Welcome

To



Online Web portal application

User manual/Guide



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1.0 Introduction

1.1 System Overview

Tanzania Food and Drugs Authority (TFDA) is a regulatory body responsible for controlling the quality, safety and effectiveness of food, drugs, herbal drugs, cosmetics and medical devices.

TFDA has established a comprehensive Management Information System (MIS), here and after known as TFDA MIS, to be used for data collection, storage and analysis pertaining to registration, regulation and monitoring of food, drugs, cosmetics, medical devices and premises in Tanzania. This will enhance efficiency in decision making, support and work flow management.

In addition it has also established an online web portal for handling import and export applications online. This also enhances efficiency, support and work flow management.

1.2 Purpose of the Document

The main purpose of this document is to offer some guidelines to a trader wishing to register an application online. It outlines the major steps to be taken from creating a user account, login to the system to the last process of the submitting an application.



2. Getting Started

Upon entering the correct web portal link on the browser, the user is redirected to the main page of the portal as shown in the figure 6 below.



Figure 1: Home page

The main page is normally informative. It contains features such as

- a) Website menus these help the user to navigate throughout our website
- b) Latest News displays any current updates, news and events
- Application forms, Online Application Systems, Registered Products, TFDA Guidelines, contacts, etc.

2.1 Creating User Account

Before you (trader) can make an online application, you need to have an active account first. Therefore your account must be created in the system for you to carry out any process.

The first step towards creating an account is obtaining the application form from the TFDA office or online through our website (via http://tfda.go.tz/index/sites/default/files/Trader_Registration.pdf as shown in the diagram 2 and 3 below).





Figure 2: Diagram showing the link on the website's main menu



Figure 3: The diagram showing the Trader Account registration form link

The form contains relevant fields used to capture the relevant user information such as trader account details, trader personal details, trader contact details, trader location details and trader physical location as shown in the figure 4 below.



MINISTRY OF HEALTH AND SOCIAL WELFARE TANZANIA FOOD AND DRUGS AUTHORITY

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Website: www.tfda.or.tz, Email: info@tfda.or.tz



Customer Registration Form

Customer Accounts Details			
Company Name:			
Email Address(valid email):			
TIN No:			
Telephone No:	Fax:		
Email Address:	Website:		
Postal Address:			
Country:	Region:		
District:			
Physical Address:			
Contact Person Details			
Contact Person:			
Telephone No:	Email:		
Country:	Region:		
Postal Address:			
Country:	Region:		
District:			
Physical Address:			
Contact Person Details			
Contact Person:			
Telephone No:	Email:		
Country:	Region:		
Postal Address:			
I hereby confirm the above information as true a	and valid.		
Customer Signature:	10011011101110111011101110111011		
Date:			
To Be filled by TFDA Authority on approval of th	ne details above.		
Signature(TFDA Authority):			
Approval Date:			

Figure 4: Trader Account Registration Form



Upon filling all the details and submitting back the form, a user account is created in the TFDA MIS according to your information. You will be provided with *Trader Identification number*, *email* (to be used as *username*) and *password* that will be used for authentication of the trader to the online portal, which will be sent by email notifying him/her of the successful registration. It also contains a link that is used to authenticate and redirect him/her to the online portal. After receiving the information sent to you by the provided trader email, you can now successful login into your account for permit and other online applications, which I will pass you through in the next section starting from how to get you to online portal.

2.2 Login to the System

After your account have been created and you have received your trader account information, now online permit application can be processed. In this this section will pass you step by step of locating the system and on how to make your permit applications. Below in figure 5, shows were to locate the *portal* on our website (i.e. on the website main menu, hover the *E-Services* under it click on *import/export permits application system*).



Figure 5: Diagram showing how to locate online application portal

On clicking the above link, you will be presented with login page containing a form with three fields that have to field with the information to you in the email as shown in the following figure 6 (next page).

Prior to login to the system, you have to fill login details such as trader account number (Identification Number), email address and password (i.e. for the first Login session, the password is the same as the Identification No/Trader account number).



