Training Manual for Master Data

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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
2.0	23-Dec-2024	Removed Publisher GLN (8562) from product master display	EVOTEQ
3.0	01-04-2025	Location Summary has been added to the partner master	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 Master Data

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

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

MoHAP systems send all required product and partner master data to BrandSync GS1 (for more information about BrandSync go to https://brand-sync.com) where additional master data attributes are entered. BrandSync GS1 then makes this data available to Tatmeen.

Figure 1: Master Data Flow

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

Master Data is available in the Portal and Mobile from the navigation menu.

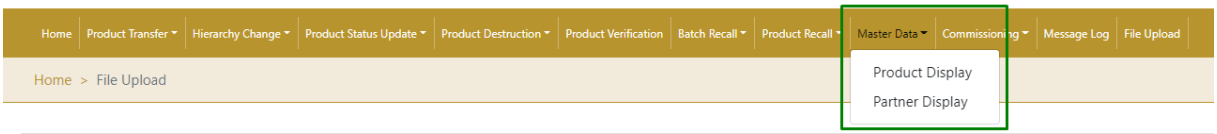


Figure 2: Portal Master data navigation menu

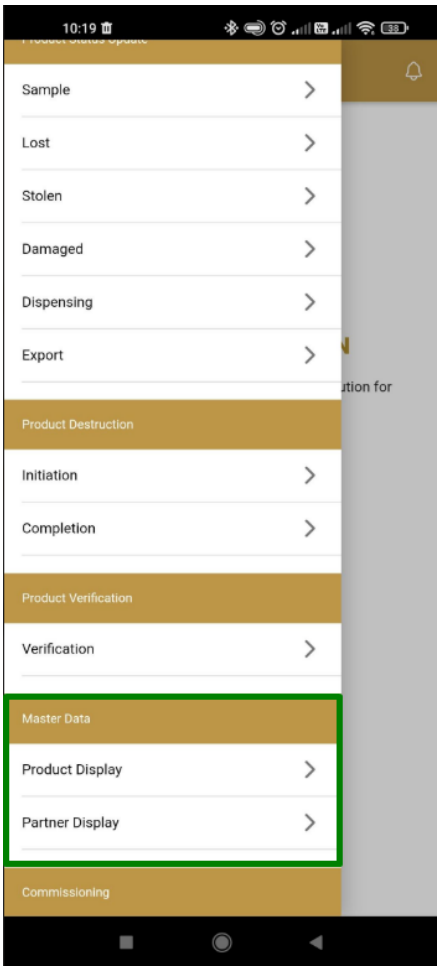


Figure 3: Mobile Master data navigation menu

4.1 Product Master Data

Before any event information (transactional data) related to a certain product can be sent to Tatmeen, it is necessary that the system receives its corresponding master data. This includes information such as GTIN, its descriptive name, the brand name or the packaging type etc. and applies to both registered and unregistered drugs.

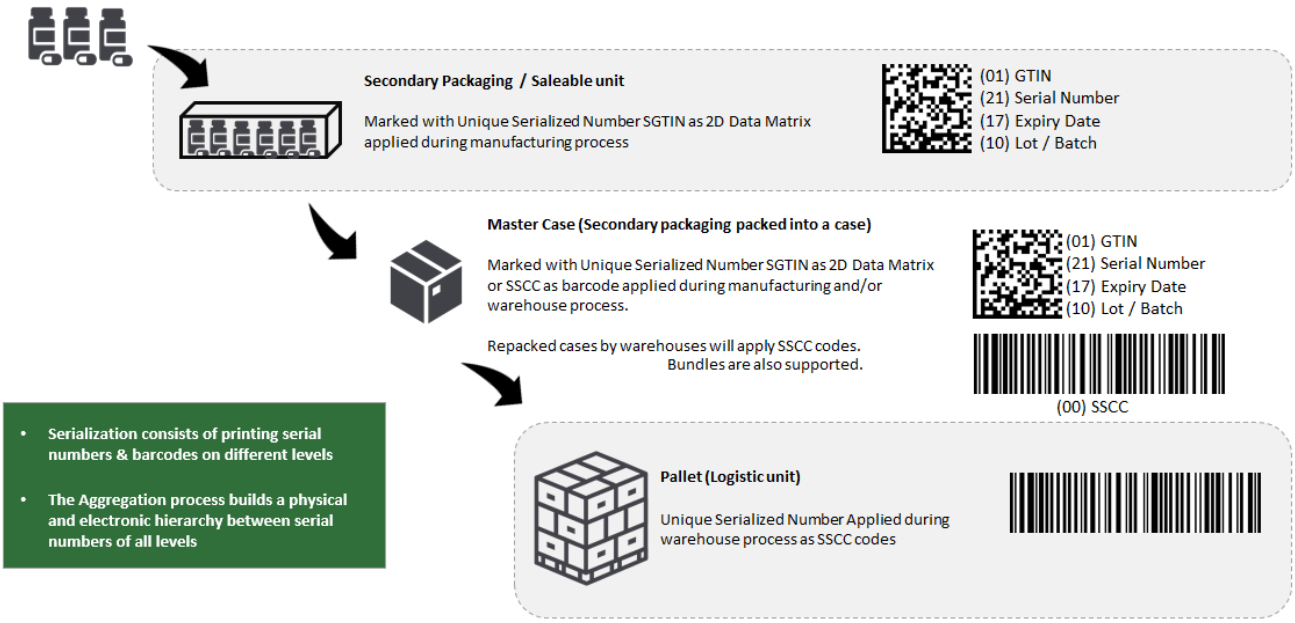


Figure 4: Serialization and Aggregation

Each secondary packaging/saleable unit available on the UAE market (produced in UAE or imported from other countries) must have a unique identification label codified in a 2D Data Matrix.

Logistics units i.e. Bundles, Cases and pallets also have a unique identification label. In case of bundles and cases, these can either have a label that is encoded using a 2D Data Matrix or a GS1-128 1D Barcode (linear barcode). In case of a pallet, the barcode label needs to always have a GS1-128 1D Barcode (linear barcode).

As per MoHAP's serialization guide, Bundle is optional, and Shipper Case and Pallet are mandatory.

For more information about the product master data, the labelling requirements, or mandatory hierarchy levels please refer to the Serialisation Implementation User Guide available at https://tatmeen.ae/journey.

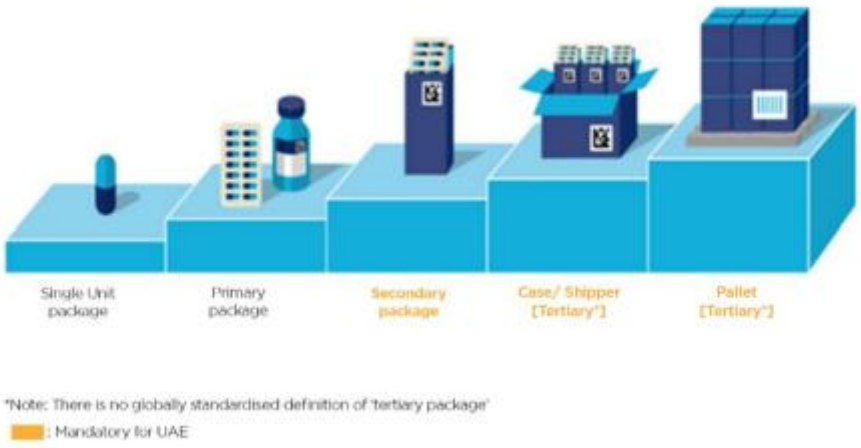


Figure 5: Packaging Levels

4.1.1 Product Master Data – Portal

To see and explore more about product master data, in the navigation menu select Master Data → Product Display

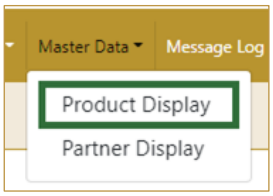


Figure 6: Portal navigation menu - Product

Product Master Summary page will show all the products owned by the user's organization (GLN). User can navigate to the product details page from the products summary page :

- Product (drugs) Master Summary
- Product Master Details

4.1.1.1 Product Master Summary

When the Product Master Data page is opened, as a security measure, the user can only see products related/registered by his/her user's organization.

There are some exceptions such as MoHAP users, who can see all products.

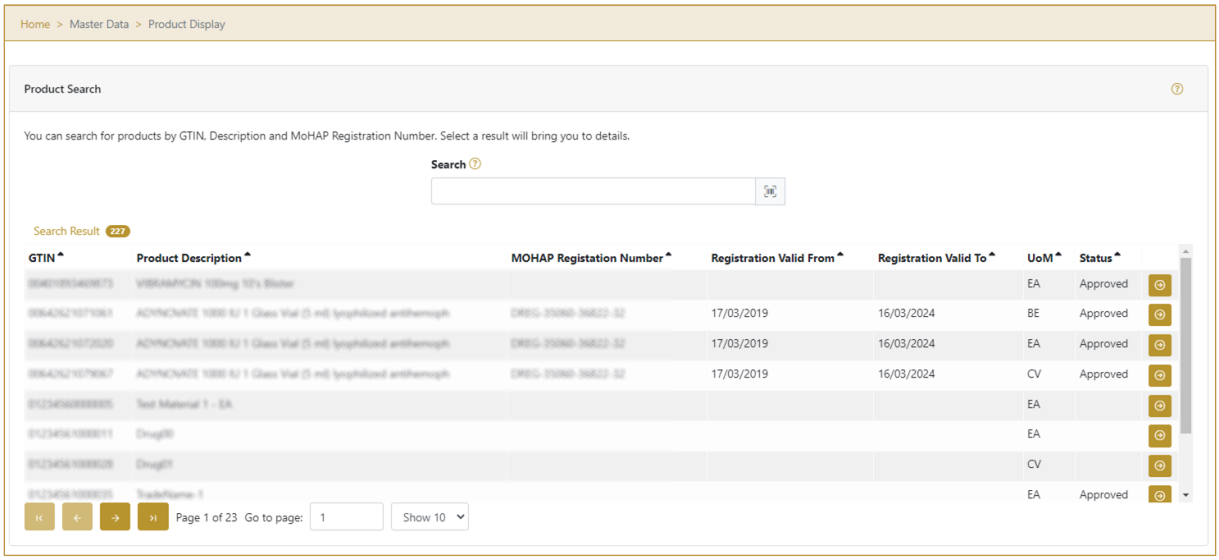


Figure 7: Product Master Summary (Note: Some fields that might contain sensitive information have been blurred on purpose throughout this document).

