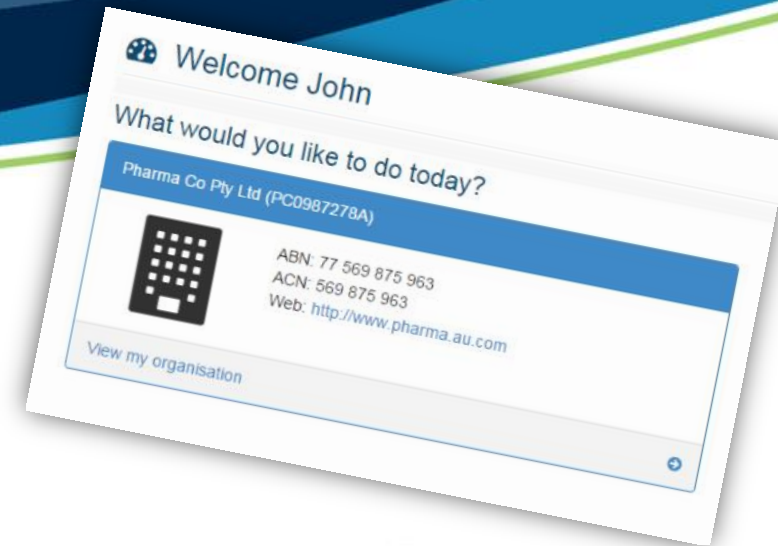




Australian Government  
Department of Health  
Therapeutic Goods Administration

# TGA Business Services (previously eBS) Administrator role



**TGA** Health Safety  
Regulation

*Our clients. Our focus.*

# TGA Business Services – drafter and submitter overview

- Overview
- Client's personal view
- Site design
- Administrator specific information

