

Faseh Portal User Manual (Food Product)



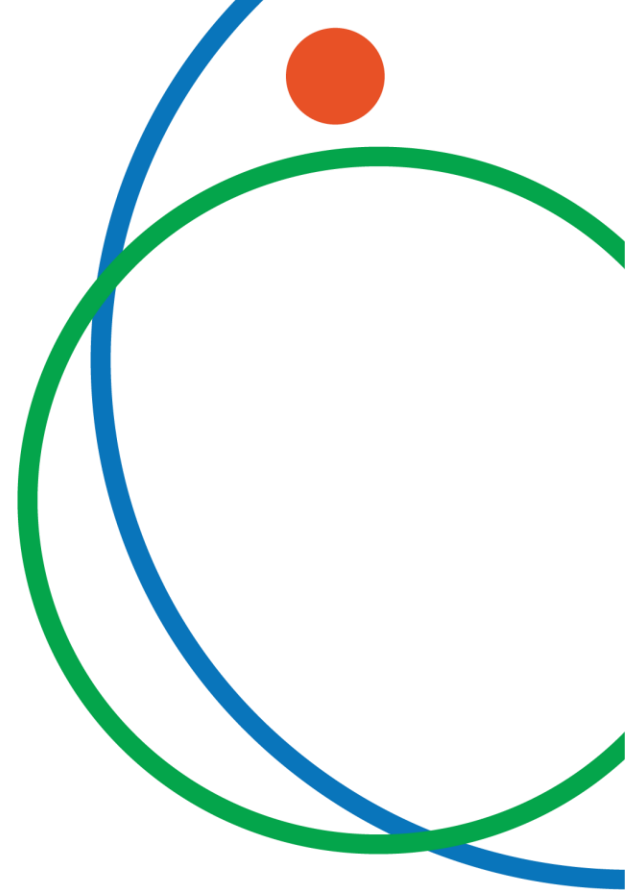
26



Introduction



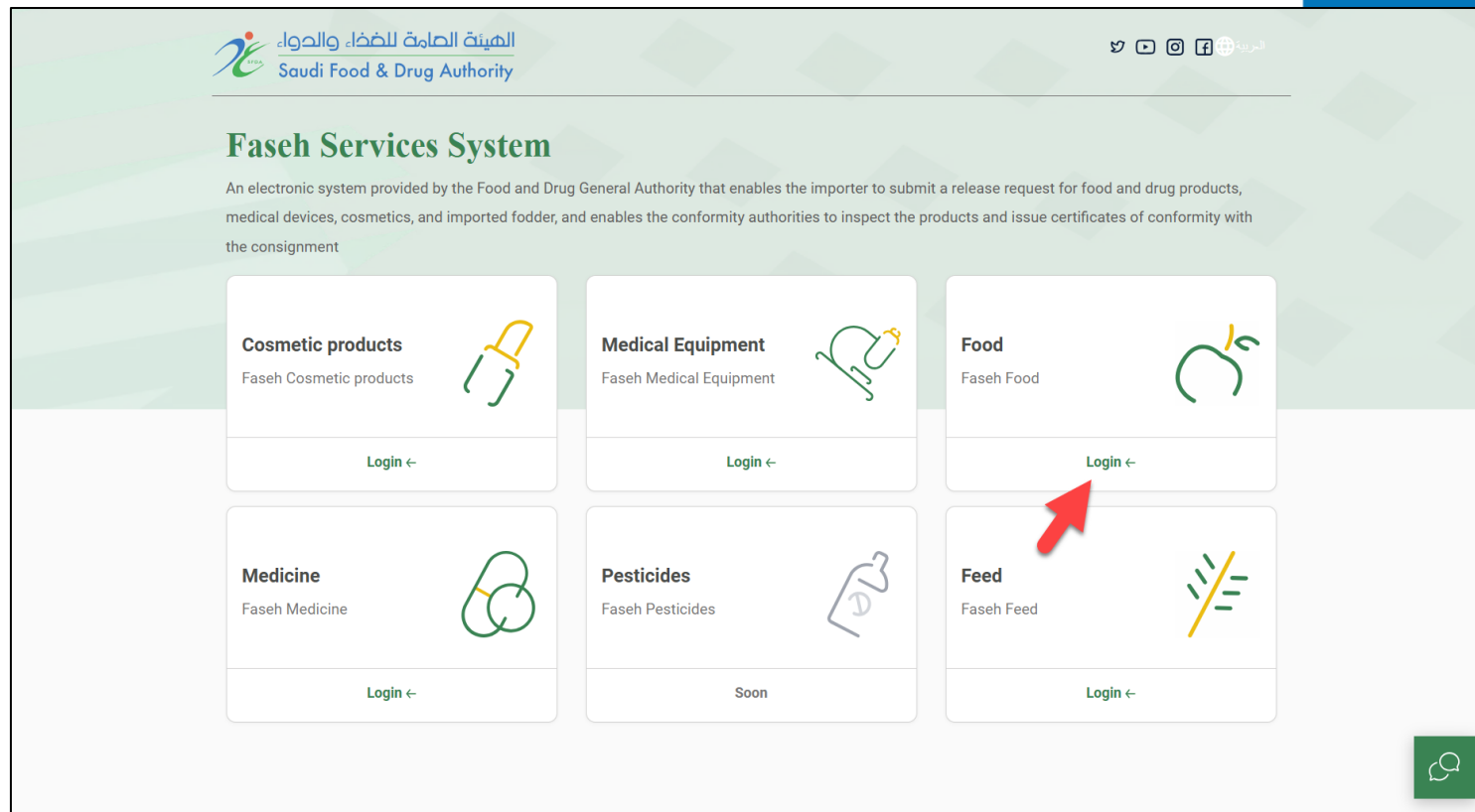
This guide explains the steps to submit Faseh food product requests in Saudi Arabia.



