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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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. Purposeand Objectives

This user manualoutlines the Integrated Web Portal (IWP) Notification sub-module and its key features and functionalities. The primary objective is to guide usersthrough the process of completing IWPapplication 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	Login to PhIS	Logout	Logout from PhIS
Change Password	Change Login Password		Reset Login Screen
	Expand Menu		Collapse Menu
Home	Display Home Tab		Expand Module
	Collapse Module		Close All Open Tabs
	Refresh Screen	Search	Search Record
	Add/Create New Record		Show Help
	Print	*	Mandatory Field
	Calendar Icon		Search Icon
	Close Window		Radio Button
	Checkbox		Edit Record
	Cancel		Delete Record
	Save	Export to Excel	Export and Open Report in Excel Format
Add Item	Add Item to the list	Delete	Delete Item from the list
Request	Request for Approval	Cancel Request	Cancel the Request
Approve	Approve Transaction	Reject	Reject Transaction
Send for Approval	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
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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

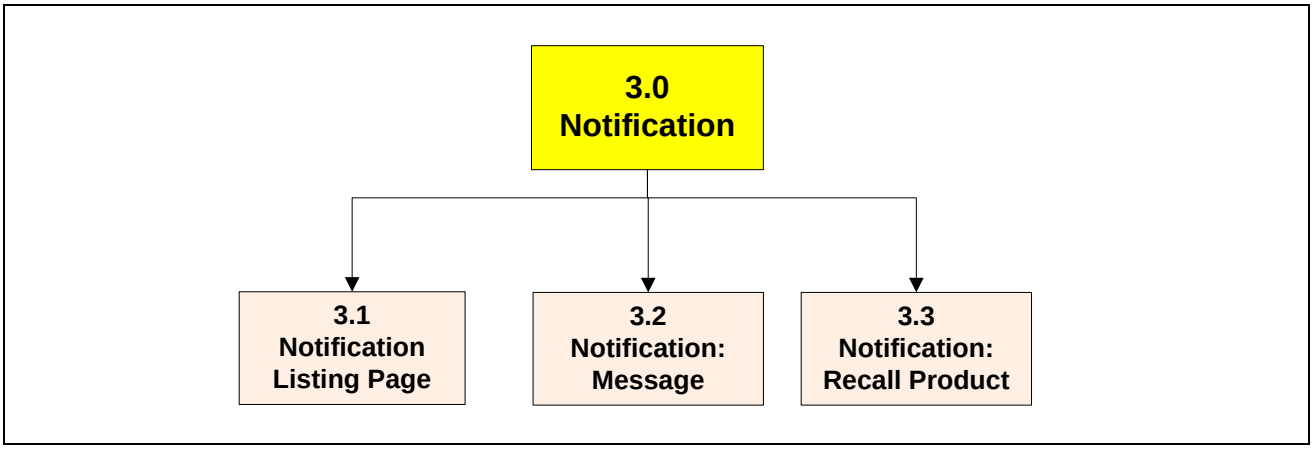


Figure 3.0-1 Functional Diagram

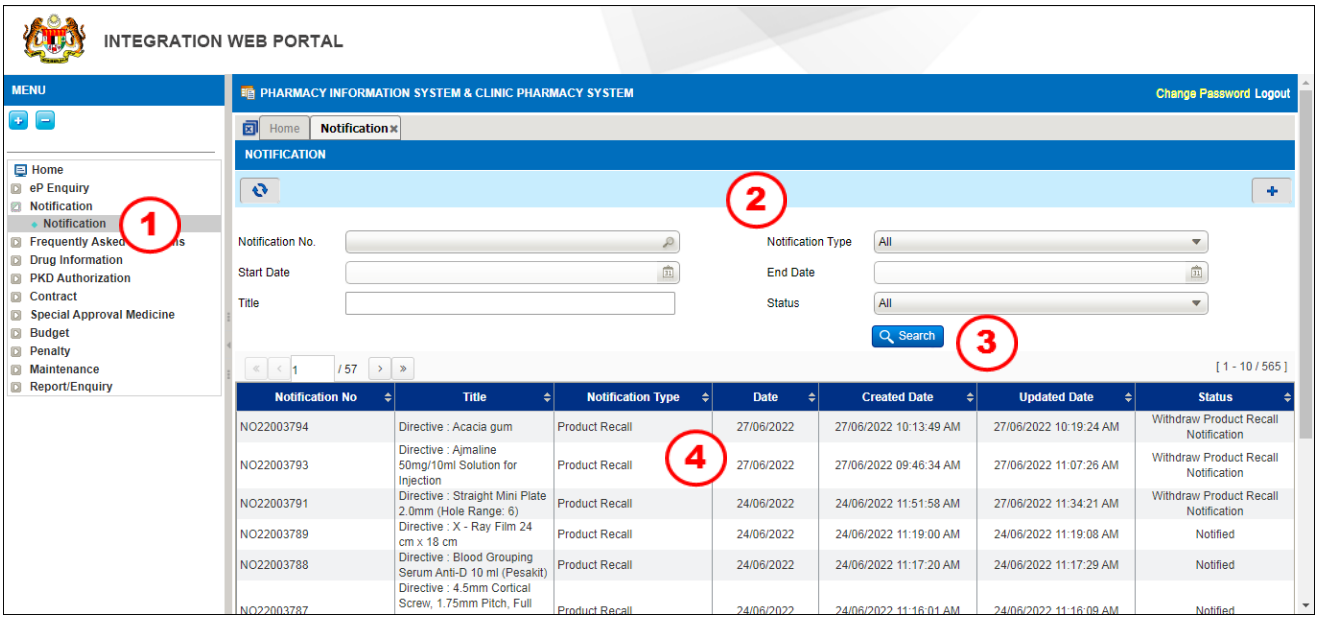
Functional Description

Notificationcomprises of two (2) main functions:

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

3.1. Notification Listing Page

To view existing Notification records, perform the steps below:



3.1-1 Notification Listing Page

STEP 1
Go to 'Notification' Menu, and click on the Notificationsub-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 Notificaion	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 Notfication	Able to filter and search record(s)

Table 3.1-1 Search Criteria

STEP 3

Click on the Search 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

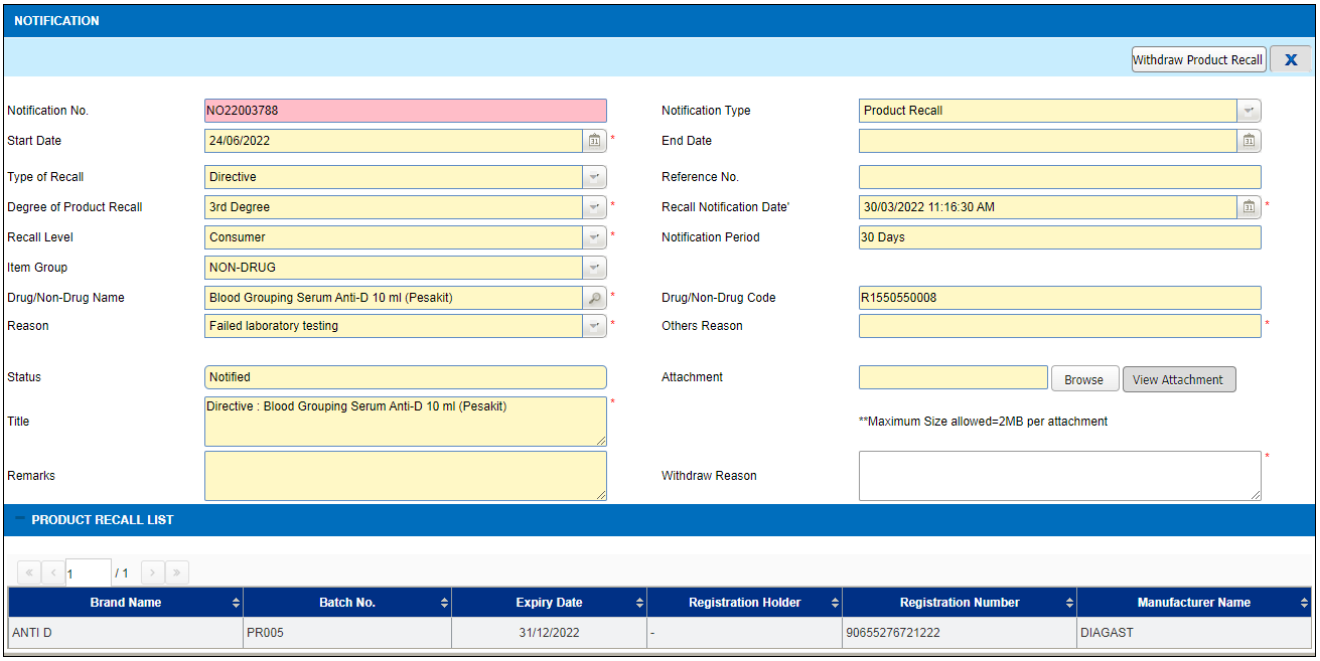


Figure 3.1-2 Product Recall Notification

Note

- *Click on the* X *to close the Transaction Detail screen*
- *User able to withdraw the notification by click on* Withdraw Product Recall *button*
- *Withdraw reason is mandatory to fill to proceed*
- *Notification able to insert attachment by click on* Browse *button and to view attachment by click on* View Attachment *button. Maximum attachment size allowed is 2mb per attachment*

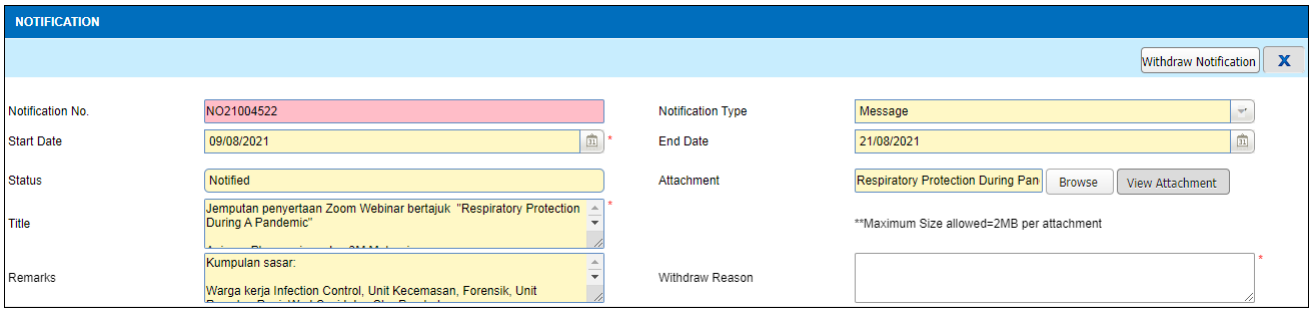


Figure 3.1-3 Message Notification

Note

- *Click on the* X *to close the Transaction Detail screen*
- *User able to withdraw the notification by click on* Withdraw Notification *button*
- *Withdrawl reason is mandatory to fill to proceed*
- *Notification able to insert attachment by click on* Browse *button and to view attachment by click on* View Attachment *button. Maximum attachment size allowed is 2mb per attachment*

