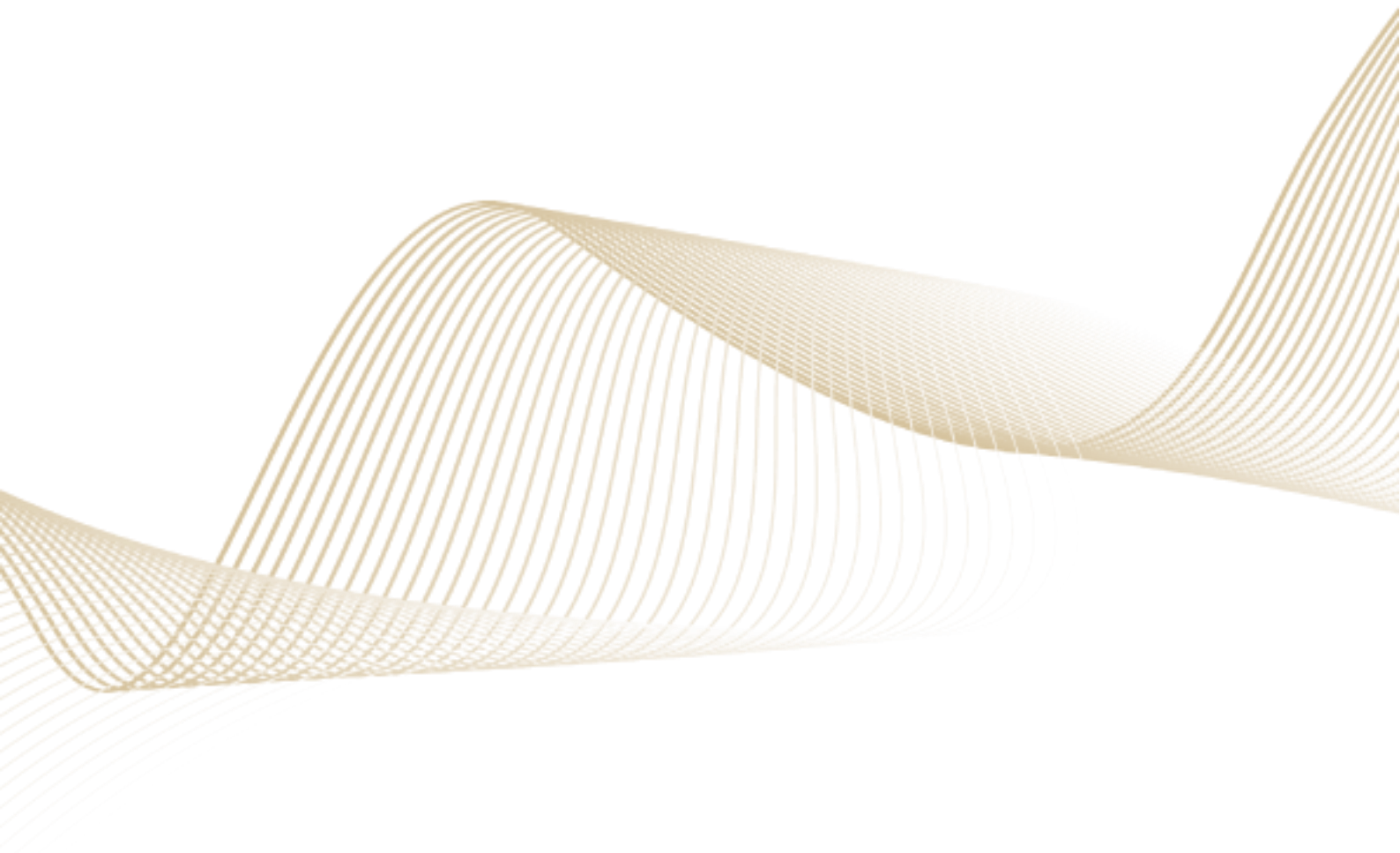


# Training Manual for Product Recall

**Document ID:**

Tatmeen\_TRM-0097\_Training Manual  
for Product Recall\_v1.0

**Version: 1.0**



# 1. Document Control

## 1.1 Version History

Version	Date	Description of Change	Author / Company
1.0	14-Nov-2022	First Version	EVOTEQ

*Table 1 Version History Pre-Approvals*



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## 2. Purpose

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

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

## 3. Introduction

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

## 4. Tutorial Product Recall

The Product Recall functionality is used for managing the recall of products deemed unsuitable throughout the whole supply chain.

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

The Product Recall process has three steps:

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

The product 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 product are blocked from dispensation but transfer is still allowed.

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

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

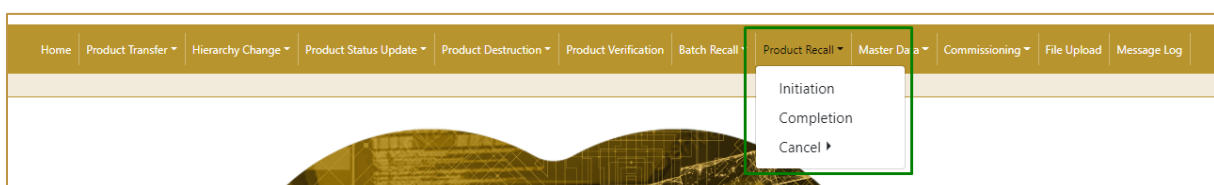


Figure 1 Portal Product Recall navigation menu

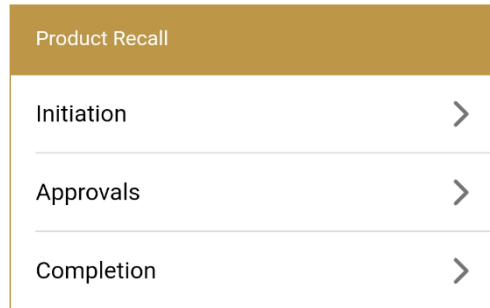


Figure 2 Mobile Product Recall navigation menu

## 4.1 Product Recall Initiation

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

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

### 4.1.1 Product Recall Initiation – Portal

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

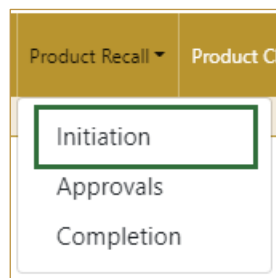


Figure 3 Portal navigation menu – Product Recall Initiation

#### 4.1.1.1 Product selection

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

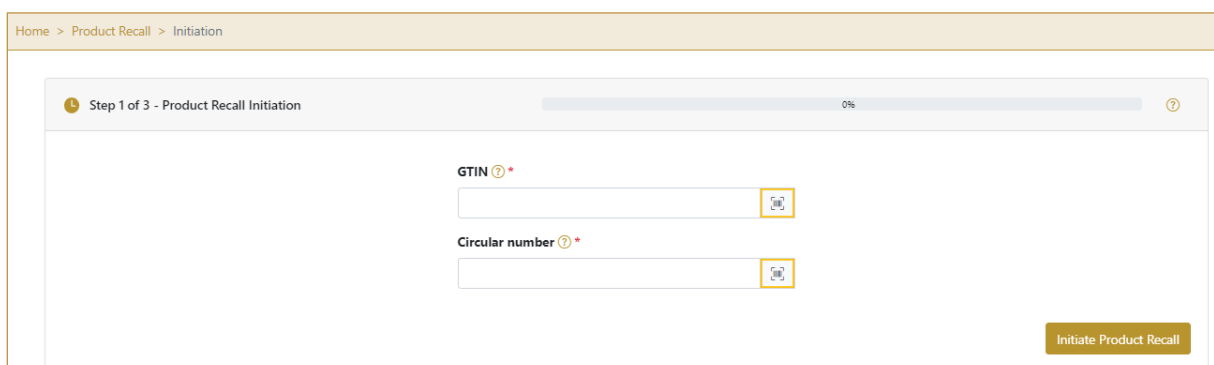


Figure 4 Product Recall Initiation – Product selection

Both fields are mandatory.



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



Figure 5 Product Recall Initiation – GTIN 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 Product Recall  to continue to the next page.

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

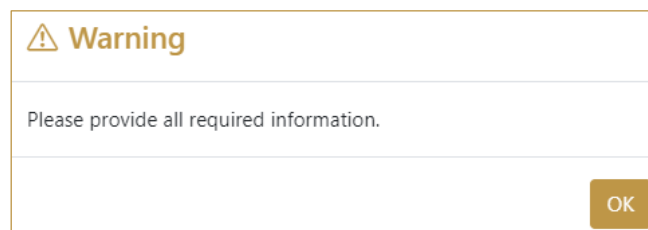



Figure 6 Product Recall Initiation – warning

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

#### 4.1.1.2 Initiation confirmation

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



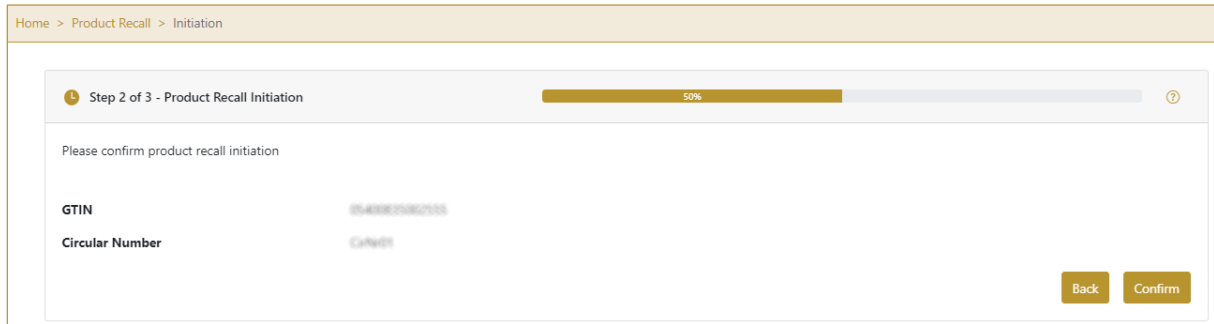



Figure 7 Product Recall Initiation - Confirmation

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.

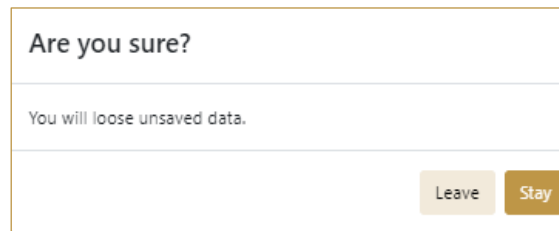


Figure 8 Product Recall Initiation - Warning

For final confirmation of product recall initiation, press Confirm 

#### 4.1.1.3 Initiation completion

You have successfully confirmed product recall initiation.

