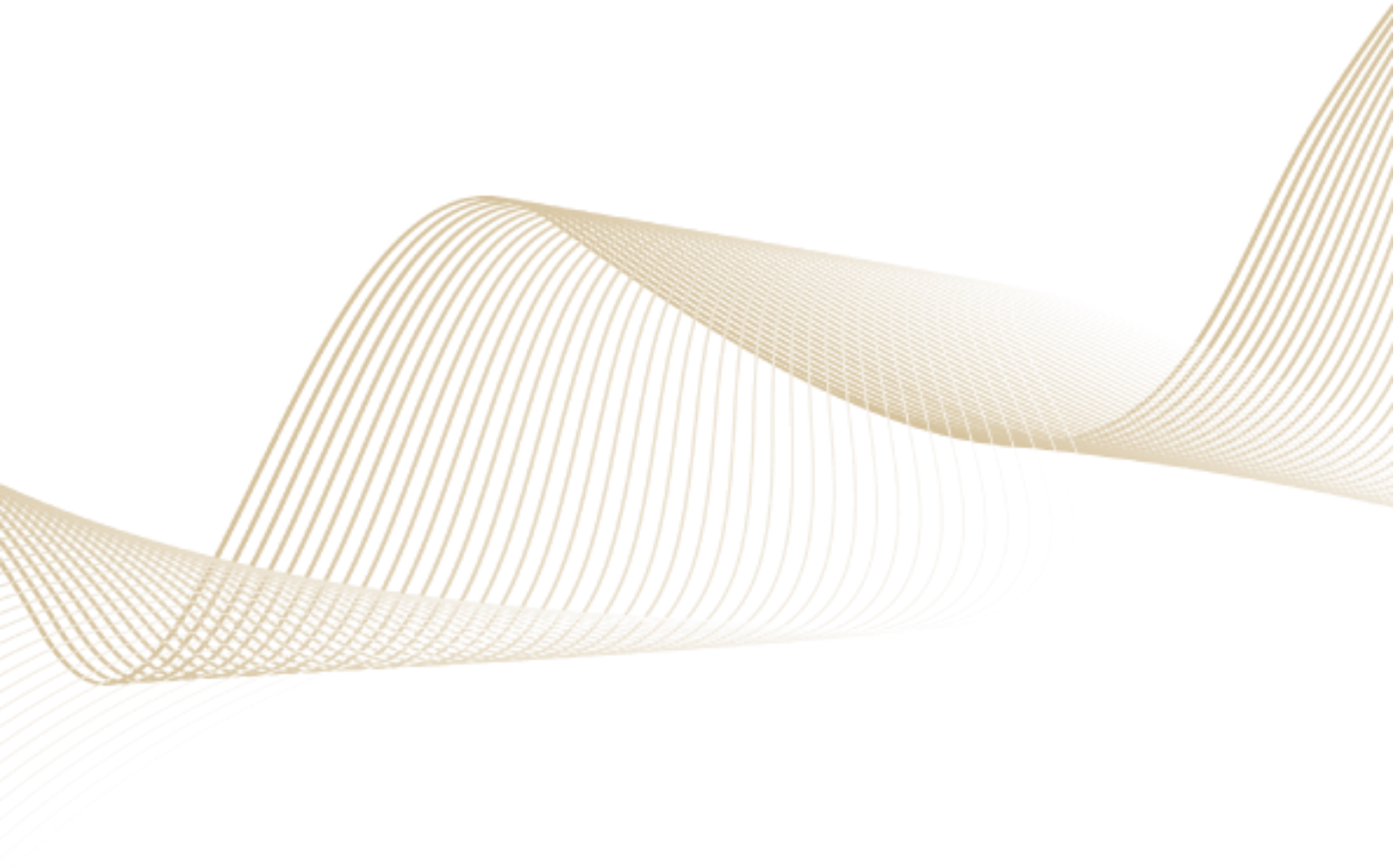# Training Manual for Message Log

Document ID:

Tatmeen_TRM-0253_Training Manual for Message Logs_v2.0

Version: 2.0

1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	31-Oct-2022	The initial version of the document.	EVOTEQ
2.0	06-Jan-2025	Updated to reflect latest procedures	EVOTEQ

Table 1 Version History Pre-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 Other

4.1 Message Log

This functionality will show the Portal/Mobile (supply chain) users details about the operations performed by them within Tatmeen. SPOC user will have the ability to view the details of activities they have performed, as well as the activities carried out by all users (Portal/Mobile users and B2B Service users) associated with their locations. Support users can view the activity details of all B2B Service users assigned to them.

Successful processing of events such as product transfer documents and product status updates will be shown immediately.

The outcome of other events such as EPCIS uploads will be available once their processing has been completed.

To access the Message Log select Message Log in the navigation menu in the Portal or Mobile to access the message log.

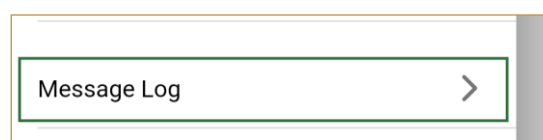Figure 1 Portal Message Log navigation menu

Figure 2 Mobile Message Log navigation menu

4.1.1   Message Log - Portal

To see and explore more about the message log, in the navigation menu select Message Log.

On the Message Log page next options are available:

- Message log display
- Display of message/event details

4.1.1.1 Message Log Display

When the page opens, you can see events and messages relevant to Tatmeen according to the filter settings used.

Input selection fields and action buttons:

- Filter Timeframe – with the following options for filtering the table of items:
  - Today – displays only items for the current day
  - One week – displays only items for the last week/7days
  - Two weeks – displays only items for the last two week/14days
  - Custom – date range from-to is available to be set
- Activity – Type of activity filter; drop down list
- User – Users for the site filter. SPOC users will be able to filter on their user, other user (mobile/portal, B2B), or "All users" for the locations assigned to them. Support users will be able to filter on all the B2B users assigned to them.
- GLN - The SPOC and Mobile/Portal users will see a GLN dropdown listing all GLNs assigned to them, including an option labeled "All GLNs." Users can choose either a single GLN or select "All GLNs."
- Status – with the following options for filtering the table of items:
  - All – displays all items, regardless of the status
  - Success – displays only items with a success status
  - Error – displays only items with an error status
- Search
  - Plain text filed
  - Table of items is updated
  - Only items that match entered string are displayed

The window will display a list of the messages showing the following fields for each:

- **GUID:** Globally Unique Identifier, this is a unique alphanumeric string that identifies the operation within Tatmeen.
- **User:** This identifies the log for a particular user. Selection filter is only visible for SPOC and Support users.
- **Date/Time:** The date and time when the operation was performed. The time shown is based on time zone defined in your computer settings.
- **Activity:** This is the type of operation performed, such as Shipped or Received.
- **Status:** The result of the operation, Success or Error. In case of an erroneous operation, more information might be available when checking its details (see section 4.1.1.2 for further details on this).
- **Reference:** Reference document number. For Shipping, Receiving, Shipping and Receiving Cancelation processes, shipping or destination GLN will also be concatenated:

Process	Reference
Commissioned	Import Shipment/Local Sales Permit(SHP/LSP)
Destruction Initiated	Reference Document
Batch recall Initiated	Circular number
Product Recall Initiated	Circular number
Received	Reference Document Number | Shipping GLN
Receiving Returned	Reference Document Number | Shipping GLN
Shipped	Reference Document Number | Destination GLN
Shipping Returned	Reference Document Number | Destination GLN

- **GLN:** Location where the activity/transaction was performed.

Portal/Mobile (supply chain) user:

Figure 4.1 Message Log - Display

SPOC user:

Figure 5.2 Message Log - Display

Support user:

Figure 6.3 Message Log – Display

4.1.1.1.1   Message Log filter options

Filters can be used to help you find a specific message.

