تطمین Tatmeen Training Manual for Settings and User Tatmeen Management



Training Manual for Settings and User Management

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Tatmeen_TRM-0246_Tatmeen Training Manual for User Management_v2.0

Version: 2.0



1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	18-Oct-2022	First Version	EVOTEQ
2.0	31-DEC-2024	Content updates for clarity and accuracy	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 User Management

To access Tatmeen, the user must be registered in Tatmeen.

The following user types are available in Tatmeen:

- Super administrator(s) Tatmeen support team/EVOTEQ
- Administrator(s) Tatmeen support team/EVOTEQ
- Non supply chain participant (Non-SCP) Portal and Mobile user Regulator (MoHAP & Customs)
- Non-SCP B2B user Regulator (MoHAP & Customs) B2B
- Supply chain partner (SCP) Single Point of Contact (SPOC) Industry/supply chain partner
- Supply chain partner (SCP) Portal and mobile user Industry/supply chain partner
- Supply chain partner (SCP) B2B Industry/supply chain partner
- Supply chain partner (SCP) Support User Industry/supply chain partner

تطمین Tatmeen



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Figure 1 Tatmeen Users

The diagram above illustrates different types of users and who (and how) can create these types of users. The functionality and responsibilities within the Tatmeen solution will vary based on the user type. The following sections provide a more detailed description of each user type.

4.1 Super Administrator (Tatmeen support team/EVOTEQ)

Tatmeen administrator creation requires manual activities to be performed by a trusted party (SAP administrator/basis):

- In SAP:
 - Create the SAP user with proper authorizations/fields
 - Synchronize the SAP user with ADFS
- In ADFS:
 - Move the user to the appropriate Organizational Unit
 - Assign needed security groups
 - Set a strong password

4.2 Administrator (Tatmeen support team/EVOTEQ)



A super administrator can create an invitation to other administrators. These administrators are only created to be used by EVOTEQ support team and are not used by the supply chain.

Tatmeen - Super Administrator									
4 users	Create Administrator			~	Search	Search			
E-Mail 🗸			Status *	Date of invite *	Last activity [*]	Mobile Phone *	Actions		
	@tatmeen.tv		Active	16/09/2022	16/9/2022, 17:48:32	123	a		
@gmail.com			Active	12/09/2022	1/7/2022, 15:30:52	123	a		
@msc-m	nobile.com		Active	19/08/2022	8/4/2022, 9:33:25	0683802489	A		
@movi	ilitas.com		Active	12/09/2022	7/4/2022, 17:13:16	0683802569	A		
к 🤄 🗦	Page 1 of 1 Go to page: 1	Show 10 🗸							

Figure 2 Administrator

If you want to search for a specific user, start entering the search string or only part of

it in the Search field

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

You can filter the list of users by these options

Filter options:

- All shows all users
- Active filter to only active users
- Inactive filter to only inactive users

4.2.1 Create a new administrator

To create a new administrator, press Create Administrator







inner - Joper Adrimest	Course Acceletation		Action Inaction		Caareb	
-Mail 9		Status 9	Date of invite ©	Last activity =	Mobile Phone 9	Actions
	1. cm	Active	12/04/2022	12/04/2022		8
-		Active Invi	te new admin	×	and the second second	6
		Active E-Ma	a•		and the second	e
		Mobi	le "			
				Cancel Confirm		

Figure 3 Create an administrator

A new pop-up window opens, where both fields need to be filed. For confirmation press

Confirm . Once the invitation has been sent, the new user will appear in the list, with status "Invitation Sent".

Tatmeen - Super Administrator										
5 users Create Administrator	All	~	Search							
E-Mail +	Status *	Date of invite *	Last activity ⁺	Mobile Phone	Actions					
ing lar user adminising initial res/1-@tatmeen.tv	Active	16/09/2022	16/9/2022, 17:48:32	123	B					
IIIIII @gmail.com	Active	12/09/2022	1/7/2022, 15:30:52	123	A					
Mullip Ind I @msc-mobile.com	Active	19/08/2022	8/4/2022, 9:33:25	0683802489	A					
_=== 🚛 🚛 z @movilitas.com	Active	12/09/2022	7/4/2022, 17:13:16	0683802569	A					
III III@movilitas.com	Invitation Sent	11/10/2022	11/10/2022, 20:58:14	+34	Resend invitation					
к \leftarrow \rightarrow Я Page 1 of 1 Go to page: 1 Show	/ 10 🗸									



A user is created in SAP and ADFS with proper authorizations/roles in status inactive. Also, an email with a unique link for the subscription page is sent. Subscription is time limited to 48 hours. After the subscription invite link expires, if a user tries to access it, the following error will appear:





Figure 5 Expired Invitation Link Error Message

The user will need to request the super administrator to generate a new invitation message.

4.2.2 Administrator Registration

A newly invited user will receive a registration invitation email. The email will contain a link that the user will click to complete the registration process.

The email contains the subscription link of the page where the registration process can be completed.



Figure 6 Tatmeen Invitation Email

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:



- At least 14 characters and must include
 - o uppercase [A-Z],
 - o lowercase [a-z],
 - o number [0-9],
 - o a special non-alphabetic characters [e.g. !, \$, #, %]

UNITED ARAS EMIRATES UNISSEEV OF MALTH & PREVINTION	عربي EN (؟)	تطمین Tatmeen 🖓
Tatmeen - Admin Registration		
CREDENTIALS		
E-Mail*		
admin@dems.as		
Password *		
* Must contain at least 14 characters and include uppercase, lowercase, number, a special character. Repeat Password *		
		Confirm

Figure 7 Credentials

To confirm the entered password and continue to the next page press Confirm









Registration to Tatmeen has now complete and the user can log in to Tatmeen by

Go to Login Page

pressing Go to login Page

In addition to managing SCP and Support users, Tatmeen administrators can also manage Non supply chain participant (Non-SCP) users. Tatmeen administrators will be able to invite/create Non-SCP users, however, the invitation option for SCP and Support users is not available to administrators.

