Saudi Food & Drug Authority

User Manual

Local Food Establishments Registration and Licensing System

Saudi Food and Drug Authority
Food Sector
The Executive Dep. for Local Markets Control
Registration and Licensing Department

Version 1.0

Kingdom of Saudi Arabia
Saudi Food & Drug Authority
Food Sector
The Executive Department for Local Markets Control

المملكة العربية السعودية
الهيئة العامة للغذاء والدواء
قطاع الغذاء
الإدارة التنفيذية للرقابة على الأسواق المحلية

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User Manual Overview

Saudi Food and Drug Authority (SFDA) is a Saudi authority responsible for following up the safety of foods and drugs for man and animal. In addition SFDA is responsible for ensuring the protection of biological and chemical substances as well as electronic products. The authority is consists of 3 main sectores; each sector is responsible for tracking a set of safety issues in the kingdom. These sectors are:, Food, Drugs, and Medical Devices.

SFDA system is an automated system that aims to organize, manage and automate the manual work of SFDA. The intended system is composed of a set of main subsystems; each one of them is designed to automate the related work of a specific department of the authority. In this user manual we will focus and clarify the (Local Food Establishments Registration and Licensing System) as a subsystem of the larger SFDA system.

The system was mainly designed to enable SFDA clients and employees to manage and accomplish all Food transactions within The Kingdom of Saudi Arabia. The website would allow all food establishments and items to be registered successfully using the services provided in the system. The processes of following up, renewing and updating the registration are also available in the developed system. However; any registration process should be allowed for only those registered users who have specific created account. Hence, the system contains a specific account registration module which would allow its users to become authorized members to use the system services.

This manual will provide the intended help for all food users to navigate the website pages view the provided services and become familiar with the functionalities provided. This user manual is divided into sections; each one of them represents the functionalities implemented in a specific module of the subsystem. These modules are: creat new account, establishment account management, register establishment, search establishment request, update and renwal establishment request.

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Module (A)
Account Management

Overview

Account management module enables food subsystem to evaluate and manage its local establishment users accounts. It provides functionality for creating and modifying users' profiles, validating user credentials, and managing user settings such as passwords.

The module contains mainly six pages, the first one (*Create New Account Page*) is designed for the purpose of defining new accounts. Using this page the user can submit a registration application that will be processed by the responsible department. Once the registration was approved, the user will be receiving a specific activation email through, which he can activate the created account using the (*Activate Account Page*).

Those users who pass the account creation and activation processes could start using the system services. The gateway of starting the usage of the system services is to provide the personal credentials using the third page of the module; which is the (*Login Page*). Once the user being authenticated, he will be redirected towards the fourth page of the module; which is the (*Home Page*) that contains a list of links for its provided services.

Regarding the user credentials, and specially the password part, the module contains two supportive screens which would allow the user to manage his password. In the cases of forgetting the password, the system would allow its users to recover this problem using the fifth page of the system; which is (*Forget Password Page*). Forget Password page can be accessed using the (Login Page). In order to enable the user from having the desired option for changing the individual password, the system allows its users to change their password using the sixth page of the system; which is (*Change Password Page*). This page could be accessed using a general link in all of the services pages as well as the Home page.

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System Login

The Login page which is illustrated in (Fig. 1) below is the first displayed page in the registration and licensing system. It provides all of the common methodologies that are needed to authenticate a user on the system website. The following three functionalities which are bounded in the below image in red rectangles 1, 2 and 3 are required for all login scenarios:

1) A unique user name to identify the user.
2) A password to verify the identity of the user.
3) A login button to send the login information to the server.

In case of successful Login, the user will be redirected to the Home page with an appropriate welcome message displayed in its center. But in failure Login, a specific error will appear either if the user clicks the login button without filling in the user name / password or if the login fails because the given information were not correct.

The Login page also provides the following optional elements which support these additional functions:

A) A Register New User link that redirects users to an account registration page.
B) A Help link for users who are having trouble logging in, such as Forgetting Password.
C) An Activation Link which would allow those users who have already created new accounts and were approved to be activated.

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Figure 1: Main login page

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Create New Account

Create new account page collects the desired information from the food establishments users of Food System. In (Fig. 2) below the registered user has to insert the following sets of information. The following points summarize these components along with their fields' specifications:

A) *User Name and Password:*

In this component the user has to insert his intended credentials that will be used in the system, those information are as following:

1) Account Type: the user selects the account type from the drop down list.
2) User Name: the user must choose his own name in English language. It should not resemble and name has been used previously to insure the identification of each user successfully.
3) Password: the user has to insert a specific password to be used as a part of his login authentication attempts.
4) Confirm Password: the user has to insert the inserted password once again as a confirmation step to ensure the user correct insertion of the selected password. If the confirmation password does not match the suggested password, then a specific error message will be displayed.

B) *Establishment Detailed Information:*

In this component the user has to insert some related information to be able to use the system futures. This set of information will be used to assist the establishment in applying any further service on the Food system in a quick and easy manner. This would include:

1) Establishment Arabic Name: the user should insert the establishment name in Arabic.
2) Establishment English Name: the user should insert the establishment name in English.
3) Establishment short name.
4) Establishment Address: the user should insert a brief description for the establishment physical location.

