

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

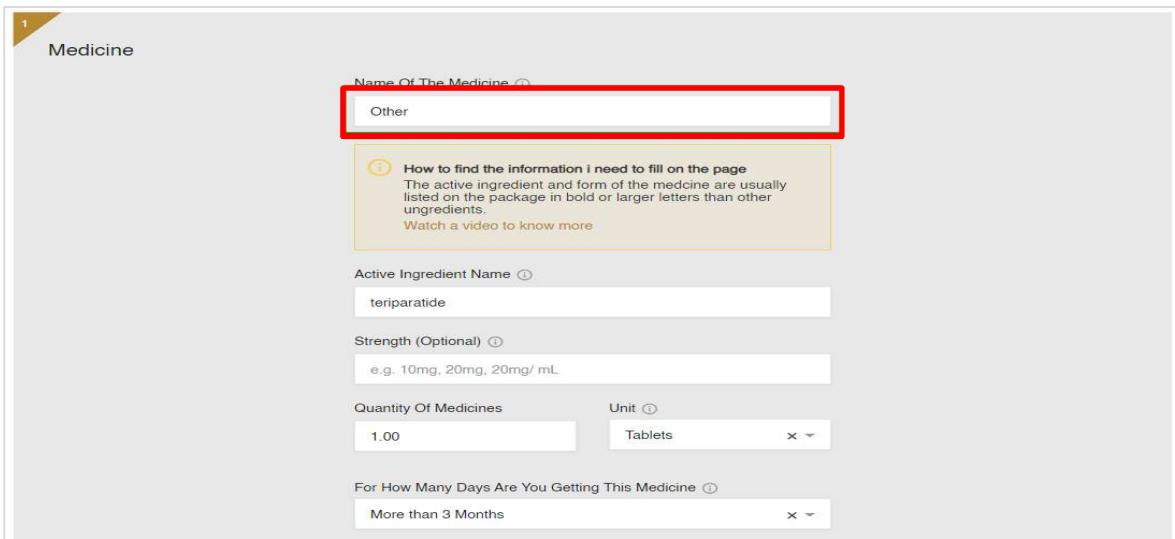
- Select 'No Record Found' in the Medicine Name drop-down list
- Select 'No Record Found' in the Active Ingredient Name drop-down list
- Enter Active Ingredient Name
- Enter Medicine Strength (e.g., 10mg, 20mg, 10mg/ml)
- Specify the quantity of medicines you are importing.
- Select the appropriate unit (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.

The screenshot shows the 'Medicine Details' page of the EDE application. At the top, there are 'Help' and 'Save' buttons. Below that, a progress bar shows '0% Completed'. The main form has two sections: 'Medicines Details' (step 1) and 'Permit Issuance' (step 2). The 'Medicines Details' section contains fields for 'Name Of The Medicine', 'Quantity Of Medicines Importing', 'Unit', and 'For How Many Days Are You Getting This Medicine'. Below these is a section for 'Upload prescription' with a list of required items and a 'New File' button. A checkbox for 'I Want To Upload A Medical Report' is also present. At the bottom of the form are 'Discard' and 'Add Another Medicine' buttons. A large red box highlights the 'Add Another Medicine' button. Another red box highlights the 'Permit Issuance Details' button, which is located in a separate section below the main form.

Figure A: Medicine Details



1 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

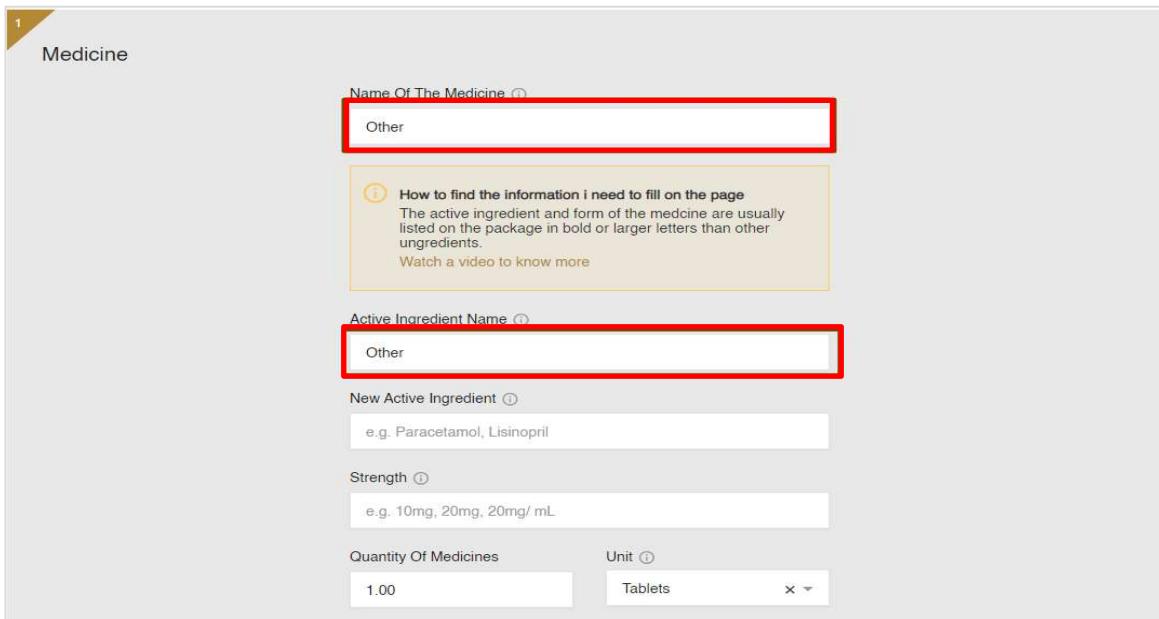
Unit ⓘ

Tablets

For How Many Days Are You Getting This Medicine ⓘ

More than 3 Months

Figure B: Case 2 Medicine Name is Not Found



1 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

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.

