



# Pharmaceutical Services

Ministry of Health

PMM / Stock exhaustion

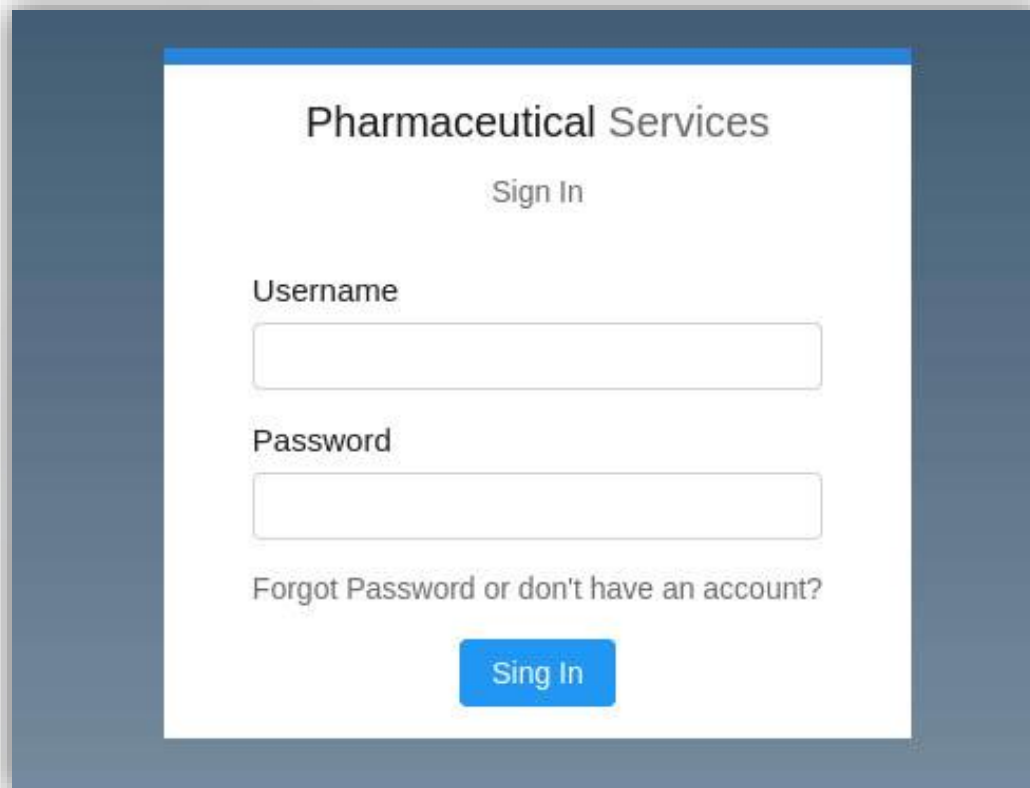
Manual | Version 1.0 | 2023

## | Login to the system (PMM)

The entry to the notification system (PMM) is made through the electronic services directory of the Pharmaceutical Services (<https://www.phs.moh.gov.cy/pmm-ext/login.xhtml>).

The user fills in the username and password (if the user has already registered).

If the user he has forgotten his/her password or doesn't have a password, he/she chooses **Forgot Password or don't have an account?**

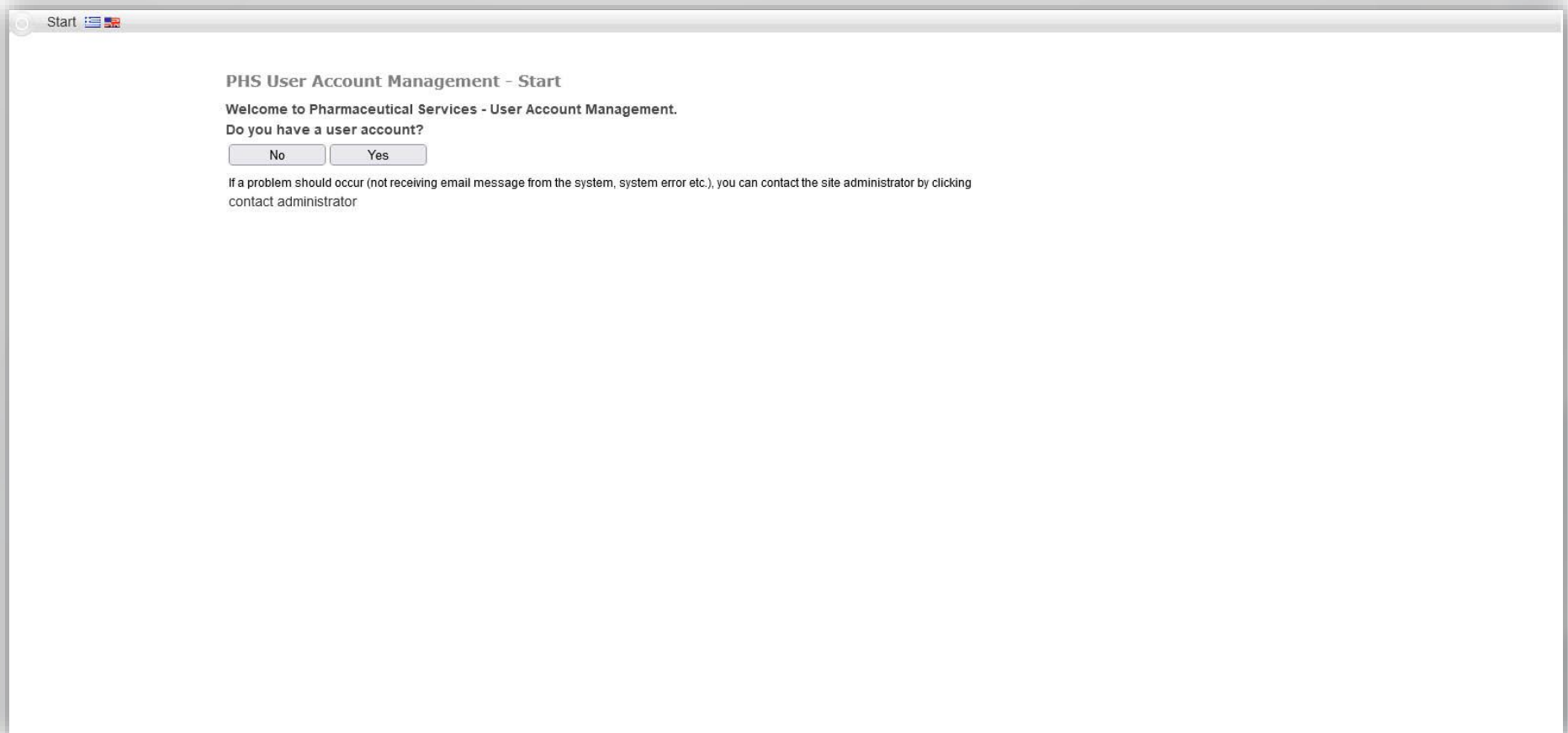


The screenshot shows a login form for Pharmaceutical Services. The form is titled "Pharmaceutical Services" and "Sign In". It contains two input fields: "Username" and "Password". Below the password field is a link that says "Forgot Password or don't have an account?". At the bottom of the form is a blue button labeled "Sing In".

