

Training Manual for Product Verification

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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 Verification

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

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

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

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



Figure 1 Portal Product Verification navigation menu

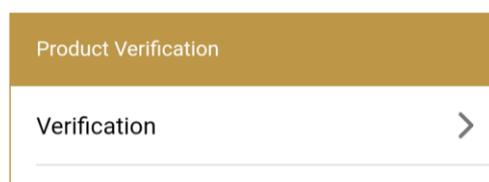


Figure 2 Mobile Product Verification navigation menu

4.1 Product Verification

Product Verification allows a user to see any available basic information about a serialized/aggregated item and its aggregation hierarchy. The product verification feature is available to all supply chain participants allowing users to verify that the information stored in Tatmeen for the item corresponds with its physical status. Supply chain partners can only verify items that are at their location (GLNs).

The one requirement to see verification information for an item is:

- Unique Serialized Number (SGTIN or SSCC)

Viewing product verification information for an item requires three steps:

- Step 1 – Adding an item, SGTIN or SSCC
- Step 2 – Details for the selected item
- Step 3 – Hierarchy review

4.1.1 Product Verification - Portal

To see and explore more about product verification, in the navigation menu select Product Verification.



Figure 3 Portal navigation menu – Product Verification

4.1.1.1 Adding item

On the first page, you need to define an item for which verification details will be displayed.

Items must be defined as:

- SSCC or
- SGTIN

To continue to the next page one SSCC or SGTIN item must be added.

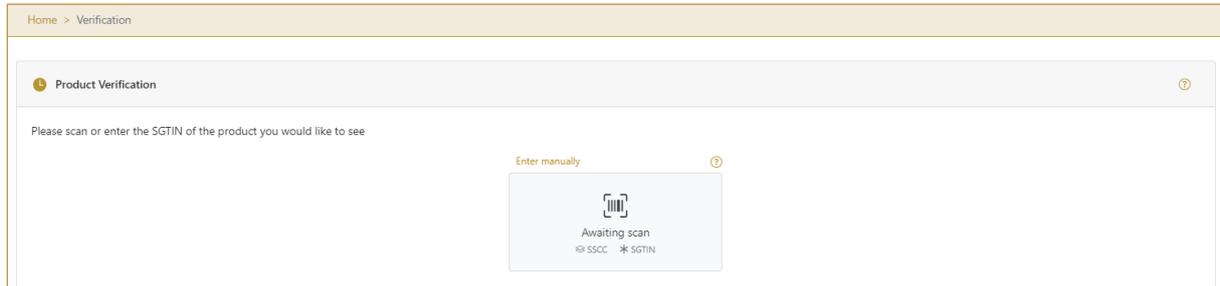


Figure 4 Product Verification - Adding items

4.1.1.1.1 Adding item with scanning

When the first 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.

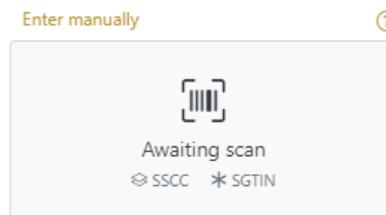


Figure 5 Product Verification - Scan item

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

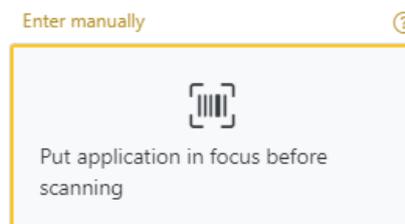


Figure 6 Product Verification – Missing focus

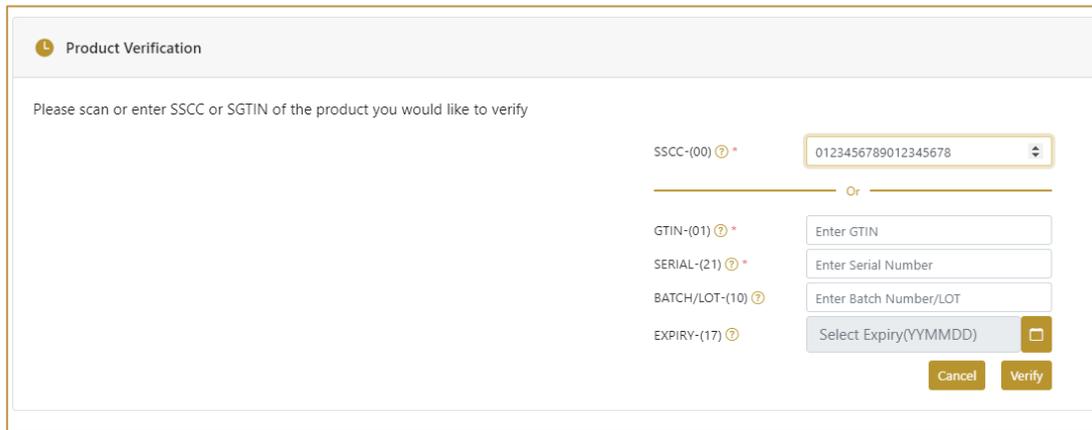
4.1.1.1.2 Adding SSCC manually

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 review the verification details of an SSCC Item, enter the SSCC value in the field SSCC-(00) and press Verify  to progress to the next page.



The screenshot shows a web form titled "Product Verification". The instruction reads: "Please scan or enter SSCC or SGTIN of the product you would like to verify". There are five input fields: "SSCC-(00)" with a dropdown menu containing "0123456789012345678"; "GTIN-(01)" with a text input "Enter GTIN"; "SERIAL-(21)" with a text input "Enter Serial Number"; "BATCH/LOT-(10)" with a text input "Enter Batch Number/LOT"; and "EXPIRY-(17)" with a date selection field "Select Expiry(YMMDD)". At the bottom right are "Cancel" and "Verify" buttons.

Figure 7 Manual adding of SSCC item

If you want to return to the previous page press Cancel 

4.1.1.1.3 Adding SGTIN manually

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

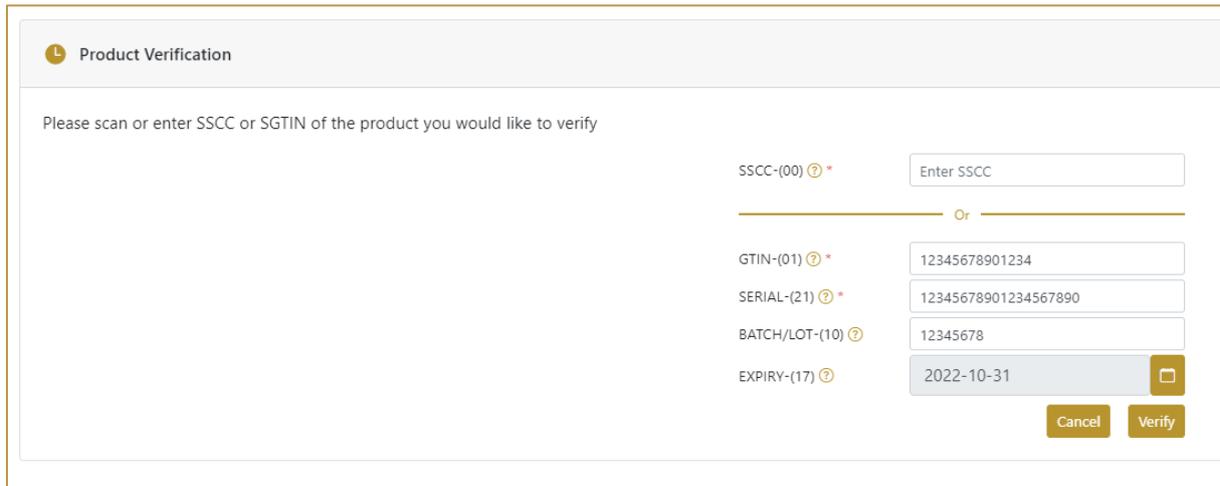
SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

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

Verify  to progress to the next page.

BATCH/LOT-(10) and EXPIRY-(17) are optional fields.



The screenshot shows a 'Product Verification' form with the following fields and values:

- SSCC-(00) * : Enter SSCC
- GTIN-(01) * : 12345678901234
- SERIAL-(21) * : 12345678901234567890
- BATCH/LOT-(10) : 12345678
- EXPIRY-(17) : 2022-10-31

Buttons for 'Cancel' and 'Verify' are located at the bottom right of the form.