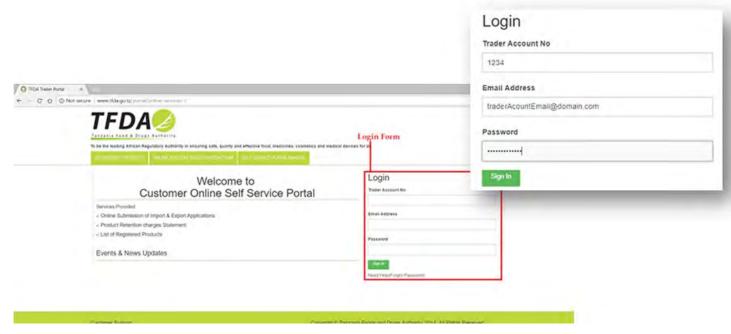


Figure 6: Diagram showing the login form page and its magnified actual form.

If the details are correct, the user is authenticated and redirected to the main application page which contains the online services.



3. Online Services

On a successful login (authentication) into the system you will is able to access online services that are handled by the system. For the first time trader login, you will be prompted to change you're your password to that which you will be familiar with and easy to remember but above all strong enough to ensure your account safety. After a successfully change of your credential (i.e. password) you will be directed to the main page as the one shown in the figure 7 below.

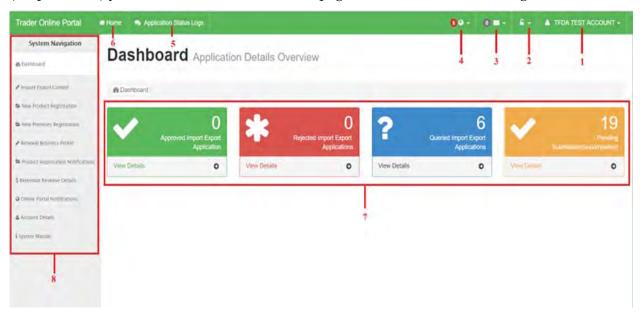


Figure 7: Trader Account home page

The image above in figure 7, contains feature that are useful for you in the processes of import/export permit applications, Medical Device notifications, etc. This figure contains highlighted markers with numbered labels, these labels are described in the list below:

1. **User profile** – this menu is used to display the profile information such as company name and email. Clicking the menu pops a drop down that also allows the user to sign out.

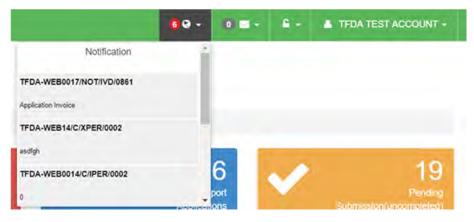




2. **Password menu** – this menu is used for password management by allowing you to change password, once clicked it prompts up a relevant form.



- 3. Notification menu this is used to handle the notifications in the system. It allows the user to send a notification, the user first select the category, the subject and then the notification before submitting using the Submit button. The notification is then sent as an email to TFDA.
- 4. **Notification menu** this is also used to handle notification in the system. Unlike the former, this is used to view all the notifications sent from TFDA headquarter to the user.



- 5. **Application status log** *under progress*.
- 6. **Home** this is used to maneuver back to the home page of the portal
- 7. **System Navigation** this provides the navigation links to the various process that are handled in the system.
- 8. **Processes overview** these are icons used to display an overview of the processes that have been carried out.

After passing through the major features of the trader account User Interface (UI), let's move on to the next step of making the online <u>import/export permit application</u> which is the common activity performed by many of you within our system. This will explained more in detail in the next section (*Please stay with me a little more, we are about to start the interesting part*).



3.1 Import Export Controls

Importing and exporting of goods are the common activities that most you (Traders) do (i.e. exchange of food, drugs, cosmetics and medical devices across international borders or territories). To do this in Tanzania you have to apply *for permit* from us (**TFDA**) after supplying relevant and sufficient information of your products through the (*Online Portal*).

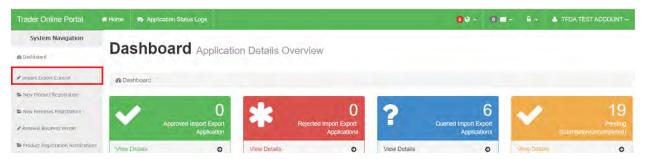


Figure 8: Showing the import export functionality link, that when clicked will reveal the actual link that directs you to the application form

This *System functionality (as indicated in the above figure 8)* is used to handle all import and export processes in the system carried out you. Clicking the (indicated above) link in the system navigation menus, reveals other submenus one of which directs you to the actual application process as indicated in the following figure 9 bellow.

