

# OpenRIMS. Workflow Manual

Here you can find manuals that will help to create clear and high-quality workflows.

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## Step 1. Select a goal and the name of the Workflow

OpenRIMS allows such goals of workflow for a permit given

1. Apply for a permit (aka Guest)
2. Collect additional data (aka Host)
3. Modify permit data (aka Amendments) - Optional
4. Close a permit (aka De-registration)
5. Pre-inspection (aka Inspections) - Optional
6. Revoke a permit (aka Shutdown)

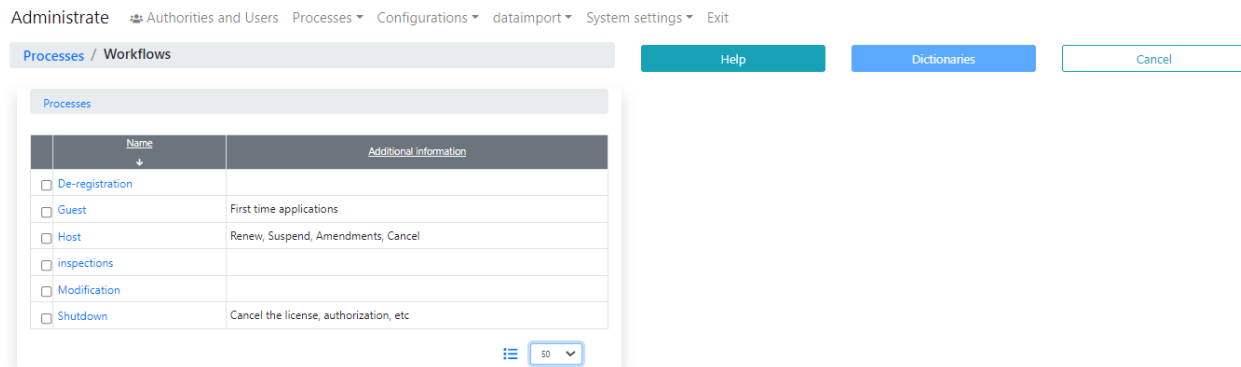


Figure 1 The Goals

1. Determine the permit, for example, "Medicine marketing authorization"
2. Determine the goal, for example, "Apply for a permit"
3. The workflow name will be "Apply for medicine marketing authorization"

Please note:

- For "Collect additional data" the workflow name will be a goal of data collecting, for example, "Renew the medicine marketing authorization"
- For "Modify a permit data" the modification should be included. For example, "Amend the final product manufacturer in the medicine marketing authorization"

## Step 2. Define the Main Workflow Parameters

### Where to start?

After goal selection, the OpenRIMS will provide a list of workflows that are existing for a selected goal

Administrative Authorities and Users Processes Configurations dataimport System settings Exit

Processes / Workflows

Help Dictionaries Cancel

Processes

Name	Additional information
<input type="checkbox"/> De-registration	
<input checked="" type="checkbox"/> Guest	First time applications
<input type="checkbox"/> Host	Renew, Suspend, Amendments, Cancel
<input type="checkbox"/> inspections	
<input type="checkbox"/> Modification	
<input type="checkbox"/> Shutdown	Cancel the license, authorization, etc

Applications

Name	Additional information
<input type="checkbox"/> New Retail Pharmacy - Individually Owned	Application for New Retail Pharmacy registration, where the pharmacy is owned by up to 5 individuals.
<input type="checkbox"/> New pharmacy cooperative	Demo and learn example for "links" component. Not real!
<input type="checkbox"/> New Retail Pharmacy - Company Owned	Application for New Retail Pharmacy registration, where the pharmacy is owned by a company (PVT. Ltd)
<input type="checkbox"/> New Wholesaler - Company Owned	The wholesaler is not allowed to sell directly to consumers. This is retail. Wholesalers are inspected under another set of rules - GDP - which is much more extensive than GPP inspection for pharmacies The wholesaler has facilities for storing medicines and is buying medicine from manufacturers or importing and shipping medicine to retail pharmacies. A wholesaler can either be personally owner or company owned - which require two WF's.
<input type="checkbox"/> Production process	
<input type="checkbox"/> Register a company	Allow register a company and users that may act on behalf of a company

Figure 2 In the right table are workflows for the goal selected

Press "Dictionaries" to add a new workflow or modify the parameters for the existing one.

Administrative Authorities and Users Processes Configurations dataimport System settings Exit

Processes / Workflows

Help Processes Cancel

Processes

Name	Additional information
<input type="checkbox"/> De-registration	
<input checked="" type="checkbox"/> Guest	First time applications
<input type="checkbox"/> Host	Renew, Suspend, Amendments, Cancel
<input type="checkbox"/> inspections	
<input type="checkbox"/> Modification	
<input type="checkbox"/> Shutdown	Cancel the license, authorization, etc