Figure 8 Manual adding of SGTIN item

If you want to return to the previous page press Cancel



4.1.1.2 Item details

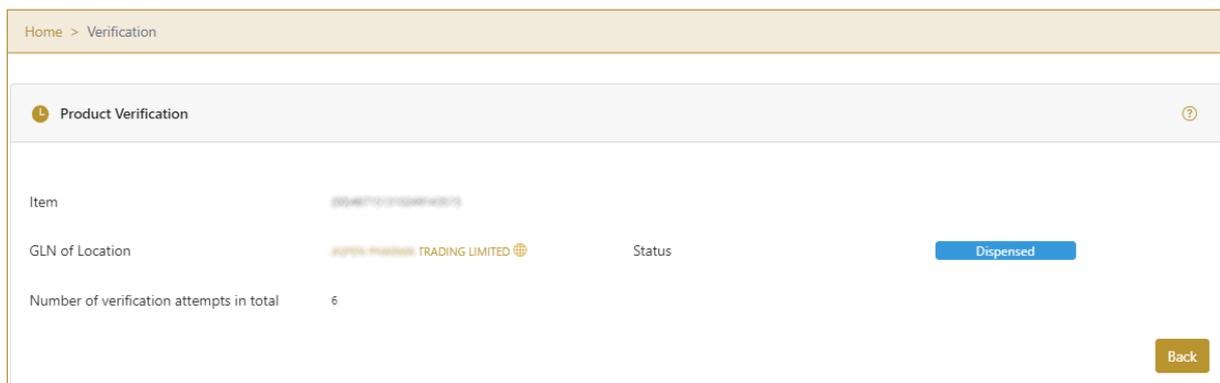
On the Item detail page, basic information about the added item is displayed.

If the item is SSCC and button Hierarchy



exists, that indicates that the SSCC item contains child items.

If the SSCC item doesn't have child items there is no Hierarchy button. The SGTIN item as a secondary packaging/saleable unit doesn't contain serialized child items and doesn't have a Hierarchy button.



The screenshot shows the 'Item details' page for a SGTIN item. The breadcrumb is 'Home > Verification'. The page title is 'Product Verification'. The item details are as follows:

- Item: 0246789012345678901234
- GLN of Location: 430701 TRADING LIMITED
- Status: Dispensed
- Number of verification attempts in total: 6

A 'Back' button is located at the bottom right of the page.

Figure 9 SGTIN item details

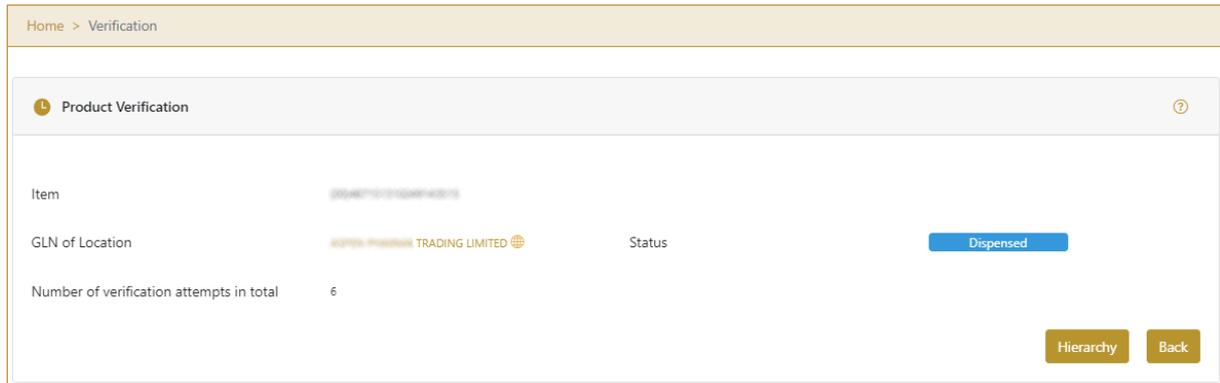


Figure 10 SSCC item details

To review the list of all child items (Hierarchy) contained in the SSCC item, press Hierarchy 

If you want to return to the previous page press Back 

4.1.1.3 Hierarchy

The Hierarchy pop-up window displays the tree list of all child items (Hierarchy) contained in the parent item.

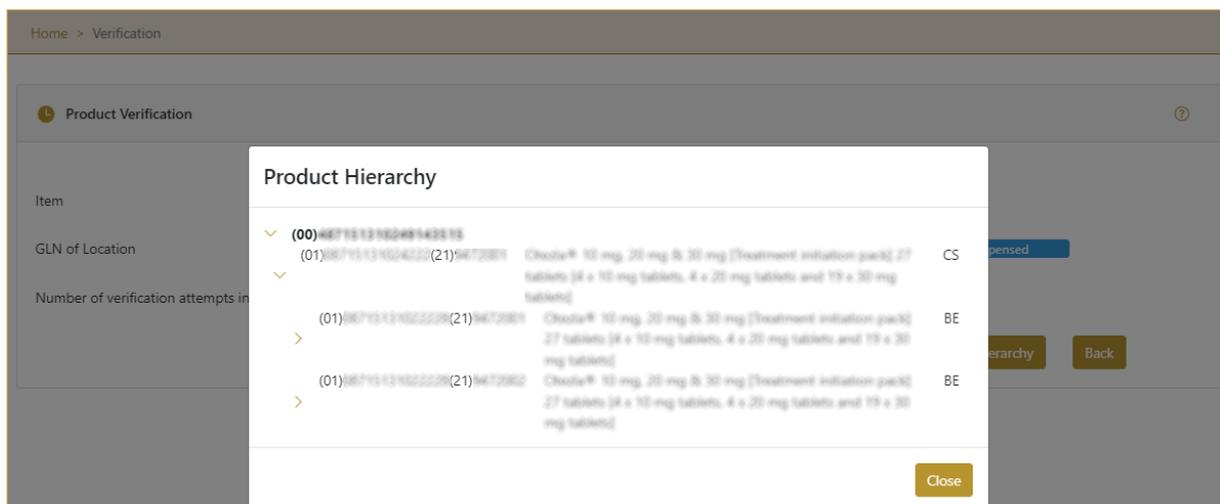


Figure 11 Hierarchy

If you want to navigate to a lower level and see child data press the arrow  in front of an item.

If you want to return to the previous page, to see data of the parent SSCC item press

Close 

4.1.2 Product Verification - Mobile

To see and explore more about product verification, in the mobile navigation menu select Product Verification→Verification.



Figure 12 Mobile navigation menu – Product Verification

4.1.2.1 Adding item

On the first page, you need to define an item for which verification details will be displayed.

Items must be defined as:

- SSCC or
- SGTIN

To continue to the next page one SSCC or SGTIN item must be added.

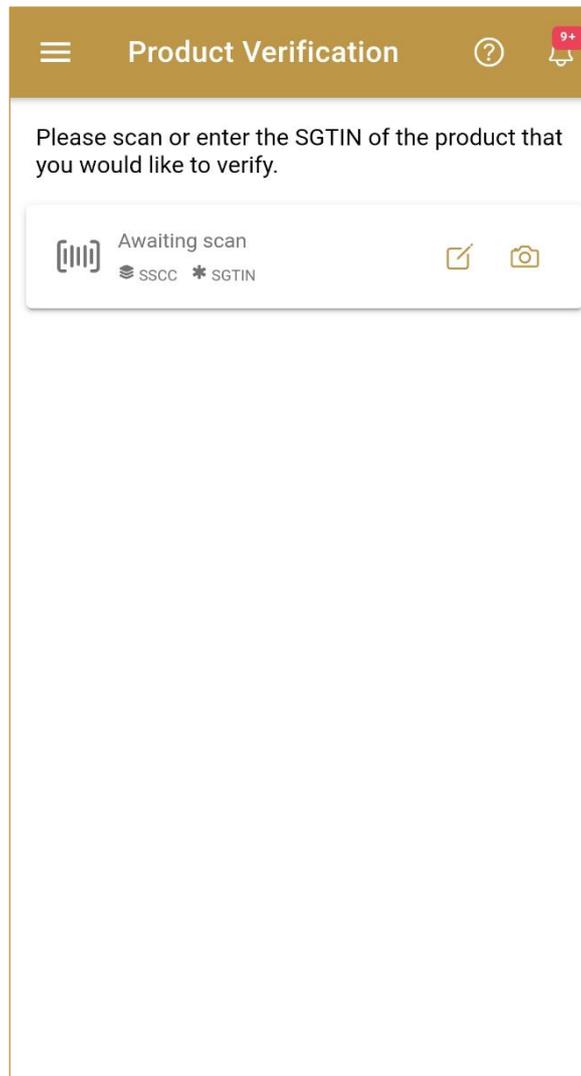


Figure 13 Product Verification - Adding items

4.1.2.1.1 Adding items with scanning

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

scanner or press Camera  to use the camera for scanning.

