



# TATMEEN ONBOARDING EVENT

Licensed Agents  
MAHs  
3PLs

June 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup> 2022





# TATMEEN ONBOARDING EVENT AGENDA

12:00 – 12:30 P.M.

## Introductions

- Welcome & Introductions
- Agenda & Logistics
- Team Introduction
- Program Overview & High-level Delivery Timeline

12:30 – 01:00 P.M.

## Key Concepts & Onboarding Journey

- Key Concepts
- Onboarding Journey

01:00 – 01:30 P.M.

## Business Processes

- User Registration
- Commissioning Aggregation
- Product Transfer
- Product Hierarchy Change
- Status Updates (Block / Unblock, Sample, Lost, Stolen, Damaged, Export)
- Product Verification

01:30 – 02:00 P.M.

## Lunch Break

02:00 - 02:30 P.M.

## Business Processes Part 2

- API Integrations
- Test Cases

03:00 - 05:00 P.M.

## Q&A



## SESSION MATERIAL

01

Technical  
Guides



[Link](#)

02

Training  
Material



[Link](#)

03

Test  
Materials



[Link](#)

04

Feedback  
Form



[Link](#)





## OUR TEAM



**Ali Juma Alajme**

Director Digital Health  
Department  
MoHAP



**Hesham Al Hemeiri**

Project Manager  
MoHAP



**Salwa Jalal Al Blushi**

Head of Digital Standards and  
Operation Section  
MoHAP



**Mubashir Siddiqi**

Systems Architect  
MoHAP



**Maryam Alhosani**

Project Coordinator  
MoHAP





# OUR TEAM



**Jihad Tayara**

CEO  
EVOTEQ



**Sultan Salim  
Al Owais**

Managing Director of  
Special Projects  
EVOTEQ



**Baha AbuSalem**

Program Director  
EVOTEQ



**Mustafa Habib**

Functional Lead  
EVOTEQ



**Walaa Majzoub**

QA/QC Test Manager  
EVOTEQ



**Hala Alayli**

Marketing Manager  
EVOTEQ



**Nadim Shaikli**

VP of Technology  
EVOTEQ



**Mazen Ramadan**

Senior Project Manager  
EVOTEQ



**Moied Yousuf**

Technical Project Manager  
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**Khusro Habib**

Program Solution Architect  
EVOTEQ



**Taimur Khan**

SAP Basis Azure  
EVOTEQ



**Nibal Alrabadi**

Onboarding and Support  
Manager  
EVOTEQ



## KEY UPDATES

### Phase 1 Completed



**Requirements Gathering Finalized.** Conducted 65+ Functional & Technical Workshops with 9+ stakeholders.



Product Master Data and Partner is now integrated between BrandSync, MoHAP, and Tatmeen.



User Testing and Training for Drop 1 completed.



Sessions being scheduled with DoH and DHA for onboarding & connectivity.



**Tatmeen Logo Registered.**  
Marketing Plan, Branding, and Website Created.



Agreed that the **local manufacturers will follow a similar process as international manufacturers** when interacting with Tatmeen.



Technical Manuals for MAH's, Logistics, and Dispensation published.



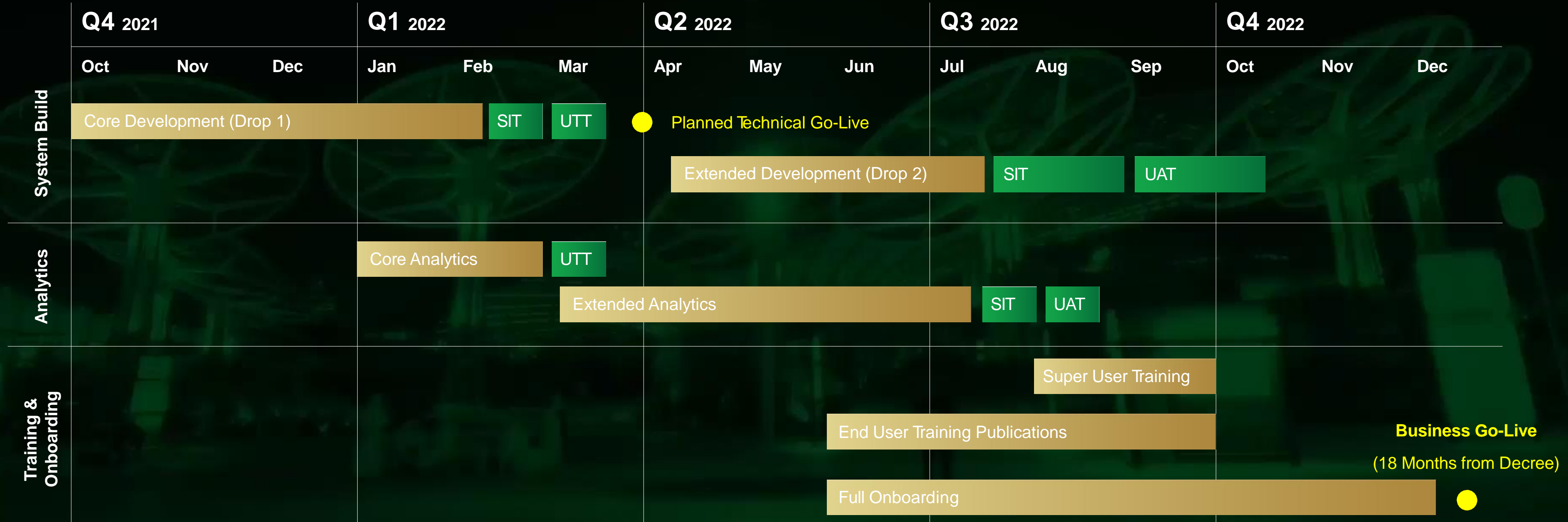
**Multiple meetings held with 3PL's** (Hellman, Aramex, DHL) to confirm participation in the supply chain.







# OVERALL PROGRAM TIMELINE





## ONBOARDING PHASES

**Full Onboarding will be split into 2 phases:**

### Phase 1: Supply Chain Entities

The first phase of the onboarding is geared towards securing the supply chain in the country. This will include Licensed Agents (w MAH's, Scientific Offices, & 3PL's), MoHAP Entities, Customs and Empowerment.

Deadline to onboard is December 13, 2022.

### Phase 2: Dispensation Entities

The second phase of onboarding is geared towards visibility within the supply chain. This will include Hospitals, Pharmacies, Clinics and any other entities that dispense medications that may be in scope.





# ONBOARDING TIMELINES

Phase 1 Supply Chain

Phase 2 Dispensaries



\* Government Entities being DoH, DHA, DHCC administrative components.

\*\* Dispensaries including DHA, DOH, DHCC, Hospitals as well as Private Pharmacies, Hospitals, Clinics, etc



# KEY CONCEPTS

The background features a vibrant green color palette. A series of flowing, multi-layered lines in a golden-orange hue create a sense of movement and depth, resembling a stylized wave or a digital signal. Faint, light-colored geometric shapes, including hexagons, circles, and lines, are scattered across the background, adding a technical or scientific feel to the overall design.





## TATMEEN DEFINED



**Tatmeen** in Arabic means assurance.

Tatmeen is a nation-wide program that will enable **traceability of pharmaceuticals** using **serialization with GS1 standards based on EVOTEQ SmartTrack technology.**



# COMPREHENSIVE PARTICIPATION

## Import Shipment Permit / Local Sales Permit (Licensed Agent)

**Ownership:** MAH  
**Execution:** Licensed Agent  
**Location:** Outside UAE  
**Activities:** Import Shipment Permit for Imports, Local Sales Permit for local manufacturing (outside Tatmeen)

## Commission, Pack & Ship (MAH)

**Ownership:** MAH  
**Execution:** MAH  
**Location:** Local/Outside UAE  
**Destination:** FTZ/HUB/DIST.  
**Activities:** Commission, Pack & Ship

## Receive Goods at FTZ/HUB (3PL) / Distributor

**Ownership:** MAH  
**Execution:** 3PL / Distributor  
**Location:** FTZ/HUB (Only for imports)  
**Activities:** Receive Goods, make Goods available for Customs Inspection

## Import Clearance (MoHAP Customs)

**Ownership:** MAH  
**Execution:** MoHAP Customs  
**Location:** FTZ/HUB (Only for imports)  
**Activities:** Activities: Inspect goods, sampling, verification, approve imports

## Customs Release (Federal Customs)

**Ownership:** MAH  
**Execution:** Federal Customs  
**Location:** FTZ/HUB (Only for imports)  
**Activities:** Activities: Inspect goods, verification, sampling, shipment release

## Market Release (MoHAP Empowerment)

**Ownership:** MAH  
**Execution:** MoHAP Empowerment  
**Location:** FTZ/HUB/DIST (imports) Local Manufacturer (local manufacturing)  
**Activities:** Inspect goods, sampling, verification, market release

## Ship Goods at FTZ/HUB (3PL) / Distributor

**Ownership:** MAH  
**Execution:** 3PL / Distributor  
**Location:** FTZ/HUB (Only for imports)  
**Destination:** Authorized Wholesaler  
**Activities:** Unpack, pack, sampling, verification, shipment

## Receive Goods (Wholesaler)

**Ownership:** Authorized Wholesaler  
**Location:** Inside UAE  
**Activities:** Receive Goods

Change of hierarchy

## Ship Goods (Wholesaler)

**Ownership:** Authorized Wholesaler  
**Location:** Inside UAE  
**Destination:** Distributor  
**Activities:** Unpack, pack, sampling, verification, shipment