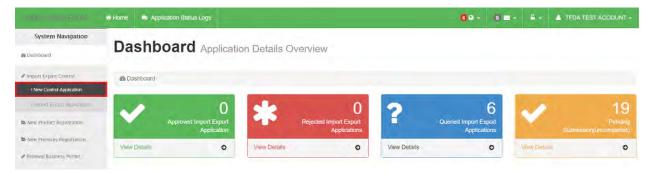


Figure 9: shows the new control application, which enables you to access the application form.

Click on the new control application link to start the actual application process for import/export permit. Let us move together to the next section to understand how to accomplish the import/import permit application.



3.1.1 New Control Application

This functionality (Activity) enables you to apply for your import/export permit at TFDA. This submenu in system navigation as highlighted in figure 9 above, once clicked it reveals the initial form for permit application as shown below in figure 10 below. The registration process of any application is done through a series of stages which follow a specific order (and I will pass you through the steps using text and pictures).

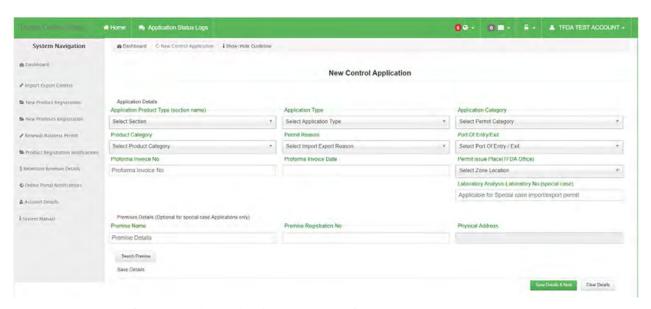


Figure 10: New (import/export permit) control application User Interface

The form is generally divided into two major sections which are the Application Details and the premise Details (referrer in figure 10).

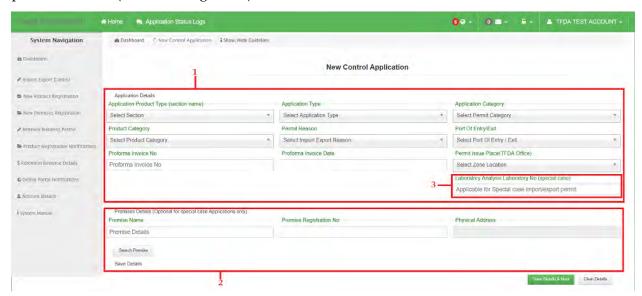


Figure 11: Shows the form segmentation (Information groups/classification)



In the figure above, *Application Details* (No. 1 in figure 10 above) contains general information about the application you are about make, most of its field are click and select values in the dropdowns as it can be seen in figure 12 and 13 below.

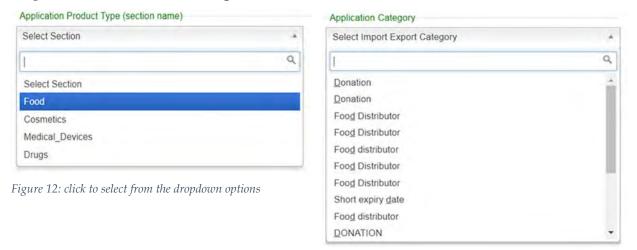


Figure 13: type in any characters to filter the drop down options

Except for *Profomo invoice* number and date plus the Laboratory analysis laboratory number (Optional for special cases applications) are fill-in form field with no selection options as in the previous. You have to also fill in the *Premise details* (No. 2. In figure 10 above). This is compulsory for all applications except for special case applications (e.g. waiting for premise registration, personal use imports etc.). You must make sure your premise is registered and your account have been connected to your premise (*you can ask TFDA-ICT Department for clarification, in addition your premise name must match your trader account name in a whole/partially*). To enter the premise details click on the *search premise* button as indicated in the following figure 14 bellow.



Figure 14: Shows the Search Premise (1) and Save Details and Next (2) Buttons.

Once you have clicked the Search Premise button (as indicated in figure 14, highlight No. 1.) you will be presented with a popup that shows all your registered premises that have been attached to your account as shown in the following figure 15 below. Select one of the premises by double clicking on it will appear on your form after closing the popup with all the information you submitted while registering it, if the information tend to differ please clear them and select again.