4.1.2.1.2 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 review the verification details of an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK **OK** to progress to the next page.

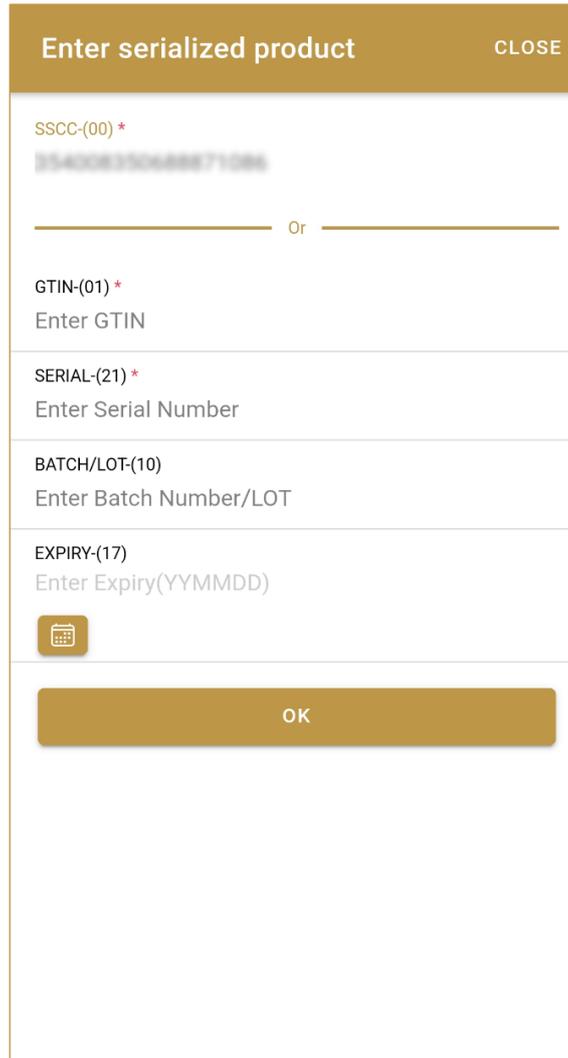
A screenshot of a mobile application dialog box titled "Enter serialized product" with a "CLOSE" button in the top right corner. The dialog contains several input fields: "SSCC-(00) *" with a blurred value "33400833048871084", "GTIN-(01) *" with the prompt "Enter GTIN", "SERIAL-(21) *" with the prompt "Enter Serial Number", "BATCH/LOT-(10)" with the prompt "Enter Batch Number/LOT", and "EXPIRY-(17)" with the prompt "Enter Expiry(YMMDD)" and a calendar icon. At the bottom, there is a large "OK" button.

Figure 14 Manual adding of SSCC item

If no value is entered, OK **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 Cancel **CANCEL**

4.1.2.1.3 Adding SGTIN manually

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

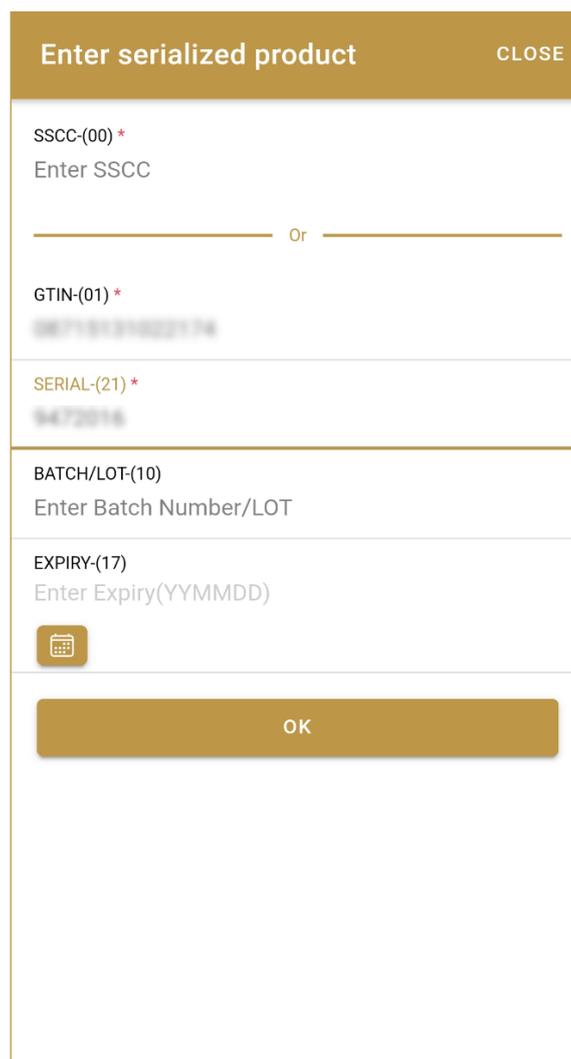
SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

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

OK **OK** to progress to the next page.

BATCH/LOT-(10) and EXPIRY-(17) are optional fields.



The screenshot shows a mobile application form titled "Enter serialized product" with a "CLOSE" button in the top right corner. The form contains several input fields:

- SSCC-(00) ***: A text input field with the placeholder "Enter SSCC".
- GTIN-(01) ***: A text input field with the placeholder "06718121422174".
- SERIAL-(21) ***: A text input field with the placeholder "9472016".
- BATCH/LOT-(10)**: A text input field with the placeholder "Enter Batch Number/LOT".
- EXPIRY-(17)**: A text input field with the placeholder "Enter Expiry(YMMDD)". Below this field is a calendar icon.

At the bottom of the form is a large orange button labeled "OK".

Figure 15 Manual adding of SGTIN item

If no value is entered, OK **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 Cancel **CANCEL**

4.1.2.2 Item details

On the Item detail page, basic information about the added item is displayed.

If the item is SSCC and the button Display Hierarchy  exists, that indicates that the SSCC item contains child items.

If the SSCC item doesn't have child items there is no Display Hierarchy button. The SGTIN item as a secondary packaging/saleable unit doesn't contain serialized child items and doesn't have a Display Hierarchy button.

Product Verification 9+

Item
[REDACTED]

GLN of Location
AMGEN EUROPE B.V. 

Status
Product Recall Approved

Material Description
Otezla® 10 mg, 20 mg & 30 mg (Treatment initiation pack)
27 tablets (4 x 10 mg tablets, 4 x 20 mg tablets and 19 x 30 mg tablets)

Lot
[REDACTED]

