

Training Manual for Message Log

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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

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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 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.



Figure 1 Portal Message Log navigation menu

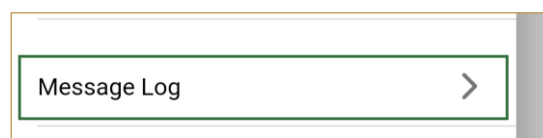


Figure 2 Mobile Message Log navigation menu

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.

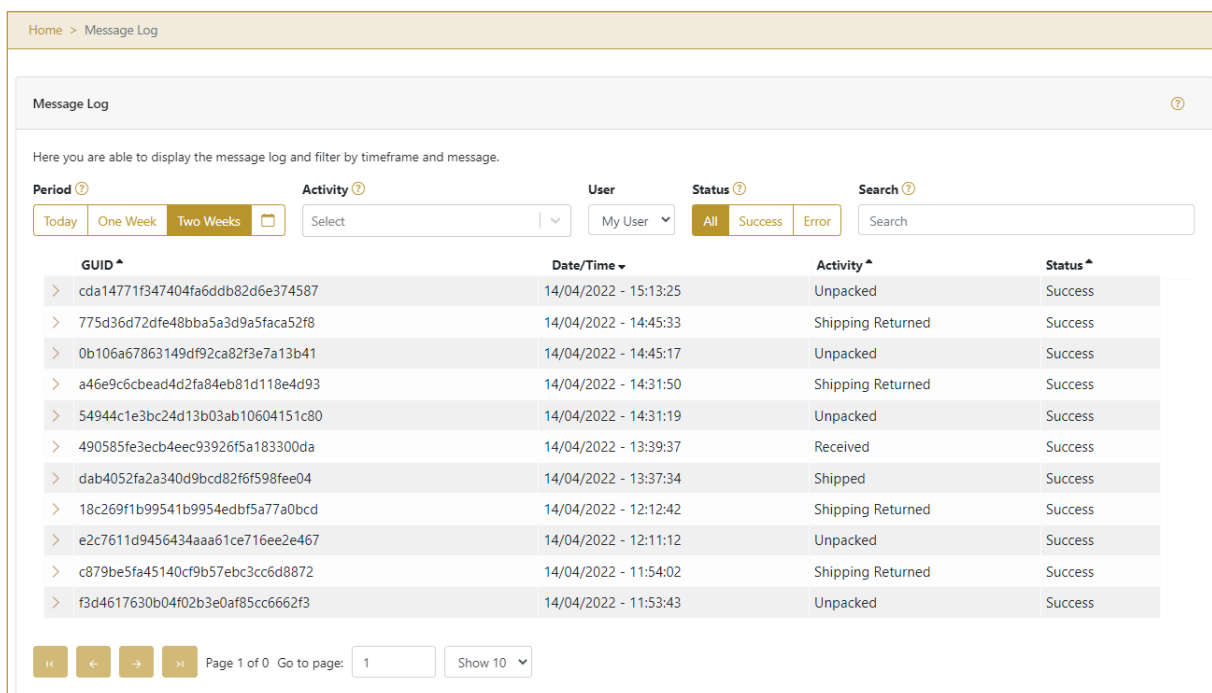


Figure 4 Message Log - Display

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.


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


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

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  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, messages and events are displayed automatically.

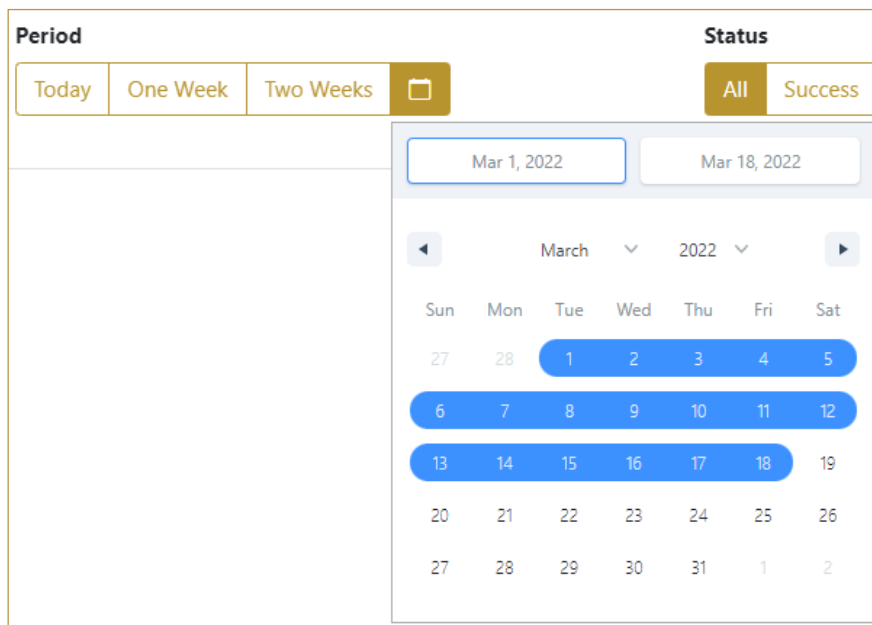


Figure 8 Message Log – Calendar

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.

