

UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION



الإمارات العربية المتحدة  
وزارة الصحة ووقاية المجتمع

# Import Export

Agent Manual

Information Technology Department – Development & E-services section

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## 1. Copyright and Confidentiality

This document is submitted with understanding that the Import Export user manual information contained herein this document shall not be disclosed outside the recipient's used, shall not be duplicated, used or disclosed in whole or in part for any purpose.

The reader acknowledges that the information provided by MoHAP is confidential; therefore, reader agrees not to disclose it without the express written permission of MoHAP.



## 2. Acronyms, Abbreviations and Definitions:

Abbreviations	Definitions
MoHAP	Ministry of Health and Prevention

### **3. Purpose and Objectives**

This document explains all the steps which are required for Site Administrator and agent user to Create Application, View Application, Reports, and User Manual Website contents. This document will provide

Ease to the business users in understanding all the screens of the application.

#### **3.1. Manage Agent Contents**

It contains information related to contents manipulation such as insert, update or delete operations

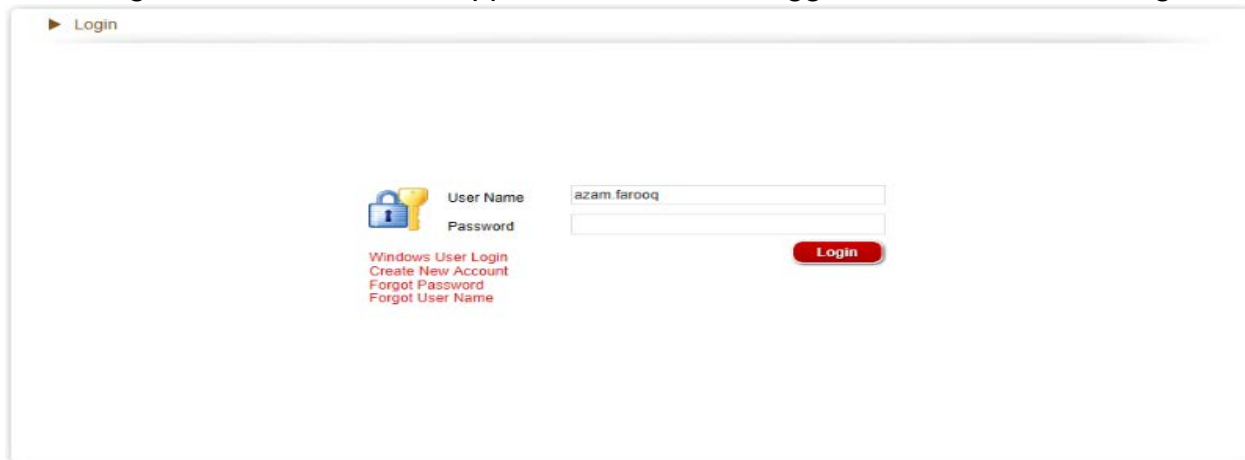
### **4. Assumptions**

You need to have administrator or agent privileges and be logged in with your account to perform administrative or agent User tasks

## 5. For All Users

### 5.1. Login

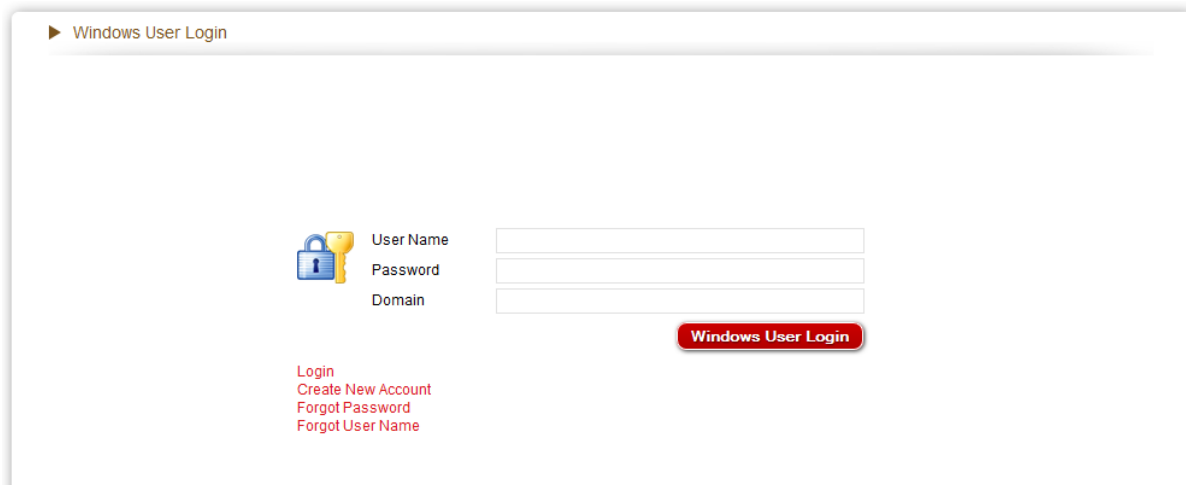
For using the service, All the applicants needs to logged in from User Management



The screenshot shows a web browser window titled "Login". On the left, there is a blue padlock icon and a yellow key icon. To the right of these icons are two input fields: "User Name" containing the text "azam.farooq" and "Password" which is empty. Below the input fields is a red button labeled "Login". To the left of the button, there are four links in red text: "Windows User Login", "Create New Account", "Forgot Password", and "Forgot User Name".

Figure 1 – Login (External Users)

For internal MOH users, following screen will be used:



The screenshot shows a web browser window titled "Windows User Login". On the left, there is a blue padlock icon and a yellow key icon. To the right of these icons are three input fields: "User Name", "Password", and "Domain", all of which are empty. Below the input fields is a red button labeled "Windows User Login". To the left of the button, there are four links in red text: "Login", "Create New Account", "Forgot Password", and "Forgot User Name".

Figure 2 - Login (Internal Users)

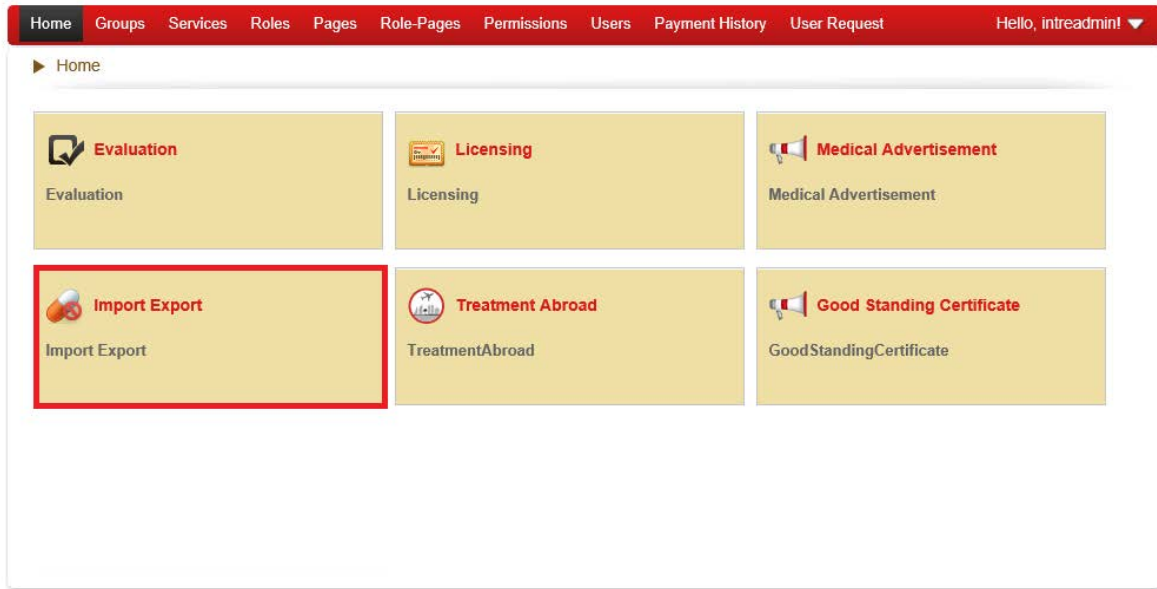


Figure 3 - Services Dashboard

## 6. Agent Menu

Agent will login application through User management and click on Drug Import Export service. The agent shall see the following options to create new or view existing applications:



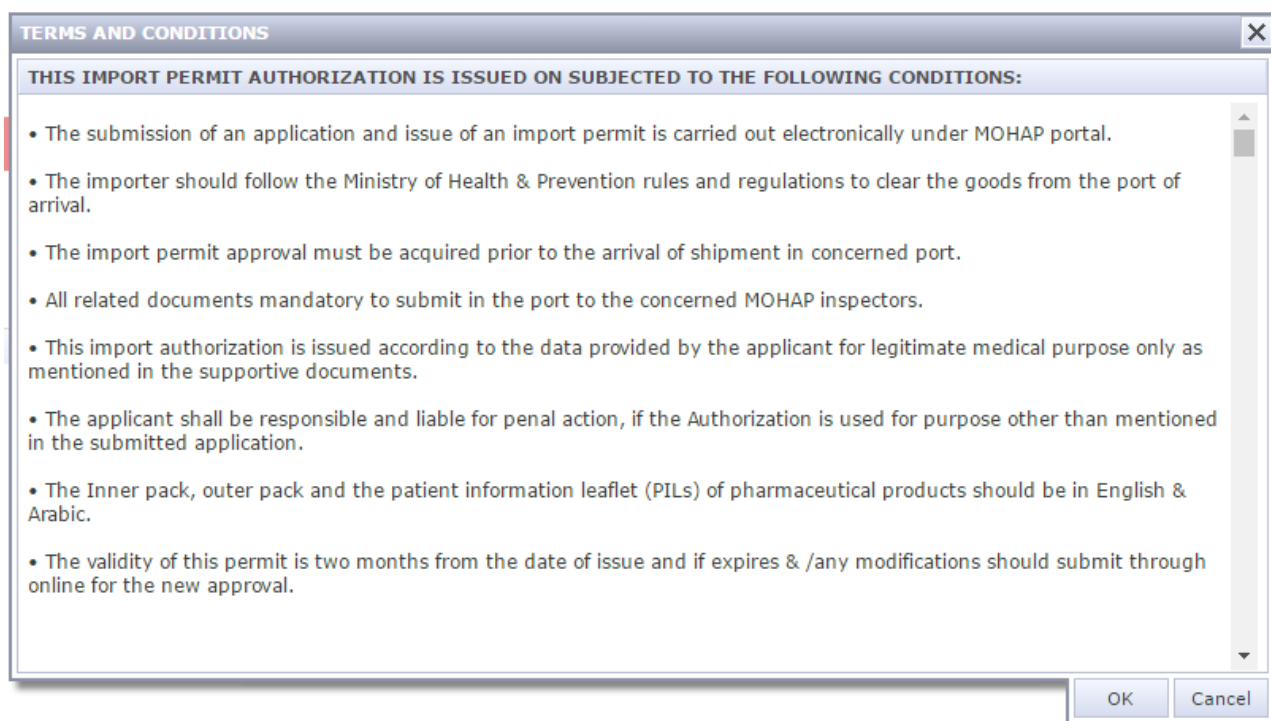
Figure 4 - Agent Menu

## 6.1. Create Application

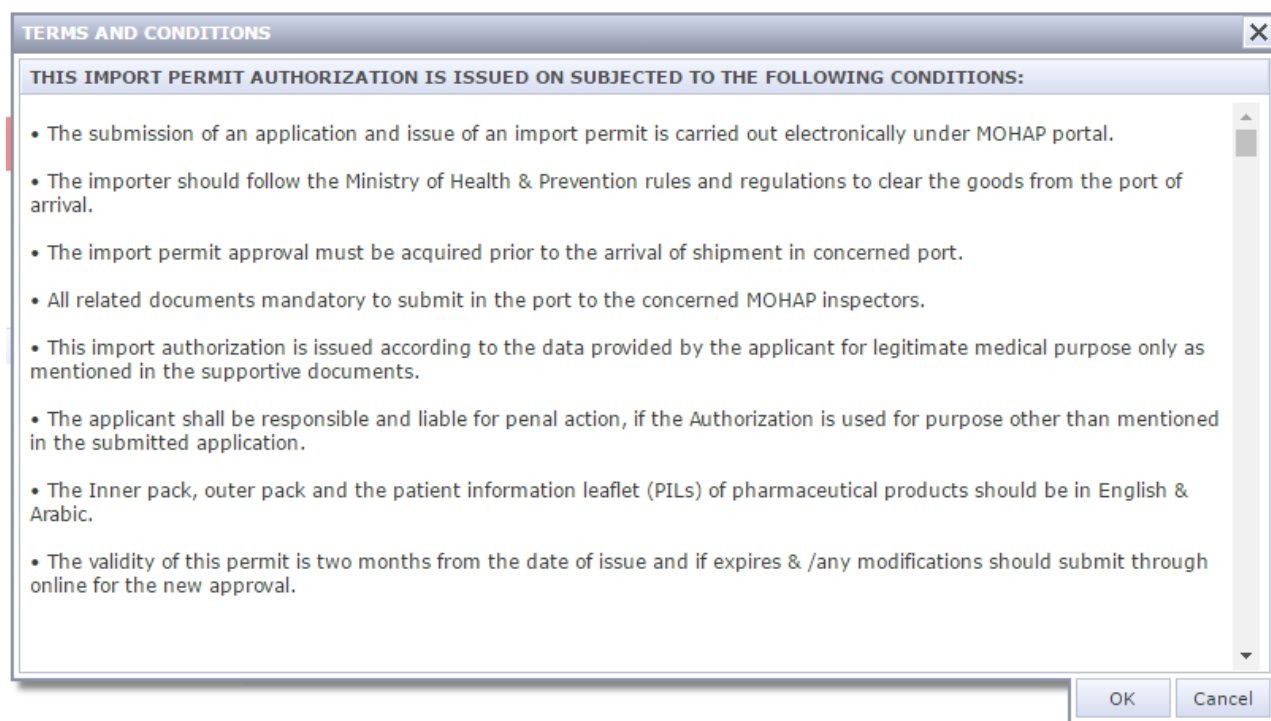


Figure 5 - Create Application

- The agent has the option to create or view an already created application from the above menu.
- Click on “Create Application” button of the relevant section and then proceed:
  - Authorization Applications: These are mandatory pre-approvals for importing the following types of products:
    - Biological Products
    - Controlled Application Chemical Precursors
    - Controlled Medicines (SCD/CD/NP)
  - Import/Export Permits:
    - Pre-Authorization permits for importing or exporting products.
    - Accept the Terms and Conditions by clicking OK.



- Shipment Clearance Applications:
  - This is the final step in getting an import/export permit for as a shipment clearance.
  - Accept the Terms and Conditions by clicking OK.





## 6.2. Authorization Applications

### 6.2.1. Biological Product

On Module screen select Type Import/Export and select Module Biological Products

The screenshot shows a web interface titled "Select Module". It has a "Modules Selection" section with two dropdown menus. The first is labeled "Type" and has "Import" selected. The second is labeled "Import Module" and has a dropdown menu open showing several options: "Select an item", "Import Biological Product" (which is highlighted), "Import Controlled Application Chemical Precursors PreApproval", and "Import Controlled Medicines (SCD/CD/NP)". Below this is a "Comment History" section which is currently empty.

Figure 6 – Biological Product Authorization

- System will load the Biological Product Form for submitting an Authorization Request.

The screenshot shows the "Biological Product" form. At the top right, there is a "Language" dropdown set to "EN". Below it, the "Service Name" is "Import Biological Product", the "Application No" is "FF09301", and the "Status" is "Not Submitted". A navigation bar contains four tabs: "Medical Store Details", "Biological Product" (which is active), "Documents", and "Submit Application". The "Agent Details" section contains several input fields: "MOH License No", "Importer" (with "Al Baker Trading Est." selected), "Country" (with "UAE" selected), "Address" (with "P.O. Box 134"), "Phone" (with "Unknown"), "Email", "Status" (with "Active" selected), "City" (with "ABU DHABI"), "PO Box" (with "134"), "Fax", and "Website". A "Next" button is located at the bottom right.

Figure 7 - Biological Product Authorization Request

- Verify the Medical and Store Detail and click next.

Medical Store Details	Biological Product	Documents	Submit Application
-----------------------	--------------------	-----------	--------------------

**Agent Details**

MOH License No	<input type="text"/>	Status	Active
Importer *	<input type="text"/>	City	ABU DHABI
Country *	UAE	PO Box	<input type="text"/>
Address *	P.O. Box <input type="text"/>	Fax	<input type="text"/>
Phone	<input type="text"/>	Website	<input type="text"/>
Email *	<input type="text"/>		

[Next](#)

Figure 8 – Medical Store Details

- On Biological Product tab and entre data in all the fields relevant fields.

Medical Store Details	Biological Product	Documents	Submit Application
<b>Biological Product</b>			
<b>Importer Details</b>			
Importer Name		Telephone	
Import Name		000000000	
Fax		Email	
000000000		email@domain.com	
<b>Product Details</b>			
Register Product			
<input checked="" type="radio"/> Register <input type="radio"/> Non-Registered			
Product Trade Name		Product Generic Name	
TYPHOID PARATYPHOID & CHOLERA VACCINE		TYPHOID PARATYPHOID & CHOLERA VACCINE	
Product Form		Pack Size	
Injection		1.5ml Vial	
Strength		Quantity	
Type a value		Type a value	
Shelf Life		Presentation	
Type a value		Type a value	
Batch Number		Manufacture Date	
Type a value		Select a date	
Expiry Date		Storage Condition	
Select a date		Type a value	

Figure 9 - Biological Product

- Select the Documents Tab and attach all the required documents. Required documents are mentioned in Required Document list.

Figure 10 - Documents Tab

- Click on Declaration tab and check the check box given and press Submit.

Figure 11 - Declaration Tab

<b>Page has following actions</b>		
1.	<b>Next</b>	On clicking you will go on next tab

2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information
4.	Save and close	Saves the application and closes the form

### 6.2.2. Chemical Precursors

On Module screen select Type Import/Export and select Module Import Controlled Application Chemical Precursors

Figure 12 - Chemical Precursors

- System will load the tabs

Figure 13 - Import Controlled Application Chemical Precursors Tabs

- Verify Importing Agent details and press next.

Figure 14 - Importer Details

- Select chemical Precursors tab and enter data in all the fields and press Save

Figure 15 - Chemical Precursors Tab

- Click next or click on User Details and add all the details and click on Documents tab.