Expiry Date
28. 2. 2023

Manufacturing Date
15. 1. 2022

BACK VERIFY ANOTHER

Figure 16 SGTIN item details

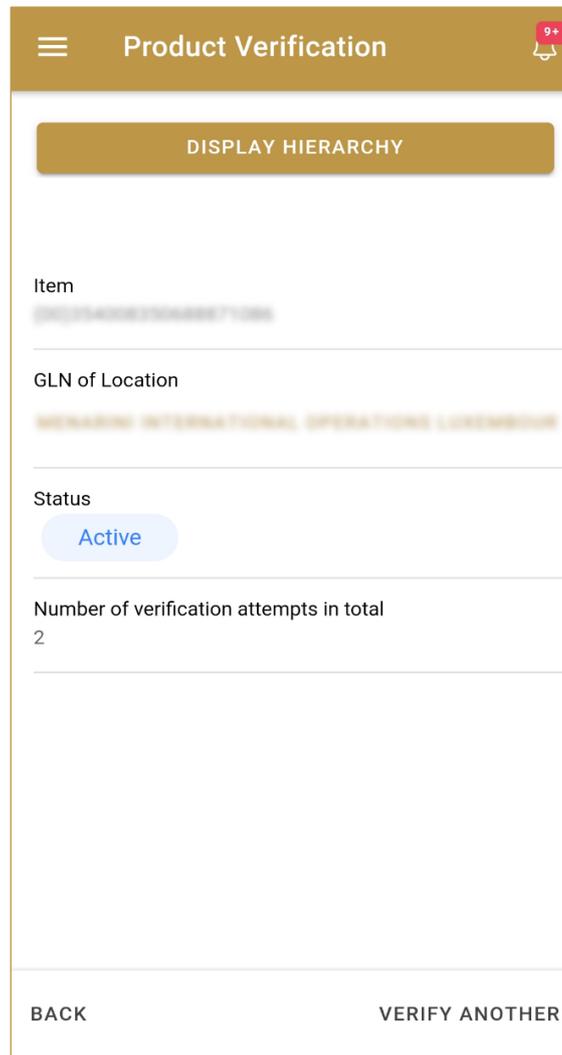


Figure 17 SSCC item details

To review the list of all child items (Hierarchy) contained in the SSCC item, press Display Hierarchy **DISPLAY HIERARCHY**

If you want to return to the previous page press Back **BACK**

For verification of another item, press Verify Another **VERIFY ANOTHER**

4.1.2.3 Hierarchy

The Hierarchy page displays the list of all child items (Hierarchy) contained in the parent item.

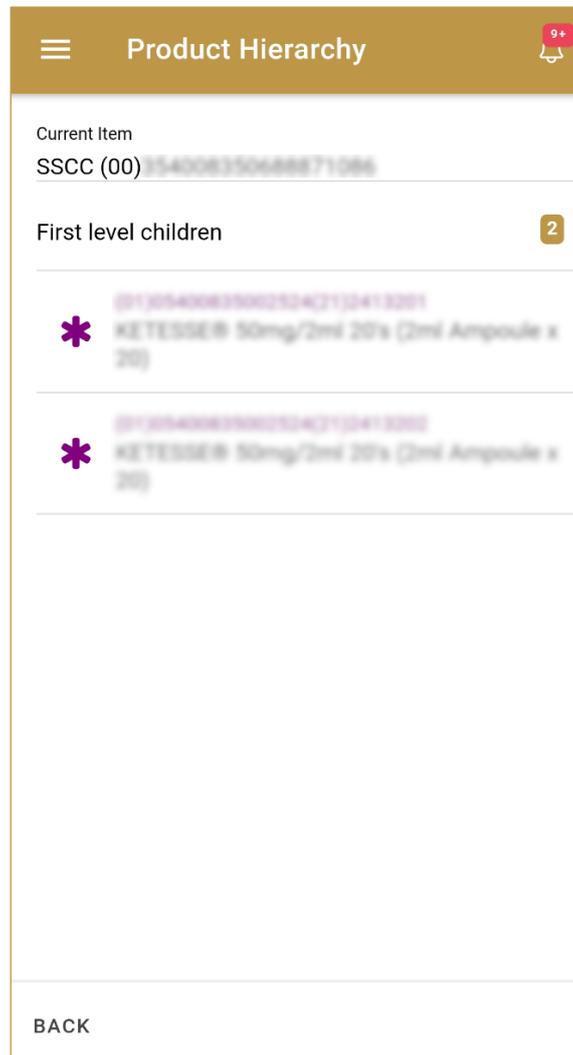


Figure 18 Hierarchy

The number of child items (SSCC, SGTINs) is shown as
First level children 2

Also, a list of all child items is displayed



Figure 19 List of child items

If you want to see detailed information for one child item, press on the child to see details.

If you want to return to the previous page, to see data of the parent SSCC item press Back **BACK**

4.2 Product Verification with a Journey

Product Verification with Journey allows a user to see the information of the product verification described in the previous section, and the ability to see as well all the movements of the item through the different locations in the supply chain controlled by Tatmeen. This journey option is only available to MOHAP users.

The one requirement to see verification information about an item is:

- Unique Serialized Number (SGTIN or SSCC)

Viewing product verification information with a log of changes for an item requires four steps:

- Step 1 – Adding the item; SGTIN or SSCC
- Step 2 – Details for the selected item
- Step 3 – Hierarchy review
- Step 4 – Journey review

4.2.1 Product Verification with a Journey - Portal

To see and explore more about product verification with a journey, in the navigation menu select Product Verification.



Figure 20 Portal navigation menu – Product Verification with a Journey

4.2.1.1 Adding item

On the first page, you need to define an item for which verification details will be displayed.

Items must be defined as:

- SSCC or
- SGTIN

To continue to the next page one SSCC or SGTIN item must be added.

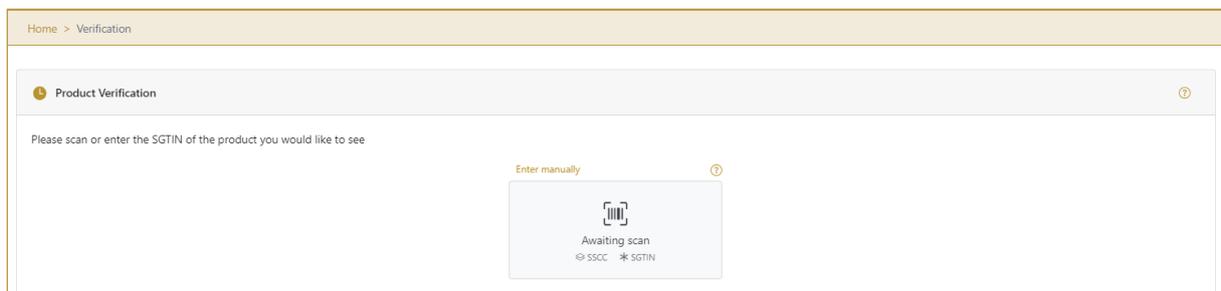


Figure 21 Product Verification - Adding items

4.2.1.1.1 Adding item with scanning

When the first 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.

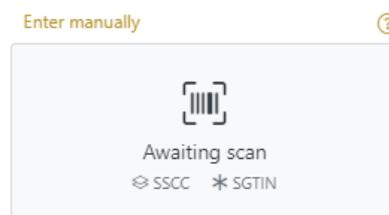


Figure 22 Product Verification - Scan item

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

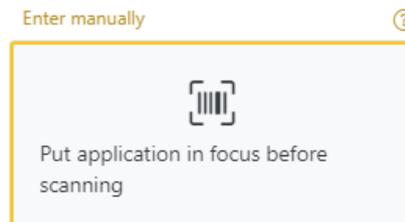


Figure 23 Product Verification – Missing focus

4.2.1.1.2 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 review the verification details of an SSCC Item, enter the SSCC value in the field SSCC-(00) and press Verify **Verify** to progress to the next page.