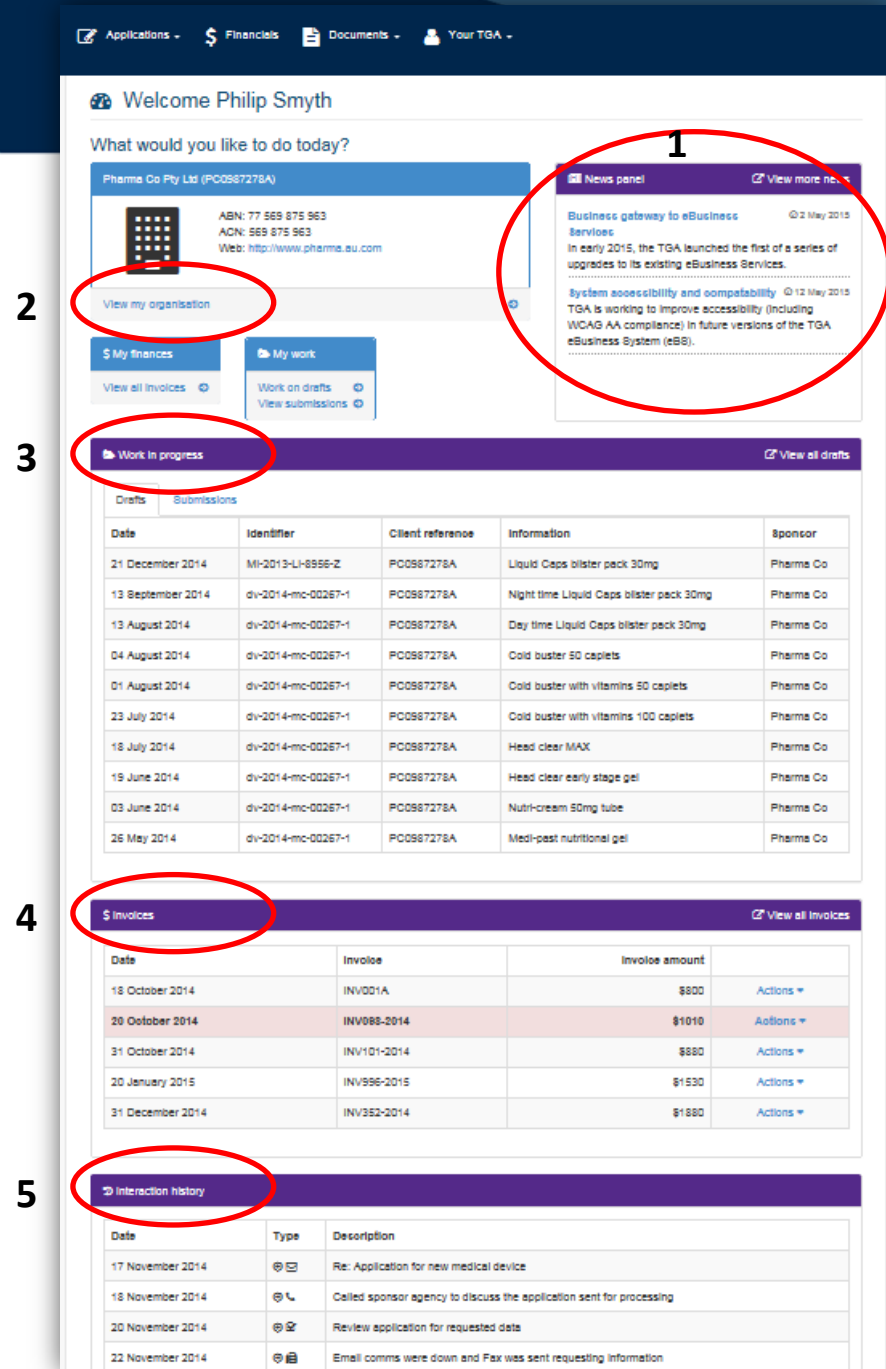
# Overview

- In the new TGA Business Services site each user will have a personalised unique view based on the interactions they have with the TGA.
- Each view is based on the different interactions people have with the TGA. The TGA Business Services site is based on using roles –drafter, submitter, financial or administrator, or any combination of these.
- This PPT gives you an overview of your role and some of the new capabilities to manage contact details.
- For more information read the Administrator – questions and answers.

# Client's personal view

Some clients will have multiple roles. This is an example of the view with all roles:

1. The news feed is customised for each role
2. View my organisation
3. Drafters / Submitters see Work in Progress
4. Financial users see Invoices
5. All users see Interaction history



The screenshot displays the TGA eBusiness System (eBS) interface for a user named Philip Smyth. The interface is divided into several sections, with specific roles highlighted by red circles and numbers 1 through 5:

- 1. News panel:** A section on the right side of the interface, titled "News panel", containing a "Business gateway to eBusiness Services" announcement dated 02 May 2015, and a "System accessibility and compatibility" announcement dated 12 May 2015.
- 2. View my organisation:** A button located below the "Pharma Co Pty Ltd (PC0987278A)" header, which displays the company's ABN, ACN, and website.
- 3. Work in progress:** A button located below the "My finances" and "My work" sections, which is used to view drafts and submissions.
- 4. Invoices:** A button located below the "Work in progress" section, which is used to view all invoices.
- 5. Interaction history:** A button located at the bottom of the interface, which is used to view the interaction history.

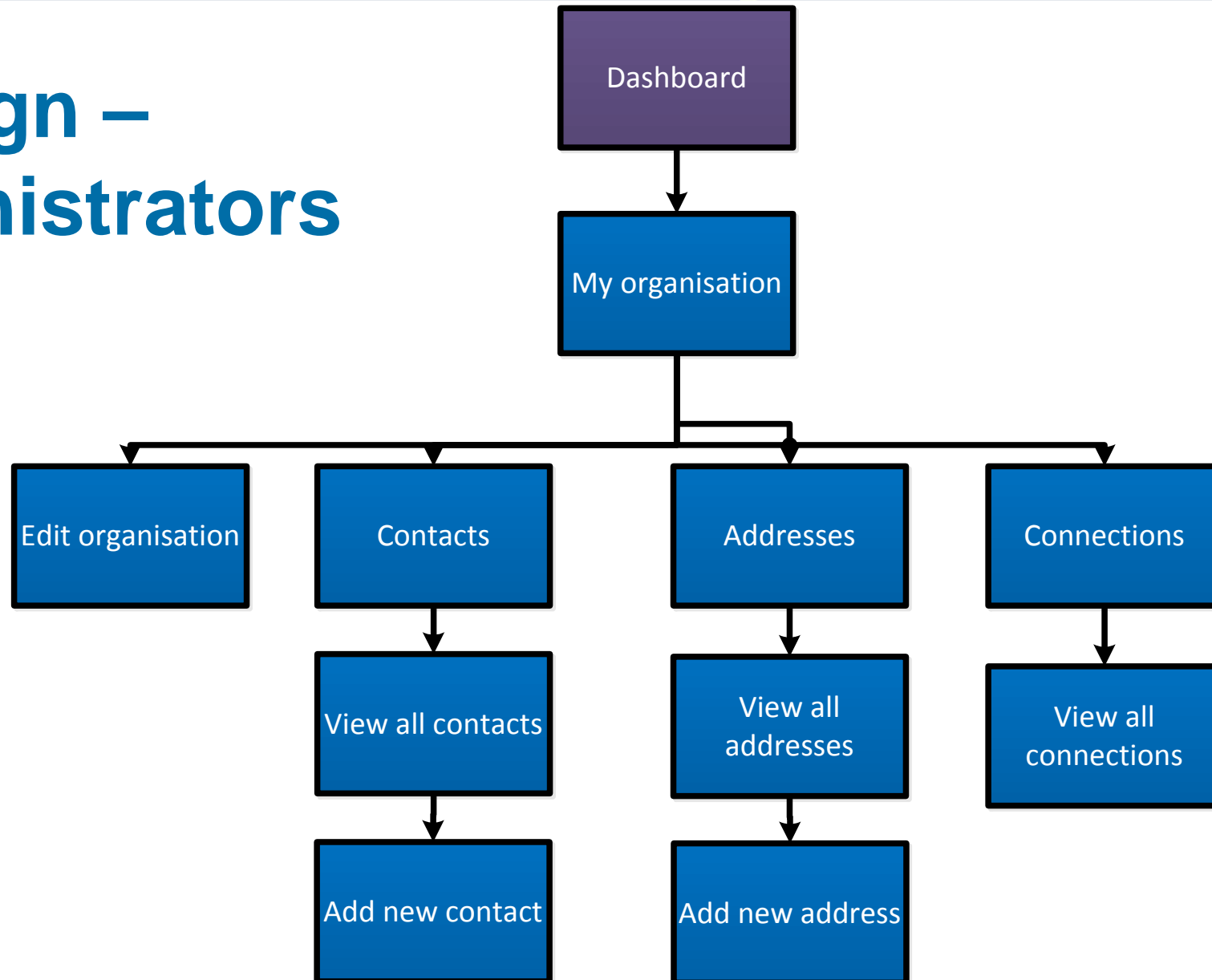
The "Work in progress" section displays a table of drafts and submissions, and the "Invoices" section displays a table of invoices.

