



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

User Manual Pharmacy Inventory (Penalty)

| | |
|--------------------|---------------------------------|
| Version | : 4th Edition |
| Document ID | : U.MANUAL_INV_PENALTY |



PhIS & CPS Project
User Manual – Procurement Standard - LP



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U.MANUAL_ INV_ PENALTY-4th E



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1.0 Introduction

1.1 Overview of PhIS

Pharmacy Information System or better known as PhIS, is a complete and comprehensive system that integrates pharmacy related services that geared toward pharmacy excellent care. PhIS implementation would transform most of current manual process to electronic system would benefit facility end user in the health care sector.

There are 12 modules to assist services delivery by the health care sector which comprises of:

1. Order Management
2. Inpatient Pharmacy
3. Outpatient Pharmacy
4. Medication Counselling
5. Ward Pharmacy
6. Pharmacy Inventory
7. Manufacturing of Cytotoxic Drug Reconstitution (CDR) , Parenteral Nutrition (PN) , IV Admixture & Eye Drop
8. Radiopharmaceuticals and Extemporaneous
9. Adverse Drug Reaction & Drug Allergic (ADR & DAC)
10. Clinical Pharmacokinetics Services (TDM)
11. Drug Information & Consumer Education (DICE)
12. Medication Therapy Adherence Clinic (MTAC)
13. Data Mining (PhARM)

1.2 Purpose and Objectives

This user manual outlines the Penalty sub-module and its key features and functionalities. The primary objective is to help guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Create New Incident
- Penalty Verification
- Penalty Payment



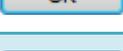
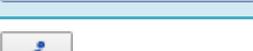
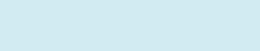
1.3 Organised Sections

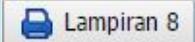
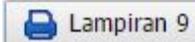
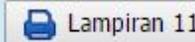
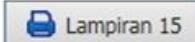
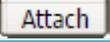
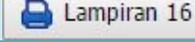
These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Penalty Incident
- Section 4 : Acronyms
- Section 5 : Link

2.0 Application Standard Features

2.1 PhIS Legend

| Standard Legend | | | |
|---|---|--|------------------------------------|
|  | Login to PhIS |  | Logout from PhIS |
|  | Close All Open Tabs |  | Refresh Screen |
|  | Expand Menu |  | Collapse Menu |
|  | Expand Module |  | Collapse Module |
|  | Add/Create New Record |  | Save |
|  | Close Window |  | Calendar Icon |
|  | Save Transaction |  | Delete Record |
|  | Export Report From PDF file to Excel file |  | OK Button |
|  | Yes Button |  | No Button |
|  | Radio Button | <input type="checkbox"/> | Checkbox |
|  | System Automatic Generate Record No. |  | Automatically Display/Retrieve Box |
|  | Reset Login Screen |  | Show Help |
|  | Display Home Tab |  | Search Record |
|  | Cancel |  | Dropdown Box |
|  | Search Icon | * | Indicate Mandatory Field |
|  | Edit Record |  | Empty Text Box |
|  | Cancel Button | | |
| | | | |

| Inventory Module Legend | | | |
|---|------------------------|---|--------------------|
|  | Cancel Incident Button |  | Lampiran 8 Button |
|  | Verify record |  | Lampiran 9 Button |
|  | Lampiran 10 Button |  | Lampiran 11 Button |
|  | Lampiran 14 Button |  | Lampiran 15 Button |
|  | Attach Button |  | Lampiran 16 Button |

Note:

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

3.0 Penalty

Overview

Penalty is imposed to the supplier whenever the supplier has broken any of the penalty rules. There are 18 incidents in the penalty module. One LPO can be penalized for more than one incident based on the circumstances.

User Group

This module is intended for Pharmacist and Assistant Pharmacist at Level 1(Main Store) and MOH people (subject to user assigned by the facility).

