DOCUMENT W0403
REVISION 1

GUIDELINE

E-PORTAL AND HALAL SHIPMENT CERTIFICATES



GUIDELINES

How to request Halal Shipment Certificates and Registering on the HQC E-Portal

Please note that our E-Portal might have continuous updates or upgrades.

Guidelines only applicable to customers of Halal Quality Control (HQC)

TABLE OF CONTENTS

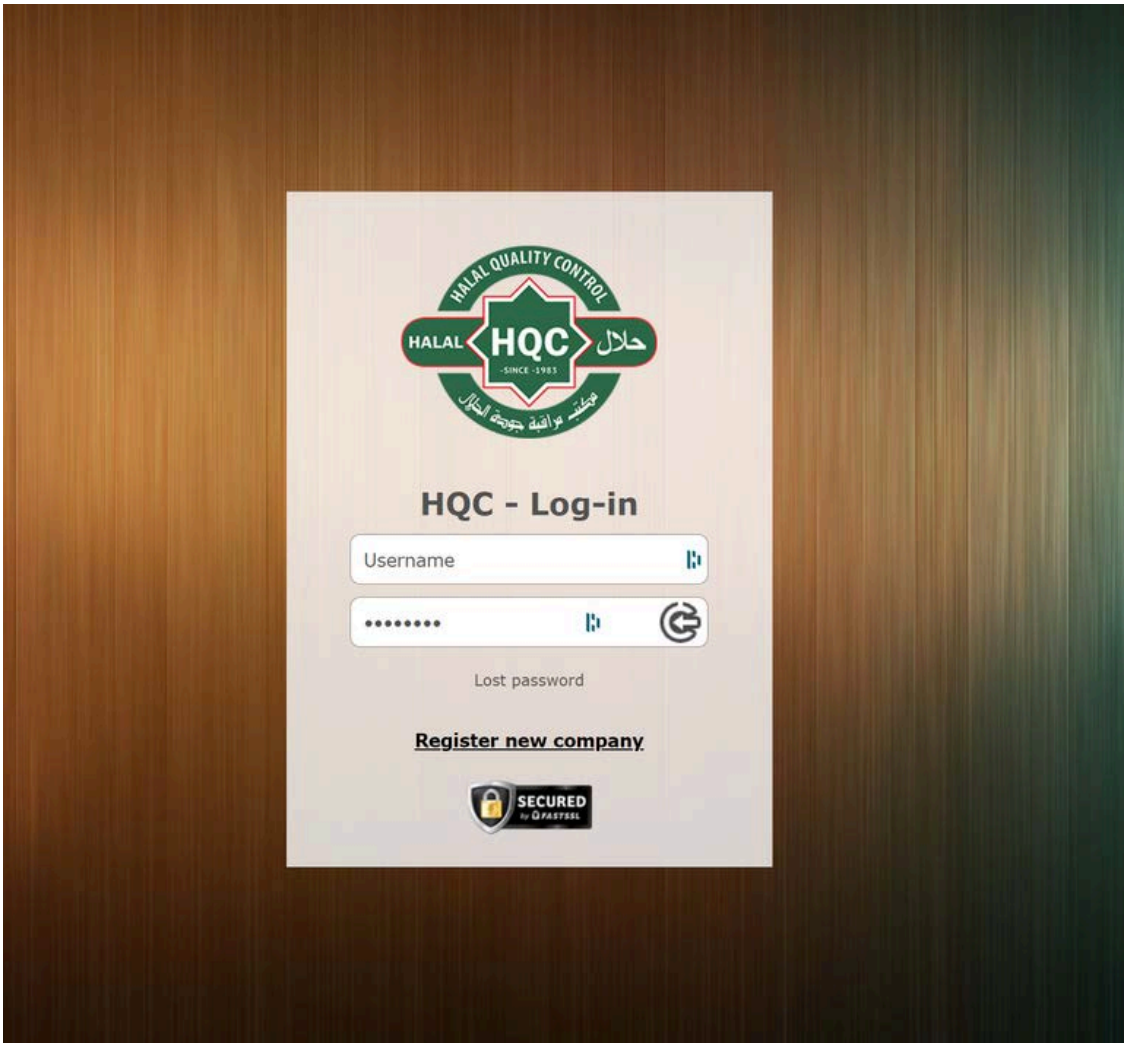
- Registering on E-Portal
- Logging in
- Requesting Shipment Certificates
- Types of Shipment Certificates
- Specific Notes for Saudi Arabia
- Specific Notes for United Arab Emirates
- Specific Notes for Qatar
- Additional Requirements
- Contact and Support

