Training Manual for Product Clearance

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1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	14-Nov-2022	First Release	EVOTEQ
2.0	30-Jan-2025	Content updates for clarity and accuracy	EVOTEQ

Table 1 Version History Pre-Approvals

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2. Purpose

The purpose of this document is to describe the business processes and functionalities of Tatmeen, Ministry of Health and Prevention (MoHAP) Track and Trace system.

The document details the solution and various control that are adopted for the processes.

3. Introduction

This document provides a high-level, as well as detailed description of the business process and flows of the Tatmeen system.

4. Tutorial Product Clearance

All the imported products that are subject to Tatmeen must be import cleared as it is detailed in the Technical Guide for Manufacturers that can be accessed at https://tatmeen.ae/documents.

In essence, for imported product, each shipment must have a valid shipment import permit (SHP), and the following process must be followed:

- Import Clearance, performed by the MoHAP Customs Department.

Once the product has been import cleared it can proceed further through the supply chain until the points of dispensation.

For product manufactured in UAE, the shipment must have a valid local sales permit (LSP), and the required validations take place at the time of commissioning.

MoHAP Customs inspectors have access to Import Clearance process on the Portal and Mobile.

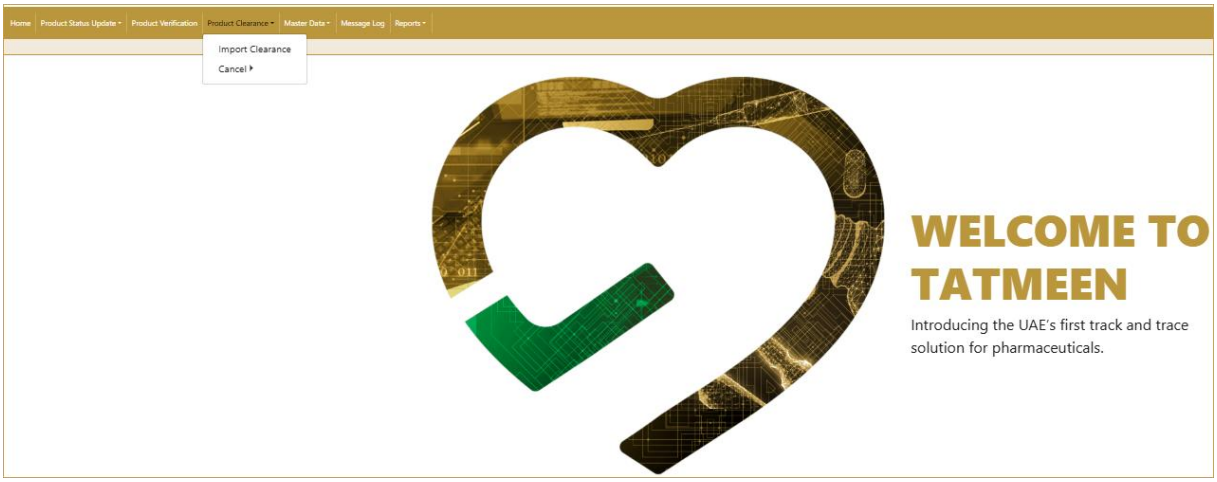


Figure 1 Portal Product Clearance navigation menu

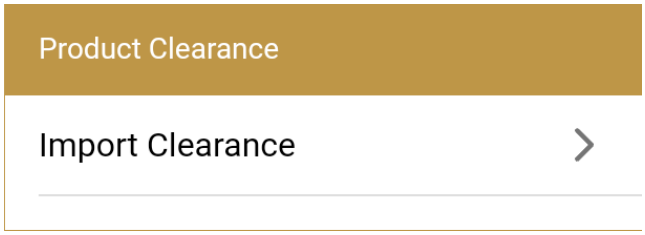


Figure 2 Mobile Product Clearance navigation menu

4.1 Product Clearance – Import Clearance - Portal

To access the Import Clearance process in Tatmeen, the menu option Product Clearance → Import Clearance must be selected.

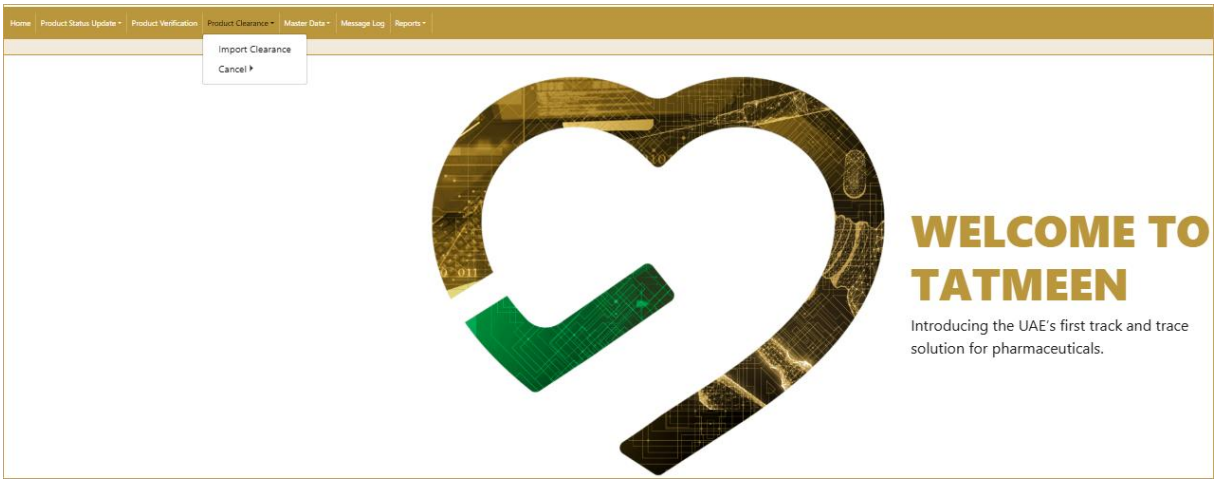


Figure 3 Portal navigation menu – Import Clearance

The user will be able to Import Clear a whole Shipment, product of certain batches included in the Shipment, or individual items contained within.

In order to select the Shipment to be import cleared, the user could type it directly, scan a product that is part of it, or select a port of arrival, which will display a list of all the Shipment Import Permits pending to be cleared associated to that port. Details on how to select the Shipment, including details about the port of arrival functionality, can be found in the section 4.1.1.2 below.

If at any point, the inspector needs to perform any inspection on the physical product (for instance, taking a sample) or to block product for any reason (for instance for quarantine purposes), the affected product needs to be reported to Tatmeen as discussed in the Training Manual for Product Status Update, that can be found in https://tatmeen.ae/documents. Please keep in mind, that this activity needs to take place on a physical GLN as opposed to a port of arrival GLN, and the correct GLN needs to be selected in the Settings before performing the operation.

4.1.1 Shipment Import Permit (SHP)

As the first step for the Import Clearance step, the inspector needs to select the shipment import permit (SHP) to be cleared. This can be entered manually or selected by:

- Scanning one of the SSCC or SGTIN items from the shipment.

- Selecting a port of arrival, which will display a list of all the SHP pending to be cleared associated with that port.

4.1.1.1 Enter SHP Number

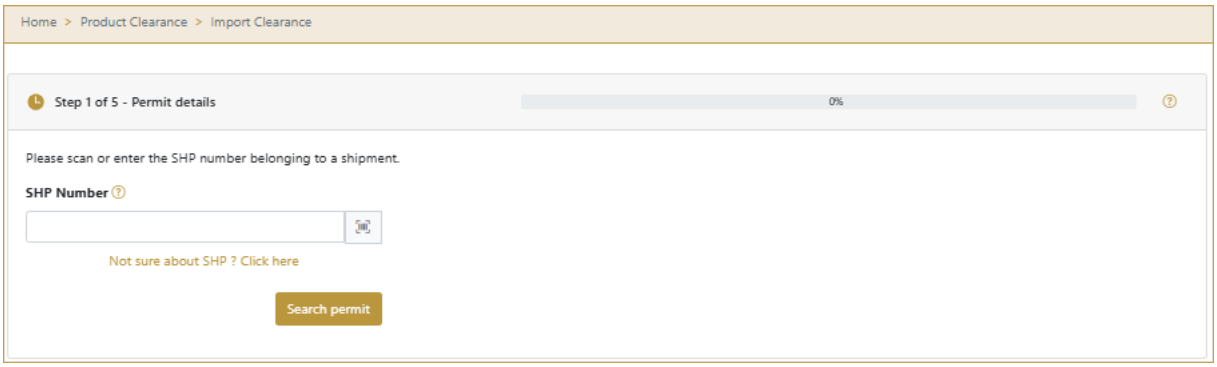


Figure 4 Import Clearance – Enter SHP Number

In the first screen, the SHP number can be entered manually.

You can also scan the SHP Number barcode by pressing Scan when you use a scanner or tablet.

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 enter one SHP Number and press Search permit

If you press the Search permit button but the field SHP Number is empty, the warning will appear.

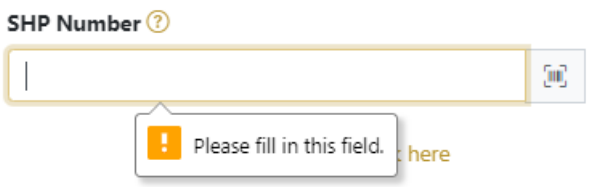


Figure 5 Import Clearance – Warning Fill in the field

If there is any issue with entered SHP Number a warning will appear.

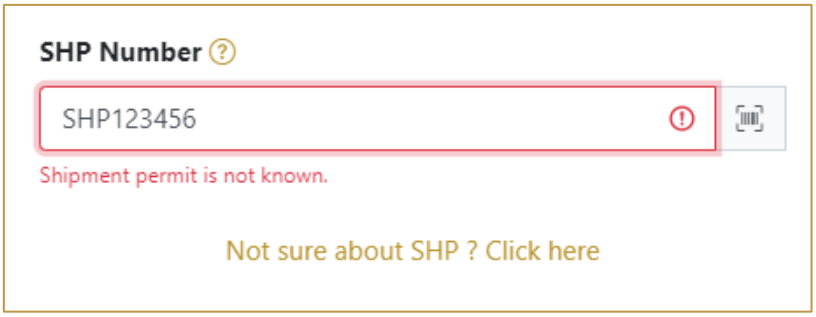


Figure 6 Import Clearance – Warning

If entered data is correct and an import permit is found, shipment import permit details will appear.

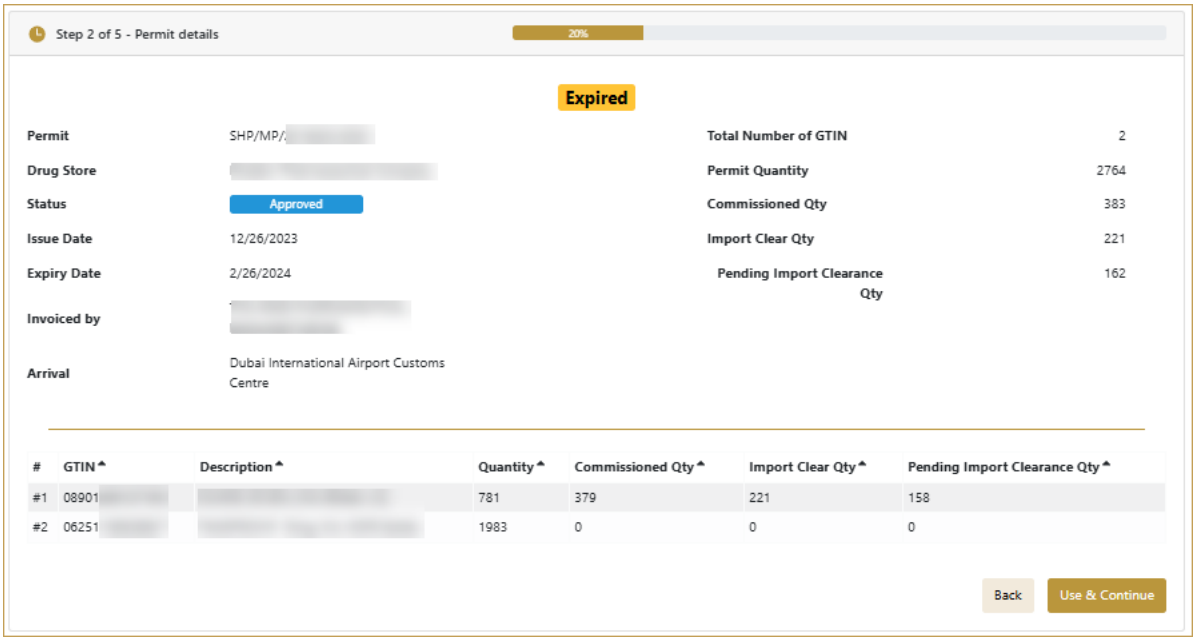
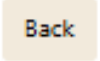


Figure 7 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Back 

If you want to continue to the next page press Use & Continue

Additionally, If you press Clock a new page opens showing the Historical view, which is further detailed in section 4.1.4.

4.1.1.2 Search for SHP Number

If you don't know the SHP number, press Not sure about SHP? Click here

Not sure about SHP ? Click here

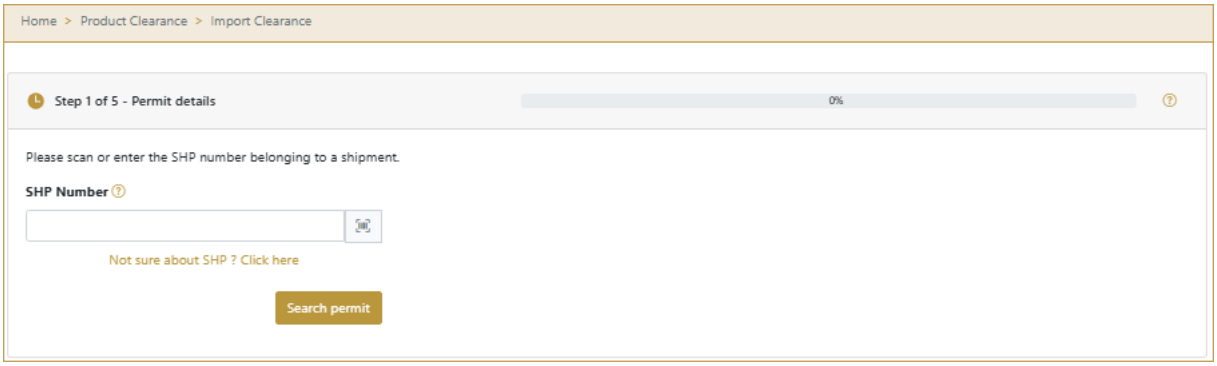


Figure 8 Import Clearance – Search for SHP Number

A new pop-up window will open where you can choose among two options:

- **Scan a product**; for entering one of the SSCC or SGTIN items from the shipment
- **Select a port of arrival**; by selecting one of the ports of arrival

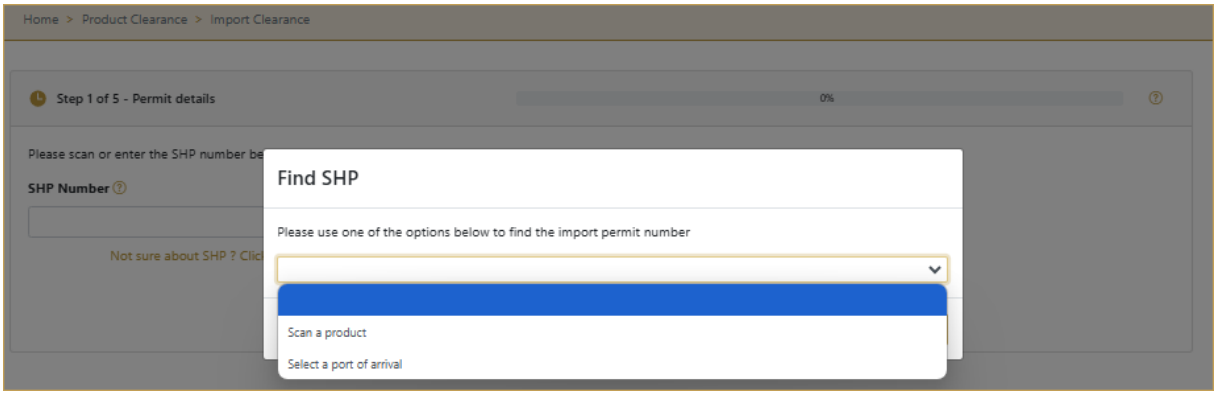


Figure 9 Import Clearance – Select option

4.1.1.2.1 Scan a product

When Scan a product option is selected, a new area for adding an item is displayed.

The following Items must be added:

- SSCC or
- SGTIN

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

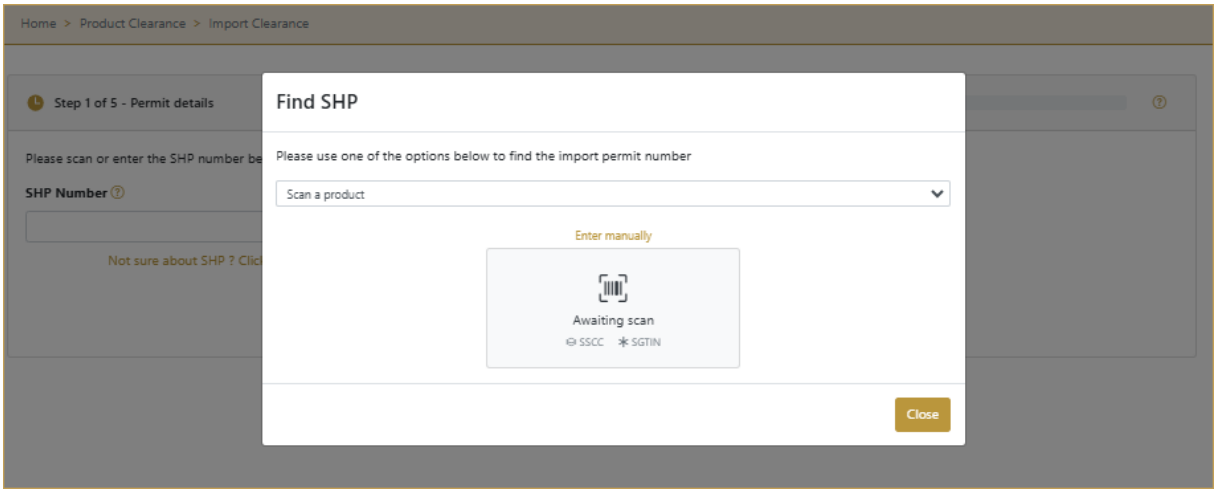


Figure 10 Import Clearance – Scan an item

When the area for adding an item 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.

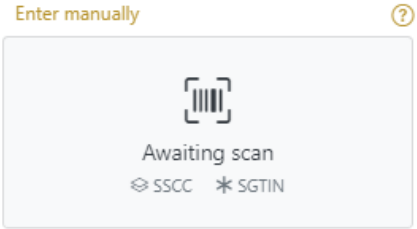


Figure 11 Import Clearance - Scan item

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

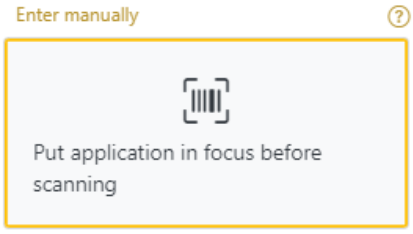


Figure 12 Import Clearance - Missing focus

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

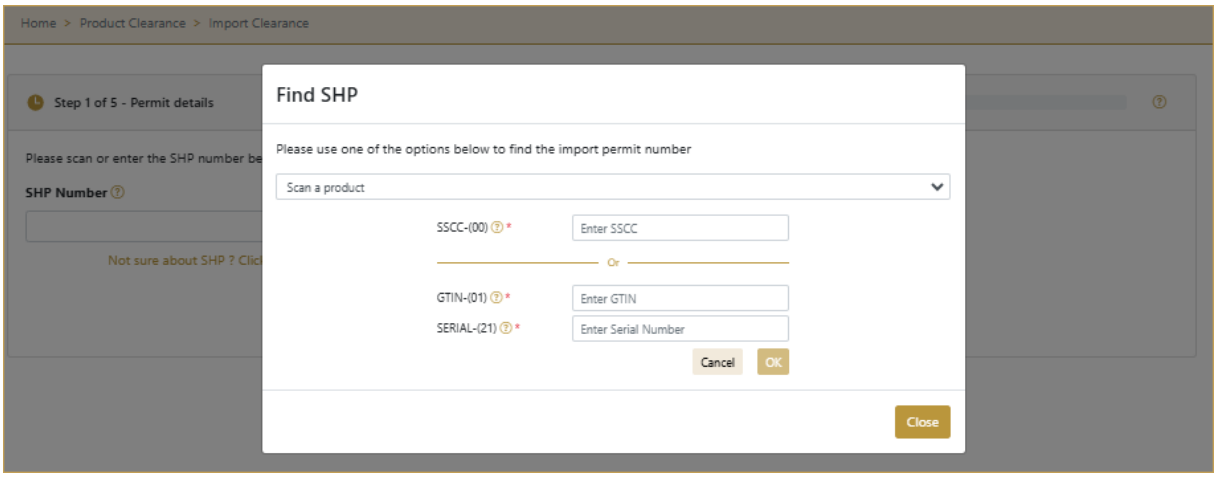


Figure 13 Import Clearance – Manually add an item

SSCC = (00)**SSCC**

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK OK

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

Global Trade Item Number

To add an SGTIN Item, 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

Please note, the item must be commissioned in Tatmeen. If the item is unknown to Tatmeen i.e. not commissioned yet, an error is returned.

If entered data is correct and an import permit is found, shipment import permit details will appear.