Accessing Faseh Portal

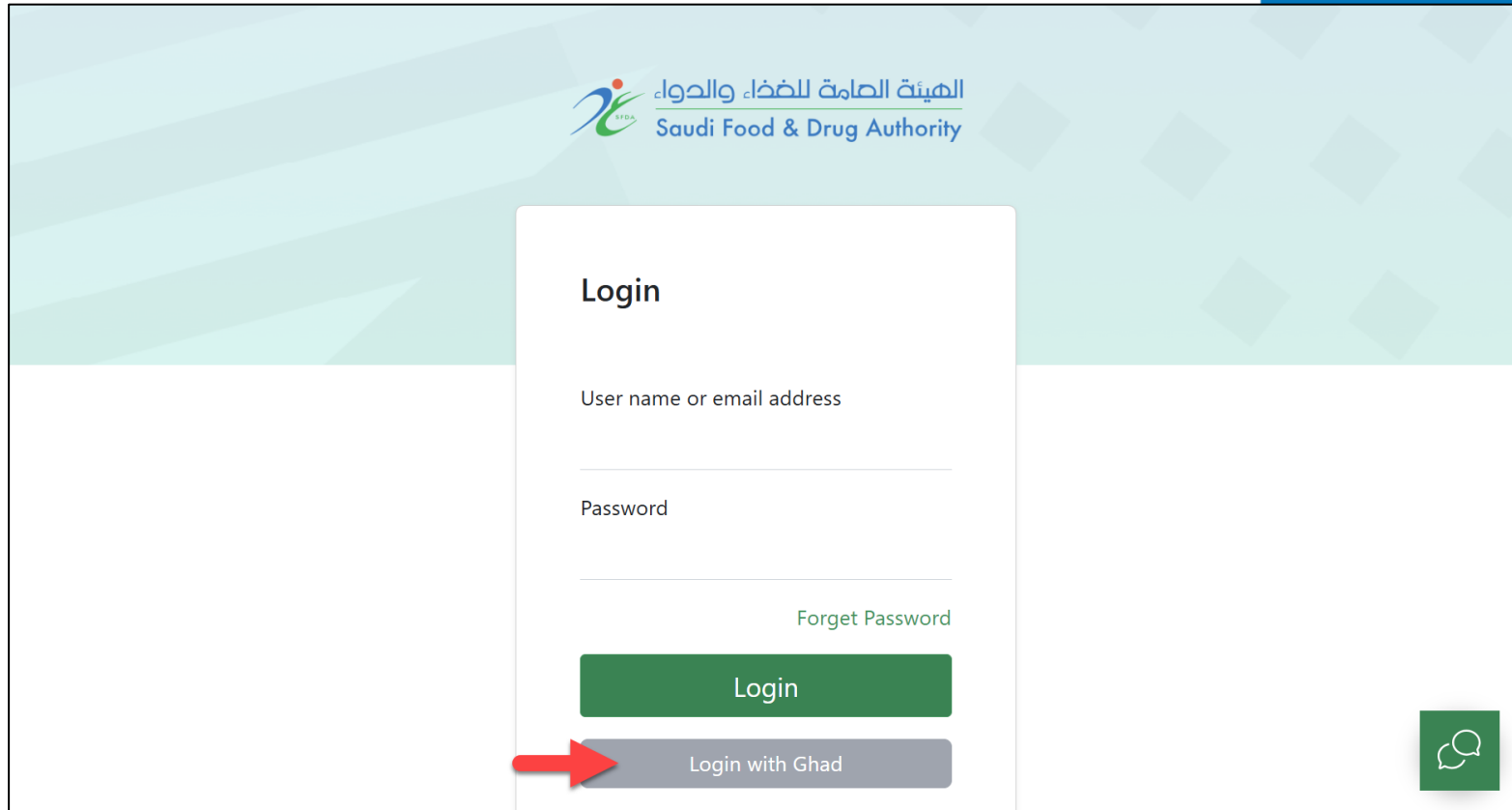
Entering Faseh portal

- Login on the website "Faseh portal" and select "Food)".



Accessing Faseh Portal

- Click on the login option “login with Ghad”.



