Training Manual for Product Transfer

Document ID:

Tatmeen_TRM-0097_Training Manual for Product Transfer_v1.0

Version: 1.0

1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	18-Oct-2022	First Version	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 Transfer

The Product Transfer functionality refers to the movement of a product from its current location to a new location.

All Supply Chain entities can perform product transfer and must report product transfer events.

Figure 1 Product transfer

Product transfer involves the following transactions:

- **Shipping** – At the origin location the shipping transaction must be used when sending products out of the location
- **Receiving** – To accept the shipped products into the destination location, the receiving transaction must be used at the destination location
- **Return Shipping** – If the goods need to be sent back by the receiver at the destination location, the shipment is returned to its initial location using the return shipping transaction.

- **Return Receiving** – If the shipment is returned to the original initial location using the return shipping transaction, the return receiving transactions must be used when receiving it.

To use any of the product transfer transaction on the Portal or a Mobile the user must select the Product Transfer option in the navigation menu.

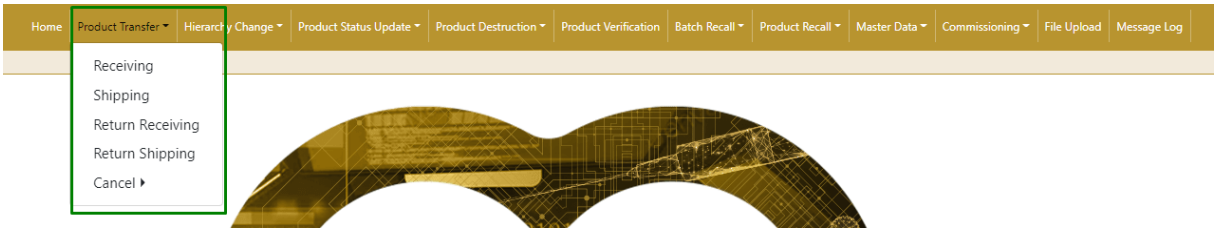


Figure 2 Portal Product Transfer navigation menu

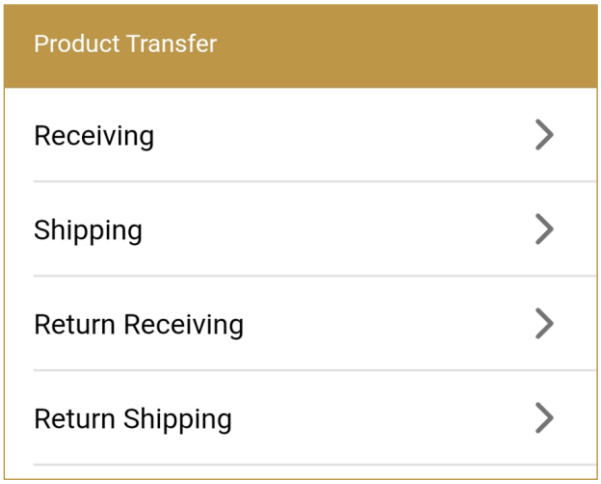


Figure 3 Mobile Product Transfer navigation menu

4.1 Product Transfer - Shipping

The Shipping transaction must be used at the sending location such as a warehouse, depot, etc. from where the goods are shipped to a destination location.

The information neeed to use the shipping transaction are:

- Reference document number, e.g. Outbound delivery number. This is the a reference that will identify the shipment. It is normally the same ID that is already used by the warehouse management system of the sender and it is normally printed as well on the shipment document that usually acomppanies the goods. It is an optional field, and doesn't need to be filled out if the sender is not using a warehouse management system or any other form of identifying its shipments.
- GLN of sending location, which is automatically assigned from the active GLN of the user who is using the transaction.
- GLN of the destination location. This is mandatory and the product will be only able to be received at this location.
- Unique Serialized Number(s) (SGTIN or SSCC) of the shipped goods contained in the shipment.

4.1.1 Product Transfer – Shipping - Portal

For using the shipping transaction from the navigation menu select Product Transfer → Shipping

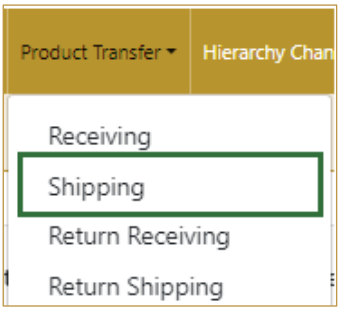


Figure 4 Portal navigation menu - Shipping

Using a shipping transaction consists of 3 steps:

- Step 1 – Creating the shipping document header.
- Step 2 – Creating the list of items of the shipment.
- Step 3 – Shipping confirmation.

4.1.1.1 Creating the shipping document header

On this step, you create a shipping document header where the basic information of the shipment is generated such as document number, GLN of sender and receiver locations, and date of creation.

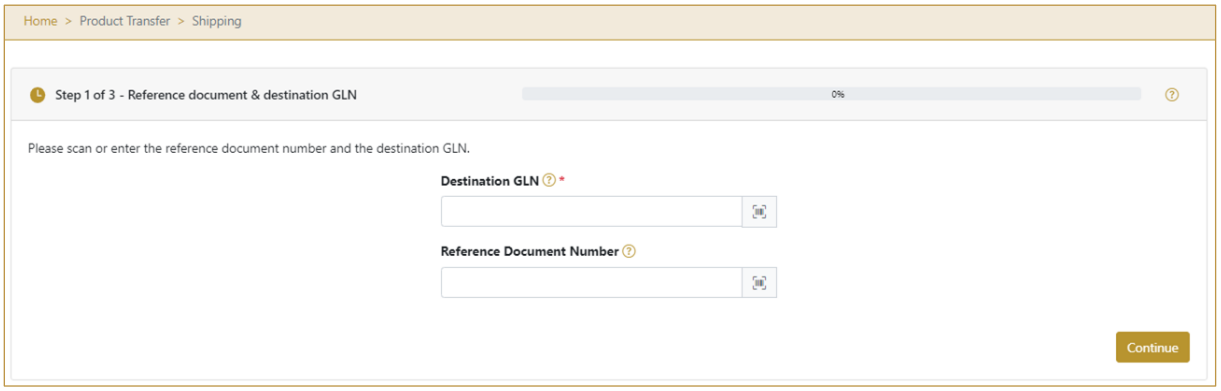


Figure 5 Shipping – Reference document and destination GLN

First, enter the GLN number of the target location which is mandatory, and the Reference document number of the shipment, if it exists.

You can also scan the GLN number and Reference document number by pressing Scan in each field when you use a scanner or tablet.

Figure 6 Shipping – target GLN number scanning

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.

When values are entered press Continue to continue to the next page – adding items to the shipping document.

If the target location GLN is not entered a warning will be displayed indicating no further progress is possible.

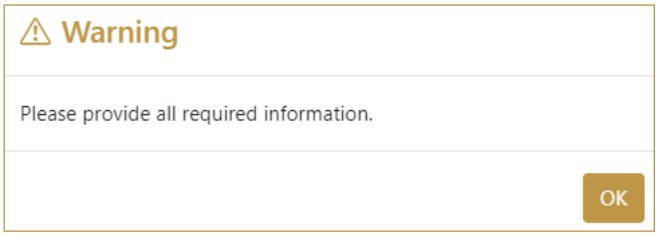


Figure 7 Shipping – GLN warning

If you press Clock a new page opens for the Historical view where you can see past shipping and shipping cancellations done by the same user. This screen is further detailed in section *4.1.1.5.*

4.1.1.2 Adding items to the shipping document

On the second page, you add items that will be part of the shipment, these can be identified by a SSCC or a SGTIN.

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

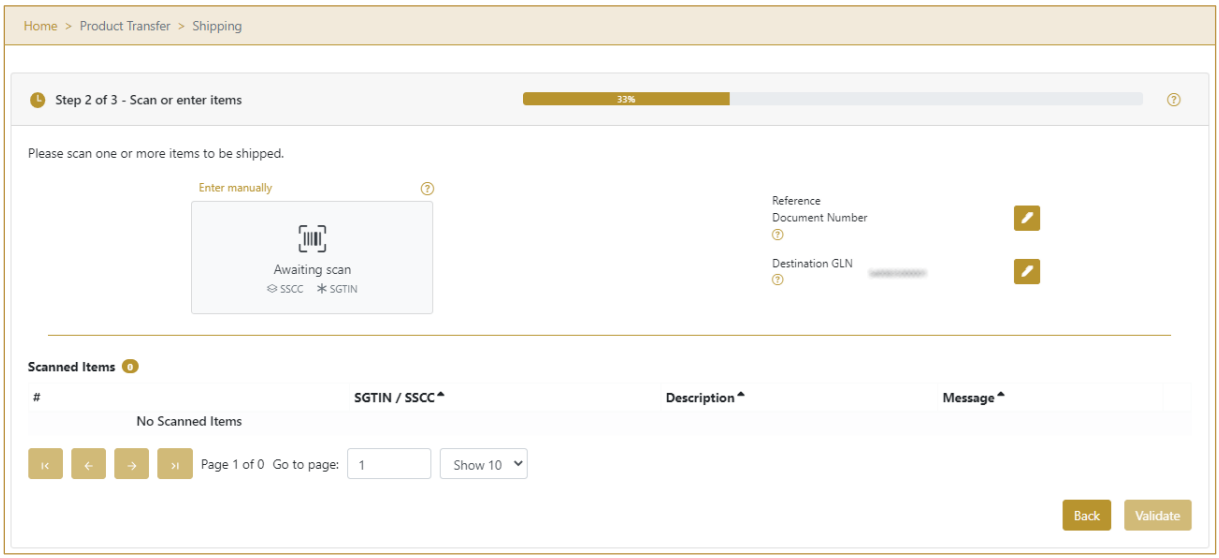


Figure 8 Shipping – Shipping items

For editing the Reference Document Number or Destination GLN press Edit

Enter the corrected value in this field and save any changes by pressing the key Enter on your keyboard.

When Items already exist on the document, you will see a warning message indicating items must be re-checked.

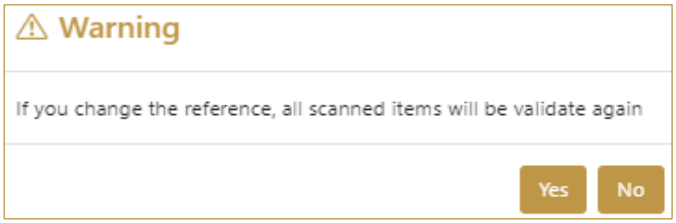


Figure 9 Shipping – Document changes

4.1.1.2.1 Adding items with 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.

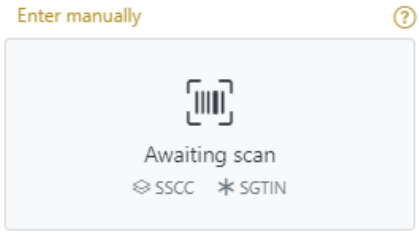


Figure 10 Shipping - Scan item

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

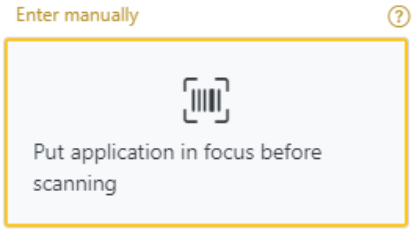


Figure 11 Shipping - Missing focus

4.1.1.2.2 Adding SSCC manually

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 to the shipping document, enter the SSCC value in the field SSCC-(00) and press OK OK

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

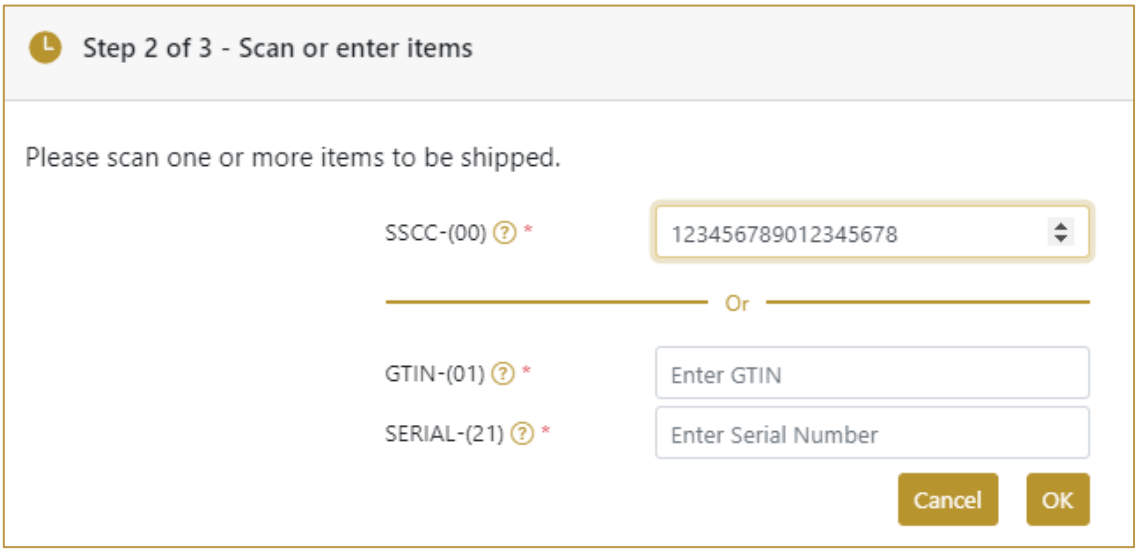


Figure 12 Manual adding of SSCC item

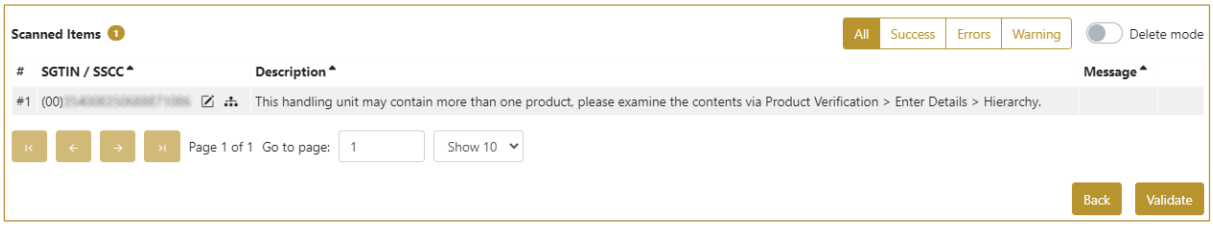


Figure 13 Successfully added SSCC item

Once the SSCC code has been added, it will be checked in Tatmeen to confirm that it is already known to the system and it has the correct status. If there's a problem with the code, a relevant message will appear. If the code is correct, it will be possible to examine its contents according to Tatmeen by going to Product Verification -> Details -> Hierarchy. More details about this feature can be found in the Training Manual for Product Verfication.

4.1.1.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

To add an SGTIN Item to the shipping document, 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

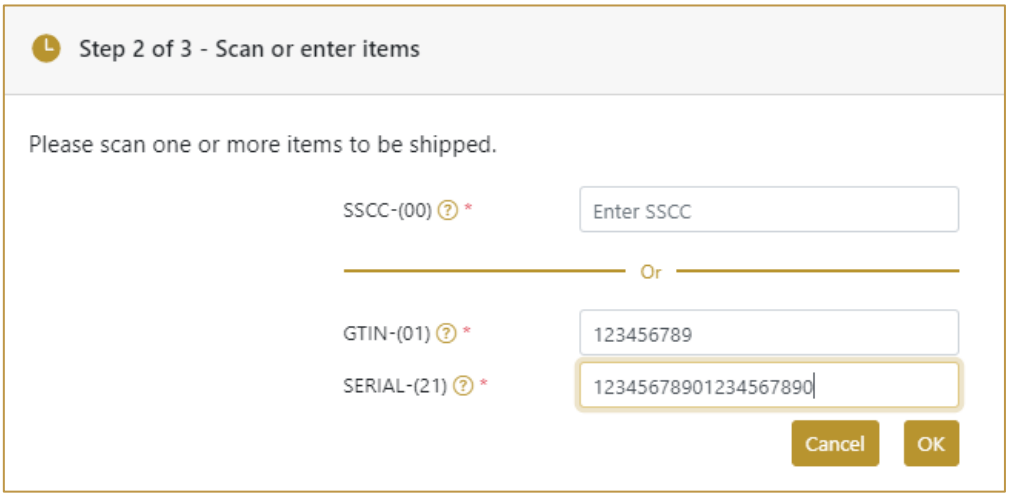


Figure 14 Manual adding of SGTIN item

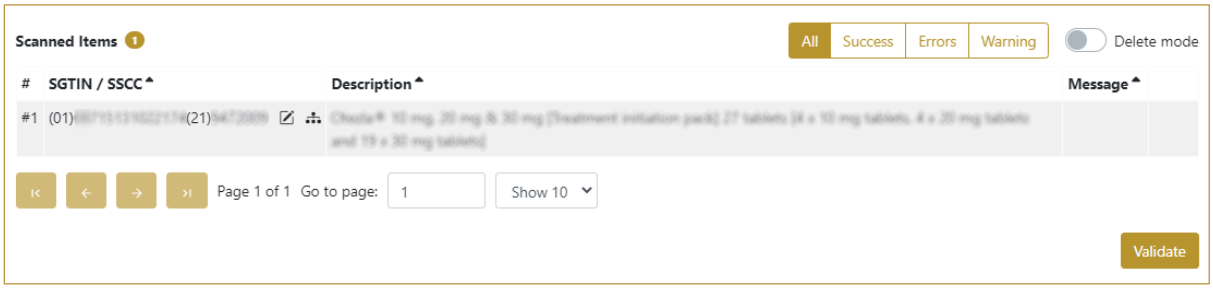
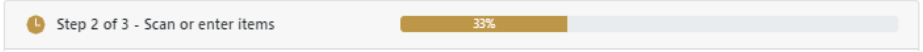


Figure 15 Successfully added SGTIN item

4.1.1.2.4 Review of the added items

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

The progress bar shows advancement through the process



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

It is possible to filter the list of scanned items using

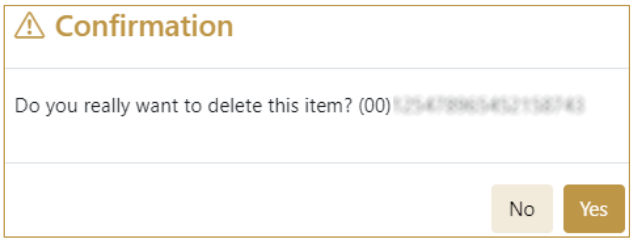
Filter options:

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

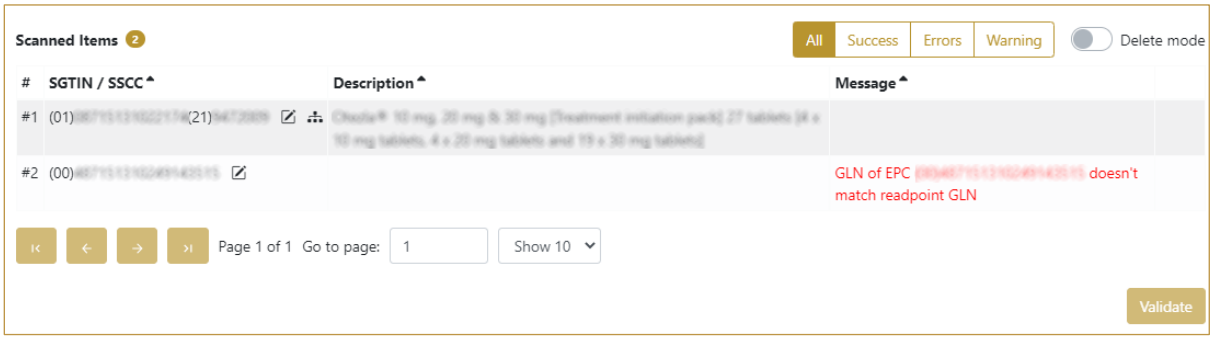
Select Delete mode to remove added items.

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

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



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



To return to the previous page press Back

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

4.1.1.3 Shipping confirmation

All the items listed on this page will be shipped to the target GLN location.

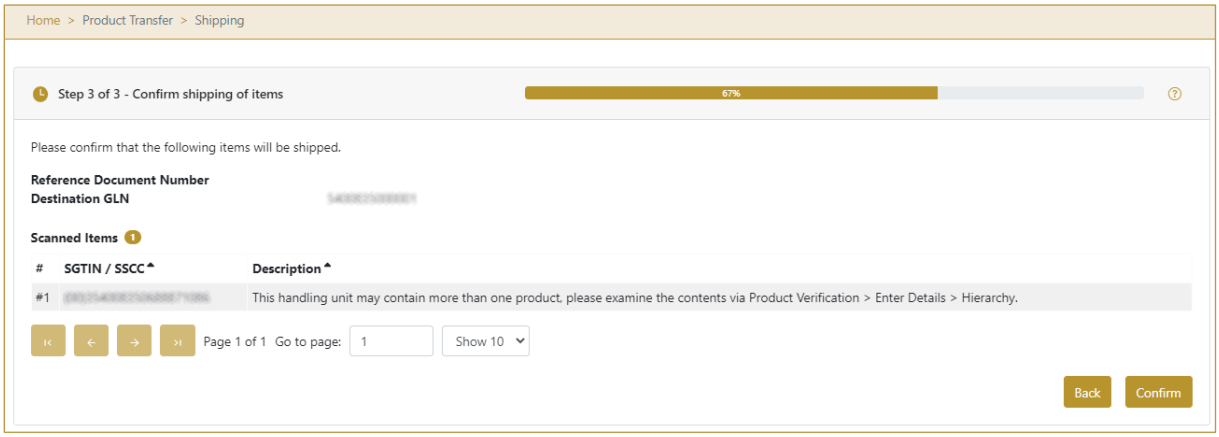


Figure 16 Shipping confirmation

The Number of items (SSCC, SGTINs) contained in the shipment is shown as **Scanned items** 1

To return to the previous page for adding/removal of items press Back Back

A warning will be shown if you select any other page before confirming the shipping document. If you select Leave all data on this page will be lost.

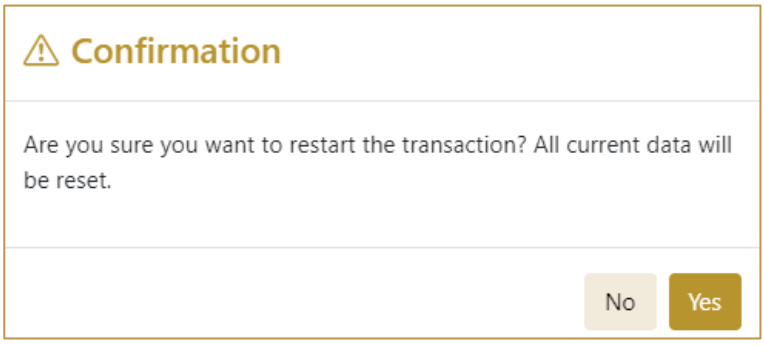


Figure 17 Shipping warning

For final confirmation of the shipping document, after which it will not be possible to change the document, press Confirm Confirm

The items will be shipped to the target GLN location.

4.1.1.4 Shipping completed

You have successfully confirmed the shipping document. All items from the shipping document are in transit to the target location.

If you want to prepare a new shipping document, press Ship another item

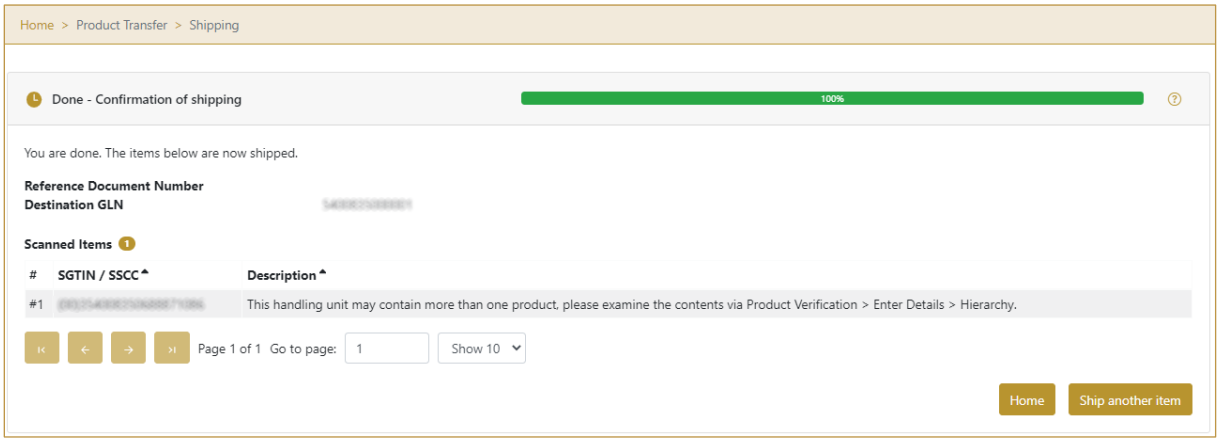


Figure 18 Shipping completed

4.1.1.5 Historical view

On the Historical view, past shippings and shipping cancellations performed by the user are displayed according to default filter settings.

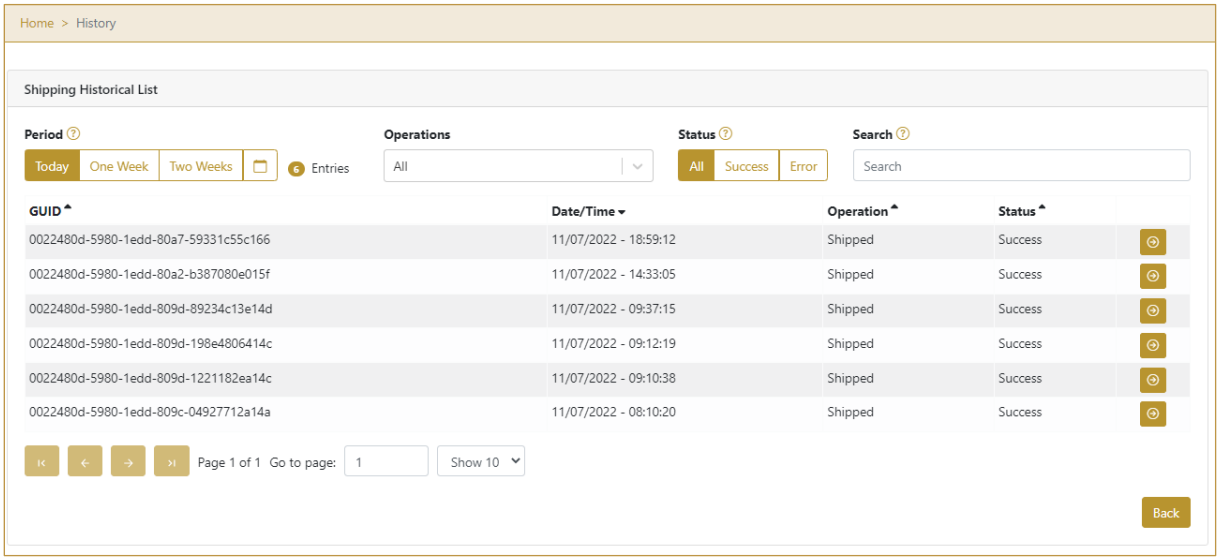


Figure 19 Historical view

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

If you want to return to the first page of the shipping press Back

4.1.1.5.1 Filter options

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

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

Figure 20 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 21 Sort

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

Figure 22 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

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.

