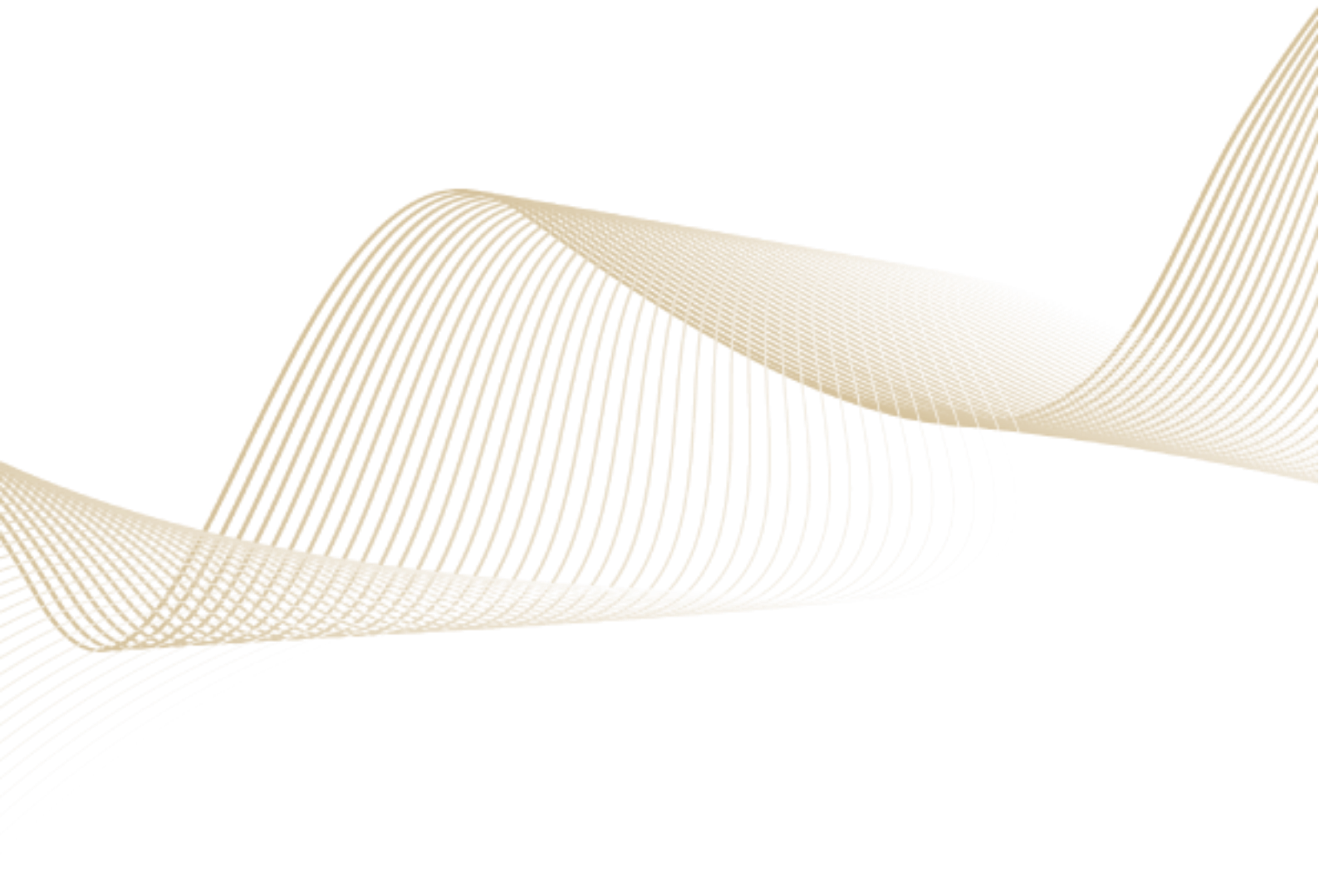


Training Manual for Product Clearance

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for Product Clearance_v1.0

Version: 1.0



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

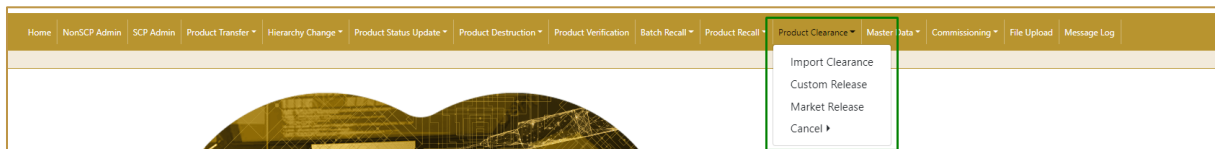


Figure 2 Portal Product Clearance navigation menu

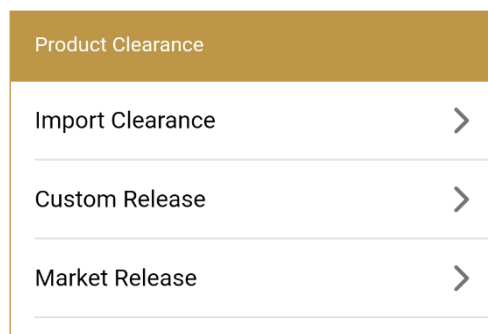


Figure 3 Mobile Product Clearance navigation menu

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.

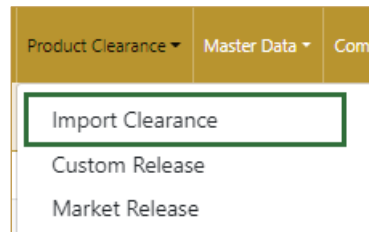


Figure 4 Portal navigation menu – Import Clearance

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

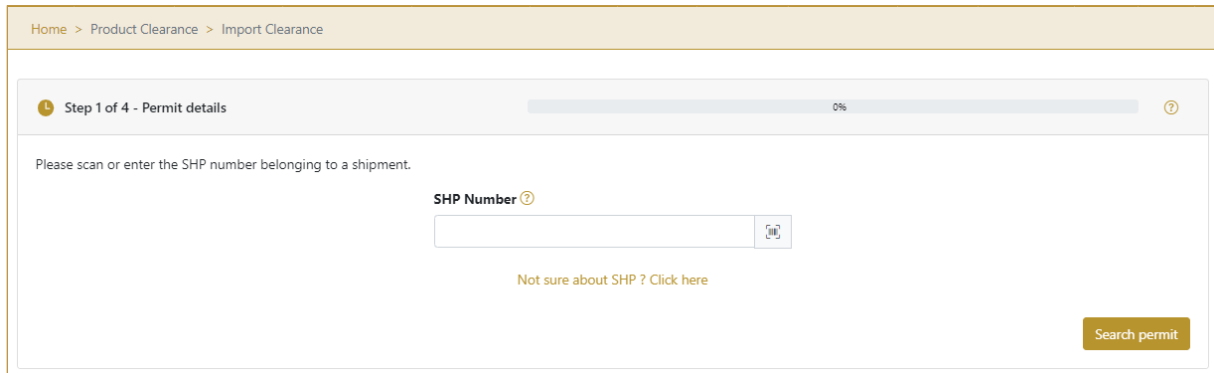




Figure 5 Import Clearance – Enter SHP Number

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

Search permit

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

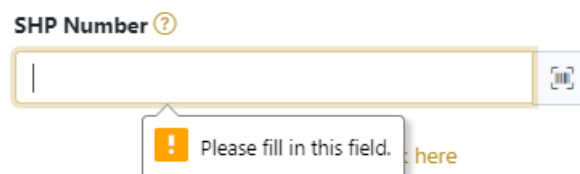
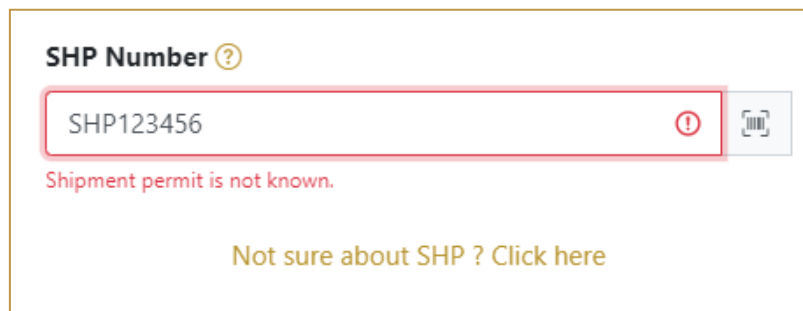


Figure 6 Import Clearance – Warning Fill in the field

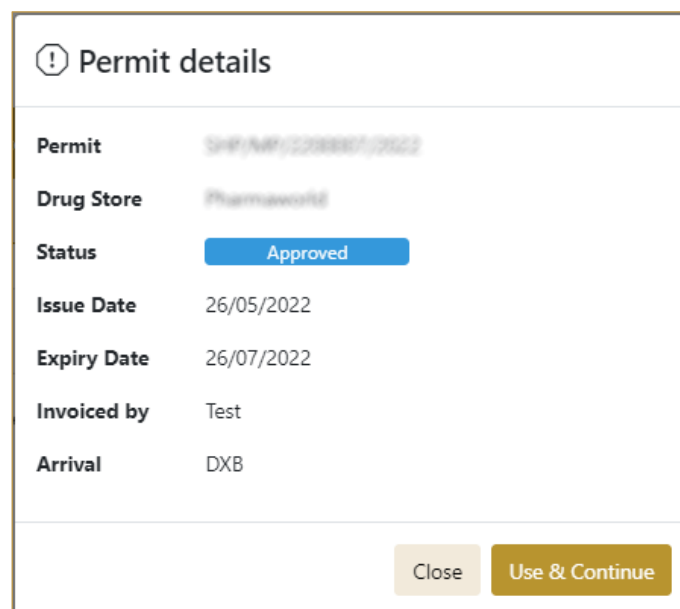
If there is any issue with entered SHP Number a warning will appear.

A screenshot of a web form for entering an SHP Number. The label "SHP Number" is followed by a question mark icon. The input field contains "SHP123456" and has a red border with a red exclamation mark icon on the right. Below the field, a red message states "Shipment permit is not known." At the bottom, there is a link that says "Not sure about SHP ? Click here".

SHP Number ?	
SHP123456	!
Shipment permit is not known.	
Not sure about SHP ? Click here	

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.

A screenshot of a "Permit details" pop-up window. It contains a table with the following information: Permit (SHP/IMP/2088807/2022), Drug Store (Pharmaworld), Status (Approved), Issue Date (26/05/2022), Expiry Date (26/07/2022), Invoiced by (Test), and Arrival (DXB). At the bottom, there are "Close" and "Use & Continue" buttons.

! Permit details	
Permit	SHP/IMP/2088807/2022
Drug Store	Pharmaworld
Status	Approved
Issue Date	26/05/2022
Expiry Date	26/07/2022
Invoiced by	Test
Arrival	DXB
<div>Close Use & Continue</div>	


Figure 8 Import Clearance – Import Permit details

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

A light yellow button with the text "Close".

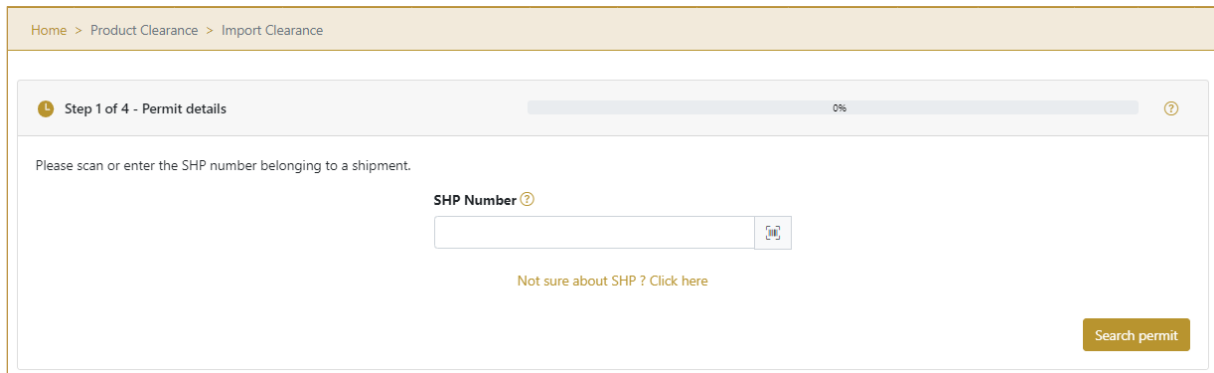
If you want to continue to the next page press Use&Continue

A dark yellow button with the text "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](#)



Home > Product Clearance > Import Clearance

Step 1 of 4 - Permit details 0%

Please scan or enter the SHP number belonging to a shipment.

SHP Number ⓘ

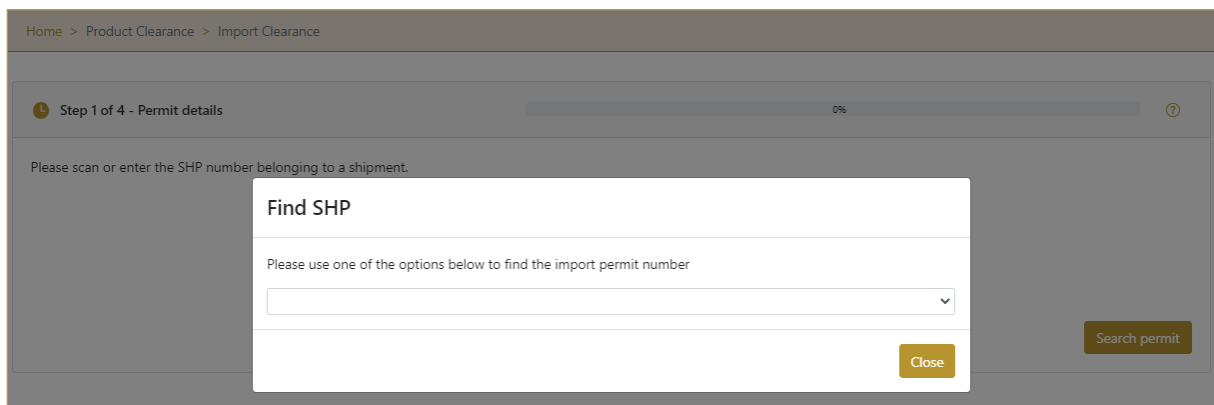
Not sure about SHP ? Click here

Search permit

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



Home > Product Clearance > Import Clearance

Step 1 of 4 - Permit details 0%

Please scan or enter the SHP number belonging to a shipment.

Find SHP

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

Search permit

Close

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.

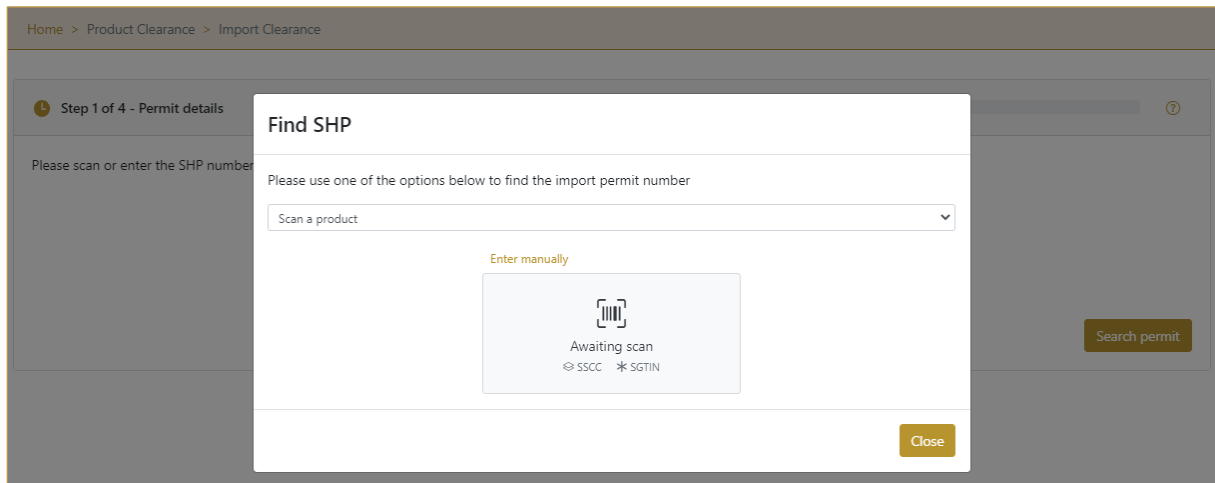


Figure 11 Import Clearance – Scan an item

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.

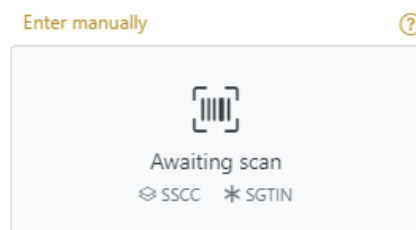


Figure 12 Import Clearance - Scan item

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

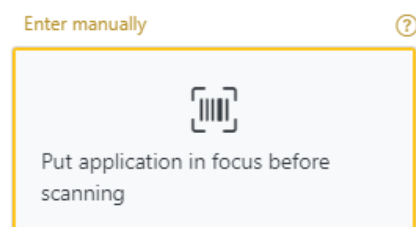


Figure 13 Import Clearance - Missing focus

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

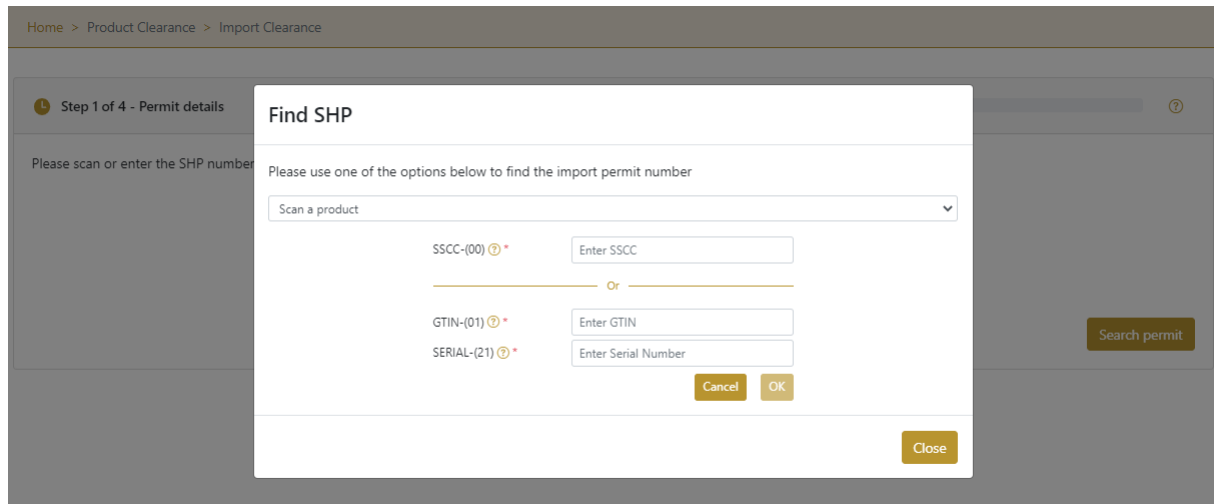


Figure 14 Import Clearance – Manually add an item

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.

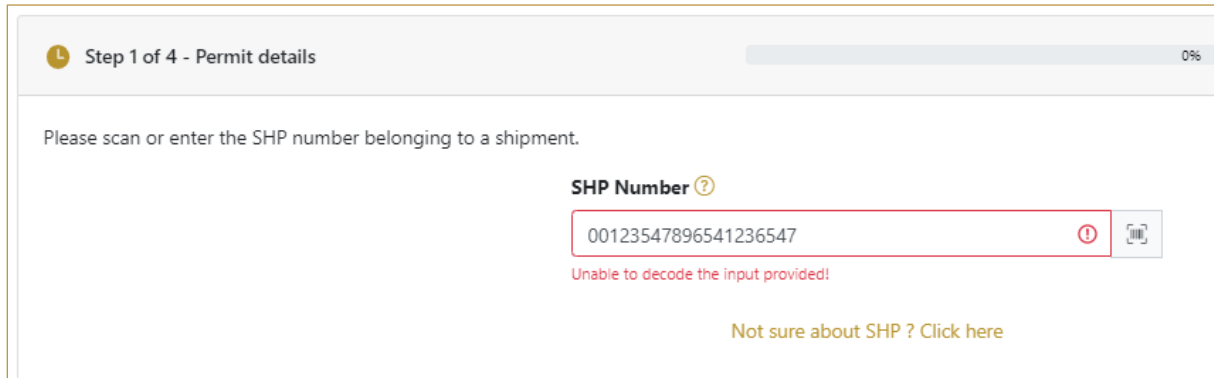


Figure 15 Import Clearance – No SHP

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

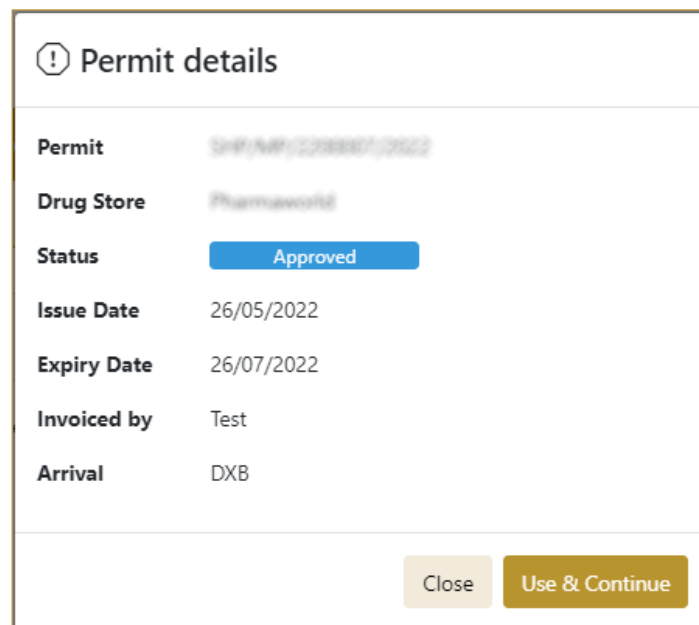


Figure 16 Import Clearance – Import Permit details

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



If you want to continue to the next page press 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.

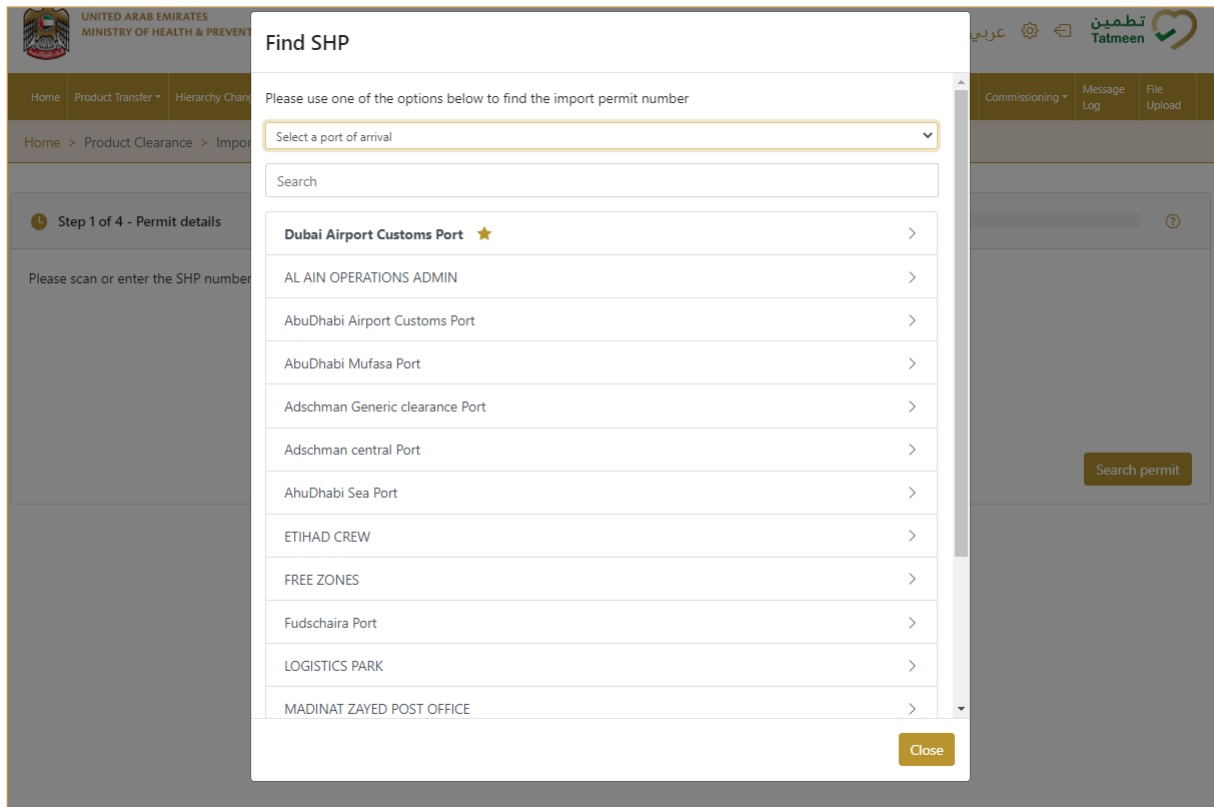
A screenshot of the Tatmeen application showing the 'Find SHP' modal. The modal is titled 'Find SHP' and contains the instruction 'Please use one of the options below to find the import permit number'. It features a dropdown menu labeled 'Select a port of arrival' and a search input field. Below these, a list of ports is displayed, with 'Dubai Airport Customs Port' at the top, marked with a yellow star. Other ports in the list include AL AIN OPERATIONS ADMIN, Abu Dhabi Airport Customs Port, Abu Dhabi Mufasa Port, Adschman Generic clearance Port, Adschman central Port, Abu Dhabi Sea Port, ETIHAD CREW, FREE ZONES, Fudschaira Port, LOGISTICS PARK, and MADINAT ZAYED POST OFFICE. A 'Close' button is located at the bottom right of the modal. The background shows the application's navigation bar and a sidebar with the text 'Step 1 of 4 - Permit details' and 'Please scan or enter the SHP number'.

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 ★.

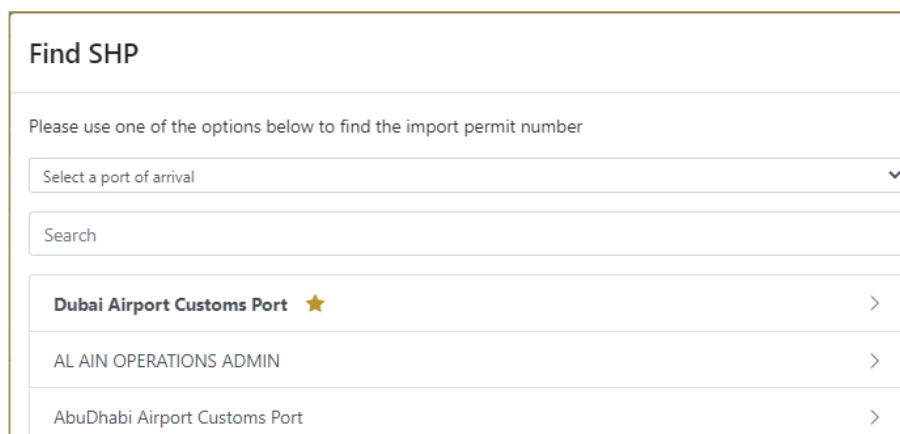
A close-up screenshot of the 'Find SHP' modal. It shows the dropdown menu 'Select a port of arrival' and the search input field. Below the search field, the list of ports is visible, with 'Dubai Airport Customs Port' at the top, marked with a yellow star. Other ports in the list include AL AIN OPERATIONS ADMIN and Abu Dhabi Airport Customs Port. A right arrow is visible next to each port name.

Figure 18 Import Clearance – Last selected port of arrival

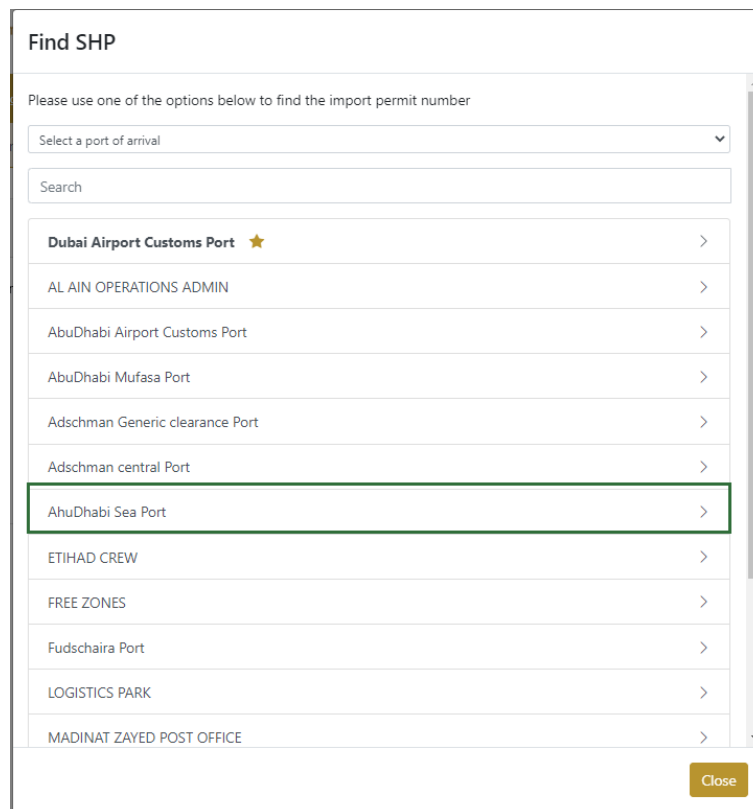
To search for a specific port of arrival, start entering the search string or only part of it in the Search field.

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

A simple rectangular search input field with the placeholder text "Search" inside.

Figure 19 Import Clearance – Search for the port of arrival

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

A dialog box titled "Find SHP" with a scrollable list of ports. The list includes "Dubai Airport Customs Port" (marked with a star), "AL AIN OPERATIONS ADMIN", "AbuDhabi Airport Customs Port", "AbuDhabi Mufasa Port", "Adschman Generic clearance Port", "Adschman central Port", "AhuDhabi Sea Port" (highlighted with a green border), "ETIHAD CREW", "FREE ZONES", "Fudschaira Port", "LOGISTICS PARK", and "MADINAT ZAYED POST OFFICE". A "Close" button is at the bottom right.

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

Search

SHP/NP/228885/2022 - CITY MEDICAL STORE	More info	>
SHP/NP/228886/2022 - CITY MEDICAL STORE	More info	>
SHP/NP/228887/2022 - Pharmaworld	More info	>
SHP/NP/228888/2022 - GULF DRUG LLC.	More info	>
SHP/NP/228889/2022 - GULF DRUG LLC.	More info	>
SHP/NP/22779/2022 - Al Baker Trading Est.	More info	Expired >
SHP/NP/48765/2020 - WISDOM MEDICAL SUPPLIES	More info	Expired >
SHP/NP/48779/2020 - TRANS CARE	More info	Expired >
SHP/NP/48810/2021 - Arabian Ethicals Co.	More info	Expired >
SHP/NP/428/2022 - Steve Moore LLC.	More info	>
SHP/NP/428/2022 - Sylvester Carter Inc.	More info	>
SHP/NP/PRMCDU01/2022 - Peggy Ortho Group	More info	>
SHP/NP/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

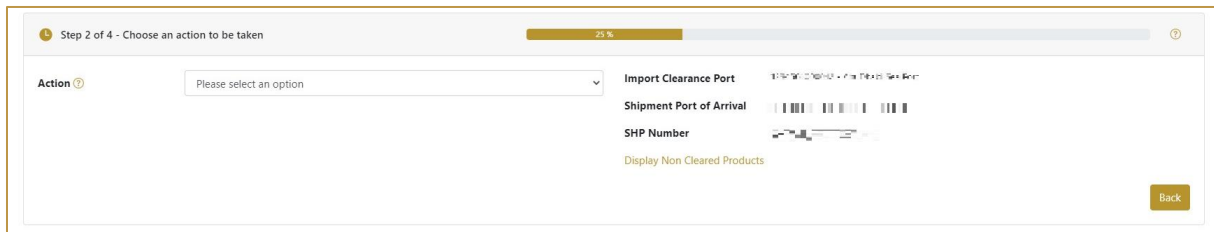


Figure 22 Import Clearance – Action selection

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

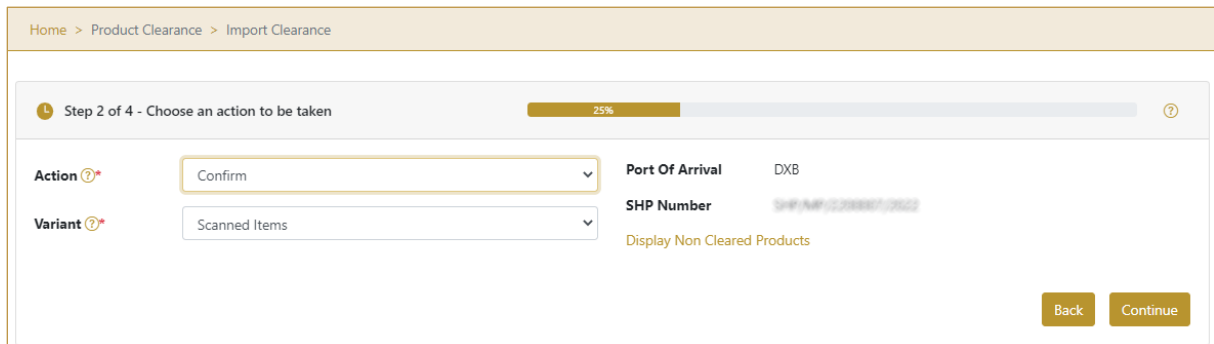


Figure 23 Import Clearance – Variant selection

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.

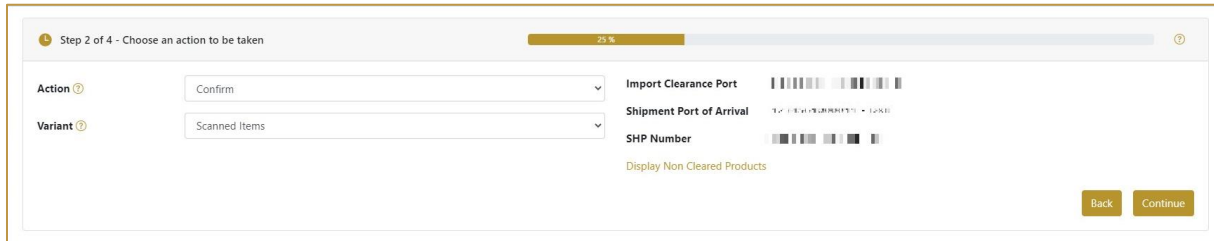


Figure 24 Import Clearance – Reason for rejection selection

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.

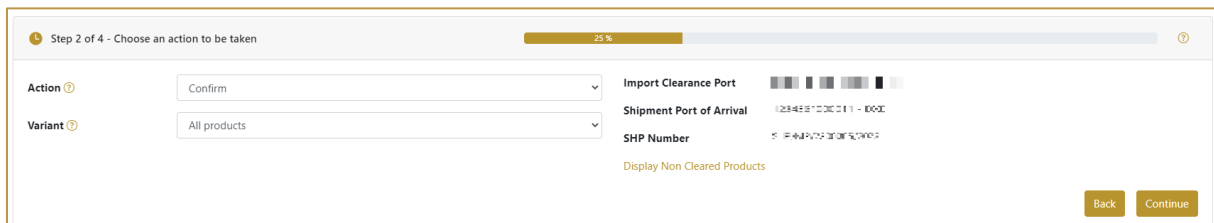


Figure 25 Import Clearance – Confirmation of variant All products

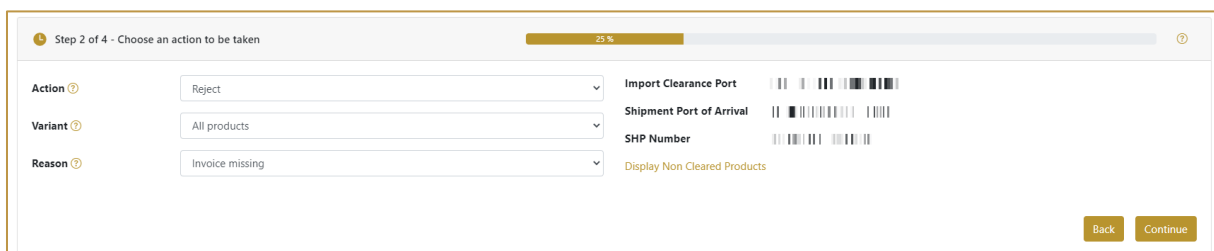


Figure 26 Import Clearance – Rejection of variant All products

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.

