User Guide Halal Applicant V 1.0.0

Joint effort by JAKIM Halal Hub Division & DagangHalal Berhad
Wisma UOA II, Suite 10-10, No. 21 Jalan Pinang, 50450 Kuala Lumpur, Malaysia.
T: +603 - 2171 1128 | F: +603 - 2166 1148 E: contact@halalverified.com

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1.0 REGISTRATION

1.1. REGISTER

1) To create your Halal Applicant account, go to the Halal Verified Engine (HVE) home page: http://www.halalverified.com . (See Figure 1: Halal Verified Engine home page)

2) For new user, click on the [**REGISTER**].

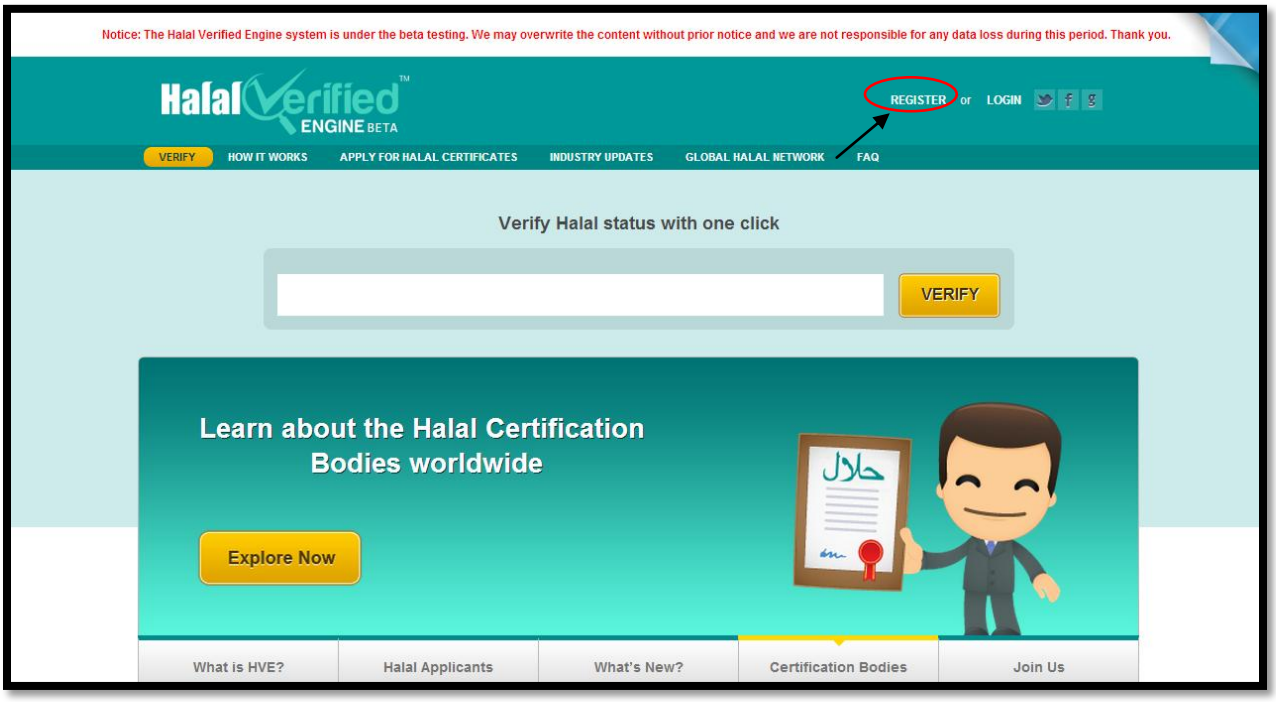

Figure 1: Halal Verified Engine home page.

3) Choose Halal Applicant on the right side and click on the [REGISTER]. (See Figure 2: Choose User Group)

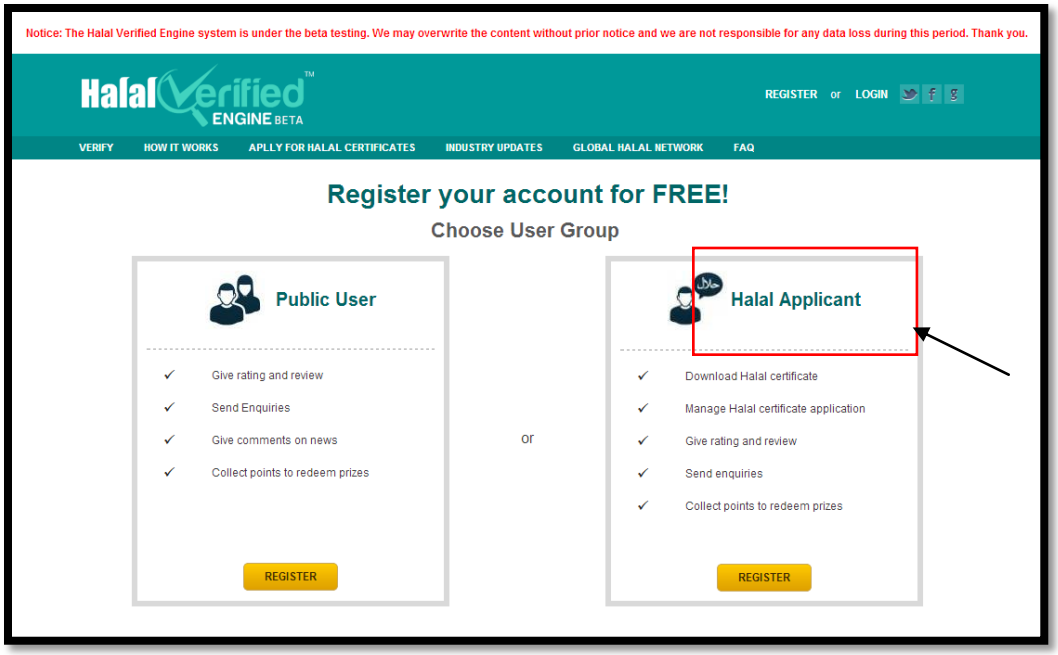

Figure 2: Choose User Group

4) The Halal Applicant Registration Form opens: please fill it in using your own company details in the relevant fields (See Figure 3 and 4: Halal Applicant Registration Form).

**Fields marked with Red Asterisks are compulsory*

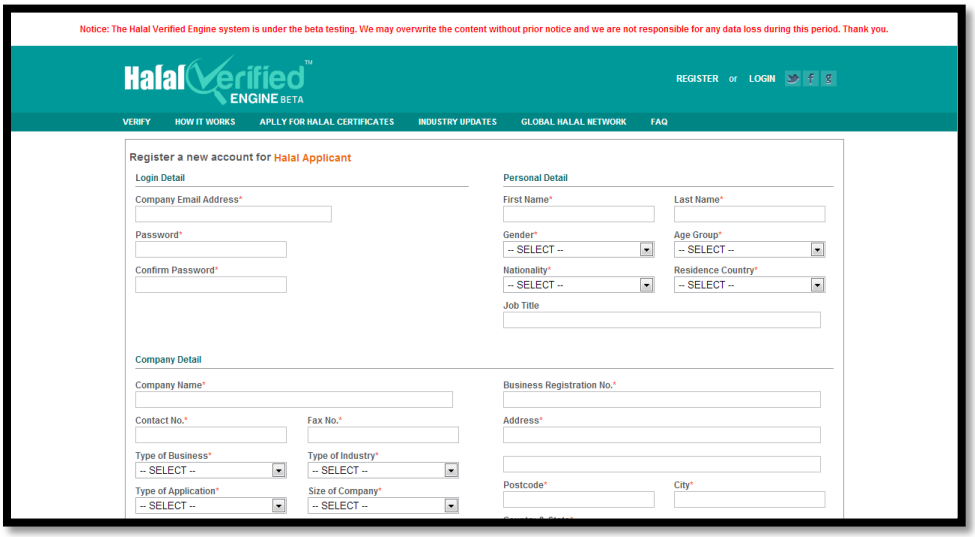

Figure 3: Halal Applicant Registration Form.

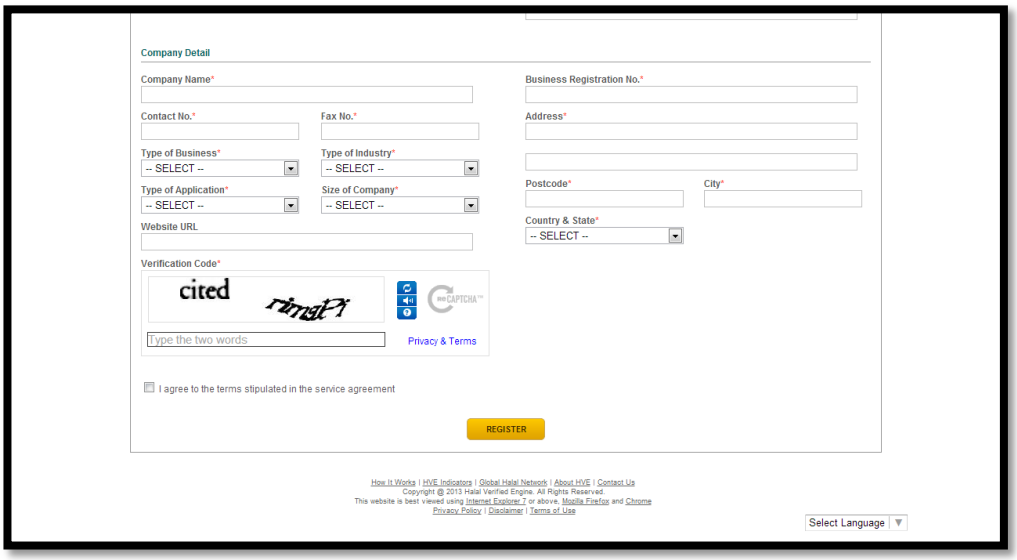

Figure 4: Halal Applicant Registration Form

5) After completed the registration form, click on the [REGISTER]. The confirmation screen indicates that within a few minutes you will receive an email for the activation link. You may login to the system using your username and password that you registered after the activation (See Figure 5: The screen shows your account was registered successfully).

