



# **Pharmacy Information System (PhIS) and Clinic Pharmacy System (CPS)**

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## **User Manual Integrated Web Portal (IWP)**

### **Notification**

<b>Version</b>	<b>: 11<sup>th</sup> Edition</b>
<b>Document ID</b>	<b>: HQ_U.MANUAL_IWP_NOTIFICATION</b>



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*Application reference: PhIS& CPS v2.3.1*



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## 1 Introduction

### 1.1. Overview of IWP

Integrated Web Portal or better known as IWP is the HQ Application where it served various of function which is :

1. HQ Master Maintenance
2. HQ Master Distribution
3. HQ Transaction (Contract HQ, Special Request KPK)
4. HQ ePerolehan Enquiry
5. ePerolehan Integration (Procurement)
6. Synchronize between existing PIWP and New PIWP
7. PKD Approval (Budget, Payment, Year-End, Task List)
8. Integration Gateway (SPUB, Outsource, External, Notification)
9. Notification Distribution (Product Recall, Message)
10. Log Dashboard & Enquiry (for Administration)

### 1.2. Purpose and Objectives

This user manual outlines the Integrated Web Portal (IWP) Notification sub-module and its key features and functionalities. The primary objective is to guide users through the process of completing IWP application process.

User will understand the following activities in details:

- Message Notification
- Recall Product Notification

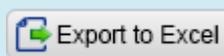
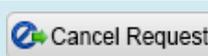
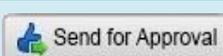
### 1.3. Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Notification
- Section 4 : Acronyms
- Section 5 : Link to IWP Modules

## 2 Application Standard Features

### 2.1. IWPLegend

Standard Legend			
	Login to PhIS		Logout from PhIS
	Change Login Password		Reset Login Screen
	Expand Menu		Collapse Menu
	Display Home Tab		Expand Module
	Collapse Module		Close All Open Tabs
	Refresh Screen		Search Record
	Add/Create New Record		Show Help
	Print	*	Mandatory Field
	Calendar Icon		Search Icon
	Close Window		Radio Button
<input type="checkbox"/>	Checkbox		Edit Record
	Cancel		Delete Record
	Save		Export and Open Report in Excel Format
	Add Item to the list		Delete Item from the list
	Request for Approval		Cancel the Request
	Approve Transaction		Reject Transaction
	Send for Approval		Dropdown Box
	Automatically Display/Retrieve Box		Empty Text Box

**Note**

- To learn more about Login Information, kindly click [Login Information](#) Modules for descriptive step.

### 3 Notification

#### Overview

This function is used for HQ users to send a message to all the facility that using PhIS

#### User Group

This module is intended for BPF users (subject to user assigned by the BPF)

#### Functional Diagram

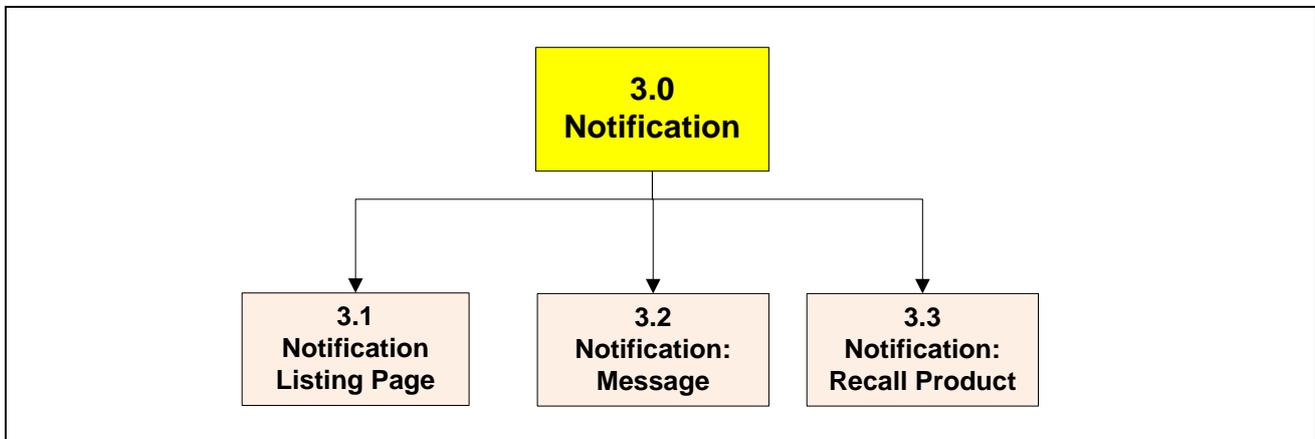


Figure 3.0-1 Functional Diagram

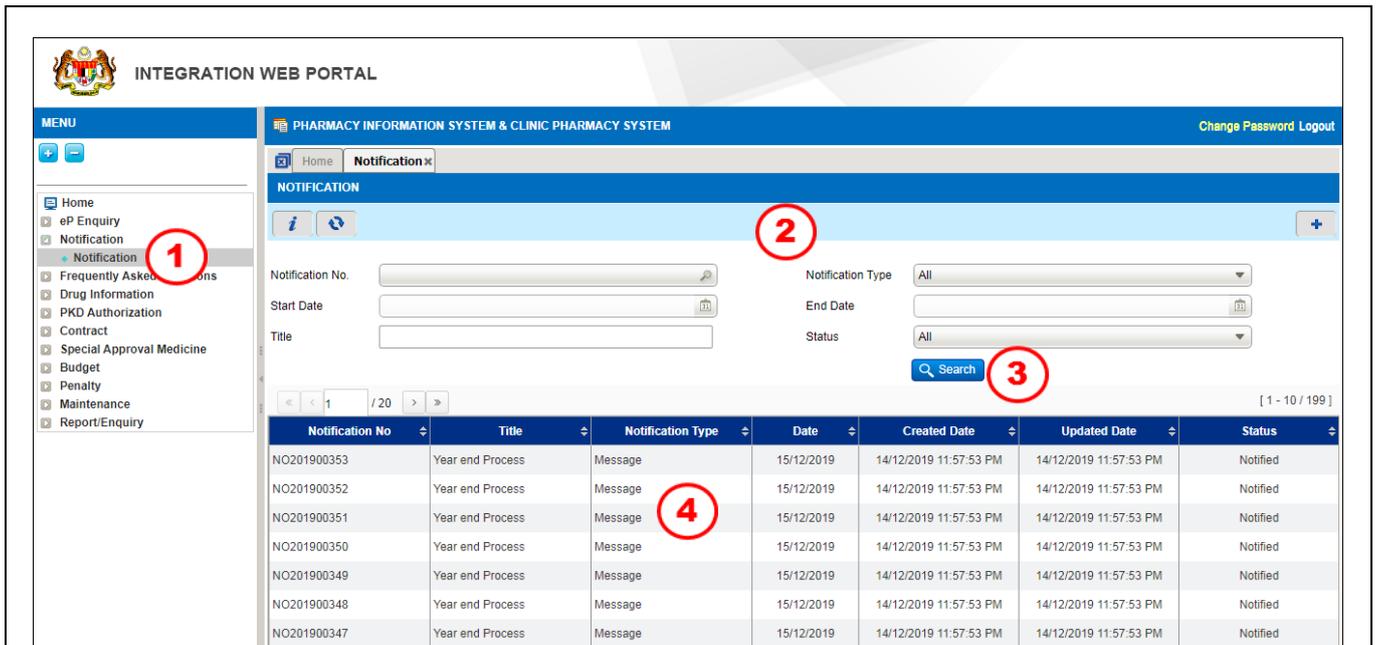
#### Functional Description

Notification comprises of two (2) main functions:

- **Notification: Message**
- **Notification: Recall Product**

### 3.1. Notification Listing Page

To view existing Notification records, perform the steps below:



The screenshot shows the 'INTEGRATION WEB PORTAL' interface. On the left is a 'MENU' with 'Notification' highlighted (1). The main area is titled 'PHARMACY INFORMATION SYSTEM & CLINIC PHARMACY SYSTEM' and contains a 'NOTIFICATION' section with search filters (2) and a 'Search' button (3). Below is a table of notification records, with the 'Message' type highlighted (4).

Notification No	Title	Notification Type	Date	Created Date	Updated Date	Status
NO201900353	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900352	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900351	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900350	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900349	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900348	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900347	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified

3.1-1 Notification Listing Page

#### STEP 1

Go to 'Notification' Menu, and click on the Notifications sub-menu

#### STEP 2

To search for existing Notification record(s), user may search by criteria as follows:

No	Field	Description	Remarks
a	Notification No	Search Notification No	Display existing notification record(s)
b	Notification Type	Search by: - Message - Recall Product - All	Able to filter and search record(s)
c	Start Date	Start Date for Notification	Format field (dd/mm/yy)
d	End Date	End Date for Notification	Format field (dd/mm/yy)
e	Title	Free text field	Able to filter and search record(s)
f	Status	Search by: - Approved - Notified - Open - Pending For Approval - Rejected - All	Able to filter and search record(s)

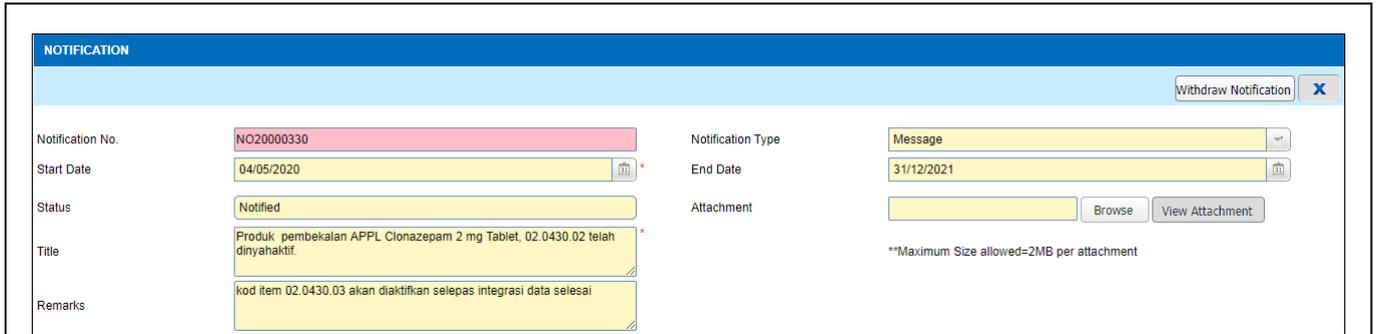
Table 3.1-1 Search Criteria

#### STEP 3

Click on the  button after key in criteria

#### STEP 4

Double click on the selected record and the details will be displayed as Figure 3.1-2



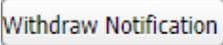
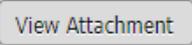
**NOTIFICATION**

Withdraw Notification X

Notification No.	NO20000330	Notification Type	Message
Start Date	04/05/2020	End Date	31/12/2021
Status	Notified	Attachment	Browse View Attachment
Title	Produk pembekalan APPL Clonazepam 2 mg Tablet, 02.0430.02 telah dinyahaktif.	**Maximum Size allowed=2MB per attachment	
Remarks	kod item 02.0430.03 akan diaktifkan selepas integrasi data selesai		

**Figure 3.1-2 Notification**

**Note**

- Click on the  to close the Transaction Detail screen
- User able to withdraw the notification by click on  button
- Notification able to insert attachment by click on  button and to view attachment by click on  button. Maximum attachment size allowed is 2mb per attachment

### 3.2. Notification: Message

To perform Notification:Message transaction, perform the steps below:

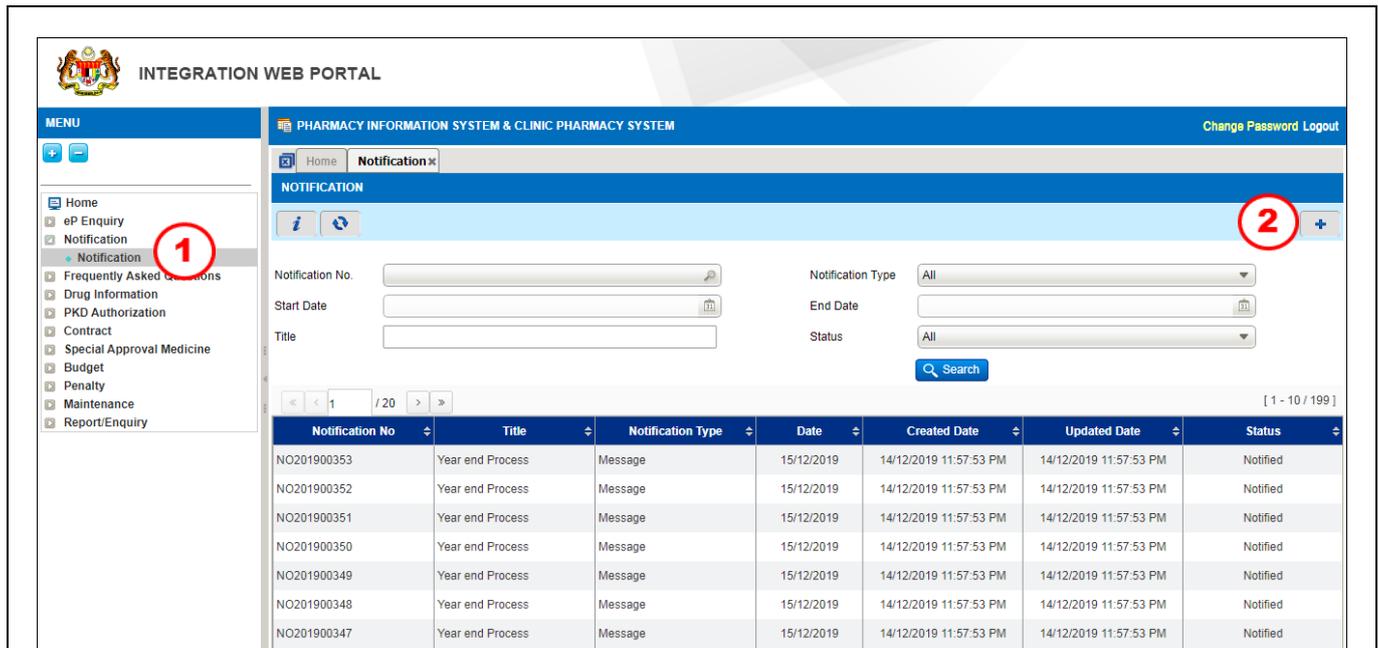


Figure 3.2-1 Notification Listing Page

**STEP 1**

Go to 'Notification' Menu, and click on the Notifications sub-menu

**STEP 2**

Click on the  button and Notification screen will be displayed as Figure 3.2-2

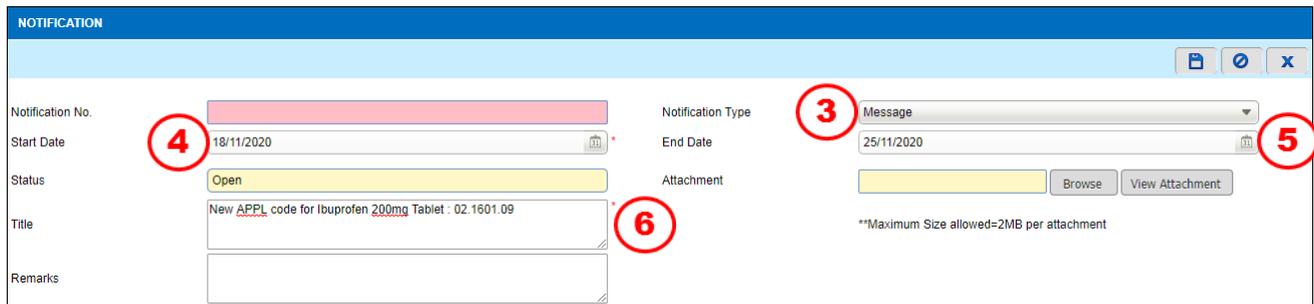


Figure 3.2-2 New Notification: Message

**STEP 3**

Select **Notification Type** as **Message**

**STEP 4**

Select **Start Date** from  icon

**STEP 5**

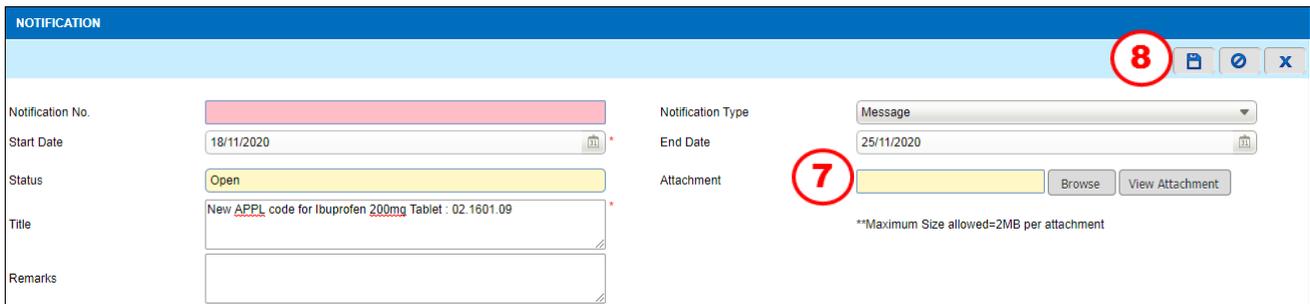
Select **End Date** from  icon

**STEP 6**

Enter **Title**

**Note**

- User is allowed to enter Alphabet, Number and Symbol

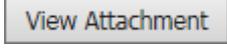


**Figure 3.2-3 Notification: Message**

**STEP 7**

Click on the  button to attach a document into the message

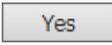
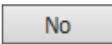
**Note**

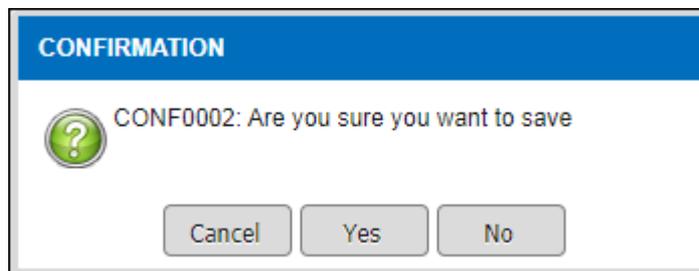
User can view the attachment uploaded by clicking on the  button

**STEP 8**

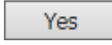
Click on the  button to save the transaction

**Note**

- System will display a Confirmation Message as Figure 3.2-4
- Click on the  button to save the transaction
- Click on the  or  button to cancel the saved transaction



**Figure 3.2-4 Confirmation Message**

- Information Message will display after click on the  button as Figure 3.2-5
- Click on the  button to confirmed the save transaction and Notification No will generated for future reference

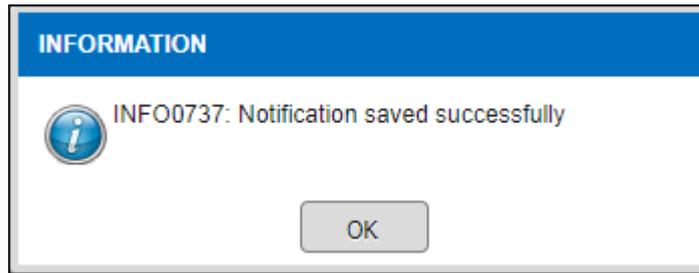


Figure 3.2-5 Information Message

-  button will enable as Figure 3.2-6

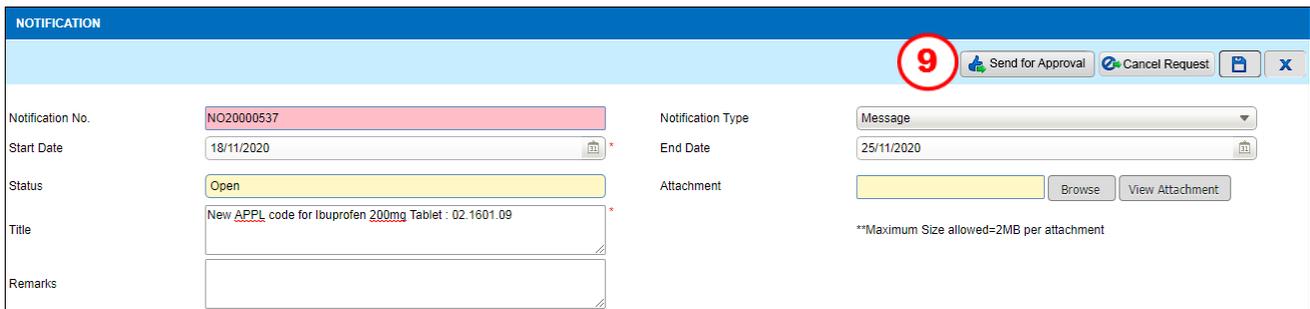
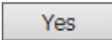
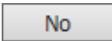
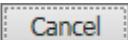


Figure 3.2-6 Notification: Message

**STEP 9**

Click on the  button to send the Notification record for approval

**Note**

- System will display a Confirmation Message as Figure 3.2-7
- Click on the  button to send the record for approval
- Click on the  or  button to cancel the saved transaction

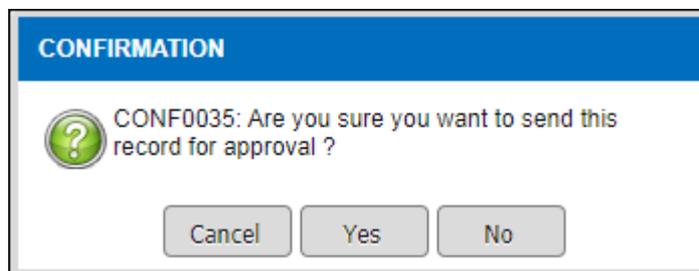
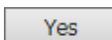


Figure 3.2-7 Confirmation Message

- Information Message will display after click on the  button as Figure 3.2-8
- Click on the  button to successfully send the record for approval and the **Status** change to Pending for Approval

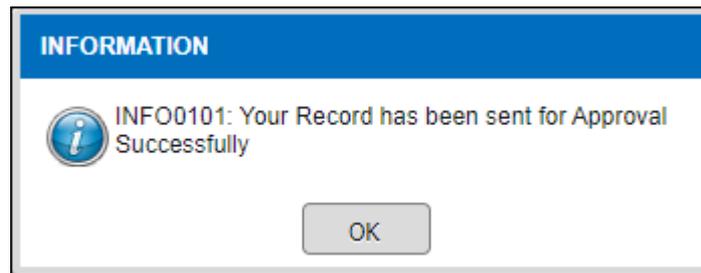
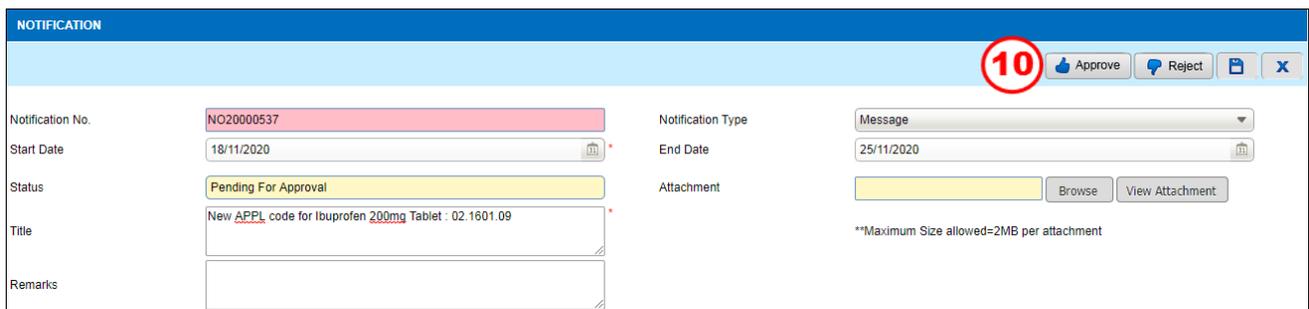


Figure 3.2-8 Information Message

-  and  button will enable as Figure 3.2-9



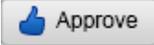
The form is titled "NOTIFICATION" in a blue header. In the top right corner, there is a red circle with the number "10" and two buttons: "Approve" (with a thumbs up icon) and "Reject" (with a thumbs down icon). The form contains several fields:
 

- Notification No.: NO20000537
- Notification Type: Message
- Start Date: 18/11/2020
- End Date: 25/11/2020
- Status: Pending For Approval
- Attachment: A yellow button labeled "Browse" and a "View Attachment" button.
- Title: New APPL code for Ibuprofen 200mg Tablet : 02.1601.09
- Remarks: An empty text area.