If you need to search for a specific message, start by entering desired string and the results will be automatically filtered.

Figure 7 Message Log - Search

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

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 8 Sort

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

Figure 9 Message Log – Time frame

Filters:

Today – all messages and events processed on the last day are displayed

One week – all messages and events from the last week are displayed

Two weeks – all messages and events from the last two weeks are displayed

Calendar – all messages for the selected period are displayed

For a longer period select calendar.

Use arrows and a drop-down menu ◄ March ⌄ 2022 ⌄ ► 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, messages and events are displayed automatically.

Figure 10 Message Log – Calendar

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

Figure 11 Message Log – Status

Filters:

All – all events and messages are displayed

Success – only successfully processed messages by Tatmeen are displayed

Error – only messages and events in status error are displayed

To search messages from a specific user, select one from the User dropdown menu.

User

My User ⌄

Figure 12 Message Log – User

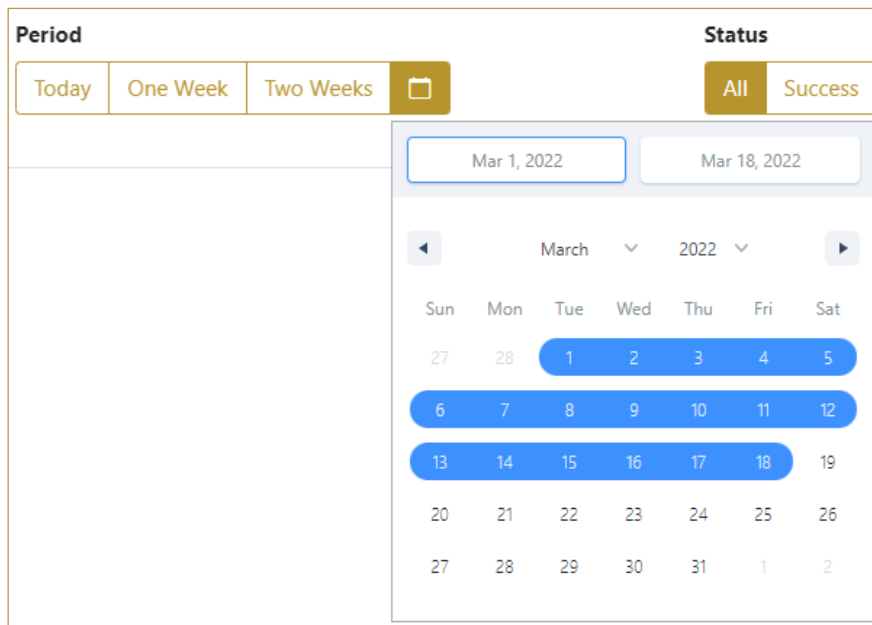At the bottom of the table, there is a navigation line that will help you to navigate to a specific page.

|< ← → >| Page 7 of 23 Go to page: 1 Show 10 ⌄
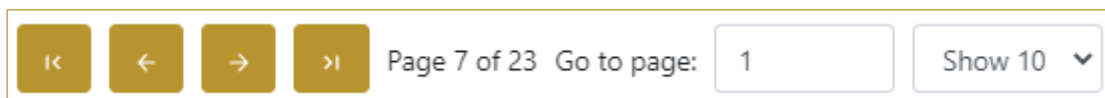
Figure 13 Product – Navigation line

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 Show 10 ⌄

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 Page 7 of 23 . You can navigate to a different page by entering the number of the page Go to page: 1 .

4.1.1.2 Message Log Details

For more details about each message/event, you can find out by pressing the button
> at the beginning of each row.

Figure 14 Message Log – Details

To hide details about the message/event press the button ⌄ in the row above details.