# | Login to the system (PMM) / authentication

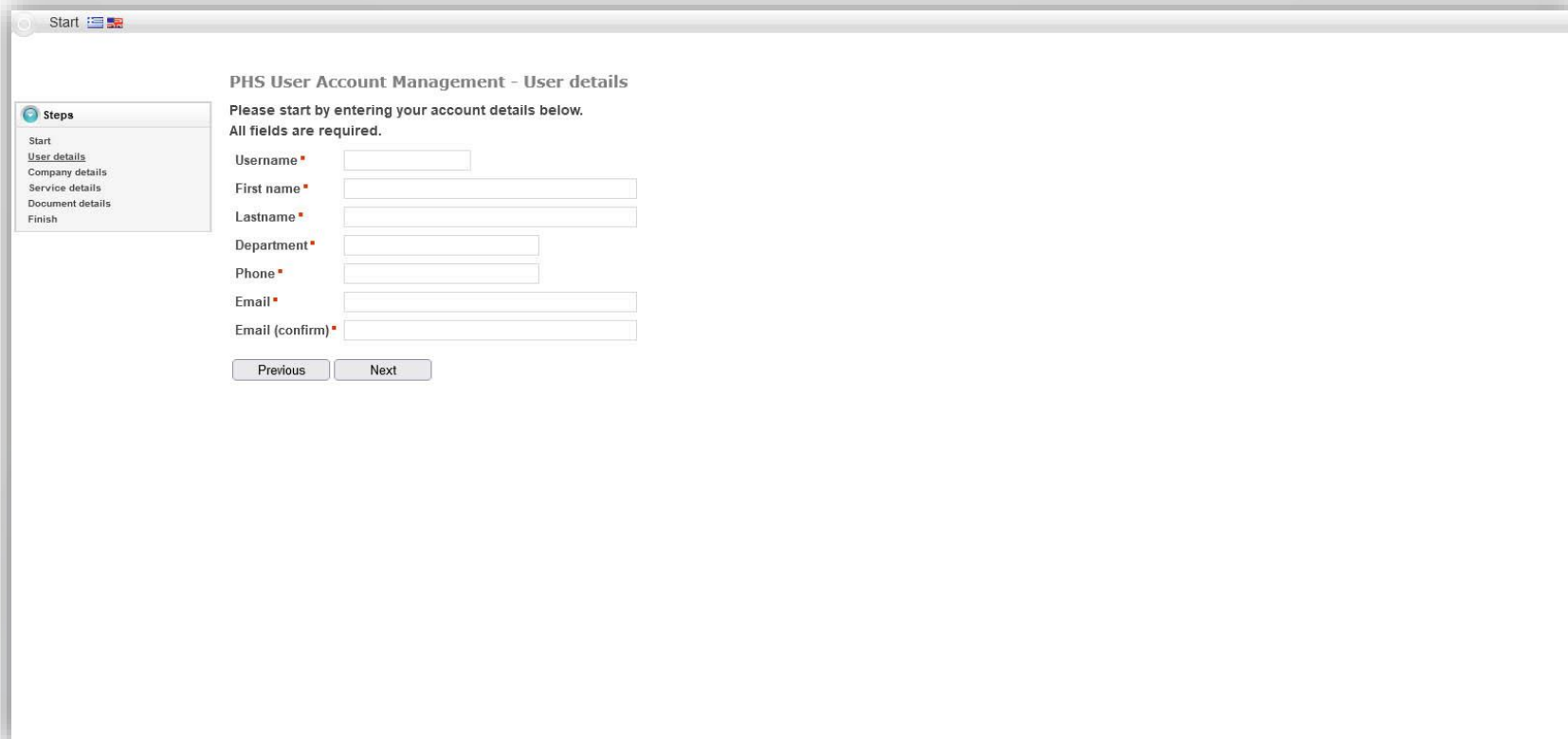
In the previous screen the user has selected **Forgot Password or don't have an account?**

For creating an account, the user should select **No** to the question: **Do you have a user account?.**



# Login to the system (PMM) / authentication / new user #1

Fields marked with \* are mandatory.



The screenshot shows a web browser window with the title "Start" and language flags. The main content area is titled "PHS User Account Management - User details". Below the title, there is a message: "Please start by entering your account details below. All fields are required." To the left of the form is a "Steps" sidebar with a list of steps: "Start", "User details", "Company details", "Service details", "Document details", and "Finish". The "User details" step is currently selected. The form contains the following fields, all marked with a red asterisk to indicate they are mandatory: "Username", "First name", "Lastname", "Department", "Phone", "Email", and "Email (confirm)". Each field has a corresponding text input box. At the bottom of the form, there are two buttons: "Previous" and "Next".

Start GB US

**PHS User Account Management - User details**

Please start by entering your account details below.  
All fields are required.

**Steps**

- Start
- User details**
- Company details
- Service details
- Document details
- Finish

**Username \***

**First name \***

**Lastname \***

**Department \***

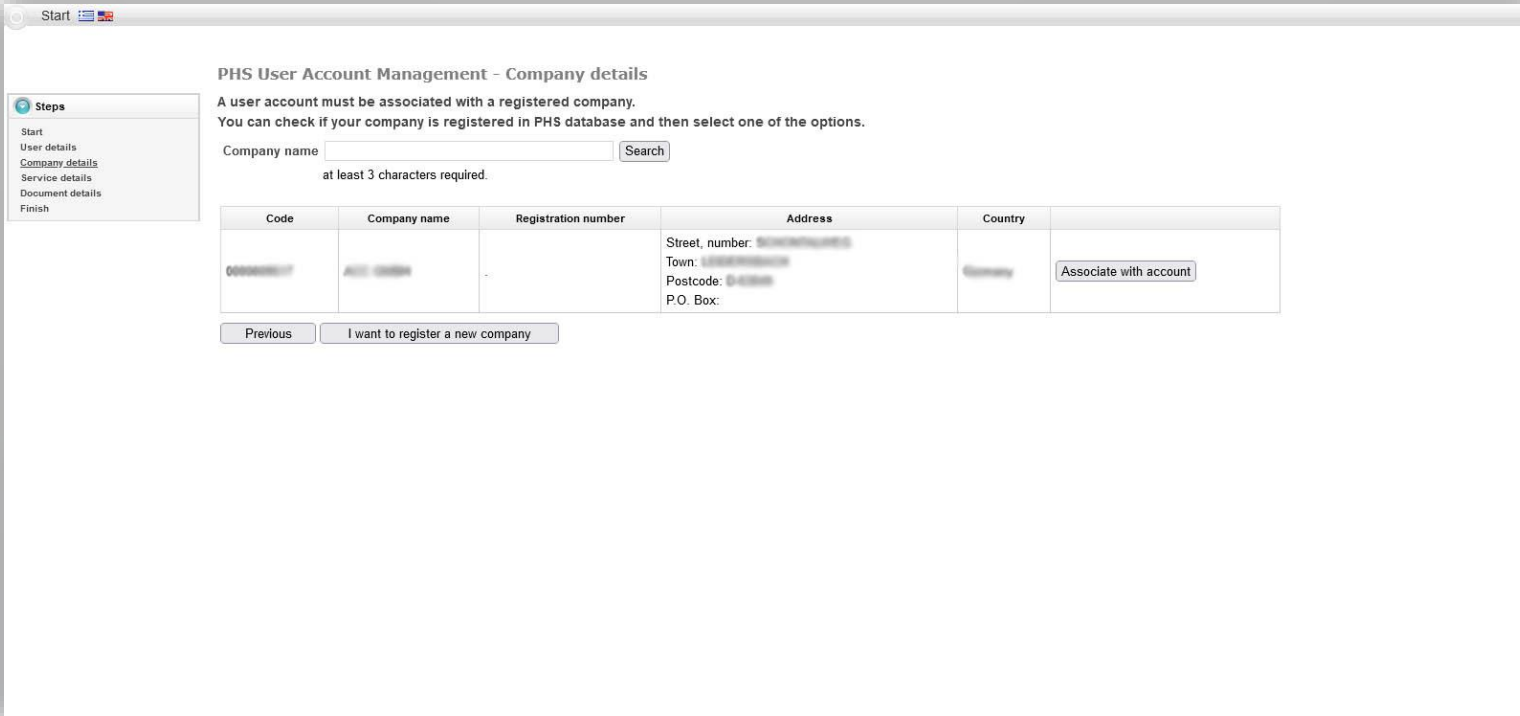
**Phone \***


**Email \***

**Email (confirm) \***

## Login to the system (PMM) / authentication / new user #2

Once all the required information is filled in, the user selects the **Next** button and is taken to the next screen.



Start 

### PHS User Account Management - Company details

A user account must be associated with a registered company.  
You can check if your company is registered in PHS database and then select one of the options.

Company name

at least 3 characters required.

Code	Company name	Registration number	Address	Country	
000000000	ABC CORP	-	Street number: 123456789 Town: 123456789 Postcode: 123456 P.O. Box:	Germany	<input type="button" value="Associate with account"/>

In the above screen, the user fills in the initial letters or the full name of the company and selects the button **Search**.

The system displays the available search results and the user selects the relevant button **Associate with account**.

# Login to the system (PMM) / authentication / new user #3

The system takes the user to the following screen where he/she selects **Submit notification/application for stock exhaustion**.

PHS User Account Management - Service details

A user account must be associated with at least one service.  
If you don't subscribe to a service, you cannot use the service.  
Please select one or more services below.

Service name	Subscribed
Periodic sales report	<input type="checkbox"/>
Price request application	<input type="checkbox"/>
Shortage report	<input type="checkbox"/>
Submit notification/application for stock exhaustion	<input checked="" type="checkbox"/>
Trading notification	<input type="checkbox"/>

Previous Next

PHS User Account Management - Document details

Based on the data entered in previous steps, the following documents must be submitted.  
Please upload all the required documents.

