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Introduction

the purpose of this document is to explain how to request services for the external parties.

- Food Exporting Certificates
- Daily Consignment Certificates
- Free Sale Certificates

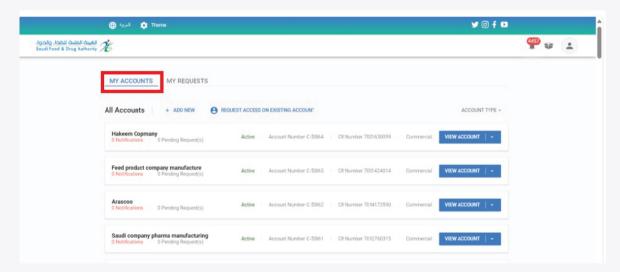
2. Main Dashboard

It is a general page that includes all accounts registered in the system, regardless of their account activities and the services available to them.

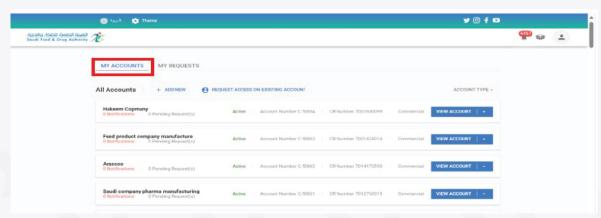
In this document, we will present the external user interface and how to apply to view the different customer accounts (individual account, commercial account, government account, customs clearance). If there is more than one account for this user, he can browse the types of accounts and choose the account he wants to use.

My accounts

The user can browse the available account types by choosing on "My Accounts" on the home page as shown below.

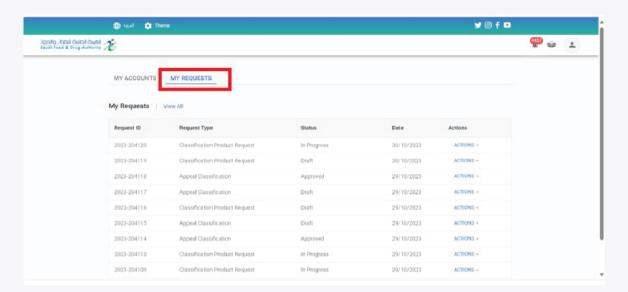


Also, you can click on "VIEW ACCOUNT" to enter the account details.



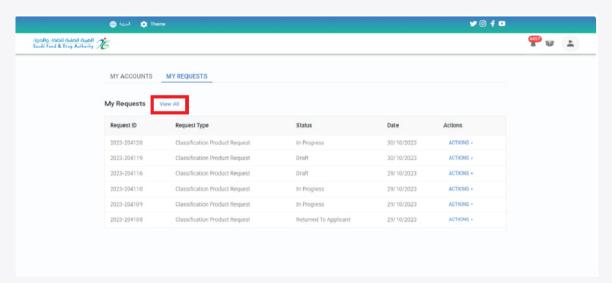
2.1 My request

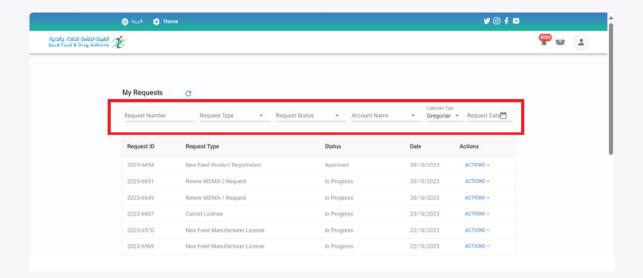
In this section of the home page, the system will appear all requests for all accounts.



Also, when you click on "View All", the search feature will appear to help you to find the needed requests:

request number - request type - request status - Account name - Calendar type - request date

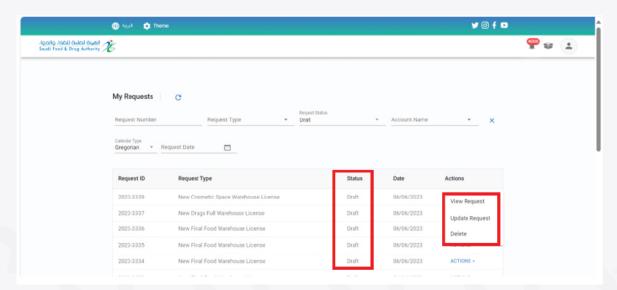




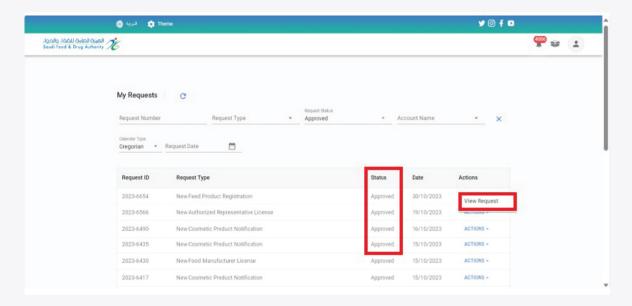
2.2 Actions

you can take action according to the status of the request by clicking on Action:

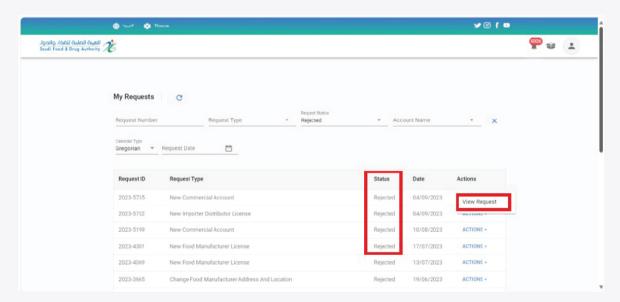
- draft request: When you create a request without submitting it or by clicking "Save for later".
 - □ Action:
 - You can review the request.
 - You can review and update the request when you choose "Update request".
 - You can delete the request.



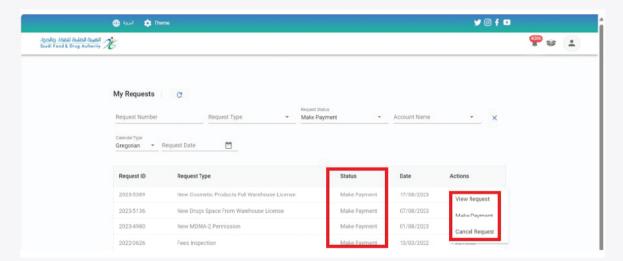
- Approved: when final approval by the Food and Drug Authority
 - □ Action:
 - □ You can review the request "View request".