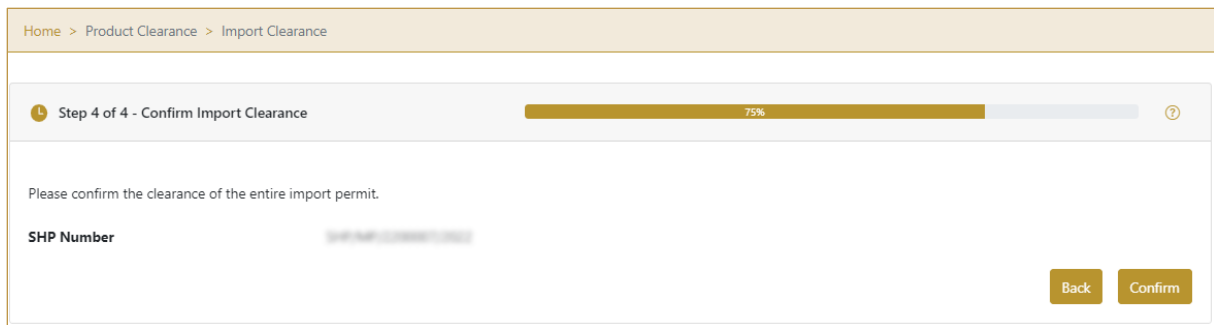


Figure 27 Import Clearance – Confirm All products

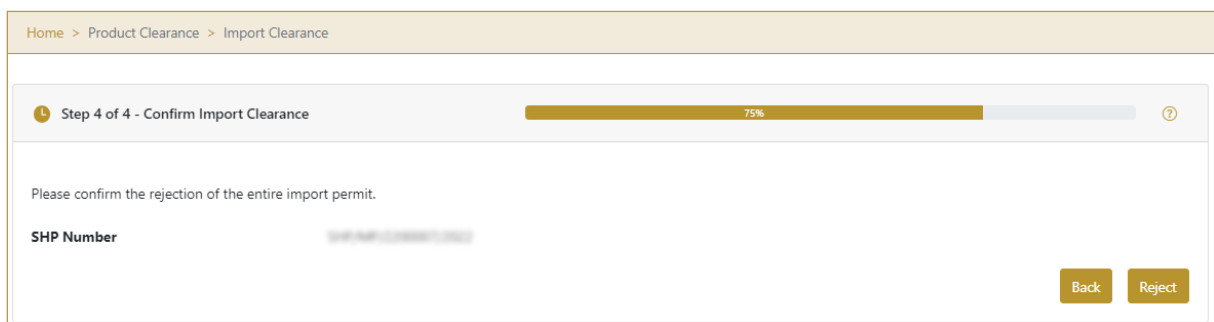


Figure 28 Import Clearance – Reject All products

For confirmation of all products from the shipment, press Confirm

Confirm

For rejection of all products from the shipment, press Confirm

Reject

To return to the previous page press Back

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

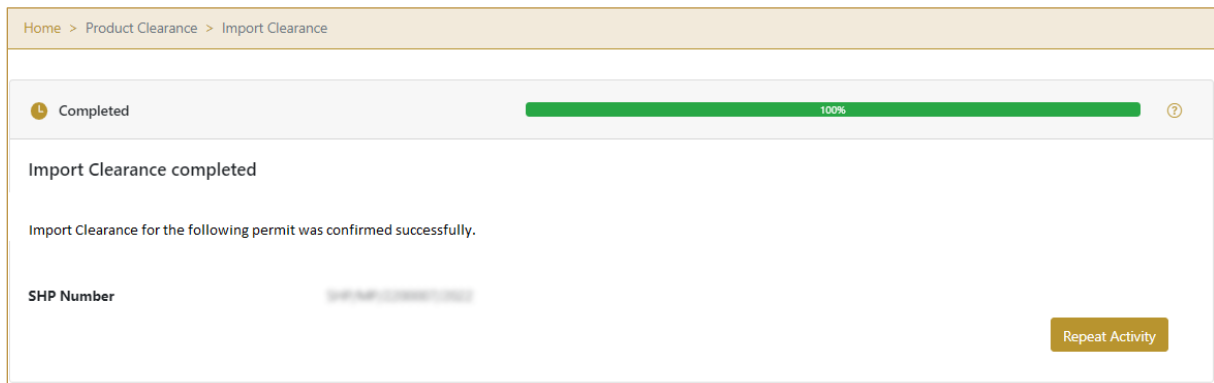


Figure 29 Import Clearance – All products completion

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.

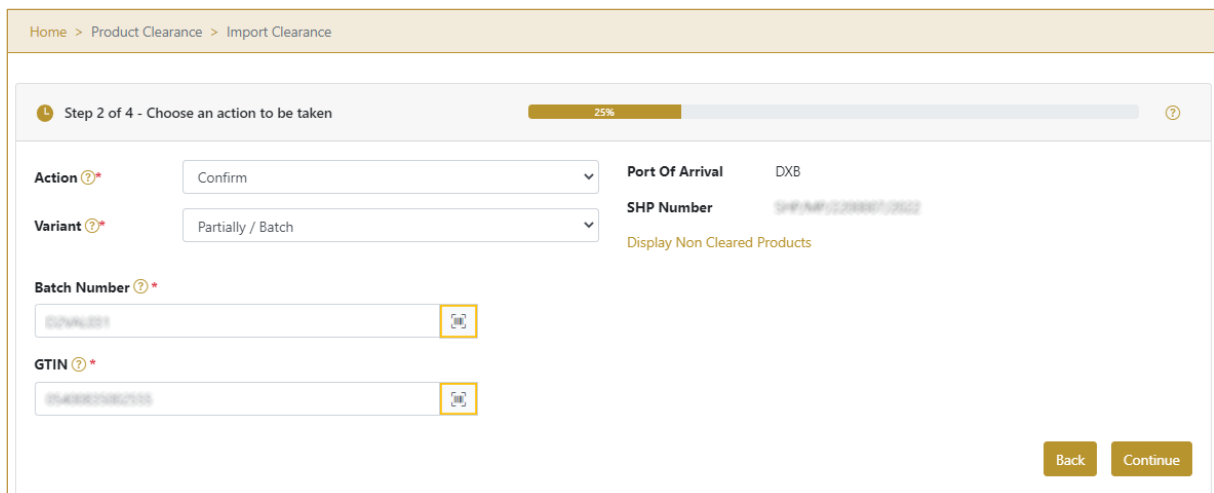


Figure 30 Import Clearance – Confirmation of variant Partially/Batch

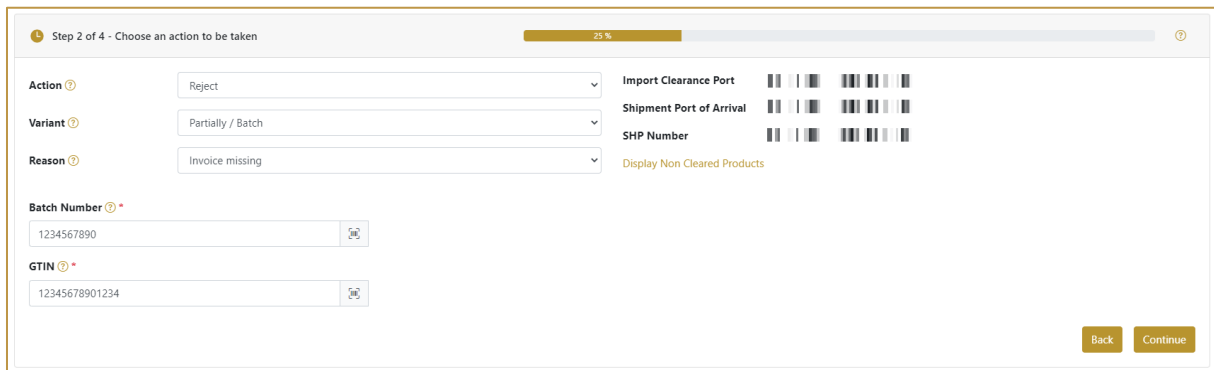




Figure 31 Import Clearance – Rejection of variant Partially/Batch

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.

Non cleared Products

×

SHP Number

SHP/NRP/12388887/2022

List of products not confirmed or rejected yet.

25234 units of

NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)

GTIN:

05400825827055

Description ^	Batch Number	Quantity of Base ^ UoM	Base Unit of Measure ^	
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	ALUTNACTS	2	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	ALUTNACTS	2	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	ALUTNACTS	2	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	CTHPL001	68	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	CTHPL002	160	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	CTHPL003	25000	EA	Apply Batch

⏪

⏩

⏴

⏵

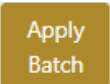
Page 1 of 1. Go to page: Show 10 ▾

Close

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


 Close

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

Step 2 of 4 - Choose an action to be taken

25 %

Action

Confirm

Variant

Partially / Batch

Batch Number *

1234567890

GTIN *

12345678901234

Import Clearance Port

US CA XX DE Value Added Services

Shipment Port of Arrival

US CA XX DE Value Added Services

SHP Number

Display Non Cleared Products

Back

Continue

Figure 33 Import Clearance – Automatically entered Batch Number and GTIN

4.1.3.2.1 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 > Import Clearance

Step 4 of 4 - Confirm Import Clearance

75%

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

SHP Number	344544611288881128812
Batch Number	227461201
Product Description	8271122 * 10mg/2ml 20% (2ml Ampoule x 20)
GTIN	05400001081111

Back

Confirm

Figure 34 Import Clearance – Confirm Partially/Batch

Home > Product Clearance > Import Clearance

Step 4 of 4 - Confirm Import Clearance

75%

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

SHP Number

024FNAH1238880123822

Batch Number

024FNB001

Product Description

0270102 # Strong/Dual 20% (Dual Ampoule x 20)

GTIN

024FNB001002101

Back

Reject

Figure 35 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

[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

Repeat Activity

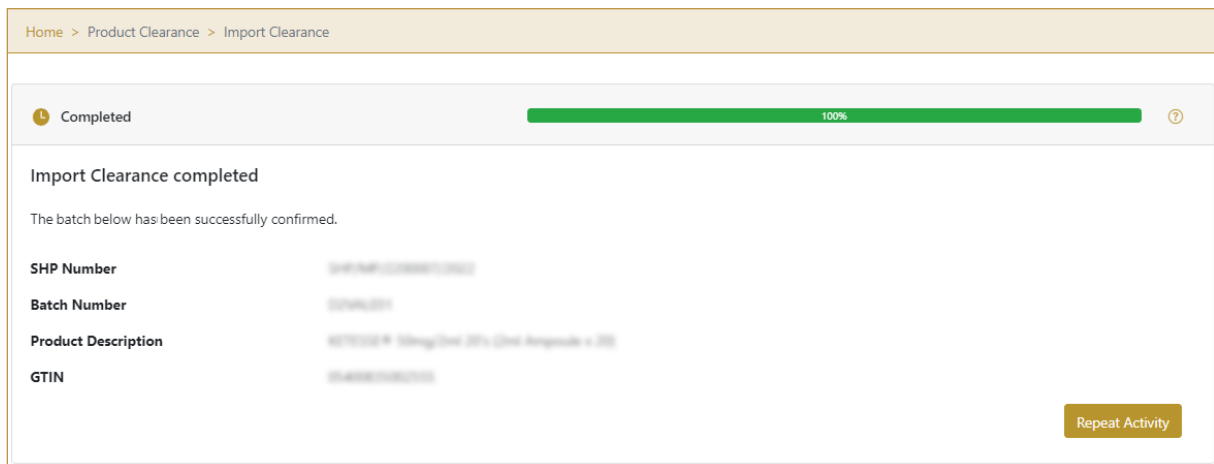
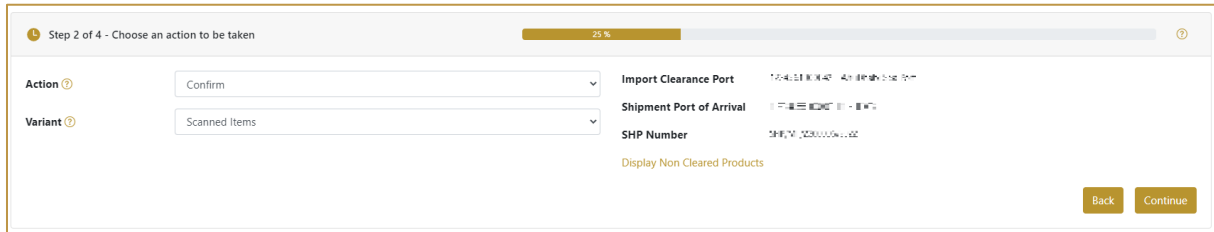



Figure 36 Import Clearance – Partially/Batch completion


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.



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

Action  Confirm

Variant  Scanned Items

Import Clearance Port 1234561000042 - Abu Dhabi Sea Port

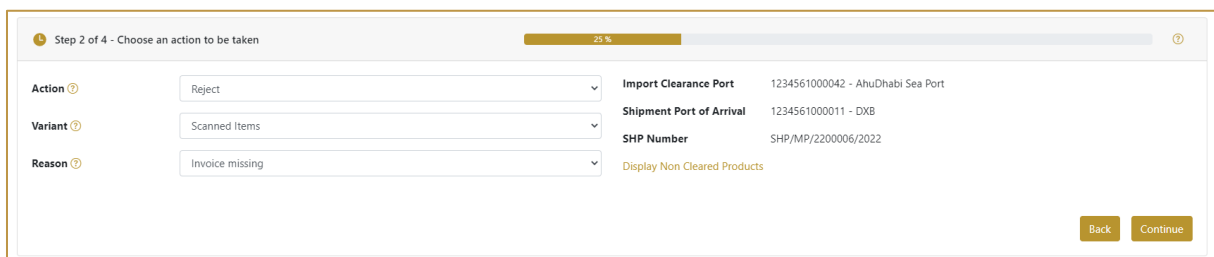
Shipment Port of Arrival 1234561000011 - DXB

SHP Number SHP/MP/22000006/2022


Display Non Cleared Products


Back Continue


Figure 37 Import Clearance – Confirmation of variant Scanned items



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

Action  Reject

Variant  Scanned Items

Reason  Invoice missing

Import Clearance Port 1234561000042 - Abu Dhabi Sea Port

Shipment Port of Arrival 1234561000011 - DXB

SHP Number SHP/MP/22000006/2022

Display Non Cleared Products

Back Continue

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

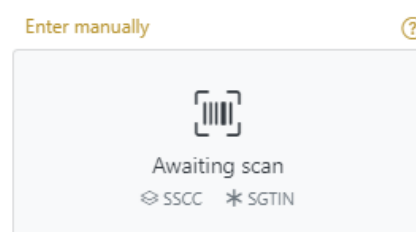
Continue


To return to the previous page press Back


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.



Enter manually 



Awaiting scan

SSCC *SGTIN

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.

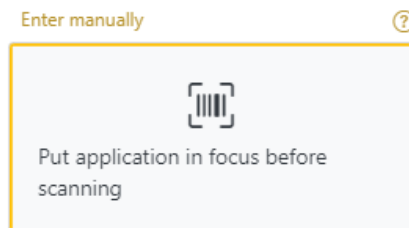


Figure 40 Import Clearance - Missing focus

4.1.3.3.2 Manual adding

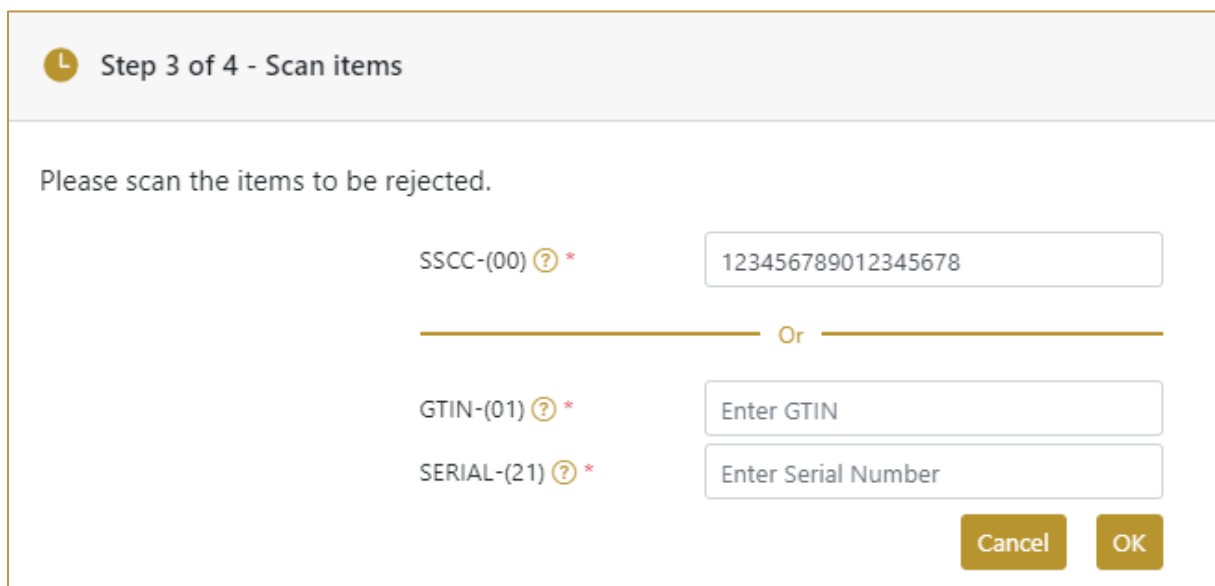
Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

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

OK



Step 3 of 4 - Scan items

Please scan the items to be rejected.

SSCC-(00) ? *

123456789012345678

Or

GTIN-(01) ? *

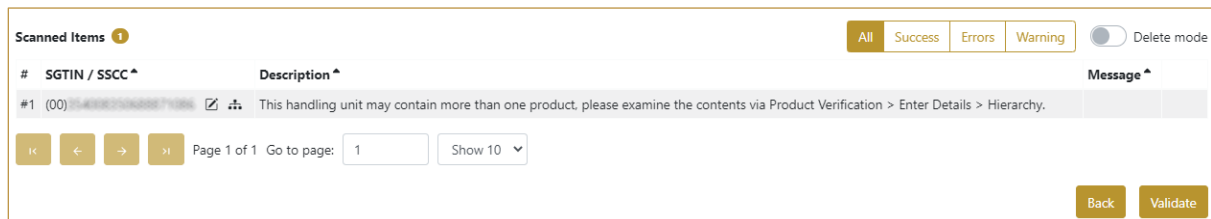
Enter GTIN

SERIAL-(21) ? *

Enter Serial Number

Cancel OK

Figure 41 Manual adding of SSCC item



Scanned Items 1

All Success Errors Warning Delete mode

#	SGTIN / SSCC ^	Description ^	Message ^
#1	(00) 12345678901234	This handling unit may contain more than one product, please examine the contents via Product Verification > Enter Details > Hierarchy.	

Page 1 of 1 Go to page: 1 Show 10

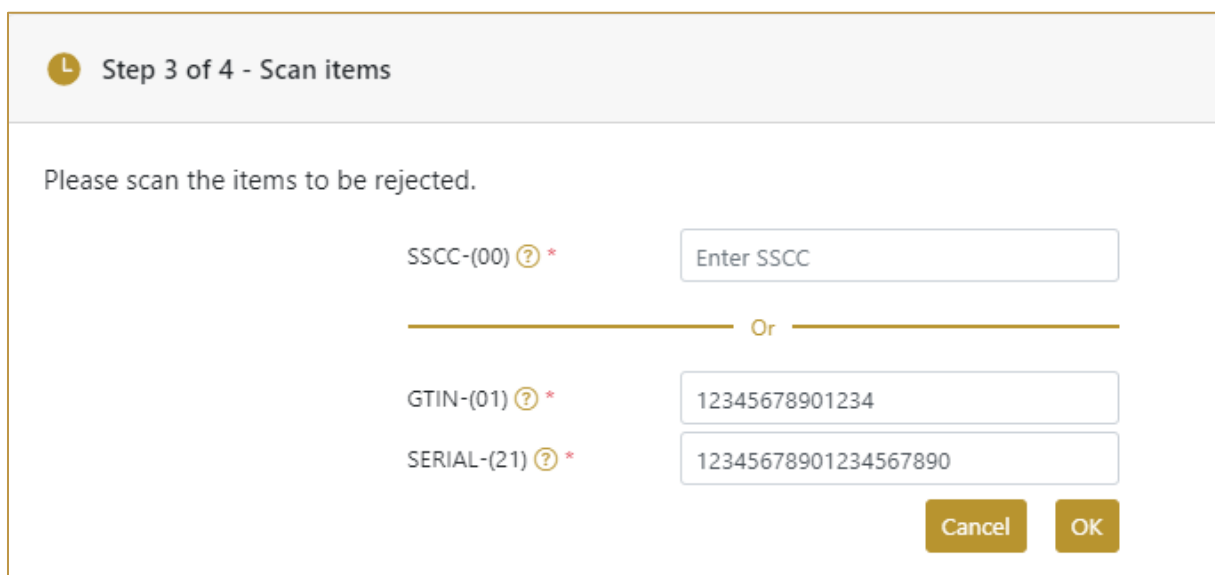
Back Validate

Figure 42 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



Step 3 of 4 - Scan items

Please scan the items to be rejected.

SSCC-(00) ? * Enter SSCC

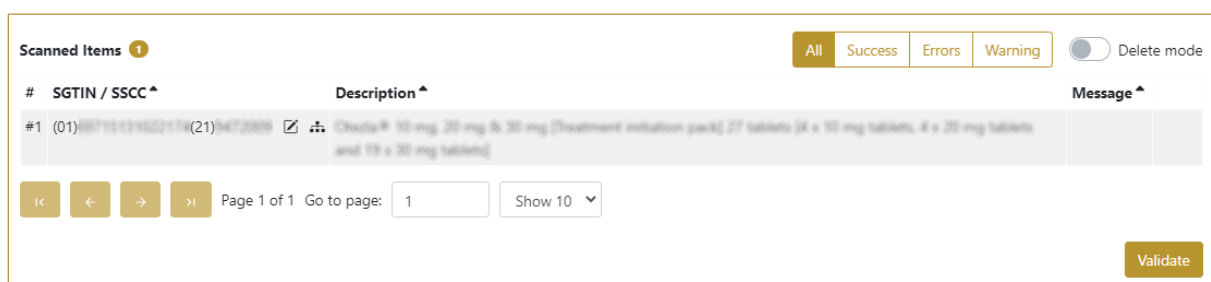
Or

GTIN-(01) ? * 12345678901234

SERIAL-(21) ? * 12345678901234567890

Cancel OK

Figure 43 Manual adding of SGTIN item



Scanned Items 1

All Success Errors Warning Delete mode

#	SGTIN / SSCC ^	Description ^	Message ^
#1	(01) 12345678901234 (21) 12345678901234567890	Choclate 10 mg, 20 mg & 30 mg (Treatment initiation pack) 27 tablets (3 x 10 mg tablets, 4 x 20 mg tablets and 19 x 30 mg tablets)	

Page 1 of 1 Go to page: 1 Show 10

Validate

Figure 44 Successfully added SGTIN item

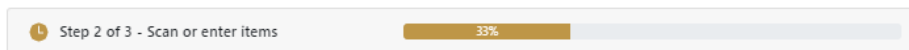
If you want to return to the previous page press Cancel




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

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) 125478965432158743

No Yes

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

Scanned Items 2

All Success Errors Warning Delete mode

#	SGTIN / SSCC ^	Description ^	Message ^
#1 (01)	86715131022117 (21) 472009	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)	86715131022491425115		GLN of EPC (8648715131022491425115) doesn't match readpoint GLN

Page 1 of 1 Go to page: 1 Show 10

Validate

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

Home > Product Clearance > Import Clearance

Step 4 of 4 - Confirm Import Clearance 75%

Please confirm the clearance confirmation of the scanned items below.

SHP Number SHF/NP/2208887/0522

#	SGTIN / SSCC ^	Description ^
#1	86715131022117 (21) 472009	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: 1 Show 10

Back Confirm

Figure 45 Import Clearance – Confirm Scanned items

Home > Product Clearance > Import Clearance

Step 4 of 4 - Confirm Import Clearance 75%

Please confirm the rejection confirmation of the scanned items below.

SHP Number SHP/IMP/1234567/1234

#	SGTIN / SSCC ^	Description ^
#1	8710548367158275532710479805	82751234 8 100mg/20ml 20% (2ml Ampoules x 100)

Page 1 of 1 Go to page: Show 10 ▾

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

Home > Product Clearance > Import Clearance

Completed 100%

Import Clearance completed

The items below have been successfully confirmed.

SHP Number SHP/IMP/02000001/0002

#	SGTIN / SSCC ^	Description ^
#1	07105400020002000200000000000000	IMP/IMP/02000001/0002

Page 1 of 1 Go to page: 1 Show 10

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.

Home > History

Import Historical List

Period ? Today One Week Two Weeks 1 Entries

Status ? All Success Error

Search ? Search

GUID ^	Date/Time ^	Operation ^	Status ^	
0022480d-5980-1edd-80d6-fcbd2ddd41fe	13/07/2022 - 16:27:18	Importation Cleared	Warning	Details

Page 1 of 1 Go to page: 1 Show 10

Back

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.



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



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.

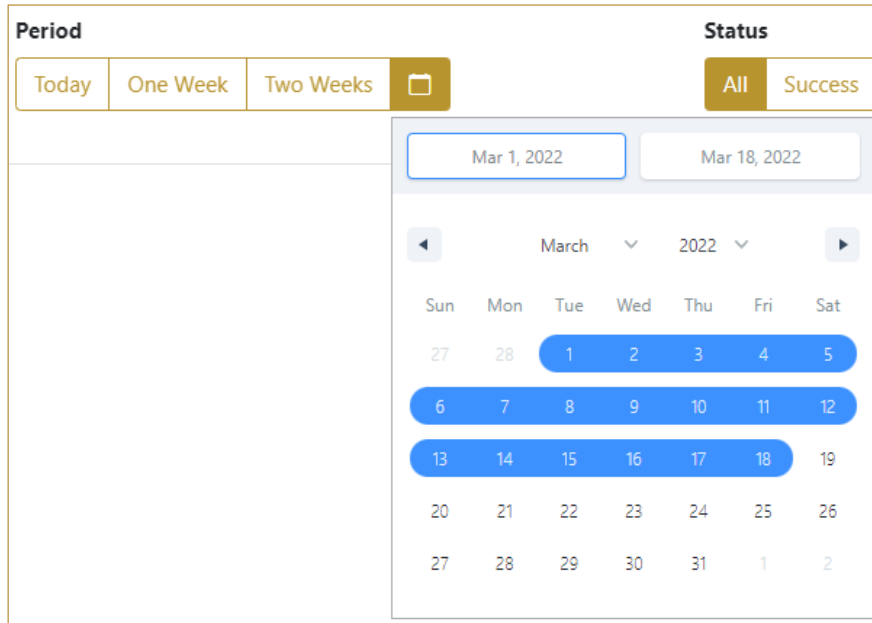


Figure 52 Filter options – Calendar

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.

Home > History

Import Historical List - Details

0%

GUID

0022480d-5980-1edd-80e6-7f803f370221

Type

IMP-APP

Destination

Dubai Airport Customs Port

GLN of Location

urn:cebin:glgn:1234567890123

Time

14/07/2022 - 09:10:04

Selected items:

Item ^

0022480d-5980-1edd-80e6-7f803f370221

⏮

⏪

⏩

⏭

Page 1 of 1 Go to page:

Show 10 ▾

Back

Cancel Check

Figure 54 Historical view Details

If the button **Cancel Check** exists that means that the import clearance document was not cancelled and import cleared items was not custom released yet. You can cancel the import clearance by pressing **Cancel Check**

All items from the cancelled import clearance document will be pending for import clearance again.

To return to the previous page press Back

4.1.6 Cancellation confirmation

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

Home > History

Import Historical List - Details

50%

Please confirm the cancelation of the Import

GUID

0022480d-5980-1edd-80eb-5f1bb0188228

Type

IMP-APP

Destination

Global Import Customs Port

GLN of Location

urn:un:spec:tag:urn:129406:1000001:0

Time

14/07/2022 - 11:54:37

Selected items:

Item ^

01910546300027123001275151211948190000

01910546300027123001275151211948190007

<<

<

>

>>

Page 1 of 1

Go to page:

Show 10

Back

Confirm

Figure 55 Cancellation confirmation

For confirmation of the cancellation of import clearance document press Confirm

Confirm

[Back](#)

To return to the previous page press Back

4.1.7 Cancellation completion

You successfully cancelled the import clearance document.

Home > History

Import Historical List - Details 100%

Import has been successfully canceled

GUID	0022480d-5980-1edd-80eb-5f1bb0188228
Type	IMP-APP
Destination	Dubai Airport Customs Port
GLN of Location	unimapsystems/12968,1000012
Time	14/07/2022 - 11:54:37

Selected items:

Item ^
0022480d-5980-1edd-80eb-5f1bb0188228
0022480d-5980-1edd-80eb-5f1bb0188228

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

Done

Figure 56 Cancellation completion

To return to the Historical View press Done

Done

4.1.8 Notifications

The following notifications will be sent, via email or work item notification, at the different steps of the Import Clearance process:

- Once product is ready to be Import Cleared, to MoHAP Customs.
- Once product is Import Cleared, to Federal Customs, as well as to the supply chain entities in possession of the product. (these recipients will also get a notification if an Import Clearance is cancelled).
- If product Import Clearance is rejected, to the supply chain entities in possession of the product. (these recipients will also get a notification if an Import Clearance Rejection is cancelled).

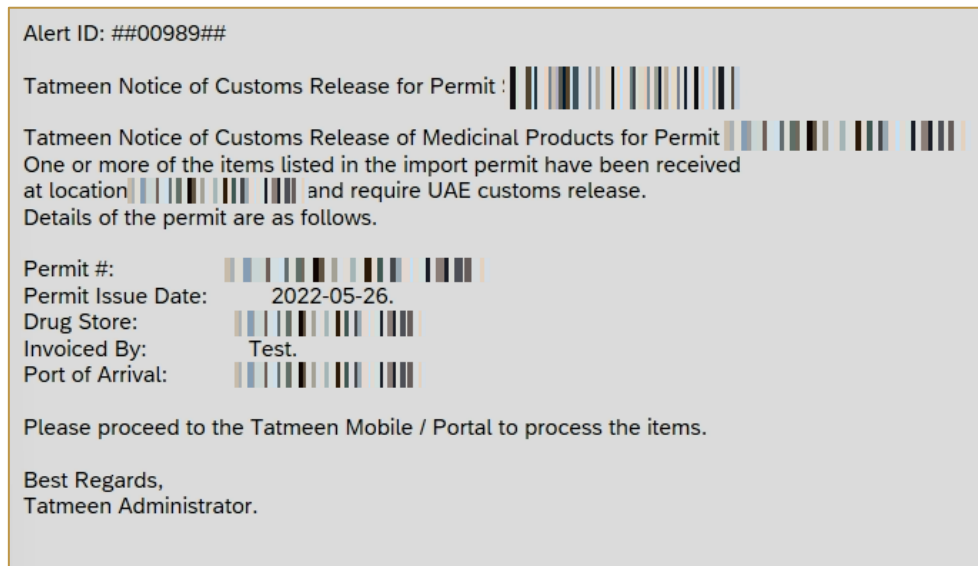


Figure 57 Import Clearance Completion Notice

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:

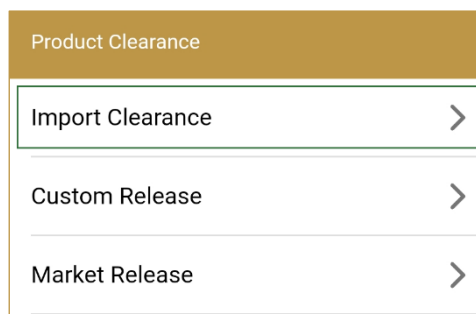


Figure 58 Mobile navigation menu – Import Clearance

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.

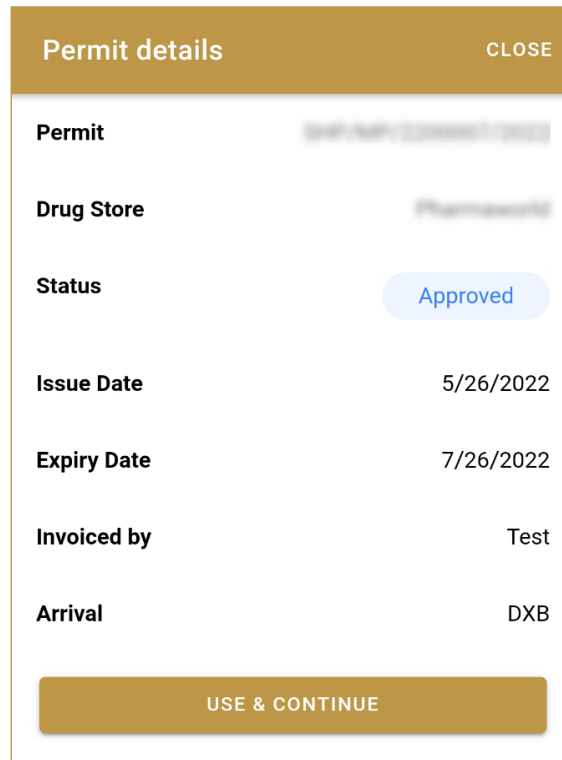
Figure 59 Import Clearance – Enter SHP Number

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.

A pop-up window titled "Permit details" with a "CLOSE" button in the top right corner. The window displays the following information:

Permit	SHF-IMP-123456789012345
Drug Store	Pharmaworld
Status	Approved
Issue Date	5/26/2022
Expiry Date	7/26/2022
Invoiced by	Test
Arrival	DXB

At the bottom of the window is a large orange button labeled "USE & CONTINUE".

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

USE & CONTINUE

4.2.1.2 Search for SHP Number

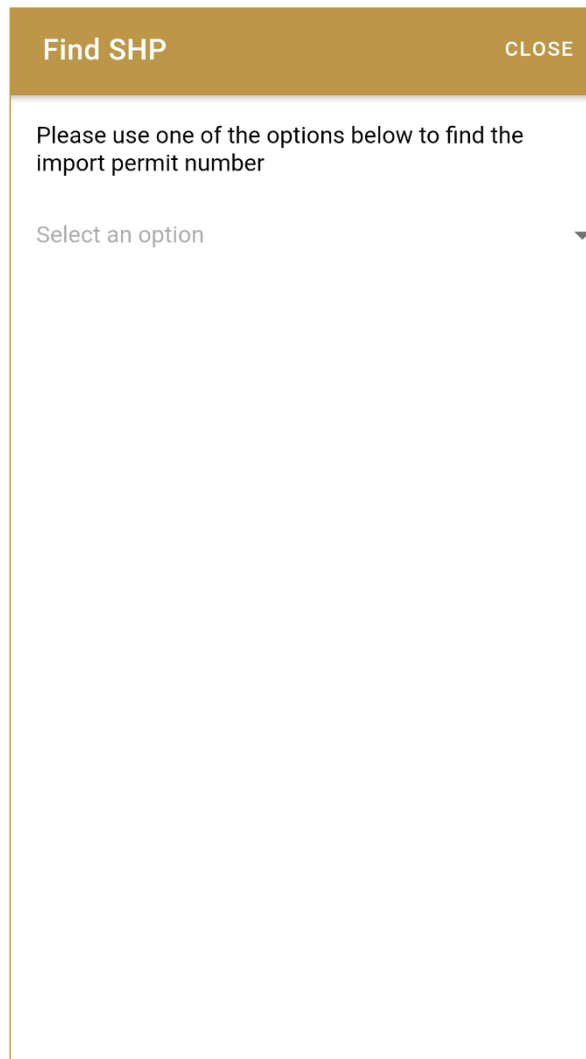
If you don't know the SHP number, press Not sure about SHP? Click here
NOT SURE ABOUT SHP ? CLICK HERE

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.

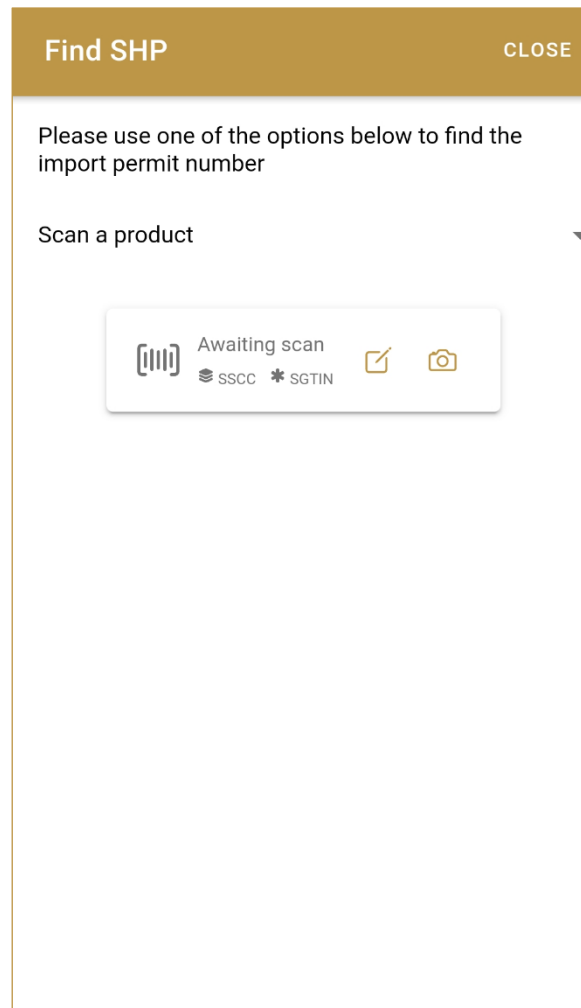




Figure 64 Import Clearance – Scan an item

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.