To search product data by GTIN, product description, or MOHAP registration number, start entering the search string or only part of it in the Search field.

Figure 8: Search field

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

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

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

On the left side above the table, a Search result is displayed which shows the number of all items listed in a table.

Figure 9: Search result

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 10: Sort

For more details about a product, press the Details in the last column at each product which will display a page with additional details.

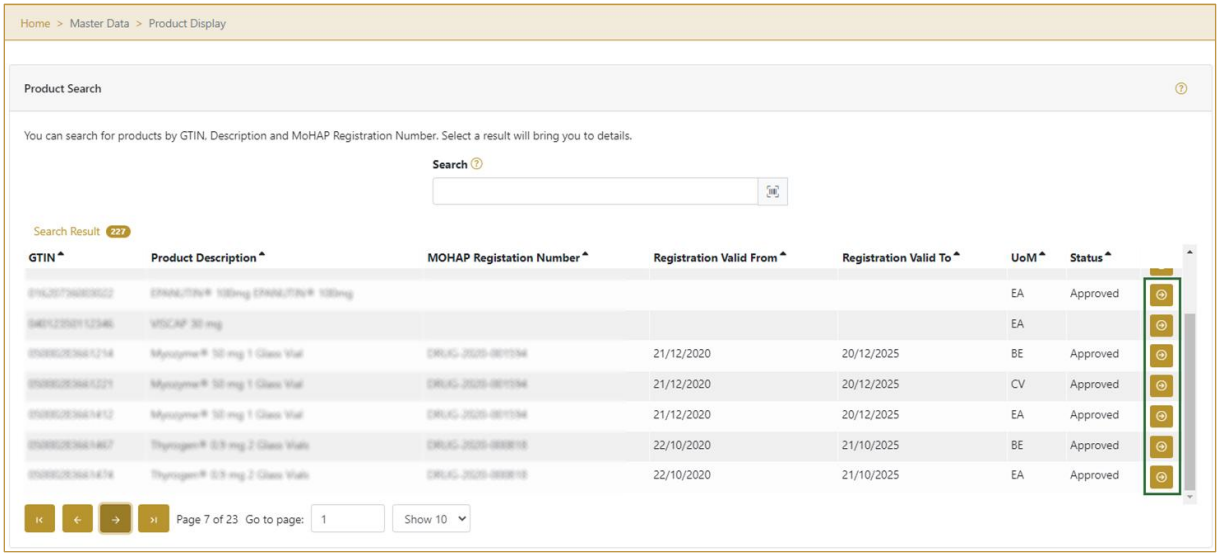


Figure 11: Product – button for Product Master Details

For the same product it is possible to find on the list multiple entries. Each entry identifies the different packaging levels defined for the product, which are identified by a separate GTIN and UoM fields. The lowest level entry (saleable unit) comes into Brandsync (and then Tatmeen) from the MoHAP Drugs Registration System while the others (packaging hierarchy) are populated directly in Brandsync.

At the bottom of the table, there is a navigation line that will help you to navigate to a specific page.

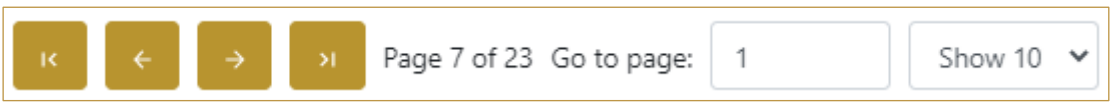
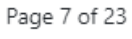


Figure 12: Product – Navigation line

By default, there are always 10 records displayed on one page of the table. You can change this by selecting one of the options from the dropdown menu

When you have more data in the table, with buttons you navigate:

- to the first page
- to the previous page
- to the next page
- to the last page

You also see number how many pages exist 

. You can navigate to a different page by entering the number of the page

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4.1.1.2 Product Master Details

On the Product Master Details page, the additional detailed information for a selected product is displayed.

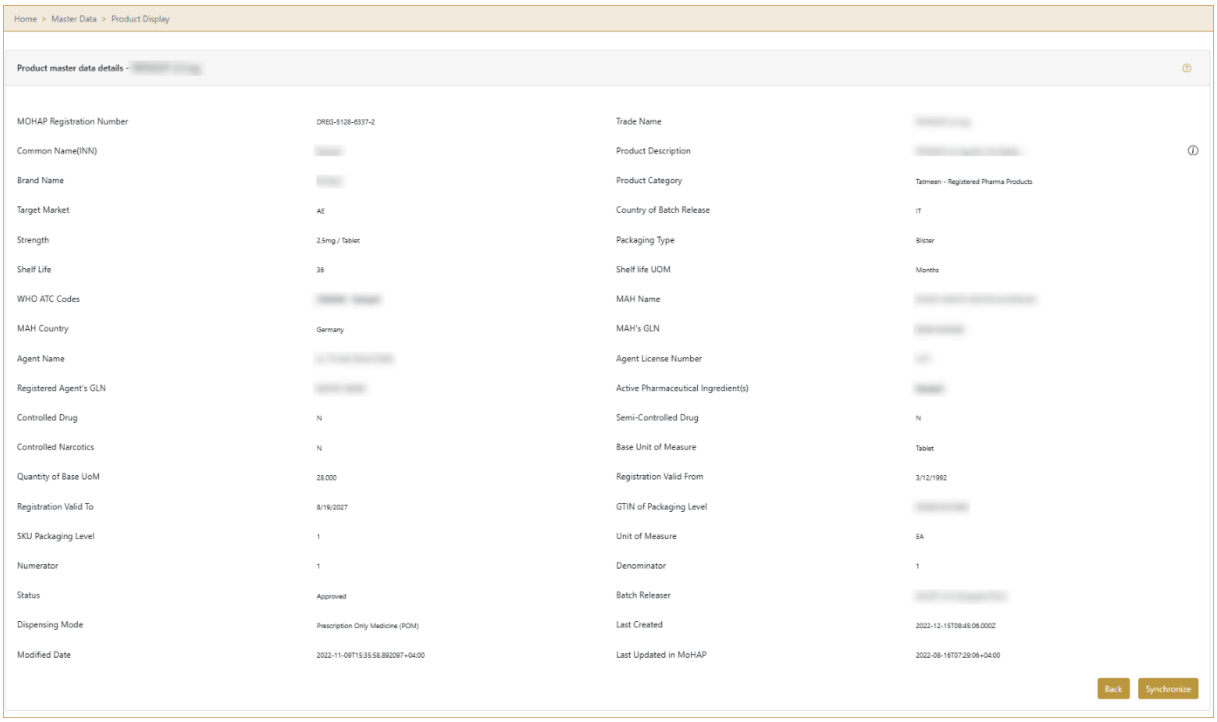


Figure 13: Product Master Details

Some fields have a lot of content and cannot be displayed in full. To view all the details from the field, press Info ⓘ where a pop-up window will open.

To return to the previous page Product Display, where you can see a list of all products, press Back Back

The table below explains each field on the Product master data details page:

Field Name	Description	Example
MoHAP Registration Number	Drug's registration number in the UAE MoHAP system	REG_NUMBER-123
Trade name	Branded Name of the product. Used by MAH, Agents, and downstream users	Product_Trade_Name
Common Name (INN)	INN facilitates the identification of pharmaceutical substances or active pharmaceutical ingredients. Each INN is a unique name that is globally recognized and is public property (e.g. paracetamol). A non-proprietary name is also known as a generic name. This data will help in aggregating similar products for viewing stocks	latanoprost, timolol
Product Description	Description of the product	Product_Description

Field Name	Description	Example
Brand Name	For combining all products under a given brand. For example, all Panadol variants	Brand_Name
Product Category	Differentiate between registered/unregistered product	Tatmeen - Registered Pharma Products
Target Market	If we want to show products that are for multiple countries By default, this would be UAE	UAE
Country of Batch Release	Country of origin	UAE
Strength	Strength of API in the drug	1000 mg
Packaging Type	Packaging type of the product	Blister
Shelf Life	Standard shelf life of the product that will be used for validating Expiry Dates	36
Shelf Life UOM	Shelf Life unit of measure	Months
WHO ATC Codes	Global WHO (World Health Organization) classification of APIs	A10BH27
MAH Name	Manufacturer name	MAH_Name
MAH Country	Manufacturer country	Turkey
MAH's GLN	GLN (Global Location Number) of the Manufacturer who registered the drug	1234512365454
Agent Name	Name of the agent representing the manufacturer in the UAE	Al ittihad drug store
Agent License Number	The license of the agent representing the manufacturer the in UAE	1371
Registered Agent's GLN	GLN (Global Location Number) of the agent	1234512365454
Active Pharmaceutical Ingredient(s)	Capture the APIs in the product	latanoprost
Controlled Drug	A flag to identify controlled drugs. This will be used for controls in the supply chain, dispensation, and reporting	Y
Semi-Controlled Drug	A flag to identify a semi-controlled drug. This will be used for controls in the supply chain, dispensation, and reporting	N
Controlled Narcotics	A flag to identify a controlled narcotic. This will be used for controls in the supply chain, dispensation, and reporting	N
Base Unit of Measure	Unit of measure for which the stocks of a material are managed eg., Litres, KG, Grams, Millilitres, etc.	EA
Quantity of Base UoM	Number presenting Base unit of measure	1
Registration Valid From	Drug's registration validity from the date	28/12/2016 12:00:00.000000 AM
Registration Valid To	Drug's registration validity to date	26.12.2026

