

Training Manual

Account Opening and Activation

(For Individual)

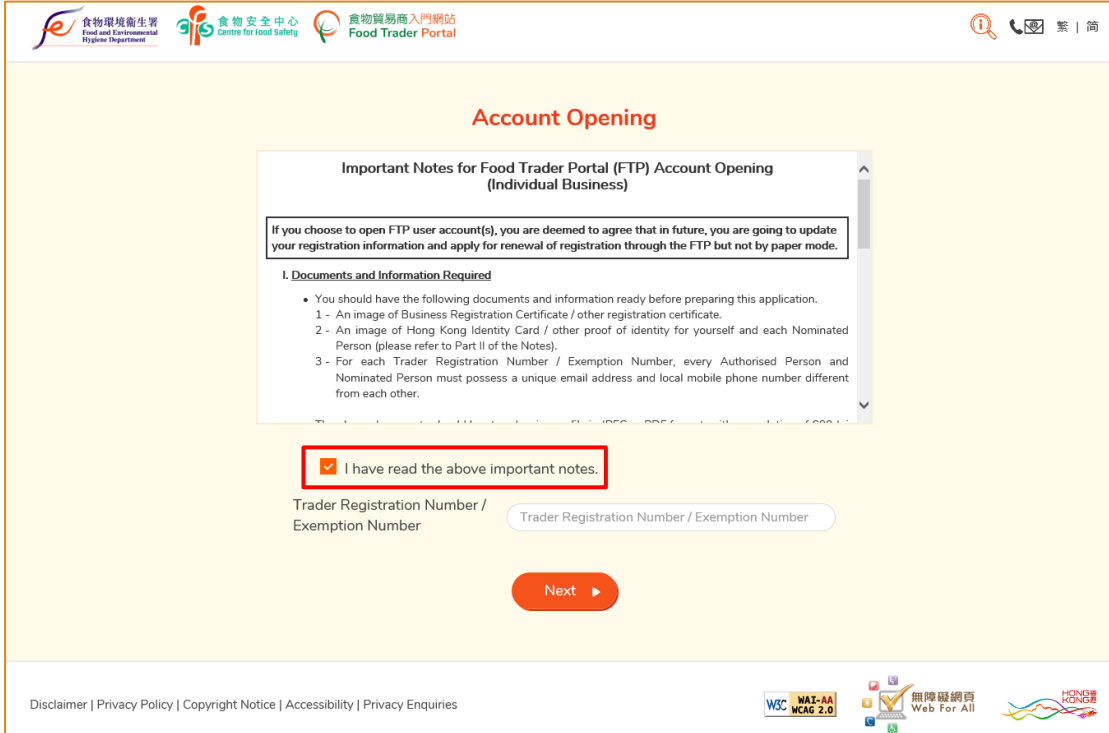
HOW TO OPEN AN FOOD TRADER (FTP) ACCOUNT

[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 account opening 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.



Account Opening

Important Notes for Food Trader Portal (FTP) Account Opening (Individual Business)

If you choose to open FTP user account(s), you are deemed to agree that in future, you are going to update your registration information and apply for renewal of registration through the FTP but not by paper mode.

I. Documents and Information Required

- You should have the following documents and information ready before preparing this application.
 - 1 - An image of Business Registration Certificate / other registration certificate.
 - 2 - An image of Hong Kong Identity Card / other proof of identity for yourself and each Nominated Person (please refer to Part II of the Notes).
 - 3 - For each Trader Registration Number / Exemption Number, every Authorised Person and Nominated Person must possess a unique email address and local mobile phone number different from each other.

I have read the above important notes.

