

Training Manual for Batch Recall

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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 it 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 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 \rightarrow Initiation

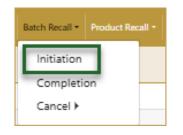


Figure 3 Portal navigation menu – Batch Recall Initiation

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.

Step 1 of 3 - Batch Recall Initial	iation	0%	
Batch number 🕐 *			
2U006	8		
GTIN 🕐 *			
03582	3		
Circular number 🕐 *			
CircularRef0001	8		

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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 *	
Lot123	

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.	
	ОК

Figure 6 Batch recall Initiation – warning

If you press Clock e 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.



Hom	e > Batch Recall > Initiation			
	Step 2 of 3 - Batch Recall Initiation	50%		0
	Please confirm batch recall initiation			
	Batch Number	2U006		
	GTIN	03582		
	Circular Number	CircularRef0001		
			Back	Confirm

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.

Are you sure?		
You will loose unsaved data.		
	Leave	Stay

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

Repeat Activity



Home	e > Batch Recall > Initiation			
	Step 3 of 3 - Batch Recall Initiation		100%	0
	Batch recall successfully initiated			
	Batch Number	2U006		
	GTIN	03582		
	Circular Number	CircularRef0001		
			I	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.

Home > Batch Recall > Initiation > History				
Batch recall Initiation Historical List				
Period 🕐	Operations 🕐			Status 🕐
Today Last Week Last Month 🗋 🕚 Entries	All	~		All Success Error
Search 🕐				
Search				Export
GUID*	Date/Time 🗸	Operation *	Status *	Reference *
a92db1d3-b981-1edf-b4c9-5287ac5f13f2	1/14/2025, 11:38:43 AM	Batch recall Initiated	Success	CircularRef0001 💿
				Back
	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.

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Search 🕐			
Search			

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.

Status	
Figure 12 Sort	

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

Period ?			
Today	One Week	Two Weeks	

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 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.



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

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.

Operations
All

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.

Home > Batch Recall > Initiation > History			
Batch recall Initiation Historical List - Details		0	%
GUID	a92db1d3-b981-1edf-b4c9-670e362254b3		
Operation	Batch recall Initiated		
MAH Name	GmbH		
Operator GLN	62970	Operator Name	Drug Store
Time	1/14/2025, 11:43:18 AM		
GTIN	03582	Product Name	Amaryl
Batch Number	20006		
Circular Number	CircularRef0001		
Selected items			
Item *			
(01)03582 (10)2U006			
			Back Cancel Check



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 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.

Home > Batch Recall > Initiation > History				
Batch recall Initiation Historical List - Details		50%		
Please confirm the cancelation of the Batch rec	call Initiation			
GUID	a92db1d3-b981-1edf-b4c9-670e362254b3			
Operation	Batch recall Initiated			
MAH Name	GmbH			
Operator GLN	62970	Operator Name	Drug Store	
Time	1/14/2025, 11:43:18 AM			
GTIN	03582	Product Name		
Batch Number	20006			
Circular Number	CircularRef0001			
Selected items				
Item *				
(01)03582 (10)2U006				
			B	ack Confirm

Figure 18 Initiation Cancellation confirmation

For confirmation of the cancellation of batch recall initiation press Confirm

To return to the previous page press Back Back

4.1.1.7 Initiation Cancellation completion

You successfully cancelled batch recall initiation.

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Home > Batch Recall > Initiation > History						
Batch recall Initiation Historical List - Details						
Batch recall Initiation has been successfully canceled						
GUID	a92db1d3-b981-1edf-b4c9-670e362254b3					
Operation	Batch recall Initiated					
MAH Name	GmbH					
Operator GLN	62970	Operator Name	Drug Store			
Time	1/14/2025, 11:43:18 AM					
GTIN	03582	Product Name				
Batch Number	20006					
Circular Number	CircularRef0001					
Selected items						
Item *						
(01)03582 (10)2U006						
			Repeat Activity			

Figure 19 Initiation Cancellation completion

To return to the first page for batch recall initiation

press Repeat Activity 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 \rightarrow Initiation

Batch Recall	
Initiation	>
Completion	>

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.