Applications

Export Import Add

Name	Additional information
<input type="checkbox"/> New Retail Pharmacy - Individually Owned	Application for New Retail Pharmacy registration, where the pharmacy is owned by up to 5 individuals.
<input type="checkbox"/> New pharmacy cooperative	Demo and learn example for "links" component. Not real!
<input type="checkbox"/> New Retail Pharmacy - Company Owned	Application for New Retail Pharmacy registration, where the pharmacy is owned by a company (PVT. Ltd)
<input type="checkbox"/> New Wholesaler - Company Owned	The wholesaler is not allowed to sell directly to consumers. This is retail. Wholesalers are inspected under another set of rules - GDP - which is much more extensive than GPP inspection for pharmacies The wholesaler has facilities for storing medicines and is buying medicine from manufacturers or importing and shipping medicine to retail pharmacies. A wholesaler can either be personally owner or company owned - which require two WF's.
<input type="checkbox"/> Production process	
<input type="checkbox"/> Register a company	Allow register a company and users that may act on behalf of a company
<input type="checkbox"/> Transition Retail Pharmacy - Company Owned	Renewal of existing company owned pharmacy if the pharmacy is currently registered in DAMS (The old DDA system). Transitioning from Dams to Pharmadex. Pharmacies registered in Pharmadex which is ready for renewal, should check the "ToDo" where the renewal should be

Figure 3 Add a new workflow for the goal selected

The electronic form to define workflow parameters depends on the goal selected:

1. [Apply for a permit \(aka Guest\)](#)
2. [Collect additional data \(aka Host\)](#)
3. [Modify permit data \(aka Amendments\) - Optional](#)
4. [Close a permit \(aka De-registration\)](#)
5. [Pre-inspection \(aka Inspections\) - Optional](#)
6. [Revoke a permit \(aka Shutdown\)](#)

## The Parameters for Various Workflow Goals

### Apply for a permit (aka Guest)

Examples are:

- Apply for medicine product marketing
- Apply for pharmacy business
- Apply for an import permit

**Name** 1

**Additional information** 2

**URL** 3

**Application URL** 4

**Data Configuration URL** 5

**Checklist Dictionary URL** 6

Figure 4 Parameters for “Apply for a permit” workflows

1. Name of the workflow. This name will be shown to an applicant for selection as well as in reports
2. Additional information describes the particularities, conditions, etc. It helps an applicant to select the right workflow.
3. [URL of the application electronic form](#). Under this URL the application will be stored in the database. Because the application electronic form is unique for each workflow, this URL will be used in reports to distinct permits, e.g., permits for pharmacy business from medicine marketing authorization permits
4. URL to distinct sets of activities. It is possible to share the same set of activities between workflows.
5. Should be the same as the [URL of the application electronic form](#).
6. URL of a dictionary that is used as a [self-checklist](#) while submitting an application

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Collect additional data (aka Host)

Additional data are data collected while a permit lifecycle. Examples are:

- Scheduled Renewal of a permit
- Schedule an inspection
- Conduct an inspection

Name

1

Conducting pharmacy inspection

Additional information

2

The conduction inspection is NRA's internal process that typically runs concurrently with another inspection regulatory process.

The goal of conducting an inspection is the inspection outcome. There are two known forms of the inspection outcome

URL

3

retail.site.conducting.inspection

Application URL

4

application.retail.site.conducting.inspection

Data Configuration URL

5

retail.site.owned.persons

Figure 5 Parameters for the "Collect additional data"

1. Name of the workflow. This name will be shown to an applicant for selection as well as in reports
2. Additional information describes the particularities, conditions, etc. It helps an applicant to select the right workflow.
3. Unique URL for this workflow. This parameter is for reporting to distinct workflows each other.
4. URL to distinct sets of activities. It is possible to share the same set of activities between workflows
5. Empty or [URL of the application electronic form](#). Define this parameter to allow [running this workflow manually](#) using the Monitoring feature

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Modify permit data (aka Amendments)

Examples are:

- Amend the owner of the pharmacy business
- Amend the final product manufacturer in the medicine marketing authorization
- Amend a quantity in the import permit

Name

1

Pharmacy Address

Additional information

2

Please note that if the pharmacy moves to another district, you need to check if the name of the pharmacy is still valid in the new district.

URL

3

retail.site.address.modify

Application URL

4

application.modification

Data Configuration URL

5

amendment.address

Checklist Dictionary URL

6

dictionary.amendment.address.checklist

Figure 6 Parameters for "Modify a permit data" workflows

1. Name of the workflow. This name will be shown to an applicant for selection as well as in reports
2. Additional information describes the particularities, conditions, etc. It helps an applicant to select the right workflow.
3. The URL of the [modification electronic form](#).
4. URL to distinct sets of activities. It is possible to share the same set of activities between workflows [Modification application electronic form](#) configuration URL
5. Checklist Dictionary URL defines a dictionary that is used as a [self-checklist](#) while submitting an application

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Close a permit (aka De-registration)

Examples are:

- Close pharmacy business
- Close medicine marketing authorization
- Close import permit

Name

1

De-register retail pharmacy owned by a person

Additional information

2

URL

3

retail.site.owned.persons

Application URL

4

application.deregistration

Data Configuration URL

5

retail.site.owned.persons.deregistration

Checklist Dictionary URL

6

dictionary.checklist.retail.site.owned.persons.deregistration

Figure 7 Parameters for "Close a permit" workflows

1. Name of the workflow. This name will be shown to an applicant for selection as well as in reports
2. Additional information describes the particularities, conditions, etc. It helps an applicant to select the right workflow.
3. [URL of the application electronic form](#). This URL defines which permit should be closed
4. URL to distinct sets of activities. It is possible to share the same set of activities between workflows.
5. [Close a permit application electronic form](#) configuration URL
6. Checklist Dictionary URL defines a dictionary that is used as a [self-checklist](#) while submitting an application