الهئية العامة للدواء
Saudi Food & Drug Authority

Login

User name or email address

Password

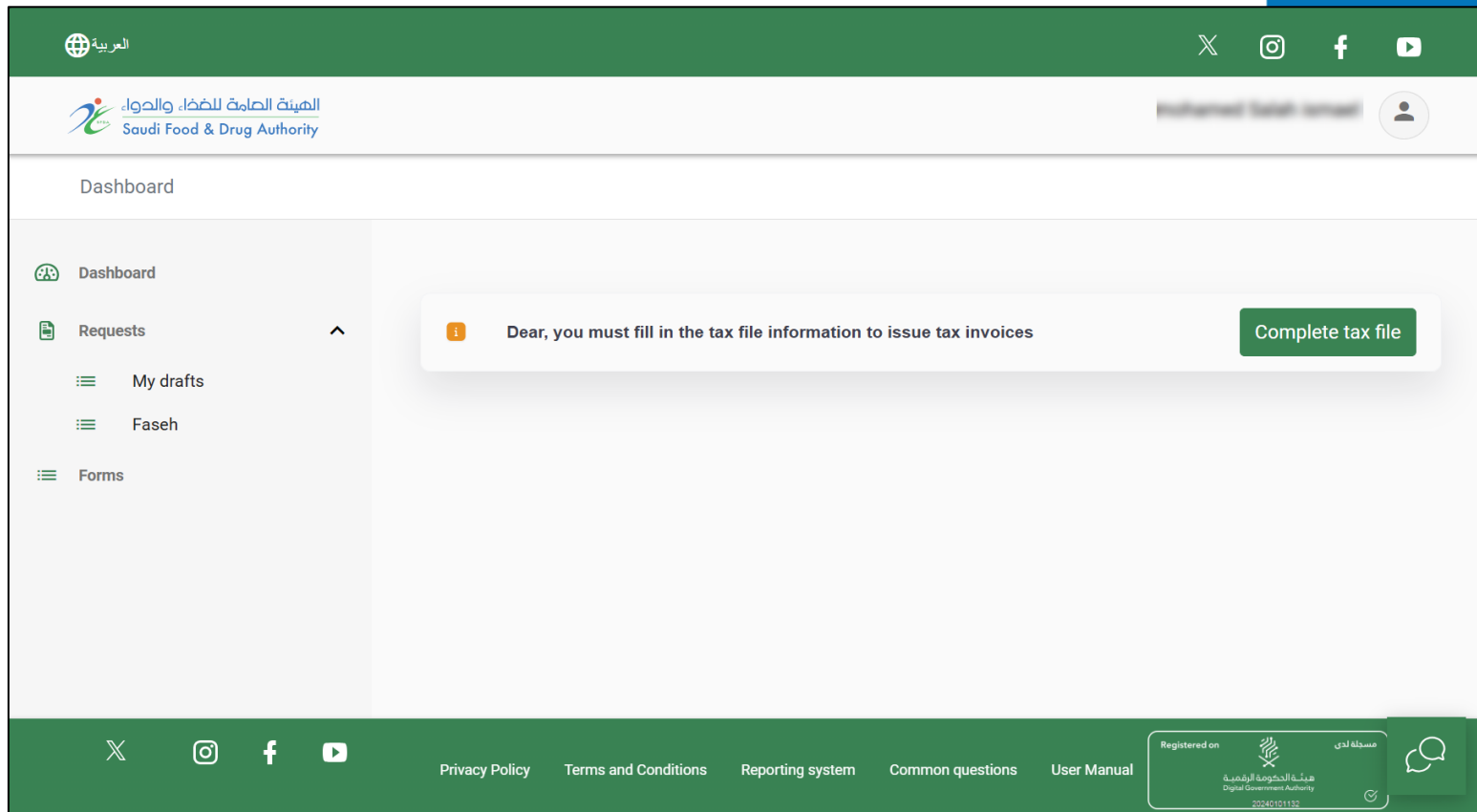
[Forgot Password](#)

Login

Login with Ghad

Faseh Portal Interface

- After logging in, you will be redirected to the main page which displays the system interface pages.



Faseh Portal Interface

- The **My Drafts** page shows requests that were started but not completed, so you can return later to finish them.

Requests

My drafts **1**

Faseh

Forms

Dear, you must fill in the tax file information to issue tax invoices [Complete tax file](#)

Draft Requests

Draft Number Account Number Account Name

Request send date from Request send date to Shipping country

CB name in Arabic CB name in English

[Search](#) [Clear](#)

Draft Number	Account number	Account name	CB name in Arabic	CB name in English	Request Date	Number of products	Shipping country	Re
2 Draft-F-20251127-1					27-11-2025	0	India	

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on المملكة العربية السعودية
Ministry of Economy and Planning
2025/11/27

Creating New Request

- Choose **Request** then **Faseh**, all previous Faseh requests will appear.
- Click **New Request** at the top left of the page to start a new request.

