

Training Manual for Message Log

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Tatmeen_TRM-0253_Training Manual for Message Logs_v2.0

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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





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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 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.



Figure 3 Portal navigation menu – 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
 - o 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:
 - o 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:



| Nessage Log | | | | | | | |
|--|----------------------|------------------|-------------------------|-----------------------|-------------|-------------|------|
| Here you are able to display the message log a | ind filter by timefr | ame and message. | | | | | |
| Period (?) | Activity ? | | GLN 🕐 | | Status 🕐 | | |
| Today One Week Two Weeks | Select | ~ | All GLN | ~ | All Success | Error | |
| Search 🕐 | | | | | | | |
| Search | | | | | | | |
| GUID * | | User | Date/Time 🗸 | Activity * | Status * | Reference * | GLN |
| > 8d7fc783096d4b459771e959e29db0fe | | Angela01 | 25/12/2024, 10:37:32 AM | Destruction Initiated | Success | GFSRTYU | 8901 |
| / 00/10/05050040455///1055502500010 | | Angela01 | 25/12/2024, 10:37:03 AM | Unpacked | Success | | 8901 |

Figure 4.1 Message Log - Display

SPOC user:

| ssage Log | | | | | | |
|--|---------------|-------------------------|-----------------|----------|------------------------|-------|
| re you are able to display the message log and filter by timeframe and m | essage. | | | | | |
| iod 🕐 Activity 🔊 | User 🕐 | | GLN 🕐 | | Status 🕐 | |
| oday One Week Two Weeks 🗂 Select | ✓ My User | ~ | 6297 Drug Store | | All Success Error | |
| rch 🕐 | | | | | | |
| | | | | | | |
| earch | | | | | | |
| GUID* | User | Date/Time • | Activity * | Status * | Reference ⁺ | GLN |
| 58a939960b434d5b9c04e7678de3347f | Mustafa Habib | 12/31/2024, 12:36:43 PM | Dispensed | Success | | 6297 |
| 4b23603e0f464eb28a6300387c33b489 | Mustafa Habib | 12/31/2024, 12:19:26 PM | Unpacked | Success | | 6297 |
| cd188944003040d99d3605ae1e0d90d5 | Mustafa Habib | 12/30/2024, 5:07:23 PM | Unpacked | Success | | 6297 |
| ec7d3f6efded498986db824b8b9ae22e | Mustafa Habib | 12/30/2024, 4:49:35 PM | Dispensed | Success | | 6297 |
| 7ade7538052249c5b735dbf77792f8f9 | Mustafa Habib | 12/30/2024, 4:41:26 PM | Shipped | Success | test 6294(| 6297 |
| cb21b9cf148c409ea16255c9a9103a49 | Mustafa Habib | 12/30/2024, 4:35:45 PM | Shipped | Success | test 6297(| 6297 |
| b3ac748dc7cf407abe46462e65ed5016 | Mustafa Habib | 12/30/2024, 4:21:30 PM | Stolen | Success | | 6297 |
| 48e49990d3bf4497b9def65740b93fcb | Mustafa Habib | 12/30/2024, 4:05:42 PM | Sampled | Success | | 6297 |
| d944e67f772d4556bf6f30459654d70a | Mustafa Habib | 12/30/2024, 3:36:07 PM | Unpacked | Success | | 6297 |
| 39e1f3c35907434ebd940d9bf53195ed | Mustafa Habib | 12/30/2024, 3:25:24 PM | Unpacked | Success | | 62971 |



Support user:

| ome > Message Log | | | | | | | |
|---|-----------------------------|------------------|-------------------------|---------------|----------|-------------|------|
| Vlessage Log | | | | | | | |
| Here you are able to display the messag | e log and filter by timefra | ame and message. | | | | | |
| Period 🕐 | Activity 🕐 | | User 🕐 | Status 🕐 | Se | arch 🕐 | |
| Today One Week Two Weeks | Select | ~ | All Users | ✓ All Success | Error | Search | |
| GUID * | | User | Date/Time 🗸 | Activity * | Status * | Reference * | GLN |
| > a728d272-6c58-4e65-b063-9b53a | 93f98a1 | scpservice | 30/12/2024, 11:03:02 AM | Commissioned | Error | SHP/MP/2420 | 8901 |
| > d725fa59-4245-4814-9524-d1918f | b82747 | scpservice | 27/12/2024, 3:01:19 PM | Commissioned | Success | SHP/MP/2201 | 8901 |
| > ac074454-0846-40df-adb0-41edad | 51ebc1 | gulfscpser | 25/12/2024, 4:44:27 PM | Commissioned | Error | SHP/MP/2319 | 8901 |
| > 05bb81a8-8b79-4226-b9d5-017b7 | 0100984 | gulfscpser | 25/12/2024, 4:42:08 PM | Commissioned | Error | SHP/MP/2319 | 8901 |
| > f6dd5567-ccd8-4bba-8d93-8fa4cc | 52c871 | gulfscpser | 25/12/2024, 4:41:30 PM | Commissioned | Error | SHP/MP/2319 | 8901 |
| > 060fc709-daeb-4d41-9d80-432a9f | 087f8a | scpservice | 25/12/2024, 10:30:09 AM | Packed | Success | | 8901 |
| > 060fc709-daeb-4d41-9d80-432a9f | 087f8a | scpservice | 25/12/2024, 10:30:09 AM | Commissioned | Success | SHP/MP/2319 | 8901 |
| | c7f801 | gulfscpser | 20/12/2024, 5:12:50 PM | Commissioned | Error | SHP/MP/2319 | 8901 |

