

**User manual** 

Version 3.6



Revisions History					
Version	Data	Description	Author		
1.0	19/07/2019	First version	Leonardo Eifert Catalanante		
1.1	02/08/2019	Included "Grant regulatory user profile"	Ricardo Ferreira Borges		
		Included possibility of extending the deadline to comply with requirements for processes of this type "TOXICOLOGY" (except wood preservatives)			
1.2	16/09/2019	Annex included with specific guidance on the petition flow for import/export matters (PAF).	Bruno Zago França Diniz		
1.3	15/10/2019	Change of layout and inclusion of information regarding Brunc to PagTesouro as an online payment option.	Zago França Diniz		
1.4	18/11/2019	Inclusion of information regarding authorization of addition by third party and addition by third party	Bruno Zago França Diniz		
1.5	15/01/2020	Inclusion of express shipping information in name of beneficiary CNPJ and CPF.	Bruno Zago França Diniz		
1.6	14/02/2020	Cosmetics Registration and Cosmetics Registration for the category "Straightener for Dyed Hair – Grade 2" and Transfer of ownership	Ricardo Ferreira Borges		
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1.8	28/05/2020	Inclusion of information regarding the Change of Legal Responsible and Technical Responsible for Operating Authorizations and Special Authorizations	Ricardo Ferreira Borges		
1.9	23/06/2020	Re-inserted link configuration instruction "Petition Regulatory User" representation	Bruno Zago França Diniz		
2.0	30/06/2020	Updated information on payment tabs, awaiting protocol, open requirements and processes and specific cosmetic registration guidelines	Ricardo Ferreira Borges		
		Included specific guidelines for free certificate of practice and vessel health certificate, general petitions from the General Management of Ports, Airports and			



		Borders, applicant update before analysis is completed, and sanitation registration.	
2.1	09/12/2020	Updated information on the functionalities of transfer of ownership addition by third party, registration and notification of sanitizers, change of expression of interest of sanitizers.	Bruno Zago França Diniz
		Updated information about viewing requirements and compliance Information about Pix support as a payment method via PagTesouro has been inserted.	
2.2	10/12/2020	Inclusion of "Troubleshooting" section	Ricardo Ferreira Borges
2.3	11/02/2021	Inclusion of information regarding the Embryo Production Registry, Pesticide Residue Study Registry and Accreditation and Qualification of Bruno Zago França Diniz and Public Health Laboratories.	Ricardo Ferreira Borges
		Reordering of Specific Guidelines in the manual by alphabetical order.	
2.4	03/05/2021	Update of information regarding general requests from the General Management of Ports, Airports and Borders (GGPAF).	Bruno Zago França Diniz and Ricardo Ferreira Borges
2.5	08/06/2021	Inclusion of information relating to the import and export form by LPCO and LI.	Bruno Zago França Diniz and Ricardo Ferreira Borges
2.6	30/09/2021	Updating information regarding the payment method via PIX	Bruno Zago França Diniz
2.7	07/10/2021	Inclusion of information about the use of Single Login via Gov.Br to access the system	Bruno Zago França Diniz
2.8	09/12/2021	Clarification on the validity period of third-party addition tokens and transfer of ownership.	Bruno Zago França Diniz
2.9	08/07/2022	Inclusion of information regarding service evaluation	Ricardo Ferreira Borges
3.0	23/12/2022	Inclusion of information on validating the name of attached files, information regarding changes to the company name or address in operating authorizations and information regarding the registration and notification of health products.	Ricardo Ferreira Borges
3.1	30/06/2023	Update of the "Troubleshooting" section with guidance on the new Subject Consultation and viewing a process or petition or filing a petition linked to this process or petition occurs	Bruno Zago França Diniz Ricardo Ferreira Borges



		accessing the request using the same CNPJ that filed the process or petition.	
		Inclusion of the possibility of issuing receipts for manual petitions and petitions previously filed through the old Electronic Petition System.	
3.2	14/08/2023	Updating viewing information of requirements in the Open Requirements tab.  Update of the section on transfer of ownership with specific information for Toxicology processes.	Ricardo Ferreira Borges Bruno Zago França Diniz
3.3	28/08/2023	Update to 50MB maximum file size Bruno Zago França Diniz allowed for annex not requested.	
3.4	18/09/2023	Inclusion of information regarding automatic purging of drafts with more than 13 months of inactivity.	Bruno Zago França Diniz
3.5	04/12/2023	Evolution of the import/export form by express shipment including field for inserting the quantity of units, and respective validation, and information regarding the importation of <i>Cannabis</i> .	Ricardo Ferreira Borges
3.6	05/07/2024	Inclusion of information regarding the medication notification form (medical gases)	Bruno Zago França Diniz Ricardo Ferreira Borges



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# **USER MANUAL**

### 1. INTRODUCTION

This manual aims to instruct the user in the best possible way to use the system.

# **SYSTEM ACCESS**

Access the link solicit.anvisa.gov.br

Sistema Solicita works exclusively on more modern browsers, such as Microsoft Edge, Google Chrome or Mozilla Firefox.



Solicita now has two login possibilities:

- Traditional access via user email and password, as previously registered in the Systems Registration
- · Access via Gov.Br



to

Access via Gov.Br uses the user's registration on the Gov.Br portal, which needs to be updated and active, combined with the user's registration with Anvisa, to correctly display the companies represented.

The step-by-step instructions and main questions about this access can be found here.

1 - Security Manager or Legal Responsible - Allows the registration and sending of new requ	ıests

Anvisa and the viewing of documents associated with requests made in the Solicita system by **the** 

user.

1.1 The system has two access possibilities:

2 - Petition Regulatory User Link – Allows the registration and sending of new requests to Anvisa and the viewing of documents associated with requests made in the Solicita system by **any** user.



# GRANT REGULATORY PETITION USER REPRESENTATION BOND

The representation link "Petition Regulatory User" can be granted to users who are associated with the company in the capacity of Legal Responsible or Security Manager.

For concession do bond of representation, access o address <a href="https://www9.anvisa.gov.br/recadastramento/">https://www9.anvisa.gov.br/recadastramento/</a> and log in using the desired CNPJ information:



Then, access the "Matrix" menu:

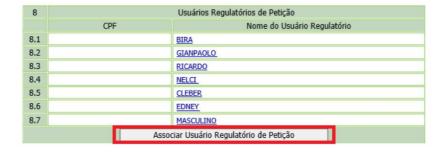


**MNU - User Manual** 

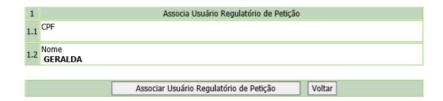


Navigate to the bottom of the page, where item 8, "Petition Regulatory Users" is available.

Here all users to whom the link has already been granted will be displayed. To grant it to a user, select "Associate Petition Regulatory User" (the CPF data and surnames were hidden in the images to preserve the data of people registered in the system):



On the next screen, enter the CPF of the user already registered as Legal Responsible or Security Manager and select "Consult":

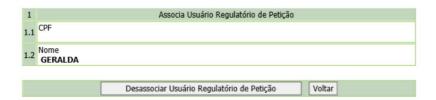




Click on "Associate Petition Regulatory User" and the link will be granted to the selected user:



To revoke a user's link, select the "Matrix" menu again, navigate to the bottom of the page, in item 8, and click on the desired user's name.



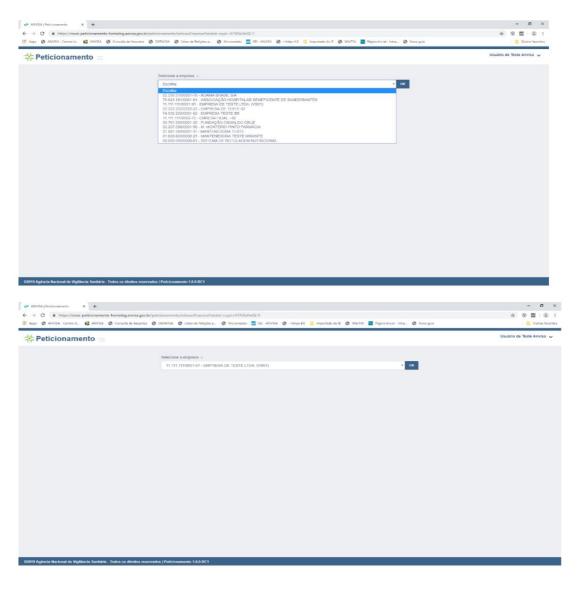
Then click on "Disassociate Regulatory User from Petition" and the link will be revoked for the selected user:





# 2. CHOICE OF COMPANY TO BE REPRESENTED

All CNPJs to which the user is linked will be displayed. Choose the company you want to represent



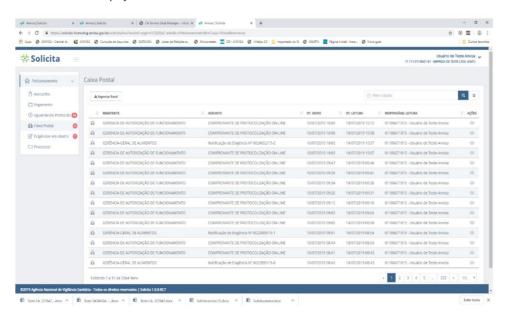
Select the company

Click 'Ok'

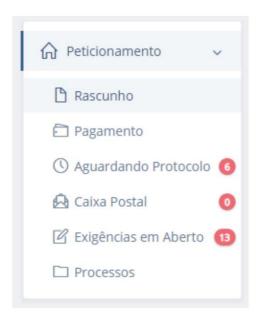


### 3. HOME SCREEN

The home screen will display two main sections



The Sidebar, where you can choose which features you want to use



Results section, where it is possible to identify documents that meet the criteria for each of the boxes





# 4. DRAFT SCREEN

When accessing the system, if there is no new message in the mailbox, the first screen that will be displayed is the drafts screen:



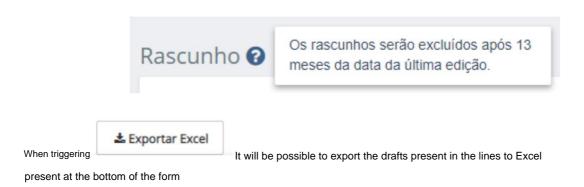
When triggering

It will be possible to register a new process/initial petition or a new secondary petition/petition

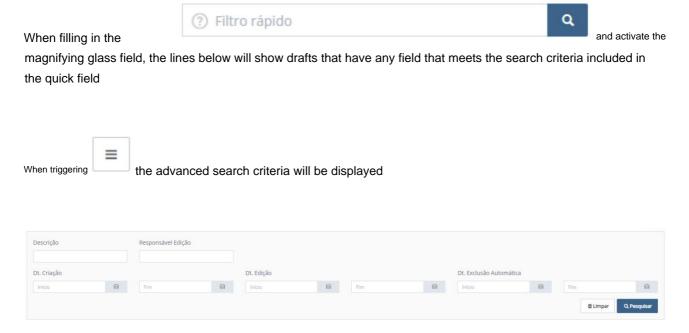
linked to an existing process as long as it is linked to the CNPJ used to access the request.



**Important!** All drafts are automatically deleted 13 months from the date of the last edit. The date for deletion is displayed to the user in the "Dt. Automatic Deletion". This date is automatically updated every time a draft is edited and saved.







In the advanced search the search criteria are:

- Description Presents results referring to the subject code or description of the subject of the sketch;
- Responsible Editing Presents results referring to the person responsible for the last edit in the draft or, when no changes occur after creating the draft, the user responsible for creating the draft;
- Dt. Creation Displays results relating to the draft creation date. When filling in the Start and End fields it is possible to perform searches within a defined period
- Dt. Automatic Deletion Displays results regarding the automatic deletion date of the sketch.

When using more than one field, the result displayed on the screen will be the combined result of the selections in each field.

The results section has the following structure:

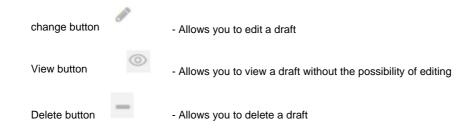


The fields display the following information:

• Description - Field in which the subject code and description of the subject are presented



- Dt. Creation Field in which the draft creation date is displayed
- Dt. Edition Field in which the draft edition date is displayed;
- Dt. Automatic Deletion Field in which the date for automatic deletion of the sketch:
- Editing Responsible Field in which the name of the person responsible for the last modification is displayed made on draft;
- Actions Allows you to perform three actions

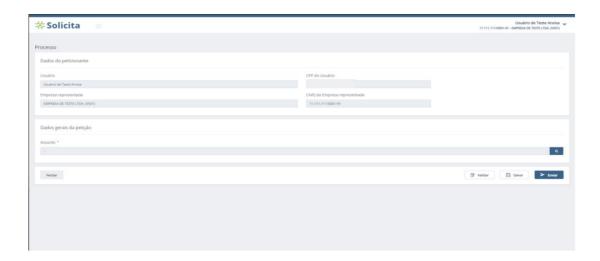




# 5. CREATING A DRAFT OF A PRIMARY PETITION



By selecting the "Initial Petition" option on the "New" page with forms relevant to the petition.

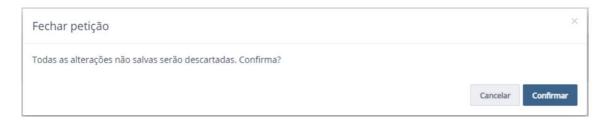


On this page there are initially 2 blocks, the first indicating the petitioner's data, which is already filled in with their name, their CPF, the name of the chosen company and the respective CNPJ, and the second the general data area of the petition, with a field containing the subject chosen for the process and a

search button to , to open the subject search screen, where the search will be carried out and then select the subject.

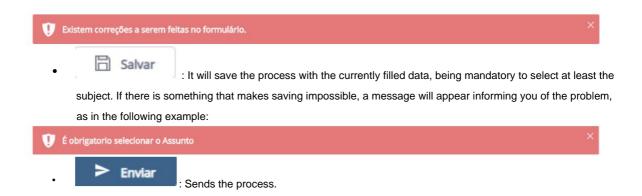
At the bottom there are 4 buttons, namely:

• : A pop-up will open confirming the closure of the petition, informing that all unsaved data will be discarded.





• Validar : It will check if the form was filled out correctly, if not, a red message will be displayed at the top of the screen informing you that there are corrections to be made.

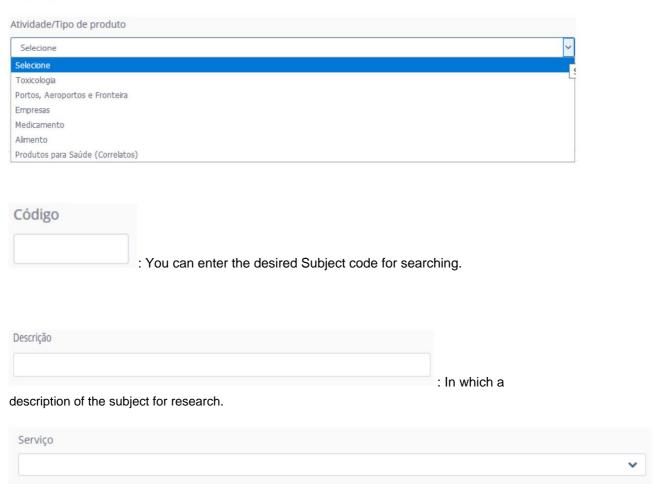


When pressing the button next to the "Subject" field, the following screen will open



On this screen, you can see the "Select" option, which, when clicked, will open a list of Activities/Product Types and you can select the desired one:

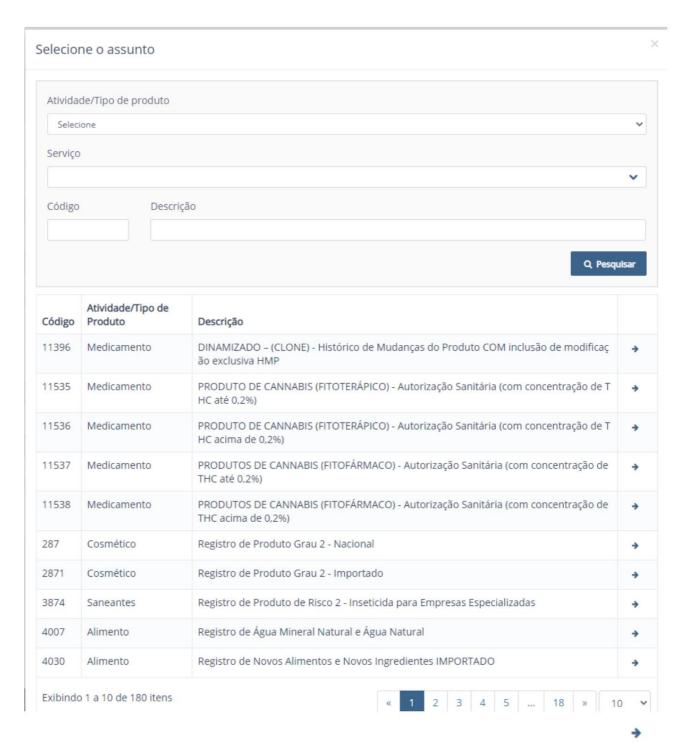




: In which the desired service can be selected, according to those listed for Anvisa on the Gov Br Portal. It is possible to search for the service by typing part of the service name ("auto-complete" functionality). When selecting a service, the petition subjects related to it will be displayed as a result. This functionality is still under construction and may present inconsistencies.

: Button to confirm the search using the information entered and/or selected, and can also be used with empty fields, thus opening and displaying the answer list with all the existing subjects





To select the desired subject from the list of results, click on the arrow to the right of the desired item".

Note: If there are more than 10 results, it will be possible to navigate between the results pages using the navigation bar that will appear below the list of results or use the selector on the side of the bar to define the display of a greater number of subjects on the screen of research.



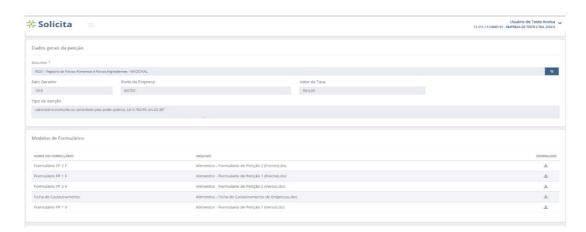
**MNU - User Manual** 



After selecting the desired subject, the fields in the "General Petition Data" block will be automatically completed and up to 3 blocks will appear, namely "Form Templates", "Legal Basis" and "Documentation", already filled in with initial data.