Figure 16 - Chemical Precursor User Tab

- Add all the required documents and click Submission tab. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

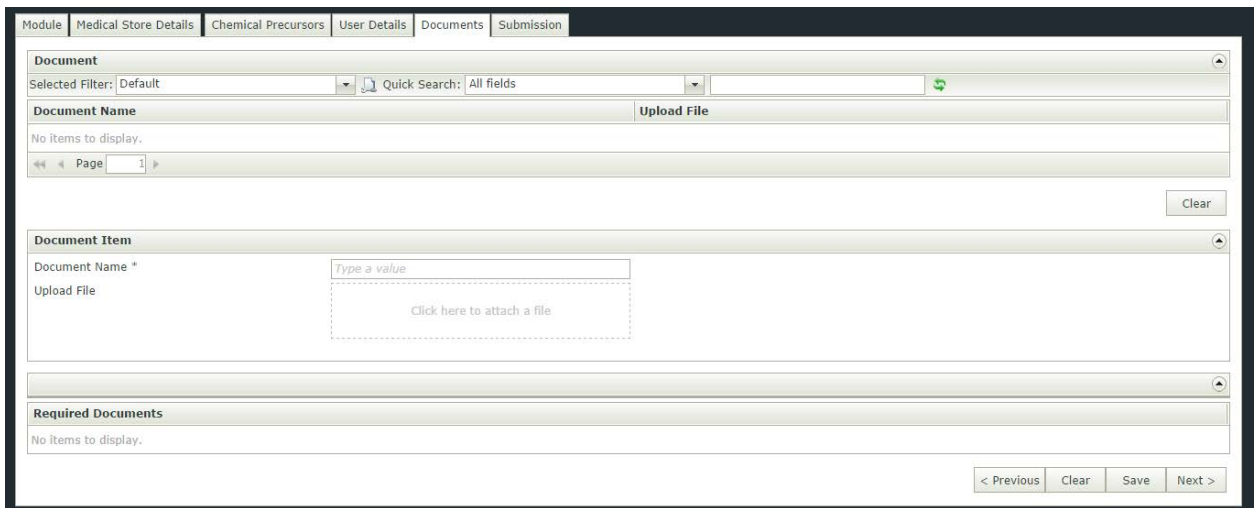


Figure 17 - Chemical Precursor Documents Tab

- Click on Submission tab and check the check box given and press Submit.

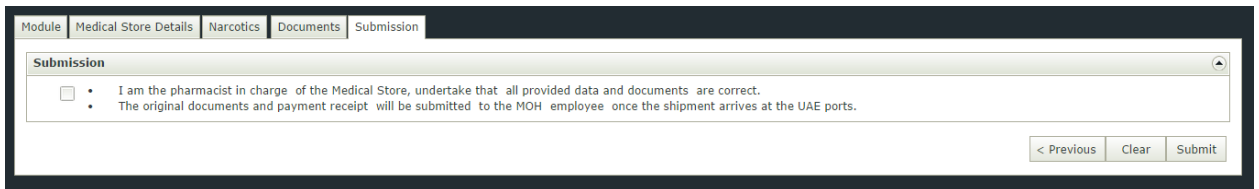


Figure 18 - Chemical Precursor Submission Tab

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information
4.	Submit	Submit the application



### 6.2.3. Controlled Medicines (SCD/CD/NP)

On Module screen select Type Import/Export and select Module Import Controlled Medicines (SCD/CD/NP)

Figure 19 - Import Controlled Medicines (SCD/CD/NP)

- System will load the Controlled medicines and Narcotics form.

Figure 20 - Controlled medicines and Narcotics form

- Verify the Agent details and click next.

Agent Details	Narcotics Details	End User Details	Documents	Declaration
<b>Agent Details</b>				
MOH License No	<input type="text"/>	Status	<input type="text" value="Active"/>	
Importer *	<input type="text" value="Al Baker Trading Est."/>	City	<input type="text" value="ABU DHABI"/>	
Country *	<input type="text" value="UAE"/>	PO Box	<input type="text" value="134"/>	
Address *	<input type="text" value="P.O. Box 134"/>			
Phone	<input type="text" value="Unknown"/>			
Email *	<input type="text"/>			
		Fax	<input type="text"/>	
		Website	<input type="text"/>	
<input type="button" value="Save and close"/> <input type="button" value="Next"/>				

Figure 21 - Agent Details

- Fill in the controlled or semi-controlled medicines details.

Agent Details	Narcotics Details	Documents	Declaration
<b>Narcotics Type</b>			
Type *	<input type="text" value="CD (NARCOTICS)"/>		Product Ty <input checked="" type="radio"/> Register
<b>Exporter Details</b>			
Exporter Name *	<input type="text" value="Exporter Name *"/>		Exporter A <input type="text" value="Exporter A"/>
Port of Export *	<input type="text" value="Port of Export *"/>		Country of <input type="text" value="UK"/>
<b>Product Details</b>			
Trade Name *	<input type="text" value="Acetaminophen 325mg with Hydrocodone Bitartrate 5mg Tablets"/>		Base Name <input type="text" value="Hydrocodc"/>
Pharmaceutical Form *	<input type="text" value="Tablet"/>		Product Siz <input type="text" value="5mg"/>
Unit Pack Size *	<input type="text" value="10"/>		Strength * <input type="text" value="mg/ml"/>
Total Quantity *	<input type="text" value="100"/>		Port Of Arr <input type="text" value="Dubai"/>
Base Content in gram *	<input type="text" value="3.0500"/>		

Figure 22 - Narcotic Details

- Attached the necessary documents
- Select Documents tab and add all the required documents and click Submission tab. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

Figure 23 – Controlled Medicine Documents Tab

- Click on Declaration tab and check the check box given and press Submit.

Figure 24 - Controlled Medicine Declaration

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Save and Close	Saves the data and closes the form
4.	Submit	Submits the application.

### 6.3. Import/Export Permits Applications

- Click Create Application from the following menu:



Figure 25 - Create Permit Application

- Click OK button to agree with the Terms and Conditions

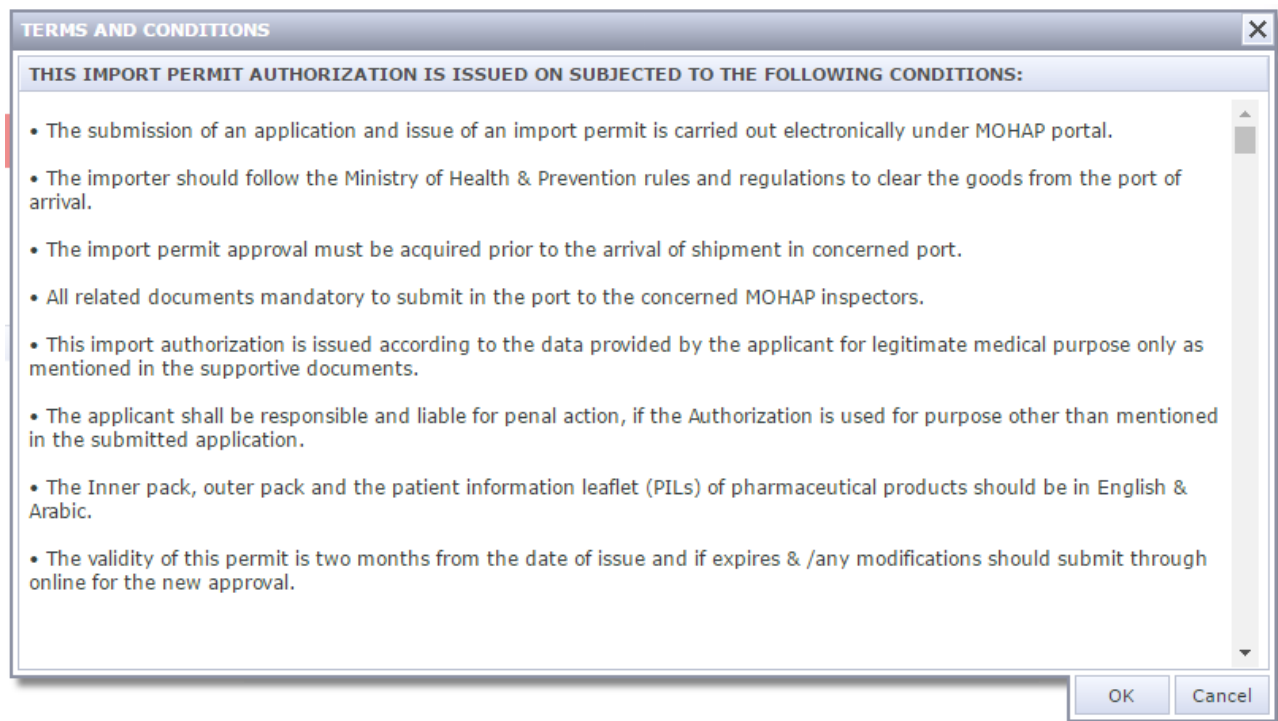


Figure 26 - Permit Terms and Conditions

- On Module screen select Type Import/Export and select desired Module type.

Module | Medical Store Details | Raw Material | Documents | Submission

**Module**

**Modules Selection**

Type: Import

Import Module: Import Raw Materials Chemical Precursors

Next >

Figure 27 - Import Permit Modules

### 6.3.1. Import Medicinal Product

- On Module screen select Type Import/Export and select desired Module type.



Select Module	
<b>Modules Selection</b>	
Type	Import
Import Module	Import Medicinal Products Permit

Figure 28 - Import Permit Modules

- System will load the tabs

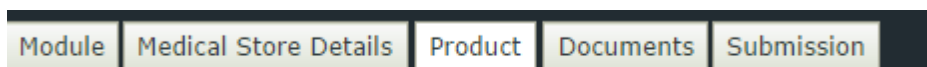
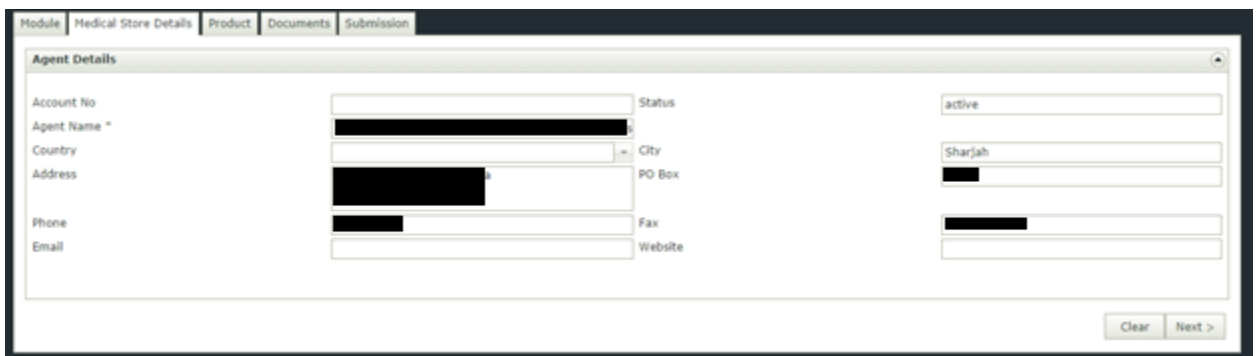


Figure 29 - Medicinal Product Tabs

- Verify Medical and Store Detail and press clear or next.