3.2. Notification: Message

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

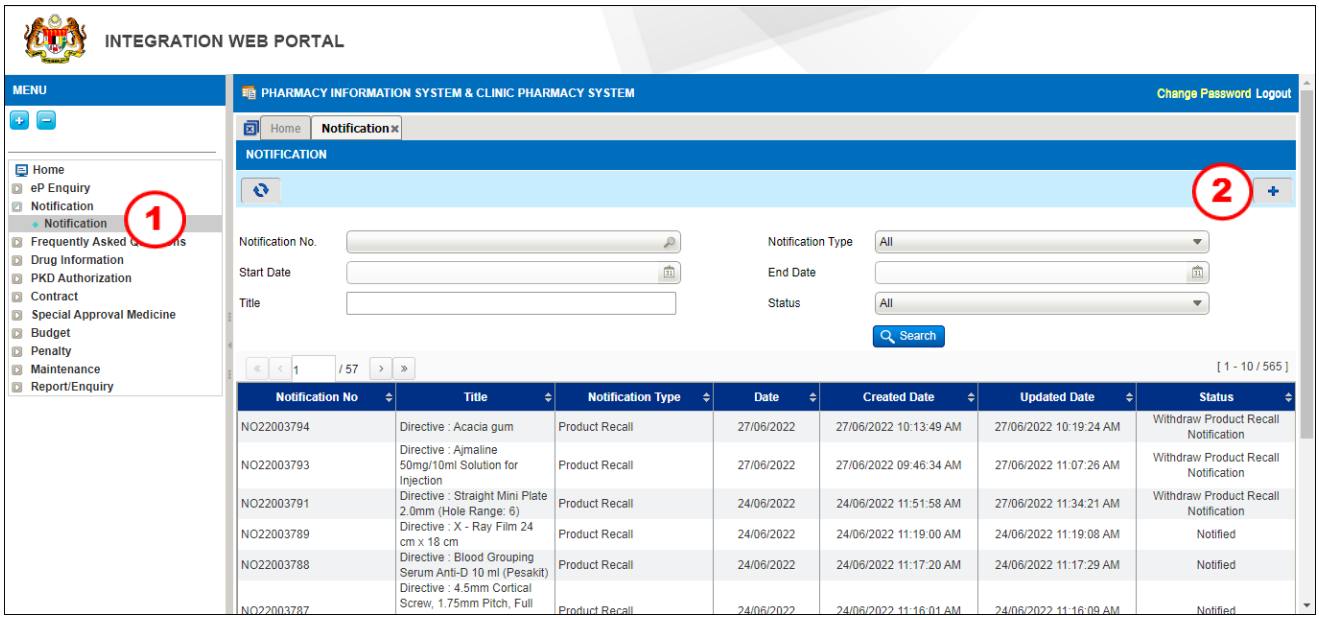


Figure 3.2-1 Notification Listing Page

STEP 1
Go to 'Notification' Menu, and click on the Notificationsub-menu

STEP 2

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

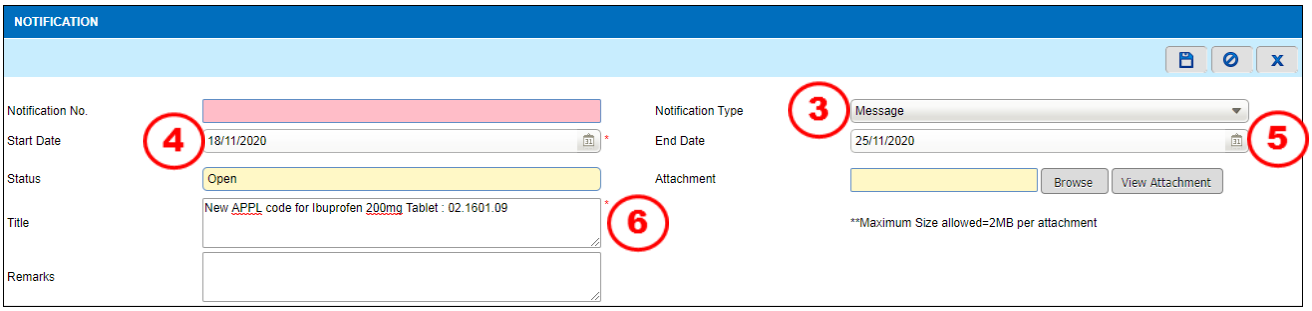


Figure 3.2-2 New Notification: Message

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*

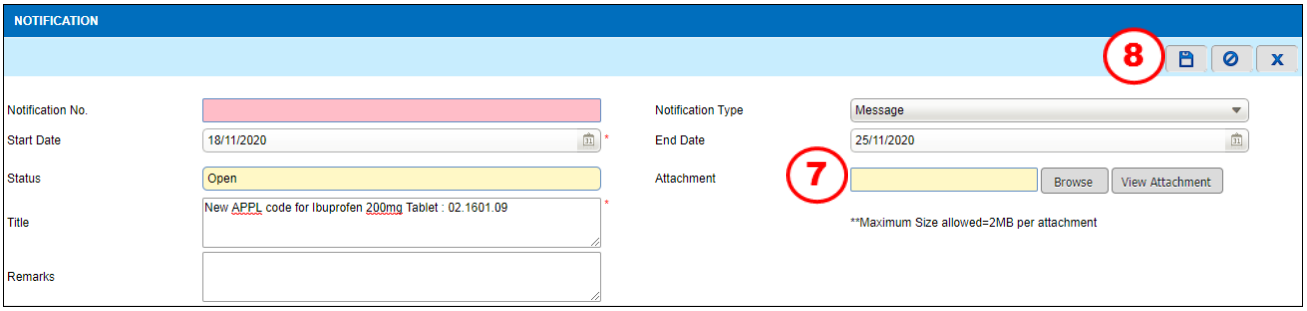


Figure 3.2-3 Notification: Message

STEP 7

Click on the Browse button to attach a document into the message

Note

User can view the attachment uploaded by clicking on the View Attachment *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* Yes *button to save the transaction*
- *Click on the* No *or* Cancel *button to cancel the saved transaction*

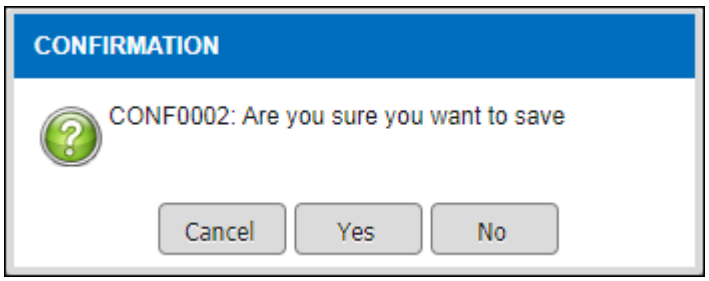


Figure 3.2-4 Confirmation Message

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

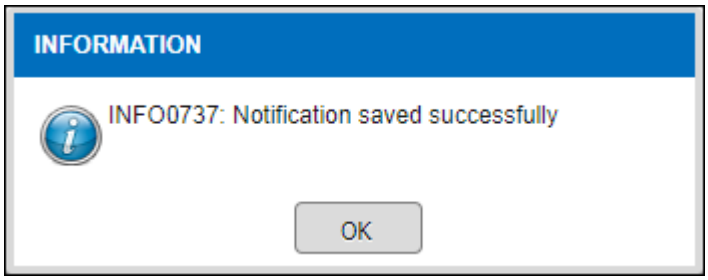


Figure 3.2-5 Information Message

- Send for Approval *button will enable as Figure 3.2-6*

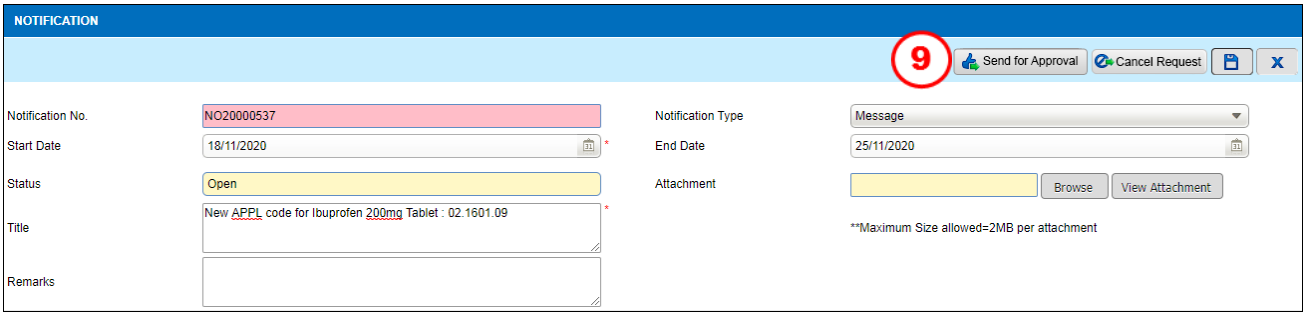


Figure 3.2-6 Notification: Message

STEP 9

Click on the Send for Approval button to send the Notification record for approval

Note

- *System will display a Confirmation Message as Figure 3.2-7*
- *Click on the* Yes *button to send the record for approval*
- *Click on the* No *or* Cancel *button to cancel the saved transaction*

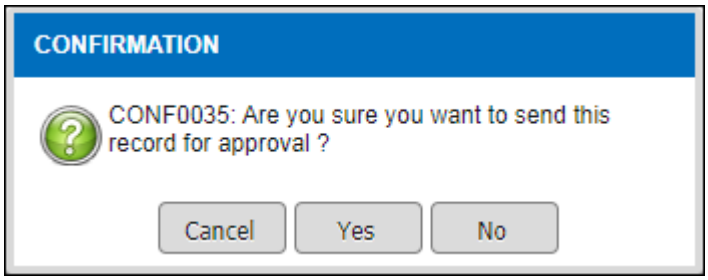


Figure 3.2-7 Confirmation Message

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

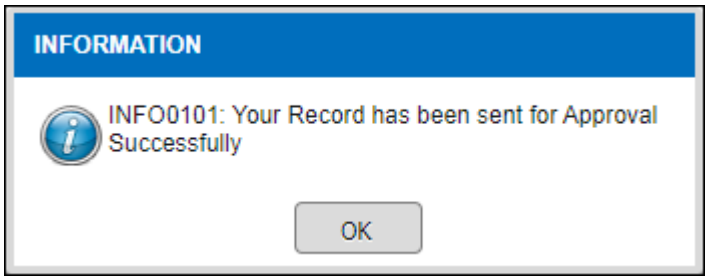


Figure 3.2-8 Information Message

- Approve *and* Reject *button will enable as Figure 3.2-9*

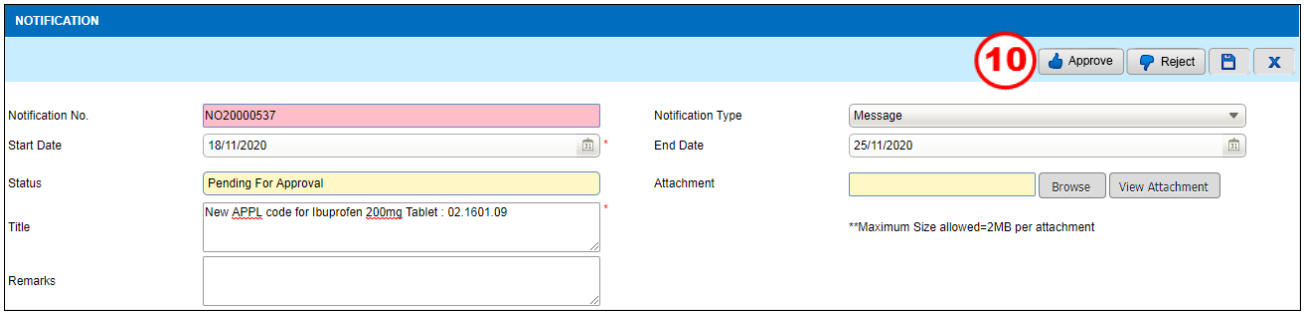


Figure 3.2-9 Notification: Message

STEP 10

a) Click on the Approve button to approve the record

Note

- *System will be display a Confirmation Message as Figure 3.2-10*
- *Click on the* Yes *button to approve the record*
- *Click on the* No *or* Cancel *button to cancel for approve the record*