## Receive Goods at Distributor

**Ownership:** Distributor  
**Location:** Inside UAE  
**Activities:** Receive Goods

Change of hierarchy

## Ship Goods at Distributor

**Ownership:** Distributor  
**Location:** Inside UAE  
**Destination:** Point of Dispense  
**Activities:** Unpack, pack, sampling, verification, shipment

## Receive Goods at Point of Dispense

**Ownership:** Point of Dispense  
**Location:** Inside UAE  
**Activities:** Receive Goods

## Sell Goods at Point of Dispense

**Ownership:** Point of Dispense  
**Location:** Inside UAE  
**Activities:** Unpack, pack, sampling, verification, shipment, dispense





# COMPREHENSIVE USER EXPERIENCE

**Custom Inspection**  
Validate and confirm release of approved Drugs & Devices



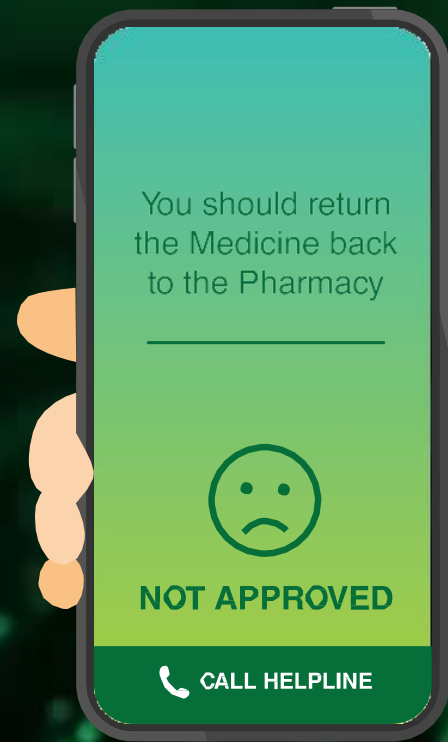
**MoHAP / DHA / DoH Inspectors**  
Scan a barcode of drugs or devices with their mobile device to get relevant details



**Patients**  
Product validation and reporting of counterfeits



**MoHAP / DHA / DoH / Private Hospitals / Pharmacies**  
Product validation and sale of goods at Point of Dispense



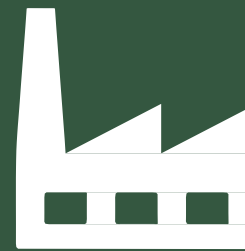


# UNIQUE IDENTIFICATION OF PRODUCTS & LOCATIONS

## COMPANY & LOCATION

Unique identification of physical location

- Global Company Prefix (GCP)
- **Global Location Number (GLN)**



## PRODUCT

Unique identification of trade item

- **Global Trade Item Number (GTIN)**
- **Serialized Global Trade Item Number (SGTIN)**

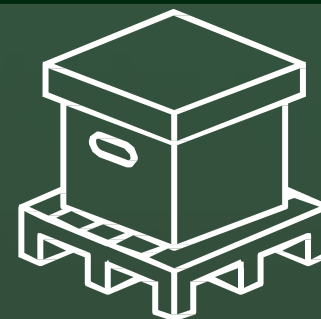


- (01) GTIN
- (21) Serial Number
- (17) Expiry Date
- (10) Lot/Batch

## LOGISTICS AND SHIPPING

Unique identification of logistic unit

- **Serial Shipping Container Code (SSCC)**

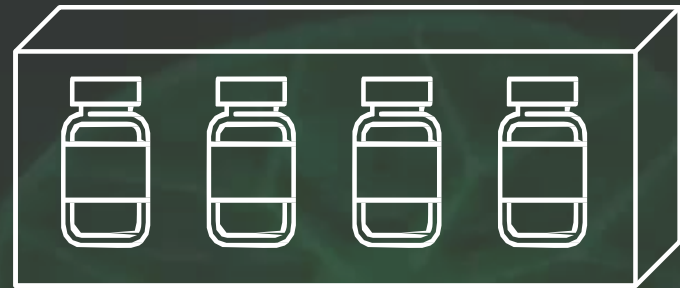
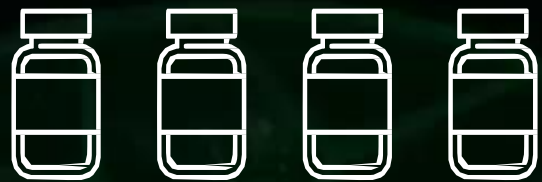


(00)001234567891011123





# SERIALIZATION AND AGGREGATION



## Secondary Packaging / Saleable unit

Marked with Unique Serialized Number SGTIN as 2D Data Matrix applied during manufacturing process



(01) GTN  
(21) Serial Number  
(17) Expiry Date  
(10) Lot/Batch

• **Serialization consists of printing serial numbers & barcodes on different levels**

• **The Aggregation process builds a physical and electronic hierarchy between serial numbers of all levels**



## Master Case (Secondary packaging packed into a case)

Marked with Unique Serialized Number SGTIN as 2D Data Matrix or SSCC as barcode applied during manufacturing and/or warehouse process.

Repacked cases by warehouses will apply SSCC codes.

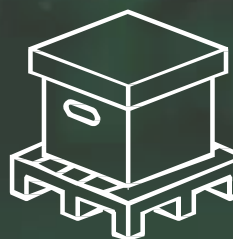
Bundles are also supported.



(01) GTN  
(21) Serial Number  
(17) Expiry Date  
(10) Lot/Batch



(00)SSCC



## Pallet (Logistic unit)

Unique Serialized Number Applied during warehouse process as SSCC codes



(00)SSCC



## PRODUCT & PARTNER MASTER DATA

Master data refers to the characteristics and attributes of an object such as a product or partner. Master data includes attributes such as GTIN, product description, unit of measure, partner address, etc.

Supply chain entities such as Manufacturer, MAH, Agent, Hospital, Warehouse, Pharmacy are responsible for registering their own products and partner master data in relevant **MoHAP** systems. **MoHAP** stakeholder's partner master data will be manually uploaded.

**MoHAP** systems send all required product and partner master data to **BrandSync** GS1 where additional master data attributes are entered. **BrandSync** GS1 then makes this data available to **TATMEEN**.



Master Data flow

**TATMEEN** allows received master data to be viewed but does not allow any changes to master data. All updates must be done in **MoHAP** system (or in **BradSync** for additional data).



The background features a dark green color with a series of flowing, wavy lines in a lighter green and orange hue. These lines create a sense of movement and depth. Faint, light-colored icons are scattered across the background, including a brain, a gear, a hexagonal grid, and various geometric shapes like circles and lines.

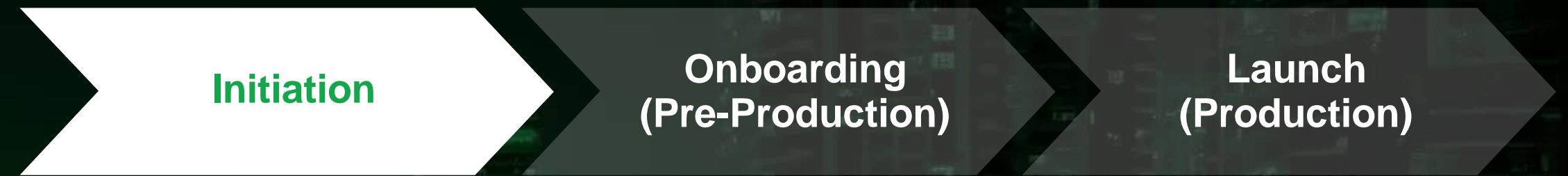
# ONBOARDING JOURNEY





## ONBOARDING JOURNEY – B2B INTEGRATION

### Supply Chain Participants & Dispensation



01

#### GLN REGISTRATION

- Register with GS1 to acquire a Global Location Number (GLN)

02

#### UPDATE MASTER DATA

- Supply Chain partners require access to BrandSync
- Partner Master must be reviewed and updated in BrandSync and sent to Tatmeen. This includes the GLN and SPOC Identification, etc.
- Product Master must be reviewed and updated on BrandSync by brand owners and sent to Tatmeen. This includes GTIN addition, MAH GLN, and Licensed Agent GLN, etc.





## ONBOARDING JOURNEY – B2B INTEGRATION

### Supply Chain Participants & Dispensation



03

#### GLN REGISTRATION

- SPOC receives registration email from Tatmeen and complete registration
- SPOC then creates additional Service/Technical and Dialogue Users (operational users) via Tatmeen
- For more information on user access please see the user management training (<https://tatmeen.ae/utt>)

04

#### DOWNLOAD TECHNICAL ONBOARDING GUIDES

- For MAH's: Tatmeen Technical Guide for MAH
- For Licensed Agents: Tatmeen Technical Guides for MAH and Logistics
- For Dispensation: Tatmeen Technical Guide for Dispensation
- Additionally, reference the technical onboarding guide.



## ONBOARDING JOURNEY – B2B INTEGRATION

### Supply Chain Participants & Dispensation



05

#### INTEGRATE WITH TATMEEN API'S

- Technical users will follow the technical guide to connect to Tatmeen through API's and establish the B2B connection

06

#### DATA FOR TEST SCENARIOS TO BE CREATED

- Ensure the required test data (serial numbers) is available at the GLN
- In case the test data is missing, reach out to preceding supply chain partners to commission the data and send to your location.





