Training Manual for Mobile Commissioning

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1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	18-Oct-2022	First Version	EVOTEQ
2.0	16-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 Mobile Commissioning

4.1 SSCC Request

Supply Chain partners who lack the capability to generate SSCC codes can request or generate a new SSCC (Serial Shipping Container Code) and print the corresponding label for the logistics unit.

If an organization can generate SSCC codes through other methods, it is not recommended to use this functionality as generating SSCC codes in two systems can cause duplications.

Tatmeen will send request for new SSCC code to BrandSync (for more about BrandSync go to https://brand-sync.com) where SSCC code will be generated according to GS1 standard.

BrandSync will use the Global Company Prefix (GCP) of the Supply Chain actor and make sure that no duplication of SSCCs can occur. Please note, as this service is being provided by GS1, you need to register for Company Prefix package from GS1 UAE. If you are not subscribed to GS1 Company Prefix package, you can generate SSCCs outside Tatmeen.

Figure 1: Generating SSCC

Every time that the request is executed a single SSCC will be generated.

The codes generated won't be automatically commissioned, and won't exist in Tatmeen until they are transmitted to the system as part of a packing event.

Select Generate SSCC in the navigation menu in the Portal or Mobile to access the page where new SSCC code can be generated.

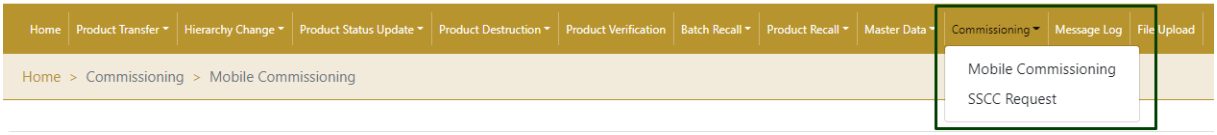


Figure 2: Portal Commissioning navigation menu

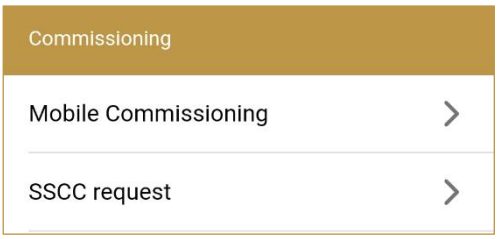


Figure 3: Mobile Generate SSCC navigation menu

4.1.1 SSCC Request - Portal

To see and explore more about generating a new SSCC code, in the navigation menu select Commissioning → SSCC Request

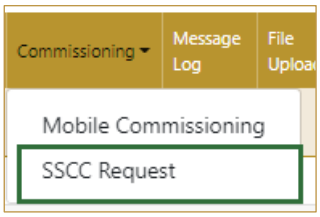


Figure 4: Portal navigation menu – SSCC Request

4.1.1.1 SSCC Request

On the first page, for generation of a new SSCC code press Request SSCC

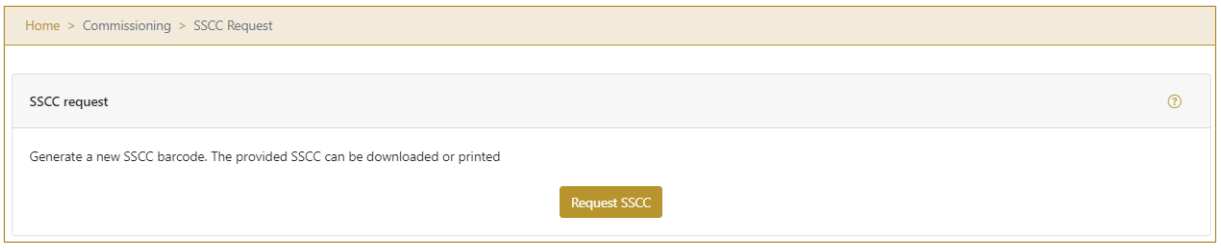


Figure 5: Generate SSCC barcode

A new page opens with newly generated SSCC code.

4.1.1.2 Display SSCC

On the page, newly generated SSCC code is displayed.

SSCC code can be printed or downloaded.

Figure 6: Download or print SSCC code

If you press Download

SSCC barcode will be downloaded as PNG file to your browser default download folder.

If you press Print.

SSCC barcode will be opened in your browsers Print window where it can be printed to the printers installed on your computer.

If you press Repeat Activity

new SSCC code will be generated. Please note, Tatmeen doesn't keep the history of generated SSCCs. Users are advised to download or print the generated SSCCs.

Please note that since Tatmeen utilizes the GS1 service (API) to generate these SSCCs, the following error will occur if the supply chain partner has not subscribed to the GS1 Company Prefix package. In this case, the supply chain partner should explore on generating the SSCCs outside Tatmeen.

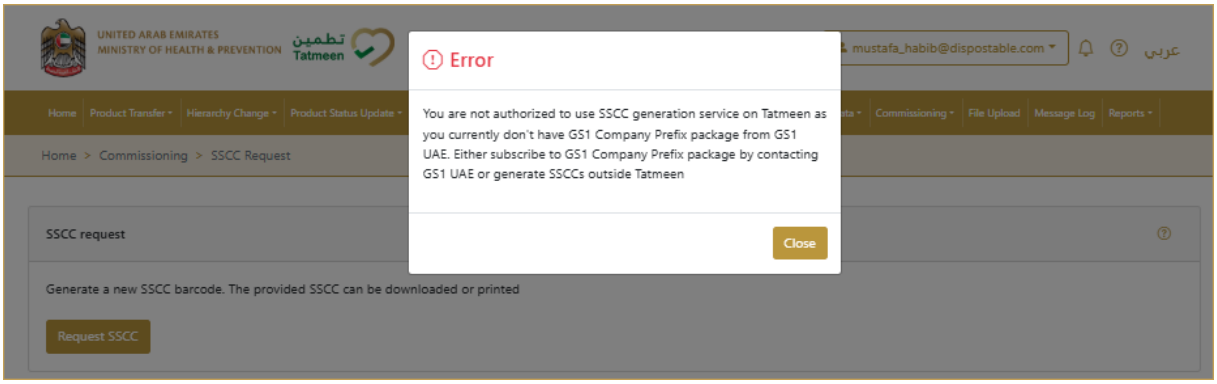


Figure: Subscription Error

4.1.2 SSCC Request - Mobile

To see and explore more about generating a new SSCC code, in the navigation menu select Commissioning → SSCC Request