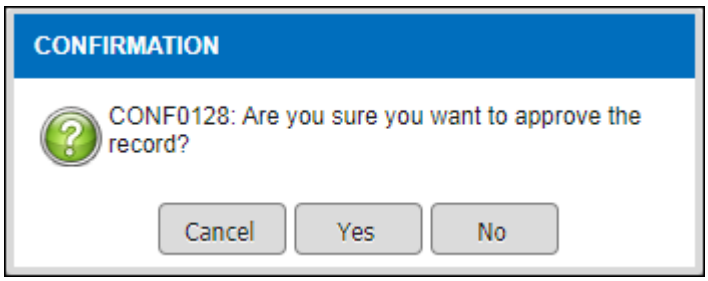


Figure 3.2-10 Confirmation Message

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

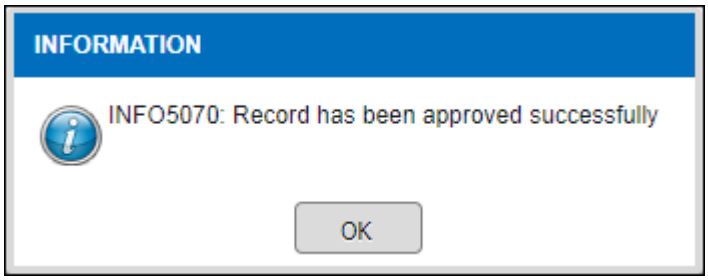


Figure 3.2-11 Information Message

b) Click on the Reject button to reject the order transaction

Note

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

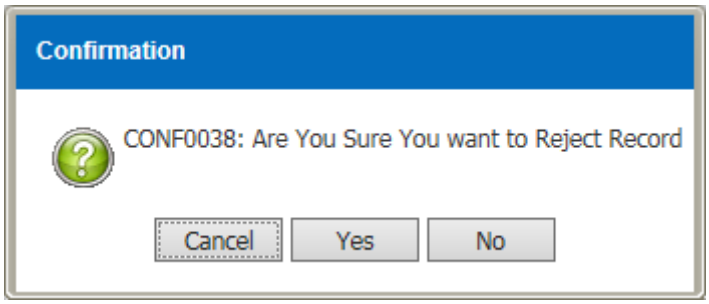


Figure 3.2-12 Confirmation Message

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

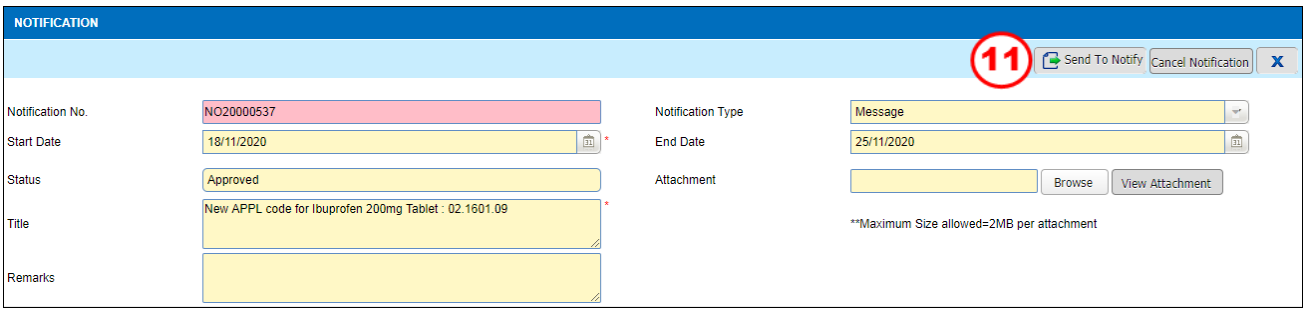


Figure 3.2-13 Notification: Message

STEP 11

Click on the Send To Notify button to send the notification

Note

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

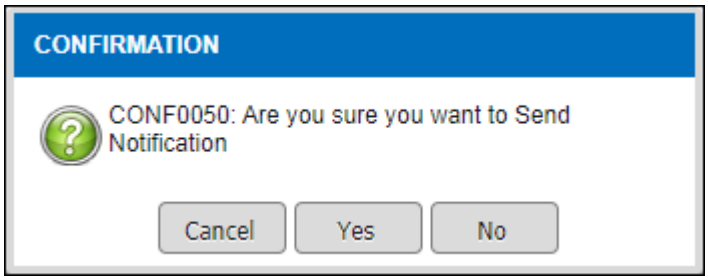


Figure 3.2-14 Confirmation Message

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

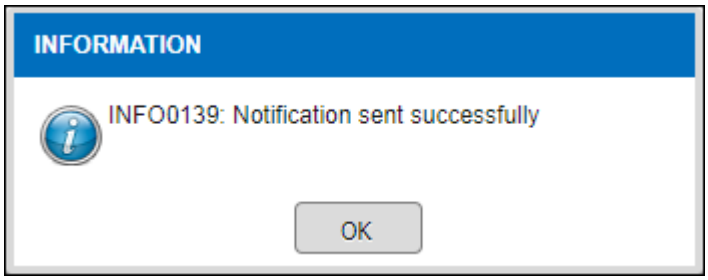


Figure 3.2-15 Information Message

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

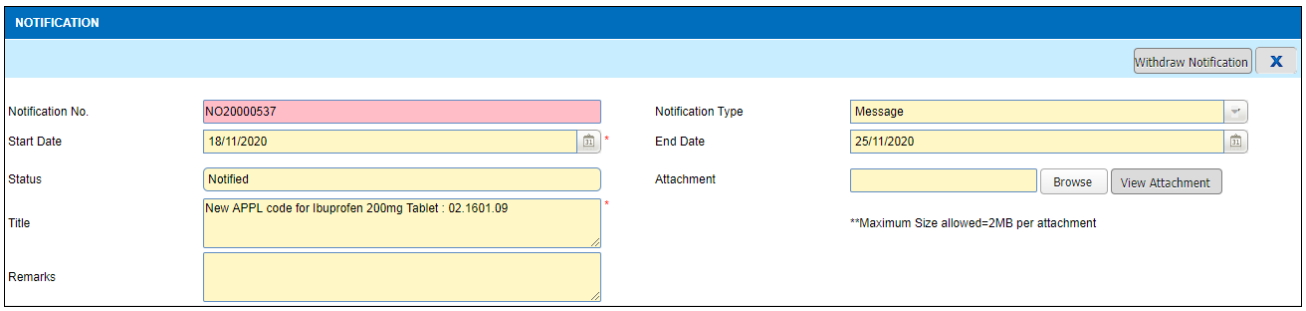


Figure 3.2-16 Notification: Message

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:

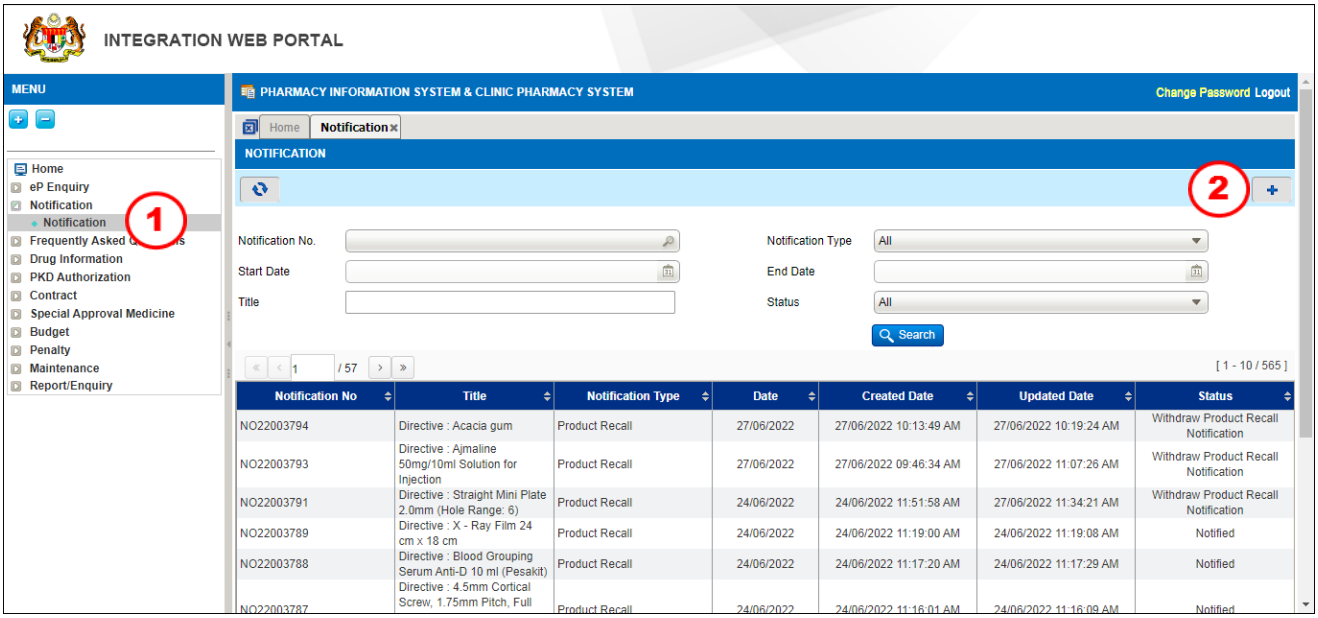


Figure 3.3.1-1 Notification Listing Page

STEP 1
Go to 'Notification' Menu, and click on the Notificationsub-menu

STEP 2

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

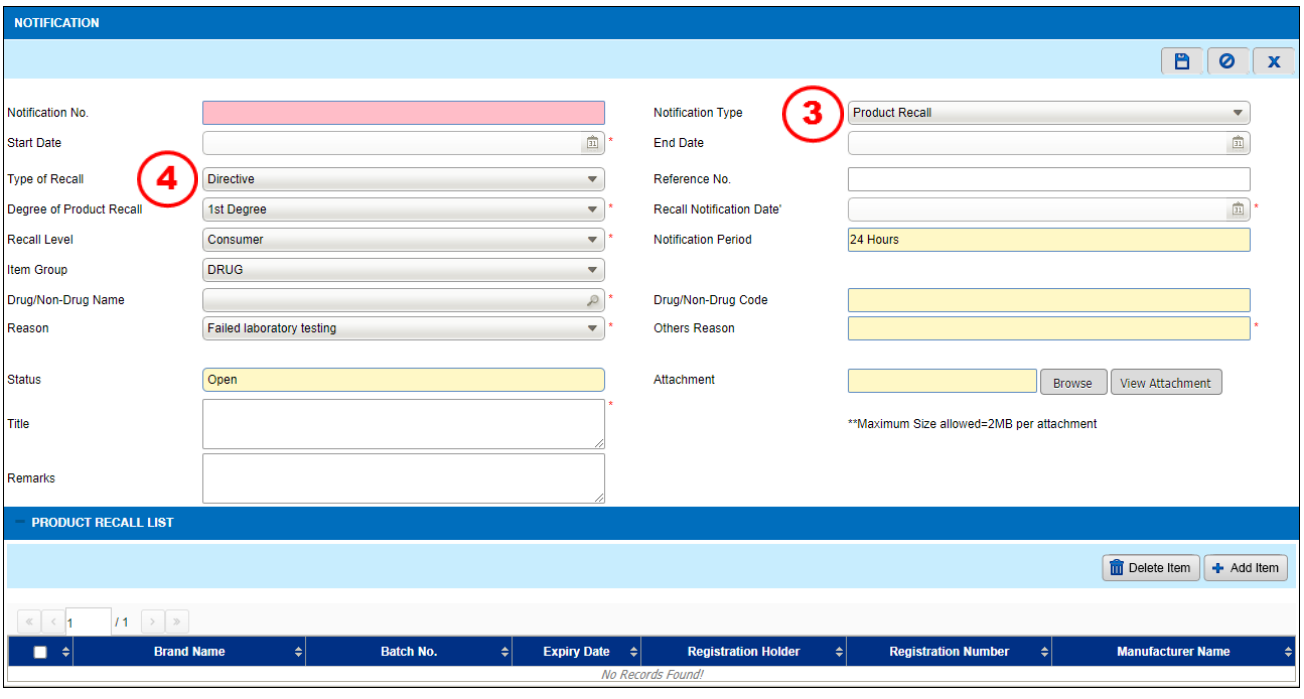


Figure 3.3.1-2 Notification: Recall Product

STEP 3
Select ***Notification Type*** as ***Recall Product***

STEP 4
Select ***Type of Recall*** from drop down box as ***Directive***

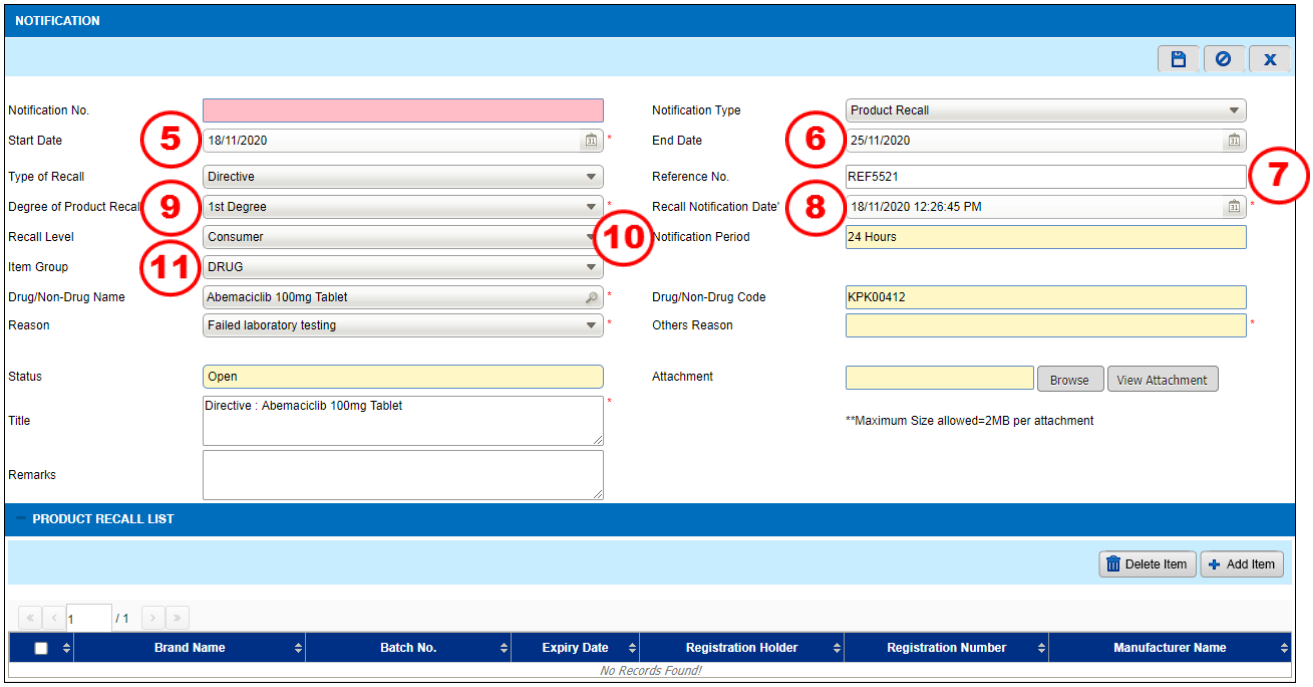


Figure 3.3.1-3 Notification: Recall Product

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:

- 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

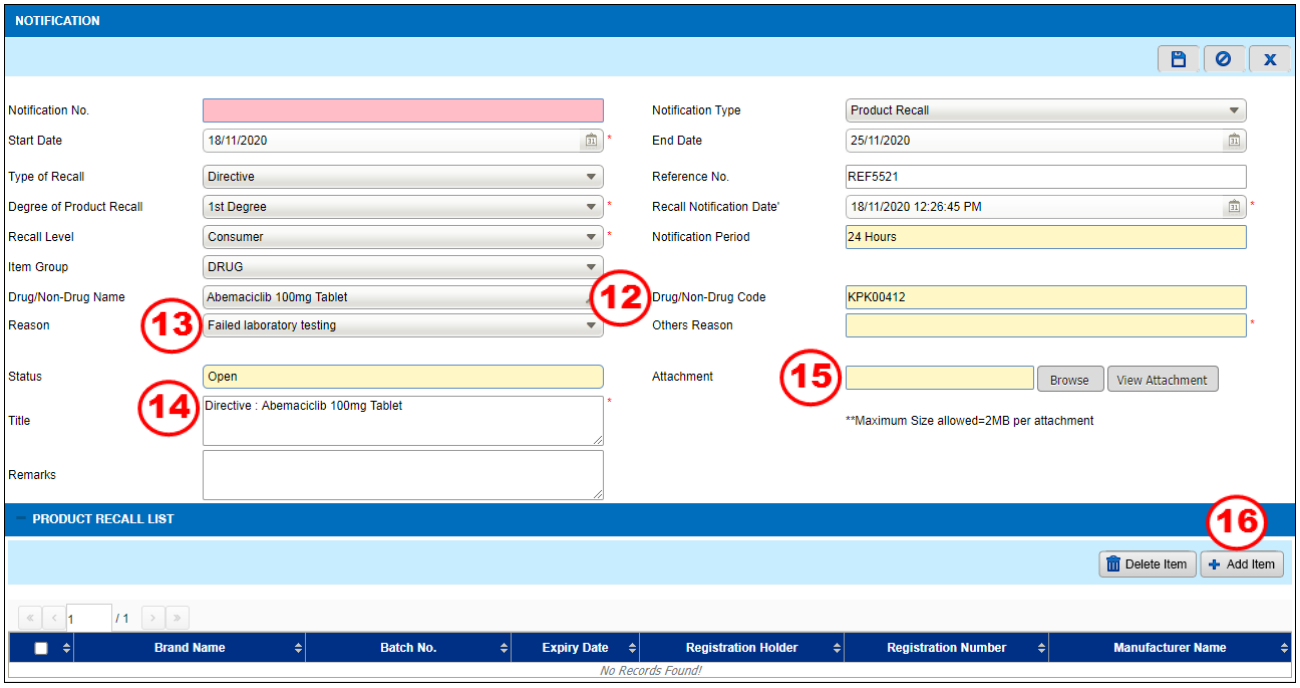


Figure 3.3.1-4 Notification: Recall Product

STEP12
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 labotory testing
- Non-compliance to lebelling 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 Browse button to attach a document into the notification

Note

User can view the attachment uploaded by click on the View Attachment button

STEP 16

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

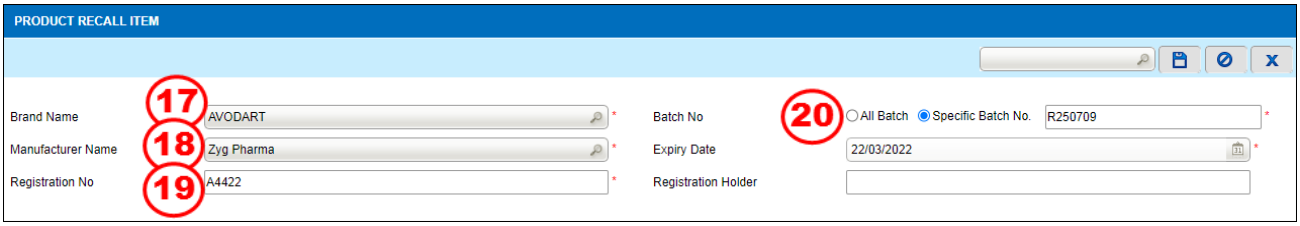


Figure 3.3.1-5 Recall Product Item

STEP 17

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

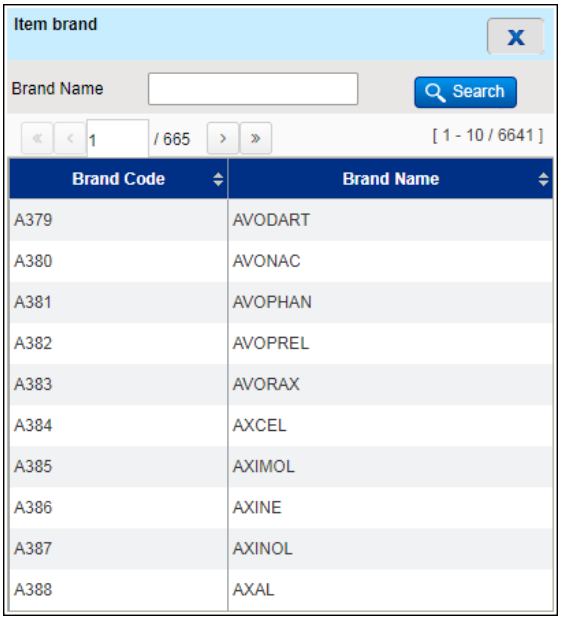


Figure 3.3.1-6 Brand Name

Note

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

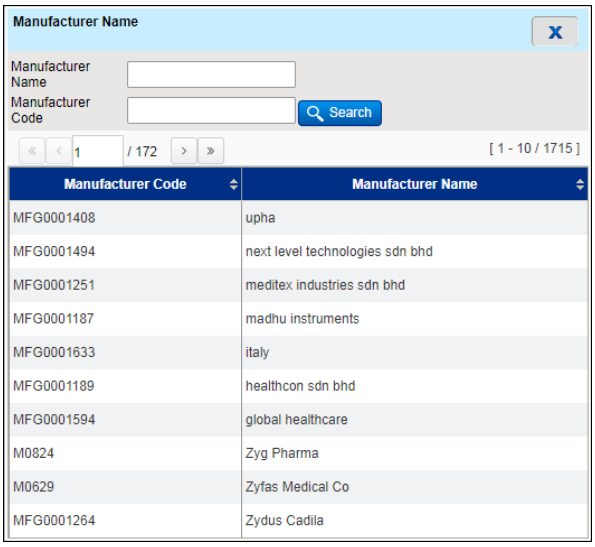


Figure 3.3.1-7 Manufacturer Name

STEP 19
Enter ***Registration No***

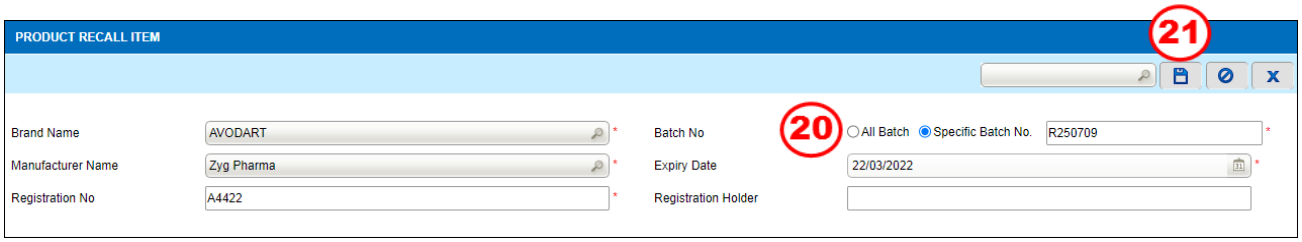


Figure 3.3.1-8 Recall Product Item

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

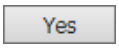
Note

- *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*

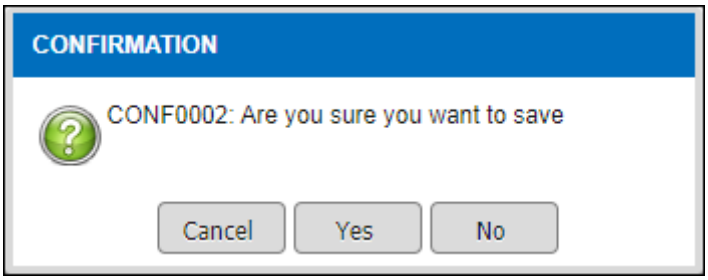


Figure 3.3.1-9 Confirmation Message

- *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*

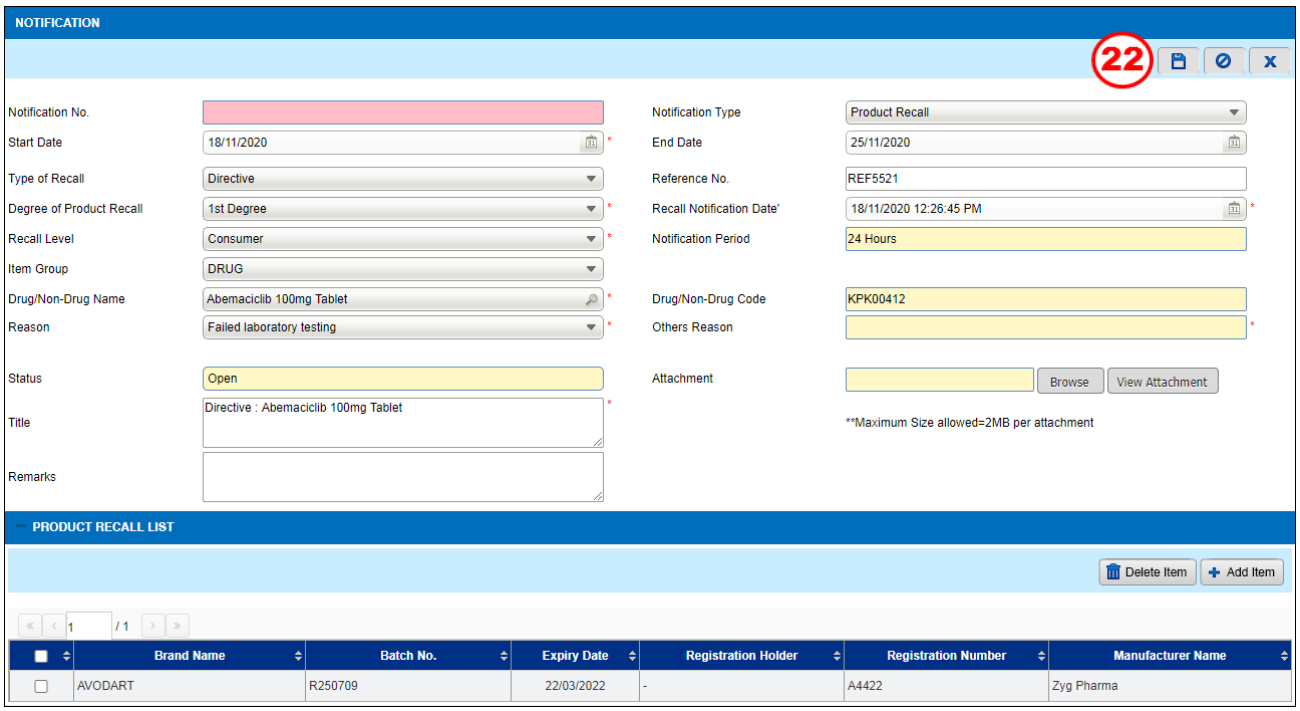


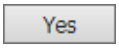
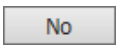
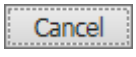
Figure 3.3.1-10 Notification: Recall Product