?) 9+
Ô	0
Ó	0
Ó	0
атсн і	RECALL

Figure 21 Batch Recall Initiation - Batch selection

All fields are mandatory.

0

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.

Batch number 🔤 *	Ô	?

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.

Warning	
Please provide all required information.	
	ОК

Figure 23 Batch recall Initiation – warning

4.1.2.2 Initiation confirmation

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

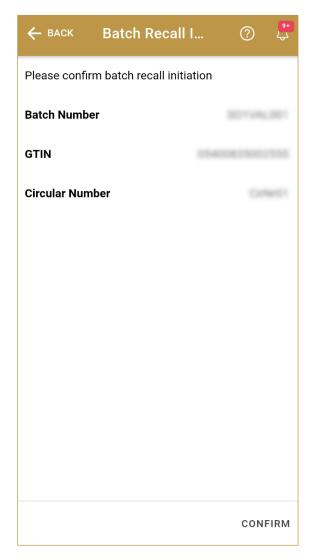


Figure 24 Batch Recall Initiation - Confirmation



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

≡	Batch Recall Initiati	?	<mark>۹+</mark> لې				
Batch	Batch recall successfully initiated						
Batch	Number						
GTIN							
Circula	ar Number		-				
		C	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.

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Tatmeen Notice for Lot MA2408SIT recall. Wednesday 24/08/2022
Tatmeen Notice for Lot MA2408SIT recall. Lot recall for Lot MA2408SIT / GTIN ====================================
Details of the recall are as follows.
Initiated Global Location Number: The Collect 2008 Initiated by: The Collect 2008 Circular Reference: SITTEST2408. Global Trade Item Number: The Collect 2008. Product Description: The Collect 2008. Lot Number: MA2408SIT. Manufacturing Date: 15.01.2022. Expiration Date: 28.02.2023.
Please proceed to the Tatmeen Mobile / Portal to process the completion.
Best Regards, Tatmeen Administrator.

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 \rightarrow Approvals

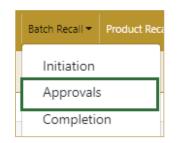


Figure 27 Portal navigation menu – Batch Recall Approvals

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].





Step 1 of 4 - Batch Recall Approval	s				0%		
Please select one initiate batch recall you	u want to approve or rej	ject					
Search							
		8					
pending batch recall(s) 26							
Initiating Organisation *	GTIN *	Product Name *	Batch number *	Circular number *	Initiating User *	Created On *	
A CONTRACTOR AND	035829		2U006	CircularRef0001	Mustafa Habib	14/01/2025, 12:10:38 PM	Θ
NAMES OF TAXABLE PARTY.	089014		BATCHINI01	ASDFG	Sahar Atef	06/08/2024, 2:19:51 PM	Θ
NAMES OF TAXABLE PARTY.	089014		RECALLDEST01	SSDFFF	Sahar Atef	13/08/2024, 4:55:07 PM	9
NUMBER REPORTS AND ADDRESS	089014	(1.100) (0.100) (1.100)	NEWFIX04	CIR-NUM46587	Sahar Atef	09/12/2024, 11:35:53 AM	Θ
NAMES PARTICIPATION OF STREET	089014	CONTRACTOR OF STREET	TESTCOMX1	CIR-Num63636	Sahar Atef	10/12/2024, 4:05:10 PM	0
	089014		TESTCOMX2	CIR-ANDBAT-65677	Sahar Atef	10/12/2024, 5:00:26 PM	9

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.

Search ?		
		90

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.





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.

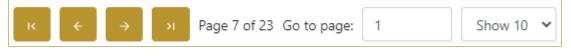


Figure 32 Navigation line

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

Show 10

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

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

You also see number how many pages exist Page 7 of	^{f 23} . You c	an navigate to a different
page by entering the number of the page Go to page:	1	



4.2.2.2 Operation selection

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

Hom	e > Batch Recall > Approvals					
	Step 2 of 4 - Batch Recall Approvals		33%			(?
	Please approve or reject the batch recall initiation					
	Initiating Organisation	Drug Store				
	GTIN	03582	Product Name	1 mar 1 mar 10 - 11 Mar - 1		
	Batch number	20006	Circular number	CircularRef0001		
	Initiating User	Mustafa Habib	Created On	14/01/2025, 12:10:38 PM		
				Back	Reject	Approve

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.

