Training Manual for Dispensing

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1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	25-Oct-2022	First Version	EVOTEQ
2.0	31-Dec-2024	Updated to reflect latest procedures	EVOTEQ

Table 1 Version History Main Approvals

Table of Contents

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 Dispensing

Pharmacies, hospitals and clinics, among others, where drugs are dispensed, are required to capture an exit event - dispensing.

The dispensing process starts with providing a list of the item(s) intended to be dispensed within Tatmeen.

The data from the serialized item(s) (SGTINs or/and SSCC) is sent to Tatmeen where a verification process is undertaken to determine the product authenticity and the current status of the to-be dispensed SGTINs.

The state of the serialised products, in order to be successfully dispensed, can only be "Commissioned" and "Import Cleared". Products that are decommissioned for any reason, for instance, expired products, etc. won't be allowed to be dispensed.

Once serialized product or bulk of the serialized product is successfully verified (authentic and valid to be dispensed), serialized item(s) are reported as "Dispensed".

4.1 Dispensing

When pharmacies, hospitals, clinics, etc. are dispensing items, the status of these items should be active and these items must be import cleared. After the items are dispensensed the status will change to Dispensed (decommissioned).

Select Product Status Update in the navigation menu in the Portal or Mobile to access Dispensing status change.

Figure 1 Portal Dispensing navigation menu
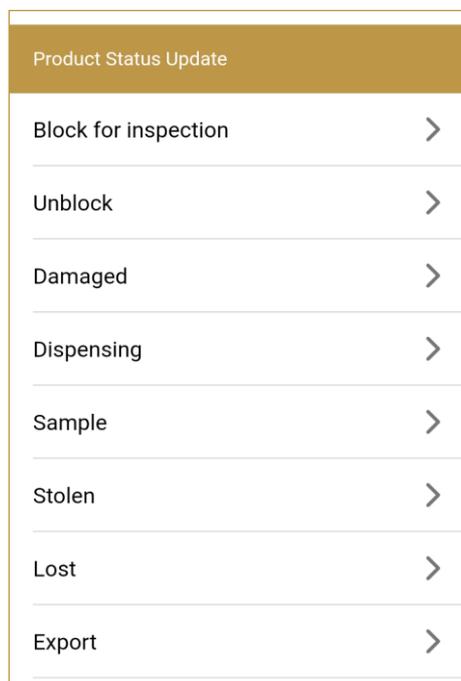
Figure 2 Mobile Dispensing navigation menu

4.1.1   Dispensing - Portal

To change the status to Dispensed, in the navigation menu select Product Status Update → Dispensing
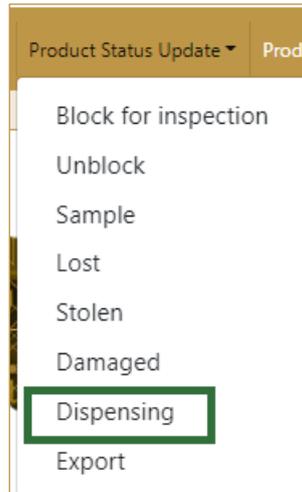
Figure 3 Portal navigation menu - Dispensing

4.1.1.1 Adding items

On the first page, you add the items –being dispensed.
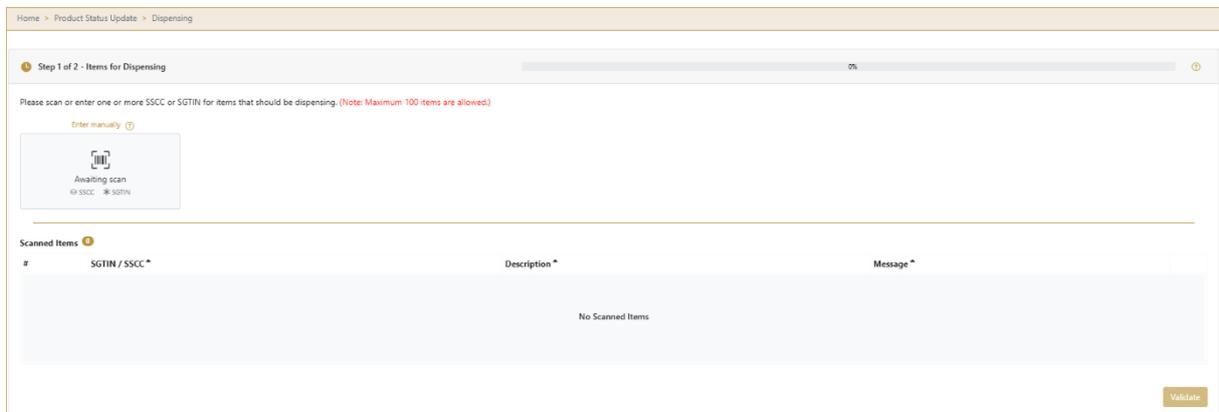
Figure 4 Dispensing - Add items

Items that are being Dispensed can be:

- SSCC or
- SGTIN

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

If you press Clock 🕐 a new page opens for the Historical view where all status changes to dispensed are displayed *[4.1.1.4]*.

