



# MOHAP e-Transformation

Product Classification - External User Guide

Date: 11th April 2019

## Table of Contents

1. Brief Overview .....	3
2. Apply for Service .....	3
2.1 Create a New Application .....	4
2.2 Product Classification Application .....	4
2.2.1 Product Details .....	6
2.2.2 Active Ingredients .....	7
2.2.3 Attachments .....	8
2.3 Review Application .....	9
2.4 Checkout .....	9
3. Take Required Actions .....	10
3.1 Application Correction.....	11
3.2 Sample Request.....	13
3.3 Appointment Request.....	14
3.4 Analysis Request .....	16
4. Rejected Applications .....	18
5. Printouts .....	19
5.1 Product Classification Certificate .....	19
5.2 Analysis Certificate.....	20
6. Appendix.....	21



## 1. Brief Overview

This manual is prepared to navigate applicants through the Product Classification process in Ministry of Health and Prevention (MOHAP) Portal.

This manual is designed to help applicants:

- Apply for a Product Classification service
- Manage a Product Classification application

After completing this manual, the applicant should be able to perform all activities related to Product Classification on MOHAP Portal.

Please note: All users can apply to this service.

## 2. Apply for Service

Portal users who have logged in successfully to MOHAP portal will be directed to Dashboard screen where they can apply to MOHAP's e-services. This user manual will focus on the Product Classification service.

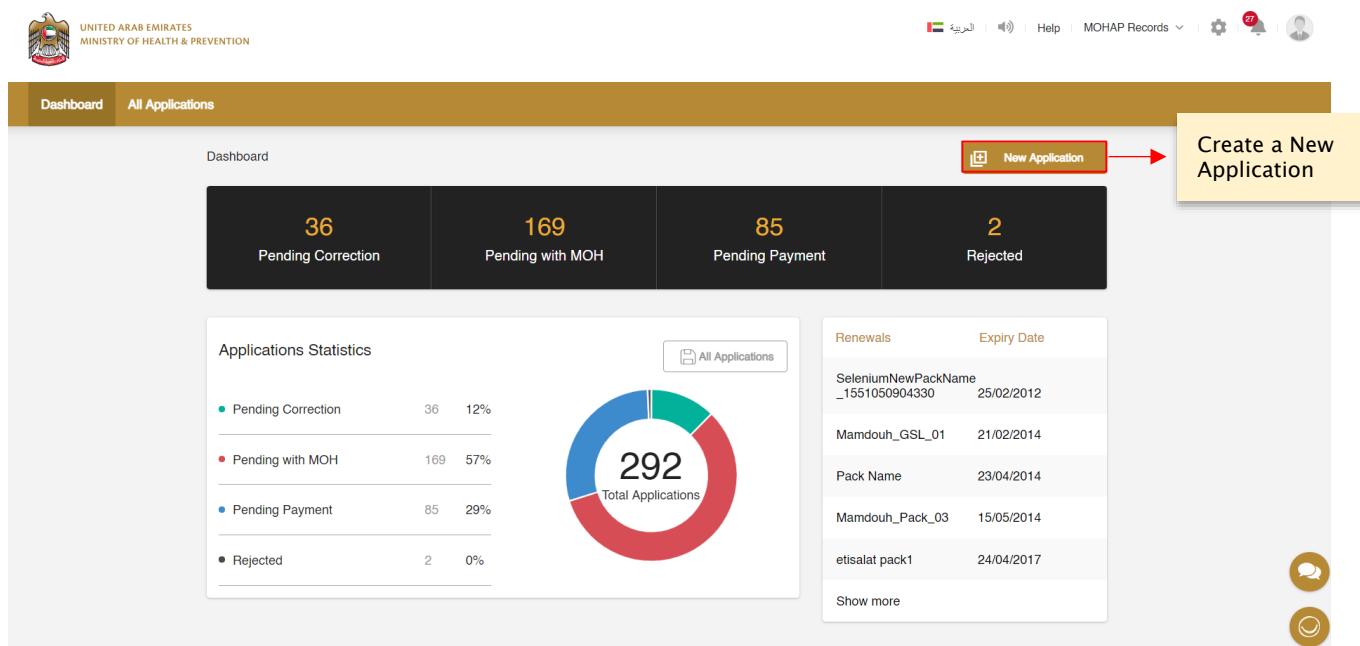


Figure A: Dashboard screen


For applicants to apply to their available services, they must go through the following process:

1. Create a new application
2. Complete application
3. Review application
4. Proceed to checkout

The sections below will help user through the step-by-step process of applying to an application.

