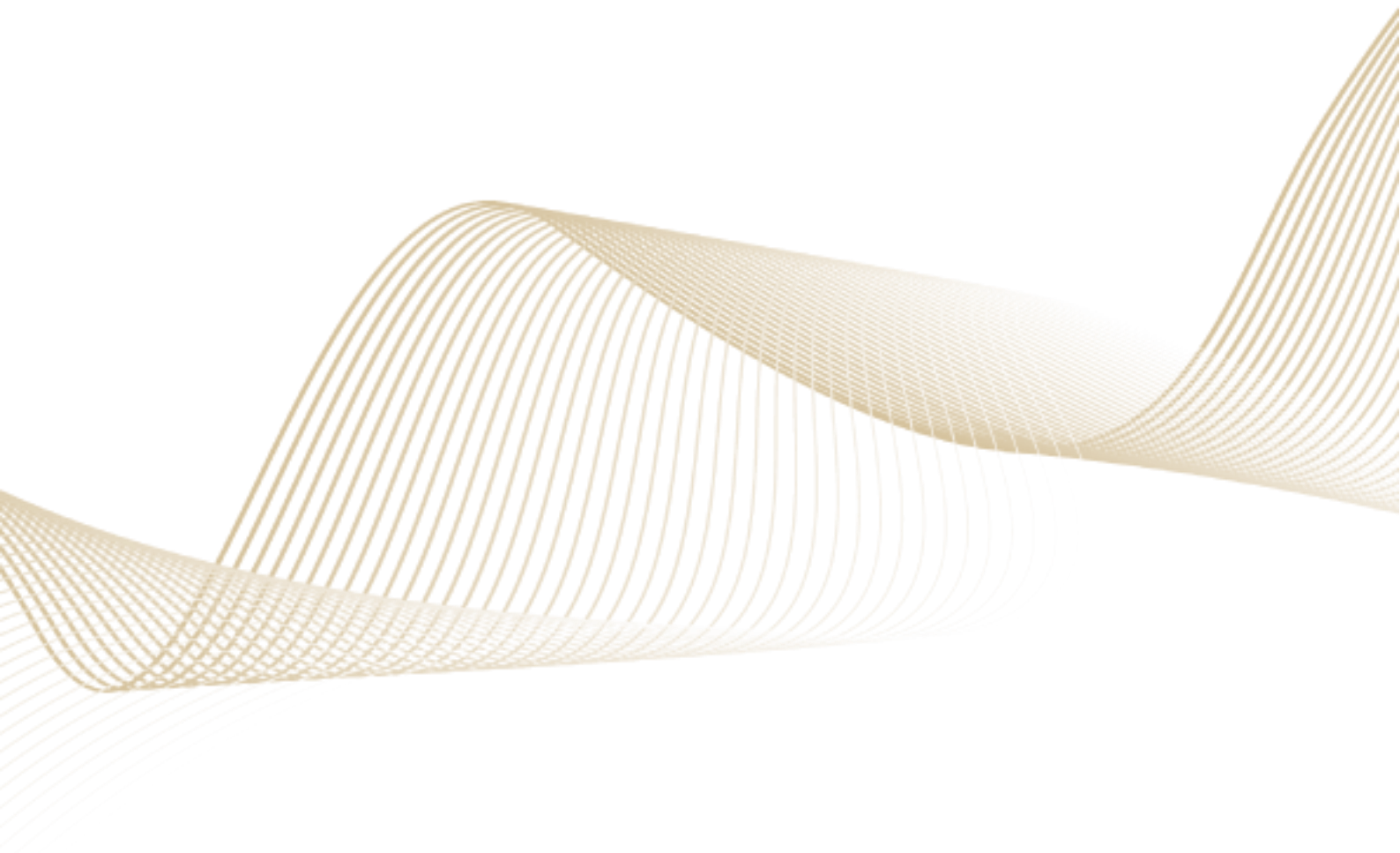


Training Manual for Batch Recall

Document ID:

Tatmeen_TRM-0260_Training Manual for
Batch Recall_v2.0

Version: 2.0



1. Document Control

1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	14-Nov-2022	Initial Version	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 Batch Recall

The Batch Recall functionality is used for managing the recall of product batches deemed unsuitable throughout the whole supply chain.

Once the Batch Recall process is completed, all the items of that batch will be marked as decommissioned and blocked to do any further action in Tatmeen.

The Batch Recall process has three steps:

- Batch recall initiation
- Batch recall initiation approval (or rejection) by MoHAP
- Batch recall completion

The batch recall is first initiated by the MAH/Scientific Office/Licensed Agents or by MOHAP Drug Dept – Pharma-Co-vigilance/DOH Pharma-Co-vigilance/DHA Pharma-Co-vigilance.

After initiation, the recall must be approved by MoHAP PV. Once approved, all items of the batch are blocked from dispensation but transfer is still allowed.

As the last step, the recall is marked as completed by the initiating entity once the process is completed. After completion, all items related to that batch are decommissioned in Tatmeen.

The batch recall is available in the Portal and Mobile from the navigation menu.

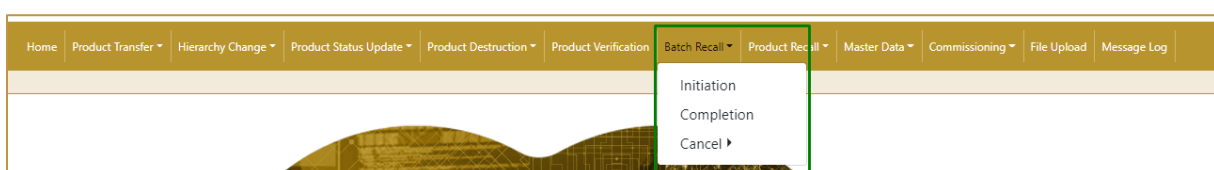


Figure 1 Portal Batch Recall navigation menu

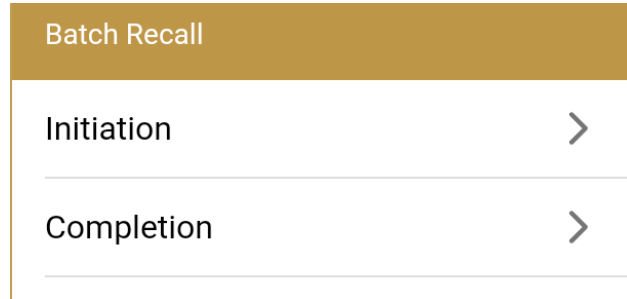


Figure 2 Mobile Batch Recall navigation menu

4.1 Batch Recall Initiation

The currently existing MoHAP recall process doesn't change with the introduction of Tatmeen. This process will start unchanged outside Tatmeen and once the Recall circular is issued, it will be the time to initiate the recall Tatmeen.

The batch recall initiation can be done by the MAH/Scientific Office/Licensed Agents or by MOHAP Drug Dept – Pharma-Co-vigilance/DOH Pharma-Co-vigilance/DHA Pharma-Co-vigilance.

All items of the batch for which the batch recall initiation document exists are marked as Initiated. Dispensing, transfer, and logistic operations for such items are still allowed.

4.1.1 Batch Recall Initiation – Portal

To see and explore more about a batch recall, in the navigation menu select Batch Recall → Initiation

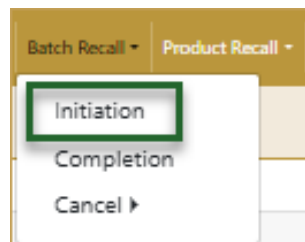


Figure 3 Portal navigation menu – Batch Recall Initiation

4.1.1.1 Batch selection

On the first page, you need to enter or scan the Batch number, GTIN of the product, and Circular number.

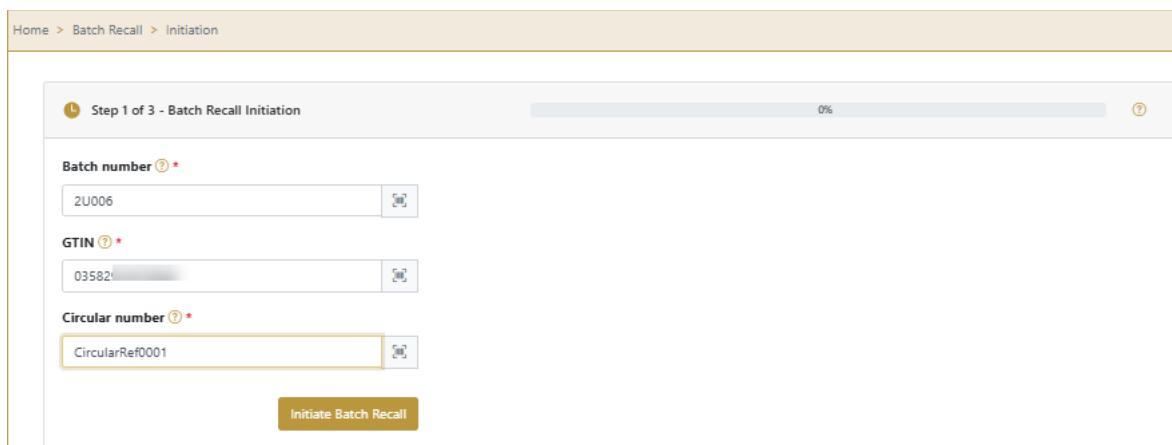



Figure 4 Batch Recall Initiation – Batch selection


All fields are mandatory.


The Scan  indicates that the Batch, GTIN, and Circular number can be also scanned when you use a scanner or tablet.

Batch number *


 

Figure 5 Batch Recall Initiation – Batch 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.

When values are entered press Initiate Batch Recall  to continue to the next page.

If the values are not entered a warning will be displayed indicating no further progress is possible.

 **Warning**

Please provide all required information.





Figure 6 Batch recall Initiation – warning

If you press Clock  a new page opens for the Initiation Historical view [4.1.1.4].

4.1.1.2 Initiation confirmation

All the items of the batch will be batch recall initiated.

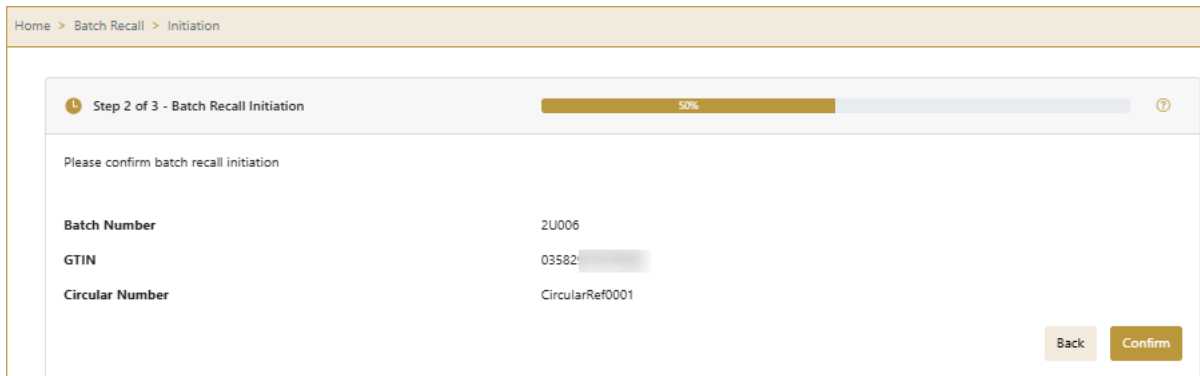



Figure 7 Batch Recall Initiation - Confirmation

To return to the previous page press Back 

If you select any other page before confirming the items, a warning will be shown. If you select Leave all data on this page will be lost.

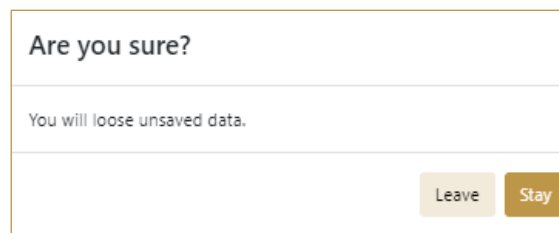


Figure 8 Batch Recall Initiation - Warning

For final confirmation of batch recall initiation, press Confirm 

4.1.1.3 Initiation completed

You have successfully confirmed batch recall initiation.

All items of the batch are marked as batch recall initiated.

The batch recall initiation document is now available for the batch recall approval process.

If you want to initiate a new batch recall,

press Repeat Activity 

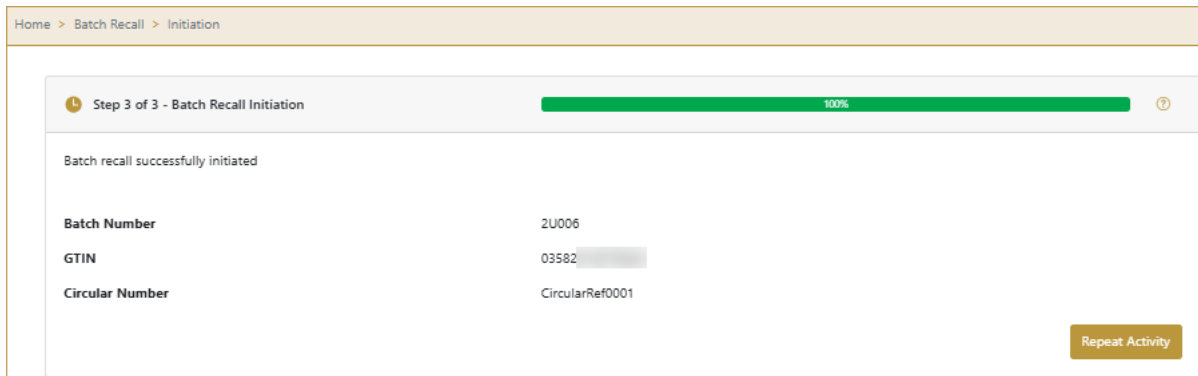


Figure 9 Batch Recall Initiation - Completion

4.1.1.4 Initiation Historical view

On the Initiation Historical view, past initiations and initiation cancellations performed by the user organization are displayed according to default filter settings.

