

Training Manual

Application for Food Inspection Certificate

TABLE OF CONTENTS

FOOD INSPECTION CERTIFICATE – HOW TO APPLY	2
APPLICATION TEMPLATE	11
VIEW / AMEND / CANCEL SUBMITTED APPLICATIONS.....	13
HOW TO APPLY FOR A NEW FOOD INSPECTION CERTIFICATE USING OTHER FEATURES IN FTP	22

FOOD INSPECTION CERTIFICATE – HOW TO APPLY

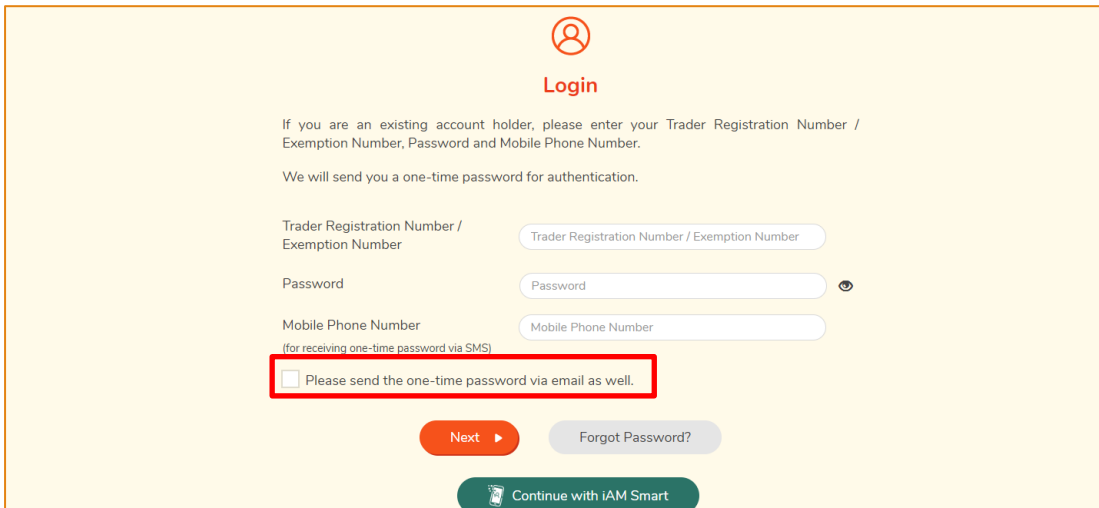
[STEP 1] LOGIN TO FOOD TRADER PORTAL (FTP) HOMEPAGE

1. Go to the FTP homepage (<https://www.ftp.cfs.gov.hk>) and click **Login to Food Trader Portal (FTP) Account**.



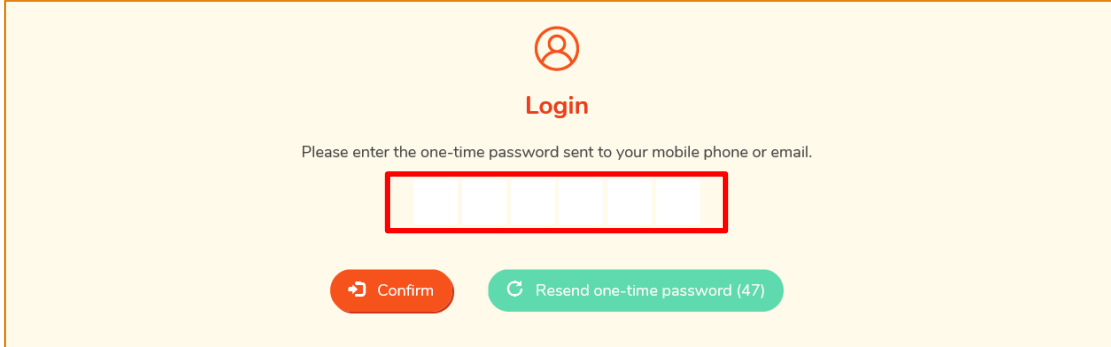
2. Input your Trader Registration Number / Exemption Number, password and registered mobile phone number, then click **Next**.

A one-time password will be sent to your mobile phone via an SMS. You can also click the highlighted option to have the one-time password sent to your registered email address as well.

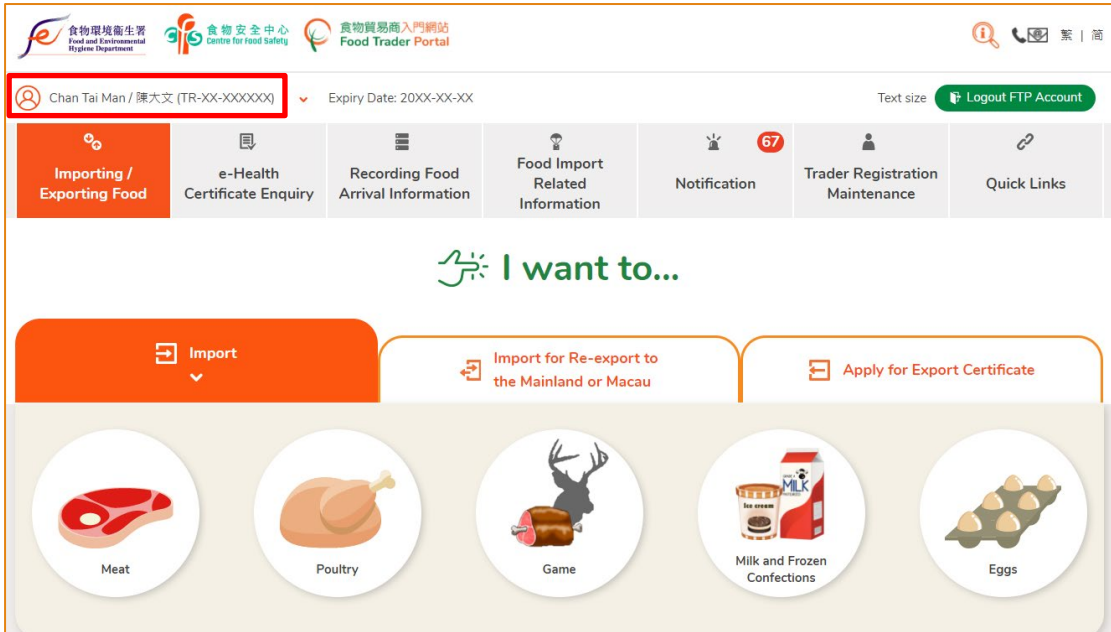


To login FTP with iAM Smart, you may refer to section **HOW TO LOGIN TO FOOD TRADER PORTAL (FTP) WITH iAM SMART** of the training manual on **General Operations** for details.

- Input the one-time password sent to your mobile phone or email address, then click **Confirm**.

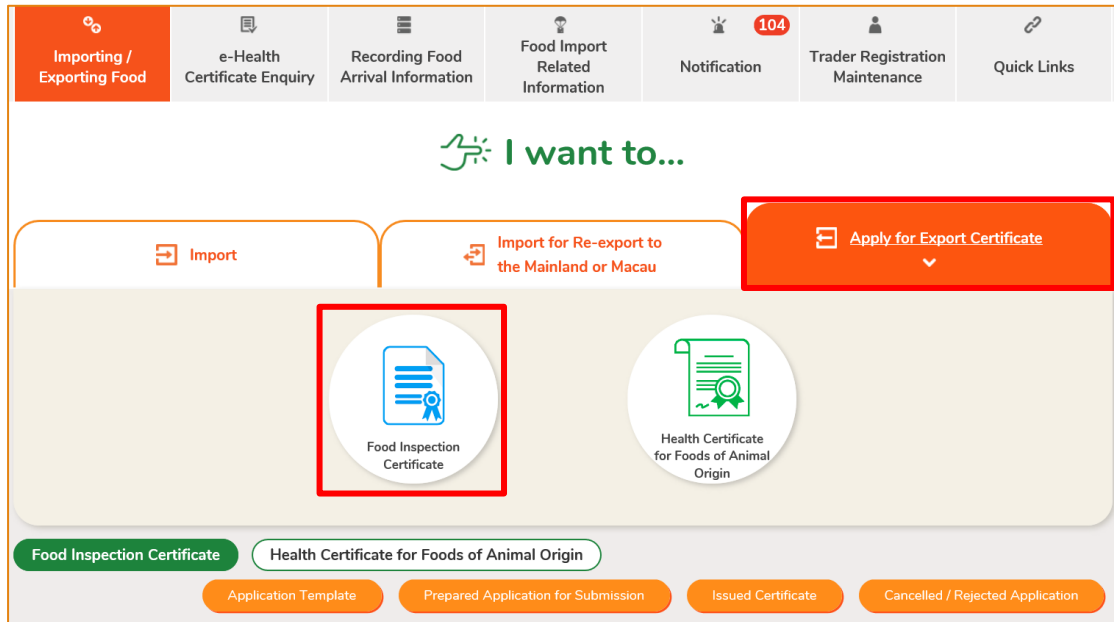


- You have logged in to FTP successfully! Your name and Trader Registration Number / Exemption Number are shown on the top left corner.

