

Training Manual for Product Clearance

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1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	14-Nov-2022	First Release	EVOTEQ

Table 1 Version History Pre-Approvals

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2. Purpose

The purpose of this document is to describe the business processes and functionalities of Tatmeen, Ministry of Health and Prevention (MoHAP) Track and Trace system.

The document details the solution and various control that are adopted for the processes.

3. Introduction

This document provides a high-level, as well as detailed description of the business process and flows of the Tatmeen system.

4. Tutorial Product Clearance

All the product that is subject to Tatmeen must be product cleared as it is detailed in the Technical Guide for Manufacturers that can be accessed at <https://tatmeen.ae/documents>.

In essence, for imported product, each shipment must have a valid shipment import permit (SHP), and follow in Tatmeen the import process which consists of three steps:

- Import Clearance, performed by the MoHAP Customs Department.
- Custom Release, performed by Federal Customs.
- Market Release, performed by MoHAP Empowerment.

Once the product has been market released it can proceed further through the supply chain until the points of dispensation.

For product manufactured in UAE, the shipment must have a valid local sales permit (LSP), and follow in Tatmeen just the Market Release step, which will be performed by MoHAP Empowerment.



Figure 1 Product Clearance Flow

To see product clearance options on the Portal and Mobile select Product Clearance in the navigation menu



Figure 2 Portal Product Clearance navigation menu

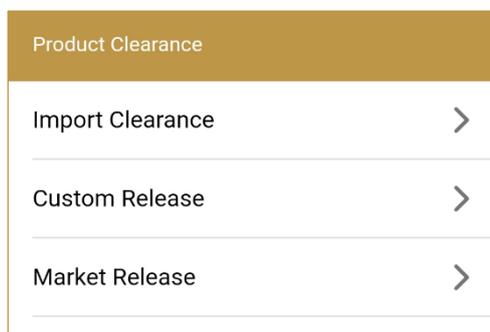


Figure 3 Mobile Product Clearance navigation menu

4.1 Product Clearance – Import Clearance - Portal

To access the Import Clearance process in Tatmeen, the menu option Product Clearance → Import Clearance must be selected.

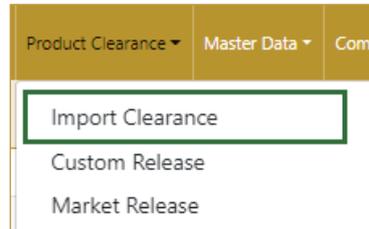


Figure 4 Portal navigation menu – Import Clearance

The user will be able to Import Clear a whole Shipment, product of certain batches included in the Shipment, or individual items contained within.

In order to select the Shipment to be import cleared, the user could type it directly, scan a product that is part of it, or select a port of arrival, which will display a list of all the Shipment Import Permits pending to be cleared associated to that port. Details on how to select the Shipment, including details about the port of arrival functionality, can be found in the section 4.1.1.2 below.

If at any point, the inspector needs to perform any inspection on the physical product (for instance, taking a sample) or to block product for any reason (for instance for quarantine purposes), the affected product needs to be reported to Tatmeen as discussed in the Training Manual for Product Status Update, that can be found in <https://tatmeen.ae/documents>. Please keep in mind, that this activity needs to take place on a physical GLN as opposed to a port of arrival GLN, and the correct GLN needs to be selected in the Settings before performing the operation.

4.1.1 Shipment Import Permit (SHP)

As the first step for the Import Clearance step, the inspector needs to select the shipment import permit (SHP) to be cleared. This can be entered manually or selected by:

- Scanning one of the SSCC or SGTIN items from the shipment.
- Selecting a port of arrival, which will display a list of all the SHP pending to be cleared associated with that port.

4.1.1.1 Enter SHP Number

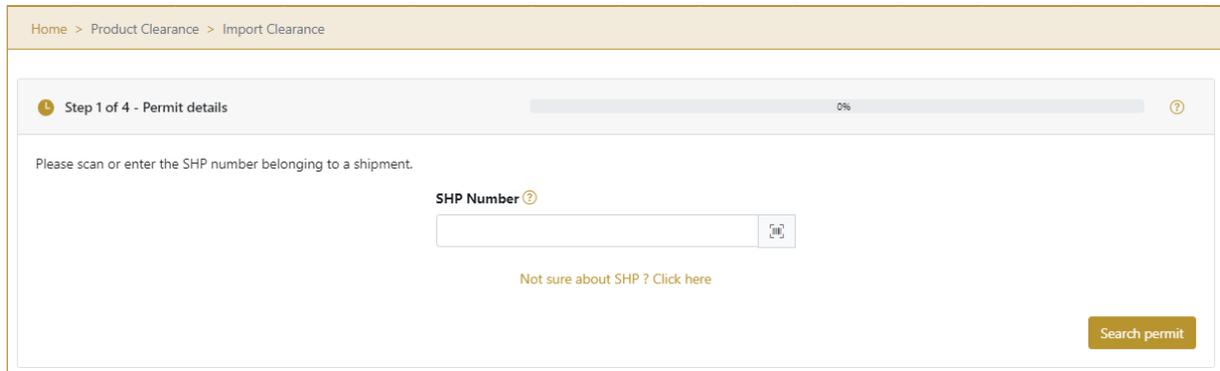


Figure 5 Import Clearance – Enter SHP Number

In the first screen, the SHP number can be entered manually.

You can also scan the SHP Number barcode by pressing Scan  when you use a scanner or tablet.

If Scan  has a yellow border, this means that the page does not have focus and in the case of scanning, the value will not appear in the field. Click with the mouse somewhere inside the page and the yellow border will disappear.

To continue to the next page enter one SHP Number and press Search permit



If you press the Search permit button but the field SHP Number is empty, the warning will appear.



Figure 6 Import Clearance – Warning Fill in the field

If there is any issue with entered SHP Number a warning will appear.

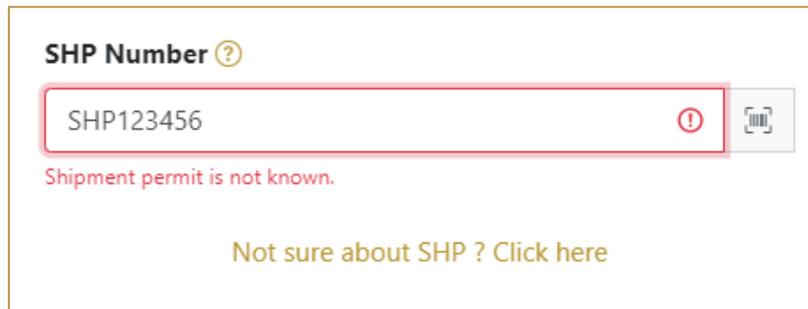


Figure 7 Import Clearance – Warning

If entered data are correct and an import permit is found, a pop-up window will appear with shipment import permit details.

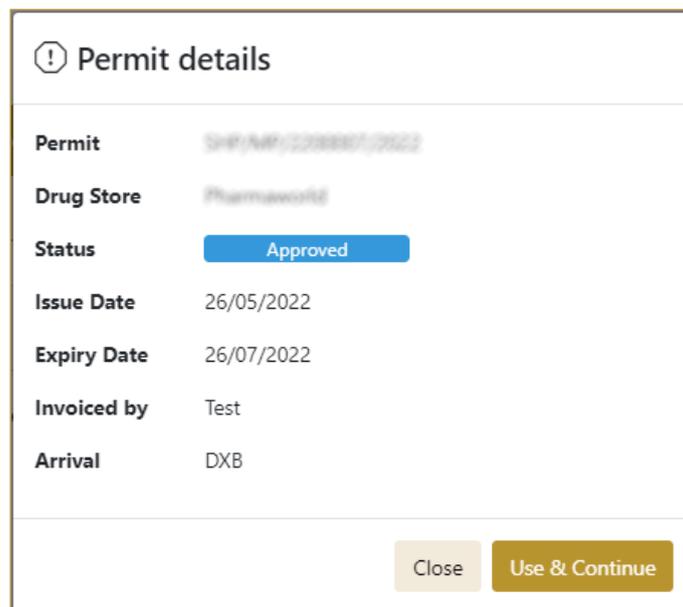


Figure 8 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Close

Close

If you want to continue to the next page press Use&Continue

Use & Continue

Additionally, If you press Clock  a new page opens showing the Historical view, which is further detailed in section 4.1.4.

4.1.1.2 Search for SHP Number

If you don't know the SHP number, press Not sure about SHP? Click here [Not sure about SHP ? Click here](#)

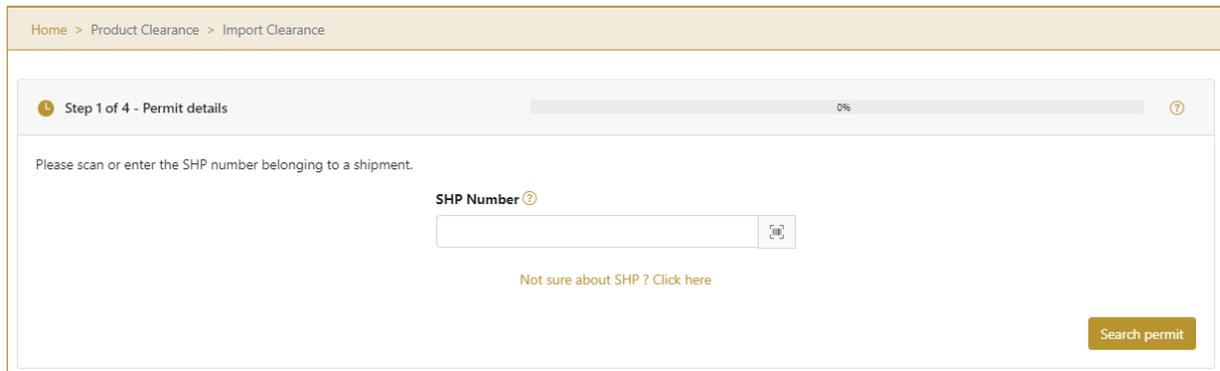


Figure 9 Import Clearance – Search for SHP Number

A new pop-up window will open where you can choose among two options:

- **Scan a product;** for entering one of the SSCC or SGTIN items from the shipment
- **Select a port of arrival;** by selecting one of the ports of arrival

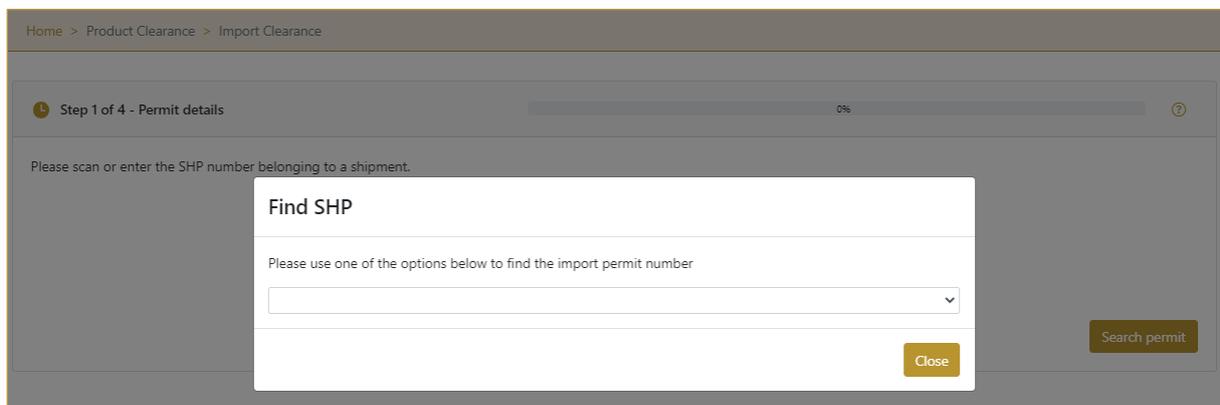


Figure 10 Import Clearance – Select option

4.1.1.2.1 Scan a product

When Scan a product option is selected, a new area for adding an item is displayed.

Items must be defined as:

- SSCC or
- SGTIN

Item can be added manually by entering values or by scanning with a scanner. To continue to the next page one SSCC or SGTIN item must be added.

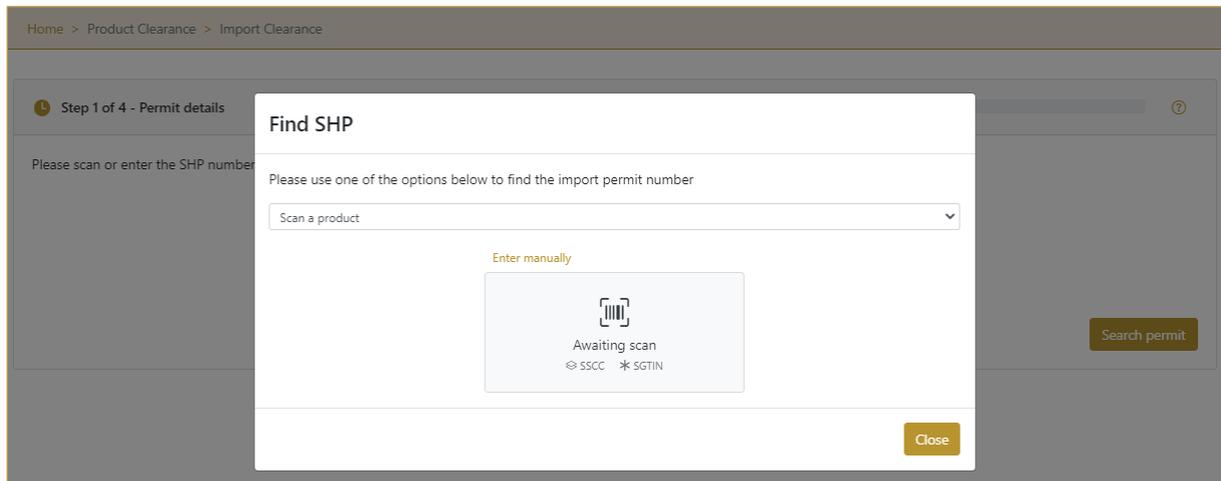


Figure 11 Import Clearance – Scan an item

When the area for adding an item opens and once the focus is on the application, the application is ready to scan the barcode with a scanner, and a scanned item will be added.

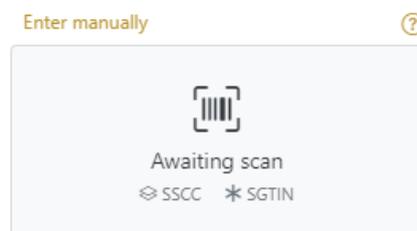


Figure 12 Import Clearance - Scan item

If the application doesn't have focus, scanning is not possible. First, add the focus to the application so scanning will be possible.

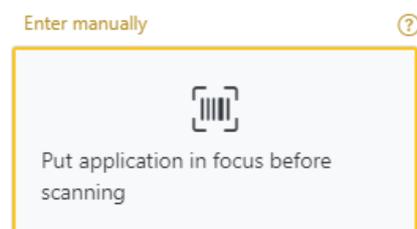


Figure 13 Import Clearance - Missing focus

Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new area opens.

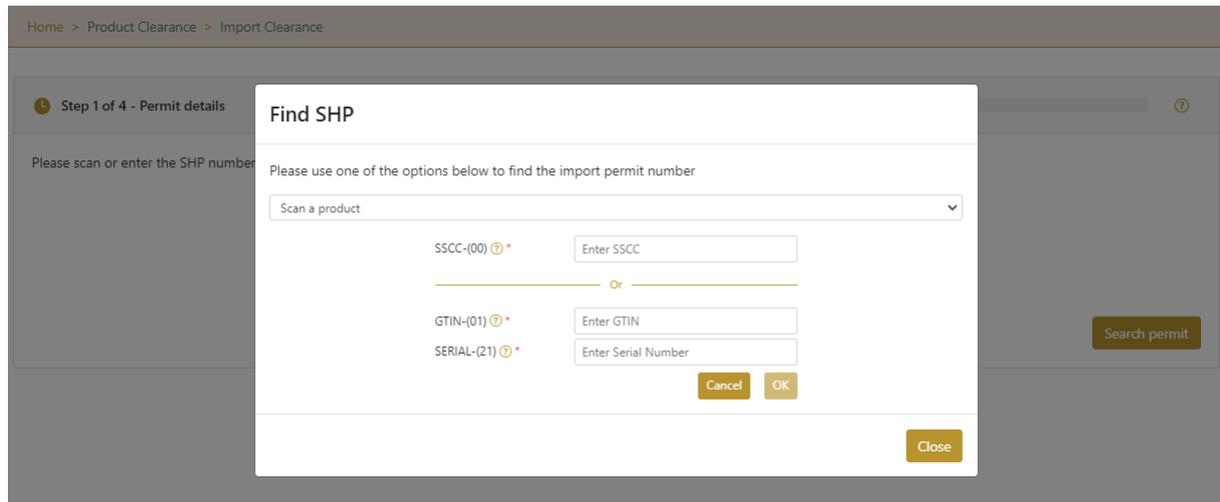


Figure 14 Import Clearance – Manually add an item

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK

OK

SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK

OK

If you want to return to the previous page press Cancel

Cancel

If there is no shipment import permit exist that contains added items, an error is returned.

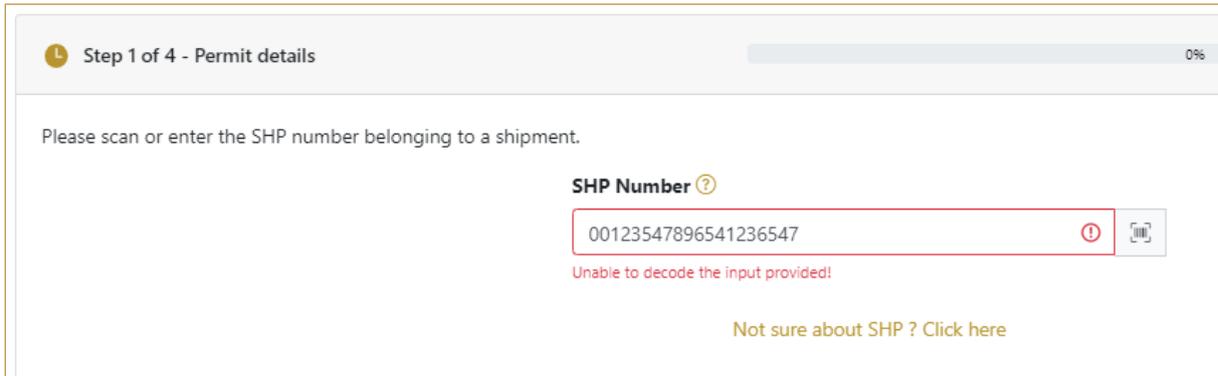


Figure 15 Import Clearance – No SHP

If added item exists on one of the shipment import permit, a pop-up window will appear with shipment import permit details.

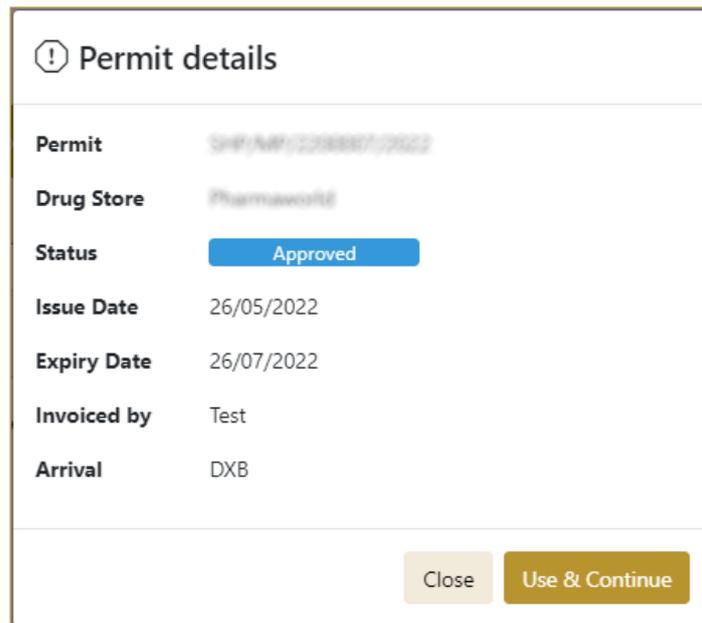


Figure 16 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Close

Close

If you want to continue to the next page press Use&Continue

Use & Continue

4.1.1.2.2 Select a port of arrival

When the Select a port of arrival option is selected, a new area for selecting a port of arrival is displayed.

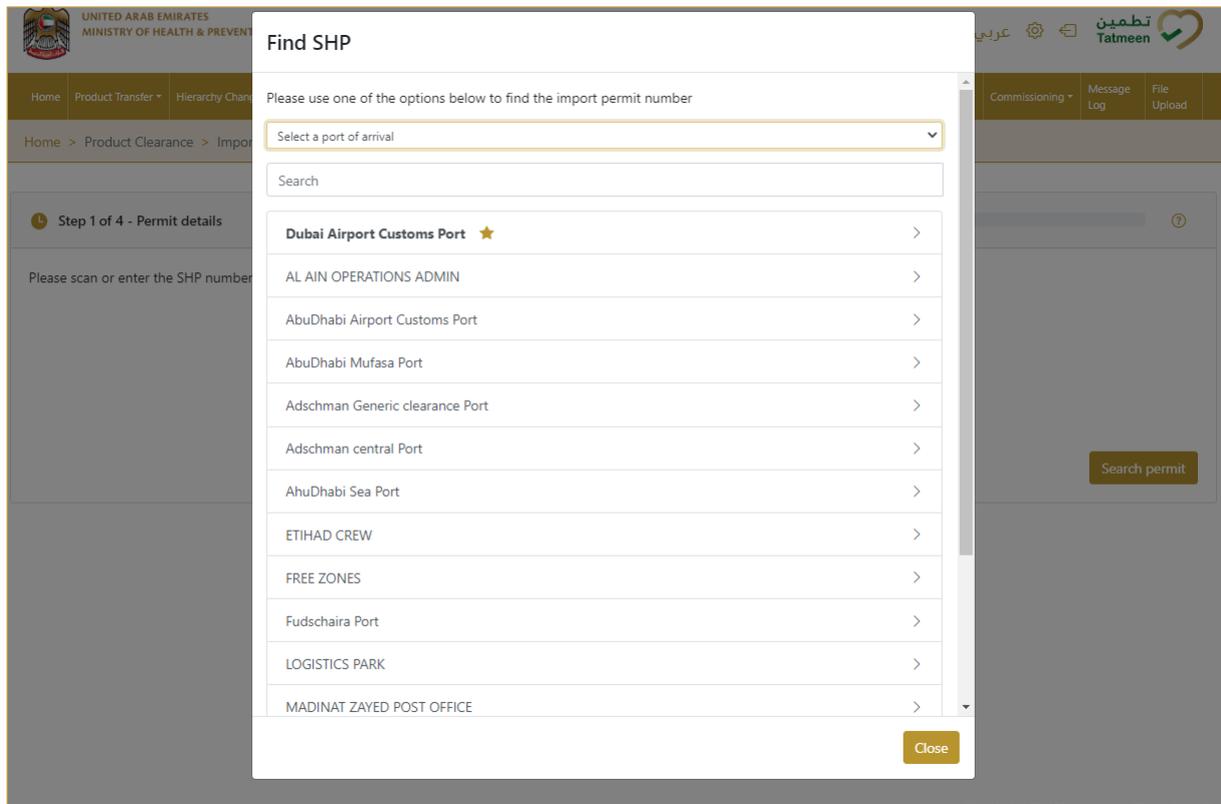


Figure 17 Import Clearance – Select a port of arrival

Port of arrival which was used last time is displayed at the top of the list and is marked with a star ★ .

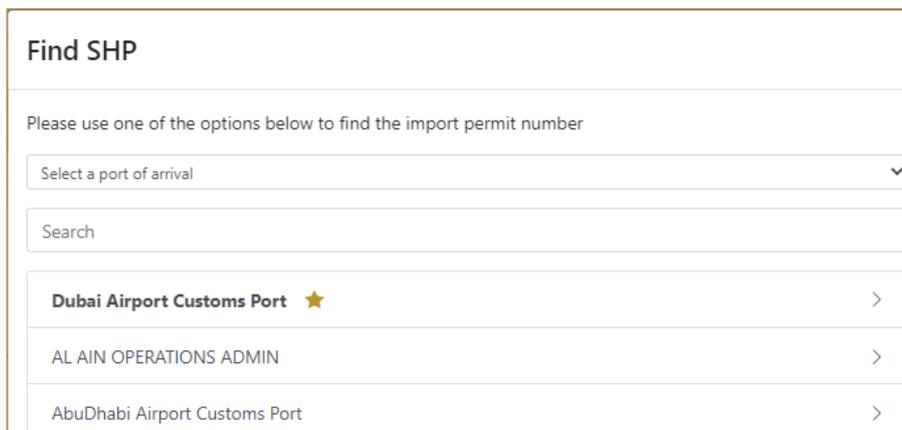


Figure 18 Import Clearance – Last selected port of arrival

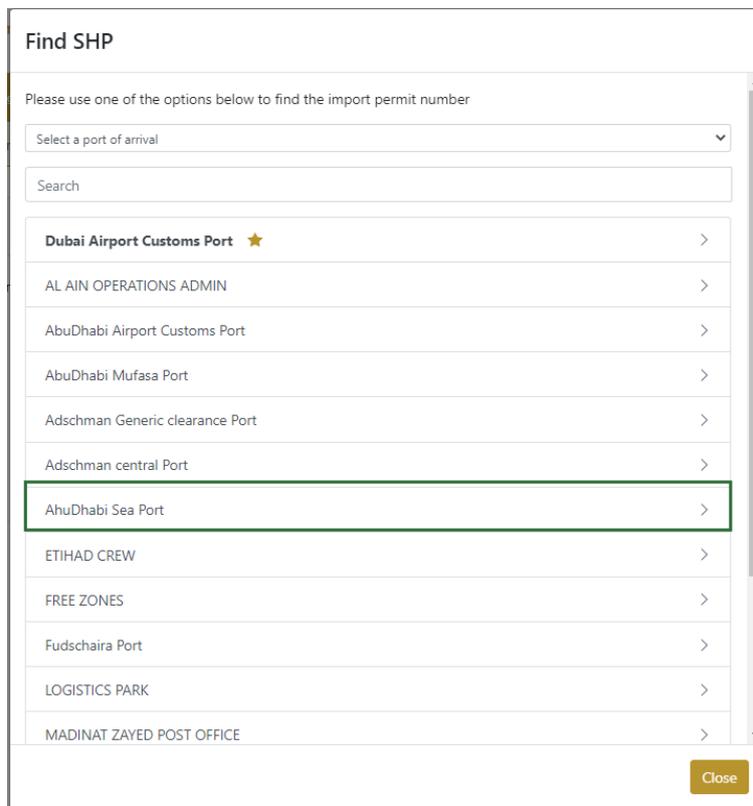
To search for a specific port of arrival, start entering the search string or only part of it in the Search field.

The search will start automatically when you stop entering characters. All search results will be displayed in the list below.



Figure 19 Import Clearance – Search for the port of arrival

To choose one port of arrival, press on one port of arrival.



Find SHP	
Please use one of the options below to find the import permit number	
Select a port of arrival	▼
Search	
Dubai Airport Customs Port ★	>
AL AIN OPERATIONS ADMIN	>
AbuDhabi Airport Customs Port	>
AbuDhabi Mufasa Port	>
Adschman Generic clearance Port	>
Adschman central Port	>
AhuDhabi Sea Port	>
ETIHAD CREW	>
FREE ZONES	>
Fudschaira Port	>
LOGISTICS PARK	>
MADINAT ZAYED POST OFFICE	>
Close	

Figure 20 Import Clearance – Choose a port of arrival

When the port of arrival is selected, a new area opens with all available shipment import permits for the port of arrival.

Find SHP

Please Select a Permit for the Port of arrival : Dubai Airport Customs Port

SHP/MP/228885/2022 - CITY MEDICAL STORE More info	>
SHP/MP/228886/2022 - CITY MEDICAL STORE More info	>
SHP/MP/228887/2022 - Pharmaworld More info	>
SHP/MP/228888/2022 - GULF DRUG LLC. More info	>
SHP/MP/228889/2022 - GULF DRUG LLC. More info	>
SHP/MP/2779/2022 - Al Baker Trading Est. More info	Expired >
SHP/MP/4879/2020 - WISDOM MEDICAL SUPPLIES More info	Expired >
SHP/MP/4879/2020 - TRANS CARE More info	Expired >
SHP/MP/48810/2021 - Arabian Ethicals Co. More info	Expired >
SHP/MP/DUB/962/2022 - Steve Moore LLC More info	>
SHP/MP/JLL/962/2021 - Sylvester Carter Inc. More info	>
SHP/MP/PRMCDU01/2022 - Peggy Ortho Group More info	>
SHP/MP/PRMCDU02/2022 - David Huel Group More info	Expired >

Back
Close

Figure 21 Import Clearance – Choose shipment import permit

To choose one shipment import permit and to continue to the next page, press on one shipment import permit.

To return to the previous page for the selection of port of arrival press Back



To return to the first page and start from the beginning, press Close



4.1.2 Action selection

After the shipment import permit is selected, action for import clearance must be defined.

From the dropdown menu you can choose:

- **Confirm**, for confirmation of import clearance or
- **Reject**, for rejection of import clearance

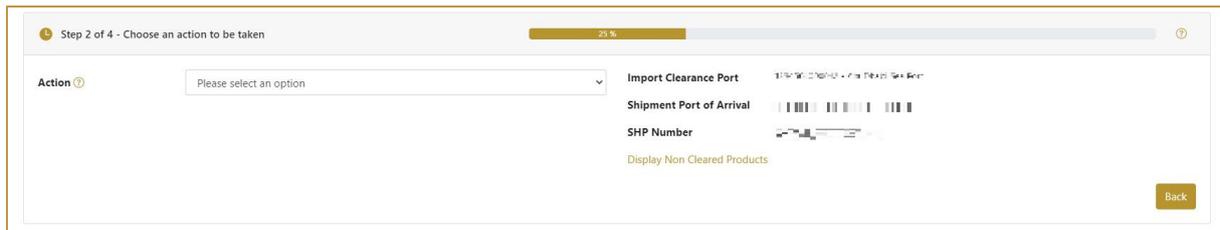


Figure 22 Import Clearance – Action selection

4.1.3 Variant selection

Once the action is selected, you need to define the variant.

From the dropdown menu you can choose:

- **All products** from the shipment
- **Partially/Batch** of one product from the shipment
- **Scanned items** from the shipment

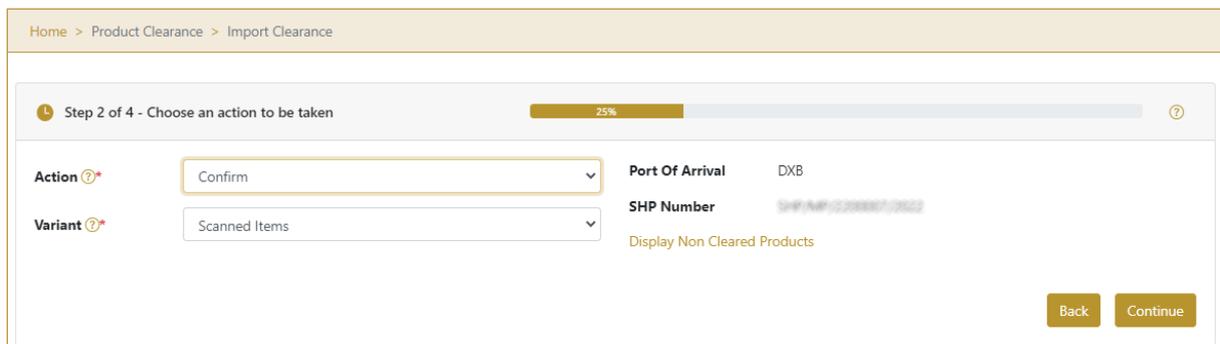


Figure 23 Import Clearance – Variant selection

If you selected action Reject, after you select also Variant, a new Reason field appears where you need to select from a dropdown menu one of the reason for import clearance rejection.

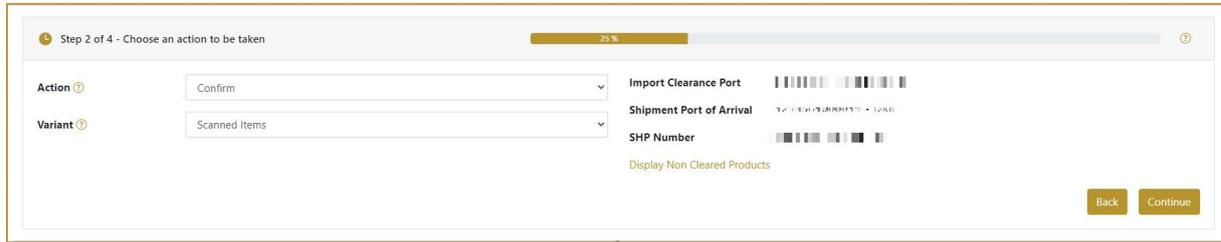


Figure 24 Import Clearance – Reason for rejection selection

To continue to the next page press Continue



To return to the previous page press Back



4.1.3.1 Variant All Products

To confirm or reject all items from the shipment import permit, select variant All products. If action Reject is selected, select also Reason for rejection.

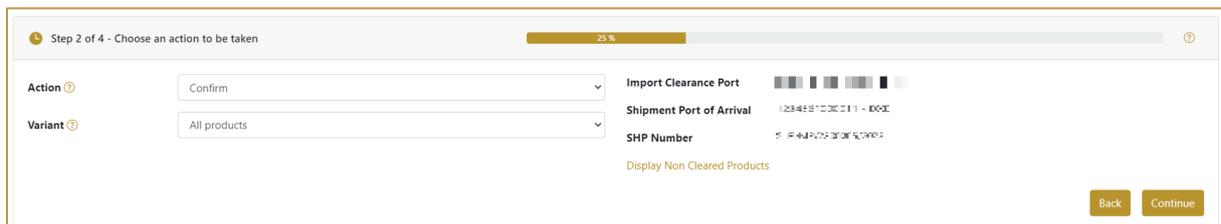


Figure 25 Import Clearance – Confirmation of variant All products

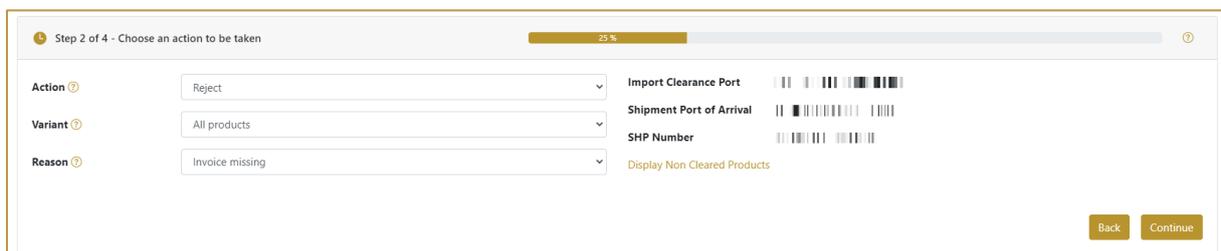


Figure 26 Import Clearance – Rejection of variant All products

To continue to the next page press Continue



To return to the previous page press Back



4.1.3.1.1 All product confirmation

Before final confirmation or rejection of all products from the shipment, check once again if all entered data are correct.

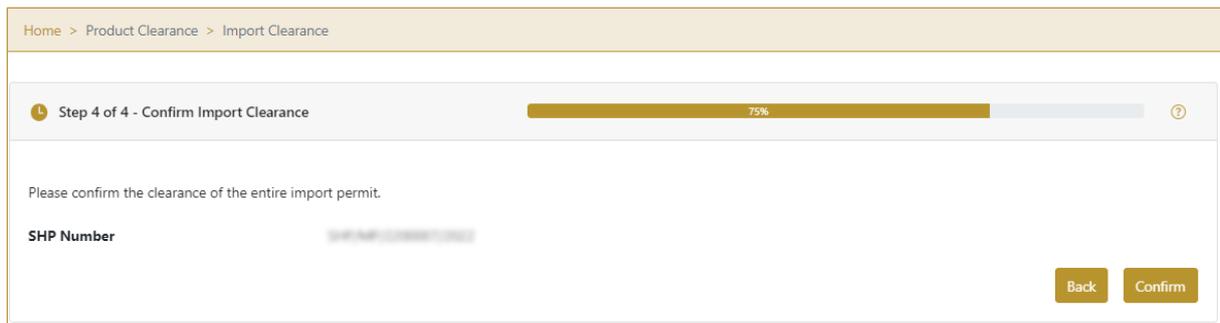


Figure 27 Import Clearance – Confirm All products

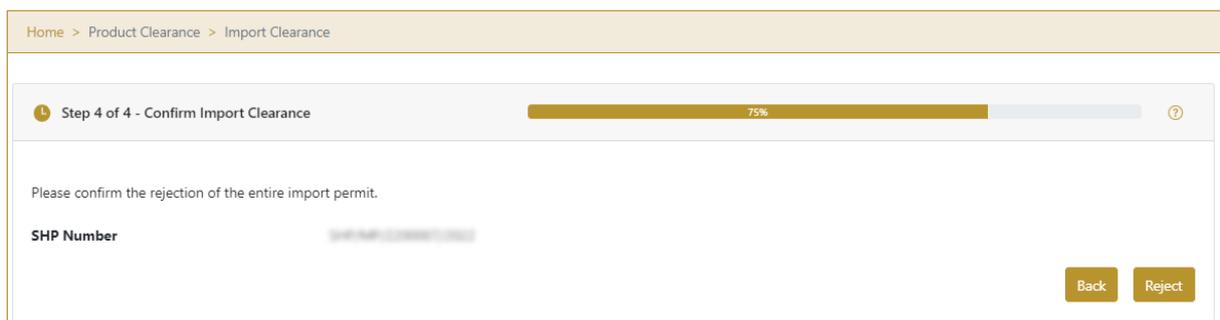


Figure 28 Import Clearance – Reject All products

For confirmation of all products from the shipment, press Confirm



For rejection of all products from the shipment, press Confirm



To return to the previous page press Back



4.1.3.1.2 All product completion

If you select action Confirm, all products from the shipment were successfully imported and they are ready for Custom Release.

If you select action Reject, all products from the shipment will be marked as rejected, and the corresponding operating procedure, i.e. ship to relevant warehouse and

decommission it by using export function if required, must be performed with this rejected product.

To confirm or reject another shipment, press Repeat Activity

Repeat Activity

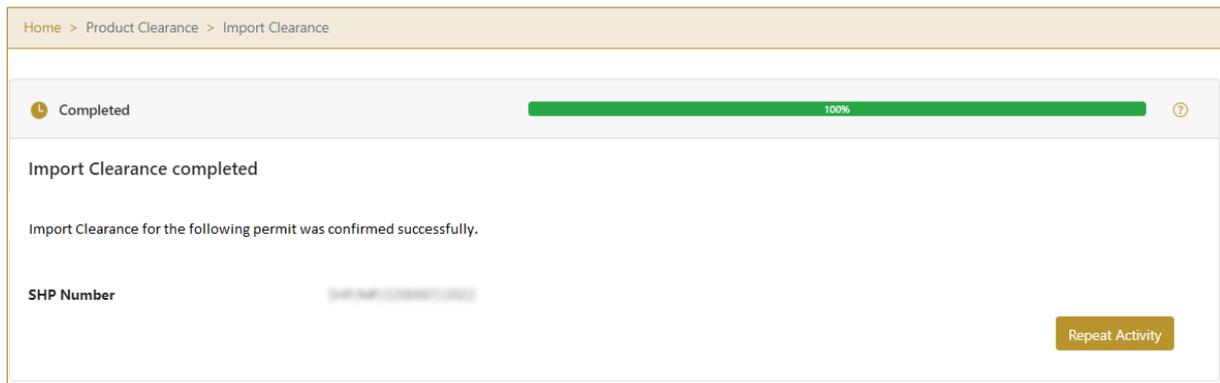


Figure 29 Import Clearance – All products completion

4.1.3.2 Variant Partially/Batch

To confirm or reject items from one batch from the shipment, select variant Partially/Batch. If action Reject is selected, select also Reason for rejection.

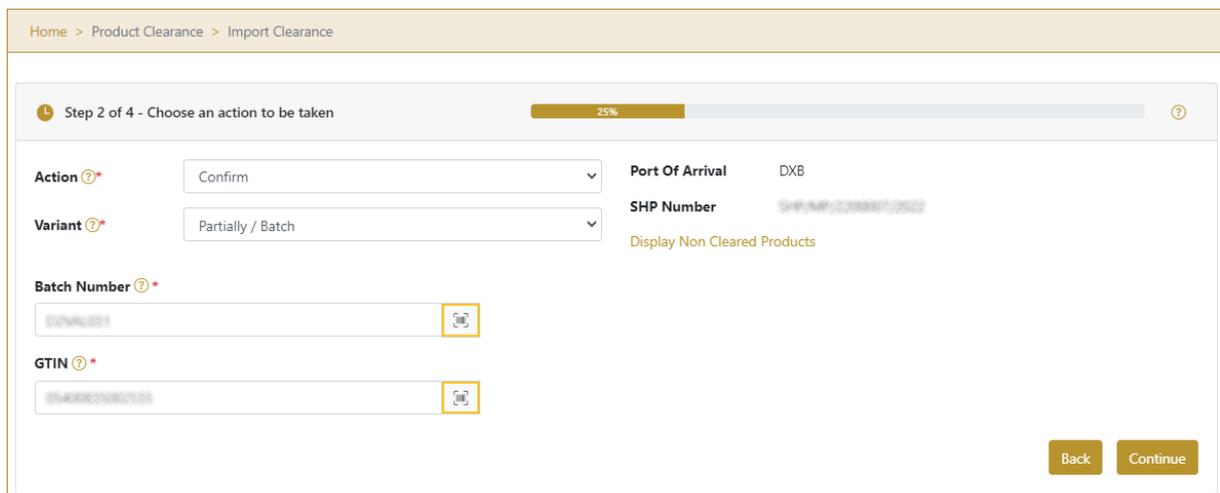


Figure 30 Import Clearance – Confirmation of variant Partially/Batch

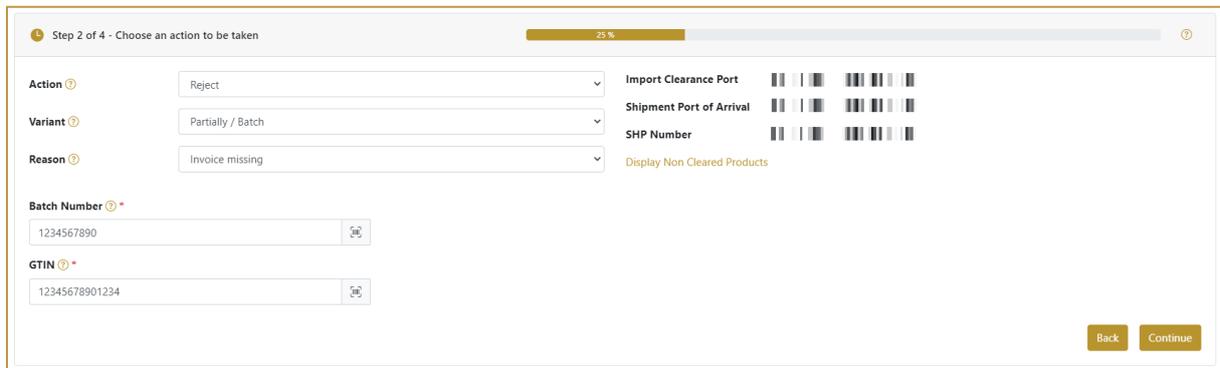


Figure 31 Import Clearance – Rejection of variant Partially/Batch

You need to enter the Batch number and GTIN. All fields are mandatory.

You can also scan the Batch Number and GTIN barcode by pressing Scan  when you use a scanner or tablet.

If Scan  has a yellow border, this means that the page does not have focus and in the case of scanning, the value will not appear in the field. Click with the mouse somewhere inside the product page and the yellow border will disappear.

If you press Display Non Cleared Products [Display Non Cleared Products](#) a pop-up window appears where all non-cleared products are listed with their batch numbers for a selected shipment import permit.

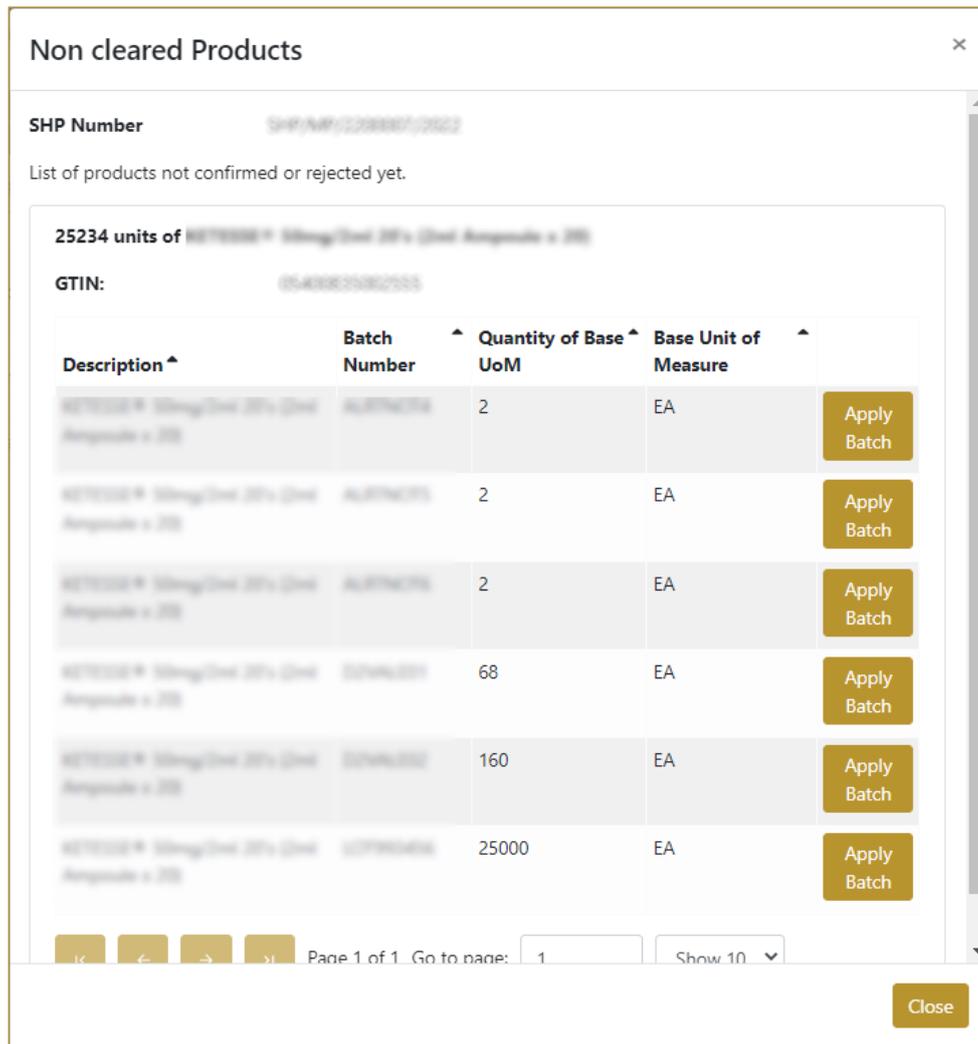


Figure 32 Import Clearance – Display Non Cleared Product

If you don't want to select any batch number, just to close the pop-up window, press with mouse cursor somewhere outside of the pop-up window or press Close 

If you press Apply Batch , automatically variant Partially/Batch is selected with the already entered Batch number and GTIN.