## 2.1 Create a New Application

The Applicant can request to classify their products based on MOHAP standards by:

Requesting to create a New Application form from the Applicant Portal and selecting the following service which falls under the  **Product Registration** services:

- Product Classification

To create a new application form from the Applicant Portal, the user must do the following:

- a. Click on one of the **New Application** buttons found on the Dashboard Screen (or All Applications Screen) – which opens New Application Screen
- b. Select **Product Classification**
- c. Click **Create Application** button

Once the user selects **Product Classification** as a service and creates an application, the user will be redirected to Product Details screen.

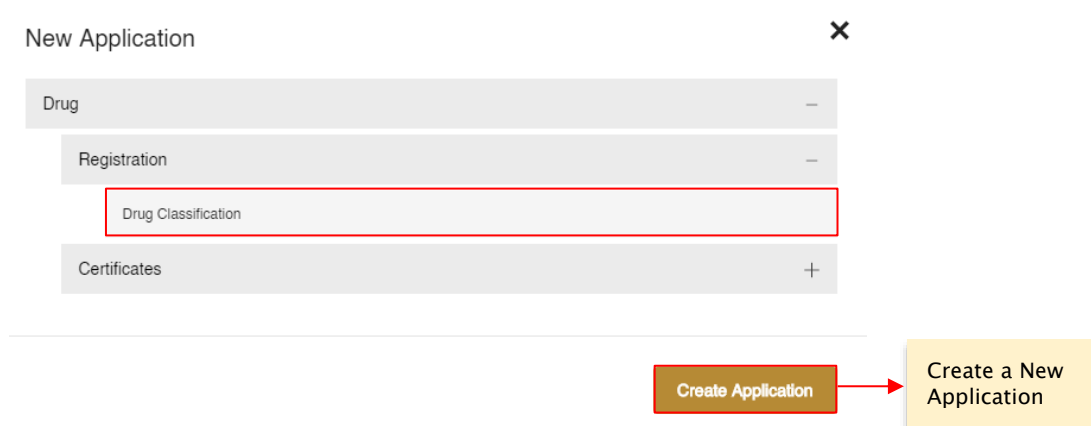


Figure B: New Application Screen

## 2.2 Product Classification Application

To complete a Product Classification application, the applicant must fill the following three sections:

1. Product Details
2. Active Ingredients
3. Attachments

For an applicant to move from one section to another, they are required to fill the section's mandatory fields and tables.



Figure C: Progress Bar

At any application stage, the applicant can perform the following actions:


- ❖ Save application
- ❖ Discard application
- ❖ Proceed to next section
- ❖ Go back to previous section

Warnings:

- In case the applicant did **not** complete a mandatory field, a warning message marked in red will be displayed under the field text box highlighting the note: **This Field is Required.**
- In case the applicant did **not** fill a table, a warning message marked in red will be displayed under the table box highlighting the note: **Table Cannot be empty.**
- In case the applicant inputs a non-numeric character in a field that only accepts numbers, a warning message marked in red will be displayed under the field text box highlighting the note: **This field accepts numbers only.**

Display icons:

-  allows user to Delete table (usually found under Actions)

-  allows user to Edit table (usually found under Actions)

Tips: Each application section will contain a progress bar that shows the input progress of the application data

### 2.2.1 Product Details

In the Product Classification – Product Details screen, the applicant must enter the following information about the product:

Fields	Rules
a. Product Name/ Trade Name	Mandatory
b. Product Form/ Dosage Form	Mandatory – If the user selects Other, they must fill in the field by text
c. Product Description/ Indication	Mandatory
d. Multiple Sizes/ Accessories	Mandatory
e. Product size list/ Accessories list	Conditional – In case Multiple Sizes Accessories is Yes, then applicant is required to upload attachment
f. Manufacturer	Mandatory
g. Country	Mandatory
h. City	Mandatory

Table 1: Product Details Fields

Once the user is done filling all the required fields, they must click **Active Ingredients** button to proceed to Active Ingredients screen.

