Pharmaceuticals Licence Application and Movement Monitoring System

(PLAMMS)

USER GUIDE FOR PUBLIC

Version: 2.12

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1. DEFINITIONS AND CONVENTIONS

1.1 DEFINITIONS

Import	Import It means to bring, or cause to be brought, into Hong Kong any article.	
Export	It means to take, or cause to be taken, out of Hong Kong any article.	
Batch A defined quantity of pharmaceutical products processed in a single pro		
Number	series of processes so that the products are expected to homogenous.	

1.2 CONVENTIONS

The following acronyms are used in the text of this Guide:

DHDO	Drug Office – Department of Health
PLAMMS	Pharmaceuticals Licence Application and Movement Monitoring System
HS code	Harmonized system code
HK Ref no	Hong Kong reference no
F.O.B	Freight On Board
C.I.F	Cost Insurance and Freight
UPP	Unregistered Pharmaceutical Product

2. INTRODUCTION

The Pharmaceuticals Licence Application and Movement Monitoring System (PLAMMS) enables licensee or certificate holder to access the Internet access efficiently and reliably for their daily operational and business needs. The PLAMMS are so designed to facilities the unregistered drug enlisting before applying the import and export licence. This document provides guidelines on the steps that users will involve when using the unregistered drug enlisting in the PLAMMS.

3. CREATE AND ACTIVATE A NEW USER ACCOUNT

- 1. Please refer "Create user account" to create new user account
- 2. Activation email will send to the new user's email account. Following is the email sample:

Dear Sir/Madam,

Your request for account creation is received. The requested account has been created at 13-Jan-2014 17:12:03.

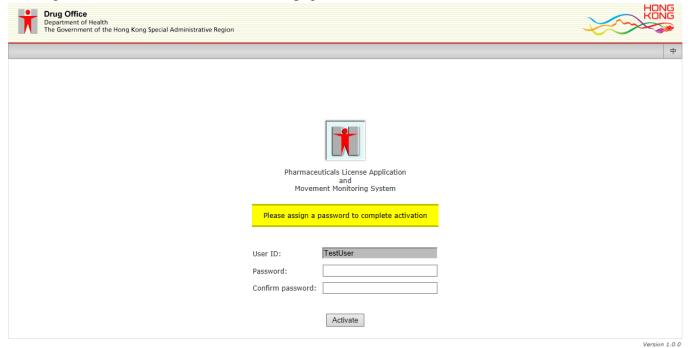
Please click below link to activate the account within 24 hours

User id: TestUser

Activation link: https://www.drugoffice.gov.hk/PlammsInterWeb/jsp/initActivation.jsp?act_code=r8yvSO8qAVUrnfgwgRaB3w%3D%3D&user_id=TestUser_Regards,

PLAMMS

- 3. New user shall click the activation link within 24 hours.
- 4. Page will be redirected to the activation page.



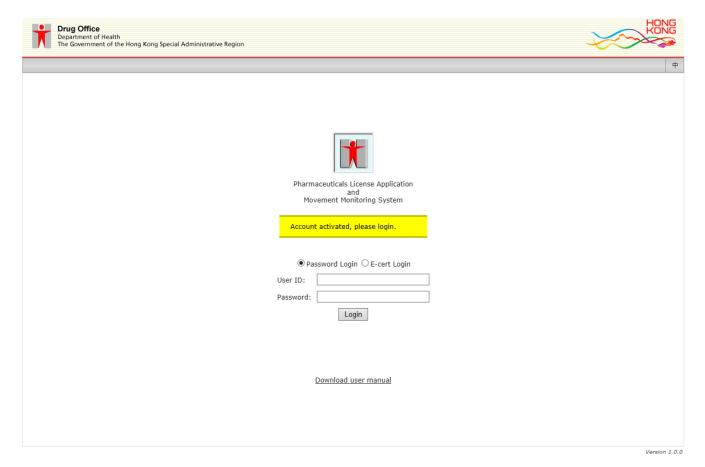
- 5. Input Password
- 6. Input Confirm password
- 7. Click "Activate" button

Validation Rules for Password:

Validation	Warning Messages
Missing password	Please input password.
Missing confirm password	Please confirm password.
Password is less than 8	Minimum password length is 8.

Violate password Policy	Violate password policy New password should contains all of below 1. Uppercase character (A-Z) 2. Lowercase character (a-z) 3. Digit (0-9) 4. Non-alphanumeric character (!@#\$%^&*()+={}[] <>?~:;,.) 5. No space
New password should not contain user id	Password should not contain user id
Password is the same as latest 10 password (If the account is re-activate)	Password was recently used (10 times) and is not valid for reuse.
Password and confirm password do not match	Password and confirm password do not match.

Login page will be shown if passed the validation.



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4. REACTIVATE USER ACCOUNT

- 1. Follow the steps of "Create user account" at "User Guide Supervisor"
- 2. Reactivation email will send to the user's email account. Below shows the email sample:

Dear Sir/Madam,

Your account is reset at 13-Jan-2014 17:18:31.

Please click below link to re-activate the account within 24 hours

User id: TestUser

Activation link: https://www.drugoffice.gov.hk/PlammsInterWeb/jsp/initActivation.jsp?act_code=3HAY690ai9FBIRK5hl4sVw%3D%3D&user_id=TestUser

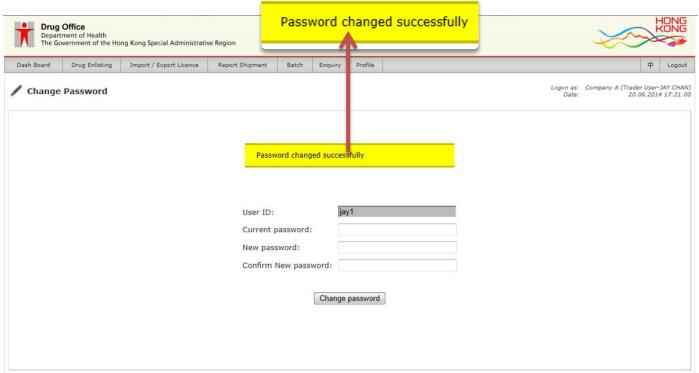
PLAMMS

- 3. Click the activation link within 24 hours.
- 4. Follow the steps 4 7 of "Create and activate a new user account" to assign a new password.

Validation Rules for New Password:

Validation	Warning Messages
Missing current password	Please input current password.
Missing new password	Please input new password.
Missing confirm new password	Please confirm new password.
New password and confirm new password not match	New password and confirm new password do not match.
Current password is not correct	Invalid information, please verify that the user ID and the current password are correct.
Password is less than 8	Minimum password length is 8
Violate password Policy	Violate password policy Password should contains all of bellows 1. Uppercase character (A-Z) 2. Lowercase character (a-z) 3. Digit (0-9) 4. Non-alphanumeric character (!@#\$%^&*()+={}[] <>?:;,.) 5. No space
Password is the same as latest 10 password	Password was recently used (10 times) and is not valid for reuse.

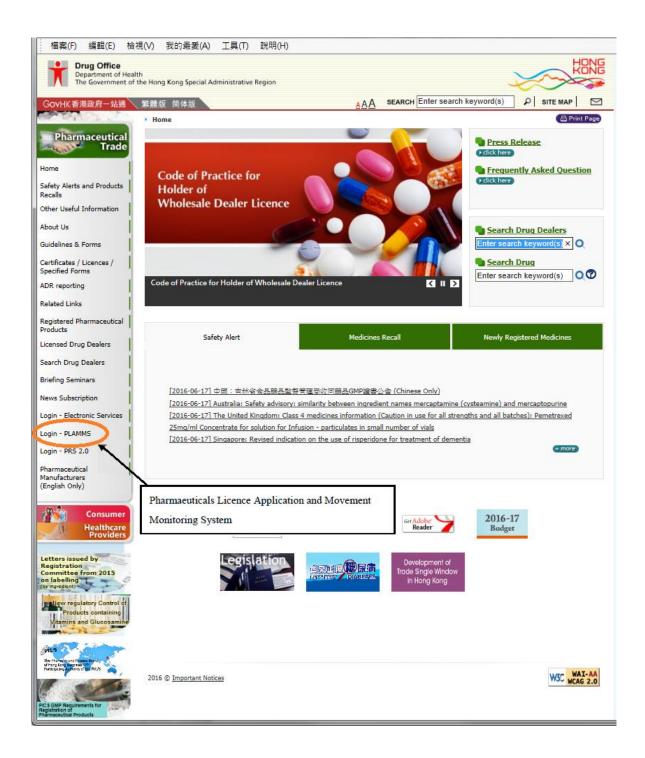
If the validation has been passed, "Password changed successfully" will be shown.



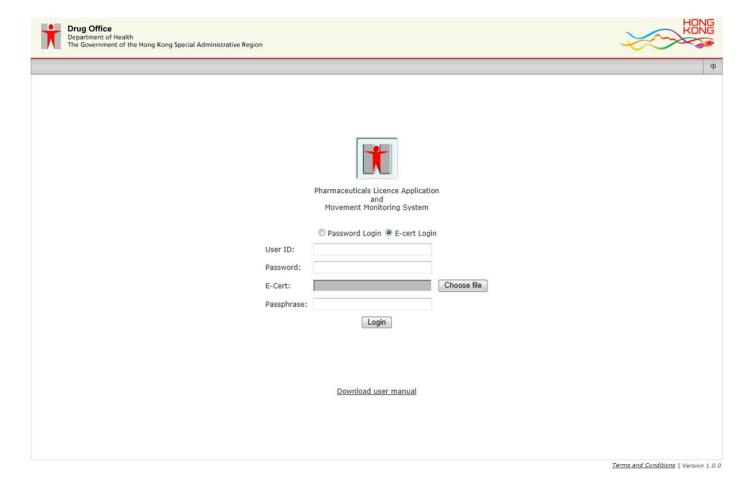
5. USER GUIDE

5.1 LOGIN AND DASH BOARD

1. Enter PLAMMS via Drug Office website (<u>www.drugoffice.gov.hk</u>) → Pharmaceutical Trade → Login - Pharmaceuticals License Application and Movement Monitoring System (PLAMMS)



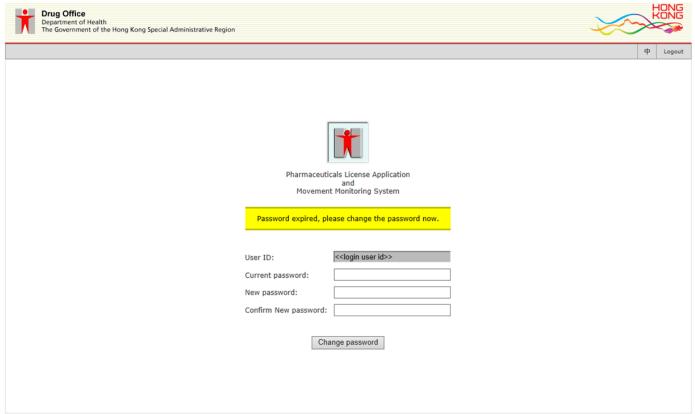
- 2. Drug Office website will open a new window popup for PLAMMS Login page.
- 3. Select "E-cert Login"
- 4. Select the e-cert from file system
- 5. Input passphrase
- 6. Input password
- 7. Click "Login" button, page will redirect to "Dash Board" page



Validation Rules for User Account Login:

Validation	Warning messages
Trader supervisor account used password login	Trader supervisor should login via e-cert login
Missing user ID	Please input user ID
Missing password	Please input password
Missing ecert file	Please select ecert file
Missing passphase	Please input passphase
Fail to open p12 file	Fail to open p12 file
Passphase/ ecert is not valid	Passphase/ ecert is not valid
User ID or password incorrect	User ID/ password incorrect
User account is not activated	Account need activation, please check your registered email
User account is suspended	User account is suspended
User account is locked	User account is locked
Ecert is not issued by Hong Kong Post Office	Ecert is not issue by Hong Kong Post Office
Ecert email is not match	Ecert email is not match.
Ecert has been revoked	Ecert has been revoked
Ecert is not a valid Hong Kong Post Office Ecert (Organization)	Ecert is not a valid Hong Kong Post Office Ecert (Organizational)
Ecert's BR number is not match	Ecert br. number not match
Ecert is not yet valid	Ecert is not yet valid
Ecert has been expired	Ecert has been expired
Login session expired	Login session expired, please login again

*Remark: PLAMMS has a fine grain password policy implemented and require password change every 90 days.



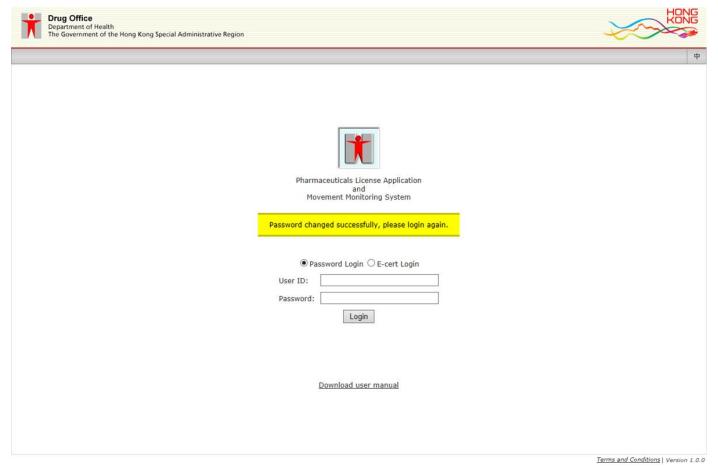
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Validation Rules for New Password:

Validation	Warning messages
Missing current password.	Please input current password.
Current password and user ID not match	Invalid information; please verify that the user ID and the current password are correct.
Missing new password	Please input new password.
Missing confirm new password	Please confirm new password.
Password is less than 8	Minimum password length is 8.
New password and confirm new password do not match	New password and confirm new password do not match.
New password should not contain user id	Password should not contain user id

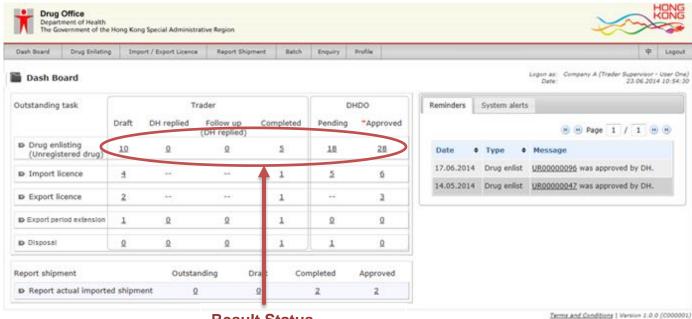
Violate password Policy	Violate password policy New password should contains all of below 1. Uppercase character (A-Z) 2. Lowercase character (a-z) 3. Digit (0-9) 4. Non-alphanumeric character (!@#\$%^&*()+={}[] <>?~:;,,) 5. No space
Password is the same as latest 10 password	Password was recently used (10 times) and is not valid for reuse.

Login page will be redirected for user to login again. User shall use the new password to login.



5.1.1 Dash Board (Page ID: C000001)

DASH BOARD is a summary of status. User could click on the result to navigate the details.



Result Status

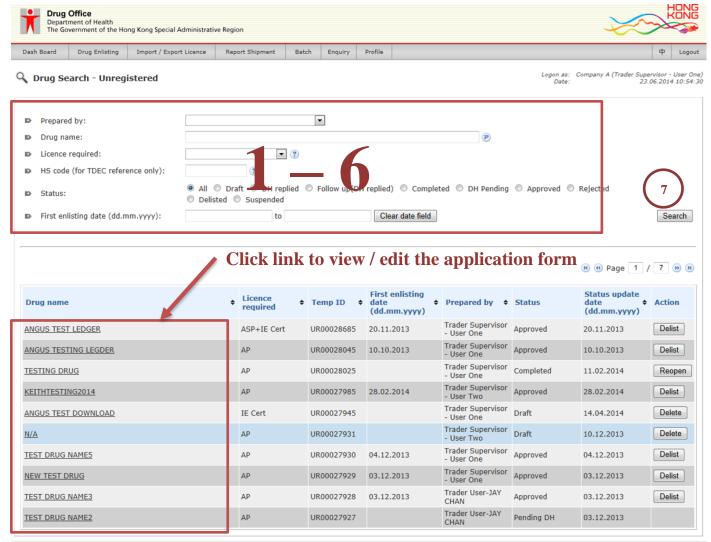
Status name	Status description
Draft	Applications are open for edit and delete.
DH replied	Applications are replied by DHDO, trader need to follow DH officer's instruction before re-submit them.
Follow up(DH replied)	Follow up application are replied by DHDO
Completed	Applications are completed by normal users / supervisors, forms are ready to submit.
Pending	Applications are pending of process in DHDO
Rejected	Applications are rejected by DHDO
Approved	Applications are approved by DHDO

5.2 DRUG ENLISTING

5.2.1 Drug Search (Page ID: C002001)

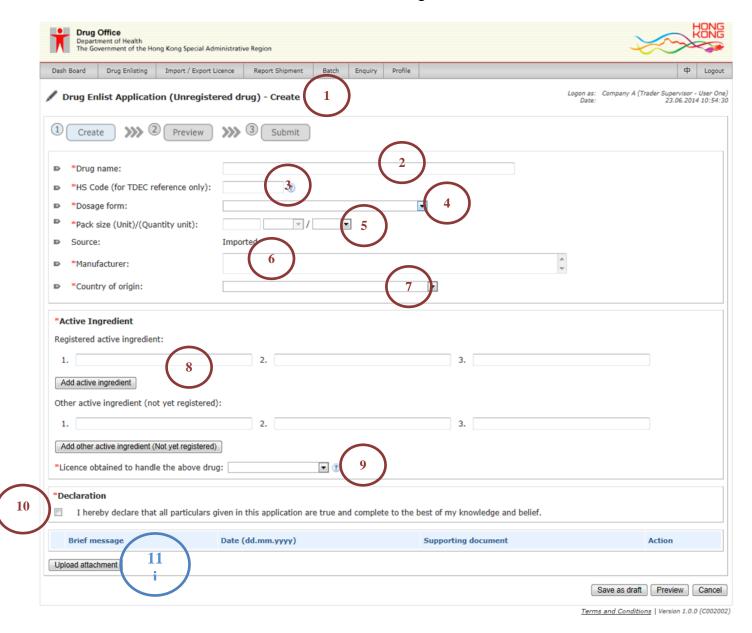
User can select menu "Drug Enlist" → "Drug Search"

- 1. Select Prepared by; or
- 2. Input Drug name (support partial match); or
- 3. Select Licence required; or
- 4. Input HS code (support wildcard search by input %%% for full list or any 3 consecutive characters); or
- 5. Select Status: or
- 6. Select First enlistment date range (all enlisted applications will be shown within this period); and
- 7. Click "Search" button, result will be displayed in the result pane.



5.2.2 Create, Preview and Submit Drug Enlist Application (Page ID: C002002)

- 1. select menu "Drug Enlist" → "Drug Enlist Application"
- 2. Fill-in the Drug name; and
- 3. Select HS Code (Input %%% for full list or any 3 consecutive characters for wildcard search); and
- 4. Select Dosage form; and
- 5. Provide Pack size (Unit/Quantity unit); and
- 6. Fill-in Manufacturer; and
- 7. Select Country of origin; and
- 8. Fill-in at least one registered active ingredient (Input %%% for full list or any 3 consecutive characters for wildcard search) or other active ingredient; and
- 9. Select Licence obtained to handle the above drug; and
- 10. Tick the checkbox of "Declaration" for the term's agreement.

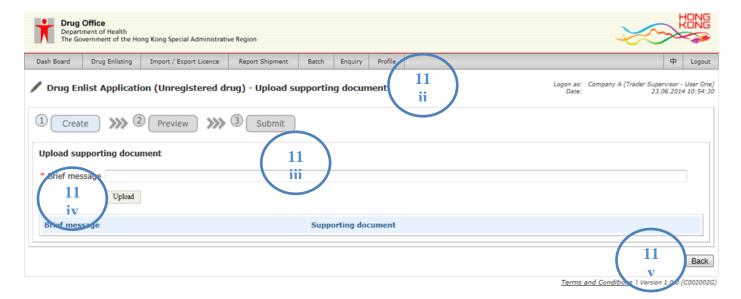


11. (**Optional**) Upload the supporting documents,

i. Click "Upload attachment" to start the upload process. (Form will be saved before uploading the supporting documents). Click "確定".

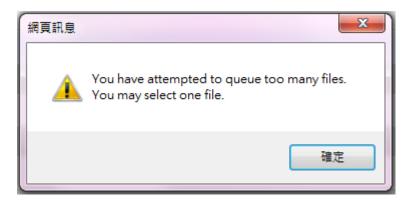


- ii. Show the "Drug Enlist Application (Unregistered drug) Upload supporting document"
- iii. Input the Brief message
- iv. Click the "Upload" button for upload supporting document.
- v. (Optional) More than one supporting document please Repeat **step iii iv**, else click the "Back" and save the Drug Enlist Application form.

