MINISTRY OF HEALTH & MEDICAL SERVICES

FIJI MEDICINES REGULATORY AUTHORITY

FIJI MRA ONLINE SERVICES PORTAL

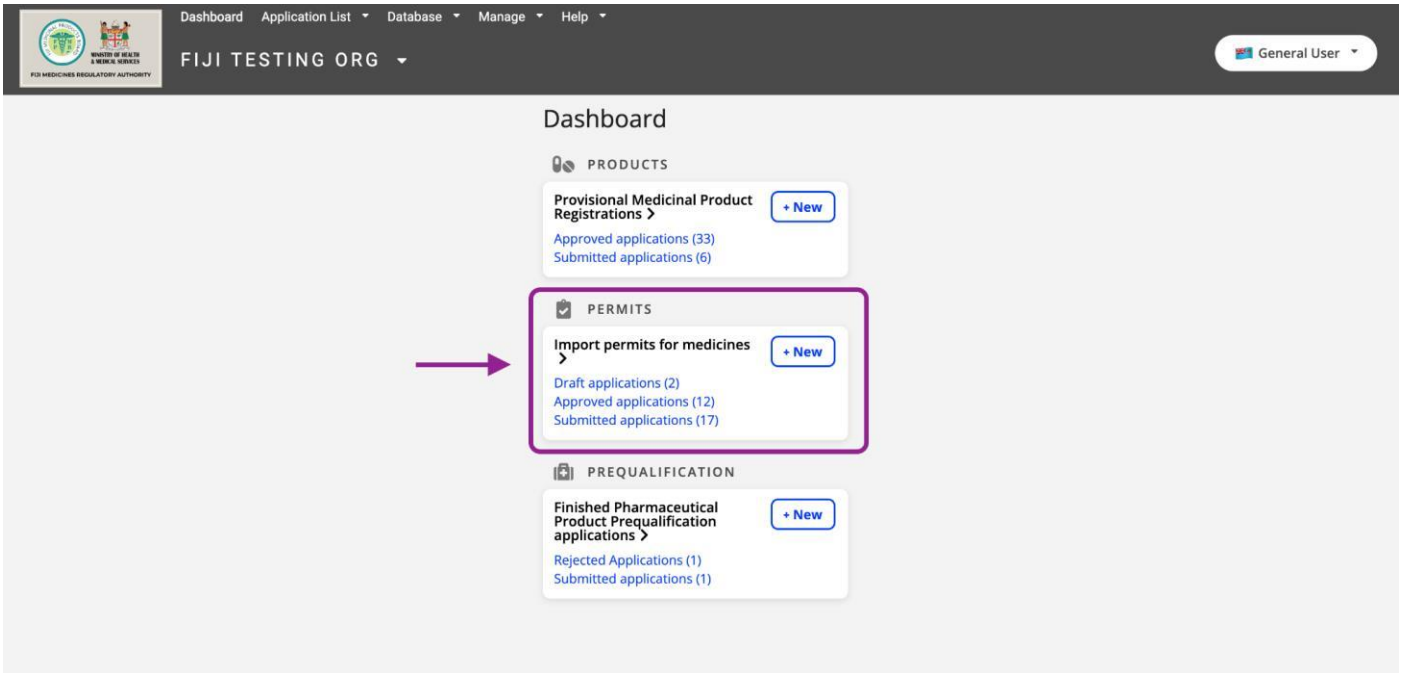
IMPORT PERMIT APPLICATION USER MANUAL



Requesting a permit to import medicinal products

Access to the import permit is available when you are signed in to your company account and the company business activity has been indicated as an importer company. Import permits are issued exclusively to Fiji-based pharmaceutical importers and are not available to overseas companies.

Please read the Import Permit FAQ document from the help menu for more information.



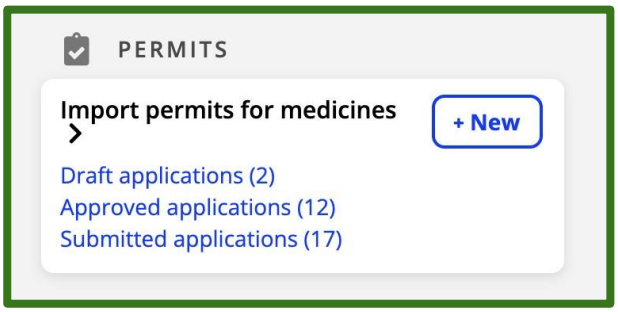
Overview of the import request process

Step	Applicant Action
1	Applicants should ensure they have all required documentation available before beginning a permit request.
2	The permit application must be submitted through the online application system. Upon submission an application number is generated by the system. Applicants can monitor the status of their requests in the online system.
3	Upon review by the Fiji MRA, if requested the applicant may be required to provide requested additional information or amend the application. .
4	The outcome of the request will then be provided by email. If approved, the permit certificate will be provided digitally through email.

Submitting a new permit request

Before starting an import permit request, please ensure all products that you are importing have been provisionally registered.

It may be helpful to open your provisional register in another tab before beginning the import process



Once logged into your company account, from the home page:

1. Click the **New** or **Start new Import permit for medicines** button.

2. Before you start a new application, the system will provide you with an overview page to give guidance.

   Once you have reviewed this information and are ready to begin the application click **Get Started**.

