ProPerSeals
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ProPer FAQs

FOOD AND DRUGS AUTHORITY FDA GHANA
AfCFTA Creating One African Market
African Union
THE AFROCHAMPIONS INITIATIVE

Frequently Asked Questions

Q1. What is the ProPer Alliance?

Answer:

- The Alliance is an International network of African Union partners promoting the successful use of technology to advance the supply chain regulatory aspects of the AfCFTA implementation process. The Alliance was convened through the efforts of the AU and AfroChampions.

Q2. How do consumers verify a number on a Product?

Answer:

- With a smart device, consumers can visit https://properseals.org to verify an FDA number, Batch number, or a Seal of a Product.

- All members of the public are therefore strongly encouraged to register their personal ProPer account for free.

Q3. How would consumers with feature phones be able to verify a number on a Product?

Answer:

- Such consumers will verify an FDA number, Batch number, or a Seal using a USSD code.

Q4. How does the system identify a falsified product with a genuine FDA registration number?

Answer:

- The system has different levels of verification. Though not all products overtly carry FDA numbers even when they are registered, consumers can alternatively verify products at the Levels 1 and 2 verification using barcodes and batch numbers. Some unscrupulous market players however tamper with expiry dates on products putting consumers at risk. Level 2 verification tackles this challenge by enabling verification with Batch Numbers and linkage to original data.

  Then there are those super sensitive or highly targeted products where outright falsification exist. Level 3 verification kicks in for those products. Brand Owners must apply a unique Seal obtained from ProPer (Solution Providers) to each unit of every Level 3 product they make or sell.

Fakers will not be able to obtain these Seals because issuance is controlled centrally, and the products are tracked through the Levels 3 and 4 lenses providing complete visibility to the regulator.

Q5. What if the faker buys genuine products and copy the codes on the Seals onto the fake copies?

Answer:

- That approach will bankrupt the faker because two products cannot bear one code. So, the original products from which they copied the codes will no longer be saleable making such an endeavour pointless. If the faker tries to put both the set of originals and the set of fakes on the market, the system will detect the duplicates and issue alarms for investigations helping the FDA trace the source of the fakes. Furthermore, level 4 verification also provides info on where in the supply chain the breach occurred making investigations more targeted and resource efficient.

Q6. What is the track record of ProPer?

Answer:

- ProPer as an Initiative of the African Union and its strategic partners is linked to other AU initiatives in a very similar context that have been validating and tracking Health records (Test results and Vaccination certificates) of over 3 million travellers during the pandemic. ProPer leverages the traceability infrastructure developed for PanaBIOS and similar programs that is already in use in 21 countries across Africa. These platforms have been in operation since 2020 without a glitch.

Q7. How would a patient who gets a strip/tablet of a drug (not the box/package) which bears no FDA Number/Batch Number/Seal from the Pharmacy shop verify the product?

Answer:

- If the patient is educated through the posters and pharmacy level campaign, they will know to ask for the FDA number from the pharmacist for level 1 and 2 verifications. It is important to emphasize however that WHO dispensing guidelines are to move towards mono carton sale of drugs and so more and more medicines are being sold in mono cartons to patients. These cartons normally have all the information a patient needs for the dosage administered. ProPer aligns with this trend.

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