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

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

If you want to prepare a new product recall initiation document, press Done 

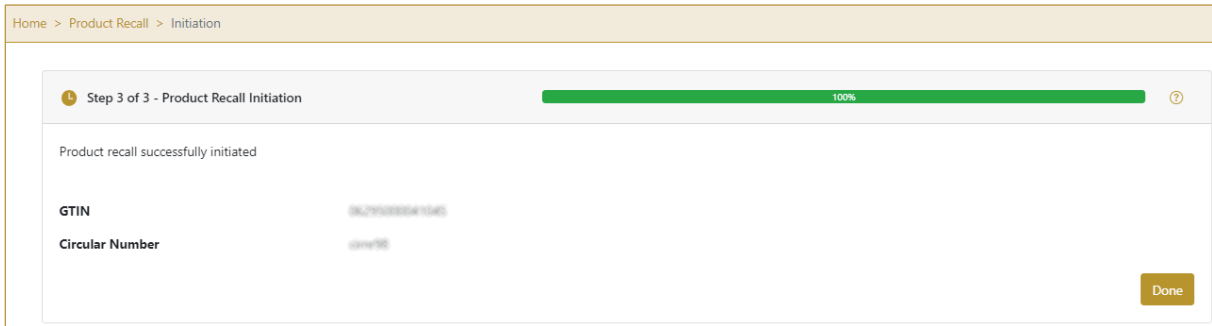


Figure 9 Product Recall Initiation - Completion

#### 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.

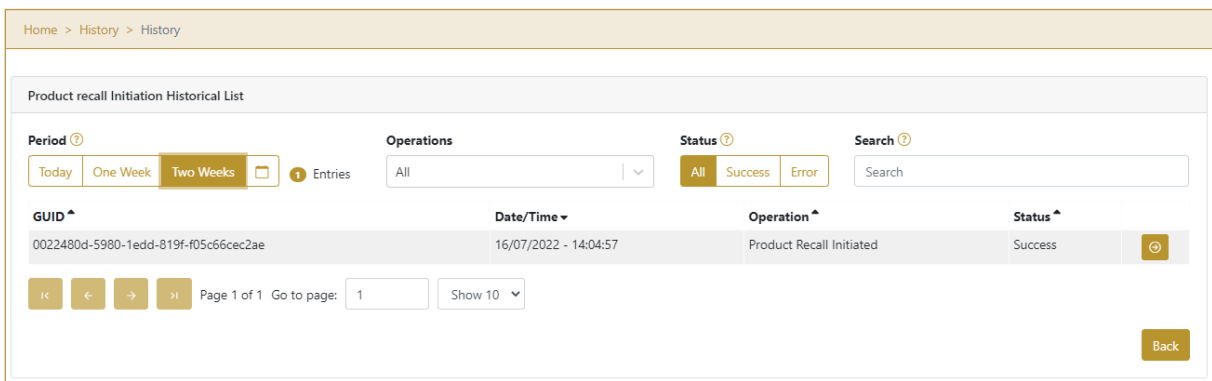


Figure 10 Initiation Historical view

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

If you want to return to the first page of the Product 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.

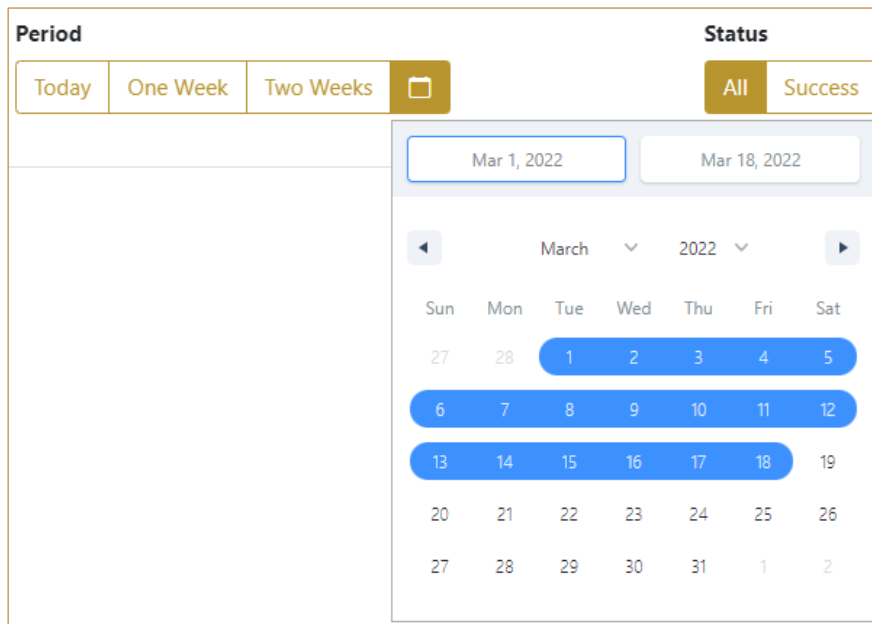


Figure 14 Filter options – Calendar

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.

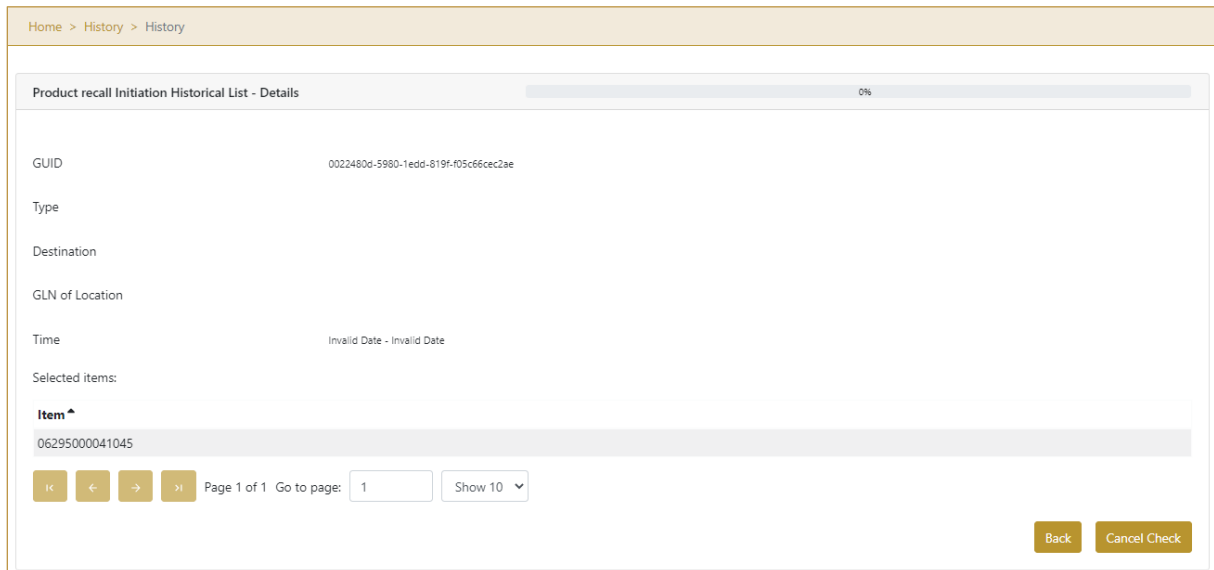


Figure 17 Initiation Historical view Details

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

Initiated mark is removed from all items from the product 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 product recall initiation. Initiated mark is removed from all items from the product 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.

#### 4.1.1.7 Initiation Cancellation completion

You successfully cancelled product recall initiation.

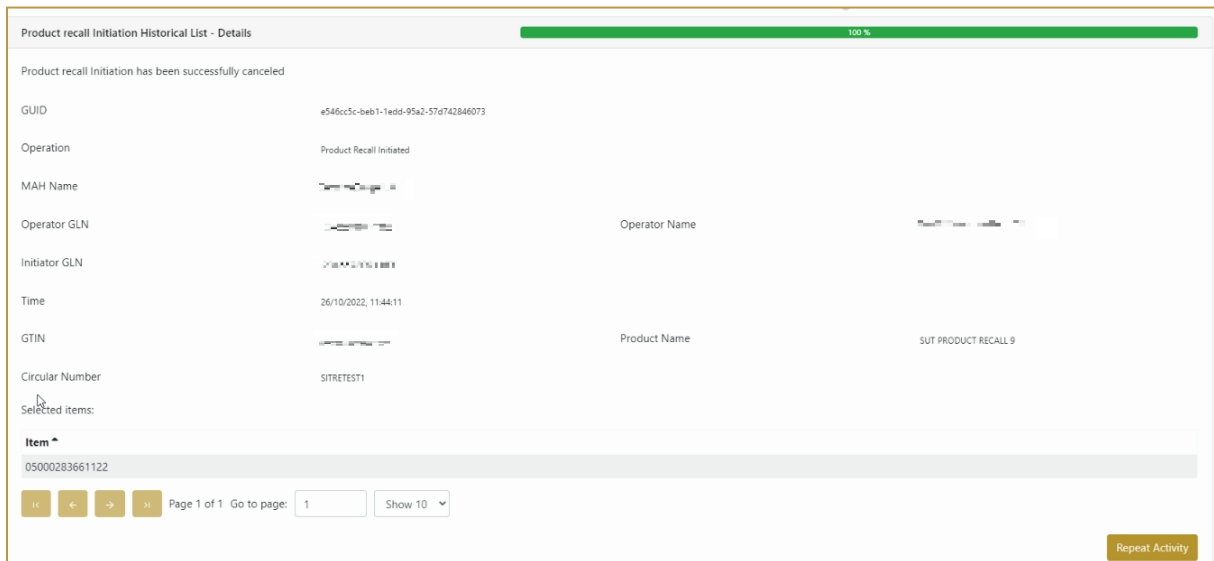
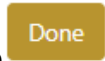


Figure 18 Initiation Cancellation completion

To return to the first page for product recall initiation press Done



## 4.1.2 Product Recall Initiation – Mobile

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

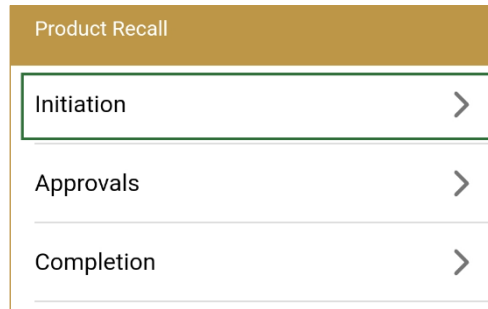


Figure 19 Mobile navigation menu – Product Recall Initiation

### 4.1.2.1 Product selection

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

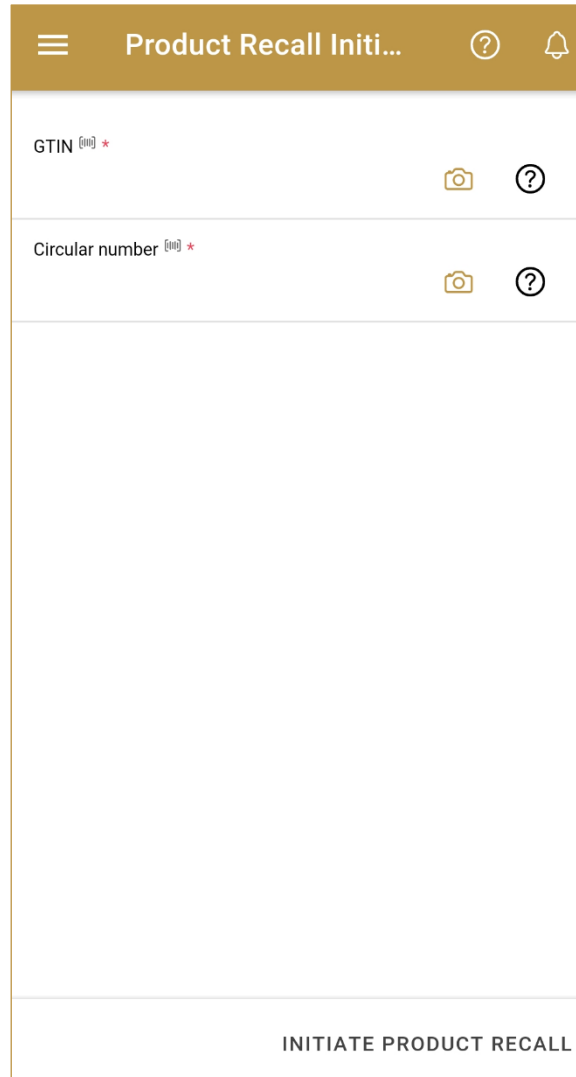

A screenshot of a mobile application interface for "Product Recall Initiation". The screen has a brown header with a menu icon, the title "Product Recall Initi...", a question mark icon, and a bell icon. Below the header are two input fields: "GTIN (10) \*" and "Circular number (10) \*". Each field has a camera icon and a question mark icon to its right. At the bottom of the screen is a large button labeled "INITIATE PRODUCT RECALL".

Figure 20 Product Recall Initiation – Product selection

Both fields are mandatory.

You can also scan the GTIN or Circular Number by pressing Camera  in each field when you use a scanner, mobile, or tablet.

A close-up view of the "GTIN (10) \*" input field. It shows the text "GTIN (10) \*" on the left, a camera icon in the middle, and a question mark icon on the right.