## ONBOARDING JOURNEY – B2B INTEGRATION

### Supply Chain Participants & Dispensation



07

#### RUN TEST SCENARIOS AND ENSURE SUCCESSFUL RESPONSE

- Commissioning, Aggregation, and Shipping
- Hierarchy Change – Pack & Unpack
- Product Transfer – Shipping, Receiving, Shipping Returns, and Receiving Returns
- Product Status Updates: Sampling, Lost, Stolen, Damaged, Dispensed, Exported

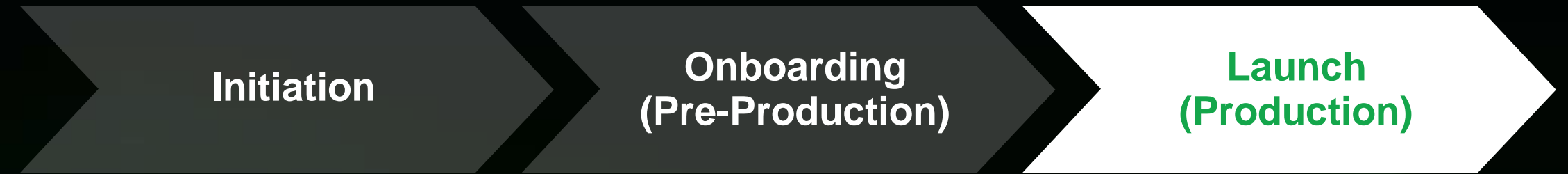
08

#### SUBMIT SUCCESSFUL TEST SCENARIOS TO [ONBOARDING@TATMEEN.AE](mailto:ONBOARDING@TATMEEN.AE) (Subject: Onboarding Completion - Stagging)



## ONBOARDING JOURNEY – B2B INTEGRATION

### Supply Chain Participants & Dispensation



09

RECEIVE UPDATED URLS FOR CONNECTING TO PRODUCTION ENVIRONMENT

10

USER REGISTRATION IN TATMEEN PRODUCTION ENVIRONMENT

- SPOC to complete Tatmeen registration
- SPOC to add business and service/technical users from their organization

11

SWITCHOVER API'S TO PRODUCTION ENVIRONMENT

12

E-MAIL COMPLETED ONBOARDING CHECKLIST TO [ONBOARDING@TATMEEN.AE](mailto:ONBOARDING@TATMEEN.AE) (Subject: Onboarding Completion - Production)






## ONBOARDING JOURNEY – MOBILE AND PORTAL



### Supply Chain Participants & Dispensation

 Smaller participants who do not have advanced warehouse or pharmacy management systems that can integrate to Tatmeen may opt to use Tatmeen's mobile and portal functionalities to share necessary transaction information.

01

#### GLN REGISTRATION

- Register with GS1 to acquire a Global Location Number (GLN)

02

#### UPDATE MASTER DATA

- Supply Chain partners require access to BrandSync
- Partner Master must be reviewed and updated in BrandSync and sent to Tatmeen. This includes the GLN and SPOC Identification, etc.
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## ONBOARDING JOURNEY – MOBILE AND PORTAL

### Supply Chain Participants & Dispensation



#### 03 DOWNLOAD TRAINING GUIDES

#### 04 TATMEEN USER ACCESS

- SPOC receives registration email from Tatmeen and completes registration
- SPOC then creates additional Dialogue Users (operational users) via Tatmeen
- For more information on user access please see the user management training (<https://tatmeen.ae/utt>)

#### 05 E-MAIL COMPLETED ONBOARDING CHECKLIST TO [ONBOARDING@TATMEEN.AE](mailto:ONBOARDING@TATMEEN.AE) (Subject: Onboarding Completion - Production)



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**BUSINESS  
PROCESSES IN  
SCOPE**



The background features a dark green gradient with several decorative elements. A prominent feature is a series of wavy, parallel lines in a golden-brown color that flow across the bottom half of the image. Faint, light-colored icons are scattered throughout, including a brain, a gear, a hexagonal grid, and various geometric shapes like circles and lines.

# USER REGISTRATION





## USER REGISTRATION - GENERAL

Tatmeen solution consists of Dialogue Users and Service (Technical) Users

Users must first be registered with Tatmeen to use **Tatmeen Mobile and Portal.**

**Users will receive a registration invitation. The form of invitation may vary according to the user's role.**

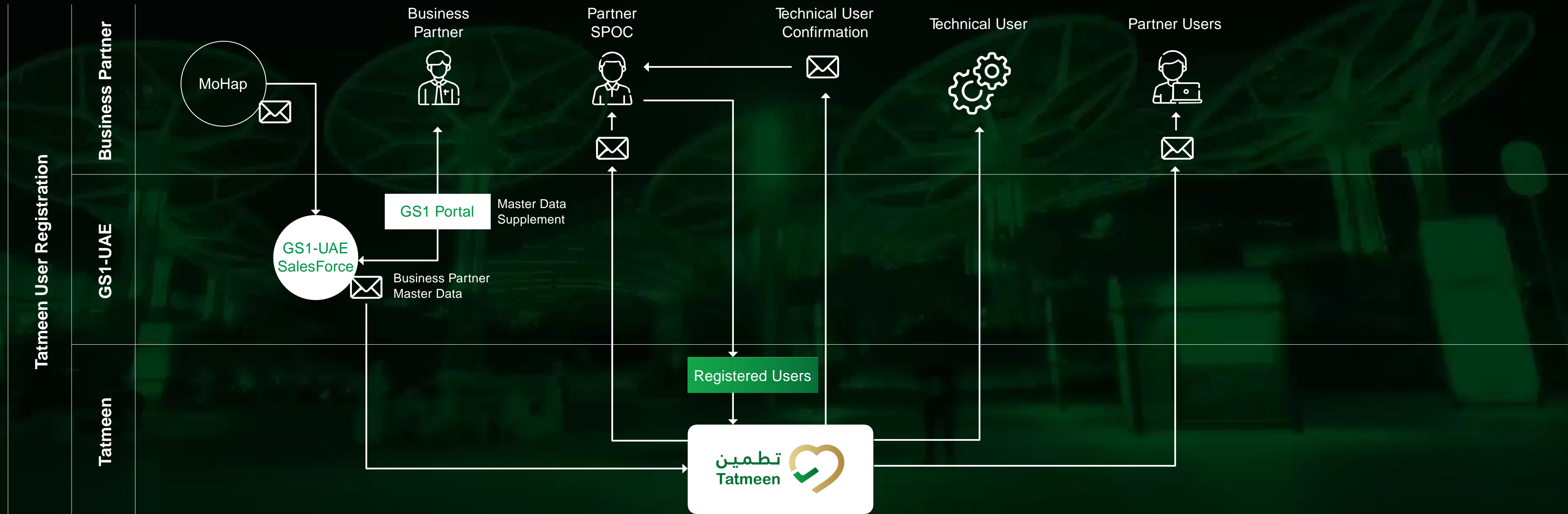
### DIALOGUE USERS

- Business Partner Single-Point-of-Contact (SPOC)
- Business Partner operational users
- MoHAP and UAE Government Agency users that view Tatmeen information
- Tatmeen Administrators

### SERVICE / TECHNICAL USERS FOR BUSINESS PARTNERS



# USER REGISTRATION – SPOC DATA FLOW







# COMMISSIONING & AGGREGATION





## COMMISSIONING & AGGREGATION - GENERAL

### Commissioning


is the process of sharing the products serial numbers with Tatmeen. When the MAHs shares the commissioning message with Tatmeen, this in turn communicates to Tatmeen that the product is coming from a known source, and it is authentic. The serialized product are registered in Tatmeen for UAE market.

### Aggregation

refers to capturing and maintaining parent-child relationships between different packaging levels of product. The Aggregation process involves serializing products at the saleable unit level, then associating those units to the next level of the packaging hierarchy (e.g. cases).

- MAHs and Licensed Agents are responsible for providing product commission data for saleable items (SGTINs)
- Tatmeen will only allow the MAH and Licensed Agents that are defined in the product master to commission saleable items
- Commissioning needs to have SHP (Shipment Import Permit)
- All supply chain stakeholders can commission logistic items (SSCCs)
- Commissioning and Aggregation file upload functionality will be provided on Portal



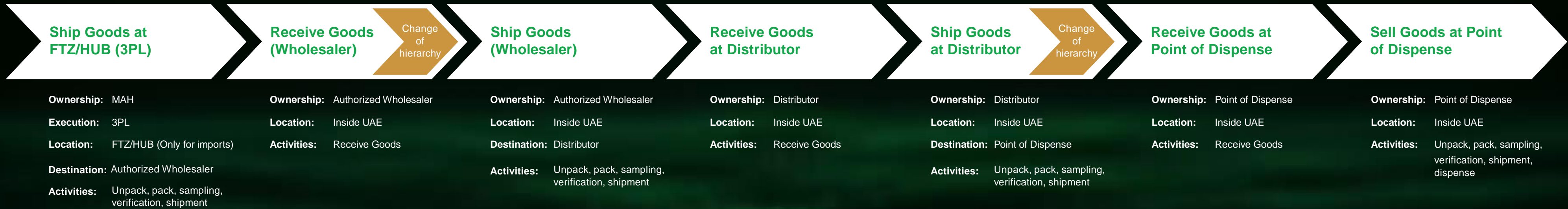


PRODUCT  
TRANSFER





## PRODUCT TRANSFER - GENERAL



Product transfer refers to the movement of product from the current location to a new location. All Supply Chain entities can perform product transfer.