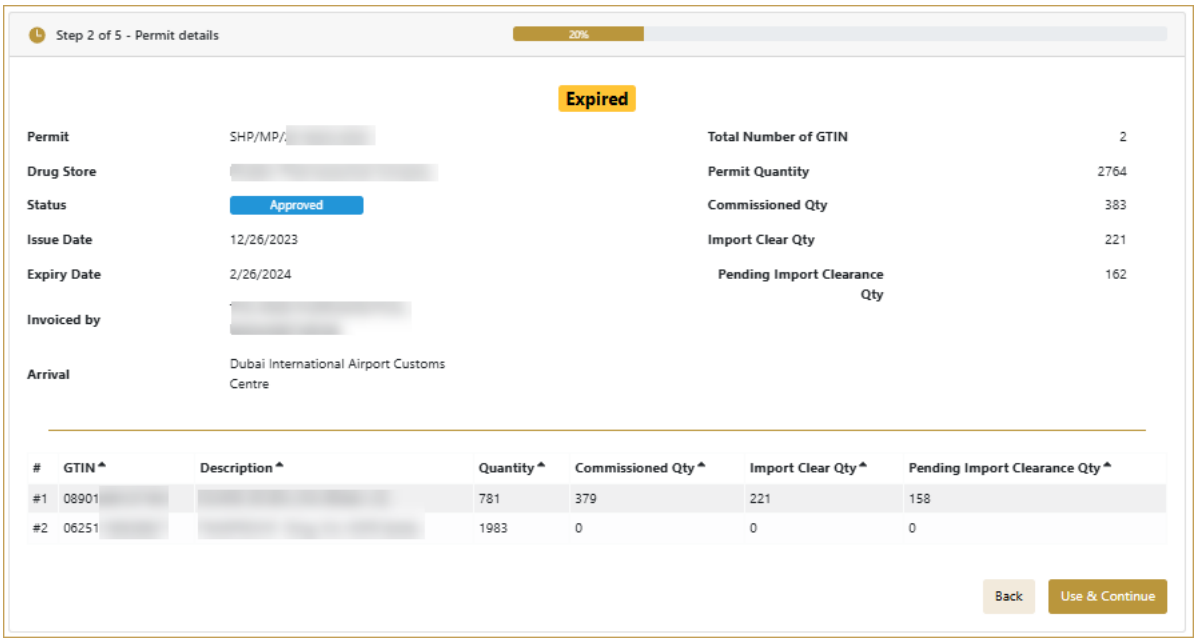


Figure 14 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Back

If you want to continue to the next page press Use & Continue

4.1.1.2.2 Select a port of arrival

When the Select a port of arrival option is selected, a new area for selecting a port of arrival is displayed.

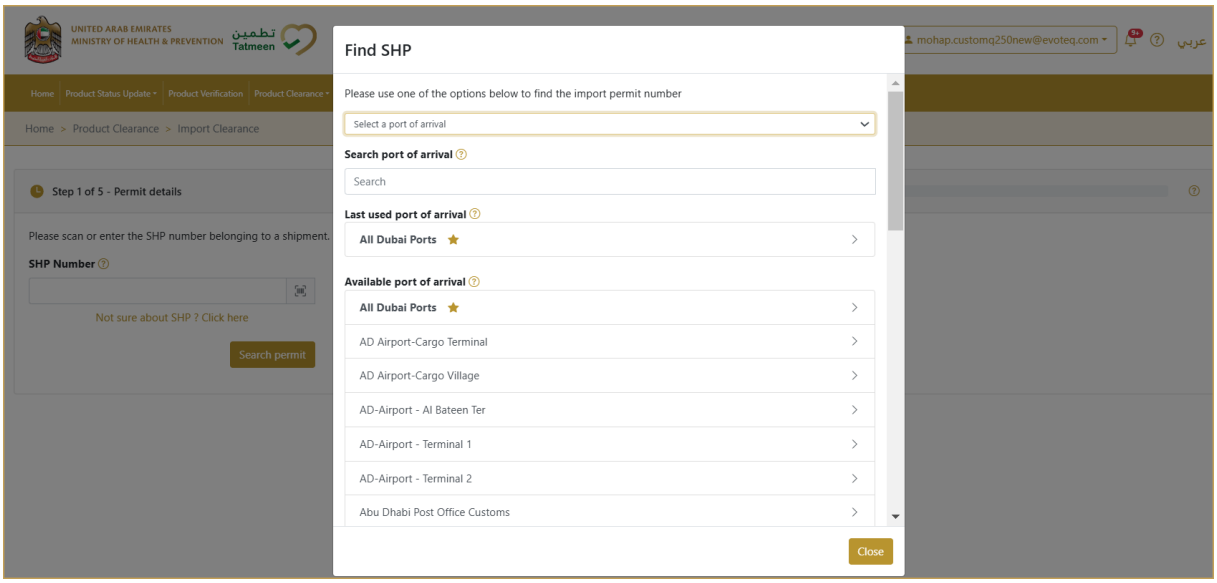


Figure 15 Import Clearance – Select a port of arrival

Port of arrival which was used last time is displayed at the top of the list and is marked with a star ★ .

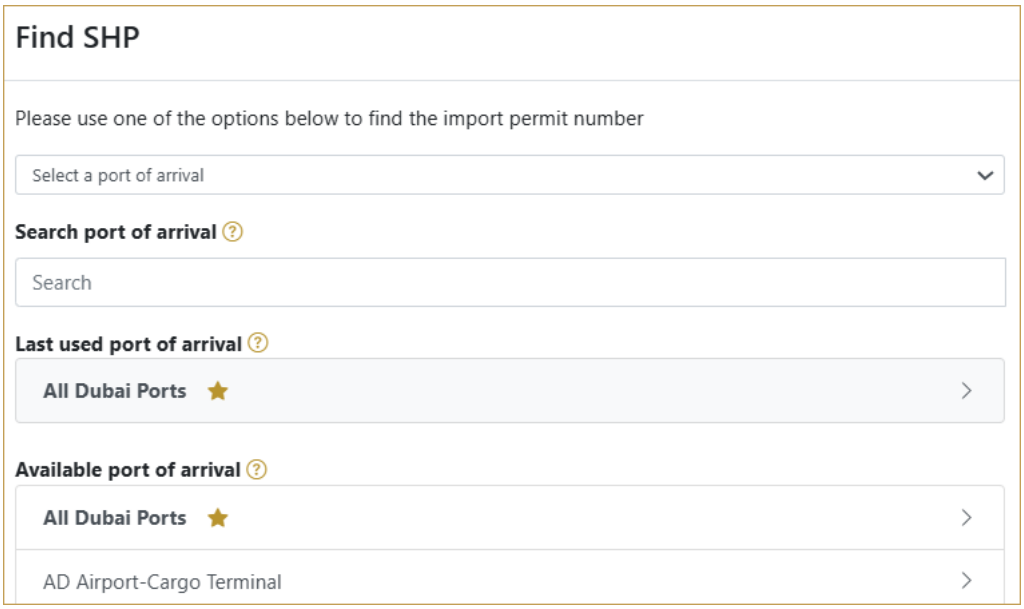


Figure 16 Import Clearance – Last selected port of arrival

To search for a specific port of arrival, start entering the search string or only part of it in the Search field.

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

Figure 17 Import Clearance – Search for the port of arrival

To choose one port of arrival, press on one port of arrival.

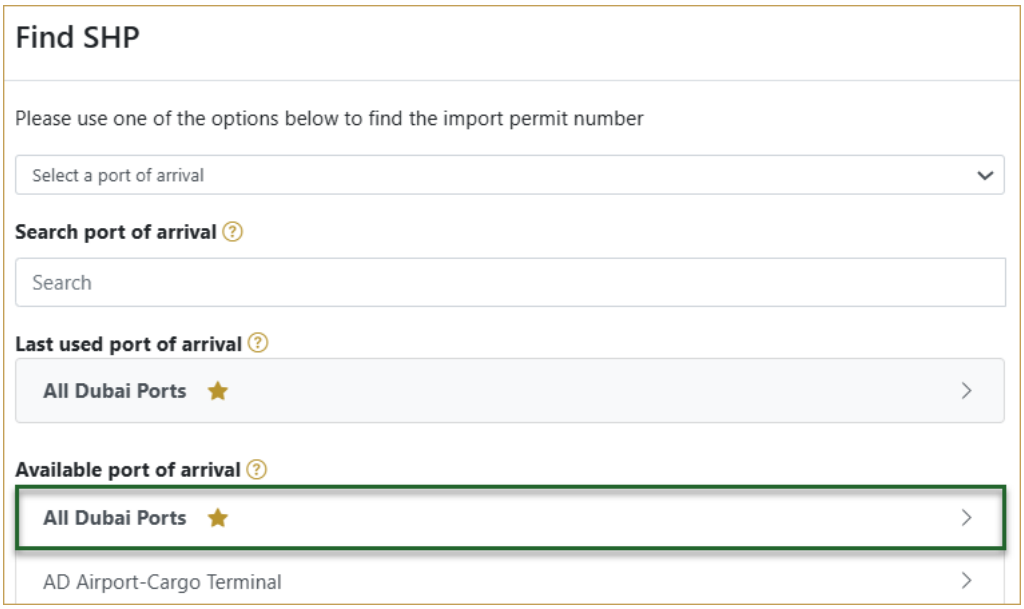


Figure 18 Import Clearance – Choose a port of arrival

When the port of arrival is selected, a new area opens with all available shipment import permits for the port of arrival.

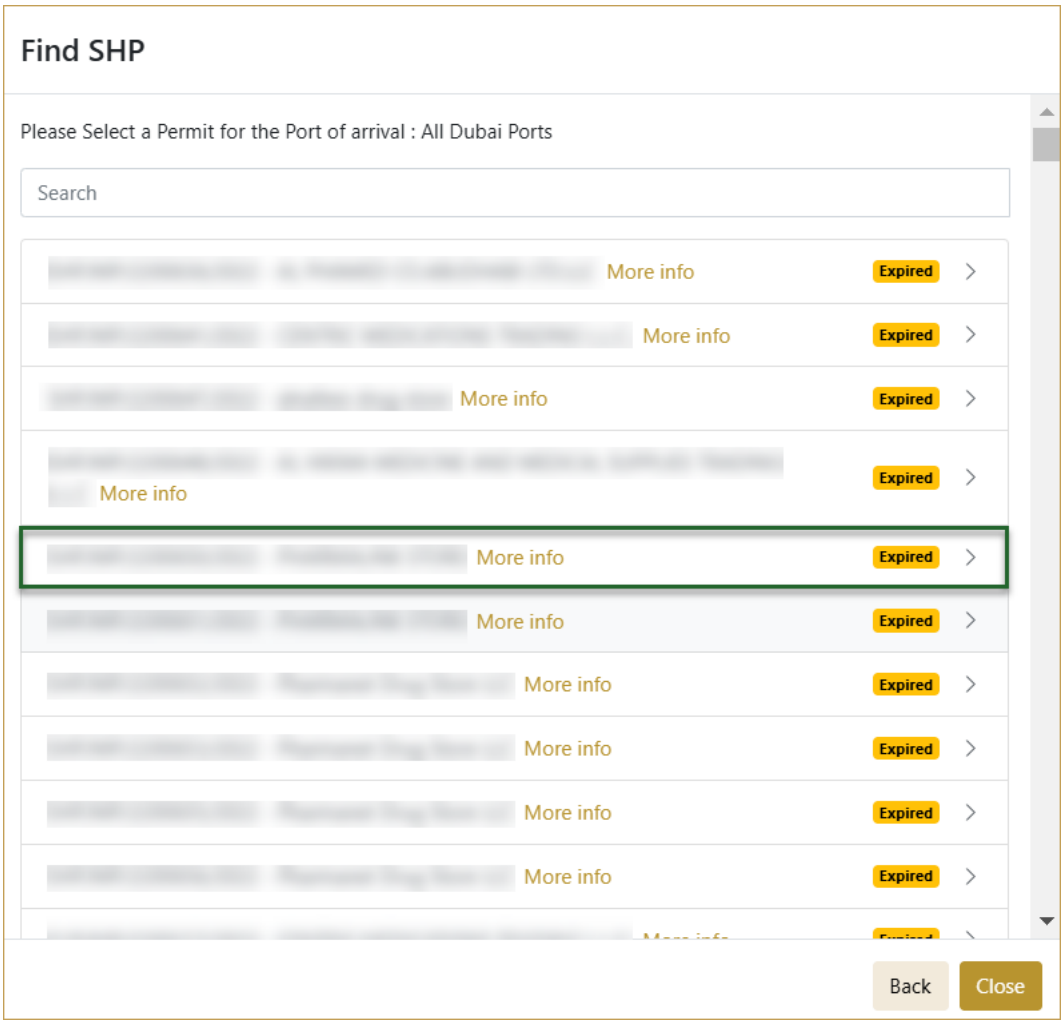


Figure 19 Import Clearance – Choose shipment import permit

To choose one shipment import permit and to continue to the next page, press on one shipment import permit.

To return to the previous page for the selection of port of arrival press Back

To return to the first page and start from the beginning, press Close

4.1.2 Action selection

After the shipment import permit is selected, action for import clearance must be defined.

From the dropdown menu you can choose:

- **Confirm**, for confirmation of import clearance or
- **Reject**, for rejection of import clearance

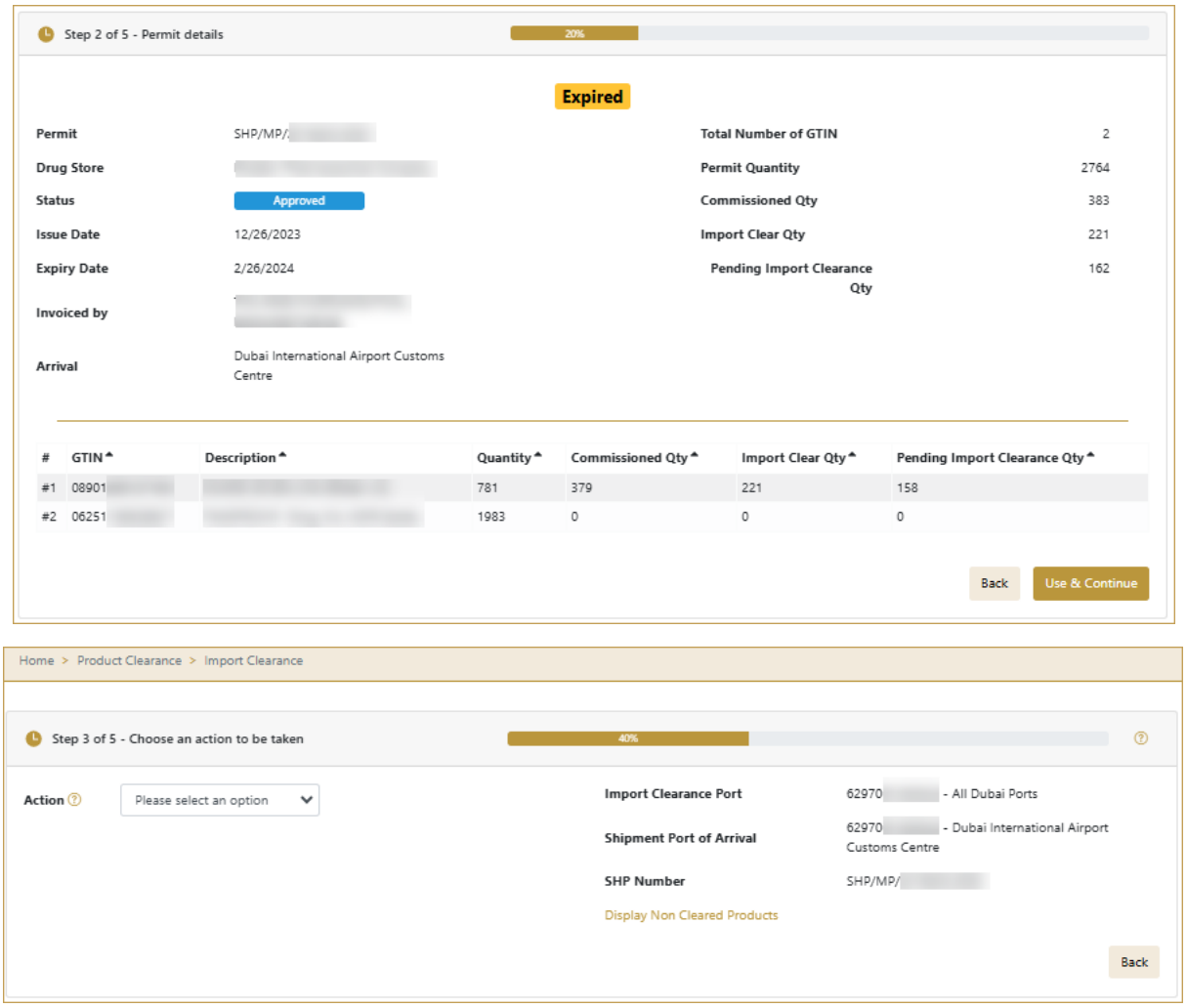


Figure 20 Import Clearance – Action selection

4.1.3 Variant selection

Once the action is selected, you need to define the variant.

From the dropdown menu you can choose:

- **All products** from the shipment
- **Partially/Batch** of one product from the shipment
- **Scanned items** from the shipment

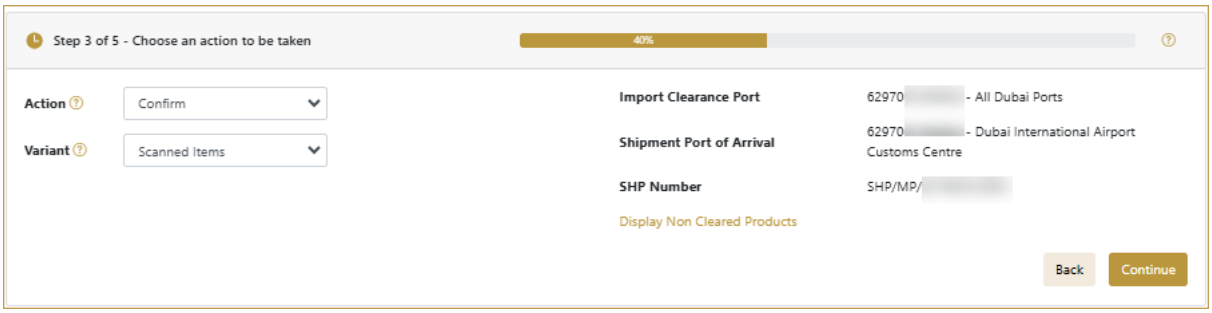


Figure 21 Import Clearance – Variant selection

If you selected action Reject, after you select also Variant, a new Reason field appears where you need to select from a dropdown menu one of the reason for import clearance rejection.

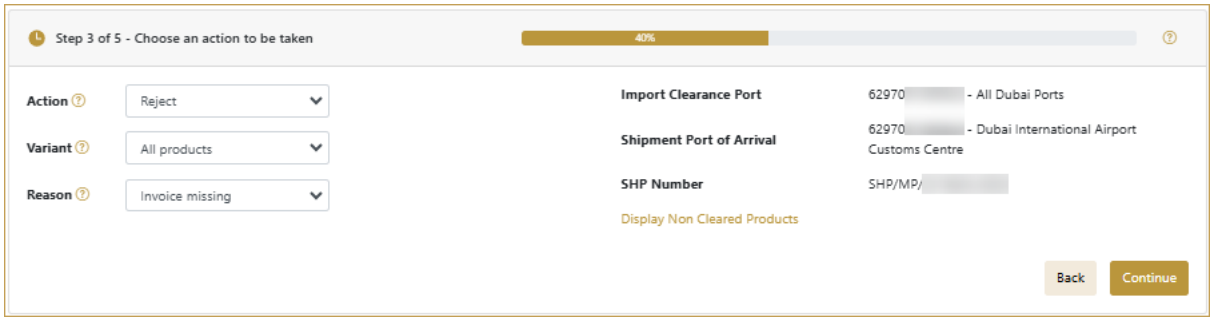


Figure 22 Import Clearance – Reason for rejection selection

To continue to the next page press Continue

To return to the previous page press Back

4.1.3.1 Variant All Products

To confirm or reject all items from the shipment import permit, select variant All products. If action Reject is selected, select also Reason for rejection.

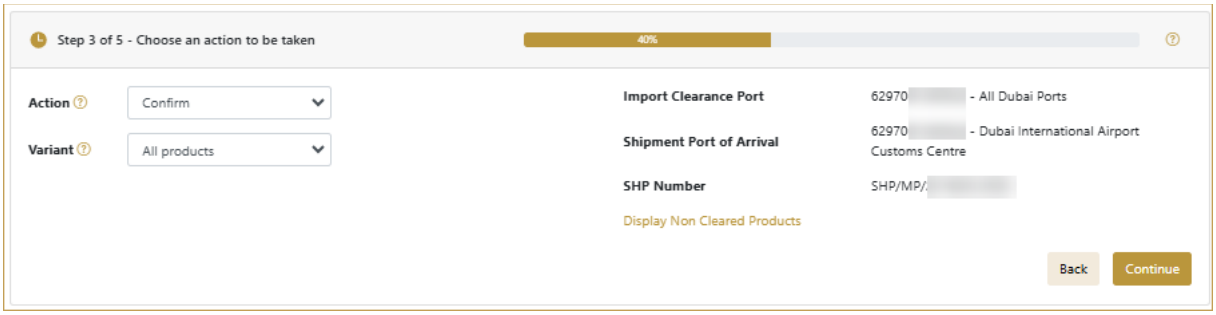


Figure 23 Import Clearance – Confirmation of variant All products

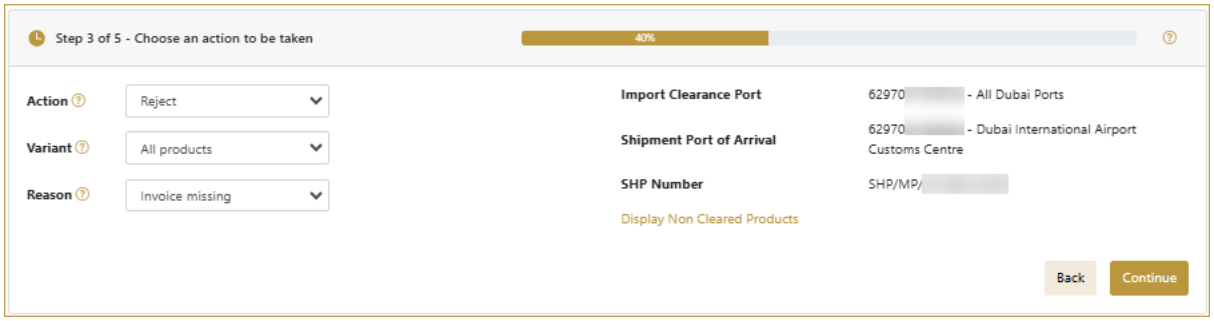
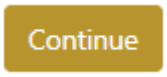


Figure 24 Import Clearance – Rejection of variant All products

To continue to the next page press Continue 

To return to the previous page press Back

4.1.3.1.1 All product confirmation

Before final confirmation or rejection of all products from the shipment, check once again if all entered data are correct.