Step 3 of 4 - Batch Recall Approvals		67%	
Please confirm the approval of batch reca	Il initiation		
Initiating Organisation	Drug Store		
GTIN	03582	Product Name	
Batch number	2U006	Circular number	CircularRef0001
Initiating User	Mustafa Habib	Created On	14/01/2025, 12:10:38 PM
			Back Confi

Figure 34 Batch Recall Approval – Confirmation

For confirmation of batch recall approval/rejection press 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 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 Repeat Activity

> Batch Recall > Approvals			
Step 4 of 4 - Batch Recall Approvals			1005
Batch recall initiation was successfully approv	ed		
Initiating Organisation	Drug Store		
GTIN	03582	Product Name	
Batch number	2U006	Circular number	CincularRef0001
Initiating User	Mustafa Habib	Created On	14/01/2025, 12:10:38 PM
			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.



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eriod (?)	Operations	User	Status 🕅	
Today One Week Two Weeks 🗖 30 Entries	All	All	All Suc	cess Err
jearch ⑦				
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 - Cancellec	i Success	•
0022480d-5980-1edd-80ee-e973c8bf8233	14/07/2022 - 15:17:22	Lot recall Approved	Success	Θ
0022480d-5980-1edd-80ee-e59259724233	14/07/2022 - 15:16:31	Lot recall Rejected	Success	9
0022480d-5980-1edd-80ee-d2c8f54a6233	14/07/2022 - 15:12:18	Lot recall Approval - Cancellec	Success	Θ
0022480d-5980-1edd-80ee-be3f8bf28233	14/07/2022 - 15:07:43	Lot recall Approved	Success	Θ
0022480d-5980-1edd-80b6-c74ccb918195	12/07/2022 - 09:42:50	Lot recall Approved	Success	Θ
0022480d-5980-1edd-80b6-bad57e580195	12/07/2022 - 09:40:03	Lot recall Approval - Cancellec	success	•
0022480d-5980-1edd-80b6-b44ee43a2195	12/07/2022 - 09:38:34	Lot recall Approved	Success	0
0022480d-5980-1edd-80b6-a79ee3a4a195	12/07/2022 - 09:35:44	Lot recall Rejected	Success	Θ
к 🗧 🔿 א Page 1 of 3 Go to page: 1	Show 10 🗸			

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 ?)			
Search				
			_	

Figure 37 Filter options - Search

Right from each column name, you will find \clubsuit To sort data in a table ascending or descending, click once or twice on the arrow or the field name.



Status	•	

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 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.



Period							St	atus	
Today	One Week	Two Weeks						All	Success
				Mar 1, 2	2022		Ma	r 18, 202	22
			•		March	~	2022	~	F
			Sun	Mon	Tue	Wed	Thu	Fri	Sat
			27		1	2	3	4	5
			6	7	8	9	10	11	12
			13	14	15	16	17	18	19
			20	21	22	23	24	25	26
			27	28	29	30	31		2

Figure 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.

Operations

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.

atch recall Approval Historical List - Detai	is	0%	
UID	e546cc5c-beb1-1eed-89a4-c38be4675cdc		
ype	Lot recall Approved		
estination	E-12-12-15-12 Processing of Lange 101		
LN of Location	оны арта Не ад 8 н.2 - 10 67 10.00 1 62.0		
ime	26/8/2022, 12:01:54		
elected items:			
tem *			
01)@#068820 8265:10)SR2608RECALLO	12		
i ← → → Page 1 of 1	Go to page: 1 Show 10 Y		
			Back Cancel Check

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 \rightarrow Approvals

Batch Recall	
Initiation	>
Approvals	>
Completion	>

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.