4.1.1.1.1   Adding items with scanning

When the first page opens and once the focus is on the application, the application is ready to scan the barcode with a scanner, and a scanned item will be added.
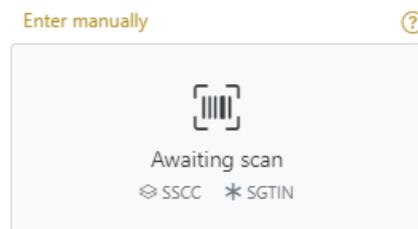
Figure 5 Dispensing - Scan item

If the application doesn't have focus, scanning is not possible. First, add the focus to the application so scanning will be possible.
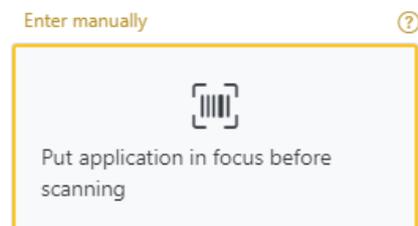
Figure 6 Dispensing - Missing focus

4.1.1.1.2   Adding SSCC manually

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

SSCC = (00)**SSCC**

Serial Shipping Container Code

To mark SSCC Item as dispensed, enter the SSCC value in the field SSCC-(00) and press OK **OK**
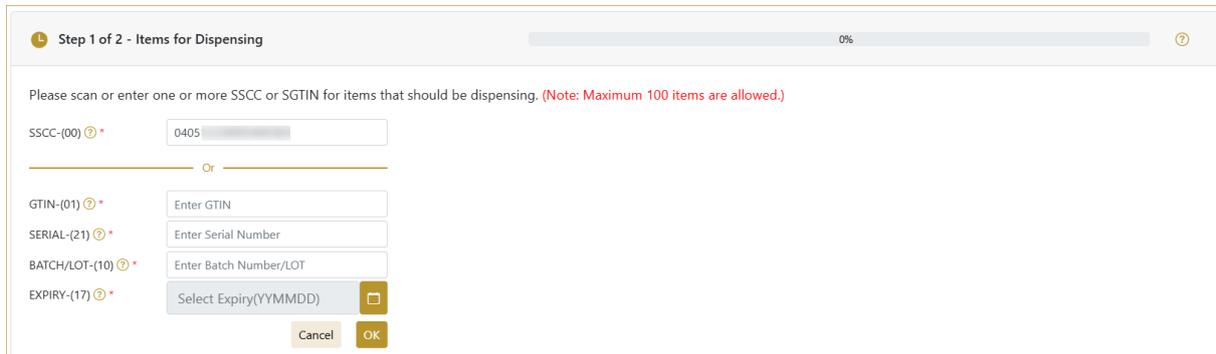
Figure 7 Manual adding of SSCC item

If you want to return to the previous page press Cancel
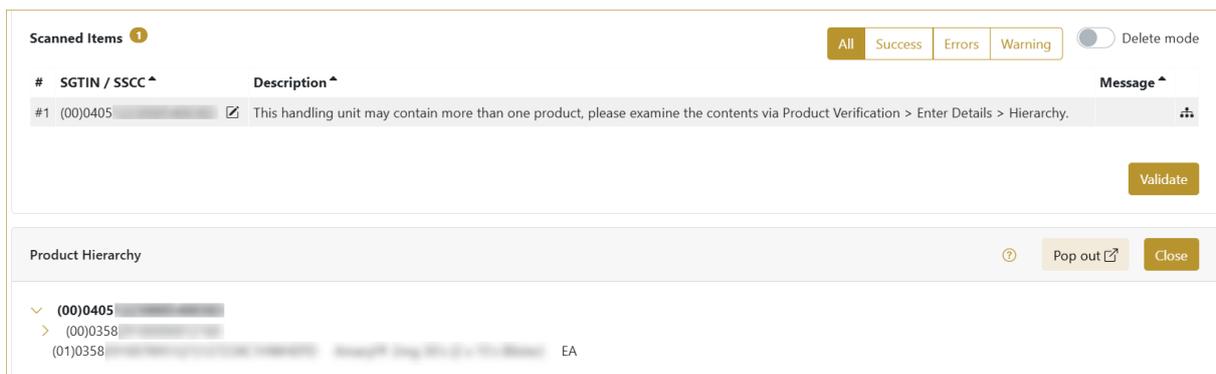
Figure 8 Successfully added SSCC item

If there is hierarchy, click on icon to view and navigate the hierarchy.

4.1.1.1.3   Adding SGTIN manually

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

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

Global Trade Item Number

To mark SGTIN Item as dispensed, enter the GTIN value of the product in the field GTIN-(01), serial number value in the field SERIAL-(21), batch value in the field BATCH/LOT-(10), and expiration date in the field EXPIRY-(17) and press OK
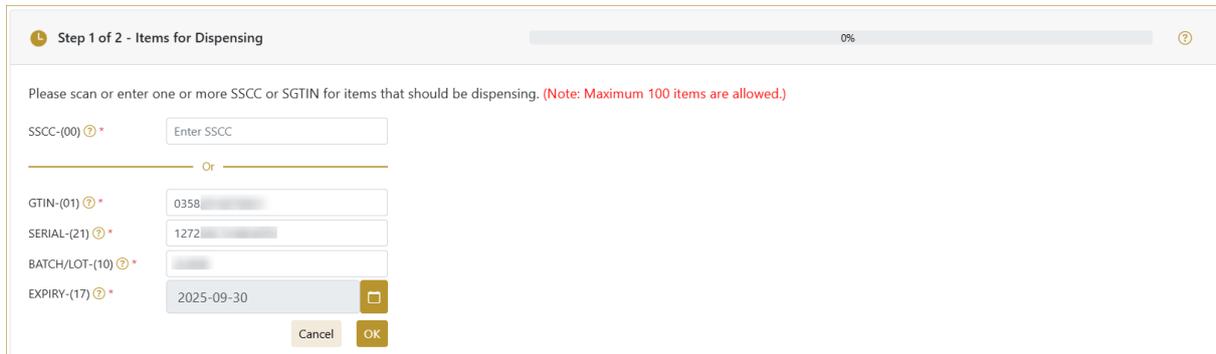
Figure 9 Manual adding of SGTIN item

If you want to return to the previous page press Cancel
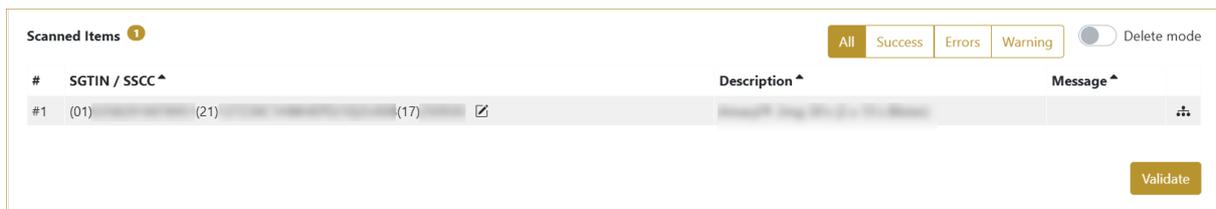
Figure 10 Successfully added SGTIN item

4.1.1.1.4   Review of the added items

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

The progress bar shows advancement through the process

 shows the total of all items on the list

It is possible to filter the list of scanned items using

Filter options:

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

Select Delete mode to remove added items.