Trader Registration Number / Exemption Number

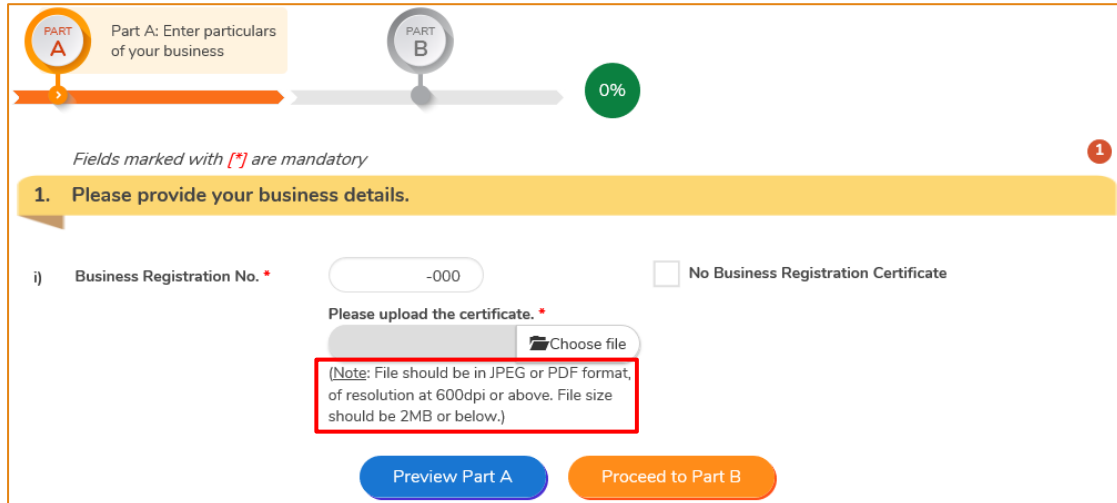
Next ▶

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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.



PART A Part A: Enter particulars of your business

PART B

0%

Fields marked with [*] are mandatory

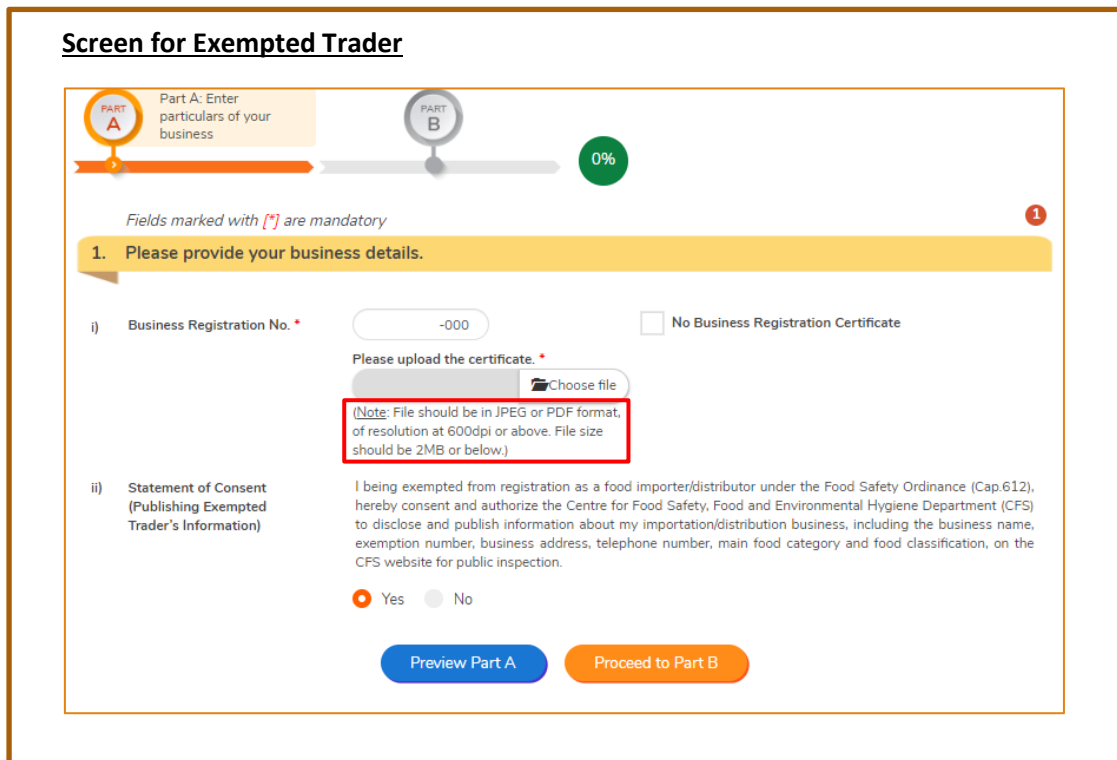
1

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 Part A: Enter particulars of your business

PART B

0%

Fields marked with [*] are mandatory

1

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)

