



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

User Manual Integrated Web Portal (IWP)

Notification

Version	: 13th Edition
Document ID	: HQ_U.MANUAL_IWP_NOTIFICATION



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Reference ID : HQ_U.MANUAL_IWP_NOTIFICATION-13th E

Application reference: PhIS& CPS v2.6.1



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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

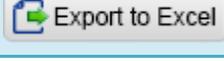
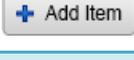
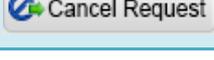
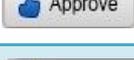
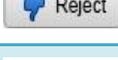
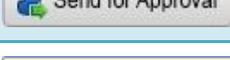
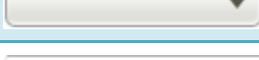
1.3. Organised Sections

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. IWP Legend

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.



2.2. Latest Enhancement and Updates

Latest Function	Page
Notification Listing Page	4
Recall Product	12

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

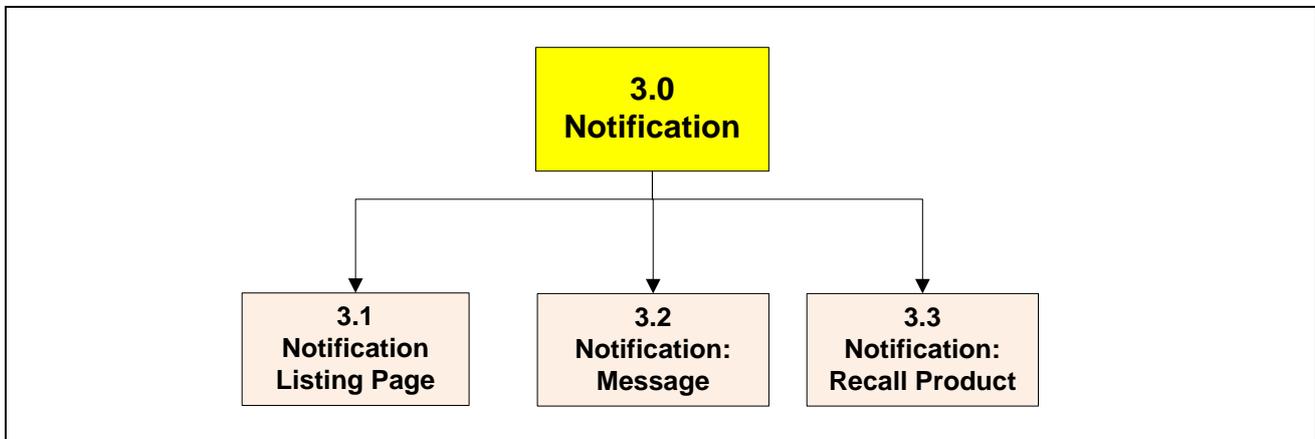


Figure 3.0-1 Functional Diagram

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:

INTEGRATION WEB PORTAL

MENU

- Home
- eP Enquiry
- Notification **1**
- Frequently Asked Questions
- Drug Information
- PKD Authorization
- Contract
- Special Approval Medicine
- Budget
- Penalty
- Maintenance
- Report/Enquiry

PHARMACY INFORMATION SYSTEM & CLINIC PHARMACY SYSTEM

Change Password Logout

Home Notification x

NOTIFICATION

Notification No. Notification Type

Start Date End Date

Title Status

3

[1 - 10 / 565]

Notification No	Title	Notification Type	Date	Created Date	Updated Date	Status
NO22003794	Directive : Acacia gum	Product Recall	27/06/2022	27/06/2022 10:13:49 AM	27/06/2022 10:19:24 AM	Withdraw Product Recall Notification
NO22003793	Directive : Ajmaline 50mg/10ml Solution for Injection	Product Recall 4	27/06/2022	27/06/2022 09:46:34 AM	27/06/2022 11:07:26 AM	Withdraw Product Recall Notification
NO22003791	Directive : Straight Mini Plate 2.0mm (Hole Range: 6)	Product Recall	24/06/2022	24/06/2022 11:51:58 AM	27/06/2022 11:34:21 AM	Withdraw Product Recall Notification
NO22003789	Directive : X - Ray Film 24 cm x 18 cm	Product Recall	24/06/2022	24/06/2022 11:19:00 AM	24/06/2022 11:19:08 AM	Notified
NO22003788	Directive : Blood Grouping Serum Anti-D 10 ml (Pesakit)	Product Recall	24/06/2022	24/06/2022 11:17:20 AM	24/06/2022 11:17:29 AM	Notified
NO22003787	Directive : 4.5mm Cortical Screw, 1.75mm Pitch, Full	Product Recall	24/06/2022	24/06/2022 11:16:01 AM	24/06/2022 11:16:09 AM	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: - All - Approved - Cancelled Notification - Cancelled Request - Notified - Open - Pending For Approval - Rejected - Withdraw Notification - Withdraw Product Recall Notification	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 for Product Recall Notification & Figure 3.1-3 Message Notification

NOTIFICATION

Withdraw Product Recall X

<p>Notification No. NO22003788</p> <p>Start Date 24/06/2022 🗑️</p> <p>Type of Recall Directive</p> <p>Degree of Product Recall 3rd Degree</p> <p>Recall Level Consumer</p> <p>Item Group NON-DRUG</p> <p>Drug/Non-Drug Name Blood Grouping Serum Anti-D 10 ml (Pesakit)</p> <p>Reason Failed laboratory testing</p> <p>Status Notified</p> <p>Title Directive - Blood Grouping Serum Anti-D 10 ml (Pesakit)</p> <p>Remarks </p>	<p>Notification Type Product Recall</p> <p>End Date 🗑️</p> <p>Reference No. </p> <p>Recall Notification Date' 30/03/2022 11:16:30 AM 🗑️</p> <p>Notification Period 30 Days</p> <p>Drug/Non-Drug Code R1550550008</p> <p>Others Reason </p> <p>Attachment Browse View Attachment</p> <p><small>**Maximum Size allowed=2MB per attachment</small></p> <p>Withdraw Reason </p>
---	--

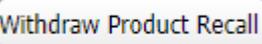
PRODUCT RECALL LIST

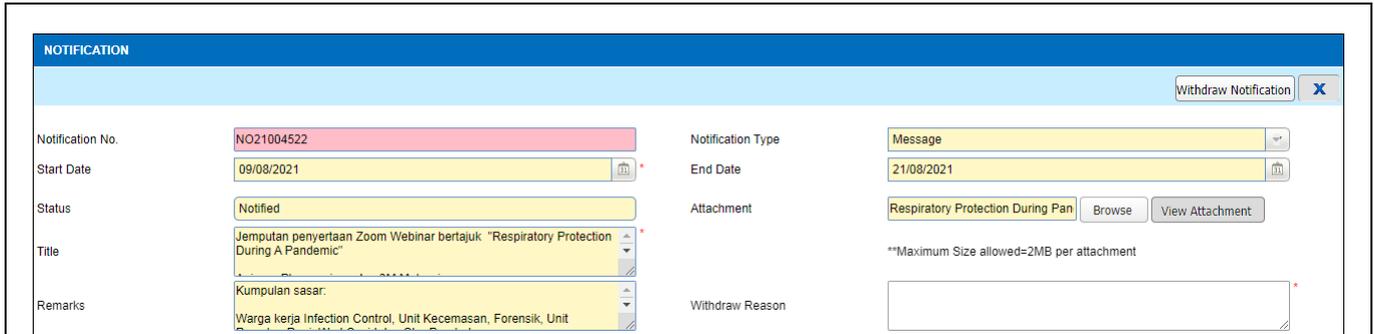
⏪
1
/ 1
⏩

Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
ANTI D	PR005	31/12/2022	-	90655276721222	DIAGAST

Figure 3.1-2 Product Recall Notification

Note

- Click on the  to close the Transaction Detail screen
- User able to withdraw the notification by click on  button
- Withdraw reason is mandatory to fill to proceed
- 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



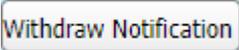
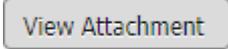
The screenshot shows a 'NOTIFICATION' screen with the following fields and values:

Field	Value
Notification No.	NO21004522
Notification Type	Message
Start Date	09/08/2021
End Date	21/08/2021
Status	Notified
Attachment	Respiratory Protection During Pan
Title	Jemputan penyertaan Zoom Webinar bertajuk "Respiratory Protection During A Pandemic"
Remarks	Kumpulan sasaran: Warga kerja Infection Control, Unit Kecemasan, Forensik, Unit
Withdraw Reason	

Buttons visible: Withdraw Notification, X, Browse, View Attachment.

