

Ministry of Health Portal

User Manual –

Exchange Orders Inquiry Service

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1 Introduction

e-Government Definition: e-Government essentially refers to the utilization of information and communication technologies in order to improve the efficiency and effectiveness of interactions within the public sector, whether the digital interactions are between government and people, government and businesses, or between government and governments.

From this standpoint, most ministries and public bodies around the world have implemented the e-Government principle as it offers many advantages such as:

1. Improving the efficiency and effectiveness of the procedures and processes performed at the public bodies.
2. Reducing governmental financial burdens.
3. Achieving a high level of beneficiaries' satisfactions.
4. Supporting the economic developmental programs.

Accordingly, the Royal Decree No. 40 dated 27/2/1427, corresponding to 28/3/2006; depicts the Government of Saudi Arabia's keen interest in the e-government concept. Therefore, the Ministry of Health has adopted the "e-services" principle in order to implement and benefit from such interest. This principle develops the traditional public transactions system by utilizing modern electronic means to offer its e-services through an integrated portal, achieving beneficiaries' satisfaction and saving time, cost and effort.

2 Entry to Exchange Orders Inquiry Service

The user of MOH portal can enter Exchange Orders Inquiry Service by accessing the URL (moh.gov.sa), to the following screen:

The screenshot shows the Ministry of Health Portal homepage. At the top, there is a navigation bar with the following items: 'Ministry', 'Ministry Sectors', 'Awareness', 'Services', a search bar with the placeholder 'Enter keywords here ...', and a language selector for 'عربي'. The main content area features the Ministry of Health logo on the left. To the right, there is a section titled 'Ministry of Health Portal Kingdom of Saudi Arabia'. Below this, there are three circular icons: 'Electronic Services' (showing hands typing on a keyboard), 'Health Awareness' (showing a doctor with a stethoscope), and 'Health Tools' (showing a green apple and a measuring tape). Below these icons, there is a list of services: 'Services of Medical licenses', 'Electronic Directory', 'Geographic System (GIS)', and 'Staff Services'. A 'Prominent e-Services' section is also present, with a description: 'The Portal contains a varied range of e-Services classified as per both type and beneficiaries of such services. Citizens' voice, online employment, Medical licenses and employees services represent the Portal's prominent e-Services.'

Figure1 :MOH Homepage

The MOH portal homepage contains 4 main sections:

1. Ministry
2. Ministry Sectors
3. Awareness
4. Services

To access (Query on Prevention of Travel) service, please click "services" on the homepage, then the list of services will show as illustrated below:



Figure2 : Services List

The above Figure shows that the Ministry offers many e-services for its beneficiaries, which include:

1. Medical Licences services that include: "Facilities Medical Licensing, Individuals Licensed for Health Facility, Individuals Medical Licenses, Medical Licenses Department (Eastern Region), Medical Licenses Department (Jeddah), Medical Licenses Infringement, Query on the Prevention of the Practice, and Query on the Prevention of Travel"
2. Tenders System- Riyadh
3. Tenders System- Jeddah
4. Electronic Medical Directories that include: "Governmental Health Centers Directory, Governmental Hospitals Directory, and Private Health Facilities Directory"
5. Employment Services
6. Staff Services that include: "Update Employee Information & Issuing MOH Electronic ID Assignments, Assignments and Rewards, Email Service, Payroll, and Overtime Hours"
7. Transactions Inquiry Service
8. Exchange Orders Inquiry Service
9. Citizen's Voice System

10. Geographic Information System that consists of: " Find a health facility by name, Find a health facility distance, Find a health facility of geographical coordinates, and geographical information system"
11. Hajj Health Services which consist of: " Ejad System, Ykez System, Temporary Visiting Hajj Manpower"
12. Poison control centres – Eastern, which includes: " Ask poison specialist, Awtar, and Results of analysis"
13. Hospital Services which include: " Deaths System- Eastern, and Emergency System – Eastern"
14. Patient Services that include: " Tickets- Eastern"

This user manual booklet will focus on illustrating " Exchange Orders Inquiry Service" available under Medical Licenses list of services.

3 Exchange Orders Inquiry Service

The user of MOH portal can access (Exchange Orders Inquiry Service) from the Homepage, then clicking (Services), and selecting (Exchange Orders Inquiry Service) among a group of services offered under MOH e-services. As illustrated below.