Field Name	Description	Example
GTIN of Packaging Level	Global Trade Item Number is a fixed number (14 digits), which is globally unique for a product Note: GTINs will be provided by the drug registration system as an editable field in BrandSync.	12354789654786
SKU Packaging Level	Content of the above packaging level	2
Unit of Measure	Unit of measure for the packaging level, e.g., carton, bottle, bundle shipper, pallet, etc.	ml
Numerator	Data for linking the unit of measure with the base unit of measure	22
Denominator	Data for linking the unit of measure with the base unit of measure	1
Status	Registration status of the product i.e. Approved, Expired	Approved
Batch Releaser	The company that makes batch release	Product_ Manufacturer
Dispensation mode	Defines the mode of dispensation e.g., hospital-only, Prescription Only Medicine (POM)	Prescription Only Medicine (POM)
Last Created	Date of product creation	2021-06-28T14:13:28.930346+04:00
Modified Date	Date when the product was last updated in GS1 BrandSync	2021-06-28T14:13:28.930346+04:00
Last Updated in MoHAP	Date when the product was last updated in MoHAP system	2022-02-01T13:28:06.485497+04:00

4.1.1.2.1 Product Master Data Sync

Tatmeen synchronizes product master data from BrandSync (for more about BrandSync go to https://brand-sync.com). But to be sure that you have the latest data you can manually synchronize product master data from the BrandSync system by pressing Synchronize

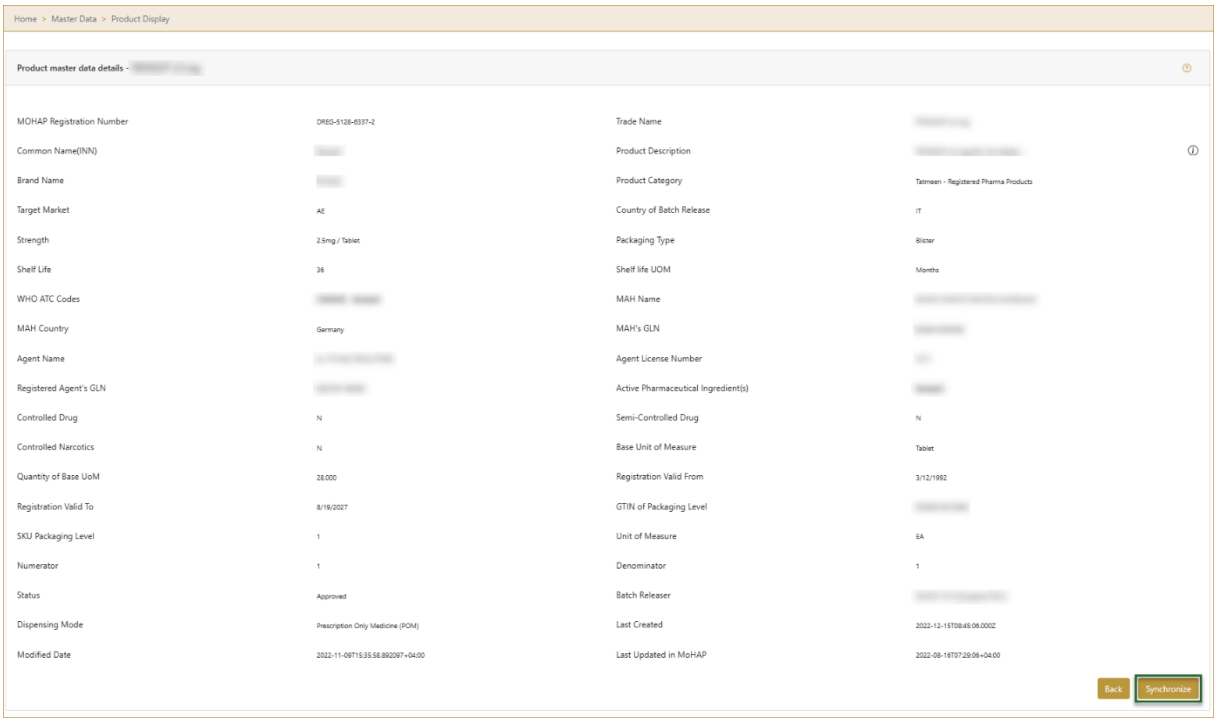


Figure 14: Product Details – Synchronize

4.1.2 Product Master Data – Mobile

To see and explore more about product master data, in the mobile navigation menu select Master Data → Product Display

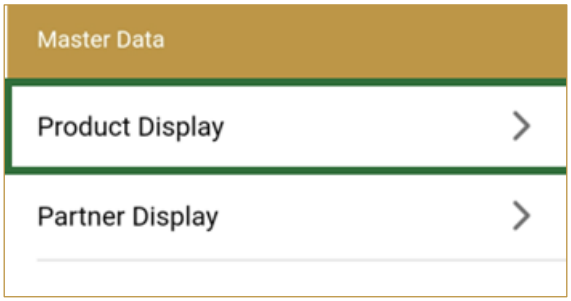


Figure 15: Mobile navigation menu – Product

Product Master Summary page will show all the products owned by the user's organization (GLN). User can navigate to the product details page from the products summary page :

- Product (drugs) Master Summary
- Product Master Details

4.1.2.1 Product Master Summary

When the Product Master Data page is opened, as a security measure, the User can see only products related/registered by him.

There are some exceptions such as MoHAP, which can see all products.

Figure 16: Product Master Summary

Product data is displayed on the mobile application screen as:

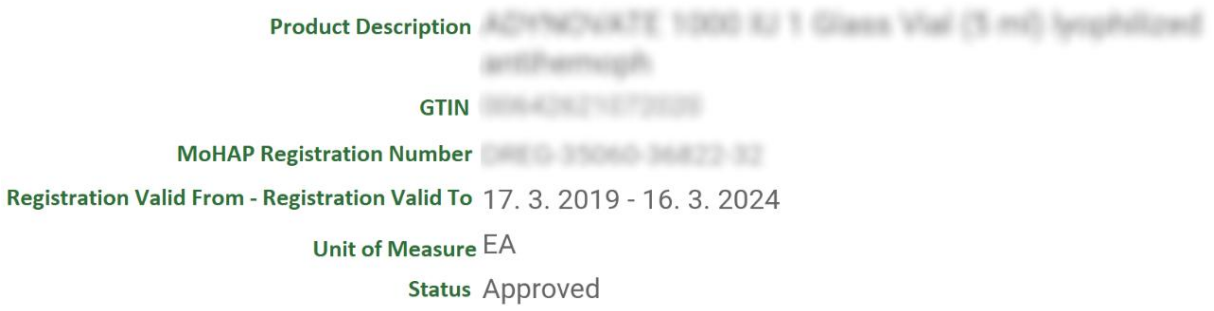


Figure 17: Product data display

To search product data by GTIN, product description, or MOHAP registration number, start entering the search string or only part of it in the Search field.

Figure 18: Search field

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

You can also scan the GTIN barcode by pressing Camera to use the camera on your mobile or tablet.

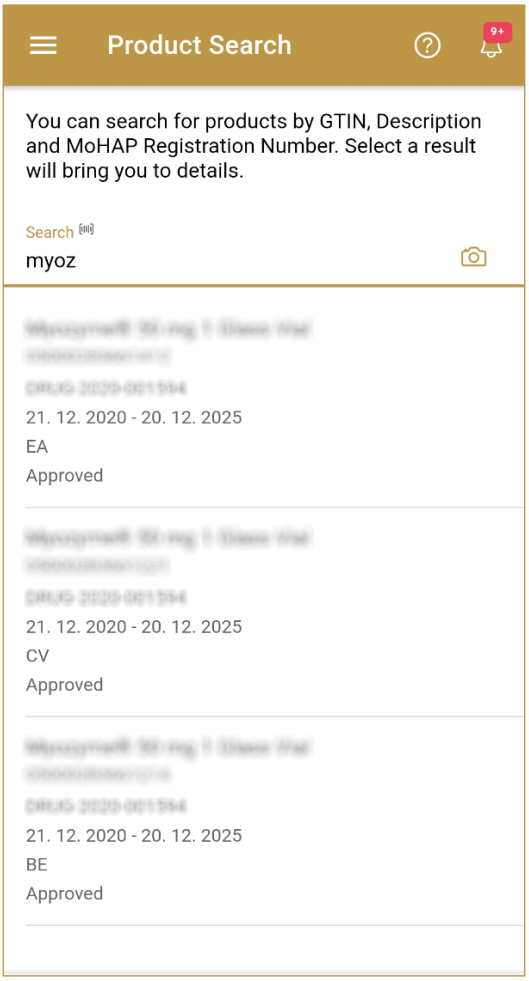


Figure 19: Product Search

For more details about the product, press on product data to open a page with additional details.

4.1.2.2 Product Master Details

On the Product Master Data Detail page, the additional detailed information for a selected product is displayed.