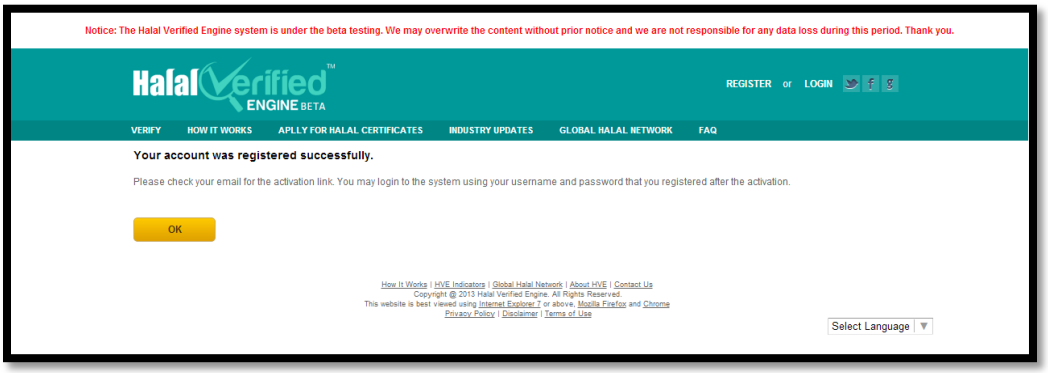

Figure 5: The screen shows your account was registered successfully.

2.0 LOG IN & LOG OUT

2.1 LOG IN

1) Go to Halal Verified Engine (HVE) portal: http://www.halalverified.com and click on the [LOGIN] (Figure 6: Halal Verified Engine web page).

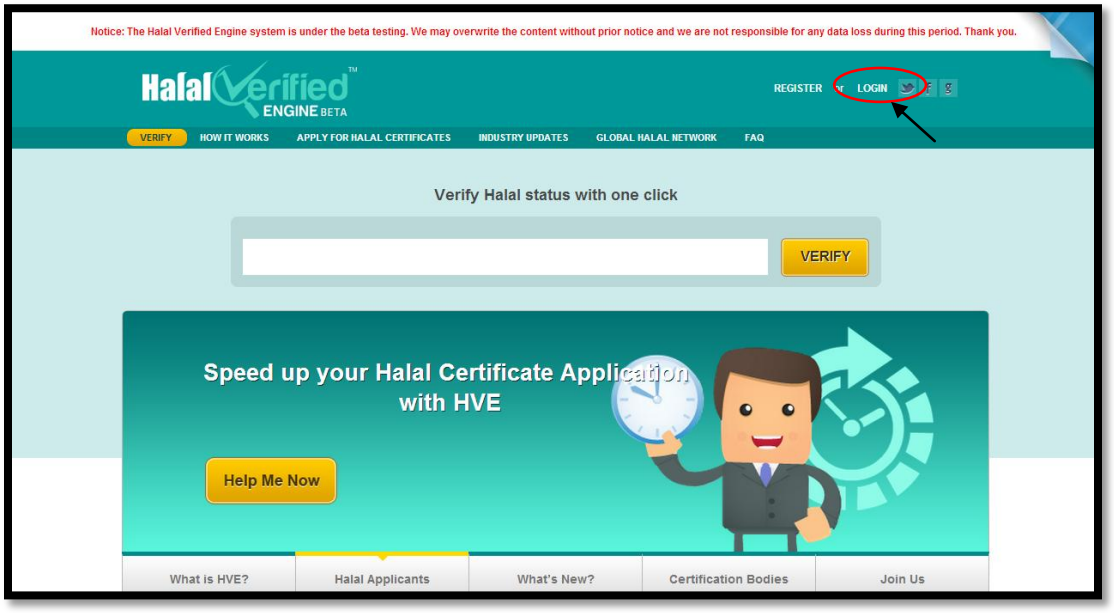

Figure 6: Halal Verified Engine web page.

2) The login page appears (Figure 7: The login page)
3) Please enter your registered email and your password, and click on the [LOGIN] button.

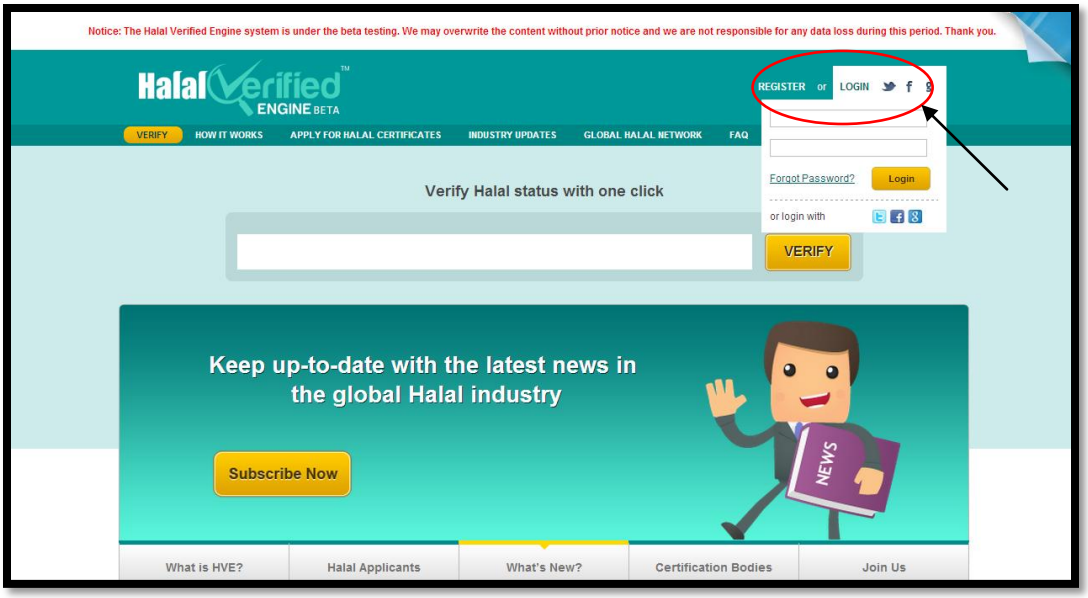

Figure 7: Login page.

4) Now then you are logged on to the Halal Verified Engine (HVE) web page, you are identified as a Halal Applicant user (Figure 8: Halal Applicant page).

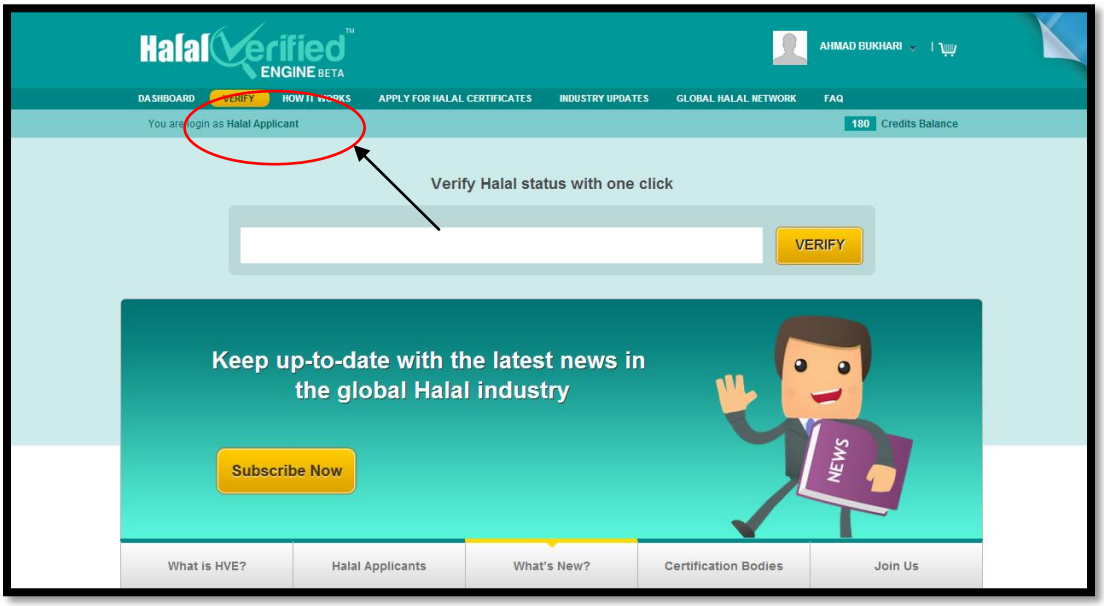

Figure 8: Halal Applicant page.

2.2 LOG OUT

1) In the login box, click on the [Log Out] (Figure 9: Logout page).
2) This will end your session in the Halal Verified Engine and closed all applications accessed via Halal Verified Engine.

