



# Internet Supply List – First Time Registration for a Retail Pharmacy Business

## Introduction

This guide outlines the steps for first-time entry to the PSI Internet Supply List (ISL) for a Retail Pharmacy Business (RPB).

Anyone who wishes to sell non-prescription medicines over the internet in Ireland must register with the PSI and have their name listed on the approved Internet Supply List. Those websites must also display the EU common logo on every web page that offers non-prescription medicines for sale.

Please familiarise yourself with the requirements for Internet Suppliers on PSI's website before you first apply to register on the Internet Supply List: [Internet Supply-Medicines-PSI \(thepsi.ie\)](https://www.thepsi.ie)

Note that the registration on the Internet Supply List (ISL) must also be renewed yearly before the expiry date of the current ISL registration.

This guide includes the following sections:

- Section 1: First entry to the Internet Supply List for a Retail Pharmacy Business
- Section 2: Cancellation of Internet Supply List registration

A guide on how to complete the renewal of the ISL Registration can be accessed here: [Helpful Resources · The PSI Registration Portal](#)

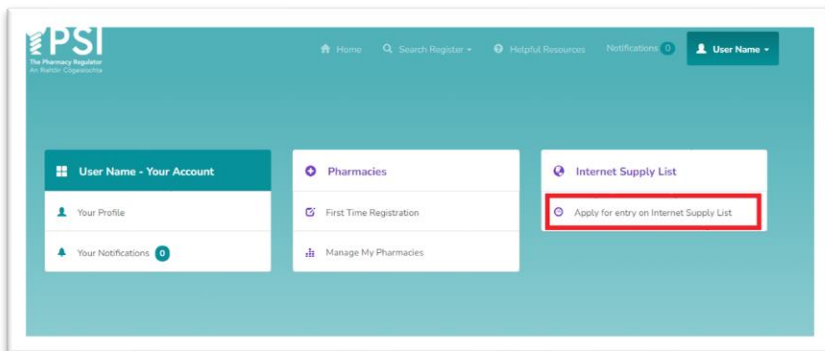
In order to make an application for first time registration to the Internet Supply List, you must access [The PSI Registration Portal](#) by using your existing account (a new account cannot be set up as this will not provide the necessary access).

Once you have logged into the PSI Registration portal, follow the steps outlined below.

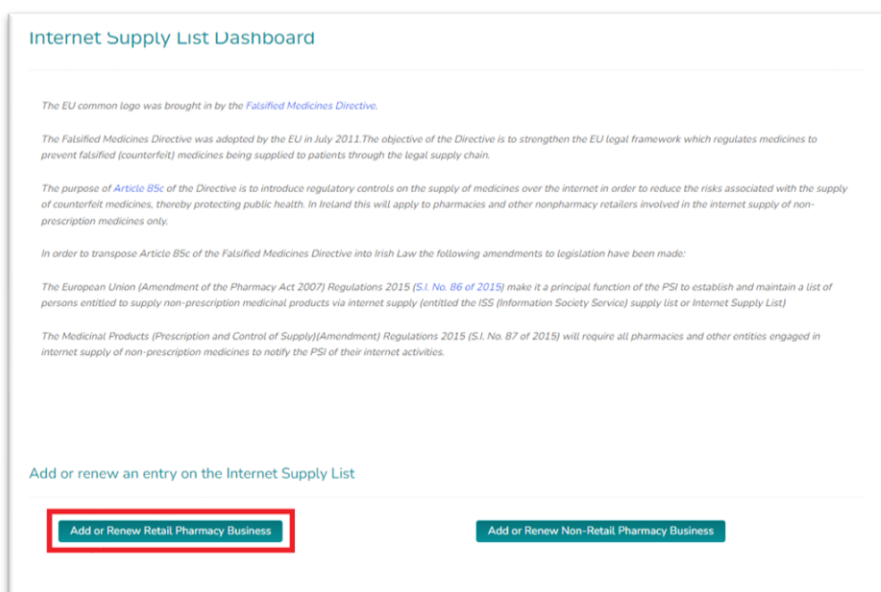
You can find our FAQ and other resources that might assist you on the registration portal: [Helpful Resources · The PSI Registration Portal](#). Here you can also find our 24/7 chatbot. For queries, please contact PSI on [info@psi.ie](mailto:info@psi.ie) or by phone at 01 218 4000.