Home > NonSCP Admin											
Tatmeen - Administrator											
153 users	All	~	5	Search							
E-Mail [*]	Department 🕈	Mobile Phone *	Location [*]	Туре 🗖	Status *	Date of invite	Last activity ^	Actions			
	MoHAP Empowerm	nent		NSCP Portal/Mobi	Active	15/08/2023	10/17/2023, 9:34:41 AM	8 /	٩		
	MoHAP Empowerm	nent		NSCP Portal/Mobi	Active	28/07/2023	7/28/2023, 3:01:05 PM	8 /	Å		
	MoHAP Drug Impo	rt/Export		NSCP Portal/Mobi	Active	28/07/2023	7/28/2023, 3:10:20 PM	8 /	٩		
1.111 (1.111) (1.111) (1.111)	MoHAP Empowerm	nent		NSCP Portal/Mobi	Active	15/08/2023	8/15/2023, 12:14:07 PM	8 /	Å		
	MoHAP Drug Regis	tration		NSCP Portal/Mobi	Active	24/10/2023	10/24/2023, 9:49:58 AM	8 /	٩		
August 1000000000000000000000000000000000000	MoHAP Drug Regis	tration		NSCP Portal/Mobi	Active	28/07/2023	7/28/2023, 9:35:38 AM	8 0	٩		

Figure 9.1 Non-SCP Portal and Mobile users

Home > SCP Admin										
Tatmeen - Administrator										
4321 users				earch						
				* Juan						
E-Mail 🗸	Mobile Phone *	Location [*]	Status *	Туре ^	Date of invite	Last activity	Actions			
		62940	Invitation Expired	SPOC_SCP	11/05/2023	5/11/2023, 12:09:20 PM	Resend invitation			
		62940	Active	SPOC_SCP	28/09/2023	9/28/2023, 12:32:56 PM	A A			
		80251	Active	SCP Portal/Mobile	14/12/2022	12/14/2022, 8:58:16 PM	A / A			
		62911	Active	SCP Portal/Mobile	28/08/2023	8/28/2023, 10:40:12 AM	≙ 🖉 📍			
			Active	Support User	14/09/2023	9/14/2023, 1:14:20 PM	A A			

Figure 9.2 SCP Portal and Mobile, B2B, Support users

If you want to search for a specific user, start entering the search string or only part of

it in the Search field

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

You can filter the list of users by these options

Filter options:

- All shows all users
- Active filter to only active users
- Inactive filter to only inactive users
- **Invited** filter to the user with a sent invitation

For every user, the administrator will be able to view and edit its details, deactivate it and resend a new invitation link in case the previous one has expired. These operations are described in detail in the following sections.

E-Mail 🕈	Department ^	Mobile ⁴ Phone	Location *	Туре ^	Status *	Date o invite	of 📍	Last activity ^	Actions
	MoHAP Customs			NSCP B2B Service	Invitatio Expired	n 15/02/	2024	2/15/2024, 1:46: PM	9 Resend invitatio
	MoHAP Pharmacovigilance			NSCP Portal/Mobile	Active	23/01/	2024	1/23/2024, 3:31:2 PM	4 8 0
Home > SCP Admin									
Teture Administration									
latmeen - Administrator									
4321 users		All		~	Sear	ch			
E-Mail 🗸	Mobile Phone *	Location [*]	Status *	Туре 🕈	1	Date of invite ^	Last act	ivity [*]	Actions
		62940	Invitation Exp	pired SPOC_SCP		1/05/2023	5/11/20	23, 12:09:20 PM	Resend invitation
		62940	Active	SPOC_SCP	â	28/09/2023	9/28/20	23, 12:32:56 PM	A A
		80251	Active	SCP Portal/N	lobile	4/12/2022	12/14/2	022, 8:58:16 PM	A / A
		62911	Active	SCP Portal/N	lobile 2	28/08/2023	8/28/20	23, 10:40:12 AM	A / A
			Active	Support Use	r '	4/09/2023	9/14/20	23, 1:14:20 PM	A A

Figure 10 Example of operations available to Admin Users

4.3 Non-SCP Users





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4.3.1 Non-SCP Portal and Mobile user

4.3.1.1 Create user

Tatmeen Administrators (Tatmeen support team/EVOTEQ) can create a Non-SCP

Portal and Mobile user (MoHAP & Customs) by pressing Invite User a popup window opens. From the dropdown menu you need to select the type of the new user:

Home > NonSCP Admin							
Tatmeen - Administrator							
24 users Invite	e User All Ac	tive Inactive	Invited	Export	Search		
E-Mail *	Invite User				×	.ast activity	Actions
	Type *		E-Mail *			18/07/2022	
	Mobile/Portai		 suiterause.ta 	ignicolitac.com)7/06/2022	8 /
				C	ancel Confirm)7/06/2022 }0/06/2022	
	DHA/DHCC Licensing		NSCP Portal/Mobile	Active	06/07/2022	30/06/2022	₿ 🖉
	DHA/DHCC Pharmacovigilance		NSCP Portal/Mobile	Invitation Expired	24/06/2022	24/06/2022	Resend invitation
	DHA/DHCC Licensing		NSCP B2B Service	Invitation Expired	30/06/2022	30/06/2022	Resend invitation
	DHA/DHCC Pharmacovigilance		NSCP Portal/Mobile	Active	23/02/2022	23/02/2022	8 /
paul.b2b@monog.ae	DHA/DHCC Licensing		NSCP B2B Service	Active	03/07/2022	04/07/2022	8 0
K ← → N Page 1 of	3 Go to page: 1	how 10 🗸					

Mobile/Portal



Fill out the E-Mail and after pressing Confirm, add the following information (all fields are mandatory):

- Email (filled automatically with the one used for the invitation).
- First Name.
- Last Name.
- Mobile Number.
- Department (One must be selected from the combo box).