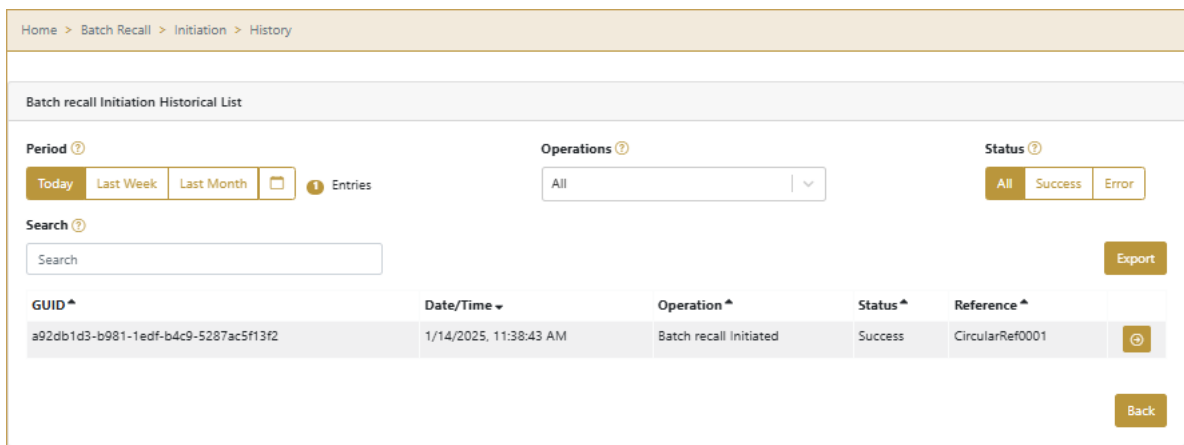



Figure 10 Initiation Historical view

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

If you want to return to the first page of the Batch Recall Initiation press Back 

4.1.1.4.1 Filter options

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

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



Figure 11 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 12 Sort

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



Figure 13 Filter options – Time frame

Filters:





Today – all items processed on the last day are displayed

One week – all items from the last week are displayed

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

Calendar – all items for the selected period are displayed

For a longer period select calendar.

Use arrows and a dropdown menu  **March**  **2022**   to select month and year. Press on a day number to select the start time. Repeat the process to select the end time.

When you select the date, items are displayed automatically in the table below.

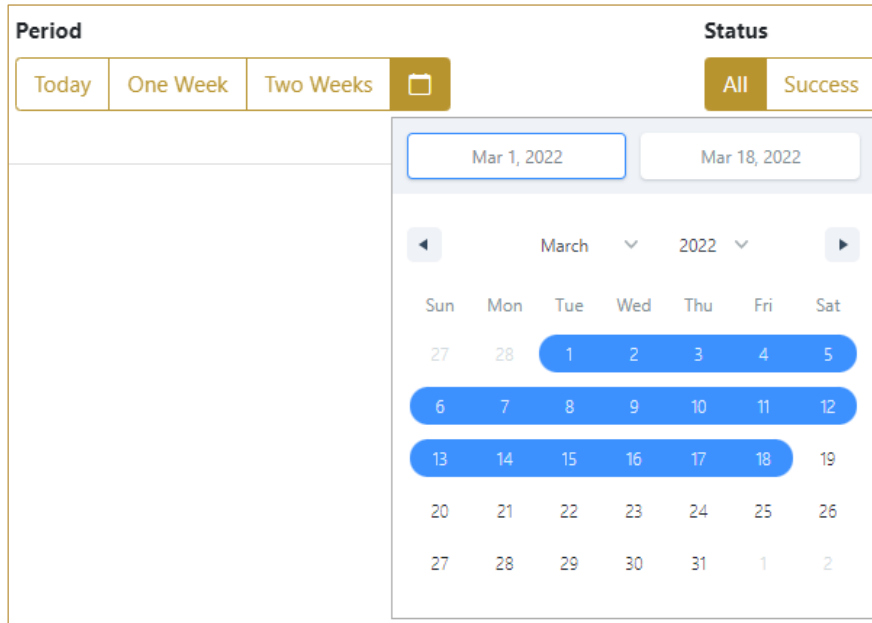


Figure 14 Filter options – Calendar

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



Figure 15 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

If you want to search only one type of item, select one of the options in the Operation dropdown menu. By default, all items are displayed.

If you press the arrow on the right side, more options will appear. Select one, and items for this type of operation will be displayed in the table below.



Figure 16 Filter options – Operation

4.1.1.5 Initiation Historical view Details

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

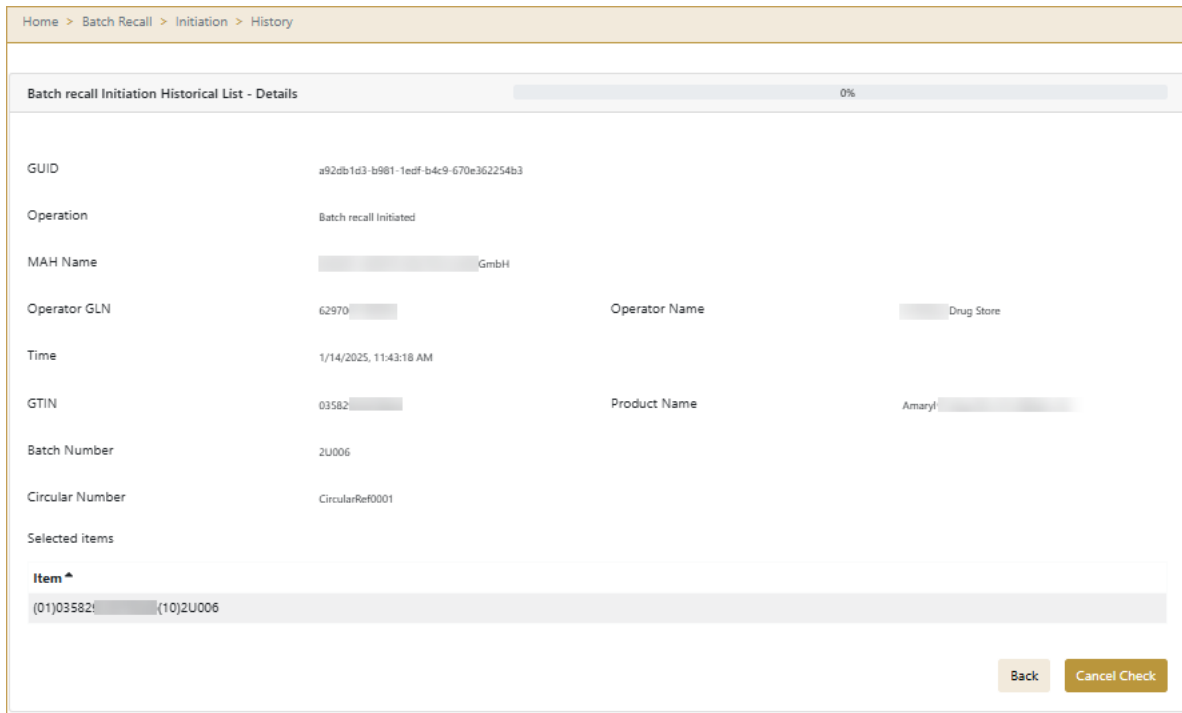


Figure 17 Initiation Historical view Details

If the button **Cancel Check** exists that means that the batch recall initiation document was not approved/rejected yet and you can cancel the batch recall initiation by pressing **Cancel Check**.

Initiated mark is removed from all items from the batch recall initiation document and they are still available for dispensing.

To return to the previous page press **Back**.

4.1.1.6 Initiation Cancellation confirmation

On this page, you need to confirm the cancellation of batch recall initiation. Initiated mark is removed from all items from the batch recall initiation document and they are still available for dispensing.

After cancellation confirmation, an email notification is sent to MoHAP approvers based on their user setting.

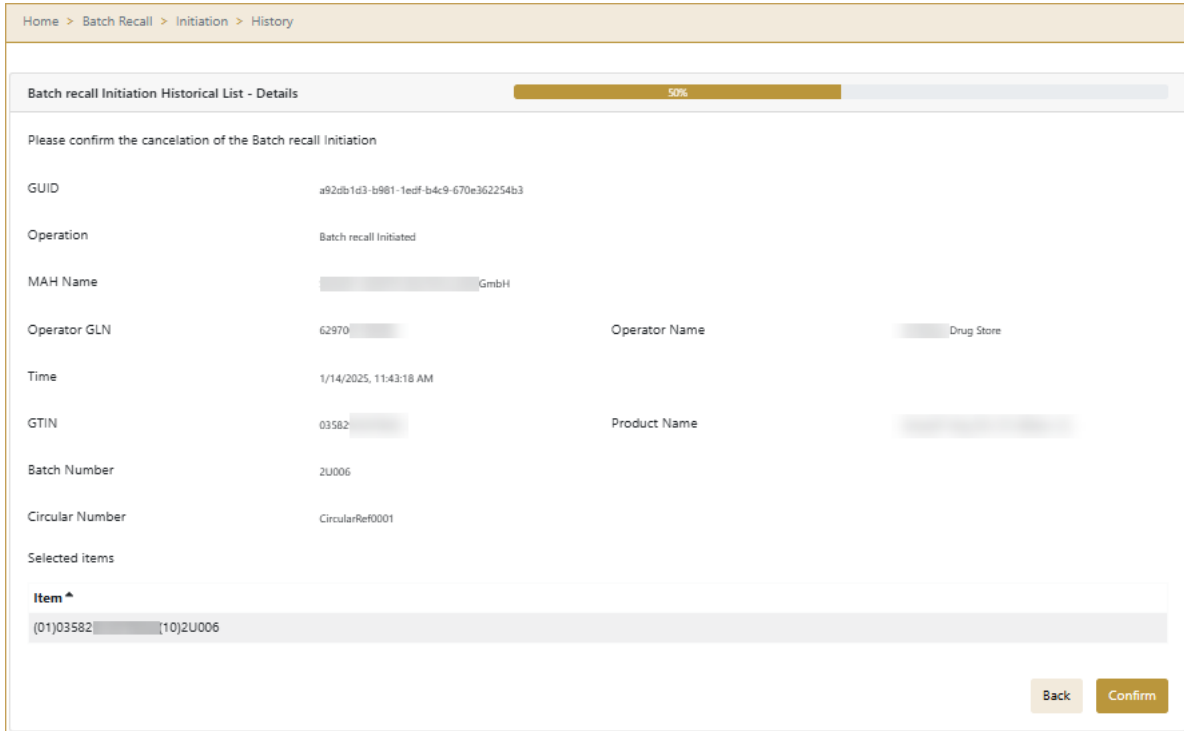


Figure 18 Initiation Cancellation confirmation

For confirmation of the cancellation of batch recall initiation press Confirm



To return to the previous page press Back



4.1.1.7 Initiation Cancellation completion

You successfully cancelled batch recall initiation.

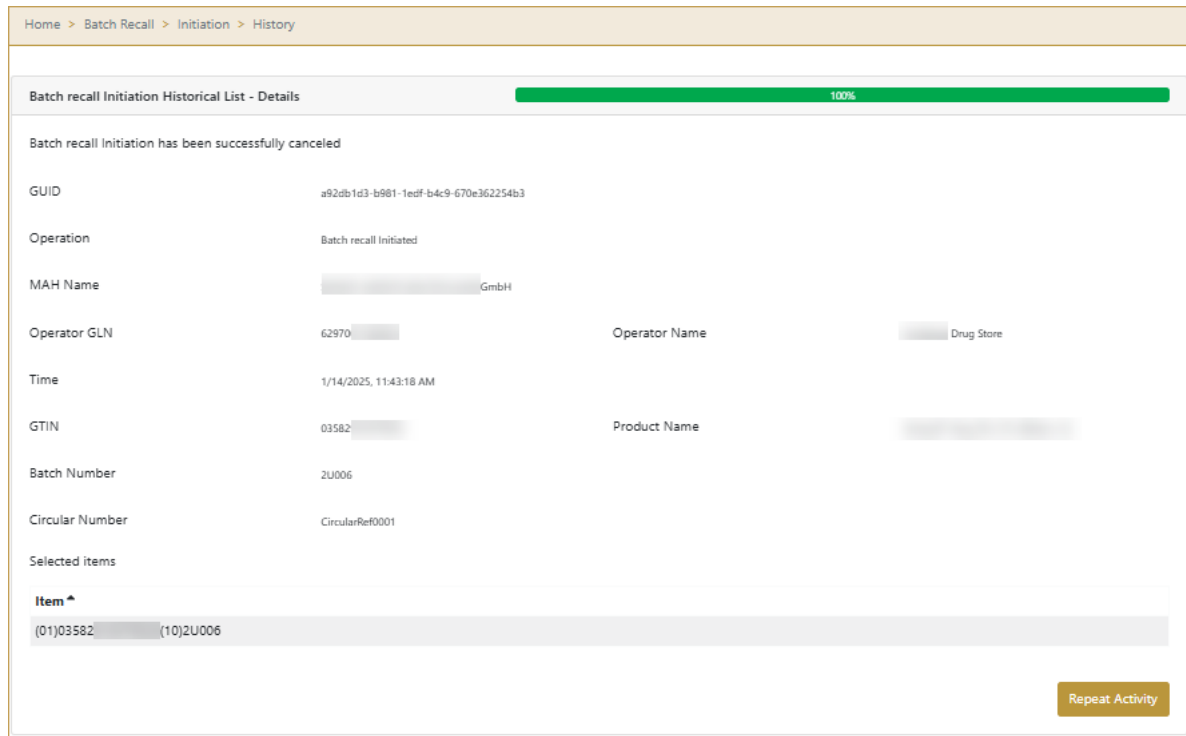


Figure 19 Initiation Cancellation completion

To return to the first page for batch recall initiation

press Repeat Activity  .

4.1.2 Batch Recall Initiation – Mobile

To see and explore more about a batch recall, in the navigation menu select Batch Recall → Initiation

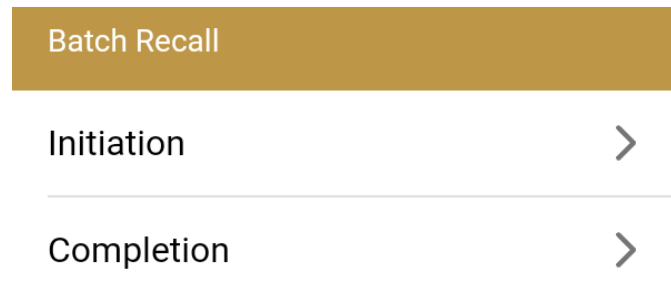


Figure 20 Mobile navigation menu – Batch Recall Initiation

4.1.2.1 Batch selection

On the first page, you need to enter or scan the Batch number, GTIN of the product, and Circular number.

