

## Stakeholder Management Portal

### User Manual v1.1

#### Abbreviations

<b>Establishment</b>	The main establishment that runs any of operations concerning drug supply chain through its administration or any of its stakeholders (manufacturer, supplier, warehouse, hospital or pharmacy)
<b>Stakeholder</b>	Branches or any organization that operates under the establishment's administration (manufacturer, supplier, warehouse, hospital or pharmacy)
<b>SFDA</b>	The Saudi Food and Drug Authority
<b>RSD</b>	Drug Track and Trace System

#### 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.

### Login to DTTS Stakeholder Management Portal

If you already have an account, enter your username and password then press "**Login**". If not, click "**Register**" to register your establishment and stakeholder information.



English

Stakeholder Management Portal

CORE : 1.0.10, PORTAL : 1.0.10

Username or e-Mail

Password

▶ Forgot Password ▶ Register ▶ User Manual

Login

### Register


The establishment must start the registration process by filling its information then details of one of its stakeholders. If the registration request is approved by SFDA, the establishment can proceed with registering its other stakeholders.

The establishment has to upload "Authorization Form" from SFDA that has the delegate's information along with a copy of hers/his national ID. Please refer to [Authorization Form template](#).



# Kingdom of Saudi Arabia Saudi Food & Drug Authority

Fill in the establishment information in the first page and one of the stakeholders' information in the next page with the correct information and then click submit to send your request.



الرصد لكل دواء

**Establishment Info** Stakeholder Info

Username (\*)

Email (\*)

Establishment Name (\*)

Establishment Name(Arabic) (\*)

Establishment Type (\*)

Choose

Phone (966112038222) (\*)

Mobile Phone (96655555555)

Fax (966112038222)

Region (\*)

City (\*)

District (\*)

Choose

Choose

Address (\*)

Address(Arabic) (\*)

**Delegate's first name**

**Delegate's last name**

Contact Person First Name (\*)

Contact Person Surname (\*)


Contact Person Mobile (96655555555) (\*)

Authorization File (max size:5mb) (\*)


[Download Authorization Form Template](#)



Please use your GLN given from GS1.

#رصد\_الكل\_دواءEstablishment Info Stakeholder Info

\* If you don't have a GLN, SFDA will generate alternative identifier for you to be used in track and trace system only and it cannot be changed in future.

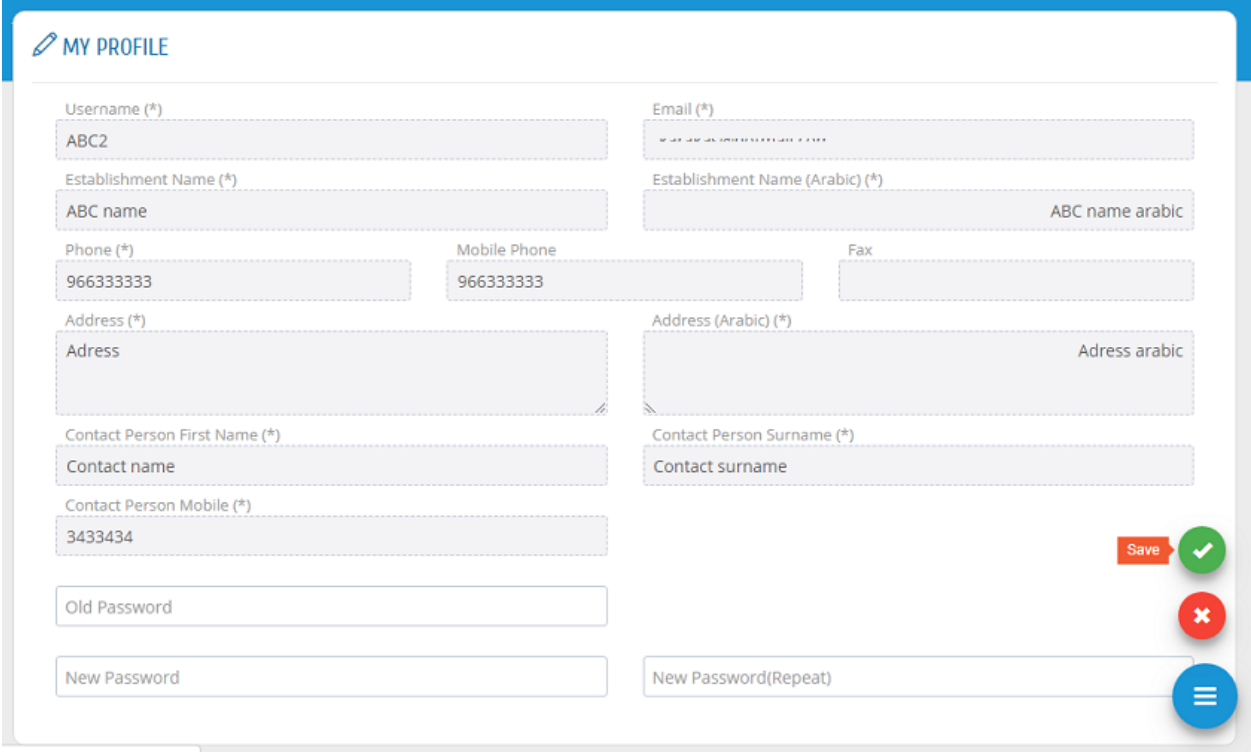
(\*) I agree to the terms and conditions of SFDA for Establishment Registration. 