In the "Form Templates" block, the form template for filling out can be made available for download, which, once completed, can be linked to the corresponding item in the "Documentation" block.



In the "Documentation" block it is possible to see the columns "No", which displays the item number, "Item", which displays the name/title of the Item, "Required", where "Yes" will be displayed if it is mandatory to include file(s) for that item, "Files", where the files selected for each item will be displayed, and "Actions" where,

on each item, there will be a button.



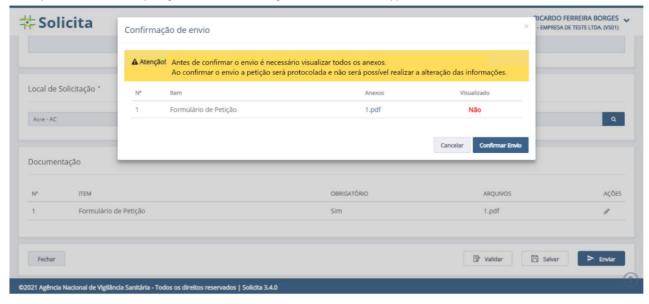
Depending on the selected subject code, other blocks of information may be made available on the petition form; see the final sections of the Manual for specific guidance on each form.

When clicking the button A screen will open for you to attach one or more files relevant to the item. Files can be up to 50 MB in size and have the extensions jpg, jpeg, bmp, png, pdf, doc, docx, xls and xlsx.

É permitido anexo de arquivos dos tipos jpg, jpeg, bmp, png, pdf, doc, docx, xls e xlsx. Limitados a 50MB.

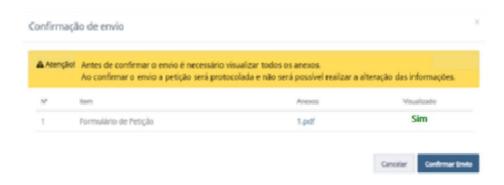
#### Selecione o(s) arquivo(s)

When you click send, if everything is correct, the sending confirmation box will appear,



showing the documentation items with the name of the inserted attachments.

To confirm the sending, you must click on attachments before
viewing the files. After clicking, the "Viewed" field will change from No to Yes.





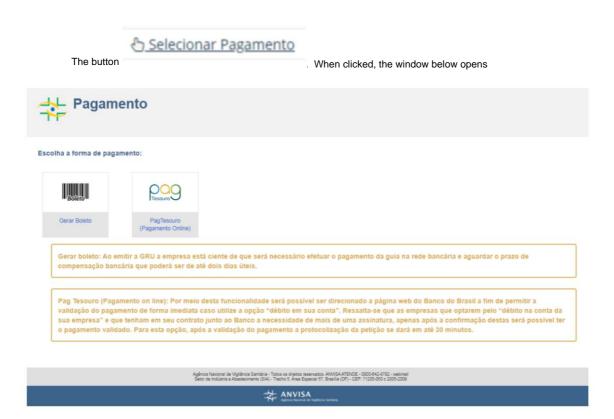
Confirmar Envio

After

It will not be possible to make any changes to documents.

If the request requires payment of a fee, a window will be displayed with information about the petition awaiting payment



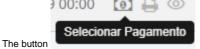


showing payment options: Generate Boleto, which allows printing the GRU for payment; and PagTesouro, which allows payment by Credit Card or using Pix.



When selecting the Generate Boleto option, it will be possible to print the GRU for payment. Clicking

you will be redirected to the draft screen again. The request that was completed but has not been paid will still be available in the "Payment" tab, and payment can be made by clicking



: again, the Generate Boleto or PagTesouro option can be chosen.

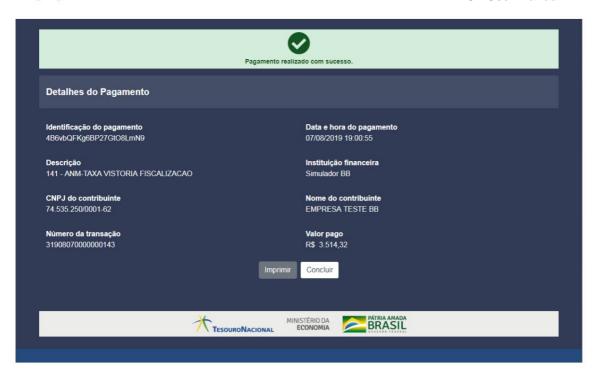
When selecting the PagTesouro option, the options are displayed:

- Credit Card, where you can choose one of the available payment providers. Depending on the choose, no prior registration is required.
- Pix, where a QR Code will be generated to complete the payment. The code will also be displayed in full, for use on the institution's website.



Upon completing the necessary actions, the user is redirected back to the PagTesouro page:





Clicking Clicking you will be redirected to the draft screen again.

If the request does not require payment of a fee, a success message will be displayed with the petition details.

Favorecido:	11.111.111/0001-91 - EMPRESA DE TESTE LTDA. (VS01)	
Assunto:	11396 - DINAMIZADO – (CLONE) - Histórico de Mudanças do Produto COM inclusão de modificação exclusiva HMP	
Número de Transação:	34072019	
Protocolo:	25352003690201916	
Processo:	25351001503201961	
Expediente:	0004612191	
Tipo de Documento:	Processo	
Protocolizador:	- Usuário de Teste Anvisa em 15/07/2019 10:55:36	
	➡ Imprimir Comprovante	



When clicking 

□ Imprimir Comprovante

The page ready to print the receipt will open.



When finished, you will be redirected to the drafts screen again.



# 6. CREATING A DRAFT PETITION LINKED TO AN EXISTING PROCESS

Note: This step can also be done through the processes tab, linking the petition directly to the desired process.

To create a draft of a petition linked to an existing process, on the Draft screen select

New and then linked

Petition

to a process

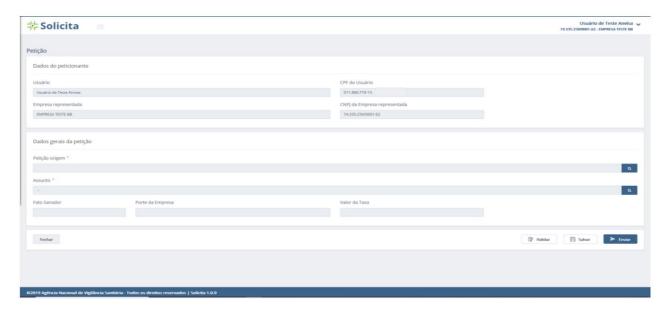
existing

Petição Inicial

Petição vinculada a um processo já existente

A new tab will open in the similar browser

the following example:



Initially, it is possible to identify two blocks of information, the first with the petitioner's data, as in the initial petition process, and a second with the general petition data.



When clicking the button next to the "Origin Request" field, a window will be available to research and selection of the petition to which the request will be linked.



rocesso	Assunto	Expediente	
[			
0/100			
		Q P	esquisa

When entering the desired data and clicking on, processes and files corresponding to the searched criteria will be listed, provided they are submitted by the accessed CNPJ.

Note: the fields can be left blank to search all processes, or fill in only the desired fields, searching according to the data entered.



To select the desired process, click next to the process. From this moment on, the steps will be the same as those that must be taken to fill out an initial petition, starting with selecting the subject.

#### Important!

- The Digital Service selector, when the screen used is for a petition linked to an existing process, loads the available services
  taking into account the digital service of the parent petition. For example, when starting a linked petition in a Cosmetic
  Registration process, whose service is Request Cosmetic Registration, the services available for the linked petition include
  Change, Cancel and Renew Cosmetic Registration, among others.
- Petitions related to an investigation dossier are only available to receive a secondary petition once a requirement is issued by Anvisa or when the petition is published.
- Depending on the selected subject code, other blocks of information may be available on the petition form.
- When indicating as a "Petition of Origin" a secondary petition/petition linked to a process, it will only be possible to link requests
  for additions, withdrawals, appeals and rectifications to these
  petitions, according to the warning displayed on the screen:

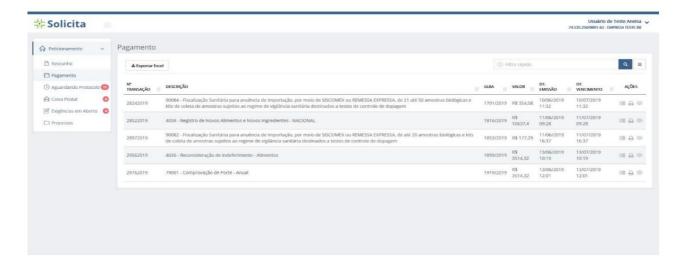




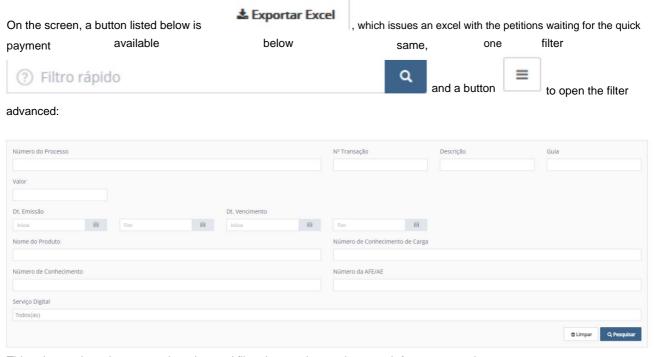


# 7. PAYMENT TAB

When selecting the "Payment" option on the side screen, the following screen will be displayed:



This tab contains transactions that are awaiting payment or payment clearing and whose due date is later than the current date. "Overdue" transactions will not be displayed in this tab, as it would no longer be possible to make the payment.



This, when activated, presents the advanced filter that can be used to search for a payment by:

- Transaction number Displays results referring to the transaction number.
- Description Displays results referring to the description of the transaction.
- Guide Displays results referring to the guide number.



- Value Displays results regarding the value of the transaction.
- Issue Date Displays results referring to the issue date between the chosen dates
- Expiration Date Displays results referring to the due date between the dates chosen
- Product Name Displays results referring to the product name (if any)
- Bill of Lading Number Presents results regarding the bill of lading number (also known as AWB), applicable only to petitions and processes related to import/export.
- Number of Knowledge Presents results referring to the number of knowledge (if any); This identifier was
  provided for physical/manual petitions after the documentation was delivered to the Agency and before
  the process or file number was generated.
- AFE/AE number Displays results referring to the AFE/AFE number. Applicable only for processes and petitions related to Operating Authorization or Special Authorization.
- Digital Service Displays results referring to the selected digital service. This filter is still under construction
  and will be populated as more Anvisa services are listed on the Gov Br portal, so it may present
  inconsistencies.

The payment list has the columns "Transaction Number", "Description", "Guide", "Amount", "Dt. Issuance", "DT. Expiration" and "Actions", which presents the possible action buttons for each payment, which are:

Allows you to choose the type of payment when issuing a duplicate of the GRU or allowing access to the Treasury



Prints the transaction statement.



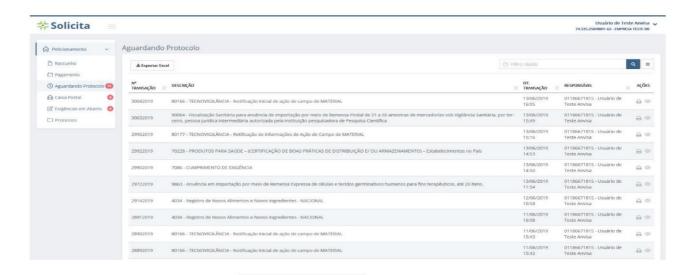
Allows viewing of the request.

N° TRANSAÇÃO	DESCRIÇÃO	GUIA		VALOR IT	DT. EMISSÃO	DT. VENCIMENTO	AÇÕES
7335682019	80101 - TECNOVIGILÂNCIA - Anuência para veicular publicidade contendo alerta à população de EQUIPAMENTOS	581033/2 9	201	R\$ 12410, 3	19/07/2019 00:0 0	18/08/2019 00:00	• ⊕ •
7399192019	80101 - TECNOVIGILÂNCIA - Anuência para veicular publicidade contendo alerta à população de EQUIPAMENTOS	586411/2 9	201	R\$ 12410, 3	22/07/2019 00:0 0	21/08/2019 00:00	□ ⊖ ⊙
7390022019	80102 - TECNOVIGILÂNCIA – Anuência para veicular publicidade contendo alerta à população de MATERIAIS DE USO MÉDICO	585782/2	201	R\$ 12410,	22/07/2019 00:0	21/08/2019 00:00	□ ⊖ ⊙



# 8. TAB WAITING FOR PROTOCOL

When selecting the "Waiting for Protocol" option in the side menu, a page like the example below will be displayed:

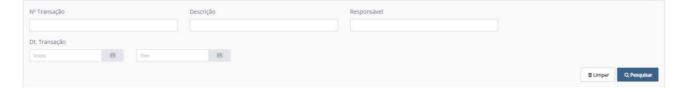


A button listed in the table below is available on the screen, a quick filter

\* Exportar Excel , which outputs an Excel file with the protocols



### advanced filter



which, when activated, presents the advanced filter with search options:

- Transaction Number Displays results referring to the transaction number.
- Description Displays results referring to the description of the transaction.
- Responsible Presents results referring to the person responsible.



• Dt. Transaction - Displays results referring to the date of the transaction between the period entered.

The list of protocols has the columns "Transaction Number", "Description", "DT. TRANSACTION", "RESPONSIBLE" and "ACTIONS".

N° TRANSAÇÃO ∐	DESCRIÇÃO	DT. TRANSAÇÃO	RESPONSÁVEL	AÇÕES
30042019	80166 - TECNOVIGILÂNCIA - Notificação Inicial de ação de campo de MATERIAL	13/06/2019 16:05	815 - Usuário de Teste Anvisa	0
30032019	90064 - Fiscalização Sanitária para anuência de importação por meio de Remessa Postal de 21 a 50 amostras de mercadorias sob Vigilância Sanitária, por terceiro, pessoa jurídica intermediária autorizada pela instituição pesquisadora de Pesquisa Científica	13/06/2019 15:49	815 - Usuário de Teste Anvisa	0
29952019	80177 - TECNOVIGILÂNCIA - Retificação de informações de Ação de Campo de MATERIAL	13/06/2019 15:16	15 - Usuário de Teste Anvisa	0 6
29922019	70228 - PRODUTOS PARA SAÚDE – (CERTIFICAÇÃO DE BOAS PRÁTICAS DE DISTRIBUIÇÃO E/ OU ARMAZENAMENTO) – Estabelecimentos no País	13/06/2019 14:53	815 - Usuário de Teste Anvisa	0 6
29902019	7086 - CUMPRIMENTO DE EXIGÊNCIA	13/06/2019 14:50	15 - Usuário de Teste Anvisa	<b>∂</b> ⊚

You can perform some actions by clicking on the action buttons:

: Opens a window to print the statement with the petition data.

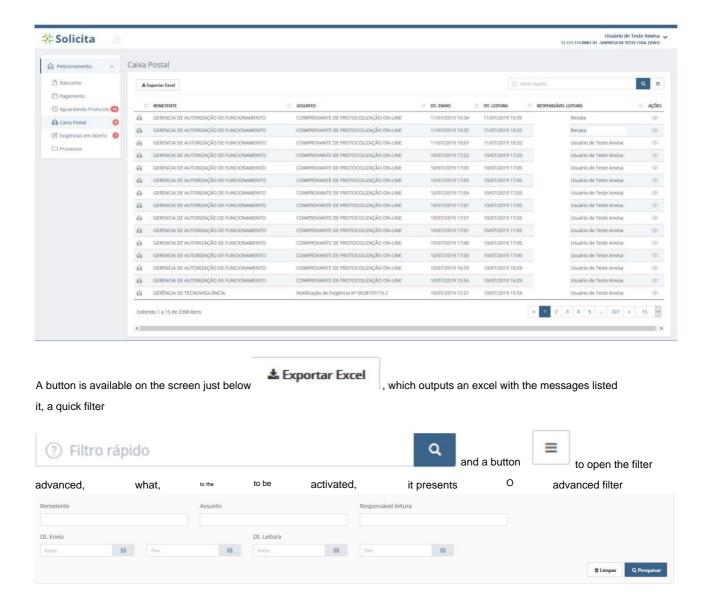
Opens the petition in a new tab, with details and on a similar page as in the action of opening a new petition. This button is only displayed for flows started in Solicita, and only for the user who performed the protocol or for users who have the Petition Regulatory User link. In cases where an addition was made by a third party, the field may be disabled if the third party chooses not to share the information with the person requesting the process or petition.



# 9. MAILBOX TAB

When selecting the "Mail Box" option in the side menu, the screen will open listing the read and unread messages related to the company's CNPJ through which access to Solicita was made. Every time there is an unread message and the user tries to access some functionality, it will first be forwarded to the mailbox.

As of July 2020, messages of the type "Proof of Protocolization" will have their reading requirement removed, so that these messages will no longer prevent the use of other system functionalities while they are unread. This exception applies only to messages of this type; the other messages remain mandatory reading before using the other system functionalities.



which can be used to search a message by:

• Sender - Displays results referring to the sender.