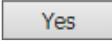
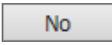
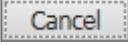
 A note at the bottom right states: "\*\*Maximum Size allowed=2MB per attachment".

Figure 3.2-9 Notification: Message

**STEP 10**

- Click on the  button to approve the record

**Note**

- System will be display a Confirmation Message as Figure 3.2-10
- Click on the  button to approve the record
- Click on the  or  button to cancel for approve the record

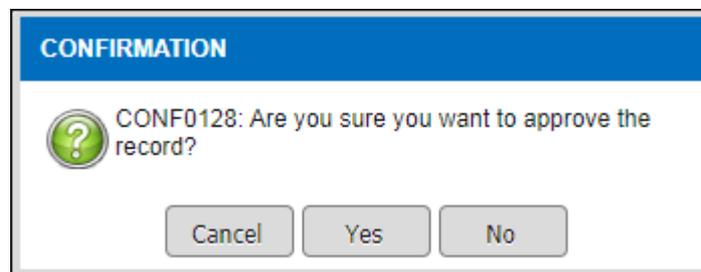
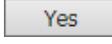


Figure 3.2-10 Confirmation Message

- Information Message will display after click on the  button as Figure 3.2-11
- Click on the  button to successfully approved the record and the **Status** change to Approved

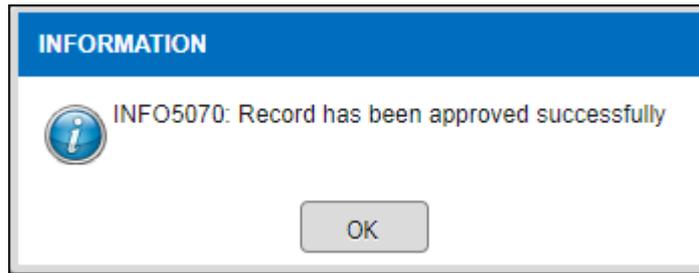
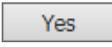


Figure 3.2-11 Information Message

b) Click on the  button to reject the order transaction

**Note**

- System will be display a Confirmation Message as Figure 3.2-12
- Click on the  button to reject the record

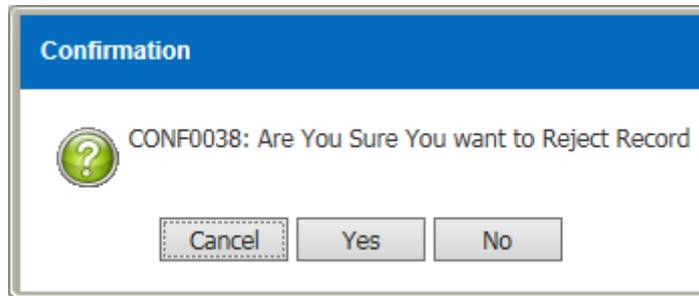


Figure 3.2-12 Confirmation Message

- **Status** of the record will change to **Rejected**

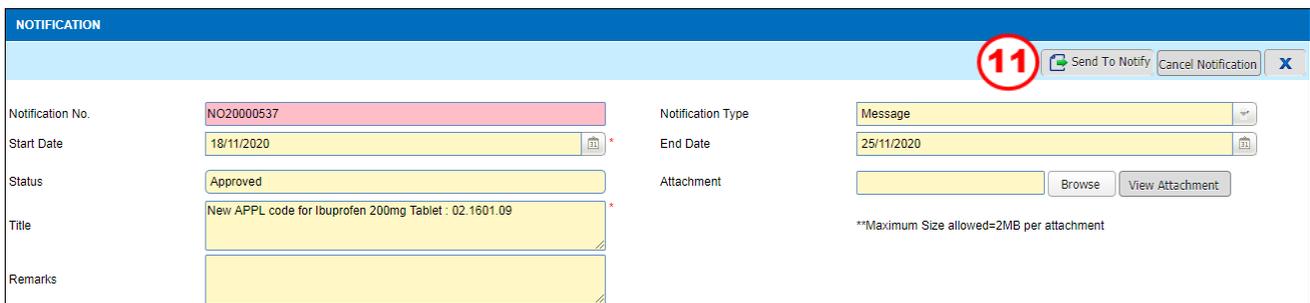


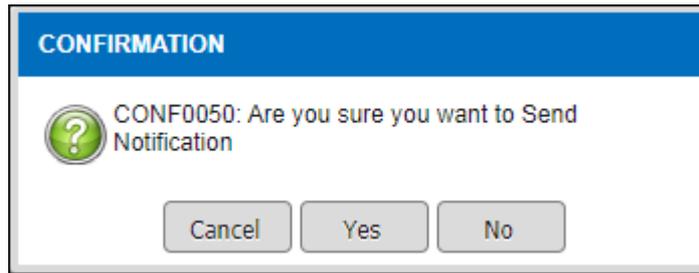
Figure 3.2-13 Notification: Message

**STEP 11**

Click on the  button to send the notification

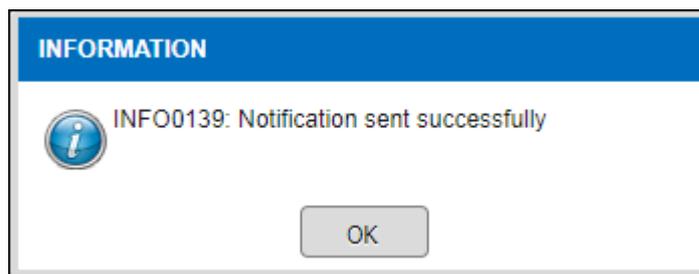
**Note**

- System will be display a Confirmation Message as Figure 3.2-14
- Click on the  button to send the notification



**Figure 3.2-14 Confirmation Message**

- Information Message will display after click on the **Yes** button as Figure 3.2-15
- Click on the **OK** button and the **Status** change to Notified



**Figure 3.2-15 Information Message**

- User is allowed to cancel the notification record by click on **Cancel Notification** button

NOTIFICATION			
Withdraw Notification <b>X</b>			
Notification No.	NO20000537	Notification Type	Message
Start Date	18/11/2020	End Date	25/11/2020
Status	Notified	Attachment	Browse View Attachment
Title	New APPL code for Ibuprofen 200mg Tablet : 02.1601.09		
Remarks	**Maximum Size allowed=2MB per attachment		

**Figure 3.2-16 Notification: Message**

**Note**

- User is allowed to withdraw the notification record by click on the **Withdraw Notification** button and the status will change to Withdraw Notification
- Click on the **X** to close the Notification screen

### 3.3. Notification: Recall Product

#### 3.3.1. Recall Product: Directive

To perform Notification:Recall Product (Directive) transaction, perform the steps below:

Notification No.	Title	Notification Type	Date	Created Date	Updated Date	Status
NO201900353	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900352	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900351	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900350	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900349	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900348	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900347	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified

Figure 3.3.1-1 Notification Listing Page

#### STEP 1

Go to 'Notification' Menu, and click on the Notifications sub-menu

#### STEP 2

Click on the  button and Notification screen will be displayed as Figure 3.3.1-2

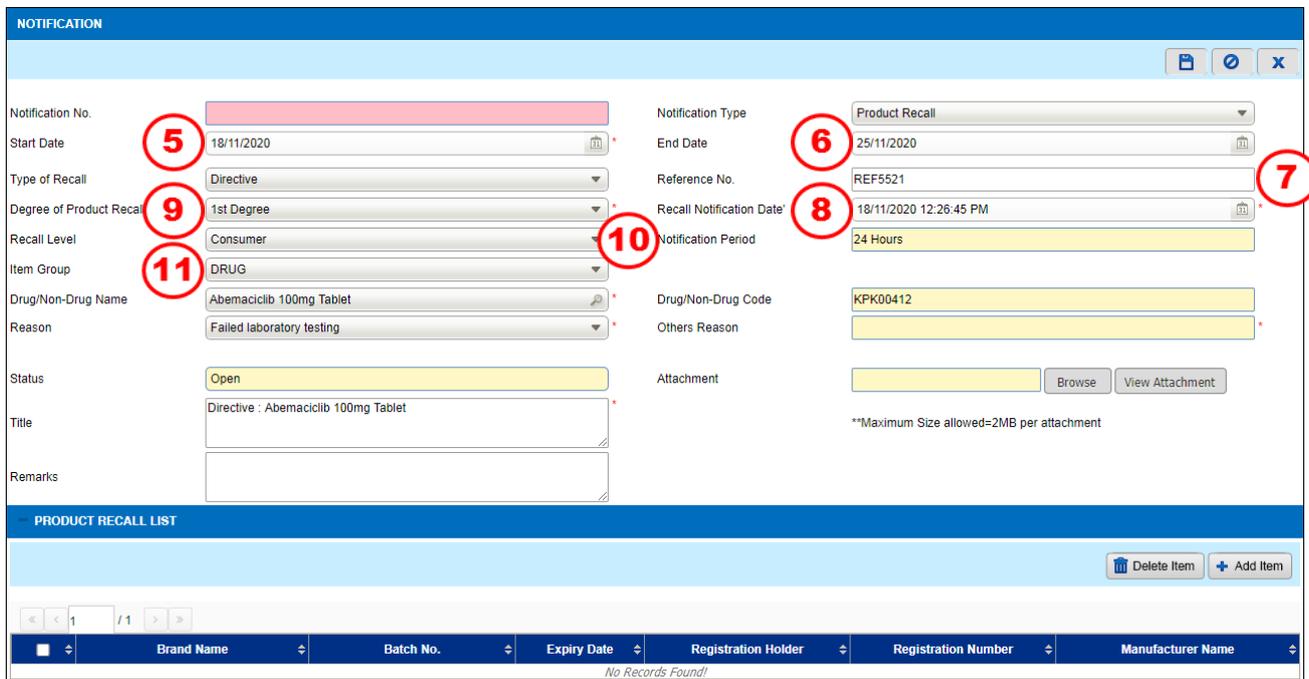
Figure 3.3.1-2 Notification: Recall Product

**STEP 3**

Select **Notification Type** as **Recall Product**

**STEP 4**

Select **Type of Recall** from drop down box as **Directive**



**Figure 3.3.1-3 Notification: Recall Product**

**STEP 5**

Select **Start Date** from  icon

**STEP 6**

Select **End Date** from  icon

**STEP 7**

Enter **Reference No.**

**STEP 8**

Select **Recall Notification Date** from  icon

**STEP 9**

Select **Degree of Recall Product** from drop down box:

- 1<sup>st</sup> Degree
- 2<sup>nd</sup> Degree
- 3<sup>rd</sup> Degree

**Note**

- **Notification Period** will be automatically display based on selected **Degree of Recall Product**
  - 1<sup>st</sup> Degree : 24 Hours
  - 2<sup>nd</sup> Degree : 72 Hours
  - 3<sup>rd</sup> Degree : 30 Days
- **Expected Notification Date** will be automatically display based on selected **Degree of Recall Product**

### STEP 10

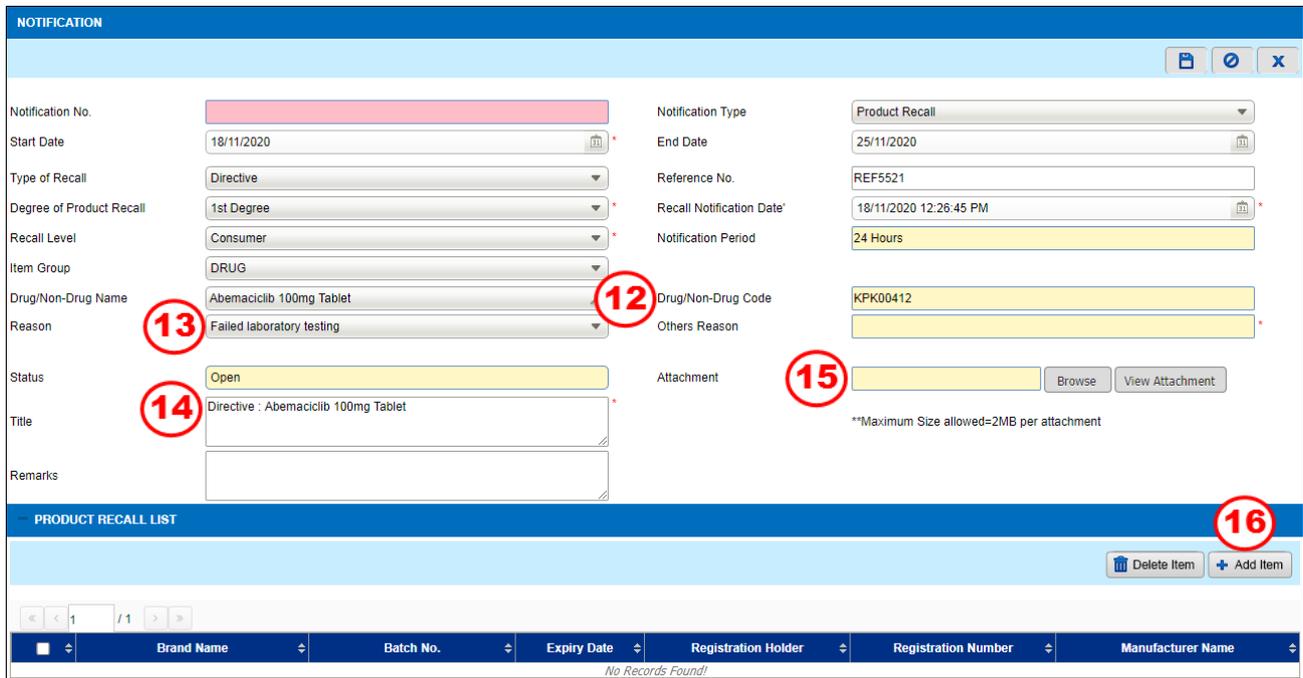
Select Recall level from drop down box:

- Consumer
- Point Of Sales

### STEP 11

Select **Item Group** from drop down box:

- DRUG
- NON-DRUG



The screenshot shows a web-based notification form titled "NOTIFICATION". It includes various input fields and dropdown menus. Red circles with numbers 12 through 16 are overlaid on the form to indicate specific steps or fields of interest:

- 12: Drug/Non-Drug Name (Abemaciclib 100mg Tablet)
- 13: Reason (Failed laboratory testing)
- 14: Title (Directive : Abemaciclib 100mg Tablet)
- 15: Attachment (Browse button)
- 16: Product Recall List table (No Records Found!)

Figure 3.3.1-4 Notification: Recall Product

### STEP 12

Select Drug/Non-Drug Name from  icon

### STEP 13

Select **Reason** from drop down box:

- Failed laboratory testing
- Non-compliance to labelling requirement
- Non-compliance to quality standards
- Others
- Precautionary measure
- Safety issue

### Note

**Others Reason** field will enable if selected Others in STEP 13

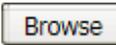
### STEP 14

Enter **Title**

### Note

**Remarks** is an optional field

### STEP 15

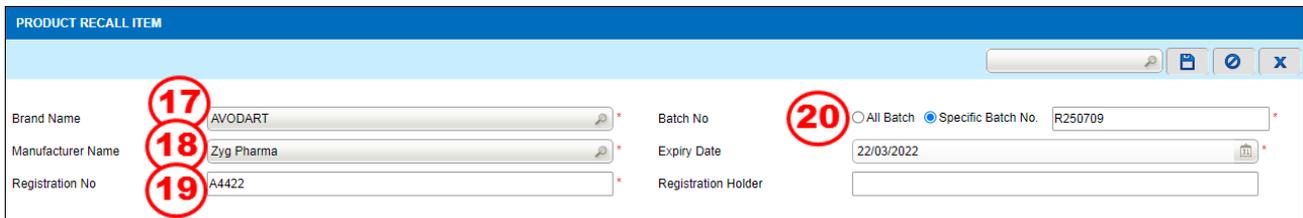
Click on the  button to attach a document into the notification

**Note**

User can view the attachment uploaded by click on the  button

**STEP 16**

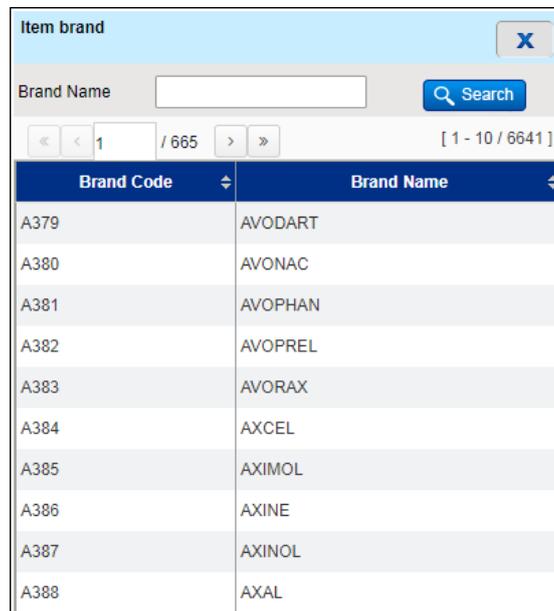
Click on the  button and Recall Product Item screen will be displayed as Figure 3.3.1-5



**Figure 3.3.1-5 Recall Product Item**

**STEP 17**

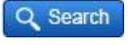
Click on the **Brand Name**  and Item Brand window will be displayed as Figure 3.3.1-6



Brand Code	Brand Name
A379	AVODART
A380	AVONAC
A381	AVOPHAN
A382	AVOPREL
A383	AVORAX
A384	AXCEL
A385	AXIMOL
A386	AXINE
A387	AXINOL
A388	AXAL

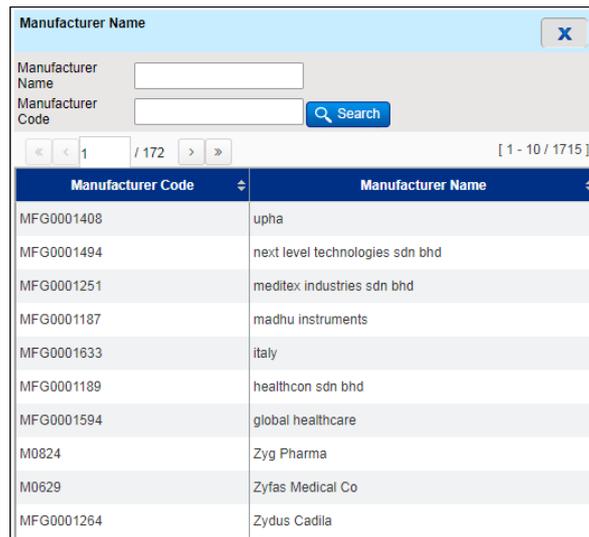
**Figure 3.3.1-6 Brand Name**

**Note**

- User is allowed to enter partially or fully searching criteria for **Brand Name**. Then click on the  button
- Double click on the selected **Brand Name**

**STEP 18**

Click on the **Manufacturer Name**  and Manufacturer Name window will be displayed as Figure 3.3.1-7



Manufacturer Code	Manufacturer Name
MFG0001408	upha
MFG0001494	next level technologies sdn bhd
MFG0001251	meditex industries sdn bhd
MFG0001187	madhu instruments
MFG0001633	italy
MFG0001189	healthcon sdn bhd
MFG0001594	global healthcare
M0824	Zyg Pharma
M0629	Zyfas Medical Co
MFG0001264	Zydus Cadila

Figure 3.3.1-7 Manufacturer Name

**STEP 19**  
Enter **Registration No**

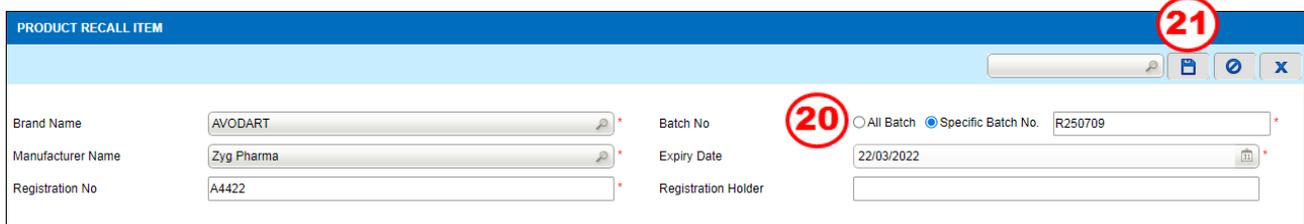


Figure 3.3.1-8 Recall Product Item

**STEP 20**  
Select **Batch No** from  button:  
- All Batch  
- Specific Batch No

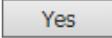
**Note**

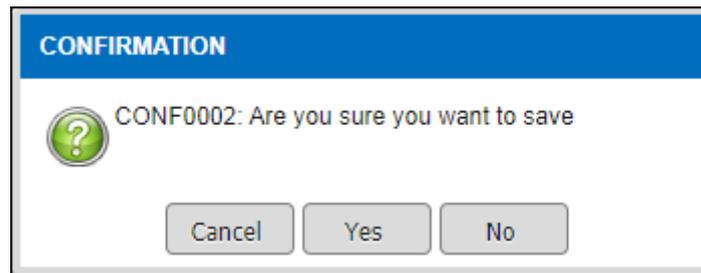
- Selecting All Batch for **Batch No**, user is not required to enter **Expiry Date**
- Selecting Specific Batch No **for Batch no**, user is required to enter Batch No and required to select Expiry Date form  button
- **Registration Holder** is an optional field

**STEP 21**

Click on the  button to save the transaction

**Note**

- System will display a Confirmation Message as Figure 3.3.1-9
- Click on the  button to save the transaction



**Figure 3.3.1-9 Confirmation Message**

- After save the transaction, the information of the Recall Product Item will be displayed on the Notification main screen as Figure 3.3.1-10

NOTIFICATION

22

<p>Notification No. <input style="background-color: #f8d7da;" type="text"/></p> <p>Start Date <input type="text" value="18/11/2020"/> <input type="button" value="Calendar"/></p> <p>Type of Recall <input type="text" value="Directive"/></p> <p>Degree of Product Recall <input type="text" value="1st Degree"/></p> <p>Recall Level <input type="text" value="Consumer"/></p> <p>Item Group <input type="text" value="DRUG"/></p> <p>Drug/Non-Drug Name <input type="text" value="Abemaciclib 100mg Tablet"/></p> <p>Reason <input type="text" value="Failed laboratory testing"/></p> <p>Status <input type="text" value="Open"/></p> <p>Title <input type="text" value="Directive : Abemaciclib 100mg Tablet"/></p> <p>Remarks <input type="text"/></p>	<p>Notification Type <input type="text" value="Product Recall"/></p> <p>End Date <input type="text" value="25/11/2020"/> <input type="button" value="Calendar"/></p> <p>Reference No. <input type="text" value="REF5521"/></p> <p>Recall Notification Date' <input type="text" value="18/11/2020 12:26:45 PM"/> <input type="button" value="Calendar"/></p> <p>Notification Period <input type="text" value="24 Hours"/></p> <p>Drug/Non-Drug Code <input type="text" value="KPK00412"/></p> <p>Others Reason <input type="text"/></p> <p>Attachment <input type="text"/> <input type="button" value="Browse"/> <input type="button" value="View Attachment"/></p> <p><small>**Maximum Size allowed=2MB per attachment</small></p>
--	--

PRODUCT RECALL LIST

	Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
<input type="checkbox"/>	AVODART	R250709	22/03/2022	-	A4422	Zyg Pharma

**Figure 3.3.1-10 Notification: Recall Product**

**Note**

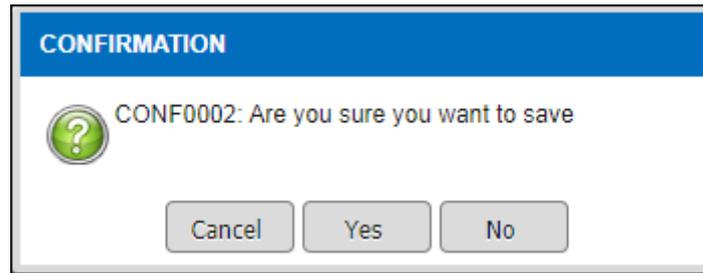
User is allow to add more than 1 Recall Product List by repeating **STEP 16** to **STEP 21**

**STEP 22**

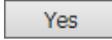
Click on the  button to save the transaction