The screenshot displays the Faseh web application interface. On the left is a sidebar with navigation links: Dashboard, Requests, My drafts, Faseh, and Forms. The main content area is titled 'Food Clearance requests'. At the top of this section, there is a notification banner that reads 'Dear, you must fill in the tax file information to issue tax invoices' with a 'Complete tax file' button. Below the notification, there is a '+ New Request' button, which is highlighted by a red arrow. The main form contains several input fields: Request Number, Account Number, Account Name, Request send date from (with a calendar icon), Request send date to (with a calendar icon), Shipping country (with a dropdown arrow), Request Status (with a dropdown arrow), CB name in Arabic, and CB name in English. At the bottom right of the form are 'Search' and 'Clear' buttons. Below the form is a table with the following columns: Request Number, Account number, Account name, CB name in Arabic, CB name in English, Request Date, Number of products, and Shipping country. The table contains one row of data: Request Number F-20251124-6, Account number, Account name, CB name in Arabic, CB name in English, Request Date 24-11-2025, Number of products 1, and Shipping country Ethiopia. At the bottom of the page is a green footer bar containing social media icons, a Privacy Policy link, Terms and Conditions, Reporting system, Common questions, User Manual, a registration notice, and a WhatsApp icon.

Creating New Request

- You will see all the accounts retrieved from the Ghad system. Select the account and then click **Submit Request**.

Home | Food Requests

Dashboard

Requests

- My drafts
- Faseh
- Forms

Dear, you must fill in the tax file information to issue tax invoices [Complete tax file](#)

Please select an account to proceed to the service

All accounts returned from Ghad system [Cancel](#)

ber	Manufacturer License Date (expiry date)	Manufacturer License Status	Warehouse License number	Warehouse license date	Warehouse License status	CR type	Options
4		Active		30/06/2023	Active	Main	Create Request
1		Active		11/11/2022	Active	Main	Create Request
2		Active		16/01/2028	Active	Main	Create Request
		-		21/09/2022	Active	Main	Create Request
		-		-	-	Main	Create Request

Results per page 5 1-5 of 29

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on 2024/11/13

Creating New Request

Step One

- Fill in the Request information then click on "Next".

← Step 1 | Request Information

Request Information
Adding products
Attachments
Request Invoices
Conformity Body
Request Summary

Commercial

Main request information
Shipment Policy Details

Shipment Policy Number *

ex: 273253535

Shipment Policy Attachment *

Choose the Attachment

Browse

Policy Date (Gregorian) *

DD/MM/YYYY

Policy Date (Hijri) *

DD/MM/YYYY

Shipment country *

Shipment country

Shipment port *

Shipment port

Customs Declaration Information

Customs Declaration Number

ex: 273253535

Customs Declaration Attachment

Choose the Attachment

Browse

Customs Declaration Date (Gregorian)

DD/MM/YYYY

Customs Declaration Date (Hijri)

DD/MM/YYYY

Packing declaration Information

Packing declaration number

ex: 273253535

Packing declaration attachment

Choose the Attachment

Browse

Packing declaration Date (Gregorian)

DD/MM/YYYY

Packing declaration Date (Hijri)

DD/MM/YYYY

Save as draft

Next

[Privacy Policy](#)
[Terms and Conditions](#)
[Reporting system](#)
[Common questions](#)
[User Manual](#)

Registered on

10

Faseh User Manual

Creating New Request

Step Two

- There are two methods to add a product:

1. The first method

Select "Add Products", then choose a "Product Type", and then search for the desired product.

← Step 2 | Adding products

✓ Request Information

📁 Adding products

🔒 Attachments

🔒 Request Invoices

🔒 Conformity Body

🔒 Request Summary

Cancel Request

Commercial

Adding Products

+Add Exceptional Product

☐ Use Saved Form

When selecting a saved form, the products list will be added based on the previously saved data. You can review, edit, and complete its details before the final submission.

Product Type* 1

Product Number

Product Name - Arabic

Promotions number

Country of Origin

Brand name

View More

Clear all Search

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on 1444 Houd

Creating New Request

Step Two

- There are two ways to add a product:

2. The second method:

You can speed up the data entry process by using the saved templates, as shown on page 22 of the manual.

Cancel Request

Commercial

Adding Products

Please add products through the products' list

1 ☒ **Use Saved Form**
When selecting a saved form, the products list will be added based on the previously saved data. You can review, edit, and complete its details before the final submission.

Form Name
2

Added products in the request 0

Results per page 10 0-0 of 0

Do you want to Apply for conformity request on selected products ?
You should refer to the circular titled "Mandatory compliance certificate according to the food product and the country," which is published on the SFDA website.

☐ Yes ☒ No

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on 14/10/2024

Creating New Request

Step Two

- Select the product type as "Registered", then click on "Search". After that, all the products registered in Ghad system will appear, and you can choose the product you want to apply for by clicking the "Add Products" button.