Figure 15 Message Log – hide Details

4.1.2 Message Log - Mobile

To see and explore more about the message log, in the navigation menu select Message Log.
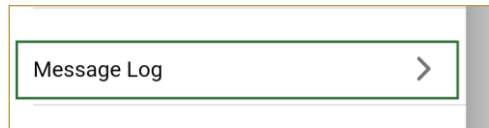
Figure 16 Mobile navigation menu – Message Log

On the Message Log page next options are available:

- Message log display
- Display of message/event details

4.1.2.1 Message Log Display

When the page is opened, events and messages relevant to Tatmeen are displayed according to the filter settings in use.
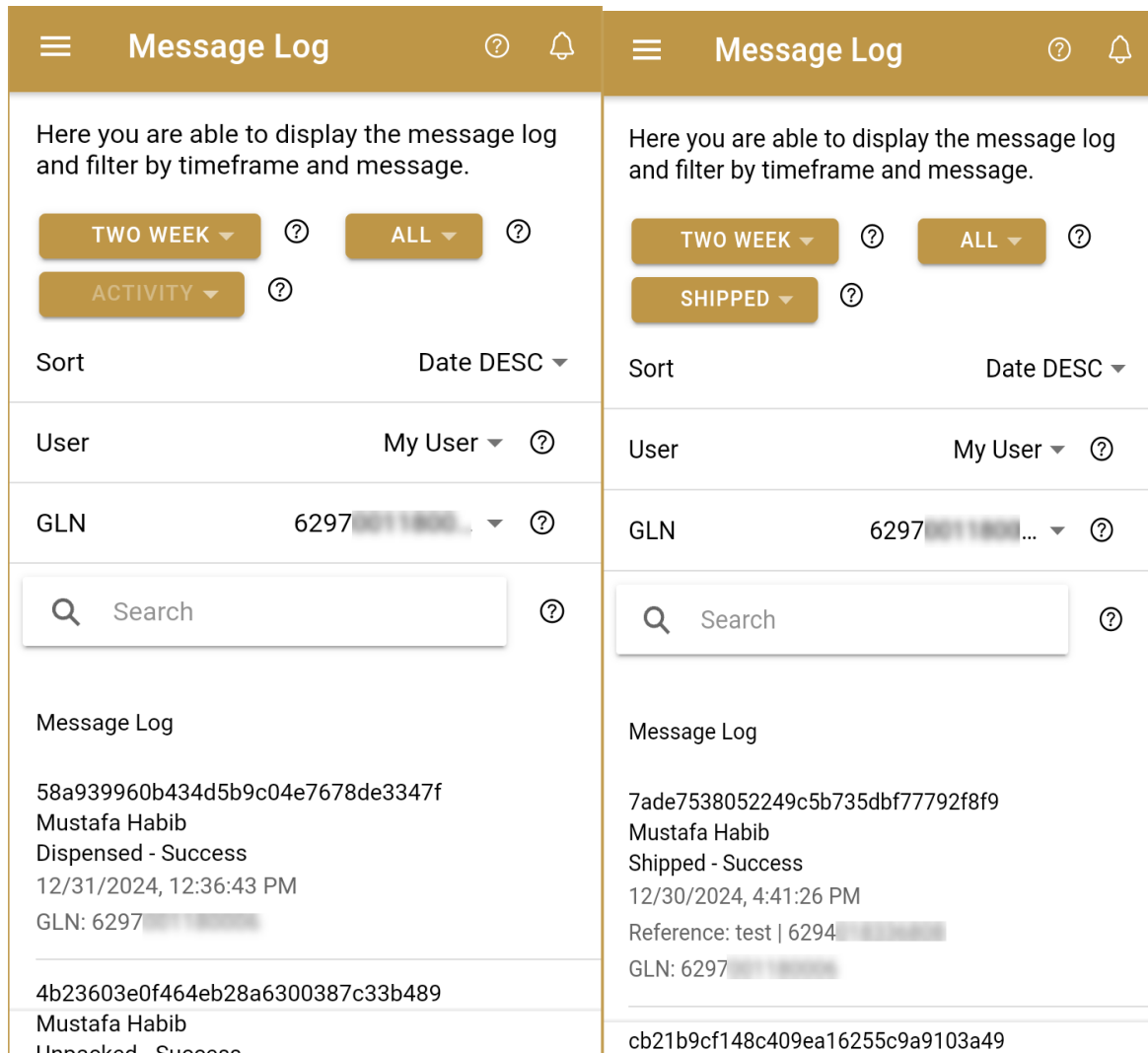
Figure 17 Message Log - Display