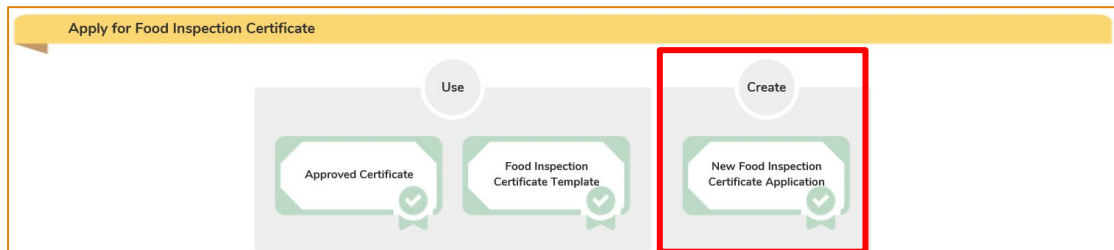


[STEP 2] CREATE A NEW FOOD INSPECTION CERTIFICATE APPLICATION

5. Choose **Apply for Export Certificate** on the main page and click **Food Inspection Certificate**.



6. Then choose **New Food Inspection Certificate Application**. (As for the other available options, please refer to the section **HOW TO APPLY FOR A NEW FOOD INSPECTION CERTIFICATE USING OTHER FEATURES IN FTP** later in this training manual.)



7. Click **Notes for Attention** to read the important notes.



8. Click X at top right to return to the application.

X

Notes for Attention

- (1) Each application shall only be applicable to the same consignment of food being exported.
- (2) The applicant shall provide a copy of the valid licence of the food factory concerned.
- (3) If the applicant is not the manufacturer of the food concerned, an additional supply certificate issued by the corresponding food factory shall be provided to certify that it is the direct supplier of the food.
- (4) In addition to the information and documents listed in Notes (2) and (3) above, this Department may require the applicant to provide other supplementary information and documents depending on individual circumstances.
- (5) If the information and documents provided by the applicant are insufficient, this Department may suspend processing the application until all such information and documents have been provided.
- (6) If the applicant has provided all the required information and documents, and the food concerned is also available for inspection by this Department, a Food Inspection Certificate may be issued within 12 working days of application.
- (7) Acceptance of the Food Inspection Certificate is the decision of the relevant authority of the destination country/place.
- (8) The applicant must ensure that the food being exported complies with the relevant laws and regulations of the destination country/place.
- (9) The application fee is as follows:

Item	Fee
Food Inspection Certificate	
(a) A food consignment stored in one location and not exceeding 500 kg	\$1,865
(b) Every additional 500 kg or part thereof	\$180
Every additional food storage location	\$965
Every certified true copy of Food Inspection Certificate	\$160
Amendment to issued Food Inspection Certificate	\$155
- (10) Applicant opts to receive the food inspection certificate by registered post has to pay the postage fee.

The above fees are subject to the latest announcement of this Department.

9. You may update the pre-filled Correspondence Address, Name of Contact Person, Telephone No. or Fax No. (if necessary), click **Next** to proceed to the next page.

Food Inspection Certificate

Notes for Attention

1
2
3
4
25%

1. Particulars of Applicant

(a) Name of Business

(In English)

(In Chinese)

(b) Business Registration No.

(c) Trader Registration No./Exemption No.

(d) Correspondence Address

(In English)

(In Chinese)

(e) Name of Contact Person

(In English)

(In Chinese)

(f) Telephone No. Fax No.

◀ Back
Save
Close
Next ▶

10. Input Destination Country/ Place of the Food Export. Choose the language version of Food Inspection Certificate. Subsequently, you have to input all information in the application in the language you choose. Enter the number of Certified True Copy of Food Inspection Certificate (if necessary) and click **Next**.

2. General Information

(a) Destination Country / Place of Food Export

(b) Language Version of Food Inspection Certificate Traditional Chinese English

(c) No. of Certified True Copy of Food Inspection Certificate Copy

11. Input particulars of the food consignment, including detailed information on the food factory and food item, then click **Next**.

3. Particulars of Food Consignment

Food Factory 1

(a) Name of Food Factory

(b) Food Factory Licence No.

(c) Food Storage Location Before Export

(d) Date of Food Storage

(e) Food Details

Food Item 1

(i) Brand Name (ii) Product Description

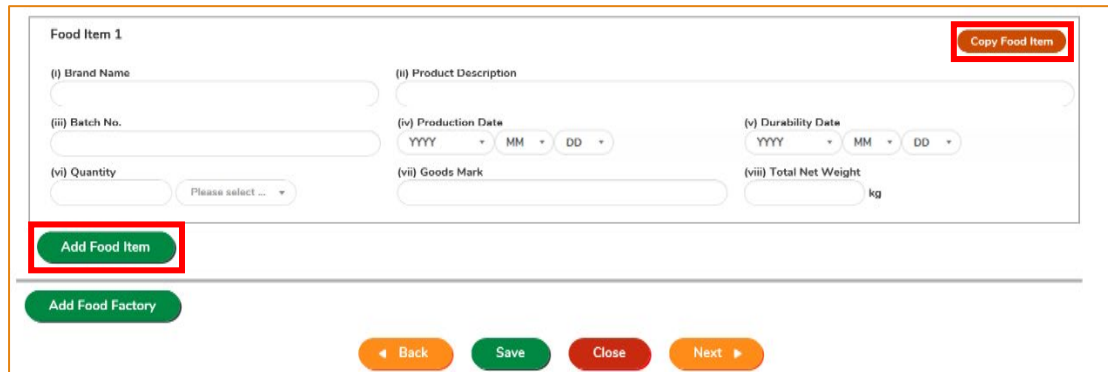
(iii) Batch No. (iv) Production Date

(v) Durability Date

(vi) Quantity (vii) Goods Mark (viii) Total Net Weight kg

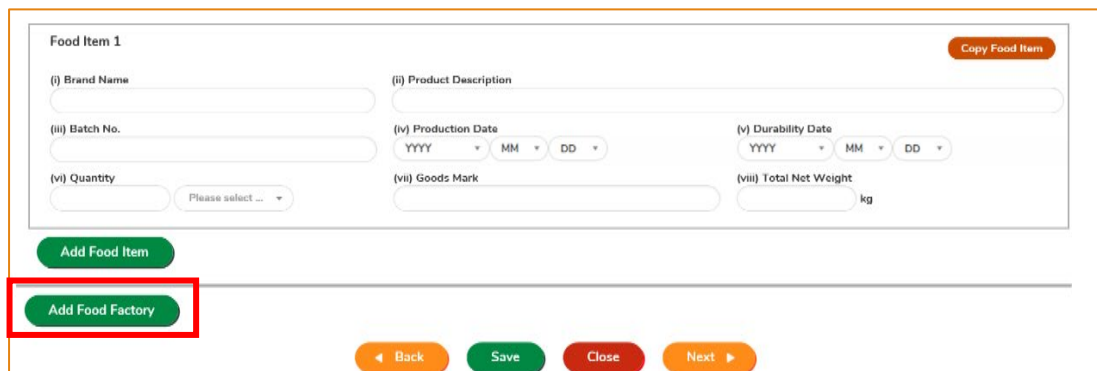
12. If there are more than one food item, click **Add Food Item** to provide the information or else click **Next**.