Figure 3.1-3 Message Notification

Note

- Click on the  to close the Transaction Detail screen
- User able to withdraw the notification by click on  button
- Withdrawal reason is mandatory to fill to proceed
- 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:

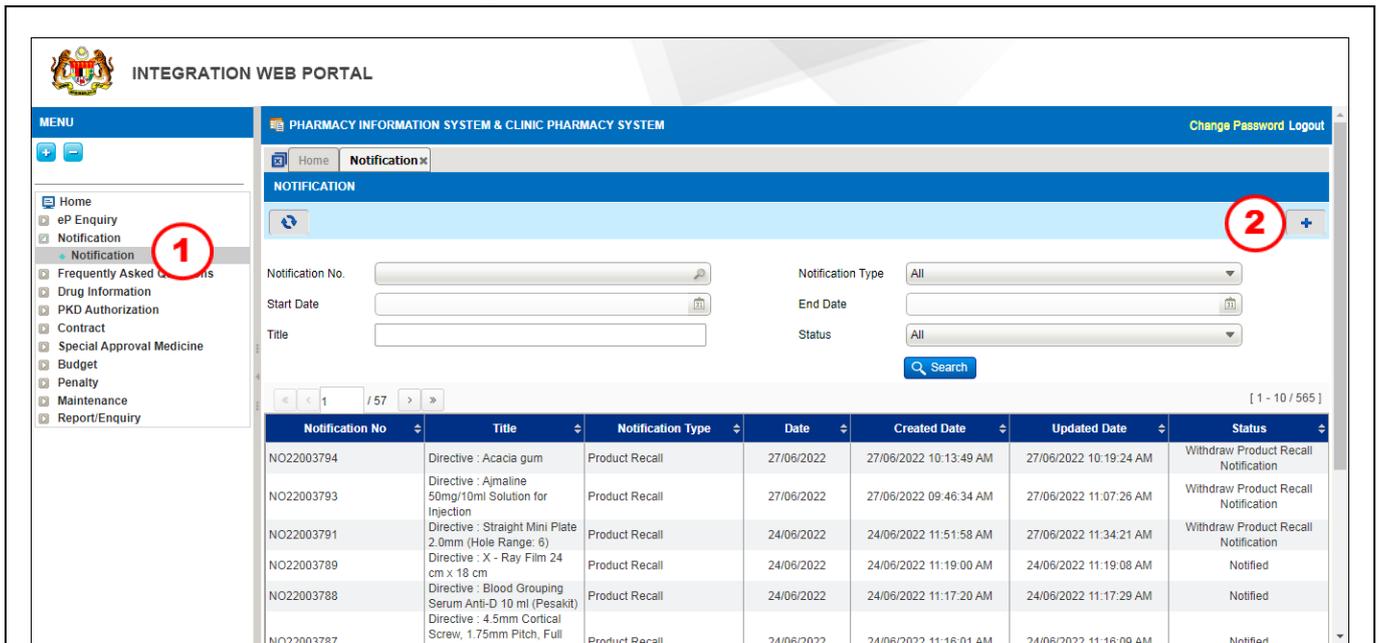


Figure 3.2-1 Notification Listing Page

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

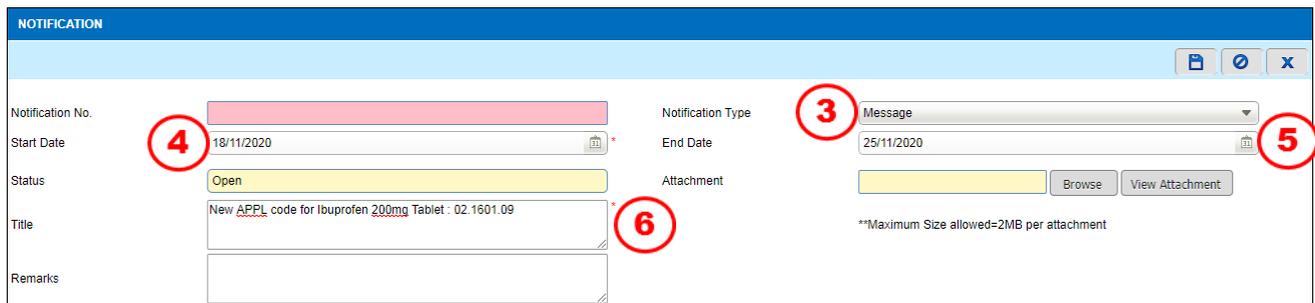


Figure 3.2-2 New Notification: Message

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

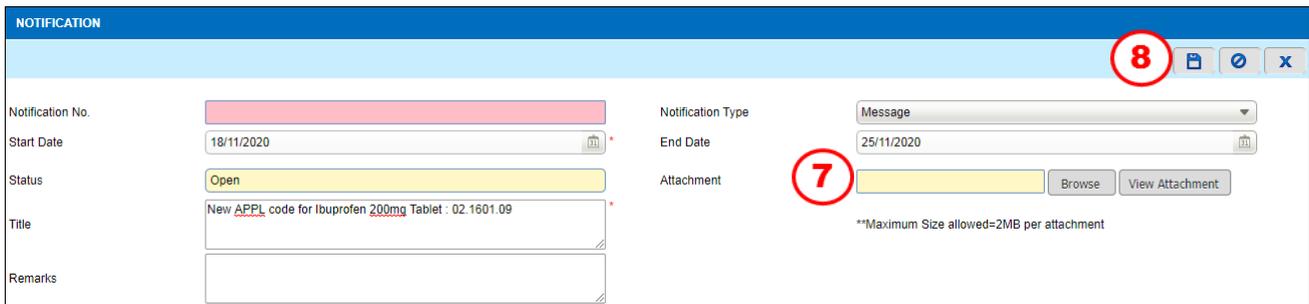
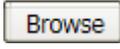


Figure 3.2-3 Notification: Message

STEP 7

Click on the  button to attach a document into the message

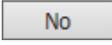
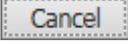
Note

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

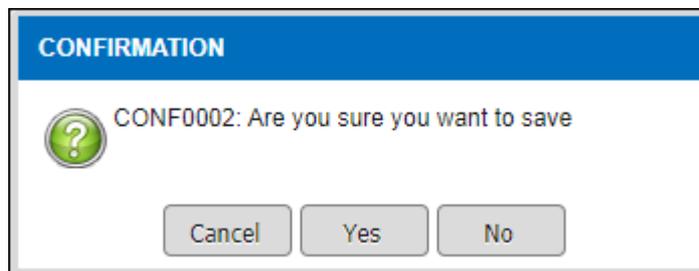
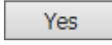


Figure 3.2-4 Confirmation Message

- 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

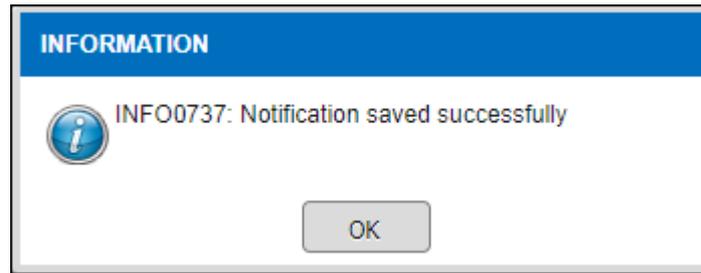


Figure 3.2-5 Information Message

-  button will enable as Figure 3.2-6

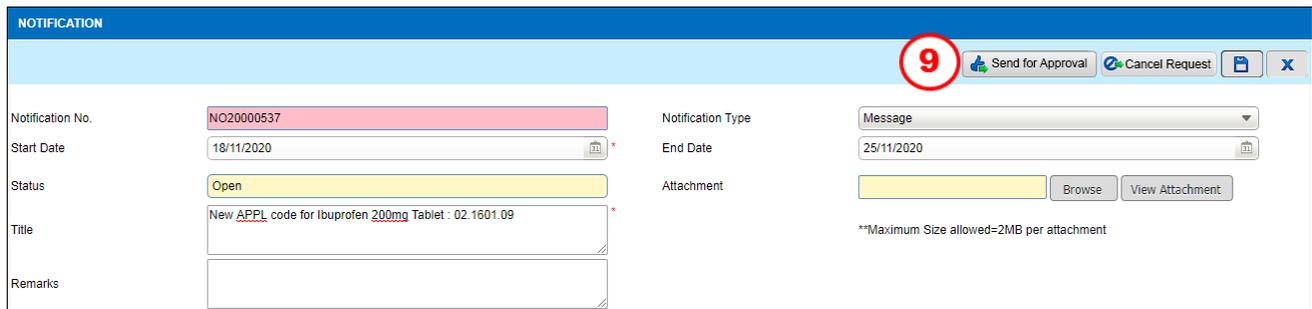


Figure 3.2-6 Notification: Message

STEP 9

Click on the  button to send the Notification record for approval

Note

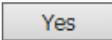
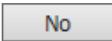
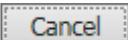
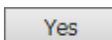
- System will display a Confirmation Message as Figure 3.2-7
- Click on the  button to send the record for approval
- Click on the  or  button to cancel the saved transaction