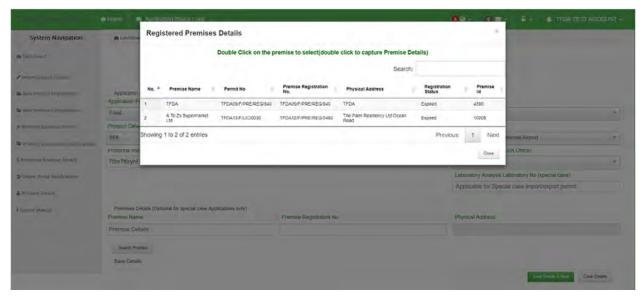


Figure 15: Showing the premises you are related with

Once you have captured all the information, clicking on the *Save Details & Next button*. All the information is saved and you will be redirected to the next stage of uploading documents. Before that the system will notify you with a series of messages on successful/unsuccessful saving of the applications details as shown in the following figures below.

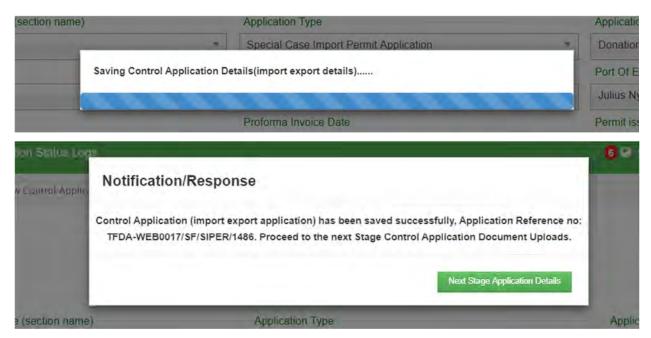


Figure 16: Showing the saving progress image and success message with the application reference number that will be used to represent your application (Note it)



3.1.2. Control application Documents

This form allows you to attach all the necessary documents that are relevant or may be required as proof for easing the whole process of applying for a permit. Example of documents required are as follows in the list below:

- ✓ Profoma Invoice Details.
- ✓ Premise Permit.
- ✓ INFORMATION ON MEDICAL DEVICES.
- ✓ Notification Form.
- ✓ Donation Certificate.
- ✓ Letter of Authorisation.
- ✓ bill of lading.
- ✓ Other Documents.

The following figure 17 shows the control application document User Interface (i.e. how it looks)

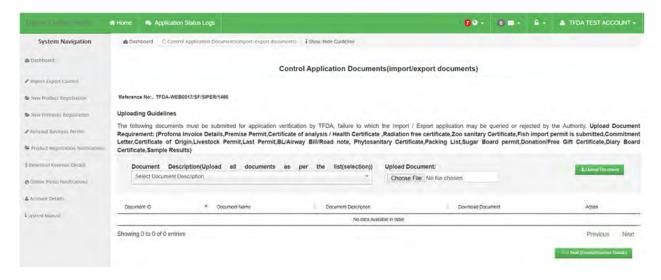
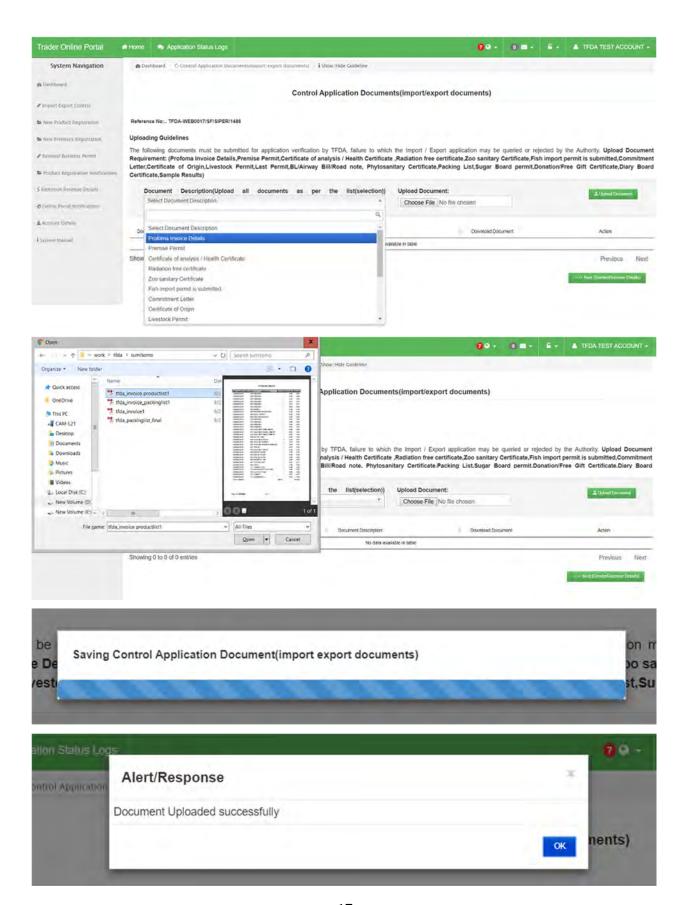


