



Medicines & Healthcare products  
Regulatory Agency

# Certificates of Free Sale

## Reference Guide

Please do not print this document. View online only to ensure you have the latest version.

## Contents – Certificates of Free Sale

<b>Logging in.....</b>	<b>2</b>
Username and Password .....	3
New Users > Change temporary password .....	4
Forgot password > resets .....	4
<b>Certificates of Free Sale (CFS) Service.....</b>	<b>6</b>
<b>Organisations .....</b>	<b>8</b>
Check organisation information .....	9
<b>Ordering a CFS.....</b>	<b>10</b>
Completing the CFS Application.....	11
Check products in cart.....	12
Review order and preview CFS Certificate and Schedule.....	16
Pay for your CFS order .....	18
CFS Order confirmation email .....	23
Order complete confirmation .....	24
<b>CFS layout .....</b>	<b>25</b>
<b>Schedule layout.....</b>	<b>26</b>
<b>Manage registered devices.....</b>	<b>27</b>
<b>Update registered devices and products .....</b>	<b>27</b>
<b>Re-ordering a CFS.....</b>	<b>28</b>
<b>Save and exit: resume applications.....</b>	<b>32</b>
<b>Adding a New Manufacturer (for UKRP in UK and AR in NI) ..</b>	<b>32</b>
<b>Annex I – Workflow .....</b>	<b>33</b>

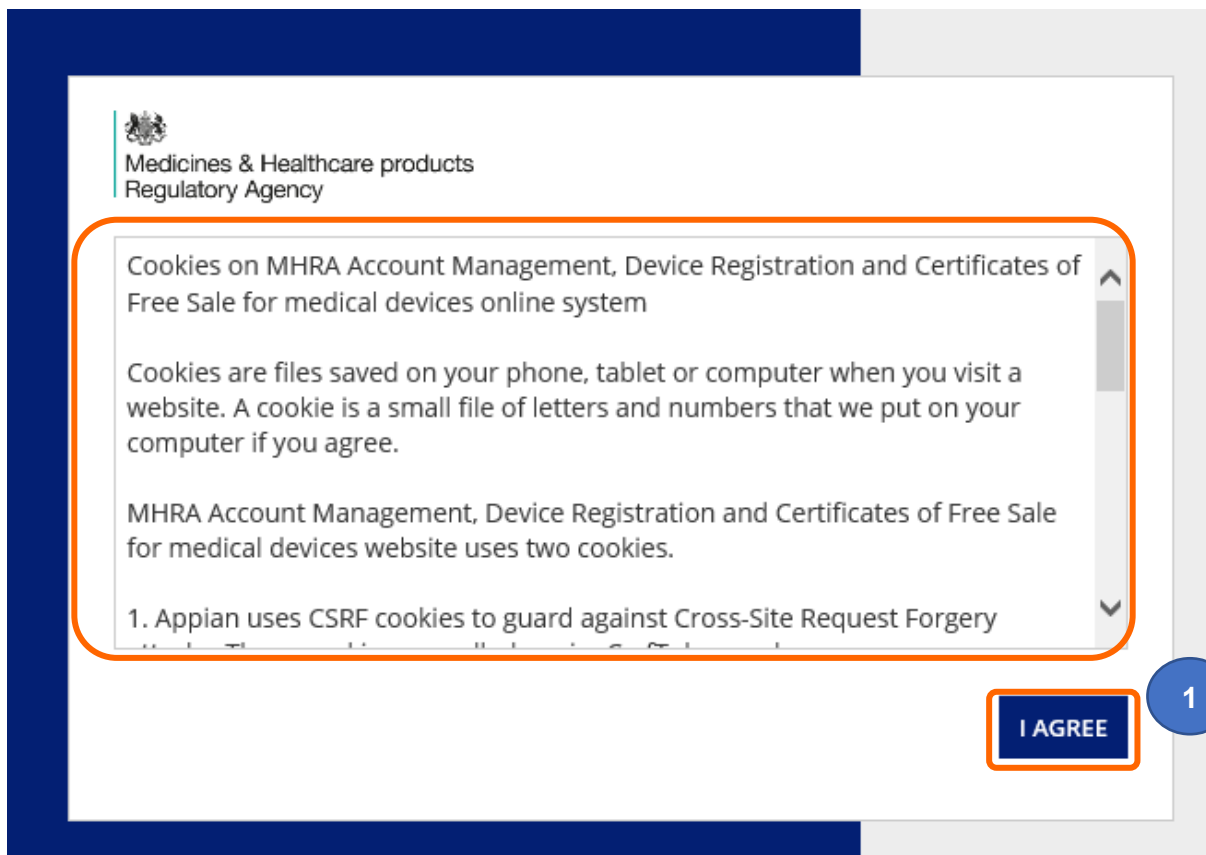
## Logging in

Access MHRA Agency Services for Device Registrations and Certificates of Free Sale for medical devices.

### Agree to Cookie Policy

Before accessing MHRA Agency Services, you will need to agree to our Cookie Policy. Please read the Cookie Policy and only use MHRA Agency services if you agree.

1. When you have read the Cookie Policy, [click](#) the 'I Agree' button.



The screenshot shows the MHRA Agency Services website. At the top left is the MHRA logo and the text 'Medicines & Healthcare products Regulatory Agency'. Below this is a scrollable cookie policy notice. The notice title is 'Cookies on MHRA Account Management, Device Registration and Certificates of Free Sale for medical devices online system'. The text explains that cookies are files saved on devices and that the website uses two cookies. The first item listed is '1. Appian uses CSRF cookies to guard against Cross-Site Request Forgery'. At the bottom right of the notice is a blue button with the text 'I AGREE'. A blue circle with the number '1' is positioned to the right of the button, indicating the step number.

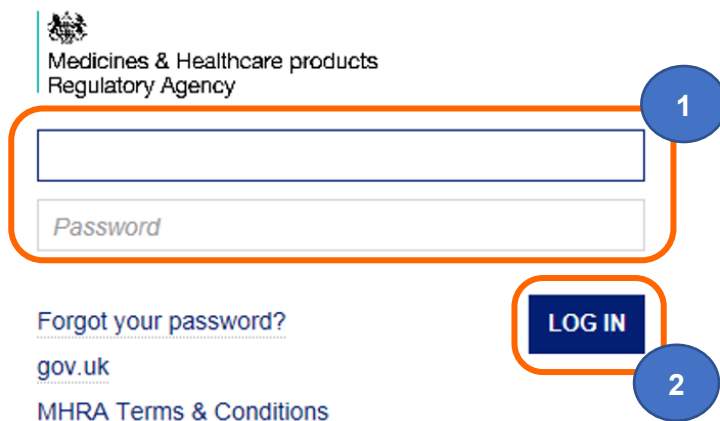
## Username and Password

Once your Account request has been accepted by MHRA, two emails will be sent to the email address you entered in your account request application:

1. A welcome email with subject line **Account creation – outcome**, from email address [no-reply@mhra.gov.uk](mailto:no-reply@mhra.gov.uk) with instructions on initial actions to take in the registration system
2. A separate email with subject line **MHRA Portal account creation** from email address [admin@mhrabpm.appiancloud.com](mailto:admin@mhrabpm.appiancloud.com) containing your username (usually `firstname.lastname`), a temporary password and a link to the system
3. If the welcome email or the username and temporary password email have not been received this is usually due to your system blocking the originating email address. Please email [device.registrations@mhra.gov.uk](mailto:device.registrations@mhra.gov.uk) to obtain your username and further instructions
4. Please subscribe to **MHRA notifications** at: <https://subscriptions.mhra.gov.uk/accounts/UKMHRA/subscriber/new?preferences=true#tab1> this will ensure that you receive notifications concerning webpage updates and other MHRA communications related to device registration promptly. Emails from this service will be sent from [webmaster@subscriptions.mhra.gov.uk](mailto:webmaster@subscriptions.mhra.gov.uk)
5. Please add **all** the above email addresses to your contacts/safe senders list.

Please log in for the first time on a laptop or PC not a mobile or tablet. If you have not received the emails, please check your Junk/Spam folder. You will be asked to change the [password](#) to one of your choosing.

1. On the [log in](#) page, **enter** the [details](#) sent to you by email (it is preferable for you to [copy and paste](#) your details [into the boxes provided](#)).
2. **Click** the ‘Log in’ button.



Medicines & Healthcare products  
Regulatory Agency

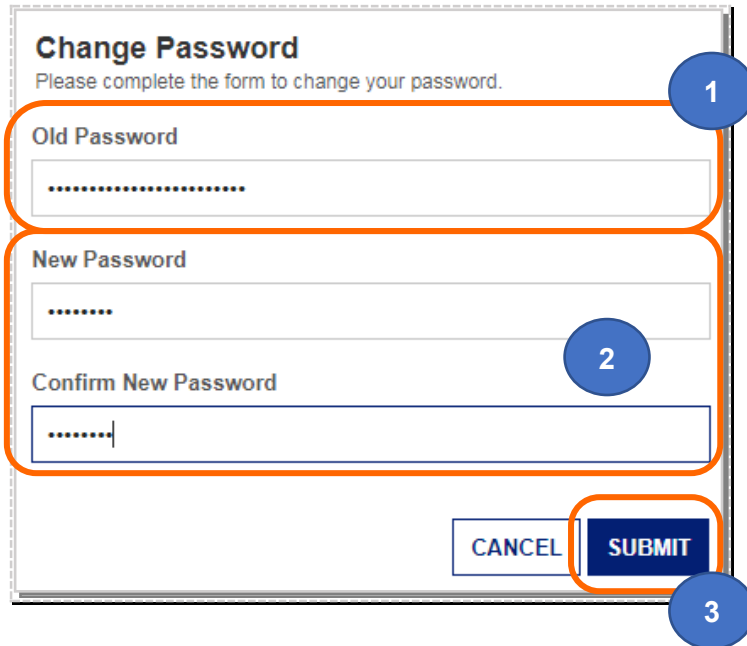
[Forgot your password?](#)

[gov.uk](#)

[MHRA Terms & Conditions](#)

**LOG IN**

## New Users > Change temporary password



**Change Password**  
Please complete the form to change your password.

1. Old Password

2. New Password

Confirm New Password

CANCEL SUBMIT

3.

1. **Copy** and **paste** the temporary password (long password with multiple characters) sent to you via email into the old password box.
2. **Enter** a **password** of your choice into the new password and confirmation **boxes**.
3. **Click** on **Submit**.  
You will be able to use the password you entered from now on.

## Forgot password > resets

1. On the **log in** page, **click** the 'Forgot your password' link.
2. **Enter** your **username** (usually firstname.lastname – not your email address).
3. **Click** the 'Send email' button.

You will be sent an email containing a link. Please check your Junk/Spam folder. **Click** on the link and follow the instructions to change your password. Please do this on a Laptop/PC not on a mobile/tablet.

 Medicines & Healthcare products  
Regulatory Agency



1

Forgot your password?

LOG IN

[gov.uk](http://gov.uk)

[MHRA Terms & Conditions](#)





Medicines & Healthcare products  
Regulatory Agency

## Forgot Password

2

Username

Enter your username and click 'Send Email'. An email will be sent to the email address associated with your user account. Follow the link in the email to reset your password.

[Back to sign-in page](#)

3

**SEND EMAIL**

## Certificates of Free Sale (CFS) Service

This service enables UK based manufacturers, UK Responsible Persons and Authorised Representatives in Northern Ireland to apply for Certificates of Free Sale for medical device products that have been registered with MHRA.

Please follow all the instructions in the [Device Registration Reference Guide](#) to register devices for your organisation or manufacturers you represent.

Please note the important information in the above guide on adding product (model/version Catalogue/Reference and UDI DI etc.) data – only the [Medical Device Name](#), [Model/Version](#) and [Catalogue/Reference](#), [Basic UDI DI](#) and [UKCA or CE Certificate Reference No.](#) data that you enter will appear on the Certificate of Free Sale.

*in vitro diagnostic* medical devices for performance evaluation cannot be included on CFS orders.

It is your responsibility to check with the receiving country that they will accept the CFS **before** your make payment for your order. You will be given the option to download a preview sample that you can email to the country. Please note the formatting on the preview sample may not match the final certificate formatting.

CFS order applications are **non-refundable** – please see our terms and conditions. You must preview the CFS Certificate and Schedule **before** making payment to ensure it meets your needs and **before** you pay.