Date	Identifier	Client reference	Information	Sponsor
21 December 2014	MI-2013-LH-8956-Z	PC0987278A	Liquid Caps blister pack 30mg	Pharma Co
13 September 2014	dv-2014-mc-00267-1	PC0987278A	Night time Liquid Caps blister pack 30mg	Pharma Co
13 August 2014	dv-2014-mc-00267-1	PC0987278A	Day time Liquid Caps blister pack 30mg	Pharma Co
04 August 2014	dv-2014-mc-00267-1	PC0987278A	Cold buster 50 caplets	Pharma Co
01 August 2014	dv-2014-mc-00267-1	PC0987278A	Cold buster with vitamins 50 caplets	Pharma Co
23 July 2014	dv-2014-mc-00267-1	PC0987278A	Cold buster with vitamins 100 caplets	Pharma Co
18 July 2014	dv-2014-mc-00267-1	PC0987278A	Head clear MAX	Pharma Co
19 June 2014	dv-2014-mc-00267-1	PC0987278A	Head clear early stage gel	Pharma Co
03 June 2014	dv-2014-mc-00267-1	PC0987278A	Nutri-cream 50mg tube	Pharma Co
26 May 2014	dv-2014-mc-00267-1	PC0987278A	Medi-past nutritional gel	Pharma Co

Date	Invoice	Invoice amount	Actions
18 October 2014	INV001A	\$800	Actions
20 October 2014	INV088-2014	\$1010	Actions
31 October 2014	INV101-2014	\$880	Actions
20 January 2015	INV996-2015	\$1530	Actions
31 December 2014	INV352-2014	\$1880	Actions

Date	Type	Description
17 November 2014	@	Re: Application for new medical device
18 November 2014	@	Called sponsor agency to discuss the application sent for processing
20 November 2014	@	Review application for requested data
22 November 2014	@	Email comms were down and Fax was sent requesting information