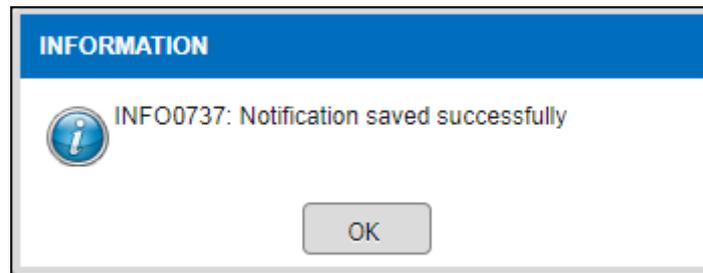
**Note**

- System will display a Confirmation Message as Figure 3.3.1-11
- Click on the  button to save the transaction
- Click on the  or  button to cancel the saved transaction



**Figure 3.3.1-11 Confirmation Message**

- Information Message will display after click on the  button as Figure 3.3.1-12
- Click on the  button to confirmed the transaction and Notification No will generated for future reference

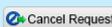


**Figure 3.3.1-12 Information Message**

-  button will enable as Figure 3.3.1-13

**NOTIFICATION**

23





<p>Notification No. <input type="text" value="NO20000538"/></p> <p>Start Date <input type="text" value="18/11/2020"/></p> <p>Type of Recall <input type="text" value="Directive"/></p> <p>Degree of Product Recall <input type="text" value="1st Degree"/></p> <p>Recall Level <input type="text" value="Consumer"/></p> <p>Item Group <input type="text" value="DRUG"/></p> <p>Drug/Non-Drug Name <input type="text" value="Abemaciclib 100mg Tablet"/></p> <p>Reason <input type="text" value="Failed laboratory testing"/></p> <p>Status <input type="text" value="Open"/></p> <p>Title <input type="text" value="Directive : Abemaciclib 100mg Tablet"/></p> <p>Remarks <input type="text"/></p>	<p>Notification Type <input type="text" value="Product Recall"/></p> <p>End Date <input type="text" value="25/11/2020"/></p> <p>Reference No. <input type="text" value="REF5521"/></p> <p>Recall Notification Date' <input type="text" value="18/11/2020 12:26:45 PM"/></p> <p>Notification Period <input type="text" value="24 Hours"/></p> <p>Drug/Non-Drug Code <input type="text" value="KPK00412"/></p> <p>Others Reason <input type="text"/></p> <p>Attachment <input type="text"/> <span style="margin-left: 10px;"></span> <span style="margin-left: 10px;"></span></p> <p style="font-size: small;">**Maximum Size allowed=2MB per attachment</p>
--	--

**PRODUCT RECALL LIST**




☐	Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
☐	AVODART	R250709	22/03/2022	-	A4422	Zyg Pharma

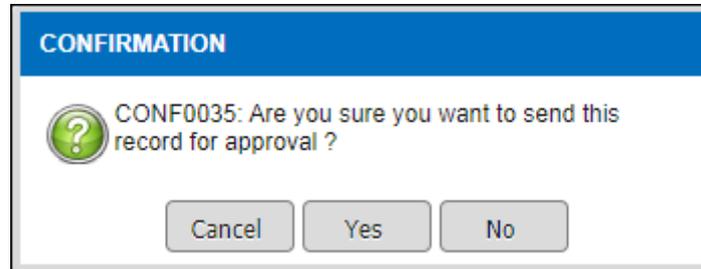
**Figure 3.3.1-13 Notification: Recall Product**

**STEP 23**

Click on the  button to send the Notification record for approval

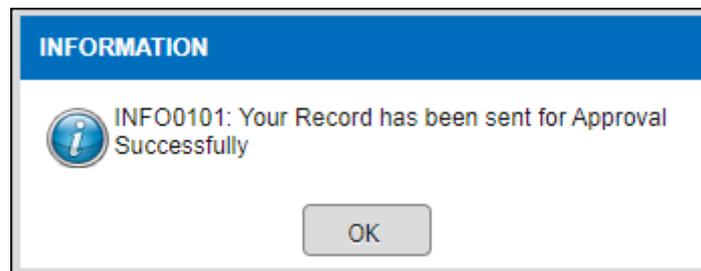
**Note**

- System will display a Confirmation Message as Figure 3.3.1-14
- Click on the  button to send the record for approval
- Click on the  or  button to cancel the saved transaction



**Figure 3.3.1-14 Confirmation Message**

- Information Message will display after click on the  button as Figure 3.3.1-15
- Click on the  button to successfully send the record for approval and the **Status** change to Pending for Approval



**Figure 3.3.1-15 Information Message**

- and  button will enable as Figure 3.3.1-16

**NOTIFICATION**

24

<p>Notification No. <input type="text" value="NO20000538"/></p> <p>Start Date <input type="text" value="18/11/2020"/></p> <p>Type of Recall <input type="text" value="Directive"/></p> <p>Degree of Product Recall <input type="text" value="1st Degree"/></p> <p>Recall Level <input type="text" value="Consumer"/></p> <p>Item Group <input type="text" value="DRUG"/></p> <p>Drug/Non-Drug Name <input type="text" value="Abemaciclib 100mg Tablet"/></p> <p>Reason <input type="text" value="Failed laboratory testing"/></p> <p>Status <input type="text" value="Pending For Approval"/></p> <p>Title <input type="text" value="Directive : Abemaciclib 100mg Tablet"/></p> <p>Remarks <input type="text"/></p>	<p>Notification Type <input type="text" value="Product Recall"/></p> <p>End Date <input type="text" value="25/11/2020"/></p> <p>Reference No. <input type="text" value="REF5521"/></p> <p>Recall Notification Date' <input type="text" value="18/11/2020 12:26:45 PM"/></p> <p>Notification Period <input type="text" value="24 Hours"/></p> <p>Drug/Non-Drug Code <input type="text" value="KPK00412"/></p> <p>Others Reason <input type="text"/></p> <p>Attachment <input type="text"/> <input type="button" value="Browse"/> <input type="button" value="View Attachment"/></p> <p><small>**Maximum Size allowed=2MB per attachment</small></p>
--	--

**PRODUCT RECALL LIST**

☐	Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
☐	AVODART	R250709	22/03/2022	-	A4422	Zyg Pharma

**Figure 3.3.1-16 Notification: Recall Product**

**STEP 24**

a) Click on the  button to approve the record

**Note**

- System will be display a Confirmation Message as Figure 3.3.1-17
- Click on the  button to approve the record
- Click on the  or  button to cancel for approve the record

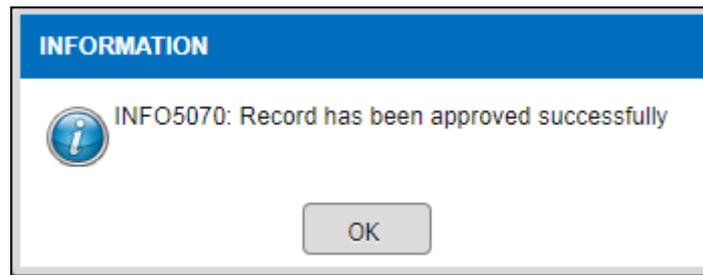
**CONFIRMATION**



**CONF0128: Are you sure you want to approve the record?**

**Figure 3.3.1-17 Confirmation Message**

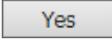
- Information Message will display after click on the  button as Figure 3.3.1-18
- Click on the  button to successfully approved the record and the **Status** change to **Approved**

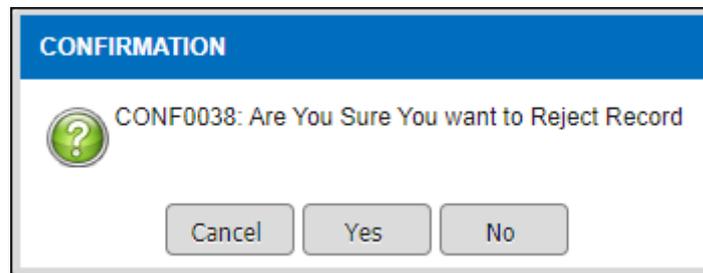


**Figure 3.3.1-18 Information Message**

b) Click on the  button to reject the order transaction

**Note**

- System will be display a Confirmation Message as Figure 3.3.1-19
- Click on the  button to reject the record



**Figure 3.3.1-19 Confirmation Message**

- **Status of the record will change to Rejected**

NOTIFICATION

25
Send To Notify
Cancel Notification
X

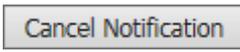
Notification No. <input type="text" value="NO20000538"/>	Notification Type <input type="text" value="Product Recall"/>	
Start Date <input type="text" value="18/11/2020"/>	End Date <input type="text" value="25/11/2020"/>	
Type of Recall <input type="text" value="Directive"/>	Reference No. <input type="text" value="REF5521"/>	
Degree of Product Recall <input type="text" value="1st Degree"/>	Recall Notification Date* <input type="text" value="18/11/2020 12:26:45 PM"/>	
Recall Level <input type="text" value="Consumer"/>	Notification Period <input type="text" value="24 Hours"/>	
Item Group <input type="text" value="DRUG"/>	Drug/Non-Drug Code <input type="text" value="KPK00412"/>	
Drug/Non-Drug Name <input type="text" value="Abemaciclib 100mg Tablet"/>	Others Reason <input type="text"/>	
Reason <input type="text" value="Failed laboratory testing"/>	Attachment <input type="text"/> <span style="margin-left: 5px;">Browse</span> <span style="margin-left: 5px;">View Attachment</span>	
Status <input type="text" value="Approved"/>	**Maximum Size allowed=2MB per attachment	
Title <input type="text" value="Directive : Abemaciclib 100mg Tablet"/>		
Remarks <input type="text"/>		

PRODUCT RECALL LIST

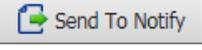
Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
AVODART	R250709	22/03/2022	-	A4422	Zyg Pharma

**Figure 3.3.1-20 Notification: Recall Product**

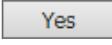
**Note**

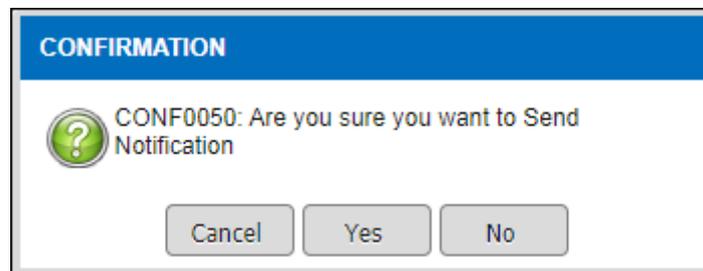
User is allowed to cancel the notification by click on  button

**STEP 25**

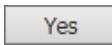
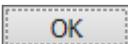
Click on the  button to send the notification

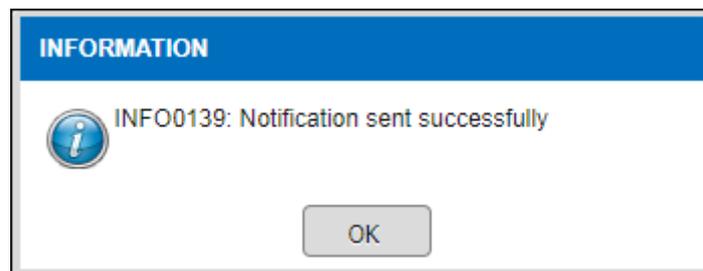
**Note**

- System will display a Confirmation Message as Figure 3.3.1-21
- Click on the  button to send the notification



**Figure 3.3.1-21 Confirmation Message**

- Information Message will display after click on the  button as Figure 3.3.1-22
- Click on the  button and the **Status** change to Notified



**Figure 3.3.1-22 Information Message**

### 3.3.2. Recall Product: Voluntary

To perform Notification:Recall Product (Directive) transaction, perform the steps below:

INTEGRATION WEB PORTAL

PHARMACY INFORMATION SYSTEM & CLINIC PHARMACY SYSTEM

Change Password Logout

Home Notification

NOTIFICATION

Notification No. Start Date Title Notification Type All End Date All Status All Search

Notification No.	Title	Notification Type	Date	Created Date	Updated Date	Status
NO201900353	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900352	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900351	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900350	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900349	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900348	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified
NO201900347	Year end Process	Message	15/12/2019	14/12/2019 11:57:53 PM	14/12/2019 11:57:53 PM	Notified

Figure 3.3.2-1 Notification Listing Page

#### STEP 1

Go to 'Notification' Menu, and click on the Notifications sub-menu

#### STEP 2

Click on the button and Notification screen will be displayed as Figure 3.3.2-2

NOTIFICATION

Notification No. Start Date Type of Recall Voluntary Degree of Product Recall 1st Degree Recall Level Consumer Item Group DRUG Drug/Non-Drug Name Reason Failed laboratory testing Status Open Title Remarks

Notification Type Product Recall End Date Reference No. Drug/Non-Drug Code Others Reason Attachment Browse View Attachment

\*\*Maximum Size allowed=2MB per attachment

PRODUCT RECALL LIST

Delete Item Add Item

Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
No Records Found!					