You can also click **Copy Food Item** to save time if the information of the food items are similar.



The screenshot shows the 'Food Item 1' form. It contains several input fields: (i) Brand Name, (ii) Product Description, (iii) Batch No., (iv) Production Date (with YYYY, MM, DD dropdowns), (v) Durability Date (with YYYY, MM, DD dropdowns), (vi) Quantity (with a 'Please select ...' dropdown), (vii) Goods Mark, and (viii) Total Net Weight (with a 'kg' unit). At the bottom left, the 'Add Food Item' button is highlighted with a red box. At the top right, the 'Copy Food Item' button is also highlighted with a red box. Below the form are buttons for 'Add Food Factory', 'Back', 'Save', 'Close', and 'Next'.

13. If there are more than one food factory, click **Add Food Factory** to provide information or else click **Next**.



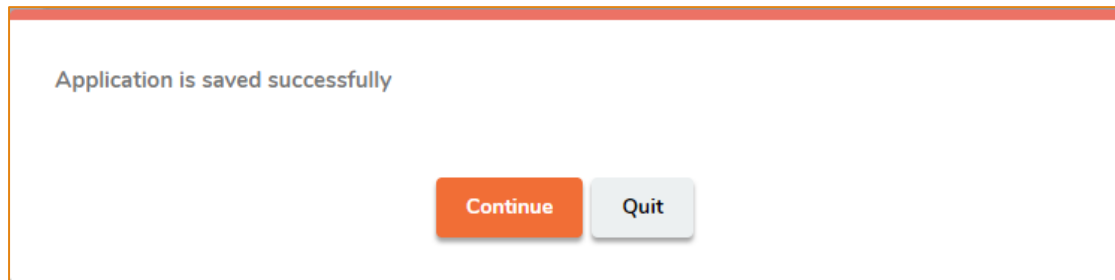
This screenshot is identical to the previous one, showing the 'Food Item 1' form. In this instance, the 'Add Food Factory' button is highlighted with a red box, while the 'Copy Food Item' button at the top right is not highlighted.

14. You can save all the information you have entered during the application process by clicking **Save**. Simply enter a name as description, then click **Confirm**.

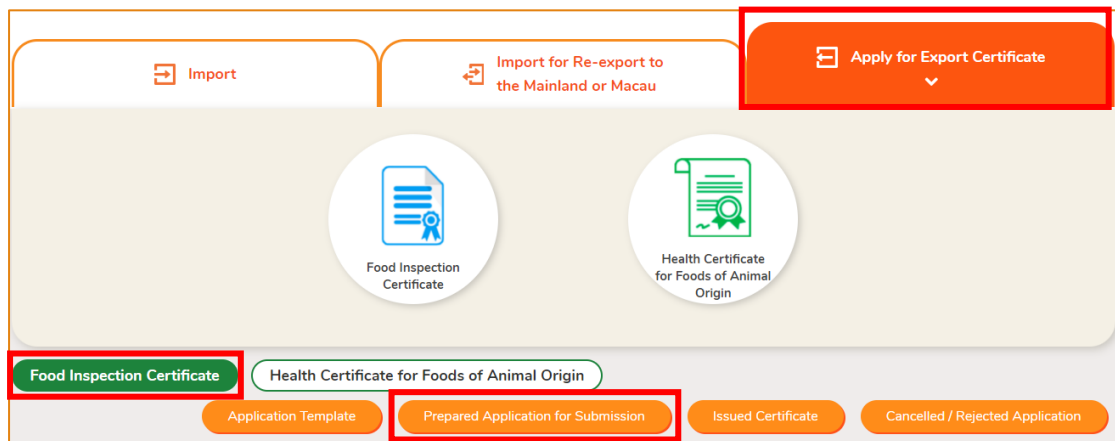


The screenshot shows the bottom navigation bar of the application. It contains two buttons: 'Add Food Item' and 'Add Food Factory'. Below these are four buttons: 'Back', 'Save', 'Close', and 'Next'. The 'Save' button is highlighted with a red box.

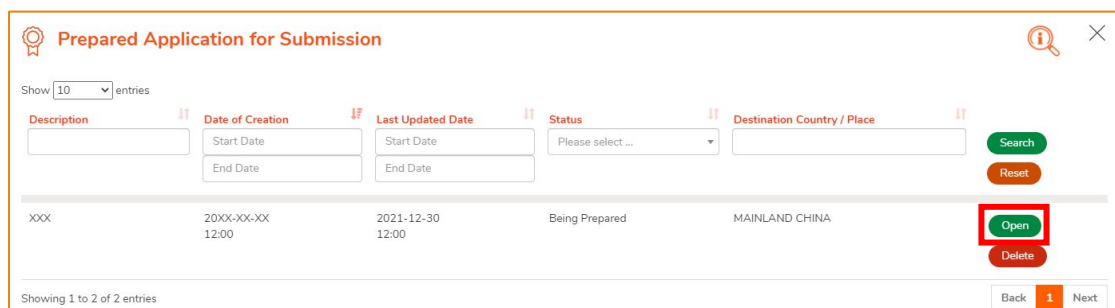
15. You may click **Continue** to proceed with the application or click **Quit** to return to the main page.



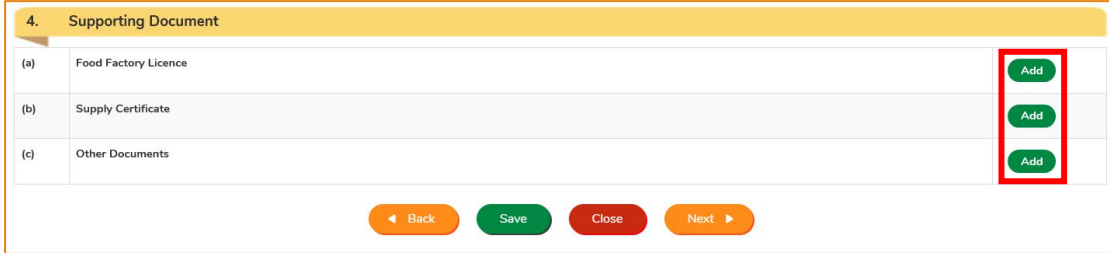
16. If you have chosen to **Quit**, you may retrieve the saved application by clicking **Food Inspection Certificate** and then **Prepared Application for Submission** on the main page.



17. Select the saved application and click **Open** to continue the Food Inspection Certificate application.



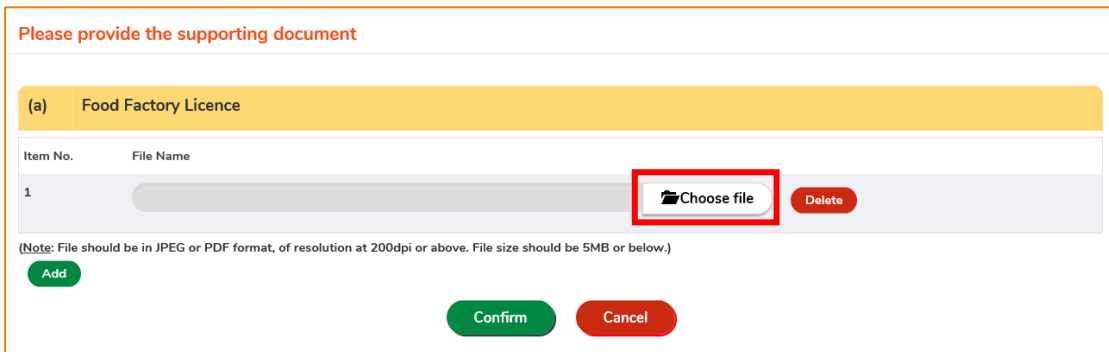
18. To proceed with the application, provide Food Factory Licence and other documents as required by clicking **Add**.



