Kingdom of Saudi Arabia
Saudi Food & Drug Authority

Stakeholder Operation Portal

User Manual v1.1

Project summary

The Track and Trace System aims to track the location of each unit of human drug that is distributed in Saudi Arabia by defining each location with a Global Location Number (GLN) and each pack of drug with a Global Trade Item Number (GTIN) and a serial number encoded into a GS1 standard DataMatrix.

By this operation, SFDA will be able to increase the patient's safety with combating the counterfeit and falsified drugs by controlling the distribution of recalled and blocked drugs. The system will track each transaction in the supply chain starting from the production or importation to the consumption.

DTTS Stakeholder Operation Portal

Operation Portal is a **Graphical User Interface** (GUI) Portal developed for Stakeholders. With this portal, a stakeholder can manage its users, inquiry units, stakeholders, its operations and view the announcements & news from SFDA. In addition, the stakeholder can use either this portal or SOAP-XML Web Services for operations.

Login to DTTS Stakeholder Operation Portal

Please use the username sent to your email to login.

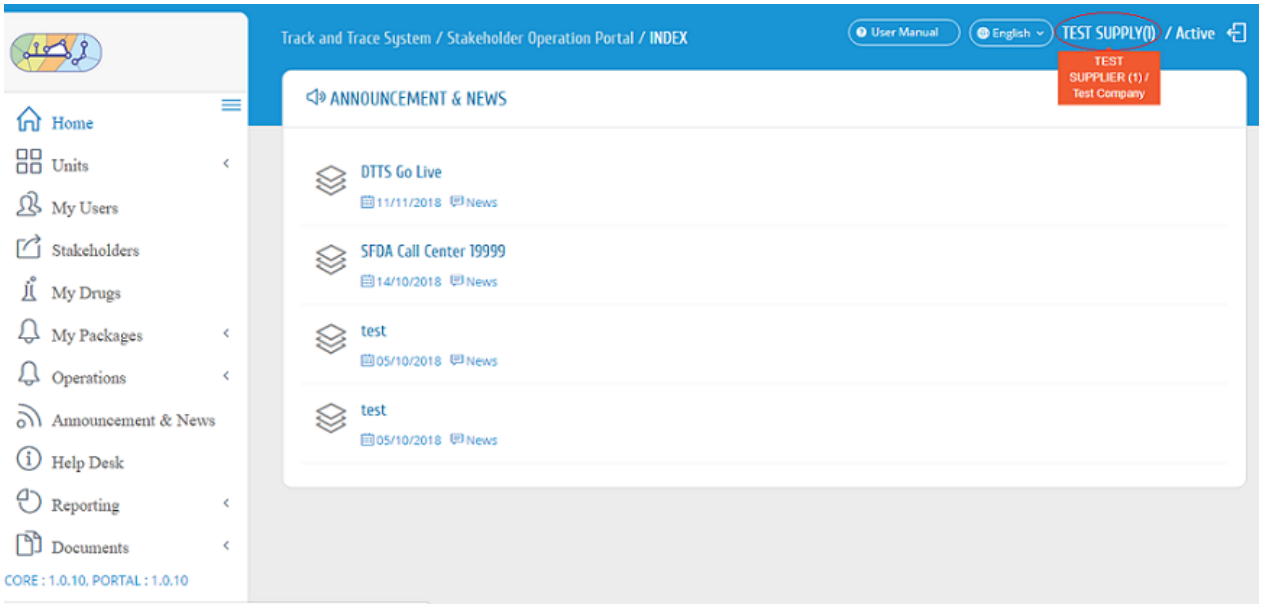
Forgot Password

You can reset your password as follows.

On the coming screen, enter the username and captcha code then press "Submit" button. A link will be sent to the user's e-mail account to complete the process.

My Profile

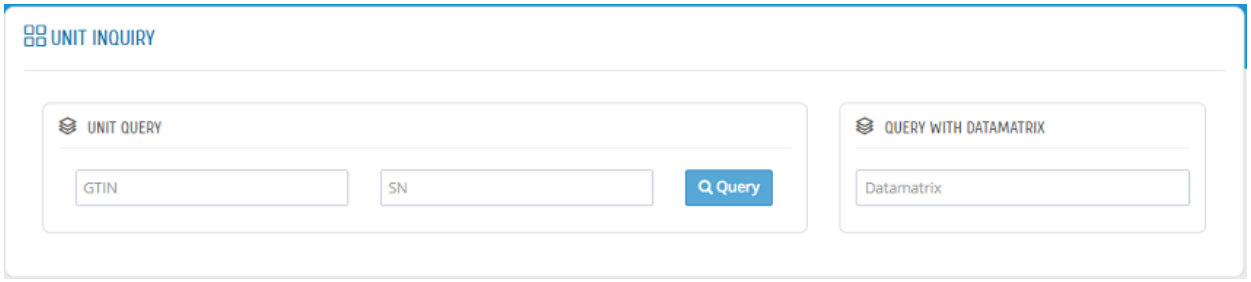
The stakeholder user can edit profile information using this page. "My Profile" page can be opened by clicking the Stakeholder's name on the main screen as follows.



Unit Inquiry

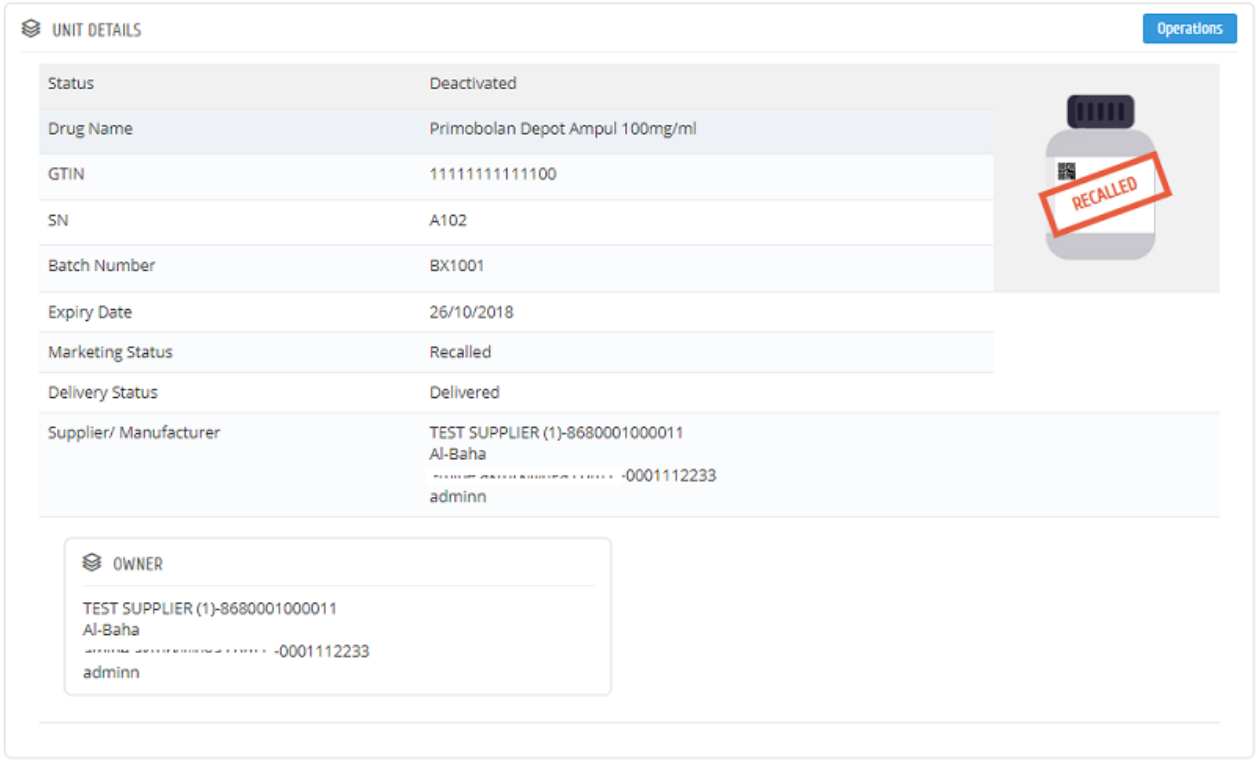
Unit Inquiry page gives the ability to inquire about the units.

To query a unit, click "Units" then "Unit Inquiry" links are clicked from the menu.

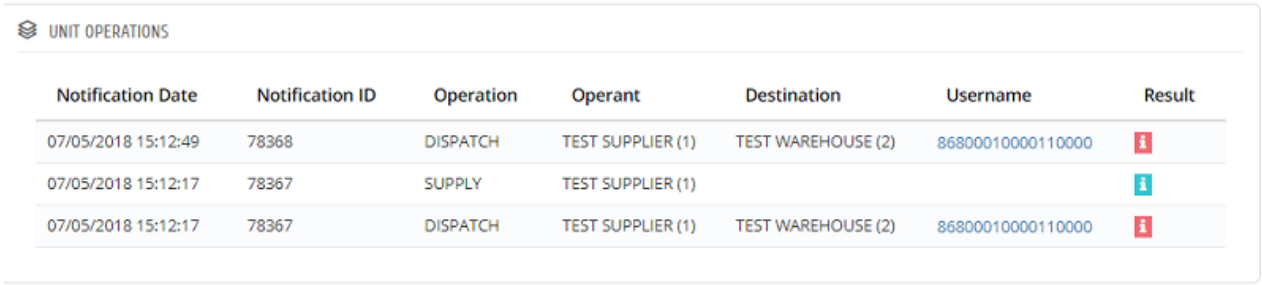


The stakeholder can inquire about the units using a barcode reader to read data-matrix or entering "GTIN" and "SN" manually.

Result of the query will be listed in "UNIT DETAILS" frame as follows.



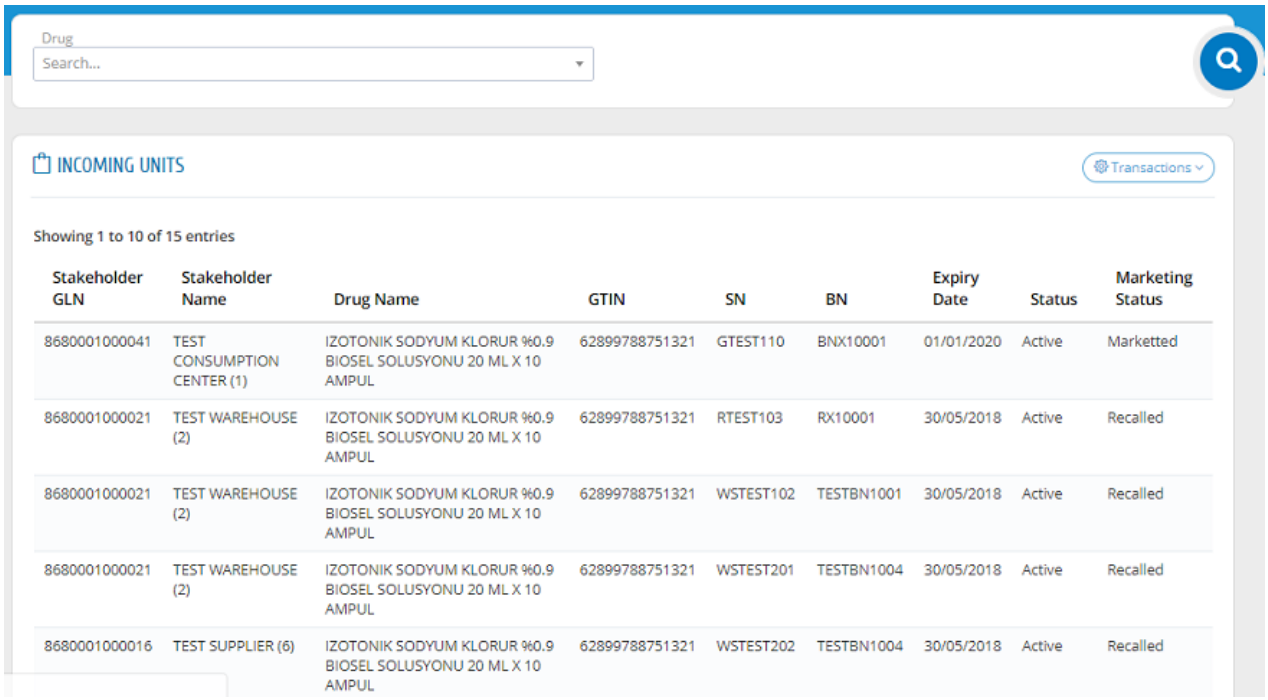
By clicking "Operations" you can see the previous operations for this unit.



Incoming Unprocessed Units

By clicking " Incoming Unprocessed Units", link under "Units" title, the Stakeholder can inquire about the units that are sent to it but not accepted yet. The query can be done for a specific drug or all drugs.

Stakeholder GLN, Stakeholder Name, Drug Name, GTIN, SN, BN, Expiry Date, Status, Marketing Status information of incoming units are shown.

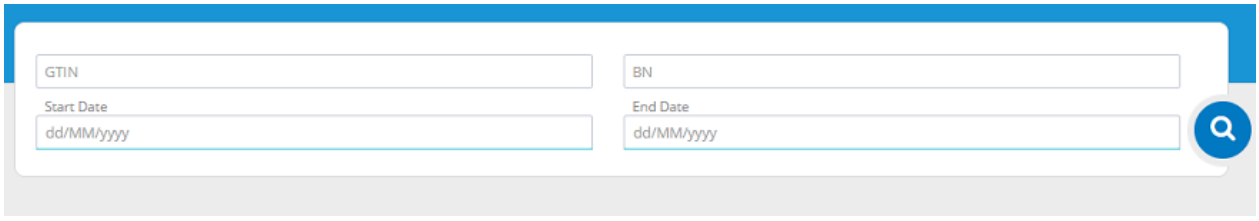


Stakeholder GLN	Stakeholder Name	Drug Name	GTIN	SN	BN	Expiry Date	Status	Marketing Status
8680001000041	TEST CONSUMPTION CENTER (1)	IZOTONIK SODYUM KLORUR %0.9 BIOSEL SOLUSYONU 20 ML X 10 AMPUL	62899788751321	GTEST110	BNX10001	01/01/2020	Active	Marketted
8680001000021	TEST WAREHOUSE (2)	IZOTONIK SODYUM KLORUR %0.9 BIOSEL SOLUSYONU 20 ML X 10 AMPUL	62899788751321	RTEST103	RX10001	30/05/2018	Active	Recalled
8680001000021	TEST WAREHOUSE (2)	IZOTONIK SODYUM KLORUR %0.9 BIOSEL SOLUSYONU 20 ML X 10 AMPUL	62899788751321	WSTEST102	TESTBN1001	30/05/2018	Active	Recalled
8680001000021	TEST WAREHOUSE (2)	IZOTONIK SODYUM KLORUR %0.9 BIOSEL SOLUSYONU 20 ML X 10 AMPUL	62899788751321	WSTEST201	TESTBN1004	30/05/2018	Active	Recalled
8680001000016	TEST SUPPLIER (6)	IZOTONIK SODYUM KLORUR %0.9 BIOSEL SOLUSYONU 20 ML X 10 AMPUL	62899788751321	WSTEST202	TESTBN1004	30/05/2018	Active	Recalled

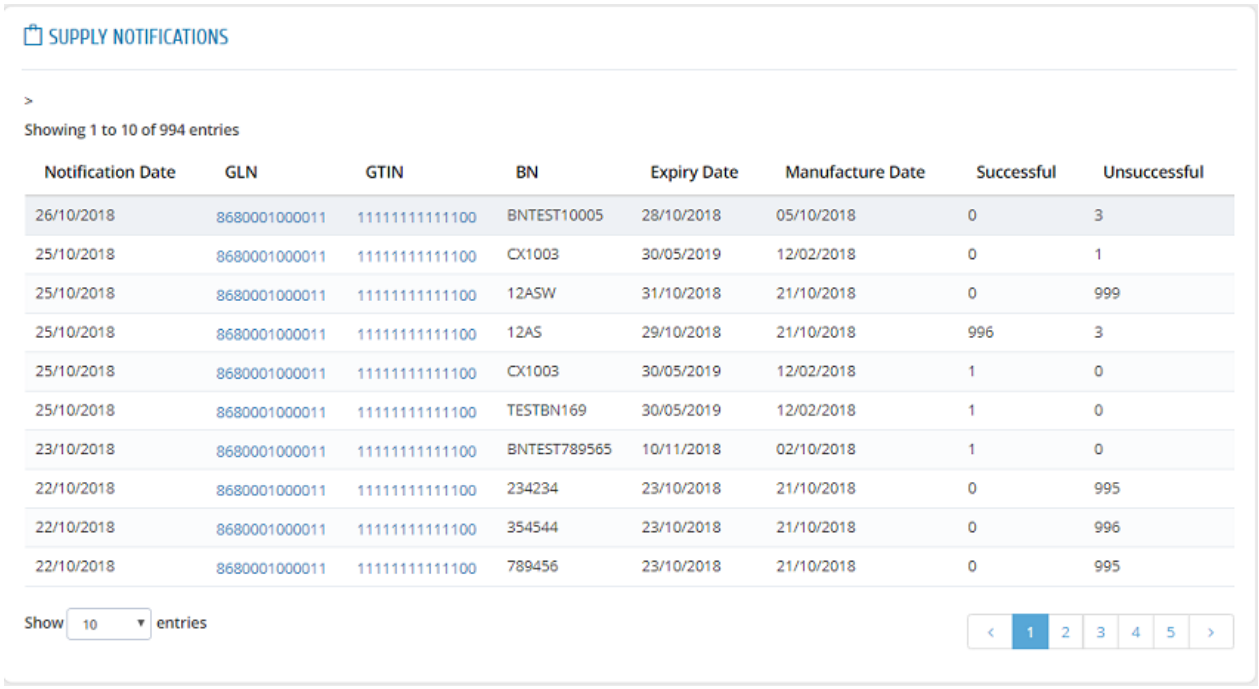
Supply Notification Inquiry (for manufacturer and warehouses)

In Supply Notification page, the Stakeholders can inquire about their operations, successful and unsuccessful unit counts.

The option to inquire about operations is available under "Supply Notification Inquiry" under "Units".



Result of the query is listed in "Supply notification" frame as follows.



SUPPLY NOTIFICATIONS

Showing 1 to 10 of 994 entries

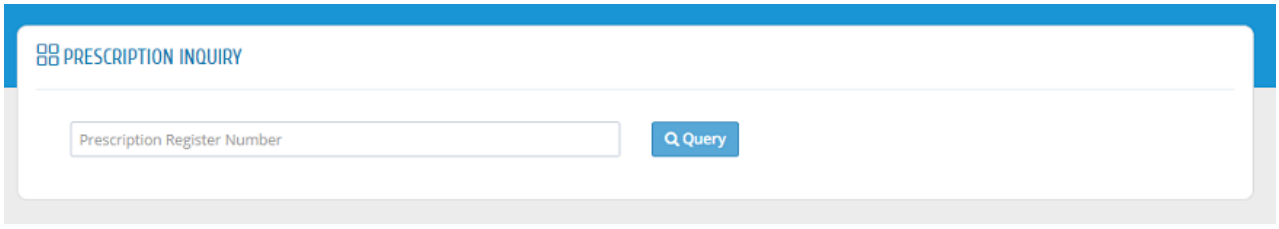
Notification Date	GLN	GTIN	BN	Expiry Date	Manufacture Date	Successful	Unsuccessful
26/10/2018	8680001000011	11111111111100	BNTEST10005	28/10/2018	05/10/2018	0	3
25/10/2018	8680001000011	11111111111100	CX1003	30/05/2019	12/02/2018	0	1
25/10/2018	8680001000011	11111111111100	12ASW	31/10/2018	21/10/2018	0	999
25/10/2018	8680001000011	11111111111100	12AS	29/10/2018	21/10/2018	996	3
25/10/2018	8680001000011	11111111111100	CX1003	30/05/2019	12/02/2018	1	0
25/10/2018	8680001000011	11111111111100	TESTBN169	30/05/2019	12/02/2018	1	0
23/10/2018	8680001000011	11111111111100	BNTEST789565	10/11/2018	02/10/2018	1	0
22/10/2018	8680001000011	11111111111100	234234	23/10/2018	21/10/2018	0	995
22/10/2018	8680001000011	11111111111100	354544	23/10/2018	21/10/2018	0	996
22/10/2018	8680001000011	11111111111100	789456	23/10/2018	21/10/2018	0	995

Show 10 entries

‹ 1 2 3 4 5 ›

Prescription Inquiry (pharmacy and consumption center)

In Prescription Query page, a pharmacy can inquire about the prescriptions that they processed. To query a prescription, click "Prescription Inquiry" link under "Units" title. Enter Prescription Register Number (prescription ID) and press Query.