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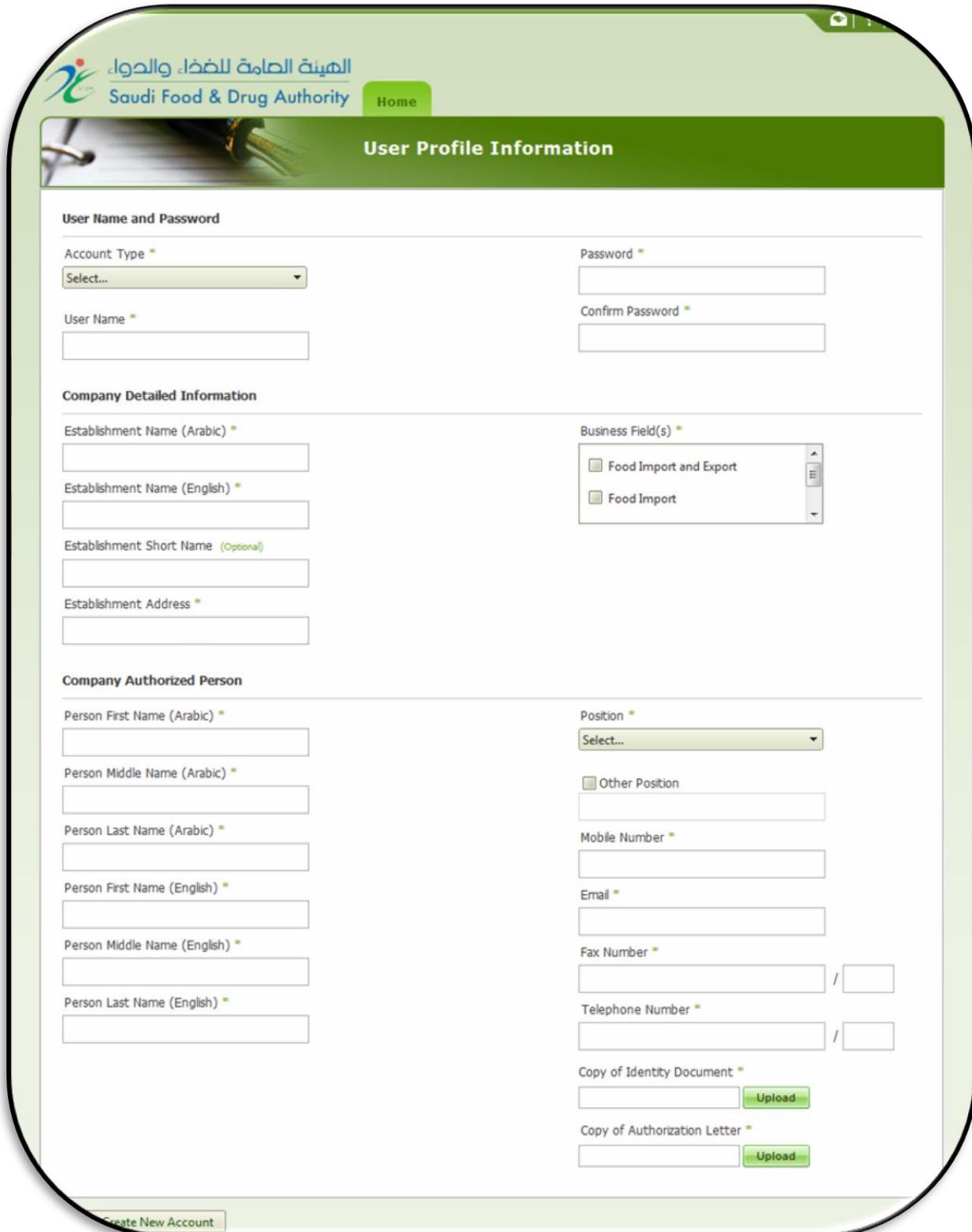قطاع الغذاء
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5) Business field(s) of the establishment: the user has to specify the establishment field of work by selecting among the available list of general establishments business fields.

C) Establishment Authorized Person:

The registration process requires having full information for one of the establishment employees to be used as contact information. This would include:

1) Person Name in Arabic: the selected employee three syllables name in Arabic should be inserted.

2) Person Name in English: the selected employee three syllables name in English should be inserted.

3) Position: the authorized person position should be specified either by selecting it from the available list of positions or by inserting it explicitly if it is not included in that list.

4) Mobile Phone Number: the user should insert the authorized person mobile phone number.

5) Email Address: the user should insert the authorized person email.

6) Fax number: the user should insert the authorized person fax number along with its extension if exist.

7) Telephone Number: the user should insert the authorized person telephone number along with its extension if exist.

8) Copy of Commercial Register: the user should upload a valid copy of the establishment commercial register confirmed by the Chamber of Commerce and Industry,.

9) Copy of Authorization Letter: the user should upload a valid copy of the establishment authorization letter.