4. Supporting Document		
(a)	Food Factory Licence	Add
(b)	Supply Certificate	Add
(c)	Other Documents	Add

◀ Back Save Close Next ▶

19. Click **Choose file** to select the image file of the Food Factory Licence, then click **Confirm**.



Please provide the supporting document

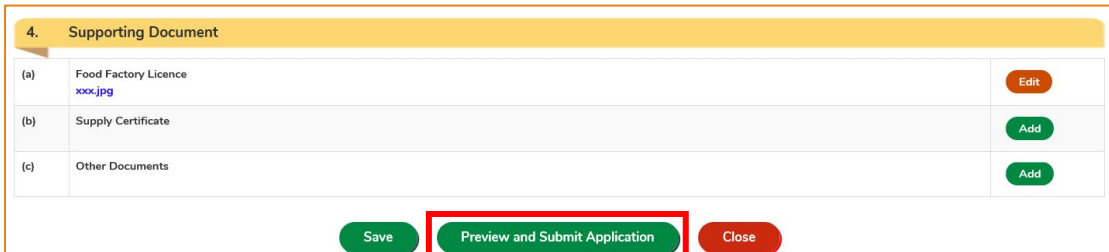
(a) Food Factory Licence	
Item No.	File Name
1	<input type="text"/> Choose file Delete

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

Add Confirm Cancel

(Note: The file to be uploaded has to meet certain specifications, including the format, resolution and size.)

20. After providing and uploading all required information and files, please click **Preview and Submit Application**.



4. Supporting Document		
(a)	Food Factory Licence xxx.jpg	Edit
(b)	Supply Certificate	Add
(c)	Other Documents	Add

Save Preview and Submit Application Close

21. The information you have just provided will be shown in this Preview Page. Review the information before submitting the application. If amendment is required, click **Amend** to do so, or else click **Confirm** to proceed with the declaration.

4. Supporting Document

(a)	Food Factory Licence xxx.jpg
(b)	Supply Certificate
(c)	Other Documents

Confirm
Amend
Print


22. Tick the checkbox and click **Submit** to complete the application.

Declaration

I hereby declare that I am the importer of the food in respect of which this declaration is made and that the particulars given in this declaration are true and that the food imported shall be as described. I fully understand the "[Personal Information Collection Statement](#)".

Submit
Return

23. After submission, you will receive an acknowledgement with information including the Application No. and Application Date. You can choose to save the information of this application as a template for future use by clicking **Save as Template**. For details, please refer to the following section **Application Template**. If you do not choose to create a template, simply click **Close** to return to the main page.

 **Application Submitted Successfully**

Application No.	FIC-XX-N-XXXX
Application Date	202X-XX-XX 12:00:00

For any enquiries, please contact:


Centre for Food Safety, Food and Environmental Hygiene Department
43rd Floor, Queensway Government Offices, 66 Queensway, Hong Kong
Tel. No.: 2867 5560 Fax No.: 2521 4784

Save as Template
Print
✕ Close

APPLICATION TEMPLATE

CREATE A FOOD INSPECTION CERTIFICATE TEMPLATE

1. Click **Save as Template** to save the submitted application as a template.

 **Application Submitted Successfully**

Application No.	FIC-XX-N-XXXX
Application Date	202X-XX-XX 12:00:00

For any enquiries, please contact:

Centre for Food Safety, Food and Environmental Hygiene Department
43rd Floor, Queensway Government Offices, 66 Queensway, Hong Kong
Tel. No.: 2867 5560 Fax. No.: 2521 4784

Save as Template **Print** **Close**

2. Assign a name to the template then click **Save** to complete.

Input Template Name

Save **Cancel**

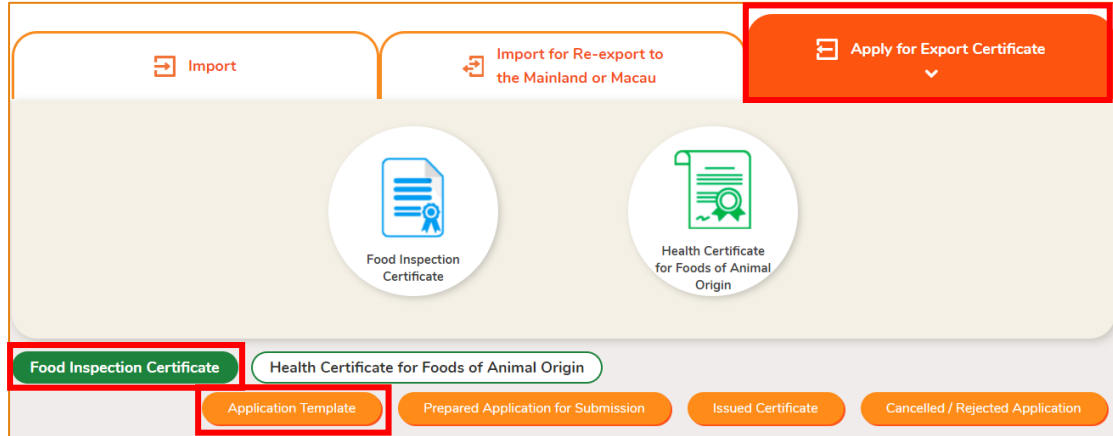
3. The template has been successfully saved, click **Close**.

Template "XXX" is successfully saved

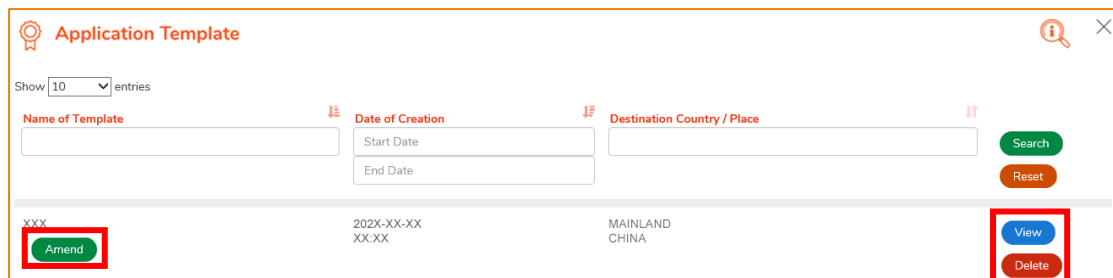
Close

VIEW APPLICATION TEMPLATE

- To view the saved templates, choose **Food Inspection Certificate** on the main page and then click **Application Template**.



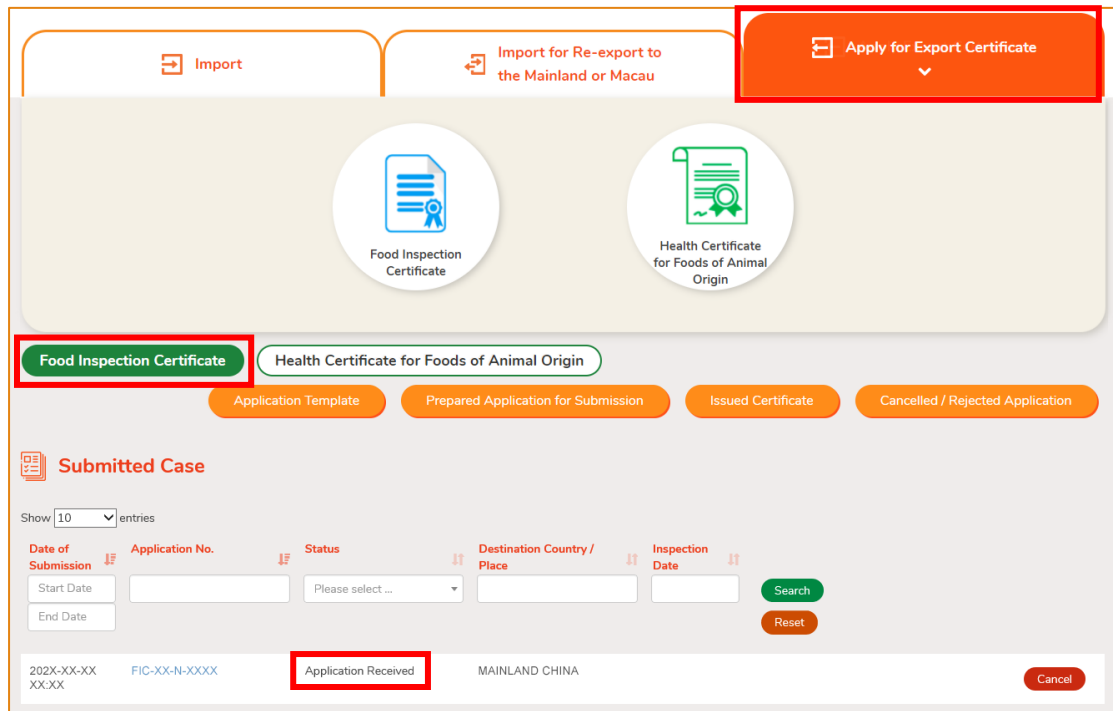
- Click **View** to look into the template details. If you want to remove the template, click **Delete**. If you want to amend the name of template, click **Amend**.