≡ Batch Recall Appro…	? [#]
Please select one initiate batch recall y approve or reject	ou want to
Search 💷	්ට
Pending batch recall(s) 16	
Healthcare Source Limited 06295000041779 Loperamide (Imodium) 1m Solution	sg/Seri Cral
Lot recall initiator test user	
25. 5. 2022	
Healthcare Source Limited 06293000041779 Loperamide (imodum) In Solution	age Tarrel Caral
Lot recall initiator test user	
2. 6. 2022	
Healthcare Source Limited 06295000041779 Loperamide (Imodium) 1m Solution	ng/Seni Oral
PK11245 MOHAP/0/22/0986441	

Figure 45 Batch Recall Approval – Initiation selection

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



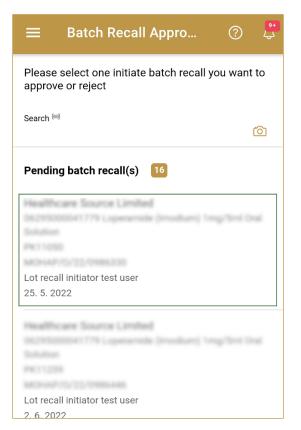


Figure 46 Batch Recall Approval – Initiation selection

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

Search [III]	Ó
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.

← васк	Batch Recall A	? 🖓	
Please approve or reject the batch recall initiation			
From	ational Operations Luxembo	urg SA	
GTIN			
Product Name	ng/2ml 20% (2ml Ampoule a		
Batch number			
Circular numbe	r		
User Name Training User			
Created On 15. 7. 2022			
REJECT		APPROVE	

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.

← васк	Batch Recall A	?	9+ 25
Please confir initiation	m the approval of batch r	ecall	
From	ational Operations Lovembo	ing SA	
GTIN	15		
Product Name	ng/2mi 20% (2mi Ampoule a		
Batch number			
Circular numbe	r		
User Name Training User			
Created On 15. 7. 2022			
		CON	FIRM

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**



■ Batch Recall Appro ⑦	<mark>۹۰</mark> لې	
Batch recall initiation was successfully approved		
From		
GTIN		
Product Name		
Batch number		
Circular number		
User Name Training User		
Created On 15. 7. 2022		
	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 \rightarrow Completion

atch Recall 🕶	Product Reci			
Initiation				
Approvals				
Completio	on -			
	Initiation			

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 show a new page opens for the Batch Recall Completion Historical view [4.3.1.1].

Please select one approved batch recall you wa	ant to complete						
Search							
	- 36						
pending batch recall(s) approval							
Initiating Organisation*	GTIN*	Product Name*	Batch number *	Circular number*	Approved By *	Approved On *	
	03582		20005	CircularRef0001	MoHAP Drug department-Pharma Co-vigilance	1/14/2025, 12:15:22 PM	6
	08901		RECALLDEST02	DGHH	MoHAP Drug department-Pharma Co-vigilance	8/13/2024, 4:58:44 PM	0
Terrar Streements of the	08901		REGSPRINT101	3000	MoHAP Drug department-Pharma Co-vigilance	1/23/2024, 3:21:06 PM	
	08901		SDFGHU	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.

Search 🕜	
	[H]

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 \clubsuit 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.

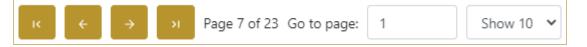


Figure 57 Navigation line



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

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

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

You also see number how many pages exist Page 7	of 23	. You c	an navigate to a different
page by entering the number of the page Go to page	: 1]

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.

03582	Product Name		
20006	Circular number	CircularRef0001	
Museulu Habili	Created On	1/14/2025, 12:10:38 PM	
MoHAP Drug department: Pharma Co-vigilance	Approved On	1/14/2025, 12:15:22 PM	
Batch Recall Approved			
cription *		Quantity *	
,		1834	Show Items
		5900	Show forms
		8500	Show Isoms
	una. 2005. Marako kiako Marako Sang degannere Parena Caraiguena Entra Baraci degannere	asa, Padach Name Jaco, Gradar number Manak Inca Gangiana Caland Di Manak Inca Gangiana Manak Inca Gangiana Manak Inca Aganawa Di	ssc. Postal Name Condential JUSS Condential Condential Subsci Accord Approach Approach On Status Approach Subsci Accord Approach Approach On Status Approach Subsci Accord Approach Approach On Status Approach

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.

Tatmeen Training Manual for Batch Recall Version: 2.0



Document ID: Tatmeen_TRM-0260_Training Manual for Batch Recall_v2.0

If you press Show Items ^{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 Validate

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.