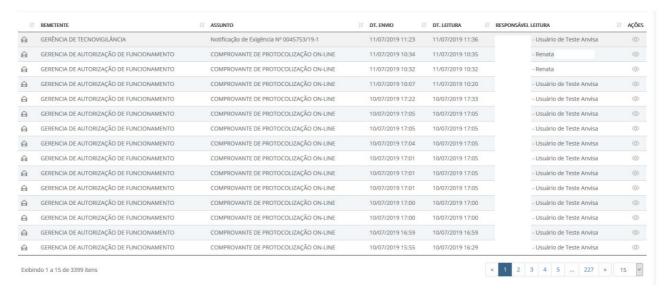


- Subject Displays results relating to the subject of the message.
   Responsible for reading Presents results referring to the person responsible for reading
- Shipping Date Displays results referring to the shipping date between the selected period
- Reading date Displays results referring to the reading date between the selected period

The message list has the columns "Sender", "Subject", "DT. SHIPPING", "DT. READING", "RESPONSIBLE

READING" and "ACTIONS", which have a button in a new browser tab.

which when activated opens the detailed message in



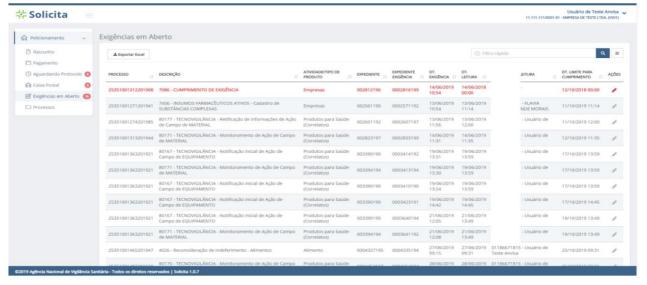




# 10. OPEN REQUIREMENTS TAB

By clicking on "Open Requirements" in the side menu,

the screen will be displayed.



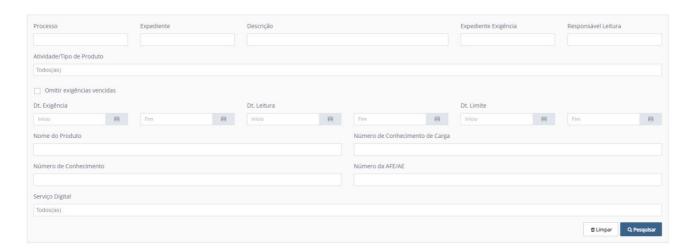
On this screen, any requirements issued by Anvisa in processes or petitions related to the CNPJ of the company through which Solicita was accessed or requirements for which the logged-in company is the recipient of the requirement are available for viewing. Requirements can be viewed both for requests made by Solicita and made through the Electronic Petition System (available at http://www9.anvisa.gov.br/petimentação/sat/global/acesso.asp), in addition to initiated processes and petitions by Anvisa itself.

This screen displays unfulfilled requirements, unfinished processes or petitions that were sent as of 08/01/2019. In this way, the requirements that remain unfulfilled in processes and petitions that reach a "finalized" documentary status, such as consented, published acceptance, closed petition, withdrawal upon request or cancelled, for example - that is, for which Anvisa's role in the claim has already been finalized - will no longer be displayed in the open requirements tab.



open the advanced filter which, when activated, displays the advanced filter with the fields for filtering:





- Process Displays results referring to the process number
- File Displays results referring to the file number
- Description Presents results referring to the description of the requirement
- Requirement File Presents results referring to the requirement file number
- Responsible for Reading Presents results referring to the person responsible for reading
- Activity/Type of products Displays results relating to the type of product Omit expired requirements Displays results that are not due
- Dt. Requirement Displays results referring to the requirement date between the selected period
- Dt. Reading Displays results referring to the reading date between the selected period
- Dt. Limit Displays results referring to the limit date between the selected period
- Product Name Displays results referring to the product name (if any)
- Bill of Lading Number Presents results regarding the bill of lading number (also known as AWB), applicable only to petitions and processes related to import/export.
- Number of Knowledge Presents results referring to the number of knowledge (if any); This identifier was
  provided for physical/manual petitions after the documentation was delivered to the Agency and before the
  process or file number was generated.
- Digital Service Displays results referring to the selected digital service. This filter is still under construction and will be populated as more Anvisa services are listed on the Gov portal Br.
- AFE/AE number Displays results referring to the AFE/AFE number. Applicable only for processes and petitions related to Operating Authorization or Special Authorization.

The Requirements listing table has the columns "Process", "Description", "Activity/Type of

Product", "EXPEDIENT", "EXPEDIENT REQUIREMENT", "DT. REQUIREMENT", "DT. READING", "RESPONSIBLE READING", DT. LIMIT FOR COMPLIANCE" and "ACTIONS", this being

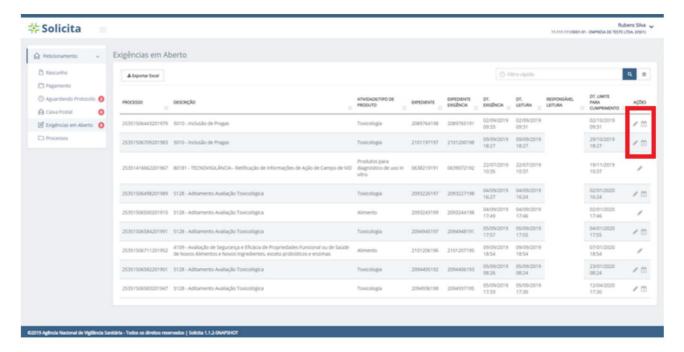


last where the button is located in each process, which, when clicked, opens the process in a new browser tab, the same as the one displayed when starting a process in the "Draft" tab, allowing requirements to be met for each open requirement.

PROCESSO	DESCRIÇÃO	ATIVIDADE/TIPO DE PRODUTO	EXPEDIENTE	expediente exigência	DT. II EXIGÊNCIA II	DT. LEITURA	RESPONSÁVEL LEITURA	DT. LIMITE PARA CUMPRIMENTO	AÇÕES
25351001312201908	7086 - CUMPRIMENTO DE EXIGÊNCIA	Empresas	002812196	0002816199	14/06/2019 10:54	14/06/2018 00:00	i - Usuário de	12/10/2018 00:00	
25351001271201941	7456 - INSUMOS FARMACÊUTICOS ATIVOS - Cadastro de SUBSTÂNCIAS COMPLEXAS	Empresas	002561190	0002571192	13/06/2019 10:54	13/06/2019 11:14	- FLAVIA	11/10/2019 11:14	1
25351001274201985	80177 - TECNOVIGILÂNCIA - Retificação de in- formações de Ação de Campo de MATERIAL	Produtos para Saúde (Correlatos)	002601192	0002607197	13/06/2019 11:56	13/06/2019 12:00	- Usuário de	11/10/2019 12:00	-
25351001313201944	80171 - TECNOVIGILÂNCIA - Monitoramento de Ação de Campo de MATERIAL	Produtos para Saúde (Correlatos)	002823197	0002833199	14/06/2019 11:31	14/06/2019 11:35	- Usuário de	12/10/2019 11:35	1
25351001363201921	80167 - TECNOVIGILÂNCIA - Notificação Inicial de Ação de Campo de EQUIPAMENTO	Produtos para Saúde (Correlatos)	003390190	0003414192	19/06/2019 13:31	19/06/2019 13:59	- Usuário de	17/10/2019 13:59	1
25351001363201921	80171 - TECNOVIGILÂNCIA - Monitoramento de Ação de Campo de MATERIAL	Produtos para Saúde (Correlatos)	003394194	0003413194	19/06/2019 13:30	19/06/2019 13:59	- Usuário de	17/10/2019 13:59	1

For processes of the "TOXICOLOGY" product type – except those related to wood preservatives

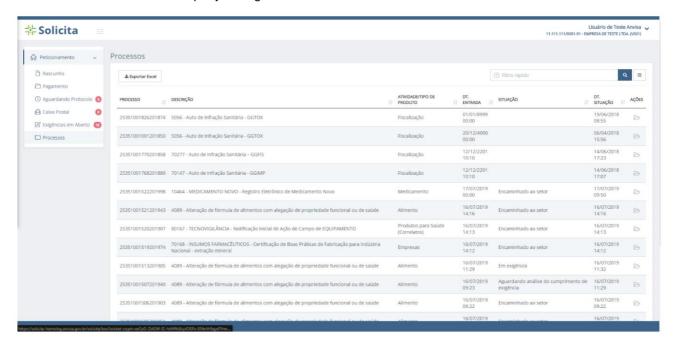
It is possible to request a deadline extension by clicking the button in the process or the respective process, as shown below. This button, when clicked, opens the process in a new browser tab, the same as the one displayed when starting a process in the "Draft" tab, allowing an extension of the deadline to be requested to comply with the requirement.





#### 11. PROCESSES TAB

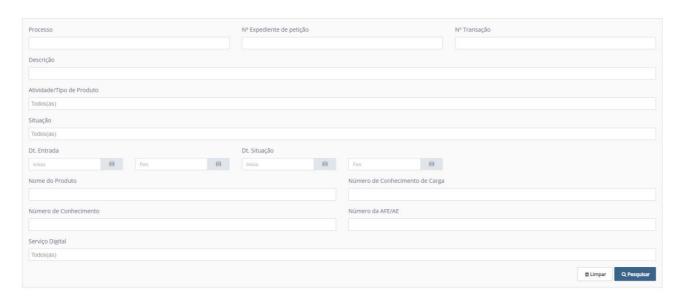
When selecting "Processes" in the side menu, the page showing the list of processes will be displayed related to the CNPJ of the company through which access to Solicita was made and some actions:



The processes related to the Investigation Dossier and its linked petitions or Health Administrative Process are only available for viewing once a requirement has been issued by Anvisa or when the process or petition is published.







When activated, it displays the advanced filter which contains the filtering options:

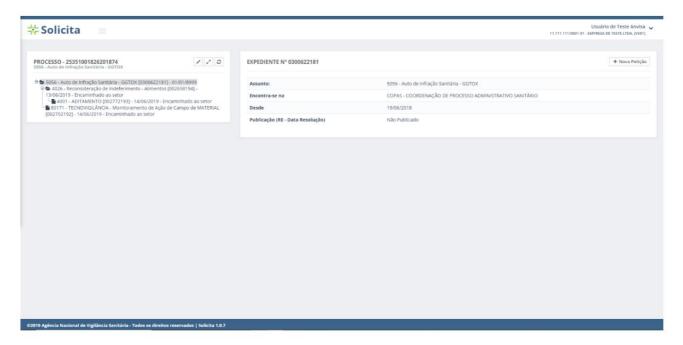
- Process Displays results referring to the process number
- Petition file number Displays results referring to the petition file number
- Transaction Number Displays results referring to the transaction number
- Description Presents results referring to the process description
- Activity/Product Type Displays results relating to the activity/product type
- Status Presents results regarding the status of the process
- Dt. Entry Displays results for the entry date between the selected period
- Dt. Situation Displays results referring to the date of the situation between the selected period
- Product Name Displays results referring to the product name (if any)
- Bill of Lading Number Presents results regarding the bill of lading number (also known as AWB), applicable only to petitions and processes related to import/export.
- Number of Knowledge Presents results referring to the number of knowledge (if any); This identifier
  was provided for physical/manual petitions after the documentation was delivered to the Agency and
  before the process or file number was generated.
- AFE/AE number Displays results referring to the AFE/AFE number. Applicable only for processes and petitions related to Operating Authorization or Special Authorization.
- Digital Service Displays results referring to the selected digital service. This filter is still under construction and will be populated as more Anvisa services are listed on the Gov portal Br.



The list of processes has the columns "PROCESS", "DESCRIPTION", "ACTIVITY/PRODUCT TYPE",

, what,

"DT. ENTRY", "SITUATION", "DT. SITUATION" and "ACTIONS", the latter of which has a button when pressed, which opens the process information in a new tab:



where it is possible to check the files (petitions linked to the process), electronic requirements, official letters electronic documents and opinions linked to the process and petitions in the sidebar:



and on the right the summary of the file:

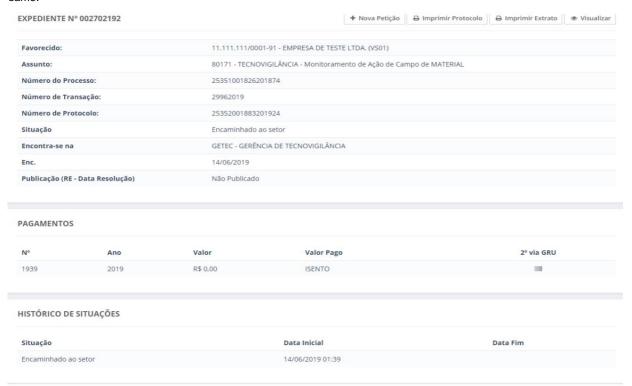




You can add a new petition to the process by clicking the button



When clicking on the process or a petition in the sidebar tree, a summary of the case will be displayed on the right. same:



In these cases, it is possible to perform some actions by clicking on the buttons:



: Opens the window for printing the online filing receipt. The protocol can be printed for petitions submitted in person, via the electronic petitioning system or through Solicita.



: Opens a window to print the statement with the petition data.



: Opens the petition in a new tab, with details and on a similar page as in the action of opening a new petition. This button is only displayed for flows started in Solicita, and only for the user who performed the protocol or for users who have the Petition Regulatory User link. In cases where an addition was made by a third party, the field may be disabled if the third party chooses not to share the information with the person requesting the process or petition.

Important! Petitions related to an investigation dossier do not present the information "situation", "is in", "since", "payments" and "history of situations", as they are considered confidential according to item VIII, of article 23 of the Law no 12,527, of November 18, 2011.



# 12. SERVICE EVALUATION

In order to allow the user to evaluate the service provided, Solicita presents two possibilities for the user to send their opinion using the Ministry of Economy's evaluation module.

The evaluation module is a functionality that is being implemented gradually, where the services that are included in this functionality will allow access to an evaluation questionnaire in the format below:



Once the service evaluation has been entered, the form will be complemented by presenting criteria that justify the evaluation given.



When you click on send evaluation, a screen will be displayed informing you that the evaluation was registered successfully. It will only be possible to carry out an evaluation upon request.

# Avaliação Registrada com sucesso!

Deseja registrar um elogio ou reclamação?

NÃO, OBRIGADO

SIM, REGISTRAR UM
ELOGIO

SIM, REGISTRAR UMA
RECLAMAÇÃO



The evaluation questionnaire can be accessed through the flows described below:

# 12.1. END OF PETITION FLOW

At the end of the flow of petitions, for which the fee is waived, the "Petition sent successfully" screen will be available.

In the bottom corner of the screen, the link "Evaluate our service" will be available.

Petição enviada com sucesso

Favorecido:
Assunto:
Número de Transação:
Protocolo:
Processo:
Expediente:
Tipo de Documento:
Protocolizador:

□ Imprimir Comprovante

Avalie o nosso serviço

Concluir

# 12.2. PROOF OF PROTOCOLIZATION

After completing the registration, the system issues a proof of registration and, in the services served by the evaluation module, this proof will display the link "evaluate our service".



Proof of protocolization can be accessed through the mailbox or through the "print protocol" button on the processes tab.



# 13. SPECIFIC GUIDELINES

# CHANGE OF SANITATION NOTIFICATION AND EXPRESSION OF INTEREST IN CONTINUATION SALE

Functionality available only for "Sanitizing" type processes.

To start requesting a request to change the sanitation notification, it is necessary to access the drafts tab and click on the "New" button, selecting the option "Petition Linked to an Existing Process".

When selecting the notification to be changed, your data will be loaded on the screen in a form identical to that used in the initial notification.

Due to the migration to the Solicita system, information regarding "pH Standard Deviation", "Corrosivity", "LD50", "Substance" and "Type of Measurement" from notifications prior to August/2020 may be loaded incompletely. The company must fill in the mandatory fields to make this petition possible. Once this update has been carried out, the next changes to these notifications will have their forms loaded appropriately.

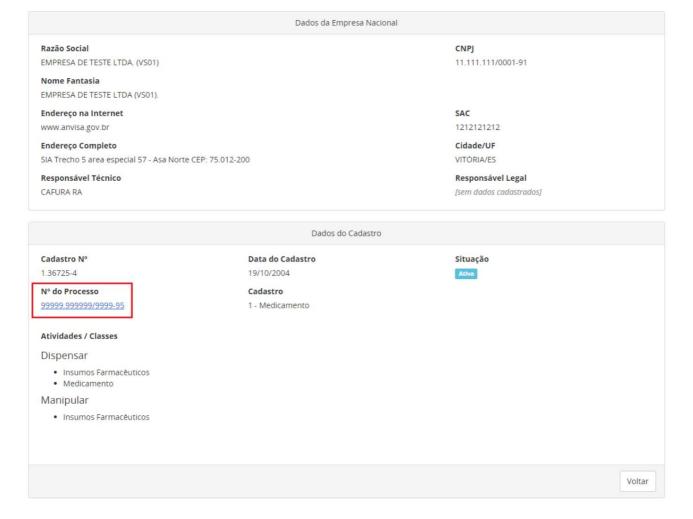
To express interest in continuing sales, the system will automatically update the product's expiration date at the end of the petition flow. This update will only occur if the protocol is carried out within the regulatory deadline defined for this request.



#### CHANGE OF LEGAL RESPONSIBLE AND TECHNICAL RESPONSIBLE FOR AFE/AE

Functionality only available for "Companies" type petitions.

Start a petition linked to the AFE process you want to change by following the steps described in this manual. If you do not know which process number linked to AFE you wish to change, this information can be obtained through the Company Operations query, "Consultar Empresa Nacional", available at https://consultas.anvisa.gov.br/# / companies/companies/



Select the subject corresponding to the change you want to make: change of legal responsible or change of technical responsible.

After choosing, a block of information will be made available regarding the legal or technical person responsible, depending on the subject chosen.





In the first field, the system will inform which AFE the request will change the legal responsible or technical responsible information for. In the example case, it would be AFE 6074603:

## Identificação da Autorização

6074603 - AFE

In the second field we have two columns, where users are described with their respective names and CPF (the CPF data and surnames were hidden in the images to preserve the data of people registered in the system).



The right column, marked in blue, indicates the users who will be updated as legal or technical managers (depending on the chosen subject) of the company after sending the request. When the subject is selected, the right column will contain users who are currently registered as technically or legally responsible (depending on the chosen subject) for the selected AFE. This information can also be verified in the Company Operations query, as previously informed.

The left column, marked in red, indicates all users who can be registered as legal or technical responsible (depending on the chosen subject).

Adding a user is done by clicking on the arrow next to the user's name in the table on the left, marked in red. The user's name will automatically be transferred to the table on the right, marked in blue.

Deleting a user is done by clicking on the arrow next to the user's name in the table on the right, marked in blue. The user's name will automatically be transferred to the table on the left, marked in red.



