

USER MANUAL



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY AND CONFORMITY COUNCIL

Manne'a

A consumer safety services system in QCC which enable the consumers to:

- Find non-conforming products (Recalled products)
- Report their product safety experiences

Submitted By
Smart Vision for Information Systems



INTRODUCTION

The Abu Dhabi Quality and Conformity Council (QCC) were established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards. Development of Abu Dhabi's Quality Infrastructure ensures that the goods and services traded in Abu Dhabi meet the standards of an international developed economy and is central to positioning Abu Dhabi among the most competitive and innovative economies in the world.

Steps to be followed:

➤ **Home Page:**

Application home page that is used to find the latest recalled products, do recalled product search, also you can register new account for incident reporting system or retrieve your lost password.



➤ **Recalled Products Search:**

- By clicking **Go** button a list with the most recent 200 recalled products will appear for the user.
- By adding any keyword in the text box and then click **Go** application will show products that contains the searched word in both name and recall reason description in order to narrow the search and get more accurate results user can use advanced search.

Recalled Products Search:

Advanced Search

- For **Advanced Search**, fill the criteria and click the **Advanced Search** button the below screen will appear giving the user multiple search options to get more accurate results.

Recalled Products Search

Advanced Search

Notifier

Date From: To:

Model No./Batch No./ Identification No.

Product Description

Product Type*

<input type="checkbox"/> Electrical Appliances	<input type="checkbox"/> Garments & Textiles
<input type="checkbox"/> Children Toys	<input type="checkbox"/> Light bulbs
<input type="checkbox"/> Vehicle Tires, Vehicle Parts	<input type="checkbox"/> Wiring Devices
<input type="checkbox"/> Tobacco & Cigarette	<input type="checkbox"/> Home maintenance equipments
<input type="checkbox"/> Nursery Product	<input type="checkbox"/> containers and packaging
<input type="checkbox"/> Beauty & Cosmetics	<input type="checkbox"/> Fuel, lighter, firework
<input type="checkbox"/> Household Chemicals	<input type="checkbox"/> Chemicals
<input type="checkbox"/> furniture and accessories	<input type="checkbox"/> Eco Friendly Product

➤ **Sign Up:**

In order to report an incident related to unsafe product you need to have an account in our incident reporting system.

Don't have an account? Sign up

In order to create an account you will need to fill the information shown in the screen in and submit. An automatic e-mail will be sent to your mail box having your new username and password for our system. So please make sure to enter a valid e-mail address.

Online User Registration

Account Type*

Name*

Country*

City

Address

P.O.Box

Mobile*

Telephone

Fax

Email/User Name*

Website

Type the code from the image:

➤ **Sign In:**

If you already signed up you can use the given username and password to sign in to incident reporting system.

Incident Reporting System

If you are registered before please enter your username and password

User Name

Password

➤ **Forgot Your Password:**

If in case you forgot your password, click the below shown button to reset it.

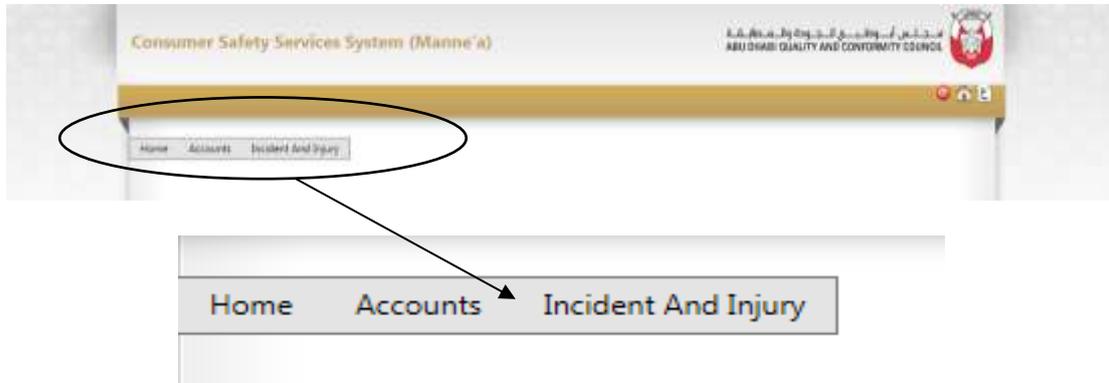
Forgot your password?

Enter your Email address or username in the screen as shown below. The link for entering the new password will be send to the particular Email Address.

Check e-Mail

Email/User Name*

The Home page screen will be as shown below with different modules.