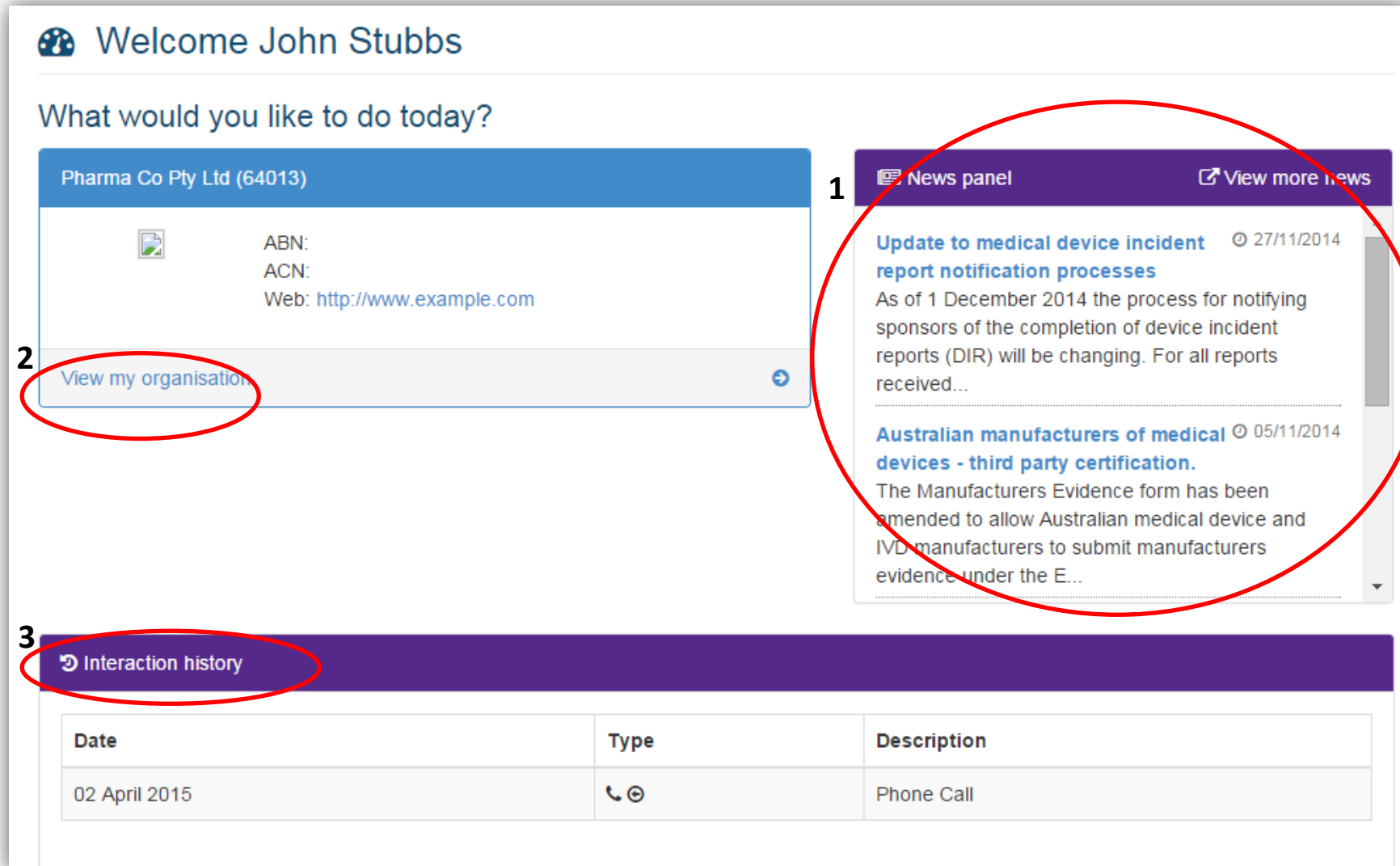
# Site design – for administrators



# Administrator dashboard

In a Administrator role, the view will show:

1. News
2. View my organisation
3. Interaction history



Welcome John Stubbs

What would you like to do today?

Pharma Co Pty Ltd (64013)

ABN:  
ACN:  
Web: <http://www.example.com>

[View my organisation](#)

**News panel** [View more news](#)

**Update to medical device incident report notification processes** 27/11/2014  
As of 1 December 2014 the process for notifying sponsors of the completion of device incident reports (DIR) will be changing. For all reports received...

**Australian manufacturers of medical devices - third party certification.** 05/11/2014  
The Manufacturers Evidence form has been amended to allow Australian medical device and IVD manufacturers to submit manufacturers evidence under the E...

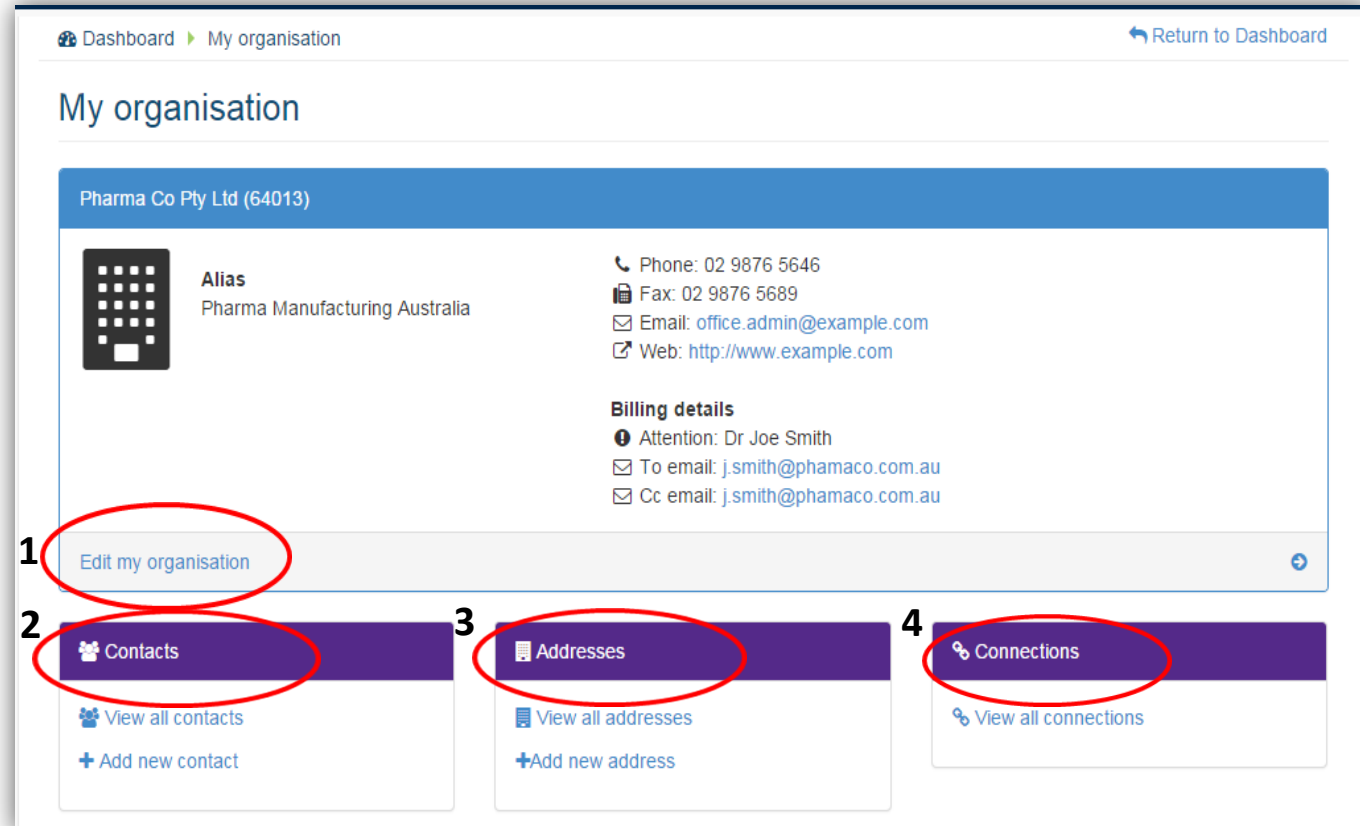
**Interaction history**

Date	Type	Description
02 April 2015	☎	Phone Call

# My organisation

This screen allows you to:

1. Edit your organisation details
2. Manage your contacts
3. Manage your address
4. View your connections

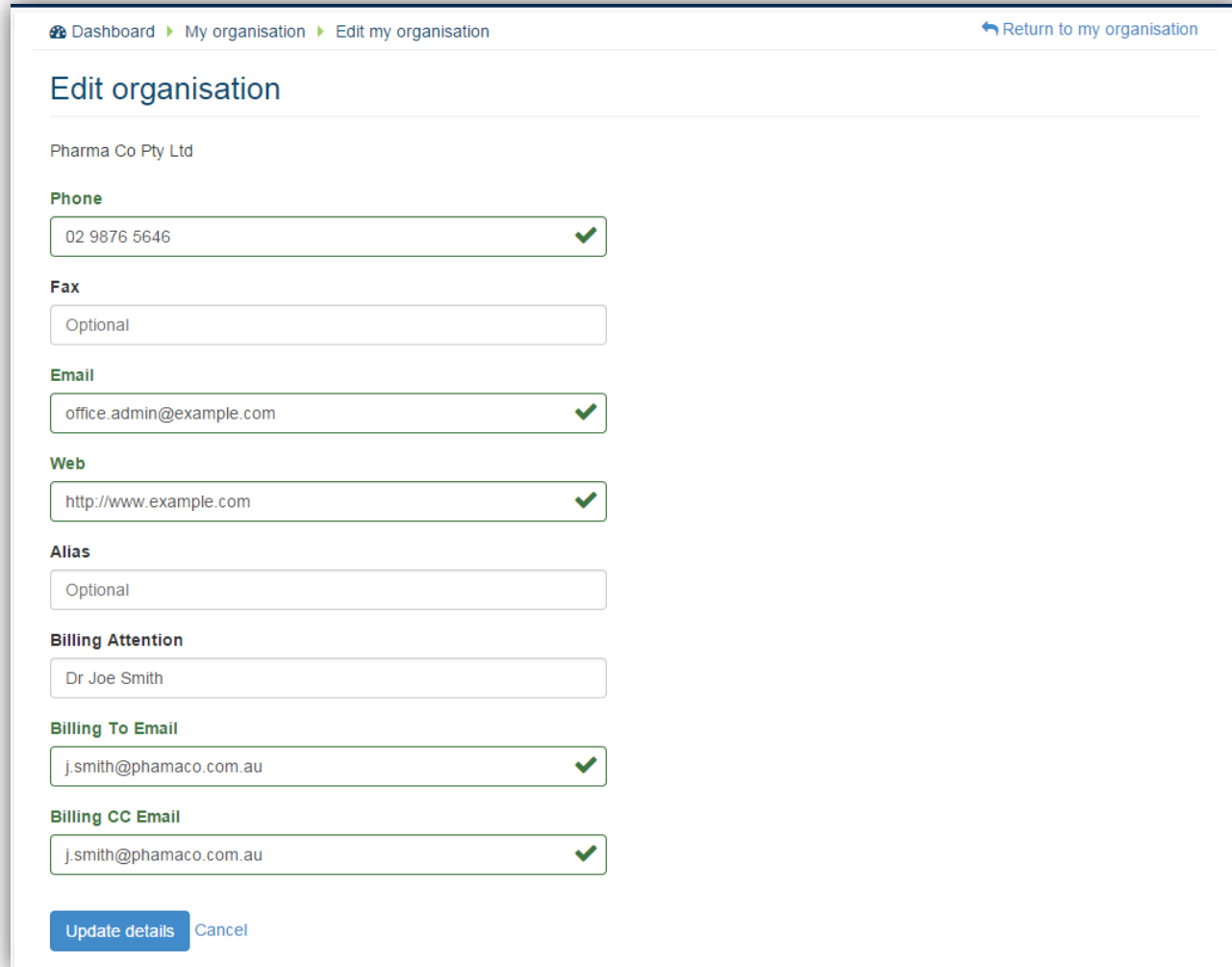


# Edit organisation

This screen allows you to update:

- Phone
- Fax
- Email
- Web
- Alias
- Billing Attention
- Billing To Email
- Billing Cc Email

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The screenshot shows a web interface for editing an organisation's details. At the top, there is a breadcrumb trail: 'Dashboard > My organisation > Edit my organisation' and a 'Return to my organisation' link. The main heading is 'Edit organisation'. Below this, the organisation name 'Pharma Co Pty Ltd' is displayed. The form contains several sections, each with a label and a text input field. The 'Phone' field contains '02 9876 5646' and has a green checkmark. The 'Fax' field contains 'Optional'. The 'Email' field contains 'office.admin@example.com' and has a green checkmark. The 'Web' field contains 'http://www.example.com' and has a green checkmark. The 'Alias' field contains 'Optional'. The 'Billing Attention' field contains 'Dr Joe Smith'. The 'Billing To Email' field contains 'j.smith@phamaco.com.au' and has a green checkmark. The 'Billing CC Email' field contains 'j.smith@phamaco.com.au' and has a green checkmark. At the bottom, there are two buttons: 'Update details' (in blue) and 'Cancel'.