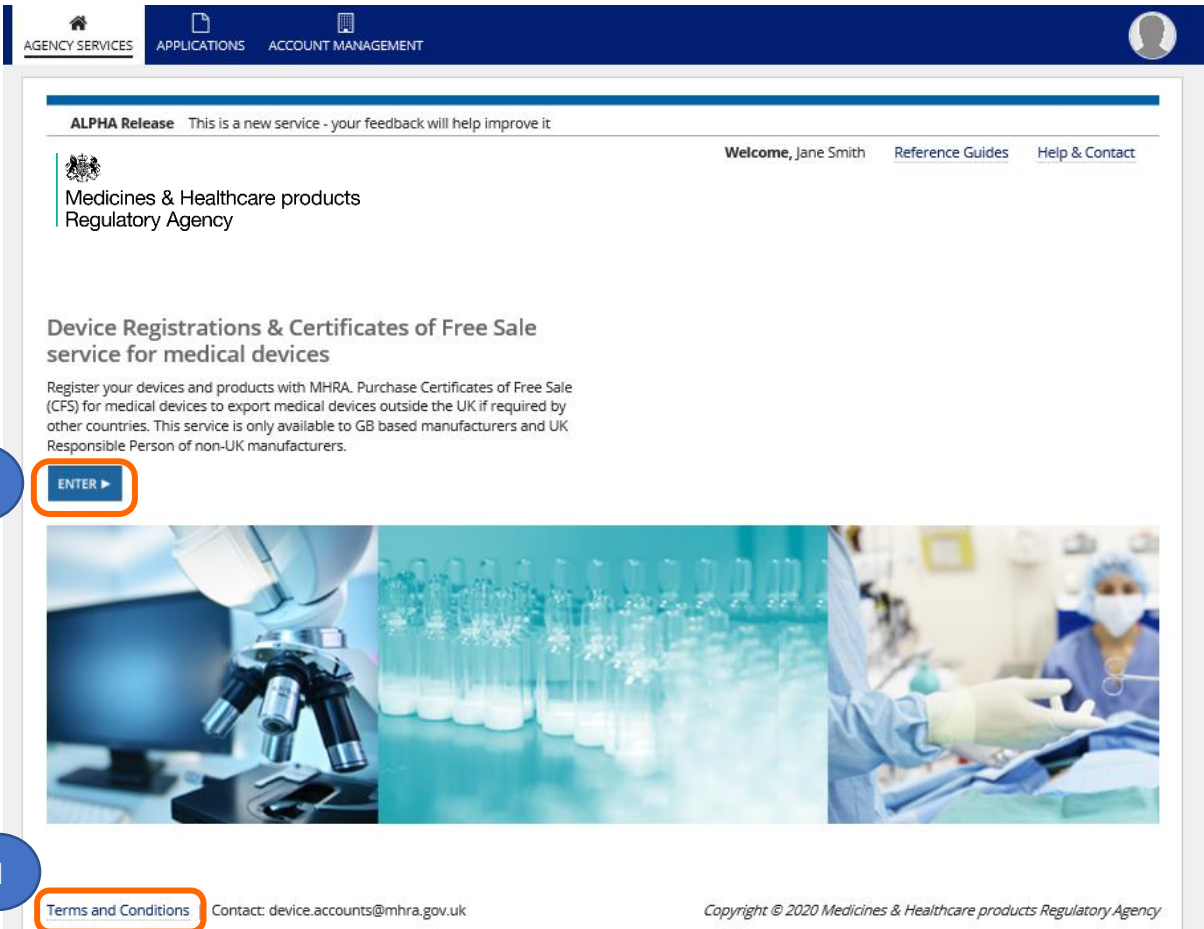
Since 01 January 2021 new medical device regulations have applied in the UK. Depending on your location and the type of Conformity Assessment that your registered device(s) comply with, the CFS certificate will state that the devices can be placed on either the GB (England, Scotland, Wales) market, or the UK (England, Scotland, Wales and Northern Ireland) market. For Northern Ireland-based manufacturers and Authorised Representatives with devices that are CE marked, the CFS certificate will also state that devices can be placed on the EU/EEA market. Please ensure that you download the preview and check with the recipient country **before** placing your order.

CFS for medical devices are issued as pdf documents with electronic signature. Hard copies with wet signature are no longer issued. We will try to process your order within 10 working days from date of receipt. During busy periods orders may take longer. Please order as far in advance as possible.

**Please note** that the Foreign, Commonwealth & Development Office will not apostille pdf documents directly from MHRA. You will need a Notary to carry out checks on the certificates with MHRA to ascertain their authenticity, and can then notarise the certificates, if required by the recipient country. Once notarised, the Foreign, Commonwealth & Development Office will apostille the documents.


**Where appropriate, Certificates of Free Sale are issued as a service to UK exporters. A Certificate of Free Sale should not be taken as a Government endorsement of any product that is referred to on the certificate. In issuing Certificates of Free Sale, the MHRA does not assess or verify that the product complies with relevant export requirements and restrictions. It is the applicant's responsibility to ensure compliance with these requirements and restrictions.**

1. **Read** our [terms and conditions](#). Certificate of Free Sale orders are non-refundable.
2. **Click** the [Enter](#) button on the [Landing](#) page.



**ALPHA Release** This is a new service - your feedback will help improve it


Welcome, Jane Smith [Reference Guides](#) [Help & Contact](#)

 Medicines & Healthcare products  
Regulatory Agency

### Device Registrations & Certificates of Free Sale service for medical devices

Register your devices and products with MHRA. Purchase Certificates of Free Sale (CFS) for medical devices to export medical devices outside the UK if required by other countries. This service is only available to GB based manufacturers and UK Responsible Person of non-UK manufacturers.

**2** [ENTER >](#)



**1** [Terms and Conditions](#) Contact: [device.accounts@mhra.gov.uk](mailto:device.accounts@mhra.gov.uk)

*Copyright © 2020 Medicines & Healthcare products Regulatory Agency*

# Organisations

## Organisation page

1. Click on the **name** to select the **manufacturer** that you want to order a CFS for. This could be **Your Organisation** if you are a manufacturer or a **Represented Manufacturer** if you are a UK Responsible Person in the UK or an Authorised Representative in Northern Ireland.

**Please note** you can only order Certificates of Free Sale for **registered** devices, *in vitro diagnostic* medical devices for performance evaluation cannot be included on CFS orders. Follow all the instructions in the **Device Registration Reference Guide** to **Add devices** for your organisation or to **Add manufacturers** that you represent.

AGENCY SERVICES
AS | appian

### Device Registration & Certificates of Free Sale

#### Your Organisation

Name	Address	Country	Devices (Products)	Registration Status
MHRA Demo	10 South Colonnade, 10th Floor Area 7, Canary Wharf, London, Greater London, E14 4PU	England, United Kingdom	2 (15)	✔

**Key**  
✔ Registered ○ Not Registered ✖ Unregistered ⚠ Suspended ✖ Rejected

#### Manufacturers you represent

Only use the **ADD NEW MANUFACTURER** function if you have not already registered the represented manufacturer. If you have registered the manufacturer, please use the Add Devices function to register additional devices on the existing account.

ADD NEW MANUFACTURER  
ADD NEW IMPORTER

Search by manufacturer name:

 SEARCH

Name	Address	Country	Devices (Products)	Relationship	Registration Status
DEMO Represented Organisation	123 Road, Sea View, Boston, 12345	United States	1 (2)	UK Responsible Person	✔

**Key**  
✔ Registered ○ Not Registered ✖ Unregistered ⚠ Suspended ✖ Rejected

#### List of Importers

Name	Address	Country	Relationship	Status
Big Shipping UK Ltd	Unit 27, Waterloo Crescent, Harbour House, Dover, Kent, CT17 9BU	England, United Kingdom	UK Responsible Person	●

**Key**  
● Active ○ Inactive

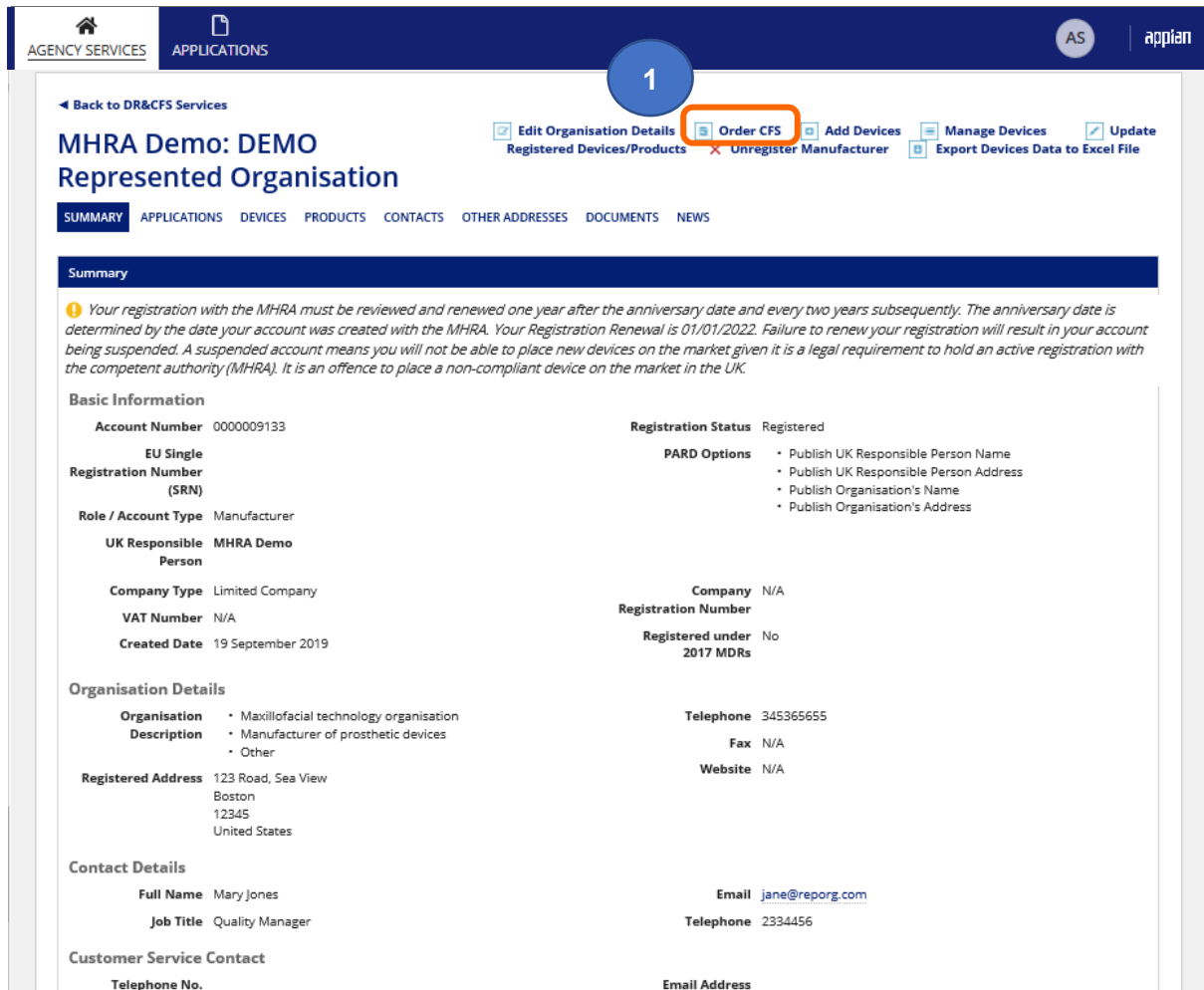
## Check organisation information

1. **Check** that the organisation information is correct on the **Summary** page.
2. Check **Registration status**. CFS can only be ordered for manufacturers with a registration status of 'Registered'. If account status is 'Suspended' you must first either renew registration or submit updated Letter of Designation, as appropriate. See the the **Account Management Reference Guide**.
3. The **Registered Address** displayed here will be the address printed as the **Legal Manufacturer** on the Certificate of Free Sale.
4. If you need to edit organisation details, see the **Editing Organisation Details** section of the **Account Management Reference Guide**. **Statutory fees** apply to edit organisation details.
5. If you have already registered devices you will see the option to **Order CFS**, *in vitro diagnostic* medical devices for performance evaluation cannot be included on CFS orders. If no devices and products have been added, follow all the instructions in the **Device Registration Reference Guide** to **Add devices** for your organisation or a manufacturer that you represent as a UK Responsible Person in the UK or an Authorised Representative in Northern Ireland.