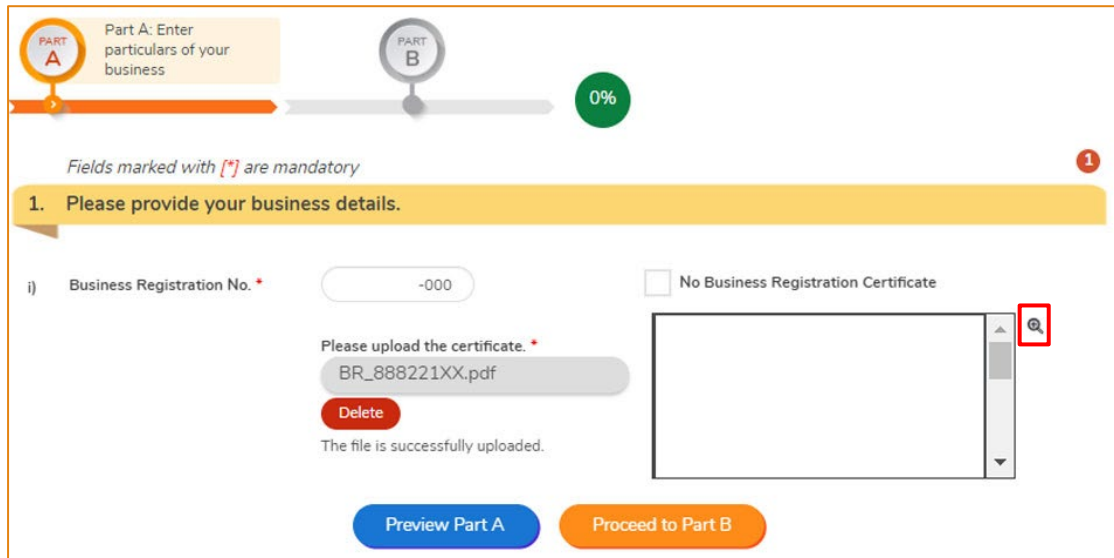
I being exempted from registration as a food importer/distributor under the Food Safety Ordinance (Cap.612), hereby consent and authorize the Centre for Food Safety, Food and Environmental Hygiene Department (CFS) to disclose and publish information about my importation/distribution business, including the business name, exemption number, business address, telephone number, main food category and food classification, on the CFS website for public inspection.

Yes No

(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 Authorised Person (AP) as stated in Point 7.

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.

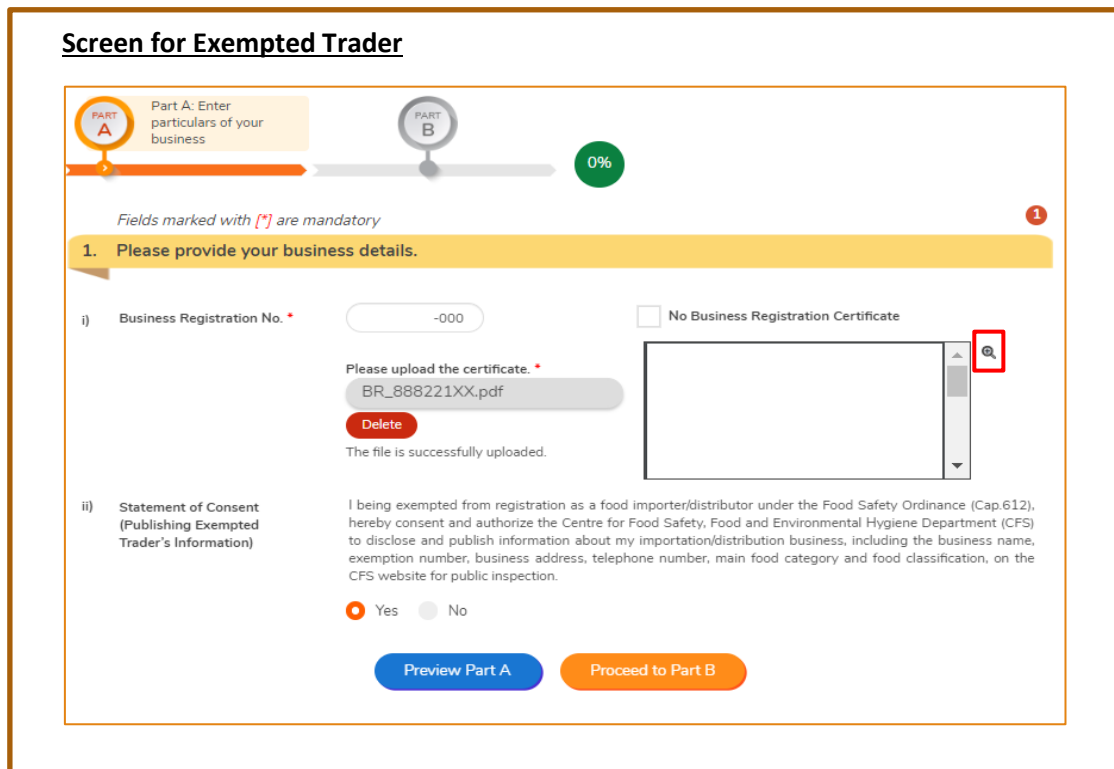
i) Business Registration No. * No Business Registration Certificate