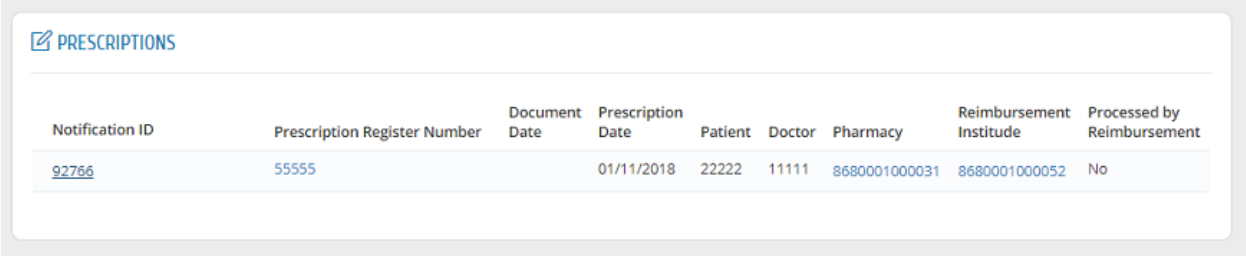


PRESCRIPTION INQUIRY

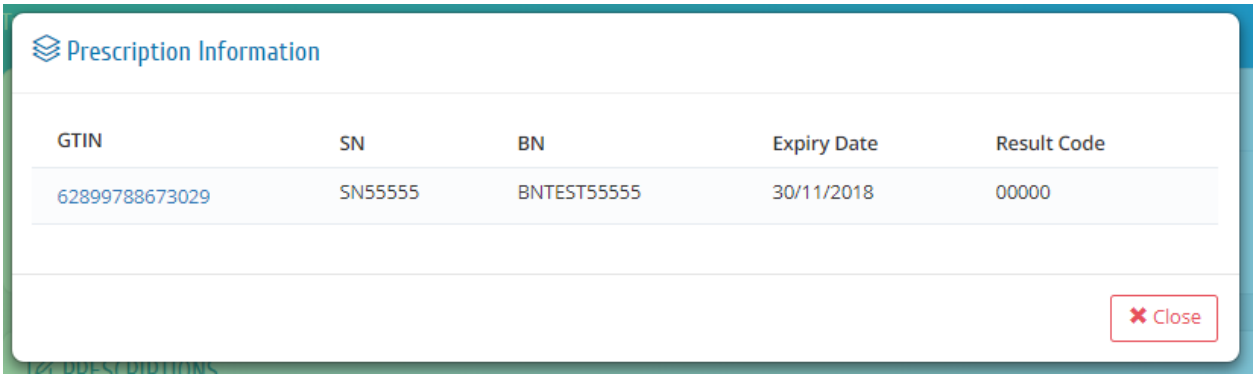
Prescription Register Number

Query

Result of the query is listed in "PRESCRIPTIONS" frame as follows.



By clicking on required "Notification ID" or "Prescription Register Number", detailed information is shown in **"PRESCRIPTION INFORMATION"** frame.

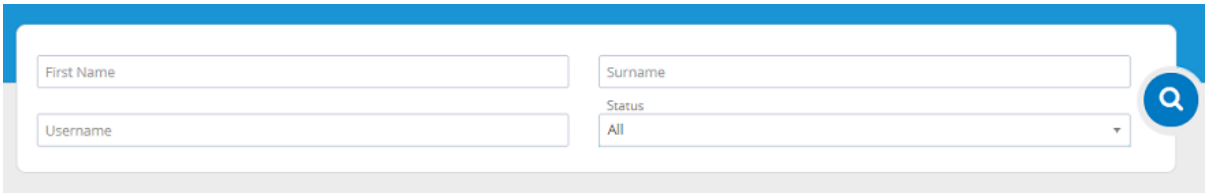


My Users

My Users page gives the ability to manage stakeholder's users. There are two types of stakeholder user, "Main User" and "Sub User". "Main User" can "Edit", "Activate", "Deactivate" or "Reset Password" operations on "Sub Users" of related stakeholder.

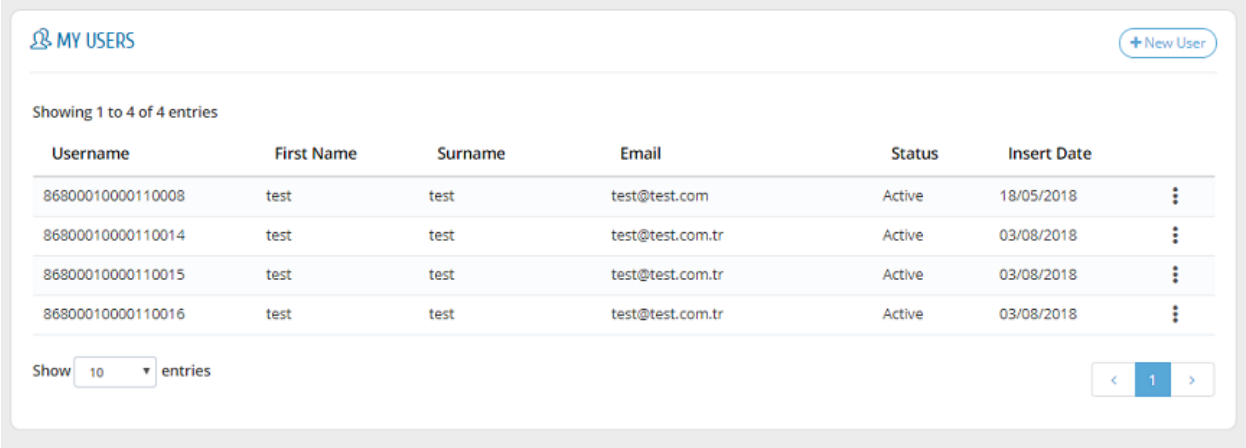
"Main User" username naming format is Stakeholder's GLN and "0000", ie. 86800000000110000

"Sub User" username naming format is Stakeholder's GLN and serial number starting from 1, ie. 86800000000110001, 86800000000110002.



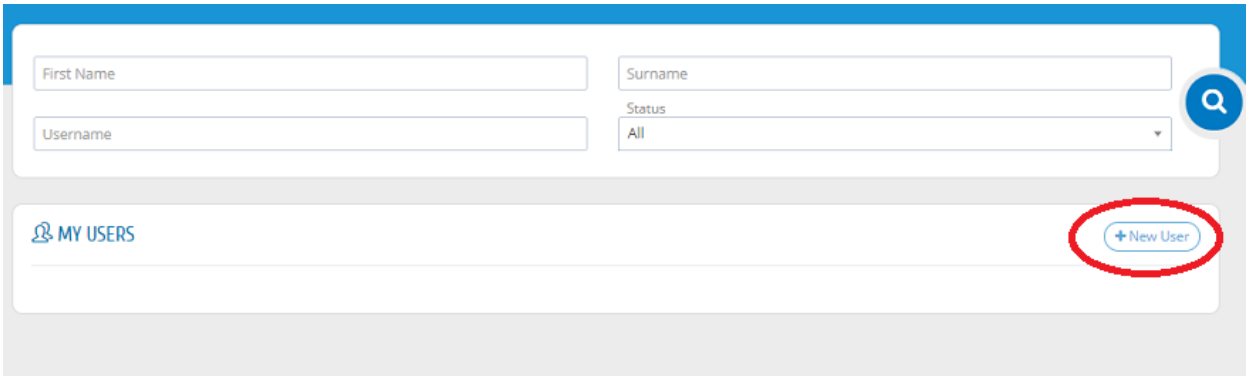
On the query screen, by entering information of name, surname, username and selecting the status, the required stakeholder users can be inquired or all users can be listed by clicking on the filter icon directly without entering any data.

Result of the query is listed in "MY USERS" frame as follows.

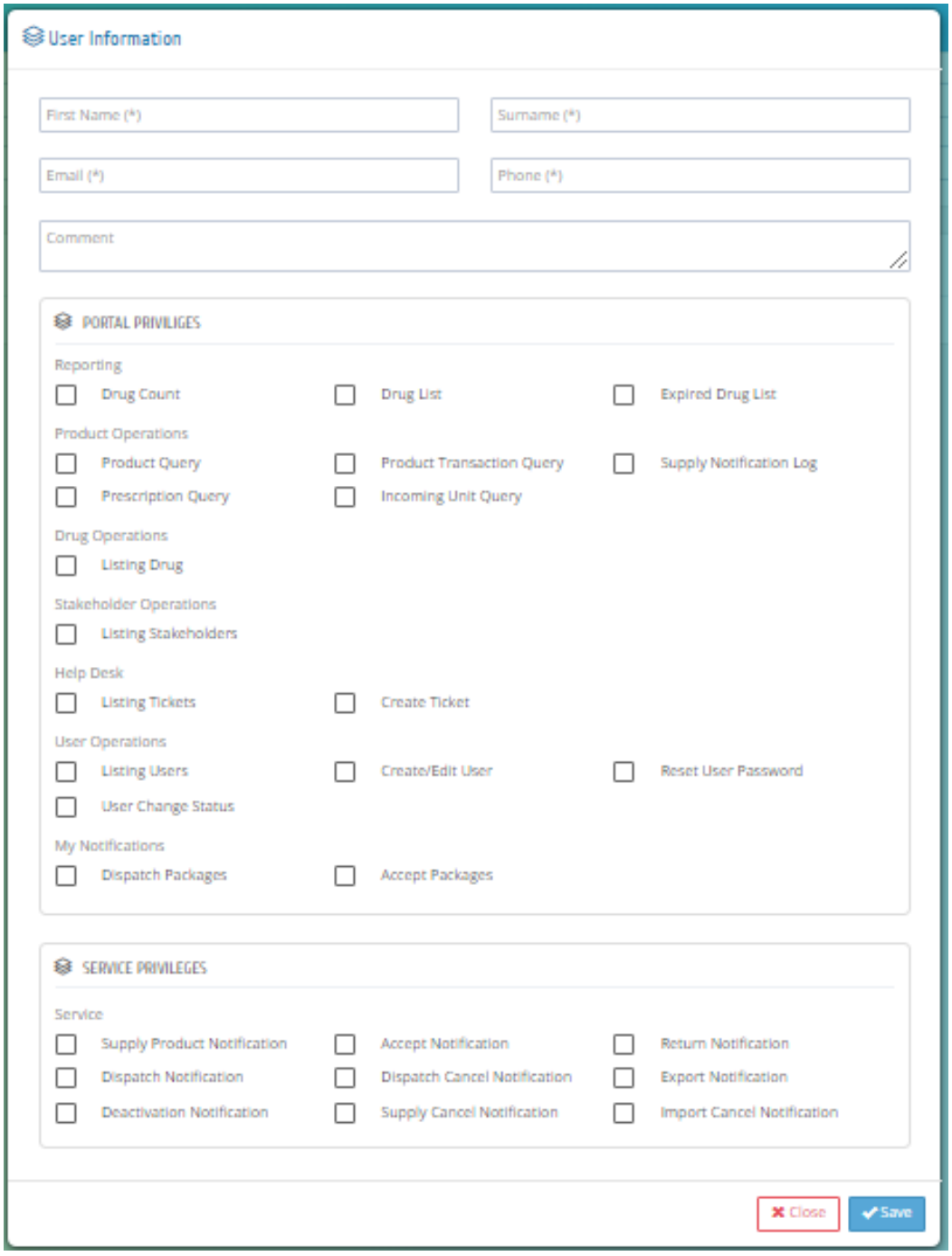


My Users - New User

To add a new user, click "My Users" from the menu and User Information form will be opened by pressing "New User".



Fill the form with the appropriate values. No mandatory/starred fields should be left empty. Select the required privileges under the "Portal Privileges" and "Service Privileges" sections then press save button.

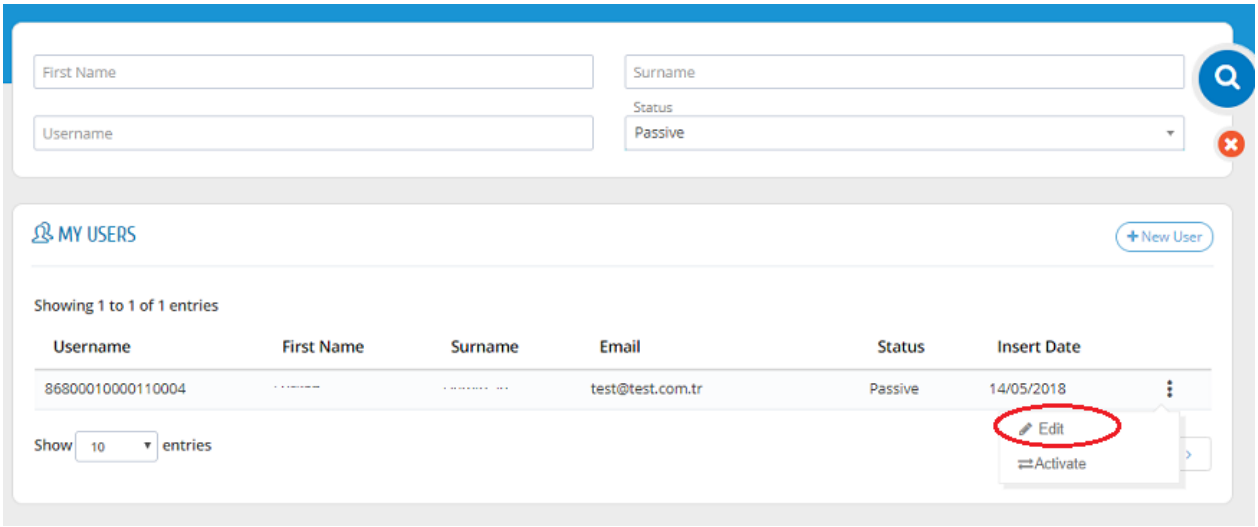


After pressing the save button, the system creates a new user and sends a link to user's email address to create a password. The user needs to generate his password using the sent link.

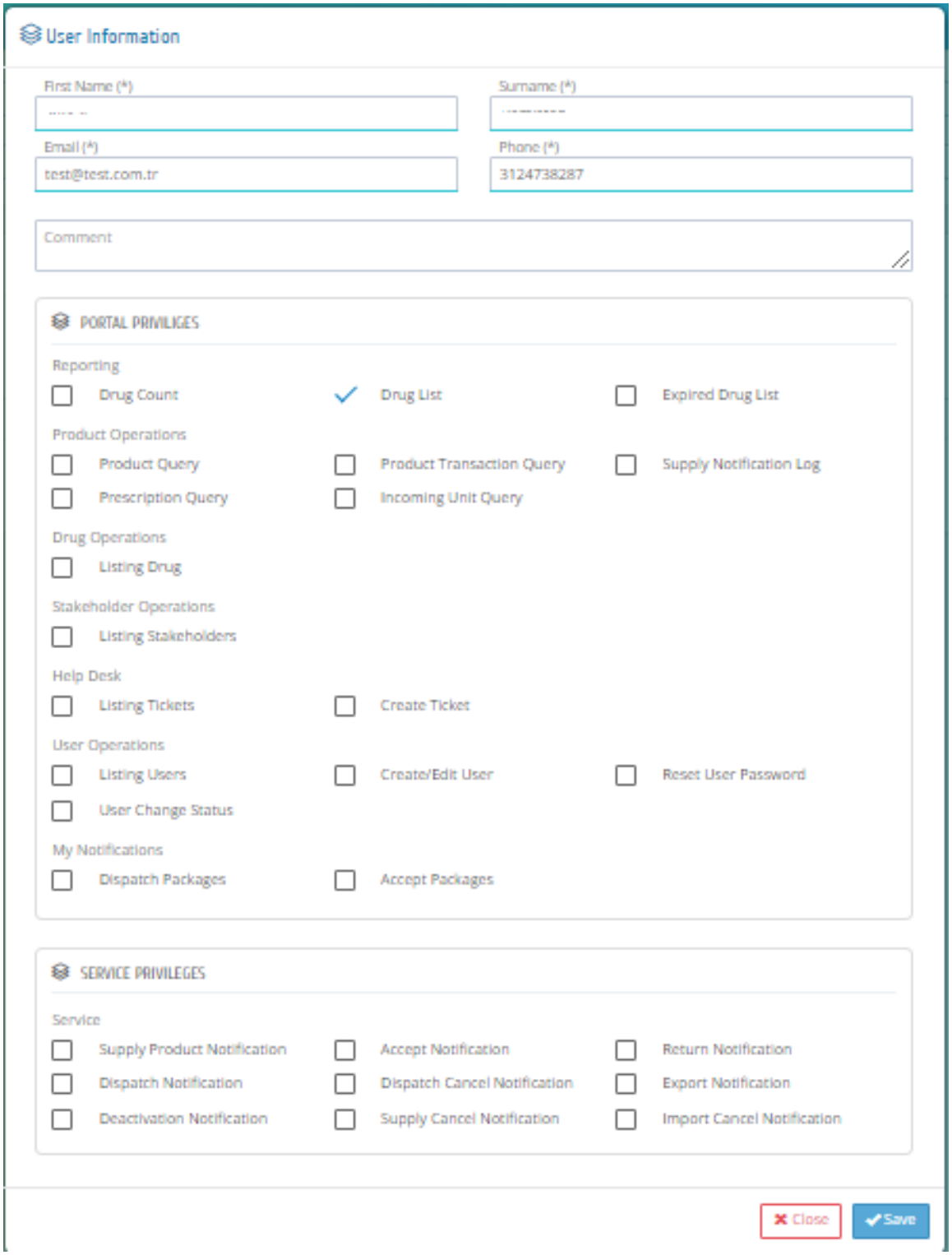
My Users - Edit User

This page is used to edit users' information and privileges. In this page, service privileges and portal privileges can be granted to the users or revoked.

To edit a user, click "My Users" link from the menu and required user is brought by using the query screen. User Information form is opened by pressing "Edit".



Required changes are done in the following "User Information" form.



My Users - Activate/Deactivate User

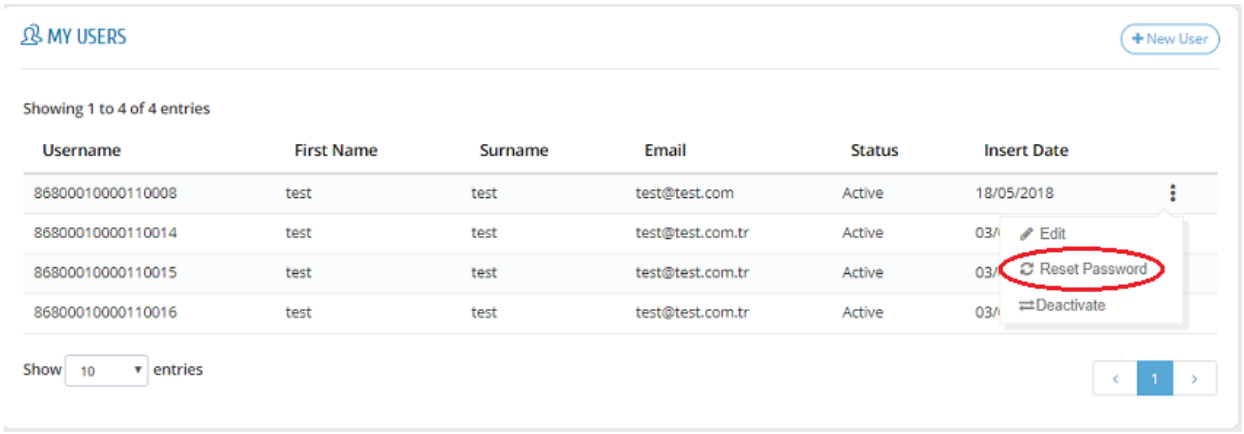
From this page, status of a sub user can be changed from Active to Passive or reverse.

Click "My Users" from the menu and required user is brought by using the query screen. User status can be changed by pressing "Activate/Deactivate".

My Users - Reset Password

Password of any sub user can be reset by main user.

Click "My Users" from the menu and required user is brought by using the query screen. User's password can be reset by pressing "Reset Password".

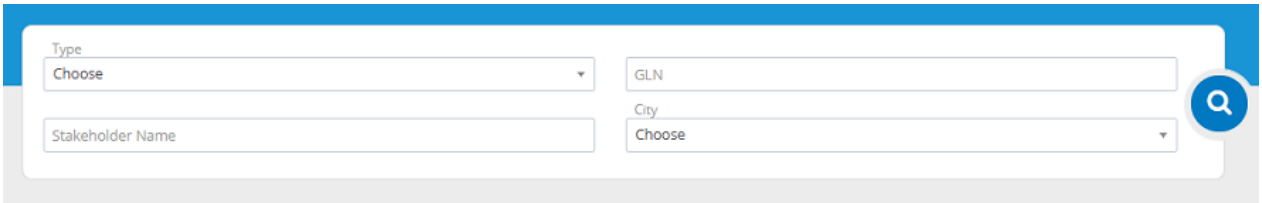


After pressing the save button, the system sends a link to user's email address to create a new password. The user needs to generate his password by using the sent link.

Stakeholders

Stakeholder information can be accessed from "Stakeholders" page.

To query a stakeholder, click "Stakeholders" from the menu. By using query criteria of "Type", "GLN", "Name" and "City", stakeholders can be queried but at least one criteria should be entered to make a query.



Result of the query is listed in "STAKEHOLDER" frame as follows.