Events are displayed on the mobile application screen as:

Unique identification number of the event	0022480d-c0b9-1eec-9fa4-252777fb4cc4
Type of the event - Status of the event	BLOCKED - Success
Time of the event	24. 1. 2022 - 15:23:12
Reference number	<reference number>	<GLN if applicable>.

Figure 18 Message Log – Display data

4.1.2.1.1   Message Log filter options

Filters can be used to help you find a specific message.

If you need to search for a specific message, start by entering desired string and the results will be automatically filtered.

Figure 19 Message Log - Search

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

If you search for a message for a specific time frame then press the first button with the current period selected and use one of the options:

Today – all messages and events processed on the last day are displayed

One week – all messages and events from the last week are displayed

Two weeks – all messages and events from the last two weeks are displayed

Calendar – all messages for the selected period are displayed

Cancel – close the pop-up window
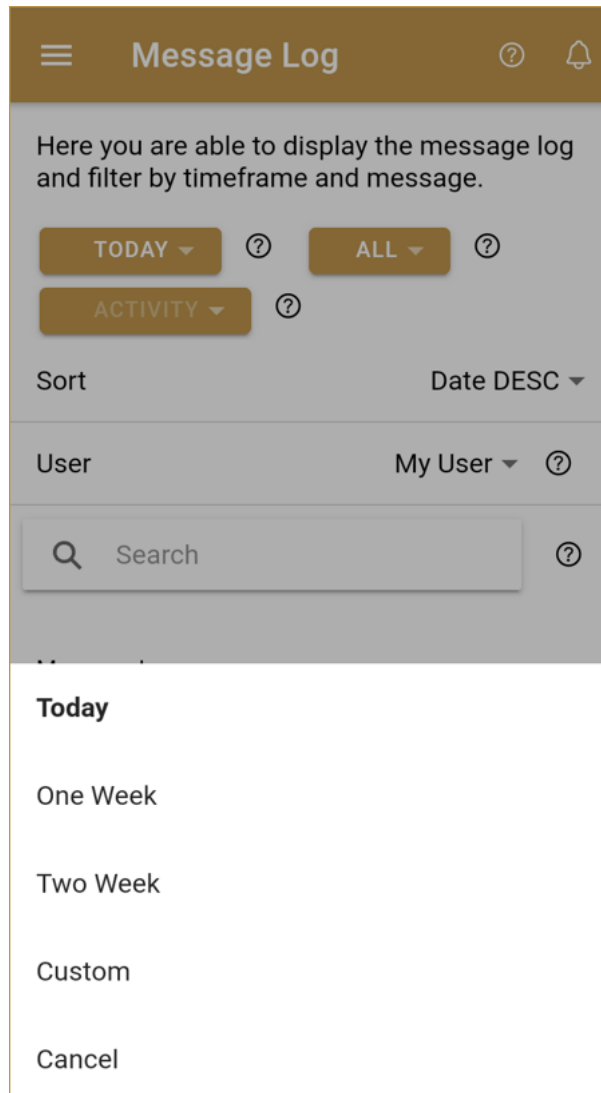
Figure 20 Message Log – Time frame

If you are interested in a specific message status then press the second button with

the current period selected and use one of the options:

All – all events and messages are displayed

Success – only successfully processed messages by Tatmeen are displayed

Error – only messages and events in status error are displayed

Cancel – close the pop-up window
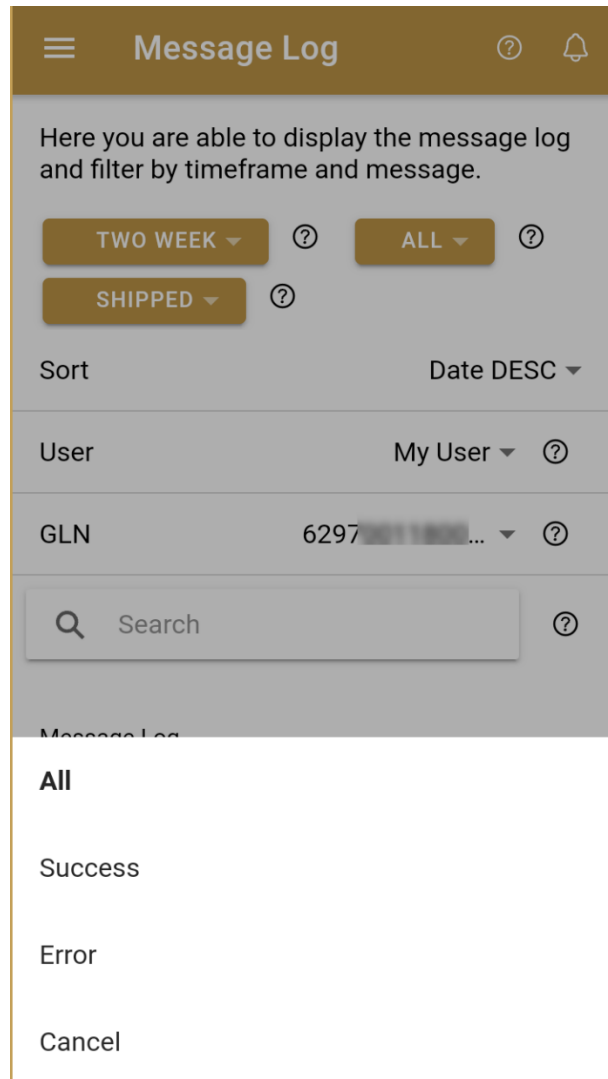
Figure 21 Message Log – Status

4.1.2.2 Message Log Details

For more details about each message/event, you can find out by pressing on the message data. The new page opens with more details about the event.
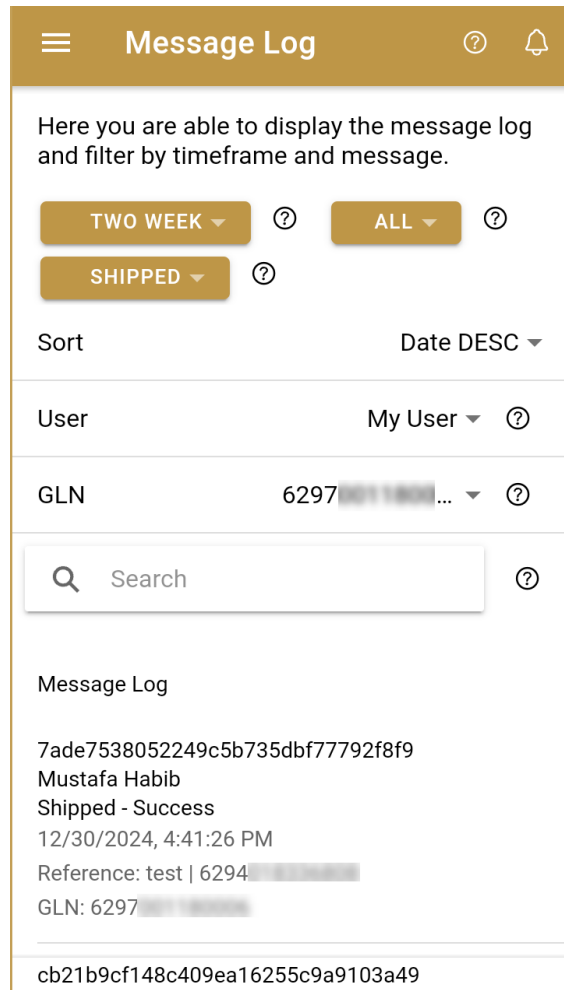
Figure 22 Message Log – Message data
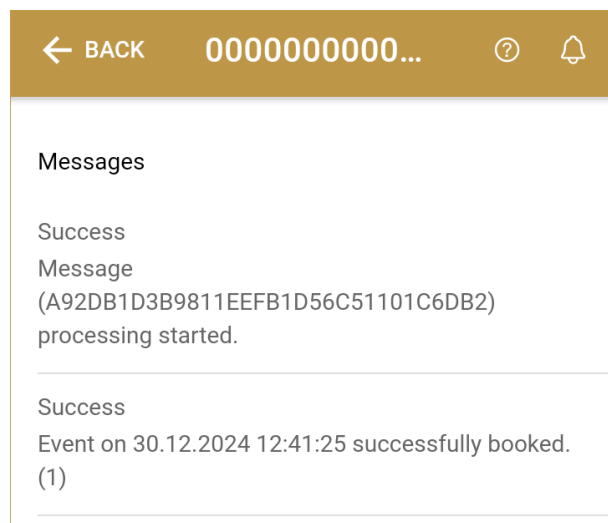
Figure 23 Message Log – Details