After completing the registration, the establishment user will get an e-mail that contains a link to create a login password.

## My Profile

The establishment user can review the establishment profile information by clicking the Establishment's name on the main screen as follows.

Only the "**Password**" can be changed in My Profile page.



**MY PROFILE**

Username (\*)  
ABC2

Establishment Name (\*)  
ABC name

Phone (\*)  
966333333

Mobile Phone  
966333333

Fax

Address (\*)  
Address

Address (Arabic) (\*)  
Address arabic

Contact Person First Name (\*)  
Contact name

Contact Person Surname (\*)  
Contact surname

Contact Person Mobile (\*)  
3433434

Old Password

New Password

New Password(Repeat)

Save ✓

✗

☰

Establishment user can edit the establishment information by clicking "Edit" in Stakeholder list. In Edit Stakeholder Page, the required changes can be edited and saved to submit the change request.



EDIT STAKEHOLDER

**ESTABLISHMENT**

Authorization File (max size:5mb) (\*)  
UserManuelLogo-ENG.jpg

Establishment Name: ABC name  
Establishment Name (Arabic): ABC name arabic

Email:   
Phone: 966333333

Contact Person Mobile: 3433434  
Contact Person First Name:   
Contact name

Contact Person Surname:   
Address:  Save   
Address

Address (Arabic):  Adress arabic

### Stakeholder Requests

After creating a password, the responsible person of an establishment can login by e-mail (or username) and password.

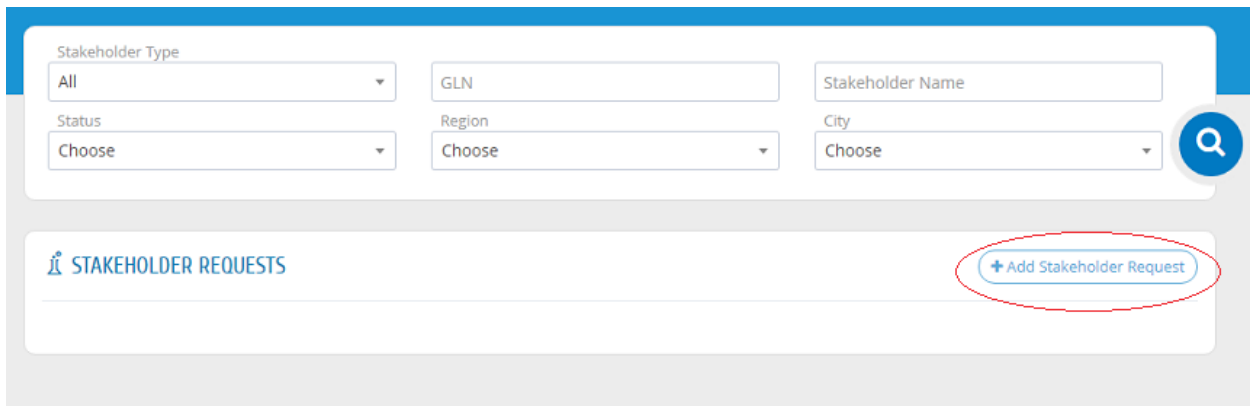
To view the status of a request, please head to "Stakeholder Requests" to find all requests with one of the following statuses:

- ❖ Waiting for SFDA approval
- ❖ Rejected
- ❖ Waiting for revision
- ❖ Approved

The "Description" field shows the reason or comment of SFDA about the request if it is rejected or returned for revision.