REGISTERING ON THE **E-PORTAL**

YOU MAY SKIP THIS STEP IF YOU ALREADY HAVE AN ACCOUNT

STEP 1

- Visit **hqc.halaloffice.com**
- Click on **Register New Company**

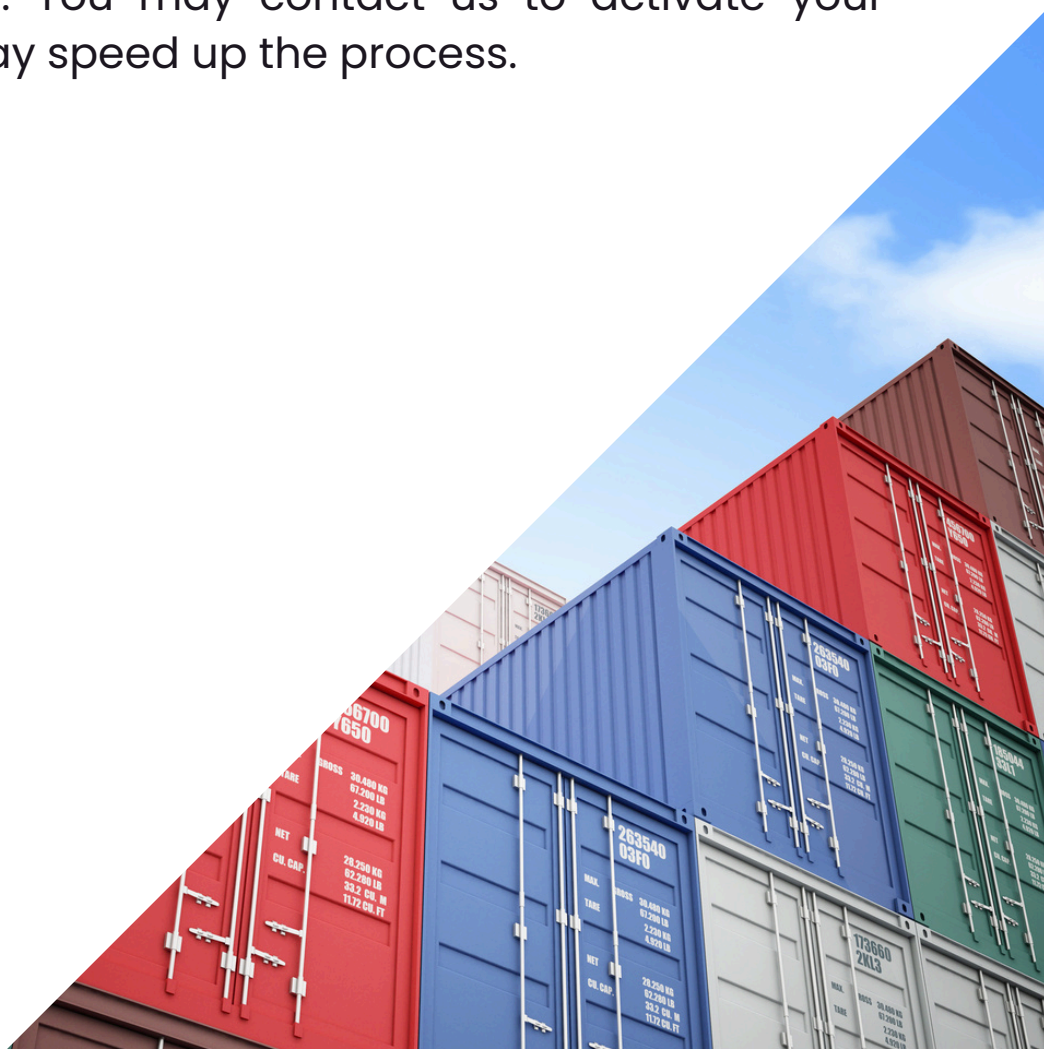




REGISTERING ON THE E-PORTAL

STEP 2

- Fill in your details
- Please describe the **Scope of Activities** correctly as per your production activities
- In the **Billing Address** section, please ensure you describe the correct e-mails for receiving invoices
- Create a Username and Password
- After submitting your request, your account will be manually activated by HQC. You may contact us to activate your account as this may speed up the process.