Product Type *

Registered Product

Product Number

ex: 273253535

Old Product Number

ex: 273253535

Product Name - Arabic

ex: 273253535

Promotions number

ex: 273253535

Barcode

ex: 273253535

Country of Origin

Country of Origin

Brand name

ex: 273253535

View More

Clear all

Search

Products List

Number of selected products (1)

Select all in current page

Add Products (1)

	Product Number	Main classification	Sub classification	Purpose
3	<input checked="" type="checkbox"/> FOP-462024-0007	Beverages		Restaur
	<input type="checkbox"/> FOP-07082024-0059	Cereals & grains products	Grains & whole grains, flours, wheat, rice, maize, barley, corn, sorghum	Hospita

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on

13

Creating New Request

Step Two

- The product information is filled in, including the production and expiry dates, and quantity details. Choose if you have a certificate of conformity for the product you would like to register. Repeat the steps for all the products added in the request as shown in image (step 1). Finally, click on "Save & close".

Add Product Details

Added Products 1
Added products in the request

0/1

Previous Next

Registered product information for Hospitals

Product Information

Production date: 2025-11-27

Expiry date: 2028-11-26

Customs Tariff Number HSCODE

Product Validity: 2 Year 11 Month 30 Day

Quantity Information

Batch number: ex: 273253535

Product classifications: ☐ Single ☐ Package

Single Package

Lot number Unit Total weight of the items in kg Total quantity of items in tons

Additional Information

Do you have a certificate of conformity for the product you would like to register? ☐ Yes ☐ No

Factory City

Save & Close

Display Ghad Details Delete product

- Single:** Individual packaging of the product, designated for sale to the final consumer. Ready for consumption and uniform.
- Package:** Assembly of several individual units in a larger container, typically for bulk sale to traders, restaurants, or wholesale consumers.

Creating New Request

Step Two

- The products you added will appear at the bottom of the page in the “Add Products in the Request” section. You can edit or delete any of these products as needed.

Results per page 10 1-10 of 232

Added products in the request 1

#FOP-07082024-0059

Cereals & grains products

Grains & whole grains, flours, wheat, rice, maize, barley, corn, sorghum

Product Information

Quantity	HS Code	Country of Origin
2		Saudi Arabia

Results per page 10 1-1 of 1

Do you want to Apply for conformity request on selected products ?

You should refer to the circular titled "Mandatory compliance certificate according to the food product and the country," which is published on the SFDA website.

☐ Yes ☒ No

Previous Save as draft Next


Creating New Request




Step Two


- If the product requires a Certificate of Conformity, select **"Yes"** in the **"Do you want to apply for a conformity request on the selected products?"** field. This ensures that the clearance request is sent to the Conformity Body you will choose in the next step.


Results per page 10 1-10 of 232


Added products in the request 1

 #FOP-07082024-0059

 Cereals & grains products

 Grains & whole grains, flours, wheat, rice, maize, barley, corn, sorghum

 Product Information

Quantity	HS Code	Country of Origin
2		Saudi Arabia


Results per page 10 1-1 of 1

Do you want to Apply for conformity request on selected products ?

You should refer to the circular titled "Mandatory compliance certificate according to the food product and the country," which is published on the SFDA website.

☐ Yes ☒ No

Previous Save as draft Next

Registered on  1445 H

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Creating New Request

Step Three

- The attachments step will appear, where the required certificates (based on the imported product and the approved Food Clearance requirements published on the Authority's website).

← Step 3 | Attachments

✓ Request Information
✓ Adding products
🔒 Attachments
🔒 Request Invoices
🔒 Conformity Body
🔒 Request Summary

Dear user, attaching the required certificate is a prerequisite for the application's acceptance, as per the [Food Clearance Guide](#). Attachment requirements vary depending on the product classification, so please review them before completing your application.

Commercial

Attachments

Certificate of Origin Number of added certificates 0 ▲

Browse Files (0/1000 files)

Max file size: 15 MB | Accepted types: .pdf, .jpg, .jpeg, .png, .gif
Maximum files per selection: 20

No files selected

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on 1402/01/25 14:05:45
Faseh User Manual

Creating New Request

Step Four

- After entering the invoice details, click "Add" to add the invoice in the clearance request. Each invoice must be linked to a product that was added by selecting the "Product Name".

← Step 4 | Request Invoices

✓ Request Information
✓ Adding products
✓ Attachments
✓ Request Invoices
Conformity Body
Request Summary

Request Invoices
At least one invoice must be added to continue the clearance request service

Invoices must be linked to products added, you cannot proceed to the next step until the invoices are linked.

1 Total Products

0 Products with Invoices

1 Products without Invoices

Invoice number *
ex: 273253535

Invoice date *
DD/MM/YYYY

Upload Invoice *
Choose the Attachment Browse

Product Name *
Select Product

Add

Added invoices

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on 1441 هـ
مجلس إدارة التجارة الإلكترونية
Digital Commerce Authority

Creating New Request

Step Five

- Select the Conformity Body from the list that are displayed based on the shipping country.


← Step 5 | Conformity Body

Commercial

Select Conformity Body

English name of the CB: Designation Certificate Number: Search Clear

#	Conformity Body Name	Country Name	Designation Activity	Designation Certificate Number	Options
1					Select
2					Select
3					Select
4					Select
5					Select
6					Select

Registered on:  وزارة الصناعة والتجارة والحماية للمستهلك

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

19

Step Six

-

20

Creating New Request

Step Six

- Check the box to agree to the terms and conditions, then click "Complete Request". The request will be sent to the Conformity Body.