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

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

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

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

4.1.1.2 Dispensing Confirmation

Check once again if all items listed here are correct. All items will be marked as Dispensed.

Figure 11 Dispensing Confirmation

To return to the previous page to mark further items press Back

If you select any other page before confirming the status, a warning will appear.

If you select Leave all entered data on this page will be lost.
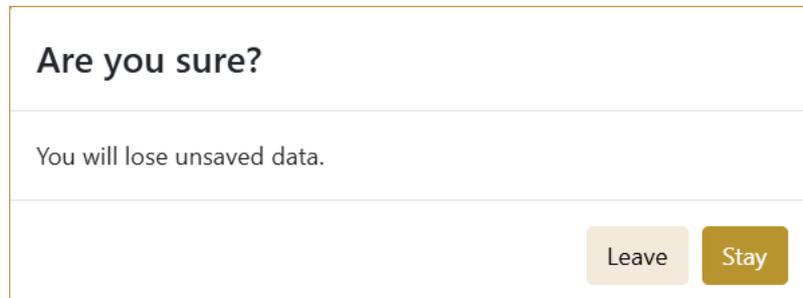
Figure 12 Dispensing Warning

For final confirmation of changing the status of items to Dispensed press Confirm

4.1.1.3 Dispensing Completed

You have successfully changed the status of the selected items to Dispensed.
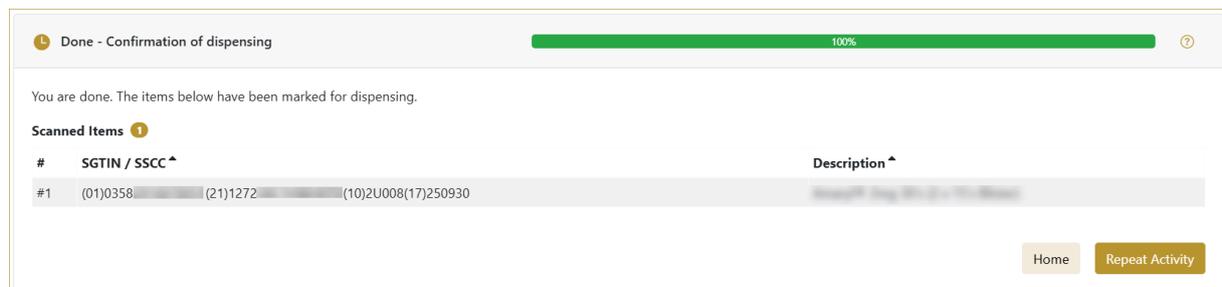
Figure 13 Dispensing completed

If you want to dispense another item, press Repeat Activity

To return to the application homepage press Home
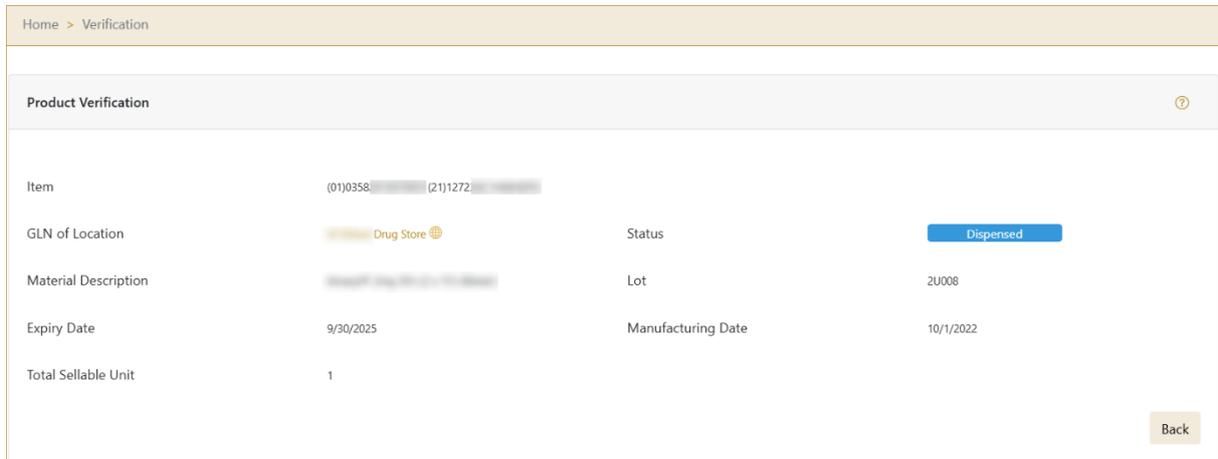
Figure 14 Dispensed status

