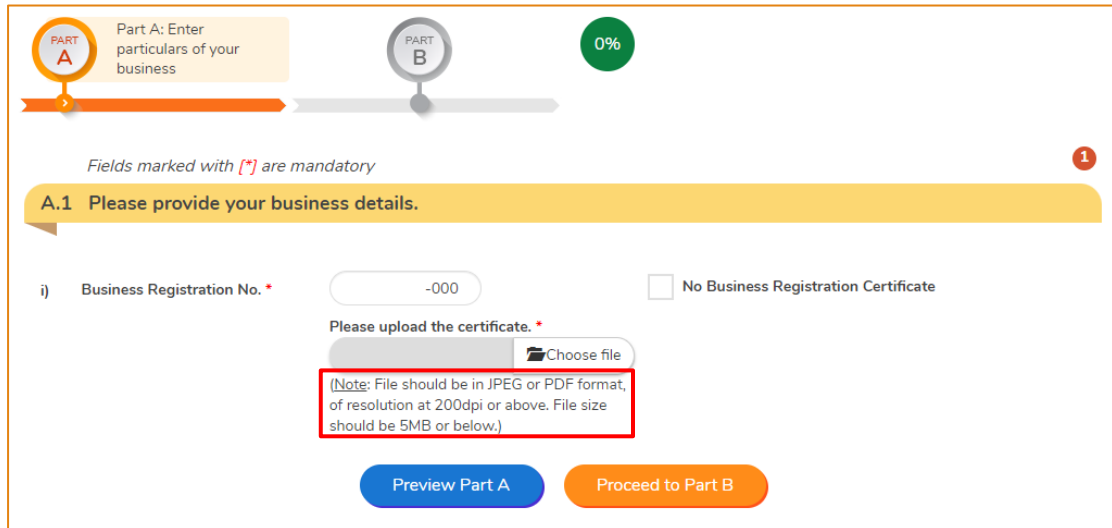
Next ▶

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W3C MAI-AA HKAS 2.0 無障礙網頁 Web For All HONG KONG

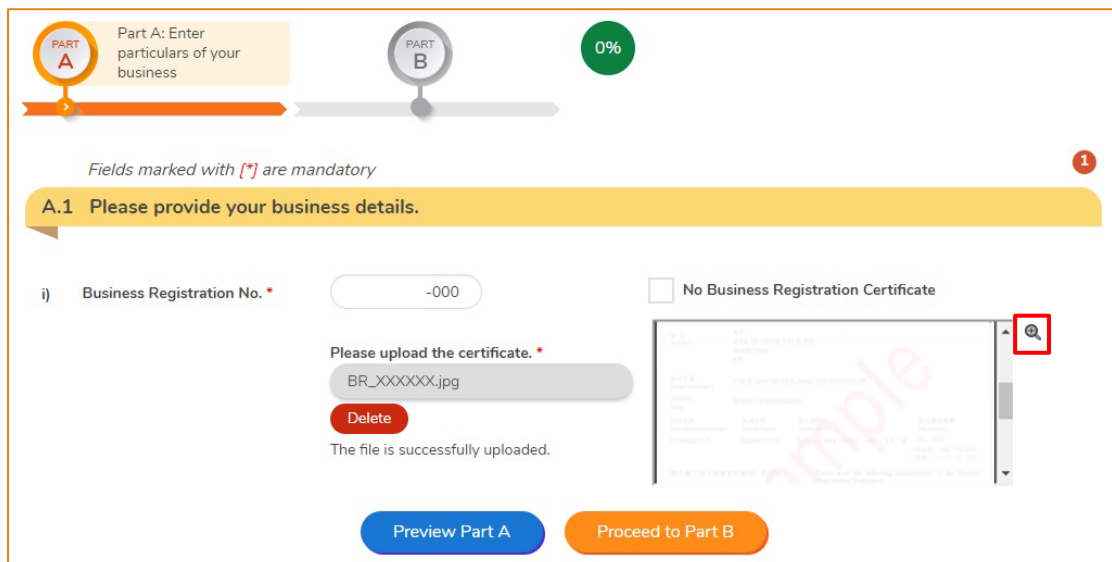
3. Enter your **Business Registration No.** Click **Choose file** to select the copy of Business Registration Certificate and then click **Upload file** button to upload.