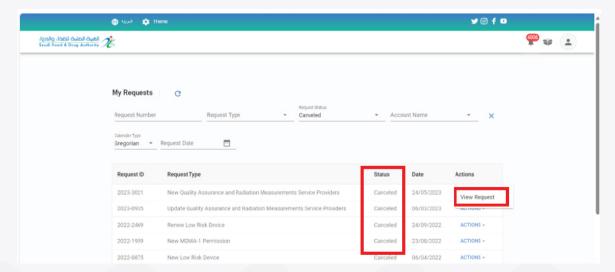
- Rejected: When the request is rejected by the Saudi Food and Drug Authority
 - Action:
 - ☐ You can review the request "View request".



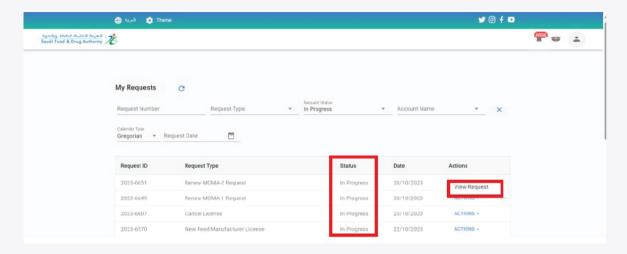
- Make payment: when the Food and Drug Authority needs to issue an invoice for the request.
 - Action:
 - □ You can review the request "View request".
 - You can view payment information "Make payment".
 - □ You can delete the request "Cancel request".



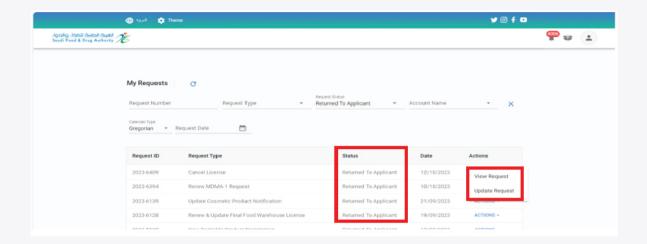
- Cancelled: When the request status is "Pay" and the invoice needs to be cancelled
 - Action:
 - You can review the request "View request".

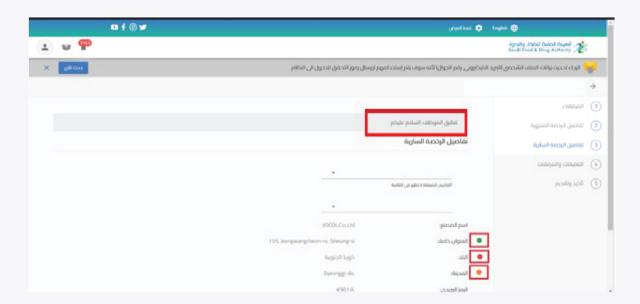


- In Progress: when "sending the request" to the Food and Drug Authority
 - Action:
 - □ You can review the request "View request".



- Returned to the applicant: When the Food and Drug Authority needs more information from the applicant (where the employee's comment appears at the top of the page and colored icons next to the field to be modified) to "update the application" and send it again to the Saudi Food and Drug Authority:
 - A green light means that if the request is returned, it cannot modify this field.
 - Orange light means optional field for modification.
 - Red light indicates that if the request is returned to the applicant, he must mandatorily modify this field.



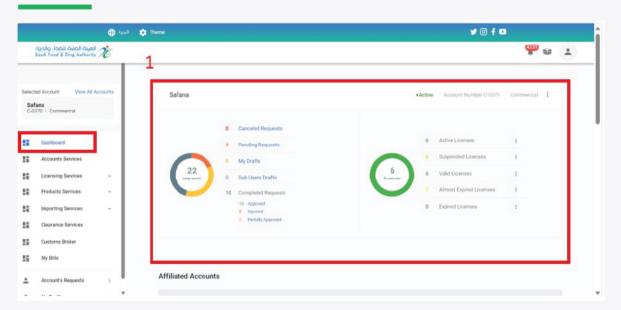


3. Dashboard

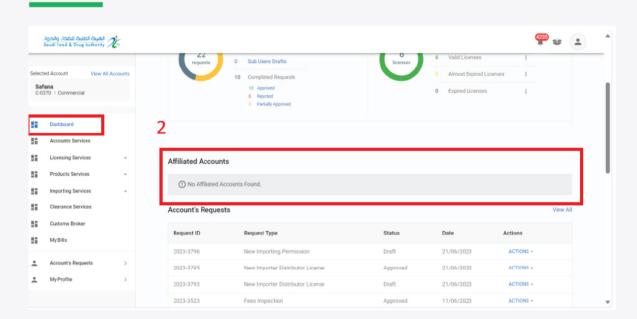
It is a general page that serves all accounts registered in the system, regardless of their account activities and the services available to them.

When you log in to the account and click on "View Account," the "dashboard" appears on the first page, as shown below.

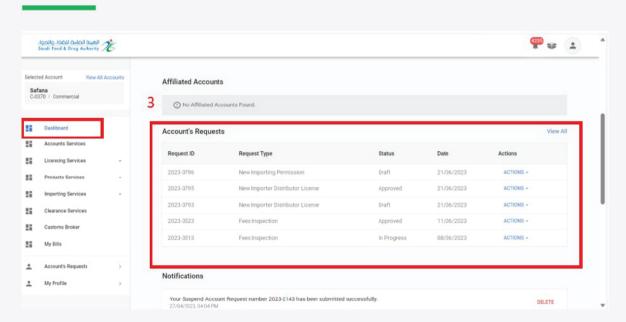
3.1 Account statistics: The name and statistics of the number of requests and licenses for the account appear.



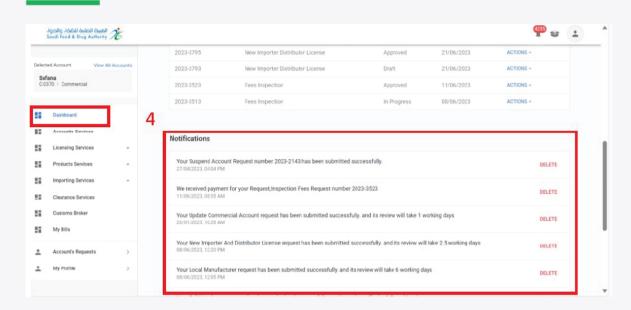
3.2 Affiliated Accounts: Shows the Affiliated accounts added to the main account.