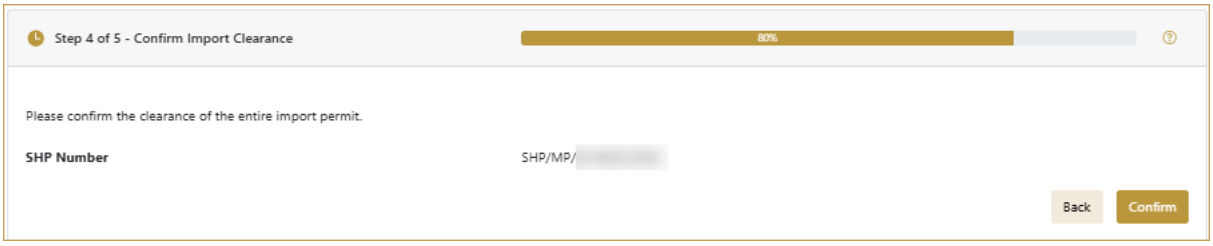


Figure 25 Import Clearance – Confirm All products

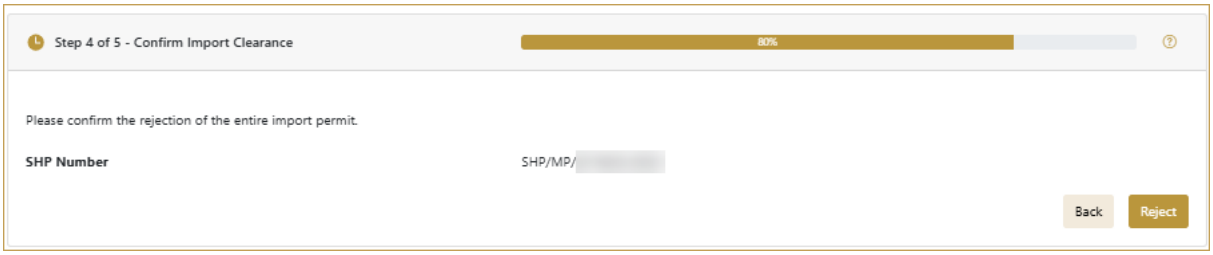


Figure 26 Import Clearance – Reject All products

For confirmation of all products from the shipment, press Confirm

For rejection of all products from the shipment, press Confirm

To return to the previous page press Back

4.1.3.1.2 All product completion

If you select action Confirm, all products from the shipment were successfully imported and they are ready for Import Clearance.

If you select action Reject, all products from the shipment will be marked as rejected, and the corresponding operating procedure, i.e. ship to relevant warehouse and decommission it by using export function if required, must be performed with this rejected product.

To confirm or reject another shipment, press Repeat Activity

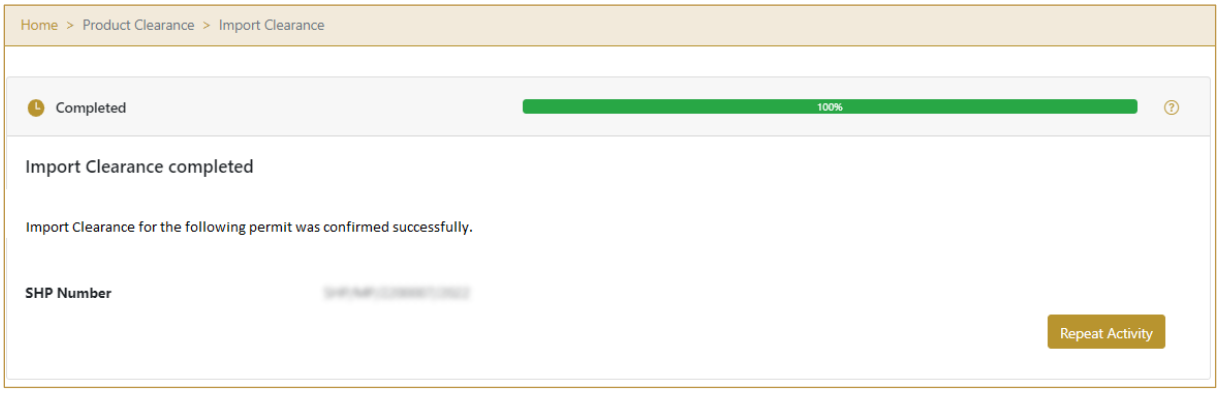


Figure 27 Import Clearance – All products completion

4.1.3.2 Variant Partially/Batch

To confirm or reject items from one batch from the shipment, select variant Partially/Batch. If action Reject is selected, also select Reason for rejection.

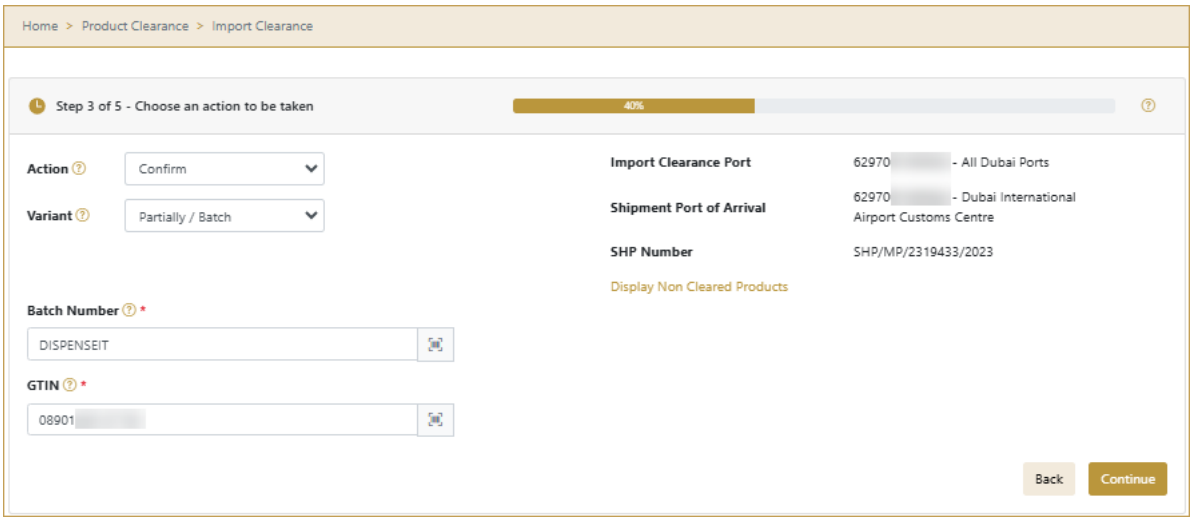


Figure 28 Import Clearance – Confirmation of variant Partially/Batch

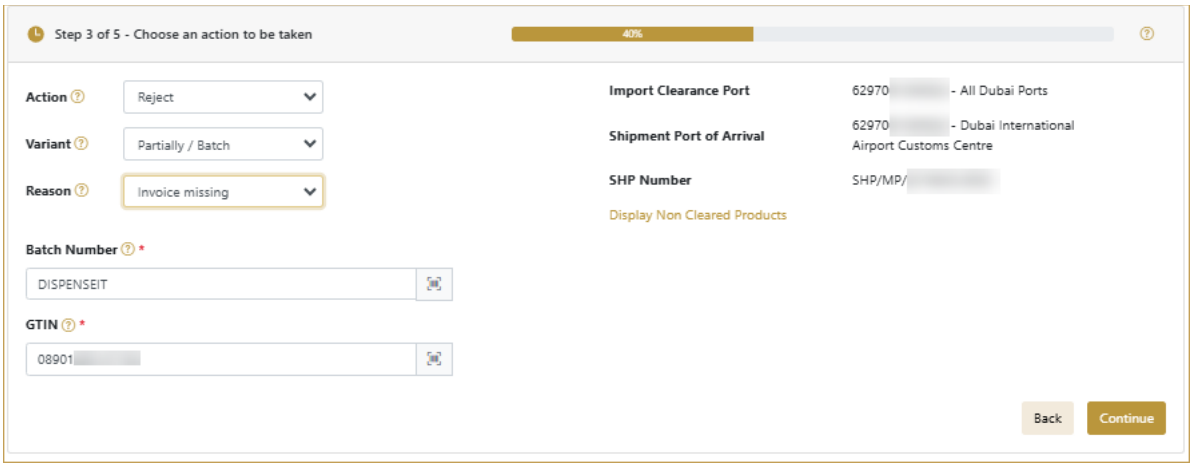


Figure 29 Import Clearance – Rejection of variant Partially/Batch

You need to enter the Batch number and GTIN. All fields are mandatory.

You can also scan the Batch Number and GTIN barcode by pressing Scan when you use a scanner or tablet.

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 product page and the yellow border will disappear.

If you press Display Non-Cleared Products Display Non Cleared Products a pop-up window appears where all non-cleared products are listed with their batch numbers for a selected shipment import permit.

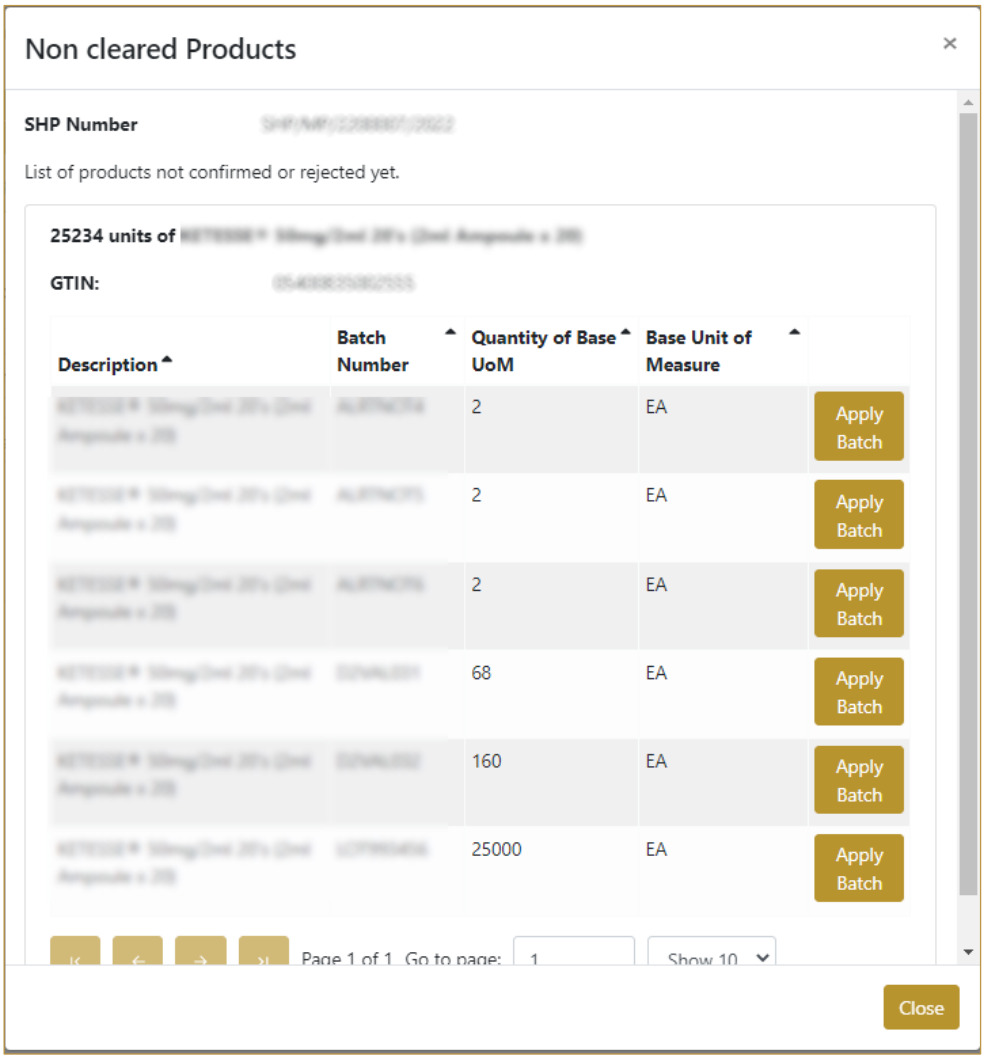


Figure 30 Import Clearance – Display Non-Cleared Product

If you don't want to select any batch number, just to close the pop-up window, press with mouse cursor somewhere outside of the pop-up window or press Close Close

If you press Apply Batch Apply Batch, automatically variant Partially/Batch is selected with the already entered Batch number and GTIN.

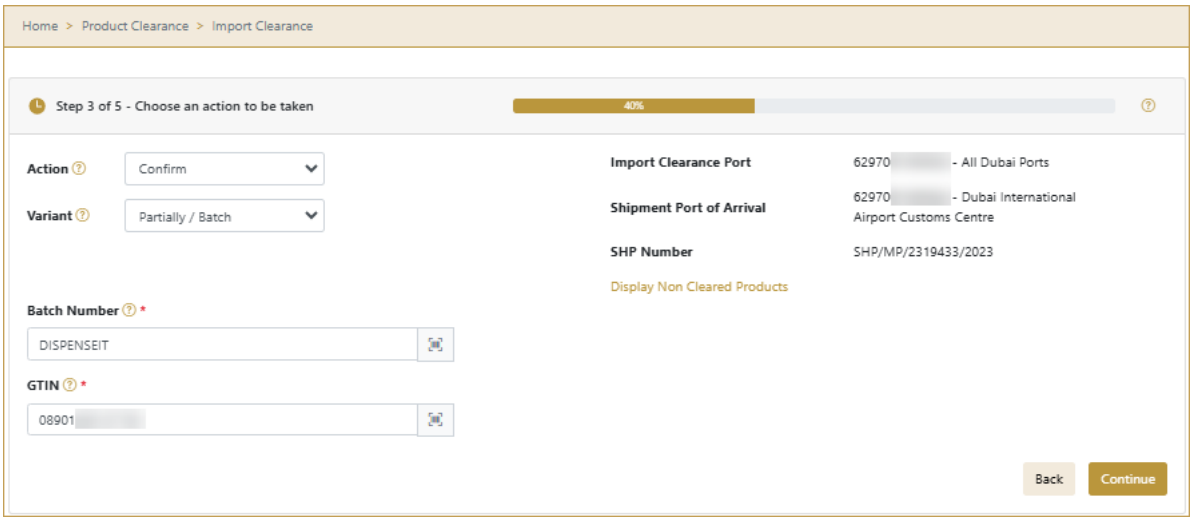


Figure 31 Import Clearance – Automatically entered Batch Number and GTIN

4.1.3.2.1 Partially/Batch confirmation

Before final confirmation or rejection of all items for one batch from the shipment, check once again if all entered data are correct.

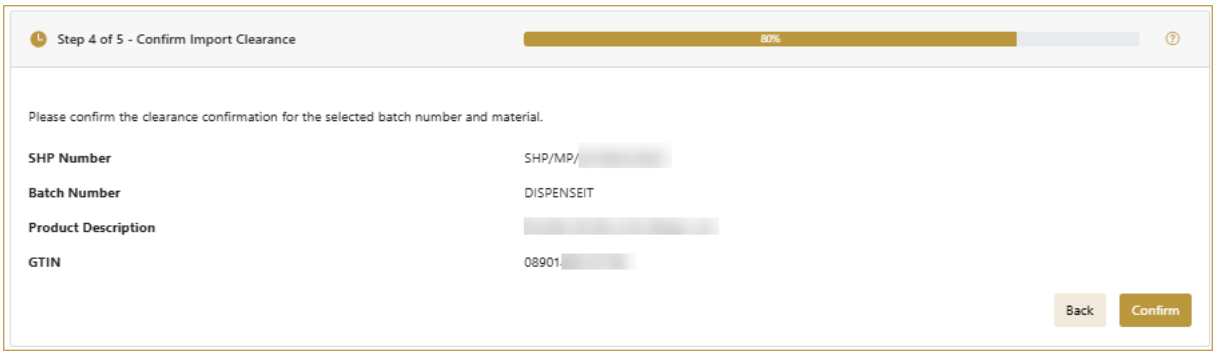


Figure 32 Import Clearance – Confirm Partially/Batch

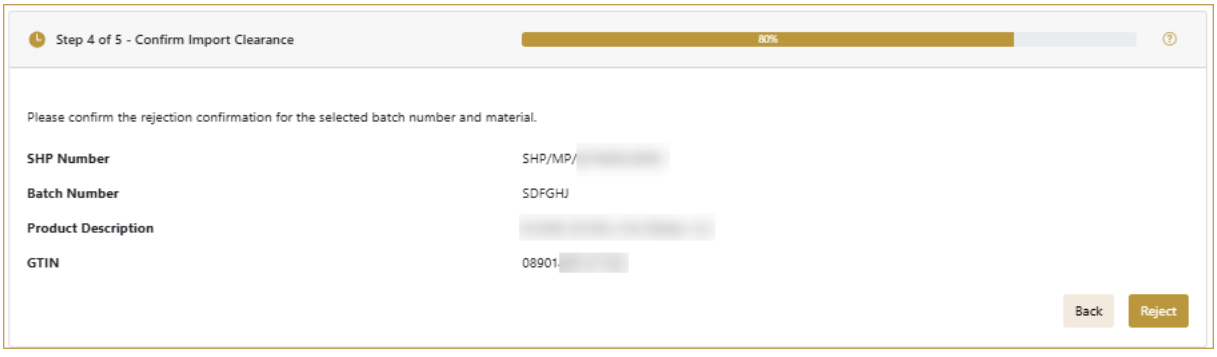


Figure 33 Import Clearance – Reject Partially/Batch

For confirmation of all items of one batch from the shipment, press Confirm

For rejection of all items of one batch from the shipment, press Confirm

To return to the previous page press Back

4.1.3.2.2 Partially/Batch completion

If you select action Confirm, all products from the shipment were successfully imported.

If you select action Reject, all products selected will be marked as rejected, and the corresponding operating procedure must be performed with this rejected product.

To confirm or reject another shipment, press Repeat Activity

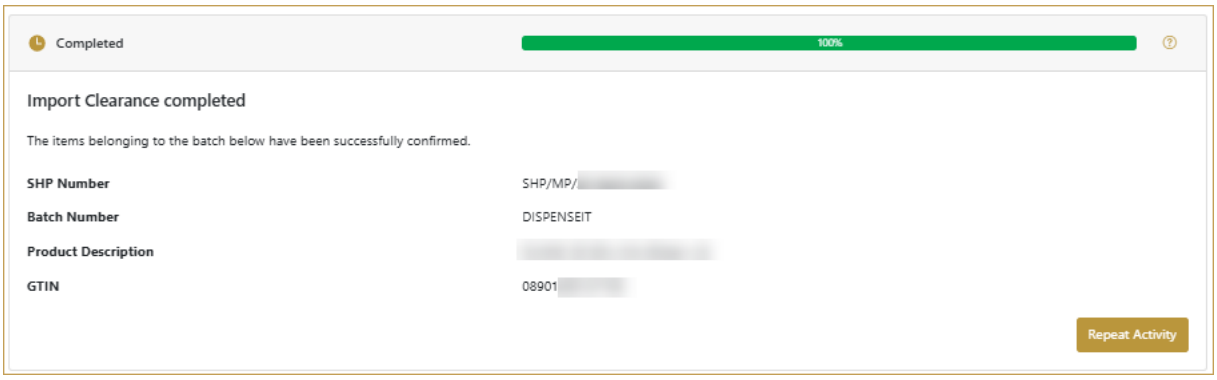


Figure 34 Import Clearance – Partially/Batch completion

4.1.3.3 Variant Scanned items

To confirm or reject different items from the shipment import permit, select variant Scanned items. If action Reject is selected, also select Reason for rejection.