Agent Details	
Account No	Status
Agent Name *	active
Country	City
Address	Sharjah
Phone	PO Box
Email	Fax
	Website

Clear Next >

Figure 30 - Medicinal Product Agent Details

- Select Product tab and enter data in all the fields and press save.
- Saved product will be visible in Product list top on the page.
- If you are using already registered Product then select registered product and enter details in MAH and Invoice fields.

- If you are using unregistered product then select unregistered product and enter data in other fields and save the product with entering data in MAH and Invoice section.
- You can add a maximum of **10** (ten) Products in one permit request.

Figure 31 - Medicinal Product Form

- Select Documents tab and add all the required documents and click Submission tab. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.



Figure 32 - Medicinal Product Document

- Click on Submission tab and check the check box given and press Submit.

Figure 33 - Import Medicinal Products Permit Submission

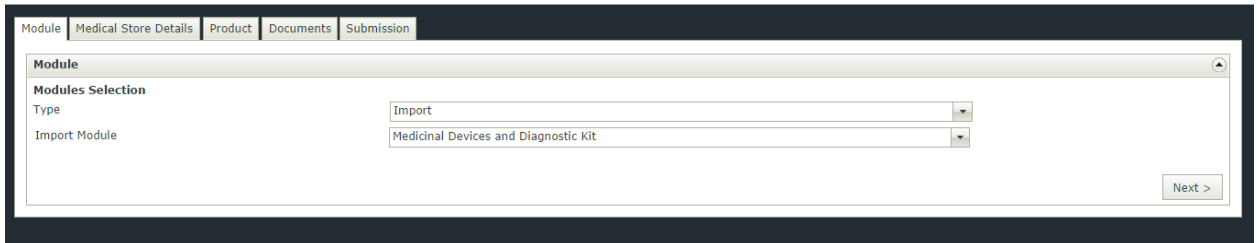
- System will now ask for a payment. Please refer to the Payment section (6.5. **Payments**) for more details.

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information

4.	Re-Submit	This button will appear if the Drug department sends the application back to the agent in case if any requirement is missing.
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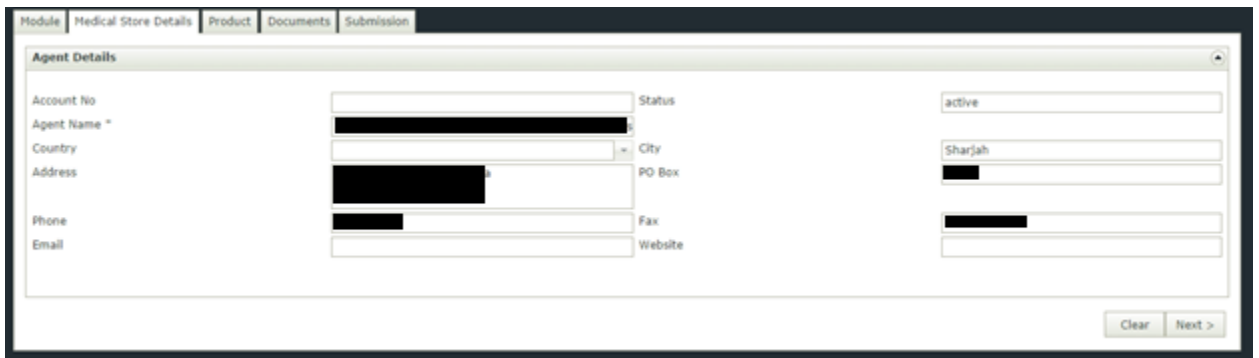
### 6.3.2.Import Medicinal Devices and Diagnostic Kit

On Module screen select Type Import/Export and select Medicinal Devices and Diagnostic Kit



The screenshot shows a web application interface with a navigation bar at the top containing tabs for 'Module', 'Medical Store Details', 'Product', 'Documents', and 'Submission'. The 'Module' tab is active. Below the navigation bar is a form titled 'Module Selection'. It contains two dropdown menus: 'Type' with 'Import' selected, and 'Import Module' with 'Medicinal Devices and Diagnostic Kit' selected. A 'Next >' button is located at the bottom right of the form.

- Verify Medical and Store Detail and press clear or next.



The screenshot shows the 'Agent Details' form. It has a grid-like layout with the following fields: 'Account No', 'Agent Name \*', 'Country', 'Address', 'Phone', 'Email', 'Status', 'City', 'PO Box', 'Fax', and 'Website'. The 'Status' field is set to 'active' and the 'City' field is set to 'Sharjah'. There are 'Clear' and 'Next >' buttons at the bottom right.

Figure 34 - Medicinal Devices Agent Details

- Select Product tab and enter data in all the fields and press save.
- Saved product will be visible in Product list top on the page.
- You can add a maximum of **10 (ten)** products in one permit.

Figure 35 - Medicinal Devices Product Form

- Select Documents tab and add all the required documents and click Submission tab. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

Figure 36 - Medicinal Devices Documents Tab

- Click on Submission tab and check the check box given and press Submit.

Figure 37 - Import Medicinal Devices and Diagnostic Kit Submission

- System will now ask for a payment. Please refer to the Payment section (6.5. **Payments**) for more details.

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information
4.	Submit	Submits the application to the Drug Department

### 6.3.3.Import Raw Material Permit

On Module screen select Type Import/Export and select Module Import Controlled Application Controlled Medicines

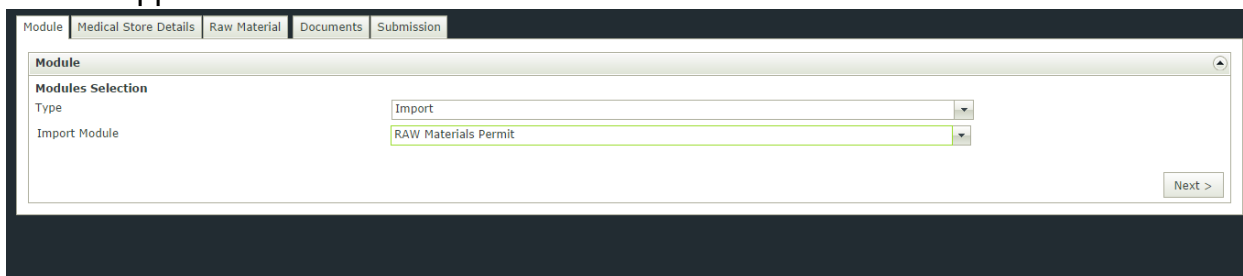


Figure 38 - Import Raw Material Permit

- System will load the tabs

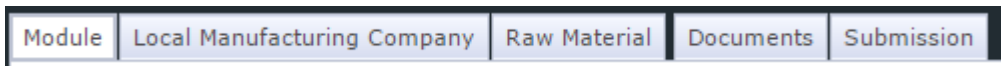


Figure 39 - Raw Material Tabs

- Verify the Local Manufacturing details and click next.

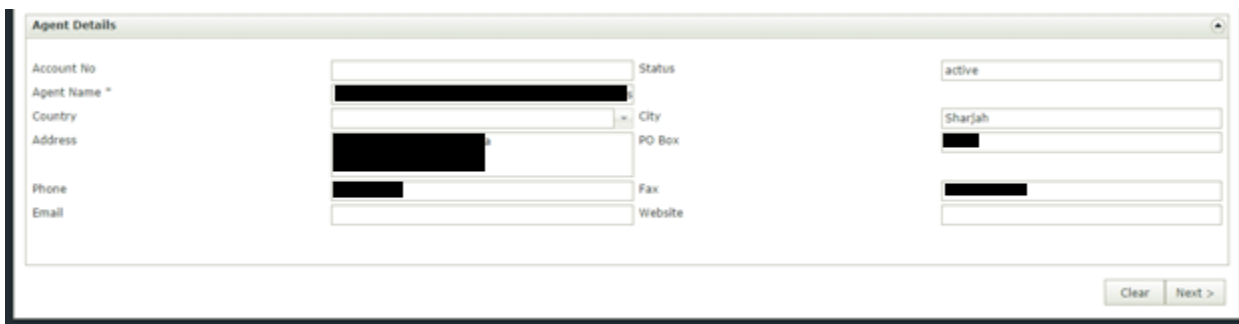


Figure 40 - Raw Material Agent Details

- Select Raw Materials Tab. Fill the form and press Save.
- All the saved raw material items will save in Raw material grid.
- You can add a maximum of **10 (ten)** substances in one permit.

Raw Materials		
<span style="color: red;">✖</span> Delete		
Selected Filter: <span>Default</span> <span style="margin-left: 20px;">Quick Search</span> <span style="margin-left: 20px;">All fields</span>		
Substance Name	Substance Type	Pack Size
No items to display.		
Page <span>1</span>		

Substance Type	<span>Select an item</span>	Substance Na
<b>Product Details</b>		
Trade Name*	<span>Type a value</span>	Pharmaceutic
Strength	<span>Type a value</span>	Other Pharma
Control Permit Number	<span>Type a value</span>	Shelf Life*
Total Quantity*	<span>Type a value</span>	Pack Size*
<b>Raw Materials Manufacturing</b>		
Manufacture Company*	<span>Type a value</span>	Country of Or
Invoice By	<span>Type a value</span>	Country of Ex
Port Of Arrival*	<span>Type a value</span>	
<b>Batch Details</b>		
Batch Number*	<span>Type a value</span>	
Manufacturing Date*	<span>Select a date</span>	<span>Expiry Date*</span>

- Select Documents tab and add all the required documents and click Submission tab. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

- Click on Submission tab and check the check box given and press Submit.