Dashboard > My organisation > Edit my organisation [Return to my organisation](#)

## Edit organisation

Pharma Co Pty Ltd

**Phone**

02 9876 5646 ✓

**Fax**

Optional

**Email**

office.admin@example.com ✓

**Web**

http://www.example.com ✓

**Alias**

Optional

**Billing Attention**

Dr Joe Smith

**Billing To Email**

j.smith@phamaco.com.au ✓

**Billing CC Email**

j.smith@phamaco.com.au ✓

[Update details](#) [Cancel](#)



# View organisation contacts

From this screen you can:

1. view Active contacts
2. view Inactive contacts
3. add a new contact
4. search contacts
5. edit contacts

Dashboard > My organisation > Contacts [Return to my organisation](#)

## View organisation contacts

1 Active 2 Inactive 3 + Add new contact

4

5 Edit Contact

John Stubbs (126231\_64011) A  
✉ j.stubbs@phamaco.com.au  
☎ 02 9876 4321

David Brown (126234\_64011)  
✉ D.Brown@phamaco.com.au  
☎ 02 9876 4567

Joe Smith (126235\_64011)  
✉ j.smith@phamaco.com.au  
☎ 02 9876 4332

Lisa Williams (126233\_64011)  
✉ l.Williams@phamaco.com.au  
☎ 02 9876 4532

Mary Jones (126232\_64011)  
✉ m.jones@phamaco.com.au  
☎ 02 9876 4542

1

# Create new organisation contact

Enter the contact information then:

1. Select an address (optional)
2. Select system roles
3. Select an organisation contact role
4. Check the contact authorisation box if you don't want the new contact to be able to speak to the TGA on your organisation's behalf

## Create new organisation contact

Pharma Co Pty Ltd

Title

Given Name

Family Name

Email

Confirm Email

Phone

Mobile

Fax

1 Address

2 System roles  
A system role of Submitter or Financial will automatically authorise this contact to speak with the TGA.  
☐ Submitter  
☐ Drafter  
☐ Financial

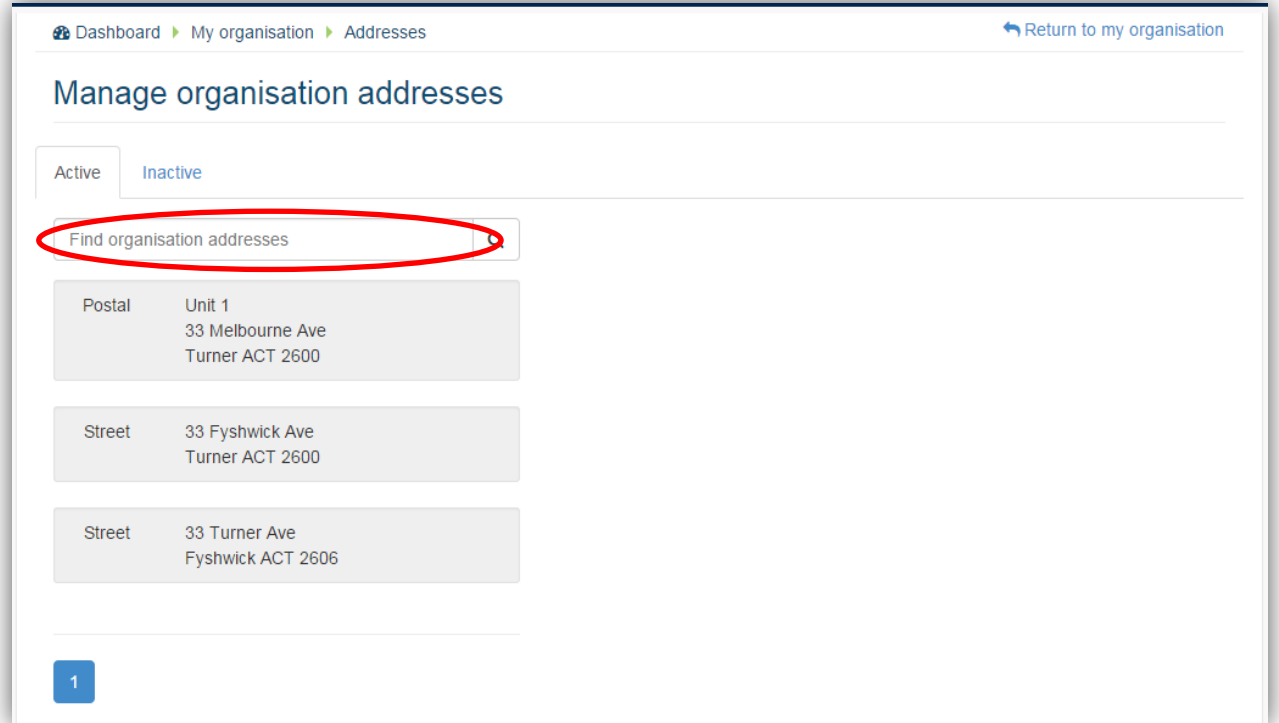
3 Organisation contact role

4 Contact authorisation  
☐ is not authorised to speak with the TGA

# Manage organisation addresses

Many sponsors have multiple addresses.