3. Fill the application form with the required information.

● ***Ensure you read the permit selection guidance before selecting the Import Permit type for your application.***

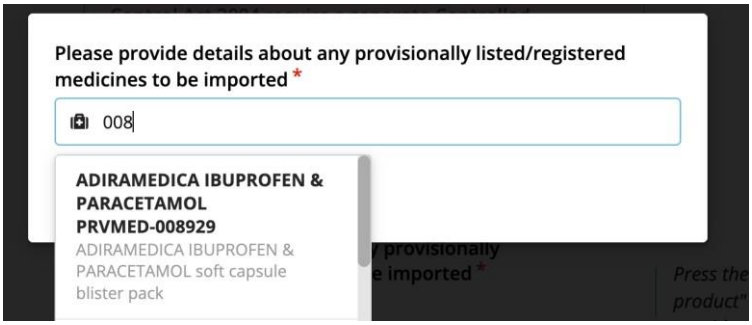
4. **To enter the Medicine details**

   Add the details of each batch for every medicine you are importing. To begin adding this information click the Add medicinal product button.

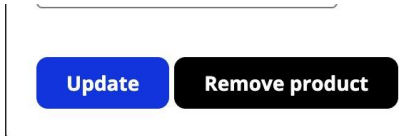
   A pop up will then open to allow you to enter details about the medicine you are importing.



Search your list of listed or prequalified products by searching either the Trade name of the product OR the Provisional Product ID/ FPP PPQ ID that can be found in Conforma by going to top menu and selecting Database>Provisional Medicines register.



Then, enter the details of each batch by selecting the Packaging size/Unit *(e.g 50 for 50 tablets)*, the number of packs *(e.g. enter 100 for 100 boxes of 50 tablets*), as well as the batch number and expiry date.

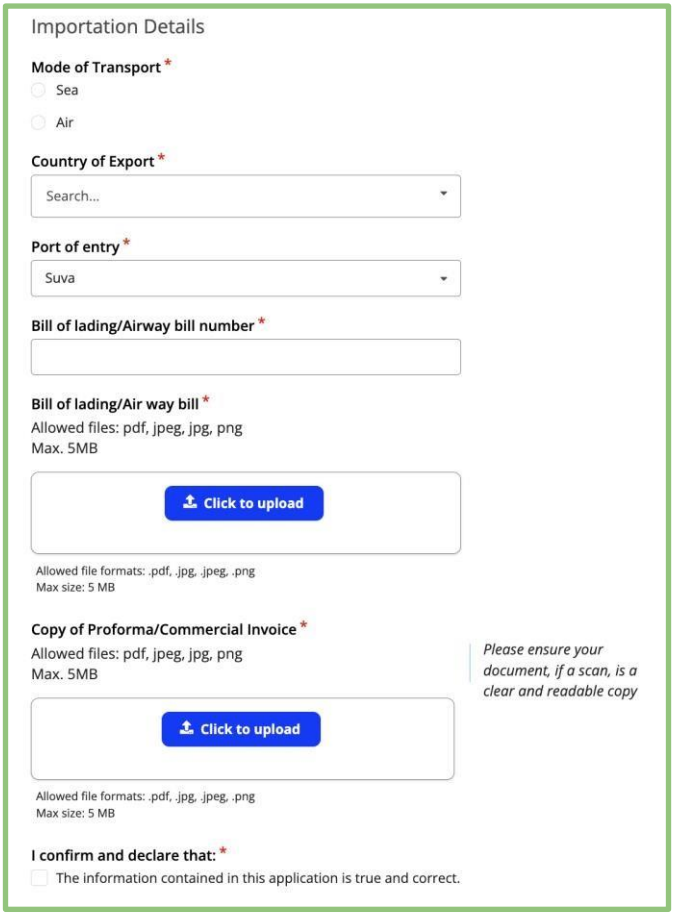


Then, select the Add medicinal product to add the product to the permit request.

Continue to add each batch line to the permit request for all products.

To edit a batch line you have already entered, click into the relevant row in the table, this will open up the pop up window to allow for editing or removal of the medicine.

5. Next, upload the required documentation within the relevant upload box fields.



Please ensure that all scanned documents are clear and readable copies.

6. Then, once the form has been completed select the **Review & Summary** button.

7. You will then be provided a summary of your completed application for final review.

Once you are ready to submit, click **Submit application**.

8. The application has now been submitted and will await review by the Fiji MRA.

The applicant will also receive a confirmation email that the request has been submitted.

Receiving the outcome of the permit request

Once your request has been assessed, you will receive email notifications related to the status of your application.
The outcomes are as follows:



- **Your request has been approved**: You will receive an email notifying the company of the acceptance of the request with the permit certificate attached.

  When you next log-in to the Fiji MRA Online Services Portal, your approved permit will appear in the database. To view your permits click the Database menu that appears in the top menu bar and select Medicine Import Permits.



- **Your application requires amendment:**
  You will receive an email notification that your application requires attention. Click the link within the email to navigate back to the portal and view the application that requires changes.

  Please see the *'Responding to an amendment request'* section of this user guide for further detail on this process.



- **Your application has been rejected:** You will receive an email notification that your application has been rejected. The reason for rejection may be provided in the notification email.