Functional Diagram

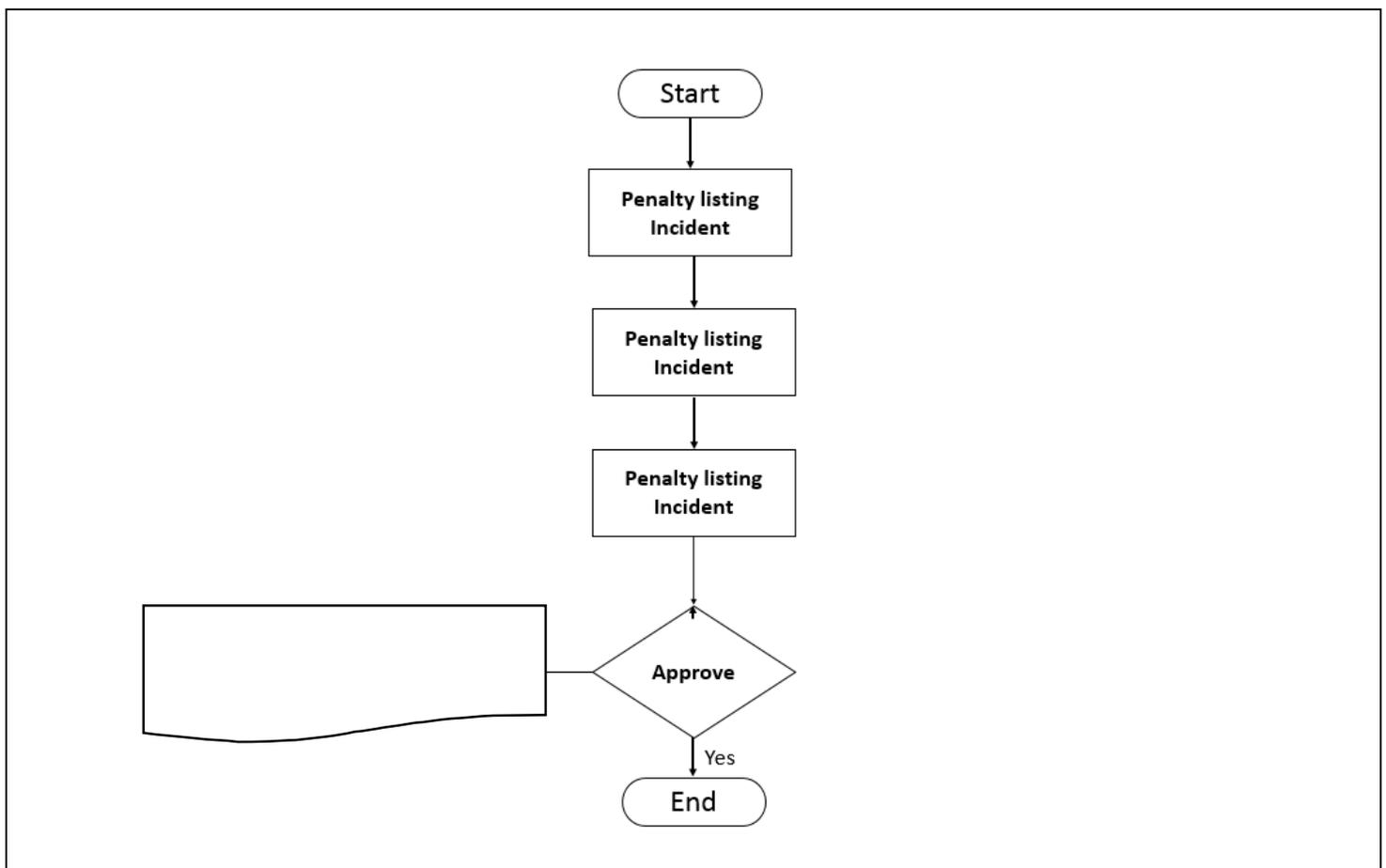
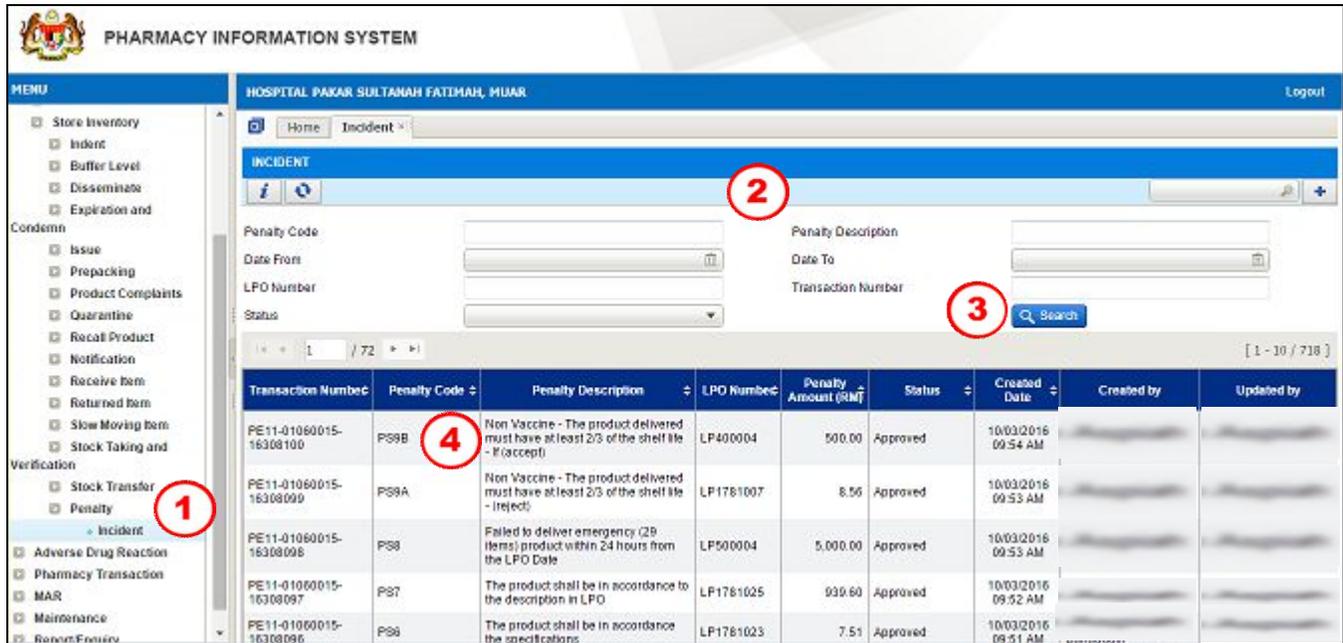