If the user has been selected incorrectly, you can remove him from the table of users who will be included by clicking on the arrow next to the user's name in the table on the right, marked in blue. Automatically the user name will be transferred to the table on the left, marked in red.

In the example given, after sending the request, users ADEMIR and ALESSANDRA would be the new responsible.

Inserting a new user in the table on the right, marked in blue, is done by entering the user's CPF in the "Associate new person responsible (CPF)" field.

Associar novo resp	oonsável (CPF)
Caso o CPF não se	ja encontrado, acessar os sistemas de cadastro para inserção.

If the user does not yet have registered data, the following error message will appear: "CPF not entered, please access the registration systems for insertion."

In this case, the user will need to be registered by the applicant in the ANVISA registration system.

After completing this step, the user must follow the rest of the flow, as detailed in previous sections of this manual, until the protocol is completed.

After the protocol, a message will be sent to the mailbox informing who(s) the company representative(s) are after the petition is made:



The petition extract, available in the processes tab (see previous sections to understand how to access this functionality), presents information on representatives prior to the request and after the request was made.



	Responsáveis Anteriores					
CPF	CPF Nome					
	Responsáveis Atualizados					
CPF		Nome				
	ADEMIR					
	ALESSANDRA					



#### CHANGE OF ADDRESS AND CORPORATE NAME FOR AFE/AE

Functionality only available for "Companies" type petitions.

Start a petition linked to the AFE process you want to change, following the steps described in this manual. If you do not know which process number linked to AFE you wish to change, the information can be obtained through the Company Operations query, "Consultar Empresa Nacional", available at https://consultas.anvisa.gov.br/# / companies/companies/

	Dados do Co	auasu o	
dastro N°	Data do Cadastro	Situação	
1.003-2 do Processo 851.639182/2007-39 vidades / Classes rtificado de Boas Práticas de Fal		Cadastro .	
Empresa Solicitante	Linhas de Certificação Vigentes	Data de Publicação	Vencimento do Certificado
	Nenhum registro	encontrado	
tificado de Boas Práticas de Dis	tribuição e Armazenagem - CBPDA (Vigente)		
Empresa Solicitante	Linhas de Certificação Vigentes	Data de Publicação	Vencimento do Certificado
	Nenhum registro	encontrado	

Select the subject corresponding to the change you want to make: change of address or change of company name. The list of subject codes is available for consultation at the link: https://www9.anvisa.gov.br/petimentação/sat/Consultas/ConsultaAssuntoPersistir.asp

In the case of a petition for a change of company name, the block of information relating to the company name as currently stated in Anvisa's registration and the company name will be made available as stated in the Federal Revenue database.

Alteração da Razão Social
Razão Social Conforme Consta no Cadastro da Anvisa *
UHIEQKX WHNHIWD NH FIXKHUUWPHMVX NH NWNXU (UHIFIX)
Razão Social Conforme Consta na Receita Federal *
UHIEQKX NWNXU (UHIPHMVX)
Informação disponibilizada pela Receita Federal em 10/11/2022. Essas informações são atualizadas a cada 3 dias.
Caso existam incongruências nas informações resgatadas, favor realizar as alterações necessárias junto à Receita Federal antes de realizar o peticionamento.

Information from the Federal Revenue is updated every 3 days, and the information is made available on the form the date of the last update. Ex:

If there is a discrepancy between the information displayed on the form and the Federal Revenue database, note the date of the last update. If there is still a discrepancy between the data, contact the responsible area so that the reason for the problem found can be investigated.



authorization so that the Anvisa team can assess what happened.

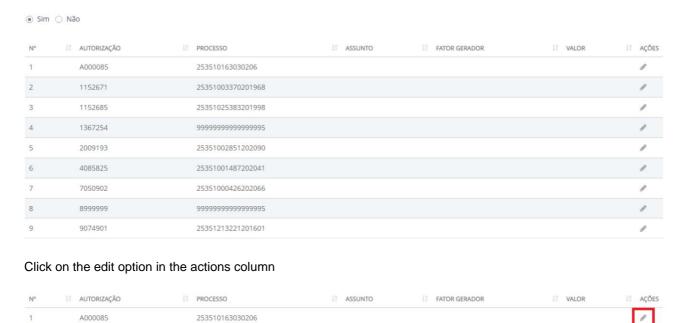
#### **MNU - User Manual**

In the case of a request for a change of address, a block of information will be made available relating to the address as it currently appears in the Anvisa registry and the address as it appears in the Federal Revenue database.

Alteração de Endereço
Endereço Conforme Consta no Cadastro da Anvisa *
VITÓRIA-ES, SIA TRECHO 4 AREA ESPECIAL 57 TANGAMANDAPIO 75012200
Endereço Conforme Consta na Receita Federal *
ASA NORTE-DF, 70836900, BRASIL
Informação disponibilizada pela Receita Federal em 10/11/2022. Essas informações são atualizadas a cada 3 dias.
Caso existam incongruências nas informações resgatadas, favor realizar as alterações necessárias junto à Receita Federal antes de realizar o peticionamento.
Information from the Federal Revenue is updated every 3 days, and the information is made available on the form
the date of the last update. Ex: Informação disponibilizada pela Receita Federal em 10/11/2022.
If there is a discrepancy between the information displayed on the form and the Federal Revenue database, note the date of the last
update. If there is still a discrepancy between the data, contact the responsible area so that the reason for the problem found can be
investigated.
Active AFEs/AEs Field: Regardless of the type of request made, the Active AFEs/AEs field is common to both forms and will be displayed in both flows, as long as the selected company has other processes with active AFEs/AEs.
AFEs/AEs Ativas
Por força legal, a alteração de razão social precisa ser peticionada em todas as AFEs/AEs ativas da empresa. Deseja peticionar para todos os processos? • O Sim O Não
Initially the user will be asked if they want to make the same change for all authorizations active.
If the user selects the "No" option, a checkbox will be displayed so that the user declares that they are aware that failure to submit to all processes may result in the request being rejected.
Declaro que estou ciente que a não submissão para todos os processos poderá ensejar o indeferimento da solicitação. •
In this flow, marking the checkbox is mandatory and not checking it will prevent the request from being filed.
If the user selects the "Yes" option, an interface will be made available in which all the company's valid authorizations will be available, in addition to the process related to that authorization.
If an active authorization is not displayed or an inactive authorization is displayed, please contact the area responsible for the



**MNU - User Manual** 



A new modal will be displayed for selecting the subject, by clicking on the magnifying glass to submit the same type of request selected at the beginning of the flow.



If, at the beginning of the form, an address change subject was selected, the system will only display address change subjects. Likewise, if a corporate name change subject was selected, the system will only display corporate name change subjects in the modal.





When selecting a subject, the modal will display the fee related to that request and the *checklist* items for attaching the requested documents.



After attaching the requested documents, click confirm

Confirmar



The interface will be updated displaying the chosen subject, its triggering event and the associated fee.



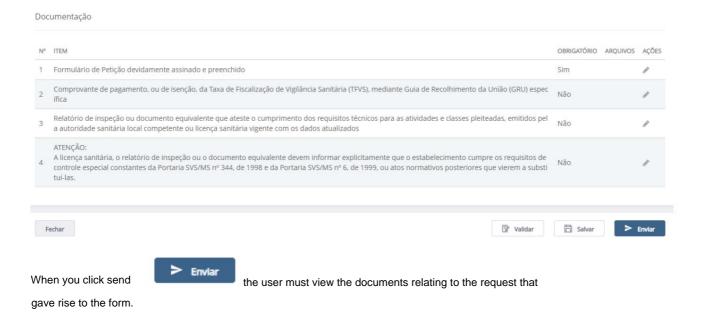
If you wish to change the chosen subject or the attached documents, simply click on the edit icon.

Continue filling in the subjects for each of the processes, always observing the need to choose the most appropriate subject for each type of authorization that will be updated.

After filling in the information regarding all processes related to AFEs or active AEs, the user must complete the checkbox referring to viewing the "attached documentation and that all information is legitimate". In addition, the user will also be aware that "there may be a difference of up to 3 hours between the main protocol and the rest of the AFEs/AEs".

☑ Declaro que visualizei a documentação anexada e que todas as informações são legítimas. Estou ciente de que pode haver uma diferença de até 3 horas entre o protocolo principal e o restante das AFEs/AEs. \*

After completing the AFEs/AEs active section, the user must insert documents related to the subject selected when starting the form.





# Confirmação de envio

**A** Atenção! Antes de confirmar o envio é necessário visualizar todos os anexos.

Ao confirmar o envio a petição será protocolada e não será possível realizar a alteração das informações.

$N^a$	Item	Anexos	Visualizado
1	Formulário de Petição devidamente assinado e preenchido	1.pdf	Não
2	Comprovante de pagamento, ou de isenção, da Taxa de Fiscali zação de Vigilância Sanitária (TFVS), mediante Guia de Recolhi mento da União (GRU) específica		
3	Cadastro Nacional de Pessoa Jurídica (CNPJ) com dados atuali zados		

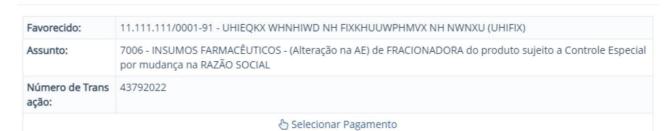
Cancelar Confirmar Envio

After viewing all the files, the user must click the "confirm upload" button.

If the "sum" of requests presents an exempt value, the requests will be registered, generating documents and their respective proof of registration.

If the "sum" of requests presents a non-exempt value, the screen for selecting payment.

## Petição aguardando pagamento



Concluir

By clicking on select payment it will be possible to generate the GRU or activate PagTesouro.

The invoice to be generated will present a different model, referring to a "multiple tab" that will encompass the fee for all changes that will be requested.

The first page will contain the bill details.



Agência Nac	nitária	Venciments		11/12/202		
	dização de Vigilância S			Número da Guia		4056/202
Cana de Reco	Shimento da União - G	ni. cetrança		Nº Guia Referència		
		Vidor du Taxa		R\$ 24.800,0		
Nome ou Razão Social/Er	nderego Fone	Taxa Complementar				
THIE OKX WHYHIWD	NH FIXKHUUWPH	Valor Multa				
				Acrèscimo Multa		
CNP/CPF: 11.111.111.00	001-91			Descentes Multa		
Tipo da Guia: Normal				Total da Guia		R\$ 24.800,0
Instruções Esta quia é pessoal e intr não são passiveis de dese RDC 222/2006.	ransferivel. O uso irre contos. Caso o valeraç	gular pode causar, dentre outras resentado não corresponda ao cr	implicações, a nãoider quadramento do port	ntificação do recolhimento te daempresa, providencie	. Os valores a atualização	emitidos pereste boleto o dos dados cenforme :
Porte: MEDIA - GRUPO IV						
Nº Fodorcasio		Modalida	de:	Número:		Quitens
Fato(s) Gerador(es): 3034	(2), 38601 (8)					
Nome Emharcação:				Bundeira:		
Número da Transação: 43	792022			80190.00009 02941.0	55002 43792.	022170 1 9194800248000
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In the generated bill, the field "Generating Fact(s)" presents the generating facts and a counter that indicates how many petitions were created with each triggering event. Ex: Fato(s) Gerador(es): 3034 (2), 38601 (8)

The invoice will present a second page on which it is possible to observe the data relating to the multiple tab (red box), the request relating to the process for which the request form was initiated (green box) and the process requests relating to other AFEs/ Active AEs (blue box).



Guia Múltipla: 4056 Data: 11/11/2022 15:05:10

Guia Pai						
Ordem	Transação	Processo	Assunto	Guia	Fato Gerador	Valor
1	43792022	25351000035201916	7006-INSUMOS FARMACÊUTICOS - (Alteração na AE) de FRACIONADORA do produto sujeito a Controle Especial por mudança na RAZÃO SOCIAL	4056	3034	R\$ 6000.00

Ordem	Autorização	Processo	Assunto	Guia	Fato Gerador	Valor
1	A000085	253510163030206	7006-INSUMOS FARMACÊUTICOS - (Alteração na AE) de FRACIONADORA do produto sujeito a Controle Especial por mudança na RAZÃO SOCIAL	4057	3034	R\$ 6.000,00
2	1152671	25351003370201968	7013-MEDICAMENTOS - (Alteração na AE) de TRANSPORTADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4058	38601	R\$ 1.600,00
3	1152685	25351025383201998	7017-MEDICAMENTOS e INSUMOS FARMACÊUTICOS - (Alteração na AE) de ARMAZENADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4059	38601	R\$ 1.600,0
4	1367254	99999999999999	7017-MEDICAMENTOS e INSUMOS FARMACÊUTICOS - (Alteração na AE) de ARMAZENADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4060	38601	R\$ 1.600,0
5	2009193	25351002851202090	7017-MEDICAMENTOS e INSUMOS FARMACÊUTICOS - (Alteração na AE) de ARMAZENADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4061	38601	R\$ 1.600,0
6	4085825	25351001487202041	7017-MEDICAMENTOS e INSUMOS FARMACÊUTICOS - (Alteração na AE) de ARMAZENADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4062	38601	R\$ 1.600,0
7	7050902	25351000426202066	7017-MEDICAMENTOS e INSUMOS FARMACEUTICOS - (Alteração na AE) de ARMAZENADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4063	38601	R\$ 1.600,0
8	8999999	99999999999999	7017-MEDICAMENTOS e INSUMOS FARMACEUTICOS - (Alteração na AE) de ARMAZENADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4064	38601	R\$ 1.600,0
9	9074901	25351213221201601	7017-MEDICAMENTOS e INSUMOS FARMACÊUTICOS - (Alteração na AE) de ARMAZENADORA do produto sujeito a Controle Especial - RAZÃO SOCIAL	4065	38601	R\$ 1.600,0

The invoice concerns all requests and if payment is made in an amount lower than that established in the invoice, no request will be filed.

Due to differences in the processing of the guides, it is expected that there will be an interval of up to 3 hours between the filing of the parent guide and the filing of the child guide(s).

After the protocol, a petition will be created for each process listed in the multiple tab. Proof of filing will also be made available in the mailbox for each petition created.

The petition extract, available in the processes tab (see previous sections to understand how to access this functionality), may present information on the company name or address that appeared in Anvisa and the company name or address that appeared in the Federal Revenue at the time of the request by the user beyond the date of updating the information with the Federal Revenue Service.

Example of the information contained in the Address change request statement.

Endereço Conforme Consta na Anvisa:	VITÓRIA-ES, SIA TRECHO 4 AREA ESPECIAL 57 TANGAMANDAPIO 75012200
Data Atualização Receita Federal:	Informação disponibilizada pela Receita Federal em 11/11/2022. Essas informações são atualizadas a cada 3 dias.
Endereço Conforme Consta na Receita Federal:	ASA NORTE-DF, 70836900, BRASIL

Example of the information contained in the statement of requests to change the Company Name.



Razão Social Conforme Consta na Anvisa:	UHIEQKX WHNHIWD NH FIXKHUUWPHMVX NH NWNXU (UHIFIX)
Data Atualização Receita Federal:	Informação disponibilizada pela Receita Federal em 11/11/2022. Essas informações são atualizadas a cada 3 dias.
Razão Social Conforme Consta na Receita Federal:	UHIEQKX WHNHIWD NH FIXKHUUWPHMVX NH NWNXU (UHIFIX)



#### REQUEST UPDATE BEFORE ANALYSIS COMPLETION

On the draft screen or in the processes tab, the **successful** company must register a "petition linked to an existing process" to update the applicant. In the form presented, the CNPJ of the company that will be the new company requesting the initial request must be informed.

CNPJ da empresa sucessora	•
Campo obrigatório	

It is worth noting that, to insert the CNPJ, the company that will be the new applicant must have a valid registration with Anvisa.

The presentations of the process will not be displayed on the petition form, as these presentations are not yet validly registered.



When completing the submission of the petition, the system will automatically update the CNPJ of the process applicant, and this will appear in the "Processes" tab of the new applicant.

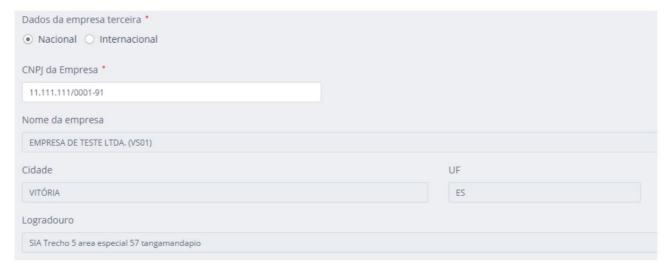


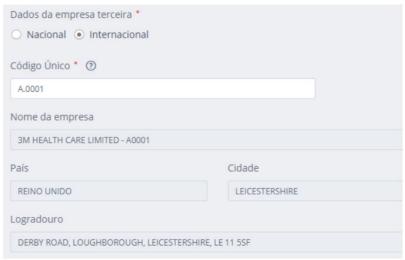
#### AUTHORIZATION OF AMENDMENT BY THIRD PARTY AND AMENDMENT BY THIRD PARTY

Solicita allows a company registered with Anvisa to authorize the sending of documentation to be added to the process or petition under its responsibility by another company ("third party"), of national or international origin.

The first step is to create a petition for authorization of addition linked to the petition of interest, using the petition subject "Authorization of Amendment by Third Party", within the type of product corresponding to the selected process.

This matter is exempt from fees and requires the requesting company to inform the CNPJ (for national companies) or Unique Code (for International companies) of the third party company that will send the documentation.







The registration of international companies can be checked at https://consultas.anvisa.gov.br/#/, selection "Company operations", option "Consult international company". By clicking on the magnifying glass, it is possible to search exactly or by part of the name.



Upon completion of the petition, the requesting company will receive in its PO Box, along with proof of petition, a token and a link for access. These must be provided to the third party company. It is through the use of the token that it is possible to send the amendment by a third party to Solicita. The third-party amendment token is valid for 30 days, as shown in the image below, after which it will be necessary to restart the entire flow with another third-party amendment authorization request for a new issuance of a valid token.