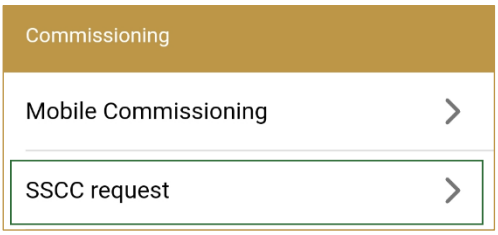


Figure 7: Mobile navigation menu – Commissioning

4.1.2.1 SSCC Request

On the first page, for generation of a new SSCC code press Request SSCC

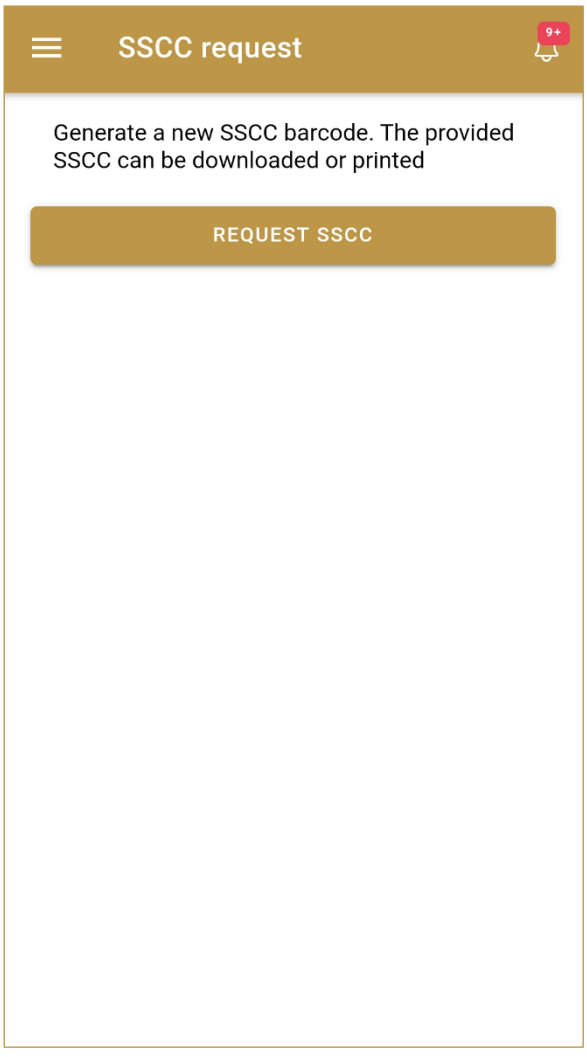


Figure 8: Generate SSCC barcode

A new page opens with newly generated SSCC code.

4.1.2.2 Display SSCC

On the page, newly generated SSCC code is displayed.

SSCC code can be printed or downloaded.

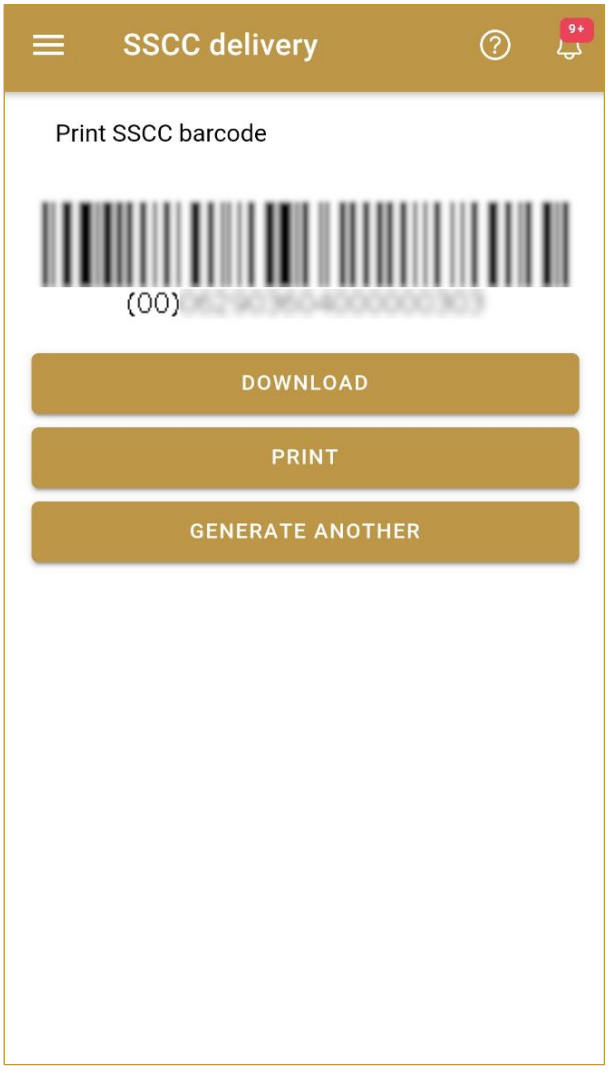


Figure 9: Download or print SSCC code

If you press Download

SSCC barcode will be downloaded as PNG file to your browser default download folder.

If you press Print.

SSCC barcode will be opened in your browsers Print window where it can be printed to the printers installed on your device.

If you press Generate another

new SSCC code will be generated. Please note, Tatmeen doesn't keep the history of generated SSCCs. Users are advised to download or print the generated SSCCs.

4.2 Mobile commissioning

Mobile commissioning will be available for MAH or Licensed Agents to manually commission a SGTIN for a product they're authorized to manufacture and/or import.

In order to be able to use this functionality, the MAH or Licensed Agent needs to be correctly registered, and its master data information synchronized to Tatmeen. MAH and Licensed Agents can only commission their own products. Tatmeen performs validation on the MAH and Licensed Agent defined in the product master of the product getting commissioned. Also, the product master data for the SGTIN to be commissioned needs to be correctly created and synchronized to Tatmeen. For more information about this master data generation and synchronization please refer to the relevant documentation in https://tatmeen.ae.

This functionality should be used by entities that due to small product volumes or technical capabilities are not in position to report commissioning events via the B2B API as described in the Technical Guide for Manufacturers that can be found in https://tatmeen.ae/documents. Please consider that this functionality will only commission the product, but it will still be necessary to pack it using the Hierarchy Change -> Pack functionality of Tatmeen.