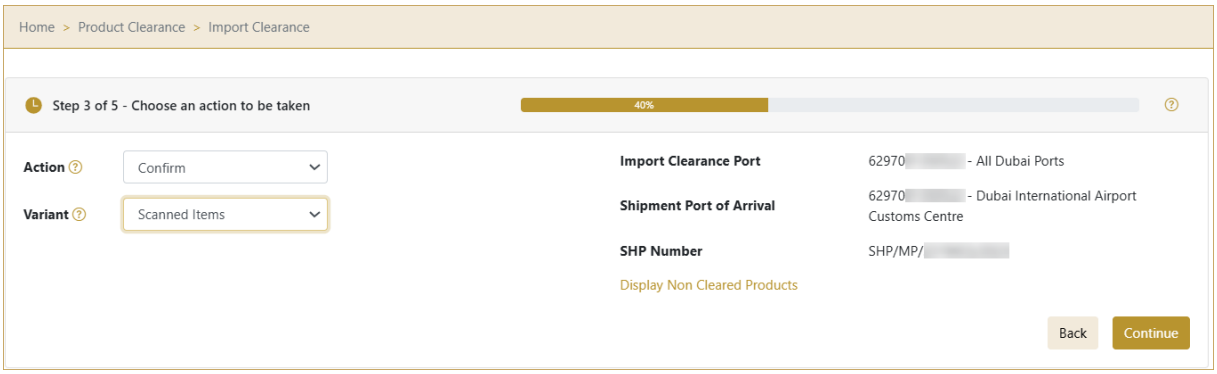


Figure 35 Import Clearance – Confirmation of variant Scanned items

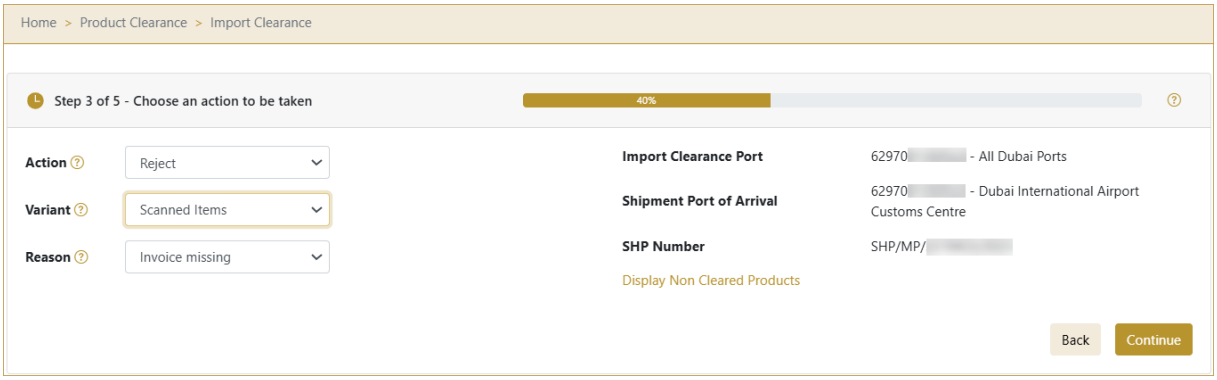


Figure 36 Import Clearance – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press Continue

To return to the previous page press Back

4.1.3.3.1 Items 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.

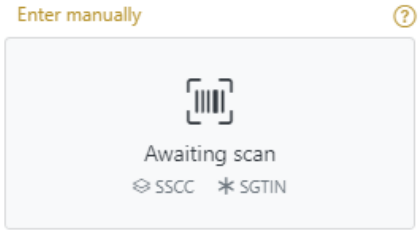


Figure 37 Import Clearance - Scan item

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

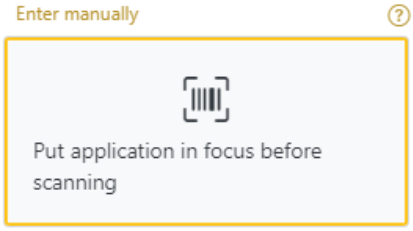


Figure 38 Import Clearance - Missing focus

4.1.3.3.2 Manual adding

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 add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK OK

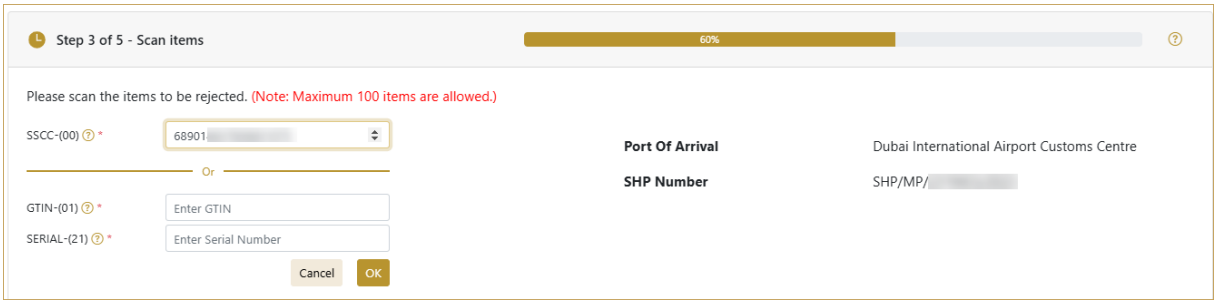


Figure 39 Manual adding of SSCC item

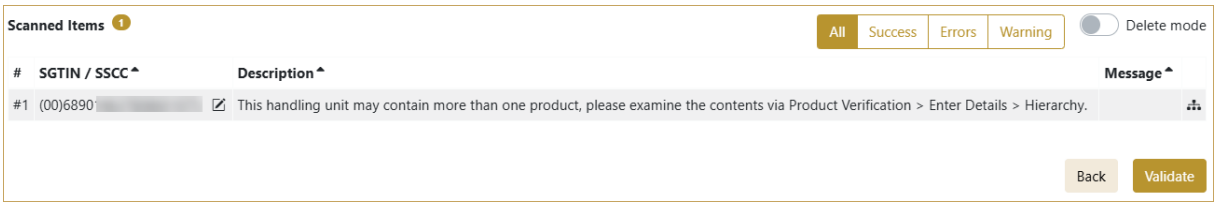


Figure 40 Successfully added SSCC item

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

Global Trade Item Number

To add an SGTIN Item, 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

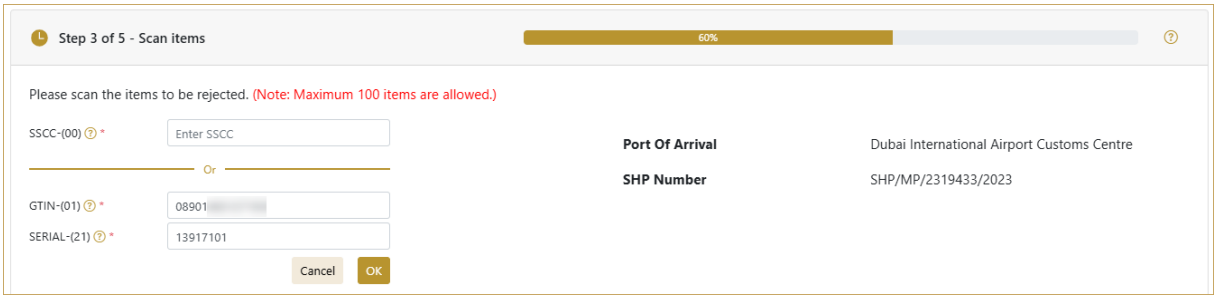


Figure 41 Manual adding of SGTIN item

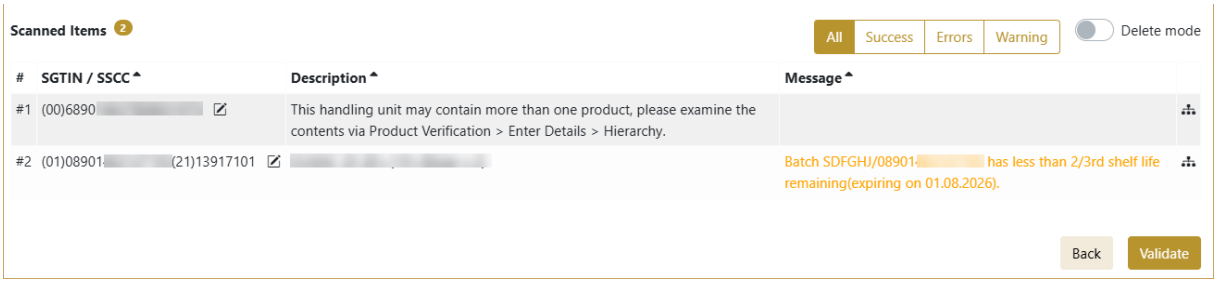


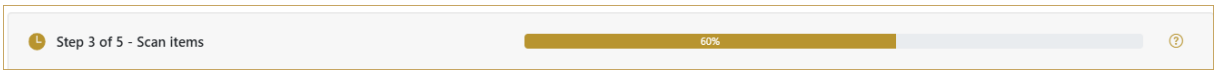
Figure 42 Successfully added SGTIN item

If you want to return to the previous page press Cancel

4.1.3.3.3 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

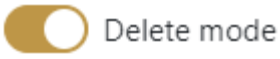


Scanned items 2 shows the total of all items on the list

It is possible to filter the list of scanned items using

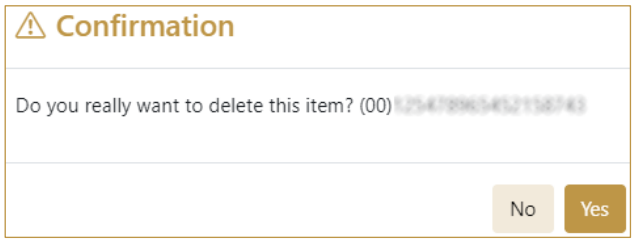
Filter options:

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

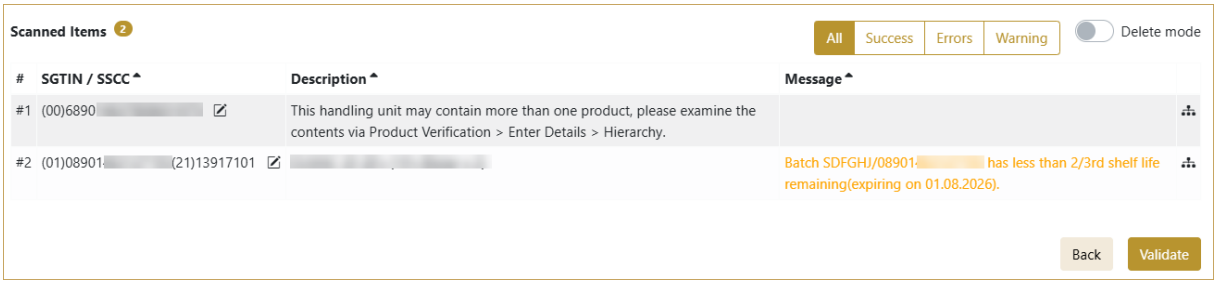
Select Delete mode to remove added items. 

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.



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.

4.1.3.3.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

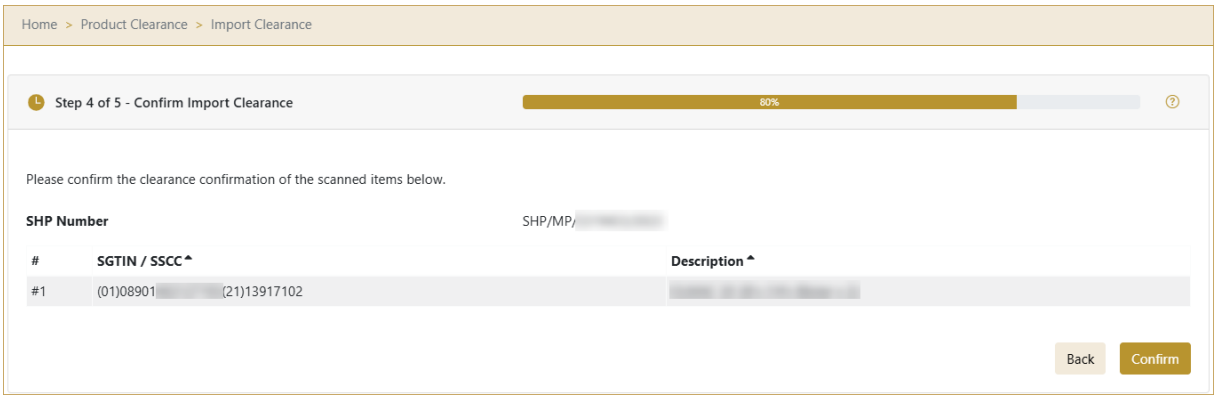


Figure 43 Import Clearance – Confirm Scanned items

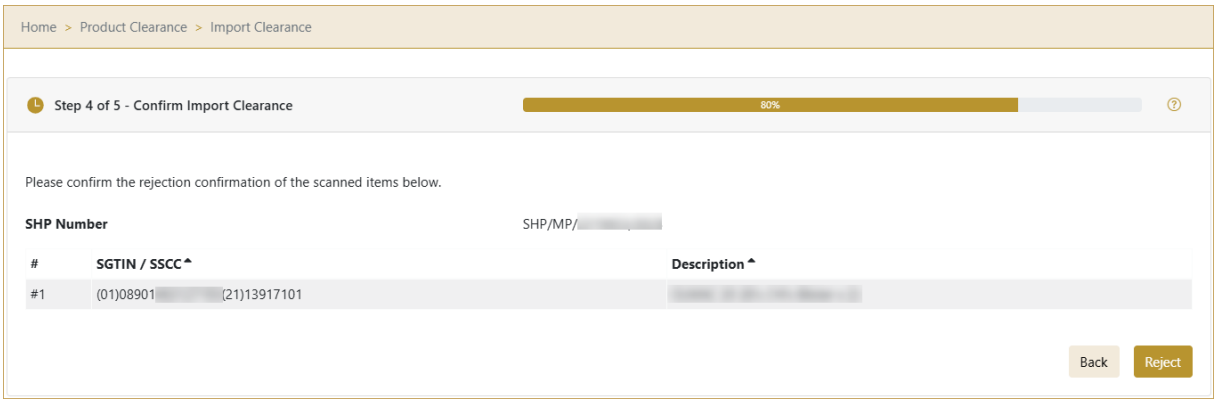


Figure 44 Import Clearance – Reject Scanned items

For confirmation of all scanned/added items, press Confirm

For rejection of all scanned/added items, press Confirm

To return to the previous page press Back

4.1.3.3.5 Scanned items completion

If you select action Confirm, all scanned/added items from the shipment were successfully imported.

If you select action Reject, all scanned/added items from the shipment will be marked as rejected, and the corresponding operating procedure must be performed with this rejected product.

To confirm or reject other items from the shipment, press Repeat Activity

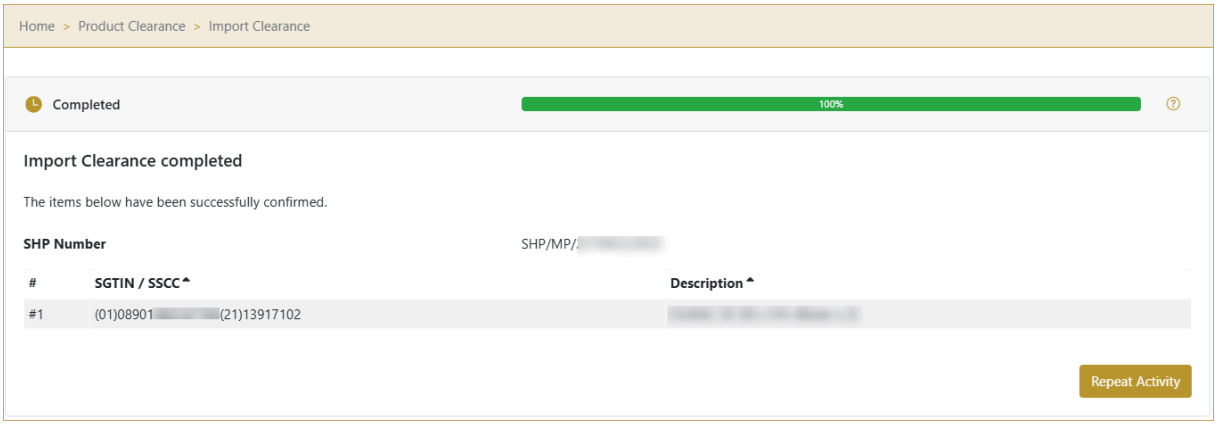


Figure 45 Import Clearance – Scanned items completion

4.1.4 Historical view

On the Historical view, all import clearances and import clearance cancellations are displayed according to default filter settings.

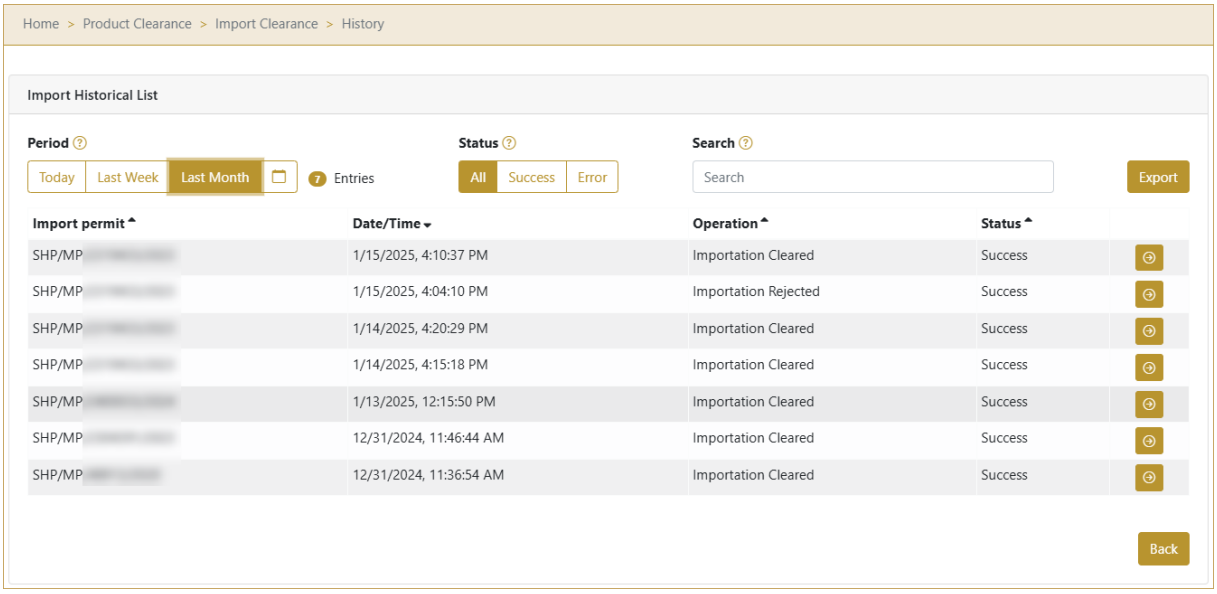


Figure 46 Historical view

To continue to the next page press Details in the last column

If you want to return to the first page of the Import Clearance press Back

4.1.4.1 Filter options

Filters can be used to help you find a specific import clearance or import clearance cancellation.

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

Figure 47 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 48 Sort

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

Figure 49 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

Last Month – all items from the beginning of last month till today 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.

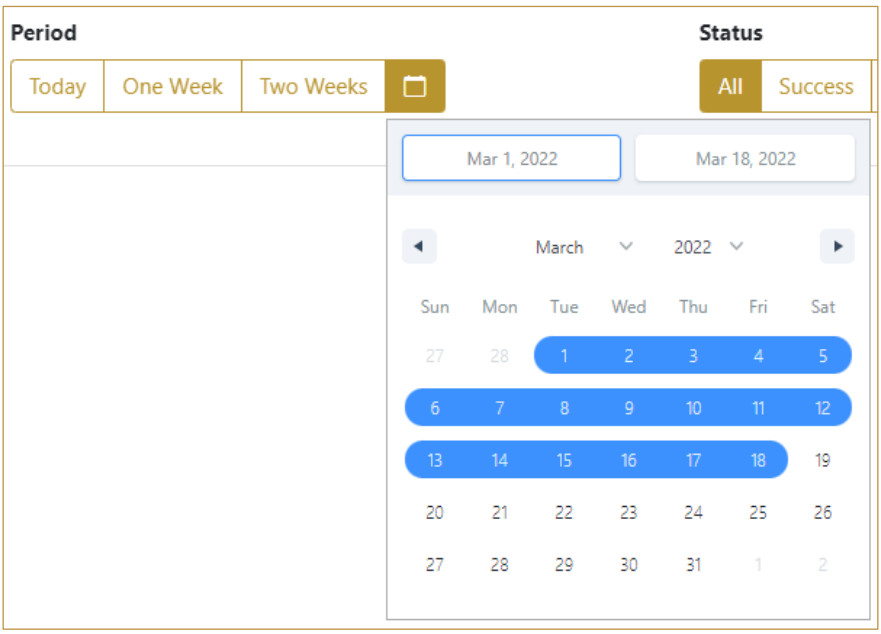


Figure 50 Filter options – Calendar

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

Figure 51 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

4.1.5 Historical view Details

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

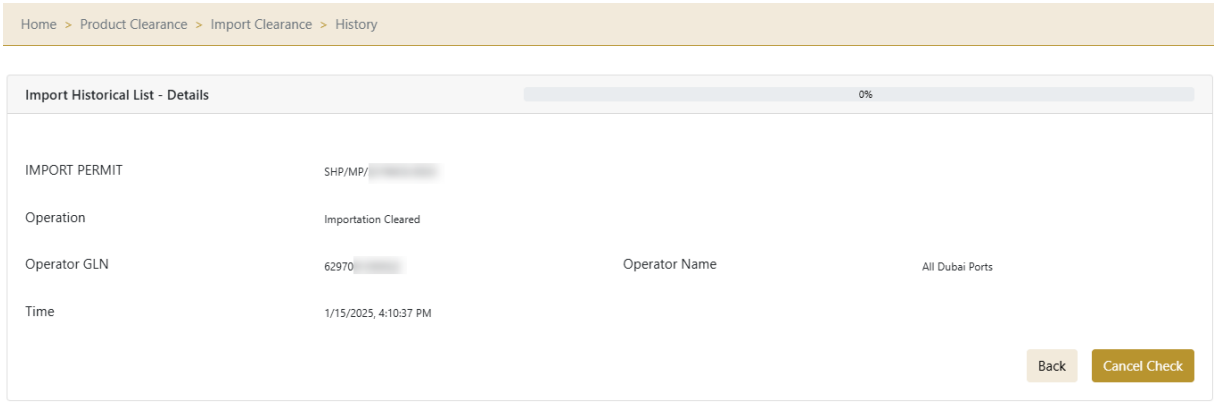
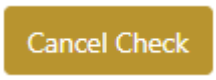


Figure 52 Historical view Details

If the button Cancel Check 

exists that means that the import clearance document was not cancelledpreviously,you can cancel the import clearance by pressing Cancel Check

All items from the cancelled import clearance document will be pending for import clearance again. Please note, import rejection can't be cancelled.