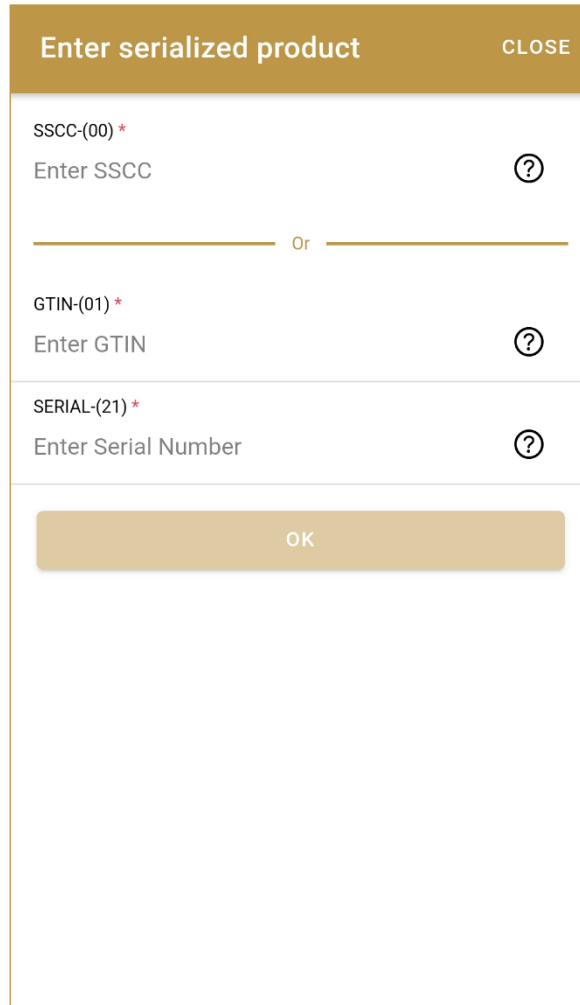


Figure 65 Import Clearance – Manually add an item

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



CLOSE

If you want to return to the previous page press Close

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

Permit details		CLOSE
Permit	[Blurred]	
Drug Store	[Blurred]	
Status	Approved	
Issue Date	5/26/2022	
Expiry Date	7/26/2022	
Invoiced by	Test	
Arrival	DXB	
USE & CONTINUE		

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

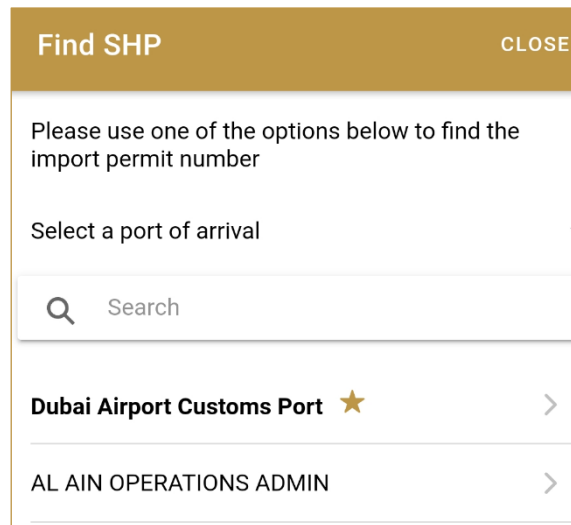
Q

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	>

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 ★ .

A dialog box titled "Find SHP" with a "CLOSE" button in the top right corner. The main text says "Please use one of the options below to find the import permit number". Below this is a label "Select a port of arrival" followed by a dropdown arrow. Underneath is a search bar with a magnifying glass icon and the text "Search". Below the search bar is a list of two items: "Dubai Airport Customs Port" with a yellow star icon and a right arrow, and "AL AIN OPERATIONS ADMIN" with a right arrow.

Find SHP		CLOSE
Please use one of the options below to find the import permit number		
Select a port of arrival		
<input type="text" value="Search"/>		
Dubai Airport Customs Port	★	>
AL AIN OPERATIONS ADMIN		>

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.

A search bar with a magnifying glass icon and the text "Search".

Figure 69 Import Clearance – Search for the port of arrival

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

Find SHPCLOSE

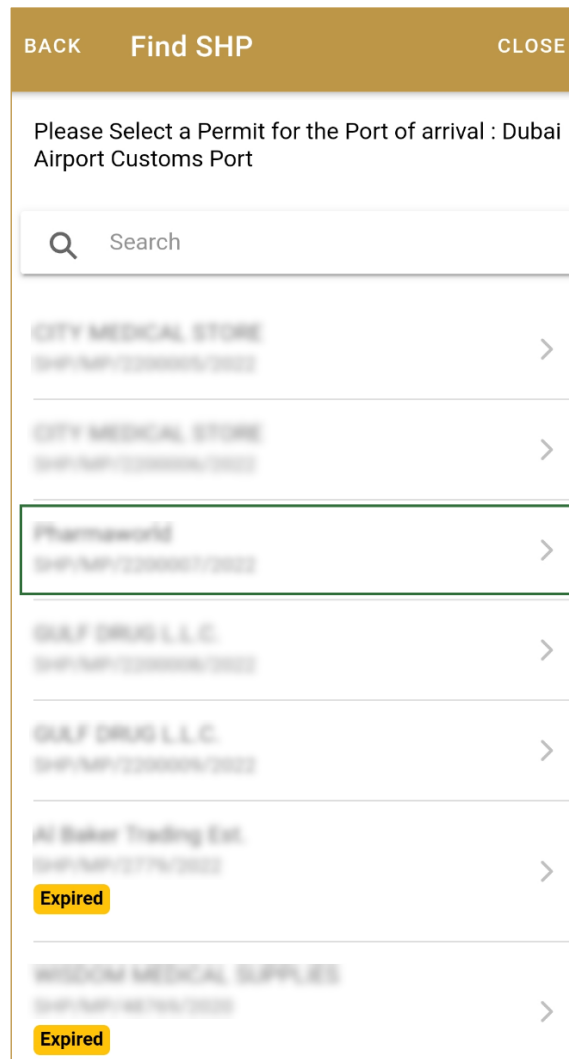
Please use one of the options below to find the import permit number

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.



BACK Find SHP CLOSE

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

Search

CITY MEDICAL STORE
SHP/IMP/2200005/2022

CITY MEDICAL STORE
SHP/IMP/2200005/2022

Pharmaworld
SHP/IMP/2200007/2022

GULF DRUG L.L.C.
SHP/IMP/2200006/2022

GULF DRUG L.L.C.
SHP/IMP/2200006/2022

Al Baker Trading Est.
SHP/IMP/22774/2022
Expired

WISDOM MEDICAL SUPPLIES
SHP/IMP/48764/2022
Expired

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**

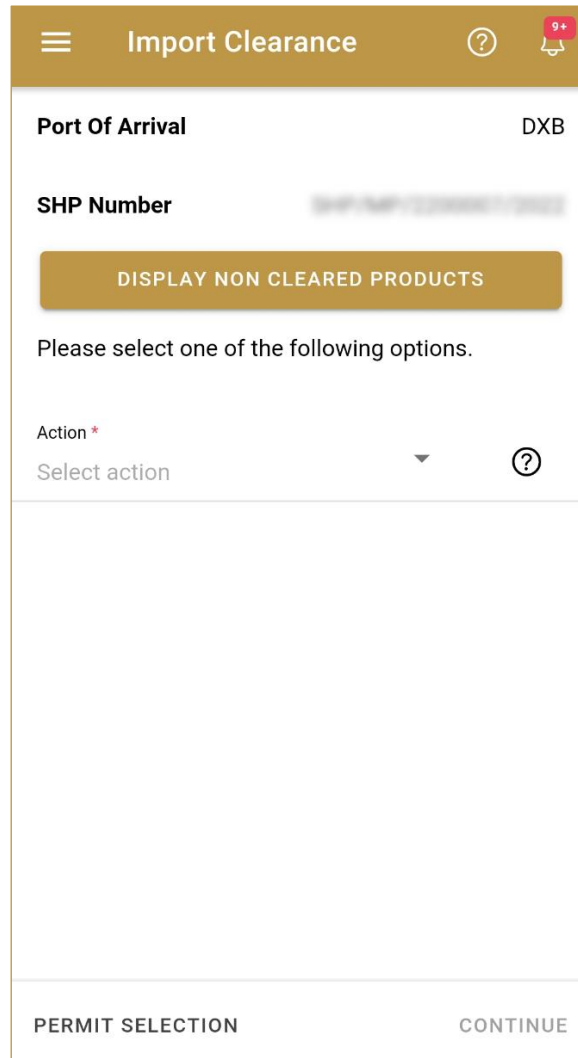
To return to the first page and start from the beginning, press Close **CLOSE**

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



The screenshot shows the 'Import Clearance' app interface. 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'. The 'SHP Number' field is partially visible. A button labeled 'DISPLAY NON CLEARED PRODUCTS' is present. Below this, a message says 'Please select one of the following options.' The 'Action *' dropdown menu is open, showing 'Select action' as the only option. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

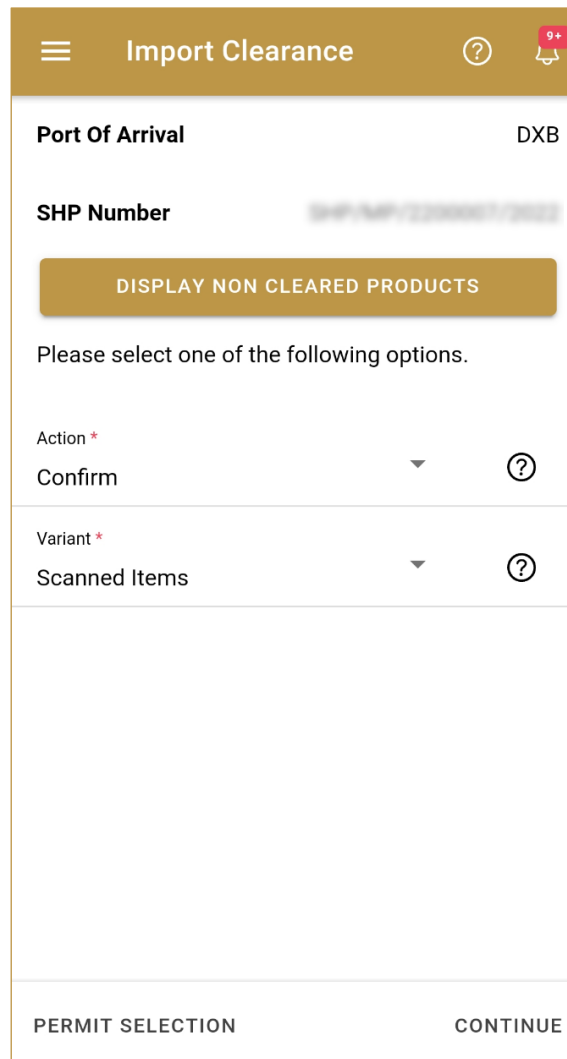
Figure 72 Import Clearance – Action selection

4.2.3 Variant selection

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

From the drop down menu you can choose:

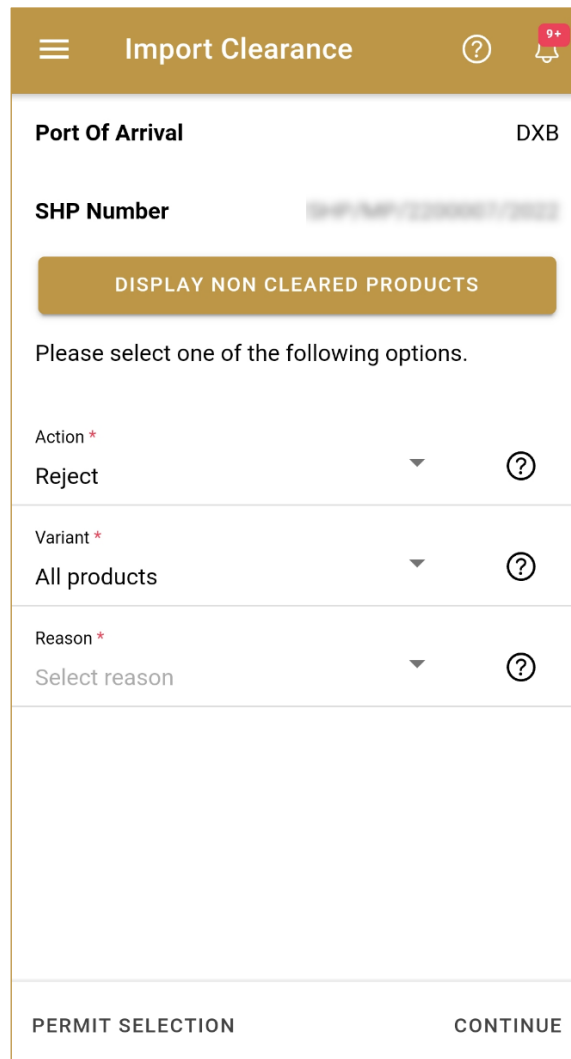
- **All products** from the shipment
- **Partially/Batch** of one product from the shipment
- **Scanned items** from the shipment

The screenshot shows the "Import Clearance" screen. At the top, there is a header bar with a menu icon, the title "Import Clearance", a help icon, and a notification icon with "9+" red dots. 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 present. Below this, a message states "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 question mark icon to their right. At the bottom, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Port Of Arrival		DXB
SHP Number		[Blurred]
DISPLAY NON CLEARED PRODUCTS		
Please select one of the following options.		
Action *	▼	?
Confirm		
Variant *	▼	?
Scanned Items		
PERMIT SELECTION		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.



The screenshot shows the 'Import Clearance' screen in a mobile app. At the top, there's a header bar with a menu icon, the title 'Import Clearance', a help icon, and a notification badge showing '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 visible. 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 'Select reason' selected. Each dropdown has a help icon. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

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.

Import Clearance

Port Of Arrival

DXB

SHP Number

XXXXXXXXXXXX

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *

Confirm

▼

?

Variant *

All products

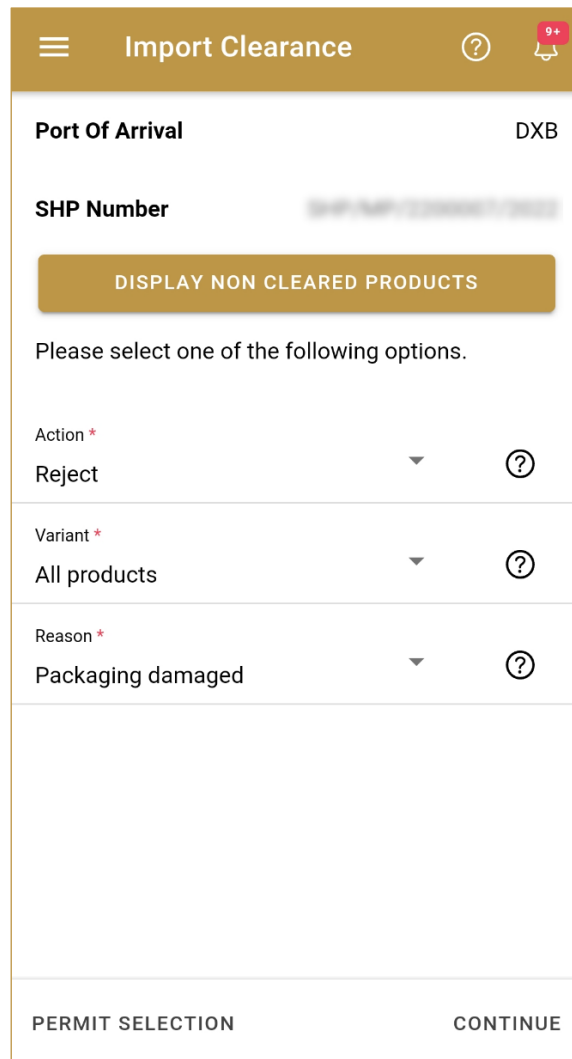
▼

?

PERMIT SELECTION

CONTINUE

Figure 75 Import Clearance – Confirmation of variant All products



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 badge showing '9+'. Below the header, the 'Port Of Arrival' is set to 'DXB'. The 'SHP Number' field is partially visible. A prominent orange button labeled 'DISPLAY NON CLEARED PRODUCTS' is present. Below this, a message states '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 help icon. At the bottom, there are two buttons: 'PERMIT SELECTION' and 'CONTINUE'.

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.

← BACK

Import Cleara...

?

9+

Confirm Import Clearance

Please confirm the clearance of the entire import permit.

SHP Number

CONFIRM

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 **← 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.

Import Clearance

DXB

SHP Number

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *
Confirm

Variant *
Partially / Batch

Batch Number *
00VAL001

GTIN *
00400810002100

PERMIT SELECTION

CONTINUE

Figure 80 Import Clearance – Confirmation of variant Partially/Batch

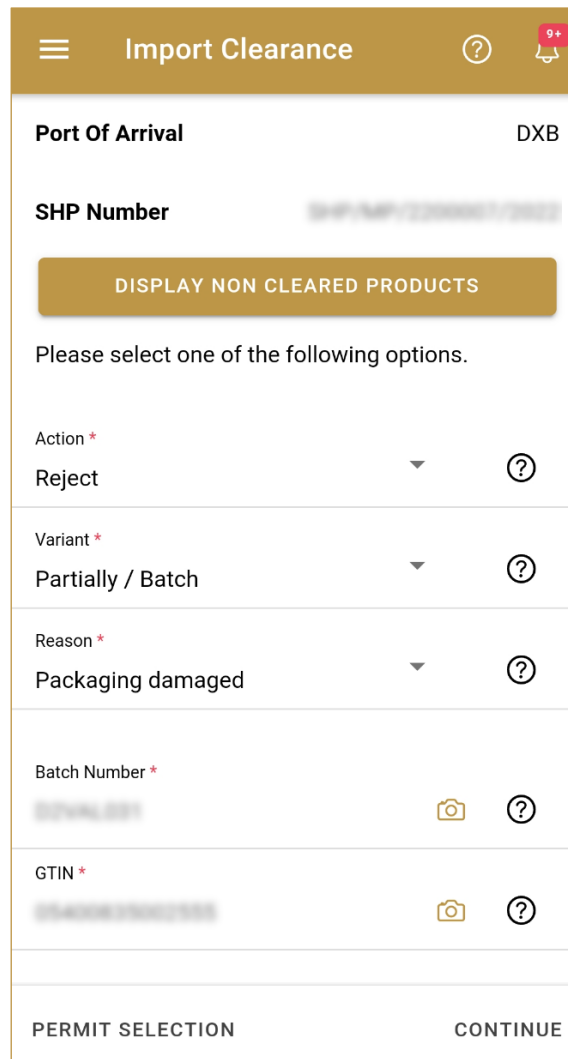



Figure 81 Import Clearance – Rejection of variant Partially/Batch

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.

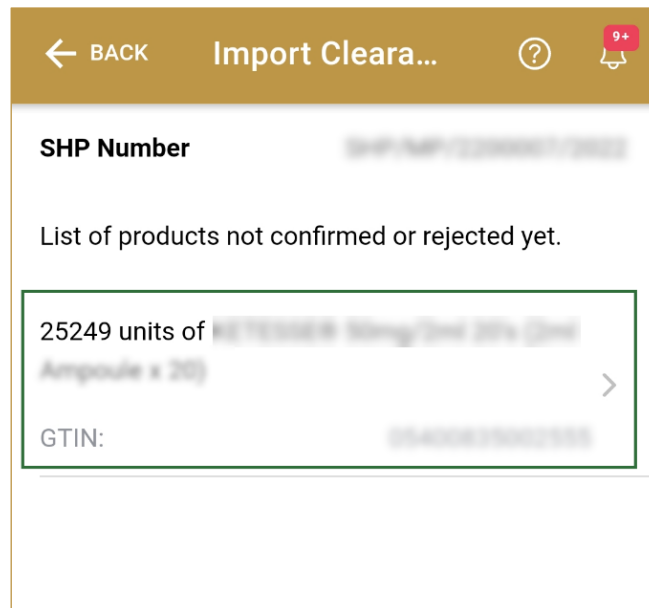
The screenshot shows a mobile application interface for "Import Clearance". At the top, there is a navigation bar with a back arrow, the text "BACK", the title "Import Cleara...", a question mark icon, and a red notification badge with "9+". Below the navigation bar, the screen displays "SHP Number" followed by a blurred value. A message states "List of products not confirmed or rejected yet." Below this, a product entry is shown: "25249 units of KETESSEB 50mg/2ml 20% (2ml Ampoule x 20)" with a right arrow. Below the product entry, the "GTIN:" field is visible with a blurred value.

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.

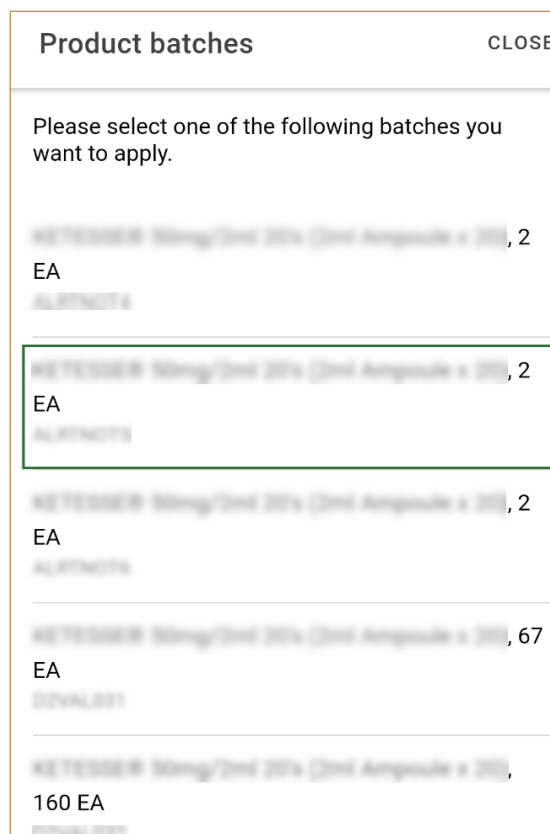
The screenshot shows a mobile application interface for "Product batches". At the top, there is a title bar with "Product batches" and a "CLOSE" button. Below the title bar, a message states "Please select one of the following batches you want to apply." Below this, a list of batches is displayed. Each batch entry includes the product name "KETESSEB 50mg/2ml 20% (2ml Ampoule x 20)", the quantity "2", and the unit "EA". The first batch entry is highlighted with a green border. Below the highlighted entry, there is a section labeled "ALATNOTE". The list continues with more batches, including one with quantity "67" and another with quantity "160 EA".

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.

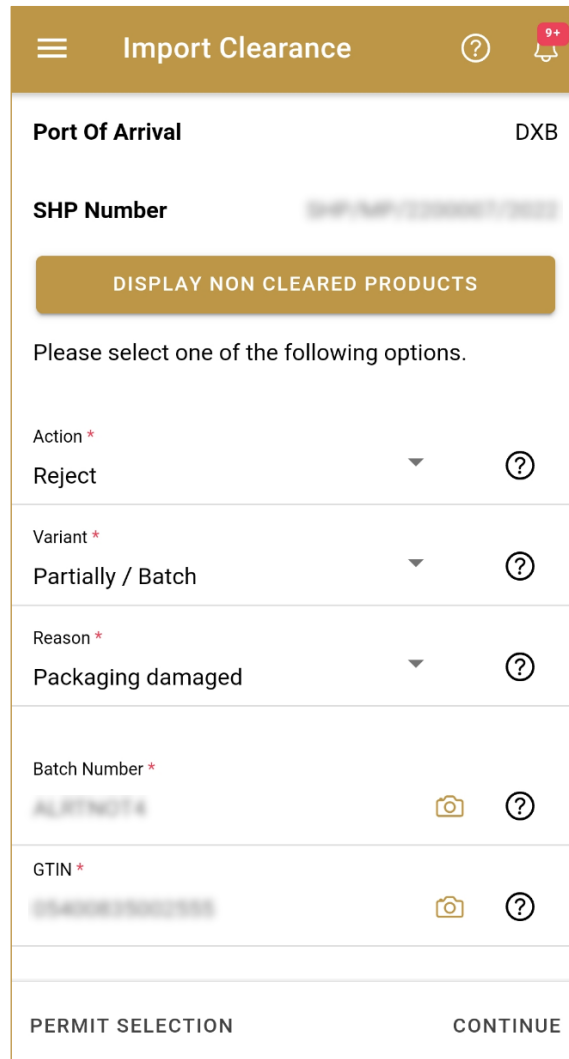
The screenshot shows a mobile application interface for "Import Clearance". At the top, there's a header bar with a menu icon, the title "Import Clearance", a help icon, and a notification icon showing "9+". Below the header, the form contains several fields: "Port Of Arrival" with the value "DXB", "SHP Number" with a blurred value, and a prominent orange button labeled "DISPLAY NON CLEARED PRODUCTS". Below this button, a message says "Please select one of the following options." followed by three dropdown menus: "Action *" with "Reject" selected, "Variant *" with "Partially / Batch" selected, and "Reason *" with "Packaging damaged" selected. Each dropdown has a help icon. Below these are two more fields: "Batch Number *" with a blurred value and "GTIN *" with a blurred value, each featuring a camera icon for scanning and a help icon. At the bottom, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

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.

← BACK
Import Cleara...
?
9+

Confirm Import Clearance

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

SHP Number	00000000000000000000
Batch Number	0000000000
Product	00000000000000000000
Description	00000000000000000000
GTIN	00000000000000000000

CONFIRM

Figure 85 Import Clearance – Confirm Partially/Batch

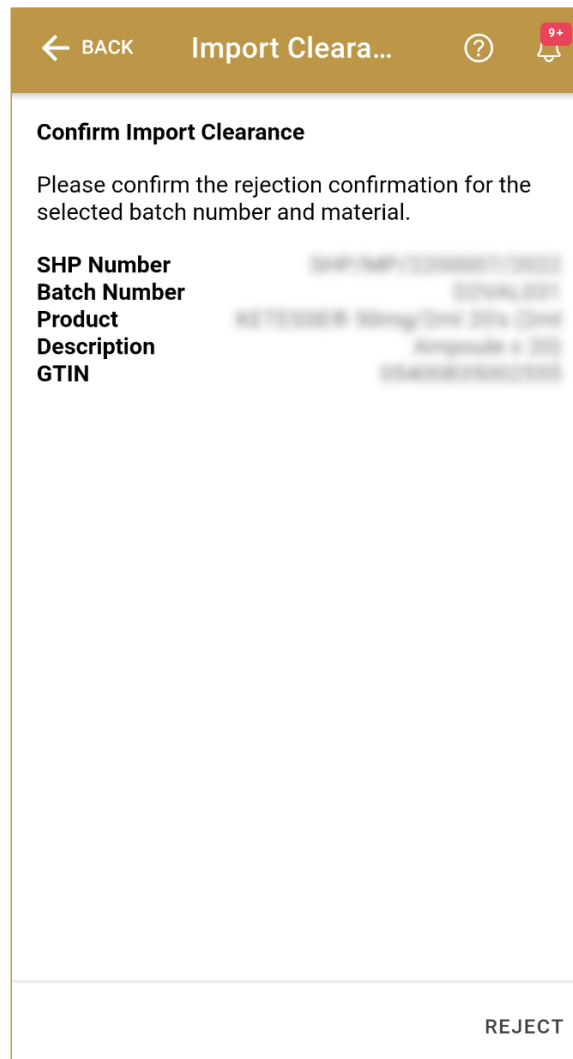


Figure 86 Import Clearance – Reject Partially/Batch

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**

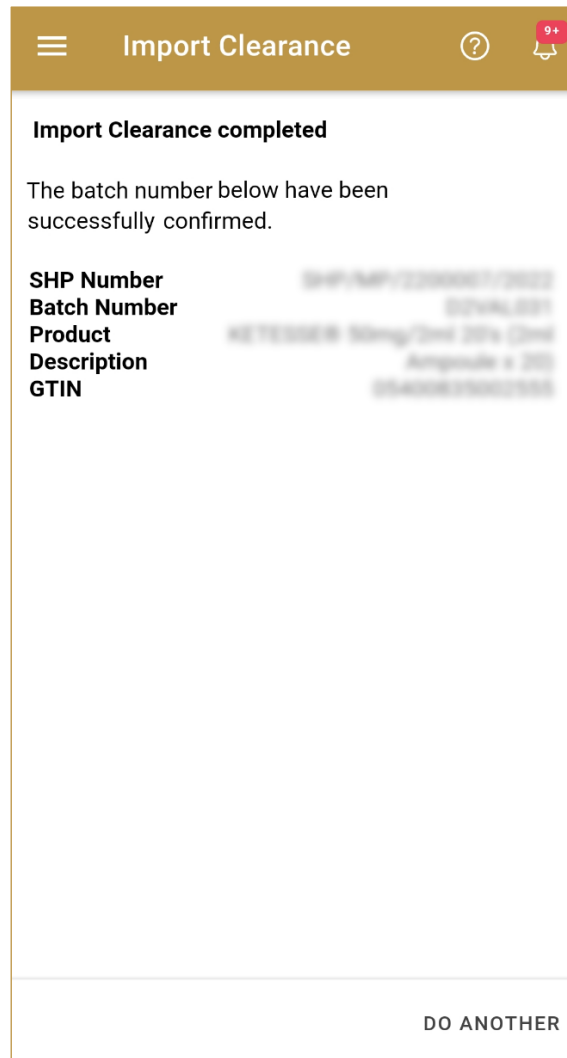
To return to the previous page press Back 

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**

A screenshot of a mobile application screen titled "Import Clearance". The screen has a brown header bar with a menu icon, the title "Import Clearance", a question mark icon, and a notification bell icon with "9+" in a red circle. The main content area is white and contains the following text: "Import Clearance completed", "The batch number below have been successfully confirmed.", and a table with four columns: "SHP Number", "Batch Number", "Product Description", and "GTIN". The table contains one row of data. At the bottom of the screen, there is a white button labeled "DO ANOTHER".

SHP Number	Batch Number	Product Description	GTIN
SHF/MP/1234567/2022	001461001	NETESSEN Strong/Good 20% Cream	Amplitude x 200

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.

Import Clearance

?

9+

Port Of Arrival

DXB

SHP Number

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *

Confirm

▼

?

Variant *

Scanned Items

▼

?

PERMIT SELECTION

CONTINUE

Figure 88 Import Clearance – Confirmation of variant Scanned items

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

CONTINUE


To select different shipment import permit press Permit selection

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

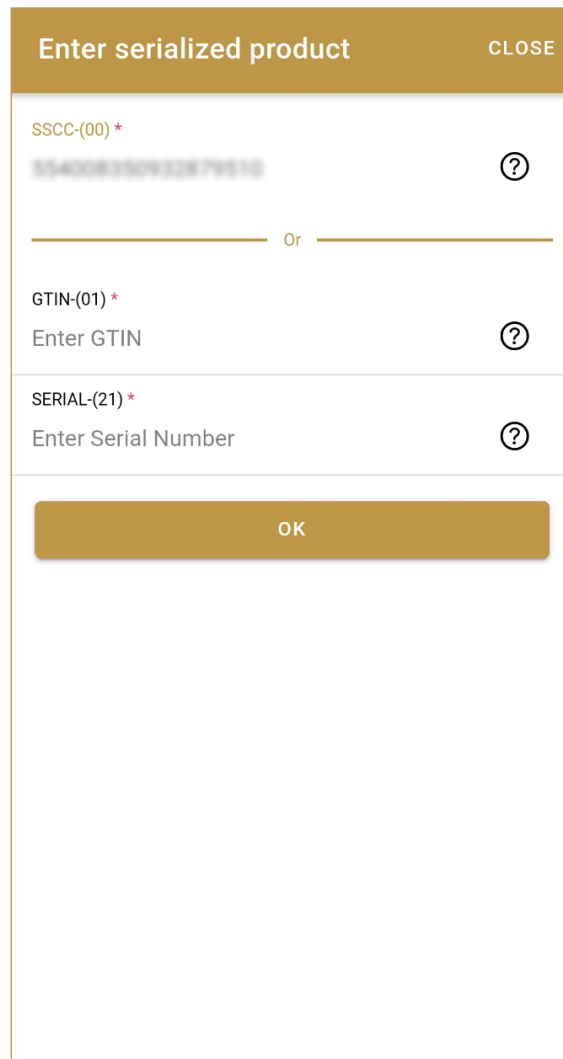
Item can be added also manually. For manual data entry press Edit  where the new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

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

A rectangular orange button with the text "OK" in white.

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 a sample value "554008350932879510" and a help icon; "GTIN-(01) *" with the placeholder "Enter GTIN" and a help icon; and "SERIAL-(21) *" with the placeholder "Enter Serial Number" and a help icon. Below the input fields is a large "OK" button.

Enter serialized product CLOSE

SSCC-(00) *
554008350932879510 ?

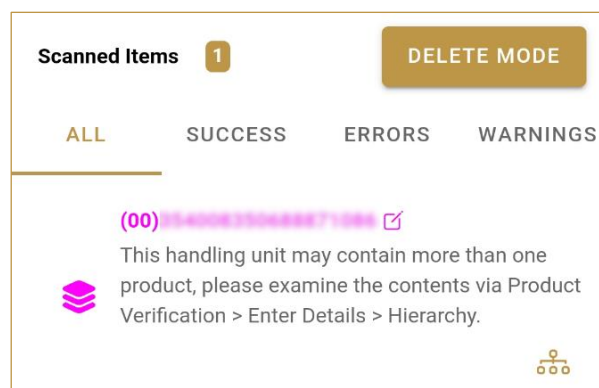
Or

GTIN-(01) *
Enter GTIN ?

SERIAL-(21) *
Enter Serial Number ?

OK

Figure 90 Manual adding of SSCC item

A screenshot of a mobile application screen titled "Scanned Items" with a count of "1" and a "DELETE MODE" button. Below the title are four tabs: "ALL", "SUCCESS", "ERRORS", and "WARNINGS". The "ALL" tab is selected. The main content area shows a single item with a purple icon, a pink label "(00) 554008350932879510", and a message: "This handling unit may contain more than one product, please examine the contents via Product Verification > Enter Details > Hierarchy." There is also a small icon of a box with a plus sign at the bottom right.

Scanned Items 1 DELETE MODE

ALL SUCCESS ERRORS WARNINGS

(00) 554008350932879510

This handling unit may contain more than one product, please examine the contents via Product Verification > Enter Details > Hierarchy.

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

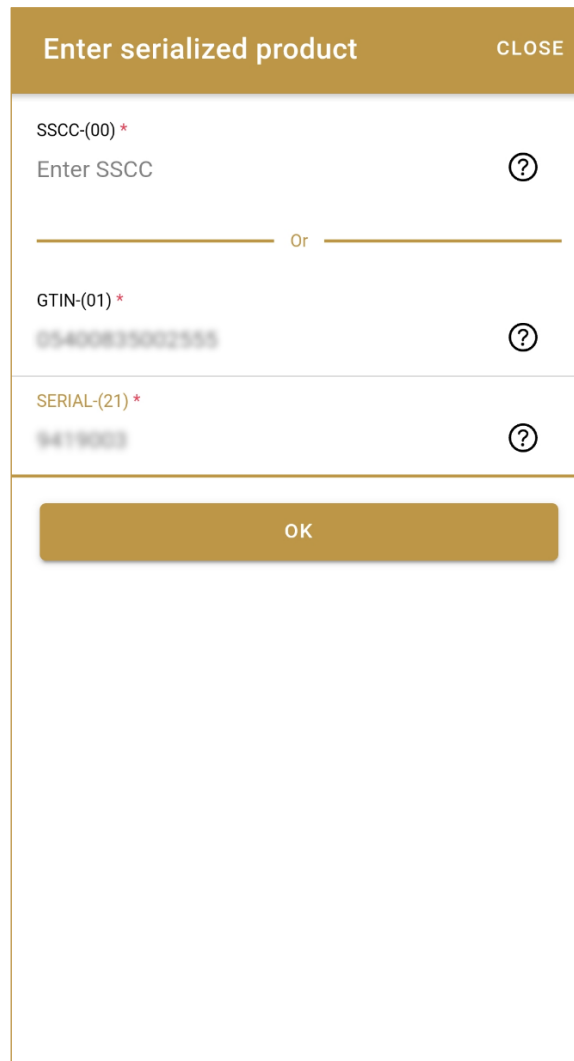
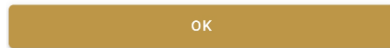
A screenshot of a mobile application form titled "Enter serialized product" with a "CLOSE" button in the top right. The form has three input fields: "SSCC-(00) *" with the placeholder "Enter SSCC", "GTIN-(01) *" with the value "05400835002555", and "SERIAL-(21) *" with the value "9419003". Each field has a question mark icon to its right. Below the fields is a large gold "OK" button.

Figure 92 Manual adding of SGTIN item

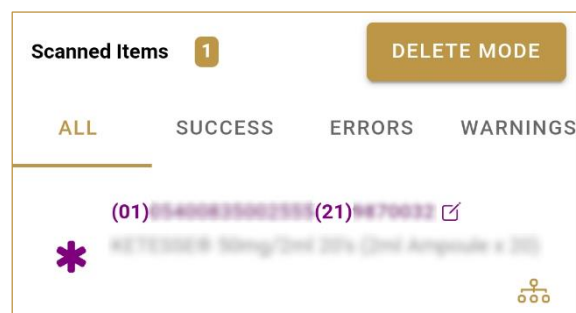
A screenshot of a mobile application interface showing a list of scanned items. At the top, it says "Scanned Items" with a gold badge containing the number "1" and a "DELETE MODE" button. Below are four tabs: "ALL", "SUCCESS", "ERRORS", and "WARNINGS". The "ALL" tab is selected. The list contains one item: "(01) 05400835002555 (21) 9419003" with a checkmark icon to its right. Below this is a purple asterisk icon and a blurred line of text. At the bottom right is a small icon of three stacked circles.