4.2.1 Mobile Commissioning – Portal

To see and explore more about Mobile Commissioning, in the navigation menu select Commissioning → Mobile Commissioning

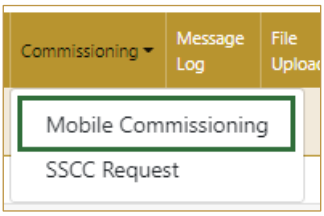


Figure 10: Portal navigation menu – Mobile Commissioning

4.2.1.1 Commissioning data

On the first page for commissioning you need to specify basic data which will be assigned to commissioned SGTIN items.

The operator GLN will be automatically populated with the MAH or Licensing Agent GLN that is selected in Settings. The rest of values are to be populated completely before proceeding to the next page.

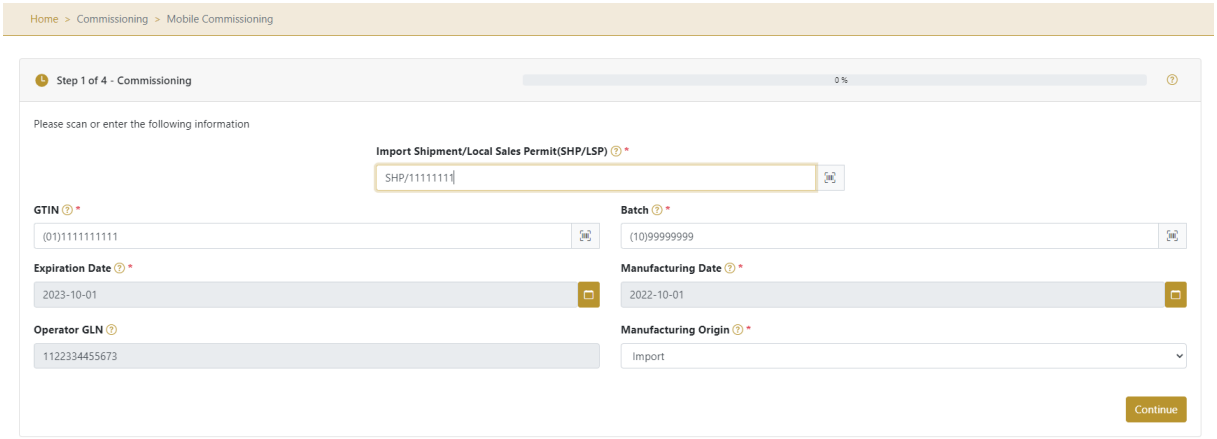


Figure 11: Mobile Commissioning – Data input

The Scan indicates that the values can be also scanned when you use a scanner or tablet.

Figure 12: Mobile Commissioning – Data scanning

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

To continue to the next page press Continue

4.2.1.2 Adding items

On the second page, you need to define which SGTIN would you like to commission.

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

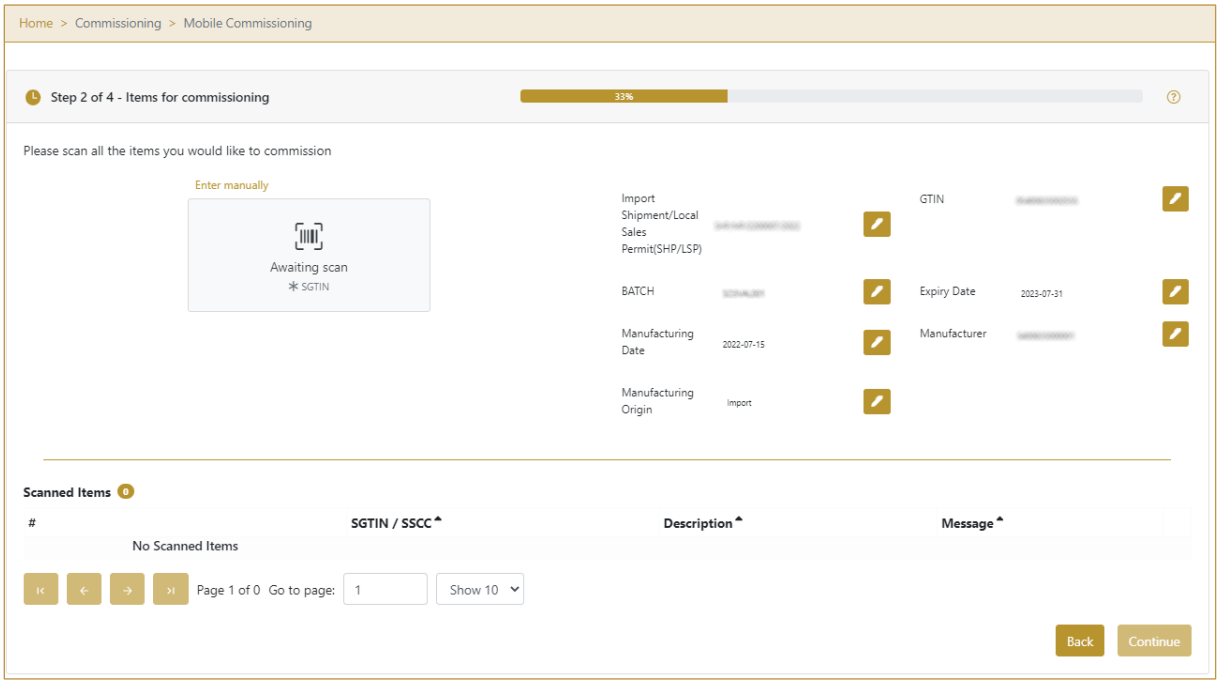


Figure 13: Mobile Commissioning – Adding items

For editing the commissioning data press Edit

Enter the corrected value in this field and save any changes by pressing the key Enter on your keyboard.

4.2.1.2.1 Adding SGTIN with scanning

When the 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.