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

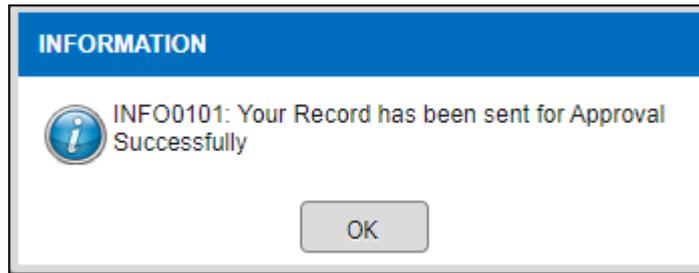
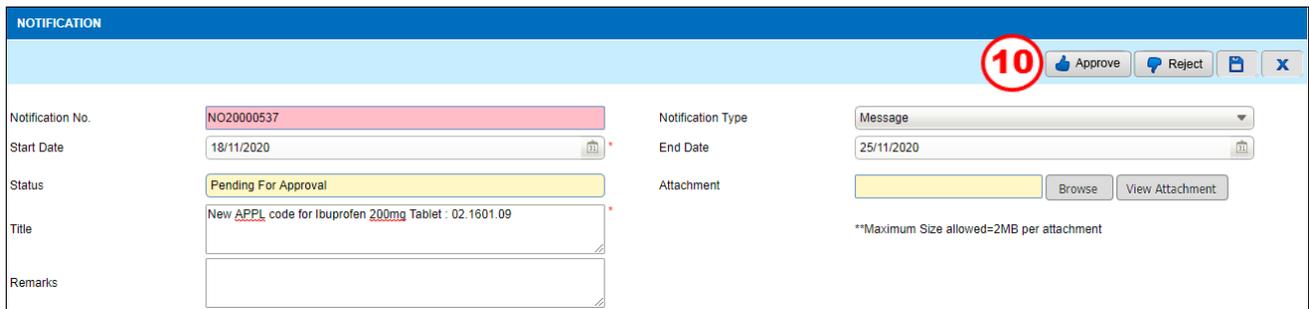


Figure 3.2-8 Information Message

-  and  button will enable as Figure 3.2-9



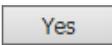
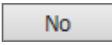
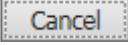
The form is titled "NOTIFICATION" in a blue header. In the top right corner, there is a red circle with the number "10" and three buttons: "Approve" (thumbs up), "Reject" (thumbs down), and a close button "X". The form contains several fields: "Notification No." with value "NO20000537", "Start Date" with value "18/11/2020", "End Date" with value "25/11/2020", "Status" with value "Pending For Approval", and "Title" with value "New APPL code for Ibuprofen 200mg Tablet : 02.1601.09". There is also an "Attachment" field with "Browse" and "View Attachment" buttons. 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

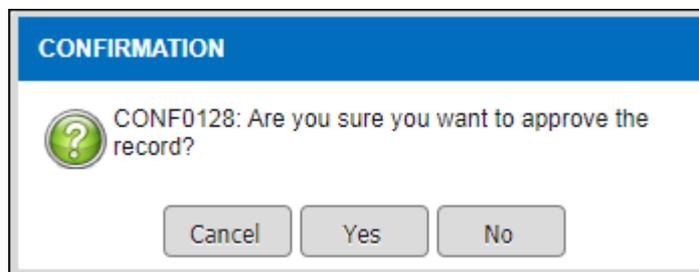
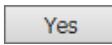
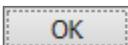


Figure 3.2-10 Confirmation Message

- 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

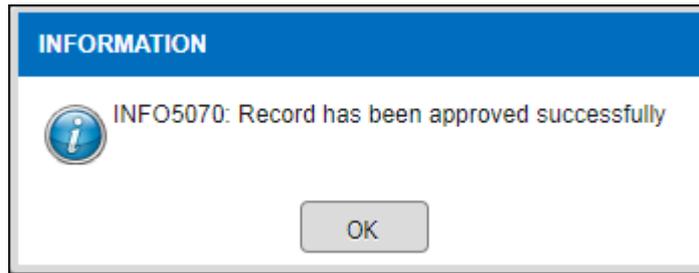
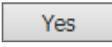


Figure 3.2-11 Information Message

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

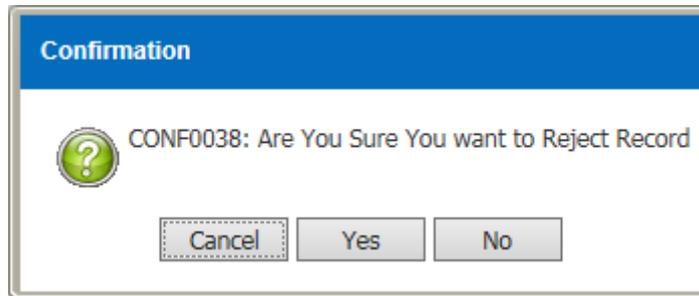


Figure 3.2-12 Confirmation Message

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

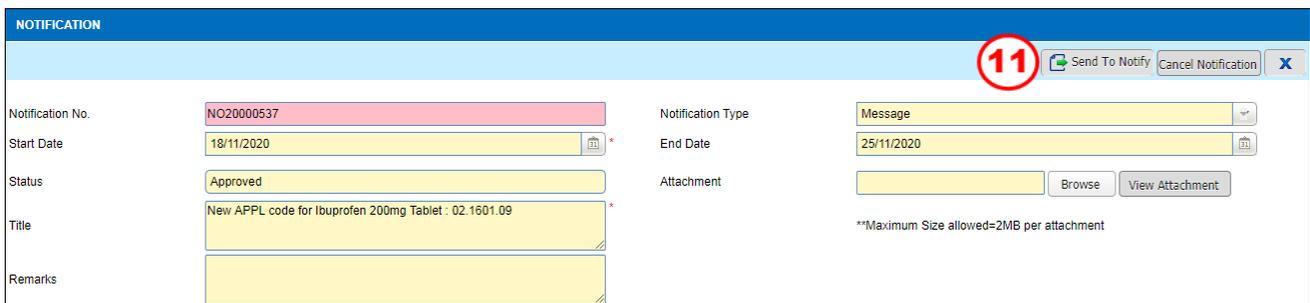
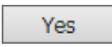


Figure 3.2-13 Notification: Message

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

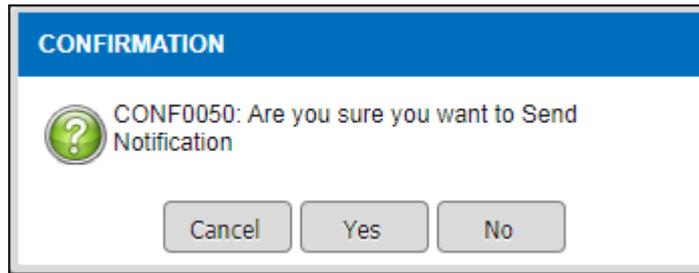


Figure 3.2-14 Confirmation Message

- 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

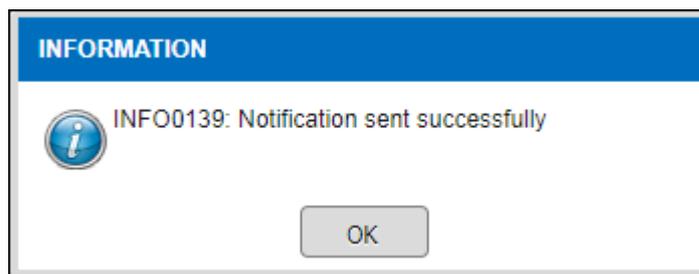


Figure 3.2-15 Information Message

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

NOTIFICATION			
Withdraw Notification X			
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
NO22003794	Directive : Acacia gum	Product Recall	27/06/2022	27/06/2022 10:13:49 AM	27/06/2022 10:19:24 AM	Withdraw Product Recall Notification
NO22003793	Directive : Ajmaline 50mg/10ml Solution for Injection	Product Recall	27/06/2022	27/06/2022 09:46:34 AM	27/06/2022 11:07:26 AM	Withdraw Product Recall Notification
NO22003791	Directive : Straight Mini Plate 2.0mm (Hole Range: 6)	Product Recall	24/06/2022	24/06/2022 11:51:58 AM	27/06/2022 11:34:21 AM	Withdraw Product Recall Notification
NO22003789	Directive : X - Ray Film 24 cm x 18 cm	Product Recall	24/06/2022	24/06/2022 11:19:00 AM	24/06/2022 11:19:08 AM	Notified
NO22003788	Directive : Blood Grouping Serum Anti-D 10 ml (Pesakit)	Product Recall	24/06/2022	24/06/2022 11:17:20 AM	24/06/2022 11:17:29 AM	Notified
NO22003787	Directive : 4.5mm Cortical Screw, 1.75mm Pitch, Full	Product Recall	24/06/2022	24/06/2022 11:16:01 AM	24/06/2022 11:16:09 AM	Notified

Figure 3.3.1-1 Notification Listing Page

STEP 1

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

STEP 2

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

Notification No.

Start Date

Type of Recall **4** Directive

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 **3** Product Recall

End Date

Reference No.