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

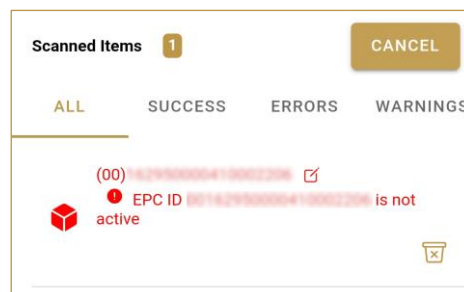
It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS


Filter options:

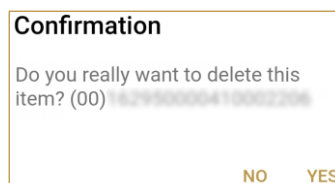
- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

Select Delete mode to remove added items. DELETE MODE

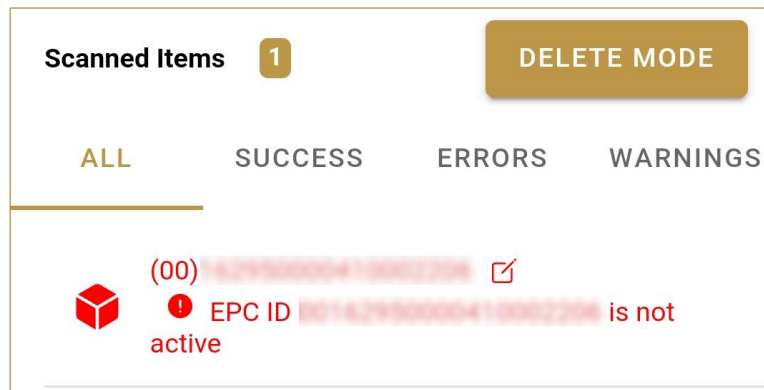
In Delete mode, a delete icon will appear on each row.



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.

← BACK Import Cleara... ? 9+

Confirm Import Clearance
Please confirm the clearance confirmation of the scanned items below.

SHP Number SHP/IMP/1234567/2022

 (012054008250025552) (4419006) (2)
KETECORIN 50mg/20ml (20ml Ampoule x 20)

CONFIRM

Figure 94 Import Clearance – Confirm Scanned items

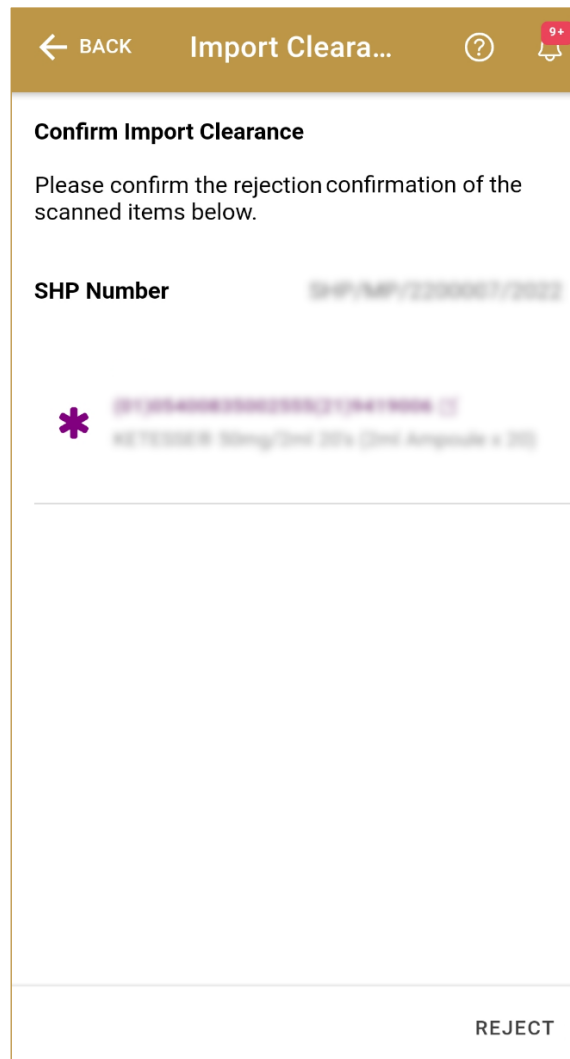


Figure 95 Import Clearance – Reject Scanned items

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  **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**

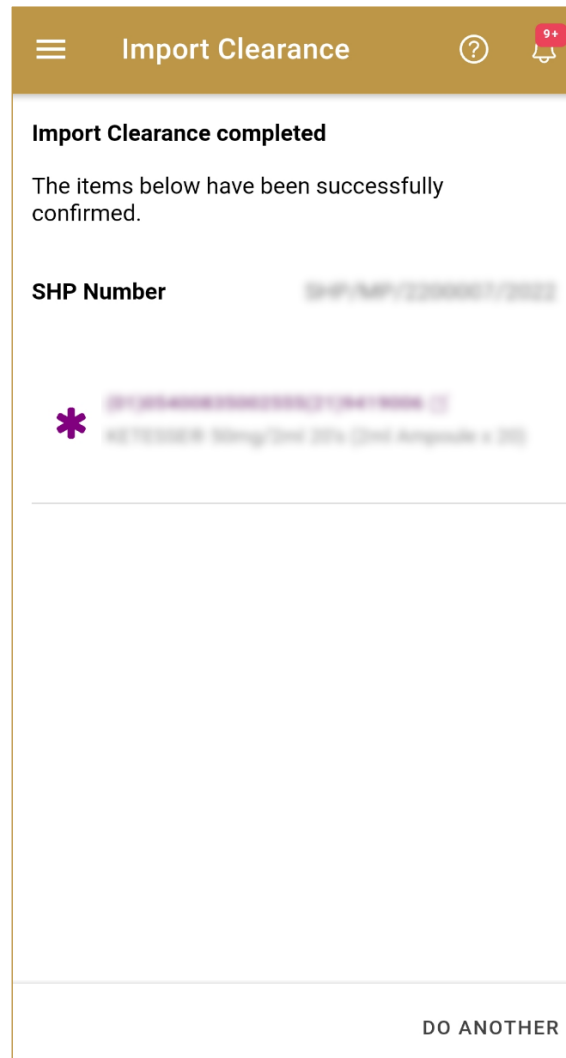


Figure 96 Import Clearance – Scanned items completion

4.3 Product Clearance – Custom Release - Portal

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

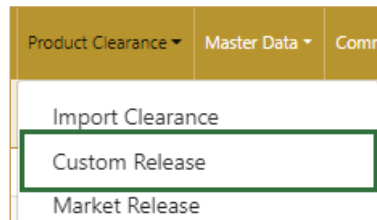


Figure 97 Portal navigation menu – Custom Release

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.

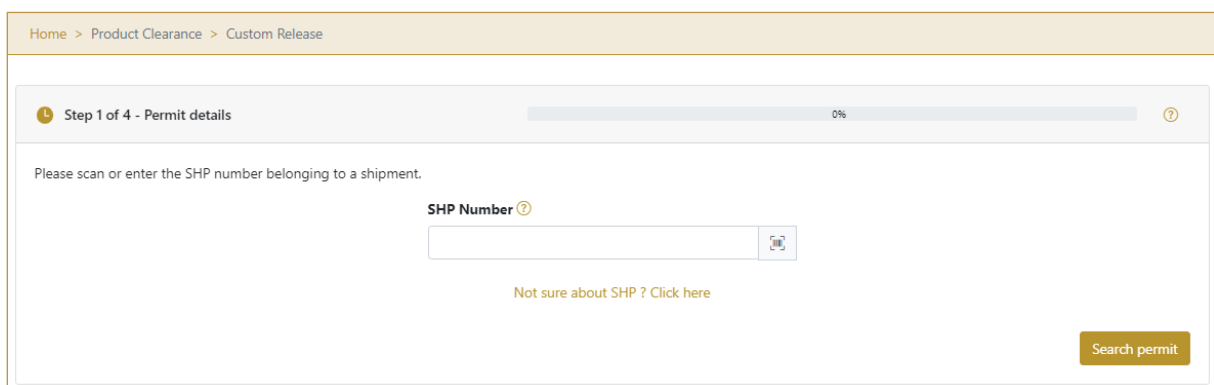


Figure 98 Custom Release – Enter SHP Number

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

Search permit

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

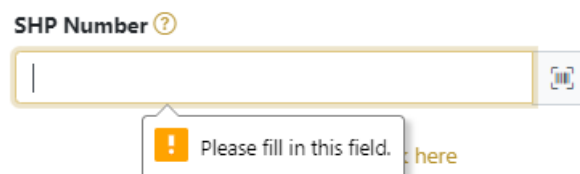
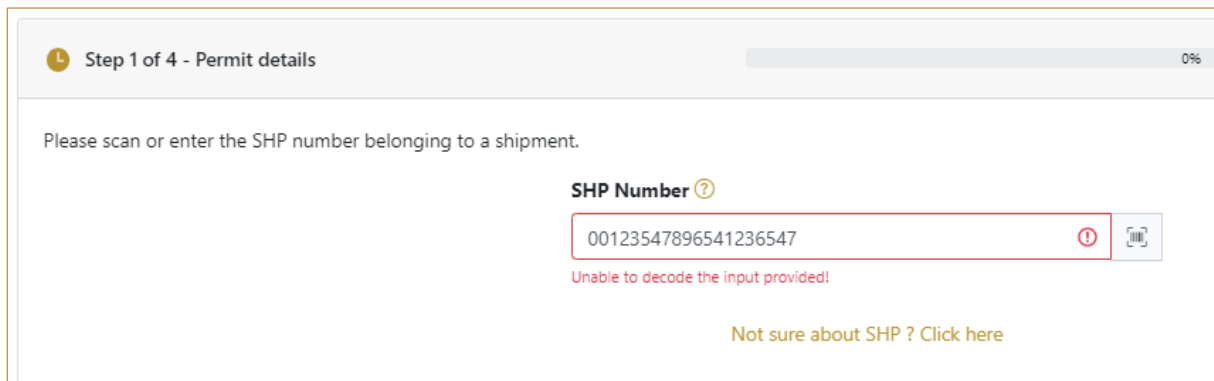


Figure 99 Custom Release – Warning Fill in the field

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



Step 1 of 4 - Permit details 0%

Please scan or enter the SHP number belonging to a shipment.

SHP Number ⓘ

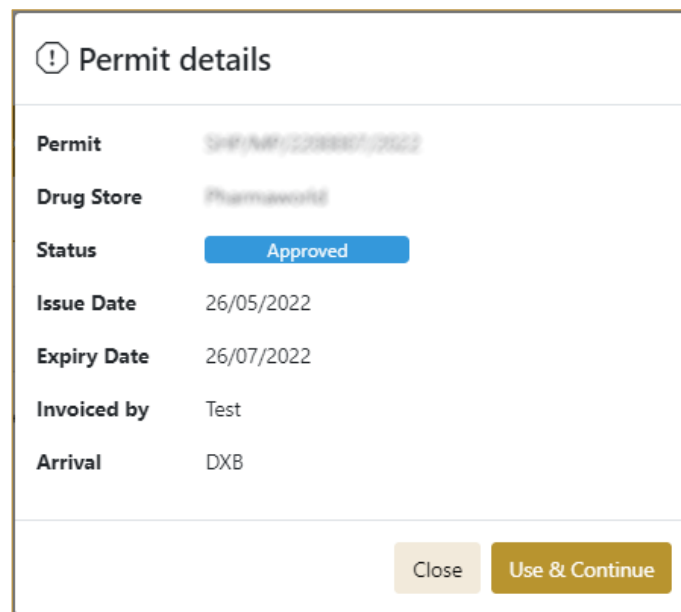
00123547896541236547 ⓘ

Unable to decode the input provided!

[Not sure about SHP ? Click here](#)

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.



Permit details

Permit	SHP/IMP/2208007/2022
Drug Store	Pharmaworld
Status	Approved
Issue Date	26/05/2022
Expiry Date	26/07/2022
Invoiced by	Test
Arrival	DXB

Close Use & Continue


Figure 101 Custom Release – Import Permit details

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


 Close

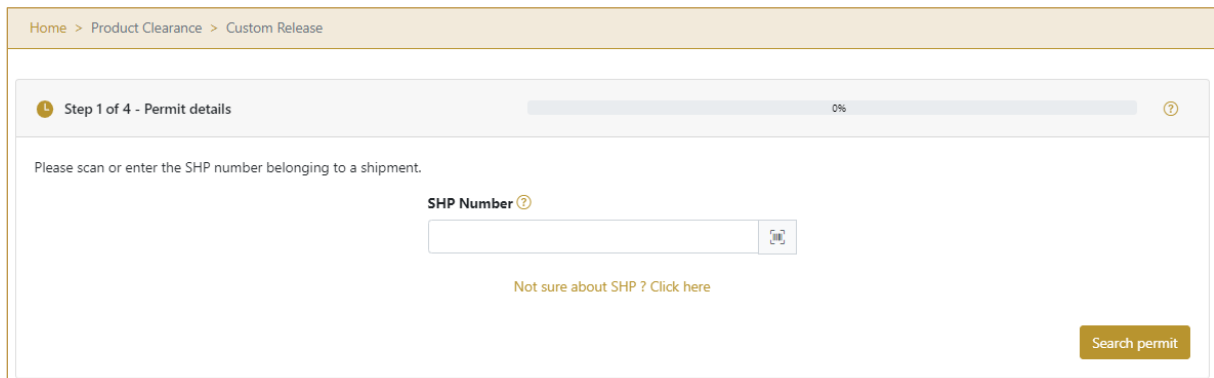
If you want to continue to the next page press Use&Continue


 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](#)



Home > Product Clearance > Custom Release

Step 1 of 4 - Permit details 0%

Please scan or enter the SHP number belonging to a shipment.

SHP Number ?

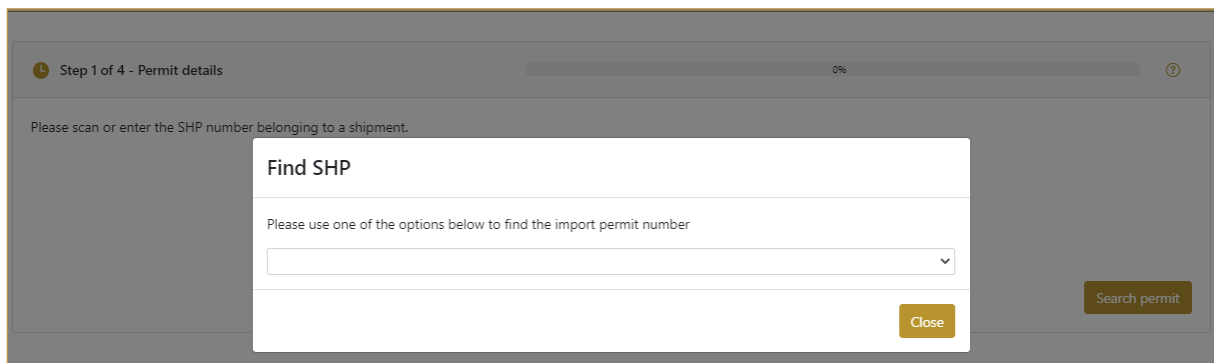
[Not sure about SHP ? Click here](#)

[Search permit](#)

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



Step 1 of 4 - Permit details 0%

Please scan or enter the SHP number belonging to a shipment.

Find SHP

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

[Close](#)

[Search permit](#)

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.

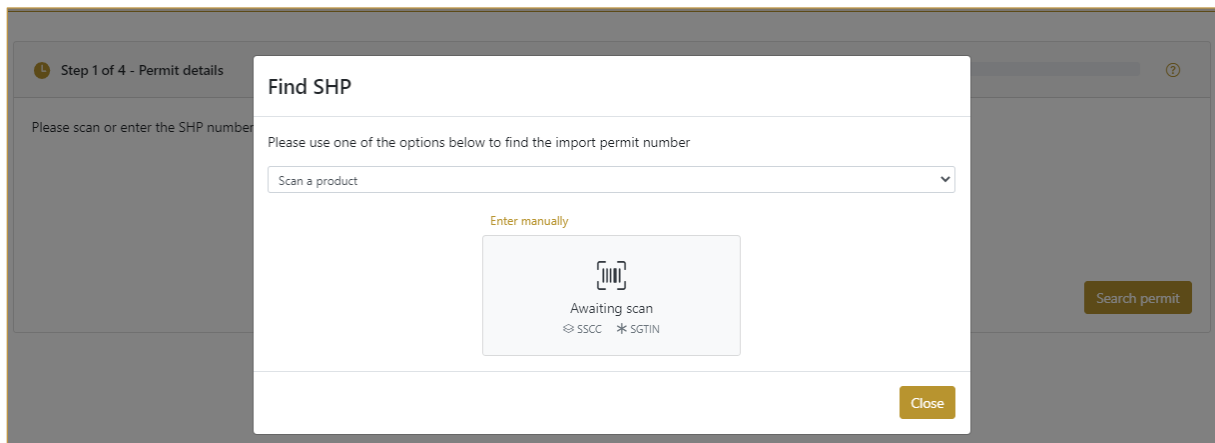


Figure 104 Custom Release – Scan an item

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.

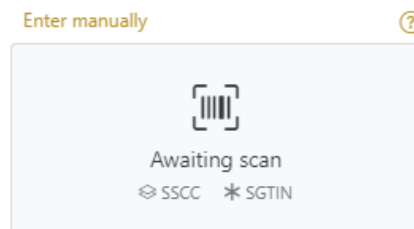


Figure 105 Custom Release - Scan item

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

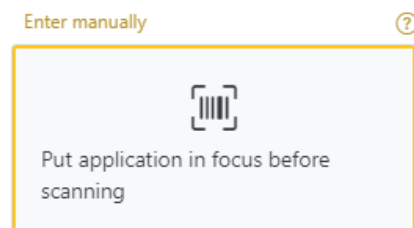


Figure 106 Custom Release - Missing focus

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

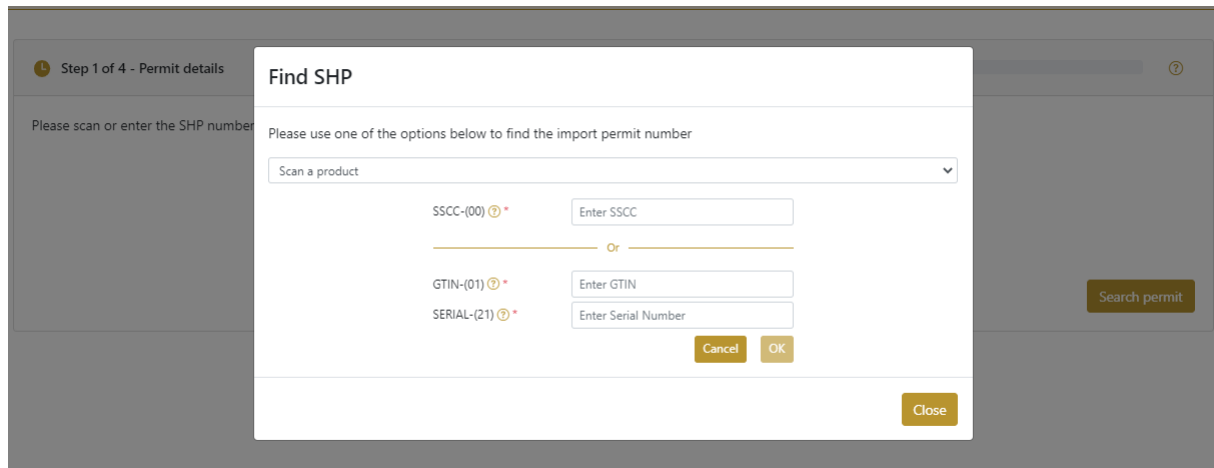


Figure 107 Custom Release – Manually add an item

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.

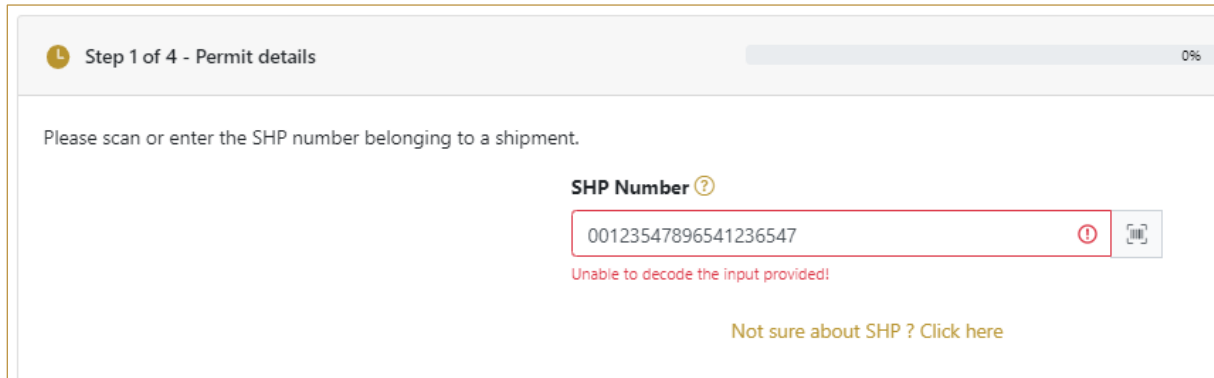


Figure 108 Custom Release – No SHP

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

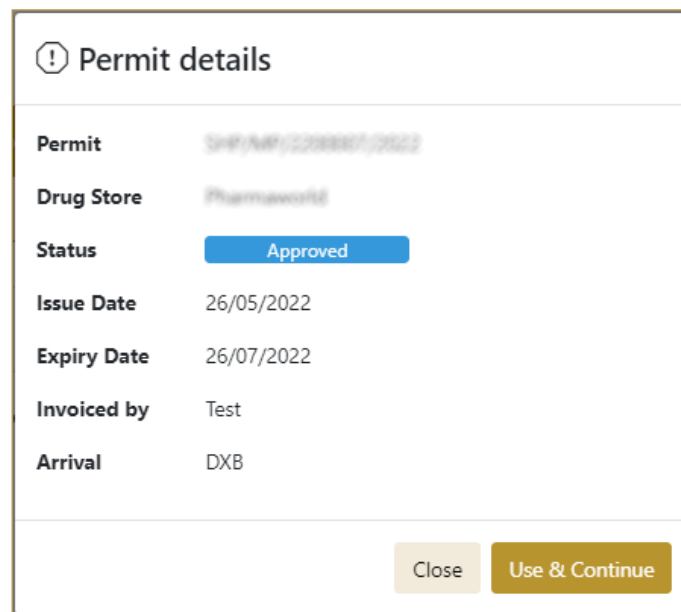


Figure 109 Custom Release – Import Permit details

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


 Close

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


 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.

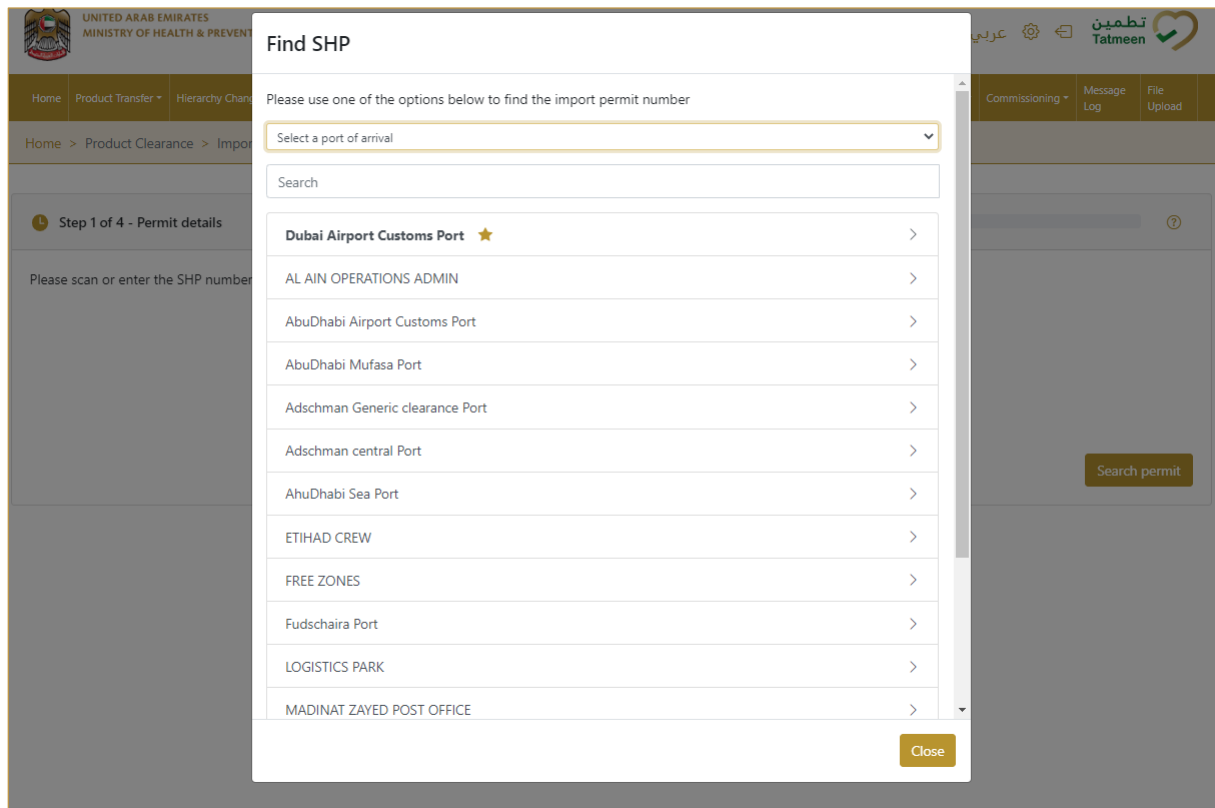


Figure 110 Custom Release – Select a port of arrival

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

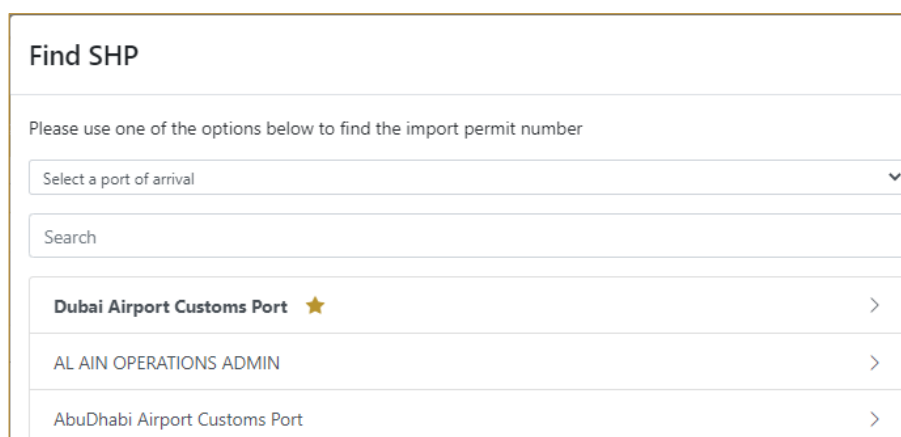


Figure 111 Custom Release – Last selected port of arrival

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.

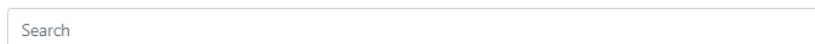
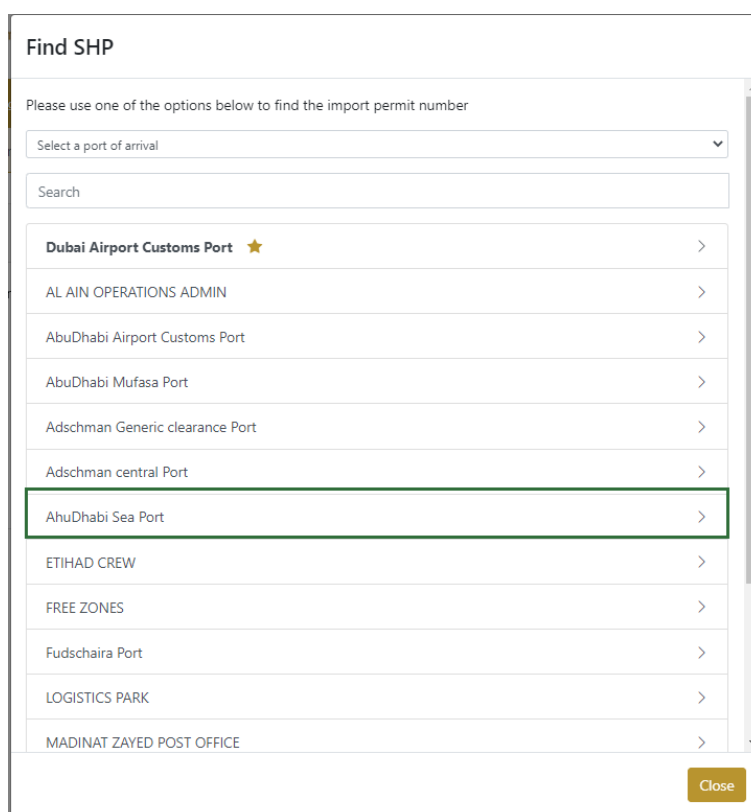
A simple rectangular search input field with the placeholder text "Search" inside.

Figure 112 Custom Release – Search for the port of arrival

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

A dialog box titled "Find SHP". It contains a dropdown menu labeled "Select a port of arrival" and a search input field. Below these is a list of ports with right-pointing arrows. The "Dubai Airport Customs Port" is marked with a star. The "AhuDhabi Sea Port" is highlighted with a green border. A "Close" button is at the bottom right.

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

Search

SHP/NP/228885/2022 - CITY MEDICAL STORE	More info	>
SHP/NP/228886/2022 - CITY MEDICAL STORE	More info	>
SHP/NP/228887/2022 - Pharmaworld	More info	>
SHP/NP/228888/2022 - GULF DRUG LLC.	More info	>
SHP/NP/228889/2022 - GULF DRUG LLC.	More info	>
SHP/NP/22779/2022 - Al Baker Trading Est.	More info	Expired >
SHP/NP/48769/2020 - WISDOM MEDICAL SUPPLIES	More info	Expired >
SHP/NP/48779/2020 - TRANS CARE	More info	Expired >
SHP/NP/48810/2021 - Arabian Ethicals Co.	More info	Expired >
SHP/NP/428/2022 - Steve Moore LLC.	More info	>
SHP/NP/428/2022 - Sylvester Carter Inc.	More info	>
SHP/NP/PRANDU01/2022 - Peggy Ortho Group	More info	>
SHP/NP/PRANDU02/2022 - 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

Back

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

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

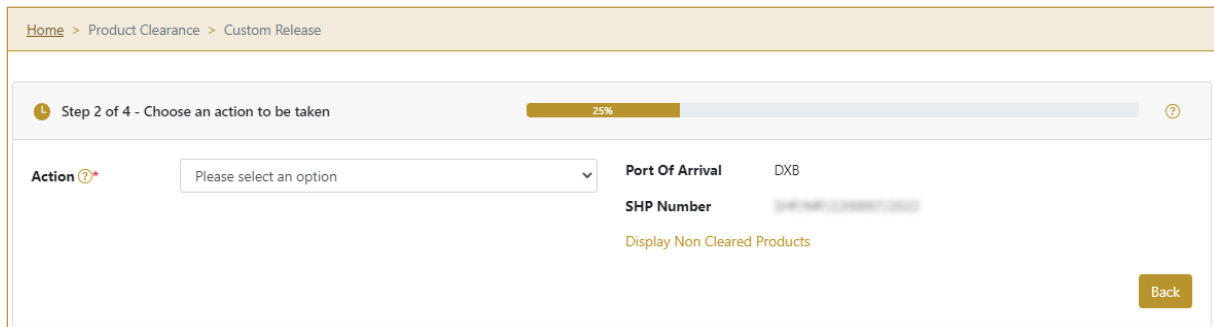


Figure 115 Custom Release – Action selection

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

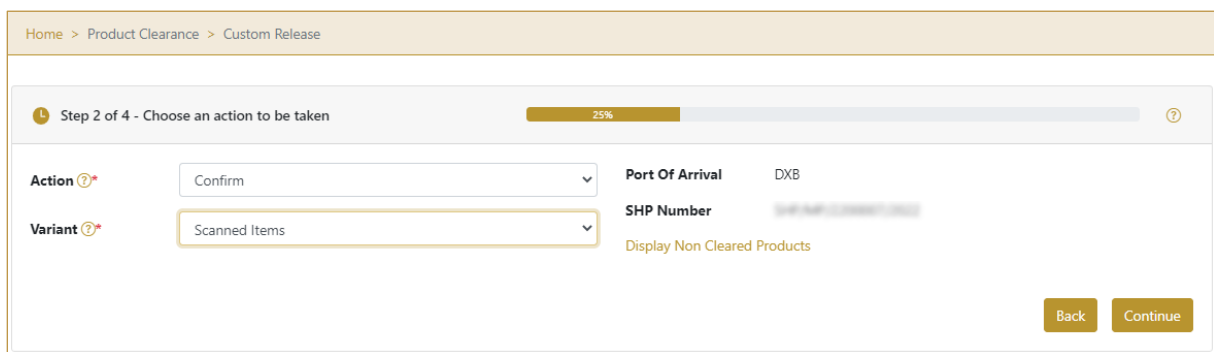


Figure 116 Custom Release – Variant selection

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.

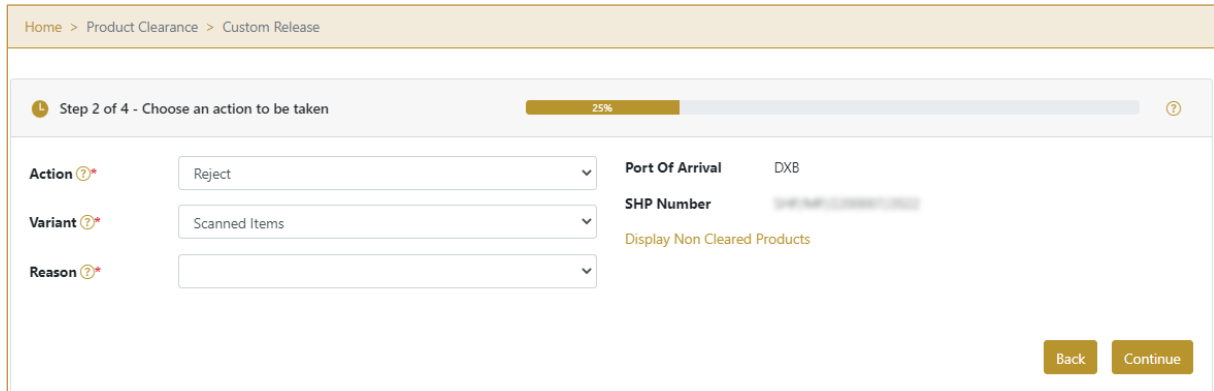

The screenshot shows a web interface for "Custom Release". At the top, a breadcrumb trail reads "Home > Product Clearance > Custom Release". Below this is a progress bar indicating "Step 2 of 4 - Choose an action to be taken" with a 25% completion marker. The form contains three dropdown menus: "Action" (set to "Reject"), "Variant" (set to "Scanned Items"), and "Reason" (empty). To the right, "Port Of Arrival" is "DXB" and "SHP Number" is "SHP-NUM-1234567890123456". A link "Display Non Cleared Products" is visible. At the bottom right are "Back" and "Continue" buttons.

Figure 117 Custom Release – Reason for rejection selection

To continue to the next page press Continue

A gold-colored button with the text "Continue" in white.

To return to the previous page press Back

A gold-colored button with the text "Back" in white.

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.

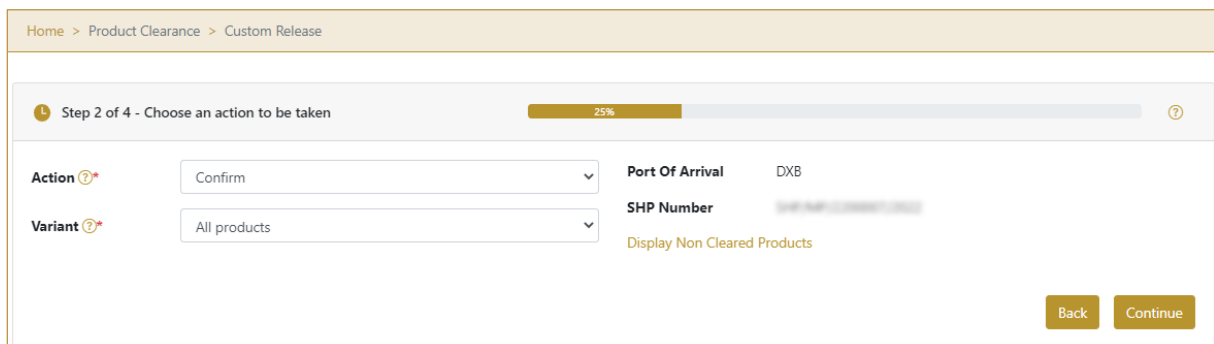
The screenshot shows the same "Custom Release" web interface. The "Action" dropdown is still "Reject", but the "Variant" dropdown is now set to "All products". All other elements, including the progress bar, "Port Of Arrival", "SHP Number", and buttons, remain the same.

Figure 118 Custom Release – Confirmation of variant All products

Home > Product Clearance > Custom Release

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

Action ?* **Port Of Arrival** DXB
Variant ?* **SHP Number** SHP-NUM-1234567890123456
Reason ?* **Display Non Cleared Products**

Back Continue

Figure 119 Custom Release – Rejection of variant All products

To continue to the next page press Continue

Continue

To return to the previous page press Back

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.

Home > Product Clearance > Custom Release

Step 4 of 4 - Confirm Custom Release 75%

Please confirm the clearance of the entire import permit.

SHP Number SHP-NUM-1234567890123456

Back Confirm

Figure 120 Custom Release – Confirm All products

Home > Product Clearance > Custom Release

Step 4 of 4 - Confirm Custom Release 75%

Please confirm the rejection of the entire import permit.

