



# TATMEEN ONBOARDING WORKSHOP

## Medical Stores

October 10<sup>th</sup>, 2022





# TATMEEN ONBOARDING EVENT AGENDA

**Introduction**

**Master Data**

**Onboarding to Tatmeen**

**Business Processes in Scope**

**Q&A**



## WORKSHOP MATERIAL

01

Technical  
Guides



[Link](#)

02

Training  
Material



[Link](#)

03

Test  
Materials



[Link](#)

04

Feedback  
Form



[Link](#)

05

Attendance  
Form

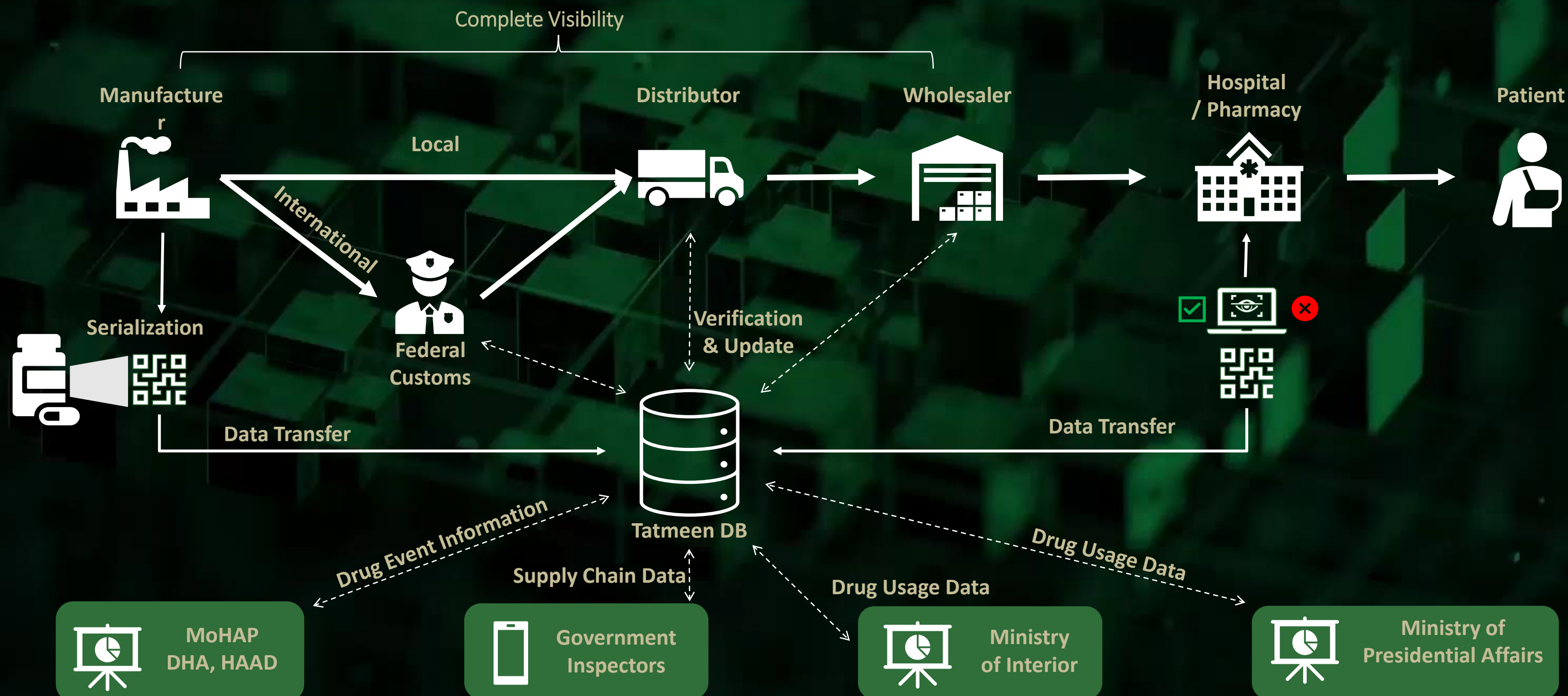


[Link](#)





## COMPREHENSIVE PARTICIPATION





# TATMEEN MASTER DATA (PRODUCT & PARTNER)





## PRODUCT & PARTNER MASTER DATA

Master data refers to the characteristics and attributes of an object such as a product or partner. Master data includes attributes such as GTIN, product description, unit of measure, partner address, etc.