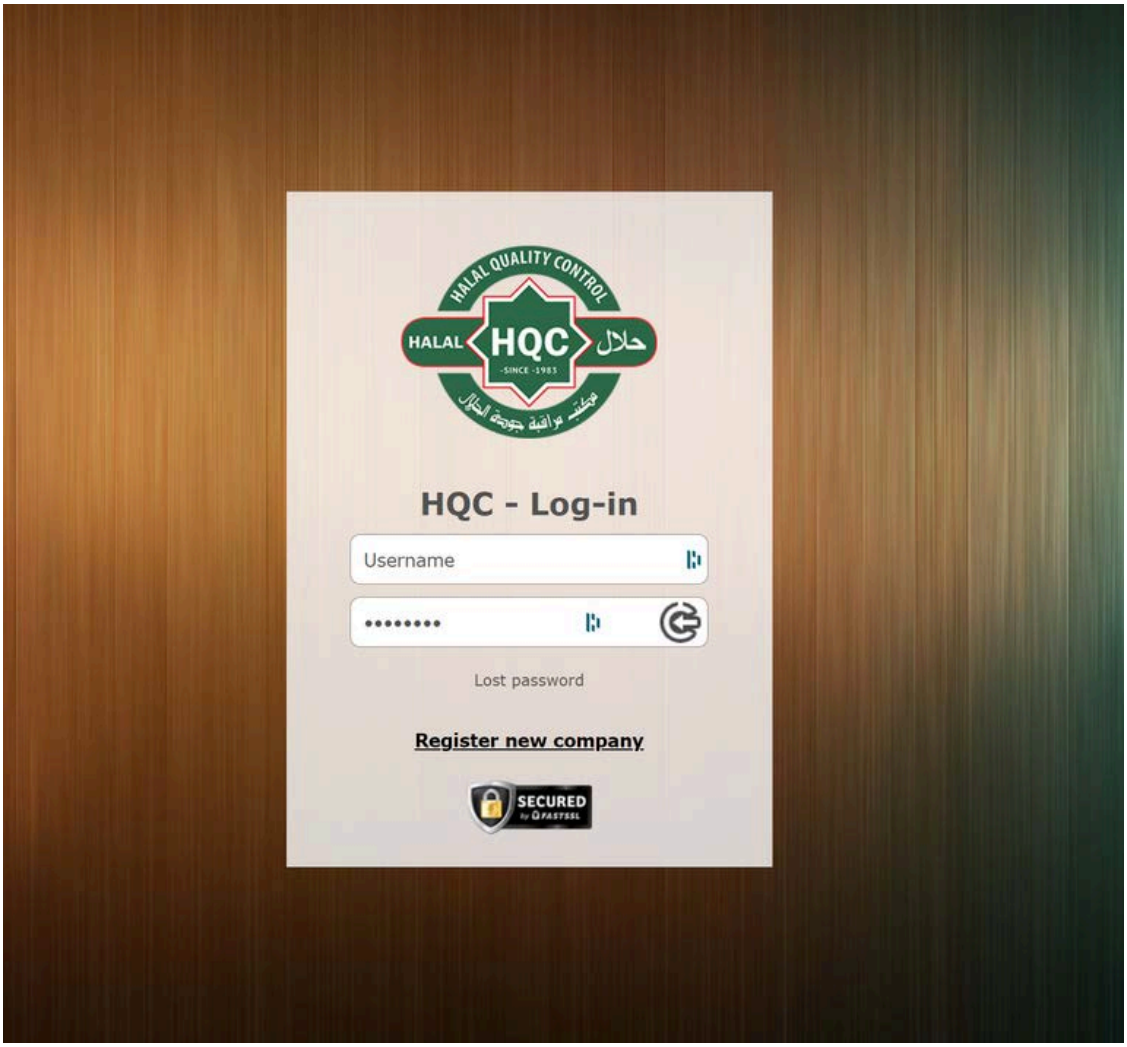


LOGGING INTO THE E-PORTAL

YOU MAY SKIP THIS STEP IF YOU ALREADY HAVE AN ACCOUNT

STEP 1

- Visit **hqc.halaloffice.com**
- Enter your Username and Password

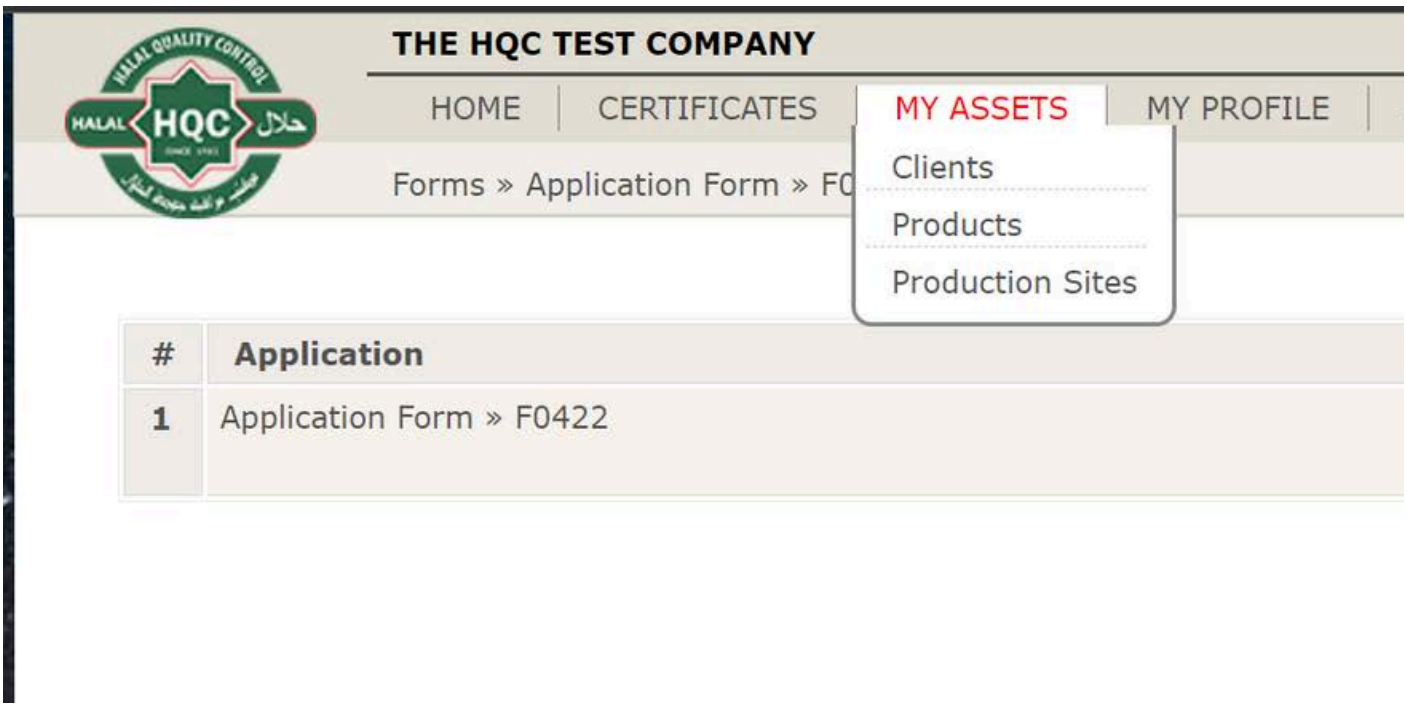




REQUESTING
SHIPMENT CERTIFICATES

STEP 1

- When logged in, click on **My Assessts**
- Select **Clients**





REQUESTING
SHIPMENT CERTIFICATES

STEP 1

- Fill in the Details of your Client (usually the Importer)
- Click Save

Add / Edit Clients of: **The HQC Test Company**

Add / edit a company	
Company name*:	
Is this client halal certified?*:	Please select
CONTACT PERSONS	
Title / name:	Mr. / Name
Surname:	
Function:	
ADDRESS	
Street:	
Zip code / city:	City
Country:	Select country
Tel:	
Mobile:	
Email:	

SAVE RESET

Fields with (*) are required



REQUESTING
SHIPMENT CERTIFICATES

STEP 2

- When logged in, click on **Certificates**
- Select a Type (A or B)





REQUESTING
SHIPMENT CERTIFICATES

STEP 2

- Fill in the necessary data

CERTIFICATE TYPE B (NON-FRESH MEATS / FOODS / BEVERAGES / COSMETICS)

Certificate Title: ☐ Remove the word **SHIPMENT** from certificate title.

Producer*: Select Producer

Importer*: Select Importer

Exporter*: Select Exporter

Weight*: **Gross weight:** KG [Kilogram] , G [Grams]

Net weight: KG [Kilogram] , G [Grams]

NOTE: Please insert the KILOGRAMS in the left field and the GRAMS in the right field.
Maximum 2 decimals can apply within the GRAMS field.
EXAMPLE: 1,75 KG = 1 Kilogram and 750 Grams.