- System will now ask for a payment. Please refer to the Payment section (6.5. Payments) for more details.

Figure 41 - Import Raw Material Permit Submission

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information
4.	Submit	Submits the application to the Drug Department



### 6.3.4.Import Chemical Precursors

On Module screen select Type Import/Export and select Module Import Controlled Application Chemical Precursors

Figure 42 - Import Chemical Precursors

- System will load the forms

Service Name : Import Permit for Chemical Precursors  
 Application No : PS41757  
 Status : Not Submitted

Agent Details	Chemical Precursor	Document	Submission
---------------	--------------------	----------	------------

**Agent Details**

MOH License No <input type="text"/> Importer * <input type="text"/> Country * <input type="text" value="UAE"/> Address * <input type="text" value="P.O. Box [redacted]"/> Phone <input type="text" value="[redacted]"/> Email * <input type="text"/>	Status <input type="text"/> City <input type="text" value="ABU DHABI"/> PO Box <input type="text" value="[redacted]"/> Fax <input type="text"/> Website <input type="text"/>
---	--

Figure 43 - Import Chemical Precursors Form

- Verify the agent details and click next.

Service Name : Import Permit for Chemical Precursors  
Application No : PS41757  
Status : Not Submitted

Agent Details	Chemical Precursor	Document	Submission
---------------	--------------------	----------	------------

**Agent Details**

MOH License No	<input type="text"/>	Status	
Importer *	<input type="text"/>	City	ABU DHABI
Country *	UAE	PO Box	<input type="text"/>
Address *	P.O. Box <input type="text"/>	Fax	<input type="text"/>
Phone	<input type="text"/>	Website	<input type="text"/>
Email *	<input type="text"/>		

Figure 44 - Medical Store Details Tab

- Select chemical Precursors tab and enter data in all the fields and press Save

Delete			
Selected Filter: Default		Quick Search All fields	
Substance Name	Batch Number	Manufacturer Date	Price
No items to display.			
Page 1			
Chemical Precursor			
Category	Select an item		Subs
Batch Number	Select an item		Additi
HS Code			CAS
Pack Size			Quar
Price			Curr
Base Content In KG			Batcl
Expiry Date			
Manufacturer Details Section			
Manufacturer Name			Cour
Address			City
Manufacturer Date			Expir
Invoice Details			
Invoice No	Type a value		Invoic
Total Price AED	Type a value		Curre

Figure 45 - Chemical Precursor Tab

- System will save the data in Chemical precursor's grid.
- You can add a maximum of **10 (ten)** items (pre-approval or authorization of each item will be required prior to adding the items).
- Add all the required documents and click Submission tab. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

Figure 46 - Chemical Precursor Documents Tab

- Click on Submission tab and check the check box given and press Submit.

Figure 47 - Chemical Precursor Submission Tab

- System will now ask for a payment. Please refer to the Payment section (6.5. Payments) for more details.

Page has following actions		
	Next	On clicking you will go on next tab
	Previous	On clicking you will go on Previous tab
2.	Clear	Clear all the un saved information
3.	Submit	Submits the application to the Drug Department

### 6.3.5.Export Controlled Application Chemical Precursors

- On Module screen select Type Export and select Module Export Controlled Application Chemical Precursors

The screenshot shows a web application interface with a navigation bar at the top containing tabs: 'Module', 'Medical Store Details', 'Chemical Precursors', 'User Details', 'Documents', and 'Submission'. The 'Chemical Precursors' tab is active. Below the navigation bar is a form titled 'Module Selection'. It contains two dropdown menus: 'Type' with 'Import' selected, and 'Import Module' with 'Import Controlled Application Chemical Precursors' selected. A 'Next >' button is located at the bottom right of the form.

Figure 48 - Export Controlled Application Chemical Precursors

- System will load the tabs

The screenshot shows the navigation bar with tabs: 'Module', 'Medical Store Details', 'Chemical Precursors', 'User Details', 'Documents', and 'Submission'. The 'Chemical Precursors' tab is highlighted, indicating it is the active tab.

- Select Medical and Store Detail and press clear or next.

The screenshot shows a web application interface with a navigation bar at the top containing tabs: 'Module', 'Medical Store Details', 'Narcotics', 'Documents', and 'Submission'. The 'Narcotics' tab is active. Below the navigation bar is a form titled 'Agent Details'. It contains several input fields: 'Account No', 'Agent Name \*' (filled with 'Abdulla Al Mutawa Pharmaceutical Store & Chemicals'), 'Country', 'Address' (filled with 'New Modern Industrial Area, Al Hizam Al Akhder Street, SHARJAH'), 'Phone' (filled with '06 6333415'), 'Email', 'Status' (filled with 'active'), 'City' (filled with 'Sharjah'), 'PO Box' (filled with '87'), 'Fax' (filled with '06 6335775'), and 'Website'. A 'Clear' button and a 'Next >' button are located at the bottom right of the form.

- Select chemical Precursors tab and enter data in all the fields and press Save

- System will save the data in Chemical precursor’s grid.
- Save as many items here as you want.
- Now click on User Details and add all the details and click on Documents tab.

- Add all the required documents and click Submission tab. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

- Click on Submission tab and check the check box given and press Submit.

Figure 49 - Export Controlled Application Chemical Precursors Submission

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information

### 6.3.6. Export Medicinal Devices and Diagnostic Kit

On Module screen select Type Export and select Medicinal Devices and Diagnostic Kit

The screenshot shows a web application interface with a dark header containing tabs: 'Module', 'Medical Store Details', 'Product', 'Documents', and 'Submission'. Below the header is a 'Module Selection' form. It contains two dropdown menus: 'Type' with 'Import' selected, and 'Import Module' with 'Medicinal Devices and Diagnostic Kit' selected. A 'Next >' button is located at the bottom right of the form.

Figure 50 - Export Medicinal Devices and Diagnostic Kit

- System will load the tabs

This image shows a horizontal row of five navigation tabs: 'Module', 'Medical Store Details', 'Product', 'Documents', and 'Submission'. The 'Medical Store Details' tab is highlighted with a dark background, indicating it is the active tab.

- Select Medical and Store Detail and press clear or next.

The screenshot displays the 'Agent Details' form. It features several input fields: 'Account No', 'Agent Name \*' (filled with 'Abdulla Al Mutawa Pharmaceutical Store & Chemicals'), 'Country' (dropdown), 'Address' (filled with 'New Modern Industrial Area, Al Hizam Al Akhder Street, SHARJAH'), 'Phone' (filled with '06 6333415'), 'Email', 'Status' (filled with 'active'), 'City' (filled with 'Sharjah'), 'PO Box' (filled with '87'), 'Fax' (filled with '06 6335775'), and 'Website'. 'Clear' and 'Next >' buttons are at the bottom right.

- Select Product tab and enter data in all the fields and press save.
- If you are using already registered Product then select registered product and enter details in MAH and Invoice fields.
- If you are using unregistered product then select unregistered product and enter data in other fields and save the product with entering data in MAH and Invoice section.
- Saved product will be visible in Product list top on the page.
- Add as many products and save then as you want.



The screenshot displays a web application interface with a top navigation bar containing tabs for 'Product', 'Medical Items Details', 'Product', 'Documents', and 'Submission'. The main content area is divided into three sections: 'Product Details', 'Product Item', and 'Invoice Details'.  
**Product Details:** Includes a 'Selected Filter: (Default)' dropdown, a 'Quick Search: All Fields' input field, and a 'Quantity' field. A 'Clear' button is located on the right.  
**Product Item:** Features a 'Register Product' / 'Unregister Product' toggle. It contains a list of fields for product information, including 'Product Name', 'Product Form', 'Pack Size', 'Shelf Life', 'CIF Unit Price', 'Control Permit No', 'Invoice Unit Price', 'Quantity', 'Batch Number', 'Batch Manufacturing Date', 'Batch Expire Date', 'Health Institute Name', 'LPI Number', and 'Total Previously Imported Quantity'. There are also fields for 'Months(s)', 'Invoice Unit Price', 'LPI Date', and 'Current Stock in Store'.  
**Mail Details:** Contains fields for 'Account No', 'Mail Name', 'Country', 'Address', 'Telephone', and 'Email'. It also includes fields for 'City', 'PO Box', 'Fax', and 'Website'.  
**Invoice Details:** Includes fields for 'Invoice No', 'Manufacturer', 'Total Price AED', 'Invoice Date', 'Invoice By', and 'Total Price USD'.  
At the bottom of the form, there are navigation buttons: '< Previous', 'Clear', 'Save', and 'Next >'. The 'Save' button is highlighted.

- Select Documents tab and add all the required documents and click Submission tab. Required Document list is mentioned in Required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

The screenshot shows the 'Document' tab interface. At the top, there are navigation tabs: 'Module', 'Medical Store Details', 'Product', 'Documents', and 'Submission'. Below the tabs, there is a 'Document' section with a 'Selected Filter: Default' dropdown and a 'Quick Search: All fields' input. A 'Document Name' field and an 'Upload File' button are present. Below this, it says 'No items to display.' and shows a pagination control for 'Page 1'. A 'Clear' button is also visible. The 'Document Item' section has a 'Document Name \*' field with a placeholder 'Type a value' and an 'Upload File' area with a dashed box and the text 'Click here to attach a file'. At the bottom, there is a 'Required Documents' section, also showing 'No items to display.' and navigation buttons: '< Previous', 'Clear', 'Save', and 'Next >'.