To return to the previous page press Back

4.1.6 Cancellation confirmation

On this page, you need to confirm the cancellation of import clearance. All items from the cancelled import clearance document will be pending for import clearance again.

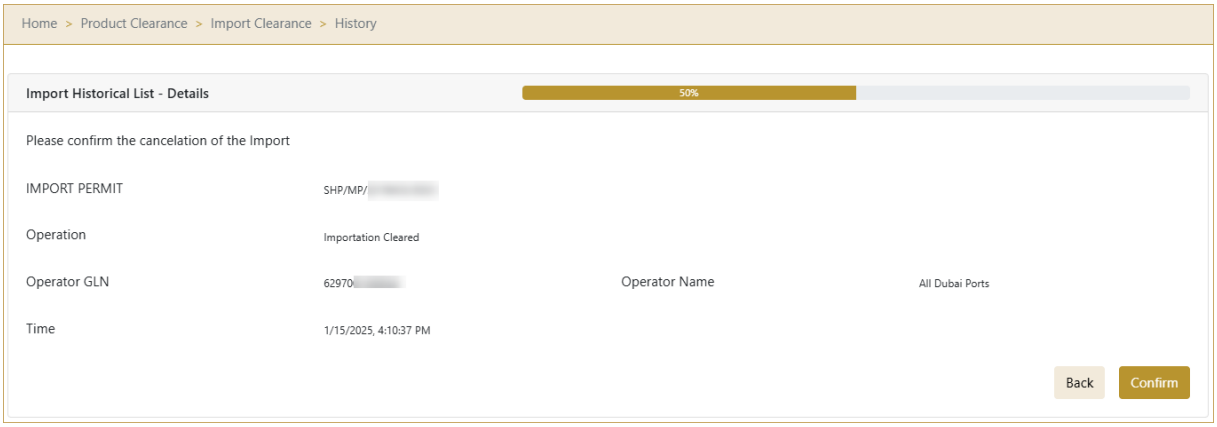


Figure 53 Cancellation confirmation

For confirmation of the cancellation of import clearance document press Confirm

Confirm

To return to the previous page press Back Back

4.1.7 Cancellation completion

You successfully cancelled the import clearance document.

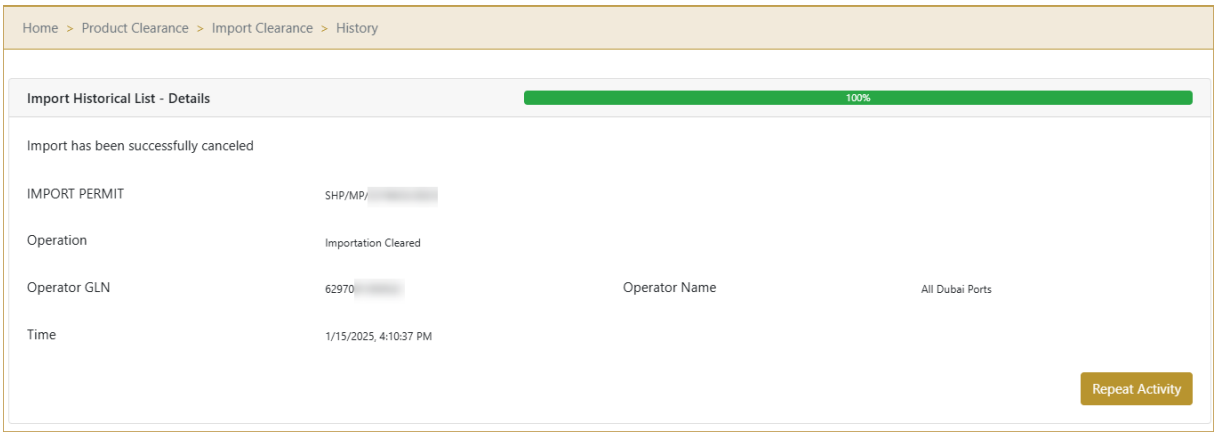


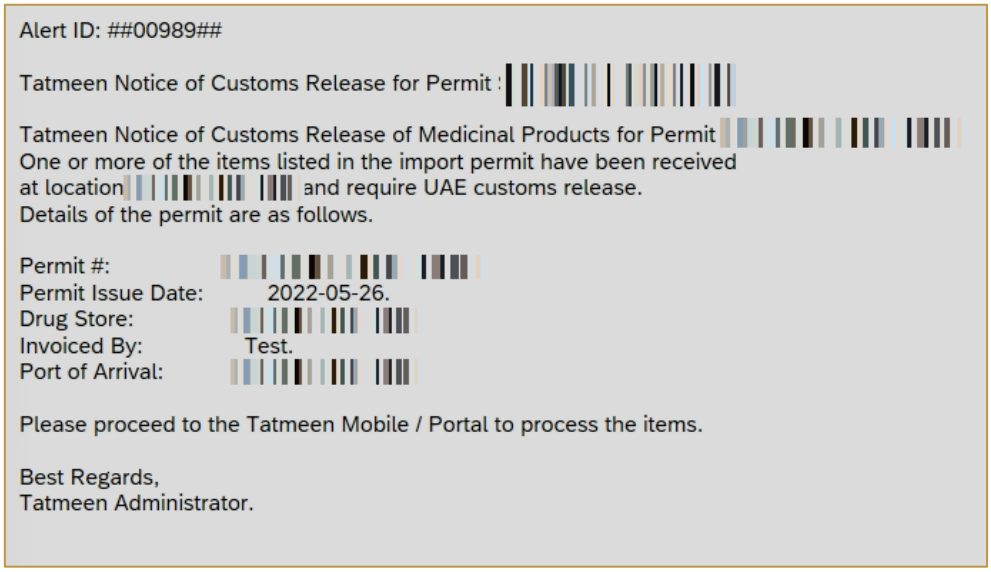
Figure 54 Cancellation completion

To return to the Historical View press Repeat Activity Repeat Activity

4.1.8 Notifications

The following notifications will be sent, via email or work item notification, at the different steps of the Import Clearance process:

- Once product is ready to be Import Cleared, to MoHAP Customs.
- Once product is Import Cleared, to the supply chain entities in possession of the product. (these recipients will also get a notification if an Import Clearance is cancelled).
- If product Import Clearance is rejected, to the supply chain entities in possession of the product. (these recipients will also get a notification if an Import Clearance Rejection is cancelled).


Alert ID: ##00989##

Tatmeen Notice of Customs Release for Permit :

Tatmeen Notice of Customs Release of Medicinal Products for Permit
One or more of the items listed in the import permit have been received
at location and require UAE customs release.
Details of the permit are as follows.

Permit #:
Permit Issue Date: 2022-05-26.
Drug Store:
Invoiced By: Test.
Port of Arrival:

Please proceed to the Tatmeen Mobile / Portal to process the items.

Best Regards,
Tatmeen Administrator.

Figure 55 Import Clearance Completion Notice

4.2 Product Clearance – Import Clearance - Mobile

To access the Import Clearance process in the mobile application, the menu option Product Clearance → Import Clearance must be selected:

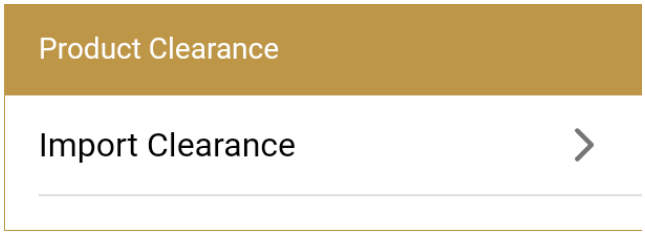


Figure 56 Mobile navigation menu – Import Clearance

The user will be able to Import Clear a whole Shipment, product of certain batches included in the Shipment, or individual items contained within.

In order to select the Shipment to be import cleared, the user could type the permit number directly, scan a product that is part of the permit to find it, or select a port of arrival, which will display a list of all the Shipment Import Permits pending to be cleared associated to that port. Details on how to select the Shipment, including details about the port of arrival functionality, can be found in the section 4.2.1.2 below.

If at any point, the inspector needs to perform any inspection on the physical product (for instance, taking a sample) or to block product for any reason (for instance for quarantine purposes), the affected product needs to be reported to Tatmeen as discussed in the Training Manual for Product Status Update, that can be found in

https://tatmeen.ae/documents. Please keep in mind, that this activity needs to take place on a physical GLN as opposed to a port of arrival GLN, and the correct GLN needs to be selected in the Settings before performing the operation.

4.2.1 Shipment Import Permit (SHP)

As the first step for the Import Clearance step, the inspector needs to select the shipment import permit (SHP) to be cleared. This can be entered manually or selected by:

- Scanning one of the SSCC or SGTIN items from the shipment.
- Selecting a port of arrival, which will display a list of all the SHP pending to be cleared associated with that port.

4.2.1.1 Enter SHP Number

In the SHP Number field enter the shipment import permit number.

You can also scan the SHP number by pressing Camera in each field to use the camera on your mobile or tablet.

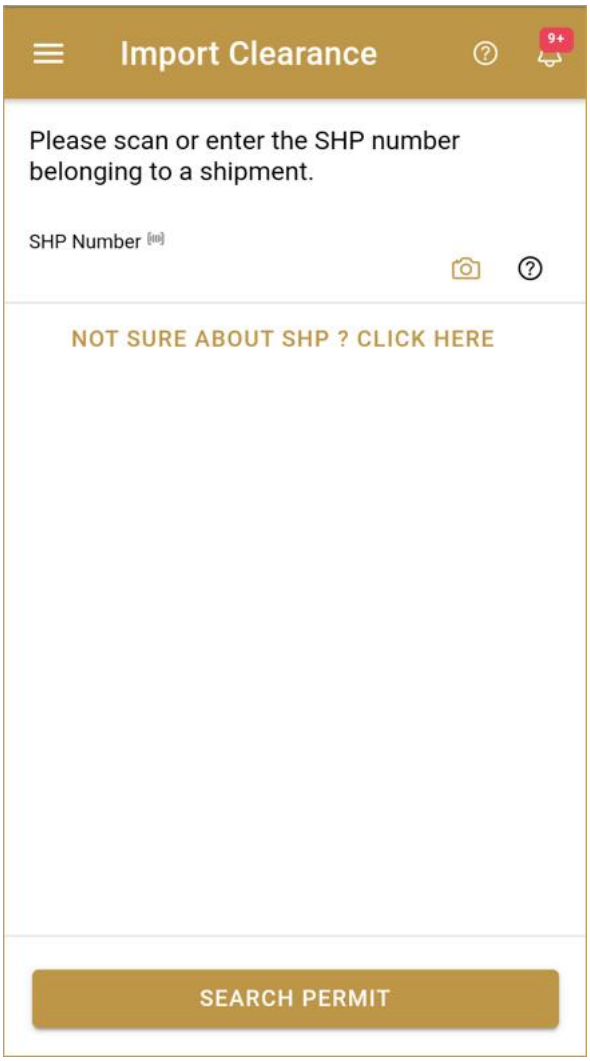


Figure 57 Import Clearance – Enter SHP Number

To continue to the next page enter one SHP Number and press Search permit SEARCH PERMIT

If you press the Search permit button but the field SHP Number is empty, the warning will appear.

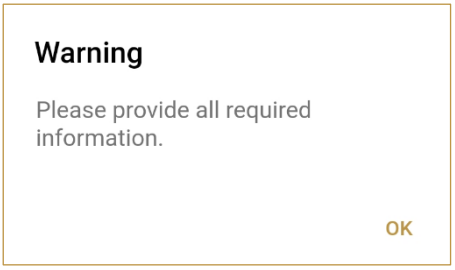


Figure 58 Import Clearance – Warning Fill in the field

If entered data are correct and an import permit is found, a pop-up window will appear with shipment import permit details.

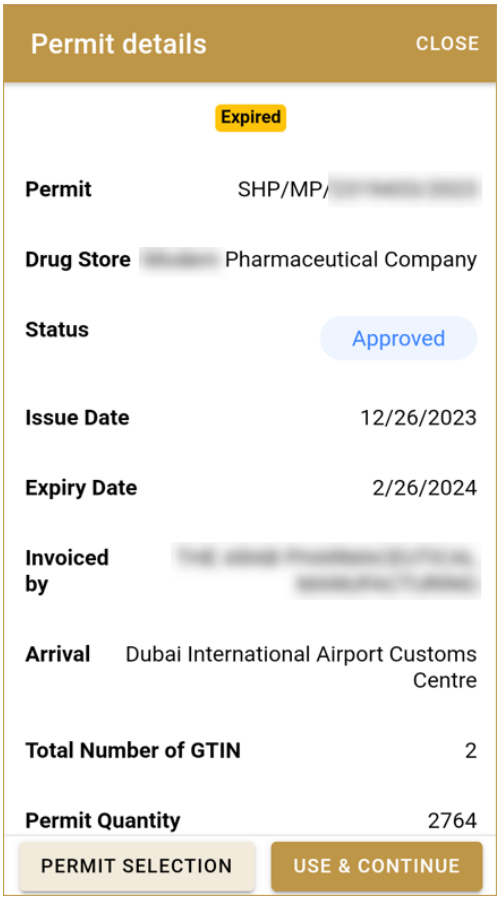


Figure 59 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Permit Selection PERMIT SELECTION

If you want to continue to the next page press Use & Continue USE & CONTINUE

4.2.1.2 Search for SHP Number

If you don't know the SHP number, press Not sure about SHP? Click here NOT SURE ABOUT SHP ? CLICK HERE

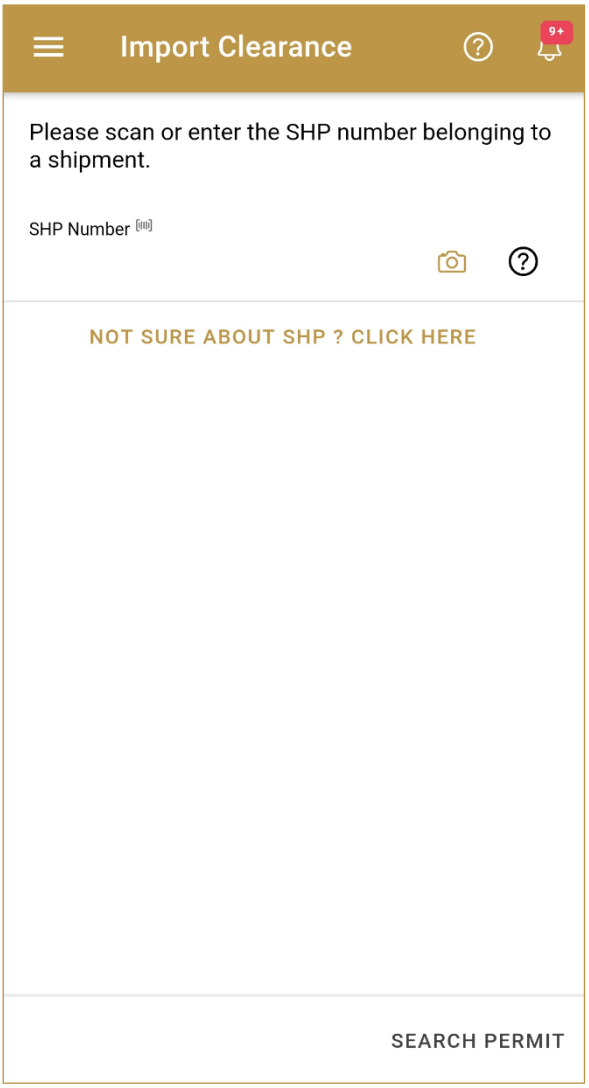


Figure 60 Import Clearance – Search for SHP Number

A new pop-up window will open where you can choose among two options:

- **Scan a product**; for entering one of the SSCC or SGTIN items from the shipment
- **Select a port of arrival**; by selecting one of the ports of arrival

To select an option press on the Select an option field.

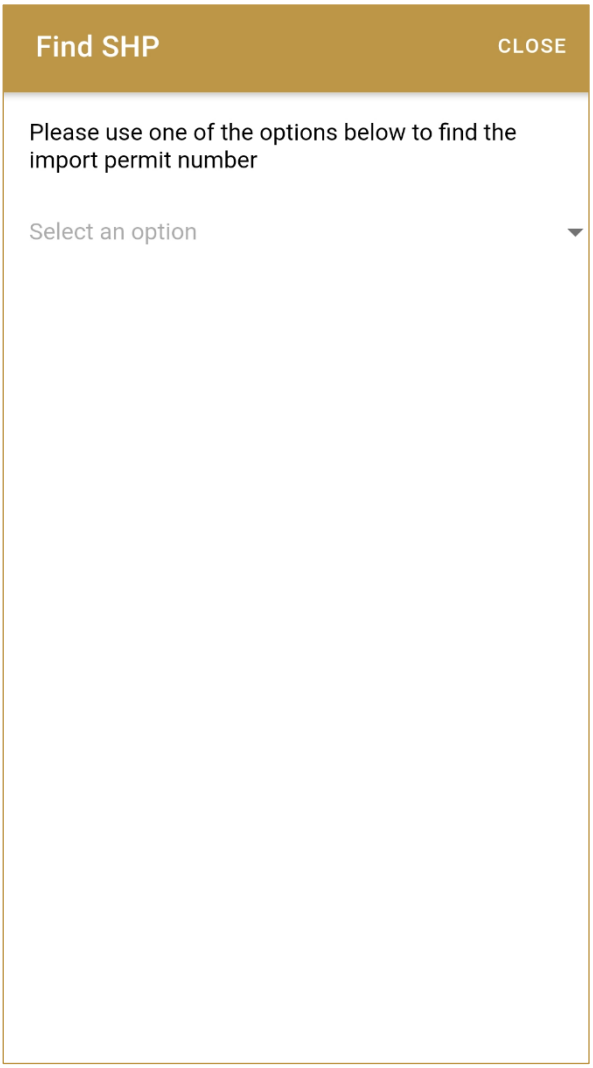


Figure 61 Import Clearance – Select option

4.2.1.2.1 Scan a product

When Scan a product option is selected, a new area for adding an item is displayed.

The following Items can be entered:

- SSCC or
- SGTIN

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

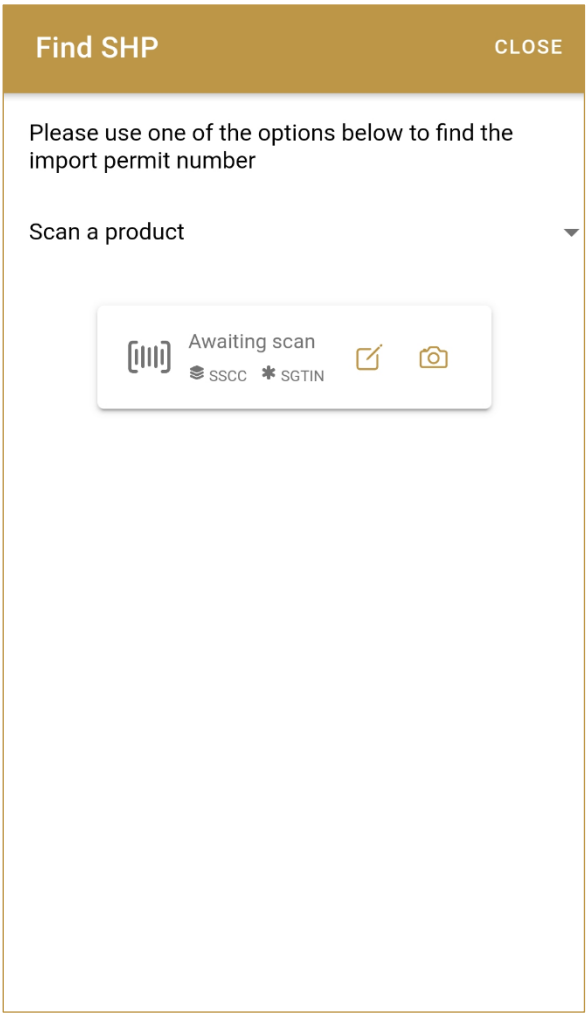


Figure 62 Import Clearance – Scan an item

The application is can scan the barcode with a scanner or device camera. To use camera for scanning press Camera .

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

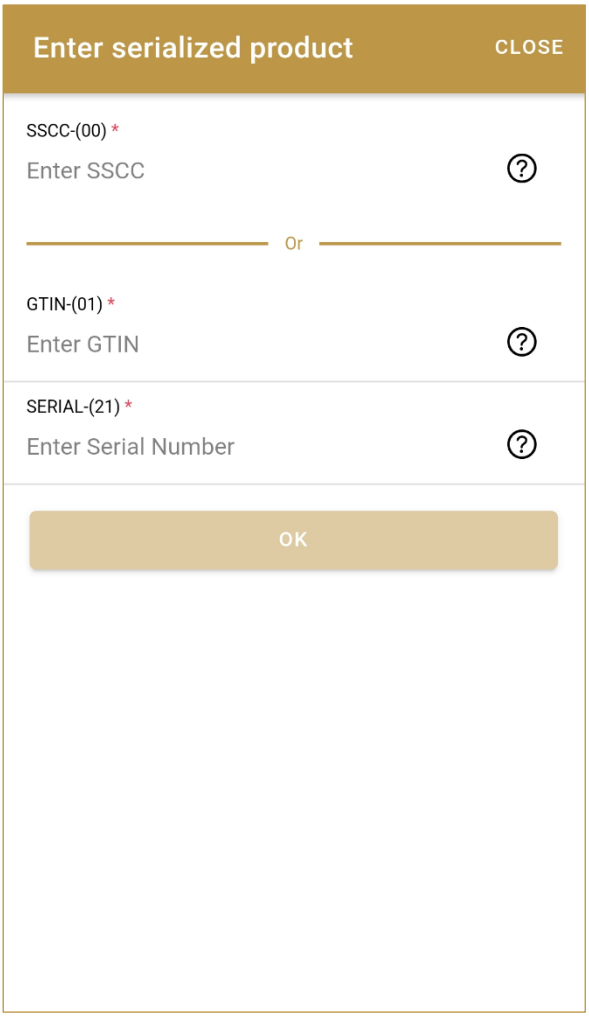


Figure 63 Import Clearance – Manually add an item

SSCC = (00)**SSCC**

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK

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

Global Trade Item Number

To add an SGTIN Item, 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 CLOSE

If added item exists on one of the shipment import permit, a pop-up window will appear with shipment import permit details.