4.1.1.4 Historical view

On the Historical view, past status dispensation operations performed by the user are displayed according to the filter settings. User can also export the history in excel by clicking on the [Export] button.
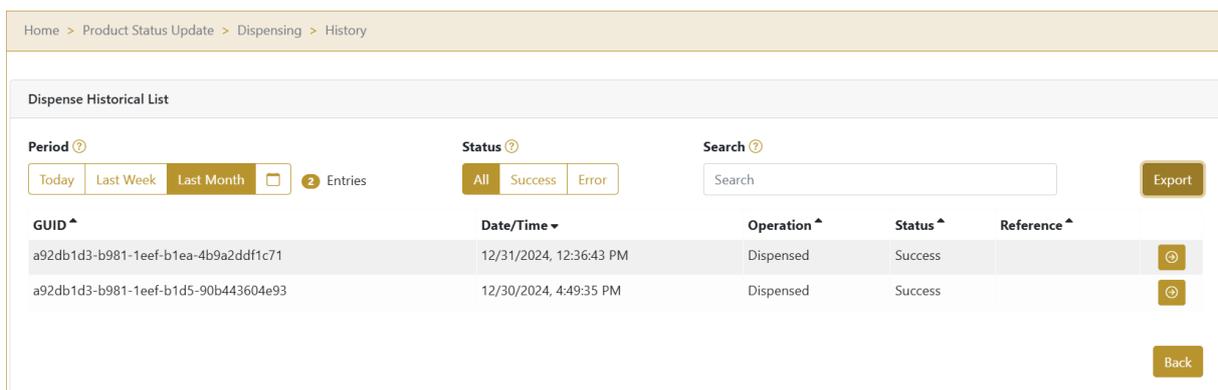
Figure 15 Historical view

To continue to the next page press Details [→] in the last column

If you want to return to the first page of the status change press Back [Back]

4.1.1.4.1   Filter options

Filters can be used to help you find a specific status change.

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

Figure 16 Filter options - Search

Right from each column name, you will find ⬍ To sort data in a table ascending or descending, click once or twice on the arrow or the field name.

Figure 17 Sort

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

Figure 18 Filter options – Time frame

Filters:

Today – all items processed on the last day are displayed

One week – all items from the last week are displayed

Two weeks – all items from the last two weeks are displayed

Calendar – all items for the selected period are displayed

For a longer period select calendar.

Use arrows and a dropdown menu to select month and year. Press on a day number to select the start time. Repeat the process to select the end time.

When you select the date, items are displayed automatically in the table below.
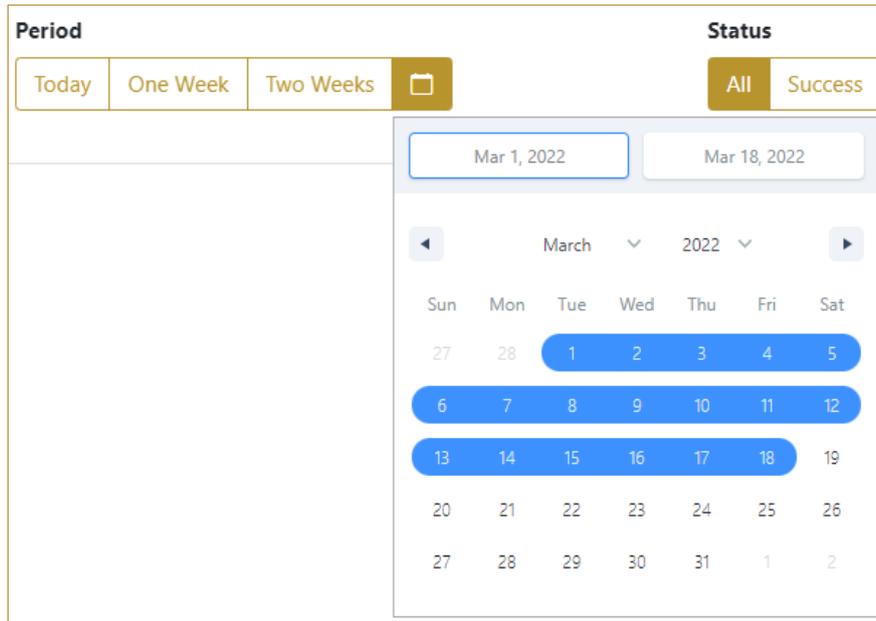
Figure 19 Filter options – Calendar

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

Figure 20 Filter options – Status

Filters:

All – all items regardless of the status are displayed

Success – only successfully processed items by Tatmeen are displayed

Error – only items that were unsuccessfully processed/failed are displayed

4.1.1.5 Historical view Details

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

Dispense Historical List - Details	
GUID	a92db1d3-b981-1eef-b1ea-4b9a2ddf1c71
Operation	Dispensed
Business Partner Name	▇▇▇ Drug Store
Operator GLN	6297▇▇ ▇▇ Operator Name ▇▇▇ Drug Store
Time	12/31/2024, 12:36:43 PM
Selected items	

Item ▲
010358▇▇ ▇▇ 211272▇▇ ▇▇

Back

Figure 21 Historical view Details

To return to the previous page press Back ![Back]

4.1.2 Dispensing - Mobile

To change the status to Dispensed, in the mobile navigation menu select Product Status Update → Dispensing
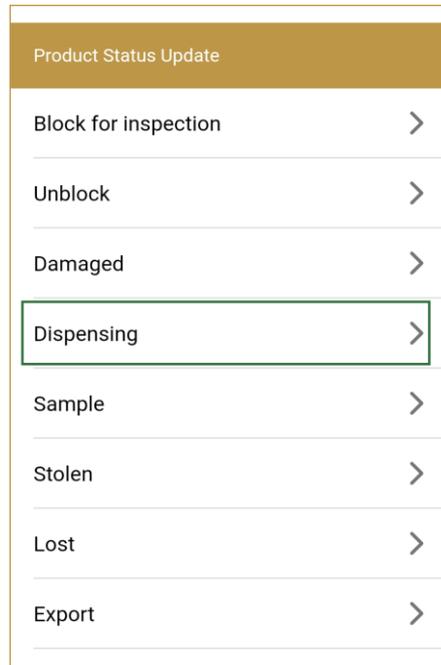
Figure 22 Mobile navigation menu - Dispensing