### Add Stakeholder Request

If the establishment registration request is approved, the establishment can register its other stakeholders. Please press "Stakeholder Requests" from the menu then "New Stakeholder" then "Add Stakeholder Request" as shown in the picture.



The screenshot shows a web interface for adding a stakeholder request. At the top, there are several input fields: 'Stakeholder Type' (dropdown menu with 'All' selected), 'GLN' (text input), 'Stakeholder Name' (text input), 'Status' (dropdown menu with 'Choose' selected), 'Region' (dropdown menu with 'Choose' selected), and 'City' (dropdown menu with 'Choose' selected). A search icon is visible on the right side. Below these fields, there is a section titled 'STAKEHOLDER REQUESTS' with a blue icon of a person. A button labeled '+ Add Stakeholder Request' is circled in red in the bottom right corner of this section.

Please use GLN number given from GS1 for each stakeholder.

After filling the required fields, please ensure to "save".



⊕ NEW STAKEHOLDER

GLN	Stakeholder Name (*)	
Stakeholder Name(Arabic) (*)	Stakeholder Type (*) Choose	
Region (*) Choose	City (*) Choose	
District (*)		
License Number (00-00-00000)	Email (*)	Phone (966112038222) (*)
Address (*)		
Address(Arabic) (*)		
Responsible Person Name (*)	Responsible Person Surname (*)	
Responsible Person Mobile (9665555555) (*)		
Location Latitude (*)	Location Longitude (*)	

Save





All new stakeholder registration requests or update requests need to be approved by system administration.

STAKEHOLDER REQUESTS + Add Stakeholder Request

Showing 1 to 2 of 2 entries

Request ID	GLN	Stakeholder Name	City	District	Email	Phone	Responsible Person Name	Stakeholder Type	Status	Description	#
321	6820005500008		Dawmat Al-Jandal	TEST		646464	test	Manufacturer	Waiting for SFDA approval	2.return test	
293	6820005500006	ABC Pharmacy Hubar3	Al-Khobar	Khobar		99999		Pharmacy	Waiting for SFDA approval		

10 records < 1 >

After approving a request by the system administration, a link will be sent to the stakeholder's email to create username and password. After that, the request is shown as "Approved".

STAKEHOLDER REQUESTS + Add Stakeholder Request

Showing 1 to 4 of 4 entries

Request ID	GLN	Stakeholder Name	City	District	Email	Phone	Responsible Person Name	Stakeholder Type	Status	Description	#
431	6820005500002	ABC Pharmacy 1	Al-Madinah	Medinah Center		312111111		Pharmacy	Approved		
345	6820005500002	ABC Pharmacy 1	Al-Madinah	Medinah Center		312111111		Pharmacy	Approved		
101		ABC Pharmacy 1	Al-Madinah	Medinah Center		34343343434		Pharmacy	Approved		
100		ABC2 Supplier	Al-Madinah	Medina Center		555555555	ABC SH name ABC SH surname	Manufacturer	Approved		

10 records < 1 >



The stakeholder information is now added to the establishment stakeholders list.

STAKEHOLDERS

Showing 1 to 8 of 8 entries

GLN	Stakeholder Name	Username	City	District	Email	Phone	Responsible Person Name	Stakeholder Type	Status	#
6820005500001	ABC Warehouse Qassim	68200055000010000	Al-Asyah	Qassim	.....	966434343	.....	Warehouse	Active	<a href="#">Edit</a>
6820005500002	ABC Pharmacy 1	68200055000020000	Al-Madinah	Medinah Center	.....	312111111	.....	Pharmacy	Active	<a href="#">Edit</a>
6820005500003	ABC Warehouse Jeddah	68200055000030000	Jeddah	Center	.....	9663433434	.....	Warehouse	Active	<a href="#">Edit</a>
6820005500004	ABC Pharmacy Hubar	68200055000040000	Al-Aqiq	Qassim	.....	8888	.....	Manufacturer	Active	<a href="#">Edit</a>
6820005500005	ABC Supplier Hubar2	68200055000050000	Al-Qariyat	2222	.....	3333	.....	Manufacturer	Active	<a href="#">Edit</a>
6820005500006	ABC Pharmacy Hubar3	68200055000060000	Al-Khobar	Khobar	.....	99999	.....	Pharmacy	Active	<a href="#">Edit</a>
6820005500007	ABC Pharmacy Hubar 5	68200055000070000	Al-Aqiq	aqiq	.....	966444444	.....	Pharmacy	Active	<a href="#">Edit</a>
6820005500008	.....	68200055000080000	Dawmat Al-Jandal	TEST	.....	646464	.....	Manufacturer	Active	<a href="#">Edit</a>

10 records

< 1 >

### Edit Stakeholder

Stakeholders' information can be edited by clicking "Edit" in Stakeholder list.