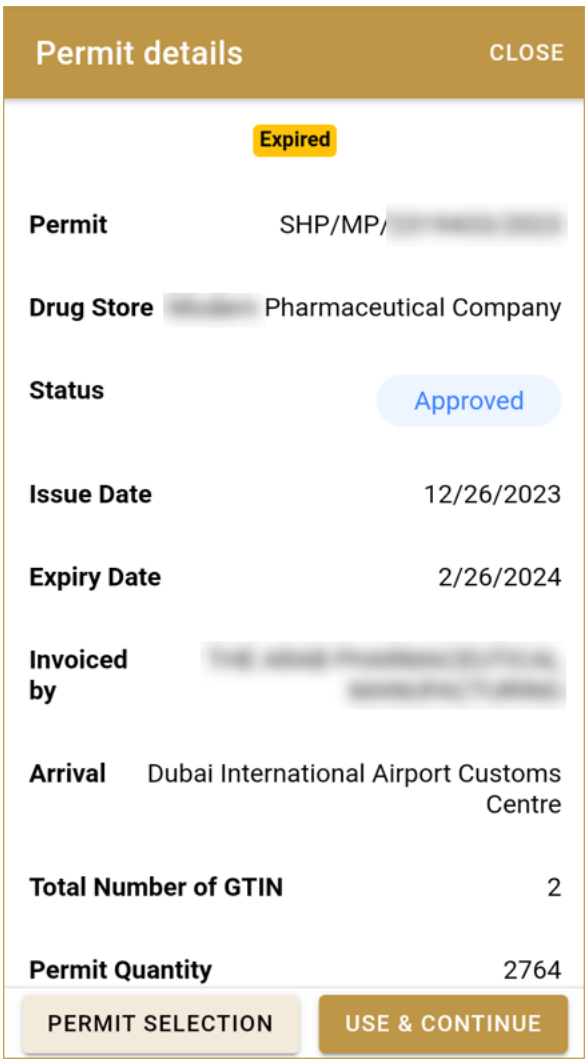


Figure 64 Import Clearance – Import Permit details

To return to the first page and start from the beginning, press Permit Selection PERMIT SELECTION

If you want to continue to the next page press Use & Continue USE & CONTINUE

4.2.1.2.2 Select a port of arrival

When the Select a port of arrival option is selected, a new area for selecting a port of arrival is displayed.

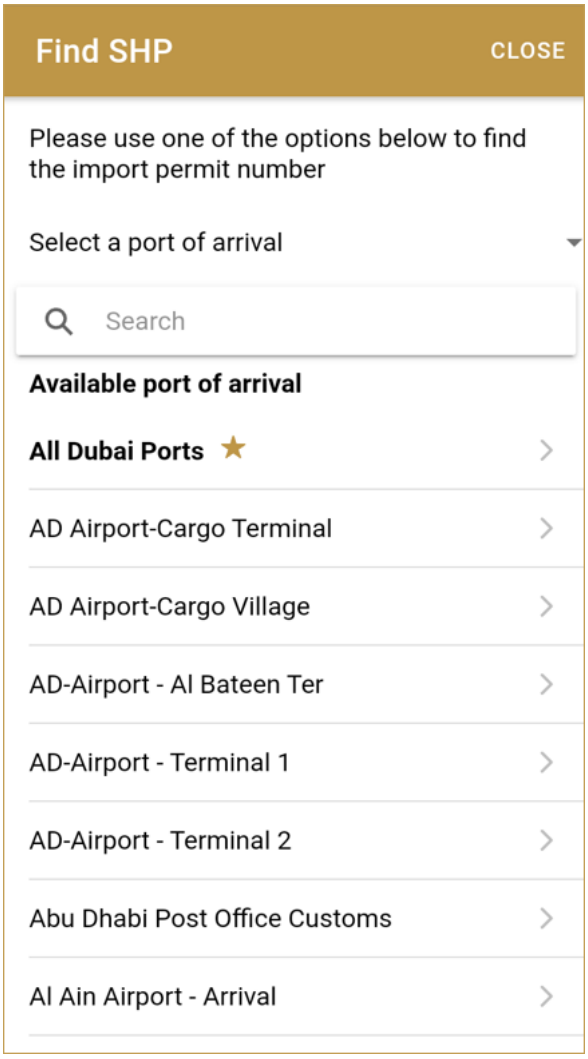


Figure 65 Import Clearance – Select a port of arrival

Port of arrival which was used last time is displayed at the top of the list and is marked with a star ★.

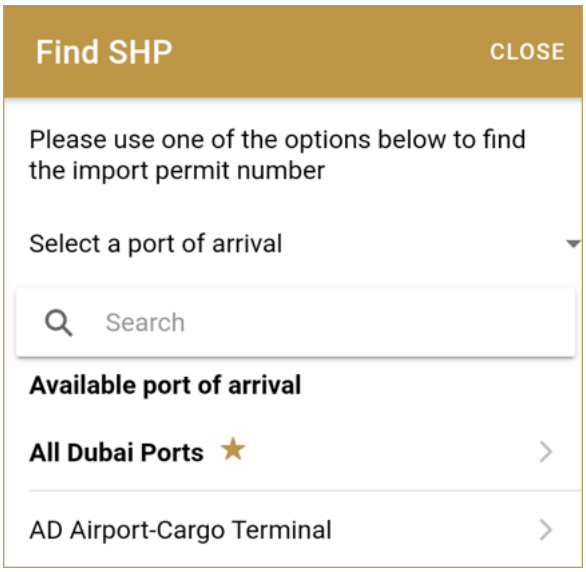


Figure 66 Import Clearance – Last selected port of arrival

To search for a specific port of arrival, start entering the search string or only part of it in the Search field.

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

Figure 67 Import Clearance – Search for the port of arrival

To choose one port of arrival, press on one port of arrival.

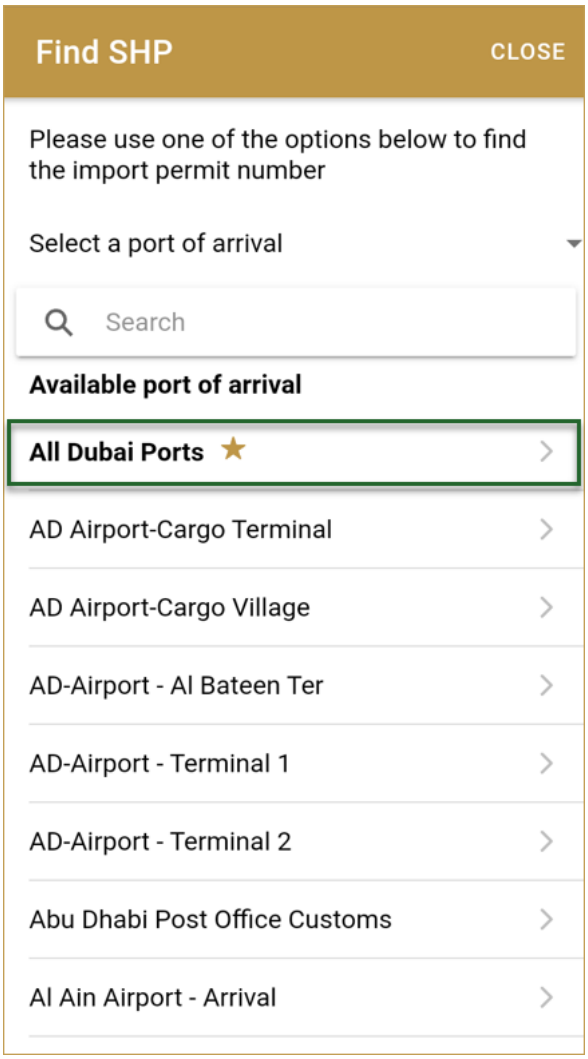


Figure 68 Import Clearance – Choose a port of arrival

When the port of arrival is selected, a new area opens with all available shipment import permits for the port of arrival.

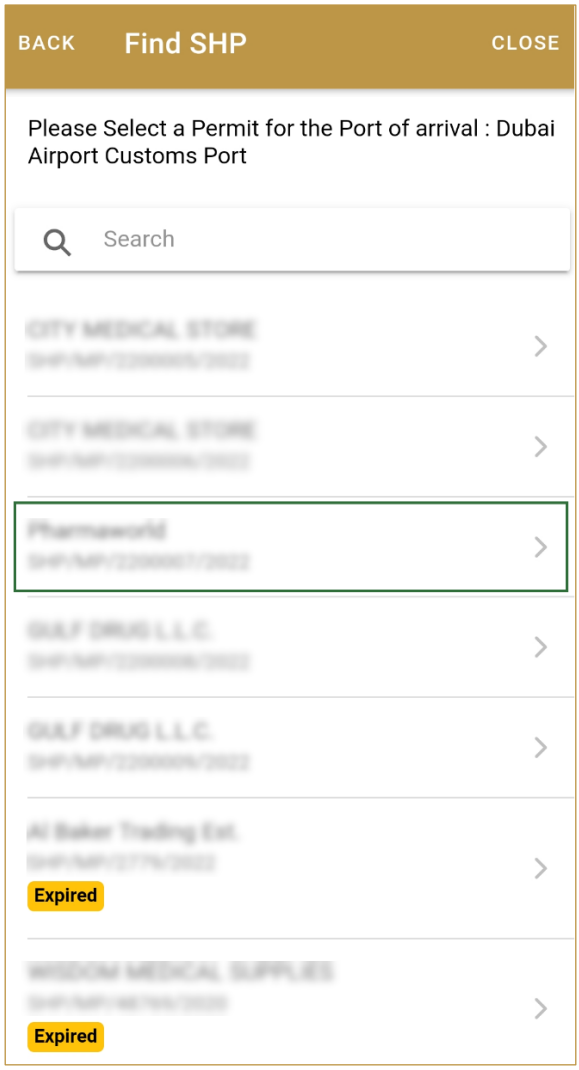


Figure 69 Import Clearance – Choose shipment import permit

To choose one shipment import permit and to continue to the next page, press on one shipment import permit.

To return to the previous page for the selection of port of arrival press Back BACK

To return to the first page and start from the beginning, press Close CLOSE

4.2.2 Action selection

After the shipment import permit is selected, action for import clearance must be defined.

From dropdown menu you can choose:

- **Confirm**, for confirmation of import clearance or
- **Reject**, for rejection of import clearance

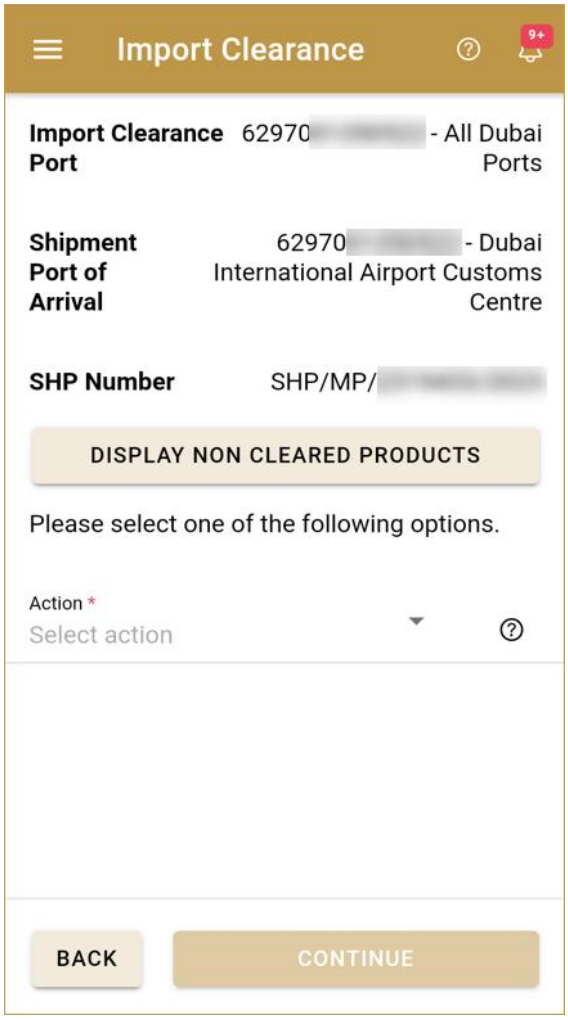


Figure 70 Import Clearance – Action selection

4.2.3 Variant selection

Once the action is selected, you need to define the variant.

From the drop-down menu you can choose:

- **All products** from the shipment
- **Partially/Batch** of one product from the shipment
- **Scanned items** from the shipment

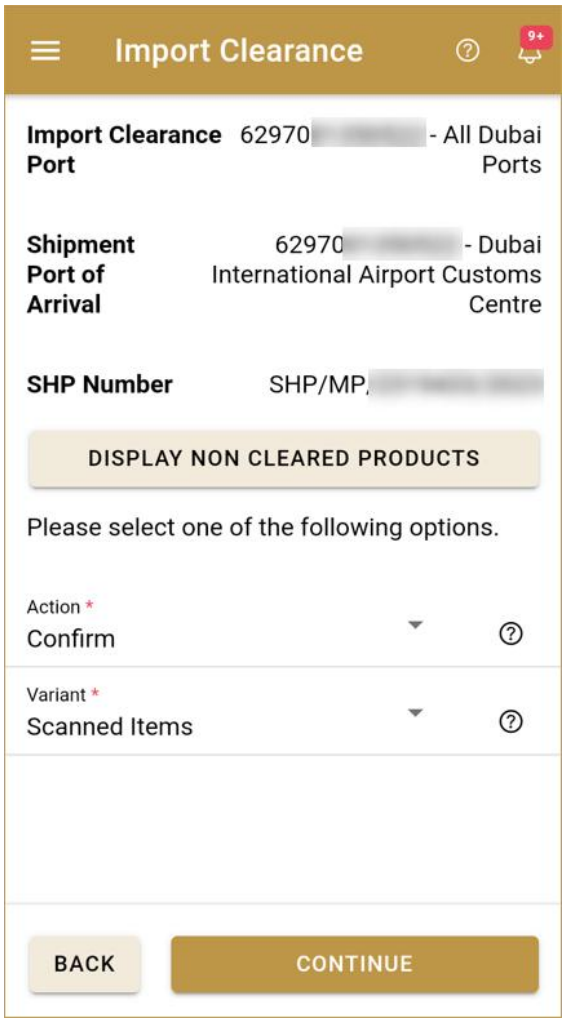


Figure 71 Import Clearance – Variant selection

If you selected action Reject, after selecting the Variant, a Reason field appears to select the reason for import clearance rejection.

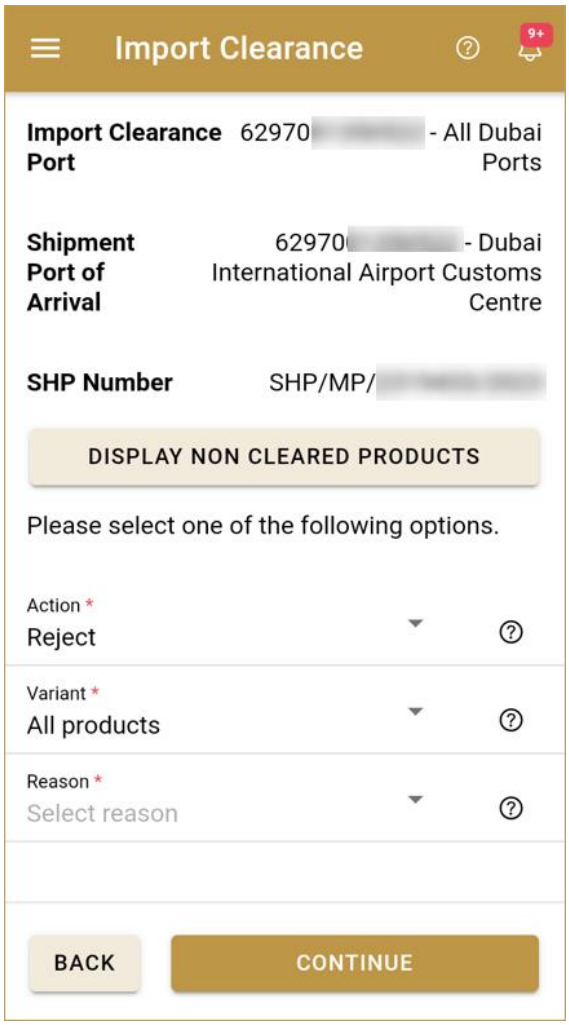


Figure 72 Import Clearance – Reason for rejection selection

To continue to the next page press Continue CONTINUE.

To select different shipment import permit press Back BACK.

4.2.3.1 Variant All Products

To confirm or reject all items from the shipment import permit, select variant All products. If action Reject is selected, also provide the Reason for rejection.

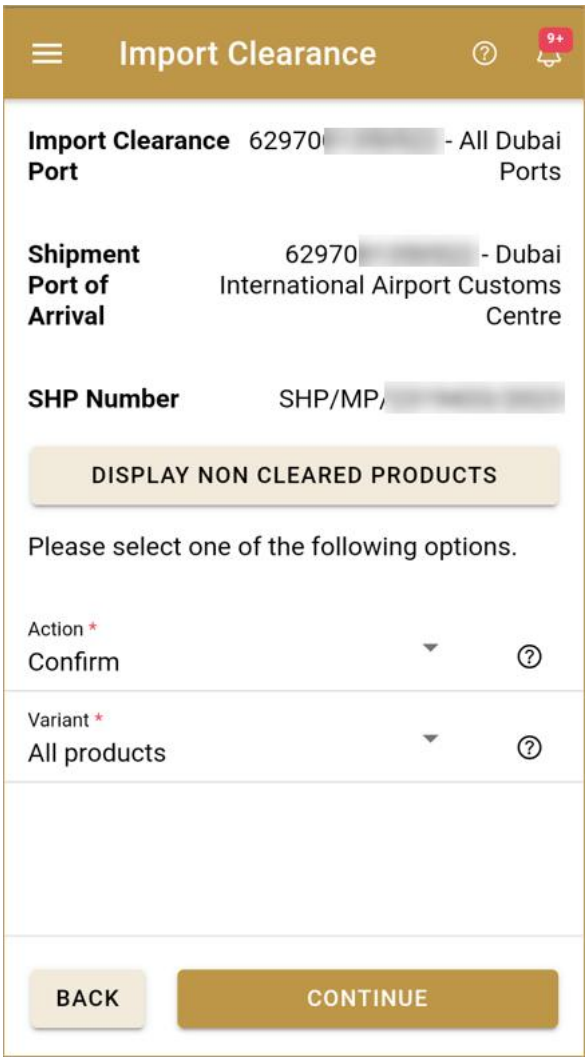


Figure 73 Import Clearance – Confirmation of variant All products

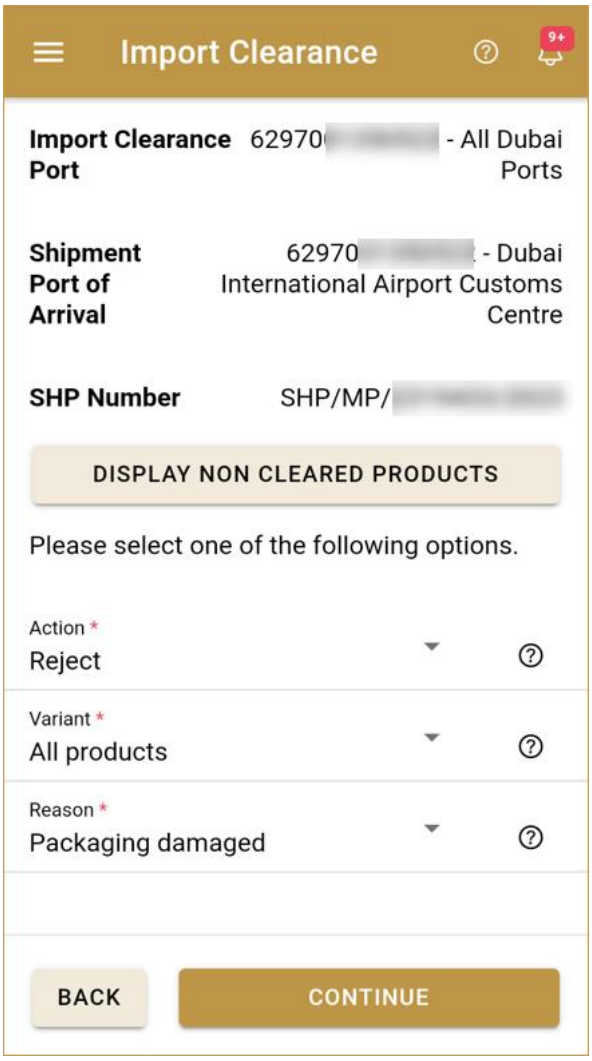


Figure 74 Import Clearance – Rejection of variant All products

To continue to the next page press Continue CONTINUE.