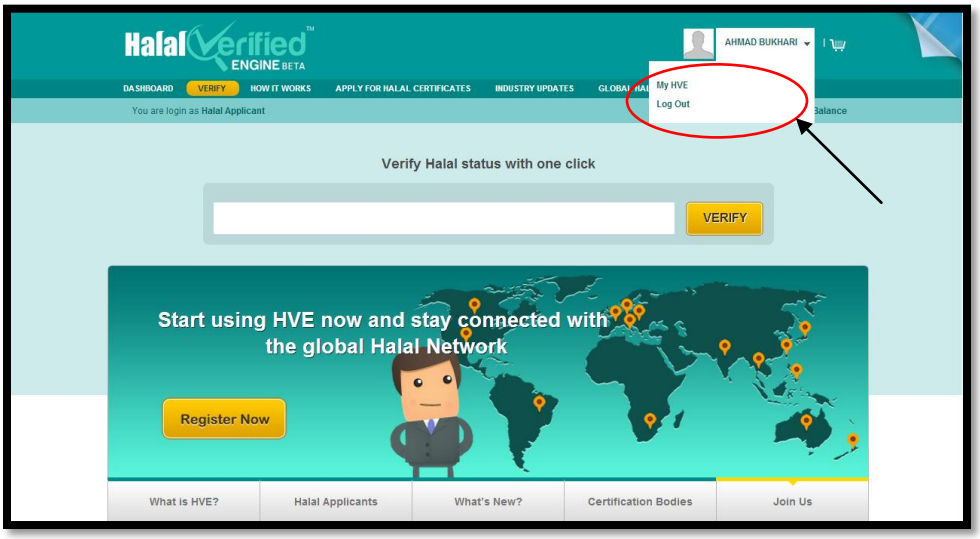

Figure 9: Logout page

3.0 PASSWORD RECOVERY

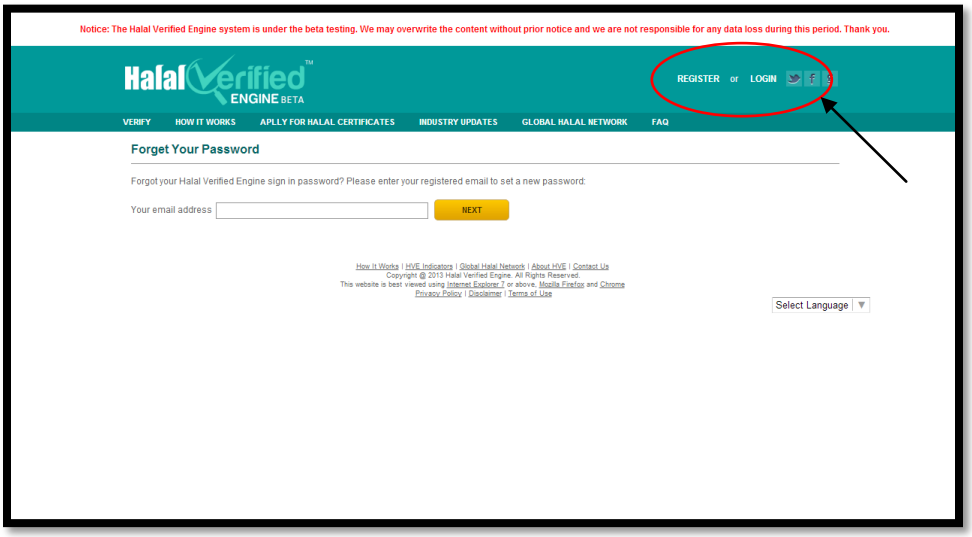

Figure 10: Password Recovery page

1) If you forgot your HVE sign in password, you can click on [FORGOT PASSWORD?] on the login page and get your recovery password via email.

4.0 SET PREFERENCE SETTING FOR ALTERNATIVE PRODUCT/SUPPLIER

1) In the [DASHBOARD] page, there are some ideas to apply the Halal certificate. You can explore every buttons in the [DASHBOARD] (Figure 11: Dashboard page).
2) The Downloaded Certificates box shows the total of certificates that has been downloaded from the HVE system. You also can reload your credit by clicking on the [TOP UP CREDIT] button.

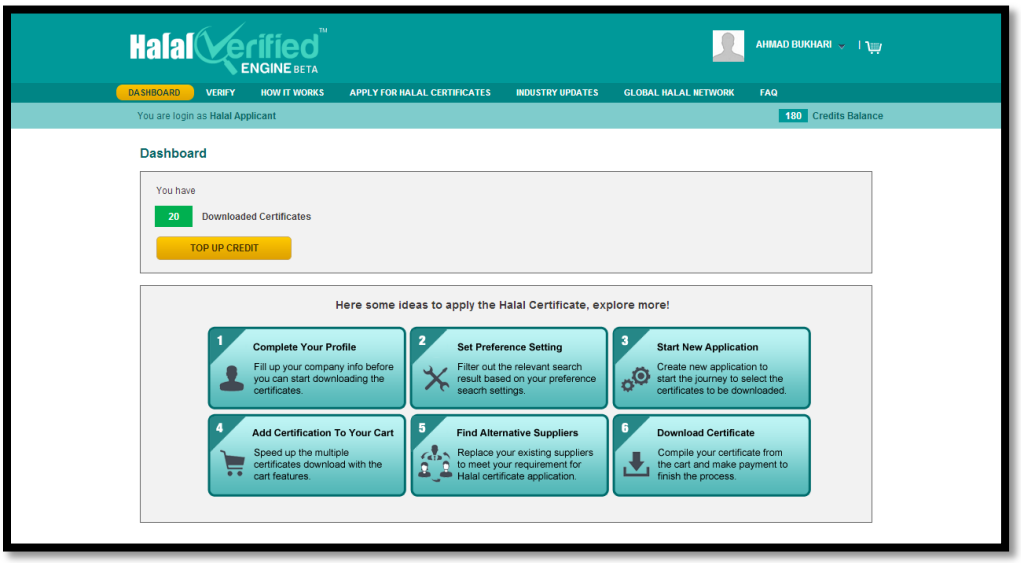

Figure 11: Dashboard page.

3) In the My Profile page, you can modify or update your profile page with the company details (Figure 11: My Profile page). Then, click on the [UPDATE].

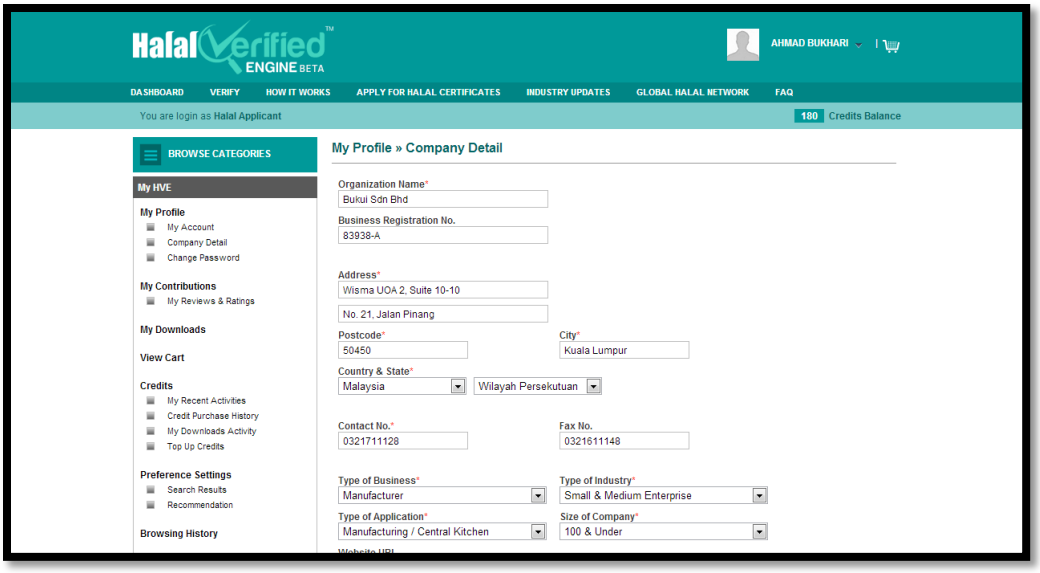

Figure 12: My Profile page

4) In the [PREFERENCE SETTINGS], you can edit or remove your preferences by these categories (Figure 13: Preference settings page).

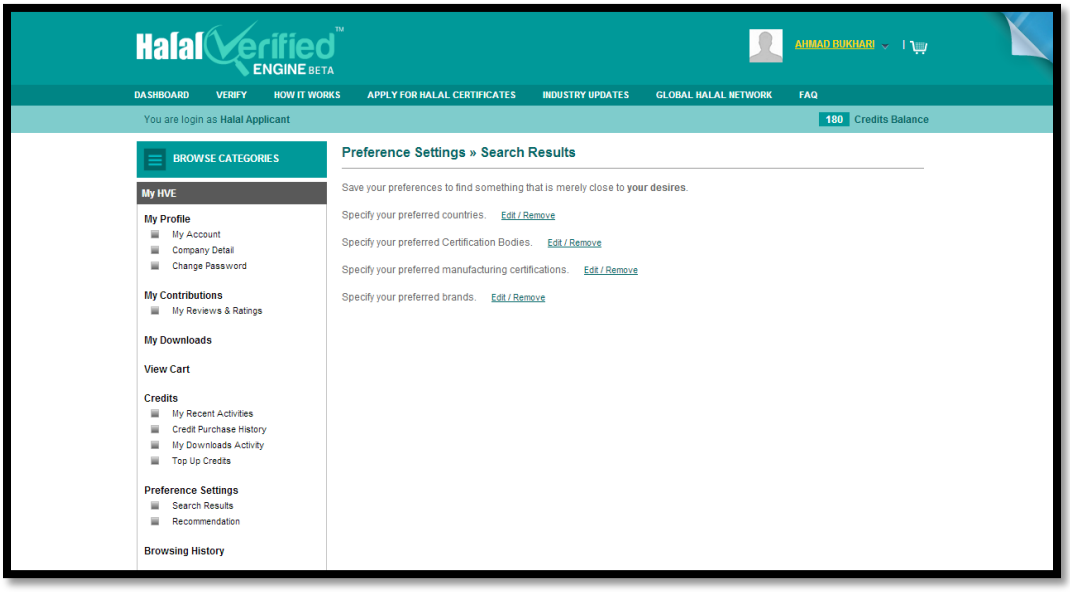

Figure 13: Preference Settings page

5) In the [ADD CERTIFICATION TO YOUR CART] page, you can view the cart where Halal certificates you want to purchase. Click on the [BROWSE FOR HALAL CERTIFICATES] button for browsing the page (Figure 14: View Cart page).