Figure 21 Product Recall Initiation – Product scanning



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

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

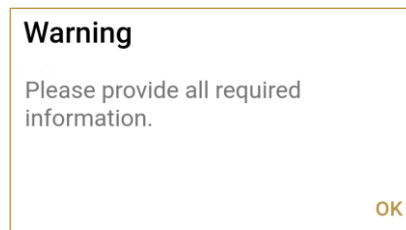


Figure 22 Product Recall Initiation – warning

#### 4.1.2.2 Initiation confirmation

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

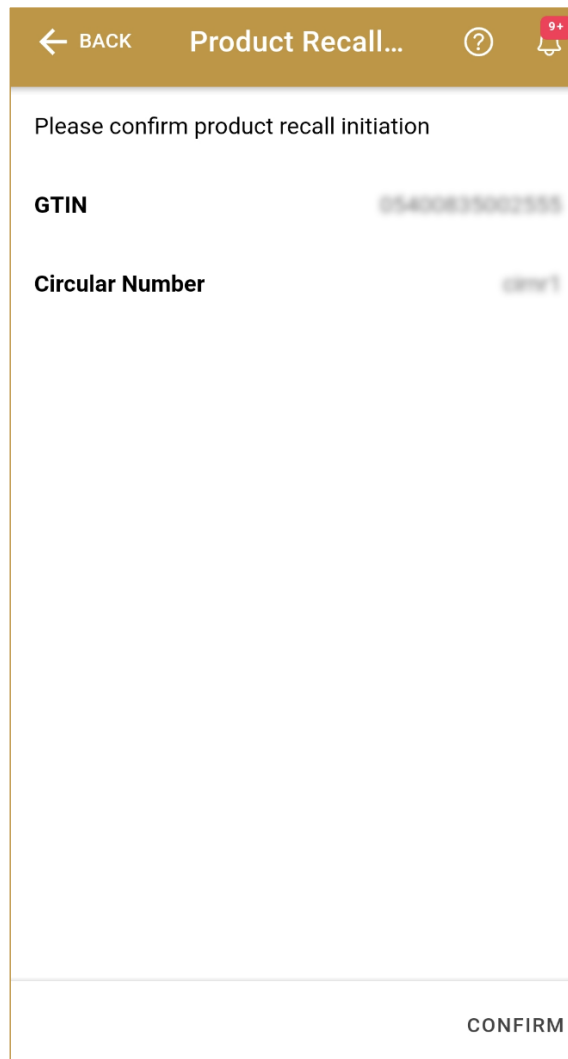



Figure 23 Product Recall Initiation - Confirmation

To return to the previous page press Back 

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

#### 4.1.2.3 Initiation completion

You have successfully confirmed product recall initiation.

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

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

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



Figure 24 Product Recall Initiation - Completion

## 4.2 Product Recall Approval

The second step for Product Recall is Approval. All existing Product Recall Initiations must be approved or rejected.

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

Rejected items of the product from the Product Recall Initiation document are again available for dispensation.

### 4.2.1 Product Recall Approval Notification

Depending on the settings selected by the user, whenever a new product 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 product 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 product recall initiations that require approval can be accessed at any time via the Product Recall -> Approvals option (see section **Error! Reference source not found.** for Portal and **Error! Reference source not found.** for Mobile, for more details on the approval step).

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

- Initiator GLN and name.
- Circular Reference Number of the Product Recall.
- GTIN and Description of the Product affected.

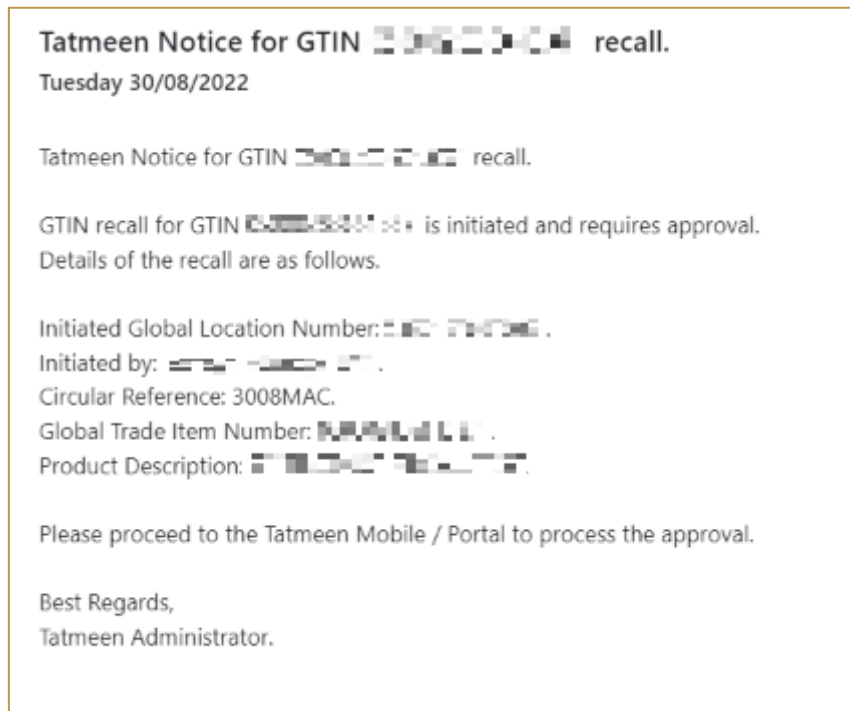


Figure 25 Product Recall Initiation Notice

## 4.2.2 Product Recall Approval – Portal

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

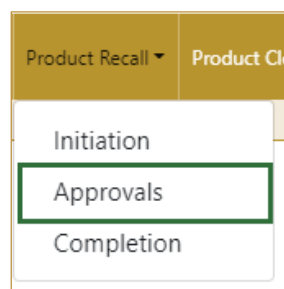



Figure 26 Portal navigation menu – Product Recall Approval

### 4.2.2.1 Product initiation selection

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

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

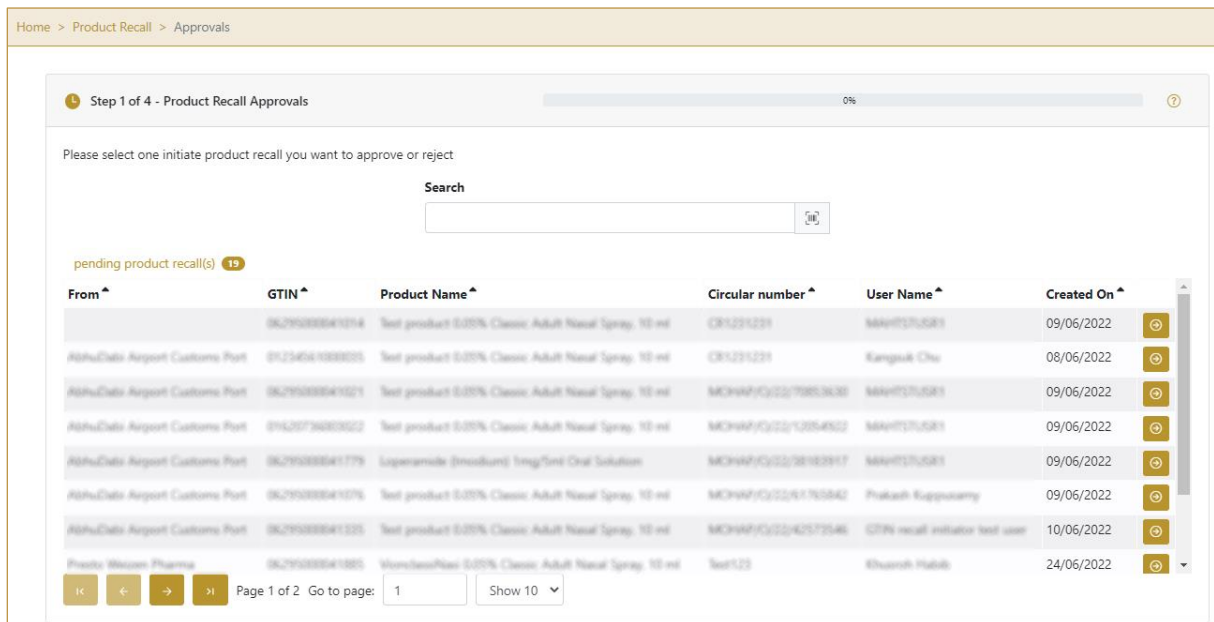


Figure 27 Product Recall Approval – Initiation selection


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


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



Figure 28 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 product recall(s) **19**

Figure 29 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 30 Sort

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

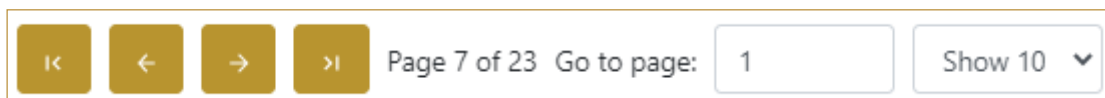
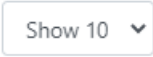






Figure 31 Navigation line

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 <sup>Page 7 of 23</sup>. You can navigate to a different page by entering the number of the page <sup>Go to page:</sup> .

### 4.2.2.2 Operation selection

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

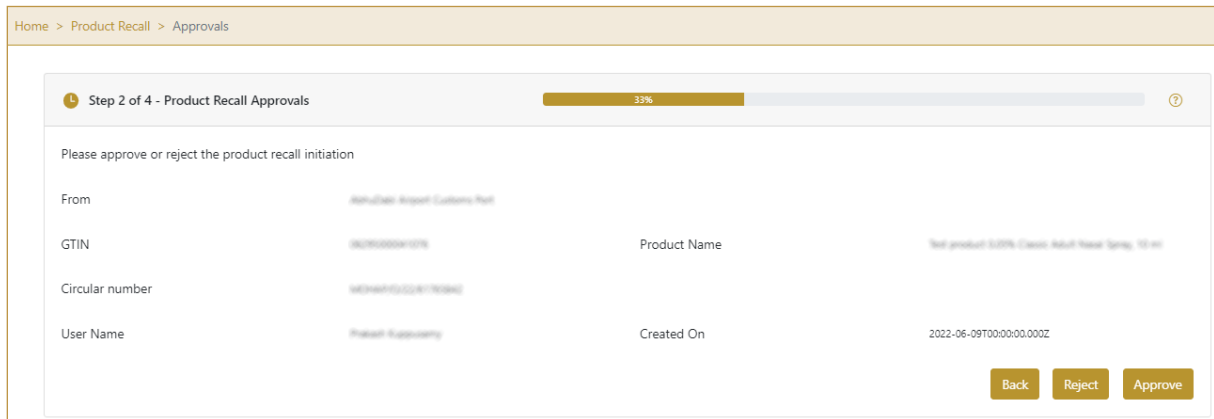


Figure 32 Product Recall Approval – Operation selection

For the approval of the product recall initiation press Approve



For the rejection of the product recall initiation press Reject



To return to the previous page press Back



### 4.2.2.3 Approval confirmation

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

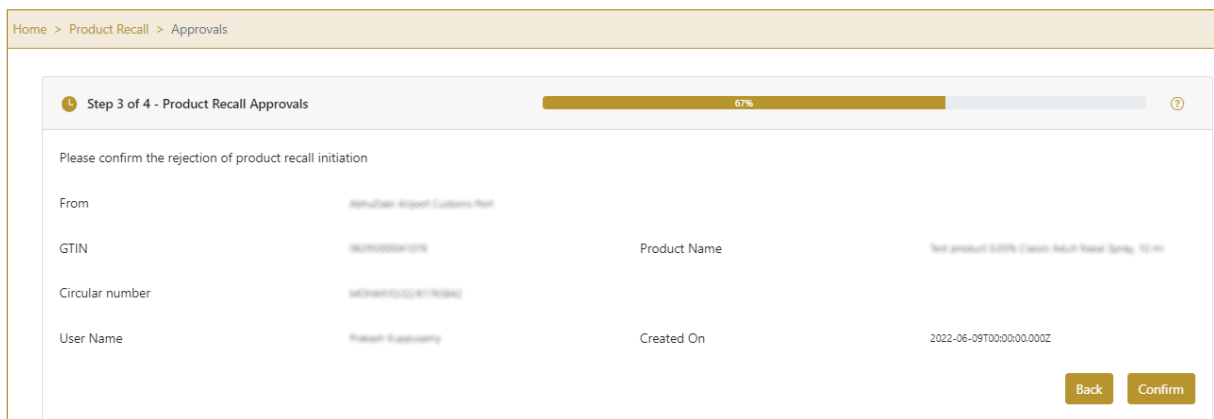


Figure 33 Product Recall Approval – Confirmation



**Confirm**

For confirmation of product recall approval/rejection press Confirm

After confirmation, an email notification with the resolution is sent to the Product Recall Initiator.