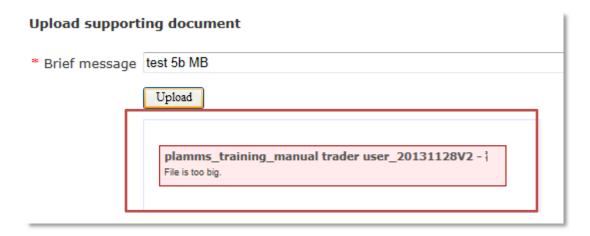


Remarks:

1. Maximum upload 10 supporting documents at the same time. Otherwise, the following warning message will be shown.



2. Each file size cannot over 5Mb. Otherwise, the following warning message will be shown.



3. The file type of the supporting document is restricted in pdf, doc and docx only.

The uploaded supporting documents will be shown in the Drug Enlist Application Form. Drug Office
Department of Health
The Government of the Hong Kong Special Administrative Region Dash Board Drug Enlist Application (Unregistered drug) - Create Create >>> 2 Preview Temp ID: UR00000098 D *Drug name: (2) *HS Code (for TDEC reference only): \blacksquare *Dosage form: *Pack size (Unit)/(Quantity unit): Imported *Manufacturer: *Country of origin: ▼ *Active Ingredient Registered active ingredient: Add active ingredient Other active ingredient (not yet registered): Add other active ingredient (Not yet registered) *Licence obtained to handle the above drug: ▼ ② I hereby declare that all particulars given in this application are true and complete to the best of my knowledge and belief. Brief message Date (dd.mm.yyyy) Supporting document Action Support document 2 23.06.2014 Delete test.docx Support document 1 23.06.2014 test.docx Delete Licensee Upload attachment Save as draft Preview Cancel Terms and Conditions | Version 1.0.0 (C002002 If the wrong supporting document is uploaded, you can click "Delete" button to delete it. Save as draft Preview Terms and Conditions | Version 1.0.0 (C002002)

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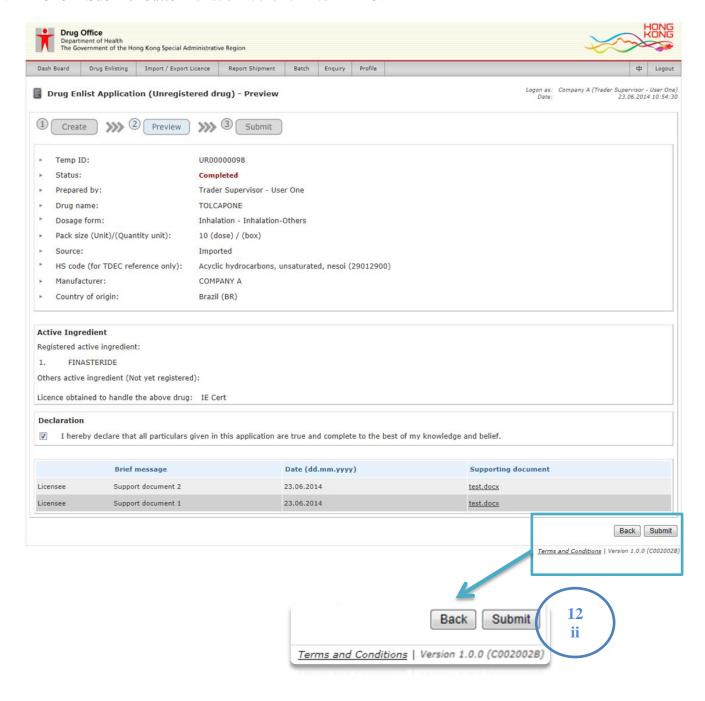
- 12. Finish the form filling, supervisor can
- i. Click "Preview" button to the Preview page

Validation Rules for Drug Enlist Application:

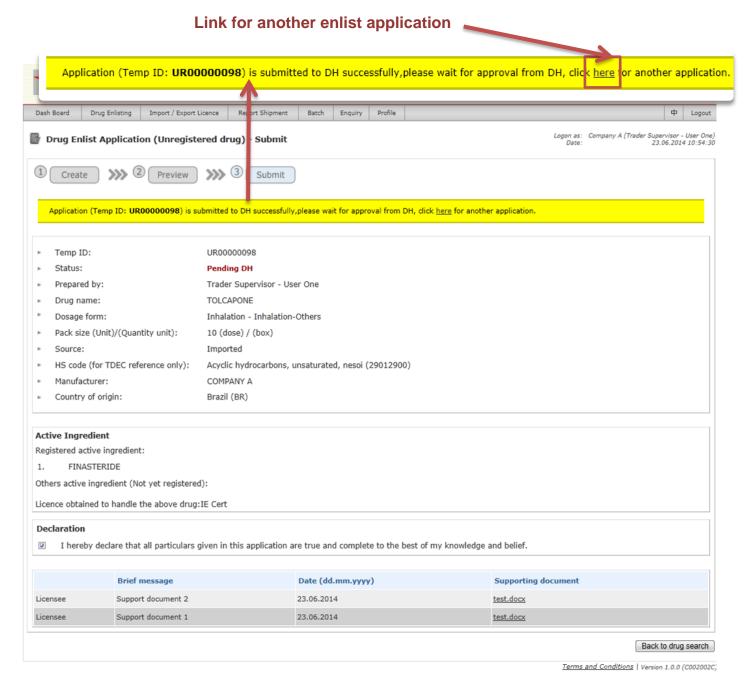
Validation	Warning messages
Missing drug name	Please input drug name
Missing harmonized system code	Please input HS code
Harmonized system code is invalid	Please input a valid HS code, a full list of HS code would be displayed if typing "LIST" in HS Code field
Missing dosage form	Please select dosage form
Missing pack size	Please input number (greater than 0.01) for pack size
Missing manufacturer	Please input the manufacturer
Missing country code	Please select country code
Missing registered active ingredient or other ingredient	Please input registered active ingredient or other active ingredient
Missing licence obtained to handle the above drug	Please select licence obtained to handle the above drug
Missing quantity unit	Please select quantity unit
Invalid registered active ingredient	XXX is not registered active ingredient, please input under "Other active ingredient" text box. Only registered active ingredients could be selected in "registered active ingredient" drop down list.
Duplicated registered active ingredient	Ingredient duplicated
Duplicated other active ingredient	Other ingredient duplicated

Preview page show the completed information, supervisor can click "Back" button to re-edit the form.

ii. Click "Submit" button for submit the form to DHDO.



The page of "Preview" information is correct, supervisor can click the "Submit" button to submit the drug enlist application.



Click "Back to drug search" button to page back at "Drug Enlist Search Page".

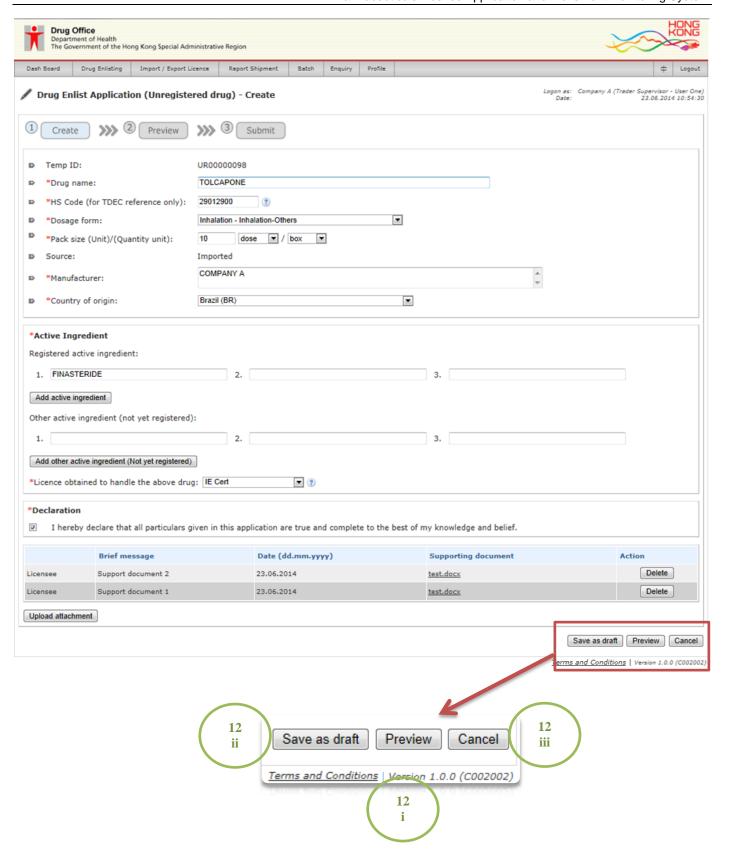
iii. Click "Save as draft" to save the draft for future editing, and Click "Confirm" / "確定" in the following pop up message box.



The successful message will be shown.



iv. Click "Cancel" to leave the form and back to drug search page



Validation Rule for Drug Name

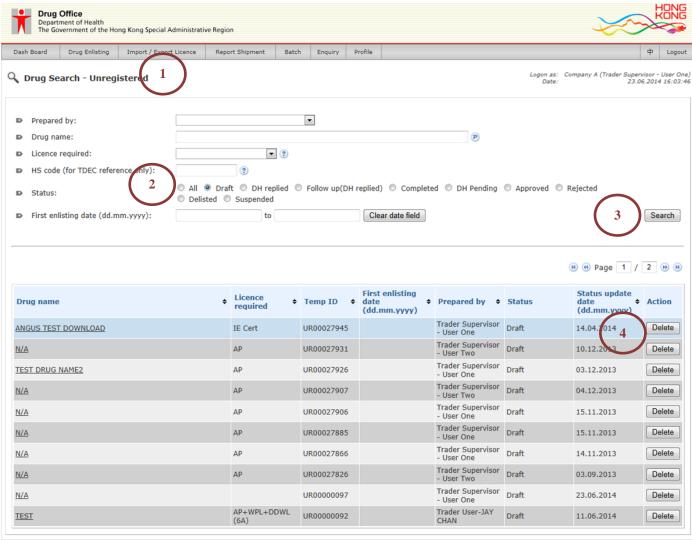
Validation	Warning Messages
System detected the drug name is duplicated to a processing or an enlisted unregistered drug	Drug name is duplicated, an unregistered drug with same name is proceeding/ already enlisted

Submit page will be shown if all data are valid, the form is sent to DHDO

5.2.3 Delete a Saved Draft (Page ID: C002001)

Only draft can be deleted, supervisor can delete draft with below steps.

- 1. Go to menu "Drug Enlist" → "Drug Search" or redirect from Dash Board
- 2. Search application with the status "Draft" selected
- 3. Click "Search" button
- 4. Click "Delete" button on related record
- 5. Click "確定" on the popup box

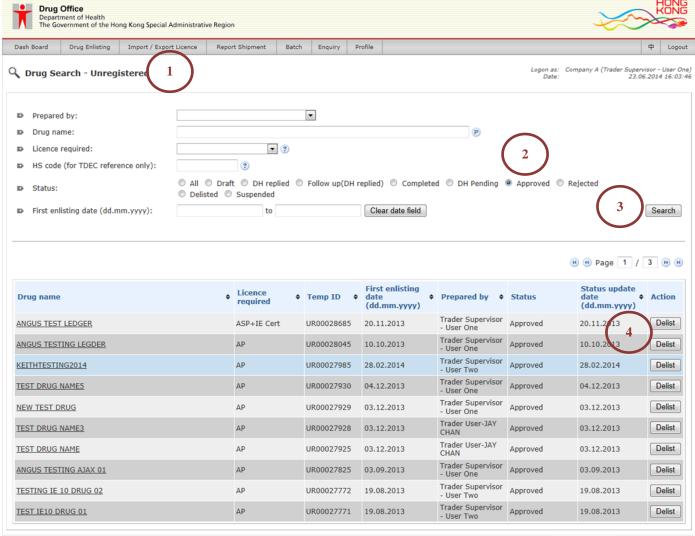




5.2.4 Delist Application (Page ID: C002001)

Only approved application can be delisted, supervisor can delist application with below steps.

- 1. Go to menu "Drug Enlist" → "Drug Search" or redirect from Dash Board
- 2. Search application with the status "Approved" selected
- 3. Click "Search" button
- 4. Click "Delist" button on related record
- 5. Click "確定" on the popup box

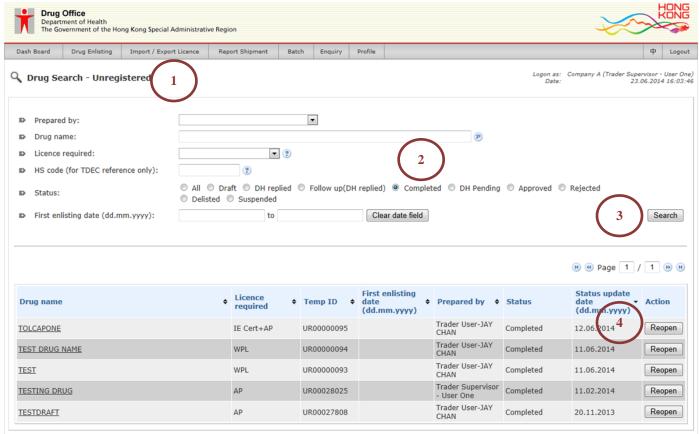




5.2.5 Completed Application (Page ID: C002001)

Supervisor can reopen the completed drug enlist application to the preparing user with below steps.

- 1. Go to menu "Drug Enlist" → "Drug Search" or redirect from Dash Board
- 2. Search application with the status "Completed" selected
- 3. Click "Search" button
- 4. Click "Reopen" button on related record
- 5. Click "確定" on the popup box





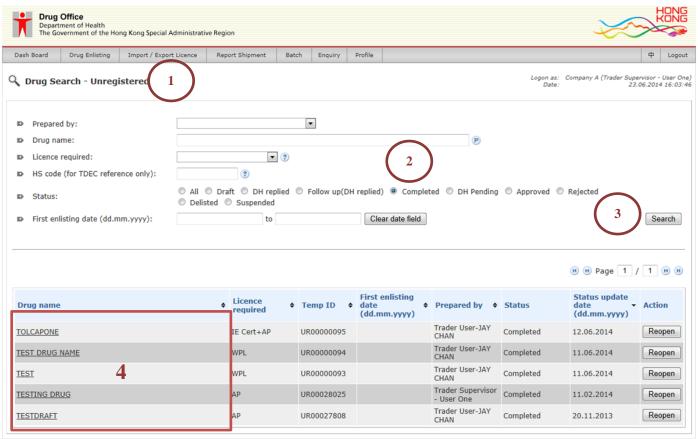
The successful message box will be shown.

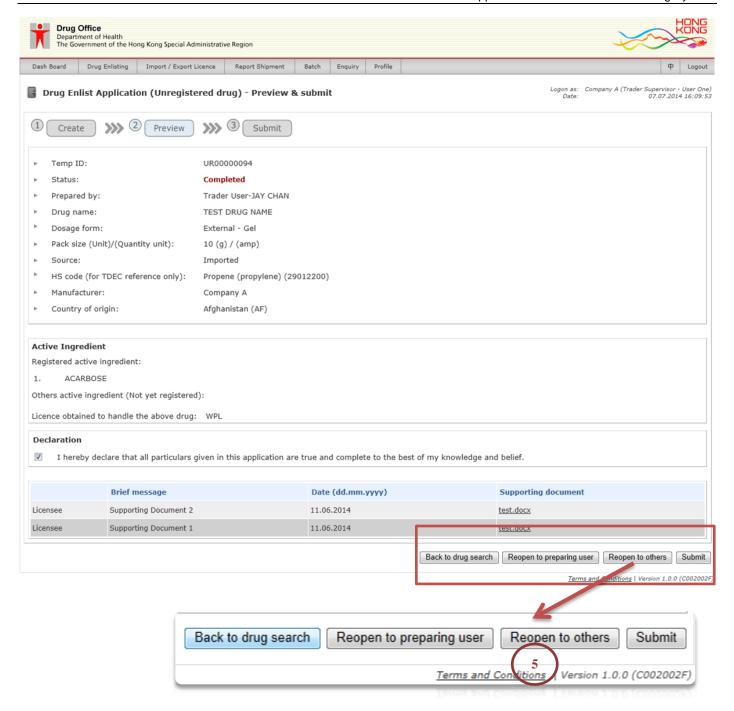


The related drug enlist application will reopen.

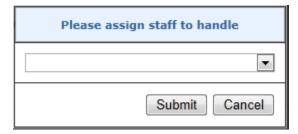
Supervisor can reopen the completed drug enlist application to the other users with below steps.

- 1. Go to menu "Drug Enlist" → "Drug Search" or redirect from Dash Board
- 2. Search application with the status "Completed" selected
- 3. Click "Search" button
- 4. Click the link to open the related application
- 5. Click "Reopen to others" button to reopen the related application to other users





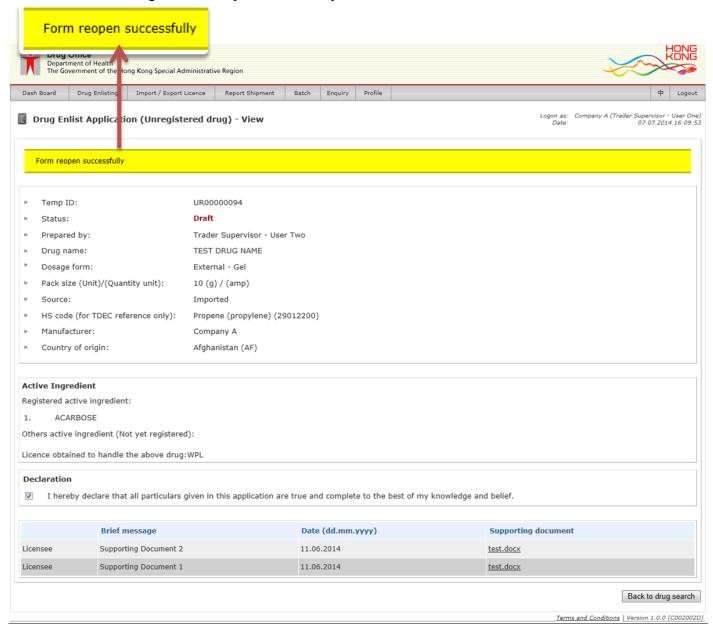
6. Select the staff to handle the related application and Click the "Submit" button



7. Click "確定" in the pop up box



The successful message "Form reopen successfully" will be shown.



5.2.6 DH Replied Application (Page ID: C002001)

Supervisor can reopen the DH Replied drug enlist application to the preparing user with below steps.

- 1. Go to menu "Drug Enlist" → "Drug Search" or redirect from Dash Board
- 2. Search application with the status "DH replied" selected
- 3. Click "Search" button
- 4. Click "Reopen" button on the related record
- 5. Click "Reopen to others" button to reopen the related application to other users



The successful message box will be shown.

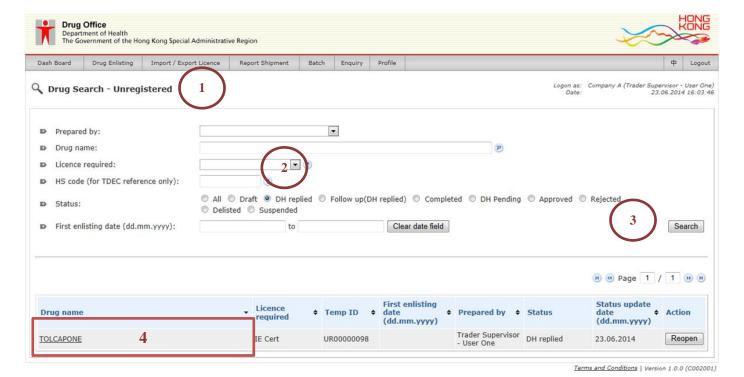


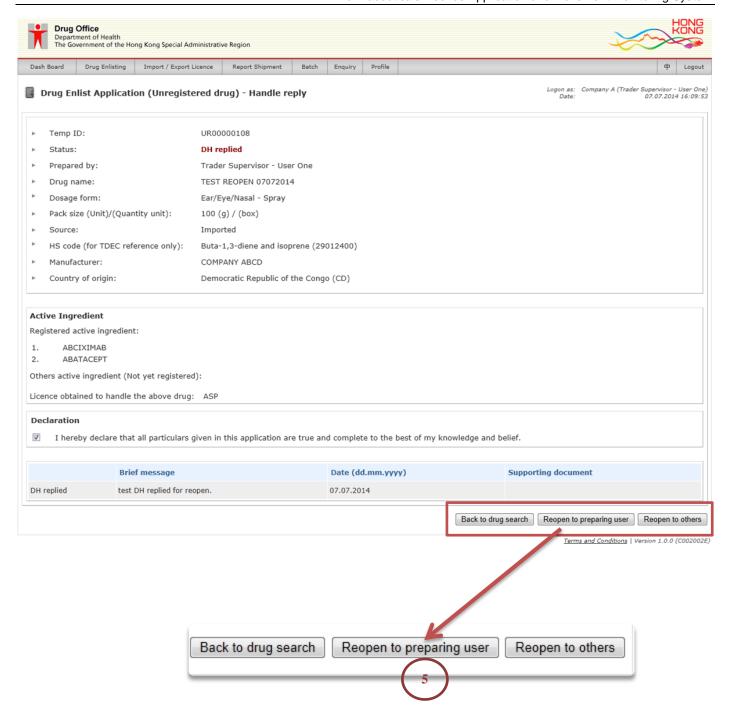
The related drug enlist application will reopen.



Supervisor can reopen the DH Replied drug enlist application to the preparing user with below steps.

- 1. Go to menu "Drug Enlist" → "Drug Search" or redirect from Dash Board
- 2. Search application with the status "DH replied" selected
- 3. Click "Search" button
- 4. Click the link to open the related application
- 5. Click "Reopen to others" button to reopen the related application to other users





6. Select the staff to handle the related application and Click the "Submit" button



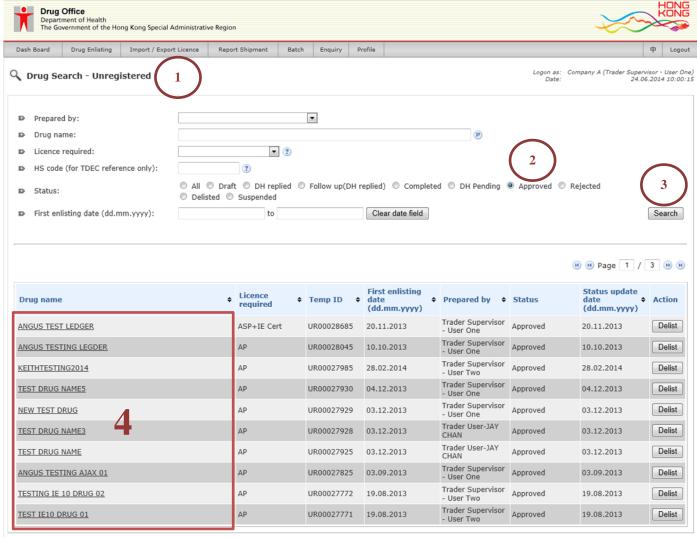
7. The successful message box will be shown.