To select different shipment import permit press Back BACK.

4.2.3.1.1 All product confirmation

Before final confirmation or rejection of all products from the shipment, check once again if the entered data is correct.

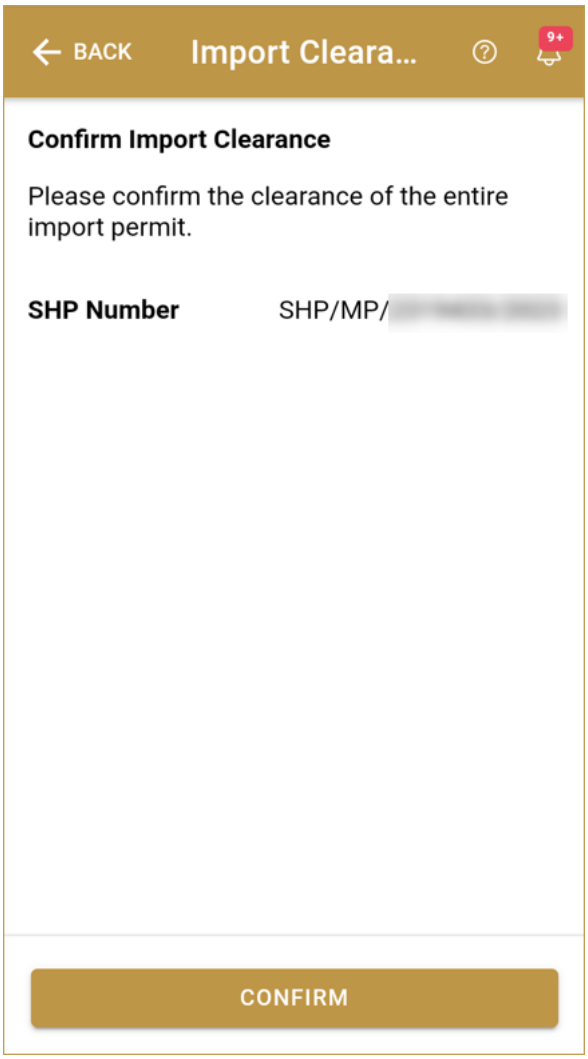


Figure 75 Import Clearance – Confirm All products

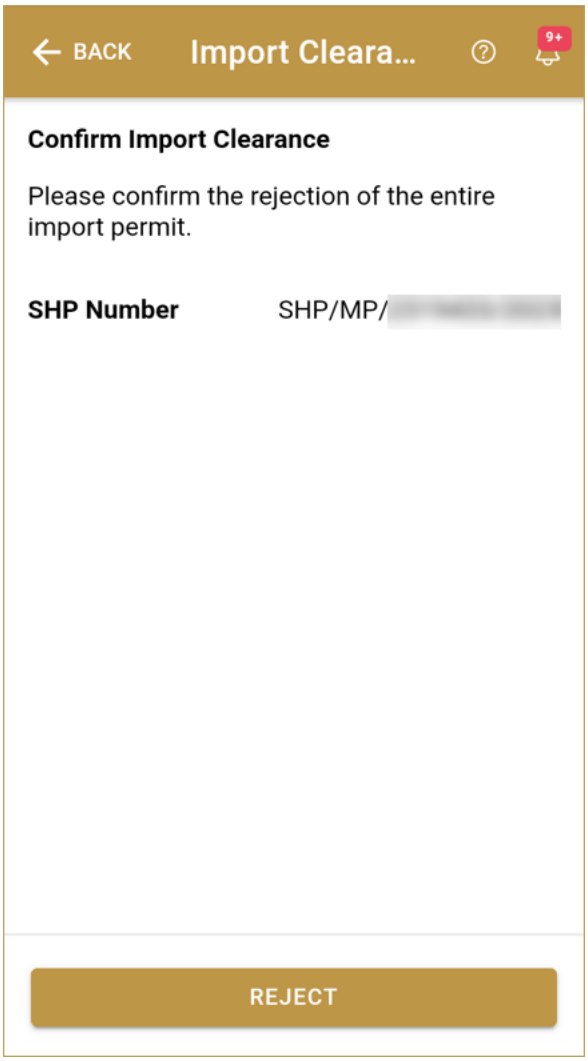


Figure 76 Import Clearance – Reject All products

For confirmation of all products for the shipment, press Confirm CONFIRM.

For rejection of all products for the shipment, press Reject REJECT.

To return to the previous page press Back BACK

4.2.3.1.2 All product completion

If you select Confirm, all products for the shipment will be successfully import Cleared and these will be allowed to get dispensed.

If you select Reject, all products for the shipment won't be allowed to get dispensed in UAE and must be returned i.e. ship to relevant warehouse and decommission it by using export function if required.

To confirm or reject another shipment, press Do Another DO ANOTHER

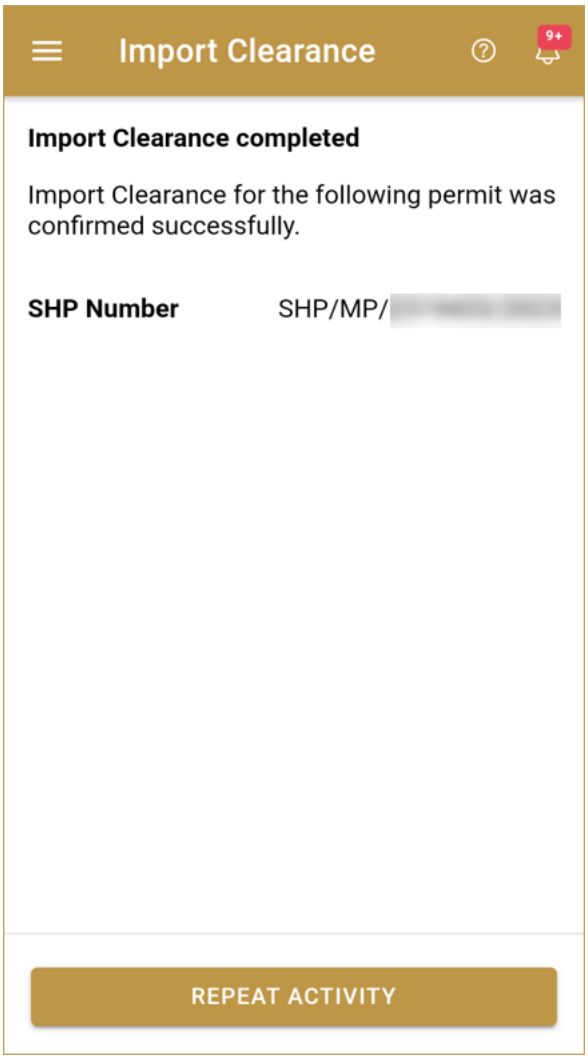


Figure 77 Import Clearance – All products completion

4.2.3.2 Variant Partially/Batch

To confirm or reject items from one batch of the shipment, select variant Partially/Batch. If action Reject is selected, also provide Reason for rejection.

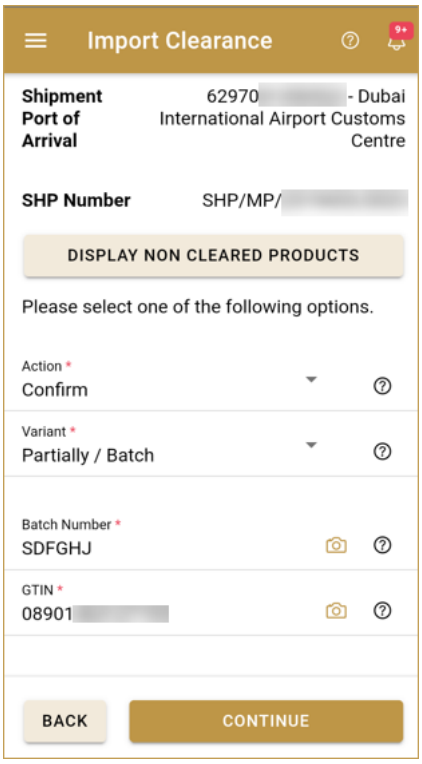


Figure 78 Import Clearance – Confirmation of variant Partially/Batch

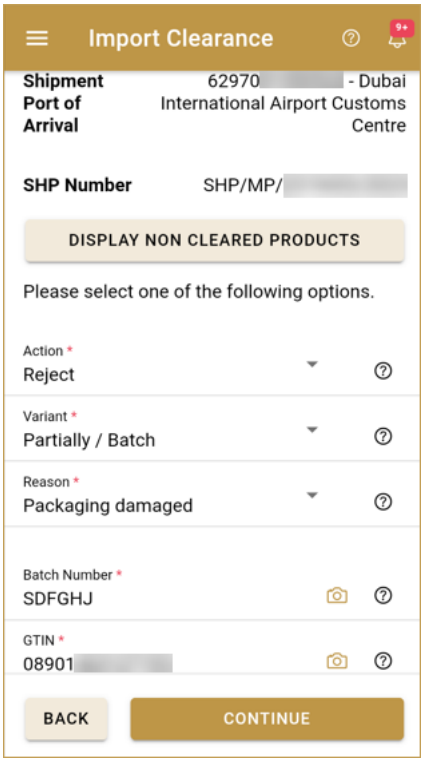


Figure 79 Import Clearance – Rejection of variant Partially/Batch

Enter the Batch number and GTIN. All fields are mandatory.

You can also scan the GTIN number by pressing Camera in each field to use the camera on your mobile or tablet.

If you press Display Non-Cleared Products DISPLAY NON CLEARED PRODUCTS a new window appears where all non-cleared products are listed for a selected shipment import permit.

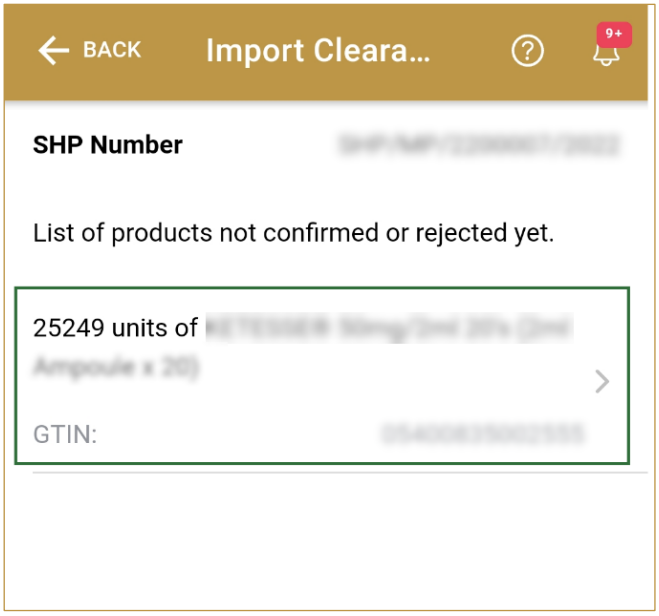


Figure 80 Import Clearance – Display Non Cleared Product

If you don't want to select any batch number press Back BACK

If you select one of the product, a new window opens with all available batch numbers.

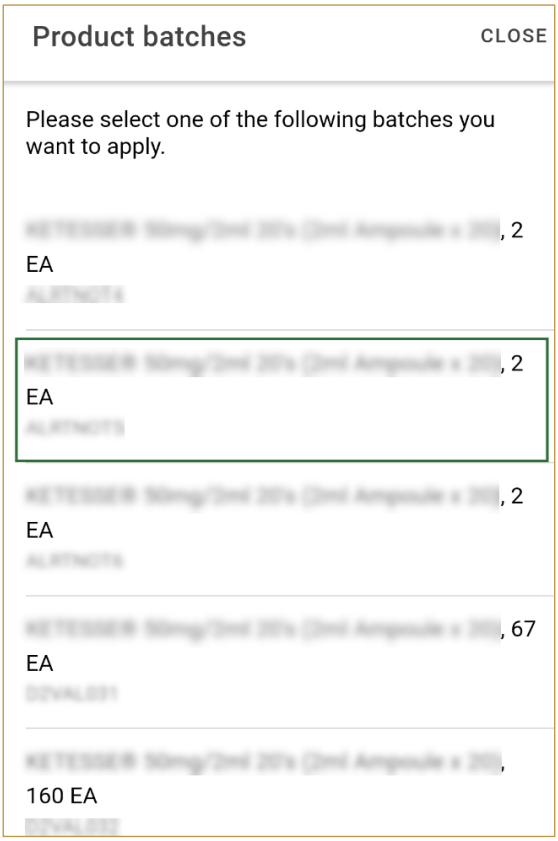


Figure 81 Import Clearance – Display Non Cleared Batches

If you press on one of the Batch number, Variant Partially/Batch is automatically selected with the Batch number and GTIN filled.

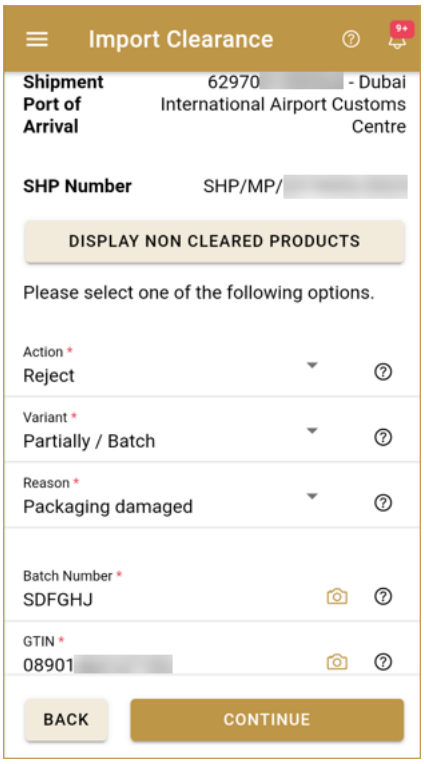


Figure 82 Import Clearance – Automatically entered Batch Number and GTIN

4.2.3.2.1 Partially/Batch confirmation

Before final confirmation or rejection of all items for one batch from the shipment, check once again if all entered data are correct.

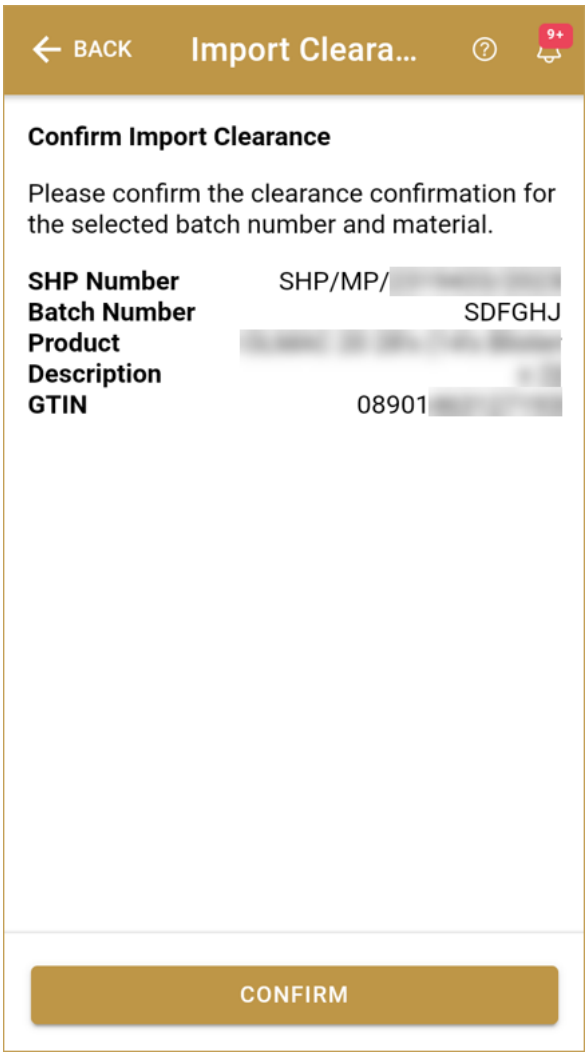


Figure 83 Import Clearance – Confirm Partially/Batch

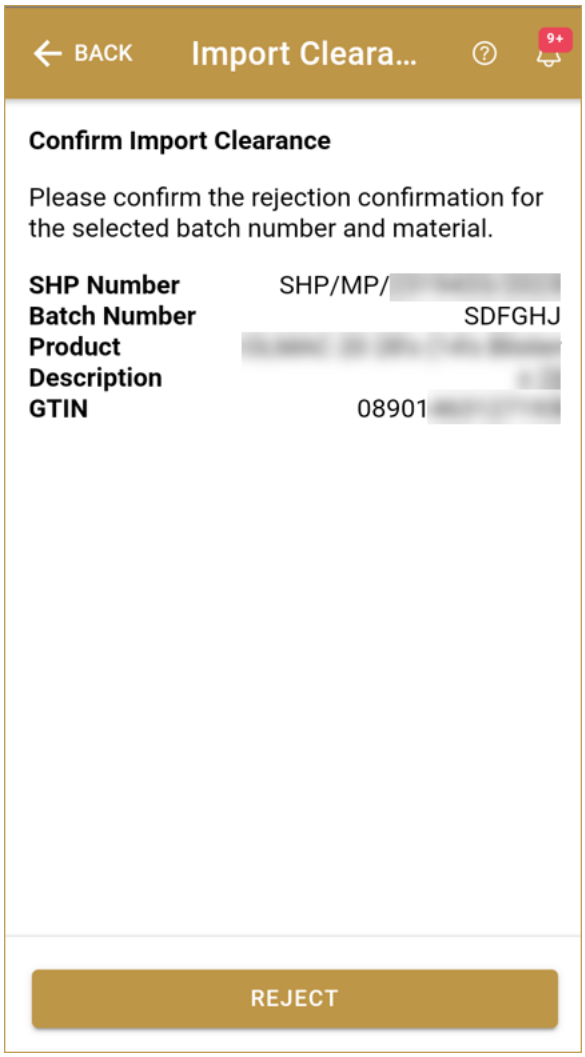


Figure 84 Import Clearance – Reject Partially/Batch

For confirmation of all items of one batch from the shipment, press Confirm

For rejection of all items of one batch from the shipment, press Reject REJECT.

To return to the previous page press Back BACK

4.2.3.2.2 Partially/Batch completion

If you select Confirm, selected products for the shipment getimport cleared and these are allowed to be dispensed.

If you select Reject, selected products for the shipment will be marked as rejected, and the corresponding operating procedure needs to be followed, i.e. ship to relevant warehouse and decommission it by using export function if required.

To confirm or reject another shipment, press Repeat Activity

.

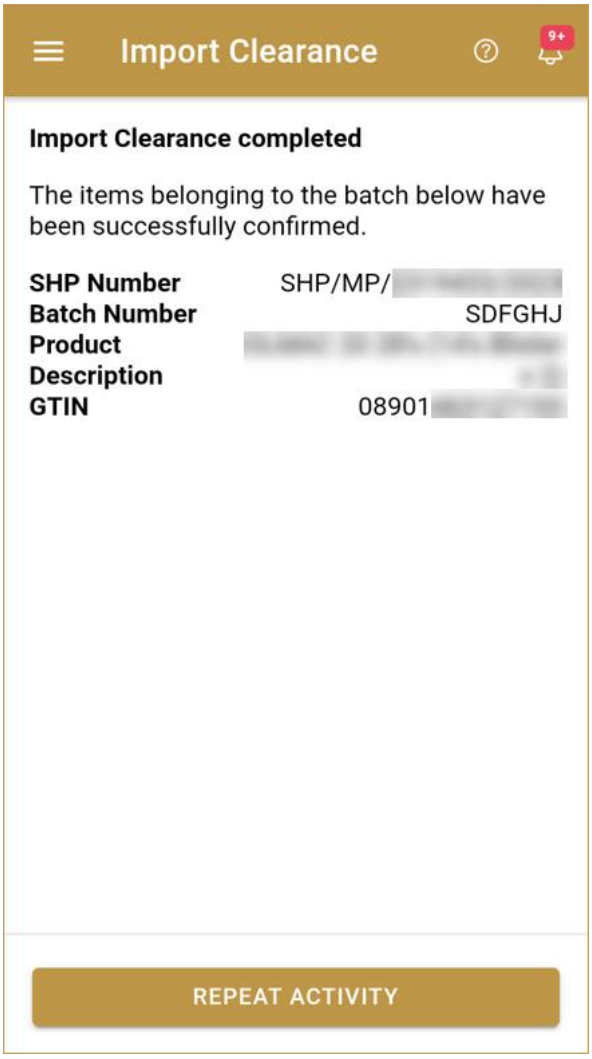


Figure 85 Import Clearance – Partially/Batch completion

4.2.3.3 Variant Scanned items

To confirm or reject different items from the shipment import permit, select variant Scanned items. If action Reject is selected, also select Reason for rejection.