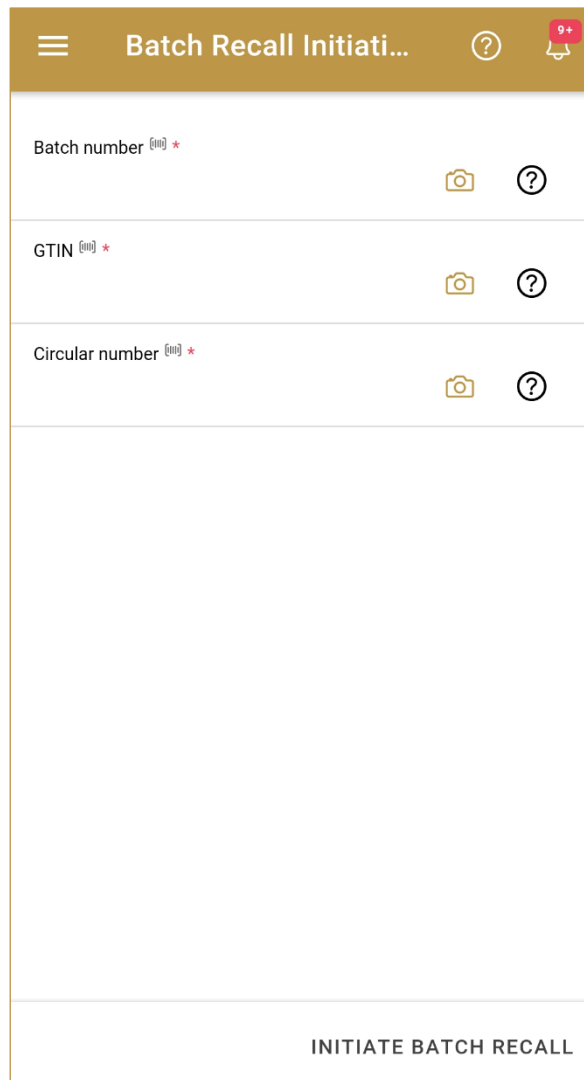


Figure 21 Batch Recall Initiation – Batch selection

All fields are mandatory.

You can also scan the Batch number, GTIN, or Circular Number by pressing Camera



in each field when you use a scanner, mobile, or tablet.



Figure 22 Batch Recall Initiation – Batch scanning

When values are entered press Initiate Batch Recall **INITIATE BATCH RECALL** to continue to the next page.

If the values are not entered a warning will be displayed indicating no further progress is possible.

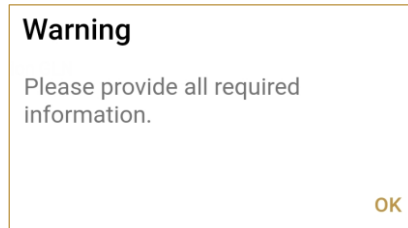


Figure 23 Batch recall Initiation – warning

4.1.2.2 Initiation confirmation

All the items of the batch will be batch recall initiated.

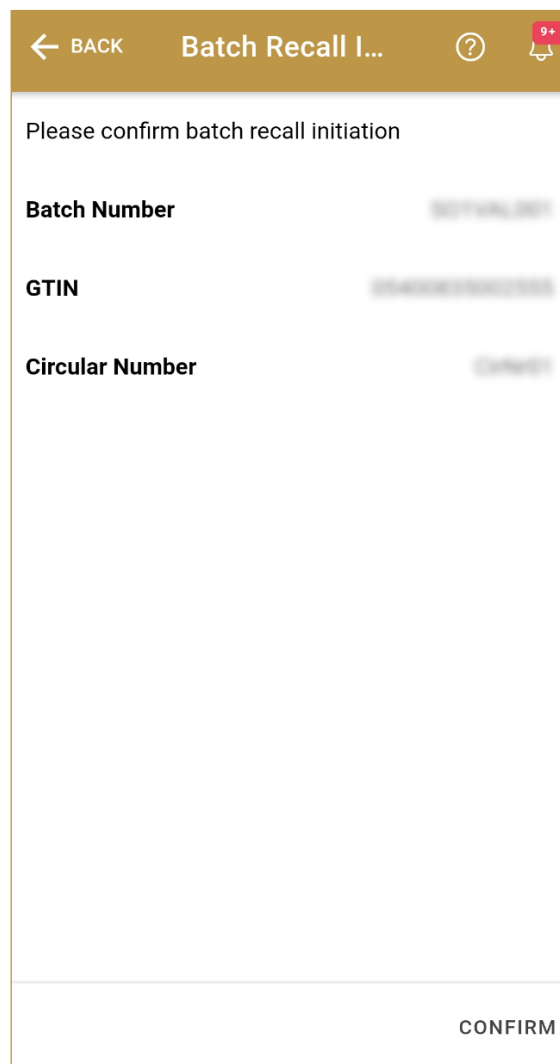


Figure 24 Batch Recall Initiation - Confirmation

To return to the previous page press Back 

For final confirmation of batch recall initiation, press Confirm **CONFIRM**

4.1.2.3 Initiation completed

You have successfully confirmed batch recall initiation.

All items of the batch are marked as batch recall initiated.

The batch recall initiation document is now available for the batch recall approval process.

If you want to prepare a new batch recall initiation document, press Done **DONE**

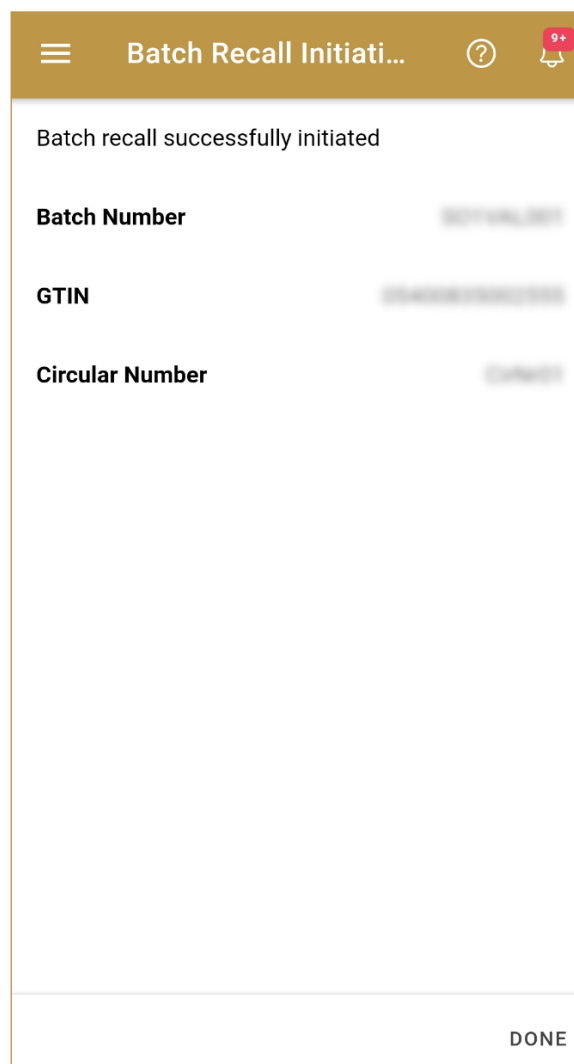


Figure 25 Batch Recall Initiation - Completion

4.2 Batch Recall Approval

The second step for Batch Recall is Approval. All existing Batch Recall Initiations must be approved or rejected by MoHAP PVI.

Once Batch Recall Initiation is approved it is ready for the last step Batch Recall Completion.

Rejected items of the batch from the Batch Recall Initiation document are again available for dispensation.

4.2.1 Batch Recall Approval Notification

Depending on the settings selected by the user, whenever a new batch recall is initiated and is ready for approval, a notification can be sent, either by email, app notification, or both to the group responsible for batch recall approval, in this case MoHAP Pharmacovigilance.

This notification step is optional, a user can disable these notifications in settings, as in any case, all the batch recall initiations that require approval can be accessed at any time via the Batch Recall -> Approvals option (see section 4.2.2 for Portal and 4.2.3 for Mobile, for more details on the approval step).

The notification will display the following details about the batch recall initiation:

- Initiator GLN and name.
- Circular Reference Number of the Batch Recall.
- GTIN and Description of the Product affected.
- Batch Number, Manufacturing and Expiration Date.

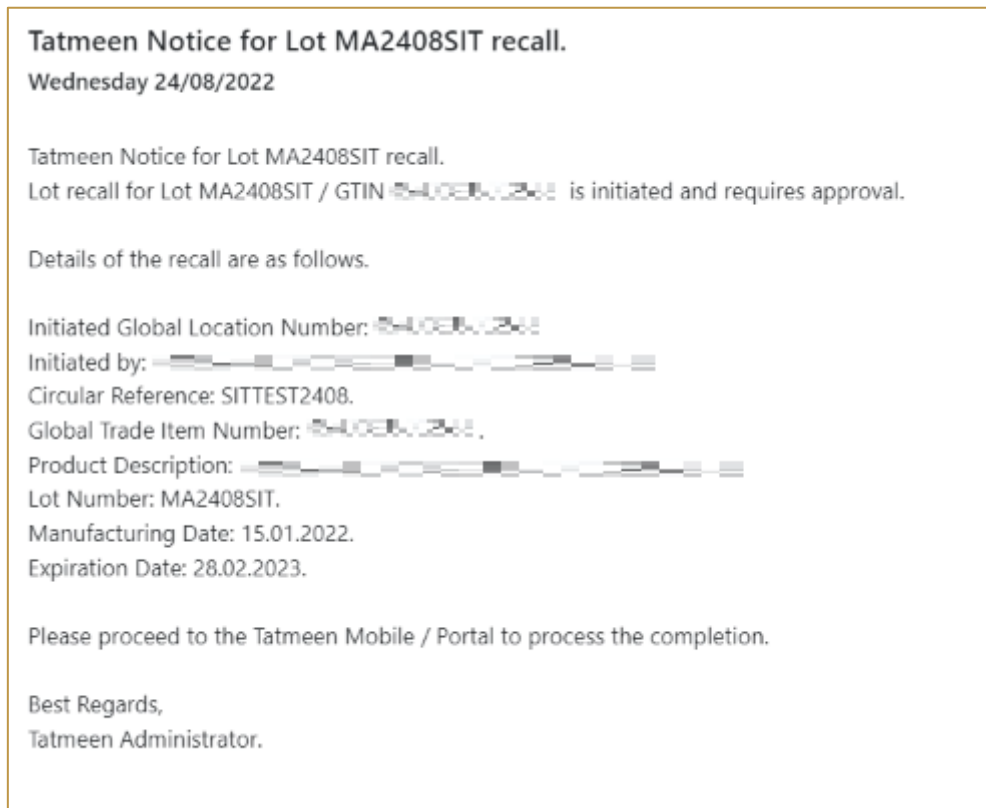


Figure 26 Batch Recall Notification Example

4.2.2 Batch Recall Approval – Portal

To see and explore more about a batch recall, in the navigation menu select Batch Recall → Approvals

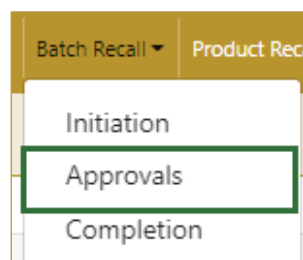


Figure 27 Portal navigation menu – Batch Recall Approvals

4.2.2.1 Batch initiation selection

On the first page, you need to select one of the pending batch recall initiations.

If you press Clock  a new page opens for Approval Historical view [4.2.2.5].

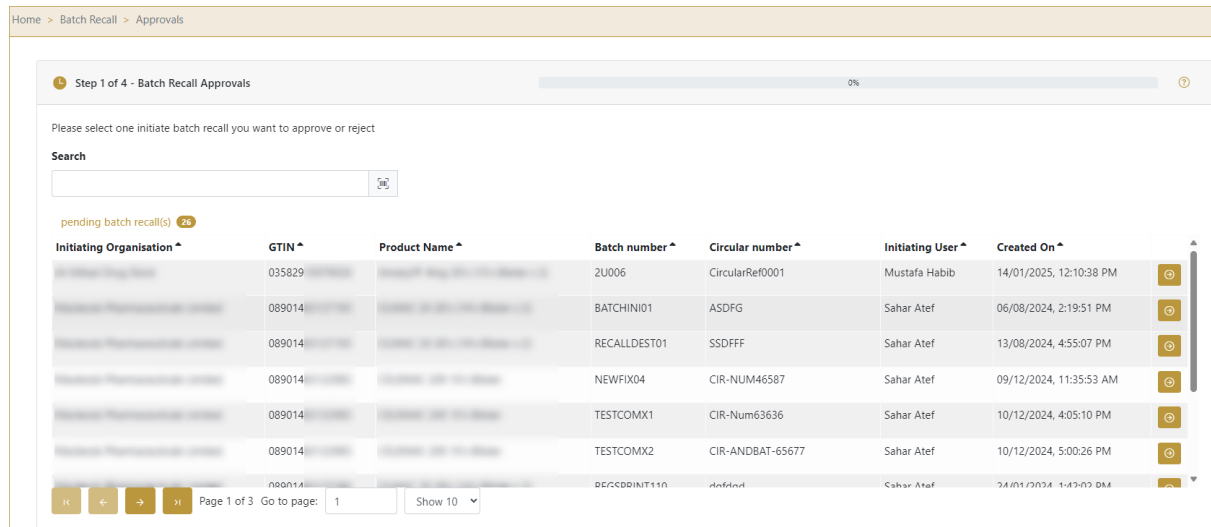


Figure 28 Batch Recall Approval – Initiation selection


To continue to the next page press Select  in the last column.


To search for a specific batch recall initiation, start entering the search string or only part of it in the Search field.



Figure 29 Search field

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


You can also scan the search value 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 Search field. Click with the mouse somewhere inside the product page and the yellow border will disappear.

On the left side above the table, a search result is displayed which shows the number of all items listed in a table.

pending batch recall(s) **16**

Figure 30 Search result

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.