# 1. First time registration on the Internet Supply List for a retail pharmacy business

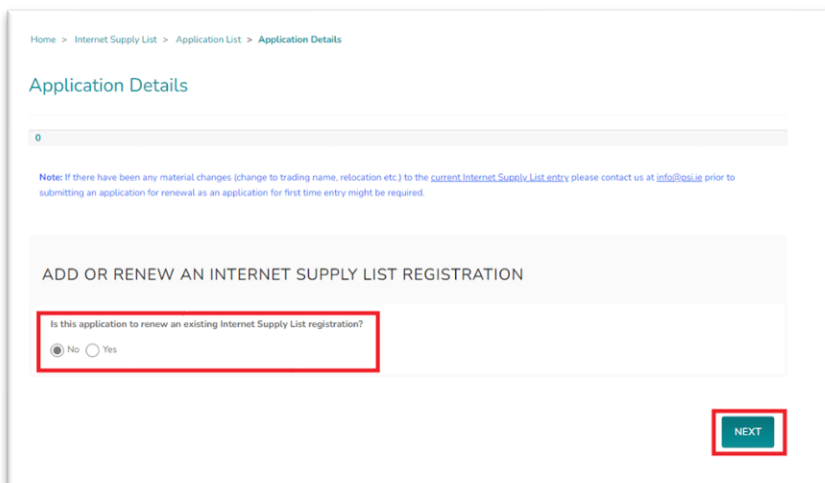
**Step 1:** Log into/Sign up to your account on the PSI Registration Portal and navigate to the 'Apply for entry on Internet Supply List' tab.



- **Step 2:** Click on 'Add or Renew Retail Pharmacy Business'.



- **Step 3:** Choose 'No' for 'Is this application to renew an existing Internet Supply List registration?' question and proceed by clicking 'Next'.



- **Step 4:** Select the relevant RPB by using 'Search' functionality. You will have the option to search for it by name and/or registration number. Proceed by clicking 'Next'.

Application Details

16%

SELECT YOUR RETAIL PHARMACY BUSINESS

Choose an existing Retail Pharmacy Business to begin a new Internet Supply List registration \*

PREVIOUS

NEXT

Lookup records

Search

Choose one record and click Select to continue

Trading Name ↓	Registration Number	Address 1	Registration Number (ISL Registration)
<input checked="" type="checkbox"/> Pharmacy Name	10001238	PSI House Fenian Street Dublin 2 D02 TD72.	

Select Cancel

- **Step 8:** Add Internet Supply details, Website Trading Name, web address and proposed opening date.  
Please note: Website Trading Name and Website address will be displayed on the PSI ISL Register once your application has been approved by the PSI.

Application Details

55%

INTERNET SUPPLY DETAILS

Website Trading Name \*

Website Address for Internet Supply \*

Proposed Starting Date of Internet Supply \*

DD/MM/YYYY

PREVIOUS

NEXT

- **Step 9:** Please select an option from the dropdown menu, then click 'Next'.

### Application Details

50%

The classification sub-category or sub-categories in accordance with Regulation 12(1)(b) of the Medicinal Products (Control of Placing on the Market) Regulations 2007 (S.I. No. 540 of 2007) of the non-prescription medicinal products offered for sale at a distance to the public over the internet i.e. pharmacy only medicines or general sales list medicines. A non-pharmacy retailer is only permitted to sell general sales list medicines. The list of medicines on general sales can be accessed on the HPRA website <https://www.hpra.ie/homepage/medicines/medicines-information/find-a-medicine>.

Classification of Medicinal Products to be supplied by means of the internet

Pharmacy Only Medicines  
General Sales Medicines  
Both

PREVIOUS

NEXT

- **Step 10:** Complete the declarations as appropriate, then click 'Next'.

Application Details

50%

DECLARATIONS

I being the person duly authorised to complete this application on behalf of the company/sole trader declare as follows:

The particulars given in this application are, to the best of my knowledge, true and correct. \*

No  Yes

I undertake to notify, in writing, the PSI of any changes in, or additions to, the aforementioned particulars. \*

No  Yes

I am aware that this person/entity may be removed from the ISS Supply List if any of the information submitted is false or materially inaccurate. \*

No  Yes

That the supply of medicinal products to the public at a distance by means of information society services (internet supply) will be conducted in compliance with the Medicinal Products (Prescription and Control of Supply) (Amendment) Regulations 2015. \*

No  Yes

PREVIOUS

NEXT

**Step 11:** Agree to the Conditions for use of Common Logo and then click 'Next' to be taken to the payment page (see step 12).