	Įţ.	REMETENTE	11	ASSUNTO	11	DT. ENVIO
C	$\nabla$	GERENCIA DE AUTORIZAÇÃO DE FUNCIONAMENTO		COMPROVANTE DE PROTOCOLIZAÇÃO ON-LINE		18/11/2019 16:57
t	$\square$	GERENCIA DE AUTORIZAÇÃO DE FUNCIONAMENTO		TOKEN DO ADITAMENTO POR TERCEIRO		18/11/2019 16:57



When accessing the link, the third-party company informs the token and the third-party addition form is displayed.

The texts on the next screens are displayed in Portuguese, English and Spanish.



Token para aditamento/ Token for amendment/Token para añadir	-
Token: •	
14b47f58-189f-49a7-9989-5874ee1eb1da	
Enviar/Send/Enviar	ē.

Fields with information about the petition and the company are displayed, but these are read-only. The third-party company only fills in the contact information and whether or not they wish to share the documents that will be amended with the company that authorized the amendment.

**IMPORTANT:** Once the user has authorized the sharing of information and sent the documentation, the information will be immediately and automatically available to the company holding the process. This option **is not reversible** after submitting the petition.



At the end of shipping, the third-party company can print the receipt. The requesting company, which authorized the amendment, will receive proof of protocolization regarding the amendment by a third party in its PO Box:





COMPROVANTE DE PROTOCOLIZAÇÃO ON-LINE

Protocolo: 25352001245201911

Expediente: 3673371193 Número de Transação: 164222019 Tipo de Documento: Petição

Número do Processo: 25351026085201915

Nome do Produto:

Favorecido: 11111111000191 - EMPRESA DE TESTE LTDA (VS01).

Assunto: 70667 - Aditamento por Terceiro

Protocolizado On- Line via Peticionamento - Eletrônico por:

Usuário de Teste Anvisa em 18/11/19 05:17:58

If the third-party company has chosen to share the added information with the requesting company, it can be viewed through the "Processes" tab, using the "View" button. Otherwise, the button will not be displayed.

	+ Nova Petição	➡ Imprimir Protocolo	- Imprimir Extrato	<ul><li>Visualizar</li></ul>
11.111.111/0001-91 - EMPRESA DE	TESTE LTDA. (VS01)			
70667 - Aditamento por Terceiro				
25351025901201973				
161232019				
25352001100201911				
Encaminhado ao setor				
GGFIS - GERÊNCIA-GERAL DE INSPE	EÇÃO E FISCALIZAÇÂ	ÁO SANITÁRIA		
06/11/2019				
Não Publicado				



#### **REGISTRATION OF STUDY OF PESTICIDE RESIDUES**

Start a petition linked to an existing process. If you do not know the desired process number, you can search for the process in the process tab of the request.

Select the subject corresponding to the request you want to make.

After choosing, the system will evaluate whether the registration of the product to which the study will be associated is complete. If the registration is incomplete, the following error message will be displayed.



To complete the registration, please contact the ANVISA organizational unit responsible for the evaluation of pesticides.

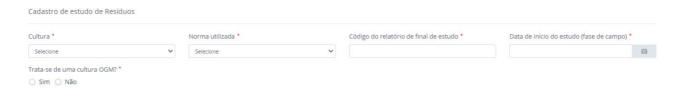
After inserting a valid process, the system will display, if any, all pesticide residue studies associated with the selected process.



Below this block, product data will be available.



The information block relating to the waste study registration will then be made available.

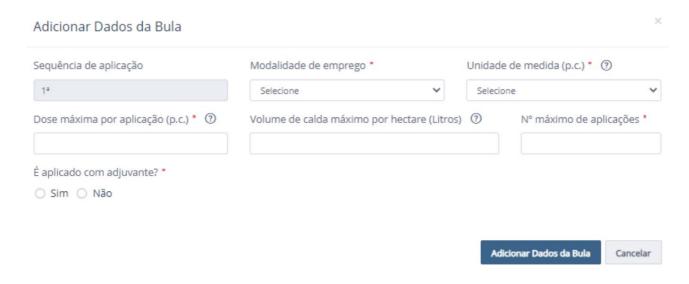


After filling out the information block referring to the waste study registration, the data block referring to the data on the formulated product leaflet must be completed.



Dados da bula do	Produto Formulado									
SEQUÊNCIA DE APLICAÇÃO	MODALIDADE DE EMPREGO	UNIDAL	DE DE MEDIDA	DOSE MÁXIMA POR APLICAÇÃO (P.C.)	11	VOLUME DE CALDA MÁXIMO POR HECTARE (LITROS)	Nº MÁXIMO DE APLICAÇÕES	É APLICADO COM ADJUVANTE?	ir A	ÇÕES
				Nenhum it	em fo	oi adicionado.				
+Adicionar item Intervalo de segura	nça (em dias) *		determinado de Sim () Não	vido a modalidade de empre	go *					

When clicking on the add item button, a screen will be available to fill in information from the formulated product leaflet.



After filling in the information, click on the add leaflet data button. If you do not wish to save the information and abandon filling in, click Cancel.

After entering the data, these will be available in the data block of the product leaflet formulated being

You can edit by clicking on the icon

or deleting the data by clicking on the icon.

Dados da bula do Produto Formulado

SEQUÊNCIA DE MODALIDADE DE UNIDADE DE MEDIDA DOSE MÁXIMA POR APLICAÇÃO VOLUME DE CALDA MÁXIMO POR HECTARE Nº MÁXIMO DE É APLICADO COM APLICAÇÃO I (LITROS)

1º Aplicação no tronco Kg. p.c./cova 10,00 1,00 7 Sim \*\*

+ Adicionar item

If you wish to include more than one application sequence, simply click on the icon

After entering the desired data, enter information regarding the withdrawal period (in days) or if this period was not determined due to the type of employment.

Intervalo de segurança (em dias) *	Não determinado devido a modalidade de emprego *
	○ Sim ● Não

Adicionar item

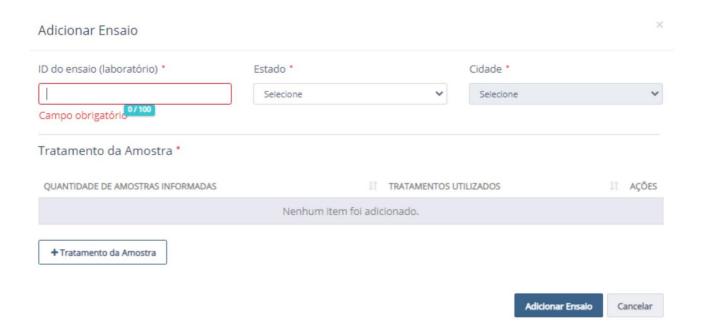


If the interval has not been determined due to the type of employment, the safety interval field (in days) will be disabled.

The next block of data concerns trials.



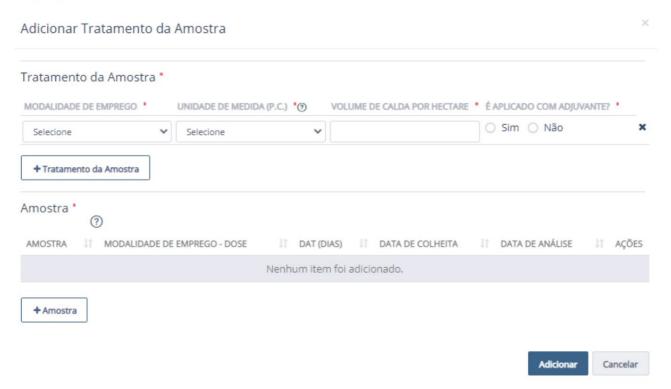
When clicking on the add item button, a screen will be available to fill in information about the tests carried out.



For each block of tests, the test ID, state and city of the test must be informed. After entering this information, the sample treatment data must be filled in. To access them you





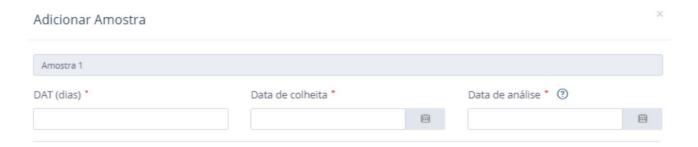


Firstly, the data relating to the treatment(s) given to the sample must be filled in, making it possible to insert one or more treatments. If you want to delete data from a sample processing type, click on the icon.

After entering the data, you must enter information regarding the sample(s) used. For

To do this you must click on the icon . A new screen will then be available.

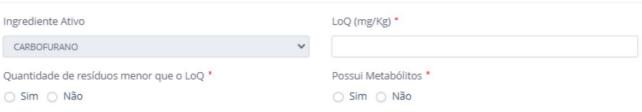
This screen is made up of two groups of information. The first must include information regarding DAT, in days, Collection Date and Analysis Date. It is worth noting that the analysis date cannot be before the harvest date;



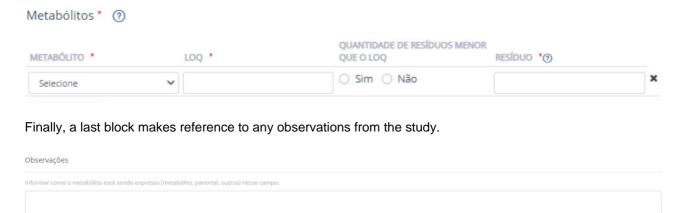
In the second group, data on the results for the active ingredient(s) and metabolite(s) must be reported.



# Resultados INGREDIENTE ATIVO 11 LOQ (MG/KG) 11 RESÍDUOS MENOR QUE O LOQ 11 RESÍDUO 11 METABÓLITOS 11 AÇÕES CARBOFURANO To make it possible to fill in the data, click on the icon to fill in the data for the selected active ingredient. Atualizar Resultados



If the answer is that the active ingredient has metabolites, a new field will be enabled to fill in the information regarding the metabolite. One or more metabolites can be inserted, but it should be noted that only metabolites related to the active ingredient researched are available.



If necessary, you can use the bottom right edge of the observation field to view the box

of writing on a larger area. To do this, click on the hatched area of the desired dimensions.

After completing this step, the user must follow the rest of the flow, as detailed in previous sections of this manual, until the protocol is completed.



#### **EMBRYO PRODUCTION REGISTRATION**

Start an initial petition or petition linked to an existing process. If you do not know the desired process number, you can search for the process in the process tab of the request. Select the subject corresponding to the request you want to make.

After choosing, a block of information will be made available relating to the reference year of the information being provided. It should be noted that the field is mandatory and it is only possible to fill in data referring to previous years.

Dados de referência da petição	
Ano Referência *	
Campo obrigatório	

After completing the "Petition reference data" block, the following blocks of information will be available for filling:

- Intrauterine insemination procedures;
- Oocyte collection procedures for IVF;
- Ovoreception procedures;
- Oocyte collection procedures intended exclusively for cryopreservation;
- Oocyte thawing procedures for personal use;
- Embryo thawing procedures;
- Embryo donation procedures;
- Semen collection procedures for donation

For all blocks, a question will be available regarding the performance of procedures related to that specific block. If the user responds that the procedures relating to the block in question were carried out by the Center for Assisted Human Reproduction (CRHA), a questionnaire related to the procedure will be made available. To illustrate: the questionnaire will be presented in a similar way to the information block regarding intrauterine insemination procedures, as shown in the following figure:

Procedimentos de inseminação intra-uterina	
Foram realizados procedimentos de inseminação intra-uterina ? *	
● Sim ○ Não	
Quantidade de procedimentos realizados com sêmen de doador *	Quantidade de procedimentos realizados com sêmen próprio *
Quantidade de gestações clínicas em pacientes menores de 35 anos *	Quantidade de gestações clínicas em pacientes com 35 anos ou mais *



After completing this step, the user must follow the rest of the flow, as detailed in previous sections of this manual, until the protocol is completed.



# CERTIFICATE OF FREE PRACTICE AND VESSEL HEALTH CERTIFICATE

The subject petition has been adapted to enable requests for Free Practice Certificates (CLP) and Vessel Health Certificates (CSE)

For these requests, 4 fields were included:

1 - Net Tonnage - Field to inform the class of the vessel

Arqueação Liquida \*

Selecione

2 - Vessel Flag - Name of the vessel's country of origin

Bandeira da Embarcação \*

Selecione

3 - Vessel Number - Vessel identification number

Número da Embarcação \*

4 - Vessel Name - Name that identifies the vessel

Nome da Embarcação \*

To make the submission, information about the "Request Location" is mandatory.

To select the location, click on the magnifying glass in the right corner of the field. A modal will be available in which it will be possible to search for request locations by UF or location description.





Select the desired UF or description of the desired location and click search.



The result will present all results that match the information entered in the filters. In addition to the information regarding the UF and the description of the request location, the result will present information on the "Service Location" that corresponds to the Anvisa organizational unit that will be responsible for analyzing the request.

In general terms, the Place of Request corresponds to the location where documentation was routinely delivered on paper, while the Place of Service indicates the Anvisa unit that will handle the demand. The Service Location will also be the unit that will be displayed as "Find at" both in the Processes tab and on the Anvisa Consultation Portal (http://consultas.anvisa.gov.br).



# **EXPORT BY LPCO**

To make an export request for Licenses, Permissions, Certificates and Other Documents (LPCO), a block of information called "Petition linked to the Single Portal of Foreign Trade", where the company must inform, obligatorily, the LPCO number and whether the holder of the product regularization with Anvisa is the applicant or a third party:

Peticionamento vinculado ao Portal Único de Comércio Exterior	
Número da LPCO *	
1000000008	
O detentor da regularização do produto junto a Anvisa é um terceiro? •	
● Sim ○ Não	

If the option is for a petition linked to an initial LPCO petition, the form will contain information about the LPCO for viewing only.

For all these types of claims, it is necessary to apply for Import Licensing at Siscomex and LPCO at the Single Foreign Trade Portal. For more details, see the LI Web Handbook, available at http://siscomex.gov.br/wp-content/uploads/2019/09/CARTILHA-LI-WEB.pdf, and the Manual for filling out the TA/LPCO importer vision module, available at http://siscomex.gov.br/wp-content/uploads/2021/02/Manual-de-Preenchimento-LPCO-Importador.pdf .



# **IMPORT/EXPORT BY EXPRESS SHIPPING**

The petition for matters related to import/export (PAF) was adapted in Solicita to encompass the situation of Remittance expressed by an individual and Remittance expressed by a legal entity.
For these requests, the following fields must be completed:
1 – "Knowledge Number"
Field for inserting the bill of lading/cargo number
Número de Conhecimento
If the bill of lading/cargo number information is also completed, the request will be registered and will be available for analysis by
However, the company may choose to inform the bill of lading/cargo number subsequent to the primary file protocol. In this case, to insert this data, subject 90172 - Ports, Airports and Borders - Addendum - Express Shipping must be used as a petition linked to the initial Express Shipping petition. When accessing the petition form, the field for the acknowledgment number will be mandatory. After completing the petition protocol, the documentary status of the Express Remittance petition we be updated and will be available for analysis by ANVISA.
2 – "Are you carrying out protocols for a third party?"
Field to identify whether the export/import is being carried out on behalf of the requesting company or a third party. The field is only available when the beneficiary is a legal entity:
Você está realizando protocolo para um terceiro? •  Sim O Não
If the "No" option is chosen, the fee to be collected will take into account the CNPJ data of the requester.
If the "Yes" option is chosen, the field for entering the third party's CNPJ will be made available



Você está realizando protocolo para um terceiro? •
● Sim ○ Não
CNPJ *
Razão Social
Fato Gerador
Porte da Empresa
Valor da Taxa
After inserting the CNPJ number, the fields relating to the corporate name, triggering event, company size will be filled in by the system and the fee amount will be updated according to the size of the benefiting company.
It is worth noting that, to enter the third party's CNPJ, it is necessary that they are registered in the ANVISA petitioning system. Without this prior step, it will not be possible to continue the flow, as the rate will not be updated and the invoice will be issued or paid via PagTesouro.
3 – Beneficiary's CPF
To carry out the protocol on behalf of an individual beneficiary, the field for entering the CPF will be displayed.
CPF do beneficiário *
In these cases, the CPF will be validated against the Federal Revenue database.
4 – Quantity imported

In the "Imported Quantity" field, the number of units that will be imported must be entered.



Quantidade Importada *		

The field can be filled in with up to 3 digits and, for subjects that have a minimum and maximum limit of units, the system performs validation for the quantity entered.

Quantidade Importada \*

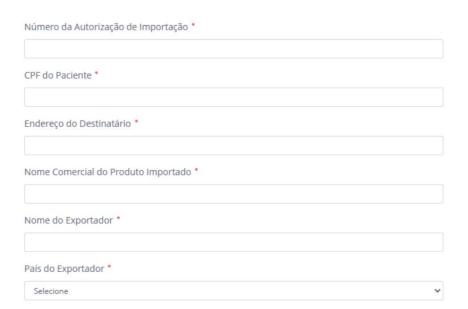
35

A quantidade escolhida deve estar entre 0 e 20 unidades. Ajuste a quantidade ou selecione um código de assunto diferente

If the quantity entered is incompatible with the quantity of units desired, the user must search for a suitable subject for the desired quantity.

# Express shipping of Cannabis- derived products

To carry out express shipment of Cannabis-derived products, the user must fill in the following fields:



# 5 - Import Authorization Number

Field with 17 characters to enter the import authorization number granted through the "Request authorization to import Cannabis-derived products" service.

6 - Patient CPF



11-digit number that will be validated against the Federal Revenue database.

# 7 - Recipient's Address

Field with 100 characters to enter the recipient's address.

# 8 - Commercial Name of the Imported Product

Field with 100 characters to enter the name of the product that will be imported.

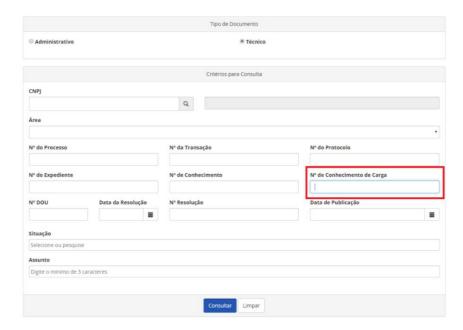
# 9 - Name of the Exporter

Field with 100 characters to enter the name of the exporter who will import the product.

# 10 - Exporter Country

Field to select the country from which the product will be shipped.

