

# **Training Manual**

## **Account Opening and Activation**

### **(For Body Corporate)**

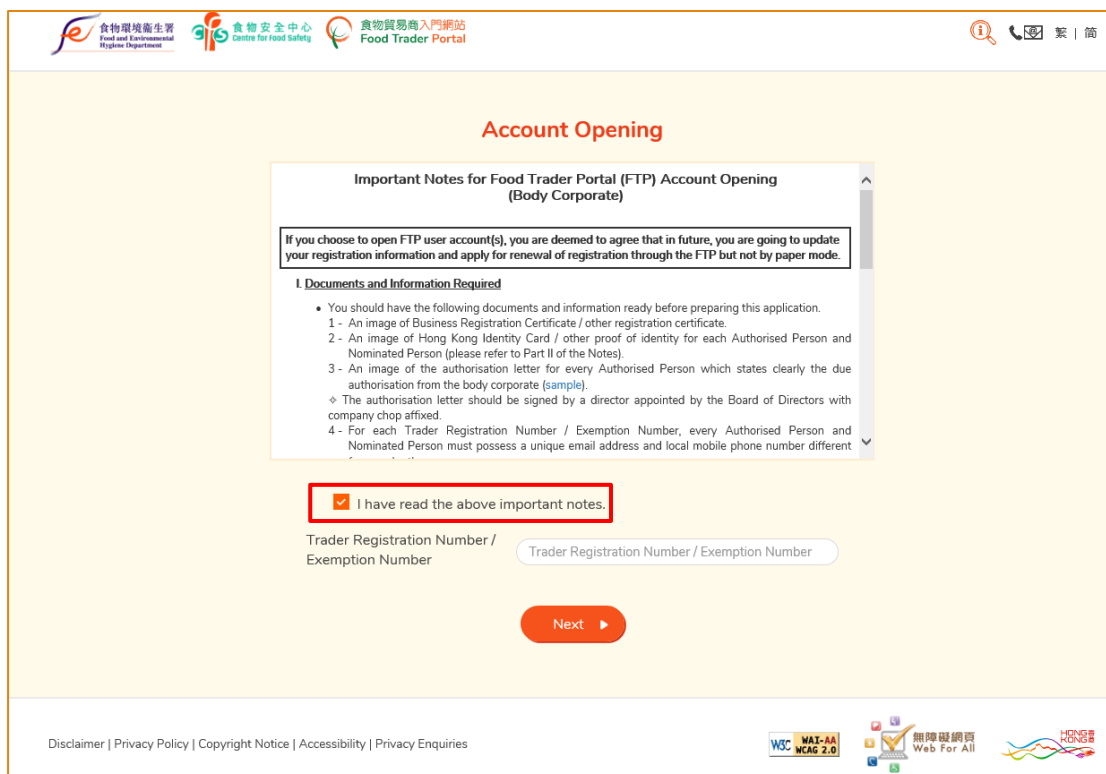
## HOW TO OPEN AN FOOD TRADER PORTAL (FTP) ACCOUNT

### [STEP 1] OPENING AN ACCOUNT

If your business is a registered or exempted food importer / distributor, an invitation email / letter for opening user account will be sent to you. You can access FTP website through the invitation link in the email / letter.

(Note: If your business is a registered or exempted food importer / distributor but has not yet received an invitation, you may proceed to [STEP 11].)

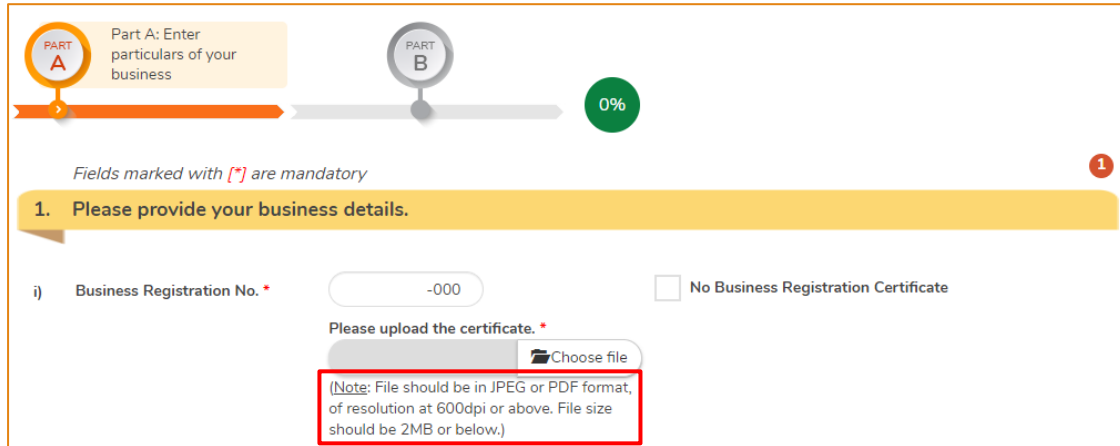
1. Read the important notes. Tick the box **I have read the above important notes**.
2. Enter your **Trader Registration Number / Exemption Number** and click **Next** button.



The screenshot shows the 'Account Opening' page for Body Corporate users. At the top, there are logos for the Food and Environmental Hygiene Department, Centre for Food Safety, and Food Trader Portal. The main heading is 'Account Opening'. Below it is a scrollable box titled 'Important Notes for Food Trader Portal (FTP) Account Opening (Body Corporate)'. The notes state that users agree to update their registration information through the FTP and not by paper mode. Under 'I. Documents and Information Required', there is a list of requirements: 1. Business Registration Certificate, 2. Hong Kong Identity Card, 3. Authorisation letter, and 4. Unique email and mobile phone numbers. Below the notes, there is a checkbox labeled 'I have read the above important notes.' which is checked. Below this is a text input field for 'Trader Registration Number / Exemption Number'. At the bottom of the form is a red 'Next' button. The footer contains a disclaimer, privacy policy, copyright notice, accessibility, and privacy enquiries, along with logos for W3C, WCAG 2.0, Web For All, and HONG KONG.

- 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.