Recall Notification Date

Notification Period 24 Hours

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 3.3.1-2 Notification: Recall Product

STEP 3

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

STEP 4

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

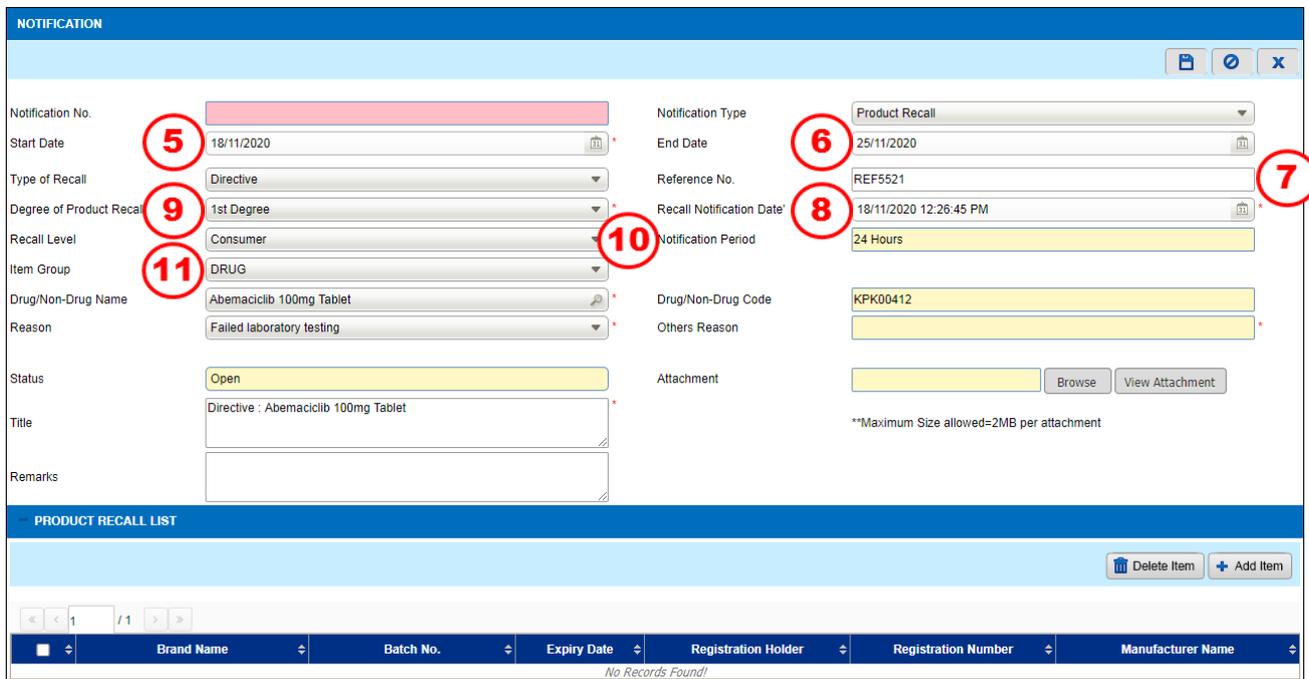


Figure 3.3.1-3 Notification: Recall Product

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:

- 1st Degree
- 2nd Degree
- 3rd Degree

Note

- **Notification Period** will be automatically display based on selected **Degree of Recall Product**
 - 1st Degree : 24 Hours
 - 2nd Degree : 72 Hours
 - 3rd 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 fields for Notification No., Start Date (18/11/2020), End Date (25/11/2020), Notification Type (Product Recall), Type of Recall (Directive), Degree of Product Recall (1st Degree), Reference No. (REF5521), Recall Notification Date (18/11/2020 12:26:45 PM), Recall Level (Consumer), Notification Period (24 Hours), Item Group (DRUG), Drug/Non-Drug Name (Abemaciclib 100mg Tablet), Drug/Non-Drug Code (KPK00412), Reason (Failed laboratory testing), Status (Open), Attachment (Browse/View Attachment), and Title (Directive : Abemaciclib 100mg Tablet). Below the form is a "PRODUCT RECALL LIST" table with columns for Brand Name, Batch No., Expiry Date, Registration Holder, Registration Number, and Manufacturer Name. The table currently shows "No Records Found!".

Figure 3.3.1-4 Notification: Recall Product

STEP 12

Select Drug/Non-Drug Name from  icon

Note

All item from drug/non-drug master will be listed based on Status = Active/Inactive. Inactive drug/non-drug might have product recall as well.

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**

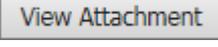
Note

Remarks is an optional field

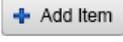
STEP 15

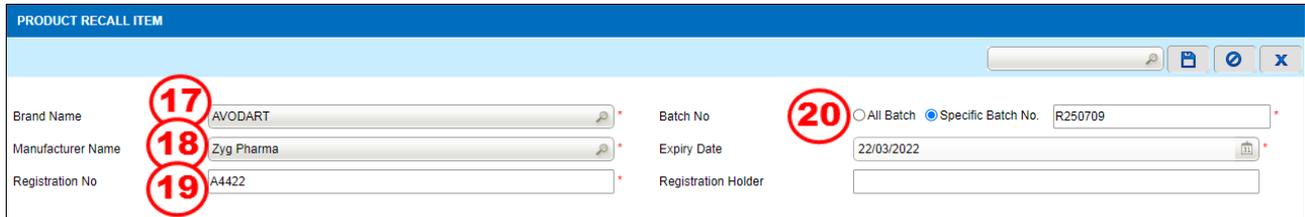
Click on the  button to attach a document into the notification

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

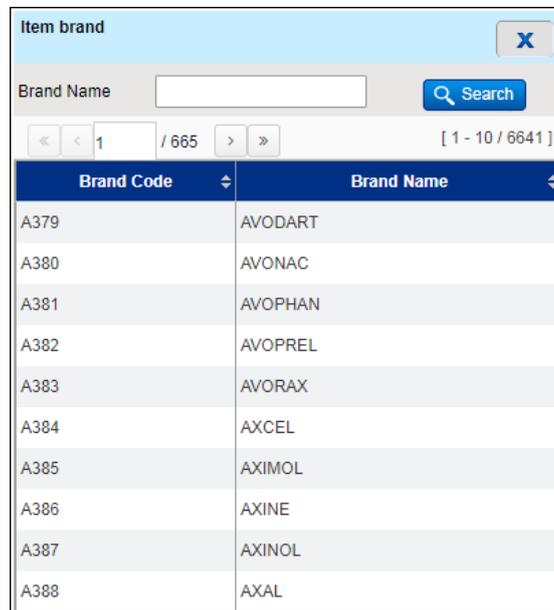


PRODUCT RECALL ITEM	
Brand Name	AVODART
Manufacturer Name	Zyg Pharma
Registration No	A4422
Batch No	<input type="radio"/> All Batch <input checked="" type="radio"/> Specific Batch No. R250709
Expiry Date	22/03/2022
Registration Holder	

Figure 3.3.1-5 Recall Product Item

STEP 17

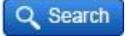
Click on the **Brand Name**  and Item Brand window will be displayed as Figure 3.3.1-6



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

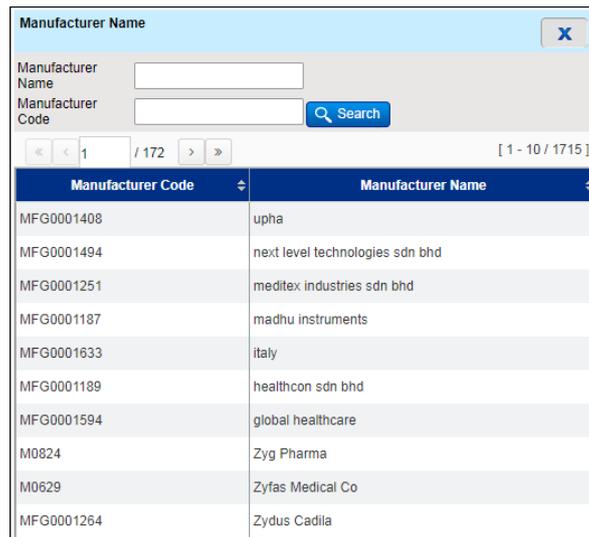
Figure 3.3.1-6 Brand Name

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**

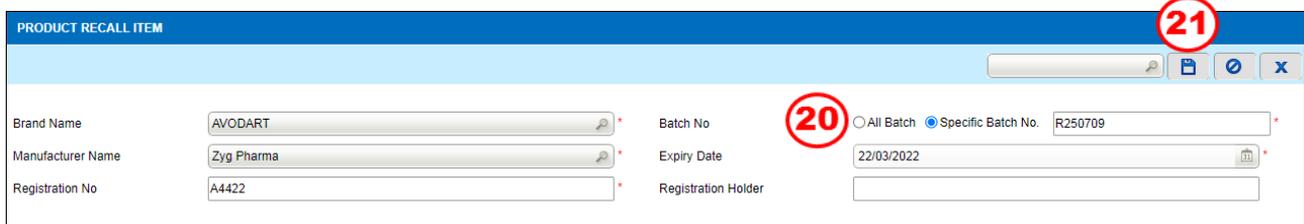


Figure 3.3.1-8 Recall Product Item

STEP 20

Select **Batch No** from button:

- All Batch
- Specific Batch No

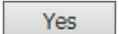
Note

- 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

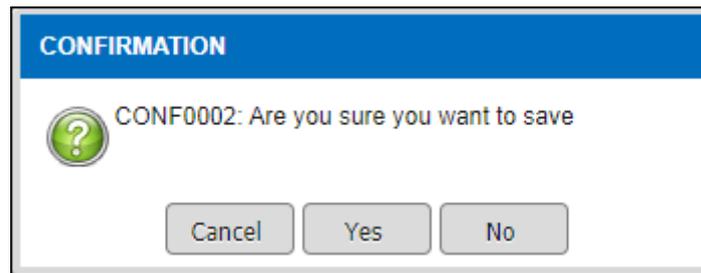


Figure 3.3.1-9 Confirmation Message

- 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"/> *</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"/> <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

🗑 Delete Item
➕ Add Item

	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

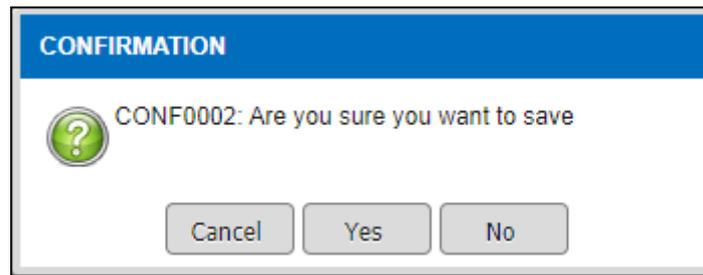
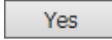