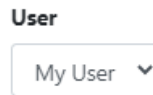


Figure 10 Message Log – User

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

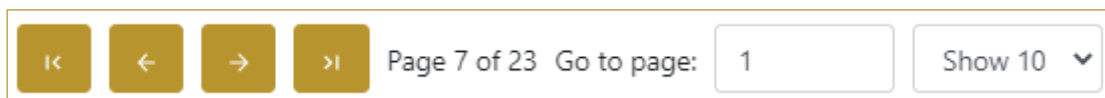







Figure 11 Product – Navigation line


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 

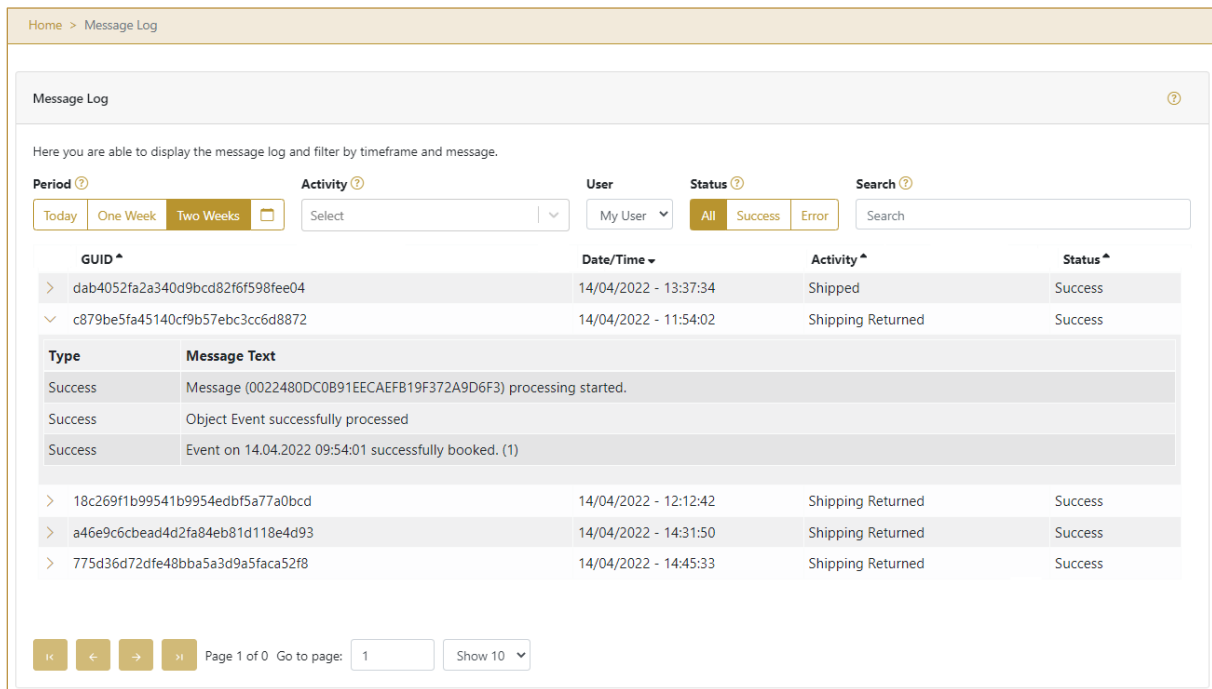
When you have more data in the table, with buttons you navigate:

- 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 23}. You can navigate to a different page by entering the number of the page ^{Go to page:} .

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.



Home > Message Log

Message Log

Here you are able to display the message log and filter by timeframe and message.