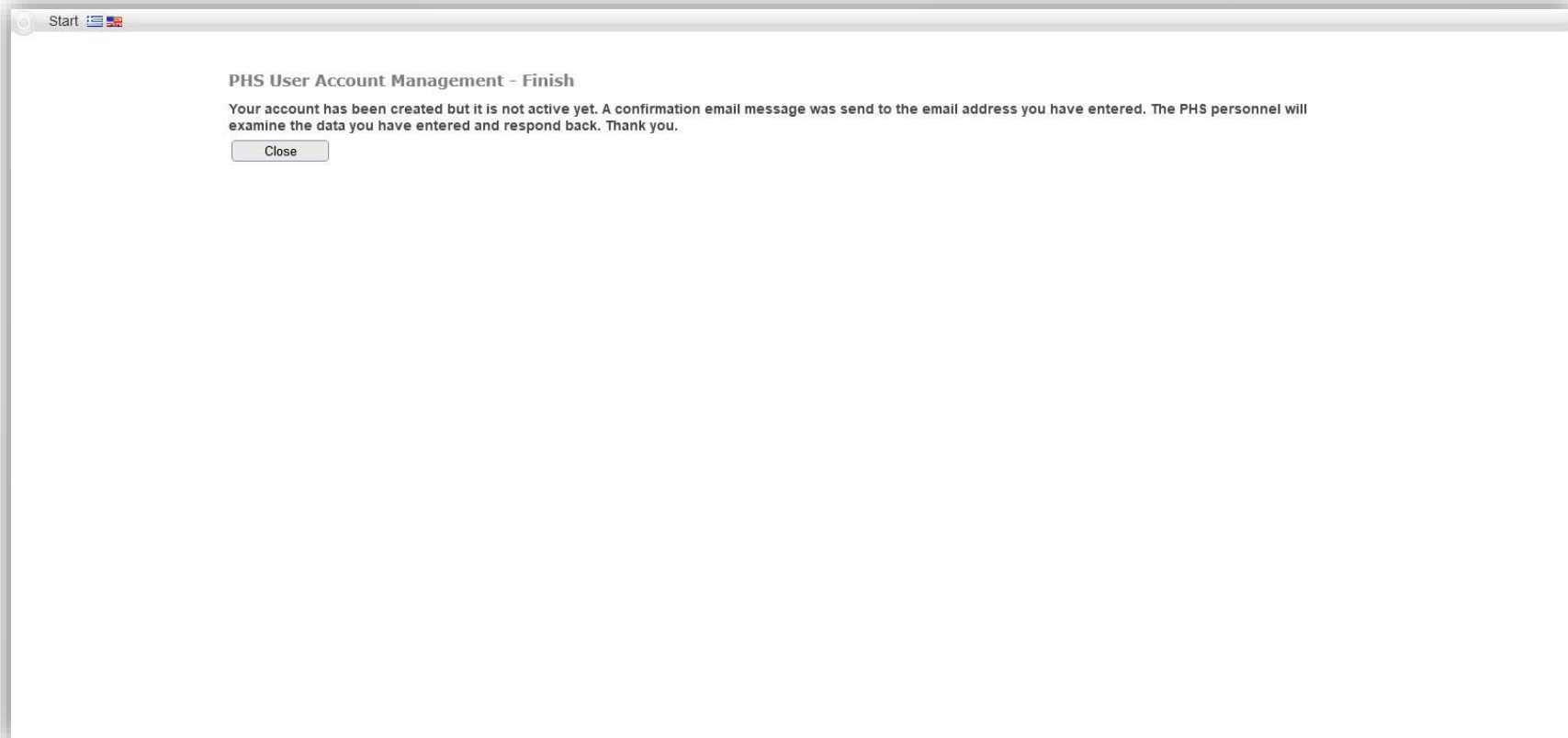
Type	Name	Document
Letter of authorisation to register in the Portal in order to submit applications on behalf of the Marketing Authorisation Holder/Applicant		<input type="checkbox"/> Upload
Proof of establishment of the company in the European Economic Area (EEA) (for Legal Persons) or Copy of your Identity Card or Passport (for Natural Persons)		<input type="checkbox"/> Upload

Previous Next

The user then selects the button **Next** and is transferred on the screen below wherever he/she uploads the necessary documents.

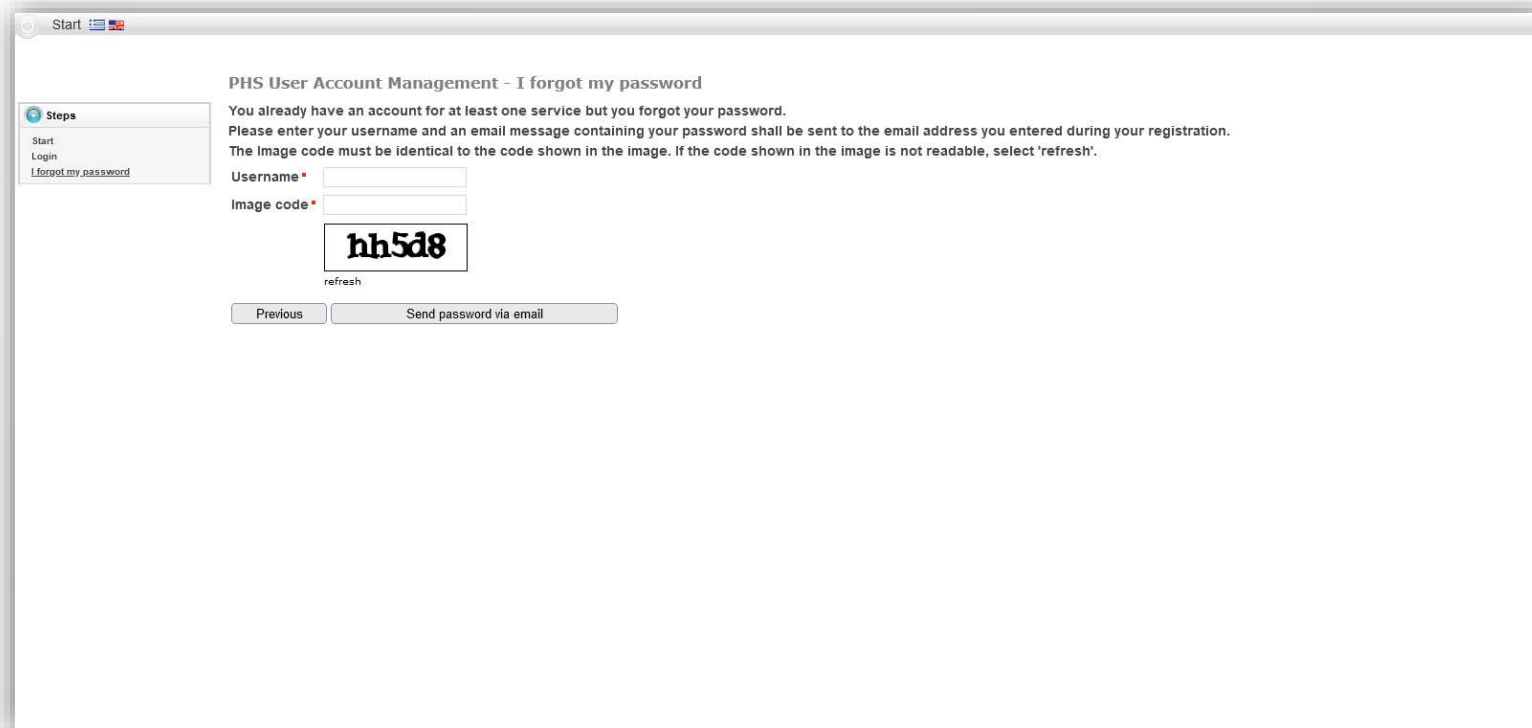
## | Login to the system (PMM) / authentication / new user #4


By selecting the button **Next** the following screen appears, the user selects **Close** and the process is complete.



# | Login to the system (PMM) / authentication / password recovery

If the user does not remember the password, he/she selects the text **Forgot Password or don't have an account** and is transferred to the following screen.




Start 

**PHS User Account Management - I forgot my password**

You already have an account for at least one service but you forgot your password.  
Please enter your username and an email message containing your password shall be sent to the email address you entered during your registration.  
The Image code must be identical to the code shown in the image. If the code shown in the image is not readable, select 'refresh'.

Username \*

Image code \*



[refresh](#)

The username is filled in and the image code is selected the button **Send password via email**. Fields marked with \* are mandatory.



# Home screen

After successfully logging into the system, the main screen of the system appears. To return to this page from any part of the system, the user will select either the Pharmaceutical Services logo or the icon **Home**. 🏠

The screenshot displays the 'Pharmaceutical Services' home interface. The top navigation bar includes the logo, 'Pharmaceutical Services Ministry of Health', a close button, and user information (EL, help, profile). The left sidebar lists 'MARKET MONITORING' (Trading notification), 'STOCK EXHAUSTION' (Notification, Drug Council request), and 'Shortages (On going)'. The main content area is titled 'Market Monitoring' and contains three sections: 'Trading notification' with 'New notification' and 'Search' buttons; 'Stock exhaustion' with a 'Procedure selection wizard' button; and 'Shortages (On going)' with a table of active shortages.