Figure D: Product Details screen

## 2.2.2 Active Ingredients

In this section, the applicant is required to add the product's list of active ingredients. The user must provide the following information about the product's active ingredients:

- a. Active Ingredient Name
- b. Quantity
- c. Quantity Unit
- d. In Quantity / Ref. Quantity
- e. In Quantity / Ref. Quantity Unit
- f. Indications/ Other Info

Once the applicant completes filling the Active Ingredients fields, they must proceed to click on the **Add** button.

Rule: All the fields are shown as Optional



Once the applicant provides the section’s required information, they can move to the next section by clicking **Next** button.

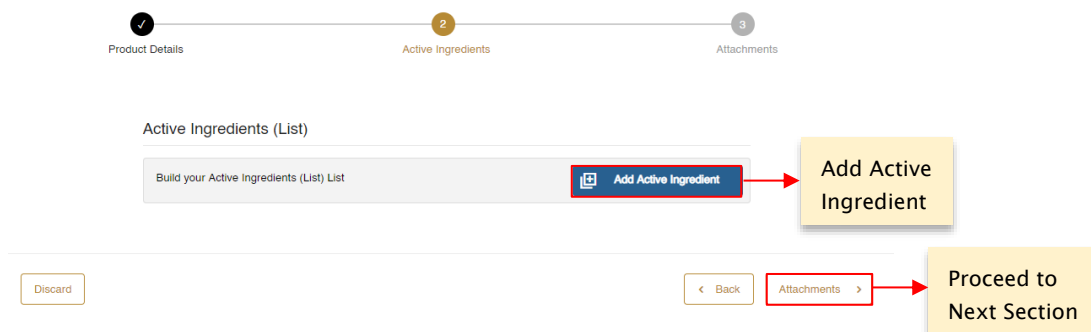


Figure E: Active INGredients Screen

The image shows a modal form titled 'Active Ingredient' with a close button (X) in the top right corner. The form contains several input fields: 'Name (Optional)' with a search bar labeled 'Search Active Ingredients'; 'Quantity (Optional)' with a text input field; 'Quantity Unit (Optional)' with a dropdown menu; 'In Quantity/ Reference Quantity (Optional)' with a text input field; 'In Quantity/ Reference Quantity Unit (Optional)' with a dropdown menu; and 'Indications/ Other Info (Optional)' with a text area labeled 'Other Information'. At the bottom of the form, there are 'Cancel' and 'Add' buttons.


Figure F: Add Active Ingredients Screen

### 2.2.3 Attachments

This section is where an applicant can upload General Attachments before proceeding to submit the application. Once the applicant is done with this section, they can move to the Review section by clicking **Review** button.

The user can add more attachments to their Product Classification application by performing the following:

1. Enter the Document Name

2. Click the Add Attachment icon 
3. Upload Attachment

Tip: To view the list of attachments, please refer to [Appendix I](#)

## 2.3 Review Application

After the applicant completes filling all application details, they must click on the **Review** button to proceed with application submission. The Review section provides a full summary of the application and allows the user to perform the following actions:

- ❖ Edit Application
- ❖ Save Application
- ❖ Discard Application
- ❖ Go Back to Previous Section
- ❖ Read & Accept General Terms & Conditions
- ❖ Submit Application

