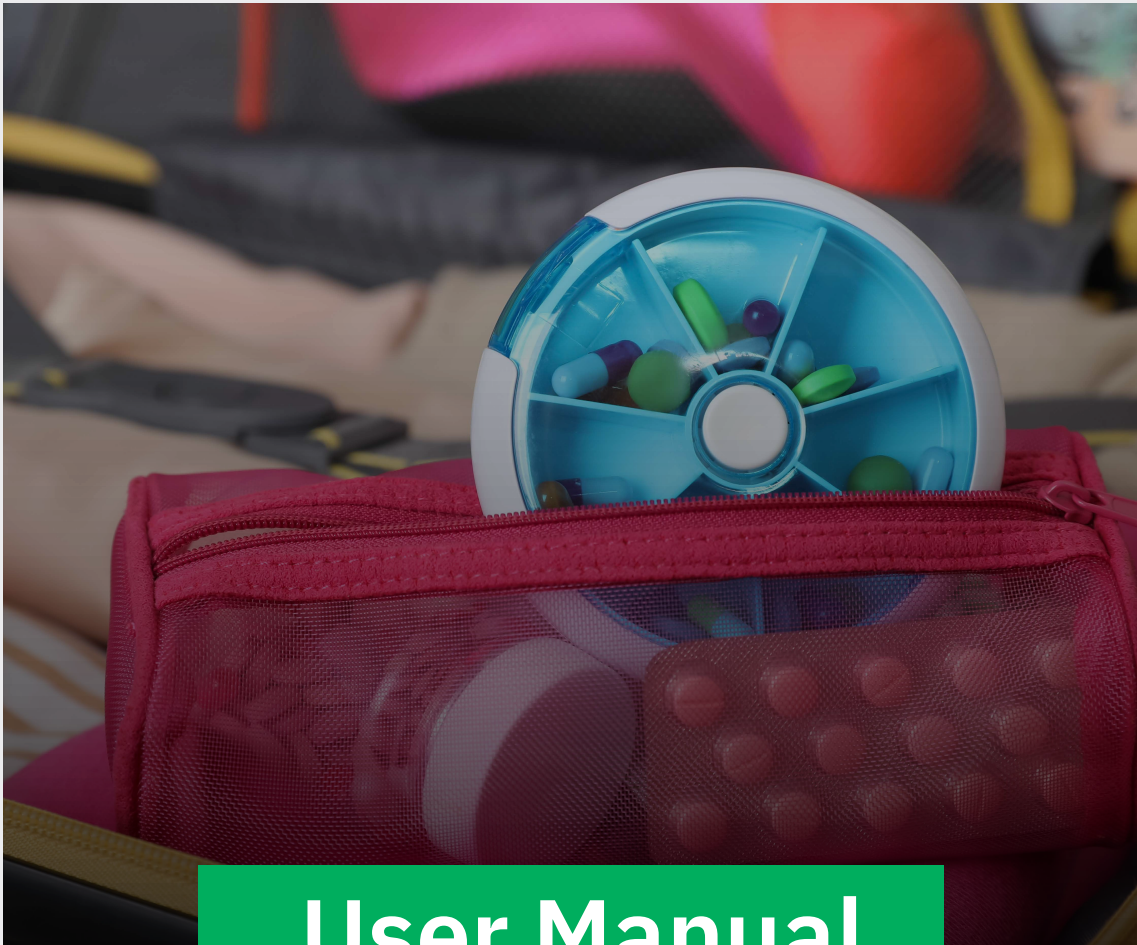




User Manual

for Traveler
Clearance
Controlled Drug



01

Create an Account

- 1 ■ To create a personal traveler account, click "Create Traveler User" located in the top left corner of the screen.
- 2 ■ Enter Your Information and fill out the required fields as displayed below.

The screenshot shows a laptop displaying the 'Create Traveler user' form. The form is titled 'Create Traveler user' and contains various input fields for user registration. A red box highlights the 'Create Traveler User' link in the top left corner of the application. Arrows point from labels to specific fields: 'First Name in English' to 'First Name', 'Full Name in Arabic' to 'Full Arabic Name', 'Email' to 'Email *', 'Type of ID' to 'Identity Type', 'Country of Arrival/Departure' to 'Country', 'Gender' to 'Gender', 'Phone Number' to 'Mobile', 'Enter the Code Shown Above' to a CAPTCHA field, 'Family Name in English' to 'Family Name', 'Username' to 'User Name', 'Confirm Email' to 'Confirm Email', 'ID Number' to 'Identity Number', 'Nationality' to 'Nationality', 'Date of Birth' to 'Date Of Birth', and 'Confirm Password' to 'Confirm Password'. A 'Click to Create an Account' button is at the bottom right of the form.