Product Name 

Figure 31 Sort

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

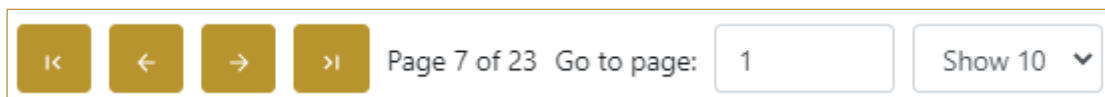







Figure 32 Navigation line

By default, there are always 10 records displayed on one page of the table. You can change this by selecting one of the options from the dropdown menu 

When you have more data in the table, with buttons you navigate:

- to the first page 
- to the previous page 
- to the next page 
- to the last page 

You also see number how many pages exist ^{Page 7 of 23}. You can navigate to a different page by entering the number of the page ^{Go to page:} .

4.2.2.2 Operation selection

On the second page, you need to select one of the available operations for batch recall approval.

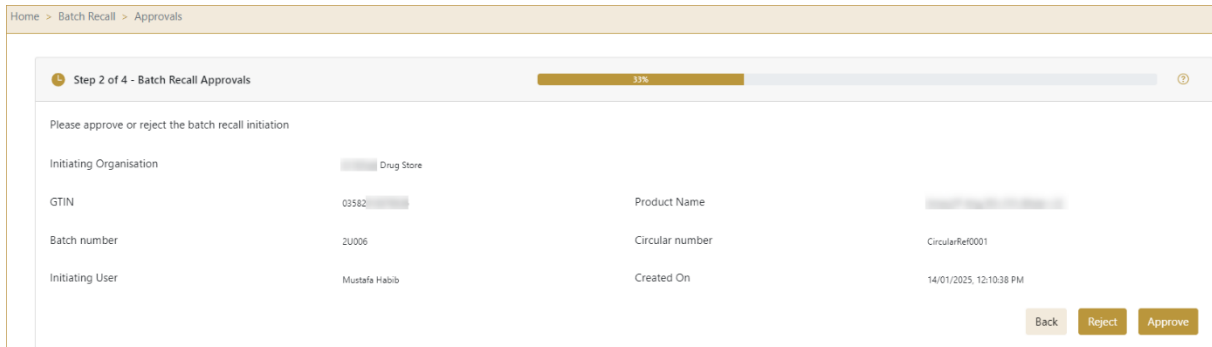


Figure 33 Batch Recall Approval – Operation selection

For the approval of the batch recall initiation press Approve

Approve

For the rejection of the batch recall initiation press Reject

Reject

To return to the previous page press Back

Back

4.2.2.3 Approval confirmation

Check once again if you selected the correct batch recall initiation.

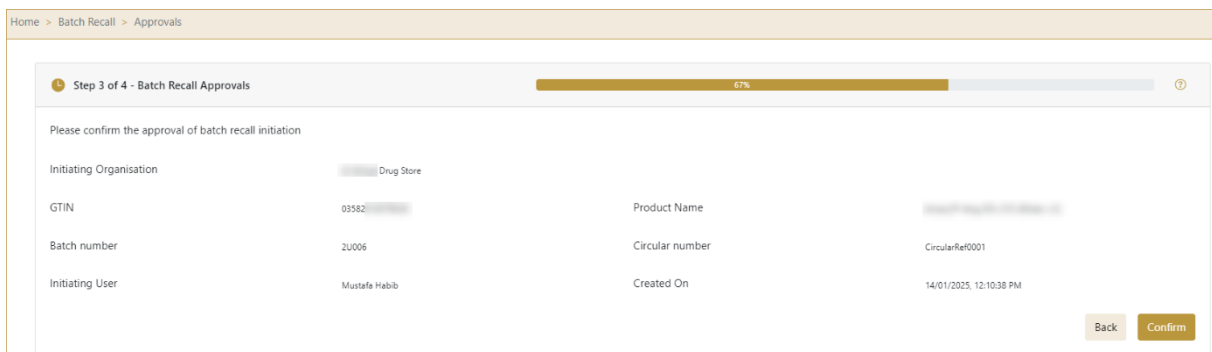



Figure 34 Batch Recall Approval – Confirmation

For confirmation of batch recall approval/rejection press Confirm

Confirm

After confirmation, an email notification with the resolution is sent to the batch recall initiator.

If approval was selected, an email notification is sent to all supply chain entities possessing any product of recalled batch/GTIN.

To return to the previous page press Back 

4.2.2.4 Approval completed

You have successfully completed the approval/rejection of the batch recall initiation.

If you selected Approval, the batch is marked as batch recall approved, and no dispensing or commissioning is possible/allowed.

If you selected Rejection, all items of the batch are available for dispensing or commissioning.

The batch recall initiation approval/rejection document is now available for the batch recall completion process.

If you want to approve/reject a new batch recall initiation document,

press Repeat Activity 

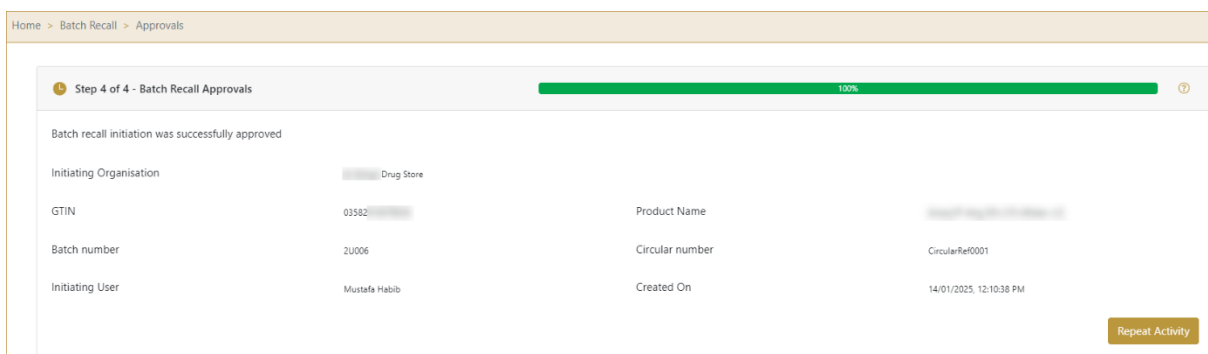
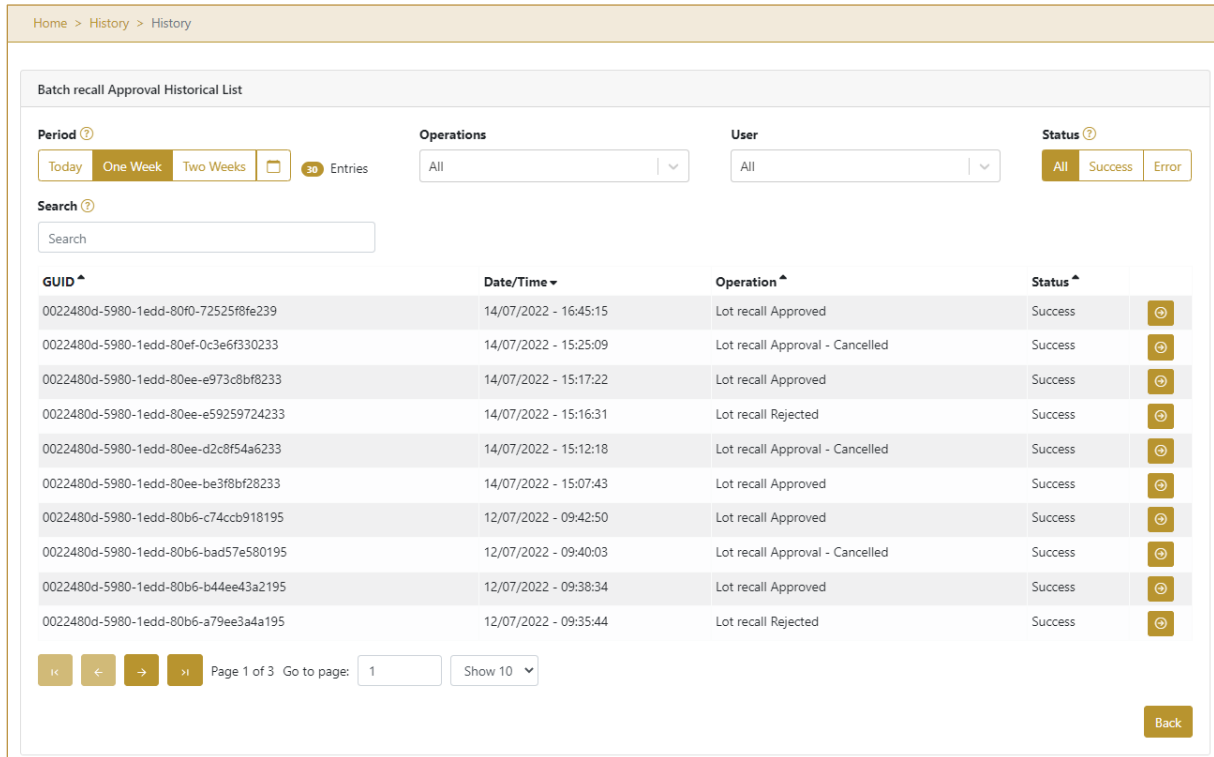


Figure 35 Batch Recall Approval – Completed

4.2.2.5 Approval Historical view

On the Approval Historical view, past approvals and approval cancellations performed by the user organization are displayed according to default filter settings.



Home > History > History

Batch recall Approval Historical List

Period ? Today One Week Two Weeks 30 Entries

Operations All

User All

Status ? All Success Error

Search ?

Search


GUID [▲]	Date/Time [▼]	Operation [▲]	Status [▲]
0022480d-5980-1edd-80f0-72525f8fe239	14/07/2022 - 16:45:15	Lot recall Approved	Success
0022480d-5980-1edd-80ef-0c3e6f330233	14/07/2022 - 15:25:09	Lot recall Approval - Cancelled	Success
0022480d-5980-1edd-80ee-e973c8bf8233	14/07/2022 - 15:17:22	Lot recall Approved	Success
0022480d-5980-1edd-80ee-e59259724233	14/07/2022 - 15:16:31	Lot recall Rejected	Success
0022480d-5980-1edd-80ee-d2c8f54a6233	14/07/2022 - 15:12:18	Lot recall Approval - Cancelled	Success
0022480d-5980-1edd-80ee-be3f8bf28233	14/07/2022 - 15:07:43	Lot recall Approved	Success
0022480d-5980-1edd-80b6-c74ccb918195	12/07/2022 - 09:42:50	Lot recall Approved	Success
0022480d-5980-1edd-80b6-bad57e580195	12/07/2022 - 09:40:03	Lot recall Approval - Cancelled	Success
0022480d-5980-1edd-80b6-b44ee43a2195	12/07/2022 - 09:38:34	Lot recall Approved	Success
0022480d-5980-1edd-80b6-a79ee3a4a195	12/07/2022 - 09:35:44	Lot recall Rejected	Success

Page 1 of 3 Go to page: 1 Show 10

Back

Figure 36 Approval 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 Batch Recall Approval press Back 

4.2.2.5.1 Filter options

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

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

Search ?

Figure 37 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 38 Sort

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



Figure 39 Filter options – Time frame

Filters:





Today – all items processed on the last day are displayed

One week – all items from the last week are displayed

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

Calendar – all items for the selected period are displayed

For a longer period select calendar.

Use arrows and a dropdown menu  **March**  **2022**   to select month and year. Press on a day number to select the start time. Repeat the process to select the end time.

When you select the date, items are displayed automatically in the table below.

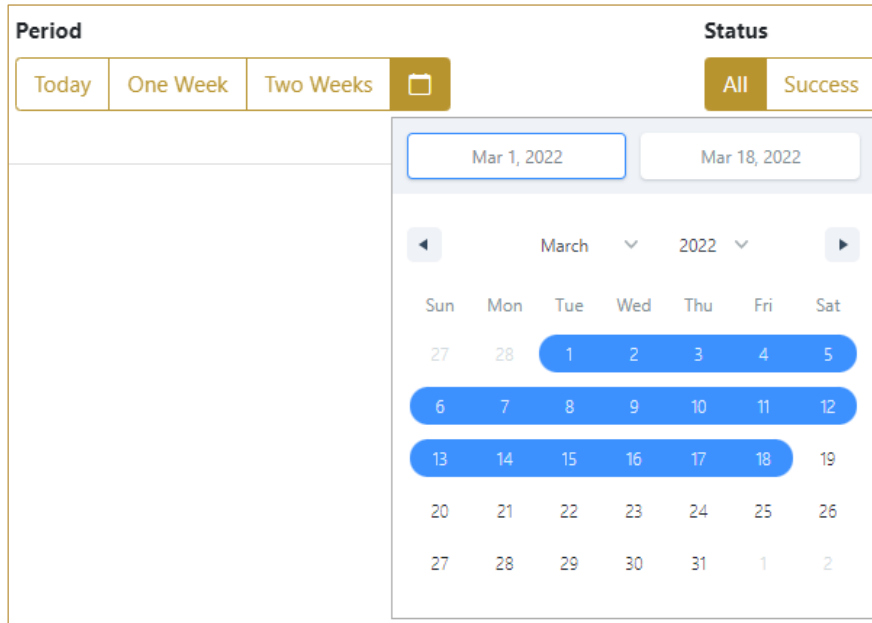


Figure 40 Filter options – Calendar

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



Figure 41 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

If you want to search only one type of item, select one of the options in the Operation dropdown menu. By default, all items are displayed.

If you press the arrow on the right side, more options will appear. Select one, and items for this type of operation will be displayed in the table below.