Please upload the certificate. *
BR_888221XX.pdf
Delete
The file is successfully uploaded.

Magnifying glass icon highlighted in red box

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.

Magnifying glass icon highlighted in red box

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

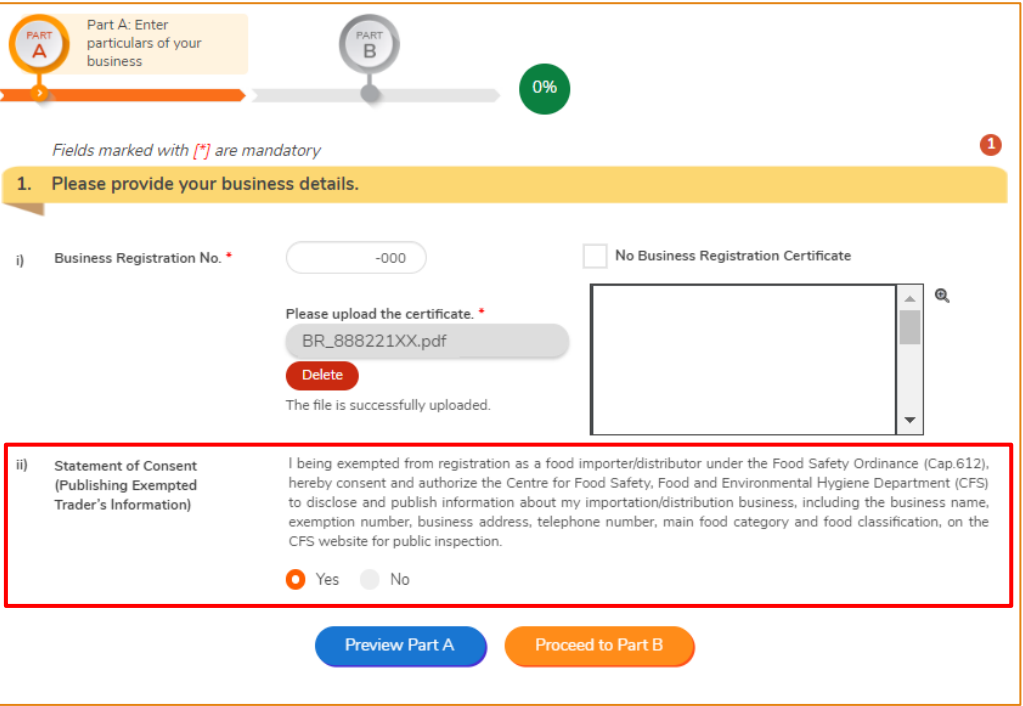
I being exempted from registration as a food importer/distributor under the Food Safety Ordinance (Cap.612), hereby consent and authorize the Centre for Food Safety, Food and Environmental Hygiene Department (CFS) to disclose and publish information about my importation/distribution business, including the business name, exemption number, business address, telephone number, main food category and food classification, on the CFS website for public inspection.

Yes No

Preview Part A Proceed to Part B

5. To give consent and authorise the Centre for Food Safety, Food and Environmental Hygiene Department (CFS) to disclose and publish information about your importation / distribution business, 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)**

I being exempted from registration as a food importer/distributor under the Food Safety Ordinance (Cap.612), hereby consent and authorize the Centre for Food Safety, Food and Environmental Hygiene Department (CFS) to disclose and publish information about my importation/distribution business, including the business name, exemption number, business address, telephone number, main food category and food classification, on the CFS website for public inspection.

Yes No

6. 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)

- 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.

Your Details i

Fields marked with [] are mandatory* a b c

a. Please provide your name and proof of identity.

Important Note(s): Must be the sole owner of your individual business

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. *** () **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.)