### PRODUCT TRANSFER INVOLVES THE FOLLOWING:

- **Shipping** – At the initial location the shipping document must be created to send products out of the location
- **Receiving** – To accept the shipped products into target location, the receiving document must be created at the target location
- **Return Shipping** – If the shipment is rejected by the receiver at the target location, the shipment is returned to its initial location together with the return shipping document
- **Return Receiving** – If the shipment is returned to the owner's initial location and the owner rejects the shipment, the shipment is returned to the target location together with the return receiving document.





## SHIPPING

**The main data requirements for the shipping are:**

- GLN of senders/start location is automatically assigned from the user running the transaction
- GLN of destination/target location
- Reference document number, e.g. Outbound delivery number
- Unique Serialized Number (SGTIN or SSCC) of shipped goods.

## RECEIVING

**The main information requirements for the receiving are:**

- GLN of the receiving location is automatically assigned from the user running the transaction
- Reference document number, e.g. Inbound reference number
- Unique Serialized Number (SGTIN or SSCC) of shipped goods



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# Product Hierarchy Change





# HIERARCHY CHANGE GENERAL

## PACK

Packing is a product hierarchy update where we add one or more unpacked child items into an existing or new parent.

The packaging process comprises of 3 steps:

- Step 1 – Adding child items
- Step 2 – Adding of a parent item
- Step 3 – Packing confirmation

## UNPACK

Unpacking is an update to the product hierarchy where we disaggregate/subtract one or more child units from the parent.

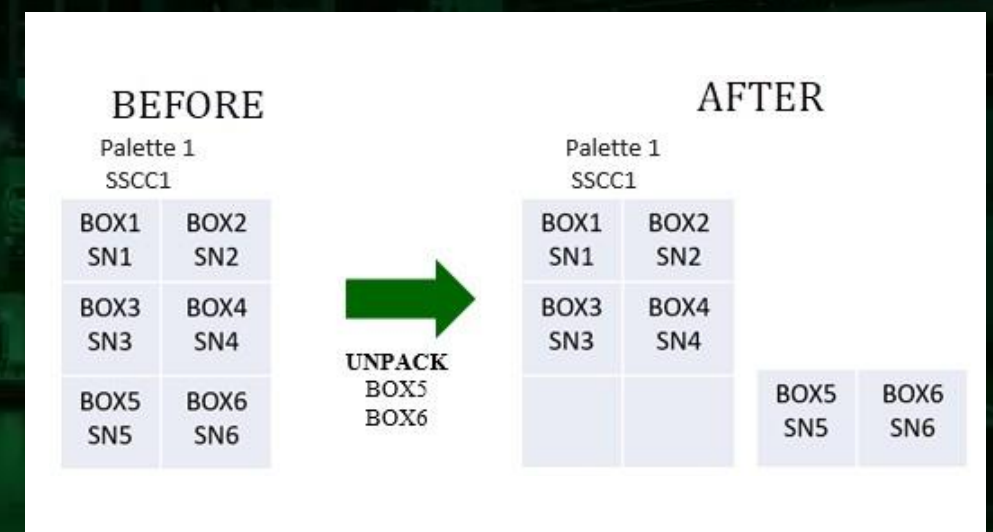
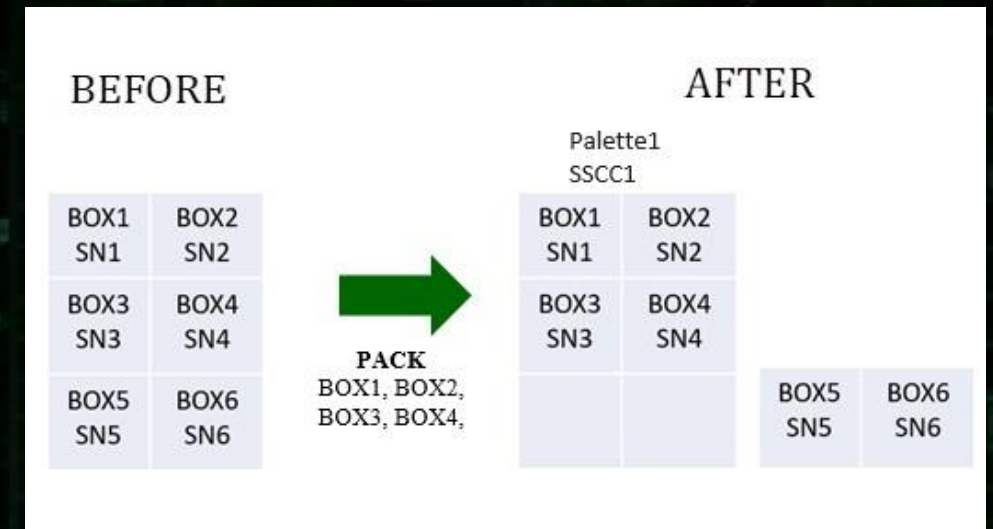
The unpacking process comprises of 3 steps:

- Step 1 – Select a parent item
- Step 2 – Select child items
- Step 3 – Unpacking confirmation

## UNPACK ALL

Unpack All is the update to the product hierarchy where we disaggregate/subtract all child units from the parent unit.

After this update the parent unit will no longer have any child items. The child items remain unchanged, except they no longer have a parent unit.



Hierarchy Change indicates a change in packaging as the goods move through the distribution process.





PRODUCT  
STATUS  
UPDATES





## PRODUCT STATUS UPDATE - GENERAL

Each serialized item (SGTIN/SSCC) for UAE market, will have initial status of commissioned.

The item will then be available for further distribution.

During the process a variety of events may affect an item which may cause the item's status to change.

### Items may have any of the following statuses:

- Blocked
- Unblocked
- Sample
- Lost
- Stolen
- Damaged
- Exported





# PRODUCT STATUS UPDATE - GENERAL

## Product Status Transitions Matrix

Origin product status	Created	Commissioned	Decommissioned - sample	Decommissioned - destroyed	Decommissioned - damaged	Decommissioned - expired	Decommissioned - dispensed	Decommissioned - stolen	Decommissioned - exported	Decommissioned - lost	Decommissioned - recall	Blocked for inspection	Blocked for recall	Blocked for destruction
Created		Acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Commissioned	Not acceptable		Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable
Decommissioned - sample	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - destroyed	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - damaged	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - expired	Not acceptable	Not acceptable	Not acceptable	Acceptable	Acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - dispensed	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - stolen	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - exported	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - lost	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - recall	Not acceptable	Not acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable
Blocked for inspection	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable		Not acceptable	Not acceptable
Blocked for recall	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable		Not acceptable
Blocked for destruction	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Not acceptable	





# PRODUCT VERIFICATION





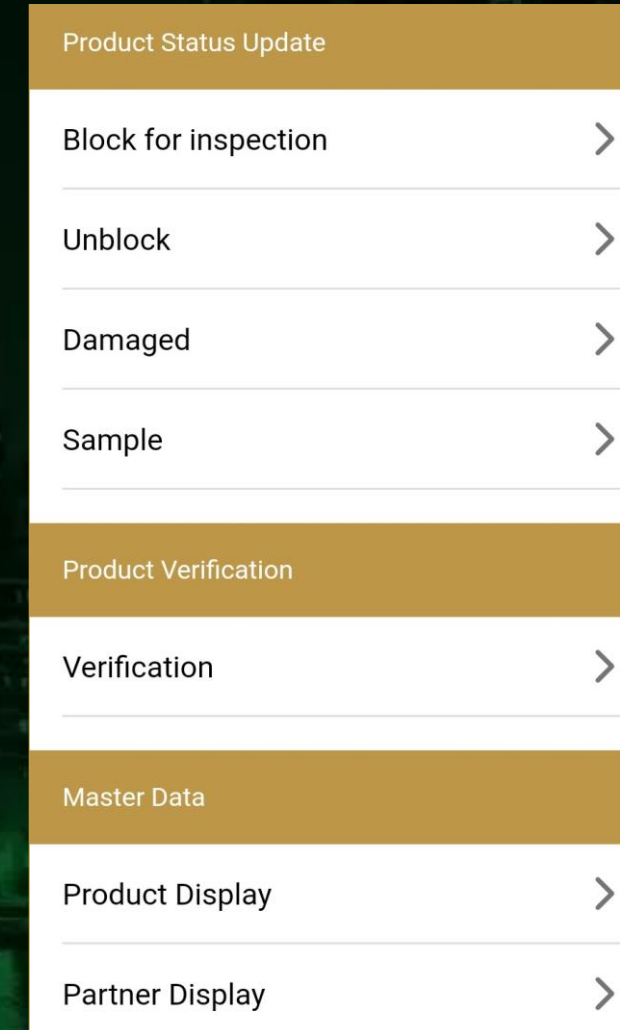
## PRODUCT VERIFICATION - GENERAL

The detailed information of any serialized/aggregated item can be checked any time.