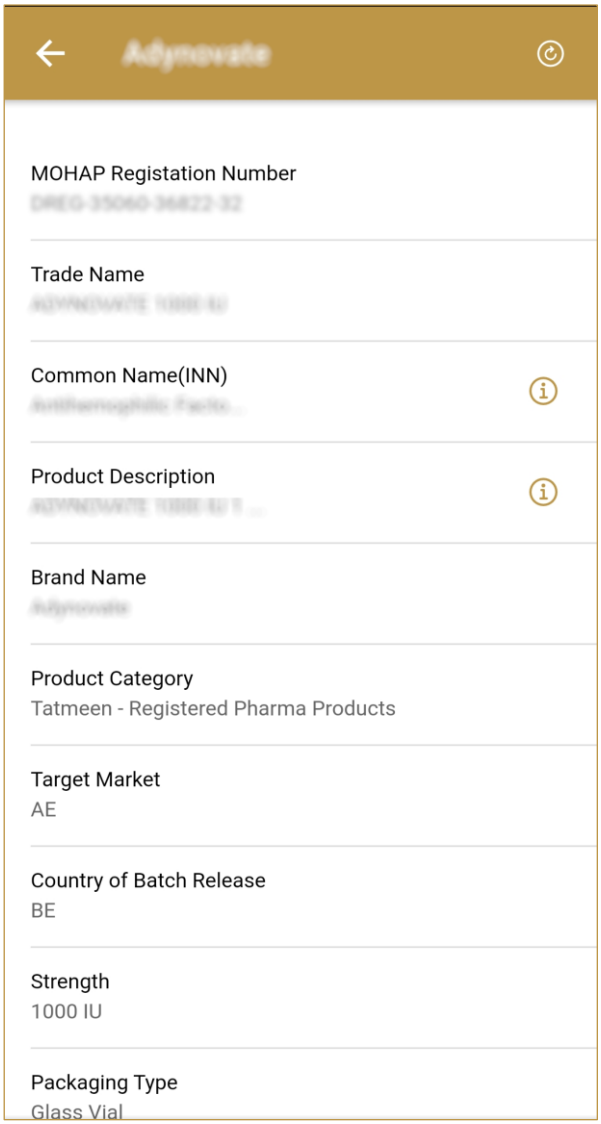


Figure 20: Product Master Details

To return to the previous page Product Display, where you can see a list of all products, press Back BACK

Some fields have a lot of content and cannot be displayed in full. To view all the details from the field, press Info where a pop-up window will open.

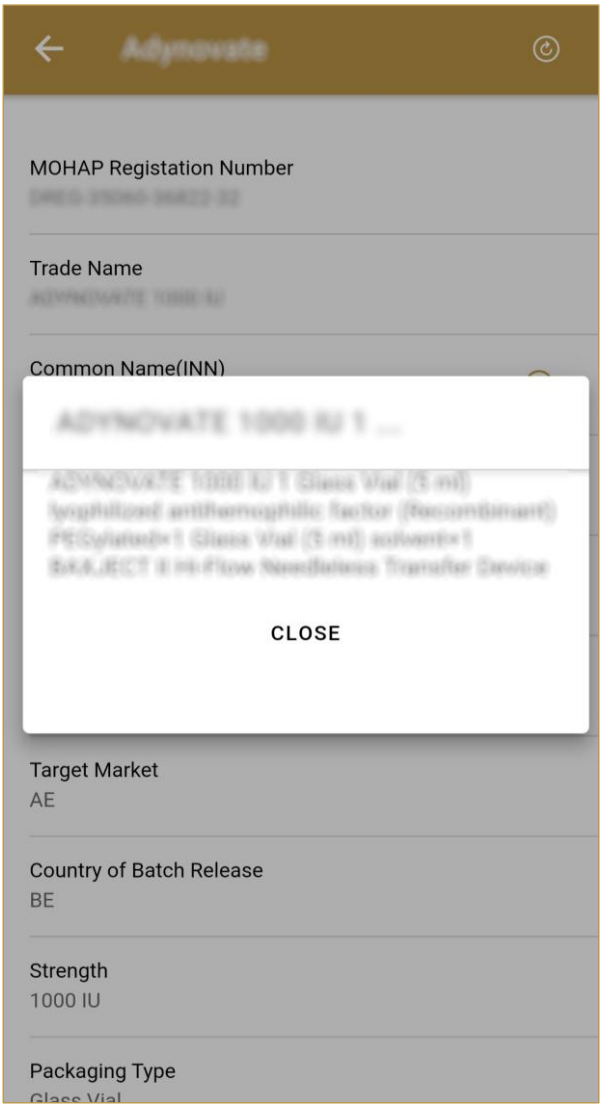


Figure 21: Additional field details

The table below explains each field on the Product Detail page:

Field Name	Description	Example
MoHAP Registration Number	Drug's registration number in the UAE MoHAP system	REG_NUMBER-123
Trade name	Branded Name of the product. Used by MAH, Agents, and downstream users	Product_Trade_Name
Common Name (INN)	INN facilitates the identification of pharmaceutical substances or active pharmaceutical ingredients. Each INN is a unique name that is globally recognized and is public property (e.g. paracetamol). A non-proprietary name is also known as a generic name. This data will help in aggregating similar products for viewing stocks	latanoprost, timolol

Field Name	Description	Example
Product Description	Description of the product	Product_Description
Brand Name	For combining all products under a given brand. For example, all Panadol variants	Brand_Name
Product Category	Differentiate between registered/unregistered product	Tatmeen - Registered Pharma Products
Target Market	If we want to show products that are for multiple countries By default, this would be UAE	UAE
Country of Batch Release	Country of origin	UAE
Strength	Strength of API in the drug	1000 mg
Packaging Type	Packaging type of the product	Blister
Shelf Life	Standard shelf life of the product that will be used for validating Expiry Dates	36
Shelf Life UOM	Shelf Life unit of measure	Months
WHO ATC Codes	Global WHO (World Health Organization) classification of APIs	A10BH45
MAH Name	Manufacturer name	MAH_Name
MAH Country	Manufacturer country	Turkey
MAH's GLN	GLN (Global Location Number) of the Manufacturer who registered the drug	1234512365454
Agent Name	Name of the agent representing the manufacturer in the UAE	Al ittihad drug store
Agent License Number	The license of the agent representing the manufacturer the in UAE	1371
Registered Agent's GLN	GLN (Global Location Number) of the agent	1234512365454
Active Pharmaceutical Ingredient(s)	Capture the APIs in the product	latanoprost
Controlled Drug	A flag to identify controlled drugs. This will be used for controls in the supply chain, dispensation, and reporting	Y
Semi-Controlled Drug	A flag to identify a semi-controlled drug. This will be used for controls in the supply chain, dispensation, and reporting	N
Controlled Narcotics	A flag to identify a controlled narcotic. This will be used for controls in the supply chain, dispensation, and reporting	N
Base Unit of Measure	Unit of measure for which the stocks of a material are managed eg., Litres, KG, Grams, Millilitres, etc.	EA
Quantity of Base UoM	Number presenting Base unit of measure	1
Registration Valid From	Drug's registration validity from the date	28/12/2016 12:00:00.000000 AM

Field Name	Description	Example
Registration Valid To	Drug's registration validity to date	26.12.2026
GTIN of Packaging Level	Global Trade Item Number is a fixed number (14 digits), which is globally unique for a product Note: GTINs will be provided by the drug registration system as an editable field in BrandSync.	12354789654786
SKU Packaging Level	Content of the above packaging level	2
Unit of Measure	Unit of measure for the packaging level, e.g., carton, bottle, bundle shipper, pallet, etc.	ml
Numerator	Data for linking the unit of measure with the base unit of measure	22
Denominator	Data for linking the unit of measure with the base unit of measure	1
Status	Registration status of the product i.e. Approved, Expired	Approved
Batch Releaser	A company that makes batch release	Product_ Manufacturer
Dispensation mode	Defines the mode of dispensation e.g., hospital-only	Prescription Only Medicine (POM)
Last Created	Date of product creation	2021-06-28T14:13:28.930346+04:00
Modified Date	Date when the product was last updated in GS1 BrandSync	2021-06-28T14:13:28.930346+04:00
Last Updated in MoHAP	Date when the product was last updated in MoHAP system	2022-02-01T13:28:06.485497+04:00

4.1.2.2.1 Product Master Data Sync

Tatmeen synchronizes product master data from BrandSync (for more about BrandSync go to https://brand-sync.com). But to be sure that you have the last data you can manually synchronize product master data from the BrandSync system by pressing Synchronize in the top right corner of the page.

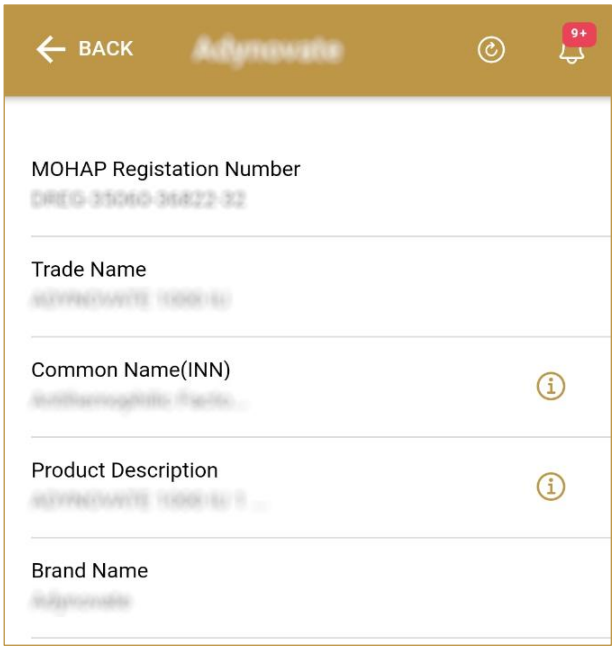


Figure 22: Product Details – Synchronize

4.2 Partner Master Data

Tatmeen must contain details of each UAE partner (stakeholder) within the regulatory scope of the pharmaceutical product supply chain.

To confirm this, each partner must be successfully registered in the MoHAP/DOH/DHA Licensing systems.

Each business partner is represented in Tatmeen with a unique Global Location Number (GLN).

4.2.1 Partner Master Data – Portal

Partner can refer to a MAH, Wholesaler, Distributor, 3PL, or Government departments, depending on your organization.