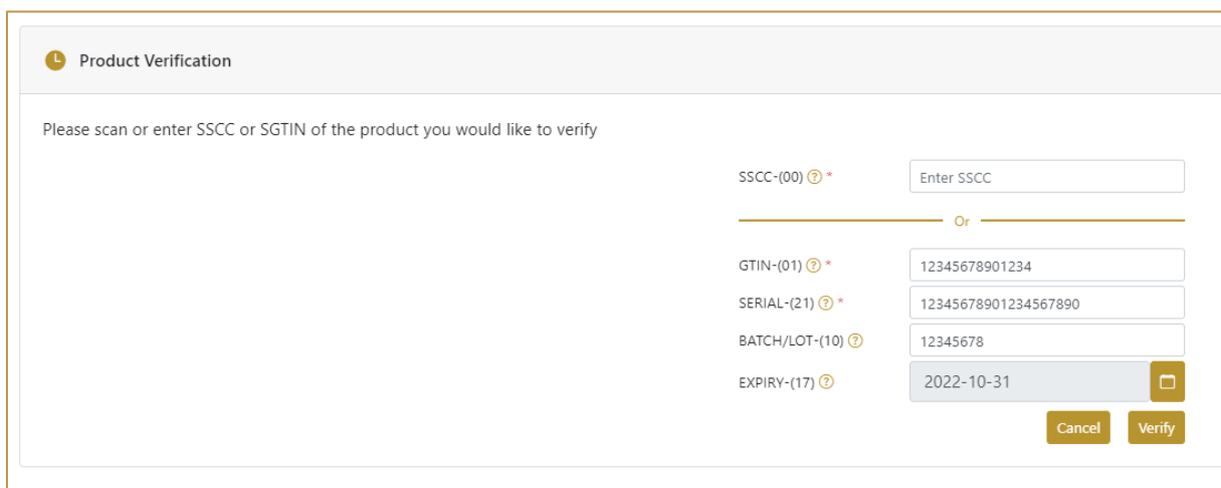


Figure 24 Manual adding of SSCC item

If you want to return to the previous page press Cancel



4.2.1.1.3 Adding SGTIN manually

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

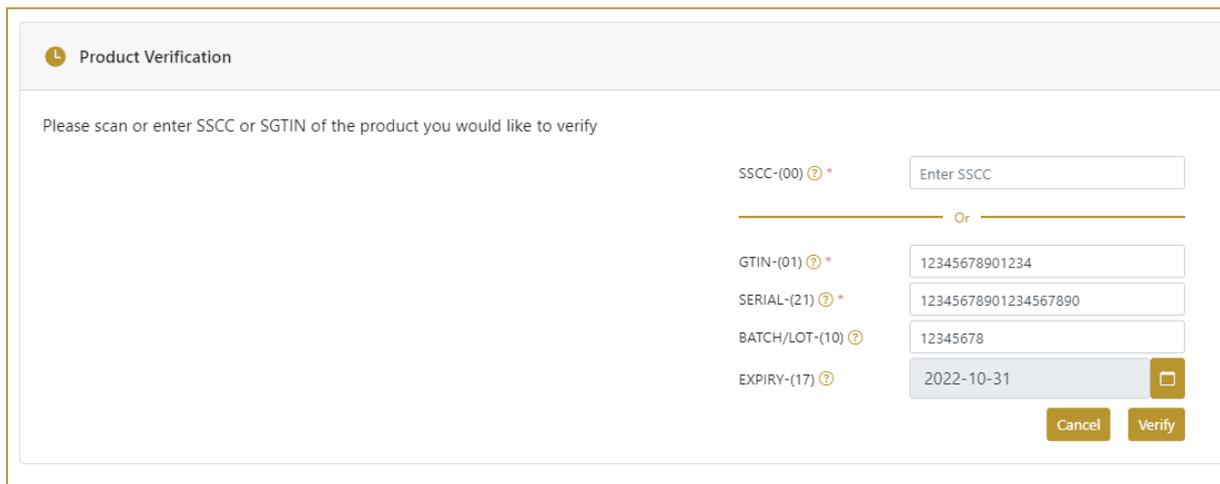
SGTIN = (01)GTIN(21)SERIAL

Global Trade Item Number

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

Verify **Verify** to progress to the next page.

BATCH/LOT-(10) and EXPIRY-(17) are optional fields.



The screenshot shows a 'Product Verification' form with the following fields and values:

Field Label	Value
SSCC-(00) *	Enter SSCC
Or	
GTIN-(01) *	12345678901234
SERIAL-(21) *	12345678901234567890
BATCH/LOT-(10) ?	12345678
EXPIRY-(17) ?	2022-10-31

Buttons: Cancel, Verify

Figure 25 Manual adding of SGTIN item

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

4.2.1.2 Item details

On the Item detail page, basic information about the added item is displayed.

If the item is SSCC and the button Hierarchy **Hierarchy** exists, that indicates that the SSCC item contains child items.

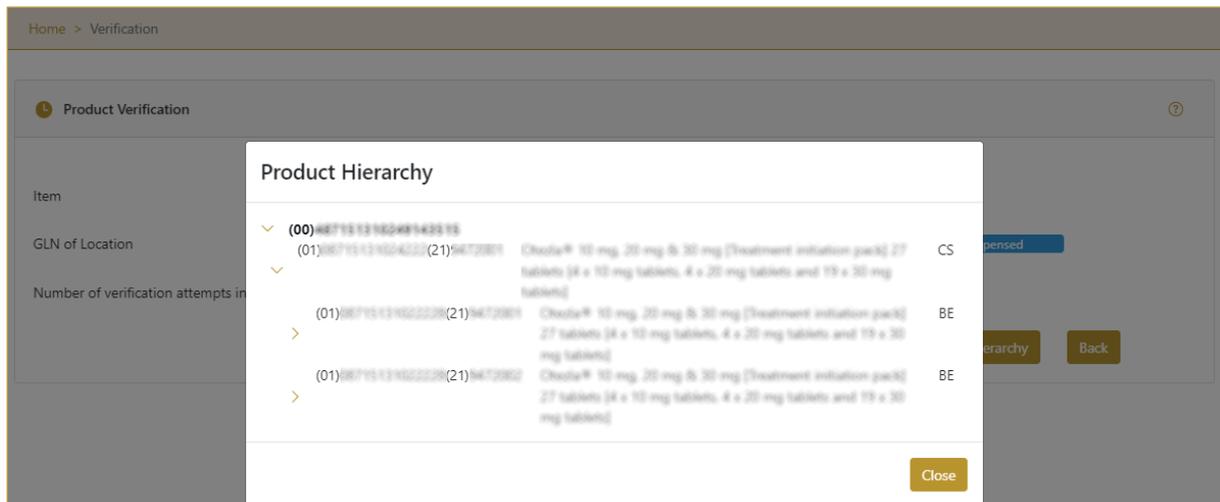


Figure 28 Hierarchy

If you want to navigate to a lower level and see child data press the arrow  in front of an item.

If you want to return to the previous page, to see data of the parent SSCC item press Close 

4.2.1.4 Journey

The Journey page displays a log in chronological order of all status changes and shifts between GLN locations for the SGTIN/SSCC item selected on the previous page.

The total number of status and location changes is shown as Product journey : 

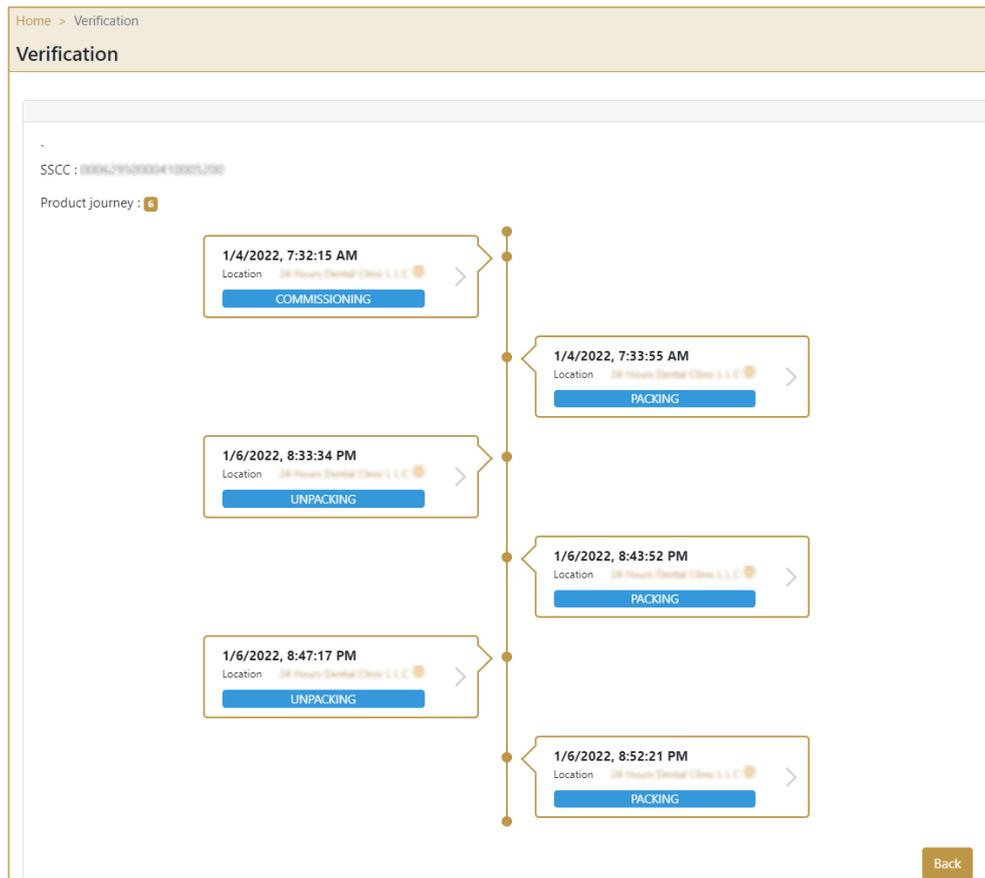


Figure 29 Journey

Each change is graphically displayed with:

- The time of a change
- The location where change was made
- Which action occurred

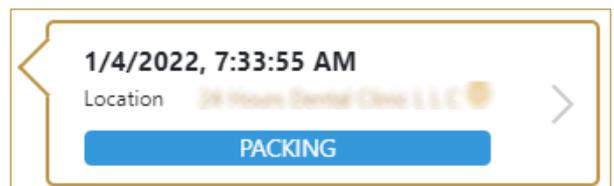


Figure 30 Change

If you press on change, another page opens with additional details for this change.