Part A: Enter particulars of your business

Part B

0%

Fields marked with [\*] are mandatory

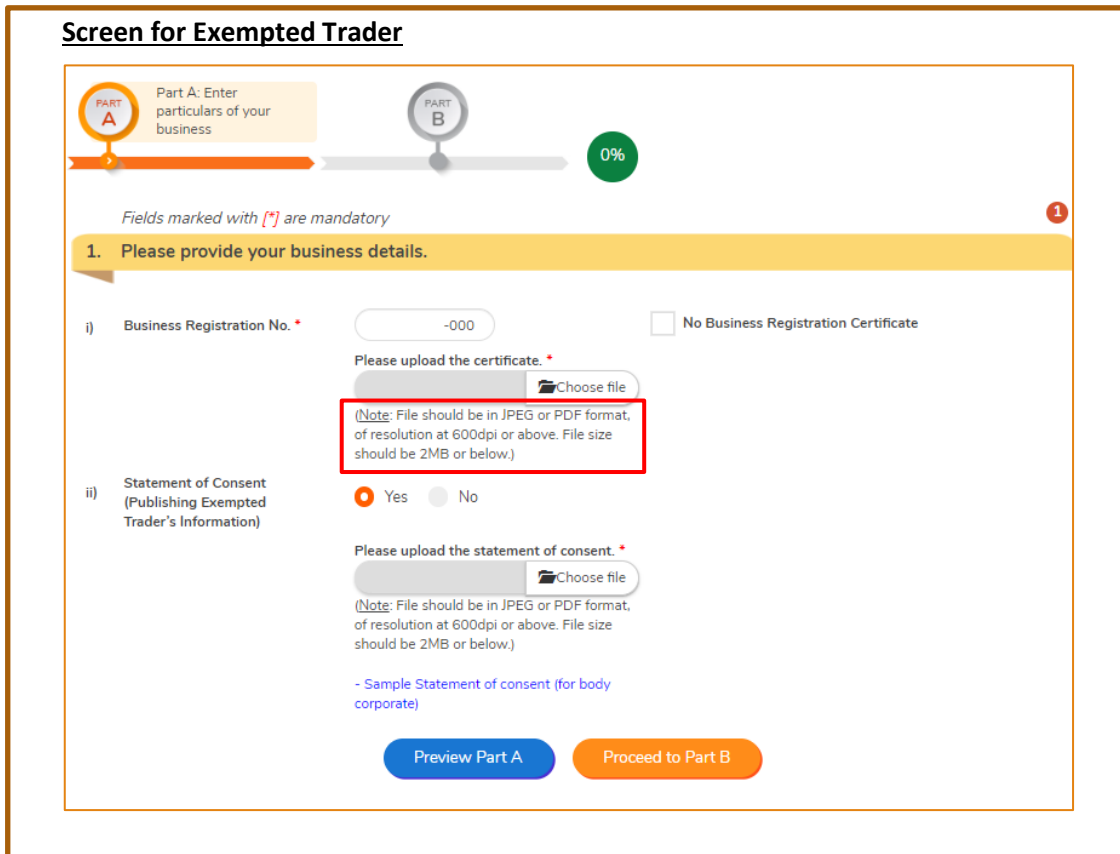
1. Please provide your business details.

i) Business Registration No. \*   No Business Registration Certificate

Please upload the certificate. \*

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

### Screen for Exempted Trader



Part A: Enter particulars of your business

Part B

0%

Fields marked with [\*] are mandatory

1. Please provide your business details.

i) Business Registration No. \*   No Business Registration Certificate

Please upload the certificate. \*

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

ii) Statement of Consent (Publishing Exempted Trader's Information)

Yes  No

Please upload the statement of consent. \*

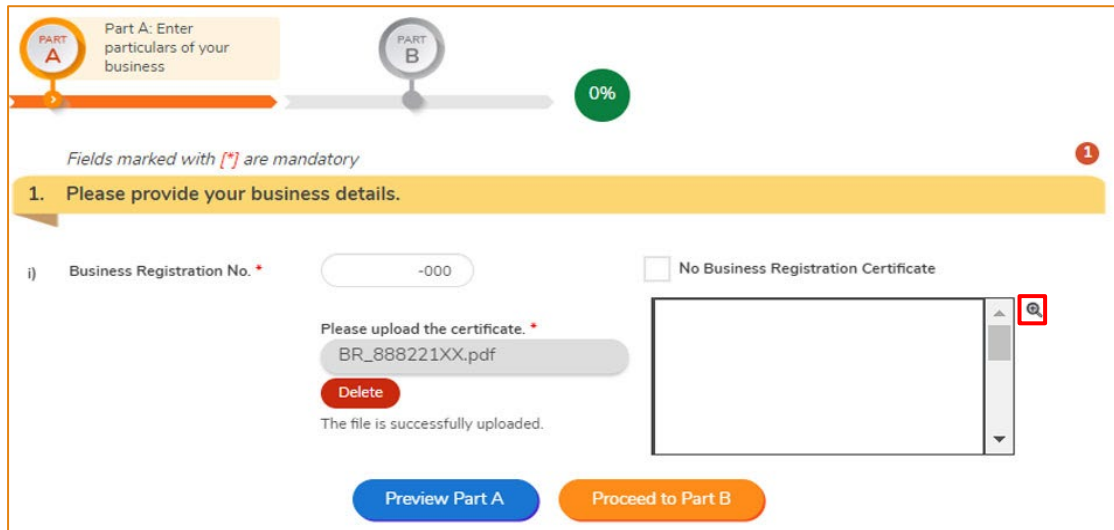
(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

- Sample Statement of consent (for body corporate)

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

- Click the **magnifying glass** to preview the uploaded certificate copy. To view the information entered in Part A, click **Preview Part A** button. If no problem found, click **Proceed to Part B** button for the steps in assigning the first Authorised Person (AP) as stated in Point 8.

For Exempted Trader, you are required to complete the part on Statement of Consent (Publishing Exempted Trader's Information). Follow step in Point 5.



Part A: Enter particulars of your business

Part B

0%

Fields marked with [\*] are mandatory

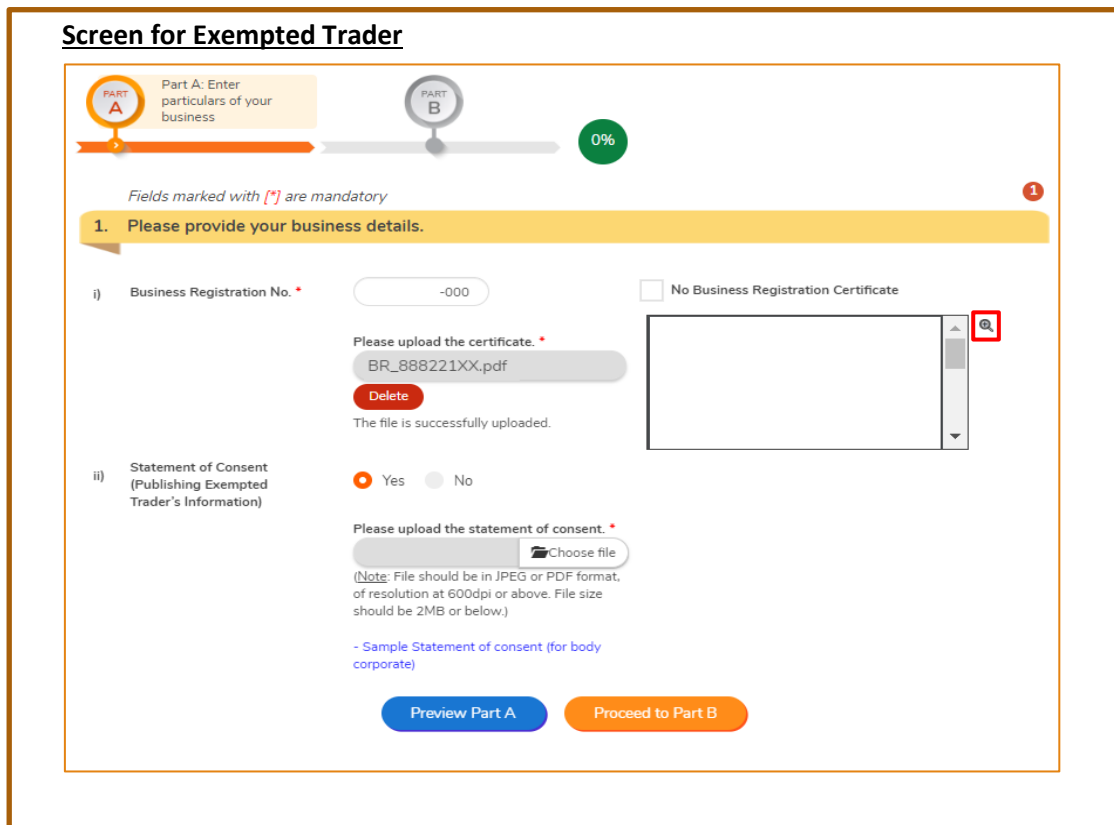
1. Please provide your business details.