To see and explore more about partner master data, in the navigation menu select Master Data → Partner Display

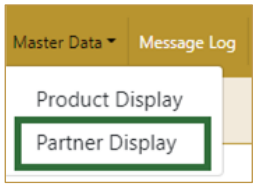


Figure 23: Portal navigation menu – Partner

If the user is assigned to a single location (GLN), the partner details page will be displayed. If the user is assigned to multiple locations (GLNs), the partners summary page will be shown instead. The user can navigate to the partner details page from the partners summary page.

- Partner Master Summary
- Partner Master Details

4.2.1.1 Partner Master Summary

The user can only view partner locations that are associated with their organization and assigned to them, but not those from other organizations. User will only see the summary page if they are assigned to more than one location (GLN).

There are some exceptions, such as MoHAP departments' users, who can see all partners.

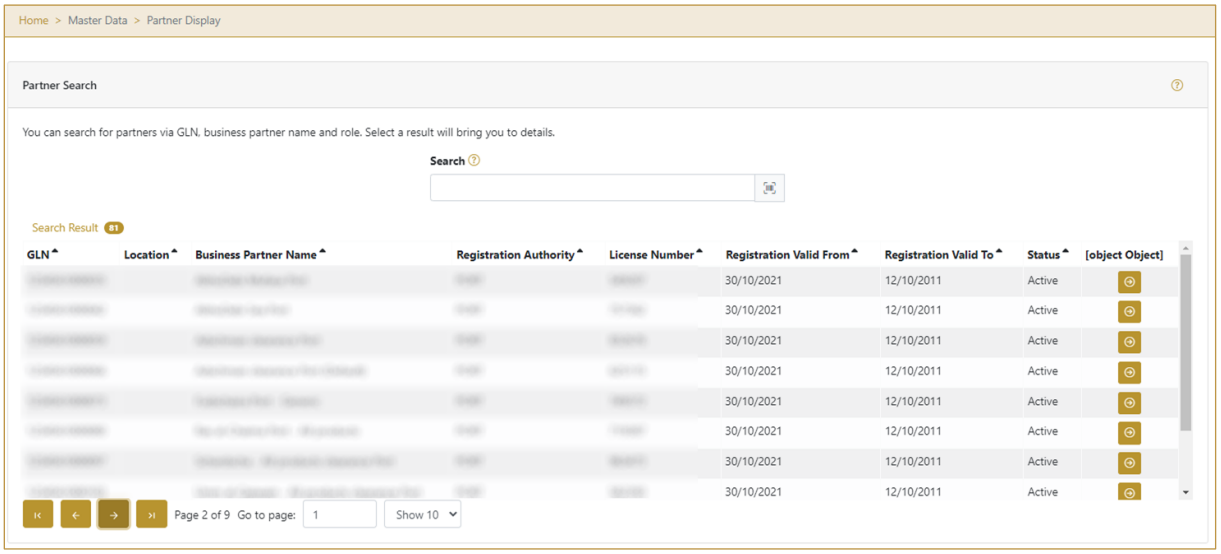


Figure 24: Partner Master Summary

For faster searching among all partner data, enter GLN, location, business partner name or role, or only part of it in the field Search.

Figure 25: Search field

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

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

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

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.

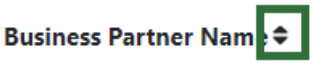


Figure 26: Sort

On the left side above the table, a Search result is displayed which shows the number of all items listed in a table.

Figure 27: Search result

For more details about a partner, press in the last column at each partner which will display a page with additional details.

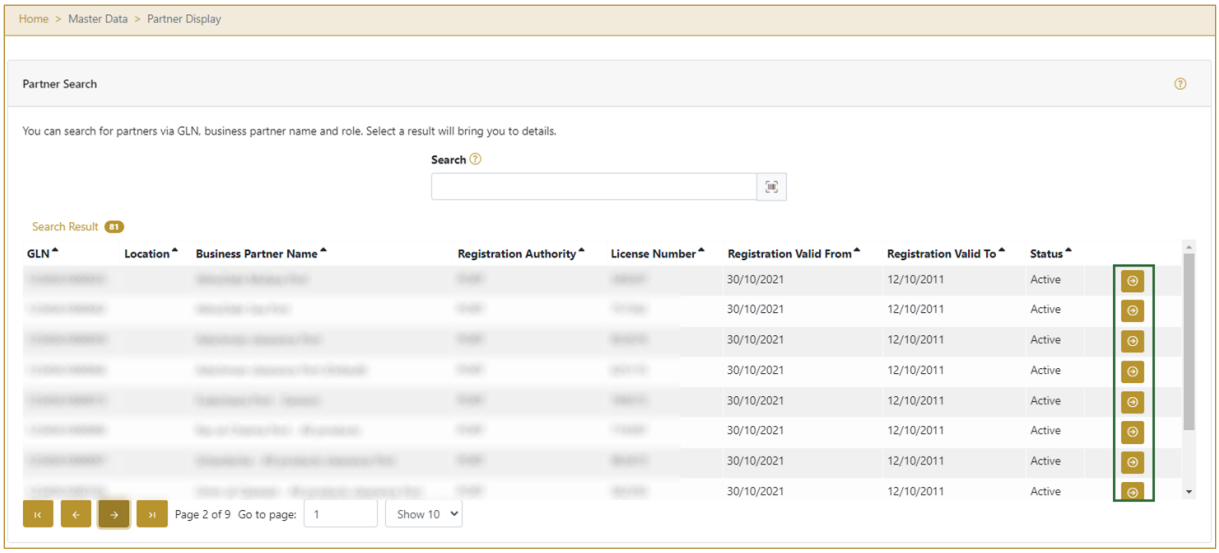


Figure 28: Partner - button for Partner Master Details

At the bottom of the table, there is a navigation line that will help you to navigate to a specific page.

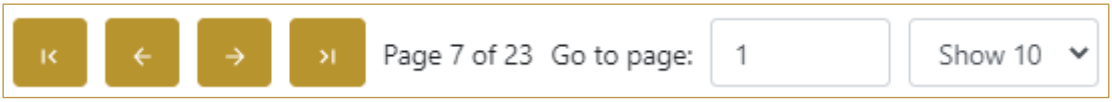
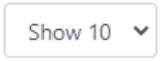
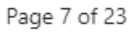


Figure 29: Product – Navigation line

By default, there are always 10 records displayed on one page of the table. You can change this by selecting one of the options from the dropdown menu 

When you have more data in the table, with buttons you navigate:

- to the first page
- to the previous page
- to the next page
- to the last page

You also see number how many pages exist 

. You can navigate to a different page by entering the number of the page

.

4.2.1.2 Partner Master Details

On the Partner Master Detail page, the additional detailed information for a selected partner is displayed. In addition to partner master data, a summary of location-related transactional/operational data is also displayed.

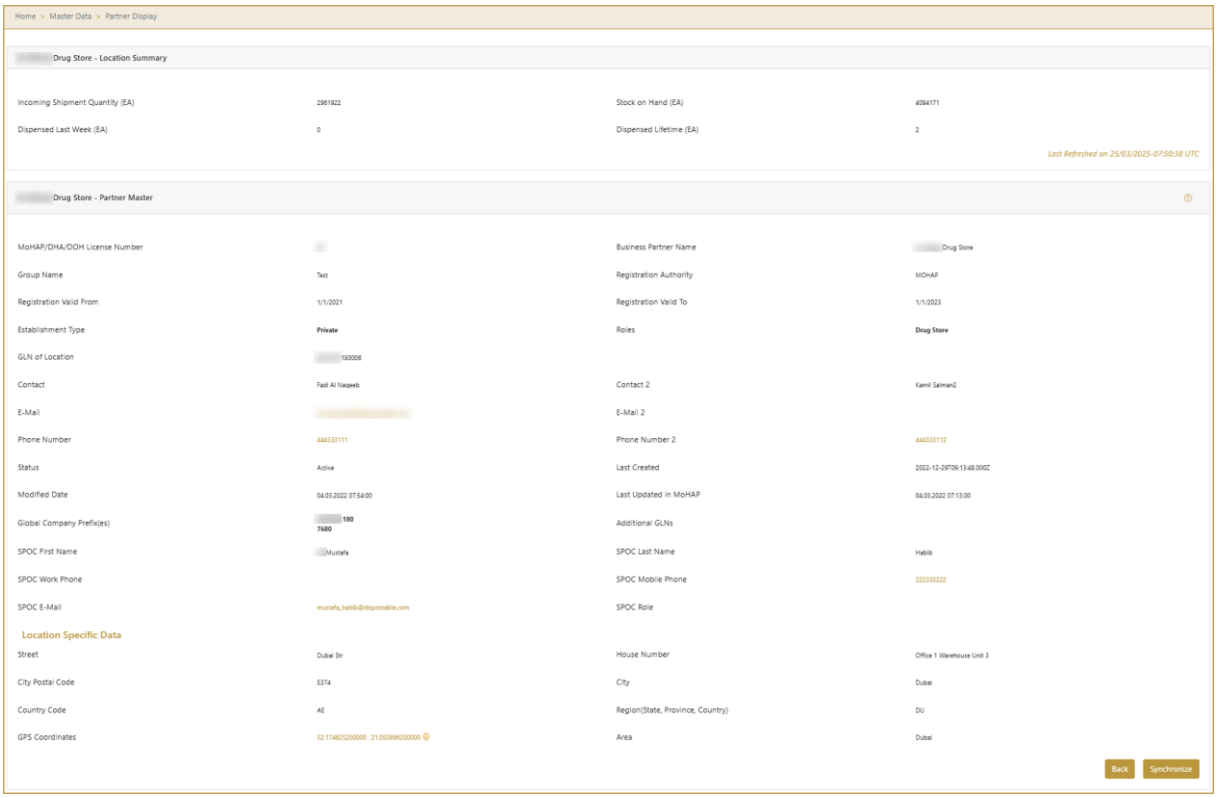


Figure 30: Partner Details

To return to the previous page, Partner Display, where you can see the list of all partners, press Back