SHP Number SHP-NUM-1234567890123456

Back Reject

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

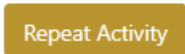
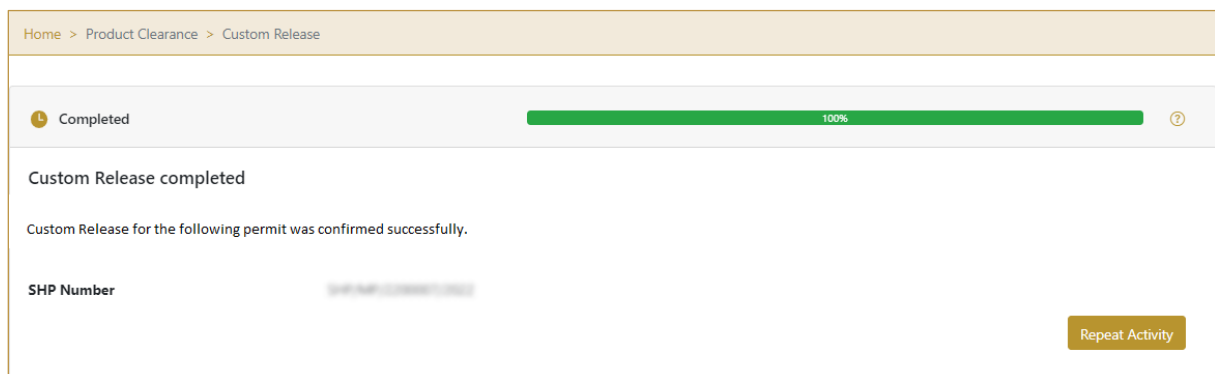




Figure 122 Custom Release– All products completion


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.



Home > Product Clearance > Custom Release

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

Action  Confirm

Variant  Partially / Batch

Batch Number  

GTIN  

Port Of Arrival DXB

SHP Number SHP/IMP/2000007/2000


Display Non Cleared Products


Back Continue


Figure 123 Custom Release– Confirmation of variant Partially/Batch



Home > Product Clearance > Import Clearance



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

Action  Reject

Variant  Partially / Batch

Reason  Invoice missing

Batch Number  

GTIN  

Port Of Arrival DXB


SHP Number SHP/IMP/2000007/2000


Display Non Cleared Products

Back Continue

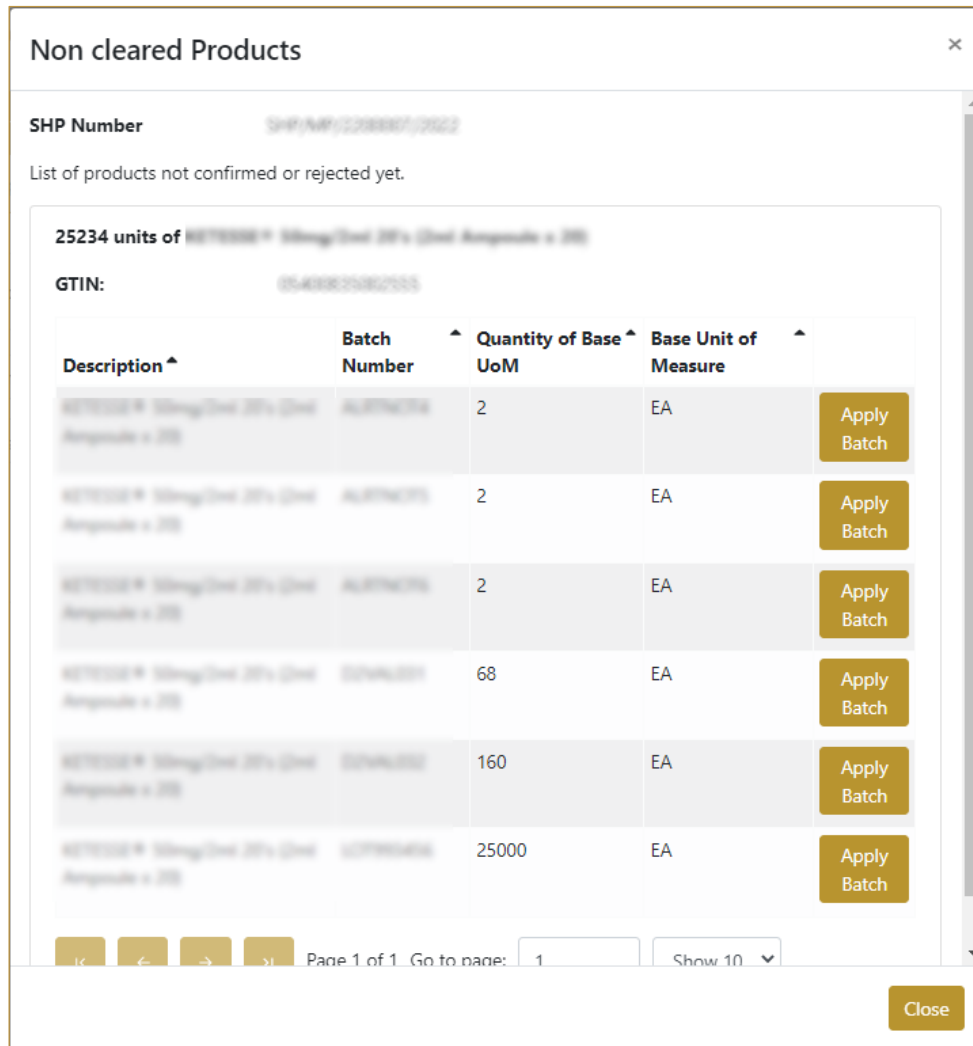
Figure 124 Custom Release – Rejection of variant Partially/Batch

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.



Non cleared Products

SHP Number: SHP/NR/1208807/2022

List of products not confirmed or rejected yet.

25234 units of **NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)**

GTIN: 0540802082105

Description ^	Batch Number	Quantity of Base ^ UoM	Base Unit of Measure ^	
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	ALTNACTA	2	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	ALTNACTA	2	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	ALTNACTA	2	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	CTHAC01	68	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	CTHAC02	160	EA	Apply Batch
NETESSE® 50mg/2ml 20% (2ml Ampoules x 20)	CTHAC03	25000	EA	Apply Batch

Page 1 of 1. Go to page: 1 Show 10

Close


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 **Close** 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 

GTIN 

Port Of Arrival DXB

SHP Number SHP/IMP/02000007/0002

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/IMP/02000007/0002

Batch Number 027461201

Product Description 40700200 500mg/5ml 20% (2ml Ampoules x 20)

GTIN 05400021002755

Back Confirm

Figure 127 Custom Release – Confirm Partially/Batch

Home > Product Clearance > Custom Release

Step 4 of 4 - Confirm Custom Release 75%

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

SHP Number	SHPMAR123456789012345
Batch Number	001234567
Product Description	WET1000P 100mg/10ml 20% (2ml Ampoule x 20)
GTIN	0140001000000

Back Reject

Figure 128 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

Back

4.3.3.2.2 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 Repeat Activity

Repeat Activity

Home > Product Clearance > Custom Release

Completed 100%

Custom Release completed

The batch below has been successfully released.

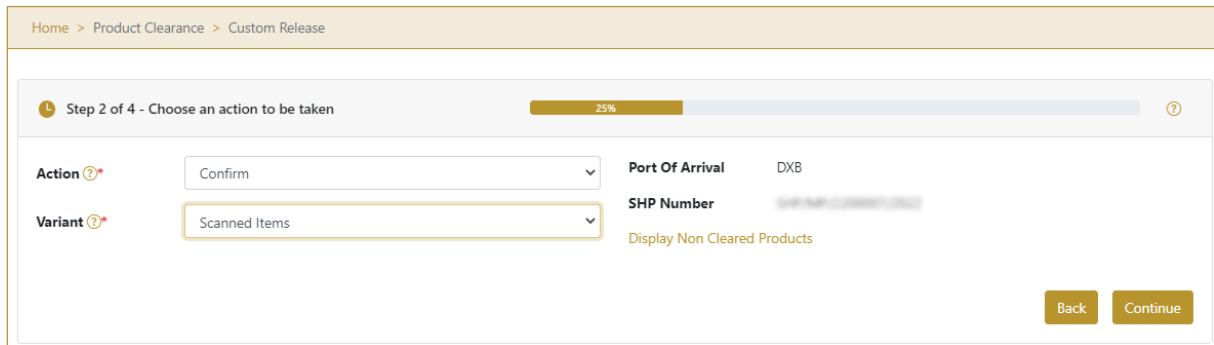
SHP Number	SHPMAR123456789012345
Batch Number	001234567
Product Description	WET1000P 100mg/10ml 20% (2ml Ampoule x 20)
GTIN	0140001000000

Repeat Activity

Figure 129 Custom Release – Partially/Batch completion

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.



Home > Product Clearance > Custom Release

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

Action [?]* Confirm

Variant [?]* Scanned Items

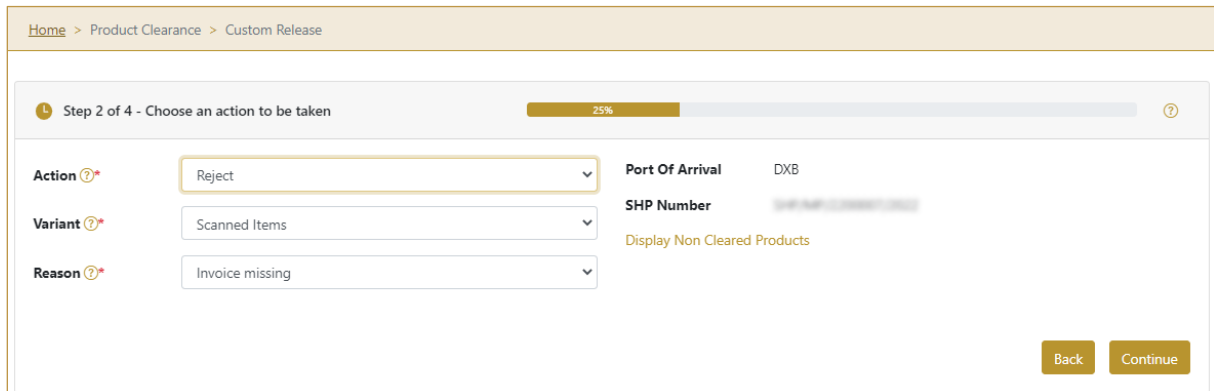
Port Of Arrival DXB

SHP Number

Display Non Cleared Products

Back Continue

Figure 130 Custom Release – Confirmation of variant Scanned items



Home > Product Clearance > Custom Release

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

Action [?]* Reject

Variant [?]* Scanned Items

Reason [?]* Invoice missing

Port Of Arrival DXB

SHP Number

Display Non Cleared Products

Back Continue

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

Continue

To return to the previous page press Back

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.

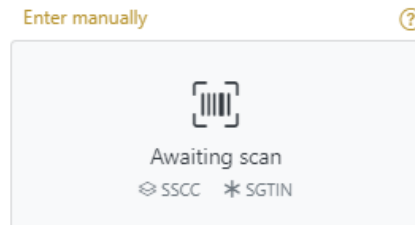


Figure 132 Custom Release - Scan item

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

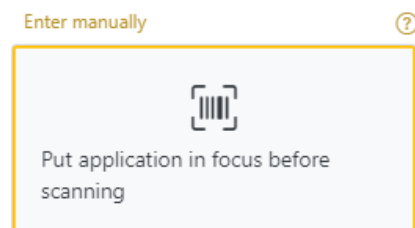


Figure 133 Custom Release - Missing focus

4.3.3.3.2 Manual adding

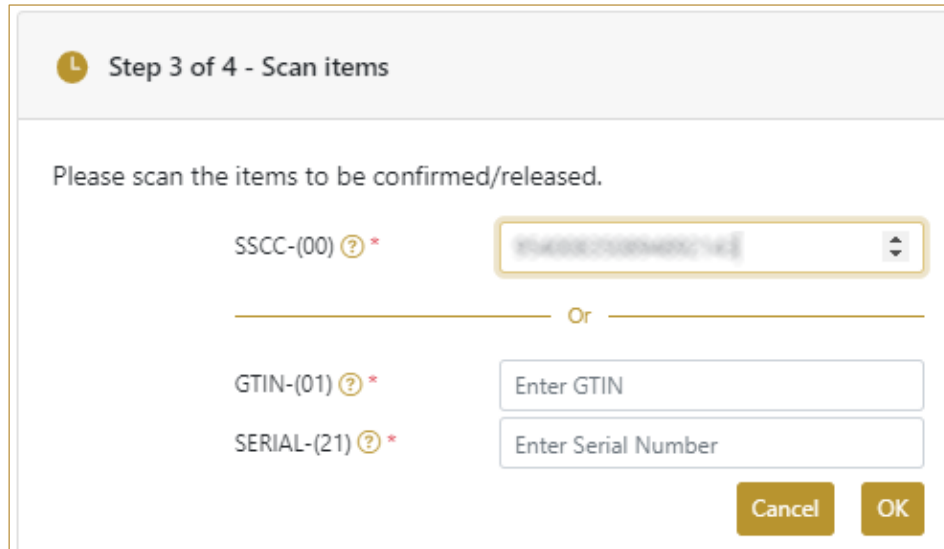
Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new page opens.

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) ? *

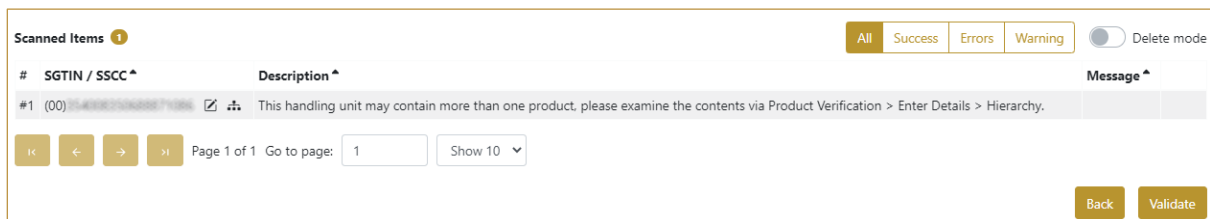
SERIAL-(21) ? *

Enter GTIN

Enter Serial Number

Cancel OK

Figure 134 Manual adding of SSCC item



Scanned Items 1

All Success Errors Warning Delete mode

#	SGTIN / SSCC ^	Description ^	Message ^
#1	(00) 00000000000000000000	This handling unit may contain more than one product, please examine the contents via Product Verification > Enter Details > Hierarchy.	

Page 1 of 1 Go to page: 1 Show 10

Back Validate

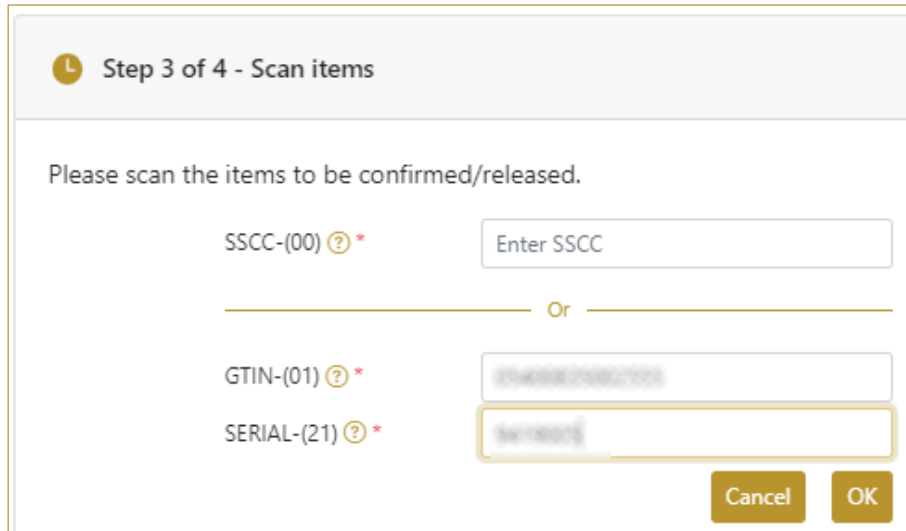
Figure 135 Successfully added SSCC item

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

OK



Step 3 of 4 - Scan items

Please scan the items to be confirmed/released.

SSCC-(00) ? *

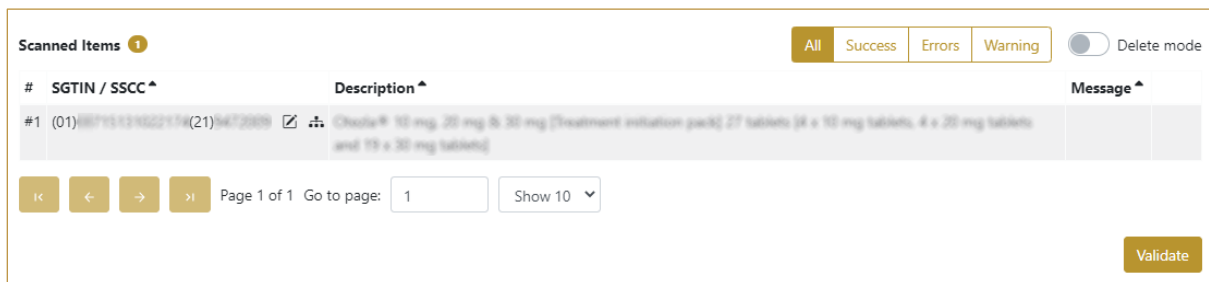
Or

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)	0754088259827003 (21)	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 ▾

Validate

Figure 137 Successfully added SGTIN item

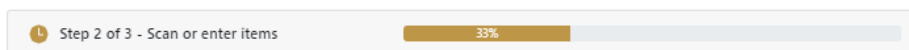
If you want to return to the previous page press Cancel

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

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) 125478965432158743

No Yes

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) 8715131022114 (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)					
#2	(00) 87151310248943515		GLN of EPC (80487151310248943515) doesn't match readpoint GLN				

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

Validate

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.

Home > Product Clearance > Custom Release

Step 4 of 4 - Confirm Custom Release 75%

Please confirm the clearance confirmation of the scanned items below.

SHP Number SHF/NP/2288801/2522

#	SGTIN / SSCC ^	Description ^
#1	810540823082353210419805	827E32E * 50mg/2ml 20's (2ml Ampoule x 20)

Page 1 of 1 Go to page: Show 10 ▾

Back Confirm

Figure 138 Custom Release – Confirm Scanned items

Home > Product Clearance > Custom Release

Step 4 of 4 - Confirm Custom Release 75%

Please confirm the rejection confirmation of the scanned items below.

SHP Number SHF/NP/2288801/2522

#	SGTIN / SSCC ^	Description ^
#1	810540823082353210419805	827E32E * 50mg/2ml 20's (2ml Ampoule x 20)

Page 1 of 1 Go to page: Show 10 ▾

Back Reject

Figure 139 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

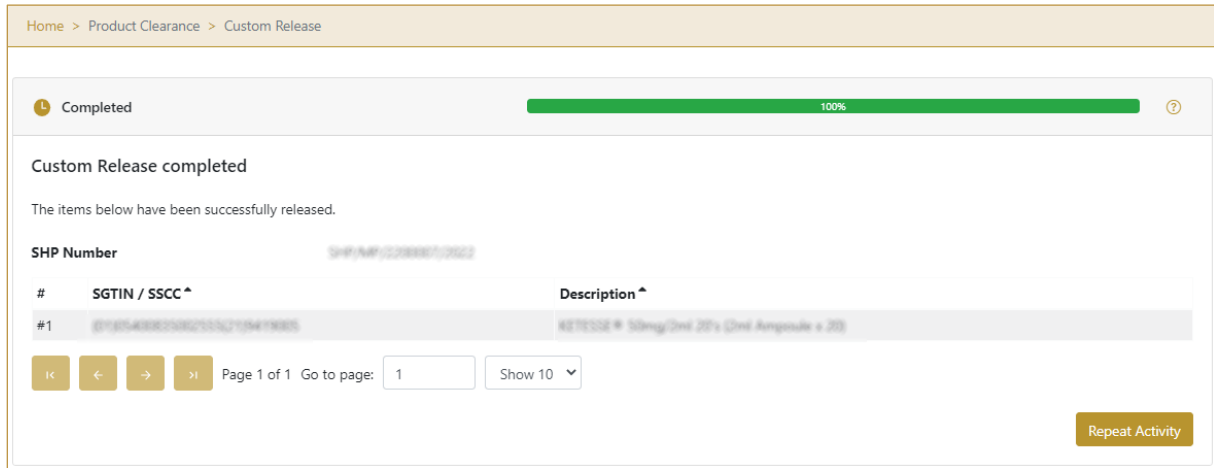
Back

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

Repeat Activity



Home > Product Clearance > Custom Release

Completed 100%

Custom Release completed

The items below have been successfully released.

SHP Number SHP/NRP/02000001/0002

#	SGTIN / SSCC ^	Description ^
#1	01105400400002000200000000000000	ASTRO 100 * 100mg/2ml 20's (2ml Ampoule x 20)

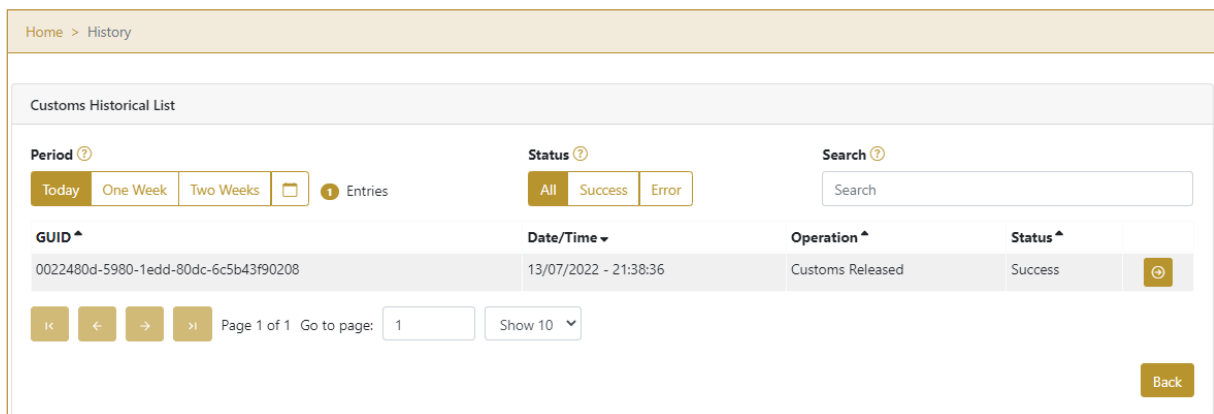
Page 1 of 1 Go to page: 1 Show 10

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.



Home > History

Customs Historical List

Period Today One Week Two Weeks All Entries

Status All Success Error

Search Search

GUID ^	Date/Time ^	Operation ^	Status ^
0022480d-5980-1edd-80dc-6c5b43f90208	13/07/2022 - 21:38:36	Customs Released	Success

Page 1 of 1 Go to page: 1 Show 10

Back

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

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.



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



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.

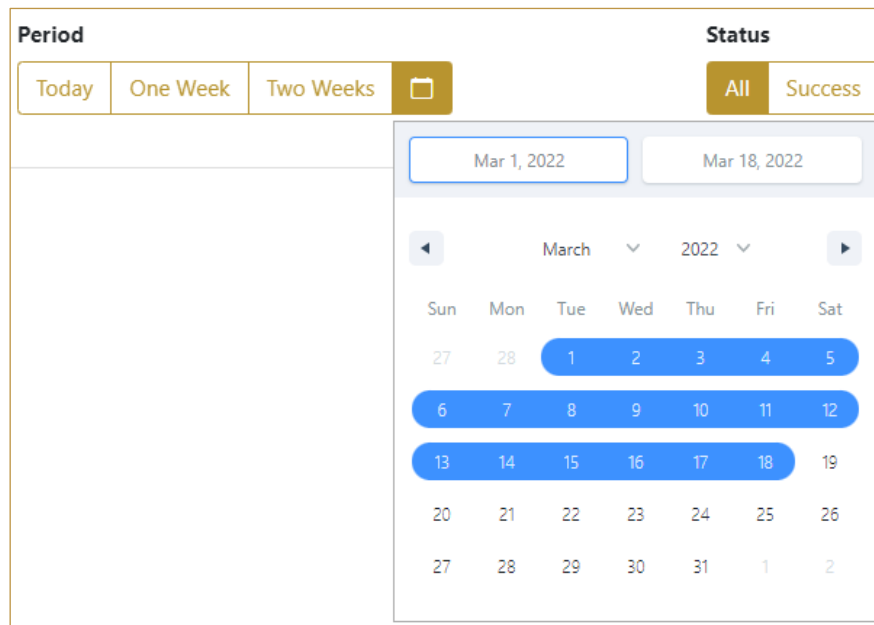


Figure 145 Filter options – Calendar

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.

Home > History

Customs Historical List - Details

0%

GUID

0022480d-5980-1edd-80dc-6c5b43f90208

Type

CUST-APP

Destination

Dubai - Airport Customs Port

GLN of Location

urn:un:edgln:129456.100001.2

Time

13/07/2022 - 21:38:35

Selected items:

Item ^

0022480d-5980-1edd-80dc-6c5b43f90208

<

<

>

>


Page 1 of 1 Go to page:

Show 10 ▾

Back

Cancel Check

Figure 147 Historical view Details

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

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

To return to the previous page press Back

4.3.6 Cancellation confirmation

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

Home > History

Customs Historical List - Details 50%

Please confirm the cancellation of the Customs

GUID	0022480d-5980-1edd-80eb-9648c34ca228
Type	CUST-APP
Destination	Dubai Airport Customs Port
GLN of Location	unimex@glx-123456789012
Time	14/07/2022 - 12:06:56

Selected items:

Item ^

0022480d-5980-1edd-80eb-9648c34ca228

Page 1 of 1 Go to page: 1 Show 10

Back Confirm

Figure 148 Cancellation confirmation

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

Confirm

Back

To return to the previous page press Back

4.3.7 Cancellation completion

You successfully cancelled the custom release document.

4.3.8 Notifications

The following notifications will be sent, via email or work item notification, at the different steps of the Custom Release process:

- Once product is Custom Released, to MoHAP Empowerment, as well as to the supply chain entities in possession of the product. (these recipients will also get a notification if a Custom Release is cancelled).
- If product Custom Release is rejected, to the supply chain entities in possession of the product. (these recipients will also get a notification if a Custom Release Rejection is cancelled).

Home > History

Customs Historical List - Details 100%

Customs has been successfully canceled

GUID	0022480d-5980-1edd-80eb-9648c34ca228
Type	CUST-APP
Destination	Dubai Airport Customs Port
GLN of Location	urn:un:spec:glgn:1234567890123
Time	14/07/2022 - 12:06:56

Selected items:

Item ^

0022480d-5980-1edd-80eb-9648c34ca228

« ← → »

Page 1 of 1 Go to page: Show 10 ▾

Done

Figure 149 Cancellation completion

To return to the Historical View press Done

Done

4.4 Product Clearance – Custom Release - Mobile

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

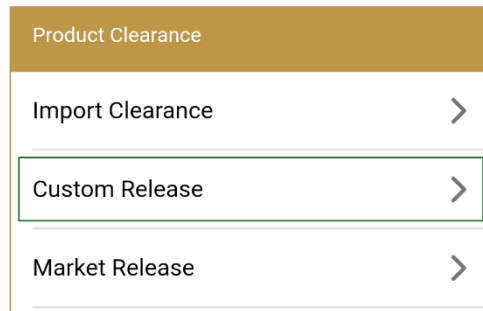


Figure 150 Mobile navigation menu – Custom Release

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.

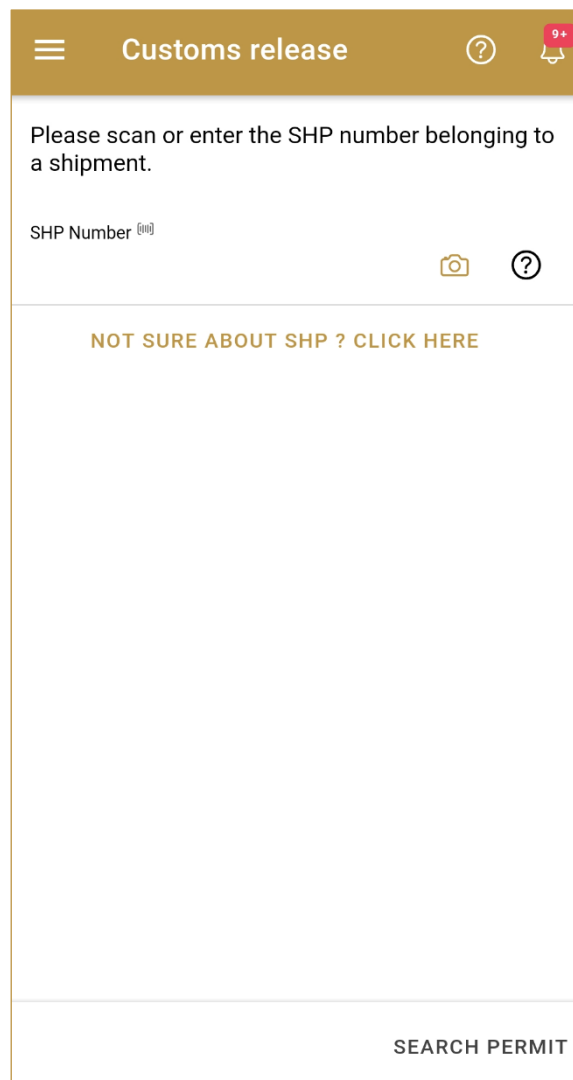
The screenshot shows a mobile app interface for "Customs release". At the top is a brown header bar with a menu icon, the title "Customs release", a help icon, and a notification icon with "9+". Below the header, the main content area has a white background. It starts with the instruction "Please scan or enter the SHP number belonging to a shipment." followed by a text input field labeled "SHP Number" with a small "(en)" suffix. To the right of the input field are a camera icon and a help icon. Below the input field is a yellow text link: "NOT SURE ABOUT SHP ? CLICK HERE". At the bottom of the screen is a white bar with the text "SEARCH PERMIT" in brown.

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.

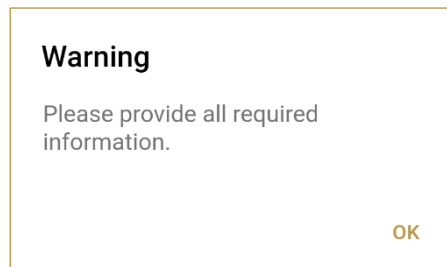


Figure 152 Custom Release – Warning Fill in the field

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

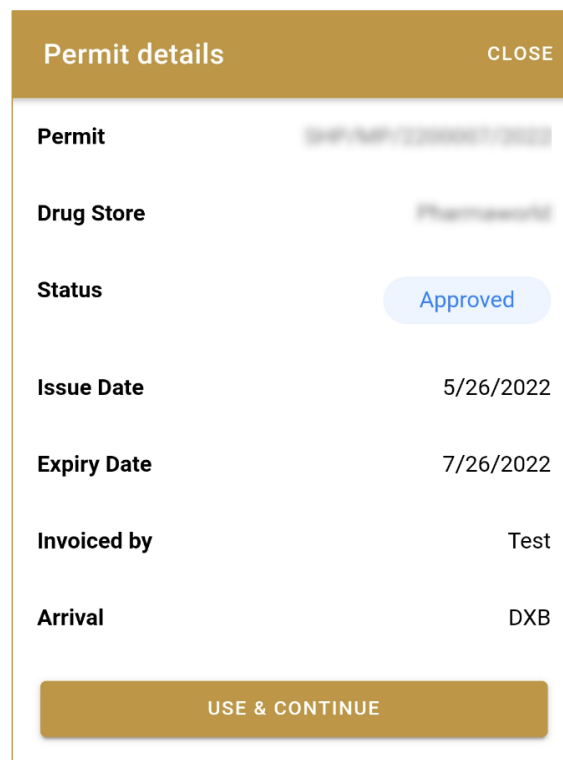


Figure 153 Custom Release – Import Permit details

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

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

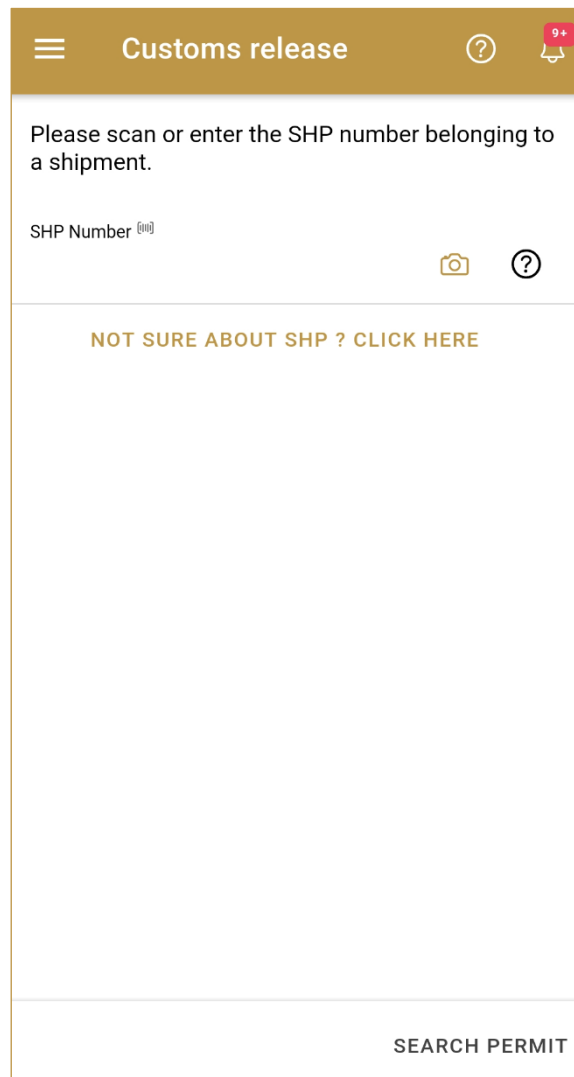
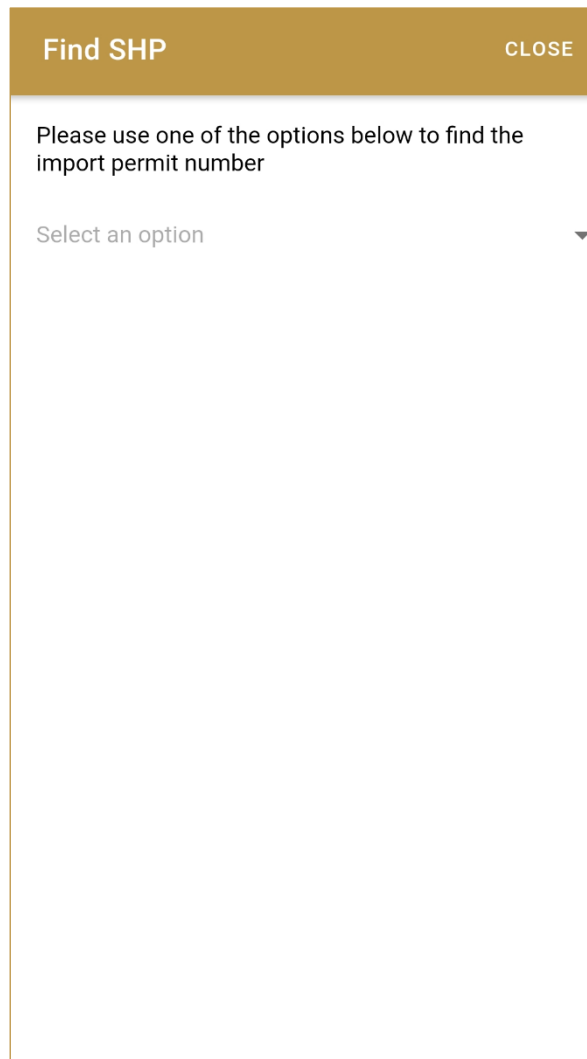
The screenshot shows a mobile app interface for "Customs release". At the top, there is a brown header bar with a menu icon, the title "Customs release", a question mark icon, and a red notification bubble with "9+". Below the header, the main content area has a white background. It starts with the instruction "Please scan or enter the SHP number belonging to a shipment." followed by a text input field labeled "SHP Number" with a small barcode icon. To the right of the input field are a camera icon and a question mark icon. Below this is a large white rectangular area containing the text "NOT SURE ABOUT SHP ? CLICK HERE" in brown. At the bottom of the screen is a white bar with the text "SEARCH PERMIT" in brown.

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.

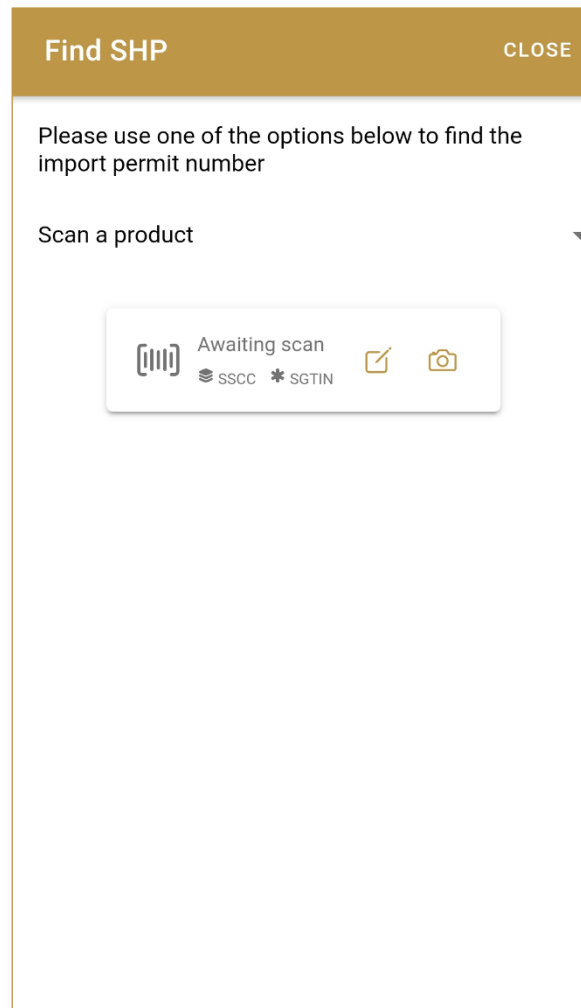




Figure 156 Custom Release – Scan an item

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.