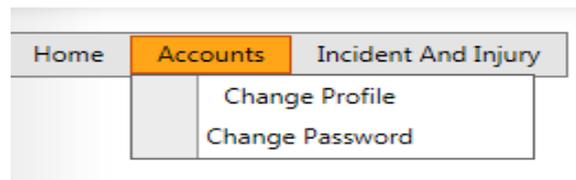


Home:

To be in the Home page, click on the **Home** button

Accounts:

Here you can manage your Profile details and can change your Password.



Change Profile

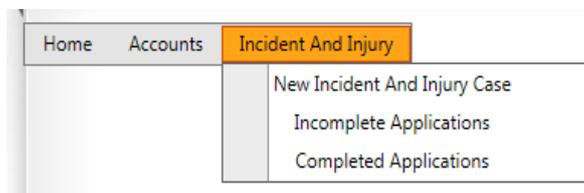
Account Type*	<input type="text" value="Governmental Organization"/>
Entity Type	<input type="text" value="Federal government"/>
Entity Name	<input type="text" value="Smart Vision"/>
Name*	<input type="text" value="Ahmed Hussam"/>
Country*	<input type="text" value="Afghanistan"/>
City	<input type="text" value="Abu Dhabi"/>
Address	<input type="text" value="Address"/>
P.O.Box	<input type="text" value="109096"/>
Mobile*	<input type="text" value="0509310912"/>
Telephone	<input type="text" value="02-6764100"/>
Fax	<input type="text" value="0509310912"/>
Email/User Name*	<input type="text"/>
Website	<input type="text" value="www.smartv.ae"/>
	<input type="button" value="Update"/> <input type="button" value="Clear"/>

Change Password

User Name	<input type="text" value="ahmed"/>
Old Password	<input type="password"/>
New Password*	<input type="password"/>
Confirm Password*	<input type="password"/>

Incident and Injury Case registration:

To register a new incident, click on the **New Incident and Injury Case** button as shown in the below image



Once after the selection, the below page opens where you need to provide the necessary details in each modules listed in the left side of the window.

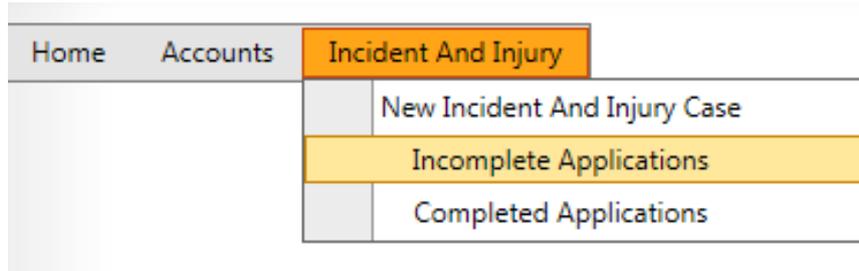
- **Details of Injured Person** – Enter the details and press ‘SAVE’ button.

Register New Incident and injury case

<ul style="list-style-type: none"> ➤ Details of injured person ➤ Injury details ➤ Product details ➤ Case submission Details ➤ Supported Documents ➤ Finish 	<p>Details of injured person</p> <p>Injured person name* <input type="text" value="Guest"/></p> <p>Nationality* <input type="text" value="United Arab Emirates"/></p> <p>Age Group* <input type="text" value="20-30"/></p> <p>Gender* <input type="text" value="Male"/></p> <p>Address <input type="text" value="Guest Address"/></p> <p>Phone No. <input type="text" value="02-123456"/></p> <p>P.O.Box <input type="text" value="1234"/></p> <p>Relationship to injured person <input type="text" value="Parent"/></p> <p style="text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Clear"/> </p>
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[Next >>](#)

After saving injured person details a new case is created with status “incomplete. And user can close the application page and complete filling the information in another time and user can view his incomplete applications as shown below:



After clicking **Incomplete Applications** the following page will appear showing all incomplete cases.

Incomplete Incident Notifications Applications

Injured person name*	Case Number	Product Type*	Posting Date / Time	Application Status
Guest	INF/99/2012			Incomplete

Select the **Injured Person name** or **Case Number** in order to complete the case information. After the selection, the following screen will be shown then click **NEXT**

Register New Incident and injury case

Application No	INF/99/2012	Post Date	
Application Type	Incident and Injury	Application Source	Online Application
Application Status	Incomplete		

Details of injured person

- > Injury details
- > Product details
- > Case submission Details
- > Supported Documents
- > Finish

Details of injured person

Injured person name*

Nationality*

Age Group*

Gender*

Address

Phone No.