Production date: *Maximum 100 characters 0*

Expiry date*: *Maximum 100 characters 0*

Transportation: **Method:** Vessel Container

Details:

HCDNr.:

Health Certificate Document number

Reference:

APPENDIX (PLEASE LIST YOUR ITEMS IN THIS FIELD):

Consignment Reference: Article No. / Lot No. / Batch No. الرقم المرجعي للشحنة	**Description of Shipped Products or Items** وصف المنتجات أو الأصناف المشحونة	**Quantity:** Total Amount of Products / Total Weight in Kilograms الكمية الاجمالية للمنتجات الوزن الاجمالي بالكلغ
width: 5 cm	Width: 8 CM	width: 5 cm

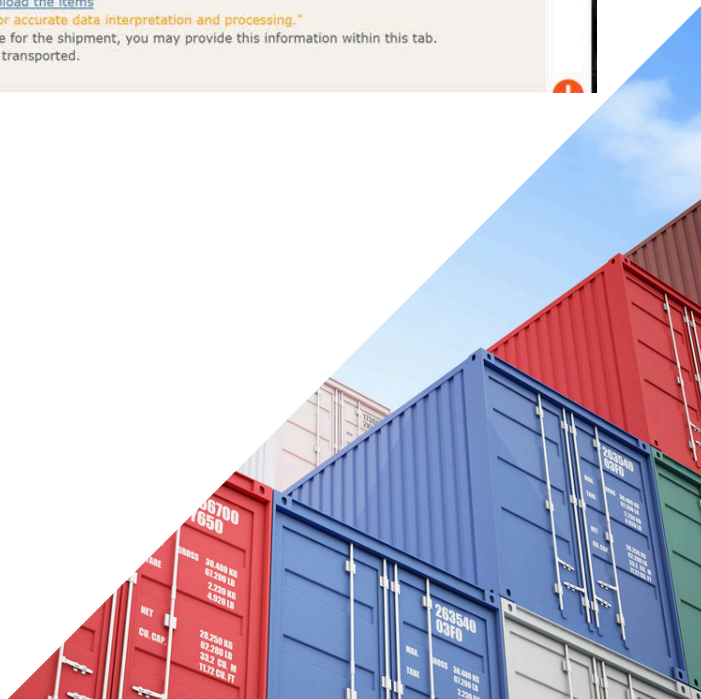
☐ Landscape Appendix **Font sizes:** Table head 12 point, Table products 12 point ☐ Remove arabic title.

ADD ITEM | IMPORT ITEMS FROM EXCEL FILE | EXPORT ITEMS TO EXCEL FILE

You can use the following Certificate-appendix template to upload the items

"Please ensure that the first row of the imported Excel file contains the titles of the columns for accurate data interpretation and processing."

1 – Consignment Reference: Please mention your batch number or lot number. If you have any other reference number or code for the shipment, you may provide this information within this tab.
2 - Description of Shipped Products or Items: Please mention briefly what kind of items, products, parts, or meats are being transported.
3 – Quantity: Please state the total number of kilograms, units, liters, grams, or number of products being transported.



REQUESTING
SHIPMENT CERTIFICATES

STEP 2

- Fill in the necessary data

CERTIFICATE TYPE B (NON-FRESH MEATS / FOODS / BEVERAGES / COSMETICS)

Certificate Title: ☐ Remove the word **SHIPMENT** from certificate title.

Producer*: Select Producer

Importer*: Select Importer

Exporter*: Select Exporter

Weight*: **Gross weight:** KG [Kilogram] , G [Grams]

Net weight: KG [Kilogram] , G [Grams]

NOTE: Please insert the KILOGRAMS in the left field and the GRAMS in the right field.
Maximum 2 decimals can apply within the GRAMS field.
EXAMPLE: 1,75 KG = 1 Kilogram and 750 Grams.