Tatmeen Tra	Tatmeen Training Manual for User Management									
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Managemer	nt_v2.0									

Home > NonSCP Admin							
Tatmeen - Administrator	Invite User				×		
24 users Invite	Us						
	E-Mail *		First Name *				
E-Mail	sonja omarcar@movilitas.com					.ast activity	Actions
						07/04/2022	8 0
	Last Name *		Mobile *			18/07/2022	8 0
	1					07/06/2022	8 0
	Department *					07/06/2022	8 /
	Select	~				30/06/2022	8 0
nomanullacrus@lve.com.ph	1					30/06/2022	8 0
				C	ancel Confirm	4/06/2022	Resend invitation
	DHA/DHCC Licensing	NSC	P B2B Service	Invitation Expired	30/06/2022	30/06/2022	Resend invitation
	DHA/DHCC Pharmacovigilance 23403	NSC	P Portal/Mobile	Active	23/02/2022	23/02/2022	8 /
pasibili@vorop.as	DHA/DHCC Licensing	NSC	P B2B Service	Active	03/07/2022	04/07/2022	8 /
IK 🗧 🔿 🗵 Page 1 of 3	Go to page: 1 Show 10	~					

Figure 12 Create Non-SCP Portal/Mobile user

To cancel the entry and return to the previous page press Cancel				

4.3.1.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.





Figure 13 Tatmeen Invitation Email

The email contains the subscription link to the page where the registration process can be completed.

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
 - uppercase [A-Z],
 - o lowercase [a-z],
 - o **number [0-9]**,
 - o a special non-alphabetic characters [e.g. !, \$, #, %]

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UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION	⑦ EN جب Tatmeen
Tatmeen - Registration - MOHAP	
CREDENTIALS	
E-Mail *	
Password *	
* Must contain at least 14 characters and include uppercase, lowercase, number, a special character. Repeat Password *	
User information	
First Name *	
Last Name *	
City *	
Region(State, Province, Country) *	
	~
	Confirm

Figure 14 Credentials

Confirm the entered password and continue to the next page by pressing Confirm







Tatmeer



Registration to Tatmeen is now completed and the user can log in to Tatmeen by

pressing Go to login Page

4.3.1.3 Edit user

You can edit active user's data by pressing in the last column, a pop-up window will open with the user's data.

atmeen - Administrator						
4 users Invite	e Us Edit User			×		
-Mail [*]	E Mail	Mobile *			.ast activity *	Actions
		Mobile			07/04/2022	80
					18/07/2022	80
	Department *				07/06/2022	A 0
	DHA/DHCC Licensing	\sim			07/06/2022	80
				_	30/06/2022	80
			C	ancel Confirm	30/06/2022	80
	DHA/DHCC Pharmacovigilance	NSCP Portal/Mobile	Invitation Expired	24/06/2022	24/06/2022	Resend invitation
	DHA/DHCC Licensing	NSCP B2B Service	Invitation Expired	30/06/2022	30/06/2022	Resend invitation
	DHA/DHCC Pharmacovigilance	NSCP Portal/Mobile	Active	23/02/2022	23/02/2022	80
aul 3.25@nonerg.ae	DHA/DHCC Licensing	NSCP B2B Service	Active	03/07/2022	04/07/2022	A /

Figure 16 Data editing

All fields marked with * are mandatory.

To confirm the updates for the user press Confirm



To cancel the entry and to return to the previous page press Cancel

Cancel



4.3.1.4 Lock/Unlock user

Active users are represented by icon in the last column. Press on this icon to deactivate/block the user.

Inactive/blocked users have an icon in the last column. Press on this icon to make the user active again.

4.3.1.5 Resend invitation

The registration invitation email with a subscription link is time-limited and is valid for only 48 hours. If the user does not register within the deadline, you can send a new

Resend invitation

registration invitation by pressing Resend invitation

User will receive a new registration invitation email. For successful registration, user must follow the instruction in the registration invitation email.

4.3.2 Non-SCP B2B user

4.3.2.1 Create user

By pressing Invite User a pop-up window opens. From the dropdown menu you need to select the type of the new user:

• Service (B2B)



Home > NonSCP Admin						
Tatmeen - Administrator						
24 users Invite	User All Active I	Inactive Invited	Export	Search		
E-Mail [*]	Invite User			×	.ast activity ^	Actions
	1)7/04/2022	8 /
	Type *	E-Mail *			18/07/2022	8 /
	Service	✓ sorges	ner sagimovilitas, com		07/06/2022	8 0
mohap_import_inspector@taimeen.tv	t			ancel Confirm	07/06/2022	8 /
					30/06/2022	8 /
	DHA/DHCC Licensing	NSCP Portal/M	obile Active	06/07/2022	30/06/2022	8 /
	DHA/DHCC Pharmacovigilance	NSCP Portal/M	obile Invitation Expired	24/06/2022	24/06/2022	Resend invitation
	DHA/DHCC Licensing	NSCP B2B Serv	ce Invitation Expired	30/06/2022	30/06/2022	Resend invitation
	DHA/DHCC Pharmacovigilance	NSCP Portal/M	obile Active	23/02/2022	23/02/2022	8 /
paul h250@morscy.ae	DHA/DHCC Licensing	NSCP B2B Serv	ce Active	03/07/2022	04/07/2022	8 0
K ← → N Page 1 of	3 Go to page: 1 Show 10	~				