The related drug enlist application will reopen.

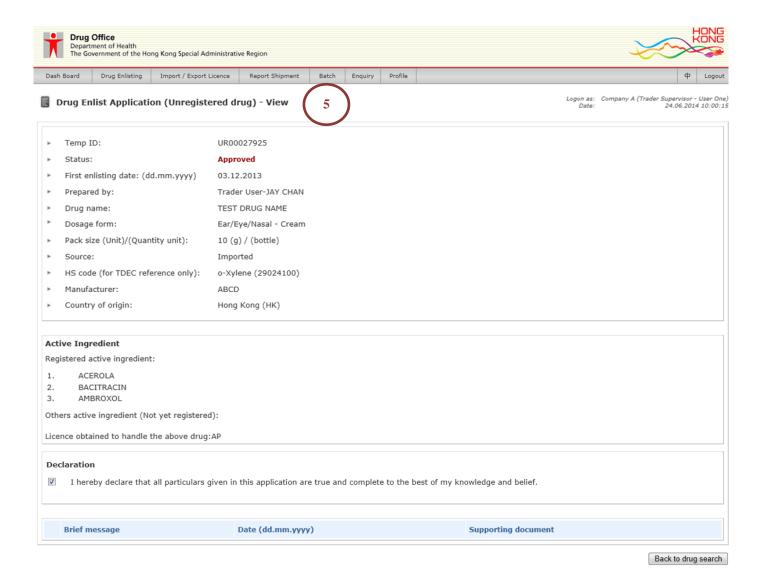
5.2.7 Printing Approved Application (Page ID: C002001E)

- 1. Go to menu "Drug Enlist" → "Drug Search" or redirect from Dash Board
- 2. Search application with the status "Approved" selected
- 3. Click "Search"
- 4. Click link on the related record
- 5. Page will redirect to "View" page.



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Press "Ctrl" + "P" on the keyboard can print out current screen, user can attach this screen for import / export license application instead of attaching full copy of documents of the un-registered drug.



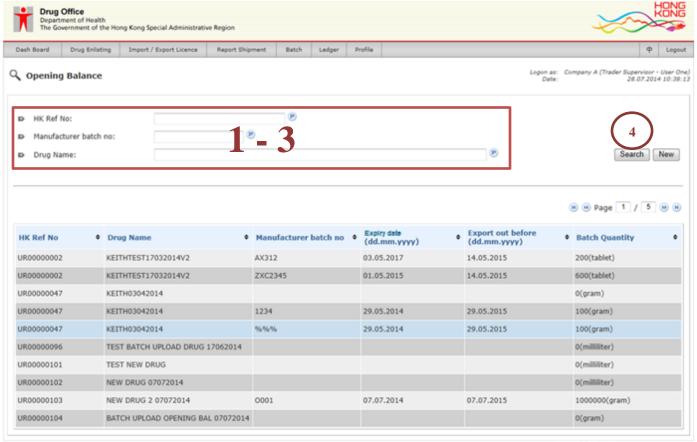
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5.3 OPENING BALANCE (PAGE ID: C012001)

User is required to provide an opening balance for each newly enlisted pharmaceutical product. From the navigation menu, user can select "Batch" \rightarrow "Opening Balance"

5.3.1 Search Opening Balance (Page ID: C012001)

- 1. Input HK Ref. no (support partial match); or
- 2. Input Manufacturer batch no (support partial match); or
- 3. Input Drug name (support partial match); and
- 4. Click "Search" button to start the search



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5.3.2 Create Opening balance (Page ID: C012001)

User is required to provide an opening balance for each batch of newly enlisted pharmaceutical product in PLAMMS that match with existing storage record.

Click "New" button to create an opening balance Drug Office
Department of Health
The Government of the Hong Kong Special Administrative Region Drug Enlisting Import / Export Licence Q Opening Balance B HK Ref No: P Manufacturer batch no: Search New Drug Name: Export out before (dd.mm.yyyy) Expiry date (dd.mm.yyyy) Drug Name HK Ref No Manufacturer batch no Batch Quantity KEITHTEST17032014V2 14.05.2015 UR00000002 03.05.2017 200(tablet) KEITHTEST17032014V2 ZXC2345 01.05.2015 14.05.2015 600(tablet) UR00000002 UR00000047 KEITH03042014 O(gram) KEITH03042014 1234 29.05.2014 29.05.2015 UR00000047 100(gram) 96,9696 29.05.2014 29.05.2015 UR00000047 KEITH03042014 100(gram) TEST BATCH UPLOAD DRUG 17062014 UR00000096 O(milliliter) UR00000101 TEST NEW DRUG O(milliliter) UR00000102 NEW DRUG 07072014 O(milliliter) UR00000103 NEW DRUG 2 07072014 0001 07.07.2014 07.07.2015 1000000(gram)

2. Input Drug Name (Input %%% for full list or any 3 consecutive characters for wildcard search) and

3. A) If there is no existing stock, then

BATCH UPLOAD OPENING BAL 07072014

UR00000104

i. Tick on the "Opening Balance is empty" box

Opening Balance
Is empty

New DRUG 07072014

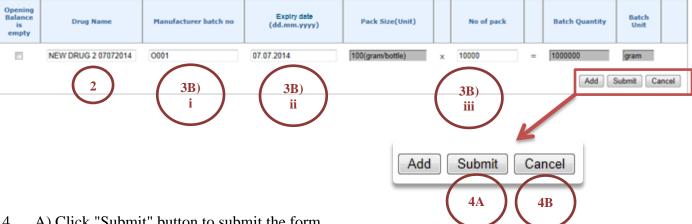
New DRUG 07072014

100(milliter/bottle) x 0 = 0 milliter

Add Submit Cancel

O(gram)

- B) If stock is available, then input following:
- Manufacturer batch no.; and i.
- Select expiry date; and ii.
- Input number of pack iii.

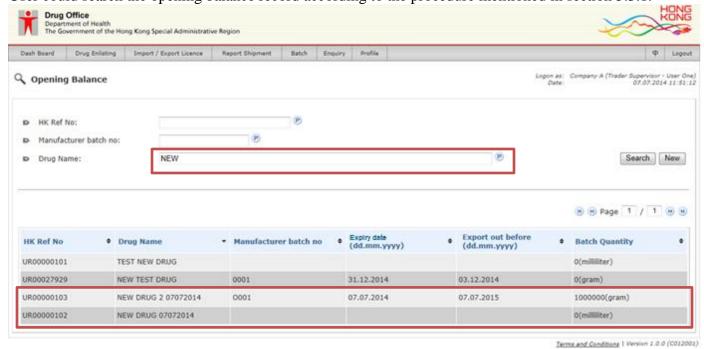


4. A) Click "Submit" button to submit the form

"Record uploaded successfully" message box will be shown and click "確定" button.



User could search the opening balance record according to the procedure mentioned in section 5.3.1.



B) Click "Cancel" button to terminate the Opening Balance Initialization.

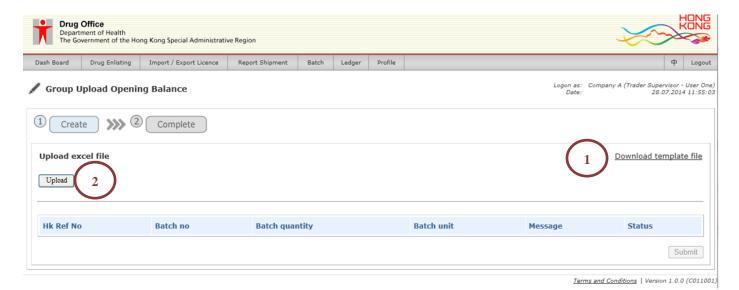
Validation Rules for Opening Balance Initialization:

Validation	Warning messages
Duplicate record exist with the same HK Ref no / drug name	Opening balance for drug are already existing
Incorrect HK Ref no	Invalid HK Ref No was inputted
Invalid number of batch quantity	Invalid Batch Quantity format
Missing manufacturer batch no	Manu Batch No is blank
Missing Expiry date	Expiry Date is blank
Missing batch quantity	Batch Quantity is blank
Duplicate record exist with the same HK Ref no	The record was repeated input
No of pack must be greater than zero	No of pack must be greater than zero
Invalid number of pack	Invalid format number of pack
Duplicate record exist with the same HK Ref no and batch no	Drug related batch are already existed

5.3.3 Group Upload Opening Balance (Page ID: C011001)

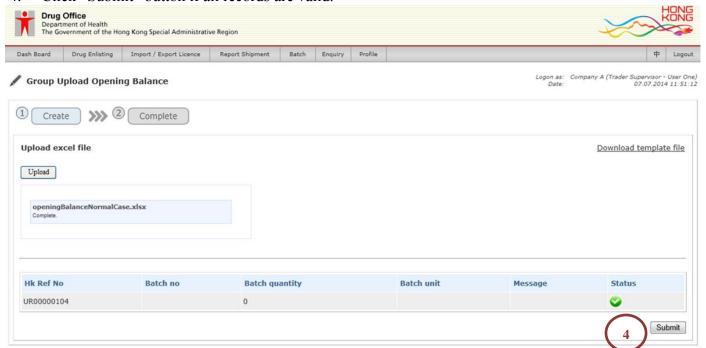
PLAMMS allows user to create opening balance for the newly enlisted products in group by excel file, in the same format as the template file (#1 in the following screen capture), downloaded from PLAMMS. From the navigation menu, user can select "Batch" → "Group Upload Opening Balance"

- 1. Download the template file, fill-in the information into the downloaded template file and save it into local computer
- 2. Click "Upload" button and select the corresponding file from local computer
- 3. Upload the selected file





4. Click "Submit" button if all records are valid.



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Validation Rules for Group Upload Opening Balance

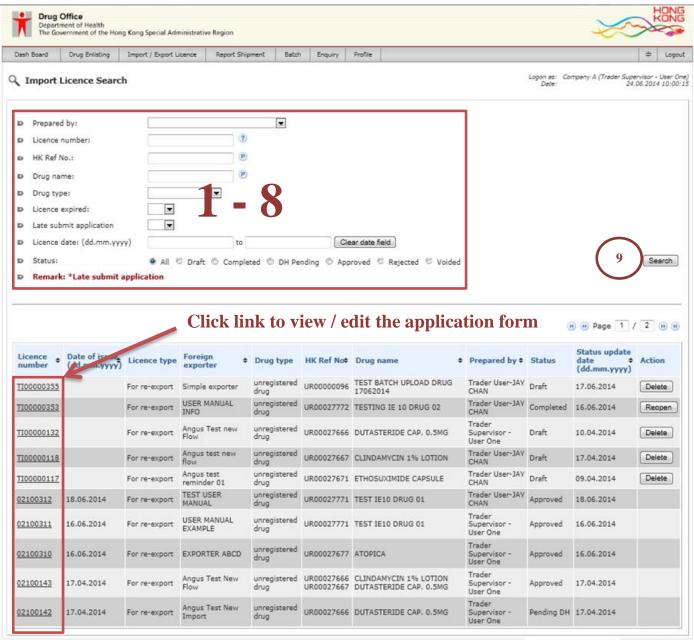
Validation	Warning messages
Incorrect HK ref no	Invalid HK Ref No
Incorrect batch quantity	Please input batch quantity as number value
Incorrect Expiry date	Invalid date format of Expiry date
Missing Drug id or batch quantity or batch No or Expiry date or batch unit	Empty field value
Duplicate HK Ref no	HK Ref No is existed
Incorrect batch unit	Invalid batch unit
Duplicate record exist with the same drug id	Duplicate record with Temp ID with no opening balance
Max length of batch quantity more than 10 character	Max length of batch quantity
Max length of batch no more than 10 character	Max length of batch No
Returns the remainder after batch quantity is divided by pack size	Invalid value of pack quantity (batch quantity)/pack size (pack size) return the remainder
Incorrect drug type	Drug type should be unregistered drug

5.4 IMPORT LICENCE

5.4.1 Import Licence Search (Page ID: C003001)

In order to search specific record, user can select menu "Import/Export Licence" → "Import Licence Search" redirect from Dash Board and then:

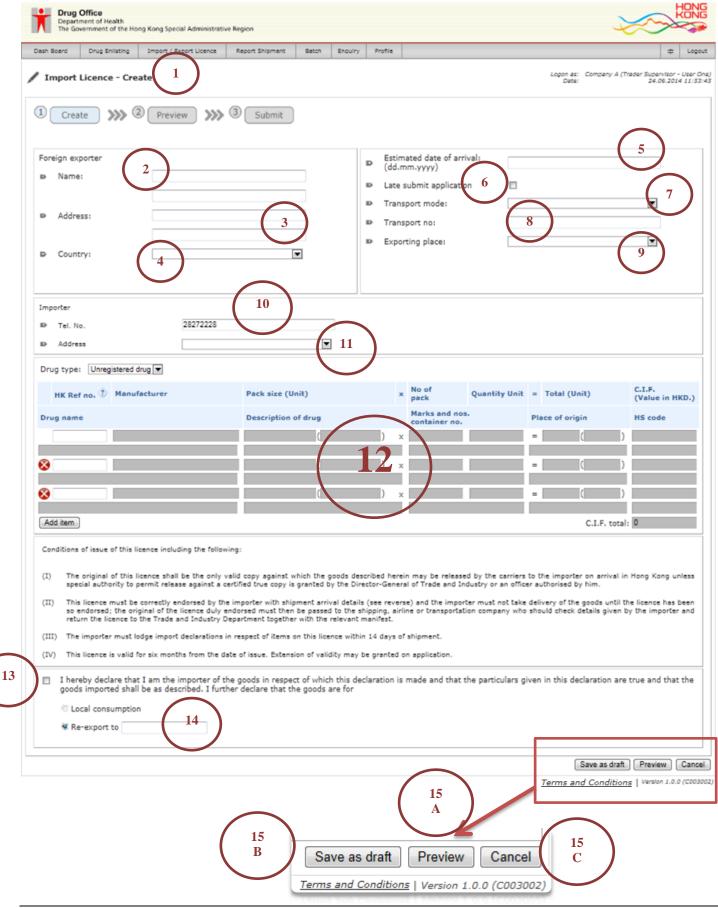
- 1. Select Prepared by or
- 2. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters) or
- 3. Input HK Ref No (support partial match) or
- 4. Input Drug name (support partial match) or
- 5. Select Drug type or
- 6. Select Licence expired or
- 7. Select Licence date range or
- 8. Select Status and
- 9. Click "Search" button, result will be displayed in the result table



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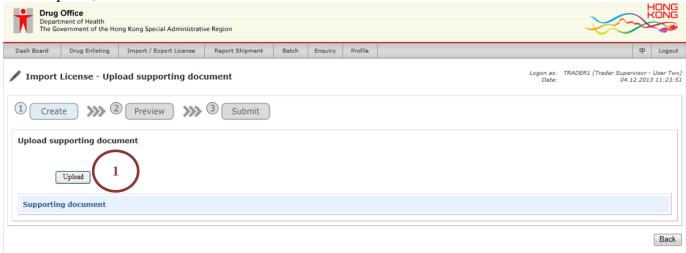
5.4.2 Create Import Licence Application (Page ID: C003002)

- 1. Go to menu "Import/Export Licence" → "Add Import Licence"
- 2. Fill-in Foreign exporter name and
- 3. Fill-in Foreign export address and
- 4. Select Country of origin and
- 5. Select Estimated date of arrival or
- 6. (Optional) Select Late submit application and
- 7. Select Transport mode or
- 8. (**Optional**) Fill-in Transport no. and
- 9. Select exporting place and
- 10. Fill-in Importer Tel. No. and
- 11. Select Importer Address and
- 12. Select Drug type and
 - 12.1 Fill-in at least one HK Ref no (input %%% for full list or any 3 consecutive characters for wildcard search) and
 - 12.2 Fill-in No of pack and
 - 12.3 Fill-in CIF and
 - 12.4 Fill-in Description of drug and
 - 12.5 Select Place of origin and
- 13. Make deduction by putting a tick in the import licence declaration box
- 14. Fill-in Re-export to



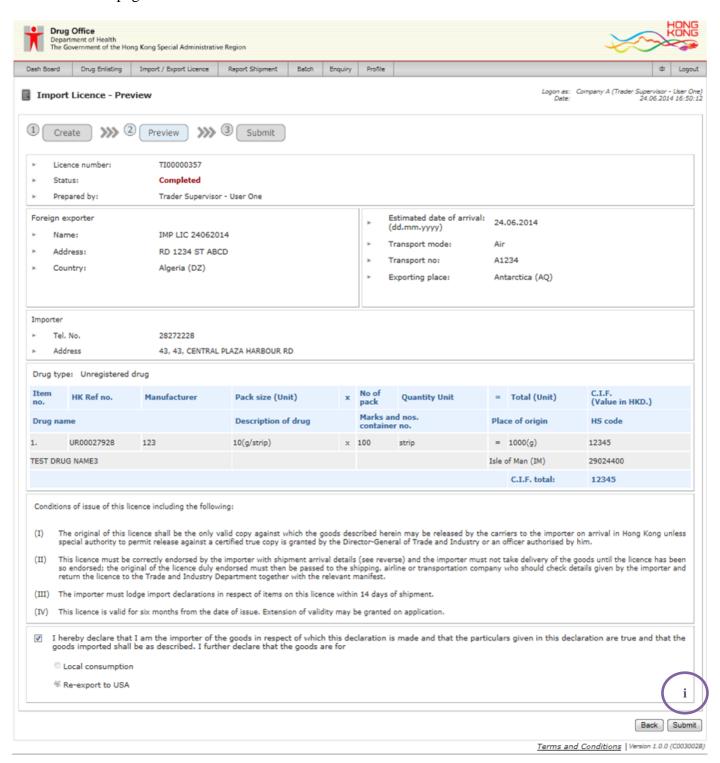
(**Optional**) If you provide supporting document for import licence, press "Upload attachment" button to upload file.

For file upload, maximum 1 file can be submitted.



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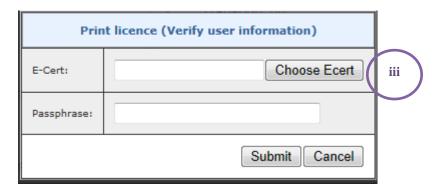
15. A) After all information is filled, trader supervisor can click "Preview" button and redirected to the Preview page



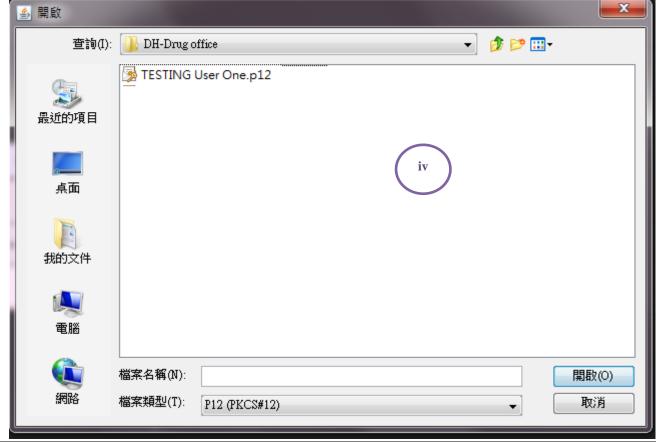
- i) Click "Submit" button to submit the import licence application
- ii) Click "Submit" button of the Alert message box



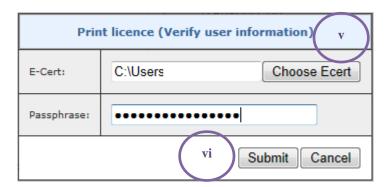
iii) Click "Choose Ecert" button



iv) Select the corresponding E-cert of the login trader supervisor account



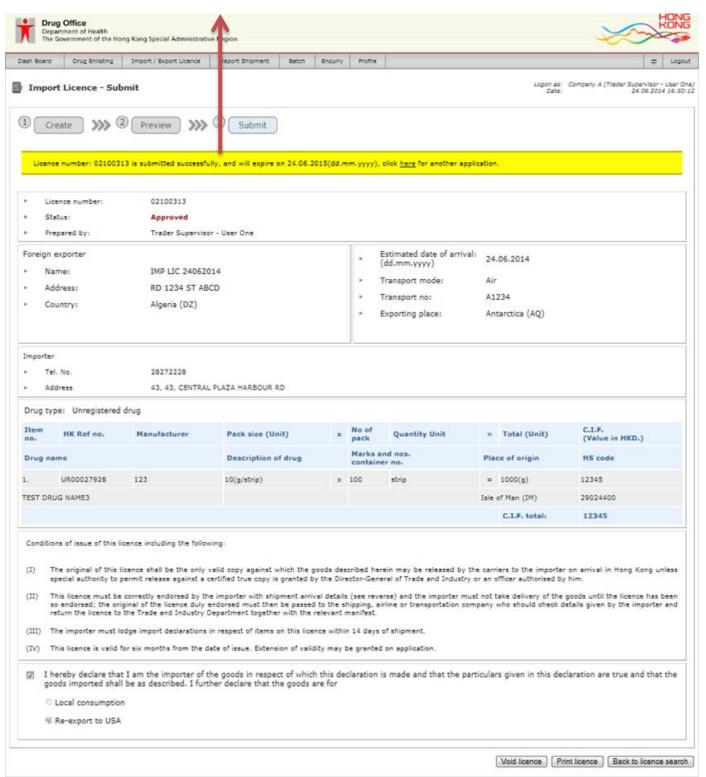
v) Input the corresponding Passphrase of the login trader supervisor account



- vi) Click "Submit" button to agree that you're represent your company for the application
- vii) The successful message of the import licence application will be shown.

Link for another import licence application

Licence number: 02100313 is submitted successfully, and will expire on 24.06.2015(dd.mm.yyyy), click here or another application.



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B) Or, click the "Save as draft" button for future editing, clicking "確定" to confirm



The successful message will be shown.