3.3 Account's requests: In this section of the page, the system will display all requests for the specified account.



3.4 Notifications: In this section of the page, the system will display account notifications



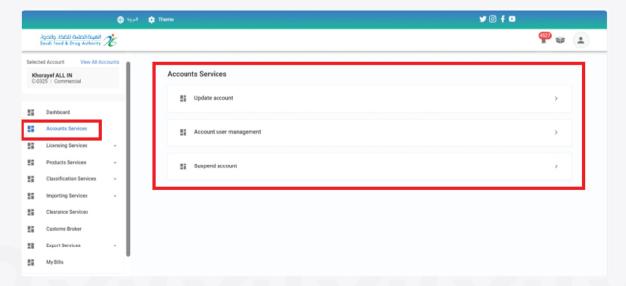
4. Account services

It is a general page that serves all accounts registered in the system, regardless of their account activities and the services available to them.

If you choose account services, you will also see the types of services (Update account, account user management, suspend account) depending on the account type. When you choose one of the options, the data related to the selected type appears.

Services for each account type are as follows:

- Commercial Account:
 - Update Account: Through it you can submit a request to update current account data.
 - Account user management: Through it you can manage the account permissions.
 - □ Suspend account: Through this you can submit a request to suspend account services.
- Government account broker account individual account:
 - □ Account update: Through it you can submit a request to update current account data.



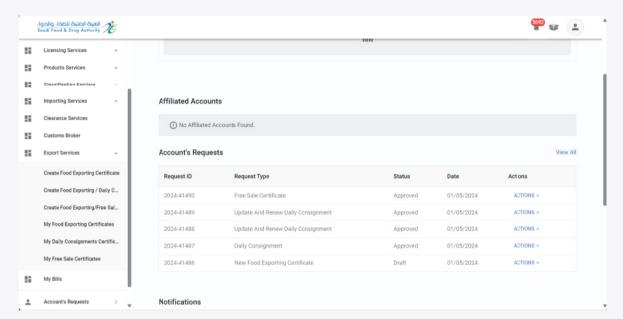
5 Licensing Services

5.1 Food Exporting Certificates

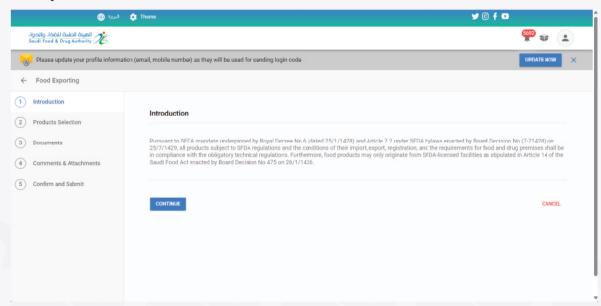
5.1.1 Create Food Exporting Certificates

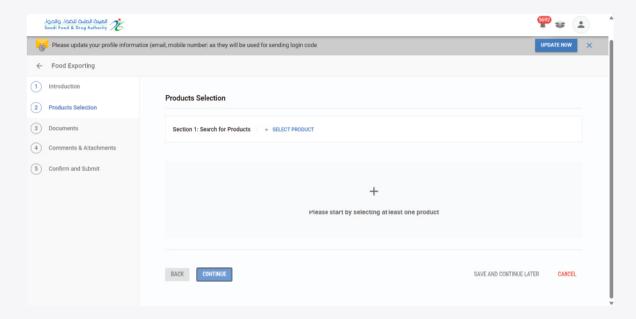
To Request new Food Exporting Certificate at the Food and Drug Authority (the account must include a Food domain), follow the below steps:

- 1- Exporting services.
- 2-Create Food Exporting Certificates.

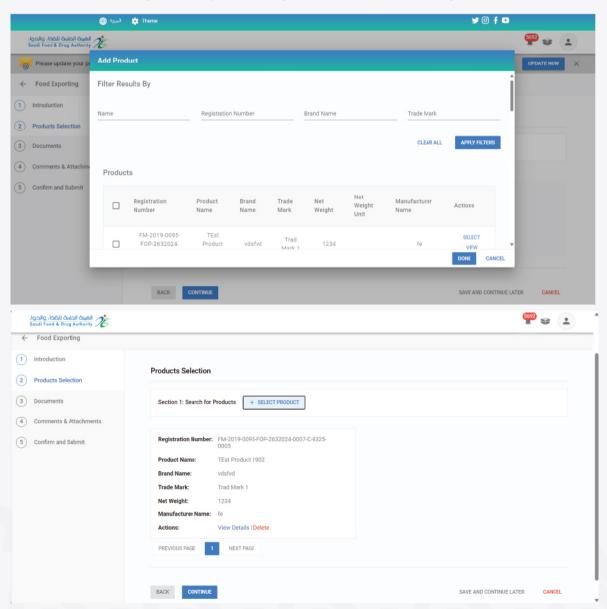


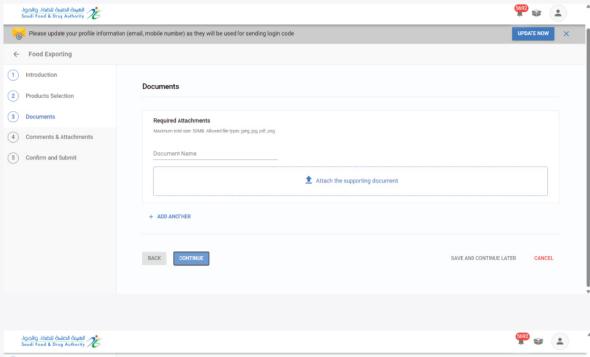
Then start filling the template of the new request, then click "Continue" until you reach the last section: "Confirm and Submit."

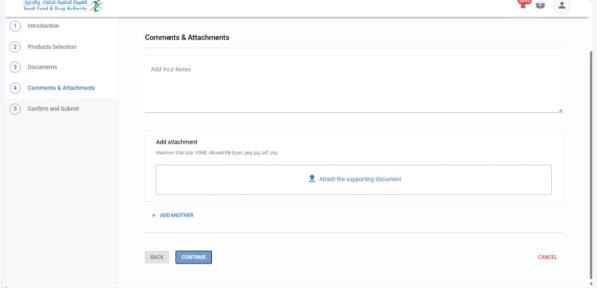




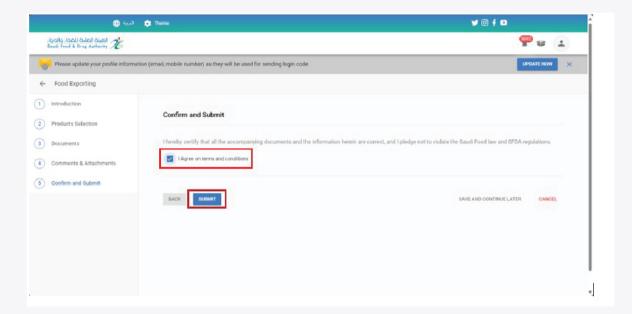
To choose a food product previously added in the Ghad system.