It is possible to consult express shipping requests by entering the bill of lading number. Access is via <a href="https://consultas.anvisa.gov.br/#/">https://consultas.anvisa.gov.br/#/</a>, selection "Document Status", option "Technical". The filter allows you to search exactly or by part of the number.





# IMPORT BY LPCO WITH LI

To make an import request using Licenses, Permissions, Certificates and Other Documents (LPCO) with an Import License (LI), start a new petition for initial petitions and select the subject corresponding to the desired claim. For the replacement LIs protocol, start a petition linked to an existing process and select the subject corresponding to the desired claim.

For all these types of claims, it is necessary to apply for Import Licensing at Siscomex and LPCO at the Single Foreign Trade Portal. For more details, see the LI Web Handbook, available at http://siscomex.gov.br/wp-content/uploads/2019/09/CARTILHA-LI-WEB.pdf, and the Manual for filling out the TA/LPCO importer vision module, available at http://siscomex.gov.br/wp-content/uploads/2021/02/Manual-de-Preenchimento-LPCO-Importador.pdf .

# **Inicial petition**

For this type of matter, a block of information called "Petition linked to the Single Foreign Trade Portal" will be displayed, where the company must inform, obligatorily, the numbers of the LPCO, the related LI and whether the holder of the product regularization with the Anvisa is the applicant or a third party.

Peticionamento vinculado ao Portal Único de Comércio Exterior	
Número da LPCO *	Número da Licença de Importação *
O detentor da regularização do produto junto a Anvisa é um terceiro? *  Sim Não	

After completing this step, the user must follow the rest of the flow, as detailed in previous sections of this manual, until completing the protocol and receiving proof of protocolization.

# **Linked Petition**

If the option is for a petition linked to an initial LPCO petition with LI, the form will bring information about the LPCO for viewing only, but will allow editing of the field relating to the LI number when it is the subject of a petition for a substitute LI.

Peticionamento vinculado ao Portal Único de Comércio Exterior	
Número da LPCO * G122215123	Número da Licença de Importação * 2031:232390
O detentor da regularização do produto junto a Anvisa é um terceiro? *  ⑤ Sim	

After completing this step, the user must follow the rest of the flow, as detailed in previous sections of this manual, until completing the protocol and receiving proof of protocolization.





# **MEDICINE NOTIFICATION - MEDICINAL GASES**

Functionality available only for processes of the "Medication" type and for the "Medicinal Gases" regulatory category.

To start requesting a notification request for medicinal gases, it is necessary to access the drafts tab and click on the "New" button, selecting the "Initial Request" option:



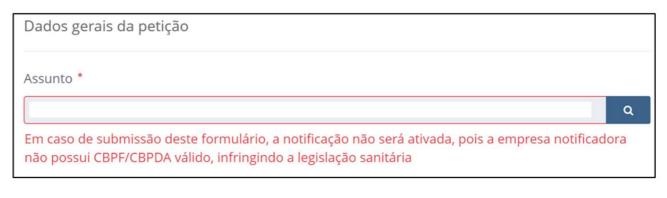
In the form provided, click on the "magnifying glass" in the subject field, entering the name or code of the desired subject on the next screen



When selecting the appropriate subject, the medication notification form will be displayed to the user, where information must be filled in to characterize the product.

**IMPORTANT!** The **notification requester** must have active Good Manufacturing Practices (CBPF) or Good Distribution and Storage Practices (CBPDA) certification for Medicines for the notification to be activated. Otherwise, an alert message will be displayed:





#### Dados Gerais



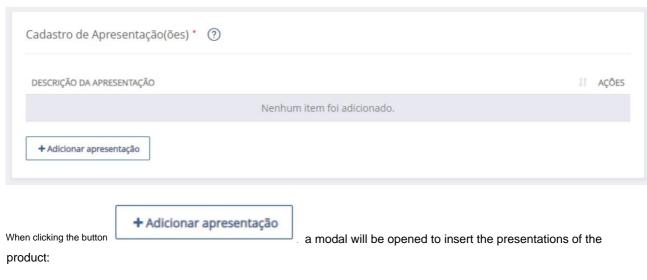
The first block of information relates to general product data, with all mandatory fields. The drug name is a free text field. The "category" field will only allow the selection of the Medicinal Gases option.

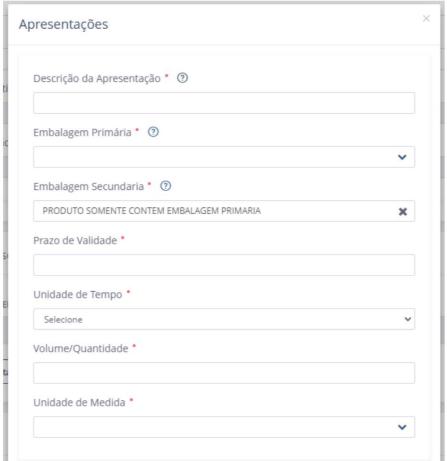
After this selection, the "Description" field will display the options for medicinal gases or cryogenic liquids that can be regulated through notification; To include a new description, the user must request the responsible area via a specific subject request for this purpose in the Solicita system and await a response from Anvisa regarding this request. The "Pharmaceutical Form" field will allow the selection of options related to the selected description.

The "Production Line" field is read-only and will be automatically filled in according to the selections previous ones.

Next, the "Registration of Presentation(s)" block must be completed:







The "Presentation Description" field is free to fill in, but must follow the Controlled Vocabulary of Pharmaceutical Forms,
Routes of Administration and Medication Packaging.

The Primary Packaging and Secondary Packaging fields will present the options available for selection by the user, and, by default, the second field will automatically load the option "PRODUCT ONLY CONTAINS PRIMARY PACKAGING", but this can be changed by the user as necessary. If the desired option is not displayed, the user must contact the responsible area. The Expiry Date field must be filled in



with just numbers, and the Time Unit selected in the next field. The Volume/Quantity field must also be filled in with numbers only, and the Unit of Measure selected in the following field.

COMPONENTE DA FÓRMULA	Ιĵ	QUANTIDADE IT	UNIDADE DE MEDIDA	FUNÇÃO JŢ AÇÕ
HÉLIO		100	%	Principio Ati vo

The information in the Formula block will be preloaded according to the description of the selected product and, therefore, cannot be changed.

In the next block, the user will enter information from national and international manufacturers. It is mandatory that at least one manufacturer is registered, whether national or international.

**IMPORTANT!** The manufacturer must have active Good Manufacturing Practices (CBPF) or Good Distribution and Storage Practices (CBPDA) certification for the medical gas line for the notification to be activated, otherwise an alert message will be displayed:

Em caso de submissão deste formulário, a notificação não será ativada, pois uma ou mais das empresas fabricantes selecionadas não possui CBPF/CBPA válido, infringindo a legislação sanitária.



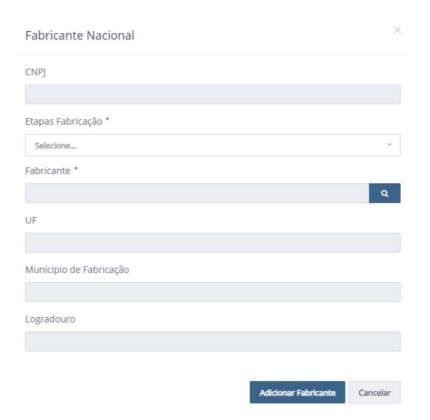
# **Fabricantes**



When pressing the button \_\_\_\_\_\_ a modal will be loaded to select the national manufacturer to be inserted.

The user must enter one manufacturer at a time and, in the case of multiple manufacturers, press the same button to insert the others in sequence.

+ Adicionar Fabricante Nacional





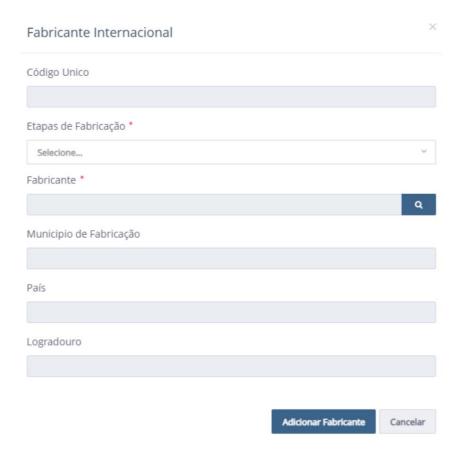
In the modal, the user must select which manufacturing step is the responsibility of the manufacturer to be inserted. To the click the button , you can search for the manufacturer by CNPJ or company name.

When pressing the button

+ Adicionar Fabricante Internacional

a modal will be loaded to select the international manufacturer to

be inserted. The user must enter one manufacturer at a time and, in the case of multiple manufacturers, press the same button to insert the others in sequence.



In the modal, the user must select which manufacturing step is the responsibility of the manufacturer to be inserted. To the

click the button , you can search for the manufacturer by unique code, name or country. If the desired international company is not registered, please contact the team at the responsible organizational unit.

After adding the manufacturer(s), their data will be available on the presentation screen, allowing you to enter

one or more manufacturers. Using the button

It is possible to change the data of the entered company and by using the button

It is possible to delete the entered manufacturer.

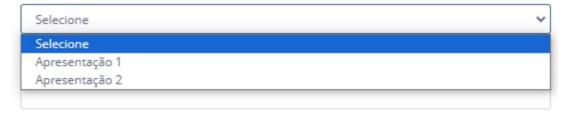
After inserting the first presentation, if the user wishes to insert more presentations, the following will display an option to copy from one already registered, in order to optimize the user's completion:

×



Você deseja copiar os dados de uma apresentação já cadastrada? ②
Sim • Não

# Apresentação





# **REBLAS – QUALIFICATION AND ACCREDITATION**

To make an initial request for qualification or accreditation, start a new petition and select the subject corresponding to the desired claim.

# **Initial Qualification and Initial Accreditation**

For these types of subjects, a field referring to the health license or operating permit issued by a Health Surveillance body will be displayed. This document is mandatory, and is exempt from presentation only for laboratories that are part of the Public Administration or established by it.



Next, the block of information relating to the requested scope will be presented, where the areas of activity and products must be filled in, as desired.



In the next block, information about proficiency tests will be requested. Completing this information is only mandatory for petitions involving laboratory accreditation.





The next block contains fields related to accreditations. This field is optional.



Finally, the assessment information block must be completed. In this block, the fields are dynamic according to the selected answers. For example, when selecting the "no" option for the question "Does the laboratory meet all the evaluation criteria of the Assessment Guide for Compliance with Good Laboratory Practices (Appendix to Annex I)?", a set of information will be presented to indicate which categories had an evaluation criterion not met or not applicable. When selecting a category, the criteria will be displayed next.



After completing this step, the user must follow the rest of the flow, as detailed in previous sections of this manual, until completing the protocol and receiving proof of protocolization.

# **Initial Accreditation**

The form for requesting designation as an official accrediting laboratory does not have fields open to completion, requiring only the inclusion of the requested attachments. The user must follow the rest of the flow, as detailed in previous sections of this manual, until completing the protocol and receiving proof of protocolization.



The request for designation as an official accrediting laboratory applies only to laboratories of the Ministry of Health or similar of the Union, States, Municipalities and Federal District legally established and responsible for carrying out fiscal, control and guidance analyses, among others, on food, medicines, pharmaceutical inputs, personal hygiene products, cosmetics, perfumes, health products, sanitizing products and other products subject to health surveillance;

# Renewal of Qualification, Accreditation and Change of Scope

To make a request for renewal or change in the scope of Reblas qualification or analytical laboratory accreditation, start a petition linked to an existing process, locate the desired initial process and then select the petition subject of interest.

Then, the system will automatically load the existing information for the Health License, Requested Scope, Proficiency Test and Accreditations blocks, if applicable. The company may make the relevant changes to the information presented.

For the evaluation information block, the company must fill it out again, as previously instructed.

# **Cancellation of Accreditation**

The form for canceling accreditation does not have fields open for completion, requiring only the inclusion of the requested attachments. The user must follow the rest of the flow, as detailed in previous sections of this manual, until completing the protocol and receiving proof of protocolization.



# **COSMETICS REGISTRATION**

Functionality available only for "Cosmetics" type processes and petitions.

To start requesting a cosmetics registration request, you must access the drafts tab and click on the "New" button and select the "Initial Request" option.



In the form provided, click on the "magnifying glass" in the subject field, entering the name or number of the desired subject on the next screen.

# Atividade/Tipo de produto Selecione Código Descrição 2871 Código Atividade/Tipo de Produto Descrição Registro de Produto Grau 2 - Importado

For requests for registration of national products, the requesting company must have an AFE to manufacture cosmetics.

For requests for registration of national products, the requesting company must have an AFE to import cosmetics.

The following form will contain information that must be filled in to characterize the product.



Dados Gerais do Cosmético	
Grupo de Produto *	Nome do Produto e Marca * (Não deverão ser utilitzados nomes abreviados)
Selecione	
Forma Física *	
Selecione	

If the desired physical form is not available, please contact the team at the responsible organizational unit.

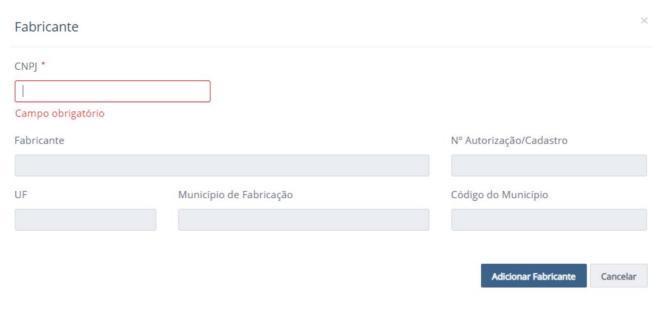
The field will then be made available for inserting data from the product manufacturer(s). If the product is imported, the "International manufacturers" field will be available. To add the

manufacturer click on the button at which point a new screen will be available for inserting the manufacturer's unique code. When entering the code, the other fields will be filled automatically. If the desired company is not registered, please contact the team at the responsible organizational unit.



If the product is national, the dynamics for inserting manufacturers is the same, however, when clicking on the button the screen will make the CNPJ field available.





After adding the manufacturer, their data will be made available on the main screen, making it possible to enter one or more manufacturers, at least one of which must have an AFE to manufacture cosmetics:



Using the button it is possible to change the entered company and by using the button it is possible to delete the manufacturer inserted.

The next field concerns the product formula.

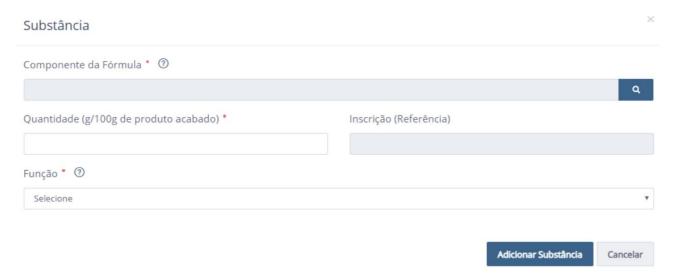


Registration of the formula is done substance by substance and to do so click on the button

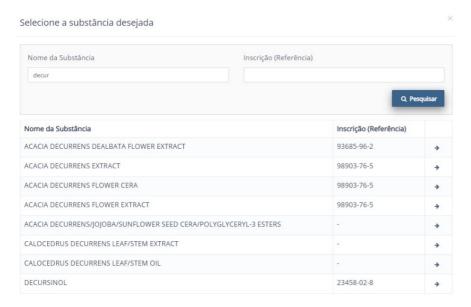
+ Adicionar Substância

A new screen will be available.





Click on the magnifying glass and choose the substance by entering the "substance name" or "inscription (reference)". In both cases the search allows exact or partial search.



After choosing the substance, enter the amount of the substance in g/100g and inform the function it has in that product. If the desired role is not registered, please contact the team at the responsible organizational unit.

With each insertion, the list of substances used in the product formula can be viewed on the main screen of the form.

Dados Técnicos do Produto



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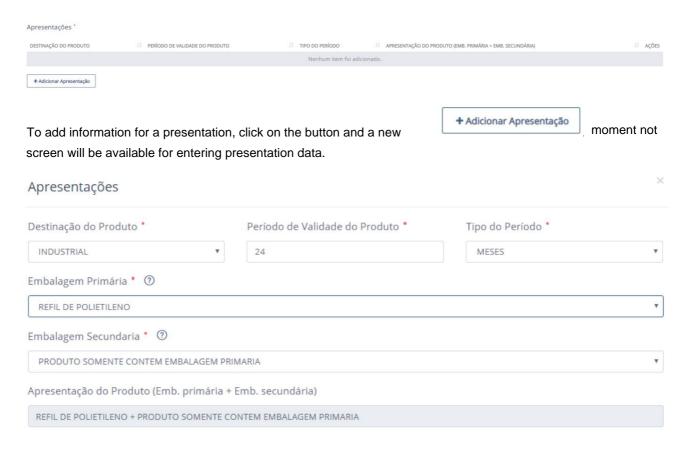
Using the button

It is possible to change the data of an inserted substance and by using the button you can You can delete an entered substance.

The sum of the substances must be equal to 100g. If the sum of the substances is not equal to 100, the system will display an error message.

# O Total da quantidade (%) está em 101,00% e deve ser fechado em 100%

Finally, the applicant must include information regarding the presentation(s) in the presentations field.



All fields are mandatory and if the product does not have secondary packaging, the option "PRODUCT ONLY CONTAINS PRIMARY PACKAGING" must be chosen. If the desired packaging types are not registered, please contact the team at the responsible organizational unit.



With each insertion, the list of product presentations can be viewed on the form's main screen.

Apresentações *				
DESTINAÇÃO DO PRODUTO	PERÍODO DE VALIDADE DO PRODUTO	TIPO DO PERÍODO	APRESENTAÇÃO DO PRODUTO (EMB. PRIMÁRIA + EMB. SECUNDÁRIA)	II AÇÕES
INDUSTRIAL	24	MESES	REFIL DE POLIETILENO + PRODUTO SOMENTE CONTEM EMBALAGEM PRIMARIA	PX
COMERCIAL	20	DIAS	REFIL DE POLIETILENO + PORTA CRAYON RETRATIL OU NAO	/×

Using the button It is possible to change the data of an inserted substance and by using the button you can You can delete an entered substance.