The screenshot shows a web form for creating a new request. At the top, there's a table with columns: Quantity (2), HS Code, and Country of Origin (Saudi Arabia). Below this is a section for Attachments, which is currently empty. The next section is 'Conformity Body Information', with a text input field containing 'etre'. Below that is a checkbox labeled 'Read Terms and Conditions I confirm that I accept it *', which is checked. A red arrow points to this checkbox. At the bottom of the form, there are two buttons: 'Save & Continue Later' and 'Submit Request >'. The footer of the page contains social media icons (Twitter, Instagram, Facebook, YouTube), a footer with links (Privacy Policy, Terms and Conditions, Reporting system, Common questions, User Manual), and a logo for 'Faseh'.

Saved Forms Service



Saved Form

Step Two

- You can add products to the request using a saved form by clicking “Use saved form”, then selecting the form name from the drop-down list. The number of products will appear, then click “Complete products details”.

Request Information

Adding products

Attachments

Request Invoices

Conformity Body

Request Summary

Cancel Request

Commercial

Adding Products

Please add products through the products' list

1 **Use Saved Form**
When selecting a saved form, the products list will be added based on the previously saved data. You can review, edit, and complete its details before the final submission.

2 Form Name
template 14/9

template 14/9

Added Products

Add new products

3 Complete Product's Details

4 Total Products **3** Products Inside Form **1** Products Outside Form

0 Completed Products **4** Incomplete Products

Registered on

مملكة البحرين
سلطنة عمان
دولة الكويت
دولة قطر
دولة الإمارات العربية المتحدة
دولة اليمن

Saved Form

Step Two

- After adding all the requirements, all the data entered in the request will appear. A message will then appear asking if you want to save the products to this request as a template.

The screenshot displays the FASEH web application interface. A central modal dialog box is open, asking the user: "Do you want to save this request's products as a template?". The dialog includes a yellow warning icon and explains that saving allows for later use of request products, noting that only registered products are saved while exceptional products are added during the request creation. Two buttons are provided: "Yes, Save" (green) and "Continue without saving" (white). The background interface is dimmed, showing a list of products with details like "Country of Origin" (Ethiopia, Afghanistan) and "View Product Details" buttons. At the bottom, there is a section titled "Do you want to Apply for conformity request on selected products ?" with radio buttons for "Yes" (selected) and "No". Navigation buttons "Previous", "Save as draft", and "Next" are visible. The footer contains social media icons, a privacy policy link, and a registration status for the Ministry of Health.



Creating a New Form



Creating New Form

Step Two

- Select "Forms" from the homepage and then click "New Form".

Home | Food Requests | Forms

Dashboard

Requests

My drafts

Faseh

Forms

Dear, you must fill in the tax file information to issue tax invoices [Complete tax file](#)

Forms [+ New Form](#)

Form Name Issue date from Issue date to

Search Clear

Form Name	Issue Date	Options
	30-11-2025	Operations
	12-11-2025	Operations
	23-10-2025	Operations

