

COMMUNICATION TO STAKEHOLDERS

Issue No.: HPA16-2025/26

14 July 2025

SAHPRA Engagement Portal – Launch Update

DOCUMENT HISTORY

First Publication – Version 1	06 November 2024
Version 2	01 April 2025
Version 3	01 April 2025
Version 4	03 April 2025
Version 5	04 April 2025
Version 6	30 April 2025
Version 7	05 May 2025
Version 8	04 June 2025
Version 9	14 July 2025

INTRODUCTION

Dear Applicants,

As we progress with the South African Health Products Regulatory Authority (SAHPRA) Portal implementation – we note several enquiries submitted by organisations as individual emails and escalated one by one. This unfortunate tactic has now severely bottlenecked the support desk email address, and applicants who have been engaging in such communication have adversely affected our progress, given a small team who is tasked with attending to issues raised.

This despite communication in April webinars to ensure that queries logged are provided in a consolidated manner per organisation so that we can manage organisational issues, as they are raised.

We thank the applicants with whom we have had very positive engagements - who have complied with this request and have been able to address their issues within a 4–8-hour turnaround time. Further, where required, a dedicated small team can call applicants to run through their listings with them as a batch.

We require the Responsible Pharmacists of each organisation to engage your teams and consolidate the support request in one document, to provide all the relevant details, application ID, sequence information and where relevant, the screenshots – priority attention will be given to organisation-consolidated support submissions. We will then reach out to the respective applicants who submit to set-up MS Teams sessions to run through the resolutions. **We would like to start this on Tuesday, 15 July 2025.**

The email should be submitted from the **Responsible Pharmacist** per organisation and should be directed to me on portal.data@sahpra.org.za with Subject **“PORTAL CONSOLIDATED SUPPORT REQUEST”**.

There is a 5-work-day turnaround time per consolidated request.

We will now be attending only to these consolidated requests per applicant and ensure the thematic issues are grouped and addressed holistically. **We urge you to please refrain from submitting another request on a thematic issue – if this has already been raised** – as this wastes resource hours – which we have a very limited supply of and the current email pattern mimics spamming of the support mailbox. Consequently, owing to this congested and disjointed scenario has resulted in SAHPRA having to deploy this measure. This is specifically so that we can deal with issue resolution in a constructive and structured manner.

A General Note on Root Cause for:

- a) Inability to calculate payments
- b) Trigger file failures

It should be noted that opportunities were provided to update data:

1. **Legacy data update opportunity for DocuBridge - February 2024.**

Ask: Request from SAHPRA and Vector to provide updated data.

Challenges: Not all the data was provided.

2. **Data available was imported on 30 March 2025 before portal launch.**

Challenges: Not all the mandatory data for the trigger file was available, and applicants had to populate their CIPC number for applications to be imported against their profile.

3. **Legacy data update tool was introduced on the portal. Enhancement additions to split masters and duplicates on the legacy import tool with draft saving was added.**

Ask: Update all the required fields.

Challenges: Data entry mistakes were made, and several requests to move applications back to legacy status for further updating. This is then presented at the point of payment or trigger file failure.

4. **Then Export/Import tool was added to the portal to allow an applicant to download all source application data to correct using Excel, and upload back into the platform with strict validation.**

Ask: Download, correct the data, and upload.

Challenges: Several duplicate submissions and sequences were added. Additional data that has not yet been processed via manual or portal was merely added by some applicants.

We have seen that despite our best efforts, users have still not provided accurate and/or complete data records on applications, and this is still causing challenges. Irregularities with some data submissions (*data lines not previously existing, incorrect sequence information entries, data on wrong data fields etc.*).

Due to the incorrect use of the export/import tool and the continued data inaccuracies introduced, this function has been disabled.

Download of Application summary PDF

This is the NEW ask:

These Application Summary PDFs will be made available on the portal to the Organisation's administrator. A How-To communication will be shared on Wednesday [16 July 2025] that will guide the Organisation's administrator where to go:


1. **Make comments ON the PDF** and send everything back in a single request to portal.data@sahpra.org.za.
2. Five (5) working days will be used to internally engage the relevant task team members to verify and provide input if/when required, followed by updates to data sets.
3. SAHPRA will engage you with an MS Teams consultation **IF** required.

The consolidated submissions received between Monday, 14 July 2025 to Friday, 18 July 2025 – will be batch managed and should provide insights into key themes.

A webinar will be scheduled for the week 21 – 25 July 2025.

Please direct all queries exclusively to portal.data@sahpra.org.za. Kindly refrain from copying or including any other SAHPRA colleagues' email addresses.

Regards,



Christelna Reynecke

Chief Operating Officer

SAHPRA

Date: 14 July 2025