Supply chain entities such as Manufacturer, MAH, Agent, Hospital, Warehouse, Pharmacy are responsible for registering their own products and partner master data in relevant **MoHAP** systems. **MoHAP** stakeholder's partner master data will be manually uploaded.

**MoHAP** systems send all required product and partner master data to **BrandSync** GS1 where additional master data attributes are entered. **BrandSync** GS1 then makes this data available to **TATMEEN**.



Master Data flow

**TATMEEN** allows received master data to be viewed but does not allow any changes to master data. All updates must be done in **MoHAP** system (or in **BradSync** for additional data).



# ONBOARDING TO TATMEEN

The background is a solid green color. It features several abstract elements: a series of wavy, parallel lines in a light orange or yellow color that flow from the bottom left towards the right side of the image; and various faint, light green icons scattered across the background, including a cloud, a network of dots and lines, a hexagonal grid, and a molecular structure.





## ONBOARDING JOURNEY – SIMPLIFIED

### 1 Register with Brandsync

1. Register with Brandsync and create your company's account
2. Obtain a GLN for every location / warehouse / store that deals with medical products

To get a GLN you need to Contact: [tatmeen@gs1-uae.org](mailto:tatmeen@gs1-uae.org)

Upon registration Tatmeen will receive your company details and your products' details and will send you an invitation to register for the testing system.

### 2 Register with Tatmeen Staging Environment

Upon receiving the invitation email, you need to:

1. Register your username and password on Tatmeen Staging System. this will be the single point of contact for your organization (SPOC)
2. Review your company details and product details

### 3 Connect to Staging Environment

Once you register and create SPOC account you need to:

1. create a mobile/portal user
2. Create a "service user" account to be able to use the Tatmeen API (Application Programming Interface)
3. Connect your stock management system to Tatmeen using the API
4. Perform test case scenarios as explained in the technical guidelines to confirm successful connectivity

Mobile & Portal

Business To Business (B2B)

### 4 Connect to Production Environment

Upon completion of test scenarios, you will be allowed to connect to production environment

Tatmeen will send you the Tatmeen Production Environment URL. You need to:

1. register the SPOC username (again) and other users if required.
2. Change the URL in your system to connect to the production environment instead of the staging environment



GO LIVE

13<sup>th</sup> DEC 22

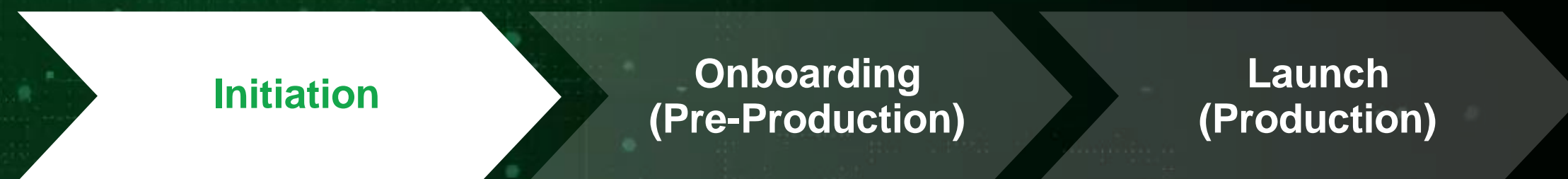




## ONBOARDING JOURNEY – MOBILE AND PORTAL

### Supply Chain Participants & Dispensation

Smaller participants who do not have advanced warehouse or pharmacy management systems that can integrate to Tatmeen may opt to use Tatmeen's mobile and portal functionalities to share necessary transaction information.



01

#### GLN REGISTRATION

- Register with GS1 to acquire a Global Location Number (GLN)

02

#### UPDATE MASTER DATA

- Supply Chain partners require access to BrandSync
- Partner Master must be reviewed and updated in BrandSync and sent to Tatmeen. This includes the GLN and SPOC Identification, etc.
- Product Master must be reviewed and updated on BrandSync by brand owners and sent to Tatmeen. This includes GTIN addition, MAH GLN, and Licensed Agent GLN, etc.