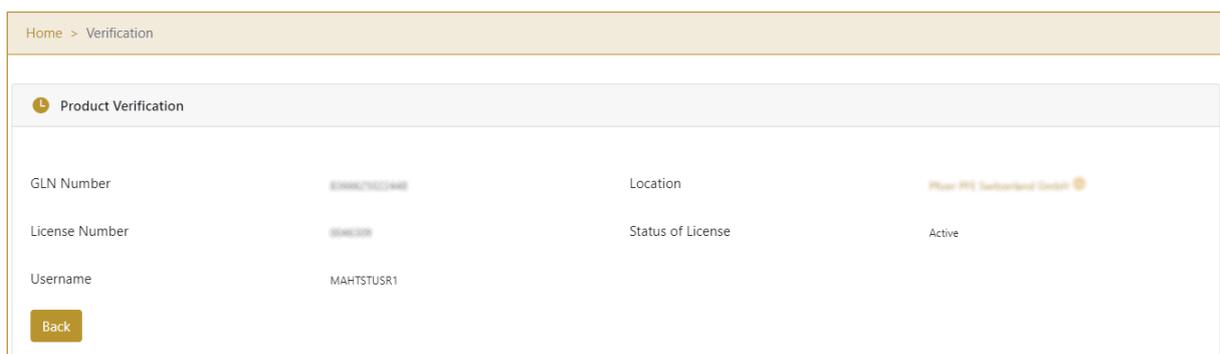


Figure 31 Change details

If you click on the location, it will display on a map the place where the event took place:

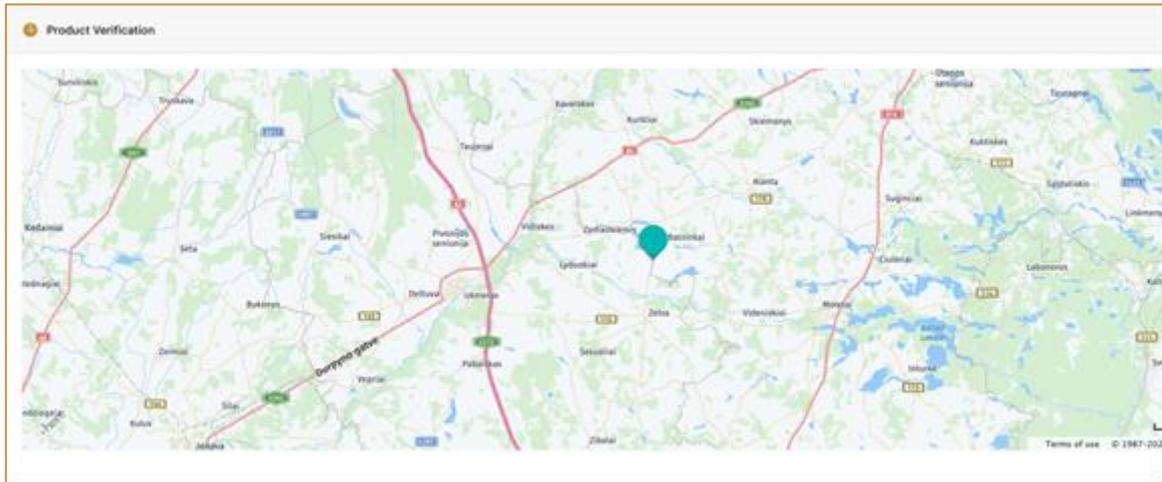


Figure 32 Product Verification Event Map

If you want to return to the previous page press Back



4.2.2 Product Verification with a Journey - Mobile

To see and explore more about product verification with a journey, in the mobile navigation menu select Product Verification→Verification.

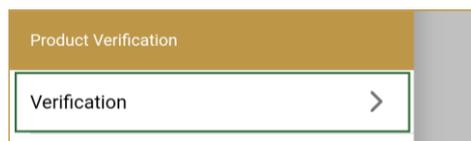


Figure 33 Mobile navigation menu – Product Verification with a Journey

4.2.2.1 Adding item

On the first page, you need to define an item for which verification details will be displayed.

Items must be defined as:

- SSCC or
- SGTIN

To continue to the next page one SSCC or SGTIN item must be added.

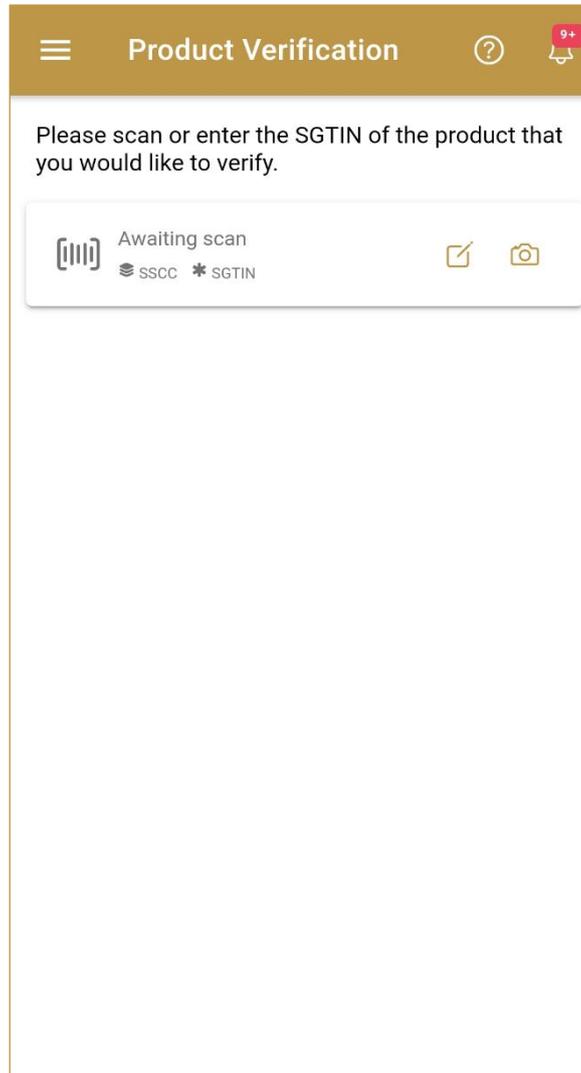


Figure 34 Product Verification - Adding items

4.2.2.1.1 Adding items with scanning

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

scanner or press Camera  to use the camera for scanning.

4.2.2.1.2 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 review the verification details of an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK **OK** to progress to the next page.