The screenshot shows the 'MHRA Demo: DEMO Represented Organisation' page. It includes a navigation bar with 'AGENCY SERVICES' and 'APPLICATIONS', and a user profile 'AS | appian'. The page title is 'MHRA Demo: DEMO Represented Organisation'. A navigation menu includes 'SUMMARY', 'APPLICATIONS', 'DEVICES', 'PRODUCTS', 'CONTACTS', 'OTHER ADDRESSES', 'DOCUMENTS', and 'NEWS'. The 'SUMMARY' tab is selected and highlighted with a red box (1). A warning message states: 'Your registration with the MHRA must be reviewed and renewed one year after the anniversary date and every two years subsequently. The anniversary date is determined by the date your account was created with the MHRA. Your Registration Renewal is 01/01/2022. Failure to renew your registration will result in your account being suspended. A suspended account means you will not be able to place new devices on the market given it is a legal requirement to hold an active registration with the competent authority (MHRA). It is an offence to place a non-compliant device on the market in the UK.' The 'Basic Information' section includes: Account Number 0000009133, EU Single Registration Number (SRN), Role / Account Type Manufacturer, UK Responsible Person MHRA Demo Person, Company Type Limited Company, VAT Number N/A, and Created Date 19 September 2019. The 'Registration Status' is 'Registered' (2). 'PARD Options' include: Publish UK Responsible Person Name, Publish UK Responsible Person Address, Publish Organisation's Name, and Publish Organisation's Address. 'Company Registration Number' is N/A, and 'Registered under 2017 MDRs' is No. The 'Organisation Details' section includes: Organisation Description (Maxillofacial technology organisation, Manufacturer of prosthetic devices, Other), Telephone 345365655, Fax N/A, and Website N/A. The 'Registered Address' is 123 Road, Sea View, Boston, 12345, United States (3). The 'Contact Details' section includes: Full Name Mary Jones, Job Title Quality Manager, Email jane@reporg.com, and Telephone 2334456. The 'Customer Service Contact' section includes Telephone No. and Email Address.

# Ordering a CFS

1. Click the Order CFS button.



AGENCY SERVICES APPLICATIONS AS appian

◀ Back to DR&CFS Services

**MHRA Demo: DEMO Represented Organisation**

 Edit Organisation Details
  **Order CFS**
 Add Devices
  Manage Devices
  Update Registered Devices/Products
  Unregister Manufacturer
  Export Devices Data to Excel File

SUMMARY APPLICATIONS DEVICES PRODUCTS CONTACTS OTHER ADDRESSES DOCUMENTS NEWS

**Summary**

ⓘ Your registration with the MHRA must be reviewed and renewed one year after the anniversary date and every two years subsequently. The anniversary date is determined by the date your account was created with the MHRA. Your Registration Renewal is 01/01/2022. Failure to renew your registration will result in your account being suspended. A suspended account means you will not be able to place new devices on the market given it is a legal requirement to hold an active registration with the competent authority (MHRA). It is an offence to place a non-compliant device on the market in the UK.

**Basic Information**

<b>Account Number</b> 0000009133	<b>Registration Status</b> Registered
<b>EU Single Registration Number (SRN)</b>	<b>PARD Options</b> <ul style="list-style-type: none"> <li>• Publish UK Responsible Person Name</li> <li>• Publish UK Responsible Person Address</li> <li>• Publish Organisation's Name</li> <li>• Publish Organisation's Address</li> </ul>
<b>Role / Account Type</b> Manufacturer	
<b>UK Responsible Person</b> MHRA Demo Person	
<b>Company Type</b> Limited Company	<b>Company</b> N/A
<b>VAT Number</b> N/A	<b>Registration Number</b>
<b>Created Date</b> 19 September 2019	<b>Registered under 2017 MDRs</b> No

**Organisation Details**

<b>Organisation Description</b> <ul style="list-style-type: none"> <li>• Maxillofacial technology organisation</li> <li>• Manufacturer of prosthetic devices</li> <li>• Other</li> </ul>	<b>Telephone</b> 345365655
<b>Registered Address</b> 123 Road, Sea View Boston 12345 United States	<b>Fax</b> N/A
	<b>Website</b> N/A

**Contact Details**

<b>Full Name</b> Mary Jones	<b>Email</b> jane@reporg.com
<b>Job Title</b> Quality Manager	<b>Telephone</b> 2334456

**Customer Service Contact**

<b>Telephone No.</b>	<b>Email Address</b>
----------------------	----------------------

## Completing the CFS Application

### Adding products to your CFS order

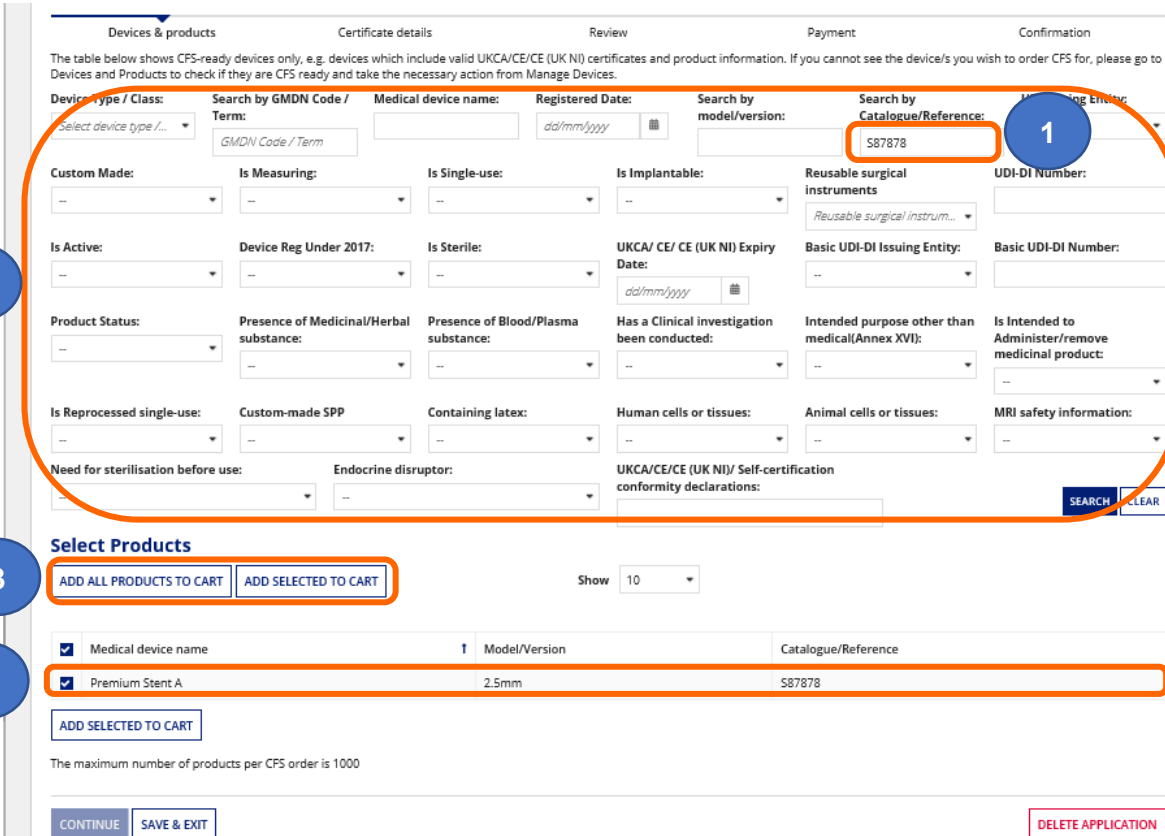
1. Use the **filters** to **search** for specific products. Only products that are **CFS Ready** will display, *in vitro diagnostic* medical devices for performance evaluation cannot be included on CFS orders so will not appear in the product table. If the conformity assessment document linked to the devices has expired, you cannot order CFS for the underlying products.

**Please note** if products you are expecting to see do not appear, check if conformity assessment document has expired - see [Manage registered devices](#) in the **Device Registration Reference Guide**.

If product information is incorrect see [Updating registered devices and products](#) in the **Device Registration Reference Guide**. You may need to remove the product and add it again.

2. **Select** the **products** which are to appear on the Certificate of Free Sale. **A maximum of 1000 products can be added to the order.**
3. Use the **Add to Cart** function to add your selected products. If you have 1000 products or less, you can **Add all products to cart**. If you select more than one product, your products will appear on the **Schedule** attached to the CFS Certificate.

**Please note** it is the product data that is added to the CFS order (**Medical Device Name, Model/Version** and **Catalogue/Reference only**) not the device (GMDN<sup>®</sup> Code or Term).



The screenshot displays the 'Devices & products' section of the CFS application. It features a search interface with various filters and a table of products. Three callout boxes highlight key features:

- 1:** Search filters and search button. The search filters include 'Medical device name', 'Registered Date', 'Search by model/version', and 'Search by Catalogue/Reference'. The search button is labeled 'SEARCH'.
- 2:** Product table with 'ADD SELECTED TO CART' button. The table shows a product named 'Premium Stent A' with a model/version of '2.5mm' and a catalogue/reference of 'S87878'. The 'ADD SELECTED TO CART' button is highlighted.
- 3:** 'ADD ALL PRODUCTS TO CART' button. This button is located above the product table.

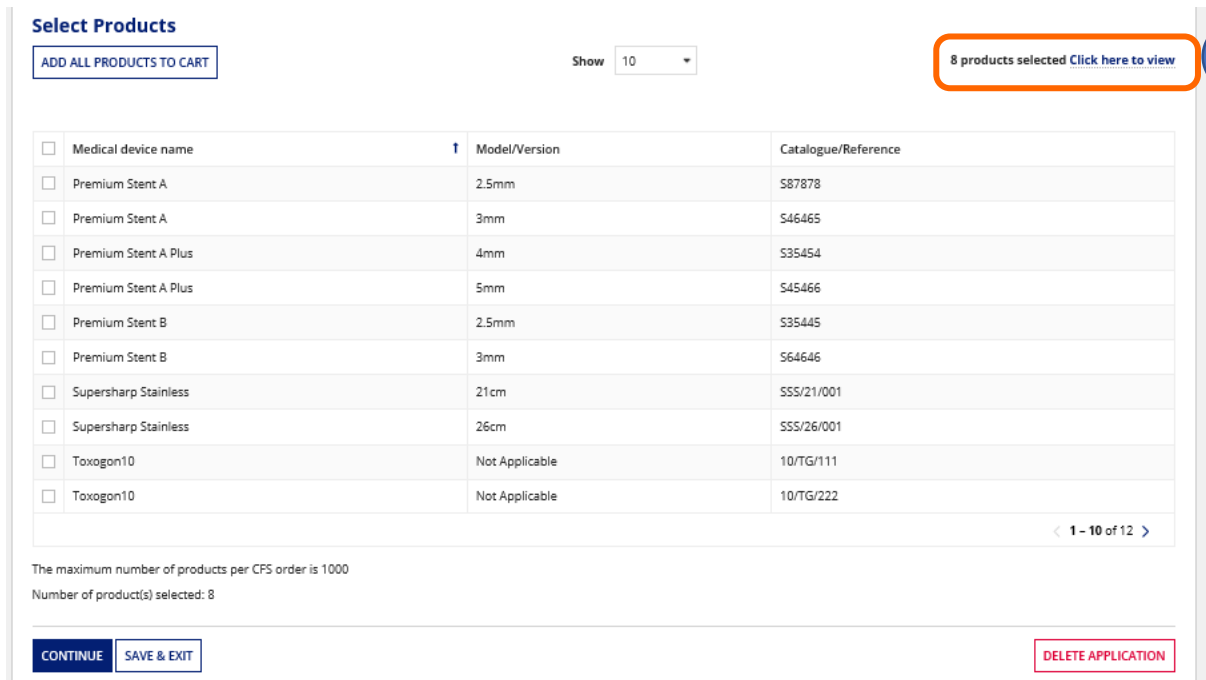
The product table is as follows:

<input checked="" type="checkbox"/>	Medical device name	1	Model/Version	Catalogue/Reference
<input checked="" type="checkbox"/>	Premium Stent A		2.5mm	S87878

Below the table, there is a note: 'The maximum number of products per CFS order is 1000'. At the bottom of the page, there are buttons for 'CONTINUE', 'SAVE & EXIT', and 'DELETE APPLICATION'.