## ONBOARDING JOURNEY – MOBILE AND PORTAL

### Supply Chain Participants & Dispensation



#### 03 DOWNLOAD TRAINING GUIDES

#### 04 TATMEEN USER ACCESS

- SPOC receives registration email from Tatmeen and completes registration
- SPOC then creates additional Dialogue Users (operational users) via Tatmeen
- For more information on user access please see the user management training (<https://tatmeen.ae/utt>)

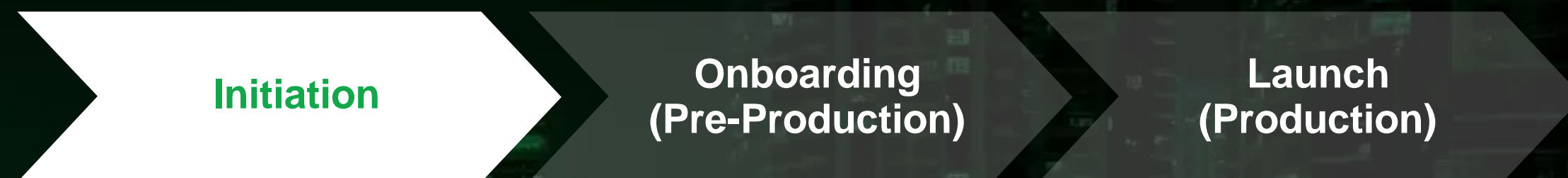
#### 05 E-MAIL COMPLETED ONBOARDING CHECKLIST TO ONBOARDING@TATMEEN.AE (Subject: Onboarding Completion - Production)





## ONBOARDING JOURNEY – Business-to-Business (B2B) INTEGRATION

### Supply Chain Participants & Dispensation



01

#### GLN REGISTRATION

- Register with GS1 to acquire a Global Location Number (GLN)

02

#### UPDATE MASTER DATA

- Supply Chain partners require access to BrandSync
- Partner Master must be reviewed and updated in BrandSync and sent to Tatmeen. This includes the GLN and SPOC Identification, etc.
- Product Master must be reviewed and updated on BrandSync by brand owners and sent to Tatmeen. This includes GTIN addition, MAH GLN, and Licensed Agent GLN, etc.





## ONBOARDING JOURNEY – Business-to-Business (B2B) INTEGRATION

### Supply Chain Participants & Dispensation



03

#### GLN REGISTRATION

- SPOC receives registration email from Tatmeen and complete registration
- SPOC then creates additional Service/Technical and Dialogue Users (operational users) via Tatmeen
- For more information on user access please see the user management training (<https://tatmeen.ae/utt>)

04

#### DOWNLOAD TECHNICAL ONBOARDING GUIDES

- For MAH's: Tatmeen Technical Guide for MAH
- For Licensed Agents, Medical Stores: Tatmeen Technical Guides for MAH and Logistics
- For Dispensation: Tatmeen Technical Guide for Dispensation
- Additionally, reference the technical onboarding guide.





## ONBOARDING JOURNEY – Business-to-Business (B2B) INTEGRATION

### Supply Chain Participants & Dispensation



05

#### INTEGRATE WITH TATMEEN API'S

- Technical users will follow the technical guide to connect to Tatmeen through API's and establish the B2B connection

06

#### DATA FOR TEST SCENARIOS TO BE CREATED

- Ensure the required test data (serial numbers) is available at the GLN
- In case the test data is missing, reach out to preceding supply chain partners to commission the data and send to your location.





## ONBOARDING JOURNEY – Business-to-Business (B2B) INTEGRATION

### Supply Chain Participants & Dispensation



07

#### RUN TEST SCENARIOS AND ENSURE SUCCESSFUL RESPONSE

- Commissioning, Aggregation, and Shipping
- Hierarchy Change – Pack & Unpack
- Product Transfer – Shipping, Receiving, Shipping Returns, and Receiving Returns
- Product Status Updates: Sampling, Lost, Stolen, Damaged, Dispensed, Exported