The table below gives an explanation of each field on the Partner Detail page:

Location Summary:

Field Name	Description	Example
Incoming Shipment Quantity (EA)	Incoming shipments stock for the location	1000
Stock on Hand (EA)	Stock at the location (doesn't include incoming shipping stock)	500
Dispensed Last Week (EA)	Items dispensed at the location in last seven day from today	100
Dispensed Lifetime (EA)	Items dispensed at the location since Go-Live	60000

Partner Master:

Field Name	Description	Example
MoHAP/DHA/DOH License Number	MoHAP/DOH/DHA facility License Number	License_Number
Business Partner Name	Registered Business Name	Partner_Name
Group name	The group name of Pharmacies or Medical Facilities such as Aster, Bin Sina, Mediclinic	Group_Name
Registration Authority	The Authority the partner is registered with.	DHA
Registration Valid From	License validity from date to prevent transactions post validity	2020-02-11
Registration Valid To	License validity to date to prevent transactions post validity	2021-02-10
Establishment Type	The nature of the partner organization (i.e: Private, Public).	Private
Roles	Role of the organization: • Diagnosis Center • General Clinic • General Dental Clinic • Hospital • Medical Center • Medical Store • Medical store for re-export • One Day Hospital • Pharmacy • Rehabilitation Center • School Clinic • Scientific Office • Specialty Clinic • Specialty Dental Clinic	General Clinic
GS1 Global Compay Prefix	GCP global company prefix is a unique number given to the company when they register with GS1.	1234000990
GLN of Location	Global Location Number of the location. GLN is a unique identification number to identify the location in the supply chain that needs to be uniquely identified globally.	1234500008001
Contact/Contact 2	Contact person	John Smith
E-Mail/E-Mail 2	Email address for communication from Tatmeen	test@brandsync.com
Phone Number/Phone Number 2	Phone number of the contact person	
Status	Registration Status of the partner, i.e. Active, Inactive	Active
Last Created (Creation Date)	Date of partner creation	05.03.2021 10:42:00
Modified Date	Date when the partner was last updated in GS1 BrandSync	05.02.2021 10:42:00
Last Updated in MOHAP	Date when the partner data was last updated in MoHAP system	01.01.2021 09:01:00

Field Name	Description	Example
Additional GCPs	GCP global company prefix is a unique number given to the company when they register with GS1.	04018934 83666250
Additional GLNs	Global Location Number of the location. GLN is a unique identification number to identify the location in the supply chain that needs to be uniquely identified globally.	1234500008001
SPOC First Name	Company SPOC (Single Point Of Contact, is in charge of creating and administrating the rest of the Tatmeen users for the partner) first name	Hank
SPOC Last Name	Company SPOC (Single Point Of Contact) last name	Hill
SPOC Work Phone	Company SPOC (Single Point Of Contact) work phone number	+971 000 8900
SPOC Mobile Phone	Company SPOC (Single Point Of Contact) mobile phone number	+971 000 8900
SPOC E-Mail	Company SPOC (Single Point Of Contact) email address	hank@dispostable.com
SPOC Role	Company SPOC (Single Point Of Contact) role	Manager
Street	Postal Address – Street	Street name
House Number	Postal Address – House Number	8
City postal code	Postal Address – City Postal Code	36725
City	Postal Address – City	Dubai
Country Code	Postal Address – Country Code	Dubai
Region(State, Province, Country)	Postal Address – Region	AE
GPS Coordinates	Geo-coordinates	25.205290300000, 55.295900000000
Area	Postal Address - Area	Al Qusais - 1

4.2.1.2.1 Partner Master Data Sync

Tatmeen synchronizes partner master data from GS1 SalesForce/BrandSync. But to be sure that you have the last data you can manually synchronize partner master data from the SalesForce/BrandSync system by pressing Synchronize

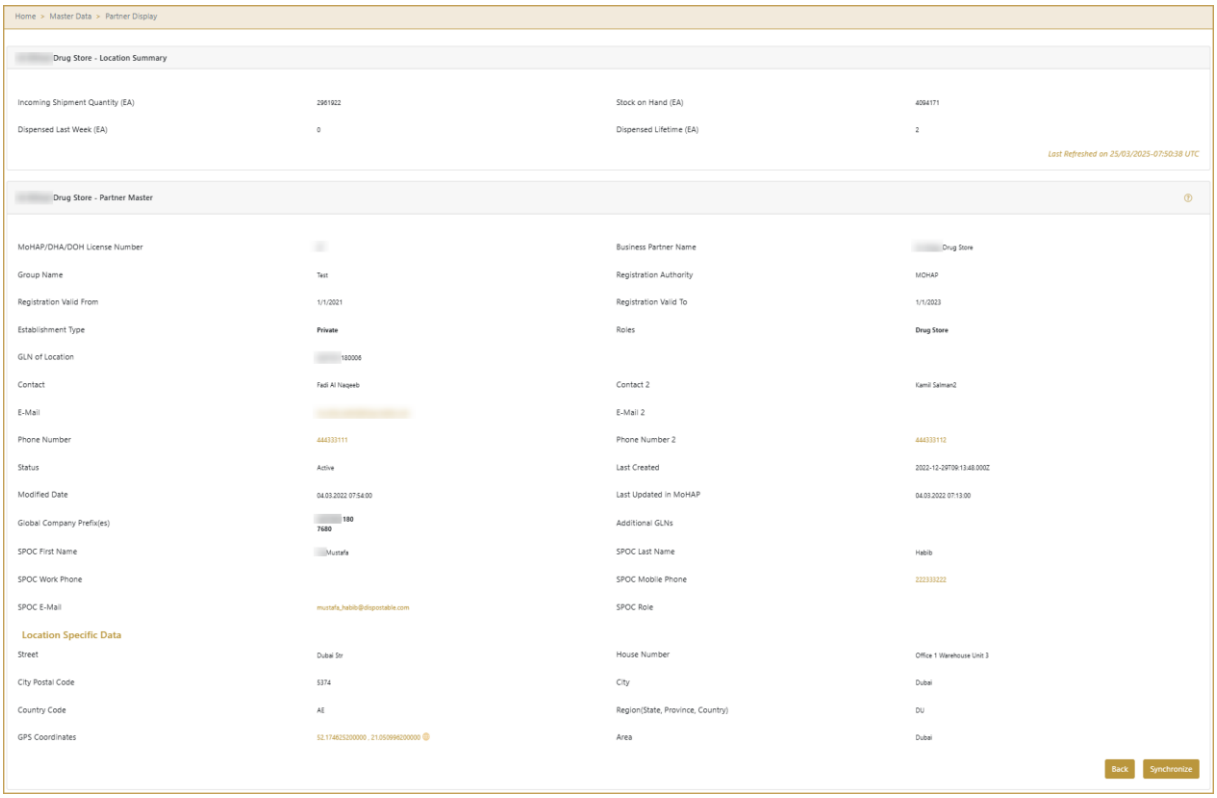


Figure 31: Partner Details – Synchronize

4.2.2 Partner Master Data – Mobile

Partner can refer to a MAH, Wholesaler, Distributor, 3PL, or MoHAP entity, depending on your organization.

To see and explore more about partner master data, in the mobile navigation menu select Master Data → Partner Display

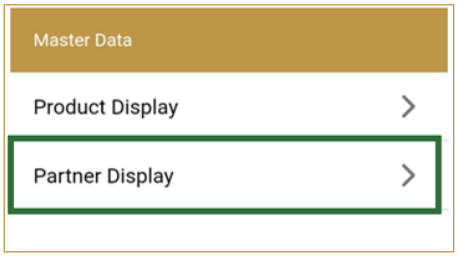


Figure 32: Mobile navigation menu - Partner

If the user is assigned to a single location (GLN), the partner details page will be displayed. If the user is assigned to multiple locations (GLNs), the partners summary page will be shown instead. The user can navigate to the partner details page from the partners summary page.

- Partner Master Summary
- Partner Master Details

4.2.2.1 Partner Master Summary

The user can only view partner locations that are associated with their organization and assigned to them, but not those from other organizations. User will only see the summary page if they are assigned to more than one location (GLN).

There are some exceptions, such as MoHAP departments' users, who can see all partners.

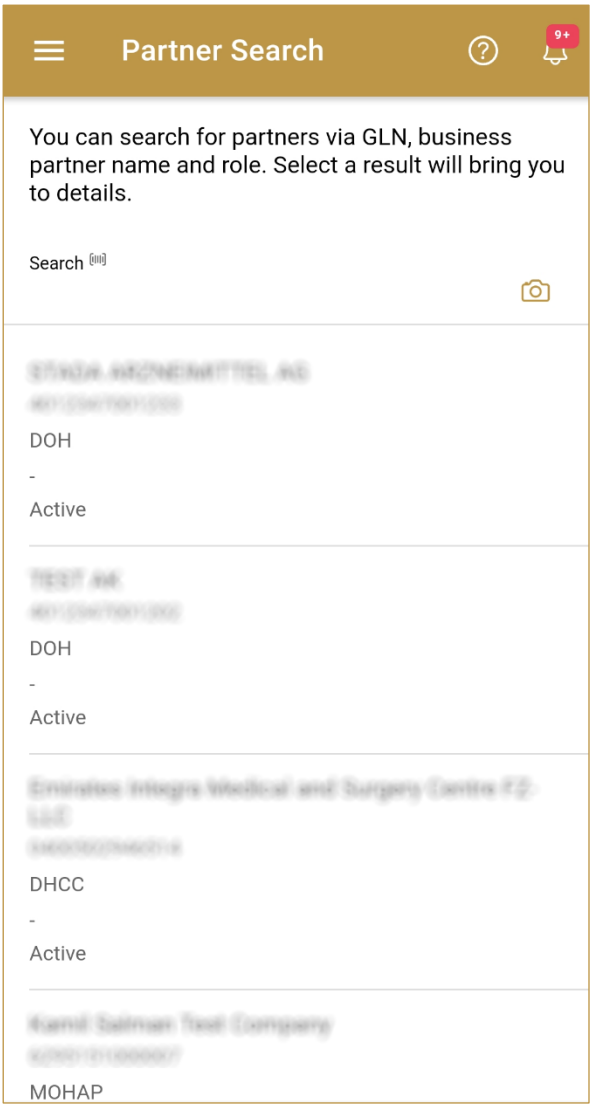


Figure 33: Partner Master Summary

Partner data is displayed on the mobile application screen as:

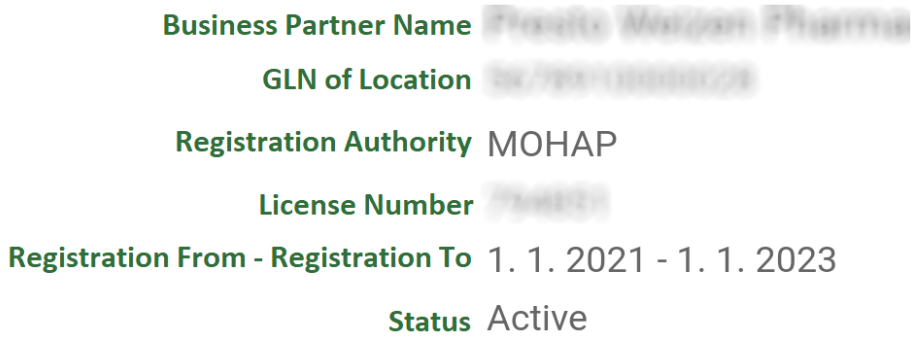


Figure 34: Partner data Display

To search among all partner data, enter GLN or Business Partner name, or only part of it, in the field Search.

Figure 35: Search field

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

You can also scan the GLN barcode by pressing Camera to use the camera on your mobile or tablet.

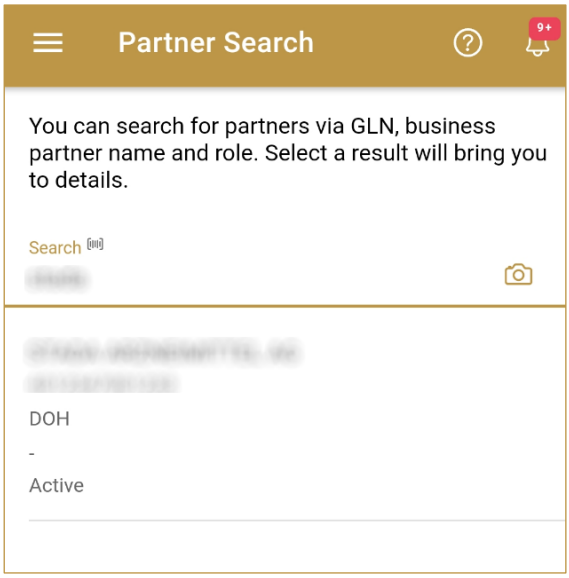


Figure 36: Partner Search

For more details about the partner, click on partner data to open a page with additional detail.

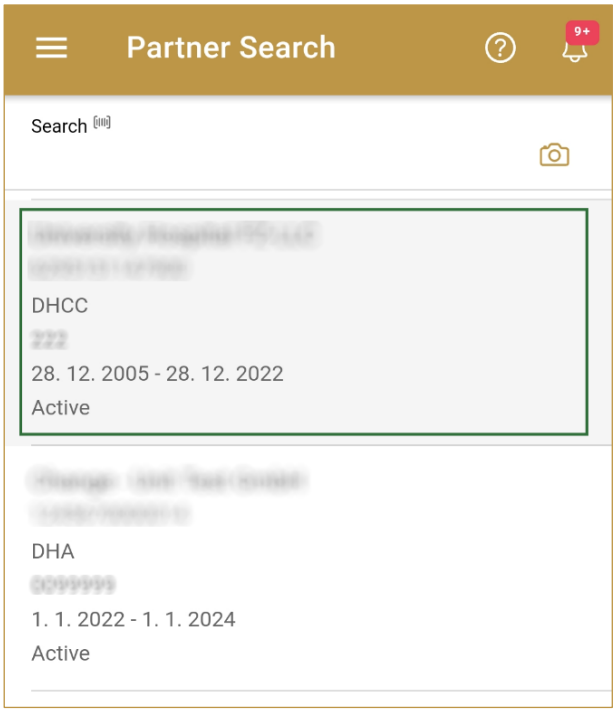
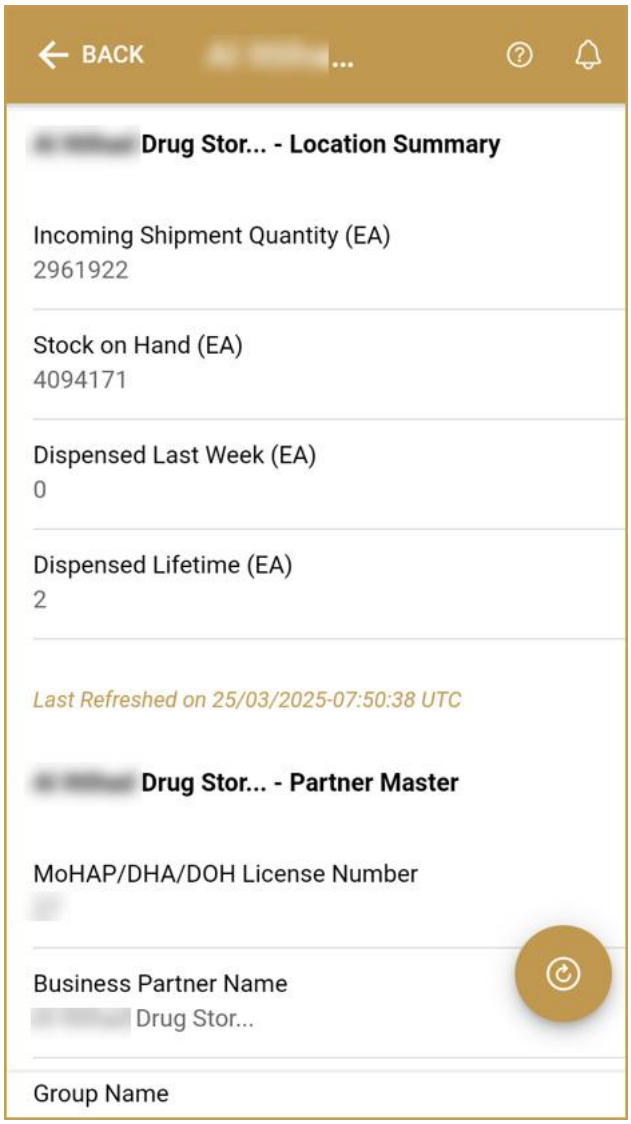


Figure 37: Partner - press for Partner Details

4.2.2.2 Partner Master Details

On the Partner Master Detail page, the additional detailed information for a selected partner is displayed. In addition to partner master data, a summary of location-related transactional/operational data is also displayed.


BACK
Drug Stor... - Location Summary
Incoming Shipment Quantity (EA)
2961922
Stock on Hand (EA)
4094171
Dispensed Last Week (EA)
0
Dispensed Lifetime (EA)
2
Last Refreshed on 25/03/2025-07:50:38 UTC
Drug Stor... - Partner Master
MoHAP/DHA/DOH License Number
Business Partner Name
Drug Stor...
Group Name

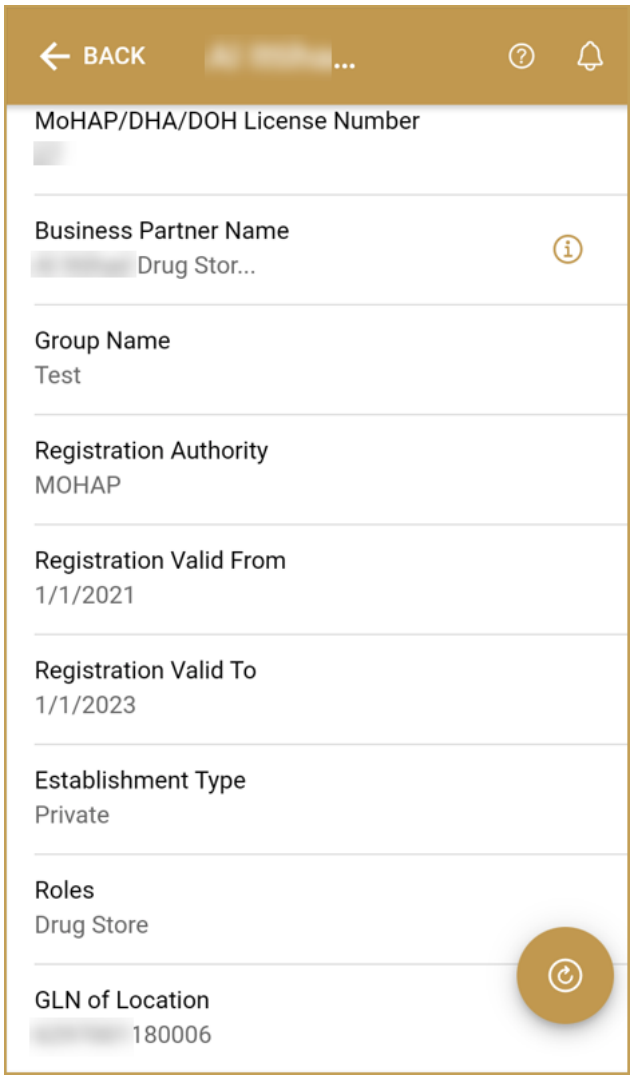


Figure 38: Partner Details

To return to the previous page, Partner Search, where you can see a list of all partners, press Back BACK