❖ Regarding to the uploaded files, their format should be non-editable ones (i.e. either images or PDF files).

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Figure 2: Create New Account

❖ The registration process will not be completed until the user fills all of these fields. In case the user forgets to insert anything, an appropriate message will be displayed to notify him about that.

❖ Once the users complete filling all the fields required, they should click on "confirm create new account" button.

❖ Then a confirmation message will be displayed for the user (Fig. 3) in order to confirm the registration process. Similar email will be sent also for the user email to confirm the process as well.
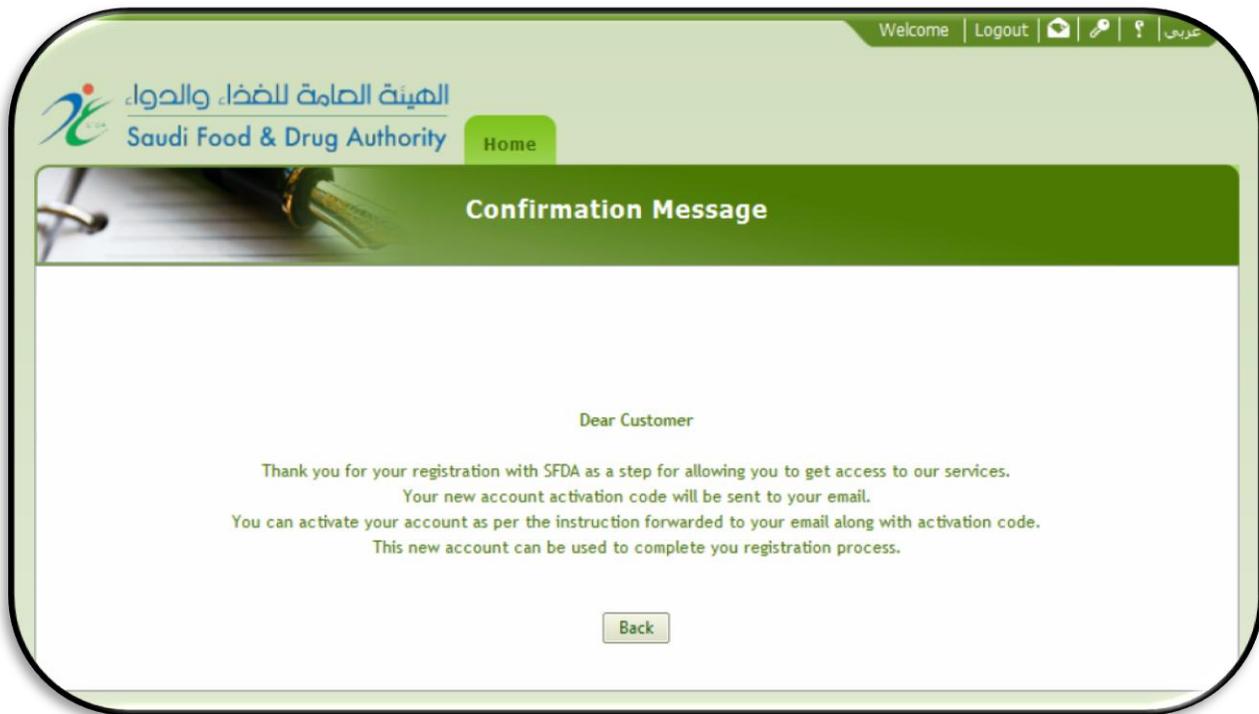
Figure 3: The Confirmation Message

Account Activation

❖ Once the request of registering a new user has been approved by SFDA local registration and licensing department, an appropriate activation email will be sent to the user email. This email will contain the inserted user credentials in the registration request along with an auto generated activation code.

❖ The next required step from the user is to activate his account using the activation link which exists in the Login Page. Once the user clicks that link, an appropriate Account Activation Popup will be displayed for the user as shown in (Fig. 4).

❖ The popup will ask the user to insert the required following information data:

1) User name.
2) Password.
3) The sent activation code.
4) Pressing the Activation button "Submit".