STAKEHOLDER

Showing 1 to 10 of 15 entries

Type	GLN	Stakeholder Name	City	District	Address	Grade
CONSUMPTION CENTER	9660000001952		Al-Riyadh	Riyadh	Riyadh	
CONSUMPTION CENTER	9660000005262		Al-Riyadh	Riyadh	Riyadh	
CONSUMPTION CENTER	9660000005214		Al-Riyadh	Riyadh	Riyadh	
SUPPLIER	7777777777001		Al-Riyadh	النقل	وعنوان	
SUPPLIER	6820004900001		Al-Riyadh	NAFEL	nafel	
PHARMACY	6280000050001		Al-Riyadh	التعاون	king Abdullah road	
PHARMACY	6820006300001		Al-Riyadh	NAFAL	1ST Road	
WAREHOUSE	6820006300004		Al-Riyadh	Murooj	Tamir Street, near exit 5	
PHARMACY	6820007700001		Al-Riyadh	Wadi	Near Dammam Road	
SUPPLIER	6820007900001		Al-Riyadh	Muruj	Muruj	

Show 10 entries

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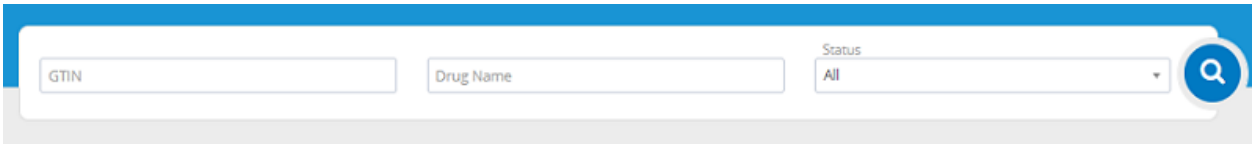
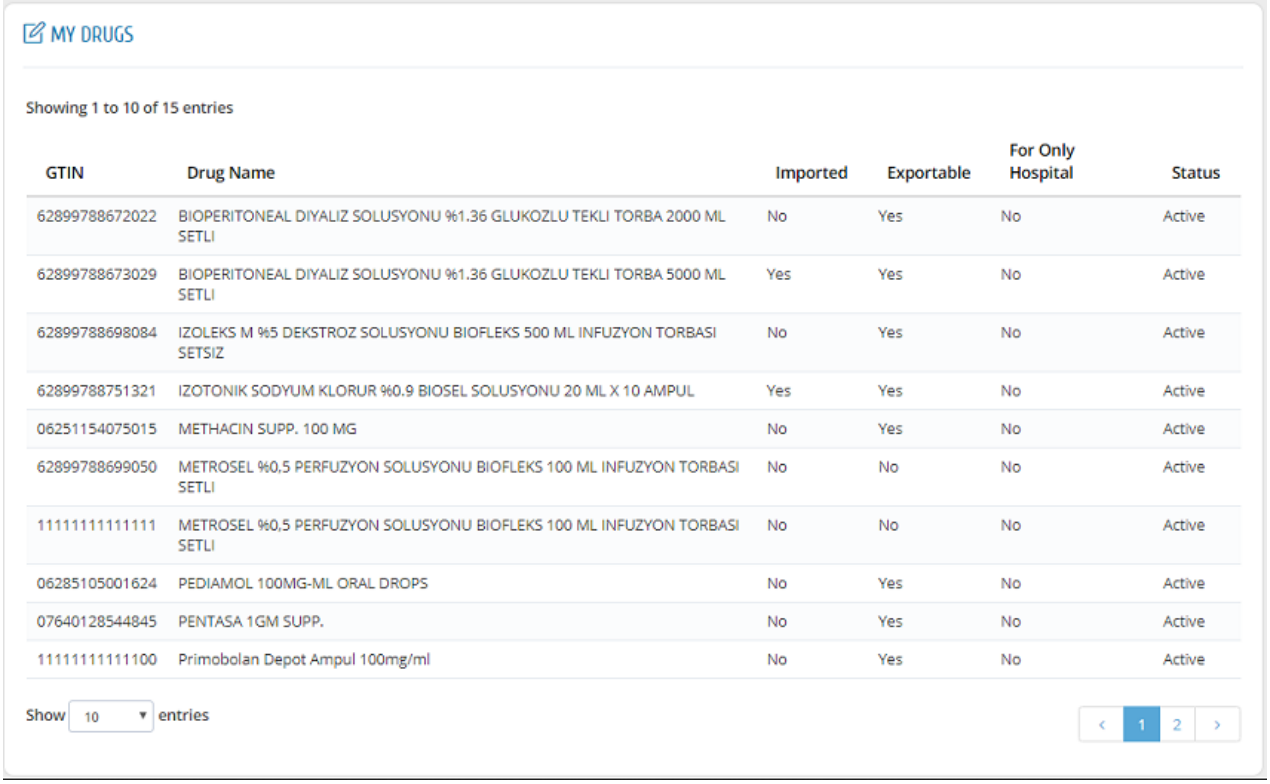
My Drugs

My Drugs page gives the ability to inquiry the drugs that the stakeholder supplies. By using "GTIN", "Drug Name" or "Status" query criteria, the stakeholder can query its drugs.

To query a drug, click "My Drugs" from the menu. The drugs can be queried according to any specific criteria of GTIN, Drug Name and Status or all drugs are listed without entering any criteria by clicking the filter icon.



Result of the query is listed in "MY DRUGS" frame as follows.



MY DRUGS

Showing 1 to 10 of 15 entries

GTIN	Drug Name	Imported	Exportable	For Only Hospital	Status
62899788672022	BIOPERITONEAL DIYALIZ SOLUSYONU %1.36 GLUKOZLU TEKLI TORBA 2000 ML SETLI	No	Yes	No	Active
62899788673029	BIOPERITONEAL DIYALIZ SOLUSYONU %1.36 GLUKOZLU TEKLI TORBA 5000 ML SETLI	Yes	Yes	No	Active
62899788698084	IZOLEKS M %5 DEKSTROZ SOLUSYONU BIOFLEKS 500 ML INFUZYON TORBASI SETSIZ	No	Yes	No	Active
62899788751321	IZOTONIK SODYUM KLORUR %0.9 BIOSEL SOLUSYONU 20 ML X 10 AMPUL	Yes	Yes	No	Active
06251154075015	METHACIN SUPP. 100 MG	No	Yes	No	Active
62899788699050	METROSEL %0,5 PERFUZYON SOLUSYONU BIOFLEKS 100 ML INFUZYON TORBASI SETLI	No	No	No	Active
11111111111111	METROSEL %0,5 PERFUZYON SOLUSYONU BIOFLEKS 100 ML INFUZYON TORBASI SETLI	No	No	No	Active
06285105001624	PEDIAMOL 100MG-ML ORAL DROPS	No	Yes	No	Active
07640128544845	PENTASA 1GM SUPP.	No	Yes	No	Active
11111111111100	Primobolan Depot Ampul 100mg/ml	No	Yes	No	Active

Show 10 entries

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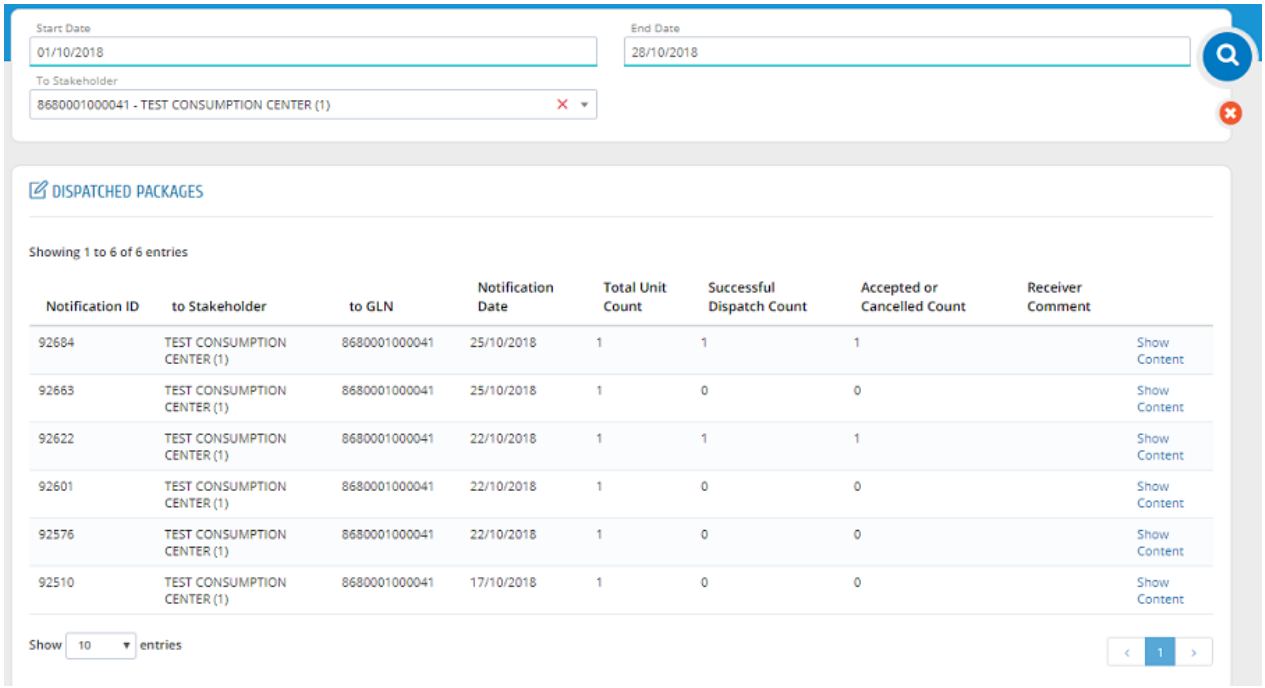
My Packages

In the page under My Packages menu item, the user can inquire about his dispatch operations and their details and can inquire about received dispatches and accept all units in a notification.

Dispatched Packages

A Dispatch Notification can be used as a package. In a package there may be one or more products. Current Stakeholder's Dispatch Notifications can be queried by "Start Date", "End Date" and "to Stakeholder" parameters. "Notification ID" (represents package ID), " to Stakeholder", "to GLN", "Notification Date", "Total Unit Count", "Successful Dispatch Count", "Accepted or Cancelled Count" and "Receiver Comment" fields are listed. Receiver Comment is Receiver Stakeholder's comment for related notification (package). By "Show Content", the user can see the details of the notification.

Query Screen of Dispatched Packages can be accessed under the "My Packages" in the menu.



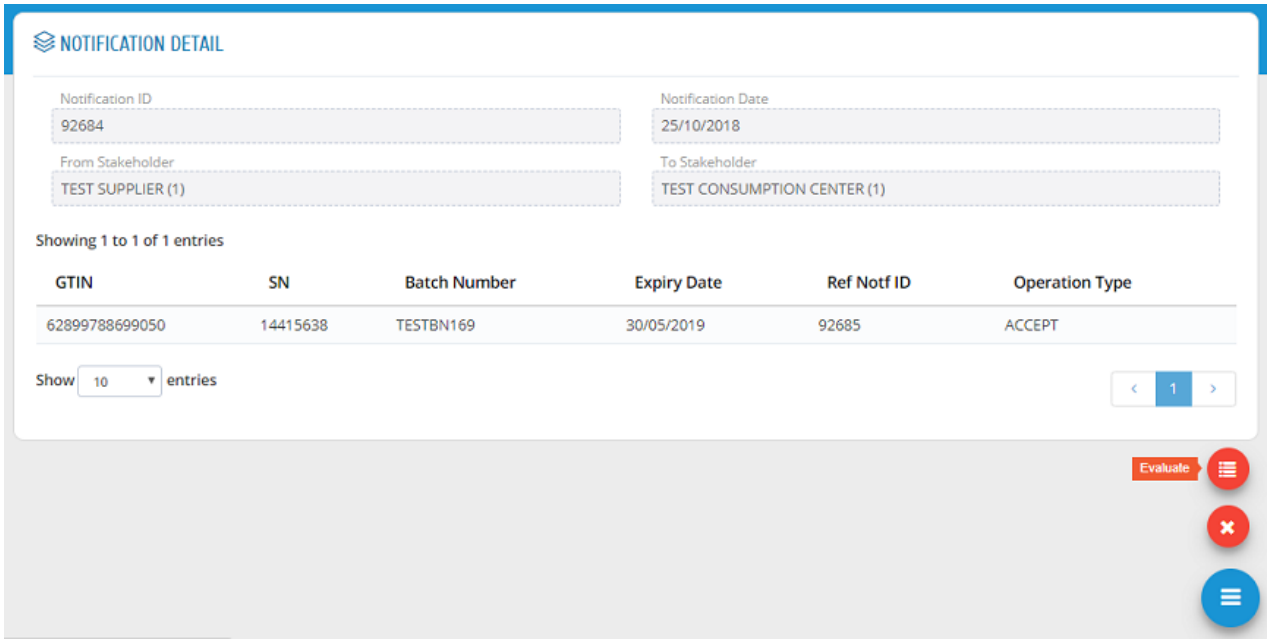
What do the count fields mean?

- Total Unit Count: Number of units in the dispatch notification.
- Successful Dispatch Count: Number of successful units in the dispatch notification
- Accepted or Cancelled Count : Number of units that are accepted by receiver or cancelled by sender.

Dispatched Packages - Notification Detail

In the Dispatched Packages page, by "Show Content", Notification Detail page is opened. Notification Detail page lists the units in a notification and related Ref Notf ID and Operation Type.
If Operation Type is Accept then Ref Notification ID is the Notification ID of Accept operation and If Operation Type is Dispatch Cancel then Ref Notification ID is the Notification ID of Dispatch Cancel operation.

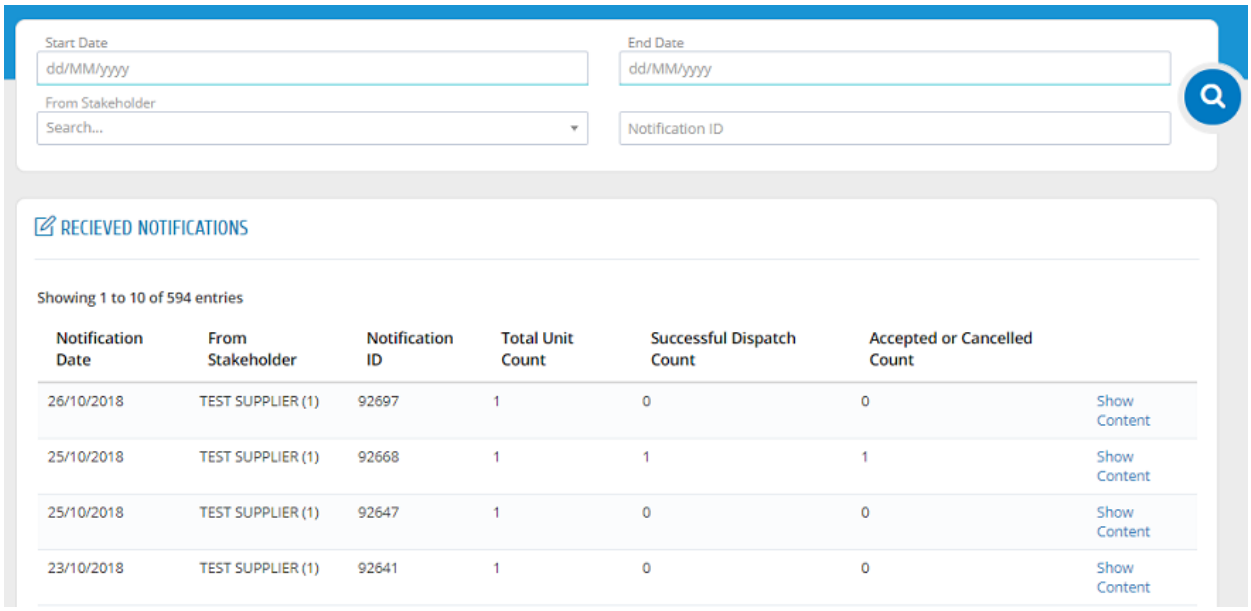
The sender stakeholder also evaluate the receiver's performance for this operation by clicking Evaluate button.



Accept Packages

In Accept Packages page, notifications (packages) sent to the current stakeholder are queried by "Start Date", "End Date", "Notification ID" and "from Stakeholder" parameters.

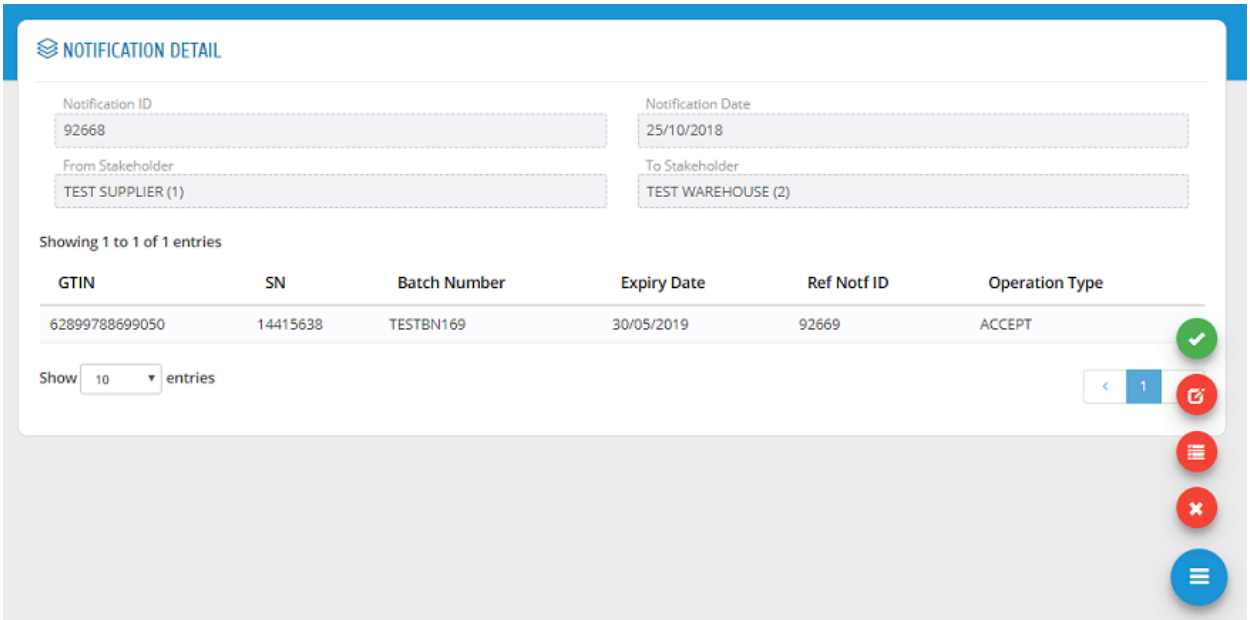
Query Screen of Accept Packages can be accessed under the "My Packages" link in the menu.



Accept Packages - Notification Detail

In the Accept Packages page, by "Show Content", Notification Detail page is opened and it lists the reference number ID and operation type.
The receiver stakeholder can accept all units in a package by clicking Accept button. Moreover, if there is any comment from receiver to sender it should be entered by Comment button.

The receiver stakeholder can also evaluate the sender's performance for this operation by clicking Evaluate button.

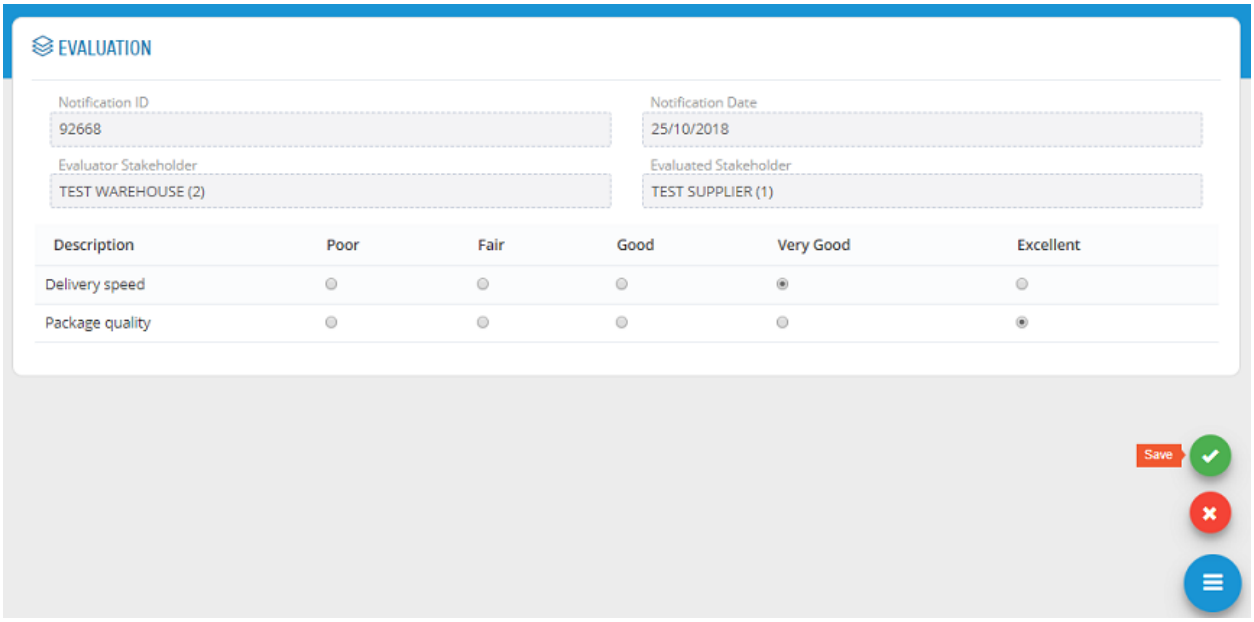


Dispatched/Accept Packages Evaluation

In Evaluation page, the stakeholder can evaluate other stakeholder about the current operation. There are some number of grading properties for sender and receiver stakeholders.

According to role in the operation, related grading properties are listed. Grading point is given as "Poor", "Fair", "Good", "Very Good", "Excellent".

To complete evaluation, all grading properties must be answered then click save button.



Operations

Operations Sub-menu consists of notifications that the stakeholder has privilege to use. The stakeholder can use this portal for notification operations instead of using SOAP-XML Web Services.