08

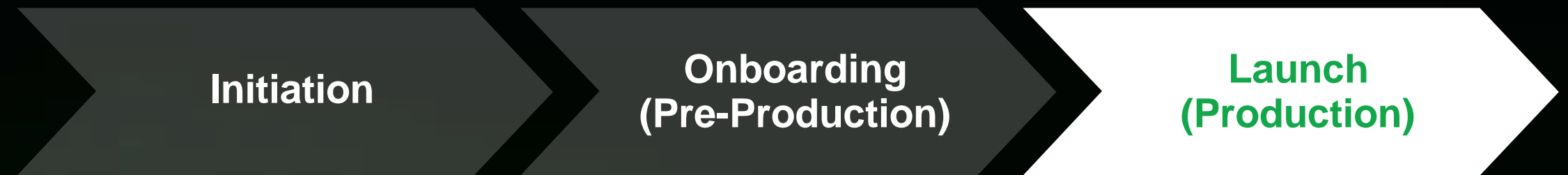
#### SUBMIT SUCCESSFUL TEST SCENARIOS TO ONBOARDING@TATMEEN.AE (Subject: Onboarding Completion - Staggering)





## ONBOARDING JOURNEY – Business-to-Business (B2B) INTEGRATION

### Supply Chain Participants & Dispensation



09

RECEIVE UPDATED URLS FOR CONNECTING TO PRODUCTION ENVIRONMENT

10

USER REGISTRATION IN TATMEEN PRODUCTION ENVIRONMENT

- SPOC to complete Tatmeen registration
- SPOC to add business and service/technical users from their organization

11

SWITCHOVER API'S TO PRODUCTION ENVIRONMENT

12

E-MAIL COMPLETED ONBOARDING CHECKLIST TO [ONBOARDING@TATMEEN.AE](mailto:ONBOARDING@TATMEEN.AE) (Subject: Onboarding Completion - Production)





# BUSINESS PROCESSES IN SCOPE



# USER REGISTRATION





## USER REGISTRATION - GENERAL

Tatmeen solution consists of Dialogue Users and Service (Technical) Users

Users must first be registered with Tatmeen to use **Tatmeen Mobile and Portal.**

**Users will receive a registration invitation. The form of invitation may vary according to the user's role.**

### DIALOGUE USERS

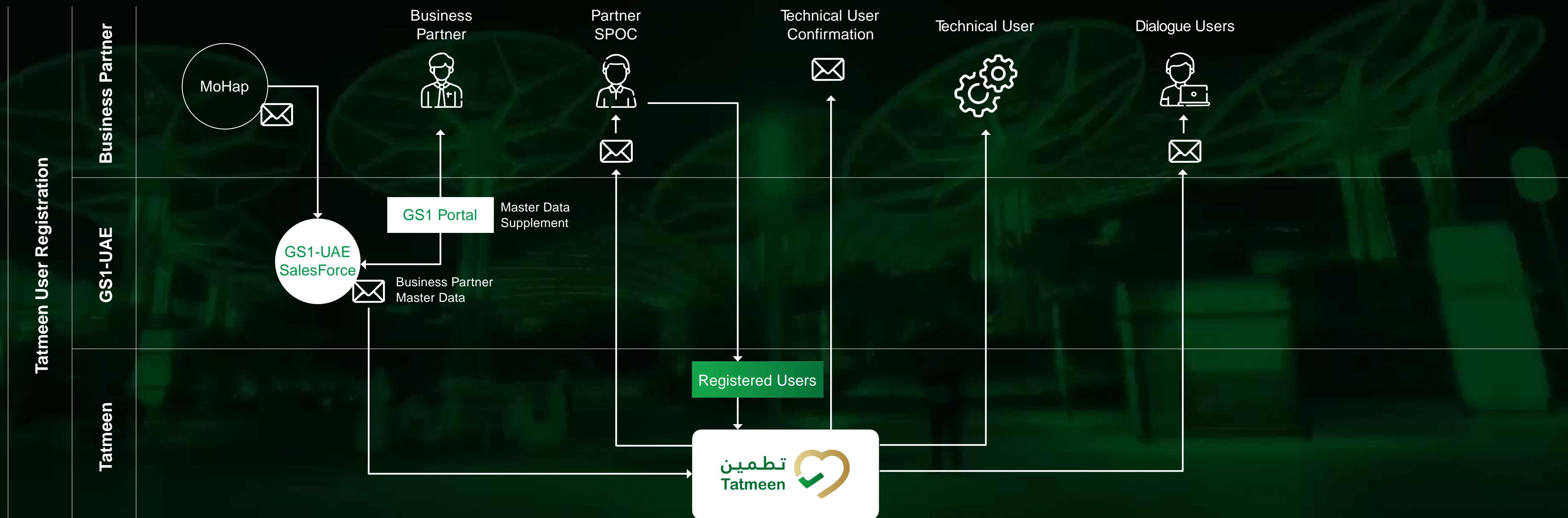
- Business Partner Single-Point-of-Contact (SPOC)
- Business Partner operational users
- MoHAP and UAE Government Agency users that view Tatmeen information
- Tatmeen Administrators