❖ In case the user forgets to insert any of these fields, an appropriate message will be displayed. In case the entered information was not correct, then an appropriate message will be displayed. In case of successful activation, a confirmation message will be displayed for the user.
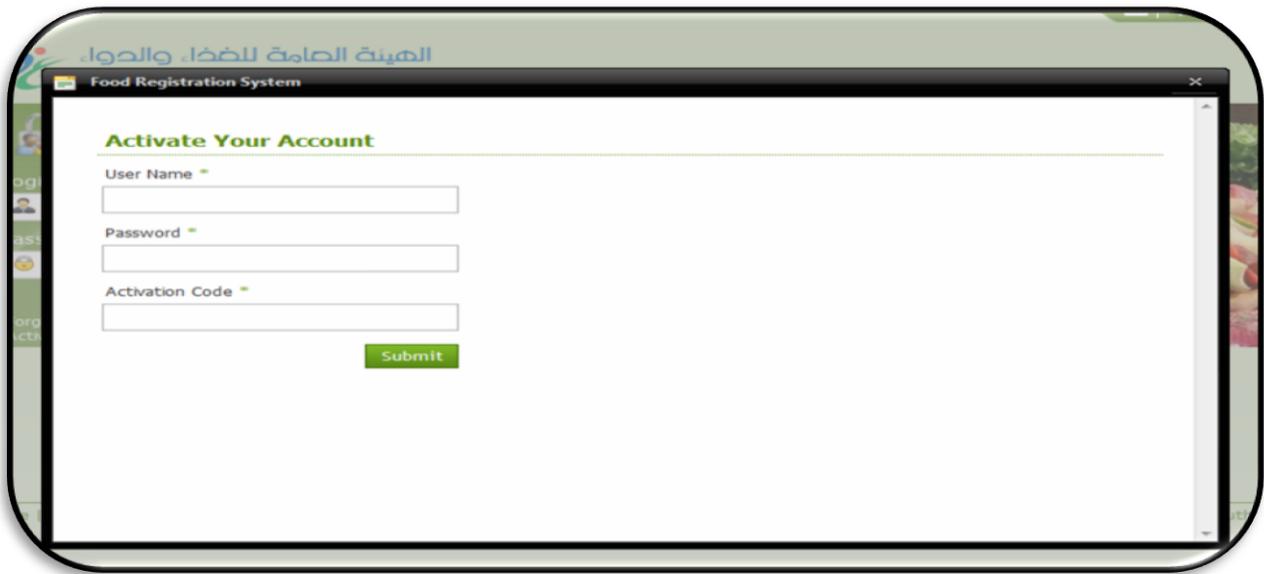
Figure 4: Account Activation Page

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Forget Password

❖ This page provides user interface elements that enable the user from making recovery for a lost password and receive it in a specific e-mail. The recovery process contains two steps; the first one is a user identity verification step, and the second one is a password recovery step. The user has to interact with these page steps as in the following points:

1) The user has to insert the user authentication information (user name and email).
2) The user has to press the button "Send Confirmation Code".
3) The user will receive the confirmation code by email.
4) The user has to insert the received confirmation code along with the new password.
5) The user has to press the "Reset Password" button in order to get a new auto generated password which would be sent in the recovery email.

❖ All of these fields are required In case the user forgets to insert any of these fields, an appropriate message will be displayed. On the other hand, if the entered information was not correct, then an appropriate message will be displayed.

❖ In case of successful recovery, a confirmation message will be displayed for the user. (Fig. 5) below exemplifies these two steps along with the associated controls with each step.
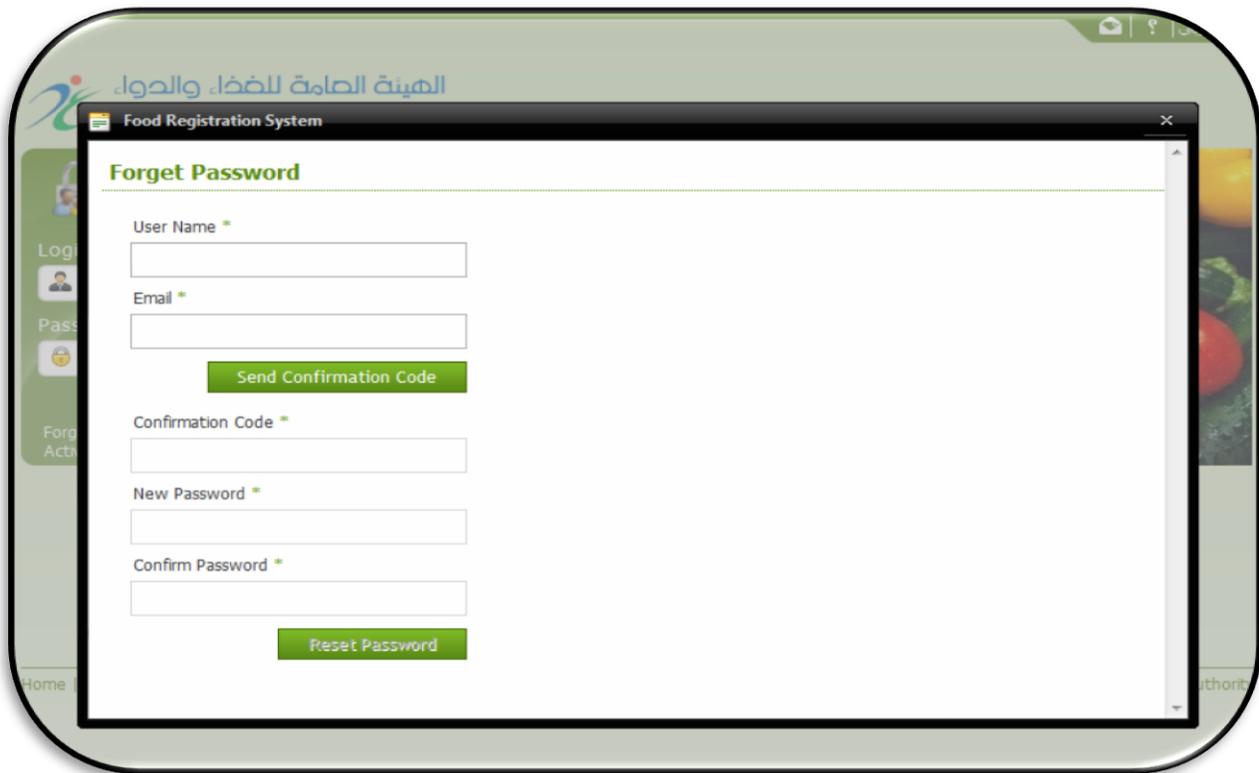
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Figure 5: Forget Password Page