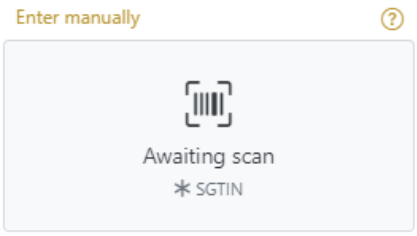


Figure 14: Mobile Commissioning - Scan item

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

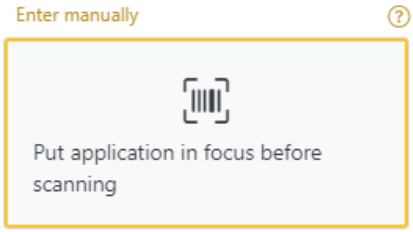


Figure 15: Mobile Commissioning - Missing focus

4.2.1.2.2 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 add an SGTIN Item for commissioning, 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 OK

If you want to return to the previous page press Cancel Cancel

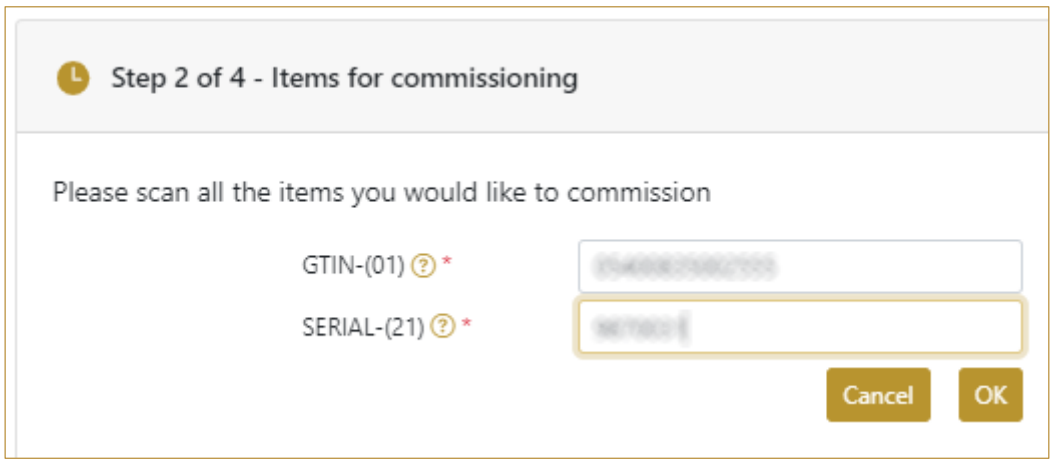


Figure 16: Manual adding of SGTIN item

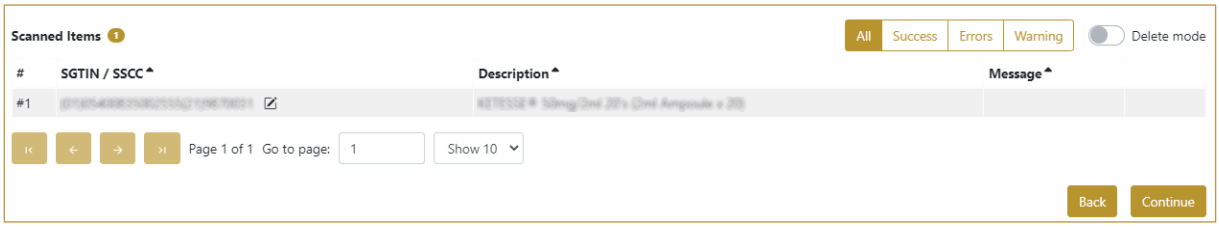


Figure 17: Successfully added SGTIN item

4.2.1.2.3 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

Scanned items 2 shows the total of all items on the list

It is possible to filter the list of scanned items using

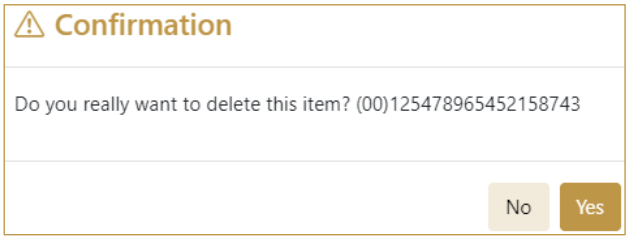
Filter options:

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

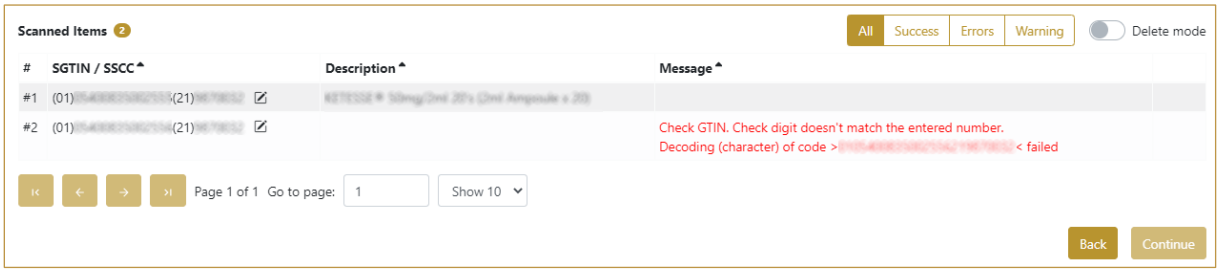
Select Delete mode to remove added items.

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

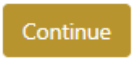
Press Delete to remove an item. Deletion will require confirmation.



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



To return to the previous page press Back

To continue to the next page press 

4.2.1.3 Commissioning confirmation

Before final confirmation, check if all data is correct. All SGTIN items listed on this page will be commissioned.

The commissioned SGTIN items will be available in Tatmeen and can be used for product transfer, product status update,…