STIN [*]	Serial Number [▲]
87953398222578	Add DEFERRINGS
80715131822174	ADCONTRACTOR
06715333022374	Add DEEDENERIA 7
067151310222174	Adv TEREFERENCES
06715131022154	Advantages
06735339522374	A2C300000050
K ← → → Page 1 of 1 Go to page:	1 Show 10 🗸

Figure 59 Batch Recall Completion – List of still packed SGTIN

	Close	
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.



Confirm

Document ID: Tatmeen_TRM-0260_Training Manual for Batch Recall_v2.0

Step 3 of 4 - Batch Recall A	pprovals Completion	75%	
Please complete the batch recall	approval		
From	Meranic International Operations Lux	mbourg SA	
GTIN	054030330023355	Product Name	4270532.# 50mg/2mi 2014 (2mi Ampoule + 20)
Batch number	50714Ru001	Circular number	Crivit?
User Name	Training User	Created On	2022-07-15T00:00:00.000Z
Approved By	Training User	Approved On	2022-07-15T00:00:00.000Z
Status	Lot Recall Approved		

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

© EVOTEQ | Confidential





> Batch Recall > Completion						
Step 4 of 4 - Batch Recall Approva	als Completion		100%			
Batch recall completion successfully con	nfirmed					
From	Menariti International Operations Luxent	beurg SA				
GTIN	054030250325555	Product Name	#ETESSE# 10kmg/2ml 2011 (2ml Ampoule x 20)			
Batch number	507486301	Circular number	Cireal)			
User Name	Training User	Created On	2022-07-15T00:00:00.000Z			
Approved By	Training User	Approved On	2022-07-15T00:00:00.000Z			
Status	Lot Recall Approved					
			Done			
	-	Approved On	2022-07-15T00:00.000Z			

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.

Home > History > History							
Batch recall Completion Historical List							
Period ① Today One Week Two Weeks ① Entries	Status ⑦ All Success Error	Search ③					
GUID *	Date/Time +	Operation *	Status *				
0022480d-5980-1edd-818a-cb5fa2a52286	15/07/2022 - 17:54:05	Lot recall completed	Success 💿				
Back Figure 62 Completion Historical view							
o continue to the next page press Details in the last column							
you want to return to the first	page of the Batch	Recall Completion	on 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.

Search 🕐			
Search			

Right from each column name, you will find \clubsuit To sort data in a table ascending or descending, click once or twice on the arrow or the field name.



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.



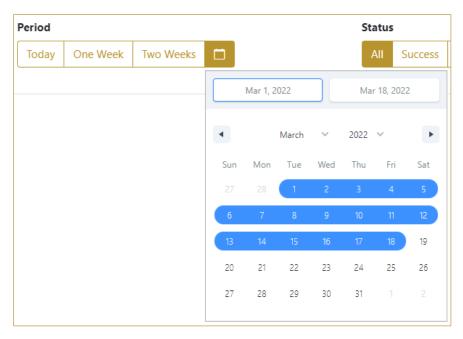


Figure 66 Filter options - Calendar

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.

Tatmeen Training Manual for Batch Recall Version: 2.0



Document ID: Tatmeen_TRM-0260_Training Manual for Batch Recall_v2.0

0022480d-5980-1edd-818a-cb5fa2a52286
LOT-REC-COM
Menaliti Educational Operations Luxerbourg SA
um especielogen de colta (102), docta d
15/07/2022 - 17:54:03
age: 1 Show 10 V
Back

Figure 68 Completion Historical view Details

To return to the previous page press Back Back



4.3.2 Batch Recall Completion – Mobile

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

Batch Recall	
Initiation	>
Approvals	>
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.