### SERVICE / TECHNICAL USERS FOR BUSINESS PARTNERS





## USER REGISTRATION – SPOC DATA FLOW





# COMMISSIONING & AGGREGATION





## COMMISSIONING & AGGREGATION - GENERAL

### Commissioning

is the process of sharing the products serial numbers with Tatmeen. When the MAHs shares the commissioning message with Tatmeen, this in turn communicates to Tatmeen that the product is coming from a known source, and it is authentic. The serialized product are registered in Tatmeen for UAE market.

### Aggregation

refers to capturing and maintaining parent-child relationships between different packaging levels of product. The Aggregation process involves serializing products at the saleable unit level, then associating those units to the next level of the packaging hierarchy (e.g. cases).

- MAHs and Licensed Agents are responsible for providing product commission data for saleable items (SGTINs)
- Tatmeen will only allow the MAH and Licensed Agents that are defined in the product master to commission saleable items
- Commissioning needs to have SHP (Shipment Import Permit)
- All supply chain stakeholders can commission logistic items (SSCCs)
- Commissioning and Aggregation file upload functionality will be provided on Portal



# PRODUCT TRANSFER

The background is a solid green color. It features several faint, light green icons: a molecular structure in the top left, a cloud in the top center, a hexagonal grid with icons in the bottom right, and a series of plus signs and dots at the bottom. Overlaid on this are three prominent, wavy, orange-colored lines that create a sense of motion and depth, resembling a stylized wave or a series of overlapping planes.





## PRODUCT TRANSFER - GENERAL



Product transfer refers to the movement of product from the current location to a new location. All Supply Chain entities can perform product transfer.

### PRODUCT TRANSFER INVOLVES THE FOLLOWING:

- **Shipping** – At the initial location the shipping document must be created to send products out of the location
- **Receiving** – To accept the shipped products into target location, the receiving document must be created at the target location
- **Return Shipping** – If the shipment is rejected by the receiver at the target location, the shipment is returned to its initial location together with the return shipping document
- **Return Receiving** – If the shipment is returned to the owner's initial location and the owner rejects the shipment, the shipment is returned to the target location together with the return receiving document.





## SHIPPING

**The main data requirements for the shipping are:**

- GLN of senders/start location is automatically assigned from the user running the transaction
- GLN of destination/target location
- Reference document number, e.g. Outbound delivery number
- Unique Serialized Number (SGTIN or SSCC) of shipped goods.

## RECEIVING

**The main information requirements for the receiving are:**

- GLN of the receiving location is automatically assigned from the user running the transaction
- Reference document number, e.g. Inbound reference number
- Unique Serialized Number (SGTIN or SSCC) of shipped goods



The background is a solid green color with abstract, flowing orange lines that create a sense of movement and depth. Faint, light green icons are scattered across the background, including a cloud, a hexagonal grid, and various geometric shapes.

# Product Hierarchy Change





## HIERARCHY CHANGE GENERAL

### PACK

Packing is a product hierarchy update where we add one or more unpacked child items into an existing or new parent.

The packaging process comprises of 3 steps:

- Step 1 – Adding child items
- Step 2 – Adding of a parent item
- Step 3 – Packing confirmation

### UNPACK

Unpacking is an update to the product hierarchy where we disaggregate/subtract one or more child units from the parent.

The unpacking process comprises of 3 steps:

- Step 1 – Select a parent item
- Step 2 – Select child items
- Step 3 – Unpacking confirmation

### UNPACK ALL

Unpack All is the update to the product hierarchy where we disaggregate/subtract all child units from the parent unit.

After this update the parent unit will no longer have any child items. The child items remain unchanged, except they no longer have a parent unit.