This screen allows you to view and search your organisation addresses



Dashboard > My organisation > Addresses [Return to my organisation](#)

## Manage organisation addresses

Active Inactive

Find organisation addresses

Postal	Unit 1 33 Melbourne Ave Turner ACT 2600
Street	33 Fyshwick Ave Turner ACT 2600
Street	33 Turner Ave Fyshwick ACT 2606

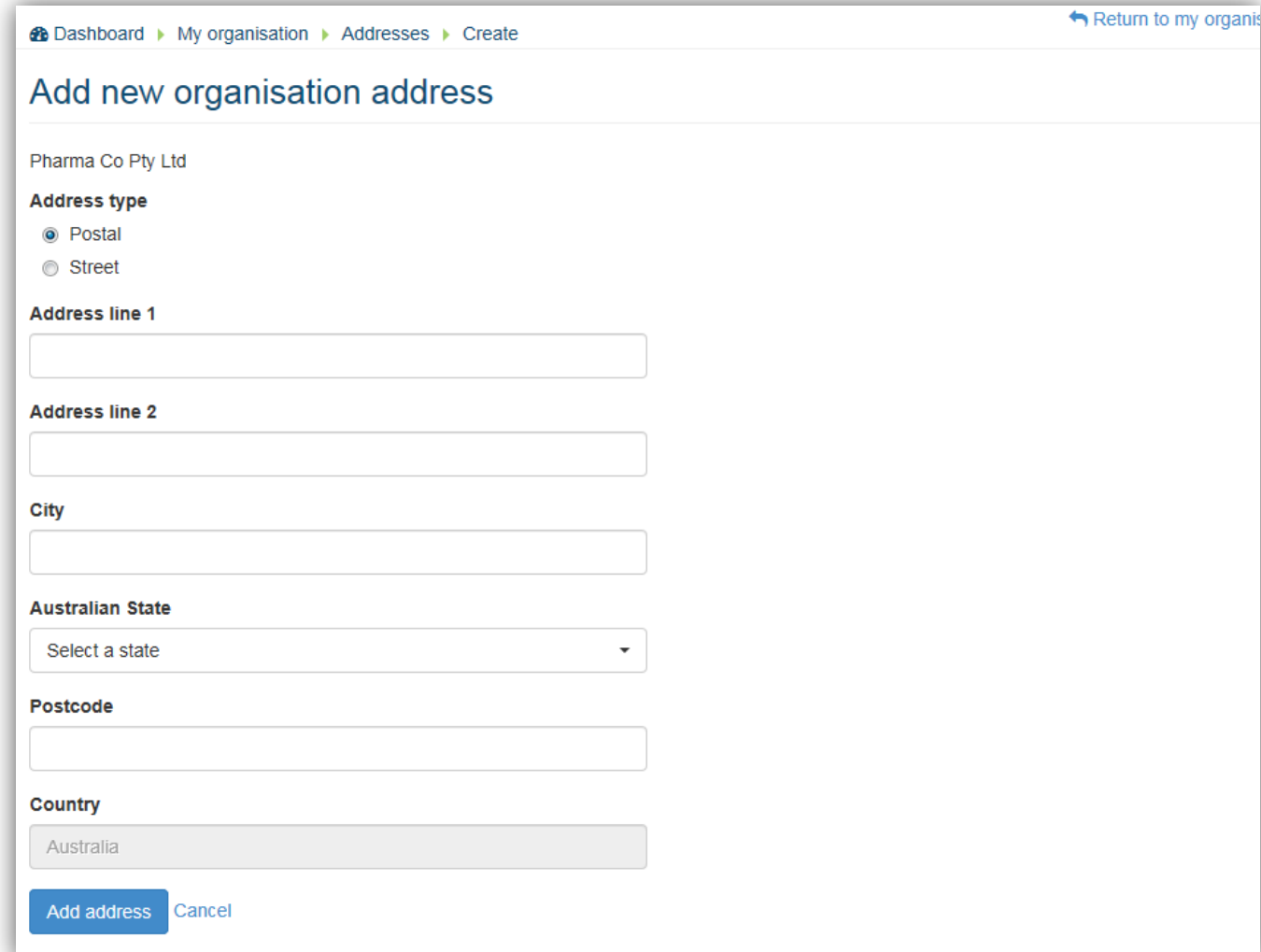
1

# Add new organisation address

Enter the following information:

- Address type – either Postal or Street
- Address line 1
- Address line 2 (not required)
- City
- State (drop down list)
- Postcode