If approval was selected, email notifications are sent to all supply chain participants who possess any items of the product approved for recall.

**Back**

To return to the previous page press Back

#### 4.2.2.4 Approval completed

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

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

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

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

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

**Done**

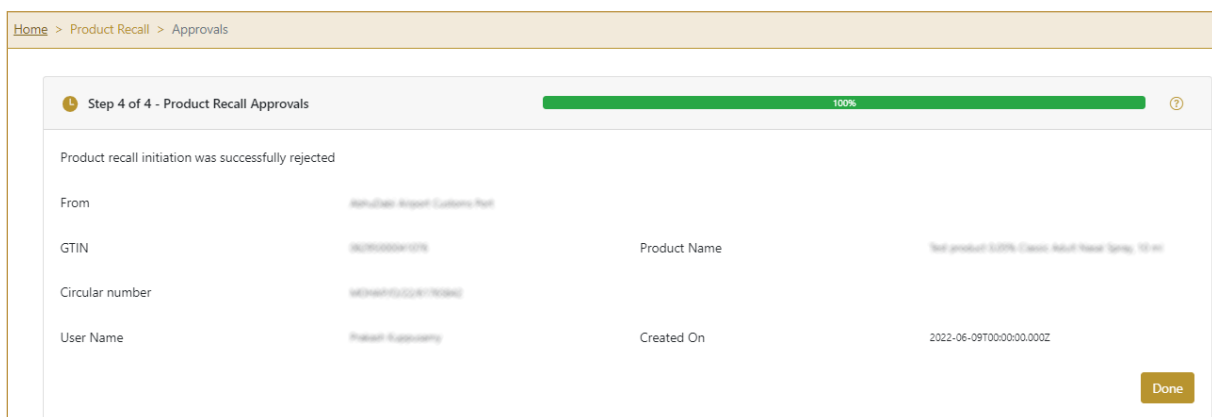


Figure 34 Product Recall Approval – Completed

#### 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.

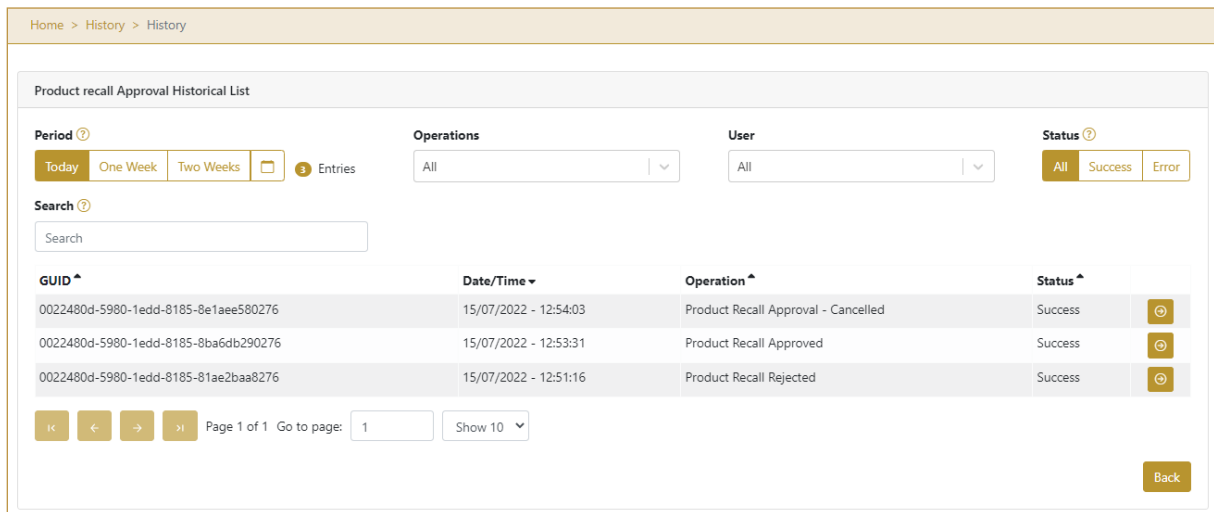



Figure 35 Approval Historical view

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

If you want to return to the first page of the Product 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.



Figure 36 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 37 Sort

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



Figure 38 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.

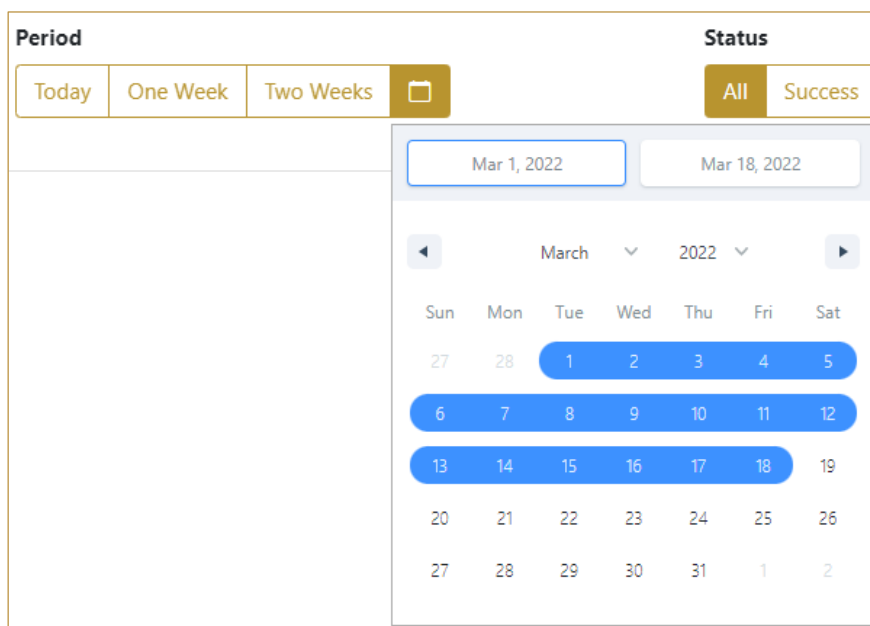


Figure 39 Filter options – Calendar

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



Figure 40 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 41 Filter options – Operation

If you want to search recalls made by a specific user, select one of the user from the 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 made by the selected user will be displayed in the table below.



Figure 42 Filter options – User

#### 4.2.2.6 Approval Historical view Details

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

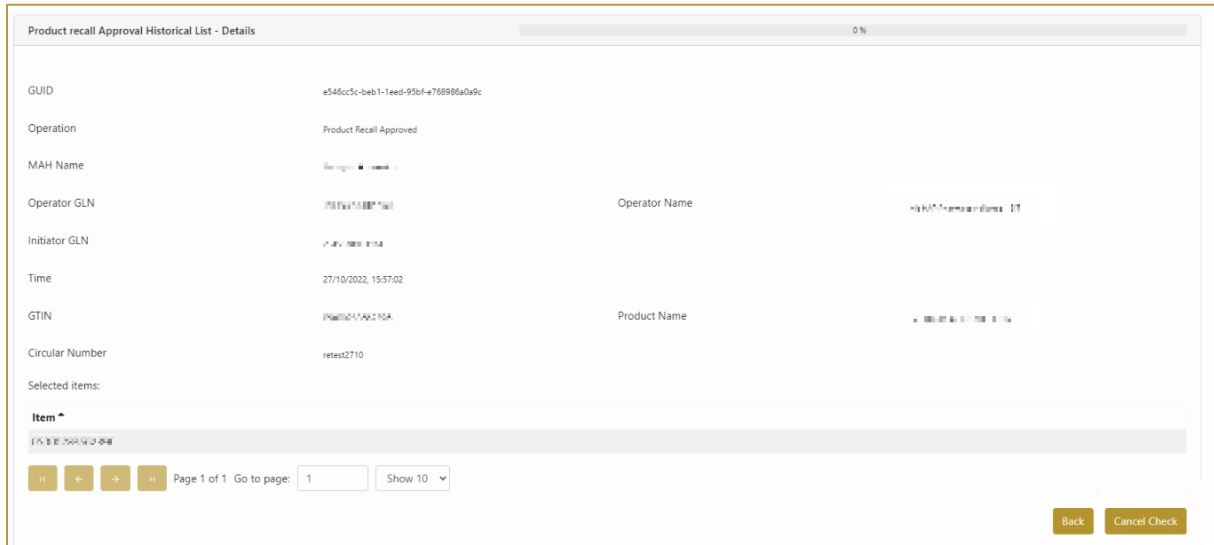


Figure 43 Approval Historical view Details

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

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

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

### 4.2.3 Product Recall Approval – Mobile

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

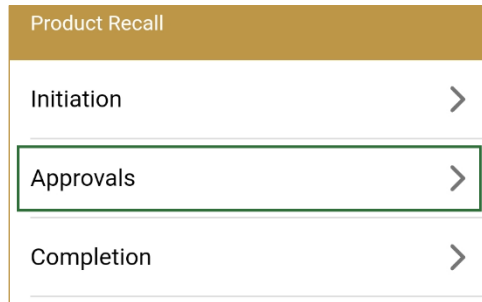


Figure 44 Mobile navigation menu – Product Recall Approval

#### 4.2.3.1 Product initiation selection

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

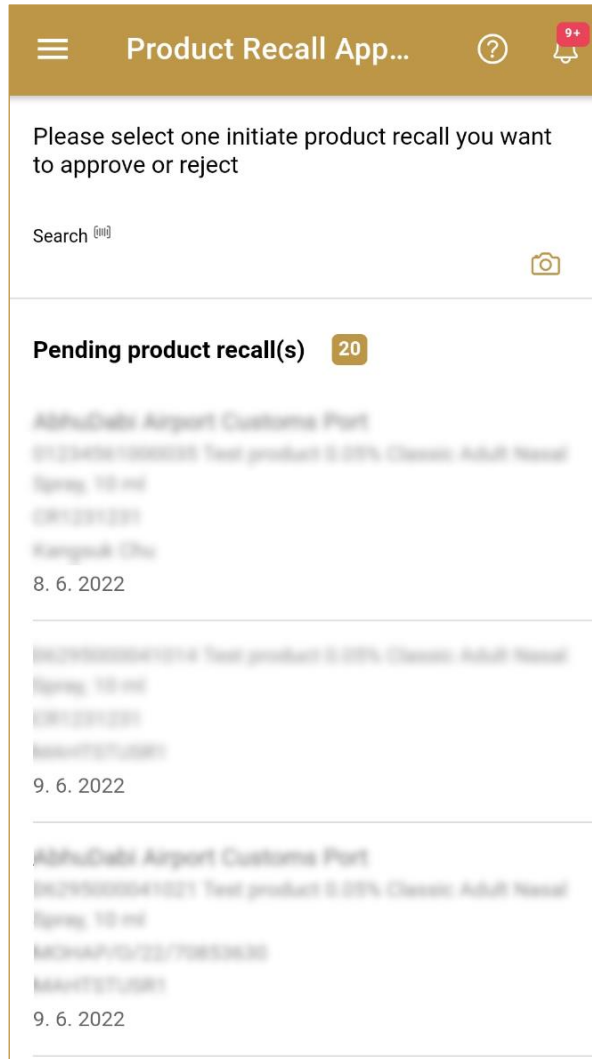


Figure 45 Product Recall Approval – Initiation selection

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

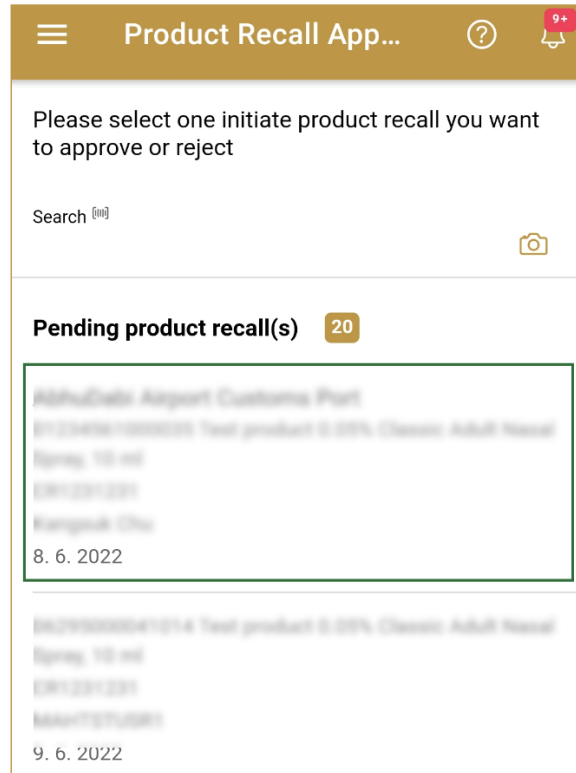



Figure 46 Product Recall Approval – Initiation selection

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



Figure 47 Product 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 product recall approval.