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Pre-inspection (aka Inspections)

Also, can be used for follow-up inspections. Examples are:

- Pre-inspect a pharmacy
- Pre-inspect a medicine batch for import

Name

1  
Pharmacy premise

Additional information

2  
Inspect the premise and documentation to increase the rating

URL

3  
retail.site.owned.persons

Application URL

4  
schedule.pharmacy.guest.inspection

Data Configuration URL

5  
pharmacy.guest.inspection

Checklist Dictionary URL

6  
dictionary.checklist.pharmacy.guest.inspection

Figure 8 Parameters for "Pre-Inspection" workflows

1. Name of the workflow. This name will be shown to an applicant for selection as well as in reports
2. Additional information describes the particularities, conditions, etc. It helps an applicant to select the right workflow.
3. [URL of the application electronic form](#). This URL defines which permit should be inspected
4. URL to distinct sets of activities. It is possible to share the same set of activities between workflows.
5. [Pre-Inspection application electronic form](#) configuration URL
6. Checklist Dictionary URL defines a dictionary that is used as a [self-checklist](#) while submitting an application

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Revoke a permit (aka Shutdown)

Permit revocation also can be used for permit suspension. Examples are:

- Revoke medicine marketing authorization
- Revoke pharmacy business permit
- Revoke import permit

Name

Revoke pharmacy permit **1**

Additional information

NMRA initiated process: **2**

- A permit can be revoked for any object
- The revocation of a permit does not require approval from a permit holder. The appeal procedure is not implemented in OpenRIMS yet.

URL

retail.site.owned.persons **3**

Application URL

pharmacy.permit.revoke.application **4**

Figure 9 Parameters for "Revoke a permit" workflows

1. Name of the workflow. This name will be shown to an applicant for application selection as well as in reports
2. Additional information describes the particularities, conditions, etc. It helps an applicant to select the right workflow.
3. [URL of the application electronic form](#). This URL defines which [permit should be revoked](#)
4. URL to distinct sets of activities. It is possible to share the same set of activities between workflows.

## Step 3 Define data to collect

### The Initial Data, i.e., the Application Electronic Form

Workflows with goals “Apply for a permit”, “Modify a permit data”, “De-register a permit” and “Pre-inspection” start by a business. The Business should fill out an electronic application form and send it to the National Regulatory Authority.

The existing paper or electronic application is a good starting point. Refer to [

resources.manual.workflow

How to design the Application Electronic Form?] for more information.

The information from this form can be used for application processing, [review](#), reporting, and document generation.

A typical application form consists of pages. Examples are below:

New Retail Pharmacy - Individually Owned

1 of 6

2022-04-25 Pharmacy / Next

register  
April 25, 2022 APPLICATION-PHARMACY/000075

**Pharmacy Detail**

Name  
2022-04-25 Pharmacy

Check if pharmacy name exist

Name in Nepali  
2022-04-25 Amteka

Name of role  
swin03

Ward Number  
2

Address  
Nepal / Gandaki Province / GORKHA

Name	Additional Information
<input type="checkbox"/> Anugrah Gaupalika	<a href="http://www.aanugrahmun.gov.np/">http://www.aanugrahmun.gov.np/</a> <a href="mailto:mnugrah@gmail.com">mnugrah@gmail.com</a>
<input checked="" type="checkbox"/> Alkot Gaupalika	<a href="http://www.alkotmun.gov.np/">http://www.alkotmun.gov.np/</a> <a href="mailto:aljakotm@gmail.com">aljakotm@gmail.com</a>
<input type="checkbox"/> Baryak Subkot Gaupalika	<a href="http://www.subkotmun.gov.np/">http://www.subkotmun.gov.np/</a>
<input type="checkbox"/> Bismen Thapa Gaupalika	<a href="http://www.bhismenmun.gov.np/">http://www.bhismenmun.gov.np/</a>
<input type="checkbox"/> Chumendi Gaupalika	<a href="http://www.chumanenmun.gov.np/">http://www.chumanenmun.gov.np/</a>
<input type="checkbox"/> Dharche Gaupalika	<a href="http://www.dharanmun.gov.np/">http://www.dharanmun.gov.np/</a> <a href="mailto:mdharache@gmail.com">mdharache@gmail.com</a>
<input type="checkbox"/> Gandaki Gaupalika	<a href="http://www.gandakimun.gov.np/">http://www.gandakimun.gov.np/</a> <a href="mailto:to.gandakim@gmail.com">to.gandakim@gmail.com</a>
<input type="checkbox"/> Gorkha Municipality	<a href="http://www.gorkhamun.gov.np/">http://www.gorkhamun.gov.np/</a>
<input type="checkbox"/> Palungtar Municipality	<a href="http://www.palungtarmun.gov.np/">http://www.palungtarmun.gov.np/</a>
<input type="checkbox"/> Shahdol Lahan Gaupalika	<a href="http://www.shahdolahammun.gov.np/">http://www.shahdolahammun.gov.np/</a> <a href="mailto:sahdolahamm@gmail.com">sahdolahamm@gmail.com</a>
<input type="checkbox"/> Siranchowek Gaupalika	<a href="http://www.siranchowekmun.gov.np/">http://www.siranchowekmun.gov.np/</a> <a href="mailto:info@siranchowekmun.gov.np">info@siranchowekmun.gov.np</a>

gisView: 28.155784143153877; 84.64774205818148

GIS Location (Please click here)

Email Address  
ale.kurascoff@gmail.com

Phone Number  
067501297

Premises documents

File Name	Name	Additional Information
backtofuture.txt		Certificate of Land Ownership or Lease Agreement

Upload either a certificate of land ownership for the premises or a Lease agreement with the owner of the premises.