Code	Description	Date start	Date end
349001732	EPIDERMONE ACETATE TABLETS FILM COATED 25MG PACK WITH 28 TABS IN BLISTER(S)	21/10/2023	15/09/2024
279003402	ALBECED INHALATION SOLUTION PRESSURISED 160MCG PACK WITH 1 INHALER X 60 DOSE(S)	03/10/2023	03/02/2024
379001401	MEROPENEM FORMER AND SOLVENT FOR SOLUTION FOR INJECTION 600IU PACK WITH 1 VIAL X 600IU WITH SOLVENT	29/09/2023	12/06/2024
799000002	EMTRINAM ORAL GEL 2% TUBE X 30G	23/09/2023	01/04/2024
379001401	TOSTEMAN GEL 2% 1 MULTI DOSE CONTAINER X 30G	29/08/2023	15/06/2024

# Stock exhaustion / procedure selection wizard #1

The screenshot displays the 'Market Monitoring' page in the Pharmaceutical Services system. The left sidebar contains navigation options: 'MARKET MONITORING' (Trading notification), 'STOCK EXHAUSTION' (Notification, Drug Council request), and 'Shortages (On going)'. The main content area is divided into three sections: 'Trading notification' with 'New notification' and 'Search' buttons; 'Stock exhaustion' with a prominent blue 'Procedure selection wizard' button; and 'Shortages (On going)' with a table of drug shortages.

Code	Description	Date start	Date end
348021102	EPIDERMONE ACCURATE TABLET FILM COATED 25MG PACK WITH 28 TABS IN BLISTER(S)	21/10/2023	15/09/2024
274004402	AERISED INHALATION SOLUTION PRESSURISED 160MCG PACK WITH 1 INHALER X 60 DOSE(S)	03/10/2023	03/02/2024
274001401	MENOPUR POWDER AND SOLVENT FOR SOLUTION FOR INJECTION 600IU PACK WITH 1 VIAL X 600IU WITH SOLVENT	29/09/2023	12/06/2024
790000002	CANTHAXIN ORAL SOL 2% TUBE X 30G	23/09/2023	01/04/2024
274001401	TOCOTRIEN ORAL 2% 1 MULTI DOSE CONTAINER X 60G	29/08/2023	15/06/2024

On the home screen of the system, the user has the option to select the button **Procedure selection wizard** which serves in helping on choosing the right procedure:

- a) Notifications or
- b) Drug Council request

## Stock exhaustion / procedure selection wizard #2

**Stock exhaustion - Procedure selection wizard**

Is exhaustion period more than 6 months?  No  Yes

Is there a batch manufactured post variation approval/implementation date?  No  Yes

Does the non implemented variation concern safety issue?  No  Yes

Has the product been withdrawn or has its license expired?  No  Yes

[Notification - New notification](#)

Code	Description	Date start	Date end
34M021702	EPLERENONE ACCORD TABLET, FILM COATED 25MG PACK WITH 28 TABS IN BLISTER(S)	21/10/2023	15/09/2024
27M004402	ALVESCO INHALATION SOLUTION, PRESSURISED 160MCG PACK WITH 1 INHALER X 60 DOSE(S)	03/10/2023	03/02/2024
37M001401	MENOPUR POWDER AND SOLVENT FOR SOLUTION FOR INJECTION 600IU PACK WITH 1 VIAL X 600IU WITH SOLVENT	29/09/2023	12/06/2024
790008502	DAKTARIN ORAL GEL 2% TUBE X 30G	23/09/2023	01/04/2024
37M014701	TOSTRAN GEL 2% 1 MULTI-DOSE CONTAINER X 60G	29/08/2023	15/06/2024

If the user chooses **No** to all the questions of the wizard, the system displays the option **Notification – New notification**. The user must initiate a **Notification** procedure.

*Note: both notifications and Drug Council requests are made **per package of medicinal product** and therefore separate notifications/requests must be made for different packages and different products.*

## Stock exhaustion / procedure selection wizard #3

Pharmaceutical Services  
Ministry of Health

EL ? [User Icon]

MARKET MONITORING > Market Monitoring

Trading notification

STOCK EXHAUSTION

Notification

Drug Council request

### Stock exhaustion - Procedure selection wizard

Is exhaustion period more than 6 months?  No  Yes

Is there a batch manufactured post variation approval/implementation date?  No  Yes

Does the non implemented variation concern safety issue?  No  Yes

Has the product been withdrawn or has its license expired?  No  Yes

[Drug Council request - New request](#) →

Code	Description	Date start	Date end
34M021702	EPLERENONE ACCORD TABLET, FILM COATED 25MG PACK WITH 28 TABS IN BLISTER(S)	21/10/2023	15/09/2024
27M004402	ALVESCO INHALATION SOLUTION, PRESSURISED 160MCG PACK WITH 1 INHALER X 60 DOSE(S)	03/10/2023	03/02/2024
37M001401	MENOPUR POWDER AND SOLVENT FOR SOLUTION FOR INJECTION 600IU PACK WITH 1 VIAL X 600IU WITH SOLVENT	29/09/2023	12/06/2024
790008502	DAKTARIN ORAL GEL 2% TUBE X 30G	23/09/2023	01/04/2024
37M014701	TOSTRAN GEL 2% 1 MULTI-DOSE CONTAINER X 60G	29/08/2023	15/06/2024

If the user answers **Yes** to one of the questions, the system displays the option **Drug Council request – New request**. The user must initiate a **Drug Council request** procedure.

*Note: both notifications and Drug Council requests are made **per package of medicinal product** and therefore separate notifications/requests must be made for different packages and different products.*

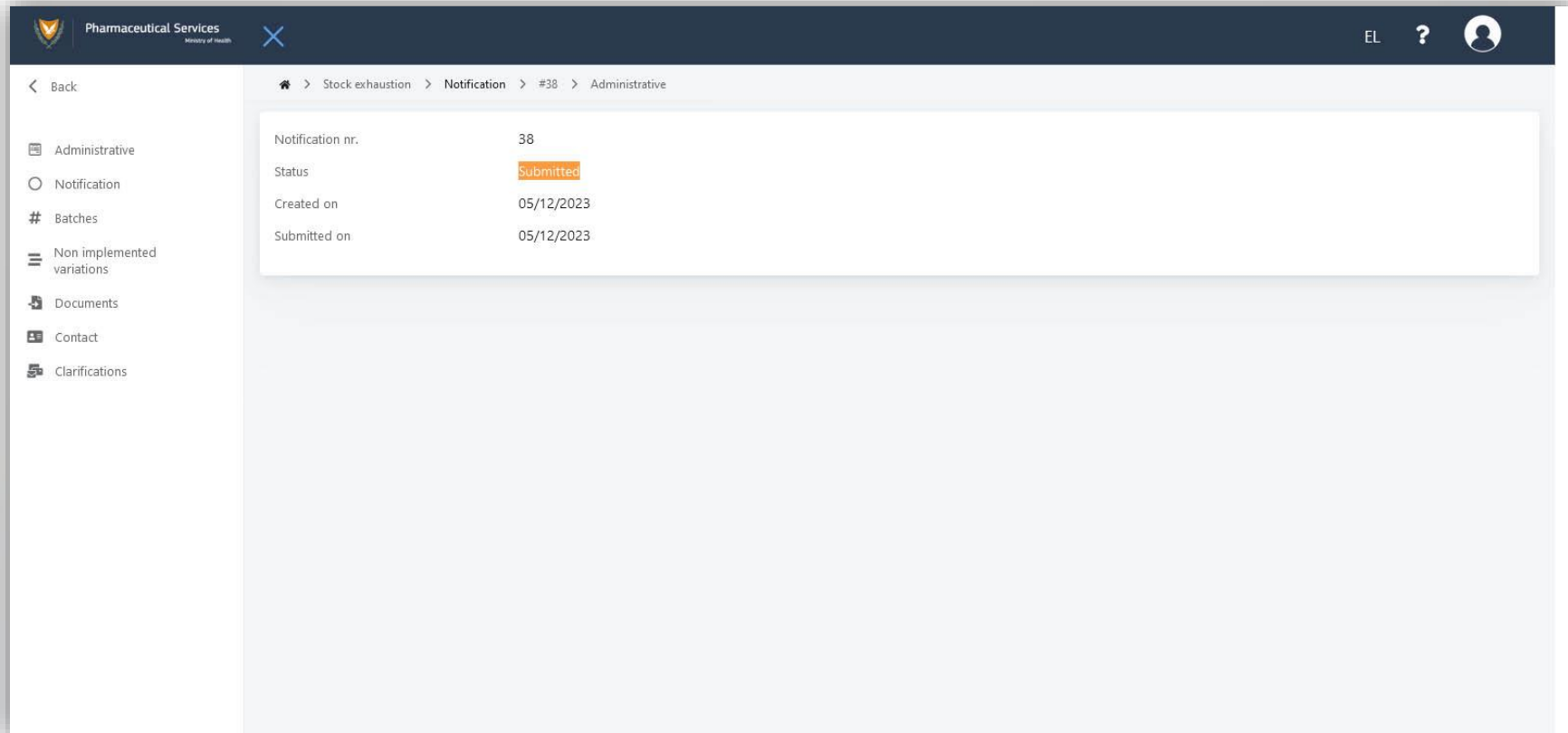
# Stock exhaustion / notification

The screenshot shows the 'Stock exhaustion / notification' interface. The top navigation bar includes the 'Pharmaceutical Services' logo and user information. The left sidebar lists 'MARKET MONITORING', 'STOCK EXHAUSTION', and 'Drug Council request'. The main content area features search filters for 'Notification nr.', 'Status', 'Date', 'from', and 'to', along with a 'Product' dropdown. A search bar with a magnifying glass icon and a 'Clear' button is present. Below the filters is a pagination control showing '1 - 5 / 14.' and a dropdown for '5'. The main table displays a list of notifications with columns for 'Not. nr.', 'Product', 'Expected exhaustion date', 'Status', and 'Submitted on'. Each row includes a magnifying glass icon for viewing details.

