

# **Training Manual for Message Log**

## **Document ID:**

Tatmeen\_TRM-0097\_Training Manual for Message Log\_v1.0

Version: 1.0



# 1. Document Control

## **1.1 Version History**

Version	Date	Description of Change	Author / Company
1.0	31-Oct-2022	The initial version of the document.	Evoteq

Table 1 Version History Pre-Approvals



# **Table of Contents**

1.	DOC	CUN	MENT CONTROL	2
1.	.1	Ve	ersion History	2
1.	.2	Re	eference Documents Error! Bookmark not def	ined.
TAE	BLE (	OF	CONTENTS	3
2.	PUR	RPO	OSE	4
3.			DUCTION	
			RIAL OTHER	
4.	.1	Otl	ther – Message Log	4
	4.1.1	1	Other – Message Log - Portal	4
	4.1.2	2	Other – Message Log - Mobile	10
5.	нои	N –	- TO OTHER	17
5.			OW – TO Message Log	
	5.1.1	1	How do I search for a message?	17
	5.1.1	1	How do I search for a message for a specific Activity?	17
	5.1.2	2	How do I search for a message in the status Error/Success?	17
	5.1.3	3	How do I search for messages from a specific period?	17
	5.1.4	4	How do I check message details?	17
6.	FAQ	) – (	OTHER	18
6.			o I see only my messages and events or also from the others?	
6. a:			an I see the messages of the operations performed on all the GLN d to, or only the current one selected in Settings?	
6.	.3	Ca	an I see the details of the objects/products in the message log?	18
7.	GLC	)SS	SARY	19



## 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 Other

## 4.1 Other – Message Log

This functionality will show the users details about the operations performed by them within Tatmeen.

Successful processing of events such as product transfer documents and product status updates will be shown immediately.

The outcome of other events such as EPCIS uploads will be available once their processing has been completed.

To access the Message Log select Message Log in the navigation menu in the Portal or Mobile to access the message log.

	Message Log			
Figure 1 Po	ortal Message	Log navię	gation r	nenu
Message Log			>	

Figure 2 Mobile Message Log navigation menu

## 4.1.1 Other – Message Log - Portal

To see and explore more about the message log, in the navigation menu select Message Log.







Figure 3 Portal navigation menu – Message Log

On the Message Log page next options are available:

- Message log display
- Display of message/event details

#### 4.1.1.1 Message Log Display

When the page opens, you can see events and messages relevant to Tatmeen according to the filter settings in use.

lessag	ge Log			(
ere yo	ou are able to display the message log and filter by timeframe and	d message.		
eriod		User Status 🤅		
Toda	y One Week Two Weeks 🗖 Select	V My User V All	Success Error Search	
	GUID *	Date/Time 🗸	Activity *	Status 🕈
>	cda14771f347404fa6ddb82d6e374587	14/04/2022 - 15:13:25	Unpacked	Success
>	775d36d72dfe48bba5a3d9a5faca52f8	14/04/2022 - 14:45:33	Shipping Returned	Success
>	0b106a67863149df92ca82f3e7a13b41	14/04/2022 - 14:45:17	Unpacked	Success
>	a46e9c6cbead4d2fa84eb81d118e4d93	14/04/2022 - 14:31:50	Shipping Returned	Success
>	54944c1e3bc24d13b03ab10604151c80	14/04/2022 - 14:31:19	Unpacked	Success
>	490585fe3ecb4eec93926f5a183300da	14/04/2022 - 13:39:37	Received	Success
>	dab4052fa2a340d9bcd82f6f598fee04	14/04/2022 - 13:37:34	Shipped	Success
>	18c269f1b99541b9954edbf5a77a0bcd	14/04/2022 - 12:12:42	Shipping Returned	Success
>	e2c7611d9456434aaa61ce716ee2e467	14/04/2022 - 12:11:12	Unpacked	Success
>	c879be5fa45140cf9b57ebc3cc6d8872	14/04/2022 - 11:54:02	Shipping Returned	Success
>	f3d4617630b04f02b3e0af85cc6662f3	14/04/2022 - 11:53:43	Unpacked	Success

Figure 4 Message Log - Display

The window will display a list of the messages showing the following fields for each:

- **GUID:** Globally Unique Identifier, this is a unique alphanumeric string that identifies the operation within Tatmeen.
- **Date/Time:** The date and time at which the operation was performed. The time shown is based on time zone defined in your computer settings.
- Activity: This is the type of operation performed, like Shipped or Received.



• **Status:** The result of the operation, Success or Error. In case of an erroneous operation, more information might be available when checking its details (see section 4.1.1.2 for further details on this).

#### 4.1.1.1.1 Message Log filter options

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

If you need to search for a specific message, start by entering desired string and the results will be automatically filtered.

Search ?			
Search			

Figure 5 Message Log - Search

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

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.

#### Activity \*

Figure 6 Sort

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



Figure 7 Message Log – Time frame

Filters:

**Today** – all messages and events processed on the last day are displayed

One week – all messages and events from the last week are displayed

**Two weeks** – all messages and events from the last two weeks are displayed

**Calendar** – all messages for the selected period are displayed



For a longer period select calendar.