For confirmation of all items of one batch from the shipment, press Confirm 

For rejection of all items of one batch from the shipment, press Confirm 

To return to the previous page press Back 

4.1.3.2.2 Partially/Batch completion

If you select action Confirm, all products from the shipment were successfully imported and they are ready for Custom Release.

If you select action Reject, all products selected will be marked as rejected, and the corresponding operating procedure must be performed with this rejected product.

To confirm or reject another shipment, press Repeat Activity 

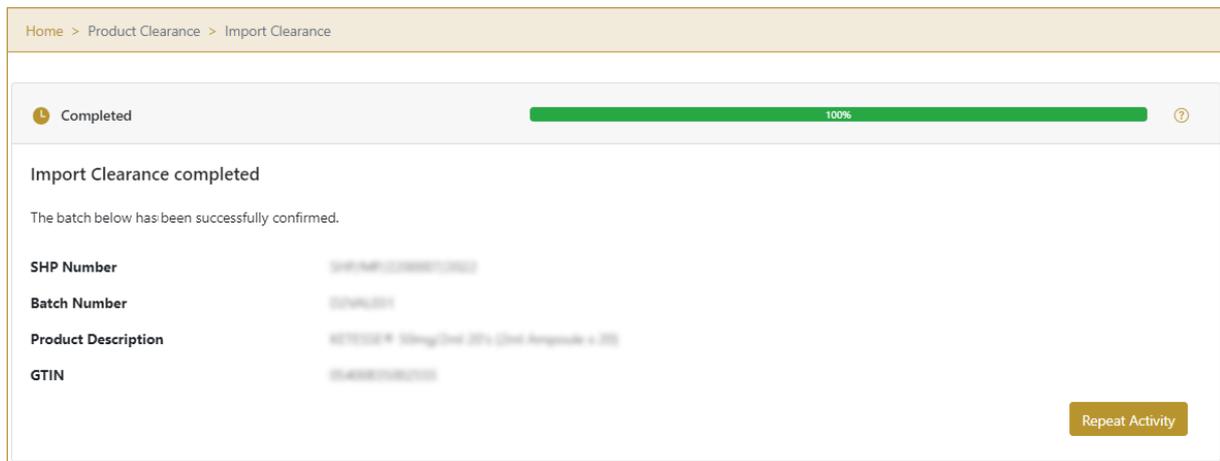


Figure 36 Import Clearance – Partially/Batch completion

4.1.3.3 Variant Scanned items

To confirm or reject different items from the shipment import permit, select variant Scanned items. If action Reject is selected, select also Reason for rejection.



Figure 37 Import Clearance – Confirmation of variant Scanned items

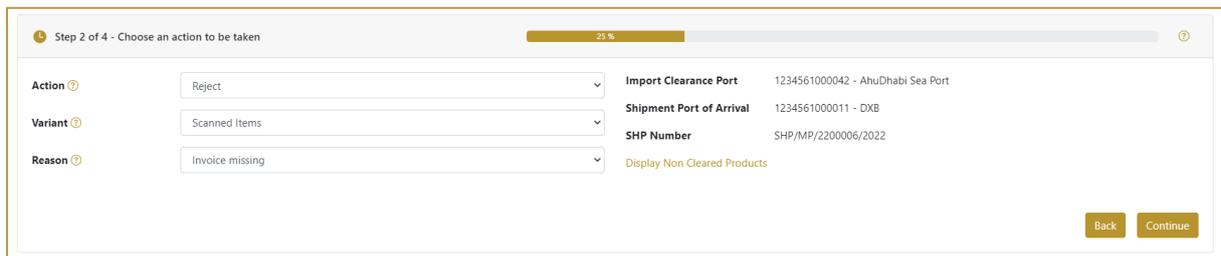


Figure 38 Import Clearance – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press Continue 

To return to the previous page press Back 

4.1.3.3.1 Items scanning

When the page opens and once the focus is on the application, the application is ready to scan the barcode with a scanner, and a scanned item will be added.

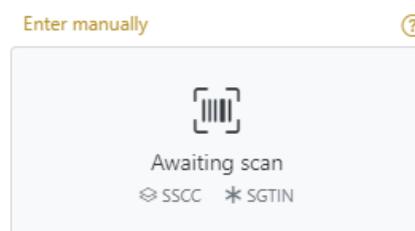


Figure 39 Import Clearance - Scan item

If the application doesn't have focus, scanning is not possible. First, add the focus to the application so scanning will be possible.

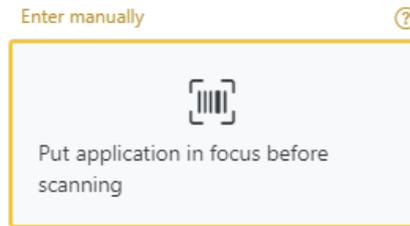


Figure 40 Import Clearance - Missing focus

4.1.3.3.2 Manual adding

Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK

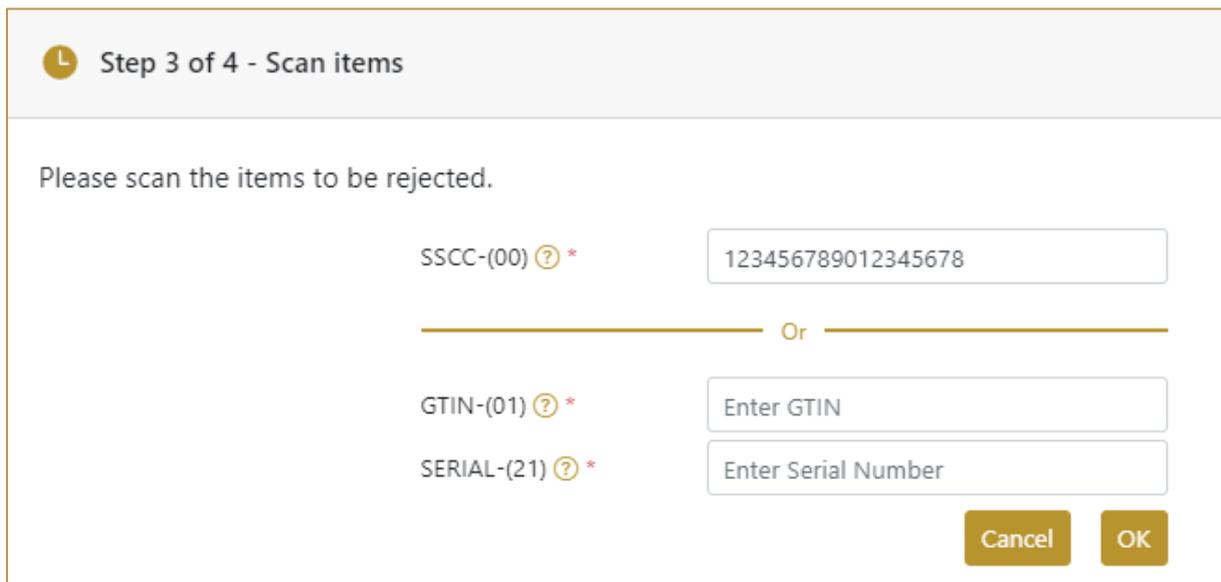



Figure 41 Manual adding of SSCC item

If you want to return to the previous page press 

4.1.3.3.3 Review of the added items

When an item is added to the list, you can review all items, check for possible issues, and removes unneeded items.

The progress bar shows advancement through the process



Scanned items  shows the total of all items on the list

It is possible to filter the list of scanned items using 

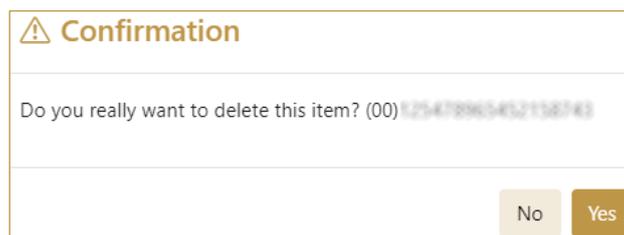
Filter options:

- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warning** - filter to items with a warning

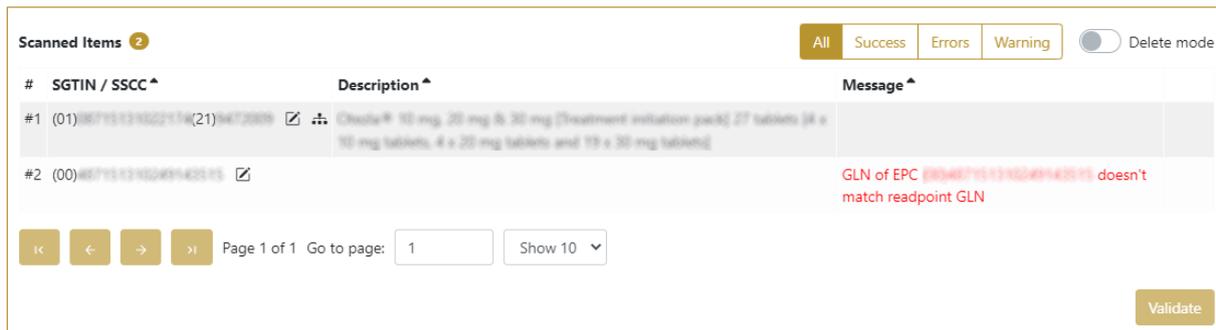
Select Delete mode to remove added items.  Delete mode

In Delete mode, a delete icon will appear on each row.

Press Delete  to remove an item. Deletion will require confirmation.



The Message column on this page provides guidance for issues with listed items.



When all issues with added items are solved and there is no error message, press Validate  to re-check all added items again and to proceed to the next page.

4.1.3.3.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

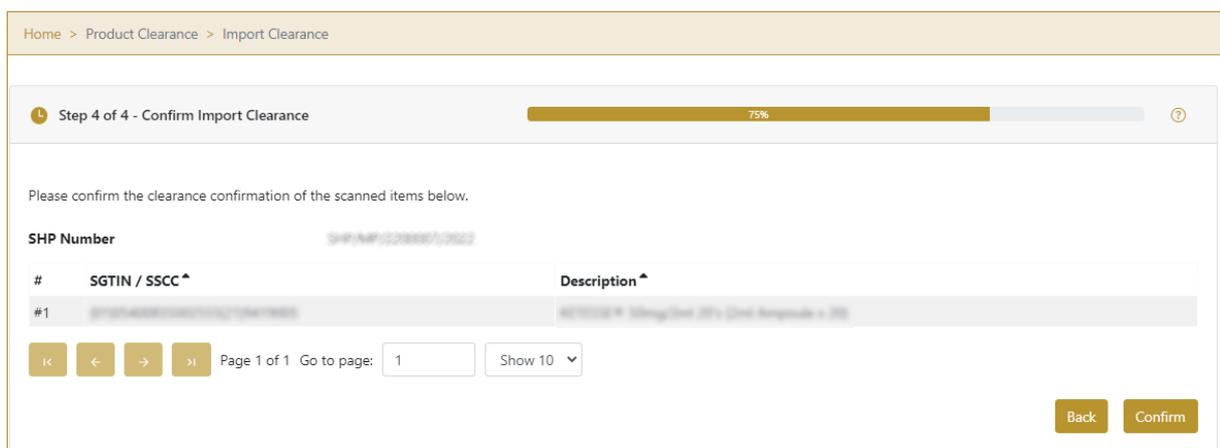


Figure 45 Import Clearance – Confirm Scanned items

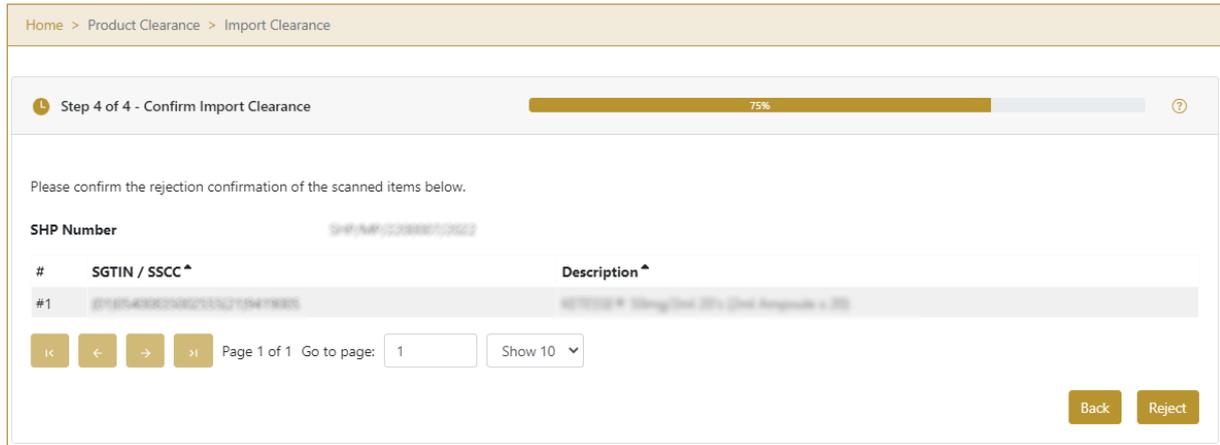


Figure 46 Import Clearance – Reject Scanned items

For confirmation of all scanned/added items, press Confirm



For rejection of all scanned/added items, press Confirm



To return to the previous page press Back



4.1.3.3.5 Scanned items completion

If you select action Confirm, all scanned/added items from the shipment were successfully imported and they are ready for Custom Release.

If you select action Reject, all scanned/added items from the shipment will be marked as rejected, and the corresponding operating procedure must be performed with this rejected product.

To confirm or reject other items from the shipment, press Repeat Activity



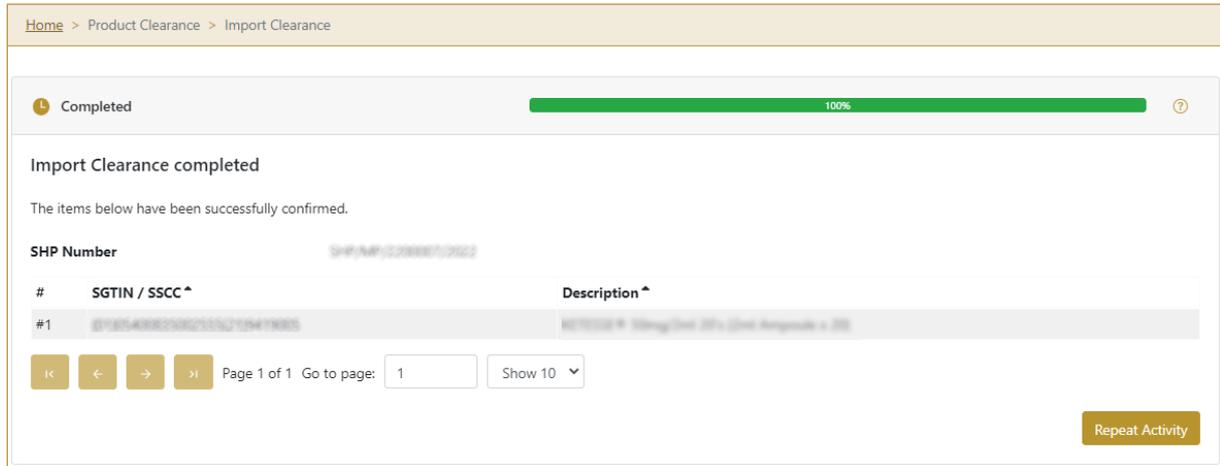


Figure 47 Import Clearance – Scanned items completion

4.1.4 Historical view

On the Historical view, all import clearances and import clearance cancellations are displayed according to default filter settings.

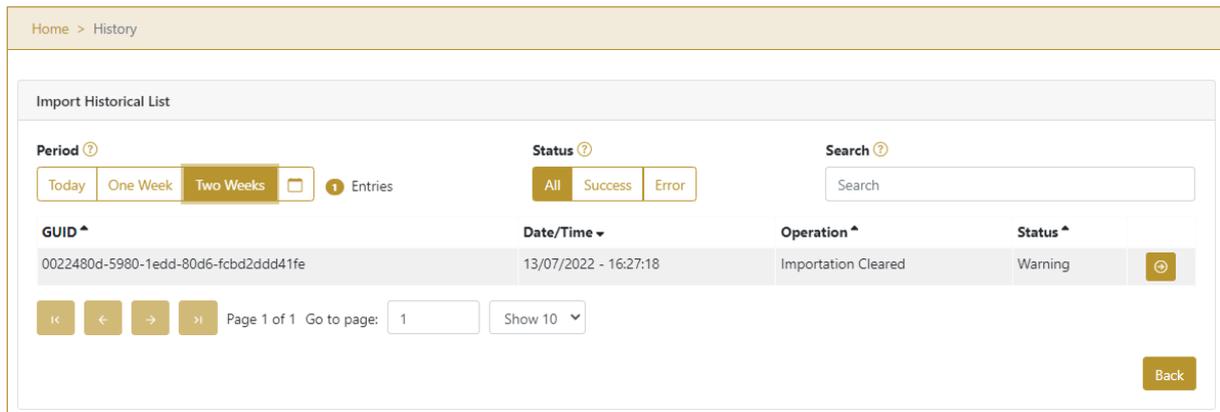


Figure 48 Historical view

To continue to the next page press Details  in the last column

If you want to return to the first page of the Import Clearance press Back 

4.1.4.1 Filter options

Filters can be used to help you find a specific import clearance or import clearance cancellation.

If you need to search import clearance by any string, start by entering desired string and the results will be automatically filtered and displayed in the table below.


 A search input field with a yellow border and a question mark icon to the right of the label "Search". The field contains the placeholder text "Search".

Figure 49 Filter options - Search

Right from each column name, you will find  To sort data in a table ascending or descending, click once or twice on the arrow or the field name.



Figure 50 Sort

If you search for an item for a specific time frame then using these options


 A filter bar with the label "Period" and a question mark icon. It contains four buttons: "Today", "One Week", "Two Weeks", and a calendar icon.

Figure 51 Filter options – Time frame

Filters:

Today – all items processed on the last day are displayed

One week – all items from the last week are displayed

Two weeks – all items from the last two weeks are displayed

Calendar – all items for the selected period are displayed

For a longer period select calendar.

Use arrows and a dropdown menu  **March**  **2022**   to select month and year. Press on a day number to select the start time. Repeat the process to select the end time.

When you select the date, items are displayed automatically in the table below.

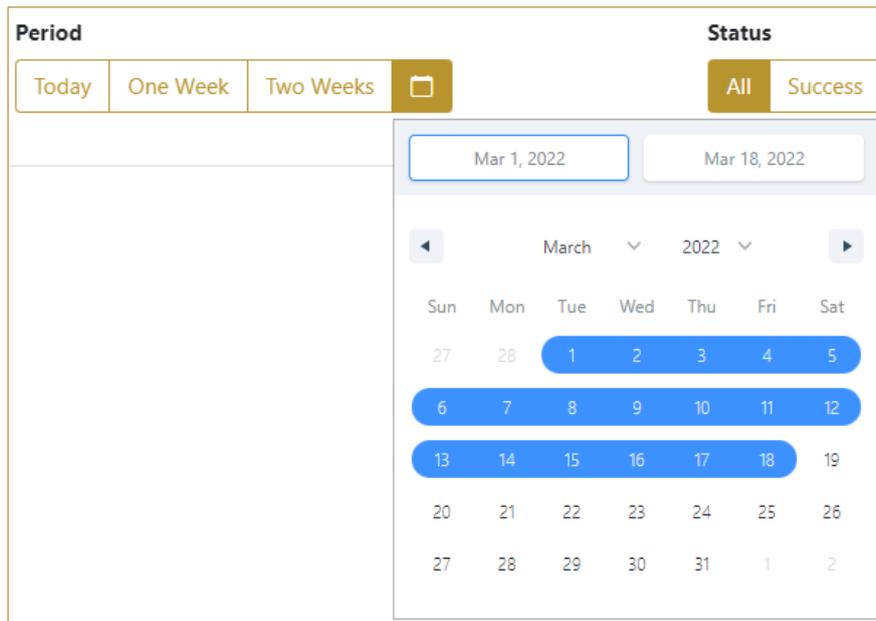


Figure 52 Filter options – Calendar

If you are interested in a specific status press one of the status options.



Figure 53 Filter options – Status

Filters:

All – all items regardless of the status are displayed

Success – only successfully processed items by Tatmeen are displayed

Error – only items that were unsuccessfully processed/failed are displayed

4.1.5 Historical view Details

On this page, you can see details for the selected item from the previous page.

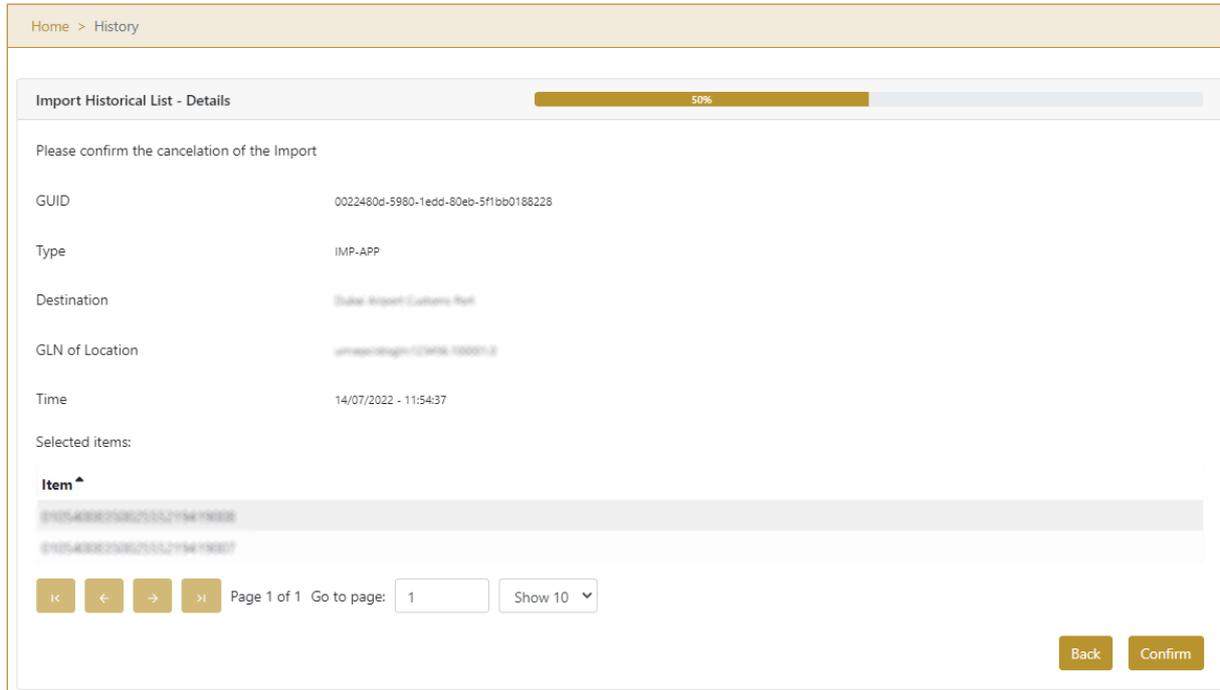


Figure 55 Cancellation confirmation

For confirmation of the cancellation of import clearance document press Confirm



To return to the previous page press Back



4.1.7 Cancellation completion

You successfully cancelled the import clearance document.

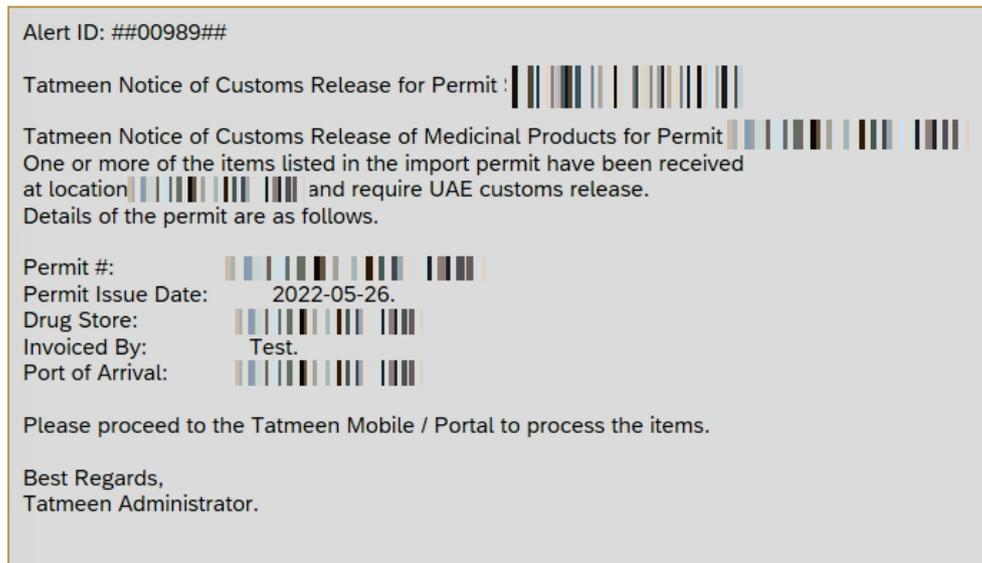


Figure 57 Import Clearance Completion Notice

4.2 Product Clearance – Import Clearance - Mobile

To access the Import Clearance process in the mobile application, the menu option Product Clearance → Import Clearance must be selected:

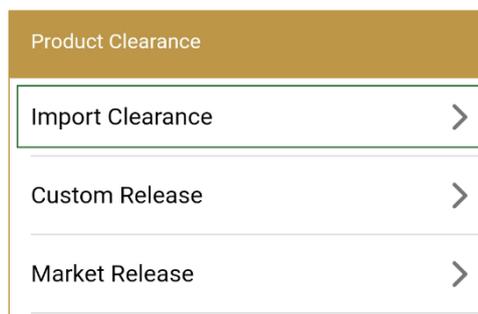


Figure 58 Mobile navigation menu – Import Clearance

The user will be able to Import Clear a whole Shipment, product of certain batches included in the Shipment, or individual items contained within.

In order to select the Shipment to be import cleared, the user could type it directly, scan a product that is part of it, or select a port of arrival, which will display a list of all the Shipment Import Permits pending to be cleared associated to that port. Details on how to select the Shipment, including details about the port of arrival functionality, can be found in the section 4.2.1.2 below.

If at any point, the inspector needs to perform any inspection on the physical product (for instance, taking a sample) or to block product for any reason (for instance for

quarantine purposes), the affected product needs to be reported to Tatmeen as discussed in the Training Manual for Product Status Update, that can be found in <https://tatmeen.ae/documents>. Please keep in mind, that this activity needs to take place on a physical GLN as opposed to a port of arrival GLN, and the correct GLN needs to be selected in the Settings before performing the operation.

4.2.1 Shipment Import Permit (SHP)

As the first step for the Import Clearance step, the inspector needs to select the shipment import permit (SHP) to be cleared. This can be entered manually or selected by:

- Scanning one of the SSCC or SGTIN items from the shipment.
- Selecting a port of arrival, which will display a list of all the SHP pending to be cleared associated with that port.

4.2.1.1 Enter SHP Number

In the SHP Number field enter the shipment import permit number.

You can also scan the SHP number by pressing Camera  in each field to use the camera on your mobile or tablet.

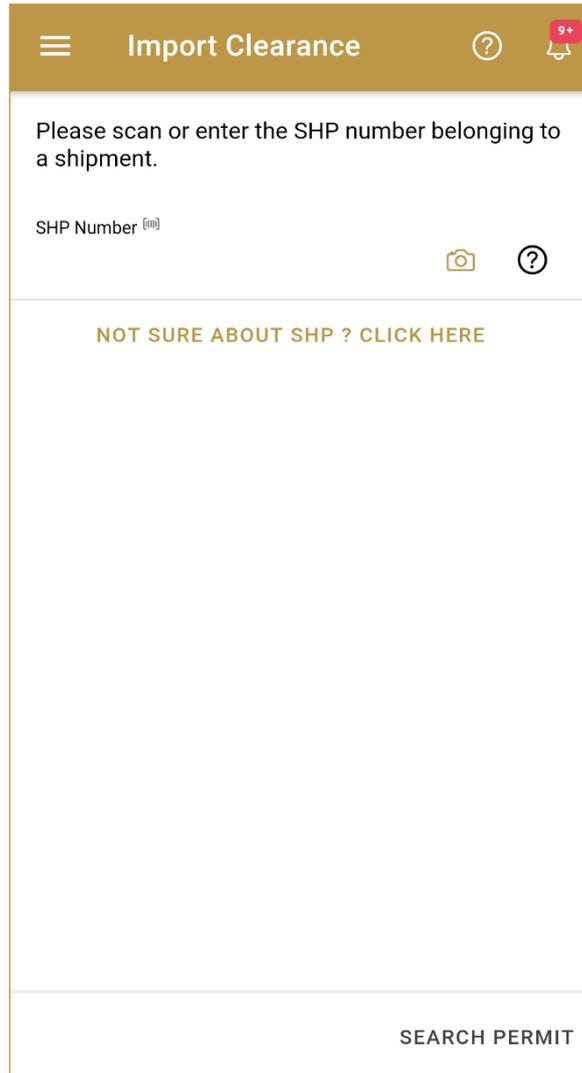


Figure 59 Import Clearance – Enter SHP Number

To continue to the next page enter one SHP Number and press Search permit
SEARCH PERMIT

If you press the Search permit button but the field SHP Number is empty, the warning will appear.

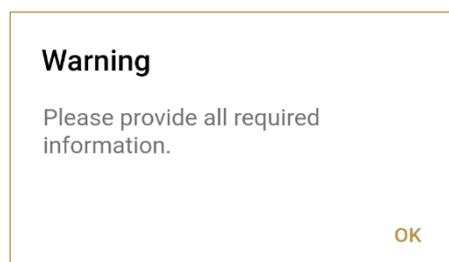


Figure 60 Import Clearance – Warning Fill in the field

If entered data are correct and an import permit is found, a pop-up window will appear with shipment import permit details.

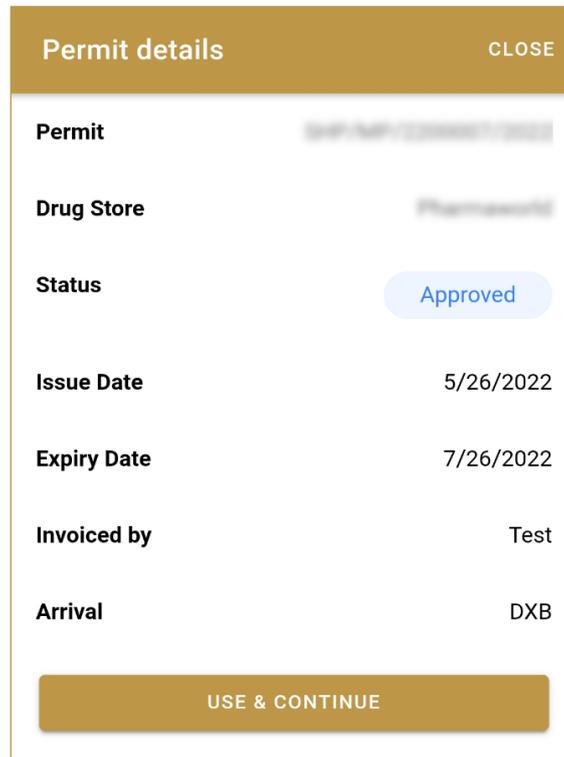


Figure 61 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Close **CLOSE**

If you want to continue to the next page press Use&Continue



4.2.1.2 Search for SHP Number

If you don't know the SHP number, press Not sure about SHP? Click here **NOT SURE ABOUT SHP ? CLICK HERE**

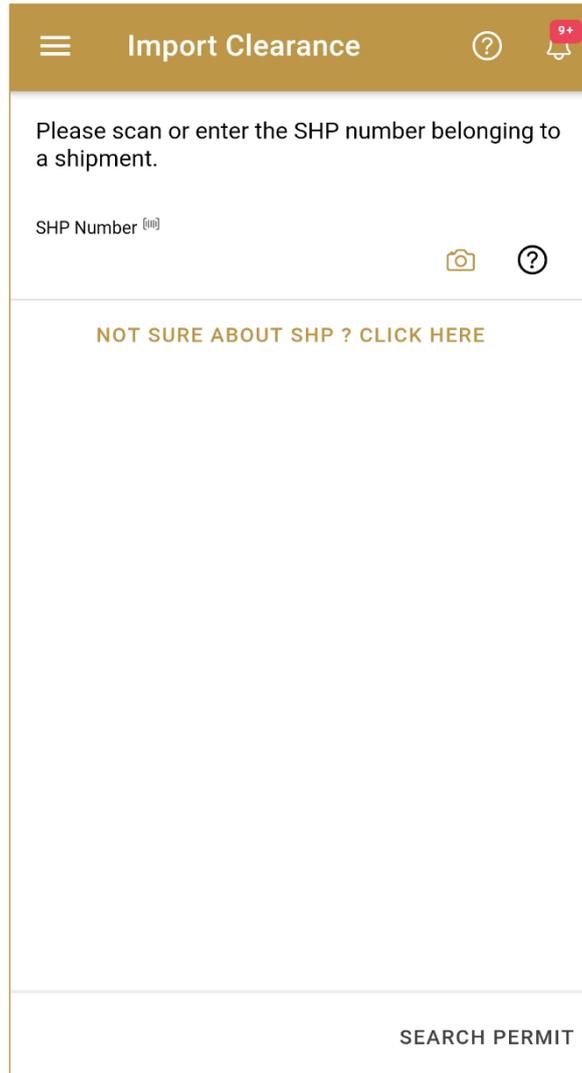
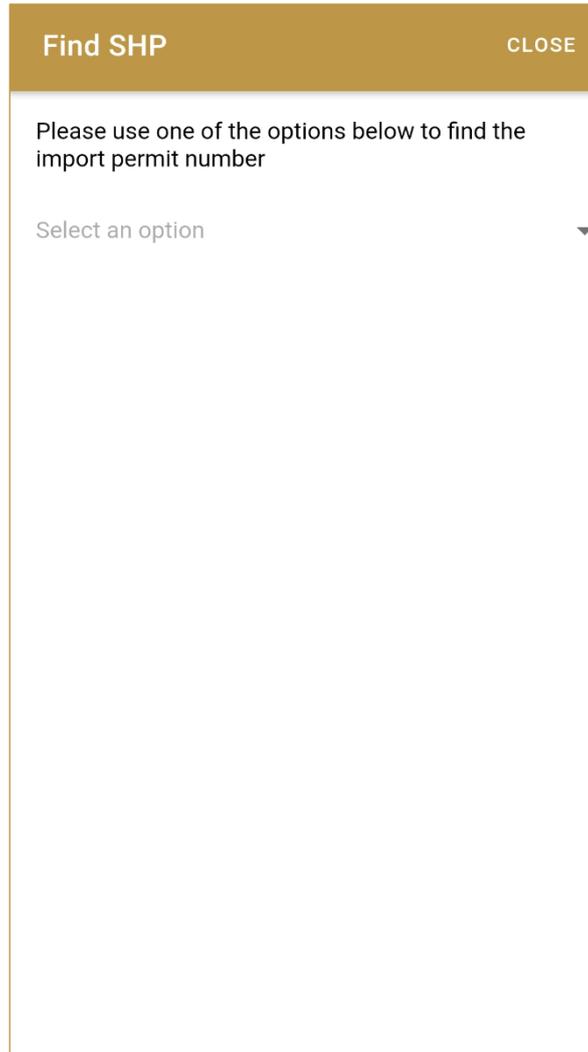


Figure 62 Import Clearance – Search for SHP Number

A new pop-up window will open where you can choose among two options:

- **Scan a product;** for entering one of the SSCC or SGTIN items from the shipment
- **Select a port of arrival;** by selecting one of the ports of arrival

To select an option press on the Select an option field.



Find SHP CLOSE

Please use one of the options below to find the import permit number

Select an option ▼

Figure 63 Import Clearance – Select option

4.2.1.2.1 Scan a product

When Scan a product option is selected, a new area for adding an item is displayed.

Items must be defined as:

- SSCC or
- SGTIN

Item can be added manually by entering values or by scanning with a scanner. To continue to the next page one SSCC or SGTIN item must be added.

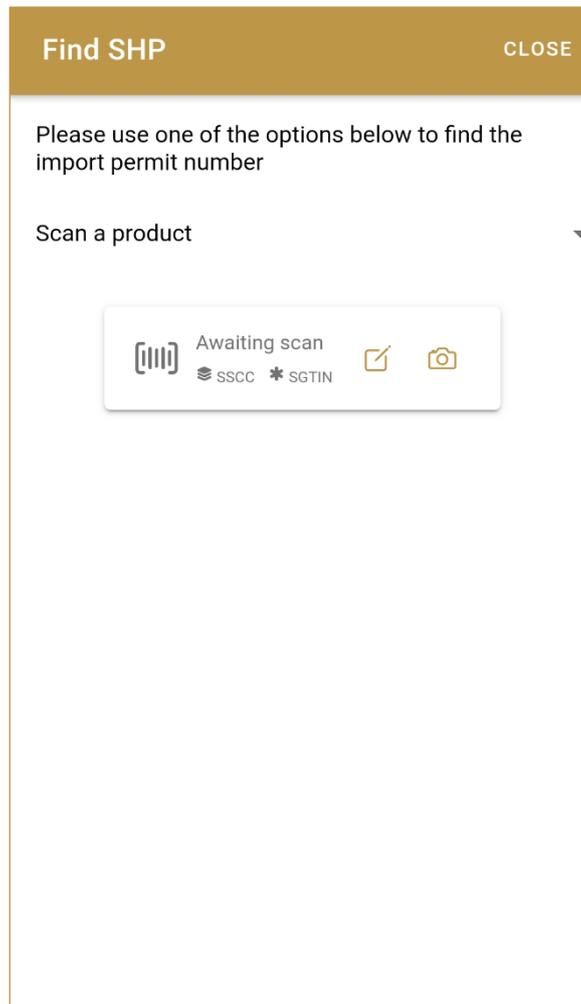


Figure 64 Import Clearance – Scan an item

When the page opens, the application is already ready to scan the barcode with a scanner or press Camera  to use the camera for scanning.

Item can be added also manually. For manual data entry press Edit  where the new page opens.

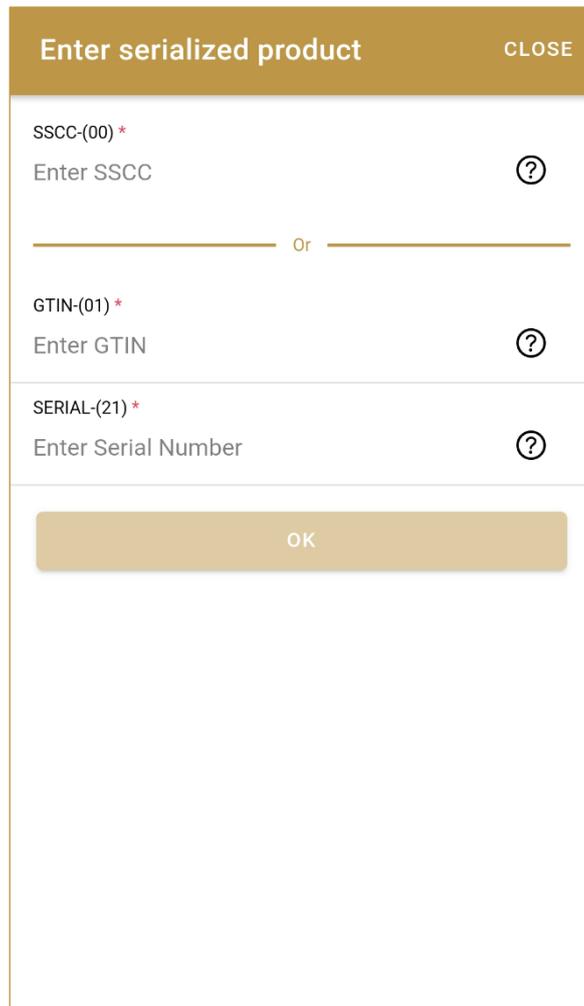


Figure 65 Import Clearance – Manually add an item

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK



SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK



If you want to return to the previous page press Close **CLOSE**

If added item exists on one of the shipment import permit, a pop-up window will appear with shipment import permit details.

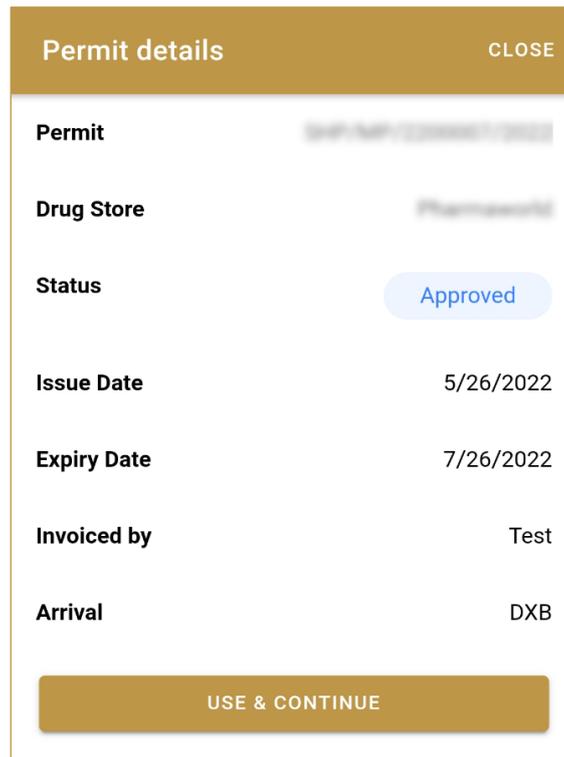


Figure 66 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Close **CLOSE**

If you want to continue to the next page press Use&Continue **USE & CONTINUE**

4.2.1.2.2 Select a port of arrival

When the Select a port of arrival option is selected, a new area for selecting a port of arrival is displayed.

Find SHP CLOSE

Please use one of the options below to find the import permit number

Select a port of arrival ▼

Dubai Airport Customs Port ★	>
AL AIN OPERATIONS ADMIN	>
AbuDhabi Airport Customs Port	>
AbuDhabi Mufasa Port	>
Adschman Generic clearance Port	>
Adschman central Port	>
AhuDhabi Sea Port	>
ETIHAD CREW	>
FREE ZONES	>

Figure 67 Import Clearance – Select a port of arrival

Port of arrival which was used last time is displayed at the top of the list and is marked with a star ★ .

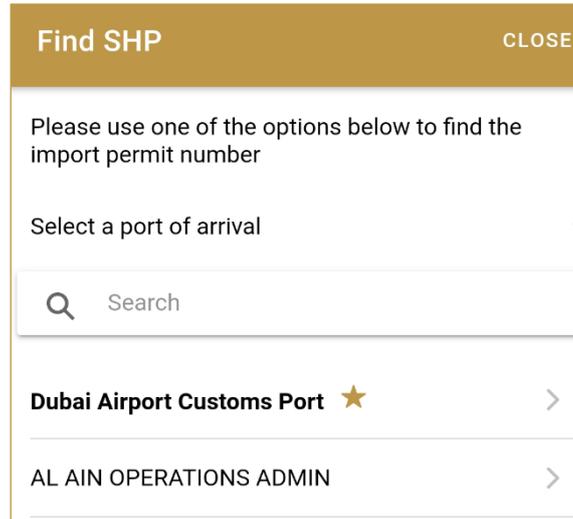


Figure 68 Import Clearance – Last selected port of arrival

To search for a specific port of arrival, start entering the search string or only part of it in the Search field.

The search will start automatically when you stop entering characters. All search results will be displayed in the list below.



Figure 69 Import Clearance – Search for the port of arrival

To choose one port of arrival, press on one port of arrival.

Find SHP CLOSE

Please use one of the options below to find the import permit number

Select a port of arrival

- Dubai Airport Customs Port** ★ >
- AL AIN OPERATIONS ADMIN >
- AbuDhabi Airport Customs Port** >
- AbuDhabi Mufasa Port >
- Adschman Generic clearance Port >
- Adschman central Port >

Figure 70 Import Clearance – Choose a port of arrival

When the port of arrival is selected, a new area opens with all available shipment import permits for the port of arrival.

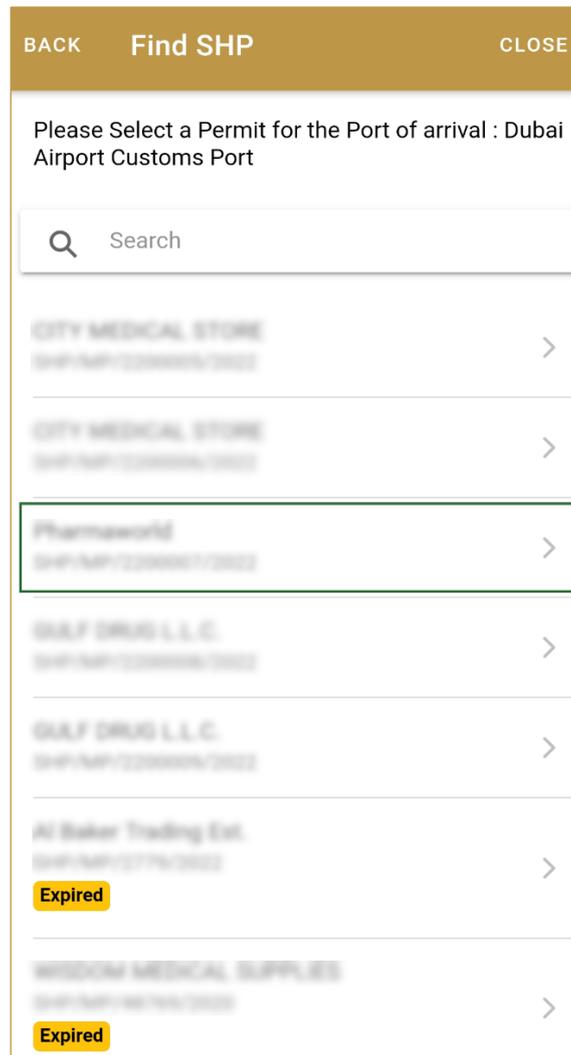


Figure 71 Import Clearance – Choose shipment import permit

To choose one shipment import permit and to continue to the next page, press on one shipment import permit.

To return to the previous page for the selection of port of arrival press Back **BACK**

To return to the first page and start from the beginning, press Close **CLOSE**

4.2.2 Action selection

After the shipment import permit is selected, action for import clearance must be defined.

From dropdown menu you can choose:

- **Confirm**, for confirmation of import clearance or
- **Reject**, for rejection of import clearance

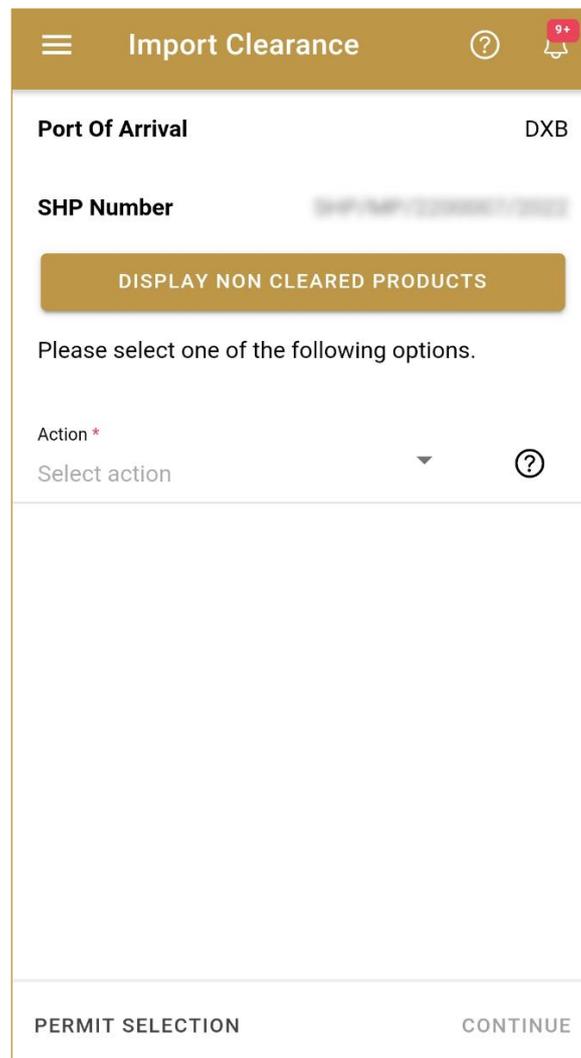


Figure 72 Import Clearance – Action selection

4.2.3 Variant selection

Once the action is selected, you need to define the variant.