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 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"/> |

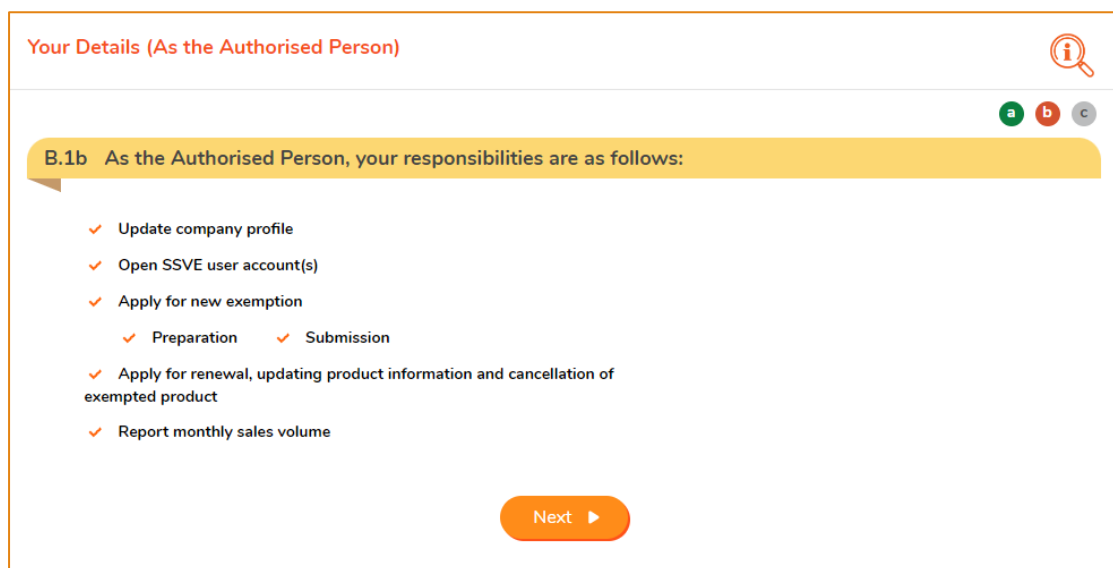
ii) **Hong Kong Identity Card No. *** ()

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. Click **Next** button.



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

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

10. 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) 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




Next ▶

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

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

12. Click **Next** button.

 **Account Opening**



 Exit

PART
A

PART
B

Part B: Add Authorised Person and Nominated Person

25%

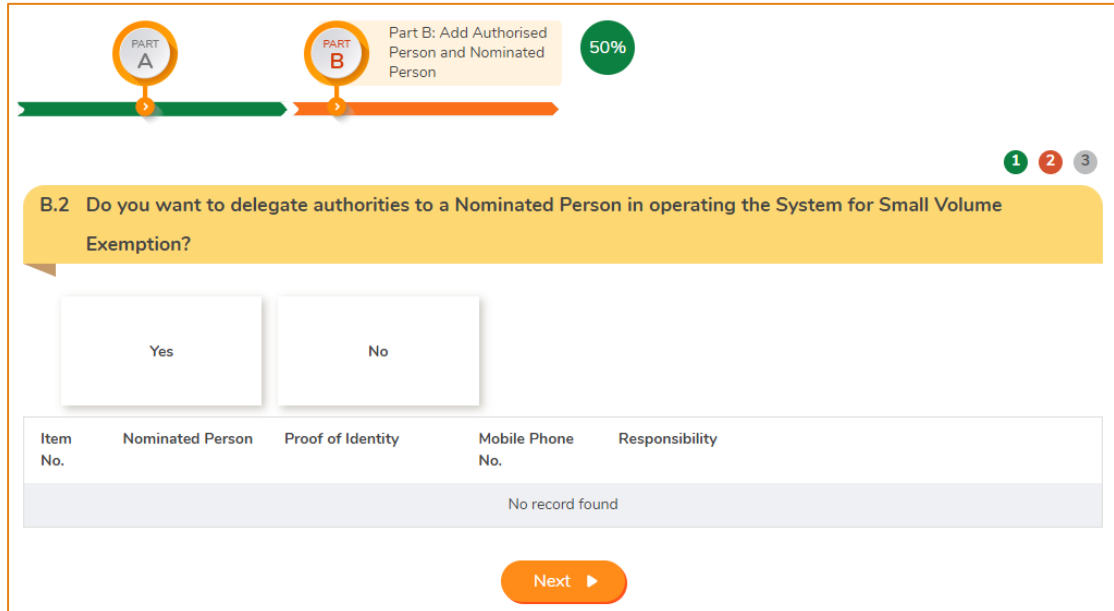
B.1 Please check your details. *

| Item No. | Authorised Person | Proof of Identity | Mobile Phone No. | Responsibility | |
|----------|----------------------|---------------------------------------|------------------|---|---|
| 1 | Chan, Tai Man 陳大文 | Hong Kong Identity Card A12345X(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)