Figure 6.3 Message Log – Display

تطمین Tatmeen



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.

| Search ? | | | |
|----------|--|--|--|
| Search | | | |
| | | | |

| 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.

Activity ^{*}

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 V 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.

| Period | | | | | | | Sta | atus | |
|--------|----------|-----------|-----|----------|-------|-----|------|----------|---------|
| Today | One Week | Two Weeks | | | | | , | AII | Success |
| | | | | Mar 1, 2 | 2022 | | Mai | r 18, 20 | 22 |
| | | | • | | March | ~ | 2022 | ~ | Þ |
| | | | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | 27 | | 1 | 2 | 3 | 4 | 5 |
| | | | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| | | | 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| | | | 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| | | | 27 | 28 | 29 | 30 | 31 | | 2 |

Figure 10 Message Log – Calendar

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

| Status | ? | |
|--------|---------|-------|
| All | Success | Error |
| All | Success | Error |

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.



| 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.

| к | ÷ | → | ы | 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

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 c | an 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.



| Home > Message | Log | | | | | | | |
|-------------------|----------------------------|--------------------------|------------------|------------------------|-------------------|----------|-------------|------|
| | | | | | | | | |
| Message Log | | | | | | | | ? |
| Here you are able | to display the message log | and filter by timeframe | and message. | | | | | |
| Period ? | | Activity ? | | User ? | | | | |
| Today One W | eek Two Weeks 📋 | Select | | ∽ My User | | | ~ | |
| GLN ? | | | Sta | ntus 🕐 | Search ? | | | |
| All GLN | | | ~ / | II Success Error | Search | | | |
| GUID [▲] | | | User | Date/Time [▲] | Activity ^ | Status 🕈 | Reference 🕶 | GLN |
| ✓ 68fa080e0f53 | 34334ae1b501208dd719d | | Mustafa Habib | 12/30/2024, 4:42:22 PM | Received | Success | test 6297 | 6294 |
| Туре | Message Text | | | | | | | |
| Success | Message (A92DB1D3B | 9811EEFB1D57075EBD6 | 6DD1) processing | started. | | | | |
| Success | Event on 30.12.2024 12 | 2:42:17 successfully boo | ked. (1) | | | | | |
| > cb21b9cf148 | c409ea16255c9a9103a49 | | Mustafa Habib | 12/30/2024, 4:35:45 PM | Shipped | Success | test 6297 | 6297 |
| > 7ade7538052 | 2249c5b735dbf77792f8f9 | | Mustafa Habib | 12/30/2024, 4:41:26 PM | Shipped | Success | test 6294 | 6297 |

Figure 14 Message Log – Details

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

| Home > Message Log | | | | | | | | |
|--------------------------|------------------------|---------------------------|-----------------|------------------------|-----------------------|----------|-------------|------|
| | | | | | | | | |
| Message Log | | | | | | | | 3 |
| Here you are able to dis | play the message log a | nd filter by timeframe ar | nd message. | | | | | |
| Period ? | | Activity ? | | User ? | | | | |
| Today One Week | Two Weeks 📋 | Select | | ∽ My User | | | ~ | |
| GLN ? | | | Sta | tus ? | Search ? | | | |
| All GLN | | | ~ A | II Success Error | Search | | | |
| GUID [▲] | | | User | Date/Time [*] | Activity [*] | Status 🕈 | Reference 🕶 | GLN |
| 68fa080e0f534334 | lae1b501208dd719d | | Mustafa Habib | 12/30/2024, 4:42:22 PM | Received | Success | test 6297 | 6294 |
| Туре | Message Text | | | | | | | |
| Success I | Message (A92DB1D3B9 | 811EEFB1D57075EBD66I | DD1) processing | started. | | | | |
| Success I | Event on 30.12.2024 12 | 42:17 successfully booke | ed. (1) | | | | | |
| | | | | | | | | |
| > cb21b9cf148c409e | ea16255c9a9103a49 | | Mustafa Habib | 12/30/2024, 4:35:45 PM | Shipped | Success | test 6297 | 6297 |
| > 7ade7538052249c | 5b735dbf77792f8f9 | | Mustafa Habib | 12/30/2024, 4:41:26 PM | Shipped | Success | test 6294 | 6297 |