Period: Today | One Week | Two Weeks |
 Activity: Select
 User: My User
 Status: All | Success | Error
 Search: Search


GUID ^	Date/Time ^	Activity ^	Status ^
> dab4052fa2a340d9bcd82f6f598fee04	14/04/2022 - 13:37:34	Shipped	Success
▼ c879be5fa45140cf9b57ebc3cc6d8872	14/04/2022 - 11:54:02	Shipping Returned	Success

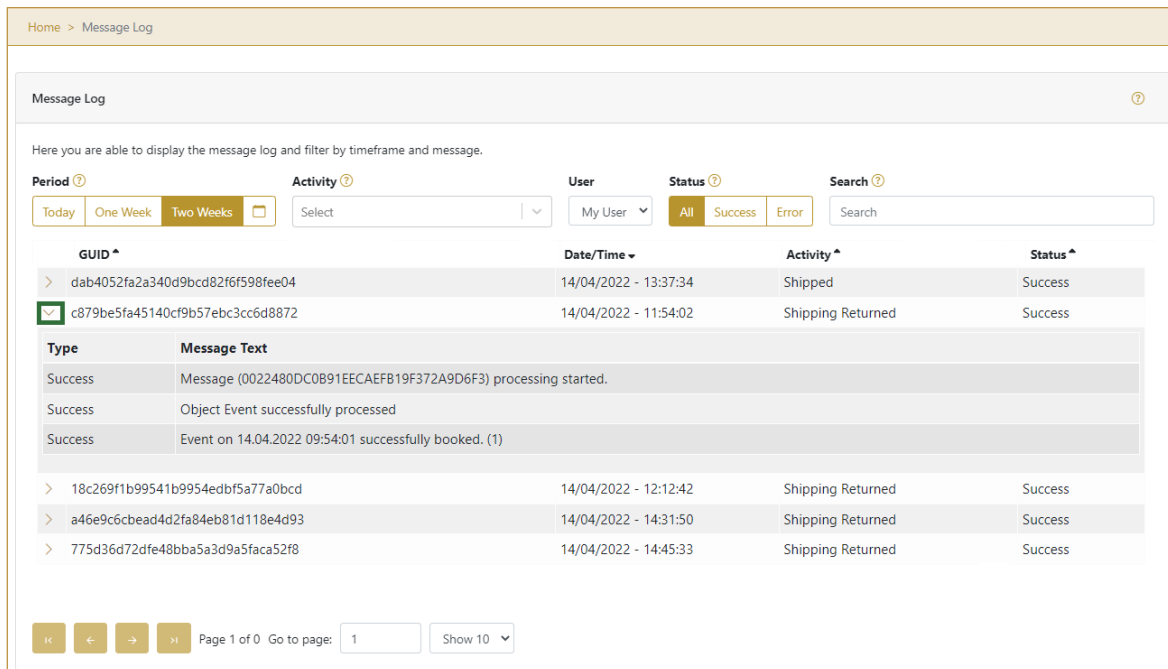
Type	Message Text
Success	Message (0022480DC0B91EECAEFB19F372A9D6F3) processing started.
Success	Object Event successfully processed
Success	Event on 14.04.2022 09:54:01 successfully booked. (1)

> 18c269f1b99541b9954edbf5a77a0bcd | 14/04/2022 - 12:12:42 | Shipping Returned | Success
 > a46e9c6cbead4d2fa84eb81d118e4d93 | 14/04/2022 - 14:31:50 | Shipping Returned | Success
 > 775d36d72dfe48bba5a3d9a5faca52f8 | 14/04/2022 - 14:45:33 | Shipping Returned | Success

Page 1 of 0 Go to page: 1 Show 10

Figure 12 Message Log – Details

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



Home > Message Log

Message Log

Here you are able to display the message log and filter by timeframe and message.

Period: Today | One Week | Two Weeks |
 Activity: Select
 User: My User
 Status: All | Success | Error
 Search: Search

GUID ^	Date/Time ^	Activity ^	Status ^
> dab4052fa2a340d9bcd82f6f598fee04	14/04/2022 - 13:37:34	Shipped	Success
▼ c879be5fa45140cf9b57ebc3cc6d8872	14/04/2022 - 11:54:02	Shipping Returned	Success

> 18c269f1b99541b9954edbf5a77a0bcd | 14/04/2022 - 12:12:42 | Shipping Returned | Success
 > a46e9c6cbead4d2fa84eb81d118e4d93 | 14/04/2022 - 14:31:50 | Shipping Returned | Success
 > 775d36d72dfe48bba5a3d9a5faca52f8 | 14/04/2022 - 14:45:33 | Shipping Returned | Success

Page 1 of 0 Go to page: 1 Show 10

Figure 13 Message Log – hide Details

4.1.2 Other – Message Log - Mobile

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

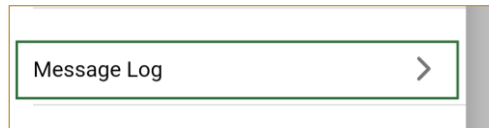


Figure 14 Mobile navigation menu – Message Log

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.