- Click on Submission tab and check the check box given and press Submit.

The screenshot shows the 'Submission' tab interface. It features a checkbox and two bullet points of terms and conditions:
 

- I am the pharmacist in charge of the Medical Store, undertake that all provided data and documents are correct.
- The original documents and payment receipt will be submitted to the MOH employee once the shipment arrives at the UAE ports.

 At the bottom right, there are three buttons: '< Previous', 'Clear', and 'Submit'.

Figure 51 - Export Medicinal Devices and Diagnostic Kit Submission

- System will now ask for a payment. Please refer to the Payment section (6.5. Payments) for more details.

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information

4.	Submit	Submits the application for payment and approval
5.	Re-Submit	This button will appear if the Drug department sends the application back to the agent in case if any requirement is missing.

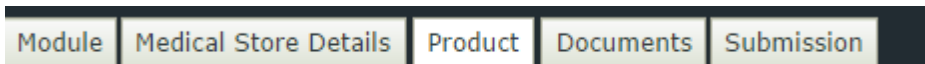
### 6.3.7. Export Medicinal Products Permit

Module screen select Type Export and select Medicinal Devices and Diagnostic Kit

The screenshot shows a web application interface with a navigation bar at the top containing tabs: 'Module', 'Medical Store Details', 'Product', 'Documents', and 'Submission'. Below the navigation bar is a window titled 'Module' containing a 'Modules Selection' section. This section has two dropdown menus: 'Type' with 'Import' selected and 'Import Module' with 'Medicinal Products Permit' selected. A 'Next >' button is located at the bottom right of the window.

Figure 52 - Export Medicinal Products Permit

- System will load the tabs



- 
- Select Medical and Store Detail and press clear or next.

The screenshot displays the 'Agent Details' form. It features several input fields: 'Account No', 'Agent Name \*' (filled with 'Abdulla Al Mutawa Pharmaceutical Store & Chemicals'), 'Country' (dropdown), 'Address' (filled with 'New Modern Industrial Area, Al Hizam Al Akhder Street, SHARJAH'), 'Phone' (filled with '06 6333415'), 'Email', 'Status' (filled with 'active'), 'City' (filled with 'Sharjah'), 'PO Box' (filled with '87'), 'Fax' (filled with '06 6335775'), and 'Website'. At the bottom right, there are 'Clear' and 'Next >' buttons.

- Select Product tab and enter data in all the fields and press save.
- If you are using already registered Product then select registered product and enter details in MAH and Invoice fields.
- If you are using unregistered product then select unregistered product and enter data in other fields and save the product with entering data in MAH and Invoice section.
- Saved product will be visible in Product list top on the page.
- Add as many products and save then as you want.

- Select Documents tab and Add all the required documents and click Submission tab. Required Document list is mentioned in Required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

- Click on Submission tab and check the check box given and press Submit.

Figure 53 - Export Medicinal Products Permit Submission

- System will now ask for a payment. Please refer to the Payment section (6.5. Payments) for more details.

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information
4.	Submit	Submits the application for payment and approval
5.	Re-Submit	This button will appear if the Drug department sends the application back to the agent in case if any requirement is missing.

### 6.3.8. Export Local Manufactured Products

- Module screen select Type Export and select Export Local Manufacturing Product.

The screenshot shows a web form titled "Select Module". It contains two dropdown menus. The first is labeled "Type" and has "Export" selected. The second is labeled "Export Module" and has "Export Local Manufacturing Product" selected.

Figure 54 - Export Local Manufacturing Product

- System will load the tabs

The screenshot shows a horizontal row of four tabs: "Agent", "Product", "Document", and "Declaration". The "Agent" tab is highlighted in a darker blue color, indicating it is the active tab.

Figure 55 - Local Manufactured Product Application Form

- Review the agent details and click Next.

The screenshot shows the "Agent Details" form with the following fields and values:

MOH License No	<input type="text"/>	Status	Active
Importer *	Moh_test	City	Dubai
Country *	UAE	PO Box	235212
Address *	P.O. Box: 235212, Dubai, UAE	Fax	04-256 8918
Phone	04-256 8722	Website	<input type="text"/>
Email *	umar_mufti@emitac.ae		

Figure 56 - LMP Agents Details

- Select Product tab and enter data in all the fields and press save.
- If you are using already registered Product then select registered product and enter details in MAH and Invoice fields.

- If you are using unregistered product then select unregistered product and enter data in other fields and save the product with entering data in MAH and Invoice section.
- Saved product will be visible in Product list top on the page.
- Add as many products and save then as you want.

**Local Manufacturing Product Form**

Register Product \*  Register Product  Unregister Product

Product Class \*

Product \*

Product Form\*

Pack Size \*

Shelf Life \*  Month(s)

Active Ingredient\*

Batch Number\*

CIF Unit Price:

Invoice Unit Price:

Quantity \*

**ATTN:**

- Please note that in accordance with the decision of Council of Ministers No. (44), the quantity of items in the form of FREE OF GOOD/BONUS are subjected to the 1% of invoice fee and are to be included in the main Quantity field.
- All samples submitted for tenders, samples submitted for registration and medical analysis shall be exempted from fee value.

Bonus Quantity

Batch Manufacturing Date\*

Batch Expire Date\*

Manufacturer \*

Country of Origin \*

Export Reason

Is Sample

---

**Consignee Details**

Account No

Name \*

Country  City

Address  PO Box

Telephone  FAX

Email  Website

---

Invoice No

Invoiced By

Total Price AED

Country of Export \*

Port of Departure\*

Invoice Date

Means of Transport

Total Price USD

Port of Arrival \*

Shipment Bill Number\*

Figure 57 - LMP Product Details

- On Documents tab and add all required document. Required Document list is mentioned in required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.



The screenshot displays a web interface for managing documents. At the top, there are three tabs: 'Agent', 'Product', and 'Document'. Below the tabs is a 'Document List' section with a 'Delete' button (marked with a red X), a 'Selected Filter' dropdown set to 'Default', and a 'Quick Search' dropdown set to 'All fields'. A table below shows a document with 'Test' as the name and 'General' as the category. Below the table is a pagination control showing 'Page 1'. Underneath is a 'Document Attachment' section with fields for 'Required Document\*' (a dropdown menu), 'Document Name\*' (a text input), and 'Document' (a dashed box for file upload). A 'Click here to attach a file' link is inside the dashed box, and an 'Attach' button is at the bottom right.

Figure 58 - LMP Documents

- Click on Submission tab and check the check box given and press Submit.

The screenshot shows a 'Submission' form. It contains a checkbox and two bullet points: 'I am the pharmacist in charge of the Medical Store, undertake that all provided data and documents are correct.' and 'The original documents and payment receipt will be submitted to the MOH employee once the shipment arrives at the UAE ports.' At the bottom right, there are three buttons: '< Previous', 'Clear', and 'Submit'.

Figure 59 - LMP Declaration and Submission

- System will now ask for a payment. Please refer to the Payment section (6.5. Payments) for more details.

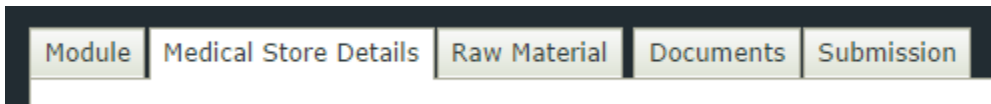
Page has following actions		
	Next	On clicking you will go on next tab
	Previous	On clicking you will go on Previous tab
	Clear	Clear all the un saved information
	Submit	Submits the application for payment and approval
	Re-Submit	This button will appear if the Drug department sends the application back to the agent in case if any requirement is missing.

### 6.3.9. Export Raw Material Permit

On Module screen select Type Export and select Module Export Controlled Application Controlled Medicines

Figure 60 - Export Raw Material Permit

- System will load the tabs



- Select Medical and Store Detail and press clear or next.

- Select Raw Materials Tab. Fill the form and press Save.
- All the saved raw material items will save in Raw material grid.
- You can save as many items as you want.

- Select Documents tab and Add all the required documents and click Submission tab. Required Document list is mentioned in Required documents grid on screen.
- All the added documents will appear in Document grid.
- Enter Document name, select file and upload it.

- Click on Submission tab and check the check box given and press Submit.