02

Login Steps

- 1 ■ Enter your username and password, then click "Login".

Enter the Code Shown Above

Login

User Name

Password

R3hakt

Enter Text On Image

Login

Forgot your password?
New user? Register Establishment User
New user? Register Traveler User

2FA Confirmation

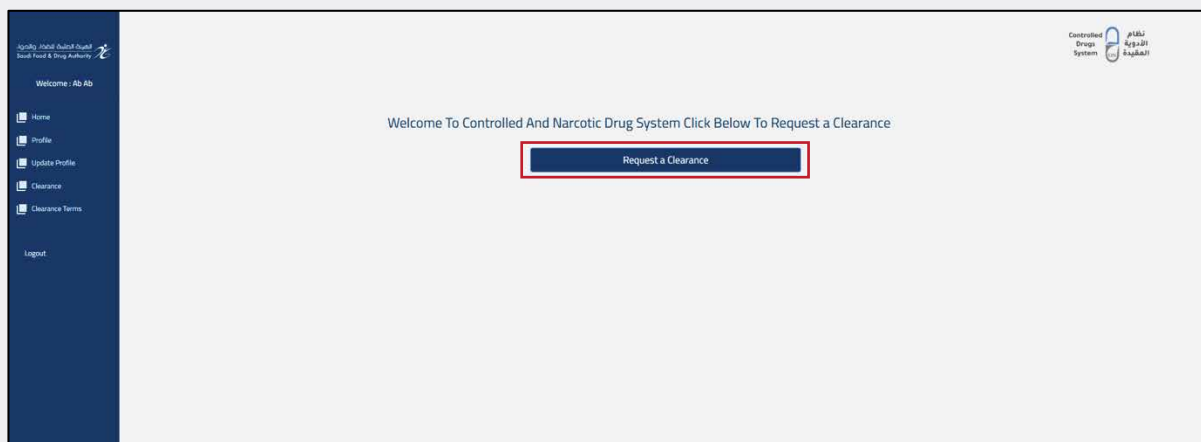
Code

Submit

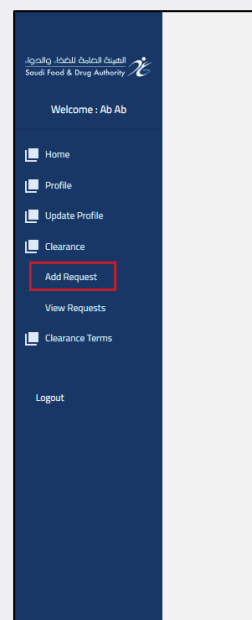
- 2 ■ A verification code will be sent to your email address.
- 3 ■ Check your email for a verification code and enter the code into the verification field.

Home Page

- 1 ■ Upon successful login, the home page will appear.
- 2 ■ Click the "Request a Clearance" button.



- 3 ■ You can also add a request by going to “Clearance” (located on the left side of the screen) and then clicking “Add Request”.



03

Request a Clearance

1 ■ Are these medicines for someone other than yourself?

If yes, select "Yes" and input the patient's details:

The screenshot shows the 'Add Individual Clearance Request' form. The left sidebar contains navigation links: Home, Profile, Update Profile, Clearance, and Clearance Terms. The main form area is titled 'Add Individual Clearance Request' and contains a 'User Details' section with fields for User Name, First Name, Last Name, Arabic Name, Mobile, Email, Identity Number, and Country. Below this is a section for 'Are Carrying the medications on behalf another patient?' with a dropdown menu set to 'Yes'. To the left of this section, an annotation 'Are the Medicines for Another ?Patient' points to the 'Yes' option. Below the dropdown is a 'Flight Details' section with fields for Name, Relation, Identity, Enter Date, Exit Date, Country, and Port. To the left of this section, an annotation 'Patient Name' points to the 'Name' field. Below the 'Flight Details' section is an 'Attachment' section with fields for 'Id Scan Attachment' and 'Description Attachment'. To the left of this section, an annotation 'Patient ID' points to the 'Id Scan Attachment' field. To the right of the 'Attachment' section, an annotation 'Relationship to Patient' points to the 'Relation' field.