Country is prepopulated

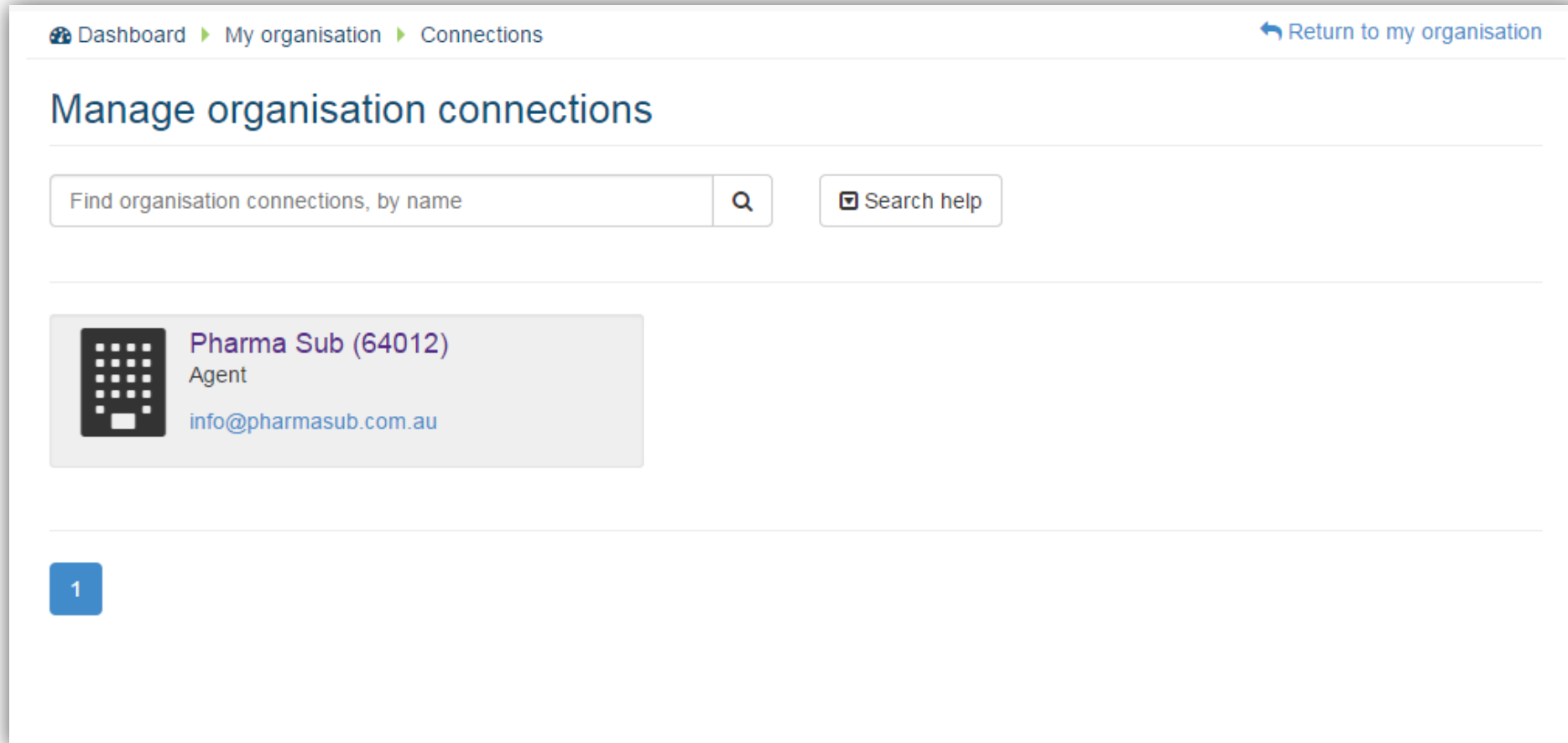


The screenshot shows a web interface for adding a new organisation address. The breadcrumb trail at the top reads: Dashboard > My organisation > Addresses > Create. A 'Return to my organisation' link is in the top right. The form title is 'Add new organisation address'. Below the title, the organisation name 'Pharma Co Pty Ltd' is displayed. The 'Address type' section has two radio buttons: 'Postal' (selected) and 'Street'. There are three text input fields for 'Address line 1', 'Address line 2', and 'City'. Below these is a dropdown menu for 'Australian State' with the text 'Select a state'. There is a text input field for 'Postcode'. The 'Country' field is a dropdown menu showing 'Australia'. At the bottom are two buttons: 'Add address' (in blue) and 'Cancel'.

# Manage organisation connections

Organisation Connections are assigned by the administrator. They may be agents or manufacturers. This screen allows you to view connections you have with other organisations

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The screenshot displays a web application interface for managing organisation connections. At the top, a breadcrumb trail shows 'Dashboard' > 'My organisation' > 'Connections'. A 'Return to my organisation' link is located in the top right corner. The main heading is 'Manage organisation connections'. Below this is a search bar with the placeholder text 'Find organisation connections, by name' and a magnifying glass icon. To the right of the search bar is a 'Search help' button with a question mark icon. The main content area features a single connection card for 'Pharma Sub (64012)', which is an 'Agent'. The card includes a building icon, the name 'Pharma Sub (64012)' in purple, the role 'Agent', and the email address 'info@pharmasub.com.au'. At the bottom left of the card area, there is a blue square button with the number '1'.

# The future

This is the first upgrade to the system  
- more improvements are planned.