i) Business Registration No. \*   No Business Registration Certificate

Please upload the certificate. \*  
BR\_888221XX.pdf  
Delete  
The file is successfully uploaded.

**Preview Part A** **Proceed to Part B**

**Screen for Exempted Trader**



Part A: Enter particulars of your business

Part B

0%

Fields marked with [\*] are mandatory

1. Please provide your business details.

i) Business Registration No. \*   No Business Registration Certificate

Please upload the certificate. \*  
BR\_888221XX.pdf  
Delete  
The file is successfully uploaded.

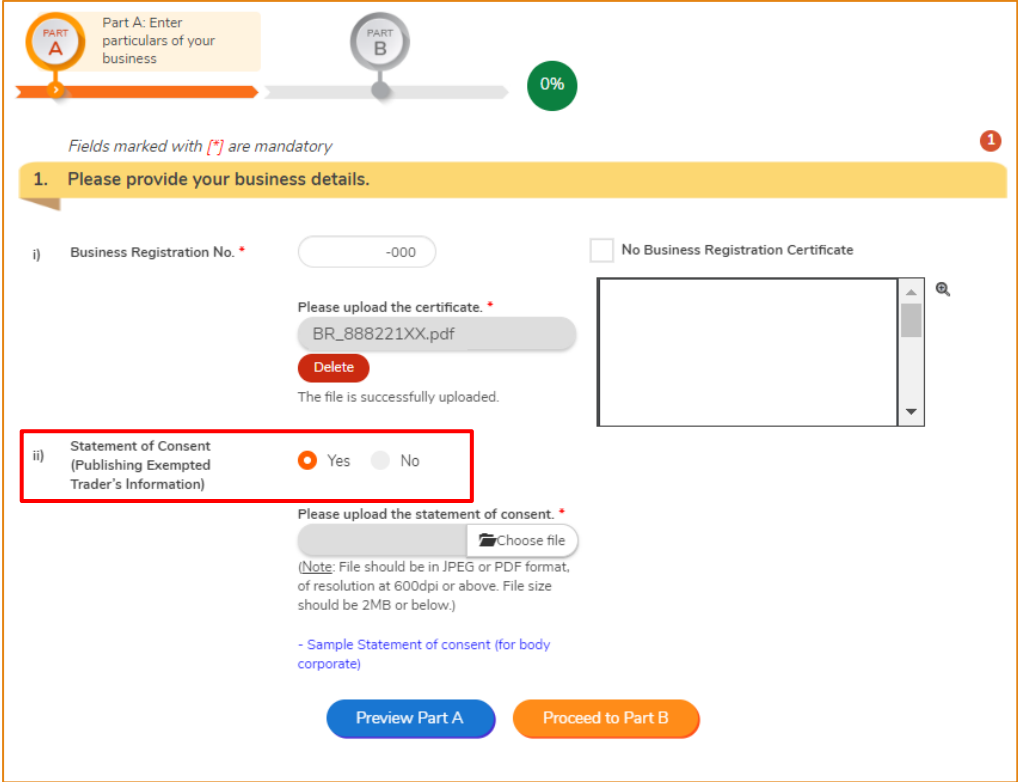
ii) Statement of Consent (Publishing Exempted Trader's Information)  
 Yes  No

Please upload the statement of consent. \*  
  
(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)  
- Sample Statement of consent (for body corporate)

**Preview Part A** **Proceed to Part B**

- To give consent and authorise the Centre for Food Safety, Food and Environmental Hygiene Department (CFS) to disclose and publish information about the importation / distribution business of the company, including the business name, exemption number, business address, telephone number, main food category and food classification, on the CFS website for public inspection, choose **Yes**, else select **No**.

**Screen for Exempted Trader**



Part A: Enter particulars of your business

Part B

0%

Fields marked with [\*] are mandatory

1. Please provide your business details.

i) Business Registration No. \*   No Business Registration Certificate

Please upload the certificate. \*

BR\_888221XX.pdf

The file is successfully uploaded.

ii) Statement of Consent (Publishing Exempted Trader's Information)  Yes  No

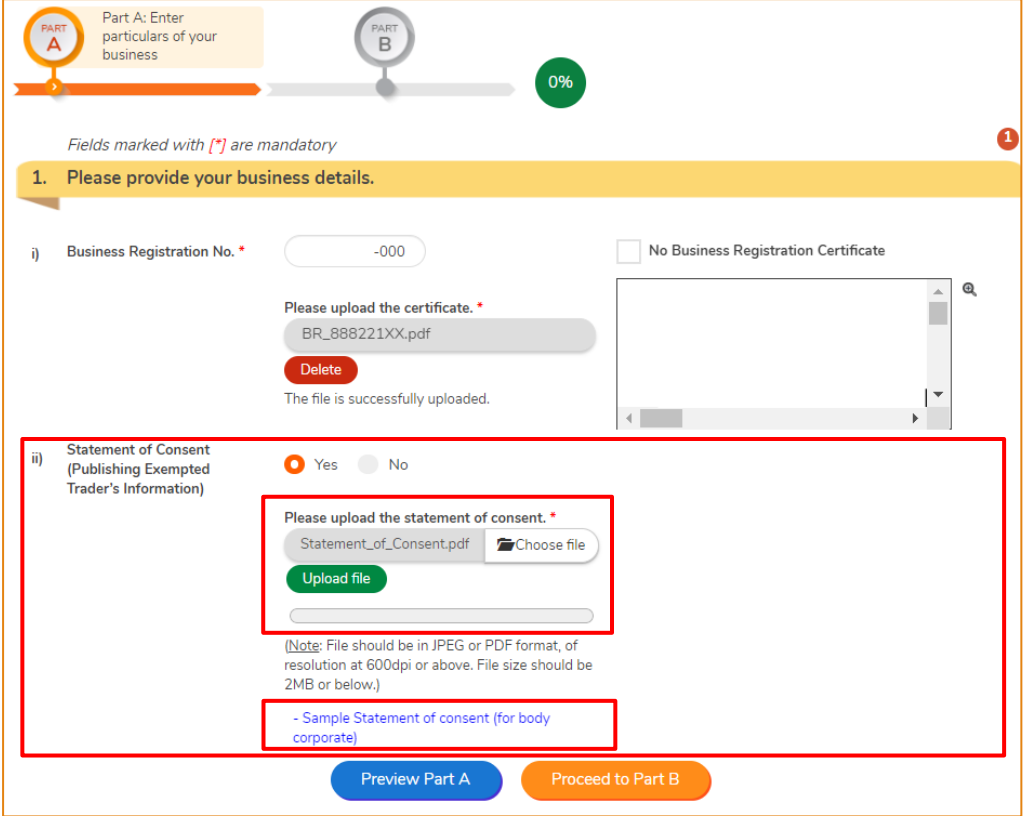
Please upload the statement of consent. \*

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

- Sample Statement of consent (for body corporate)

6. If **Yes** is chosen in Statement of Consent, you are required to upload the Statement of Consent. You may download the sample Statement of Consent for reference.