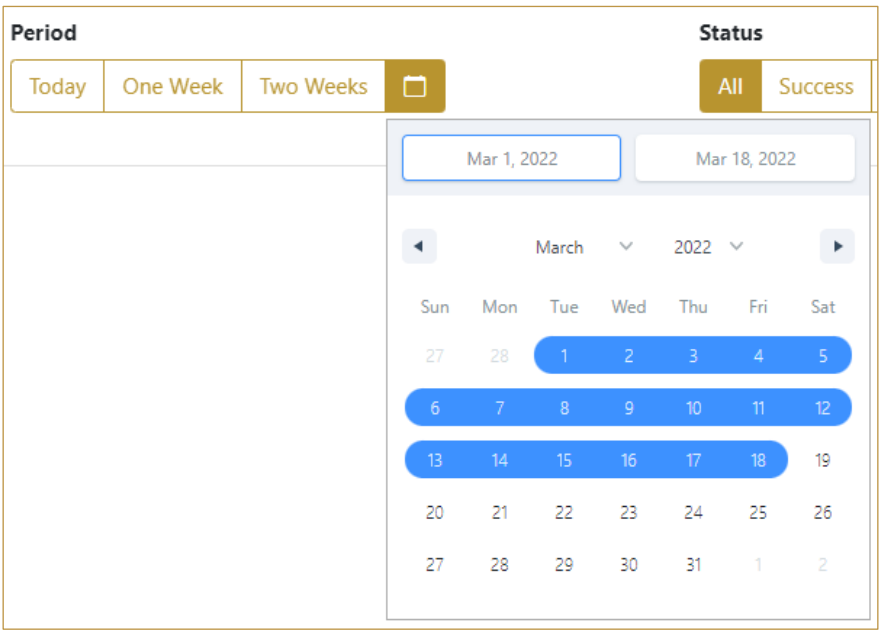


Figure 23 Filter options – Calendar

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

Figure 24 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

If you want to search only one type of item, select one of the option in the Operation dropdown menu. By default, all items are displayed.

If you press the arrow on the right side, more options will appear. Select one, and items for this type of operation will be displayed in the table below.

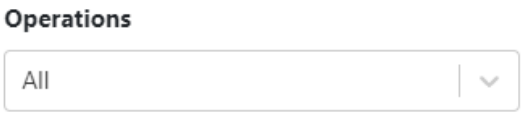


Figure 25 Filter options – Operation

4.1.1.6 Historical view Details

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

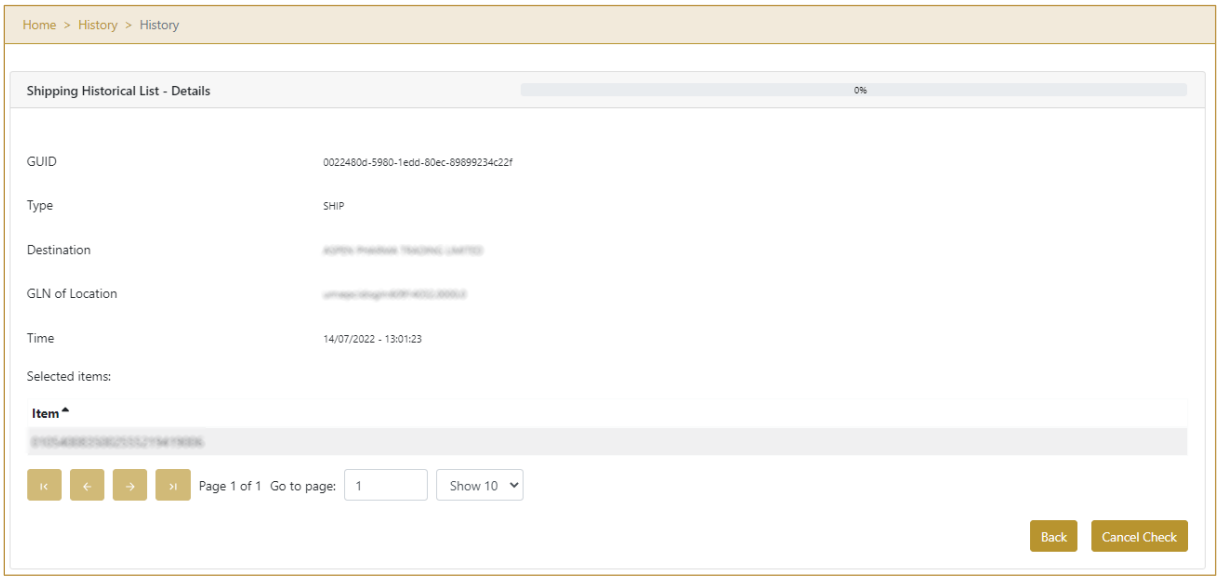
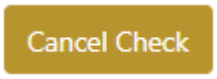


Figure 26 Historical view Details

If you press Cancel Check 

you will cancel the shipping document. This functionality exists to cancel shipments recorded by mistake or with incorrect information. However, cancellation is only allowed if the shipment hasn't been received yet in the destination location and ideally if the physical product is still in the origin location, as upon cancellation, Tatmeen will consider that the product is still in the origin location.

After cancellation, all items from the shipping document will be available again on the GLN location and will no longer marked as In transit.

To return to the previous page press Back

4.1.1.7 Cancellation confirmation

On this page, you need to confirm the cancellation of the shipping document. All items from the shipping document will be available again on the GLN location and are no longer marked as In transit.

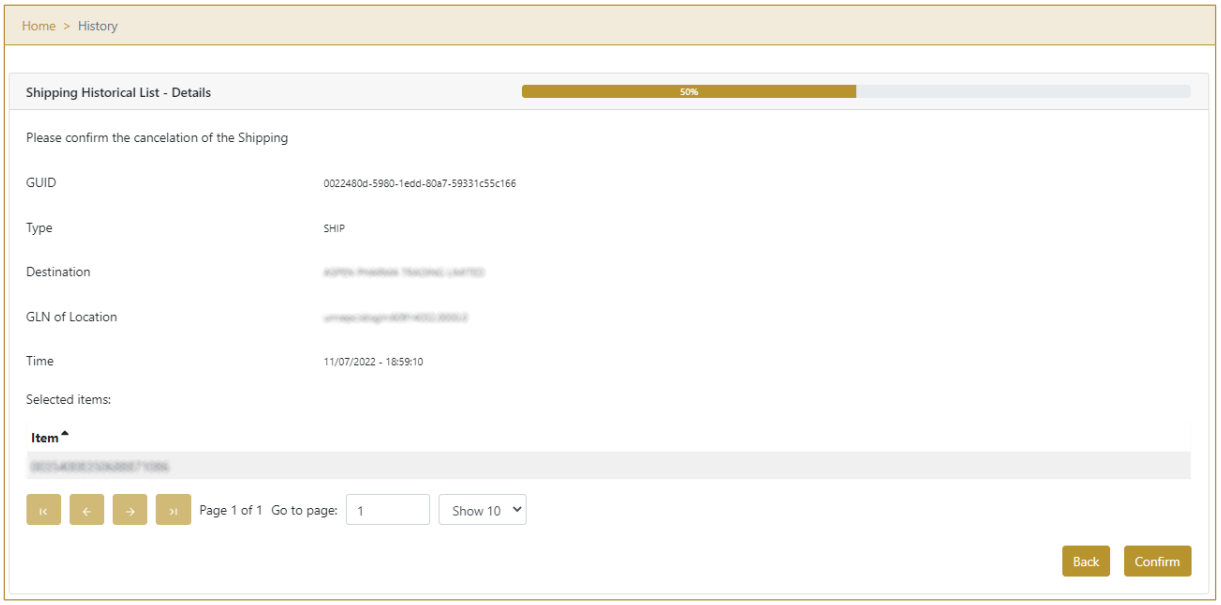


Figure 27 Cancellation confirmation

For confirmation of the cancellation press Confirm

To return to the previous page press Back

4.1.1.8 Cancellation completion

You successfully cancelled the shipping document.

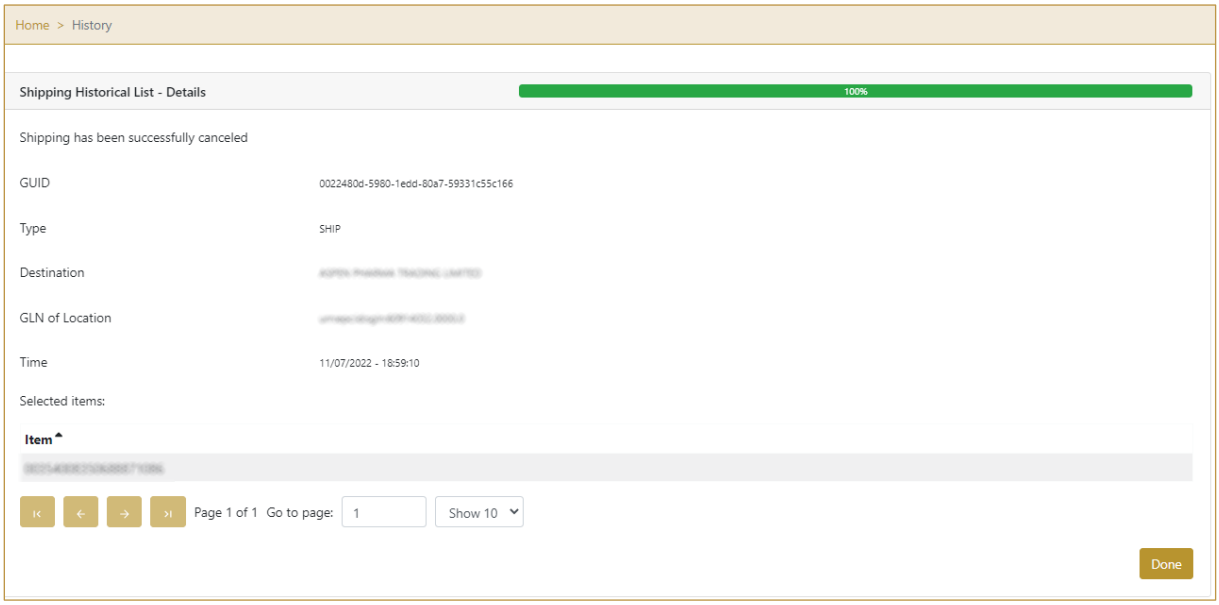
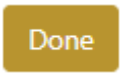


Figure 28 Cancellation completion

To return to the first page for the creation of the shipping document press Done



4.1.2 Product Transfer – Shipping - Mobile

For using the shipping transaction from the mobile navigation menu select Product Transfer → Shipping

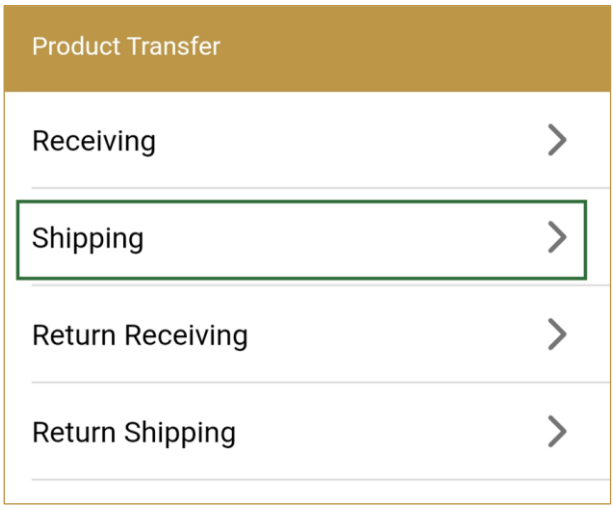


Figure 29 Mobile navigation menu - Shipping

Using a shipping transaction consists of 3 steps:

- Step 1 – Creation of the shipping document header.
- Step 2 – Creating the list of items of the shipment.
- Step 3 – Shipping confirmation.

4.1.2.1 Creating the shipping document header

On this step, you create a shipping document header where basic information of the shipment is generated such as document number, GLN of start and target location, and date of creation.

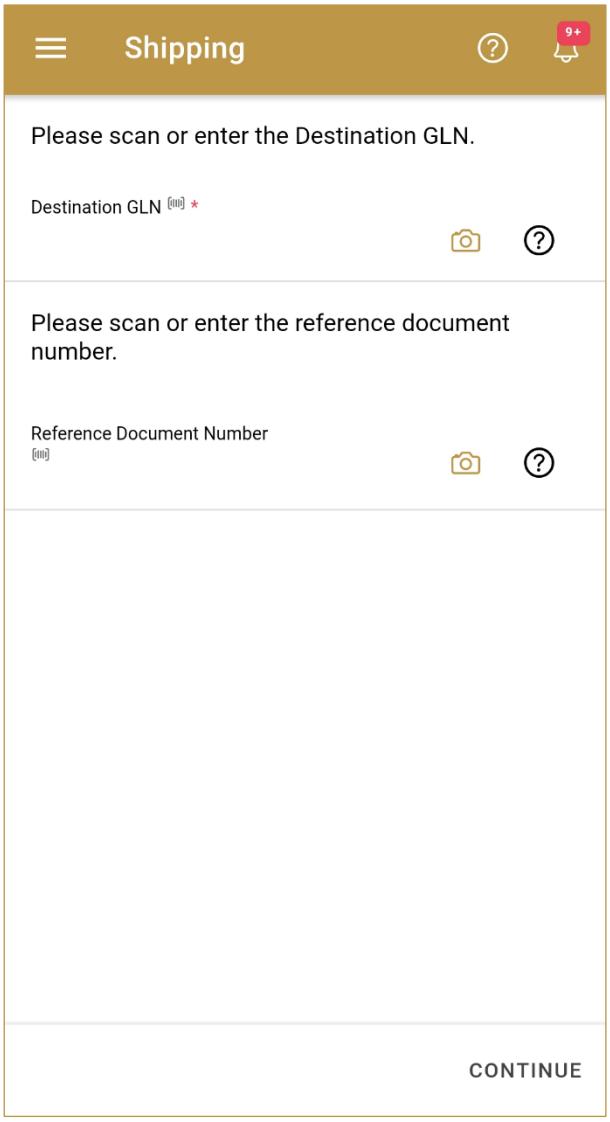


Figure 30 Shipping – Reference document and destination GLN

First, enter the GLN number of the target location which is mandatory, and the Reference document number, if it exists.

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.

Figure 31 Shipping – target GLN number scanning

When values are entered press Continue CONTINUE to continue to the next page – adding items to the shipping document.

If the target location GLN is not entered a warning will be displayed indicating no further progress is possible.

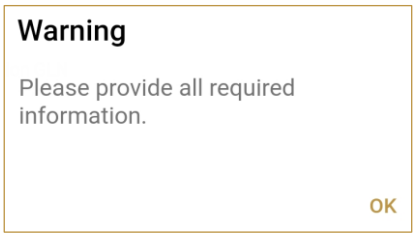


Figure 32 Shipping – GLN warning

4.1.2.2 Adding items to the shipping document

On the second page, you add items that will be part of the shipment, these can be identified by a SSCC or a SGTIN.

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

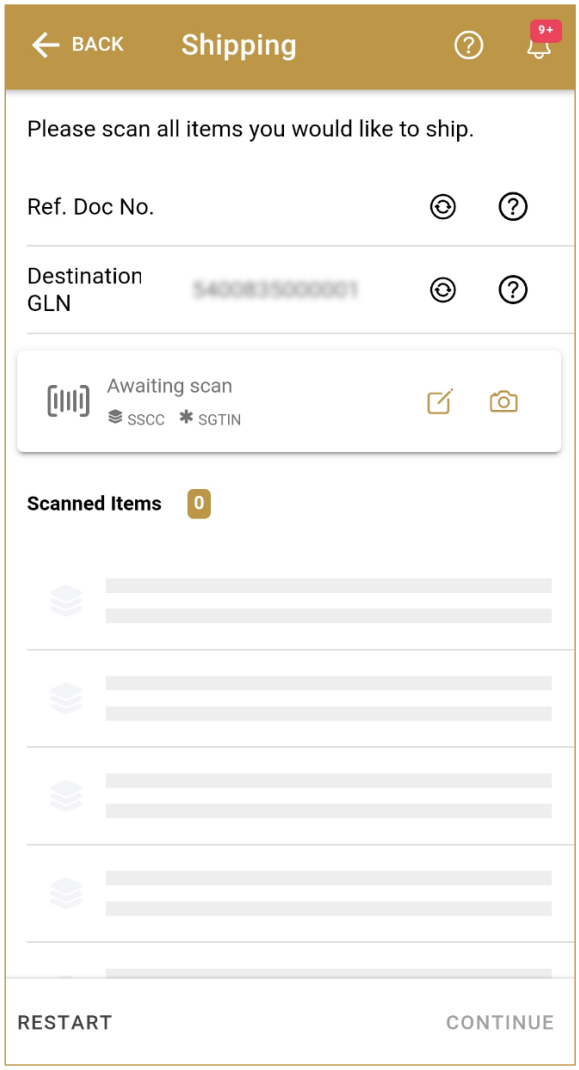


Figure 33 Shipping – Shipping items

For editing of the Reference Document Number or Destination GLN press Edit

Enter the corrected value in this field and save any changes by pressing the key Enter on your keyboard.

When Items already exist on the document, you will see a warning message indicating items must be re-checked.

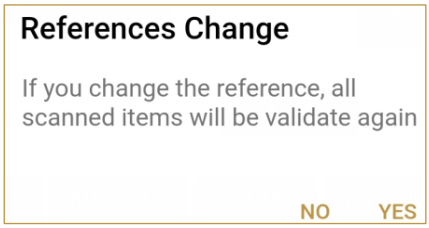


Figure 34 Shipping – Document changes

4.1.2.2.1 Adding items with 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.

4.1.2.2.2 Adding SSCC manually

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 to the shipping document, enter the SSCC value in the field SSCC-(00) and press OK

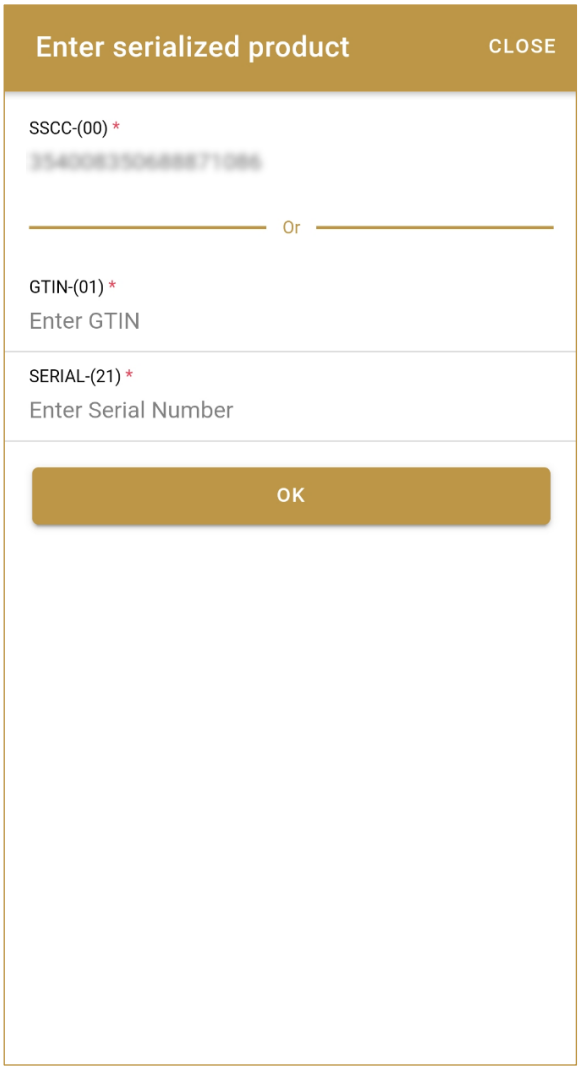


Figure 35 Manual adding of SSCC item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SSCC Item is then added to the shipping document and has an icon

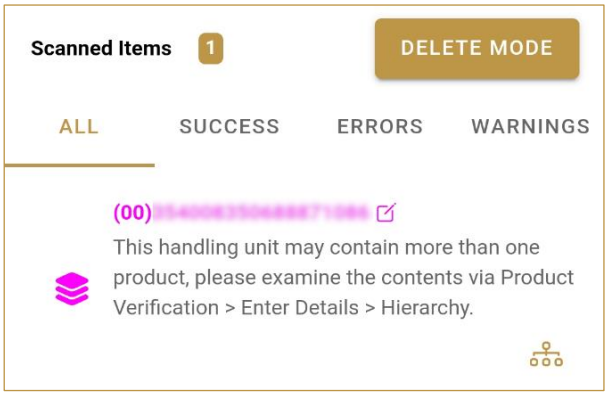


Figure 36 Successfully added SSCC item

Once the SSCC code has been added, it will be checked in Tatmeen and to confirm that it is already known to the system and it has the correct status. If there's a problem with the code, a relevant message will appear. If the code is correct, it will be possible to examine its contents according to Tatmeen by going to Product Verification -> Details -> Hierarchy. More details about this feature can be found in the Training Manual for Product Verfication.

4.1.2.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

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

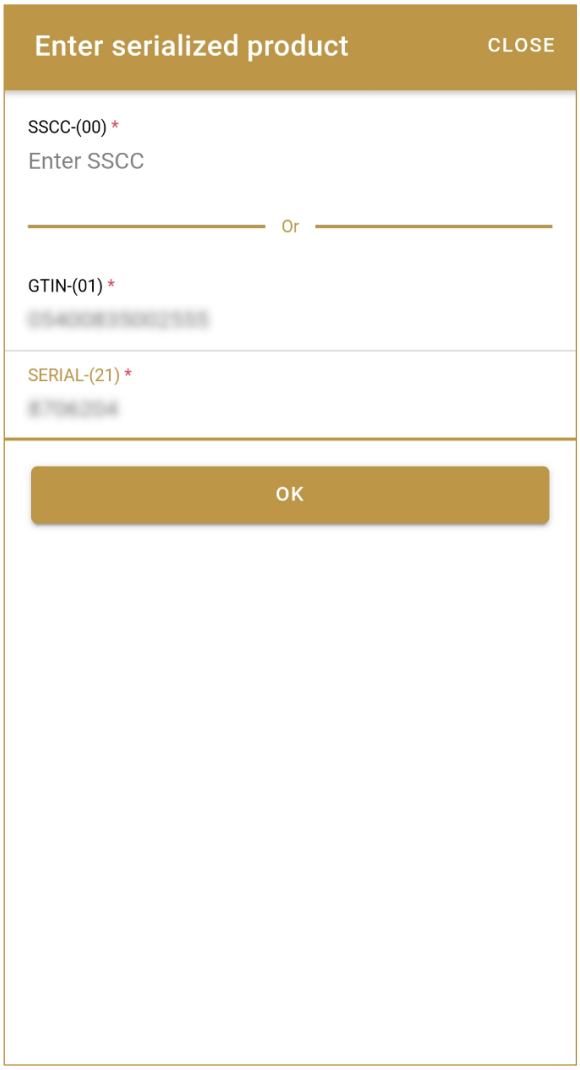


Figure 37 Manual adding of SGTIN item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SGTIN Item is then added to the shipping document and has an icon ✱

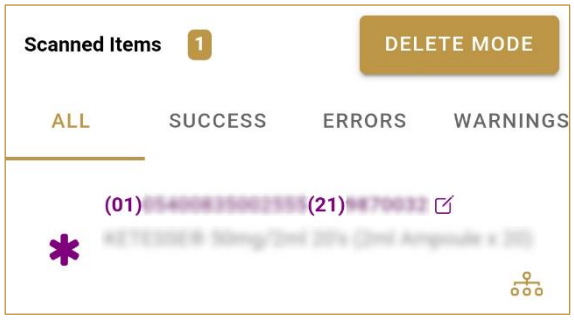


Figure 38 Successfully added SGTIN item

4.1.2.2.4 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

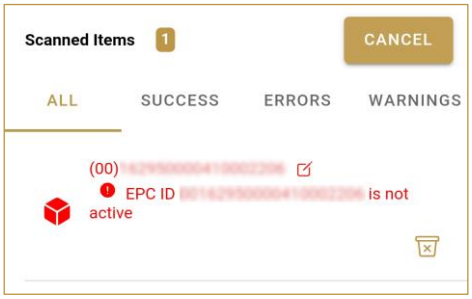
It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

Filter options:

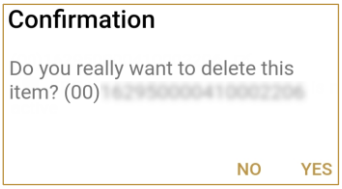
- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

Select Delete mode to remove added items. DELETE MODE

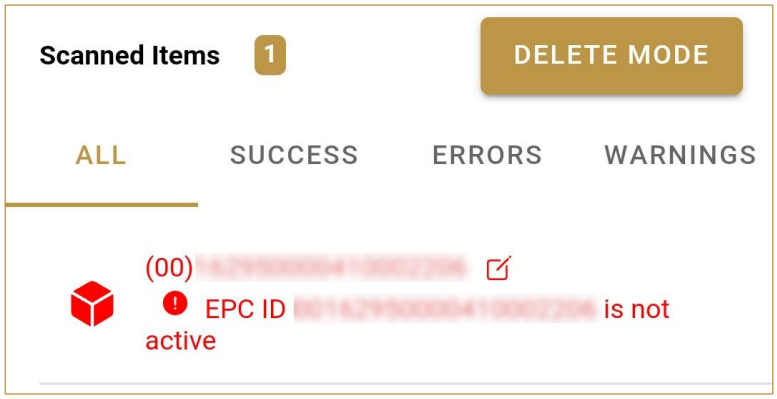
In Delete mode, a delete icon will appear on each row.



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



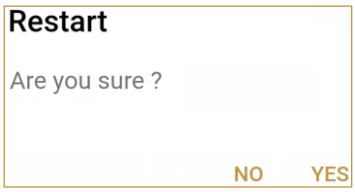
Red messages under items provide guidance for issues with listed items.



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

If you want to suspend work and enter a new shipping document press Restart RESTART

A query message will appear requiring confirmation for a new start



4.1.2.3 Shipping confirmation

All the items listed on this page will be shipped to the target GLN location.

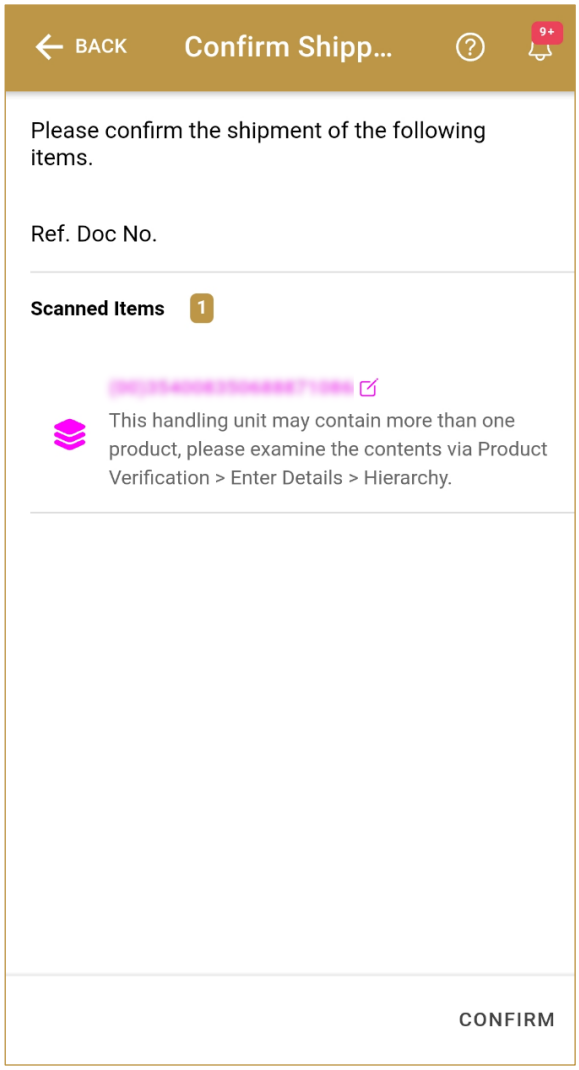


Figure 39 Shipping confirmation

The Number of items (SSCC, SGTINs) contained in the shipment is shown as **Scanned Items** 1

To return to the previous page for adding/removal of items press Back BACK

For final confirmation of the shipping document, after which it will not be possible to change the document, press Confirm CONFIRM

The items will be shipped to the target GLN location.