Figure 42 Filter options – Operation

4.2.2.6 Approval Historical view Details

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

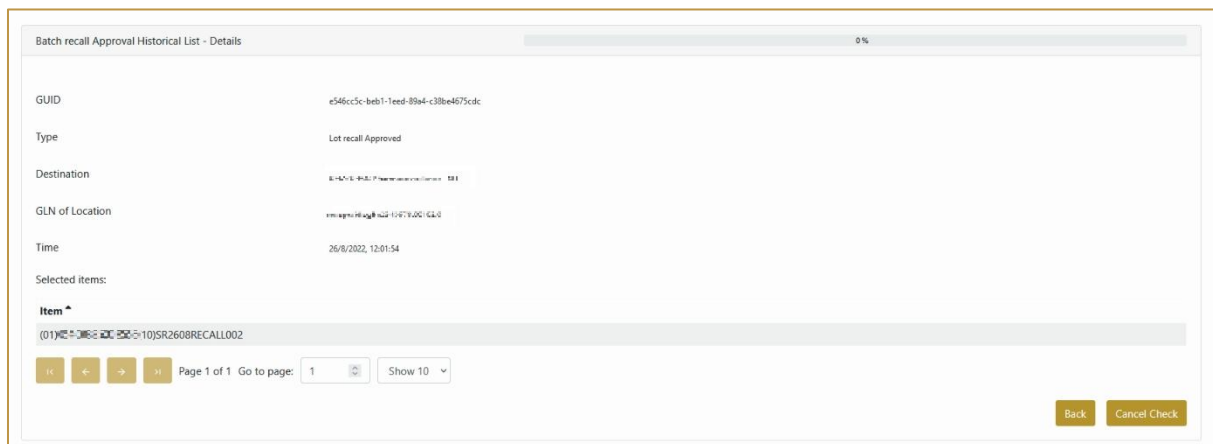




Figure 43 Approval Historical view Details

If the button  **Cancel Check** exists that means that the batch recall approval document was not completed yet and you can cancel the batch recall approval by pressing **Cancel Check**

All batch items from the batch recall approval document get batch recall initiated status and will be pending for batch recall approval again.

To return to the previous page press **Back** 

4.2.2.7 Approval Cancellation confirmation

On this page, you need to confirm the cancellation of batch recall approval. All items from the batch recall approval document get batch recall initiated status and will be pending for batch recall approval again.

After cancellation confirmation, an email notification is sent to the initiator of the batch recall initiation.

4.2.3 Batch Recall Approval – Mobile

To see and explore more about a batch recall, in the navigation menu select Batch Recall → Approvals

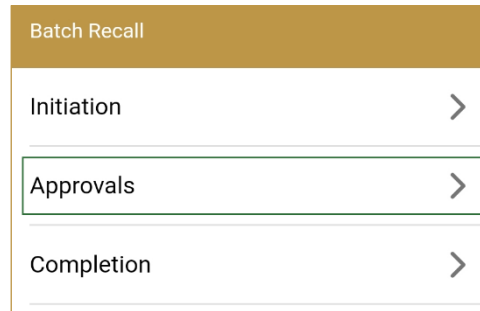


Figure 44 Mobile navigation menu – Batch Recall Approvals

4.2.3.1 Batch initiation selection

On the first page, you need to select one of the pending batch recall initiations.

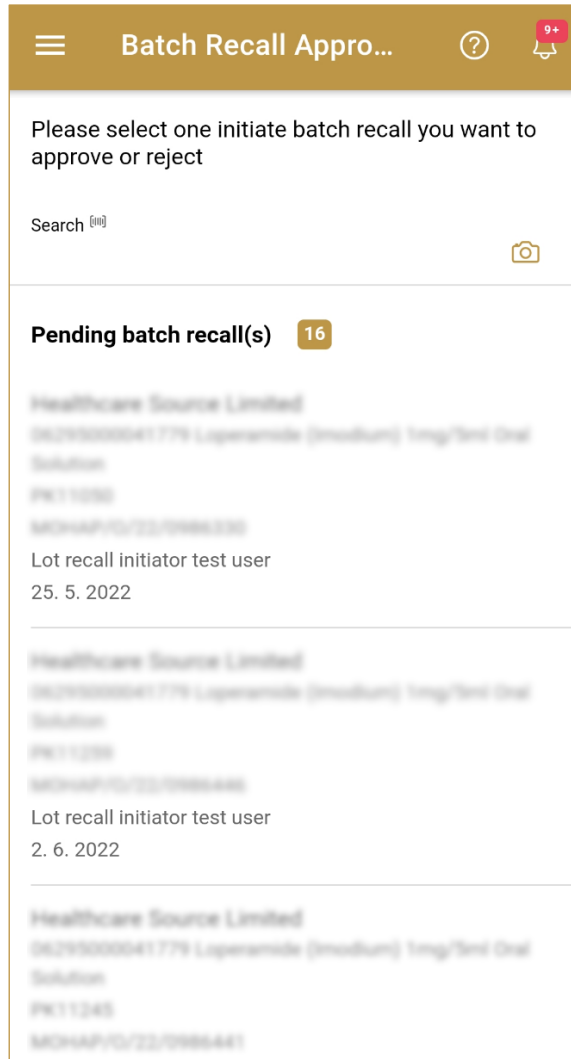


Figure 45 Batch Recall Approval – Initiation selection

To continue to the next page press on one of the pending batch recall initiations.

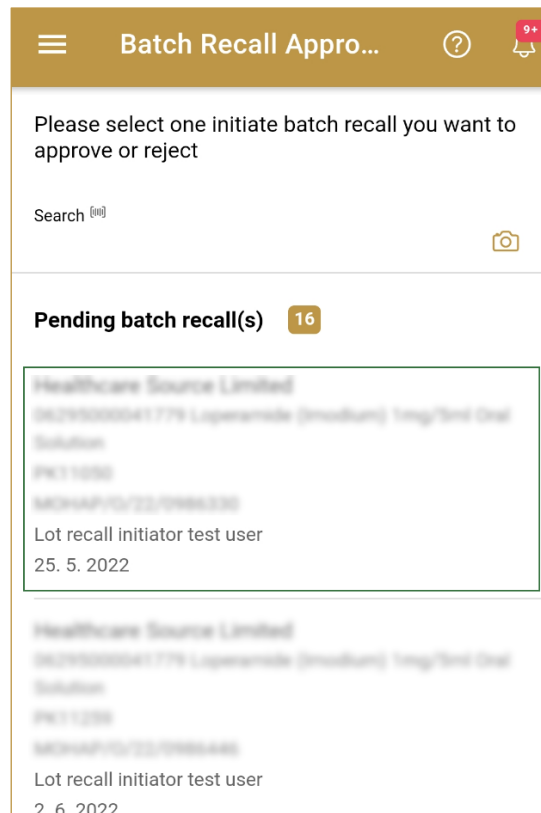



Figure 46 Batch Recall Approval – Initiation selection

To search for a specific batch recall initiation, start entering the search string or only part of it in the Search field.



Figure 47 Batch Recall Approval - Search field

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

You can also scan the search string by pressing Camera  to use the camera on your mobile or tablet.

4.2.3.2 Operation selection

On the second page, you need to select one of the available operations for batch recall approval.

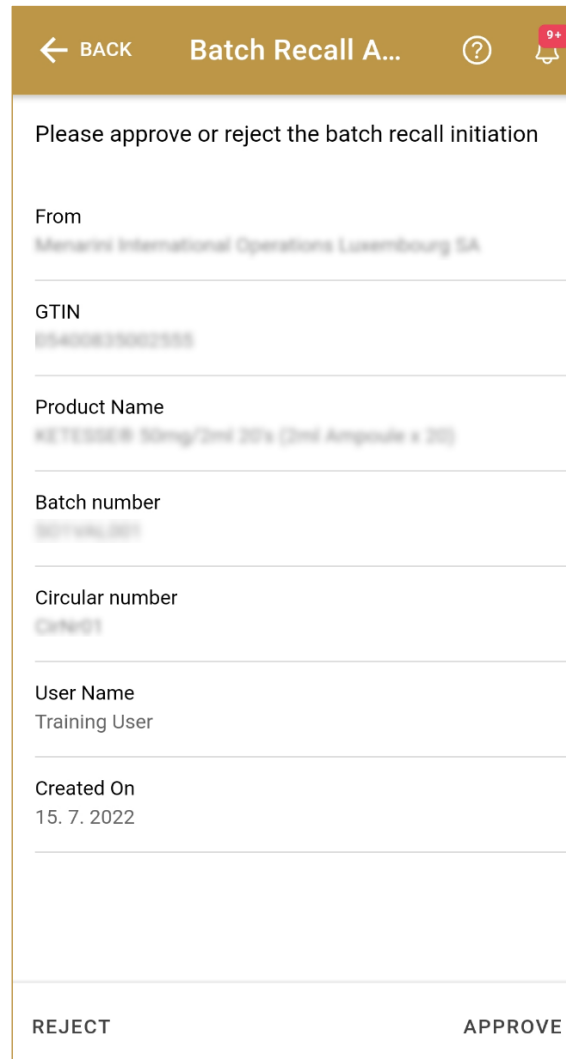
A screenshot of a mobile application interface for batch recall approval. The screen has a gold header bar with a back arrow, the text "Batch Recall A...", a question mark icon, and a notification icon with "9+". Below the header, the text "Please approve or reject the batch recall initiation" is displayed. The form contains several fields: "From" (Menarini International Operations Luxembourg SA), "GTIN" (05400835002555), "Product Name" (KETESSEB 50mg/2ml 20's (2ml Ampoule x 20)), "Batch number" (S01146L201), "Circular number" (C01401), "User Name" (Training User), and "Created On" (15. 7. 2022). At the bottom, there are two buttons: "REJECT" on the left and "APPROVE" on the right.

Figure 48 Batch Recall Approval – Operation selection

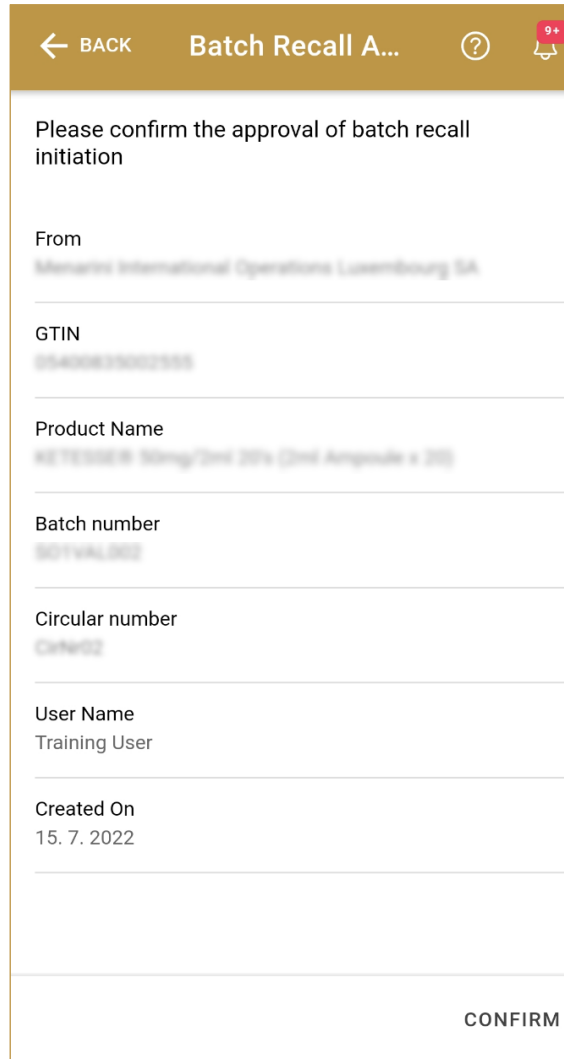
For the approval of the batch recall initiation press Approve **APPROVE**

For the rejection of the batch recall initiation press Reject **REJECT**

To return to the previous page press Back 

4.2.3.3 Approval confirmation

Check once again if you selected the correct batch recall initiation.



The screenshot shows a mobile application interface for 'Batch Recall A...'. The screen displays the following information for confirmation:

- From:** Merieux International Operations Luxembourg SA
- GTIN:** 35400833002555
- Product Name:** KETTERER Strong/Dent 20% (Dent Ampoule x 20)
- Batch number:** 50194L002
- Circular number:** 049432
- User Name:** Training User
- Created On:** 15. 7. 2022

A 'CONFIRM' button is located at the bottom right of the screen.

Figure 49 Batch Recall Approval – Confirmation

For confirmation of batch recall approval/rejection press Confirm **CONFIRM**

After confirmation, an email notification with the resolution is sent to the batch recall initiator.

If approval was selected, an email notification is sent to all supply chain entities possessing any product of recalled batch/GTIN.

To return to the previous page press Back 

4.2.3.4 Approval completed

You have successfully completed the approval/rejection of the batch recall initiation.

If you selected Approval, the batch is marked as batch recall approved, and no dispensing or commissioning is possible/allowed.

If you selected Rejection, all items of the batch are available for dispensing or commissioning.

The batch recall initiation approval/rejection document is now available for the batch recall process.

Additionally, a notification email will be sent to the initiator, to the group of MOHAP approvers, as well as to the supply chain organizations having any stock of the batch recalled, to inform them that the batch approval has been completed and requesting them to proceed with the batch recall process.