4.1.2.1 Adding items

On this page, you add items the need to be dispensed.
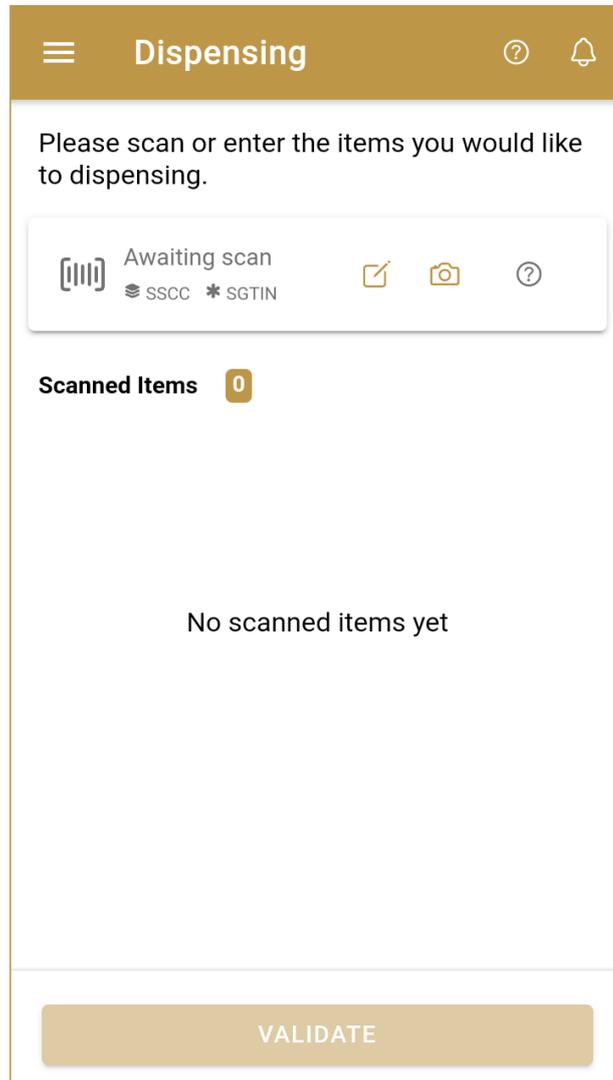
Figure 23 Dispensing - Add items

The following items can be Dispensed:

- SSCC or
- SGTIN

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

4.1.2.1.1   Adding items with scanning

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

scanner or press Camera to use the camera for scanning.

4.1.2.1.2   Adding SSCC manually

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

SSCC = (00)**SSCC**

Serial Shipping Container Code

To dispense SSCC Item (logistics unit), enter the SSCC value in the field SSCC-(00)
and press OK

Figure 24 Manual adding of SSCC item

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

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

If you press OK, the SSCC Item is then added to the list and has an icon
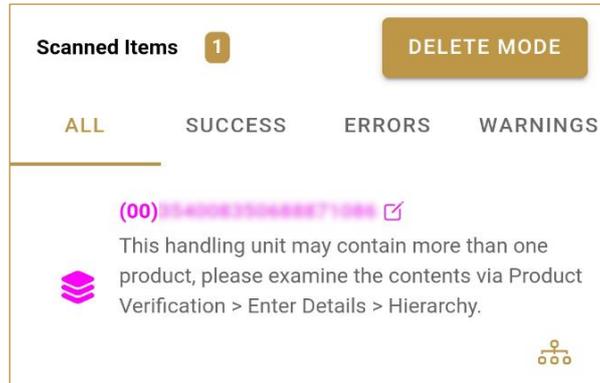
Figure 25 Successfully added SSCC item

4.1.2.1.3 Adding SGTIN manually

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

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

Global Trade Item Number

To mark SGTIN Item as dispensed, enter the GTIN value of the product in the field GTIN-(01), and the serial number value in the field SERIAL-(21) and press OK
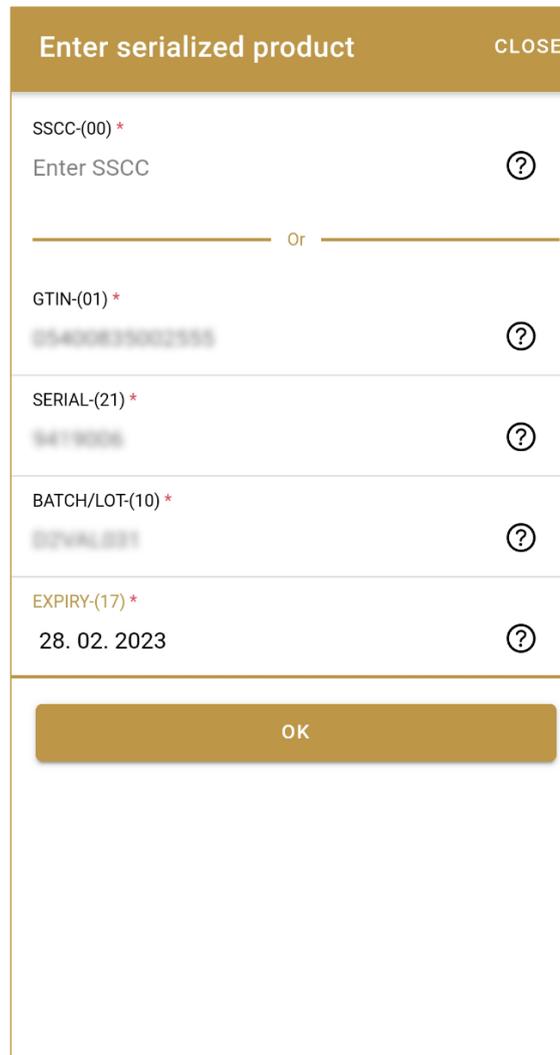
Figure 26 Manual adding of SGTIN item