8. 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
9. You may authorise the Trade Single Window link up by ticking the box **Authorise the Trade Single Window Link Up**. You may download the related Terms and Conditions for reference.

Your Details 🔍

a b c

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

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

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

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](#)

Next ▶

10. Click **Next** button.

11. Input your contact details and choose your Preferred Language in receiving SMS.
12. 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.)

13. Preview your information. Click **Amend** button to amend the information, if necessary. Click **Next** button.

PART A

25%

PART B

Part B: Add Authorised Person and Nominated Person

1 2 3

1. Please check your details. *

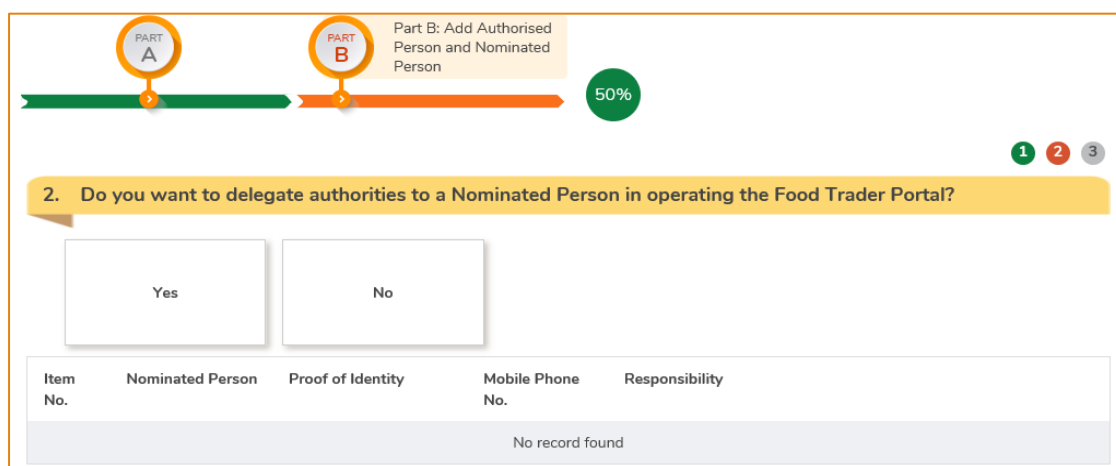
Item No.	Authorised Person	Proof of Identity	Mobile Phone No.	Responsibility	
1	Chan, Tai Man 陳太文	HONG KONG IDENTITY CARD A12345(X)	976543XX	Trader Registration - Renewal, Updates and Cancellation, Open User Accounts, Licence Application Preparation, Licence Application Submission, Permission Application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

✓ Authorise the Trade Single Window Link Up

Next ▶

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

14. 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.



Part B: Add Authorised Person and Nominated Person

50%

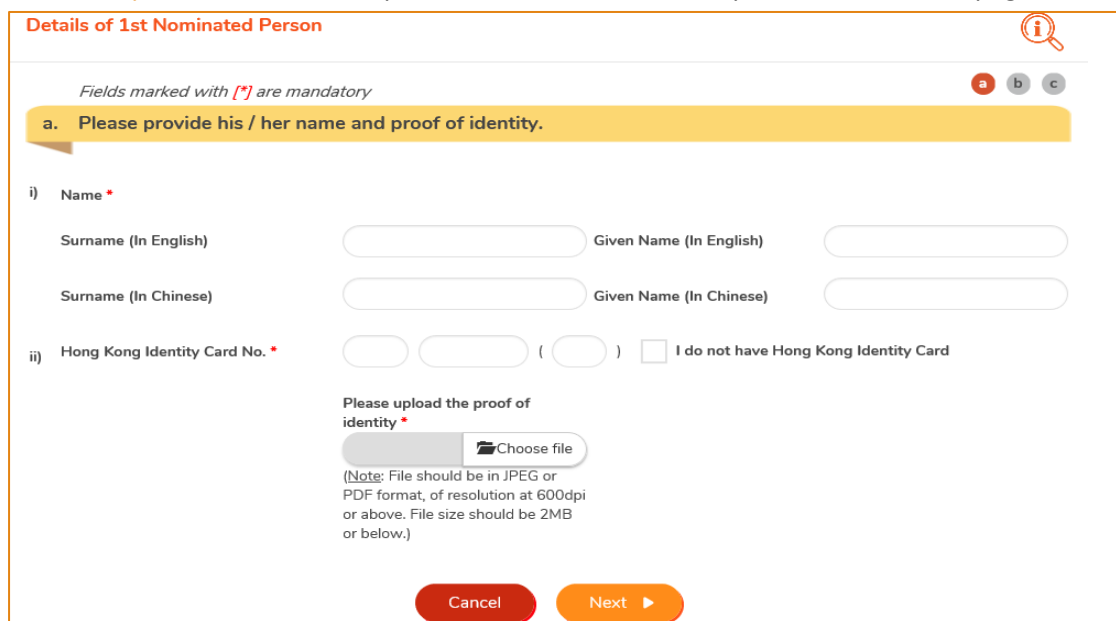
2. Do you want to delegate authorities to a Nominated Person in operating the Food Trader Portal?