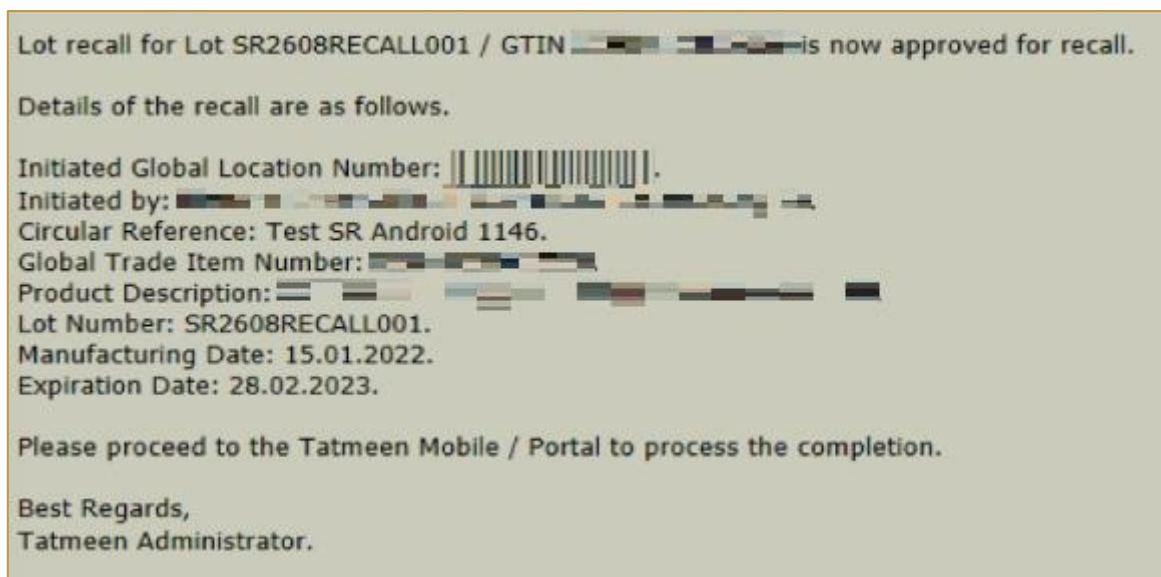


Figure 50 Batch Recall Approval Notification

If you want to approve/reject a new batch recall initiation document, press Done
DONE

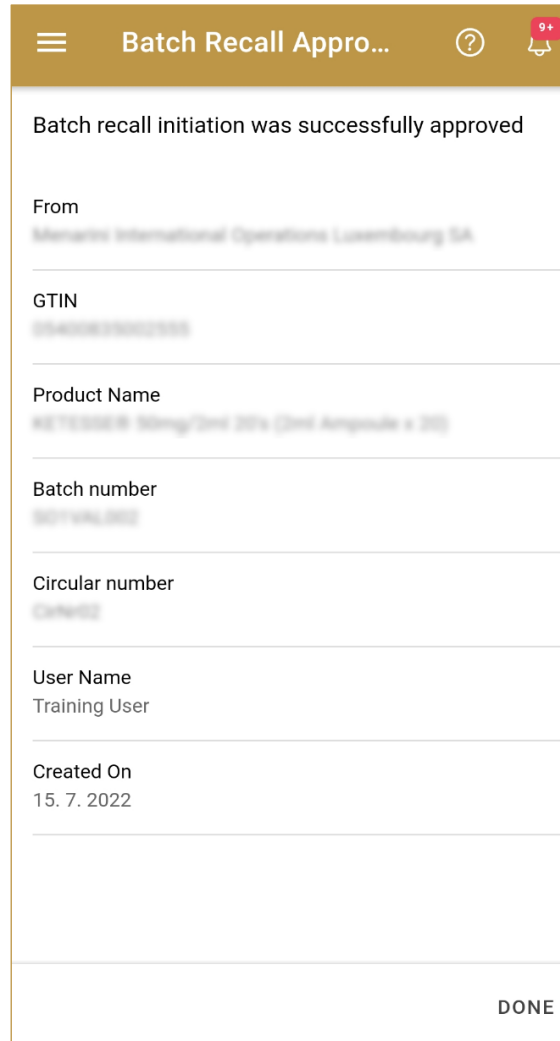


Figure 51 Batch Recall Approval – Completed

4.3 Batch Recall Completion

The Batch Recall Completion is the last step of the Batch Recall process. Once Batch Recall Initiation is approved, the Initiation needs to be completed.

Once Batch Recall Completion is confirmed, all items of the batch are decommissioned.

4.3.1 Batch Recall Completion – Portal

To see and explore more about a batch recall, in the navigation menu select Batch Recall → Completion

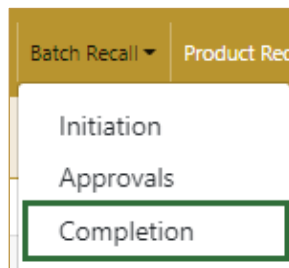

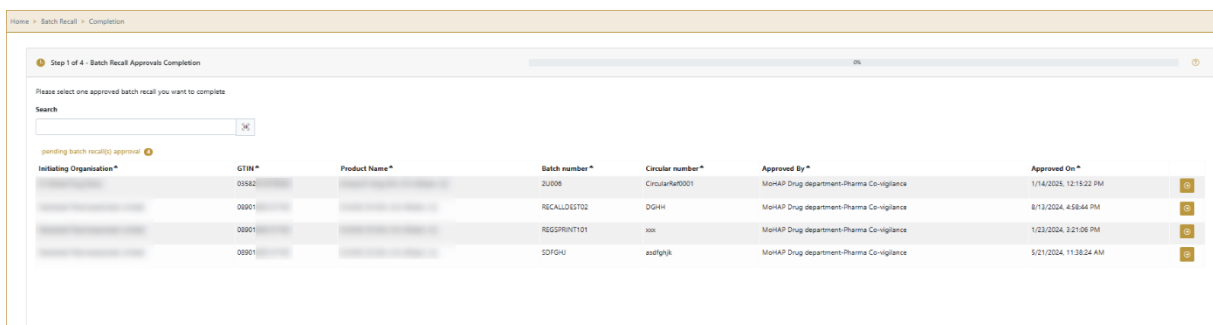


Figure 52 Portal navigation menu – Batch Recall Completion

4.3.1.1 Completion selection


On the first page, you need to select one of the approved open batch recall.

If you press Clock  a new page opens for the Batch Recall Completion Historical view [4.3.1.1].



Initiating Organisation*	GTIN*	Product Name*	Batch number*	Circular number*	Approved By*	Approved On*
	0382		ZU008	Circular#0001	MohAP Drug department-Pharma Co-vigilance	1/14/2023, 12:15:22 PM
	00001		RECALL05T02	DGH	MohAP Drug department-Pharma Co-vigilance	8/13/2024, 4:58:04 PM
	00001		REGPRINT101	xxx	MohAP Drug department-Pharma Co-vigilance	1/23/2024, 3:21:06 PM
	00001		SDFGHJ	asdfghjk	MohAP Drug department-Pharma Co-vigilance	5/21/2024, 11:38:24 AM

Figure 53 Batch Recall Completion – Approval selection


To continue to the next page press Select  in the last column.


To search for a specific batch recall approval, start entering the search string or only part of it in the Search field.



Figure 54 Search field

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


You can also scan the search value 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 Search field. Click with the mouse somewhere inside the product page and the yellow border will disappear.

On the left side above the table, a search result is displayed which shows the number of all items listed in a table.

pending batch recall(s) approval **22**

Figure 55 Search result

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.

Product Name 

Figure 56 Sort

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

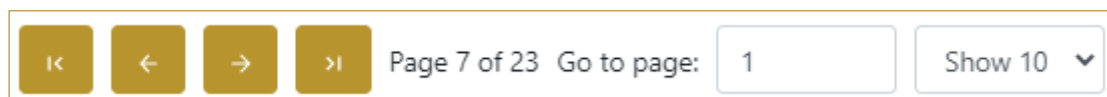







Figure 57 Navigation line

By default, there are always 10 records displayed on one page of the table. You can change this by selecting one of the options from the dropdown menu 

When you have more data in the table, with buttons you navigate:

- to the first page 
- to the previous page 
- to the next page 
- to the last page 

You also see number how many pages exist ^{Page 7 of 23}. You can navigate to a different page by entering the number of the page ^{Go to page:}.

4.3.1.2 Completion validation

On the second page check data once again. If exist packed items for the selected batch you will see on which GLN location they are located.

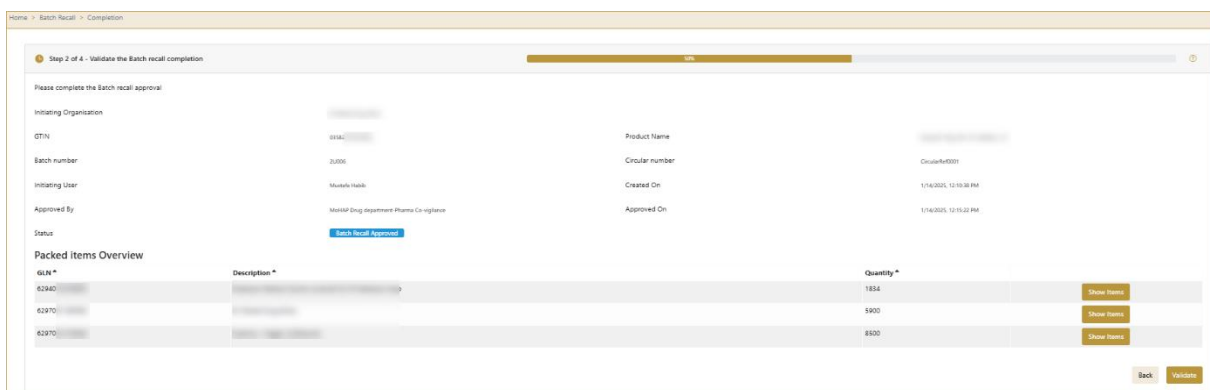




Figure 58 Batch Recall Completion – Validation

In the table below the batch recall data, you can check which batch numbers per GLN locations have still packed items.

Until all items of the batch are not unpacked, completion of batch recall will not be possible.

If you press Show Items , a pop-up window opens with a detailed list of all packed GTIN and serial numbers for the selected batch on the GLN location.

To continue to the next page press Validate 

To return to the previous page press Back 

4.3.1.2.1 List of still packed SGTIN

In this pop-up window, the list of all SGTIN items of the batch on the selected GLN location is listed.

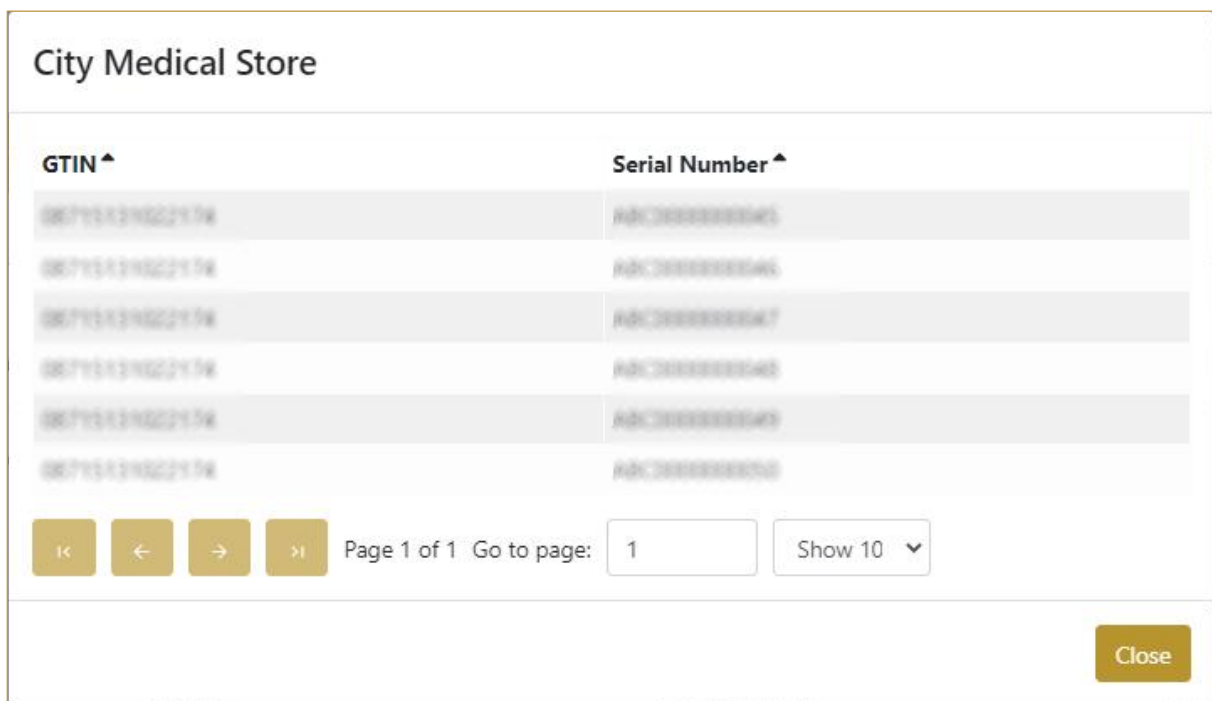



Figure 59 Batch Recall Completion – List of still packed SGTIN

To return to the previous page press Close 

4.3.1.3 Completion confirmation

Check once again if you selected the correct batch recall initiation. All items of the batch from the batch recall initiation will be decommissioned.

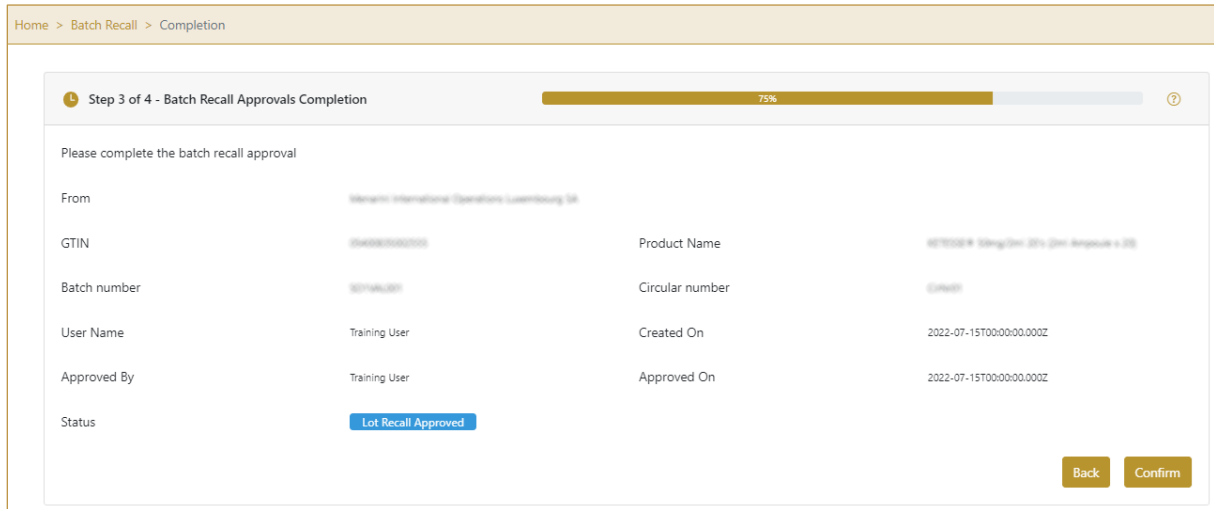


Figure 60 Batch Recall Completion – Confirmation

For final confirmation of batch recall approval/rejection press Confirm



If approval was selected, an email notification is sent to all supply chain entities possessing any product of recalled batch/GTIN.

To return to the previous page press Back



4.3.1.4 Batch Recall completed

You have successfully completed the batch recall initiation.

All items of the batch from the batch recall initiation are now decommissioned.