The screenshot shows the 'Add Individual Clearance Request' form. The left sidebar contains navigation links: Home, Profile, Update Profile, Clearance, and Clearance Terms. The main form area is titled 'Add Individual Clearance Request' and contains a 'User Details' section with fields for User Name, First Name, Last Name, Arabic Name, Mobile, Email, Identity Number, and Country. Below this is a section for 'Are Carrying the medications on behalf another patient?' with a dropdown menu set to 'Yes'. Below the dropdown is a 'Flight Details' section with fields for Name, Relation, Identity, Enter Date, Exit Date, Country, and Port. Below the 'Flight Details' section is an 'Attachment' section with fields for 'Id Scan Attachment' and 'Description Attachment'. The 'Id Scan Attachment' field is highlighted with a red box.

If not, select "No". No additional information is required

2 ■ Indicate your travel direction: Arrival to or Departure from Saudi Arabia.

The screenshot shows the 'Add Individual Clearance Request' form. The 'Direction' dropdown menu is open, showing options: 'Arrival To Saudi Arabia' and 'Departure From Saudi Arabia'. The 'Exit Date' field is highlighted with a red box. The form includes sections for User Details, Flight Details, and Attachment.

User Details

User Name	Aljoharah, 1	First Name	Ab
Last Name	Ab	Arabic Name	Ab
Mobile	0552938409	Email	jerrn@gmail.com
Identity Number	11111111264	Country	Saudi Arabia

Flight Details

Are Carrying the medications on behalf another patient *
Select Option

Direction *
Select Option
Arrival To Saudi Arabia
Departure From Saudi Arabia

Enter Date
mm/dd/yyyy

Exit Date
mm/dd/yyyy

Country *
Choose

Port *
Choose

Attachment

Id Scan Attachment *
Choose File | No file chosen

Prescription Attachment *
Choose File | No file chosen

Photo Of Medicament *

3 ■ Flight Details.

For arrivals to Saudi Arabia, enter the required information:

The screenshot shows the 'Add Individual Clearance Request' form with annotations. A red box highlights the 'Flight Details' section. Annotations point to the 'Enter Date' field (labeled 'Enter Date'), the 'Country' dropdown (labeled 'Departure Country'), and the 'Exit Date' field (labeled 'Exit Date * Not Required').

User Details

User Name	Aljoharah, 1	First Name	Ab
Last Name	Ab	Arabic Name	Ab
Mobile	0552938409	Email	jerrn@gmail.com
Identity Number	11111111264	Country	Saudi Arabia

Flight Details

Are Carrying the medications on behalf another patient *
Select Option

Direction *
Select Option

Enter Date
mm/dd/yyyy

Exit Date
mm/dd/yyyy

Country *
Choose

Attachment

Id Scan Attachment *
Choose File | No file chosen

Prescription Attachment *
Choose File | No file chosen

Photo Of Medicament *

For departure from Saudi Arabia, enter the required information:

The screenshot shows the 'Add Individual Clearance Request' form. A red box highlights the 'Flight Details' section, which includes 'Enter Date', 'Exit Date', 'Country', and 'Port'. Annotations with arrows point to 'Enter Date' (labeled 'Entre Date Not Required *'), 'Country' (labeled 'Destination Country'), and 'Exit Date'.

User Details

User Name	Aljoharah, 1	First Name	Ab
Last Name	Ab	Arabic Name	Ab
Mobile	0552938409	Email	jemr@gmail.com
Identity Number	11111111264	Country	Saudi Arabia

Are Carrying the medications on behalf another patient *
Select Option

Direction *
Select Option

Flight Details

Enter Date	mm/dd/yyyy	Exit Date	mm/dd/yyyy
Country *	Choose	Port *	Choose

Attachment

Id Scan Attachment *	Prescription Attachment *
Choose File No file chosen	Choose File No file chosen
Photo Of Medicament *	
Choose File No file chosen	

■ 4 Attach the required documents.