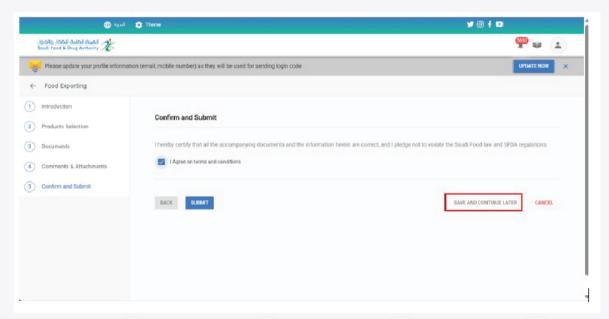


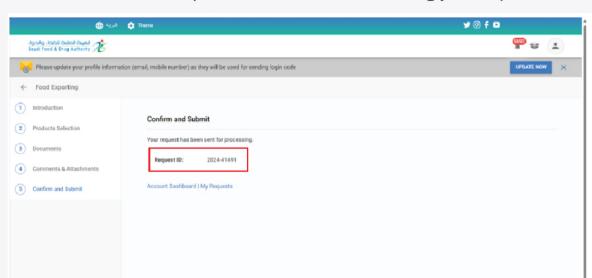
After completing the form and arriving to the "Confirm and Submit" step, you must approve the pledge and then click Submit.



You can save the request to continue later when you click "Save and continue later."

On click Save and continue later, you can access the request from "My request" page with status Draft, with access to view the request or update it.

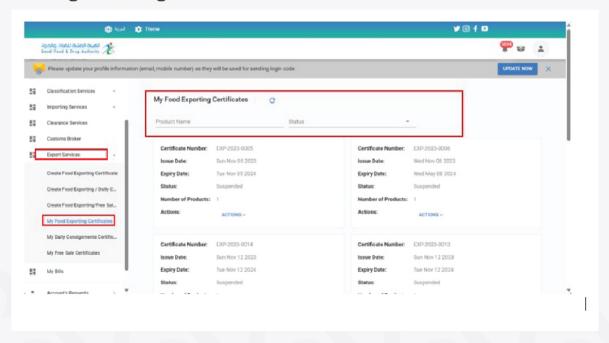




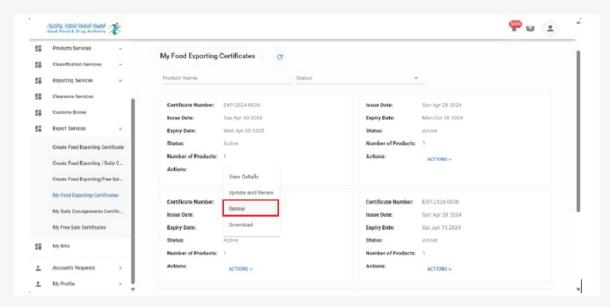
You will receive an "request Number" after submitting your request.

5.1.2 Renew Food Exporting Certificates

To Request Renew Food Exporting Certificates at the Saudi Food and Drug Authority, you can select "Exporting services." then click on "My Food Exporting Certificates," the obtained certificate will appear for you. It is permitted to submit the request before 45 days of the expiry date of the license or if the license status is "Expired" and you can get the license using search engines.

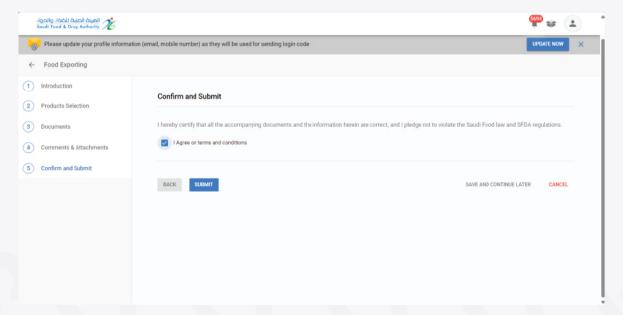


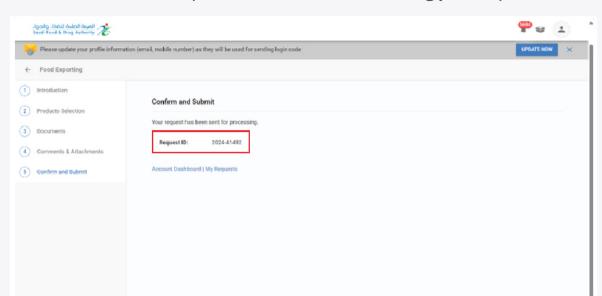
To Renew Food Exporting Certificates, click on "Actions", and choose "Renew".



To Renew Food Exporting Certificate, you must click "Continue" and choose "Renew", and then click "Continue" until you reach the final step, "Confirm and Submit." and submit without the Permitted to modify any of the certificate information.

After completing the form and arriving to the "Confirm and Submit" step, you must approve the pledge and then click Submit.

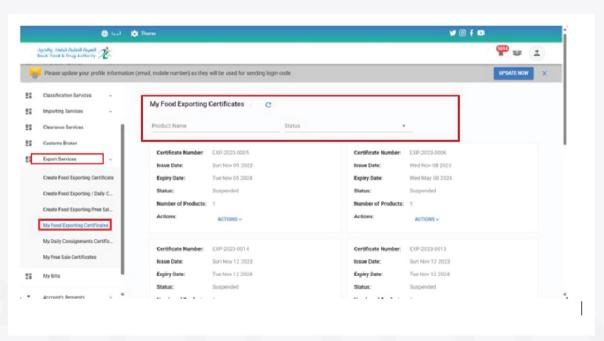




You will receive an "Request Number" after submitting your request.