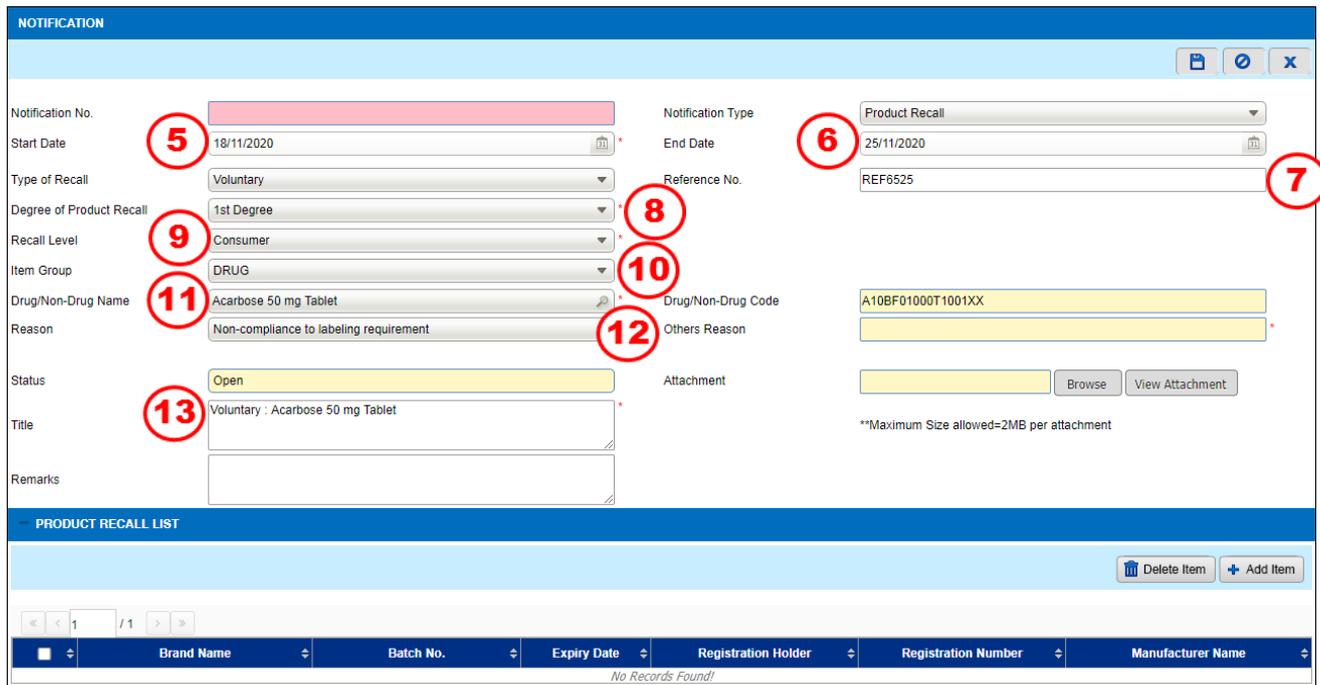
Figure 3.3.2-2 Notification: Recall Product

#### STEP 3

Select **Notification Type** as **Recall Product**

**STEP 4**

Select **Type of Recall** from drop down box as **Voluntary**



**NOTIFICATION**

Notification No. [ ] Notification Type [Product Recall]

Start Date [18/11/2020] End Date [25/11/2020]

Type of Recall [Voluntary] Reference No. [REF6525]

Degree of Product Recall [1st Degree]

Recall Level [Consumer]

Item Group [DRUG]

Drug/Non-Drug Name [Acarbose 50 mg Tablet] Drug/Non-Drug Code [A10BFD1000T1001XX]

Reason [Non-compliance to labeling requirement] Others Reason [ ]

Status [Open] Attachment [Browse View Attachment]

Title [Voluntary : Acarbose 50 mg Tablet]

Remarks [ ]

**PRODUCT RECALL LIST**

Delete Item Add Item

Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
No Records Found!					

**Figure 3.3.2-3 Notification: Recall Product**

**STEP 5**

Select **Start Date** from  icon

**STEP 6**

Select **End Date** from  icon

**STEP 7**

Enter **Reference No**

**STEP 8**

Select **Degree of Recall Product** from drop down box:

- 1<sup>st</sup> Degree
- 2<sup>nd</sup> Degree
- 3<sup>rd</sup> Degree

**Note**

- **Notification Period** will be automatically display based on selected **Degree of Recall Product**
  - 1<sup>st</sup> Degree : 24 Hours
  - 2<sup>nd</sup> Degree : 72 Hours
  - 3<sup>rd</sup> Degree : 30 Days
- **Expected Notification Date** will be automatically display based on selected **Degree of Recall Product**

**STEP 9**

Select **Recall Level** from drop down box:

- Consumer
- Point Of Sales

### STEP 10

Select **Item Group** from drop down box:

- DRUG
- NON-DRUG

### STEP 11

Select Drug/Non-Drug Name from  icon

### STEP 12

Select **Reason** from drop down box:

- Failed laboratory testing
- Non-compliance to labelling requirement
- Non-compliance to quality standards
- Others
- Precautionary measure
- Safety issue

### Note

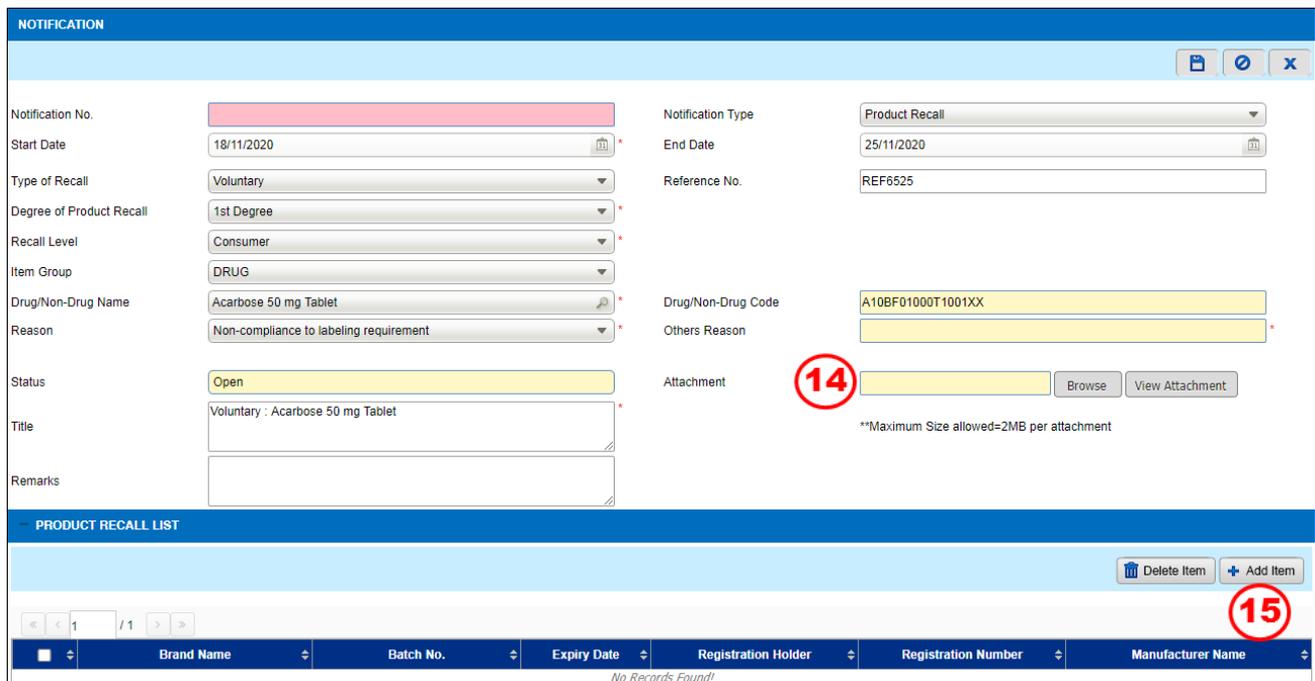
**Others Reason** field will enable if selected Others in STEP 11

### STEP 13

Enter **Title**

### Note

**Remarks** is an optional field



**NOTIFICATION**

Notification No.

Start Date: 18/11/2020

Type of Recall: Voluntary

Degree of Product Recall: 1st Degree

Recall Level: Consumer

Item Group: DRUG

Drug/Non-Drug Name: Acarbose 50 mg Tablet

Reason: Non-compliance to labeling requirement

Status: Open

Title: Voluntary : Acarbose 50 mg Tablet

Remarks:

Notification Type: Product Recall

End Date: 25/11/2020

Reference No.: REF6525

Drug/Non-Drug Code: A10BF01000T1001XX

Others Reason:

Attachment:  **14**

\*\*Maximum Size allowed=2MB per attachment

**PRODUCT RECALL LIST**

Delete Item  Add Item

1 / 1

Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
No Records Found!					

**15**

Figure 3.3.2-4 Notification: Recall Product

### STEP 14

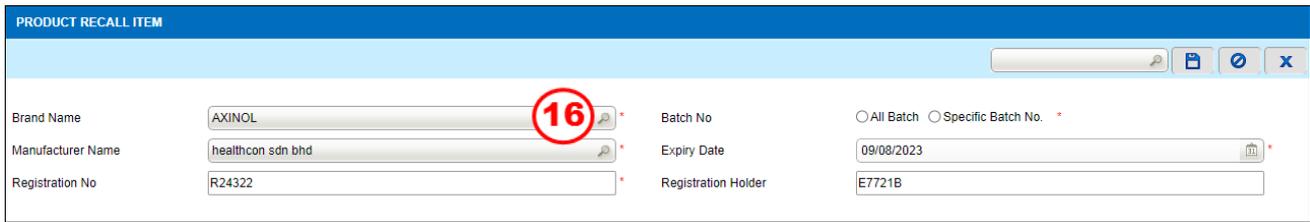
Click on the  button to attach a document into the notification

### Note

User can view the attachment uploaded by click on the  button

**STEP 15**

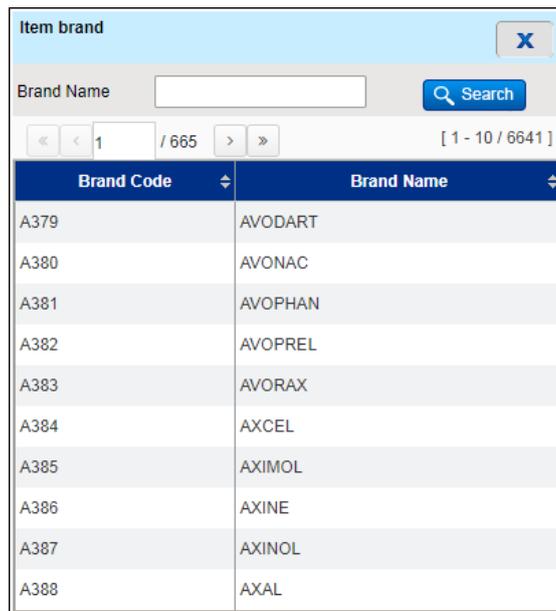
Click on the  button and Recall Product Item screen will be displayed as Figure 3.3.2-5



**Figure 3.3.2-5 Recall Product Item**

**STEP 16**

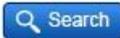
Click on the **Brand Name**  and Item Brand window will be displayed as Figure 3.3.2-6

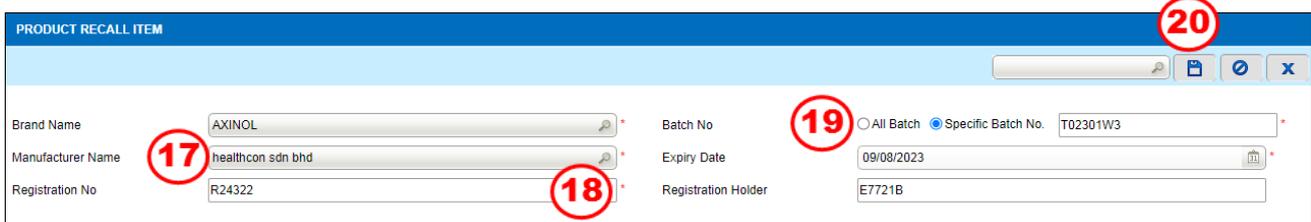


Brand Code	Brand Name
A379	AVODART
A380	AVONAC
A381	AVOPHAN
A382	AVOPREL
A383	AVORAX
A384	AXCEL
A385	AXIMOL
A386	AXINE
A387	AXINOL
A388	AXAL