**Screen for Exempted Trader**



**Part A:** Enter particulars of your business

**Part B:** 0%

Fields marked with [\*] are mandatory

1. Please provide your business details.

i) Business Registration No. \*   No Business Registration Certificate

Please upload the certificate. \*  
BR\_888221XX.pdf  
  
The file is successfully uploaded.

ii) Statement of Consent (Publishing Exempted Trader's Information)  Yes  No

Please upload the statement of consent. \*  
Statement\_of\_Consent.pdf

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

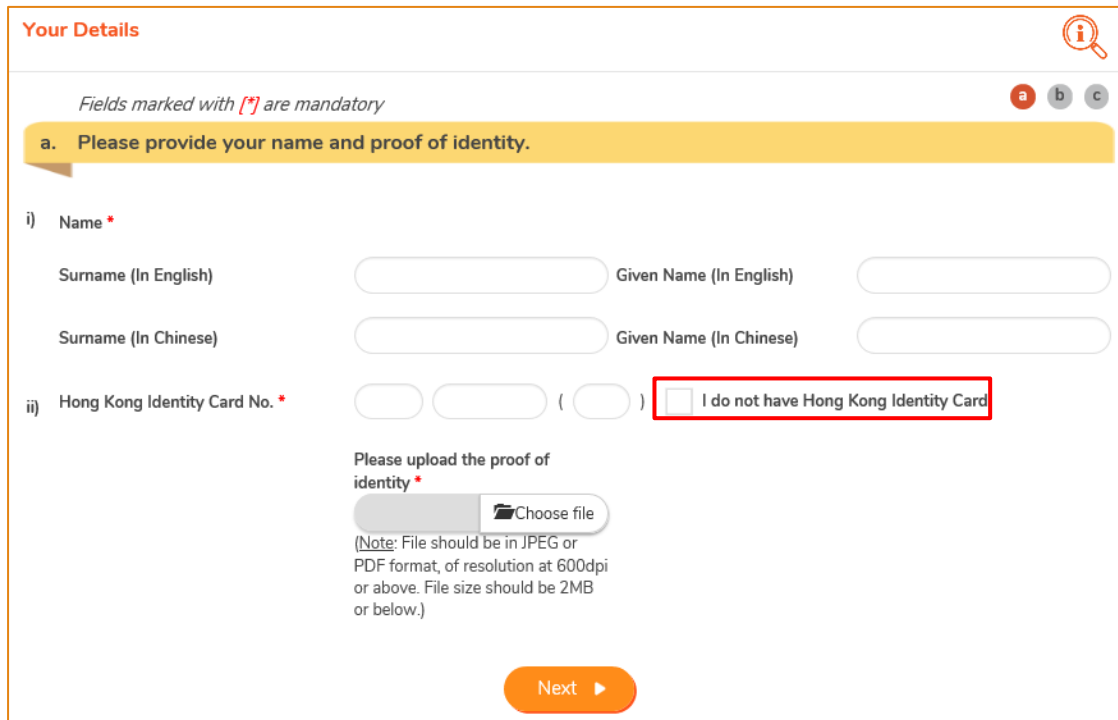
[- Sample Statement of consent \(for body corporate\)](#)

7. 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)**

8. Enter your name and Hong Kong Identity Card number. If you do not have a Hong Kong Identity Card, tick the box **I do not have Hong Kong Identity Card** and then input the identity type and 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.



(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

9. As the Authorised Person (AP), all rights have been preset by the system and cannot be removed. The rights of AP include:
  - Trader Registration - Renewal, Updates and Cancellation ;
  - Open User Accounts ;
  - Import Licence (Preparation and Submission of applications) ;
  - Import Permission (Preparation and Submission of applications) ;
  - Recording Arrival Information ;
  - Food Export Business : (i) Health Certificate for Foods of Animal Origin; (ii) Food Inspection Certificate; and (iii) Application for Recommendation on Food Manufacturer Registration
  
10. An authorisation letter is required to be uploaded to the system stating clearly that you have been duly authorised by the company.
  
11. Click **Choose file** button to select image file and then click **Upload file** button to upload.

**Your Details** 🔍

a b c

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

- ✓ Trader Registration - Renewal, Updates and Cancellation
- ✓ Open User Accounts

<p>Food Import Business</p> <ul style="list-style-type: none"> <li>✓ Licence Application               <ul style="list-style-type: none"> <li>✓ Preparation</li> <li>✓ Submission</li> </ul> </li> <li>✓ Permission Application               <ul style="list-style-type: none"> <li>✓ Preparation</li> <li>✓ Submission</li> </ul> </li> <li>✓ Recording Arrival Information</li> </ul>	<p>Food Export Business</p> <ul style="list-style-type: none"> <li>✓ Health Certificate for Foods of Animal Origin</li> <li>✓ Food Inspection Certificate</li> <li>✓ Application for Recommendation on Food Manufacturer Registration</li> </ul>
--	--

Please upload the authorisation letter

📎 Choose file

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

[- Sample Authorisation Letter \(for body corporate\)](#)

Authorise the Trade Single Window Link Up

**Next** ▶

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)



12. To authorise the Trade Single Window (TSW) link up, a duly signed Letter of Consent for the authorisation of TSW link up is required to be uploaded. You may download the related Terms and Conditions and sample Letter of Consent for reference.

- To authorise the TSW link up, go to Point 13, else proceed to Point 15.

13. Tick the box **Authorise the Trade Single Window Link Up**.

14. Click **Choose file** button to select the file. Then click **Upload file** button to upload the Letter of Consent.



**Your Details**

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

- ✓ Trader Registration - Renewal, Updates and Cancellation
- ✓ Open User Accounts

<p>Food Import Business</p> <ul style="list-style-type: none"> <li>✓ Licence Application <ul style="list-style-type: none"> <li>✓ Preparation</li> <li>✓ Submission</li> </ul> </li> <li>✓ Permission Application <ul style="list-style-type: none"> <li>✓ Preparation</li> <li>✓ Submission</li> </ul> </li> <li>✓ Recording Arrival Information</li> </ul>	<p>Food Export Business</p> <ul style="list-style-type: none"> <li>✓ Health Certificate for Foods of Animal Origin</li> <li>✓ Food Inspection Certificate</li> <li>✓ Application for Recommendation on Food Manufacturer Registration</li> </ul>
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Please upload the authorisation letter

XXXXXX.pdf

Delete

The file is successfully uploaded.