Not. nr. ↑↓	Product	Expected exhaustion date ↑↓	Status ↑↓	Submitted on ↑↓	
38	020017100 ABIRINIL TABLET 100MG PINK WITH 10 TABS IN BUSTERS	01/04/2024	Submitted	05/12/2023	🔍
46	020017070 ABIRINIL TABLET PINK COATED 40MG PINK WITH 100 TABS IN BUSTERS	31/12/2023	Submitted	07/12/2023	🔍
32	020017100 ABIRINIL TABLET 100MG PINK WITH 10 TABS IN BUSTERS	01/02/2024	Submitted	23/11/2023	🔍
36	020017040 ABIRINIL 001 IN NEW PACK WITH 100 X 200 g	14/05/2024	Submitted	28/11/2023	🔍
39	020017070 ABIRINIL TABLET 100MG PINK WITH 100 TABS IN BUSTERS	01/02/2024	Submitted	05/12/2023	🔍

The screen displays the user's recent notifications and offers the ability to search with multiple search criteria.. The user selects from the result table the button **View** in the row he/she wants for more information. 🔍 No modification or deletion of a notification that has been definitively submitted is permitted (Status: **Submitted**). If the user wishes to submit a new notification, he/she selects from the upper right corner of the screen the option **+ New notification**.

## Stock exhaustion / notification / view



The screenshot displays the 'Pharmaceutical Services' web application interface. The header includes the logo, 'Pharmaceutical Services Ministry of Health', and user information 'EL' and a profile icon. The breadcrumb trail is 'Stock exhaustion > Notification > #38 > Administrative'. A left-hand navigation menu lists: Administrative, Notification, Batches, Non implemented variations, Documents, Contact, and Clarifications. The main content area shows a notification card with the following details:

Notification nr.	38
Status	Submitted
Created on	05/12/2023
Submitted on	05/12/2023

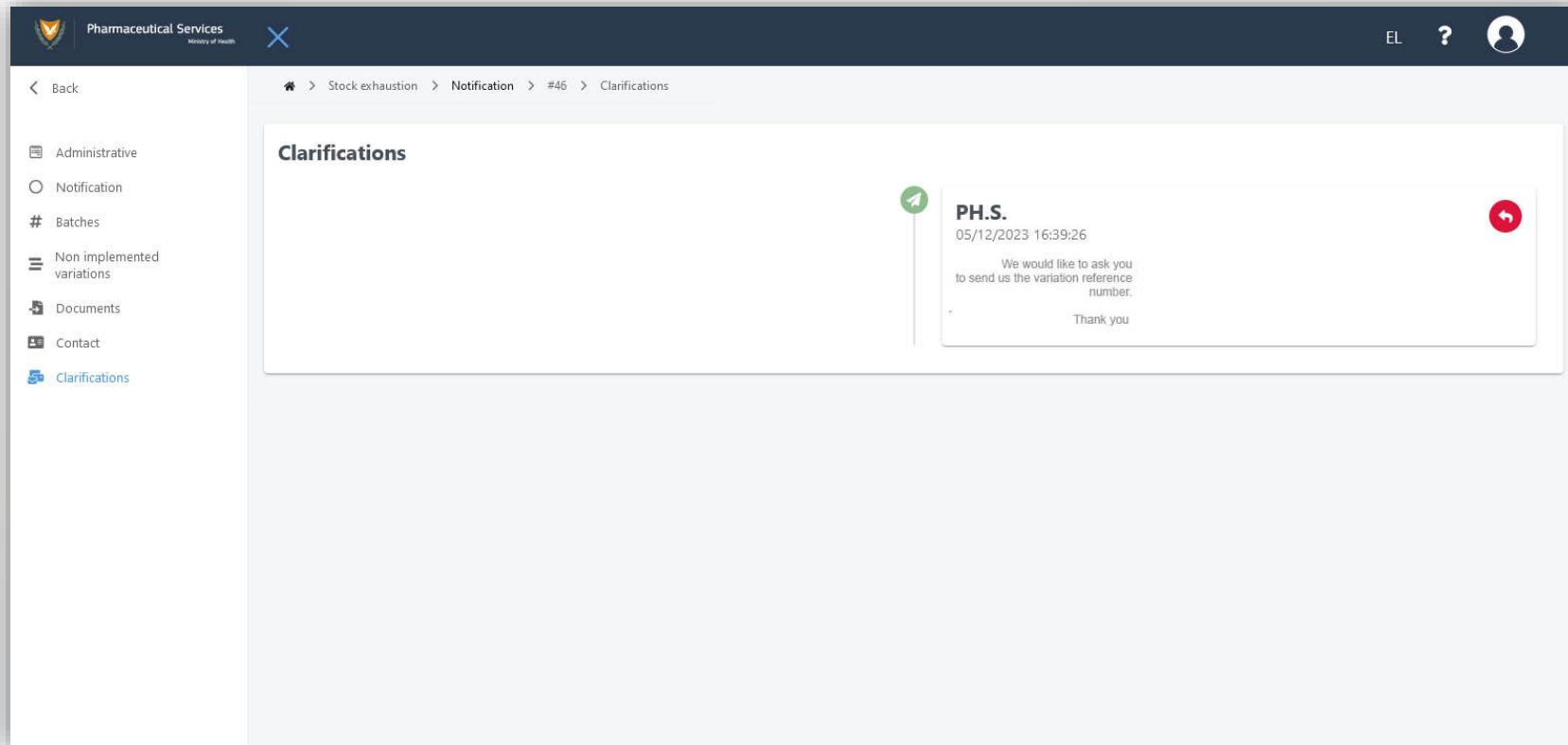
No modification or deletion of a notification that has been definitively submitted is permitted (Status: **Submitted**). The user can view the complete details of the submitted notification with the help of the menu on the left: Administrative, Notification, Batches, Non implemented variations, Documents, Contact and Clarifications.

# Stock exhaustion / notification / view / clarifications


The screenshot displays the 'Pharmaceutical Services' web application interface. The top navigation bar includes the logo, 'Pharmaceutical Services Ministry of Health', and user information (EL, a question mark, and a profile icon). The breadcrumb trail reads: 'Stock exhaustion > Notification > #38 > Clarifications'. A left-hand sidebar contains menu items: 'Administrative', 'Notification', 'Batches', 'Non implemented variations', 'Documents', 'Contact', and 'Clarifications' (which is highlighted). The main content area is titled 'Clarifications' and features a vertical timeline of two messages. The top message, from 'test\_notif' on 05/12/2023 at 19:19:07, contains the text: 'The variation reference numbers are: 155/23T, 156/23T. Thank you.' The bottom message, from 'P.H.S.' on 05/12/2023 at 16:39:26, contains the text: 'We would like to ask you to send us the variation reference number. Thank you.'

On the screen, the communications between the user and the P.H.S. are displayed in a timeline format for any clarifications.