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

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

If you press OK, the SGTIN Item is then added to the list and has an icon ✳
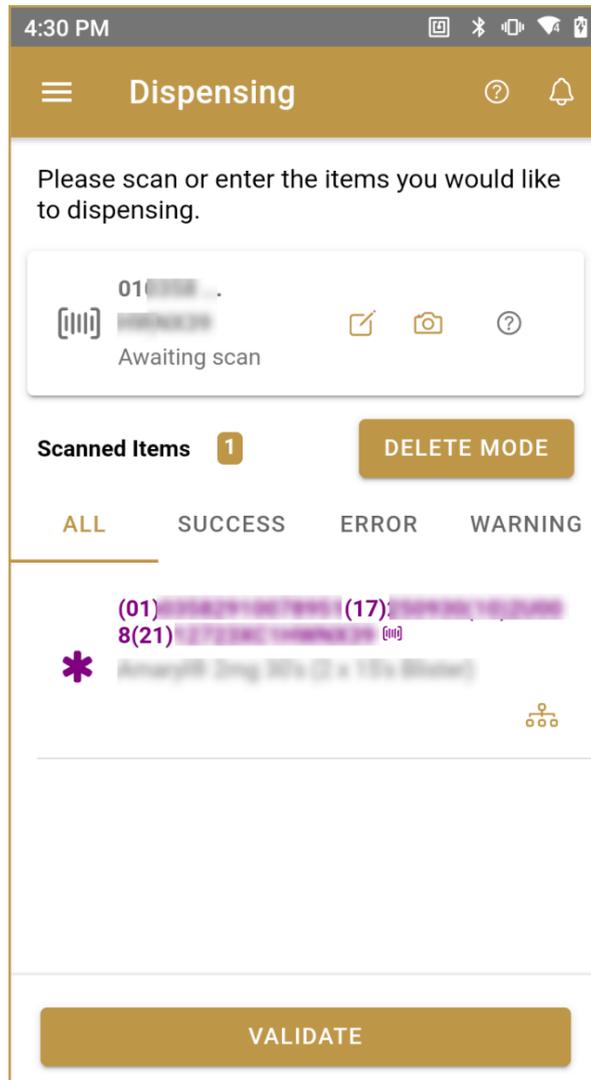
Figure 27 Successfully added SGTIN item

4.1.2.1.4 Review of the added items

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

Scanned Items 1 shows the total of all items on the list

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

Filter options:

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

Select Delete mode to remove added items.
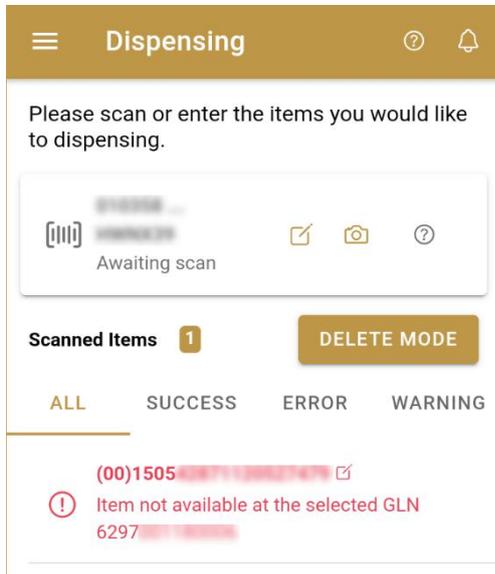
In Delete mode, if the item was entered manually, a delete icon will appear on each row.
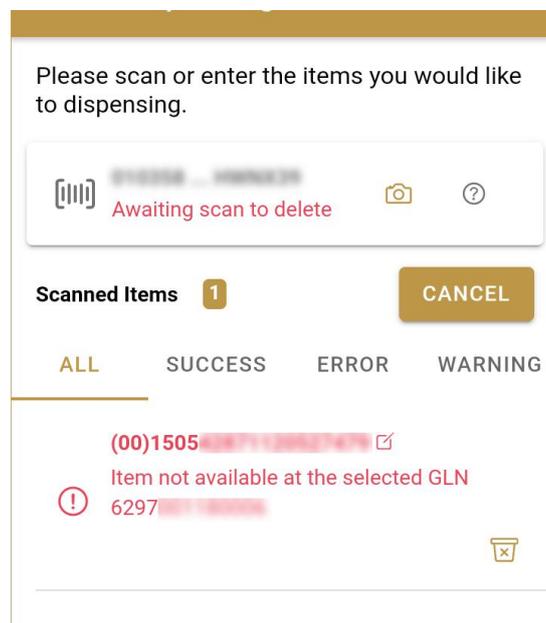
Press Delete to remove an item. Deletion will require confirmation.
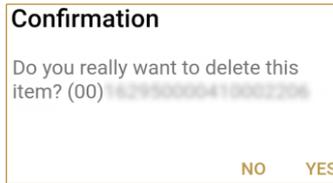
Red messages under items provide guidance for issues with listed items.
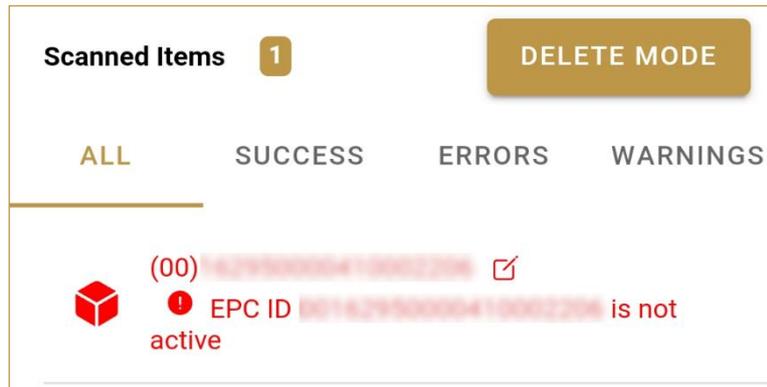
If the item was scanned, simply press the button and scan the item again to remove it.
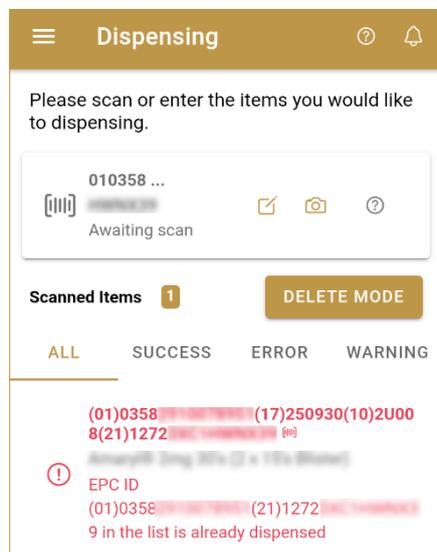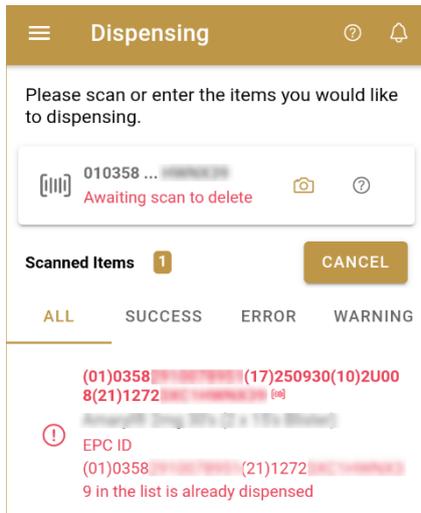
When all issues with added items are solved and there is no error message, press Continue CONTINUE to proceed to the next page.

