

External User Guide

Issue of Permit to Import Medicines for Personal Use

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1. Brief Overview

This manual is prepared to navigate applicants through EDE's **Personal Drug Use** e- service. This e-service will allow EDE customers to seamlessly request EDE's approval on importing medications for personal use. By getting EDE's approval, customers will be able to clear their medications from UAE customs.

2. Accessing the Application Form

Open your preferred web browser and visit the following URL:

<https://smartservices.moh.gov.ae/wps/portal/EDE/login/>

3. Apply for Service

- Login into the system
- Go to All Applications
- then Click New Application, and follow these steps to complete the application form:

3.1 Medicines Details:

In case Medicine Name is found

- Search & select the Medicine Name from drop-down list
- Specify the quantity of medicines you are importing.
- Select the appropriate unit (e.g., tablets, vials, milliliters).
- Select the duration for each Medicine as in your prescription.
- Upload a valid prescription from a medical professional.
- Click the check box to upload a Medical Report

In case Medicine Name is not found

- Select 'No Record Found' in the Medicine Name drop-down list
- Search & Select Active Ingredient Name from the drop-down list
- Enter Medicine Strength (e.g., 10mg, 20mg, 10mg/ml)
- Specify the quantity of medicines you are importing.
- Select the appropriate unit (e.g., tablets, vials, milliliters).
- Select the duration for each Medicine as in your prescription.
- Upload a valid prescription from a medical professional.
- Click the check box to upload a Medical Report

In case Active Ingredient Name is not found

- Select 'No Record Found' in the Medicine Name drop-down list
- Select 'No Record Found' in the Active Ingredient Name drop-down list
- Enter Active Ingredient Name
- Enter Medicine Strength (e.g., 10mg, 20mg, 10mg/ml)
- Specify the quantity of medicines you are importing.
- Select the appropriate unit (e.g., tablets, vials, milliliters).
- Select the duration for each Medicine as in your prescription.
- Upload a valid prescription from a medical professional.
- Click the check box to upload a Medical Report

Note: To Add more Medicines, Click Add Another Medicine

Click Permit Issuance Details to Navigate to the Next Page.

All Applications / Personal Drug Use

0% Completed

1 Medicines Details 2 Permit Issuance

Medicine

Name Of The Medicine ⓘ

Quantity Of Medicines Importing Unit ⓘ

For How Many Days Are You Getting This Medicine ⓘ

ⓘ Upload prescription
 Your document should include

- Full name of the patient
- Scientific or commercial drug name
- Prescribed dose and duration of the medication
- Name and stamp of the physician
- Health facility should be recognized by the country of treatment's health authority or embassy
- Preferably a digitally printed prescription
- Should be issued in the past 3 months

Prescription
 This can be either .JPG, .PNG or .PDF format. Maximum file size is 40MB.

☐ I Want To Upload A Medical Report

Click Add Another Medicine →

Click Permit Issuance Details →

Figure A: Medicine Details

Medicine

Name Of The Medicine ⓘ
Other

How to find the information I need to fill on the page
The active ingredient and form of the medicine are usually listed on the package in bold or larger letters than other ingredients.
[Watch a video to know more](#)

Active Ingredient Name ⓘ
teriparatide

Strength (Optional) ⓘ
e.g. 10mg, 20mg, 20mg/ mL

Quantity Of Medicines
1.00

Unit ⓘ
Tablets x ▾

For How Many Days Are You Getting This Medicine ⓘ
More than 3 Months x ▾

Figure B: Case 2 Medicine Name is Not Found

Medicine

Name Of The Medicine ⓘ
Other

How to find the information I need to fill on the page
The active ingredient and form of the medicine are usually listed on the package in bold or larger letters than other ingredients.
[Watch a video to know more](#)

Active Ingredient Name ⓘ
Other

New Active Ingredient ⓘ
e.g. Paracetamol, Lisinopril

Strength ⓘ
e.g. 10mg, 20mg, 20mg/ mL

Quantity Of Medicines
1.00

Unit ⓘ
Tablets x ▾

Figure C: Active Ingredient Name Not Found

3.2 Permit Issuance Details:

Whom You Are Applying For:

- Choose "Myself" if you are the patient.
- Select "Relatives / Guardians / Caregivers" if applying on behalf of someone else.

Is The Patient A UAE Resident:

- Choose "Yes" if the patient is a UAE resident.
- Choose "No" if the patient is not a UAE resident.

Patient Emirates ID Number:

- Enter the Emirates ID number of the patient.

Patient Nationality:

- Indicate the patient's nationality.

Patient Full name:

- Provide the patient's full name.

Patient Date Of Birth:

- Enter the patient's date of birth.