Yes No

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

15. 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.

16. 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 *

Choose file

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

Cancel Next

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

17. 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 ▶**

18. 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 English

ii) Telephone No. (Primary)

Telephone No. (Secondary)

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

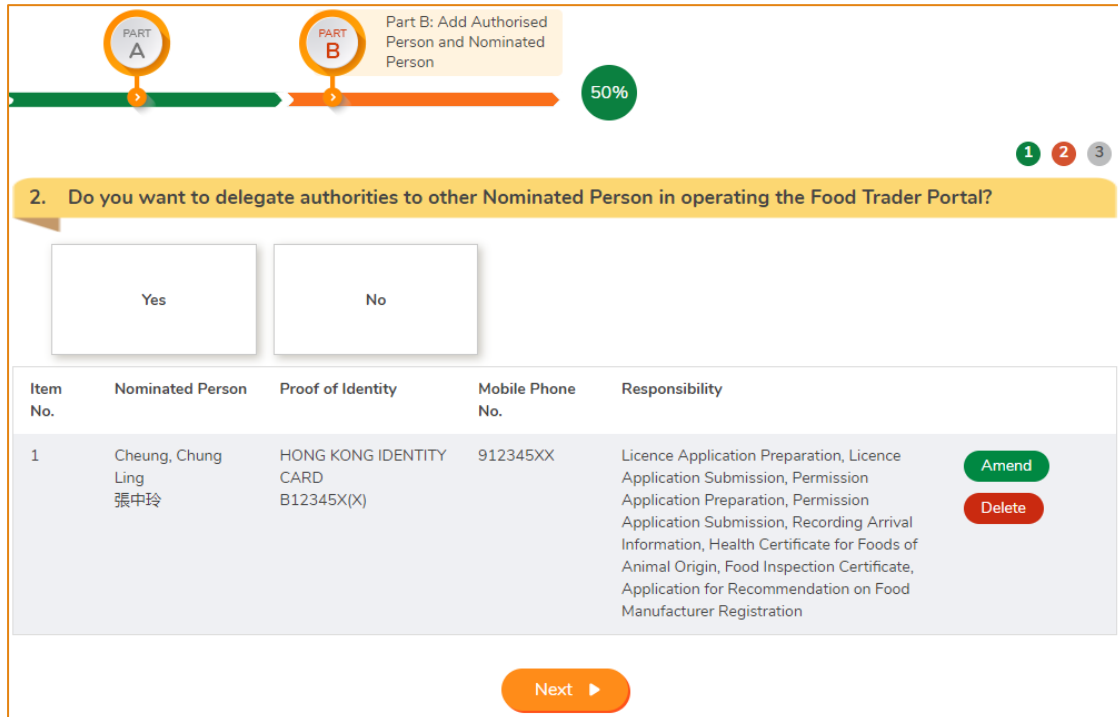
(For receiving email notification and one-time password (OTP) for authentication)

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.)

19. 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.
20. 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%