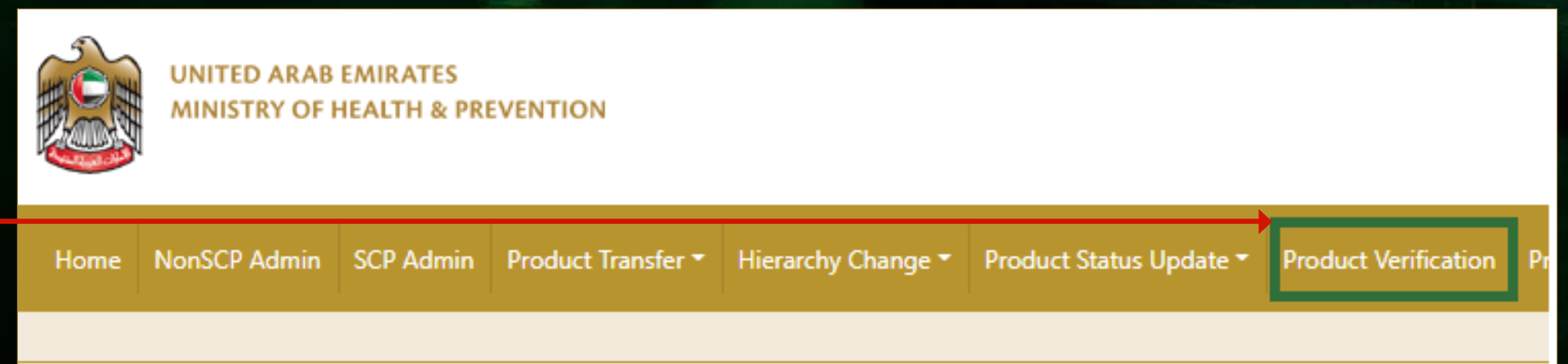
Based on a user's security level they will be able to see:

- Product Verification – The user will be able to see basic information about serialized/aggregated item and aggregation hierarchy, if any exists
- Product verification with a journey – The user will be able to see basic information about serialized/aggregated item and the aggregation hierarchy if any exists. The User will also have access to the log of all status changes and shifts between GLN locations.

To see product verification data on the Portal or Mobile select Product Verification in navigation menu.



Mobile Product Verification navigation menu



Portal Product Verification navigation menu





B2B  
Integration





## B2B INTEGRATION JOURNEY

### Setup

S1

#### B2b User

SPOC Creates  
B2B User in Tatmeen  
portal

S2

#### Developer Portal

Login to Tatmeen API  
Developer Portal using  
B2B user

S3

#### Subscribe to APIs

B2B User subscribes to  
the required APIs on the  
Developer portal

### Execute

E1

#### Request Token API

Use the Login APIs to fetch  
Bearer Token passing B2B  
user id and password

E2

#### Post EPCIs

Send messages to Tatmeen  
using Application Key and  
fetched Bearer Token

E3

#### Message Status Query

Use Message Status Query  
API to retrieve results





## S1 - B2B USER CREATION

- SPOC for each onboarded entity has the privilege to create one or more users for their organization
- There are two type of users
  1. Portal/Mobile
  2. Service
- Type Service refers to a B2B user
- This user cannot login to portal/mobile and only use the API endpoints to interact with Tatmeen
- Password for this user will be set by the SPOC
- This user can be authorized for one or more GLNs of the SPOCs organization

The screenshot displays the Tatmeen user creation interface. At the top, there is a navigation bar with a help icon, language options (EN and عربي), a settings gear, and the Tatmeen logo. Below the navigation bar, there is a 'Message Log' button and a dropdown menu with 'Settings' and 'SPOC Admin' options. The main form is titled 'Add User' and contains the following fields:

- Type: Service (dropdown)
- First Name: Mustafa
- Last Name: Habib
- E-Mail: B2BUser@hotmail.com
- Password: [Redacted]
- Repeat Password: [Redacted]
- Location: TEST BP Limited 1 (dropdown)

At the bottom of the form, there are 'Cancel' and 'Create User' buttons. A note below the password field states: '\* Must contain at least 14 characters and include uppercase, lowercase, number, a special character.'





## S2 – DEVELOPER PORTAL

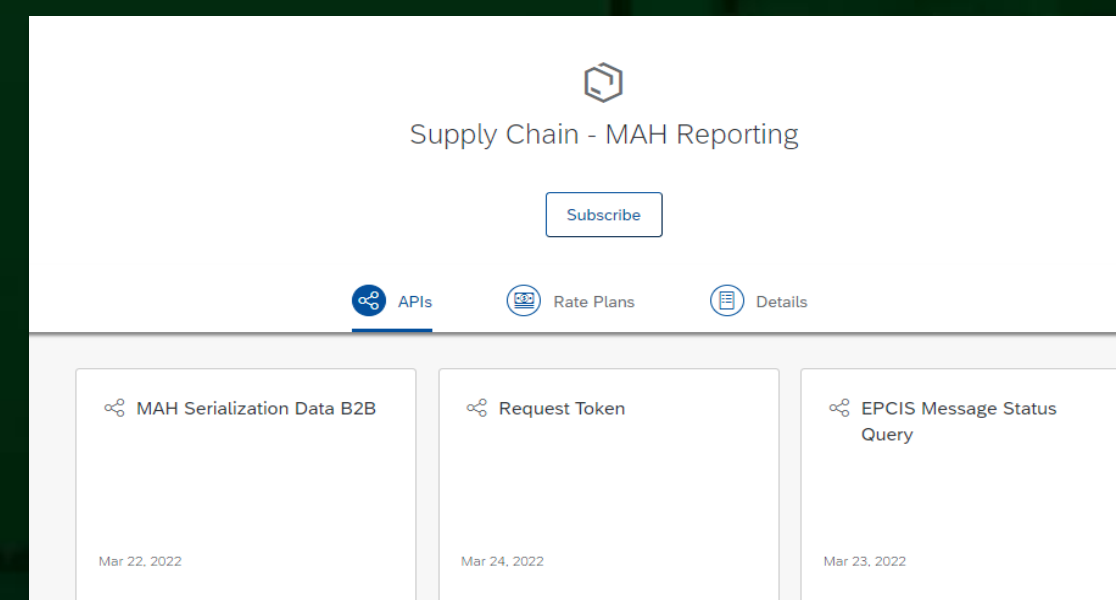
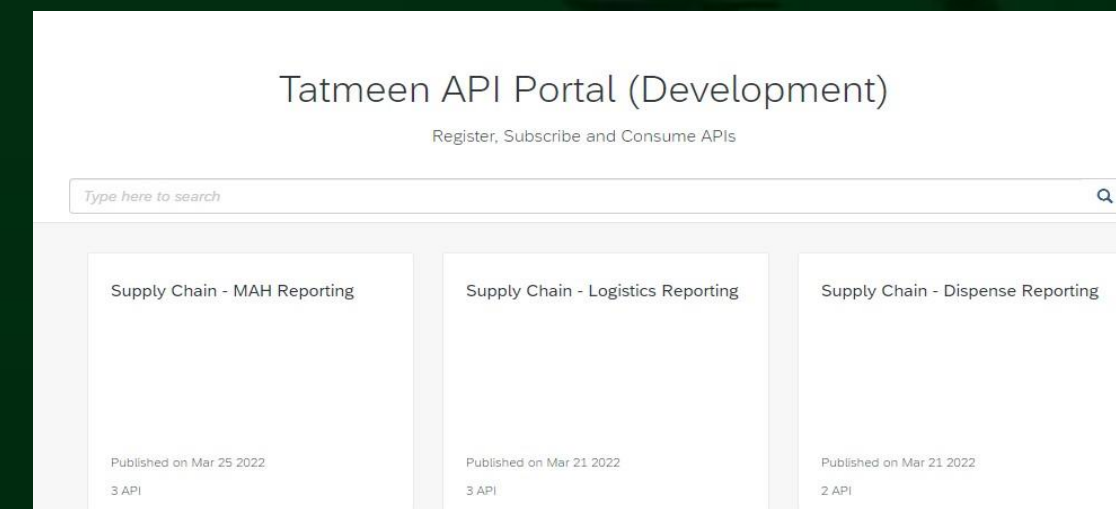
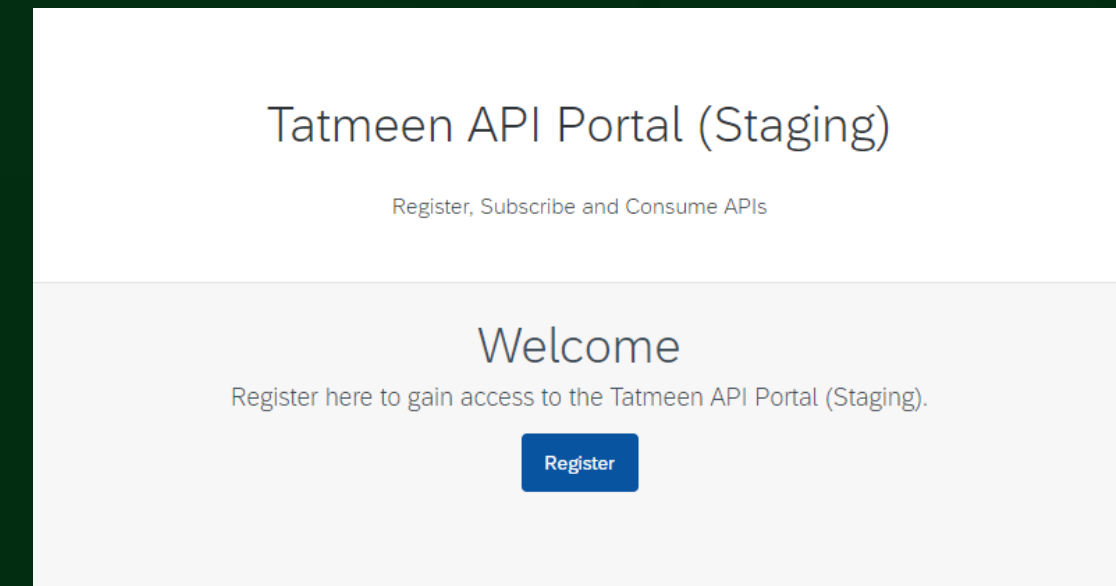
- Tatmeen provides an API Developer Portal <https://stgapihub.tatmeen.ae>
- Use your B2B user to login to the developer portal and register
- This will send a request to the Tatmeen admin for approval
- The developer portal lists the set of APIs available to each B2B user