## Stock exhaustion / notification / view / clarifications #2

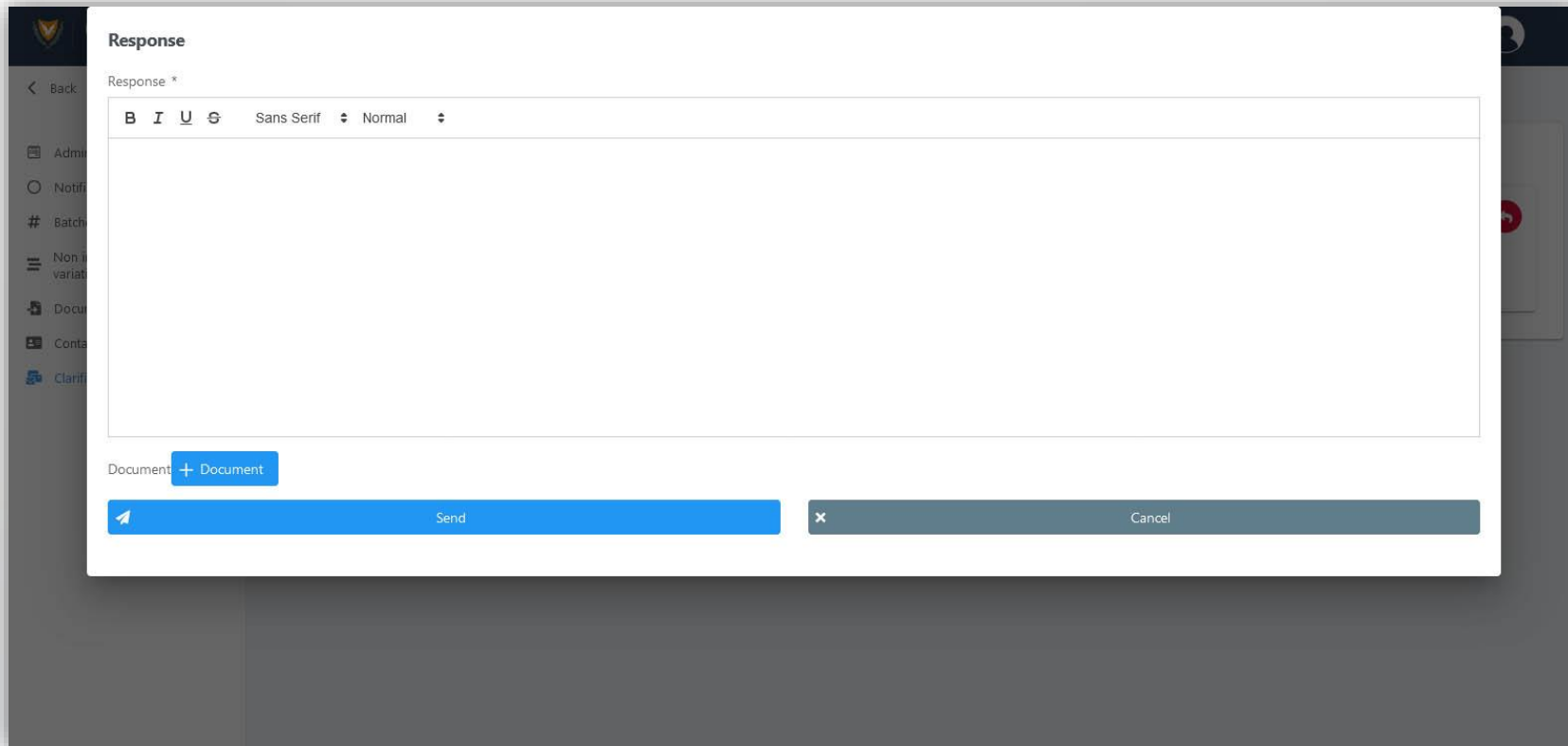


The screenshot displays the 'Pharmaceutical Services' web application interface. The top navigation bar includes the logo, 'Pharmaceutical Services Ministry of Health', and user information (EL, a question mark, and a profile icon). The breadcrumb trail shows the path: Home > Stock exhaustion > Notification > #46 > Clarifications. A left-hand sidebar contains menu items: Administrative, Notification, Batches, Non implemented variations, Documents, Contact, and Clarifications. The main content area is titled 'Clarifications' and features a message card. The message is from 'PH.S.' on '05/12/2023 16:39:26' and contains the text: 'We would like to ask you to send us the variation reference number.' followed by 'Thank you'. A green checkmark icon is on the left of the message, and a red circular 'Reply' button with a curved arrow is on the right.

The user is able to respond to the communication received from the Pharmaceutical Services by using the **Reply** button. 



## Stock exhaustion / notification / view / clarifications #3



Response

Response \*

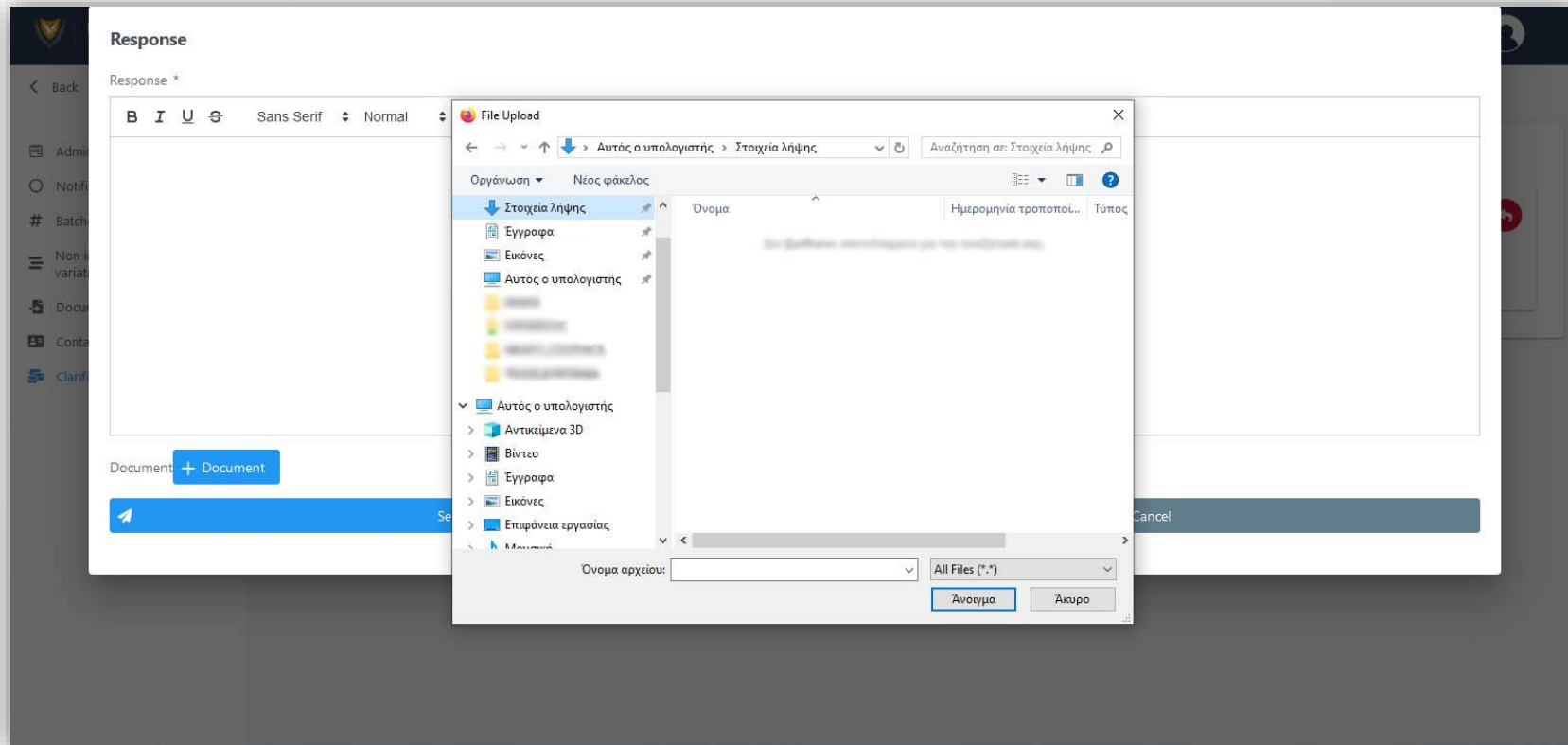
B I U G Sans Serif Normal

Document + Document

Send Cancel

A pop-up window allows the user to enter his/her response and select the **Send** button. Fields marked with \* are mandatory.

## Stock exhaustion / notification / view / clarifications #4



Additionally, the user can add attached documents to his/her reply using the button **+ Document**.

# Stock exhaustion / notification / new notification #1

Pharmaceutical Services

EL ?

### New notification

Product \*

Non updated \*  
 P.I.L.  Package  P.I.L. & Package

Expected exhaustion date \*

**B I U**

Justification \*

Please enter justification in greek.

Save Cancel

The system displays a help window. **Fields marked with \*** are mandatory.

*Note: both notifications and Drug Council requests are made **per package of medicinal product** and therefore separate notifications/requests must be made for different packages and different products.*

## Stock exhaustion / notification / new notification #2

The screenshot displays a web application interface for 'Pharmaceutical Services Ministry of Health'. The breadcrumb navigation path is 'Stock exhaustion > Notification > #52 > Administrative'. The form contains the following fields:

Notification nr.	52
Status	Draft
Created on	14/12/2023
Submitted on	

The left sidebar menu includes: Administrative, Notification, Batches, Non implemented variations, Documents, and Contact. The top right corner shows 'EL', a help icon, and a user profile icon. The bottom right corner of the form area contains a blue 'Submit' button and a red 'Delete' button.