## Check products in cart

4. When you have added all the required products to cart [click](#) to [view cart](#).



**Select Products**

[ADD ALL PRODUCTS TO CART](#) Show 10 8 products selected [Click here to view](#)

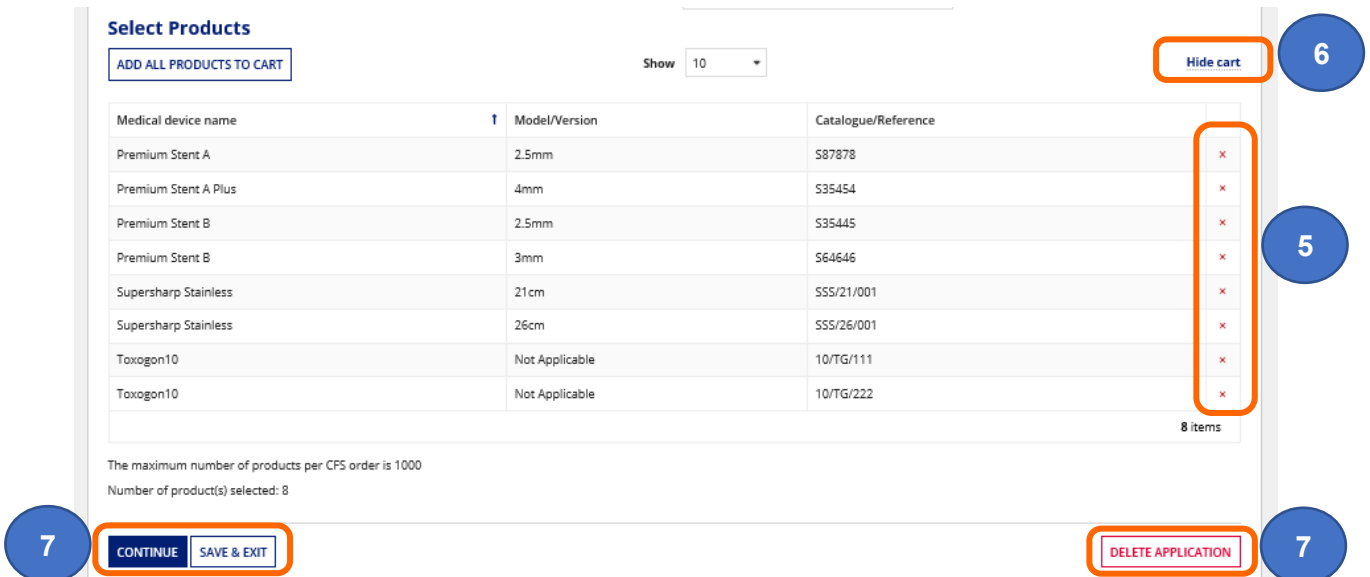
<input type="checkbox"/>	Medical device name	Model/Version	Catalogue/Reference
<input type="checkbox"/>	Premium Stent A	2.5mm	S87878
<input type="checkbox"/>	Premium Stent A	3mm	S46465
<input type="checkbox"/>	Premium Stent A Plus	4mm	S35454
<input type="checkbox"/>	Premium Stent A Plus	5mm	S45466
<input type="checkbox"/>	Premium Stent B	2.5mm	S35445
<input type="checkbox"/>	Premium Stent B	3mm	S64646
<input type="checkbox"/>	Supersharp Stainless	21cm	SSS/21/001
<input type="checkbox"/>	Supersharp Stainless	26cm	SSS/26/001
<input type="checkbox"/>	Toxogon10	Not Applicable	10/TG/111
<input type="checkbox"/>	Toxogon10	Not Applicable	10/TG/222

< 1 - 10 of 12 >

The maximum number of products per CFS order is 1000  
Number of product(s) selected: 8

[CONTINUE](#) [SAVE & EXIT](#) DELETE APPLICATION

5. The products added will display. If you want to remove any [click](#) the red **X** to remove.



**Select Products**

[ADD ALL PRODUCTS TO CART](#) Show 10 Hide cart

Medical device name	Model/Version	Catalogue/Reference	
Premium Stent A	2.5mm	S87878	X
Premium Stent A Plus	4mm	S35454	X
Premium Stent B	2.5mm	S35445	X
Premium Stent B	3mm	S64646	X
Supersharp Stainless	21cm	SSS/21/001	X
Supersharp Stainless	26cm	SSS/26/001	X
Toxogon10	Not Applicable	10/TG/111	X
Toxogon10	Not Applicable	10/TG/222	X

8 items

The maximum number of products per CFS order is 1000  
Number of product(s) selected: 8

CONTINUE SAVE & EXIT DELETE APPLICATION

6. [Click](#) the [Hide cart](#) link to add more products. If adding more products, ensure you view cart again before proceeding.
7. [Click](#) the [Continue](#) button to continue to Review page or [Save & Exit](#) to save a TEMP application or [Delete Application](#) to discard or start again.

## Certificate details

1. You can have **one** address in addition to the legal manufacturer's address on the CFS certificate. You can select which additional address appears on the Certificate.
2. You can select more addresses to appear on the [schedule](#). Both UKRP and Authorised Representative addresses as well as manufacturer [other addresses](#) will appear in the dropdown. Ensure that you select an address that has been added for this specific manufacturer.

**Important note:** the [Clear More addresses](#) button is **not** currently working. If you select incorrect addresses you will need to **delete** the application and start again. We are working towards a fix for this issue. Please accept our apologies for any inconvenience and ensure that you [Review order and preview CFS](#) before making payment.

**Address to be printed on CFS**

Registered Address: MANAGE ADDRESSES  
10 South Colonnade, 10th Floor , Cabot Square, Canary Wharf, London, E14  
4PU, England, United Kingdom

One additional address on certificates:  
[Manufacturer] [Manufacturing site/Physical manufacturer] China Medical Co, No 7, Section 5, Luzhongshan, Liaoning, 110001, China

You can choose only one additional address to be printed on certificates.

**More addresses on schedule:**  
[Manufacturer] [Manufacturing site/Physical manufacturer] India Medical Co, Andhra Cantt, Hyderabad, Andhra Pradesh, 523270, India

Any other addresses you choose will be printed on the schedule.

**CLEAR MORE ADDRESSES**

3. You can add additional addresses to the system by clicking on the [Manage addresses](#) link. Follow the steps in the [Shipping, Billing, Manufacturing Site Addresses](#) section of the MHRA **Account Management Reference Guide** to add addresses.

**Please note** if you click on the [Manage addresses](#) link you will be asked to [save](#) your application. You can then proceed to Manage addresses then come back and complete your application by following the [Save and exit: resume applications](#) instructions.

4. You no longer need to select a [Certificate delivery address](#) as all CFS orders are now issued as pdf documents with electronic signature. Hard copies with wet signature are no longer issued. The pdf will be emailed to the email address of the person who placed the order.

AGENCY SERVICES APPLICATIONS AS appian

### CFS (Certificate of Free Sale) Application for DEMO Represented Organisation - TEMP20220221162325

Devices & products Certificate details Review Payment Confirmation

#### Address to be printed on CFS

**Registered Address:** 123 Road, Sea View, Boston, 12345, United States MANAGE ADDRESSES 3

**One additional address on certificates:** [UK Responsible Person] [Billing Address] MHRA Finance Dept, 10, South Colonnade, LONDON, London, E14 4PU, United Kingdom 1

You can choose only one additional address to be printed on certificates.

**More addresses on schedule:** [Manufacturer] [Manufacturing site/Physical manufacturer] Mexico Medical inc, 678 Buenavista , Mexico City, Iztacalo, 00810, Mexico 2

Any other addresses you choose will be printed on the schedule.

#### Special formatting request (optional)

5 The only request that will be considered is for manufacturing site address/s where no schedule is generated due to only one product (model/version) on the order. You must use the 'Other Addresses' function to add manufacturing site addresses for selection on CFS orders where more than one product is added to the order and a schedule will be generated. Only the Medical Device Name, Model/Version and Catalogue/Reference columns will be included on CFS orders. All orders are sorted by Medical Device Name. Please do not ask for other formatting changes as they will not be considered and CFS orders are non-refundable.

#### Certificate delivery address 4

Registered address: 10 South Colonnade, 10th Floor Area 7, Canary Wharf, London, Greater London, E14 4PU, England, United Kingdom MANAGE ADDRESSES 3

Alternative address:

## 5. Enter any Special Formatting Requests.

**Please note** MHRA will not:

- add other addresses to the Certificate or Schedule **unless** the order is for a **single** product (where no schedule is generated) – you need to add and select other addresses **before** making payment. Follow the steps in the [Shipping, Billing, Manufacturing Site Addresses](#) section of the MHRA **Account Management Reference Guide** to add other addresses
- make **any** changes to CFS certificate or schedule including layout or text or adding additional columns

## 6. Enter the country name/s and number of certificates. If you do not want to specify a country, tick the 'Do not specify a country' box. Check that the recipient country will accept this.

**Please note:**

You can only select from countries that appear in the [Foreign, Commonwealth & Development Office's \(FCDO\) Geographical names index](#). We print the Country Name from this index on the CFS certificate e.g. for CFS requested for Venezuela we print 'Venezuela', not the Official Name e.g. 'The Bolivarian Republic of Venezuela'.

If the country name does not appear in the dropdown in the system, or in the above index, you can still order a CFS by selecting 'Do not specify a country'. However, you must check that the recipient country will accept this, before placing your order.

The [fee](#) is dependant on the total number of certificates.

The expiry date on all CFS certificates will be the earliest Conformity Assessment document expiry date of any device included in the CFS order plus 365 days. For devices with Declaration of Conformity or Custom-made Statements the maximum validity will be 5 years.

## 7. Click the Continue button to review your order.

### Enter countries and number of certificates

Country	Number of certificates		
Ghana ✕	2	<input type="checkbox"/> Do not specify a country	✕
United Arab Emirates ✕	2	<input type="checkbox"/> Do not specify a country	✕
<a href="#">+ Add country</a>			

**Total number of certificates: 4**  
**Price: £75.00**

We charge £75.00 for 1 to 10 certificates and £10.00 for each additional certificate

CONTINUE
SAVE & EXIT
BACK

DELETE APPLICATION

## Review order and preview CFS Certificate and Schedule

1. **Review** and/or **Edit** your Order.
2. **Click** the **Download CFS documents Preview** link to view and review the CFS certificate and schedule for your order.

**Please note:** Our system allows you to **preview** an order **before** submitting payment. It is your responsibility to ensure that the order is correct and acceptable to the receiving country. **CFS orders are non-refundable** – see our terms and conditions.

If you forget to preview your schedule and certificate before you press the **Continue to Payment button**, and then click the **Back** button on the payment page, the previews will no longer be available. To preview you will need to go **Back** again to **Order page** and then **click** the **continue** button. The preview will then be available again.

3. If you need to make any changes **click** the **Edit** button.

**Important note:** the **Clear More addresses** button is **not** currently working. If you select incorrect addresses you will need to **delete** the application and start again. We are working towards a fix for this issue. Please accept our apologies for any inconvenience and ensure that you **Review order and preview CFS** before making payment.

**Address to be printed on CFS**

Registered Address: MANAGE ADDRESSES  
10 South Colonnade, 10th Floor, Cabot Square, Canary Wharf, London, E14  
4PU, England, United Kingdom

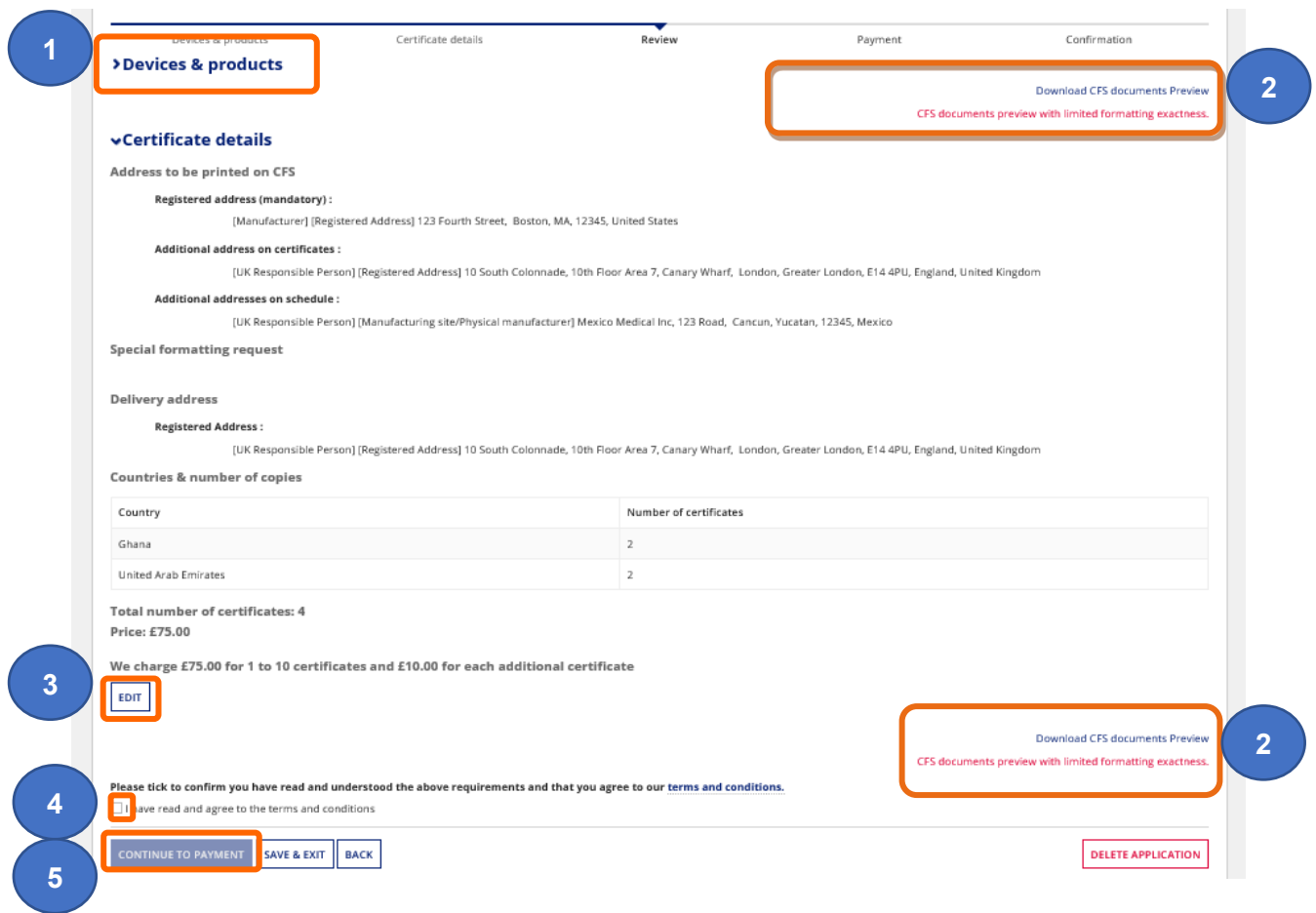
One additional address on certificates:  
[Manufacturer] [Manufacturing site/Physical manufacturer] China Medical Co, No 7, Section 5, Luzhongshan, Liaoning, 110001, China