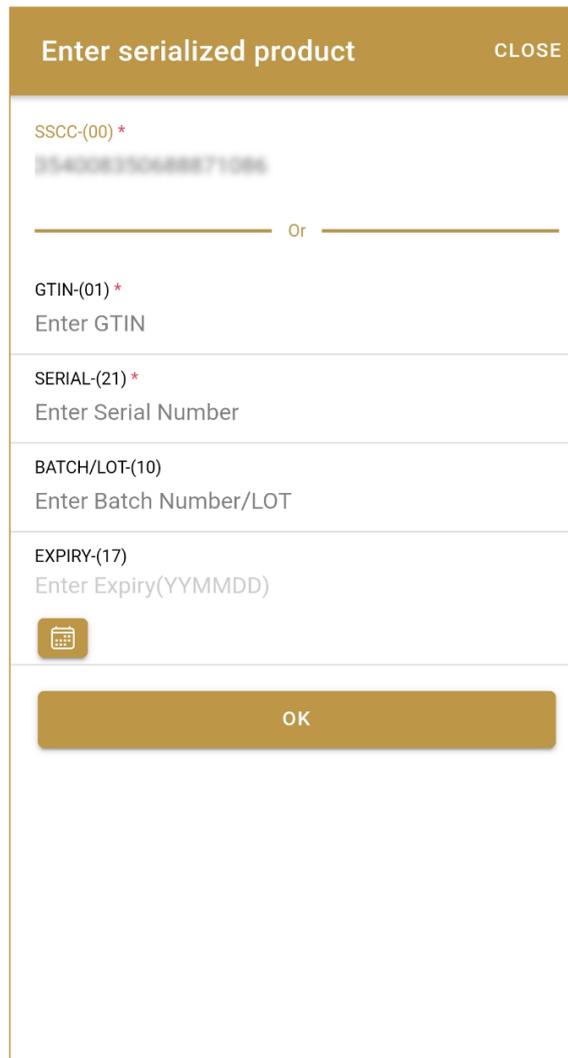
A screenshot of a mobile application dialog box titled "Enter serialized product" with a "CLOSE" button in the top right corner. The dialog contains several input fields: "SSCC-(00) *" with a pre-filled value "354008350688871086"; "GTIN-(01) *" with the prompt "Enter GTIN"; "SERIAL-(21) *" with the prompt "Enter Serial Number"; "BATCH/LOT-(10)" with the prompt "Enter Batch Number/LOT"; and "EXPIRY-(17)" with the prompt "Enter Expiry(YMMDD)" and a calendar icon. At the bottom, there is a large "OK" button.

Figure 35 Manual adding of SSCC item

If no value is entered, OK **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 Cancel **CANCEL**

4.2.2.1.3 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 review the verification details of an SGTIN Item, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press

OK **OK** to progress to the next page.

BATCH/LOT-(10) and EXPIRY-(17) are optional fields.

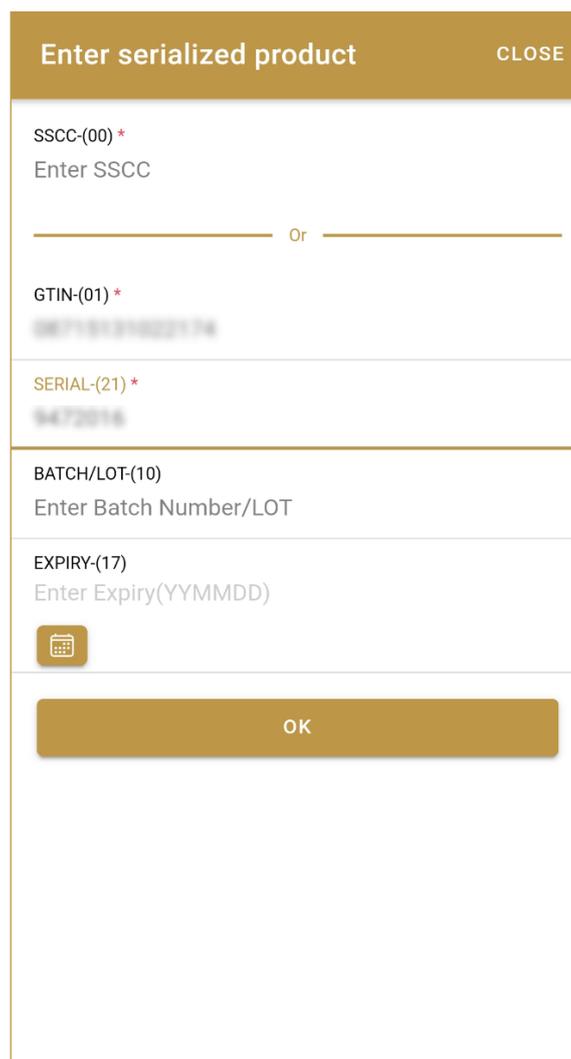


Figure 36 Manual adding of SGTIN item

If no value is entered, OK **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 Cancel **CANCEL**

4.2.2.2 Item details

On the Item detail page, basic information about the added item is displayed.

If the item is SSCC and the button Display Hierarchy exists, that indicates that the SSCC item contains child items.



DISPLAY HIERARCHY

If the SSCC item doesn't have child items there is no DisplayHierarchy button. The SGTIN item as a secondary packaging/saleable unit doesn't contain serialized child items and doesn't have a Display Hierarchy button.

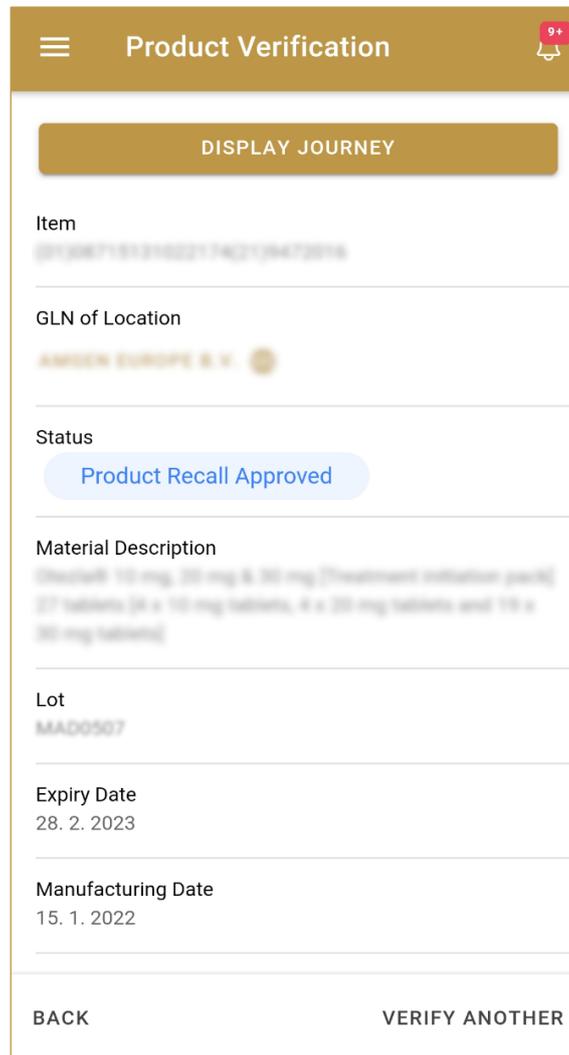


Figure 37 SGTIN item details

4.2.2.3 Hierarchy

The Hierarchy page displays the list of all child items (Hierarchy) contained in the parent item.

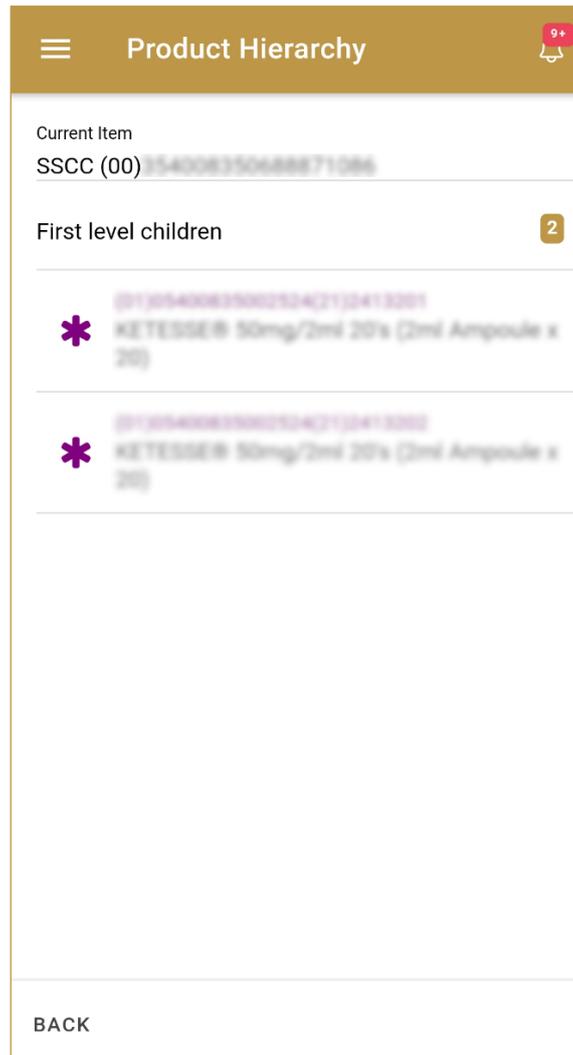


Figure 39 Hierarchy

The number of child items (SSCC, SGTINs) is shown as
First level children **2**

Also, a list of all child items is displayed



Figure 40 List of child items

If you want to see detailed information for one child item, press on the child to see details.