If you want to complete a new batch recall initiation, press Done



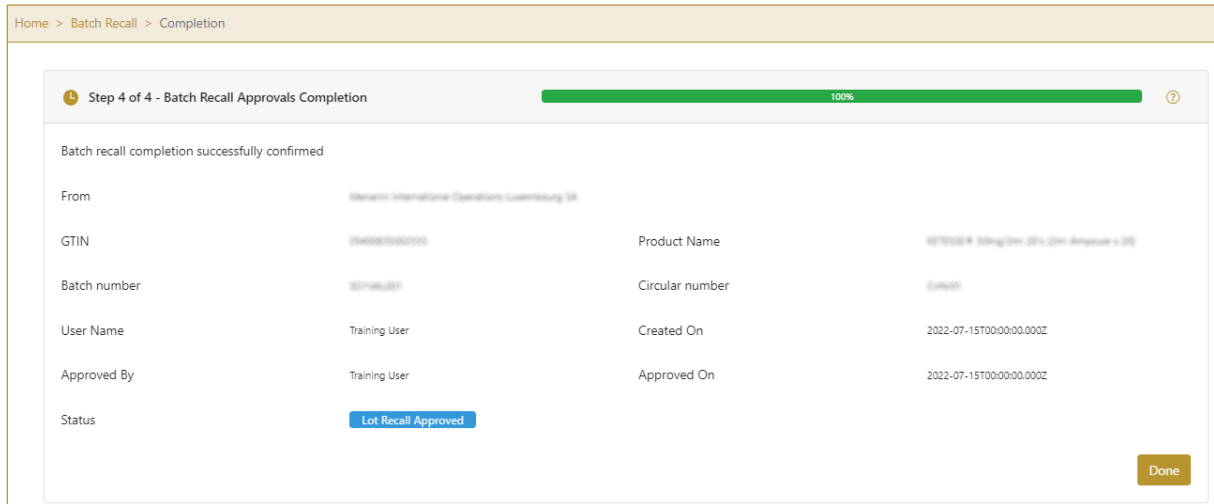


Figure 61 Batch Recall Completion – Completed

4.3.1.1 Completion Historical view

On the Completion Historical view, all batch recall completions are displayed according to default filter settings.

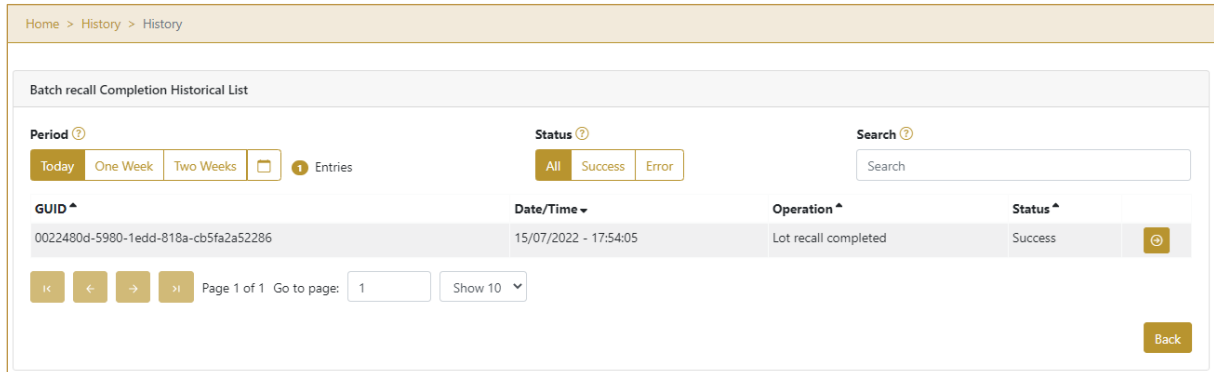



Figure 62 Completion Historical view

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

If you want to return to the first page of the Batch Recall Completion press Back 

4.3.1.1.1 Filter options

Filters can be used to help you find a specific batch recall completion document.

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



Figure 63 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 64 Sort

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



Figure 65 Filter options – Time frame

Filters:





Today – all items processed on the last day are displayed

One week – all items from the last week are displayed

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

Calendar – all items for the selected period are displayed

For a longer period select calendar.

Use arrows and a dropdown menu  **March**  **2022**   to select month and year. Press on a day number to select the start time. Repeat the process to select the end time.

When you select the date, items are displayed automatically in the table below.

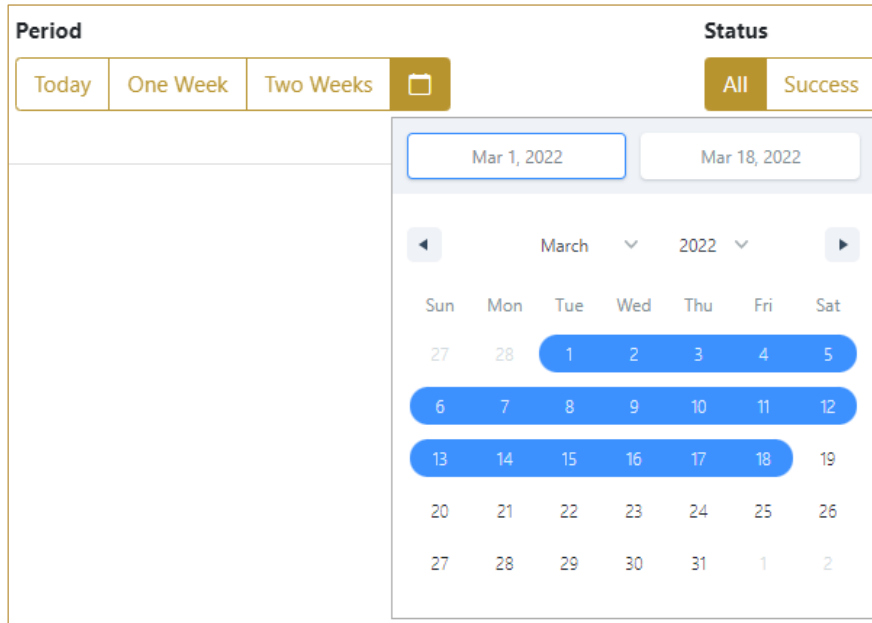


Figure 66 Filter options – Calendar

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



Figure 67 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

4.3.1.2 Completion Historical view Details

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

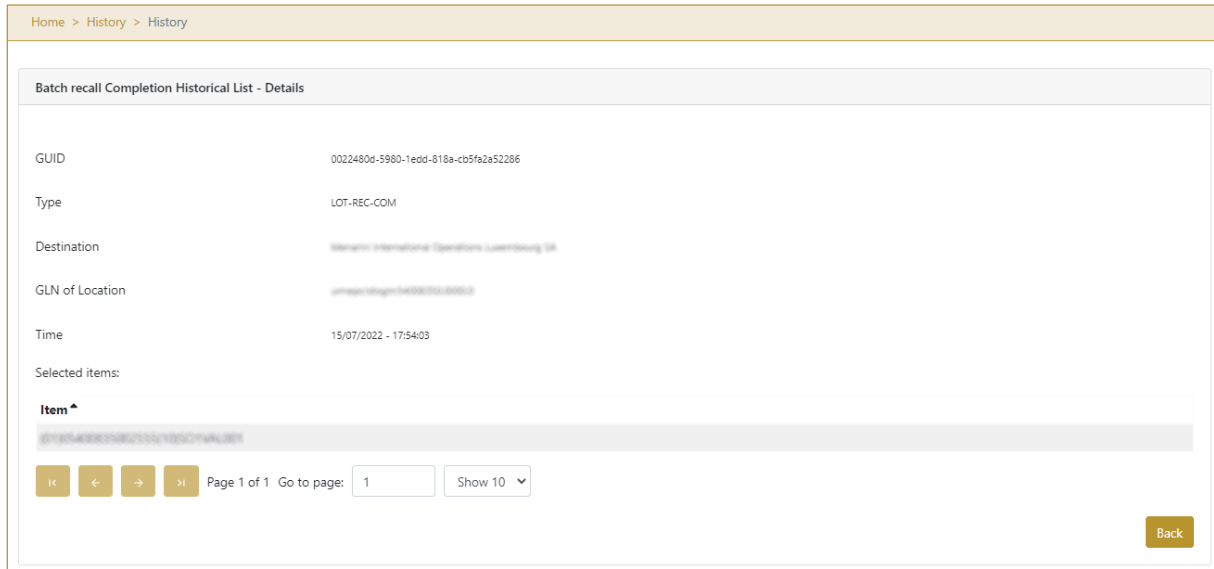



Figure 68 Completion Historical view Details

To return to the previous page press Back 

4.3.2 Batch Recall Completion – Mobile

To see and explore more about a batch recall, in the navigation menu select Batch Recall → Completion

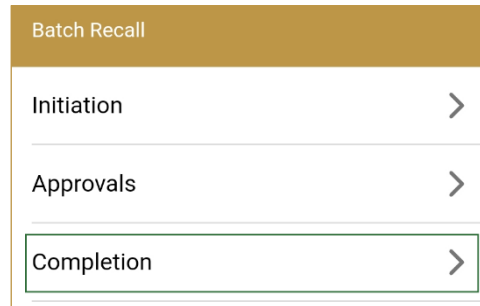


Figure 69 Mobile navigation menu – Batch Recall Completion

4.3.2.1 Approval selection

On the first page, you need to select one of the pending batch recall approval.

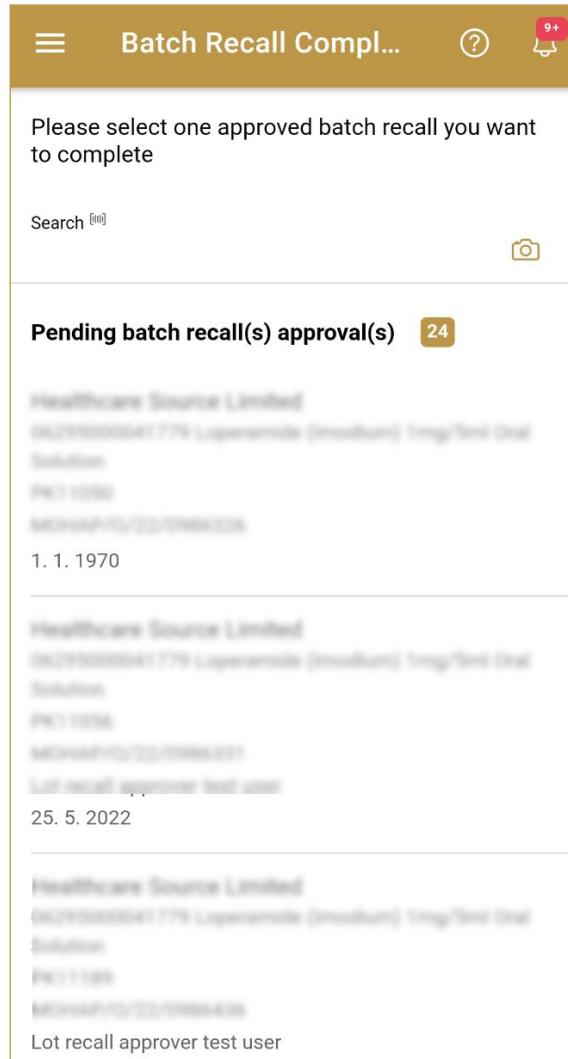


Figure 70 Batch Recall Completion – Approval selection

To continue to the next page press on one of the pending batch recall approval.

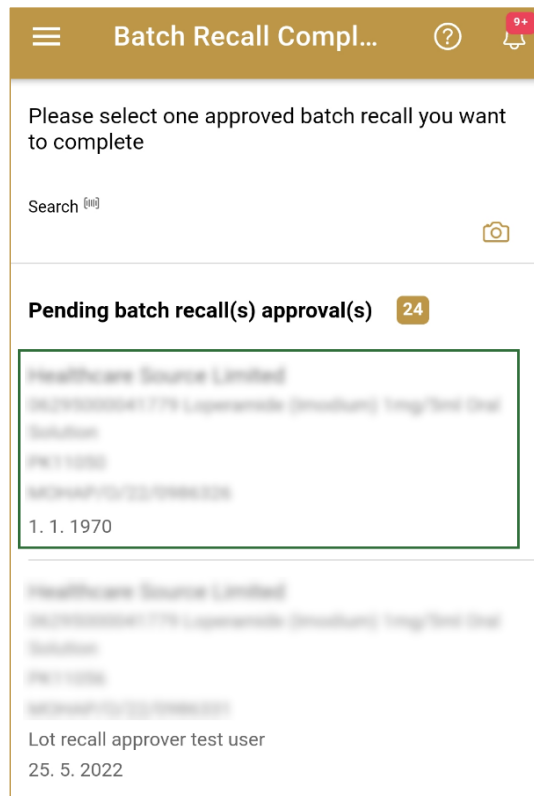



Figure 71 Batch Recall Completion – Approval selection

To search for a specific batch recall initiation, start entering the search string or only part of it in the Search field.



Figure 72 Batch Recall Approval - Search field

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

You can also scan the search string by pressing Camera  to use the camera on your mobile or tablet.

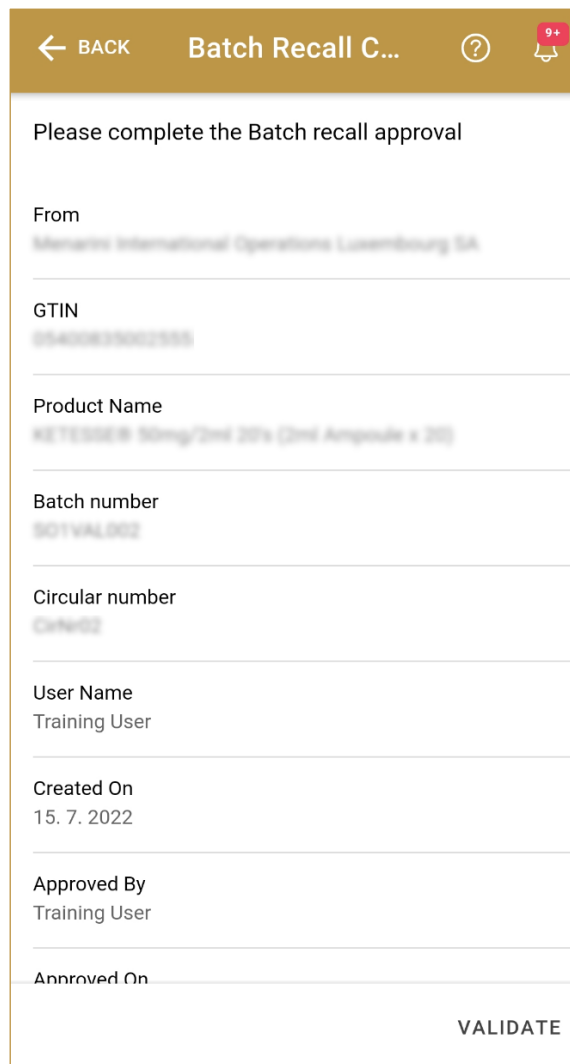
On the left side above the table, a search result is displayed which shows the number of all items listed in a table.