Saved as draft. (Temp ID: TI00000357)

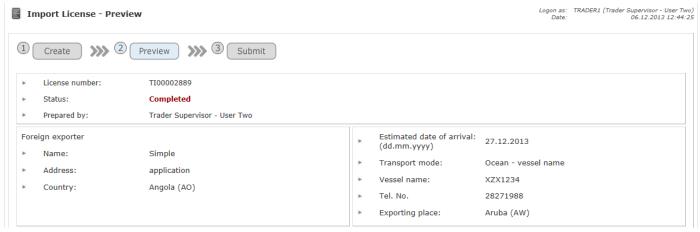
C) Or, click "Cancel" button to leave the form and back to search page

Validation Rules for Import Licence Application:

Validation	Warning messages
Missing foreign exporter name	Please input name
Missing foreign exporter address	Please input address
Missing country of origin	Please input country
Missing estimated date of arrival	Please input arrival date
Missing transport mode	Please input transport mode
Invalid transport no (air)	The length must be at least 3 characters and must not exceed 8 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Invalid transport no (rail)	The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (road)	The length must not exceed 25 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (ocean voyage number)	The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Invalid transport no (ocean vessel name)	The length must not exceed 35 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Missing No. of Pack	Please input no. of pack

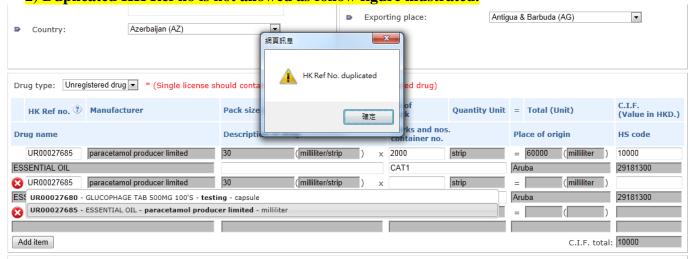
Invalid format of No. of Pack	Please input no of pack larger than zero or integer format
Missing CIF	Please input c.i.f.
Invalid format of CIF	Please input c.i.f. as integer format
Missing place of origin	Please input origin
Missing consent declaration of import licence	Please check declaration
Missing answer declaration question	Please answer a declaration question
Missing select either local consumption or re-export	Please input re-export
System detected drug status is inactive	Inactive drug status HK Ref No. XXXXXXXXXX may be expired or delisted. Please click the void button or reopen button and change it.
Missing export place	Please input exporting place
Missing importer address	Please input importer address
Invalid arrival date	Arrival date should be less than 56 days

Preview page will show if the validation is passed, supervisor can click "Back" button to re-edit the form. Or click "Submit" button to submit the form to DHDO.

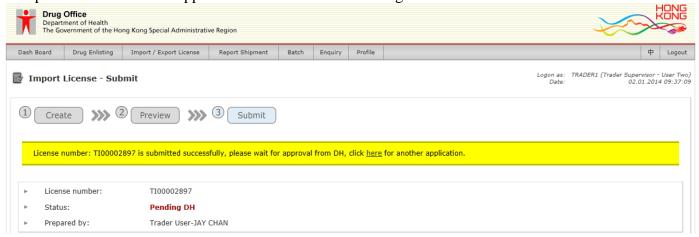


*Remark

- 1) Maximum of import licence item is 5.
- 2) Duplicated HK Ref no is not allowed as follow figure illustrated.



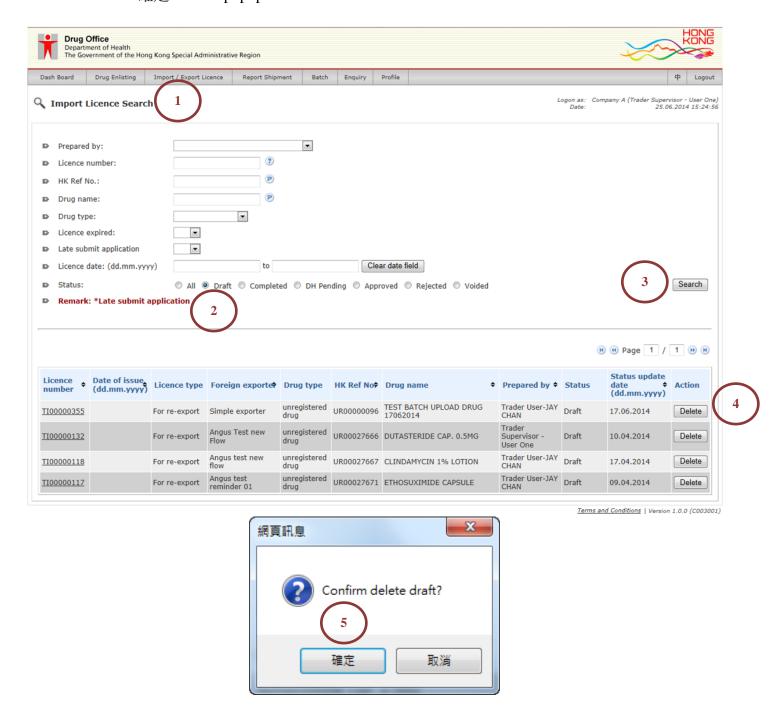
If import licence needs for approval from DHDO as follow figure illstrated.



5.4.3 Delete a Draft Import Licence Application (Page ID: C003001)

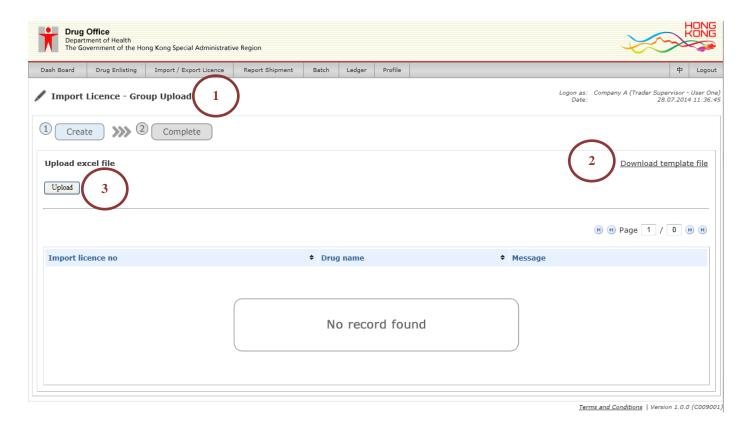
Only draft record can be deleted, the steps show as follows.

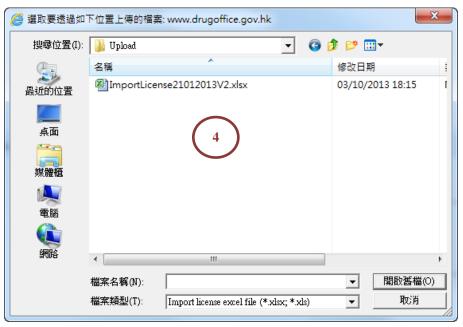
- 1. Go to menu "Import/Export Licence" → "Import Licence Search" or redirect from Dash Board
- 2. Search application with the status "Draft" selected
- 3. Click "Search" button
- 4. Click "Delete" button on related record
- 5. Click "確定" on the popup box



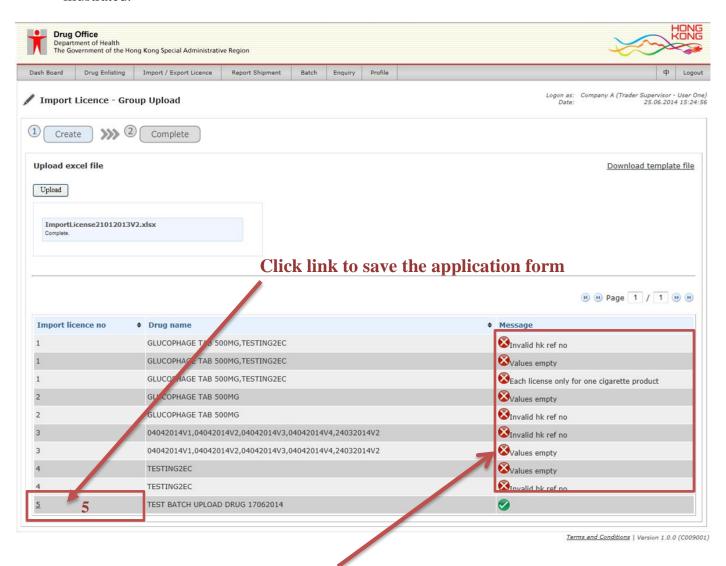
5.4.4 Group Upload Import Licence Application (Page ID: C009001)

- 1. Go to menu "Import/Export licence" → "Group upload import licence"
- 2. Download template file (Optional)
- 3. Click "Upload" button
- 4. Select a relevant excel file for upload





5. Only valid import licence record will provide detail and save as draft function. As following figure illustrated.



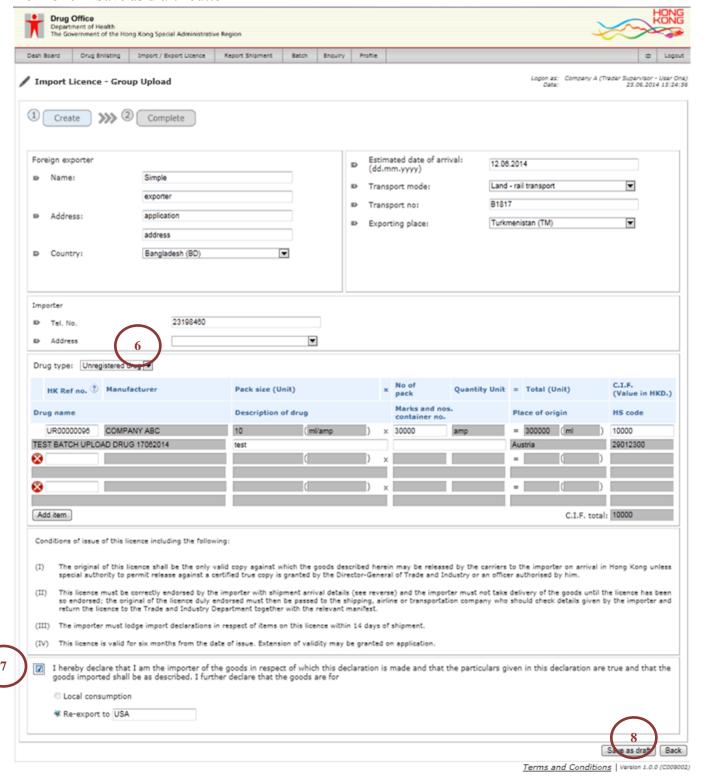
Validation Rules for Implication Licence – Group Upload:

Validation	Warning messages
Incorrect exporting place	Invalid exporting place
Incorrect country code	Invalid country code
Incorrect transport mode	Invalid transport mode
Incorrect HK ref no	Invalid HK Ref No
Incorrect place of origin	Invalid place of origin
Incorrect HS code	Invalid hs code
Missing value in mandatory column	Values empty
Incorrect pack size	Please input pack size as number format
Incorrect no of pack	Please input no of pack as number format
Incorrect C.I.F.	Please input CIF as number format
Missing local consumption	Please input local consumption as Y or N
Missing local consumption	Please input local consumption as N for unregistered drug
Invalid transport no (air)	Invalid transport no. The length must be at least 3 characters and must not exceed 8 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Invalid transport no (rail)	Invalid transport no. The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (road)	Invalid transport no. The length must not exceed 25 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (ocean voyage number)	Invalid transport no. The length must not exceed 35 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (ocean vessel name)	Invalid transport no. The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Export name more than 35 character	A length of exporter name more than 35 characters
Exporter address more than 35 character	A length of exporter address more than 35 characters
Description of drug more than 255 character	A length of description of drug more than 255 characters
Re-export more than 255 character	A length of re-export more than 255 character

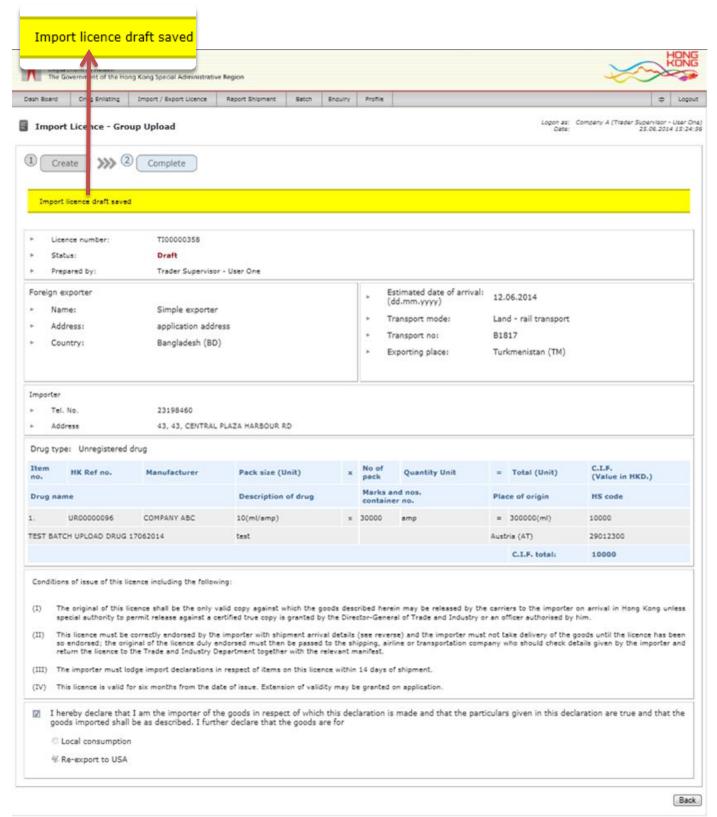
Drug type and HK ref no not match

Inconsistent of drug type and HK Ref No

- 6. Select the Importer address and
- 7. Make deduction by putting a tick in the import licence declaration box and
- 8. Click "Save as draft" button



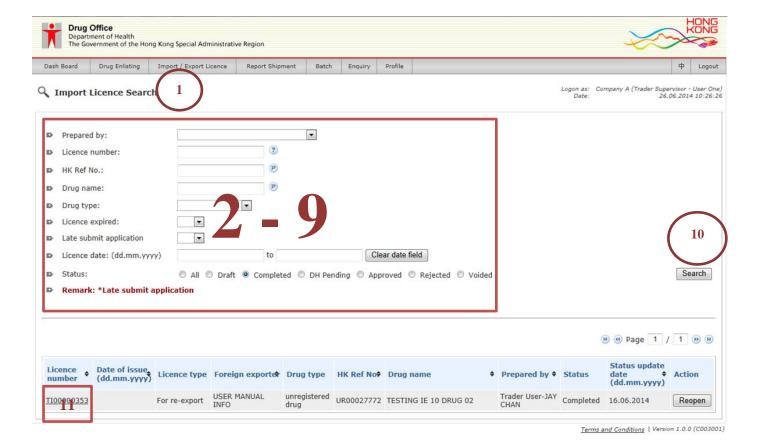
Successful message will be displayed if all fields of the form are valid.

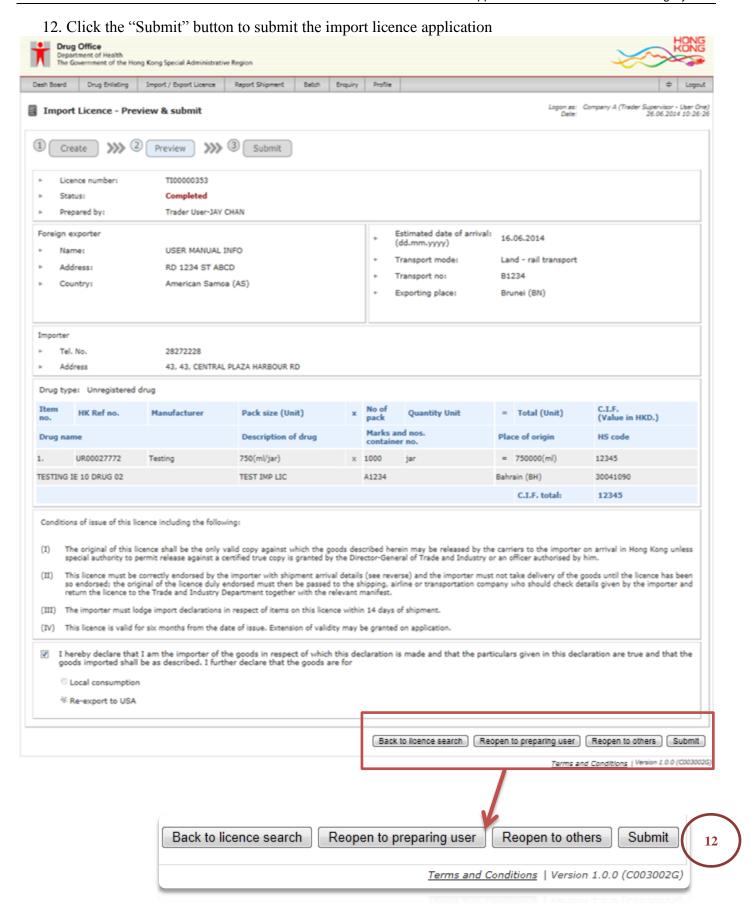


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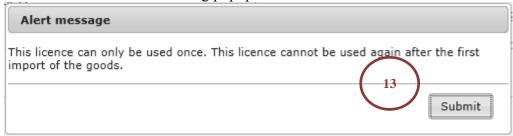
5.4.5 Submit Import Licence application (Page ID: C003002A)

- 1. Go to menu "Import/Export Licence" → "Import Licence Search", page will be redirect to create page and then:
- 2. Select Prepared by or
- 3. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters) or
- 4. Input HK Ref No (support partial match) or
- 5. Select Drug name (support partial match) or
- 6. Select Drug type or
- 7. Select Licence expired or
- 8. Select Licence date range or
- 9. Select Status as "Completed" and
- 10. Click "Search" button, result will be displayed in the result table
- 11. Click link on related record

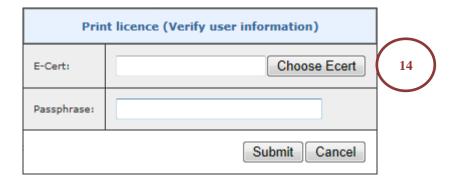


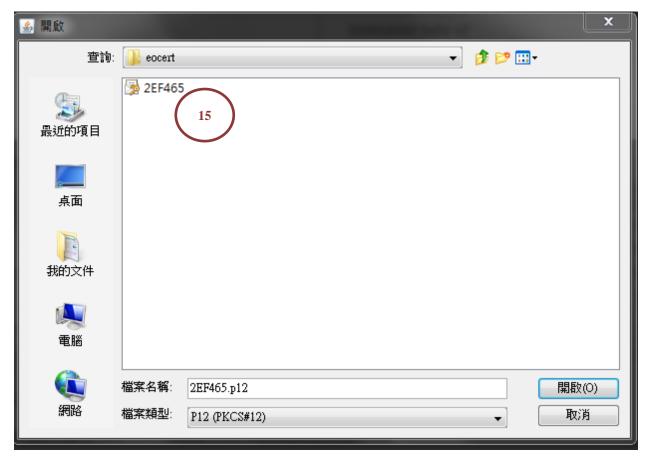


13. Click "Submit" in the following popup box

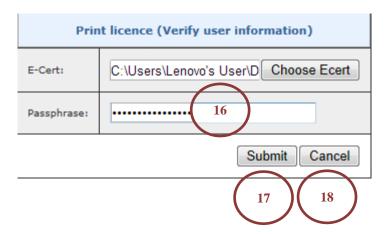


- 14. Click "Choose Ecert" button and
- 15. Choose e-cert and





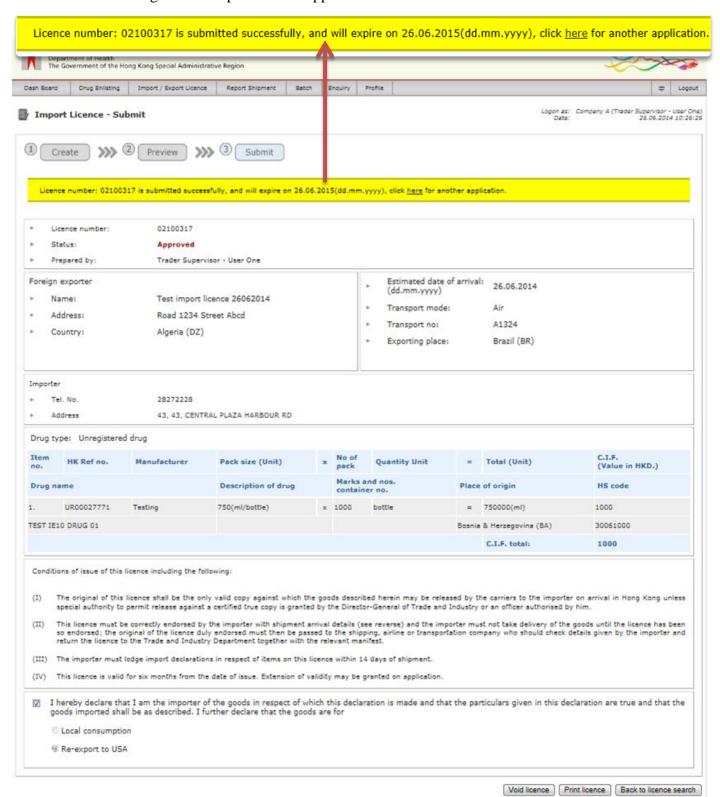
- 16. Input the Passphrase and
- 17. Click "Submit" button to verify user information or
- 18. Click "Cancel" button to back to the Import Licence Preview & submit page



Validation Rules for E-Cert appending to Import Licence Application:

Validation	Warning messages
Passphrase is incorrect	Passphrase is not valid
Application updated by other user	Error, forms were updated by other user, no change made. Search result page will be redirected
Missing E-cert file	Please select passphrase file
Missing passphrase	Please input passphrase

The successful message of the import licence application will be shown.