[- Sample Authorisation Letter \(for body corporate\)](#)

Authorise the Trade Single Window Link Up

[Terms and Conditions for establishment of a link between a "Food Trader Portal" user account and a Registered Account of the "Trade Single Window" System](#)

Please upload the letter of consent for Trade Single Window Link Up.

Choose file

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

[- Sample Letter of consent \(for body corporate\) - Annex I](#)

Next

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

15. Click **Next** button.

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

17. Click Next button to go to the next step.

**Your Details** i

*Fields marked with (\*) are mandatory* a b c

**c. Please provide your contact details.**

*Important Note(s): Accept Hong Kong telephone number only*

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

*(For receiving SMS notification and 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.)

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

19. If adding more APs is required, click Yes button. If not, click No button.

**PART A**

**PART B**

Part B: Add Authorised Person and Nominated Person

25%

1 2 3

**1. Do you want to add other Authorised Person in operating the Food Trader Portal? \***

Yes

No

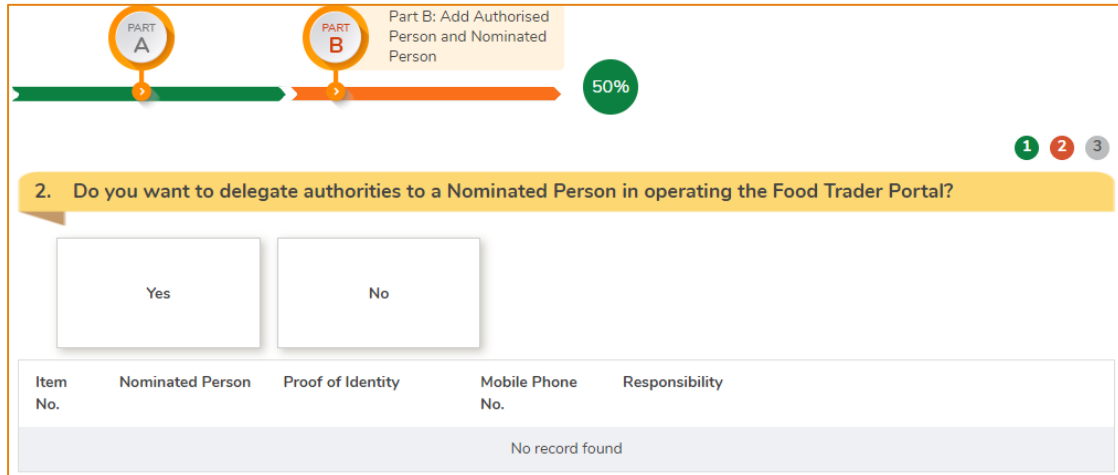
Item No.	Authorised Person	Proof of Identity	Mobile Phone No.	Responsibility	
1	Chan, Tai Man 陳太文	HONG KONG IDENTITY CARD A12345(X)	976543XX	Trader Registration - Renewal, Updates and Cancellation, Open User Accounts, Licence Application Preparation, Licence Application Submission, Permission Application Preparation, Permission Application Submission, Recording Arrival Information, Health Certificate for Foods of Animal Origin, Food Inspection Certificate, Application for Recommendation on Food Manufacturer Registration	<a href="#">Amend</a>

✓ Authorise the Trade Single Window Link Up

[Next ▶](#)

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

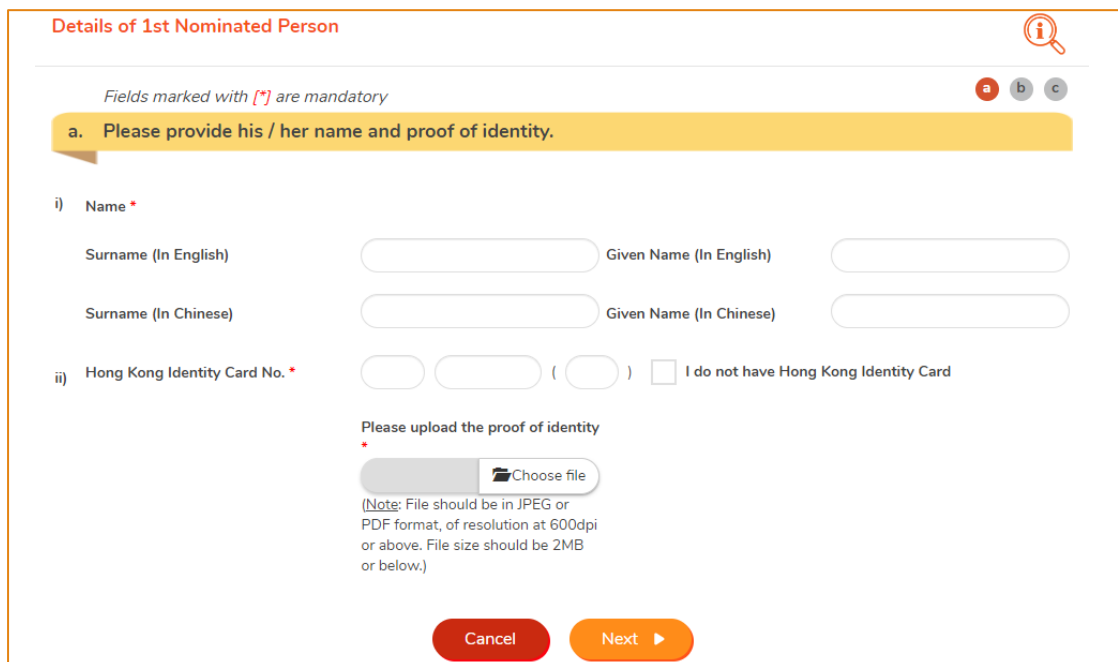
20. Depending on the operational needs of the business, an AP can delegate some of the responsibilities to other people known as Nominated Persons (NPs). There is no restriction on the number of NPs. If you need to assign an NP, click **Yes** button. If not, click **No** button.



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

21. If you chose to assign an NP, you should enter his / her name and Hong Kong identity card number. If the NP does not have a Hong Kong identity card, tick the box **I do not have Hong Kong Identity Card** and then input the identity type and number.

22. 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

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

i) Name \*

Surname (In English)  Given Name (In English)

Surname (In Chinese)  Given Name (In Chinese)

ii) Hong Kong Identity Card No. \*  (  )  I do not have Hong Kong Identity Card

Please upload the proof of identity \*

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

(Note: File should be in JPEG or PDF format, of resolution at 600dpi or above. File size should be 2MB or below.)

23. Tick the box(es) to assign responsibilities to the NP. The rights of an NP include preparation and submission of applications for import licences / import permissions, recording of food arrival information as well as applications for Health Certificate for Foods of Animal Origin / Food Inspection Certificate / Recommendation on Food Manufacturer Registration. Click **Next** button to proceed to the next page.