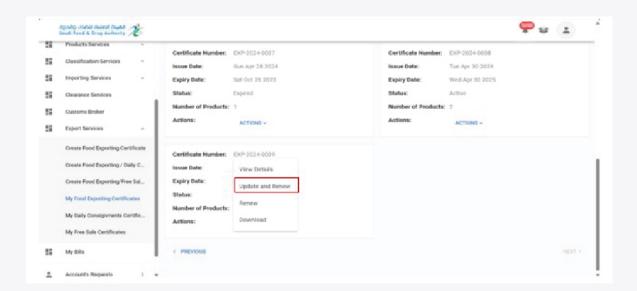
5.1.3 Renew and Update Food Exporting Certificate

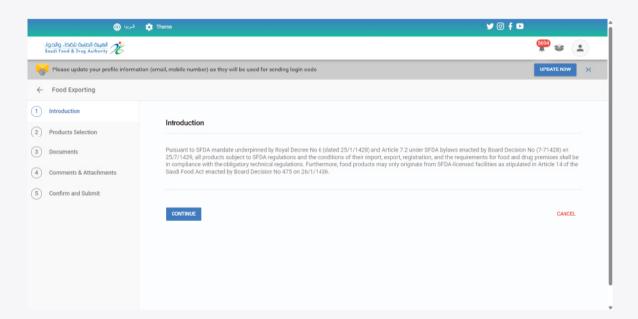
To Request Update and Renew Food Exporting Certificates at the Saudi Food and Drug Authority, you can select "Exporting services." then click on "My Food Exporting Certificates," the obtained certificate will appear for you. It is permitted to submit the request before 45 days of the expiry date of the license or if the license status is "Expired" and you can get the license using search engines.



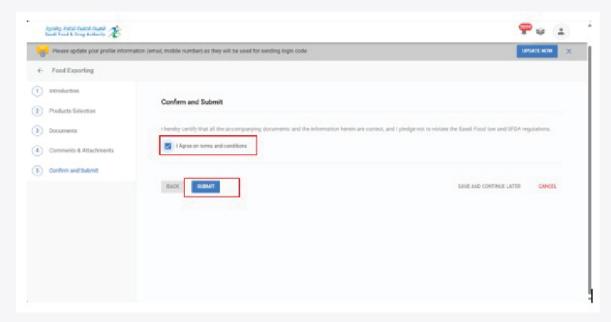
To Update and Renew Food Exporting Certificates, click on "Actions", and choose "Update and Renew".

To Update and Renew Food Exporting Certificate, you must click "Continue" and choose "Update and Renew ", and then click "Continue" until you reach the final step, you may need to modify all required fields.

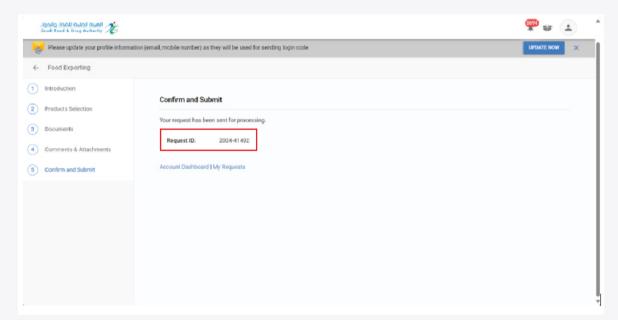




After completing the form and arriving to the "Confirm and Submit" step, you must approve the pledge and then click Submit.

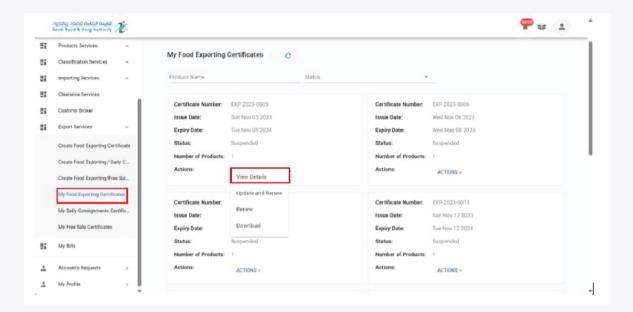


You will receive an "Request Number" after submitting your request.



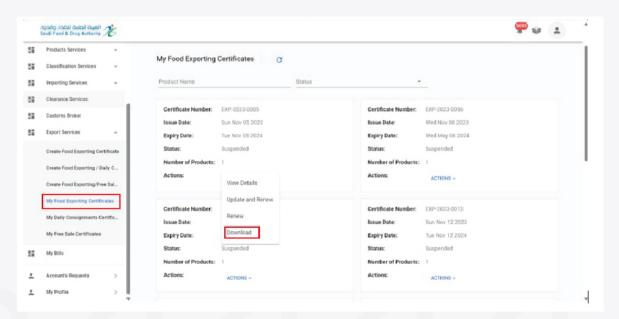
5.1.4 View Food Exporting Certificates

You may view the details of the food export certificate through the "My Food Export Certificate" by clicking on "Actions" and choosing "View Details".



5.1.5 Download Food Exporting Certificates

You may download the certificate through "My Food Exporting Certificate" by clicking on "Actions" and choosing "Download".





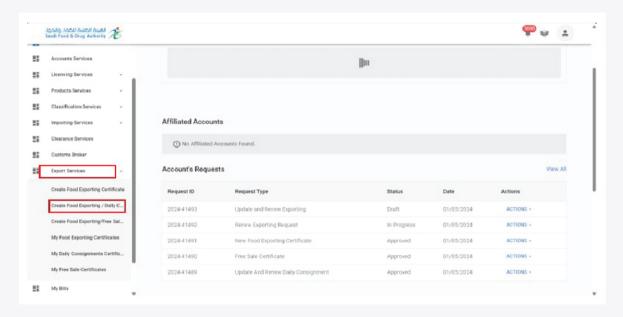


5.2 Daily consignment Certificates

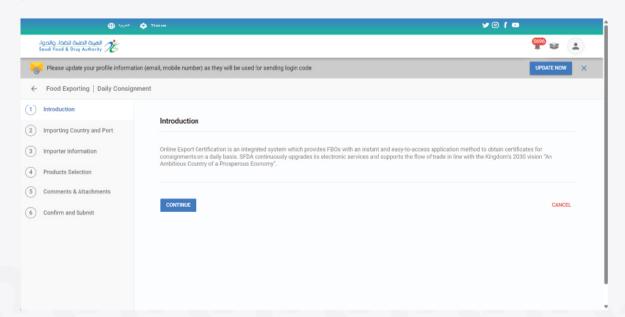
5.2.1 Create Daily Consignment Certificates