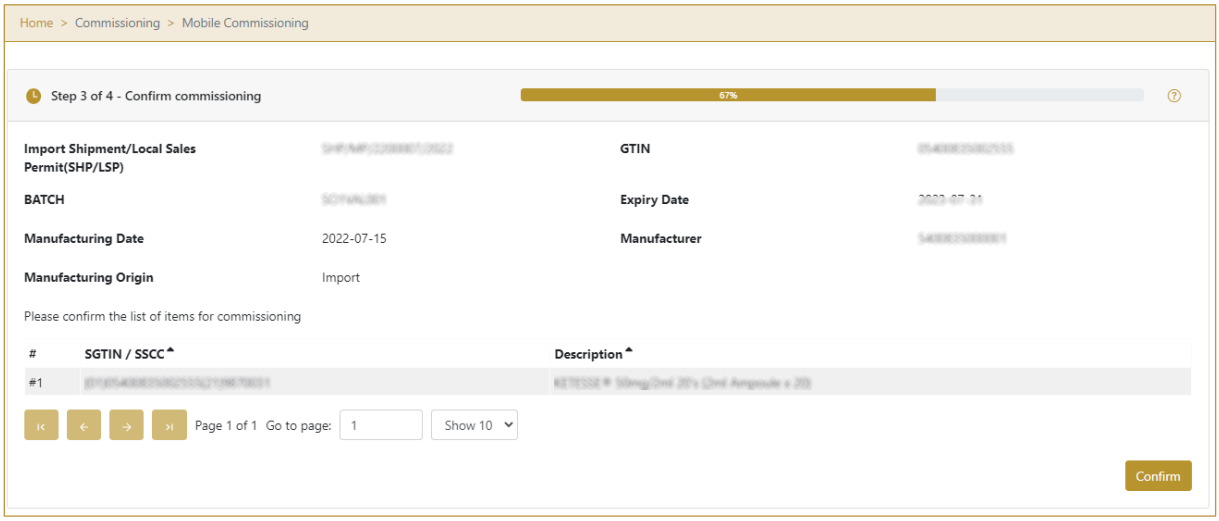


Figure 18: Mobile Commissioning – Confirmation

For final confirmation of commissioning of SGTIN items press Confirm

4.2.1.4 Commissioning completion

You have successfully commissioned SGTIN items.

The commissioned SGTIN items are available in Tatmeen and can be used for product transfer, product status update,…

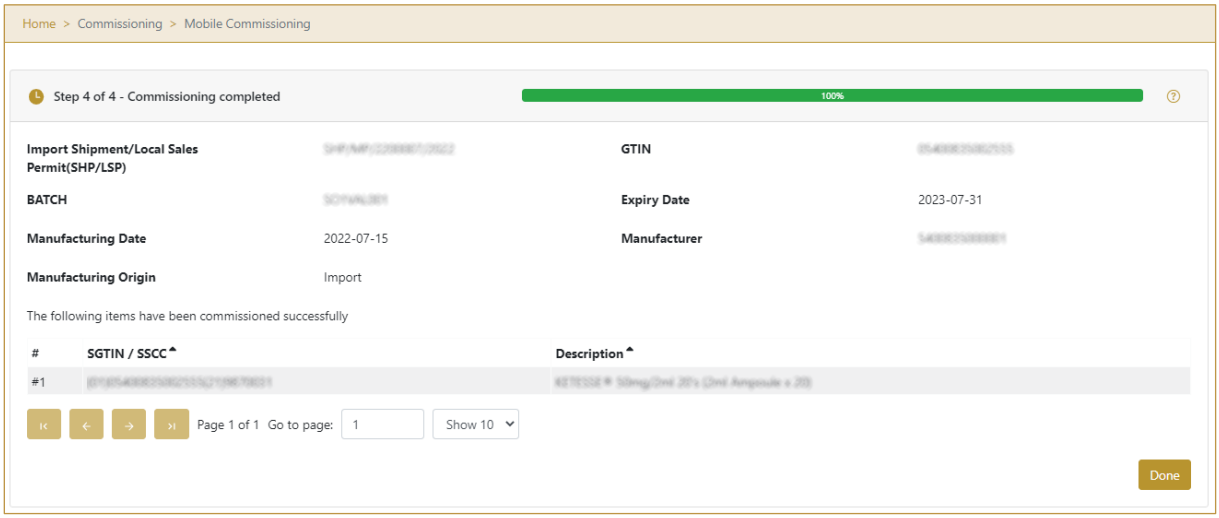
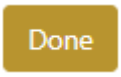


Figure 19: Mobile Commissioning – Completion

If you want to commission more SGTIN items, press Done 

4.2.2 Mobile commissioning - Mobile

Mobile commissioning will be available for any MAH or Licensed Agent.

When product items are produced and equipped with a unique serial number, they need to be reported to Tatmeen so the items will be available on the UAE market.

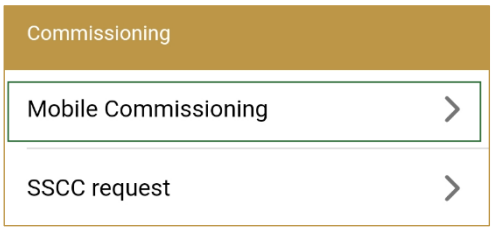


Figure 20: Mobile navigation menu – Mobile Commissioning

4.2.2.1 Commissioning data

On the first page for commissioning you need to specify basic data which will be assigned to commissioned SGTIN items.

You need to enter all values to be able to proceed to the next page.

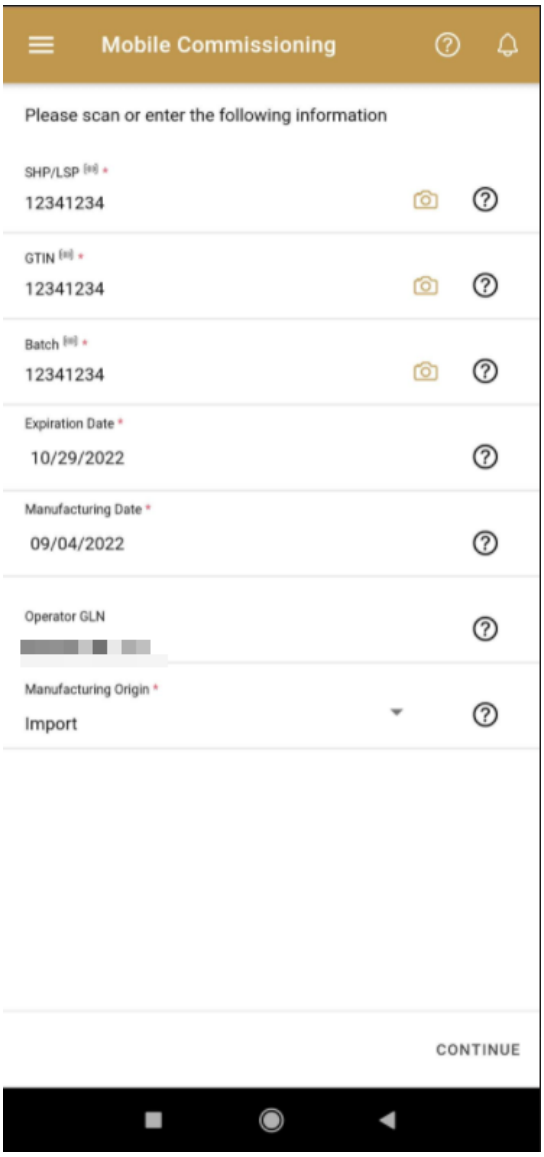


Figure 21: Mobile Commissioning – Data input

You can also scan the Reference Document number by pressing Camera in each field when you use a scanner, mobile, or tablet.