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*

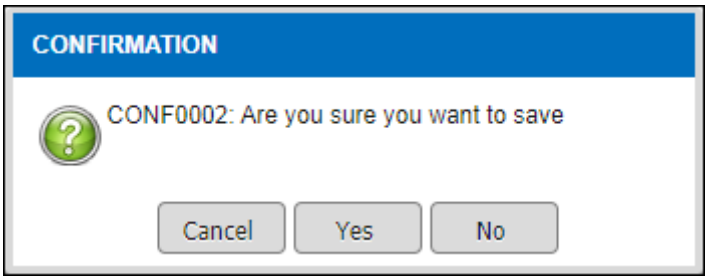


Figure 3.3.1-11 Confirmation Message

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

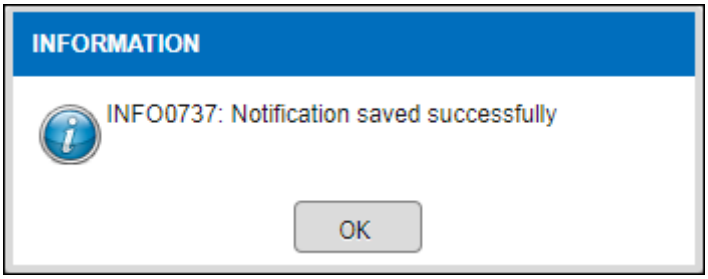


Figure 3.3.1-12 Information Message

- Send for Approval *button will enable as Figure 3.3.1-13*

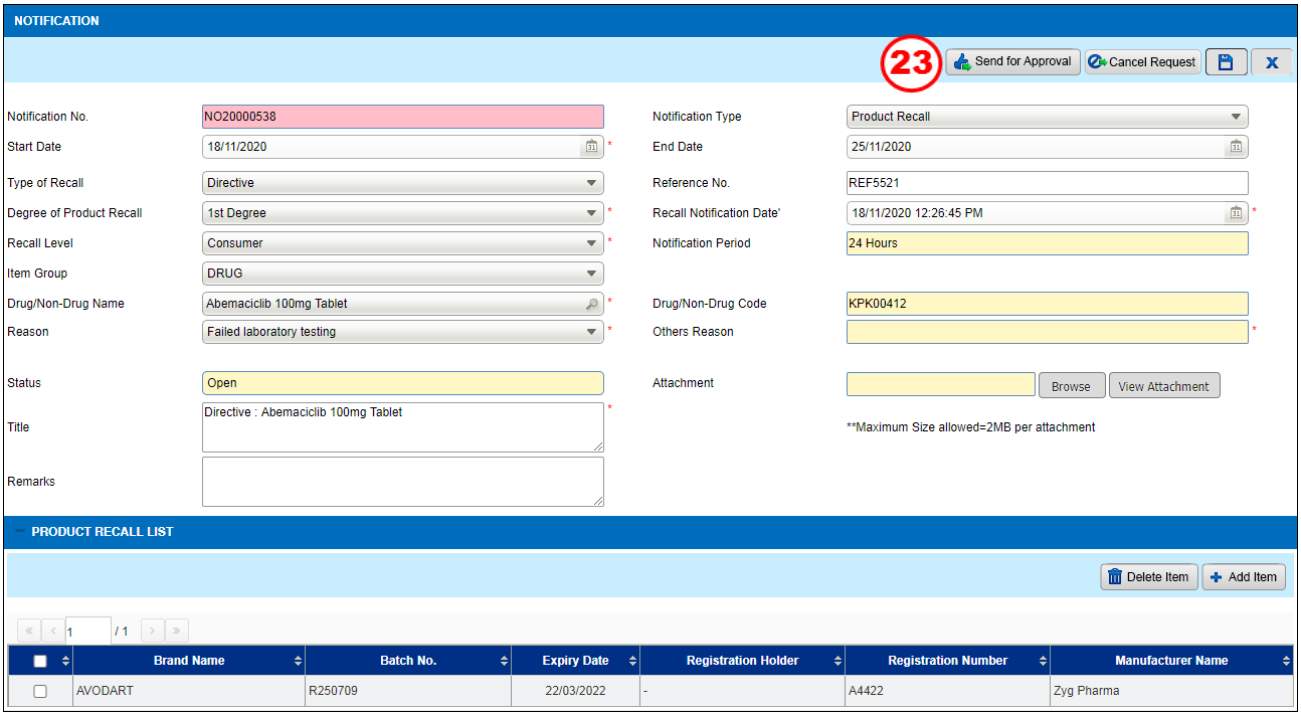


Figure 3.3.1-13 Notification: Recall Product

STEP 23

Click on the Send for Approval button to send the Notification record for approval

Note

- *System will display a Confirmation Message as Figure 3.3.1-14*
- *Click on the* Yes *button to send the record for approval*
- *Click on the* No *or* Cancel *button to cancel the saved transaction*

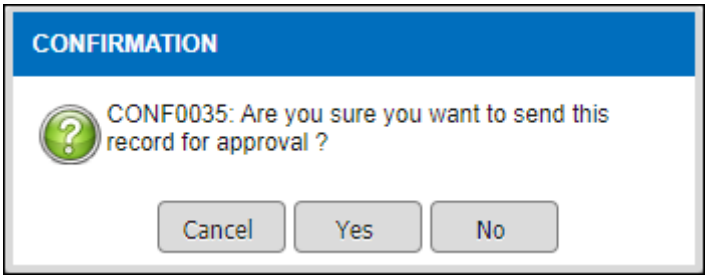


Figure 3.3.1-14 Confirmation Message

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

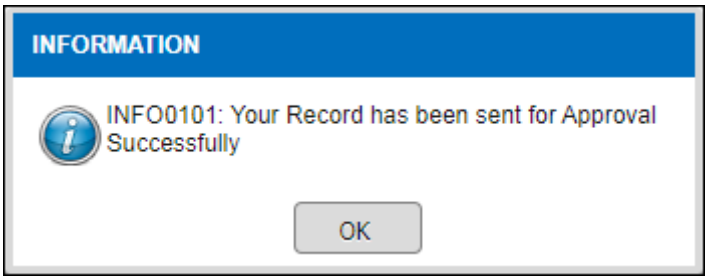


Figure 3.3.1-15 Information Message

- Approve *and* Reject *button will enable as Figure 3.3.1-16*

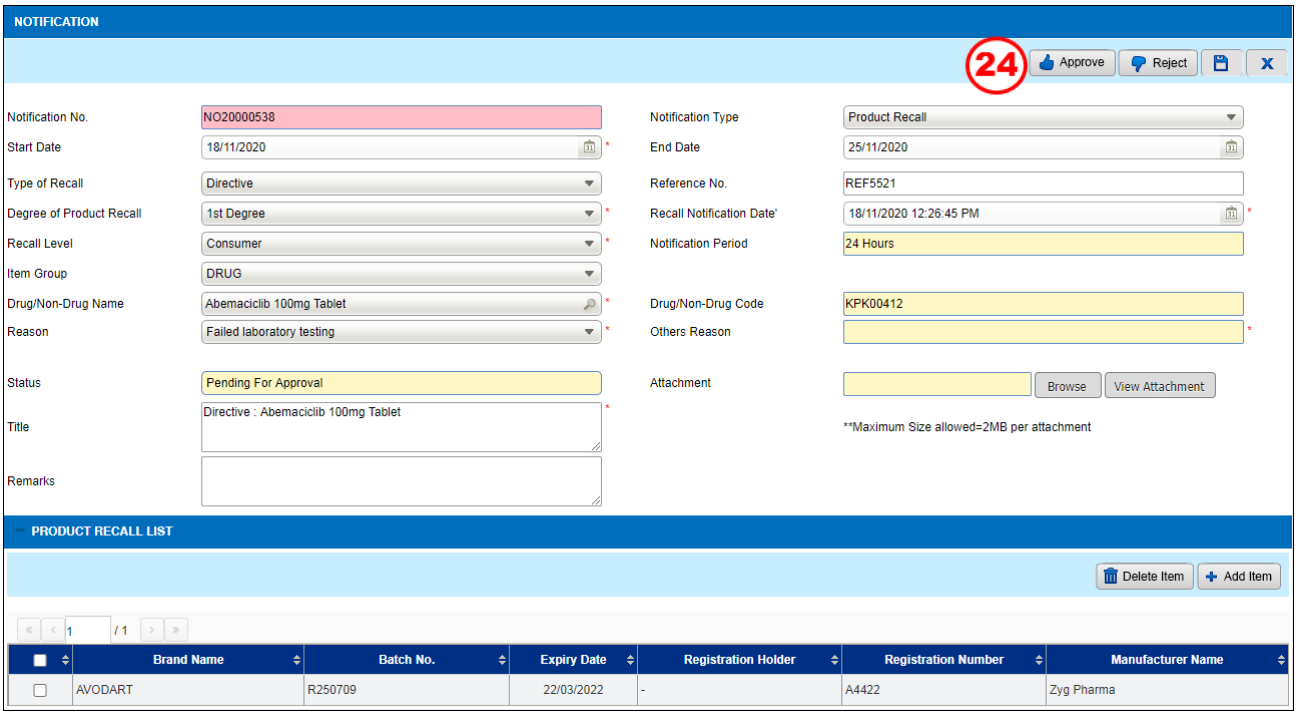


Figure 3.3.1-16 Notification: Recall Product

STEP 24

a) Click on the Approve button to approve the record

Note

- *System will be display a Confirmation Message as Figure 3.3.1-17*
- *Click on the* Yes *button to approve the record*
- *Click on the* No *or* Cancel *button to cancel for approve the record*