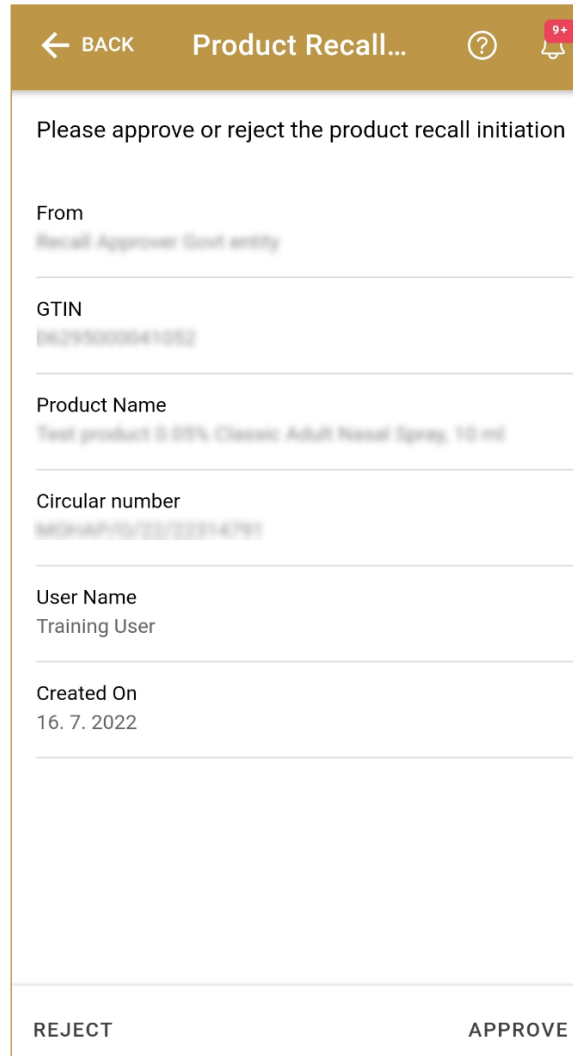
A screenshot of a mobile application interface for product recall approval. The screen has a brown header with a back arrow, the text "Product Recall...", a question mark icon, and a notification bell icon with "9+" next to it. The main content area is white and contains the following text: "Please approve or reject the product recall initiation", "From: Recall Approver Govt entity", "GTIN: 86295000041052", "Product Name: Test product 0.05% Chlorine Adult Nasal Spray, 10 ml", "Circular number: 86295000041052/2022/4791", "User Name: Training User", and "Created On: 16. 7. 2022". At the bottom, there are two buttons: "REJECT" on the left and "APPROVE" on the right.

Figure 48 Product Recall Approval – Operation selection

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

For the rejection of the product 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 product recall initiation.

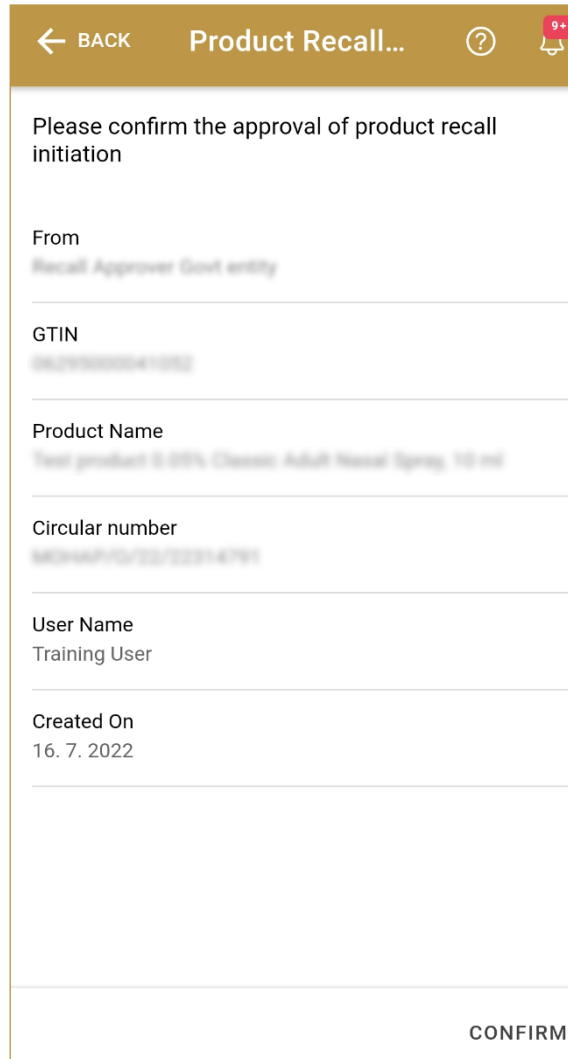
A mobile application screen for product recall confirmation. The title bar is brown with a back arrow, the text "Product Recall...", a question mark icon, and a notification icon with "9+". The main content area is white and contains the following text: "Please confirm the approval of product recall initiation", "From: Recall Approver Govt entity", "GTIN: 062795000041002", "Product Name: Test product 0.05% Chlorox Adult Nasal Spray, 10 ml", "Circular number: 602044715/22/22214791", "User Name: Training User", and "Created On: 16. 7. 2022". At the bottom right, there is a "CONFIRM" button.

Figure 49 Product Recall Approval – Confirmation

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

After confirmation, an email notification with the resolution is sent to the Product Recall Initiator.

If approval was selected, email notifications are sent to all supply chain participants who possess any items of the product approved for recall.

To return to the previous page press Back 

#### 4.2.3.4 Approval completed

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

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

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

The product recall initiation approval/rejection document is now available for the product recall completion 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 product recalled, to inform them that the product approval has been completed and requesting them to proceed with the product recall process.

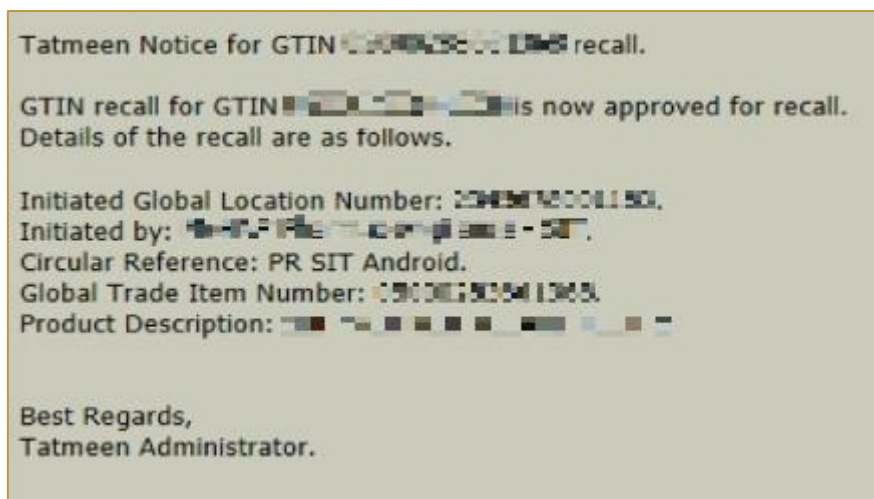


Figure 50 Product Recall Approval Notification

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

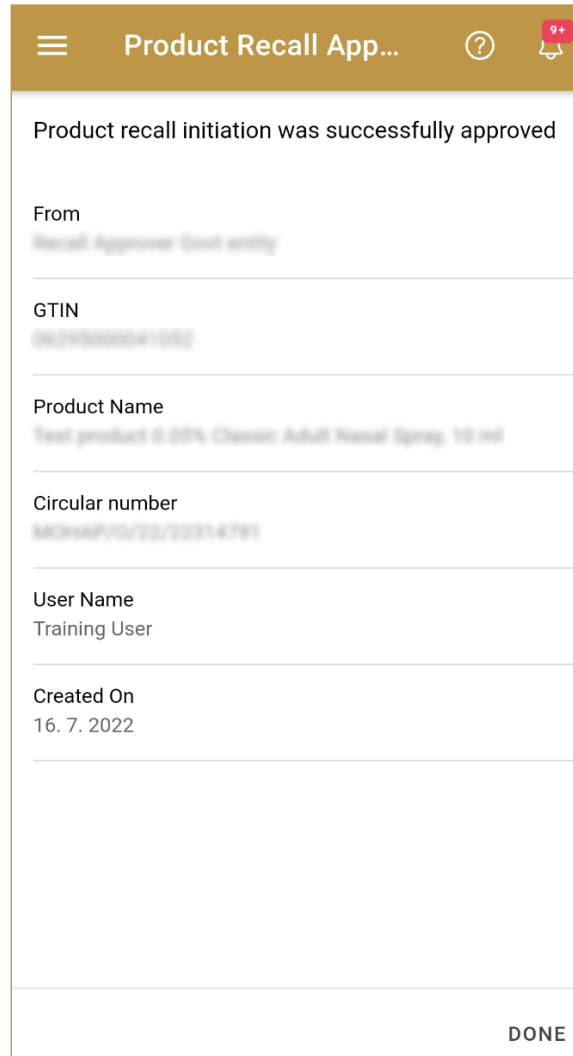


Figure 51 Product Recall Approval – Completed

## 4.3 Product Recall Completion

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

Once Product Recall Completion is confirmed, all items of the product are decommissioned.

### 4.3.1 Product Recall Completion – Portal

To see and explore more about a product recall, in the navigation menu select Product Recall → Completions

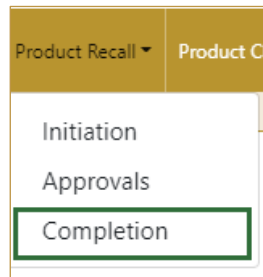



Figure 52 Portal navigation menu – Product Recall Completion

#### 4.3.1.1 Completion selection

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

If you press Clock  a new page opens for the Historical view [4.3.1.4].

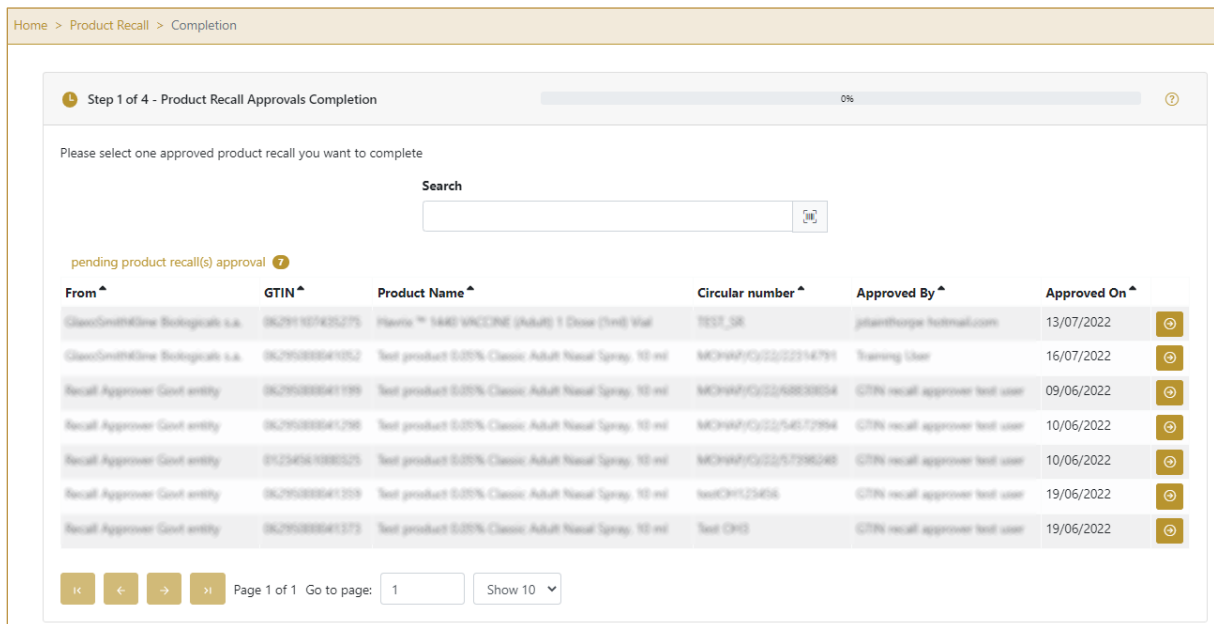


Figure 53 Product Recall Completion – Approval selection


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


To search for a specific product 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 product recall(s) approval **7**

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.