Figure 22 Mobile Commissioning – Data scanning

To continue to the next page press Continue CONTINUE

4.2.2.2 Adding items

On the second page, you need to define which SGTIN would you like to commission.

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

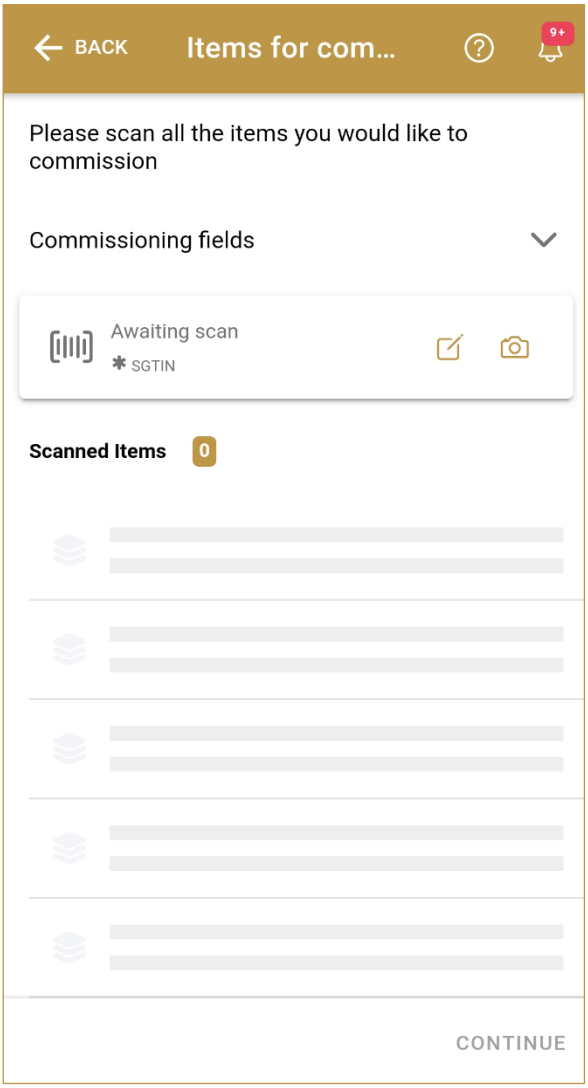


Figure 23: Mobile Commissioning – Adding items

To see basic data for commissioning, press on Commissioning fields Commissioning fields .

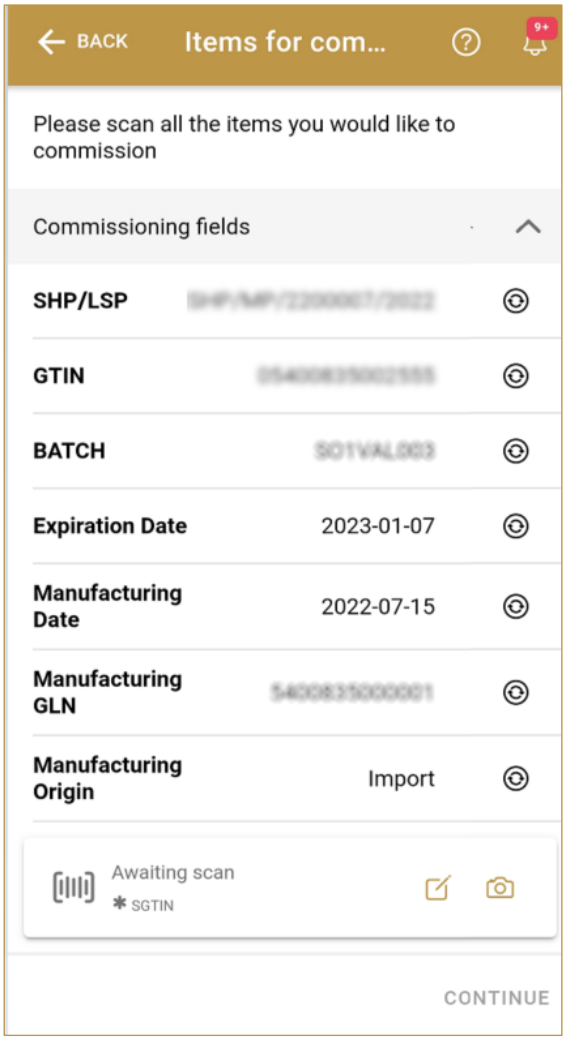


Figure 24: Mobile Commissioning – Commissioning details

4.2.2.2.1 Adding SGTIN with scanning

When the page opens, the application is already ready to scan the barcode with a scanner or press Camera to use the camera for scanning.

4.2.2.2.2 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 add an SGTIN Item for commissioning, 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