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

*Important Note(s): If no responsibility is assigned, the nominated person can still read the Food Import Related Information under FTP.*

Trader Registration - Renewal, Updates and Cancellation

Open User Accounts

Food Import Business	Food Export Business
<input type="checkbox"/> Licence Application	<input type="checkbox"/> Health Certificate for Foods of Animal Origin
<input type="checkbox"/> Preparation <input type="checkbox"/> Submission	<input type="checkbox"/> Food Inspection Certificate
<input type="checkbox"/> Permission Application	<input type="checkbox"/> Application for Recommendation on Food Manufacturer Registration
<input type="checkbox"/> Preparation <input type="checkbox"/> Submission	<input type="checkbox"/> All of the above
<input type="checkbox"/> Recording Arrival Information	
<input type="checkbox"/> All of the above	

**Cancel** **Next ▶**

24. 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.

**c. Please provide his / her contact details.**

*Important Note(s): Accept Hong Kong telephone number only*

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

(For receiving SMS notification and 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)

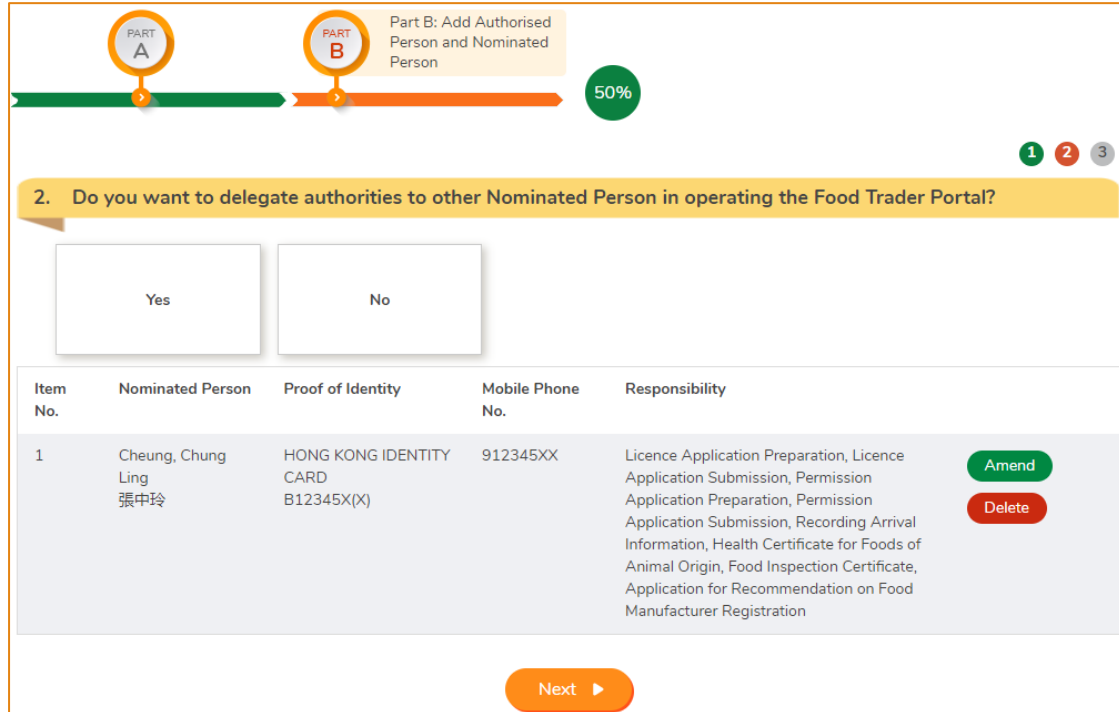
Email Address (Secondary)  **Re-confirm**  **Re-confirm**

**Cancel** **Next ▶**

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

25. 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.

26. If it is required to add more NPs, click **Yes** button. If not, click **No** button.



Part B: Add Authorised Person and Nominated Person

50%

2. Do you want to delegate authorities to other Nominated Person in operating the Food Trader Portal?

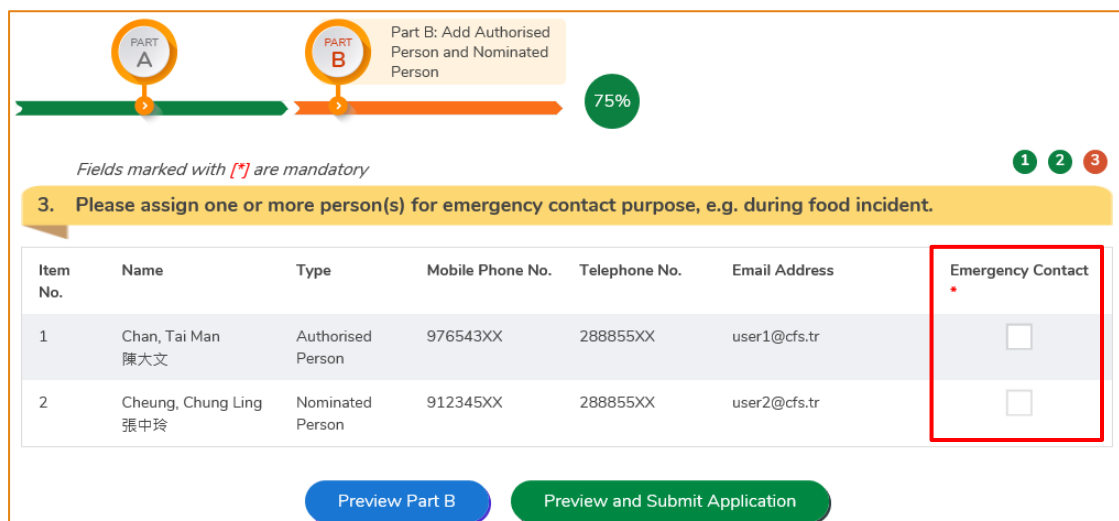
Yes No

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	Licence Application Preparation, Licence Application Submission, Permission Application Preparation, Permission Application Submission, Recording Arrival Information, Health Certificate for Foods of Animal Origin, Food Inspection Certificate, Application for Recommendation on Food Manufacturer Registration	<input type="button" value="Amend"/> <input type="button" value="Delete"/>

Next ▶

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

27. After the appointment of all NPs, tick the box(es) to assign AP or NP as emergency contact person(s). Each business operator 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

3. Please assign one or more person(s) for emergency contact purpose, e.g. during food incident.

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	<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

28. Preview the application and carefully check the accuracy of the information entered.
29. If you need to amend the information in certain part, click **Amend** button of that particular part and revise the information accordingly. If not, click **Submit** button.

**Preview Application** ✕

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3. Please assign one or more person(s) for emergency contact purpose, e.g. during food incident. **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

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

**Declaration**

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I, Chan, Tai Man / 陳大文, HONG KONG IDENTITY CARD NO. A12345X(X), am the Authorised Person of the business under this application, hereby declare that:

- I am duly authorised to make this application for opening "Food Trader Portal" user account(s) and declaration on behalf of the business under this application.
- I fully understand the "[Personal Information Collection Statement](#)".
- 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

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



### Acknowledgement

Application No.	eTR-O-XX-00XXXX
Application Date	20XX-XX-XX 16:12:09


For any enquiries, please contact:

Food Importer / Distributor Registration and Import Licensing Office  
Centre for Food Safety, Food and Environmental Hygiene Department  
Room 119, 1/F, 258 Queen's Road East, Wan Chai, Hong Kong  
Tel. No. : 2156 3017 / 2156 3034  
Email: fso\_enquiry@fehd.gov.hk  
(Office hours: Monday to Friday 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:45 p.m.)