1 2 3

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

Yes No

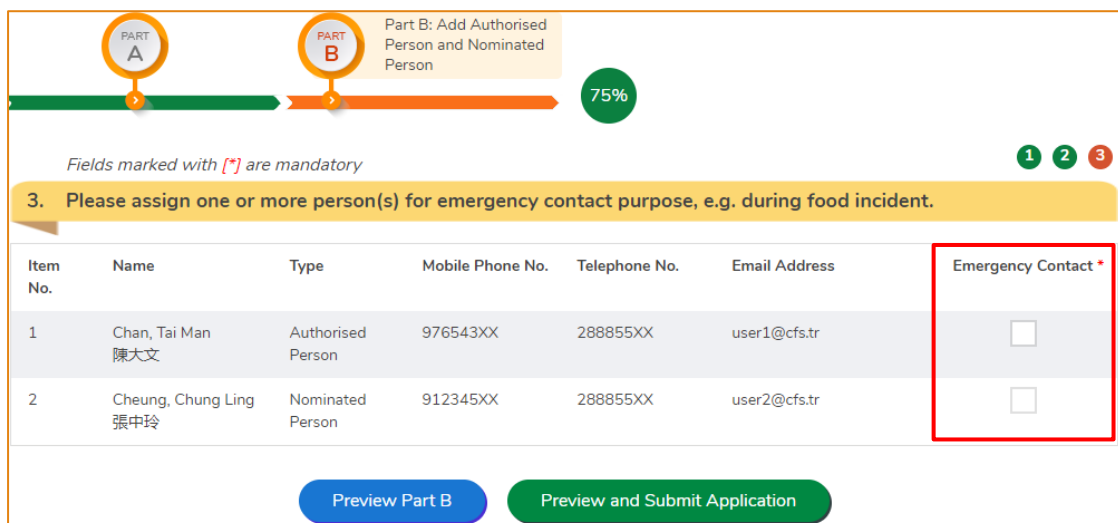
Item No.	Nominated Person	Proof of Identity	Mobile Phone No.	Responsibility
1	Cheung, Chung Ling 張中玲	HONG KONG IDENTITY CARD B12345(X)	912345XX	Licence Application Preparation, Licence Application Submission, Permission Application Preparation, Permission Application Submission, Recording Arrival Information, Health Certificate for Foods of Animal Origin, Food Inspection Certificate, Application for Recommendation on Food Manufacturer Registration

Amend Delete

Next ▶

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

21. 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%

1 2 3

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

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

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

24. 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), hereby declare that:

- I make this application for opening "Food Trader Portal" user account(s).
- 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

25. 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

26. 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: fpmotfy@fehd.gov.hk
To: user1@cfs.tr

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。

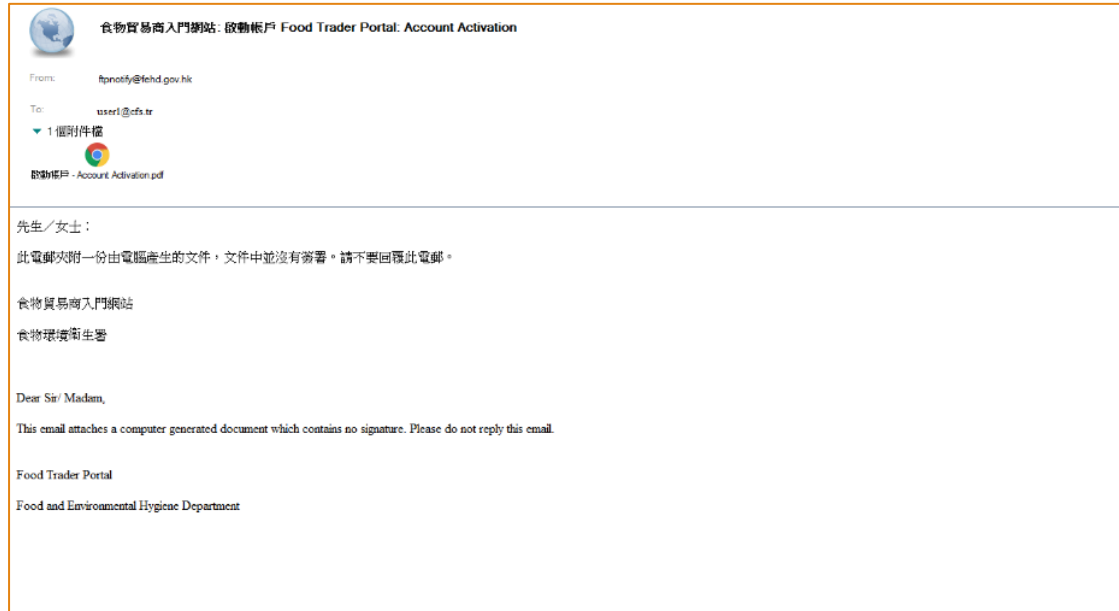
食物貿易商入門網站
食物環境衛生署
(此電郵由系統發出，請不要回覆。)

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

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



[STEP 10] ACTIVATING THE FTP ACCOUNT

28. 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.