VIEW / AMEND / CANCEL SUBMITTED APPLICATIONS

VIEW THE SUBMITTED FOOD INSPECTION CERTIFICATE APPLICATIONS

1. Click [Apply for Export Certificate](#) on the main page and then [Food Inspection Certificate](#) below to view all the submitted case(s).
2. The status of the newly submitted application will be shown as [Application Received](#). You may click on the application number to look into the details of the corresponding application.

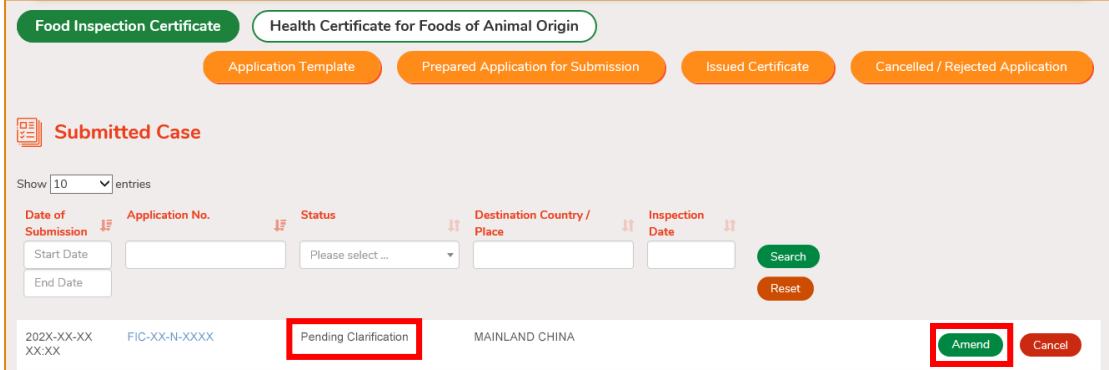


The screenshot displays the application interface with the following elements:

- Navigation tabs: Import, Import for Re-export to the Mainland or Macau, and **Apply for Export Certificate** (highlighted in red).
- Service icons: Food Inspection Certificate and Health Certificate for Foods of Animal Origin.
- Filter tabs: **Food Inspection Certificate** (highlighted in green), Health Certificate for Foods of Animal Origin, Application Template, Prepared Application for Submission, Issued Certificate, and Cancelled / Rejected Application.
- Submitted Case section:
 - Show 10 entries
 - Search filters: Date of Submission (Start/End Date), Application No., Status (Please select...), Destination Country / Place, and Inspection Date.
 - Buttons: Search and Reset.
 - Table row: 202X-XX-XX XX-XX | FIC-XX-N-XXXX | **Application Received** (highlighted in red) | MAINLAND CHINA | Cancel

AMEND THE SUBMITTED FOOD INSPECTION CERTIFICATE APPLICATION

- During the approval process, the Centre for Food Safety may require clarification or supplementary information from you. The application status will then change to **Pending Clarification**. Click **Amend** to make the necessary amendments.



Food Inspection Certificate | Health Certificate for Foods of Animal Origin

Application Template | Prepared Application for Submission | Issued Certificate | Cancelled / Rejected Application

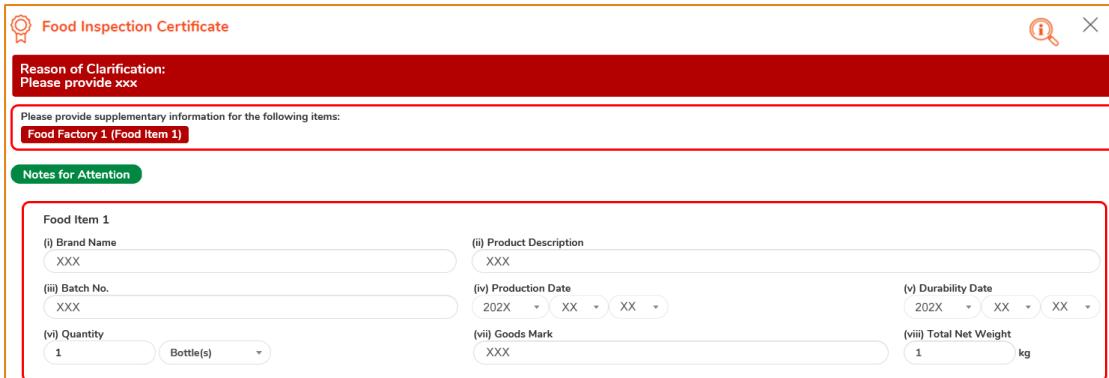
Submitted Case

Show 10 entries

Date of Submission	Application No.	Status	Destination Country / Place	Inspection Date
Start Date End Date	202X-XX-XX XX-XX	FIC-XX-N-XXXX Pending Clarification	MAINLAND CHINA	

Search | Reset | **Amend** | Cancel

- Make amendment or provide supplementary information as requested.



Food Inspection Certificate

Reason of Clarification:
Please provide xxx

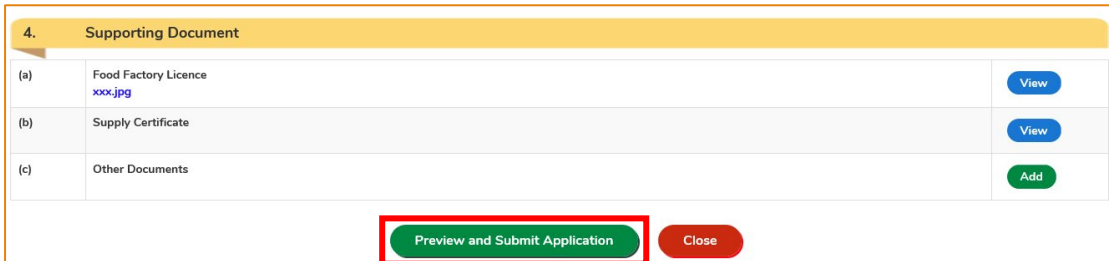
Please provide supplementary information for the following items:
Food Factory 1 (Food Item 1)

Notes for Attention

Food Item 1

(i) Brand Name XXX	(ii) Product Description XXX	(v) Durability Date 202X XX XX
(iii) Batch No. XXX	(iv) Production Date 202X XX XX	(viii) Total Net Weight 1 kg
(vi) Quantity 1 Bottle(s)	(vii) Goods Mark XXX	

- After amending the information, click **Preview and Submit Application** to complete the application.



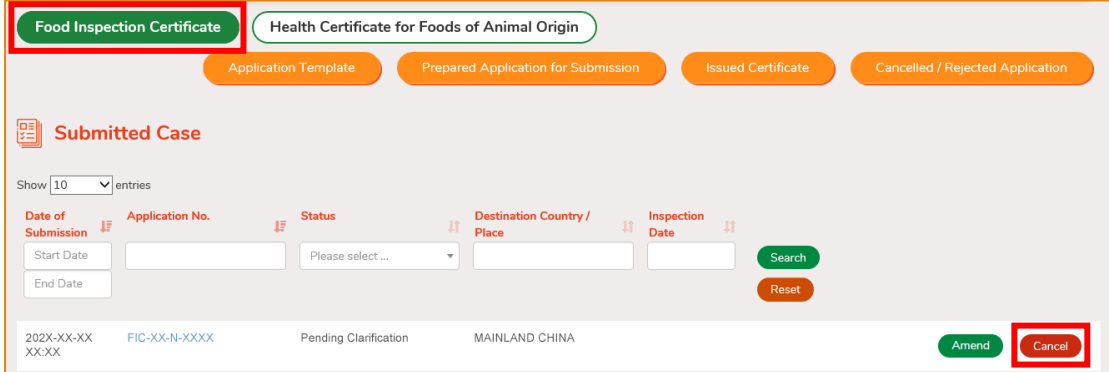
4. Supporting Document

(a)	Food Factory Licence xxx.jpg	View
(b)	Supply Certificate	View
(c)	Other Documents	Add