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

The screenshot shows a 'Review' screen for an application. At the top, there are 'Back' and 'Review' buttons. A message says: 'Please take a moment to check that everything is correct. You can edit anything that's not right.' Below this, there are two sections with edit icons: 'Medicines Details' and 'Permit Issuance'. A checkbox for 'I Accept The General Terms And Conditions' is checked. At the bottom, there are 'Discard' and 'Submit' buttons.

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.

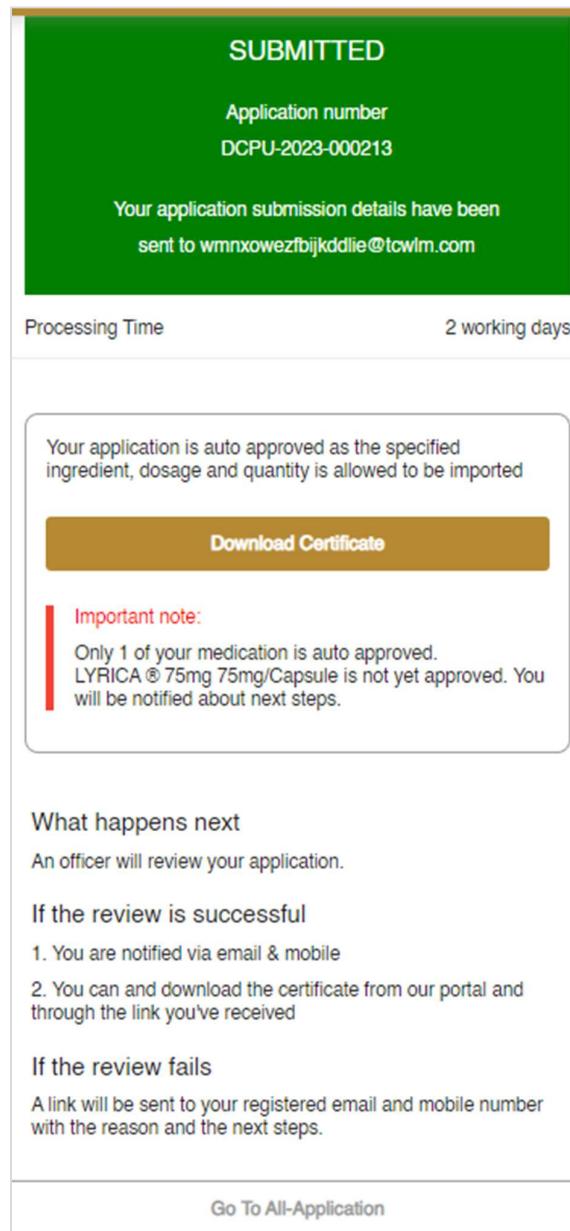


Figure F: Submitted Screen

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:

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

The figure consists of two screenshots of a web-based application interface for managing permit applications. The top screenshot shows a navigation bar with tabs: 'Application Details', 'Required Actions' (which is highlighted with a red box and has a small '1' icon), and 'Certificates'. Below the tabs, a box displays 'DCPU-2023-000204' and 'CORRECTION' with the date 'Aug 17, 2023'. A yellow callout box labeled 'Take Required Action' has an arrow pointing to the 'Required Actions' tab. The bottom screenshot shows a 'Correction request' screen. It includes a back button, a title 'Correction request', and a 'Comment/Consultation' section with the sub-instruction 'Correct the Quantity'. A yellow callout box labeled 'Officer Comment' has an arrow pointing to the 'Comment/Consultation' section. Both screenshots include a 'Application History' button in the top right corner.

Figure G: Correction Screen

5. Printouts

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

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

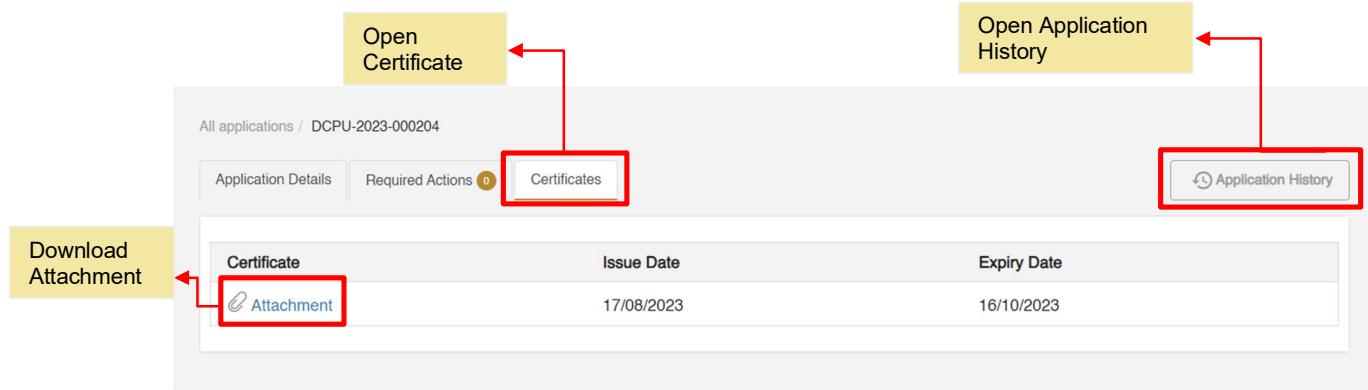


Figure H: Certificate Screen