13. 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 ▶

14. If you choose to assign an NP, you should enter his/her name and Hong Kong identity card number.
15. 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.)

16. 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 ▶**

17. 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**

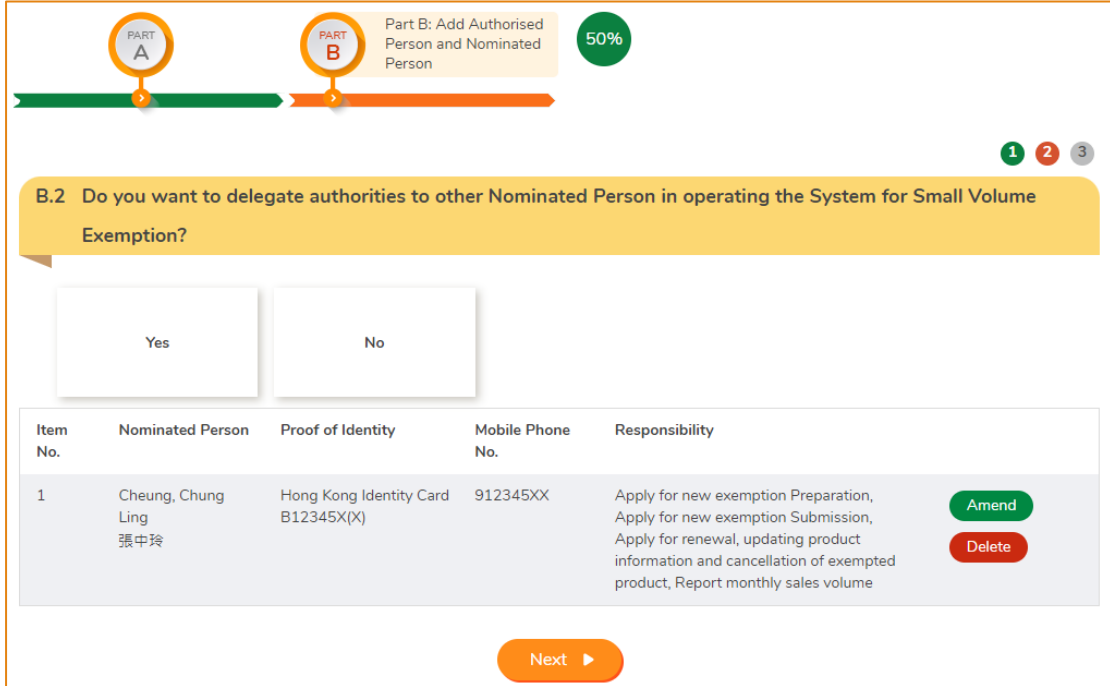
(For receiving email notification and one-time password (OTP) for authentication)

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.)

18. 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.
19. If more NPs is required, click **Yes** button and repeat [STEP 3] point 14-18. 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?