Figure 17 User Type selection

Home > NonSCP Admin							
	_						
Tatmeen - Administrator	Invite User				×		
24 users Invite	Us E-Mail *		First Name *				
E-Mail [*]	sorija.omerza@gmail.com					ast activity	Actions
	1					07/04/2022	A ∕
	Last Name *		Department *			18/07/2022	8 0
	1		Select		~	07/06/2022	8 /
	Responsible Person *					07/06/2022	8 /
	Select	•••				30/06/2022	8 /
	1					30/06/2022	8 0
	-			Ca	ncel Confirm	24/06/2022	Resend invitation
olivier.recpit2@hotmail.com	DHA/DHCC Licensing	NSC	P B2B Service	Invitation Expired	30/06/2022	30/06/2022	Resend invitation
	DHA/DHCC Pharmacovigilance	NSC	P Portal/Mobile	Active	23/02/2022	23/02/2022	8 0
paul32b@noncy.ae	DHA/DHCC Licensing	NSC	P B2B Service	Active	03/07/2022	04/07/2022	8 /
IX E De Di Page 1 of 3	Go to page: 1 Show	10 🗸					

Figure 18 Create a Non-SCP B2B user

Confirm

All fields are mandatory.

To cancel the entry and to return to the previous page press Cancel

Cancel

To create a B2B user press Confirm

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4.3.2.2 Edit user

in the last column where a pop-up You can edit active user's data by pressing window opens with the user's data.

atmeen - Administrator							
4 users Invit	e User All Ac	tive Inactive	Invited	Export	Search		
E-Mail *	Edit User				×	.ast activity [*]	Actions
	1)7/04/2022	80
	E-Mail		Responsible Pe	rson *		18/07/2022	A /
	test525@525movilitas.com		Select		·· V)7/06/2022	80
nuhag_import_inspector@tatmeen.tv	1			C	Confirm	07/06/2022	80
	L			C.	Commit	\$0/06/2022	80
remanvillacius@live.com.ph	DHA/DHCC Licensing		NSCP Portal/Mobile	Active	06/07/2022	30/06/2022	8 /
	DHA/DHCC Pharmacovigilance		NSCP Portal/Mobile	Invitation Expired	24/06/2022	24/06/2022	Resend invitation
fivier.mcg82@hotmail.com	DHA/DHCC Licensing		NSCP B2B Service	Invitation Expired	30/06/2022	30/06/2022	Resend invitati
	DHA/DHCC Pharmacovigilance		NSCP Portal/Mobile	Active	23/02/2022	23/02/2022	8 /
aul h2b@nonop.ae	DHA/DHCC Licensing		NSCP B2B Service	Active	03/07/2022	04/07/2022	80

Figure 19 Data editing

Confirm

All fields marked with * are mandatory.

To confirm changed data for the user press Confirm

To cancel the entry and to return to the previous page press Cancel

4.3.2.3 Lock/Unlock user

in the last column. Press on this icon to make the user Active users have icons inactive and unable to log in to Tatmeen.

in the last column. Press on this icon to Inactive/blocked users have an icon make the user active again.

Cancel



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4.3.2.4 Resend invitation

The registration invitation email with a subscription link, which is sent by the SPOC of the organization, is time-limited and is valid for only 48 hours. If the user does not register within the time deadline, you can send a new registration invitation by pressing

Resend invitation

A user receives a new registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

4.4 SCP Users

The following user types are relevant for supply chain participants:

- Supply chain partner (SCP) Single Point of Contact (SPOC)
- Supply chain partner (SCP) Portal and Mobile
- Supply chain partner (SCP) B2B Service
- Supply chain partner (SCP) Support User

4.4.1 Supply chain partner (SCP) Single Point of Contact (SPOC)

SPOC users only exist for Supply Chain Participants. SPOCs are responsible to manage and handle users within their organization.

SPOC users are invited through an automatic process initiated from BrandSync when it sends partner master data information to Tatmeen.

The invite is sent by email containing the link to the page where the registration process can be completed.

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Tatmeen - Registration			
CREDENTIALS			
E-Mail *			
Password *			
* Must contain at least 14 characters and include uppercase, lowercase, number, a special character. Repeat Password *			
			Confirm

Figure 20 Credentials

To confirm the entered password and continue to the next page press Confirm









After completing registration to Tatmeen, user can log in to Tatmeen by pressing Go

to login Page

SPOC users have an additional setting's menu entry, "SPOC Admin", as compared to regular SCP portal/mobile users. They can use this feature to manage users for their organization.

SPOCs can create the following users for their locations:

- Supply chain partner (SCP) Portal and Mobile
- Supply chain partner (SCP) B2B Service

Go to Login Page



Figure 22 SPOC Admin Navigation menu

Home > Tatmeen - Organisation Administrator/SPOC											
Tatmeen - Organisation Administrator/SPOC											
2 users Invite User			All Active	All Active Inactive Invited			Search				
E-Mail +	First Name *	Last Name *	Mobile Phone *	Location *	Type *	Status *	Date of invite *	Last activity *	Actions		
sister (recibe.on	asd	sfd		100000001000	B2B Service	Active	28/04/2022	28/04/2022	8 🖉 😐		
can Biographic con-	usera	bcdef	0845873546	((255000000000))	SCP Portal/Mobile	Active	28/06/2022	28/06/2022	8 0		
к 🗧 🤿 м Р	age 1 of 1 Go to page:	1	Show 10 🖌								



4.4.2 Supply chain partner (SCP) Portal and Mobile user

4.4.2.1 Create user

SPOC can create Supply chain partner (SCP) Portal and Mobile by pressing Invite

User Invite User



Home > Tatmeen - Organisation Adm	inistrator/SPOC							
Tatmeen - Organisation Administrate	or/SPOC							
26 users	Invite Us	er	Add User		×			
			Type *	E-Mail *				
E-Mail *	First Name *	Last Nam	Mobile/Portal			vite 🕶	Last activity *	Actions
the second se						4	12/25/2024, 12:42:42 PM	8 / ==
The second second					Cancel Next	4	12/24/2024, 6:26:15 PM	8 /
And in case of the local division of the loc		-		÷		4	12/24/2024, 6:24:19 PM	8 / =

Figure 24 Create SCP Portal/Mobile user

In the pop-up window select the following type for the new user:

Mobile/Portal

Fill in all the required information for the new user.