**Figure 3.3.2-6 Brand Name**

**Note**

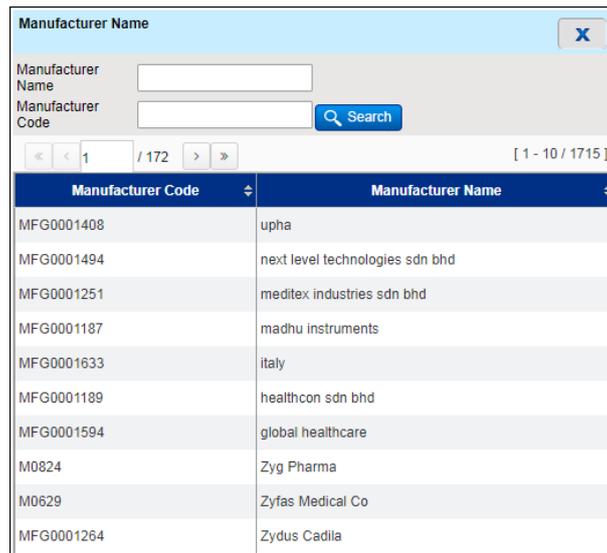
- User is allowed to enter partially or fully searching criteria for **Brand Name**. Then click on the  button
- Double click on the selected **Brand Name**



**Figure 3.3.2-7 Recall Product Item**

**STEP 17**

Click on the **Manufacturer Name**  and Manufacturer Name window will be displayed as Figure 3.3.2-8



Manufacturer Code	Manufacturer Name
MFG0001408	upha
MFG0001494	next level technologies sdn bhd
MFG0001251	meditex industries sdn bhd
MFG0001187	madhu instruments
MFG0001633	italy
MFG0001189	healthcon sdn bhd
MFG0001594	global healthcare
M0824	Zyg Pharma
M0629	Zyfas Medical Co
MFG0001264	Zydus Cadila

**Figure 3.3.1-8 Manufacturer Name**

**STEP 18**

Enter **Registration No**

**STEP 19**

Select **Batch No** from  button:

- All Batch
- Specific Batch No

**Note**

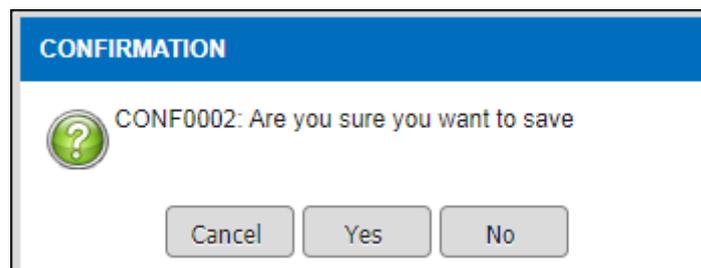
- Selecting **All Batch** for **Batch No**, user is not required to enter **Expiry Date**
- Selecting **Specific Batch No** for **Batch no**, user is required to enter **Batch No** and required to select **Expiry Date** form  button
- **Registration Holder** is an optional field

**STEP 20**

Click on the  button to save the transaction

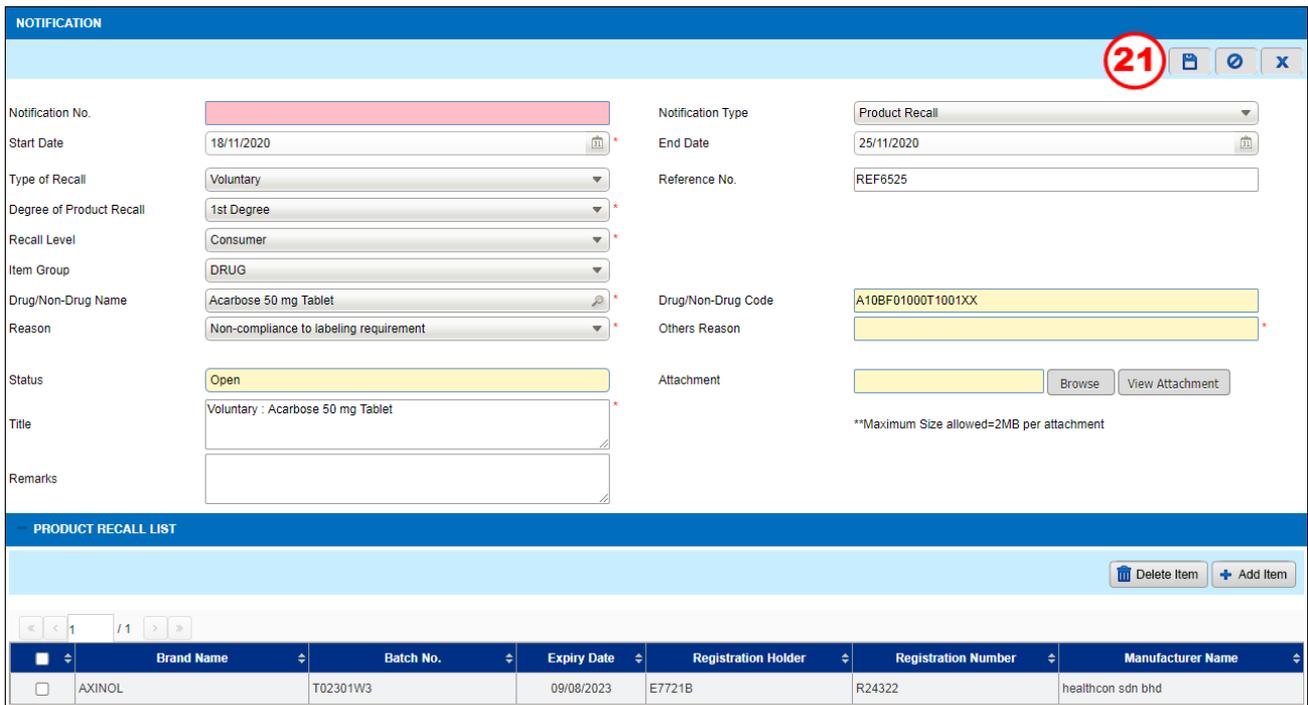
**Note**

- System will display a Confirmation Message as Figure 3.3.2-9
- Click on the  button to save the transaction



**Figure 3.3.2-9 Confirmation Message**

- After save the transaction, the information of the Recall Product Item will be displayed on the Notification main screen as Figure 3.3.2-10



Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
AXINOL	T02301W3	09/08/2023	E7721B	R24322	healthcon sdn bhd

**Figure 3.3.2-10 Notification: Recall Product**

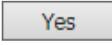
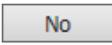
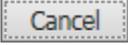
**Note**

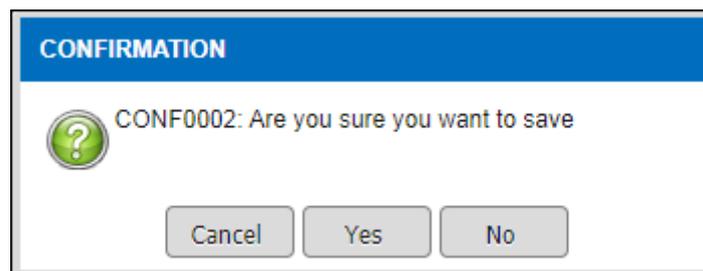
User is allow to add more than 1 Recall Product List by repeating **STEP 14** to **STEP 29**

**STEP 21**

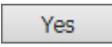
Click on the  button to save the transaction

**Note**

- System will display a Confirmation Message as Figure 3.3.2-11
- Click on the  button to save the transaction
- Click on the  or  button to cancel the saved transaction



**Figure 3.3.2-11 Confirmation Message**

- Information Message will display after click on the  button as Figure 3.3.2-12

- Click on the  button to confirmed the transaction and Notification No will generated for future reference

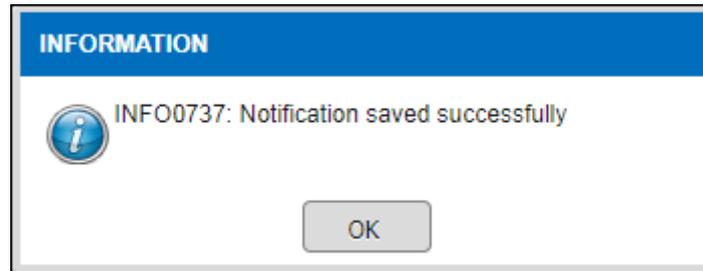
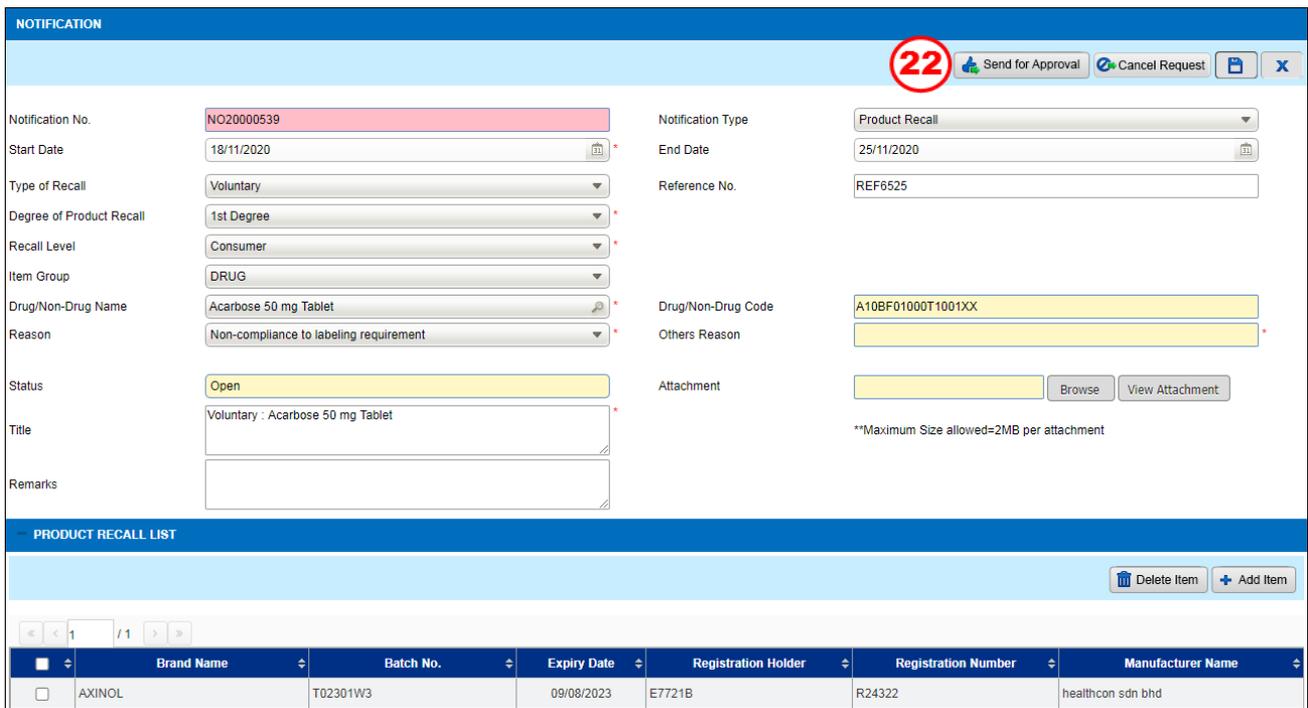


Figure 3.3.2-12 Information Message

-  button will enable as Figure 3.3.2-13



**NOTIFICATION**

Notification No. NO20000539 Notification Type Product Recall

Start Date 18/11/2020 End Date 25/11/2020

Type of Recall Voluntary Reference No. REF6525

Degree of Product Recall 1st Degree

Recall Level Consumer

Item Group DRUG

Drug/Non-Drug Name Acarbose 50 mg Tablet Drug/Non-Drug Code A10BF01000T1001XX

Reason Non-compliance to labeling requirement Others Reason

Status Open Attachment Browse View Attachment

Title Voluntary : Acarbose 50 mg Tablet

Remarks

**PRODUCT RECALL LIST**

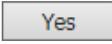
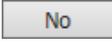
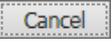
Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
AXINOL	T02301W3	09/08/2023	E7721B	R24322	healthcon sdn bhd