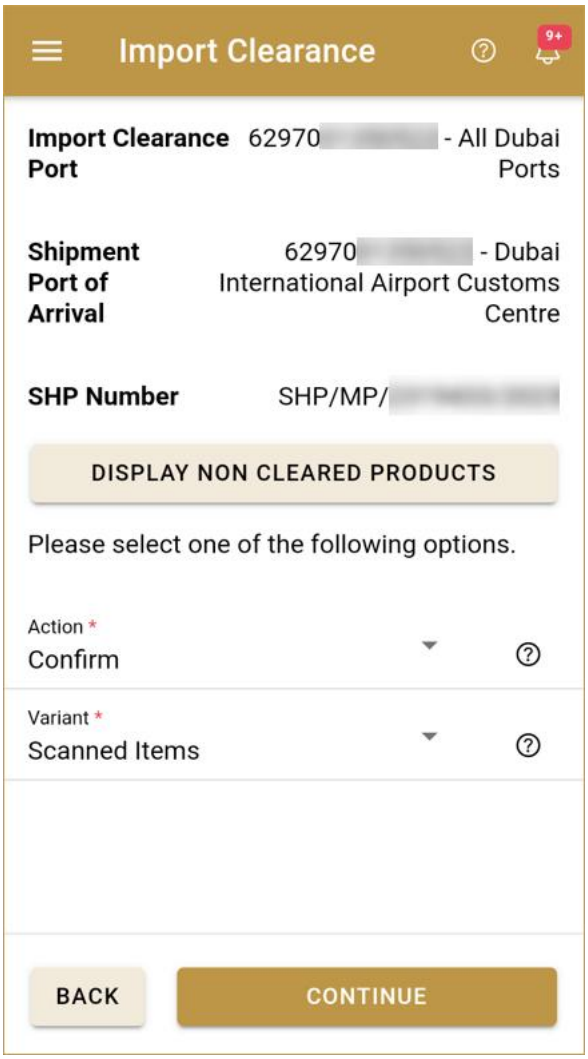


Figure 86 Import Clearance – Confirmation of variant Scanned items

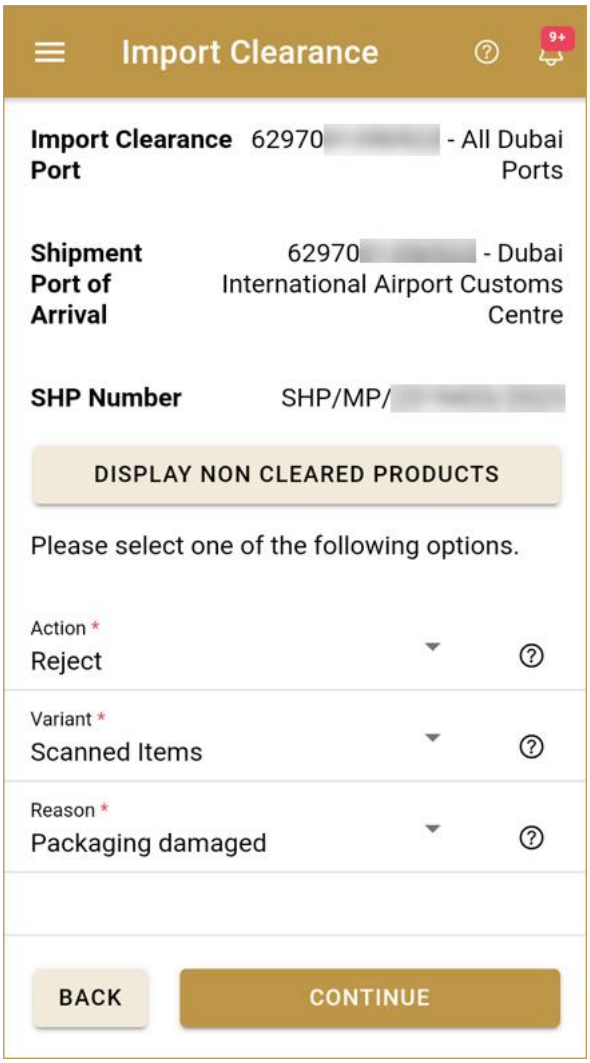


Figure 87 Import Clearance – Rejection of variant Scanned items

Items can be added manually by entering values or by scanning with a scanner.

Items can be:

- SSCC or
- SGTIN

To continue to the next page press Continue CONTINUE.

To select different shipment import permit press Back BACK.

4.2.3.3.1 Items scanning

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

4.2.3.3.2 Manual adding

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

SSCC = (00)**SSCC**

Serial Shipping Container Code

To add an SSCC Item, enter the SSCC value in the field SSCC-(00) and press OK

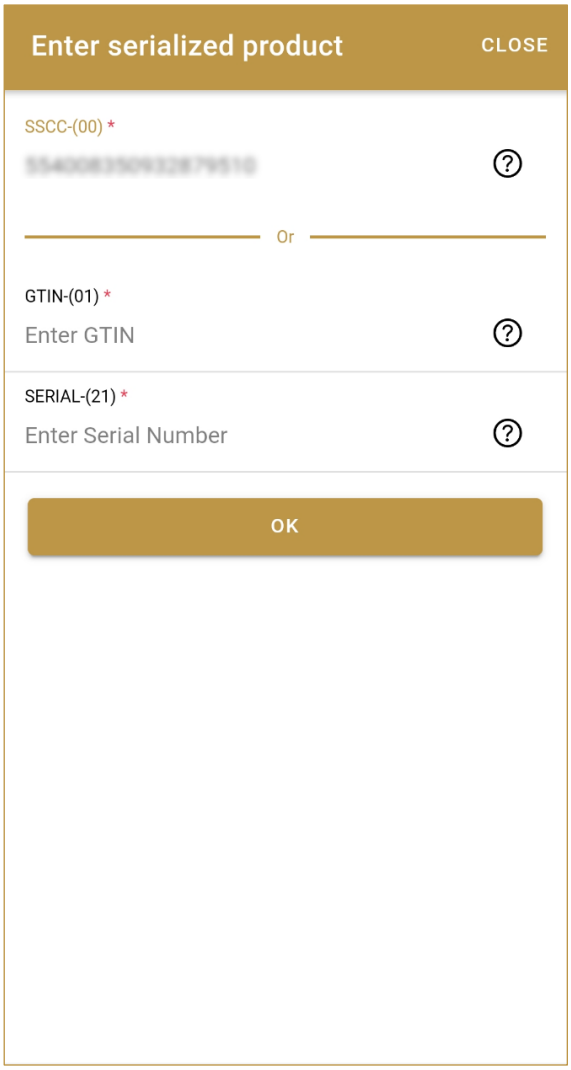


Figure 88 Manual adding of SSCC item

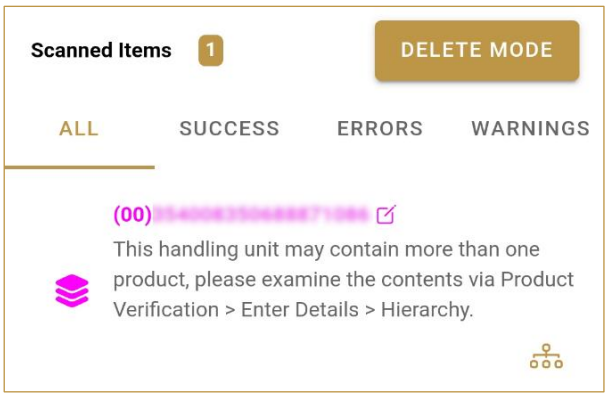


Figure 89 Successfully added SSCC item

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

Global Trade Item Number

To add an SGTIN Item, 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

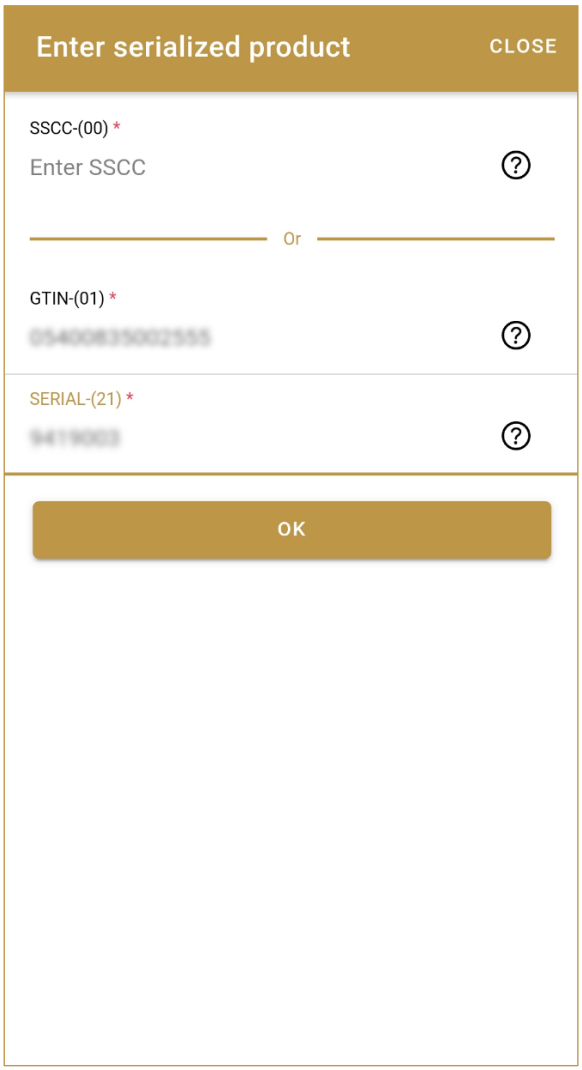


Figure 90 Manual adding of SGTIN item

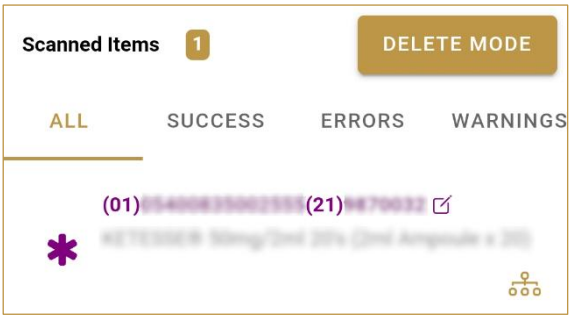


Figure 91 Successfully added SGTIN item

If you want to return to the previous page press Close CLOSE

4.2.3.3.3 Review of the added items

Review items to check for possible issues, and remove unneeded items.

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

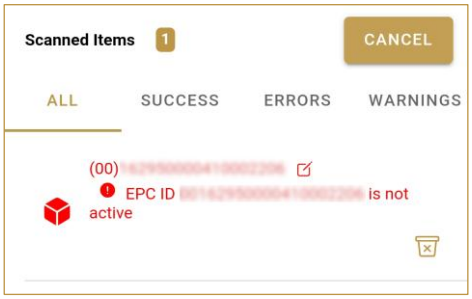
It is possible to filter the list of scanned items using ALL SUCCESS ERRORS WARNINGS

Filter options:

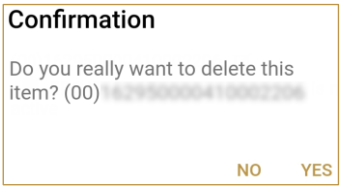
- **All** - shows all items
- **Success** - filter to only successfully added items
- **Errors** - filter to items with error
- **Warnings** - filter to items with a warning

Select Delete mode to remove added items. DELETE MODE

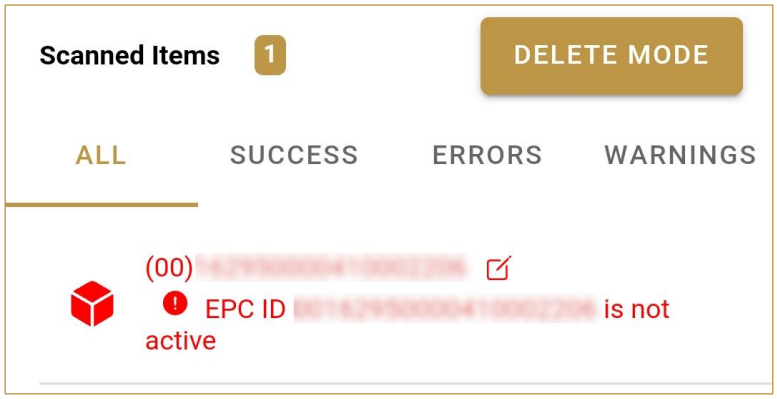
In Delete mode, a delete icon will appear on each row.



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



Messages under the item provide guidance for issues with the item.



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

4.2.3.3.4 Scanned items confirmation

Before final confirmation or rejection of all scanned/added items, check once again if all entered data are correct.

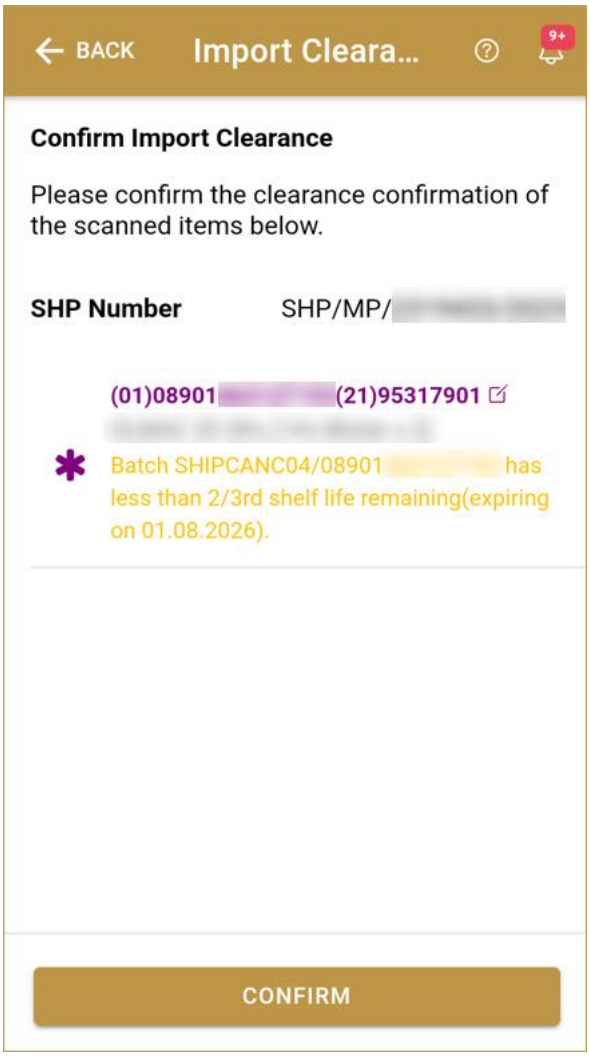


Figure 92 Import Clearance – Confirm Scanned items

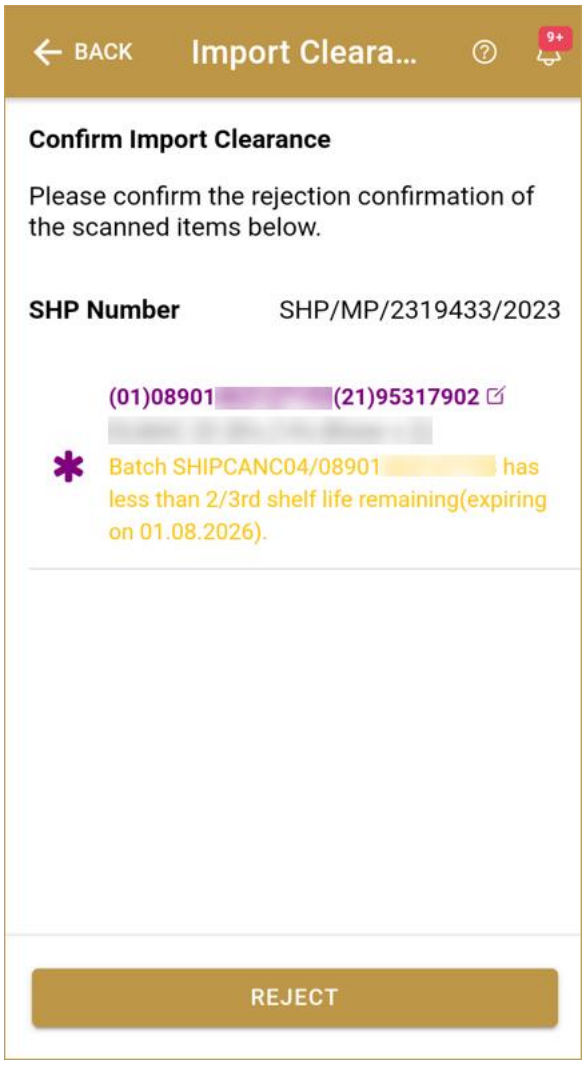


Figure 93 Import Clearance – Reject Scanned items

For confirmation of scanned/added items, press Confirm CONFIRM.

For rejection of scanned/added items, press Confirm REJECT.

To return to the previous page press Back BACK

4.2.3.3.5 Scanned items completion

If you select Confirm, all scanned/added items for the shipment are successfully import cleared and these are available to be dispensed.

If you select Reject, all scanned/added items for the shipment will be marked as rejected, and the corresponding operating procedure, i.e. ship to relevant warehouse and decommission it by using export function if required, must be performed with these

rejected products. To confirm or reject other items from the shipment, press Repeat Activity Repeat Activity

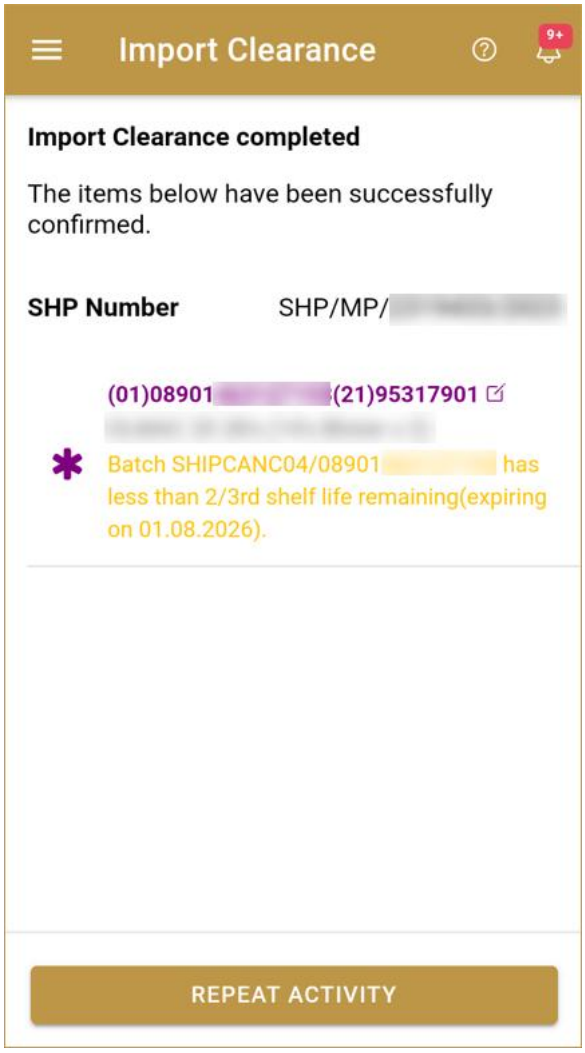


Figure 94 Import Clearance – Scanned items completion

5. HOW – TO Product Clearance

5.1 HOW – TO Import Clearance

5.1.1 How do I check available, valid import permits?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, you can enter the shipment import permit into the SHP field *[4.1.1.1]* or search for the import permit *[4.1.1.2]* for more detail about the import permit.

5.1.2 How do I confirm/reject all items available from the import permit?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, enter shipment import permit or search for an appropriate shipment import permit *[4.1.1].*

On the second page, select action Confirm/Reject *[4.1.2]*, variant All products, and in case of rejection also Reason for rejection *[4.1.3.1].*

On the third page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject *[4.1.3.1.1].*

5.1.3 How do I confirm/reject all items for one Batch from the import permit?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, enter shipment import permit or search for an appropriate shipment import permit *[4.1.1].*

On the second page, select action Confirm/Reject *[4.1.2]*, variant Partially/Batch, and in case of rejection also Reason for rejection. Enter the Batch Number and GTIN of the product(Material) and which items would you like to reject *[4.1.3.2].*

On the third page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject *[4.1.3.2.1].*

5.1.4 How do I confirm/reject a few items from the import permit?

In the navigation menu select Product Clearance → Import Clearance.

On the first page, enter shipment import permit or search for an appropriate shipment import permit *[4.1.1].*

On the second page, select action Confirm/Reject *[4.1.2].*, variant Scanned Items, and in case of rejection also Reason for rejection *[4.1.3]*. Press the button Continue to continue to the next page.

On the third page manually add or scan different items which you would like to confirm/reject *[4.1.3.3].*

On the fourth page check once again if all entered data are correct and confirm by pressing the button Confirm/Reject *[4.1.3.3.4**Error! Reference source not found.**].*

5.1.5 How can I cancel the already created import clearance document?

In the navigation menu select Product Clearance → Import Clearance.

On the first page select Historical View *[4.1.4]*.

On the second page find and select a import clearance document *[4.1.5].*

On the third page press Cancel *[4.1.6 Check]*.

On the fourth page, check once again that the selected import clearance document is correct. For final cancellation, press Confirm *[4.1.7]*.

6. FAQ – Product Clearance

6.1 I need to do import clearance but I don't know the shipment import permit number. Is there any other way to find a shipment import permit?

You can search for available shipment import permit if you know at least one of the unique number of an item from the shipment. Tatmeen checks to which shipment import permit this item belongs.

You can also search for port of arrival and then you will get all available shipment import permit for selected port of arrival.

6.2 I made the Import clearance for the wrong items. How can I cancel the Import clearance of the items?

Open Product Clearance → Import Clearance. Press for Historical View. Search for the wrong Import Clearance document and check the details. Items will be available again for new import clearance.

6.3 I need to perform Import Clearance at the 3PL/distributor's warehouse instead of the port, can I do that?

The Import Clearance process will always be registered in Tatmeen against the active port of arrival, selected on settings. Physically, the product can be at 3PL or the Distributor Warehouse, but the process will always be recorded against a port of arrival location.

6.4 Can I cancel rejection steps?

No, rejection steps cannot be cancelled. Once a product has been rejected, it cannot be used anymore in Tatmeen.

6.5 Can I accept the products that were previously rejected?

Products rejected cannot be used anymore in Tatmeen.

6.6 What needs to be done after Import Clearance Rejection happens?

Product that is rejected cannot be used in Tatmeen anymore. Please follow your operation procedures to handle it further. Product transfer will be available in case these products need to be moved to a specific location and export functionality will be also available in case these products need to be decommissioned from Tatmeen.

6.9 Can I access Help on portal and mobile

Yes, help on a particular field and process can be 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 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 Product Clearance

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