

Traceability and Verification System (TRVST)

Day 1

Training Curriculum for On-Boarding Partners

Master Slide Deck June 2025

Version 2.2



Traceability & Verification System
for Health Products



Introductions

Your trainers today are . . .



Grant Courtney

Traceability Lead (Independent Consultant) - UNICEF Supply Division



Christopher Entwistle

Senior Consultant - Solidsoft Reply



TRVST is built and fully managed by Solidsoft Reply. Solidsoft Reply is a global award-winning Microsoft Gold certified partner with over 20 years' experience in developing custom business applications and integration solutions.



Training overview

This training is designed for 4 specific roles



SPOC – Single Point of Contact (Admin role)

The SPOC is the person accountable for TRVST within an organisation. They are the key contact person for TRVST in that organisation and have system administration rights which means they can give access to other users within that organisation.



Regulator (Monitor role)

This person has access to TRVST and is expected to use the system to monitor for falsified products and suspect activity. They will be working with the countries to investigate and alerts raised in the TRVST.



Track & Trace Operator role

This person has access to TRVST and is expected to use the Track & Trace Portal to add Product Master Data, Location Master Data and Recall a Batch.

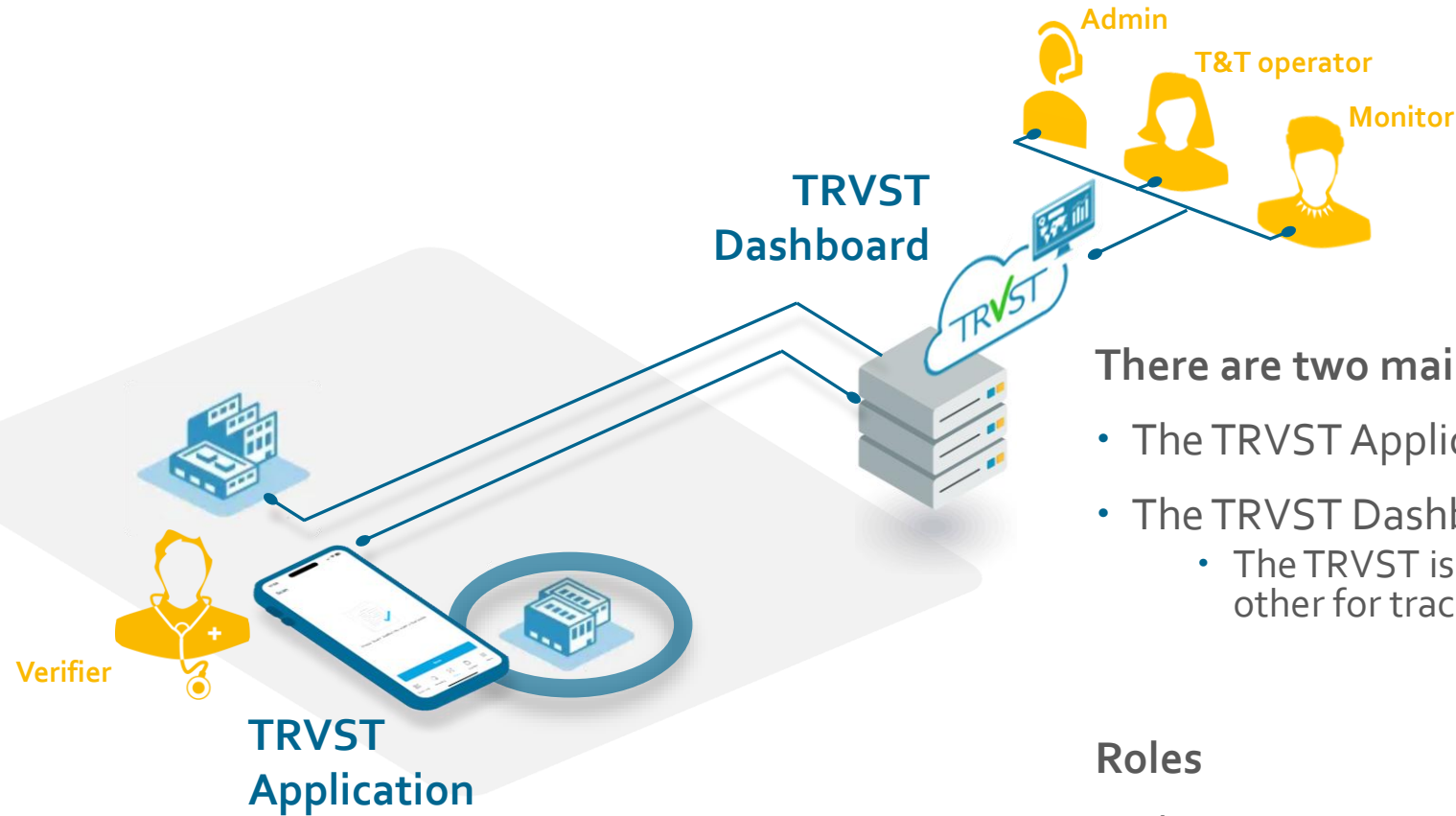


Verifier (Scanning role)

This is the person who will scan the physical packs. They typically work within the supply chain in a warehouse, distribution centre or health facility. They will scan the packs using either the mobile app or local system. They do not have direct access to TRVST.

It is possible for a person to have more than one role

Elements of the TRVST ecosystem



There are two main elements to TRVST

- The TRVST Application (App)
- The TRVST Dashboard
 - The TRVST is split into two area, one for verification and the other for traceability.

Roles

- The TRVST app is used by a role called the **Verifier**.
- The TRVST Dashboard is used by three roles, a **monitor**, **track & trace operator** and an **admin**.

Which role are you . . .

- If you have not already done so, please now identify which role you will play when TRVST goes live.
- Don't forget you may be more than one.



SPOC – Single Point of Contact



Regulator / Authority

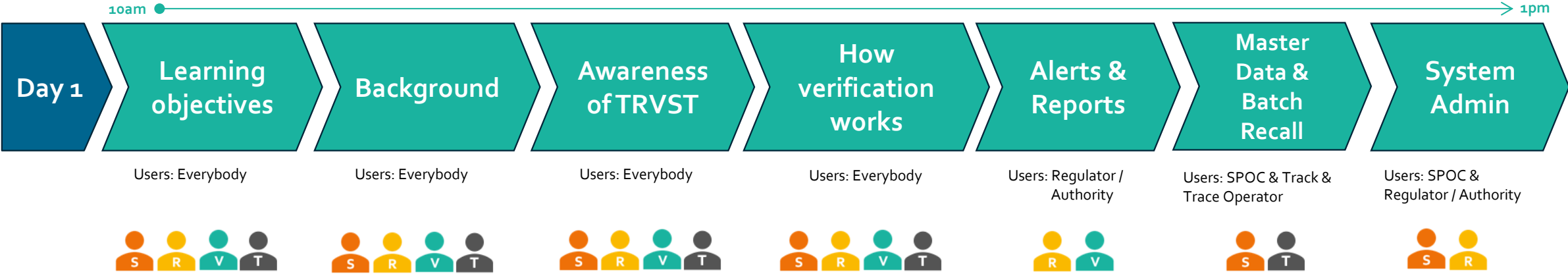


Track & Trace Operator



Verifier

Training overview



Learning objectives



All participants



- Gain an understanding of what TRVST is and why it is need
- See what is being done in Botswana to adopt GS1 standards and traceability
- Understand what is product verification and how it works
- Identify where to find additional information and training

Verifier



- Learn how to carry out scanning using TRVST and what the verification responses mean
- Understand the TRVST scanning app and how to use it
- Carry out some live scanning to gain experience

Track & Trace Operator



- Learn how to Maintain Product and Location Master Data and carry out Batch Recall using TRVST Track & Trace Portal.

Learning objectives



SPOC – Single Point of Contact

- Gain an understanding of the TRVST dashboard and how to access it
- See how the verification maps help monitor the supply chain
- Understand what alerts look like in TRVST
- How to run reports from TRVST
- Learn how to gain access to TRVST and what the SPOC roles includes
- How to manage TRVST users (set them up, suspend, reinstate, delete)
- Find the help desk and support information
- Understand what to do if you cause a security / data breach



Regulator / Authority

- Gain an understanding of the TRVST dashboard and how to access it
- Learn how to get access to TRVST
- See how the verification maps help monitor the supply chain
- Understand what alerts look like in TRVST and what you should do about them
- How to run reports from TRVST
- Find the help desk and support information
- Understand what to do if you cause a security / data breach

Any questions





Agenda

Agenda

1. Overview and Introduction to & TRVST – Grant Courtney, UNICEF
2. Introduction To TRVST App & Overview of Verification – Grant Courtney, UNICEF
3. Introduction to Dashboard - Christopher Entwistle/Solidsoft
4. Introduction to Track & Trace Portal - Christopher Entwistle/Solidsoft
5. Dashboard SPOC User Onboarding & User Management - Christopher Entwistle/Solidsoft
6. Questions & AOB



Background

The Verification and Traceability Initiative was created to address the impact of falsified and diverted products

\$30.5 Bn

Falsified vaccines and medicines cost LMICs \$30.5 billion per year.

10.5%

Falsified products accounted for 10.5% of medicines sampled in the supply chain in these countries.

169,000

Estimated 72K –169K deaths caused by substandard and falsified antibiotics in children under 5 suffering from pneumonia*

116,000

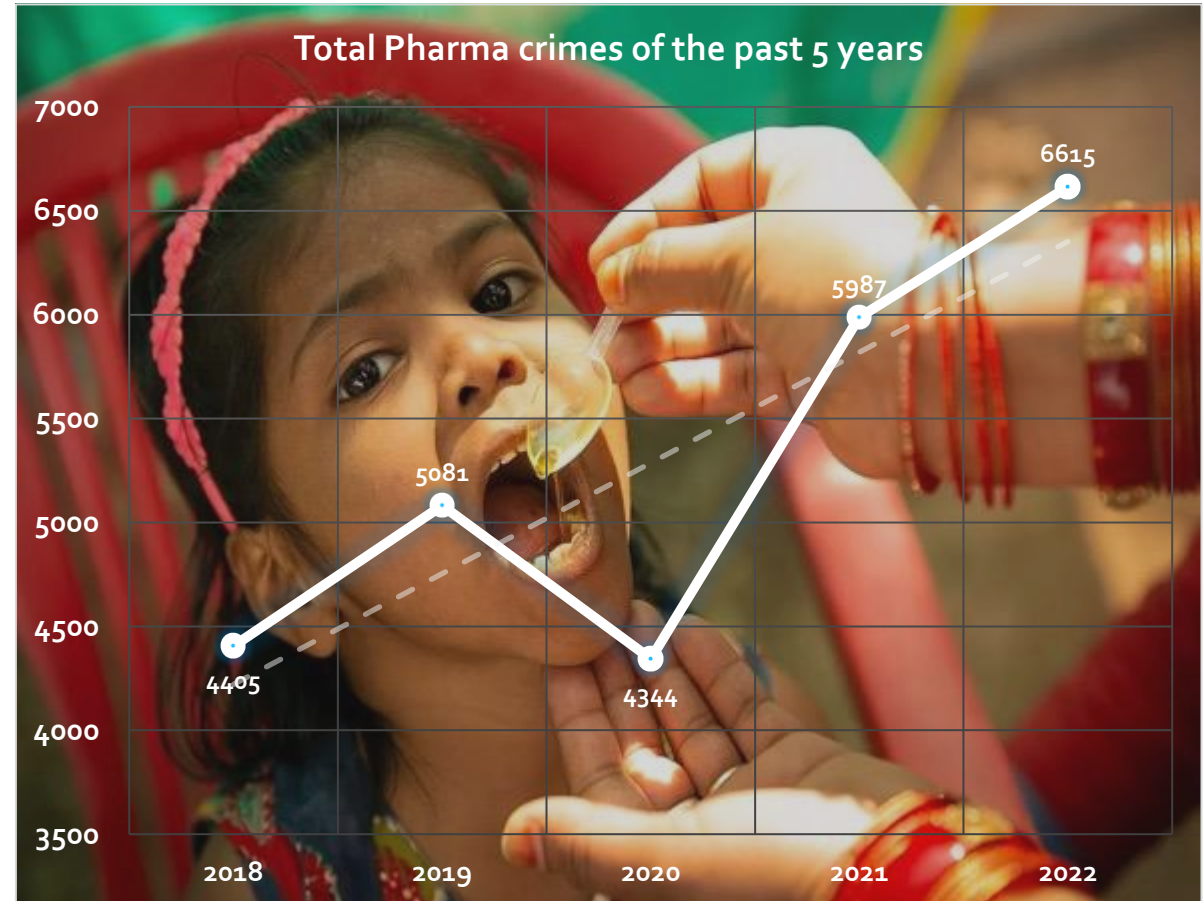
Estimated 31K – 116K deaths caused by substandard and falsified antimalarials in sub-Saharan Africa*

Sources:

The WHO Member State Mechanism on Substandard and Falsified Medical Products Update 2022

* Public health and socioeconomic impact study 2017 <https://apps.who.int/iris/handle/10665/331690>

* University of Edinburgh



The Verification and Traceability Initiative's (VTI) goal is to support countries in their verification and traceability journey

VTI Steering Team



Rationale for the VTI



Collaborate

Engage stakeholders to promote **knowledge sharing** and advocate for Verification and Traceability.



Educate

Distribute **tools, frameworks and guidelines** to accelerate adoption and enhance tangible outcomes.



Enable

Connect members to actionable tools and strategies to support **the execution of their roadmaps**.

TRVST is one of the VTI assets – UNICEF is the legal entity behind TRVST

Why we built TRVST as one of the VTI assets

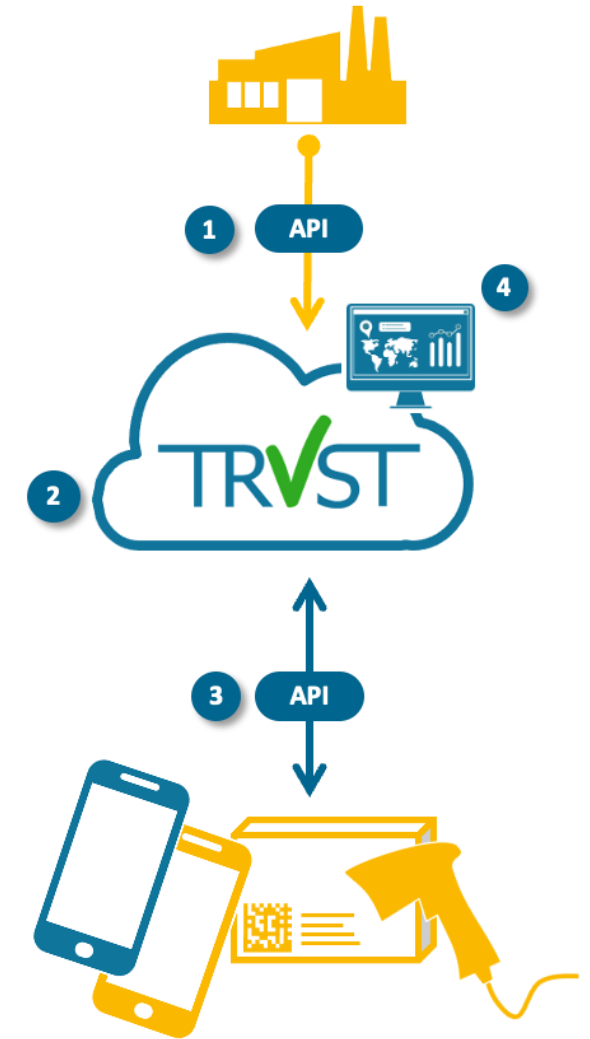
- Detect and reduce falsification
- Enhance supply chain visibility and efficiencies
- Deliver digital equity in LMICs
- Promote and use GS1 Standards
- Built TRVST - a foundation for traceability



Introduction to TRVST

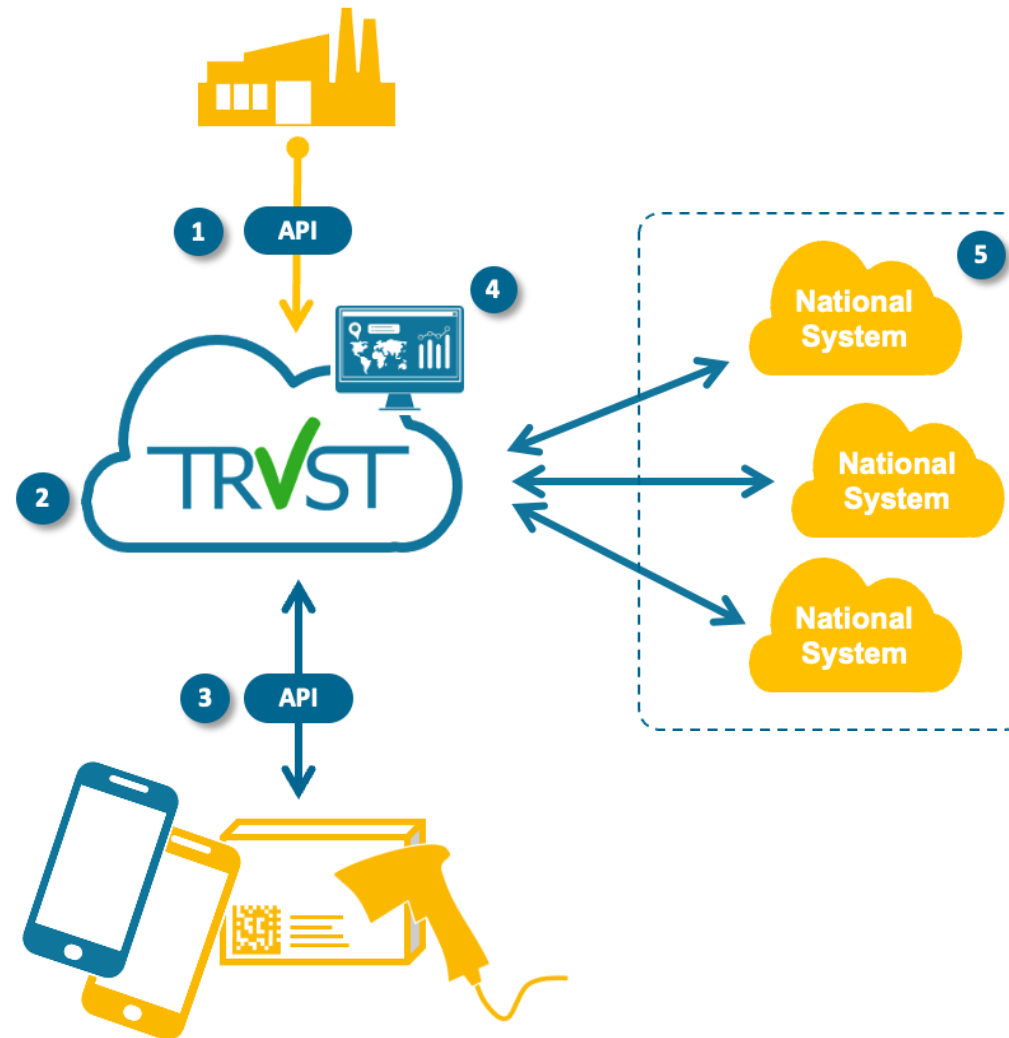
The TRVST system components

- 1) A standard interface to manufacturers
- 2) The TRVST repository
- 3) Verification tools e.g. smart phones & local systems linked via an API
- 4) The TRVST dashboard

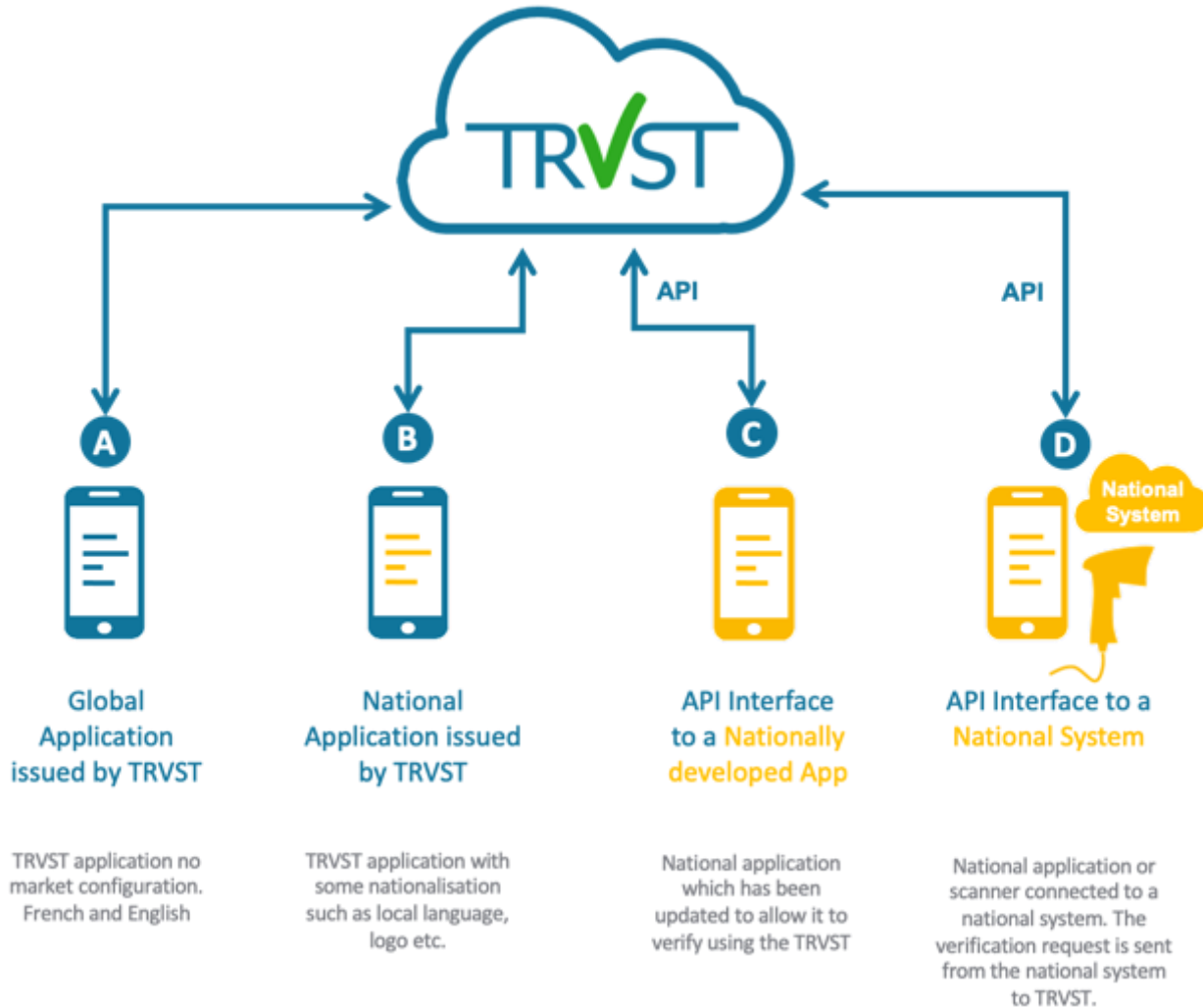


The TRVST system components

In future we will add a fifth component, the ability to use TRVST as a hub to pass serialization data to national traceability systems.



TRVST verification modalities

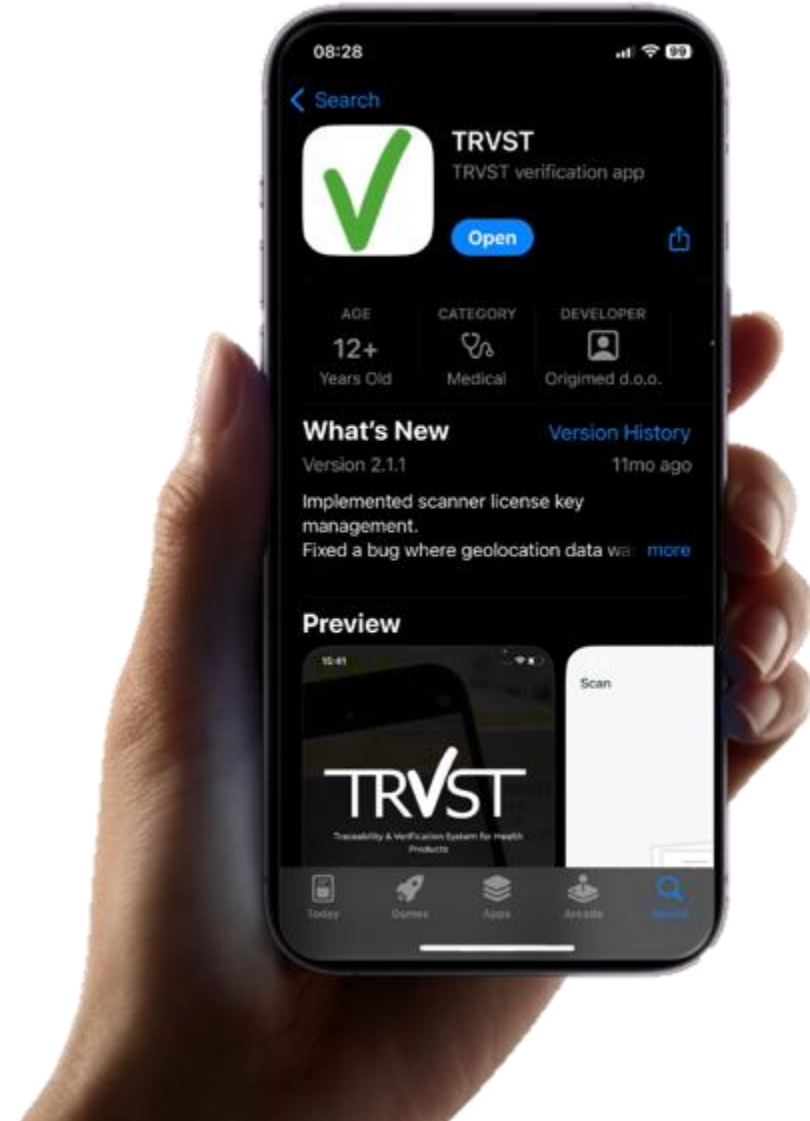


4 different modalities

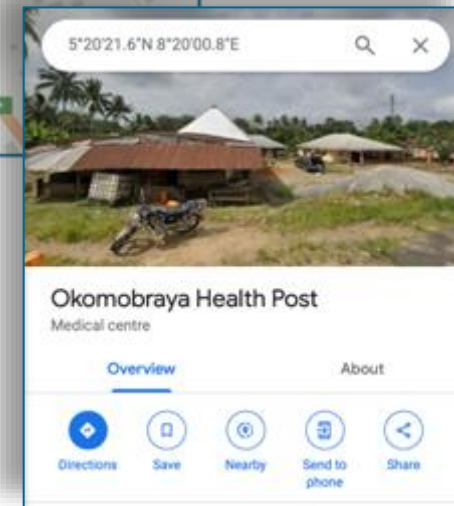
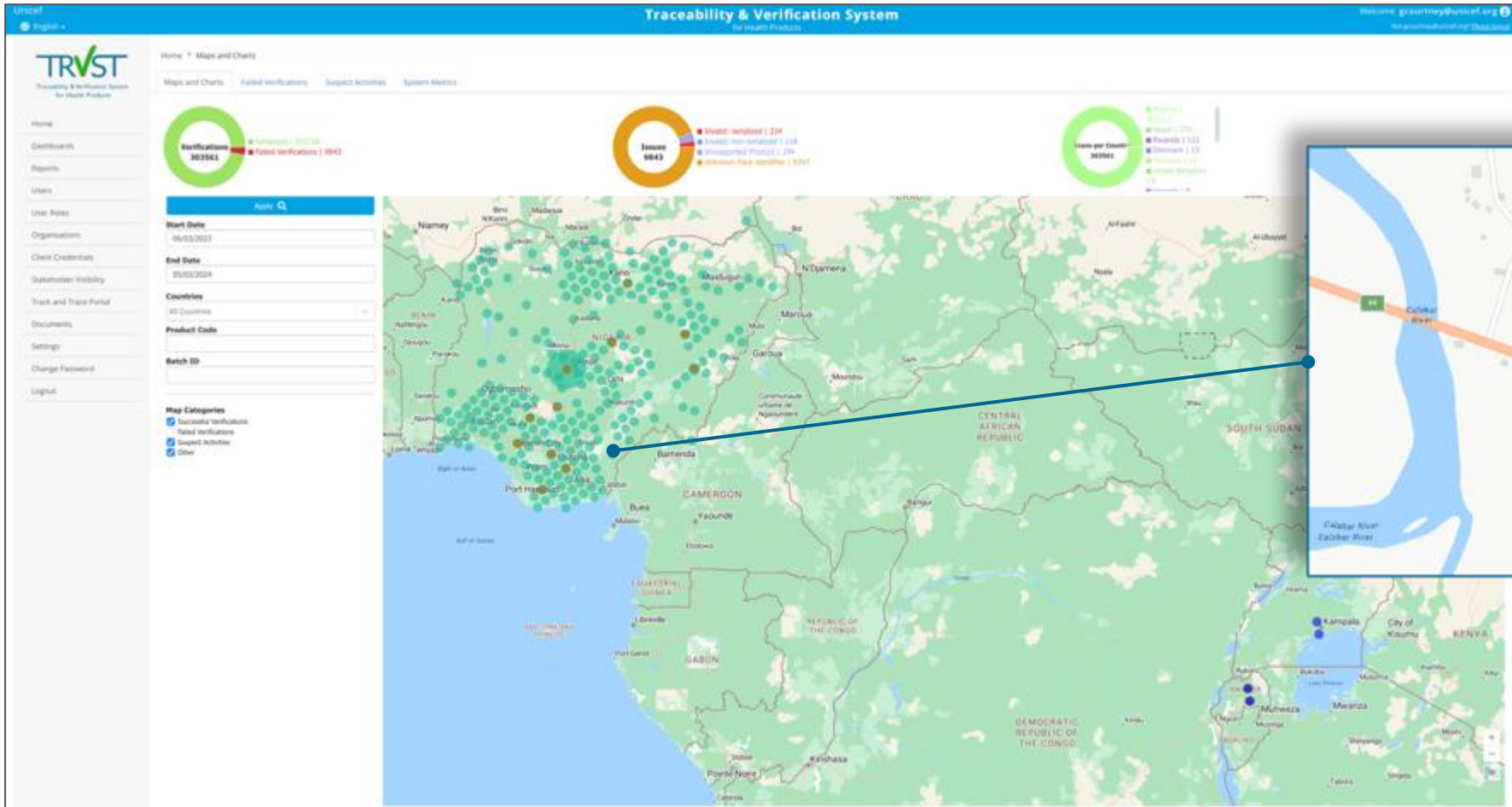
- TRVST mobile app (x2)
- National app integration
- System to System

The TRVST app is on Google and Apple stores

- The TRVST application is live and available to download onto smartphones and smart scanning devices.
- It works on both Android and iOS systems.
- Once downloaded you can start to scan barcodes immediately.