Figure 17: Shows the Control Application document User Interface.

To upload the documents first you have to make sure your documents are all *scanned* and saved in *PDF Format*, secondly identify the documents whether it's an invoice, bill of loading or otherwise. Next below is a group of images demonstrating the whole process of selecting document description, then browsing for the file in the computer storage or external storage, showing the system response messages as the documents being saved after clicking the *upload button*.







On multiple document uploading, after each upload, the respective document details are appended in the list as shown in figure 18 (in the highlighted area) giving a chance to proof read the upload information if they are correct and rectify them appropriately.

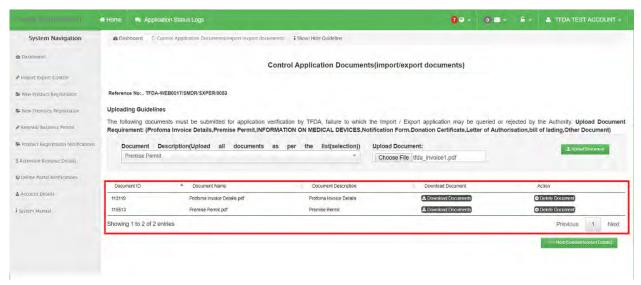


Figure 18: Showing the list of uploaded documents for a specific application

Once you have uploaded all the documents, you can now move to the next stage by clicking the *Next button* as shown in figure 18 above.



3.1.3. Receiver manufacturer details

This stage is for entering the information about the subject (i.e. supplier/manufacturer or receiver) that you are sending goods to or receiving goods from. It involves selecting the subject from the present subjects in our system or making a new subject if they do not exist in the system as shown in figure 20 below.

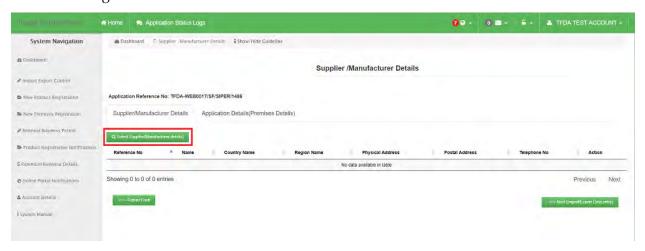


Figure 19: Shows the User Interface for supplier/manufacture or receiver details

This page allows the applicant to select only one record of receiver by clicking the *Search Supplier/Manufacturer Details* button. It pops up a list of all the Supplier/Manufacturer/Receiver(s) that are currently available in our system as shown in figure 20 below.

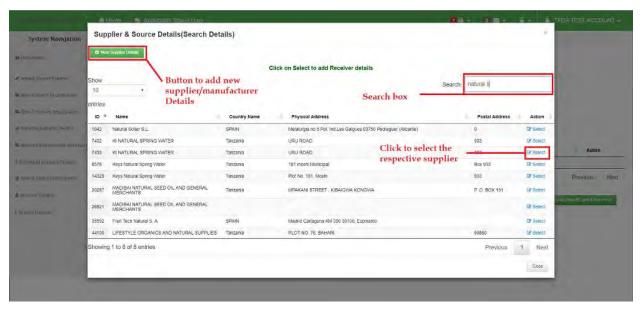


Figure 20: Showing the Interface with a list of Suppliers/Receivers.