If you want to return to the previous page press Close

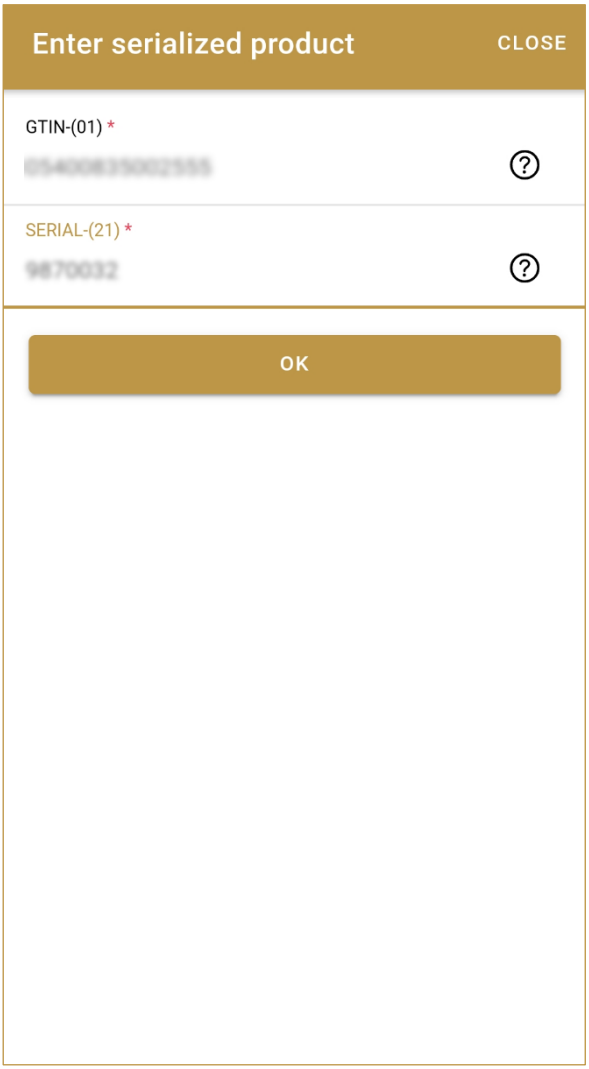


Figure 25: Manual adding of SGTIN item

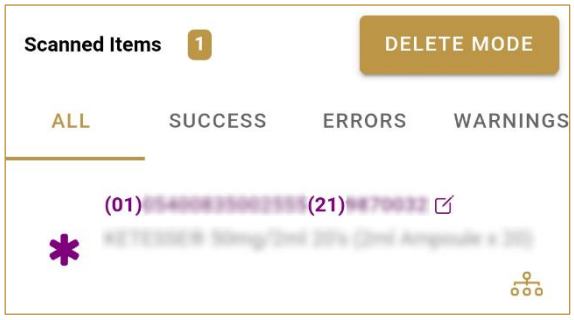


Figure 26: Successfully addedSGTIN item

4.2.2.2.3 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

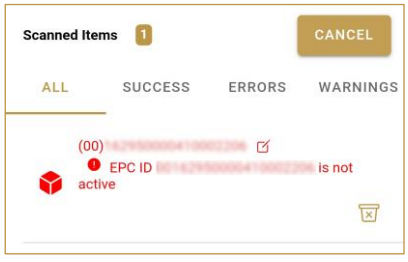
It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

Filter options:

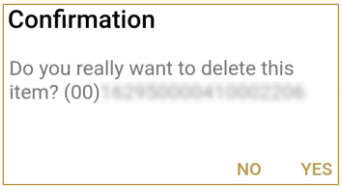
- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

Select Delete mode to remove added items. DELETE MODE

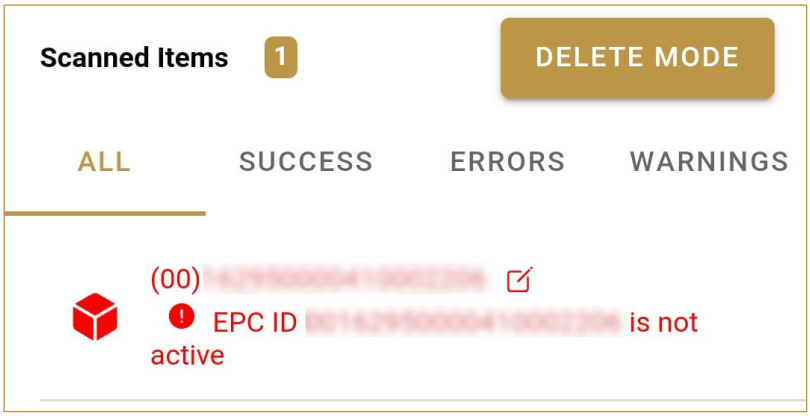
In Delete mode, a delete icon will appear on each row.



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



Red messages under items provide guidance for issues with listed items.



When all issues with added items are solved and there is no error message, press Continue CONTINUE to proceed to the next page.

4.2.2.3 Commissioning confirmation

Before final confirmation, check if all data is correct. All SGTIN items listed on this page will be commissioned.

The commissioned SGTIN items will be available in Tatmeen and can be used for product transfer, product status update,…

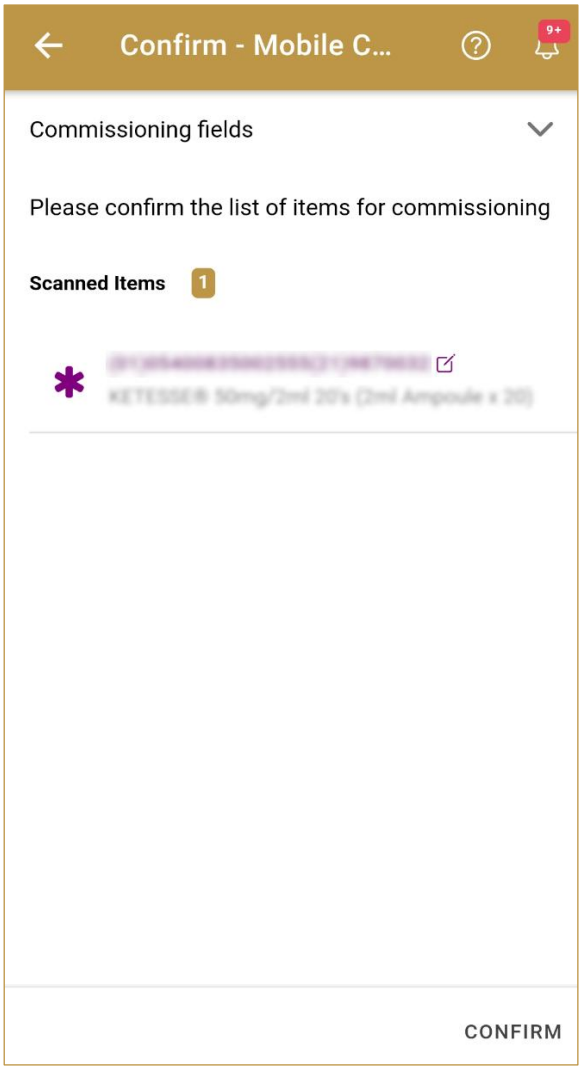


Figure 27: Mobile Commissioning – Confirmation

For final confirmation of commissioning of SGTIN items press Confirm CONFIRM

4.2.2.4 Commissioning completion

You have successfully commissioned SGTIN items.