The screenshot shows the 'Add Individual Clearance Request' form. A red box highlights the 'Attachment' section, which includes 'Id Scan Attachment', 'Prescription Attachment', and 'Photo Of Medicament'. Annotations with arrows point to 'Id Scan Attachment' (labeled 'Patient ID'), 'Photo Of Medicament' (labeled 'Photo of the Medicine'), and 'Prescription Attachment' (labeled 'Prescription or Medical Report').

User Details

User Name	Aljoharah, 1	First Name	Ab
Last Name	Ab	Arabic Name	Ab
Mobile	0552938409	Email	jemr@gmail.com
Identity Number	11111111264	Country	Saudi Arabia

Are Carrying the medications on behalf another patient *
Select Option

Direction *
Select Option

Flight Details

Enter Date	mm/dd/yyyy	Exit Date	mm/dd/yyyy
Country *	Choose	Port *	Choose

Attachment

Id Scan Attachment *	Prescription Attachment *
Choose File No file chosen	Choose File No file chosen
Photo Of Medicament *	
Choose File No file chosen	

5 ■ Fill in the medicine information.

To add another medicine, click the "Add" button:

The screenshot shows the 'Add Medicine' form with several annotations in boxes and arrows:

- Active Substance:** Points to the 'Active Substance *' field.
- Dosage Form:** Points to the 'Dosage Form *' field.
- Size:** Points to the 'Volume' field.
- Medicine Trade Name:** Points to the 'Trade Name *' field.
- Enter Concentration in Numbers:** Points to the 'Concentration *' field.
- Number of Packages:** Points to the 'Quantity *' field.
- Click to Add Another Medicine:** Points to the 'Add' button.

The form includes a sidebar with links: Home, Profile, Update Profile, Clearance, Clearance Terms, and Logout. The main form has sections for 'Item Details', 'Add Attachment/Comment', 'License Attachment', 'Justification', and a barcode section labeled '3A1c8E'.

6 ■ If the medicines are for another patient, supporting documents are required.

The screenshot shows the 'Add Medicine' form with annotations for patient consent:

- Attach Proof of the Patient's Consent to Bring their Medicine, and Provide a Copy of the Patient ID:** Points to the 'patient's consent (images, pdf, or word document)' section, which includes a 'Choose Files' button.

The form includes a sidebar with links: Home, Profile, Update Profile, Clearance, Clearance Terms, and Logout. The main form has sections for 'Add Attachment/Comment', 'Justification', and a barcode section labeled 'bCEkb3'.

7 ■ Enter your justifications in the field provided below.

The screenshot shows the 'Add Attachment/Comment' form in the 'Agosky Medical Products' system. The form includes a sidebar with navigation links: Home, Profile, Update Profile, Clearance, Clearance Terms, and Logout. The main content area has a 'Select Option' dropdown, 'Volume' and 'Quantity' input fields, and an 'Add' button. Below these is the 'Add Attachment/Comment' section, which includes a 'patient's consent (images, pdf, or word document)' upload area with a 'Choose Files' button. The 'Justification' field is a large text area, highlighted with a red rectangle. Below the justification field is a CAPTCHA image showing the code 'bCEkb3'. Underneath the CAPTCHA is a text input field labeled 'Enter Text On Image'. At the bottom of the form are four radio button options for confirmation and two buttons: 'Cancel' and 'Submit'.

■ 8 Enter the verification code.

This screenshot is identical to the previous one, but with an additional annotation. A red rectangle highlights the CAPTCHA code 'bCEkb3'. A line points from this rectangle to the text 'Enter the Code Shown Above', which is positioned to the right of the CAPTCHA. The rest of the form, including the sidebar, input fields, and buttons, remains the same.

9 ■ Review and agree to the terms and conditions by completing the electronic pledge shown below.