4.1.2.1 Dispensing Confirmation

Check once again if all items listed here are correct. All the items will be marked as Dispensed.
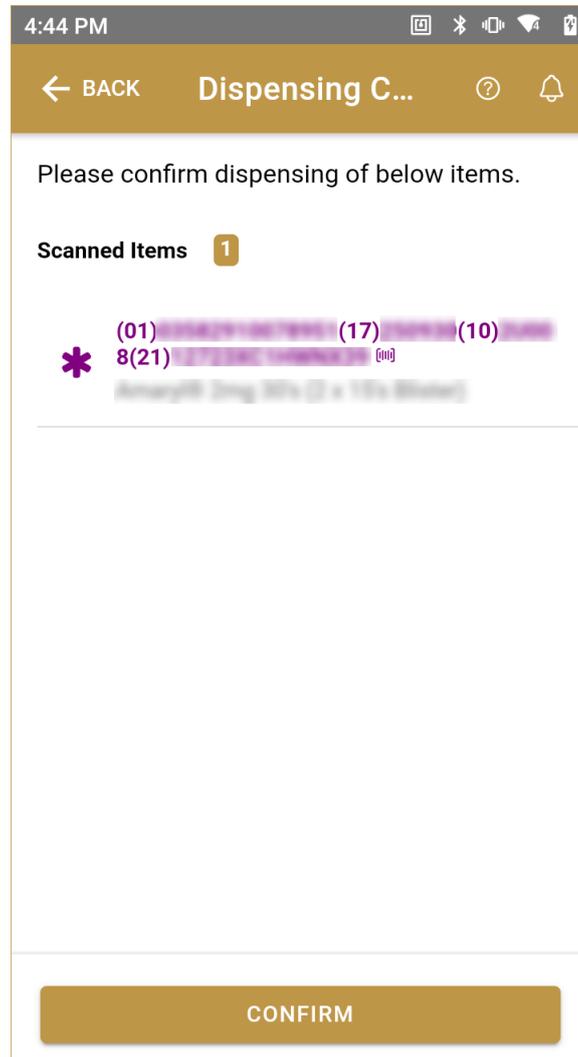
Figure 28 Dispensing Confirmation

To return to the previous page to mark further items press Back

For final confirmation of changing the status of items to Dispensed press Confirm

4.1.2.2 Dispensing Completed

You have successfully changed the status of the selected items to Dispensed.
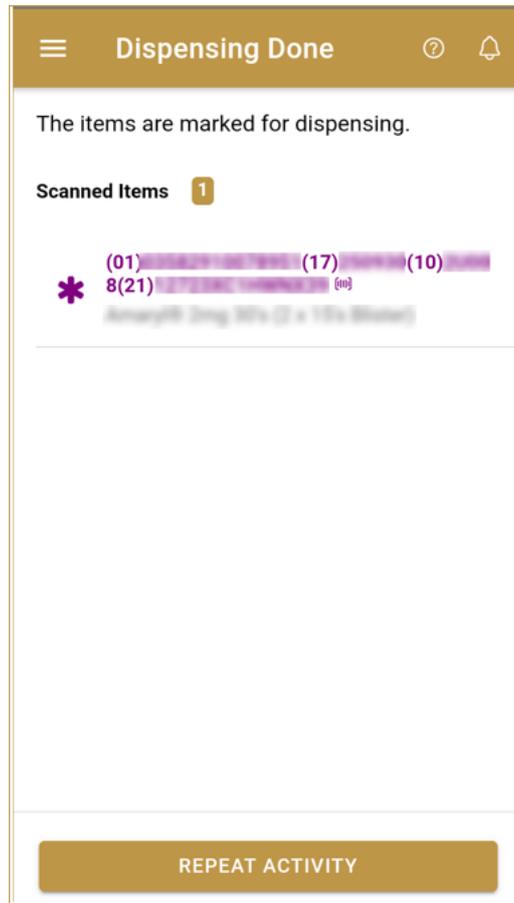
Figure 29 Dispensing completed