BEFORE

BOX1 SN1	BOX2 SN2
BOX3 SN3	BOX4 SN4
BOX5 SN5	BOX6 SN6



**PACK**  
BOX1, BOX2,  
BOX3, BOX4,

AFTER

Palette1  
SSCC1

BOX1 SN1	BOX2 SN2
BOX3 SN3	BOX4 SN4

BOX5 SN5	BOX6 SN6
-------------	-------------

BEFORE

Palette 1  
SSCC1

BOX1 SN1	BOX2 SN2
BOX3 SN3	BOX4 SN4
BOX5 SN5	BOX6 SN6



**UNPACK**  
BOX5  
BOX6

AFTER

Palette 1  
SSCC1

BOX1 SN1	BOX2 SN2
BOX3 SN3	BOX4 SN4

BOX5 SN5	BOX6 SN6
-------------	-------------

Hierarchy Change indicates a change in packaging as the goods move through the distribution process.





# PRODUCT STATUS UPDATES





## PRODUCT STATUS UPDATE - GENERAL

Each serialized item (SGTIN/SSCC) for UAE market, will have initial status of commissioned.

The item will then be available for further distribution.

During the process a variety of events may affect an item which may cause the item's status to change.

### Items may have any of the following statuses:

- Blocked
- Unblocked
- Sample
- Lost
- Stolen
- Damaged
- Exported





# PRODUCT STATUS UPDATE - GENERAL

Product Status Transitions Matrix

Origin product status	Created	Commissionned	Decommissioned - sample	Decommissioned - destroyed	Decommissioned - damaged	Decommissioned - expired	Decommissioned - dispensed	Decommissioned - stolen	Decommissioned - exported	Decommissioned - lost	Decommissioned - recall	Blocked for inspection	Blocked for recall	Blocked for destruction
Created		Acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Commissionned	Not acceptable		Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable
Decommissioned - sample	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - destroyed	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - damaged	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - expired	Not acceptable	Not acceptable	Not acceptable	Acceptable	Acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - dispensed	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - stolen	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - exported	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - lost	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable	Not acceptable
Decommissioned - recall	Not acceptable	Not acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Not acceptable	Not acceptable	Not acceptable		Not acceptable	Not acceptable	Not acceptable
Blocked for inspection	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable		Not acceptable	Not acceptable
Blocked for recall	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable		Not acceptable
Blocked for destruction	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Not acceptable	Not acceptable	



# PRODUCT VERIFICATION

The background is a solid green color. It features several abstract, wavy lines in a lighter green and orange-brown color that flow across the bottom half of the image. There are also faint, light-colored icons scattered throughout, including a cloud, a hexagonal grid, a camera, and various geometric shapes like circles and lines.





## PRODUCT VERIFICATION - GENERAL

The detailed information of any serialized/aggregated item can be checked any time.

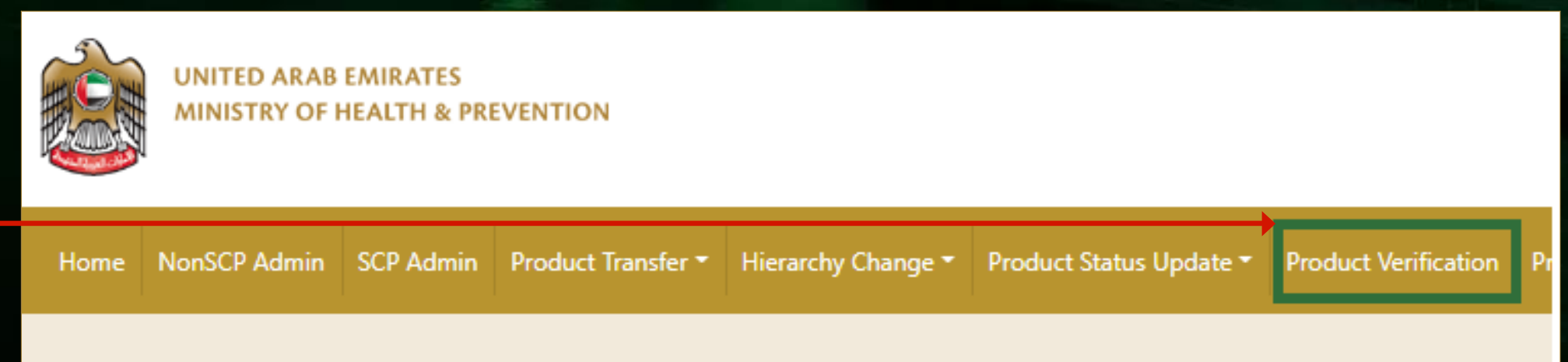
Based on a user's security level they will be able to see:

- Product Verification – The user will be able to see basic information about serialized/aggregated item and aggregation hierarchy, if any exists
- Product verification with a journey – The user will be able to see basic information about serialized/aggregated item and the aggregation hierarchy if any exists. The User will also have access to the log of all status changes and shifts between GLN locations.