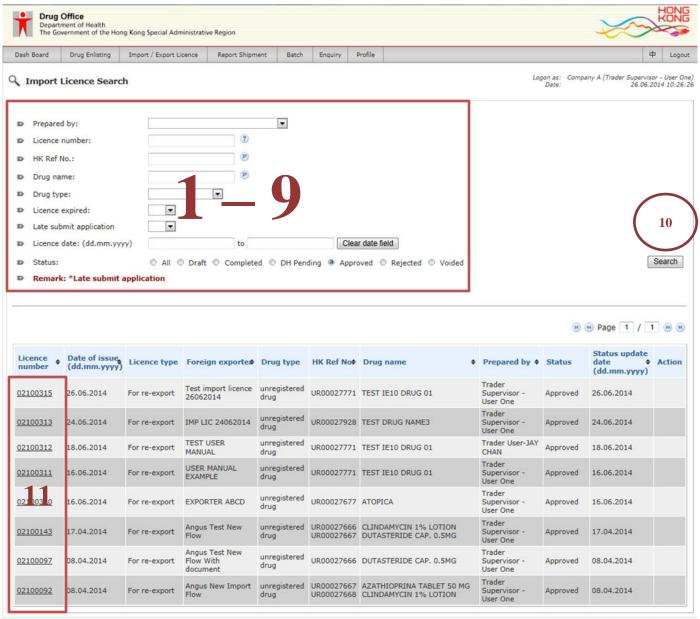
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*Remark: Java Platform, Stand Edition is required.

5.4.6 Print Import Licence (Page ID: C003002B)

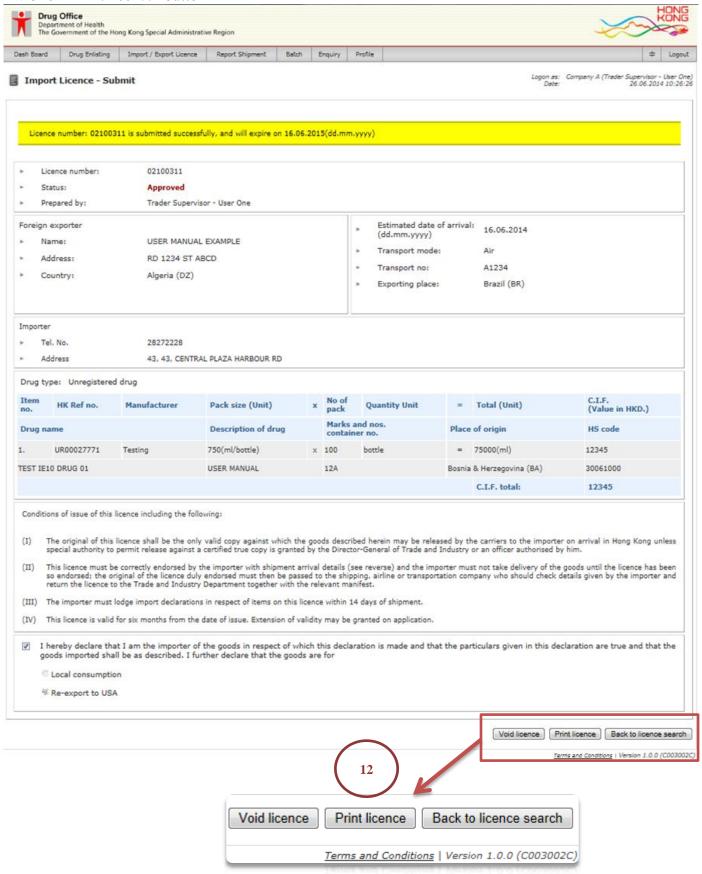
In order to print the Import Licence Application, user can select menu "Import/Export Licence" → "Import Licence Search" and search with following criteria:

- 1. Select Prepared by or
- 2. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters) or
- 3. Input HK Ref No (support partial match) or
- 4. Input Drug name (support partial match) or
- 5. Select Drug type or
- 6. Select Licence expired or
- 7. Select Late submit application or
- 8. Select Licence date range or
- 9. Select Status as "Approved" and
- 10. Click "Search" button, result will be displayed in the result table
- 11. Click link on related licence number



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12. Click "Print licence" button



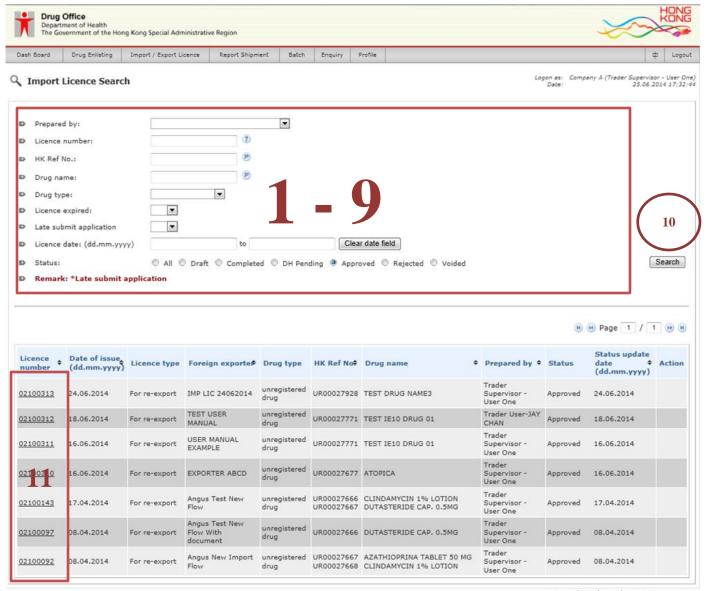
13. Click "Open" or "Save"

您要開啟或儲存來自 www.drugoffice.gov.hk 的 IE201402100311_42-05-11-16-06-2014.pdf 嗎? 開啟(O) 儲存(S) ▼ 取消(C) ×

5.4.7 Void Import Licence (Page ID: C003001)

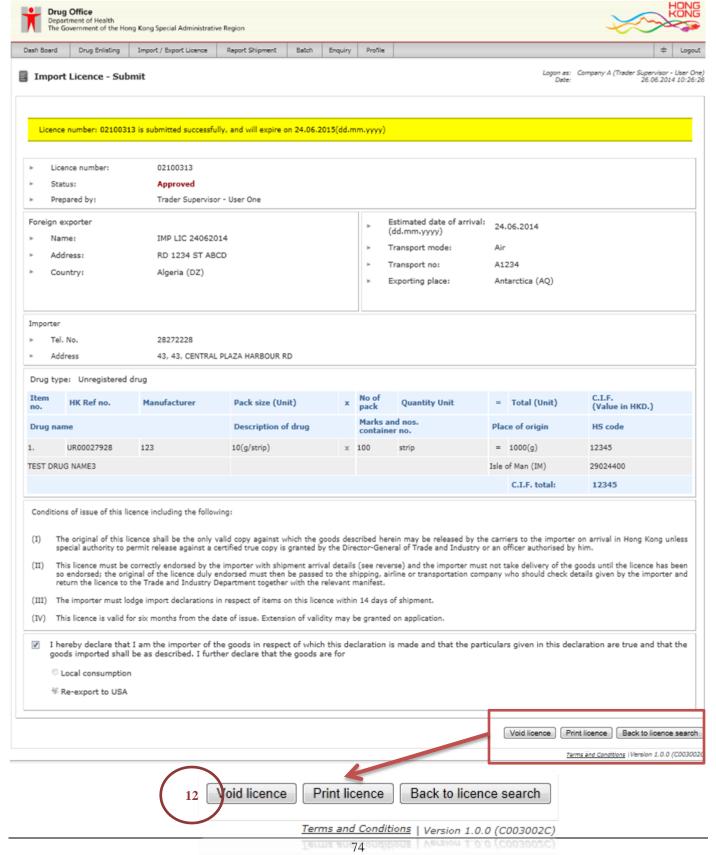
In order to void specific licence record, user can select menu "Import/Export Licence"→"Import Licence Search" and search with following criteria:

- 1. Select Prepared by or
- 2. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters) or
- 3. Input HK Ref No (support partial match) or
- 4. Input Drug name (support partial match) or
- 5. Select Drug type or
- 6. Select Licence expired or
- 7. Select Late submit application or
- 8. Select Licence date range or
- 9. Status as "Approved" and
- 10. Click "Search" button, result will be displayed in the result table
- 11. Click the link of licence record to perform void licence action



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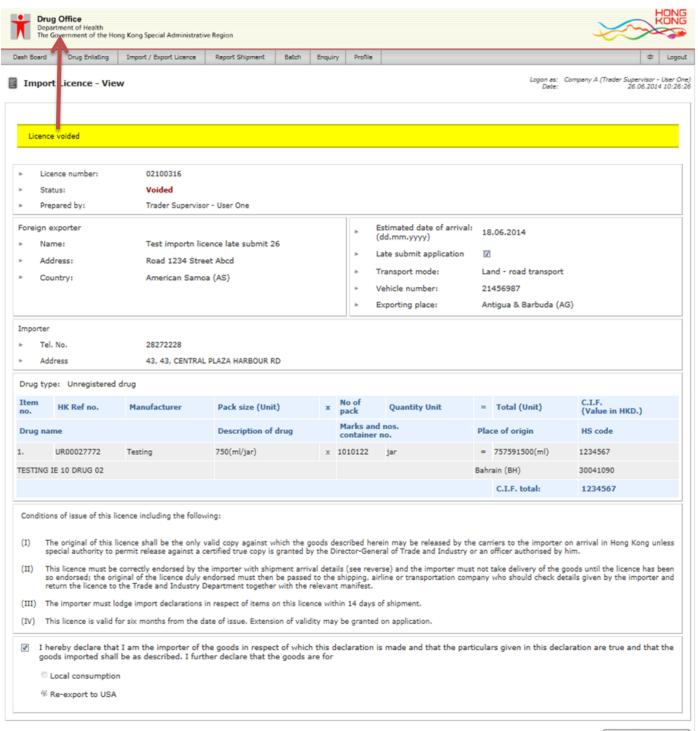
- 12. Click "Void licence" button to void licence
- 13. Click "確定" on the popup box
- 14. Click "Back to licence search" button to back the import licence search page





Successful message page will be shown if all data are valid.





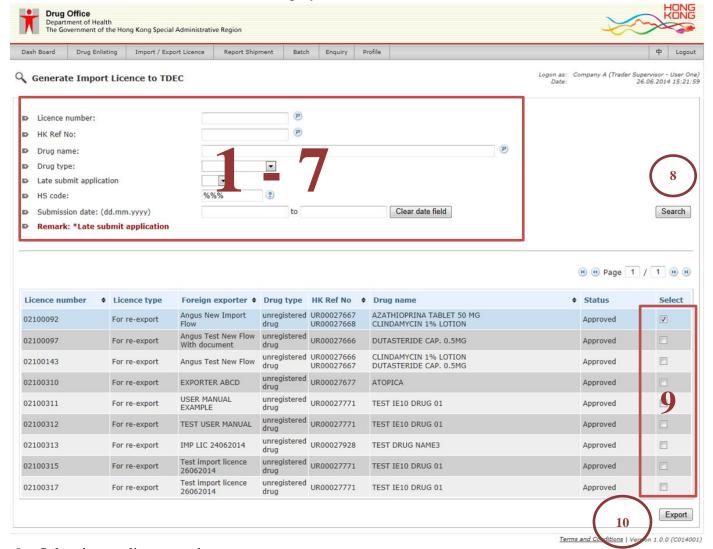
Back to licence search

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5.4.8 Generate Import Licence information to TDEC declaration (Page ID: C014001)

In order to search specific record, user can select menu "Import/Export Licence" → "Generate import licence to TDEC" and search with following criteria:

- 1. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters) or
- 2. Input HK Ref No (support partial match) or
- 3. Input Drug name (support partial match) or
- 4. Select Drug type or
- 5. Select Late submit application or
- 6. Select HS code (support wildcard search by input %%% for full list or any 3 consecutive characters) or
- 7. Select Submission date range and
- 8. Click "Search" button, result will be displayed



- 9. Select import licence and
- 10. Click 'Export'
- 11. Click 'Save'

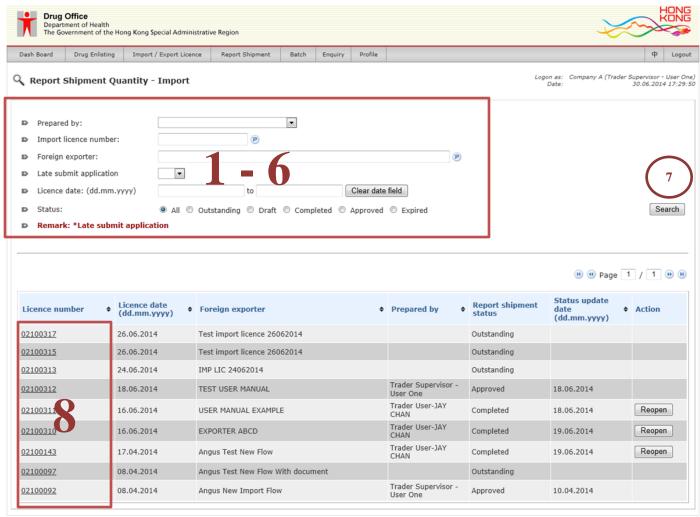
您要開啟或儲存來自 www.drugoffice.gov.hk 的 99999999-000_2013-12-23_IMP.xml (1.62 KB) 嗎? 開啟(O) 儲存(S) ▼ 取消(C) ×

5.5 REPORT SHIPMENT

5.5.1 Search Report Shipment quantity – Import (Page ID: C005001)

User can select menu "Report Shipment" → "Report Shipment Quantity (Import)" redirect from Dash Board and then:

- 1. Select Prepared by; or
- 2. Input Import licence number (support partial match); or
- 3. Input Foreign exporter (support partial match); or
- 4. Select Late submit application; or
- 5. Select Licence date range; or
- 6. Select Status; and
- 7. Click "Search" button, result will be displayed in the result table
- 8. Click the related link to view/edit the application

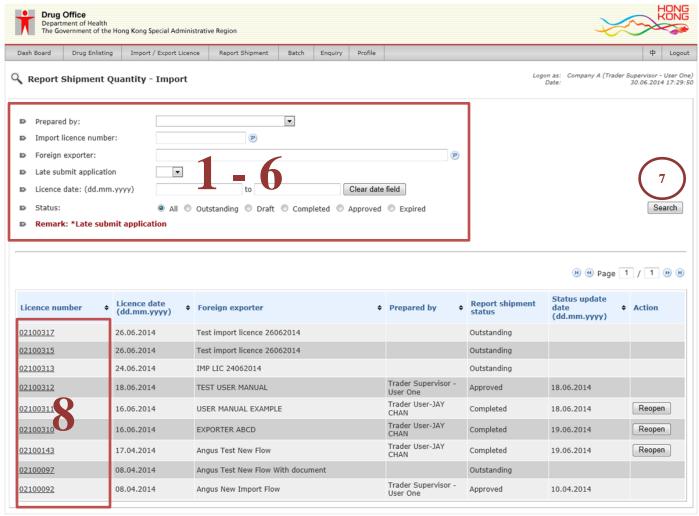


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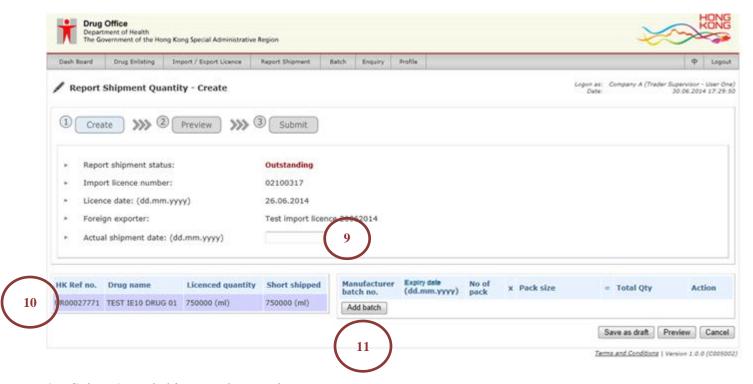
5.5.2 Create Report Shipment quantity - Import (Page ID: C005002)

User can select menu "Report Shipment" → "Report Shipment Quantity (Import)" redirect from Dash Board and then:

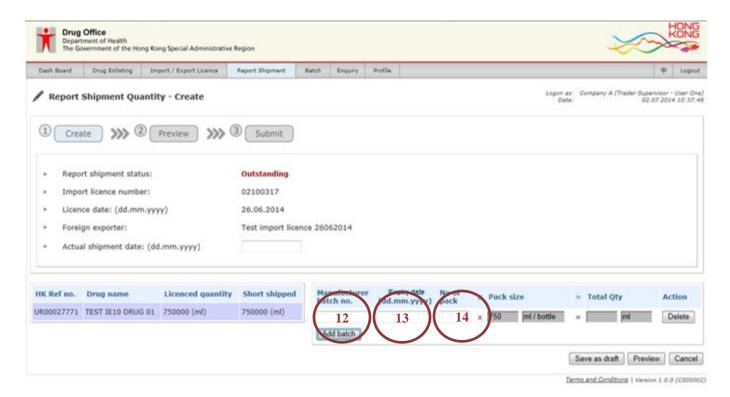
- 1. Select Prepared by; or
- 2. Input Import licence number (support partial match); or
- 3. Input Foreign exporter (support partial match); or
- 4. Select Late submit application; or
- 5. Select Licence date range; or
- 6. Select Status; and
- 7. Click "Search" button, result will be displayed in the result table
- 8. Click the related link to view/edit the application



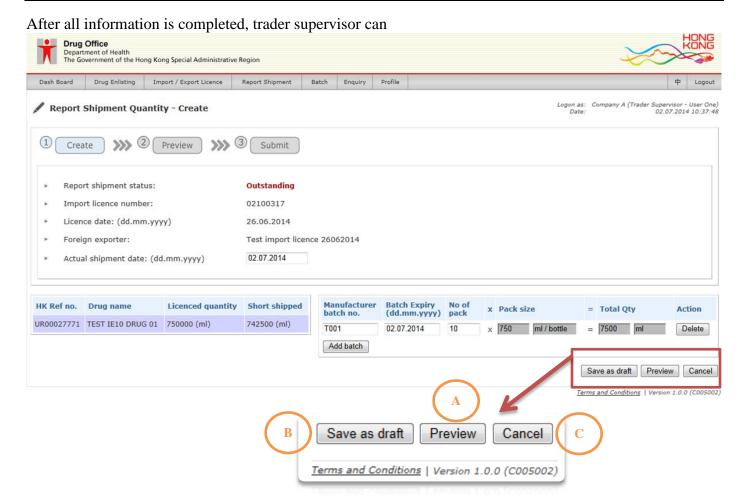
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- 9. Select Actual shipment date; and
- 10. Select relevant drug; and
- 11. Click "Add batch" button



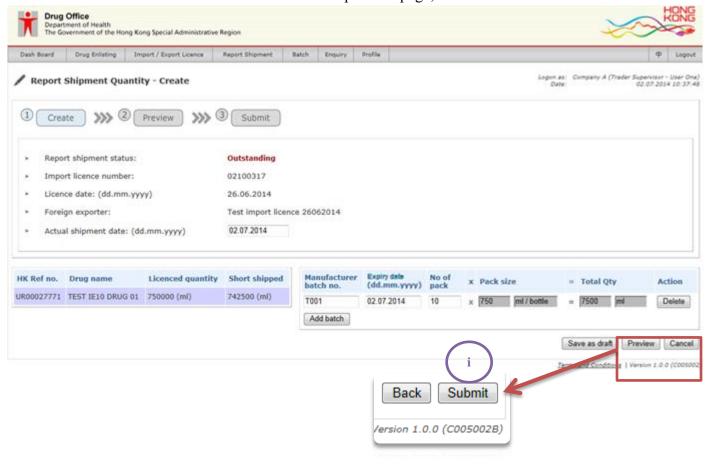
- 12. Fill-in Manufacturer batch no; and
- 13. Select Expiry date; and
- 14. Fill-in No. of pack; or



Validation Rules for Report Shipment

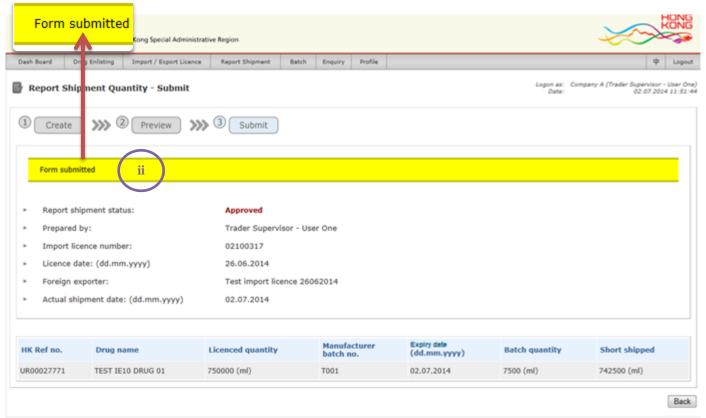
Validation	Warning messages
Estimated arrival date is earlier than current date	Arrival date has been expired, update failed
System detected import licence related report shipment record has been approved	Report shipment has been approved
Missing fill in batch information	Missing Information
Invalid format of number of pack	Please input integer for the number of pack
Invalid format of number of pack	Please input number for the number of pack
Invalid report shipment quantity	Total report shipment quantity greater than licenced quantity
Missing actual shipment date	Please input actual shipment date
Duplicate Manufacturer batch no	Batch number should not duplicate

A. Click "Preview" button and redirected to the preview page; or

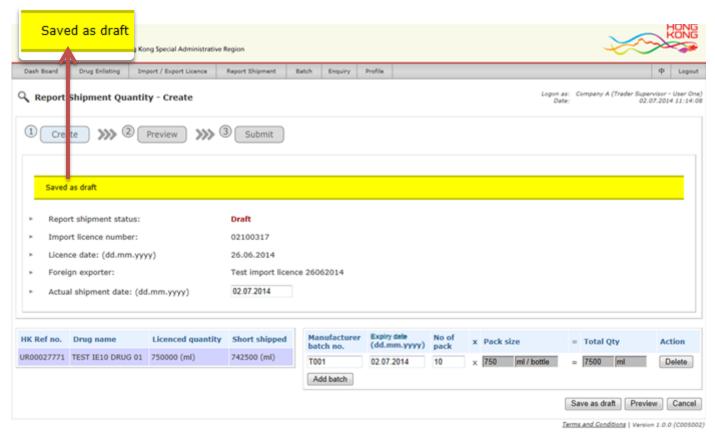


i. Click "Submit" button to submit the Report Shipment application

ii. Successful message will be shown.