Figure 61 - Export Raw Material Permit Submission

Page has following actions		
	Next	On clicking you will go on next tab
2.	Previous	On clicking you will go on Previous tab
3.	Clear	Clear all the un saved information

## 6.4. Shipment Clearance Applications

- Click Create Application from the following menu:



Figure 62 - Create Shipment Clearance Application

- Click OK button to agree with the Terms and Conditions

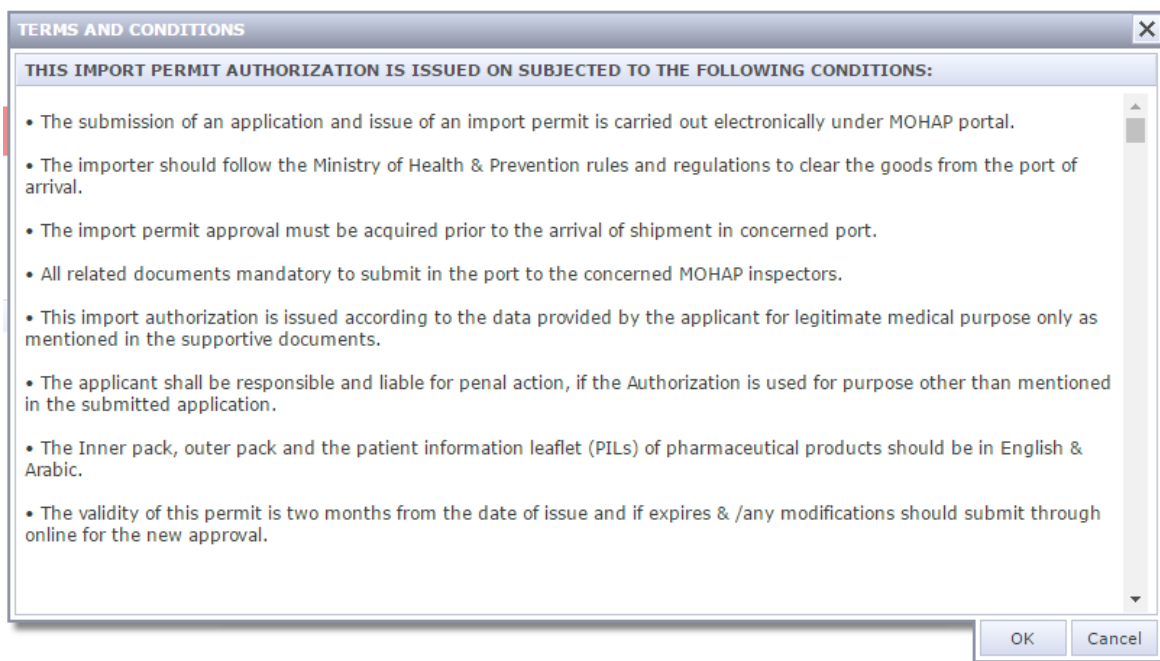


Figure 63 - Terms and Conditions

- On the Shipment Clearance menu, select the desired module/product type for which the shipment clearance is required.

### Welcome to Shipment Clearance System



Figure 64 – Shipment Clearance Modules

- Select the Approved Permit to be added and Click Add button to include it in the shipment clearance request.
- You can add multiple permits in one clearance request.

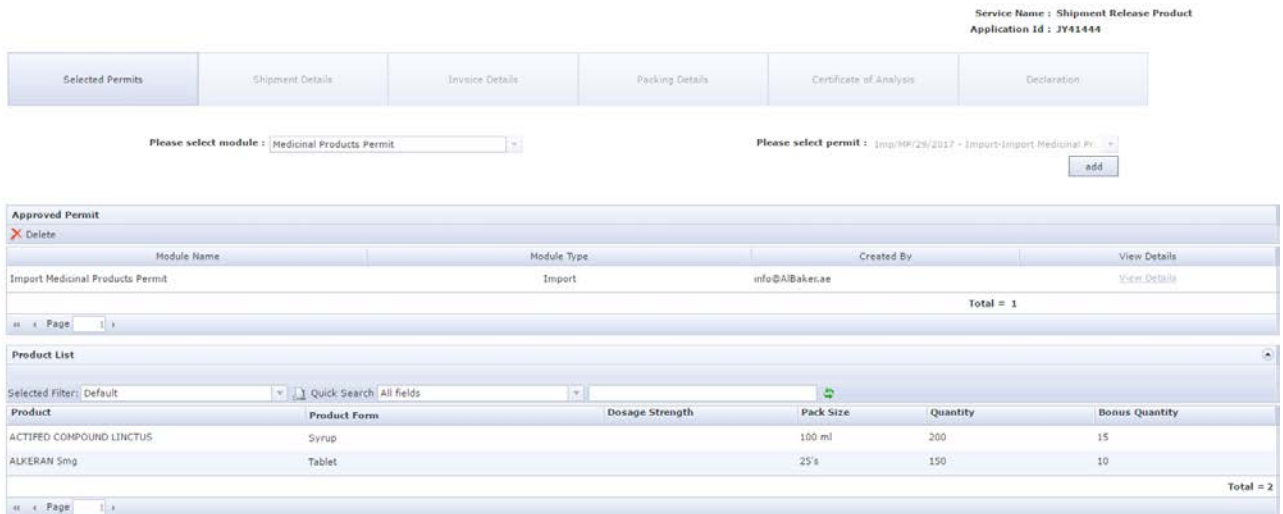


Figure 65 - Shipment Clearance Add Permits

- Double click each permit in the Approve permit list to list its items.

Approved Permit			
<a href="#">Delete</a>			
Module Name	Module Type	Created By	View Details
Import Medicinal Products Permit	Import	info@AlBaker.ae	<a href="#">View Details</a>
			Total = 1

Product List					
Selected Filter: Default					
Quick Search: All fields					
Product	Product Form	Dosage Strength	Pack Size	Quantity	Bonus Quantity
ACTIFED COMPOUND LINCTUS	Syrup		100 ml	200	15
ALKERAN 5mg	Tablet		25's	150	10
					Total = 2

Figure 66 - Permit Items

- Double click each item to view and verify its details. The details layout will change depend on the type of the item, such as, Medicinal Product, Raw Material, etc. and then click next.

Product List			
Selected Filter: Default			
Quick Search: All fields			
Product	Product Form	Dosage Strength	Pack Size
ACTIFED COMPOUND LINCTUS	Syrup		100 ml
ALKERAN 5mg	Tablet		25's

Product Details	
Register Product *	<input checked="" type="radio"/> Register Product <input type="radio"/> Unregister Product
Product Class *	Conventional Medicines
Product *	ACTIFED COMPOUND LINCTUS
Product Form *	Syrup
Pack Size *	100 ml
Shelf Life *	48 Month(s)
Batch Number *	0001
CIF Unit Price	0.46000000 Sterling Pound
Invoice Unit Price *	50 U.A.E. Dirham
Quantity *	200 Actual Quantity
Bonus Quantity	15 Actual Bonus Quantity
Batch Manufacturing Date *	6/1/2017
Batch Expire Date *	6/1/2019
Manufacturer *	THE WELLCOME FOUNDATION LTD.

Figure 67 - Permit Item Details

- Fill in the shipment details and add the relevant shipment documents and click Next button.

Selected Permits	Shipment Details	Invoice Details	Packing Details
------------------	------------------	-----------------	-----------------

**Shipment Details**

Shipment Method  
 Air way bill    Bill of Loading    By road

Shipment No From Freight

Shipping Date and Time

Shipping Timing

Shipping Type

Gross Weight

---

**Importer Details**

Name

City

Country

Address

---

**Exporter Details**

Name

City

Country

Address

---

**Carrier Details**

Name

Country

Figure 68 - Shipment Details

**Document Attachment**

Required Document\*

Document Name\*

Document  

attachmentTemp.png  
 (PNG Image)  
 1.94 KB

✕

---

**Shipment Documents**

Delete

Required Documents	Document Name
No items to display.	

Page

Figure 69 - Shipment Documents



- Fill in the invoice details with relevant attachments for each associated invoice and Click Save Invoice button to add an invoice.

Figure 70 - Invoice Details

- You can also update or delete an existing invoice from the invoice list.

Figure 71 - Invoice List

- Click next when all invoices are done.
- Fill in the packaging details and attach the relevant documents and click Save Packaging Info button to save.

Packing List			
<span style="color: green;">+</span> Add new Pack <span style="color: red;">X</span> Delete			
Number	Issue Date	Packing List Issued By	Manufacturer
No items to display.			
<< < Page <input type="text" value="1"/> > >>			
Packing Details			
Packing List Number	<input type="text" value="Type a value"/>		Iss <input type="text" value="Se"/>
Issued By	<input type="text" value="Type a value"/>		Co <input type="text" value="Se"/>
Manufacturer	<input type="text" value="Type a value"/>		Gr <input type="text" value="Ty"/>
Invoice Total Price	<input type="text" value="Type a value"/>		Inv <input type="text" value="Se"/>
Invoice Total Price UAE	<input type="text" value="Type a value"/>		Co <input type="text" value="Se"/>
Document Attachment			
Document Name*	<input type="text" value="Type a value"/>		
Document	<div style="border: 1px dashed gray; padding: 5px; text-align: center;">                         Click here to attach a file                     </div>		
			<input type="button" value="Attach"/>

Figure 72 - Packaging Details

- You can also update or delete an existing packaging detail from the Packaging list.

Packing List			
<span style="color: green;">+</span> Add new Pack <span style="color: red;">X</span> Delete			
Number	Issue Date	Packing List Issued By	M
No items to display.			

Figure 73 - Packaging List

- Click next when all packaging information is done.

- Fill in the Certificate of Analysis (COA) details for each applicable item in the selected permit and attach the relevant documents and click Save COA button to save.

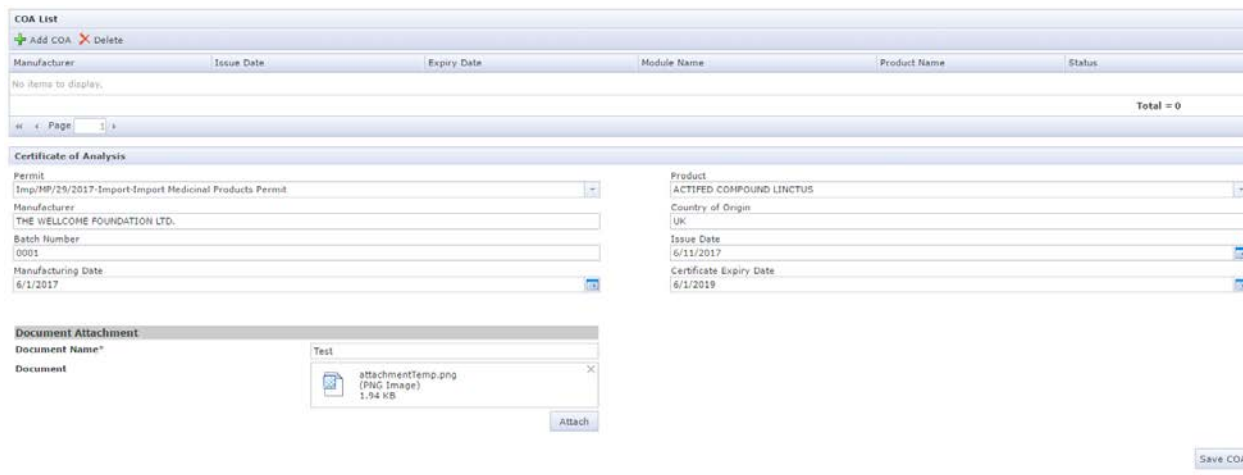


Figure 74 - Certificate of Analysis

- You can also update or delete an existing COA from the COA list.