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Change Password

❖ This page allows the users to change their password in the local food registration and licensing system, with possibility to keep the new password sent to them via email. This page requires the user to enter the following information:

1) User name.
2) The user old password as a user verification step.
3) The new suggested password.
4) A confirmation of the new inserted password .The new password should be inserted two times in order to make sure that the user has inserted it correctly. The new inserted password should be a different one than the old password and the confirmed password should be identical to the new password value.

❖ All of these fields are required. In case the user forgets to insert any of these fields, an appropriate message will be displayed. On the other hand, if the entered information was not correct, then an appropriate message will be displayed.

Figure 6: Change Account Password

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Module (B)
Establishment Account Management

Overview

The Establishment Management module allows all Food Establishments to be legally registered in the SFDA via Local Food Establishment Registration and Licensing System. The registration is an important process that should be renewed regularly for any local food establishment in the Kingdom of Saudi Arabia. The process is considered as an official recognition of the establishment eligibility to exercise its works.

Through this module the user can benefit from the main establishment registration process. The user can start registering an establishment by filling the specified registration form and submitting it. Once the establishment registration request is submitted, it can be followed up by the SFDA responsible department. The responsible department will take care of processing it as either approved or rejected. In case the registration request has been approved, the establishment will be allowed to register its items.

Any completed registration would be considered a legal registration for a limited period of time. Once the registration process has expired, it should be renewed using the renewal service available on this module. In addition, the system has an update service which would allow the registered establishment to update its registration information at any time. Each establishment account can follow up on its registration requests using a specific search page in the module that was mainly designed for this purpose.

In this part of the user manual we will discuss the details of these services along with the specified pages for them. The main registration, update, renewal and follow up services will be explained in details in the following sections.

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Register Food Establishment

❖ Establishment Registration service is considered an important service provided in registration and licensing System. It can be accessed via establishment menu on the Home Page of the system as shown in (Fig. 7) below.

❖ The service includes seven steps which require from the user to pass by all of them and fill their data before reaching the point of sending the request. The service is designed in a specific manner that offers the user a comfortable usage of its seven steps in order to encourage the user to apply for the service at any required time.The user can also save the entered information at any step and complete the registration process later. In case the user began the registering process and did not complete it fully; the system will allow the user to review what has been previously entered before resuming the data entry process later on.

❖ In this section of the user manual we will explain the even steps of the registration along with its pages.

Figure 7: Home Page with New Establishment Registration Link

Step 1: Establishment Information

❖ The first step of registering an establishment requires from the user to insert the full profile information about the establishment. The content of the establishment profile is initially entered during the account creation. However; in this step the user should provide more detailed information.

❖ This step includes 2 sections:

- *Request Information*: The Request Information section contains non-editable information about the created registration request. This section would appear empty until the user inserts the first step of the request. At that time, this section will be filled with some auto generated information about the submitted request. This information include:

  o The starting date of creating the request.
  o The request status (i.e. not submitted, submitted, approved, or return for update).
  o The initiator of submitting the request.
  o Reference number generated for the request (used to follow up the registration request).

- *Establishment Information*: The second section of the page is the establishment information section. The user has to insert some required data in the Establishment Profile and Establishment Address groups. This can be accomplished as discussed in the following points:

  1) <u>*Establishment Profile:*</u>

     The user will find in this group that some information is displayed as they were already inserted in the account creation process. This would include: the Establishment Name in Arabic, the Establishment Name in English and the Commercial Record Number shown in (Fig. 8) below.

     ➢ The user has to insert some additional details, such as:

        A. Establishment Short Name.

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B. Trade Issue Date (Intended date of issuance of commercial registry of the food establishment).

C. Trade Expiry Date (Intended date of ended of commercial registry of the food establishment).

D. Establishing Date (Intended date of commencement of the business of food).

E. Capital Investment (The initial value of capital established at its founding (optional)).

F. Currency (optional).

G. Number of Employees (optional).

H. Establishment Status (optional).

➢ In case the user forgets to insert any of these fields, an appropriate message will be displayed.

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Figure 8: The First Step of Establishment Registration Process *(Establishment Profile)*

(*) Indicates a mandatory field in the screen. This applies to all screens.

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2) *Establishment Address:*

➢ The user has to insert some detailed information about the establishment address (Fig. 9), such as:

A) City: The user has to select the establishment city from the drop down list.

B) Area: The user has to write a brief description of the establishment corresponding area (optinal).

C) Establishment Location: The user has to select the establishment location either inside or outside the Industrial City.

D) Street Name and Number: the user should specify the street name and number if they exist.