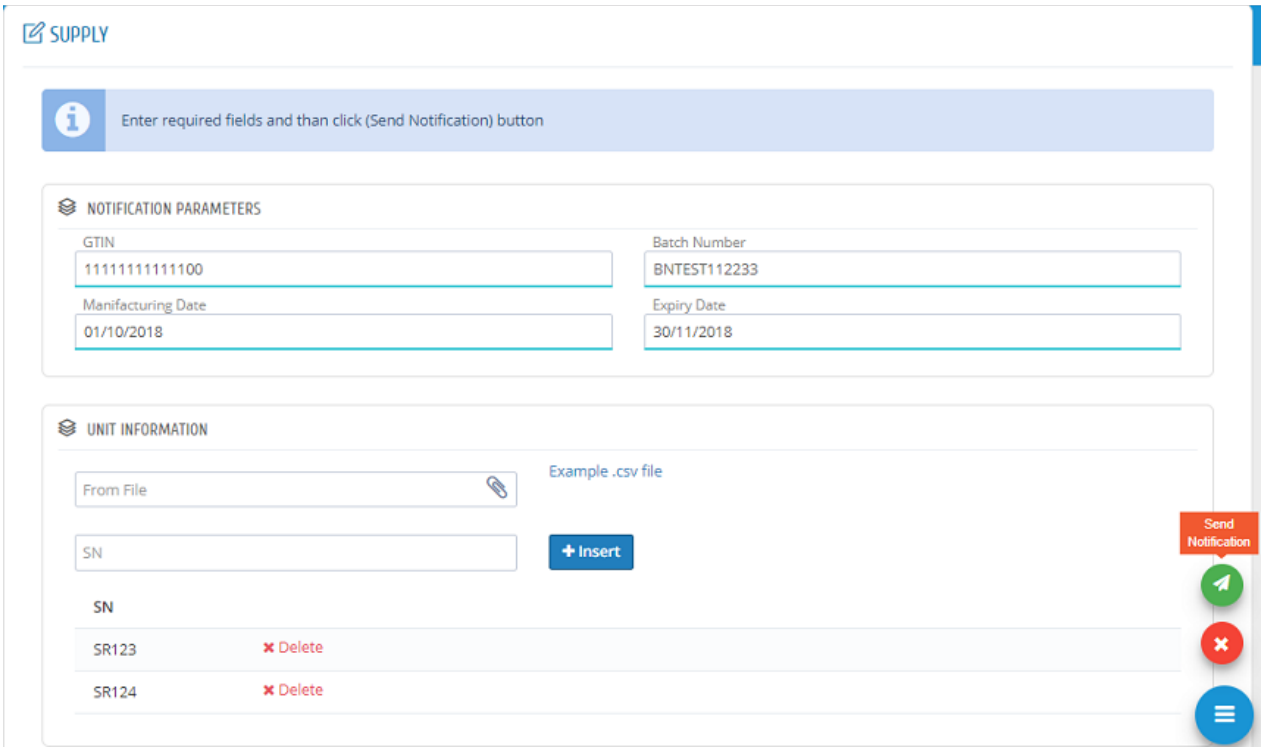
Supply

Supply page is used to register the units by the stakeholder that has "Supply" privilege. Only the drugs not defined as "Imported" can be used in this operation.

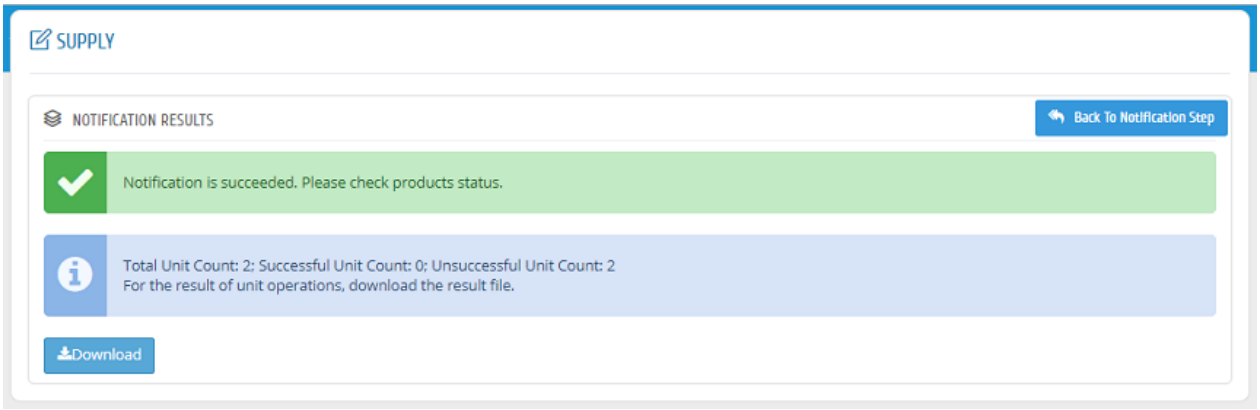
First "GTIN", "Batch Number", "Manufacturing Date" and "Expiry Date" must be given. These set of fields represent a batch of production. For a batch, multiple serial number may be entered by using "Insert" button.

The user also has ability to define serial numbers by uploading a ".csv" file. There is a template ".csv" file on the page. By clicking "From File" field, "Open File" dialog box appears and the file to be uploaded is selected. All serial numbers from file are loaded.

After completing of "Notification Parameters" and serial numbers, the units are saved by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



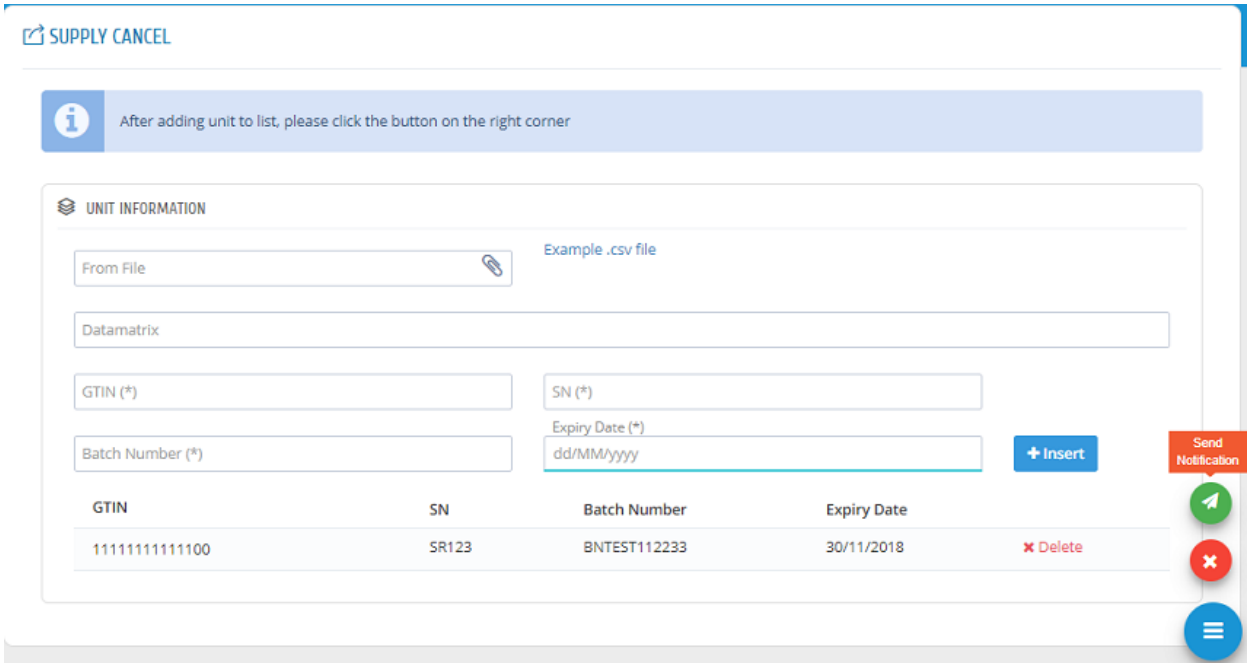
Supply Cancel

Supply Cancel page is used to cancel a Supply operation. By this operation, the units are set as "Deactivated".

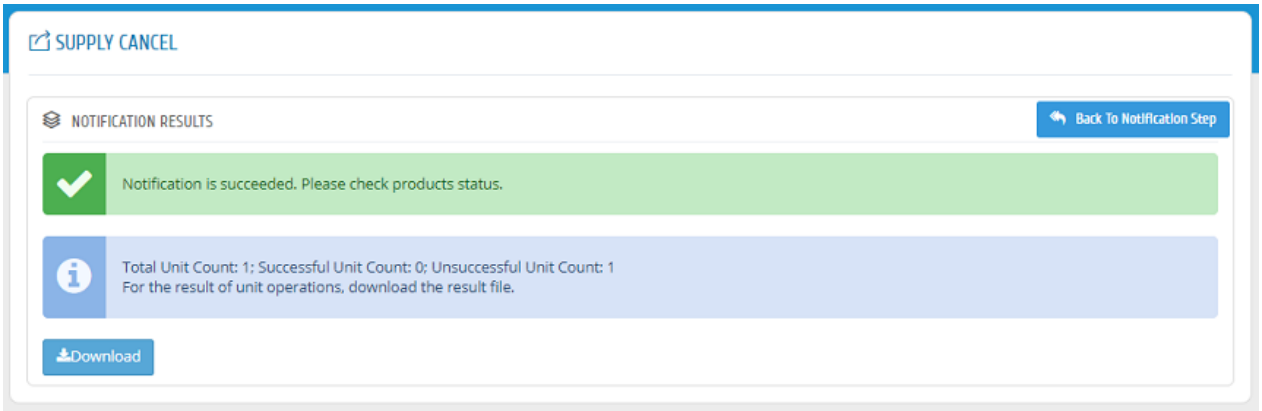
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of units, the cancellation operation is done by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



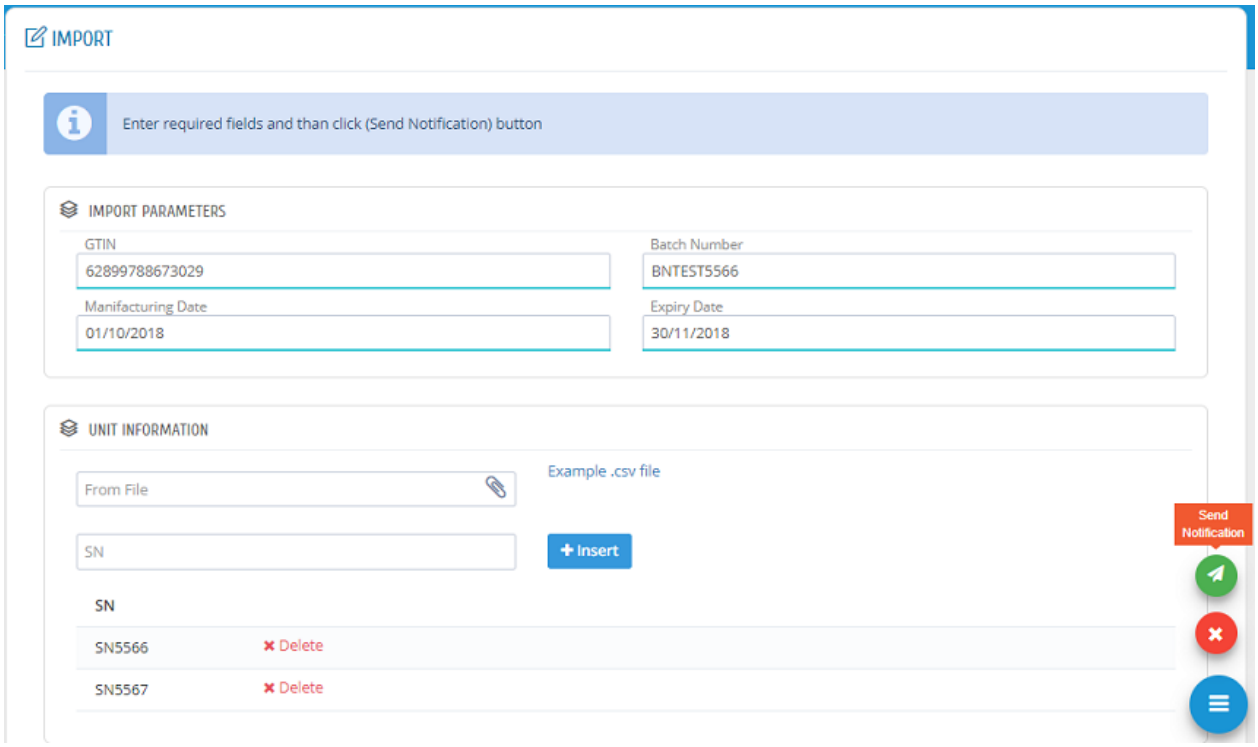
Import

Import page is used to register the units by the stakeholder that has "Import" privilege. Only the drugs defined as "Imported" can be used in this operation.

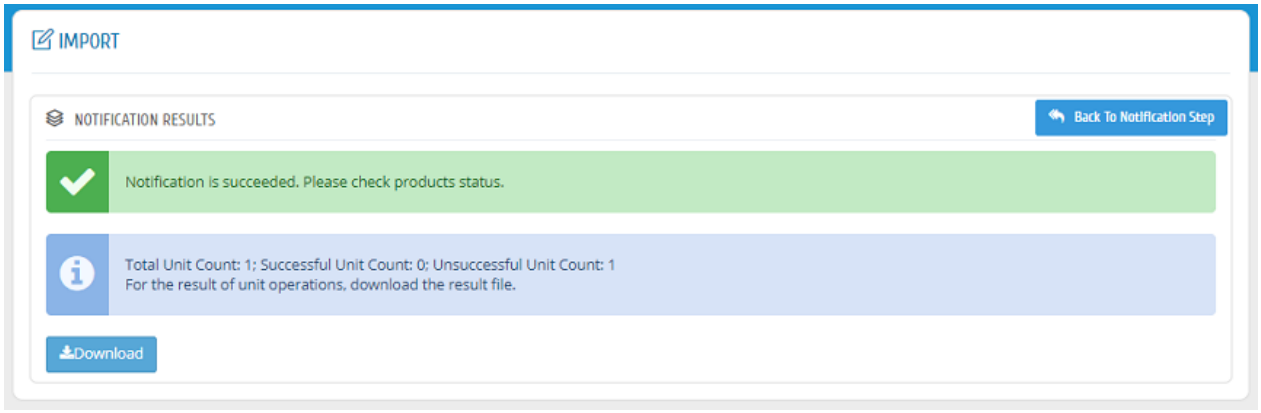
First "GTIN", "Batch Number", "Manufacturing Date" and "Expiry Date" must be given. These set of fields represent a batch of production. For a batch, multiple serial number may be entered by using "Insert" button.

The user also has ability to define serial numbers by uploading a ".csv" file. There is a template ".csv" file on the page. By clicking "From File" field, "Open File" dialog box appears and the file to be uploaded is selected. All serial numbers from file are loaded.

After completing "Notification Parameters" and serial numbers, the units are saved by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



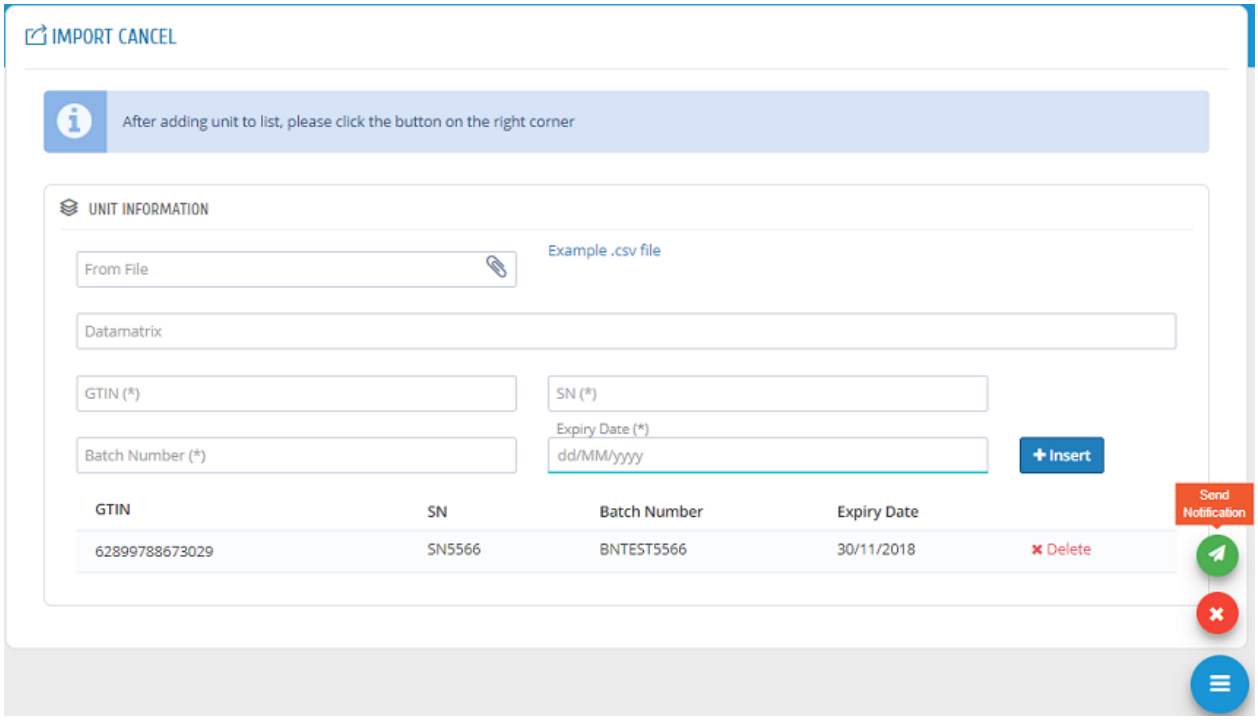
Import Cancel

Import Cancel page is used to cancel an Import operation. By this operation, the units are set as "Deactivated".

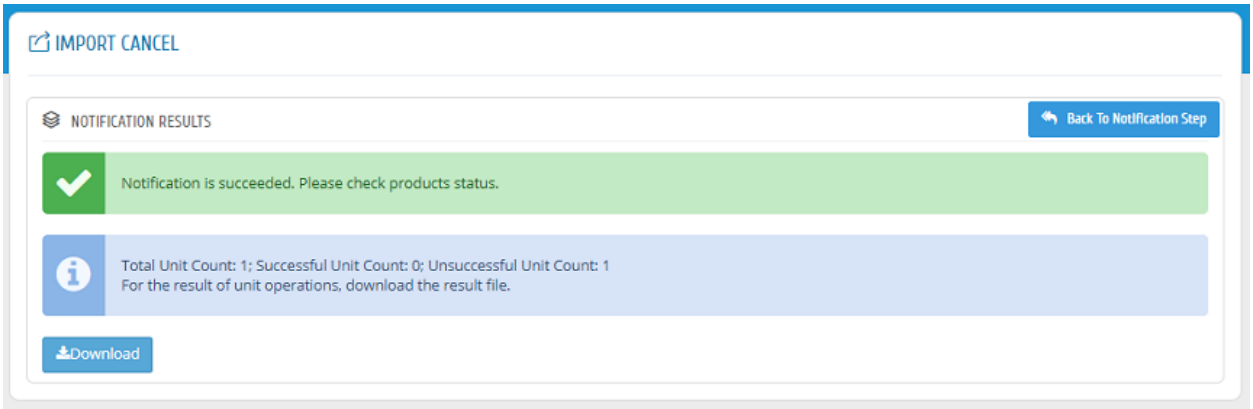
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of units, the cancellation operation is done by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



Dispatch (manufacturer and warehouse)

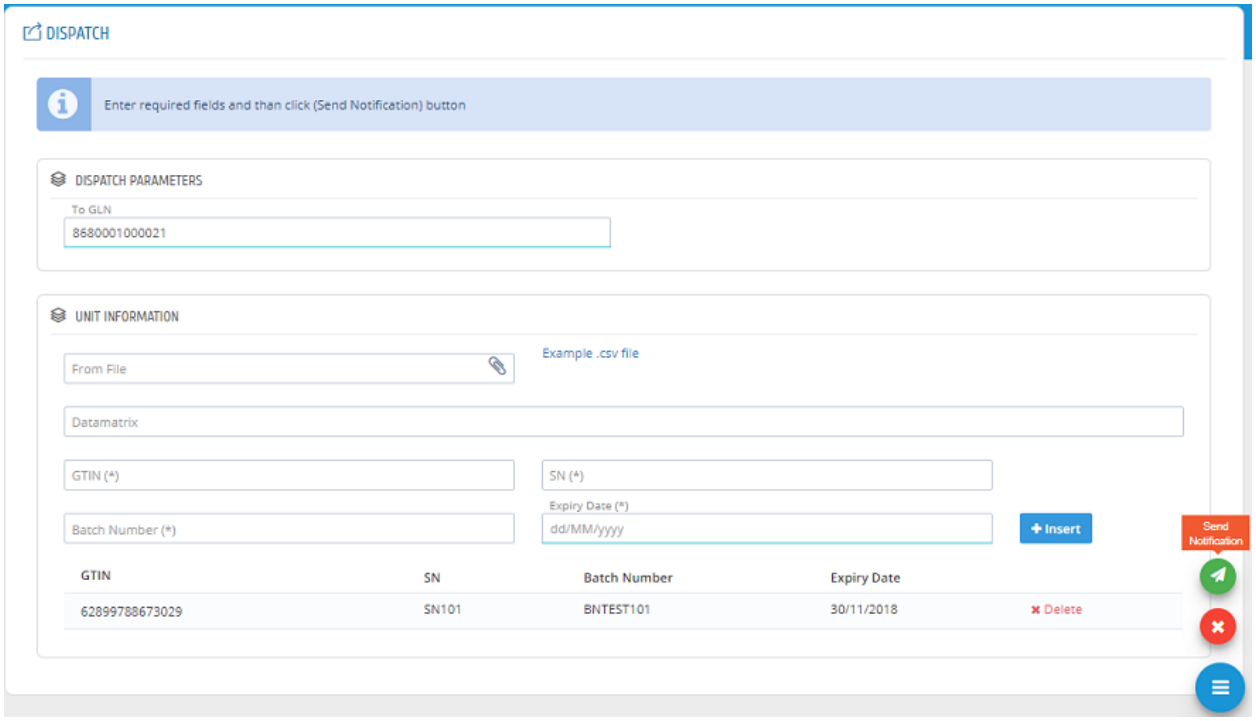
Dispatch page is used for whole sale operations between stakeholders. The stakeholder can dispatch units in its own inventory. Suppliers and warehouses can use dispatch operation. Wholesale operation between stakeholders has two sides. When a stakeholder dispatched a unit to another stakeholder, the unit is set as "in between" state. When the receiver stakeholder accepts the operation, the unit is registered in the receiver stakeholder's inventory.