Photo of Pharmacy

File Name	Name	Additional Information
backtofuture.txt		Building Photo
Upload a file		Shutter Photo

A recently taken photo of the building where the pharmacy will be located. The photo should not be older than 2 months.

A recently taken photo of the pharmacy outlet/shutter from which sales and distribution is handled. The photo should not be older than a month.

Figure 10 An example of the first page of an application form allows to input general application data

New Retail Pharmacy - Individually Owned

6 of 6

2022-04-25 Pharmacy / Classifiers / Owners / Pharmacists / Payment / Schedule 8 / Next

Download document template

File Name	Name	Additional Information
pvt.docx	Letter	cover letter for both new and renewal applications

Upload required documents

File Name	Name	Additional Information
backtofuture.txt		Signed copy of the application

Please upload a signed copy of your application letter

New Retail Pharmacy - Individually Owned

Next Preview application Save Cancel

Figure 11 An application electronic form typically consists of many pages to allow the application to be convenient and modifiable

## The Additional Data, i.e., the Activity Electronic forms

Workflow activity is a unit of work that should have an outcome. The outcome consists of:

- The [checklist](#) to ensure that the activity is processed properly
- Data that should be collected for the permit (optionally)
- Next [action](#)

In case an activity should collect data, an activity electronic form should be created. It should be a single–page electronic form that typically contains:

- Static texts and/or web links, aka “headers”
- Text, number, and logical fields
- Dates or dates intervals
- Registers to maintain electronic office journals
- Dictionaries and droplists to classify the application data
- Schedulers to run “Collect an additional data” workflows
- Resources to download and auto-generate electronic documents
- Documents to upload/download electronic documents and files

The information from this form can be used for application processing, [review](#), reporting, and document generation.

The screenshot shows a web form for an activity. It includes the following sections:

- Section 1:** Certificate details. Fields include 'certificate' (June 24, 2022), a numeric field '1' (000323), and 'Renew date (if approved)' (June 24, 2024).
- Section 2:** Renew date schedule. A date field shows '7/22/2024' with a calendar icon.
- Section 3:** Download and sign. A table with columns 'File Name', 'Name', and 'Additional information'. It lists 'dates.docx' (01 Registration certificate) and 'Schedule-9 english comp 2022-05-31 V3\_final (4).docx' (02 Letter).
- Section 4:** Upload required documents. A table with columns 'File Name', 'Name', and 'Additional information'. It lists 'ma.txt' (01 Registration certificate) and 'Upload a file' (02 Letter).

Figure 12 An activity electronic form example

1. Register the certificate issued
2. Schedule the certificate renewal
3. Generate electronic documents
4. Upload official documents

## Step 4 Define workflow activities

### Where to start?

Administrate [Authorities and Users](#) [Processes](#) [Configurations](#) [dataimport](#) [System settings](#) [Exit](#)

**Processes / Workflows**

**Processes**

Name	Additional information
<input type="checkbox"/> De-registration	
<input checked="" type="checkbox"/> Guest	First time applications
<input type="checkbox"/> Host	Renew, Suspend, Amendments, Cancel
<input type="checkbox"/> Inspections	
<input type="checkbox"/> Modification	
<input type="checkbox"/> Shutdown	Cancel the license, authorization, etc

**Applications**

Search  ☐ Selected only

Name	Additional information
<input type="checkbox"/> New Retail Pharmacy - Individually Owned	Application for New Retail Pharmacy registration, where the pharmacy is owned by up to 5 individuals.
<input type="checkbox"/> New pharmacy cooperative	Demo and learn example for "links" component. Not real!
<input type="checkbox"/> New Retail Pharmacy - Company Owned	Application for New Retail Pharmacy registration, where the pharmacy is owned by a company (PVT. Ltd)
<input type="checkbox"/> New Wholesaler - Company Owned	The wholesaler is not allowed to sell directly to consumers. This is retail. Wholesalers are inspected under another set of rules - GDP - which is much more extensive than GPP inspection for pharmacies. The wholesaler has facilities for storing medicines and is buying medicine from manufacturers or importing and shipping medicine to retail pharmacies. A wholesaler can either be personally owner or company owned - which require two WF's.

Figure 13 Start workflow definition

1. Select a goal
2. Ensure that the button is "Dictionary"
3. Find the workflow in the list and click on it. If the workflow is absent, then return to [Step 2. Define the Main Workflow Parameters]
4. Should be opened the Activity Definition Form contains controls on the top:

**New Retail Pharmacy - Individually Owned**

**Workflows / Screening / Next**

1 2 3 4 5 6

Figure 14 Workflow definition controls

1. Return to the "Start workflow definition" screen
2. Name of the activity currently
3. Save this activity and, go to the next activity/add a new activity. New added activity will not be saved at once
4. The toolbar:
  - 4.1. Save the current activity
  - 4.2. Cancel without saving
  - 4.3. Insert an activity before the current one
  - 4.4. Import all activity definitions to the MS Excel file
  - 4.5. Export all activity definitions from the imported MS Excel file
5. Get a brief help for mandatory form fields
6. The following activities in this place will be the "Remove Activity" button. It is impossible to remove the first activity.