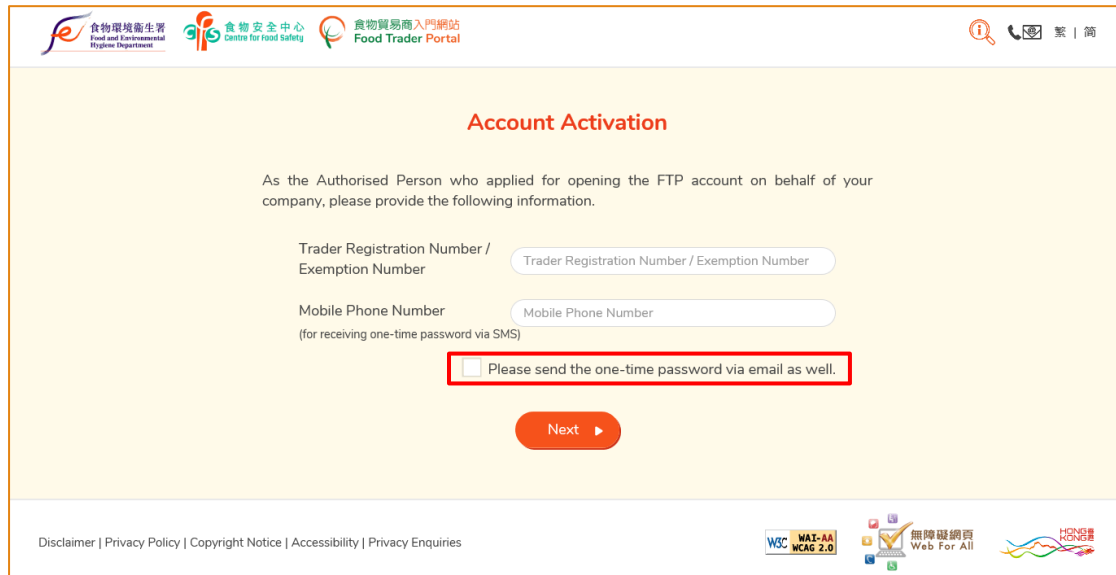
In case of enquiry, please call our hotline at 2156 3017 or 2156 3034.

Food and Environmental Hygiene Department

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

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

30. 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)

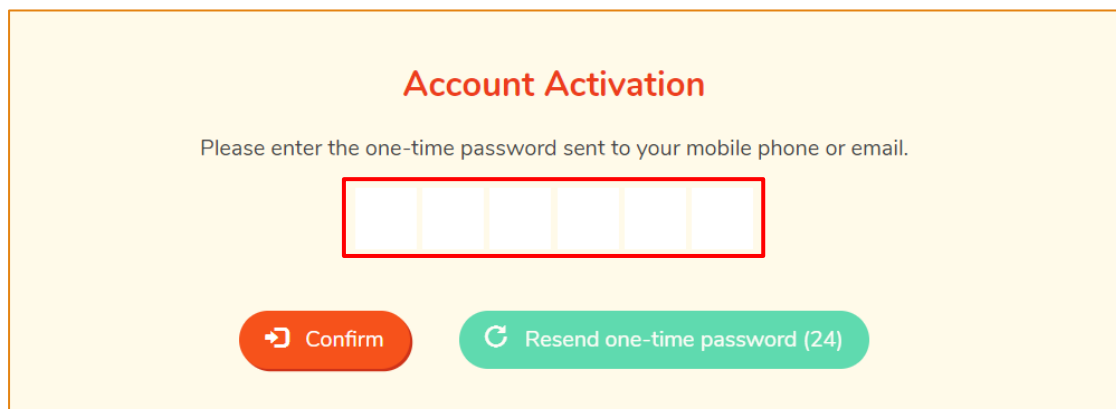
Please send the one-time password via email as well.

Next ▶

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

31. 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)**

32. 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)


33. Click the **Eye** icons to view the entered passwords. Click **Confirm** button to complete the procedures for activating account.

Account Activation

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

34. 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

Not yet have FTP Account?

Forgot Password?



Tutorial Videos for
Novice



Verification of
Import Licence for
Meat and Poultry



Useful Information

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

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



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

1. Do you have Trader Registration Number / Exemption Number?

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

2. 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

38. 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

39. 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

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