Figure 20 above allows you to search and select an appropriate supplier/receiver from/to where you intend to exchange products. It also allows you to add a new supplier/receiver (by clicking on New Supplier/Manufacturer details button as shown in figure 20 above) who is not currently available in the suggested list as indicated in figure 21 below.

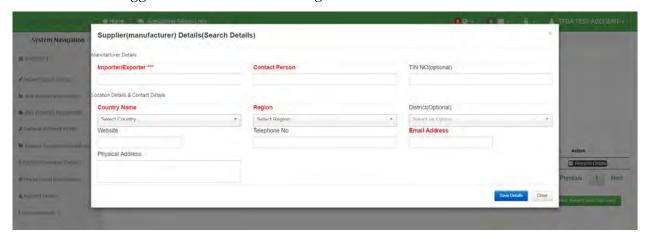


Figure 21: Form for adding a new or non-existing Supplier/manufacturer

After filling all the manufacturer/supplier details in the form above (figure 21), click on the save details and the system will direct you back to the selection list (figure 20 above) and then proceed by clicking on the select link in front of the supplier of your choice. This action will result of closing the dialog (figure 20) and the supplier details will be added in the supplier list as shown in figure 22 below.

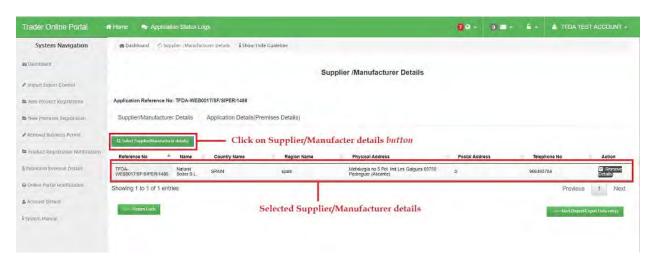


Figure 22: Showing how the Manufacturer details are displayed after selecting the manufacturer.

After entering the supplier details, it's time to move to the next part of entering the actual products that you are importing or exporting.



3.1.4. (Special case) Import Export Product Details

In this section (stage in the system), I will pass you through on how to add application products as defined in your profomo invoice (Note: each invoice has a separate application). Below in figure 23, shows the general interface for addition of products.

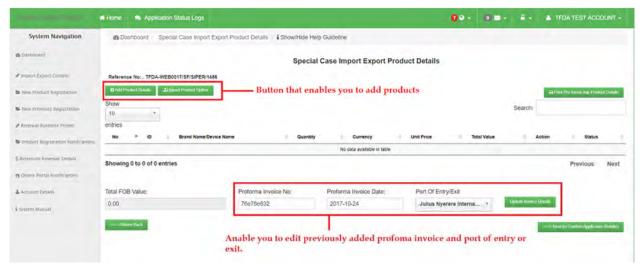


Figure 23: Shows the Add products User Interface

To add products click on the *Add Product Details button* as shown in the above figure 23 allows you (the applicant) to add an import or export products or you can click the *Upload product option button* (present for special applications only) which enable applicant with a long list of products in an excel file to upload it. Clicking on *Add Product Details button* it pops up a window with a list of products allowing the use to select a record (for normal import/export permit and the product has to be registered by TFDA) or add a new special case product as shown in the following figure 24 below.

To **add product details** *select from the list of products* or *type in the search box* the *brand name* or the *product registration number* to narrow down the suggestion list of products, to be more precise please use the product registration number for example *TAN 12 C 2930*. Please refer on figure 25 below, so you can get a clear idea on what am saying.



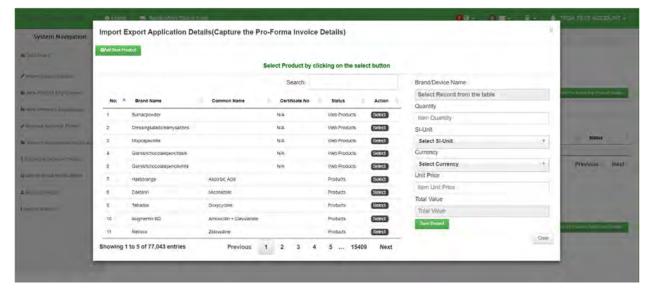


Figure 24: Showing the pop-up Interface after clicking on the add product details

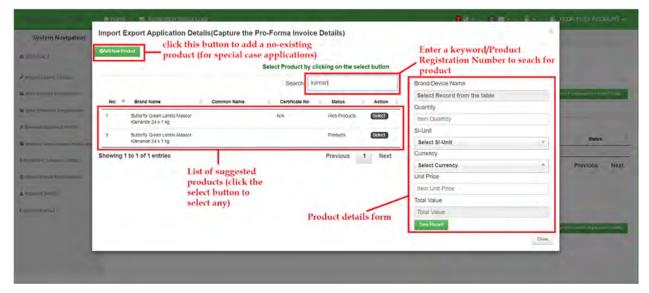


Figure 25: Showing a detailed highlighted and described pop-up interface, with information on each key feature on the interface.