4.1.2.4 Shipping completed

You have successfully confirmed the shipping document. All items from the shipping document are in transit to the target location.

If you want to prepare a new shipping document, press Do Another DO ANOTHER

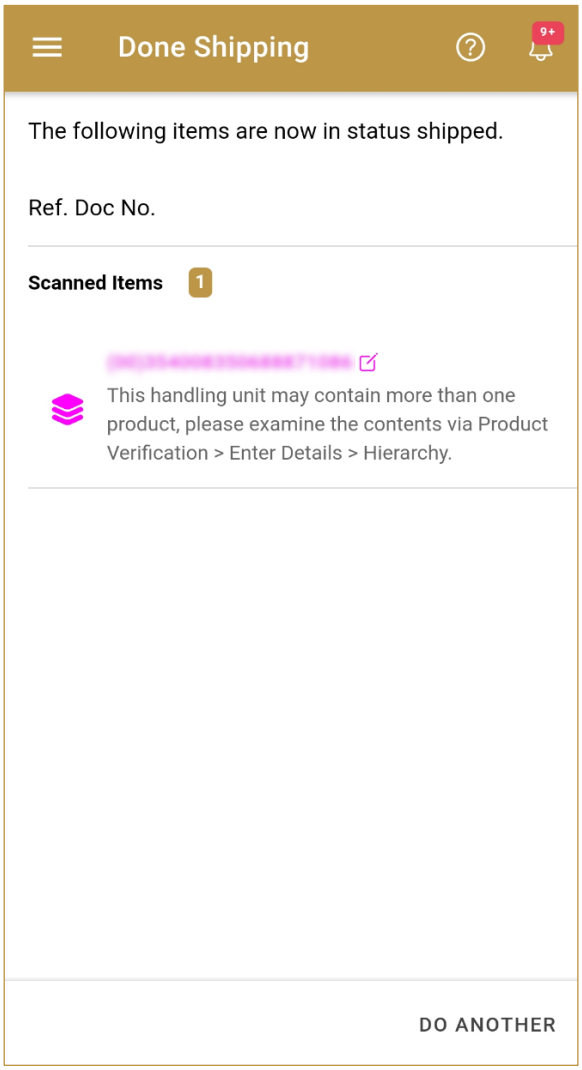


Figure 40 Shipping completed

4.2 Product Transfer - Receiving

The Receiving transaction is used at the destination location of the original shipment, such as a pharmacy or a warehouse, when the goods are received from the sender location.

The main data input needed for the receiving transaction is:

- Reference document number, e.g. Shipping reference number. This is the reference document number that was entered by the sender when recording the shipment into Tatmeen, if he entered any.
- Unique Serialized Number (SGTIN or SSCC) of the goods contained in the shipment.

Please keep in mind that a shipment can only be received at the destination location that was entered by the sender when registering the shipment into Tatmeen.

4.2.1 Product Transfer – Receiving - Portal

For creating a receiving document from the navigation menu select Product Transfer → Receiving

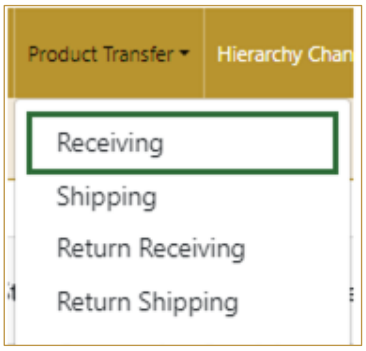


Figure 41 Portal navigation menu - Receiving

Creating a receiving document goes through 3 steps:

- Step 1 – Creation of a receiving document header
- Step 2 – Creating a list of items to receive
- Step 3 – Receiving confirmation

4.2.1.1 Reference document

On the first step, you create a receiving document header where the basic information of the receiving document is generated such as the document number, GLN of target location, which is equal to the active location of the user defined in the settings (please remember that a shipment can only be received on the destination GLN that was defined during the shipment by the sender), and date of creation.

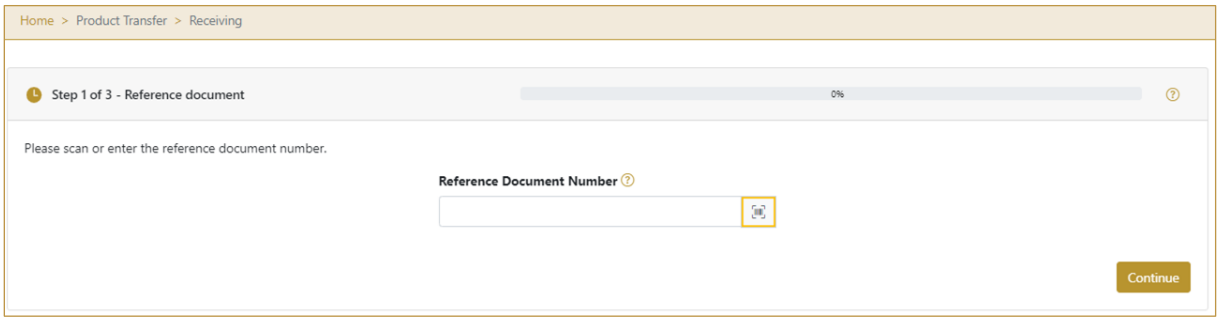


Figure 42 Receiving – Reference document

First, enter the Reference document number in case it was introduced by the sender when recording the shipment. You can proceed to the next page without entering the Reference document number and you can add it also later on the next page.

You can also scan the Reference document number by pressing Scan when you use a scanner or tablet.

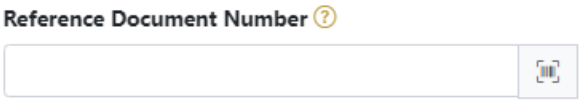


Figure 43 Receiving – Reference document number scanning

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.

When values are entered press Continue

to continue to the next page – adding items to the receiving document.

If you press Clock a new page opens for the Historical view where you can see past receivings and receiving cancellations done by the user. For more details about this view, please refer to section *4.2.1.5.*

4.2.1.2 Adding items to the receiving document

On the second page, you add items that will be received at the target location.

Items can be:

- SSCC or
- SGTIN

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

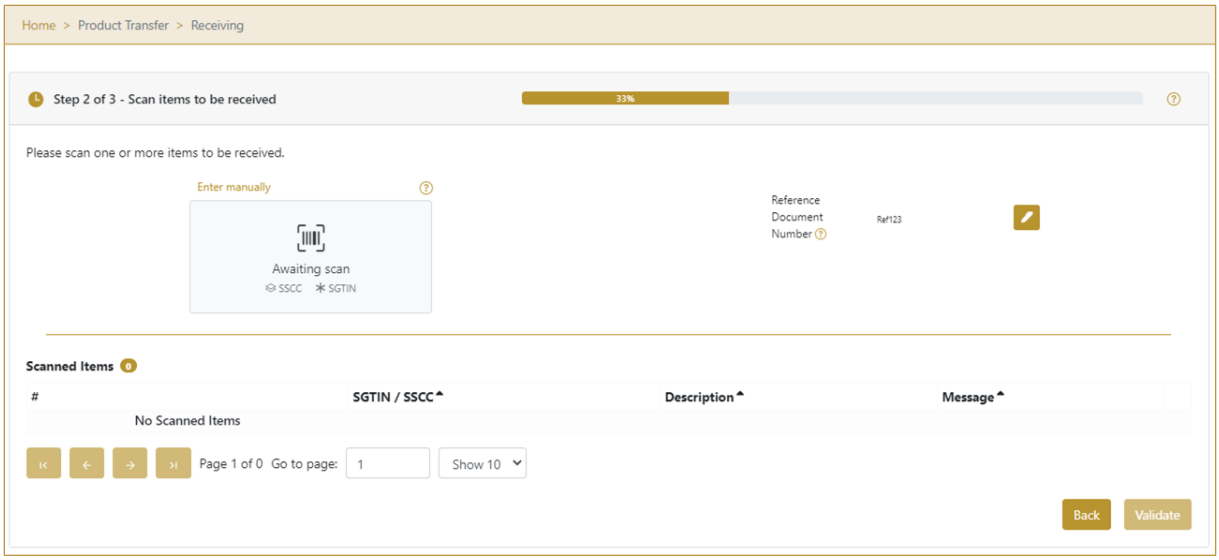


Figure 44 Receiving – Received items

For editing of the Reference Document Number press Edit

Enter the corrected value in this field and save any changes by pressing the key Enter on your keyboard.

4.2.1.2.1 Adding items with 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.

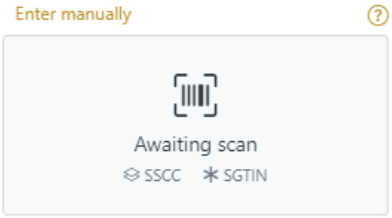


Figure 45 Receiving - Scan item

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

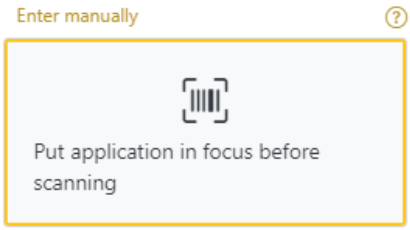


Figure 46 Receiving - Missing focus

4.2.1.2.2 Adding SSCC manually

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 to the receiving document, enter the SSCC value in the field SSCC-(00) and press OK OK

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

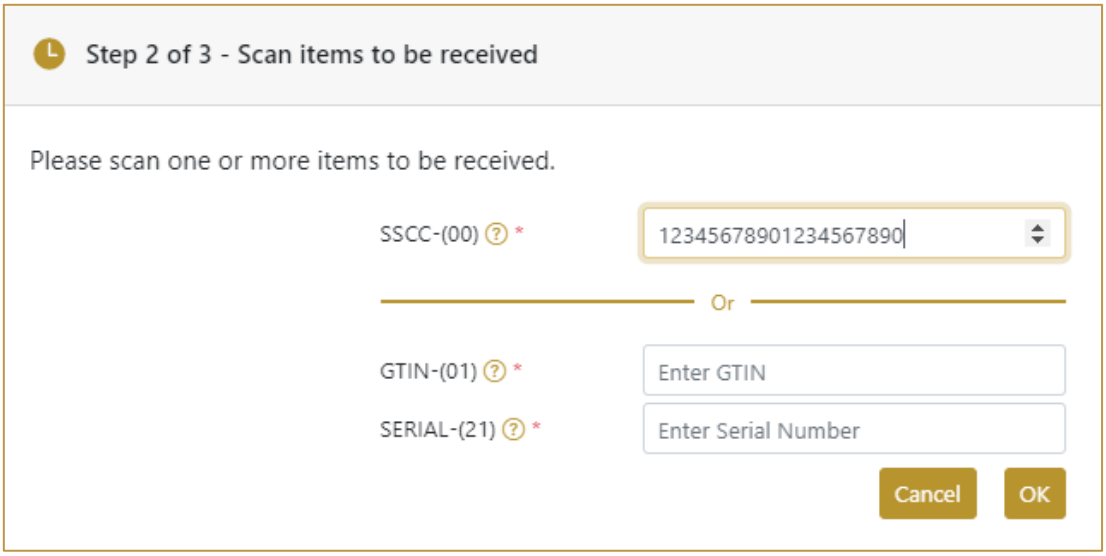


Figure 47 Manual adding of SSCC item

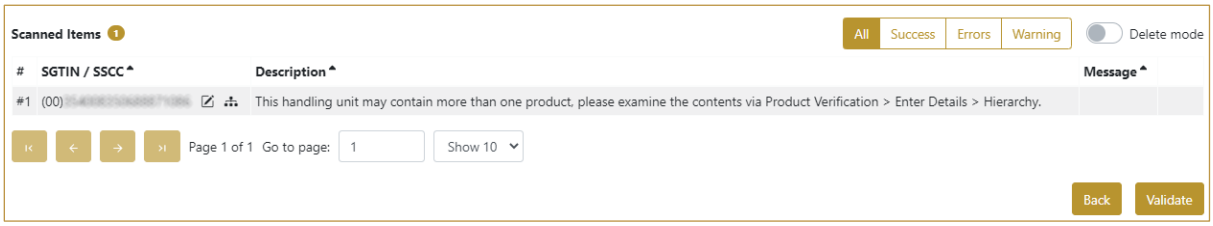


Figure 48 Successfully added SSCC item

Once the SSCC code has been added, it will be checked in Tatmeen to confirm that it is already known to the system and it has the correct status. If there's a problem with the code, a relevant message will appear. If the code is correct, it will be possible to examine its contents according to Tatmeen by going to Product Verification -> Details -> Hierarchy. More details about this feature can be found in the Training Manual for Product Verfication.

4.2.1.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

To add an SGTIN Item to the receiving document, 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 Cancel

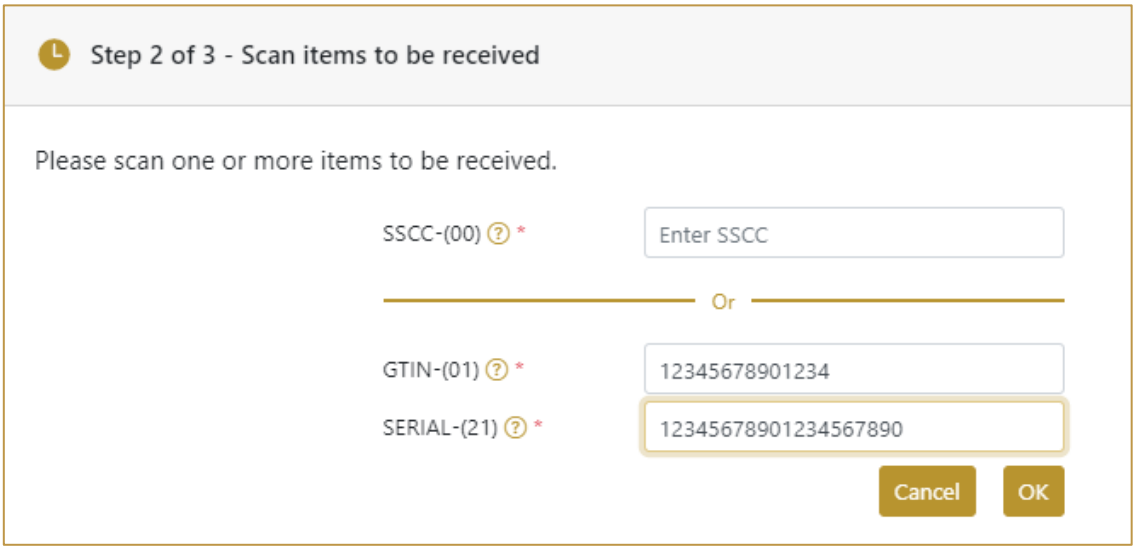


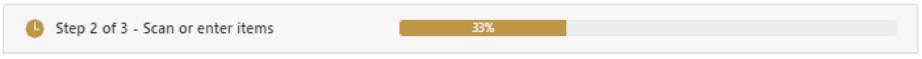
Figure 49 Manual adding of SGTIN item

Figure 50 Successfully added SGTIN item

4.2.1.2.4 Review of the added items

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

The progress bar shows advancement through the process



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

It is possible to filter the list of scanned items using

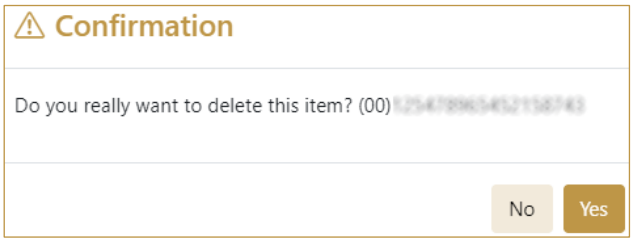
Filter options:

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

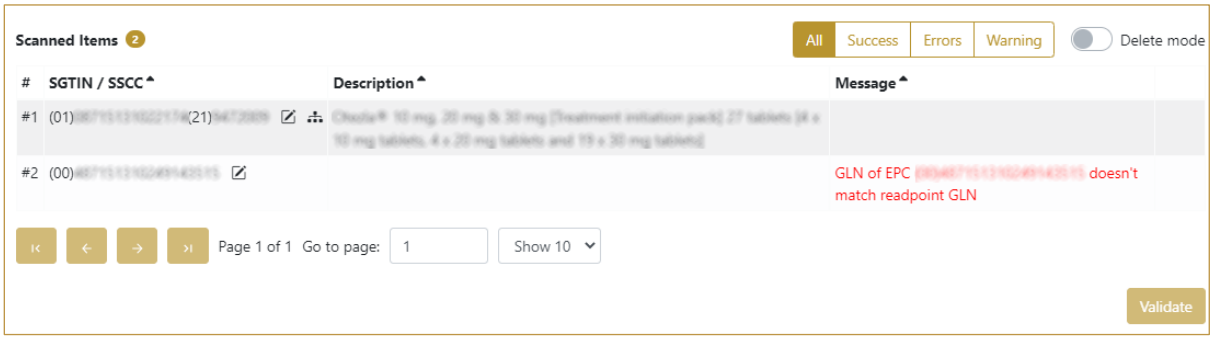
Select Delete mode to remove added items.

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

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



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



To return to the previous page press Back

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.

4.2.1.3 Receiving confirmation

All the items listed on this page will be received at the target GLN location. Before confirmation of the receiving document check if the document contains all items required.

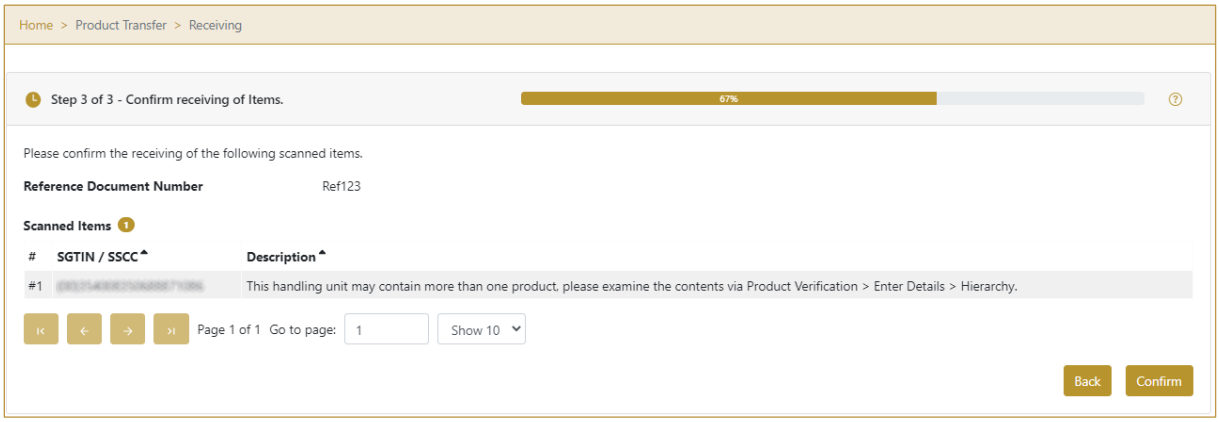


Figure 51 Receiving confirmation

The Number of items (SSCC, SGTINs) contained in the document is shown as **Scanned items** 1

To return to the previous page for adding/removal of items press Back Back

A warning will be shown if you select any other page before confirming the receiving document. If you select Leave all data on this page will be lost.

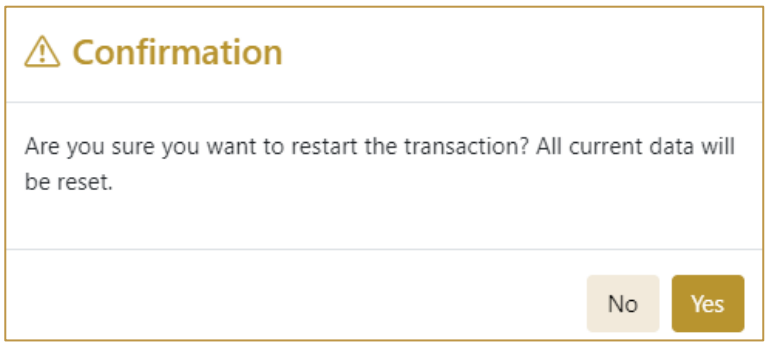


Figure 52 Receiving warning

For final confirmation of receiving document, after which editing of the document is not possible, and items will be received to the target GLN location, press Confirm Confirm

4.2.1.4 Receiving completed

You have successfully confirmed the receiving document. All confirmed items are now accessible at the target location.

If you want to prepare a new receiving document, press Receive another item

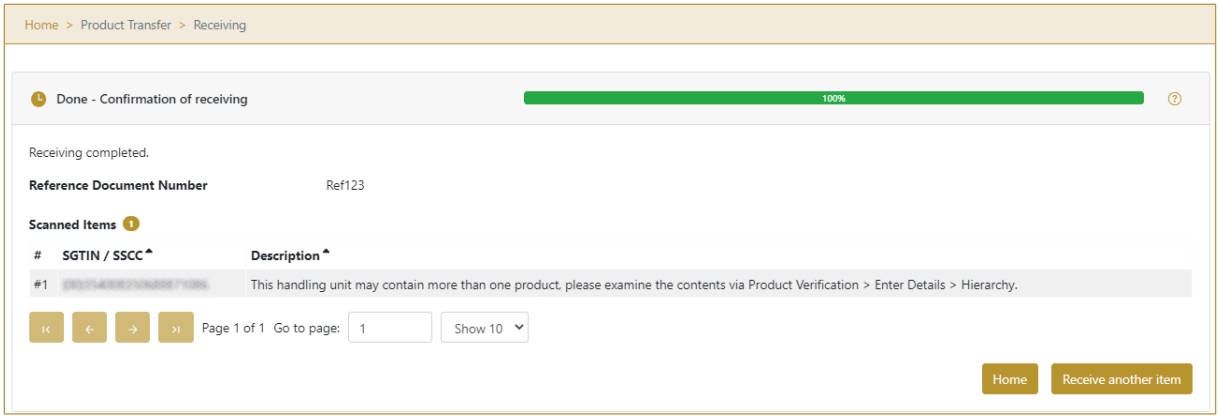


Figure 53 Receiving completed

4.2.1.5 Historical view

On the Historical view, past shippings and shipping cancellations performed by the user are displayed according to default filter settings .

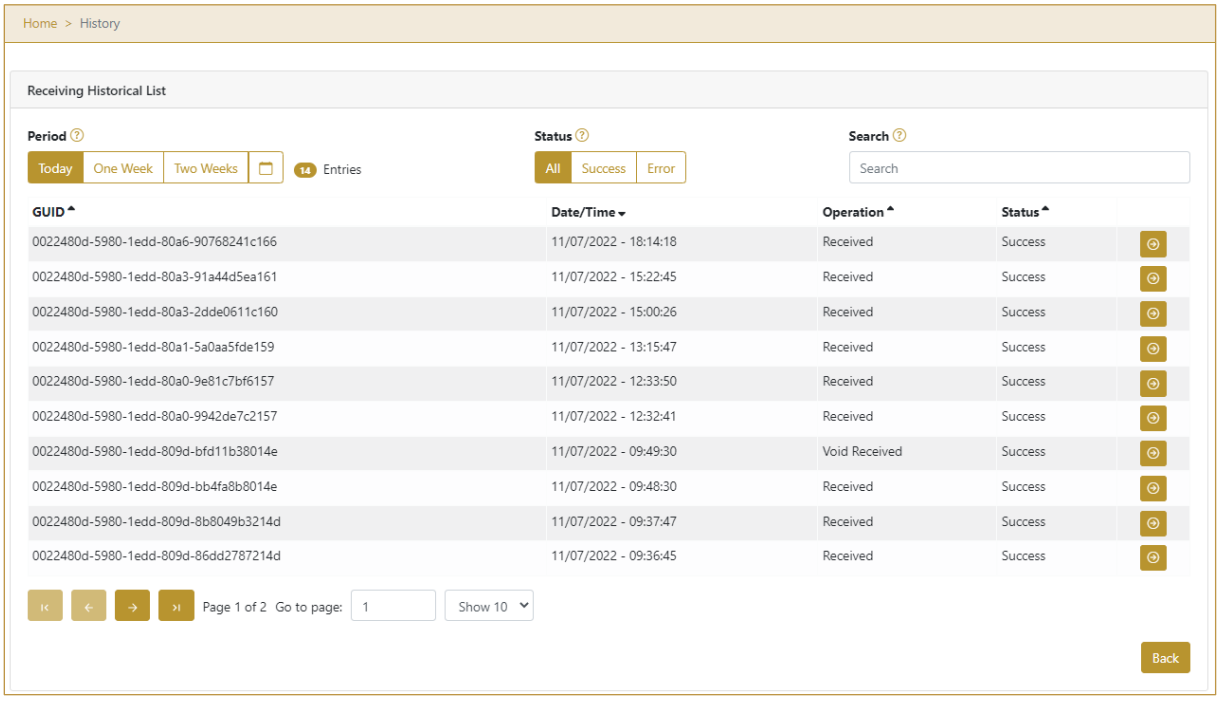


Figure 54 Historical view

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

If you want to return to the first page of the receiving press Back

4.2.1.5.1 Filter options

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

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

Figure 55 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 56 Sort

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

Figure 57 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

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.