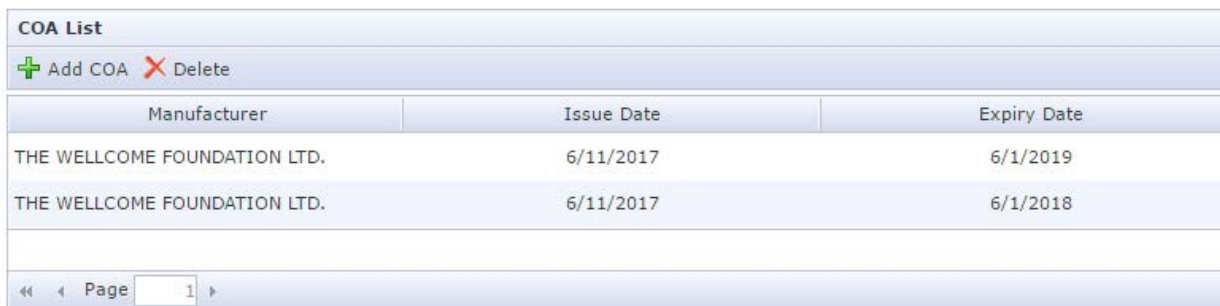


Figure 75 - COA List

- Click next when all COA are done.
- Confirm the declaration and click Submit button to submit the request to Drug Department.

The screenshot shows a web application interface for a shipment declaration. At the top, there is a horizontal navigation bar with six tabs: 'Selected Permits', 'Shipment Details', 'Invoice Details', 'Packing Details', 'Certificate of Analysis', and 'Declaration'. Below this, a confirmation checkbox is checked, with the text: 'I hereby confirm that all the information provided and documents attached are correct/genuine and will be under my own responsibility.' Below the checkbox is a 'Comments' section with a text input field labeled 'Type a note...' and a 'Save with Remark' button. Underneath is a 'Comments History' table with columns for 'Commented By', 'Status', 'Commented On', and 'Comments'. The table currently shows 'No items to display.' and a pagination control for 'Page 1'. At the bottom right, there are 'Previous' and 'Submit' buttons.

Figure 76 - Shipment Declaration

- System will now ask for a payment. Please refer to the Payment section (6.5. Payments) for more details.

## 6.5. Payments

- For Import/Export Pre-Permits and for Shipment Clearance requests, the System will redirect the user to online Payment (e-dirham) website, whenever a payment is applicable.
- The applicant shall be shown the following message before redirecting to the payment website:
  - *“Please note that your application is not submitted yet. Once you have completed the payment process, you shall be redirected back to the Drug Import Export e-service website for submitting your request (when the payment is processed successfully).  
You shall now be redirected to the E-Dirham website for payment.”*
- Select the payment method



Figure 77 - E-Dirham Payment Method

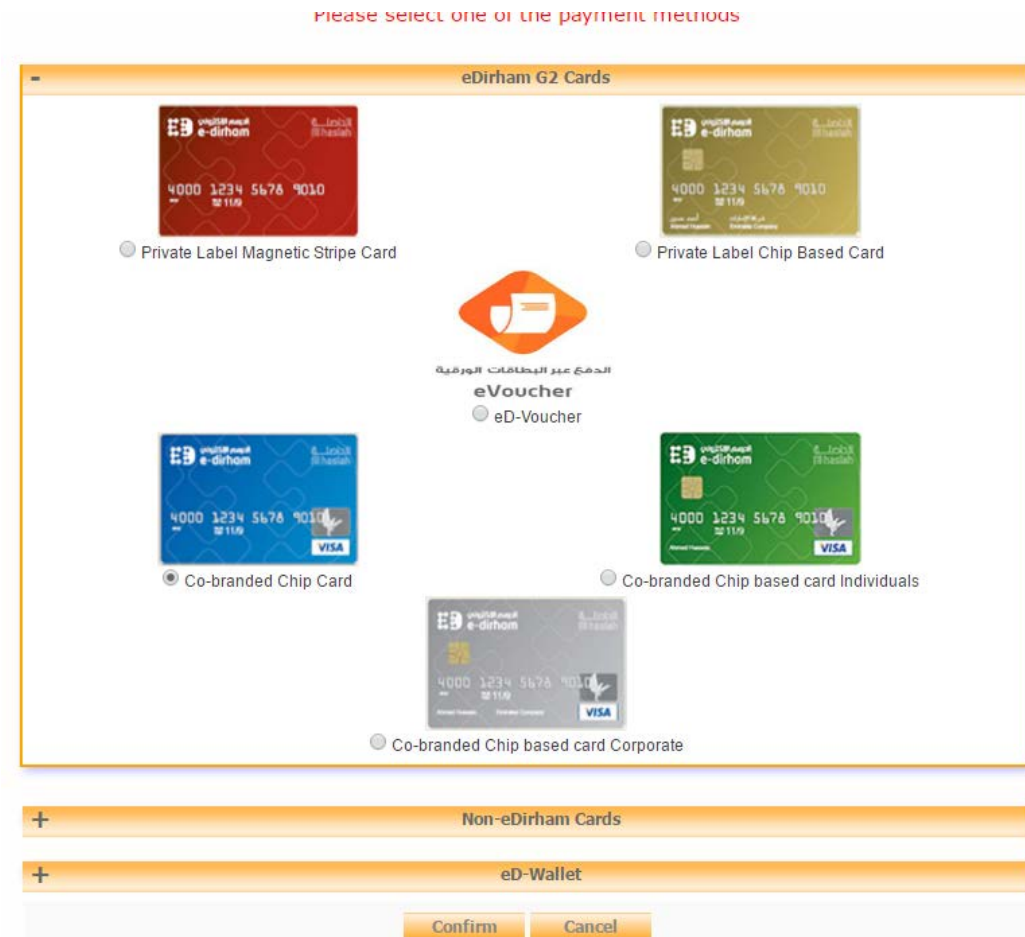


Figure 78 - E-Dirham Payment Method Selection

- Review amount and click confirm to continue



**e-Service Inquiry Confirmation**

e-Service English Name	service(3 AED price)serv...
e-Service Arabic Name	خدمة (3 درهم)خدمة (3 دره...
e-Service Fees	AED 0.00
Price	AED 1.00
Merchant Fees	AED 0.00
e-Dirham Fees	AED 3.00
Amount to be paid	AED 4.00

Figure 79 - Payment Method Confirmation

- Provide the payment credentials (Card Number and Code, etc.) and click submit.



**Payment Details**

**Payment Information**

Entity Name	MoH - PMR	Logo Not Available
Order Unique Number	1497283499948	
Amount	AED 4.00	
Description	<a href="#">service(3 AED price)serv...</a>	
e-Dirham Service	Pay-Web	
Order Date/Time	2017/06/12 02:11:12 PM	

**Co-branded VISA Card Payment**

Card Number	<input type="text" value="4588609901004325"/>	
Pass Code	<input type="password" value="*****"/>	

\* Required

Figure 80 - Payment Credentials

- Save the payment receipt as proof (optional), and click OK.

**Transaction Id :**  
111111123002609

**Service Provider :**  
Ministry of Health

**Payment Result :**

**Receipt Id :**

**Date :**

**Payment Id :**  
1497283499948

---

**Service 1**

**eService Description :**  
The value of import permit for any of the medical products or raw materials or substances, chemical precursors

---

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Figure 81 - Payment Receipt

- You shall be redirected to the Drug Import Export System
- Select the Application for which you made the payment; the application will be with “Check Payment Status” status.

[Home](#)

Task List				
Selected Filter: Default		Quick Search		All fields
Application ID	Process Name	Module Name	Activity	
Shp/MP/14/2017	ShipmentReleaseProcess	Shipment Release Permit	Check Payment Status	info@A

Figure 82 - Pending Payment Confirmation

- You will be taken to the Payment Status Form



[| Home |](#)

### Payment Status

You shall be able to Submit your request once your payment is successful:

- Click "**Check Payment Status**" button to get the latest status of your payment.
- Click "**Submit Request**" button once the Payment Status becomes "**Successful**".
- Click "**Retry**" button if the Payment Status becomes "**Failed**".

Order Reference Number	Shp/MP/14/2017
Amount to Pay (AED)	200.00
Payment Status	Failed
Transaction Status	Failed
<input type="button" value="Check Payment Status"/> <input type="button" value="Retry"/>	

Figure 83 - Payment Status

- Click "Check Payment Status" button to get the latest status of your payment.
- Click "Submit Request" button once the Payment Status becomes "Successful".
- Click "Retry" button if the Payment Status becomes "Failed".
- Once you click the submit button, your application shall be submitted to the Drug Department for processing.

## 6.6. View Applications

Click on View Application system will open the task list.

Agent Worklist				
Selected Filter: Default		Quick Search: All fields		
Agent Name	User Name	Module Name	Module Type	Status
AL Mazroui Medical & Chemical Sup	MAH321	Medicinal Products Permit	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Medicinal Products Permit	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and Psychotropic Medicines	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and	Import	
AL Mazroui Medical & Chemical Sup	MAH321	Import Application Narcotics and	Import	

Figure 84 - View Applications in Workspace