You can choose only one additional address to be printed on certificates.

**More addresses on schedule:**  
[Manufacturer] [Manufacturing site/Physical manufacturer] India Medical Co, Andhra Cantt, Hyderabad, Andhra Pradesh, 523270, India

Any other addresses you choose will be printed on the schedule.

**CLEAR MORE ADDRESSES**



The screenshot shows the 'Review' stage of a CFS application. The breadcrumb trail includes 'Devices & products', 'Certificate details', 'Review', 'Payment', and 'Confirmation'. The 'Certificate details' section is expanded, showing fields for registered and additional addresses, special formatting requests, and delivery addresses. A table lists countries and the number of certificates: Ghana (2) and United Arab Emirates (2). The total number of certificates is 4, with a price of £75.00. A callout '1' points to the 'Devices & products' breadcrumb. Callout '2' points to a 'Download CFS documents Preview' button. Callout '3' points to an 'EDIT' button. Callout '4' points to a checkbox for 'I have read and agree to the terms and conditions'. Callout '5' points to the 'CONTINUE TO PAYMENT' button. A 'DELETE APPLICATION' button is also visible at the bottom right.

4. **Read & Tick** the ‘I have read and agree to the terms and conditions’ checkbox if you have read and agree to the terms and conditions.

5. **Click** the **Continue to Payment** button.

## Pay for your CFS order

### 1. Chose a billing address

See [Managing Shipping, Billing, Manufacturing Site addresses](#) in the **MHRA Account Management Reference Guide**.

### 2. Read the important information.

#### Important note concerning Worldpay payments:

Please ensure that after making payment on the Worldpay site you **submit your application**.

Once payment has been submitted on the worldpay site:

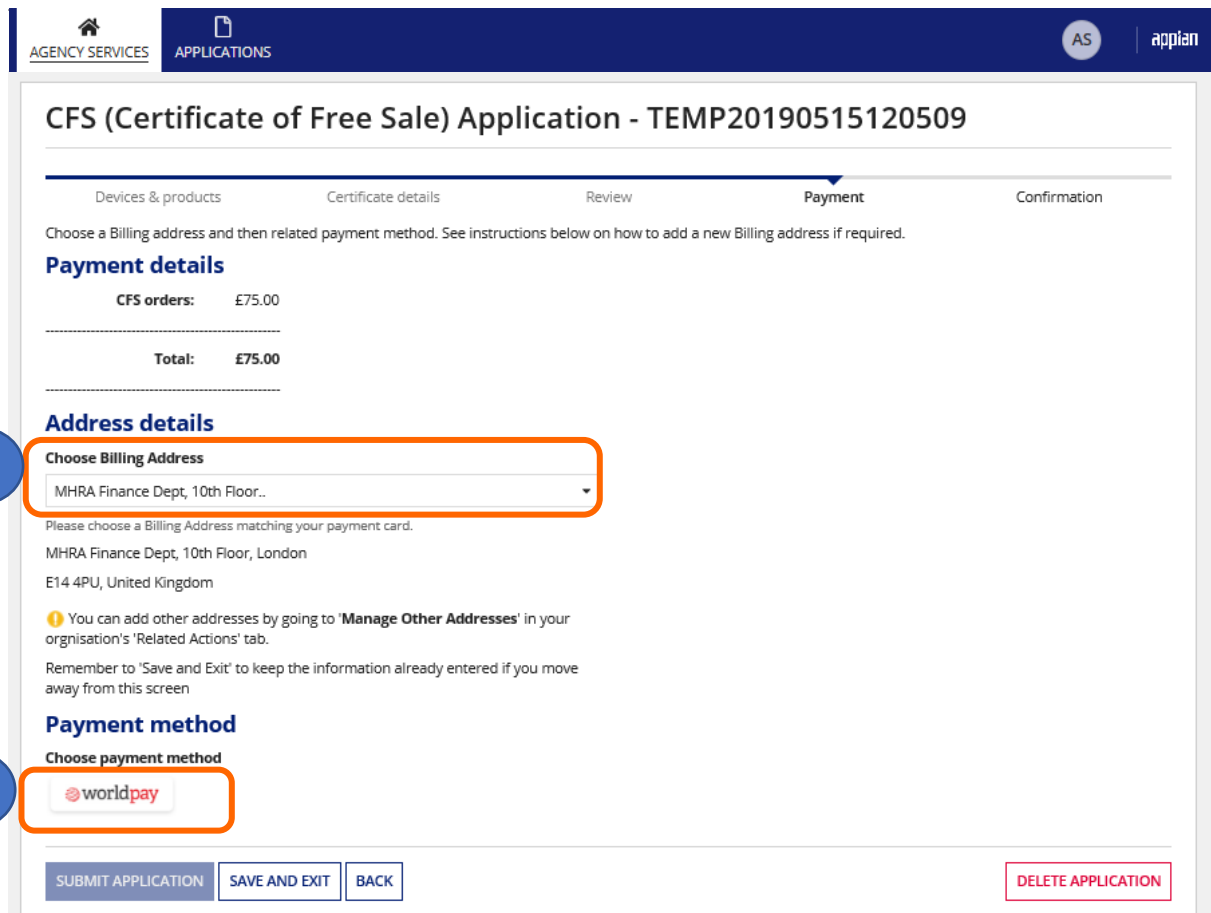
2

! If you have received a payment confirmation email from Worldpay immediately after submitting application, and you did not click the Submit Application button, your application will remain in TEMP (draft) status in the Application view and will automatically submit after 24 hours. Please check your junk/spam folder and do NOT attempt to pay for the application again.

! If you have not received a payment confirmation email from Worldpay immediately after submitting application, your application will remain in TEMP (draft) status in the Application view. Once Worldpay have confirmed that payment has been authorised the application will automatically submit after 24 hours. Please check your junk/spam folder and do NOT attempt to pay for the application again. If the payment is not successful after 24 hours you will need to attempt payment again.

### 3. Click on the [worldpay](#) button. We only accept payment by Worldpay for CFS orders.

**Important note:** Fee in screenshot is for illustrative purposes only. Check current [fee](#) on our website.



AGENCY SERVICES APPLICATIONS AS appian

### CFS (Certificate of Free Sale) Application - TEMP20190515120509

Devices & products Certificate details Review **Payment** Confirmation

Choose a Billing address and then related payment method. See instructions below on how to add a new Billing address if required.

#### Payment details

CFS orders:	£75.00
-----	
Total:	£75.00

#### Address details

**1** Choose Billing Address

MHRA Finance Dept, 10th Floor..

Please choose a Billing Address matching your payment card.

MHRA Finance Dept, 10th Floor, London  
E14 4PU, United Kingdom

! You can add other addresses by going to 'Manage Other Addresses' in your organisation's 'Related Actions' tab.

Remember to 'Save and Exit' to keep the information already entered if you move away from this screen

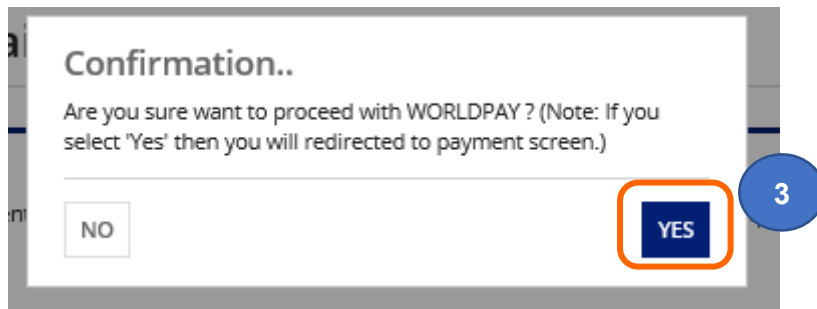
#### Payment method

**3** Choose payment method

worldpay

SUBMIT APPLICATION SAVE AND EXIT BACK DELETE APPLICATION

4. A confirmation message will appear. **Select** the **Yes** button if you wish to proceed

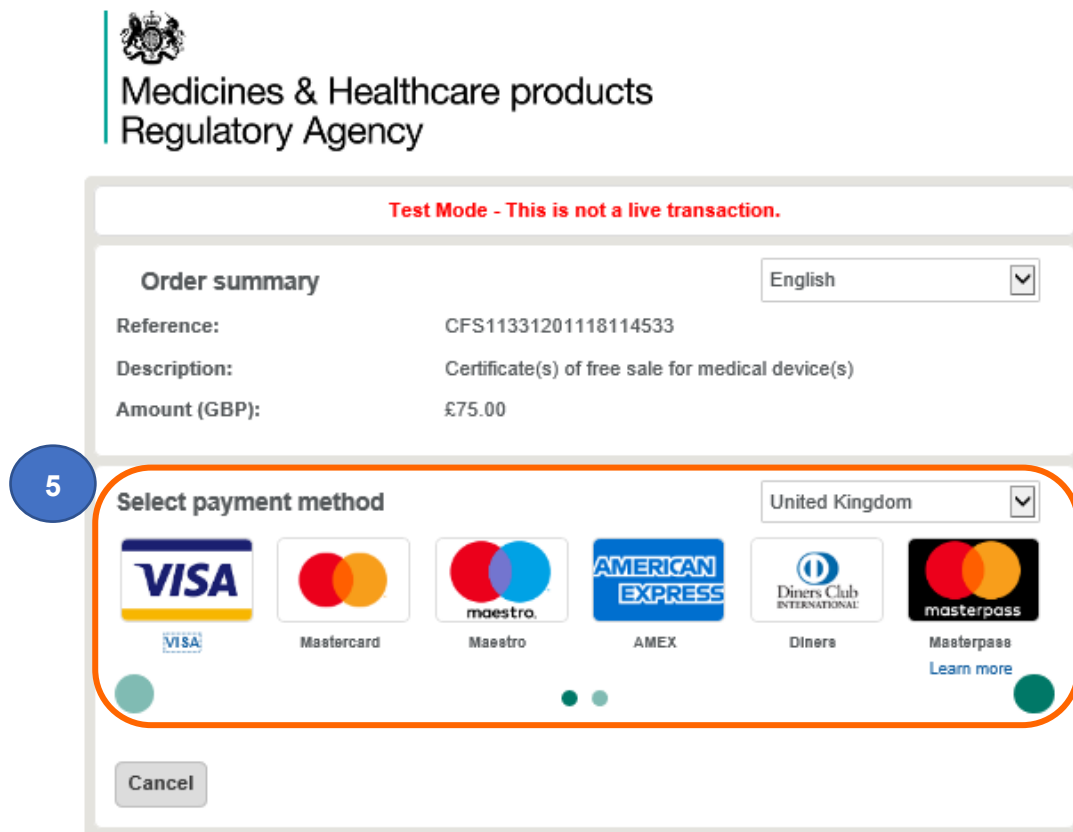


- Click the link to be directed to the [worldpay](#) site.