### Application Details

88%

#### Conditions for use of Common Logo

1. These conditions must be complied with in order to use the logo. Failure to comply with these conditions could result in withdrawal of permission to use the logo.
2. The logo will be issued by the PSI following approval of an application by a Seller to be entered on the internet supply list.
3. The logo can only be used on approved websites owned and operated by an entity that is offering to sell or supply non-prescription medicines to patients and the public over the internet from the premises to which the logo / register entry relates.
4. The logo must not be replicated or duplicated or used otherwise than in accordance with the site for which it has been granted.
5. Once granted, the logo must not be supplied for use by a third party.
6. No modification of the logo will be permitted, and no words or additional logos may be superimposed on the logo itself.
7. The logo must not be used in any context that could be regarded as illegal or inappropriate.
8. Information contained on the website must be legal, appropriate and truthful.
9. The website must comply with any relevant legislation (for instance advertising of medicines to the public).
10. The website offering the non-prescription medicinal products must contain the following:
  - a. The contact details for the PSI
  - b. A hyperlink to the PSI Internet Supply List webpage
  - c. The common logo on every page of the website which relates to the offer of supply of medicinal products at a distance, including a link to the entry of the person on the Internet Supply List etc.
  - d. A statement stating that a record of each transaction will be retained for 2 years
11. The PSI must be notified if the website is to be discontinued or moved to another website address.
12. The PSI must be notified of any change of ownership, and the new owner must apply for use of the Common Logo.

I note the Conditions for Use of the Common Logo above and agree to be bound by these conditions. \*

No  Yes

PREVIOUS NEXT

- **Step 12:** Please select your payment method: *'Pay Now'* for online card payment, or *'Pay by Electronic Funds'* for bank transfer. If paying by card, enter your payment details and proceed with the *'Pay Now'* option, then you will be prompted to input card details. For bank transfers, click *'Pay by Electronic Funds'* to access the Fee Demand Notice (FDN) with PSI bank details and payment reference that should be used to ensure the payment is processed for the intended application. If the FDN notice hasn't been applied, kindly get in touch with [info@psi.ie](mailto:info@psi.ie) and provide payment details, including the account from which the payment was made, the payment date, the application number, and the reference used.

You must pay the outstanding application fee in order for your application to be processed.

Payer email address

Payer mobile number  
 Ireland (+353)

Search address or Eircode  
 Search

Billing address line 1

Billing address line 2

Billing address line 3

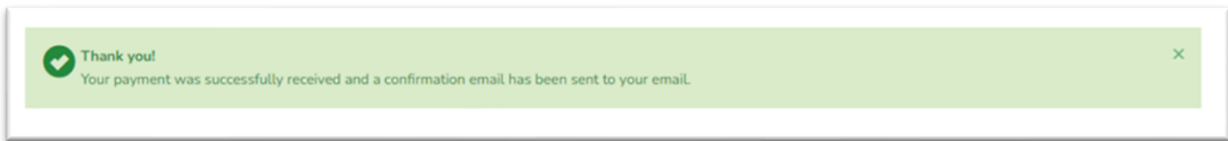
Billing address town

Billing address country

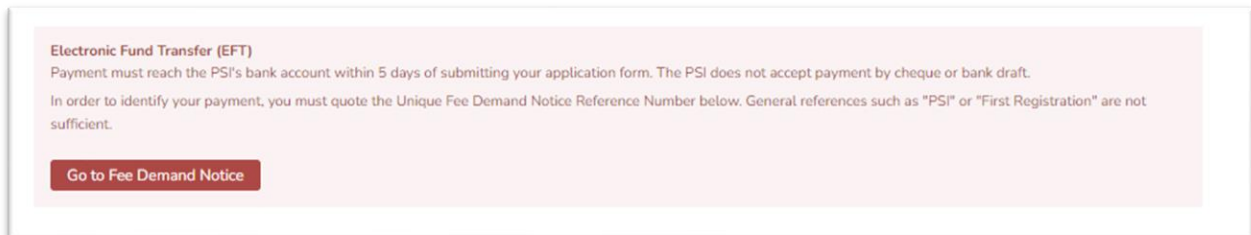
Billing address postcode

Pay now Pay by Electronic Funds Transfer

- **Step 12a:** Once payment has been made by card you will receive the following confirmation.



- **Step 12b:** Once you have chosen 'Pay by Electronic Funds' you will have the option to view and print Fee Demand Notice



**Please note:** Upon approval of your application, you will receive a notification by email. This email includes the EU ISL logo that must be displayed on the website before the internet supply of non-prescription medicines commences.

The registration will be valid for 1 year and must then be renewed to avoid automatic cancellation at the expiry date. You will receive an email notification 30 and 15 days before the renewal must be completed. Please remember to check your spam folder.

## 2. Cancellation of Internet Supply List registration

If the ISL registration is not renewed, the ISL registration of the relevant retail pharmacy business will automatically be removed from the Internet Supply List at the registration expiry date. The nominated person will be informed by email.

If you wish to cancel your Internet Supply List registration before the expiry date of your registration, please send an email to [info@psi.ie](mailto:info@psi.ie) with the following information:

- RPB name and ISL registration number
- The date you wish to cancel your registration (at least 5 workdays after the email is sent)

Please note that the email must be sent from the nominated person or company secretary for the retail pharmacy business using the email address linked to their respective accounts on the PSI registration portal.