From the drop down menu you can choose:

- **All products** from the shipment
- **Partially/Batch** of one product from the shipment
- **Scanned items** from the shipment

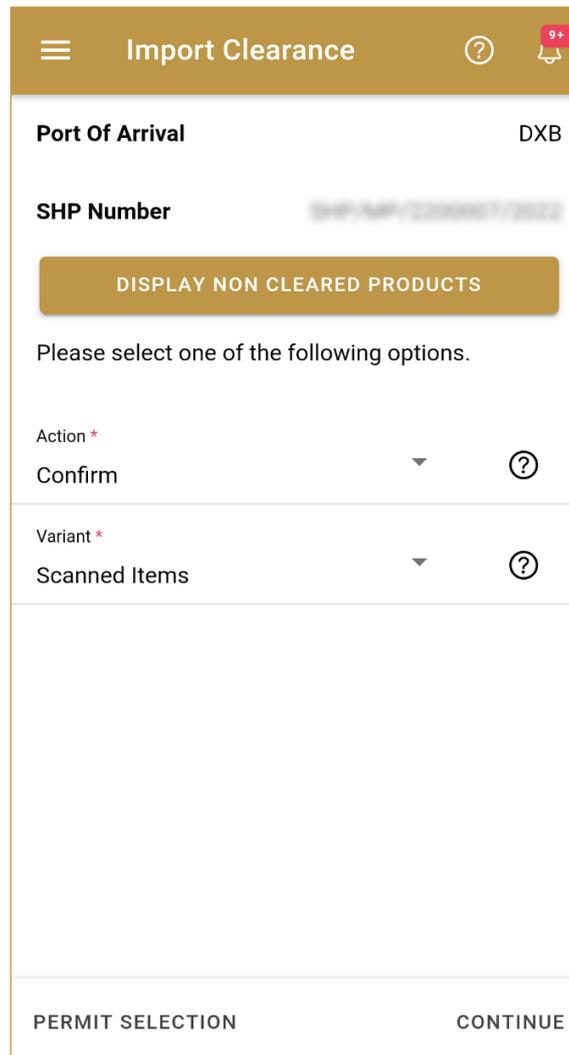
The screenshot shows the 'Import Clearance' screen. At the top, there is a header with a menu icon, the title 'Import Clearance', a help icon, and a notification icon with '9+'. Below the header, the 'Port Of Arrival' is set to 'DXB' and the 'SHP Number' is partially visible. A button labeled 'DISPLAY NON CLEARED PRODUCTS' is present. Below this, a message says 'Please select one of the following options.' There are two dropdown menus: 'Action *' with 'Confirm' selected, and 'Variant *' with 'Scanned Items' selected. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

Figure 73 Import Clearance – Variant selection

If you selected action Reject, after you select also Variant, a new Reason field appears where you need to select from a dropdown menu one of the reason for import clearance rejection.

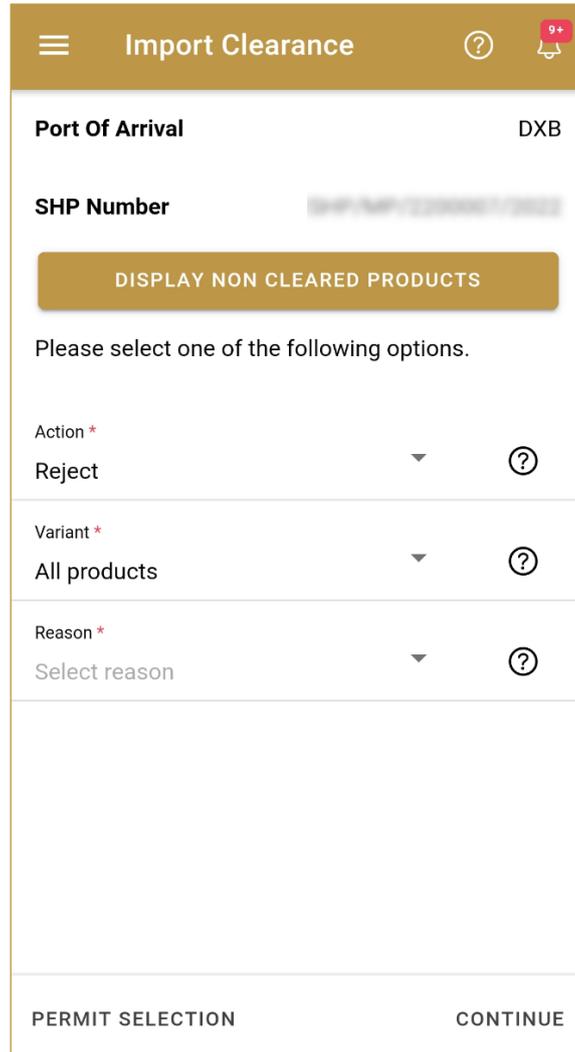


Figure 74 Import Clearance – Reason for rejection selection

To continue to the next page press Continue **CONTINUE**

To select different shipment import permit press Permit selection **PERMIT SELECTION**

4.2.3.1 Variant All Products

To confirm or reject all items from the shipment import permit, select variant All products. If action Reject is selected, select also Reason for rejection.

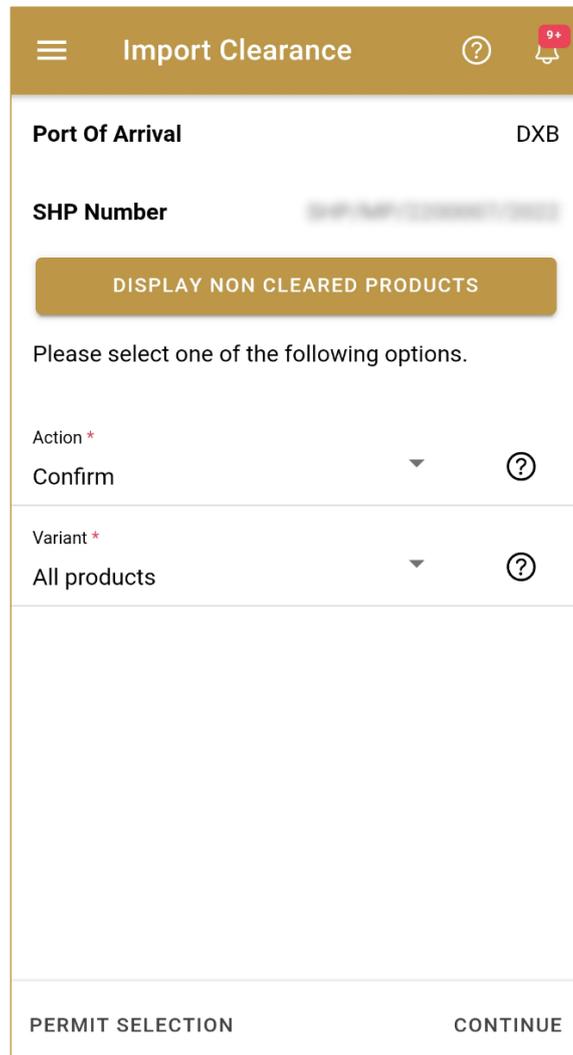
The screenshot shows the 'Import Clearance' screen in a mobile application. At the top, there is a header bar with a hamburger menu icon, the title 'Import Clearance', a help icon, and a notification icon with '9+'. Below the header, the 'Port Of Arrival' is set to 'DXB' and the 'SHP Number' is partially visible. A prominent button labeled 'DISPLAY NON CLEARED PRODUCTS' is present. Below this, a message reads 'Please select one of the following options.' There are two dropdown menus: 'Action *' with 'Confirm' selected and a help icon, and 'Variant *' with 'All products' selected and a help icon. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

Figure 75 Import Clearance – Confirmation of variant All products

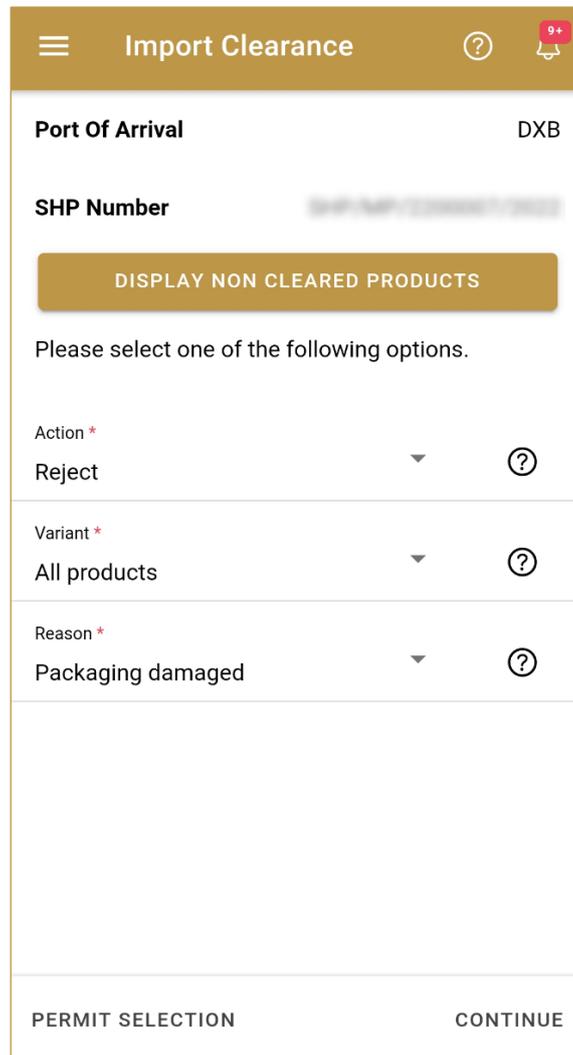


Figure 76 Import Clearance – Rejection of variant All products

To continue to the next page press Continue **CONTINUE**

To select different shipment import permit press Permit selection **PERMIT SELECTION**

4.2.3.1.1 All product confirmation

Before final confirmation or rejection of all products from the shipment, check once again if all entered data are correct.



Figure 77 Import Clearance – Confirm All products



Figure 78 Import Clearance – Reject All products

For confirmation of all products from the shipment, press Confirm **CONFIRM**

For rejection of all products from the shipment, press Confirm **REJECT**

To return to the previous page press Back 

4.2.3.1.2 All product completion

If you select action Confirm, all products from the shipment were successfully imported and they are ready for Custom Release.

If you select action Reject, all products from the shipment will be returned.

To confirm or reject another shipment, press Do Another **DO ANOTHER**



Figure 79 Import Clearance – All products completion

4.2.3.2 Variant Partially/Batch

To confirm or reject items from one batch from the shipment, select variant Partially/Batch. If action Reject is selected, select also Reason for rejection.

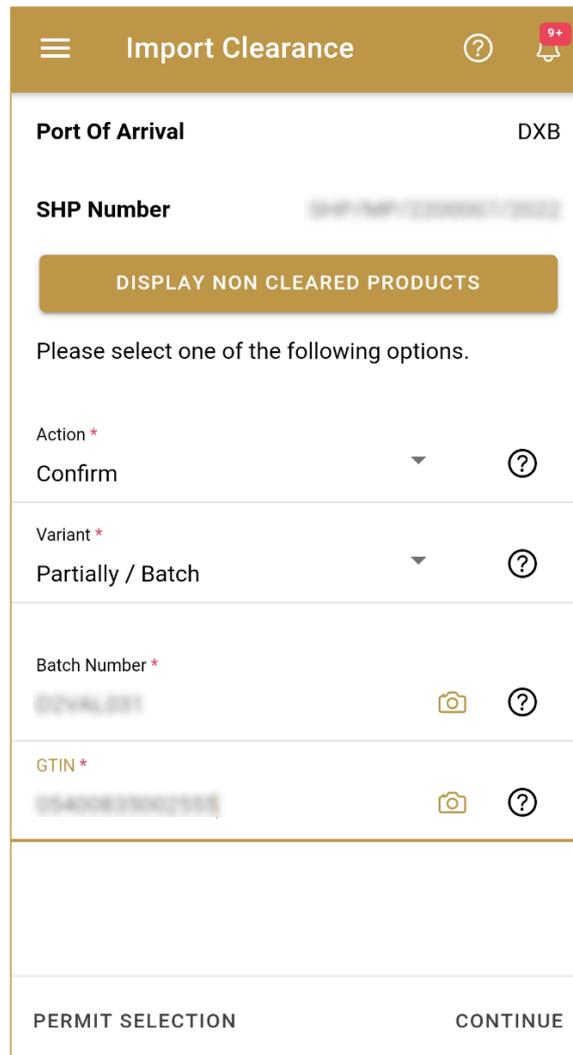
The screenshot shows the 'Import Clearance' screen in a mobile application. At the top, there is a header bar with a menu icon, the title 'Import Clearance', a help icon, and a notification bell with '9+' alerts. Below the header, the 'Port Of Arrival' is set to 'DXB' and the 'SHP Number' is partially visible. A prominent orange button labeled 'DISPLAY NON CLEARED PRODUCTS' is centered. Below this, a text prompt asks the user to 'Please select one of the following options.' There are four input fields: 'Action *' with a dropdown menu set to 'Confirm', 'Variant *' with a dropdown menu set to 'Partially / Batch', 'Batch Number *' with a camera icon, and 'GTIN *' with a camera icon. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

Figure 80 Import Clearance – Confirmation of variant Partially/Batch

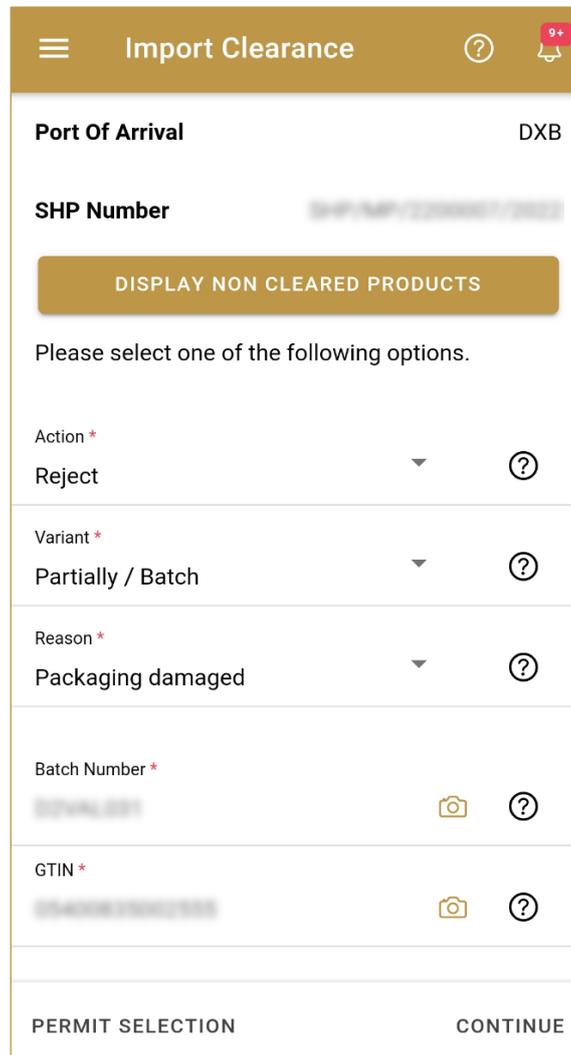


Figure 81 Import Clearance – Rejection of variant Partially/Batch

You need to enter the Batch number and GTIN. All fields are mandatory.

You can also scan the SHP number by pressing Camera  in each field to use the camera on your mobile or tablet.

If you press Display Non Cleared Products  a new window appears where all non-cleared products are listed for a selected shipment import permit.

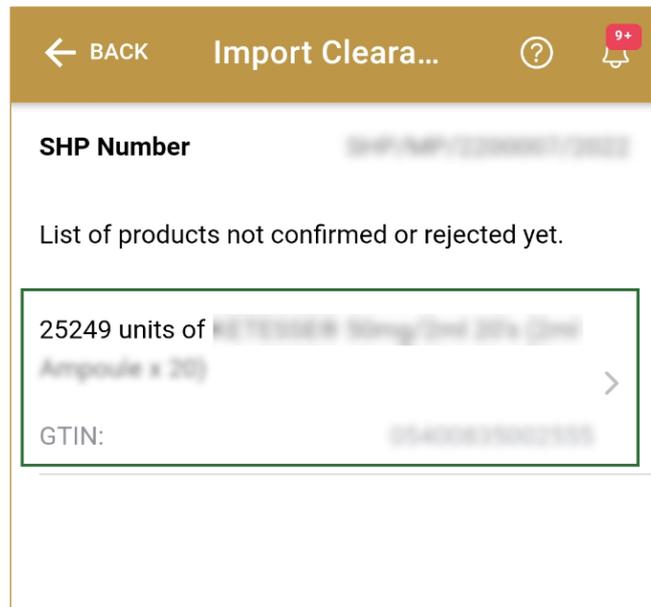


Figure 82 Import Clearance – Display Non Cleared Product

If you don't want to select any batch number press Back 

If you select one of the product, a new window opens with all available batch numbers.

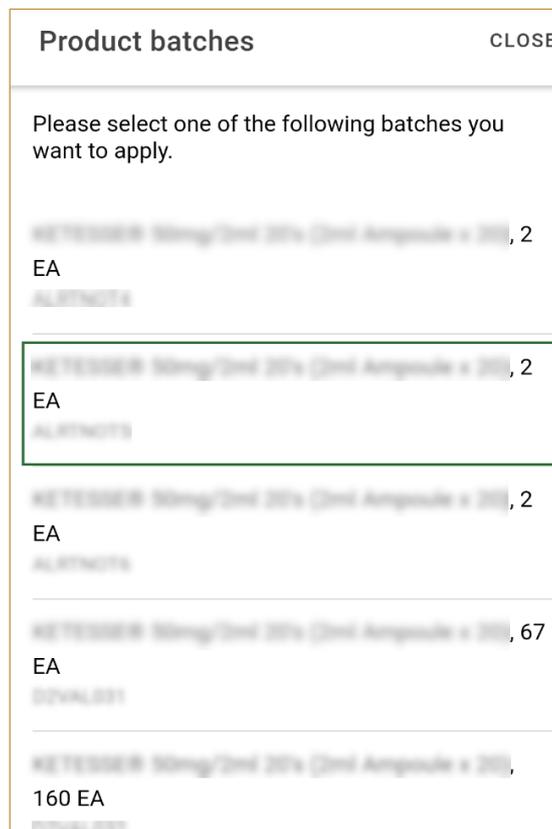


Figure 83 Import Clearance – Display Non Cleared Batches

If you press on one of the Batch number, automatically variant Partially/Batch is selected with the already entered Batch number and GTIN.

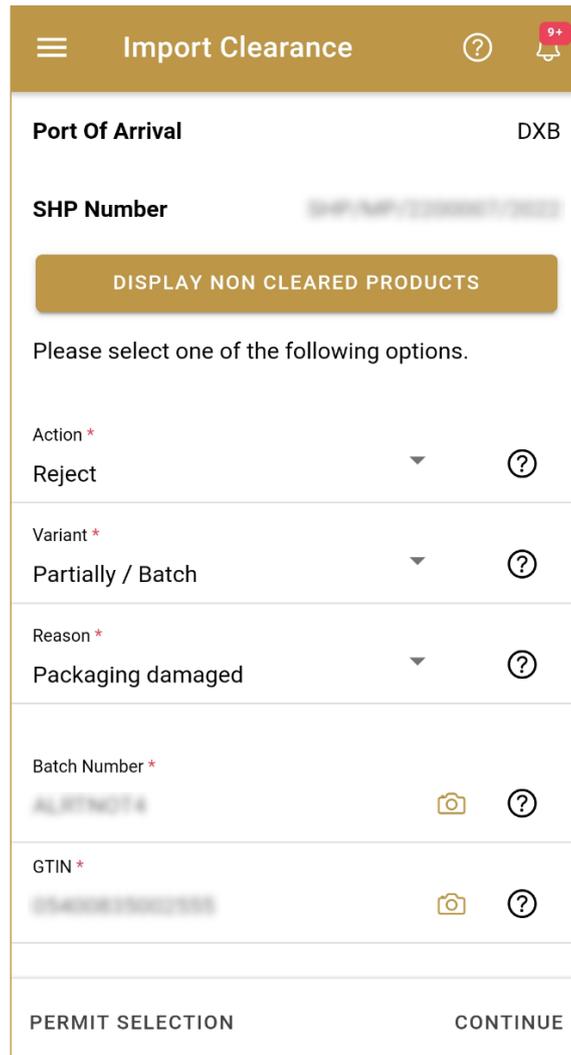


Figure 84 Import Clearance – Automatically entered Batch Number and GTIN

4.2.3.2.1 Partially/Batch confirmation

Before final confirmation or rejection of all items for one batch from the shipment, check once again if all entered data are correct.

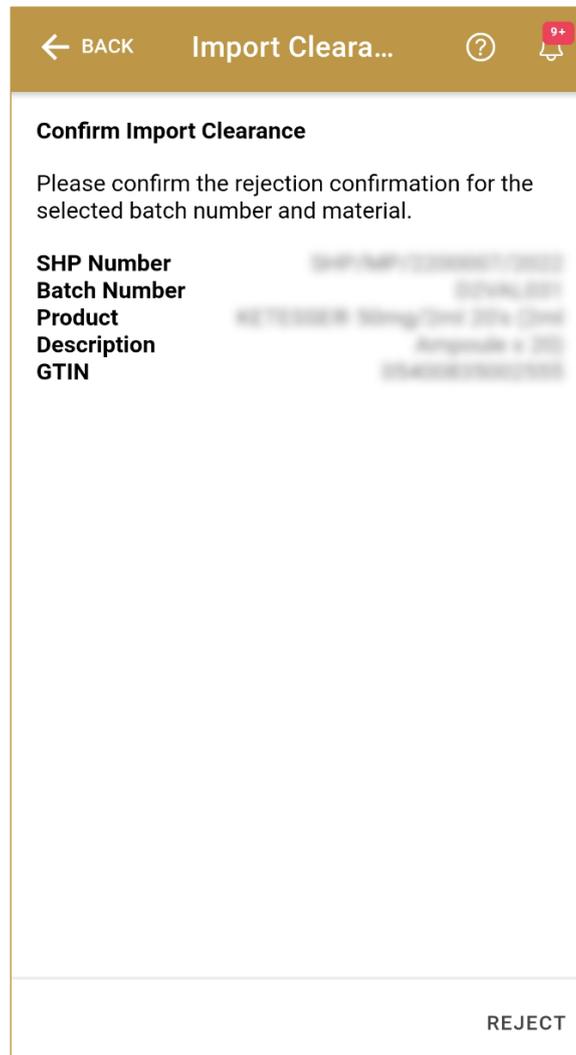


Figure 86 Import Clearance – Reject Partially/Batch

For confirmation of all items of one batch from the shipment, press Confirm **CONFIRM**

For rejection of all items of one batch from the shipment, press Confirm **REJECT**

To return to the previous page press Back 

4.2.3.2.2 Partially/Batch completion

If you select action Confirm, all products from the shipment were successfully imported and they are ready for Custom Release.

If you select action Reject, all products from the shipment will be returned.

To confirm or reject another shipment, press Do Another **DO ANOTHER**

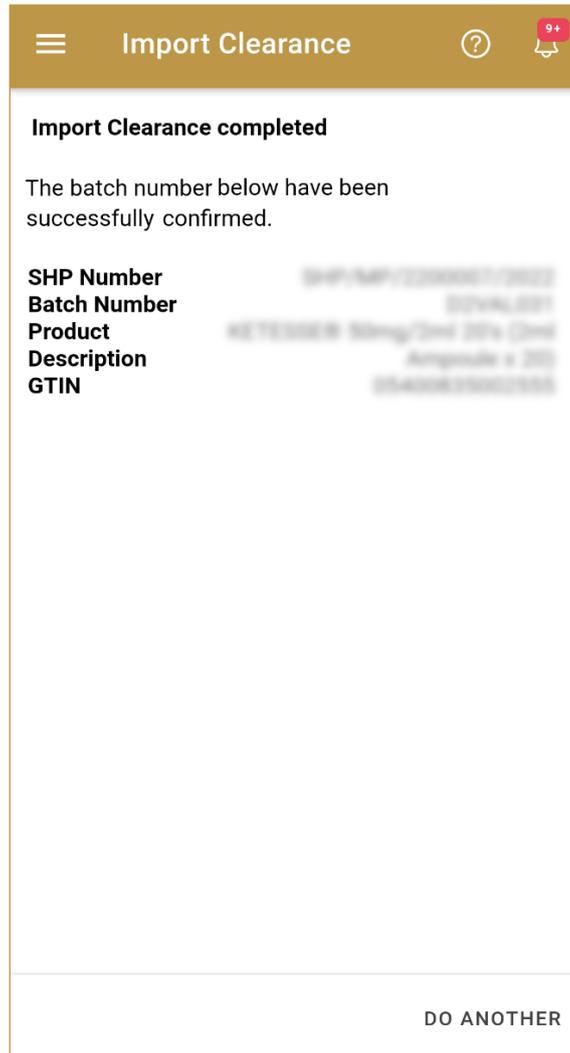


Figure 87 Import Clearance – Partially/Batch completion

4.2.3.3 Variant Scanned items

To confirm or reject different items from the shipment import permit, select variant Scanned items. If action Reject is selected, select also Reason for rejection.

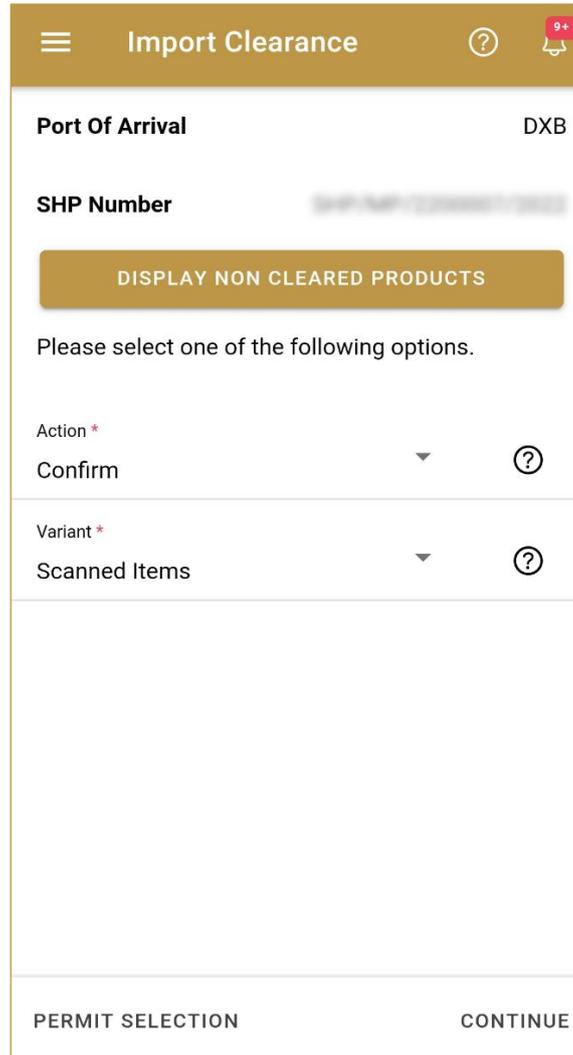
The screenshot shows the 'Import Clearance' screen in a mobile application. At the top, there is a header bar with a menu icon, the title 'Import Clearance', a help icon, and a notification icon with '9+'. Below the header, the 'Port Of Arrival' is set to 'DXB' and the 'SHP Number' is partially visible. A prominent button labeled 'DISPLAY NON CLEARED PRODUCTS' is centered. Below this, a message reads 'Please select one of the following options.' There are two dropdown menus: 'Action *' with the selected option 'Confirm' and a help icon, and 'Variant *' with the selected option 'Scanned Items' and a help icon. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

Figure 88 Import Clearance – Confirmation of variant Scanned items

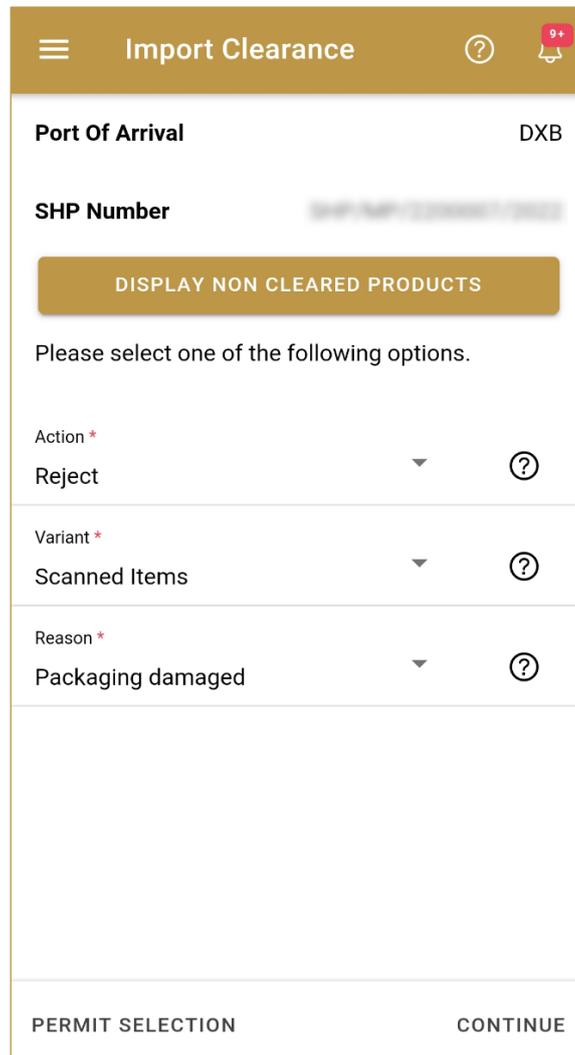
The screenshot shows the 'Import Clearance' screen. At the top, there is a header with a menu icon, the title 'Import Clearance', a help icon, and a notification icon with '9+'. Below the header, the 'Port Of Arrival' is set to 'DXB' and the 'SHP Number' is partially visible. A button labeled 'DISPLAY NON CLEARED PRODUCTS' is present. A message says 'Please select one of the following options.' There are three dropdown menus: 'Action *' with 'Reject' selected, 'Variant *' with 'Scanned Items' selected, and 'Reason *' with 'Packaging damaged' selected. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

Figure 89 Import Clearance – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press **CONTINUE**

To select different shipment import permit press **PERMIT SELECTION**

4.2.3.3.1 Items scanning

When the page opens, the application is already ready to scan the barcode with a scanner or press Camera  to use the camera for scanning.

4.2.3.3.2 Manual adding

Item can be added also manually. For manual data entry press Edit  where the new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK

OK

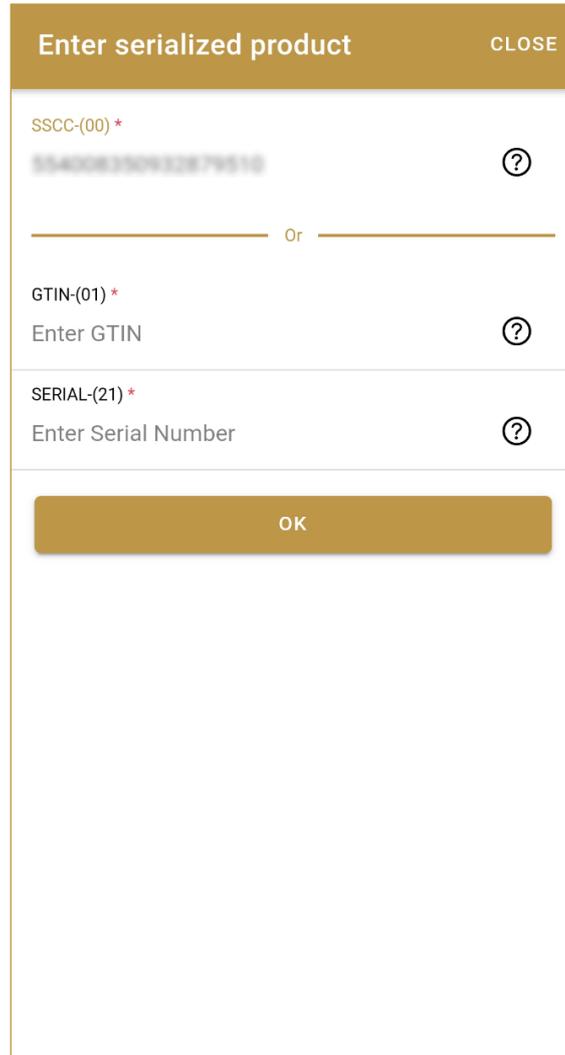


Figure 90 Manual adding of SSCC item

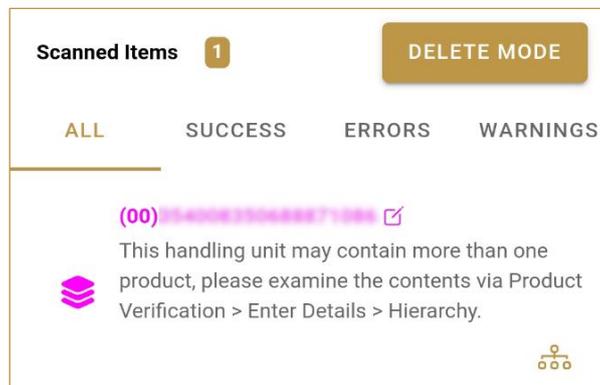


Figure 91 Successfully added SSCC item

SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK

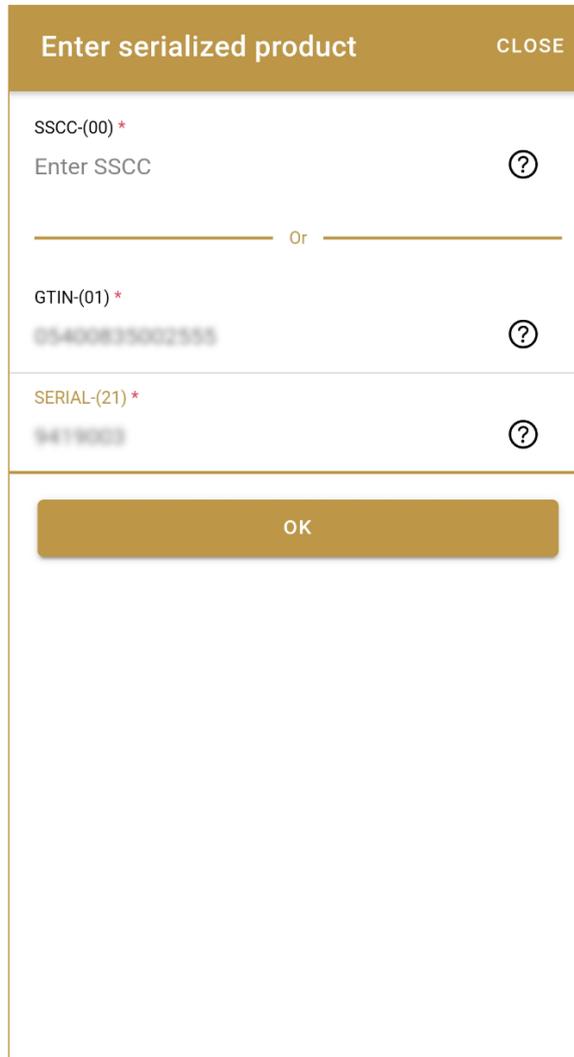


Figure 92 Manual adding of SGTIN item

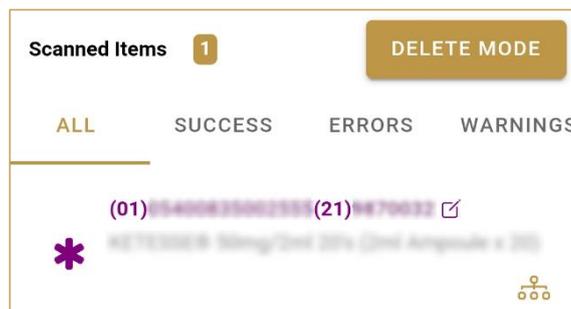


Figure 93 Successfully added SGTIN item

CLOSE

If you want to return to the previous page press Close

4.2.3.3.3 Review of the added items

When an item is added to the list, you can review all items, check for possible issues, and removes unneeded items.

Scanned Items **1** shows the total of all items on the list

It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

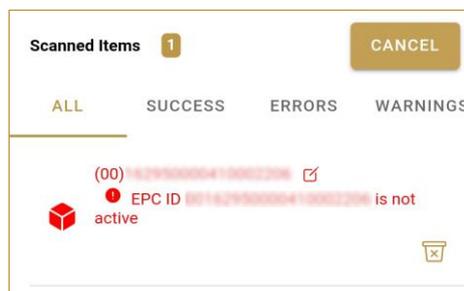
Filter options:

- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

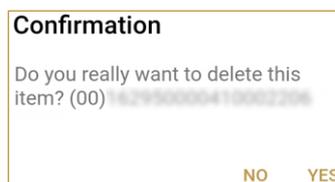
Select Delete mode to remove added items.

DELETE MODE

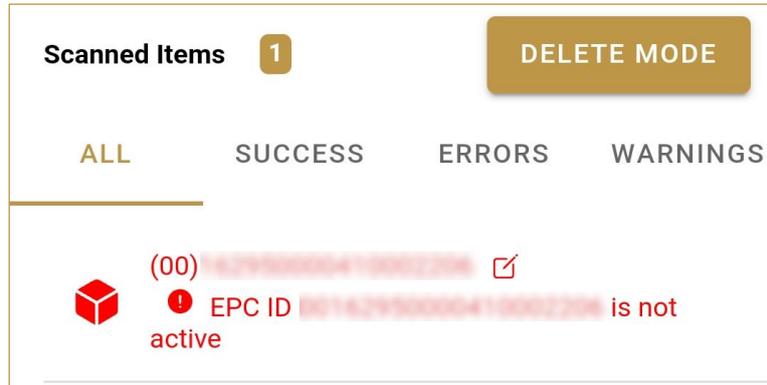
In Delete mode, a delete icon will appear on each row.



Press Delete  to remove an item. Deletion will require confirmation.



Red messages under items provide guidance for issues with listed items.



When all issues with added items are solved and there is no error message, press Continue **CONTINUE** to proceed to the next page.

4.2.3.3.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

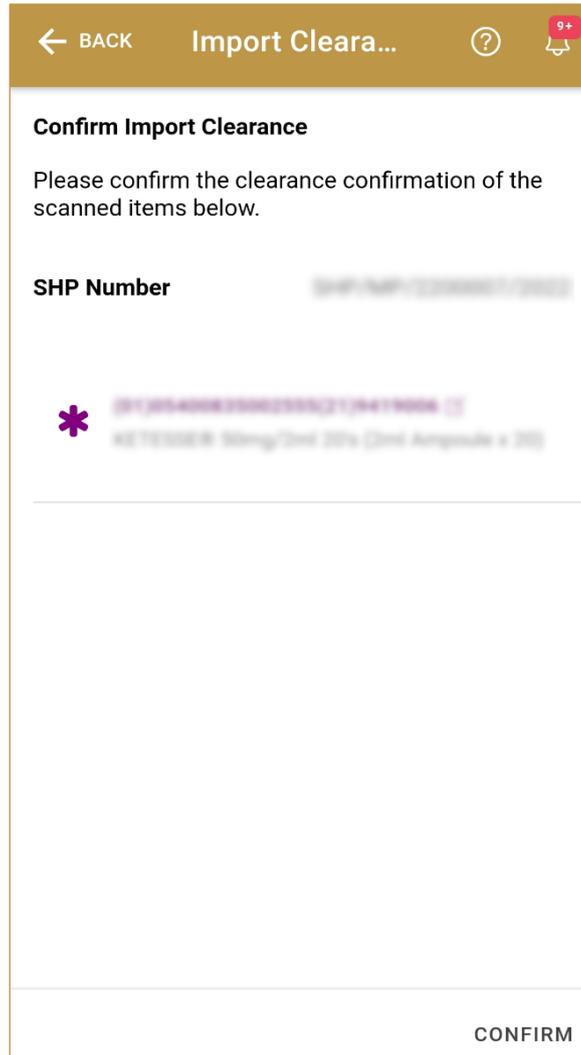


Figure 94 Import Clearance – Confirm Scanned items

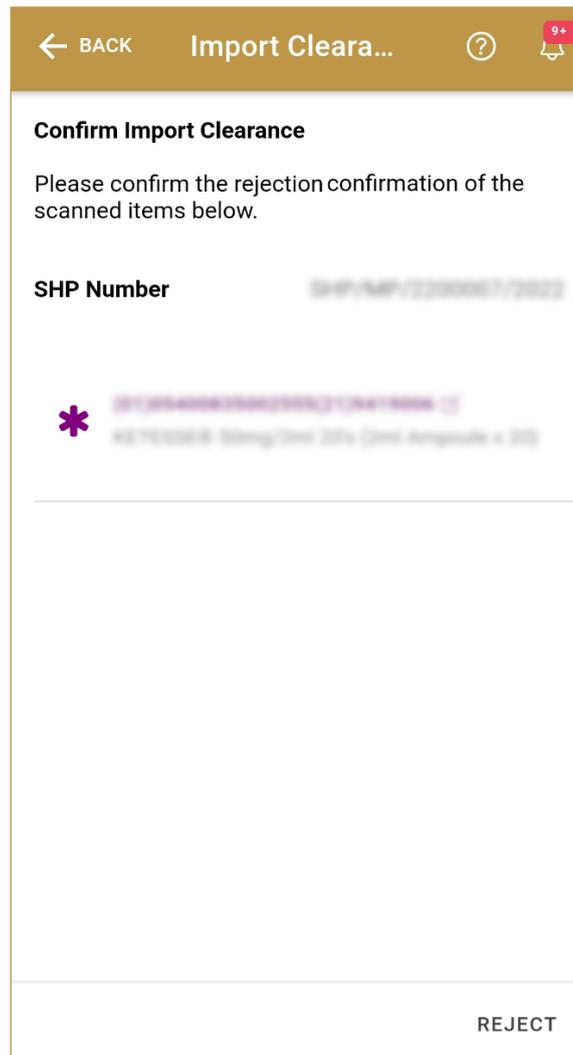


Figure 95 Import Clearance – Reject Scanned items

For confirmation of all scanned/added items, press Confirm **CONFIRM**

For rejection of all scanned/added items, press Confirm **REJECT**

To return to the previous page press Back 

4.2.3.3.5 Scanned items completion

If you select action Confirm, all scanned/added items from the shipment were successfully imported and they are ready for Custom Release.

If you select action Reject, all scanned/added items from the shipment will be returned.

To confirm or reject other items from the shipment, press Do Another **DO ANOTHER**

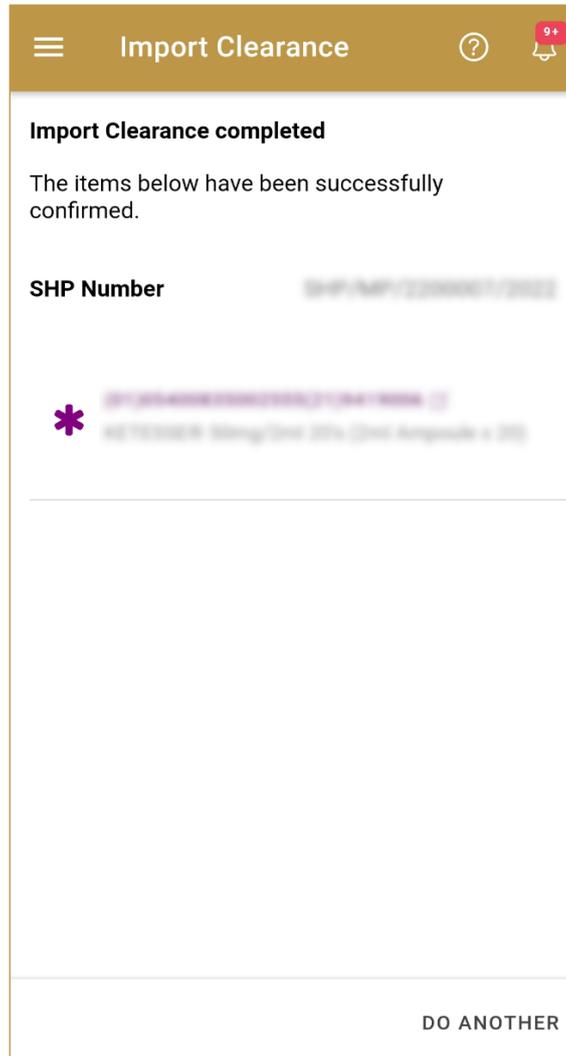


Figure 96 Import Clearance – Scanned items completion

4.3 Product Clearance – Custom Release - Portal

To access the Custom Release process in the navigation menu select Product Clearance → Custom Release

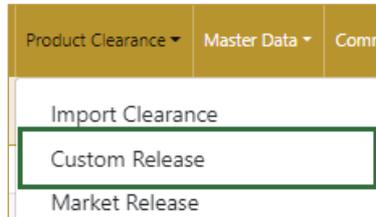


Figure 97 Portal navigation menu – Custom Release

The user will be able to Customs Release a whole Shipment, product of certain batches included in the Shipment, or individual items contained within.

In order to select the Shipment to be customs released, the user could type it directly, scan a product that is part of it, or select a port of arrival, which will display a list of all the Shipment Import Permits pending to be released associated to that port. Details on how to select the Shipment, including details about the port of arrival functionality, can be found in the section 4.3.1.2 below.

If at any point, the inspector needs to perform any inspection on the physical product (for instance, taking a sample) or to block product for any reason (for instance for quarantine purposes), the affected product needs to be reported to Tatmeen as discussed in the Training Manual for Product Status Update, that can be found in <https://tatmeen.ae/documents>. Please keep in mind, that this activity needs to take place on a physical GLN as opposed to a port of arrival GLN, and the correct GLN needs to be selected in the Settings before performing the operation.

4.3.1 Shipment Import Permit (SHP)

As the first step for the Customs Release step, the inspector needs to select the shipment import permit (SHP) to be released. This can be entered manually or selected by:

- Scanning one of the SSCC or SGTIN items from the shipment.
- Selecting a port of arrival, which will display a list of all the SHP pending to be released associated with that port.

4.3.1.1 Enter SHP Number

In the SHP Number field enter the shipment import permit number.

You can also scan the SHP Number barcode by pressing Scan  when you use a scanner or tablet.

If Scan  has a yellow border, this means that the page does not have focus and in the case of scanning, the value will not appear in the field. Click with the mouse somewhere inside the page and the yellow border will disappear.