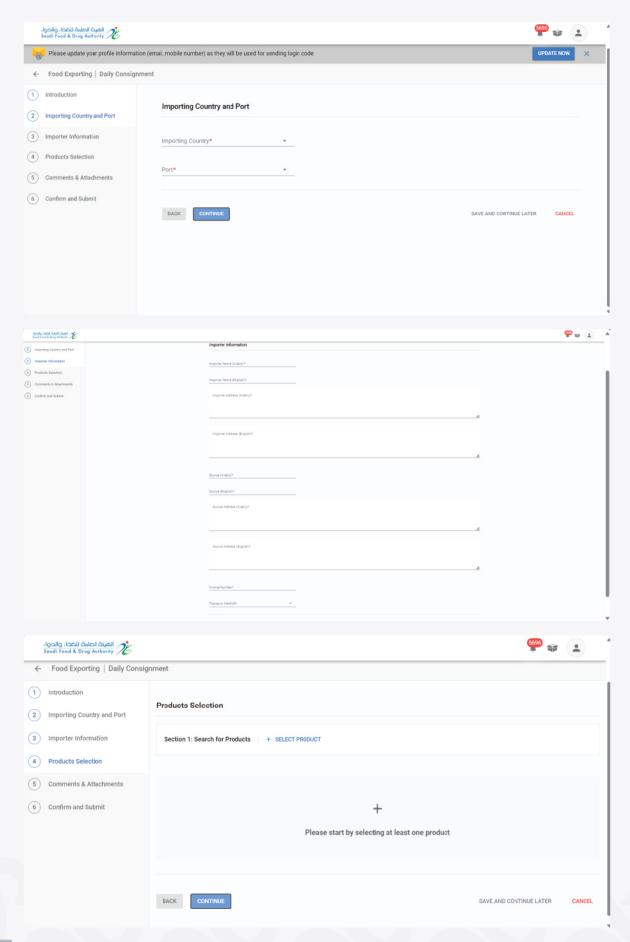
To Request new Daily Consignment Certificate at the Food and Drug Authority (the account must include a Food domain), follow the below steps:

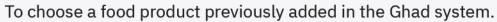
- 1- Exporting services.
- 2- Create Food Exporting / Daily Consignment.

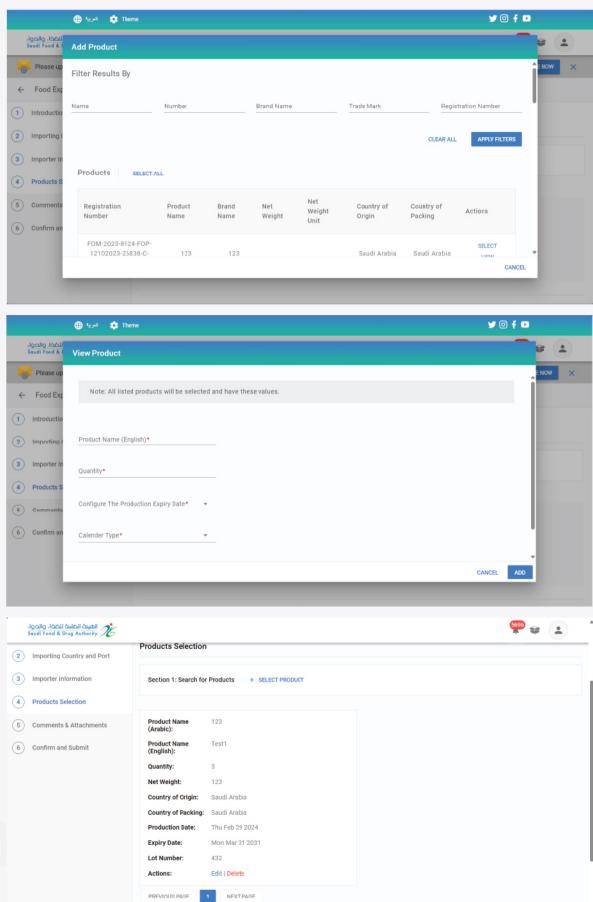


Then start filling the template of the new request, then click "Continue" until you reach the last section: "Confirm and Submit."

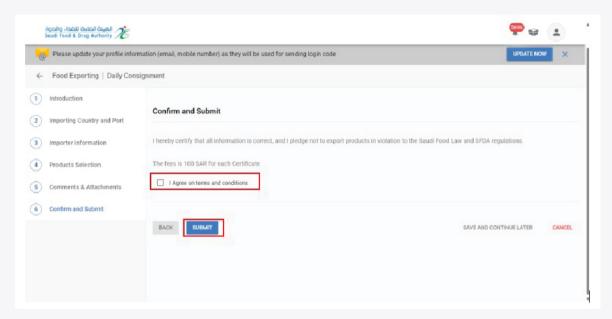






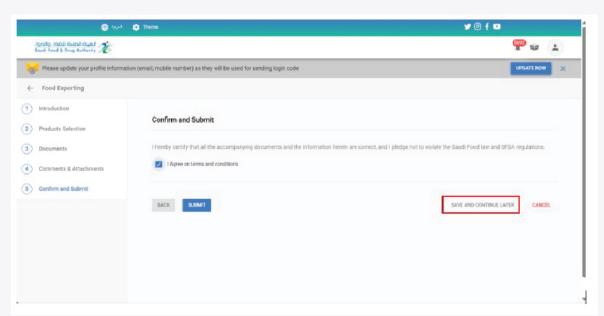


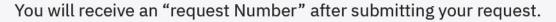
After completing the form and arriving to the "Confirm and Submit" step, you must approve the pledge and then click Submit.

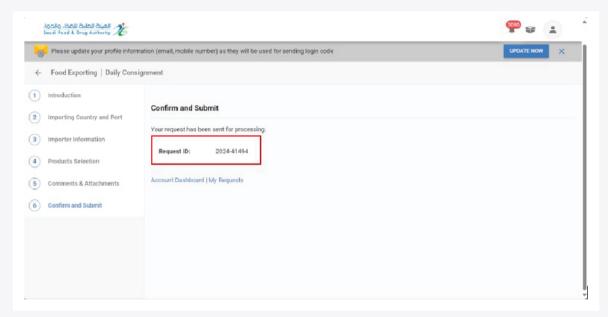


You can save the request to continue later when you click "Save and continue later."

On click Save and continue later, you can access the request from "My request" page with status Draft, with access to view the request or update it.