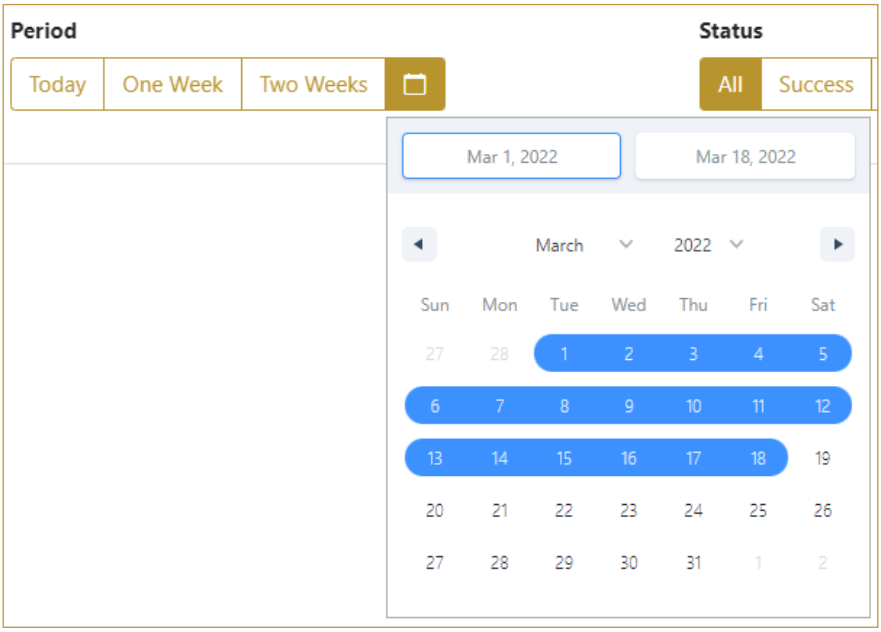


Figure 58 Filter options – Calendar

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

Figure 59 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

4.2.1.6 Historical view Details

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

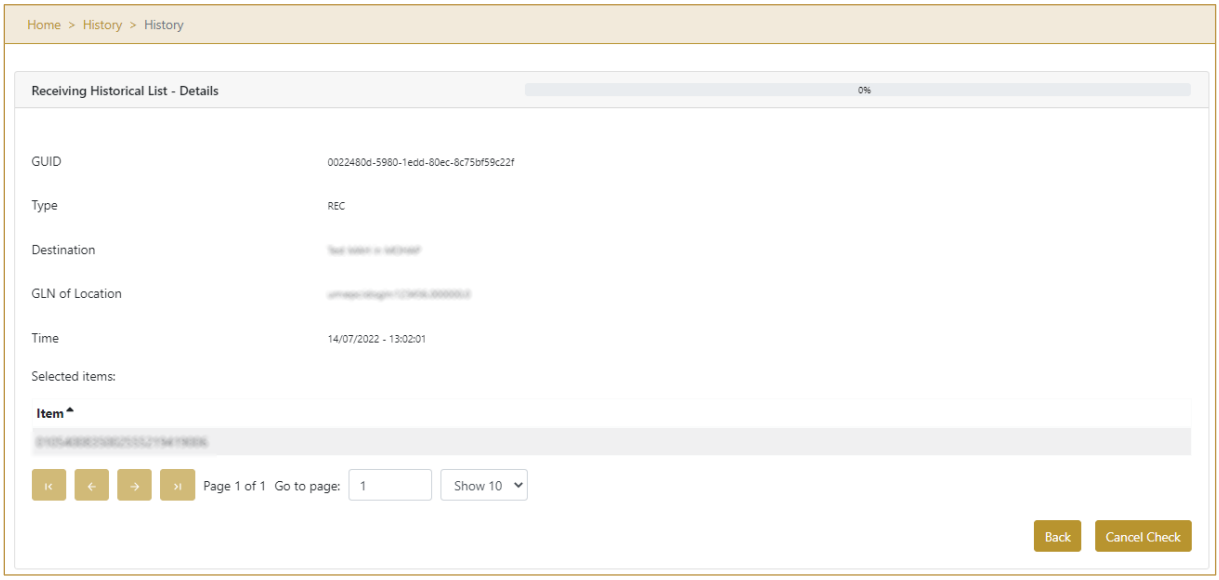
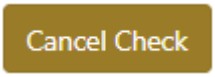


Figure 60 Historical view Details

If you press Cancel Check 

you will cancel the receiving transaction. This functionality exists to cancel receipts recorded by mistake or with incorrect information. However, cancellation is only allowed if the product hasn't been further processed yet in the destination location.

Upon cancellation, all items from the receiving document will no longer be available at the destination GLN location. Items will be again marked as In transit and they will be pending to be received again.

To return to the previous page press Back

4.2.1.7 Cancellation confirmation

On this page, you need to confirm the cancellation of the receiving document. All items from the receiving document will no longer be available at destination GLN location. Items will be again marked as In transit and they will be pending to be received again.

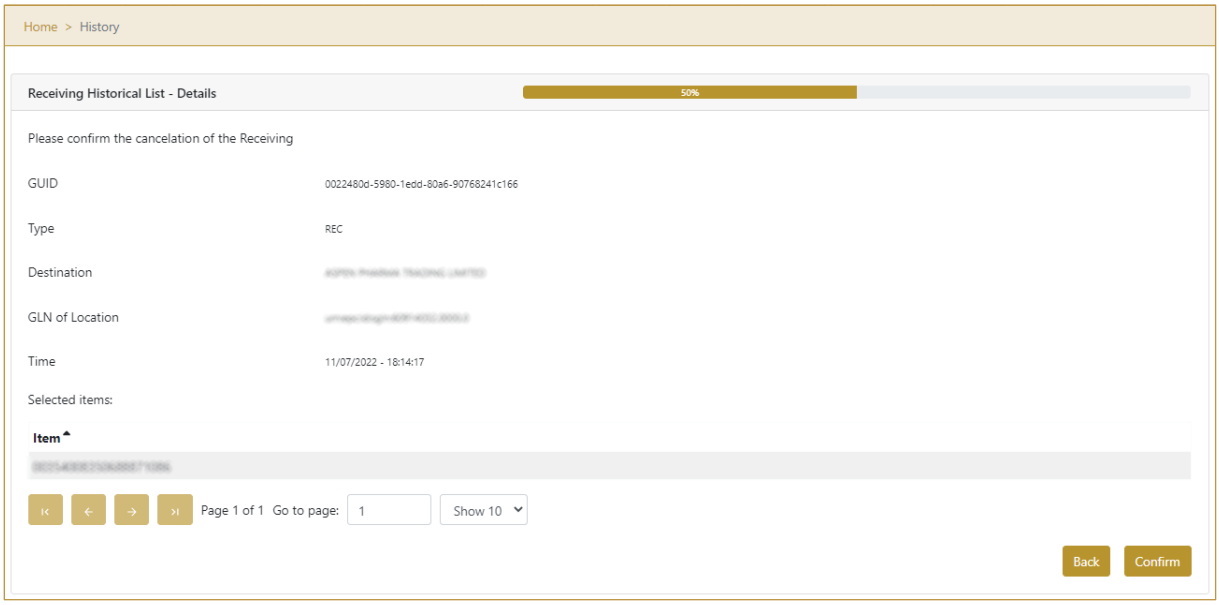


Figure 61 Cancellation confirmation

For confirmation of the cancellation press Confirm

To return to the previous page press Back

4.2.1.8 Cancellation completion

You successfully cancelled the receiving document.

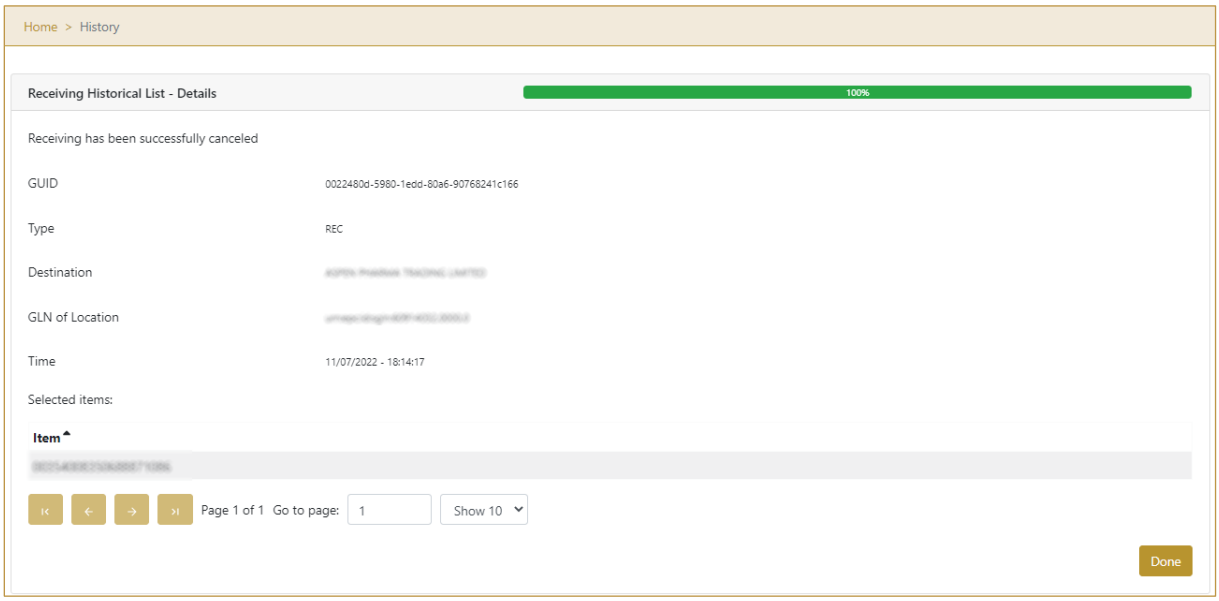
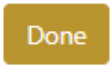


Figure 62 Cancellation completion

To return to the first page for the creation of the receiving document press Done



4.2.2 Product Transfer – Receiving - Mobile

To create a receiving document from the mobile navigation menu select Product Transfer → Receiving

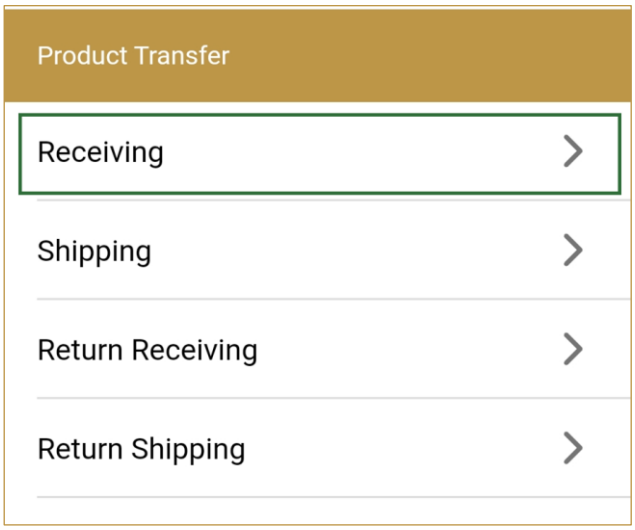


Figure 63 Mobile navigation menu - Receiving

Creating a receiving document goes through 3 steps:

- Step 1 – Creation of a receiving document header
- Step 2 – Creating a list of items to receive
- Step 3 – Receiving confirmation

4.2.2.1 Reference document

On the first step, you create a receiving document header where the basic information of the receiving document is generated such as the document number, GLN of target location, which is equal to the active location of the user defined in the settings (please remember that a shipment can only be received on the destination GLN that was defined during the shipment by the sender), and date of creation.

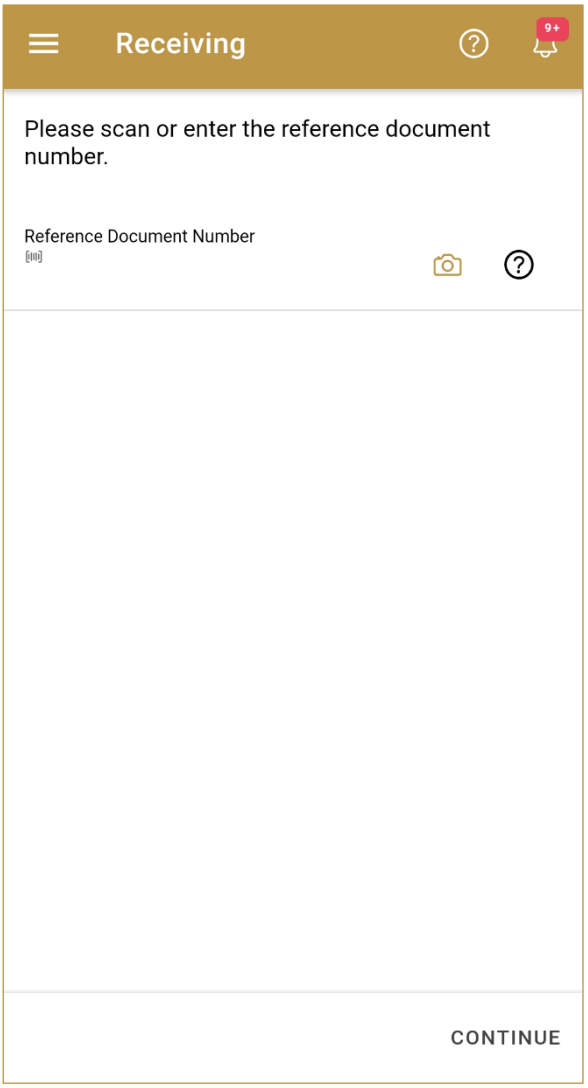


Figure 64 Receiving – Reference document

First, enter the Reference document number in case it was introduced by the sender when recording the shipment. You can proceed to the next page without entering the Reference document number and you can add it also later on the next page.

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

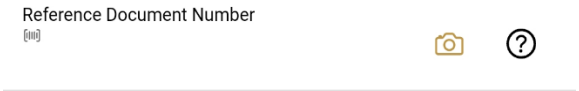


Figure 65 Receiving – Reference document number scanning

When the value is entered press Continue CONTINUE to continue to the next page – adding items to the receiving document.

4.2.2.2 Adding items to the receiving document

On the second page, you add items that will be received at the target location.

Items can be:

- SSCC or
- SGTIN

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

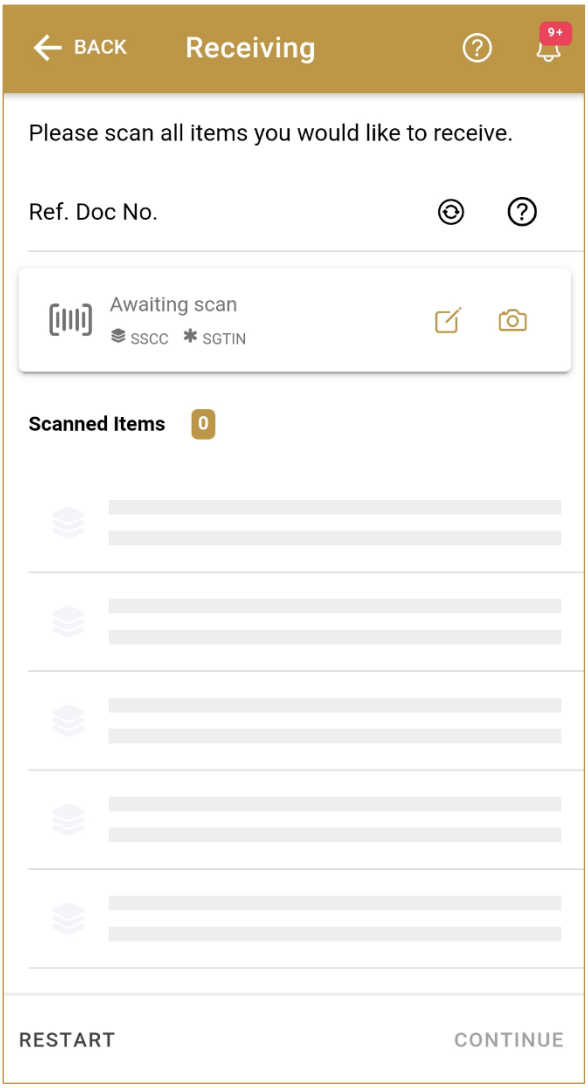


Figure 66 Receiving – Received items

For editing of the Reference Document Number press Edit

Enter the corrected value in this field

and save any changes by pressing the key Enter on your keyboard.

4.2.2.2.1 Adding items with 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.

4.2.2.2.2 Adding SSCC manually

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 to the receiving document, enter the SSCC value in the field SSCC-(00) and press OK

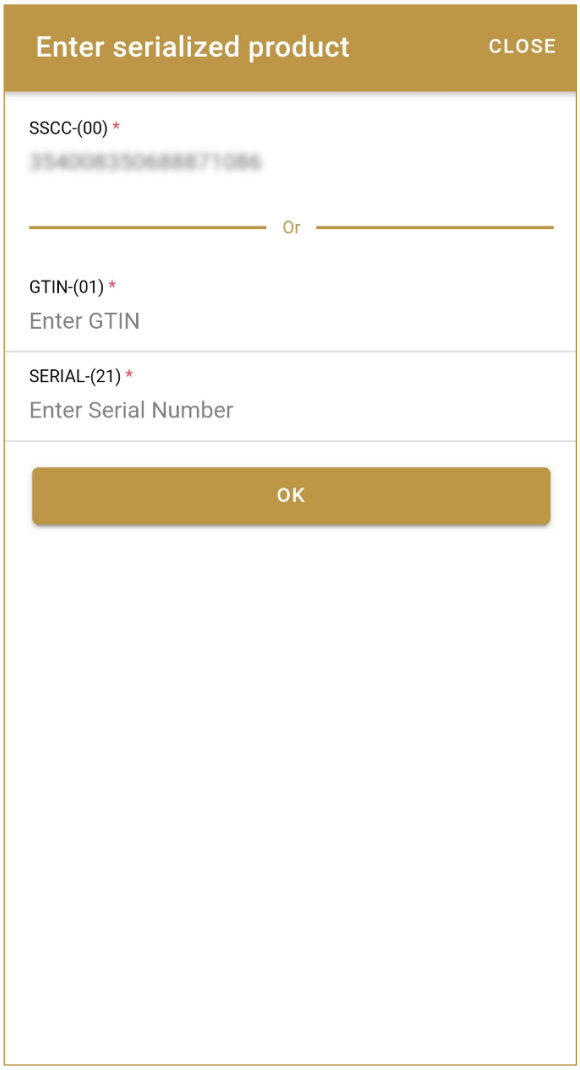


Figure 67 Manual adding of SSCC item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SSCC Item is then added to the receiving document and has an icon

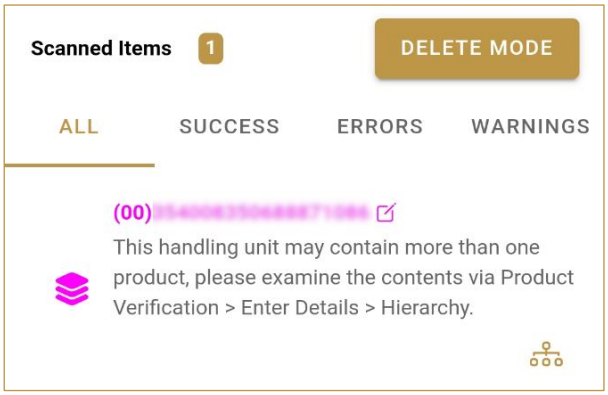


Figure 68 Successfully added SSCC item

Once the SSCC code has been added, it will be checked in Tatmeen to confirm that it is already known to the system and it has the correct status. If there's a problem with the code, a relevant message will appear. If the code is correct, it will be possible to examine its contents according to Tatmeen by going to Product Verification -> Details -> Hierarchy. More details about this feature can be found in the Training Manual for Product Verfication.

4.2.2.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

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

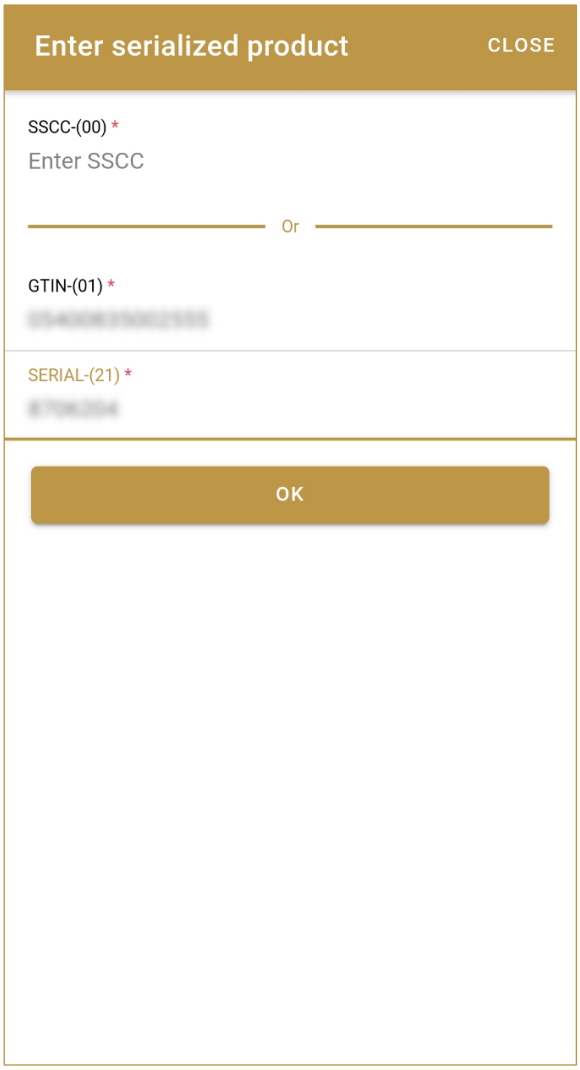


Figure 69 Manual adding of SGTIN item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SGTIN Item is then added to the receiving document and has an icon ✱

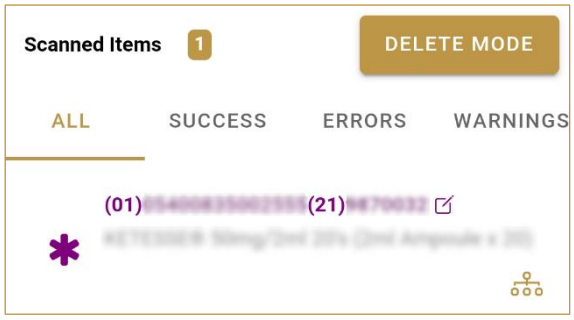


Figure 70 Successfully added SGTIN item

4.2.2.2.4 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

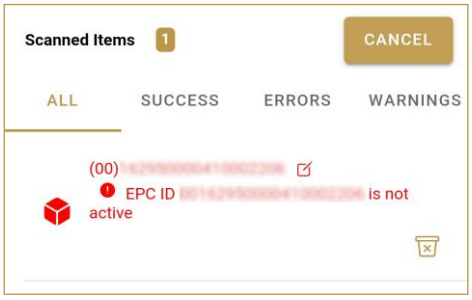
It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

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

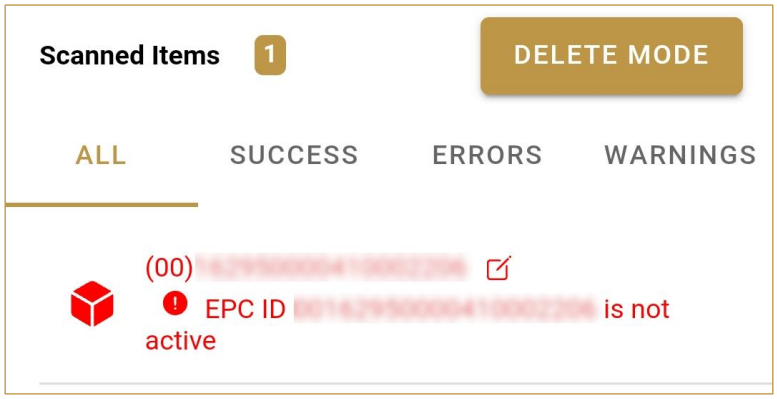
Select Delete mode to remove added items. DELETE MODE

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



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

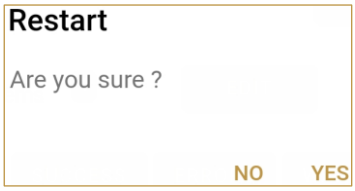
Red messages under items provide guidance for issues with listed items.



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

If you want to suspend work and enter a new shipping document press Restart RESTART

A query message will appear requiring confirmation for a new start



4.2.2.3 Receiving confirmation

All the items listed on this page will be received at the target GLN location. Before confirmation of the receiving document check if the document contains all items required.

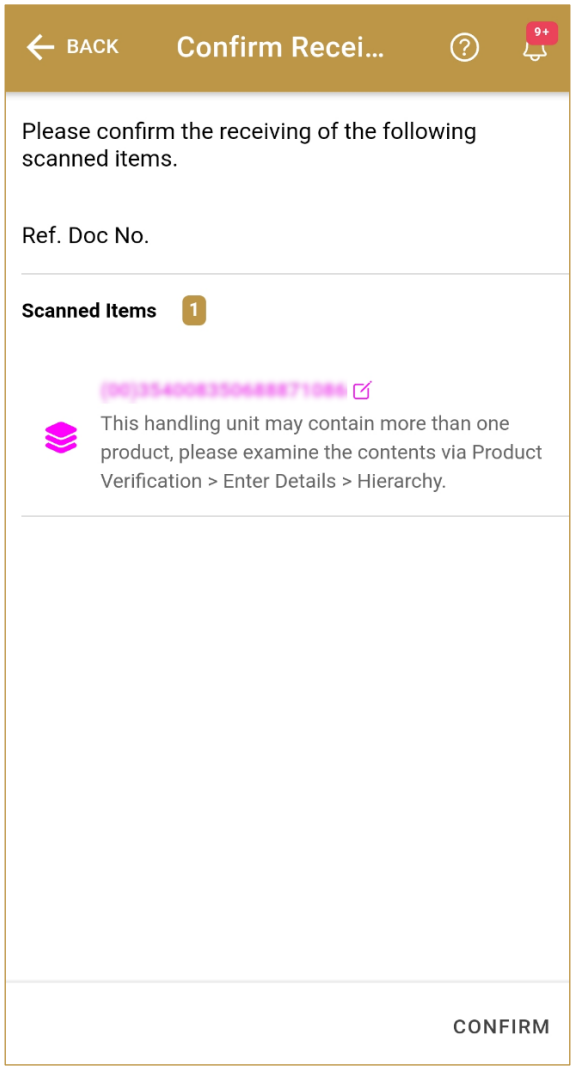


Figure 71 Receiving confirmation

The Number of items (SSCC, SGTINs) contained in the receiving document is shown as **Scanned Items** 1

To return to the previous page for adding/removal of items press Back ← BACK

For final confirmation of receiving document, after which editing of the document is not possible, and items will be received to the target GLN location, press Confirm CONFIRM

4.2.2.4 Receiving completed

You have successfully confirmed the receiving document. All confirmed items are now accessible at the target location.

If you want to prepare a new receiving document, press Do Another DO ANOTHER

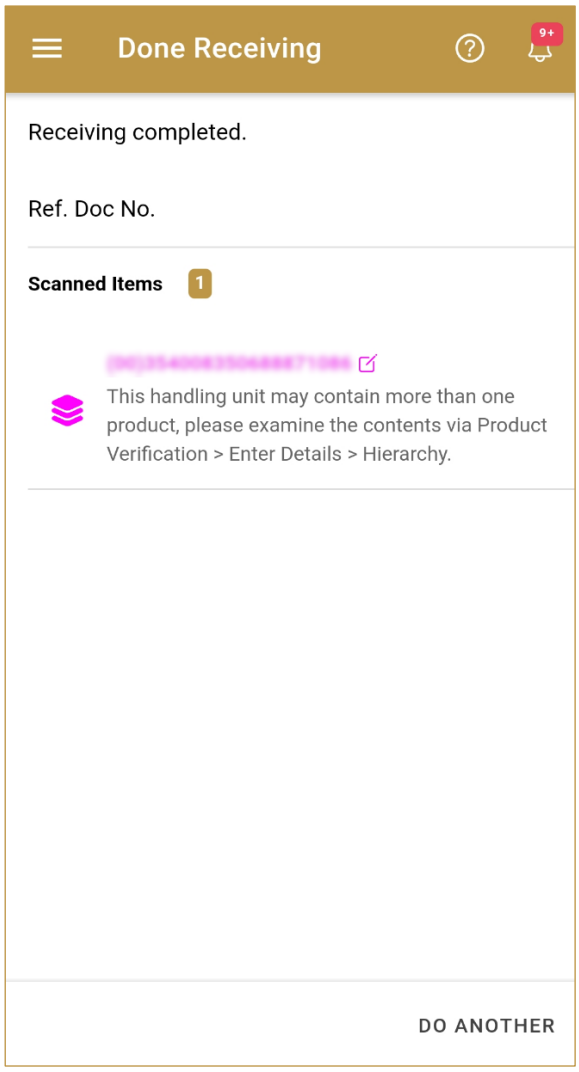


Figure 72 Receiving completed

4.3 Product Transfer – Return shipping

The return shipping transaction is used when received goods cannot be accepted to the target location for any reason; such as the quantity does not match, the seal is broken or the packaging is damaged. It is also used for returning product for any other reason.

The sending of these items will be recorded using the Return Shipping transaction instead of the Shipping transaction.