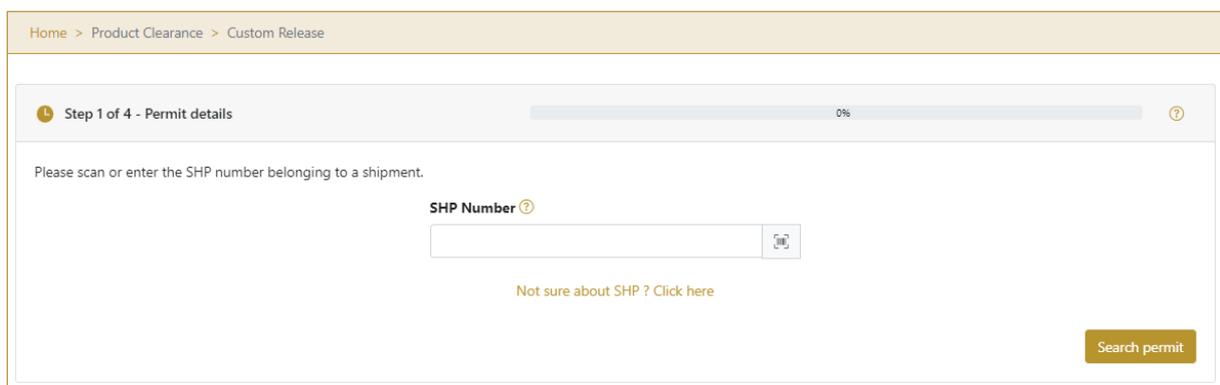


Figure 98 Custom Release – Enter SHP Number

To continue to the next page enter one SHP Number and press Search permit



If you press the Search permit button but the field SHP Number is empty, the warning will appear.



Figure 99 Custom Release – Warning Fill in the field

If there is any issue with entered SHP Number a warning will appear.

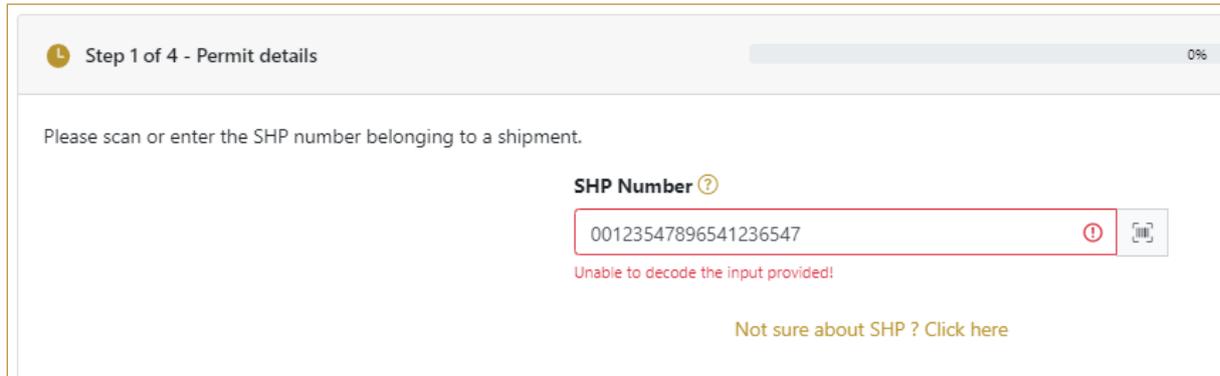


Figure 100 Custom Release – Warning

If entered data are correct and an import permit is found, a pop-up window will appear with shipment import permit details.

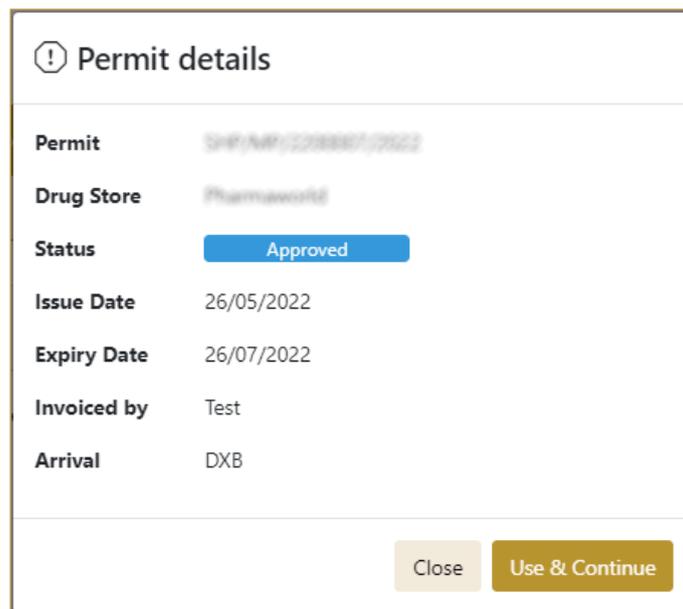


Figure 101 Custom Release – Import Permit details

To return to the first page and start from the beginning, press Close



If you want to continue to the next page press Use&Continue



Additionally, by pressing the Clock  a new page opens with the Historical view of Customs Releases performed. This is further explained in section 4.3.4.

4.3.1.2 Search for SHP Number

If you don't know the SHP number, press Not sure about SHP? Click here
[Not sure about SHP ? Click here](#)

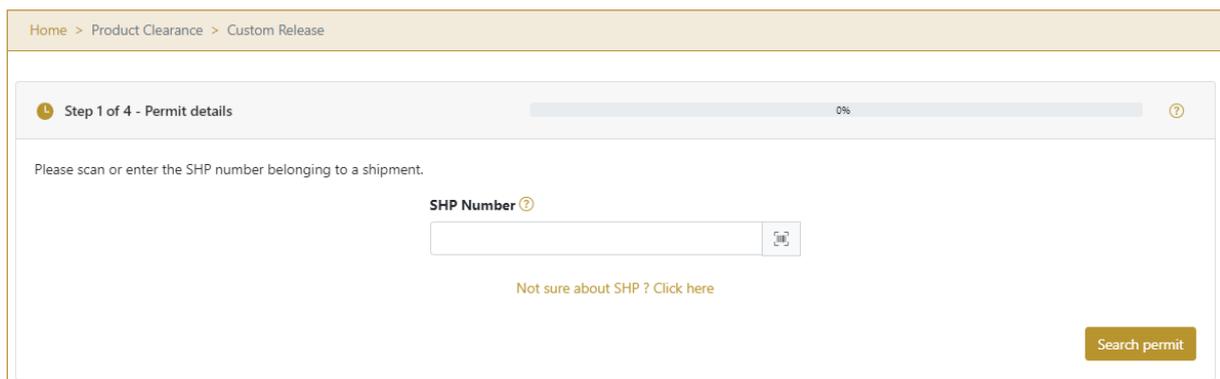


Figure 102 Custom Release – Search for SHP Number

A new pop-up window will open where you can choose among two options:

- **Scan a product;** for entering one of the SSCC or SGTIN items from the shipment
- **Select a port of arrival;** by selecting one of the ports of arrival

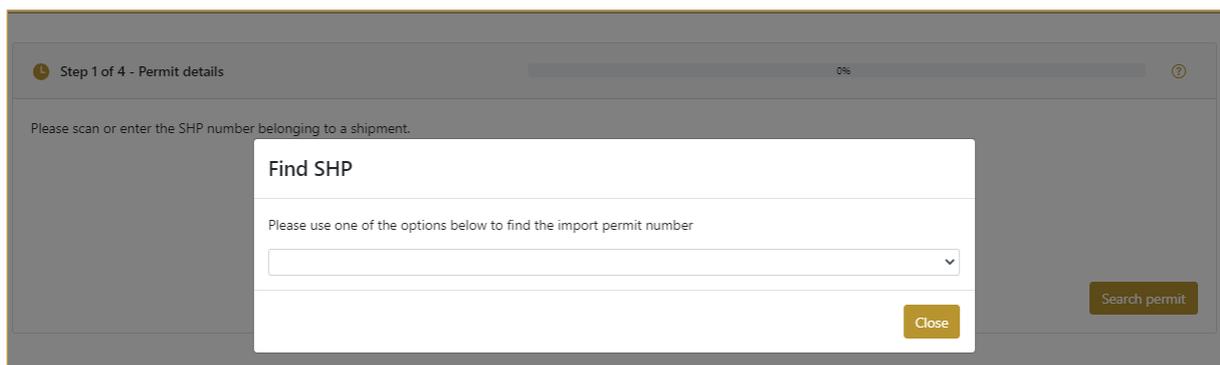


Figure 103 Custom Release – Select option

4.3.1.2.1 Scan a product

When Scan a product option is selected, a new area for adding an item is displayed.

Items must be defined as:

- SSCC or
- SGTIN

Item can be added manually by entering values or by scanning with a scanner. To continue to the next page one SSCC or SGTIN item must be added.

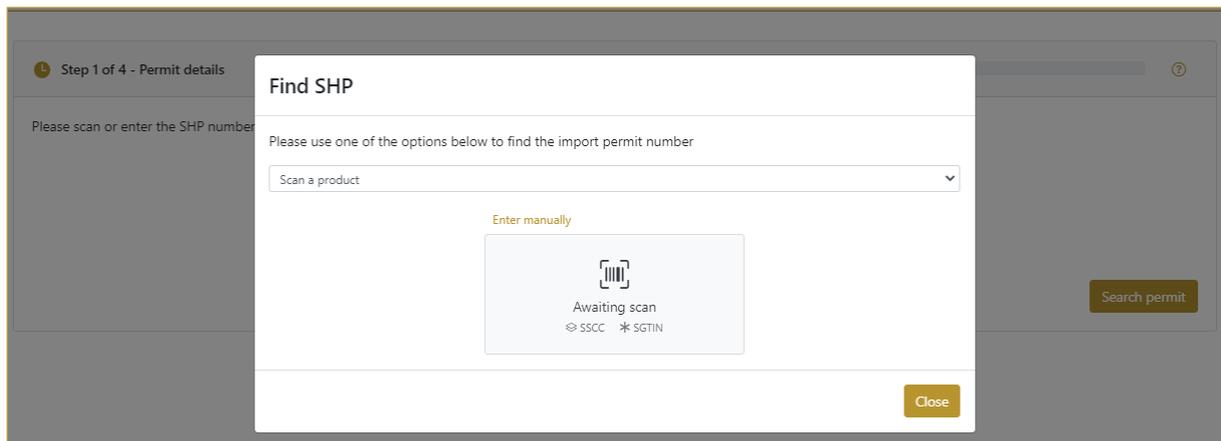


Figure 104 Custom Release – Scan an item

When the area for adding an item opens and once the focus is on the application, the application is ready to scan the barcode with a scanner, and a scanned item will be added.

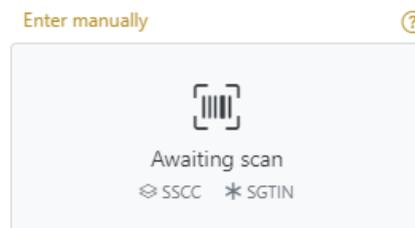


Figure 105 Custom Release - Scan item

If the application doesn't have focus, scanning is not possible. First, add the focus to the application so scanning will be possible.

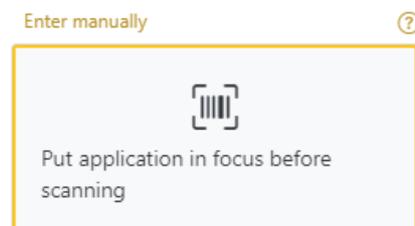


Figure 106 Custom Release - Missing focus

Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new area opens.

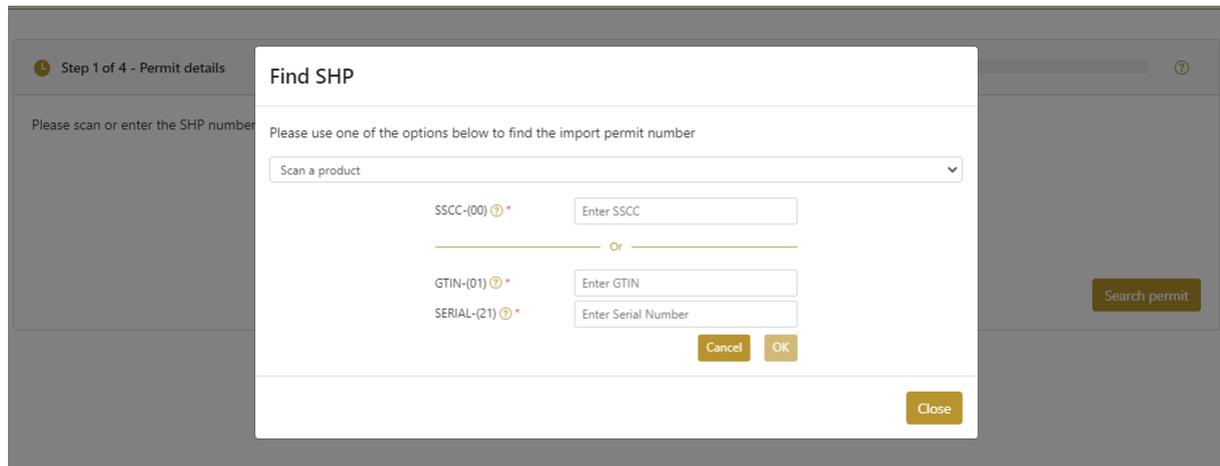


Figure 107 Custom Release – Manually add an item

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK

OK

SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and

the serial number value in the field SERIAL-(21) and press OK

OK

If you want to return to the previous page press Cancel

Cancel

If there is no shipment import permit exist that contains added items, an error is returned.

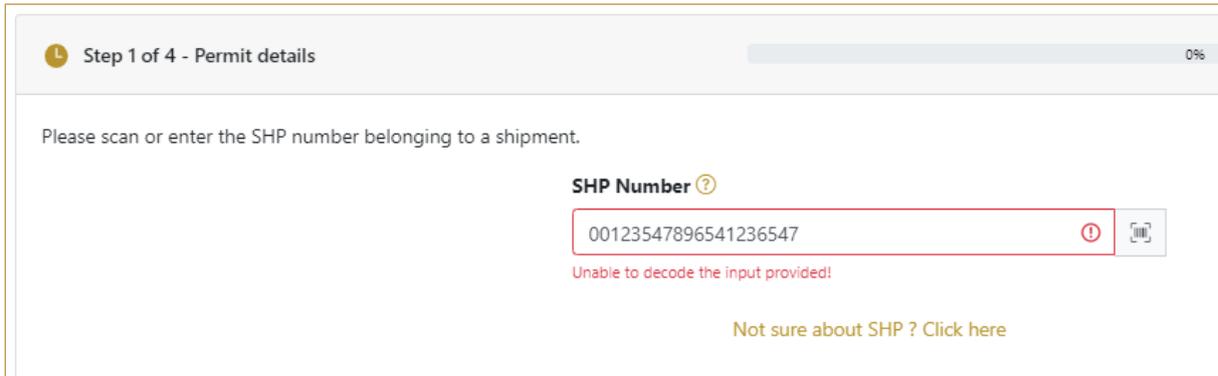


Figure 108 Custom Release – No SHP

If added item exists on one of the shipment import permit, a pop-up window will appear with shipment import permit details.

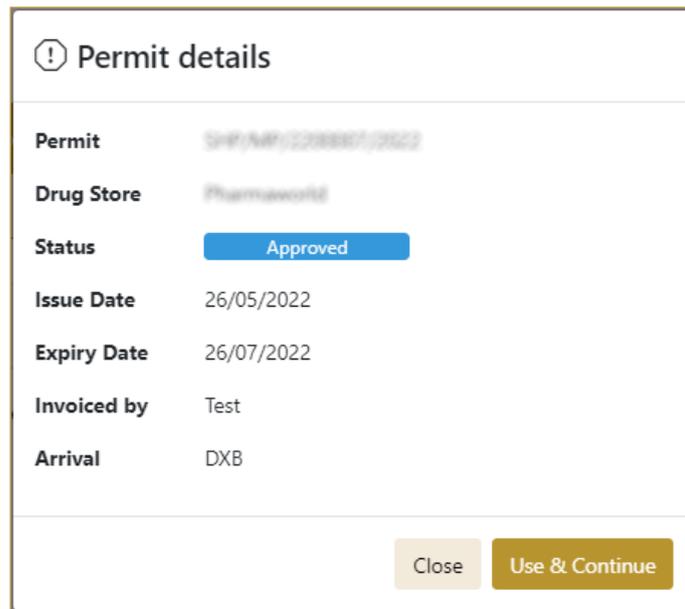
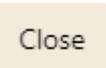


Figure 109 Custom Release – Import Permit details

To return to the first page and start from the beginning, press Close



If you want to continue to the next page press Use&Continue



4.3.1.2.2 Select a port of arrival

When the Select a port of arrival option is selected, a new area for selecting a port of arrival is displayed.

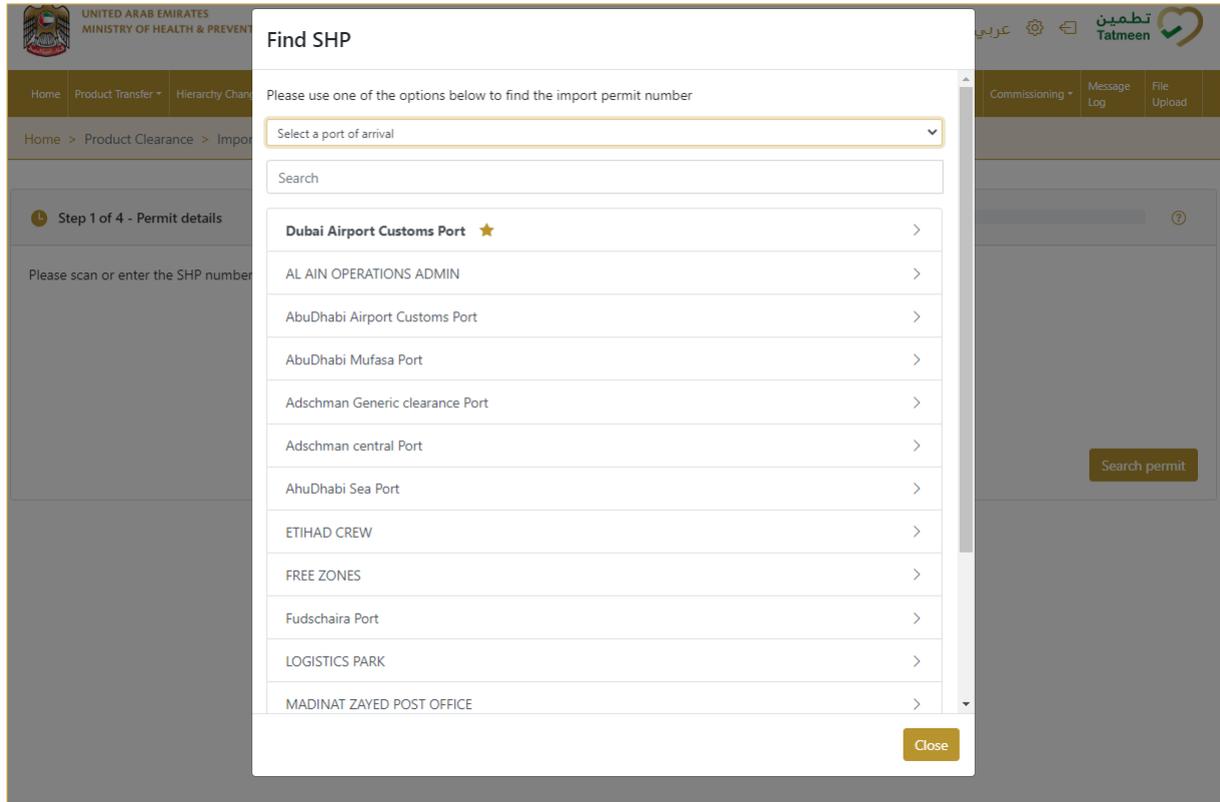


Figure 110 Custom Release – Select a port of arrival

Port of arrival which was used last time is displayed at the top of the list and is marked with a star ★ .

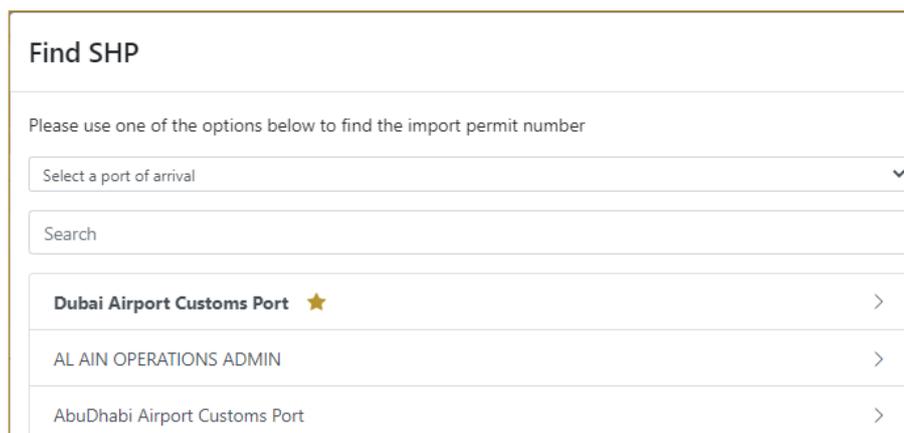


Figure 111 Custom Release – Last selected port of arrival

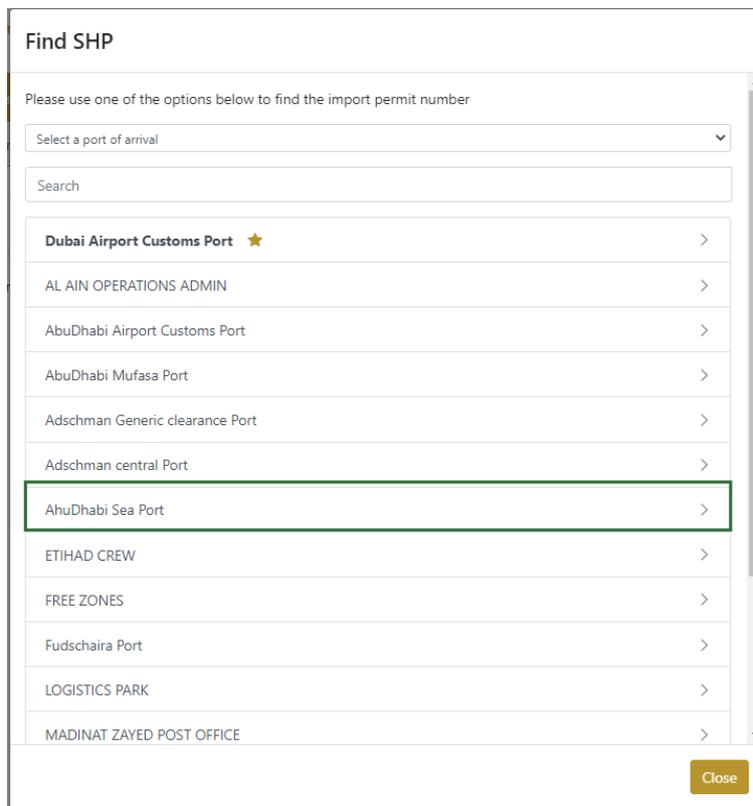
To search for a specific port of arrival, start entering the search string or only part of it in the Search field.

The search will start automatically when you stop entering characters. All search results will be displayed in the list below.



Figure 112 Custom Release – Search for the port of arrival

To choose one port of arrival, press on one port of arrival.



Find SHP	
Please use one of the options below to find the import permit number	
Select a port of arrival	▼
Search	
Dubai Airport Customs Port ★	>
AL AIN OPERATIONS ADMIN	>
AbuDhabi Airport Customs Port	>
AbuDhabi Mufasa Port	>
Adschman Generic clearance Port	>
Adschman central Port	>
AhuDhabi Sea Port	>
ETIHAD CREW	>
FREE ZONES	>
Fudschaira Port	>
LOGISTICS PARK	>
MADINAT ZAYED POST OFFICE	>
Close	

Figure 113 Custom Release – Choose a port of arrival

When the port of arrival is selected, a new area opens with all available shipment import permits for the port of arrival.

Find SHP

Please Select a Permit for the Port of arrival : Dubai Airport Customs Port

SHP/MP/228885/2022 - CITY MEDICAL STORE More info	>
SHP/MP/228886/2022 - CITY MEDICAL STORE More info	>
SHP/MP/228887/2022 - Pharmaworld More info	>
SHP/MP/228888/2022 - GULF DRUG LLC. More info	>
SHP/MP/228889/2022 - GULF DRUG LLC. More info	>
SHP/MP/2779/2022 - Al Baker Trading Est. More info	Expired >
SHP/MP/4876/2020 - WISDOM MEDICAL SUPPLIES More info	Expired >
SHP/MP/4877/2020 - TRANS CARE More info	Expired >
SHP/MP/48810/2021 - Arabian Ethicals Co. More info	Expired >
SHP/MP/DUB/962/2022 - Steve Moore LLC More info	>
SHP/MP/ILL/962/2021 - Sylvester Carter Inc. More info	>
SHP/MP/PRMCDUB1/2022 - Peggy Ortho Group More info	>
SHP/MP/PRMCDUB2/2022 - David Huel Group More info	Expired >

Back Close

Figure 114 Custom Release – Choose shipment import permit

To choose one shipment import permit and to continue to the next page, press on one shipment import permit.

To return to the previous page for the selection of port of arrival press Back



To return to the first page and start from the beginning, press Close

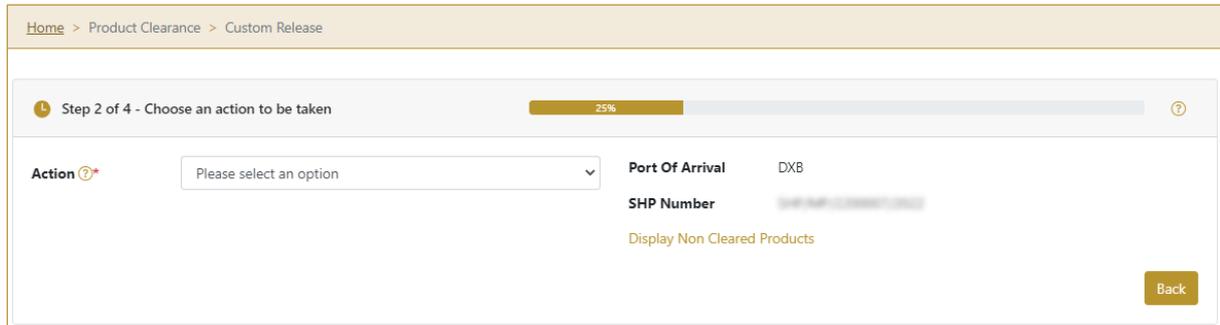


4.3.2 Action selection

After the shipment import permit is selected, action for custom release must be defined.

From the drop down menu you can choose:

- **Confirm**, for confirmation of custom release or
- **Reject**, for rejection of custom release



The screenshot shows a web application interface for 'Custom Release'. At the top, there is a breadcrumb trail: 'Home > Product Clearance > Custom Release'. Below this, a progress bar indicates 'Step 2 of 4 - Choose an action to be taken' with a 25% completion marker. The main form area contains an 'Action' dropdown menu with the placeholder text 'Please select an option'. To the right of the dropdown, there are fields for 'Port Of Arrival' (DXB) and 'SHP Number'. Below these fields is a checkbox labeled 'Display Non Cleared Products'. A 'Back' button is located in the bottom right corner of the form area.

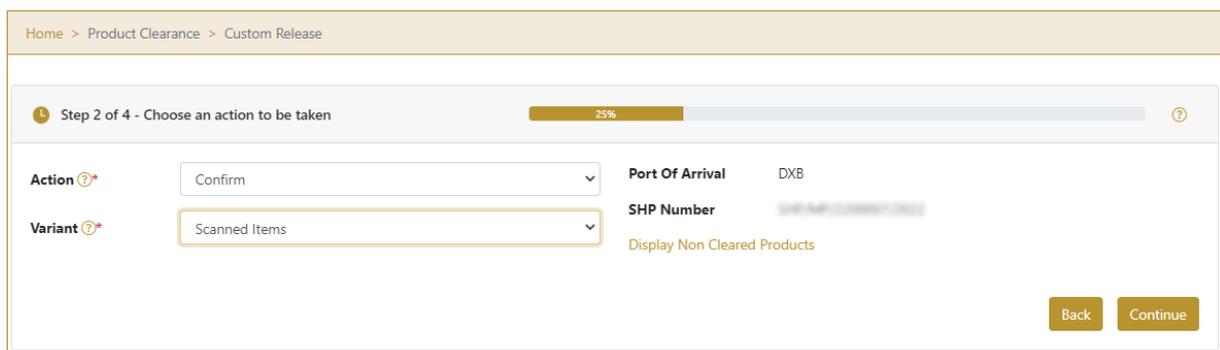
Figure 115 Custom Release – Action selection

4.3.3 Variant selection

Once the action is selected, you need to define the variant.

From the drop down menu you can choose:

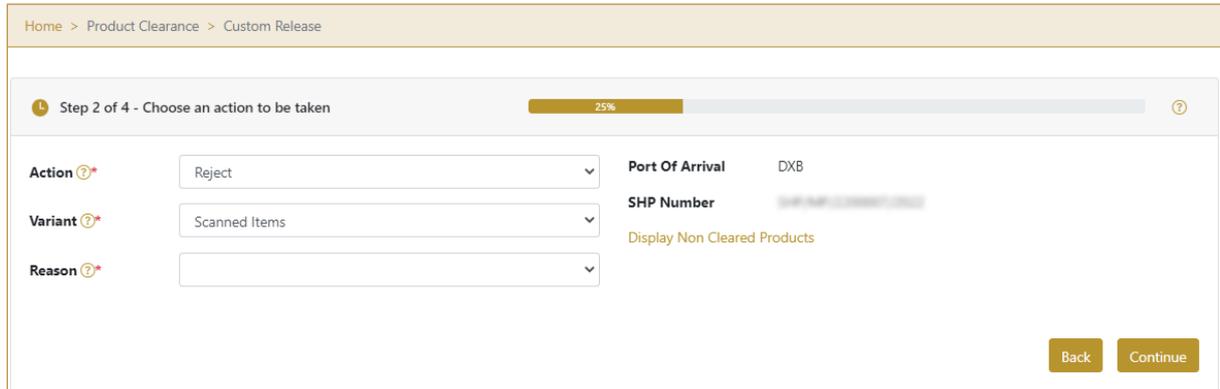
- **All products** from the shipment
- **Partially/Batch** of one product from the shipment
- **Scanned items** from the shipment



The screenshot shows the same web application interface as Figure 115, but with the 'Action' dropdown menu set to 'Confirm' and the 'Variant' dropdown menu set to 'Scanned Items'. The 'Port Of Arrival' (DXB) and 'SHP Number' fields remain visible. The 'Display Non Cleared Products' checkbox is also present. In this state, there are two buttons in the bottom right corner: 'Back' and 'Continue'.

Figure 116 Custom Release – Variant selection

If you selected action Reject, after you select also Variant, a new Reason field appears where you need to select from a dropdown menu one of the reason for custom release rejection.



The screenshot shows a web application interface for 'Custom Release'. At the top, there is a breadcrumb trail: 'Home > Product Clearance > Custom Release'. Below this is a progress bar indicating 'Step 2 of 4 - Choose an action to be taken' with a 25% completion marker. The main form area contains three dropdown menus: 'Action' (set to 'Reject'), 'Variant' (set to 'Scanned Items'), and 'Reason' (empty). To the right, there are labels for 'Port Of Arrival' (DXB), 'SHP Number' (with a blurred value), and 'Display Non Cleared Products'. At the bottom right, there are two buttons: 'Back' and 'Continue'.

Figure 117 Custom Release – Reason for rejection selection

To continue to the next page press Continue

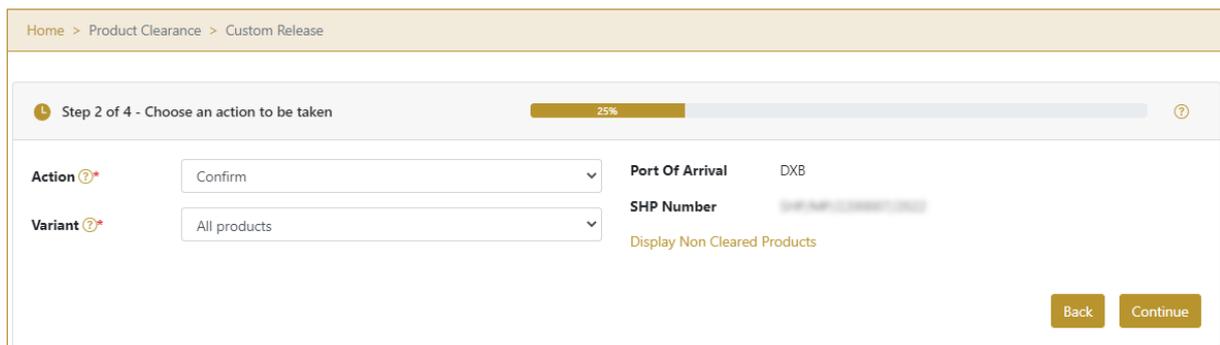


To return to the previous page press Back



4.3.3.1 Variant All Products

To confirm or reject all items from the shipment import permit, select variant All products. If action Reject is selected, select also Reason for rejection.



The screenshot shows the same web application interface as Figure 117. The 'Action' dropdown is now set to 'Confirm' and the 'Variant' dropdown is set to 'All products'. The 'Reason' dropdown remains empty. The 'Port Of Arrival' (DXB), 'SHP Number' (blurred), and 'Display Non Cleared Products' labels are still present. The 'Back' and 'Continue' buttons are at the bottom right.

Figure 118 Custom Release – Confirmation of variant All products

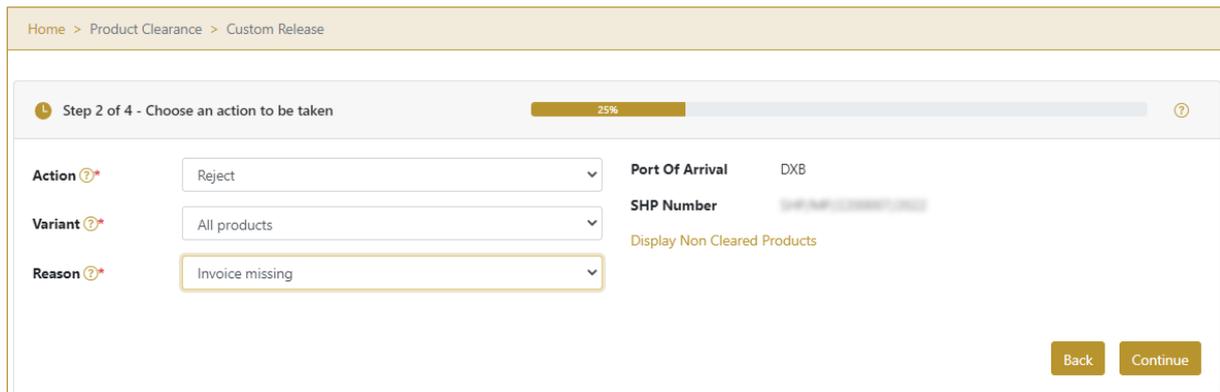


Figure 119 Custom Release – Rejection of variant All products

To continue to the next page press Continue



To return to the previous page press Back



4.3.3.1.1 All product confirmation

Before final confirmation or rejection of all products from the shipment, check once again if all entered data are correct.

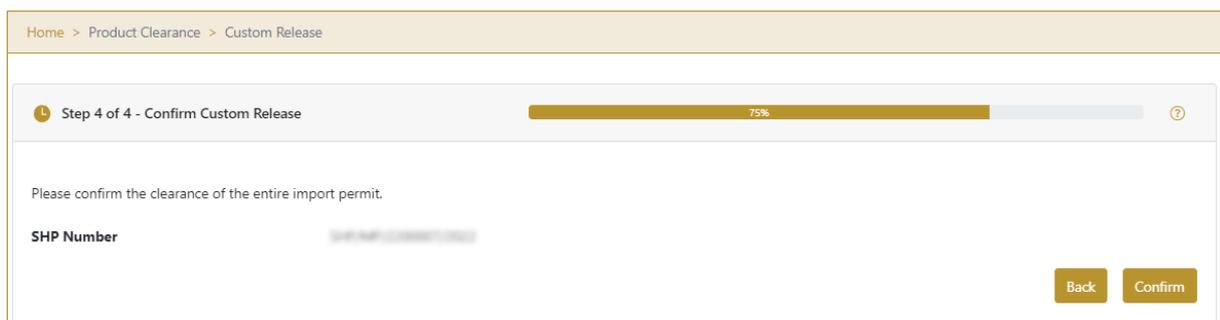


Figure 120 Custom Release – Confirm All products

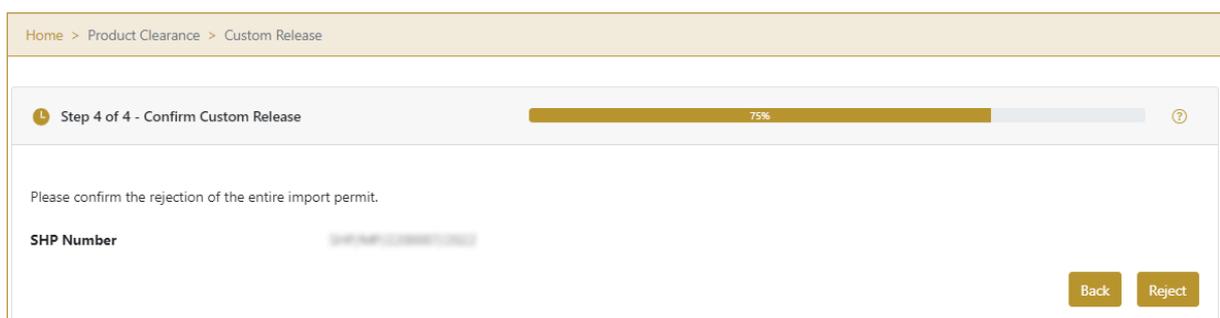


Figure 121 Custom Release – Reject All products

For confirmation of all products from the shipment, press Confirm 

For rejection of all products from the shipment, press Confirm 

To return to the previous page press Back 

4.3.3.1.2 All product completion

If you select action Confirm, all products from the shipment were successfully custom released and they are ready for Market Release.

To confirm or reject another shipment, press Repeat Activity 

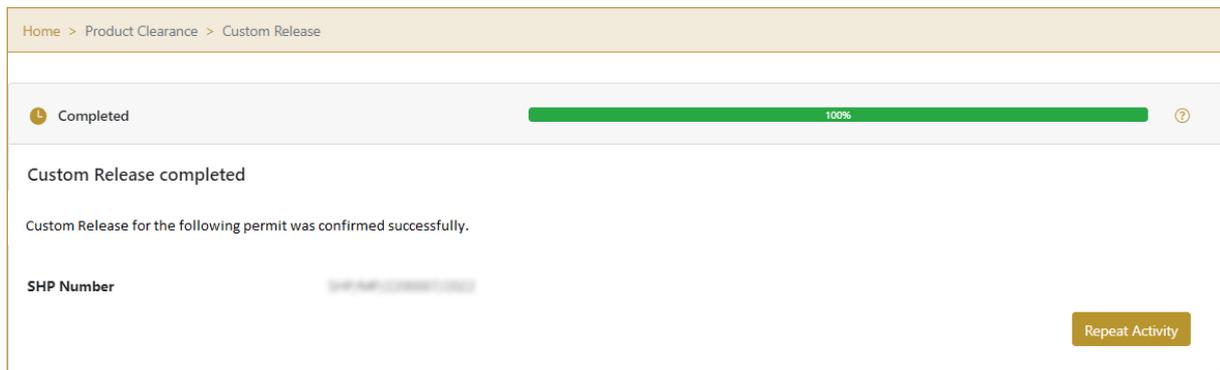


Figure 122 Custom Release– All products completion

4.3.3.2 Variant Partially/Batch

To confirm or reject items from one batch from the shipment, select variant Partially/Batch. If action Reject is selected, select also Reason for rejection.

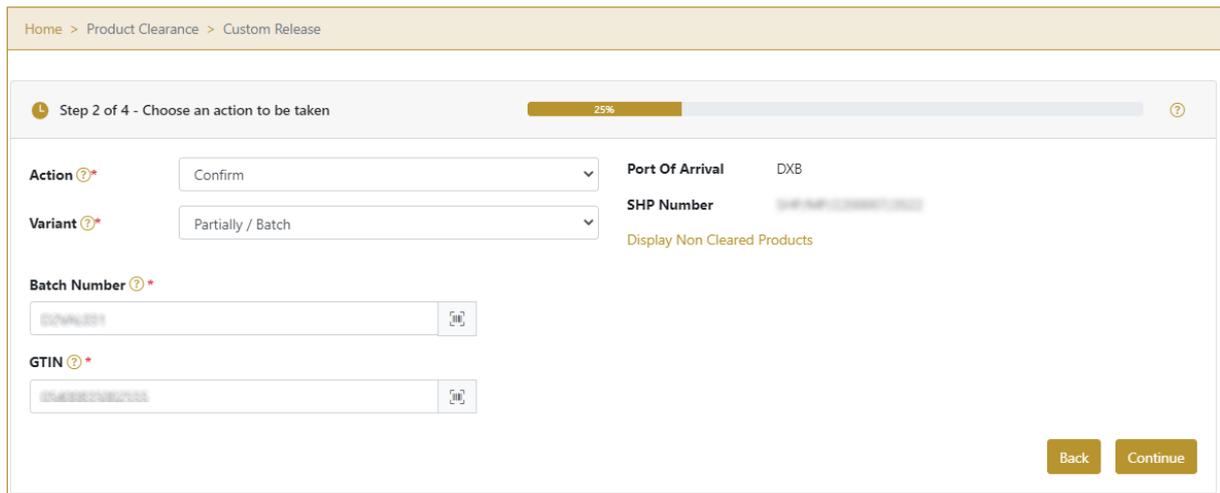


Figure 123 Custom Release– Confirmation of variant Partially/Batch

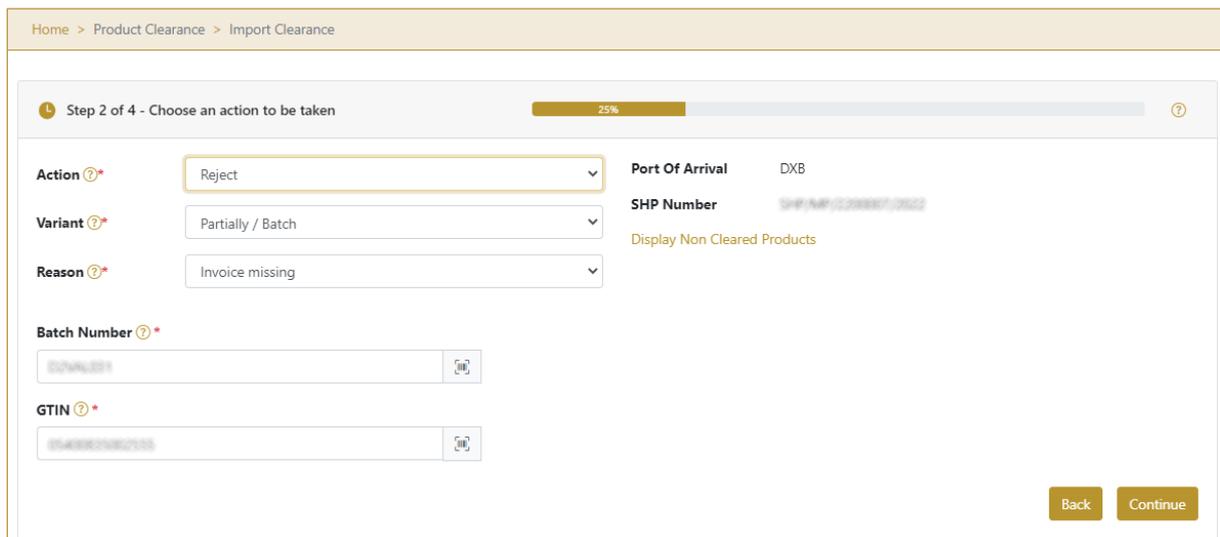


Figure 124 Custom Release – Rejection of variant Partially/Batch

You need to enter the Batch number and GTIN. All fields are mandatory.

You can also scan the Batch Number and GTIN barcode by pressing Scan  when you use a scanner or tablet.

If Scan  has a yellow border, this means that the page does not have focus and in the case of scanning, the value will not appear in the field. Click with the mouse somewhere inside the product page and the yellow border will disappear.

If you press Display Non Cleared Products **Display Non Cleared Products** a pop-up window appears where all non-cleared products are listed with their batch numbers for a selected shipment import permit.

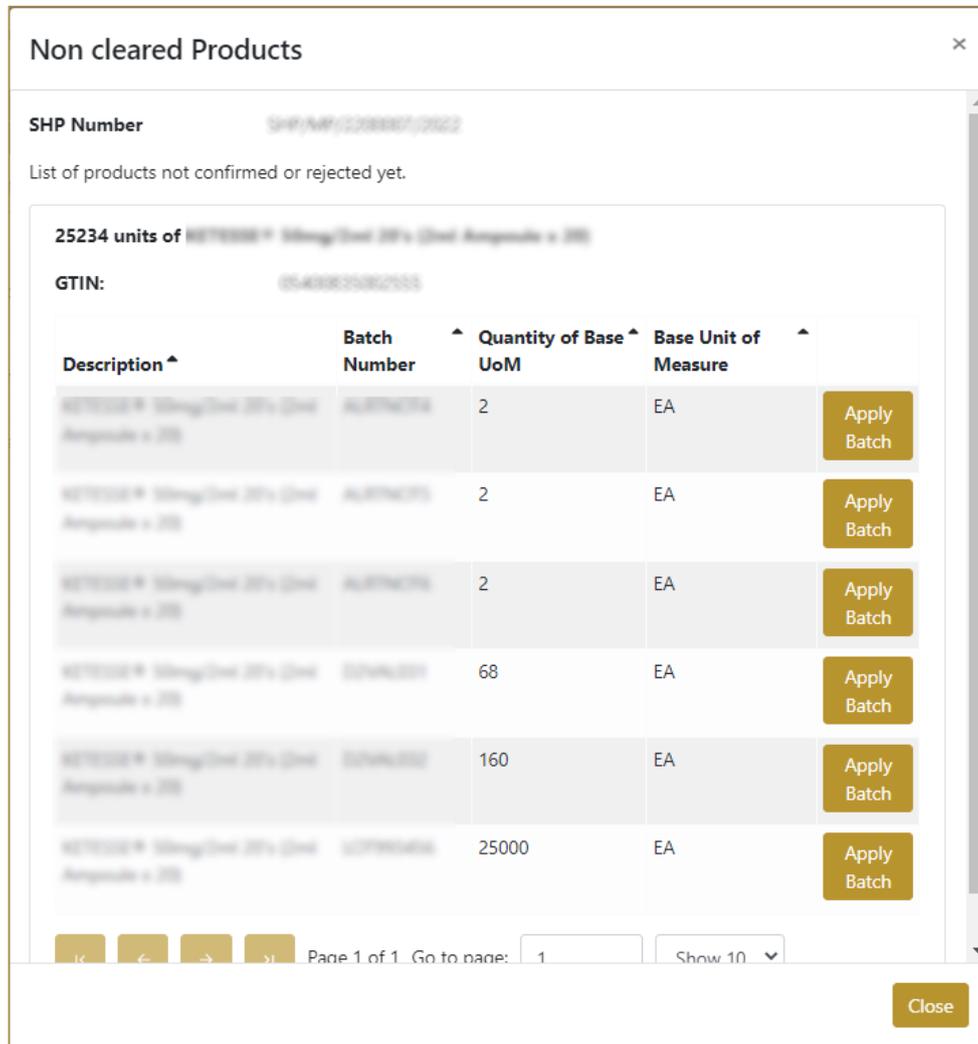
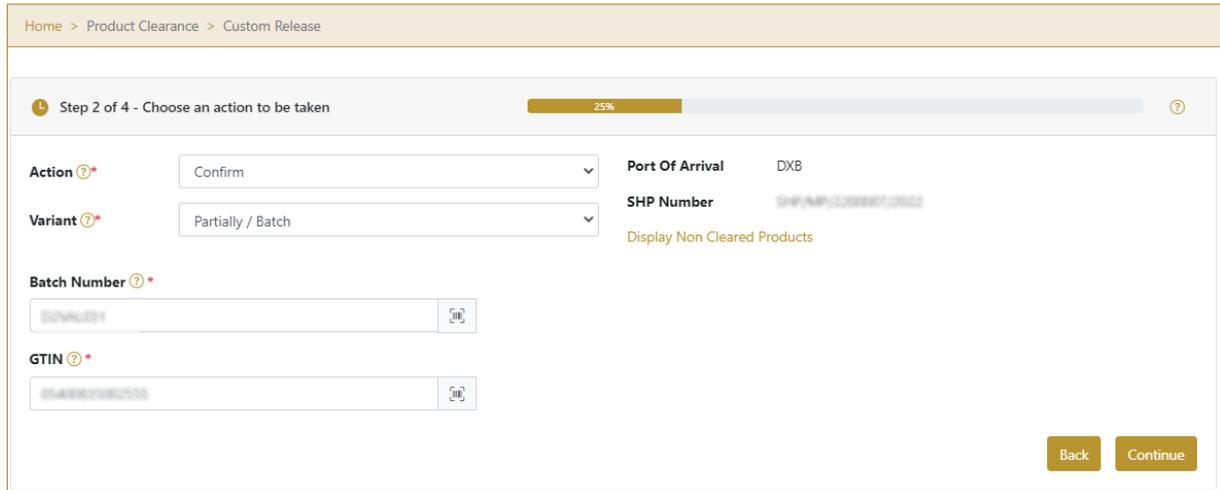


Figure 125 Custom Release – Display Non Cleared Product

If you don't want to select any batch number, just to close the pop-up window, press with mouse cursor somewhere outside of the pop-up window or press **Close**

If you press **Apply Batch**, automatically variant Partially/Batch is selected with the already entered Batch number and GTIN.