Print
✕ Close

## [STEP 8] RECEIVING ACKNOWLEDGEMENT OF APPLICATION BY EMAIL

32. System will automatically send an acknowledgement email to food importers / distributors for record.



食物貿易商入門網站: 已提交開立「食物貿易商入門網站」使用者帳戶申請 Food Trader Portal: Submission of Application for Opening User Account in Food Trader Portal

From: ftnotify@fehd.gov.hk

To: user1@cfs.tr

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先生/女士:

你提交開立「食物貿易商入門網站」使用者帳戶的申請已收悉。請點擊[此處](#)查看你的申請詳情和進度。

食物貿易商入門網站  
食物環境衛生署  
(此電郵由系統發出，請不要回覆。)

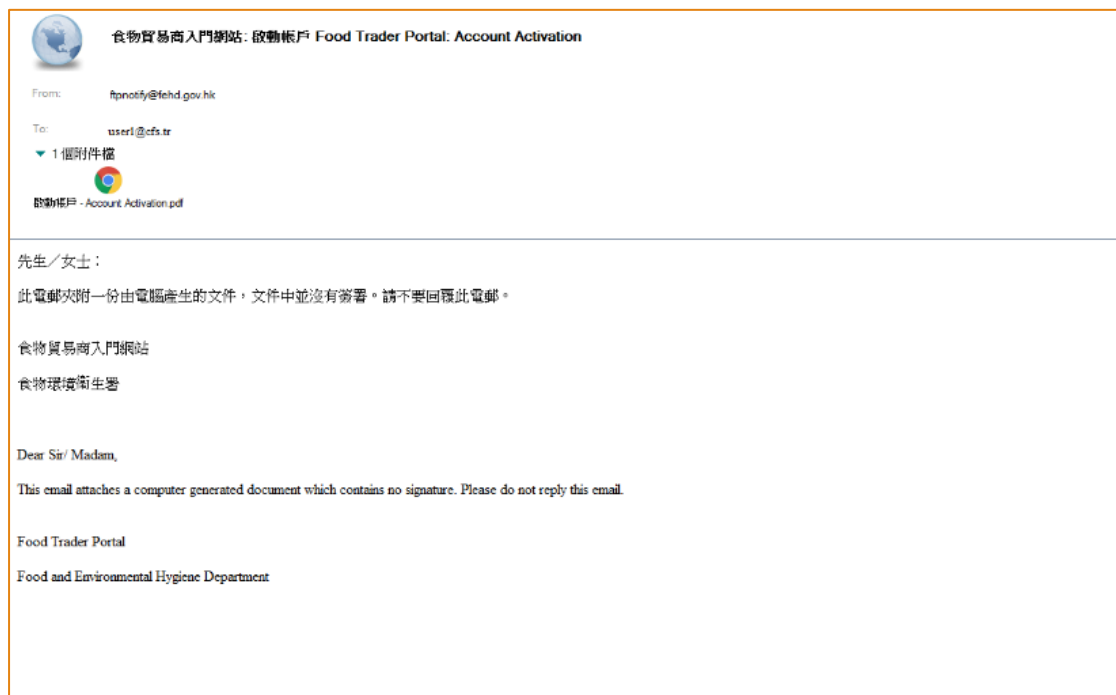
Dear Sir/ Madam,

Your application for opening Food Trader Portal user account has been received. Please click [here](#) to view the details and progress of your application.

Food Trader Portal  
Food and Environmental Hygiene Department  
(This is a system-generated email. Please do not reply.)

**[STEP 9] RECEIVING ACTIVATION EMAIL**

33. 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 email to enter the system and activate his / her account.





[STEP 10] ACTIVATING THE FTP ACCOUNT

34. From the attachment to the account activation email, click [here](#) to activate the AP's account.



食物環境衛生署  
Food and Environmental  
Hygiene Department



食物安全中心  
Centre for Food Safety

香港灣仔皇后大道東258號1樓119室  
食物進/出口組  
食物進口商/分銷商登記及進口簽證辦事處  
Food Importer / Distributor Registration  
and Import Licensing Office  
Food Import & Export Section  
Room 119, 1/F, 258 Queen's Road East, Wan Chai, Hong Kong  
電話Telephone : 2156 3017 / 2156 3034 傳真Fax : 2156 1015  
電郵E-mail : fso\_enquiry@fehd.gov.hk

Our Ref.: TR-11-000XXX



XX/XX/20XX

Dear Sir/Madam,

**Food Trader Portal**  
**Account Activation**

We are pleased to inform you that your account for the Food Trader Portal is ready for use now. To enjoy the convenience of performing a wide range of functions online, including applying for renewal of registration, please click [here](#) for activation of your account as the “Authorised Person” in the Food Trader Portal no later than XX/XX/20XX (Not applicable for expired registration). Separate notice(s) will be sent to other Authorised Person(s) and Nominated Person(s) for account activation.

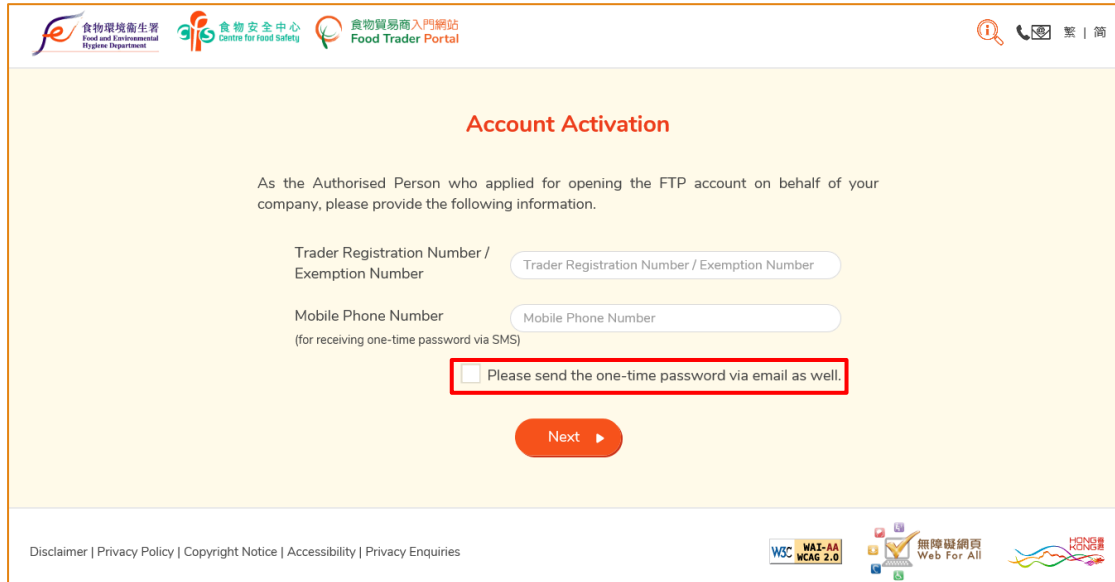
In case of enquiry, please call our hotline at 2156 3017 or 2156 3034.

