

## FAQ NDS-web

**You cannot send the applications which you have drawn up. You can only save a provisional version. What causes that? How can you solve it?**

You cannot submit any applications because you are not registered as an authorised person for submitting applications. This means that you were not indicated as the person responsible, or his or her deputy, on the enterprise's annual licence, or that you are not working as a pharmacist in a pharmacy. Only these persons can send the final applications to the FAMHP.

If this is a mistake, send an e-mail to [narcotics@fagg-afmps.be](mailto:narcotics@fagg-afmps.be).

**What should you do if you notice that you have made an error after forwarding your application to the FAMHP?**

**If the quantity that you have requested is larger than necessary, you need do nothing. The quantity will be rectified on endorsing the authorisation. Imported or exported quantities may be less than stated on the authorisation, but never more.** These situations should be avoided as far as possible considering the imposed import/export quotas for these substances.

In case of export, your application will of course be adjusted or refused by the FAMHP if the quantities or products do not correspond with the import authorisation issued by the authorities of the destination country.

As for other errors in the requested details, this depends on the status of the application.

1. Status "requested"

Contact the FAMHP Narcotics Team as soon as possible by telephone (+32 2 528 40 00) so that the application can be cancelled or possibly adjusted during processing.

**If it is an error concerning the supplier/destination, the product or a quantity that is too small, you must submit a new correct application.**

2. Status "in review" or "approved"

Contact the FAMHP Narcotics Team as soon as possible by telephone (+32 2 528 40 00).

If the **authorisation** has not yet been sent, it will be cancelled by the FAMHP thus avoiding a fee from being charged.

**If it is an error concerning the supplier/destination, the product or a quantity that is too small, you must submit a new correct application.**

You can indicate in the field "user comments" that it concerns a correction to an erroneously requested **authorisation** by mentioning the number that has already been allocated by the FAMHP.

If the **authorisation** has already been sent, you must cancel the **authorisation** yourself (to do this, follow the guidelines in the NDS-web manual).

You must submit a new corrected application and a new fee will also be charged.

**What can you do if you have forgotten to submit your endorsement before the expiry of the period of three weeks after the end of the validity of the authorisation?**

You should avoid to forget to submit your endorsement at all costs, but if you are no longer able to submit an endorsement for a **authorisation**, you must forward the following documents to the Narcotics Team via [narcotics@fagg.be](mailto:narcotics@fagg.be):

- a copy of the invoice,
- the properly completed accompanying document,
- in case of import, the blue copy of the authorisation.

**What should you do if the *authorisation* is no longer valid and it was not used?**

If the transaction has not taken place, you have three weeks time after expiry of the validity to cancel the **authorisation** (see NDS-web manual). State in the comment that the **authorisation** was not used and return all original copies by post to the FAMHP Narcotics Team at the following address:

Federal Agency for Medicines and Health Products  
DG INSPECTION – Authorisations Division  
Narcotics Team  
Avenue Galilée 5/03  
1210 BRUSSELS

You cannot submit any more endorsement applications after this period of three weeks. In that case, you must state in your communication that the **authorisation** was not used.

#### **What should you do if you notice that the transaction will not take place?**

In order to release the quota that has been allocated to this **authorisation** as soon as possible, you are requested to cancel the **authorisation** at the earliest opportunity (see NDS-web manual). Also return all copies by post to the FAMHP Narcotics Team at the following address:

Federal Agency for Medicines and Health Products  
DG INSPECTION – Authorisations Division  
Narcotics Team  
Avenue Galilée 5/03  
1210 BRUSSELS

#### **What should you do if the product that you want to import/export is not included in the list?**

If a product is not included in the list, you can submit a request to add it to the database. To do this, follow the procedure described in the NDS-web manual.


#### **What should you do if your supplier/customer is not included in the list?**

If a foreign enterprise is not included in the list, you must submit a request to include the new foreign enterprise in the database. To do this, follow the procedure described in the NDS-web manual.

#### **What should you do if your supplier/customer is included in the list, but the address does not correspond?**

Every foreign enterprise branch must be separately registered. So, if the address is different, you must submit a request for a new branch. If it concerns a move, it is also useful to notify the FAMHP Narcotics Team, so that the original address can be removed from the list of foreign enterprises.

#### **What should you do if the products list is empty when you want to submit an application?**

The option "Favourite substances/preparations" is probably activated and your personalised list is empty. Simply click on the asterisk  to switch to the complete database. As the database is very extensive, we strongly recommend you to create your own personal list of "favourite substances/preparations". To do this, follow the procedure described in the NDS-web manual.

#### **What should you do if your account has expired?**

If when logging in, you receive the message that your account has expired, you should contact the FAMHP Narcotics Team to reactivate your account. Please mention your username. Once your account can be used again, your password will only be valid for 30 days. You should therefore change your password in good time to prevent your account from expiring again.

**What should you do if you have forgotten your password?**

If you have forgotten your password, click on "Have you forgotten your password?" You can then enter your details in the following screens and click on "Submit". You will receive an e-mail confirming that your password has been reactivated.

**What should you do if you have entered the wrong password several times and your account has been blocked?**

If your account has been blocked, you should contact the FAMHP Narcotics Team to unblock your account. Please mention your username.

**What should you do if your *authorisation* was approved by the FAMHP Narcotics Team, but you have not yet received the original copy?**

The fact that your application has been approved, does not mean that your *authorisation* has already been sent. It may indeed take some time before the *authorisation* is signed or the fee payment is verified. It usually takes about ten working days before receiving your *authorisation*. If after ten working days you have still not received anything, we recommend you to contact the FAMHP Narcotics Team again.

**Comment**

**If you are confronted with a logistical problem (e.g. received the wrong product), contact one of the FAMHP Narcotics Team inspectors as soon as possible. The details are stated on the accompanying letter that was sent with the import/export authorisation.**