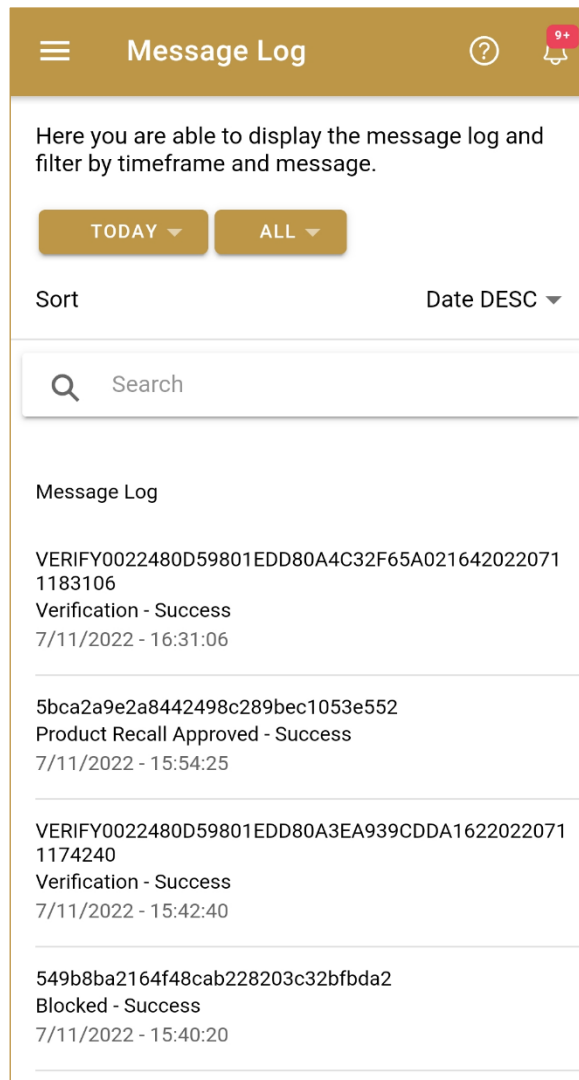


Figure 15 Message Log - Display

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.



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

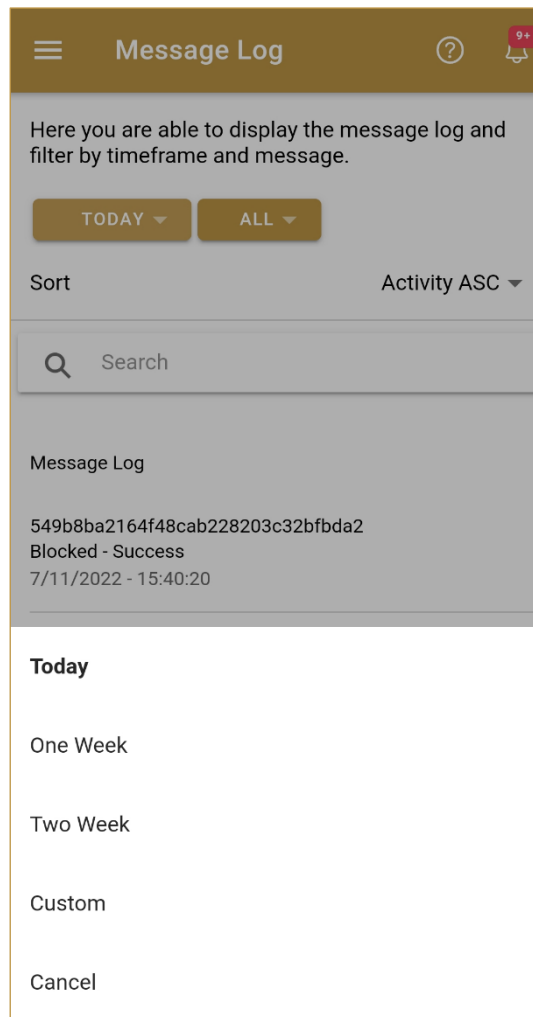


Figure 18 Message Log – Time frame

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

the current period selected  and use one of the options:

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

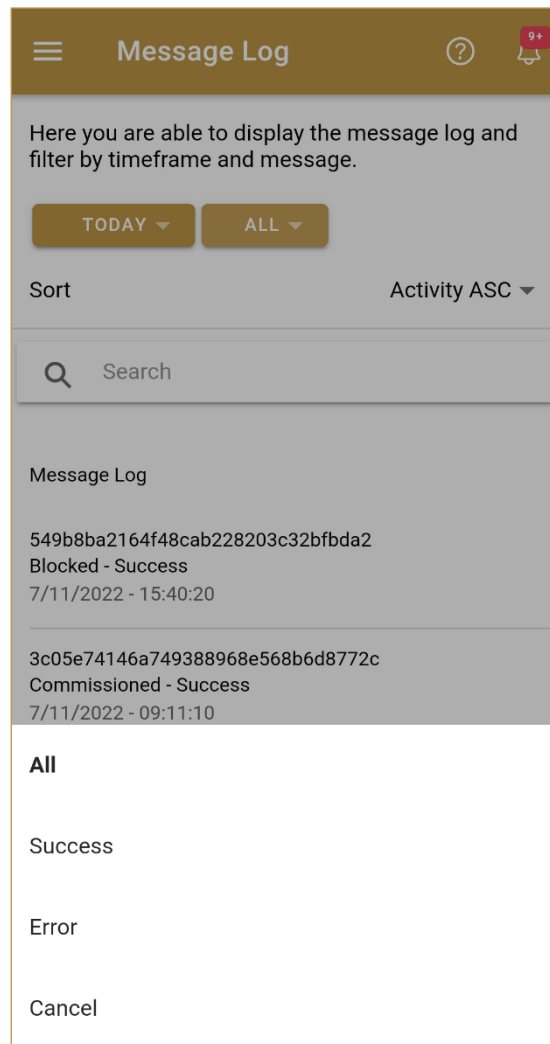


Figure 19 Message Log – Status

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.

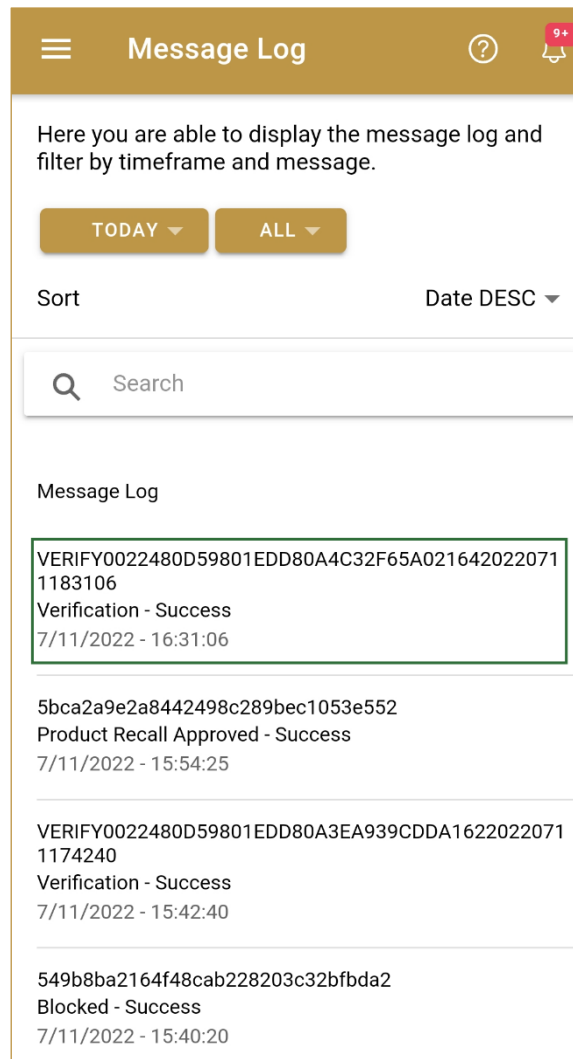


Figure 20 Message Log – Message data

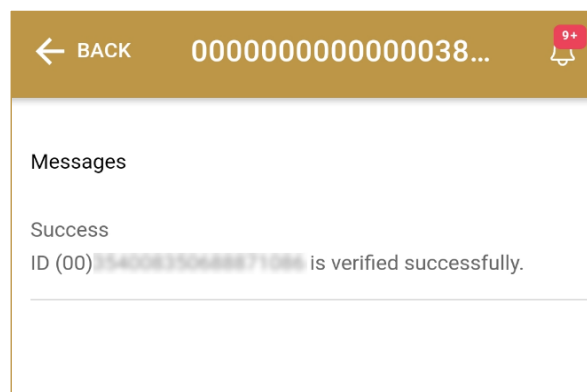


Figure 21 Message Log – Details

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 activities 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 (https://www.gs1.org/ and https://www.gs1ae.org/) is a global organization dedicated to the design and implementation of global standards and solutions to improve the efficiency and visibility of supply and demand chains globally and across sectors. The GS1 system of standards is the most widely used supply chain standards system in the world.
GTIN	Global Trade Item Number	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
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
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