The following information is required for this transaction:

- Reference document number; e.g. Return Shipping Number. e.g. This is the a reference that will identify the return shipment. It is normally the same ID that is already used by the warehouse management system of the sender of the return and it is normally printed as well on the return shipment document that usually acomppanies the goods. It is an optional field, and doesn't need to be filled out if the sender is not using a warehouse management system or any other form of identifying its shipments.
- GLN of origin location of the return shipment, which is automatically assigned from the active GLN of the user who is using the transaction.
- GLN of destination location. This is mandatory and the return shipment will be only able to be received at this location.
- The reason why the product is returned. This is a mandatory field and the reason has to be selected from a combo box of possible reasons.
- Unique Serialized Number (SGTIN or SSCC) of returned goods.

4.3.1 Product Transfer – Return shipping - Portal

To create a return shipping document from the navigation menu select Product Transfer → Return Shipping

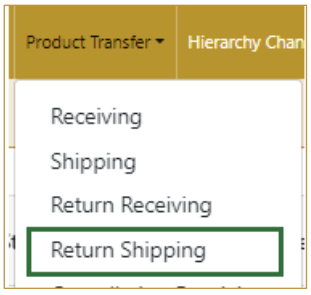


Figure 73 Portal navigation menu – Return shipping

There are three steps to the creation of a return shipping document:

- Step 1 – Creation of a return shipping document header
- Step 2 – Creating a list of items to return
- Step 3 – Return shipping confirmation

4.3.1.1 Creating the return shipping document header

On the first page, you create a return shipping document header where basic information of the return shipping document is stored such as document number, GLN of sender and receiver location, and reason for return.

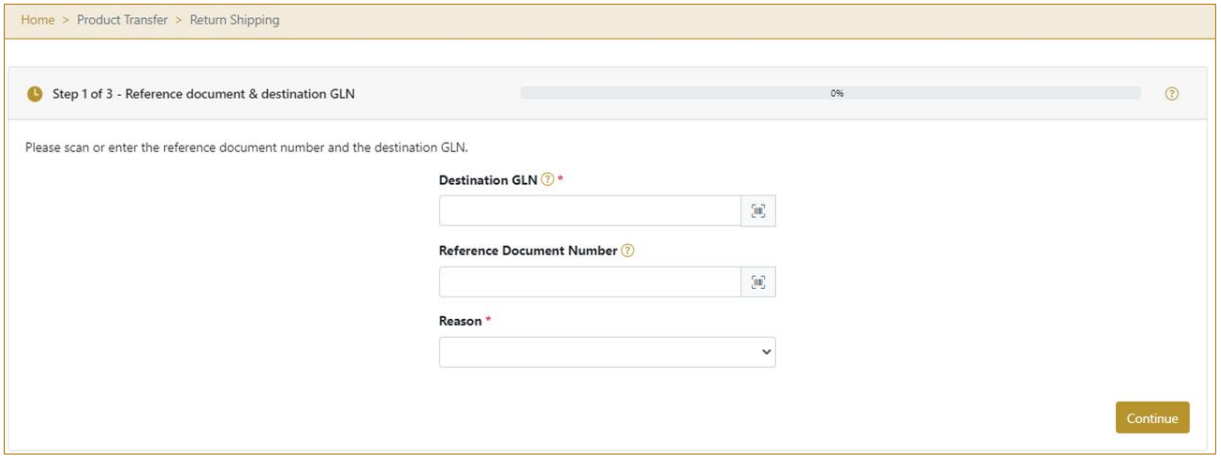


Figure 74 Return shipping – Reference document and destination GLN and reason

First, enter the GLN number of the destination location and reason, which are mandatory fields, and the Reference document number, if it exists.

You can also scan the GLN number and Reference document number by pressing Scan in each field when you use a scanner or tablet.

Figure 75 Return shipping – target GLN number scanning

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.

When values are entered press Continue to continue to the next page – adding items to the return shipping document.

If the target location GLN or reason are not entered a warning will be displayed indicating no further progress is possible.

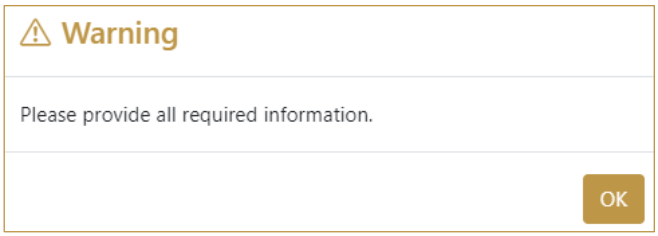


Figure 76 Return shipping – GLN warning

If you press Clock a new page opens for the Historical view where you can see past return shipping and return shipping cancellations done by the same user. This screen is further detailed in section *4.3.1.5.*

4.3.1.2 Adding items to the return shipping document

On the second page, you add items that will be part of the return shipment, these can be identified by a SSCC or a SGTIN.

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

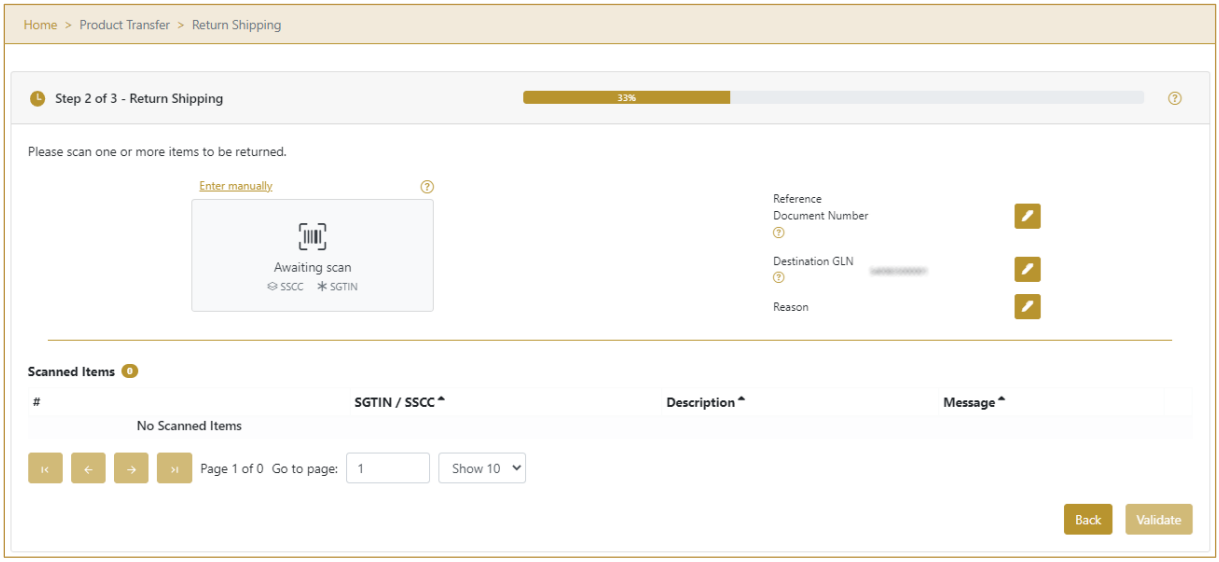


Figure 77 Return shipping – Return items

For editing of the Reference Document Number, Destination GLN, or Reason press Edit

Enter the corrected value in this field and save any changes by pressing the key Enter on your keyboard.

When Items already exist on the document, you will see a warning message indicating items must be re-checked.

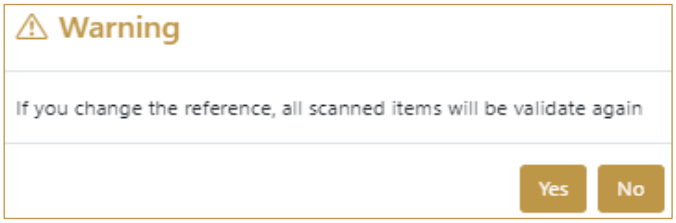


Figure 78 Return shipping – Document changes

4.3.1.2.1 Adding items with 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.

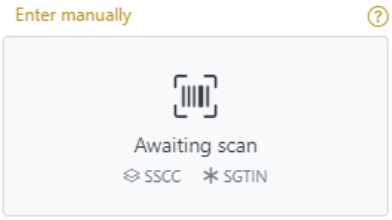


Figure 79 Return shipping - Scan item

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

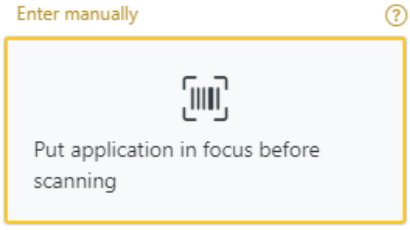


Figure 80 Return shipping - Missing focus

4.3.1.2.2 Adding SSCC manually

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 to the return shipping document, enter the SSCC value in the field SSCC-(00) and press OK OK

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

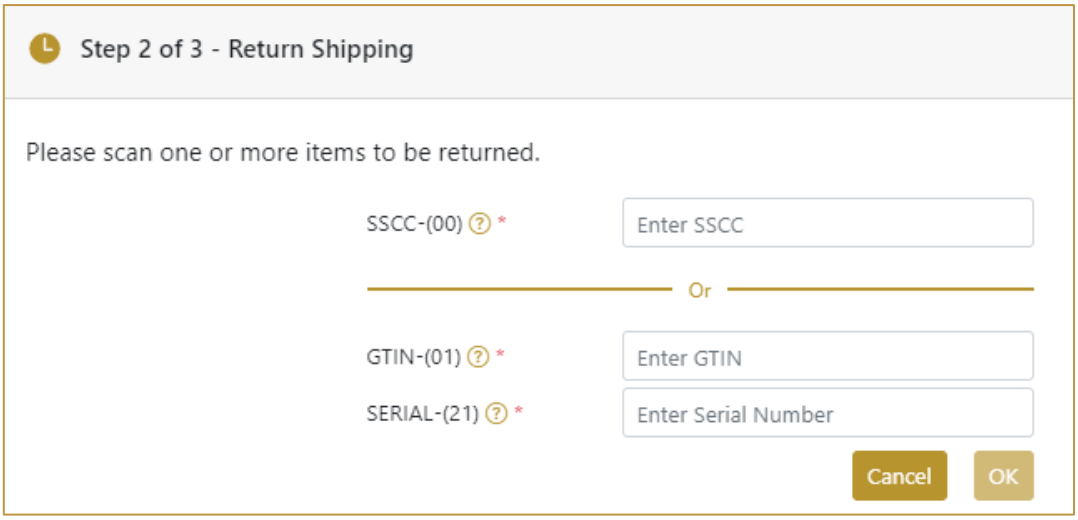


Figure 81 Manual adding of SSCC item

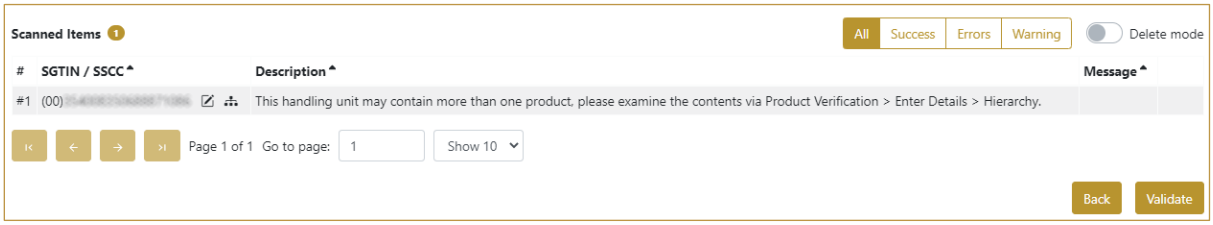


Figure 82 Successfully added SSCC item

Once the SSCC code has been added, it will be checked in Tatmeen to confirm that it is already known to the system and it has the correct status. If there's a problem with

the code, a relevant message will appear. If the code is correct, it will be possible to examine its contents according to Tatmeen by going to Product Verification -> Details -> Hierarchy. More details about this feature can be found in the Training Manual for Product Verfication.

4.3.1.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

To add an SGTIN Item to the return shipping document, 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

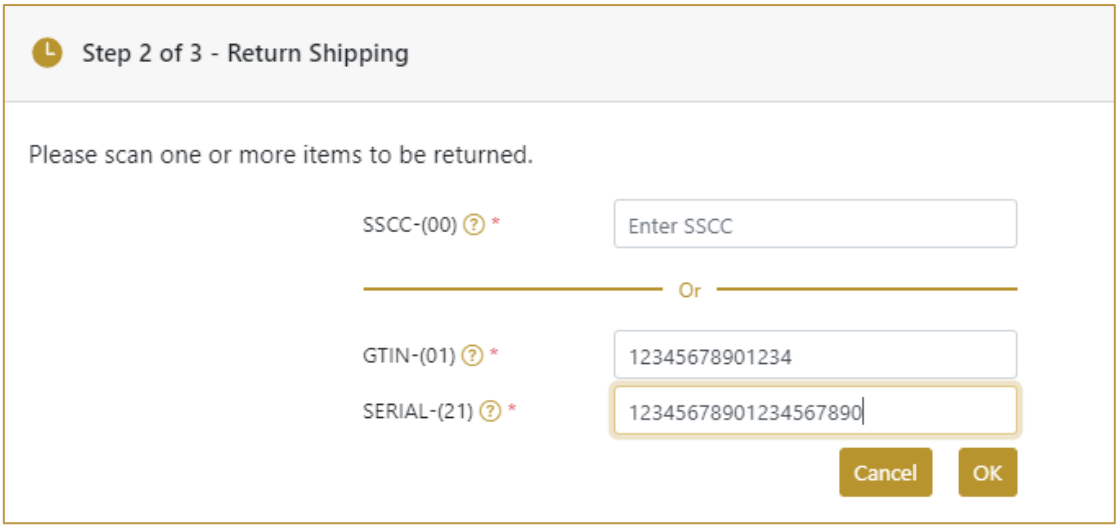


Figure 83 Manual adding of SGTIN item

Figure 84 Successfully added SGTIN item

4.3.1.2.4 Review of the added items

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

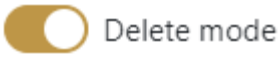
The progress bar shows advancement through the process

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

It is possible to filter the list of scanned items using

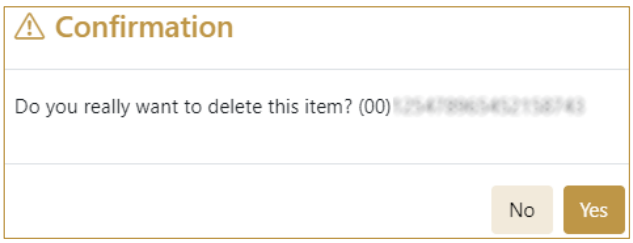
Filter options:

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

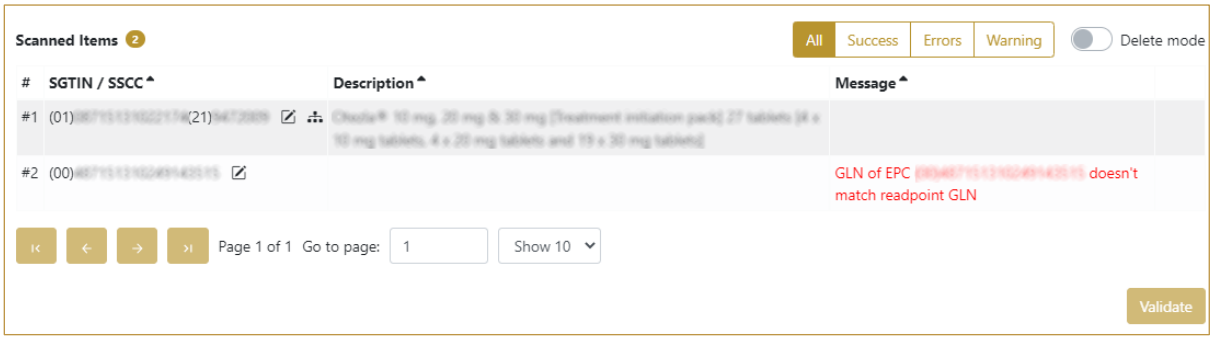
Select Delete mode to remove added items. 

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

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



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



To return to the previous page press Back

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.

4.3.1.3 Return shipping confirmation

On this page, you will see all of the items which have been included in this return shipping order and will be returned to the start GLN location.

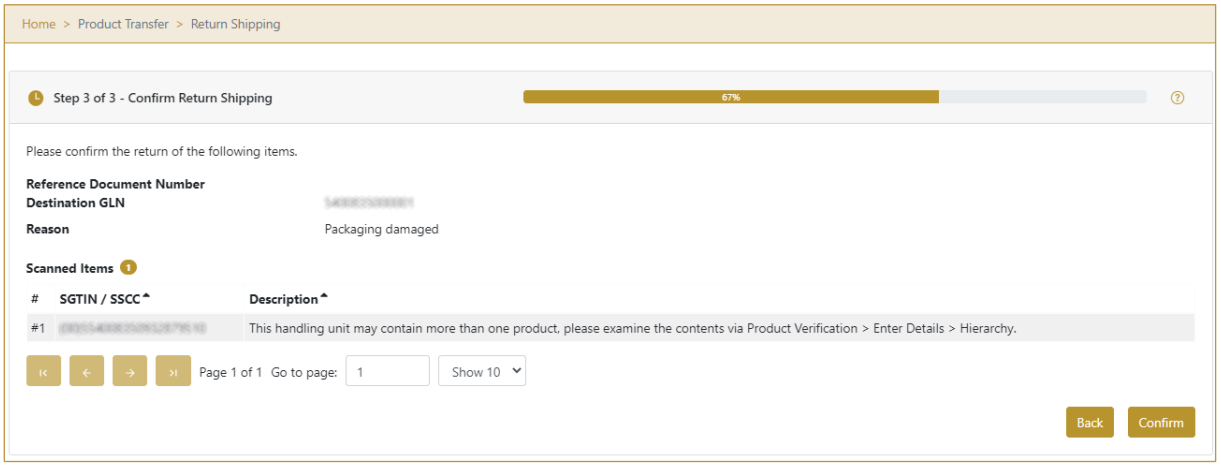
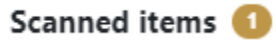


Figure 85 Return shipping confirmation

The Number of items (SSCC, SGTINs) contained in the return shipping document is shown as 

To return to the previous page for adding/removal of items press Back

A warning will be shown if you select any other page before confirming the return shipping document. If you select Leave all data on this page will be lost.

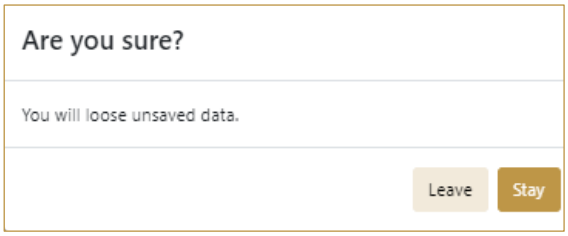


Figure 86 Return shipping warning

For final confirmation of a return shipping document, after which it will not be possible to change the document, press Confirm

The items will be returned to the start GLN location.

4.3.1.4 Return shipping completed

You have successfully confirmed the return shipping document. All items from the return shipping document are in transit to the start location.

If you want to prepare a new return shipping document, press Ship another item

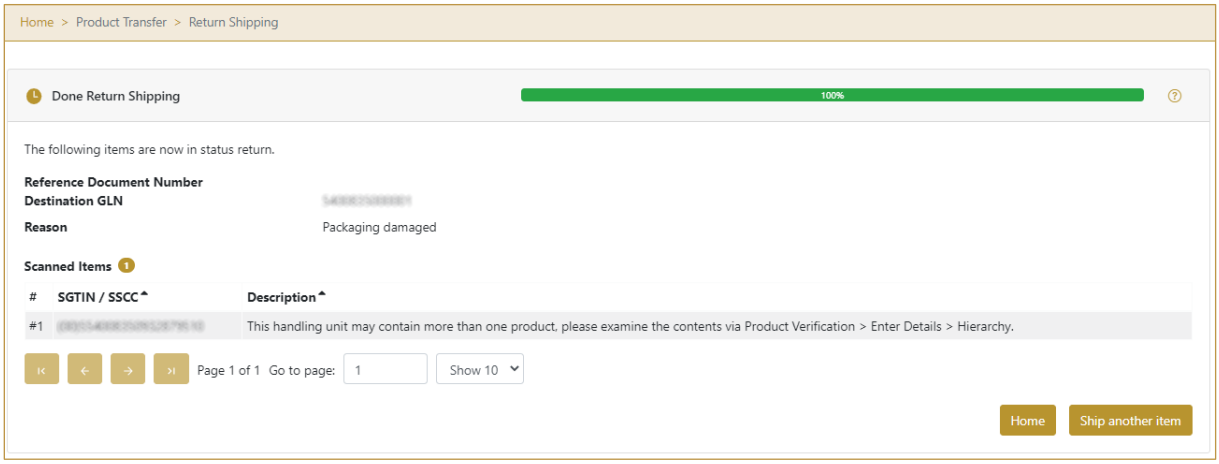


Figure 87 Return shipping completed

4.3.1.5 Historical view

On the Historical view, all return shipping and return shipping cancellations are displayed according to default filter settings.

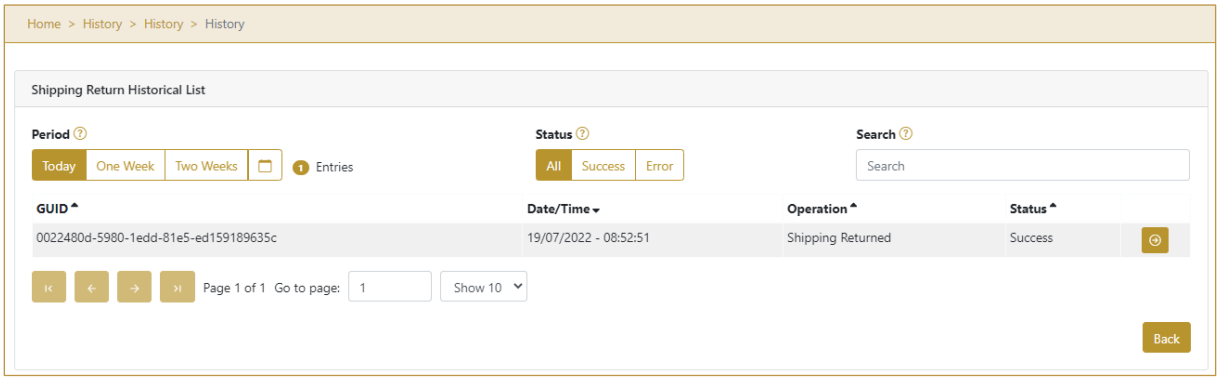


Figure 88 Historical view

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

If you want to return to the first page of the return shipping press Back

4.3.1.5.1 Filter options

Filters can be used to help you find a specific return shipping or return shipping cancellation.

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

Figure 89 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 90 Sort

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

Figure 91 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

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.

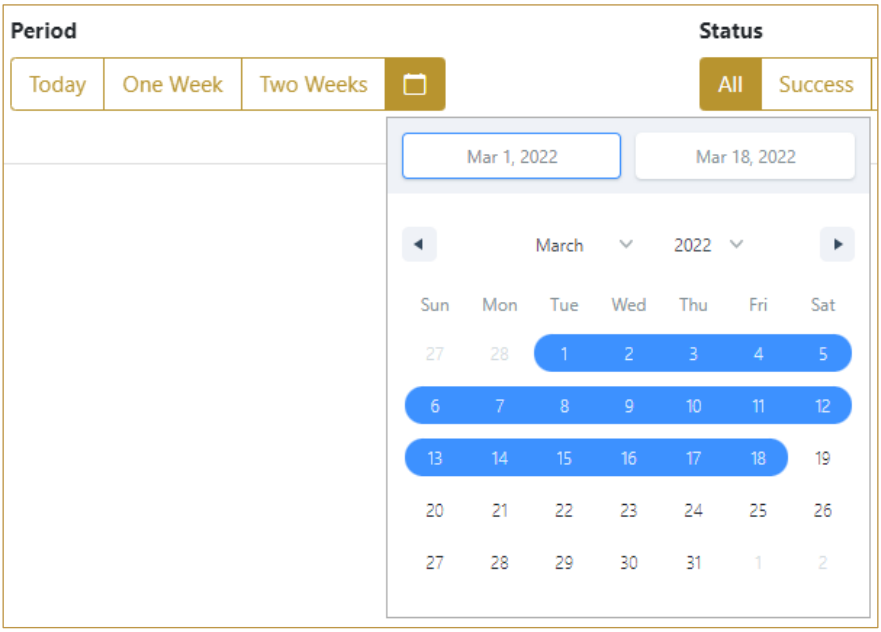


Figure 92 Filter options – Calendar

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

Figure 93 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

4.3.1.6 Historical view Details

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

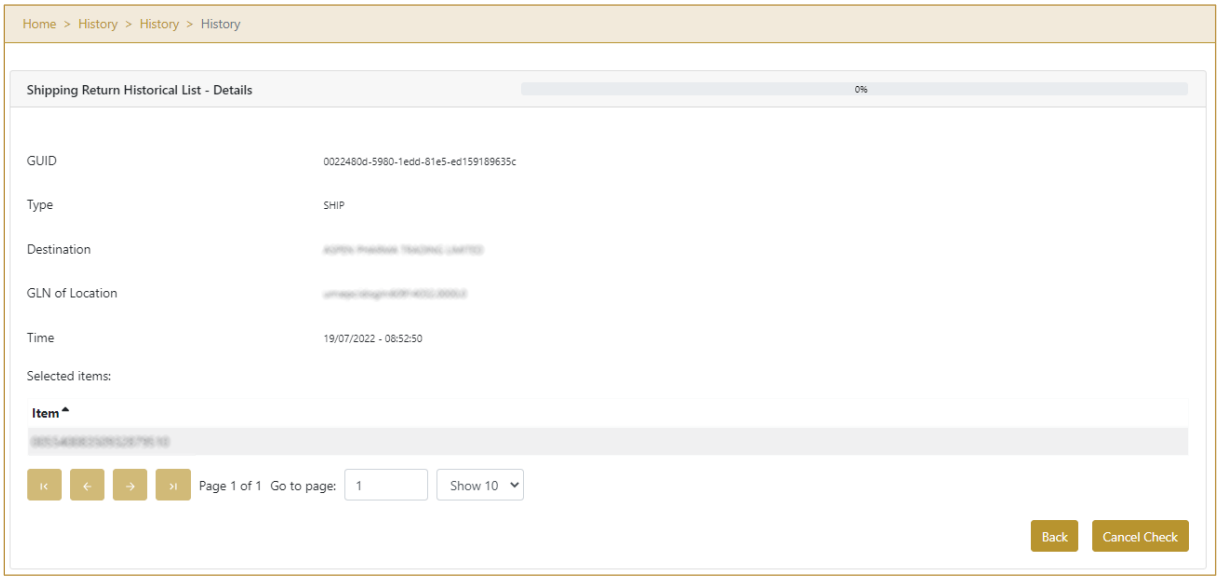
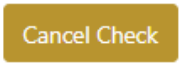


Figure 94 Historical view Details

If you press Cancel Check  you will cancel the return shipping document.

All items from the return shipping document are no longer marked as In transit and will be again available at destination GLN location.

To return to the previous page press Back

4.3.1.7 Cancellation confirmation

On this page, you need to confirm the cancellation of the return shipping document.

All items from the return shipping document are no longer marked as In transit and will be again available at the destination GLN location.