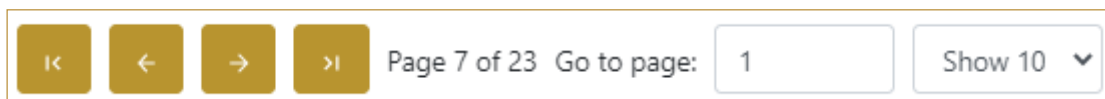
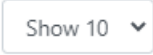






Figure 57 Navigation line

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 <sup>Page 7 of 23</sup>. You can navigate to a different page by entering the number of the page <sup>Go to page:</sup>

### 4.3.1.2 Completion validation

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

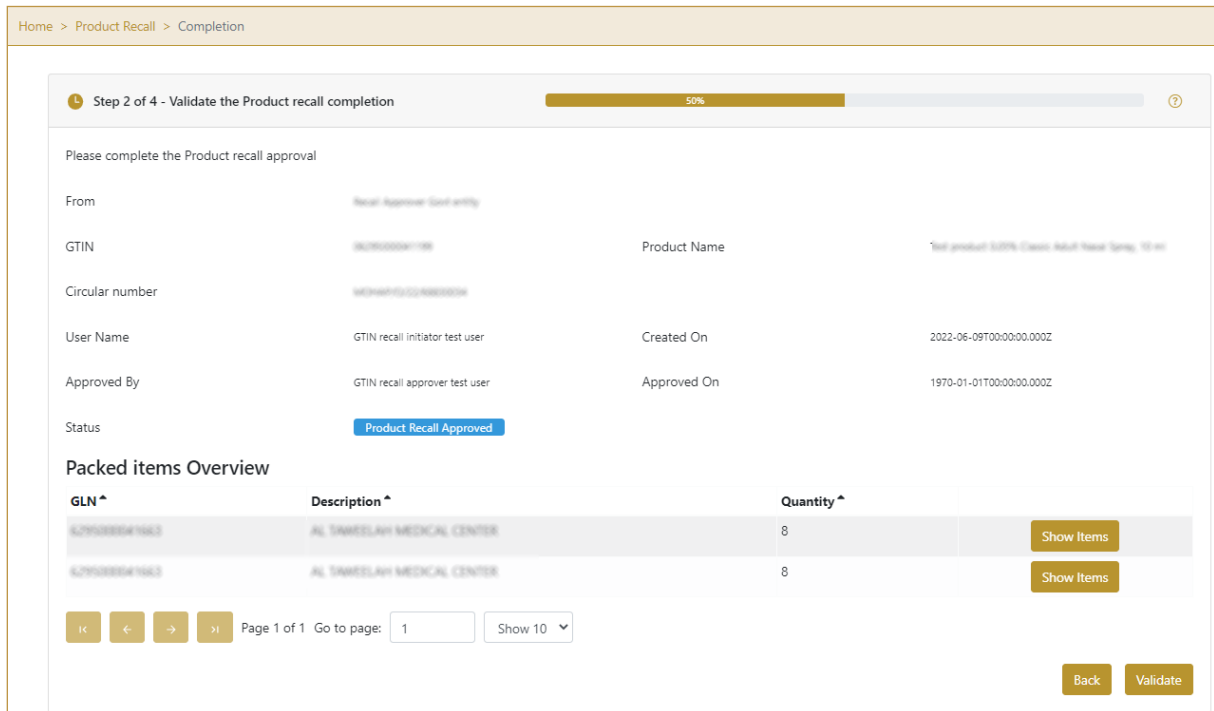



Figure 58 Product Recall Completion – Validation

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

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

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

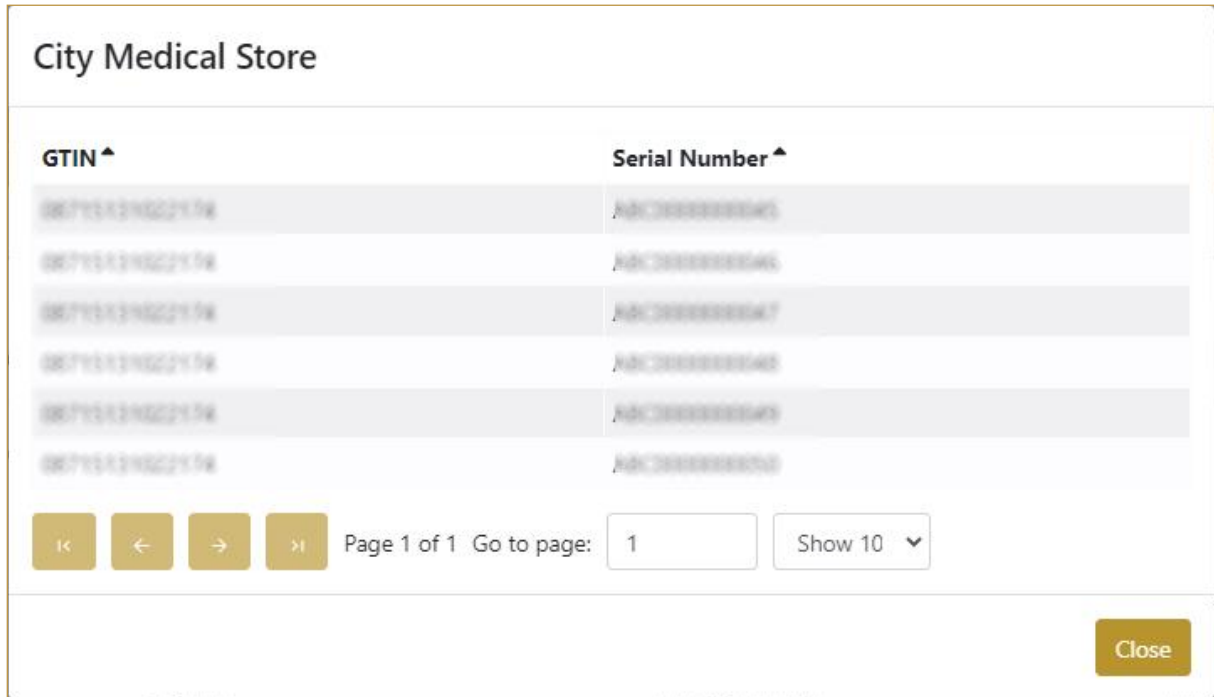


Figure 59 Product Recall Completion – List of still packed SGTIN

To return to the previous page press Close



### 4.3.1.3 Completion confirmation

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

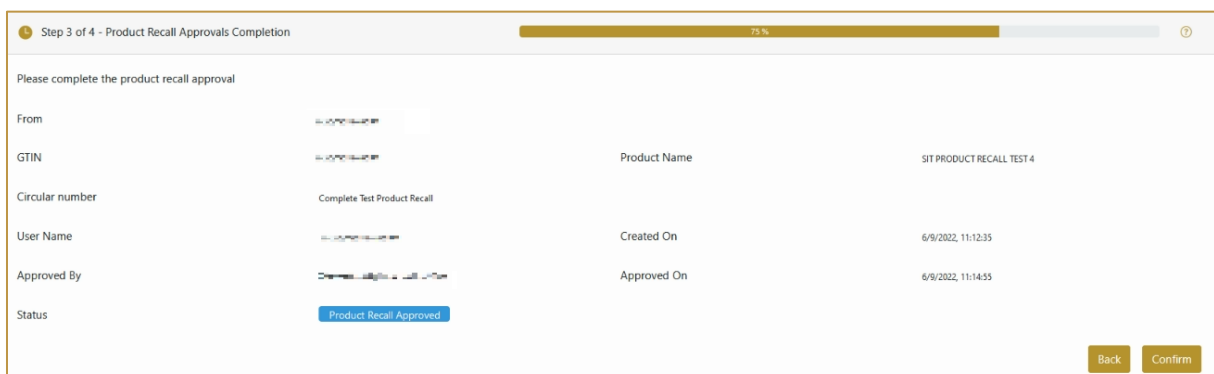


Figure 60 Product Recall Completion – Confirmation

For final confirmation of product recall approval/rejection press Confirm



If approval was selected, an email notification is sent to all supply chain entities possessing any items of the related product as well to MoHAP Pharmacovigilance.

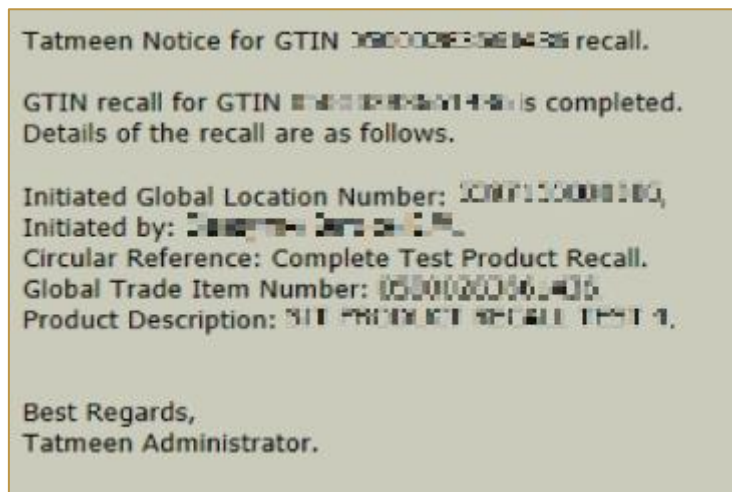


Figure 61 Product Recall Completion Notification

To return to the previous page press Back



#### 4.3.1.4 Completion Historical view

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

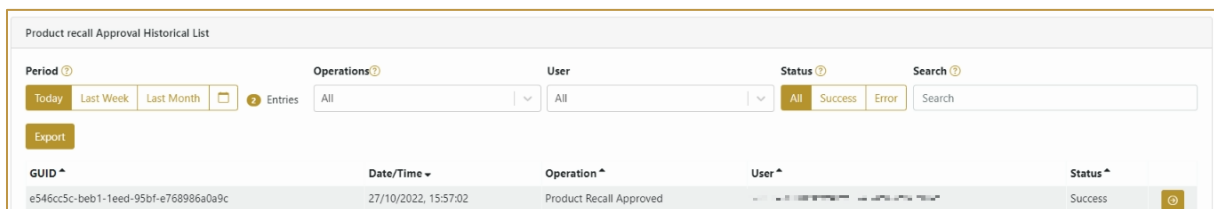


Figure 62 Completion Historical view

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

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



#### 4.3.1.4.1 Filter options

Filters can be used to help you find a specific product 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.


 A search filter input field with a "Search" label and a question mark icon. The input field contains the text "Search".

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


 A filter for time frame with the label "Period" and a question mark icon. It contains four buttons: "Today", "One Week", "Two Weeks", and a calendar icon.

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.