- Select the [payment method](#).

**Important note:** Fee in screenshot is for illustrative purposes only. Check current [fee](#) on our website.



When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#)

© Worldpay 2013-2020. All rights reserved.

- Enter payment details and [click](#) the [Make payment](#) button.

**Important note:** Fee in screenshot is for illustrative purposes only. Check current [fee](#) on our website.

Test Mode - This is not a live transaction.

---

**Order summary**

Reference: CFS11331201118114533

Description: Certificate(s) of free sale for medical device(s)

Amount (GBP): £75.00

English ▼

---

**Payment details**

\* Indicates a required field


**Card number \***

**Cardholder's name \***

**Expiry date \***

 /

**Security code \***

 Last 3 digits on the back of card

**Billing address**

DEMO Finance Department, 20 City Road, London , EC1 6ZH, United Kingdom

**Contact details**

devices.transformation@mhra.gov.uk

[Back](#)

[Make Payment](#)

[Cancel](#)

6

- [Click](#) the [Submit Application](#) button. If you do not click this button (and your payment was successful) the TEMP application will remain in the [Applications Tab](#) and you will need to wait at least **24 hours** for the application to be auto-submitted to MHRA. Please ensure that you click [Submit Application](#) to avoid unnecessary issues and delays.

AGENCY SERVICES
APPLICATIONS
AS
appian

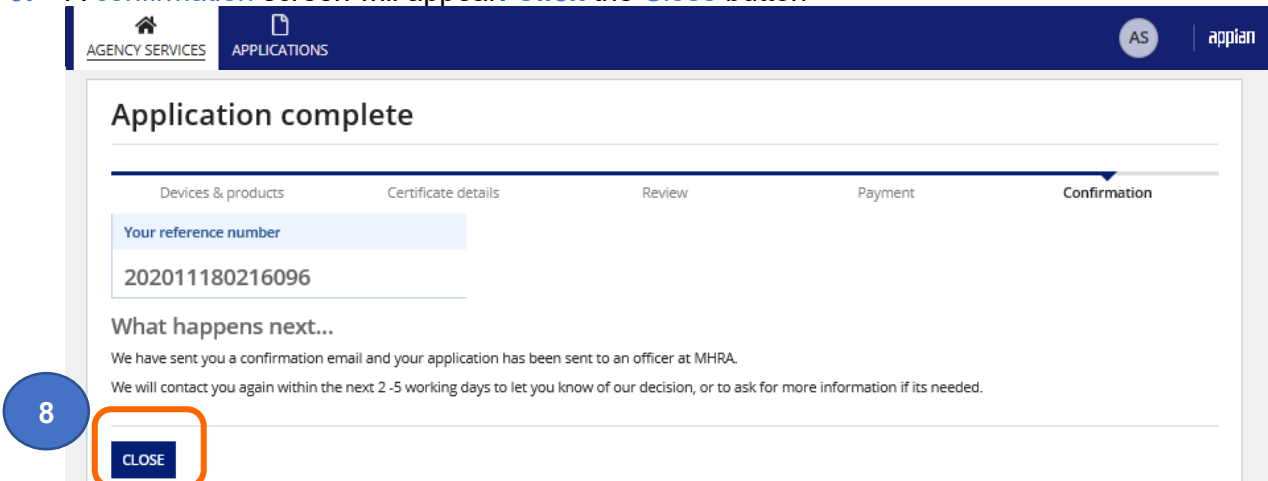
**Payment complete**

Your payment completed successfully. Please submit your application

[SUBMIT APPLICATION](#)

7

9. A confirmation screen will appear. Click the Close button

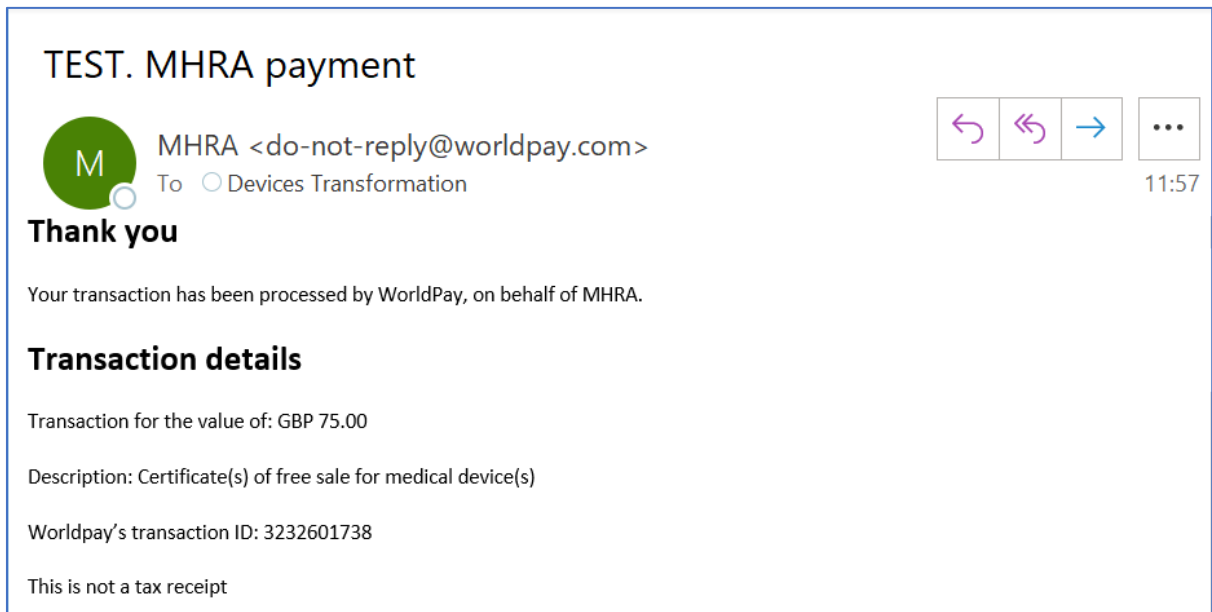


10. You will receive a confirmation email from worldpay.

**Please note** if your payment failed, please try again with a different card or contact your card issuer.

**Please note** MHRA does not issue tax receipts. The worldpay transaction email and the Certificates of Free Sale order email and receipt are the only documents you will receive in relation to payment for your Certificates of Free Sale order.

**Important note:** Fee in screenshot is for illustrative purposes only. Check current [fee](#) on our website.




## CFS Order confirmation email


11. You will receive a [confirmation](#) email from MHRA.

**Important note:** Fee in screenshot is for illustrative purposes only. Check current [fee](#) on our website.

**Certificate of Free Sale Service - DEMO Represented Organisation ...**



No Reply TEST <no-reply@mhra.gov.uk>  
To:  Devices Transformation



12:03

Dear Jane Smith,

We've received your CFS Order application on 18 November 2020.

Application reference number: 202011180216096

Manufacturer name(s)  
DEMO Represented Organisation

Cost of application (£): 75

Country	Quantity
Ghana	2
United Arab Emirates	2

We will check the information you've given us and will send you an email within the next 5 days to let you know if your request has been accepted or rejected. If you haven't received a reply from us within 5 days please check your junk mail folder.

Access your [MHRA account](#).

Remember: do not share your account details and keep them safe.  
MHRA won't accept responsibility for any unauthorised access to your account.

Yours sincerely,

**Certificates of free sale service**  
**Devices division**  
**MHRA**  
**10 South Colonnade, Canary Wharf, London, E14 4PU**


## Order complete confirmation





12. Once we have processed and emailed the pdf documents for your order in a **separate email**, you will receive an automated **confirmation** email from MHRA.

**Please note** CFS for medical devices are issued as pdf documents with electronic signature. Hard copies with wet signature are no longer issued. We will try to process your order within 10 working days from date of receipt. During busy periods orders may take longer. Please order as far in advance as possible.


**Please note** that the Foreign, Commonwealth & Development Office will not apostille pdf documents directly from us. You will need a Notary who will carry out checks on the certificates with MHRA to ascertain their authenticity, and can then notarise the certificates, if required by the recipient country. Once notarised, the Foreign, Commonwealth & Development Office will apostille the documents.

MHRA Certificates of Free Sale service -DEMO Represented Organ...

 No Reply TEST <no-reply@mhra.gov.uk>  
To  Devices Transformation

12:39

 This message was sent with High importance.

Dear Jane Smith,

Application reference: 202011180216096

Further to your Certificate of Free Sale order on 18 November 2020 for:

Manufacturer organisation:  
DEMO Represented Organisation

Address:  
123 Street  
Sea View Industrial Estate  
Boston  
MA  
12345  
United States

The PDF documents for your CFS order have been emailed to the user who submitted the order. We no longer issue hard copies.

The PDF(s) do not contain the watermark and hologram found on hard copies. They do have electronic signatures of MHRA staff as registered with the Foreign and Commonwealth Office. We will assist where possible, and if necessary, to verify that these documents have been created by MHRA should any receiving country have queries. All such queries must be sent to [Device.cfs@mhra.gov.uk](mailto:Device.cfs@mhra.gov.uk)

The account number for your company/organisation is 0000005365. [Sign into your account.](#)

Remember: do not share your account details and keep them safe.  
MHRA won't accept responsibility for any unauthorised access to your account.

Please do not respond directly to this email address. The originating email account is not monitored.

## CFS layout

**Please note** the expiry date on all CFS certificates will be the earliest Conformity Assessment document expiry date of any device included in the CFS order plus 365 days. For devices with Declaration of Conformity or Custom-made Statements the maximum validity will be 5 years.

 Medicines & Healthcare products Regulatory Agency	<b>Example only</b>	10 South Colonnade Canary Wharf London E14 4PU United Kingdom  mhra.gov.uk
Certificate number: <b>2023051202218001/1</b>		
Order date: <b>12/05/2023</b>		
CFS Expiry date: <b>31/10/2024</b>		
<b>Medicines and Healthcare products Regulatory Agency</b>		
On behalf of the Secretary of State for Health and Social Care		
<b>CERTIFICATE OF FREE SALE FOR EXPORTATION OF MEDICAL PRODUCTS TO GHANA</b>		
It is hereby certified that, on the basis of information provided, and subject to approval requirements for covid tests (see below), the products named below and detailed in the attached schedule (if applicable), which are manufactured by: Legal Manufacturer: <b>DEMO Represented Organisation</b> , 123 Road, Sea View, Boston, 12345, United States UK Responsible Person: <b>MHRA Demo</b> , 10 South Colonnade, 10th Floor Area 7, Canary Wharf, London, Greater London, E14 4PU, England, United Kingdom have been affixed with the relevant conformity marking(s) e.g. CE under EU MDD 93/42/EEC, CE under EU IVDD 98/79/EC, UKCA under UK MDR (2002/618) Part II and may be freely sold in Great Britain (England, Scotland, Wales). In the UK, certain covid test devices must be approved by the Secretary of State before they can be freely placed on the market or put into service. UK approved tests are listed at: <a href="https://www.gov.uk/government/publications/covid-19-test-validation-approved-products">https://www.gov.uk/government/publications/covid-19-test-validation-approved-products</a> .		
Please see attached schedule		
Where appropriate, Certificates of Free Sale are issued as a service to UK exporters. A Certificate of Free Sale should not be taken as a Government endorsement of any product that is referred to on the certificate. In issuing Certificates of Free Sale, the MHRA does not assess or verify that the product complies with relevant export requirements and restrictions. It is the applicant's responsibility to ensure compliance with these requirements and restrictions.		
Yours sincerely,		



## Schedule layout

**Please note** only the **Medical Device Name**, **Model/Version** and **Catalogue/Reference**, **Basic UDI DI** and **UKCA** or **CE Certificate Reference No.** data will appear on the CFS certificate or schedule. If any of these fields have not been populated in the registrations system, 'Not applicable' or N/A' or will appear on the CFS certificate or schedule. To populate these fields, where applicable, follow the [Update products](#) instructions in the **Device Registration Reference Guide**.

If you select more than one product, your products will appear on the [Schedule](#) attached to the CFS Certificate. Please also note that it is the product that is added to the CFS order (**Medical Device Name**, **Model/Version** and **Catalogue/Reference**, **Basic UDI DI** and **UKCA** or **CE Certificate Reference No.** **only**) not the device (GMDN® Code or Term).