After filling the required details, the user has the option to save by using the button **Submit** or cancel the action with the button **Delete**. Once submitted, the notification is designated as **Draft**.

## Stock exhaustion / notification / new notification #3

The screenshot shows a web application interface for 'Pharmaceutical Services'. A 'Submit' dialog box is open, displaying the following error messages:

- Please correct the following and try again.
- Please state at least one batch.
- Please state at least one non implemented variation.
- Please specify contact phone.

The dialog box includes a 'Cancel' button and a close button (X). The background shows a breadcrumb trail: Stock exhaustion > Notification > #52 > Administrative.


The system informs the user of the additional mandatory information to be entered in order to complete the submission of the notification. By using the button **View** the user enters the relevant information.  Alternatively, the user chooses to fill in the details using the system's left menu.

## Stock exhaustion / notification / new notification #4

The screenshot shows the 'Edit' form for a notification in the Pharmaceutical Services system. The form is titled 'Edit' and is located in the 'Notification' section. The form fields are as follows:

- Product \***: A dropdown menu with a search icon.
- Non updated \***: Radio buttons for  P.I.L.,  Package, and  P.I.L. & Package.
- PIL approval date \***: A text input field containing '14/12/2023'.
- Package approval date \***: A text input field containing '14/12/2023'.
- Expected exhaustion date \***: A text input field containing '31/12/2023'.
- Justification \***: A rich text editor with a toolbar containing **B**, **I**, **U**, and **S** icons. Below the editor, it says 'Please enter justification in greek.'

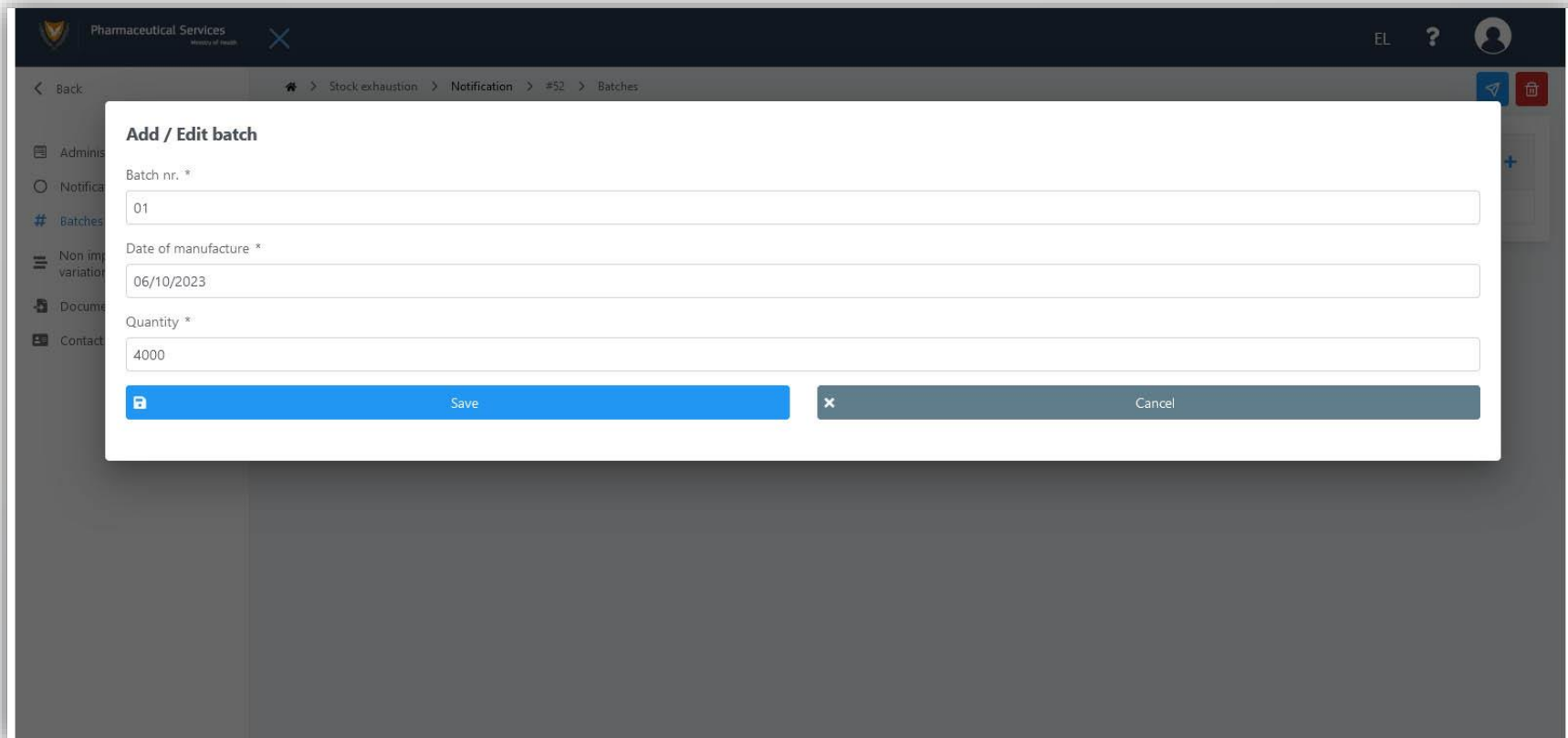
At the bottom of the form, there are two buttons: a blue 'Save' button and a grey 'Cancel' button.

By using the **Edit** button, the user can modify the notification details. 

Please type the relevant justification in Greek if possible.

**Fields marked with \* are mandatory.**



## Stock exhaustion / notification / new notification #5



The screenshot shows a web application interface for 'Pharmaceutical Services'. A modal window titled 'Add / Edit batch' is open, displaying three mandatory input fields: 'Batch nr. \*' (value: 01), 'Date of manufacture \*' (value: 06/10/2023), and 'Quantity \*' (value: 4000). At the bottom of the modal, there are two buttons: a blue 'Save' button and a grey 'Cancel' button with a close icon.

The user must enter the details of the batch.

The system offers the possibility of multiple batch entries using the button **Add**.

At the same time the user can modify a batch entry by using the button **Edit**   
or proceed to delete a batch record using the button **Delete**. 

**Fields marked with \* are mandatory.**

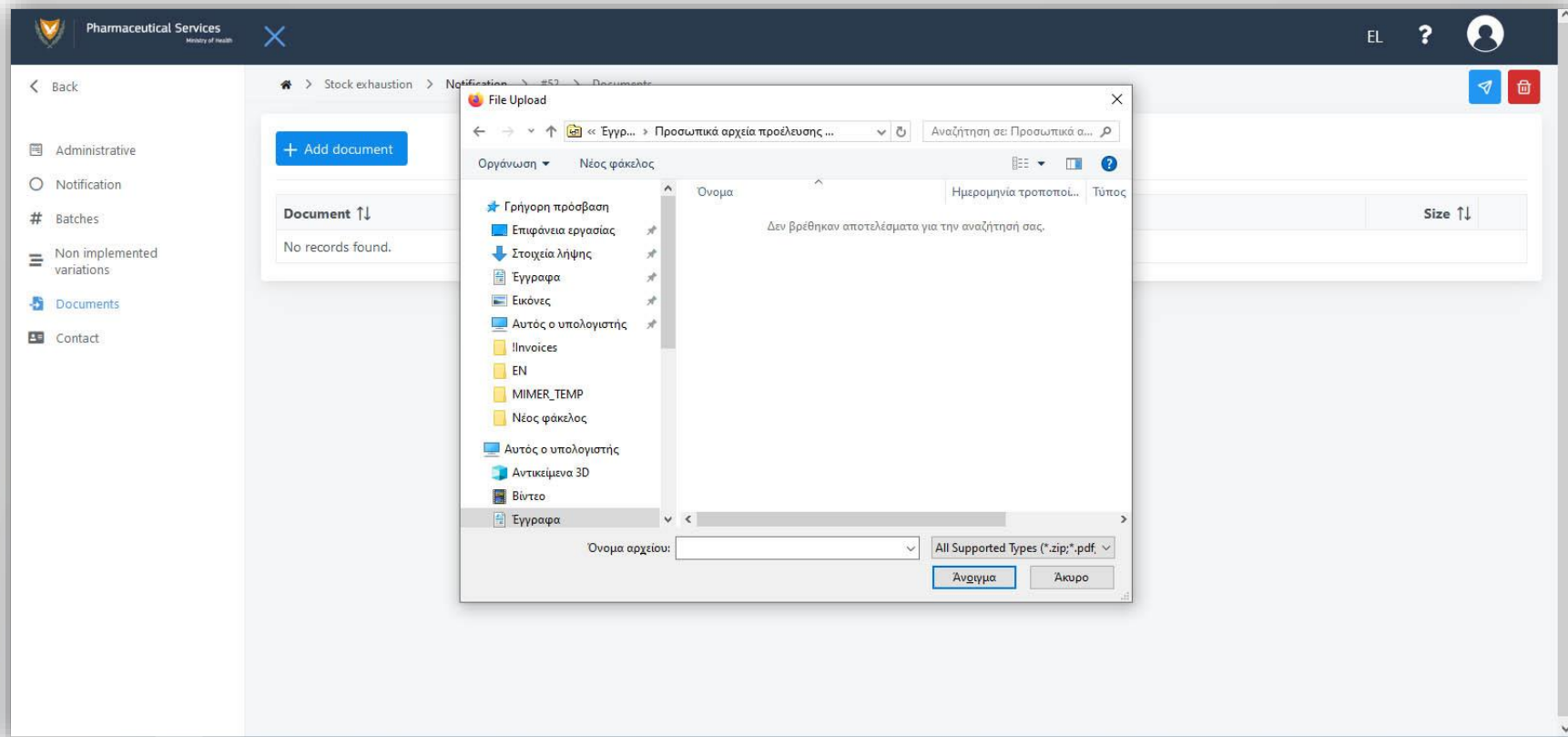
## Stock exhaustion / notification / new notification #6