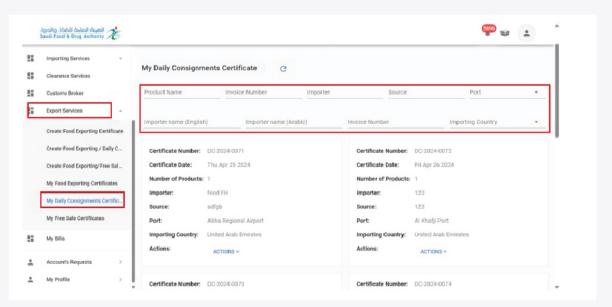




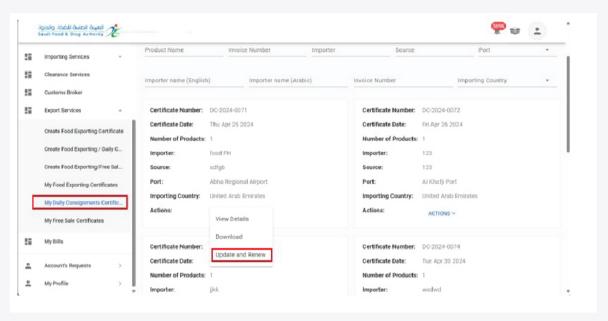


5.2.2 Update and Renew Daily Consignment Certificates

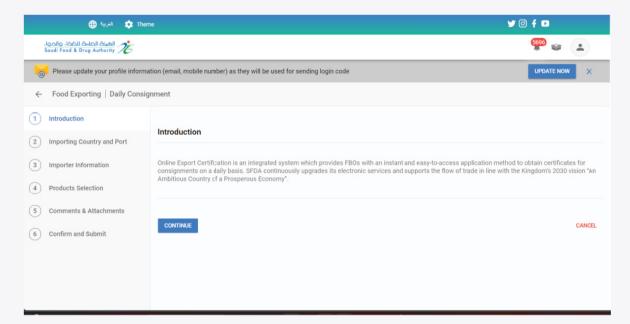
To Request Update and Renew Daily Consignment Certificates at the Saudi Food and Drug Authority, you can select "Exporting services." then click on "My Daily Consignment Certificates," the obtained certificate will appear for you. You can get the license using search engines.



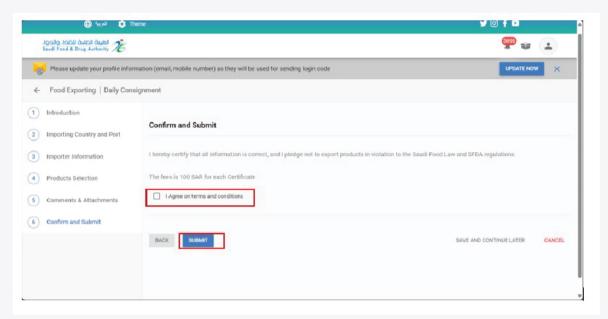
To Update and Renew Food Exporting/ Daily Consignment Certificates, click on "Actions", and choose "Update and Renew".



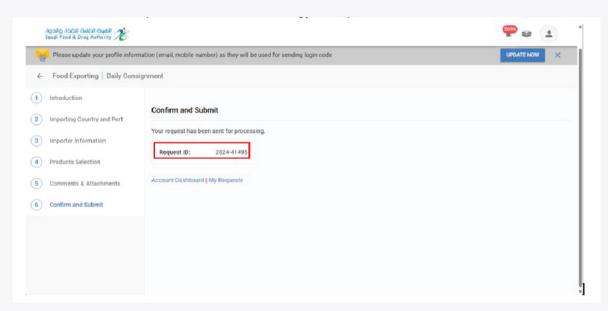
To Update and Renew Food Exporting / Daily Consignment Certificates, you must click "Continue" and choose "Update and Renew", and then click "Continue" until you reach the final step, you may need to modify all required fields.



After completing the form and arriving to the "Confirm and Submit" step, you must approve the pledge and then click Submit.

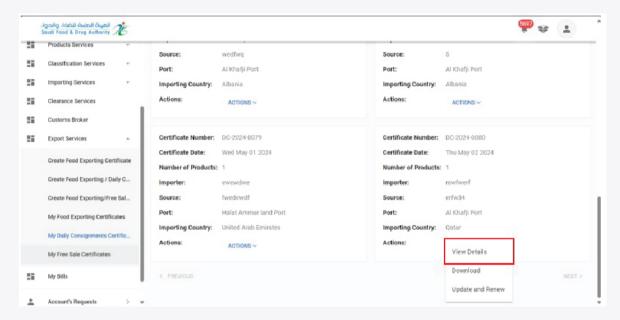


You will receive an "Request Number" after submitting your request.



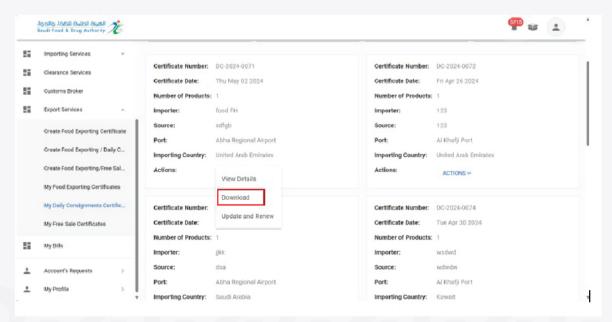
5.2.3 View Daily Consignment Certificates

You may view the details of the Food Export/Daily consignment certificate through the "My Daily Consignment Certificate" by clicking on "Actions" and choosing "View Details".



5.2.4 Download Daily Consignment Certificates

You may download the certificate through "My Daily Consignment Certificate" by clicking on "Actions" and choosing "Download".