E) Building Number: the user has to specify the establishment building number (optinal).

F) Wasel: the user should specify the Wasel information (optinal).

G) Zip Code: the user should specify the zip code of the establishment.

H) P.O.Box: the user should specify the P.O.Box for the establishment.

I) Telephone Number (1): the user should specify the main telephone number of the establishment along with its extension, if any.

J) Telephone Number (2): if the establishment has an additional telephone line, then the user could insert it along with its extension, if any (optinal).

K) Fax Number (1): the user should specify the main fax number of the establishment along with its extension, if any.

L) Fax Number (2): if the establishment has an additional fax line, then the user could insert it along with its extension, if any (optinal).

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M) Email Address: the user should specify the main email of the establishment.

N) Website: if the establishment has a specific website, the user could insert it also (optinal).

O) GPS (X,Y): the user can specify the detailed GPS information.

> ➢ In case the user forgets to insert any of these required address information (mandatory fields), an appropriate message will be displayed to notify them about that.

❖ Once the user has filled all of the establishment profile and address information, they can save the inserted information using the **"Save"** button, then the user can go to the next step. If the user logs out from the system, their inserted information will be kept to be used once they return back to the registration application again.

❖ The final note we should bring to the user attention is that the **"Next"** button, which can also saves the user information. Thus, If the user moves directly to the next step without selecting the "Save" button, then his information would also be saved.

❖ If the user selects the city, zip code, and P.O Box "Same as the establishment address" by checking the same as the establishment address checkbox, the system will retrieve the city, zip code, and P.O Box information as filled in the registration address. Otherwise the user has to fill in the corresponding address fields.

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Figure 9: The First Step of Establishment Registration Process (Establishment Address)

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3) *Authorized People:*

❖ Once the user inserts the establishment information in the first step, they will be directed through the registration application to part three in this step. This part is concerned of inserting the related information of the authorized people of the establishment. During the account creation process, the user is asked to insert the related information of one authorized person in order to be used for contact purposes. This part will allow the user to insert the related information of other employees in the establishment for the same purpose. The step will display initially the inserted information of the authorized person that was inserted in the account creation process.

❖ The page will allow the user to insert a new authorized person as shown in (Fig. 10) below and update the inserted information of this authorized person.

❖ The page contains two main parts:

✓ The first part represents the main components of the authorized person information.

✓ The second part represents a grid of the inserted authorized people.

❖ In case the user has to define a new authorized person, then they should insert the following information:

1. Person Name in Arabic: The user should insert the employee 3 syllable-name in Arabic.

2. Person Name in English: The user should insert the employee 3 syllable-name in English.

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3. Role: The authorized person role (position) should be specified by selecting it from the available list of roles.

4. Mobile Phone Number: the user should insert the authorized person mobile number.

5. Email Address: The user should insert the authorized person email address.

6. Telephone Number: The user should insert the authorized person telephone number.

7. Fax Number: The user should insert the authorized person fax number.

8. Commercial Registry: The user can upload a copy of the establishment commercial registry certificate (optional).

9. Authorization Letter: the user can upload a copy of the establishment authorization letter (optional).

❖ As for the uploaded files, their format should be non-editable (i.e. either images or PDF files).

❖ The Identity Document and the Authorization Letter (additional document) are not required for inserting a new person. However; if they already exist then it is preferred to upload them. For the other information required, if the user forgets to insert any of them, an appropriate message will be displayed to notify them about that.

❖ Once the users finish the information filling process, they should press the Add button. The new inserted authorized person will be displayed in the authorized people grid. The user could insert as many authorized persons as they wish using this step.

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❖ In case the user wants to save the inserted information in this step, they can use the **"Save"** button. The user can navigate to the next (third) step using the **"Next"** button or return back to the first step using the **"Back"** button.

❖ In case the user wants to update the inserted information of a specific inserted authorized person, then the user should: Press on the update button of that person record in the grid:

    a) Update the authorized person information that will be displayed in their controls.

    b) View the uploaded Identity Document and Authorization Letter documents by pressing on their displayed links.

    c) Update the uploaded documents as needed by pressing on the pen icons.

    d) Press on the **"Save"** button. This would save the updates made on the information of the selected authorized person.

    e) When the user applies the intended updates, the updated record will be displayed in the authorized people grid. Once the updates were saved, the **"Add"** button will be enabled again and the **"Save"** button will be disabled.

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Figure 10: The First Step of Establishment Registration Process *(Authorized People)*

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Step 2: Headquarter Address

❖ The second step of the registration process requires from the user to specify the main headquarter address of the registered establishments. The user has to insert some detailed information about the headquarter address (if the address of the establishment is same as the headquarter address the user should select "same as establishment address" as shown in (Fig.11), if not the user should fill the required information such as:

a) City.   b) Area.   c) Establishment Location.
d) Street Name.   e) Building Number   f) Wasel.
g) Zip Code.   h) P.O.Box.   I) Telephone Number (1).
j) Telephone Number (2). k) Fax Number (1).   l) Fax Number (2).
m) Email Address.   n) Website.   o) GPS (X,Y).