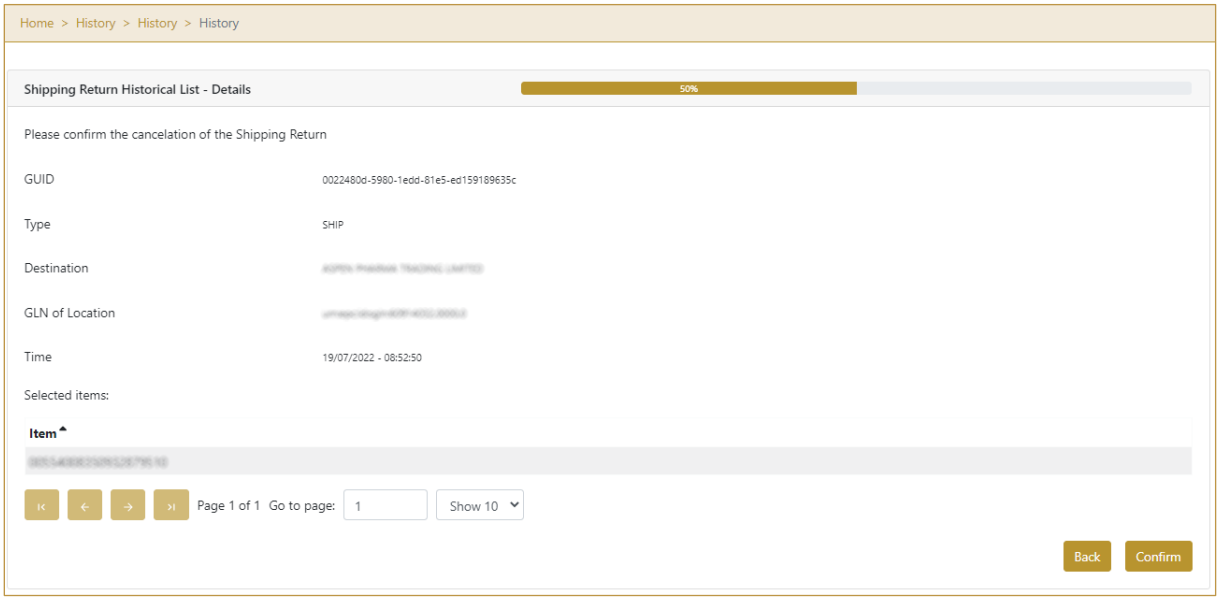


Figure 95 Cancellation confirmation

For confirmation of the cancellation press Confirm

To return to the previous page press Back

4.3.1.8 Cancellation completion

You successfully cancelled the return shipping document.

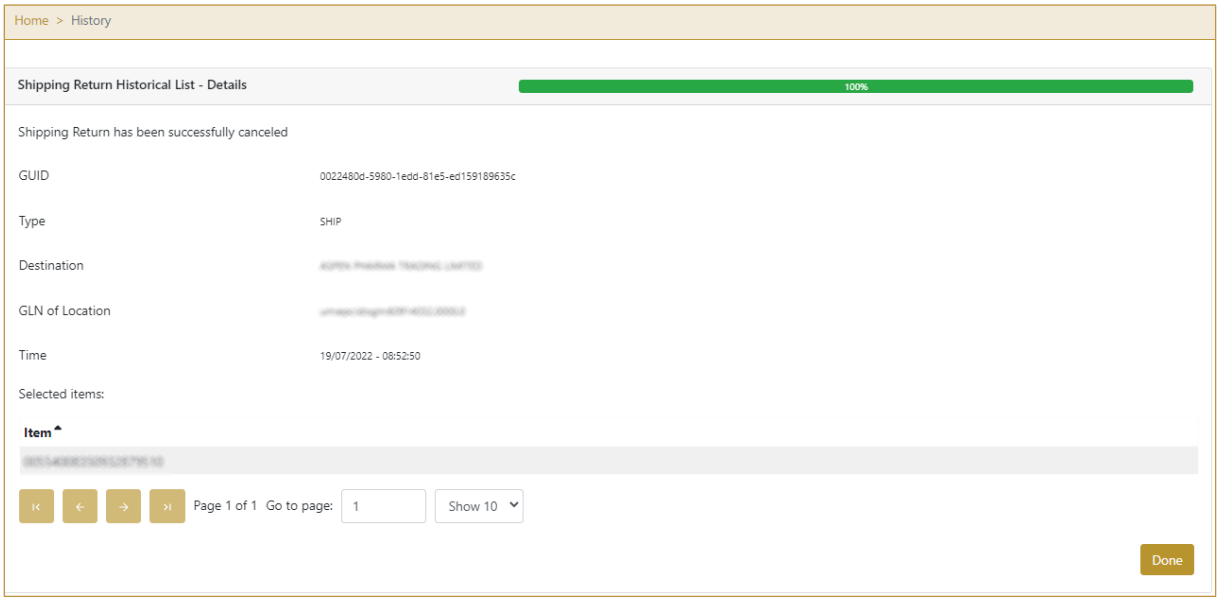
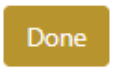


Figure 96 Cancellation completion

To return to the first page for the creation of the return shipping document press Done



4.3.2 Product Transfer – Return shipping - Mobile

To create a return shipping document from the mobile navigation menu select Product Transfer → Return Shipping

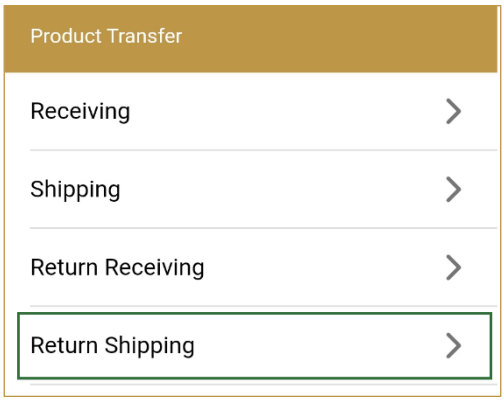


Figure 97 Mobile navigation menu – Return shipping

There are three steps to the creation of a return shipping document:

- Step 1 – Creation of a return shipping document header
- Step 2 – Creating a list of items to return
- Step 3 – Return shipping confirmation

4.3.2.1 Creating the return shipping document header

On the first page, you create a return shipping document header where basic information of the return shipping document is stored such as document number, GLN of sender and receiver location, and reason for return.

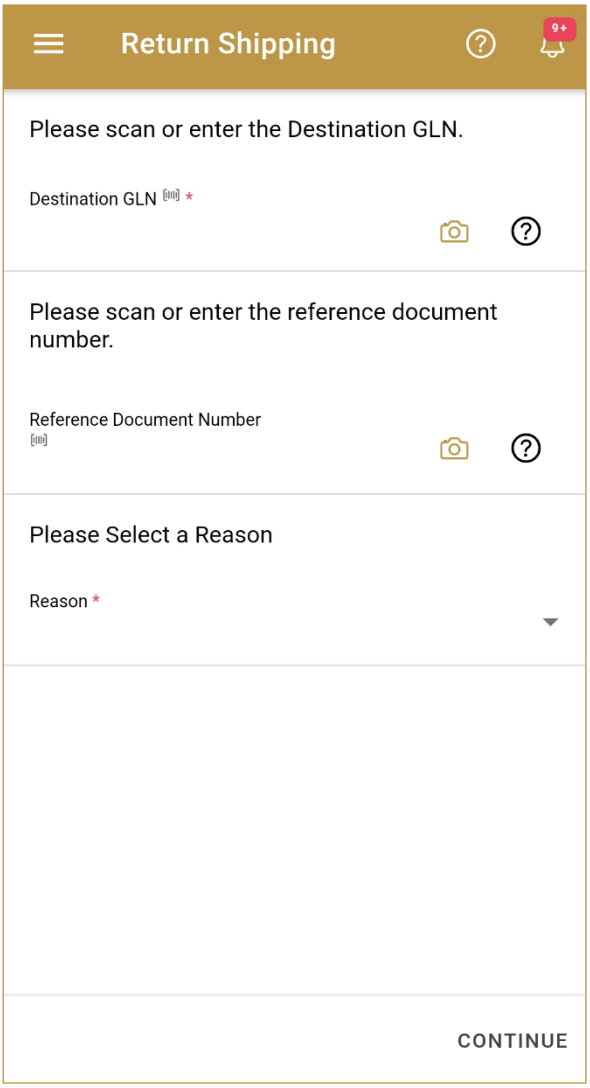


Figure 98 Return shipping – Reference document and destination GLN and reason

First, enter the GLN number of the target location and select the reason from the menu, both are mandatory, and the Reference document number, if it exists.

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

Figure 99 Return shipping – target GLN number scanning

When values are entered press Continue CONTINUE to continue to the next page – adding items to the return shipping document.

If the target location GLN or reason are not entered a warning will be displayed indicating no further progress is possible.

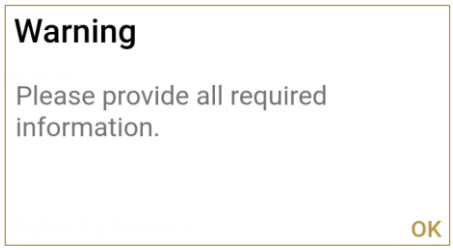


Figure 100 Return shipping – GLN warning

4.3.2.2 Adding items to the return shipping document

On the second page, you add items that will be part of the return shipment, these can be identified by a SSCC or a SGTIN.

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

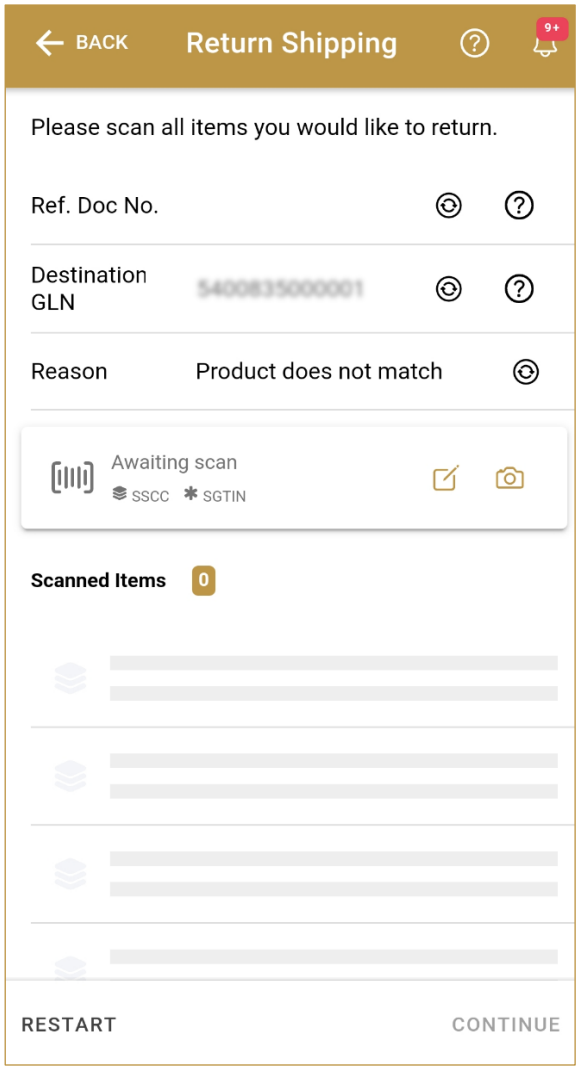


Figure 101 Return shipping – Return items

For editing of the Reference Document Number, Destination GLN, or Reason press Edit

Enter the corrected value in this field

and save any changes by pressing the key Enter on your keyboard.

When Items already exist on the document, you will see a warning message indicating items must be re-checked.

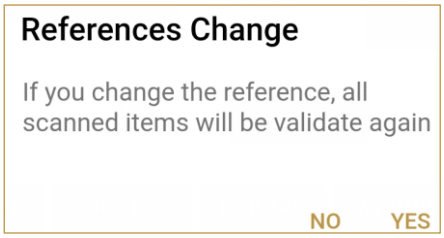


Figure 102 Return shipping – Document changes

4.3.2.2.1 Adding items with 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.

4.3.2.2.2 Adding SSCC manually

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 to the return shipping document, enter the SSCC value in the field SSCC-(00) and press OK OK

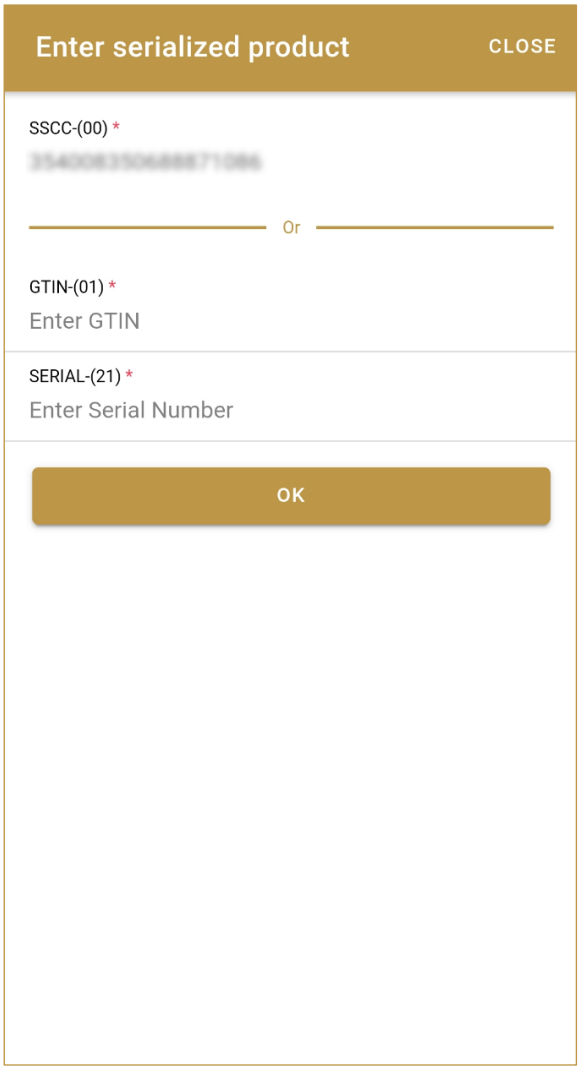


Figure 103 Manual adding of SSCC item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SSCC Item is then added to the return shipping document and has an icon

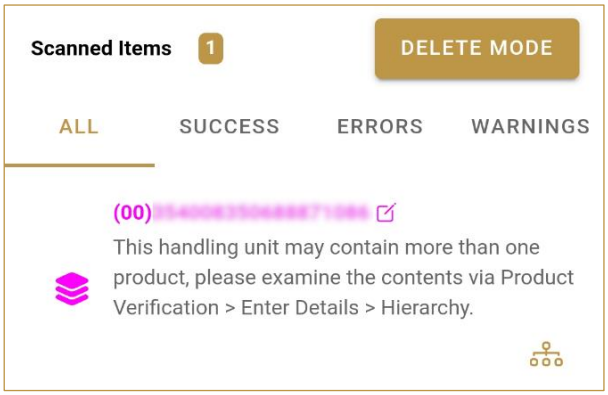


Figure 104 Successfully added SSCC item

4.3.2.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

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

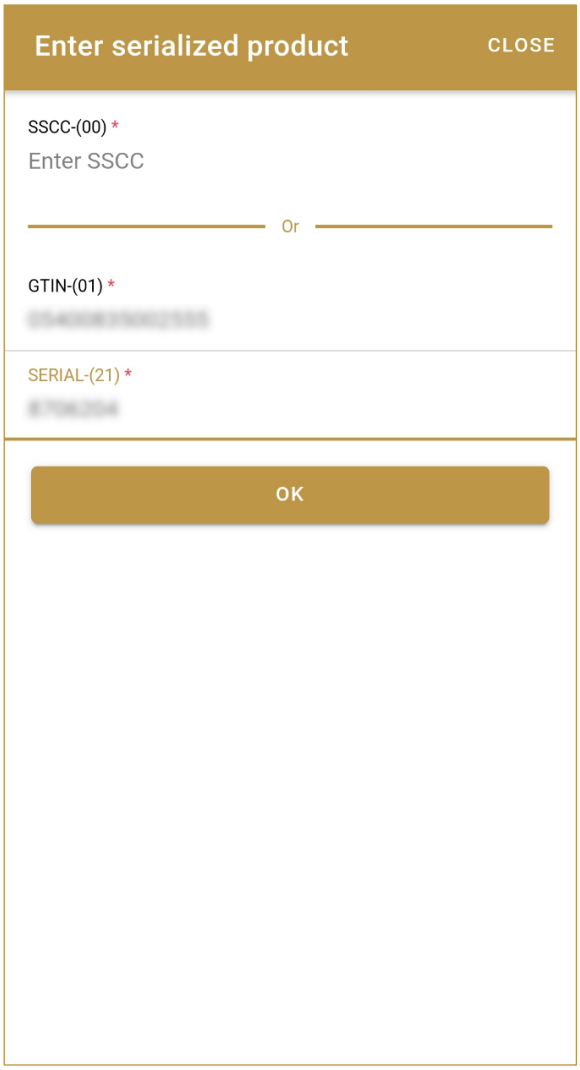


Figure 105 Manual adding of SGTIN item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SGTIN Item is then added to the return shipping document and has an icon *

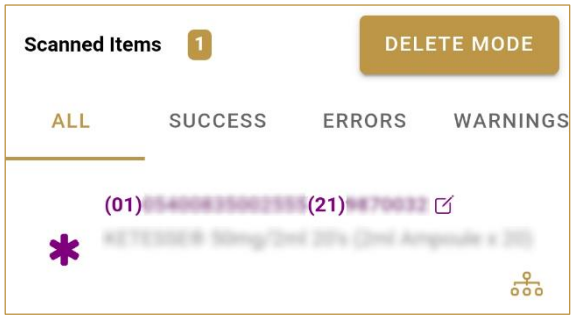


Figure 106 Successfully added SGTIN item

4.3.2.2.4 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

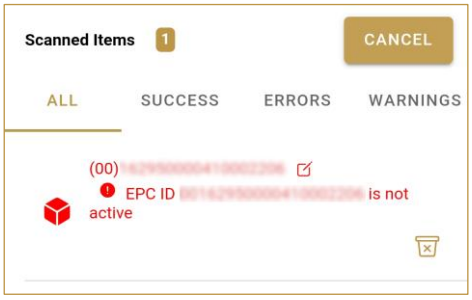
It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

Filter options:

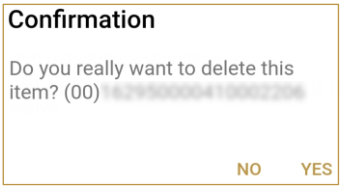
- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

Select Delete mode to remove added items. DELETE MODE

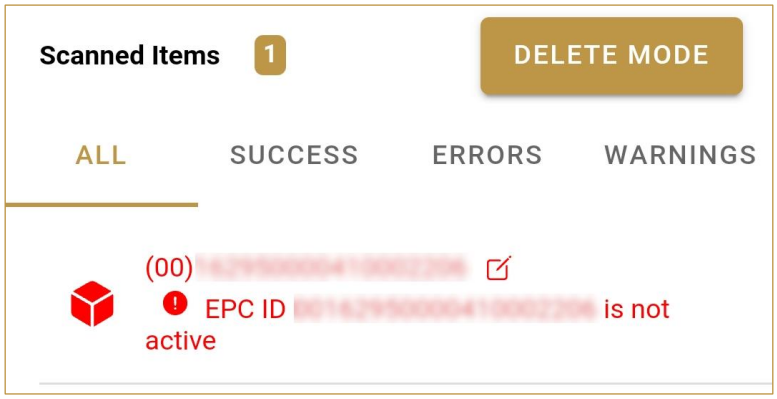
In Delete mode, a delete icon will appear on each row.



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



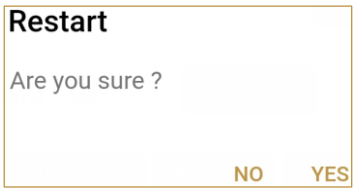
Red messages under items provide guidance for issues with listed items.



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

If you want to suspend work and enter a new shipping document press Restart RESTART

A query message will appear requiring confirmation for a new start



4.3.2.3 Return shipping confirmation

On this page, you will see all of the items which have been included in this return shipping document and will be returned to the start GLN location.

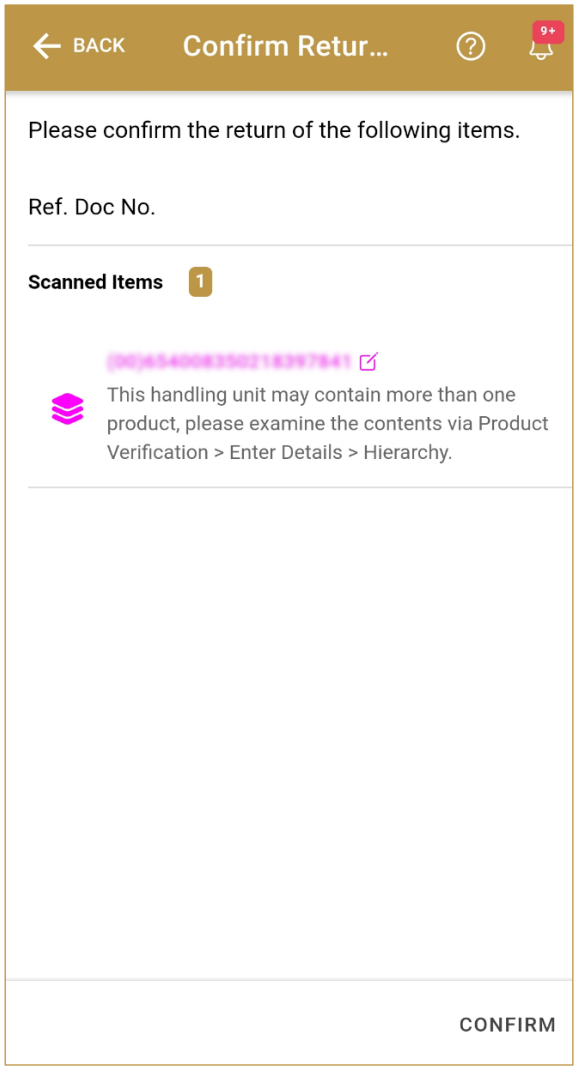


Figure 107 Return shipping confirmation

The Number of items (SSCC, SGTINs) contained in the return shipping document is shown as **Scanned Items** 1

To return to the previous page for adding/removal of items press Back BACK

For final confirmation of a return shipping document, after which it will not be possible to change the document, press Confirm CONFIRM

The items will be returned to the start GLN location.

4.3.2.4 Return shipping completed

You have successfully confirmed the return shipping document. All items from the return shipping document are in transit to the start location.

If you want to prepare a new return shipping document, press Do Another DO ANOTHER

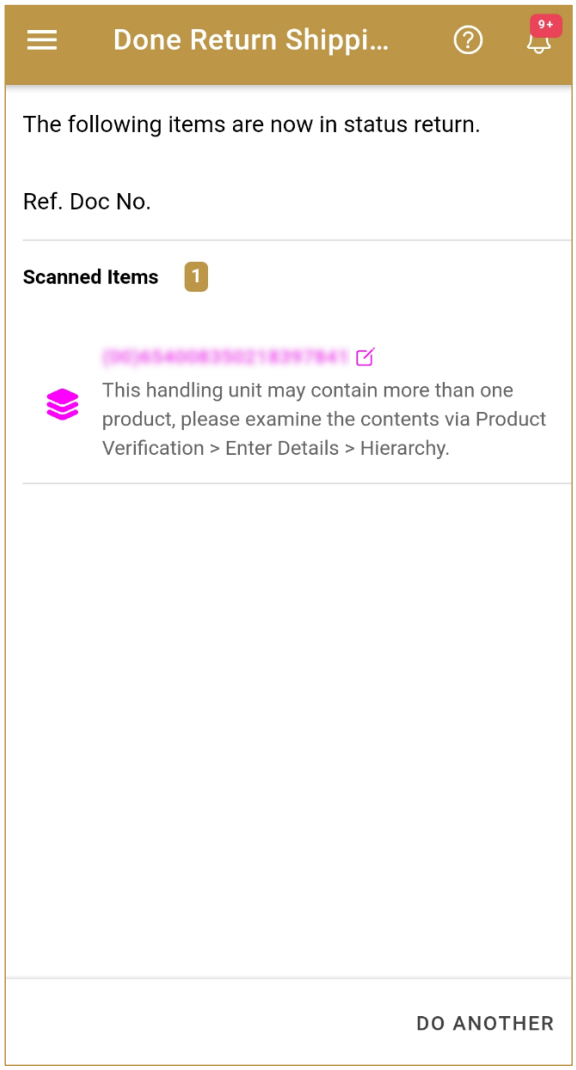


Figure 108 Return shipping completed

4.4 Product Transfer – Return receiving

The return receiving transaction is used to receive returned goods, which are sent using a return shipping transaction. The reasons for this could be that the quantity does not match, the seal is broken or the packaging is damaged, etc.

The following information is required for this transaction:

- Reference document number, e.g. Shipping reference number. This is the reference document number of the return shipment that was entered by the sender when recording it into Tatmeen, if he entered any.
- GLN of receiving location which is automatically assigned from the active GLN of the user who is using the transaction.
- Unique Serialized Number (SGTIN or SSCC) of returned goods

4.4.1 Product Transfer – Return receiving - Portal

To create a return receiving a document from the navigation menu select Product Transfer → Return Receiving

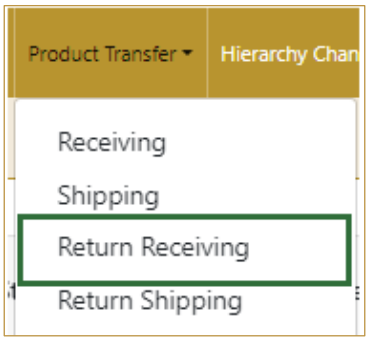


Figure 109 Portal navigation menu – Return receiving

Three steps are required to create the return document:

- Step 1 – Creation of a return receiving document header
- Step 2 – Creating a list of items to return
- Step 3 – Return receiving confirmation

4.4.1.1 Reference document

On the first step, you create a receiving document header where the basic information of the receiving document is generated such as the document number, GLN of target location, which is equal to the active location of the user defined in the settings (please

remember that a shipment can only be received on the destination GLN that was defined during the shipment by the sender), and date of creation.

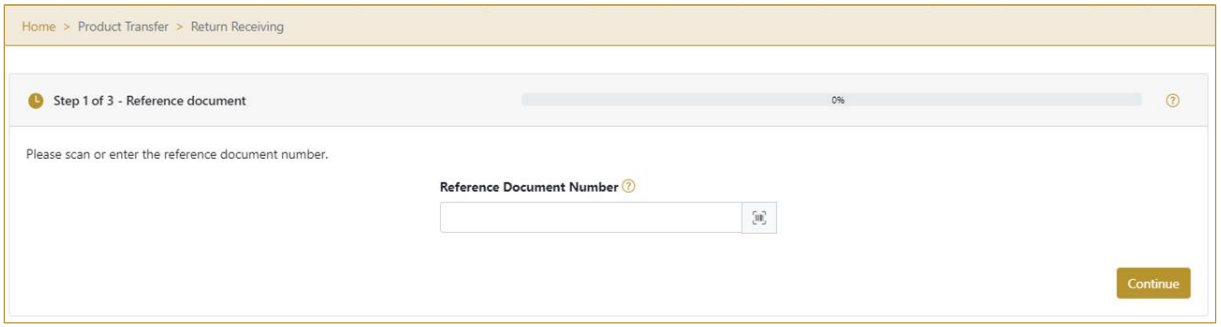


Figure 110 Return receiving – Reference document

First, enter the Reference document number. You can proceed to the next page without entering the Reference document number and you can add it also later on the next page.

You can also scan the Reference document number by pressing Scan when you use a scanner or tablet.