≡ Batch Recall Compl ⑦ 🗜
Please select one approved batch recall you want to complete
Search 📖
Pending batch recall(s) approval(s) 24
Healthcare Source Limited 04295000041779 Loperarride (imudium) Trog/Smi Drai
Subdutum PK110250 MCH-WP/10/22/09886328
1. 1. 1970
Healthcare Source Limited 04/293000041779 Loperarride (Imodium) Trog/Sed Oral Solution
PK11056 MCHARP/C/22/0988.001 Lutinecal asserties fast user
25. 5. 2022
Presenteciare (course connect 06/29300004177% Loperamide (imodium) Trog/Teni Oral Solution
Lot recall approver test user

Figure 70 Batch Recall Completion – Approval selection

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



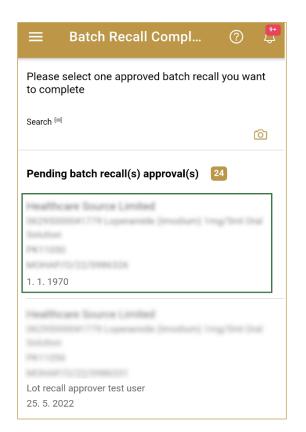


Figure 71 Batch Recall Completion – Approval selection

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

Search 📖			Ô

Figure 72 Ba	ch 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.



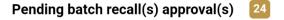


Figure 73 Search result

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.

← васк	Batch Recall C	?	<mark>9+</mark> کې
Please comp	lete the Batch recall appro	oval	
From	attonal Operations Lovembox	ng SA	
GTIN			
Product Name	ng/2mi 20% (2mi Ampoule x		
Batch number			
Circular numbe	er		
User Name Training User			
Created On 15. 7. 2022			
Approved By Training User			
Annroved On			
		VALI	DATE

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.



а

Document ID: Tatmeen_TRM-0260_Training Manual for Batch Recall_v2.0

REMAINING PACKED ITEMS OVERVIEW

If you press Remaining packed items overview

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.

← васк Batch Recall C	0	Ļ
Product Name		
Batch number		
Circular number		
User Name Training User		
Created On 15. 7. 2022		
Approved By Training User		
Approved On 15. 7. 2022		
Status Lot Recall Approved		
REMAINING PACKED ITEMS OVER	VIEW	
	VALIE	DATE

Figure 75 Batch Recall Completion – Packed items

To continue to the next page press Validate VALIDATE

To return to the previous page press Back - 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.



← васк	Batch Recall Compl	<mark>۹+</mark> حک
Remaining p	acked Items.	
ASPEN PHA LIMITED	16 Item	IS >

Figure 76 Batch Recall Completion – List of still packed GTIN

- BACK

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.

← васк	Batch Recall Com	pl	۹+ کې
Remaining pa	acked Items.		
AGPEN PHAR LIMITED	IMA TRADING	16 Items	>

Figure 77 Batch Recall Completion – List of still packed GTIN



ASPEN PHARMA TRADING L CLOSE		
GTIN	087101010022174	
Serial Number	0.0000	
GTIN	06715131022174	
Serial Number	8112148022	
GTIN	00713131022174	
Serial Number	81100000	
GTIN	06713131022174	
Serial Number	8159804	
GTIN	06715131022174	
Covial Number	0150005	

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

To return to the previous page press 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.

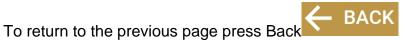


🔶 васк Batch Reca	all C	0	<mark>۹+</mark> لي
Please complete the batch re	ecall approv	/al	
From	Luxersbour	y SA	
GTIN			
Product Name	krepnale x 2		
Batch number			
Circular number			
User Name Training User			
Created On 15. 7. 2022			
Approved By Training User			
Approved On		CON	FIRM

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.



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

	<mark>9+</mark> لي
Batch recall completion successfully confirme	ed
From	
GTIN	
Product Name	
Batch number	
Circular number	
User Name Training User	
Created On 15. 7. 2022	
Approved By Training User	
Approved On	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 \rightarrow 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 \rightarrow 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 \rightarrow 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 \rightarrow 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 \rightarrow 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 \rightarrow 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 \rightarrow 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 \rightarrow 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 \rightarrow 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 by found by pressing the Help 0 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 (<u>https://www.gs1.org/</u> and <u>https://www.gs1ae.org/</u>) is a global organization dedicated to the design and implementation of global standards and solutions to improve the efficiency and visibility of supply and demand chains globally and across sectors. The GS1 system of standards is the most widely used supply chain standards system in the world.
GTIN	Global Trade Item Number	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 H older	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

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