After inserting the necessary files, the user must click the submit button to proceed to the completion of the petition flow.

Important: Post-registration petitions do not present fields relating to "Manufacturers", "Substances" or "Presentations" in their form.



#### REGISTRATION OF COSMETICS, FROM THE CATEGORY "STRAIGHTENER FOR DYEED HAIR - GRADE 2"

Functionality available only for "Cosmetics" type processes and petitions.

To start requesting a cosmetics registration request, you must access the drafts tab and click on the "New" button and select the "Initial Request" option.



In the form provided, click on the "magnifying glass" in the subject field, entering the name or number of the desired subject on the next screen.



For requests for registration of national products, the requesting company must have an AFE to manufacture cosmetics.

For requests for registration of national products, the requesting company must have an AFE to import cosmetics.

The following form will contain information that must be filled in to characterize the product.

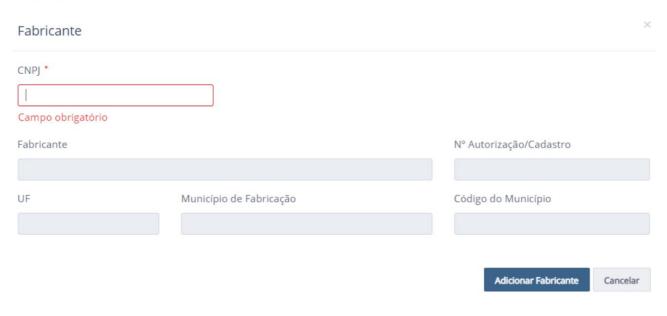


Dados Gerais do Cosmético	
Grupo de Produto *	Nome do Produto e Marca * (Não deverão ser utilizados nomes abreviados)
Selecione	
Forma Física *	
Selectione T	
If the desired physical form is not available, please contact the team a	at the responsible organizational unit.
The field will then be made available for inserting data from the produ	uct manufacturer(s). If the product is imported, the "International
manufacturers" field will be available. To add the	
+ Adicionar Fabricante manufacturer click on the button at which point a new screen will be a	available for inserting the manufacturer's unique code. When entering
the code, the other fields will be filled automatically. If the desired cor	npany is not registered, please contact the team at the responsible
organizational unit.	
Fabricante Internacional  Código Único * ①	×
E.þ001	
Fabricante	
EMPRESA ALEMÃ - NOME 2	
Município de Fabricação	País
SANTA CRUZ DE LAS SIERRA	BOLÍVIA
Logradouro	
ENDEREÇO NA ALEMANHA PARA TESTES	
	Adicionar Fabricante Cancelar

If the product is national, the dynamics for inserting manufacturers is the same, however, when clicking on the

button + Adicionar Fabricante the screen will make the CNPJ field available.





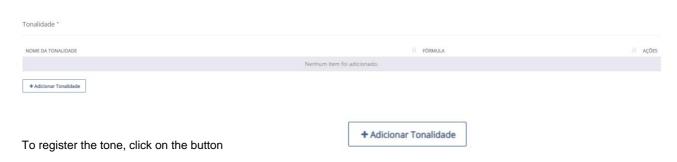
After adding the manufacturer, their data will be available on the main screen, making it possible to insert one or more manufacturers.

and at least one of these manufacturers must have an AFE to manufacture cosmetics



Using the button it is possible to change the entered company and by using the button it is possible to delete the manufacturer inserted.

The next field concerns the shade of the product.



A new screen will be available.

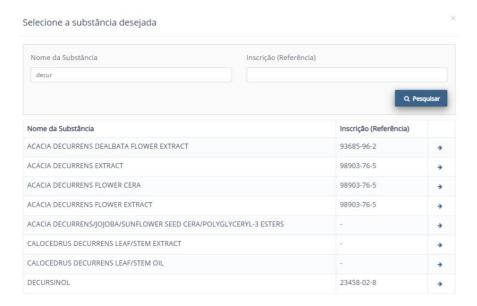


After entering the name of the desired shade, you will need to fill in the formula and presentation data.

Tonalidade					×
Nome da Tonalidade °					
1					
Campo obrigatório	0/100				
Fórmula •					
COMPONENTE DA FÓRMU	JLA IT QUANTIDADE (G/10	00G DE PRODUTO AC	ABADO) IT FUNÇÃO IT	INSCRIÇÃO (REFERÊNCIA)	11 AÇÕES
		Nenhum item fo	oi adicionado.		
+ Adicionar Substância					
Apresentações •					
DESTINAÇÃO DO PRODUTO	PERÍODO DE VALIDADE DO PRODUTO	TIPO DO PERÍODO	APRESENTAÇÃO DO PRO EMB. SECUNDÁRIA)	DUTO (EMB. PRIMÁRIA +	I AÇÕES
		Nenhum item fo	oi adicionado.		
+ Adicionar Apresentaçã	ão				
				Adicionar Tonalidade	Cancelar
Registration of the form	mula is done substance b	by substance and	to do so click on the but	+ Adiciona	r Substância
A new screen will be a	available.				
Substância					×
Componente da Fórmu	ula • ⑦				
					٩
Quantidade (g/100g de	produto acabado) •		Inscrição (Referência)		
Função * ②					
Selecione					*
				Adicionar Substância	Cancelar



Click on the magnifying glass and choose the substance by entering the "substance name" or "inscription (reference)". In both cases the search allows exact or partial search.



After choosing the substance, enter the amount of the substance in g/100g and inform the function it has in that product. If the desired role is not registered, please contact the team at the responsible organizational unit.

With each insertion, the list of substances used in the product formula can be viewed on the main screen of the form.



Using the button

It is possible to change the data of an inserted substance and by using the button you can You can delete an entered substance.

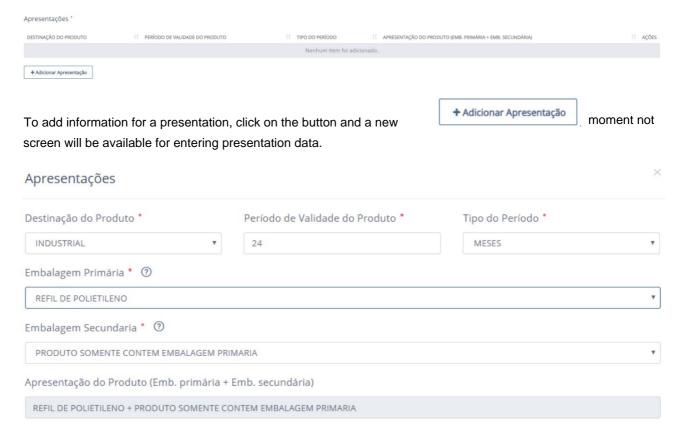
The sum of the substances must be equal to 100g. If the sum of the substances is not equal to 100, the system will display an error message.

# O Total da quantidade (%) está em 101,00% e deve ser fechado em 100%

Finally, the applicant must include information regarding the presentation(s) in the presentations field.



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All fields are mandatory and if the product does not have secondary packaging, the option "PRODUCT ONLY CONTAINS PRIMARY PACKAGING" must be chosen. If the desired packaging types are not registered, please contact the team at the responsible organizational unit.

With each insertion, the list of product presentations can be viewed on the form's main screen.



After filling in the tonality, formula and presentation fields, click on the button



You can delete an entered substance.

The data for the registered shade(s) will be made available on the main screen.



Tonalidade *		
NOME DA TONALIDADE	II FÓRMULA	∥ AÇŌES
Tonalidade 1	AGAR	/×

Using the button it is possible to change the data of an inserted tone and when using the button it is You can delete an inserted tone.

After inserting the necessary files, the user must click the submit button to proceed to the completion of the petition flow.

Important: Post-registration petitions do not present fields relating to "Manufacturers", "Tonality" or "Presentations" in their form.



# REGISTRATION AND NOTIFICATION OF HEALTHCARE PRODUCTS

Functionality available only for processes of the type "Health Products (Correlated)" or "Products for diagnostic use *in vitro*", also defined as "Medical Devices" or "Medical Devices for *in vitro Diagnosis*".

To start requesting a request for registration or notification of health products, you must access the drafts tab and click on the "New" button and select the "Initial Request" option:



In the form provided, click on the "magnifying glass" in the subject field, entering the name or number of the desired subject on the next screen.

The following form will contain information that must be filled in to characterize the product.



When dealing with matters relating to product notification, the user will be able to choose whether it is a single product or whether it is a family/system/set of products.

If a "single product" material, equipment or IVD subject is selected, the field below must be filled in with the commercial name of the product.

Nome Comercial do Produto * (Não deverão ser utilizados nomes abreviados)	



If a material, equipment or IVD subject of "family/system/set" is selected, the field below must be filled in with the name of the product family.

The state of the s	amília de Produtos * o ser utilizados nomes abi	reviados)	

When dealing with matters relating to product registration, the "single product" or "family/system/set" field will be pre-filled according to the selected subject code.

Depending on the type of product selected, the next section will be called "Single Product" or "Family of Products" or "IVD Product Family".



In both cases the structure presented will be the same. By clicking on the button, a modal for inserting product presentations or models.



When dealing with a "single product" or "family of products", the following mode will be available:



When dealing with "IVD product family", the following mode will be available:



Componente de Família		
Nome Comercial Produto *	Apresentações ou Modelos	

With each insertion, the registered presentation or model will appear in a list:



When clicking It will be possible to edit the registered presentation or template.

By clicking on it, you can delete the registered presentation or model.

The button Limpar Tudo deletes all registered presentations or models.

Since it may be necessary to include several presentations or models, the possibility of inclusion was made available by uploading an Excel spreadsheet.



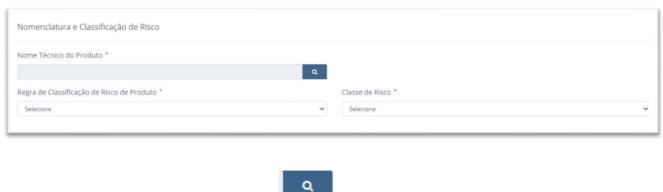
To ensure that there are no errors in the upload process, a spreadsheet template will be made available in the "Form Templates" section. A standardized spreadsheet for inserting the "List of Presentations or Models" and another for the "List of Family Components (IVD)".





We ask that you always use this model provided under penalty of errors occurring in the process of filling out the registration or notification request forms.

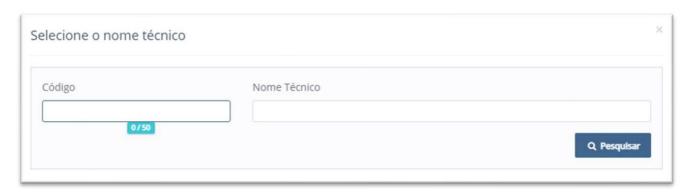
The next section concerns the product "nomenclature" and "risk classification".



Initially the user must click on the icon product technician.

to access a modal to select the name

The search for the technical name can be done using the code or technical name:



When clicking on search, a list of technical names will be made available that will be related to the type of product of the selected subject code and the linked risk class (if any):



By clicking on the icon

the chosen technical name will be selected:

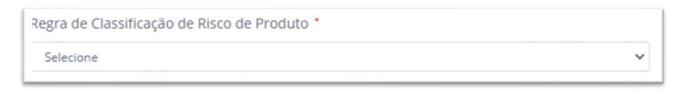




If the chosen technical name is already associated with a risk class, the field will be automatically filled in. Otherwise, the user must fill in the risk classification from the menu:



In any context, the user must fill in the menu:



If the desired risk classification rule is not available, the user must contact the area responsible for product registration or notification.

After filling in this information, it is necessary to identify whether there are presentations or models that will be sold sterile.



If one or more models are sold sterile, the button will be available to enter the sterilization method(s) used.

+ Adicionar Método de Esterilização



When clicking the button with the formula information:

+ Adicionar Método de Esterilização

a modal will be enabled for insertion and information:



With each insertion, the selected sterilization method will appear in a list:



When clicking it will be possible to edit the registered sterilization method.

By clicking on it, you can delete the registered sterilization method.

If the desired sterilization method is not available, the user must contact the area responsible for product registration or notification.

The next section concerns the shelf life of the product.

If the *box* referring to "Indeterminate Expiry Date / Not Applicable (equipment and instruments)" is filled in, the expiration date field will not be necessary.

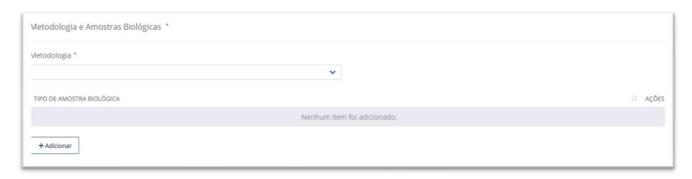
Prazo de Validade *		
Prazo de Validade Indeterminado / Não aplicável (equipamentos e instrun	nentos) *	
Prazo de Validade *	Unidade de Tempo *	
	Selecione	~

The field



If the selected subject is an IVD, the sections relating to Methodology and Biological Samples and Storage Condition will be made available.

The section referring to methodology and biological samples is presented as follows:



#### By clicking on the dropdown



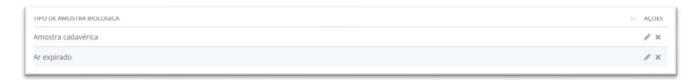
+ Adicionar

select the methodology used and then click to include one or more biological samples used for the given methodology. The modal will present a group of predefined biological samples.





With each addition, the biological sample will be displayed in a list:



When clicking It will be possible to edit the registered sample.

By clicking on it will be possible to delete the registered sample.

If the desired sample is not available, the user must contact the area responsible for product registration or notification.

The section regarding storage conditions is presented as follows:



When clicking

A modal will be available to choose the condition of storage.





Clicking Atualizar the storage condition will be displayed in a list:



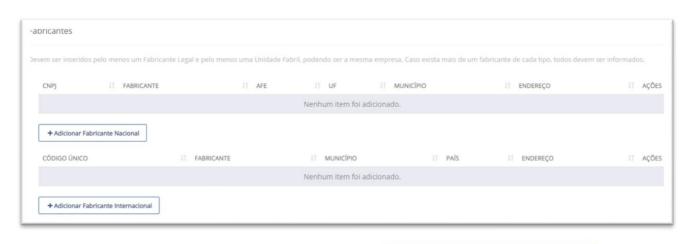
When clicking It will be possible to edit the registered storage condition.

By clicking on it, you can delete the registered storage condition.

If the desired storage condition is not available, the user must contact the area responsible for registering or notifying the product.

Finally, the field will be made available for inserting data from the product manufacturer(s):





To add the national manufacturer, click on the button providing a modal to include the manufacturer's information.



Fabricante Nacional

"ipo Fabricante \*

\_ Unidade Fabril
\_ Fabricante Legal

\*abricante \*

It must be informed whether the manufacturer is a "Manufacturing Unit" and/or "Legal Manufacturer" and by clicking on the icon

. A new modal where it will be possible to search for the manufacturer by CNPJ, company name or number Operating permit.





+ Adicionar Fabricante Internacional

To add the international manufacturer, click on the button providing a modal to include the manufacturer's information.



It must be informed whether the manufacturer is a "Manufacturing Unit" and/or "Legal Manufacturer" and by clicking on the icon

a new modal where it will be possible to search for the manufacturer by unique code, company name or name from the country.



It is mandatory that at least one "Manufacturing Unit" and at least one "Legal Manufacturer" be registered.

After adding the manufacturer, their data will be available on the main screen, making it possible to insert one or more manufacturers.





Using the button it is possible to change the data of the entered company and by using the button it is possible delete the entered manufacturer.

If the user cannot find the desired international manufacturer, they must send an email to manufacturer.ggtps@anvisa.gov.br and request registration. In the email, the user must inform the company name and full address of the manufacturer. In addition, you must attach a document that allows you to highlight the official name of the company and its full address. The deadline for responding is 3 working days.



#### **REGISTRATION AND NOTIFICATION OF SANITIZERS**

Functionality available only for "Sanitizing" type processes.

To start requesting a registration request or sanitation notification, it is necessary to access the drafts tab and click on the "New" button and select the "Initial Request" option.



In the form provided, click on the "magnifying glass" in the subject field, entering the name or number of the desired subject on the next screen.

For requests for registration or notification of national products, the requesting company must have an AFE to manufacture sanitizers.

For requests for registration or notification of international products, the requesting company must have an AFE to import sanitizing agents.

The following form will contain information that must be filled in to characterize the product.



If the type of formulation desired is not available, please contact the team at the responsible organizational unit.

Depending on the category selected, the Sales/Employment field will be automatically filled in.

The information blocks "Physico-Chemical Characteristics" and "Toxicological Characteristics" are mandatory.

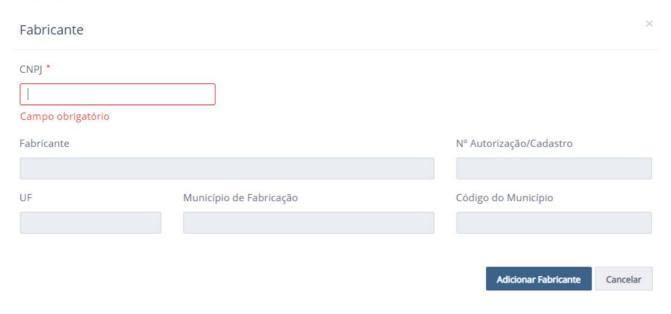
The fields "Alkalinity (Free Expressed in Na2O)", "Pests and Vectors", "Dermal Irritation", "Eye Irritation" and "Dermal Sensitization" will be displayed depending on the selected product category.



The field will then be made available for inserting data from the product manufacturer(s). It is necessary for the requesting company to have an AFE for sanitizing products with import activity so that the registry of international manufacturers is available. It is necessary that at least one of the national manufacturers have an AFE for sanitizing products with manufacturing activity.