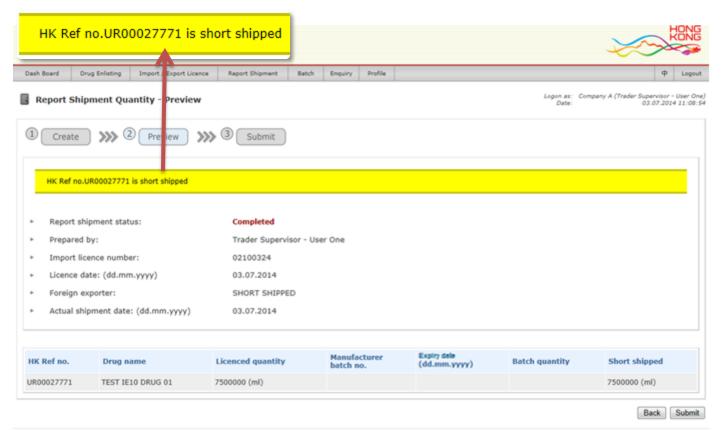


B. Click "Save as draft" button for future editing or



C. Click "Cancel" button to leave the form and back to search page

*Remark 1. If batch no and Expiry date and no of pack is empty, short ship as follow figure illustrated.



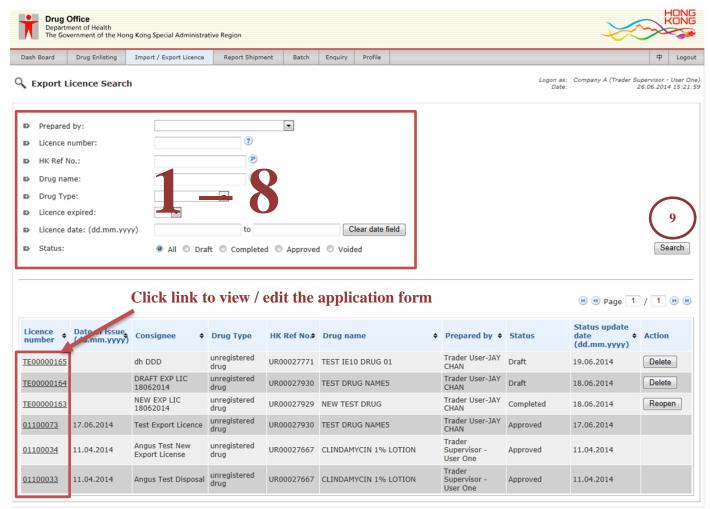
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5.6 EXPORT LICENCE

5.6.1 Export Licence Search (Page ID: C004001)

User can select menu "Import/Export Licence" → "Export Licence Search" and search with following criteria:

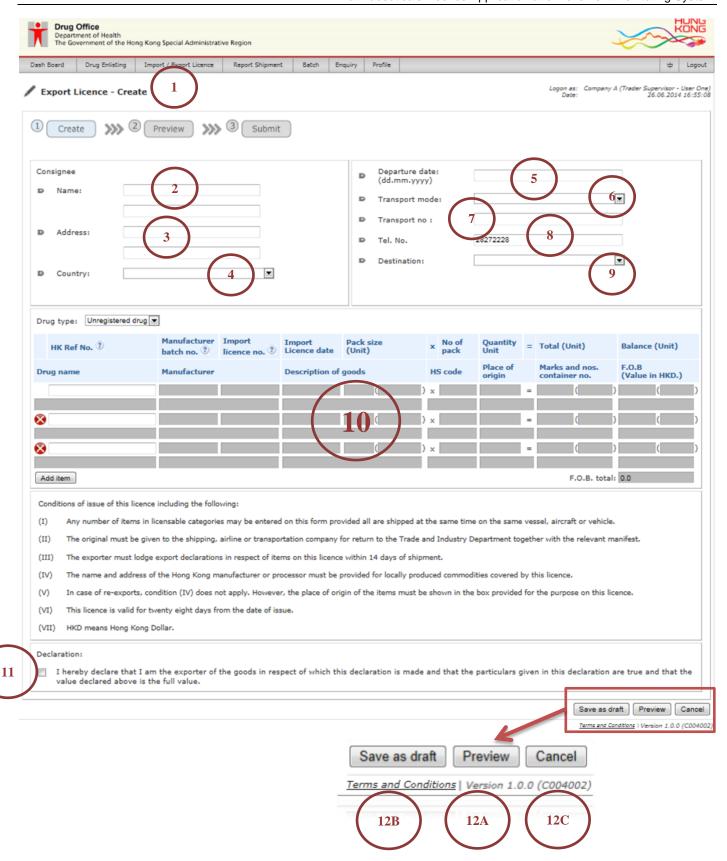
- 1. Select Prepared by; or
- 2. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters); or
- 3. Input HK ref no (support partial match); or
- 4. Input Drug name (support partial match); or
- 5. Select Drug type; or
- 6. Select Licence expired; or
- 7. Select Licence date range; and
- 8. Select Status;
- 9. Click "Search" button, result will displayed in the result table



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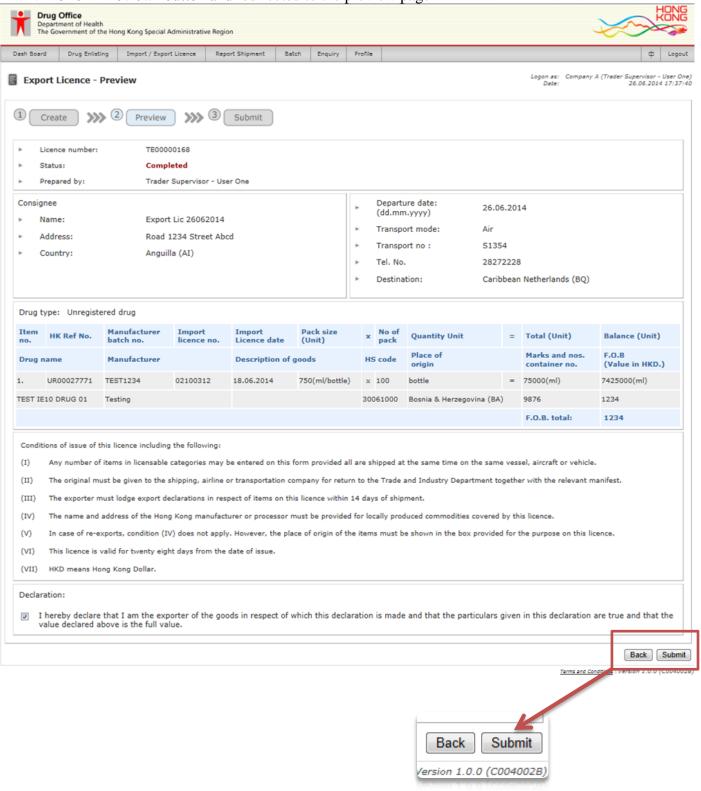
5.6.2 Create Export Licence Application (Page ID: C004002)

- 1. Go to menu "Import/Export Licence" → "Add Export Licence", page will be redirect to create page and then input:
- 2. Fill-in Consignee name;
- 3. Fill-in Consignee address;
- 4. Select Country;
- 5. Select Departure date;
- 6. Fill-in Transport mode;
- 7. Fill in Transport no.;
- 8. Fill-in Tel. No.;
- 9. Select Destination;
- 10. Select Drug type;
 - 10.1. Fill-in at least one HK Ref no (input %%% for full list or any 3 consecutive characters for wildcard search);
 - 10.2. Fill-in at least one Manufacturer batch no (input %%% for full list or any 3 consecutive character for wild search);
 - 10.3. Fill-in at least one Import licence no (input %%% for full list or any 3 consecutive characters for wild search);
 - 10.4. Fill-in No of pack;
 - 10.5. Fill in F.O.B;
- 11. Make deduction by putting a tick in the Export licence declaration box

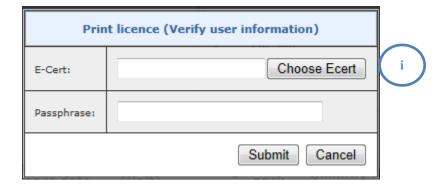


12. After all information is inputted, trader supervisor can

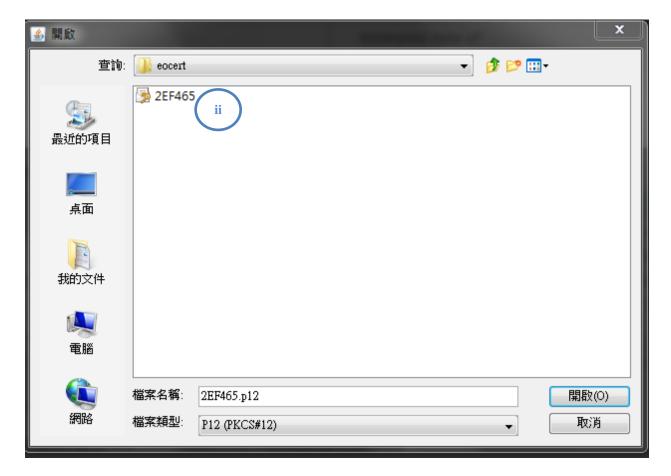
A. Click "Preview" button and redirected to the preview page



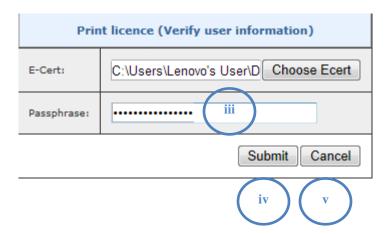
i) Click "Choose Ecert" button



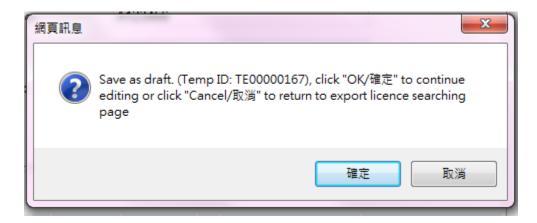
ii) Choose E-cert

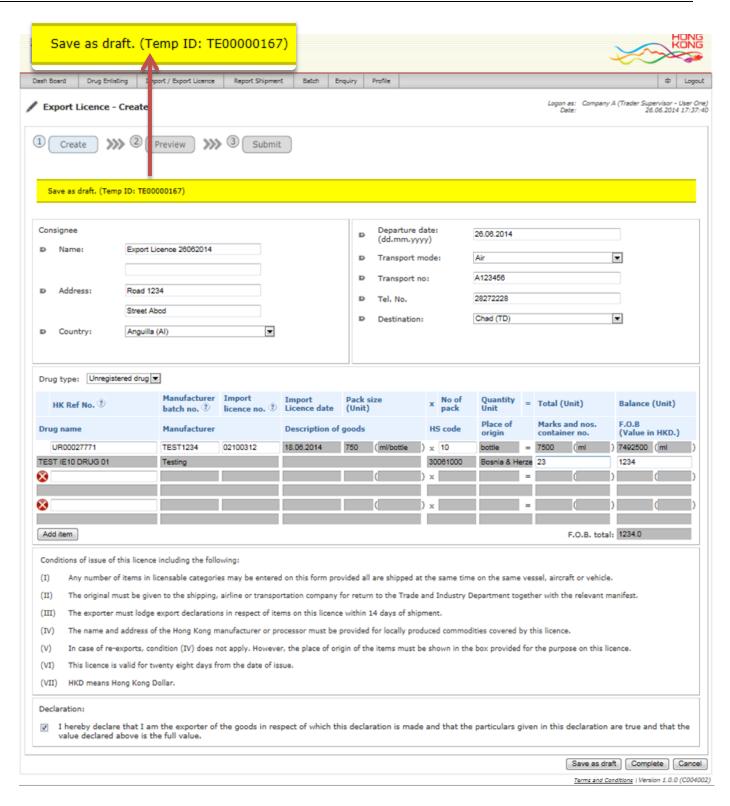


- iii) Input Passphrase of E-cert
- iv) Click "Submit" button to verify user information or
- v) Click "Cancel" button to return to previous step



B. User can click "Save as draft" button for future editing, click "確定" to confirm





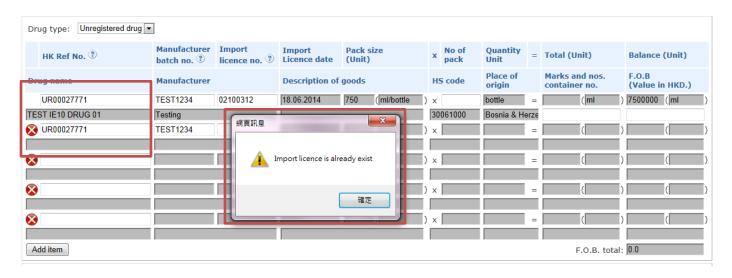
C. User can click "Cancel" button to leave the form and back to search page

Form will be validated before submission, below table shows possible warning messages.

Validation	Warning messages
Missing consignee name	Please input name
Missing consignee address	Please input address
Missing country of consignee	Please input country
Missing departure date	Please input departure date
Missing transport mode	Please input transport mode
Invalid transport no (air)	The length must be at least 3 characters and must not exceed 8 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Invalid transport no (rail)	The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (road)	The length must not exceed 25 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (ocean voyage number)	The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Invalid transport no (ocean vessel name)	The length must not exceed 35 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Missing select a declaration	Please select a declaration
Missing manufacturer batch no	Invalid Manufacturer batch no
Missing F.O.B	Invalid F.O.B value
Invalid no of pack	Invalid no of pack
Invalid format of no of pack	Please input no of pack larger than zero or integer format
Invalid balance value	Invalid balance value
System detected drug status is inactive	Inactive drug status. HK Ref No. XXX may be expired or delisted. Please click the void button or reopen button and change it.
Missing destination	Please select a destination
Missing HK Ref No. in the first row	Please input valid HK Ref No. in first row
Invalid HK Ref No	Invalid HK Ref No

*Remark

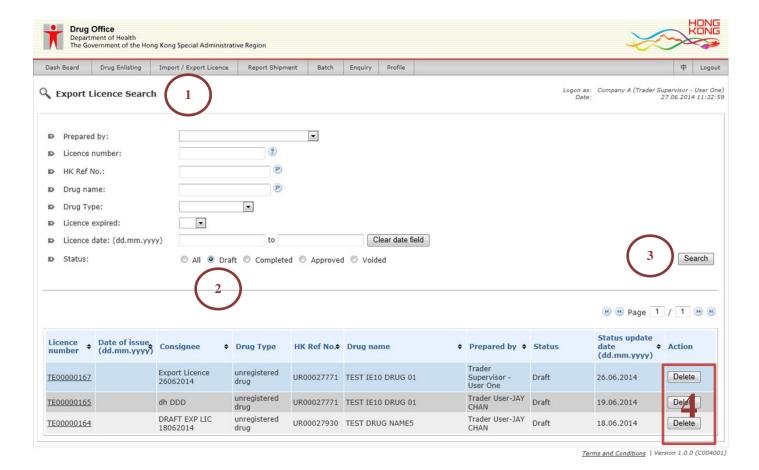
- 1) Balance of export licence must be positive value when submitting record.
- 2) Maximum of export licence item is 5.
- 3) Duplicated batch no. and import licence no. do not allowed as follow figure illustrated.



5.6.3 Delete a Draft Export Licence (Page ID: C004001)

Only draft record can be deleted, the steps show as follows.

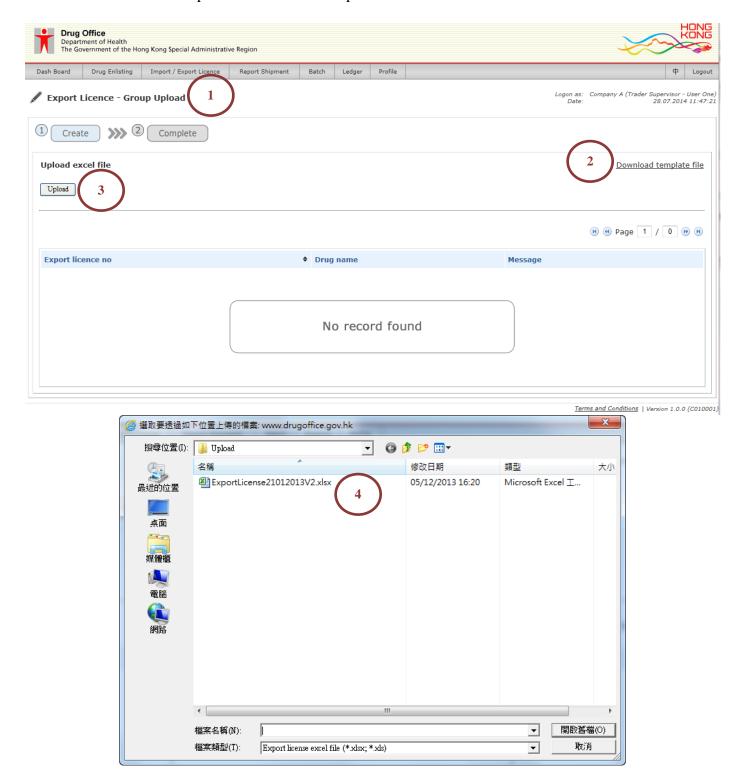
- 1. Go to menu "Import/Export Licence" → "Export Licence Search" and
- 2. Search application with the status "Draft" selected
- 3. Click "Search" button
- 4. Click "Delete" button on related record
- 5. Click "確定" on the popup box



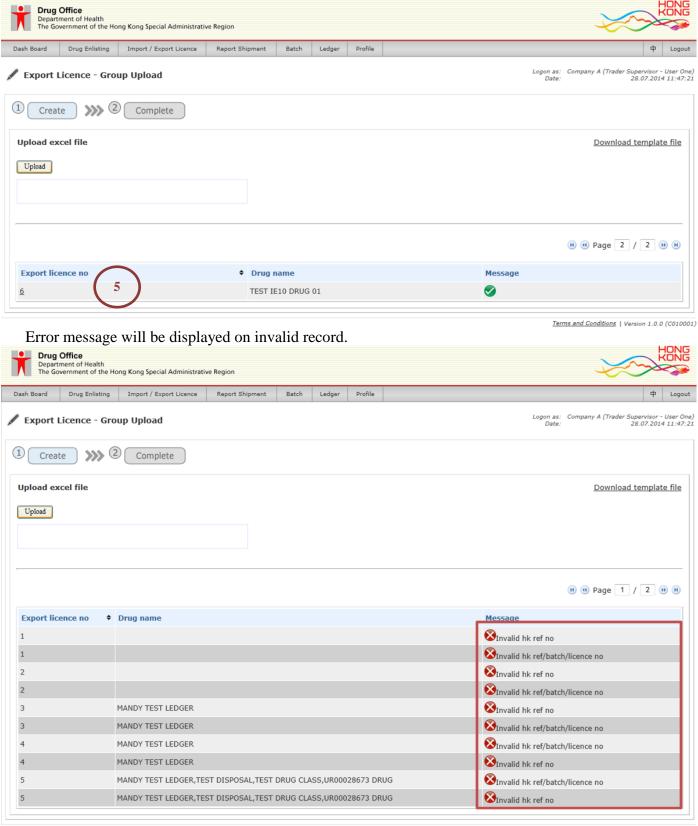


5.6.4 Group Upload Export Licence Application (Page ID: C010001) *****

- 1. Go to menu "Import/Export licence" → "Group upload export licence"
- 2. Download template file
- 3. Click "Upload" button
- 4. Select a proper excel file for upload
- 5. Click the link to open the related valid export licence record



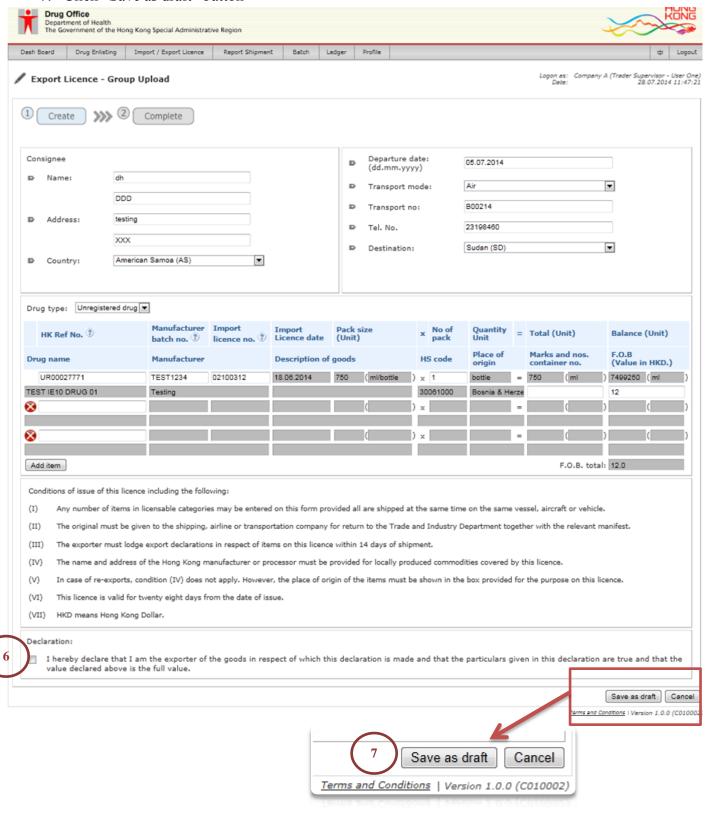
Only valid export licence record will provide detail and save as draft function. As following figure illustrated.