When you come across a product of you interest *double click* on it or *click on the select button* to pick it and attach in the right side form ready to add other details according to your profomo invoice as shown in the figure 26 below.

NOTE: You must make sure that the entered details of the selected product (in red color on the form) are exactly the same information on the form.

After adding all the product details, click on the *save record button*, the system will give you a respective message notifying you about the status of the saved record (as shown in figure 27) and the product details will appended on the product list (as shown in figure 28 below) with a corresponding FOB below it.



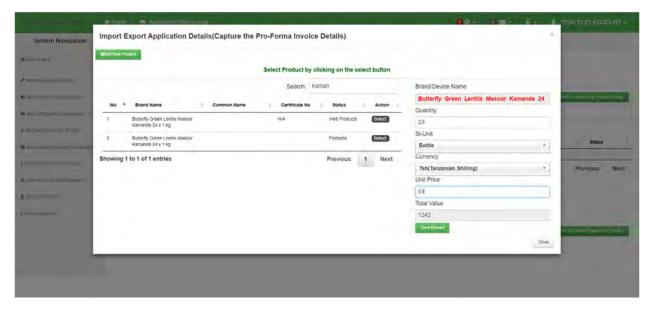


Figure 26: Showing how the product is attached to the product details form on the right side of the image in red color, ready to add other information as corresponding on the profomo invoice.

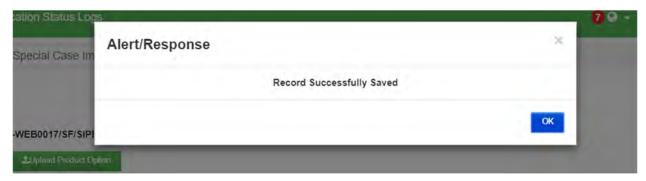


Figure 27: System response upon a successive saving of the product records

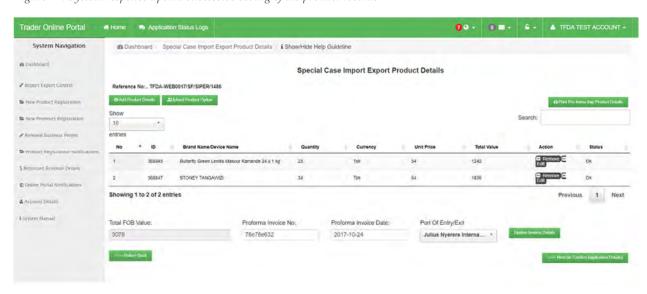


Figure 28: showing the look of the stage after adding several products details.



After everything has been entered, making sure the FOB in the system matches that in the physical profomo invoice, the profomo invoice number and date are correct and finally the port of entry/exit are also correct, it's time to move to the next stage (which is actually the final stage of confirming and submitting the application details) as it is described in the next section.

3.1.5. Preview Import and Export Details

This page allows the applicant to preview all the details before submission. The information is arranged in form of tabs each displaying the particular records of the application as shown in the figure 26 below

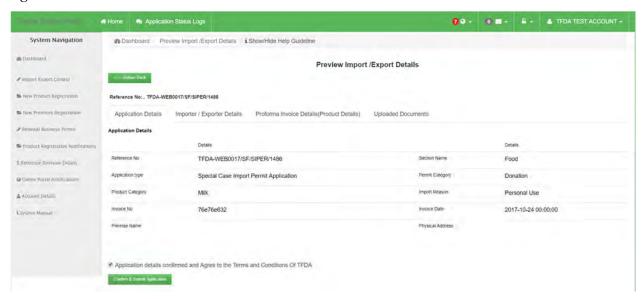


Figure 29: Information preview area before submission.