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.

| 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.



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| ≡ Message Log | @ | ≡ | Message Log | ⑦ ↓ |
|--|--------|--|--|-------------|
| Here you are able to display the message log and filter by timeframe and message. | | | you are able to display t Iter by timeframe and n | |
| TWO WEEK - ⑦ ALL - ACTIVITY - ⑦ | 0 | | WO WEEK - ⑦ | ALL - |
| Sort Date | DESC 🔻 | Sort | | Date DESC 💌 |
| User My Use | r ▼ ⑦ | User | | My User 👻 🕜 |
| GLN 6297 | • ? | GLN | 6297 | • ? |
| Q Search | 0 | ٩ | Search | 0 |
| Message Log | | Messa | ge Log | |
| 58a939960b434d5b9c04e7678de3347f Mustafa Habib Dispensed - Success 12/31/2024, 12:36:43 PM GLN: 6297 | | 7ade7538052249c5b735dbf77792f8f9 Mustafa Habib Shipped - Success 12/30/2024, 4:41:26 PM Reference: test 6294 | | 92f8f9 |
| 4b23603e0f464eb28a6300387c33b489 Mustafa Habib | | | 297 | |
| Unpacked - Success | | cb21b | 9cf148c409ea16255c9a91 | 03a49 |

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.

| Q | Search | |
|---|--------|--|
| | | |

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



| ≡ Message Log | 0 | ¢ | | | |
|---|-----|-----|--|--|--|
| Here you are able to display the message log and filter by timeframe and message. | | | | | |
| TODAY - O ALL - | ? | | | | |
| ACTIVITY - | | | | | |
| Sort Date | DES | С 🖛 | | | |
| User My Use | r – | 0 | | | |
| Q Search | | ? | | | |
| | | | | | |
| Today | | | | | |
| One Week | | | | | |
| Two Week | | | | | |
| Custom | | | | | |
| Cancel | | | | | |

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

 $\label{eq:cancel-close} \textbf{Cancel} - close \ the \ pop-up \ window$



| ≡ Message | e Log | ? ¢ | | | |
|---|-------|-----------|--|--|--|
| Here you are able to display the message log and filter by timeframe and message. | | | | | |
| TWO WEEK - | ② ALL | 0 | | | |
| SHIPPED 🔻 | 0 | | | | |
| Sort | Da | te DESC 👻 | | | |
| User | My Us | ser 🔻 🕜 | | | |
| GLN | 6297 | • ? | | | |
| Q Search | | 0 | | | |
| Magaagallag | | | | | |
| All | | | | | |
| Success | | | | | |
| Error | | | | | |
| Cancel | | | | | |

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.



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| ≡ Message Lo | g ⑦ ¢ | | | | |
|---|-------------|--|--|--|--|
| Here you are able to display the message log and filter by timeframe and message. | | | | | |
| TWO WEEK - ⑦ SHIPPED - ⑦ | ALL - 0 | | | | |
| Sort | Date DESC 💌 | | | | |
| User | My User 👻 🕐 | | | | |
| GLN 6 | 297 🔻 🕐 | | | | |
| Q Search | 0 | | | | |
| Message Log 7ade7538052249c5b735d Mustafa Habib Shipped - Success 12/30/2024, 4:41:26 PM Reference: test 6294 GLN: 6297 | of77792f8f9 | | | | |
| cb21b9cf148c409ea16255c9a9103a49 | | | | | |

Figure 22 Message Log – Message data

| ← васк | 0000000000 | ? | ¢ |
|---|---------------------------------|-----------|-----|
| Messages | | | |
| Success Message (A92DB1D3B processing st | 9811EEFB1D56C51101C6D arted. |)B2) | |
| Success Event on 30.1 (1) | 2.2024 12:41:25 successfu | illy book | ed. |

Figure 23 Message Log – Details



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

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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 (<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 |
|------------------|--|--|
| 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

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