## Activity definition form

New Retail Pharmacy - Individually Owned

Workflows / Screening / Next

Save Cancel Insert before 14 Import Export

Name 1  
Screening

Additional information 2  
Check formal application requirements

Activity URL 3  
screening

Checklist Dictionary URL 4  
dictionary.application.pharmacy.new.screener

hidechecklist 5  
Yes

Data Configuration URL 6  
extern.links

Address URL 7  
nepal.address

Run concurrently on enter 8

Send email to the applicant 9  
NA

Message will be sent 10

Executives 11

Roles

Name	Additional information
<input type="checkbox"/> Accountant	ROLE_ACCOUNTANT
<input type="checkbox"/> APPLICANT	DO NOT USE THIS FOR NOW!
<input type="checkbox"/> Approver	Responsible for approving the application. Typically is a chief or deputy chief of a department
<input checked="" type="checkbox"/> Initiator	Responsible for formal document's checking

Background execution 12  
NA

Finalize 13

Name	Additional information
<input type="checkbox"/> ACCEPT	ACCEPT
<input type="checkbox"/> COMPANY	COMPANY
<input type="checkbox"/> DECLINE	DECLINE
<input checked="" type="checkbox"/> NO	NO

1. Visible name of the activity, e.g., "Screening", "Review", "Solution", etc.
2. Description of the activity, currently only for an internal purpose
3. Activity will be stored under this URL. It will be a good idea to make this URL same very similar or the same as "Name"
4. The dictionary that contains the [checklist definition](#)
5. The checklist may contain sensitive information, thus hidden from the applicant
6. [The electronic form for this activity](#)
7. Works only for the first activity. If empty, the first activity will be processed by the Main Office, [otherwise by the Branch Office](#).
8. URL of workflow that should run concurrently with this activity, just after the activity will be started
9. Will email notifications be sent?
10. Text of the email notification. The link to the Permit Data will be included
11. User role to process the activity
12. Is this [activity will be processed in the background](#)?
13. Which items will be in the [Activity Submit actions](#)?
14. The following activities in this place will be the "Remove Activity" button. It is impossible to remove the first activity.

## Tips and tricks

### Application Receipt

When an applicant submits application to NRA, OpenRIMS creates a simple uniform receipt. In case, if the legislation or SOPs require customized receipt document, a Supervisor user can develop it using docx document with EL expression included.

The detailed description of application receipt customization can be found for the electronic help of [images.design](#) resource.

Administrate Authorities and Users ▾ Processes ▾ Configurations ▾ Import ▾ System settings ▾ Exit

Resources

Search Add

	Data Configuration URL	Additional information
<input checked="" type="checkbox"/>	<a href="#">images.design</a>	Images that are using in the site design - logo, etc
<input type="checkbox"/>	<a href="#">pharmacy.new.invoices</a>	Allows download invoices to register a new pharmacy
<input type="checkbox"/>	<a href="#">pharmacy.employee.agreements</a>	This resource contains all sorts of agreements between a pharmacy owner and an employee, as well as a usage guide
<input type="checkbox"/>	<a href="#">pharmacy.registration.finalization</a>	Registration certificate and letter
<input type="checkbox"/>	<a href="#">ws.new.invoices</a>	
<input type="checkbox"/>	<a href="#">ws.employee.agreements</a>	Employee agreements for wholesaler
<input type="checkbox"/>	<a href="#">ws.registration.finalization</a>	Wholesaler final documents
<input type="checkbox"/>	<a href="#">pharmacy.new.cover</a>	Cover letter for Pharmacy application both new and renewal
<input type="checkbox"/>	<a href="#">ws.new.cover</a>	Cover letter for wholesaler
<input type="checkbox"/>	<a href="#">importer.new.cover</a>	Cover letter for Importer
<input type="checkbox"/>	<a href="#">importer.invoices</a>	Invoices Templates for Importer
<input type="checkbox"/>	<a href="#">importer.employee.agreements</a>	Employee agreements for Importer

Help EL reference help Save

Download document template

Images

File Name	Name	Additional information
<a href="#">logo.svg</a>	01 Header logo	SVG file to place in the left upper corner of the application's header
<a href="#">LocalTermsOfUse.pdf</a>	02 Terms of use	The customized terms of use in PDF format
<a href="#">LocalPrivacyPolicy.pdf</a>	03 Privacy policy	The PDF file with the local privacy policy
<a href="#">Upload a file</a>	04 Electronic form design reference Guide	
<a href="#">ApplicationReceiptForPharmacy.docx</a>	Receipt for retail pharmacy application	
<a href="#">NewRetailPharmacy.pdf</a>	Retail Pharmacy application - main page	

10

Figure 15 Customized application receipt



## How to design the Application Electronic Form?

1. Application electronic form may be multi-page
2. The first page must contain the text field “prefLabel”
3. Split the form into pages using the following hints:
  - 3.1. Determine all possible modification
  - 3.2. For each modification outline the electronic form
  - 3.3. Place on one page all components that can be modified and, additional if ones.
4. Many pages with a little number of components on each are better compared to a little number of pages with a lot of components on each
5. The reasonable number of pages is up to five
6. Use the “persons” component to allow an undefined number of information blocks with the same structure and/or complex multi-pages information blocks, e.g., pharmacy owners, wholesaler warehouses, manufacturer’s premises
7. Use the “links” component to allow usage in application form already registered permits, e.g., valid medicine manufacturers, medicines allowed for marketing, INNs allowed to use, and legacy permit data.