### APIs are grouped into products such as

- Supply Chain – MAH Reporting
- Supply Chain – Logistics Reporting
- Supply Chain – Dispensing Reporting

### Select the relevant product to show the list of APIs for e.g.:

- MAH Serialization B2B
- Request Token
- EPCIS Message Status Query

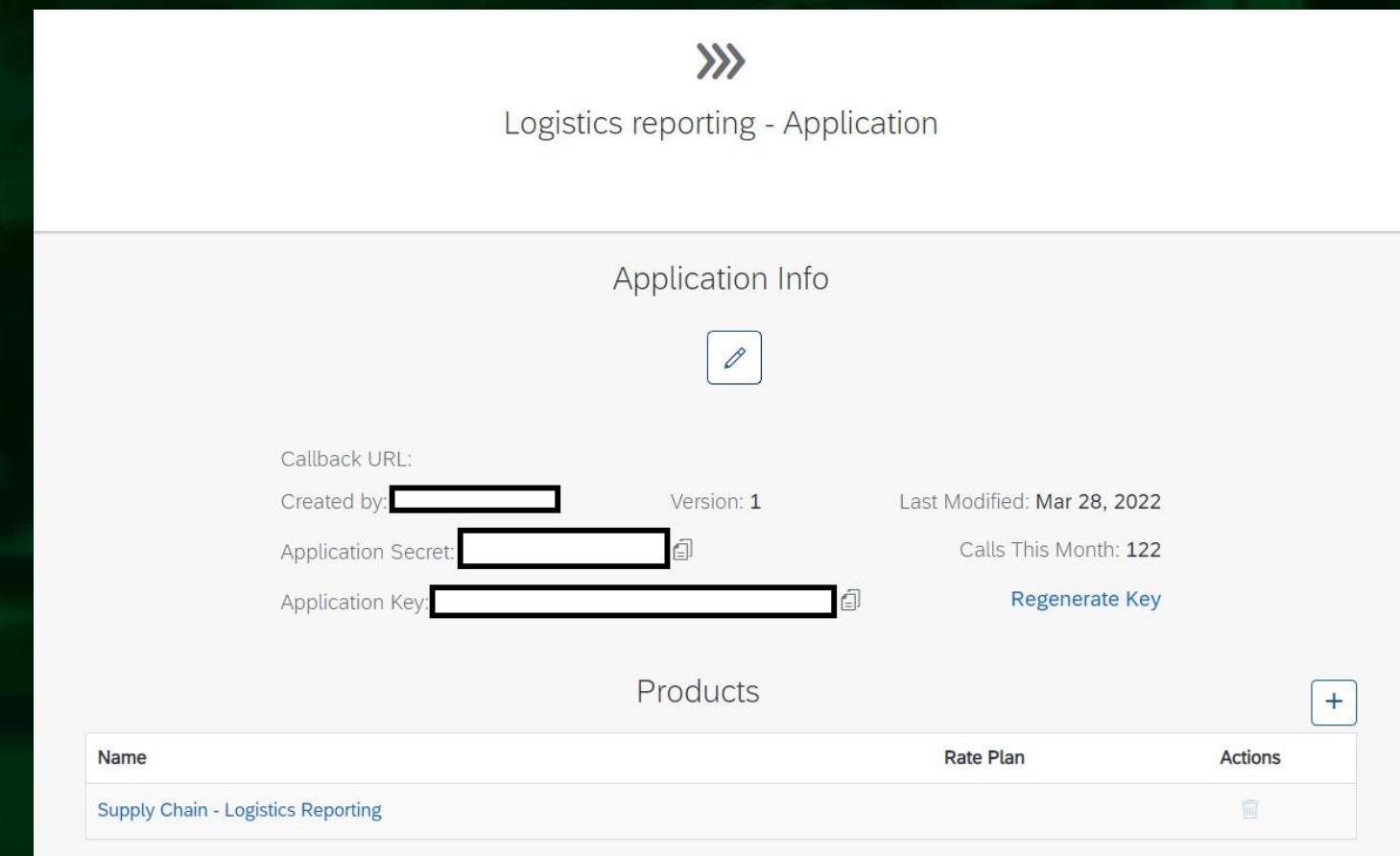
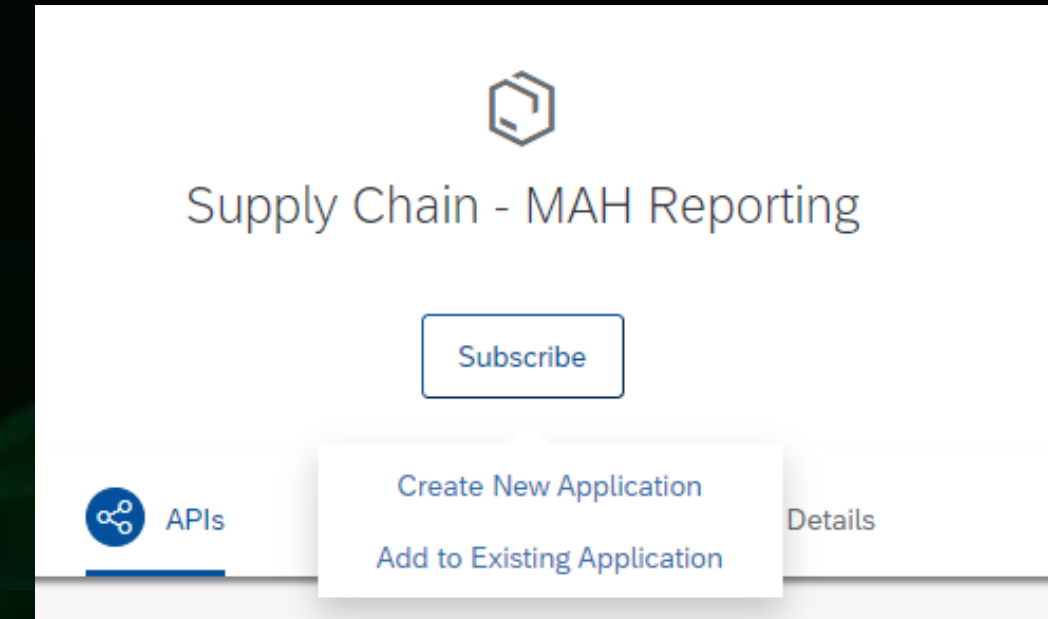






## S3 – SUBSCRIBE TO APIs

- Before using an API, the specific Product must be subscribed by the B2B user to generate the **Application Key**
- While in the product page, select the subscribe button
- Select the option to create a new application or add the product to an already created existing application
- **Application Key** is generated at the application level
- This means if a product is subscribed under an existing application user can reuse the **Application Key**