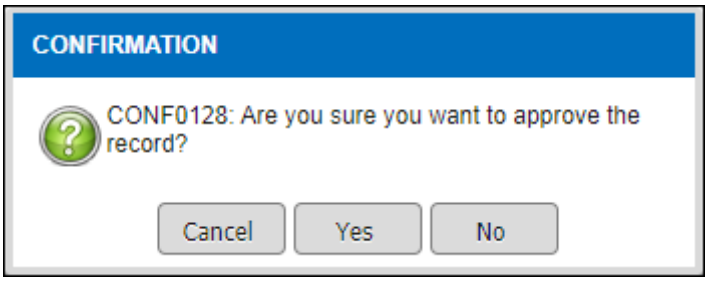


Figure 3.3.1-17 Confirmation Message

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

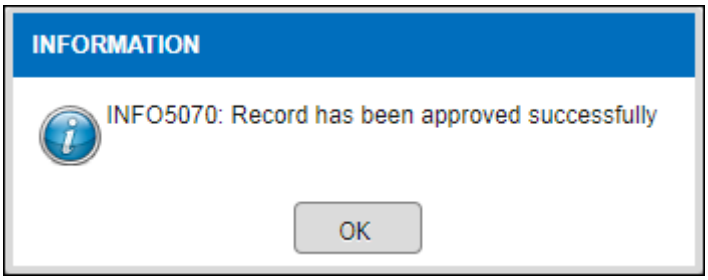


Figure 3.3.1-18 Information Message

b) Click on the Reject button to reject the order transaction

Note

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

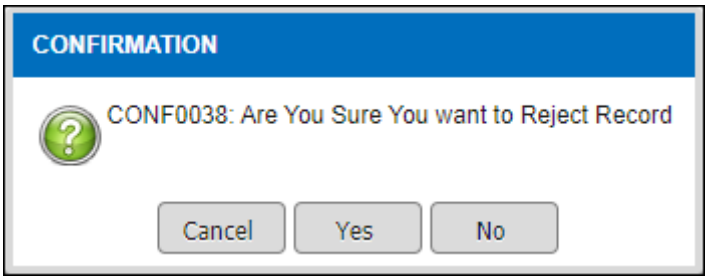


Figure 3.3.1-19 Confirmation Message

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

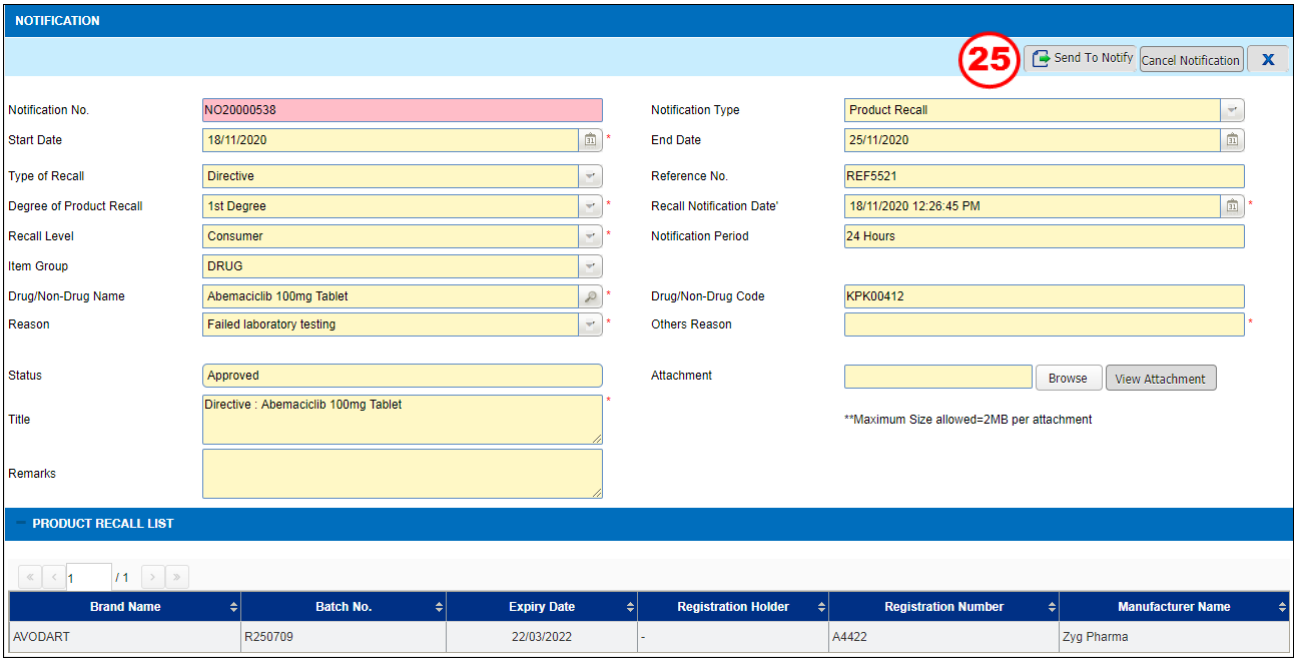


Figure 3.3.1-20 Notification: Recall Product

Note

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

STEP 25

Click on the Send To Notify button to send the notification

Note

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

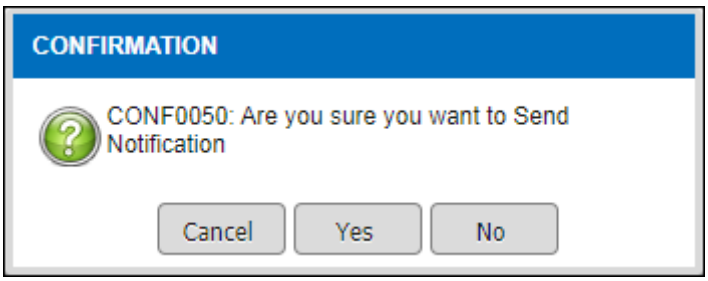


Figure 3.3.1-21 Confirmation Message

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

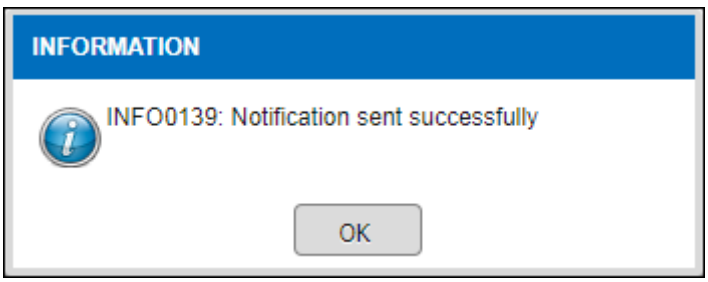


Figure 3.3.1-22 Information Message

3.3.2. Recall Product: Voluntary

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

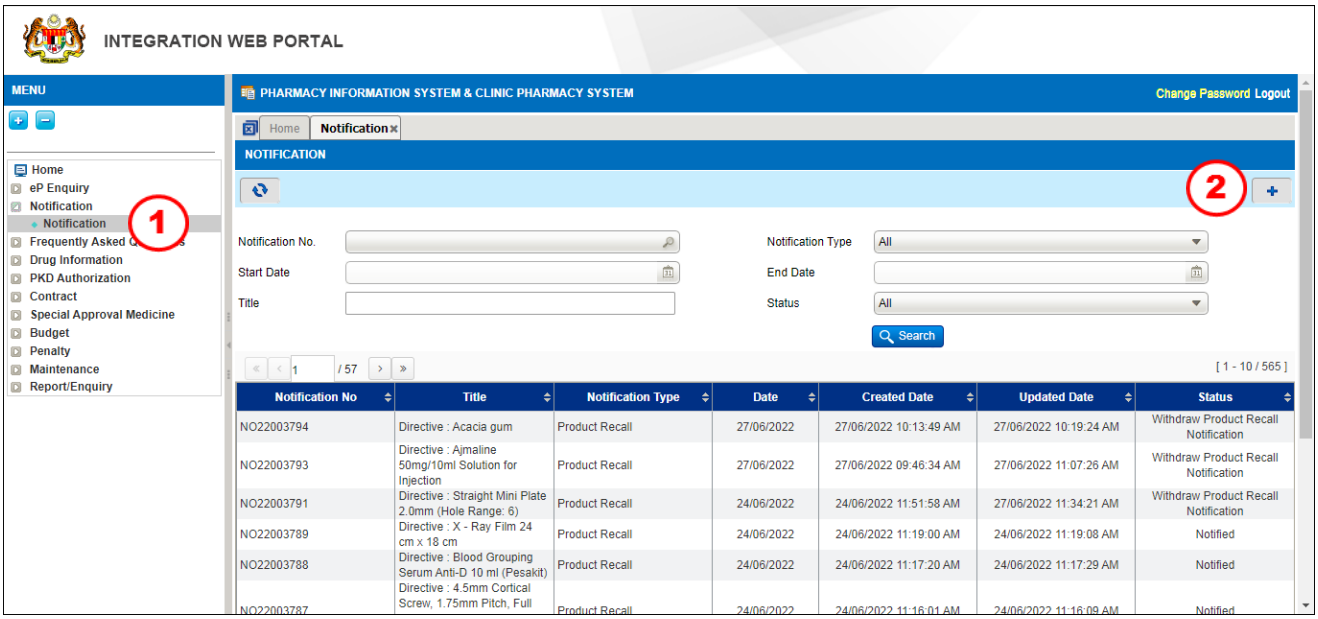


Figure 3.3.2-1 Notification Listing Page

STEP 1
Go to 'Notification' Menu, and click on the Notificationsub-menu

STEP 2

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

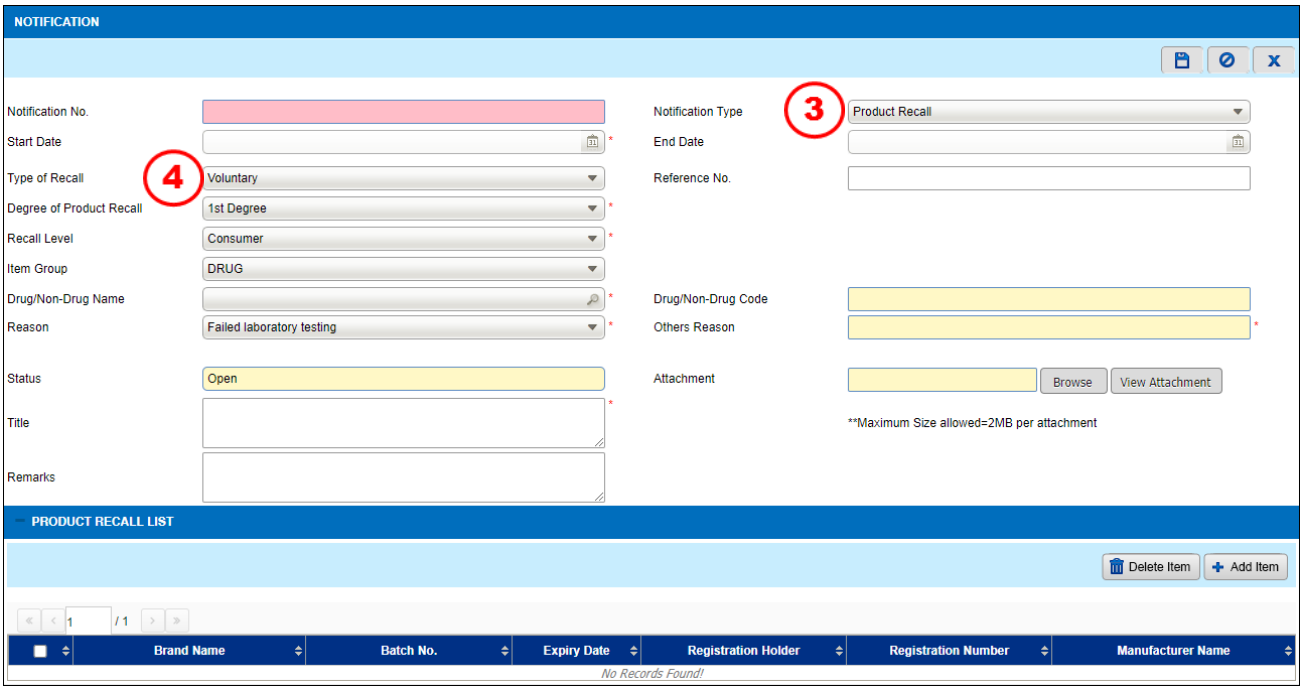


Figure 3.3.2-2 Notification: Recall Product

STEP 3
Select ***Notification Type*** as ***Recall Product***

STEP 4
Select ***Type of Recall*** from drop down box as ***Voluntary***

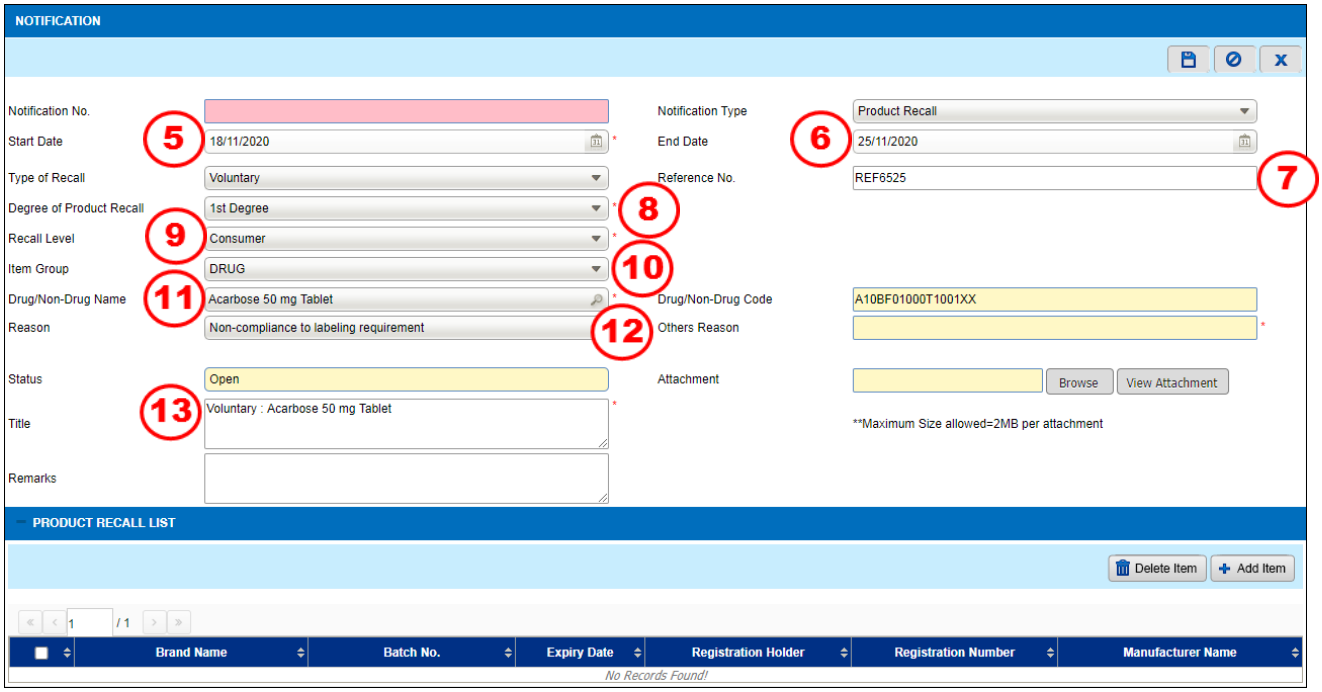


Figure 3.3.2-3 Notification: Recall Product

STEP 5

Select ***Start Date*** from icon 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 labotory testing
- Non-compliance to lebelling 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*