P.O.Box

Relationship to injured person

Next >>

Note: Field with (*) is mandatory.

After clicking **NEXT** the following screen will appear to complete **injury details**.

Incomplete Incident Notifications Applications

Application No	INF/99/2012	Post Date	
Application Type	Incident and Injury	Application Source	Online Application
Application Status	Incomplete		

- > Details of injured person
- > **Injury details**
- > Product details
- > Case submission Details
- > Supported Documents
- > Finish

Injury details

Incident Date:

Severity of injury*:

Types of Injury*

Internal Organ Injury / Lack of Oxygen
 Nerve Damage
 Object Swallowed
 Poisoning

Object Inhaled
 Other/Not Stated
 Puncture

Part of the body*

Abdomen
 Back
 Elbow
 Foot

Ankle
 Brain
 Eye
 Forearm

Spine
 Ear
 Face
 Forehead

Description of Incident:

Place of Incident*:

Note: Field with (*) is mandatory.

After clicking **NEXT** the following screen will appear to complete **Product details**.

Incomplete Incident Notifications Applications

Application No	INF/99/2012	Post Date	
Application Type	Incident and Injury	Application Source	Online Application
Application Status	Incomplete		

- > Details of injured person
- > Injury details
- > **Product details**
- > Case submission Details
- > Supported Documents
- > Finish

Product details

Product Name*:

Product Type*:

Product Type*:

Model No./Batch No./Identification No.:

Brand Name*:

Country of Origin*:

Retailer Name:

Retailer Location:

Purchase Date (approximately):

Target Age Group:

Target Gender:

Purpose of the product:

The next screen appears as shown below in which you shall be entering the Product details. Enter the details and press 'NEXT' button. Click 'PREVIOUS' to make changes in the previous form.

After clicking NEXT the following screen will appear to complete **Case Submission Details**. Enter the details and press 'NEXT' button. Click 'PREVIOUS' to make changes in the previous form.



Incomplete Incident Notifications Applications

Application No	INF/99/2012	Post Date	
Application Type	Incident and Injury	Application Source	Online Application
Application Status	Incomplete		

- > Details of injured person
- > Injury details
- > Product details
- > **Case submission Details**
- > Supported Documents
- > Finish

Case submission Details

Incident Reasons* the way the product is used ▾

Product Available Yes No

Product damaged after incident Yes No

Product modified before incident Yes No (NA)

Product carry a safety mark Yes No (NA)

<< Previous
Next >>

Note: Field with (*) is mandatory.

After clicking NEXT the following screen will appear to complete **Supported Documents**. Enter the details and Upload the documents and press 'NEXT' button. Click 'PREVIOUS' to make changes in the previous Page.

Incomplete Incident Notifications Applications

Application No	INF/99/2012	Post Date	
Application Type	Incident and Injury	Application Source	Online Application
Application Status	Incomplete		

- > Details of injured person
- > Injury details
- > Product details
- > Case submission Details
- > **Supported Documents**
- > Finish

Supported Documents

*Document Name:

Remarks:

*Upload Files:

Note: Field with (*) is mandatory.

The next screen appears as shown below in which you shall be finalizing and submitting Application to **QCC**.

Select the convenient communication method and the suitable timing. Check the agreement box and click '**Submit Application**' button.

Incomplete Incident Notifications Applications

Application No	INF/99/2012	Post Date	
Application Type	Incident and Injury	Application Source	Online Application
Application Status	Incomplete		

- > Details of injured person
- > Injury details
- > Product details
- > Case submission Details
- > Supported Documents
- > **Finish**

Submit Application

Convenient Communication

E-Mail

Telephone

Fax

Suitable Timings

Morning (08-11 AM)

Afternoon (12-03 PM)

Evening (04-07 PM)

I undertake that the information provided in this application are correct and the documents submitted along with this application are true.

[Submit Application >>](#)

After submitting the application user can monitor application status by clicking on **Completed Applications**.

Home	Accounts	Incident And Injury	Product Recall
		New Incident And Injury Case Incomplete Applications Completed Applications	

The below screen appears once after selecting the **Completed Applications** button
Completed Incident Notification Applications

Injured person name*	Case Number	Product Type*	Posting Date / Time	Application Status
Guest	INF/99/2012		25/11/2012 05:58 PM	Submitted
Umar	INF/CT/94/2012	Children Toys	20/11/2012 02:18 PM	Submitted

Select the **Injured Person name** or **Case Number** for reviewing the saved case as read only. In case of missing information or more clarifications QCC personnel will call the user in order to clarify.