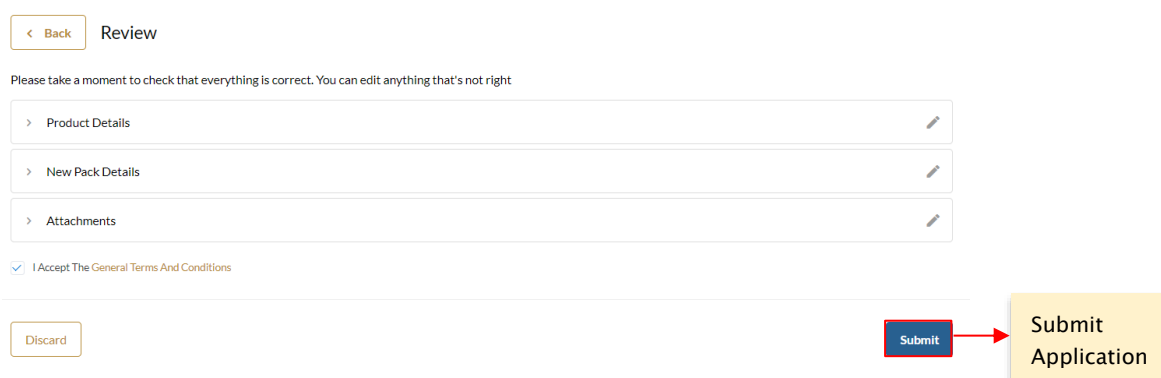




Figure G: Review Screen

Once the applicant reviews application and accepts the General Terms and Conditions, they must click the **Submit** button to proceed to checkout.

Please note: to proceed with application submission, the applicant must read & accept the General Terms and Conditions.

Warning: In case the user did **not** fill all mandatory fields, a warning message will be displayed noting that applicant must fill all required fields before submitting the application.

Display icon:

-  allows user to Edit application details
-  allows user to view table

## 2.4 Checkout

After an application has been submitted, the applicant will be redirected to Checkout screen where they will be asked to pay the following:

- Application Fees: AED 500 per Application

To proceed with payment, the applicant must click on the **Checkout** button shown at the bottom-right corner of the Checkout screen which will redirect the applicant to MOHAP’s Payment Gateway (e-dirham).

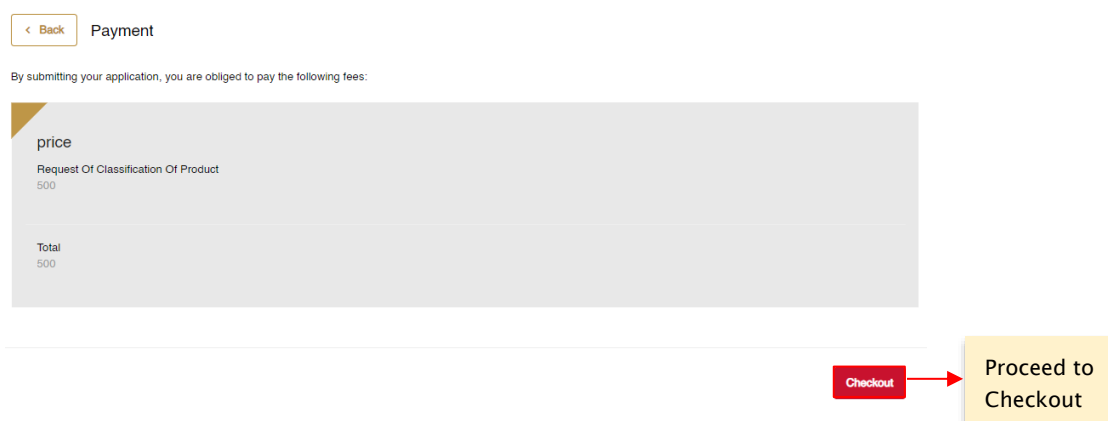


Figure H: Checkout Screen

Tip: Overrun Pop-up Blocker to open MOHAP’s Payment Gateway (e-dirham)

## 3. Take Required Actions

Once an application has been reviewed by a MOHAP officer, the officer might request the applicant to take actions before proceeding with application. The applicant will get notified via SMS or email once the officer requires an action.

For a user to view and take these actions, they must:

- a. Click on the **Application Number** in All Applications screen – which redirects user to Submitted Application screen
- b. Click on **Required Actions** tab
- c. Click on the Action – which opens an Action window