STAKEHOLDERS

Showing 1 to 8 of 8 entries

GLN	Stakeholder Name	Username	City	District	Email	Phone	Responsible Person Name	Stakeholder Type	Status	#
6820005500001	ABC Warehouse Qassim	68200055000010000	Al-Asyah	Qassim	.....	966434343	.....	Warehouse	Active	<a href="#">Edit</a>
6820005500002	ABC Pharmacy 1	68200055000020000	Al-Madinah	Medinah Center	.....	312111111	.....	Pharmacy	Active	<a href="#">Edit</a>
6820005500003	ABC Warehouse Jeddah	68200055000030000	Jeddah	Center	.....	9663433434	.....	Warehouse	Active	<a href="#">Edit</a>
6820005500004	ABC Pharmacy Hubar	68200055000040000	Al-Aqiq	Qassim	.....	8888	.....	Manufacturer	Active	<a href="#">Edit</a>
6820005500005	ABC Supplier Hubar2	68200055000050000	Al-Qariyat	2222	.....	3333	.....	Manufacturer	Active	<a href="#">Edit</a>
6820005500006	ABC Pharmacy Hubar3	68200055000060000	Al-Khobar	Khobar	.....	99999	.....	Pharmacy	Active	<a href="#">Edit</a>
6820005500007	ABC Pharmacy Hubar 5	68200055000070000	Al-Aqiq	aqiq	.....	966444444	.....	Pharmacy	Active	<a href="#">Edit</a>
6820005500008	.....	68200055000080000	Dawmat Al-Jandal	TEST	.....	646464	.....	Manufacturer	Active	<a href="#">Edit</a>

10 records

< 1 >



In Edit Stakeholder Page, the required changes can be edited and saved to submit the change request.


STAKEHOLDERS

GLN 6820005500001	Stakeholder Name (*) ABC Warehouse Qassim	
Stakeholder Name(Arabic) (*) ABC Warehouse Riyadh	Status (*) Active	
Stakeholder Type (*) Warehouse	Region (*) Al Qassim	
City (*) Al-Asyah	District (*) Qassim	
License Number (00-00-00000) 100001	Email (*) [REDACTED]	Phone (*) 966434343
Address (*) Qassim		
Address(Arabic) (*) Qassim		
[Save] ✓		
Responsible Person Name (*) [REDACTED]	Responsible Person Surname (*) [REDACTED]	
Responsible Person Mobile (*) (9665555555) 96634343	[REDACTED]	
Location Latitude (*) 4.522	Location Longitude (*) 3.222	

The new request is saved to be approved by the system administration. All new stakeholder register requests or update requests need to be approved by system administration.




## Drugs

Users can view all drugs that are in their establishment's inventory in this list. Drug List can be accessed by clicking "Drugs" link from the menu. The drugs can be filtered by entering Drug Name or GTIN.



### DRUGS

Showing 1 to 3 of 3 entries

GTIN	Drug Name	Imported	Exportable	For Hospital Only	#
06285097000063	AUGMENTIN SR TABLET	No	Yes	No	
62899788673029	BIOPERITONEAL DIYALIZ SOLUSYONU %1.36 GLUKOZLU TEKLI TORBA 5000 ML SETLI	Yes	Yes	No	
62899788010213	UREX TABLET 40 MG (FUROSEMID) (10 VE 50 ADET)	No	Yes	No	

10 records < 1 >



## Edit Drugs Information

SFDA will generate random GTIN for drugs that don't have it. For this reason, suppliers must check their drug information and if necessary, they need to correct GTIN information of these drugs as shown in the picture.

Stakeholders are able to change their drugs' GTIN information with the following conditions:

- ❖ This given GTIN must not be defined for another drug.
- ❖ There must be no operation on the related drug.