Consider the following example:

Suppose a form to apply for a retail pharmacy business. The paper form contains name, address, owner’s data, business state registration documents, premise data, and premise documents. It is possible to change the address. Thus, the following pages look good:

- Name, owner
- Business state registration documents
- Premise address and documents

Despite the owner may be one, the owner data may be complex, thus multi-pages. It will be a good idea to use the “persons” component for the owner.

The “links” component is not appropriate for this example.

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## How to create a checklist?

For an applicant, the electronic checklist allows self-evaluating the application against formal National Regulatory Authority requirements.

For a workflow activity, the electronic checklist allows self-evaluating the outcome of the activity against standards and rules.

It should be noted that checklists are available only for review, and for document generation and reporting. OpenRIMS separates data collecting and data evaluation jobs.

For example, a formal requirement for CTD Module 2 review is

## INTRODUCTION

### 2.3.S DRUG SUBSTANCE (NAME, MANUFACTURER)

#### 2.3.S.1 General Information (name, manufacturer)

Information from 3.2.S.1 is included.

After the formal requirements will be formulated and approved, it should be entered into a new dictionary using Administrative-Configuration-Dictionaries

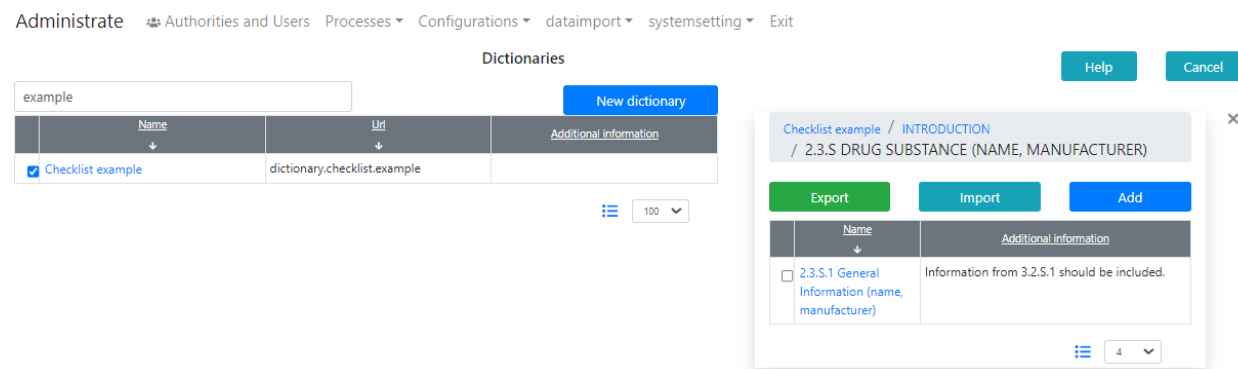


Figure 16 Checklist dictionary example

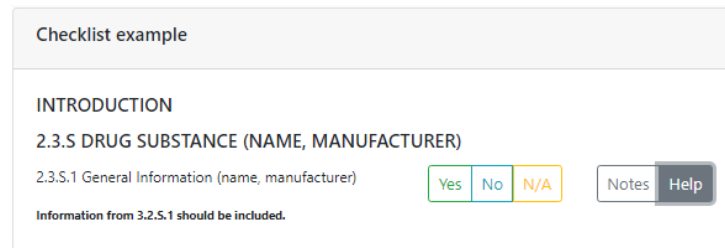


Figure 17 Checklist example

## How to run workflows?

A workflow is considered as running if at least one activity of it is not completed. A workflow starts from the first activity.

Workflows “Apply for a permit (aka Guest)”, “Modify a permit data (aka Amendments)”, “Close a permit (aka De-registration)”, and “Pre-inspection (aka Inspections)” are applications that a business applicant starts

Workflow “Collect an additional data (aka Host)” can be started:

- By schedule, as configured by the “schedules” component
- When some activity will be started, as defined in the [Activity Definition Form](#)
- Manually by “Moderator” or “Supervisor if allowed by the [Activity Definition Form](#)

Workflow “Revoke a permit (aka Shutdown)” can be started

- When some activity will be started
- Manually by “Moderator” or “Supervisor

### New pharmacy cooperative - Droplist test

[Droplist test](#) / [Screening](#) / [Review](#) / [Approval](#) / [Finalization](#) / [Submit](#)

[Cancel](#) [Send](#)

Supervisor S Supervisor

#### What's next?

	Actions	Additional information
<input checked="" type="checkbox"/>	Approve	Approve this application
<input type="checkbox"/>	Continue	

#### Scheduled

Processes	Scheduled
application.pharmacy.renew	Aug 1, 2023

[List](#) 10 [v](#)

Figure 18 Run the "Renew" application by schedule

[Renewal of pharmacy - invoice](#) / [Submit](#)