Preview and Submit Application | Close

CANCEL A SUBMITTED APPLICATION

1. You may cancel an application only when it is pending approval. Choose the application and click **Cancel**.



Food Inspection Certificate | Health Certificate for Foods of Animal Origin

Application Template | Prepared Application for Submission | Issued Certificate | Cancelled / Rejected Application

Submitted Case

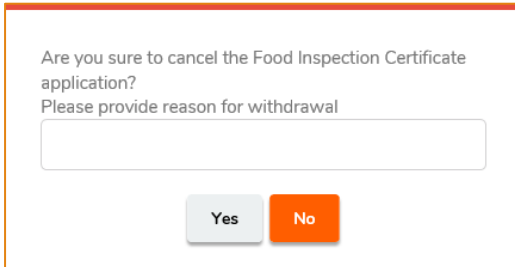
Show 10 entries

Date of Submission	Application No.	Status	Destination Country / Place	Inspection Date
Start Date End Date	<input type="text"/>	Please select ...	<input type="text"/>	<input type="text"/>

202X-XX-XX XX-XX | FIG-XX-N-XXXX | Pending Clarification | MAINLAND CHINA

Amend | **Cancel**

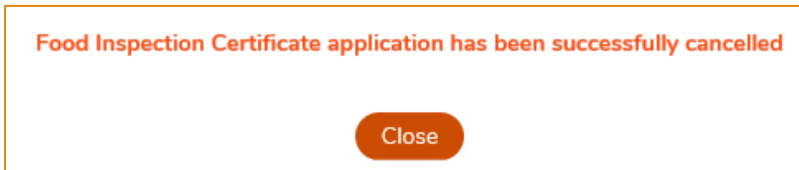
2. State the reason for cancelling the application, then click **Yes**.



Are you sure to cancel the Food Inspection Certificate application?
Please provide reason for withdrawal

Yes No

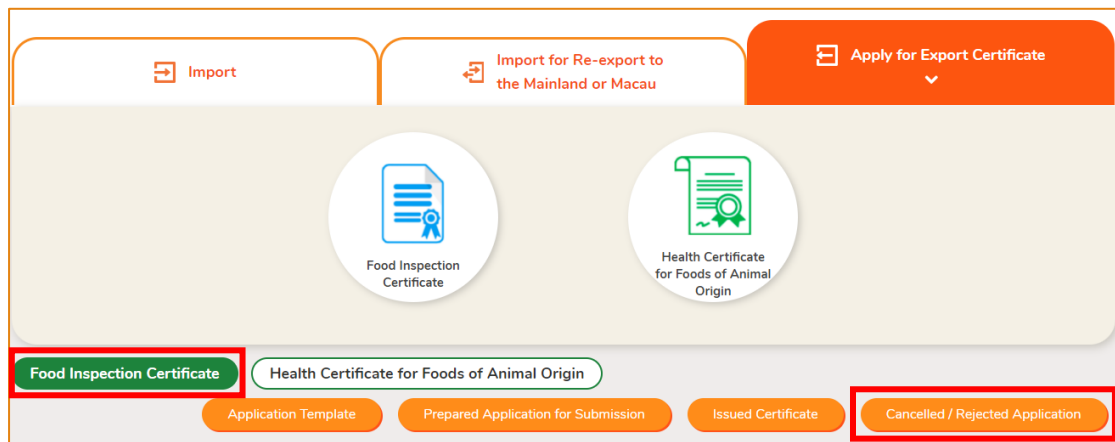
3. System will display the message **Food Inspection Certificate application has been successfully cancelled**. Click **Close** to return to the main page.



Food Inspection Certificate application has been successfully cancelled

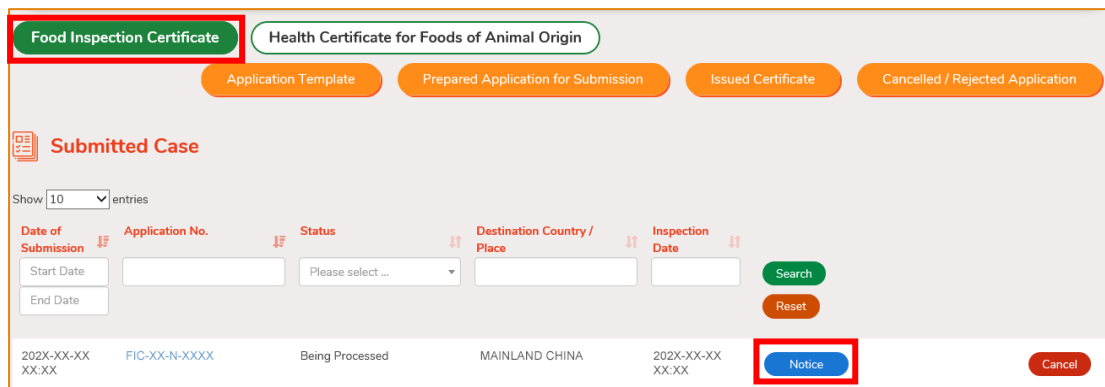
Close

4. Choose **Food Inspection Certificate** on the main page, click **Cancelled / Rejected Application** to view the cancelled application.



VIEW THE FOOD INSPECTION NOTICE

- During the submission process, the Centre for Food Safety will schedule the Food Inspection for you. The application status will then change to **Being Processed**. Click **Notice** to view the Food Inspection Notice.

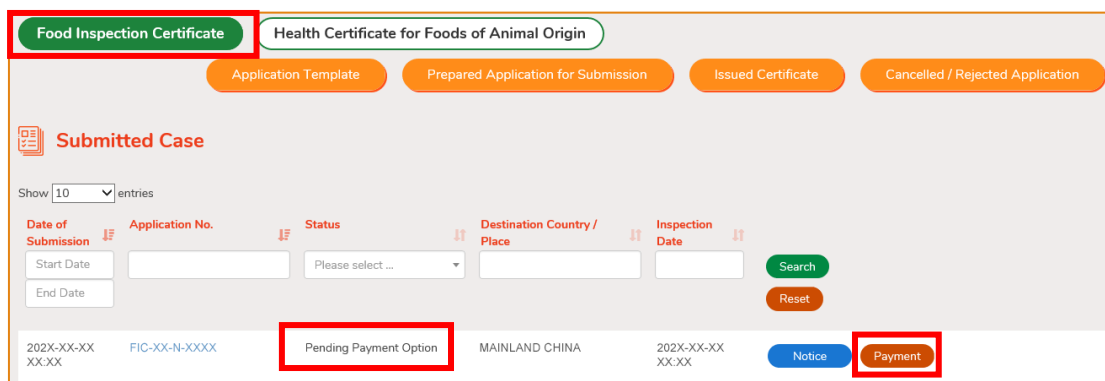


The screenshot shows the 'Food Inspection Certificate' section of the portal. Under the 'Submitted Case' heading, there is a table with the following data:

Date of Submission	Application No.	Status	Destination Country / Place	Inspection Date	
202X-XX-XX XX-XX	FIC-XX-N-XXXX	Being Processed	MAINLAND CHINA	202X-XX-XX XX-XX	Notice Cancel

PAYMENT OPTIONS


- After your application has been approved, the application status will change to **Pending Payment Option**. You have to pay for the certificate and the Certified True Copy of the certificate (if necessary). Click **Payment** to look into the details.



The screenshot shows the 'Food Inspection Certificate' section of the portal. Under the 'Submitted Case' heading, there is a table with the following data:

Date of Submission	Application No.	Status	Destination Country / Place	Inspection Date	
202X-XX-XX XX-XX	FIC-XX-N-XXXX	Pending Payment Option	MAINLAND CHINA	202X-XX-XX XX-XX	Notice Payment

- Select **Online Payment** if you prefer to pay online, otherwise select **Payment in Person**. Choose either one of the methods you would like to collect the certificate: **By Registered Mail** or **In Person**. Then click **Submit** to proceed.