The screenshot shows a web application interface for 'Pharmaceutical Services'. A dialog box titled 'Add / Edit variation' is open, allowing the user to enter details for a non-implemented variation. The dialog contains three input fields: 'Variation \*' (a dropdown menu with 'A.2.z Other variation'), 'Procedure nr.' (a text field with '1111'), and 'Protocol nr. \*' (a text field with '222'). The 'Save' button is highlighted in blue, and the 'Cancel' button is in a dark grey color. The background shows a navigation menu on the left and a breadcrumb trail at the top: 'Stock exhaustion > Notification > #52 > Non implemented variations'.

The user must enter the details of the non implemented variation.  
**Fields marked with \* are mandatory.**



## Stock exhaustion / notification / new notification #7



The user selects the **+ Add document** button to upload the documents related to the notification. The user has the ability to upload several documents by repeating the process each time.

If the user wishes to delete a document, selects the **Delete** button to the right of the relevant document. 🗑️

## Stock exhaustion / notification / new notification #8

The screenshot shows a web application interface for 'Pharmaceutical Services' within the 'Ministry of Health'. The main content area displays an 'Edit' form for contact details. The form includes the following fields:

- Firstname \*
- Lastname \*
- Phone \*
- Fax
- Email \*

At the bottom of the form, there are two buttons: a blue 'Save' button and a grey 'Cancel' button. The left sidebar contains a navigation menu with the following items: Back, Administrative, Notification, Batches, Non implemented variations, Documents, and Contact. The top right corner of the application shows the user's initials 'EL', a help icon, and a user profile icon.

In the contact details form, the user must enter the details of the person responsible for communicating with the Pharmaceutical Services for the specific matter.

**Fields marked with \* are mandatory.**

# Stock exhaustion / Drug Council request #1

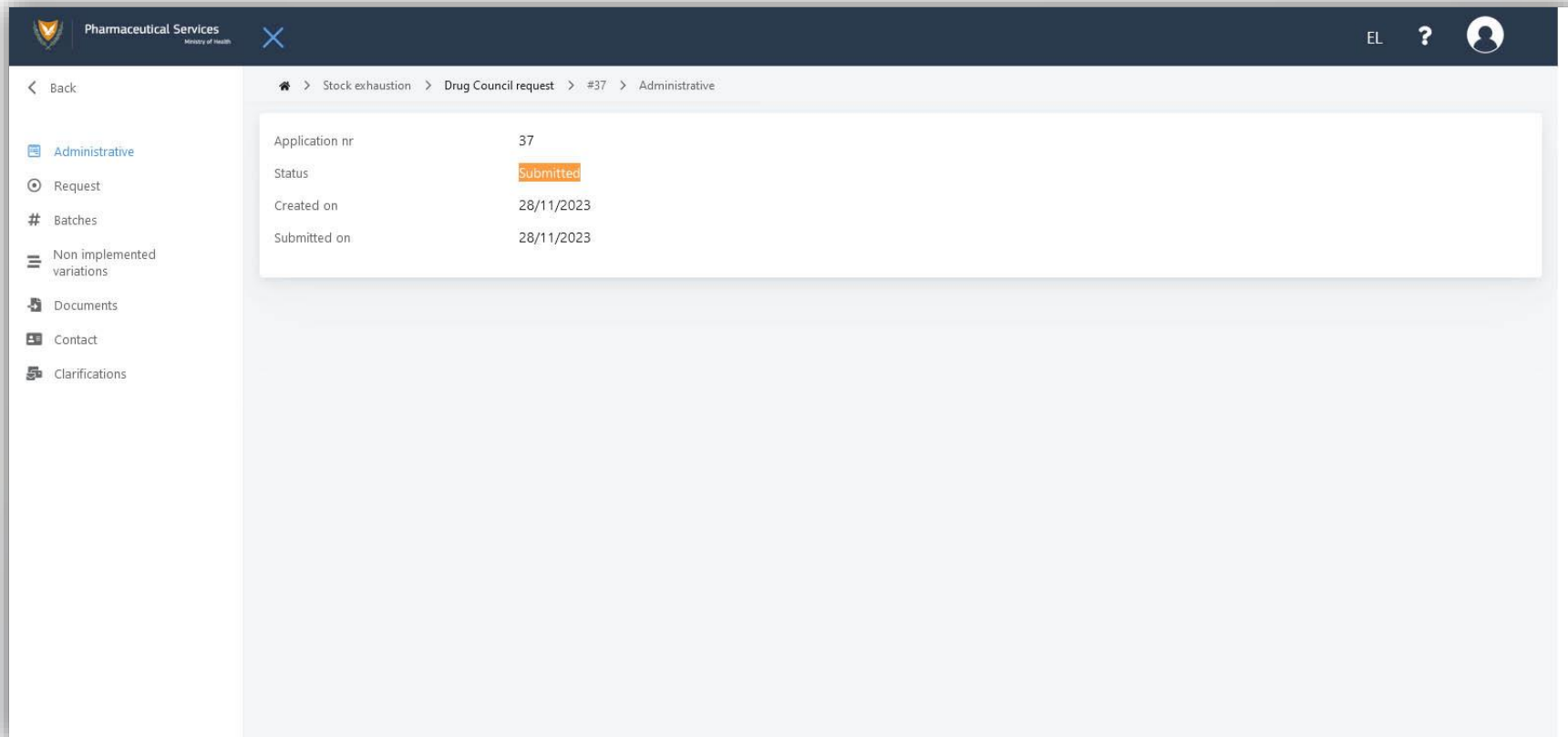
The screenshot displays the 'Pharmaceutical Services' web application interface. The top navigation bar includes the logo, 'Pharmaceutical Services' text, a close button, and user information 'EL' with a help icon and profile picture. The breadcrumb trail reads: 'Stock exhaustion > Drug Council request > #37 > Application'. A left-hand sidebar menu contains options: 'Administrative', 'Request' (highlighted), 'Batches', 'Non implemented variations', 'Documents', 'Contact', and 'Clarifications'. The main content area shows a form with the following fields:

Product	[REDACTED]
M.A. number	012623
This application concerns	Other
Expected exhaustion date	30/11/2024
Justification	[REDACTED]

The system for submitting requests to the Drug Council offers a similar functionality to the Notifications procedure, according to the relevant Circular of the Drug Council 7-12-2023/5.21.2.1.

*Note: both notifications and Drug Council requests are made **per package of medicinal product** and therefore separate notifications/requests must be made for different packages and different products.*

## Stock exhaustion / Drug Council request #2



The screenshot displays the 'Pharmaceutical Services' web application interface. The header includes the logo, 'Pharmaceutical Services Ministry of Health', and user information 'EL' with a help icon and profile picture. The breadcrumb trail is: Home > Stock exhaustion > Drug Council request > #37 > Administrative. A left sidebar contains navigation options: Administrative, Request, Batches, Non implemented variations, Documents, Contact, and Clarifications. The main content area shows a table with the following details:

Application nr	37
Status	Submitted
Created on	28/11/2023
Submitted on	28/11/2023

For the final submission of the request, the user will submit the request details, batches, non implemented variations, contact details and other clarifications, while uploading the relevant documents, in an identical way to the functionality of the Notification procedure.

## | Stock exhaustion / Drug Council request #3

### **Important information**

The user can submit a request for products for which the marketing authorization is no longer valid as well as other requests related to the exhaustion of stocks but not related to the non-implementation of a variation related to the P.I.L. or package by selecting the relevant options in the wizard.

In this case it is mandatory for the company **to upload its request letter** in the Documents form.

Fields marked with \* are mandatory.