



## COMPLIANCE SYSTEM MDEON

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### For Whom?

The *Compliance System* is an interesting working tool for companies for whom visa requests are

- prepared by one person, whom we call the '**contact person**', but
- sent by another person, called the '**manager**', who is mandated to verify requests before sending them on to Mdeon<sup>1</sup>.

### Why?

The *Compliance System* facilitates the establishing of a technical difference between the person who completes the drafts of visa requests and the person who is responsible for the sending to Mdeon. The system is therefore fully computerised. The contact person no longer has to print-out the visa request before submitting it on a hard copy to the manager who has the final responsibility for the contents of the request submitted. All happens on the web.

### Set-up?

The contact person creates a classical account on our internet site. The manager does not need to register him or herself. In the contact person's "account" all that needs to be done is to include the manager's e-mail address in the heading "person responsible for the sending of visa requests". In this way, the *Compliance System* is automatically installed. Naturally, several people may have the status of 'contact person' for the same and unique manager.

### Operation?

When the contact person hits the « send » key at the end of the visa request form, this has the effect of sending the 'project' of visa request to the manager, and not directly to Mdeon.

The manager receives an e-mail (with a copy sent to the contact person) informing him or her that a visa request has been launched. He or she then hits the link in the e-mail which gives access to the "web manager" in which domain can be found pending requests. After having logged-in via a password, he or she will be able to consult the different projects requesting a visa from Mdeon and choose one of the following options:

- send the request for a visa to Mdeon, in which case both the manager and the contact person will receive a receipt for the request as well as the decision of the Visa Bureau,
- return the project for the request to the contact person for any modification, explaining which points need to be adapted,
- cancel the request for a visa, in which case the manager and the contact person will receive confirmation of the cancellation.

### Very Important!

1) The e-mail addresses which we use in order to communicate with the manager and the contact person (who should both receive the same correspondence) are:

- *for the manager*: the e-mail address given in the contact person's account (in the heading « person responsible for the sending of visa applications »)
- *for the contact person*: the e-mail address which appears automatically in the heading « contact person » on the first page of the visa request form. It is therefore very important not to cancel or change this e-mail address, as if this were to be the case the contact person would no longer receive any correspondence relating to dossiers he or she has prepared and sent to the manager!

2) The keys **Ctrl+F5** (or only F5 for some PC's) allow the refreshing of the programme and to empty the hard disk cache of your computer. If you are working on a visa request form which has been modified but for which the modifications do not appear, hit the Ctrl+F5 keys and the modifications will appear.

### In Images

See following page.

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<sup>1</sup> The system cannot therefore work if the same person completes and sends the visa application.

**Install the Compliance System in the contact person's account:**

*Mdeon will create a framework of quality for the promotion and information about medicinal products and medical devices*

ETHICS VISA SPONSORING SCIENTIFIC TRAINING AUTHORISATION

Healthcare professionals Pharmaceutical/medical devices industry

Back

**Contact:**

Your e-mail\*:

Your password\*:

Password conf.:

**Person responsible for sending applications (if different from the contact person):**

**Applicant company:**

Name of the company\*:

**Visa application**

You are online,

Log out

**Visa: for whom and what?**

**Code of Ethics**

Mdeon CODE

Practical guidelines

**Publications**

- Activity reports
- Flyer Mdeon
- Leading articles
- News (archives)
- Case law
- List of visa appliers
- Press releases

**The contact person sends the draft visa request and receives the following e-mail :**




**The manager receives an e-mail informing him or her that a project request is pending:**

**Mdeon - Draft visa application - Dossier V1/11/07/07/036289**  
secretariat@mdeon.be

Het bericht is verzonden met urgentie Hoog.  
Klik hier om afbeeldingen te downloaden. Om uw privacy te beschermen, zijn enkele afbeeldingen in dit bericht niet automatisch gedownload.

Aan: [redacted]

Bijlagen:  visa\_01.pdf (65 kB)

Dear Sir or Madam,

One of the people preparing visa applications for submission to Mdeon has sent you a draft visa application with the dossier number V1/11/07/07/036289.