Dashboard – powerful supply chain surveillance

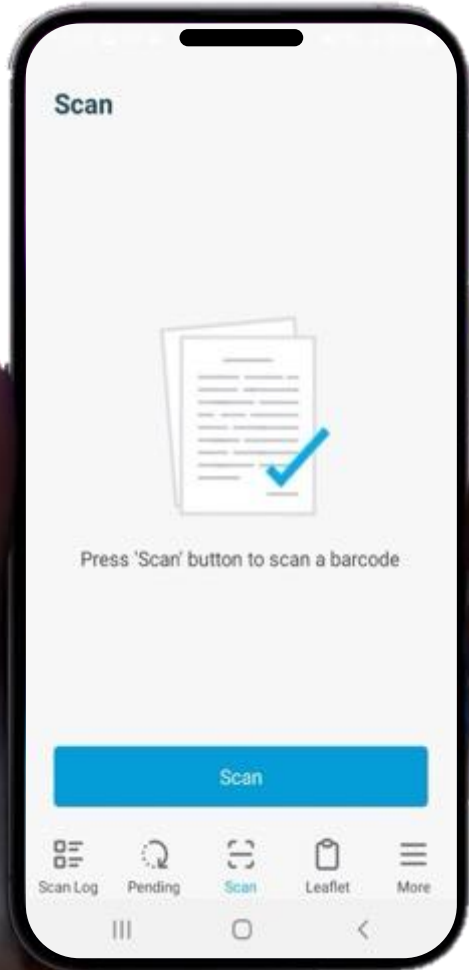


Granular visibility of verification locations using live data in TRVST



Introduction to the TRVST application

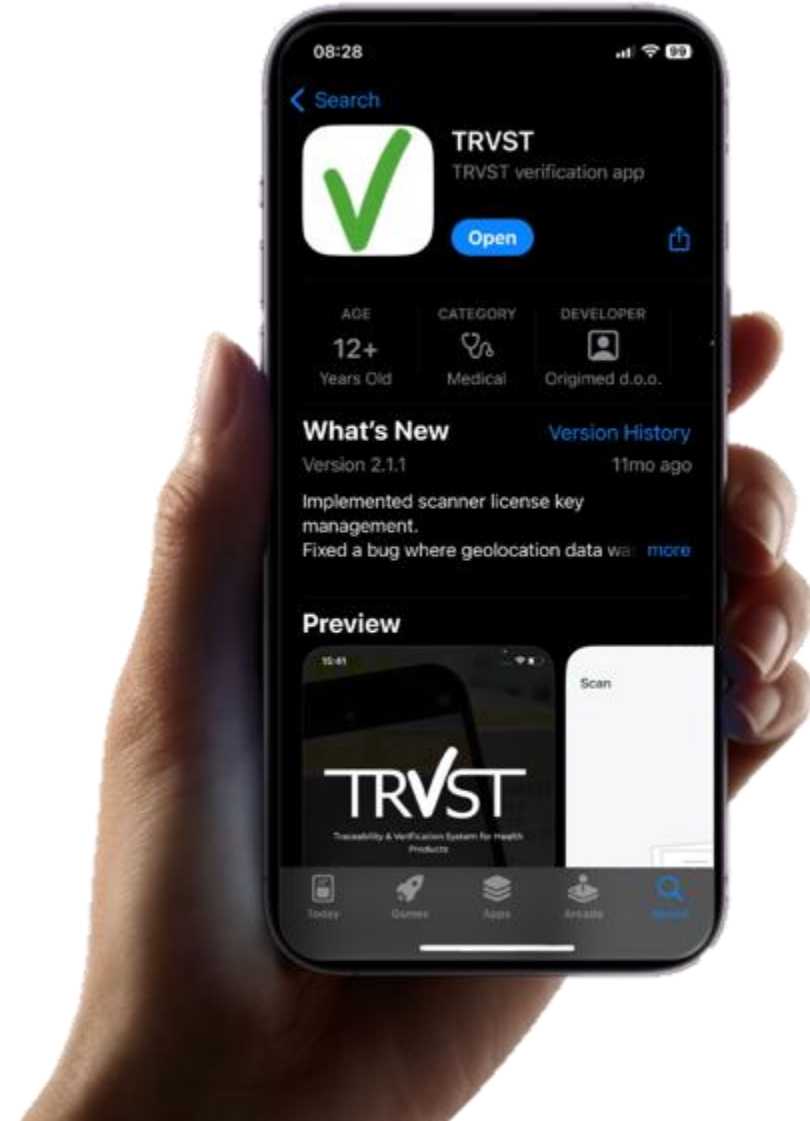
The TRVST Application



- Scans and verifies the data in the 2D Data Matrix
- Can work offline and then upload verification requests once back online
- The scan also captures the geo-location of the scan with a time and date.
- User persona data is also captured but does not identify the individual.
- Currently available in English and French

The TRVST app is on Google and Apple stores

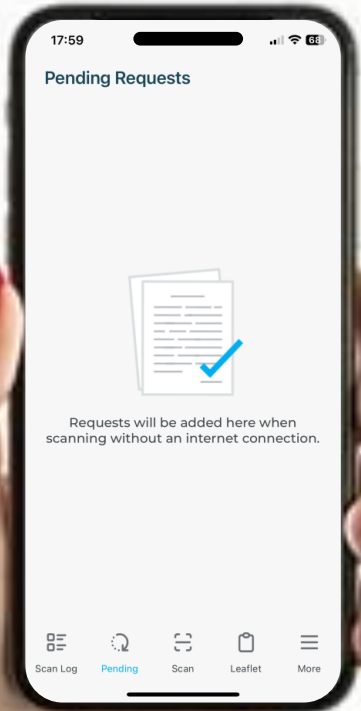
- The TRVST application is live and available to download onto smartphones and smart scanning devices.
- It works on both Android and iOS systems.
- Once downloaded you can start to scan barcodes immediately.



TRVST screens

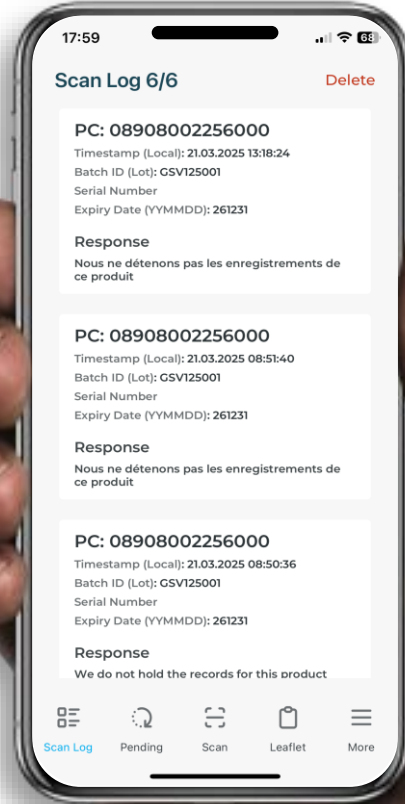
Pending

This shows scans you have made but have not been sent as your device is not connected to the internet



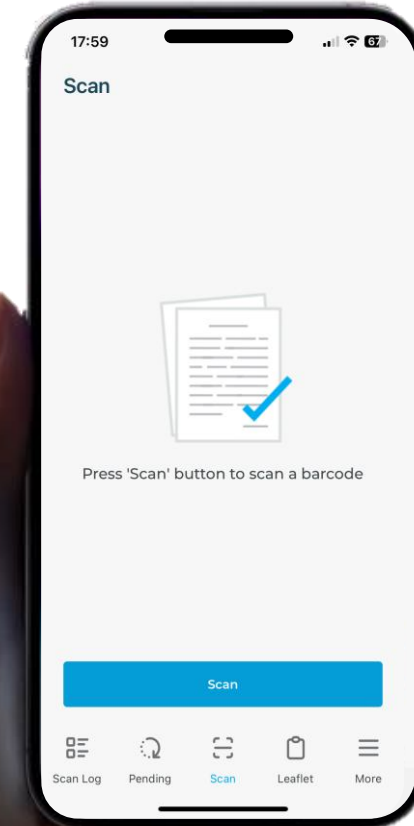
Scan Log

This shows a history of the scans you have made



Scan

This is where you go when you are ready to scan a barcode, simply press the blue scan button when you are ready.

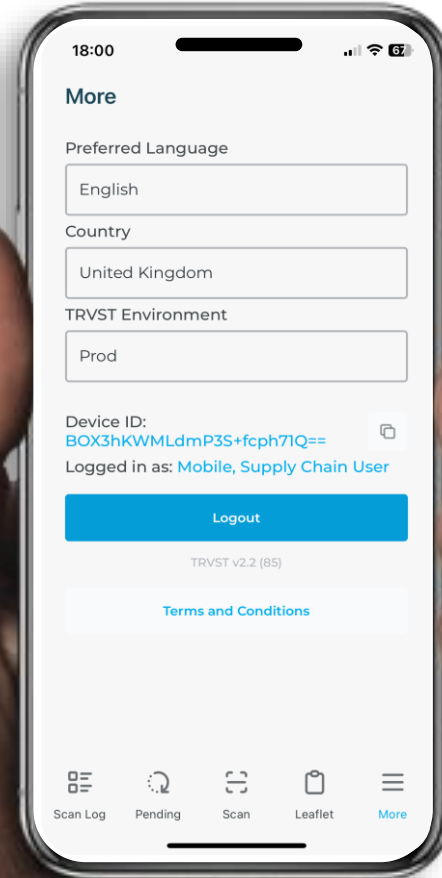
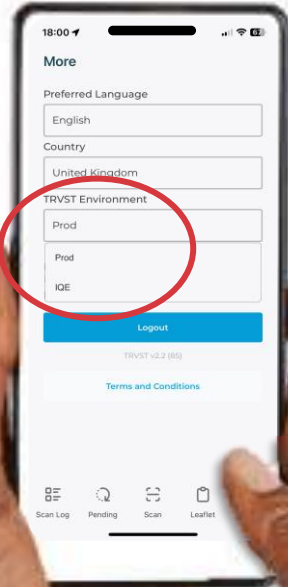


TRVST screens

Important

The app can either work a production environment (Prod) or a test environment (IQE).

You MUST use IQE for training & demonstrations and you MUST switch to Prod for live verifications.



More
This is an important page as it shows you the setting for the application including if you want English or French.

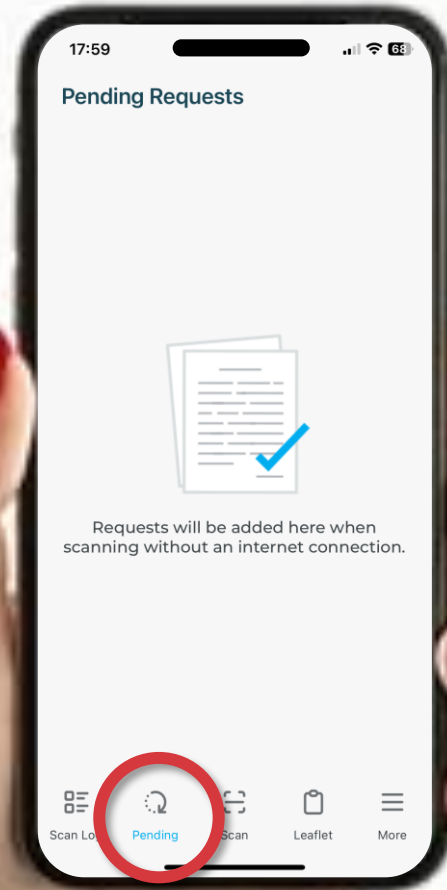
It also shows the device ID, the version of the app and the terms and conditions

Question

Where does the app show scans made offline and not yet verified ?



Answer



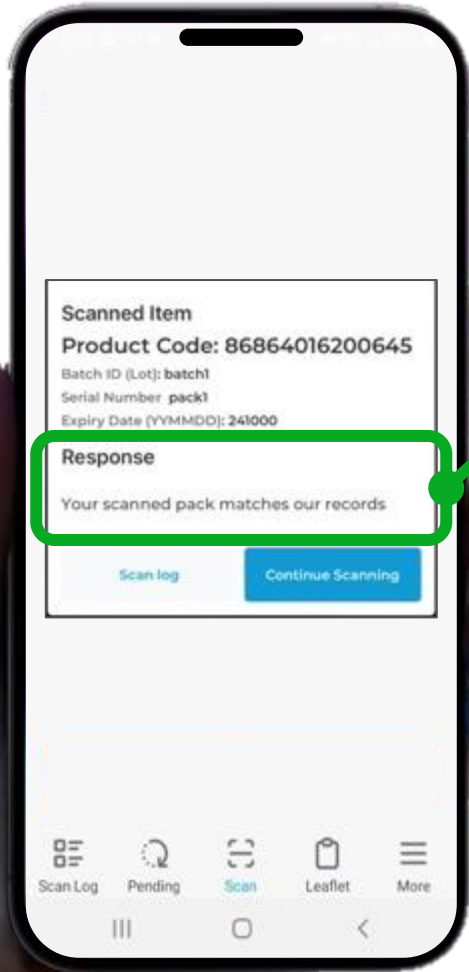
Pending

This shows scans you have made but have not been sent as your device is not connected to the internet



Overview of verification

A positive verification



Response

Your scanned pack matches our records

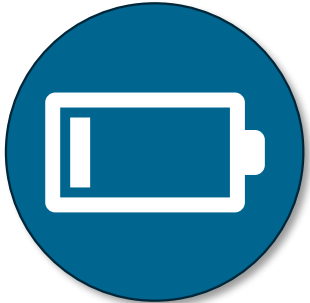
- This is the only message which shows the data in the barcode matches the data uploaded by the manufacturer and held in TRVST.



Verification results follow three basic outcomes



The data in the barcode matches the data in TRVST.



TRVST does not hold the data for this product, or the barcode is not the correct format to scan.



The data in the barcode does not match the data in TRVST, or there is a potential product quality issue.

Types of results from scanning

- Depending on the scanning result you have three options.



No Action



Ignore



Act

What are the possible results of a scan



1

No Action



2 3

Ignore



4 5 6

Act

- 1 The data in the barcode matches the data in TRVST.
- 2 We don't hold the data from this product in TRVST.
- 3 Incorrect barcode scanned or format issue in the barcode.
- 4 The product has expired.
- 5 The batch is marked as under recall.
- 6 The data in the barcode does not match the data in TRVST.

Question

Which verification response type triggers an alert ?



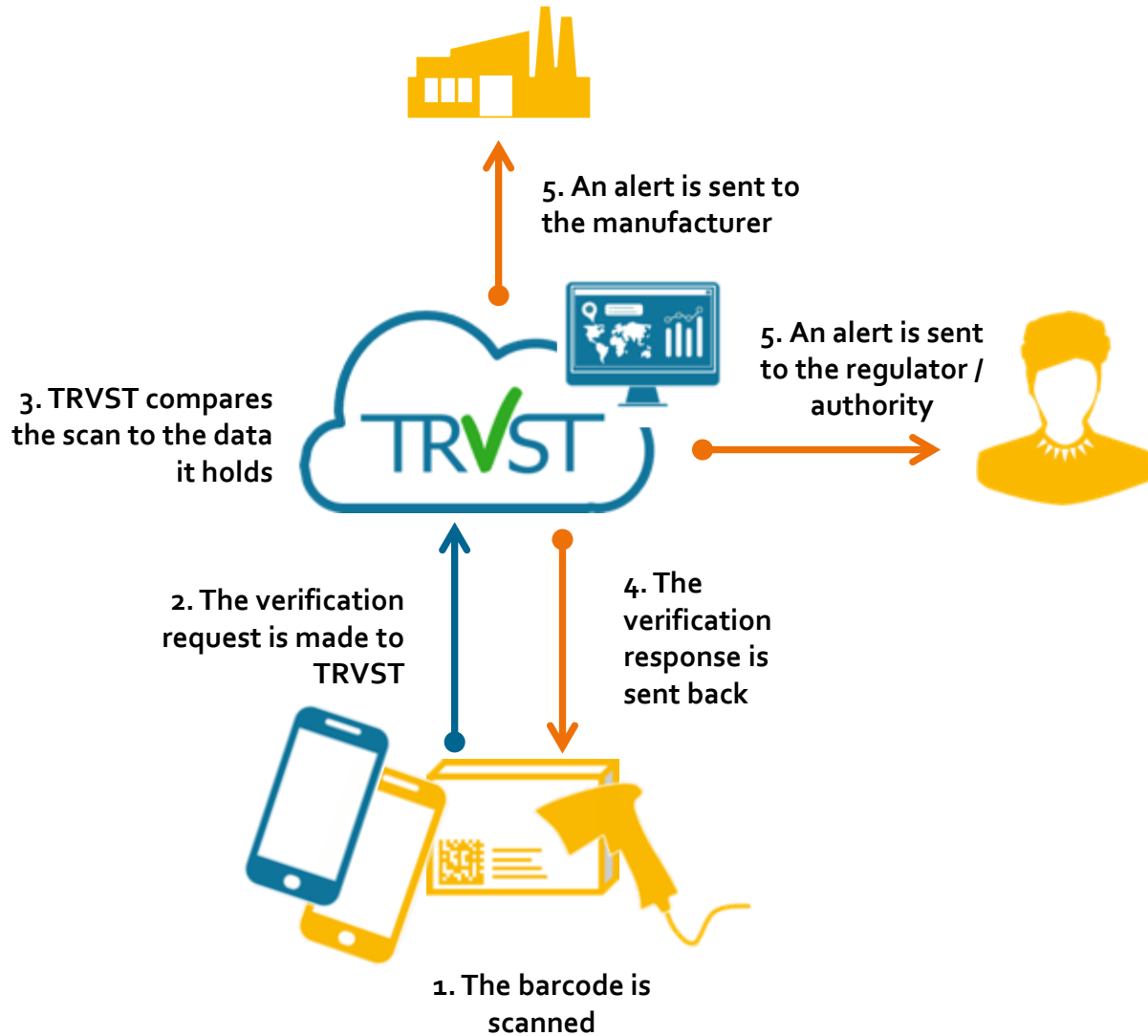
ANSWER

Only type **6** trigger an alert as these could be a fake pack. Expired and recall products are not fake.



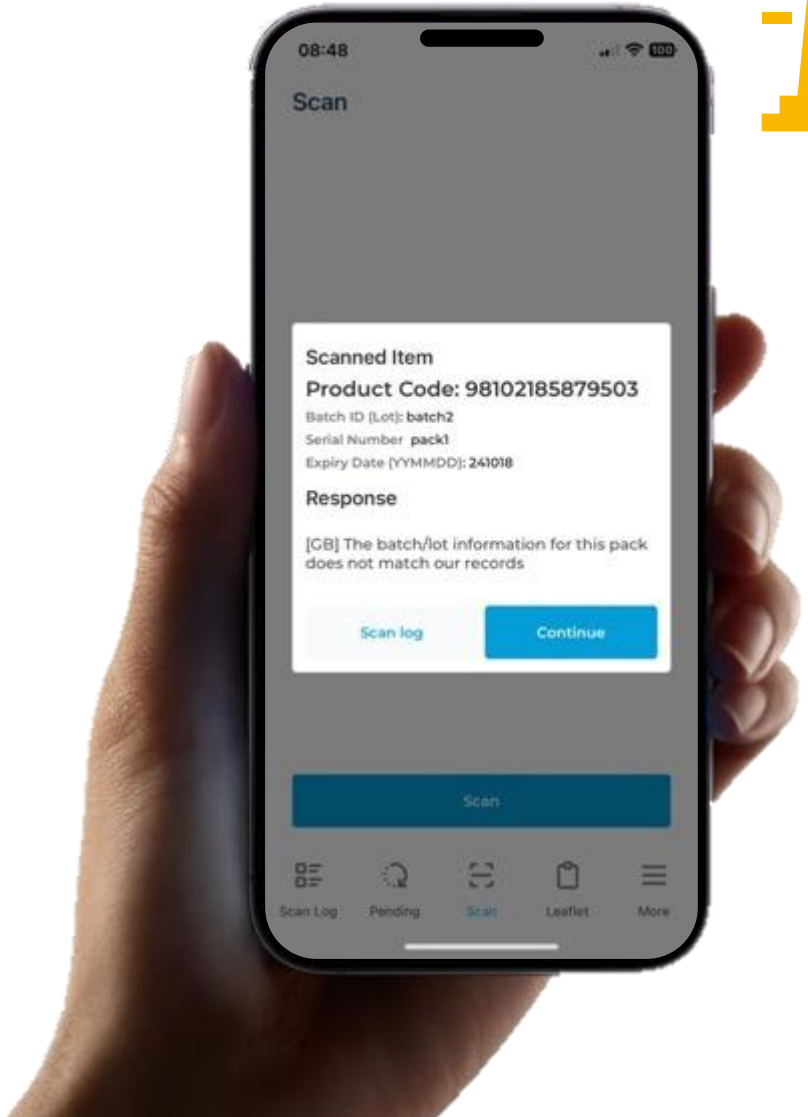
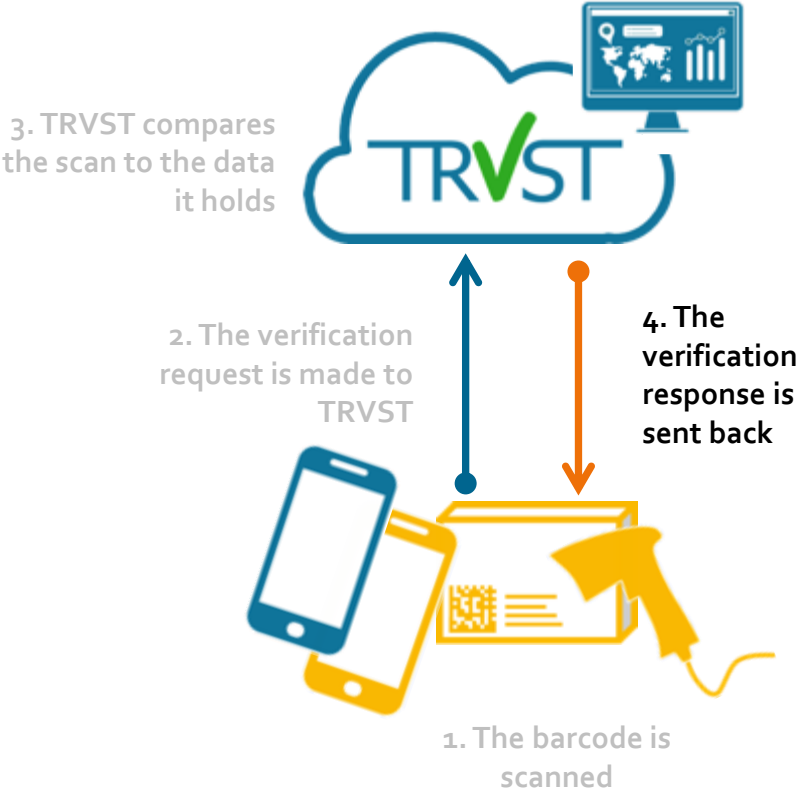
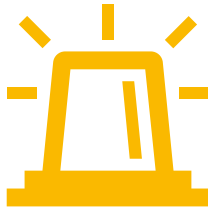
- 1 The data in the barcode matches the data in TRVST.
- 2 We don't hold the data from this product in TRVST.
- 3 Incorrect barcode scanned or format issue in the barcode.
- 4 The product has expired.
- 5 The batch is marked as under recall.
- 6 The data in the barcode does not match the data in TRVST.

Verification scans and alerts



- Let look at the sequence of events when a verification response triggers an alert.