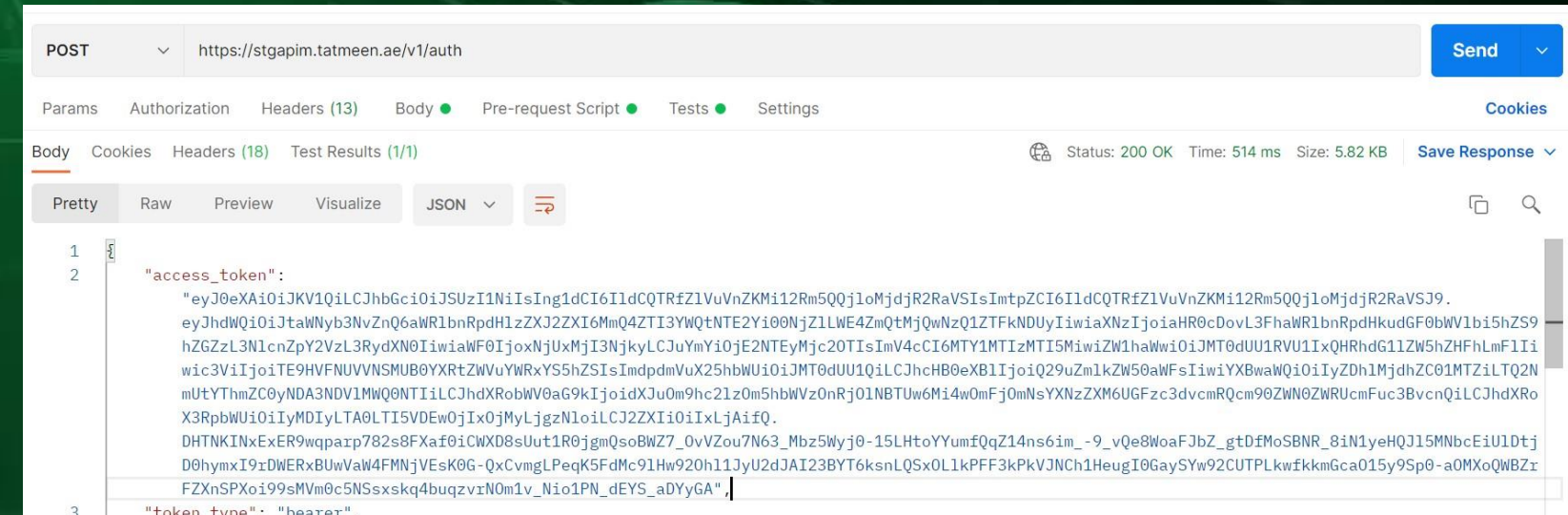
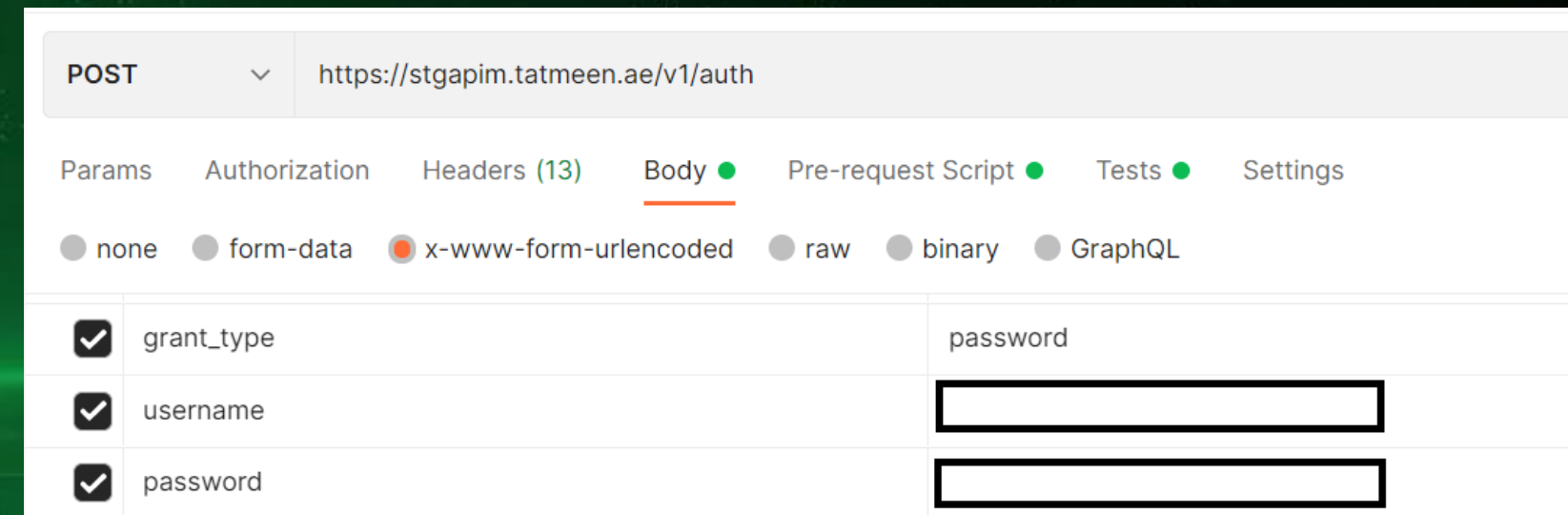
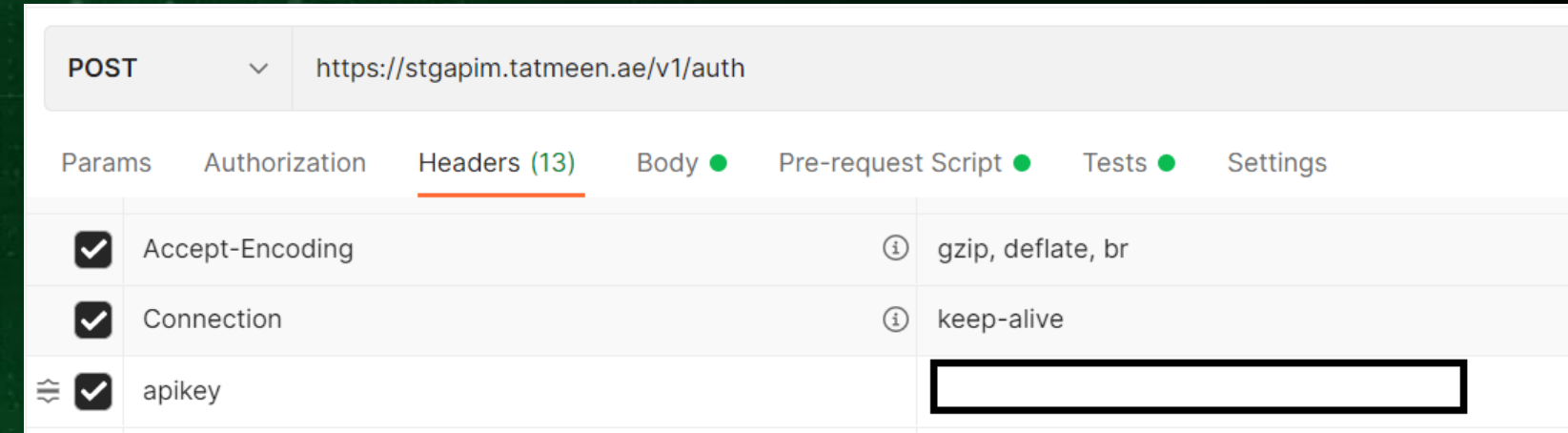






## E1 – REQUEST TOKEN API

- First step in sending data to Tatmeen is to request the Bearer token
- Bearer token will be requested using the Request Token API
- The endpoint can be extracted from the developer portal. For staging below is the URL <https://stgapim.tatmeen.ae:443/v1/auth>
- Pass the Application Key, B2B Userid and password to fetch the bearer token





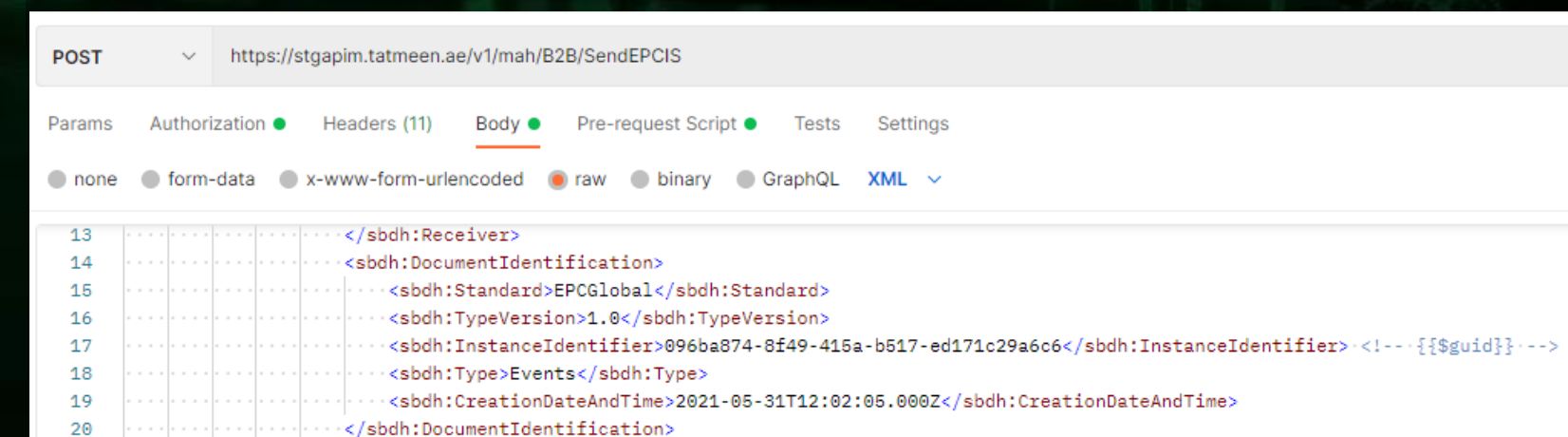
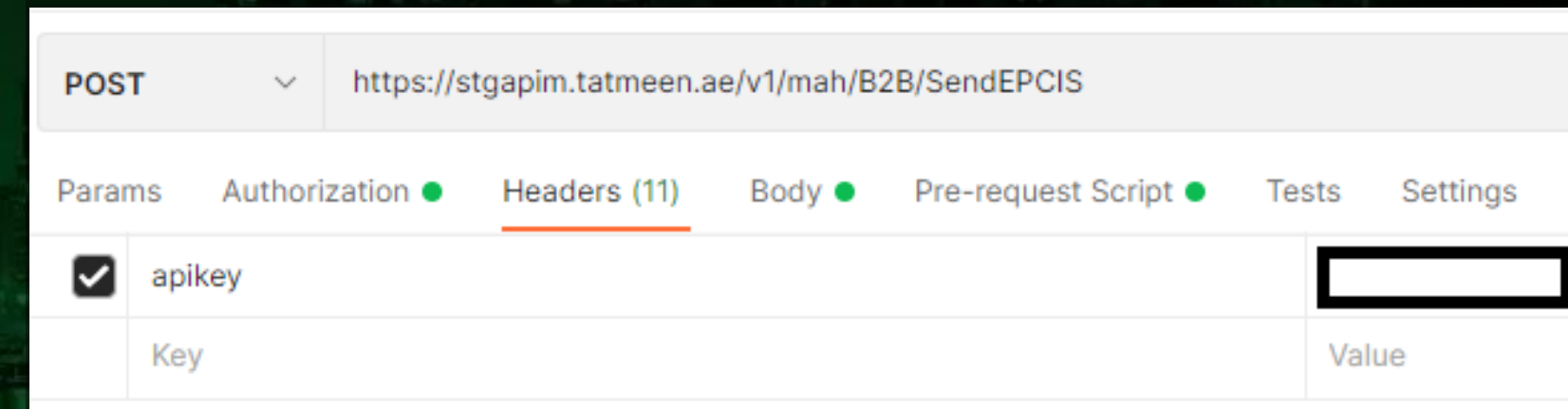
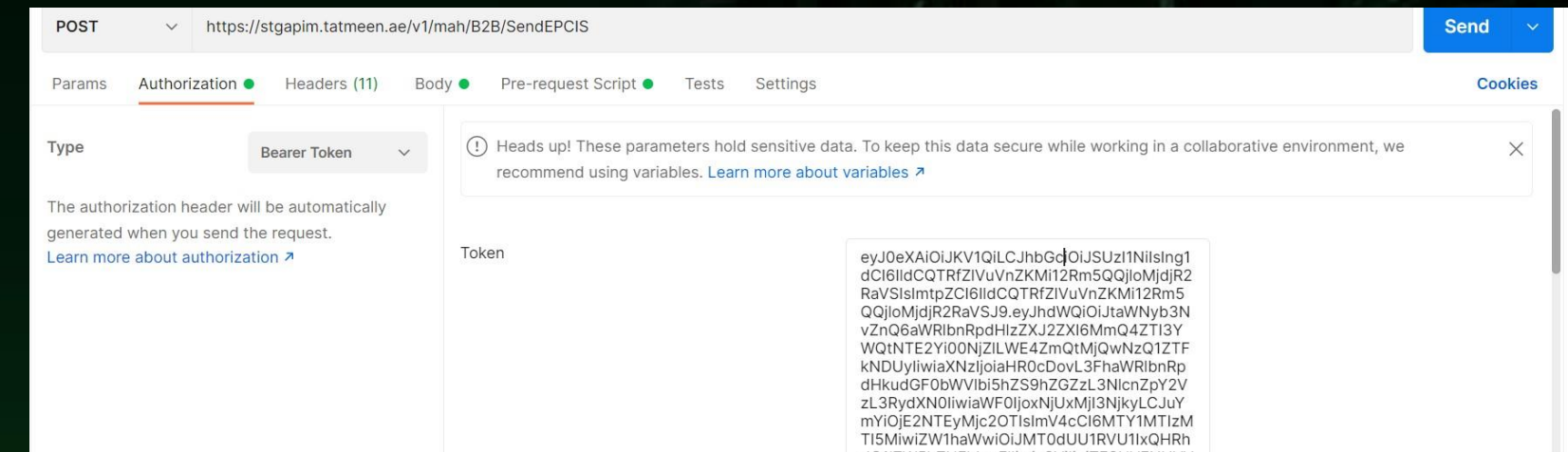