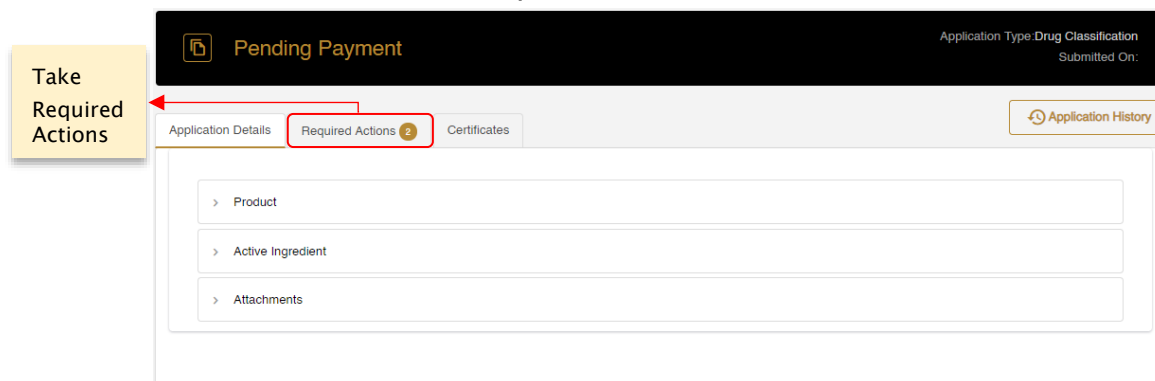


Figure 1: Submitted Application Screen

The requests the officer can ask an applicant are the following:

1. Application Correction
2. Sample Request
3. Appointment Request
4. Analysis Request

These actions will be explained in detail in the following sections.

### 3.1 Application Correction

In case a MOHAP officer identifies fields/attachments in application that require modification, the officer will send back the application to applicant for correction as part of the Product Classification reviewing process.

For the applicant to view and change the fields/attachments that require correction, the applicant must:

- a. Click on **Correction** button found in Required Actions tab – which redirects applicant to Correction screen
- b. Make changes to fields/attachments\*


- c. Add comment in Comment box
- d. Click on **Submit Correction** button
- e. Confirm correction

Once the applicant confirms correction, the application will be sent back to officer for further review.

Rule: \*Only fields/attachments needed for correction are displayed for change

The screenshot shows a web interface for a 'Correction request'. At the top left, it says 'Correction request' with a date '28/01/2019' and 'Remarks: test'. On the top right, there is a notification box that says '1/2 Unresolved Request(s)' with up and down arrow icons. The main content area is titled 'Product Details' and contains several fields: 'Product Name/ Trade Name' with a value of '1'; 'Product Form/ Dosage Form' with a dropdown menu showing 'Capsule'; 'Product Description/ Indication' with a value of '1'; 'Multiple Sizes/ Accessories' with radio buttons for 'Yes' and 'No' (where 'No' is selected); 'Manufacturer' with a value of '1'; 'Country' with a dropdown menu showing 'Albania'; 'Was: ~~Alani Islands~~'; and 'City' with a value of '1'. Below these fields are expandable sections for 'Active Ingredients', 'Attachments', and 'Comments'. At the bottom right of the form, there is a 'Submit Corrections' button.

Figure J: Correction Screen

Display icons:  allows the user to undo change

The screenshot shows a notification box with the text '4/5 Unresolved Request(s)' and two arrow icons (up and down) on the right side.

Figure K: Field Correction Tool

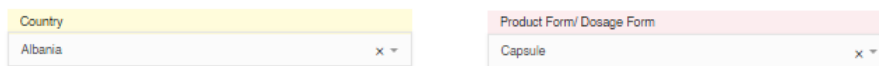


Figure L: Modified Field      Figure M: Unmodified Field

**Tips:**

- i. Field Correction Tool helps user navigate from one unsolved request to another
- ii. Fields required for change are highlighted in **Red**
- iii. Modified fields are highlighted in **Yellow**.

### 3.2 Sample Request

In case a MOHAP officer requires an applicant to submit a sample to MOHAP as part of the Product Classification reviewing process, the officer will send the applicant a sample request. This sample request will have a Sample Specification section which explains what the officer requires a sample for.