Home > Product Clearance > Custom Release

Step 2 of 4 - Choose an action to be taken 25%

Action * Confirm

Variant * Partially / Batch

Batch Number * 02746201

GTIN * 054982082155

Port Of Arrival DXB

SHP Number SHP/MP/0200007/0022

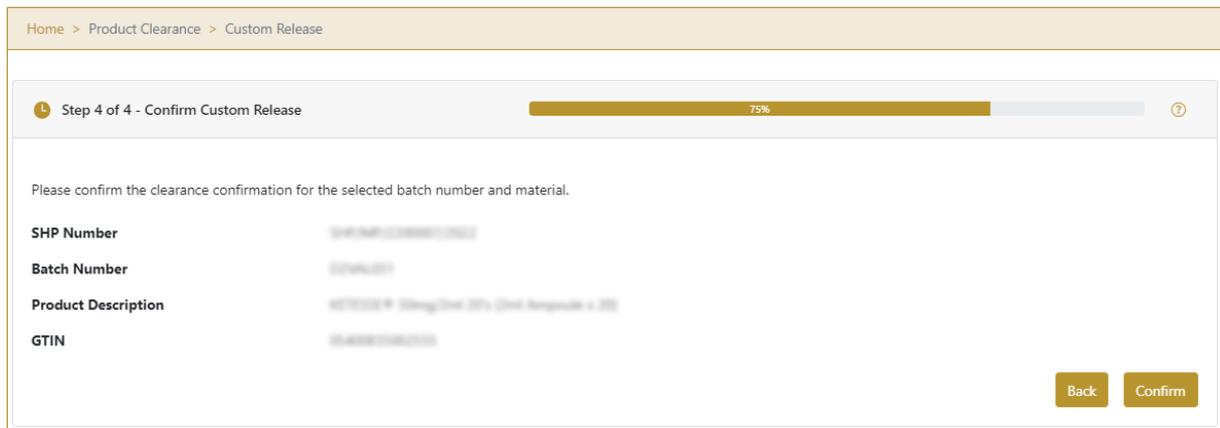
Display Non Cleared Products

Back Continue

Figure 126 Custom Release – Automatically entered Batch Number and GTIN

4.3.3.2.1 Partially/Batch confirmation

Before final confirmation or rejection of all items for one batch from the shipment, check once again if all entered data are correct.



Home > Product Clearance > Custom Release

Step 4 of 4 - Confirm Custom Release 75%

Please confirm the clearance confirmation for the selected batch number and material.

SHP Number SHP/MP/0200007/0022

Batch Number 02746201

Product Description 05498208 20mg/5ml 20% (2ml Ampoule x 20)

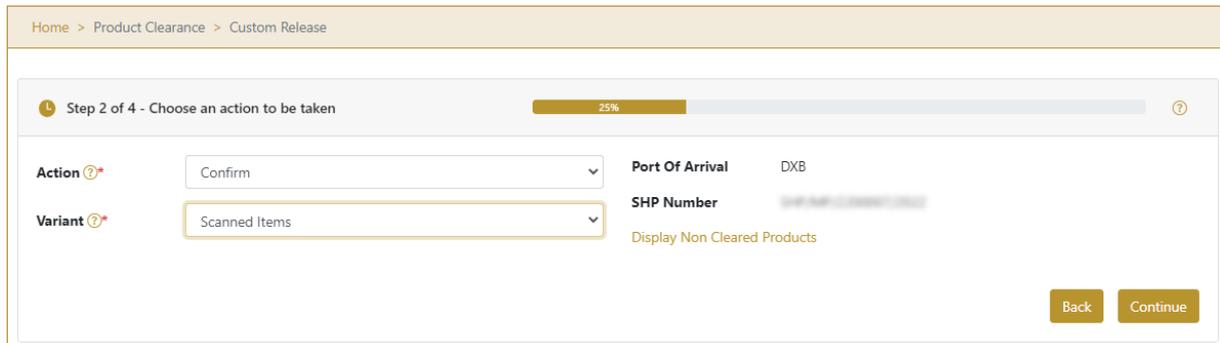
GTIN 054982082155

Back Confirm

Figure 127 Custom Release – Confirm Partially/Batch

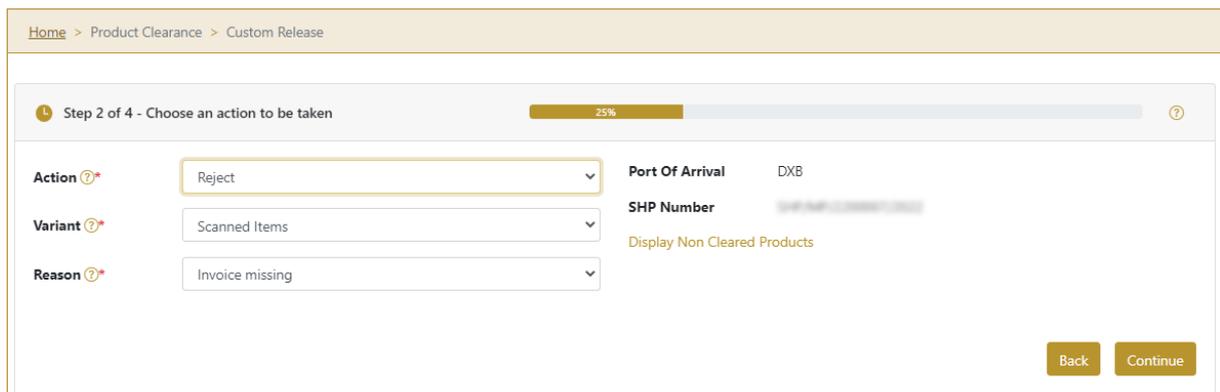
4.3.3.3 Variant Scanned items

To confirm or reject different items from the shipment import permit, select variant Scanned items. If action Reject is selected, select also Reason for rejection.



The screenshot shows a web interface for 'Custom Release'. At the top, there is a breadcrumb trail: Home > Product Clearance > Custom Release. Below this is a progress bar indicating 'Step 2 of 4 - Choose an action to be taken' with a 25% completion marker. The main form area contains several fields: 'Action' is set to 'Confirm', 'Variant' is set to 'Scanned Items', 'Port Of Arrival' is 'DXB', and 'SHP Number' is partially visible. There is a checkbox for 'Display Non Cleared Products'. At the bottom right, there are 'Back' and 'Continue' buttons.

Figure 130 Custom Release – Confirmation of variant Scanned items



This screenshot is similar to Figure 130 but shows the 'Reject' action selected. The 'Reason' field is now visible and set to 'Invoice missing'. The 'Continue' button is highlighted in orange, indicating it is the active or recommended action.

Figure 131 Custom Release – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press Continue



To return to the previous page press Back



4.3.3.3.1 Items scanning

When the page opens and once the focus is on the application, the application is ready to scan the barcode with a scanner, and a scanned item will be added.

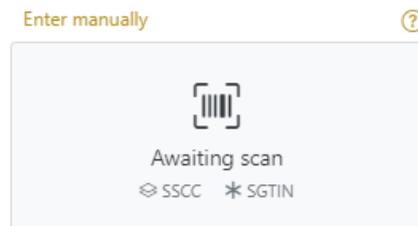


Figure 132 Custom Release - Scan item

If the application doesn't have focus, scanning is not possible. First, add the focus to the application so scanning will be possible.

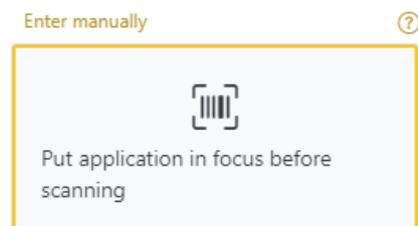


Figure 133 Custom Release - Missing focus

4.3.3.3.2 Manual adding

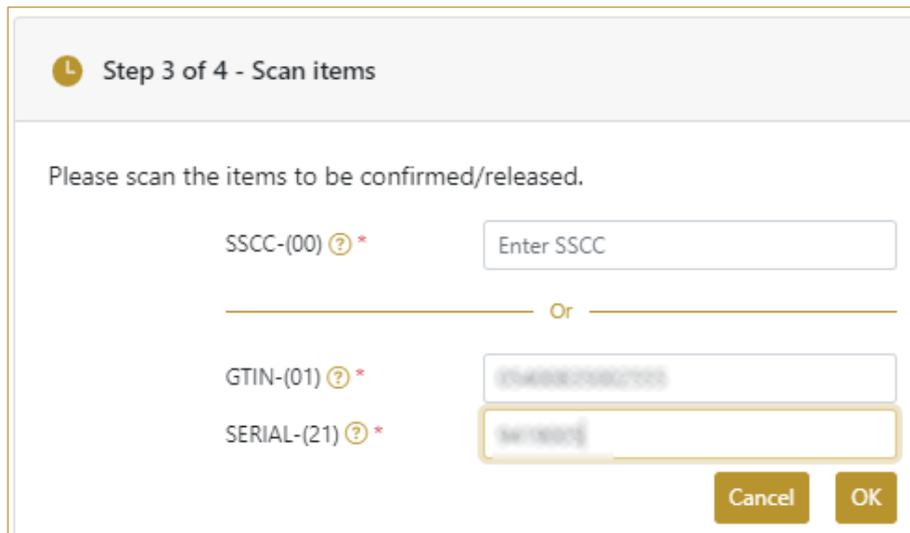
Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK





Step 3 of 4 - Scan items

Please scan the items to be confirmed/released.

SSCC-(00) ? *

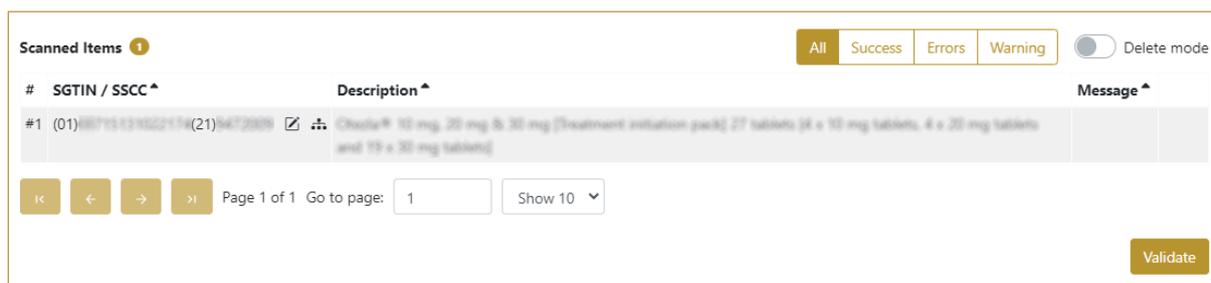
Or

GTIN-(01) ? *

SERIAL-(21) ? *

Cancel **OK**

Figure 136 Manual adding of SGTIN item



Scanned Items 1

All Success Errors Warning Delete mode

#	SGTIN / SSCC ^	Description ^	Message ^
#1 (01)	0144444444444444 (21)	Chupa® 10 mg, 20 mg & 30 mg (Treatment initiation pack) 27 tablets (8 x 10 mg tablets, 4 x 20 mg tablets and 15 x 30 mg tablets)	

Page 1 of 1 Go to page: 1 Show 10

Validate

Figure 137 Successfully added SGTIN item

If you want to return to the previous page press **Cancel**



4.3.3.3.3 Review of the added items

When an item is added to the list, you can review all items, check for possible issues, and removes unneeded items.

The progress bar shows advancement through the process



Scanned items 2 shows the total of all items on the list

It is possible to filter the list of scanned items using



Filter options:

- **All** - shows all items

- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warning** - filter to items with a warning

Select Delete mode to remove added items. Delete mode

In Delete mode, a delete icon will appear on each row.

Press Delete  to remove an item. Deletion will require confirmation.

Confirmation

Do you really want to delete this item? (00) 1254789654321158743

The Message column on this page provides guidance for issues with listed items.

Scanned Items 2		<input type="button" value="All"/> <input type="button" value="Success"/> <input type="button" value="Errors"/> <input type="button" value="Warning"/> <input type="checkbox"/> Delete mode	
#	SGTIN / SSCC ^	Description ^	Message ^
#1	(01) 871513102211 (21) 472008	Chocla® 10 mg, 20 mg & 30 mg (Treatment initiation pack) 27 tablets (8 x 10 mg tablets, 4 x 20 mg tablets and 15 x 30 mg tablets)	
#2	(00) 87151310249142015		GLN of EPC (80487151310249142015) doesn't match readpoint GLN

Page 1 of 1 Go to page: Show 10

When all issues with added items are solved and there is no error message, press

Validate to re-check all added items again and to proceed to the next page.

4.3.3.3.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

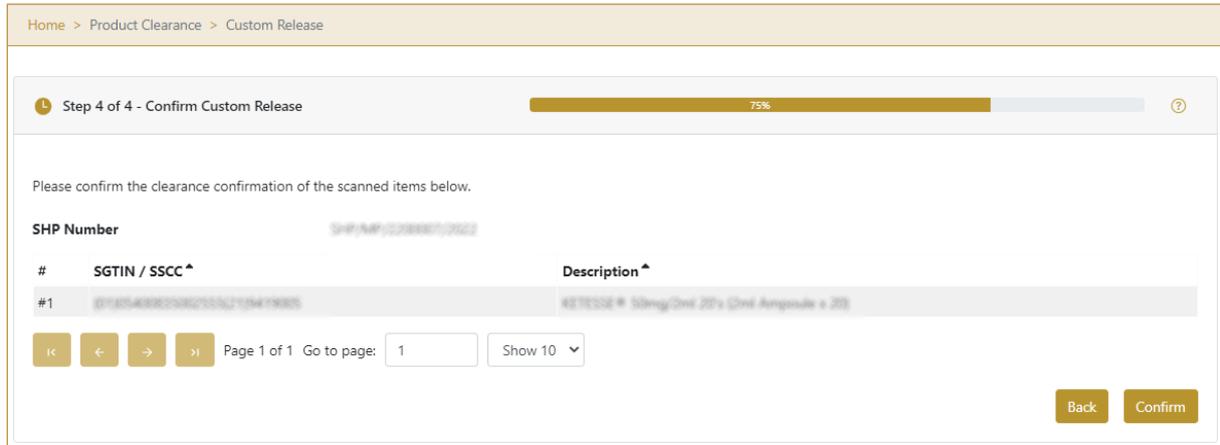


Figure 138 Custom Release – Confirm Scanned items

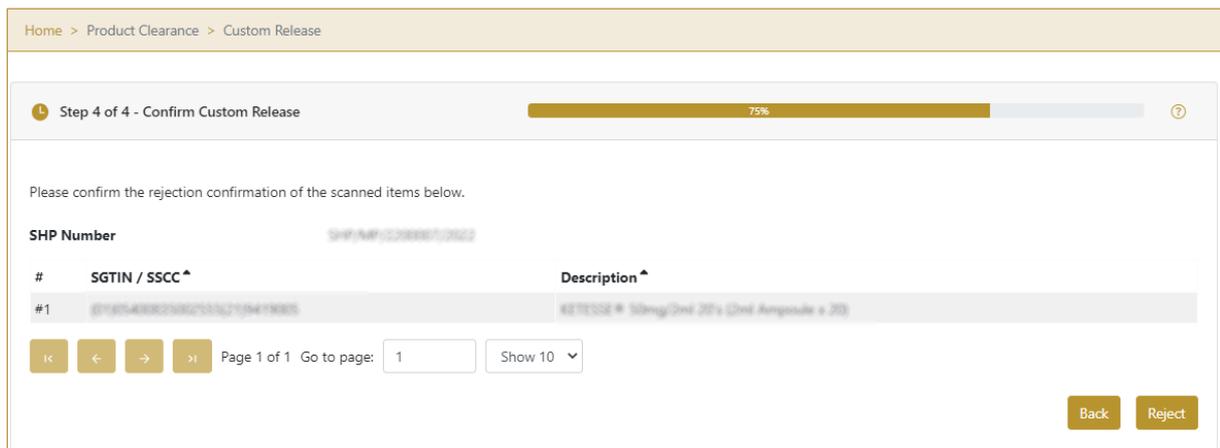


Figure 139 Custom Release – Reject Scanned items

For confirmation of all scanned/added items, press 

For rejection of all scanned/added items, press 

To return to the previous page press 

4.3.3.3.5 Scanned items completion

If you select action Confirm, all scanned/added items from the shipment were successfully custom released and they are ready for Market Release.

To confirm or reject other items from the shipment, press Repeat Activity

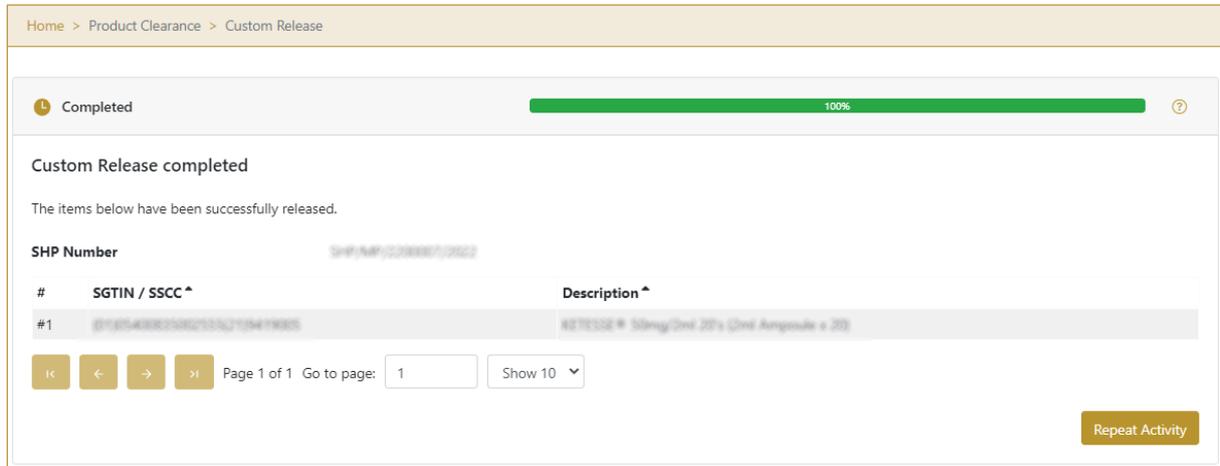


Figure 140 Custom Release – Scanned items completion

4.3.4 Historical view

On the Historical view, all custom releases and custom release cancellations are displayed according to default filter settings.

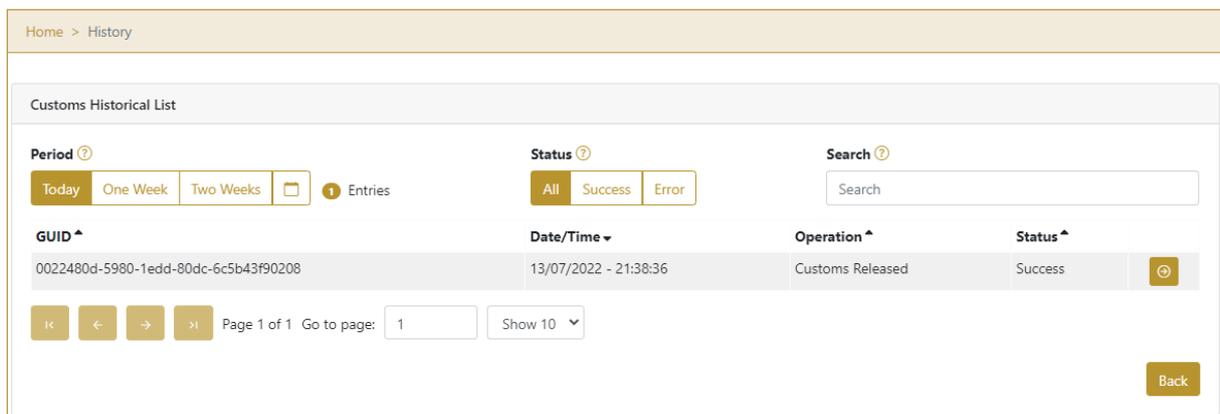


Figure 141 Historical view

To continue to the next page press Details  in the last column

If you want to return to the first page of the Custom Release press Back



4.3.4.1 Filter options

Filters can be used to help you find a specific custom release or custom release cancellation.

If you need to search custom release by any string, start by entering desired string and the results will be automatically filtered and displayed in the table below.


 A search input field with the label "Search" and a question mark icon. The input field contains the placeholder text "Search".

Figure 142 Filter options - Search

Right from each column name, you will find  To sort data in a table ascending or descending, click once or twice on the arrow or the field name.



Figure 143 Sort

If you search for an item for a specific time frame then using these options


 A filter control labeled "Period" with a question mark icon. It contains four buttons: "Today", "One Week", "Two Weeks", and a calendar icon. The "Today" button is highlighted in a darker color.

Figure 144 Filter options – Time frame

Filters:

Today – all items processed on the last day are displayed

One week – all items from the last week are displayed

Two weeks – all items from the last two weeks are displayed

Calendar – all items for the selected period are displayed

For a longer period select calendar.

Use arrows and a dropdown menu  **March**  **2022**  to select month and year. Press on a day number to select the start time. Repeat the process to select the end time.

When you select the date, items are displayed automatically in the table below.

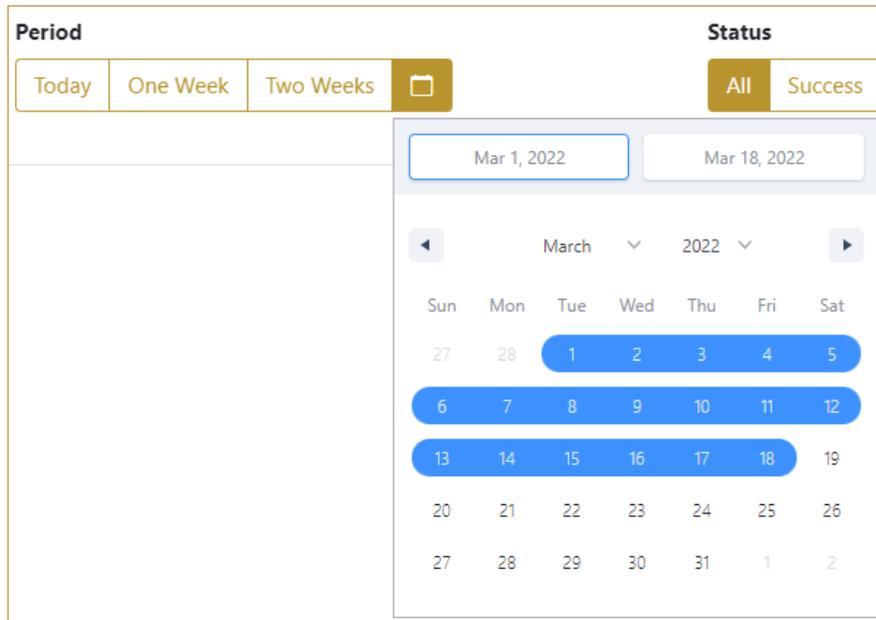


Figure 145 Filter options – Calendar

If you are interested in a specific status press one of the status options.



Figure 146 Filter options – Status

Filters:

All – all items regardless of the status are displayed

Success – only successfully processed items by Tatmeen are displayed

Error – only items that were unsuccessfully processed/failed are displayed

4.3.5 Historical view Details

On this page, you can see details for the selected item from the previous page.

4.4 Product Clearance – Custom Release - Mobile

To see and explore more about import clearance in the navigation menu select Product Clearance → Custom Release



Figure 150 Mobile navigation menu – Custom Release

The user will be able to Customs Release a whole Shipment, product of certain batches included in the Shipment, or individual items contained within.

In order to select the Shipment to be customs released, the user could type it directly, scan a product that is part of it, or select a port of arrival, which will display a list of all the Shipment Import Permits pending to be released associated to that port. Details on how to select the Shipment, including details about the port of arrival functionality, can be found in the section 4.4.1.2 below.

If at any point, the inspector needs to perform any inspection on the physical product (for instance, taking a sample) or to block product for any reason (for instance for quarantine purposes), the affected product needs to be reported to Tatmeen as discussed in the Training Manual for Product Status Update, that can be found in <https://tatmeen.ae/documents>. Please keep in mind, that this activity needs to take place on a physical GLN as opposed to a port of arrival GLN, and the correct GLN needs to be selected in the Settings before performing the operation.

4.4.1 Shipment Import Permit (SHP)

As the first step for the Customs Release step, the inspector needs to select the shipment import permit (SHP) to be released. This can be entered manually or selected by:

- Scanning one of the SSCC or SGTIN items from the shipment.
- Selecting a port of arrival, which will display a list of all the SHP pending to be released associated with that port.

4.4.1.1 Enter SHP Number

In the SHP Number field enter the shipment import permit number.

You can also scan the SHP number by pressing Camera  in each field to use the camera on your mobile or tablet.

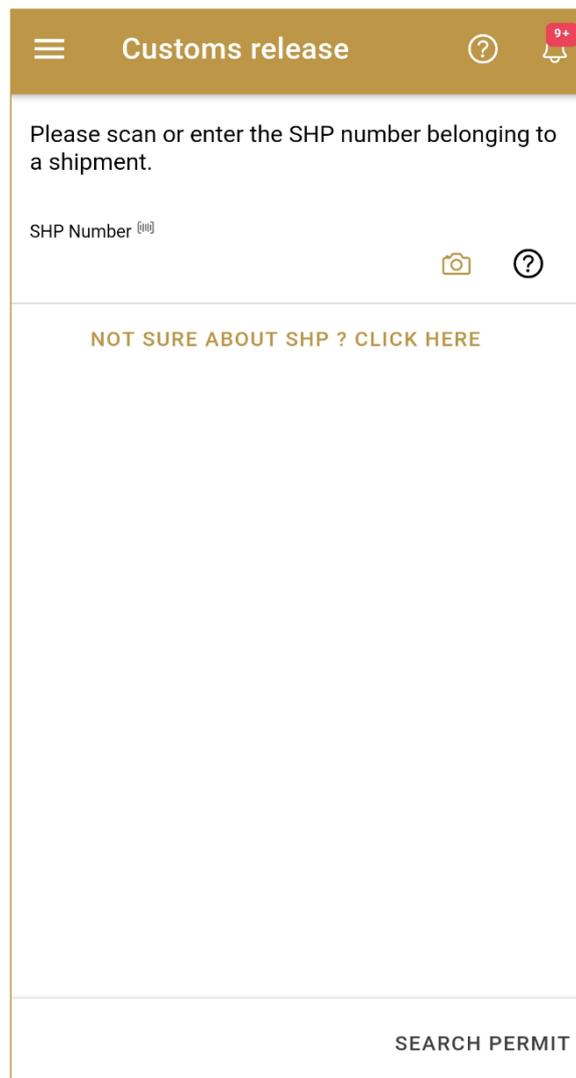


Figure 151 Custom Release – Enter SHP Number

To continue to the next page enter one SHP Number and press Search permit
SEARCH PERMIT

If you press the Search permit button but the field SHP Number is empty, the warning will appear.

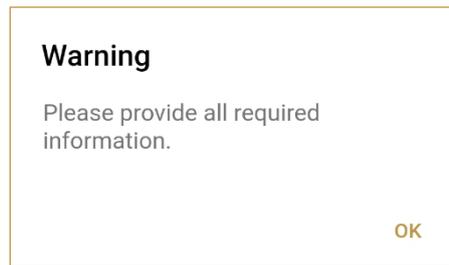


Figure 152 Custom Release – Warning Fill in the field

If entered data are correct and an import permit is found, a pop-up window will appear with shipment import permit details.

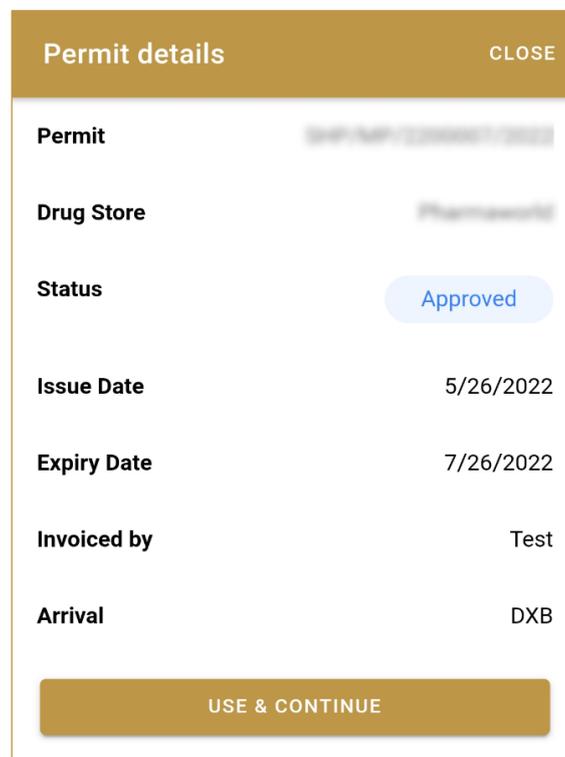


Figure 153 Custom Release – Import Permit details

To return to the first page and start from the beginning, press Close **CLOSE**

If you want to continue to the next page press Use&Continue



4.4.1.2 Search for SHP Number

If you don't know the SHP number, press Not sure about SHP? Click here
[NOT SURE ABOUT SHP ? CLICK HERE](#)

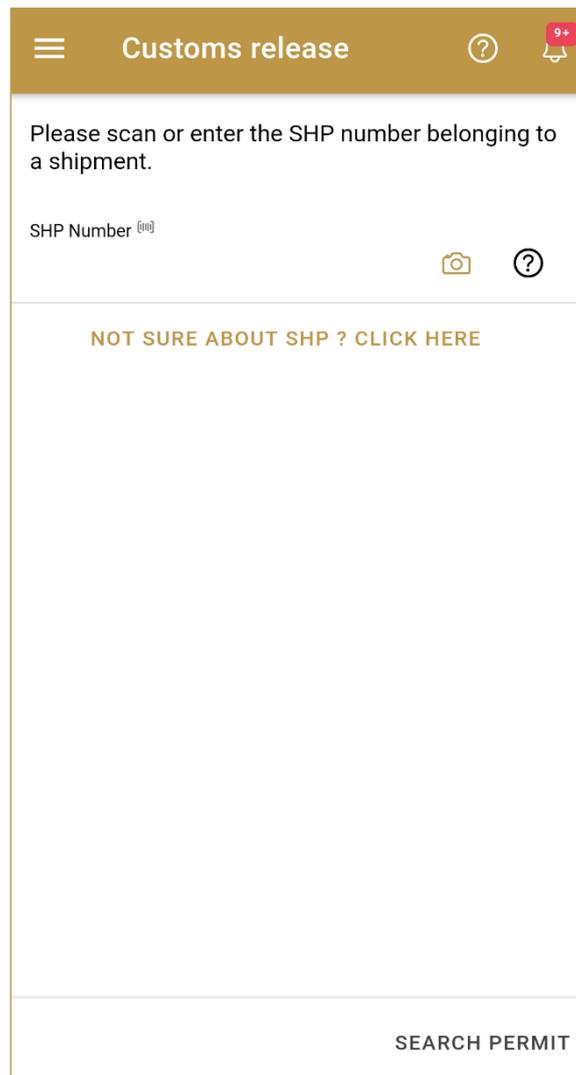
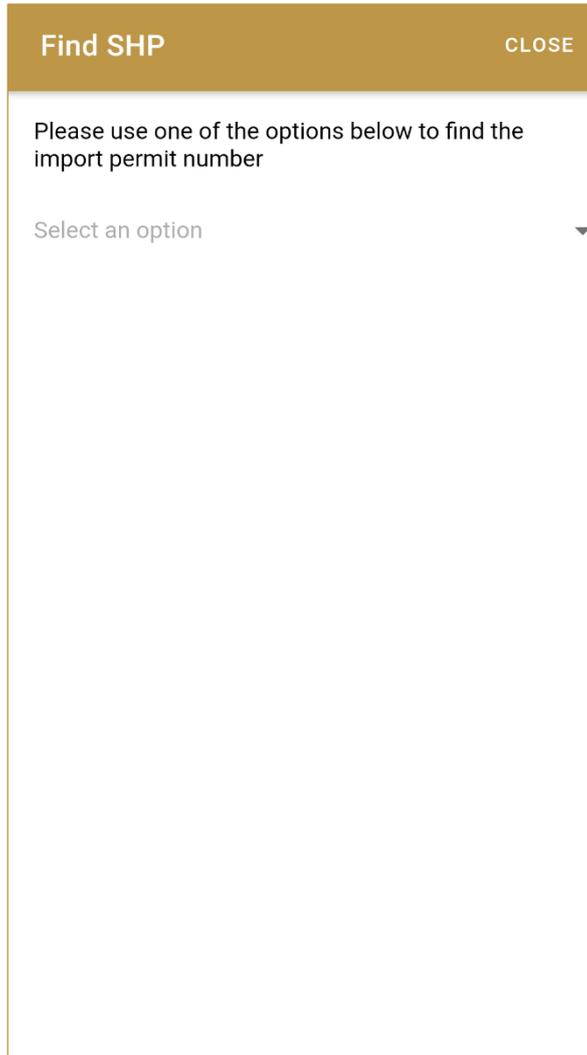


Figure 154 Custom Release – Search for SHP Number

A new pop-up window will open where you can choose among two options:

- **Scan a product;** for entering one of the SSCC or SGTIN items from the shipment
- **Select a port of arrival;** by selecting one of the ports of arrival

To select an option press on the Select an option field.



Find SHP CLOSE

Please use one of the options below to find the import permit number

Select an option ▼

Figure 155 Custom Release – Select option

4.4.1.2.1 Scan a product

When Scan a product option is selected, a new area for adding an item is displayed.

Items must be defined as:

- SSCC or
- SGTIN

Item can be added manually by entering values or by scanning with a scanner. To continue to the next page one SSCC or SGTIN item must be added.

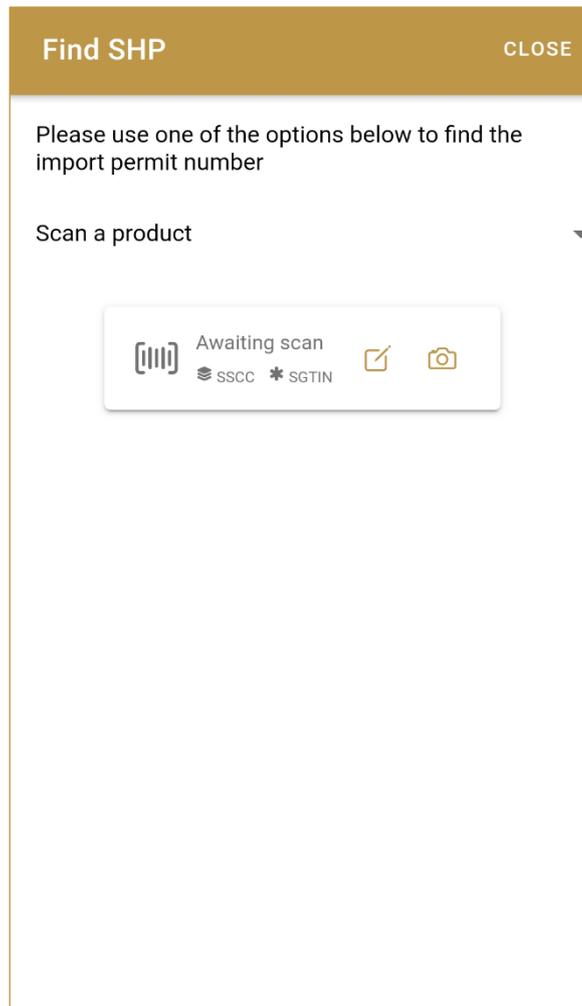


Figure 156 Custom Release – Scan an item

When the page opens, the application is already ready to scan the barcode with a scanner or press Camera  to use the camera for scanning.

Item can be added also manually. For manual data entry press Edit  where the new page opens.

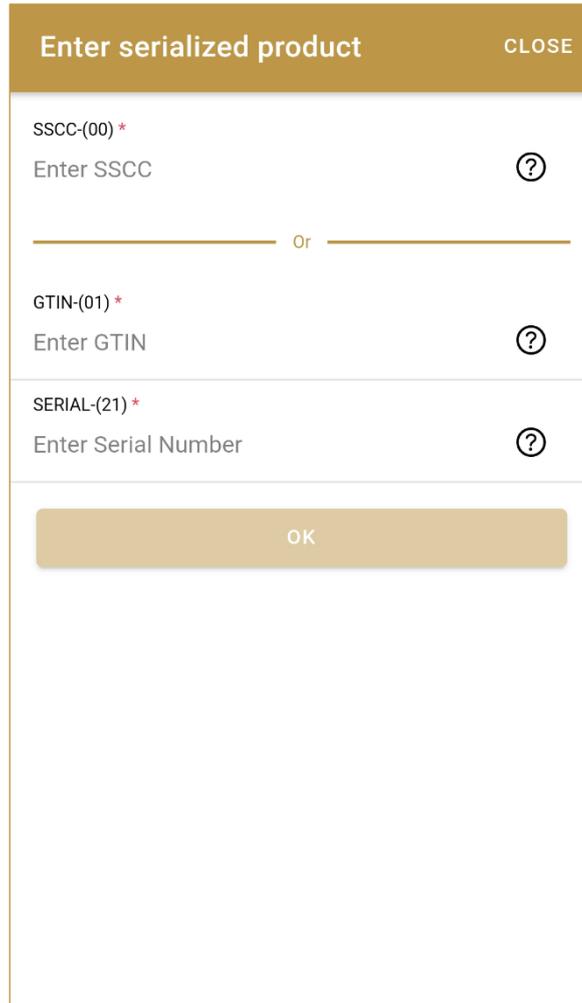


Figure 157 Custom Release – Manually add an item

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK



SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK



If you want to return to the previous page press Close **CLOSE**

If added item exists on one of the shipment import permit, a pop-up window will appear with shipment import permit details.

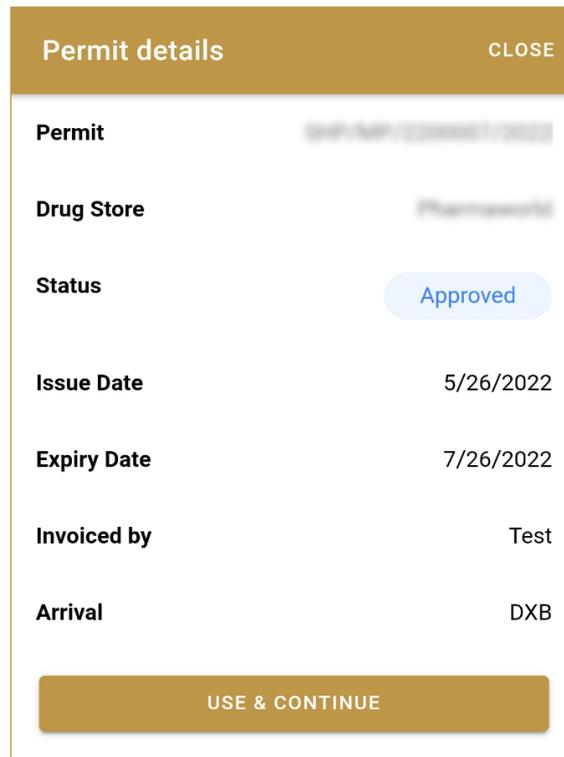


Figure 158 Custom Release – Import Permit details

To return to the first page and start from the beginning, press Close **CLOSE**

If you want to continue to the next page press Use&Continue



4.4.1.2.2 Select a port of arrival

When the Select a port of arrival option is selected, new area for selecting a port of arrival is displayed.

Find SHP CLOSE

Please use one of the options below to find the import permit number

Select a port of arrival ▼

Dubai Airport Customs Port ★	>
AL AIN OPERATIONS ADMIN	>
AbuDhabi Airport Customs Port	>
AbuDhabi Mufasa Port	>
Adschman Generic clearance Port	>
Adschman central Port	>
AhuDhabi Sea Port	>
ETIHAD CREW	>
FREE ZONES	>

Figure 159 Custom Release – Select a port of arrival

Port of arrival which was used last time is displayed at the top of the list and is marked with a star ★ .

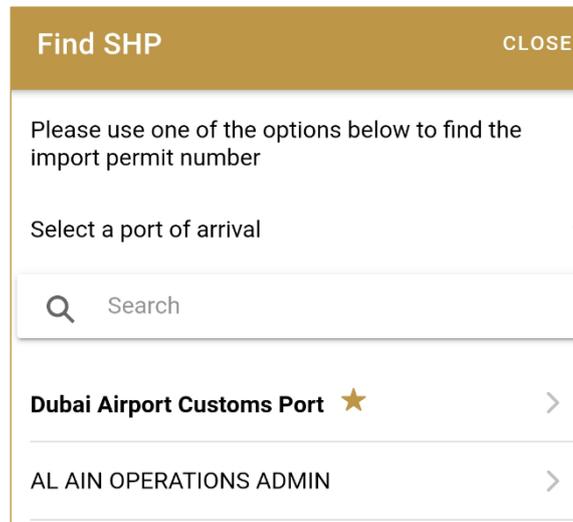


Figure 160 Custom Release – Last selected port of arrival

To search for a specific port of arrival, start entering the search string or only part of it in the Search field.

The search will start automatically when you stop entering characters. All search results will be displayed in the list below.



Figure 161 Custom Release – Search for the port of arrival

To choose one port of arrival, press on one port of arrival.

Find SHP CLOSE

Please use one of the options below to find the import permit number

Select a port of arrival

- Dubai Airport Customs Port** ★ >
- AL AIN OPERATIONS ADMIN >
- AbuDhabi Airport Customs Port** >
- AbuDhabi Mufasa Port >
- Adschman Generic clearance Port >
- Adschman central Port >

Figure 162 Custom Release – Choose a port of arrival

When the port of arrival is selected, a new area opens with all available shipment import permits for the port of arrival.

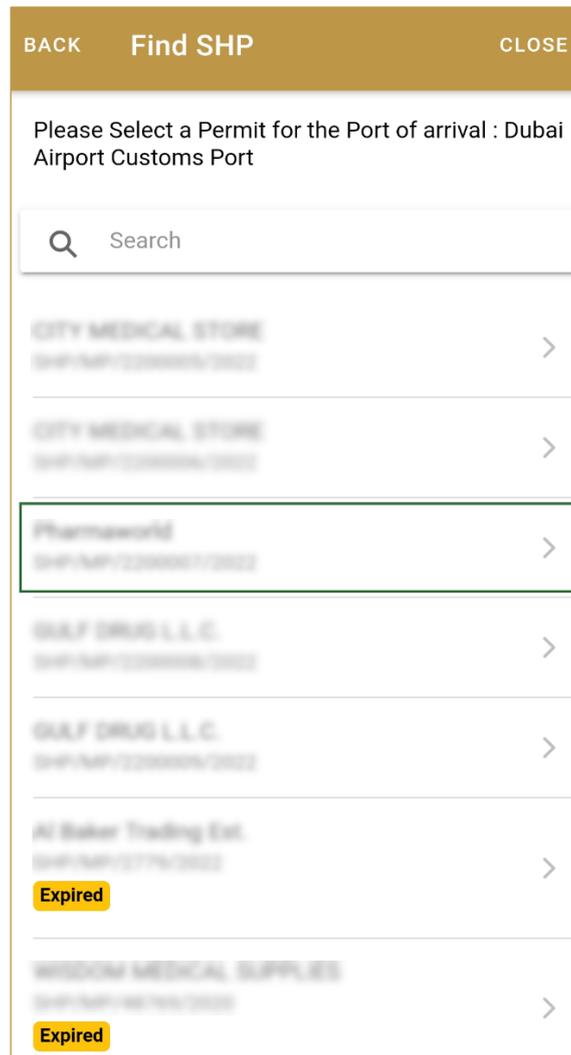


Figure 163 Custom Release – Choose shipment import permit

To choose one shipment import permit and to continue to the next page, press on one shipment import permit.

To return to the previous page for the selection of port of arrival press Back **BACK**

To return to the first page and start from the beginning, press Close **CLOSE**

4.4.2 Action selection

After the shipment import permit is selected, action for custom release must be defined.

From the drop down menu you can choose:

- **Confirm**, for confirmation of custom release or

- **Reject**, for rejection of custom release

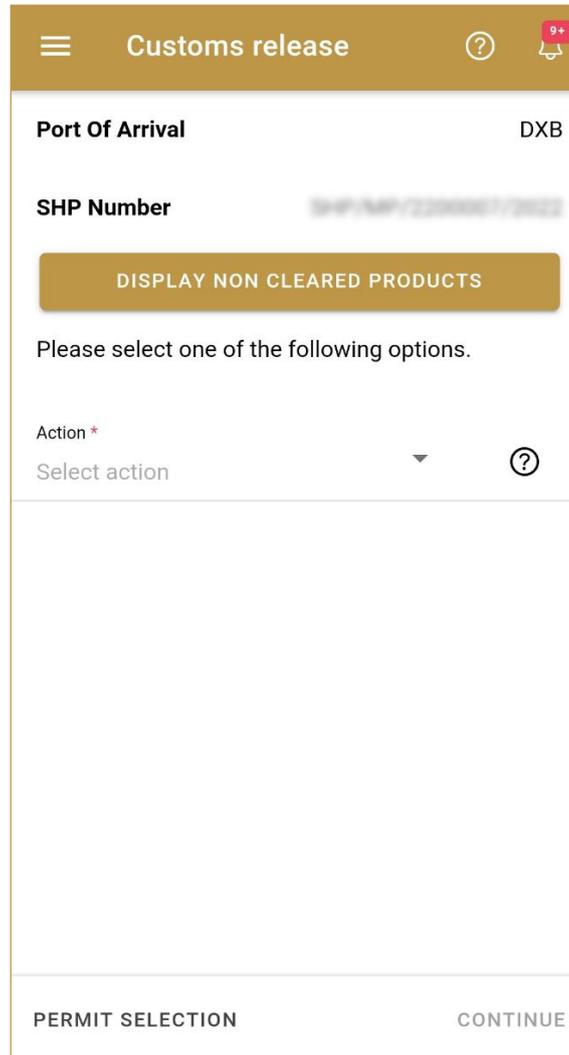
A screenshot of a mobile application interface for "Customs release". The header is brown with a menu icon, the title "Customs release", a question mark icon, and a notification bell icon with "9+" in a red circle. Below the header, the "Port Of Arrival" is "DXB" and the "SHP Number" is "SHP/MP/2200001/2022". A brown button with white text says "DISPLAY NON CLEARED PRODUCTS". Below this, the text "Please select one of the following options." is displayed. There is a dropdown menu labeled "Action*" with the text "Select action" and a question mark icon. At the bottom, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Figure 164 Custom Release – Action selection

4.4.3 Variant selection

Once the action is selected, you need to define the variant.