The screenshot shows the 'Permit Issuance' screen with a progress bar at the top indicating 'Medicines Details' (1) and 'Permit Issuance' (2). The form contains the following sections:

- Whom You Are Applying For:** Radio buttons for 'Myself' and 'Relatives / Guardians / Caregivers' (selected).
- Is The Patient A UAE Resident:** Radio buttons for 'Yes' (selected) and 'No'.
- Patient Emirates ID Number:** A text field with a placeholder '784-' and a note 'Minimum length is 15'.
- Patient Nationality:** A dropdown menu.
- Patient Fullname:** A text field with a note 'This field is required'.
- Patient Date Of Birth:** A date picker field with a note 'This field is required'.
- Upload Emirates ID Front Side:** A file upload button labeled 'New File' with a note 'This attachment is required'.
- Upload Emirates ID Back Side:** A file upload button labeled 'New File' with a note 'This attachment is required'.
- Comment (Optional):** A text area with a note 'Comments - alphanumeric - max length 4000'.

At the bottom, there are buttons for 'Discard', '< Back', and 'Review >'.

Figure D: Permit Issuance Screen

Upload Emirates ID Front Side:

- Click the "Upload" button to attach a scanned copy of the Emirates ID front side [This can be either JPG, PNG or PDF format. Maximum file size is 40MB].

Upload Emirates ID Back Side:

- Click the "Upload" button to attach a scanned copy of the Emirates ID back side [This can be either JPG, PNG or PDF format. Maximum file size is 40MB].

3.3 Review Application

After the applicant completes filling all application details, they must click on the Review button to proceed with application submission. The Review section provides a full summary of the application and allows the user to perform the following actions:

- Edit Application
- Save Application
- Discard Application
- Go Back to Previous Section
- Read & Accept General Terms & Conditions
- Submit Application

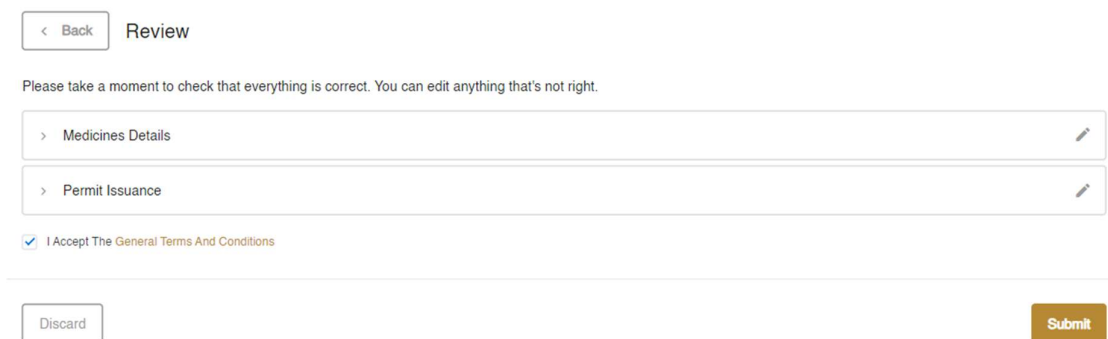


Figure E: Review Screen

Click the "Submit" button, A confirmation message will be displayed upon successful submission.

After successful submission of the application, the applicant will receive a confirmation message contains the following information:

- a. Application Number
- b. Processing Time
- c. Access to the "Download Certificate" in the event of Auto Approval.

Please Note, that not all the Medicines are auto approved.

- d. Instructions outlining the next steps.

SUBMITTED

Application number
DCPU-2023-000213

Your application submission details have been
sent to wmnxowezfbijkddlie@tcwlm.com

Processing Time 2 working days

Your application is auto approved as the specified
ingredient, dosage and quantity is allowed to be imported

[Download Certificate](#)

Important note:
Only 1 of your medication is auto approved.
LYRICA ® 75mg 75mg/Capsule is not yet approved. You
will be notified about next steps.

What happens next
An officer will review your application.

If the review is successful

1. You are notified via email & mobile
2. You can and download the certificate from our portal and
through the link you've received

If the review fails
A link will be sent to your registered email and mobile number
with the reason and the next steps.

[Go To All-Application](#)

Figure F: Submitted Screen

4. Take Required Actions

Once an application has been reviewed by a EDE officer, the officer might request the applicant to take actions before proceeding with application. The applicant will get notified via once the officer requires an action.

For the applicant to view and take these actions, they must:

- Click on the Application Number in All Applications screen
- Click on Required Actions tab
- Click on Correction button found in Required Actions tab – which redirects applicant to Correction screen
- Find the requested correction under Comment/Consultation
- Make changes to fields/attachments
- Add comment in Comment box
- Click on Submit Correction button
- The application will be sent back to officer for further review.

