



Stakeholder Management Portal

User Manual v1.1

Abbreviations

Establishment	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)
Stakeholder	Branches or any organization that operates under the establishment's administration (manufacturer, supplier, warehouse, hospital or pharmacy)
SFDA	The Saudi Food and Drug Authority
RSD	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.

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](#).



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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.



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 Contact Person First Name (*) **Delegate's last name** Contact Person Surname (*)

Contact Person Mobile (96655555555) (*) Authorization File (max size:5mb) (^) 

[Download Authorization Form Template](#)

 



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Please use your GLN given from GS1.

 Establishment 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.

GLN	Stakeholder Type (*) <input type="button" value="Choose"/>	
Stakeholder Name (Your Warehouse, Pharmacy... name) (*)		
Stakeholder Name (Arabic) (Your Warehouse, Pharmacy... name) (*)		
Region (*) <input type="button" value="Choose"/>	City (*) <input type="button" value="Choose"/>	District (*) <input type="button" value=""/>
License Number (00-00-00000)	Email (*)	Phone (966112038222) (*)
Address (*)	Stakeholder's address (English)	
Address(Arabic) (*)	Stakeholder's address (Arabic)	
Contact Person First Name (*)	Contact Person Surname (*)	
Contact Person Mobile (96655555555) (*)	Location Longitude (example: 46.6578993)	
Location Latitude (*)	Location Longitude (*)	
Location Latitude (example: 24.7859714)	$21 + 2 = ?$ <input style="width: 100px; height: 30px; margin-left: 10px;" type="text"/>	
<input type="checkbox"/> (*) I agree to the terms and conditions of SFDA for Establishment Registration. 		
<input type="button" value="Back"/> <input checked="" type="button" value="Submit"/>		

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	Email (*) example@example.com	
Establishment Name (*) ABC name	Establishment Name (Arabic) (*) ABC name arabic	
Phone (*) 966333333	Mobile Phone 966333333	Fax
Address (*) Adress	Address (Arabic) (*) Adress arabic	
Contact Person First Name (*) Contact name	Contact Person Surname (*) Contact surname	
Contact Person Mobile (*) 3433434		
Old 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.



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EDIT STAKEHOLDER

ESTABLISHMENT

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



Establishment Name

Email

Contact Person Mobile

Contact Person Surname

Address (Arabic)

Establishment Name (Arabic)

Phone

Contact Person First Name

Address

Save



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-based application for managing stakeholder requests. At the top, there are several search and filter fields: 'Stakeholder Type' (dropdown with 'All' selected), 'Status' (dropdown with 'Choose' selected), 'GLN' (text input field), 'Region' (dropdown with 'Choose' selected), 'Stakeholder Name' (text input field), and 'City' (dropdown with 'Choose' selected). To the right of these fields is a magnifying glass icon. Below the search bar is a section titled 'STAKEHOLDER REQUESTS' containing a single row of data. At the bottom right of this section is a blue button with white text that says '+ Add Stakeholder Request'. This button is circled in red.

Please use GLN number given from GS1 for each stakeholder.

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



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+ NEW STAKEHOLDER

 GLN Stakeholder Name (*) Stakeholder Name(Arabic) (*) Stakeholder Type (*) Region (*) Choose Choose City (*) Choose District (*) License Number (00-00-00000) Email (*) Phone (966112038222) (*) Address (*) Address(Arabic) (*) Responsible Person Name (*) Responsible Person Surname (*) Responsible Person Mobile (966555555555) (*) Location Latitude (*) Location Longitude (*) Save



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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	682000550008	Dawmat TEST Al-Jandal				646464	test	Manufacturer	Waiting for SFDA approval	2.return test	
293	682000550006	ABC Pharmacy Hubar3	Al-Khobar	Khobar		99999		Pharmacy	Waiting for SFDA approval		

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	682000550002	ABC Pharmacy 1	Al-Madinah	Medinah Center		312111111		Pharmacy	Approved		
345	682000550002	ABC Pharmacy 1	Al-Madinah	Medinah Center		312111111		Pharmacy	Approved		
101		ABC Pharmacy 1	Al-Madinah	Medinah Center		3434343434		Pharmacy	Approved		
100		ABC2 Supplier	Al-Madinah	Medina Center		555555555	ABC SH name ABC SH surname	Manufacturer	Approved		