 **Select a Payment Method**
✕

Disclaimer


- Please record the transaction reference number which will be generated by the system after you have successfully made the online payment. Or you may print this page for enquiring about the payment status if necessary.
- Please DO NOT leave this e-service after clicking the "Pay" button until you have received the acknowledgement page. Otherwise, your online payment may not be completed.
- Merchant Name is applicable to credit card payment method only.

Application No.:	FIC-XX-N-XXXX
Food Inspection Certificate	\$XXXX + \$XXX x 0 HK\$,XXX.XX
Certified true copy of Food Inspection Certificate	HK\$XXX x 1 HK\$,XXX.XX
Amount Payable:	HK\$,XXX.XX (Excluding Postage Fee)
Payment Method:	<input type="radio"/> Online Payment <input type="radio"/> Payment In Person
Certificate Collection Method:	<input type="radio"/> By Registered Mail <input type="radio"/> In Person (+HK\$,XX.XX)

Submit
Cancel





(Please note that if you have chosen Payment in Person, you are only allowed to collect the certificate in person.)

- If you choose to pay online, select the credit card used for this payment, then click **Pay**.

 **Select a Payment Method**




Merchant Name:	FOOD INSPECTION CERT E-PAYMENT
Type:	Application for Food Inspection Certificate
Application No.:	FIC-XX-N-XXXX
Transaction Reference No.:	XXXXXXXXXXXXXXXXXXXX
Payment Amount:	HK\$ X,XXX.00

Please choose a payment method

Back
Pay
Cancel

- After completing online payment, you will receive an acknowledgement with information including the Application No., Transaction Reference No. and Transaction Date & Time.

 **Acknowledgement**
 

Application No.:	FIC-XX-N-XXXX
Transaction Reference No.:	XXXXXXXXXX
Transaction Date & Time:	XXXX-XX-XX 12:00:00
Payment Amount:	HK\$,XXX.XX
Payment Method:	XXXX

Successful Payment

For any enquiries, please contact:


Centre for Food Safety, Food and Environmental Hygiene Department
43rd Floor, Queensway Government Offices
66 Queensway, Hong Kong


Tel. No.: 2867 5560 Fax No.: 2521 4784


Print
Close


VIEW NOTIFICATIONS ABOUT THE APPLICATIONS


- Choose **Notification** on the main page to view all incoming messages related to the applications.


 Importing / Exporting Food


 e-Health Certificate Enquiry


 Recording Food Arrival Information

 Food Import Related Information

 **81**
Notification

 Trader Registration Maintenance

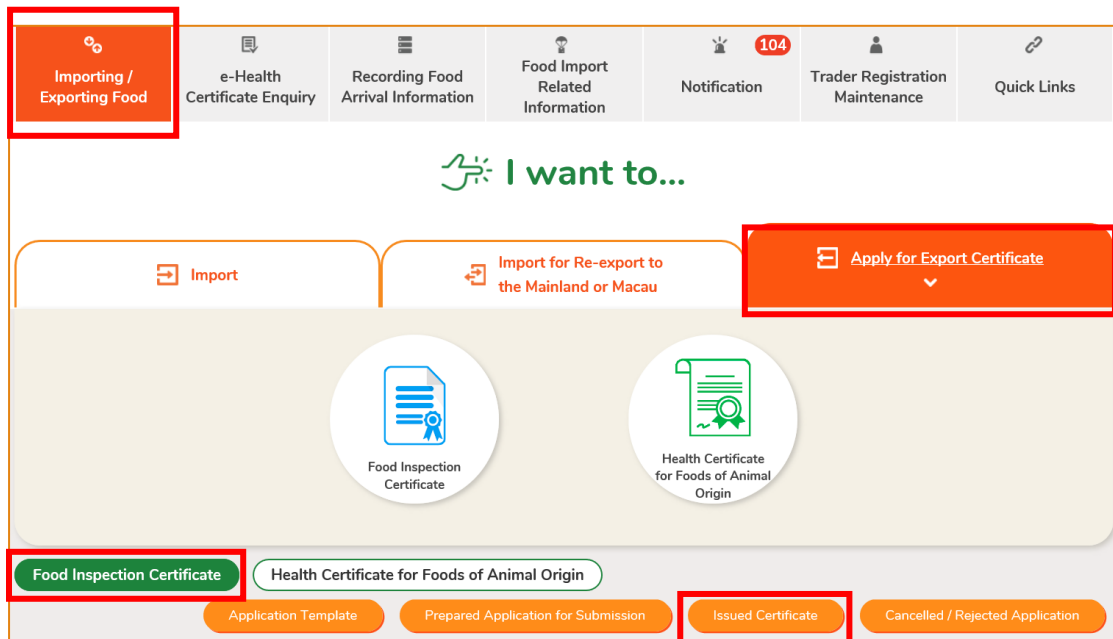
 Quick Links

 **Notification**

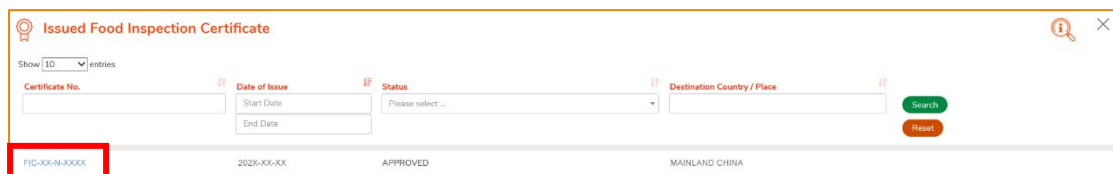
Delete Show entries

	Date	Category	Subject
<input type="checkbox"/>	202X-XX-XX 12:00	Export Certificate	Payment and Collection of Food Inspection Certificate (No.FIC-XX-XXXX) #CURACAO
<input type="checkbox"/>	202X-XX-XX 12:00	Export Certificate	Approval of Food Inspection Certificate Application (No. FIC-XX-N-XXXX) #ALBANIA
<input type="checkbox"/>	202X-XX-XX 12:00	Export Certificate	Withdrawal of Food Inspection Certificate Application (No. FIC-XX-N-XXXX) #CURACAO
<input type="checkbox"/>	202X-XX-XX 12:00	Export Certificate	Supplement to Food Inspection Certificate Application (No. FIC-XX-N-XXXX) #ALBANIA

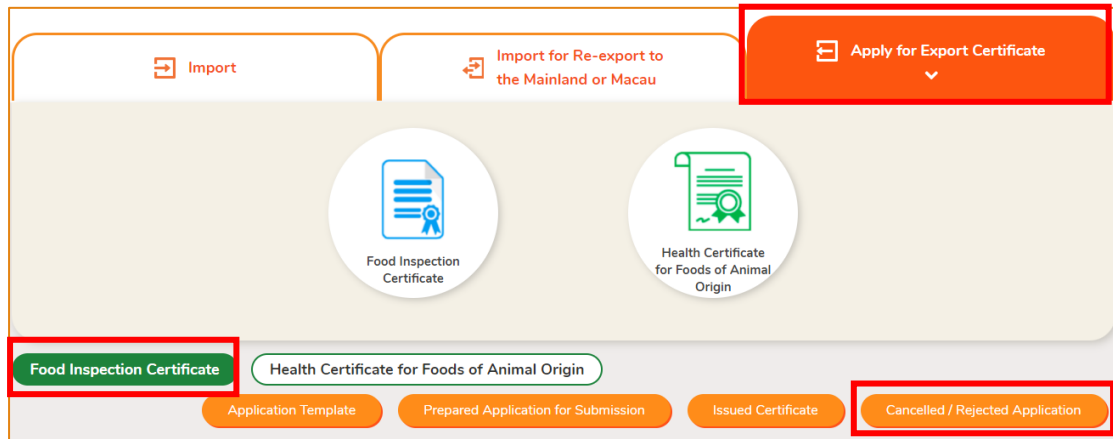
- Upon receiving notification that the Food Inspection Certificate has been issued, you can go to **Importing / Exporting Food** on the main page. Click **Apply for Export Certificate** and choose **Food Inspection Certificate** to view the **Issued Certificate**.