Home > Tatmeen - Organisation Administr	Home > Tanseer - Organization Administration(SPOC										
Tatmeen - Organisation Administrator/SP	oc						_				
26 users	Invit	te User		Add User			×				
E-Mail [*]	First Name*	Last Name*	Mobile	Type *		E-Mail *	Da	te of invite +	Last activity *	Actions	
				Mobile/Portal	~	The second se	25/	12/2024	12/25/2024, 12:42:42 PM	8 / -	
			-	First Name 8		Last Name 1	24/	12/2024	12/24/2024, 6:26:15 PM	8 /	
				First Name -		Last Name -	24/	12/2024	12/24/2024, 6:24:19 PM	8 / -	
							24/	12/2024	12/24/2024, 6:23:52 PM	Resend invitation	
				Mobile *	_		24/	12/2024	12/24/2024, 6:20:23 PM	80	
			-	020148			16/	12/2024	12/24/2024, 6:07:10 PM	8 /	
				Location *			16/	12/2024	12/24/2024, 11:17:35 AM	8 /	
				625115		x × v	16/	12/2024	12/16/2024, 3:30:43 PM	Resend invitation	
							13/	12/2024	12/13/2024, 4:34:13 PM	Resend invitation	
						Cancel Send Invite	06/	12/2024	12/6/2024, 11:07:30 AM	Resend invitation	
	Go to page 1	Chan I M									
Page 1 of 3	oo to page!	Snow 1(V									

Figure 25 Create SCP Portal/Mobile user

All fields are mandatory.

To cancel the entry and to return to the previous page press Cancel

To send a registration invitation email to a user press Send Invite

The user will receive a registration invitation email and after the confirmation of the subscription link will be able to login to Mobile and Portal.

4.4.2.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

The email contains the subscription link of the page where the registration process can be completed.



Cancel



When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
 - o uppercase [A-Z],
 - o lowercase [a-z],
 - o **number [0-9]**,
 - o a special non-alphabetic characters [e.g. !, \$, #, %]

UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION	?	EN	عربي	تطمین Tatmeen ዖ
Tatmeen - Registration				
CREDENTIALS				
Password *				
* Must contain at least 14 characters and include uppercase, lowercase, number, a special character. Repeat Password *				
				Confirm

Figure 26 Credentials

To confirm the entered password and continue to the next page press Confirm

Confirm





Figure 27 Credentials

After completing registration to Tatmeen, the user can log in to Tatmeen by pressing Go to Login Page

Go to login Page

4.4.2.3 Edit user

You can edit active user's data by pressing window opens with the user's data.

in the last column where a pop-up

Home > Tatmeen - Organisation	n Administrator/SPOC								
Tatmeen - Organisation Admin	istrator/SPOC			Edit User	×				
2 users	Invite Use	3		Type *			Search		
E-Mail +	First Name *	Last Name *	Mobile	Mobile/Portal	5	•	Date of invite *	Last activity *	Actions
Manager Street, or other	asd	sfd		E-Mail *			28/04/2022	28/04/2022	A / =
and the second second	usera	bcdef	10100	san Brownen on			28/06/2022	28/06/2022	8 /
1. C. 7. 1. P	age 1 of 1 Go to page:	1	Show 10	Mobile *					
				Location *					
				AL Taweelah Medical Center $ {\bf x} $					
				Cancel Update					

Figure 28 Data editing

All fields marked with * are mandatory.

Location *

A user can have access to one or more GLN location. Current GLN locations are

	Plase Ad. ×	x ~
displayed as		

If you press the icon \times on the right side of the GLN location name, the GLN location will be removed from the edit box and the user will no longer have access to this GLN location.

If you want to add access to another GLN location press icon \checkmark on the right side of the edit box.

A drop-down menu will open where you can select another GLN location.

Pficer AB X	× ~
Central Store	

After pressing on another GLN location, the user will have access to all GLN locations displayed in the Location box.

Location			
Please Alb. X	Central Store 🗙	×	~

Location *

To confirm changed data for the user press Update

To cancel the entry and to return to the previous page press Cancel

4.4.2.4 Lock/Unlock user

Active users have icons in the last column. Press on this icon to make the user inactive and unable to log in to Tatmeen.

Inactive/blocked users have an icon in the last column. Press on this icon to make the user active again.





Update

4.4.2.5 Resend invitation

The registration invitation email with a subscription link, which is sent by the SPOC of the organization, is time-limited and is valid for only 48 hours. If the user does not register within the time deadline, you can send a new registration invitation by pressing

Resend invitation

A user receives a new registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

4.4.3 Supply chain partner (SCP) B2B Service

4.4.3.1 Create user

SPOC can create B2B user, by pressing the Invite User and enter Mail and the following User Type in the pop-up window:

and entering the E-

Service (B2B)

Home > Tatmeen - Organisation Adminis	strator/SPOC							
Tatmeen - Organisation Administrator,	Add Use	r					×	
10 users Invite	Type * Service		~	E-Mail *	voteq.com			
E-Mail v						Cancel Next	t activity ▲ 25/2024, 12:23 AM	Actions
	Origin	IDS		SCP Portal/Mol	Inactive	30/09/2023	12/6/2024, 5:30:26 PM	6 /
	Origin	IDSB2B		B2B Service	e Active	14/07/2023	4/24/2024, 3:19:59 PM	8 / =

Figure 28 Create SCP B2B user

After pressing Next, SPOC add all the required information including the Support Email Address for the B2B user.