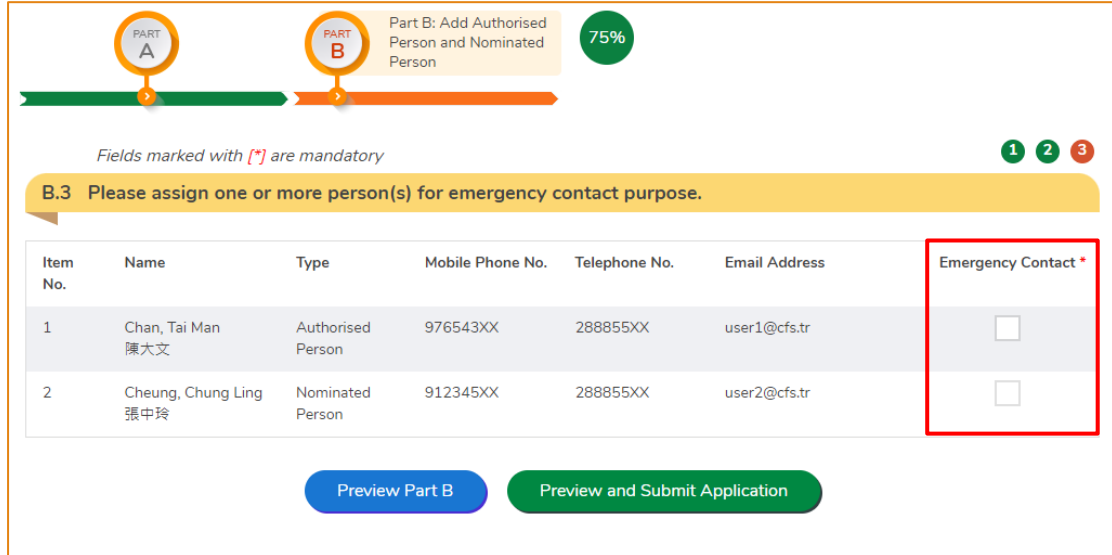
Yes No

| 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

20. 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.



The screenshot shows a progress bar with two parts: PART A (completed) and PART B (Add Authorised Person and Nominated Person, 75% complete). Below the progress bar, a note states "Fields marked with [*] are mandatory". A yellow banner indicates step B.3: "Please assign one or more person(s) for emergency contact purpose." Below this is a table with two rows of person data. The "Emergency Contact" column for each row contains a checkbox, which is highlighted with a red box in the original image. At the bottom, there are two buttons: "Preview Part B" and "Preview and Submit Application".

| 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"/> |

[STEP 5] PREVIEWING THE APPLICATION

21. Preview the application and carefully check the accuracy of the information entered.
22. 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 Please check your details. * Amend

| Item No. | Authorised Person | Proof of Identity | Mobile Phone No. | Responsibility | |
|----------|----------------------|---------------------------------------|------------------|---|---|
| 1 | Chan, Tai Man 陳大文 | Hong Kong Identity Card A12345X(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 | Preview Proof of Identity Document |

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 B12345X(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 | Preview Proof of Identity Document |

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

23. 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 the above-mentioned business;
- 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

24. 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.

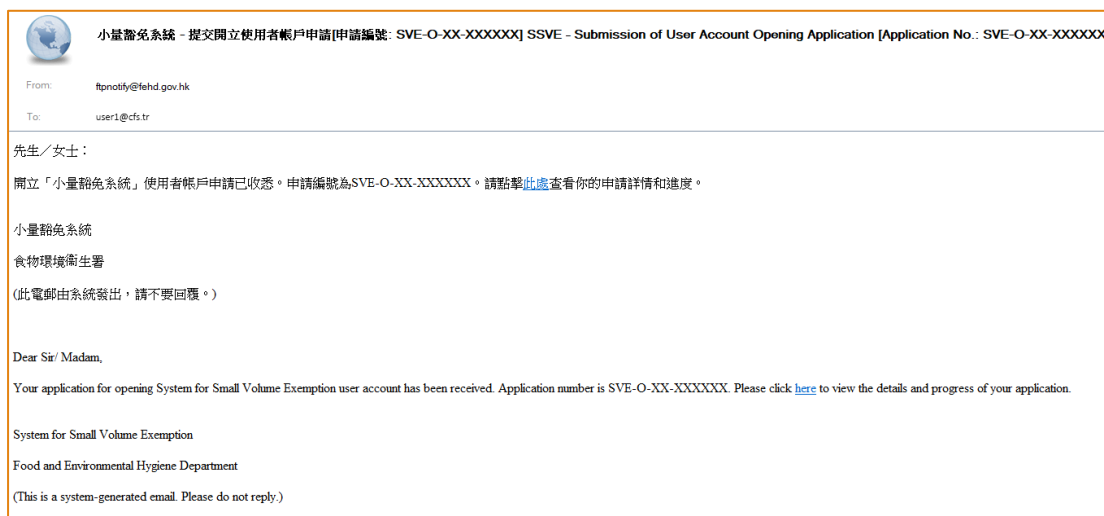
For any enquiries, please contact:

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

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




[STEP 9] RECEIVING ACTIVATION EMAIL

26. After the Centre for Food Safety has completed vetting the application, separate emails will be sent to AP 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

27. 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@fehhd.gov.hk

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

Date: 2022-XX-XX

[Blurred 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.