In the page, the user enters "to GLN" field to define target stakeholder. And also, the units must be defined.

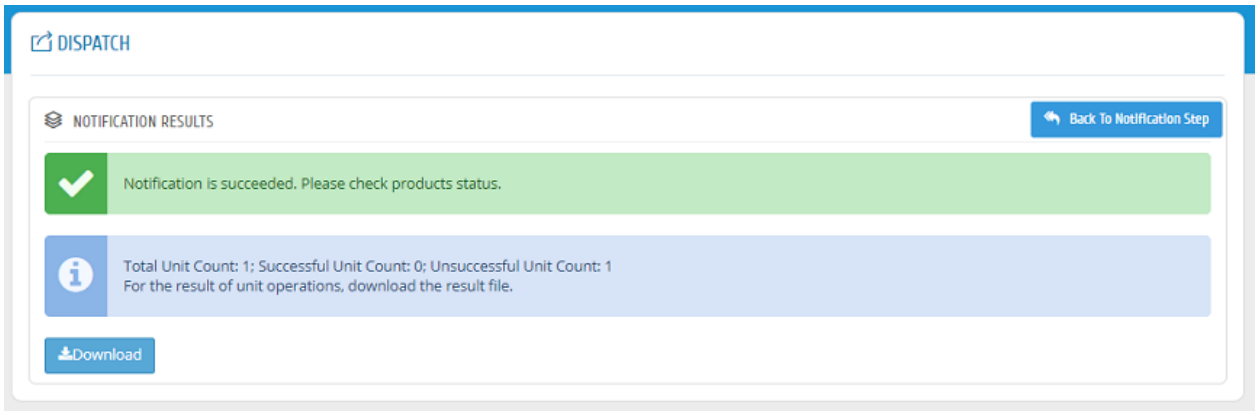
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are dispatched by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



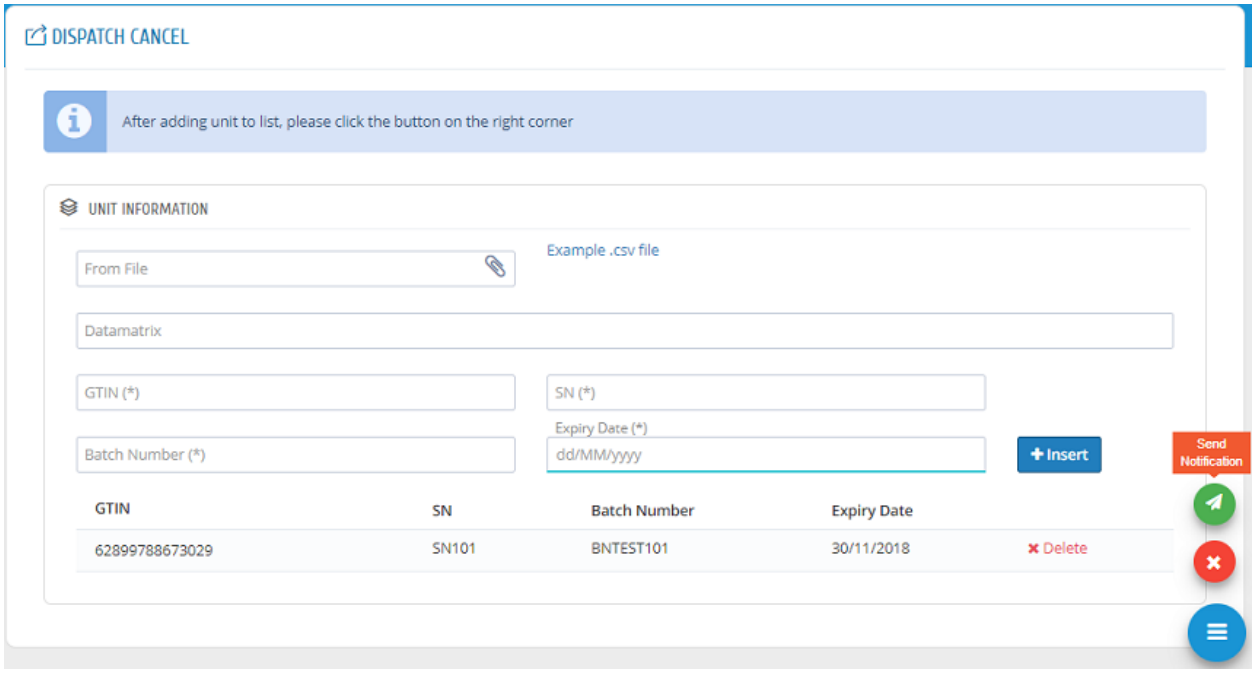
Dispatch Cancel

Dispatch Cancel page is used to cancel a dispatch operation. By this operation, the unit is registered in the sender stakeholder's inventory again. When a wholesale operation cannot be completed, and sender stakeholder needs to take back the unit, it is necessary to use Dispatch Cancel operation.

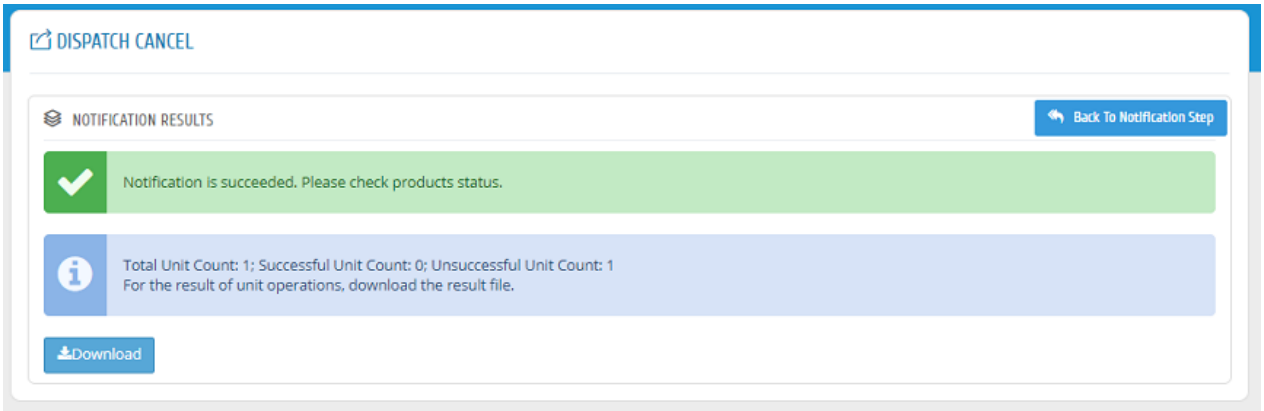
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of units, the cancellation operation is done by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



Drug Sale (pharmacy)

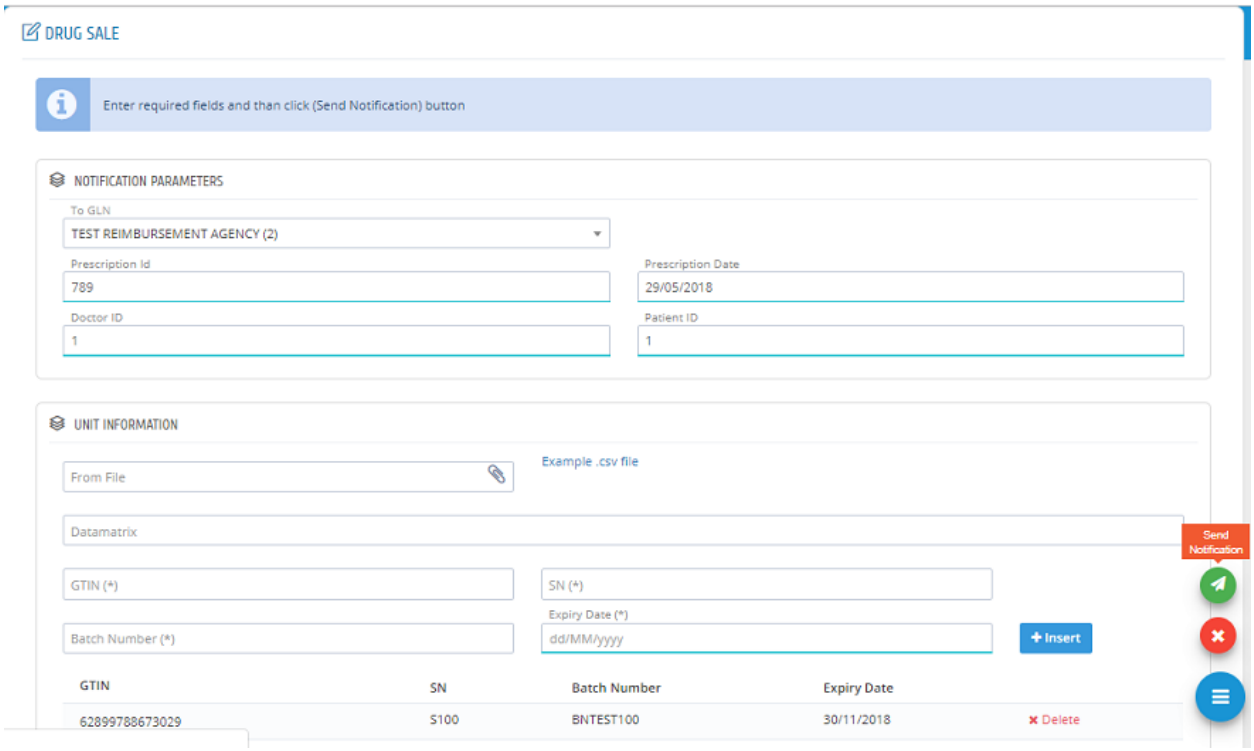
Drug Sale page is used for retail sale operations by pharmacies. The pharmacy can sale units in its own inventory.

First, the pharmacy must enter "to GLN" field to define the customer. "Direct Sale" points that the customer is patient directly, no reimbursement agency exists. Or the user can select a reimbursement agency. And the units must be defined.

The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are dispatched by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".

Drug Sale Cancel

Drug Sale Cancel page is used to cancel a drug sale operation. By this operation, the unit is registered in the pharmacy's inventory again.

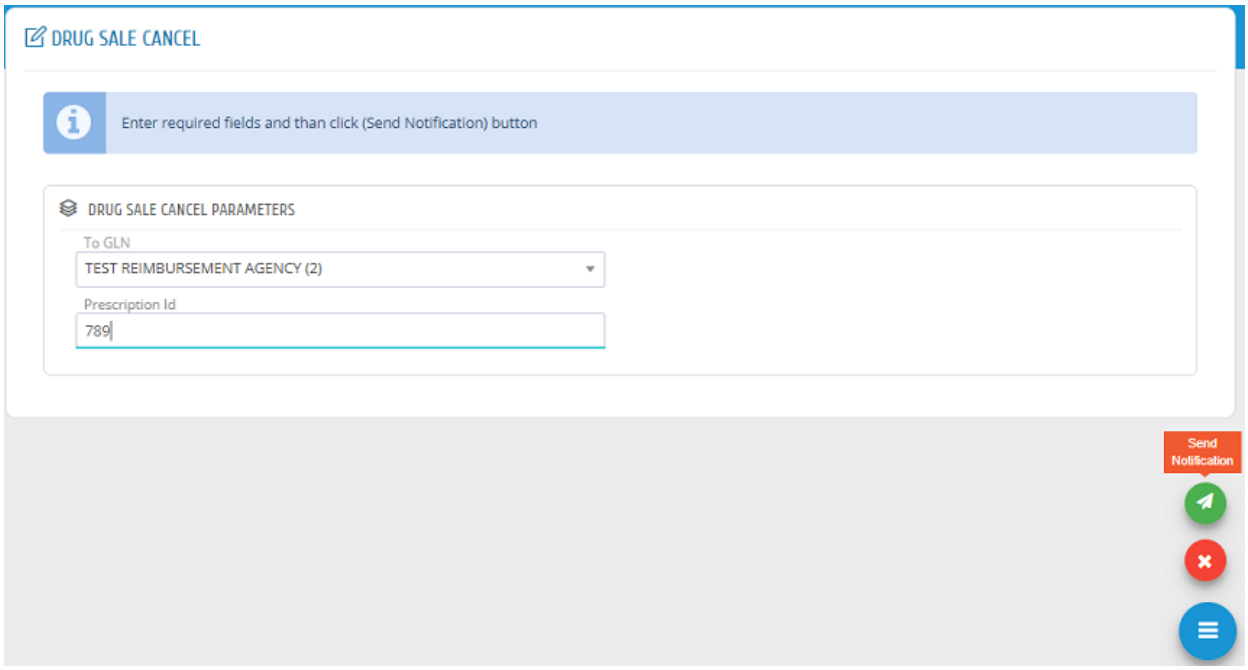
In the page, "to GLN" field should be selected first,

If any stakeholder is selected, then the system will ask only prescription ID but if "Direct Sale" is selected then the units must be defined as well.

The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing the mandatory fields, the cancellation operation is done by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".

Accept

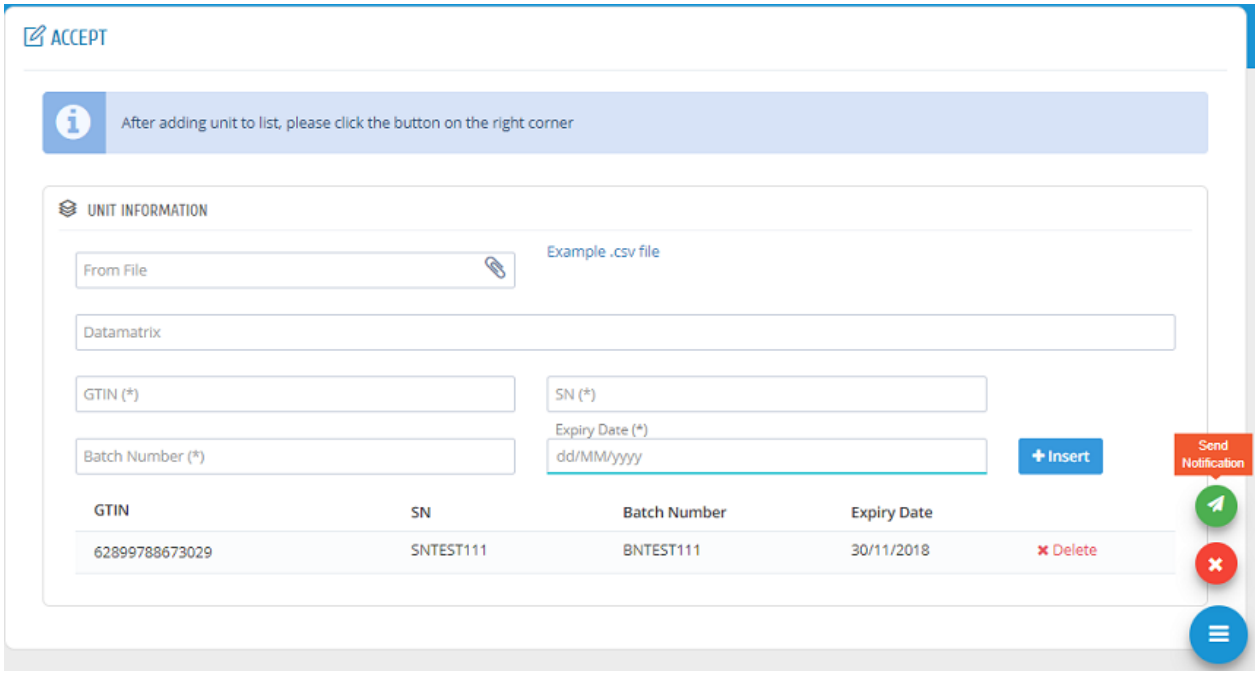
Accept page is used to register the units to the receiver stakeholder's inventory. The units that has been dispatched, returned or transferred can be accepted.

In the page, the units must be defined.

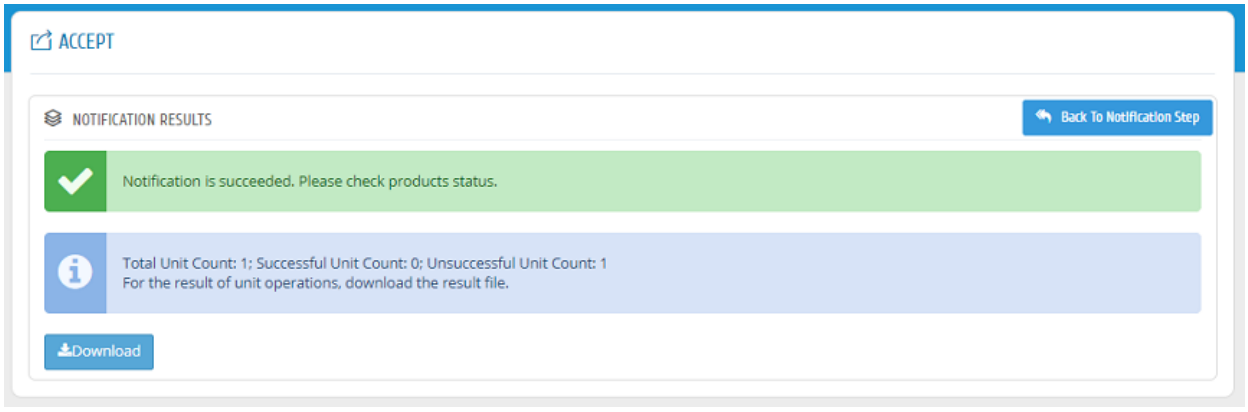
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



Return

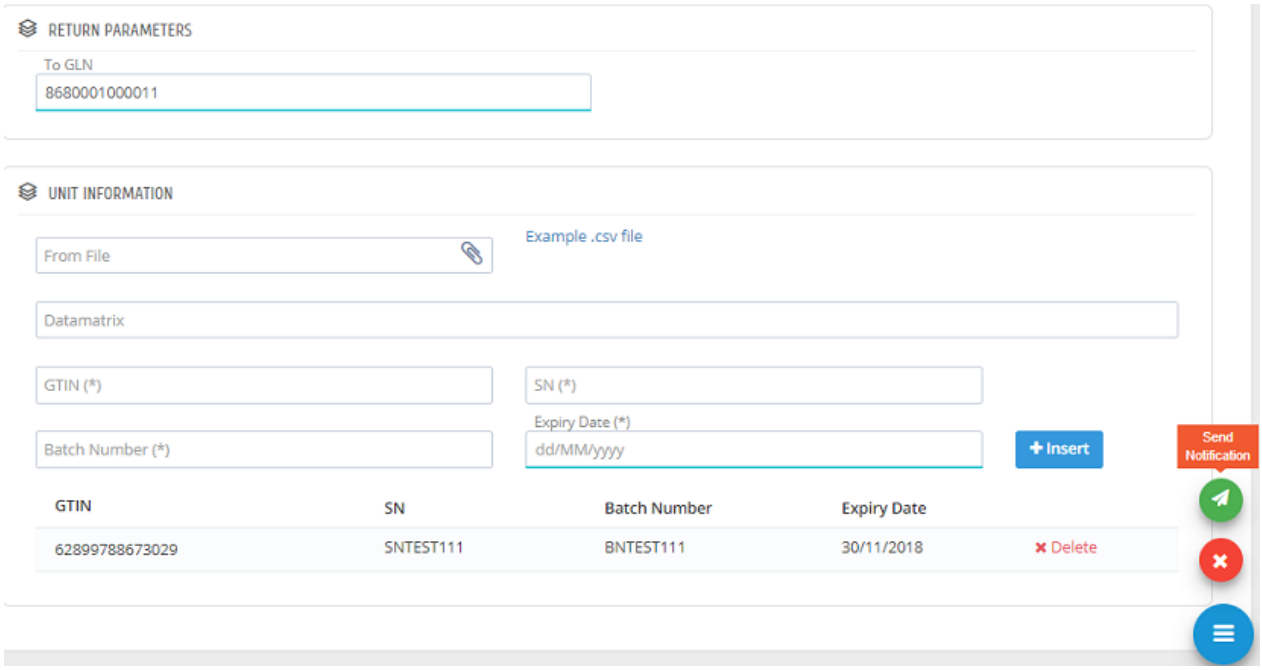
Return page is used for returning back the units to previous owner. Temporarily, in Phase 1, a stakeholder can return a unit to any warehouse or to the supplier of the drug.

In the page, the user enters "to GLN" field to define target stakeholder. Also the units must be defined.