Verification scans and alerts



Scanned Item
Product Code: 98102185879503
Batch ID (Lot): batch2
Serial Number: pack1
Expiry Date (YYMMDD): 241018

Response

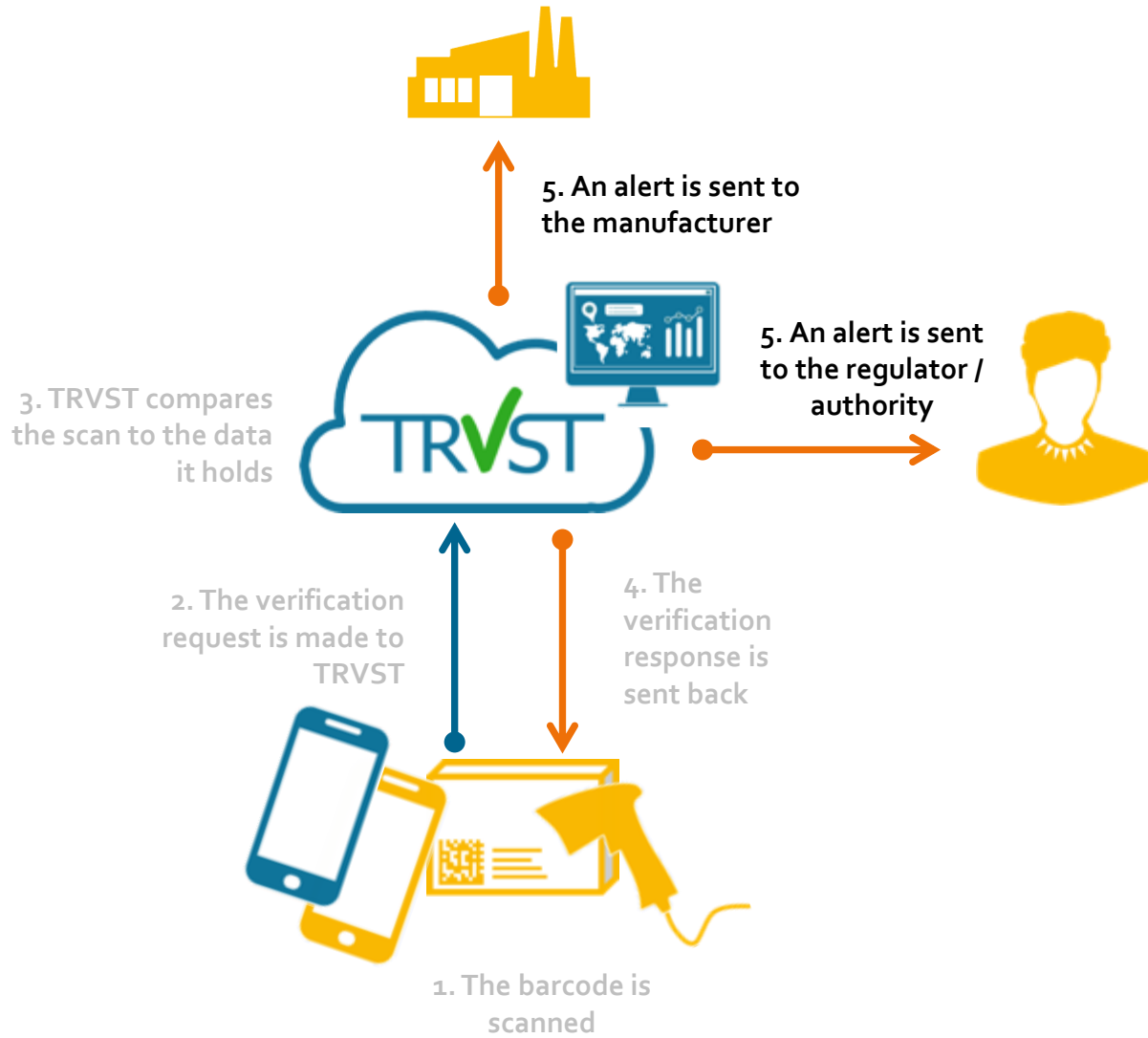
[GB] The batch/lot information for this pack does not match our records

Scan log Continue

Scan

Scan Log Pending Scan Leaflet More

Verification scans and alerts



Id	Timestamp (UTC)	Verification Code	Status	Category	User Location	Verification Type	Product Code	Batch/Serial	Quantity/Volume	Operation Code	Time Message
1110223101219	11/10/2023 09:22:19	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101183	11/10/2023 09:18:33	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101148	11/10/2023 09:14:48	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101111	11/10/2023 09:11:11	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101048	11/10/2023 09:10:48	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101017	11/10/2023 09:10:17	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101018	11/10/2023 09:10:18	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101013	11/10/2023 09:10:13	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101014	11/10/2023 09:10:14	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match
1110223101048	11/10/2023 09:10:48	MF466142742-261...	Open	Major	Southwest	Peak	200121000114	20010101	Scrap Institute of U...	4102000	OP No 01 match

Transaction ID: 12345678901234567890
Timestamp (UTC): 09/02/2024 15:18:26
Verification ID: AA-ADD-AAA-1AA-AAA-1AA
User Device ID: 86513414113
User Role: Riggidy Chain Wear
User Location: 000000000000
User Latitude: 00.00000
User Longitude: 0.0000
User Country Code: 90
User Country: Singapore
Verification Type: Peak
Product Code Scheme: 0728
Product Code: 01234567890123
Product Name: Yarnline No. 1
Deboarding Partner: Manufacture Buz
Serial Number: 1428340
Scanned Batch ID: AB0123-1
Scanned Batch Entry Ref: 240990
Error Code: A3
Operation Code: 41020005
Error Message: Scanned serialised pack - no serial number match

Under investigation

Verification responses



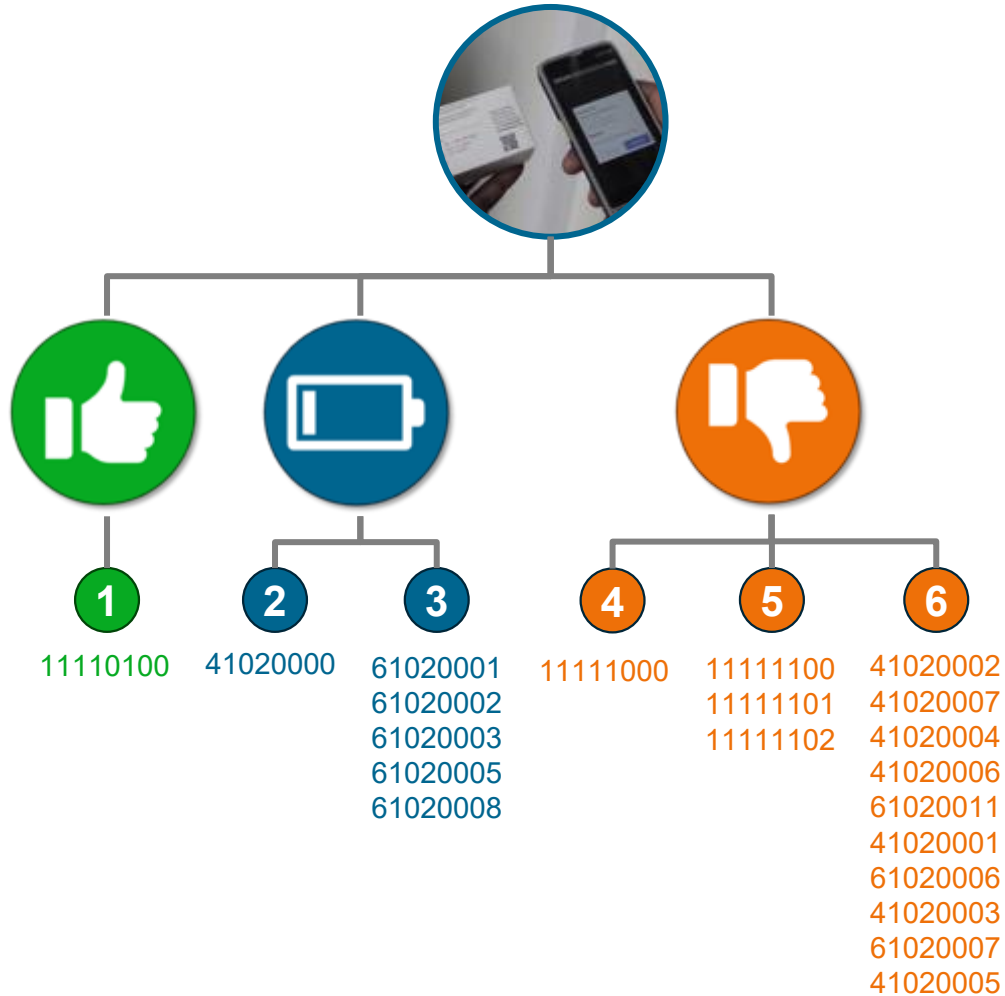
Examples

	1	2	4	5	6
Scenario	<p>Verification successful</p>	<p>GTIN is invalid (not the correct format)</p>	<p>Verification successful but product expired</p>	<p>Verification successful but batch/lot under recall</p>	<p>Verification not successful batch/lot does not match</p>
OpCode	11110100	61020008	11111000	11111100	41020003
Alert Sent	No	No	No	No	Yes

KEY	
	Data invalid (format issue)
	Data does not match
	Data provided / matches
	Expired
	Recalled

What are the possible results of a scan

Serialised scan responses











- TRVST can either verify against serialised products or those with only batch data.
- Every verification response type gets a code called an opcode.
- The opcode is displayed in the dashboard against verification alerts.
- TRVST operates 64 Scenarios against 38 Opcodes, of these **10** will generate an alert for serialised products.

Response types 1 - 4 do not alert

GTIN	Serial Number	Batch	Expiry Date	Number	Response In App	OpCode	Title/Error Message	Description (in Reports & Notification)	Alert
✓	✓	✓	✓	1	Your scanned pack matches our records	11110100	SSP successful verification	Scanned serialised pack - verified	No
!				2	We do not hold the records for this product	41020000	SSP no product match	Scanned serialised pack - no product match	No
		!		3	The scanned barcode is not in a format we recognise	61020001	SDC wrong format	Scanned data carrier in the wrong format	No
		!		3	The scanned barcode is not in a format we recognise	61020002	SDC wrong format	Scanned data carrier in the wrong format	No
		!		3	The scanned barcode is not in a format we recognise	61020003	SDC wrong format	Scanned data carrier in the wrong format	No
		!		3	The scanned barcode is not in a format we recognise	61020005	SDC wrong format	Scanned data carrier in the wrong format	No
		!		3	Barcode incorrectly formatted - scanned product code issue	61020008	SSP wrong PC format	Scanned serialised pack - wrong product code format	No
✓	✓	✓	!	4	Your scan shows the batch/lot has expired	11111000	SSP batch expired	Scanned serialised pack - batch expired	No

Response types 5 do not alert

GTIN	Serial Number	Batch	Expiry Date	Number	Response In App	OpCode	Title/Error Message	Description (in Reports & Notification)	Alert
				5	Your scanned pack matches our records, however we recommend you check the batch/lot status with the regulatory authority in your country	11111100	SSP batch recalled	Scanned serialised pack - the batch has been recalled in the country	No
				5	Your scanned pack matches our records, however we recommend you check the batch/lot status with the regulatory authority in your country	11111101	SSP batch due to be recalled	Scanned serialised pack - the batch is due to be recalled in the country	No
				5	Your scanned pack matches our records, however we recommend you check the batch/lot status with the regulatory authority in your country	11111102	SSP batch recalled in some countries	Scanned serialised pack - the batch has been recalled or due to be recalled in some countries	No

Only response type 6 alert

GTIN	Serial Number	Batch	Expiry Date

Number	Response In App
6	Your scanned product matches our records, but we do not hold the records for this batch/lot
6	Your scanned product matches our records, the batch/lot is unknown and product contains other empty batches/lots
6	Your scanned product and batch/lot matches our records, but no serial numbers for the batch/lot are held by the system
6	Your scanned product and batch/lot matches our records, but the expiry date does not match and no serial numbers for the batch/lot are held by the system
6	Barcode incorrectly formatted - scanned serial number issue
6	The serial number for this pack does not match our records
6	Barcode incorrectly formatted - scanned batch/lot issue
6	The batch/lot information for this pack does not match our records
6	Barcode incorrectly formatted - scanned expiry date issue
6	The expiry date for this pack does not match our records

OpCode	Title/Error Message	Description (in Reports & Notification)	Alert
41020002	SSP product with no batches	Scanned serialised pack - product match but no batches/lots are held	Yes
41020007	SSP product with other empty batches	Scanned serialised pack - no batch match but product contains other empty batches	Yes
41020004	SSP batch with no packs	Scanned serialised pack - product and batch known but serial numbers are not held	Yes
41020006	SSP empty batch, no ED match	Scanned serialised pack - product and batch known but the expiry date doesn't match, and serial numbers are not held	Yes
61020011	SSP wrong SN format	Scanned serialised pack - wrong serial Number format	Yes
41020001	SSP no SN match	Scanned serialised pack - no serial number match	Yes
61020006	SSP wrong batch format	Scanned serialised pack - wrong batch format	Yes
41020003	SSP no batch match	Scanned serialised pack - no batch match	Yes
61020007	SSP wrong ED format	Scanned serialised pack - wrong expiry date format	Yes
41020005	SSP no ED match	Scanned serialised pack - no expiry date match	Yes

Let's bring this all together

6	The serial number for this pack does not match our records	41020001	SSP no SN match	Scanned serialised pack - no serial number match	Yes
---	--	----------	-----------------	--	-----



```
Transaction ID: 1234567890ABCDEFGH
Timestamp (UTC): 09/02/2024 15:10:26
Notification ID: AA-A00-A00-AAA-1AA-AAA-1AA
User Device ID: aalallalal11
User Role: Supply Chain User
User Location: 00000000000000
User Latitude: 00.00000
User Longitude: 0.0000
User Country Code: NG
User Country: Nigeria
Verification Type: Pack
Product Code Scheme: GTIN
Product Code: 01234567890123
Product Name: Vaccine No. 1
Onboarding Partner: Manufacture Bio
Serial Number: 1A2B3C4D
Scanned Batch ID: ABD123-1
Scanned Batch Expiry Date: 260930
Error Code: A3
Operation Code: 41020001
Error Message: Scanned serialised pack - no serial number match
```

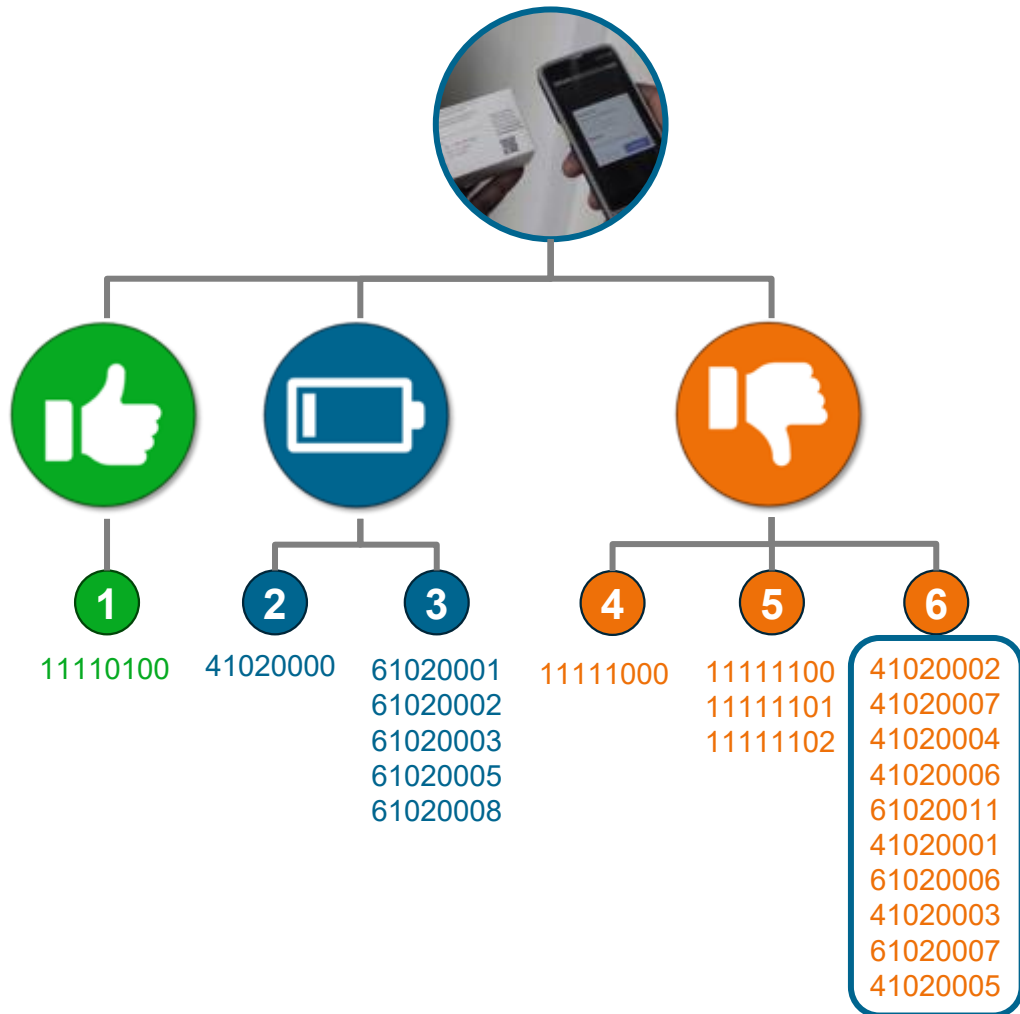
- This slide shows a verification response type 6.
- It triggers an alert as this is a failed verification which could be due to a fake pack.
- The app will receive a message “Scanned serialised pack – no serial number match”.
- The manufacturer and regulatory / authority will get a alert type 41020001.

Question

**How many
different
scenarios
trigger an alert ?**



10 scenarios can trigger an alert



✓	⚠	⚠		6	Your scanned product matches our records, but we do not hold the records for this batch/lot	41020002	SSP product with no batches	Scanned serialised pack - product match but no batches/lots are held	Yes
✓	⚠	⚠		6	Your scanned product matches our records, the batch/lot is unknown and product contains other empty batches/lots	41020007	SSP product with other empty batches	Scanned serialised pack - no batch match but product contains other empty batches	Yes
✓	⚠	✓	✓	6	Your scanned product and batch/lot matches our records, but no serial numbers for the batch/lot are held by the system	41020004	SSP batch with no packs	Scanned serialised pack - product and batch known but serial numbers are not held	Yes
✓	⚠	✓	⚠	6	Your scanned product and batch/lot matches our records, but the expiry date does not match and no serial numbers for the batch/lot are held by the system	41020006	SSP empty batch, no ED match	Scanned serialised pack - product and batch known but the expiry date doesn't match, and serial numbers are not held	Yes
✓	⚠			6	Barcode incorrectly formatted - scanned serial number issue	61020011	SSP wrong SN format	Scanned serialised pack - wrong serial number format	Yes
✓	⚠	⚠		6	The serial number for this pack does not match our records	41020001	SSP no SN match	Scanned serialised pack - no serial number match	Yes
✓	✓	⚠		6	Barcode incorrectly formatted - scanned batch/lot issue	61020006	SSP wrong batch format	Scanned serialised pack - wrong batch format	Yes
✓	✓	⚠		6	The batch/lot information for this pack does not match our records	41020003	SSP no batch match	Scanned serialised pack - no batch match	Yes
✓	✓	✓	⚠	6	Barcode incorrectly formatted - scanned expiry date issue	61020007	SSP wrong ED format	Scanned serialised pack - wrong expiry date format	Yes
✓	✓	✓	⚠	6	The expiry date for this pack does not match our records	41020005	SSP no ED match	Scanned serialised pack - no expiry date match	Yes



Scan

What are the possible results of a scan



1

No Action



2 3

Ignore



4 5 6

Act

- 1 The data in the barcode matches the data in TRVST.
- 2 We don't hold the data from this product in TRVST.
- 3 Incorrect barcode scanned or format issue in the barcode.
- 4 The product has expired.
- 5 The batch is marked as under recall.
- 6 The data in the barcode does not match the data in TRVST.

The pack matched the TRVST data.

- If the verification has been successful there is a high chance that the pack is not falsified.
- You still need to be careful !
- What if a criminal had produced an exact copy of the real pack, this would still successfully verify.
- You do not know if you are holding the real pack or the fake copy.
- Always look at the pack for any other signs of poor quality.



We do not hold data for that pack.

- This simply means that this product is not in TRVST so we can't check it.
- It does not mean the pack is fake.



The barcode is not correctly formatted or is the wrong barcode to scan.

- You should scan the 2D DataMatrix on the secondary pack which contains the GTIN, Serial Number, Expiry and Batch.
- If you scan the wrong barcode or the barcode is incorrectly formatted the data is not readable and cannot be sent to TRVST to verify.
- This does not mean the pack is fake.



Negative result

- These happen when the data in the barcode either does not match the data in TRVST or there is another issue.
- The three types of issues are:
 - The product has expired
 - The batch is marked as under recall
 - The scanned data does not match the data in TRVST



Let's look at each of these . . .

Negative result – The product has expired

- The product is not fake, but the product is now out of date.
- You should follow local processes in place which instruct you what to do with expired products.



Negative result – Batch under recall

- TRVST **is not** the primary system to communicate the status of a batch, each country will have its own processes and systems.
- TRVST does have the functionality to allow manufacturers to flag any batch which is under recall.
- If the manufacturer has done this then the scan result will indicate that you should check the batch status.
- If you get this message, you should check if the batch is under a recall notice and follow the local procedures.



Negative result – The scanned data does not match

- These are the responses that indicate the pack could be fake.
- When these occur, an alert is sent to the manufacture and local authorities.
- They occur when the serial number, batch or expiry date do not match the data in TRVST.
- This may indicate that the pack is fake.
- You should follow local procedures in place to manage suspect product.



**A negative result does not 100% mean the pack is fake,
let's understand this . . .**

Negative result – The barcode data is not correct

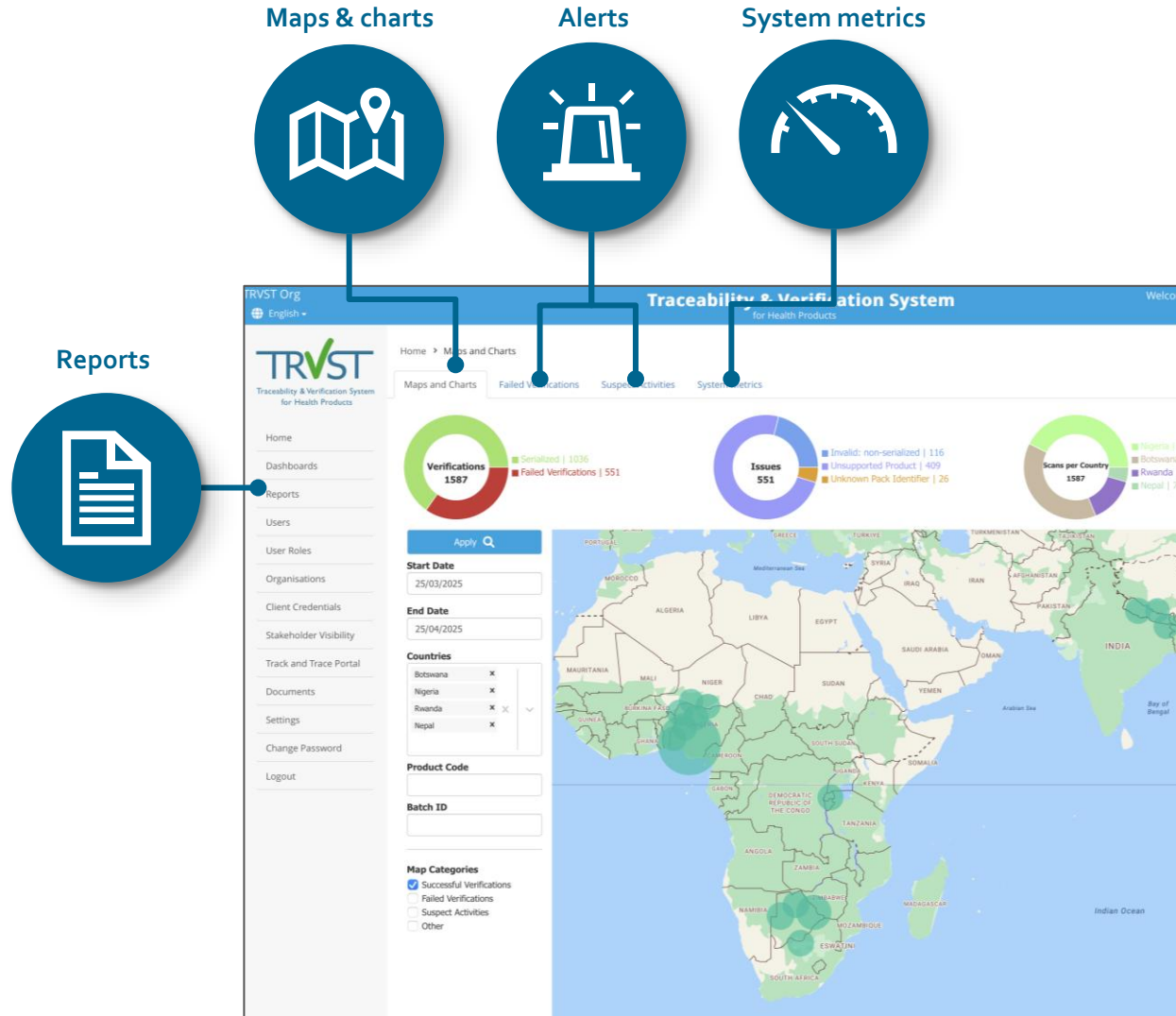
- If a manufacturer mistakenly does not upload the data for a batch, then when the pack is scanned it will trigger a negative result.
- The alert will be sent to the manufacture and authorities, and they should follow up to check why the verification gave a negative result.
- If this was an issue with the manufacture the data for that batch should be upload to TRVST, if not local procedures should be followed to further investigate the potential fake product.