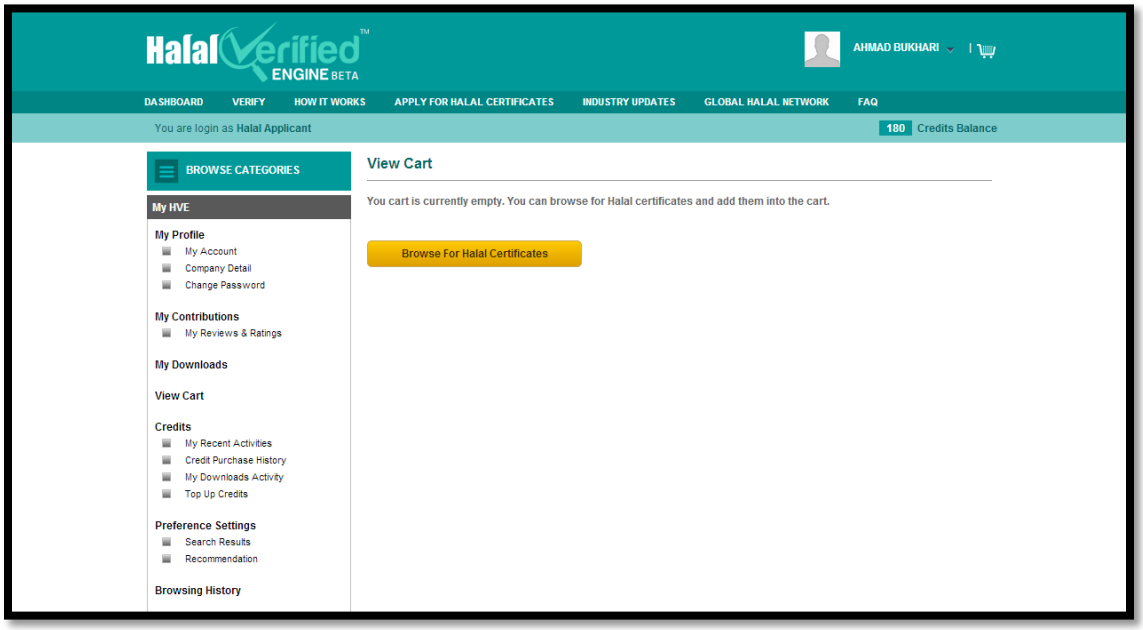

Figure 14: View Cart page

5.0 VERIFY HALAL PRODUCT STATUS

1) If you wish to find any product details, you can click on the [VERIFY] tab at the top area of the web page. Please key in the key words and click on the [VERIFY] button (Figure 15: Verify status of the product).

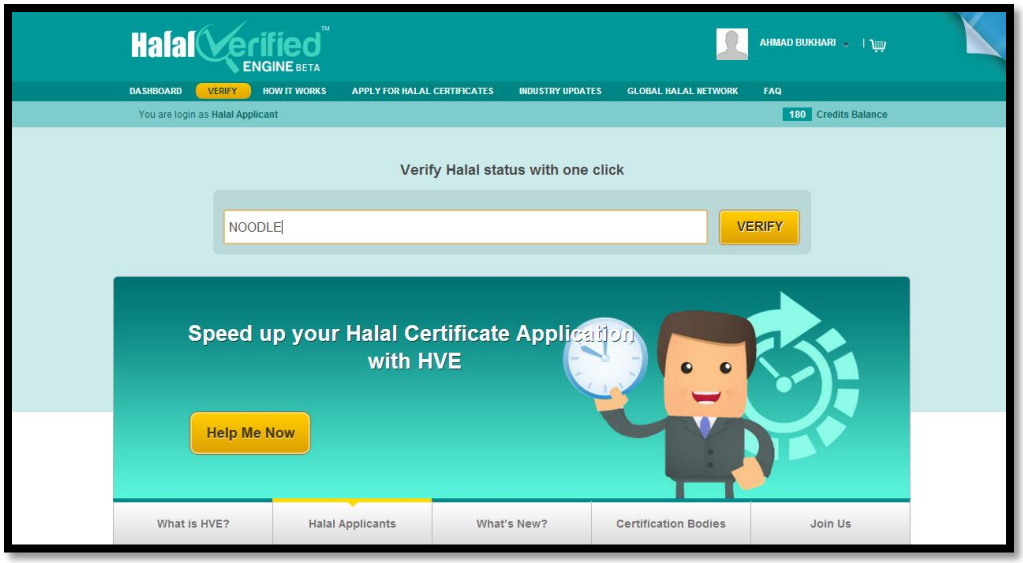

Figure 15: Verify status of the product.

2) Result will be shown in this page by categories. Check through the 'Categories' field the product that you look for. Click on the right item that you are looking for. You can filter the checking by selecting the options on the left of the page (Figure 16: The search results).

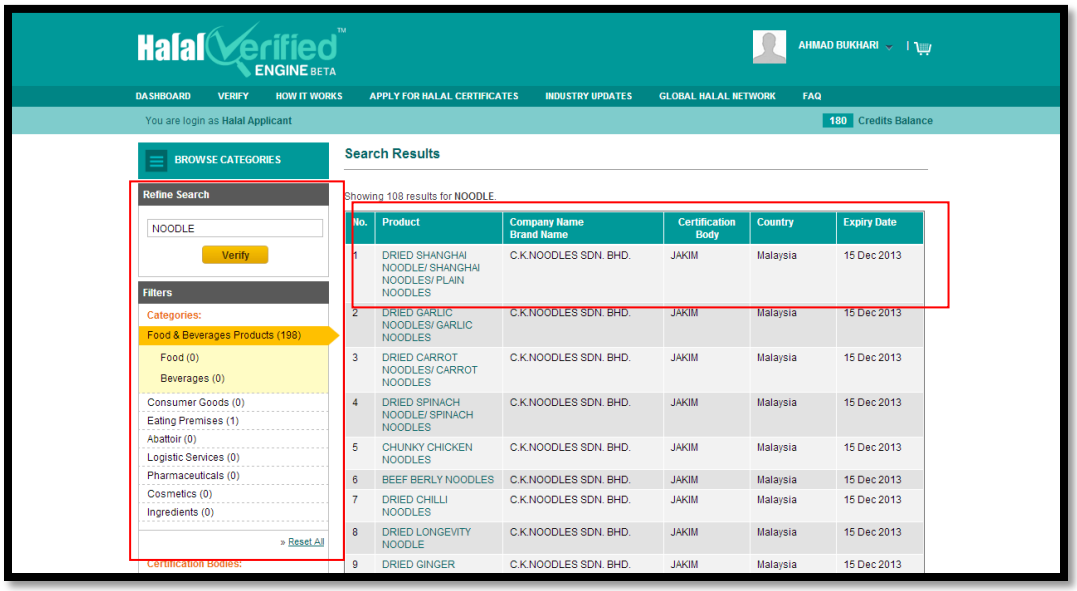

Figure 16: The search results.

3) The product information page appears. There are [DOWNLOAD CERTIFICATE] button, Halal Certificate Info, HVE Indicators and [SEND REPORT] button on the right side (Figure 17: The product information page).

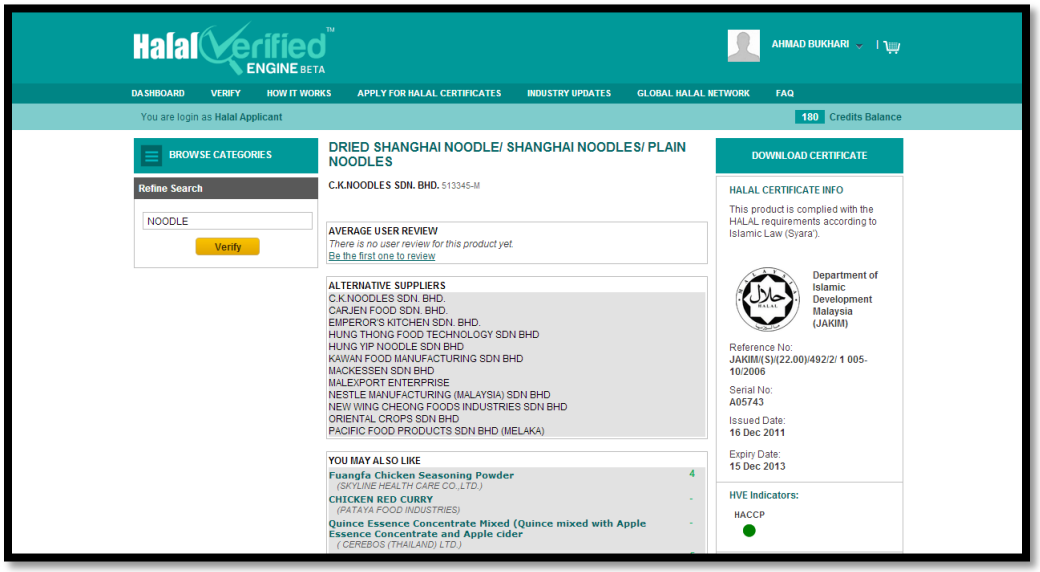

Figure 18: The product information page

4) As a Halal Applicant user, you can download Halal certificate from this Halal Verified Engine by clicking on [DOWNLOAD CERTIFICATE] button.
5) In this page, it will suggest alternative products in the"ALTERNATIVE PRODUCTS" field. You may click any items to direct you to its detail page.
6) The page will also show suggestion in "YOU MAY ALSO LIKE" field. You may click any items to direct you to its detail page.
7) If you wish to check other items, you may key in the key word in the "REFINE CHECKING" field and click "CHECK".