To return from the detail page to the previous page, press Back

5. HOW – TO Other

5.1 HOW – TO Message Log

5.1.1   How do I search for a message?

In the navigation menu select Message Log.

A new page opens with messages for the default filter *[4.1.1.1]*.

5.1.2   How do I search for a message for a specific Activity?

In the navigation menu select Message Log.

A new page opens with messages for the default filter *[4.1.1.1]*.

In a Search filter start typing an activity name *[4.1.1.1.1]*.

5.1.3   How do I search for a message in the status Error/Success?

In the navigation menu select Message Log.

A new page opens with messages for the default filter *[4.1.1.1]*.

Select the appropriate status (All, Success, Error) from the status filters *[4.1.1.1.1]*.

5.1.4   How do I search for messages from a specific period?

In the navigation menu select Message Log.

A new page opens with messages for the default filter *[4.1.1.1]*.

Select the appropriate time frame (Today, One week, Two weeks, calendar for custom period) from the time frame filters *[4.1.1.1.1]*.

5.1.5   How do I check message details?

In the navigation menu select Message Log.

A new page opens with messages for the default filter *[4.1.1.1]*.

Press the button   at the beginning of a row for more details *[4.1.1.2]*.

6. FAQ – Other

6.1 Do I see only my messages and events or also from the others?

This will depend on the type of user. A Portal/Mobile (supply chain) user, will be able to see the message log for the activities that he/she has performed.

However, a SPOC user will be able to see the operations performed by all the users (Portal/Mobile users and B2B Service users) assigned to their organization. Support users can view the activity details of all the B2B Service users assigned to them.

6.2 Can I see the messages of the operations performed on all the GLNs I'm assigned to, or only the current one selected in Settings?

The messages in the log are the ones performed by the user (or by all the users belonging to the same organization, in the case of the SPOC), regardless of the current GLN selected in settings.

6.3 Can I see the details of the objects/products in the message log?

The message log will display the details of the operation performed, but not the details of the items involved on it.

6.4 Can 'support user' see events created by B2B user via B2B process in message log?

Yes, the responsible support user can access Message Log for viewing the status of events processed by B2B users.

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.
Business User	Business User	A business user is a user that operates the Tatmeen solution by accessing it using the Mobile and/or Portal.
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
SPOC	Single Point of Contact	A SPOC, or SPOC user, is a special type of business user that is the point of contact of its organization for Tatmeen. Is able, among other things, to create more users belonging to its organization.
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 Message Log