#### What's next?

	Actions	Additional information
<input type="checkbox"/>	New activity	
<input type="checkbox"/>	Reassign	Use this if you want to reassign the application to another DDA expert
<input type="checkbox"/>	Revoke a permit	
<input checked="" type="checkbox"/>	run	

#### Workflows

	Name
<input type="checkbox"/>	Conducting pharmacy inspection
<input type="checkbox"/>	Disciplinary Pharmacy Inspection

Figure 19 Run inspections manually by the moderator using the "Monitoring" feature. Please, put your attention on the "Revoke a permit" action

## How to design an application electronic form for the Modification Application?

Modification application allows an applicant to apply for minor changes to the permit data without the necessity to get a new permit. Changes can be applied to data defined on any page of the Application Electronic form

The minimal electronic form for modification application typically consists of two pages:

1. The main page must contain the read-only field “prefLabel” and, possibly, additional fields, classifiers, and documents necessary to apply for a modification
2. The modification page should contain components same classes and names as components on some pages of the Permit Application Electronic form

An example of the “Modify Pharmacy Owner” application

### Application Information

Owner

1 of 4

Pharmacy 20210924 / Next

register

April 28, 2023 000002

Name

Pharmacy 20210924

Upload required documents

File Name	Name	Additional information
backtofuture.txt	Additional Documents	Misc documents
<a href="#">Upload a file</a>	Application Letter for Modification	Application letter stating the reasons for the requested modification
<a href="#">Upload a file</a>	Pan certificate	Upload a copy of Pan Certificate
<a href="#">Upload a file</a>	Schedule 9	Upload a copy of previously obtained Schedule9
<a href="#">Upload a file</a>	Tax clearance certificate	Upload a copy of latest tax clearance certificate

Next Preview application Save Cancel

Figure 20 Main page of the modification application contains register, prefLabel, and documents

### Application Information

Owner

2 of 4

Pharmacy 20210924 / Owners / Next

Owners

Mark to remove

Name	Mark to remove
Old Duffer	<input type="checkbox"/>

[Add](#)

Pharmacy 20210924 / Owners / Next

Next Preview application Save Cancel

Figure 21 Modification page contains the component "person" with the name "Owner". It allows modifying the Owner's data in the permit

resources.manual.workflow

## How to design an application electronic form for the Close a Permit Application?

The Permit is considered closed when the permit owner has decided it and National Regulatory Authority confirmed it. To close a permit the owner should apply to National Regulatory Authority.

The minimal electronic form for the “Close a Permit (aka De-Registration)” application may consist of one main page. This page should contain a read-only “prefLabel” field, and, possibly, additional fields, classifiers, and documents necessary to apply for permit closing.

Deregister cooperative

Next

Preview application

Save

Cancel

1 of 1

empty on the first page / [Next](#)

register

April 1, 2023

000002

Name

empty on the first page

Upload required documents

File Name	Name	Additional information
<a href="#">Upload a file</a>	PAN certificate of the pharmacy	
<a href="#">Upload a file</a>	Reason to de-registration	
<a href="#">Upload a file</a>	Registration Certificate	
<a href="#">Upload a file</a>	Tax Clearance of the Pharmacy	

Next

Preview application

Save

Cancel

Figure 22 Close application main page example

resources.manual.workflow

## How to design an application electronic form for the Pre-Inspection Application?

An applicant can apply for pre-inspection of the business, before applying for a permit. Additionally, an applicant can apply for a follow-up inspection of the business to improve the business rating.

The minimal electronic form for the “Pre-inspection (aka Inspections)” application may consist of one main page. This page should contain a read-only “prefLabel” field, and, possibly, additional fields, classifiers, and documents necessary to apply for pre-inspection/follow-up inspection.

Pharmacy premise

1 of 1

Pharmacy 20210924 / [Next](#)

Name

Pharmacy 20210924

Inspection

Inspections types

	Name	Additional information
<input checked="" type="checkbox"/>	Inspection 1	
<input type="checkbox"/>	Inspection 2	
<input type="checkbox"/>	Inspection 3	

4

Next Preview application Save Cancel

Figure 23 Pre-inspection electronic form main page example

resources.manual.workflow

### What is the difference between closed and revoked permits?

Any permit can be revoked or suspended by National Regulatory Authority. The revocation invalidates the permit, however, allows the business to fix the cause and apply again.

Unlike revoked, the permit is considered closed when the permit owner has decided it and National Regulatory Authority confirmed it. The closed permit cannot be applied again.

resources.manual.workflow

## How to review the information collected?

For any given permit, OpenRIMS collects application data, and additional data collected in all workflows related to a permit.

This information is available for review in the application dashboard, To Do and Monitoring lists, and in publicly available electronic forms.

To determine access to the information collected OpenRIMS applies the following rules:

1. Only public information from closed and valid permits is publicity available
2. For an NRA employee access restricted by workflows allowed
3. Applicants can fully access all own permits

### New Retail Pharmacy - Individually Owned

Application for New Retail Pharmacy registration, where the pharmacy is owned by up to 5 individuals.