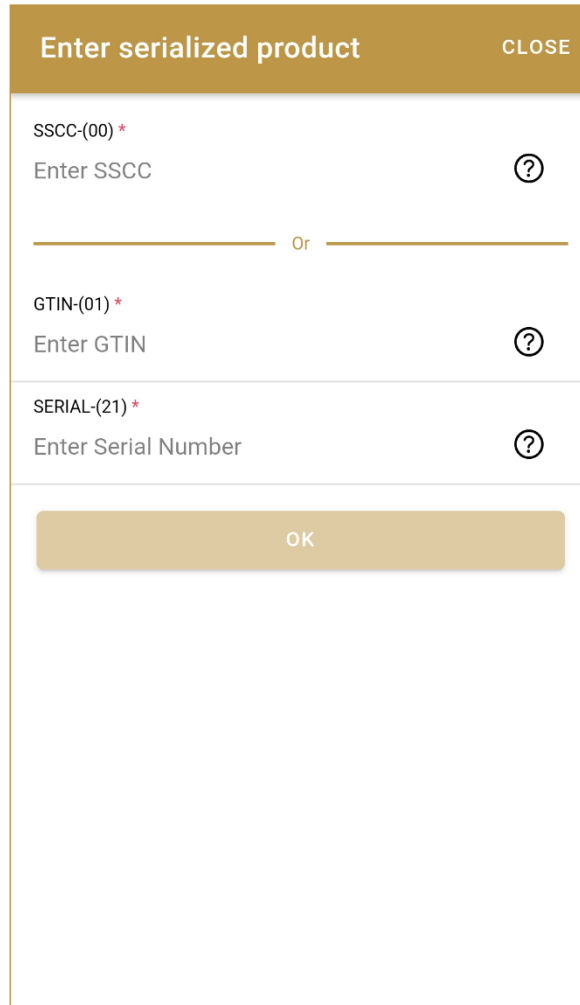


Figure 157 Custom Release – Manually add an item

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

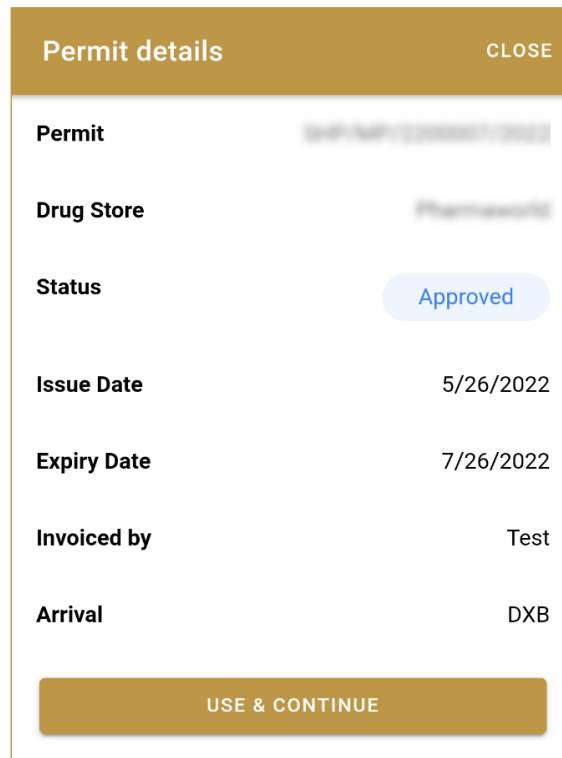
To add an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK



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.



Permit details		CLOSE
Permit	[Blurred]	
Drug Store	[Blurred]	
Status	Approved	
Issue Date	5/26/2022	
Expiry Date	7/26/2022	
Invoiced by	Test	
Arrival	DXB	
USE & CONTINUE		

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

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 SHPCLOSE

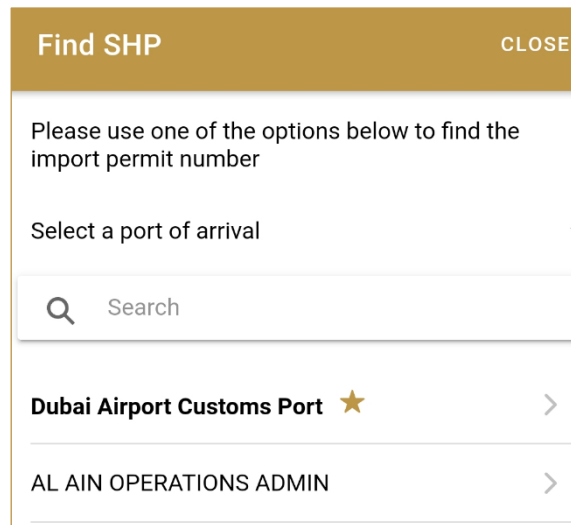
Please use one of the options below to find the import permit number

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 ★ .

A dialog box titled "Find SHP" with a "CLOSE" button in the top right corner. The main text says "Please use one of the options below to find the import permit number". Below this is a label "Select a port of arrival" followed by a dropdown arrow. Underneath is a search bar with a magnifying glass icon and the text "Search". Below the search bar is a list of two items: "Dubai Airport Customs Port" with a yellow star icon and a right arrow, and "AL AIN OPERATIONS ADMIN" with a right arrow.

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 >

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.

A search bar with a magnifying glass icon and the text "Search".

Figure 161 Custom Release – Search for the port of arrival

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

Find SHPCLOSE

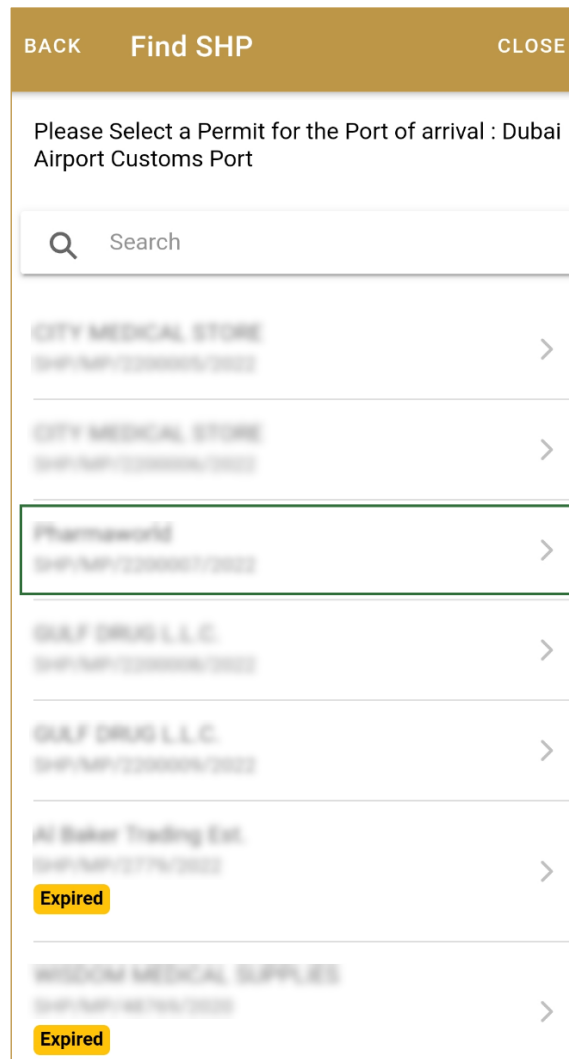
Please use one of the options below to find the import permit number

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.



BACK Find SHP CLOSE

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

Search

CITY MEDICAL STORE
SHP/IMP/2200006/2022

CITY MEDICAL STORE
SHP/IMP/2200006/2022

Pharmaworld
SHP/IMP/2200007/2022

GULF DRUG L.L.C.
SHP/IMP/2200006/2022

GULF DRUG L.L.C.
SHP/IMP/2200006/2022

Al Baker Trading Est.
SHP/IMP/22774/2022
Expired

WISDOM MEDICAL SUPPLIES
SHP/IMP/22774/2022
Expired

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

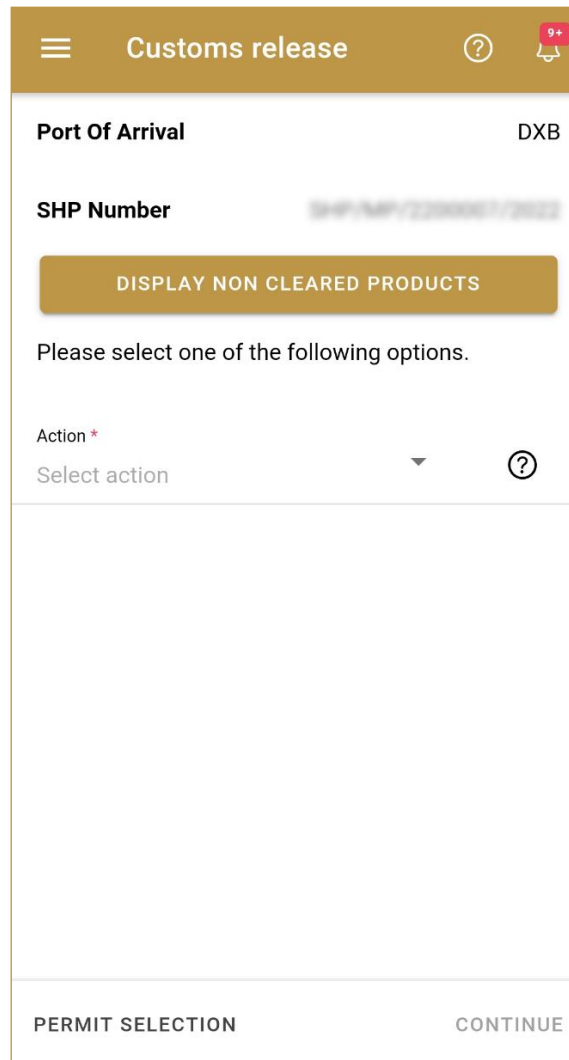
The screenshot shows a mobile application interface for "Customs release". At the top, there is a header bar with a menu icon, the title "Customs release", a help icon, and a notification bell with "9+" alerts. Below the header, the "Port Of Arrival" is set to "DXB". The "SHP Number" is displayed as "SHP/MP/2200001/2022". A prominent orange button labeled "DISPLAY NON CLEARED PRODUCTS" is shown. Below this, a text prompt says "Please select one of the following options." followed by an "Action *" dropdown menu. The dropdown currently shows "Select action" and has a help icon. At the bottom of the screen, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

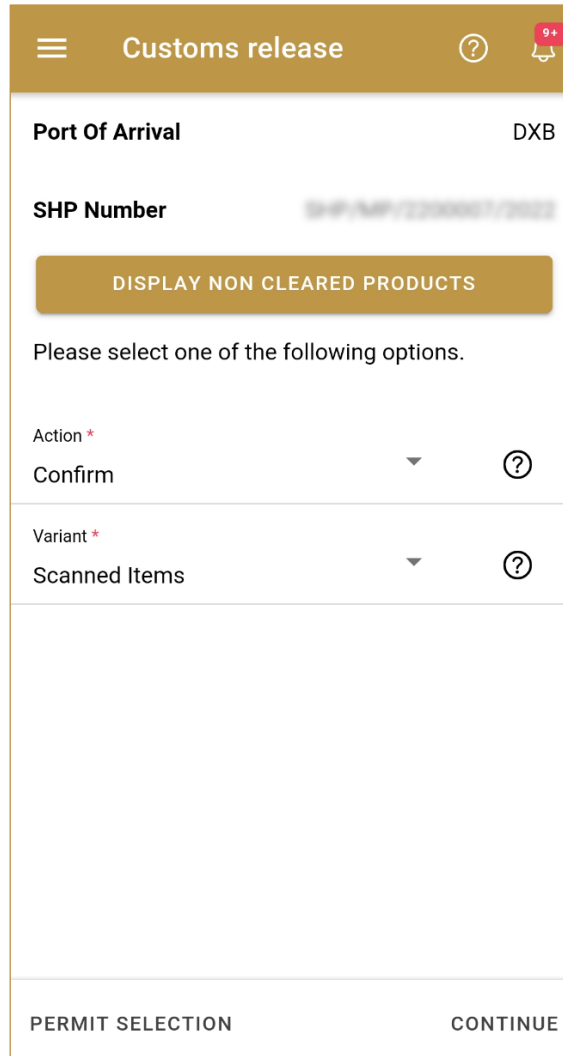
Figure 164 Custom Release – Action selection

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

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 badge showing "9+". Below the header, the "Port Of Arrival" is set to "DXB". The "SHP Number" is displayed as "SHP/MP/2200007/2022". A prominent orange button labeled "DISPLAY NON CLEARED PRODUCTS" is present. Below this, a message states "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, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Customs release

Port Of Arrival DXB

SHP Number SHP/MP/2200007/2022

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *
Confirm

Variant *
Scanned Items

PERMIT SELECTION 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.

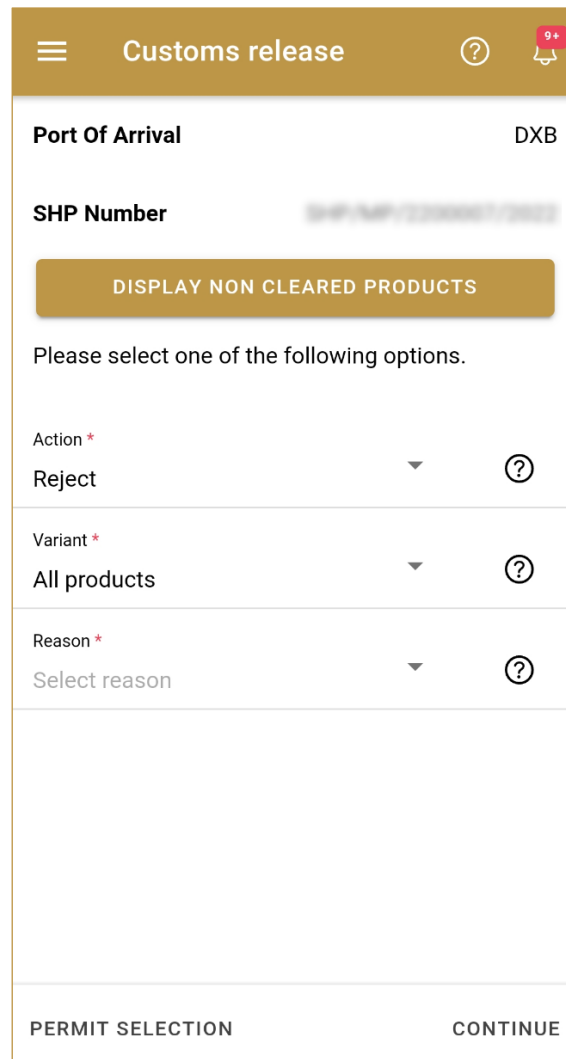


Figure 166 Custom Release – Reason for rejection selection

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.

Customs release

?

9+

Port Of Arrival

DXB

SHP Number

SHP/MP/2200007/2022

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *

Confirm

▼

?

Variant *

All products

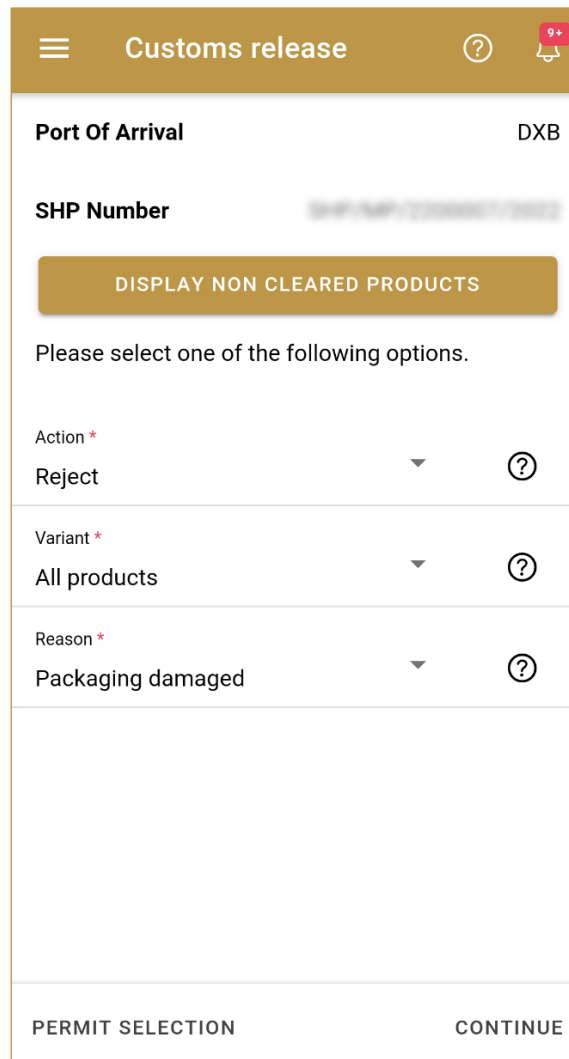
▼

?

PERMIT SELECTION

CONTINUE

Figure 167 Custom Release – Confirmation of variant All products



Customs release

Port Of Arrival DXB

SHP Number SHP/IMP/22000007/2022

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *
Reject

Variant *
All products

Reason *
Packaging damaged

PERMIT SELECTION 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.

← BACK

Customs relea...

?

9+

Confirm Custom Release

Please confirm the clearance of the entire import permit.

SHP Number

CONFIRM

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 **← 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**

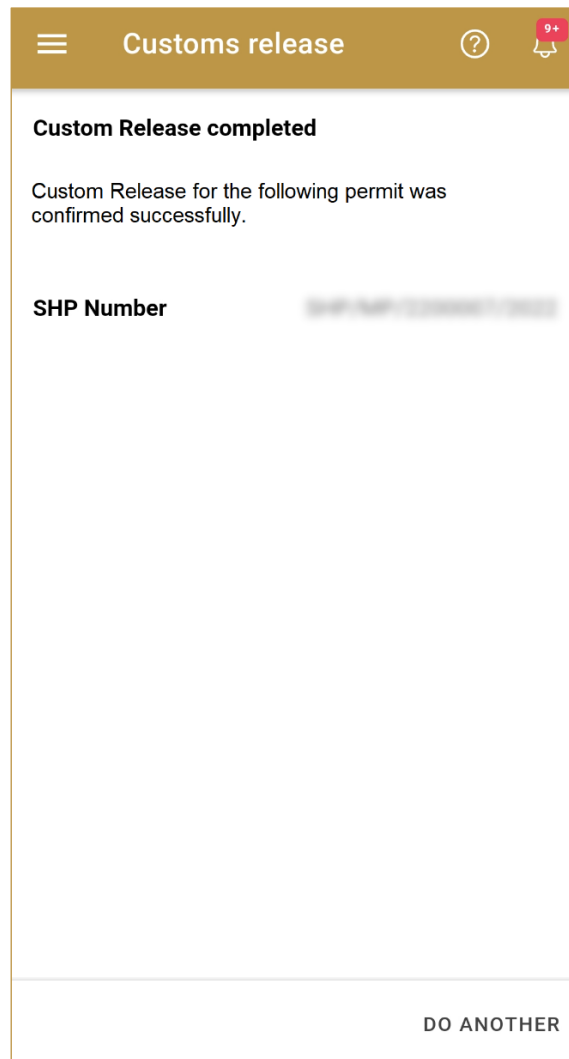


Figure 171 Custom Release – All products completion

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.

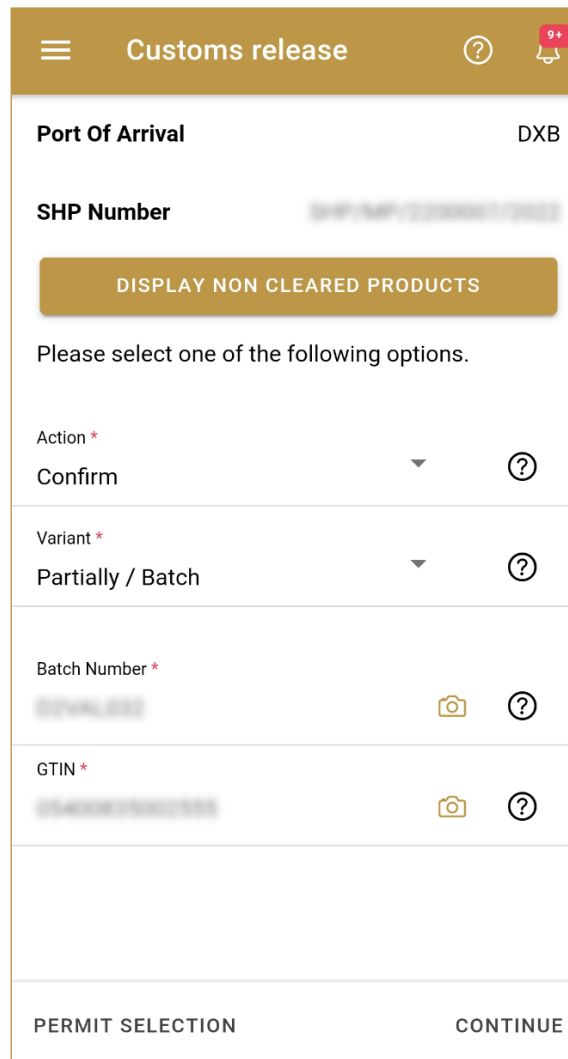


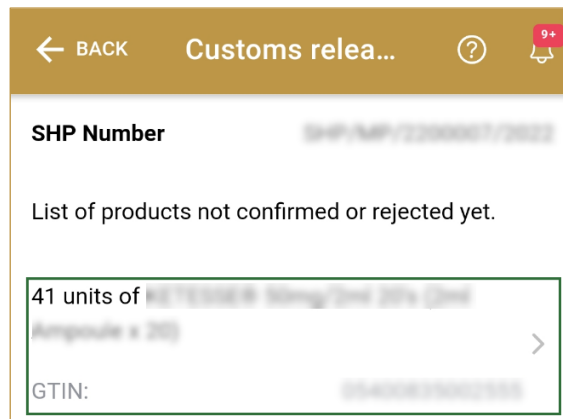


Figure 172 Custom Release – Confirmation of variant Partially/Batch

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.

A screenshot of a mobile application interface titled "Customs release...". At the top, there is a navigation bar with a back arrow, the title, a help icon, and a notification icon with "9+" red dots. Below the bar, the "SHP Number" is displayed as "SHP/MP/2200001/2022". A message states: "List of products not confirmed or rejected yet." Below this, a product entry is shown: "41 units of KETESSEB 50mg/2ml 20% (2ml Ampoule x 20)" with a right-pointing arrow. Below the product name, the "GTIN:" is displayed as "05400037000255".

SHP Number
SHP/MP/2200001/2022

List of products not confirmed or rejected yet.

41 units of KETESSEB 50mg/2ml 20% (2ml Ampoule x 20)

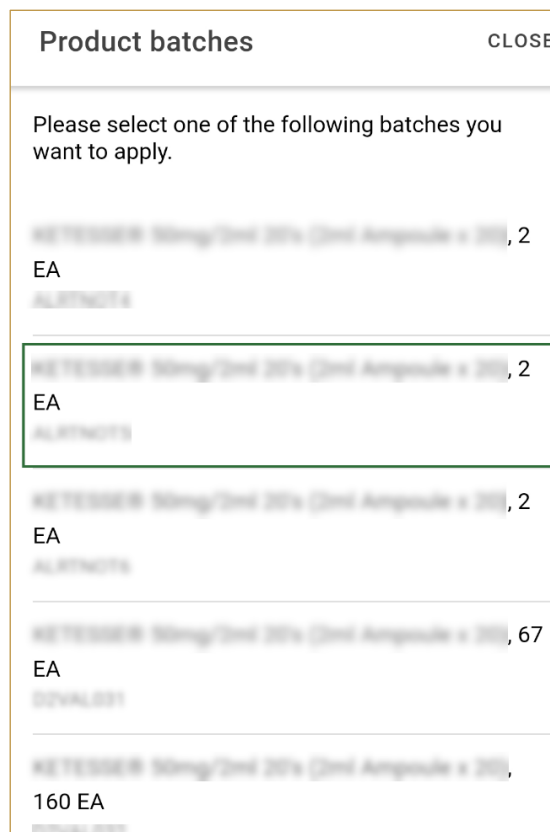
GTIN: 05400037000255

Figure 173 Custom Release – Display Non Cleared Product

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



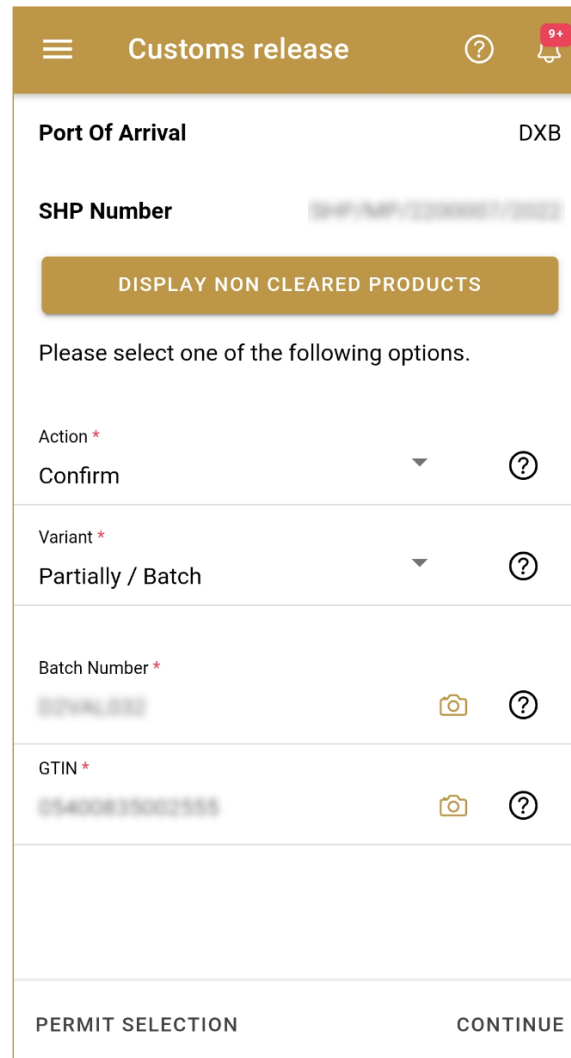
If you select one of the product, a new window opens with all available batch numbers.

A screenshot of a mobile application interface titled "Product batches" with a "CLOSE" button in the top right corner. The screen displays a message: "Please select one of the following batches you want to apply." Below this, a list of batches is shown. Each batch entry consists of the product name "KETESSEB 50mg/2ml 20% (2ml Ampoule x 20)", a quantity, and a status. The first three entries have a quantity of "2" and status "EA". The fourth entry has a quantity of "67" and status "EA". The fifth entry has a quantity of "160" and status "EA". The second entry is highlighted with a green border.

Product batches	
Please select one of the following batches you want to apply.	
KETESSEB 50mg/2ml 20% (2ml Ampoule x 20), 2	EA
KETESSEB 50mg/2ml 20% (2ml Ampoule x 20), 2	EA
KETESSEB 50mg/2ml 20% (2ml Ampoule x 20), 2	EA
KETESSEB 50mg/2ml 20% (2ml Ampoule x 20), 67	EA
KETESSEB 50mg/2ml 20% (2ml Ampoule x 20), 160	EA

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.


A screenshot of a mobile application interface for "Customs release". The header is orange with a menu icon, the title "Customs release", a question mark icon, and a notification icon with "9+". The form contains the following fields: "Port Of Arrival" with value "DXB", "SHP Number" with a blurred value, a button "DISPLAY NON CLEARED PRODUCTS", a prompt "Please select one of the following options.", "Action *" with a dropdown menu showing "Confirm" and a question mark icon, "Variant *" with a dropdown menu showing "Partially / Batch" and a question mark icon, "Batch Number *" with a blurred value, a camera icon, and a question mark icon, "GTIN *" with a blurred value, a camera icon, and a question mark icon. At the bottom, there are two buttons: "PERMIT SELECTION" and "CONTINUE".

Port Of Arrival		DXB
SHP Number		[Blurred]
DISPLAY NON CLEARED PRODUCTS		
Please select one of the following options.		
Action *	▼	?
Confirm		
Variant *	▼	?
Partially / Batch		
Batch Number *	[Blurred]	?
GTIN *	[Blurred]	?
PERMIT SELECTION		
CONTINUE		

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.

← BACK
Customs relea...
?
9+ 

Confirm Custom Release

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

SHP Number	00000000000000000000
Batch Number	0000000000
Product	00000000000000000000
Description	00000000000000000000
GTIN	00000000000000000000

CONFIRM

Figure 176 Custom Release – Confirm Partially/Batch

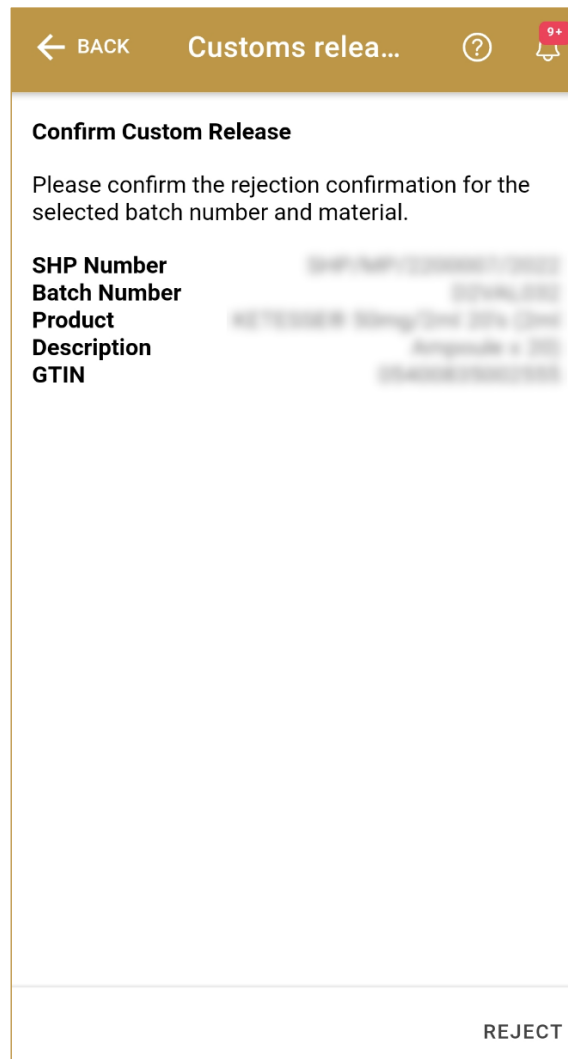


Figure 177 Custom Release – Reject Partially/Batch

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**

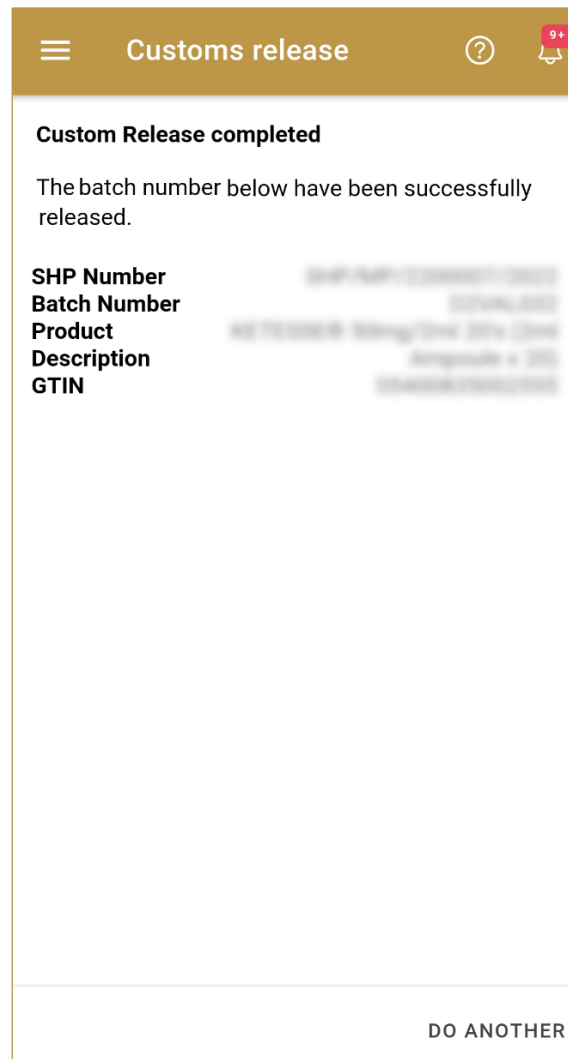


Figure 178 Custom Release – Partially/Batch completion

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.

Customs release

?

9+

Port Of Arrival

DXB

SHP Number

SHF/MP/22000017/2022

DISPLAY NON CLEARED PRODUCTS

Please select one of the following options.

Action *

Confirm

▼

?

Variant *

Scanned Items

▼

?

PERMIT SELECTION

CONTINUE

Figure 179 Custom Release – Confirmation of variant Scanned items

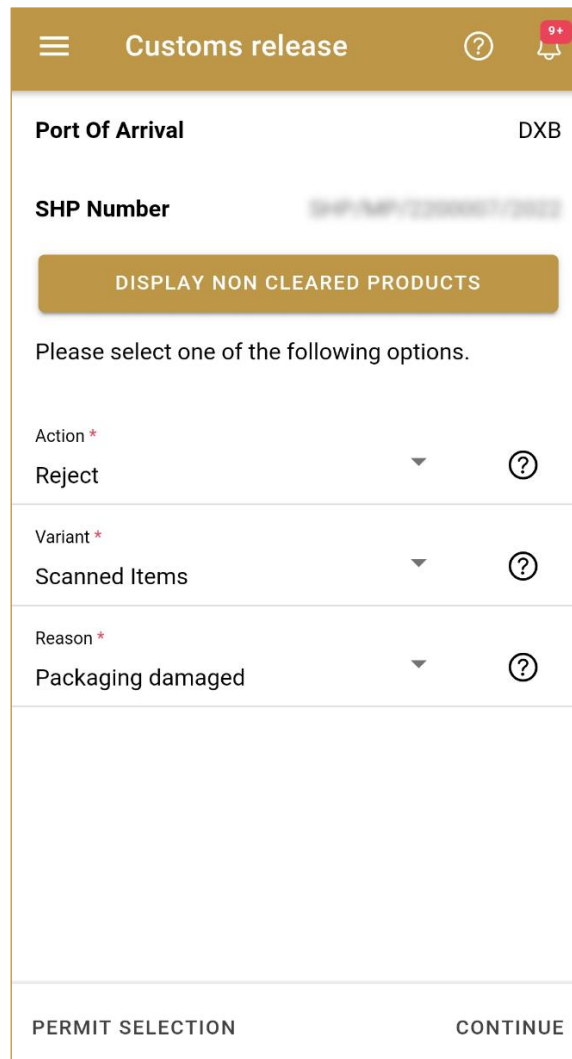


Figure 180 Custom Release – Rejection of variant Scanned items

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

CONTINUE

To select different shipment import permit press Permit selection

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.