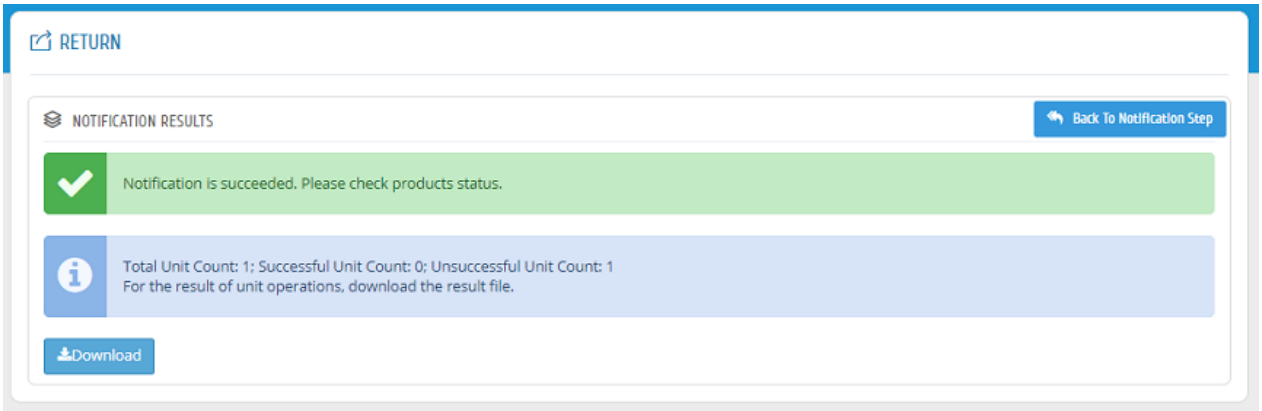
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are dispatched by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



Consume

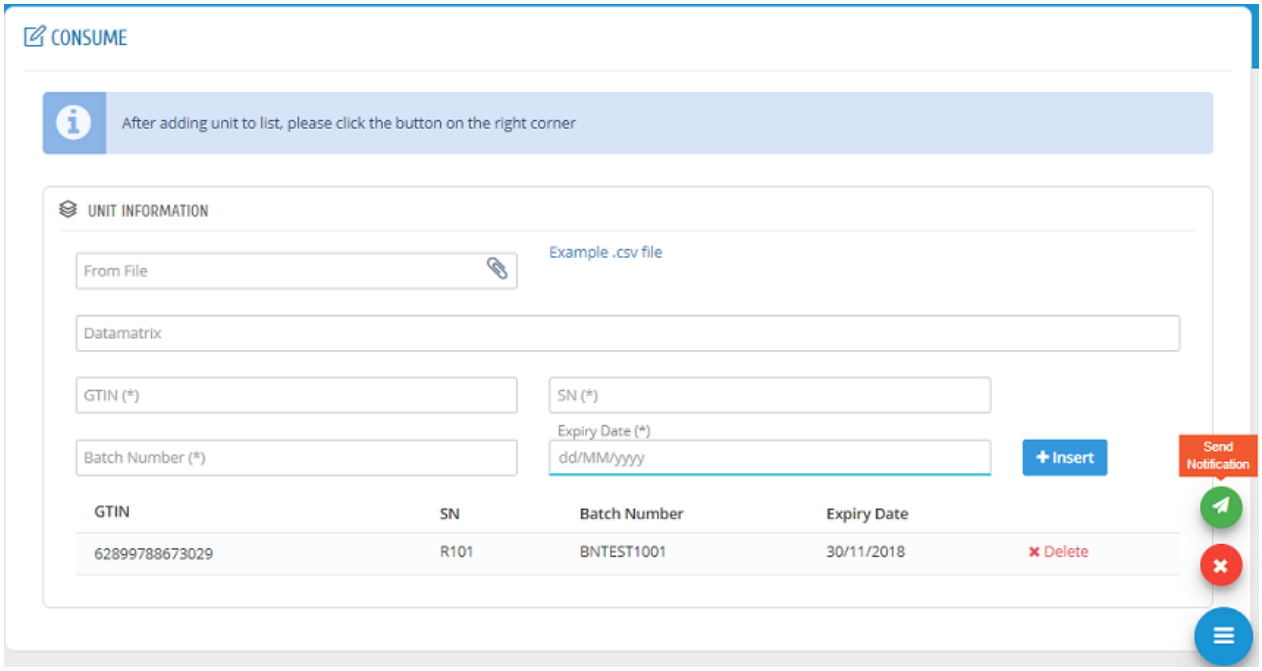
Consume page is used by consumption centers to set the units as "Consumed" from the stakeholder's inventory.

In the page, the units must be defined.

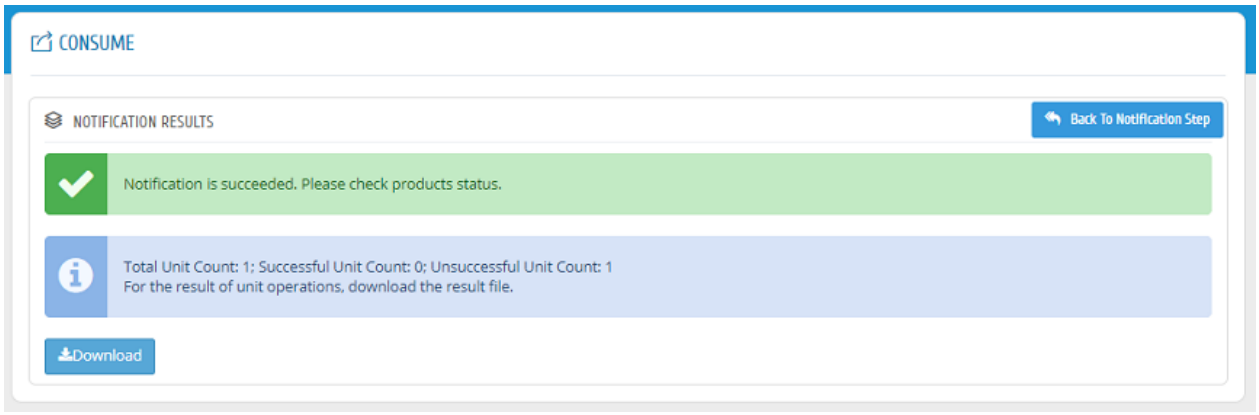
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



Consume Cancel

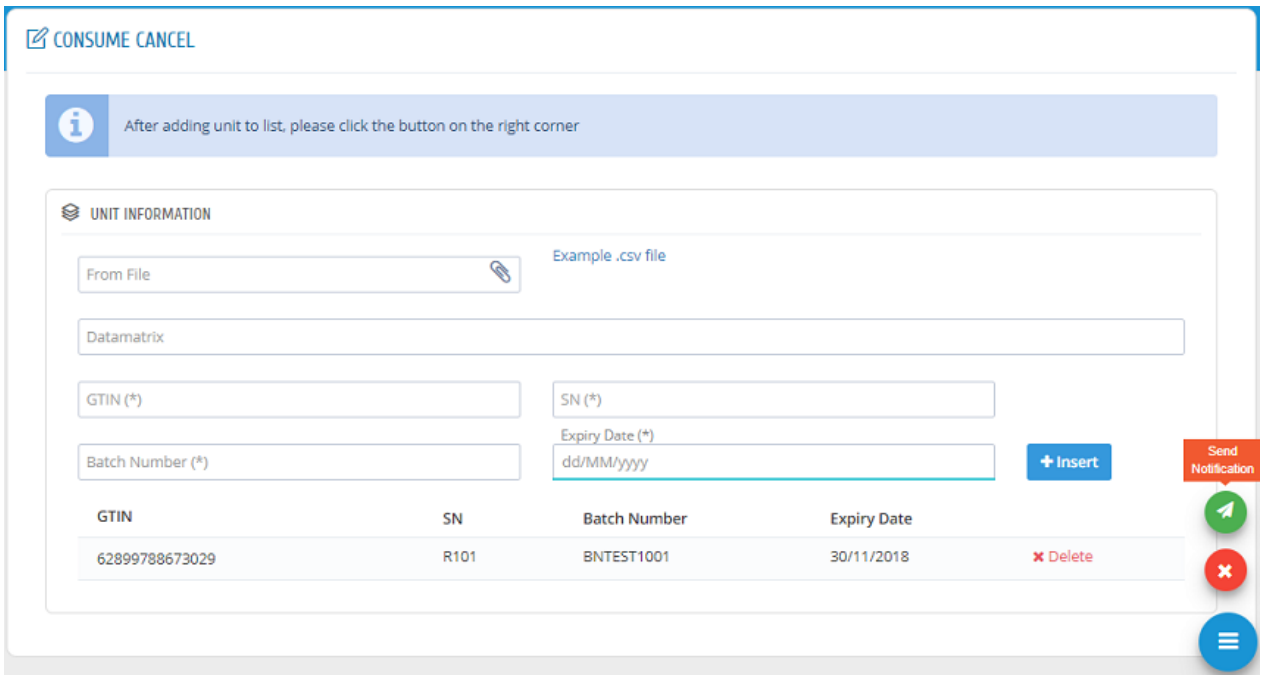
Consume Cancel page is used to set the units as "Active" that are previously consumed.

In the page, the units must be defined.

The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".

Transfer

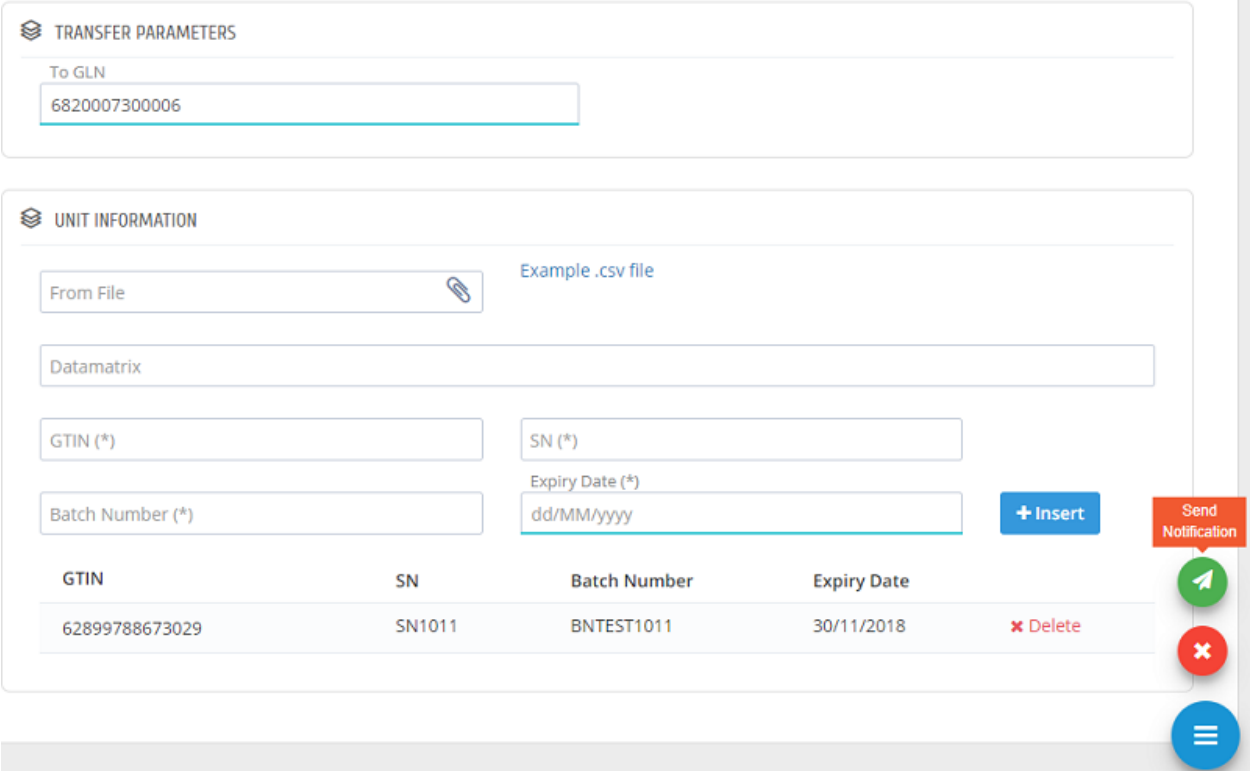
Transfer page is used for transferring units between pharmacies and consumption centers. This operation can be done between pharmacy to pharmacy or consumption center to consumption center. Transfer operation between stakeholders has two sides. When a stakeholder transfers a unit to another stakeholder, the unit is set as "in between" state. When the receiver stakeholder accepts the operation, the unit is registered in the receiver stakeholder's inventory.

In the page, the user enters "to GLN" field to define target stakeholder. Also, the units must be defined.

The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are dispatched by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".

Transfer Cancel

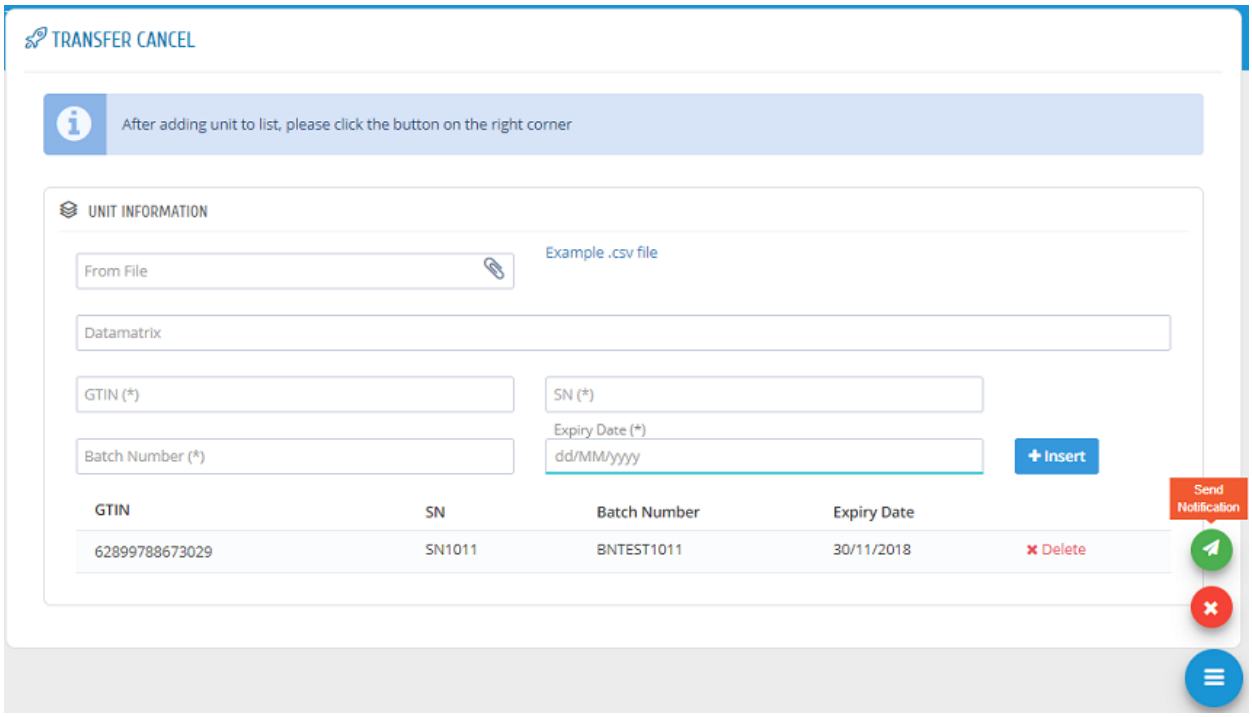
Transfer Cancel page is used to cancel a transfer operation. By this operation, the unit is registered in the sender stakeholder's inventory again. When a transfer operation cannot be completed, and sender stakeholder needs to take back the unit, it is necessary to use Transfer Cancel operation.

In the page, the units must be defined.

The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".

Export Unit

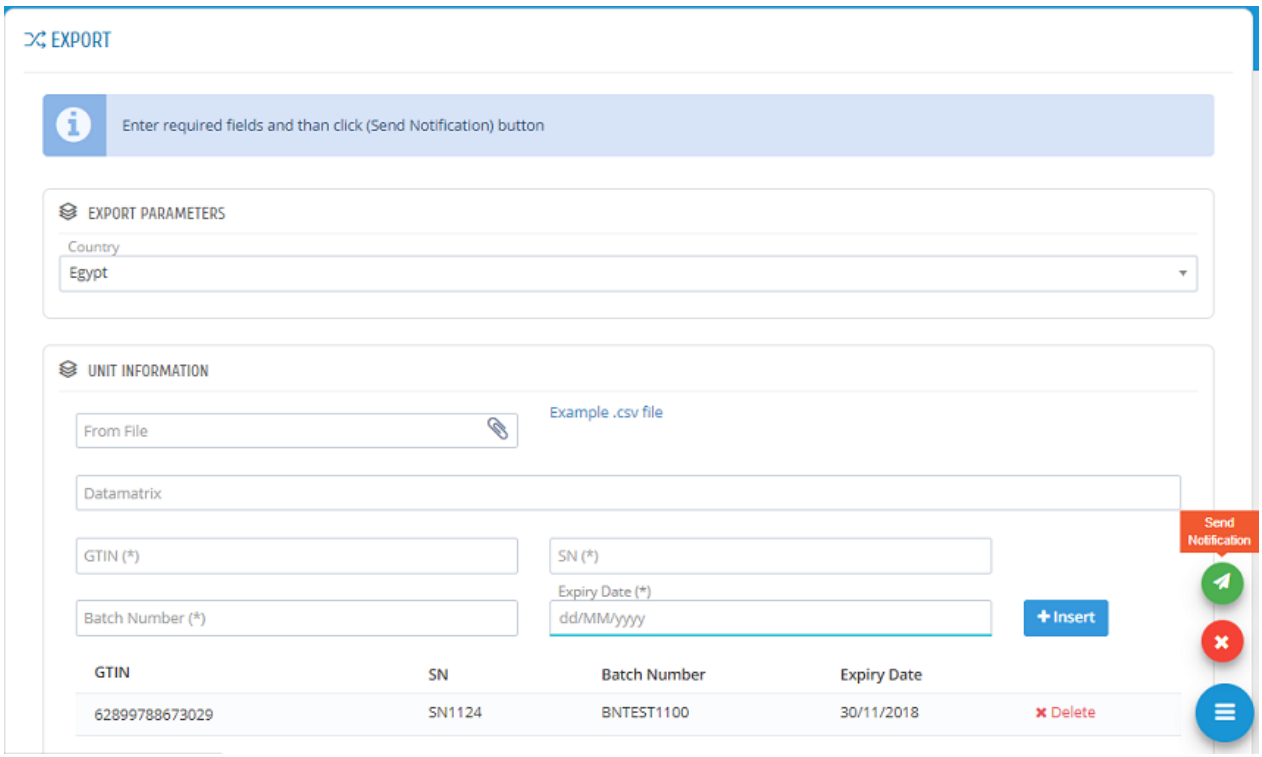
Export page is used to set the units as "Exported" and to make out of the stakeholder's inventory.

In the page, the user has to select the country where the units are exported and then the units must be defined.

The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".

Export Cancel

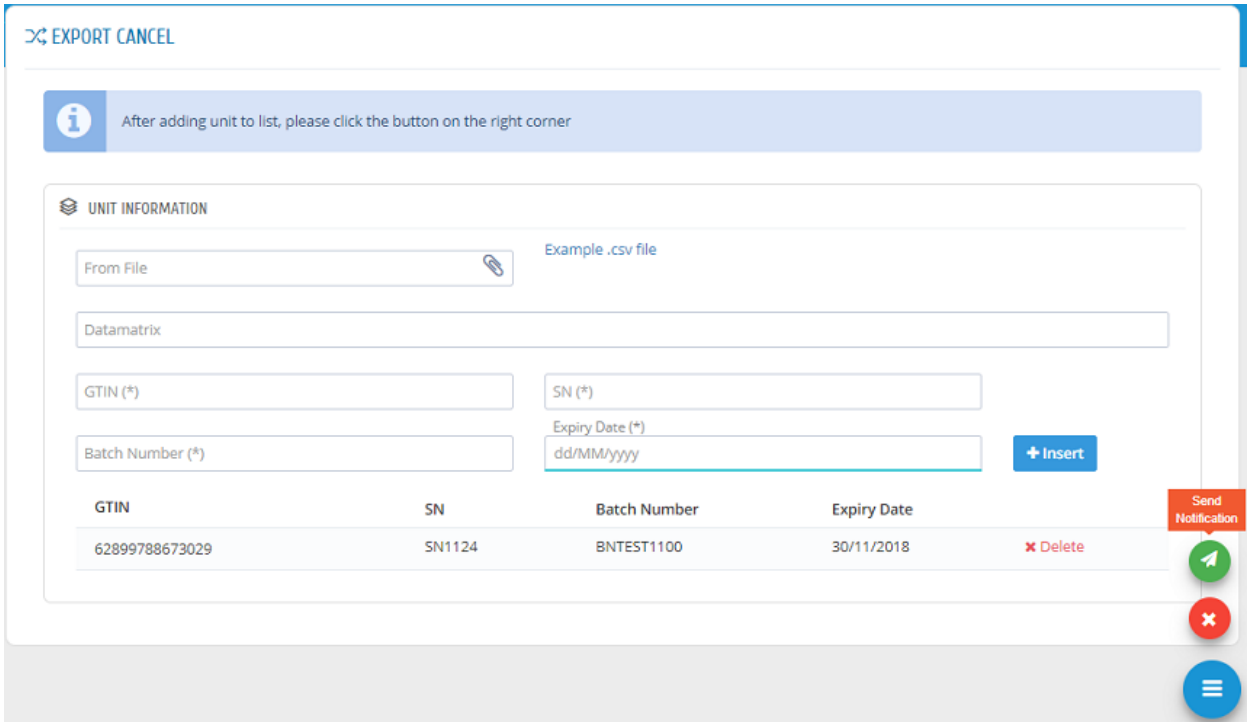
Export Cancel page is used to set the units to the stakeholder's inventory that are previously exported.

In the page, the units must be defined.