The commissioned SGTIN items are available in Tatmeen and can be used for product transfer, product status update,…

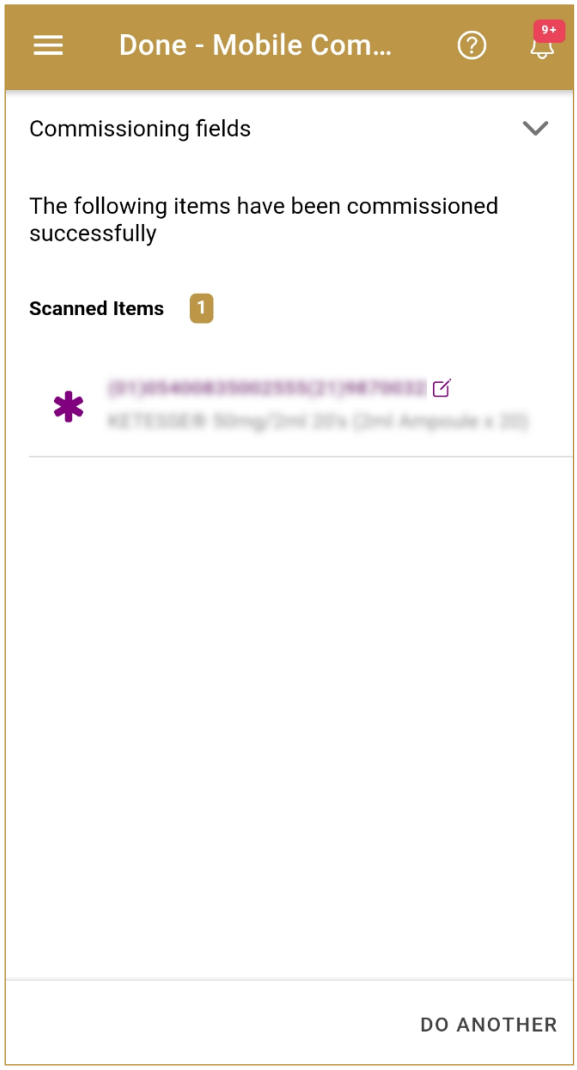


Figure 28: Mobile Commissioning – Completion

If you want to commission more SGTIN items, press Do Another DO ANOTHER

5. HOW – TO Mobile Commissioning

5.1 SSCC Request

5.1.1 How do I generate new, unused SSCC code?

In the navigation menu select SSCC Request.

On the first page press button Request SSCC *[4.1.1.1].*

5.1.2 How do I save SSCC barcode to my computer?

In the navigation menu select SSCC Request.

On the first page press button Request SSCC *[4.1.1.1].*

On the second page press button Download *[4.1.1.2].* Generated SSCC code will be saved as PNG file to browsers default download folder.

5.1.3 How do I print generated SSCC code?

In the navigation menu select SSCC Request.

On the first page press button Request SSCC *[4.1.1.1].*

On the second page press button Print *[4.1.1.2].* Browser's Print window opens where you can print SSCC barcode to printer installed on the computer.

5.2 Mobile commissioning

5.2.1 How can I commission SGTIN items?

In the navigation menu select Mobile Commissioning.

On the first page enter basic data for commissioning *[4.2.1.1].*

On the second page, scan or manually enter SGTIN items for commissioning *[4.2.1.2].*

On the third page, check again if all data is entered correctly. Confirm commissioning of SGTIN items *[4.2.1.3].*

6. FAQ – Mobile Commissioning

6.1 Is the new generated/requested SSCC automatically commissioned?

No. SSCC will become commissioned during the pack process when SSCC will be used/utilised as a parent.

6.2 Can I do mobile commissioning for one serial number more than once?

No. One serial number for one GTIN of a product can be commissioned only once.

6.3 How can I check if a serial number was already commissioned?

Open Product Verification and enter or scan serial number. If serial number was already commissioned you will received detailed information about the serial number.

6.4 How can I request a new SGTIN?

Creation/generation of new SGTIN are not possible within Tatmeen. Only creation of new SSCC is possible.

6.5 Can I generate SSCC numbers using the Tatmeen functionality as well as using an external SSCC generation tool?

If an organisation has the capacity to generate SSCC codes using other tools, it is not advised to use this functionality as, not having means to reconcile both systems, it is possible that this would lead to duplicity of codes..

6.6 How can I reprint a damaged SSCC label that I haven't used?

The SSCC label can be printed inmediately, but can also be saved as a file. This will allow the reprinting of a label that is damaged. Alternatively, if the SSCC hasn't been used, it won't exist yet in Tatmeen and the damaged label can simply be discarded and a new SSCC can be requested without any further implication.

6.7 Can I see the history of SSCC numbers that I generated and then printed by the date?

Since the SSCC numbers are requested by Tatmeen to Brandsync and generated in that system. Not being registered into Tatmeen until the first time they're sent as part of a packing event, it is not possible to see which SSCCs have been generated using this functionality. It is possible, however to save the generated SSCCs as files if keeping a record of the codes generated and their creation times would be necessary.

6.8 As a supply chain partner will I need to generate SSCC numbers and print SSCC labels? If yes, in which scenarios?

A supply chain partner would need to generate and print SSCC codes if as a result of manipulating the product, the unpacking and repacking in new pallets would be necessary.

6.9 Can I reuse existing SSCC labels after unpacking?

Yes. Unpacking a pallet doesn't decommission its SSCC label and it can still be used to pack another products within.

6.10 How many SSCC numbers can I request together?

The SSCC Tatmeen functionality allows to request one SSCC at a time.

6.11 Who can commission a SGTIN?

Mobile commissioning will be available for MAH or Licensed Agents to manually commission a SGTIN for a product they're authorised to manufacture and/or import.

In order to be able to use this functionality, the MAH or Licensed Agent needs to be correctly registered and its master data information synchronized to Tatmeen. Equally, the product master data for the SGTIN to be commissioned needs to be correctly created and synchronised to Tatmeen. For more information about this master data generation and synchronization please refer to the relevant documentation in https://tatmeen.ae.

6.12 If I want to commission multiple products, which transaction/feature can I use?

The Mobile Commissioning functionality only allows working with one GTIN at a time. If multiple products would need to be commissioned at the same time, the B2B or File Upload functionalities can be used instead.

6.13 After commissioning SGTIN, do I need to aggregate/pack this SGTIN in the logistics unit?

A product can be just commissioned without any further aggregation. However, in order to move it further through the supply chain it will be in most cases packed into a logistics unit.

6.14 How many SGTINs can I commission in one request?

Up to 50,000 SGTINs can be commissioned in one single request.

6.15 If I have commissioned a product by mistake, can I cancel commissioning?

A SGTIN commissioned by mistake cannot be decommissioned by the MAH or Licensed Agent. In case of mistake you will need to reach out the MoHAP as there might be financial impacts. After approval from MoHAP, you can use export transaction to decommission the product.

6.16 Can I access Help on portal and mobile

Yes, help on a particular field and process can by found by pressing the Help icon.

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 integrated 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 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. In 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	GS1 identification key 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 Mobile Commissioning

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