Certificate Reference: 2023051202218001/1  
Ordered on: 12/05/2023

Directive/Regulation: CE under EU MDD 93/42/EEC, CE under EU IVDD 98/79/EC, UKCA under UK MDR (2002/618) Part II,

Manufacturer Name: DEMO Represented Organisation

CFS Expiry Date: 31/10/2024

Addresses:

[UK Responsible Person] Manufacturing site/Physical manufacturer: India Medical Co , Andhra Cantt, Hyderabad, Andhra Pradesh, 523270, India

[UK Responsible Person] Manufacturing site/Physical manufacturer: Mexico Medical Inc, 123 Road, Cancun, Yucatan, 12345, Mexico

#	Medical Device Name	Model/Version	Catalogue/Reference	Basic UDI DI	Certificate Reference No.
1	Altmatsys	Altmatsys1	AMS/001/01	N/A	BSI_6533453
2	Custom retainer	Cusret1	Not Applicable	N/A	N/A
3	Custom retainer-child	Cusretchild1	Not Applicable	N/A	N/A
4	Premium Stent A	3mm	S46465	8788787656	67868768, 5746576567_EU MDR Art120 Extension
5	Premium Stent A	2.5mm	S87878	8788787656	67868768, 5746576567_EU MDR Art120 Extension
6	Premium Stent A Plus	5mm	S45466	8788787656	67868768, 5746576567_EU MDR Art120 Extension
7	Premium Stent A Plus	4mm	S35454	8788787656	67868768, 5746576567_EU MDR Art120 Extension
8	Premium Stent B	3mm	S64646	8788787656	67868768, 5746576567_EU MDR Art120 Extension
9	Premium Stent B	2.5mm	S35445	8788787656	67868768, 5746576567_EU MDR Art120 Extension
10	Supersharp Stainless	21cm	SSS/21/001	657668787889898	67868768
11	Supersharp Stainless	26cm	SSS/26/001	657668787889898	67868768
12	Toxogon10	Not Applicable	10/TG/444	076568548548	546576767
13	Toxogon10	Not Applicable	10/TG/333	076568548548	546576767

Page 2 of 3

## Manage registered devices

If products need to be added or removed from an existing registered device or Conformity Assessment documents certificates need to be uploaded, linked, or removed (unlinked) from existing registered devices this can be done using the [Manage registered devices](#) function. There is currently no fee to do this.

Follow the instructions in the [Updating Registrations](#) section of the [Device Registration Reference Guide](#) to [Manage registered devices](#).

## Update registered devices and products

If products need to be updated, for example Catalogue/Reference data has changed or was not added at the time of registration, this can be done using the [Update registered devices and products](#) function. If Medical Device Name or Model/Version needs to be updated, you will need to remove the product and add it again. There is currently no fee to do this.

If Basic UDI DI needs to be added follow the [Update Device Details](#) instructions in the [Device Registration Reference Guide](#).

If product data needs to be updated, follow the [Update products](#) instructions in the [Device Registration Reference Guide](#).

## Re-ordering a CFS

You can repeat a previous CFS order, optionally amending any of the information entered previously.

1. In your list of applications, **select** the previously completed application you would like to reorder by **clicking** on the **Reference number**.

**Please note** you will not be able to use the 'Reorder' functionality for any CFS orders submitted prior to 23 May 2018.

AGENCY SERVICES
APPLICATIONS
AS
applan

### Applications

#### ▼ Draft Applications

Search by manufacturer name or reference number

Service All Types

Show All Types

Show 10 per p...

Reference	Manufacturer	Application Type	Submitted/ Saved On		Status
No draft applications available					

#### ▼ Submitted Applications

Search by organisation name or reference number

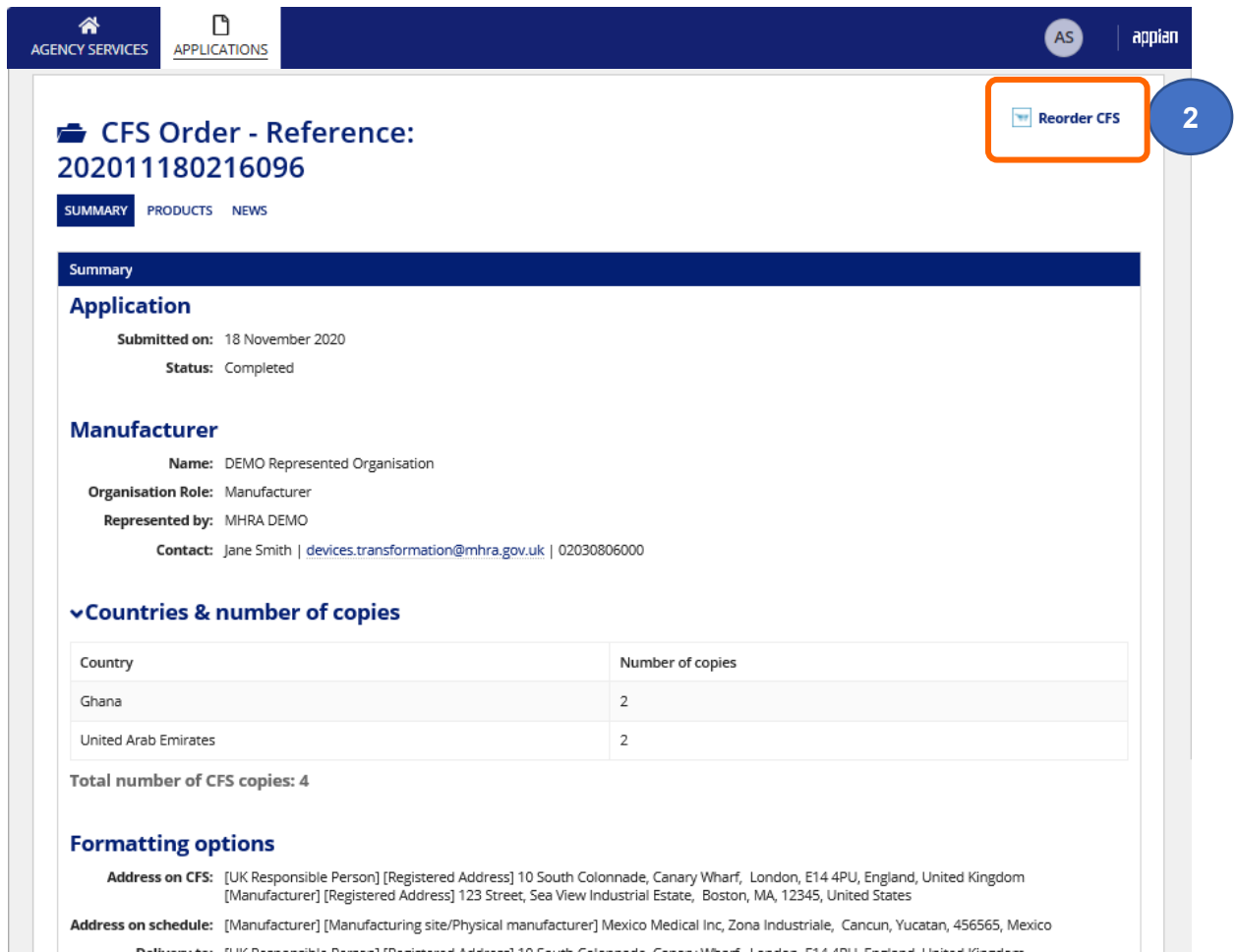
Show All Types

Show 10 per p...

Reference	Organisation	Application Type	Submitted/ Saved On		Status
202011180216096	DEMO Represented Organisation	CFS Order	18 November 2020		✔
202011180216091	DEMO Represented Organisation	Device Amendment	18 November 2020		✔
202011170216039	MHRA DEMO	Device Amendment	17 November 2020		✔
202011150115990	DEMO Represented Organisation Two	Device/manufacturer registration	15 November 2020		✔
202011150115989	MHRA DEMO	New device	15 November 2020		✔
202011140015984	DEMO Represented Organisation	Registration Renewal	14 November 2020		✔
202011140015983	MHRA DEMO	Registration Renewal	14 November 2020		✔
202011140115988	MHRA DEMO	New device	14 November 2020		✔
202011090215772	DEMO Represented Organisation	Device Amendment	09 November 2020		✔
202011090015768	MHRA DEMO	Registration Renewal	09 November 2020		✔

< 1 - 10 of 16 >

2. Select the **Reorder CFS** link in the top right corner.



The screenshot shows the MHRA CFS Order Reference page for reference number 202011180216096. The page is titled 'CFS Order - Reference: 202011180216096'. In the top right corner, there is a 'Reorder CFS' link highlighted with a red box, and a blue circle with the number '2' is placed next to it. The page content includes a 'Summary' section with the following details:

- Submitted on:** 18 November 2020
- Status:** Completed

The 'Manufacturer' section provides the following information:

- Name:** DEMO Represented Organisation
- Organisation Role:** Manufacturer
- Represented by:** MHRA DEMO
- Contact:** Jane Smith | [devices.transformation@mhra.gov.uk](mailto:devices.transformation@mhra.gov.uk) | 02030806000

The 'Countries & number of copies' section contains a table with the following data:

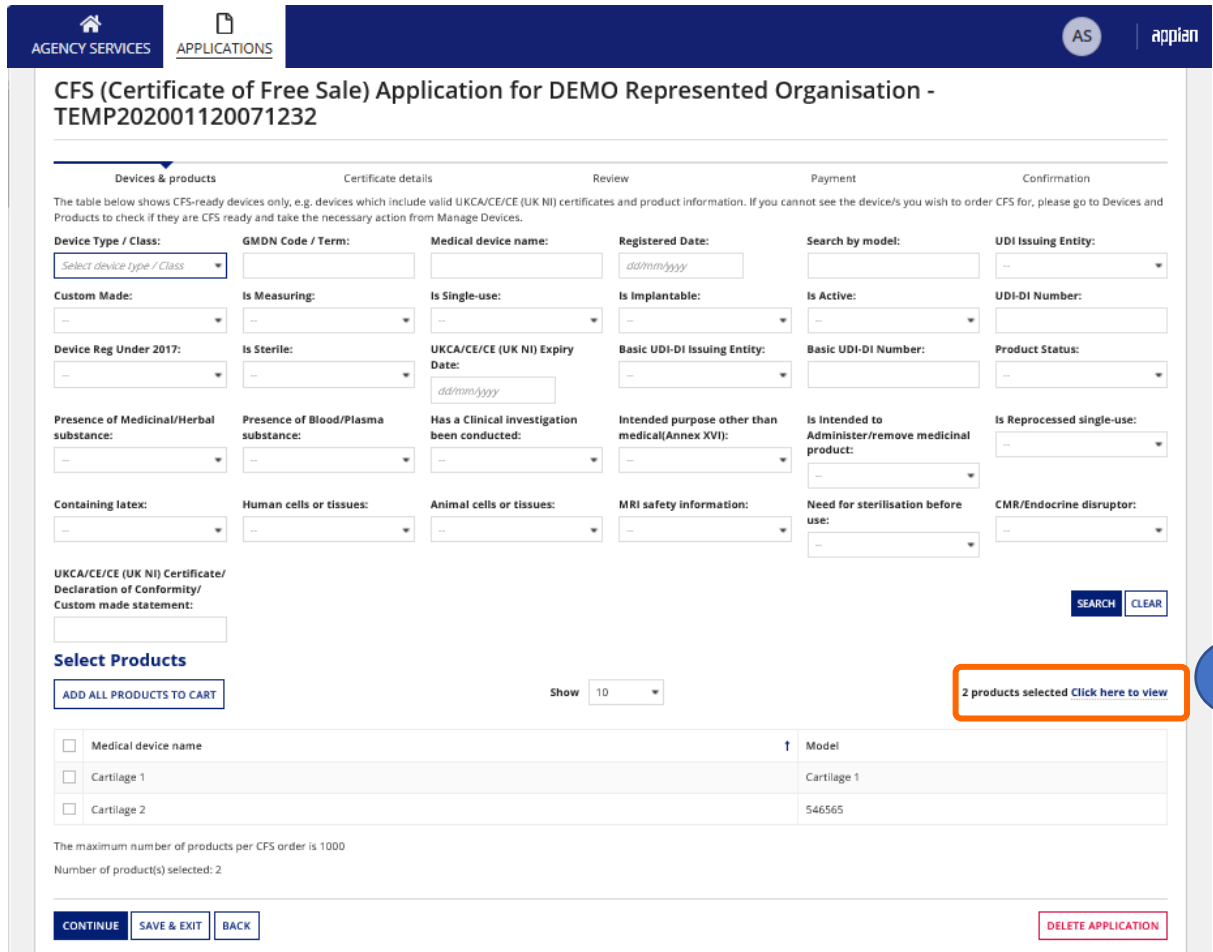
Country	Number of copies
Ghana	2
United Arab Emirates	2

**Total number of CFS copies: 4**

The 'Formatting options' section includes the following addresses:

- Address on CFS:** [UK Responsible Person] [Registered Address] 10 South Colonnade, Canary Wharf, London, E14 4PU, England, United Kingdom  
[Manufacturer] [Registered Address] 123 Street, Sea View Industrial Estate, Boston, MA, 12345, United States
- Address on schedule:** [Manufacturer] [Manufacturing site/Physical manufacturer] Mexico Medical Inc, Zona Industriale, Cancun, Yucatan, 456565, Mexico

- The products and information entered on the previous order will be pre-populated, providing Conformity Assessment certificates are still valid, but you can add or remove products for the new order as required. **Select** the [Click here to view](#) link to view all products on the original order.