Figure 3.0-1

3.1. View Penalty Listing Page



| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | | |

Figure 3.1-1 Incident Listing Page

Incident is type of penalty charged to the supplier.

STEP 1

Click on the 'Inventory' menu followed by 'Store Inventory' and then click 'Penalty', and then click 'Incident'

STEP 2

To search for existing Recommended Purchase List (RPL) transaction, these search criteria can be used:

| No | Field | Description | Remark |
|----|--------------|--|---|
| a | Penalty Code | Penalty Code - PS1 - PS2 - PS3 - PS4 - PS5 - PS6 - PS7 - PS8 - PS9A - PS9B - PS10 - PS11A - PS11B - PS12 - PS13 - PS14 - PS15 - PS16 | Allow user to search existing transaction based on penalty code |

| | | | |
|---|---------------------|---|---|
| | | - PS17 - PS18 | |
| b | Penalty Description | Search by penalty description | Will be automatically displayed once a description is typed |
| c | LPO No. | Search by selecting a number from the LPO | Will be automatically displayed once a LPO no is typed |
| d | Date from | Search by selecting a date from the calendar | Filter and search existing records based on date. The date format will be 'dd/mm/yyyy'. i.e. 31/12/2016 |
| e | Status | Select Status from the drop down menu: - Open - Approved - Pending for Approval - Cancelled - Pending for Verification | Filter and search existing records based on Status |
| f | Transaction Number | Type the transaction number | Filter and search existing records based on transaction number |

Table 3.1-1

STEP 3

Click on the  button after input criteria and the result display will be based on the criteria entered