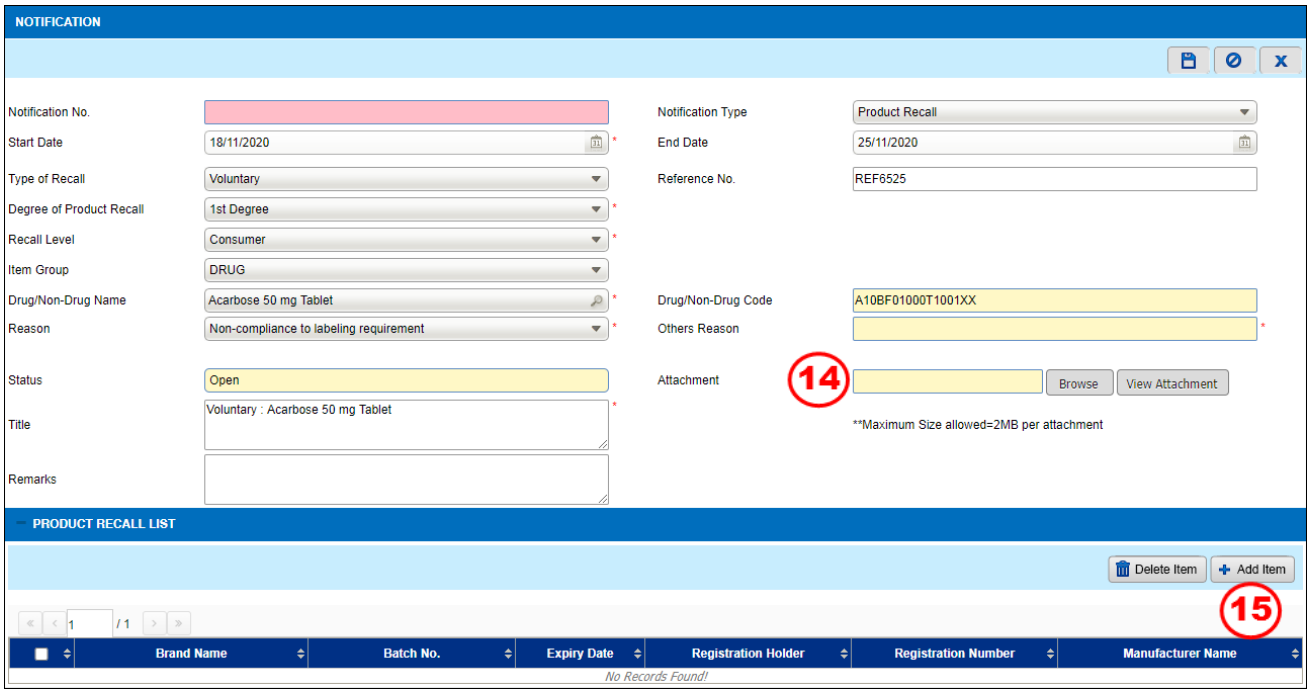


Figure 3.3.2-4 Notification: Recall Product

STEP 14
Click on the Browse button to attach a document into the notification

Note

User can view the attachment uploaded by click on the View Attachment *button*

STEP 15

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

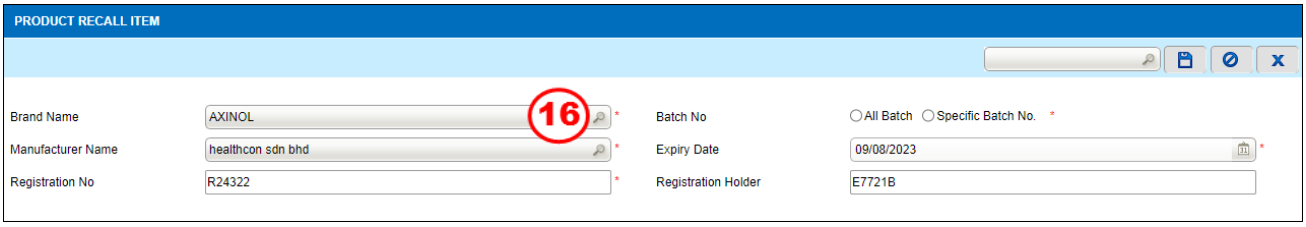


Figure 3.3.2-5 Recall Product Item

STEP 16

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

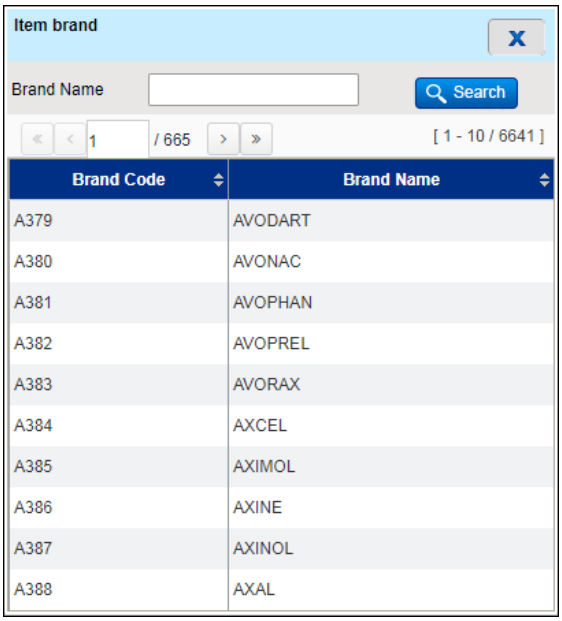


Figure 3.3.2-6 Brand Name

Note

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

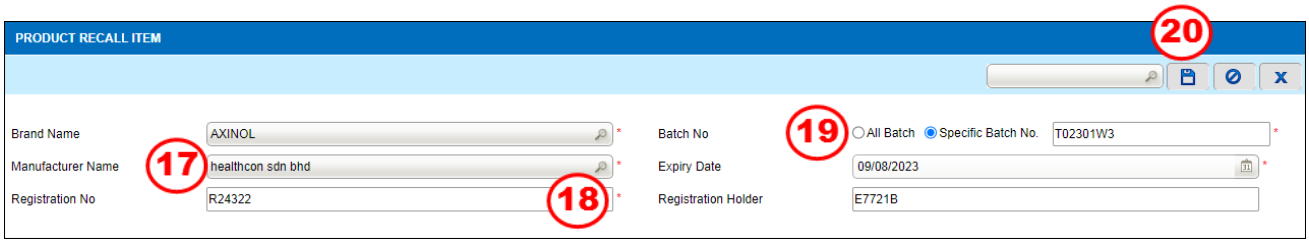


Figure 3.3.2-7 Recall Product Item

STEP 17

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

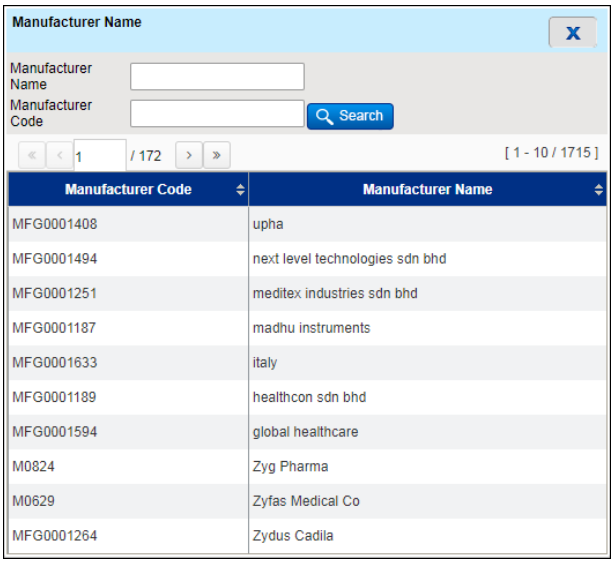


Figure 3.3.1-8 Manufacturer Name

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 Yes button to save the transaction*

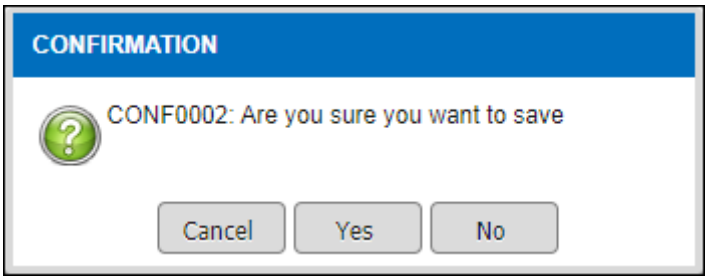


Figure 3.3.2-9 Confirmation Message

- *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*

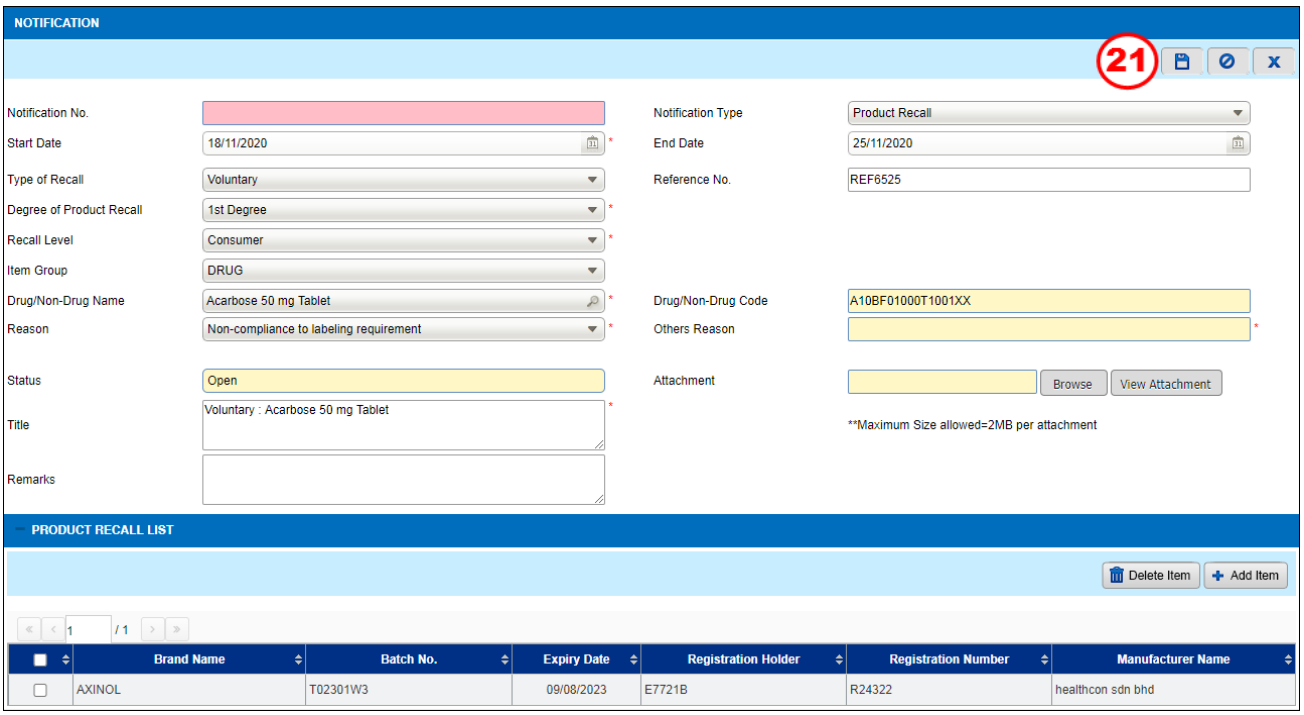


Figure 3.3.2-10 Notification: Recall Product

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* Yes *button to save the transaction*
- *Click on the* No *or* Cancel *button to cancel the saved transaction*

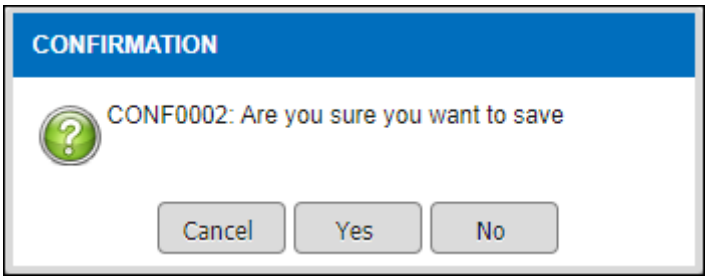


Figure 3.3.2-11 Confirmation Message

- *Information Message will display after click on the* Yes *buttom as Figure 3.3.2-12*
- *Click on the* OK *button to confirmed the transaction and Notification No will generated for future reference*

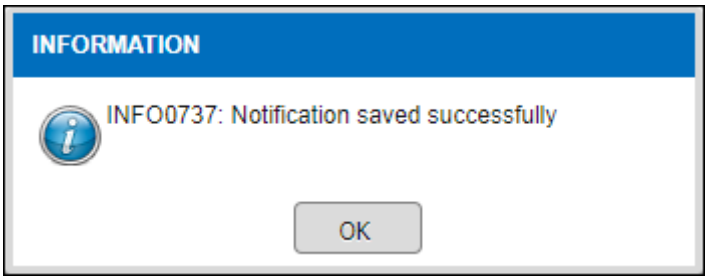


Figure 3.3.2-12 Information Message

- Send for Approval *button will enable as Figure 3.3.2-13*

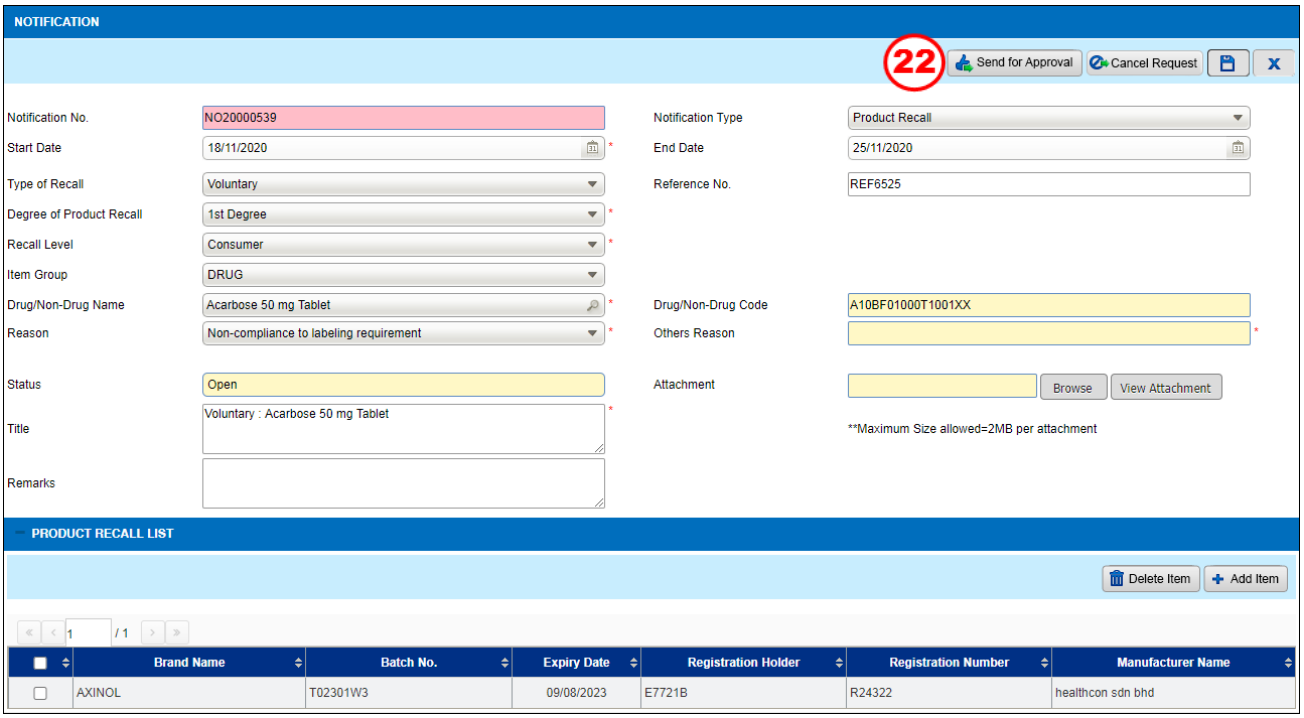


Figure 3.3.2-13 Notification: Recall Product

STEP 22

Click on the Send for Approval button to send the Notification record for approval