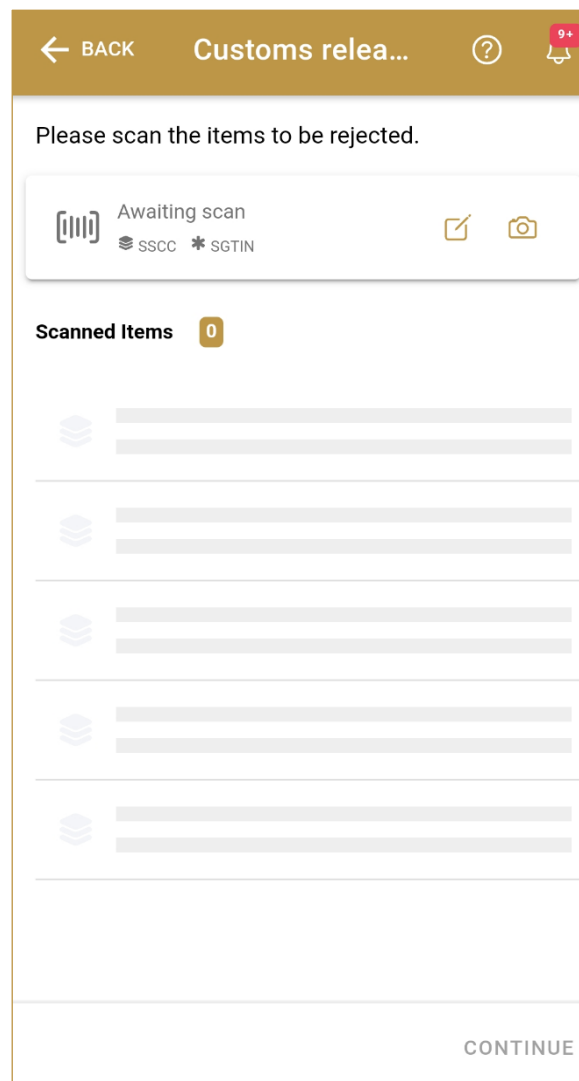



Figure 181 Custom Release – Items scanning

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

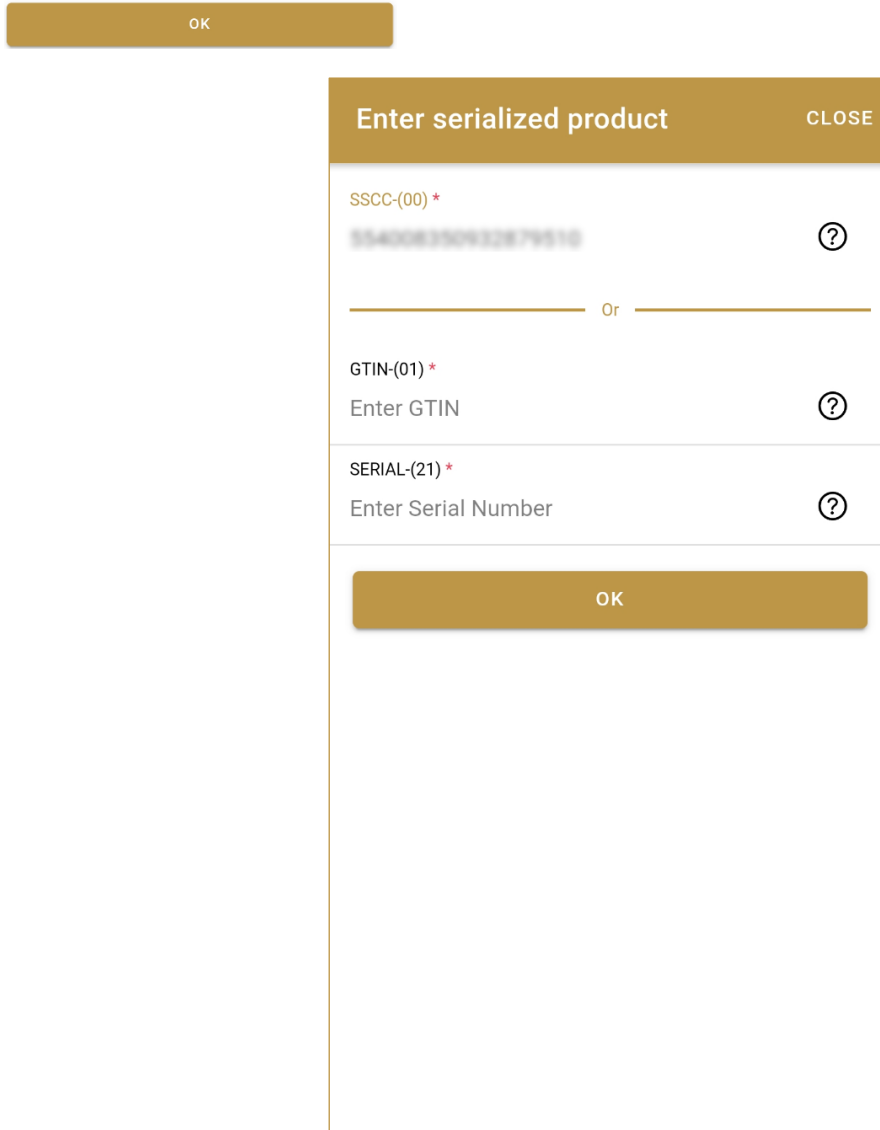
The screenshot shows a dialog box titled "Enter serialized product" with a "CLOSE" button in the top right corner. Inside the dialog, there are three input fields, each with a red asterisk indicating it is required. The first field is labeled "SSCC-(00) *" and contains the value "554008350932879510" with a question mark icon to its right. Below this field is a horizontal line with the word "Or" in the center. The second field is labeled "GTIN-(01) *" and contains the text "Enter GTIN" with a question mark icon to its right. The third field is labeled "SERIAL-(21) *" and contains the text "Enter Serial Number" with a question mark icon to its right. At the bottom of the dialog, there is a large orange button labeled "OK".

Figure 182 Manual adding of SSCC item

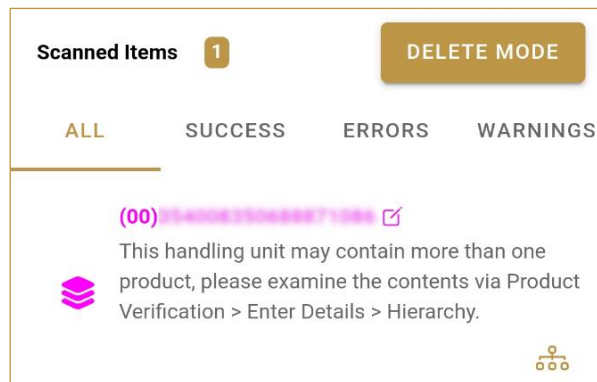
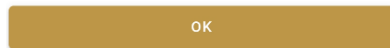
The screenshot shows a screen titled "Scanned Items" with a "1" in a brown box next to the title. There is a "DELETE MODE" button in the top right corner. Below the title, there are four tabs: "ALL", "SUCCESS", "ERRORS", and "WARNINGS". The "ALL" tab is selected and highlighted with a brown underline. Below the tabs, there is a list of scanned items. The first item is labeled "(00)" in purple, followed by the value "554008350932879510" and a small icon of a box with a checkmark. Below this, there is a message: "This handling unit may contain more than one product, please examine the contents via Product Verification > Enter Details > Hierarchy." To the left of this message is a purple icon of a box with a checkmark. At the bottom right of the screen, there is a small icon of a box with a checkmark.

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



Enter serialized productCLOSE

SSCC-(00) *
Enter SSCC?

Or

GTIN-(01) *
05400835002555?

SERIAL-(21) *
9419003?

OK

Figure 184 Manual adding of SGTIN item

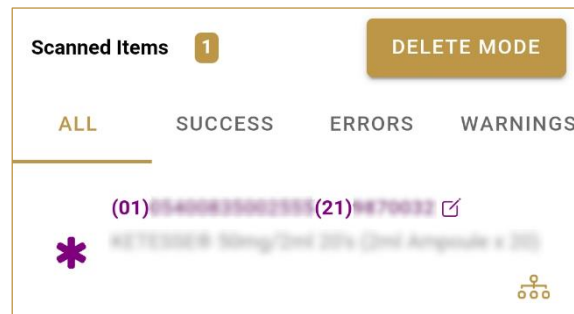


Figure 185 Successfully added SGTIN item

If you want to return to the previous page press Close

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 **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**

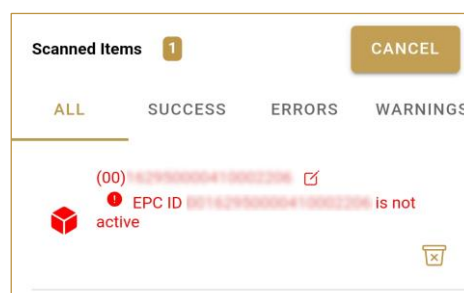
Filter options:


- **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.

Confirmation
Do you really want to delete this item? (00) 162950000410002206


NO YES

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


Scanned Items 1

DELETE MODE


ALL SUCCESS ERRORS WARNINGS



(00) 162950000410002206



EPC ID 162950000410002206 is not active



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.

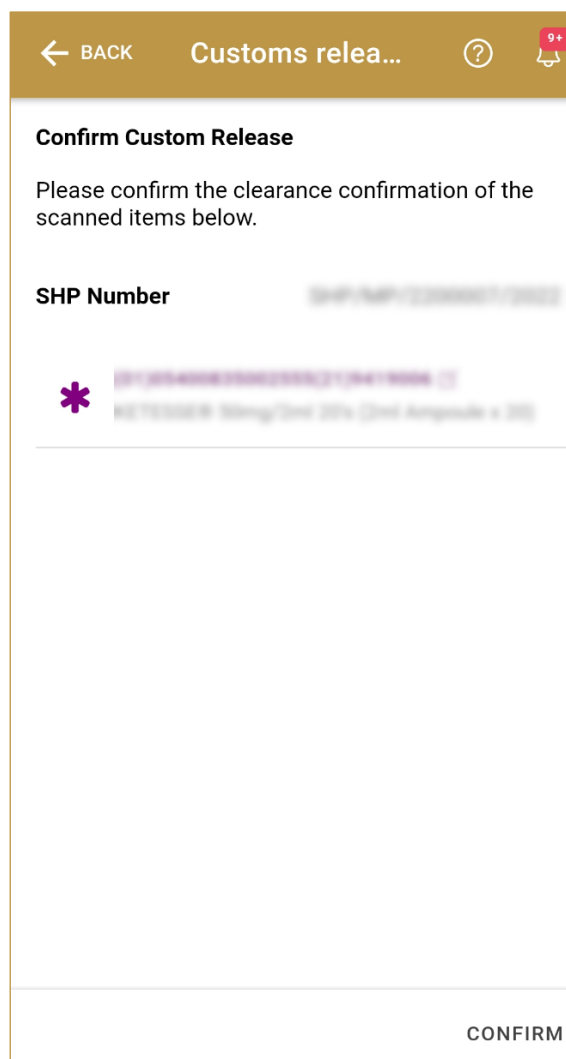


Figure 186 Custom Release – Confirm Scanned items

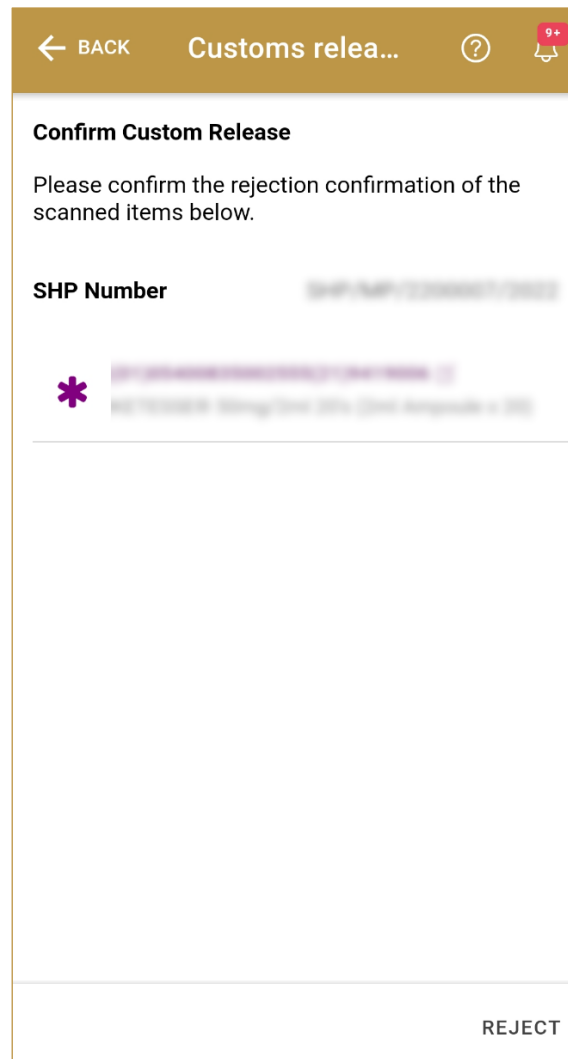


Figure 187 Custom Release – Reject Scanned items

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**

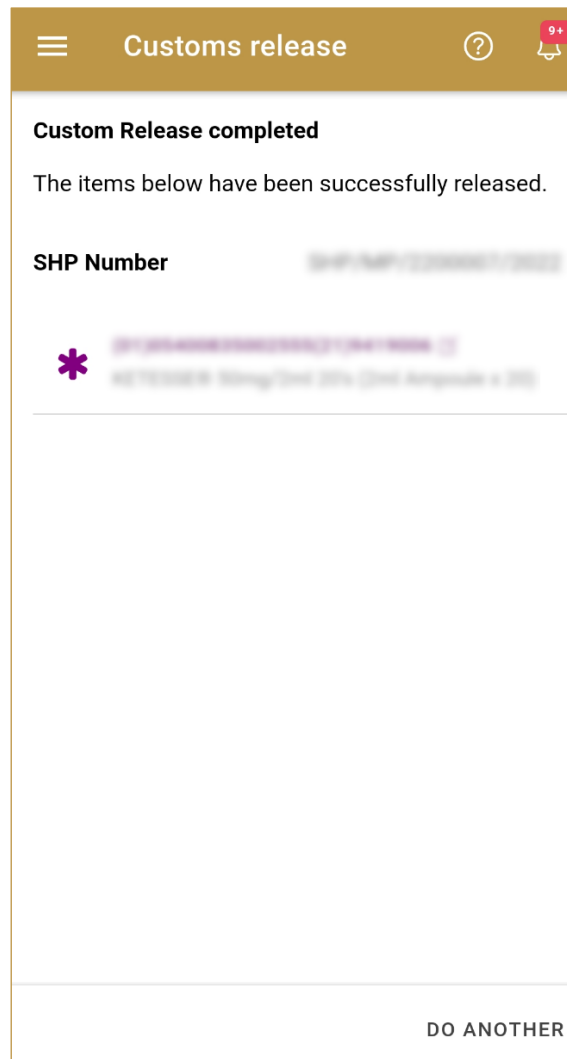


Figure 188 Custom Release – Scanned items completion

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

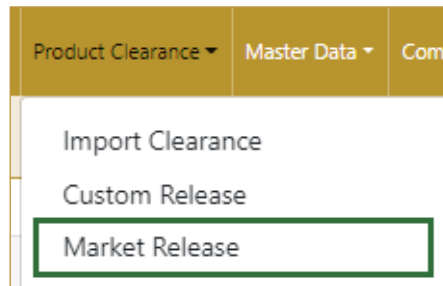


Figure 189 Portal navigation menu – Market Release

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

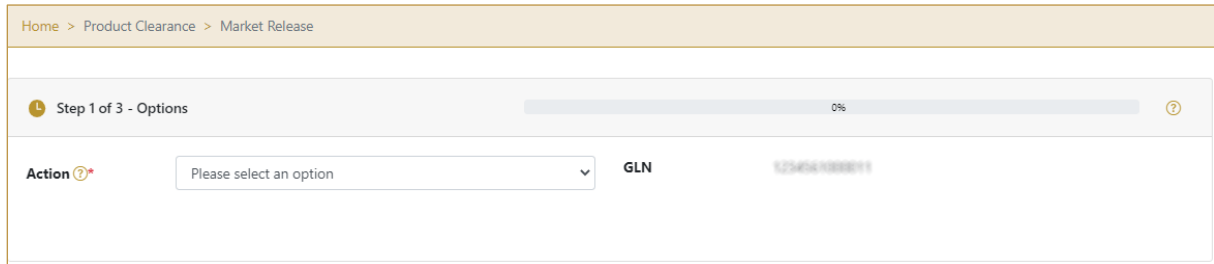


Figure 190 Market Release – Action selection

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**

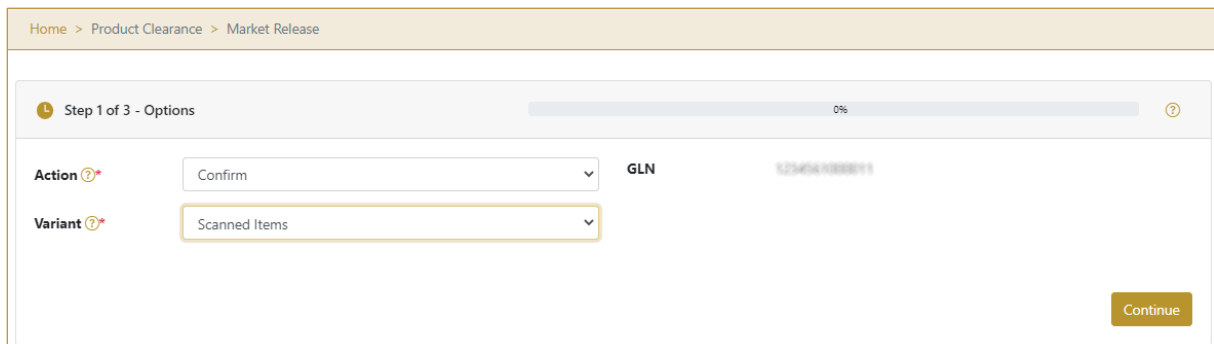


Figure 191 Market Release – Variant selection

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

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

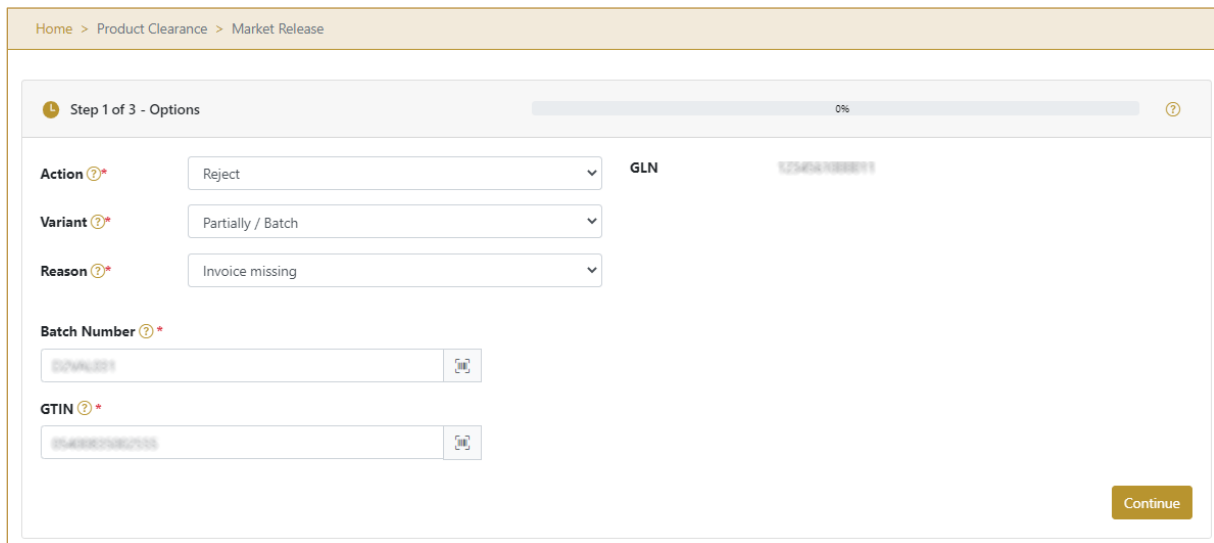
Variant [?]* Partially / Batch

Batch Number [?]*

GTIN [?]*


Continue


Figure 193 Market Release– Confirmation of variant Partially/Batch






Home > Product Clearance > Market Release



Step 1 of 3 - Options 0%

Action  * Reject GLN 123456789012

Variant  * Partially / Batch

Reason  * Invoice missing


Batch Number  * 027961001 


GTIN  * 05400021002100 

Continue

Figure 194 Market Release – Rejection of variant Partially/Batch

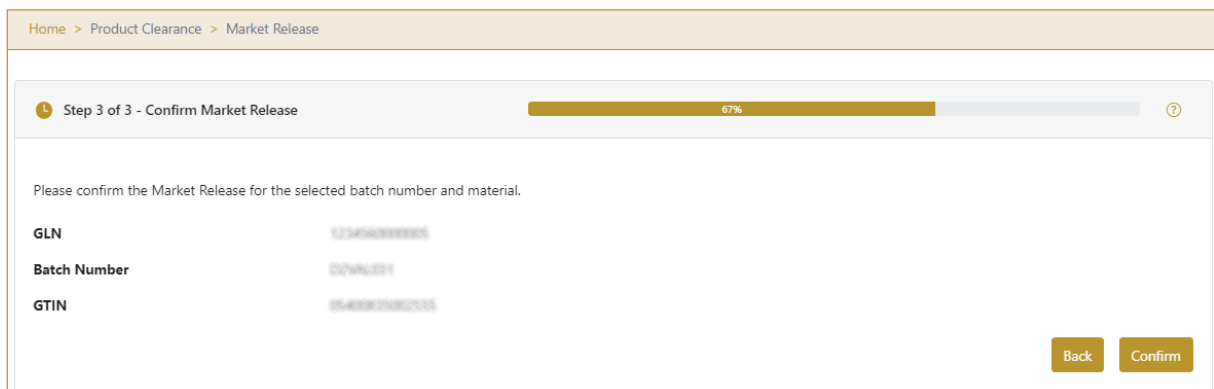
You need to enter the Batch number and GTIN. All fields are mandatory.

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.



Home > Product Clearance > Market Release

Step 3 of 3 - Confirm Market Release 67%

Please confirm the Market Release for the selected batch number and material.

GLN 123456789012

Batch Number 027961001

GTIN 05400021002100

Back Confirm

Figure 195 Market Release – Confirm Partially/Batch

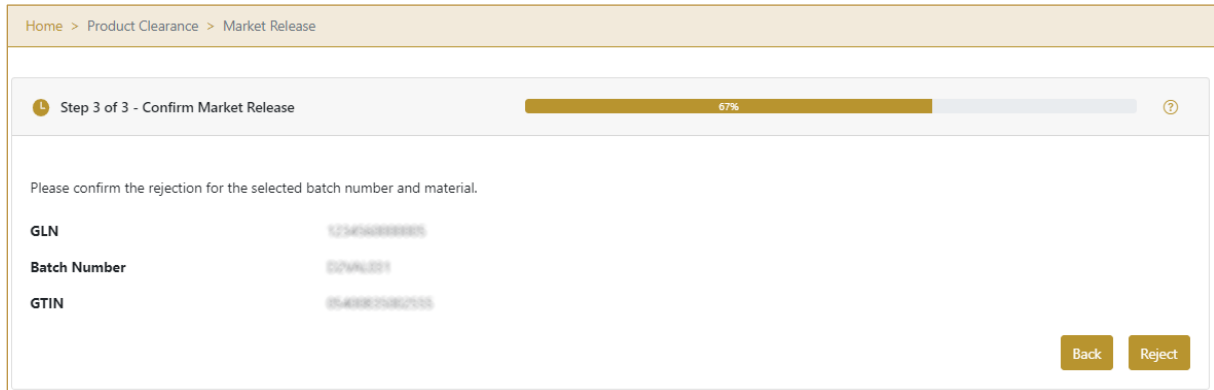
The screenshot shows a web application interface for "Market Release". At the top, a breadcrumb trail reads "Home > Product Clearance > Market Release". Below this is a progress bar indicating "Step 3 of 3 - Confirm Market Release" with a 67% completion status. The main content area contains the instruction "Please confirm the rejection for the selected batch number and material." followed by a table with three rows: "GLN" with value "123456789012", "Batch Number" with value "007646201", and "GTIN" with value "05400021002100". At the bottom right of the form are two buttons: "Back" and "Reject".

Figure 196 Market Release – Reject Partially/Batch

For confirmation of all items of one batch, press Confirm

A yellow rectangular button with the word "Confirm" in black text.

For rejection of all items of one batch, press Confirm

A yellow rectangular button with the word "Reject" in black text.

To return to the previous page press Back

A yellow rectangular button with the word "Back" in black text.

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

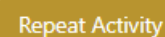
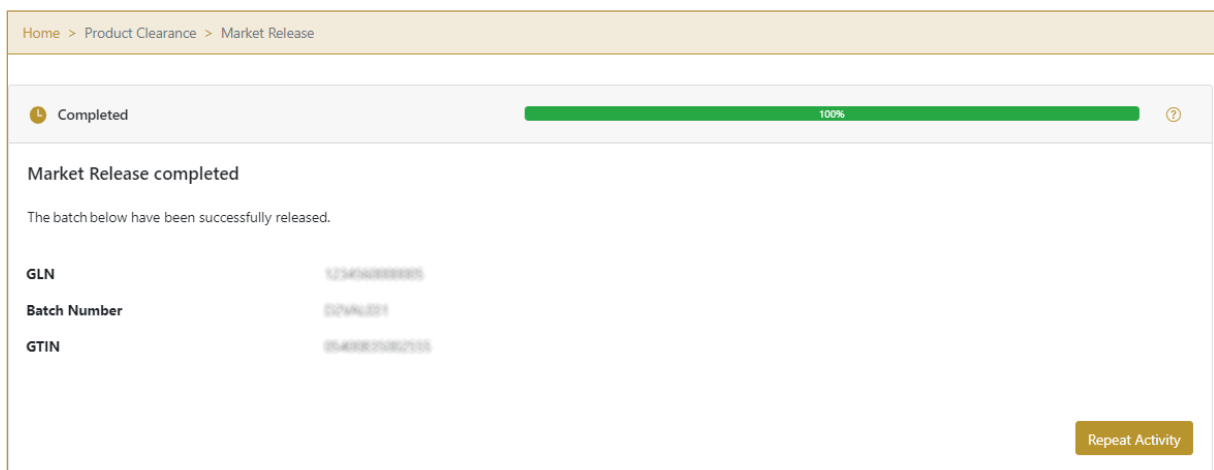
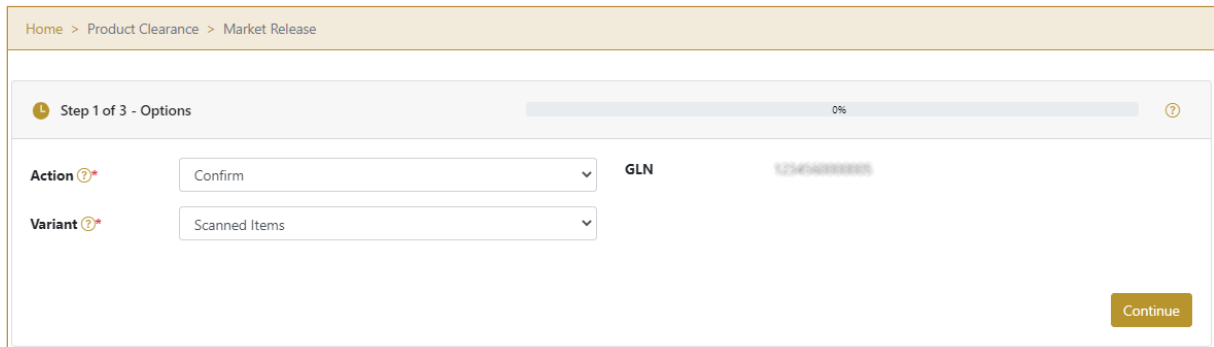
A yellow rectangular button with the text "Repeat Activity" in black.The screenshot shows the "Market Release" screen after completion. The breadcrumb trail is "Home > Product Clearance > Market Release". The progress bar now shows "Completed" with a 100% status. The main content area displays "Market Release completed" and "The batch below have been successfully released." followed by the same table as in Figure 196: "GLN" (123456789012), "Batch Number" (007646201), and "GTIN" (05400021002100). A single "Repeat Activity" button is located at the bottom right.

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.



Home > Product Clearance > Market Release

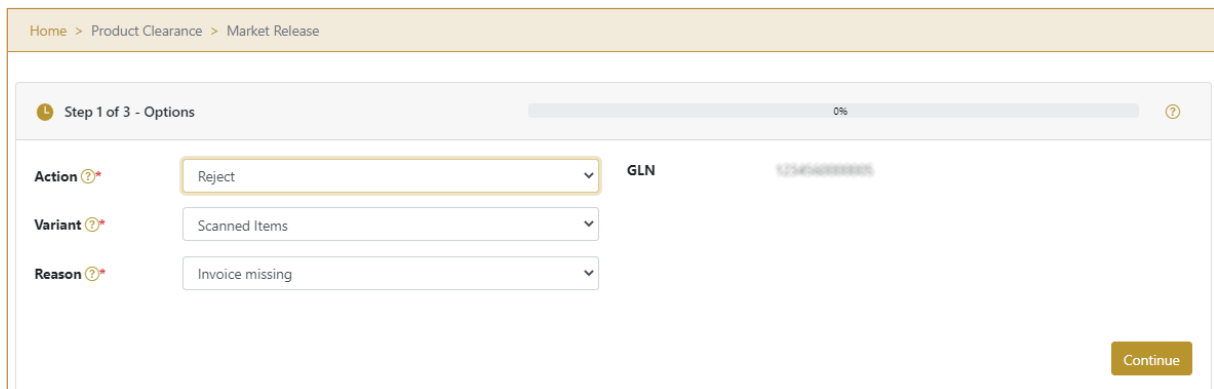
Step 1 of 3 - Options 0%

Action Confirm GLN 1234567890123

Variant Scanned Items

Continue

Figure 198 Market Release – Confirmation of variant Scanned items



Home > Product Clearance > Market Release

Step 1 of 3 - Options 0%

Action Reject GLN 1234567890123

Variant Scanned Items

Reason Invoice missing

Continue

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

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.

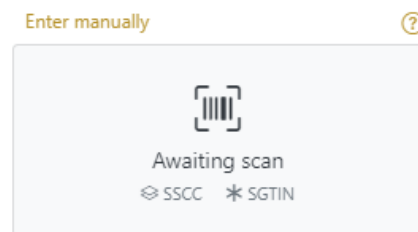


Figure 200 Market Release - Scan item

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

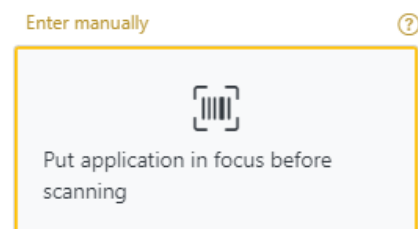


Figure 201 Market Release - Missing focus

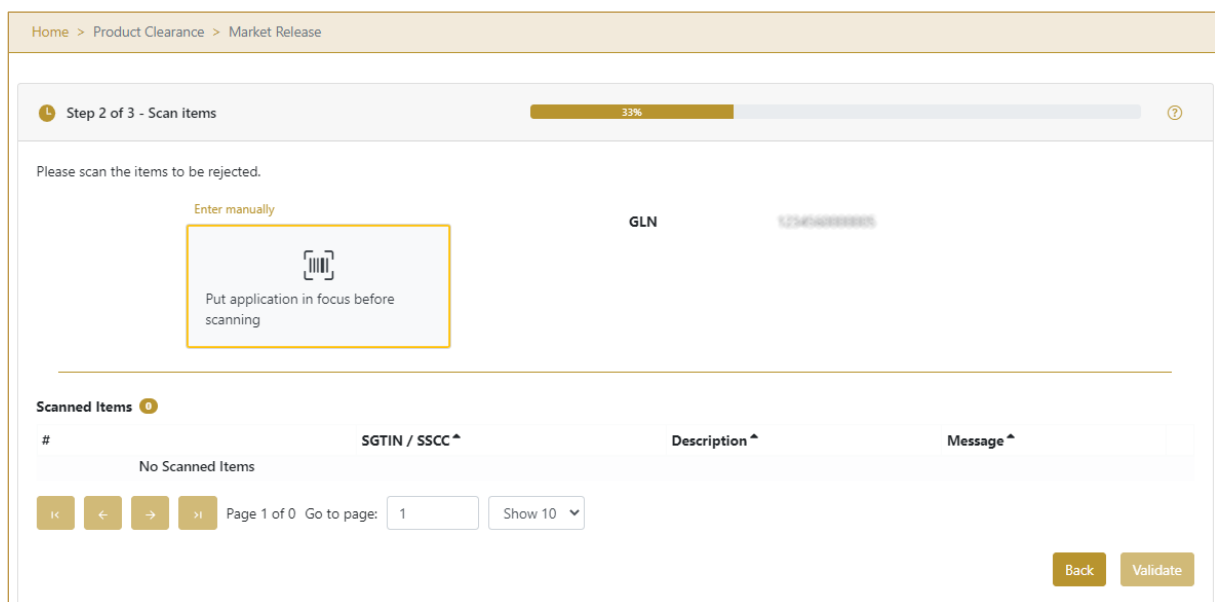


Figure 202 Market Release – Items scanning

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.

SSCC = (00)SSCC

Serial Shipping Container Code

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

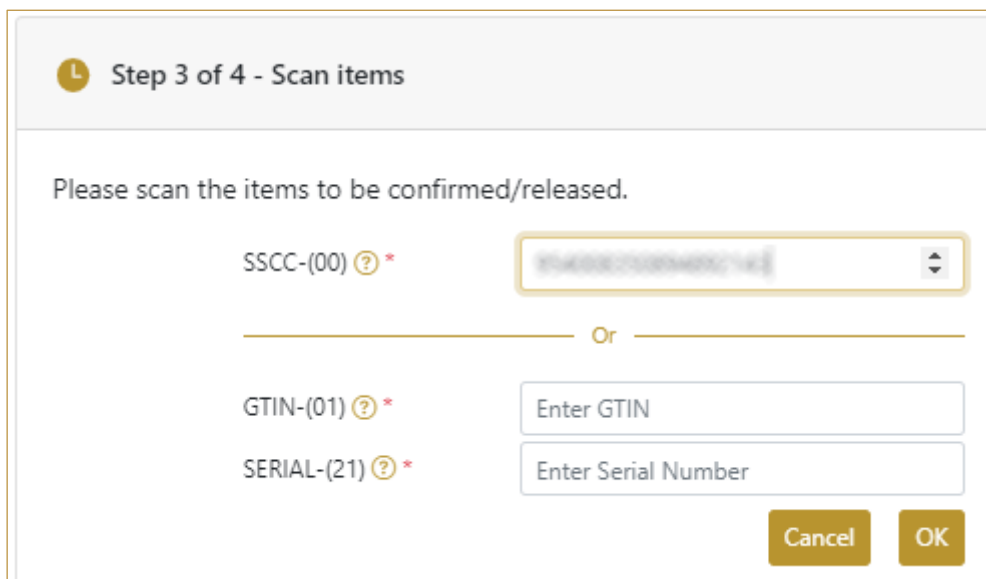



Figure 203 Manual adding of SSCC item

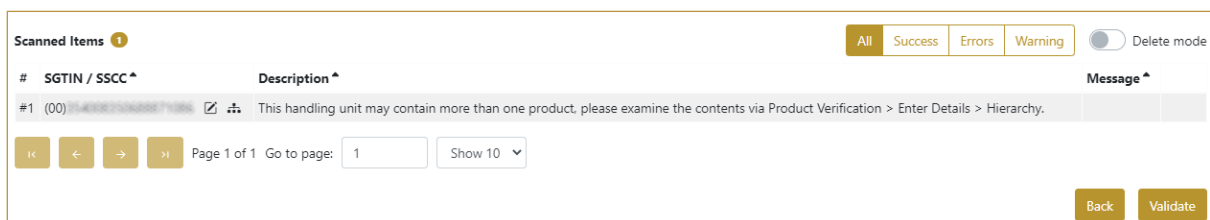


Figure 204 Successfully added SSCC item

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

OK

Step 2 of 3 - Scan items

Please scan the items to be confirmed/released.

SSCC-(00) ? *

Enter SSCC

Or

GTIN-(01) ? *

SERIAL-(21) ? *

Cancel

OK

Figure 205 Manual adding of SGTIN item

Scanned Items 1

AllSuccessErrorsWarningDelete mode

#	SGTIN / SSCC ^	Description ^	Message ^
#1	(01) 8715131022111 (21) 1472809	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: 1

Show 10

Validate

Figure 206 Successfully added SGTIN item

If you want to return to the previous page press Cancel

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

Step 2 of 3 - Scan or enter items


33%

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) 1254789634521158743

No Yes

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) 8715131022115 (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)					
#2	(00) 871513102243515		GLN of EPC (871513102243515) doesn't match readpoint GLN				

⏪ ⏴ ⏵ ⏩

Page 1 of 1 Go to page: Show 10 ▾

Validate

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.

Home > Product Clearance > Market Release

Step 3 of 3 - Confirm Market Release 67%

Please confirm the Market Release confirmation of the scanned items below.

GLN 1234567890123

#	SGTIN / SSCC ^	Description ^
#1	01180140000210002100419005	42781532 * 50mg/2ml 20's (2nd Ampoule x 20)

Page 1 of 1 Go to page: 1 Show 10

Back Confirm

Figure 207 Market Release – Confirm Scanned items

Home > Product Clearance > Market Release

Step 3 of 3 - Confirm Market Release 67%

Please confirm the Market Release rejection of the scanned items below.