**CFS (Certificate of Free Sale) Application for DEMO Represented Organisation - TEMP202001120071232**

The table below shows CFS-ready devices only, e.g. devices which include valid UKCA/CE/CE (UK NI) certificates and product information. If you cannot see the device/s you wish to order CFS for, please go to Devices and Products to check if they are CFS ready and take the necessary action from Manage Devices.

**Device Type / Class:**  **GMDN Code / Term:**  **Medical device name:**  **Registered Date:**  **Search by model:**  **UDI Issuing Entity:**

**Custom Made:**  **Is Measuring:**  **Is Single-use:**  **Is Implantable:**  **Is Active:**  **UDI-DI Number:**

**Device Reg Under 2017:**  **Is Sterile:**  **UKCA/CE/CE (UK NI) Expiry Date:**  **Basic UDI-DI Issuing Entity:**  **Basic UDI-DI Number:**  **Product Status:**

**Presence of Medicinal/Herbal substance:**  **Presence of Blood/Plasma substance:**  **Has a Clinical investigation been conducted:**  **Intended purpose other than medical(Annex XVI):**  **Is Intended to Administer/remove medicinal product:**  **Is Reprocessed single-use:**

**Containing latex:**  **Human cells or tissues:**  **Animal cells or tissues:**  **MRI safety information:**  **Need for sterilisation before use:**  **CMR/Endocrine disruptor:**

**UKCA/CE/CE (UK NI) Certificate/ Declaration of Conformity/ Custom made statement:**

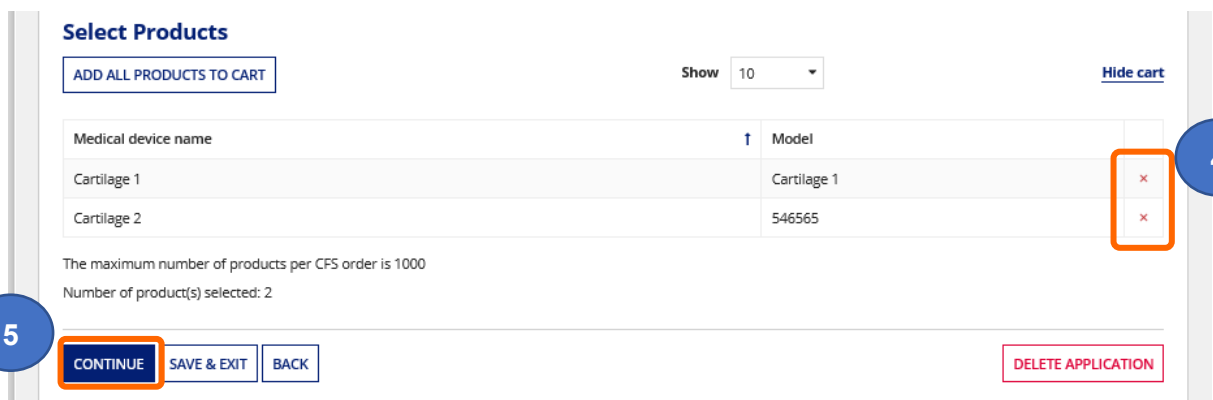
**Select Products**

**Show** 10

<input type="checkbox"/>	Medical device name	Model
<input type="checkbox"/>	Cartilage 1	Cartilage 1
<input type="checkbox"/>	Cartilage 2	546565

The maximum number of products per CFS order is 1000  
Number of product(s) selected: 2

- To remove product not required on this new order **click** the red **X** next to the product.



**Select Products**

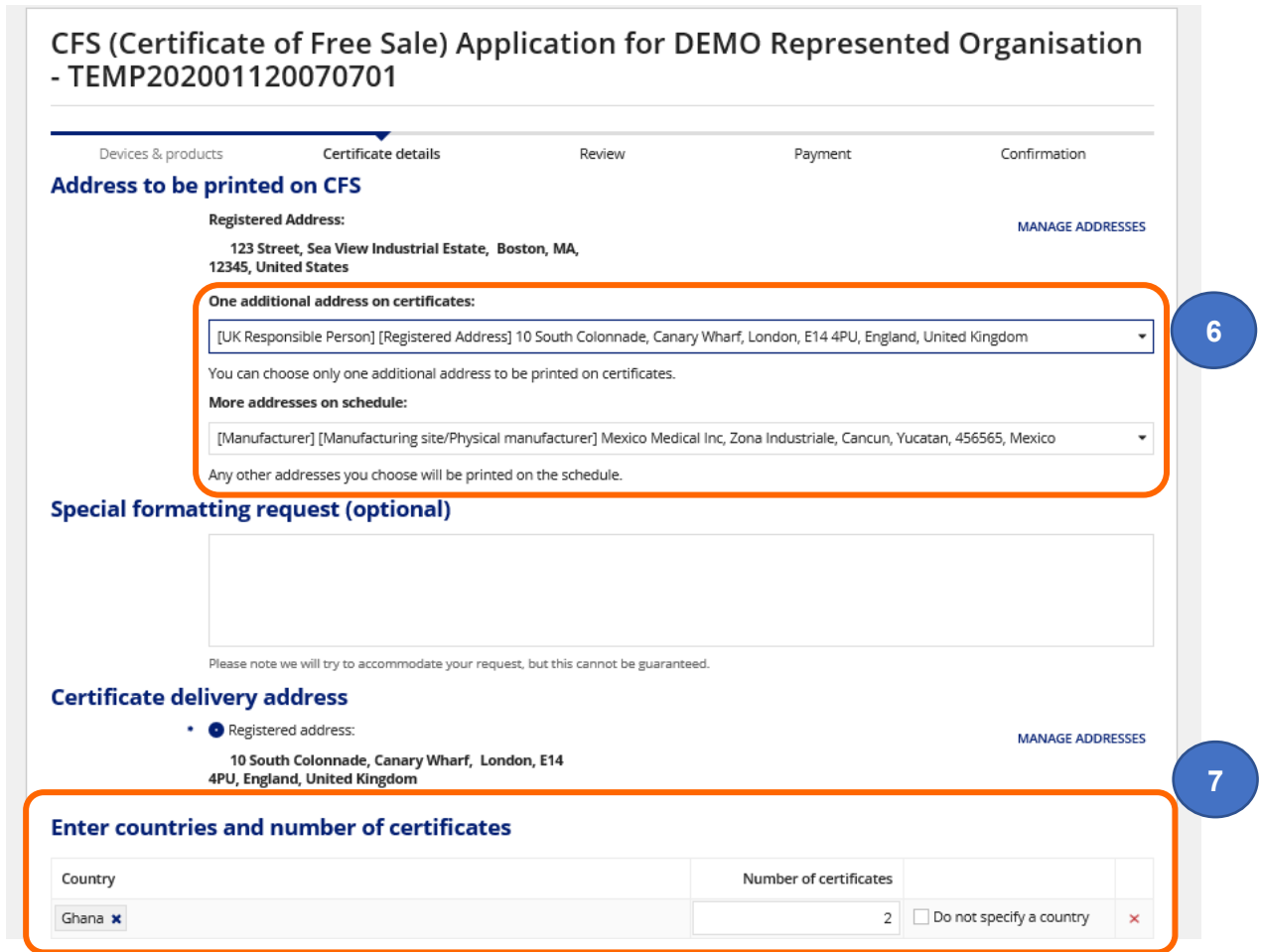
**Show** 10

<input type="checkbox"/>	Medical device name	Model
<input type="checkbox"/>	Cartilage 1	Cartilage 1
<input type="checkbox"/>	Cartilage 2	546565

The maximum number of products per CFS order is 1000  
Number of product(s) selected: 2

- Click the **Continue** button.

6. Make any required changes to [Addresses](#).



**CFS (Certificate of Free Sale) Application for DEMO Represented Organisation - TEMP202001120070701**

Devices & products | **Certificate details** | Review | Payment | Confirmation

**Address to be printed on CFS**

Registered Address: 123 Street, Sea View Industrial Estate, Boston, MA, 12345, United States MANAGE ADDRESSES

**One additional address on certificates:** [UK Responsible Person] [Registered Address] 10 South Colonnade, Canary Wharf, London, E14 4PU, England, United Kingdom

You can choose only one additional address to be printed on certificates.

**More addresses on schedule:** [Manufacturer] [Manufacturing site/Physical manufacturer] Mexico Medical Inc, Zona Industriale, Cancun, Yucatan, 456565, Mexico

Any other addresses you choose will be printed on the schedule.

**Special formatting request (optional)**

Please note we will try to accommodate your request, but this cannot be guaranteed.

**Certificate delivery address**

Registered address: 10 South Colonnade, Canary Wharf, London, E14 4PU, England, United Kingdom MANAGE ADDRESSES

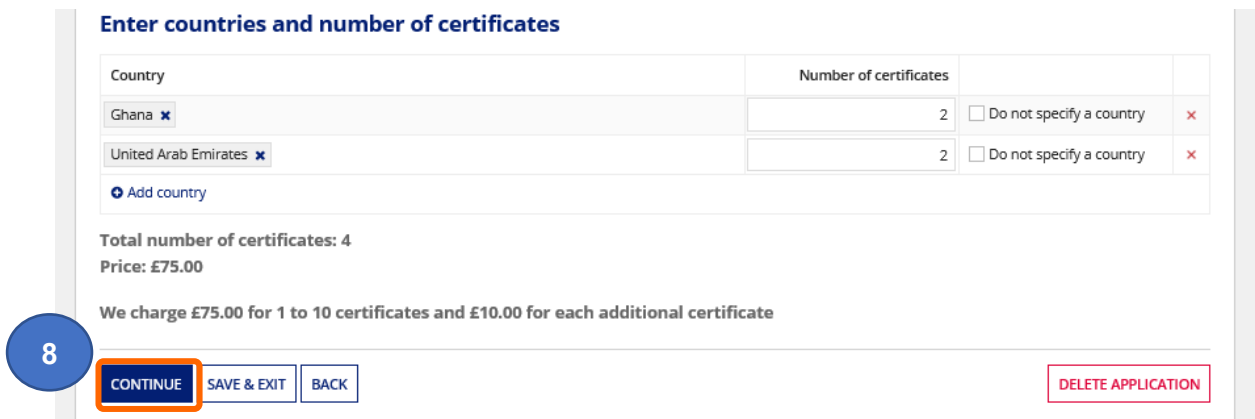
**Enter countries and number of certificates**

Country	Number of certificates		
Ghana <span style="color: red;">✕</span>	2	<input type="checkbox"/> Do not specify a country	<span style="color: red;">✕</span>

7. Make any required changes to [Countries and number of certificates](#). If you want to remove a country that was on the original order, **click** the red **X**.

8. Click continue to the [review](#) page and [Review your order and preview CFS Certificate and Schedule](#) then [Pay for your CFS Order](#).

**Important note:** Fee in screenshot is for illustrative purposes only. Check current [fee](#) on our website.



**Enter countries and number of certificates**

Country	Number of certificates		
Ghana <span style="color: red;">✕</span>	2	<input type="checkbox"/> Do not specify a country	<span style="color: red;">✕</span>
United Arab Emirates <span style="color: red;">✕</span>	2	<input type="checkbox"/> Do not specify a country	<span style="color: red;">✕</span>

[Add country](#)

**Total number of certificates: 4**  
**Price: £75.00**

We charge £75.00 for 1 to 10 certificates and £10.00 for each additional certificate

**CONTINUE** **SAVE & EXIT** **BACK** **DELETE APPLICATION**

## Save and exit: resume applications

When completing an application, you can save, exit and return to completing the application from where you left off. This option is not available on all screens.

Please follow the instructions in the [Device Registration Reference Guide](#).

## Adding a New Manufacturer (for UKRP in UK and AR in NI)

Follow the instructions in the [Updating Registrations](#) section of **the Device Registration Reference Guide** for [Adding a Manufacturer](#). The current [statutory fee](#) will be payable.  
<https://www.gov.uk/guidance/register-medical-devices-to-place-on-the-market#reference-guides>

## Annex I – Workflow