If you want to return to the previous page, to see data of the parent SSCC item press **Back BACK**

4.2.2.4 Journey

The Journey page displays a log in chronological order of all status changes and shifts between GLN locations for the SGTIN/SSCC item selected on the previous page.

The total number of status and location changes is shown as **Product journey 3**

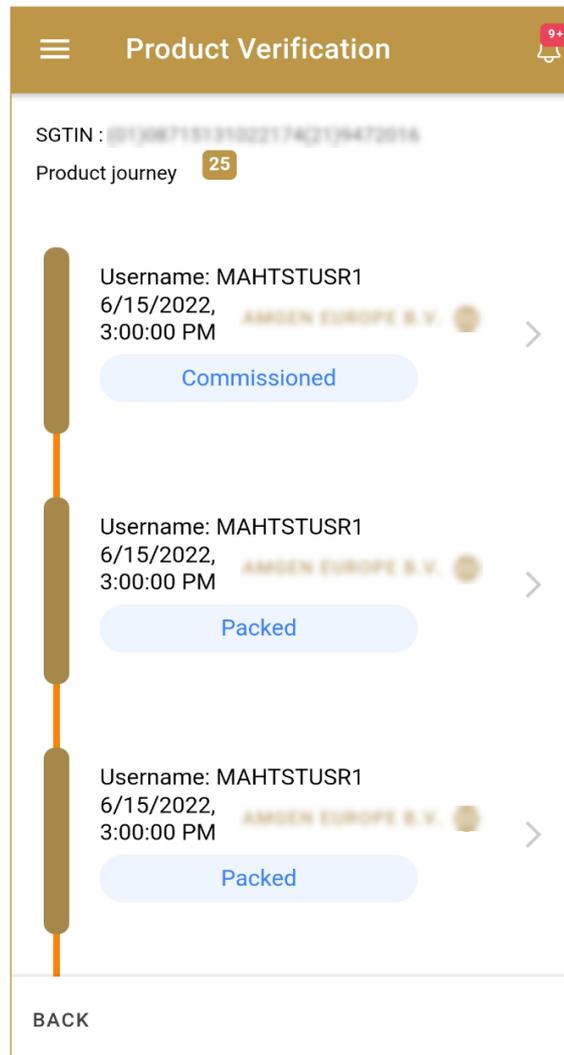


Figure 41 Journey

Each change is graphically displayed with:

- User who made change
- The time of a change
- The location where the change was made
- Which action occurred



Figure 42 Change

If you press on change another page opens with additional details for this change.

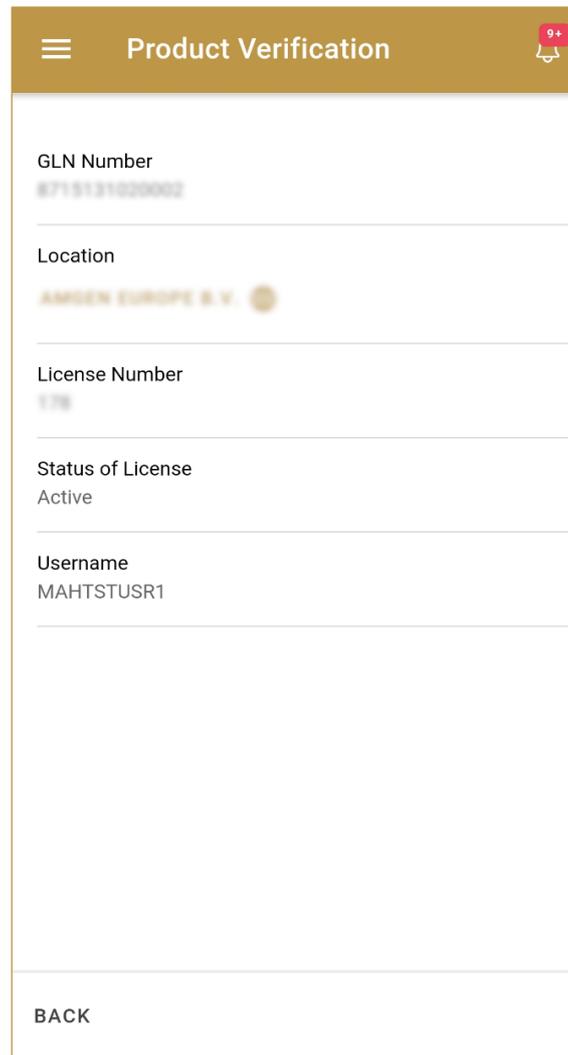


Figure 43 Change details

If you want to return to the previous page press Back **BACK**

5. HOW – TO Product Verification

5.1 HOW – TO Product Verification

5.1.1 How do I check if an item exists in Tatmeen?

In the navigation menu select Product Verification.

On the first page scan an item or manually add an item [4.1.1.1].

After scanning/adding an item, a new page opens and an item exists in Tatmeen if details are displayed [4.1.1.2].

5.1.2 How do I check the status of an item?

In the navigation menu select Product Verification.

On the first page scan an item or manually add an item [4.1.1.1].

After scanning/adding an item, a new page opens with item details where also status is displayed [4.1.1.2].

5.1.3 How do I check if SSCC contains any child items?

In the navigation menu select Product Verification.

On the first page scan an item or manually add an item [4.1.1.1].

After scanning/adding an item, a new page opens with item details [4.1.1.2].

If the SSCC item contains child items then the button Hierarchy exists. Press the Hierarchy button where a new page opens with a list of all child items [4.1.1.3].

5.1.4 How do I check SSCC child item additional details?

In the navigation menu select Product Verification.

On the first page scan an item or manually add an item [4.1.1.1].

After scanning/adding an item, a new page opens with item details [4.1.1.2].

If the SSCC item contains child items then the button Hierarchy exists. Press the Hierarchy button where a new page opens with a list of all child items [4.1.1.3].

Press on a child item and a new page with a child item details will open [4.1.1.3].

5.2 HOW – TO Product Verification with a Journey

5.2.1 How do I check what was going on with the item?

In the navigation menu select Product Verification.

On the first page scan an item or manually add an item [4.2.1.1].

After scanning/adding an item, a new page opens with item details [4.2.1.2].

Press the Journey button where a new page opens with a list of all actions such as status and GLN location change [4.2.1.4].

5.2.2 How do I check where an item was last located?

In the navigation menu select Product Verification.

On the first page scan an item or manually add an *item* [4.2.1.1].

After scanning/adding an item, a new page opens with item details [4.2.1.2].

Press the Journey button where a new page opens with a list of all actions such as status and GLN location change [4.2.1.4]. On each change, the location of the change is displayed. If you press on the last change, a new page opens with the last change details.

5.2.3 Who has access to this functionality?

This functionality is only accessible to MOHAP personnel. Supply chain organization users are able to access Product Vericiation, but not Product Verification with Journey.

6. FAQ – Product Verification

6.1 I want to see which child items my parent item contains. How can I check this?

Open Product Verification and enter or scan parent item. You will see the detailed information of the parent item. If parent item contains child items you will see Hierarchy button. By pressing on the button, new page opens with tree list of all child items.

6.2 How can I see the current status of an item?

Open Product Verification and enter or scan the item unique number. You will see the detailed information of the item and also current status of an item.

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 is to support track and trace activities designed for Pharmaceutical purposes but also support 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	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 Verification

Document ID:

Tatmeen_TRM-0097_Training Manual for Product
Verification_v1.0