Food and Environmental Hygiene Department

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

35. Enter your Trader Registration Number / Exemption Number, and the registered mobile phone number for verification, then press **Next** button.

36. A one-time password will be sent to your mobile phone via an SMS. You can also opt to have this one-time password sent to your registered email address as well.



**Account Activation**

As the Authorised Person who applied for opening the FTP account on behalf of your company, please provide the following information.

Trader Registration Number / Exemption Number

Mobile Phone Number   
(for receiving one-time password via SMS)

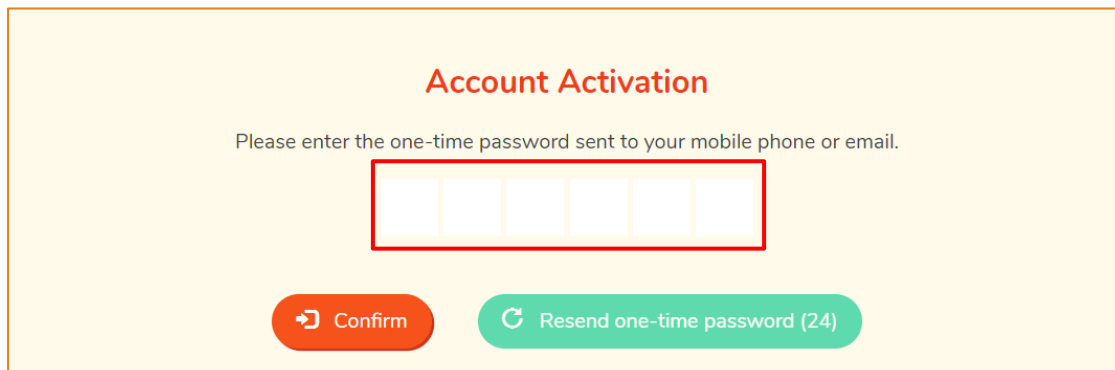
Please send the one-time password via email as well.

**Next** ▶

Disclaimer | Privacy Policy | Copyright Notice | Accessibility | Privacy Enquiries

W3C MAZ-AA WCAG 2.0 無障礙網頁 Web For All HONG KONG

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



**Account Activation**

Please enter the one-time password sent to your mobile phone or email.

**Confirm** **Resend one-time password (24)**

38. Create new password and enter it twice.

(Note: The password has to fulfill the specific combination requirements. The password should contain -

- At least 8 characters ;
- At least 1 letter ;
- At least 1 number)

39. 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 letter
- ✘ At least 1 number

➡ Confirm

40. Upon completion of all the steps for account opening and activation, you can go to FTP homepage (<https://www.ftp.cfs.gov.hk>) to login to FTP and use the various online services.









## Trader Registration

### Importing / Exporting Food

### e-Health Certificate Enquiry

### Recording Food Arrival Information

[👤 Login to Food Trader Portal \(FTP\) Account](#)

Not yet have FTP Account?  
Forgot Password?

  
Tutorial Videos for Novice

  
Verification of Import Licence for Meat and Poultry

  
Useful Information

[👤 Login to System for Small Volume Exemption \(SSVE\) Account](#)

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**[STEP 11] REGISTERED OR EXEMPTED FOOD IMPORTER / DISTRIBUTOR BUT HAS NOT YET RECEIVED AN INVITATION**

41. Go to the FTP homepage (<https://www.ftp.cfs.gov.hk>), and click the link **Not yet have FTP Account?**.

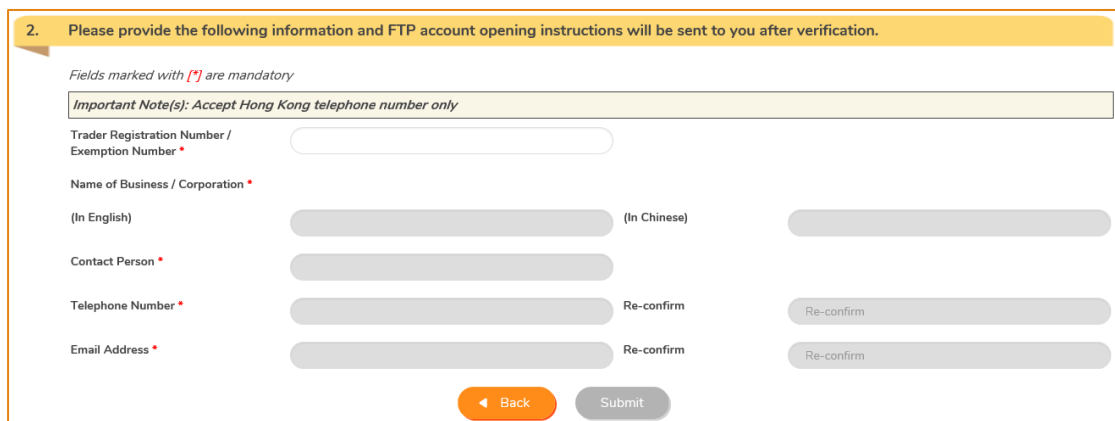


42. Answer a few questions, click **Yes** button for the first question.



The screenshot shows a question prompt: "1. Do you have Trader Registration Number / Exemption Number?". Below the question are two buttons: "Yes" and "No".

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



The screenshot shows a registration form with the following fields and instructions:

- 1. Please provide the following information and FTP account opening instructions will be sent to you after verification.
- Fields marked with (\*) are mandatory
- Important Note(s): Accept Hong Kong telephone number only
- Trader Registration Number / Exemption Number \*
- Name of Business / Corporation \*
  - (In English)
  - (In Chinese)
- Contact Person \*
- Telephone Number \*
  - Re-confirm
- Email Address \*
  - Re-confirm

At the bottom of the form, there are two buttons: "Back" and "Submit".

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

**Declaration**

I, Chan Tai Man, am the Contact Person of the business under this application, hereby declare that:

I fully understand the "Personal Information Collection Statement".

Confirm and Submit
Return

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

The Centre for Food Safety will vet your application to determine whether it meets the requirements for opening a user account at Food Trader Portal. If the application meets the requirements, the Centre for Food Safety will send you an invitation for opening user account.

### Acknowledgement

Application No.	eUA-N-XX-XXXXXX
Application Date	20XX-XX-XX 14:52:35

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

For any enquiries, please contact:

Food Importer / Distributor Registration and Import Licensing Office  
Centre for Food Safety, Food and Environmental Hygiene Department  
Room 119, 1/F, 258 Queen's Road East, Wan Chai, Hong Kong  
Tel. No. : 2156 3017 / 2156 3034  
Email: fso\_enquiry@fehd.gov.hk  
(Office hours: Monday to Friday 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:45 p.m.)

Print
✕ Close

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