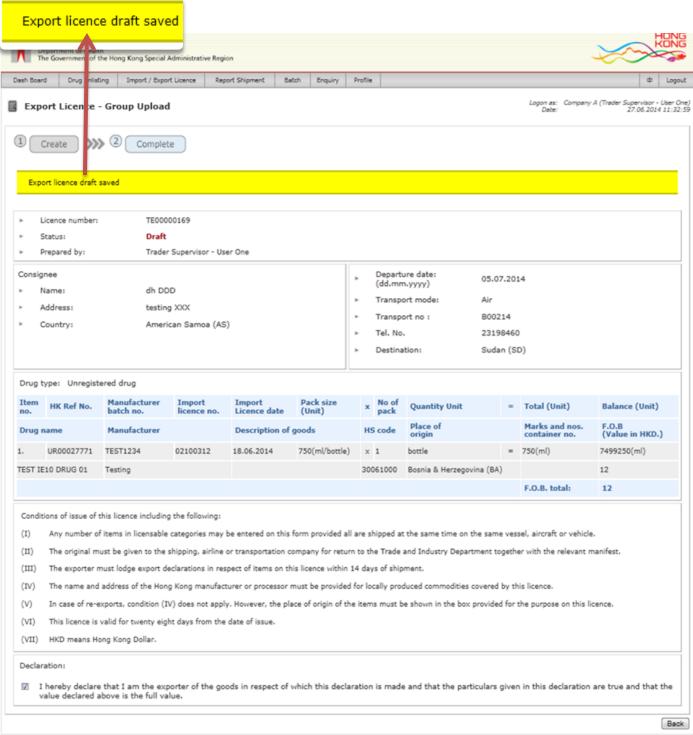
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Validation	Warning messages
Incorrect HK ref no/batch no/licence no	Invalid HK Ref No/Batch No/Licence No
Incorrect HK ref no	Invalid HK Ref No
Incorrect balance value	Invalid balance value
Incorrect country code	Invalid country code
Incorrect destination	Invalid destination
Incorrect transport mode	Invalid transport mode
Missing pack size	Please input pack size as number value
Missing F.O.B.	Please input FOB as number value
Invalid transport no (air)	Invalid transport no. The length must be at least 3 characters and must not exceed 8 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Invalid transport no (rail)	Invalid transport no. The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (road)	Invalid transport no. The length must not exceed 25 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (ocean voyage number)	Invalid transport no. The length must not exceed 35 characters. All characters must be alphanumeric. Embedded spaces are allowed but special characters are not allowed.
Invalid transport no (ocean vessel name)	Invalid transport no. The length must not exceed 17 characters. All characters must be alphanumeric. Embedded spaces and special characters are not allowed.
Consignee name more than 35 character	A length of consignee name more than 35 characters
Consignee address more than 35 character	A length of consignee address more than 35 characters
Good description more than 255 character	A length of good description more than 255 characters
Drug type and HK ref no not match	Inconsistent of drug type and HK Ref No
Incorrect drug type	Invalid drug type

- 6. Make deduction by putting a tick in the export licence declaration box and
- 7. Click "Save as draft" button



The successful message will be shown.

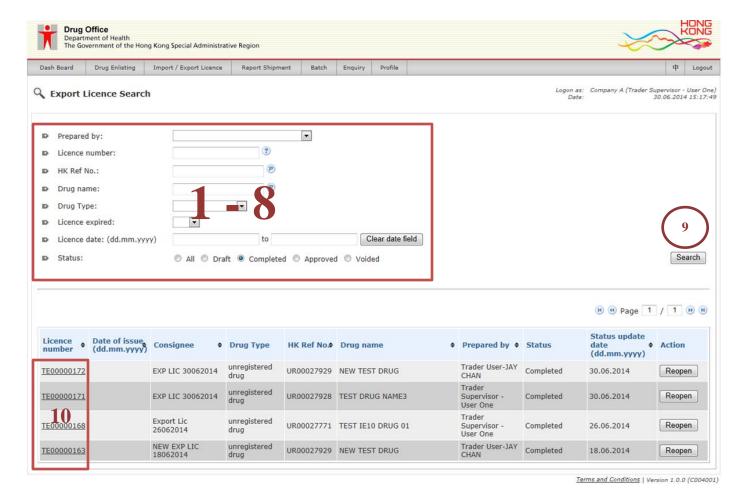


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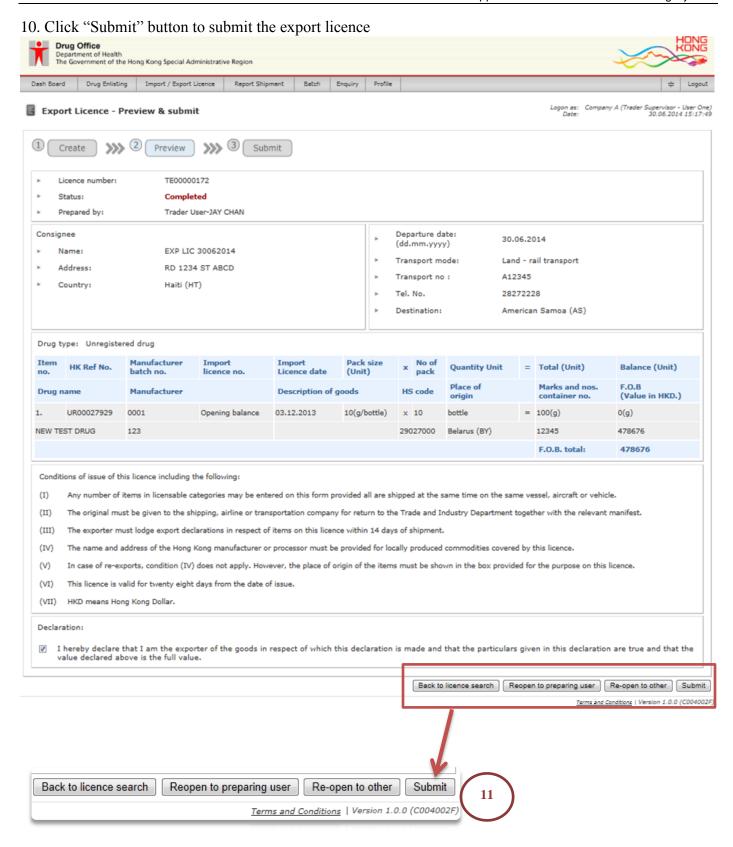
5.6.5 Submit Draft Saved 'Export Licence Application' (Page ID: C004002)

Go to menu "Import/Export Licence" → "Export Licence Search". User allowed search the "Export Licence" by following criteria:

- 1. Select Prepare by or
- 2. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters) or
- 3. Input HK ref no (support partial match) or
- 4. Input Drug name (support partial match) or
- Select Drug type or
- 6. Select Licence expired or
- 7. Select Licence date range and
- 8. Select Status as "Complete" and



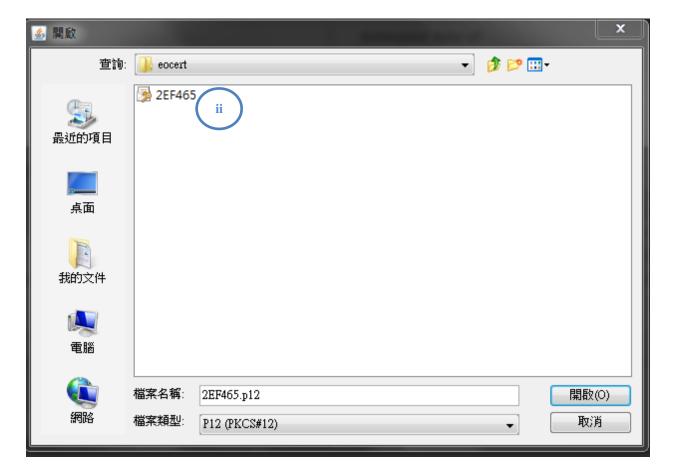
9. Click related licence record to submit



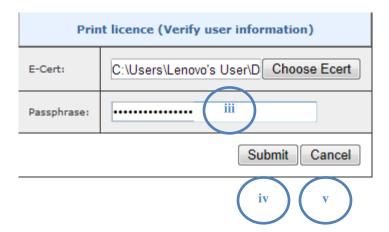
i) Click "Choose Ecert" button and



ii) Choose E-cert and



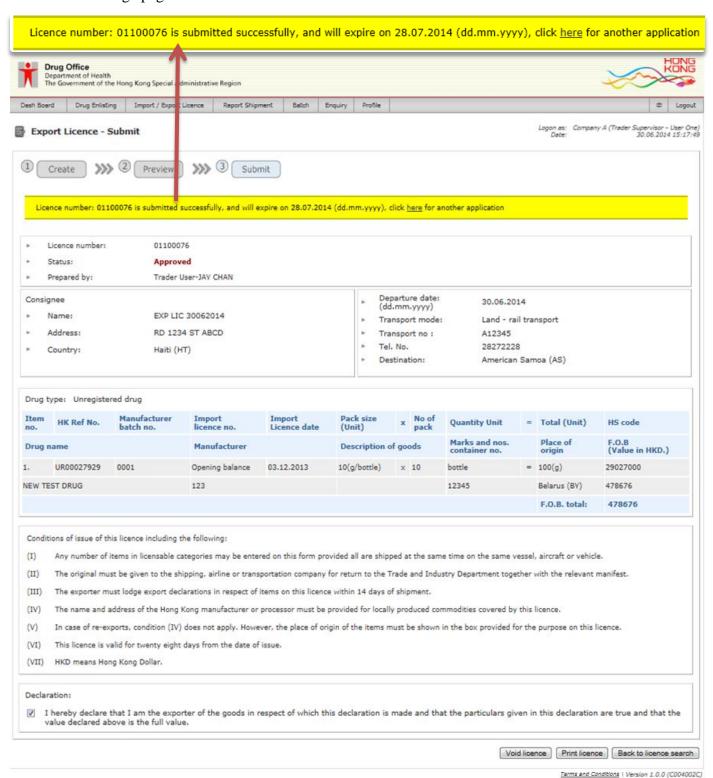
- iii) Input Passphrase of E-cert and
- iv) Click "Submit" button to verify user information or
- v) Click "Cancel" button to return to pervious step.



Form will be validated before submission, below table shows possible warning messages

Validation	Warning messages
Passphrase is incorrect	Passphrase is not valid
Application updated by other user	Error, forms were updated by other user, no change made. Search result page will be redirected
Missing E-cert file	Please select passphrase file
Missing passphrase	Please input passphrase
Invalid balance value	Invalid balance value

Successful message page will be shown if all data are valid.



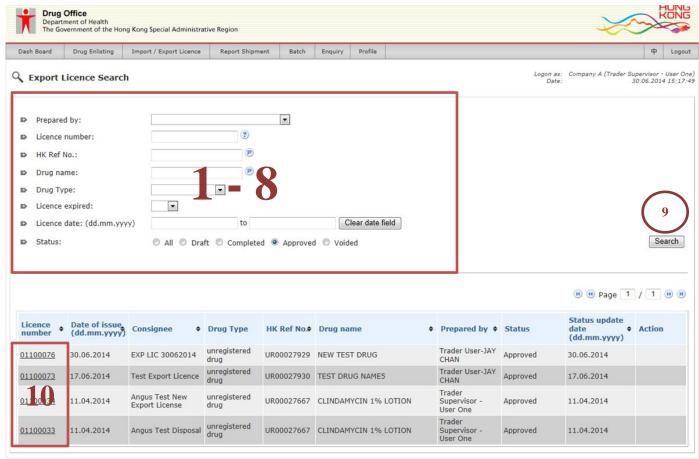
*Remark: Java Platform, Stand Edition is required.

Please note that once the application of export licence has been submitted, the details of export shipment (same as the application details) are considered to be reported simultaneously. The exported quantity of the product would be deducted from the stock balance according to the export licence.

5.6.6 Print Export Licence (Page ID: C004001)

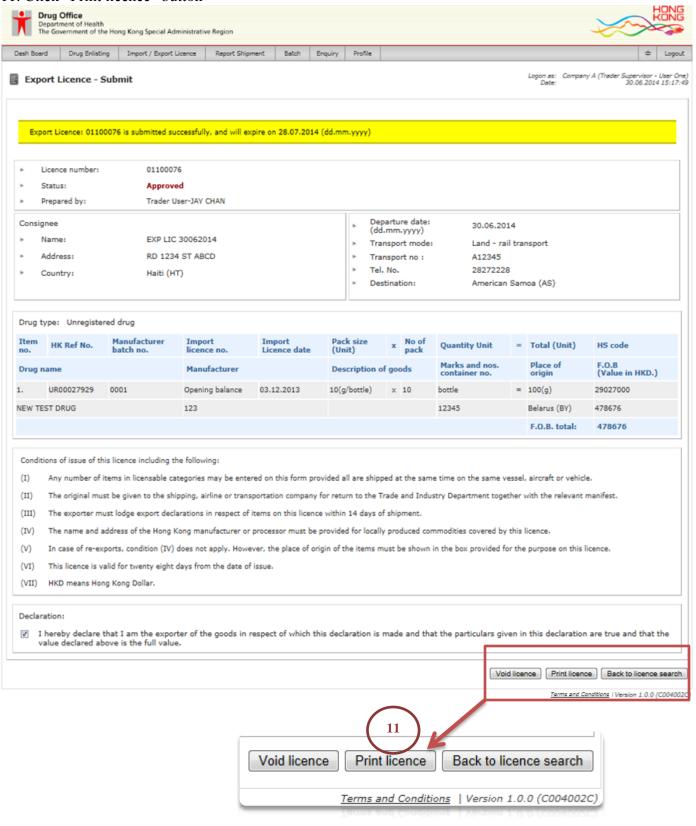
User can select menu "Import /Export Licence" → "Export Licence Search"

- 1. Select Prepared by; or
- 2. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters); or
- 3. Input HK ref no (support partial match); or
- 4. Input Drug name (support partial match); or
- 5. Select Drug type; or
- 6. Select Licence expired; or
- 7. Select Licence date range; and
- 8. Select Status as "Approved"; and
- 9. Click "Search" button, result will be displayed in the result table
- 10. Click the link on related licence number



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11. Click "Print licence" button



12. Click "Save" or "Open" to print the licence

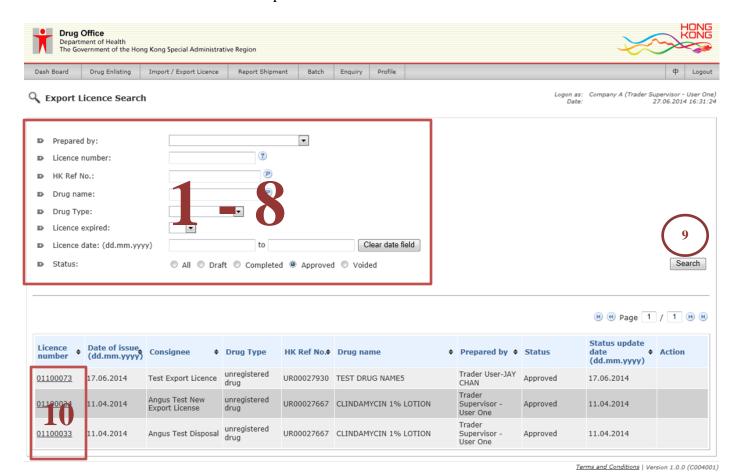
您要開啟或儲存來自 www.drugoffice.gov.hk 的 EX201401100076_01-46-15-30-06-2014.pdf 嗎? 開啟(O) 儲存(S) ▼ 取消(C) ×

13. Click "Back to licence search" button back to search page.

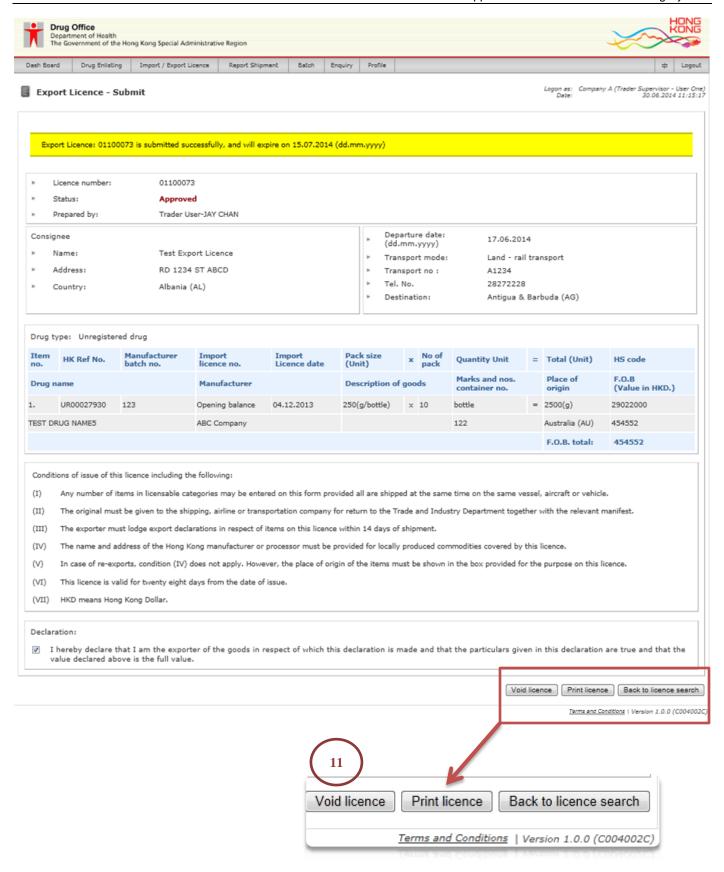
5.6.7 Void Export Licence (Page ID: C004001)

User can select menu "Import/Export Licence"→"Export Licence Search" redirect from Dash Board and then

- 1. Select Prepared by; or
- 2. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters); or
- 3. Input HK ref no (support partial match); or
- 4. Input Drug name (support partial match); or
- 5. Select drug type; or
- 6. Select Licence expired; or
- 7. Select Licence date range; or
- 8. Select Status as "Approved"; and
- 9. Click "Search" button, result will display in the result table
- 10. Click on related licence record to perform void licence.



- 11. Click "Volid licence" button to void licence
- 12. Click "確定" button on the popup box
- 13. Back to search page by click "back to license search" button

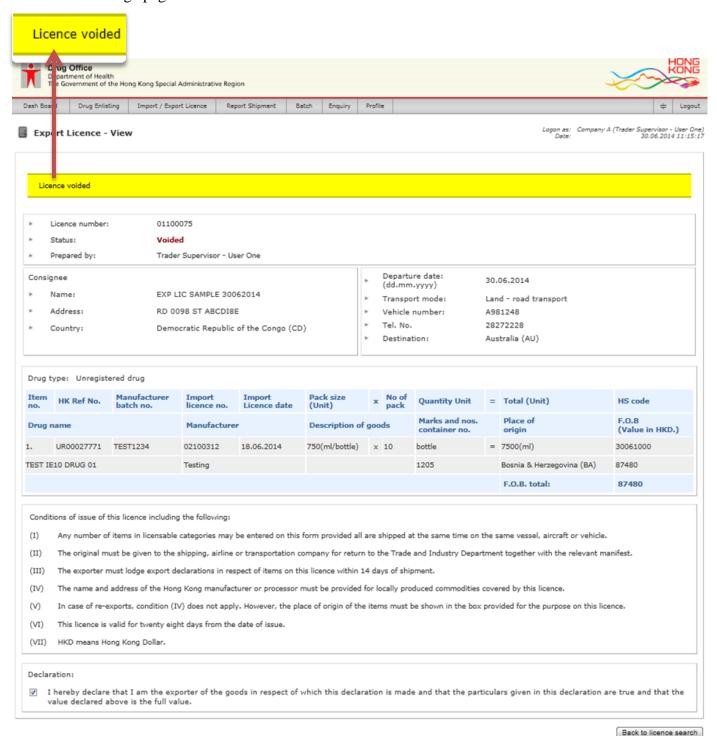




Form will be validated before submission, below table shows possible warning messages.

Validation	Warning messages
System detected departure date has been expired	Departure date has been expired, update failed

Successful message page will be shown if all data are valid.