#### 2022-11-08 pharmacy

- [2022-11-08 pharmacy](#)
- [Classifiers](#)
- [Owners](#)
- [Pharmacists](#)
- [Payment](#)
- [Schedule 8](#)

#### Data collected

- Jul 27, 2023 Pharmacy premise/Check the application
- Jul 27, 2023 Pharmacy premise/Approve the inspection
- Jul 27, 2023 New Retail Pharmacy - Individually Owned/Screening
- Jul 27, 2023 New Retail Pharmacy - Individually Owned/Finalization

Figure 24 This form is used by the Application Dashboard, Monitoring All, and Publicity Available. Click on the link to expand

## Application Information

### Notes

#### New Retail Pharmacy - Individually Owned

[Next](#) [Preview application](#) [Save](#) [Cancel](#)

1 of 6

20220121 pharmacy / [Next](#)

register

January 21, 2022

APPLICATION-PHARMACY/000129

Email Address

qwe@gmail.com

Phone Number

111111111111

Pharmacy Detail

Name

20220121 pharmacy

[Check if pharmacy name exist](#)

Name in Nepali

20220121

Name of Tole

trial ?

Premises documents

File Name	Name +	Additional information
ma.txt	Certificate of Land Ownership or Lease Agreement	Upload either a certificate of land ownership for the premises or a Lease agreement with the owner of the premise.

Figure 25 This form is used by Do and Monitoring lists. Click on Application Information to review the data collected by workflows



## Which action should be selected for the activity?

When the executor submits an activity, OpenRIMS proposes a set of actions. Actions “Continue” and “New activity” are always available. The action “Continue” allows the selection of the next activity and an executor of it. The action “New activity” allows the run of any available activity concurrently with the current one.

The activity configuration allows adding other actions using the “Finalize” section

Finalize

	Name	Additional information
<input type="checkbox"/>	ACCEPT	ACCEPT
<input type="checkbox"/>	COMPANY	COMPANY
<input type="checkbox"/>	DECLINE	DECLINE
<input checked="" type="checkbox"/>	NO	NO

Figure 26 The “Finalize” section in the activity configuration form

- “No” will not add any actions
- “ACCEPT” adds the action “Approve”. This action finalizes the workflow. The selection of this action is the same as stamping “Approved” on a document.
- “COMPANY” adds the action “Approve”. It is a special case only for company registration workflows
- DECLINE adds action “Decline”. This action finalizes the workflow. The selection of this action is the same as stamping “Decline” on a document.

It is possible to customize and translate names of “Finalize” choices in the activity configuration using dictionary “dictionary.system.finalization”

Administrate Authorities and Users Processes Configurations dataimport System settings Exit

Dictionary

dictionary.system.finalization

New dictionary

	Name	Id	Additional information
<input checked="" type="checkbox"/>	Finalize	dictionary.system.finalization	Finalize

100

Help Cancel

Finalize

	Name	Additional information
<input type="checkbox"/>	ACCEPT	ACCEPT
<input type="checkbox"/>	COMPANY	COMPANY
<input type="checkbox"/>	DECLINE	DECLINE
<input type="checkbox"/>	NO	NO

4

Figure 27 Finalization actions dictionary

It is possible to customize and translate names of action using the Administrate-Processes-Actions feature

Administrate Authorities and Users Processes Configurations d

Processes / Actions

Submit actions

	Name	
<input type="checkbox"/>	Approve	Approve this application

Figure 28 Administrate-Processes-Actions feature allows customizing and translation names of activity submit actions

## How to pass workflow to the Branch Office?

A workflow starts from the first activity. The NRA executors will be selected using the following sequence:

1. Select the office – the main office or a branch office
2. Select employees in the selected office that suit workflow access rules and role
3. If any executor had been found, select Secretary in the selected office that has access to the workflow
4. If executors are still not found, select Supervisors in the main office
5. In case any executor has been found, the activity doesn't start

The office selection depends on the field “Address URL” in the activity configuration. If this URL is empty, the main office will be selected, otherwise, the office that serves the address from the application electronic form.

For example

- The Address URL in the configuration of the first activity is “premise.address”
- The activity executors will be selected from the Branch Office that is serve the district or province listed in the address defined anywhere in the application electronic form under the URL “premise.address”

The territory served by the office may consist of first-level administrative units (provinces) or second-level administrative units (districts). Search for details in the documentation or ask the community for help.

Workflow access and roles are defined individually for each NRA employee in the feature “Administrative Authorities and users

Authority / Ministry of Health and Population			Executives / Department of Drug Administration		
Search		Add	Search		Add
	Name ↓	Additional information		User name ↓	Additional information
<input checked="" type="checkbox"/>	Department of Drug Administration	Government of Nepal established Department of Drug Administration (DDA) in 1979 A.D (2036/07/01 B.S.) erstwhile under Ministry of forest & soil conservation and		Henry Poindexter	The horseman
				Irina Dudchenko	To configure and testing

Figure 29 Office, Roles, and workflow access are defined individually for each NRA employee

The fallback executor selection procedure will be necessary to avoid excess system management complexity:

1. The office secretary is always responsible for the incoming application and can re-route it to the right executor.
2. The central office supervisor can re-route it to the right office secretary and fix the issue

It is possible when the first activity will be assigned concurrently to many executors. For the first activity, the first finished activity will win, and the rest will be canceled. Thus, it is impossible to execute the first activity concurrently.

### What is background activity?

A background activity intends to collect data out of the workflow's sequence. For example, payment confirmation, validation of documents, etc.

A background activity starts when the first activity starts and can be completed at any time.

A background activity does not allow actions after completion.