Introduction to the TRVST dashboard

Key elements of the dashboard

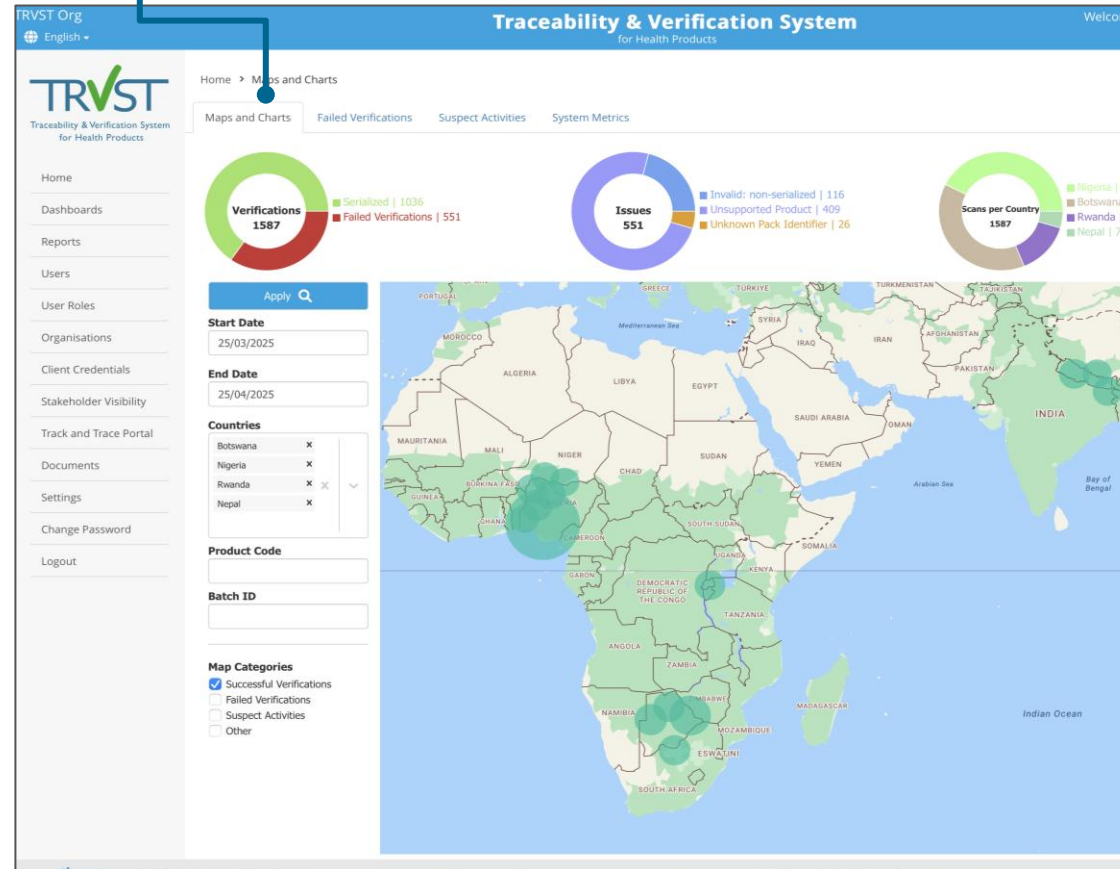




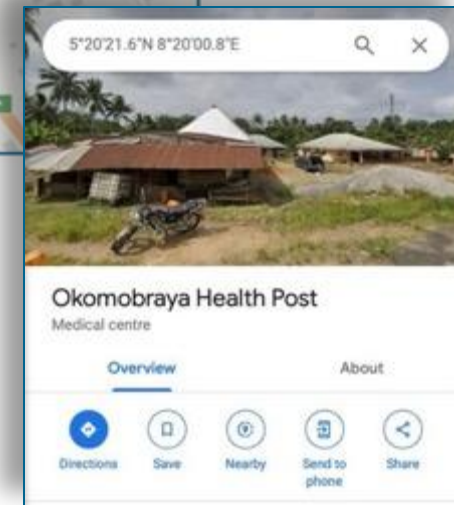
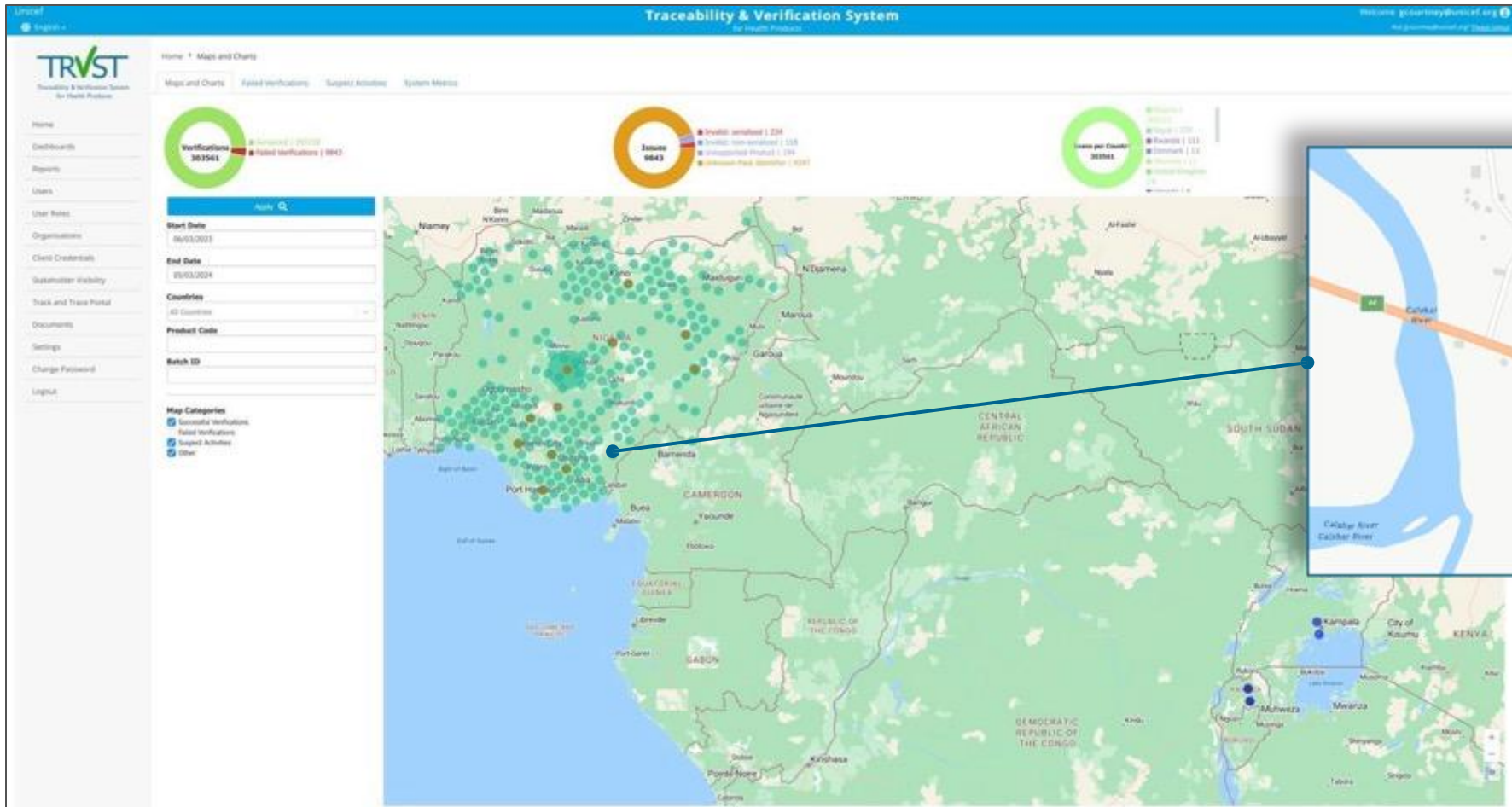
Maps & Charts

Maps and charts

Maps & charts

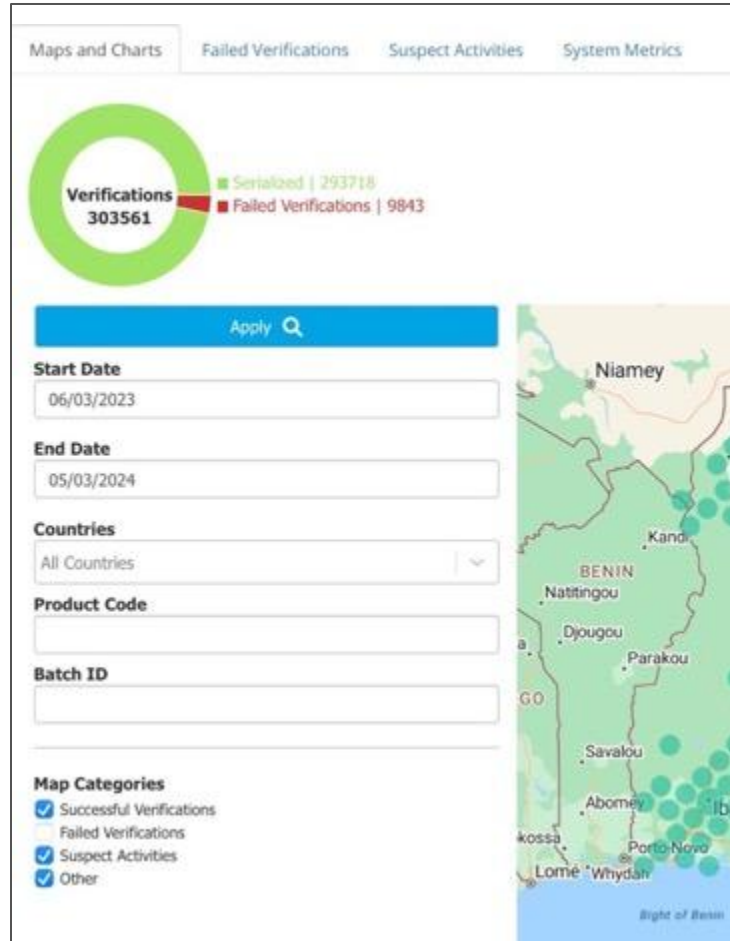


Dashboard – verification visualisation



Granular visibility of verification locations using live data in TRVST

Powerful supply chain visibility



You can use TRVST to support many aspects of your business.

- Support during product investigations to see if a specific GTIN and batch have been scanned.
- Help identify countries which have scanned a batch.



TRVST Verification Alerts

Alerts

Alerts



TRVST Org
English

Traceability & Verification System
for Health Products

Welcome gcourtney@unicef.org
Not gcourtney@unicef.org? Please logout

Home > Failed Verifications

Maps and Charts Failed Verifications Suspect Activities System Metrics

Read	Timestamp (UTC)	Notification Identifier	Status	Country	User Location	Verification Type	Product Code	Scanned Batc...	Onboarding Partner	Operation Code	Error Message
<input type="checkbox"/>	24/04/2025 12:06:...	UG-MR5-PNZ-YHZ-N...	Open	Uganda	Kampala	Pack		222601624B	...	41020001	SSP no SN ...
<input type="checkbox"/>	17/04/2025 07:54:...	NP-MQW-56N-41U-A...	Open	Nepal	Health Office, ...	Pack		070354005	...	41020001	SSP no SN ...
<input type="checkbox"/>	16/04/2025 09:24:...	BW-MQV-LJB-UDE-9E...	Open	Botswana	Lethakane	Pack		XES31	...	41020001	SSP no SN ...
<input type="checkbox"/>	16/04/2025 09:23:...	BW-MQV-LHW-KC4-Z...	Open	Botswana	Lethakane	Pack		XES31	...	41020001	SSP no SN ...
<input type="checkbox"/>	16/04/2025 09:23:...	BW-MQV-LL4-BEQ-ES...	Open	Botswana	Lethakane	Pack		XES31	...	41020001	SSP no SN ...
<input type="checkbox"/>	16/04/2025 08:45:...	BW-MQV-KDJ-GD4-4G...	Open	Botswana	Serowe	Pack		XES31	...	41020001	SSP no SN ...
<input type="checkbox"/>	31/03/2025 12:13:...	BW-MQ9-US8-XY6-JX...	Open	Botswana	Gaborone- EXT 2	Pack		220105524A	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 13:42:...	BW-MQ6-6GY-66A-XG...	Open	Botswana	Francistown	Pack		220105524A	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 13:42:...	BW-MQ6-6GX-6TZ-29...	Open	Botswana	Francistown	Pack		220105524A	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 13:41:...	BW-MQ6-6FM-Y14-98...	Open	Botswana	Francistown	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 13:39:...	BW-MQ6-6DT-HKU-U...	Open	Botswana	Francistown	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 12:17:...	BW-MQ6-3ZU-W99-V...	Open	Botswana	Francistown	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 12:17:...	BW-MQ6-3ZR-G79-B3...	Open	Botswana	Francistown	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 09:51:...	BW-MQ5-ZQC-6XT-TJ...	Open	Botswana	Serowe	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 09:35:...	BW-MQ5-28N-1FS-1K...	Open	Botswana	Serowe	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	28/03/2025 09:28:...	BW-MQ5-Z1A-1ES-QS...	Open	Botswana	Serowe	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	27/03/2025 10:49:...	BW-MQ4-T4G-VXY-6F...	Open	Botswana	Tsau	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	27/03/2025 10:49:...	BW-MQ4-T3Y-1KH-N...	Open	Botswana	Maun	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	27/03/2025 10:48:...	BW-MQ4-T31-E3D-GE...	Open	Botswana	Maun	Pack		C2158	...	41020001	SSP no SN ...
<input type="checkbox"/>	27/03/2025 10:45:...	BW-MQ4-T0A-FLE-YL...	Open	Botswana	Maun	Pack		C2158	...	41020001	SSP no SN ...

Previous page Page 1 of 869 20 rows Next page

REPLY Copyright © Solidsoft Reply 2025 Environment : Prod Build Number : 2.1.24254.1 Release : R2.1.2



Failed Verifications

The screenshot shows the TRVST Traceability & Verification System interface. The header includes the TRVST logo, the system name, and user information for gcourtney@unicef.org. The main content area displays a table of failed verifications with columns for Read, Timestamp (UTC), Notification Identifier, Status, Country, User Location, Verification Type, Product Code, Scanned Batch, Onboarding Partner, Operation Code, and Error Message. The table lists 18 entries, all with a status of 'Open' and an error message of 'SSP no SN ...'. The interface also includes a sidebar with navigation options like Home, Dashboards, Reports, Users, and Settings, and a footer with pagination information (Page 1 of 869, 20 rows).

Read	Timestamp (UTC)	Notification Identifier	Status	Country	User Location	Verification Type	Product Code	Scanned Batc...	Onboarding Partner	Operation Code	Error Message
Read	24/04/2025 12:06:...	UG-MR5-PNZ-YHZ-N...	Open	Uganda	Kampala	Pack	18901415203064	222601624B	Biological E Limi...	41020001	SSP no SN ...
Read	17/04/2025 07:54:...	NP-MQW-56N-41U-A...	Open	Nepal	Health Office, ...	Pack	28901213060255	070354005	Serum Institute ...	41020001	SSP no SN ...
Read	16/04/2025 09:24:...	BW-MQV-LJ8-U0E-9E...	Open	Botswana	Lethakane	Pack	05413868119817	XE531	Janssen Pharma...	41020001	SSP no SN ...
Read	16/04/2025 09:23:...	BW-MQV-LHW-KC4-Z...	Open	Botswana	Lethakane	Pack	05413868119817	XE531	Janssen Pharma...	41020001	SSP no SN ...
Read	16/04/2025 09:23:...	BW-MQV-LL4-BEQ-ES...	Open	Botswana	Lethakane	Pack	05413868119817	XE531	Janssen Pharma...	41020001	SSP no SN ...
Read	16/04/2025 08:45:...	BW-MQV-KDJ-GD4-4G...	Open	Botswana	Serowe	Pack	05413868119817	XE531	Janssen Pharma...	41020001	SSP no SN ...
Read	31/03/2025 12:13:...	BW-MQ9-U58-XY6-JX...	Open	Botswana	Gaborone- EXT 2	Pack	18901415200216	220105524A	Biological E Limi...	41020001	SSP no SN ...
Read	28/03/2025 13:42:...	BW-MQ6-6GY-66A-XG...	Open	Botswana	Francistown	Pack	18901415200216	220105524A	Biological E Limi...	41020001	SSP no SN ...
Read	28/03/2025 13:42:...	BW-MQ6-6GX-6TZ-29...	Open	Botswana	Francistown	Pack	18901415200216	220105524A	Biological E Limi...	41020001	SSP no SN ...
Read	28/03/2025 13:41:...	BW-MQ6-6FM-Y14-98...	Open	Botswana	Francistown	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	28/03/2025 13:39:...	BW-MQ6-6DT-HKU-U...	Open	Botswana	Francistown	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	28/03/2025 12:17:...	BW-MQ6-3ZU-W99-V...	Open	Botswana	Francistown	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	28/03/2025 12:17:...	BW-MQ6-3ZR-G79-B3...	Open	Botswana	Francistown	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	28/03/2025 09:51:...	BW-MQ5-ZQC-6XT-TJ...	Open	Botswana	Serowe	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	28/03/2025 09:35:...	BW-MQ5-Z8N-1F5-1K...	Open	Botswana	Serowe	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	28/03/2025 09:28:...	BW-MQ5-Z1A-1ES-QS...	Open	Botswana	Serowe	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	27/03/2025 10:49:...	BW-MQ4-T4G-VXY-6F...	Open	Botswana	Tsau	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	27/03/2025 10:49:...	BW-MQ4-T3Y-1KH-N...	Open	Botswana	Maun	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	27/03/2025 10:48:...	BW-MQ4-T31-E3D-GE...	Open	Botswana	Maun	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...
Read	27/03/2025 10:45:...	BW-MQ4-T0A-FLE-YL...	Open	Botswana	Maun	Pack	03800500435268	C2158	BB-NCIPD Ltd.	41020001	SSP no SN ...

- Here the user can view and investigate failed verifications made by the mobile app.
- Notification will also be sent via email.
- Country Authorities will only see failed verifications generated against products in their country.
- The failed verifications dashboard contains:
 - Timestamp of scan by mobile verification app.
 - Location where the batch/pack was scanned.
 - Notification identifier – unique identifier of batch/pack.
 - Operation Code relating to error message
 - Error message description resulting from scan.

Alert details

The screenshot displays the TRVST dashboard with a modal window open for alert details. The dashboard header includes the TRVST logo and navigation tabs for Home, Failed Verifications, Suspect Activities, and System Metrics. The modal window, titled 'AA-A00-A00-AAA-1AA-AAA-1AA', contains the following information:

Transaction ID: 1234567890ABCDEF
Timestamp (UTC): 09/02/2024 15:10:26
Notification ID: AA-A00-A00-AAA-1AA-AAA-1AA
User Device ID: aalalalal11
User Role: Supply Chain User
User Location: 0000000000000
User Latitude: 00.00000
User Longitude: 0.0000
User Country Code: NG
User Country: Nigeria
Verification Type: Pack
Product Code Scheme: GTIN
Product Code: 01234567890123
Product Name: Vaccine No. 1
Onboarding Partner: Manufacture Bio
Serial Number: 1A2B3C4D
Scanned Batch ID: ABD123-1
Scanned Batch Expiry Date: 260930
Error Code: A3
Operation Code: 4102001
Error Message: Scanned serialised pack - no serial number match

At the bottom of the modal, there is a dropdown menu set to 'Under Investigation', a 'Change Status' button, an 'Add Note' button, and a 'Close' button. A note is visible in the right-hand pane of the modal: '10/02/2024, 10:44:57: user1.opb.com Change status from open to under investigation'.

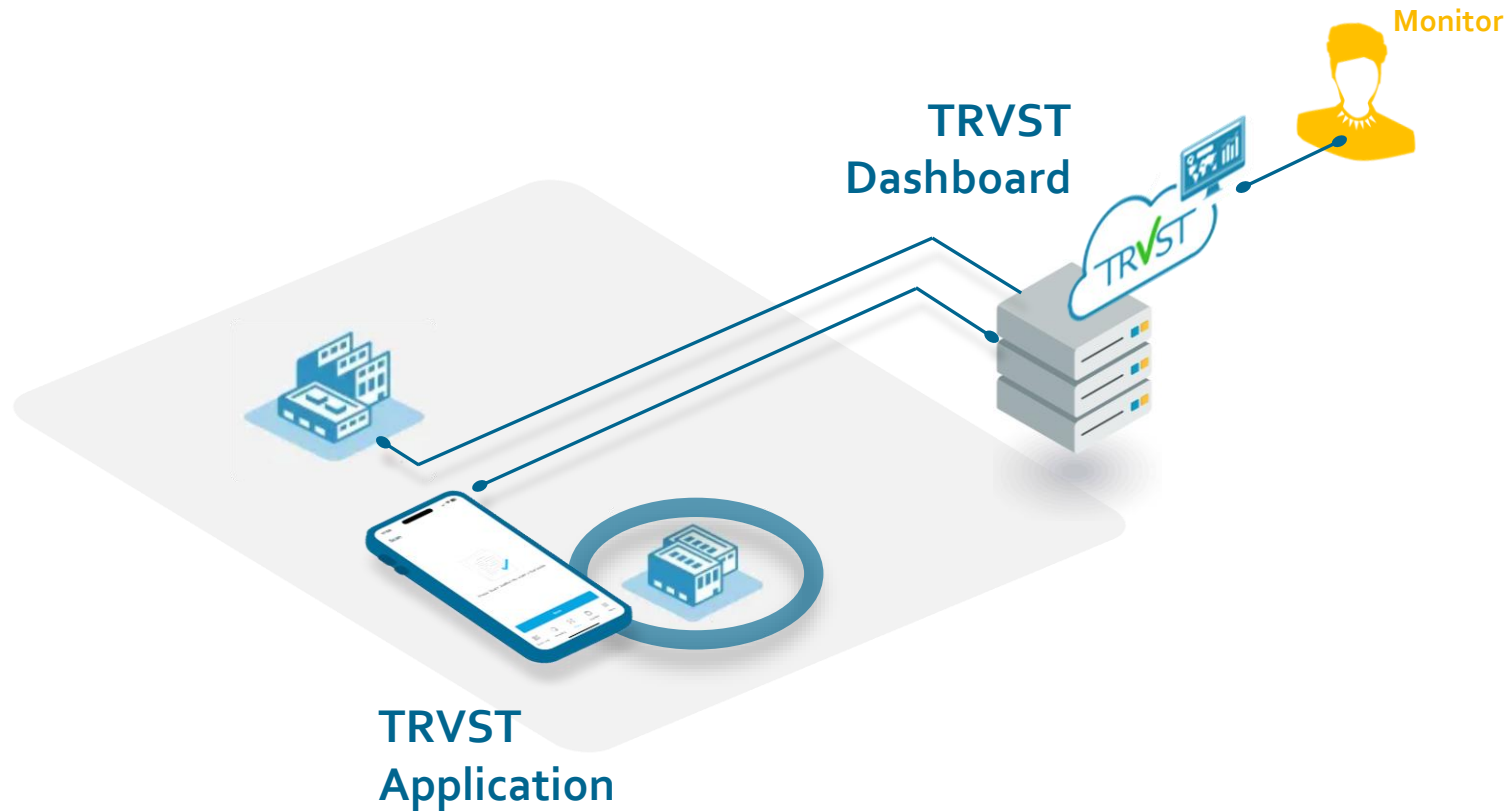
- All the alert information can be seen by clicking on the alert in the dashboard.
- The manufacturer and regulatory authorities can add comments to update the details about the alert.

Question

Who should monitor the alerts ?



Who monitors the alerts ?



- The person who has the monitor role should be checking if there have been any alerts.
- There are two organisations with the monitor role:
 - Regulatory authority
 - Manufacturer (MAH)

Question

What should you do if you receive an alert ?



TRVST alert assessment process (governance document)

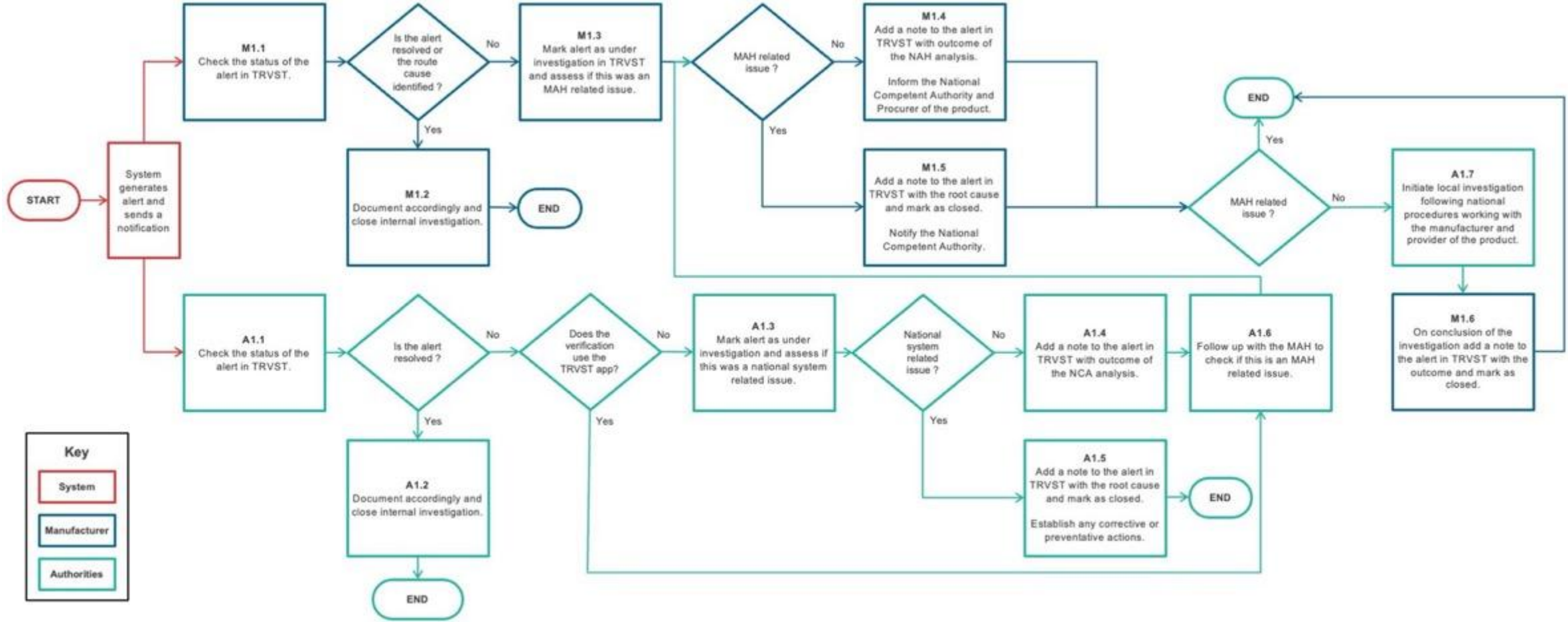
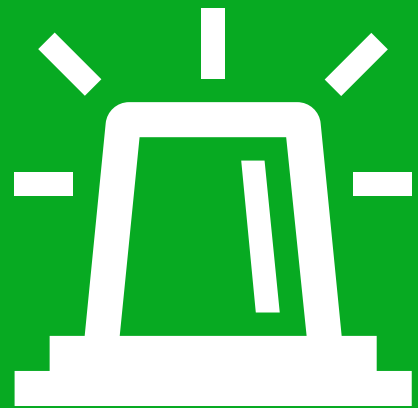


Figure 1: TRVST alert assessment process (flowchart).



TRVST Suspect Activity Alerts

Suspect Activity

- In addition to verification failures, TRVST also monitors for unusual or suspicious activity in the supply chain and raises an alert if it is detected.

How is Suspect Activity determined?