6.0 VIEW CART

1) The download certificate will be added to the cart before you proceed to purchase. This cart will compile the required Halal certificates and you also can remove the certificate by click on remove button.
2) Other than that, you can source for more products by clicking on [SOURCE FOR MORE HALAL CERTIFICATES] (Figure 19: View Cart page].

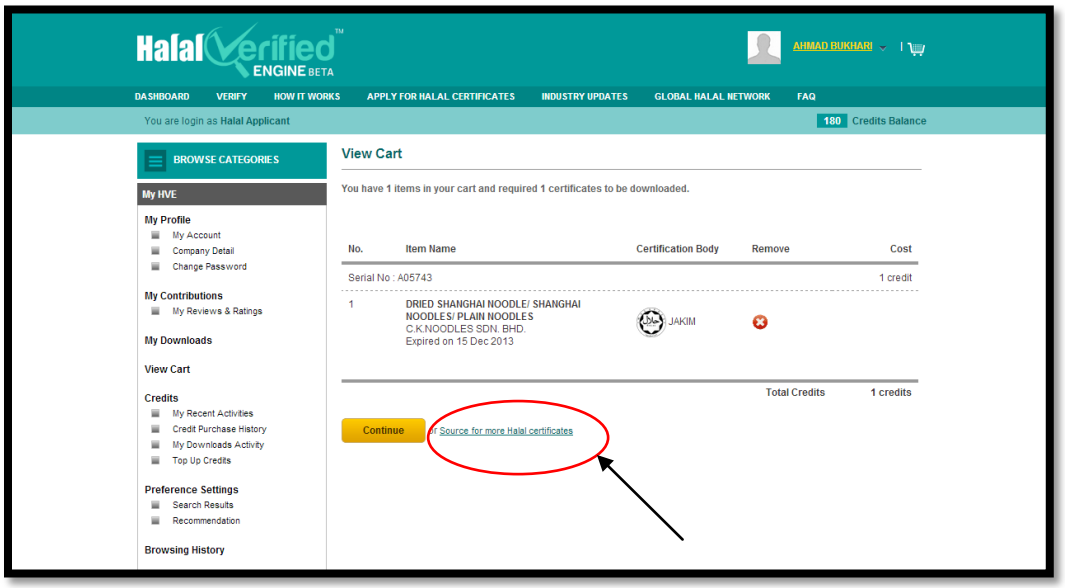

Figure 19: View Cart page

7.0 DOWNLOAD CERTIFICATES

1) As a Halal Applicant user, you can download Halal certificate from this Halal Verified Engine by clicking on [DOWNLOAD CERTIFICATE] button (Figure 20: Download Certificate page).

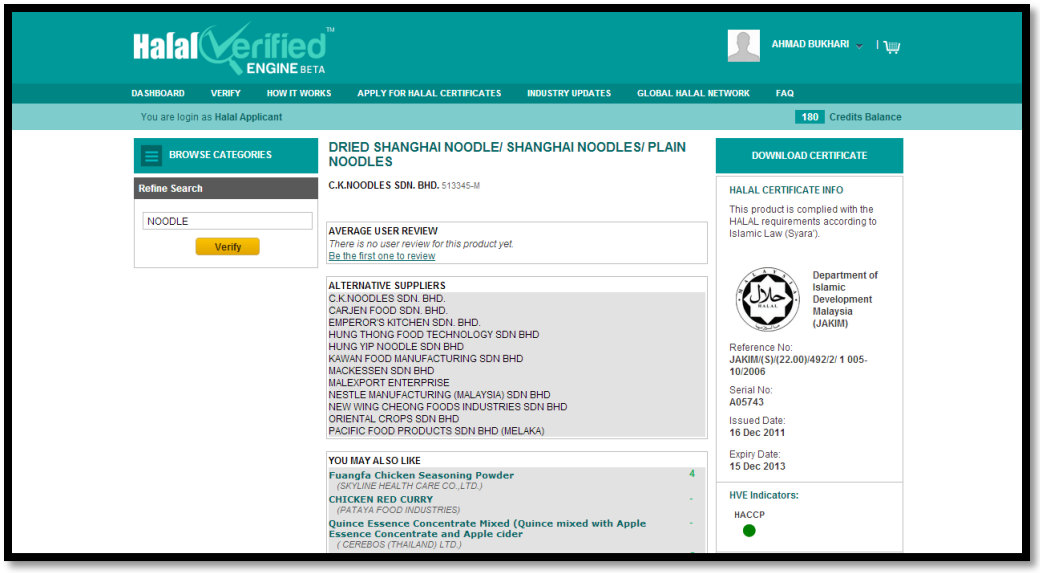

Figure 20: Download Certificate page

2) The certificate will be added to the cart and if you want to source more certificates, you can continue to select products (Figure 21: Halal certificate was added to the cart).

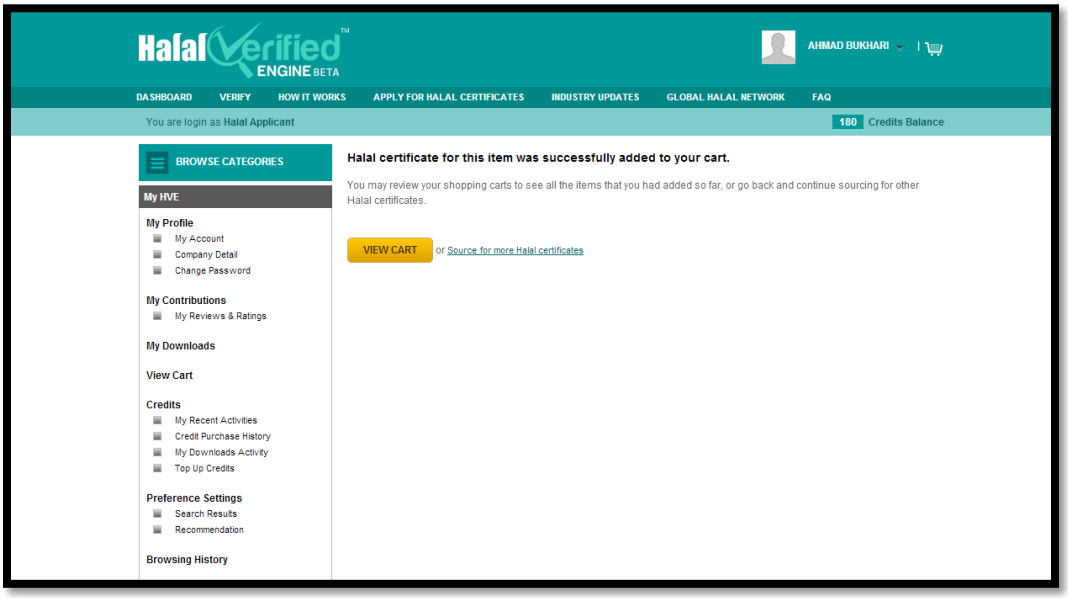

Figure 21: Halal certificate was added to the cart

3) The items in the cart will deduct the credit of the download certificate. One credit is for one downloaded certificate.
4) Once you confirm your items, click on [CONTINUE] button for next instruction.
5) You can source for more Halal certificates by clicking on the [SOURCE FOR MORE HALAL CERTIFICATES] button.