You can check the dispensed status of the item using Product verification.
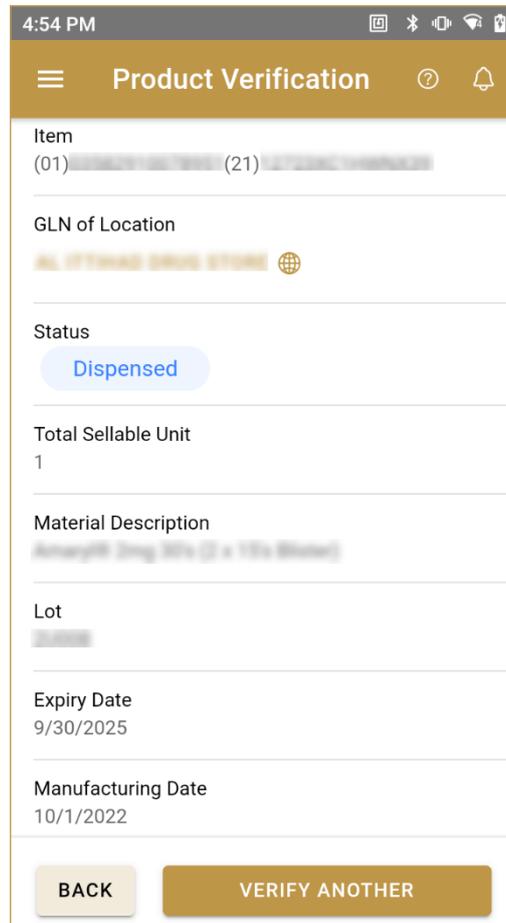
Figure 30 Dispensed status

If you want to mark as dispensed new items, press Next dispensation **NEXT DISPENSATION**

5. HOW – TO Dispensing

5.1 How do I change the status of one or more items to Dispensed?

In the navigation menu select Product Status Update→ Dispensing.

Manually enter or scan one or more items where status needs to be changed *[4.1.1.1]*.

Confirm status change *[4.1.1.2]*.

6. FAQ – Dispensing

6.1 Can I dispense an item without Product Clearance procedures (Import Clearance, Custom Release or/and Market Release)?

No. Dispennsing is possible only after a product has completed the the Import clearance process.

6.2 Can I dispense a pallet or shipper case or just secondary pack (saleable unit)

In addition to secondary packs (saleable units), Tatmeen also allows bundles, shipper cases, and pallets (logistics units) to be dispensed. In this case, the dispensation operation will be applied to all the saleable units contained within.

6.3 How can I dispense an expired product

Expired product cannot be dispensed in any case, and it will be marked as decommissioned by Tatmeen. In this case, please follow your organisation operation procedures to handle expired product further.

6.4 The product has been blocked by the government inspector, can I dispense it? If not, what needs to be done

Blocked product cannot be dispensed until it is unblocked again by an inspector. In this case, please follow your organisation operation procedures to handle blocked product further.

6.5 I made a mistake and dispensed a product, can I reverse my action and perform returns

The Dispensation operation is not reversible. Once a product is marked as dispensed, it cannot be used anymore within Tatmeen. If you have dispensed a product by error, please follow your organisation procedures to handle this product further.

7. GLOSSARY

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

Acronym	Term	Definition
API	Application Programming Interface	API Management is a solution included in the SAP BTP that provides the means to integrate SC (participants) via a B2B connection.
ATTP	Advanced Track and Trace for Pharmaceuticals from SAP	The SAP solution supports track and trace activities designed for Pharmaceutical purposes but also supports other industries.
EPCIS	Electronic Product Code Information Services	EPC information services (EPCIS) is an EPC global standard designed to enable EPC-related data sharing within and across enterprises. This data sharing is aimed at enabling participants in the EPC global Network to obtain a common view of the disposition of EPC-bearing objects within a business context.
GCP	Global Company Prefix	Global Company Prefix
GLN	Global Location Number	Global Location Number
GS1	Global Standards One	GS1 (https://www.gs1.org/ and https://www.gs1ae.org/) is a global organization dedicated to the design and implementation of global standards and solutions to improve the efficiency and visibility of supply and demand chains globally and across sectors. The GS1 system of standards is the most widely used supply chain standards system in the world.
GTIN	Global Trade Item Number	The identifier for trade items developed by GS1. Such identifiers are used to look up product information in the database (often inputting the number through a bar code scanner), which may belong to a retailer, manufacturer, collector, researcher, or other entity.
KG	Kilogram	Kilogram
MAH	Marketing Authorization Holder	An organization that is the brand-owner of a particular product.
MoHAP	Ministry of Health and Prevention of the UAE	UAE ministry is responsible for regulation, healthcare delivery, and oversight.
N/A	Not Applicable	This shall be used where no relevant information can be added.
SC	Supply Chain	The service to support logistics operations relating to the sourcing and transportation of goods. The broader application can also support services.
sGTIN	Serialized Global Trade Item Number	Serialized Global Trade Item Number
SHP	Shipment Import Permit	Shipment Import Permit
SME	Subject Matter Expert	Subject Matter Expert

Acronym	Term	Definition
SSCC	Serial Shipping Container Code	A GS1 identification key is used to identify a logistic unit. This unique identifier is comprised of an Extension Digit, a GS1 Company Prefix, a Serial Reference, and a Check Digit.
System	Tatmeen	Tatmeen
Tatmeen	Name of the United Arab Emirates Track & Trace (T&T) System	Name of the Track & Trace (T&T) System
T&T	Track and Trace	An electronic solution to support the recording of the historic movement of goods based on the unique identification of goods. Subsequent evaluation of the electronic records supports reporting of movements and their traceability.
UAE	United Arab Emirates	United Arab Emirates
UoM	Unit of Measure	Unit of Measure
URL	Uniform Resource Locator	The mechanism used by browsers to retrieve any published resource on the web.
WHO	World Health Organization	World Health Organization
WHO ATC Codes	World Health Organization Anatomical Therapeutic Chemical code	A unique code is assigned to medicine according to the organ or system it works on and how it works.
WMS	Warehouse Management System	Warehouse Management System
3PL	Third-Party Logistics	External (to the MoHAP organization) supply chain partners.

Table 2 Glossary

Training Manual for Dispensing