Use arrows and a drop-down menu	•		М	arch	~	2022	$\sim$	•	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, messages and events are displayed automatically.

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



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



Figure 9 Message Log – Status

Filters:

- All all events and messages are displayed
- Success only successfully processed messages by Tatmeen are displayed
- Error only messages and events in status error are displayed



To search messages from a specific user, select one from the User dropdown menu.

My User	~

Figure 10 Message Log – User

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

IX ← → → Page 7 of 23 Go to page: 1 Show 10 ✓
---

Figure 11 Product – Navigation line

By default, there are always 10 records displayed on one page of the table. You can

change this by selecting one of the options from the dropdown menu

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

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

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

#### 4.1.1.2 Message Log Details

For more details about each message/event, you can find out by pressing the button

at the beginning of each row.



lessage Log					C
lessage Log					
lere you are able t	to display the message log and filter by timeframe an	d message.			
eriod 🕜	Activity ?	User	Status 🕐	Search 🕐	
Today One We	eek Two Weeks 🗋 Select	∨ My User 🖌	All Success I	Search	
GUID *		Date/Time 🗸		Activity *	Status 🕈
> dab4052fa	2a340d9bcd82f6f598fee04	14/04/2022 - 1	3:37:34	Shipped	Success
✓ c879be5fa	45140cf9b57ebc3cc6d8872	14/04/2022 - 1	1:54:02	Shipping Returned	Success
Туре	Message Text				
Success	Message (0022480DC0B91EECAEFB19F3	72A9D6F3) processing started.			
Success	Object Event successfully processed				
Success	Event on 14.04.2022 09:54:01 successful	ly booked. (1)			
> 18c269f1b	99541b9954edbf5a77a0bcd	14/04/2022 - 1	2:12:42	Shipping Returned	Success
> a46e9c6cb	ead4d2fa84eb81d118e4d93	14/04/2022 - 1	4:31:50	Shipping Returned	Success
> 775d36d72	2dfe48bba5a3d9a5faca52f8	14/04/2022 - 1	4:45:33	Shipping Returned	Success
	Page 1 of 0 Go to page: 1	Show 10 V			

Figure 12 Message Log – Details

To hide details about the message/event press the button  $\checkmark$  in the row above details.

ere you are able to		ilter by timeframe and message. tivity (?)	User	Status	<u>م</u>	Search ?	
Today One We		elect			Success Error	Search	
GUID *			Date/	lime 🗸	Activit	ty *	Status <sup>▲</sup>
> dab4052fa2	2a340d9bcd82f6f598fee04		14/04/	2022 - 13:37:34	Shippe	ed	Success
✓ c879be5fa4	45140cf9b57ebc3cc6d8872		14/04/	2022 - 11:54:02	Shippi	ng Returned	Success
Туре	Message Text						
Success	Message (0022480DC	OB91EECAEFB19F372A9D6F3	) processing started	d.			
Success	Object Event successf	ully processed					
Success	Event on 14.04.2022 (	09:54:01 successfully booked.	(1)				
> 18c269f1b9	99541b9954edbf5a77a0bcd		14/04/	2022 - 12:12:42	Shippi	ng Returned	Success
> a46e9c6cbe	ead4d2fa84eb81d118e4d93		14/04/	2022 - 14:31:50	Shippi	ng Returned	Success
> 775d36d72	dfe48bba5a3d9a5faca52f8		14/04/	2022 - 14:45:33	Shippi	ng Returned	Success





## 4.1.2 Other – Message Log - Mobile

To see and explore more about the message log, in the navigation menu select Message Log.

Message Log
-------------

Figure 14 Mobile navigation menu – Message Log

On the Message Log page next options are available:

- Message log display
- Display of message/event details

#### 4.1.2.1 Message Log Display

When the page is opened, events and messages relevant to Tatmeen are displayed according to the filter settings in use.



	y timeframe a	inu messag		log and	L
Т	ODAY -	ALL 👻			
Sort			Dat	e DESC	-
Q	Search				
VERIFY 118310 Verifica	0022480D5980 6 tion - Success	1EDD80A4C	32F65A0216	5420220	71
VERIFY 118310 Verifica	0022480D5980 6	1EDD80A4C	32F65A021(	5420220	71
118310 Verifica 7/11/20 5bca2a Product	0022480D5980 6 tion - Success	289bec10536		5420220	71
VERIFY 118310 Verifica 7/11/20 5bca2a Product 7/11/20	0022480D5980 6 tion - Success 022 - 16:31:06 9e2a8442498c t Recall Approv 022 - 15:54:25 0022480D5980	289bec1053e ed - Success	2552		

Figure 15 Message Log - Display

#### Events are displayed on the mobile application screen as:

Unique identification number of the event 0022480d-c0b9-1eec-9fa4-252777fb4cc4 Type of the event - Status of the event BLOCKED - Success Time of the event 24. 1. 2022 - 15:23:12

Figure 16 Message Log – Display data

#### 4.1.2.1.1 Message Log filter options

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



If you need to search for a specific message, start by entering desired string and the results will be automatically filtered.