The table below gives an explanation of each field on the Partner Detail page:

Location Summary:

Field Name	Description	Example
Incoming Shipment Quantity (EA)	Incoming shipments stock for the location	1000
Stock on Hand (EA)	Stock at the location (doesn't include incoming shipping stock)	500
Dispensed Last Week (EA)	Items dispensed at the location in last seven day from today	100

Field Name	Description	Example
Dispensed Lifetime (EA)	Items dispensed at the location since Go-Live	60000

Partner Master:

Field Name	Description	Example
MoHAP/DHA/DOH License Number	MoHAP/DOH/DHA facility License Number	License_Number
Business Partner Name	Registered Business Name	Partner_Name
Group name	The group name of Pharmacies or Medical Facilities such as Aster, Bin Sina, Mediclinic	Group_Name
Registration Authority	The Authority the partner is registered with.	DHA
Registration Valid From	License validity from date to prevent transactions post validity	2020-02-11
Registration Valid To	License validity to date to prevent transactions post validity	2021-02-10
Establishment Type	The nature of the partner organization (i.e: Private, Public).	Private
Roles	Role of the organization: • Diagnosis Center • General Clinic • General Dental Clinic • Hospital • Medical Center • Medical Store • Medical store for re-export • One Day Hospital • Pharmacy • Rehabilitation Center • School Clinic • Scientific Office • Specialty Clinic Specialty Dental Clinic	General Clinic
GS1 Global Compay Prefix	GCP global company prefix is a unique number given to the company when they register with GS1.	1234000990
GLN of Location	Global Location Number of the location. GLN is a unique identification number to identify the location in the supply chain that needs to be uniquely identified globally.	1234500008001
Contact/Contact 2	Contact person	John Smith
E-Mail/E-Mail 2	Email address for communication from Tatmeen	test@brandsync.com
Phone Number/Phone Number 2	Phone number of the contact person	
Status	Registration Status of the partner, i.e. Active, Inactive	Active
Last Created (Creation Date)	Date of partner creation	05.03.2021 10:42:00
Modified Date	Date when the partner was last updated in GS1 BrandSync	05.02.2021 10:42:00

Field Name	Description	Example
Last Updated in MOHAP	Date when the partner data was last updated in MoHAP system	01.01.2021 09:01:00
Additional GCPs	GCP global company prefix is a unique number given to the company when they register with GS1.	04018934 83666250
Additional GLNs	Global Location Number of the location. GLN is a unique identification number to identify the location in the supply chain that needs to be uniquely identified globally.	1234500008001
SPOC First Name	Company SPOC (Single Point Of Contact) first name	Hank
SPOC Last Name	Company SPOC (Single Point Of Contact) last name	Hill
SPOC Work Phone	Company SPOC (Single Point Of Contact) work phone number	+971 567 8900
SPOC Mobile Phone	Company SPOC (Single Point Of Contact) mobile phone number	+971 567 8900
SPOC E-Mail	Company SPOC (Single Point Of Contact) email address	hank@pfizer.com
SPOC Role	Company SPOC (Single Point Of Contact) role	Manager
Street	Postal Address – Street	Street name
House Number	Postal Address – House Number	8
City postal code	Postal Address – City Postal Code	36725
City	Postal Address – City	Dubai
Country Code	Postal Address – Country Code	Dubai
Region(State, Province, Country)	Postal Address – Region	AE
GPS Coordinates	Geo-coordinates	25.205290300000, 55.295900000000
Area	Postal Address - Area	Al Qusais - 1

4.2.2.2.1 Partner Master Data Sync

Tatmeen synchronizes partner master data from SalesForce. But to be sure that you have the last data you can manually synchronize partner master data from the SalesForce system by pressing Synchronize in the bottom right corner of the page.

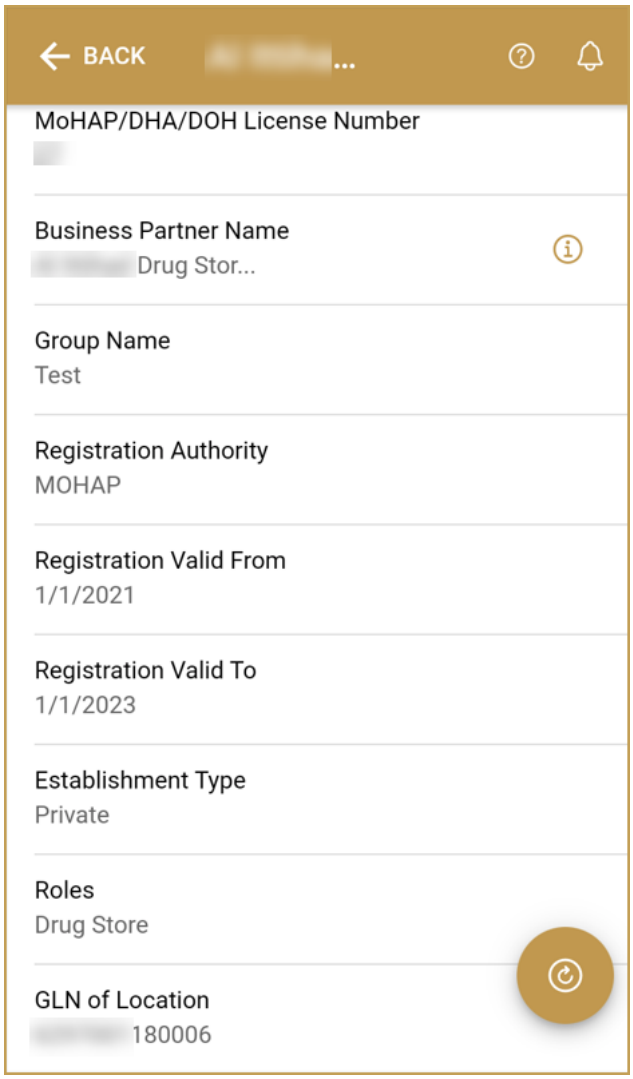


Figure 39: Partner Details - Synchronize

4.3 B2B Connectivity

In addition to Mobile and Portal, Tatmeen allows supply chain partners to implement B2B connectivity (system to system integration) using Tatmeen APIs (application programming interfaces). For B2B connectivity to Tatmeen please refer to the relevant technical document at https://tatmeen.ae/documents for further information.

5. HOW – TO Master Data

5.1 HOW – TO Product

5.1.1 How do I search a Product if only GTIN, Description, or MOHAP Registration Number is known?

In the navigation menu select Master Data → Product Display.

In the Search field enter GTIN, Description, or MOHAP Registration Number or only part of *[4.1.1.1].*

The search will start automatically when you stop entering characters.

If you use the scanner, tablet, or camera on the mobile phone you can also scan the GLN barcode by pressing Scan on the right side of the Search field.

5.1.2 How do I see product details?

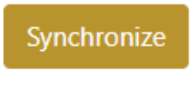
In the navigation menu select Master Data → Product Display.

Press the button Details in the last column at the product for which details you want to see *[4.1.1.1].* A new page will open with additional details for the selected product.

5.1.3 How do I synchronize data from BrandSync?

In the navigation menu select Master Data → Product Display

Press the button Details in the last column at the product for which data you want to synchronize *[4.1.1.1].* A new page will open with additional details for the selected product.

For synchronization of a product master data from the BrandSync system press Synchronize 

[4.1.1.2.1].

5.2 HOW – TO Partner

5.2.1 How do I search for a Partner if only GLN, location, business partner name, or role is known?

In the navigation menu select Master Data → Partner Display

In the Search field enter GLN, location, business partner name or role, or only part of it *[4.2.1.1].*

The search will start automatically when you stop entering characters.

If you use the scanner, tablet, or camera on the mobile phone you can also scan the GLN barcode by pressing Scan on the right side of the Search field.

5.2.2 How do I see partner details?

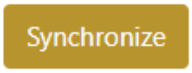
In the navigation menu select Master Data → Partner Display

Press the button Details in the last column at the partner for which details you want to see *[4.2.1.1].* A new page will open with additional details for the selected partner.

5.2.3 How do I synchronize data from SalesForce?

In the navigation menu select Master Data → Partner Display

Press the button Details in the last column at the partner for which data you want to synchronize *[4.2.1.2].* A new page will open with additional details for the selected product.

For synchronization of a partner master data from the SalesForce system press Synchronize 

[4.2.1.2.1].

6. FAQ – Master Data

6.1 Can I create a new Product/Partner or update existing master data in Tatmeen?

No, creation or update of master data is not possible in Tatmeen. Partner master (facility data) data is created and updated in MoHAP/DHA/DoH Licensing Systems and sent to to GS1 SalesForce. In GS1 SalesForce the data is enhanced with additional information such as GLN, Geo Coordinates, SPOC information etc., then it is sent to Tatmeen.

Product Master data is created and updated on different systems depending on its type:

- Registered Drugs: MoHAP Drugs Registration System (and from there synchronised to and enhanced in Brandsync and from this system to Tatmeen).

- Unregistered Drugs: MoHAP Import/Sales Permit System (and from there synchronised to and enhanced in Brandsync and from this system to Tatmeen).

6.2 I corrected data for Product in BrandSync but in Tatmeen are still old data.

If synchronization between BrandSync and Tatmeen was not made yet, you can manually trigger the synchronization of a specific Product master data from the Tatmeen Product Detail master data page.

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	Identifier for trade items developed by GS1. Such identifiers are used to look up product information in the database (often inputting these numbers through a bar code scanner), which may belong to a retailer, manufacturer, collector, researcher, or other entity.
KG	Kilogram	Kilogram
MAH	Marketing Authorization H older	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 Master Data

Document ID:

Tatmeen_TRM-0245_Tatmeen
Training Manual for Master Data_v2.0