Registered on 2025/10/15/25

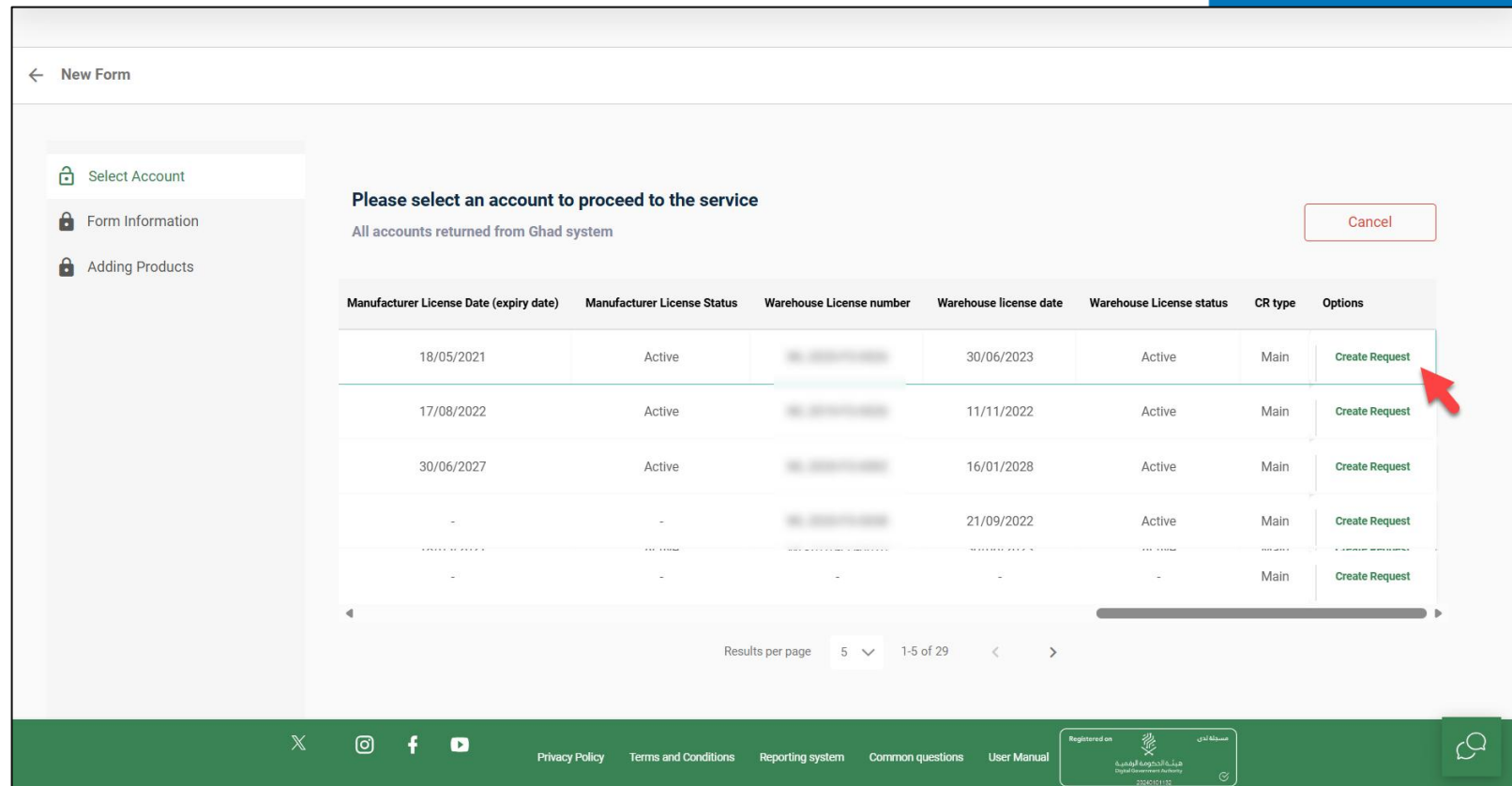
Privacy Policy Terms and Conditions Reporting system Common questions User Manual

27

Creating New Form

Step One

- You will see all the accounts retrieved from the Ghad system. Select the account and then click **Submit Request**.



The screenshot shows the 'New Form' interface. On the left is a sidebar with three menu items: 'Select Account' (active), 'Form Information', and 'Adding Products'. The main area has a heading 'Please select an account to proceed to the service' and a subtext 'All accounts returned from Ghad system'. A table lists accounts with columns: Manufacturer License Date (expiry date), Manufacturer License Status, Warehouse License number, Warehouse license date, Warehouse License status, CR type, and Options. A red arrow points to the 'Create Request' button in the 'Options' column of the first row.

Manufacturer License Date (expiry date)	Manufacturer License Status	Warehouse License number	Warehouse license date	Warehouse License status	CR type	Options
18/05/2021	Active	18-0000000000	30/06/2023	Active	Main	Create Request
17/08/2022	Active	17-0000000000	11/11/2022	Active	Main	Create Request
30/06/2027	Active	30-0000000000	16/01/2028	Active	Main	Create Request
-	-	18-0000000000	21/09/2022	Active	Main	Create Request
-	-	18-0000000000	-	-	Main	Create Request

Results per page: 5 | 1-5 of 29

Creating New Form

Step Two

- Enter the Form name then click on “Next”.

← New Form

- ✓ Select Account
- Form Information
- Adding Products

Form Information

Cancel

Form Information

Please fill in the form information to reuse the same data in the future without having to enter it again.

Form Name *

Enter form name

Next

Registered on ٢٠٢٤/١٢/١٢
فاسح
فاسح

Creating New Form

Step Three

- Select the product type as "Registered", then click on "Search". After that, all the products registered in Ghad system will appear, and you can choose the product you want to apply for by clicking the "Add Products" button.

Adding Products
Please add products through the products' list

1

Product Type *
Registered Product

Product Number
ex: 273253535

Old Product Number
ex: 273253535

Product Name - Arabic
ex: 273253535

Promotions number
ex: 273253535

Barcode
ex: 273253535

Country of Origin
Country of Origin

Brand name
ex: 273253535

View More

Clear all Search 2

Products List

Number of selected products (1)

Select all in current page

Add Products (1) 4

3

Product Number	Main classification	Sub classification	Purpose of use?	Product name (Arabic)	Brand name	Trade mark	Options

Registered on



30

Creating New Form

Step Three

- Select the product to be added or deleted from the form, and you can view the product details.