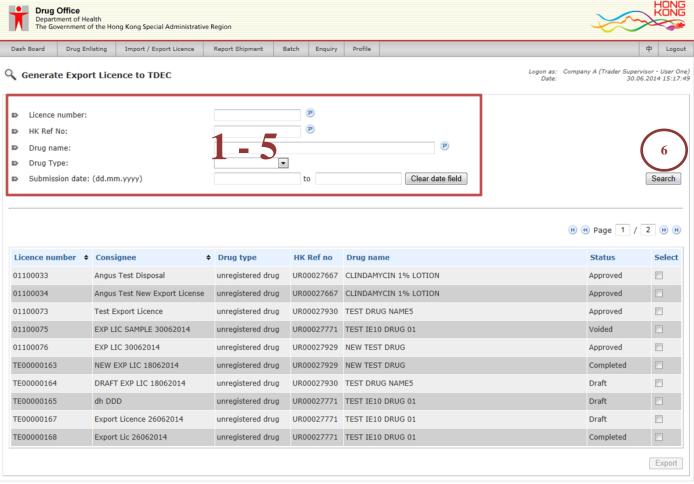


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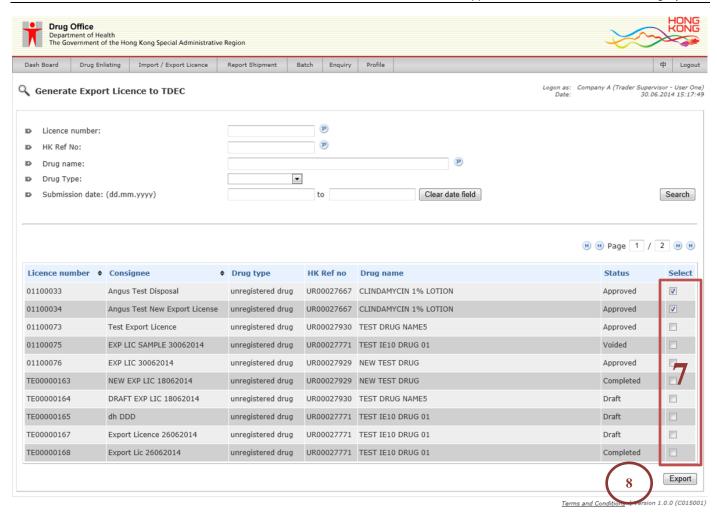
5.6.8 Generate Export Licence information to TDEC declaration (Page ID: C015001)

User can select menu "Import/Export Licence" → "Generate export licence to TDEC" redirect from Dash Board and then:

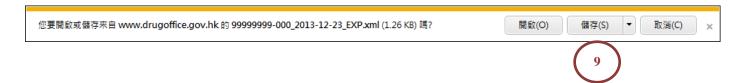
- 1. Input Licence number (support wildcard search by input %%% for full list or any 3 consecutive characters); or
- 2. Input HK Ref No (support partial match); or
- 3. Input Drug name (support partial match); or
- 4. Select Drug type; or
- 5. Select Submission date range; or
- 6. Click "Search" button, result will be displayed in the result table



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- 7. Select export licence
- 8. Click 'Export' button
- 9. Click "Save" button

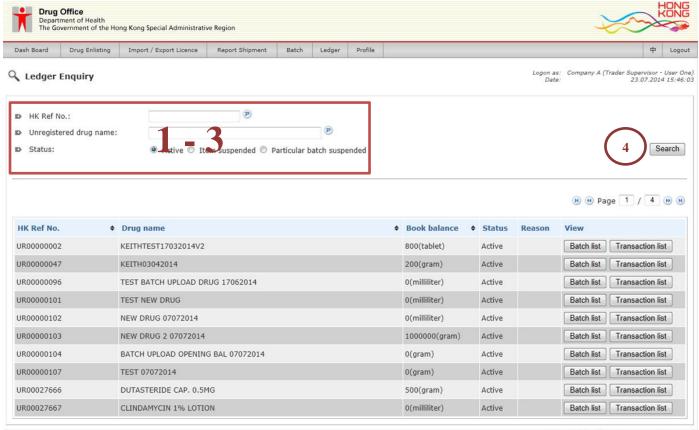


5.7 LEDGER

5.7.1 Ledger Enquiry (Page ID: C007001)

User can select "Ledger" → "Ledger Enquiry"

- 1. Input HK Ref No (support partial match); or
- 2. Input Unregistered drug name (support partial match); or
- 3. Select Status; and
- 4. Click "Search" button, result will displayed in the result table

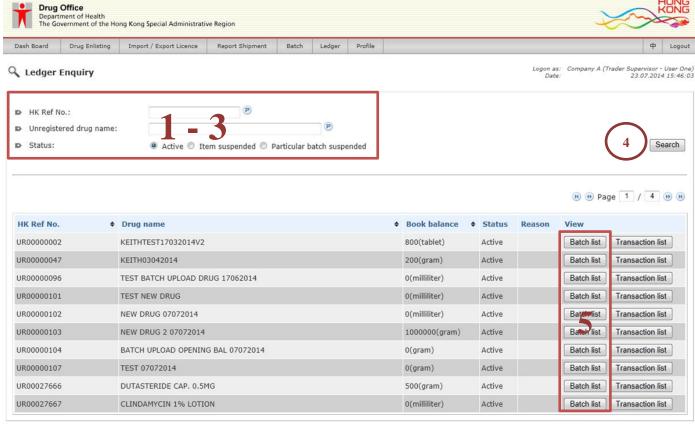


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5.7.2 Ledger Maintenace - Batch List (Page ID: C007001)

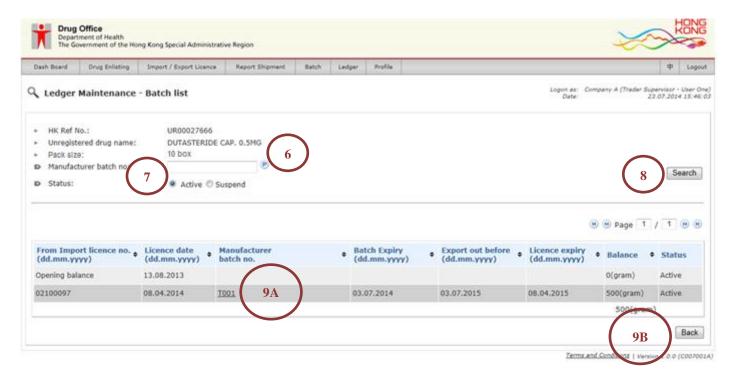
User can select "Ledger" → "Ledger Enquiry" and then:

- 1. Input HK Ref No (support partial match); or
- 2. Input Unregistered drug name (support partial match); or
- 3. Select Status; and
- 4. Click "Search" button, result will displayed in the result table
- 5. Click "Batch List" button to redirect to Ledger Maintenance Batch List page

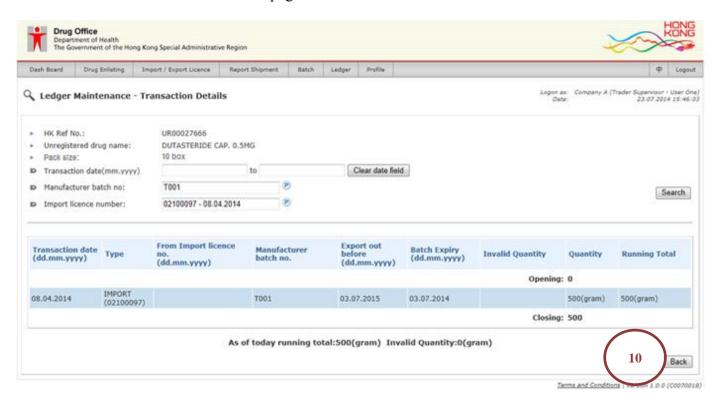


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- 6. Input batch no (support partial match) or
- 7. Select Status and
- 8. Click "Search" button, result will displayed in the result table
- 9. A) Click the Manufacturer batch no. link to redirect to Ledger Maintenance Transaction Details page B) Click "Back" button back to search page.



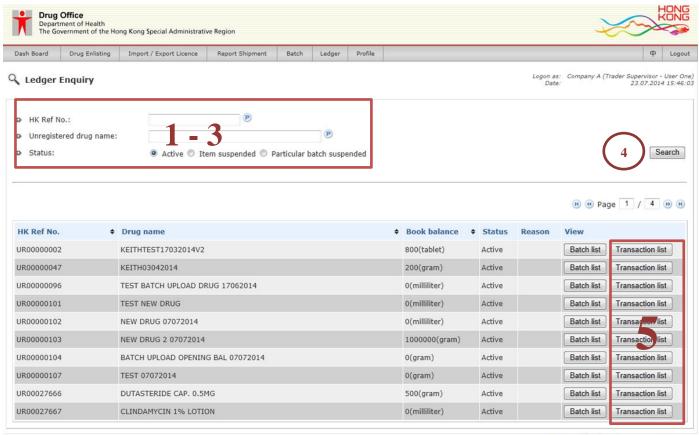
10. Click "Back" button back to search page.



5.7.3 Ledger Maintenance - Transaction Details (Page ID: C007001)

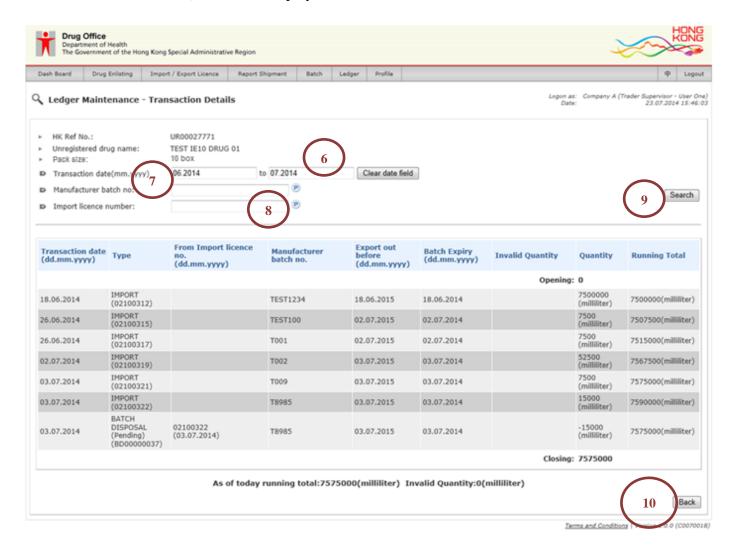
User can select "Enquiry" → "Ledger Enquiry" and then:

- 1. Input HK Ref no (support partial match)or
- 2. Input Unregistered drug name (support partial match) or
- 3. Select Status and
- 4. Click "Search" button, result will displayed in the result table
- 5. Click "Transaction list" to redirect to Ledger Maintenance Transaction page



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- 6. Select Transaction date range or
- 7. Input Manufacturer batch no (support partial match) or
- 8. Input Import licence number (support partial match) and
- 9. Click "Search" button, result will displayed in the result table



10. Click "Back" button back to search page.

5.8 USER PROFILE

5.8.1 View Company Profile (Page ID: C001001)

Select menu "Profile" → "Company Profile Maintenance"

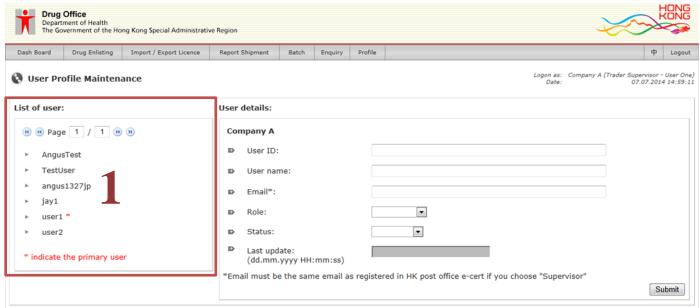


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5.8.2 User Profile Maintenance (Page ID: C001002)

In order to maintenance user profile, supervisors can select "Profile" → "User Profile Maintenance".

1. Users will be displayed in "List of user"

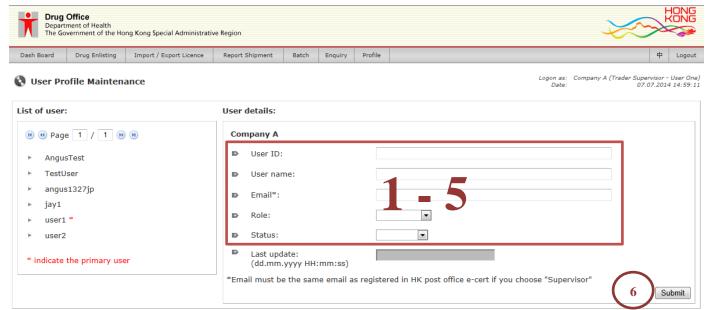


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5.8.3 Create User Account (Page ID: C001002)

Go to "Profile" → "User Profile Maintenance" → "User details"

- 1. Input "User ID" and
- 2. Input "User name" and
- 3. Input "Email" and
- 4. Select "Role" and
- 5. Select "Status" and
- 6. Click "Submit" button

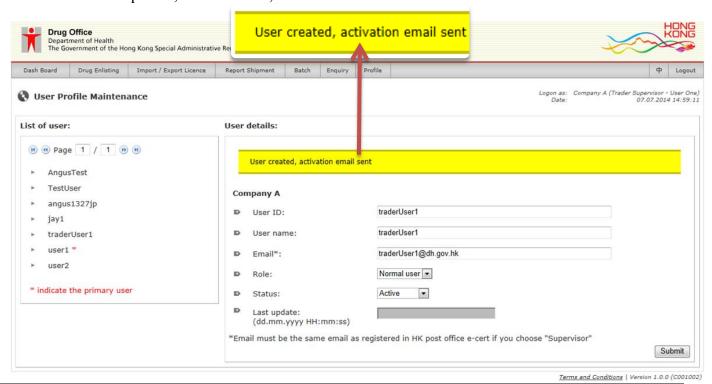


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Form will be validated if "Submit" button is clicked, below shows possible warning messages.

Validation	Warning Messages
Missing user ID	Please input user ID
User ID is already in use	User id is already in use
Violate user ID policy	Violate user id policy User id should only contains 1. Character (A-Z, a-z) 2. Digit (0-9) 3. Non-alphanumeric character (!@#\$%^&*()+={}[] <>?~:;,.) 4. No space
User ID length is less than 5	Minimum user id length is 5
Missing user name	Please input user name
If user ID and password incorrect	User ID/ password incorrect
Missing email	Please input email
Email is already in use	Email is already in use
Email is not valid	Please input valid email address
Missing user role	Please select a user role
Missing user status	Please select a user status

If the validation is passed, "User created, activation email sent" will be shown.

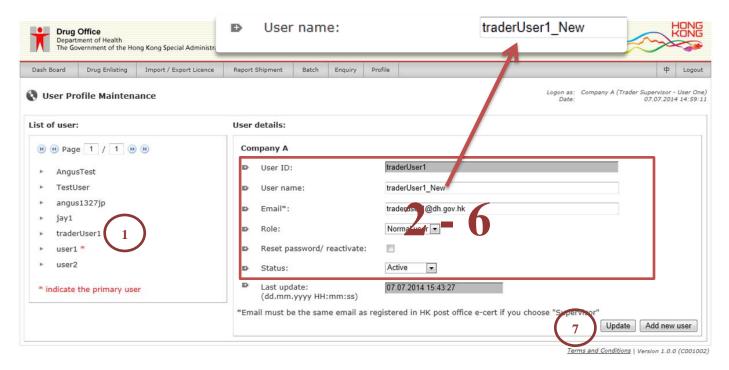


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5.8.4 Update User Info (Page ID: C001002)

Go to "Profile" → "User Profile Maintenance"

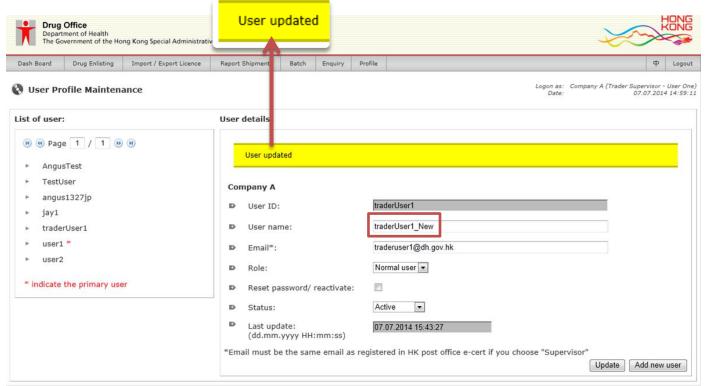
- 1. Click on the target ID below the "List of user"
- 2. Change the "User name" or
- 3. Change the "Email" or
- 4. Change the "Role" or
- 5. Click "Reset password/ reactivate" to reset password or reactivate the account or
- 6. Change the "Status"
- 7. Click "Update" button to submit change



Form will be validated if "Update" button is clicked, below shows possible warning messages.

Validation	Warning Messages
Missing user name	Please input user name
Missing email	Please input email
Email is already in use	Email is already in use
Email is not valid	Please input valid email address
Missing user role	Please select a user role
Missing user status	Please select a user status

If the validation is passed, "User updated" will be shown.

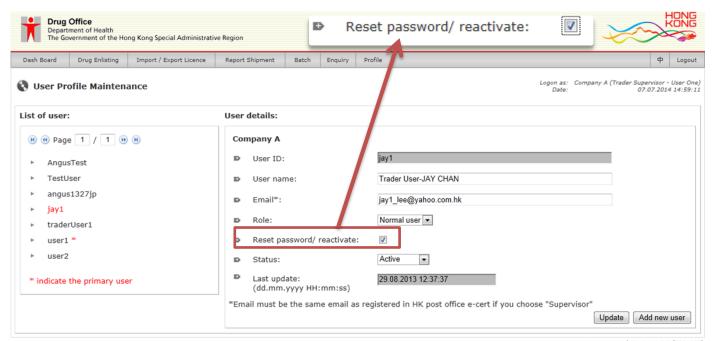


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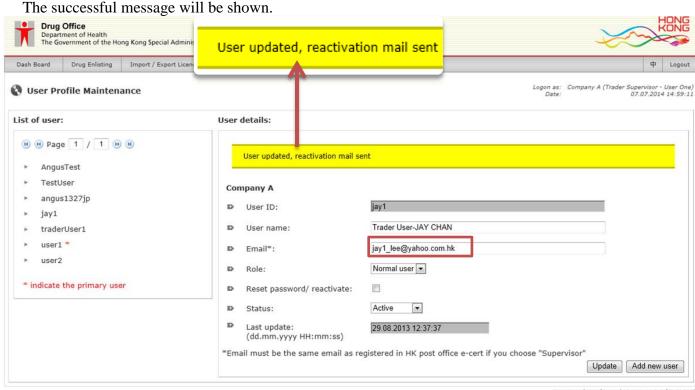
5.8.5 Reset User Password / Reactivate (Page ID: C001002)

Go to "Profile" → "User Profile Maintenance"

- 1. Click on the target ID below the "List of user"
- 2. Click "Reset password/ reactivate" to reset password or reactivate the account and
- 3. Click "Update" button to submit change

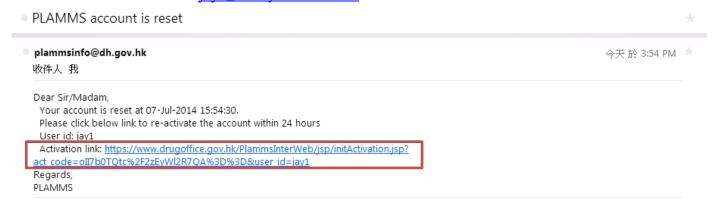


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The reactivation mail sent to <u>jay1_lee@yahoo.com.hk</u> as follow.

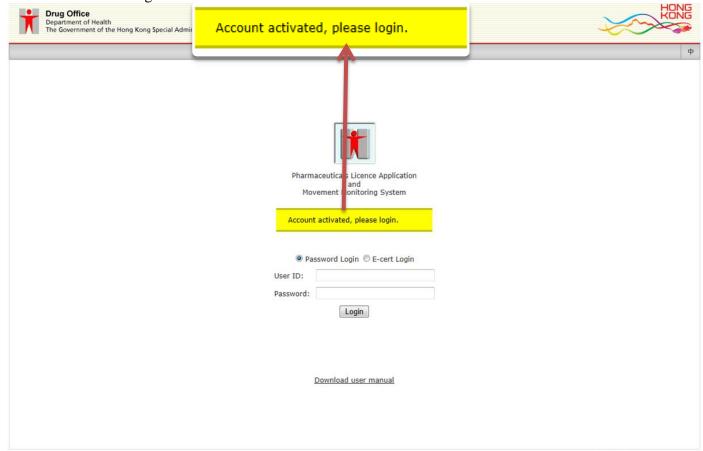


User "jay1" needs to click the Activation link to reset his/her account paassword.



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The successful message will be shown.

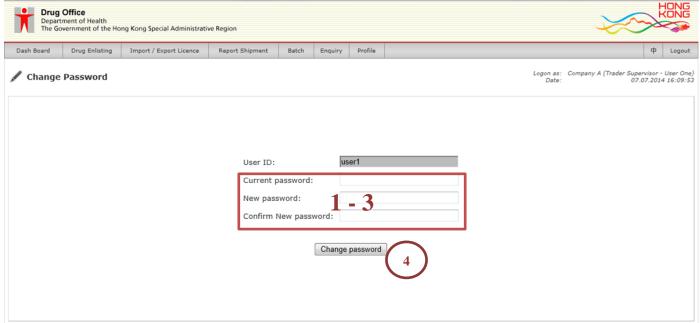


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5.8.6 Change Password (Page ID: C016001)

Go to "Profile" → "Change Password"

- 1. Input "Current password" and
- 2. Input "New password" and
- 3. Input "Confirm New password" and
- 4. Click "Change password" button

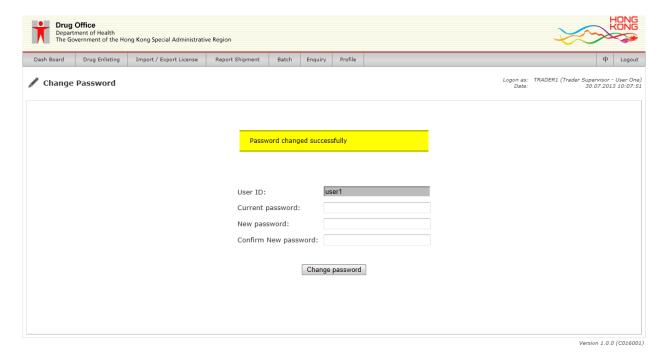


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Form will be validate if "Change password" button is clicked, below shows possible warning messages.

Validation	Warning Messages
Missing current password	Please input current password.
Missing new password	Please input new password.
Missing confirm new password	Please confirm new password.
New password and confirm new password not match	New password and confirm new password do not match.
Current password is not correct	Invalid information, please verify that the user ID and the current password are correct.
Password is less than 8	Minimum password length is 8
Violate password Policy	Violate password policy Password should contains all of bellows 1. Uppercase character (A-Z) 2. Lowercase character (a-z) 3. Digit (0-9) 4. Non-alphanumeric character (!@#\$%^&*()+={}[] <>?:;,.) 5. No space
Password is the same as latest 10 password	Password was recently used (10 times) and is not valid for reuse.

If the validation is passed, "Password changed successfully" will be shown.



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6. APPENDIX

- 1. Application of the e-cert http://www.hongkongpost.gov.hk/product/ecert/apply/img/e-Cert (SOE) N.pdf
- 2. Change password of the e-cert http://www.hongkongpost.gov.hk/product/download/changepin/index.html
- 3. Java Platform, Standard Edition is required for submit import and export License http://www.java.com/en/download/index.jsp
- 4. Terms and Conditions
 https://www.drugoffice.gov.hk/PlammsInterWeb/jsp/tc_en.jsp
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