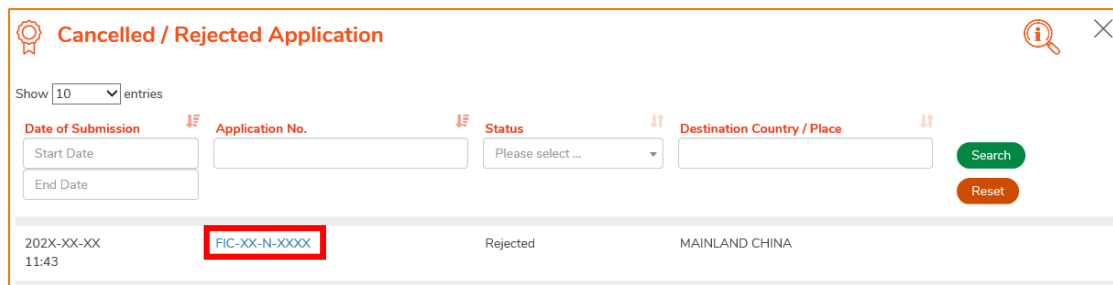
- Click on the Certificate Number to look into the details of the Food Inspection Certificate issued.



- Similarly, you may click **Importing / Exporting Food** on the main page, then click **Apply for Export Certificate** before clicking **Food Inspection Certificate** and **Cancelled / Rejected Application** for details on a rejected application if you receive a notification of the application being rejected.



- Click on the application number to see the reason of rejection.



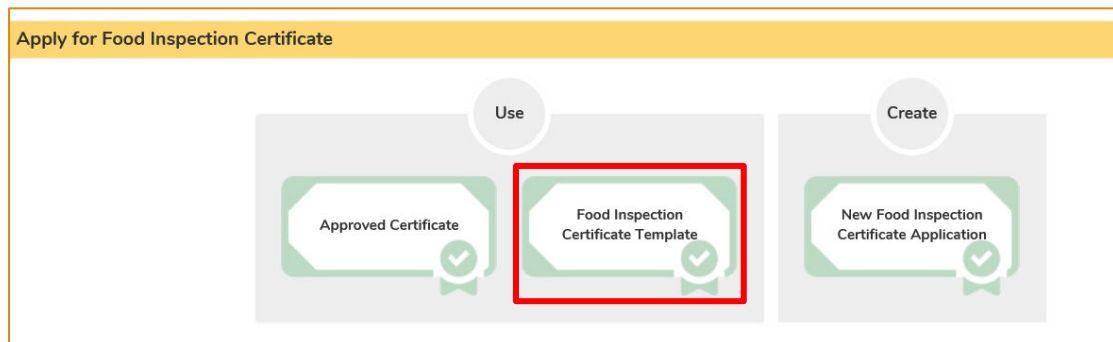
HOW TO APPLY FOR A NEW FOOD INSPECTION CERTIFICATE USING OTHER FEATURES IN FTP

Apart from using the method mentioned earlier in this training manual to create a new Food Inspection Certificate, the options below can also be used:

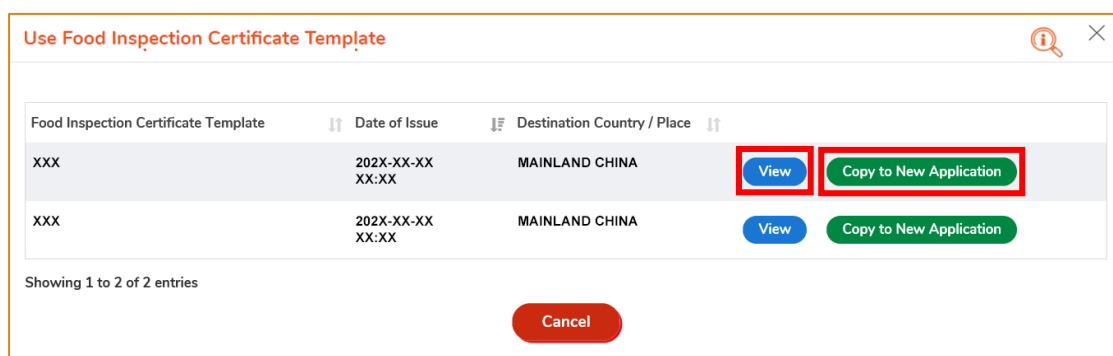
- (1) Approved Certificate
- (2) Food Inspection Certificate Template

SELECT A FUNCTION TO CREATE A NEW APPLICATION

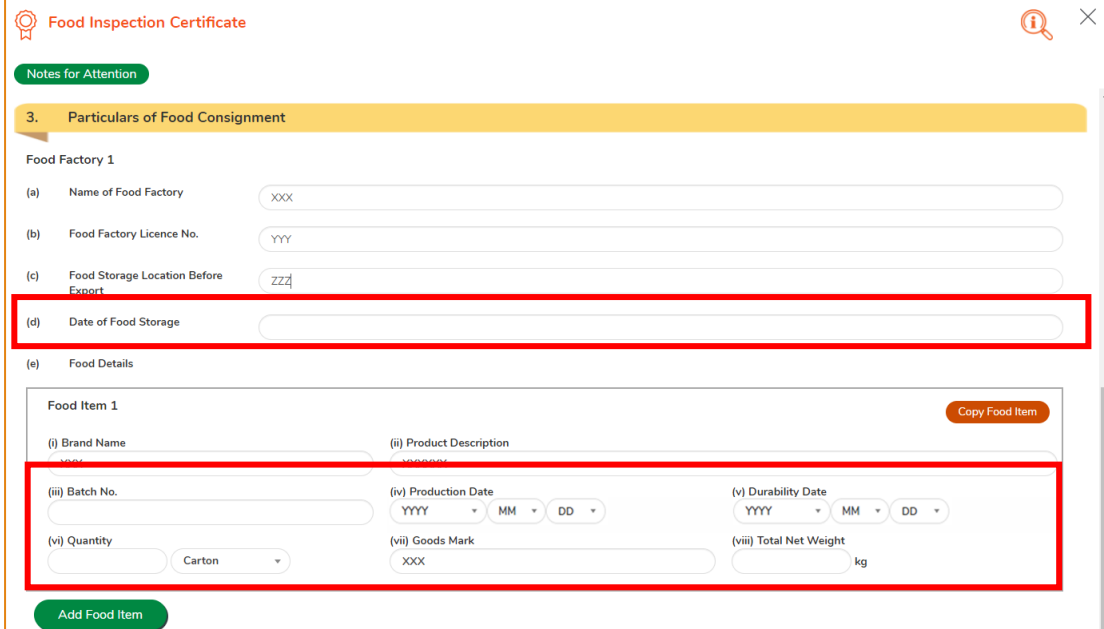
1. Assuming Food Inspection Certificate template is used to create a new application, click [Food Inspection Certificate Template](#).



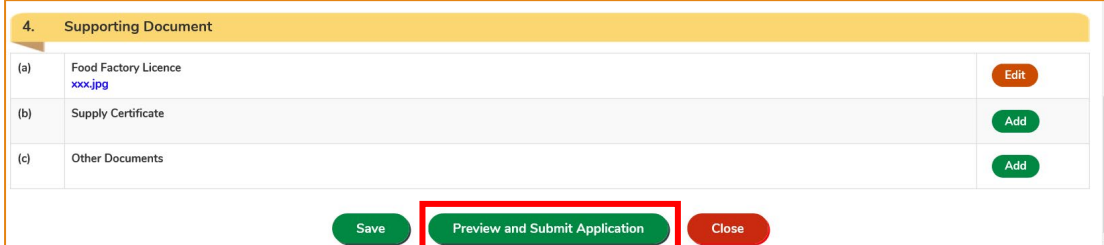
2. Select the relevant Food Inspection Certificate template, click [View](#) to browse the template and then click [Copy to New Application](#).



- Almost all the information in the template will be copied to the new application. You only have to input or amend the required information, such as the Date of Food Storage, Production Date, Total Net Weight, etc.



- Upon completion, click **Preview and Submit Application** to submit the application.



- Likewise, you may create a new application using **Approved Certificate** in [STEP 1] of this section. The procedure is essentially the same as using Food Inspection Certificate Template.