After previewing all the entered information, you can now click on checkbox in the previous figure 29and click on the *Confirm & Submit Application button* to send your application to us (TFDA) for processing before we can notify you through this system about printing your invoice and/or coming to the Zone office of choice previously to collect your permit.

NOTE: Keep on visiting our system to check on the status of your application to check whether you have been queried, granted or rejected so as to perform the necessary step.

Thank you for your time and this is the end of Import/export permit application steps, next are some of the important information that you may need check through them.



3.1.6. Application statuses

Once the applicant has submitted any application, it undergoes various status which include:

- ✓ Received
- ✓ Reviewed
- ✓ Invoiced

a) Received

The application is first received by the TFDA and before it has been reviewed, it is in the received status

b) Reviewed

From the received status, the application is then reviewed by the relevant people.

Once it has been reviewed, it can either be granted, queried or rejected

Once granted, an email notification containing the invoice is sent to the applicant. The applicant then makes payment and picks up his import/export business permit from the TFDA headquarter (HQ) or at any other respective zone

The application can also be queried whereby the applicant is sent some queries together with an email notification of the status. The application is sent back to the system and the applicant has to provide response to the queries before it can be granted

Also the application can be rejected upon which the applicant will receive an email notification together with the reject reason

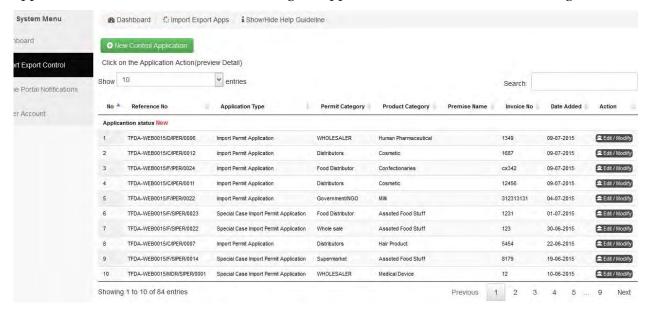
c) Invoiced

This is the last status. An application is invoiced once it has been granted. Upon being invoiced the applicant will receive and email notification together with the printed invoice. He/She therefore makes payment and proceeds to receive an import/export permit from TFDA



4. Import Export Apps

This submenu is used to display a list of all the applications that have been made by the applicants. All the records are filtered using the application statuses as shown in the figure below



On this page a user can add a new control application by clicking the appropriate button as shown in the figure above. This allows the applicant to register a new application following all the procedures explained earlier above

Each record has an action icon. Clicking this icon allows the user to execute an action depending on the record status.

For any record in the new status, the applicant is redirected to the last stage he/she was while registering an application. This means that this record was not yet submitted since the registration process was not complete up to the approval/submit stage. An applicant therefore can complete the process by clicking the Action icon upon being taken to the previous stage, he/she can complete the registration.

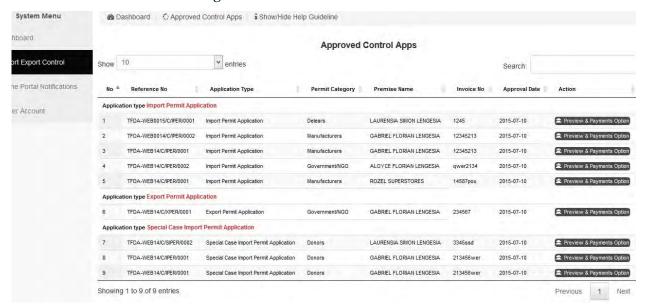
Any application that has been queried, its status will be queried. Therefore the applicant can answer to these queries by clicking the Action icon. This redirects to a page where the user can respond to the queries. Upon responding to these queries, the status is changed from queried to query response and the applicant can wait for a response whether the application has been granted



For the records in the other statuses, clicking the icon will pop up an appropriate alert notification.

4.1. Approved Control Apps

This link is used to display all the application records that have already been approved by TFDA. These are all the records in the grant status



All the records can be filtered either by import application, export application, special export application and special import application using the filter criteria shown in the figure above

4.2. Rejected Control Apps

This is similar to the Approved Control Apps. The only difference is that is displays all rejected application records

4.3. Query and Response Control Apps

This displays all the application records that have been queried. It's similar to that of Approved Control Apps