From the drop down menu you can choose:

- **All products** from the shipment
- **Partially/Batch** of one product from the shipment
- **Scanned items** from the shipment

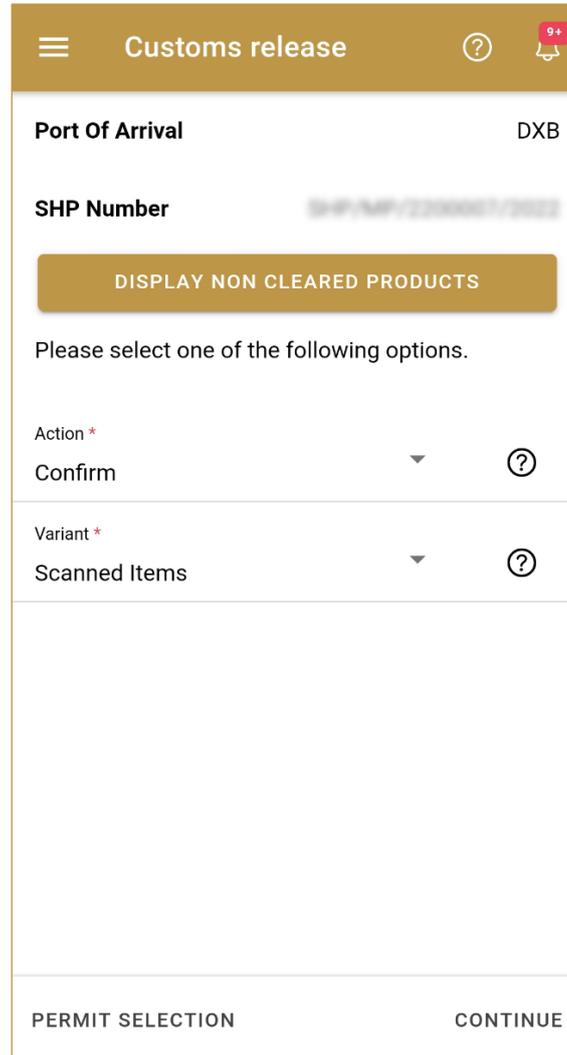
A screenshot of a mobile application interface titled "Customs release". The header bar is gold and contains a menu icon, the title "Customs release", a help icon, and a notification icon with "9+" in a red bubble. Below the header, the "Port Of Arrival" is set to "DXB" and the "SHP Number" is "SHP/MP/2200001/2022". A gold button labeled "DISPLAY NON CLEARED PRODUCTS" is present. Below this, a message says "Please select one of the following options." There are two dropdown menus: "Action *" with "Confirm" selected and "Variant *" with "Scanned Items" selected. Both dropdowns have a help icon. At the bottom, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Figure 165 Custom Release – Variant selection

If you selected action Reject, after you select also Variant, a new Reason field appears where you need to select from a dropdown menu one of the reason for custom release rejection.

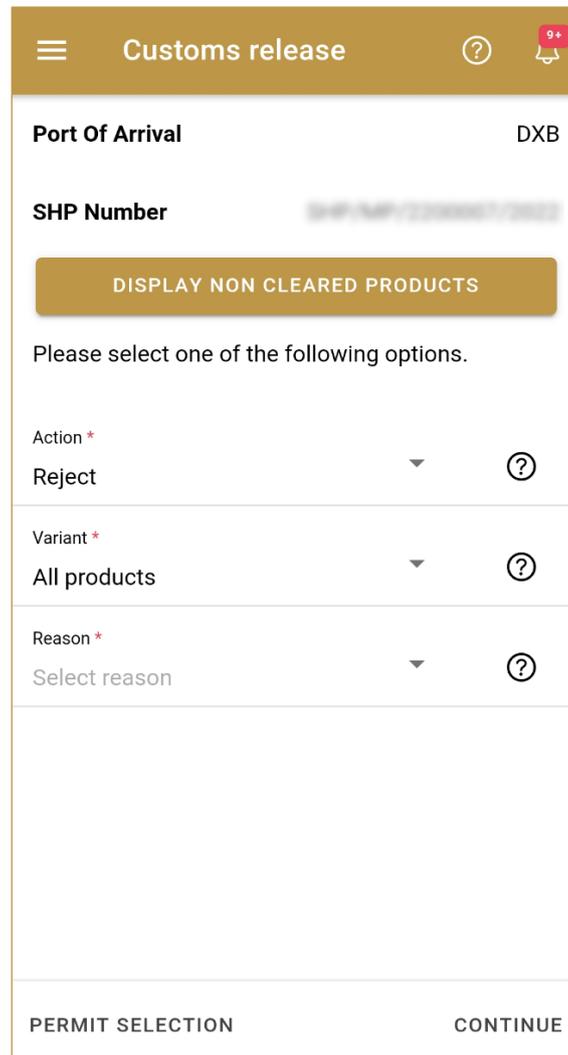


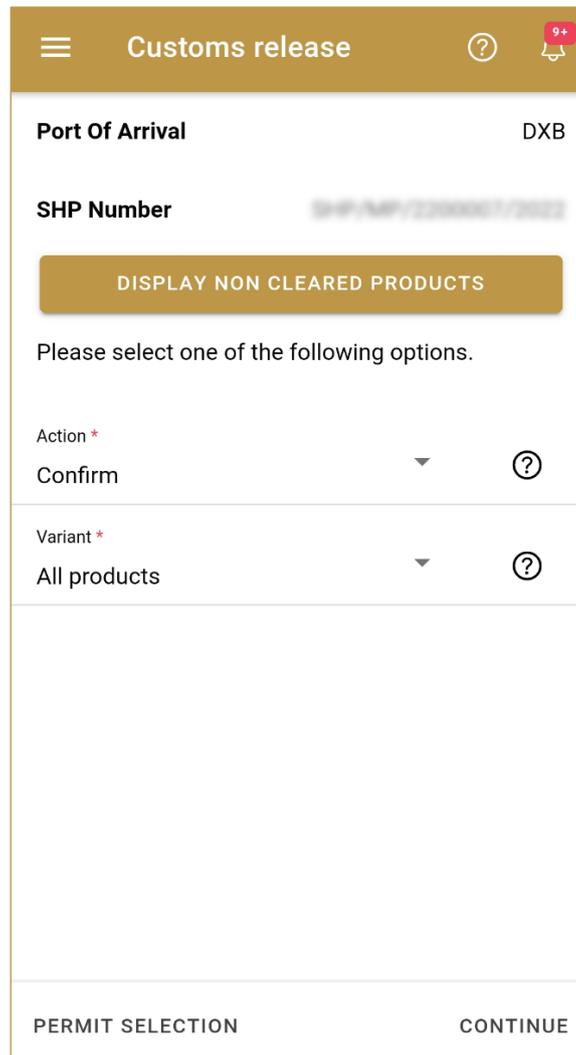
Figure 166 Custom Release – Reason for rejection selection

To continue to the next page press Continue **CONTINUE**

To select different shipment import permit press Permit selection **PERMIT SELECTION**

4.4.3.1 Variant All Products

To confirm or reject all items from the shipment import permit, select variant All products. If action Reject is selected, select also Reason for rejection.

A screenshot of a mobile application interface titled "Customs release". The screen displays the following information: "Port Of Arrival" is DXB; "SHP Number" is SHP/MP/2200001/2022. Below this is a button labeled "DISPLAY NON CLEARED PRODUCTS". A message says "Please select one of the following options." There are two dropdown menus: "Action *" with "Confirm" selected, and "Variant *" with "All products" selected. At the bottom, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Customs release

Port Of Arrival DXB

SHP Number SHP/MP/2200001/2022

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *
Confirm

Variant *
All products

PERMIT SELECTION CONTINUE

Figure 167 Custom Release – Confirmation of variant All products

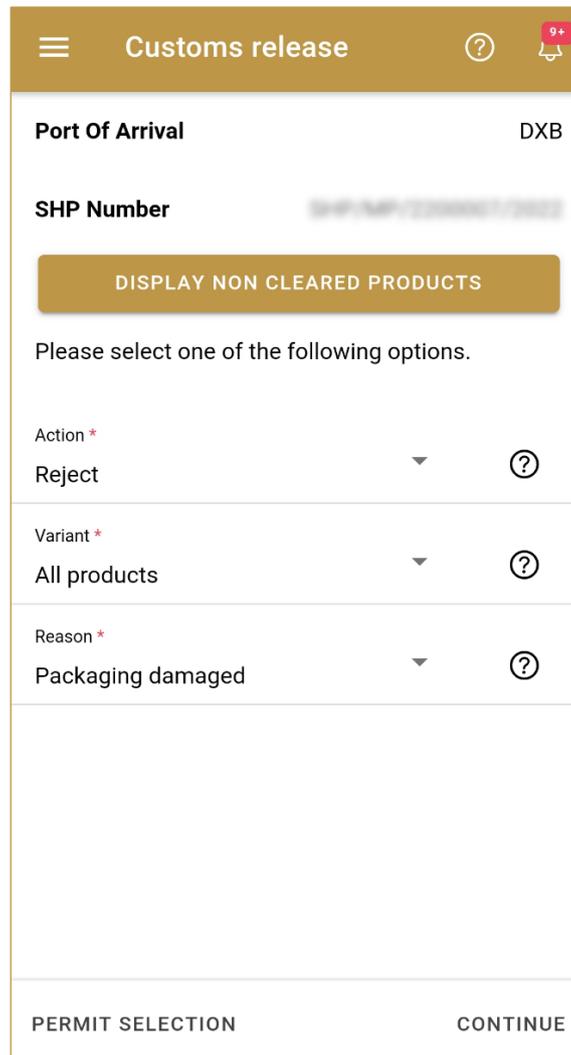
A screenshot of a mobile application interface titled "Customs release". The header bar is gold and contains a menu icon, the title "Customs release", a question mark icon, and a notification bell icon with "9+" items. Below the header, the "Port Of Arrival" is set to "DXB" and the "SHP Number" is partially visible as "SHP/IMP/22000001/2022". A gold button labeled "DISPLAY NON CLEARED PRODUCTS" is present. Below this, a message says "Please select one of the following options." There are three dropdown menus: "Action *" with "Reject" selected, "Variant *" with "All products" selected, and "Reason *" with "Packaging damaged" selected. Each dropdown has a question mark icon. At the bottom, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Figure 168 Custom Release – Rejection of variant All products

To continue to the next page press Continue **CONTINUE**

To select different shipment import permit press Permit selection **PERMIT SELECTION**

4.4.3.1.1 All product confirmation

Before final confirmation or rejection of all products from the shipment, check once again if all entered data are correct.



Figure 169 Custom Release – Confirm All products



Figure 170 Custom Release – Reject All products

For confirmation of all products from the shipment, press Confirm **CONFIRM**

For rejection of all products from the shipment, press Confirm **REJECT**

To return to the previous page press Back 

4.4.3.1.2 All product completion

If you select action Confirm, all products from the shipment were successfully custom released and they are ready for Market Release.

To confirm or reject another shipment, press Do Another **DO ANOTHER**



Figure 171 Custom Release – All products completion

4.4.3.2 Variant Partially/Batch

To confirm or reject items from one batch from the shipment, select variant Partially/Batch. If action Reject is selected, select also Reason for rejection.

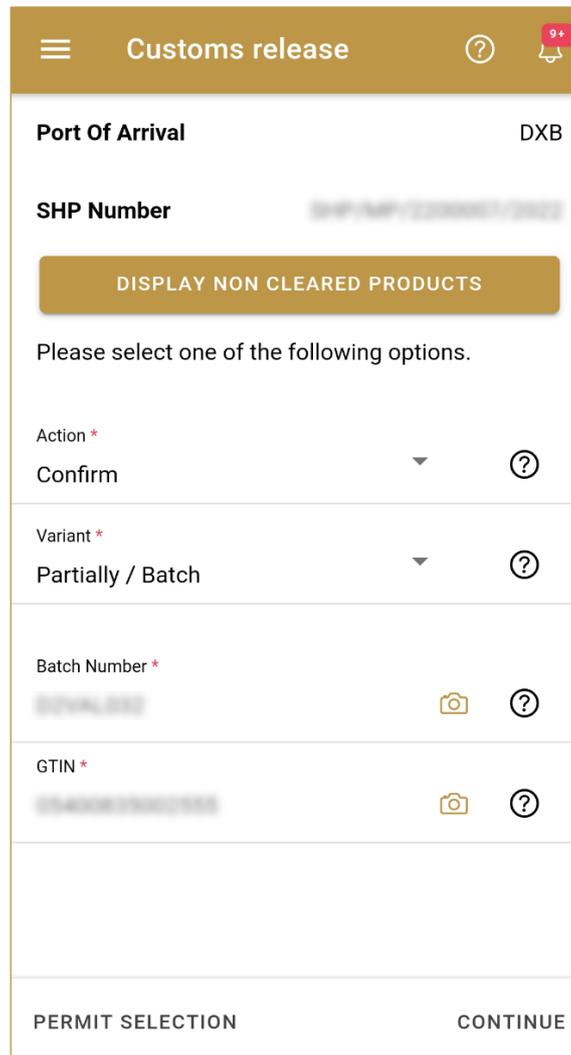


Figure 172 Custom Release – Confirmation of variant Partially/Batch

You need to enter the Batch number and GTIN. All fields are mandatory.

You can also scan the SHP number by pressing Camera  in each field to use the camera on your mobile or tablet.

If you press Display Non Cleared Products  a new window appears where all non-cleared products are listed for a selected shipment import permit.

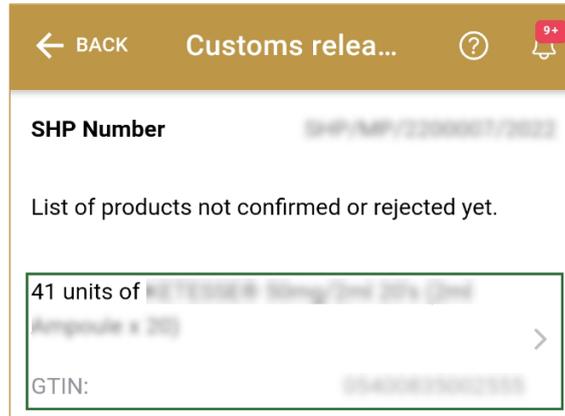


Figure 173 Custom Release – Display Non Cleared Product

If you don't want to select any batch number press Back 

If you select one of the product, a new window opens with all available batch numbers.

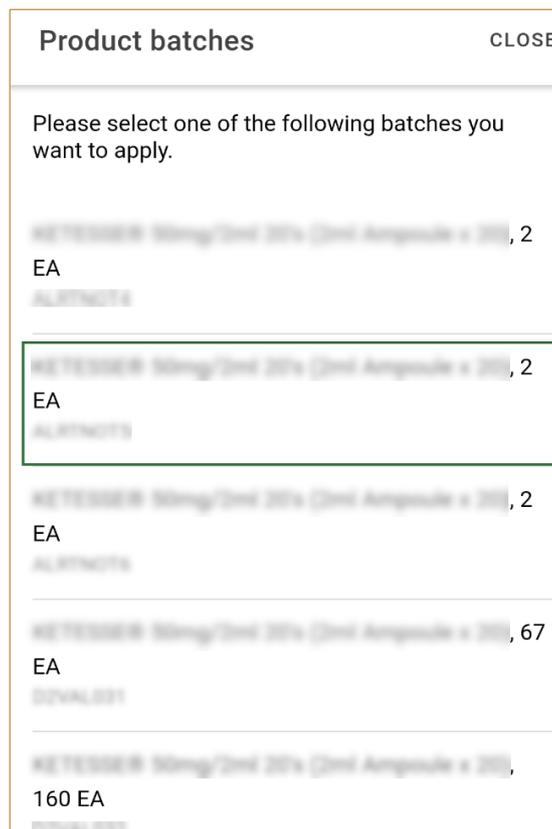
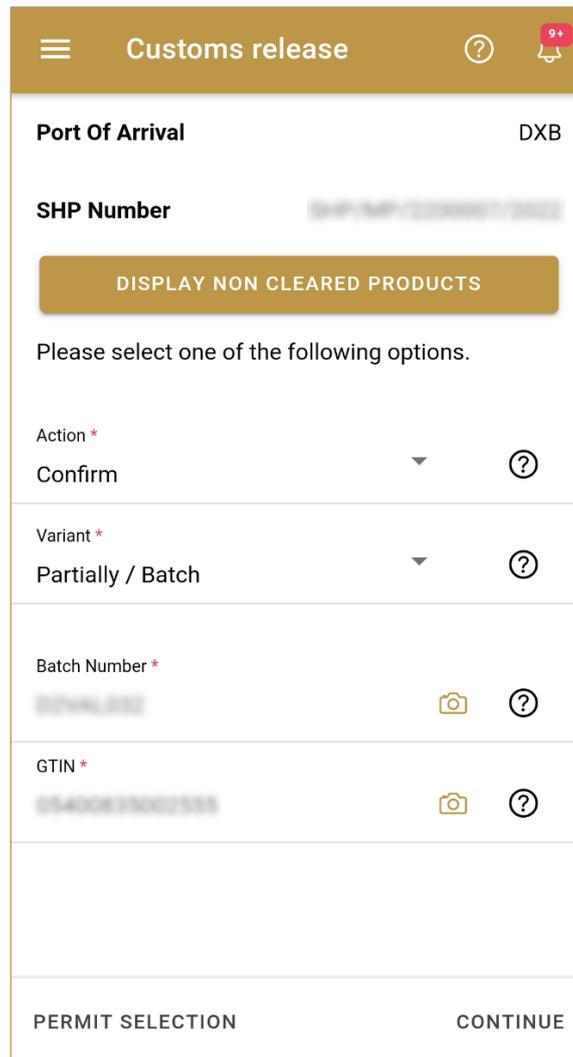


Figure 174 Custom Release – Display Non Cleared Batches

If you press on one of the Batch number, automatically variant Partially/Batch is selected with the already entered Batch number and GTIN.



The screenshot displays the 'Customs release' screen in a mobile application. At the top, there is a header with a menu icon, the title 'Customs release', a help icon, and a notification icon with '9+'. Below the header, the 'Port Of Arrival' is set to 'DXB'. The 'SHP Number' field contains a blurred value. A prominent orange button labeled 'DISPLAY NON CLEARED PRODUCTS' is centered on the screen. Below this button, a text prompt reads 'Please select one of the following options.' The form consists of several rows, each with a label, a value, and a help icon: 'Action *' with the value 'Confirm'; 'Variant *' with the value 'Partially / Batch'; 'Batch Number *' with a blurred value and a camera icon; and 'GTIN *' with a blurred value and a camera icon. At the bottom of the screen, there are two buttons: 'PERMIT SELECTION' on the left and 'CONTINUE' on the right.

Figure 175 Custom Release – Automatically entered Batch Number and GTIN

4.4.3.2.1 Partially/Batch confirmation

Before final confirmation or rejection of all items for one batch from the shipment, check once again if all entered data are correct.

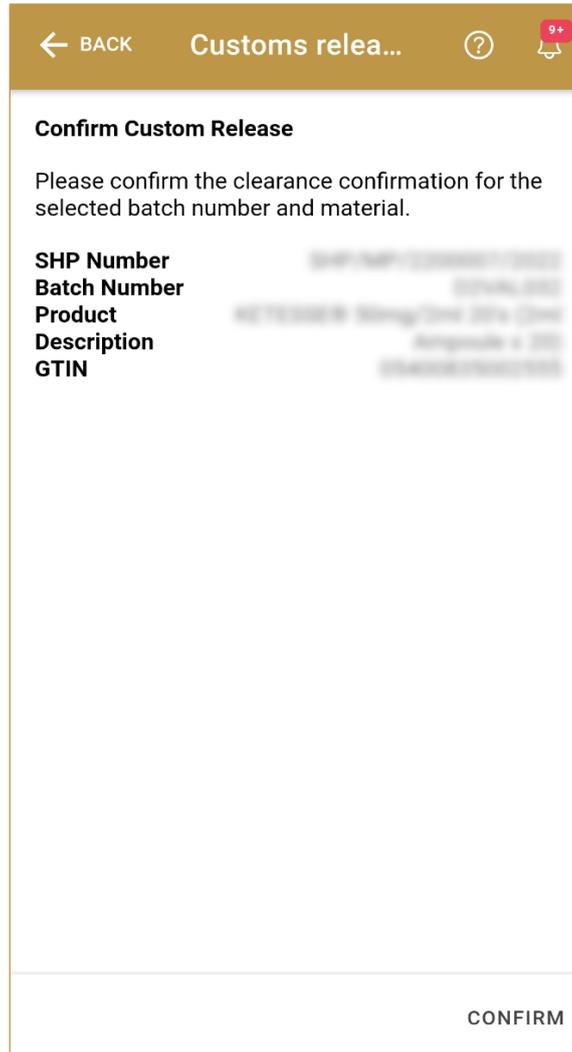


Figure 176 Custom Release – Confirm Partially/Batch

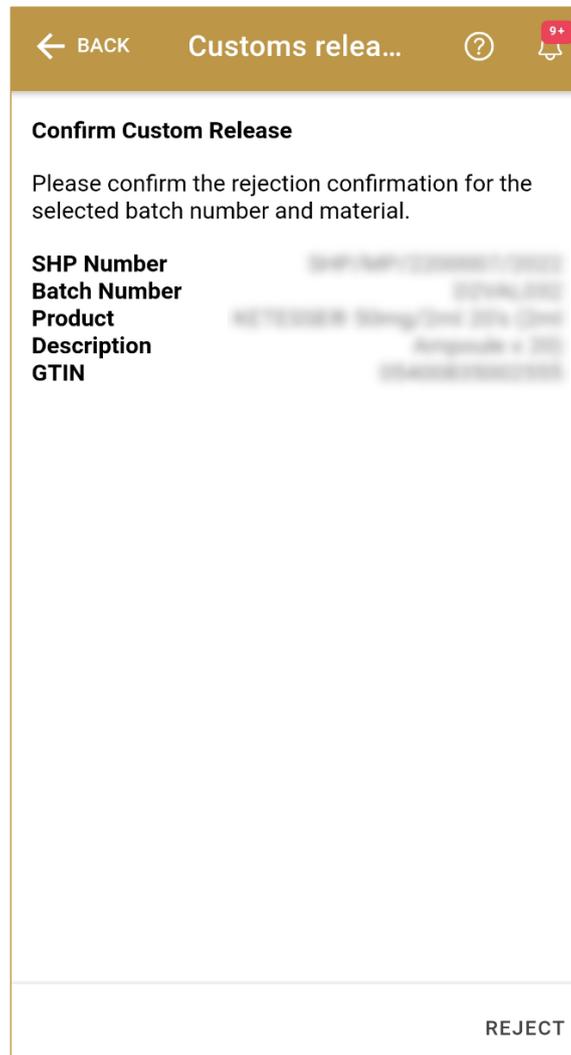


Figure 177 Custom Release – Reject Partially/Batch

For confirmation of all items of one batch from the shipment, press Confirm **CONFIRM**

For rejection of all items of one batch from the shipment, press Confirm **REJECT**

To return to the previous page press Back 

4.4.3.2.2 Partially/Batch completion

If you select action Confirm, all products from the shipment were successfully custom released and they are ready for Market Release.

To confirm or reject another shipment, press Do Another **DO ANOTHER**

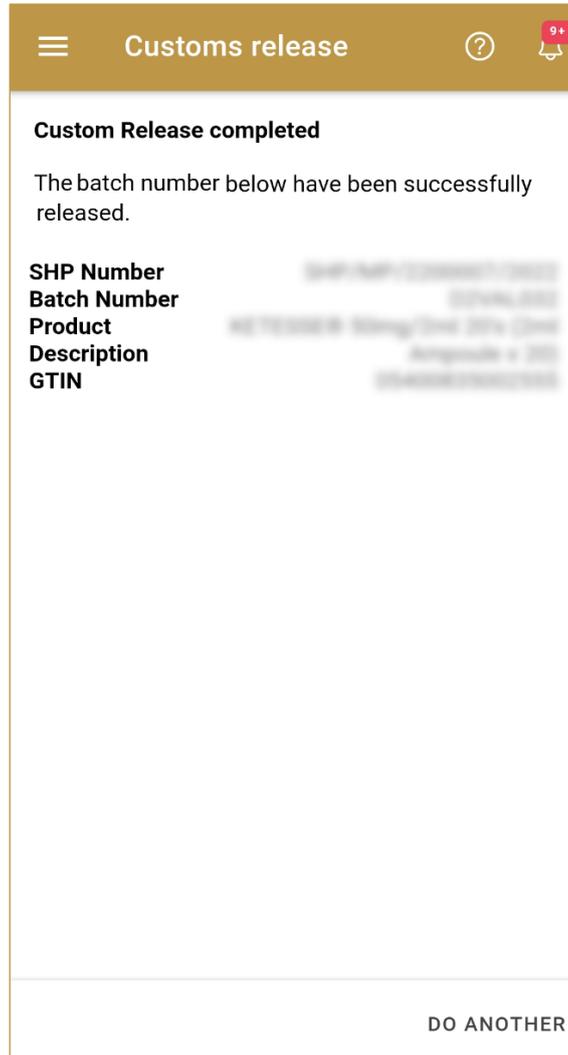


Figure 178 Custom Release – Partially/Batch completion

4.4.3.3 Variant Scanned items

To confirm or reject different items from the shipment import permit, select variant Scanned items. If action Reject is selected, select also Reason for rejection.

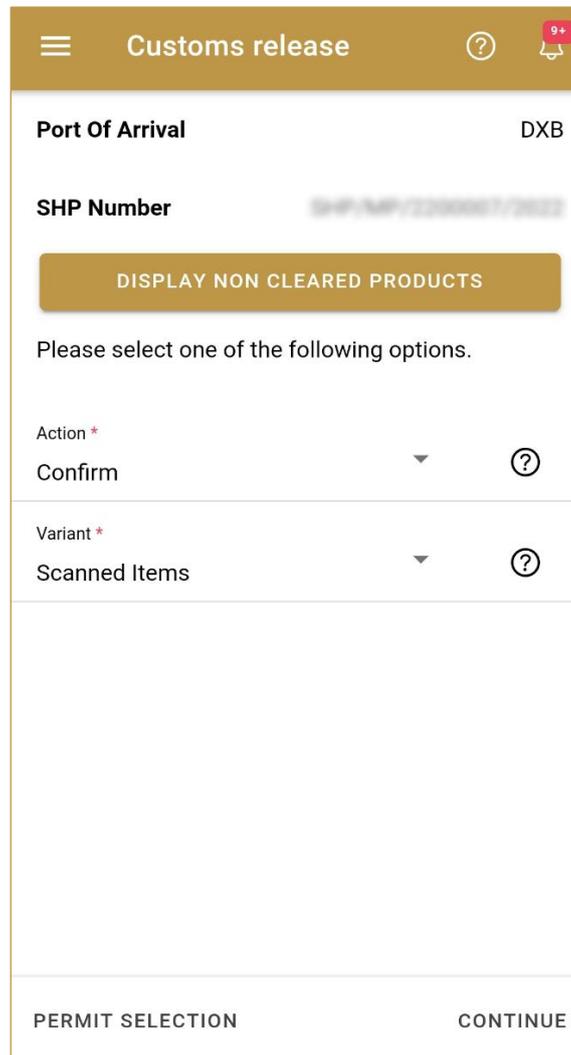
The screenshot shows a mobile application interface for "Customs release". At the top, there is a header bar with a menu icon, the title "Customs release", a help icon, and a notification icon with "9+" items. Below the header, the "Port Of Arrival" is set to "DXB" and the "SHP Number" is "SHP/MP/22000017/2022". A prominent button labeled "DISPLAY NON CLEARED PRODUCTS" is visible. Below this, a message says "Please select one of the following options." There are two dropdown menus: "Action*" with the selected option "Confirm" and "Variant*" with the selected option "Scanned Items". Both dropdowns have a help icon. At the bottom of the screen, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Figure 179 Custom Release – Confirmation of variant Scanned items

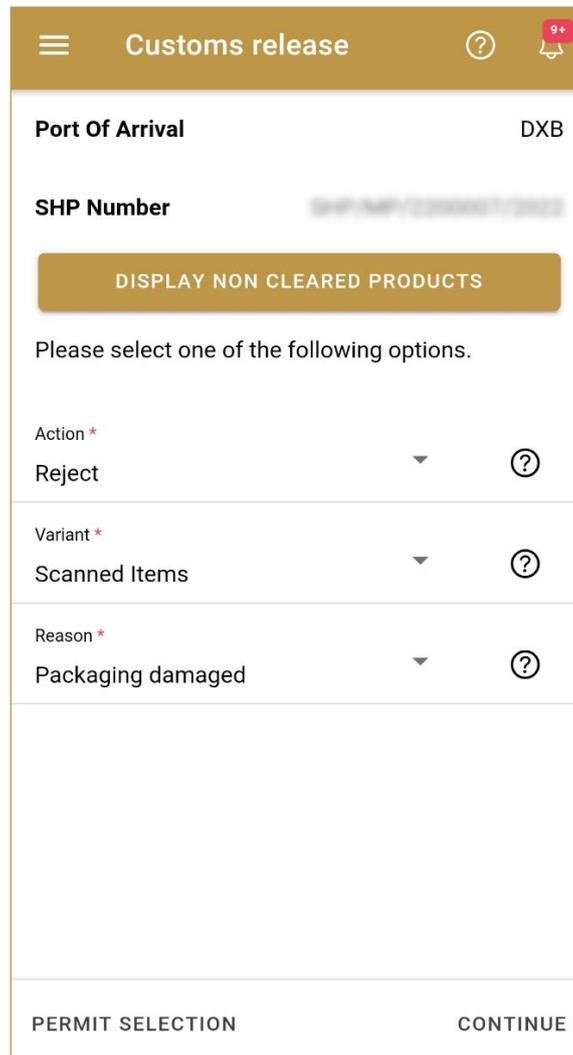


Figure 180 Custom Release – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press **CONTINUE**

To select different shipment import permit press **PERMIT SELECTION**

4.4.3.3.1 Items scanning

When the page opens, the application is already ready to scan the barcode with a

scanner or press Camera  to use the camera for scanning.

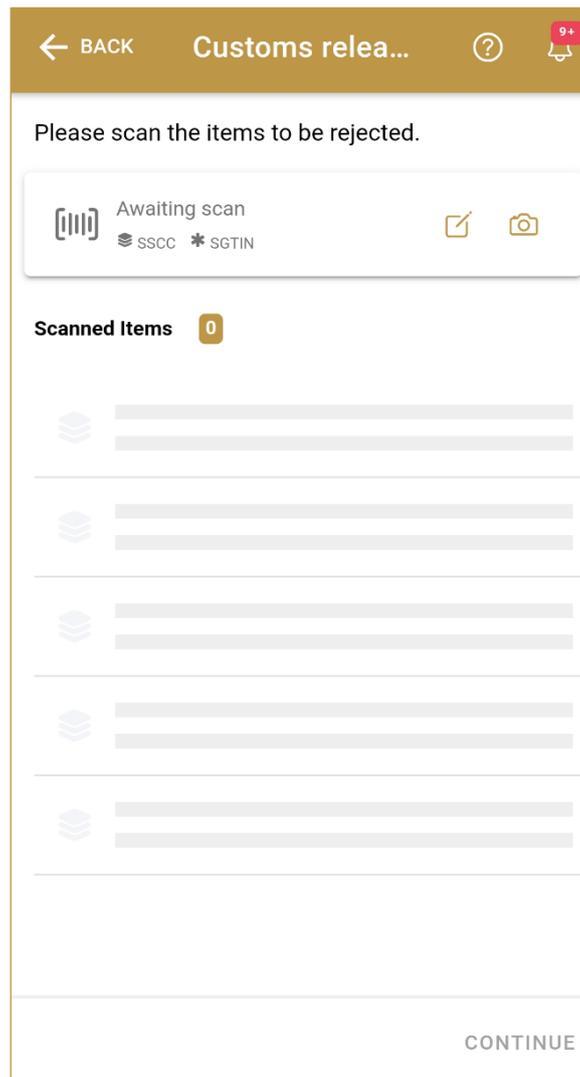


Figure 181 Custom Release – Items scanning

4.4.3.3.2 Manual adding

Item can be added also manually. For manual data entry press Edit  where the new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK

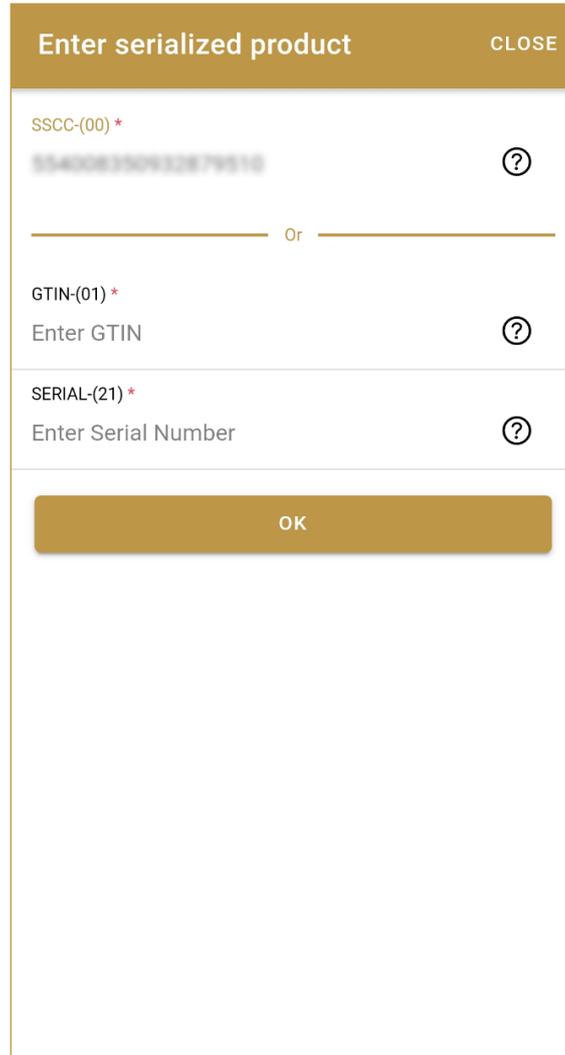


Figure 182 Manual adding of SSCC item

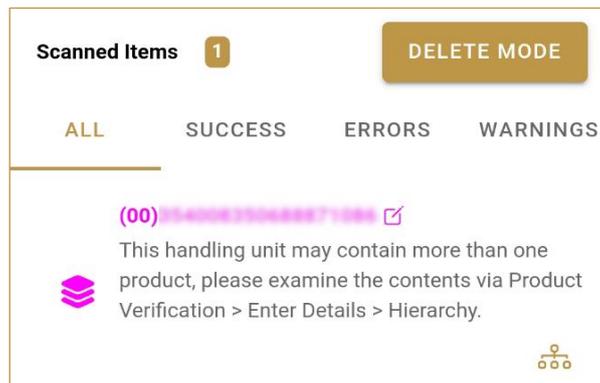


Figure 183 Successfully added SSCC item

SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK

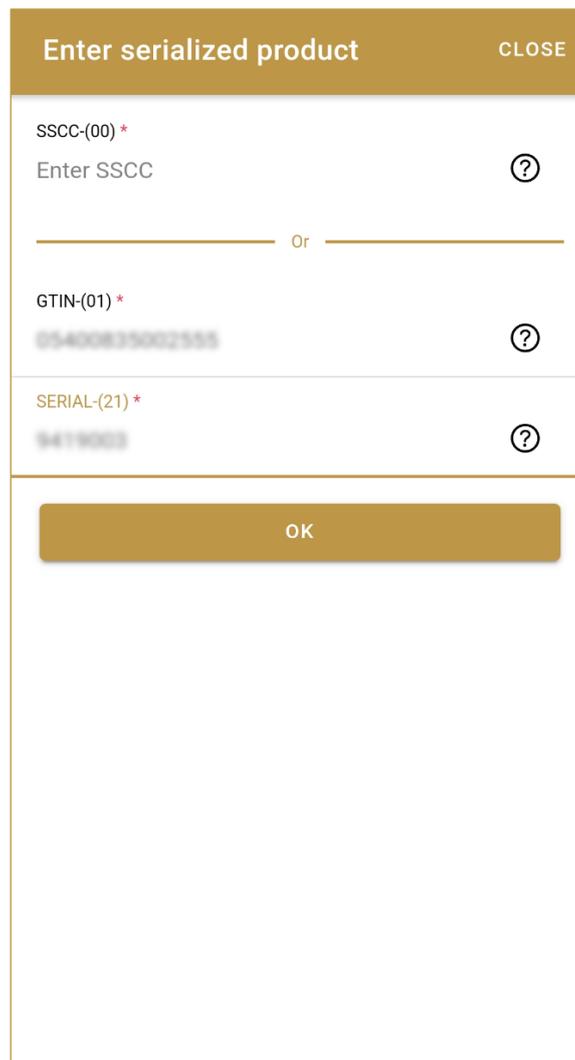
A screenshot of a mobile application dialog box titled "Enter serialized product" with a "CLOSE" button in the top right corner. The dialog contains three input fields: "SSCC-(00) *" with the placeholder "Enter SSCC" and a question mark icon; "GTIN-(01) *" with the value "05400835002555" and a question mark icon; and "SERIAL-(21) *" with the value "9419003" and a question mark icon. A horizontal line with the word "Or" in the center separates the SSCC field from the GTIN field. At the bottom of the dialog is a large "OK" button.

Figure 184 Manual adding of SGTIN item



Figure 185 Successfully added SGTIN item

If you want to return to the previous page press Close 

4.4.3.3 Review of the added items

When an item is added to the list, you can review all items, check for possible issues, and removes unneeded items.

Scanned Items  shows the total of all items on the list

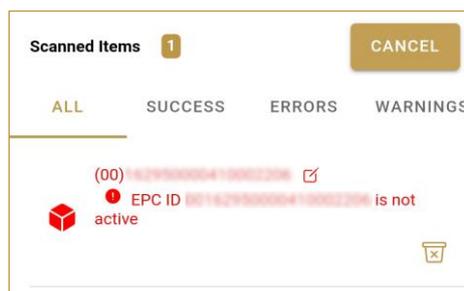
It is possible to filter the list of scanned items using 

Filter options:

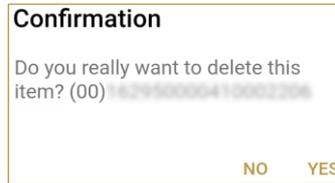
- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

Select Delete mode to remove added items. 

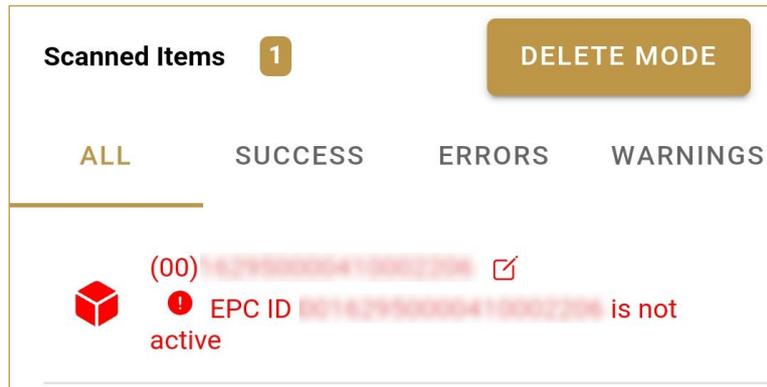
In Delete mode, a delete icon will appear on each row.



Press Delete  to remove an item. Deletion will require confirmation.



Red messages under items provide guidance for issues with listed items.



When all issues with added items are solved and there is no error message, press Continue **CONTINUE** to proceed to the next page.

4.4.3.3.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

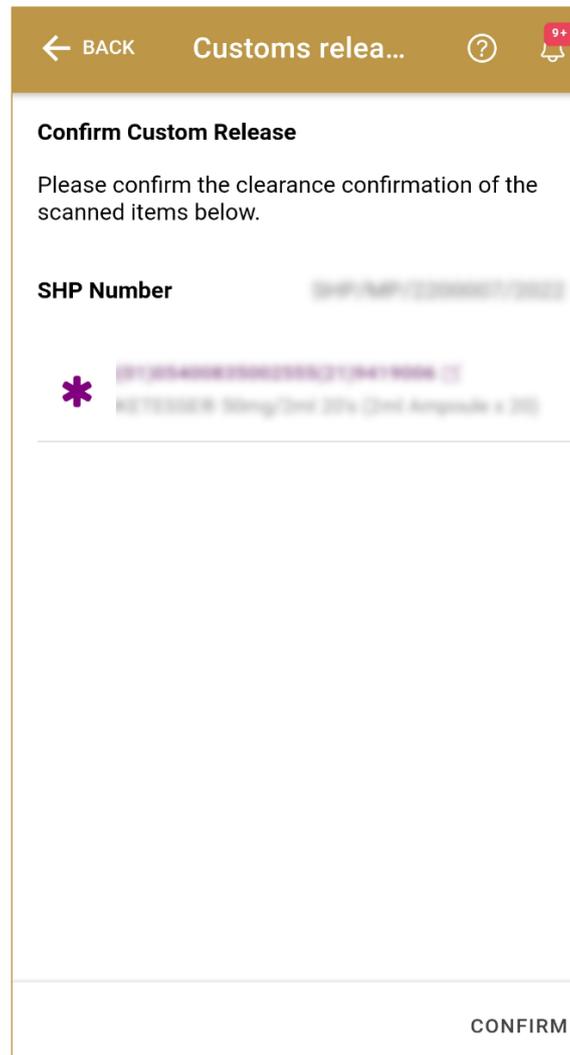


Figure 186 Custom Release – Confirm Scanned items

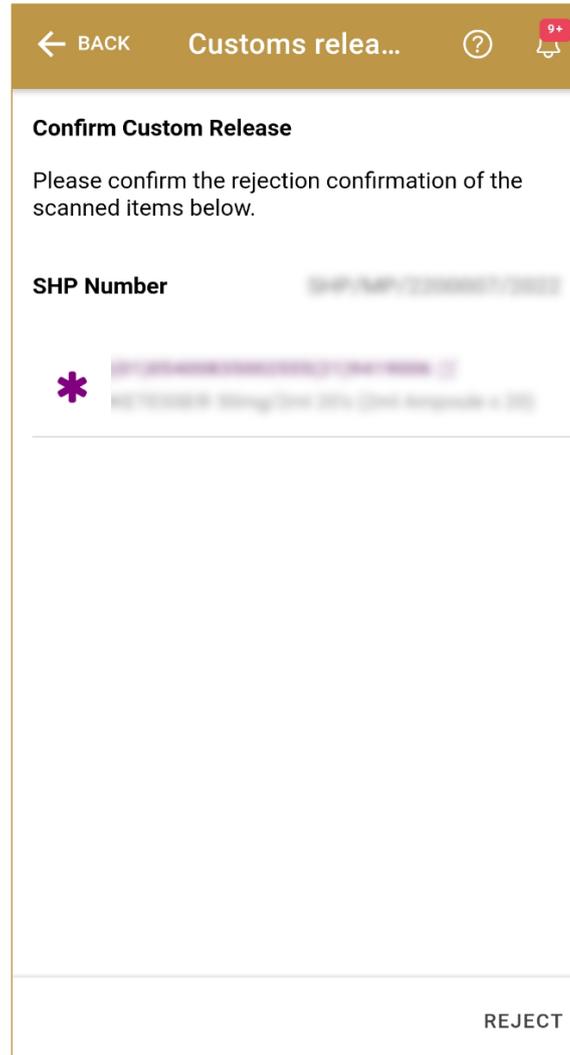


Figure 187 Custom Release – Reject Scanned items

For confirmation of all scanned/added items, press Confirm **CONFIRM**

For rejection of all scanned/added items, press Confirm **REJECT**

To return to the previous page press Back 

4.4.3.3.5 Scanned items completion

If you select action Confirm, all scanned/added items from the shipment were successfully custom released and they are ready for Market Release.

To confirm or reject other items from the shipment, press Do Another **DO ANOTHER**

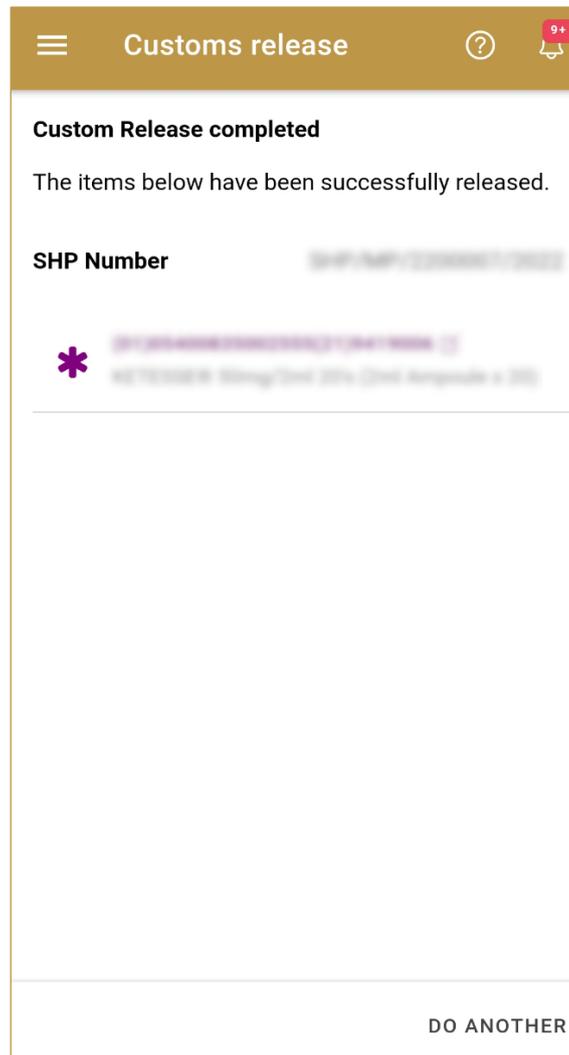


Figure 188 Custom Release – Scanned items completion

4.5 Product Clearance – Market Release - Portal

To see and explore more about the market release in the navigation menu select Product Clearance → Market Release

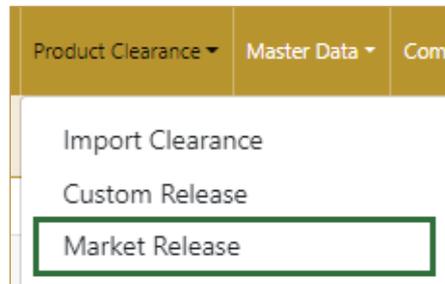


Figure 189 Portal navigation menu – Market Release

The market release step is necessary before the product can enter the UAE supply chain. For imported product, it happens after the Custom Release process. Product that is not market released is blocked to be dispensed and cannot be used within the supply chain.