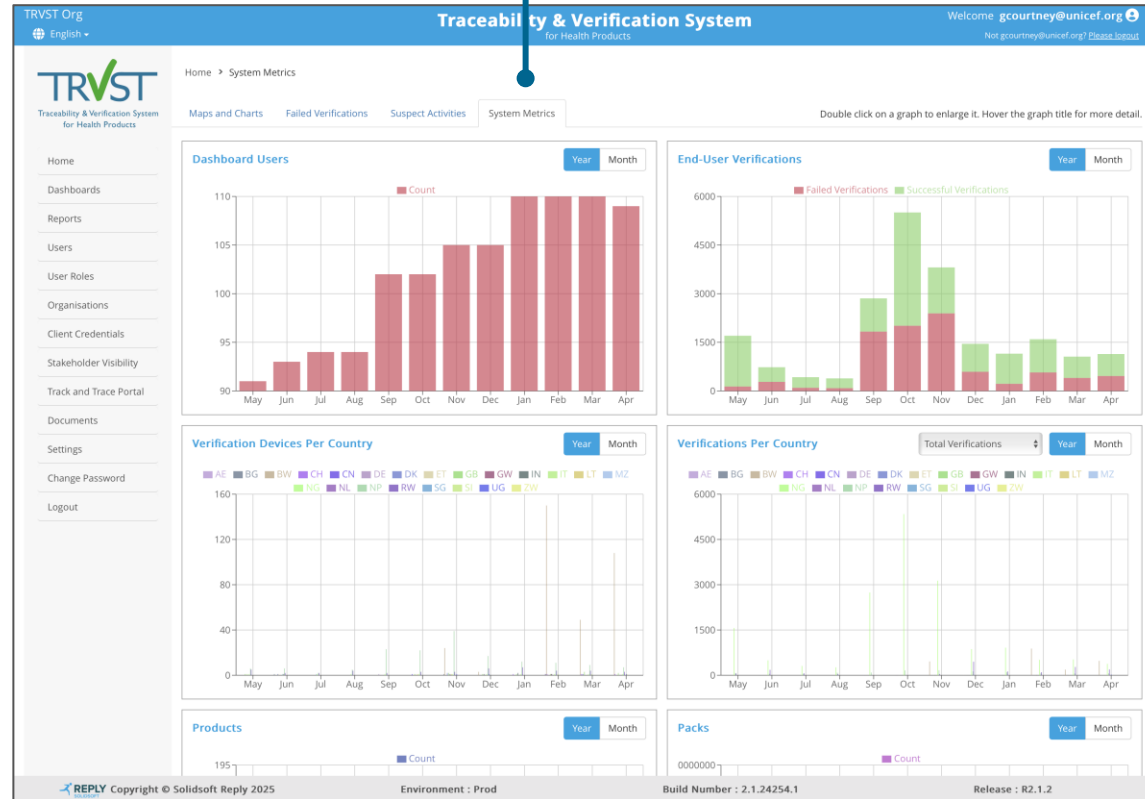
- TRVST has algorithms based on the following criteria
 - The same pack is scanned more than 10 times.
 - The same pack is scanned in different locations within a short period of time.
 - The same pack is scanned in different countries.
 - The same pack is scanned with a different batch or expiry date.



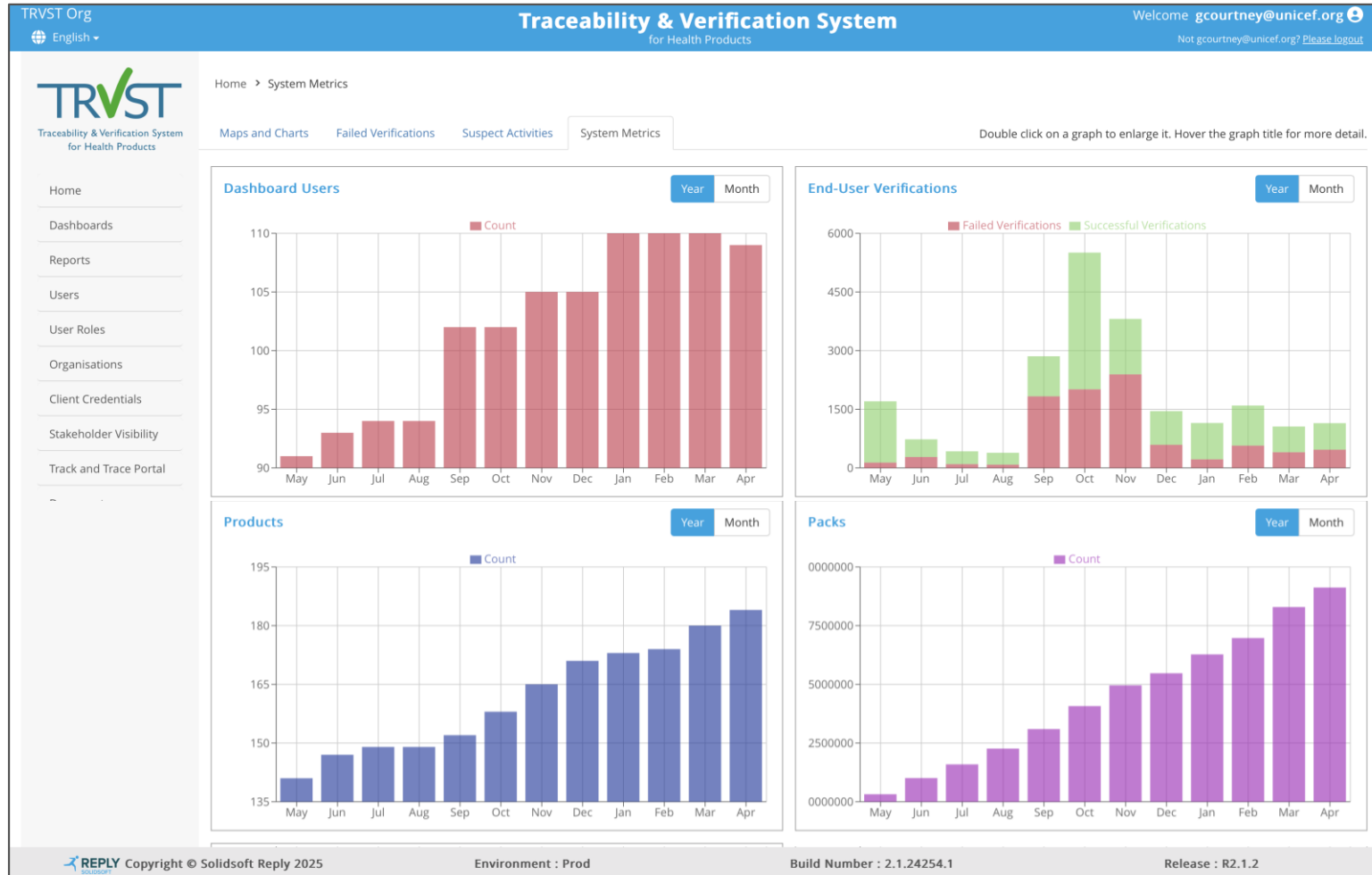
System Metrics

System metrics

System metrics



System metrics



This area provides data on the system usage covering several different areas including:

- The number of verifications carried out per month
- The number of serialised items in TRVST
- How many products are in TRVST
- How many users are set up on TRVST

You can only see data for the country you are set up against



Reports

Reports



TRVST Org
English

Traceability & Verification System
for Health Products

Welcome gcourtney@unicef.org
Not gcourtney@unicef.org? Please logout

Home > Reports

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

User Roles

Organisations

Client Credentials

Stakeholder Visibility

Track and Trace Portal



Documents

Settings

Change Password

Logout

Reports Scheduled Reports

Requested Date	Category	Name	Report Type	Status	Actions
25/04/2025, 11:03:30	Stakeholder	Stakeholder Aggregate Report	Stakeholder Aggregate Report	Running	 

Previous page Page 1 of 1 10 rows Next page

[Request New Report](#)

All reports older than 60 days will be deleted.

REPLY Copyright © Solidsoft Reply 2025 Environment : Prod Build Number : 2.1.24254.1 Release : R2.1.2

Reports

The screenshot displays the TRVST Traceability & Verification System interface. The main header includes the TRVST logo, the system name, and user information. A sidebar on the left contains navigation links. The main content area shows a table of reports with columns for Requested Date, Category, Name, Report Type, Status, and Actions. A 'Request New Report' popup window is overlaid on the table, showing a list of report types with their categories and descriptions.

Requested Date	Category	Name	Report Type	Status	Actions
25/04/2025, 11:03:30	Stakeholder	Stakeholder Aggregate Report	Stakeholder Aggregate Report	Completed	

Category	Report Type	Description
All		
Metrics	Batch Verification Countries Report	Lists the countries from where a specified batch (if not serialised) or one of the packs contained in the batc...
Audit Trail	Exceptions Audit Trail Report	Lists all audit points created due to exceptions during the specified time period.
Audit Trail	Pack Audit Trail Report	Lists all audit points related to a specified pack over its lifetime.
Stakeholder	Pack Disclosure Report	Given a Notification ID the report lists all audit points related to a pack over its lifetime.
Management	Product Catalogue Report	Lists some or all of the products in the product catalogue.
Audit Trail	Product Master Data Audit Trail Report	Lists all audit points for product master data uploads during the specified time period.
Audit Trail	Product Pack Upload Audit Trail Report	Lists all audit points for the upload of product pack data during the specified time period.
Stakeholder	Product Summary Report	For each product, it shows the number of batches and packs it contains.
Stakeholder	Stakeholder Aggregate Report	Provide aggregate metrics about verifications, with dimensions on OBP, Country, verification response, pro...
Metrics	Transaction Times Metric Report	This report lists the transaction times for a given set of transaction types.
Metrics	Transactions by Transaction Type Metric Report	Returns the count of the number transactions by transaction type within a specified time period.
Metrics	Verification Providers Metrics Report	Lists the number of verification attempts performed by each verification provider connected to the system ...
Audit Trail	Verifications By Product Audit Trail Report	Lists verification audit points related to a specified product, and optional batch, within a specified timefra...
Metrics	Web Hosting Report	Metric report displaying usage of the Administration Portal and common errors arising from usage.

- TRVST provides Country Authorities with a variety of reports. The reports are requested and retrieved via the Dashboard.

Requesting a report

- A report is requested by the user by clicking 'Request New Report'.

Request New Report

- A popup will appear with a list of the report types available to the user.

Reports

List all the events related to a serialised pack over its lifetime.

Lists all products currently stored in TRVST

This powerful report is downloaded as CSV into Excel and contains PivotTable fields that allows the user to summarise and analyse data.

This report provides an audit log of all verification requests happening in a country

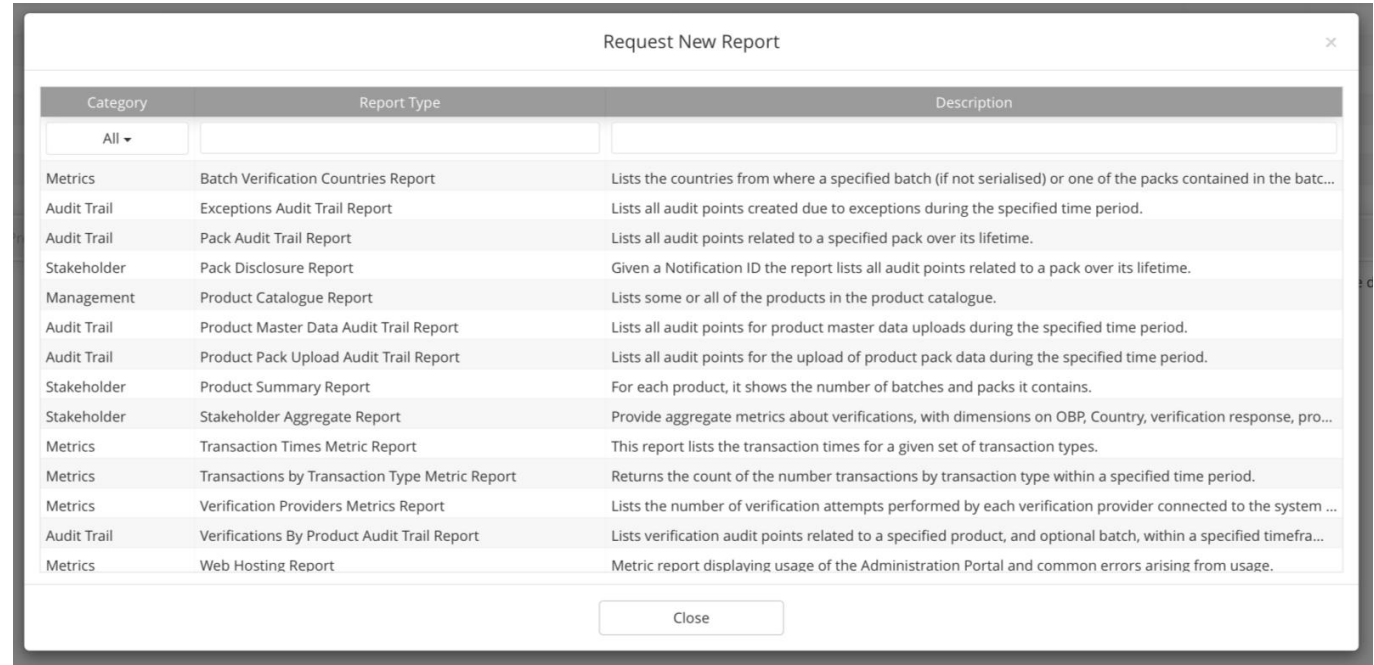
Request New Report

Category	Report Type	Description
All		
Metrics	Batch Verification Countries Report	Lists the countries from where a specified batch (if not serialised) or one of the packs contained in the batc...
Audit Trail	Exceptions Audit Trail Report	Lists all audit points created due to exceptions during the specified time period.
Audit Trail	Pack Audit Trail Report	Lists all audit points related to a specified pack over its lifetime.
Stakeholder	Pack Disclosure Report	Given a Notification ID the report lists all audit points related to a pack over its lifetime.
Management	Product Catalogue Report	Lists some or all of the products in the product catalogue.
Audit Trail	Product Master Data Audit Trail Report	Lists all audit points for product master data uploads during the specified time period.
Audit Trail	Product Pack Upload Audit Trail Report	Lists all audit points for the upload of product pack data during the specified time period.
Stakeholder	Product Summary Report	For each product, it shows the number of batches and packs it contains.
Stakeholder	Stakeholder Aggregate Report	Provide aggregate metrics about verifications, with dimensions on OBP, Country, verification response, pro...
Metrics	Transaction Times Metric Report	This report lists the transaction times for a given set of transaction types.
Metrics	Transactions by Transaction Type Metric Report	Returns the count of the number transactions by transaction type within a specified time period.
Metrics	Verification Providers Metrics Report	Lists the number of verification attempts performed by each verification provider connected to the system ...
Audit Trail	Verifications By Product Audit Trail Report	Lists verification audit points related to a specified product, and optional batch, within a specified timefra...
Metrics	Web Hosting Report	Metric report displaying usage of the Administration Portal and common errors arising from usage.

Close

Further training

- More training on reports is available and can be provided to those users who will be running reports as part of their job.



The screenshot shows a 'Request New Report' dialog box with a table of report categories and types. The table has three columns: Category, Report Type, and Description. A dropdown menu is visible in the Category column, currently set to 'All'. A 'Close' button is located at the bottom right of the dialog box.

Category	Report Type	Description
All ▾		
Metrics	Batch Verification Countries Report	Lists the countries from where a specified batch (if not serialised) or one of the packs contained in the batc...
Audit Trail	Exceptions Audit Trail Report	Lists all audit points created due to exceptions during the specified time period.
Audit Trail	Pack Audit Trail Report	Lists all audit points related to a specified pack over its lifetime.
Stakeholder	Pack Disclosure Report	Given a Notification ID the report lists all audit points related to a pack over its lifetime.
Management	Product Catalogue Report	Lists some or all of the products in the product catalogue.
Audit Trail	Product Master Data Audit Trail Report	Lists all audit points for product master data uploads during the specified time period.
Audit Trail	Product Pack Upload Audit Trail Report	Lists all audit points for the upload of product pack data during the specified time period.
Stakeholder	Product Summary Report	For each product, it shows the number of batches and packs it contains.
Stakeholder	Stakeholder Aggregate Report	Provide aggregate metrics about verifications, with dimensions on OBP, Country, verification response, pro...
Metrics	Transaction Times Metric Report	This report lists the transaction times for a given set of transaction types.
Metrics	Transactions by Transaction Type Metric Report	Returns the count of the number transactions by transaction type within a specified time period.
Metrics	Verification Providers Metrics Report	Lists the number of verification attempts performed by each verification provider connected to the system ...
Audit Trail	Verifications By Product Audit Trail Report	Lists verification audit points related to a specified product, and optional batch, within a specified timefra...
Metrics	Web Hosting Report	Metric report displaying usage of the Administration Portal and common errors arising from usage.

Reports

Category	Report Type
All ▾	
Metrics	Batch Verification Countries Report
Audit Trail	Exceptions Audit Trail Report
Audit Trail	Pack Audit Trail Report
Stakeholder	Pack Disclosure Report
Management	Product Catalogue Report
Audit Trail	Product Master Data Audit Trail Report
Audit Trail	Product Pack Upload Audit Trail Report
Stakeholder	Product Summary Report
Stakeholder	Stakeholder Aggregate Report
Metrics	Transaction Times Metric Report
Metrics	Transactions by Transaction Type Metric Report
Metrics	Verification Providers Metrics Report
Audit Trail	Verifications By Product Audit Trail Report
Metrics	Web Hosting Report

Question

Where on the dashboard will you find a list of the alerts ?



Alert Tabs

TRVST Org English ▾ **Traceability & Verifi**
for Health Product

Home > Failed Verifications

Maps and Charts **Failed Verifications** Suspect Activities System Metrics

Read	Timestamp (UTC)	Notification Identifier	Status	Country	User Lo
All ▾			Filtered ▾		
✉	24/04/2025 12:06:...	UG-MR5-PNZ-YHZ-N...	Open	Uganda	Kampala

Question

Which tab would you use to see an alert where the data in the barcode does not match the data in TRVST ?



Failed verification alerts

The screenshot displays the TRVST web application interface. At the top, there is a blue header with 'TRVST Org' on the left and 'Traceability & Verification for Health Products' on the right. Below the header, the left sidebar contains the TRVST logo and navigation links for 'Home' and 'Dashboards'. The main content area shows a breadcrumb trail 'Home > Failed Verifications' and a navigation menu with 'Failed Verifications' highlighted in a yellow box. Below the menu is a table with columns for 'Read', 'Timestamp (UTC)', 'Notification Identifier', 'Status', 'Country', and 'User Location'. The table contains one row of data representing a failed verification alert.

Read	Timestamp (UTC)	Notification Identifier	Status	Country	User Location
All ▾			Filtered ▾		
	24/04/2025 12:06:...	UG-MR5-PNZ-YHZ-N...	Open	Uganda	Kampala



Help Desk & Support

Service Desk Services



- 24/7 telephone answering



- 24/7 Email logging



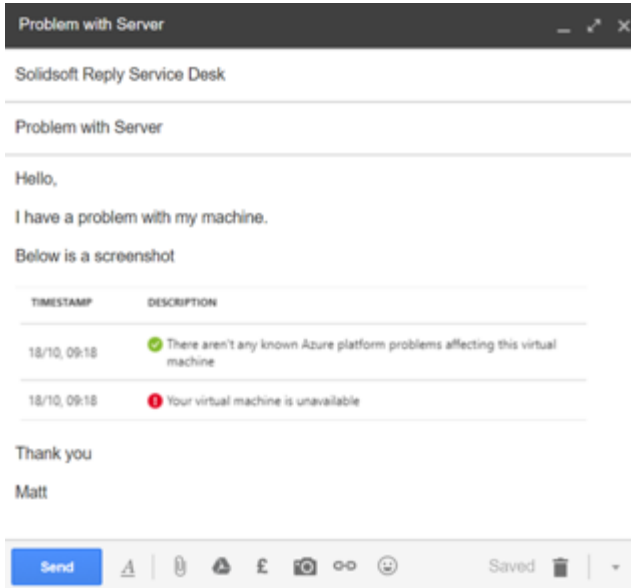
- 24/7 Web Portal & Mobile App access
- Incident Logging
- Knowledgebase and FAQ documents



Logging An Incident Via Email

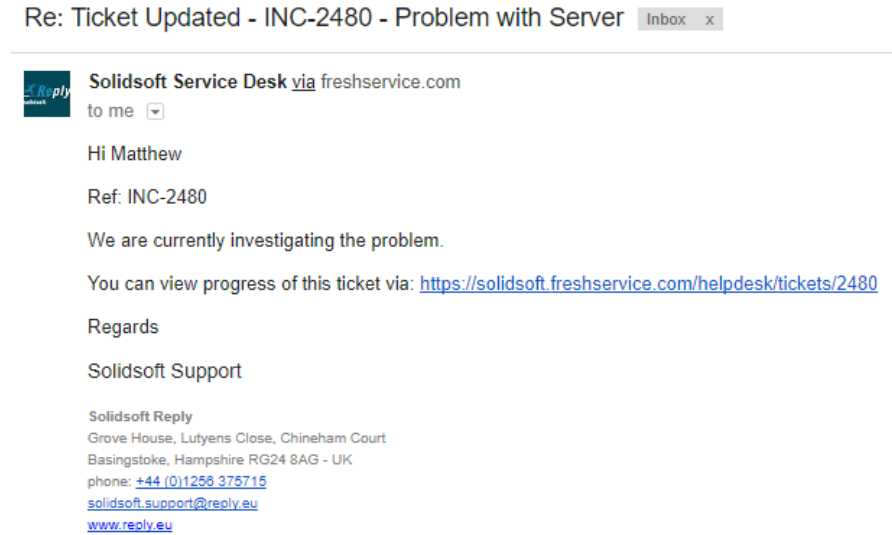
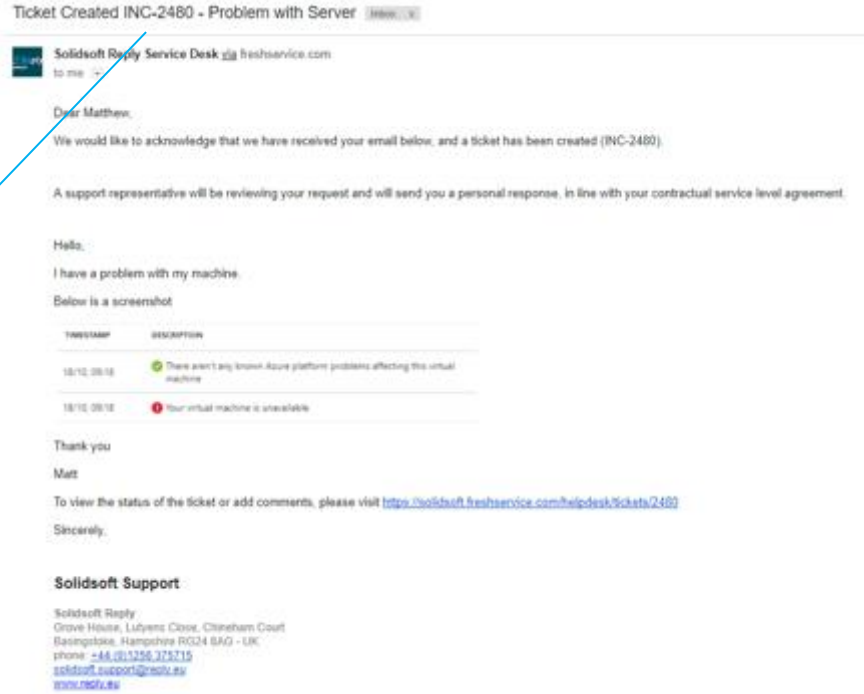
To log an incident or request via email just send an email to the Solidsoft Reply Service Desk at:

TRVST.support@reply.com



INC-2480

An automated email will be sent back to the user with the details of the ticket logged and reference number



Any updates within the Service Desk system will send the user an email – providing the update and ticket reference number

Logging An Incident Via Phone



To log an incident or request via phone just phone the Solidsoft Reply Service Desk on:

+44 1256 807233

A Solidsoft Reply Service Desk Agent will answer the phone and take your details including:

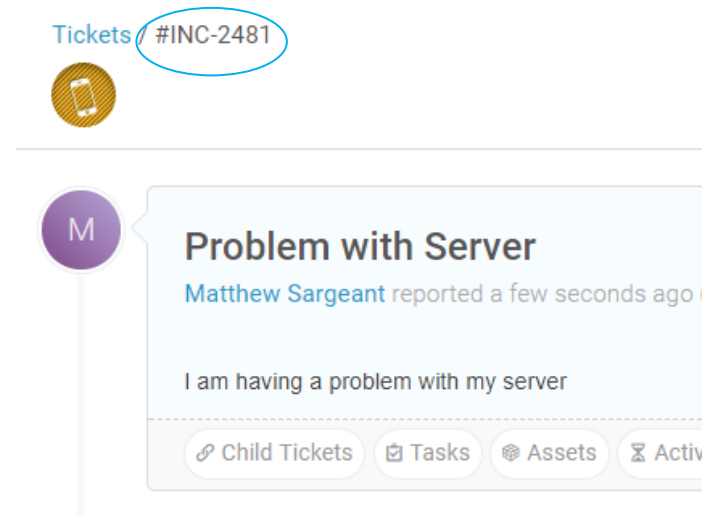
- **Name**
- **Email Address**
- **Telephone number**
- **Location**
- **A description of the incident or request**
- **The urgency of the incident**

(if applicable):

- **Mobile Device and Model (Android or Apple)**
- **Android and Apple IOS version**
- **Your Phone App Unique Device ID**

A Solidsoft Reply Service Desk Agent will provide the user with:

- **An incident number (INC-2481)**
- **The priority rating of the ticket**
- **An automated email sent back to the user**



Question

What is the best way to raise a helpdesk request ?



Logging an incident via email

To log an incident or request via email just send an email to the Solidsoft Reply Service Desk at:

TRVST.support@reply.com



Security Breach

Security and Data Breaches

- Any actual or high probability security or personal data breach should be reported to the Solidsoft Reply Service Desk where:
 - This relates to a vulnerability within the TRVST system or mobile app
 - This could impact the security of the TRVST system/mobile app or expose the data within it
- The following information should be provided
 - As many known facts as possible relating to the (actual or potential) breach
 - The potential effects of the breach (if known)
 - Any remedial action that has been taken or is planned
- The information should be provided by raising an incident with through the Service Desk and giving it an appropriate priority (P1 if considered a high priority incident)

Details of how to raise incidents is covered in the Service Desk section.

- Solidsoft Reply will follow their internal security incident management process and may request further information or involvement from the reporting party or other stakeholders. For high priority incidents, regular updates will be provided by email.