❖ Upon completion of filling information .please click **"NEXT"** button to move in to the next step.

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Figure 11: The Second Step of The Establishment Registration Process

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Step 3: Business Activities

❖ The third step of the registration process requires from the user to specify the main business activities of the registered establishments. This can be done as follows:

1) The user has to navigate the available list of business activities which are shown in (Fig.12) below.
2) The user has to use the selection keys to select one or more item.
3) In the case of selection of "manufacturing activity" will show the user a range of manufacturing processes which must be chosen one or more of these special operations actively established.

❖ The selection process of the establishment business activities is a mandatory step. The user has to specify at least one business activity of the registered establishment before moving on to the next registration steps. Once the user specifies the intended business activities of the establishment, they can save the inserted information or move to the next step.

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Figure 10: The Third Step of The Establishment Registration Process

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Step 4: Production Information

❖ The fourth step of the registration process requires from the user to fill the following details as shown in (Fig. 13):

1) *Production Information:*
   a. Annual Production Capacity: same as what is written in the Commercial Register.
   b. Actual Annual Production: the actual production for one year.

2) *Storage Capacity:*
   a. Dry stores (number, capacity and type: raw, final materials).
   b. Chillers stores (number, capacity and type: raw, final materials).
   c. Freezers stores (number, capacity and type: raw, final materials).

3) *Storage Destination of Production:*
   ➤ The proportion of marketed production: shows only the proportion of marketed production in the local market and the proportion of marketed production for export to be the overall percentage of the local market and export 100%. (Local food establishments do not need to add a percentage of production in the national market).

4) *Location of Production Exclude:*
   ➤ In order to give an overview of the site established food and the surrounding areas, where the user can use the selection keys surrounded green arrow (Fig. 13) below for the transfer of the required elements of the rectangle I to rectangle II and these buttons allow the user to positioning excluded from production, or exclude specific sites from the second rectangle to first rectangle or re-locations excluded from production processes selected to the first rectangle (optional).

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Figure 13:The Fourth Step of The Establishment Registration Process

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Step 5: Food Safety & Hygiene

❖ The fifth step of the registration process requires from the user to answer the following questions:

> ***Food Safety & Hygiene System:***

    a. ISO Certificates Are Available?
        i. Yes (choose from the following two options)
            1. ISO 9001.
            2. ISO 22000.
        ii. No (go to the next question).
    b. Do You Have HACCP Systems?
        i. Yes "if yes ,the system should ask the user to upload the HACCP Systems as shown in (Fig. 14)".
        ii. No (go to the next question).

> other hygiene systems such as (Fig. 15):

    1. SOP.
    2. SSOP.
    3. Cleaning and Disinfection.
    4. Water Supply Control.
    5. Best Control.
    6. Training Program of Employees.
    7. GMP.
    8. GHP.

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Figure 14:The Fifth Step of Registration Process

Figure 15:The Fifth Step of Registration Process

Step 6: Supporting Documents

❖ The sixth step of the registration process requires uploading the supporting document for the registered establishment (Fig. 16).

Figure 16:The Sixth Step of Registration Process

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1. Location Map:

The user must attach a map location of the establishment to be register (and it is a graphic draw of the site of food establishment).

2. A copy of Commercial Registry:

The user must attach a valid copy of the Commercial register confirmed by the Chamber of Commerce and Industry.

Model: Commercial Registry of Food Establishment

3. A valid copy of Municipality License:

The user must attach a valid copy of municipality license of establishment to be registed or licensed.

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Model: Municipality License of Food Establishment

4. *A copy of Civil Defance License:*

The user must attach a valid copy of civil defance license of establishment to be registed or licensed.

Model: Civil Defance License of Food Establishment

5. *A Copy of Commercial Agency Certificate:*

In case of commercial agency the user must attach a valid copy of the commercial agency certificate confirmed by the Chamber of Commerce and Industry, for the establishment to be registed or licensed.

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Model: Commercial Agency Certificate of Food Establishment

6. A Copy of Identity Card for the authorized person.

The user must attach a valid copy of national identity or passport of the authorized person.

7. A Copy of Authorization Latter:

The user must attach a valid copy of an authorization latter using to provided format.