Pending batch recall(s) approval(s) 24

Figure 73 Search result

4.3.2.2 Completion validation

On the second page check data once again. If exist packed items for the selected batch you will see on which GLN location they are located.



Please complete the Batch recall approval	
From	Merck International Operations Luxembourg SA
GTIN	05400833002355
Product Name	KETESSEB 50mg/2ml 20% (2ml Ampoule x 20)
Batch number	S01VAL002
Circular number	C04002
User Name	Training User
Created On	15. 7. 2022
Approved By	Training User
Approved On	
VALIDATE	

Figure 74 Batch Recall Completion – Validation

You can check which batch numbers per GLN locations have still packed items. Until all items of the batch are not unpacked, completion of batch recall will not be possible.



If you press Remaining packed items overview , a new page opens with a detailed list of all packed GTIN and serial numbers for the selected batch on the GLN location.

Because there is a lot of data to display, to see the Remaining packed items overview button, you need to scroll down to the bottom of the page.

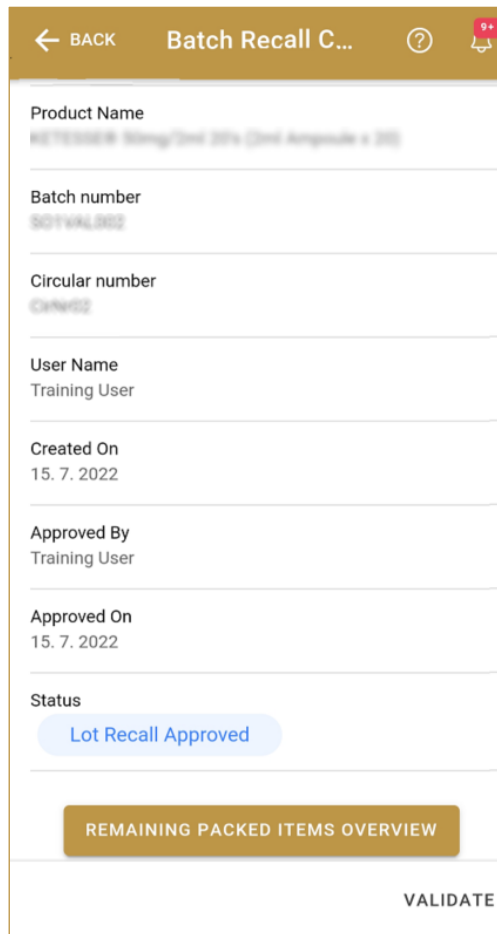



Figure 75 Batch Recall Completion – Packed items

To continue to the next page press Validate **VALIDATE**

To return to the previous page press Back 

4.3.2.2.1 List of still packed SGTIN

On this page, the list of all GTIN items of the batch on the selected GLN location is listed.

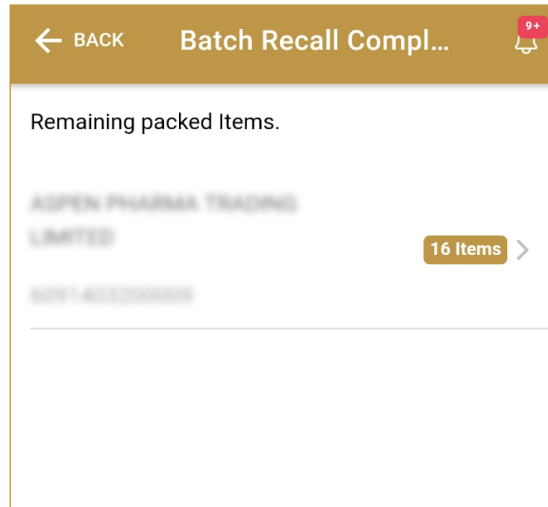


Figure 76 Batch Recall Completion – List of still packed GTIN

To return to the previous page press Back



To see which serial numbers are still packed, press one of the GTIN from the list.

A new page opens with a list of all packed Serial numbers.

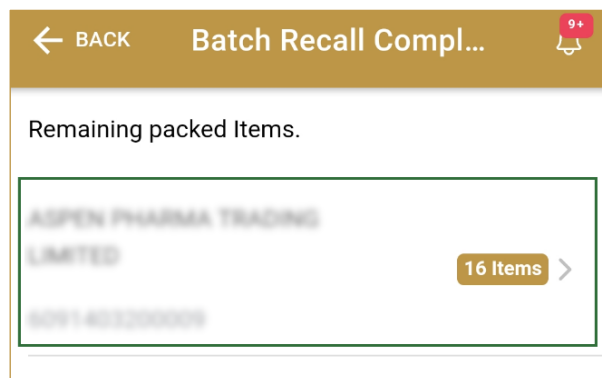


Figure 77 Batch Recall Completion – List of still packed GTIN

ASPEN PHARMA TRADING L...		CLOSE
GTIN	08715131022174	
Serial Number	8159801	
GTIN	08715131022174	
Serial Number	8159802	
GTIN	08715131022174	
Serial Number	8159803	
GTIN	08715131022174	
Serial Number	8159804	
GTIN	08715131022174	
Serial Number	8159805	

Figure 78 Batch Recall Completion – List of still packed GTIN and Serial numbers

To return to the previous page press Close

CLOSE

4.3.2.3 Completion confirmation

Check once again if you selected the correct batch recall initiation. All items of the batch from the batch recall initiation will be decommissioned.

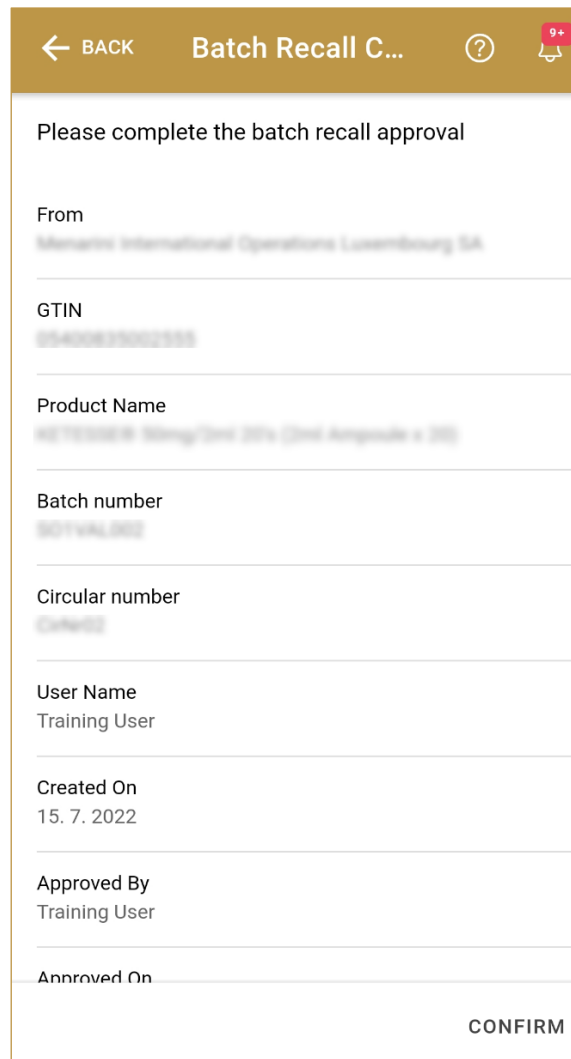


Figure 79 Batch Recall Completion – Confirmation

For final confirmation of batch recall approval/rejection press Confirm **CONFIRM**

If approval was selected, an email notification is sent to all supply chain entities possessing any product of recalled batch/GTIN.

To return to the previous page press Back 

4.3.2.4 Batch Recall completed

You have successfully completed the batch recall initiation.

All items of the batch from the batch recall initiation are now decommissioned.

If you want to complete a new batch recall initiation, press Done **DONE**

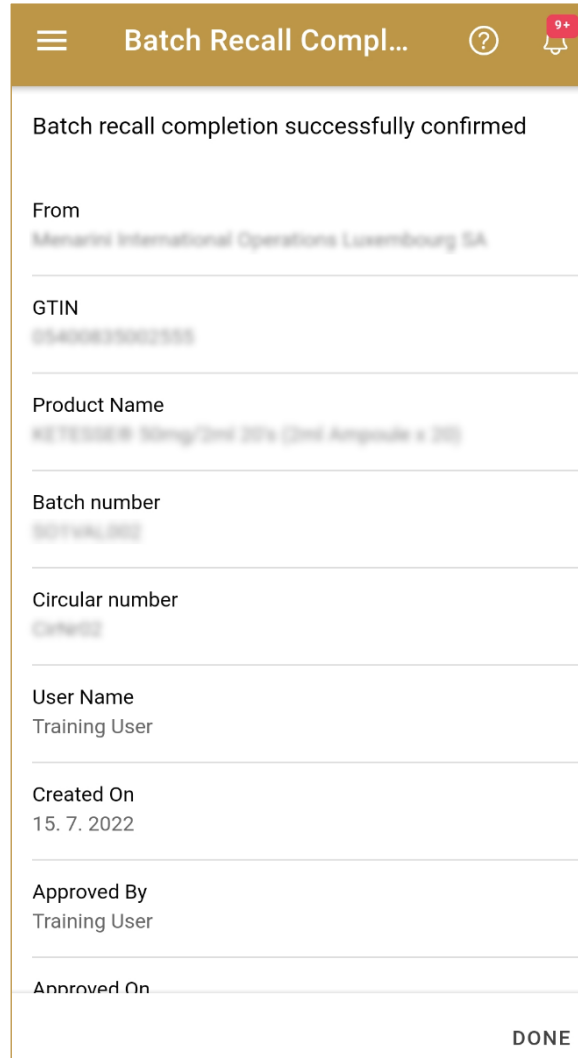


Figure 80 Batch Recall Completion – Completed

5. HOW – TO Batch Recall

5.1 HOW – TO Batch Recall Initiation

5.1.1 How do I create batch recall initiation?

In the navigation menu select Batch Recall → Initiation

On the first page, enter the batch number, GTIN, and circular number [4.1.1.1].

On the second page, check once again that the selected batch recall initiation document is correct. For final cancellation, press Confirm [4.1.1.2].

5.1.2 How can I cancel the already created batch recall initiation document?

In the navigation menu select Batch Recall → Initiation.

On the first page select Historical View [4.1.1.4].

On the second page find and select a batch recall initiation document and press Cancel Check [4.1.1.5].

On the third page, check once again that the selected batch recall initiation document is correct. For final cancellation, press Confirm [4.1.1.6].

5.2 HOW – TO Batch Recall Approval

5.2.1 How do I create batch recall approval?

In the navigation menu select Batch Recall → Approvals

On the first page, select one of the pending batch recall initiation [4.2.2.1].

On the second page, select Approval for confirmation of batch recall approval or Reject for rejection of batch recall approval [4.2.2.2].

On the third page, check once again that the selected batch recall document is correct. For final confirmation, press Confirm [4.2.2.3].

5.2.2 How can I cancel the already created batch recall approval document?

In the navigation menu select Batch Recall → Approvals.

On the first page select Historical View [4.2.2.5].

On the second page find and select a batch recall approval document and press Cancel Check [4.2.2.6].

On the third page, check once again that the selected batch recall approval document is correct. For final cancellation, press Confirm [4.2.2.7].

5.3 HOW – TO Batch Recall Completion

5.3.1 How do I create batch recall completion?

In the navigation menu select Batch Recall → Completion

On the first page, select one of the pending batch recall approval [4.3.1.1].

On the second page, check the data and if exist any packed items for the batch. Select Validation [4.3.1.2].

On the third page, check once again that the selected batch recall document is correct. For final confirmation, press Confirm [4.3.1.3].

6. FAQ – Batch Recall

6.1 I made Batch Recall Initiation for a wrong Batch number. What can I do?

Open Batch Recall → Initiations and press button for Historical View. If Batch Recall Initiation was not approved yet you can make cancellation of Batch Recall Initiation. Batch will no longer be pending for Batch Recall Approval.

6.2 I made Batch Recall Approval for a wrong Batch number. What can I do?

Open Batch Recall → Approvals and press button for Historical View. If completion for Batch Recall was not made yet you can make a cancellation. Batch will be pending again for Batch Recall Approval.

6.3 I made approval for Batch Recall but I should do a rejection. What can I do?

Open Batch Recall → Approvals and press button for Historical View. If completion for Batch Recall Approval was not made yet you can make a cancellation. Batch will be pending again for Batch Recall Approval where you will be able to select rejection.

6.4 Can I make Batch Recall Initiation more than once for same Batch number?

No. You can make only one Batch Recall Initiation for one Batch number. If Batch Recall Initiation is rejected or cancelled then you can make another Batch Recall Initiation for the same Batch number.

6.5 Tatmeen does not allow batch recall completion due to still packed items. What should I do?

Batch recall completion can be successfully processed only if all items of the related batch are fully unpacked from any aggregation structure. You can check all such “still packed items” in Batch Recall Completion → List of still packed SGTIN. If any supply chain entity is listed then you should inform/request/communicate (via email,

telephone) to unpack those items. You can also provide such supply chain entity a list of SGTINs that are still packed to easier resolve the issue.


6.6 Recall completion was done by mistake, can I reverse/cancel it?

Once a recall completion is performed, the items of the batch recalled is decommissioned and cannot be used further in Tatmeen. This step is not reversible.

6.7 Can I reinstate a recalled batch?

No. Once a batch has been recalled it cannot be reinstated. This recall is not reversible.

6.8 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	Identifier for trade items developed by GS1. Such identifiers are used to look up product information in the database (often inputting these numbers 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 Batch Recall

Document ID:

Tatmeen_TRM-0260_Training
Manual for Batch Recall_v2.0