Note

- *System will display a Confirmation Message as Figure 3.3.2-14*
- *Click on the* Yes *button to send the record for approval*
- *Click on the* No *or* Cancel *button to cancel the saved transaction*

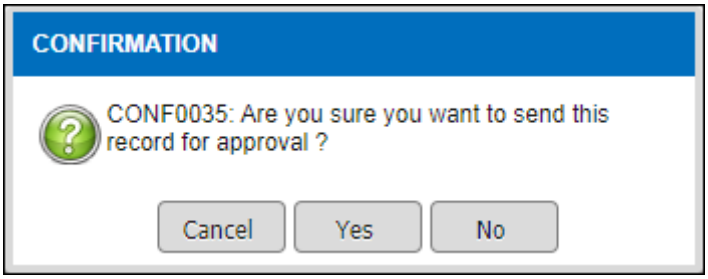


Figure 3.3.2-14 Confirmation Message

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

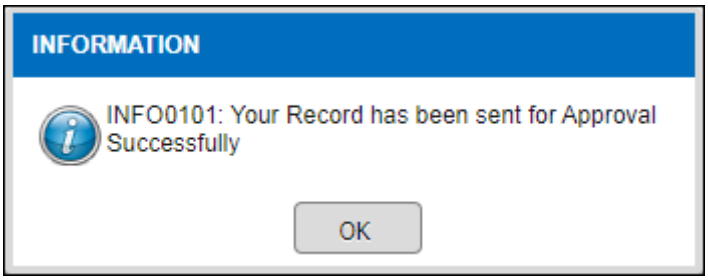


Figure 3.3.2-15 Information Message

- Approve *and* Reject *button will enable as Figure 3.3.2-16*

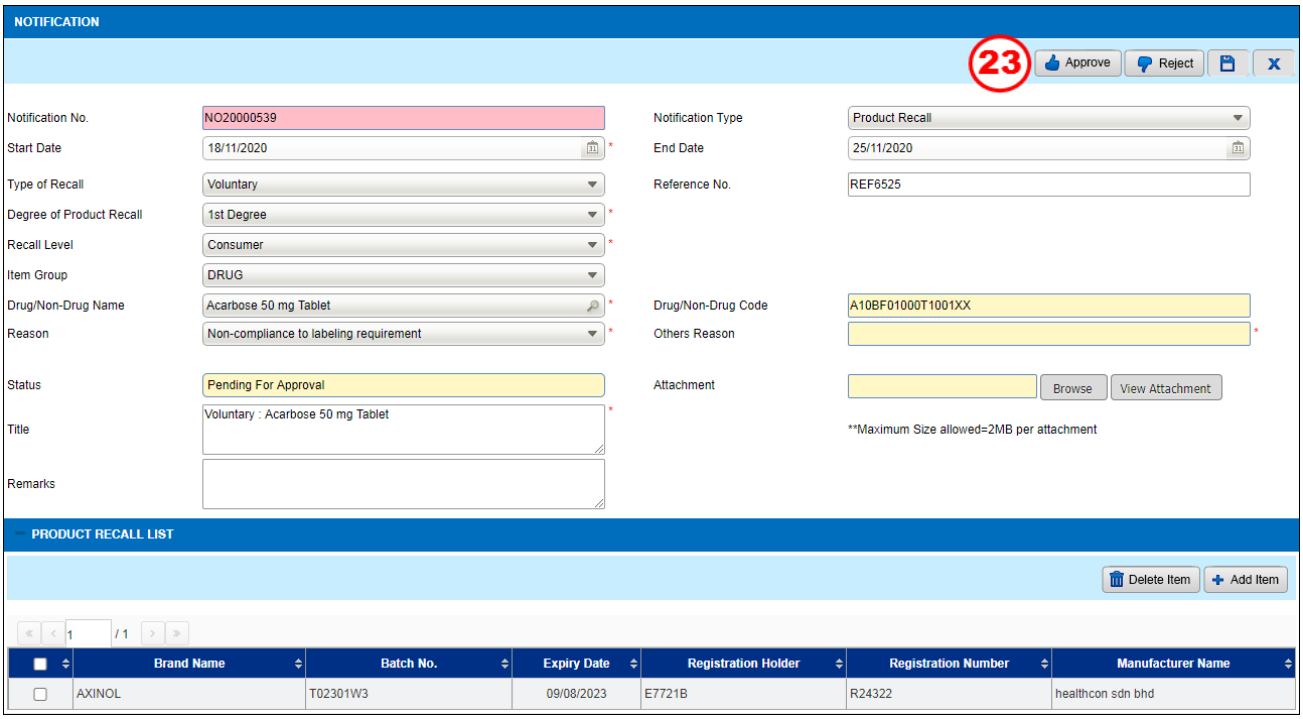


Figure 3.3.2-16 Notification: Recall Product

STEP 23

c) Click on the Approve button to approve the record

Note

- *System will be display a Confirmation Message as Figure 3.3.2-17*
- *Click on the* Yes *button to approve the record*
- *Click on the* No *or* Cancel *button to cancel for approve the record*

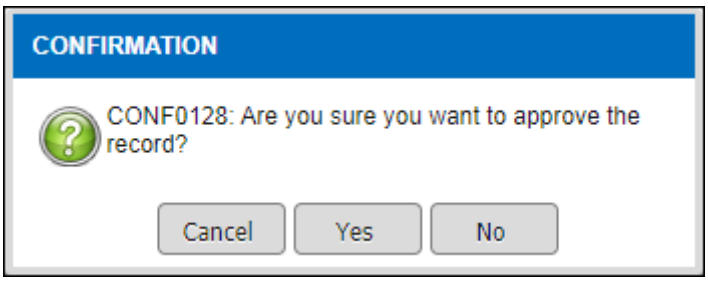


Figure 3.3.2-17 Confirmation Message

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

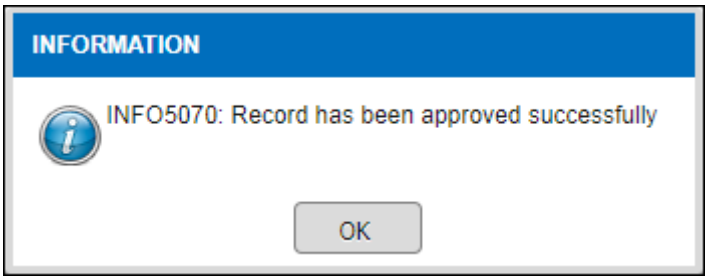


Figure 3.3.2-18 Information Message

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

Note

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

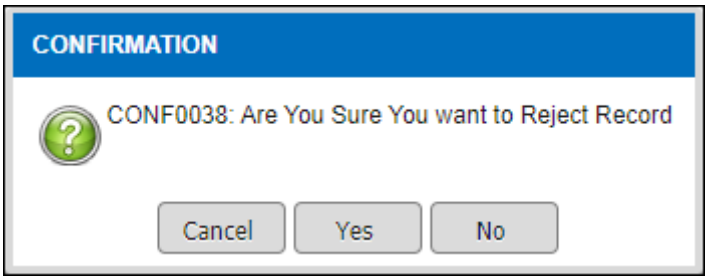


Figure 3.3.2-19 Confirmation Message

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

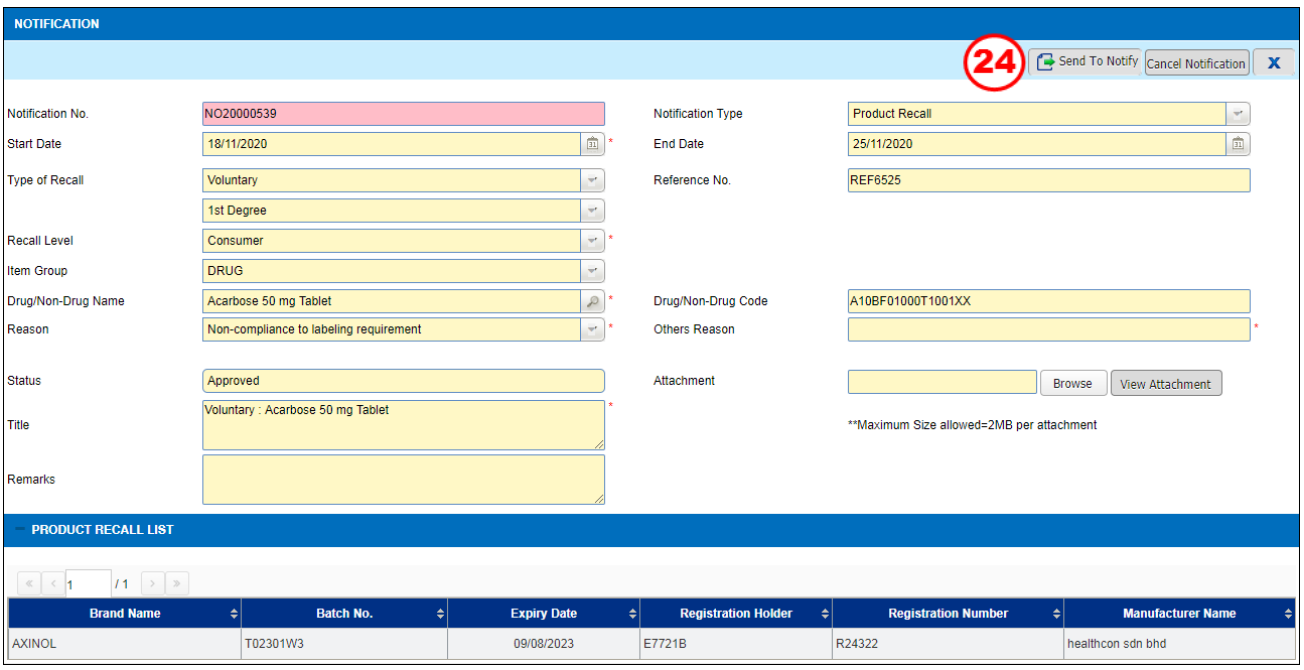


Figure 3.3.2-20 Notification: Recall Product

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*

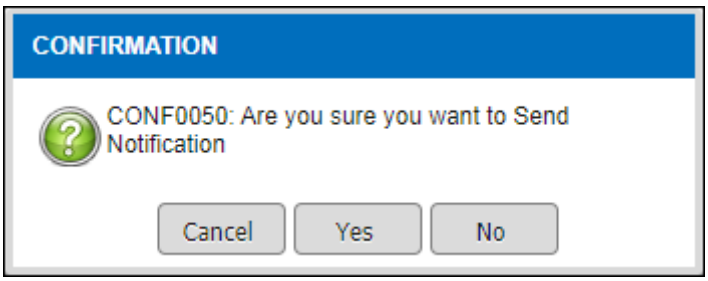


Figure 3.3.2-21 Confirmation Message

- *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*

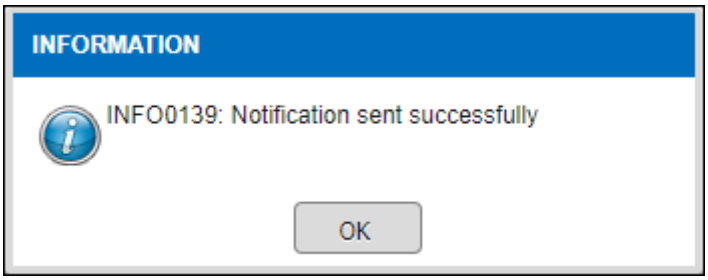


Figure 3.3.2-22 Information Message

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