Products List

<input type="checkbox"/>	Product Number	Main classification	Sub classification	Purpose of use?	Product name (Arabic)	Brand name	Trade mark	Options
<input type="checkbox"/>	 FOP-070925-3084	Cereals & grains products	Breakfast cereals	FinalConsumer	22	2	2	View + Add
<input type="checkbox"/>	 FOP-210925-3220	Bottled drinking water	Ice	FinalConsumer	2	2	2	View + Add

Results per page 10 1-2 of 2

Added Products 1

Selected Products (1)





Select all in current page

Remove Selected (1)


<input checked="" type="checkbox"/>	Product Number	Main classification	Sub classification	Purpose of use?	Product name (Arabic)	Brand name	Trade mark	Options
<input checked="" type="checkbox"/>	FOP-070925-3084	Cereals & grains products	Breakfast cereals	FinalConsumer	22	2	2	View Remove


Results per page 10 1-1 of 1

2 Save Form

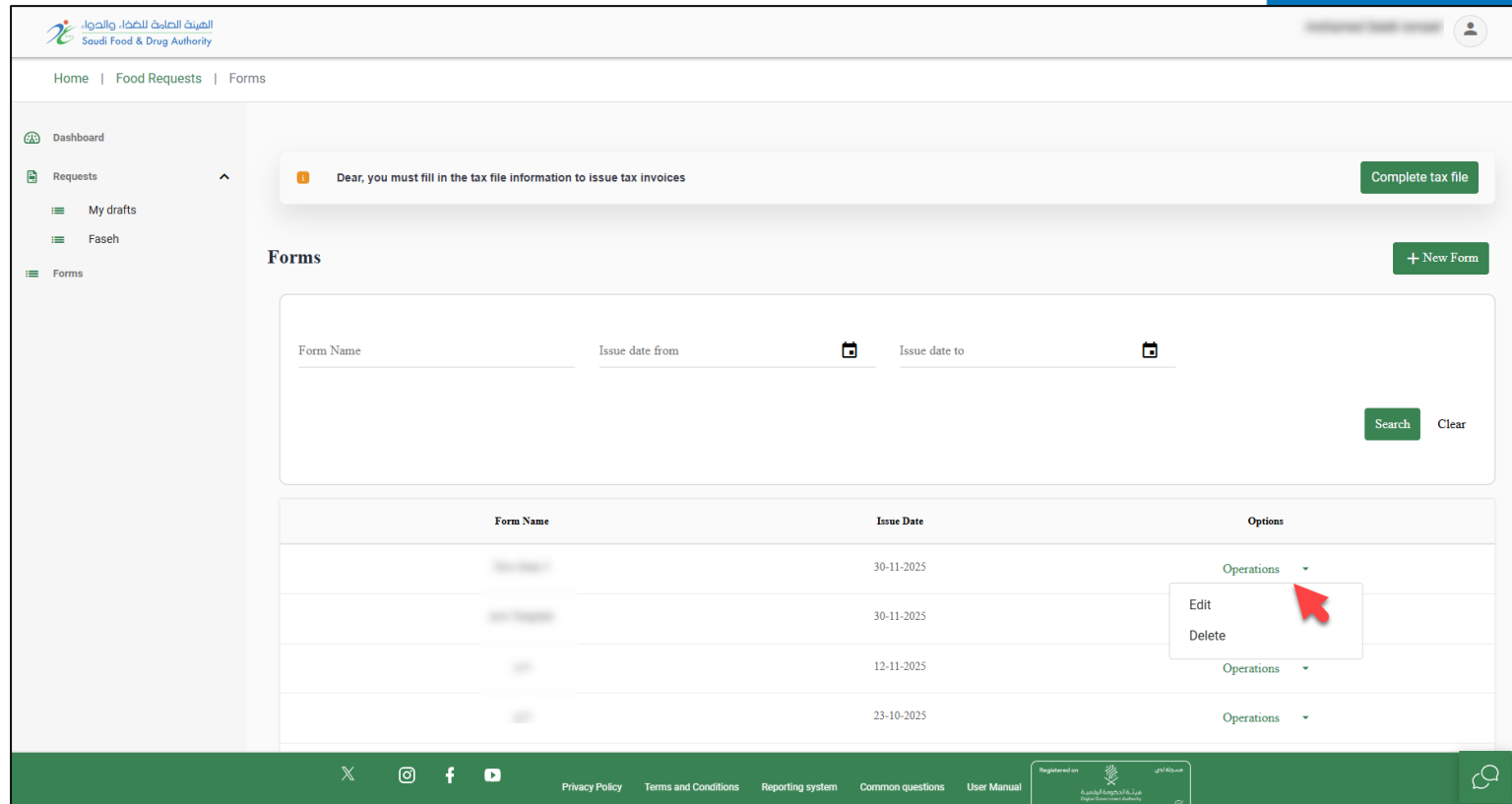
[Privacy Policy](#)
[Terms and Conditions](#)
[Reporting system](#)
[Common questions](#)
[User Manual](#)

Registered on 



Creating New Form

- From "Operations", you can edit or delete the form.



Home | Food Requests | Forms

Dashboard

Requests

My drafts

Faseh

Forms

Dear, you must fill in the tax file information to issue tax invoices

Complete tax file

+ New Form

Form Name

Issue date from

Issue date to

Search

Clear

Form Name	Issue Date	Options
	30-11-2025	Operations
	30-11-2025	Edit Delete
	12-11-2025	Operations
	23-10-2025	Operations

Privacy Policy Terms and Conditions Reporting system Common questions User Manual

Registered on 1441 H

32