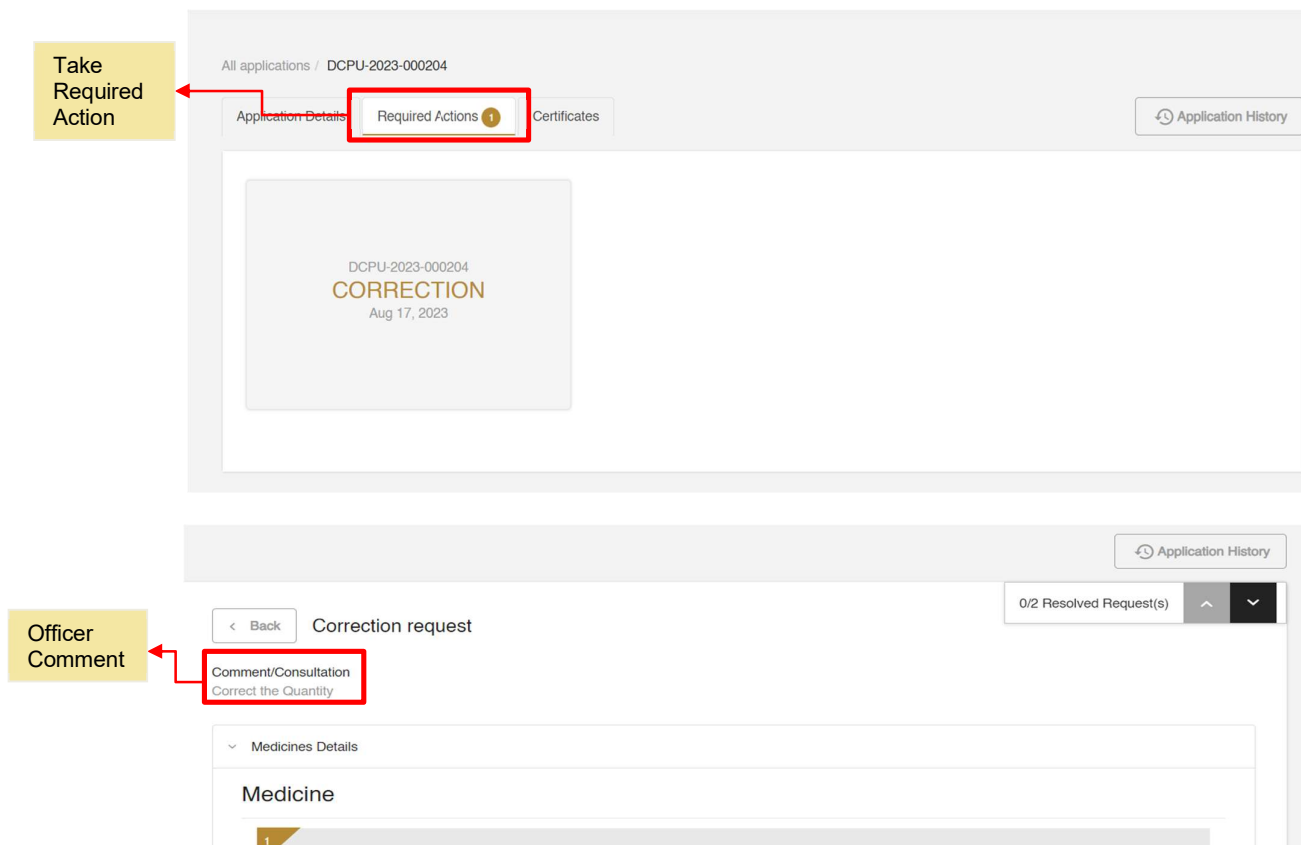


Figure G: Correction Screen

5. Printouts

For the applicant to view and printout a certificate, they should:

- Click on the Application Number in All Applications screen –
- Click on the Certificate tab
- Click on the Attachment – which opens the certificate as a PDF
- Print PDF

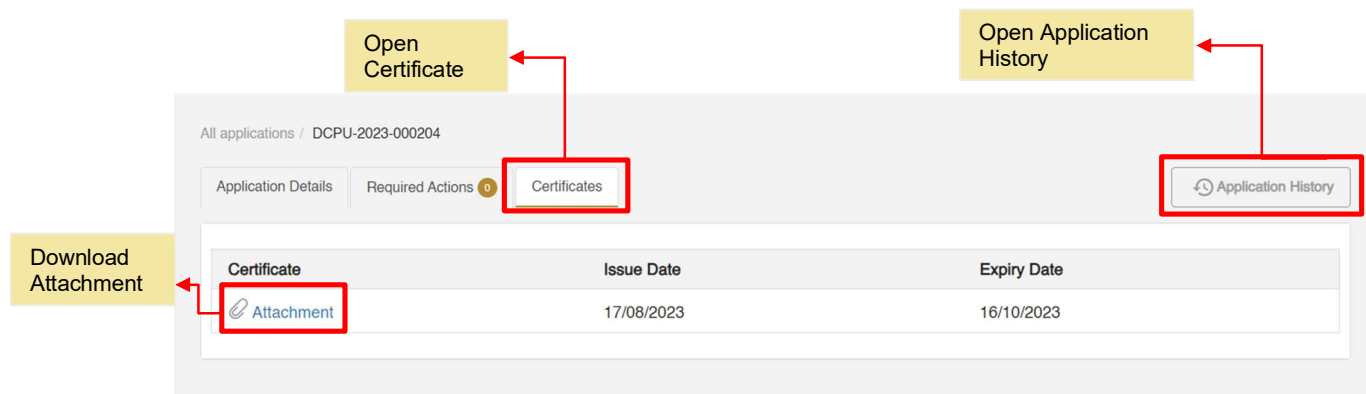


Figure H: Certificate Screen