To see product verification data on the Portal or Mobile select Product Verification in navigation menu.

Product Status Update	
Block for inspection	>
Unblock	>
Damaged	>
Sample	>
Product Verification	
Verification	>
Master Data	
Product Display	>
Partner Display	>

Mobile Product Verification navigation menu



Portal Product Verification navigation menu





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UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION



# THANK YOU FOR JOINING US



POWERED BY

**EVOTEQ**



# KEY CONCEPTS

The background is a solid green color. It features several abstract elements: a series of wavy, parallel lines in a light orange or yellowish-green color that flow from the bottom left towards the right side of the image. Faint, light green icons are scattered across the background, including a cloud, a hexagonal grid, a camera, and various geometric shapes like circles and lines.



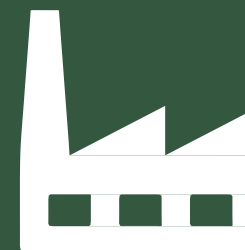


## UNIQUE IDENTIFICATION OF PRODUCTS & LOCATIONS

### COMPANY & LOCATION

Unique identification of physical location

- Global Company Prefix (GCP)
- **Global Location Number (GLN)**



### PRODUCT

Unique identification of trade item

- **Global Trade Item Number (GTIN)**
- **Serialized Global Trade Item Number (SGTIN)**

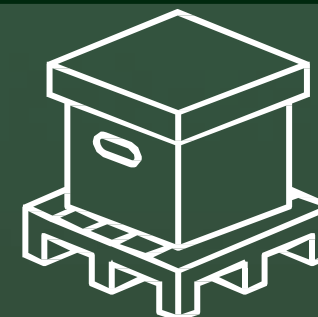


(01) GTIN  
(21) Serial Number  
(17) Expiry Date  
(10) Lot/Batch

### LOGISTICS AND SHIPPING

Unique identification of logistic unit

- **Serial Shipping Container Code (SSCC)**

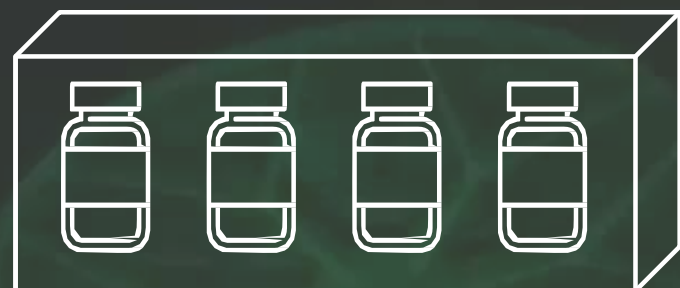
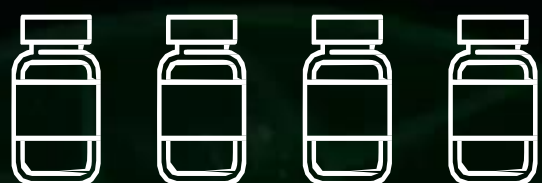


(00)00123456789101123





## SERIALIZATION AND AGGREGATION



### Secondary Packaging / Saleable unit

Marked with Unique Serialized Number SGTIN as 2D Data Matrix applied during manufacturing process



(01) GTN  
(21) Serial Number  
(17) Expiry Date  
(10) Lot/Batch

- **Serialization consists of printing serial numbers & barcodes on different levels**
- **The Aggregation process builds a physical and electronic hierarchy between serial numbers of all levels**



### Master Case (Secondary packaging packed into a case)

Marked with Unique Serialized Number SGTIN as 2D Data Matrix or SSCC as barcode applied during manufacturing and/or warehouse process.

Repacked cases by warehouses will apply SSCC codes.

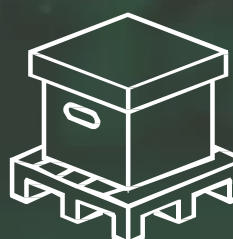
Bundles are also supported.



(01) GTN  
(21) Serial Number  
(17) Expiry Date  
(10) Lot/Batch



(00)SSCC



### Pallet (Logistic unit)

Unique Serialized Number Applied during warehouse process as SSCC codes



(00)SSCC