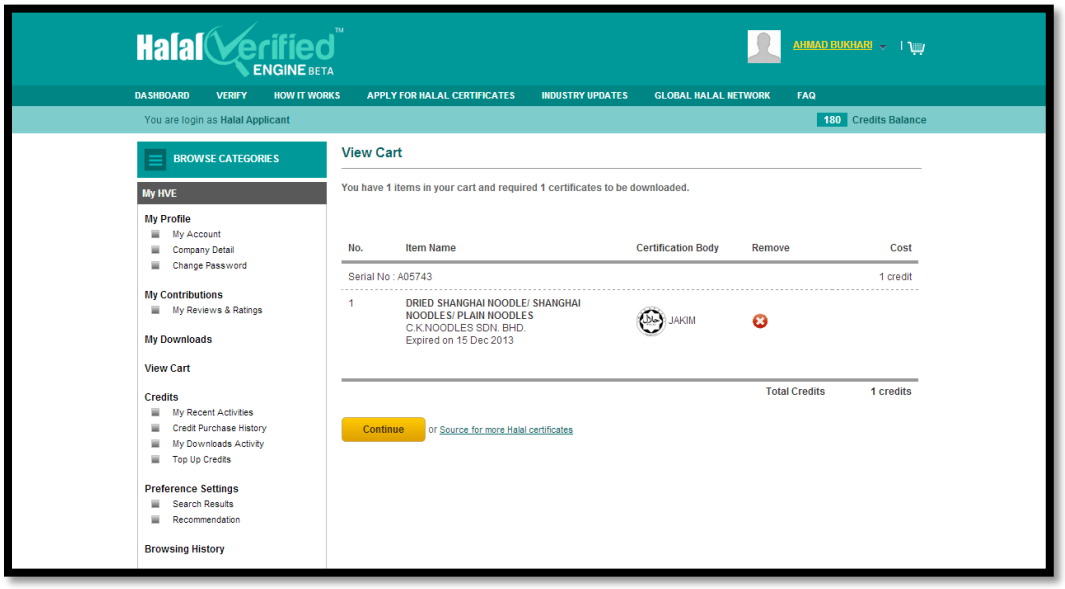

Figure 22: The certificate in the cart

6) Once you confirmed your items, the page Make Payment appears. This page shows you the summary of credit deduction after you download the certificates (Figure 23: Make Payment page).
7) The agreement must be done before you click the [CONFIRM] button. The available credit balance will be deducted automatically and it is not refundable.

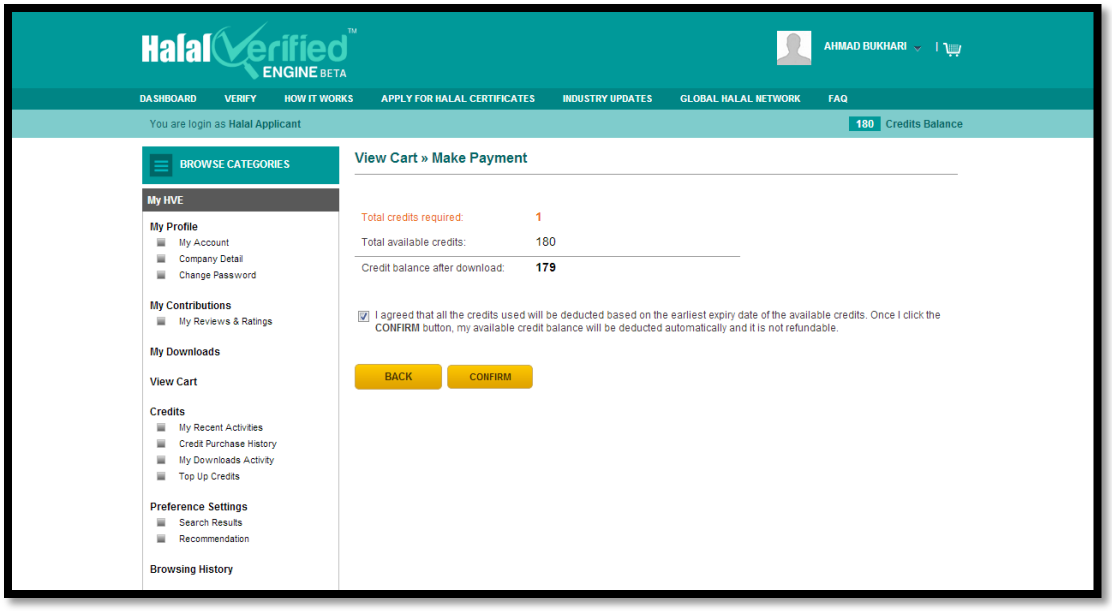

Figure 23: Make Payment page

8) Then, you will get HVE Download ID and Access Password that has been sent to your email.

9) You must download certificate first and the Access Password will be used to access the ZIP file and PDF document (Figure 24: Download Certificate page).

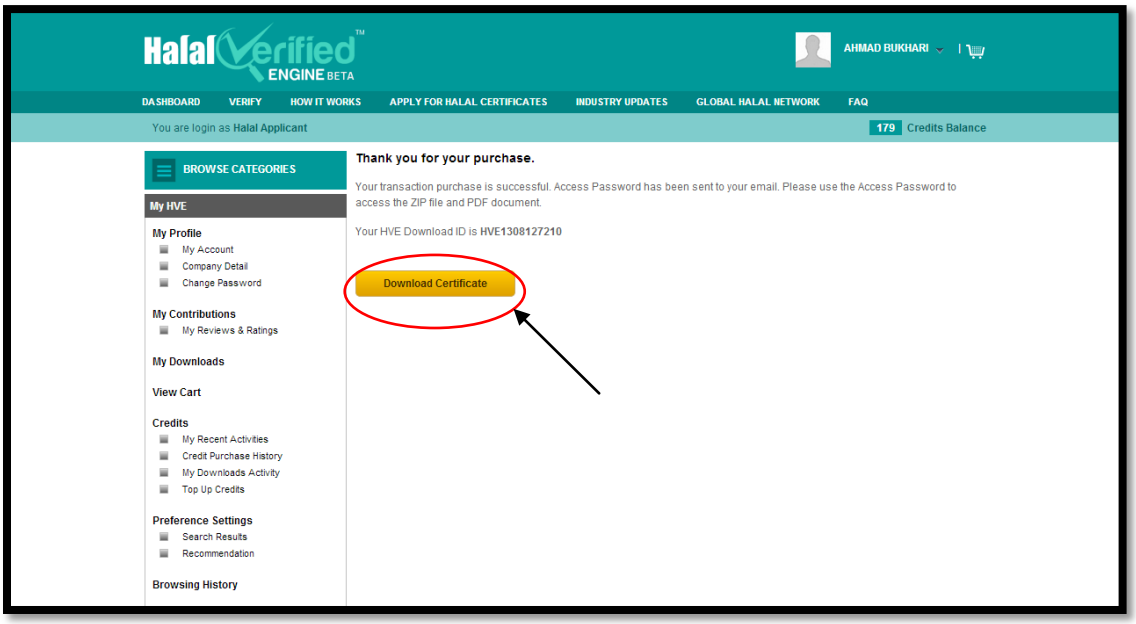

Figure 24: Download Certificate page

10) The Access Password will be sent to your registered email. In this email, you will get the guideline to download and passcode to access Zip file and PDF document.

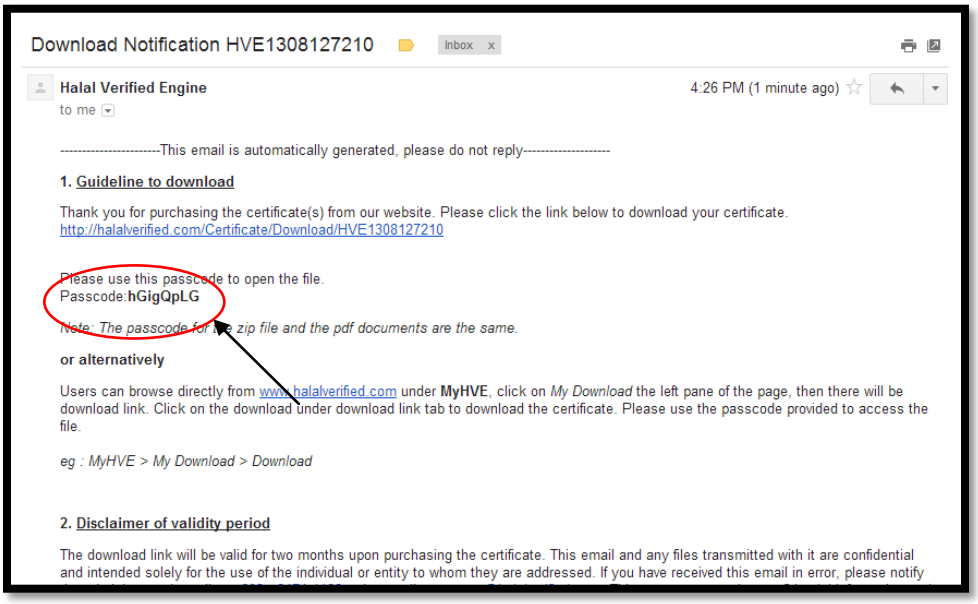

Figure 25: Download notification email from HVE system

11) Please enter the pass code given to the Zip file and PDF document (See Figure 26).

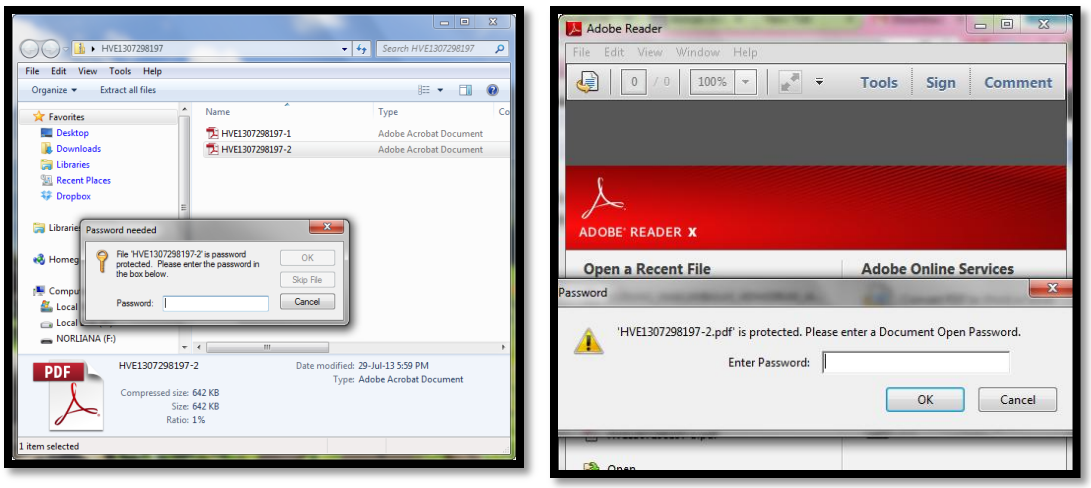

Figure 26: The protected Zip file and PDF document

12) After you enter the passcode into Zip file and PDF document, you will get the downloaded Halal certificate with watermarks.
13) The downloaded Halal certificate can be used for Certification Bodies and company application only. This Halal certificate contains HVE Download ID, Downloaded Date and Expired Date.
14) See Figure 28 for the downloaded Halal certificate sample.
15) You also can view and print the downloaded Halal certificate directly from this PDF document.