The screenshot shows the 'Add Attachment/Comment' form. On the left is a dark blue sidebar with the following links: Home, Profile, Update Profile, Clearance, Clearance Terms, and Logout. The main form area includes a 'Select Option' dropdown, 'Volume' and 'Quantity *' input fields, an 'Add' button, and a section titled 'Add Attachment/Comment'. Below this is a 'patient's consent (images, pdf, or word document)' section with a 'Choose Files' button and a 'No file chosen' message. A 'Justification' text area follows. Below the justification is a grey box containing the text 'bCEkb3'. Underneath is a label 'Enter Text On Image' and a small image placeholder. A red rectangular box highlights the electronic pledge section, which contains four lines of text: 'I hereby confirm that all entered data is correct and the SFDA has the right to change drug details based on the prescription or the medical report', 'I hereby confirm that the cleared product will be in their original packing', 'I Pledge to use the drug only for the patient at his / her own risk', and 'I Pledge to comply with the provisions of Article (6) of Procedures and Controls for Narcotic drugs and Psychotropic Substances'. An arrow points from the text 'Agree to the Terms and Conditions' to the top-left corner of the red box. Another arrow points from the text 'Review the Terms and Conditions' to the top-right corner of the red box. At the bottom of the form are 'Cancel' and 'Submit' buttons.

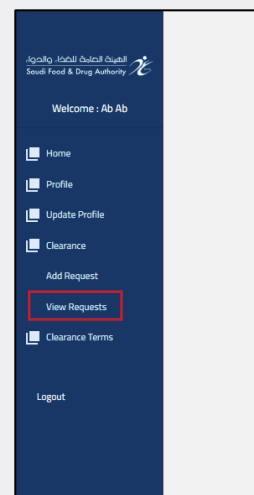
10 ■ Click “Submit” for successful submission.

This screenshot shows the same 'Add Attachment/Comment' form as in the previous image. The 'Submit' button at the bottom right is highlighted with a red rectangular box, indicating the final step for successful submission.

04

View the Clearance Request

- 1 ■ Click on "Clearance" menu
- 2 ■ Select "View Requests."



- 3 ■ A table listing all the account requests will be displayed.
- 4 ■ You can view the current status of your requests in the "Status" column.

The screenshot shows a table titled 'Clearance Requests' with a 'Filter Requests' button. The table has 6 columns: #, Doc Number, Status, Requestor Name, Submission Date, and Action. The 'Status' column is highlighted with a red box. The table contains 9 rows of data. Below the table, it says 'Showing 1 to 9 of 9 entries'. On the right, there are 'Previous' and 'Next' buttons.

#	Doc Number	Status	Requestor Name	Submission Date	Action
1	TCL-2024-20	Submitted	Aliamd	01/12/2024	View
2	TCL-2024-19	Completed	Ab Ab	26/11/2024	View
3	TCL-2024-18	Rejected	Ab Ab	26/11/2024	View
4	TCL-2024-16	Completed	Ab Ab	24/11/2024	View
5	TCL-2024-15	Completed	Ab Ab	21/11/2024	View
6	TCL-2024-14	Completed	Ab Ab	21/11/2024	View
7	RD-2024-12	Completed	Ab Ab	20/11/2024	View
8	RD-2024-11	Completed	Ab Ab	20/11/2024	View
9	RD-2024-10	Completed	Ab Ab	19/11/2024	View

5 ■ Click on 'View' next to the accepted request.

[illegible]

6 ■ Click 'View License' to see the traveler's personal clearance.

[illegible]

05

Open Clearance Terms and Conditions

- 1 ■ All terms and regulations pertaining to the traveler's personal clearance in Saudi Arabia are presented in the 'Clearance Terms' section.



الجمهورية العربية السورية
Arabic Republic of Syria

الجمهورية العربية السورية
Arabic Republic of Syria

Welcome - Hello

Home

Profile

Dashboard

Overview

Clearance Status

Logout

العمليات: الإجراءات والضوابط للقسطرة
Article (6): Procedures and Controls for Clearance