GLN 1234567890123

#	SGTIN / SSCC ^	Description ^
#1	01180140000210002100419005	42781532 * 50mg/2ml 20's (2nd Ampoule x 20)

Page 1 of 1 Go to page: 1 Show 10

Back Reject

Figure 208 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

Back

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

Repeat Activity

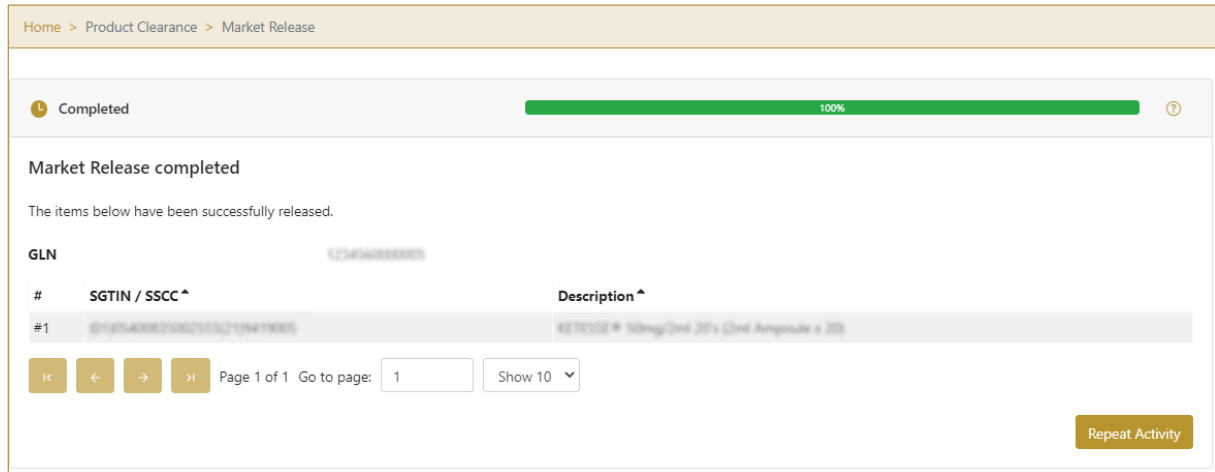


Figure 209 Market Release – Scanned items completion

4.5.3 Historical view

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

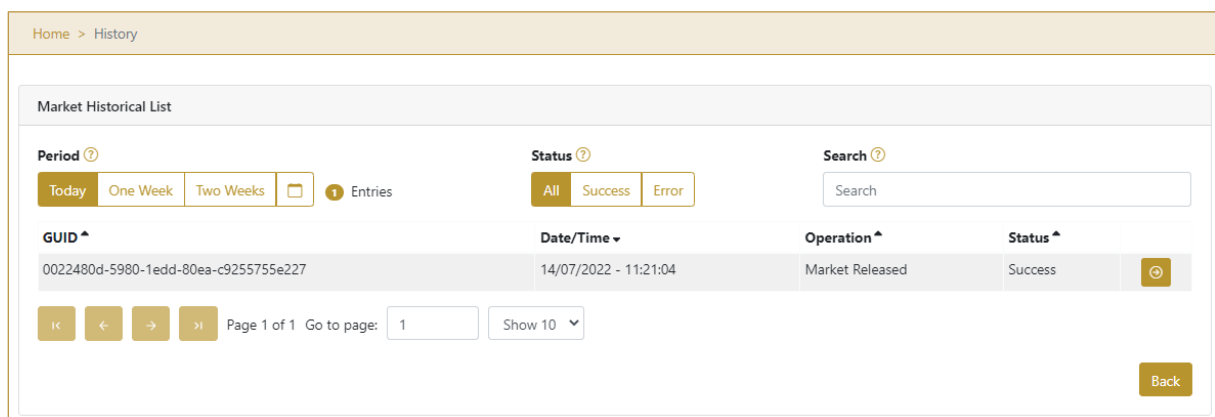


Figure 210 Historical view

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

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.



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



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.

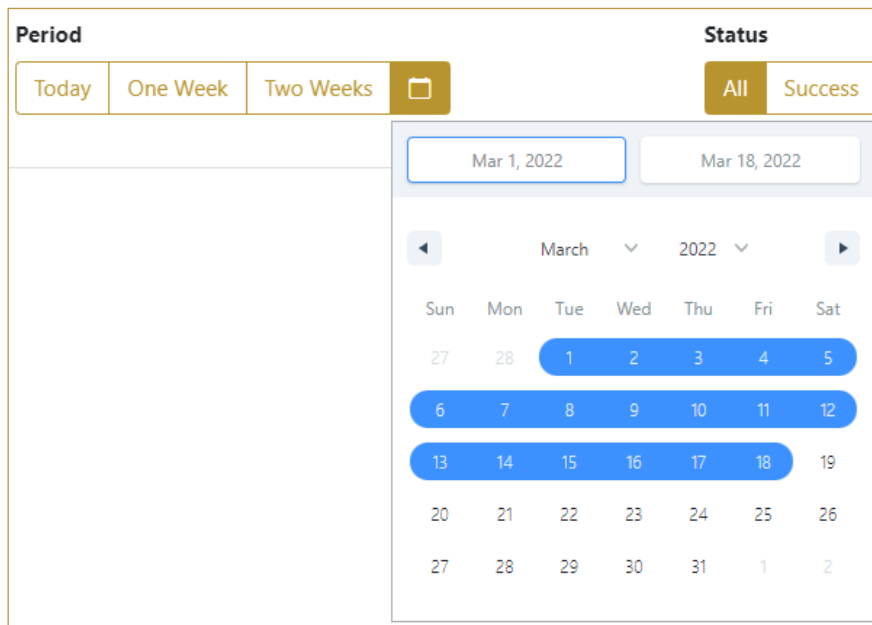


Figure 214 Filter options – Calendar

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.

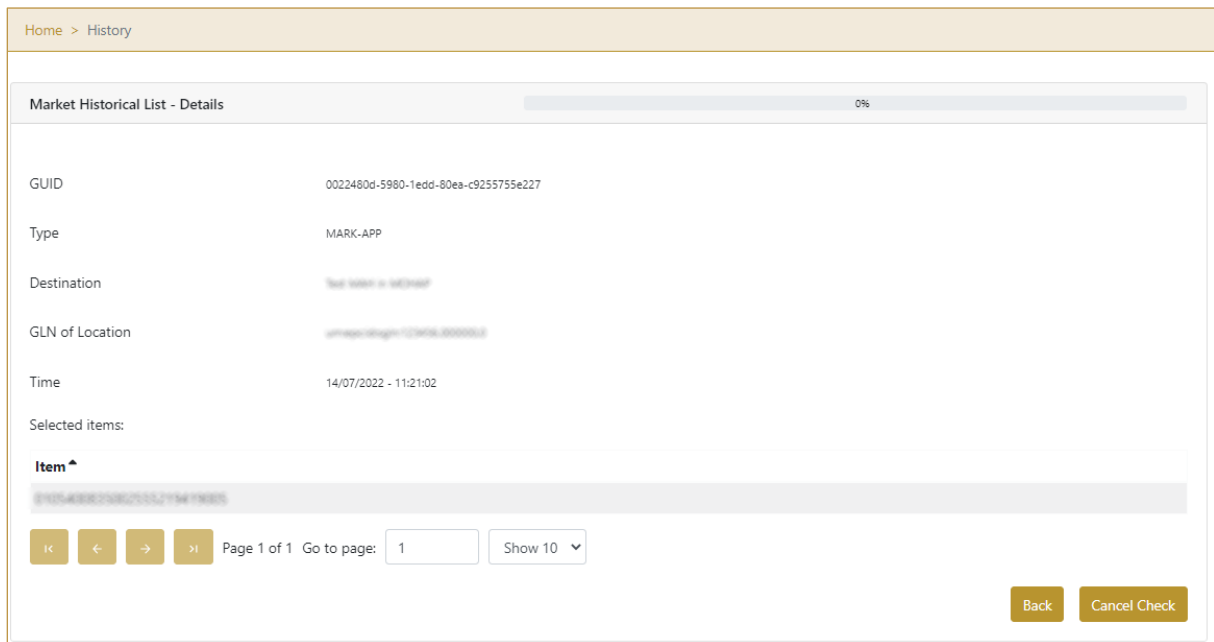
The screenshot shows a web application interface for "Market Historical List - Details". At the top, there is a breadcrumb "Home > History". Below this is a header bar with the title "Market Historical List - Details" and a progress indicator "0%". The main content area displays several fields: "GUID" with value "0022480d-5980-1edd-80ea-c9255755e227", "Type" with value "MARK-APP", "Destination" with value "Test release in testprod", "GLN of Location" with value "atmepc2logn1123456.8000000", and "Time" with value "14/07/2022 - 11:21:02". Below these fields is a section titled "Selected items:" which contains a table with one item. The table has a header "Item ^" and one row with a long alphanumeric string. At the bottom of the table, there are navigation buttons: "<<", "<", ">", ">>". To the right of these buttons is a pagination control showing "Page 1 of 1", a "Go to page:" input field with the value "1", and a "Show 10" dropdown menu. At the bottom right of the page, there are two buttons: "Back" and "Cancel Check".

Figure 216 Historical view Details

If the button  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

A yellow rectangular button with the word "Back" in black text.

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.

Home > History

Market Historical List - Details 50%

Please confirm the cancelation of the Market

GUID: 0022480d-5980-1edd-80ea-c9255755e227

Type: MARK-APP

Destination: Test Market in MEDIAN

GLN of Location: urn:epc:tag:glu:1.2:955:8:0000002

Time: 14/07/2022 - 11:21:02

Selected items:

Item [▲]

0022480d-5980-1edd-80ea-c9255755e227

Page 1 of 1 Go to page: 1 Show 10 ▾

Back Confirm

Figure 217 Cancellation confirmation

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

Confirm

To return to the previous page press Back

Back

4.5.6 Cancellation completion

You successfully cancelled the market release document.

Home > History

Market Historical List - Details 100%

Market has been successfully canceled

GUID: 0022480d-5980-1edd-80ea-c9255755e227

Type: MARK-APP

Destination: Test Market in MEDIANET

GLN of Location: urn:epc:tag:urn:120908:00000002

Time: 14/07/2022 - 11:21:02

Selected items:

Item ^

0022480d-5980-1edd-80ea-c9255755e227

Page 1 of 1 Go to page: 1 Show 10

Done

Figure 218 Cancellation completion

To return to the Historical View press Done

Done

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

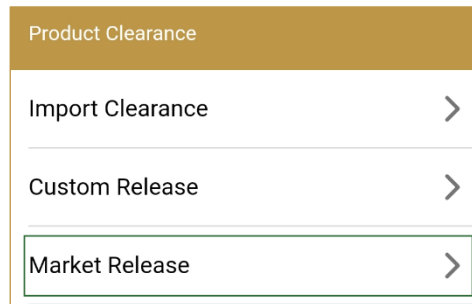


Figure 219 Mobile navigation menu – Market Release

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

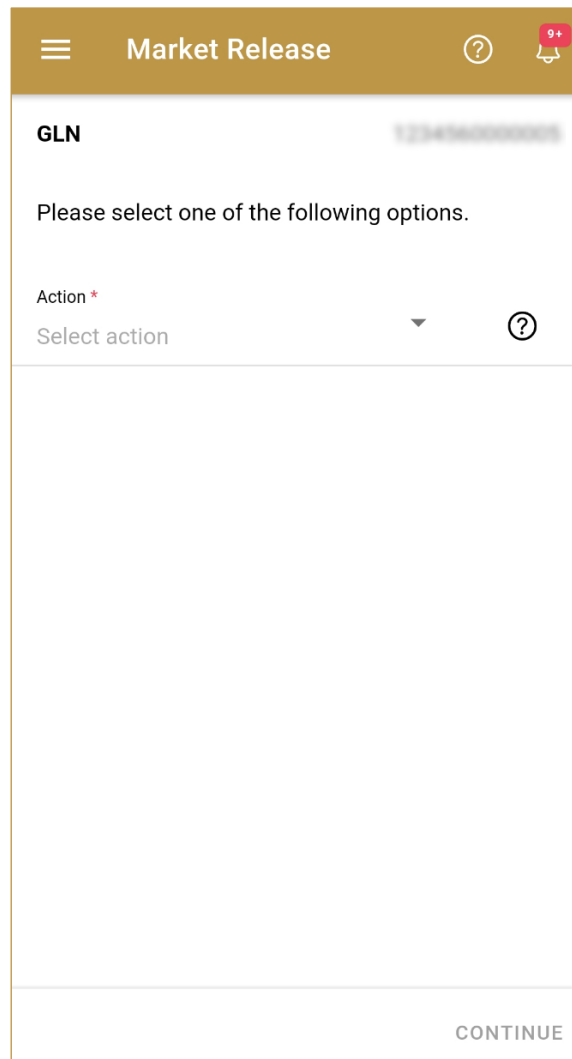
A mobile application screen titled "Market Release". At the top, there is a brown header bar with a hamburger menu icon, the title "Market Release", a question mark icon, and a red notification badge with "9+" next to a bell icon. Below the header, the screen displays "GLN" followed by a blurred number "1234567890123". Below this, the text "Please select one of the following options." is shown. Then, there is a section for "Action *" with a dropdown menu currently showing "Select action" and a question mark icon. The bottom of the screen features a light gray bar with the word "CONTINUE" in gray capital letters.

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**

Market Release

GLN

Please select one of the following options.

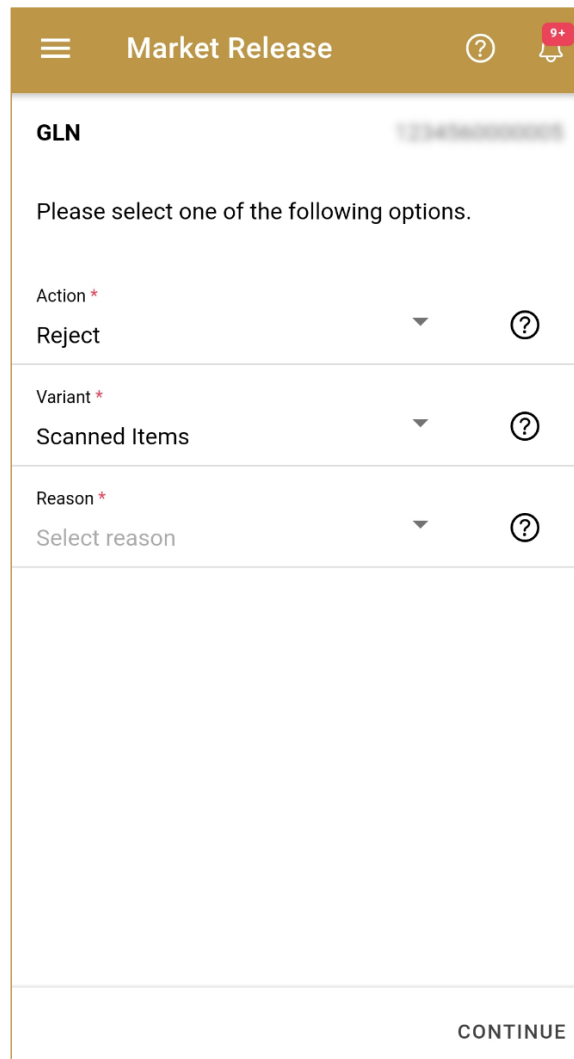
Action *
Confirm

Variant *
Scanned Items

CONTINUE

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 form 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 form contains a "GLN" field with a masked value "1234567890123". A message "Please select one of the following options." is displayed. There are three dropdown menus, each with a red asterisk indicating a required field and a help icon. The first dropdown is labeled "Action *" and has "Reject" selected. The second dropdown is labeled "Variant *" and has "Scanned Items" selected. The third dropdown is labeled "Reason *" and has "Select reason" selected. At the bottom right of the form is a "CONTINUE" button.

Market Release

GLN 1234567890123

Please select one of the following options.

Action *
Reject

Variant *
Scanned Items

Reason *
Select reason

CONTINUE

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.

Market Release

?

9+

GLN

123456789012345

Please select one of the following options.

Action *

Confirm

▼

?

Variant *

Partially / Batch

▼

?

Batch Number *

007494.001

?

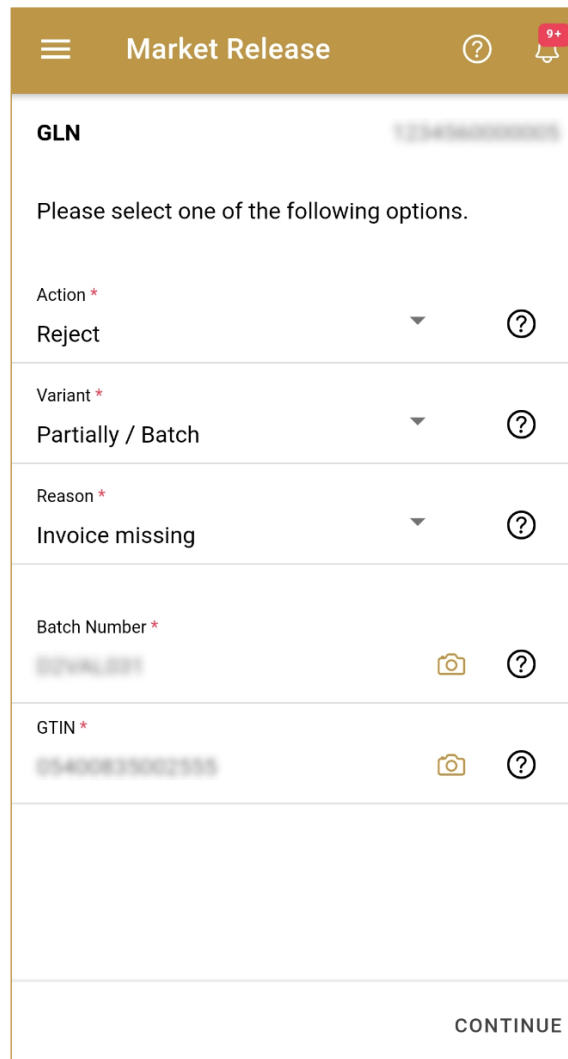
GTIN *

014308170001100

?

CONTINUE

Figure 223 Market Release– Confirmation of variant Partially/Batch




The screenshot shows a mobile application interface for '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+'. Below the header, the form contains the following fields:

- GLN**: A text field with a blurred value and a camera icon.
- Action ***: A dropdown menu with 'Reject' selected and a help icon.
- Variant ***: A dropdown menu with 'Partially / Batch' selected and a help icon.
- Reason ***: A dropdown menu with 'Invoice missing' 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 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.

← BACK Market Release ? 9+

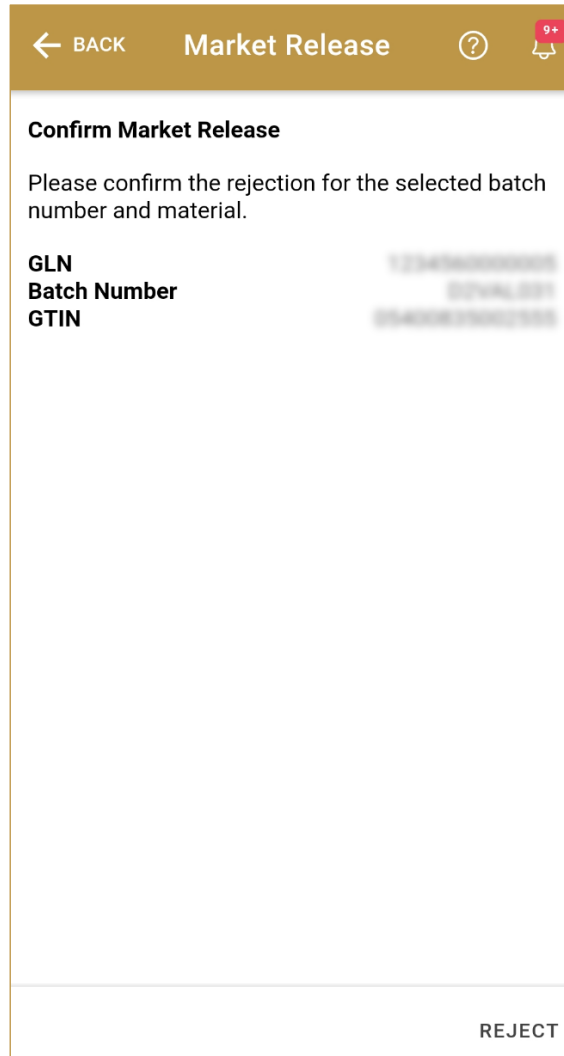
Confirm Market Release

Please confirm the Market Release for the selected batch number and material.

GLN	1234567890123456
Batch Number	1234567890123456
GTIN	1234567890123456

CONFIRM

Figure 225 Market Release – Confirm Partially/Batch



Confirm Market Release

Please confirm the rejection for the selected batch number and material.

GLN	1234567890123
Batch Number	0000000000000
GTIN	0000000000000

REJECT

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 **← 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**

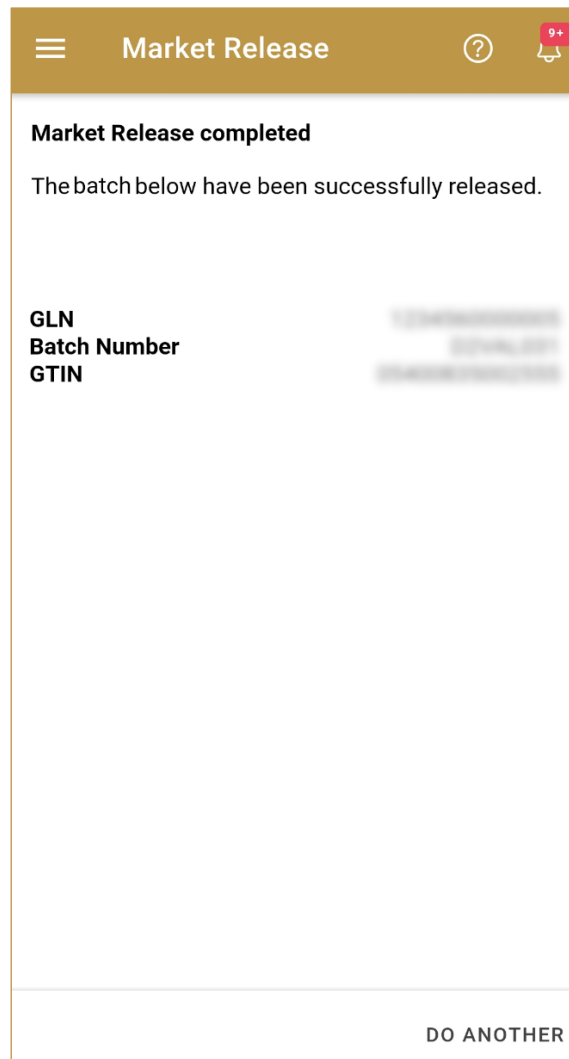


Figure 227 Market Release – Partially/Batch completion

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.

Market Release

GLN

Please select one of the following options.

Action *

Confirm

?

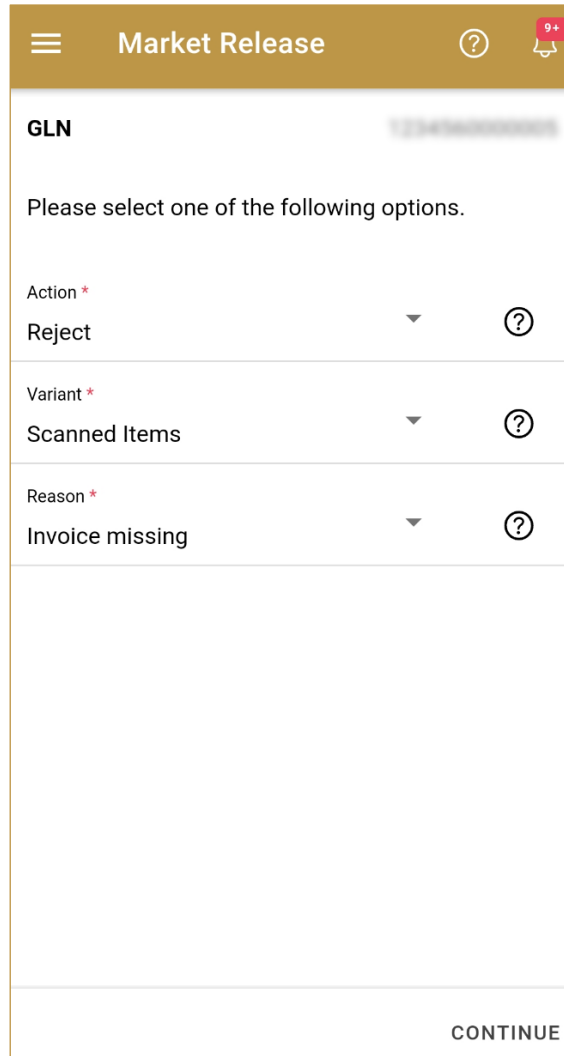
Variant *

Scanned Items

?

CONTINUE

Figure 228 Market Release – Confirmation of variant Scanned items



The screenshot shows the 'Market Release' screen in the Tatmeen 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 displayed with a blurred value. A prompt asks the user to 'Please select one of the following options.' There are three selection fields, each with a red asterisk indicating a required field and a help icon:

- Action ***: The selected option is 'Reject'.
- Variant ***: The selected option is 'Scanned Items'.
- Reason ***: The selected option is 'Invoice missing'.

Below these fields is a large empty text area. At the bottom right of the screen 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.

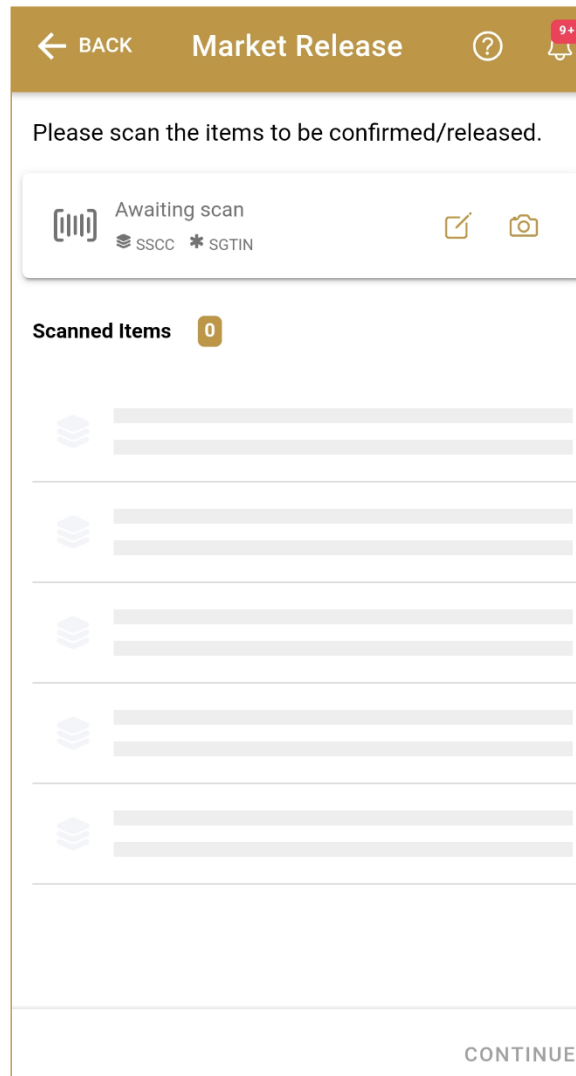


Figure 230 Market Release – Items scanning

4.6.2.2.2 Manual adding

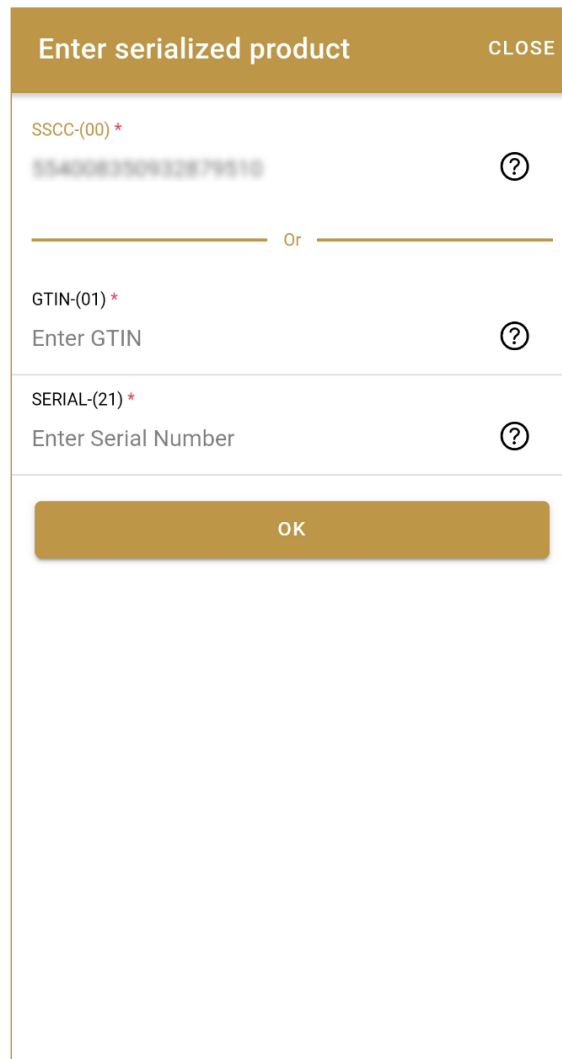
Item can be added also manually. For manual data entry press Enter manually **Enter manually** where a new page opens.

SSCC = (00)SSCC

Serial Shipping Container Code

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



The screenshot shows a dialog box titled "Enter serialized product" with a "CLOSE" button in the top right corner. Inside the dialog, there are three input fields: "SSCC-(00) *" with a value "554008350932879510" and a help icon (?); "GTIN-(01) *" with the placeholder "Enter GTIN" and a help icon (?); and "SERIAL-(21) *" with the placeholder "Enter Serial Number" and a help icon (?). Below these fields is an "OK" button.

Enter serialized product CLOSE

SSCC-(00) *
554008350932879510 ?

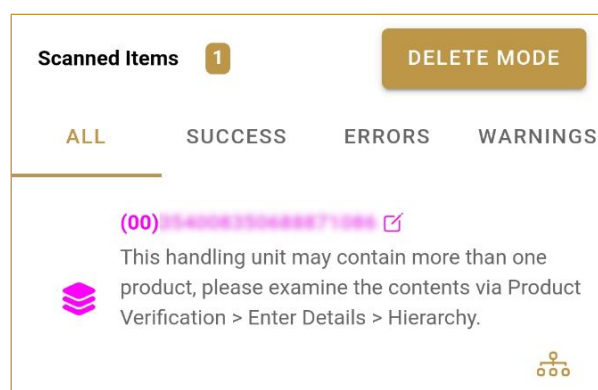
Or

GTIN-(01) *
Enter GTIN ?

SERIAL-(21) *
Enter Serial Number ?

OK

Figure 231 Manual adding of SSCC item

The screenshot shows a screen titled "Scanned Items" with a count of "1" and a "DELETE MODE" button. Below the title are four tabs: "ALL", "SUCCESS", "ERRORS", and "WARNINGS". The "ALL" tab is selected. The main content area displays a single item with a purple icon, the text "(00) 554008350932879510" with a copy icon, and a message: "This handling unit may contain more than one product, please examine the contents via Product Verification > Enter Details > Hierarchy." There is also a small icon of a box with a plus sign at the bottom right.

Scanned Items 1 DELETE MODE

ALL SUCCESS ERRORS WARNINGS

(00) 554008350932879510

This handling unit may contain more than one product, please examine the contents via Product Verification > Enter Details > Hierarchy.

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

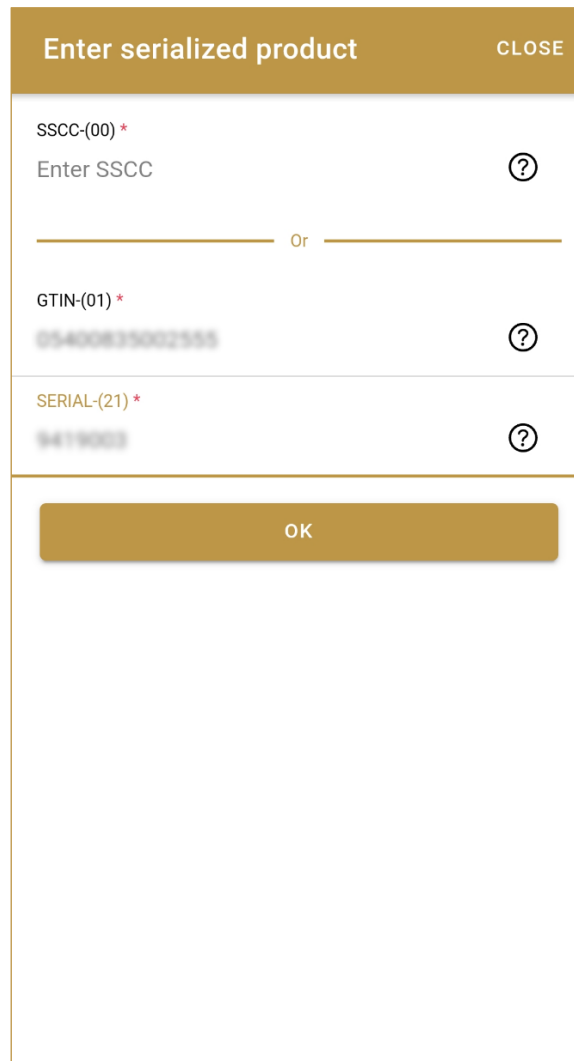
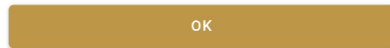
A screenshot of a mobile application form titled "Enter serialized product" with a "CLOSE" button in the top right. The form contains three input fields: "SSCC-(00) *" with the placeholder "Enter SSCC", "GTIN-(01) *" with the value "05400835002555", and "SERIAL-(21) *" with the value "9419003". Each field has a question mark icon to its right. Below the fields is an "OK" button.

Figure 233 Manual adding of SGTIN item

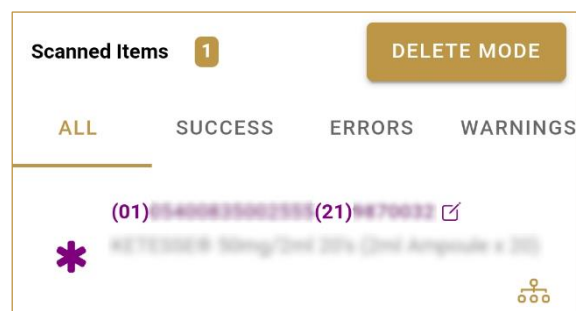
A screenshot of a mobile application interface showing a list of scanned items. At the top, there is a "Scanned Items" header with a count of "1" and a "DELETE MODE" button. Below the header are four tabs: "ALL", "SUCCESS", "ERRORS", and "WARNINGS". The "ALL" tab is selected. The list contains one item with the following details: "(01) 05400835002555 (21) 9419003" followed by a checkmark icon. Below this, there is a purple asterisk icon and the text "RETCODE: Strong/Good 20% (2nd Amplitude x 20)". At the bottom right, there is a small icon of three circles.

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

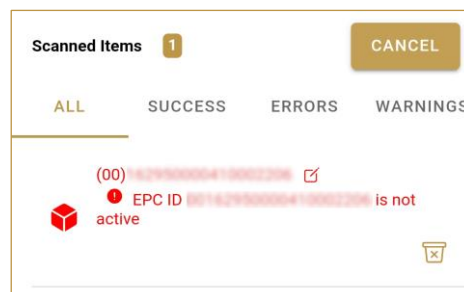
Filter options:


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

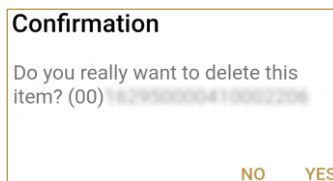
Select Delete mode to remove added items.

DELETE MODE

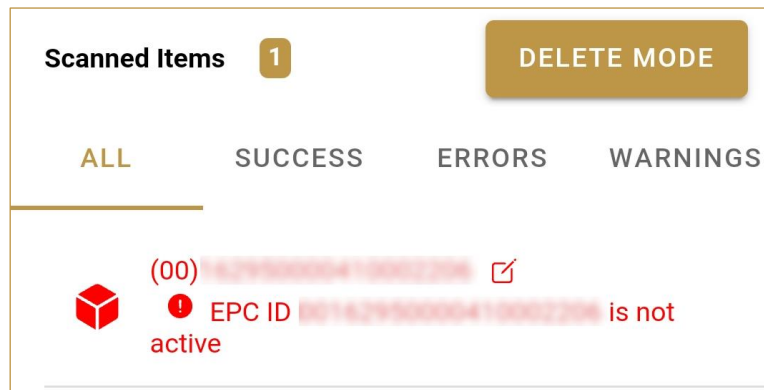
In Delete mode, a delete icon will appear on each row.



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.

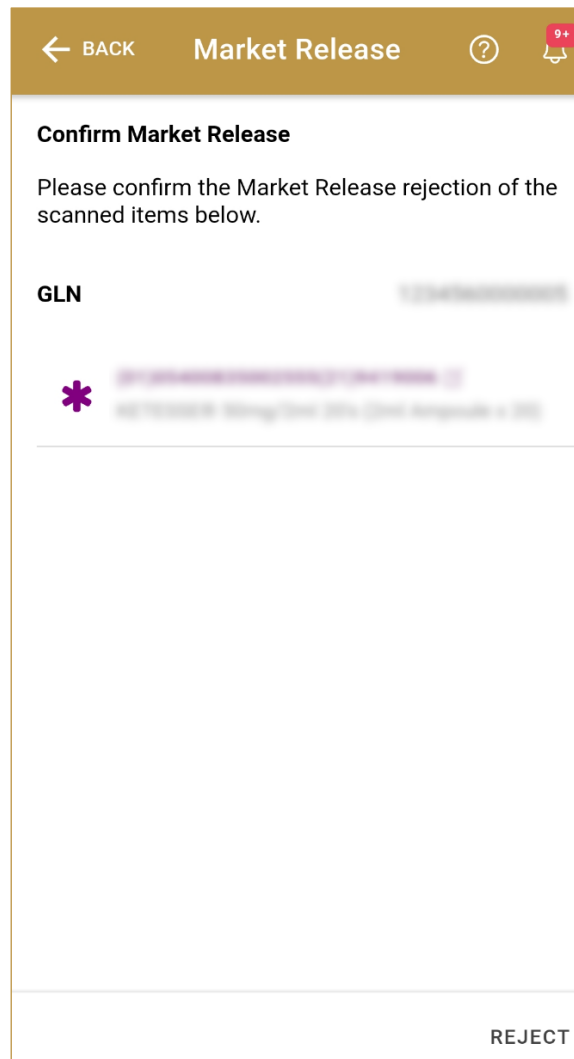


Figure 236 Market Release – Reject Scanned items

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  **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

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