No. Standard : Standard No.: MS 1500 : 2009

No. Siri : A 11878 Serial No.:

KERAJAAN MALAYSIA
GOVERNMENT OF MALAYSIA

Sijil Pengesahan
CERTIFICATE OF AUTHENTICATION
HALAL

Adalah dengan ini diperakukan: It is hereby certified that:

1. APPLE MANGO SAUCE
2. ASPARAGUS SOUP BASE
3. BLACK PEPPER OYSTER SAUCE
4. BLACK PEPPER OYSTER SAUCE
5. BROWN SAUCE
6. CAJUN CHILLI SAUCE
7. CAJUN GRAVY
8. CHICKEN CURRY SAUCE
9. CHICKEN JALFREZI SAUCE
10. CLAM CHOWDER SOUP BASE

yang dikeluarkan / diedarkan / diuruskan oleh: Manufactured / distributed / managed by:

CAREFOOD INDUSTRIES SDN BHD
NO. 6, JALAN TEMBAGA SD5/2
BANDAR SRI DAMANSARA,
SELANGOR

telah mematuhi hukum Syarak dan Standard Halal Malaysia dan diluluskan oleh Panel Pengesahan Halal has complied with Islamic Law and Malaysian Halal Standard and approved by Halal Certification Panel of

JABATAN KEMAJUAN ISLAM MALAYSIA

No. Ruj: / Ref No.: JAKIM/(S)/(22.00)/492/2/ 1 045-08/2004
Tarikh dikeluarkan / Date of issue: 16 Oktober 2012
Sah sehingga / Valid until: 15 Oktober 2014
Tarikh awal pengeluaran / 1st date of issue: 16 Oktober 2012

Ketua Pengarah / Director General
JABATAN KEMAJUAN ISLAM MALAYSIA (JAKIM)
DEPARTMENT OF ISLAMIC DEVELOPMENT MALAYSIA

Figure 28: The downloaded Halal certificate from HVE system

16) Other than that, you also can view downloads activities from your HVE account (Figure 29: My Downloads Activities page).

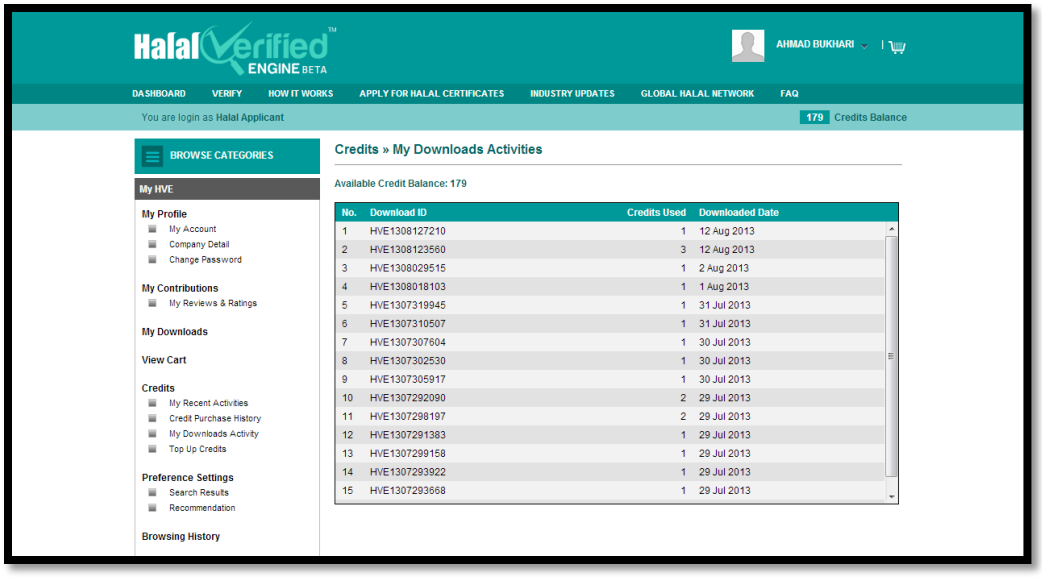

Figure 29: My Downloads Activities page

8.0 TOP UP CREDITS

8.1 Package offered and payment method

1) There are two options you can choose for credit package and three options for payment method to refresh your account. Please choose one for every package and payment method before you click for confirmation.

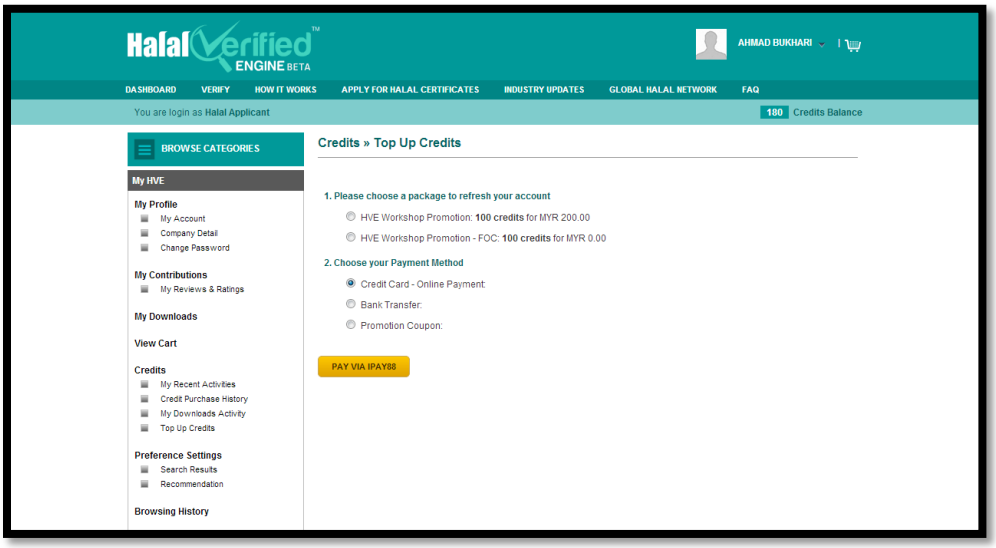

Figure 30: Top up Credits page

2) If you choose to pay via bank transfer, you can make payment to the account below and specify your email address (Login Username). Then send your transaction slip to us by fax or email. Credit(s) will be top up to your account upon the payment is received and confirmed.

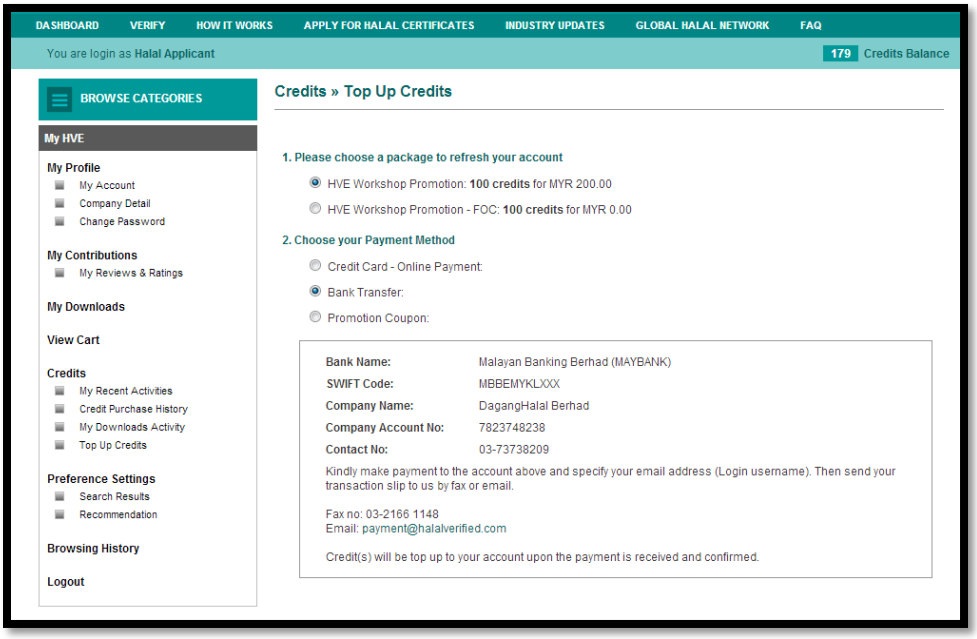

Figure 31: Bank Transfer payment method

8.2 Coupon redemption

1) Coupon will be given during HVE promotion event and you can redeem the coupon for credits in HVE system. Credit(s) will be top up to your account upon the promotion coupon code is verified and confirmed.