Figure 3.3.1-11 Confirmation Message

- 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

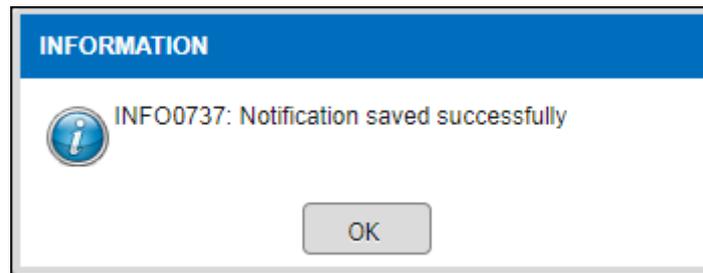
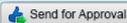


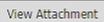
Figure 3.3.1-12 Information Message

-  button will enable as Figure 3.3.1-13

NOTIFICATION

23





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"/>  	
Status <input type="text" value="Open"/>	**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 3.3.1-13 Notification: Recall Product

STEP 23

Click on the  button to send the Notification record for approval

HQ_U.MANUAL_IWP_NOTIFICATION-13th E

Page 20

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

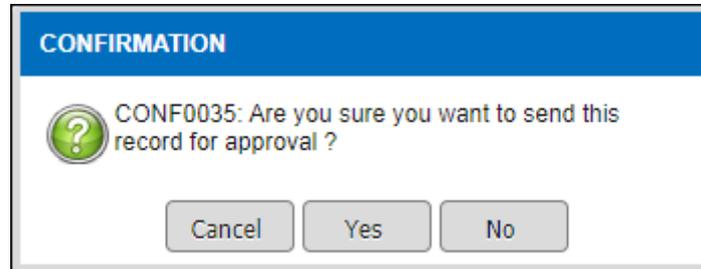


Figure 3.3.1-14 Confirmation Message

- 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

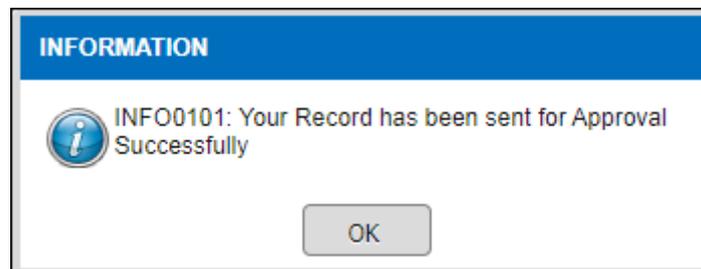


Figure 3.3.1-15 Information Message

- 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

1 / 1						
☐	Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
<input type="checkbox"/>	AVODART	R250709	22/03/2022	-	A4422	Zyg Pharma

Figure 3.3.1-16 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**

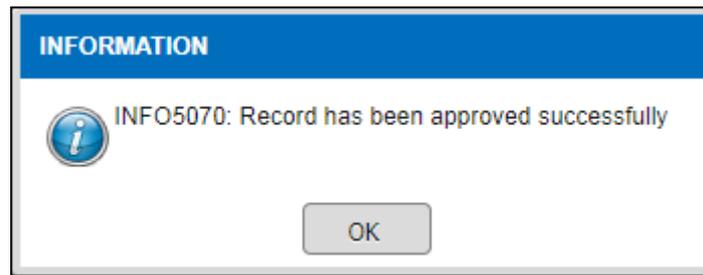
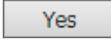


Figure 3.3.1-18 Information Message

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

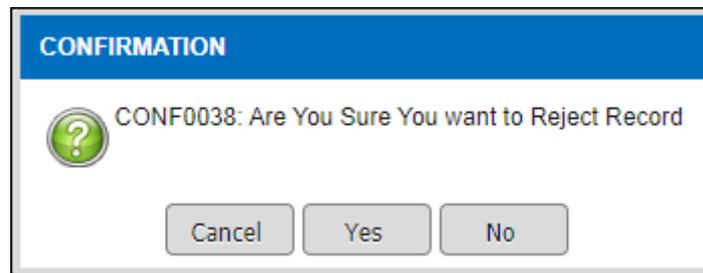


Figure 3.3.1-19 Confirmation Message

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

NOTIFICATION

25
Send To Notify
Cancel Notification
X

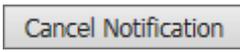
<p>Notification No. <input type="text" value="NO20000538"/></p> <p>Start Date <input type="text" value="18/11/2020"/></p> <p>Type of Recall <input type="text" value="Directive"/></p> <p>Degree of Product Recall <input type="text" value="1st Degree"/></p> <p>Recall Level <input type="text" value="Consumer"/></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="Approved"/></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"/> Browse View Attachment</p> <p style="font-size: small;">**Maximum Size allowed=2MB per attachment</p>
--	---

PRODUCT RECALL LIST

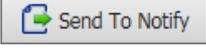
Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
AVODART	R250709	22/03/2022	-	A4422	Zyg Pharma

Figure 3.3.1-20 Notification: Recall Product

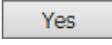
Note

User is allowed to cancel the notification by click on  button

STEP 25

Click on the  button to send the notification

Note

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

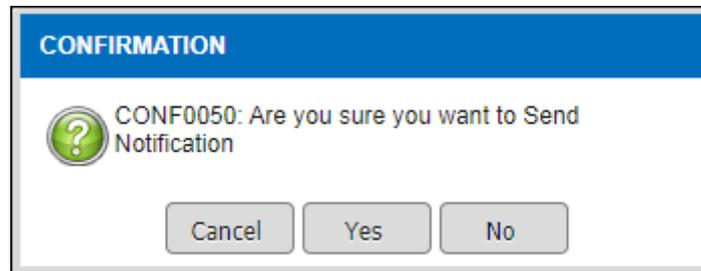
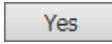


Figure 3.3.1-21 Confirmation Message

- 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

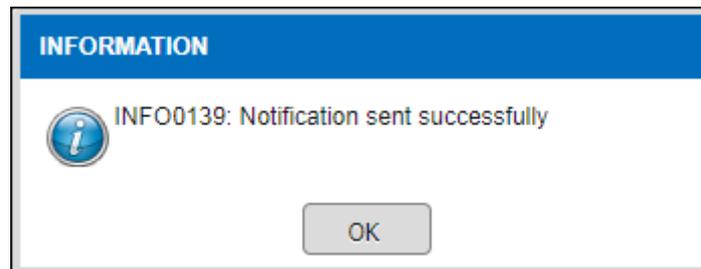
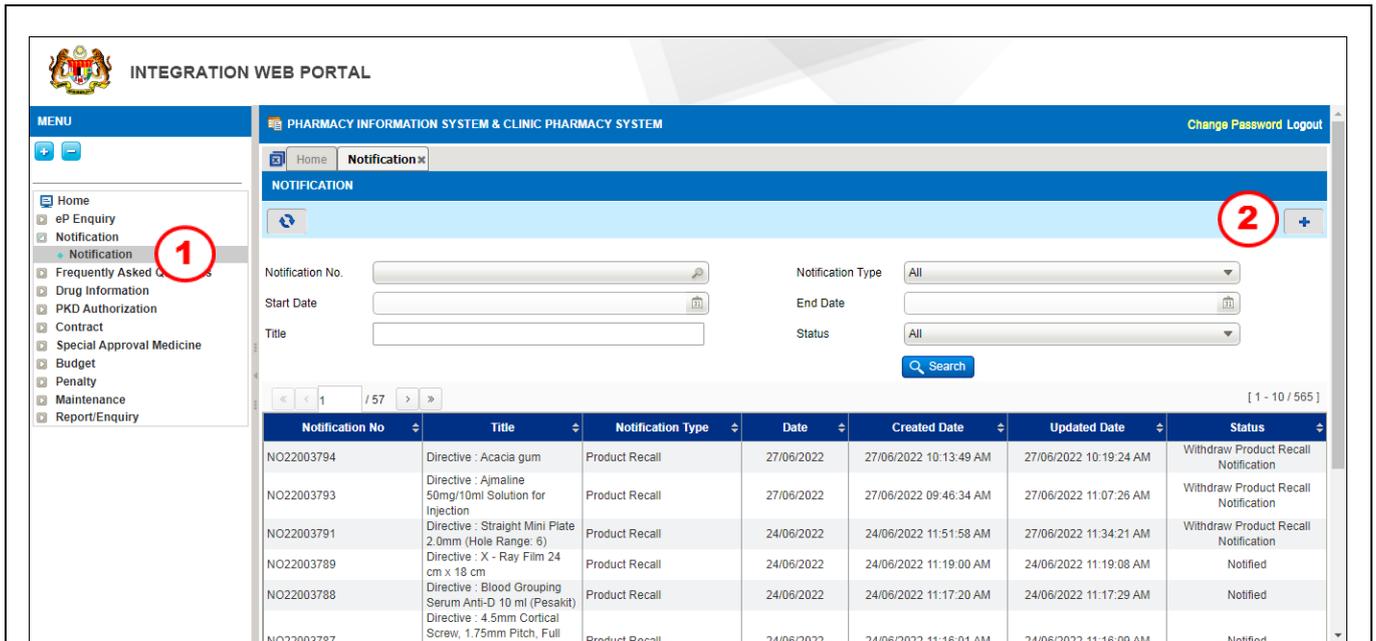