Q	Search	

Figure 17 Message Log - Search

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

If you search for a message for a specific time frame then press the first button with

the current period selected and use one of the options:

Today – all messages and events processed on the last day are displayed

One week - all messages and events from the last week are displayed

Two weeks – all messages and events from the last two weeks are displayed

Calendar – all messages for the selected period are displayed

**Cancel** – close the pop-up window



≡ Message Log	? 🗜		
Here you are able to display the message log and filter by timeframe and message.			
TODAY - ALL -			
Sort	Activity ASC 👻		
Q Search			
Message Log 549b8ba2164f48cab228203c32bfbd Blocked - Success 7/11/2022 - 15:40:20	a2		
Today			
One Week			
Two Week			
Custom			
Cancel			

Figure 18 Message Log - Time frame

If you are interested in a specific message status then press the second button with

and use one of the options: the current period selected

All – all events and messages are displayed

Success - only successfully processed messages by Tatmeen are displayed

Error – only messages and events in status error are displayed

Cancel - close the pop-up window



≡ Message Log	?		
Here you are able to display the message log and filter by timeframe and message.			
TODAY - ALL -			
Sort	Activity ASC 👻		
<b>Q</b> Search			
Message Log 549b8ba2164f48cab228203c32bfbda2 Blocked - Success 7/11/2022 - 15:40:20 3c05e74146a749388968e568b6d8772 Commissioned - Success			
7/11/2022 - 09:11:10			
All			
Success			
Error			
Cancel			

Figure 19 Message Log – Status

#### 4.1.2.2 Message Log Details

For more details about each message/event, you can find out by pressing on the message data. The new page opens with more details about the event.



Document ID: Tatmeen\_TRM-0097\_Training Manual for Message Log\_v1.0

≡ Message Log	0	<mark>۹+</mark> ليك
Here you are able to display the messag filter by timeframe and message.	ie log ai	nd
TODAY - ALL -		
Sort Da	ate DES	С 🕶
Q Search		
Message Log		
VERIFY0022480D59801EDD80A4C32F65A02 1183106 Verification - Success 7/11/2022 - 16:31:06	1642022	2071
5bca2a9e2a8442498c289bec1053e552 Product Recall Approved - Success 7/11/2022 - 15:54:25		
VERIFY0022480D59801EDD80A3EA939CDD4 1174240 Verification - Success 7/11/2022 - 15:42:40	4162202	2071
549b8ba2164f48cab228203c32bfbda2 Blocked - Success 7/11/2022 - 15:40:20		

Figure 20 Message Log – Message data



Figure 21 Message Log – Details



To return from the detail page to the previous page, press Back





# 5. HOW – TO Other

## 5.1 HOW – TO Message Log

## 5.1.1 How do I search for a message?

In the navigation menu select Message Log.

A new page opens with messages for the default filter [4.1.1.1].

### 5.1.1 How do I search for a message for a specific Activity?

In the navigation menu select Message Log.

A new page opens with messages for the default filter [4.1.1.1].

In a Search filter start typing an activity name [4.1.1.1.1].

### 5.1.2 How do I search for a message in the status Error/Success?

In the navigation menu select Message Log.

A new page opens with messages for the default filter [4.1.1.1].

Select the appropriate status (All, Success, Error) from the status filters [4.1.1.1.1].

## 5.1.3 How do I search for messages from a specific period?

In the navigation menu select Message Log.

A new page opens with messages for the default filter [4.1.1.1].

Select the appropriate time frame (Today, One week, Two weeks, calendar for custom period) from the time frame filters [4.1.1.1.1].

## 5.1.4 How do I check message details?

In the navigation menu select Message Log.

A new page opens with messages for the default filter [4.1.1.1].

Press the button at the beginning of a row for more details [4.1.1.2].



# 6. FAQ – Other

# 6.1 Do I see only my messages and events or also from the others?

This will depend of the type of user. A business user, will be able to see the message log for the activites that he/she has performed.

However, a SPOC user will be able to see the operations performed by all the users assigned to its organization.

## 6.2 Can I see the messages of the operations performed on all the GLNs I'm assigned to, or only the current one selected in Settings?

The messages in the log are the ones performed by the user (or by all the users belonging to the same organization, in the case of the SPOC), regardless of the current GLN selected in settings.

# 6.3 Can I see the details of the objects/products in the message log?

The message log will display the details of the operation performed, but not the details of the items involved on it.



# 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.
Business User	Business User	A business user is a user that operates the Tatmeen solution by accessing it using the Mobile and/or Portal.
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	The identifier for trade items developed by GS1. Such identifiers are used to look up product information in the database (often inputting the number through a bar code scanner), which may belong to a retailer, manufacturer, collector, researcher, or other entity.
KG	Kilogram	Kilogram
МАН	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
SPOC	Single Point of Contact	A SPOC, or SPOC user, is a special type of business user that is the point of contact of its organization for Tatmeen. Is able, among other things, to create more users belonging to its organization.
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 Message Log**

© EVOTEQ | Confidential