Production date: *Maximum 100 characters 0*

Expiry date*: *Maximum 100 characters 0*

Transportation: **Method:** Vessel Container

Details:

HCDNr.:

Health Certificate Document number

Reference:

APPENDIX (PLEASE LIST YOUR ITEMS IN THIS FIELD):

Consignment Reference: Article No. / Lot No. / Batch No. الرقم المرجعي للشحنة	**Description of Shipped Products or Items** وصف المنتجات أو الأصناف المشحونة	**Quantity:** Total Amount of Products / Total Weight in Kilograms الكمية الاجمالية للمنتجات الوزن الاجمالي بالكلغ
width: 5 cm	Width: 8 CM	width: 5 cm

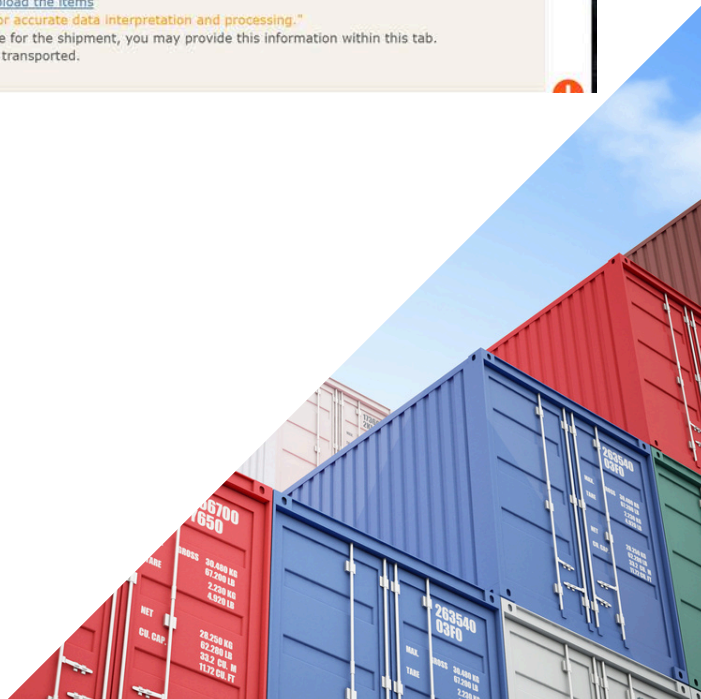
☐ Landscape Appendix **Font sizes:** Table head 12 point, Table products 12 point ☐ Remove arabic title.

ADD ITEM | IMPORT ITEMS FROM EXCEL FILE | EXPORT ITEMS TO EXCEL FILE

You can use the following Certificate-appendix template to upload the items

"Please ensure that the first row of the imported Excel file contains the titles of the columns for accurate data interpretation and processing."

1 – Consignment Reference: Please mention your batch number or lot number. If you have any other reference number or code for the shipment, you may provide this information within this tab.
2 - Description of Shipped Products or Items: Please mention briefly what kind of items, products, parts, or meats are being transported.
3 – Quantity: Please state the total number of kilograms, units, liters, grams, or number of products being transported.