The applicant is then given the option to either:

- A. Ask for more clarification
- B. Fill & submit sample details

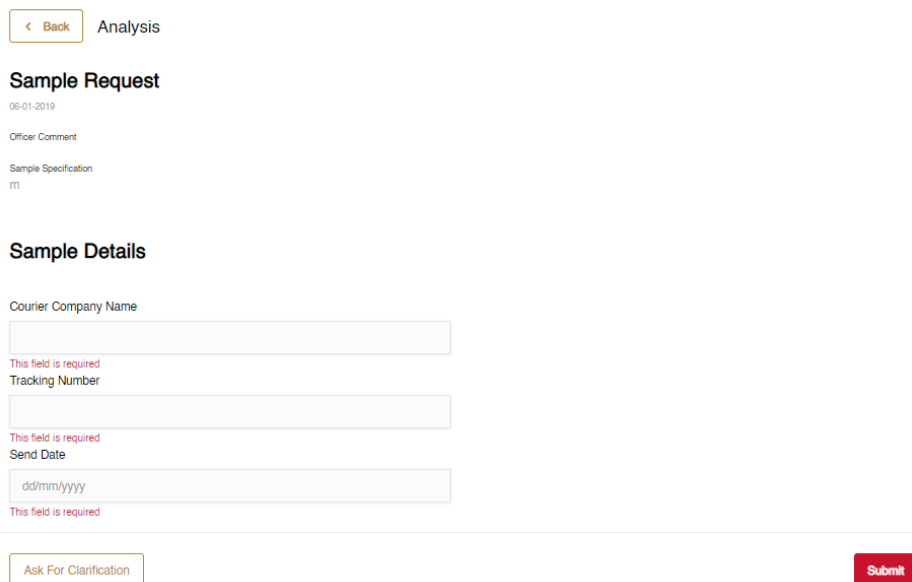
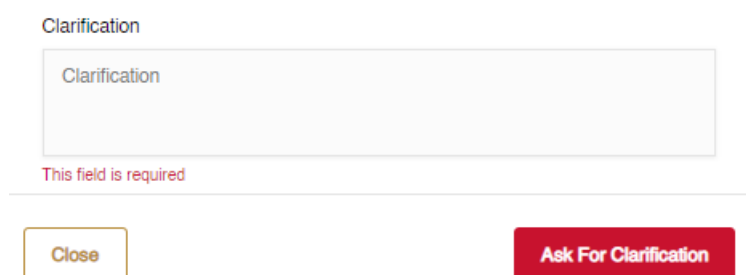


Figure N: Sample Request Screen

### Case A

In case the applicant requires more clarification before proceeding to fulfill sample request, the user must do the following:

- a. Click on **Request Sample** button found in Required Actions tab – which redirects applicant to Request Sample screen
- b. Click **Ask For Clarification** button – open a Clarification window
- c. Fill Clarification box
- d. Click **Ask For Clarification** button



Clarification

Clarification

This field is required

Close

Ask For Clarification

Figure O: Clarification Window

### Case B

For the applicant to provide sample details to MOHAP, they must:

- a. Click on **Request Sample** button found in Required Actions tab – which redirects applicant to Request Sample screen
- b. Fill the following information in Sample Details section:
  - Courier Company Name
  - Tracking Number
  - Send Date
- c. Click **Submit** button
- d. Confirm Sample Receipt

Once the applicant confirms, the sample details will be sent back to officer for further review.

## 3.3 Appointment Request

In case a MOHAP officer requires to have an appointment with applicant as part of the Product Classification process, the officer will send the applicant an appointment request.

This appointment request includes the following:

- Appointment Date
- Appointment Time
- Appointment Location

The applicant is given the option to either

- A. Accept this appointment
- B. Suggest a New Appointment

### Case A

For the applicant to accept an appointment, they must:

- a. Click on **Request Appointment** button found in Required Actions tab – which redirects applicant to Appointment screen
- b. Review appointment details
- c. Click on **Accept** button
- d. Confirm appointment

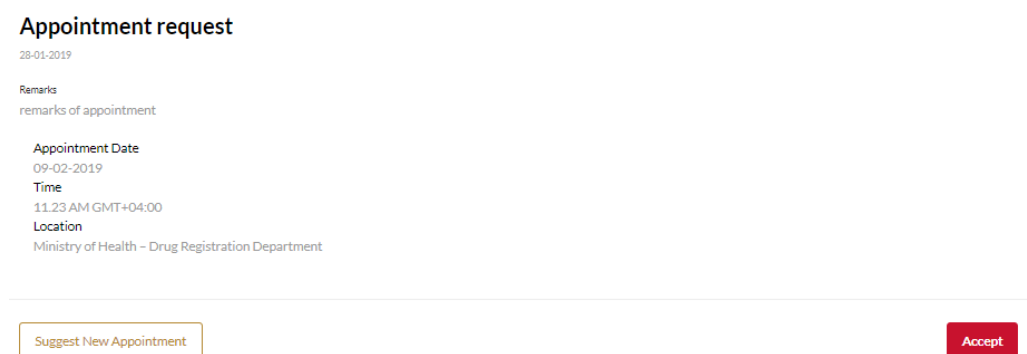


Figure P: Appointment Screen

### Case B

In case an applicant wishes to suggest an appointment, they must:



- a. Click on **Request Appointment** button found in Required Actions tab – which redirects applicant to Appointment screen
- b. Click on **Suggest New Appointment** button – which opens New Appointment window
- c. Fill the following in New Appointment window:
  - Appointment Date
  - Time (Optional)
  - Leave a Comment (Optional)
- d. Click **Submit** button

Once the applicant submits suggested new appointment, the new appointment form will be sent back to officer for further review.

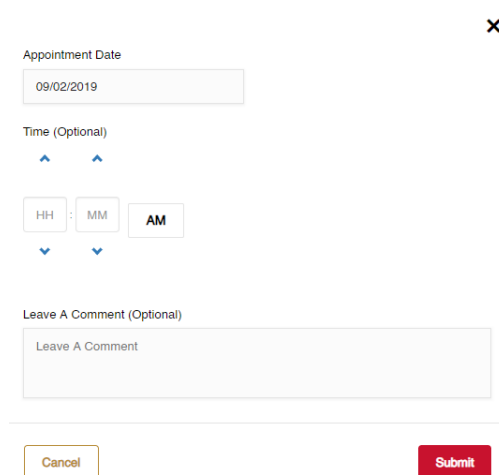


Figure Q: New Appointment Window

### 3.4 Analysis Request

As part of the Product Classification reviewing process, a MOHAP officer might request for an Analysis on a medical product.

For this request to be initiated, the applicant must first pay the following fees:

- Analysis fees: AED 3000
- Certificate fees: AED 500

During the Analysis evaluation, the Analysis officer can request the applicant the following:

1. Application Correction – [Section 3.1](#)
2. Sample – [Section 3.2](#)
3. Appointment – [Section 3.3](#)

Tip: To learn how to fulfill the requests above, please refer to their respective sections

After the Analysis evaluation has been completed, the applicant will be provided with the officer's analysis results. If the Analysis certificate was approved and generated by Analysis officer, the applicant will be asked to choose one of two of the following options:

- A. Accept Analysis
- B. Request Re-Analysis

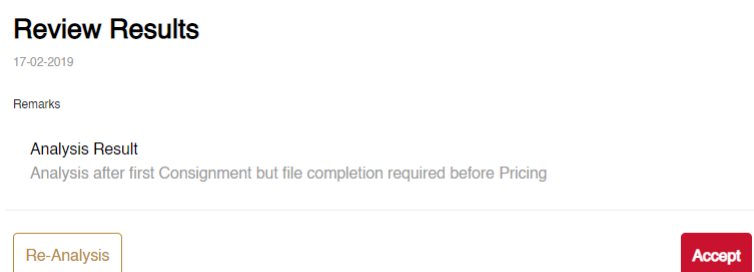


Figure R: Analysis Screen

### Case A

In case the applicant wishes to Accept Analysis, they must perform the following:

- a. Click on **Analysis Request** button found in Required Actions tab – which redirects applicant to Analysis screen
- b. Select **Accept**
- c. Confirm Acceptance

If the applicant chooses to accept Analysis, then they will be able to print the certificate from the Certificate tab. To learn about the Analysis certificate, please refer to [section 4.2](#).

### Case B

In case the applicant wishes to Request a Re-Analysis, they must perform the following:

- a. Click on **Analysis Request** button found in Required Actions tab – which redirects applicant to Analysis screen

- b. Select **Request for Re-Analysis**
- c. Add remarks in Comment box
- d. Click on **Submit** button

If the applicant chooses to request for Re-Analysis, they must first repay the Analysis fees before the application is sent back to Analysis officer for re-analysis.