Figure 3.3.2-13 Notification: Recall Product

**STEP 22**

Click on the  button to send the Notification record for approval

**Note**

- System will display a Confirmation Message as Figure 3.3.2-14
- Click on the  button to send the record for approval
- Click on the  or  button to cancel the saved transaction

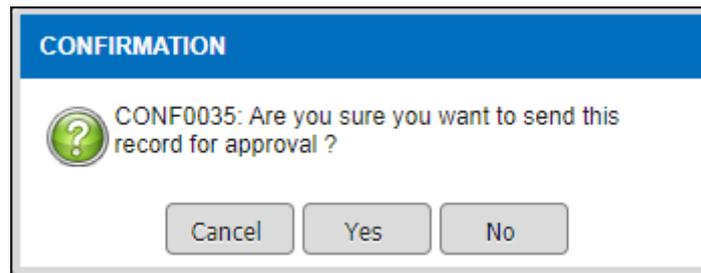
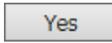


Figure 3.3.2-14 Confirmation Message

- Information Message will display after click on the  button as Figure 3.3.2-15
- Click on the  button to successfully send the record for approval and the **Status** change to Pending for Approval

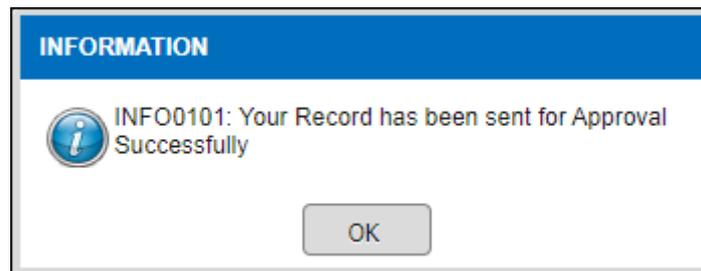
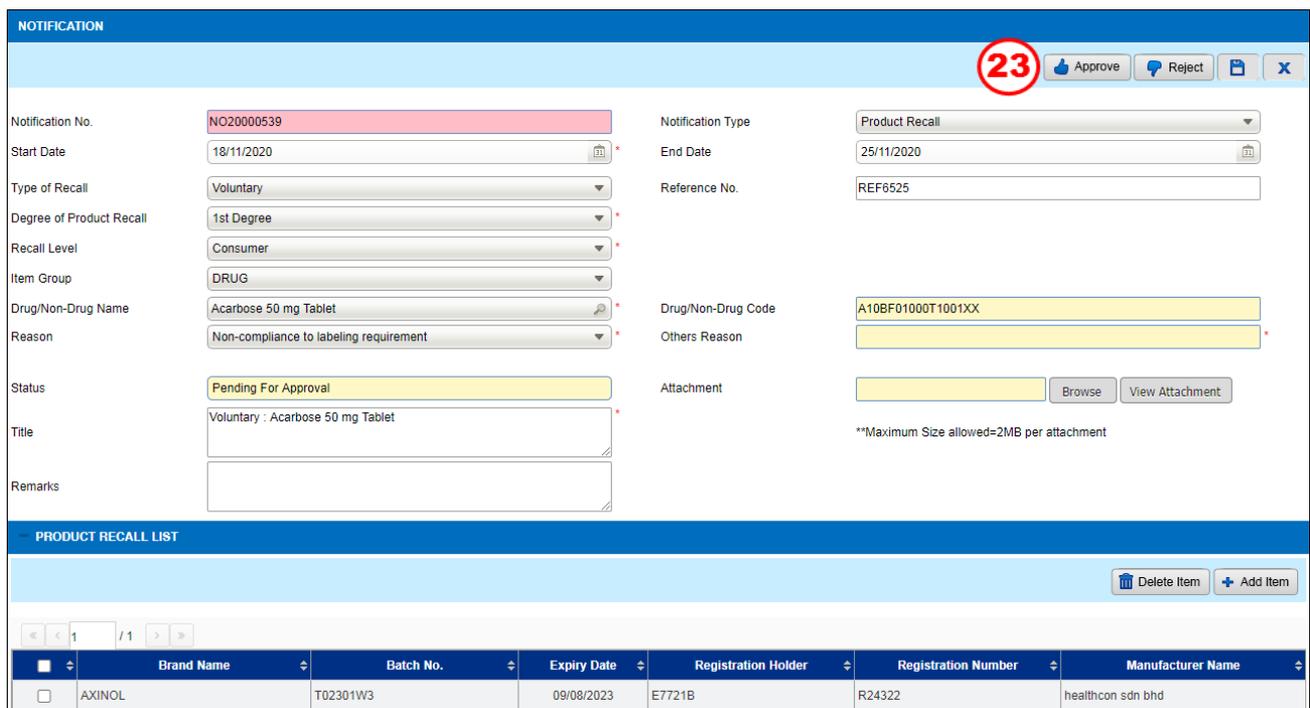


Figure 3.3.2-15 Information Message

-  and  button will enable as Figure 3.3.2-16



The screenshot shows a "NOTIFICATION" form for a "Product Recall". A red circle with the number "23" highlights the "Approve" and "Reject" buttons in the top right corner. The form contains the following fields:

- Notification No.: NO20000539
- Notification Type: Product Recall
- Start Date: 18/11/2020
- End Date: 25/11/2020
- Type of Recall: Voluntary
- Degree of Product Recall: 1st Degree
- Recall Level: Consumer
- Item Group: DRUG
- Drug/Non-Drug Name: Acarbose 50 mg Tablet
- Drug/Non-Drug Code: A10BF01000T1001XX
- Reason: Non-compliance to labeling requirement
- Others Reason: (Empty field)
- Status: Pending For Approval
- Attachment: (Empty field with "Browse" and "View Attachment" buttons)
- Title: Voluntary : Acarbose 50 mg Tablet
- Remarks: (Empty text area)

Below the form is a "PRODUCT RECALL LIST" table with the following data:

Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
AXINOL	T02301W3	09/08/2023	E7721B	R24322	healthcon sdn bhd

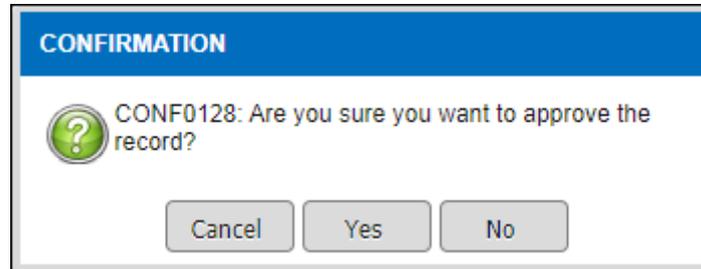
Figure 3.3.2-16 Notification: Recall Product

**STEP 23**

- c) Click on the  button to approve the record

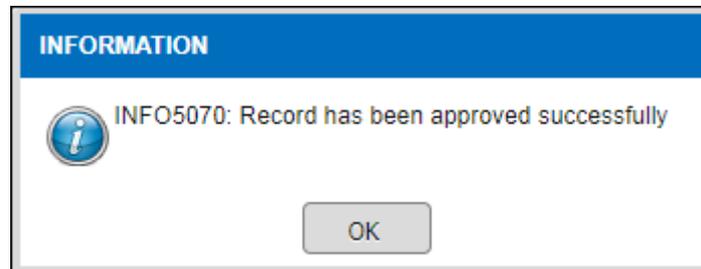
**Note**

- System will be display a Confirmation Message as Figure 3.3.2-17
- Click on the  button to approve the record
- Click on the  or  button to cancel for approve the record



**Figure 3.3.2-17 Confirmation Message**

- Information Message will display after click on the  button as Figure 3.3.2-18
- Click on the  button to successfully approved the record and the **Status** change to **Approved**

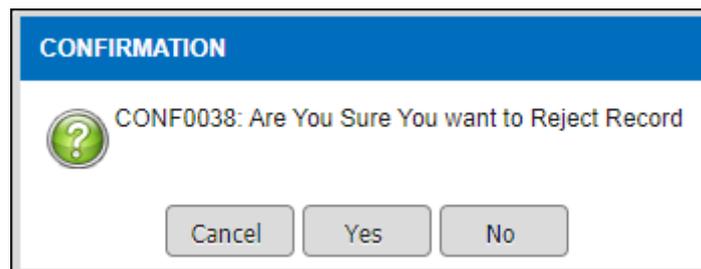


**Figure 3.3.2-18 Information Message**

- d) Click on the  button to reject the order transaction

**Note**

- System will be display a Confirmation Message as Figure 3.3.2-19
- Click on the  button to reject the record



**Figure 3.3.2-19 Confirmation Message**

- **Status** of the record will change to **Rejected**

NOTIFICATION

24
Send To Notify
Cancel Notification
X

Notification No. <input type="text" value="NO20000539"/>	Notification Type <input type="text" value="Product Recall"/>
Start Date <input type="text" value="18/11/2020"/>	End Date <input type="text" value="25/11/2020"/>
Type of Recall <input type="text" value="Voluntary"/>	Reference No. <input type="text" value="REF6525"/>
Recall Level <input type="text" value="1st Degree"/>	
Item Group <input type="text" value="DRUG"/>	
Drug/Non-Drug Name <input type="text" value="Acarbose 50 mg Tablet"/>	Drug/Non-Drug Code <input type="text" value="A10BF01000T1001XX"/>
Reason <input type="text" value="Non-compliance to labeling requirement"/>	Others Reason <input type="text"/>
Status <input type="text" value="Approved"/>	Attachment <input type="text"/> <span style="margin-left: 5px;">Browse</span> <span style="margin-left: 5px;">View Attachment</span>
Title <input type="text" value="Voluntary : Acarbose 50 mg Tablet"/>	**Maximum Size allowed=2MB per attachment
Remarks <input type="text"/>	

PRODUCT RECALL LIST

Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
AXINOL	T02301W3	09/08/2023	E7721B	R24322	healthcon sdn bhd

**Figure 3.3.2-20 Notification: Recall Product**

**Note**

User is allowed to cancel the notification by click on Cancel Notification button

**STEP 24**

Click on the Send To Notify button to send the notification

**Note**

- System will be display a Confirmation Message as Figure 3.3.2-21
- Click on the Yes button to send the notification

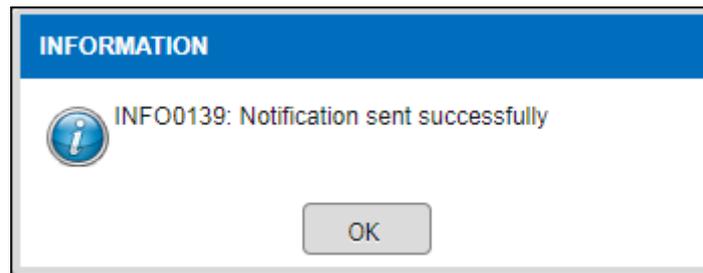
CONFIRMATION

?
CONF0050: Are you sure you want to Send Notification

Cancel
Yes
No

**Figure 3.3.2-21 Confirmation Message**

- Information Message will display after click on the Yes button as Figure 3.3.2-22
- Click on the OK button and the **Status** change to Notified



**Figure 3.3.2-22 Information Message**

#### 4. Acronyms

Abbreviation	Definition
MOH	Ministry of Health
KKM	Kementerian Kesihatan Malaysia
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
PKU	Packaging Keeping Unit
SKU	Store Keeping Unit
BPF	BahagianPerkhidmatanFarmasi
NPRA	National Pharmaceutical Regulatory Agency

#### 5. Link to IWP Modules

No	Module	PDF Links
1	<i>Notification</i>	<a href="#">Click Here</a>
2	<i>Frequency Asked Question</i>	<a href="#">Click Here</a>
3	<i>Drug Information</i>	<a href="#">Click Here</a>
4	<i>Contract</i>	<a href="#">Click Here</a>
5	<i>KPK Approval</i>	<a href="#">Click Here</a>
6	<i>Maintenance – Pharmacy</i>	<a href="#">Click Here</a>
7	<i>Maintenance – Inventory</i>	<a href="#">Click Here</a>
8	<i>Maintenance – General</i>	<a href="#">Click Here</a>
9	<i>Maintenance – HQ Security</i>	<a href="#">Click Here</a>