Figure 111 Return receiving – Reference document number scanning

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.

When values are entered press Continue to continue to the next page – adding items to the return receiving the document.

If you press Clock a new page opens for the Historical view where you can see past receivings and receiving cancellations done by the user. For more details about this view, please refer to section *4.4.1.5.*

4.4.1.2 Adding items to the return receiving document

On the second page, you add items that will be returned to the target location.

Items can be:

- SSCC or
- SGTIN

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

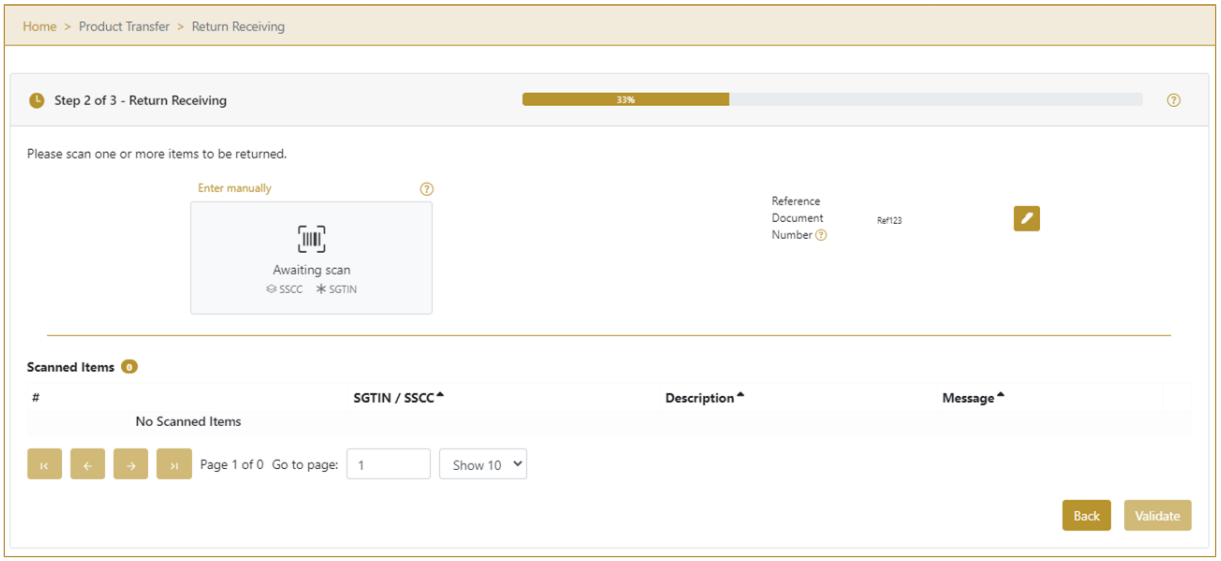


Figure 112 Return receiving – Returned items

For editing of the Reference Document Number press Edit

Enter the corrected value in this field and save any changes by pressing the key Enter on your keyboard.

4.4.1.2.1 Adding items with 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.

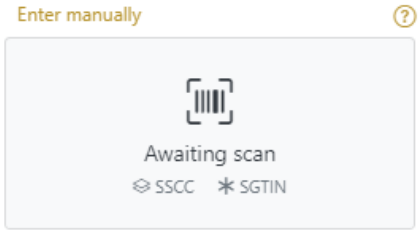


Figure 113 Return receiving - Scan item

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

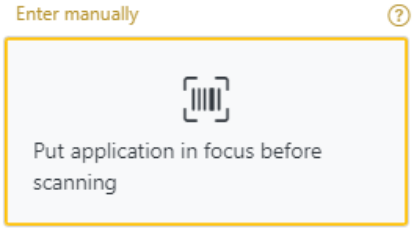


Figure 114 Return receiving - Missing focus

4.4.1.2.2 Adding SSCC manually

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 to the return receiving document, enter the SSCC value in the field SSCC-(00) and press OK OK

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

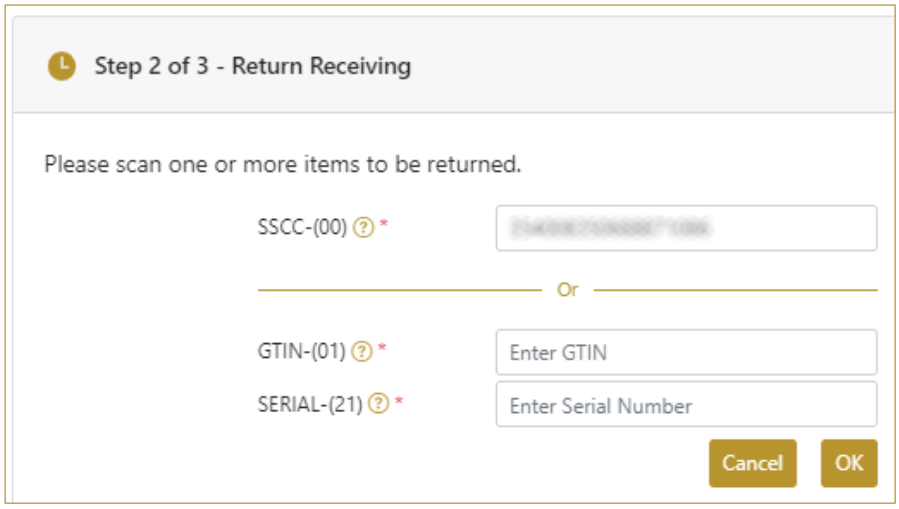


Figure 115 Manual adding of SSCC item

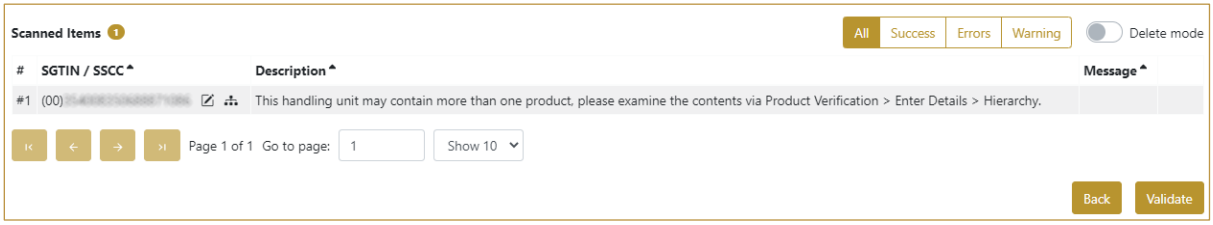


Figure 116 Successfully added SSCC item

Once the SSCC code has been added, it will be checked in Tatmeen to confirm that it is already known to the system and it has the correct status. If there's a problem with the code, a relevant message will appear. If the code is correct, it will be possible to examine its contents according to Tatmeen by going to Product Verification -> Details -> Hierarchy. More details about this feature can be found in the Training Manual for Product Verfication.

4.4.1.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

To add an SGTIN Item to the return receiving document, 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

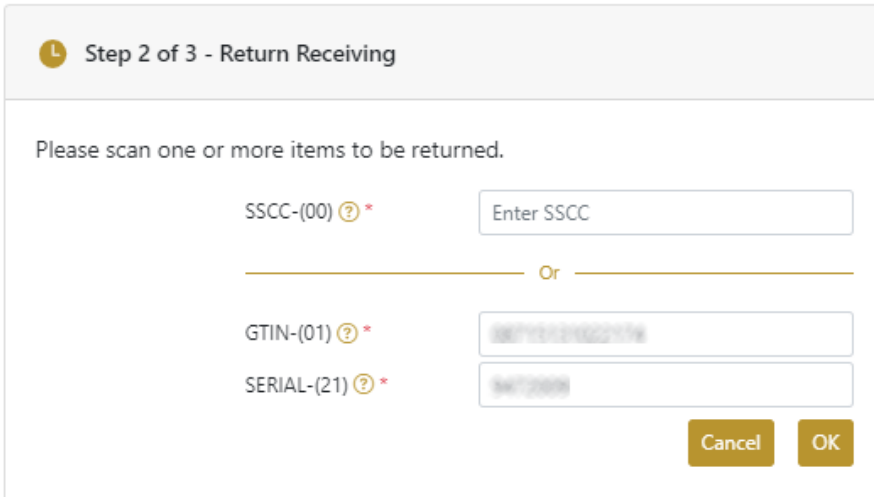


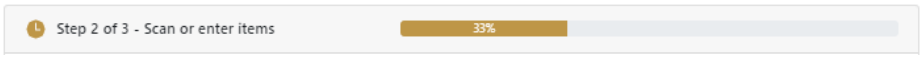
Figure 117 Manual adding of SGTIN item

Figure 118 Successfully added SGTIN item

4.4.1.2.4 Review of the added items

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

The progress bar shows advancement through the process



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

It is possible to filter the list of scanned items using

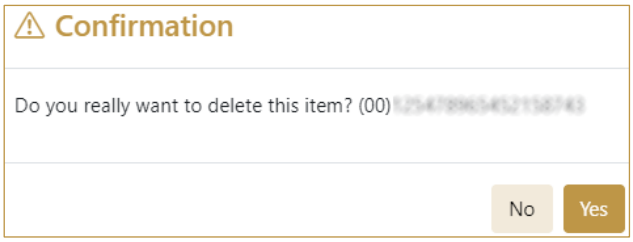
Filter options:

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

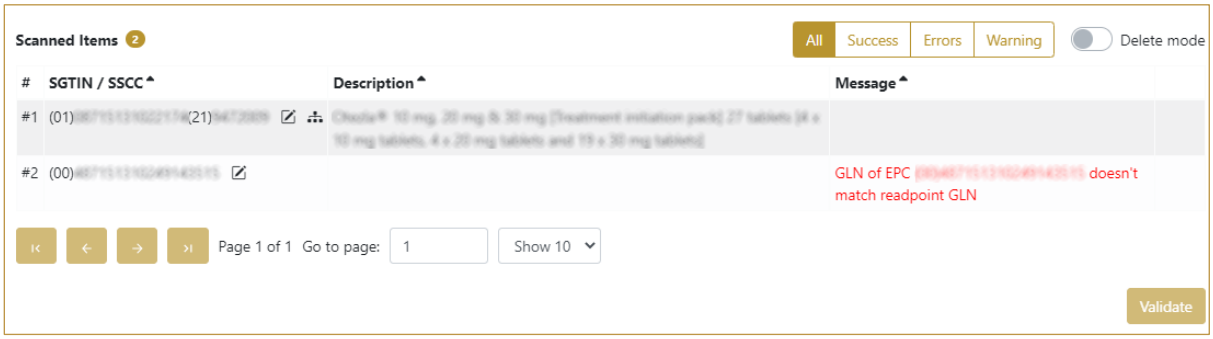
Select Delete mode to remove added items.

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

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



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



To return to the previous page press Back

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.

4.4.1.3 Return receiving confirmation

All the items listed on this page will be returned to the target GLN location. Before confirmation of the return receiving document check if the document contains all items required.

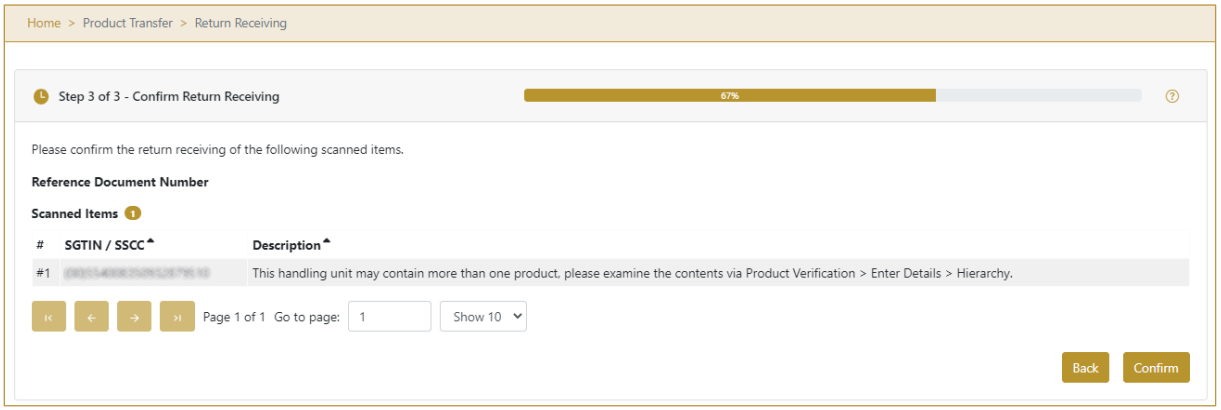


Figure 119 Return receiving confirmation

The Number of items (SSCC, SGTINs) contained in the return receiving document is shown as **Scanned items** 1

To return to the previous page for adding/removal of items press Back Back

If you select any other page before confirming the return receiving document, a warning will be shown. If you select Leave all data on this page will be lost.

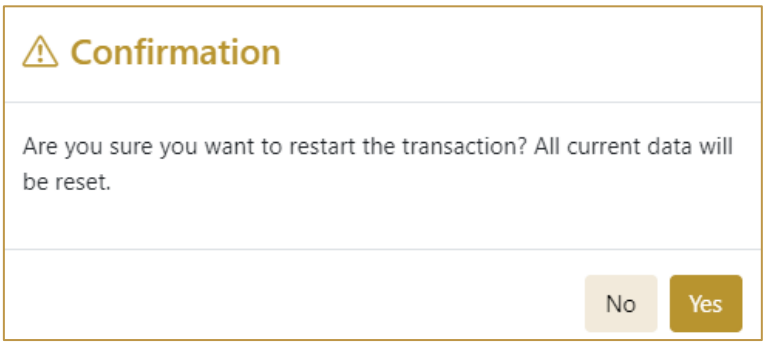


Figure 120 Return receiving warning

For final confirmation of the return receiving document, after which editing of the document is not possible, and items will be returned to the target GLN location, press Confirm Confirm

4.4.1.4 Return receiving completed

You have successfully confirmed the return receiving document. All confirmed items are now accessible at the target location.

If you want to prepare a new return receiving document, press Receive another item

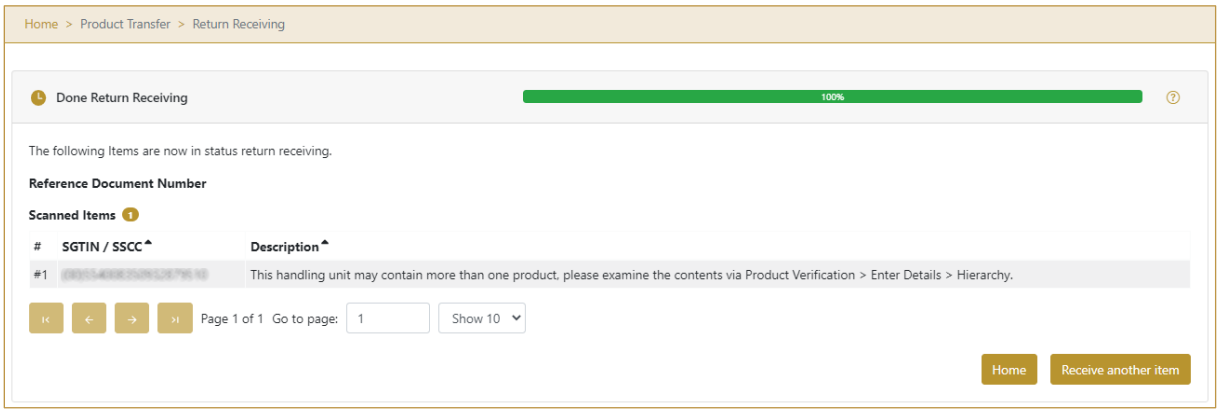


Figure 121 Return receiving completed

4.4.1.5 Historical view

On the Historical view, past return receiving and return receiving cancellations performed by the user are displayed according to default filter settings.

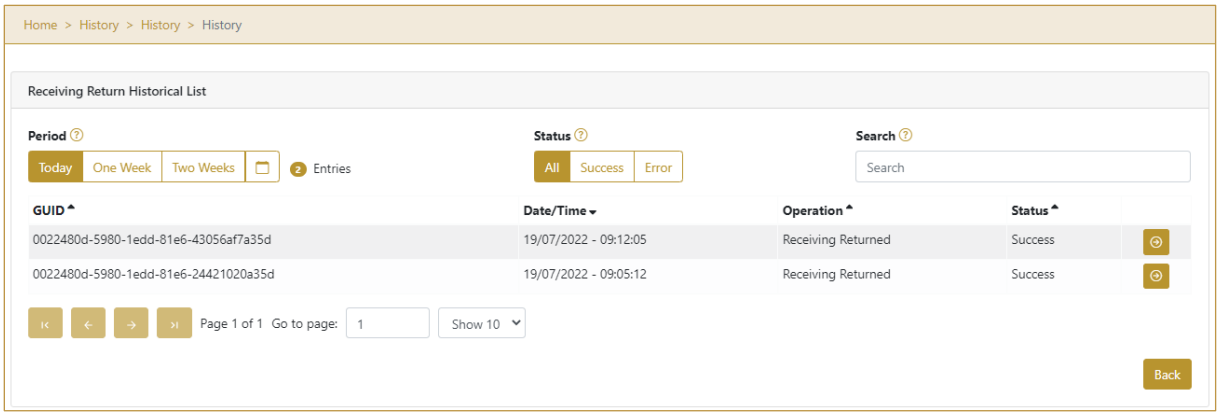


Figure 122 Historical view

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

If you want to return to the first page of the return receiving press Back

4.4.1.5.1 Filter options

Filters can be used to help you find a specific return receiving or return receiving cancellation.

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

Figure 123 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 124 Sort

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

Figure 125 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

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.

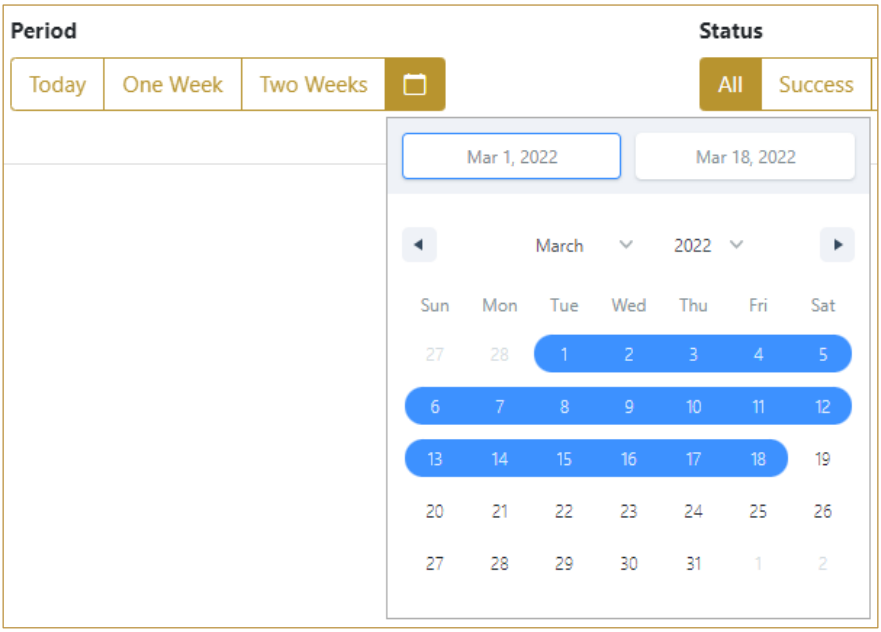


Figure 126 Filter options – Calendar

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

Figure 127 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

4.4.1.6 Historical view Details

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

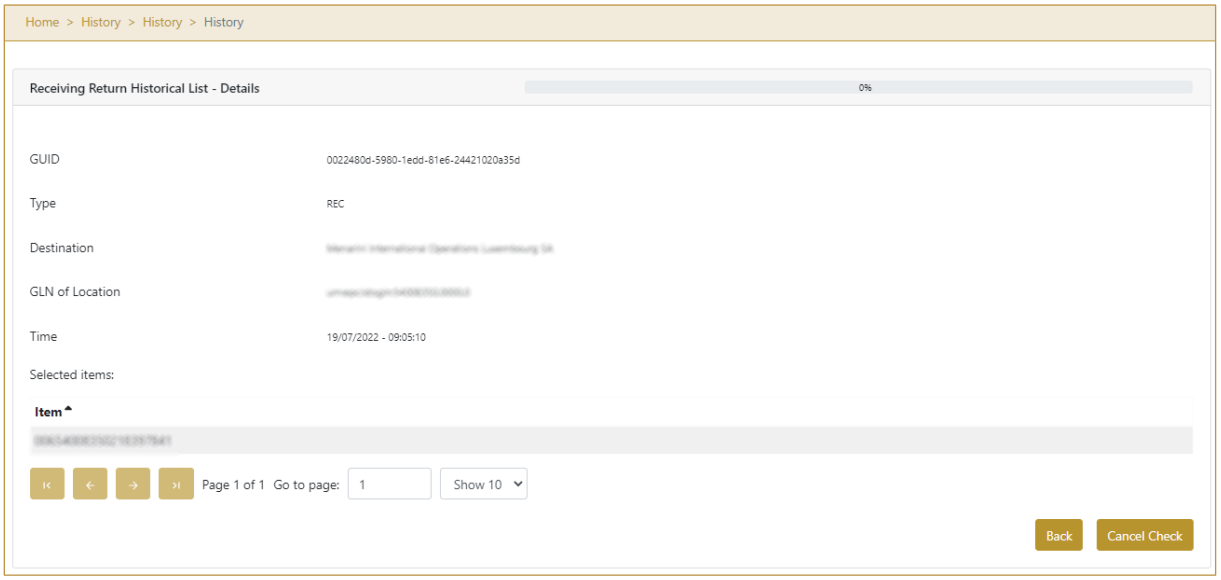
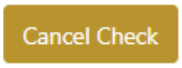


Figure 128 Historical view Details

If you press Cancel Check 

you will cancel the return receiving the document.

All items from the return receiving document are marked as In transit and will be pending to be received again.

To return to the previous page press Back

4.4.1.7 Cancellation confirmation

On this page, you need to confirm the cancellation of the return receiving the document.

All items from the return receiving document are marked as In transit and will be pending to be received again.

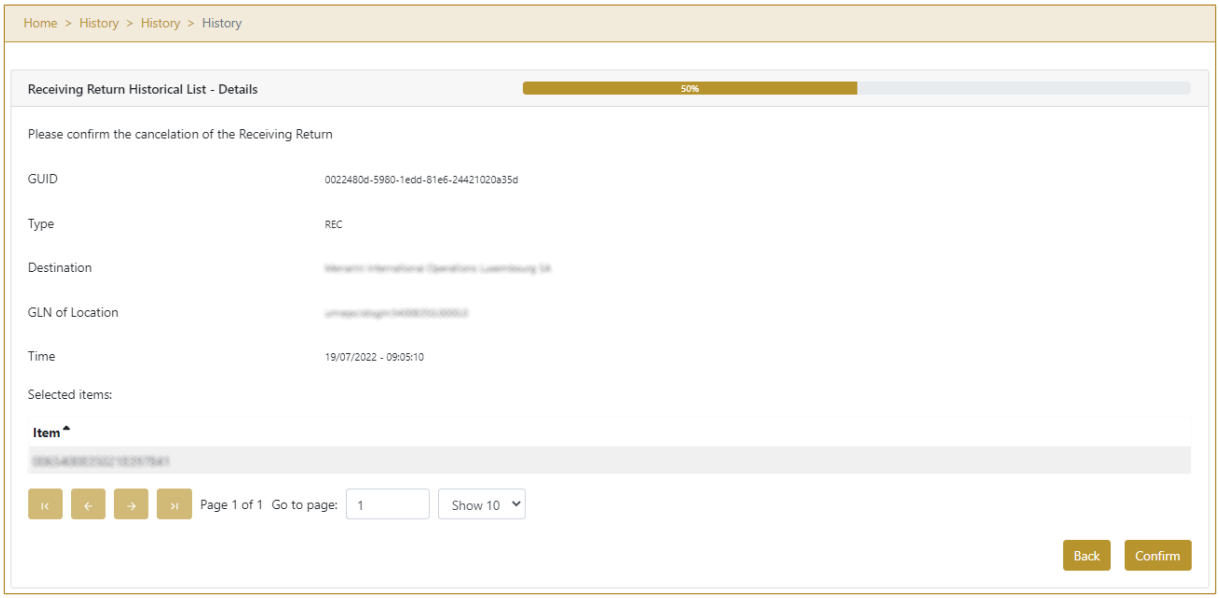


Figure 129 Cancellation confirmation

For confirmation of the cancellation press Confirm

To return to the previous page press Back

4.4.1.8 Cancellation completion

You successfully cancelled the return receiving document.

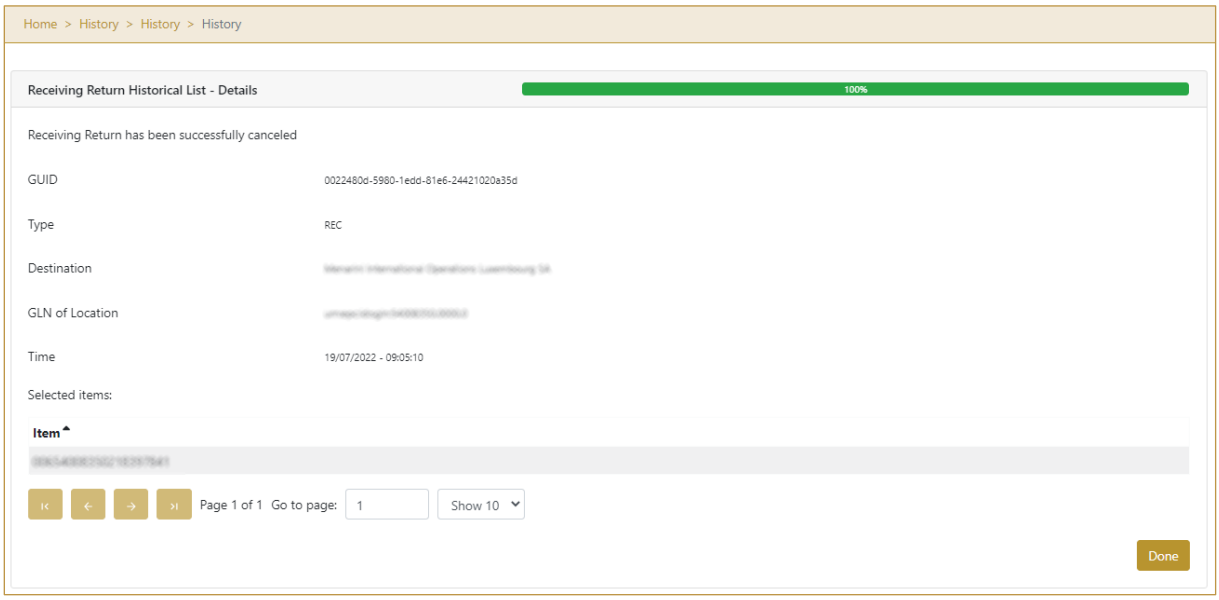
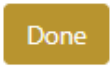


Figure 130 Cancellation completion

To return to the first page for the creation of the return receiving document press Done



4.4.2 Product Transfer – Return receiving - Mobile

To create a return receiving a document from the mobile navigation menu select Product Transfer → Return Receiving

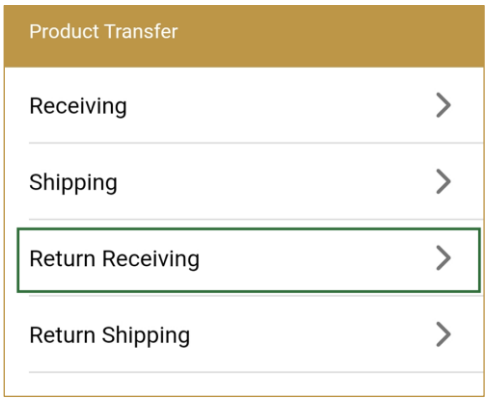


Figure 131 Mobile navigation menu – Return receiving

Three steps are required to create the return receiving document:

- Step 1 – Creation of a return receiving document header
- Step 2 – Creating a list of items to return
- Step 3 – Return receiving confirmation

4.4.2.1 Reference document

On the first step, you create a receiving document header where the basic information of the receiving document is generated such as the document number, GLN of target location, which is equal to the active location of the user defined in the settings (please remember that a shipment can only be received on the destination GLN that was defined during the shipment by the sender), and date of creation.