8. A copy of the Attorney or Authorization confirmed by the Chamber of Commerce and Industry to the authorized person; in the case of a applying on behalf of a woman.
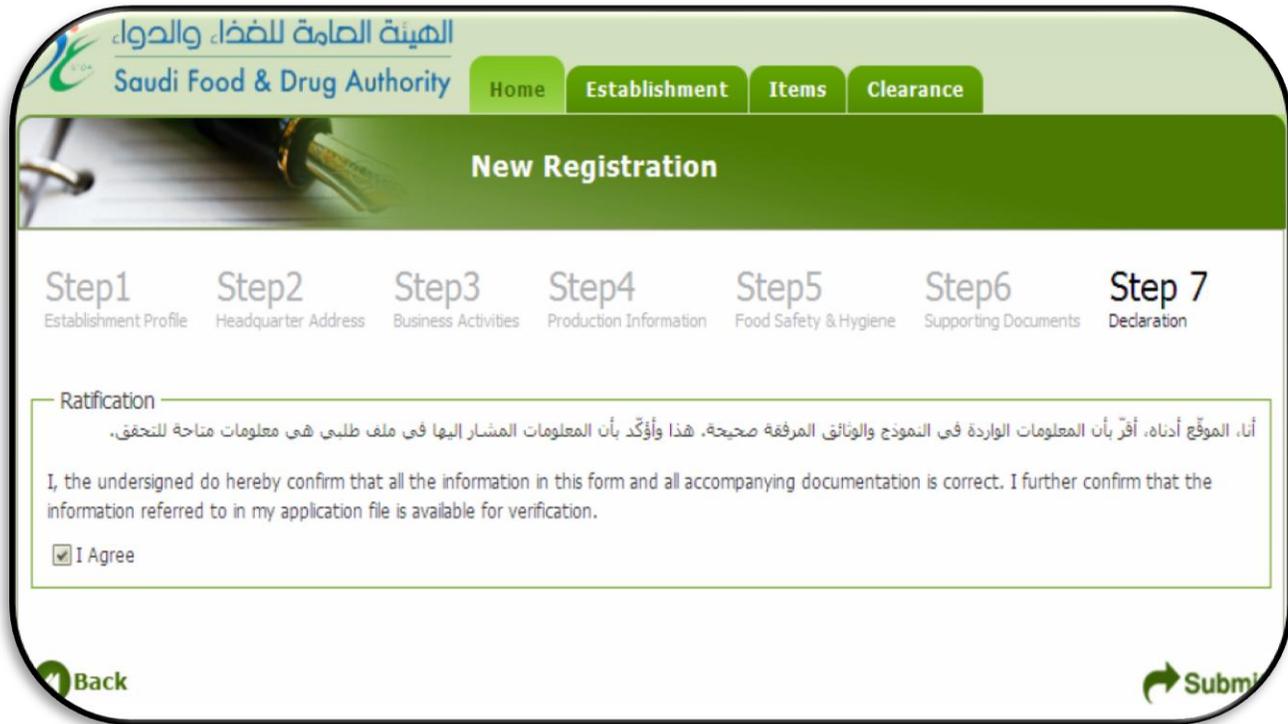
❖ Attaching and uploading the required documents, the user should:

   a. Browse the physical location of this document on the personal computer.

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     b. Upload the documents using the upload button beside the browse button.

     c. The user can insert some comments also beside each uploaded document.

❖ The format of the uploaded files; which should be non-editable (i.e. either Images or PDF files).

❖ When the user attached the document above he can click NEXT button to move in to the next step.

Step 7: Declaration

❖ The final step of the registration process steps requires from the user to affirm the truth of the information entered, pledge its availability at the intended time and verify that by clicking on the option specified for that (Fig. 17) .

❖ Next, the user is required to click the **"Submit"** button in order to send the registration request for processing it.

❖ Once the user clicks on the submit button, a confirmation message will be displayed to inform the user of sending the request for processing (Fig.18).

❖ In addition, an auto generated reference number which is needed for the cases of following up the registration request will be displayed.

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Figure 17:The Seventh Step of Registration Process

Figure 18:The Confirmation Message

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Search and Follow-up Establishment Registration.

❖ This form would allow the user to search for the establishment registration requests regardless its status. This allows the user to view the created/submitted registration requests and review the information entered in it.

❖ The page allows its users to perform a specific type of search on the created/submitted requests. The search process can be conducted based on the 4 main parts of the request information (Fig. 19), these controls are:

- Request Reference Number.
- Trade Registration Number.
- Establishment Name.
- Submission date during which the request was created / submitted.

Figure 19: Search Establishment Registration Requests

Update An Establishment Information

The user can follow the same procedures described above to modify and update any information previously submitted in the registration request, and service can be accessed by choosing *"Update Establishment Registration Request"* from the list of establishment on the home page of the system. This page offers the user the ability to modify any part of the information at any time, but it is necessary to take into account that the amendment process requires the presence of application for registration of pre-approved so it would be possible to make update to it. So, if the user tries to make the update process without the presence of previous applications for registration or if there is an application for registration is submitted has not been approved yet, the system will display a message informing the user that this service is only available for pre-registered facilities.

Renewal of Food Establishment License

Once the period of validity of the license or even a month before the expiration date of the license becomes necessary on the user to apply for license renewal, through the renewal of the license screen and can access the service from the list of the renewal of existing establishment on the home page of the system.

This page provides the user the ability to update any part of the information before sending the application for renewal, and once the user is finished reviewing the information, modify, and send the request, the request will be reviewed and then accepted or rejected. In all cases the user will receive an email shows whether the application for renewal has been accepted or rejected, if the application is accepted it will be to renew the license for a period of time new ones. And must take into account that the process of renewal can not be accessed and utilized only if there is a prior application for registration was approved and became its validity is about to expire or already expired even be possible to make a renewal. So, if the user tries to make a renewal with no previous applications for registration or if the registration period is not finished yet , the system will display a message informing the user that this service is not available due to the reasons mentioned.

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