Introduction to the TRVST Track & Trace Portal

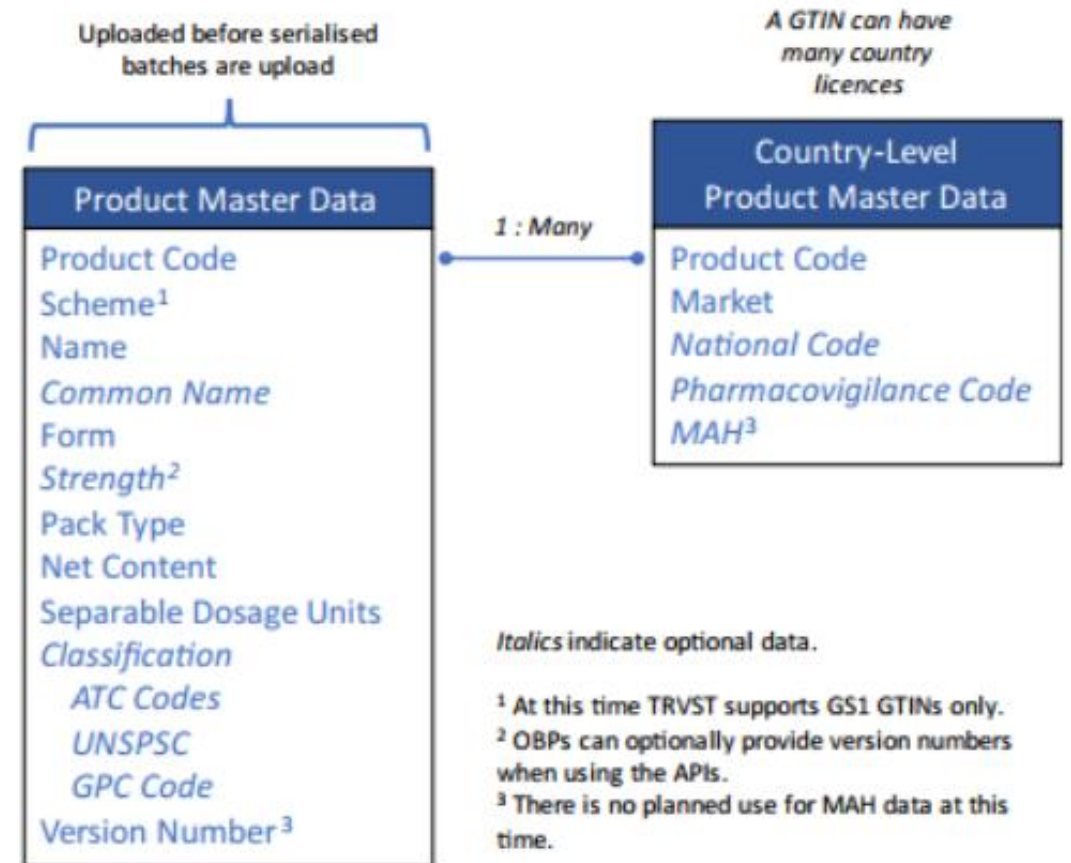


Product Master Data

Product Master Data


There are two ways to provide product master data (PMD) to TRVST:-

- Upload EPCIS master data documents electronically using the OBP-E API
- Enter data manually via the Traceability Admin Portal UI
- The diagram shows the PMD model supported by TRVST
- Refer to TRVST Master Data Guide for further details.



Product Management – Add a Product(1)

The **Product screen** contains the data fields which make up the TRVST Product Master Data Schema

The application provides on-screen via information icon  to help explain the semantics of certain fields.

User needs to enter GTIN in the normal 14-digit format. The GTIN specified needs to be associated with the GLN & Company Prefix that belongs to the party/organisation.

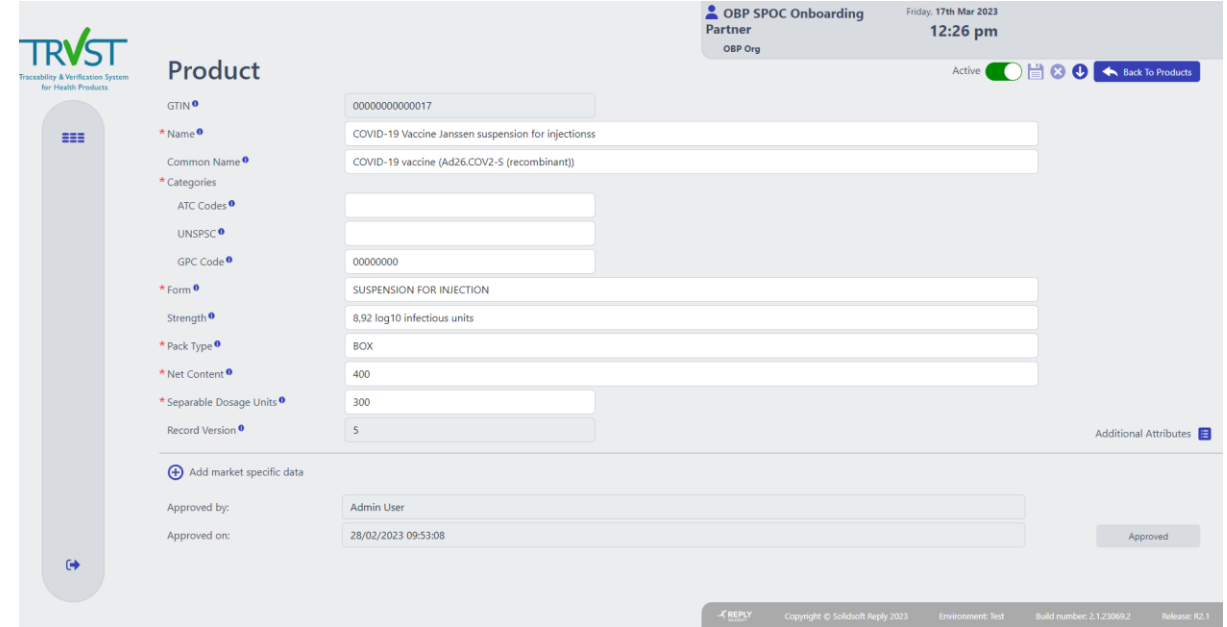
The Product needs to be also associated with at least one Categorisation. TRVST supports and promote the use of Anatomical Therapeutic Chemical or (ATC Code). *Why should this be captured?*

We may want to use the system for Product shortages and may therefore wish to search the system for all products for a particular ATC Code.

Alternatively United Nations Standard Products and Services (UNSPSC) or GS1 Global Product Classification (GPC) code can be provided.

Market-specific data can be optionally associated with the product. Note:- This is functionality the system has but is currently not used.

TRVST supports the creation of additional master data attributes. These can be added by clicking on the Additional attributes icon.




The screenshot displays the TRVST Product Management interface. The header shows 'OBP SPOC Onboarding Partner' and 'OBP Org'. The date and time are 'Friday 17th Mar 2023 12:26 pm'. The page title is 'Product'. The form contains the following fields:

- GTIN: 00000000000017
- Name: COVID-19 Vaccine Janssen suspension for injectionss
- Common Name: COVID-19 vaccine (Ad26.COVID-2-S (recombinant))
- Categories: (empty)
- ATC Codes: (empty)
- UNSPSC: (empty)
- GPC Code: 00000000
- Form: SUSPENSION FOR INJECTION
- Strength: 8.92 log10 infectious units
- Pack Type: BOX
- Net Content: 400
- Separable Dosage Units: 300
- Record Version: 5

Additional fields include 'Approved by: Admin User' and 'Approved on: 28/02/2023 09:53:08'. There is an 'Approved' button and an 'Additional Attributes' icon.

Adding Product Master Data






Traceability & Verification System
for Health Products

Product


Christopher Entwistle
Solidsoft Reply


* On-Behalf of:
MAH 501 internal testing

Tuesday, 27th Feb 2024
5:08 pm


Active    [Back To Products](#)

GTIN [?]	<input type="text" value="05000198012347"/>
* Name [?]	<input type="text" value="COVID-19 Vaccine OBPOrg suspension for injection"/>
Common Name [?]	<input type="text" value="COVID-19 vaccine (Ad26.COVS-2 (recombinant))"/>
* Categories	
ATC Codes [?]	<input type="text" value="A10BA02"/>
UNSPSC [?]	<input type="text"/>
GPC Code [?]	<input type="text"/>
* Form [?]	<input type="text" value="Capsule"/>
Strength [?]	<input type="text" value="100 mg"/>
* Pack Type [?]	<input type="text" value="bottle"/>
* Net Content [?]	<input type="text" value="10"/>
* Separable Dosage Units [?]	<input type="text" value="10"/>
Record Version [?]	<input type="text" value="2"/>

Additional Attributes 

 Add market specific data

Approved by:	<input type="text" value="Christopher Entwistle"/>
Approved on (UTC):	<input type="text" value="23/01/2024 08:56:04"/>

 Copyright © Solidsoft Reply 2024 Environment: ITE Build number: 2.1.23090.1 Release: R2.1

Product Management – Add a Product(2)

When the product information has been added.

Set the Product to Active using the slider.



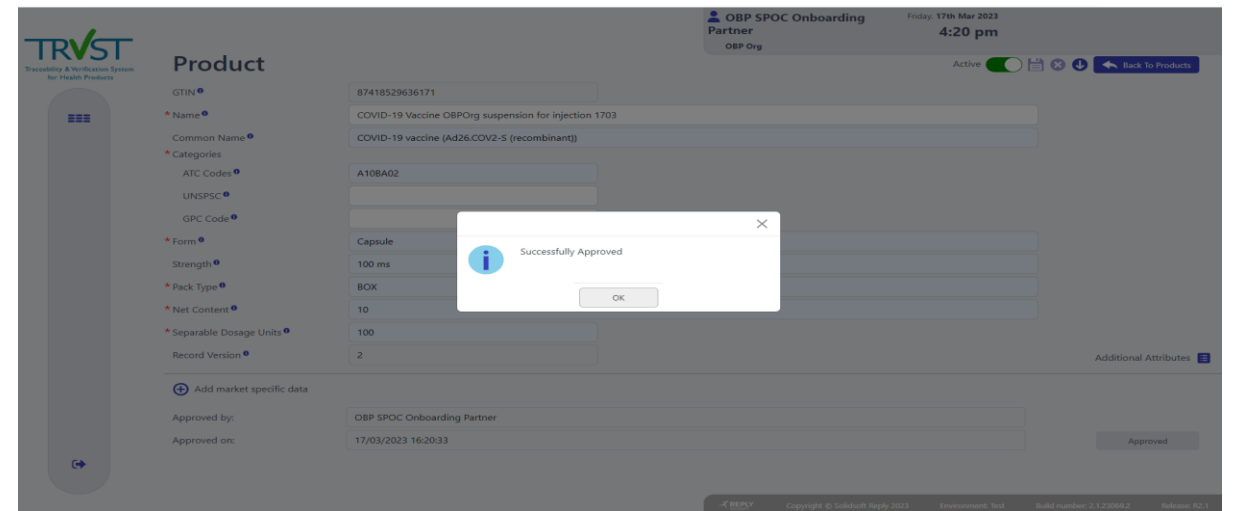
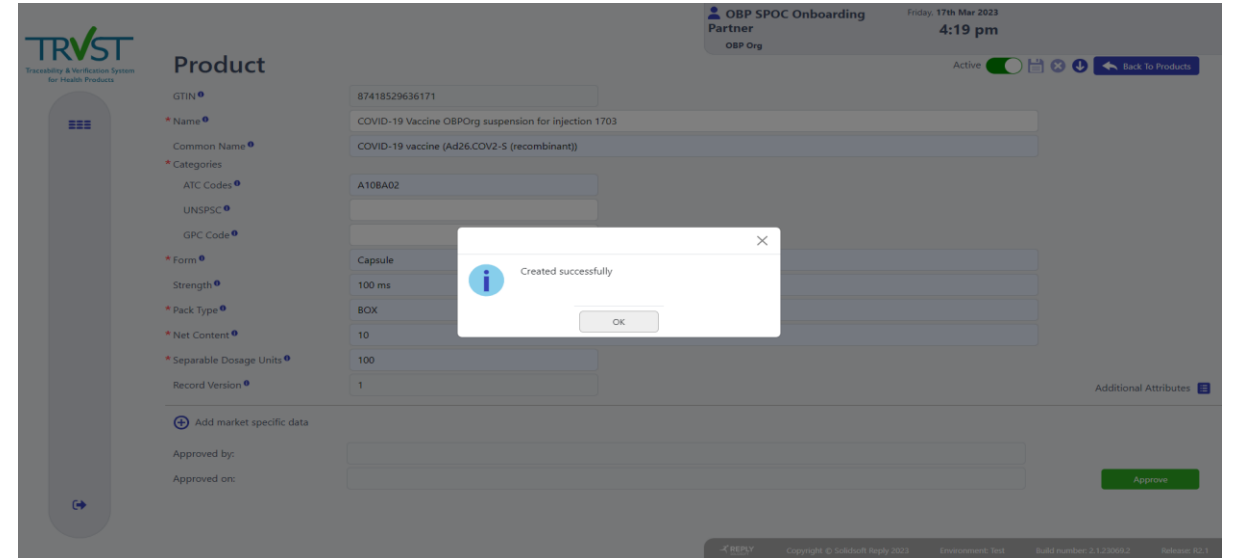
Press save icon  to save the record.

Only approved record are passed to the EPCIS repository. TRVST supports two stage approval whereby a Manufacturers Quality Management policy states that one person enters master data and second independent person needs to check it prior to approval.

Press the Approve button to approve the product record.

The GTIN does not match any of the owning Party's Company Prefixes.

Back to Products



Product Management – Products Listing

The Products page lists all products belonging to the organisation of the logged user.

Each product is identified by a GTIN that assigned by the Manufacturer.

Product Master Approval

The Traceability Admin Portal supports functionality to record approval.

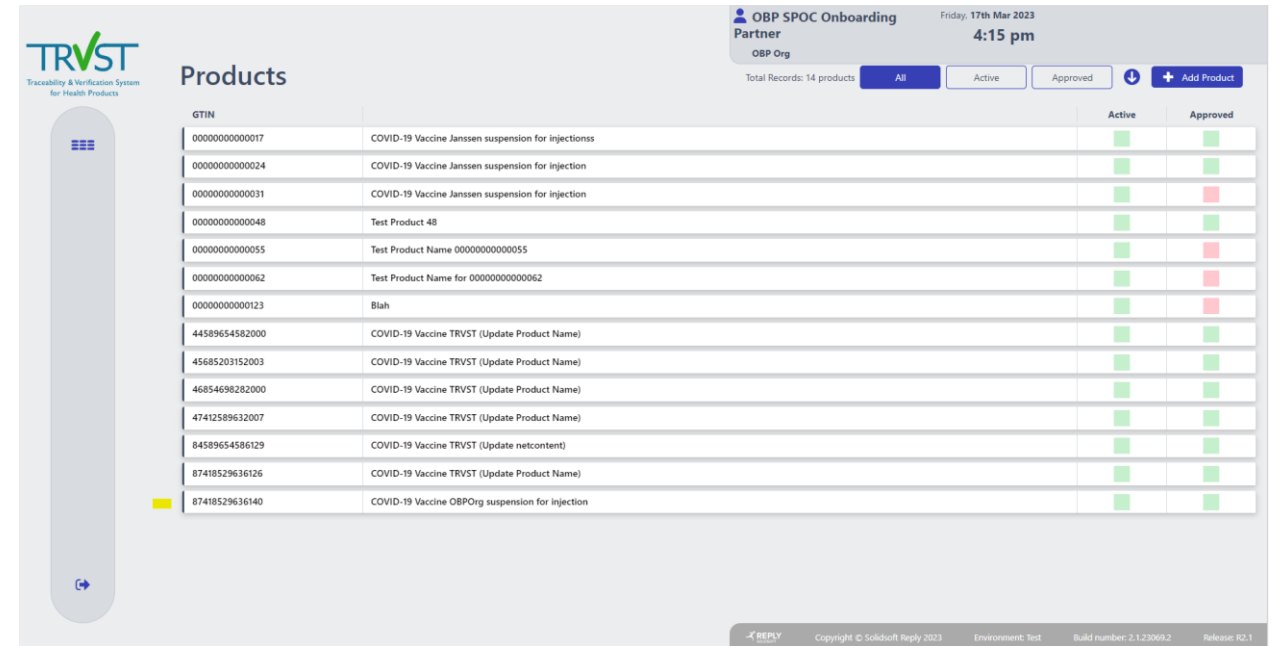
TRVST supports two stage record approval: For scenario whereby a Manufacturers Quality Management policy states that one person enters master data and second independent person needs to check it prior to approval.

Filtering

This is a flag whose sole use is to filter out products from the list of products for example, where the product is no longer associated with TRVST.

The screen provides filter buttons (All, Active and Approved) to filter the list of products shown on the screen. The 'All' filter is the default filter and displays all products, regardless of the Active or Approved flags.

From this page by clicking on a GTIN the user can amend a product or via 'Add Product' button add a new product.



OBP SPOC Onboarding Partner OBP Org Friday, 17th Mar 2023 4:15 pm

Total Records: 14 products

GTIN	Product Name	Active	Approved
00000000000017	COVID-19 Vaccine Janssen suspension for injections	Green	Green
00000000000024	COVID-19 Vaccine Janssen suspension for injection	Green	Green
00000000000031	COVID-19 Vaccine Janssen suspension for injection	Green	Red
00000000000048	Test Product 48	Green	Green
00000000000055	Test Product Name 00000000000055	Green	Red
00000000000062	Test Product Name for 00000000000062	Green	Red
00000000000123	Blah	Green	Red
44589654582000	COVID-19 Vaccine TRVST (Update Product Name)	Green	Green
45685203152003	COVID-19 Vaccine TRVST (Update Product Name)	Green	Green
46854698282000	COVID-19 Vaccine TRVST (Update Product Name)	Green	Green
47412589632007	COVID-19 Vaccine TRVST (Update Product Name)	Green	Green
64589654586129	COVID-19 Vaccine TRVST (Update netcontent)	Green	Green
87418529636126	COVID-19 Vaccine TRVST (Update Product Name)	Green	Green
87418529636140	COVID-19 Vaccine OBPorg suspension for injection	Green	Green

REPLY Copyright © Software Reply 2023 Environment: Test Build number: 3.1.2.3009.2 Release: R2.1

Product Management – View/Amend Existing Product

From the Product listings page by clicking on a GTIN the user can amend a product

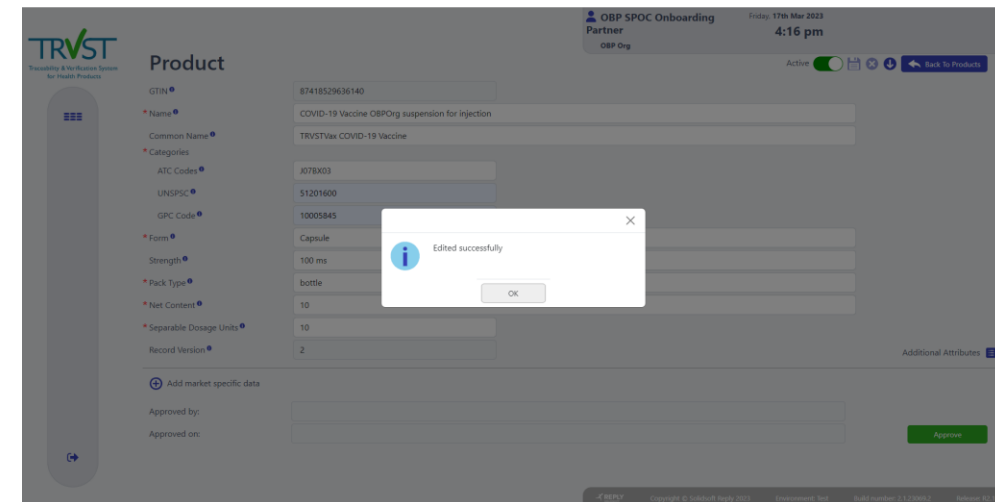
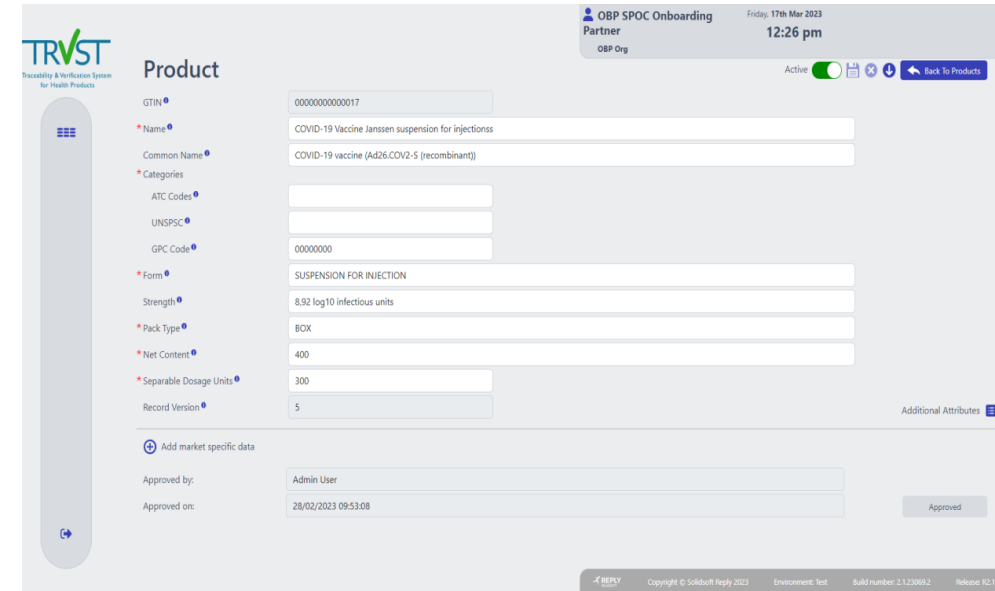
Reason for amending product data

It maybe you can't provide some of the Product Master data through the automated interface so you need to come into the Track & Trace user interface an modify the product data.

When the product information has been amended

Press the Approve button to approve the product record.

Press save icon  to save the record.



Product Management – Exporting Product Data

The Traceability Administration Portal has an option to Export Product Data.

Click on the Export icon

Message is displayed notifying the user the data has been exported.

File appear under downloads and the user has the option to keep and open the file.

Upon opening the file the XML is displayed.