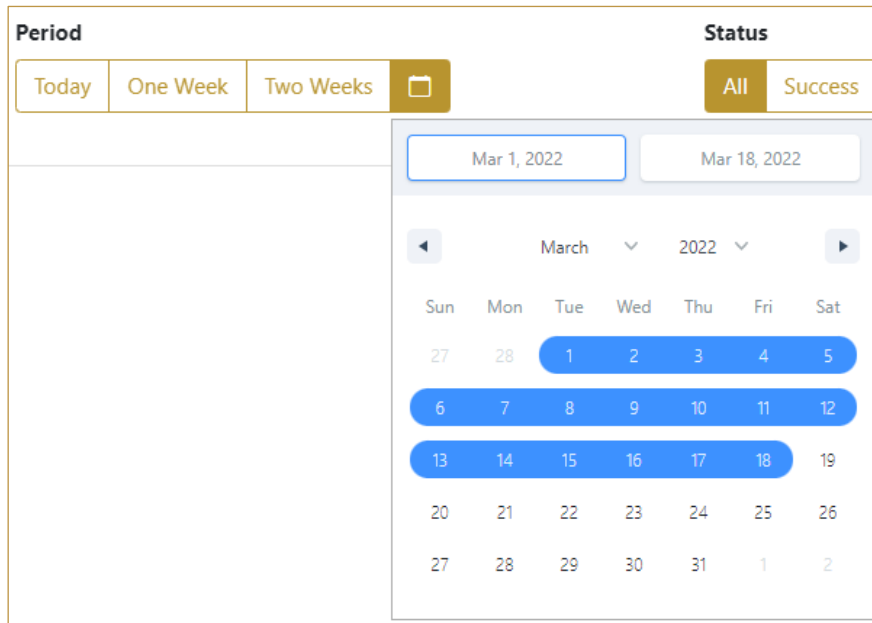


Figure 66 Filter options – Calendar

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

#### 4.3.1.5 Completion Historical view Details

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

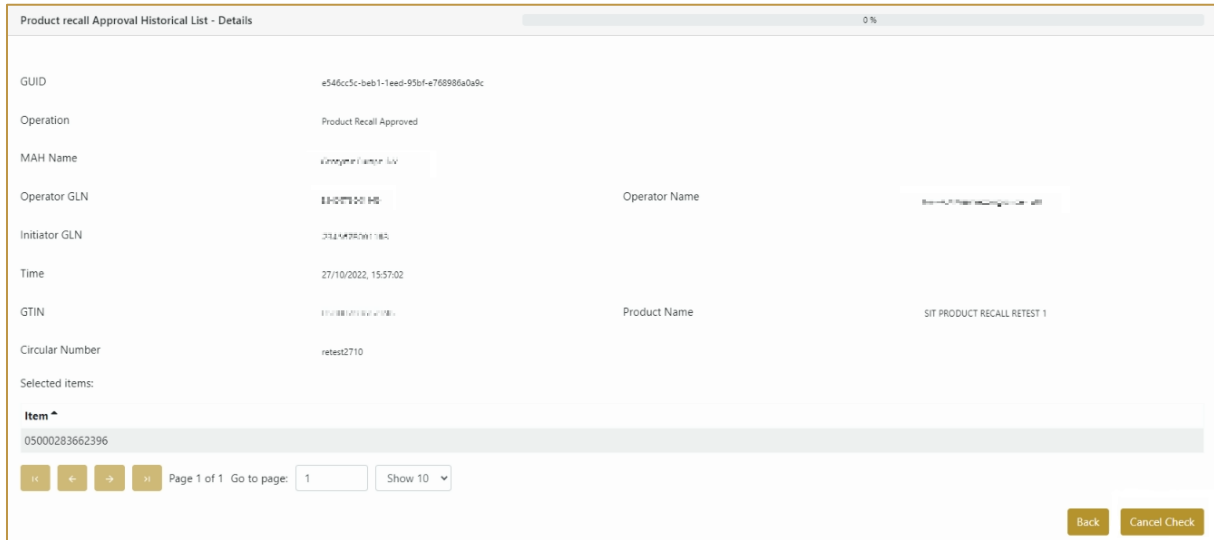


Figure 68 Completion Historical view Details

To return to the previous page press [Back](#)

### 4.3.2 Product Recall Completion – Mobile

To see and explore more about a product recall, in the navigation menu select Product Recall → Completions

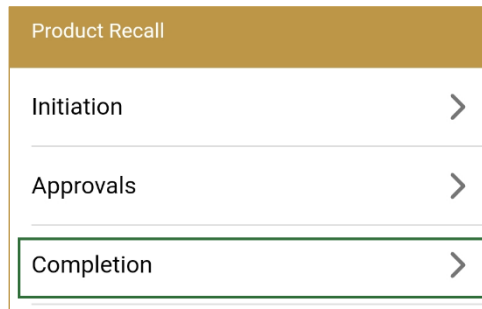


Figure 69 Mobile navigation menu – Product Recall Completion

#### 4.3.2.1 Approval selection

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

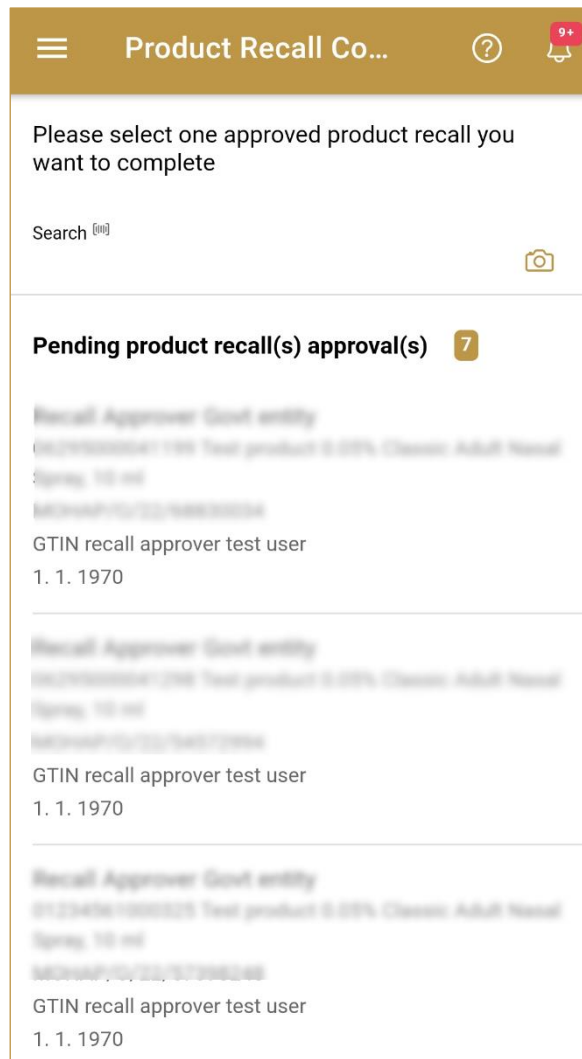


Figure 70 Product Recall Completion – Approval selection

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

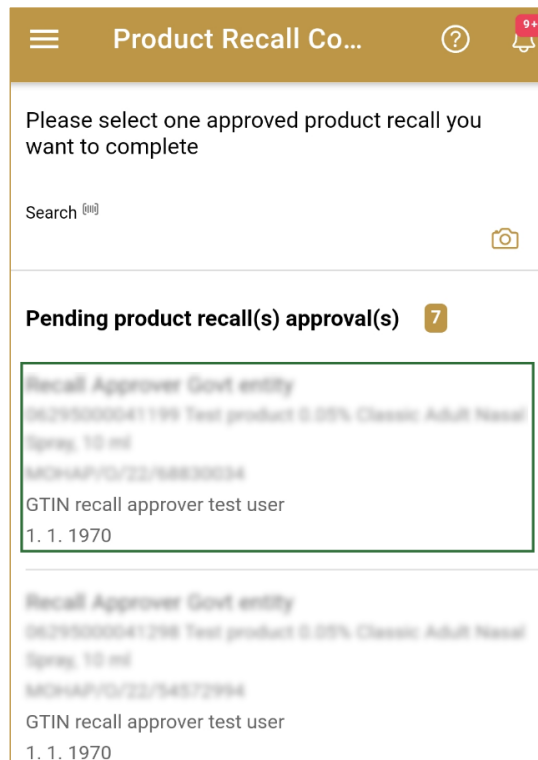



Figure 71 Product Recall Completion – Approval selection

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



Figure 72 Product 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.

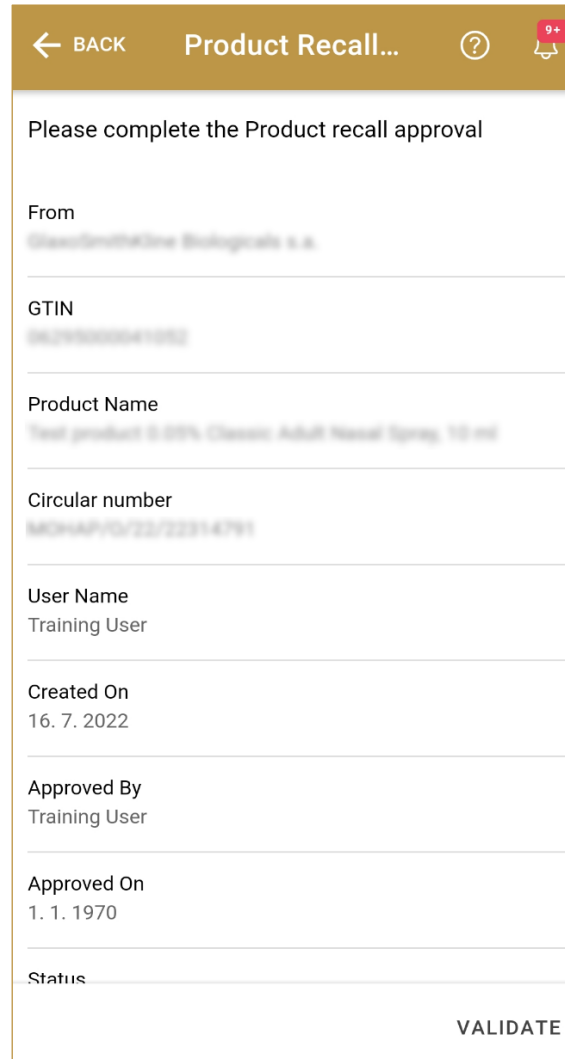
On the left side above the table, a search result is displayed which shows the number of all items listed in a table.

**Pending product recall(s) approval(s) 7**

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 product you will see on which GLN location they are located.



Please complete the Product recall approval	
From	Glasgow/Scottish Biologics s.a.
GTIN	06270000041002
Product Name	Test product 0.05% Chlorine Adult Nasal Spray, 10 ml
Circular number	MCHAP/12/22/22214791
User Name	Training User
Created On	16. 7. 2022
Approved By	Training User
Approved On	1. 1. 1970
Status	
<b>VALIDATE</b>	

Figure 74 Product Recall Completion – Validation

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

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



**REMAINING PACKED ITEMS OVERVIEW**

If you press Remaining packed items overview, a new page opens with a detailed list of all packed serial numbers for the selected product (GTIN) 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.

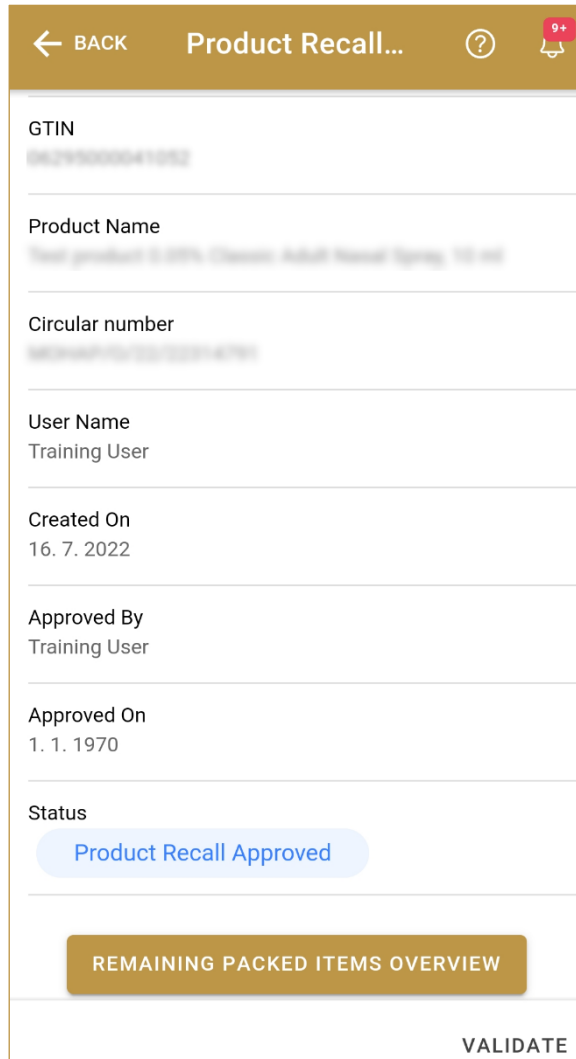


Figure 75 Product Recall Completion – Packed items

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

In this pop-up window, the list of all serial numbers of the product (GTIN) on the selected GLN location is listed.