## E2 – POST EPCIS MESSAGE

The endpoint to pass an MAH EPCIS message is:

- <https://stgapim.tatmeen.ae:443/v1/mah/B2B/SendEPCIS>
- Use the received access\_token from Request Token API, pass it in the Authorization header with type Bearer Token and the Application Key in the apikey header
- Generate a GUID which will work as a unique transaction identifier. This is required for each EPCIS message and will be used to query the message status
 

```
<sbdh:InstanceIdentifier>
096ba874-8f49-415a-b517-ed171c29a6c6
</sbdh:InstanceIdentifier>
```
- Formulate the rest of the EPCIS message and send the request to Tatmeen
- System returns a receipt confirmation and processes the message asynchronously







## E3 – MESSAGE STATUS QUERY

Tatmeen provides a pooling service to query the status of each message

The endpoint to query message status is as follows:

- <https://stgapim.tatmeen.ae/v1/MsgStatusQuery>
- Use the received access\_token from Request Token API, pass it in the Authorization header with type Bearer Token and the Application Key in the apikey header
- Pass the unique transaction identifier generated while Posting the EPCIS message  
 <instanceIdentifier>  
 096ba874-8f49-415a-b517-ed171c29a6c6  
 </instanceIdentifier>
- Tatmeen will return the details message status along with success and error message


```

1 <?xml version="1.0" encoding="utf-8"?>
2 <soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
   xmlns:urn="urn:sap-com:document:sap:soap:functions:mc-style">
3   <soap:Header/>
4   <soap:Body>
5     <tatmeenMsgStatusQuery xsi:noNamespaceSchemaLocation="schema.xsd" xmlns:xsi="http://www.w3.org/
      2001/XMLSchema-instance">
6       <language>E</language>
7       <instanceIdentifier>096ba874-8f49-415a-b517-ed171c29a6c6</instanceIdentifier>
8     </tatmeenMsgStatusQuery>
9   </soap:Body>
10 </soap:Envelope>
  
```

```

1 <soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope">
2   <soap:Header/>
3   <soap:Body>
4     <tatmeenResponse>
5       <instanceIdentifier>096ba874-8f49-415a-b517-ed171c29a6c6</instanceIdentifier>
6       <messageStatus>A - Technical Error</messageStatus>
7       <loglist>
8         <log>
9           <type>S</type>
10          <message>Message (00224080C0891EECABD109F0A4411532) processing started.</message>
11        </log>
12        <log>
13          <type>A</type>
14          <message>Object Event failed, all changes in the event have been reverted</message>
15        </log>
16        <log>
17          <type>E</type>
18          <message>Event on 31.05.2021 12:02:11 failed. (1)</message>
19        </log>
20        <log>
21          <type>E</type>
22          <message>Business Partner against GLN 1234560000005 registration status is not active</message>
23        </log>
24        <log>
25          <type>I</type>
26          <message>Instance Identifier 096ba874-8f49-415a-b517-ed171c29a6c6</message>
27        </log>
28        <log>
29          <type>E</type>
30          <message>Business Partner against GLN 1234560000005 registration status is not active</message>
31        </log>
32      </loglist>
33    </tatmeenResponse>
34  </soap:Body>
35 </soap:Envelope>
  
```





# B2B Test Cases





## B2B INTEGRATION TEST CASES

B2B Partners need to follow the below steps to make sure the integration with Tatmeen is established properly.

01

Download the test cases guide



02

Execute the test cases using your own system and dataset for each transaction type

03

Collect the execution evidence using the Test Execution Template and email it to [onboarding@tatmeen.ae](mailto:onboarding@tatmeen.ae) (Subject: Onboarding Completion – Staggering)

### Sample Test Case

<b>Test Case ID:</b>	TC-002	<b>Name:</b>	Hierarchy Change-Pack
<b>Actors:</b>	MAHs, Licensed Agents, 3PLs, Distributors, MOHAP Central Stores, MOHAP Peripheral Stores, MOHAP Empowerment, Federal Customs, Pharmacies and Hospitals.		
<b>Description:</b>	This test case simulates the B2B packing of 2 full shipper cases (SGTIN) into a pallet (SSCC)		
<b>Pre-requisite:</b>	<ul style="list-style-type: none"> <li>Products are commissioned.</li> <li>Products are available/received in the location where the packing operation is taking place.</li> </ul>		
<b>EPCIS V1.2 Message Example</b>	 TC_002_Packing_Example.txt		
<b>Tatmeen Specific contents</b>	1. Instance Identifier, which is a mandatory field made up of up to 50 alphanumeric characters and a minimum of 32 alphanumeric characters: <sbdh:InstanceIdentifier>887654f98j6h54f56j8h7g6hj98k7h6d5f</sbdh:InstanceIdentifier>		
<b>Expected Results</b>			
<b>Message Status Query Example</b>	<pre>&lt;?xml version="1.0" encoding="utf-8"?&gt; &lt;tatmeenMsgStatusQuery&gt; &lt;instanceIdentifier&gt;887654f98j6h54f56j8h7g6hj98k7h6d5f&lt;/instanceIdentifier&gt; &lt;/tatmeenMsgStatusQuery&gt;</pre>		
<b>References:</b>	EPCIS Request: <ul style="list-style-type: none"> <li>Tatmeen_WKI-0064_Technical Guide for Logistics_v2.0               <ul style="list-style-type: none"> <li>Chapter 5.4.1 Aggregation Event: Packing</li> <li>Chapter 5.9.1 Packing New SSCC Example</li> </ul> </li> </ul> Message Response: <ul style="list-style-type: none"> <li>Tatmeen_WKI-0064_Technical Guide for Logistics_v2.0               <ul style="list-style-type: none"> <li>Chapter 5.8 EPCIS Message Technical Response</li> <li>Chapter 5.10 EPCIS Message Technical Response Examples</li> <li>Chapter 5.11 EPCIS Message Query Status</li> </ul> </li> </ul>		





## | Contact us

### FAQs

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#### FREQUENTLY ASKED QUESTIONS

- WHAT IS TATMEEN? >
- WHEN DOES TATMEEN BECOME OPERATIONAL? >
- WHAT IS SERIALISATION? >
- WHAT IF MY DRUG HAS NOT BEEN REGISTERED WITH THE MINISTRY OF HEALTH? >

For any further questions, please have a look at our FAQs or reach out:

- Contact form on Tatmeen website: <https://tatmeen.ae/contact-us>
- Email: [contact@tatmeen.ae](mailto:contact@tatmeen.ae)

### Contact Form

**FOR MORE INFORMATION**

Fill in the form and one of our representatives will be in touch right away.

Full Name:

Email:

Company:  Phone Number:

Message:

I'm not a robot

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## SESSION MATERIAL

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