Also if you run Product Catalogue Report from the Verification Dashboard you will be able to see the Product has been added.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<EPCISBody>
  <VocabularyList>
    <Vocabulary type="urn:epcglobal:epcis:vt:type:EPCClass">
      <VocabularyElementList>
        <VocabularyElement id="urn:epcidpat:sgtin:741852963.8617.*">
          <attribute id="urn:trvst:pnd:name">COVID-19 Vaccine OBP Org suspension for injection 1703</attribute>
          <attribute id="urn:trvst:pnd:commonname">COVID-19 vaccine (Ad26.COVID-2-S (recombinant))</attribute>
          <attribute id="urn:trvst:pnd:atccodes">A10BA02</attribute>
          <attribute id="urn:trvst:pnd:form">Capsule</attribute>
          <attribute id="urn:trvst:pnd:strength">100 ms</attribute>
          <attribute id="urn:trvst:pnd:packtype">BOX</attribute>
          <attribute id="urn:trvst:pnd:netcontent">10</attribute>
          <attribute id="urn:trvst:pnd:separabledosageunits">100</attribute>
          <attribute id="urn:trvst:pnd:productversionnumber">2</attribute>
        </VocabularyElement>
      </VocabularyElementList>
    </Vocabulary>
  </VocabularyList>
</EPCISBody>
</epcis:EPICISMasterDataDocument>
```

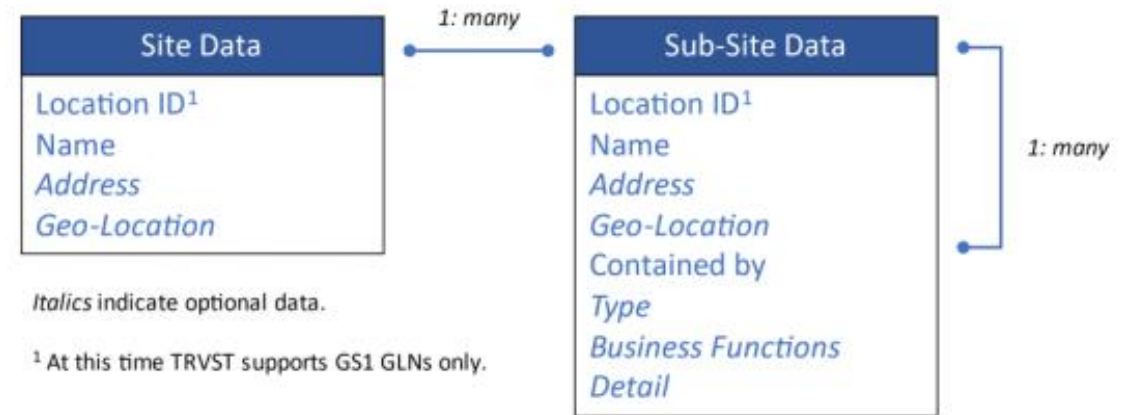


Location Master Data

Location Master Data

TRVST allows OBPs to create Location Master Data (LMD) via Traceability Administration Portal UI.

- These would be entering for instance when we receive traceability events (such as the uploading of a shipping event).
- When manufacturer ships goods and quote the location, they will be shipping from it helps the TRVST user understand the exactly where the products coming from.
- It will be useful when looking at reports as you don't just have the GLN you have the location goods are being shipped to/from.
- This data is optional but if Manufacturers have the information, they should provide it in support of any shipping events that they provide, or any other events that may hold site GLNs.
- The diagram shows **Location Master Data Model**



Location Master Data

TRVST
Traceability & Verification System
for Health Products

Location

Christopher Entwistle
Solidsoft Reply

* On-Behalf of: MAH 501 internal testing

Tuesday, 27th Feb 2024
5:09 pm

Sub-Site? Active [Back to Locations](#)

* GLN 5000198000009

* Name Pharmaceutical Company In Cambridge

Address

City Cambridge

State

Postal Code Cambridge

* Country United Kingdom

Latitude

Longitude

Approved by:

Approved on (UTC):

[Approve](#)

REPLY
Copyright © Solidsoft Reply 2024 Environment: ITE Build number: 2.1.23090.1 Release: R2.1

- Examples of Locations include sites (e.g., warehouses, ports of entry) and sub-sites within a site, such as bay doors, store-rooms, cold rooms, etc.

Location Management – Add Location

- Each location is identified using a GLN 13-digit (Global Location Number) assigned by the organisation to whom the location belongs.
- Location master data can only be assigned to GLNs where the initial digits of the GLN correspond to a company prefix for a Party recognised by the system. In addition, the current user must be associated with the Party that owns the company prefix.
- A site location may contain one or more sub-site locations. It is even possible for a sub-site to contain its own sub-sites. To model this, use the Sub-Site toggle button at the top of the screen.

The image displays two screenshots of the TRVST 'Add Location' form. The top screenshot shows a form with the following fields: GLN (8102185124594), Name (Industries X Location), Address (Hemsheimer), City (Perk), State (61863), Postal Code, Country (Belgium), Latitude, and Longitude. It includes a 'Sub-Site?' toggle (off) and an 'Active' toggle (on). The bottom screenshot shows a similar form but with a 'Contained by' field (with a red error message 'Contained by is required'), 'Type', 'Business Functions', and 'Detail' fields. It also includes 'Approved by:' and 'Approved on:' fields. Both screenshots show the TRVST logo and user information: 'OBP SPOC Onboarding Partner OBP Org' and the date 'Friday, 17th Mar 2023'.

Location Management – Add a Location (2)

When the location information has been added.

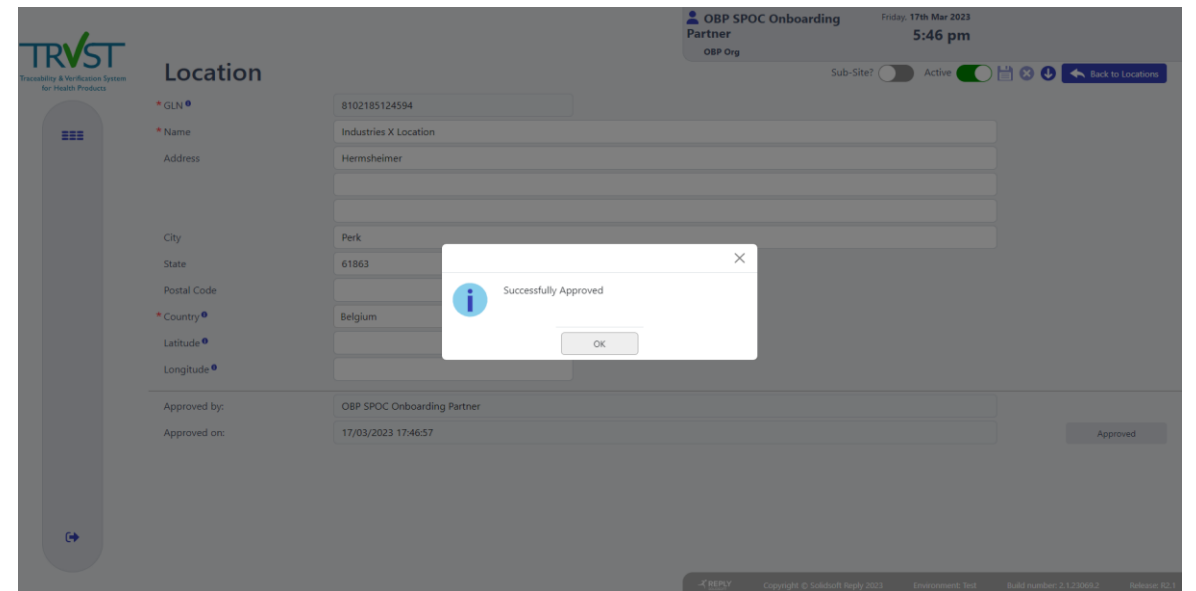
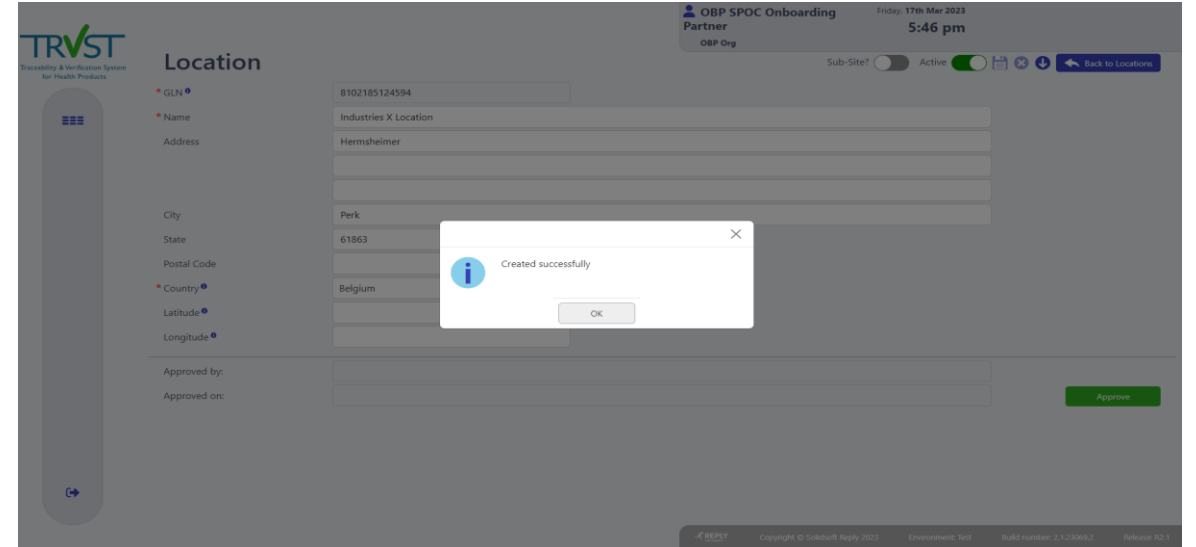
Set the Location to Active using the slider.



Press save icon  to save the record.

Only approved records are passed to the EPCIS repository. TRVST supports two stage approval whereby a Manufacturer's Quality Management policy states that one person enters master data and a second independent person needs to check it prior to approval.

Press the Approve button to approve the location record.



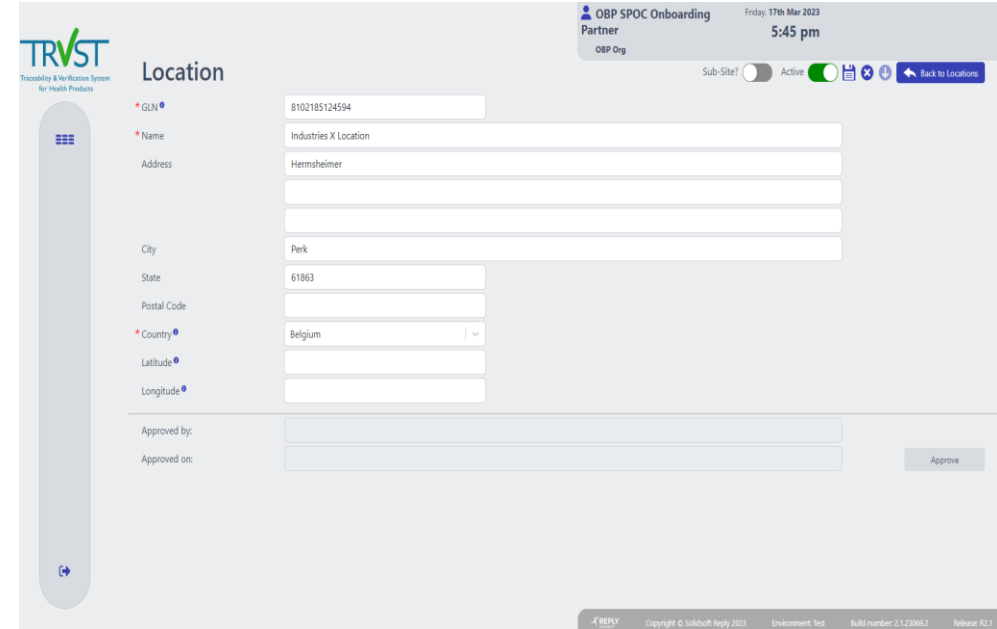
Location Management – View/Amend Existing Location

From the Location listings page by clicking on a GLN the user can amend a location

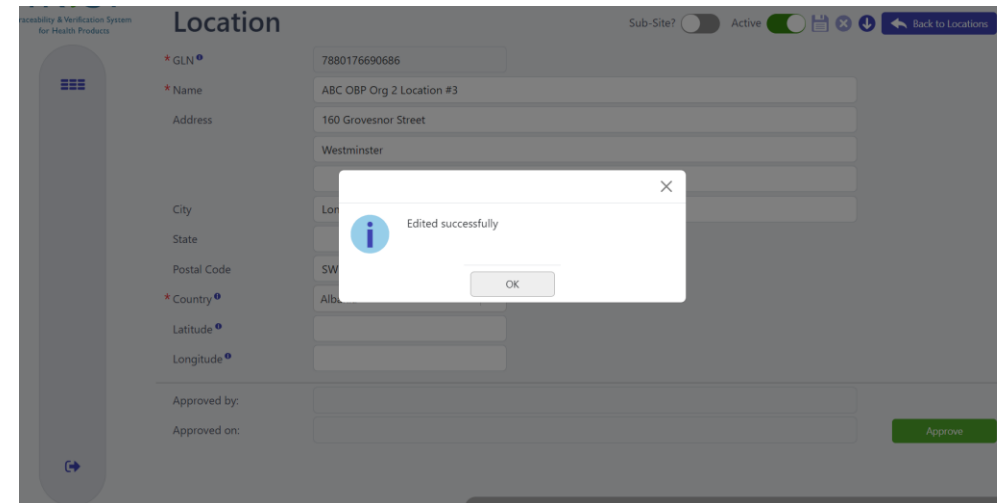
When the location information has been amended

Press the Approve button to approve the location record.

Press save icon  to save the record.



The screenshot shows the 'Location' management interface. The header includes the TRVST logo and the text 'Traceability & Verification System for Health Products'. The main content area is titled 'Location' and contains a form with the following fields: GLN (8102185124594), Name (Industries X Location), Address (Hermshaimer), City (Perk), State (61863), Postal Code, Country (Belgium), Latitude, and Longitude. There are also fields for 'Approved by:' and 'Approved on:'. A green 'Approve' button is located at the bottom right. The top right corner shows the user 'OBP SPOC Onboarding Partner' and the date 'Friday, 17th Mar 2023 5:45 pm'. A 'Back to Locations' button is also present.



The screenshot shows the 'Location' management interface with a modal dialog box. The form fields are: GLN (7880176690686), Name (ABC OBP Org 2 Location #3), Address (160 Grovesnor Street, Westminster), City (Lon), State (SW), Postal Code (Alb), Country (Alb), Latitude, and Longitude. The 'Approve' button is now green. A modal dialog box is centered on the screen with the message 'Edited successfully' and an 'OK' button. The top right corner shows the user 'OBP SPOC Onboarding Partner' and the date 'Friday, 17th Mar 2023 5:45 pm'. A 'Back to Locations' button is also present.

Location Management – Exporting Location Data

The Traceability Administration Portal has an option to Export Location Data.

Click on the Export icon

Message is displayed notifying the user the data has been exported.

File appear under downloads and the user has the option to keep and open the file.

Upon opening the file the XML is displayed.

The screenshot shows the TRVST Traceability Administration Portal interface. The top section displays the 'Product' details for a COVID-19 vaccine. A notification dialog box indicates that the product data has been exported successfully. Below this, the 'Location' details are shown, including GLN, Name, Address, City, State, Postal Code, and Country. A 'Downloads' window is open, showing the exported XML file. The XML content is displayed below the location details, showing the document tree structure.