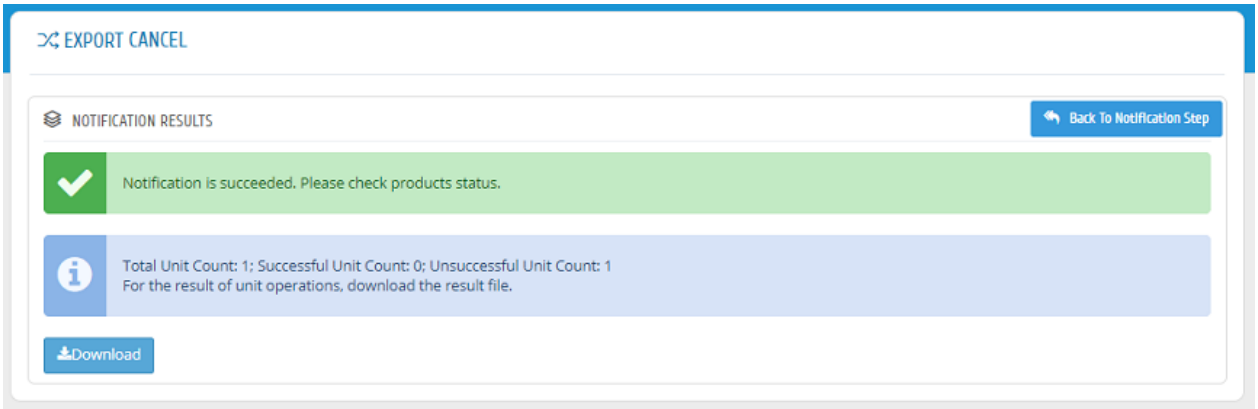
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



Deactivate Unit

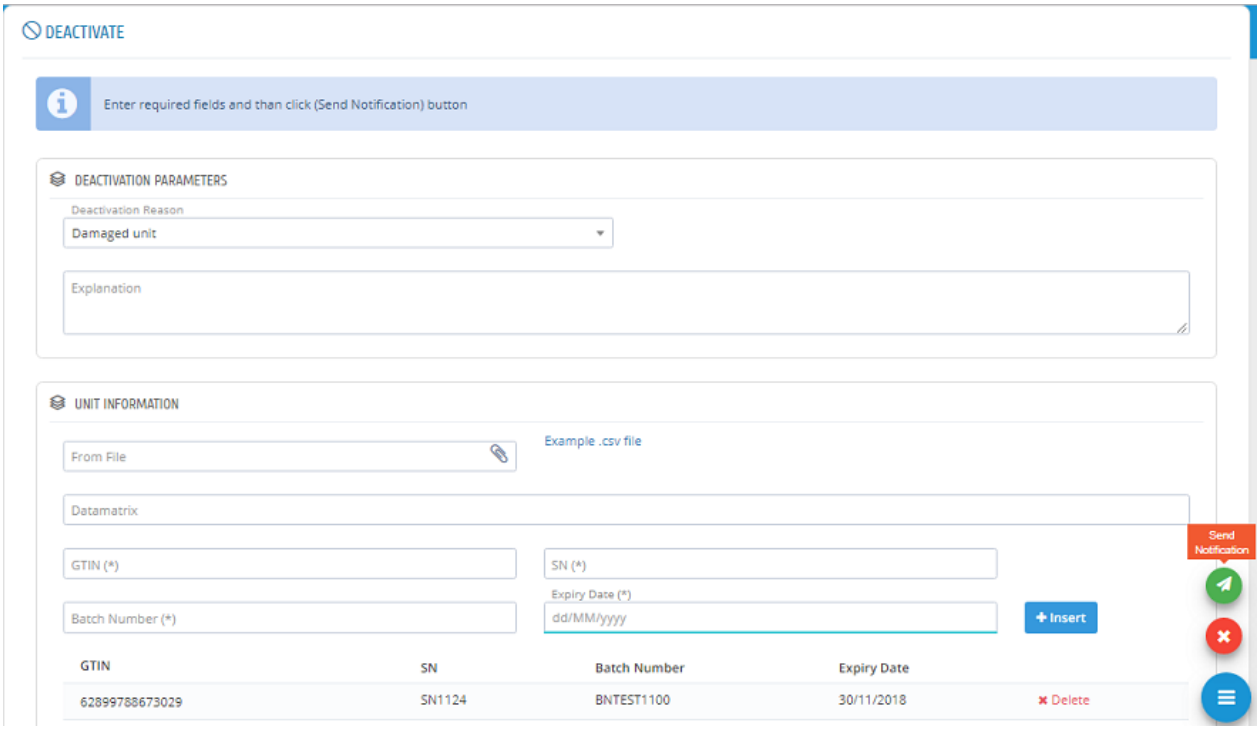
Deactivate page is used to set the units as "Deactivated" and to remove it from the stakeholder's inventory.

In the page, deactivation reason must be chosen. If the deactivation reason is "Other" then "Explanation" field is necessary, and the units must be defined.

The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".

Deactivation Cancel

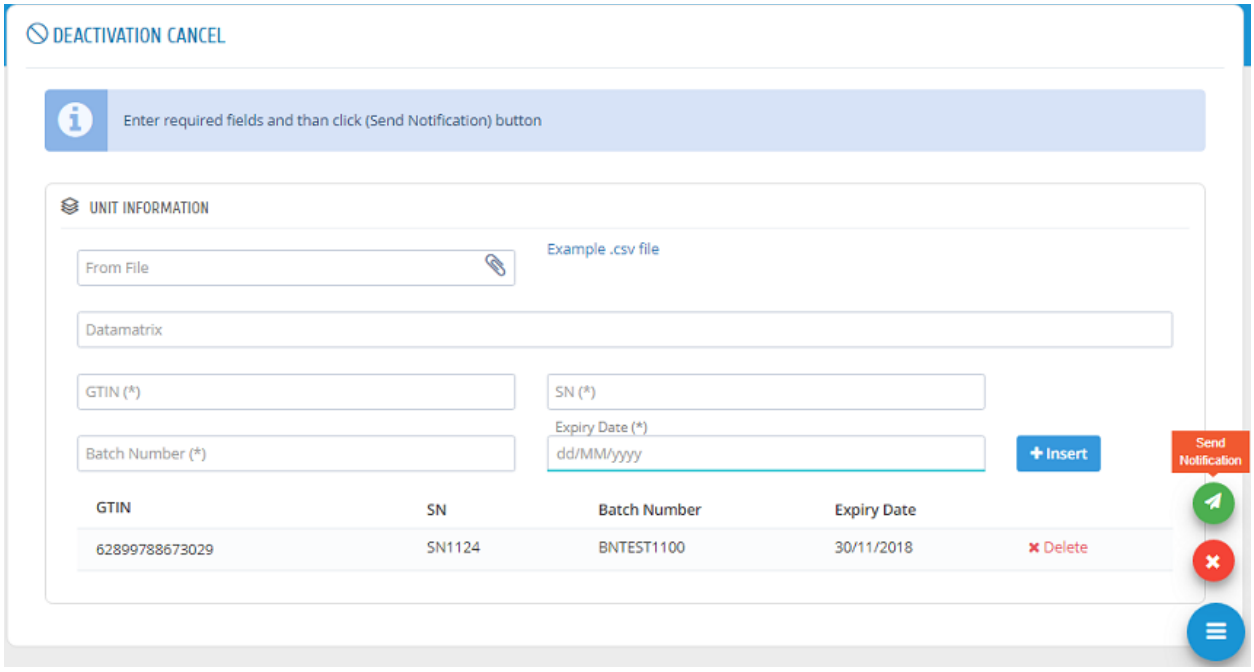
Deactivate Cancel page is used to cancel a Deactivate Unit operation. By this operation, the unit is registered in the previous stakeholder's inventory again.

In the page, the units must be defined.

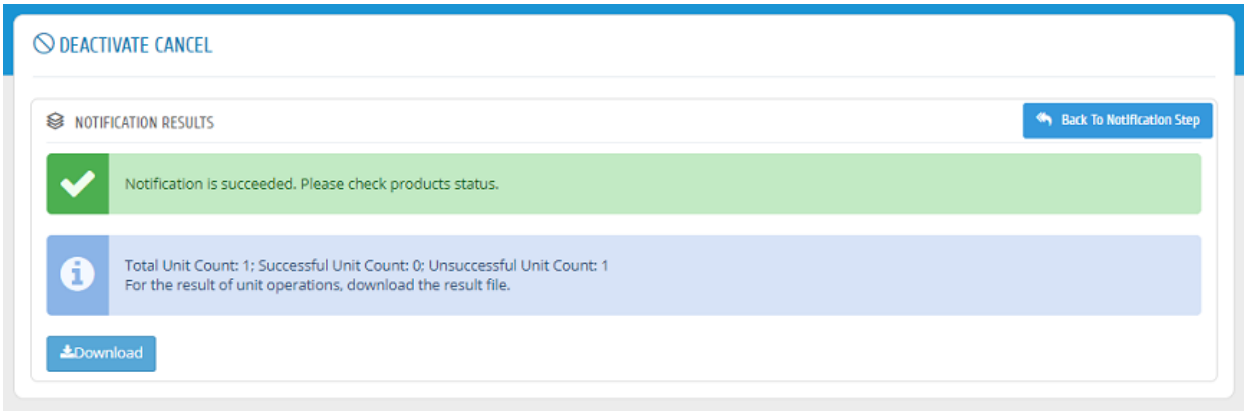
The units can be given by;

- ".csv" file
- Reading data-matrix of unit
- Entering GTIN, SN, Batch Number, Expiry Date field explicitly

After completing of "Unit Information", the units are accepted by using "Send Notification" button.



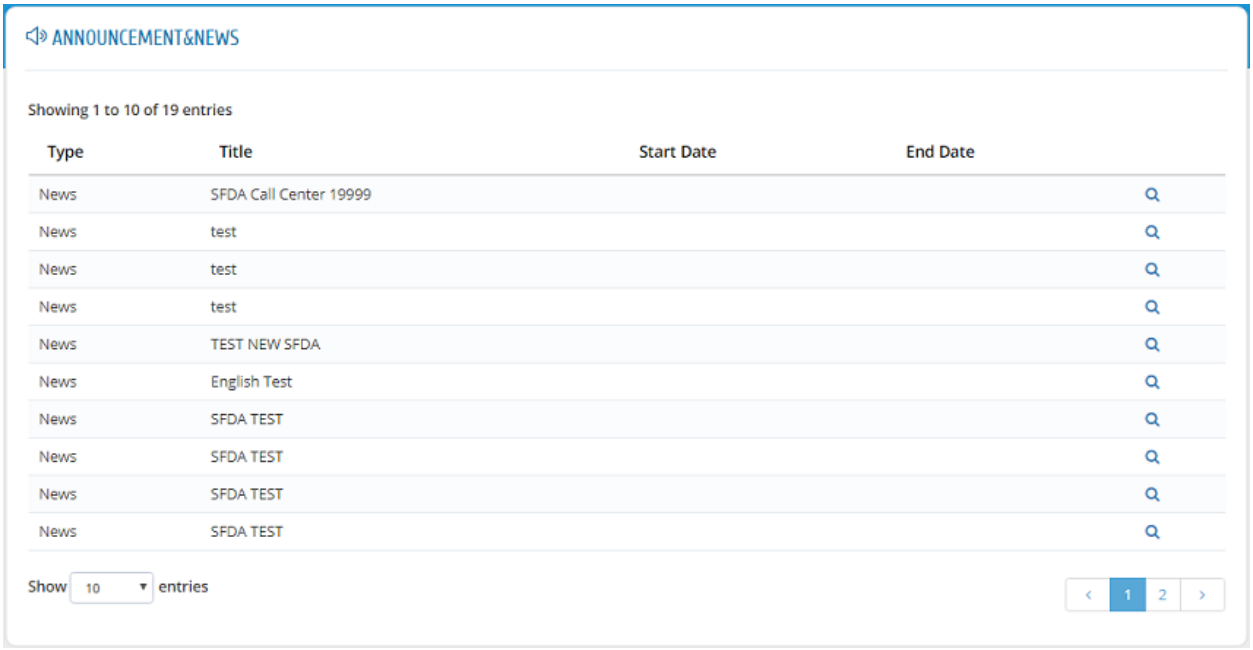
After pressing the "Send Notification", Total Unit Count, Successful Unit Count and Unsuccessful Unit Count information will be shown. To show details click on "Download".



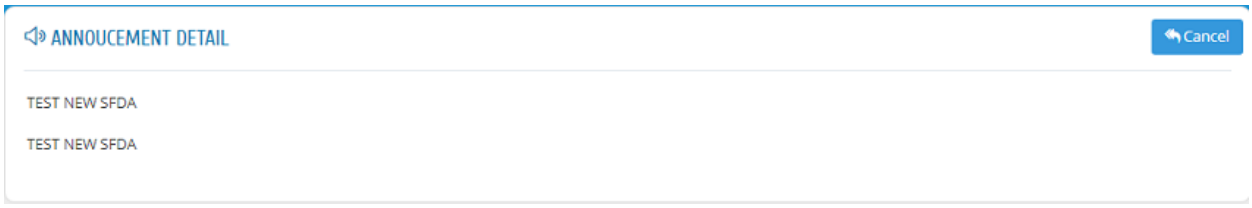
Announcement & News List and Detail

Announcement & News are shown in this page for stakeholders.

Announcement and News can be accessed under the "Announcement and News" link in the menu.

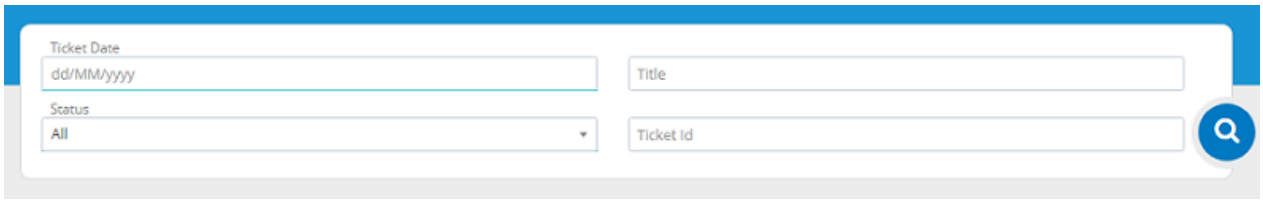


Detailed information of selected "Announcement & News" is shown in **"ANNOUNCEMENT DETAIL"** frame.

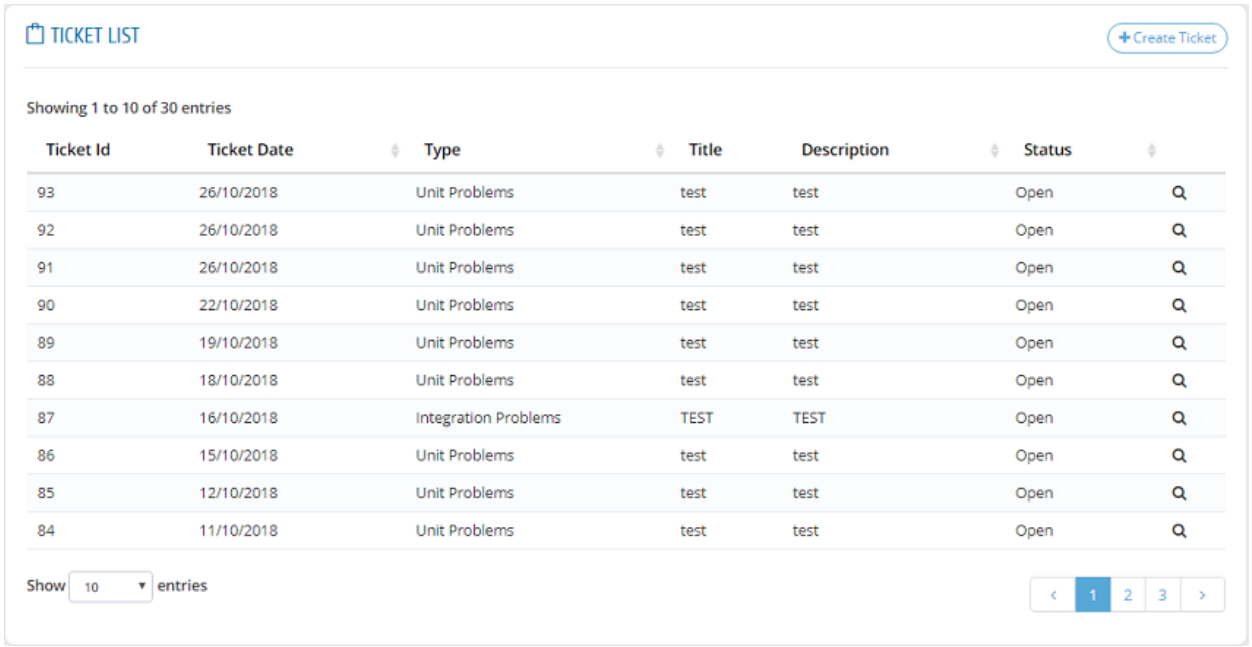


Help Desk - Query

To query a ticket, **"Ticket Date and Title"** are entered, **"Status"** information is selected then pressed the "Search" button to inquiry. At least one field must be entered to make a query.

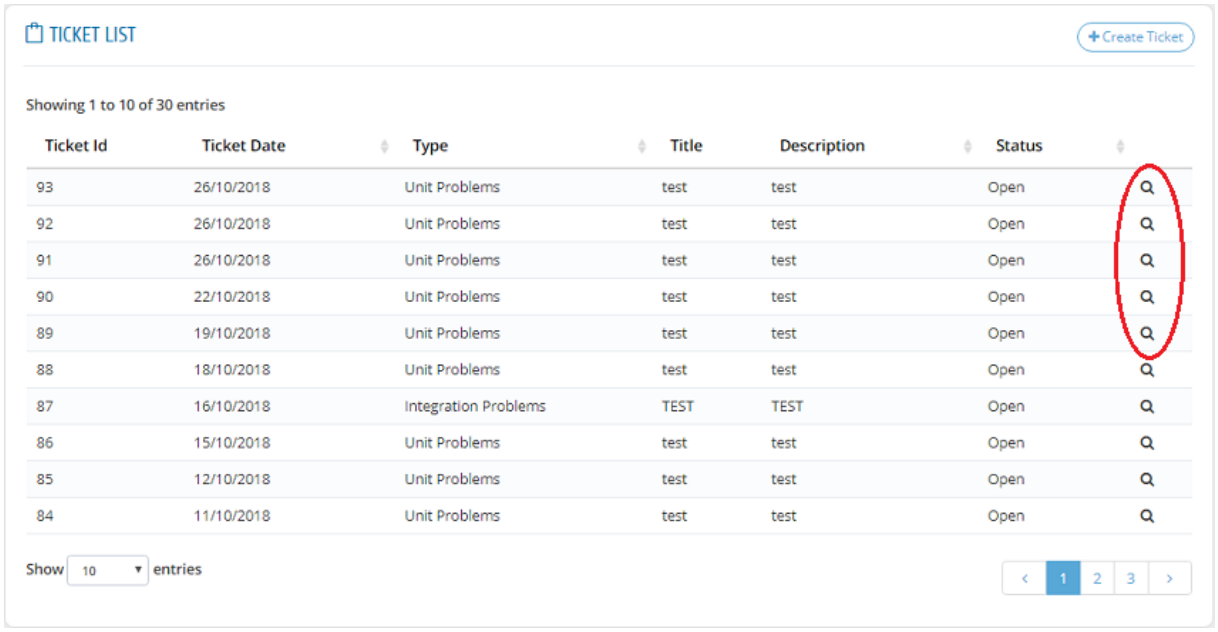


After clicking the "Filter Icon", the result is shown in **"TICKET LIST"** frame.