28. Enter your SSVE Account ID stated in the user account activation letter, and your registered mobile phone number for verification, then press **Next** button.
29. 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.' below it. A 'Next' button is located below the checkbox. At the bottom, there are links for 'Disclaimer | Privacy Policy | Copyright Notice | Accessibility | Privacy Enquiries' and various accessibility icons including W3C, WCAG 2.0, and Web For All.

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

The screenshot shows the 'Account Activation' page. The 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 six-digit input field. At the bottom, there are two buttons: 'Confirm' and 'Resend one-time password (24)'. The 'Resend' button has a circular arrow icon.

31. Create new password and enter it twice.
(Note: The password has to fulfill the specific combination requirements.)
32. 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

33. 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.

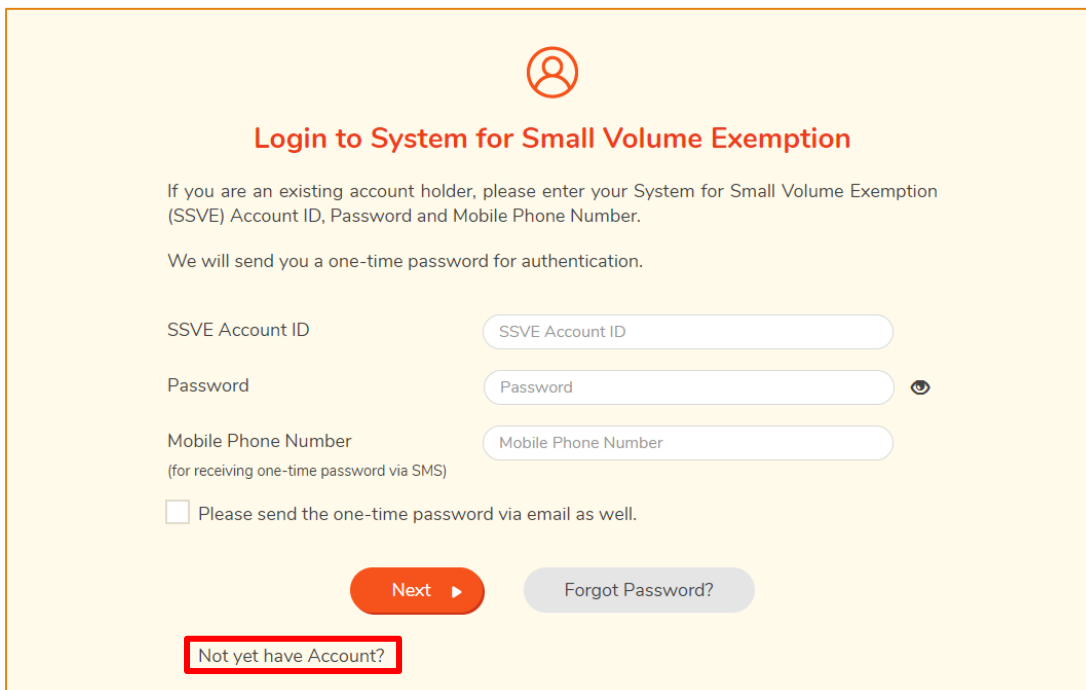


[STEP 11] NOT YET HAVE ACCOUNT

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



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



The screenshot shows the 'Login to System for Small Volume Exemption' page. At the top, there is a user icon and the title 'Login to System for Small Volume Exemption'. Below the title, there is a paragraph: 'If you are an existing account holder, please enter your System for Small Volume Exemption (SSVE) Account ID, Password and Mobile Phone Number. We will send you a one-time password for authentication.' The form contains three input fields: 'SSVE Account ID', 'Password', and 'Mobile Phone Number'. Below the 'Mobile Phone Number' field, there is a checkbox labeled 'Please send the one-time password via email as well.' At the bottom, there are two buttons: 'Next' and 'Forgot Password?'. A red box highlights the 'Not yet have Account?' link.

36. 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?

37. 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

38. 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".

39. 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](#)

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