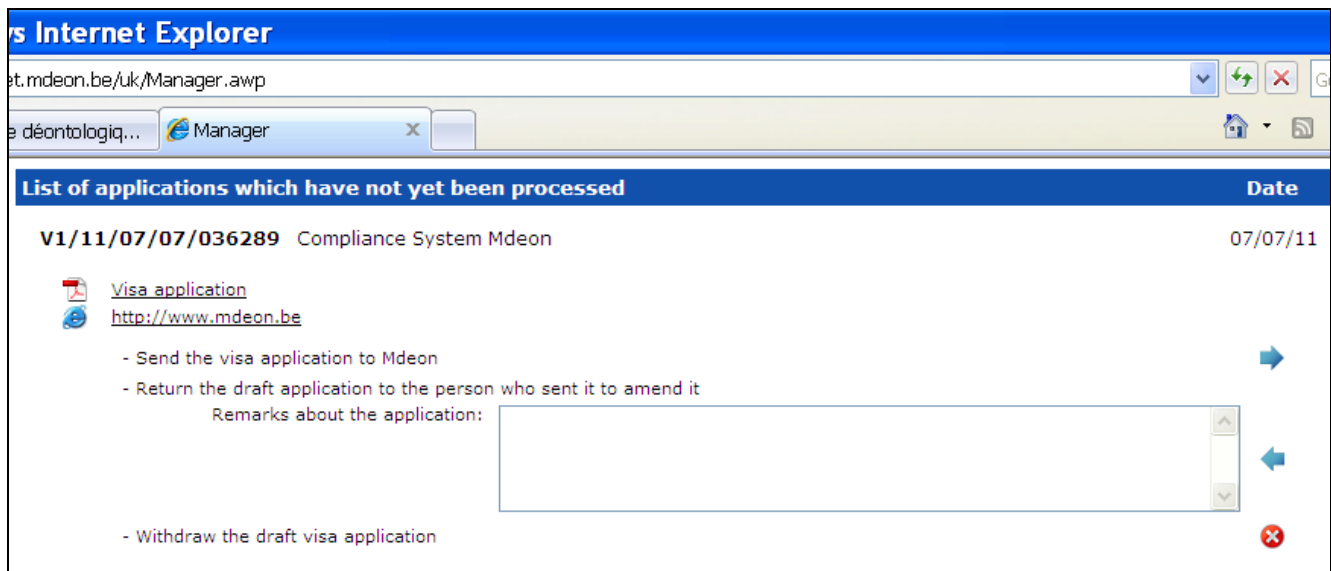
You can decide:

- to send the visa application to Mdeon, in which case both you and the person who sent you the draft visa application will receive an acknowledgement of receipt of the application and the decision by the Visa Office;
- to return the draft application to the person who sent it for them to amend it, explaining the points which need to be amended;
- to withdraw the draft visa application, in which case both you and the person who sent you the draft visa application will receive confirmation that this draft has been withdrawn.

Click on the following link to display and process the draft visa application which has been sent to you:  
[http://extranet.mdeon.be/uk/manager\\_login.awp](http://extranet.mdeon.be/uk/manager_login.awp) (password: [redacted]).

Yours faithfully,  
Mdeon





**The manager connects into the web manager field in order to check and send the request:**



The screenshot shows an Internet Explorer browser window with the address bar displaying "st.mdeon.be/uk/Manager.awp". The page title is "List of applications which have not yet been processed". The main content area shows a table with the following data:

	Date
<b>V1/11/07/07/036289</b> Compliance System Mdeon	07/07/11

Below the table, there are several options and a text input field:

-  [Visa application](#)
-  <http://www.mdeon.be>
- Send the visa application to Mdeon 
- Return the draft application to the person who sent it to amend it
- Remarks about the application:
- Withdraw the draft visa application 

**Once the dossier has been sent, both the contact person and the manager will receive all correspondence relating to the request (receipt and decision).**

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