Figure 3.3.1-22 Information Message

3.3.2. Recall Product: Voluntary

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



Notification No.	Title	Notification Type	Date	Created Date	Updated Date	Status
NO22003794	Directive : Acacia gum	Product Recall	27/06/2022	27/06/2022 10:13:49 AM	27/06/2022 10:19:24 AM	Withdraw Product Recall Notification
NO22003793	Directive : Ajmaline 50mg/10ml Solution for Injection	Product Recall	27/06/2022	27/06/2022 09:46:34 AM	27/06/2022 11:07:26 AM	Withdraw Product Recall Notification
NO22003791	Directive : Straight Mini Plate 2.0mm (Hole Range: 6)	Product Recall	24/06/2022	24/06/2022 11:51:58 AM	27/06/2022 11:34:21 AM	Withdraw Product Recall Notification
NO22003789	Directive : X - Ray Film 24 cm x 18 cm	Product Recall	24/06/2022	24/06/2022 11:19:00 AM	24/06/2022 11:19:08 AM	Notified
NO22003788	Directive : Blood Grouping Serum Anti-D 10 ml (Pesakit)	Product Recall	24/06/2022	24/06/2022 11:17:20 AM	24/06/2022 11:17:29 AM	Notified
NO22003787	Directive : 4.5mm Cortical Screw, 1.75mm Pitch, Full	Product Recall	24/06/2022	24/06/2022 11:16:01 AM	24/06/2022 11:16:09 AM	Notified

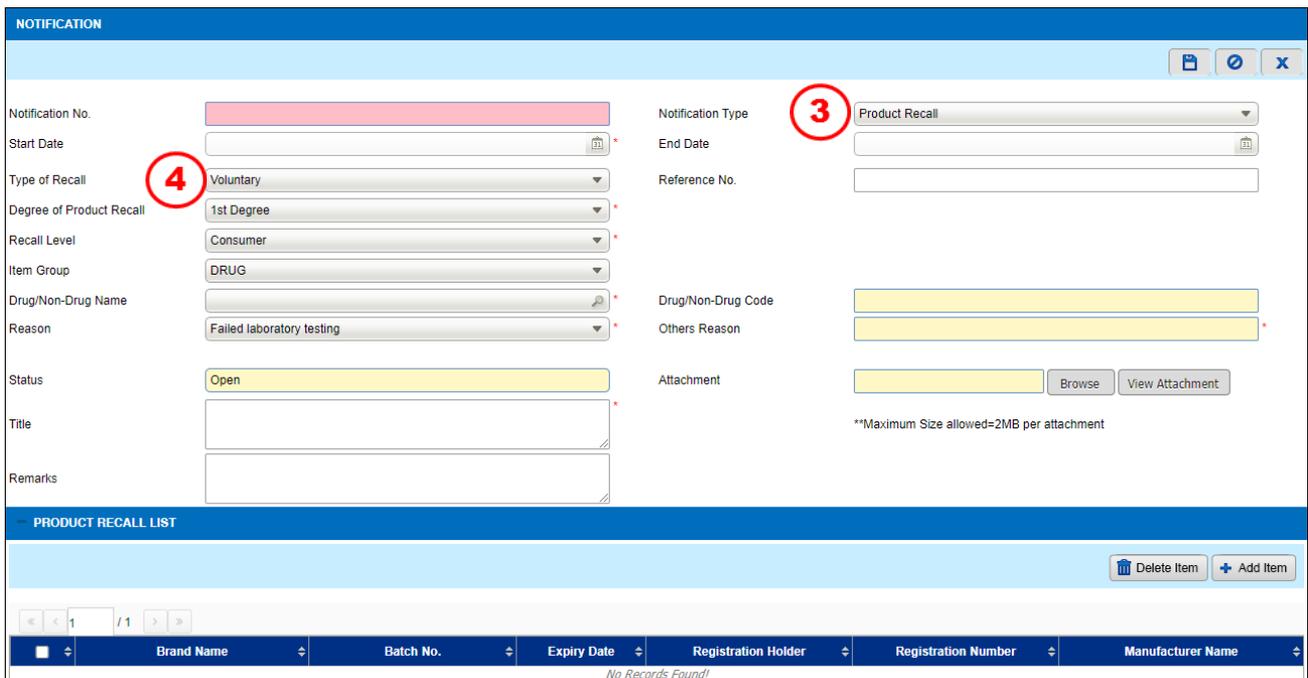
Figure 3.3.2-1 Notification Listing Page

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



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

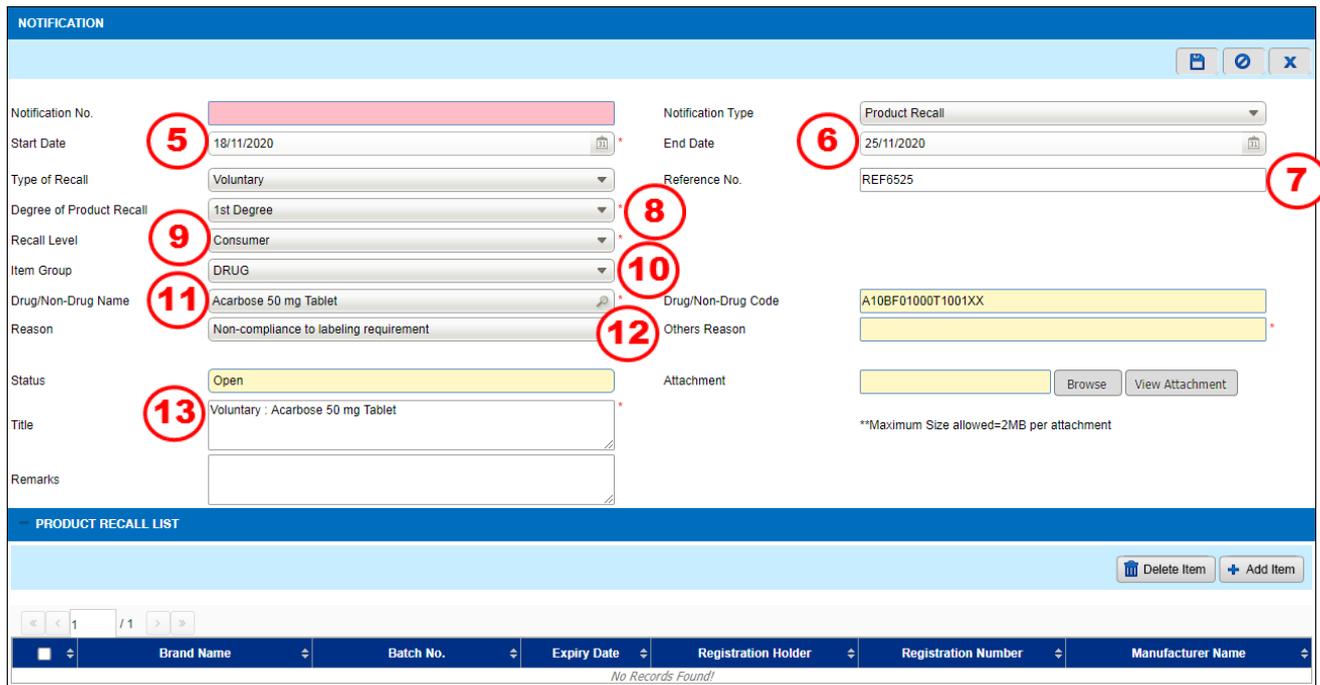
Figure 3.3.2-2 Notification: Recall Product

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:

- 1st Degree
- 2nd Degree
- 3rd Degree

Note

- **Notification Period** will be automatically display based on selected **Degree of Recall Product**
 - 1st Degree : 24 Hours
 - 2nd Degree : 72 Hours
 - 3rd 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

Note

All item from drug/non-drug master will be listed based on Status = Active/Inactive. Inactive drug/non-drug might have product recall as well.