```
<?xml version="1.0" encoding="UTF-8" standalone="no" ?>
<eplcsm:EPICISMasterDataDocument xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:epcismd="urn:epcglobal:epcis-masterdata:xsd:1" schemaVersion="1.2" creationDate="2023-03-17T17:47:24.0144789+00:00">
  <EPCISBody>
    <VocabularyList>
      <Vocabulary type="urn:epcglobal:epcis:vtype:Location">
        <VocabularyElementList>
          <VocabularyElement id="urn:epcis:ids:gl:8102.18512459.0">
            <attribute id="urn:epcglobal:cbv:mda#name" Industries X Location/>
            <attribute id="urn:epcglobal:cbv:mda#streetAddressOne" Hermsheimer/>
            <attribute id="urn:epcglobal:cbv:mda#city" Perk/>
            <attribute id="urn:epcglobal:cbv:mda#state" 61863/>
            <attribute id="urn:epcglobal:cbv:mda#countryCode" BE/>
            <attribute id="urn:epcglobal:cbv:mda:site" 8102185124594/>
          </VocabularyElement>
        </VocabularyElementList>
      </Vocabulary>
    </VocabularyList>
  </EPCISBody>
</eplcsm:EPICISMasterDataDocument>
```



Recalling a Batch

Batch Recall

- The Track & Trace portal also support functionality for OBPs to manage batch recalls from individual countries.
- Therefore, TVST can provide useful information to OBPs to determine the countries to which packs from a given batch have been distributed.
- By recording the batch recall, the manufacturer ensures that users who verifies packs in affected countries are advised to contact their regulatory authority concerning the healthcare product pack.

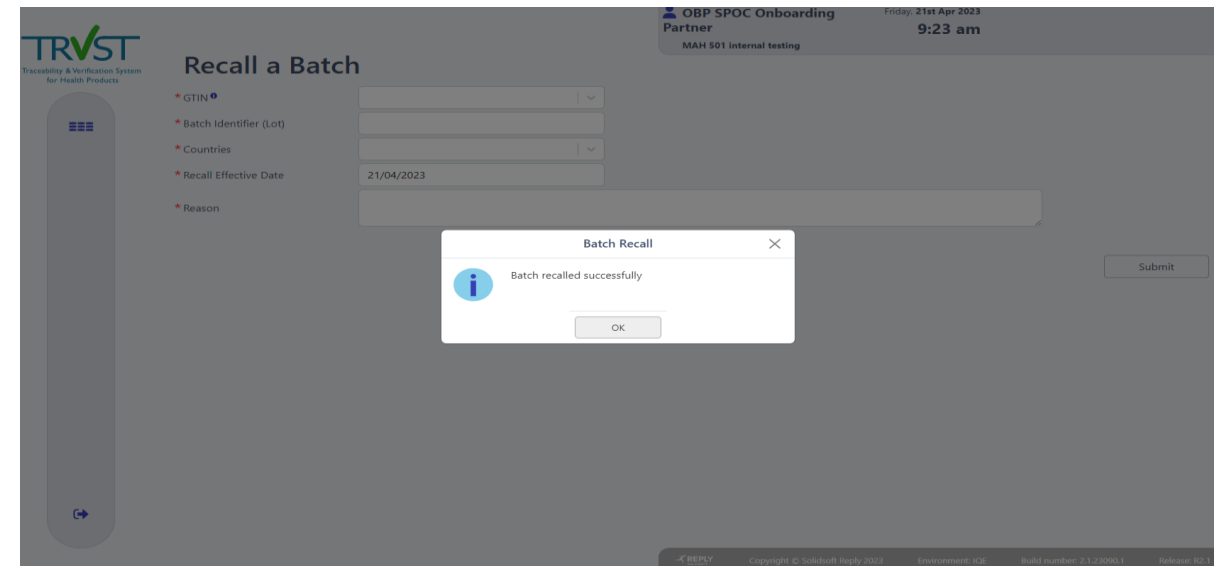
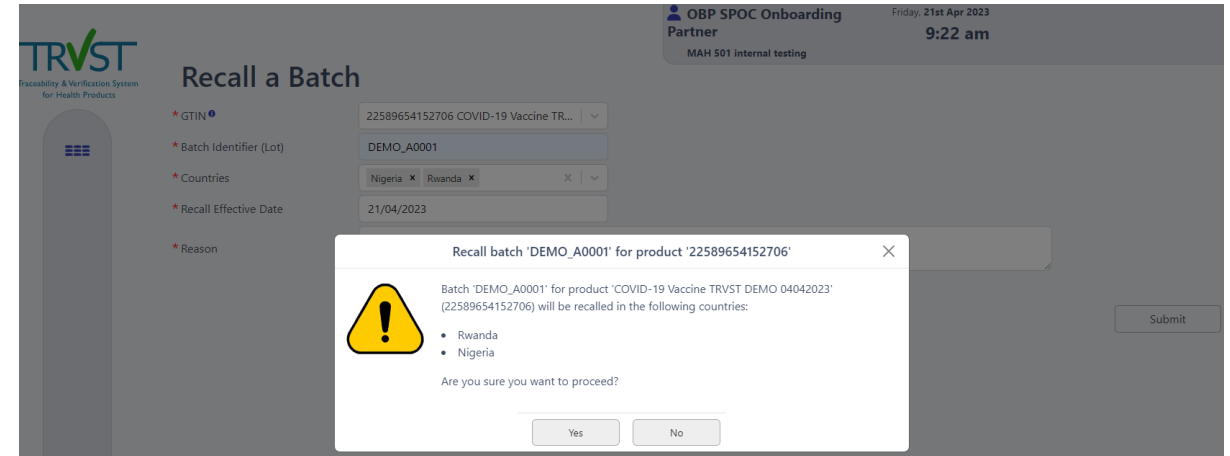
The screenshot shows the TRVST 'Recall a Batch' interface. The top right corner displays the user 'OBP SPOC Onboarding Partner' and the time 'Friday, 21st Apr 2023 9:21 am'. The form fields are as follows:

Field	Value
* GTIN	22589654152706 COVID-19 Vaccine TR...
* Batch Identifier (Lot)	DEMO_A0001
* Countries	Nigeria x Rwanda x
* Recall Effective Date	21/04/2023
* Reason	Faulty Vaccine.

A 'Submit' button is located at the bottom right of the form.

Batch Recall

- When submitting a Batch Recall request user is asked if they wish to proceed with recalling the specified batch in the selected countries.
- Upon confirming they wish to proceed a successful batch recall message is displayed.
- If an incorrect Batch is specified a Batch Not Found message is displayed.



Party Management

- The Traceability Administration Portal also is used by Solidsoft Reply for Party Management.
 - This is a means of associating the Global Location Number (GLN) and Global Company Prefix (GCP's) to a Party.
 - Its used to manage the GTIN number pool against the organisation and track GTIN and GLN ownership in the event of mergers, acquisitions and divestitures.

The screenshot displays the TRVST Party Management interface. The top right corner shows the user is logged in as 'Admin User' (AdminOrg) and is acting on behalf of 'OBP Org 2'. The date is Thursday, 6th Apr 2023, and the time is 1:16 pm. The interface includes an 'Active' toggle switch, a 'Back to Parties' button, and a 'Party' title. The form fields are as follows:

GLN	9453210208383
Name	OBP Org 2
Type	Onboarding Partner
Address	Party Line Address Line 1 Party Line Address Line 2 Party Line Address Line 3
City	Party Line Address City
State	Party Line Address State
Postal Code	WS11 1DB
Country	Albania
GS1 Company Prefixes	945321
Approved by:	System Administrator Global One Org
Approved on (UTC):	23/03/2023 16:46:37

An 'Approved' button is located at the bottom right of the form.



Dashboard User Onboarding by OBP SPOC



Create User

OBP SPOC Homepage

- Information needed before setting up users includes:-
 - Title,
 - First Name
 - Surname
 - Email Address
 - Phone No (used for 2 FA)
 - Job Role/title
 - Indication whether the user is going to be accessing
 - Dashboard for Verification Only (Monitor)
 - Track & Trace Portal for Traceability (Track & Trace Operator)
 - or both.
- To create a user, firstly select 'Users' menu item.

MAH 510 internal testing

Traceability & Verification System
for Health Products

Welcome obpspoc123@gmail.com

English

Not obpspoc123@gmail.com? Please logout

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

Client Credentials

Track and Trace Portal

Documents

Settings

Change Password

Logout

Home

CHANGE YOUR PASSWORD

It's recommended that you change your password on a regular basis to ensure that your account remains secure.

New passwords must be 8 characters long with at least 1 character from the following types:

- Upper case characters
- Lower case characters
- Numbers
- Special Characters !\$%&=#+@#.-_

Change Password

HELP AND ADVICE

You can find more information about TRVST in the Documents Repository.

If you have any feedback please send an email to trvst.feedback@reply.com.

Documents

REPLY Copyright © Solidsoft Reply 2023

Environment : Pre Prod

Build Number : 2.1.23076.1

Release : R2.1

Setting up Users by OBP SPOC

- Press Create New User

The screenshot shows the TRVST Traceability & Verification System interface. The top navigation bar includes the system name, language selection (English), and user information (Welcome obspoc123@gmail.com). The left sidebar contains navigation links: Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, and Logout. The main content area displays the 'Users' management page with a table of users. The 'Create New User' button is highlighted with a red circle.

MAH 510 internal testing
English

Traceability & Verification System
for Health Products

Welcome obspoc123@gmail.com
Not obspoc123@gmail.com? Please logout

Home > Users

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

Client Credentials

Track and Trace Portal

Documents

Settings

Change Password

Logout

Users

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
		All			All	All			
OBP SPOC Onboar	obspoc123@gmail.com		OBP Manager	Email	Active	Administrator	24/03/2023 09:20:27	24/03/2023 09:31:19	

Filtered

Previous page

Page 1 of 1

10 rows

Next page

Create New User

User Management - Create User

- Provide the following Information to set up users:-
 - Title,
 - First Name
 - Surname
 - Email Address
 - Phone No (used for 2 FA)
 - Job Role/title
 - Add Notes.
 - Select the role from the drop
 - Dashboard for Verification Only (Monitor) role
 - Track & Trace Portal for Traceability (Track & Trace Operator) role
 - Verification & Traceability (Monitor & Track & Trace Operator).
- Press Create button.

The screenshot shows the 'Create New User' form in the TRVST system. The form fields are as follows:

- Title: (Empty)
- * First Name: Verification
- * Last Name: User
- * Email Address: obpmonitor@gmail.com
- Job Title: OBP Monitor
- * Roles: Monitor (selected from a dropdown)
- * Notes: Verification User.

At the bottom of the form, there are two buttons: 'Create' (highlighted in blue) and 'Close'.

The background dashboard shows the TRVST logo, navigation menu, and user information: 'Welcome obpspoc123@gmail.com' and 'Not obpspoc123@gmail.com? Please logout'.

Footer information: REPLY Copyright © Solidsoft Reply 2023, Environment : Pre Prod, Build Number : 2.1.23076.1, Release : R2.1

User Management – User Created

- The new User is listed with an Invited status and Invitation email has now been sent to the new user.

The screenshot displays the TRVST (Traceability & Verification System) user management interface. The top navigation bar includes the text 'MAH 510 internal testing', 'Traceability & Verification System for Health Products', and a user welcome message 'Welcome obpspoc123@gmail.com'. A green notification bubble in the top right corner states: 'User obpmonitor@gmail.com successfully created and invited to onboard'. The main content area shows a 'Users' table with the following data:

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
		All ▾			All ▾	All ▾			
OBP SPOC Onboar	obpspoc123@gmail.com		OBP Manager	Email	Active	Administrator	24/03/2023 09:20:27	24/03/2023 09:31:19	
Verification User	obpmonitor@gmail.com		OBP Monitor		Invited	Monitor	24/03/2023 09:40:58		

Below the table, there is a pagination control showing 'Page 1 of 1' and a 'Create New User' button.

Footer information includes: REPLY Copyright © Solidsoft Reply 2023, Environment : Pre Prod, Build Number : 2.1.23076.1, and Release : R2.1.

User Management - Create User

- Provide the following Information to set up users:-
 - Title,
 - First Name
 - Surname
 - Email Address
 - Phone No (used for 2 FA)
 - Job Role/title
 - Add Notes.
 - Select the role from the drop
 - Dashboard for Verification Only (Monitor) role
 - Track & Trace Portal for Traceability (Track & Trace Operator) role
 - Verification & Traceability (Monitor & Track & Trace Operator).
- Press Create button.

The screenshot shows the 'Create New User' form in the TRVST system. The form is titled 'Create New User' and has a close button (X) in the top right corner. The fields are as follows:

- Title: (Empty)
- * First Name: Verification
- * Last Name: User
- * Email Address: obpmonitor@gmail.com
- Job Title: OBP Monitor
- * Roles: Monitor (with a dropdown arrow)
- * Notes: Verification User.

Below the Roles field, there is a description: "Monitor: Grants the user the possibility to access the dashboard for requesting reports and monitor their notifications and data".

At the bottom of the form, there are two buttons: 'Create' (in blue) and 'Close' (in white).

The background dashboard shows the TRVST logo, navigation menu (Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, Logout), and user information (Welcome obpspoc123@gmail.com, Not obpspoc123@gmail.com? Please logout).

Footer information: REPLY Copyright © Solidsoft Reply 2023, Environment : Pre Prod, Build Number : 2.1.23076.1, Release : R2.1

User Management – User Created

- The new User is listed with an Invited status and Invitation email has now been sent to the new user.

The screenshot displays the TRVST (Traceability & Verification System) user management interface. The top navigation bar includes the system name, user information, and language settings. A green notification bubble highlights the message: "User obpmonitor@gmail.com successfully created and invited to onboard". The main content area shows a table of users with columns for User, Email, Admin, Job Title, Notification, Status, Roles, Creation Date (UTC), Last Access (UTC), and Actions. The table lists two users: "OBP SPOC Onboard" and "Verification User". A "Create New User" button is visible at the bottom of the table area. The footer contains copyright information, environment details, build number, and release version.

MAH 510 internal testing

Traceability & Verification System
for Health Products

Welcome obpspoc123@gmail.com
Not obpspoc123@gmail.com? Please logout

English

Home > Users

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

Client Credentials

Track and Trace Portal

Documents

Settings

Change Password

Logout

Users

Filtered

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
		All			All	All			
OBP SPOC Onboard	obpspoc123@gmail.com		OBP Manager	Email	Active	Administrator	24/03/2023 09:20:27	24/03/2023 09:31:19	
Verification User	obpmonitor@gmail.com		OBP Monitor		Invited	Monitor	24/03/2023 09:40:58		

Previous page Page 1 of 1 10 rows Next page

Create New User

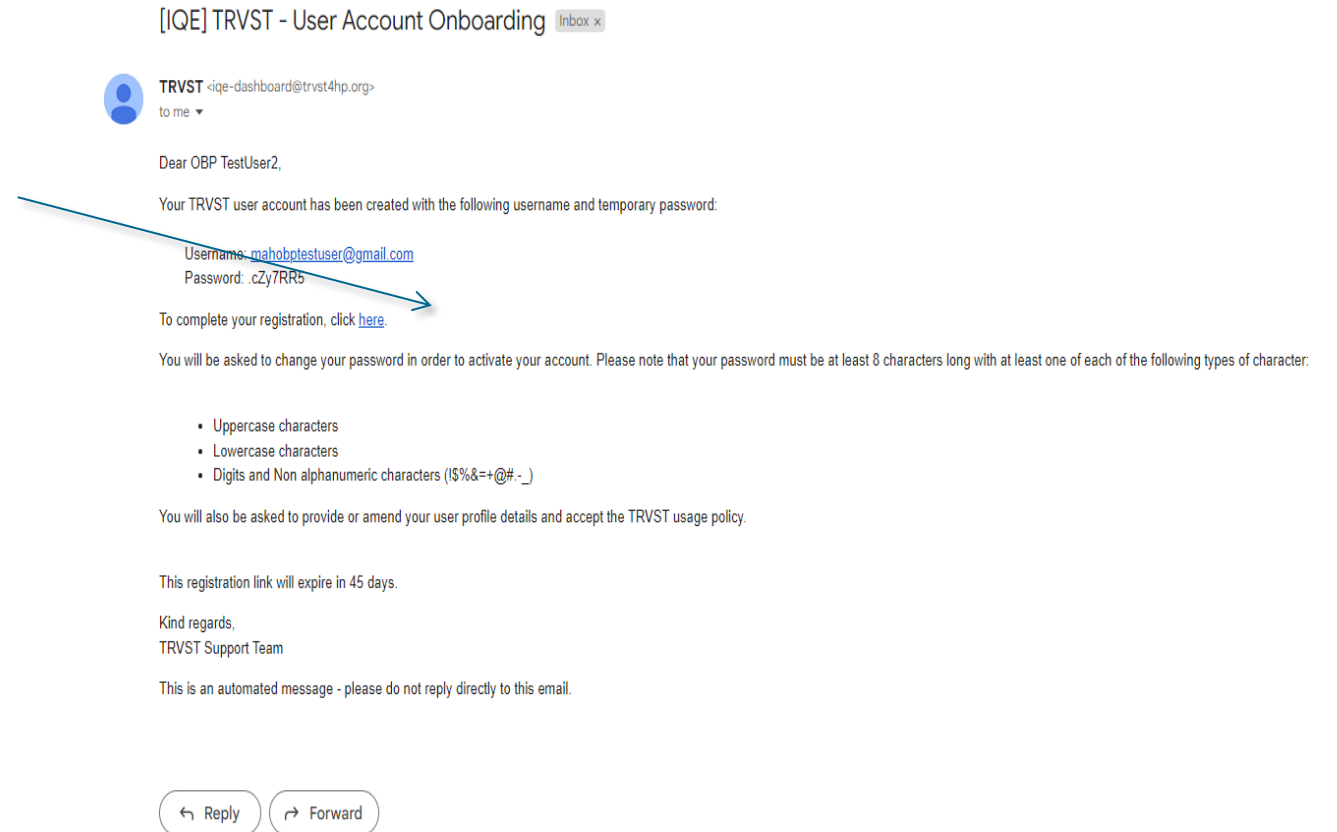
REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1



Dashboard User

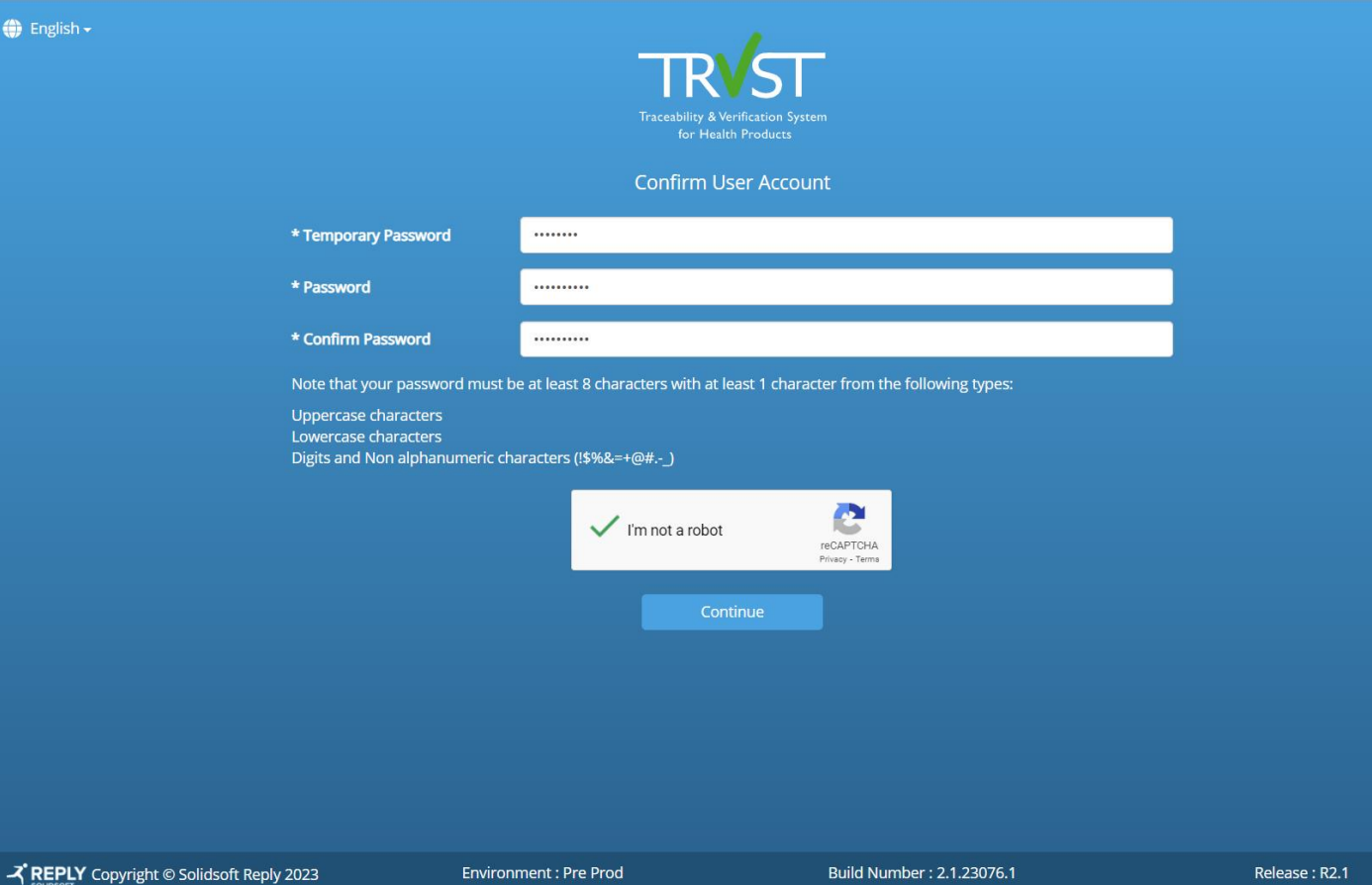
New Dashboard User Onboarding – Registration Email

- Once the new user has been created on TRVST they will receive Registration email to complete the setup of their account.
 - The email is valid for 45 days
- The new user then clicks on the link to complete their registration



New Dashboard User Onboarding – Setup Password

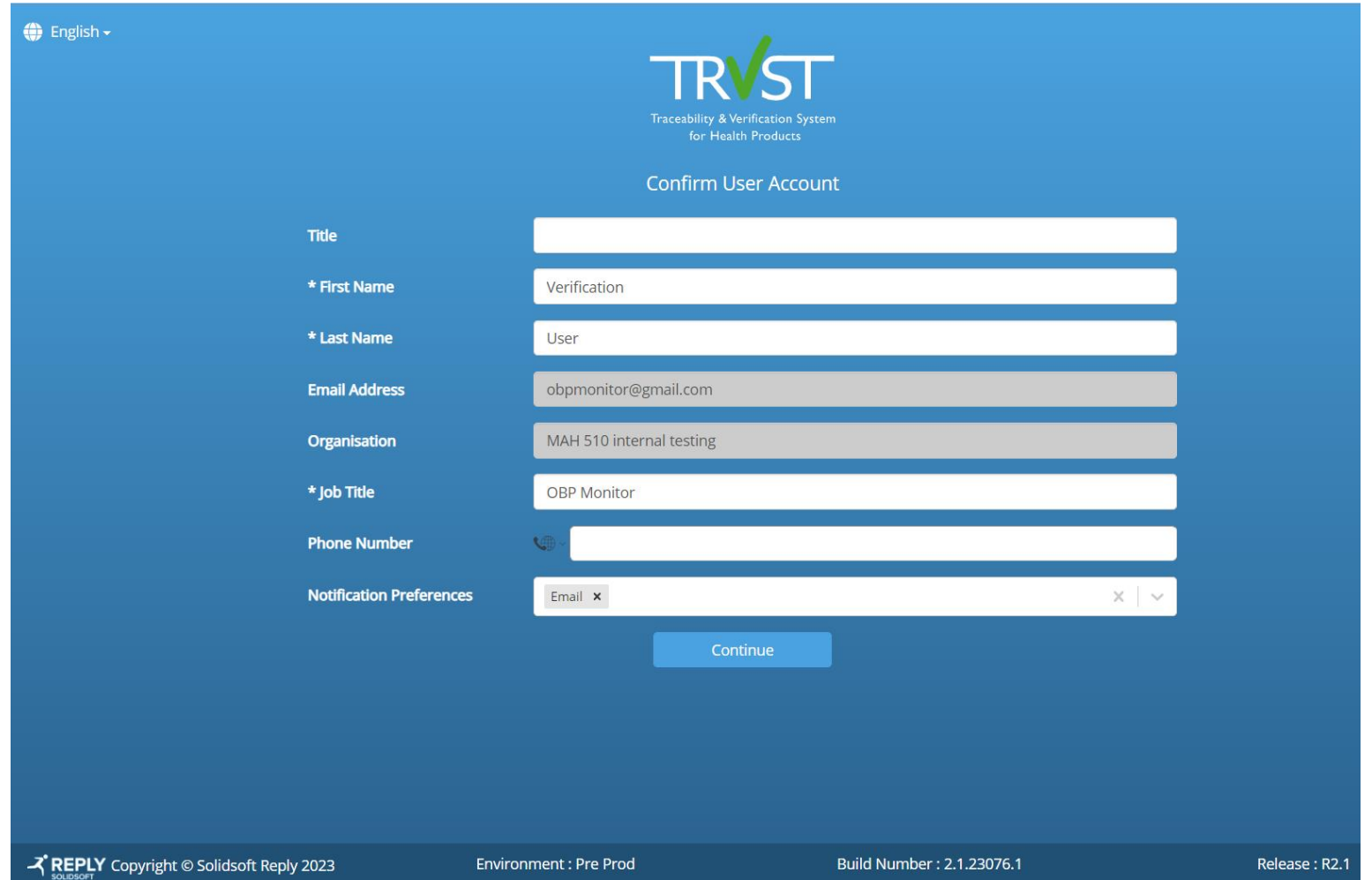
- The new user
 - Enters the temporary password provided in the registration email and creates and confirms a new password.
 - Then clicks on the captcha before pressing Continue button.



The screenshot shows the 'Confirm User Account' page in the TRVST system. At the top left, there is a language selector set to 'English'. The TRVST logo and tagline 'Traceability & Verification System for Health Products' are centered at the top. Below the logo, the title 'Confirm User Account' is displayed. The form contains three input fields: '* Temporary Password', '* Password', and '* Confirm Password', each with a masked password field. Below the fields, a note states: 'Note that your password must be at least 8 characters with at least 1 character from the following types: Uppercase characters, Lowercase characters, Digits and Non alphanumeric characters (!\$%&=#+@#.-_)'. A reCAPTCHA widget is present, showing a green checkmark and the text 'I'm not a robot'. A blue 'Continue' button is located at the bottom of the form. The footer contains the REPLY logo and text 'Copyright © Solidsoft Reply 2023', the environment 'Environment : Pre Prod', the build number 'Build Number : 2.1.23076.1', and the release version 'Release : R2.1'.

New Dashboard User Onboarding

- New User:
 - Verifies the information before confirming the user account.
 - Selects the Notification Preference – email.
 - Then presses Continue button.



English

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

Title

* First Name: Verification

* Last Name: User

Email Address: obpmonitor@gmail.com

Organisation: MAH 510 internal testing

* Job Title: OBP Monitor

Phone Number

Notification Preferences: Email

Continue

REPLY SOLIDSOFT Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1

New Dashboard User Onboarding – Terms & Conditions

- The new user needs to read and accepts the Terms and Conditions before the registration is completed.

The image displays two screenshots of the TRVST user onboarding process. The top screenshot shows the 'Confirm User Account' page with a scrollable 'All TRVST Dashboard - Authorized User Terms of Use' section. The bottom screenshot shows the 'Confirm User Account' page with a 'User account registration successfully completed' message and a 'Login' button.

English

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

Please read and accept the following terms and conditions:

All TRVST Dashboard - Authorized User Terms of Use

Welcome to the TRVST Dashboard – the central core of the TRVST which aims to strengthen the national system for verification of health products.

These Terms of Use set out the terms, including in relation to confidentiality, that you must comply with to access and use the TRVST Dashboard. We've developed these Terms of Use in the form of questions and answers. Please do read these carefully before accessing and using the TRVST Dashboard.

By confirming your account when you first register and access the TRVST Dashboard, you agree to these Terms of Use. Your access and use of the TRVST Dashboard will be treated as your continuing acceptance of these Terms of Use.

What personal information do we collect about you?

When you register with the TRVST, we will ask you for certain limited personal information (such as your name, title, email address and employer). We use this information solely to verify your identity for the purposes of your access and use of the TRVST, to communicate with you and your organization, and to provide, administer and ensure the security of the TRVST. By confirming your account with the TRVST, you consent to the processing of your personal information for these purposes in accordance with UNICEF's Privacy Policy available at <https://login-preprd.trvst4hp.org/Documents>.

Who is providing the TRVST Dashboard?

The TRVST Dashboard is provided by UNICEF, in its role as "TRVST Org", through its contracted service provider. References to "we" or "us" in these Terms of Use means TRVST Org.

I agree to the Terms and Conditions

Confirm Registration

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1

English

TRVST
Traceability & Verification System
for Health Products

Confirm User Account

User account registration successfully completed

The account is active and you are now able to login into the Traceability & Verification System Portal.

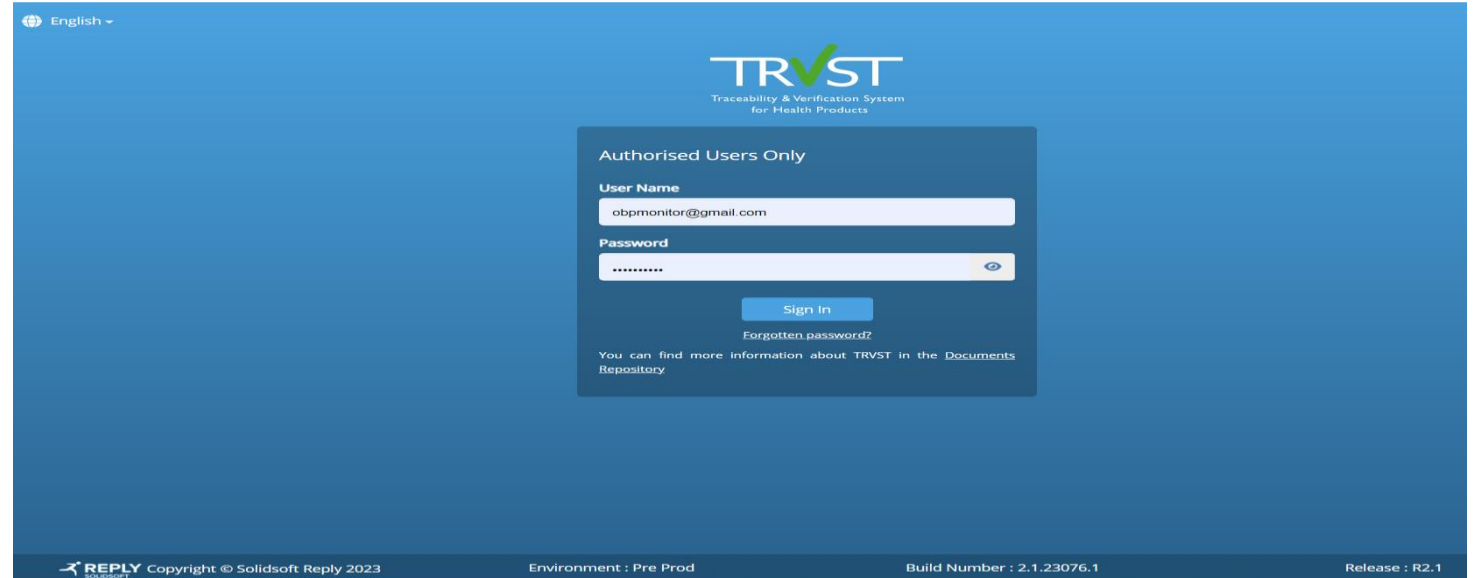
Login

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1

- Press the Login button to access the Traceability & Verification Portal.

Logging into Dashboard as OBP User

- The new user enters the Username & Password to access the Traceability & Verification Portal.
- TRVST operates an extra layer of protection beyond username and password to ensure security of online accounts via (two-factor authentication).
 - Select Email or SMS.
 - Press Send Code button.



English -

TRVST
Traceability & Verification System
for Health Products

Authorised Users Only

User Name
obpmonitor@gmail.com

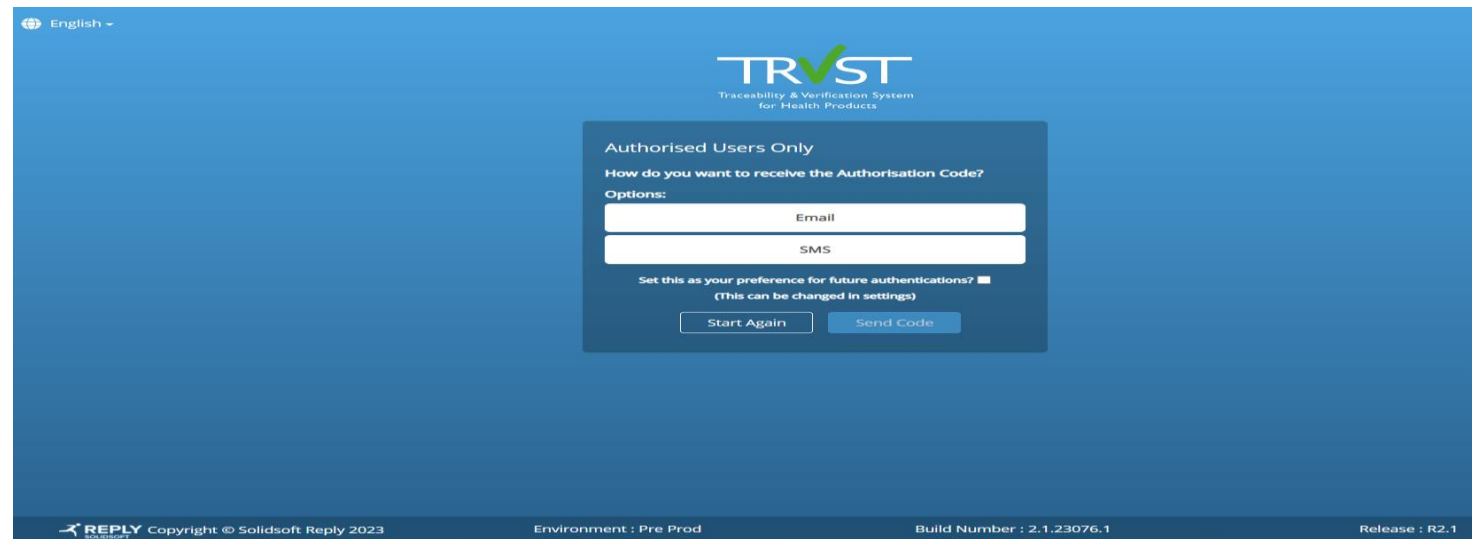
Password
.....

Sign In

Forgotten password?

You can find more information about TRVST in the Documents Repository

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1



English -

TRVST
Traceability & Verification System
for Health Products

Authorised Users Only

How do you want to receive the Authorisation Code?

Options:

Email

SMS

Set this as your preference for future authentications?
(This can be changed in settings)

Start Again Send Code

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1

Logging into Dashboard as OBP User

- The new user will receive an authorisation code by email or SMS.
 - Enter the Authorisation Code and press Continue.

[ITE] TRVST - Authorisation Code Inbox x



TRVST <ite-dashboard@trvst4hp.org>
to me ▾

Dear user,

Your authorisation code is: 674134

Kind regards,
TRVST Support Team

This is an automated message - please do not reply directly to this email.

English ▾

TRVST
Traceability & Verification System
for Health Products

Authorised Users Only

Please enter your Authorisation Code

An access code has been sent to your registered email address.
The code must be used within the next 5 minutes.

If you haven't received an email or the code expired, click the link to receive a new code. [Send new code](#)

Code

[Start Again](#) [Continue](#)

REPLY Copyright © Solidsoft Reply 2023 Environment : Pre Prod Build Number : 2.1.23076.1 Release : R2.1



OBP SPOC User Management

Suspend User



To suspend a user, select the reinstate icon in the row of the table for the user you wish to suspend and press the Suspend button to confirm.

MAH 501 internal testing

Traceability & Verification System
for Health Products

Welcome obpuser735@gmail.com
Not obpuser735@gmail.com? Please [logout](#)

English

Home > Users

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

Client Credentials

Track and Trace Portal

Documents

Settings

Change Password

Logout

Users

Filtered

Suspend User

Do you want to suspend the user account for **OBP SPOC Onboarding Partner** with email **obpspoc123@gmail.com**?

Suspend Cancel

	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Mr Administrator OnBoarding Partner	Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	
Mr Monitor OnBoarding Partner	Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	
Mr Monitor OnBoarding Partner	Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Mr OBP SPOC Onboarding Partner	Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	
Mr T&T OnBoarding Partner	Track and Trace Opera	29/11/2022 22:27:41	06/12/2022 11:04:55	
Mr TrackTrace	Monitor Track and Trace Opera	14/02/2023 14:31:40	15/03/2023 16:31:54	
OBP SPOC Onboarding Partner	Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
OBP TestUser2	Invited Monitor	15/03/2023 18:23:43		

Previous page Page 1 of 1 10 rows Next page

Create New User

Reinstate User



To reinstate a user (following account suspension), select the reinstate icon in the row of the table for the user you wish to unlock and press the Reinstate button to confirm.

MAH 501 internal testing

English

Traceability & Verification System

for Health Products

Welcome obpuser735@gmail.com

Not obpuser735@gmail.com? Please logout

Home > Users

TRVST
Traceability & Verification System
for Health Products

Home

Dashboards

Reports

Users

Client Credentials

Track and Trace Portal

Documents

Settings

Change Password

Logout

Users

Filtered

	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Mr Administrator OnBoarding Partner	Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	
Mr Monitor Onboarding Partner	Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	
Mr Monitor OnBoarding Partner	Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Mr OBP SPOC Onboarding Partner	Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	
Mr T&T OnBoarding Partner	Administrator	29/11/2022 22:27:41	06/12/2022 11:04:55	
Mr Track Trace	Monitor	14/02/2023 14:31:40	15/03/2023 16:31:54	
OBP SPOC Onboarding Partner	Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
OBP TestUser2	Monitor	15/03/2023 18:23:43		

testobporguser123@gmail.c Email Active

obspoc123@gmail.com Email Suspended

mahobptestuser@gmail.cor Invited

Previous page Page 1 of 1 10 rows Next page

Create New User

Reinstate User

Do you want to reinstate the user account for OBP SPOC Onboarding Partner with email obspoc123@gmail.com?

Unlock User



To unlock a locked user (following to many attempted logins), select the padlock icon in the row of the table for the user you wish to unlock and press the Unlock button to confirm.

MAH 501 internal testing English Traceability & Verification System for Health Products Welcome obpuser735@gmail.com Not obpuser735@gmail.com? Please logout

Home > Users

TRVST Traceability & Verification System for Health Products

Users

User	Email	Admin	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Mr Administrator OnBoarding Partner					Administrator	03/07/2022 13:47:36	27/04/2023 09:06:58	
Mr Monitor OnBoarding Partner					Monitor	15/02/2023 10:09:27	26/04/2023 07:49:00	
Mr Monitor OnBoarding Partner					Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Mr OBP SPOC Onboarding Partner					Administrator	14/02/2023 14:26:39	27/04/2023 16:03:26	
Mr T&T OnBoarding Partner					Track and Trace Opera	29/11/2022 22:27:41	06/12/2022 11:04:55	
Mr Track Trace	testobporguser123@gmail.c		Email	Active	Monitor Track and Trace Opera	14/02/2023 14:31:40	25/04/2023 16:45:16	
OBP SPOC Onboarding Partner	obpspac123@gmail.com		Email	Active	Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
OBP TestUser2	mahobptestuser@gmail.cor		Email	Locked	Monitor	15/03/2023 18:23:43		
Prof Test obp	testobp@tinypebble.com			Active	Administrator	17/04/2023 10:57:24	17/04/2023 11:03:34	

Previous page Page 1 of 1 10 rows Next page

Create New User

Unlock User

Do you want to unlock the user account for OBP TestUser2 with email mahobptestuser@gmail.com?

Unlock Cancel

Resend email invitation

- To resend email invitation so that a user can complete their user registration select the resend invitation icon in the row of the table for the relevant user and press the Reininvite button to confirm.

The screenshot shows the TRVST Traceability & Verification System interface. The top navigation bar includes 'MAH 501 internal testing', 'English', 'Traceability & Verification System for Health Products', and a user profile for 'obpuser735@gmail.com'. The left sidebar contains navigation options: Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, and Logout. The main content area is titled 'Users' and displays a table of users. A modal dialog box titled 'Resend Invitation' is open, asking for confirmation to resend an invitation to 'OBP TestUser2' with email 'mahobptestuser@gmail.com'. The dialog has 'Re-invite' and 'Cancel' buttons. The background table lists users with columns for Roles, Creation Date (UTC), Last Access (UTC), and Actions.

Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	[edit] [lock] [trash]
Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	[edit] [lock] [trash]
Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	[edit] [lock] [trash]
Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	[edit] [lock] [trash]
Administrator	29/11/2022 22:27:41	06/12/2022 11:04:55	[edit] [lock] [trash]
Monitor	14/02/2023 14:31:40	15/03/2023 16:31:54	[edit] [lock] [trash]
Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	[edit] [lock] [trash]
Monitor	15/03/2023 18:23:43		[edit] [lock] [trash]

Force Password Reset

To force user to reset their password select the resend invitation icon in the row of the table for the relevant user and press the Force Reset button to confirm.

The screenshot displays the TRVST (Traceability & Verification System) interface. The top navigation bar includes 'UK Org', 'English', and the system title 'Traceability & Verification System for Health Products'. The user is logged in as 'countryauth999@gmail.com'. The main content area shows a 'Users' table with columns for User, Email, Admin, Job Title, Notification, Status, Roles, Creation Date (UTC), Last Access (UTC), and Actions. A modal dialog box titled 'Force Password Reset' is open, asking for confirmation to force the user 'Miss Jessica Green' (email: unitedkingdom@example.com) to reset their password. The dialog has 'Force Reset' and 'Cancel' buttons. The background table shows three rows of user data.

User	Email	Admin	Job Title	Notificat...	Status	Roles	Creation Date (UTC)	Last Access (UTC)	Actions
Country Authority						Administrator	03/04/2023 12:56:09		
Country Authority SPOC						Administrator	03/04/2023 13:03:48	03/04/2023 13:09:31	
Miss Jessica Green						Administrator	03/04/2023 12:21:40		

Delete

To delete a user select the delete icon in the row of the table for the relevant user and press the Delete button to confirm.

The screenshot displays the TRVST Traceability & Verification System interface. The top navigation bar includes 'MAH 501 internal testing', 'English', 'Traceability & Verification System for Health Products', and a user profile for 'obpuser735@gmail.com'. The left sidebar contains navigation options: Home, Dashboards, Reports, Users, Client Credentials, Track and Trace Portal, Documents, Settings, Change Password, and Logout. The main content area shows a 'Users' table with columns for Roles, Creation Date (UTC), Last Access (UTC), and Actions. A modal dialog titled 'Confirm Delete' is open, asking 'Do you want to delete the user with email testobporguser123@gmail.com?' with 'Delete' and 'Cancel' buttons. The table below the dialog lists several users, including 'Mr Administrator OnBoarding Partner', 'Mr Monitor OnBoarding Partner', 'Mr OBP SPOC OnBoarding Partner', 'Mr T&T OnBoarding Partner', 'Mr Track Trace', 'OBP SPOC OnBoarding Partner', and 'OBP TestUser2'. The 'Mr Track Trace' user is highlighted, and the 'Delete' icon in the 'Actions' column is active. The table also includes a 'Filtered' dropdown, a 'Create New User' button, and pagination controls showing 'Page 1 of 1' and '10 rows'.

Roles	Creation Date (UTC)	Last Access (UTC)	Actions
All			
Administrator	03/07/2022 13:47:36	20/02/2023 14:18:34	
Monitor	15/02/2023 10:09:27	03/03/2023 10:02:26	
Monitor	29/11/2022 22:32:48	06/12/2022 11:05:45	
Administrator	14/02/2023 14:26:39	03/04/2023 15:36:32	
Suspended for Track and Trace Opera	29/11/2022 22:27:41	06/12/2022 11:04:55	
Monitor Track and Trace Opera	14/02/2023 14:31:40	15/03/2023 16:31:54	
Administrator	15/03/2023 17:08:10	15/03/2023 17:24:10	
Monitor	15/03/2023 18:23:43		

Any questions



Thank you for your kind attention