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Tatmeen - Organization Administrator/SPOC	
attneen - Urganisation Administrator/34/0U	
10 users foot User *	
E-Mail • First Name * Last Name * 1	Actions
technical me@qudtaphama.com Quest Technical Envice v Benoteq.com 07/07/2023 12/25/2024	1542:23 AM
tatmenids portal@origingsglobal.com Origin IDS C First Name * Last Name * 30/09/2023 12/6/2024.5*	30:26 PM
tatmeen ids b2b@originy.gdobal.com Origin ID5828	19:59 PM 🕒 🖉 📟
muhammedisahsan@idisae Muhammed Sahvan C Succort Email Address *	1:52 PM
muhammedianas@kis.ae Muhammed Anas 1 27/09/2023 9/27/2023 9/27/2023 9	23:51 PM
mohd sharaf livis ae Michanned Sharaf 0 03/02/2023 2/9/2023 10	13:43 AM 🔒 🖉
Headgaine@quutapharma.com Quest QA Location 2447/2023 1/24/2023 1	034:04 AM 🔠 🖉 😐
fecaleChoise Facal Chorath (1970)	257 PM
augustin joseph@ids.ae Augustin Joseph 0 03/02/2023 22/3/2023 107	02:07 AM
ameen.ahamed@ids.ae Ahamed Ameen (Grantel User 23/01/2023 1/23/2023, 90	44:40 AM Resend invitation

Figure 29 Create SCP B2B user

Create User

All fields are mandatory.

To cancel the entry and to return to the previous page press Cancel

Cancel

To create a B2B user press Create user

The B2B user will receive a registration email and after completing the registration, user will be able to login to the Tatmeen API Portal Hub to register the application programming interfaces (APIs) that will be used for B2B connectivity. For more information on how to access API Portal Hub and register to APIs, please go through "Tatmeen_WKI-0065_Technical Guide for Onboarding". Please note, B2B users can't login to Tatmeen Mobile and Portal.

In case the support user is also a new user, a registration email is will also be sent to the support user to complete registration.

4.4.3.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

The email contains the subscription link of the page where the registration process can be completed.

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:



- At least 14 characters and must include
 - o uppercase [A-Z],
 - o lowercase [a-z],
 - o number [0-9],
 - o a special non-alphabetic characters [e.g. !, \$, #, %]

UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION	? EN	عربي	تطمین Tatmeen 📿
Tatmeen - Registration			
CREDENTIALS			
E-Mail *			
sonja.omerza@movilitas.com			
Password *			
* Must contain at least 14 characters and include uppercase, lowercase, number, a special character. Repeat Password *			
			Confirm

Figure 30 Credentials

To confirm the entered password and continue to the next page, press Confirm







Figure 31 Credentials

After completing registration to Tatmeen, the B2B user can login to the Tatmeen API Portal Hub to register the application programming interfaces (APIs) that will be used for B2B connectivity. For more information on how to access API Portal Hub and register to APIs, please go through "Tatmeen_WKI-0065_Technical Guide for Onboarding".

← → C	☆ ₹ .
	Tatmeen ADFS
	Sign in
	••••••
	Sign in
	© 2018 Microsoft

Please note, B2B users can't login to Tatmeen Mobile and Portal.



UNITED ARAB EMIRA MINISTRY OF HEALTH	TES تطمین Reprevention Tatmeen		عربي (?)
	Login Please check your E-Mail or password. E-Mail Password	i2B users are not allowed to login)	
	Login		
	Reset Password	Help	

4.4.3.3 Edit user

You can edit active user's data by pressing in the last column where a pop-up window opens with the user's data.

Home > Tatmeen - Organisation Adr	ministrator/SPOC		Edit User				×			
Tatmeen - Organisation Administra	tor/SPOC		Type *		E-Mail *					
26	levite 1		Service		/					
20 users	invite C	iser	Course of Free II Address							
E-Mail *	First Name*	Last Name	Support Email Addres	5				te 🕶	Last activity *	Actions
International Contention of the International Contentional									12/25/2024, 12:42:42 PM	▲ ⁄ =
Inc. on other states		-	Location *						12/24/2024, 6:26:15 PM	8 0
and the second s		-	890146300	-			× V		12/24/2024, 6:24:19 PM	▲ ⁄ ≕
and the second division of the second divisio		-					_		12/24/2024, 6:23:52 PM	Resend invitation
The second secon		-				Cancel	Update		12/24/2024, 6:20:23 PM	A 🖉
The other designment of the local distribution of the local distributi					SCP Portal/Mobile	Active	16/12/2024		12/24/2024, 6:07:10 PM	8 /

Figure 32 Data editing

All fields marked with * are mandatory.

A user can have access to one or more than one GLN locations. Current GLN locations

	Location *	
	iffee al. x	× ~
are displayed as		

© EVOTEQ | Confidential



If you press the icon \times on the right side of the GLN location name, the GLN location will be removed from the edit box and the user will no longer have access to this GLN location.

If you want to add access to another GLN location press icon \checkmark on the right side of the edit box.

A drop-down menu will open where you can select another GLN location.