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

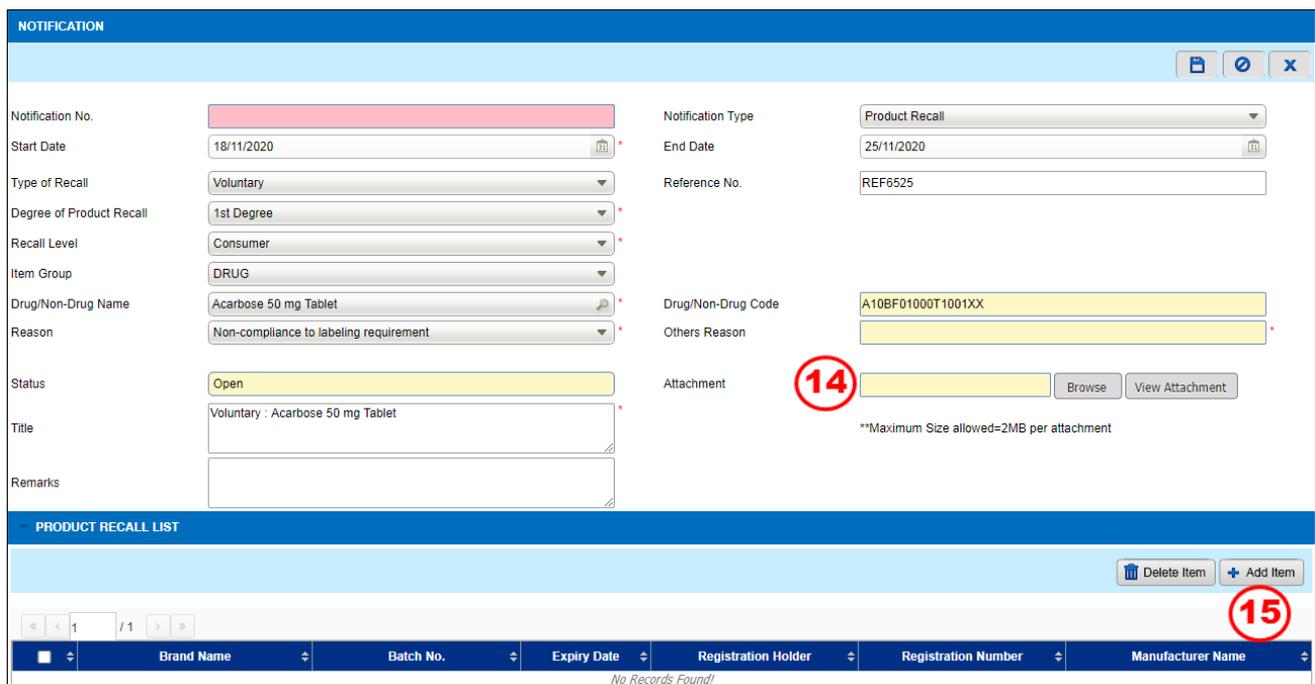
Others Reason field will enable if selected Others in STEP 11

STEP 13

Enter **Title**

Note

Remarks is an optional field



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

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

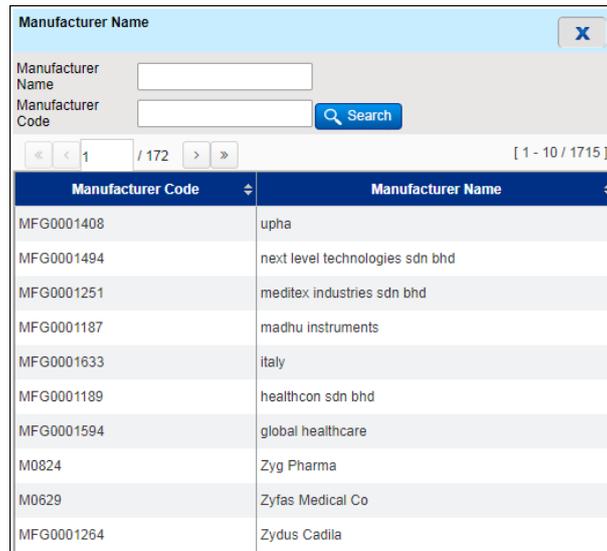
Note

- 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

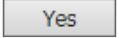
Note

- 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

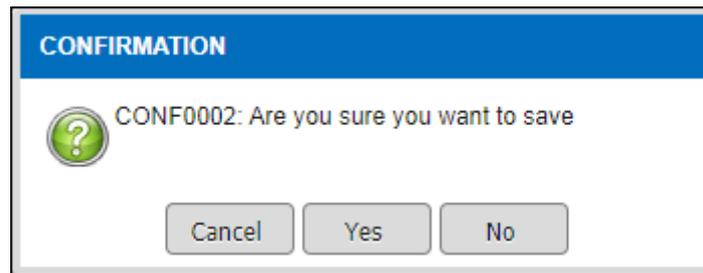
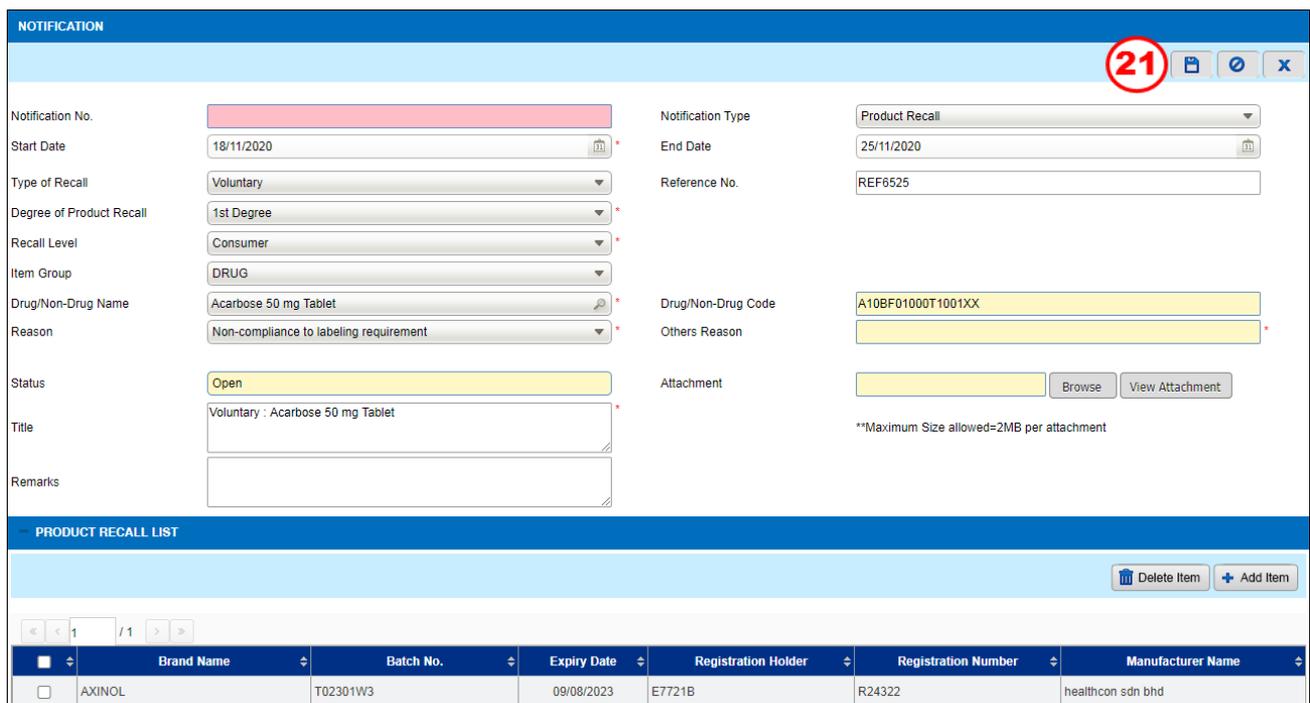


Figure 3.3.2-9 Confirmation Message

- 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

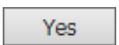
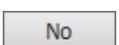
Note

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

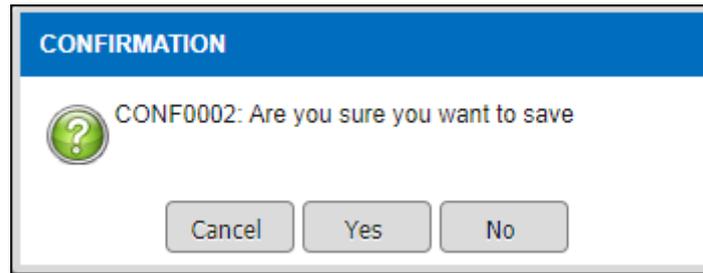


Figure 3.3.2-11 Confirmation Message

- 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

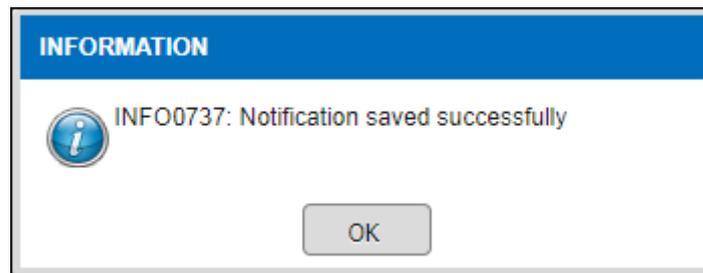
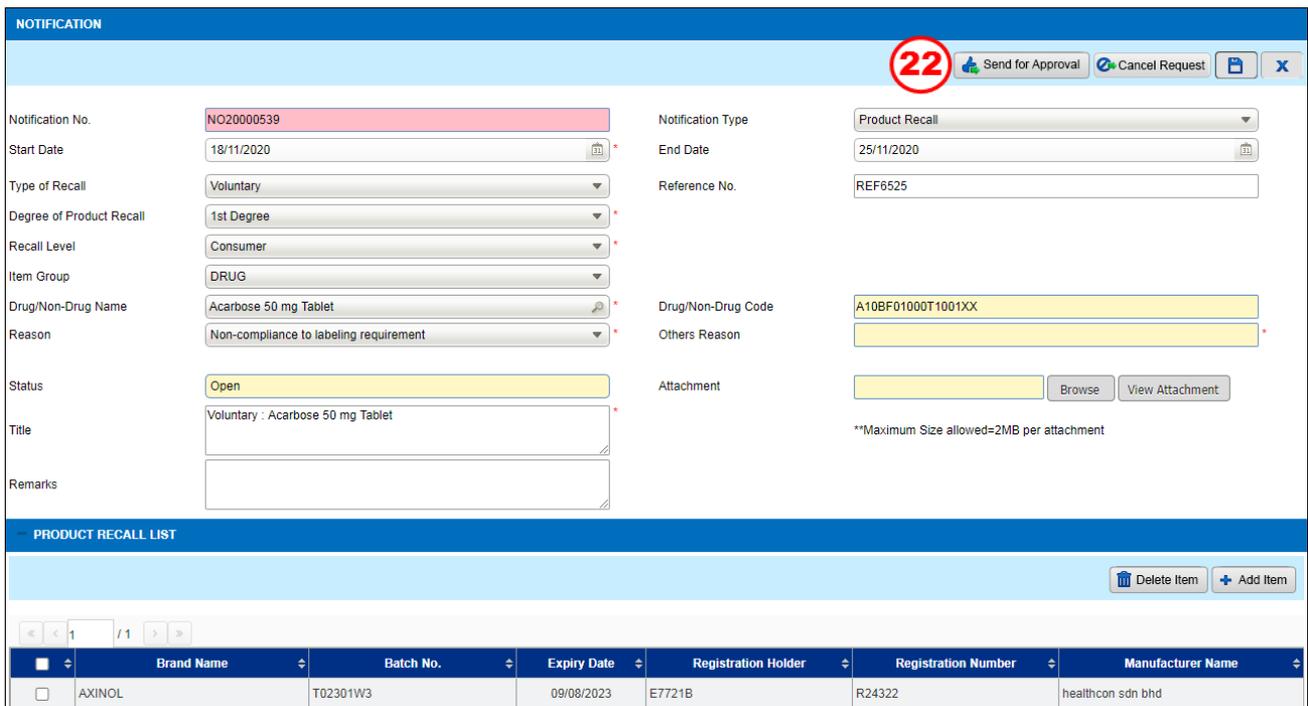