The market release step takes place at a physical GLN, never a port of arrival. The GLN will be the active one selected by the user in the Settings option of the menu.

Market release cannot be done for whole import shipment permits or local sales permit. Instead it can be done:

- At Batch level.
- To individual items.

Items that are rejected during the Market Release step cannot be used within Tatmeen. Please follow the operation procedures defined for these cases for future handling of the product.

4.5.1 Action selection

On the first page, you need to define an action for the market release

From the drop down menu you can choose:

- **Confirm**, for confirmation of market release or
- **Reject**, for rejection of market release

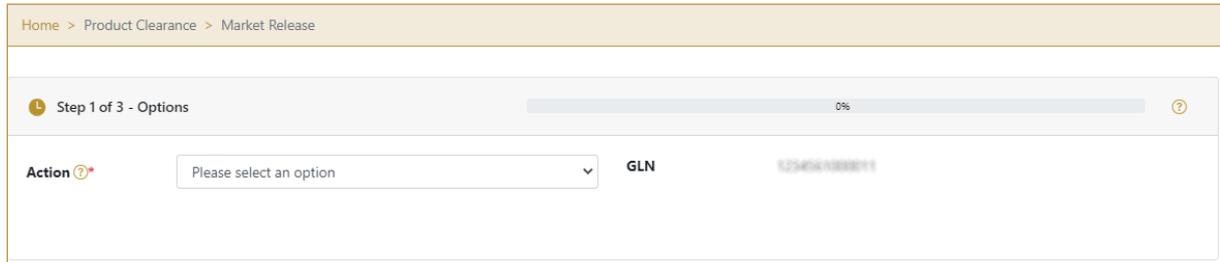


Figure 190 Market Release – Action selection

If you press Clock  a new page opens for the Historical view [4.5.3].

4.5.2 Variant selection

Once the action is selected, you need to define the variant.

From the drop down menu you can choose:

- **Partially/Batch**
- **Scanned items**

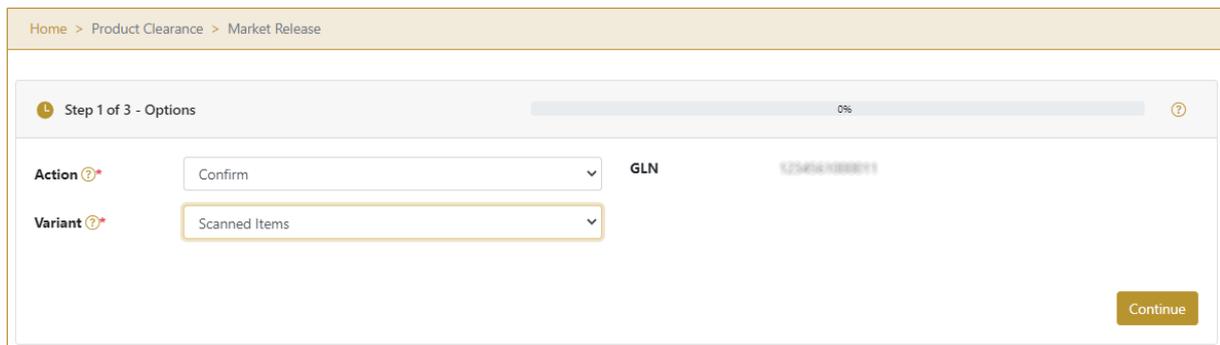
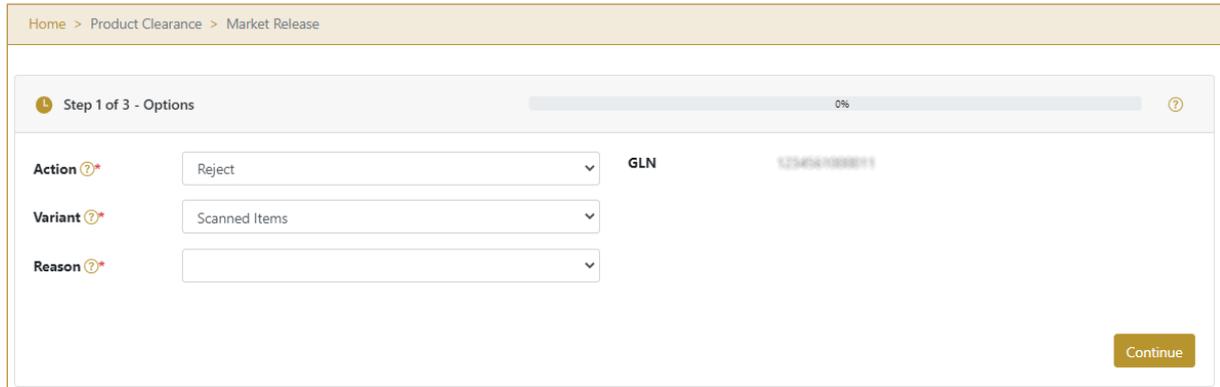


Figure 191 Market Release – Variant selection

The GLN is automatically selected from the active GLN chosen by the user in the Settings menu option.

If you selected action Reject, after you select also Variant, a new Reason field appears where you need to select from a dropdown menu one of the reason for market release rejection.



Home > Product Clearance > Market Release

Step 1 of 3 - Options 0%

Action [?]* Reject GLN 123456789011

Variant [?]* Scanned Items

Reason [?]*

Continue

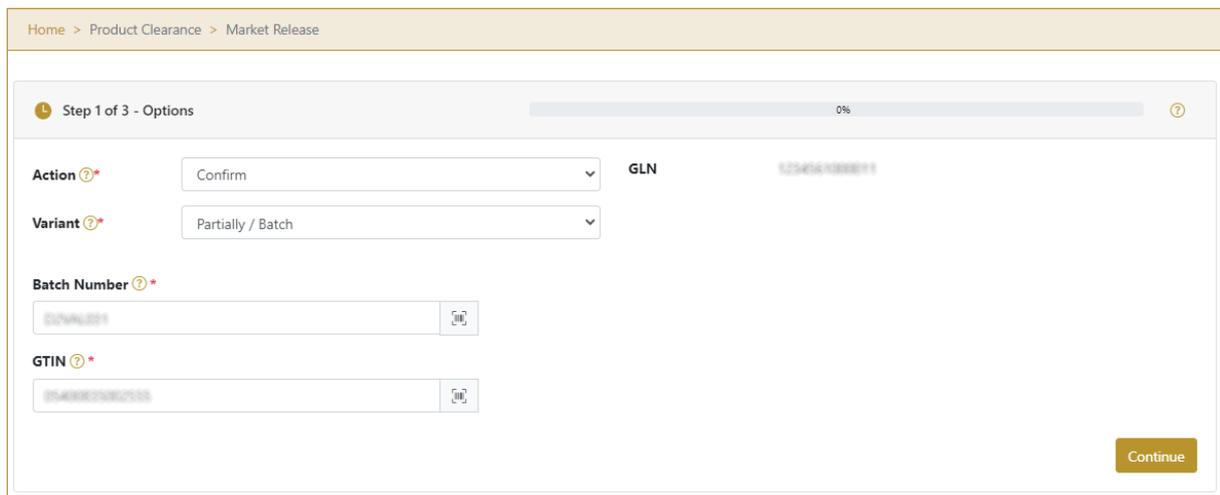
Figure 192 Market Release – Reason for rejection selection

To continue to the next page press Continue



4.5.2.1 Variant Partially/Batch

To confirm or reject items from one batch, select variant Partially/Batch. If action Reject is selected, select also Reason for rejection.



Home > Product Clearance > Market Release

Step 1 of 3 - Options 0%

Action [?]* Confirm GLN 123456789011

Variant [?]* Partially / Batch

Batch Number [?]* 0123456789

GTIN [?]* 0123456789011

Continue

Figure 193 Market Release– Confirmation of variant Partially/Batch

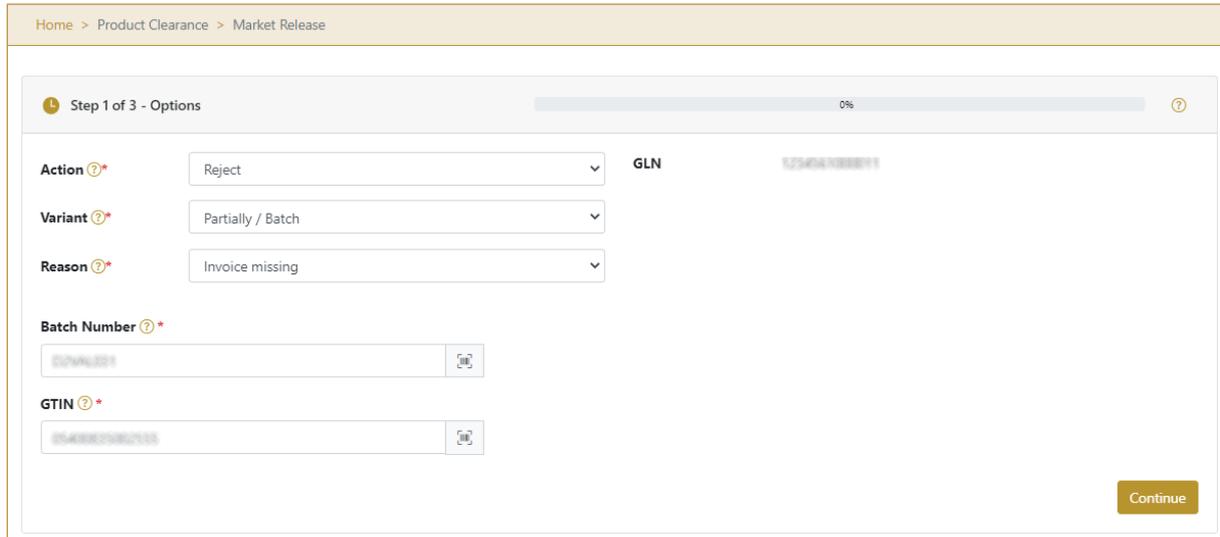


Figure 194 Market Release – Rejection of variant Partially/Batch

You need to enter the Batch number and GTIN. All fields are mandatory.

You can also scan the Batch Number and GTIN barcode by pressing Scan  when you use a scanner or tablet.

If Scan  has a yellow border, this means that the page does not have focus and in the case of scanning, the value will not appear in the field. Click with the mouse somewhere inside the product page and the yellow border will disappear.

4.5.2.1.1 Partially/Batch confirmation

Before final confirmation or rejection of all items for one batch, check once again if all entered data are correct.

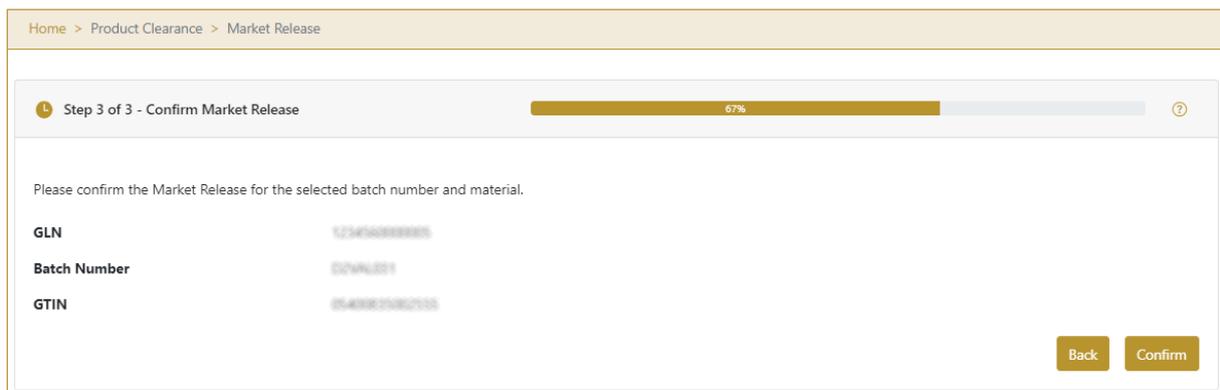


Figure 195 Market Release – Confirm Partially/Batch

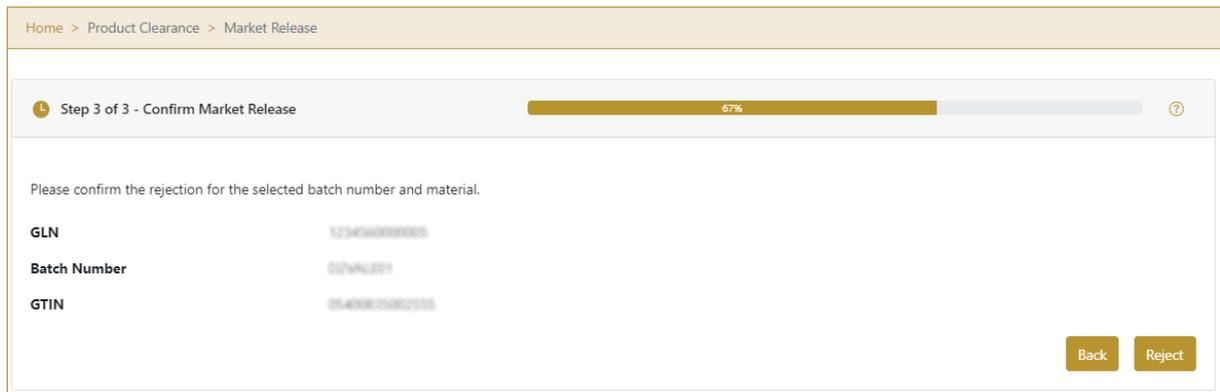


Figure 196 Market Release – Reject Partially/Batch

For confirmation of all items of one batch, press Confirm

Confirm

For rejection of all items of one batch, press Confirm

Reject

To return to the previous page press Back

Back

4.5.2.1.2 Partially/Batch completion

If you select action Confirm, all products from the shipment were successfully market released and they are ready for dispensation on the UAE market.

To confirm or reject another batch, press Repeat Activity

Repeat Activity

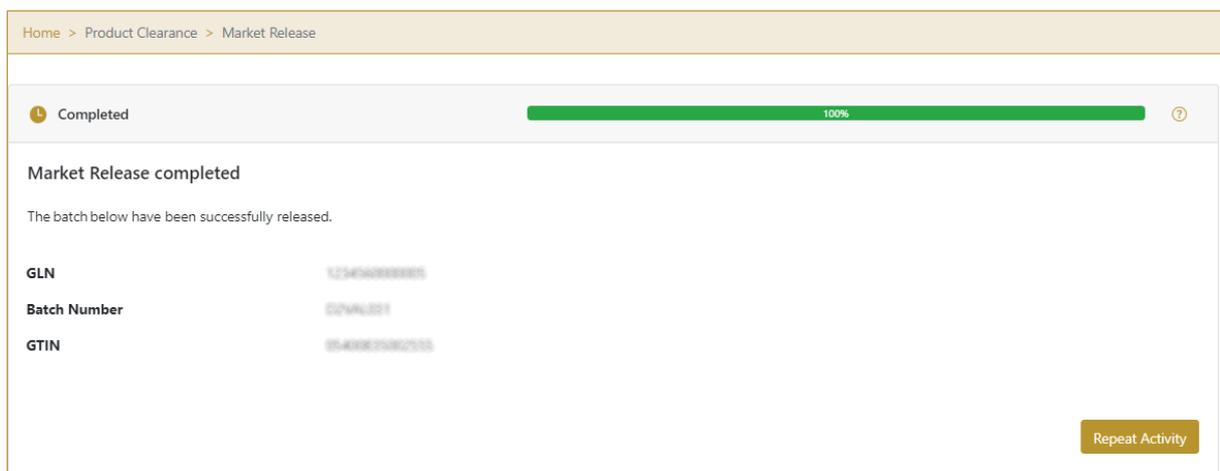
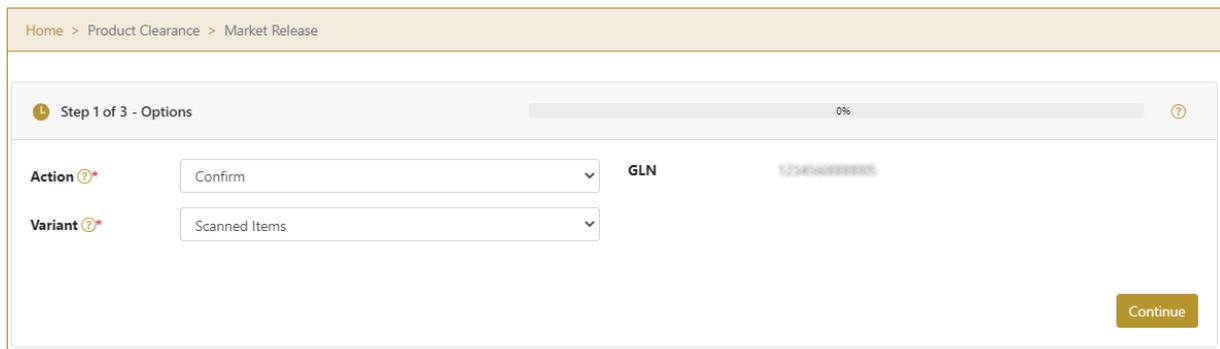


Figure 197 Market Release – Partially/Batch completion

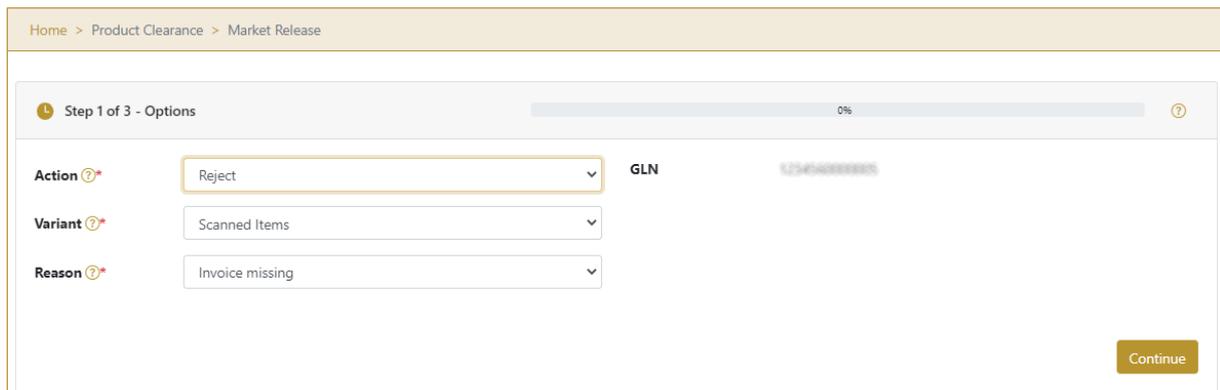
4.5.2.2 Variant Scanned items

To confirm or reject different items, select variant Scanned items. If action Reject is selected, select also Reason for rejection.



The screenshot shows a web application interface for 'Market Release'. At the top, there is a breadcrumb trail: 'Home > Product Clearance > Market Release'. Below this is a progress indicator for 'Step 1 of 3 - Options' with a 0% completion bar. The main area contains two dropdown menus: 'Action' set to 'Confirm' and 'Variant' set to 'Scanned Items'. To the right, the label 'GLN' is followed by a blurred barcode. A 'Continue' button is located in the bottom right corner.

Figure 198 Market Release – Confirmation of variant Scanned items



This screenshot is similar to Figure 198 but shows the 'Reject' action selected. The 'Action' dropdown is set to 'Reject', and a new 'Reason' dropdown has appeared, set to 'Invoice missing'. The 'Variant' dropdown remains 'Scanned Items'. The 'Continue' button is still present in the bottom right corner.

Figure 199 Market Release – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press Continue



4.5.2.2.1 Items scanning

When the page opens and once the focus is on the application, the application is ready to scan the barcode with a scanner, and a scanned item will be added.

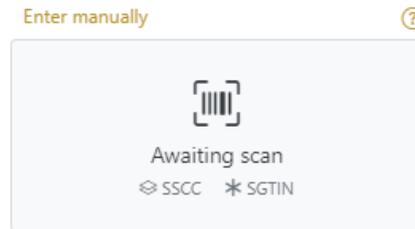


Figure 200 Market Release - Scan item

If the application doesn't have focus, scanning is not possible. First, add the focus to the application so scanning will be possible.

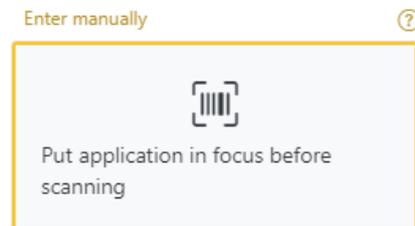


Figure 201 Market Release - Missing focus

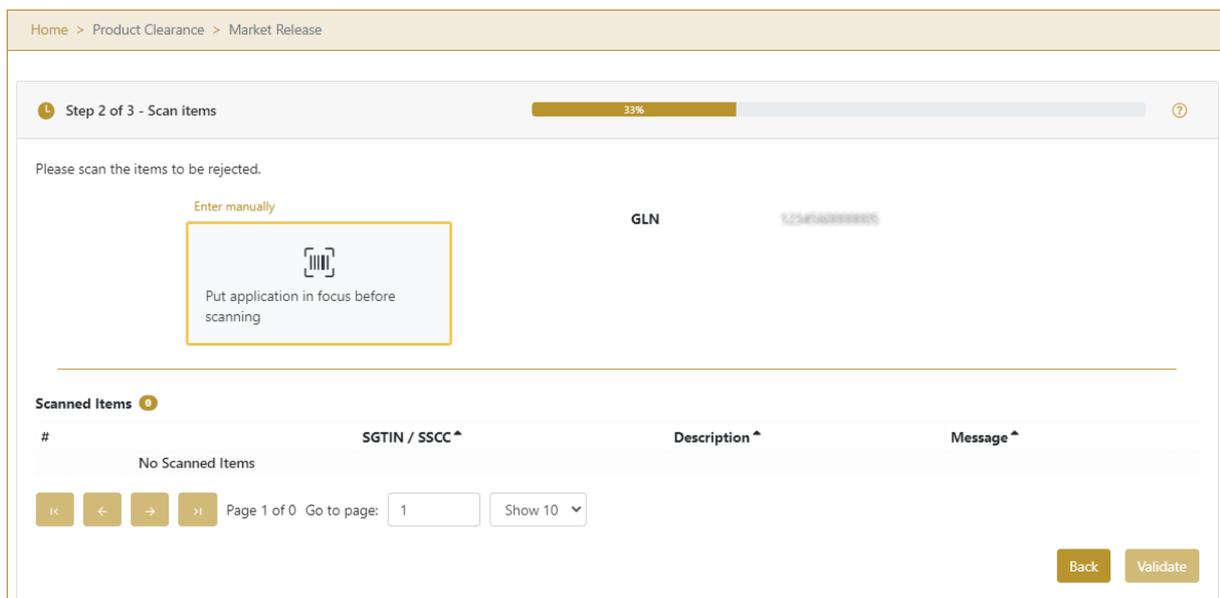
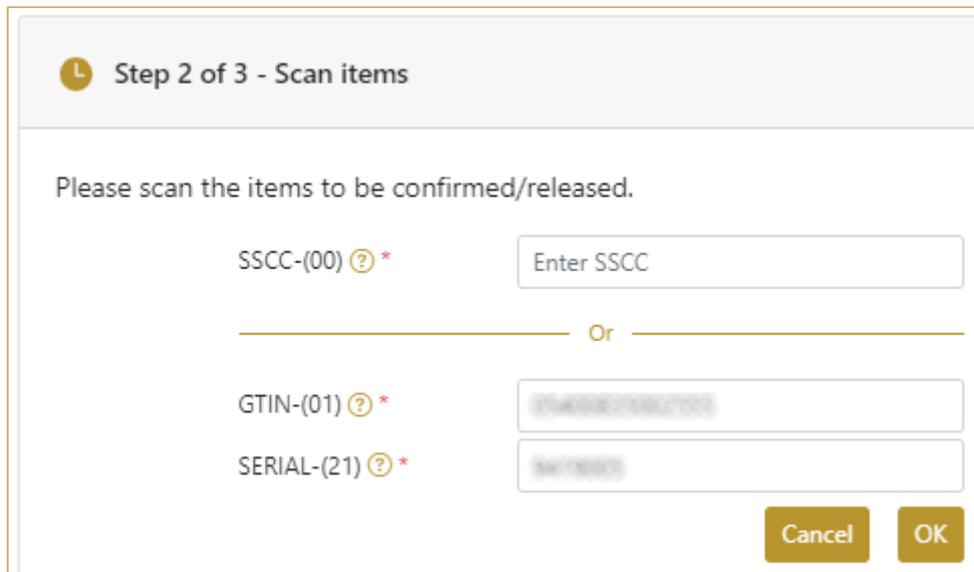


Figure 202 Market Release – Items scanning

4.5.2.2.2 Manual adding

Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new page opens.



Step 2 of 3 - Scan items

Please scan the items to be confirmed/released.

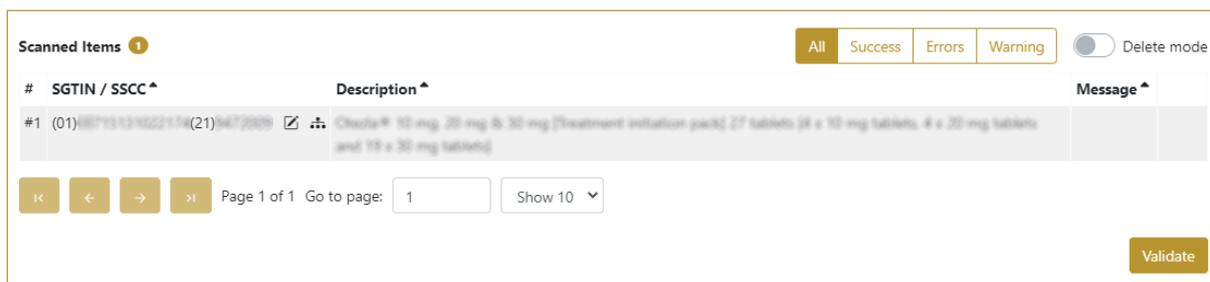
SSCC-(00) ? *

Or

GTIN-(01) ? *

SERIAL-(21) ? *

Figure 205 Manual adding of SGTIN item



Scanned Items 1 All Success Errors Warning Delete mode

#	SGTIN / SSCC ^	Description ^	Message ^
#1	(01) 0715131022115 (21) 472809	Chocla® 10 mg, 20 mg & 30 mg (Treatment initiation pack) 27 tablets (8 x 10 mg tablets, 4 x 20 mg tablets and 15 x 30 mg tablets)	

Page 1 of 1 Go to page: Show 10

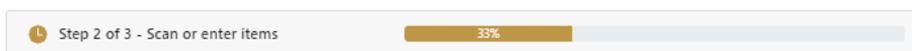
Figure 206 Successfully added SGTIN item

If you want to return to the previous page press

4.5.2.2.3 Review of the added items

When an item is added to the list, you can review all items, check for possible issues, and removes unneeded items.

The progress bar shows advancement through the process



Scanned items 2 shows the total of all items on the list

It is possible to filter the list of scanned items using



All Success Errors Warning

Filter options:

- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warning** - filter to items with a warning

Select Delete mode to remove added items.  Delete mode

In Delete mode, a delete icon will appear on each row.

Press Delete  to remove an item. Deletion will require confirmation.

Confirmation

Do you really want to delete this item? (00) 125478963452158743

The Message column on this page provides guidance for issues with listed items.

Scanned Items 2		All Success Errors Warning <input type="checkbox"/> Delete mode	
#	SGTIN / SSCC ^	Description ^	Message ^
#1 (01)	80715131022111 (21) 472809	Chocla® 10 mg, 20 mg & 30 mg (Treatment initiation pack) 27 tablets (3 x 10 mg tablets, 4 x 20 mg tablets and 10 x 30 mg tablets)	
#2 (00)	807151310240142015		GLN of EPC 803487151310240142015 doesn't match readpoint GLN

⏪ ⏴ ⏵ ⏩ Page 1 of 1 Go to page: Show 10 ⌵

When all issues with added items are solved and there is no error message, press

Validate  to re-check all added items again and to proceed to the next page.

4.5.2.2.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

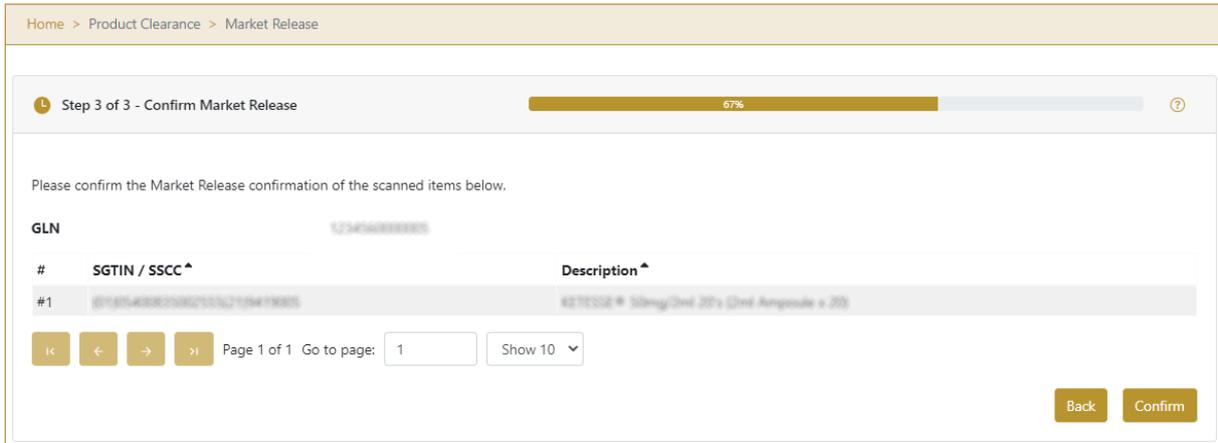


Figure 207 Market Release – Confirm Scanned items

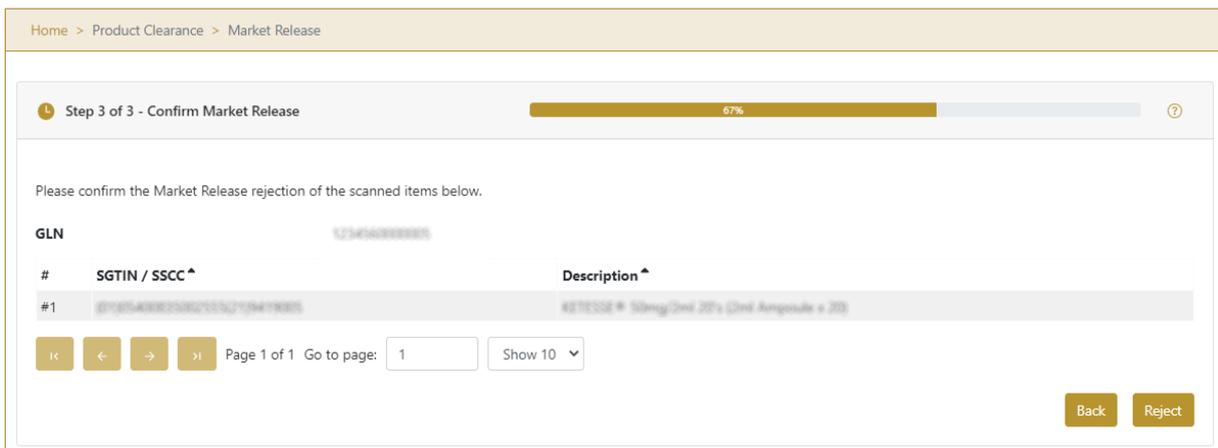


Figure 208 Market Release – Reject Scanned items

For confirmation of all scanned/added items, press 

For rejection of all scanned/added items, press 

To return to the previous page press 

4.5.2.2.5 Scanned items completion

If you select action Confirm, all scanned/added items from the shipment were successfully market released and they are ready for dispensation on the UAE market.

To confirm or reject other items, press Repeat Activity

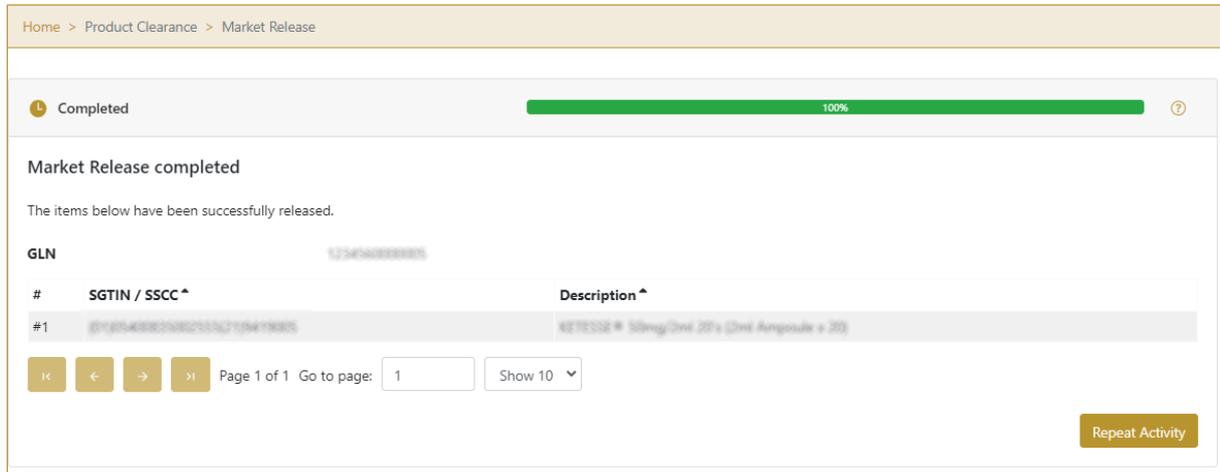


Figure 209 Market Release – Scanned items completion

4.5.3 Historical view

On the Historical view, all market releases and market release cancellations are displayed according to default filter settings.

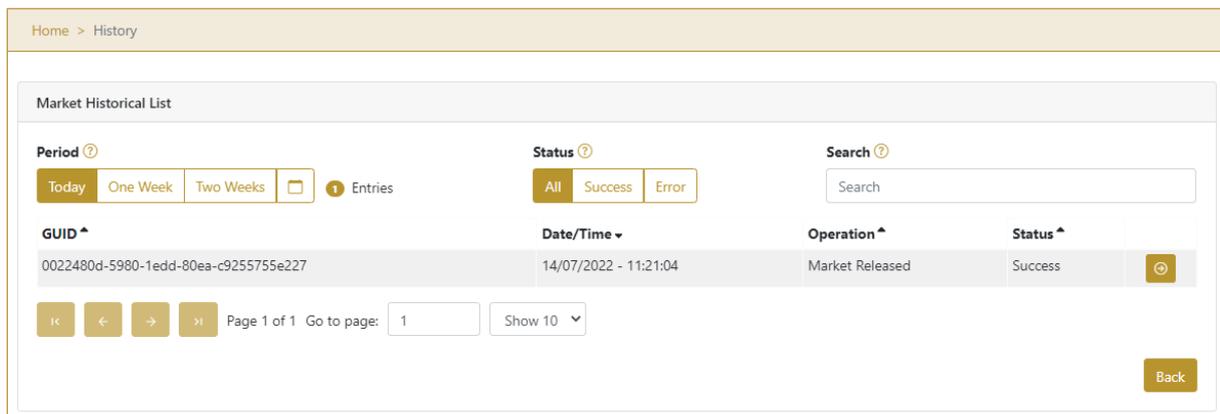


Figure 210 Historical view

To continue to the next page press Details  in the last column

If you want to return to the first page of the Market Release press Back



4.5.3.1 Filter options

Filters can be used to help you find a specific market release or market release cancellation.

If you need to search market release by any string, start by entering desired string and the results will be automatically filtered and displayed in the table below.


 A search input field with a yellow border and a question mark icon to the right of the label "Search". The text "Search" is entered into the field.

Figure 211 Filter options - Search

Right from each column name, you will find  To sort data in a table ascending or descending, click once or twice on the arrow or the field name.



Figure 212 Sort

If you search for an item for a specific time frame then using these options


 A filter section titled "Period" with a question mark icon. Below the title are four buttons: "Today", "One Week", "Two Weeks", and a calendar icon. The "Today" button is highlighted in a darker shade.

Figure 213 Filter options – Time frame

Filters:

Today – all items processed on the last day are displayed

One week – all items from the last week are displayed

Two weeks – all items from the last two weeks are displayed

Calendar – all items for the selected period are displayed

For a longer period select calendar.

Use arrows and a dropdown menu  **March**  **2022**  to select month and year. Press on a day number to select the start time. Repeat the process to select the end time.

When you select the date, items are displayed automatically in the table below.

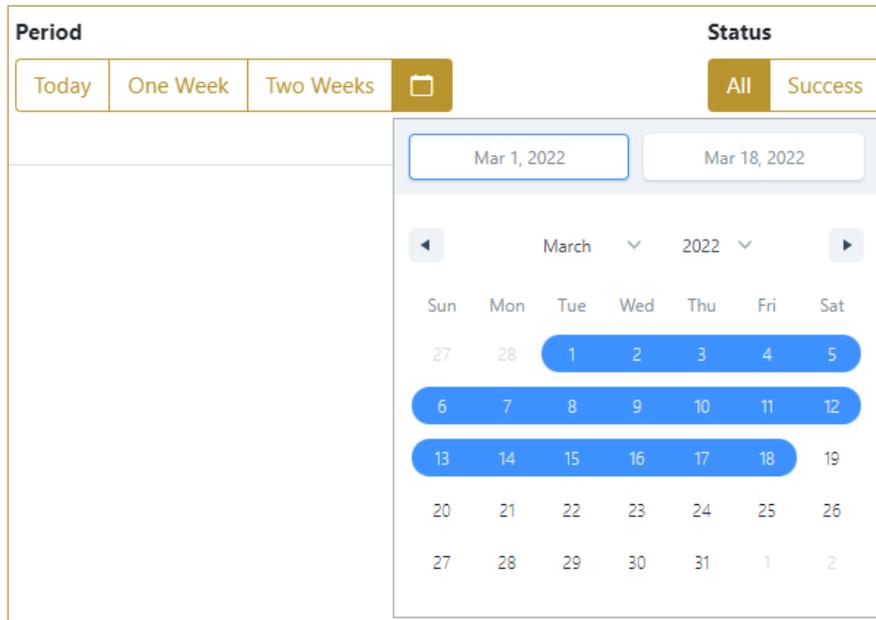


Figure 214 Filter options – Calendar

If you are interested in a specific status press one of the status options.



Figure 215 Filter options – Status

Filters:

All – all items regardless of the status are displayed

Success – only successfully processed items by Tatmeen are displayed

Error – only items that were unsuccessfully processed/failed are displayed

4.5.4 Historical view Details

On this page, you can see details for the selected item from the previous page.

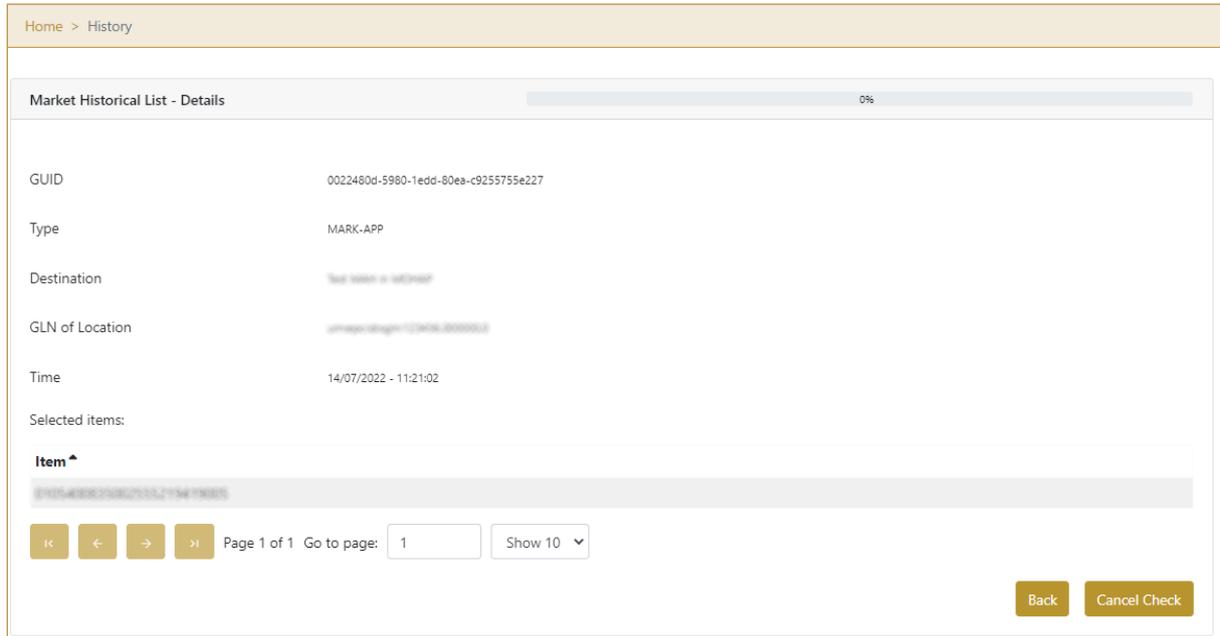


Figure 216 Historical view Details

If the button **Cancel Check** exists that means that the market release document was not cancelled and market released items were not dispensed yet. You can cancel the market release by pressing **Cancel Check**

All items from the cancelled market release document will be pending for market release again.

To return to the previous page press **Back**

4.5.5 Cancellation confirmation

On this page, you need to confirm the cancellation of the market release. All items from the cancelled marked release document will be pending for market release again.

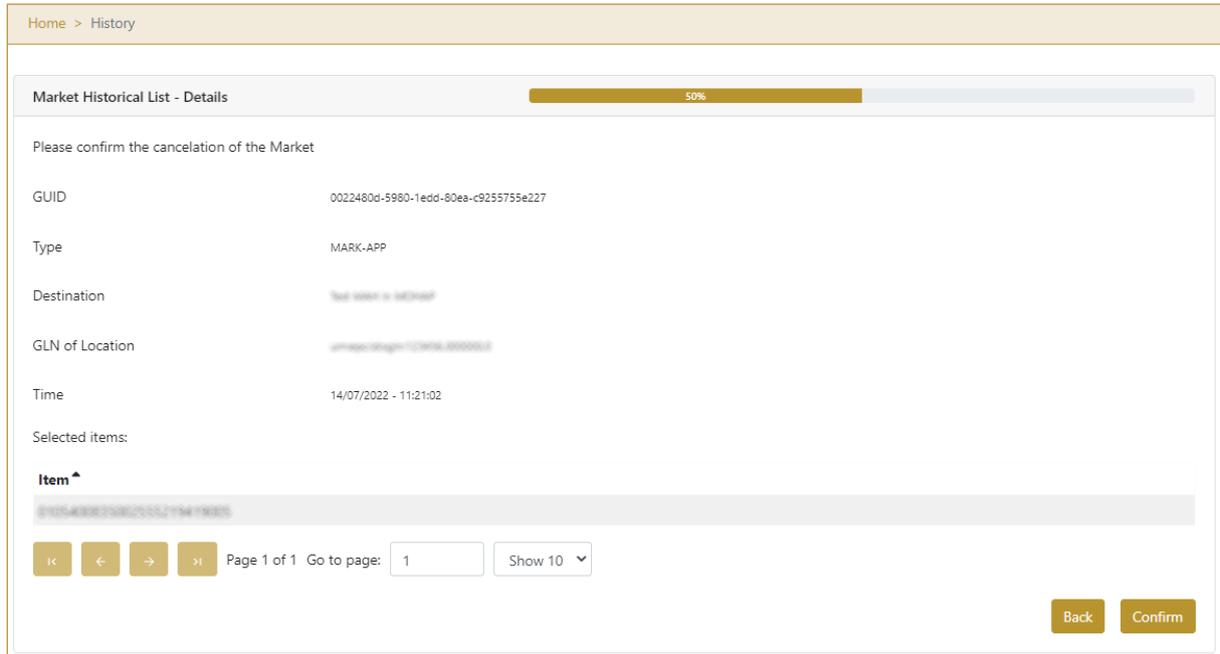


Figure 217 Cancellation confirmation

For confirmation of the cancellation of the market release document press Confirm



To return to the previous page press Back



4.5.6 Cancellation completion

You successfully cancelled the market release document.

4.6 Product Clearance – Market Release - Mobile

To see and explore more about the market release in the navigation menu select Product Clearance → Market Release

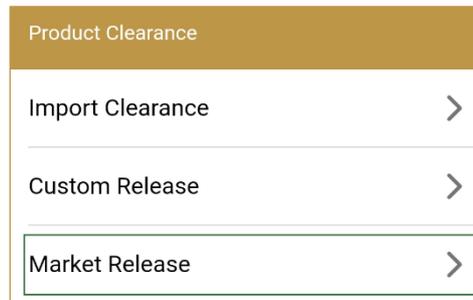


Figure 219 Mobile navigation menu – Market Release

Once the shipment passes the custom release process, the last step is a successfully completed market release process.

A successfully completed market release process is a condition for entering shipment into the UAE supply chain.

Different scanned items or items of the whole batch can be:

- Confirmed, and can be further distributed into the UAE market or
- Rejected.

The GLN location from where the release will be made is assigned automatically from the setting of the user who is logged into the Portal.

4.6.1 Action selection

On the first page, you need to define an action for the market release

From the drop down menu you can choose:

- **Confirm**, for confirmation of market release or
- **Reject**, for rejection of market release

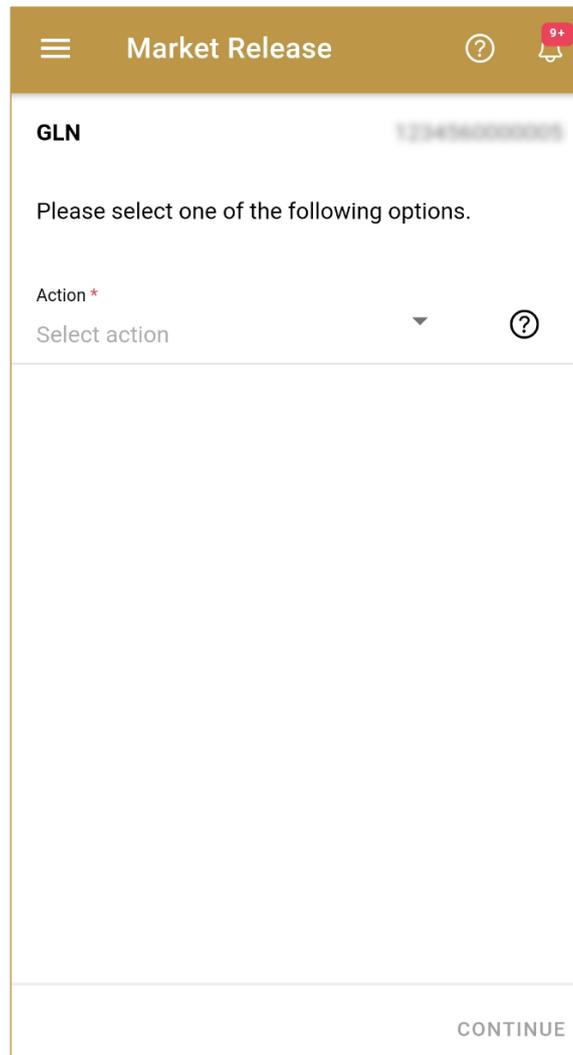
A mobile application screen titled "Market Release". At the top, there is a brown header bar with a hamburger menu icon, the title "Market Release", a question mark icon, and a notification bell icon with a red "9+" badge. Below the header, the screen displays "GLN" followed by a blurred number "1234567890123". Below this, the text "Please select one of the following options." is shown. Underneath is a dropdown menu labeled "Action*" with the text "Select action" and a question mark icon. At the bottom right of the screen, there is a "CONTINUE" button.