To add the m	nanufacturer, click or	n the button at which point a		ar Fabricante en will be ava	ilable to enter	the manufacture	er's unique	code. Wher
	•	s will be filled automatically.					•	
Ü	organizational unit.	,		ou company	io not regiote.	оч, рточоо соли		
Fabricant	te Internacional							×
Código Únio E.þ001 Fabricante								
EMPRESA A	LEMÃ - NOME 2							
Município d	e Fabricação			País				
SANTA CRU	Z DE LAS SIERRA			BOLÍVIA				
Logradouro								
ENDEREÇO	NA ALEMANHA PARA T	ESTES						
						Adicionar Fa	bricante	Cancelar
		amics for inserting manufac	cturers is the	e same, how	ever, when cli	cking on the		
button	Adicionar Fabricante	the screen will make the	CNPJ field	available.				



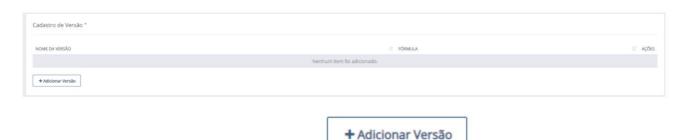


After adding the manufacturer, their data will be available on the main screen, making it possible to insert one or more manufacturers.



Using the button it is possible to change the entered company and by using the button it is possible to delete the manufacturer inserted.

The next block of information concerns version registration. This block is only available for specific product categories. For categories that do not provide for a version, the product's technical data is presented directly on the form.

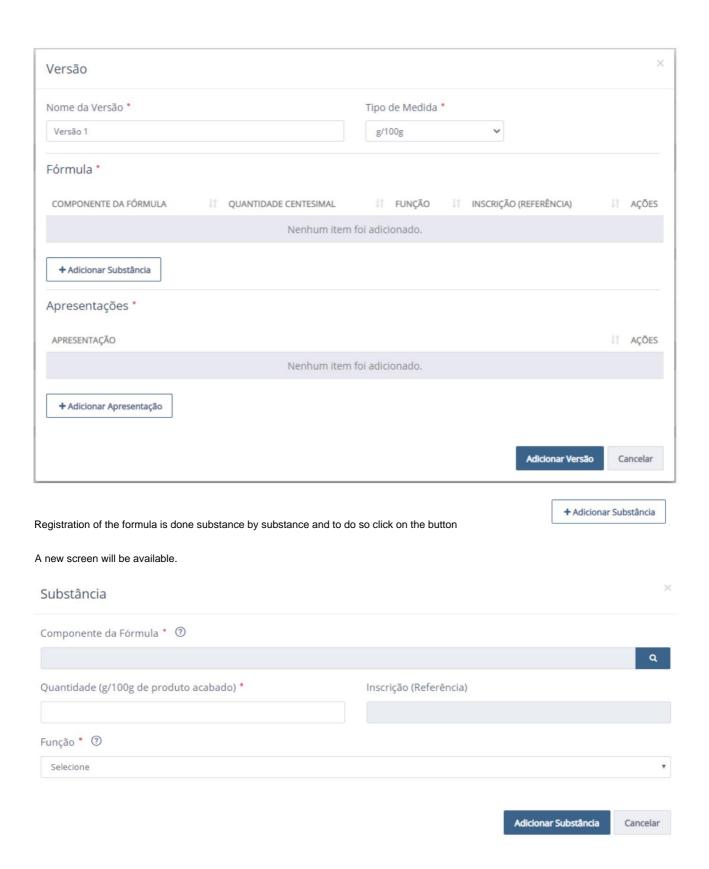


To register the version, click on the button

A new screen will be available.

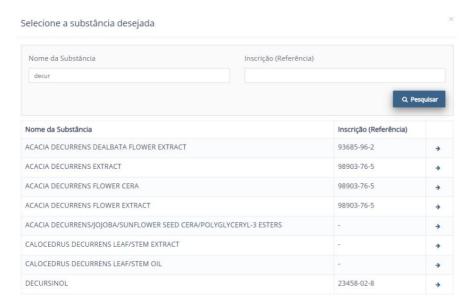
After entering the name of the desired version, you will need to fill in the measurement type, formula and presentation data:





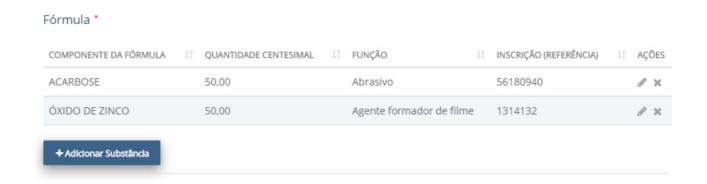


Click on the magnifying glass and choose the substance by entering the "substance name" or "inscription (reference)". In both cases, the search allows exact or partial search and the registration must be completed only with numbers and without dashes.



After choosing the substance, enter the quantity of the substance according to the type of measure selected and inform the function it has in that product. If the desired role is not registered, please contact the team at the responsible organizational unit. Certain substances have maximum limits when used as preservatives, in accordance with Collegiate Board Resolution – RDC No. 30, of July 4, 2011, or its updates.

With each insertion, the list of substances used in the product formula can be viewed on the main screen of the form.



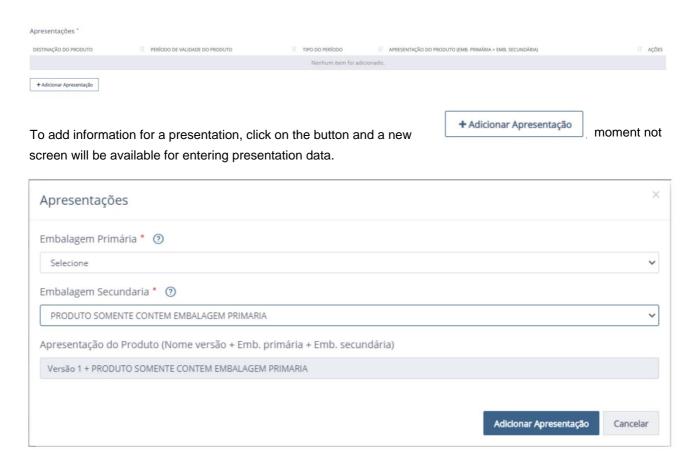
Using the button It is possible to change the data of an inserted substance and by using the button you can You can delete an entered substance.

The sum of the substances must be equal to 100%, regardless of the type of measurement selected. If the sum of the substances is not equal to 100, the system will display an error message.



#### O Total da quantidade (%) está em 101,00% e deve ser fechado em 100%

Finally, the applicant must include information regarding the presentation(s) in the presentations field.



All fields are mandatory and if the product does not have secondary packaging, the option "PRODUCT ONLY CONTAINS PRIMARY PACKAGING" must be chosen. If the desired packaging types are not registered, please contact the team at the responsible organizational unit.

With each insertion, the list of product presentations can be viewed on the form's main screen.





Using the button

It is possible to change the data of an inserted substance and by using the button you can You can delete an entered substance.

×

The data of the registered version(s) will be made available on the main screen.



Using the button it is possible to change the data of an inserted version and by using the button it is possible delete an inserted version.

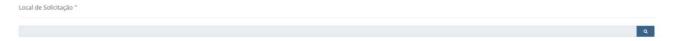
After inserting the necessary files, the user must click the submit button to proceed to the completion of the petition flow.

Important: Post-registration petitions do not present fields relating to "Manufacturers", "Version" or "Presentations" in their form.



#### GENERAL REQUESTS FROM THE GENERAL MANAGEMENT OF PORTS, AIRPORTS AND BORDERS (GGPAF)

In order to enable the correct addressing of requests for evaluation by Anvisa units, in some cases the requester may be required to include the location of the request. In these specific situations, the "Request Location" field will be available.



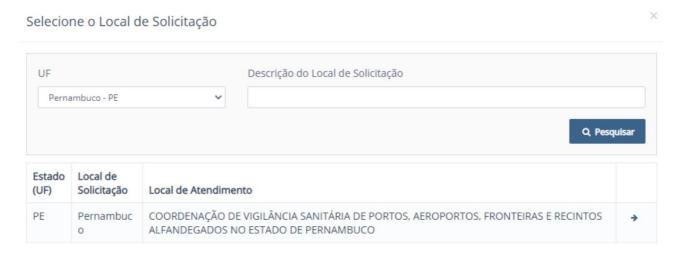
Currently this field will be displayed for the primary and secondary subjects relating to Operating Authorization in PAF, Certification of Good Storage Practices in PAF, Accreditation of Vaccination Services, Communication of Arrival and Semiannual Inspection of Platforms, Certificate of Free Practice and Health Certificate of Vessel.

Important! Branch registration must be sent to the PAF unit (State) where the branch carries out its activity.

To select the location, click on the magnifying glass in the right corner of the field. A modal will be available in which it will be possible to search for request locations by UF or location description.

# Selecione o Local de Solicitação UF Descrição do Local de Solicitação Selecione Q Pesquisar

Select the desired UF or description of the desired location and click search.



The result will present all results that match the information entered in the filters. In addition to the information regarding the UF and the description of the request location, the result will present information on the "Service Location" that corresponds to the Anvisa organizational unit that will be responsible for the



analyzing the request. It is worth noting that the list of destination locations may vary depending on the subject code selected.

In general terms, the Place of Request corresponds to the location where documentation was routinely delivered on paper, while the Place of Service indicates the Anvisa unit that will handle the demand. The Service Location will also be the unit that will be displayed as "Find at" both in the Processes tab and on the Anvisa Consultation Portal (http://consultas.anvisa.gov.br).



#### **OWNERSHIP TRANSFER**

#### For Toxicology product type processes

Follow the same step-by-step instructions described in the "Applicant update before analysis is complete" section.

#### For all other types of product

Initially, it should be noted that only processes whose analysis has been completed are eligible for transfer. Processes in the approval phase must follow the flow described in the item "Updating the requestor before the analysis is completed."

On the draft screen or in the processes tab, the **successful** company must register a "petition linked to an existing process" for "Cancellation by transfer" in the process they wish to transfer. In the form presented, the CNPJ of the **successor company must** be informed.

# CNPJ da empresa sucessora \*

### Campo obrigatório

It is worth noting that to insert the CNPJ, the **successor** company must have a valid registration with the Anvisa.

The petition form will display, when applicable, presentations with active registration and that will be canceled upon publication of the "Cancellation by transfer



If there is any inconsistency in the list of presentations, the company must request adjustments to the competent area through the service channels, since only these presentations will be available for registration by the **successor company**.

Upon completing the sending of the transfer cancellation request, the **successful** company will receive a message in its mailbox with the subject "OWNERSHIP TRANSFER TOKEN".





The message will contain instructions for continuing the ownership transfer process, providing an alphanumeric code to be provided to the **successor company**. Each token refers to the process for which the cancellation request was filed. Unlike the token for addition by a third party, this token for transfer does not have an expiration date.



#### Transferência de titularidade

#### Prezado.

Foi criado em 05/02/2020 o expediente 0001123203 referente a uma petição de cancelamento de registro por transferência de titularidade.

De modo a permitir que a transferência seja realizada é necessário que a empresa sucessora peticione a solicitação de registro por transferência de titularidade e informe o seguinte token durante o fluxo de peticionamento:

#### e9f16524-1939-408b-9b8f-7472f6ca29d5

Até que o pedido de registro por transferência de titularidade seja realizado pela sucessora, esta petição de cancelamento por transferência de titularidade permanecerá na situação análise sobrestada.

Until the **successor** company carries out the registration request by transfer, the cancellation request will remain in the "External postponed analysis" status, since the beginning of the analysis of this petition is linked to the request for registration request by transfer.

To request registration by transfer of ownership, the successor company must, on the draft screen, register an "initial petition" for transfer of ownership.

When choosing the subject code corresponding to the request, a form will be made available with the mandatory field "Token for transfer".

Token para transferência •	
Campo obrigatório	



The **successor** company must enter the token provided by the **successor company**. If the transfer request is not being made by the company registered by the **successful party**, the system will display the error message "The token entered is not valid for this CNPJ".

When inserting the token, the form will be updated so that the applicant can select, when applicable, the presentations that she intends to register in her process.



In addition, petitions from the successful process that are awaiting analysis or whose analysis has not yet been completed will be displayed. The successor company will be able to select which ones it intends to transfer among them. The system will automatically and compulsorily migrate the most recent registration renewal petition, as well as the most recent Product Change History (HMP) petition (if applicable), in addition to any petitions in the "Conditional Approval – Lack of Manifestation within Deadline" situation. Cool".



If there is any inconsistency regarding the files that should be available for selection, the company must request adjustments to the competent area through the service channels.



#### 14. TROUBLESHOOTING

#### I CANNOT ACCESS THE REQUEST

- The user must be previously registered with Anvisa to access Solicita. See information about registration on the page https://www.gov.br/anvisa/pt-br/sistemas/cadastros/cadastro-decompanies
- Only users registered with the company as security manager, legal guardian or regulatory petition users can access Solicita.

# I CANNOT GET A DRAFT OF A "PETITION LINKED TO AN ALREADY EXISTING PROCESS" BECAUSE THE SYSTEM CANNOT FIND THE PROCESS OR PETITION THAT I INSERT IN THE ORIGIN PETITION FIELD.

 To make a request in an existing process, you must access the request through the CNPJ to which the process is associated.

## I CANNOT VIEW DOCUMENTS FOR REQUESTS MADE BY OTHER USERS OF THE SAME COMPANY.

To view the documents associated with requests made by any company user on Solicita, the security
manager and/or legal guardian must be registered with the petition regulatory user link. Attention: only
users already associated as a security manager and/or legal guardian can be associated as a petition
regulatory user.

#### I CANNOT FIND A SUBJECT CODE IN THE "INITIAL PETITION" OPTION.

- Check if the desired subject code is for an initial petition (primary petition), that is, it is a petition that will
  result in the opening of a new process. Note: addition, amendment, withdrawal, appeal or rectification will
  not appear in "initial petition", as they are petitions linked to an already existing process (secondary
  petitions).
  - o This check can be done by consulting the desired petition subject in the Subject Query . The result will indicate in which Solicita menu the subject can be found:

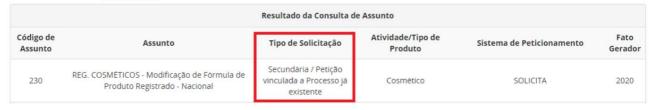
Resultado da Consulta de Assunto						
Código de Assunto	Assunto	Tipo de Solicitação	Atividade/Tipo de Produto	Sistema de Peticionamento	Fato Gerador	
287	REG. COSMÉTICOS - Registro de Produto - Nacional	Primária / Novo Processo	Cosmético	SOLICITA	2011	

- Check that the subject code is the same "activity/type of product" selected in the choice of subjects.
- Check that the subject code is the same type of "service" as the initial petition you want file a linked petition.
- When in doubt, clear all filters and enter only the desired subject code or part of your description.



## I CANNOT FIND A SUBJECT CODE IN THE OPTION "PETITION LINKED TO AN ALREADY EXISTING PROCESS".

- Check if the desired subject code is for a linked petition (secondary petition), that is, it is a petition that will be included in a previously filed process.
  - o This check can be done by consulting the desired petition subject in the Subject Query . The result will indicate in which Solicita menu the subject can be found:



- If you are trying to complete the protocol associated with an initial petition:
  - o Check that the subject code is the same "activity/type of product" as the initial petition to which you want to file a linked petition.
  - o Check if the subject code is the same type of "service" as the initial petition to which you want to file a linked petition.
  - o When in doubt, clear all filters and enter only the desired subject code.
- If you are trying to carry out the protocol associated with a petition linked to an initial petition:
  - o In this situation, the system only accepts the protocol for amendment, withdrawal, appeal or rectification petitions. This information is displayed in the yellow band when selecting the petition subject:



#### I CANNOT IDENTIFY MY PENDING REQUEST IN THE "PAYMENT" TAB.

• Since the validity of transactions for payment is up to 30 calendar days, only transactions for which the guide (GRU) was issued up to 30 calendar days before the date on which the consultation is carried out on Solicita are available for payment.



#### MY REQUEST WAS NOT PROTOCOLATED.

- Check if the request is in the "awaiting payment" tab. If the petition is in this tab, it means that the payment has not yet been cleared. It is necessary to arrange payment and wait for the protocol.
- Check if the request is in the "awaiting protocol" tab. If the request is in this tab, it means that the transaction is
  waiting for the protocol system to process (internalize) the request. If the request has been in this situation for
  more than 24 hours, please contact Anvisa informing the transaction number.

#### I CANNOT MEET A REQUIREMENT IN THE "REQUIREMENTS" TAB.

Check whether the requirement received was made electronically.

#### I CANNOT ACCESS A PROCESS OR PETITION IN THE "PROCESSES" TAB

 To be able to access a process in the "processes" tab, access the request through the CNPJ to which the process is associated.

#### I DO NOT HAVE ACCESS TO THE "PRINT PROTOCOL" BUTTON IN THE "PROCESSES" TAB.

• This option is only displayed in petitions filed through the Solicita system.

#### I DO NOT HAVE ACCESS TO THE "PRINT EXTRACT" BUTTON IN THE "PROCESSES" TAB.

• This option is only displayed in petitions filed through the Solicita system.

#### I DO NOT HAVE ACCESS TO THE "VIEW" BUTTON IN THE "PROCESSES" TAB.

- This option is only displayed in petitions filed through the Solicita system.
- Check if you were the requester of the petition you want to view or check if you are associated to this company as a regulatory petition user.

#### MOST COMMON ERROR SCREENS

Error related to the user incorrectly filling out the form. When filling in properly, the error will be corrected and the
user will be able to progress normally. Errors like this are accompanied by the symbol, which shows the user
what action is necessary when positioning the
mouse cursor over it.





• Error related to the generation of the GRU, normally linked to momentary instabilities and resolved when trying again within a few moments. If the error persists, please contact Anvisa with as much detail as possible about the error (screenshots, approximate date and time of the error, petition subject used, etc.).



• Error related to sending the petition. Please check whether the petition has been moved to the "Awaiting Protocol" tab, which signals that the protocol system will continue trying to file it. Otherwise, or if it remains in this tab for more than 24 hours, please contact Anvisa informing the transaction number and details related to the error (screenshots, approximate date and time of the error, petition subject used, etc.).



• Example of a generic Solicita error. When this error occurs, please contact Anvisa informing the transaction number and details related to the error (screenshots, approximate date and time of the error, petition subject used, etc.).