Procedures and Controls for Clearance	العمليات: الإجراءات والضوابط للقسطرة
Procedures and controls for clearance of narcotic drugs or psychotropic substances that are in the possession of patients arriving to or departing the Kingdom for personal use, or in the possession of pilgrims missions or official Government Authorities (and) coming to or departing the Kingdom for use by patients of the mission.	البروتوكولات والضوابط للقسطرة الدوائية المخدرة أو النفسية التي تكون في حوزة المريض المخطط لحدوث مغادرتهم أو زيارتهم الطبية وذلك لغرض استعمالها أو التي تكون في حوزة مكاتب الحج أو المكاتب الحكومية الرسمية التابعة للجهات المختصة أو المستوردة منها (مستعملين) المرضي القادمين للخدمة.
Prohibition on clearance: It is prohibited to clear internationally and locally prohibited drugs and substances.	يمنع قسطرة الأدوية والمخدرات المحظورة استعمالها دولياً ومحلياً.
Drug categories prohibition: It is prohibited to clear drugs listed in category (B) of Schedule I, category (B) of Schedule II of the Schedule of the Law of Combating Narcotic Drugs and Psychotropic Substances, as well as the articles set forth in Paragraph (6) of the Psychotropic Substances in the Schedule of the Law of Combating Narcotic Drugs and Psychotropic Substances.	يمنع قسطرة الأدوية المخدرة من فئة أ من الجدول الأول، وفئة أ من الجدول الثاني، من جدول المخدرات المحظورة والمخدرات النفسية وذلك لغرض استعمالها أو في إطار مهام الحج أو في المكاتب الطبية في إطار مهام مكافحة المخدرات والمخدرات النفسية.
Clearance request submission: The importer shall submit the clearance request to the branch of JGSA at the customs port through which the medication will arrive, or to SFDA if there is no respective branch in the region or governorate.	يطلب المستورد طلب القسطرة إلى فرع الهيئة العامة للغذاء والدواء بالميناء الذي ستصل به الأدوية من خلاله أو الهيئة العامة للغذاء والدواء في حال عدم وجود فرع الهيئة بالمحافظة أو المنطقة.
Disclosure obligation: Drugs containing narcotic drugs or psychotropic substances in preparation of incoming patients shall be disclosed.	يطلب الإفصاح عن الأدوية المخدرة أو النفسية عند مجيئها مخفية إلى حدود الميناء القسطنطيني.
Clearance conditions: It is allowed to clear drugs in possession of patients arriving to KSA for personal use in accordance with the following terms: Provide a detailed medical report approved by the therapeutic institution, issued within the last six months, containing personal information, medical diagnosis, treatment plan, medical recommendations, and the scientific name of the drug with dosage details. Alternatively, provide a medical prescription in the patient's name, approved by the therapeutic institution, issued within the last six months, containing diagnosis, drug details, usage method, and doctor's seal. Pledge to use the drug only for the patient and at their own risk. Provide a copy of the patient's ID.	يسمح بقسطرة الأدوية التي تجوزها الهيئات القسطنطيني إلى المملكة للمستعمل الشخصي وفقاً للشروط التالية: إرفاق تقرير طبي مفصّل معتمد من المؤسسة العلاجية التي يعتني بها المريض، ولم يتعدى من تاريخ إصداره أكثر من ستة أشهر، في إطار التفويض من قبل المؤسسات العلاجية في المريض. التقرير الطبي. البيانات الشخصية للمريض. البيانات الشخصية للمريض. إرفاق وصفة طبية معتمدة من الطبيب معتمدة من نفس المؤسسة العلاجية ولم يتعدى من تاريخ إصداره أكثر من ستة أشهر، على أن تكون على العيادات الطبية، لتفويض المريض. اسم الدواء والعنصر والخصائص الكيميائية والجرعة المعتمدة. وثيقة الموافقة على وصفة الدواء. ختم المؤسسة العلاجية. التعهد باستخدام الدواء فقط من أجل المريض نفسه وعلى مسؤوليته. إرفاق صورة من بطاقة هوية المريض.

06

Update Profile Information

- 1 ■ Account details can be updated in the 'Update Profile' section, as shown below

The screenshot displays the 'Update Profile' interface. On the left is a dark blue sidebar with the following elements: the Saudi Food & Drug Authority logo, the text 'Welcome : Ab Ab', and a list of menu items: Home, Profile, Update Profile, Clearance, Clearance Terms, and Logout. The main content area is titled 'Update Profile' and contains several input fields: 'Family Name' (Ab), 'Arabic Name' (Ab), 'Email *' (Jeen@gmail.com), 'PhoneNumber' (055293409), 'Identity Type' (a dropdown menu showing 'Border Number'), 'Identity Number' (11111111264), and 'Country' (a dropdown menu showing 'Saudi Arabia'). Below these fields is a blue 'Update Profile' button. Two annotations are present: an arrow points from the text 'Click to Update' to the 'Update Profile' button, and another arrow points from the text 'The Country of Arrival/Departure Can be Changed' to the 'Country' dropdown menu.



Kingdom of Saudi Arabia
Saudi Food & Drug Authority

 Saudi_FDA
www.sfda.gov.sa