Figure 220 Market Release – Action selection

4.6.2 Variant selection

Once the action is selected, you need to define variant.

From the dropdown menu you can choose:

- **Partially/Batch**
- **Scanned items**

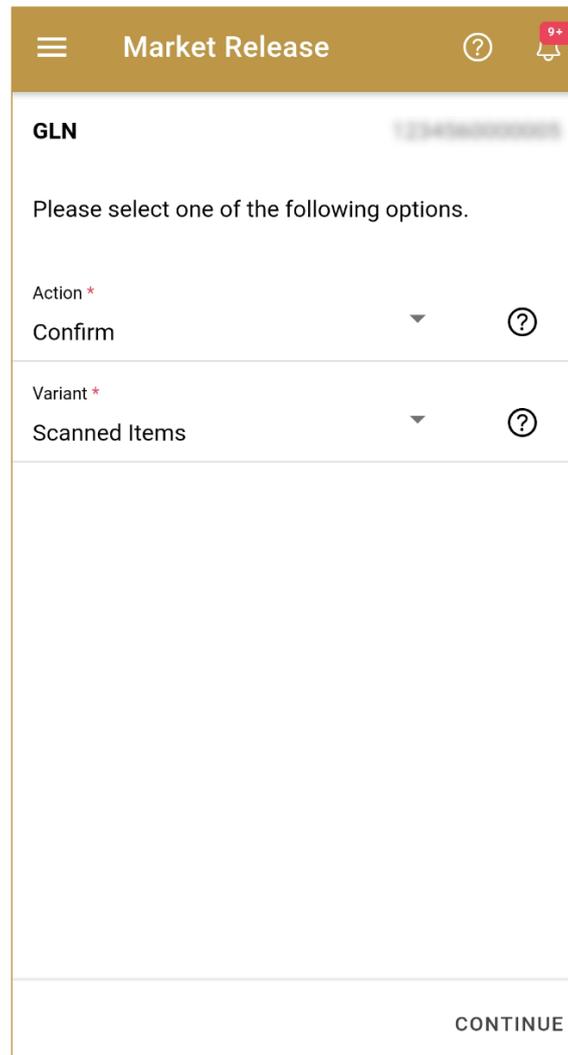
A screenshot of a mobile application interface titled "Market Release". At the top, there is a brown header bar with a hamburger menu icon on the left, the title "Market Release" in the center, and a question mark icon and a notification bell icon on the right. Below the header, the screen displays a form. At the top of the form, it says "GLN" followed by a blurred number. Below that, it says "Please select one of the following options." There are two dropdown menus. The first is labeled "Action *" and has "Confirm" selected. The second is labeled "Variant *" and has "Scanned Items" selected. Both dropdown menus have a question mark icon to their right. At the bottom right of the form, there is a "CONTINUE" button.

Figure 221 Market Release – Variant selection

If you selected action Reject, after you select also Variant, a new Reason field appears where you need to select from a dropdown menu one of the reason for market release rejection.

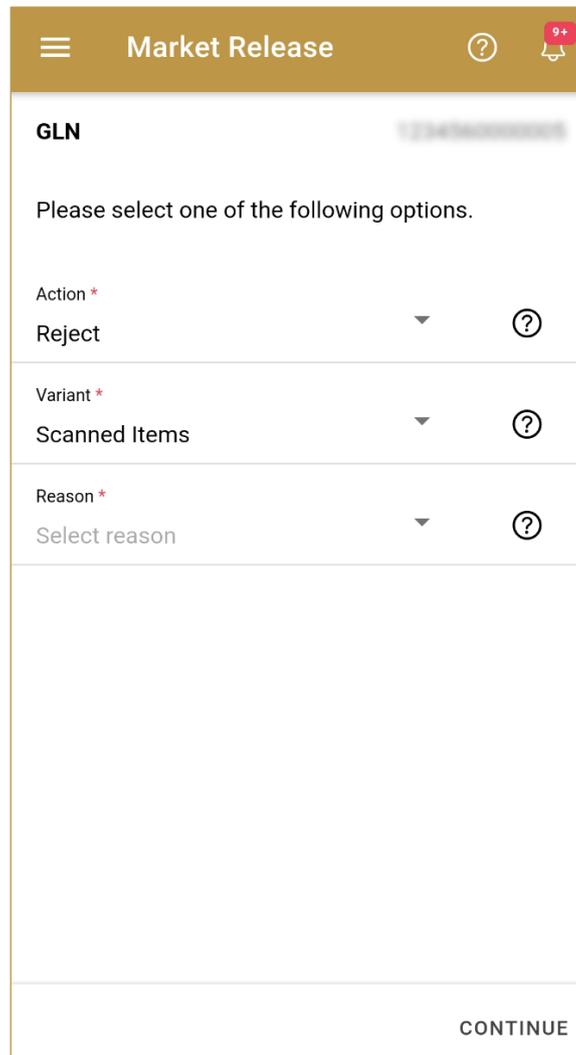
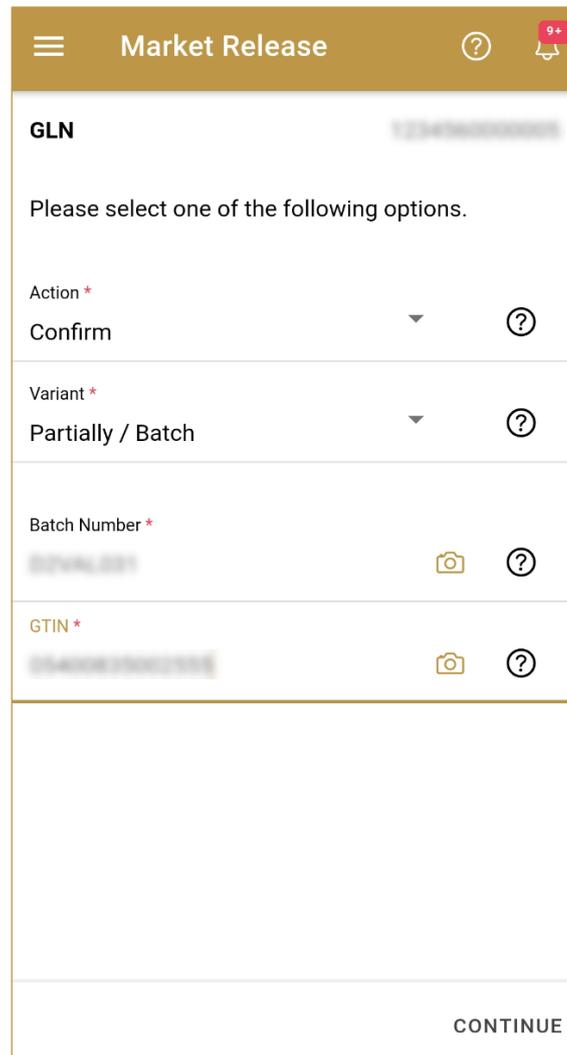
A mobile application screen titled "Market Release". At the top, there is a header bar with a menu icon, the title "Market Release", a help icon, and a notification icon with "9+" items. Below the header, the screen displays a "GLN" field with a masked value. A message reads "Please select one of the following options." There are three dropdown menus: "Action *" with "Reject" selected, "Variant *" with "Scanned Items" selected, and "Reason *" with "Select reason" selected. Each dropdown has a question mark icon. At the bottom right, there is a "CONTINUE" button.

Figure 222 Market Release – Reason for rejection selection

To continue to the next page press Continue **CONTINUE**

4.6.2.1 Variant Partially/Batch

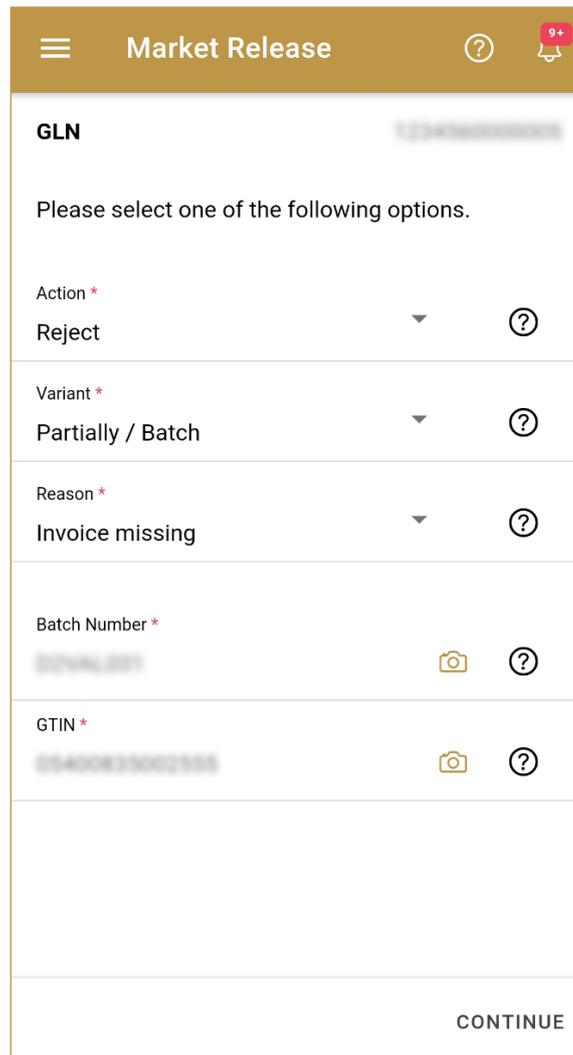
To confirm or reject items from one batch, select variant Partially/Batch. If action Reject is selected, select also Reason for rejection.

A mobile application form titled "Market Release". The form has a brown header with a menu icon, the title "Market Release", a help icon, and a notification icon with "9+". Below the header, the form contains the following fields:

- GLN**: A text field with a blurred value.
- Action ***: A dropdown menu with "Confirm" selected and a help icon.
- Variant ***: A dropdown menu with "Partially / Batch" selected and a help icon.
- Batch Number ***: A text field with a blurred value, a camera icon, and a help icon.
- GTIN ***: A text field with a blurred value, a camera icon, and a help icon.

At the bottom of the form is a "CONTINUE" button.

Figure 223 Market Release– Confirmation of variant Partially/Batch



The screenshot shows the 'Market Release' screen in an app. At the top, there is a header bar with a menu icon, the title 'Market Release', a help icon, and a notification icon with '9+'. Below the header, the 'GLN' field is populated with '1234567890123'. A message says 'Please select one of the following options.' There are three dropdown menus: 'Action *' with 'Reject' selected, 'Variant *' with 'Partially / Batch' selected, and 'Reason *' with 'Invoice missing' selected. Each dropdown has a help icon. Below these are two text input fields: 'Batch Number *' with '00794L001' and 'GTIN *' with '05400835002555'. Both fields have camera icons and help icons. At the bottom right, there is a 'CONTINUE' button.

Figure 224 Market Release – Rejection of variant Partially/Batch

You need to enter the Batch number and GTIN. All fields are mandatory.

You can also scan the GLN number and Reference document number by pressing Camera  in each field to use the camera on your mobile or tablet.

4.6.2.1.1 Partially/Batch confirmation

Before final confirmation or rejection of all items for one batch, check once again if all entered data are correct.

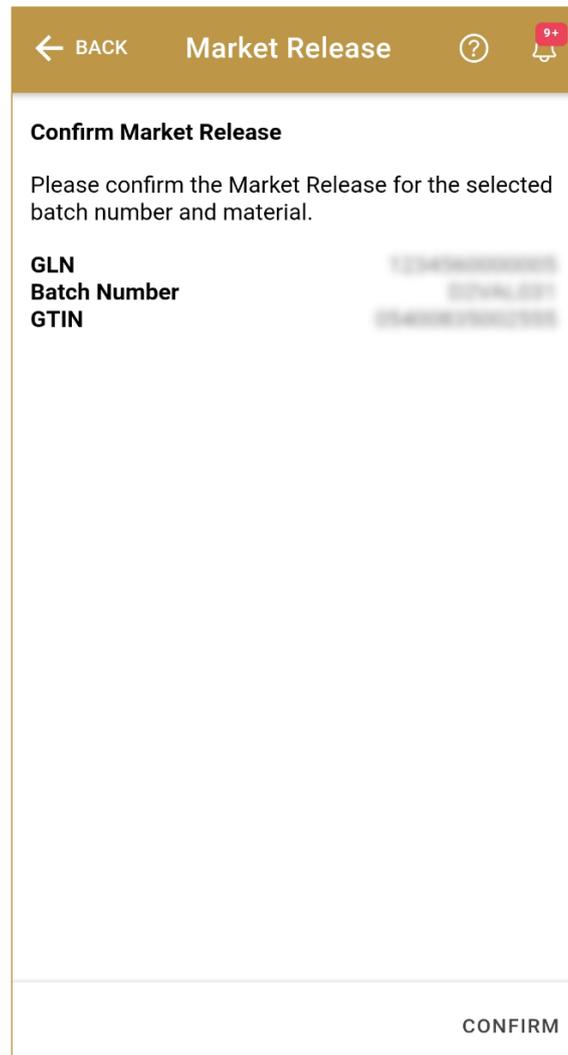


Figure 225 Market Release – Confirm Partially/Batch

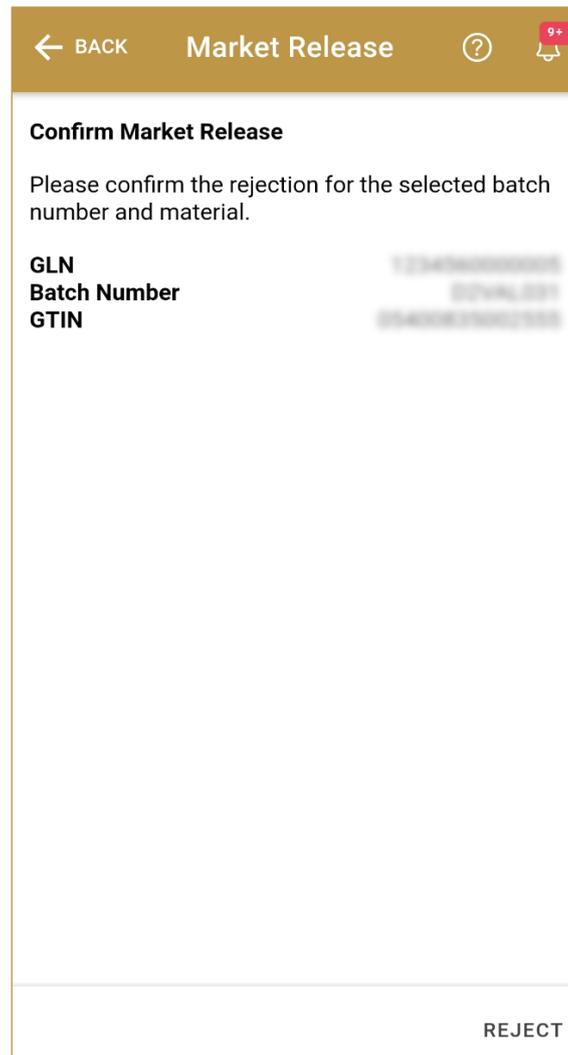


Figure 226 Market Release – Reject Partially/Batch

For confirmation of all items of one batch, press Confirm **CONFIRM**

For rejection of all items of one batch, press Confirm **REJECT**

To return to the previous page press Back 

4.6.2.1.2 Partially/Batch completion

If you select action Confirm, all products from the shipment were successfully market released and they are ready for dispensation on the UAE market.

To confirm or reject another batch, press Do Another **DO ANOTHER**

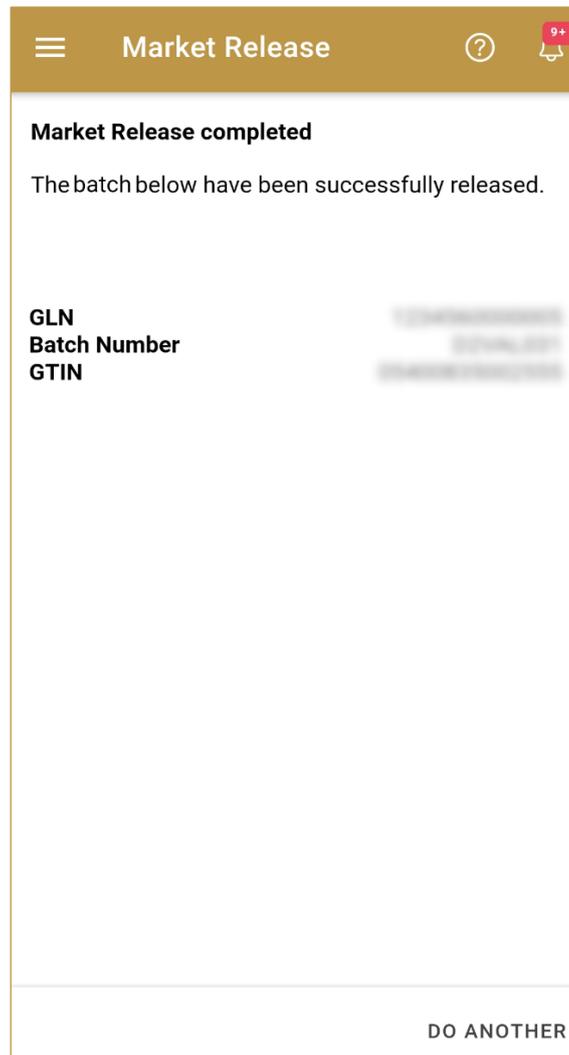


Figure 227 Market Release – Partially/Batch completion

4.6.2.2 Variant Scanned items

To confirm or reject different items, select variant Scanned items. If action Reject is selected, select also Reason for rejection.

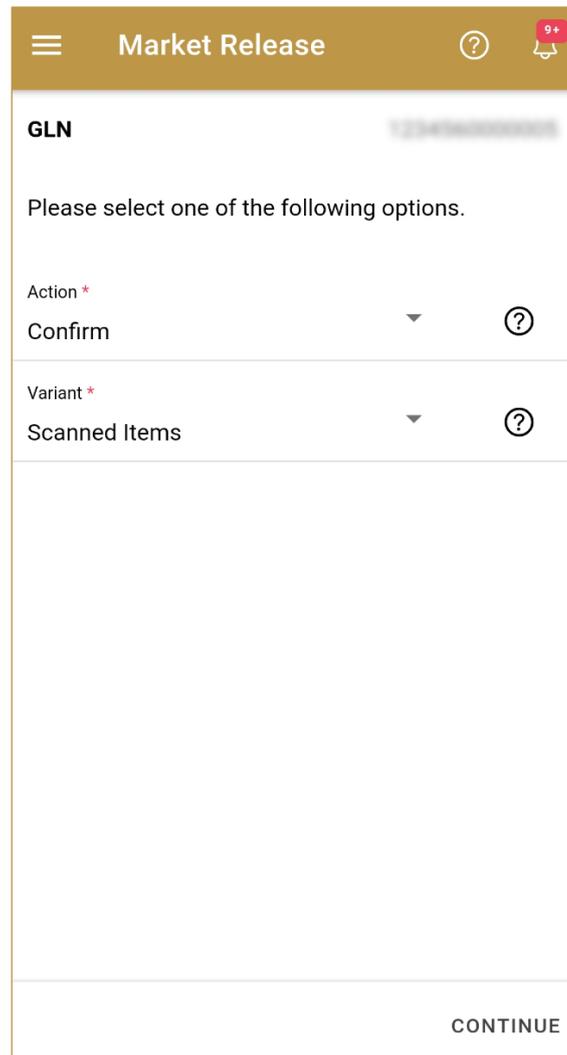
A mobile application screen titled "Market Release". At the top, there is a brown header bar with a menu icon, the title "Market Release", a help icon, and a notification icon with "9+" in a red bubble. Below the header, the screen displays "GLN" followed by a blurred barcode. A message reads "Please select one of the following options." There are two dropdown menus: "Action *" with the option "Confirm" selected, and "Variant *" with the option "Scanned Items" selected. Each dropdown has a question mark icon to its right. At the bottom right of the screen is a "CONTINUE" button.

Figure 228 Market Release – Confirmation of variant Scanned items

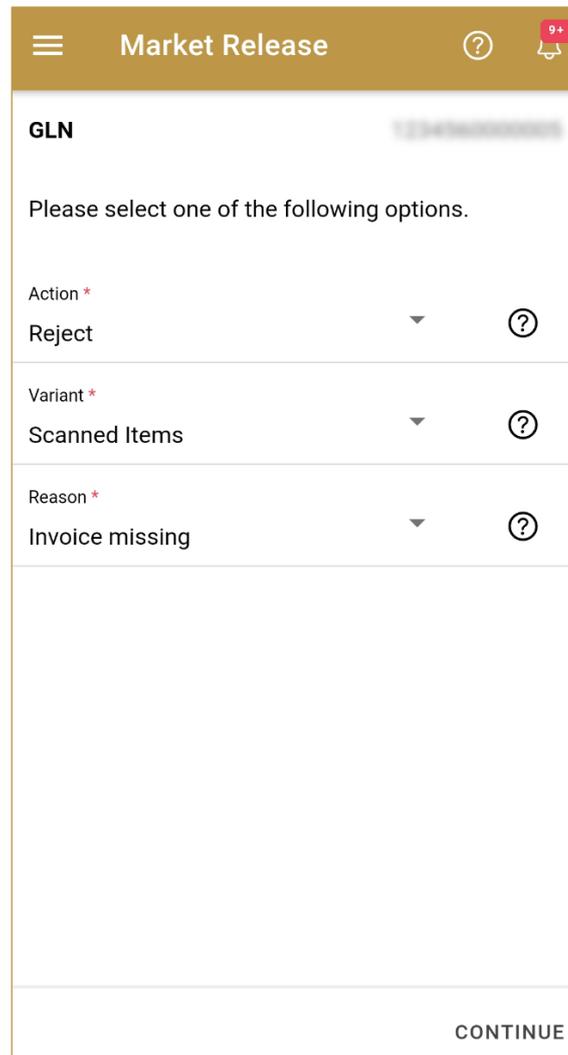
A screenshot of a mobile application screen titled "Market Release". The screen has a brown header bar with a menu icon, the title "Market Release", a help icon, and a notification icon with "9+". Below the header, there is a "GLN" field with a blurred value. A message says "Please select one of the following options." There are three dropdown menus: "Action *" with "Reject" selected, "Variant *" with "Scanned Items" selected, and "Reason *" with "Invoice missing" selected. Each dropdown has a question mark icon. At the bottom right, there is a "CONTINUE" button.

Figure 229 Market Release – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press Continue **CONTINUE**

4.6.2.2.1 Items scanning

When the page opens, the application is already ready to scan the barcode with a

scanner or press Camera  to use the camera for scanning.

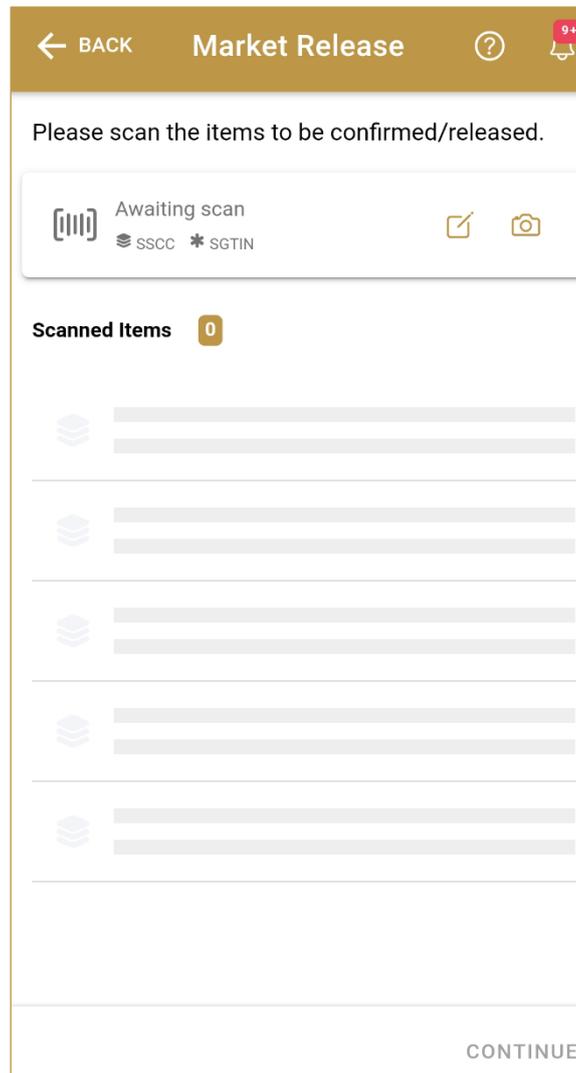


Figure 230 Market Release – Items scanning

4.6.2.2.2 Manual adding

Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK



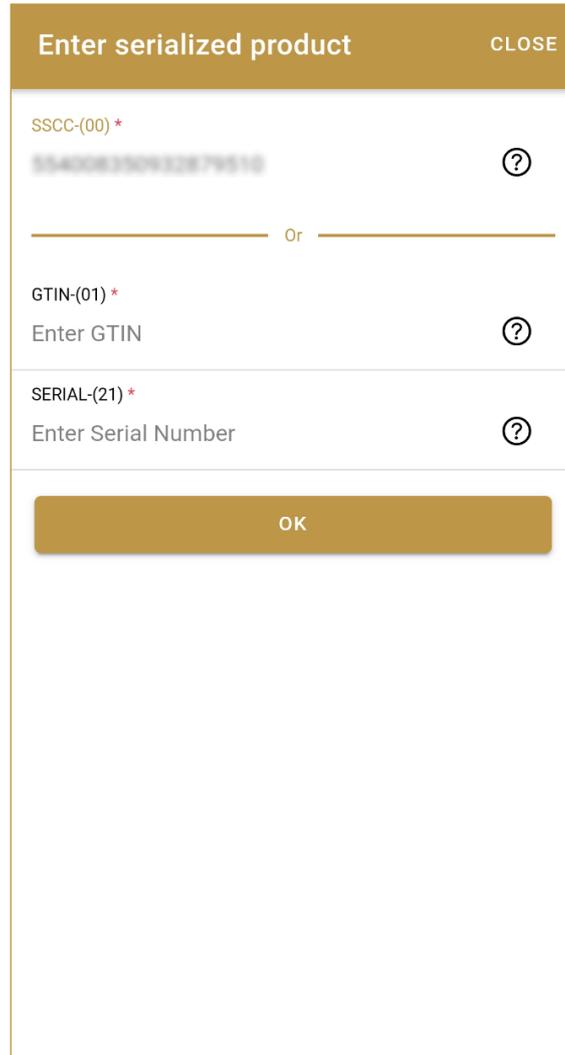


Figure 231 Manual adding of SSCC item

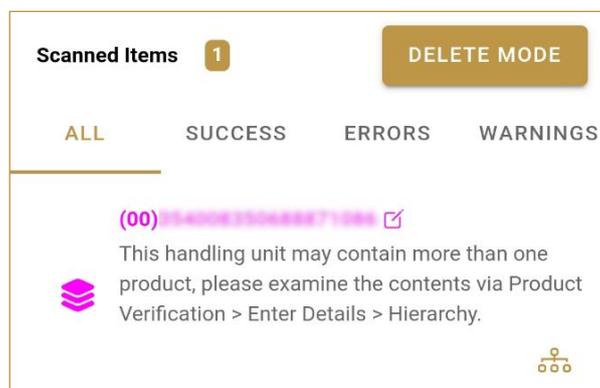
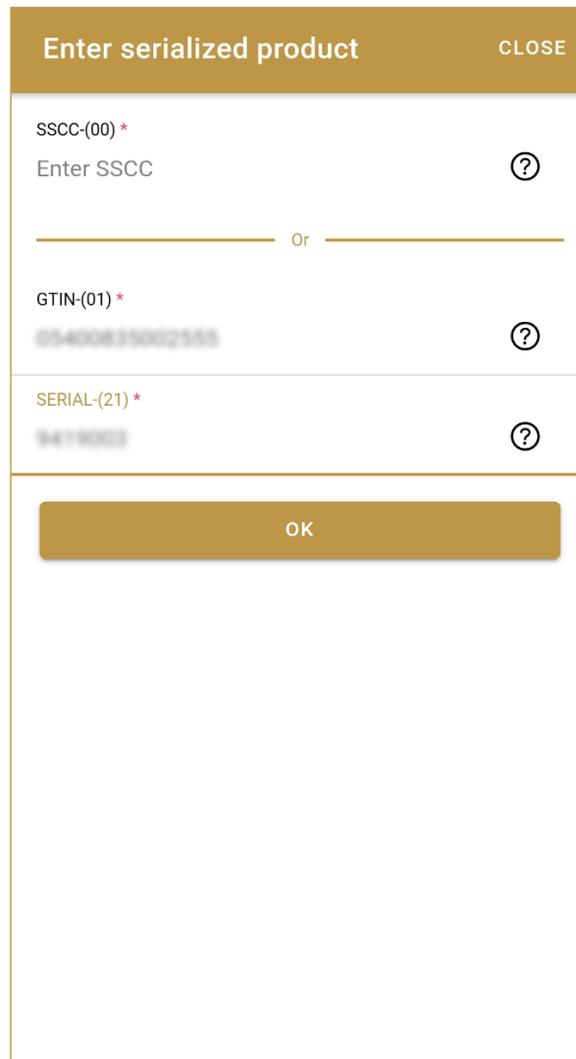


Figure 232 Successfully added SSCC item

SGTIN = (01)GTIN(21)SERIAL

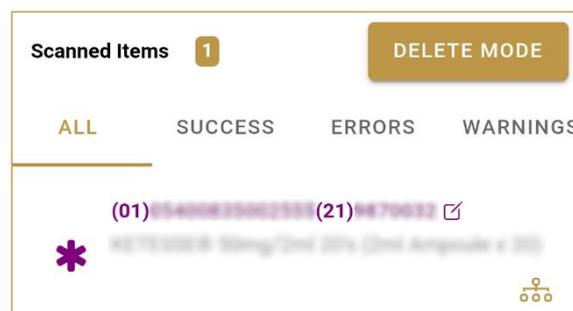
Global Trade Item Number

To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK



The screenshot shows a dialog box titled "Enter serialized product" with a "CLOSE" button in the top right corner. It contains three input fields, each with a question mark icon to its right: "SSCC-(00) *" with the placeholder "Enter SSCC", "GTIN-(01) *" with the value "05400835002555", and "SERIAL-(21) *" with the value "9479033". Below the fields is a large "OK" button.

Figure 233 Manual adding of SGTIN item



The screenshot shows a "Scanned Items" list with a "1" badge and a "DELETE MODE" button. The list has tabs for "ALL", "SUCCESS", "ERRORS", and "WARNINGS". The "ALL" tab is selected. A single item is listed: "(01) 05400835002555 (21) 9479033" with a checkmark icon. Below the item is a purple asterisk icon and a barcode icon.

Figure 234 Successfully added SGTIN item

CLOSE

If you want to return to the previous page press Close

4.6.2.2.3 Review of the added items

When an item is added to the list, you can review all items, check for possible issues, and removes unneeded items.

Scanned Items **1** shows the total of all items on the list

It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

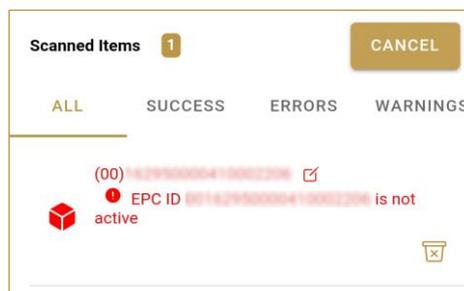
Filter options:

- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

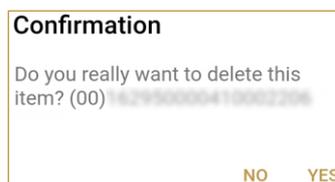
Select Delete mode to remove added items.

DELETE MODE

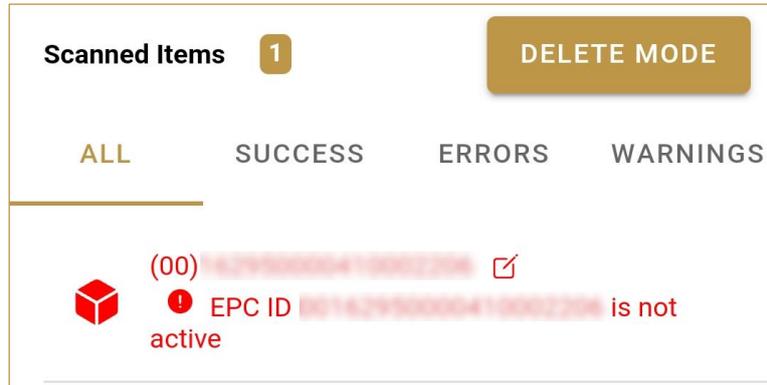
In Delete mode, a delete icon will appear on each row.



Press Delete  to remove an item. Deletion will require confirmation.



Red messages under items provide guidance for issues with listed items.



When all issues with added items are solved and there is no error message, press Continue **CONTINUE** to proceed to the next page.

4.6.2.2.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

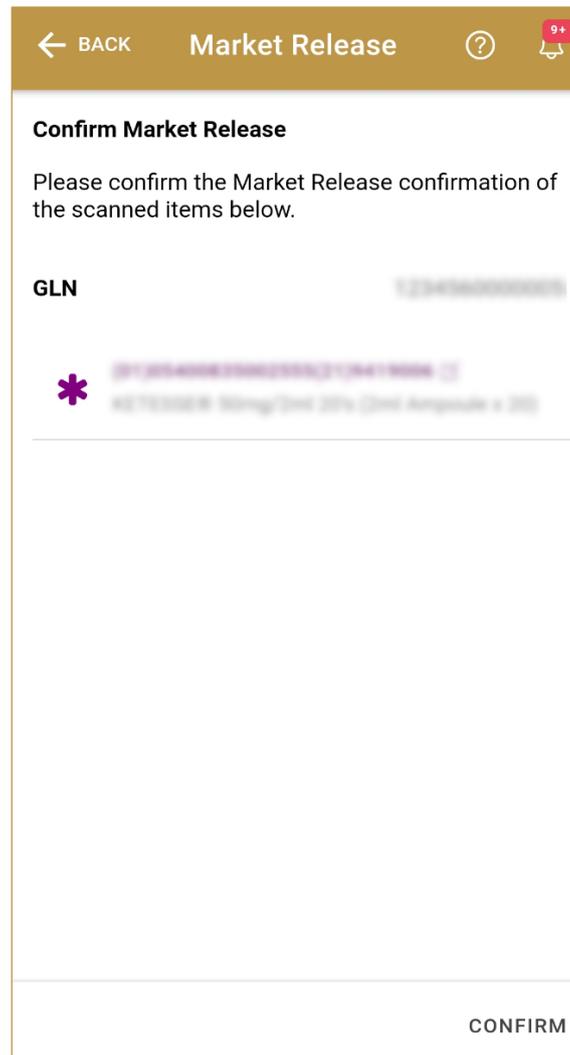


Figure 235 Market Release – Confirm Scanned items

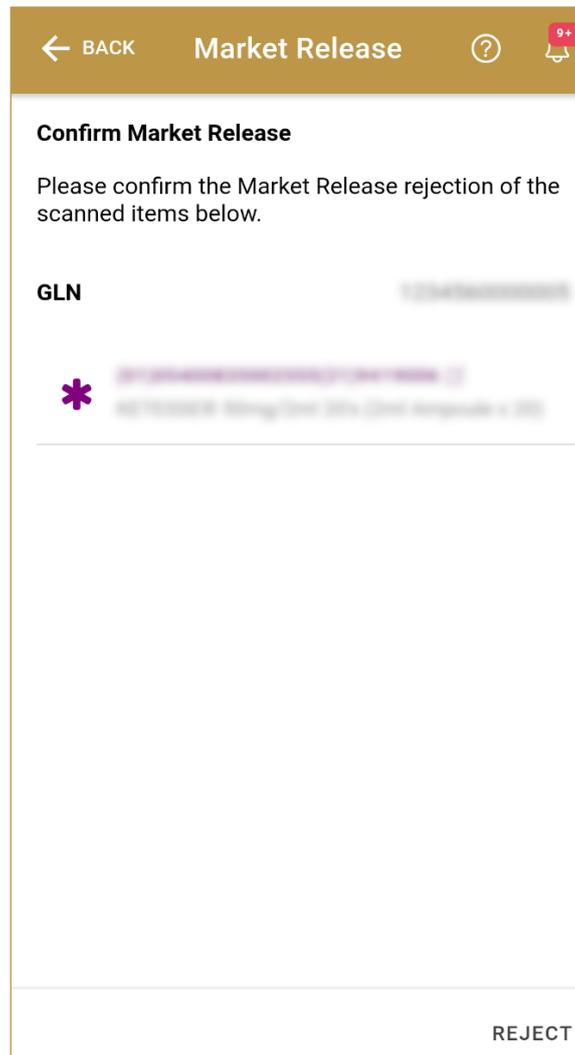


Figure 236 Market Release – Reject Scanned items

For confirmation of all scanned/added items, press Confirm **CONFIRM**

For rejection of all scanned/added items, press Confirm **REJECT**

To return to the previous page press Back 

4.6.2.2.5 Scanned items completion

If you select action Confirm, all scanned/added items from the shipment were successfully market released and they are ready for dispensation on the UAE market.

To confirm or reject other items, press Do Another **DO ANOTHER**



Figure 237 Market Release – Scanned items completion

5. HOW – TO Product Clearance

5.1 HOW – TO Import Clearance

5.1.1 How do I check available, valid import permits?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, you can enter the shipment import permit into the SHP field [4.1.1.1] or search for the import permit [4.1.1.2] for more detail about the import permit.

5.1.2 How do I confirm/reject all items available from the import permit?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, enter shipment import permit or search for an appropriate shipment import permit [4.1.1].

On the second page, select action Confirm/Reject [4.1.2], variant All products, and in case of rejection also Reason for rejection [4.1.3.1].

On the third page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.1.3.1.1].

5.1.3 How do I confirm/reject all items for one Batch from the import permit?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, enter shipment import permit or search for an appropriate shipment import permit [4.1.1].

On the second page, select action Confirm/Reject [4.1.2], variant Partially/Batch, and in case of rejection also Reason for rejection. Enter the Batch Number and GTIN of the product(Material) and which items would you like to reject [4.1.3.2].

On the third page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.1.3.2.1].

5.1.4 How do I confirm/reject a few items from the import permit?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, enter shipment import permit or search for an appropriate shipment import permit [4.1.1].

On the second page, select action Confirm/Reject [4.1.2], variant Scanned Items, and in case of rejection also Reason for rejection [4.1.3]. Press the button Continue to continue to the next page.

On the third page manually add or scan different items which you would like to confirm/reject [4.1.3.3].

On the fourth page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.1.3.3.4 **Error! Reference source not found.**].

5.1.5 How can I cancel the already created import clearance document?

In the navigation menu select Product Clearance → Import Clearance.

On the first page select Historical View [4.1.4].

On the second page find and select a import clearance document [4.1.5].

On the third page press Cancel [4.1.6 Check].

On the fourth page, check once again that the selected import clearance document is correct. For final cancellation, press Confirm [4.1.7].

5.2 HOW – TO Custom Release

5.2.1 How do I check available import permits?

In the navigation menu select Product Clearance → Custom Release.

On the first page, you can enter the shipment import permit into the SHP field [4.3.1.1] or search for the import permit [4.3.1.2] for more detail about the import permit.

5.2.2 How do I confirm/reject all items available from the import permit?

In the navigation menu select Product Clearance → Custom Release.

On the first page, enter shipment import permit or search for an appropriate shipment import permit [4.3.1].

On the second page, select action Confirm/Reject, variant All products, and in case of rejection also Reason for rejection [4.3.3.1].

On the third page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.3.3.1.1].

5.2.3 How do I confirm/reject all items for one Batch from the import permit?

In the navigation menu select Product Clearance → Custom Release.

On the first page, enter shipment import permit or search for an appropriate shipment import permit [4.3.1].

On the second page, select action Confirm/Reject, variant Partially/Batch, and in case of rejection also Reason for rejection. Enter the Batch Number and GTIN of the product(Material) and which items would you like to confirm/reject [4.3.3.2].

On the third page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.3.3.2.1].

5.2.4 How do I confirm/reject a few items from the import permit?

In the navigation menu select Product Clearance → Custom Release.

On the first page, enter shipment import permit or search for an appropriate shipment import permit [4.3.1].

On the second page, select action Confirm/Reject [4.3.2], variant Scanned Items, and in case of rejection also Reason for rejection. Press the button Continue to continue to the next page [4.3.3].

On the third page manually add or scan different items which you would like to confirm/reject [4.3.3.3].

On the fourth page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.3.3.3.4].

5.2.1 How can I cancel the already created custom release document?

In the navigation menu select Product Clearance → Custom Release.

On the first page select Historical View [4.3.4].

On the second page find and select custom release document [4.3.5].

On the third page press Cancel Check [4.3.6].

On the fourth page, check once again that the selected custom release document is correct. For final cancellation, press Confirm [4.3.7].

5.3 HOW – TO Market Release

5.3.1 How do I confirm/reject all items for one Batch?

In the navigation menu select Product Clearance → Market Release.

On the first page, select action Confirm/Reject [4.5.1], variant Partially/Batch, and in case of rejection also Reason for rejection. Enter the Batch Number and GTIN of the product(Material) and which items would you like to confirm/reject [4.5.2.1].

On the second page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.5.2.1.1].

5.3.2 How do I confirm/reject a few items?

In the navigation menu select Product Clearance → Market Release.

On the first page, select action Confirm/Reject [4.5.1], variant Scanned Items, and in case of rejection also Reason for rejection [4.5.2]. Press the button Continue to continue to the next page.

On the second page manually add or scan different items which you would like to confirm/reject [4.5.2.2].

On the third page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject [4.5.2.2.4].

5.3.3 How can I cancel the already created market release document?

In the navigation menu select Product Clearance → Market Release.

On the first page select Historical View [4.5.3].

On the second page find and select market release document [4.5.4].

On the third page press Cancel Check [4.5.5].

On the fourth page, check once again that the selected market release document is correct. For final cancellation, press Confirm [4.5.6].

6. FAQ – Product Clearance

6.1 I need to do import clearance/custom release but I don't know the shipment import permit number. Is there any other way to find a shipment import permit?

You can search for available shipment import permit if you know at least one of the unique number of an item from the shipment. Tatmeen checks to which shipment import permit this item belongs.

You can also search for port of arrival and then you will get all available shipment import permit for selected port of arrival.

6.2 I made the Import clearance for the wrong items. How can I cancel the Import clearance of the items?

Open Product Clearance → Import Clearance. Press for Historical View. Search for the wrong Import Clearance document and check the details. If Custom Release for any of the items was not done yet, you will be able to do cancellation of Import Clearance. Items will be available again for new import clearance.

6.3 I made the Custom Release for the wrong items. How can I cancel the Custom Release of the items?

Open Product Clearance → Custom release. Press for Historical View. Search for the wrong Custom Release document and check the details. If Market Release for any of the items was not done yet, you will be able to do cancellation of Custom Release. Items will be available again for new custom release.

6.4 I need to perform Import Clearance / Custom Release at the 3PL/distributor's warehouse instead of the port, can I do that?

The Import Clearance and Custom Release process will always be registered in Tatmeen against the active port of arrival, selected on settings. Physically, the product can be at 3PL the Distributor Warehouse, but the process will always be recorded against a port of arrival location.

6.5 I need to perform Market Release at the Port instead of Licensed Agent's/Distributor's warehouse, can I do that?

The Market Release process is always recorded against the active physical location, which is selected on Settings. If the port of arrival has a physical GLN associated where the product is stored, please select it as the active location before performing the market release operation.

6.6 Can I cancel rejection steps?

No, rejection steps cannot be cancelled. Once a product has been rejected, it cannot be used anymore in Tatmeen.

6.7 Can I accept the products that were previously rejected?

Products rejected cannot be used anymore in Tatmeen.

6.8 What needs to be done after Import Clearance / Custom Release / Market Release Rejection happens?

Product that is rejected cannot be used in Tatmeen. Please follow your operation procedures to handle it further. Product transfer will be available in case these products need to be moved to a specific location and export functionality will be available in case these products need to be decommissioned from Tatmeen.

7. GLOSSARY

General short terms and abbreviations can be found in the global Glossary (see section 1.7 of this document). A list of additional terms that were referred to in this document have also been added here:

Acronym	Term	Definition
API	Application Programming Interface	API Management is a solution included in the SAP BTP that provides the means to integrate SC (participants) via a B2B connection.
ATTP	Advanced Track and Trace for Pharmaceuticals from SAP	The SAP solution supports track and trace activities designed for Pharmaceutical purposes but also supports other industries.
EPCIS	Electronic Product Code Information Services	EPC information services (EPCIS) is an EPC global standard designed to enable EPC-related data sharing within and across enterprises. This data sharing is aimed at enabling participants in the EPC global Network to obtain a common view of the disposition of EPC-bearing objects within a business context.
GCP	Global Company Prefix	Global Company Prefix
GLN	Global Location Number	Global Location Number
GS1	Global Standards One	GS1 (https://www.gs1.org/ and https://www.gs1ae.org/) is a global organization dedicated to the design and implementation of global standards and solutions to improve the efficiency and visibility of supply and demand chains globally and across sectors. The GS1 system of standards is the most widely used supply chain standards system in the world.
GTIN	Global Trade Item Number	The identifier for trade items developed by GS1. Such identifiers are used to look up product information in the database (often inputting the number through a bar code scanner), which may belong to a retailer, manufacturer, collector, researcher, or other entity.
KG	Kilogram	Kilogram
MAH	Marketing Authorization Holder	An organization that is the brand-owner of a particular product.
MoHAP	Ministry of Health and Prevention of the UAE	UAE ministry is responsible for regulation, healthcare delivery, and oversight.
N/A	Not Applicable	This shall be used where no relevant information can be added.
SC	Supply Chain	The service to support logistics operations relating to the sourcing and transportation of goods. The broader application can also support services.
sGTIN	Serialized Global Trade Item Number	Serialized Global Trade Item Number
SHP	Shipment Import Permit	Shipment Import Permit
SME	Subject Matter Expert	Subject Matter Expert

Acronym	Term	Definition
SSCC	Serial Shipping Container Code	A GS1 identification key is used to identify a logistic unit. This unique identifier is comprised of an Extension Digit, a GS1 Company Prefix, a Serial Reference, and a Check Digit.
System	Tatmeen	Tatmeen
Tatmeen	Name of the United Arab Emirates Track & Trace (T&T) System	Name of the Track & Trace (T&T) System
T&T	Track and Trace	An electronic solution to support the recording of the historic movement of goods based on the unique identification of goods. Subsequent evaluation of the electronic records supports reporting of movements and their traceability.
UAE	United Arab Emirates	United Arab Emirates
UoM	Unit of Measure	Unit of Measure
URL	Uniform Resource Locator	The mechanism used by browsers to retrieve any published resource on the web.
WHO	World Health Organization	World Health Organization
WHO ATC Codes	World Health Organization Anatomical Therapeutic Chemical code	A unique code is assigned to medicine according to the organ or system it works on and how it works.
WMS	Warehouse Management System	Warehouse Management System
3PL	Third-Party Logistics	External (to the MoHAP organization) supply chain partners.

Table 2 Glossary

Training Manual for Product Clearance

Document ID:

Tatmeen_TRM-0097_Training
Manual for Product Clearance_v1.0