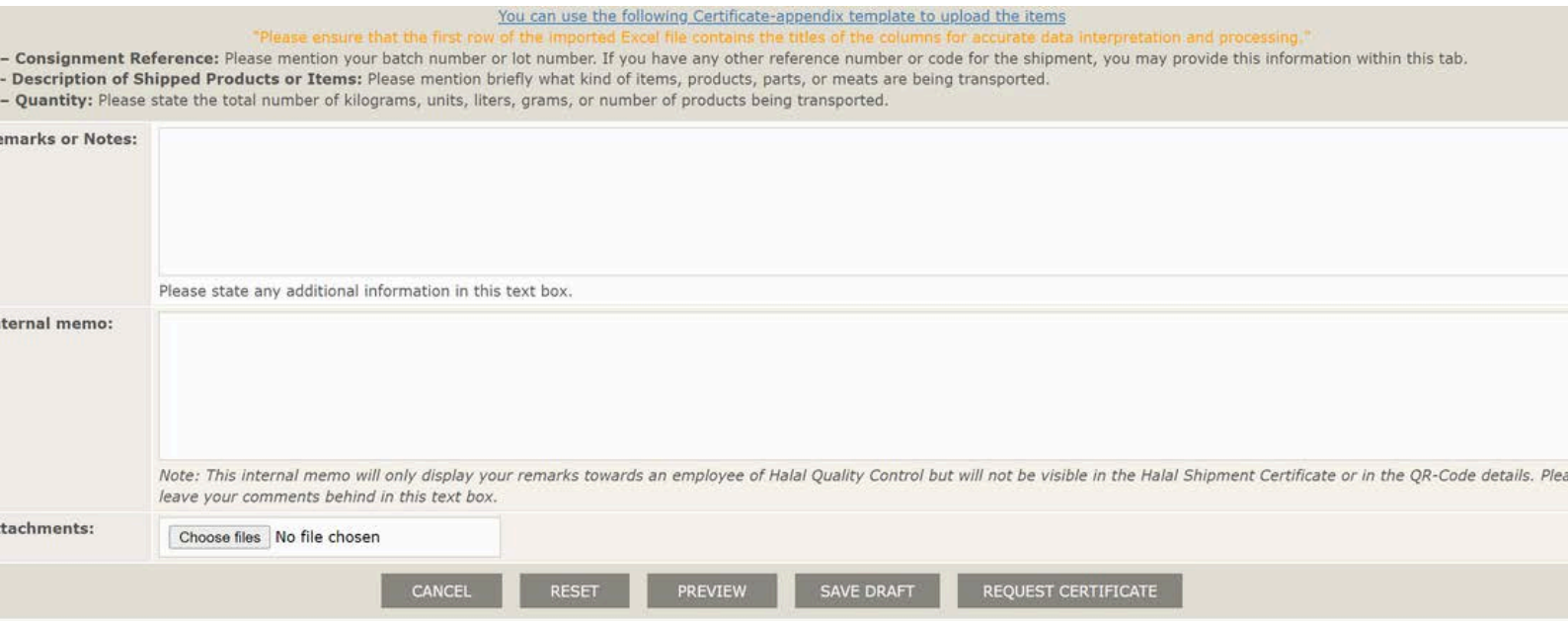
REQUESTING
SHIPMENT CERTIFICATES

STEP 2

- **In the Remarks or Notes Tab**, you may describe additional details which will be reflected on your Halal Shipment Certificates (for example multiple Expiry Dates
- You may write ' See Remarks' on other tabs to refer to the Remarks or Notes Tab

- In the **Internal Memo Tab**, you may leave notes or instructions for HQC to take into consideration (for example "Please send us a scan of the certificate to abc@abc.com" or "Please send the certificate by Express Delivery")

- You may Reset, Preview, Save a Draft, or Request the Certificate



REQUESTING
SHIPMENT CERTIFICATES

STEP 3

- **After Requesting the Certificate**, the request will be transferred to a HQC staff member for manual approval
- The Certificate will be validated in person and receive a QR code after validation for completion
- You may find a copy of your Certificate after approval in your Home Page on the Portal
- If you wish to speed up the process, please call your contact person
- If you wish to receive a scan of the original copy, please call your contact person to provide your e-mail
- If you wish to receive a hard copy by post, please call your contact person to request the service



TYPES OF
SHIPMENT CERTIFICATES

TYPE A

- **type A** Certificates are only meant for **Slaughtering Plants**

TYPE B

- **type B** Certificates are meant for **All Other Products**

EXAMPLES

- Please visit www.halalqualitycontrol.com/useful-documents to find examples of Types A and B



SPECIFIC NOTES
SAUDI ARABIA

SAUDI HALAL CENTER LOGO

- If our system detects that your Importer is located in Saudi Arabia, your Shipment Certificate will automatically include a Saudi Halal Center Logo as this is mandatory to be displayed

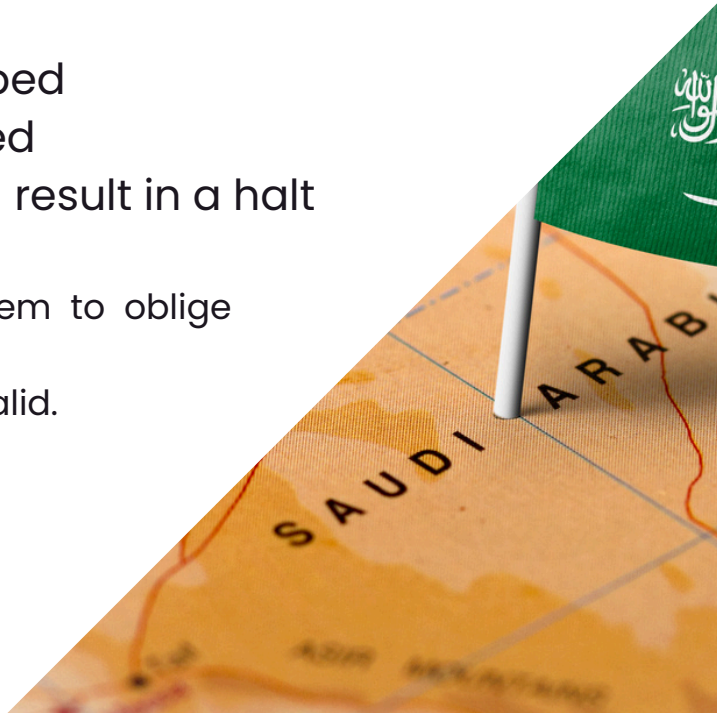
COUNTRY RESTRICTIONS

- We refer to our Saudi Arabia Export Guidelines for more information on Cross-Border and Neighbouring Restrictions
- You Shipment Certificate might be refused or put on hold if the Country Restrictions are not met