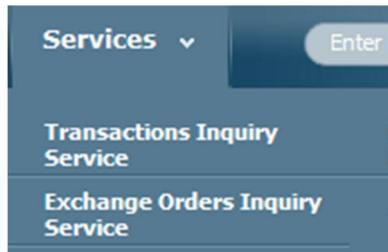
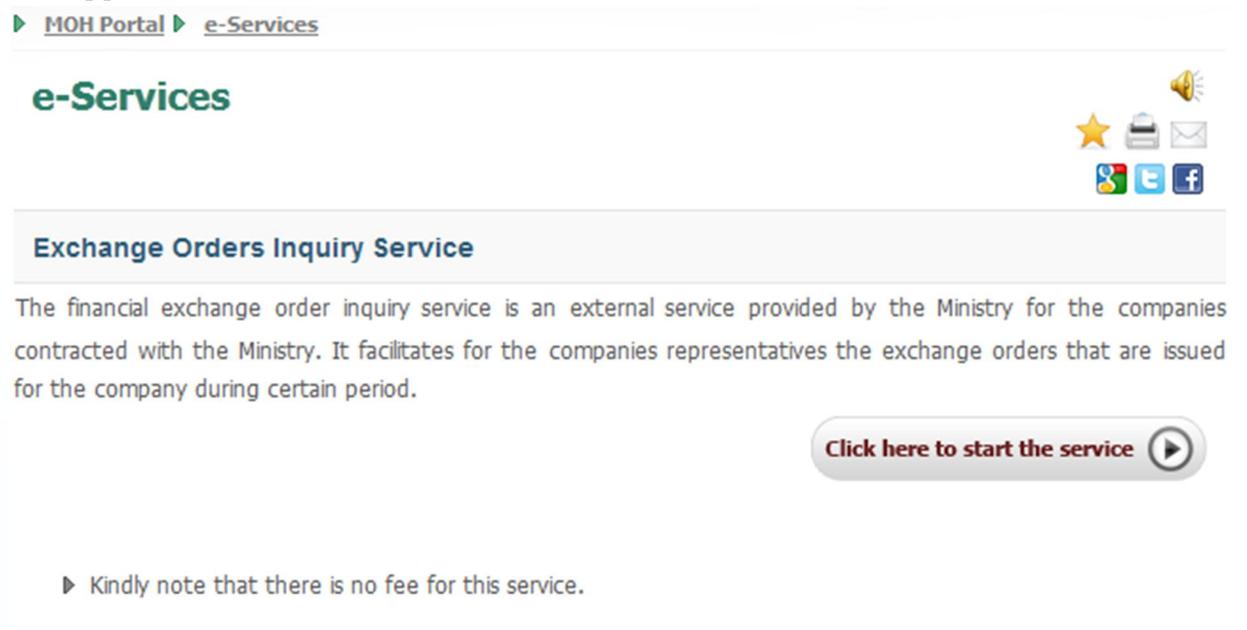


Figure 3: Exchange Orders Inquiry Service

From the above figure, you can click Exchange Orders Inquiry Service, the below screen will appear.



The screenshot shows the MOH Portal e-Services interface. At the top, there are navigation links for 'MOH Portal' and 'e-Services'. Below this, the 'e-Services' title is displayed in green. To the right of the title are several icons: a star, a printer, an envelope, a lightbulb, and social media icons for Google+, Twitter, and Facebook. A prominent section titled 'Exchange Orders Inquiry Service' contains a descriptive paragraph: 'The financial exchange order inquiry service is an external service provided by the Ministry for the companies contracted with the Ministry. It facilitates for the companies representatives the exchange orders that are issued for the company during certain period.' Below the text is a button labeled 'Click here to start the service' with a play icon. At the bottom of the section, a note states: 'Kindly note that there is no fee for this service.'

Figure 4: Exchange Orders Inquiry Service

From the previous figure, you can see the definition of (Exchange Orders Inquiry Service): The financial exchange order inquiry service is an external service provided by the Ministry for the companies contracted with the Ministry. It facilitates for the companies representatives the exchange orders that are issued for the company during certain period.

To start using the service illustrated above, please press (Click here to start the service). The below screen will appear.

► MOH Portal ► e-Services

e-Services



* Means Fields Is Required

Please follow the terms of the following search:

- Verification of rommercial registration number
- Search within a specified period by selecting the start date and end date
- Enter the cheque amount to obtain financial orders

From Date	Day ▼ Month ▼ Year ▼
To Date	Day ▼ Month ▼ Year ▼
Commercial Register*	<input type="text"/>
Comapny Name	<input type="text"/>
Payment Cheque Amount	<input type="text"/>

[Search](#) [New Search](#)

Figure 5: Exchange Orders Inquiry Service Form

Referring to the above figure, make sure to follow the terms of the search, you will enter (From ó To Date, and the Commercial Register), then click search.

After the Commercial Register is filled in, the company's name will appear, you will fill in the verification code and press search. The below screen will appear.

MOH Portal e-Services

e-Services

* Means Fields Is Required

Please follow the terms of the following search:

- ▶ Verification of rommercial registration number
- ▶ Search within a specified period by selecting the start date and end date
- ▶ Enter the cheque amount to obtain financial orders

From Date	Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
To Date	Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
Commercial Register*	<input type="text"/>
Comapny Name	<input type="text"/>
Payment Cheque Amount	<input type="text"/>

[New Search](#)

[Search result for financial orders](#)

Order Number	Status	Date	More Information
392616	Payment order was issued	2012/05/29	More Information
396813	Payment order was issued	2012/04/09	More Information
400875	Payment order was issued	2012/06/20	More Information
401148	Payment order was issued	2012/06/20	More Information
402857	Payment order was issued	2012/07/24	More Information
403230	Payment order was	2012/07/31	More Information

Figure 6: Exchange Orders Inquiry Service Search Results

As you can see above, Search results include the following fields: (Order Number, Status, Date, and More Information).

It is worth mentioning that the starred (*) fields are required.