Rule ID	Rules
<b>R1</b>	If the applicant did not provide an action for 60 working days, the analysis will be accepted automatically

Table 2: Analysis Rules

## 4. Rejected Applications

Once an application has been rejected by a MOHAP Officer, an email or an SMS will be sent to the applicant containing the application’s latest updates and results.

To view the rejection comments given by MOHAP Officer and the step at which the application got rejected, please click on the **Application History** button.

### Application History

Date	Action	Comment
11-04-2019	Payment Received	Transaction was processed successfully.
11-04-2019	submit	
11-04-2019	submit	
11-04-2019	REQUEST_ANALYSIS	asdf
11-04-2019	Resume	
11-04-2019	Payment Received	Transaction was processed successfully.
11-04-2019	SEND_DOCUMENT_COMPLETION	
11-04-2019	Generate Analysis Certificate	
11-04-2019	Send Back To Applicant	Done
11-04-2019	Resume	
11-04-2019	Generate Analysis Certificate	ANALYSIS_COMPLETED
15-04-2019	Reject	

Figure S: Application History



Figure T: Submitted Application Screen – Application Details

## 5. Printouts

Once an application has been reviewed and approved by a MOHAP officer, the officer will issue the applicant a Product Classification Certificate. The applicant will instantly get notified via SMS or email once the officer issues the certificate.

For a user to view and printout a certificate, they must:

- a. Click on the **Application Number** in All Applications screen – which redirects user to Submitted Application screen
- b. Click on the **Certificate** tab
- c. Click on the Attachment – which opens the certificate as a PDF
- d. Print PDF

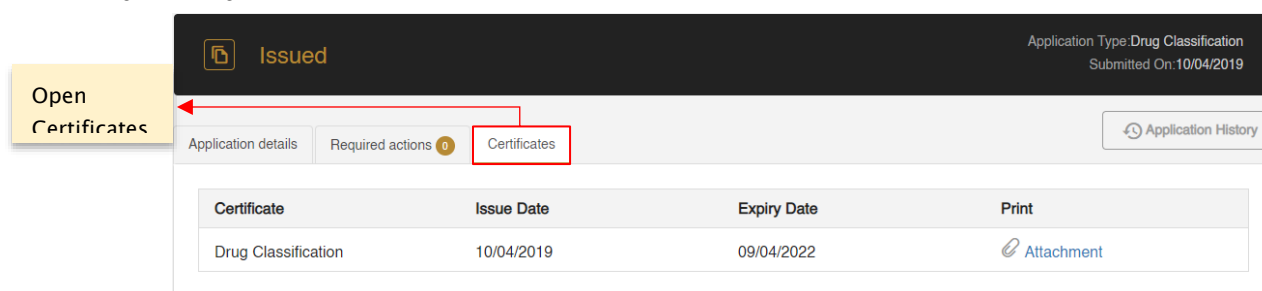


Figure U: Submitted Application Screen – Printout

### 5.1 Product Classification Certificate

The Product Classification Certificate will contain the following information:

- INSTANCE ID
- Issue Date
- Expiry Date
- Applicant Name
- City
- Country
- Committee M. No.
- Dated
- Product Name
- Product Form
- Manufacturer Name
- Manufacturer Country
- Classified As

## **5.2 Analysis Certificate**

The Analysis Certificate will contain the following information:

- Quality Control Number
- Purpose
- Reference Number
- Source
- Product Name
- Pharmaceutical Form:
- Manufacturer & Origin
- Package Description
- Sample Description
- Batch Number
- Manufacturing Date
- Expiry Date
- Pack Size
- Receiving Date

- Completion Date
- Composition
- Quantity
- Analysis Results

## 6. Appendix

General attachments that the applicant will upload when submitting the application

Documents
Emirates ID/ Trade License/ Product Store License should be populated from Applicant Profile
Art Work: Outer Cartoon
Art Work: Inner Label
Leaflet/ Product Information
Composition Certificate
Certificate from Country of Origin (CPP/ Free Sale Certificate/CE/ISO)
Product Catalogue for Medical Devices
Product Picture for Medical Devices
Registration and marketing status in other countries (Attach copies of certificates)
Product size list/ Accessories list in manufacturer letter head with their stamp (for Medical Device)

Table 3: List of Attachments