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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	6820005500010000	Al-Asyah	Qassim	-----	966434343	-----	Warehouse	Active	
6820005500002	ABC Pharmacy 1	6820005500020000	Al-Madinah	Medinah Center	-----	312111111	-----	Pharmacy	Active	
6820005500003	ABC Warehouse Jeddah	6820005500030000	Jeddah	Center	-----	9663433434	-----	Warehouse	Active	
6820005500004	ABC Pharmacy Hubar	6820005500040000	Al-'Aqiq	Qassim	-----	8888	-----	Manufacturer	Active	
6820005500005	ABC Supplier Hubar2	6820005500050000	Al-Qariyat	2222	-----	3333	-----	Manufacturer	Active	
6820005500006	ABC Pharmacy Hubar3	6820005500060000	Al-Khobar	Khobar	-----	99999	-----	Pharmacy	Active	
6820005500007	ABC Pharmacy Hubar 5	6820005500070000	Al-'Aqiq	aqiq	-----	96644444	-----	Pharmacy	Active	
6820005500008	-----	6820005500080000	Dawmat Al-Jandal	TEST	-----	646464	-----	Manufacturer	Active	
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	6820005500010000	Al-Asyah	Qassim	-----	966434343	-----	Warehouse	Active	
6820005500002	ABC Pharmacy 1	6820005500020000	Al-Madinah	Medinah Center	-----	312111111	-----	Pharmacy	Active	
6820005500003	ABC Warehouse Jeddah	6820005500030000	Jeddah	Center	-----	9663433434	-----	Warehouse	Active	
6820005500004	ABC Pharmacy Hubar	6820005500040000	Al-'Aqiq	Qassim	-----	8888	-----	Manufacturer	Active	
6820005500005	ABC Supplier Hubar2	6820005500050000	Al-Qariyat	2222	-----	3333	-----	Manufacturer	Active	
6820005500006	ABC Pharmacy Hubar3	6820005500060000	Al-Khobar	Khobar	-----	99999	-----	Pharmacy	Active	
6820005500007	ABC Pharmacy Hubar 5	6820005500070000	Al-'Aqiq	aqiq	-----	96644444	-----	Pharmacy	Active	
6820005500008	-----	6820005500080000	Dawmat Al-Jandal	TEST	-----	646464	-----	Manufacturer	Active	



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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 Riyad̄h	Status (*) Active	
Stakeholder Type (*) Warehouse	Region (*) Al Qassim	
City (*) Al-Asyah	District (*) Qassim	
License Number (00-00-00000) 100001	Email (*) abc@sfda.gov.sa	Phone (*) 966434343
Address (*) Qassim		
Address(Arabic) (*) Qassim		
Responsible Person Name (*)	Responsible Person Surname (*)	Save
Responsible Person Mobile (*) (966555555555) 96634343	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.



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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.

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



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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.

Drug Name

GTIN

Q

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 >



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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	BIOOPERITONEAL DIYALIZ SOLUSYONU %1.36 GLUKOZLU TEKLI TORBA 5000 ML SETLİ				
Imported	Yes	Exportable	Yes	For Hospital Only	No

STAKEHOLDERS

Stakeholder	+ Insert	+ InsertAll
Search...		
GLN	Stakeholder Name	Stakeholder Name(Arabic)
682000550001	ABC Warehouse Qassim	ABC Warehouse Riyadh
682000550002	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.



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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.

Track and Trace System / Stakeholder Management Portal / ESTABLISHMENTSTOCKSUMMARY

Help English TEST ESTABLISHMENT

Drug (*) Search Stakeholder Type All Stakeholder All

STOCK SUMMARY

Showing 0 to 0 of 0 entries

Stakeholder Type	GLN	Stakeholder Name	GTIN	Drug Name	Count
No data available in table					

Show 100 entries

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.

Track and Trace System / Stakeholder Management Portal / ESTABLISHMENTSTAKEHOLDEROPERATIONSUMMARY

Help English TEST ESTABLISHMENT

Start Date 01/01/2018 End Date 31/10/2018

Stakeholder All Drug (*) Search

STAKEHOLDER OPERATION SUMMARY

Showing 0 to 0 of 0 entries

Stakeholder Type	GLN	Stakeholder Name	Operation	GTIN	Drug Name	Count
No data available in table						

Show 100 entries



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".

INTEGRATION DOCUMENTS

Please click the Integration Guide button to reach the document.

Please click the Download button to download Integration Documents zip file.

Integration Guide

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