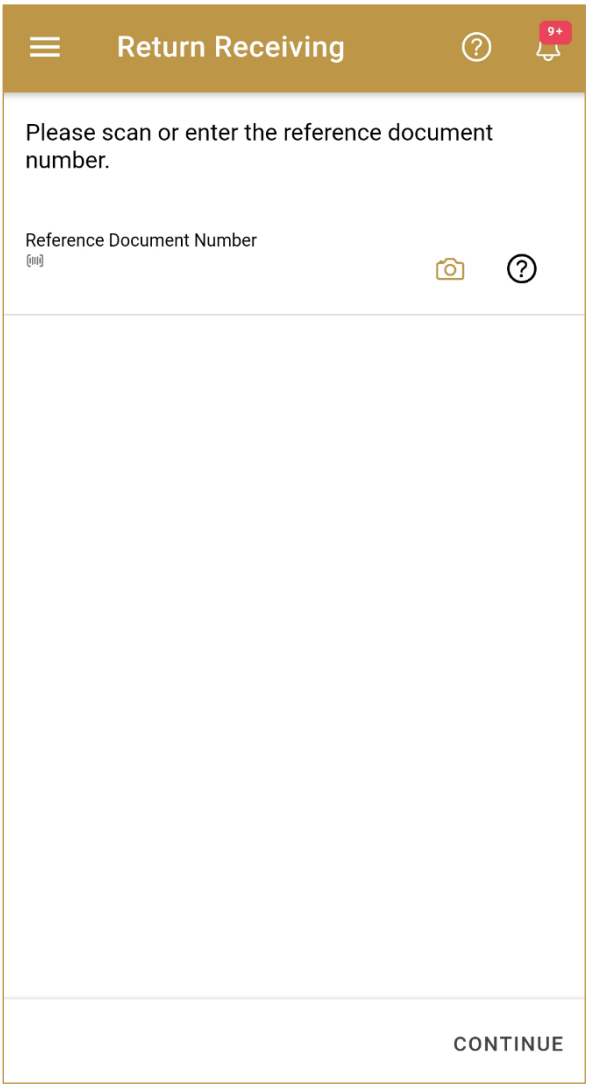


Figure 132 Return receiving – Reference document

First, enter the Reference document number. You can proceed to the next page without entering the Reference document number and you can add it also later on the next page.

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

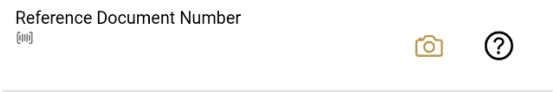


Figure 133 Return receiving – Reference document number scanning

When values are entered press Continue CONTINUE to continue to the next page – adding items to the return receiving the document.

4.4.2.2 Adding items to the return receiving document

On the second page, you add items that will be returned to the target location.

Items can be:

- SSCC or
- SGTIN

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

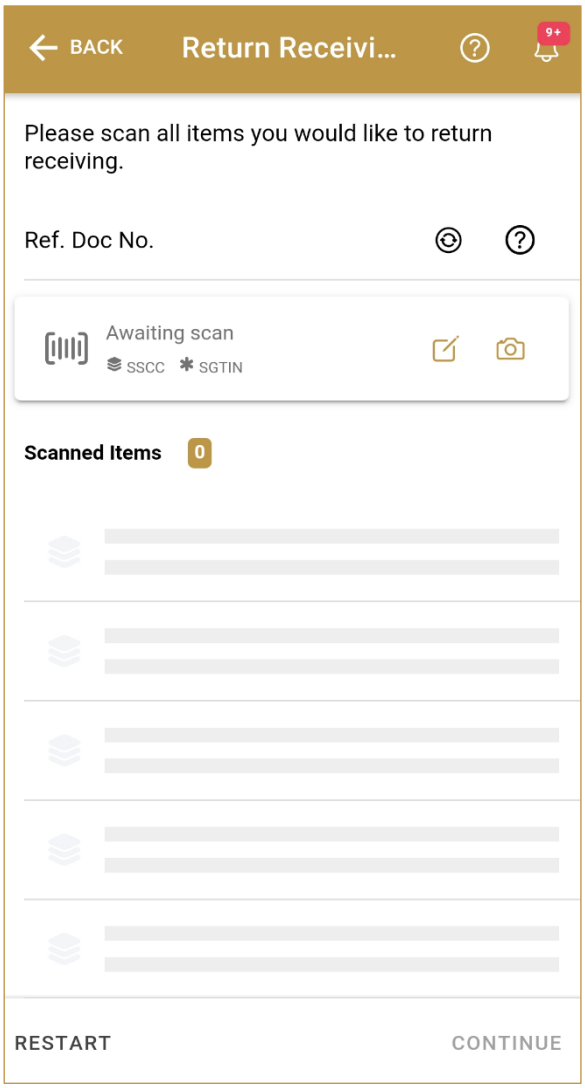


Figure 134 Return receiving – Returned items

For editing of the Reference Document Number press Edit

Enter the corrected value in this field

and save any changes by pressing the key Enter on your keyboard.

4.4.2.2.1 Adding items with 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.

4.4.2.2.2 Adding SSCC manually

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 to the return receiving document, enter the SSCC value in the field SSCC-(00) and press OK

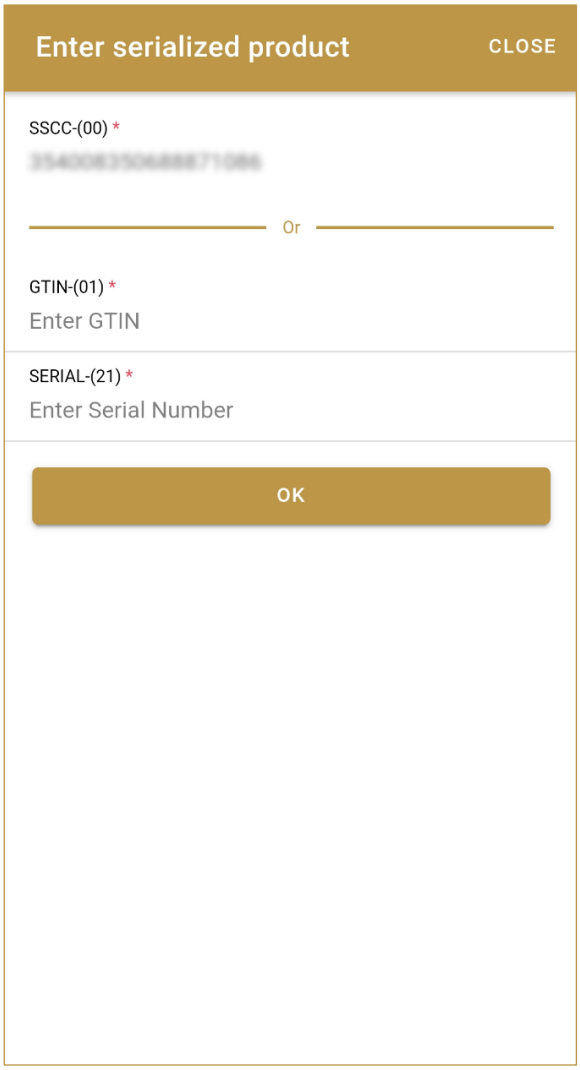


Figure 135 Manual adding of SSCC item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SSCC Item is then added to the return receiving document and has an icon

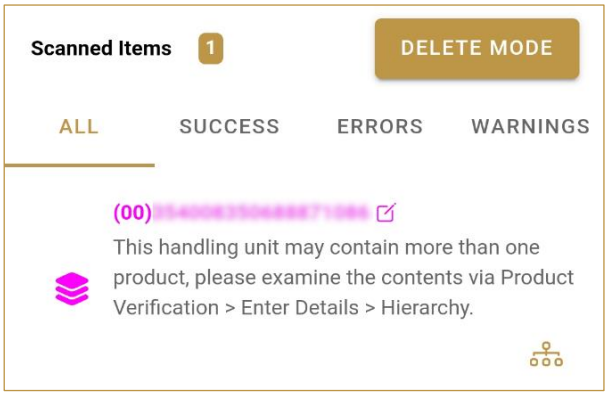


Figure 136 Successfully added SSCC item

4.4.2.2.3 Adding SGTIN manually

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

SGTIN = (01)**GTIN**(21)**SERIAL**

Global Trade Item Number

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

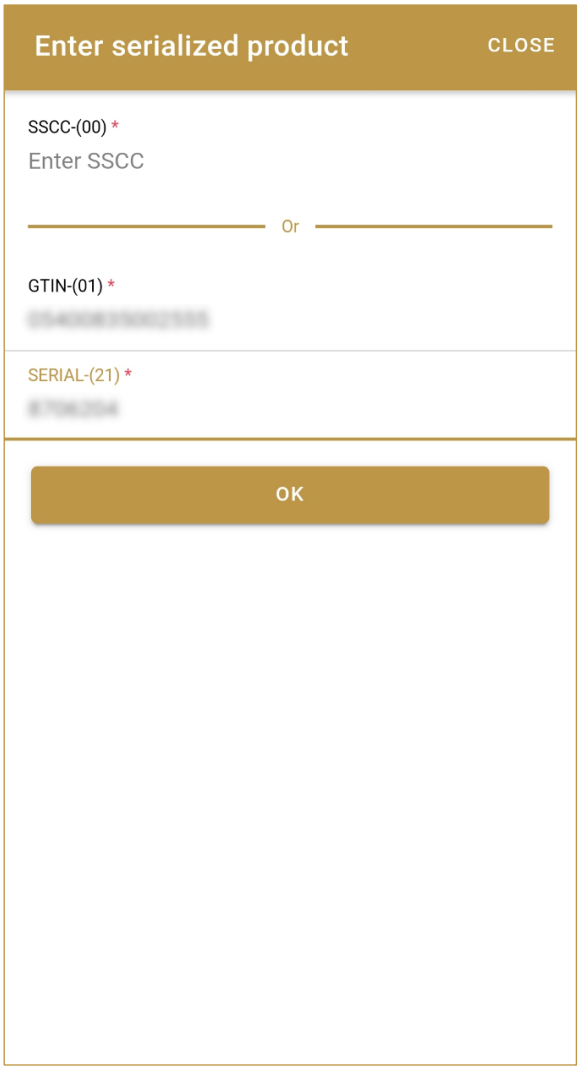


Figure 137 Manual adding of SGTIN item

If no value is entered, OK will be disabled and it will not be possible to continue to the next page.

If you want to return to the previous page and cancel the entry press Close

If you press OK, the SGTIN Item is then added to the return receiving document and has an icon ✱

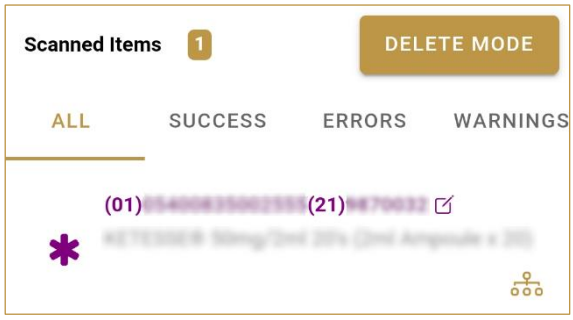


Figure 138 Successfully added SGTIN item

4.4.2.2.4 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

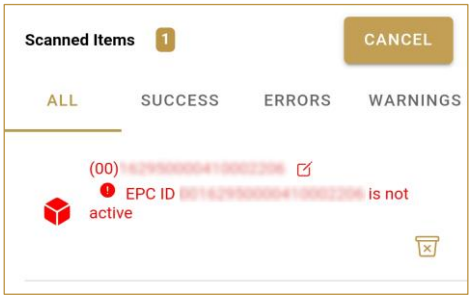
It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

Filter options:

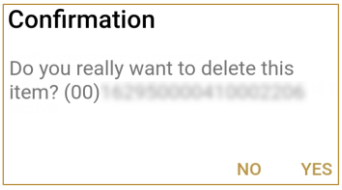
- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

Select Delete mode to remove added items. DELETE MODE

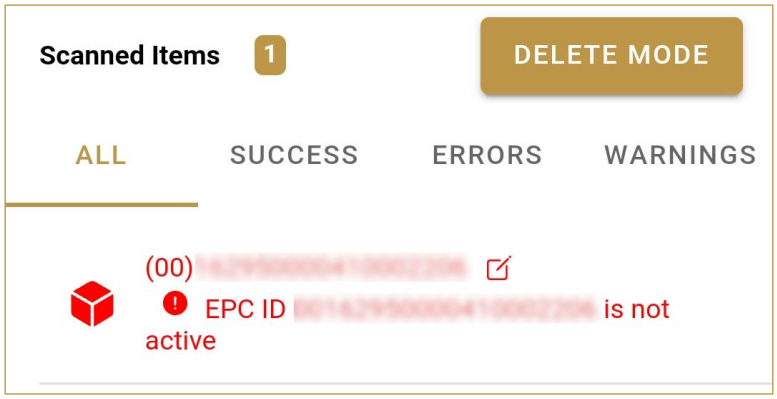
In Delete mode, a delete icon will appear on each row.



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



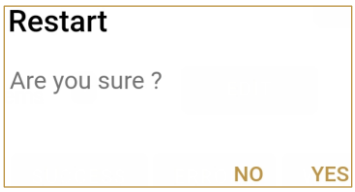
Red messages under items provide guidance for issues with listed items.



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

If you want to suspend work and enter a new shipping document press Restart RESTART

A query message will appear requiring confirmation for a new start



4.4.2.3 Return receiving confirmation

All the items listed on this page will be returned to the target GLN location. Before confirmation of the return receiving document check if the document contains all items required.

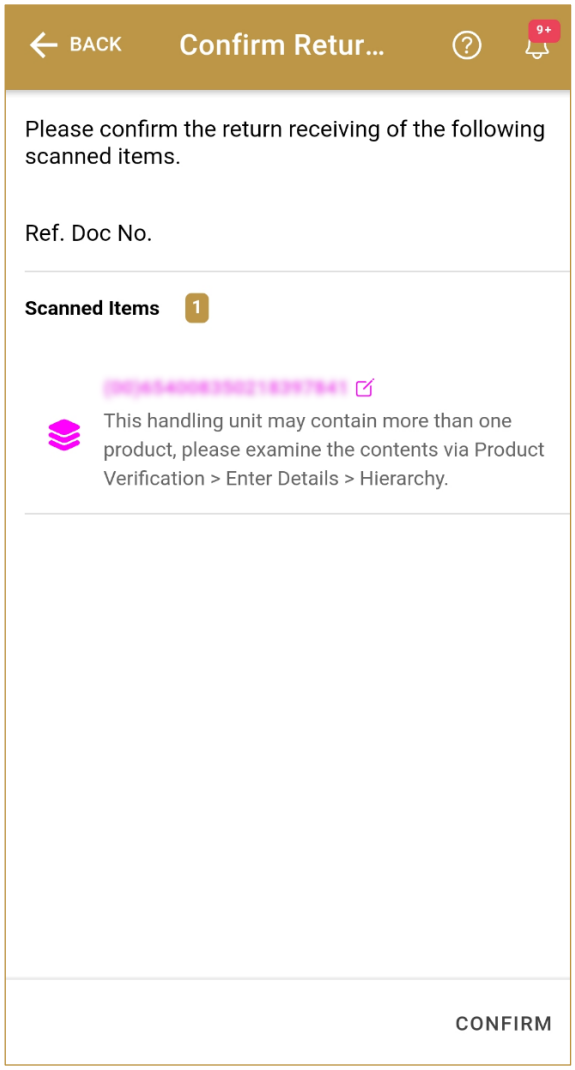


Figure 139 Return receiving confirmation

The Number of items (SSCC, SGTINs) contained in the return receiving document is shown as **Scanned Items** 1

To return to the previous page for adding/removal of items press Back BACK

For final confirmation of the return receiving document, after which editing of the document is not possible, and items will be returned to the target GLN location, press Confirm CONFIRM

4.4.2.4 Return receiving completed

You have successfully confirmed the return receiving document. All confirmed items are now accessible at the target location.

If you want to prepare a new return receiving document, press Do Another DO ANOTHER

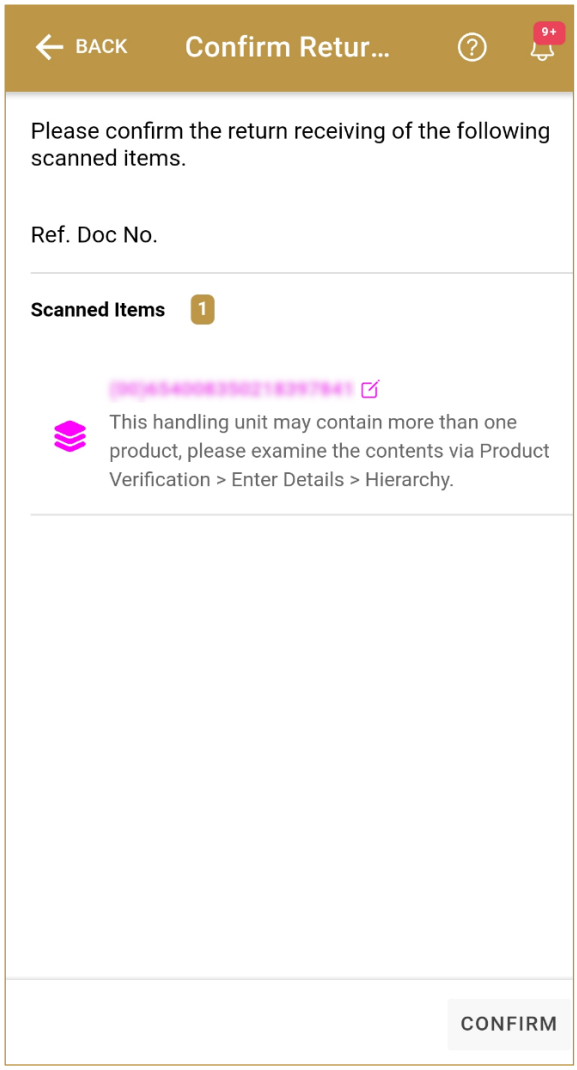


Figure 140 Return receiving completed

5. HOW – TO Product Transfer

5.1 HOW – TO Shipping

5.1.1 How do I transfer items from my location to another location?

In the navigation menu select Product Transfer → Shipping.

On the first page manually enter or scan the reference document number and target GLN number *[**Error! Reference source not found.**]*.

On the second page manually enter or scan all items which would you like to send to the target GLN location *[4.1.1.2]*.

Check once again if all items on the shipping document are correct and confirm the shipping document *[4.1.1.3]*.

Items from the shipping document are now available and can be received at the target GLN location.

5.2 HOW – TO Receiving

5.2.1 How do I accept items to my location?

In the navigation menu select Product Transfer → Receiving.

On the first page enter or scan the reference document number *[4.2.1.1]*.

On the second page manually enter or scan all items which would you like to accept to your GLN location *[4.2.1.2]*.

Check once again if all items on the receiving document are correct and confirm receiving document *[4.2.1.3]*.

Items from the receiving document are now available at your GLN location.

5.3 HOW – TO Return shipping

5.3.1 How do I reject shipment?

First, you need to accept items so you can later reject/return them. To perform acceptance of the items, in the navigation menu select Product Transfer → Receiving. Follow the steps for acceptance of the items *[5.2.1].*

After Receiving is successfully completed, in the navigation menu select Product Transfer → Return shipping.

On the first page manually enter or scan the reference document number and target GLN number *[**Error! Reference source not found.**]*.

On the second page manually enter or scan all items which would you like to return to the target GLN location *[4.3.1.2]*.

Check once again if all items on the return shipping document are correct and confirm the return shipping document *[4.3.1.3]*.

Items from the return shipping document are now sent to the target GLN location.

5.4 HOW – TO Return receiving

5.4.1 On the target location rejected items and I received a return shipping document. How do I reject the acceptance of these items?

First, you need to accept items so you can later reject/return them. To perform acceptance of the items, in the navigation menu select Product Transfer → Receiving. Follow the steps for acceptance of the items *[5.2.1].*

After Receiving is successfully completed, in the navigation menu select Product Transfer → Return receiving.

On the first page manually enter or scan the reference document number *[4.4.1.1]*.

On the second page manually enter or scan all items which would you like to return *[4.4.1.2]*.

Check once again if all items on the return receiving document are correct and confirm the return receiving document *[4.4.1.3]*.

Items from the return receiving document are now sent to the target GLN location.

6. FAQ – Product Transfer

6.1 Can I see the history of other users shipping and receiving operations on my location? Can I cancel them?

The Tatmeen portal will only show and allow to cancel the operations that have been done with the user currently logged in. Cancelling operations done by other users in the same location is only possible via the B2B channel. For more information, please refer to the Technical Guide for Logistics document.

6.2 Can I see the shipment information of in transit products that are destined for my location?

The Tatmeen portal won't show to logistic users the shipments in transit to a particular GLN.

6.3 How can I see the hierarchy of the products being received?

To check the products recorded in Tatmeen contained in a particular case or pallet being received, the transaction "Product Verification" can be used to verify the product status and obtain information about its contents.

6.4 I received a shipment with some damaged goods. What can I do to return damaged goods?

Depending on your supply chain operation procedures you can receive the product and either update their status as damaged (for more details see the Training Manual for Product Status Update document) or return them using the return shipping transaction citing the appropriate reason. For doing this:

- First, make a Receiving document for all goods (good and damaged ones) from the shipment. Confirm Receiving document.
- After a Receiving document is completed make a Return shipping document only with the damaged goods. Confirm a Return shipping document.
- Physically return the damaged goods to the sender GLN location from where you received them.

6.5 I received a shipment that I didn't order it. How can I return the shipment?

Depending on your supply chain operation procedures, you can inform the sender and don't record the reception. The sender would have to cancel the shipment on their side when the physical product arrives, or receive the product and then return it. For doing so:

- First, make a Receiving document for all goods from the shipment. Confirm Receiving document.
- After a Receiving document is completed make a Return shipping document with all goods. Confirm a Return shipping document.
- Physically return the goods to the sender GLN location from where you received them

6.6 I sent shipment to the wrong destination GLN. How can I make a cancellation of the shipment?

If shipment was not yet received at the destination GLN, you can open Product Transfer → Shipping and open Historical View. Search for your shippment and check the shippment details. If shippment was not received yet you can cancel the shippment and all items from the shippment will be again available on yout GLN location.

You can make a new shipping document to the correct destination GLN.

6.7 I sent the shipment to the destination GLN with wrong items. The shipment was already received at destination GLN. How can I get wrong items back?

When items from the shipment are received at the destination GLN, the user on the destination GLN can make a Return Shipping document with the wrong items. The items will be sent to your/start GLN location. Then you need to make a Receiving document with the wrong items and items will be again available at yout GLN location.

6.8 I made a shipping/receiving/return shipping/return receiving document but I forget to add a few items. What can I do?

You can make another shipping/receiving/return shipping/return receiving document with the missing items. Items will delivered with thi different documents.

7. GLOSSARY

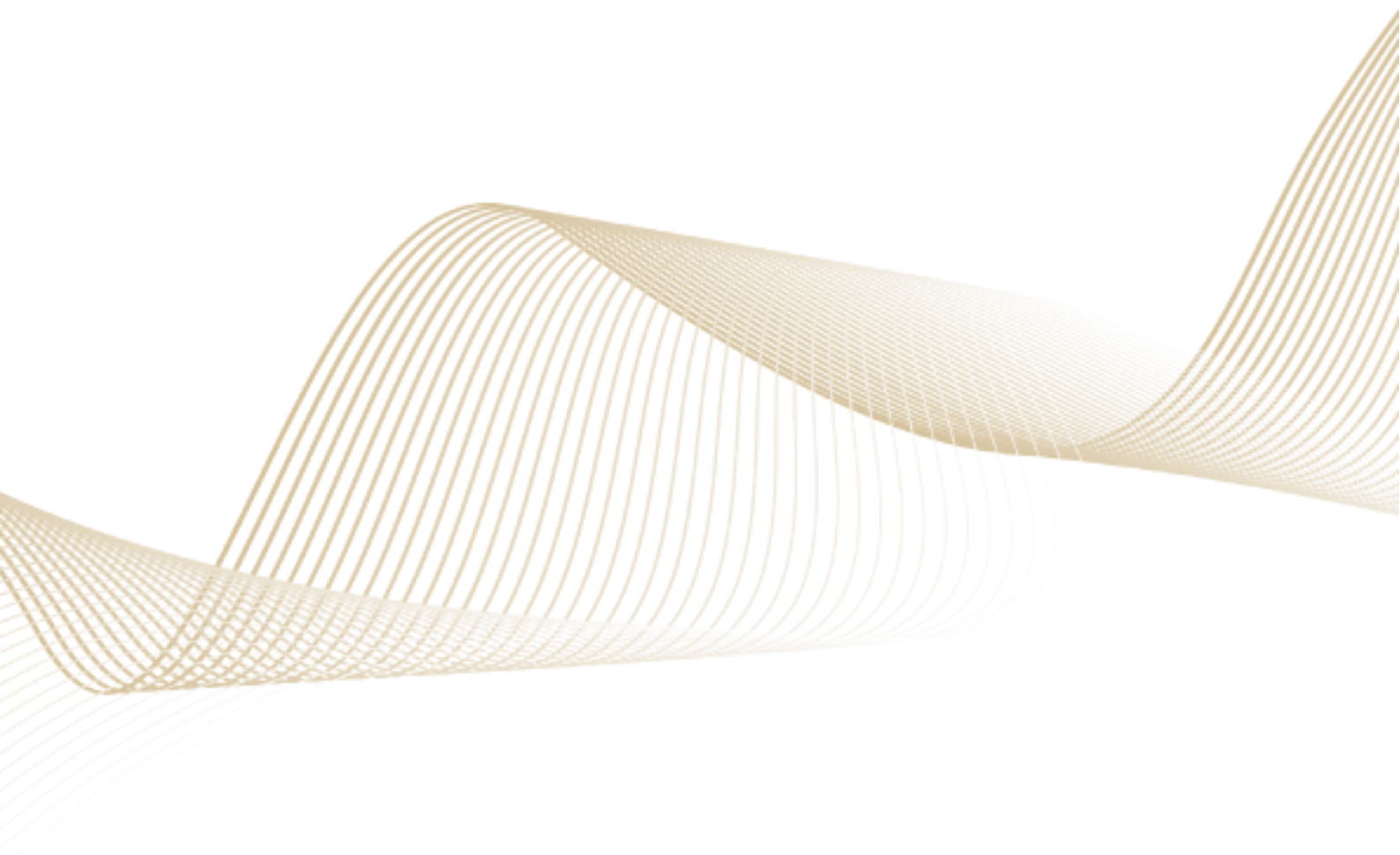
General short terms and abbreviations can be found in the global Glossary (see section 1.7 of this document). A list of additional terms that were referred to in this document have also been added here:

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 Transfer

Document ID:

Tatmeen_TRM-0097_Training Manual for Product Transfer_v1.0