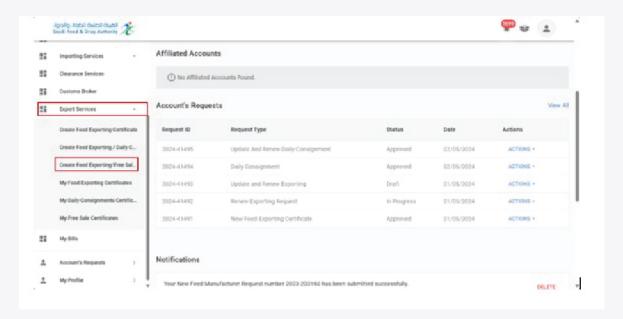


5.3 Free Sale Certificate

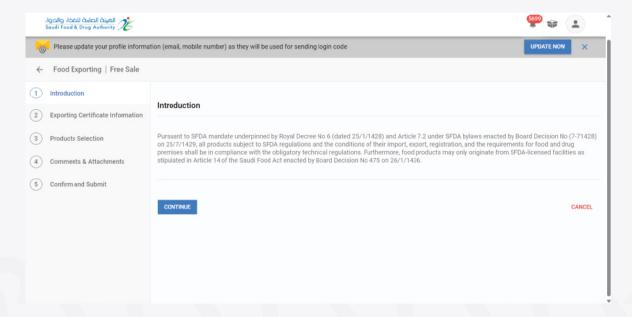
5.3.1 Create Free Sale Certificate

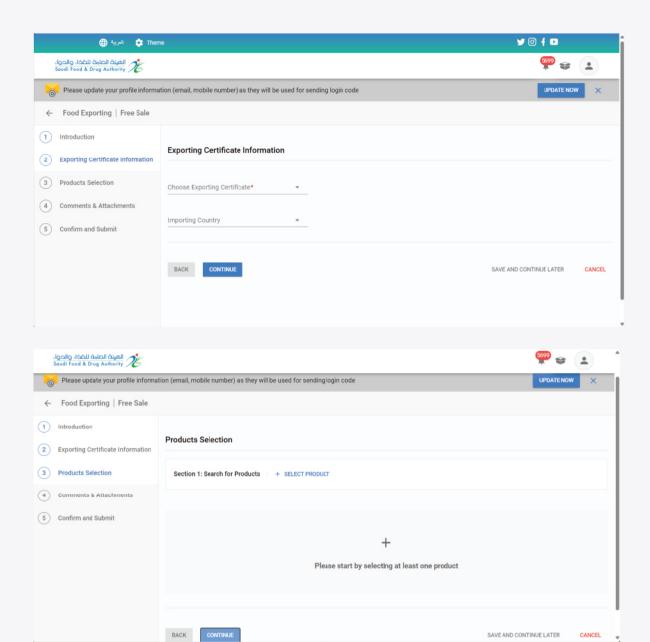
To Request new Free Sale Certificate at the Food and Drug Authority (the account must include a Food domain), follow the below steps:

- 1- Exporting services.
- 2- Create Food Exporting /Free Sale

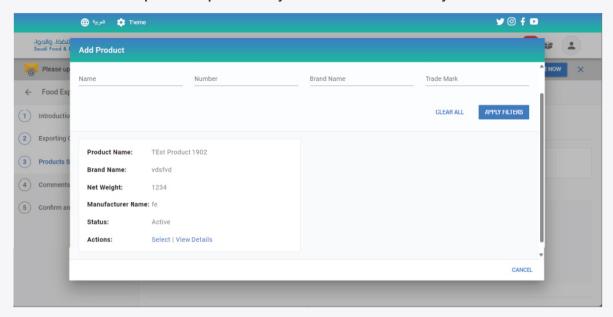


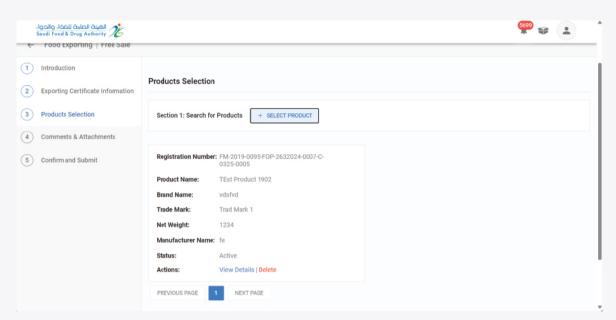
Then start filling the template of the new request, then click "Continue" until you reach the last section: "Confirm and Submit."



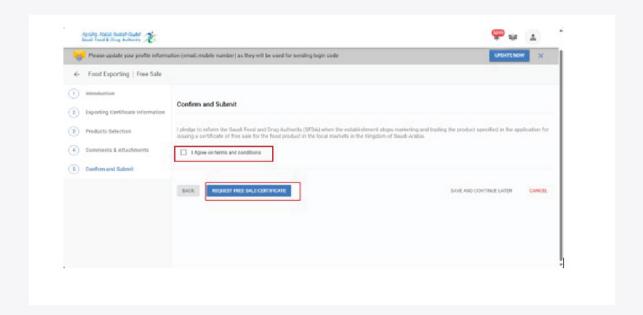


To choose a food product previously added in the Ghad system.



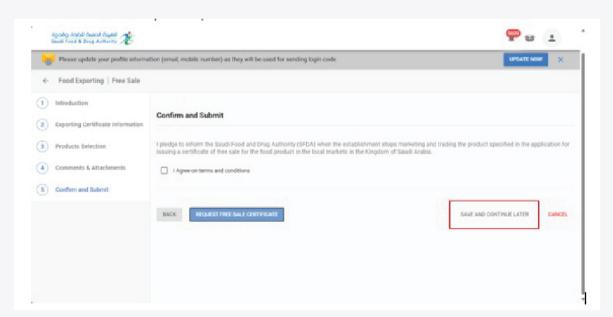


After completing the form and arriving to the "Confirm and Submit" step, you must approve the pledge and then click "Request Free Sale Certificate".

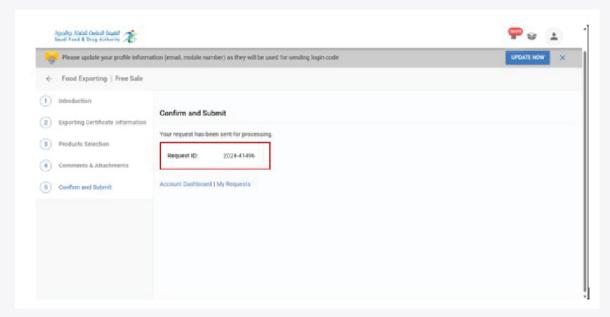


You can save the request to continue later when you click "Save and continue later."

On click Save and continue later, you can access the request from "My request" page with status Draft, with access to view the request or update it.

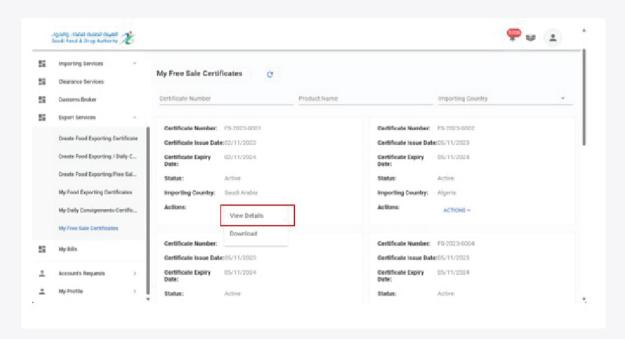


You will receive an "Request Number" after submitting your request.



5.3.2 View Free Sale Certificate

You may view the details of the free sale certificate through the "My Free sale Certificate" by clicking on "Actions" and choosing "View Details".



5.3.3 Download Free Sales Certificate

You may download the certificate through "My Free Sale Certificate" by clicking on "Actions" and choosing "Download".