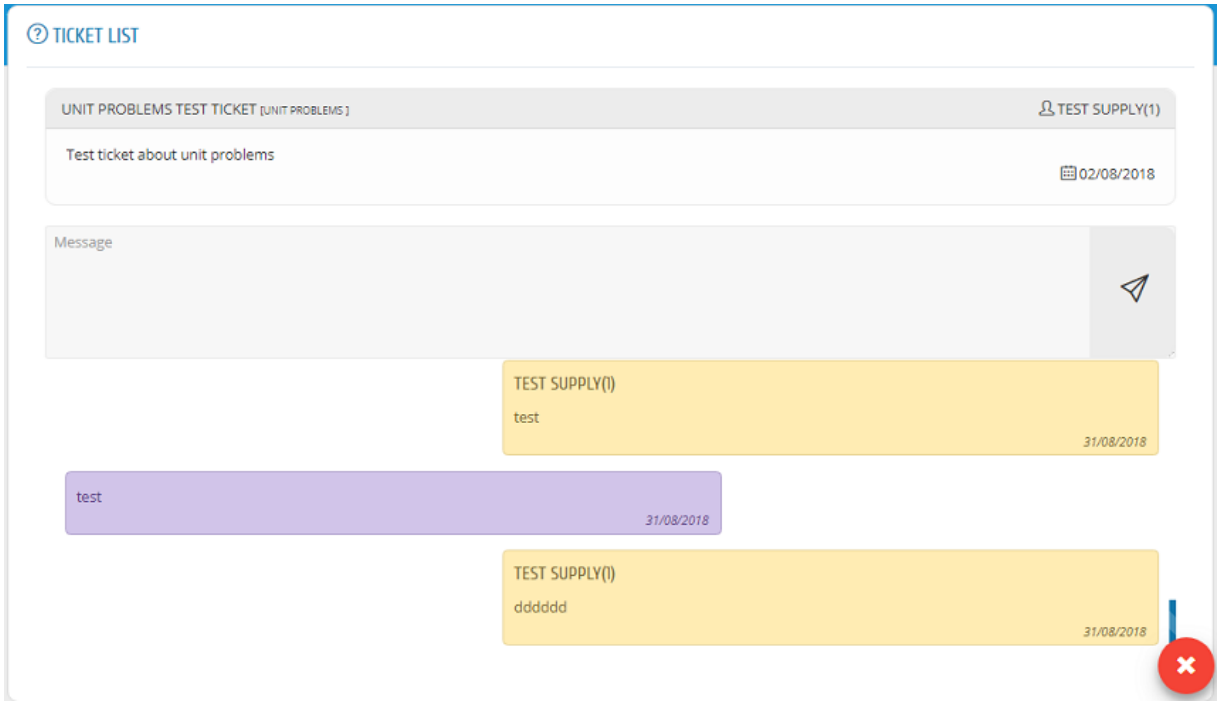


Help Desk - Detail

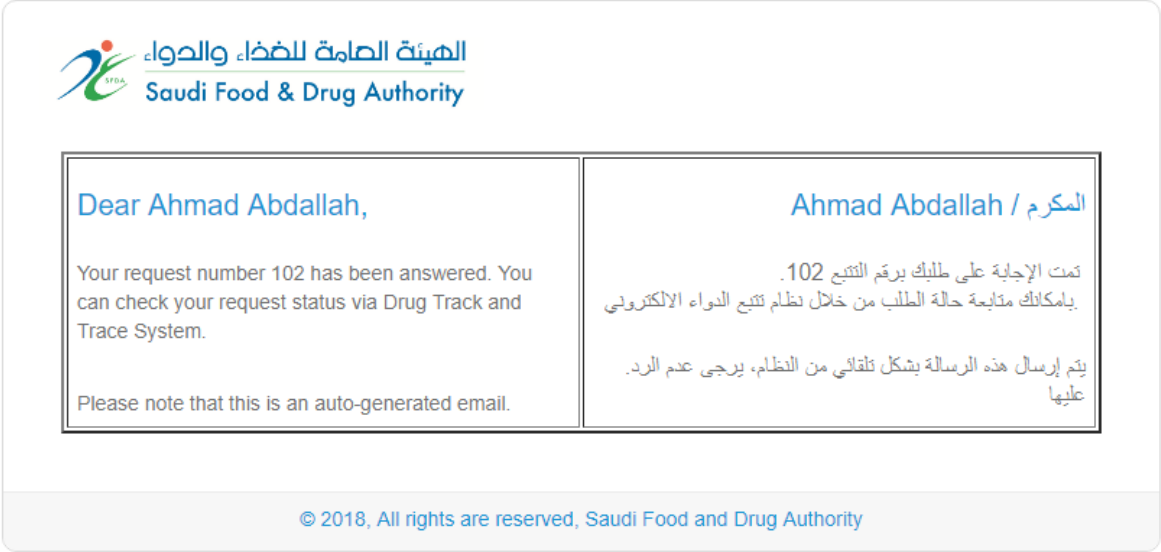
The users are able to see detail of the tickets by clicking detail icon on the right side of the row in the "Ticket List" page.



The result is shown in "TICKET LIST" frame as follows.



The users will be informed about the ticket result by an email.



الهيئة العامة للغذاء والدواء
Saudi Food & Drug Authority

Dear Ahmad Abdallah, Your request number 102 has been answered. You can check your request status via Drug Track and Trace System. Please note that this is an auto-generated email.	Ahmad Abdallah / المكرم تمت الإجابة على طلبك برقم التتبع 102. بامكانك متابعة حالة الطلب من خلال نظام تتبع الدواء الالكتروني. يتم إرسال هذه الرسالة بشكل تلقائي من النظام، يرجى عدم الرد عليها.

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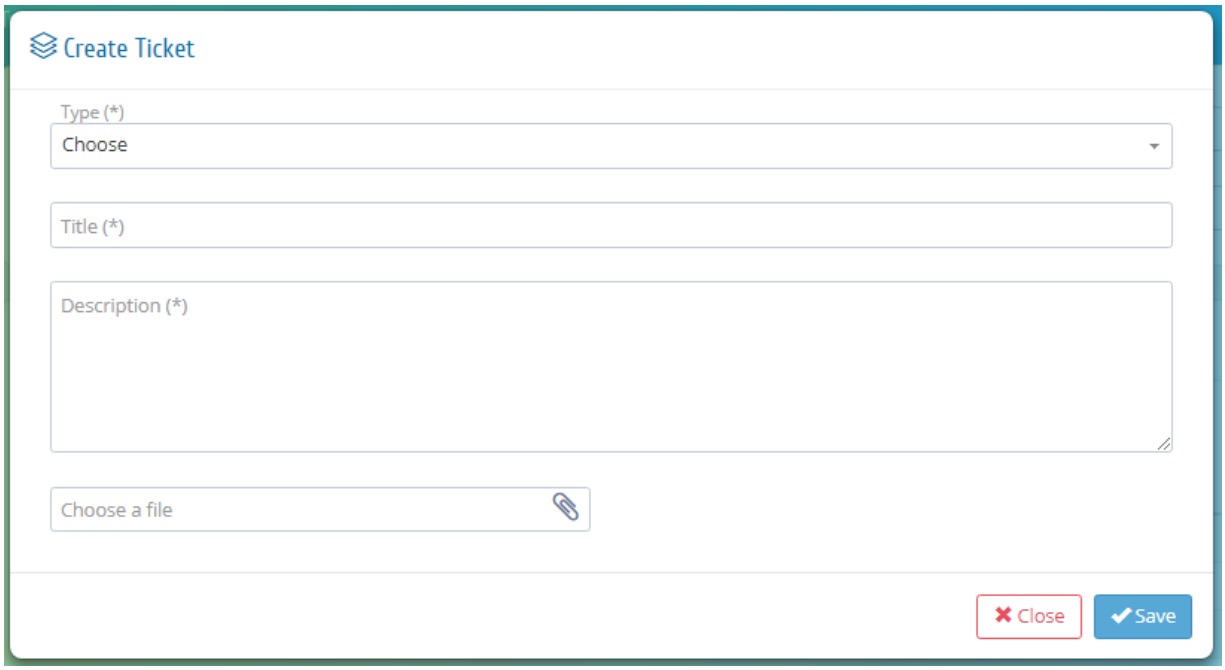
Help Desk - Create Ticket

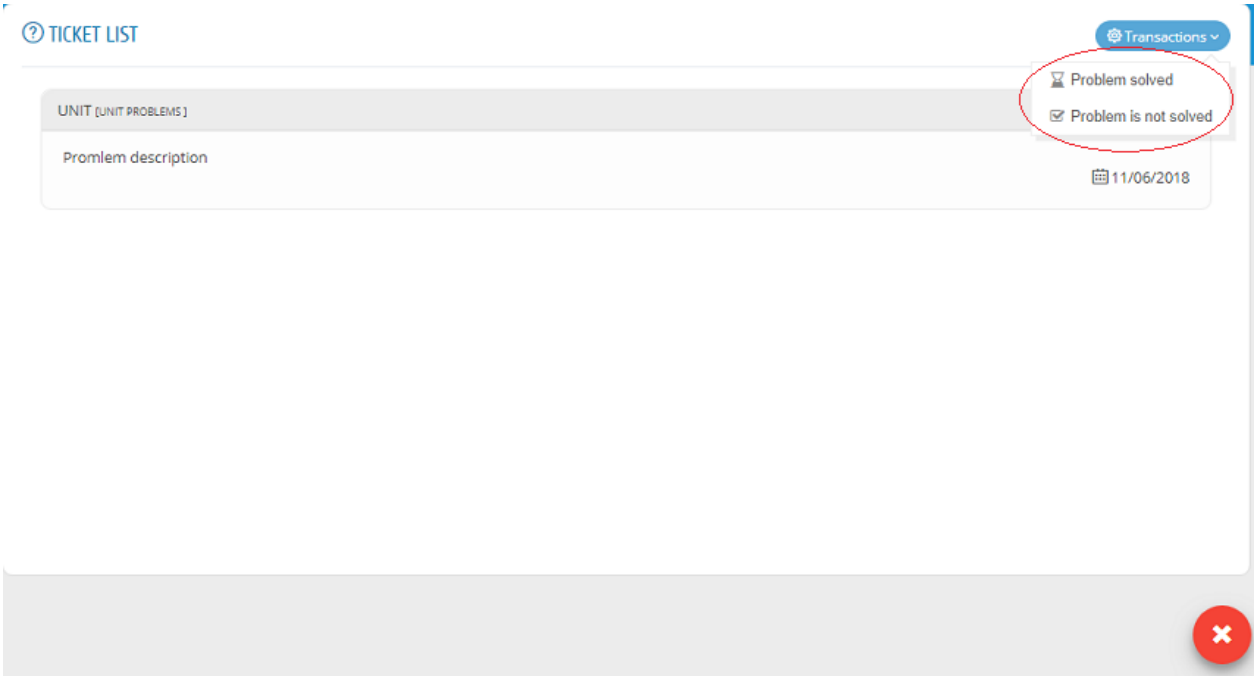
To create a new ticket, click "Help Desk" link from the menu and Ticket Creating form is opened by pressing "Create Ticket" button from the coming page. This form is filled with the appropriate values. All the mandatory/starred fields shouldn't be left empty. The ticket is sent by pressing the Save button.



Help Desk - Ticket Transactions

Status of the tickets can be changed by the management. If a ticket status is changed by the management to "resolved" then the user is able to see the transaction button for resolved ticket and selects any of both options "Problem is solved," or "Problem is not solved"

If "Problem is solved" is selected by the user, then the ticket will be closed but if "Problem is not solved" is selected then the ticket will be re-opened in the system.

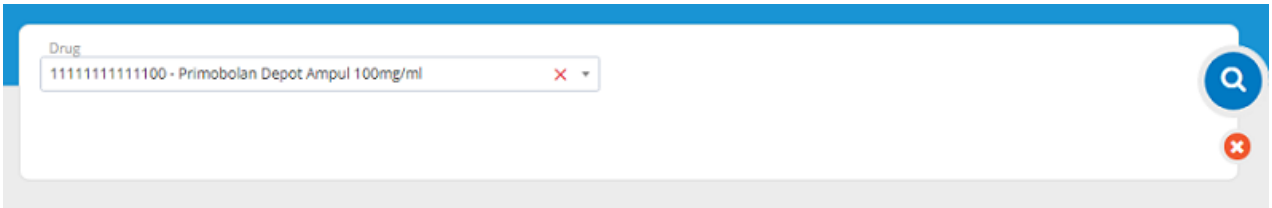


Reporting

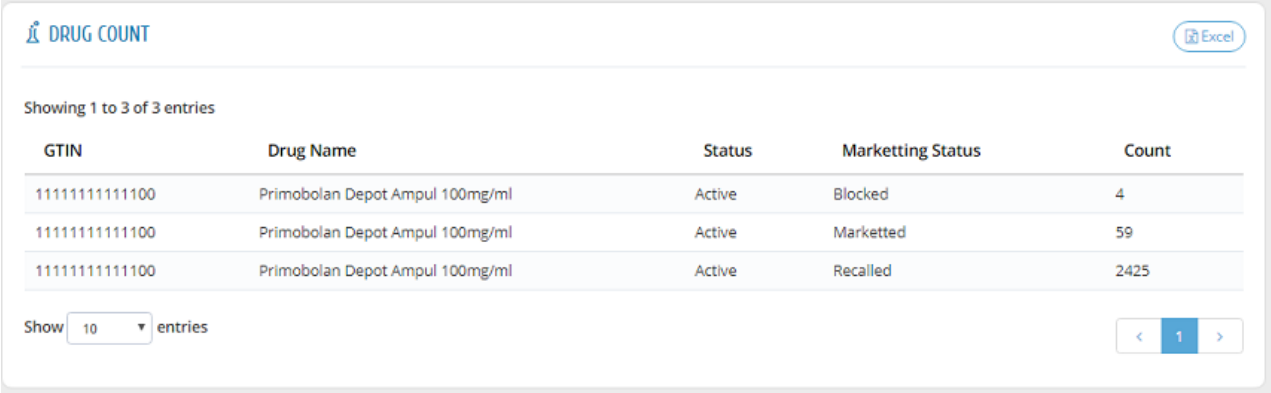
The Reporting page allows users to query within reports created in previously defined formats. The user can select one of the reports under this link and make a query or listing.

Drug Count

"Drug Count" page can be accessed under the "Reporting" link in the menu. To query a Drug Count in your inventory, **"Drug"** information is selected by entering a part of GTIN or Drug Name then pressed the search button to inquiry.

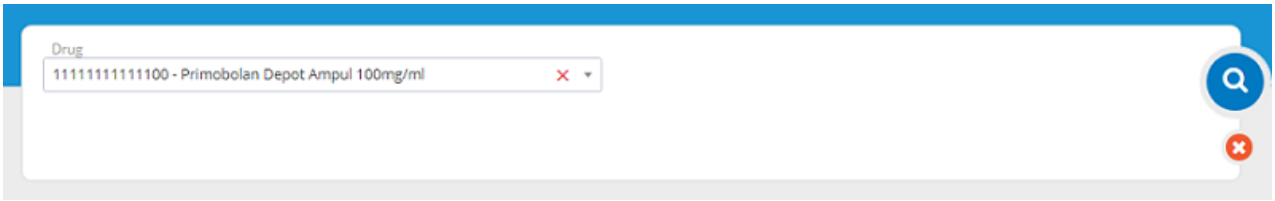


The result is shown in "DRUG COUNT" frame.

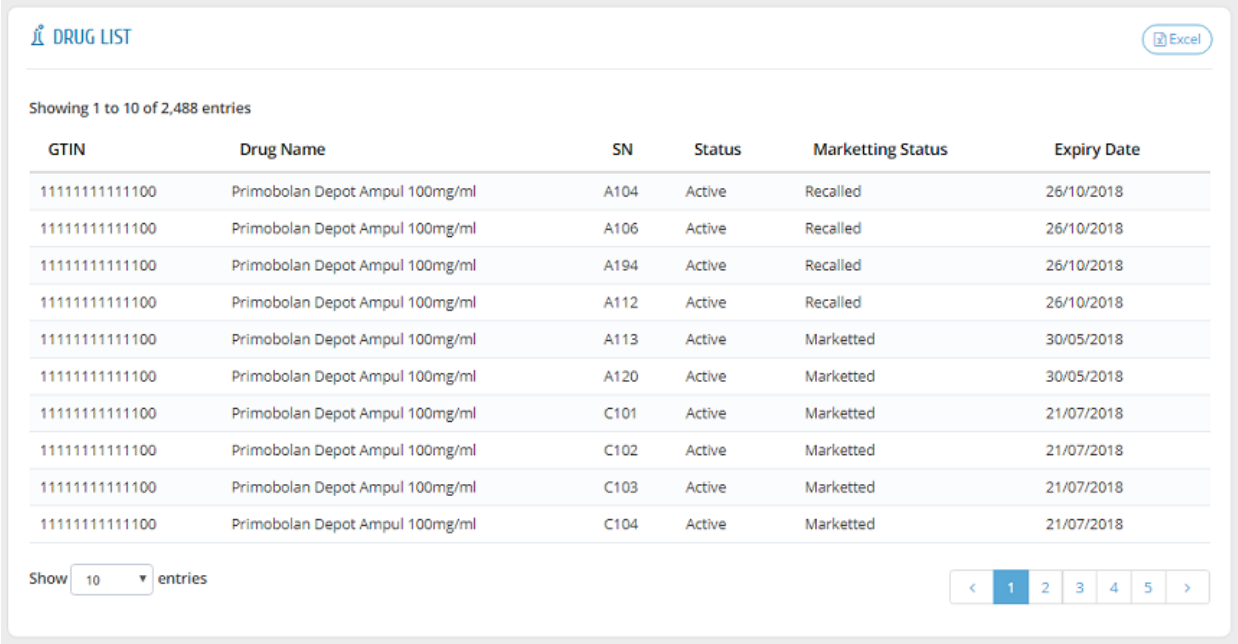


Drug List

The user can see list of his drugs in this page. To make a query in Drug List, **"Drug"** information is selected by entering a part of GTIN or Drug Name then pressed the search button to inquiry.

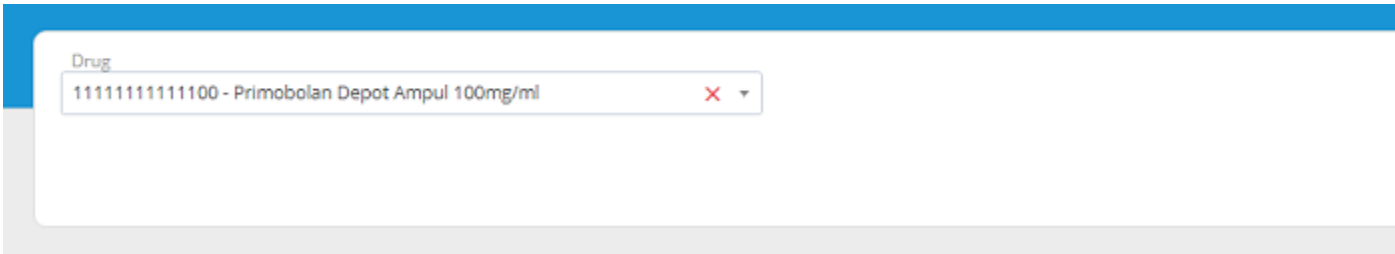


The result is shown in "DRUG LIST" frame.

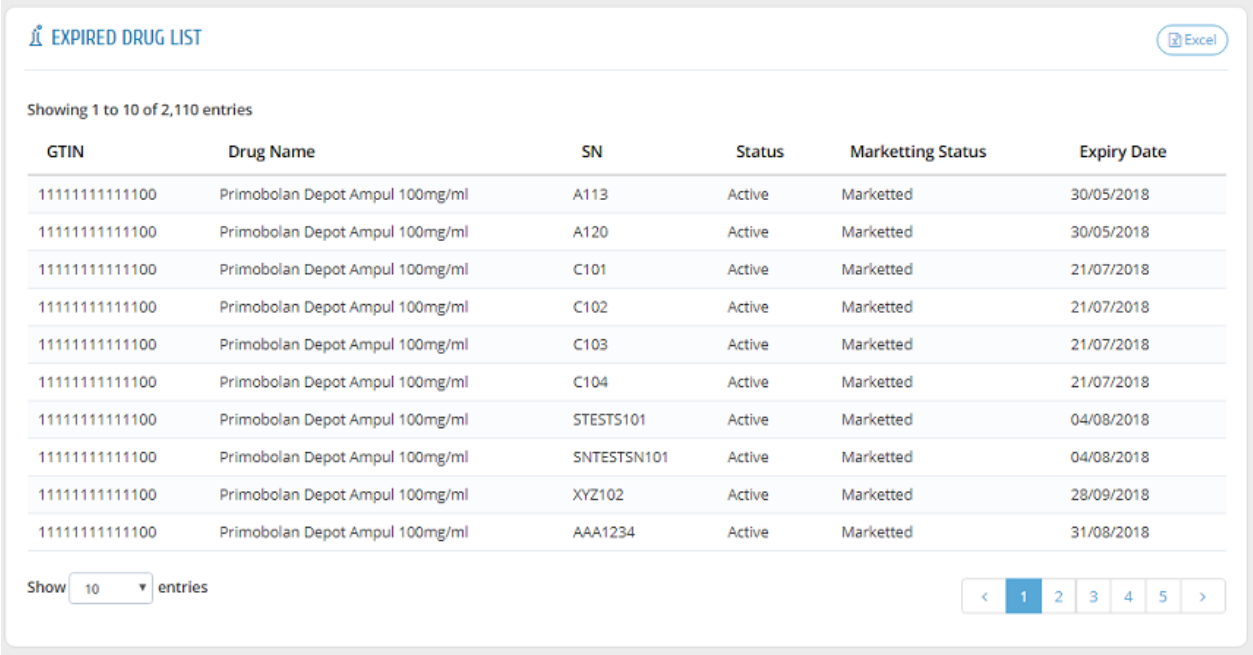


Expired Drug List

The user can see list of the expired drugs in this page. To make a query in expired drug list, **"Drug"** information is selected by entering a part of GTIN or Drug Name then pressed the search button to inquiry.

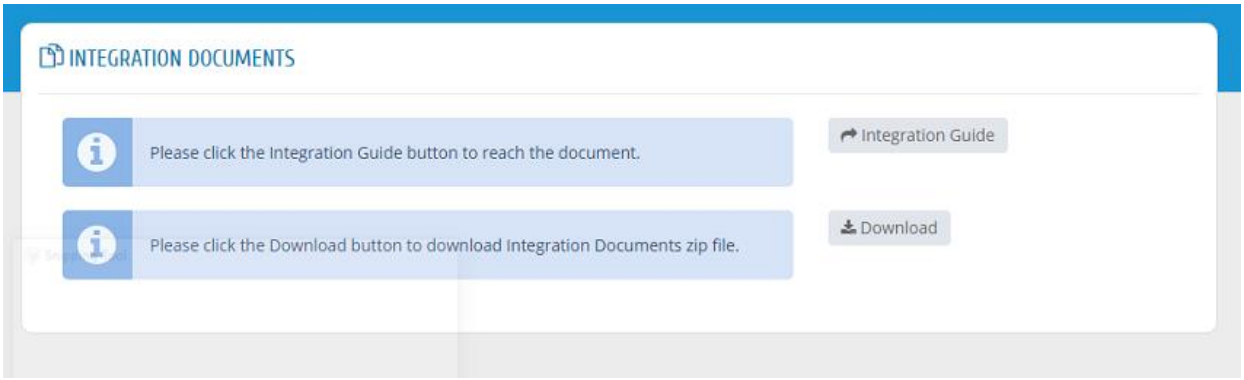


The result is shown in **"EXPIRED DRUG LIST"** frame.



Documents

Documents can be accessed by clicking "Documents" from the menu.

Integration Documents

Users can access the integration guide documents by clicking "Integration Guide". Integration documents can also be downloaded by clicking "Download".