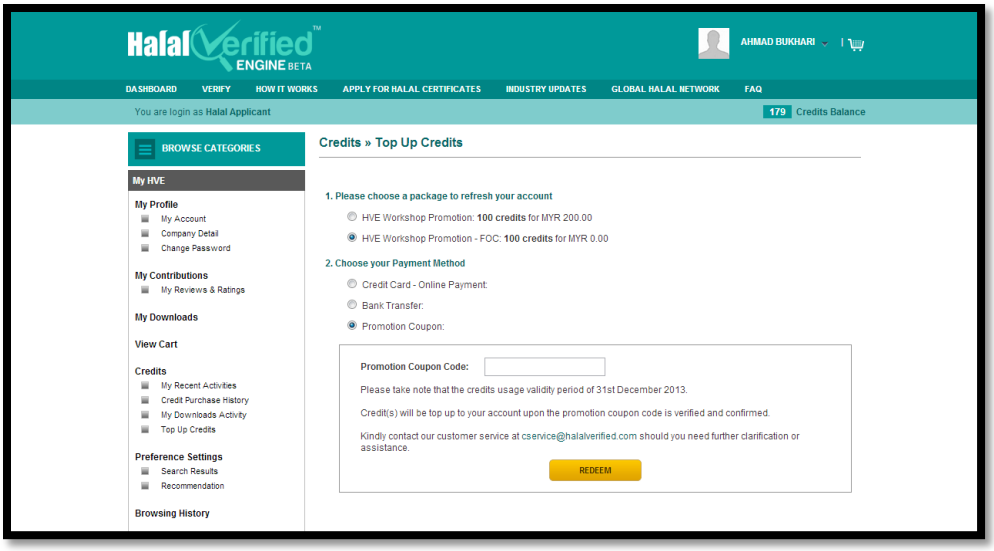

Figure 32: Coupon redemption page

9.0 APPLY HALAL CERTIFICATES

1) [APPLY HALAL CERTIFICATE] section provides the guideline for the first timer applicants to apply Halal Certification from different Certification Bodies across the world.
2) You can select Certification Bodies and Category, and click on the [SUBMIT] (Figure 30: Apply Halal Certificates page).

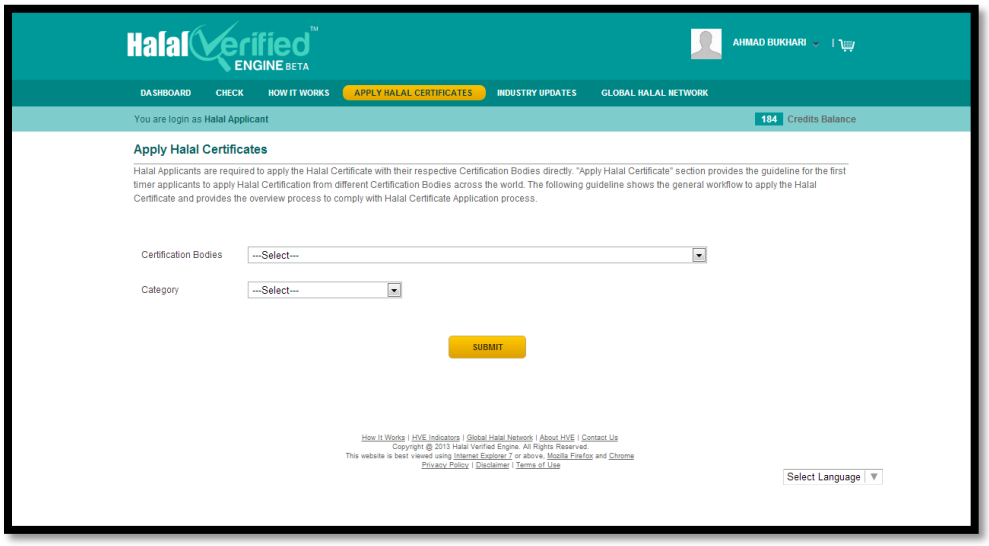

Figure 30: Apply Halal Certificates page

3) The Halal Certificate Application guidelines will be shown in this page. It provides the overview process to comply with Halal Certificate Application process.

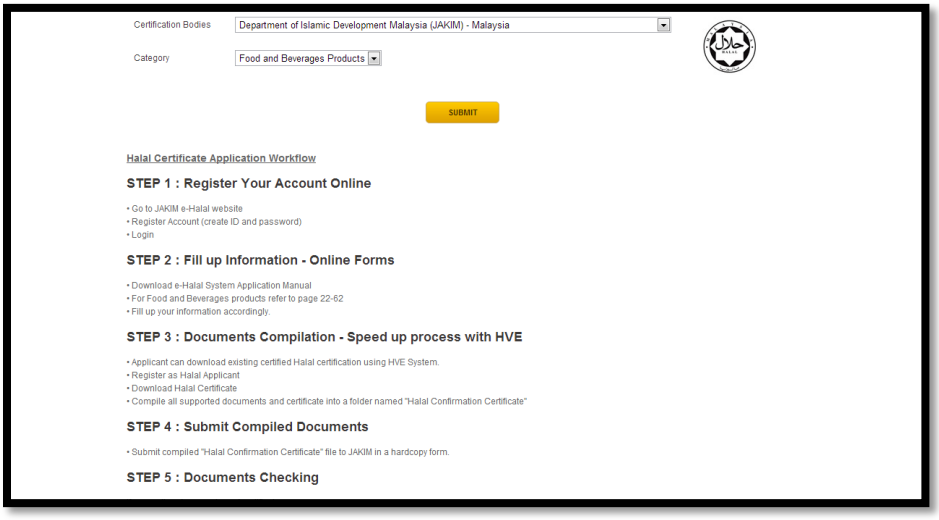

Figure 31: Halal Certificates Application Workflow

10.0 FREQUENTLY ASKED QUESTIONS (FAQ)

GENERAL

1) **What is HVE?**

   Halal Verified Engine (HVE) is an innovative online system that enables halal certification applicants and the public to check the Halal status of local and imported products in seconds.

2) **Why was HVE created?**

   HVE is a collaborated effort between The Department of Islamic Development Malaysia (JAKIM) and DagangHalal Berhad to simplify the Halal certificate application process by allowing Halal applicants to search and download genuine Halal certifications of products in the supply chain.

   HVE also aims to abolish any uncertainties about Halal authenticity by allowing the public to verify the Halal status of local and imported products in just a few clicks.

3) **Do I need to join HVE to use it?**

   Registration to HVE is free. You do not need to register to search and verify Halal products, but registering will enable you to share your product ratings and reviews.

   If you are a Halal Applicant, you will need to register to be able to download and manage the Halal certificates on HVE.

4) **Who should I contact if I have any enquiries on HVE?**

   You can contact Customer Service Department at +603-2171 1128 or send your email to cservice@halalverified.com if you have any additional enquiries.

HALAL APPLICANTS

1. **What are the benefits if I join as a Halal Applicant on HVE?**
    - Speed up Halal certificates compilation for the Halal certificate application.
    - Download Halal certificates from overseas Certification Bodies which are recognized by JAKIM.
    - Platform to source for Halal ingredients from overseas.
    - Recommendation of alternative Halal suppliers.
    - Check latest international Certification Bodies which are recognized by JAKIM.
    - Access up-to-date news and announcement from the Certification Bodies.
    - View ratings and review of Halal products from other users.
    - Affordable charges.

2. **Can one company have two HVE accounts at the same time?**

    No. One company can only register one account at the same time. The HVE system can detect same company name in the database.

3. **What if I found Halal certificate on HVE is invalid or expired?**

    We would appreciate if you would inform us immediately and we will suspend or delete the certificate immediately once we verify the complaint is sound and accurate.

COUPON CODE

1) **What is a coupon code?**

   Coupon code is a set of alpha numeric characters that is generated from the system to allow the users to redeem the special offer.

2) **What is usage of the coupon code which I get from HVE Workshop?**

   Coupon code is a set of alpha numeric characters that is generated from the system to allow the users to redeem the special offer.

3) **How do I use the coupon code which I get from the HVE Workshop?**

   You need to log in first in http://www.halalverified.com and click on [CREDIT BALANCE] on your top right side of the page. Then, you can click on [TOP UP CREDIT] button to redeem your coupon code. You need to select **HVE Workshop Promotion – FOC: 100 credits for MYR 0.00** and **Promotion Coupon** for credit redemption.

4) **Can I redeem the coupon code if my company email address changed?**

   No. The coupon code is generated based on your registered email address only.

5) **What if my company name in the coupon is not same in the HVE, can I still redeem the coupon?**

   No. Please contact Customer Service Department at +603-2171 1128 or send your email to cservice@halalverified.com to report the case.

6) **What can I do if the coupon is lost?**

   Please contact Customer Service Department at +603-2171 1128 or send your email to cservice@halalverified.com to report the case.

7) **If the coupon is invalid during the redemption, what can I do?**

Please contact Customer Service Department at +603-2171 1128 or send your email to cservice@halalverified.com to report the case.

8) **Can other companies use my coupon for the credit redemption?**

No. Each coupon code is unique and it can only be redeemed for the specific company for one time.

9) **When is the expiry date for the coupon code?**

The expiry date for the coupon will be 31st December 2013.

10) **When will the redeemed credit expired?**

The redeemed credit will expire on 31st December 2013 and you cannot use the redeemed credit after it is expired.

11) **Who should I contact if I have any enquiries on HVE?**

You can contact Customer Service Department at +603-2171 1128 or send your email to cservice@halalverified.com if you have any additional enquiries.