Plane all X	x ~
Central Store	

After pressing on another GLN location, the user will have access to all GLN locations displayed in the Location box.

Location *		
Central Store X X V		
To confirm changed data for the user press Update		
To cancel the entry and to return to the previous page press Cancel	Cancel	
4.4.3.4 Password change	_	
You can change the active service (B2B) user's password by pressing column where a pop-up window opens with the user's data.	j 😐 ir	the last
Entered password must contain:		

- At least 14 characters and must include
 - uppercase [A-Z],
 - \circ lowercase [a-z],
 - o number [0-9],
 - o a special non-alphabetic characters [e.g. !, \$, #, %]



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Home > Tatmeen - Organisation Adm	ninistrator/SPOC								
			Change Password			×			
Tatmeen - Organisation Administrat	or/SPOC								
			Type *	E-Mail *					
26 users	Invite U	ser	Service 🗸						
E-Mail *	First Name *	Last Name	Password *	Repeat Password *			te 🕶	Last activity	Actions
the second second		-						12/25/2024, 12:42:42 PM	8 / =
Inclusion and Advanced		-	* Must contain at least 14 characters and include uppercase, lowercase, number, a special character.					12/24/2024, 6:26:15 PM	8 /
and the second division of the second divisio		-						12/24/2024, 6:24:19 PM	8 /
and the second division of the second divisio		-			Cancel	Update		12/24/2024, 6:23:52 PM	Resend invitation
The owner where the owner of			and the second s	SCP Portal/Mobile A	Active	24/12/2024		12/24/2024, 6:20:23 PM	8 /

Figure 33 Service user password change

4.4.3.5 Lock/Unlock user

Active users have icons in the last column. Press on this icon to make the user inactive and unable to log in to Tatmeen.

Inactive/blocked users have an icon in the last column. Press on this icon to make the user active again.

4.4.4 Supply chain partner (SCP) Support User

4.4.4.1 Create user

Support users can view B2B Service user's message logs on Tatmeen portal and are allowed to support one or more B2B Service users belonging to same or different organizations. At the time of B2B Service user creation, SPOC needs to add the support user's e-mail address. In case the support user is a new user on Tatmeen, a registration email will be sent to the support user to complete registration.

Home > Tatmeen - Organisation Administrator/SPC								
Tatmeen - Organisation Administrator/SPOC								
10 users	Invite User		Add User		×			
E-Mail +	First Name*	Last Name *	Type *	E-Mail *		Date of invite *	Last activity *	Actions
			Service V	©evoteq.com		07/07/2023	12/25/2024, 11:42:23 AM	8 /
			First Name *	Last Name *		30/09/2023	12/6/2024, 5:30:26 PM	6 /
			The second se	1000		14/07/2023	4/24/2024, 3:19:59 PM	8 / =
			Support Email Address *	1		07/04/2023	4/7/2023, 2:11:52 PM	8 /
						27/09/2023	9/27/2023, 2:23:51 PM	8 /
						03/02/2023	2/3/2023, 10:13:43 AM	8 /
			Location *	×		24/01/2023	1/24/2023, 10:34:04 AM	8 / =
			62970011 ×	×	~	08/09/2023	9/8/2023, 5:22:57 PM	8 /
						03/02/2023	2/3/2023, 10:02:07 AM	8 /
				Cancel Create U	Jser	23/01/2023	1/23/2023, 9:44:40 AM	Resend invitation



The user will receive a registration invitation email and after the confirmation of the subscription link will be able to login to Mobile and Portal.

4.4.4.2 Registration

A newly invited user receives a registration invitation email. For successful registration, a user must follow the instruction from the registration invitation email.

The email contains the subscription link of the page where the registration process can be completed.

When a link is selected, a new page opens in the user's default browser where credentials must be entered.

Entered password must contain:

- At least 14 characters and must include
 - o uppercase [A-Z],
 - o lowercase [a-z],
 - o **number [0-9]**,
 - o a special non-alphabetic characters [e.g. !, \$, #, %]

Home
Tatmeen - 828 Support Registration
Credentials
E-Mail *
mustafa_habib1@mailinator.com
Password *
* Must contain at least 14 characters and include uppercase, lowercase, number, a special character. Repeat Password *
Agreement to Terms of Use Confirm

Figure 35 Credentials

To confirm the entered password and continue to the next page press Confirm

Confirm





Figure 36 Credentials

After completing registration to Tatmeen, the user can log in to Tatmeen by pressing Go to Login Page

Go to login Page

Support user can now view the message log for B2B Service users.

Home > Message Log						
Message Log						0
Here you are able to display the message log	and filter by timeframe and message.					
Period 🕐	Activity 🕐	User 🕐	Status (0	Search 🕐	
Today One Week Two Weeks	Select	All Users	✓ All	Success Error	Search	
GUID *	User	Date/Time •	Activity *	Status *	Reference *	GLN
> 060fc70	scpservic	12/25/2024, 10:30:09 AM	Packed	Success		89014
> 060fc70	scpservic	12/25/2024, 10:30:09 AM	Commissioned	Success	SHP/MP/	89014
> 08b264i	scpservic	12/13/2024, 9:46:23 AM	Shipped	Error	Ship_Ref_	89014
> 5d86c1a	scpservic	12/13/2024, 9:40:38 AM	Shipped	Error	Ship_Ref_	89014
> b8e678(scpservic	12/13/2024, 9:25:14 AM	Packed	Success		89014
> b8e678(scpservic	12/13/2024, 9:25:14 AM	Commissioned	Success	SHP/MP/	89014
> dd14ea	scpservic	12/12/2024, 4:03:19 PM	Packed	Success		89014
> dd14ea	scpservic	12/12/2024, 4:03:19 PM	Commissioned	Success	SHP/MP/	89014

Figure 37 B2B Message Log on Tatmeen Portal





4.4.4.3 Lock/Unlock user & Resend invitation

SPOCs can't view support users, only Tatmeen Admin (EVOTEQ support team) can maintain support users. To lock/unclock the user or resend the invitation link in case it has expired, please get in touch with Tatmeen support.