The screenshot shows a web interface for managing drugs. At the top, there are search fields for 'Drug Name' and 'GTIN', and a search icon. Below the search fields, the page is titled 'DRUGS' and indicates 'Showing 1 to 3 of 3 entries'. A table lists three drug records. Each record has columns for 'GTIN', 'Drug Name', 'Imported', 'Exportable', and 'For Hospital Only'. A '#' column contains edit icons (pencil symbols) for each row, which are circled in red. At the bottom left, there is a dropdown menu set to '10 records'. At the bottom right, there is a pagination control showing '1' of 1 page.

GTIN	Drug Name	Imported	Exportable	For Hospital Only	#
06285097000063	AUGMENTIN SR TABLET	No	Yes	No	
62899788673029	BIOPERITONEAL DIYALIZ SOLUSYONU %1.36 GLUKOZLU TEKLI TORBA 5000 ML SETLI	Yes	Yes	No	
62899788010213	UREX TABLET 40 MG (FUROSEMID) (10 VE 50 ADET)	No	Yes	No	

In this page, the establishment can give privilege to its stakeholders to make them supply or import the drugs by searching on the stakeholder and click insert or they can insert all stakeholders under that establishment by clicking insert all.

Edit

**!** GTIN can not be changed because there are operations on the drug.

GTIN  
62899788673029

Drug Name  
BIOPERITONEAL DIYALIZ SOLUSYONU %1.36 GLUKOZLU TEKLI TORBA 5000 ML SETLI

Imported Yes Exportable Yes For Hospital Only No

**STAKEHOLDERS**

Stakeholder Search... **+ Insert** **+InsertAll**

GLN	Stakeholder Name	Stakeholder Name(Arabic)	
6820005500001	ABC Warehouse Qassim	ABC Warehouse Riyadh	✖
6820005500002	ABC Pharmacy 1	ABC Pharmacy 1 arabic	✖

**✖ Cancel** **✓ Submit**

## Reports

Reports can be accessed by clicking "Reports" from the menu. An establishment can find a status or movements of its stakeholders from this option.



## Stock Summary

Establishment can see stock status of its stakeholders according to some criteria like Drug Information and Stakeholder type or can select directly the required stakeholder to make a query. Stakeholder Type, GLN, Stakeholder Name, GTIN, Drug Name and Count information are shown in this report.

The screenshot shows the 'STOCK SUMMARY' report interface. At the top, there is a navigation bar with 'Track and Trace System / Stakeholder Management Portal / ESTABLISHMENTSTOCKSUMMARY', 'Help', 'English', and 'TEST ESTABLISHMENT'. Below the navigation bar, there are three search filters: 'Drug (\*)' with a search input, 'Stakeholder Type' with a dropdown menu set to 'All', and 'Stakeholder' with a dropdown menu set to 'All'. The main content area displays the report title 'STOCK SUMMARY' and the message 'Showing 0 to 0 of 0 entries'. Below this is a table with the following columns: Stakeholder Type, GLN, Stakeholder Name, GTIN, Drug Name, and Count. The table is currently empty, with the text 'No data available in table' centered below the header. At the bottom of the table, there is a 'Show 100 entries' control.

## Stakeholder Operation Summary

Establishment can see operation summary of its stakeholders between selected two dates. Stakeholder Type, GLN, Stakeholder Name, Operation, GTIN, Drug Name and Count information are shown in this report.

The screenshot shows the 'STAKEHOLDER OPERATION SUMMARY' report interface. At the top, there is a navigation bar with 'Track and Trace System / Stakeholder Management Portal / ESTABLISHMENTSTAKEHOLDEROPERATIONSUMMARY', 'Help', 'English', and 'TEST ESTABLISHMENT'. Below the navigation bar, there are four search filters: 'Start Date' with a date input field set to '01/01/2018', 'End Date' with a date input field set to '31/10/2018', 'Stakeholder' with a dropdown menu set to 'All', and 'Drug (\*)' with a search input. The main content area displays the report title 'STAKEHOLDER OPERATION SUMMARY' and the message 'Showing 0 to 0 of 0 entries'. Below this is a table with the following columns: Stakeholder Type, GLN, Stakeholder Name, Operation, GTIN, Drug Name, and Count. The table is currently empty, with the text 'No data available in table' centered below the header. At the bottom of the table, there is a 'Show 100 entries' control.

## 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".