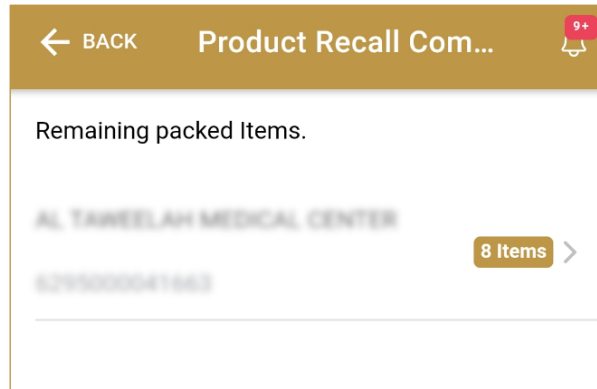


Figure 76 Product Recall Completion – List of still packed SGTIN

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.

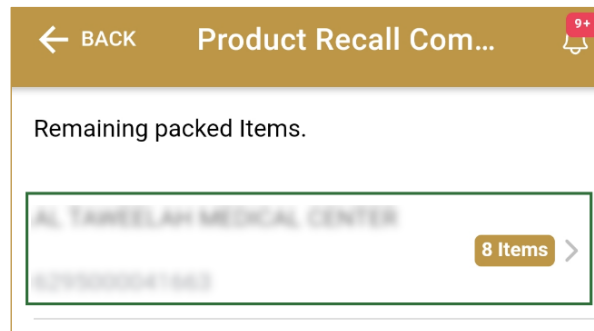


Figure 77 Product Recall Completion – List of still packed GTIN

ASPEN PHARMA TRADING L...		CLOSE
GTIN	06715131022174	
Serial Number	8139801	
GTIN	06715131022174	
Serial Number	8139802	
GTIN	06715131022174	
Serial Number	8139803	
GTIN	06715131022174	
Serial Number	8139804	
GTIN	06715131022174	
Serial Number	8150805	

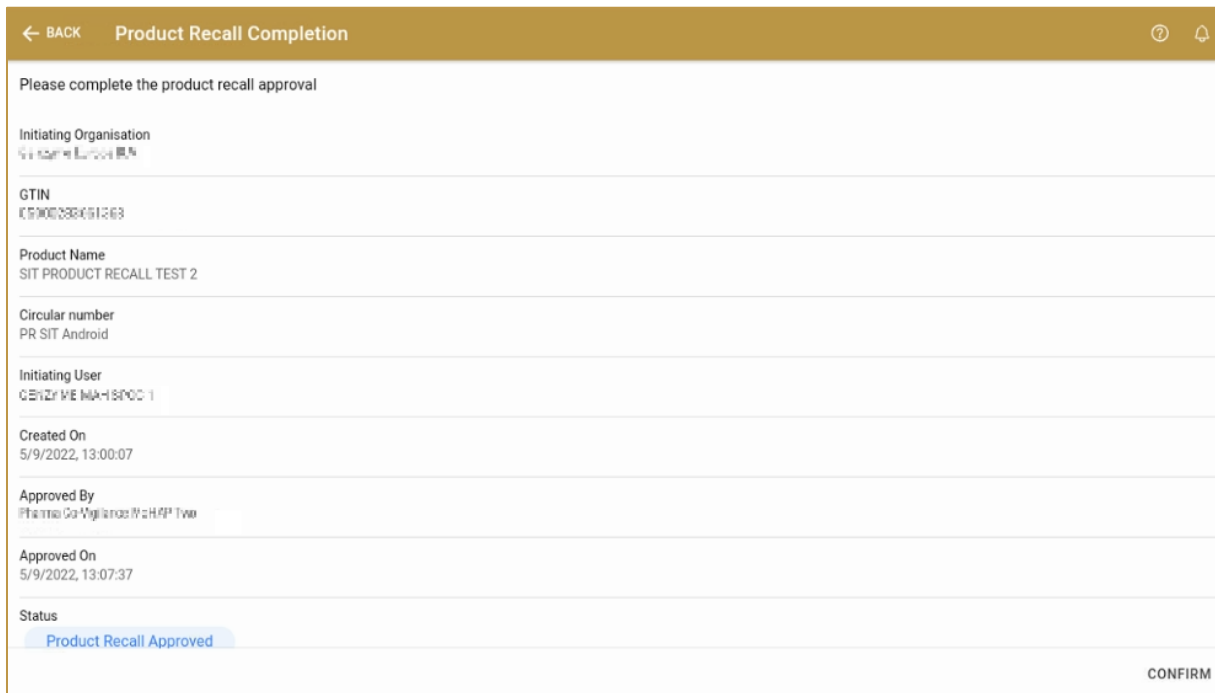
Figure 78 Product Recall Completion – List of still packed Serial numbers

To return to the previous page press Close



#### 4.3.2.3 Completion confirmation

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



← BACK Product Recall Completion

Please complete the product recall approval

Initiating Organisation  
[Redacted]

GTIN  
[Redacted]

Product Name  
SIT PRODUCT RECALL TEST 2

Circular number  
PR SIT Android

Initiating User  
[Redacted]

Created On  
5/9/2022, 13:00:07

Approved By  
[Redacted]

Approved On  
5/9/2022, 13:07:37

Status  
Product Recall Approved

CONFIRM

Figure 79 Product Recall Completion – Confirmation

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

If approval was selected, an email notification is sent to all supply chain entities possessing any items of the related product.

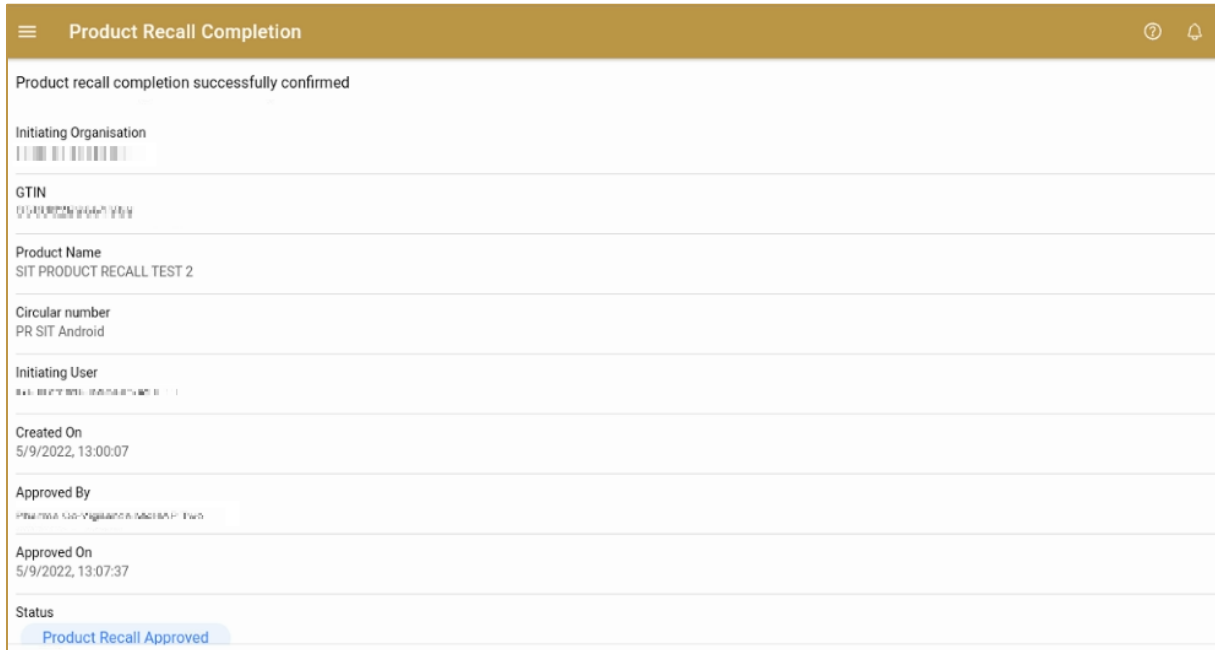
To return to the previous page press Back 

#### 4.3.2.4 Product Recall completion

You have successfully completed the product recall initiation.

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

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

A screenshot of a mobile application interface titled "Product Recall Completion". The screen displays a confirmation message: "Product recall completion successfully confirmed". Below this, several fields are listed with their respective values: "Initiating Organisation" (with a barcode), "GTIN" (with a barcode), "Product Name" (SIT PRODUCT RECALL TEST 2), "Circular number" (PR SIT Android), "Initiating User" (with a barcode), "Created On" (5/9/2022, 13:00:07), "Approved By" (with a barcode), "Approved On" (5/9/2022, 13:07:37), and "Status" (Product Recall Approved).

Field	Value
Product recall completion successfully confirmed	Product recall completion successfully confirmed
Initiating Organisation	[Barcode]
GTIN	[Barcode]
Product Name	SIT PRODUCT RECALL TEST 2
Circular number	PR SIT Android
Initiating User	[Barcode]
Created On	5/9/2022, 13:00:07
Approved By	[Barcode]
Approved On	5/9/2022, 13:07:37
Status	Product Recall Approved

Figure 80 Product Recall Completion – Completed

## 5. HOW – TO Product Recall

### 5.1 HOW – TO Product Recall Initiation

#### 5.1.1 How do I

In the navigation menu select Product Recall → Initiation.

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

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

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

In the navigation menu select Product Recall → Initiation.

On the first page select Historical View [4.1.1.4].

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

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

### 5.2 HOW – TO Product Recall Approval

#### 5.2.1 How do I create product recall approval?

In the navigation menu select Product Recall → Approvals

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

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

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

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

In the navigation menu select Product Recall → Approvals.

On the first page select Historical View [4.2.2.5].

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

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

## 5.3 HOW – TO Product Recall Completion

### 5.3.1 How do I create product recall completion?

In the navigation menu select Product Recall → Completion

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

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

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

## 6. FAQ – Product Recall

### 6.1 I made Product Recall Initiation for a wrong Product. How can I cancel the Product Recall Initiation?

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

### 6.2 I made Product Recall Approval for a wrong product. How can I cancel the Product Recall Approval?

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

### 6.3 I made approval for Product Recall but I should do a rejection. How can I cancel the Product Recall Approval?

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

### 6.4 Can I make Product Recall Initiation more than once for one product?

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

### 6.5 I made a rejection for Product Recall but I should do a approval. How can I cancel the Product Recall Rejection?



You can not cancel the rejection. In such case the initiator of the product recall must initiate the product recall again.

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

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

## **6.7 I want to perform recall completion step but the products are packed in a hierarchy at different locations, in the supply chain**

When performing the completion step, it will fail if there are packed products within the supply chain. These items, as well as the location where they are located, can be displayed (as described in section 4.3.2.2.1). The presence of items still packed at a location may be an indicator that the recall procedure hasn't been performed completely. In this case, please follow the recall procedure to notify the location.

## **6.8 Can I reinstate a recalled product?**

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

## 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 ( <a href="https://www.gs1.org/">https://www.gs1.org/</a> and <a href="https://www.gs1ae.org/">https://www.gs1ae.org/</a> ) 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 Product Recall

**Document ID:**

Tatmeen\_TRM-0097\_Training  
Manual for Product  
Recall\_v1.0