4.5 **Portal/Mobile User Password Reset**

Tatmeen users can reset their passwords from their login page.

To reset your Tatmeen password press reset Password Reset Password

UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION		الطمين عربي EN Tatmeen
Home		
	E-Mail Password Login Reset Password Help	

Figure 38 Reset password

A new page opens where you need to enter your email address.





You will receive an email with a unique link to change your password. Please note, the link expires after 2 days.

Reset Password			
E-Mail			
Continue			

Figure 39 Send Email

When a unique link from an email is selected, a new page opens in the user's default browser where credentials must be entered.



Entered password must contain:

- At least 14 characters and must include
 - o uppercase [A-Z],
 - o lowercase [a-z],
 - o **number [0-9]**,
 - o a special non-alphabetic characters [e.g. !, \$, #, %]

Confirm password change by pressing Change Password.

UNITED ARAB EMIRATES MINISTEY OF HEALTH & PREVENTION		() EN water Tatmeen O
	(End Pasword) Password	
	Must contain at least 14 characters and include uppercase, lowercase, number, a special character. Repeat Password	
	Change password	

Figure 40 Enter a new password

4.6 User Settings

Users, depending on their roles, will be able to change some of their settings by pressing Settings at the top right corner of the application.

User: 🖓 🗇 EN عربي 🕼	تطمیر Fatmeen
Settings	

Figure 41 User settings

They will be able to change their default settings for :

- Alerts and Notifications
- Authorized GLN
- Port of arrival

4.6.1 Alerts and Notifications

Non supply chain participant (Non-SCP) Portal and Mobile user (MoHAP & Customs) will be able to manage which Alerts and Notifications they want to receive by email or in the Mobile/Portal application.



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Version: 2.0							
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Managemen	t_v2.0						

Settings		
Alerts & Notifications		
Description *	By Mail	On Mobile/Portal
Customs release notification in Abu Dhabi	2	
Customs release notification in Ajman		
Customs release notification in Dubai		
Customs release notification in Fujairah		
Customs release notification in Ras Al Khaima		
Customs release notification in Sharjah		
Customs release notification in Sharjah		
Customs release notification in Umm al-Quwain	N	
Destruction notification	2	
Import clearance notification in Abu Dhabi	S	
IK ← → N Page 1 of 2 Go to page: 1 Show 10 ♥		

Figure 42 Alerts and Notifications

To subscribe/unsubscribe from alerts and notifications press with the mouse on the check box.

Alerts & Notifications		
Description *	By Mail	On Mobile/Portal
Import clearance notification in Abu Dhabi	•	٥
Import clearance notification in Ajman	•	•
Import clearance notification in Dubai	0	٥
Import clearance notification in Fujairah	•	٥
Import clearance notification in Ras AI Khaima	•	٥
Import clearance notification in Sharjah	•	٥
Import clearance notification in Umm al-Quwain		

Figure 43 Mark Alerts and Notifications

To save changes you need to press Save at the bottom of the page.

4.6.2 Authorized GLN

The user will see the GLN locations to which he has access.



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5			
uthorized GLN		The location (GLN) you are curre	ently operating from : 89014 Pharmaceuticals Lim
iearch			
ocation *	Region *	Description [*]	As Default
36092	USA		
2511!	Jordan		0
2546(Jordan		
2851(Oman		0
2851	Saudi Arabia		
28514	Saudi Arabia		0
2903(Abu Dhabi		
2911(Dubai		0
2911(Dubai		0
2940	Dubai		0

Figure 44 Authorized GLN

The selected GLN location from where the user will be working is displayed top right above the table.

If you want to search for a specific GLN location, start entering the search string or only

part of it in the Search field

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

To change the GLN location you must click with the mouse on a check box at the new GLN location.

Save

To save changes you need to press Save

at the bottom of the page.

4.6.3 Port of arrival

Non supply chain participant (Non-SCP) Portal and Mobile user (Customs). The user will see the Port of arrival to which he has access.



Port Of Arrival	The Port of Arrivals you are currently operating from : 629700			
Servi				
Port Of Arrival *	Description *	As Default		
629700	These of Tables	0		
629700 ⁻		0		
629700	1.00			
629700		0		
629700	All States Tage Second			
629700	1.11	0		
629700	No. San			
629700		0		
629700	Contract Programs West Read			
629700	the first free filter units	0		
ic → In Page 1 of 4 Go to page 1				

The selected port of arrival from where the user will be working is displayed top right above the table.

If you want to search for a specific port of arrival, start entering the search string or

Search

only part of it in the Search field

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

To change the port of arrival you must click with the mouse on a check box at the new port of arrival.

To save changes you need to press Save at the bottom of the page.

5. FAQ – User Management

5.1.1 I don't have a username and password to access Tatmeen. How

can I get my credentials to log in?

Contact your company SPOC (Single Point Of Contact). He will send you a Registration invitation to your email address.

5.1.2 I received the Registration invitation email but I confirmed it too late, the invitation already expired.

Contact your company SPOC (Single Point Of Contact). He will resend a Registration invitation to your email address.

5.1.3 For how long the user registration link is valid?

The registration link is valid for 48 hours. After that time, a new invite would need to be sent by the company single point of contact (SPOC).

6. 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 (<u>https://www.gs1.org/</u> and <u>https://www.gs1ae.org/</u>) 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

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User

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Training Manual for Settings and User Management

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