Figure 3.3.2-12 Information Message

-  button will enable as Figure 3.3.2-13



The screenshot shows a web form titled "NOTIFICATION" for a "Product Recall". A red circle with the number "22" highlights the "Send for Approval" button in the top right corner. The form contains the following fields:

- Notification No.: NO20000539
- 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: (empty text area)
- Notification Type: Product Recall
- End Date: 25/11/2020
- Reference No.: REF6525
- Drug/Non-Drug Code: A10BF01000T1001XX
- Others Reason: (empty text area)
- Attachment: (empty text area with "Browse" and "View Attachment" buttons)

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 3.3.2-13 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

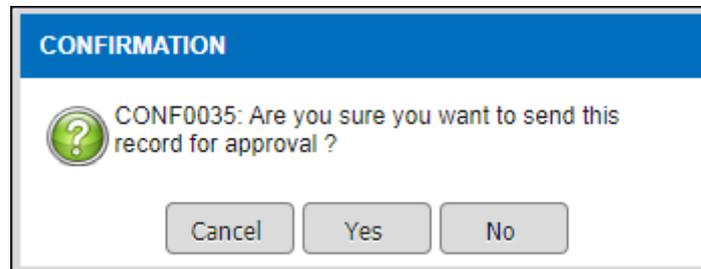


Figure 3.3.2-14 Confirmation Message

- 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

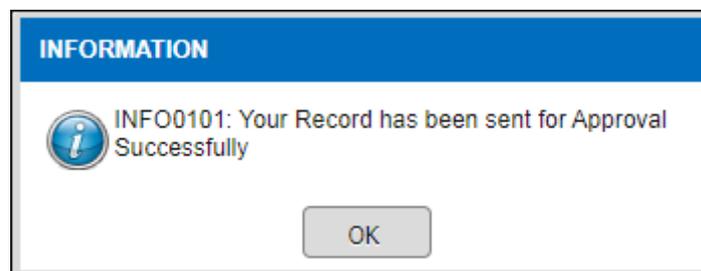


Figure 3.3.2-15 Information Message

- and button will enable as Figure 3.3.2-16

NOTIFICATION

23

<p>Notification No. <input type="text" value="NO20000539"/></p> <p>Start Date <input type="text" value="18/11/2020"/></p> <p>Type of Recall <input type="text" value="Voluntary"/></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="Acarbose 50 mg Tablet"/></p> <p>Reason <input type="text" value="Non-compliance to labeling requirement"/></p> <p>Status <input type="text" value="Pending For Approval"/></p> <p>Title <input type="text" value="Voluntary : Acarbose 50 mg 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="REF6525"/></p> <p>Drug/Non-Drug Code <input type="text" value="A10BF01000T1001XX"/></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"/>	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

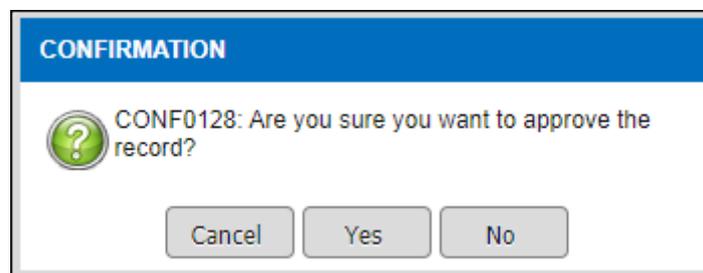


Figure 3.3.2-17 Confirmation Message

- 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**

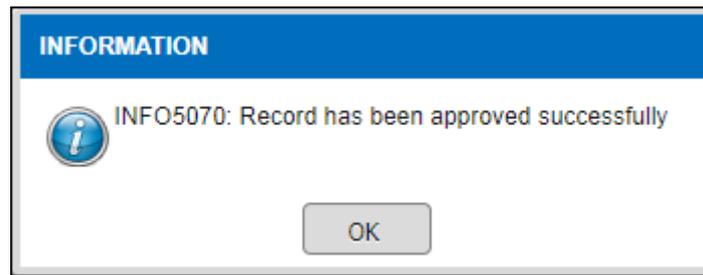
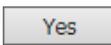


Figure 3.3.2-18 Information Message

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

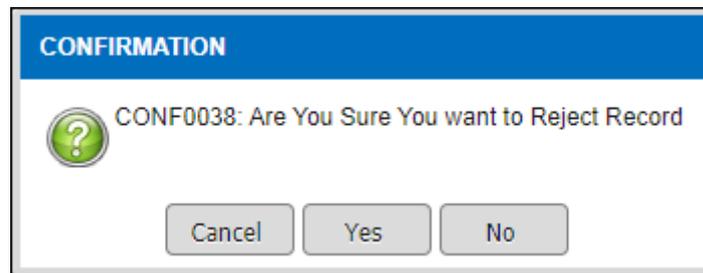


Figure 3.3.2-19 Confirmation Message

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

NOTIFICATION

24
Send To Notify
Cancel Notification
X

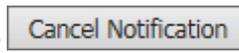
<p>Notification No. <input type="text" value="NO20000539"/></p> <p>Start Date <input type="text" value="18/11/2020"/></p> <p>Type of Recall <input type="text" value="Voluntary"/></p> <p>Recall Level <input type="text" value="1st Degree"/></p> <p>Item Group <input type="text" value="DRUG"/></p> <p>Drug/Non-Drug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

PRODUCT RECALL LIST

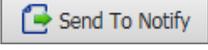
Brand Name	Batch No.	Expiry Date	Registration Holder	Registration Number	Manufacturer Name
AXINOL	T02301W3	09/08/2023	E7721B	R24322	healthcon sdn bhd

Figure 3.3.2-20 Notification: Recall Product

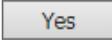
Note

User is allowed to cancel the notification by click on  button

STEP 24

Click on the  button to send the notification

Note

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

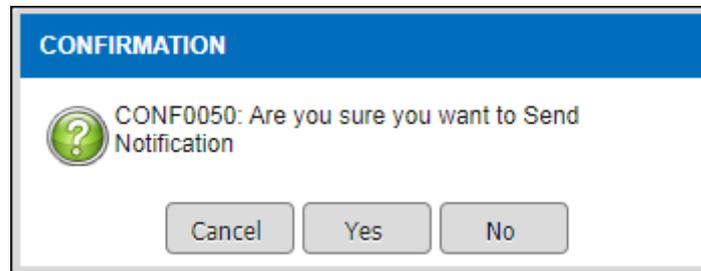
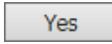
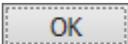


Figure 3.3.2-21 Confirmation Message

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

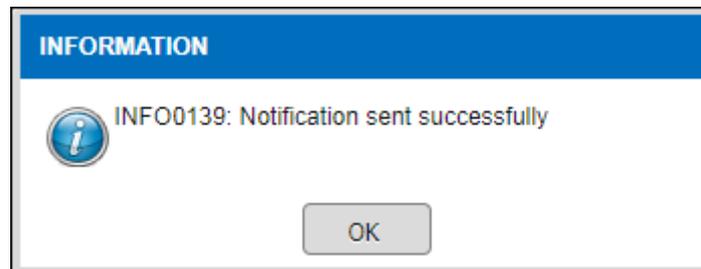


Figure 3.3.2-22 Information Message

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>	Click Here
2	<i>Frequency Asked Question</i>	Click Here
3	<i>Drug Information</i>	Click Here
4	<i>Contract</i>	Click Here
5	<i>KPK Approval</i>	Click Here
6	<i>Maintenance – Pharmacy</i>	Click Here
7	<i>Maintenance – Inventory</i>	Click Here
8	<i>Maintenance – General</i>	Click Here
9	<i>Maintenance – HQ Security</i>	Click Here