ADDITIONAL DETAILS REQUIRED

- **For shipments to Saudi Arabia,** additional details are required to be **filled in the Remarks or Notes Tab when requesting:**
- **The Commercial Registration Number** of your Importer must be described
- The **Shipping Port** must be described
- The **Port of Entry** must be described
- Failure to provide these details will result in a halt

NOTE: We are currently updating our system to oblige these details when adding a Client.
Until then, the above requirements remain valid.



SPECIFIC NOTES
SAUDI ARABIA

HALAL FACTORY CERTIFICATES MAY NOT BE ACCEPTED

- In general, the Saudi Arabian customs require a Halal Shipment Certificate per each incoming container containing animal meats or extractions

- As per **1 October 2024**, the Saudi Arabian customs will expand the mandate of Halal Shipment Certificates to a broader scope, including **any** product with a Halal Logo, a Halal Label, the wording Halal, or when providing a Halal Factory Certificate as a supporting document before export.

We refer to the Saudi Halal Center Circulation Letters for more details. These can be downloaded through our website.

Halal Factory Certificate = General HQC Certificate (Brown Version)



SPECIFIC NOTES
UNITED ARAB EMIRATES

EIAC LOGO

- If our system detects that your Importer is located in United Arab Emirates, your Shipment Certificate will automatically include an EIAC Logo as this is mandatory to be displayed

COUNTRY RESTRICTIONS

- When requesting Shipment Certificates for the UAE, country restrictions may apply for animal meats and extractions
- We refer to our website for an overview of our accreditations per country by EIAC (Emirates International Accreditation Centre) or MOIAT (Ministry of Industry and Advanced Technologies)



SPECIFIC NOTES
UNITED ARAB EMIRATES

HALAL FACTORY CERTIFICATES MAY NOT BE ACCEPTED

- In general, the UAE customs require a Halal Shipment Certificate per each incoming container containing animal meats or extractions

- Please do always check with your importer in the UAE before sending goods to understand what type of Halal Certificate is required

HALAL FACTORY CERTIFICATE = GENERAL HQC CERTIFICATE (BROWN VERSION)



SPECIFIC NOTES
QATAR

COUNTRY RESTRICTIONS

- When requesting Shipment Certificates for Qatar, **Only HQC The Netherlands or HQC Germany can be the issuers**
- HQC The Netherlands and Germany can issue Shipment Certificates throughout Europe, including the UK and Switzerland

COUNTRY RESTRICTIONS



SPECIFIC NOTES
QATAR

HALAL FACTORY CERTIFICATES MAY NOT BE ACCEPTED

- In general, the Qatari customs require a Halal Shipment Certificate per each incoming container containing animal meats or extractions

- Please do always check with your importer in Qatar before sending goods to understand what type of Halal Certificate is required

HALAL FACTORY CERTIFICATE = GENERAL HQC CERTIFICATE (BROWN VERSION)



ADDITIONAL **REQUIREMENTS**

MORE DETAILS IN THE CERTIFICATION SCHEME

- We refer to the HQC Halal Certification Scheme for additional information and explanation on the types of Halal Certificates issued by HQC. This scheme can be found on our Useful Documents tab.

CONDITIONS TO OBTAIN HALAL SHIPMENT CERTIFICATES

- Depending on your scope of activities and certification category, certain terms and conditions must be met before being able to request a Halal Shipment Certificate
- We refer to your contracts and/or the HQC Supervision Scheme for further details and explanations
- For certain regions or countries, specific requirements might be imposed for any Halal Shipment Certificate. This depends on the local governmental requirements for incoming goods
- For certain regions or countries, selected HQC offices might be mentioned as the issuing party of your certificate due to restrictions or local requirements
- Please be aware that due to the rapid evolvement and growth of the Halal products industry, changes and requirements might be introduced from time to time.



GET
IN TOUCH



CONTACT US :

You may reach out to your local HQC office or contact person for customer support.

For general inquiries or assistance, please do not hesitate to contact HQC Headquarters to be referred to any of our branches.