Note

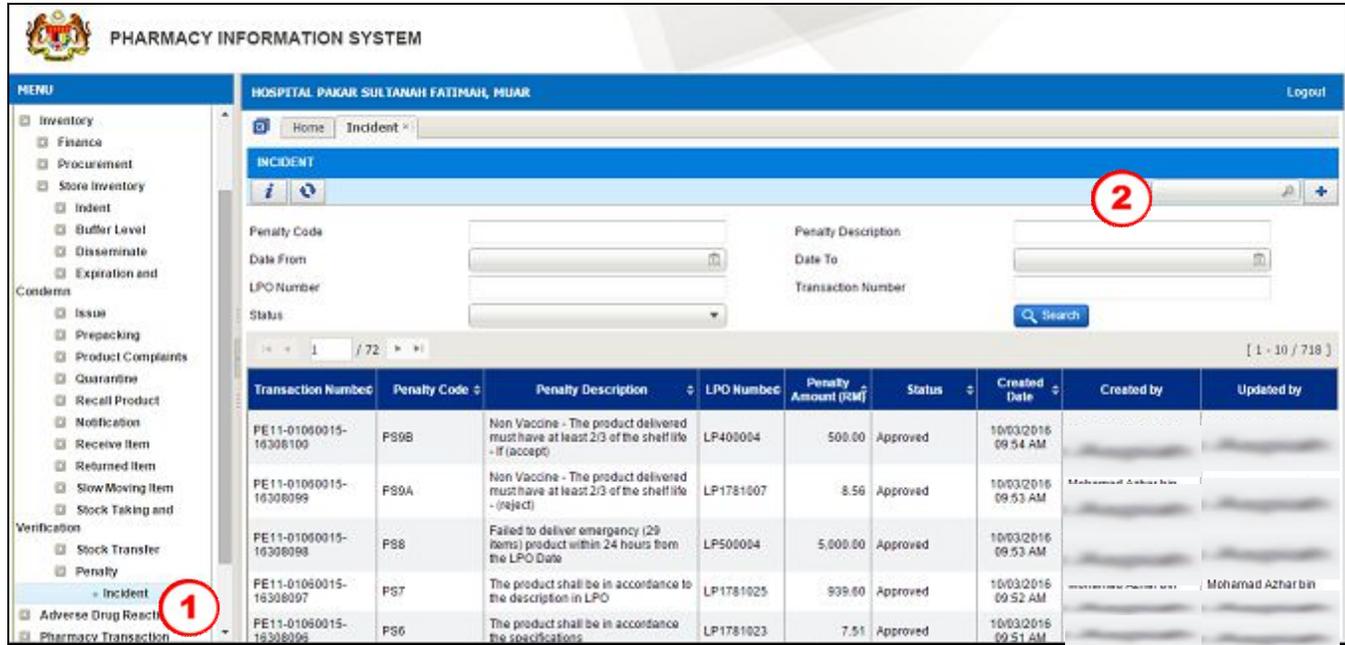
In circumstances of no criteria is input, the entire list of previous transaction will be displayed

STEP 4

Double click on the selected record and the details will be displayed

3.2. Create New Incident PS 1

To create a new Incident transaction, perform the steps below:



The screenshot displays the PHARMACY INFORMATION SYSTEM interface for HOSPITAL PAKAR SULTANAH FATIMAH, MUAR. The left sidebar shows a 'MENU' with 'Inventory' expanded, and 'Incident' highlighted with a red circle '1'. The main content area shows the 'INCIDENT' form with fields for Penalty Code, Date From, LPO Number, Status, Penalty Description, Date To, and Transaction Number. A search button is also present. A table below the form lists existing incidents with columns for Transaction Number, Penalty Code, Penalty Description, LPO Number, Penalty Amount (RM), Status, Created Date, Created by, and Updated by. The 'Incident' button in the breadcrumb navigation is highlighted with a red circle '2'.

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|-------------------|-------------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | Mohamad Azhar bin | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 909.00 | Approved | 10/03/2016 09:52 AM | | Mohamad Azhar bin |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | | |

Figure 3.2-1 New Incident

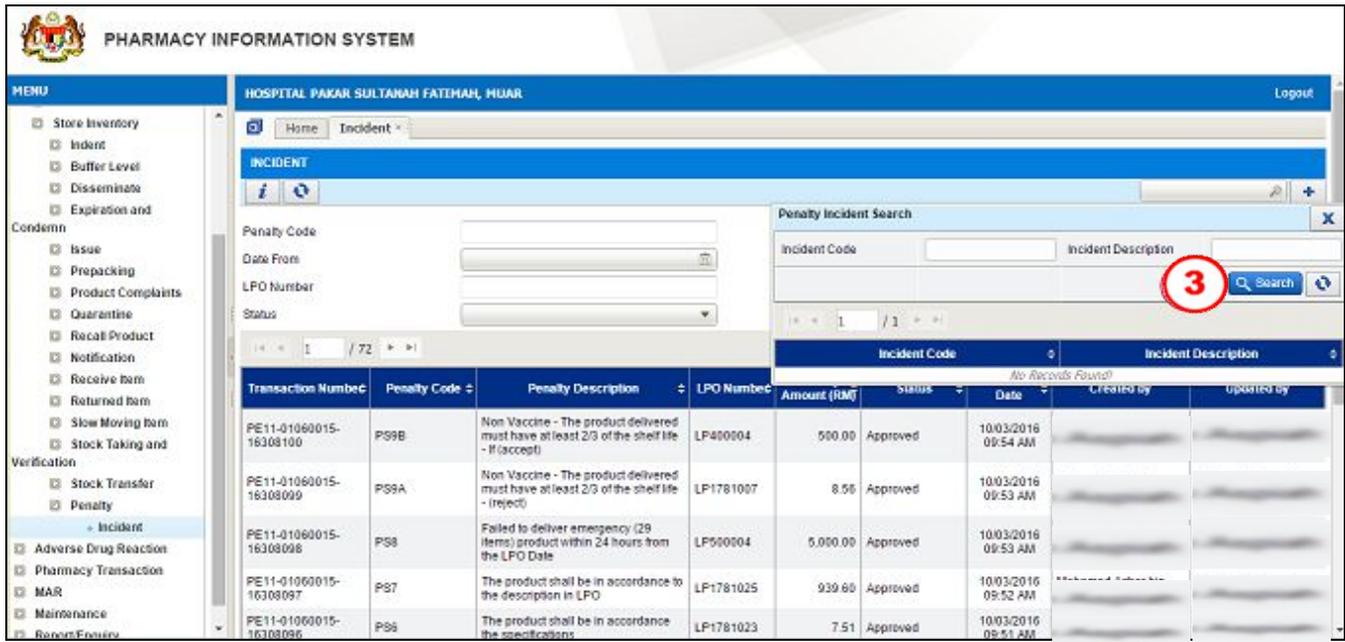
This function is to perform Penalty that will be imposed to the supplier when the supplier fails to supply the goods within 7 working days.

STEP 1

Click on the 'Inventory' menu followed by 'Penalty' and then 'Incident'

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

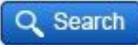
Incident Code: Incident Description:

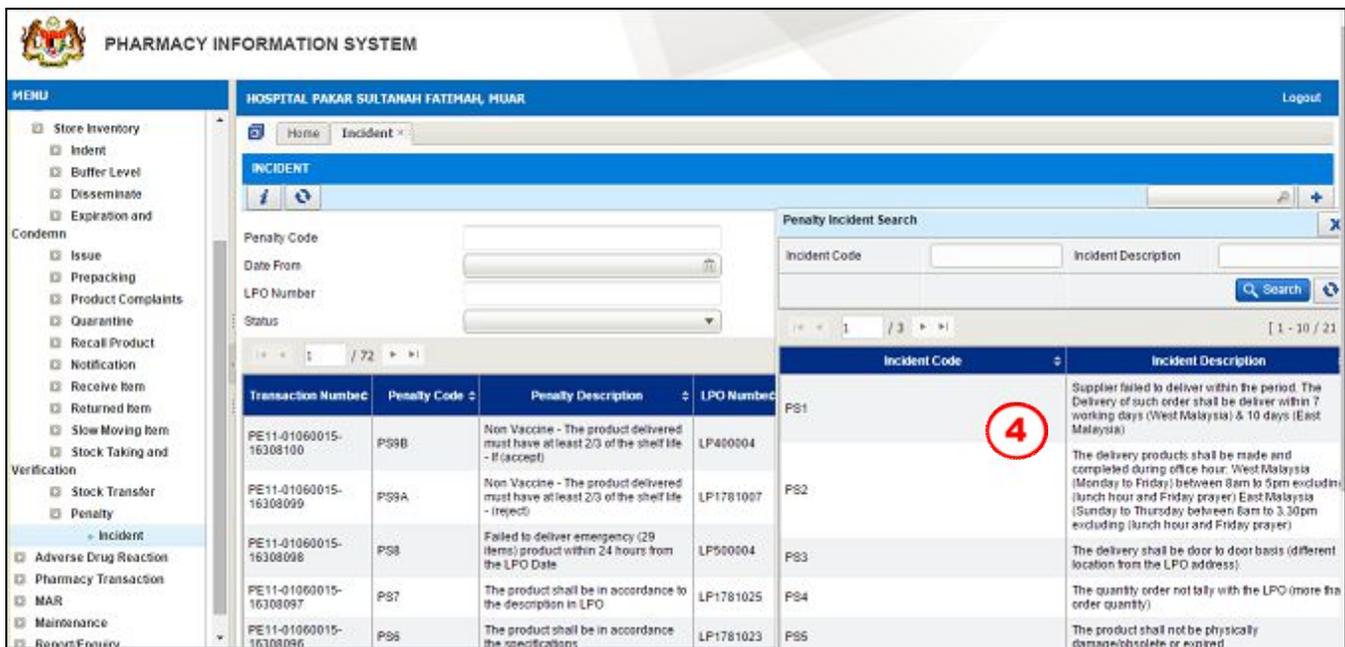
3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | | |

Figure 3.2-2 Penalty Incident Search

STEP 3

Click on the  button to see the list of penalty incident



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

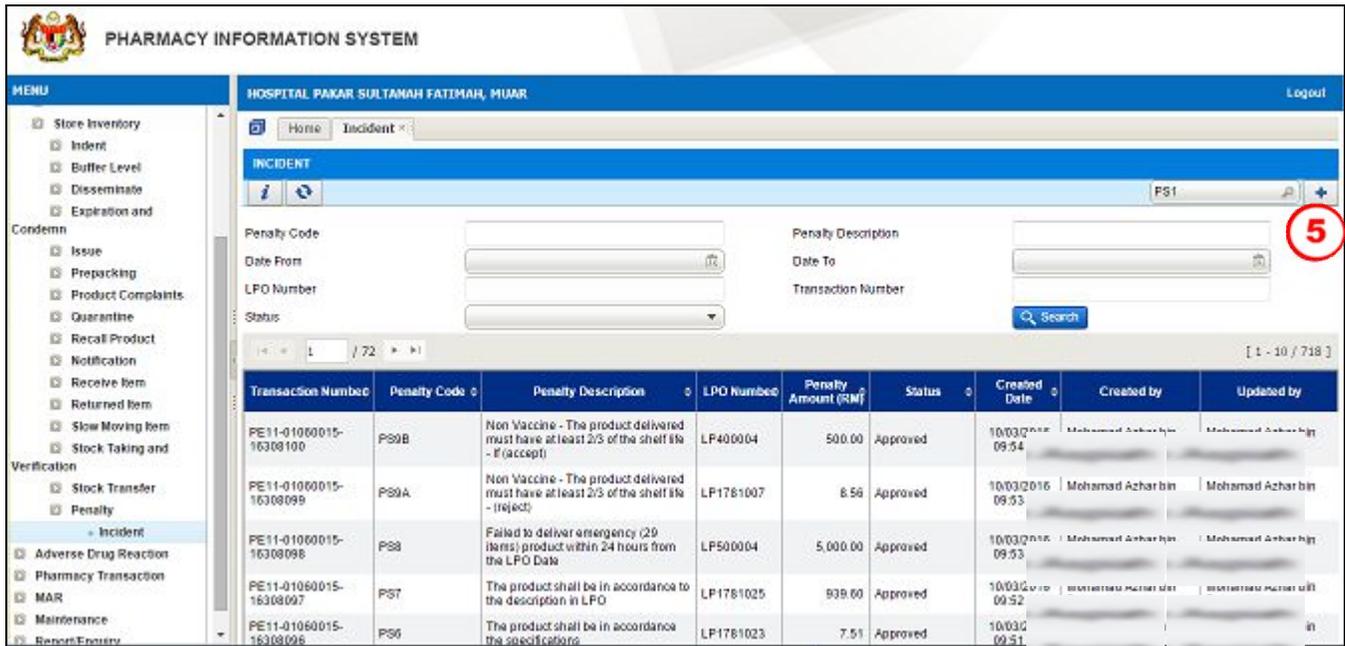
Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired. |

Figure 3.2-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident PS1

INCIDENT

Penalty Code: Penalty Description: **5**

Date From: Date To:

LPO Number: Transaction Number:

Status:

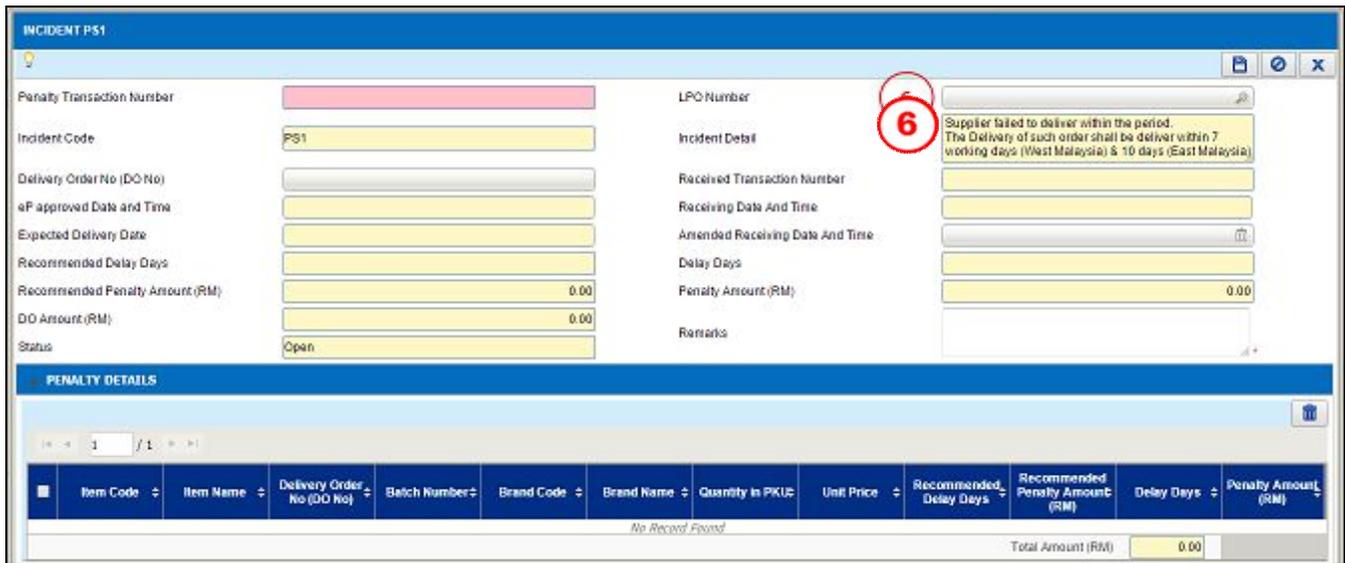
Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|------------------|-------------------|-------------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - if (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 | Mohamad Azhar bin | Mohamad Azhar bin |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.58 | Approved | 10/03/2016 09:53 | Mohamad Azhar bin | Mohamad Azhar bin |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 | Mohamad Azhar bin | Mohamad Azhar bin |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.00 | Approved | 10/03/2016 09:52 | Mohamad Azhar bin | Mohamad Azhar bin |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 | Mohamad Azhar bin | Mohamad Azhar bin |

Figure 3.2-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record



INCIDENT PS1

Penalty Transaction Number:

Incident Code:

Delivery Order No (DO No):

aP approved Date and Time:

Expected Delivery Date:

Recommended Delay Days:

Recommended Penalty Amount (RM):

DO Amount (RM):

Status:

LPO Number:

6 Incident Detail:

Received Transaction Number:

Receiving Date And Time:

Amended Receiving Date And Time:

Delay Days:

Penalty Amount (RM):

Remarks:

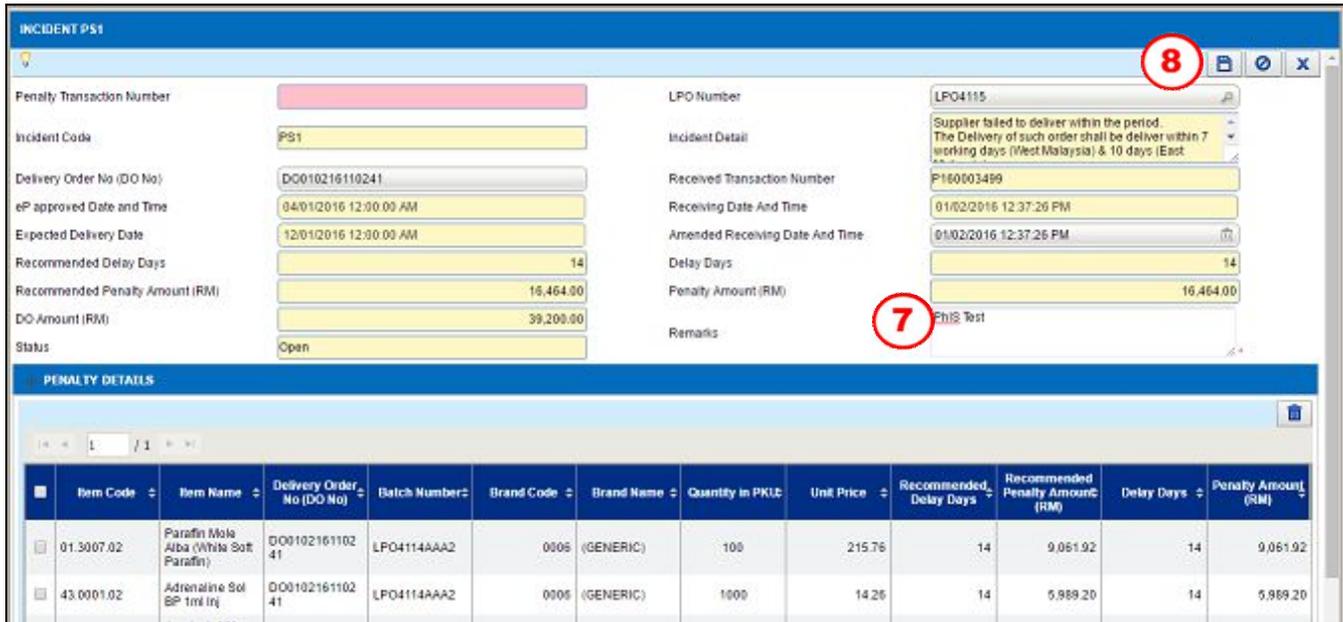
PENALTY DETAILS

| Item Code | Item Name | Delivery Order No (DO No) | Batch Number | Brand Code | Brand Name | Quantity in PKU | Unit Price | Recommended Delay Days | Recommended Penalty Amount (RM) | Delay Days | Penalty Amount (RM) |
|-----------------|-----------|---------------------------|--------------|------------|------------|-----------------|------------|------------------------|---------------------------------|-------------------|---------------------|
| No Record Found | | | | | | | | | | | |
| | | | | | | | | | | Total Amount (RM) | 0.00 |

Figure 3.2-5 Incident PS1

STEP 6

Click on the button to find the LPO No.



INCIDENT PS1

Penalty Transaction Number: [Redacted] LPO Number: LPO4115

Incident Code: PS1 Incident Detail: Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia)

Delivery Order No (DO No): DO010216110241 Received Transaction Number: P160003499

eP approved Date and Time: 04/01/2016 12:00:00 AM Receiving Date And Time: 01/02/2016 12:37:26 PM

Expected Delivery Date: 12/01/2016 12:00:00 AM Amended Receiving Date And Time: 01/02/2016 12:37:26 PM

Recommended Delay Days: 14 Delay Days: 14

Recommended Penalty Amount (RM): 16,464.00 Penalty Amount (RM): 16,464.00

DO Amount (RM): 39,200.00 Remarks: PhIS Test

Status: Open

PENALTY DETAILS

| Item Code | Item Name | Delivery Order No (DO No) | Batch Number | Brand Code | Brand Name | Quantity in PKU | Unit Price | Recommended Delay Days | Recommended Penalty Amount (RM) | Delay Days | Penalty Amount (RM) |
|------------|--|---------------------------|--------------|------------|------------|-----------------|------------|------------------------|---------------------------------|------------|---------------------|
| 01.3007.02 | Paraffin Mole Alba (White Soft Paraffin) | DO010216110241 | LPO4114AAA2 | 0906 | (GENERIC) | 100 | 215.76 | 14 | 9,061.92 | 14 | 9,061.92 |
| 43.0001.02 | Adrenaline Sol BP 1ml Inj | DO010216110241 | LPO4114AAA2 | 0906 | (GENERIC) | 1000 | 14.26 | 14 | 5,989.20 | 14 | 5,989.20 |

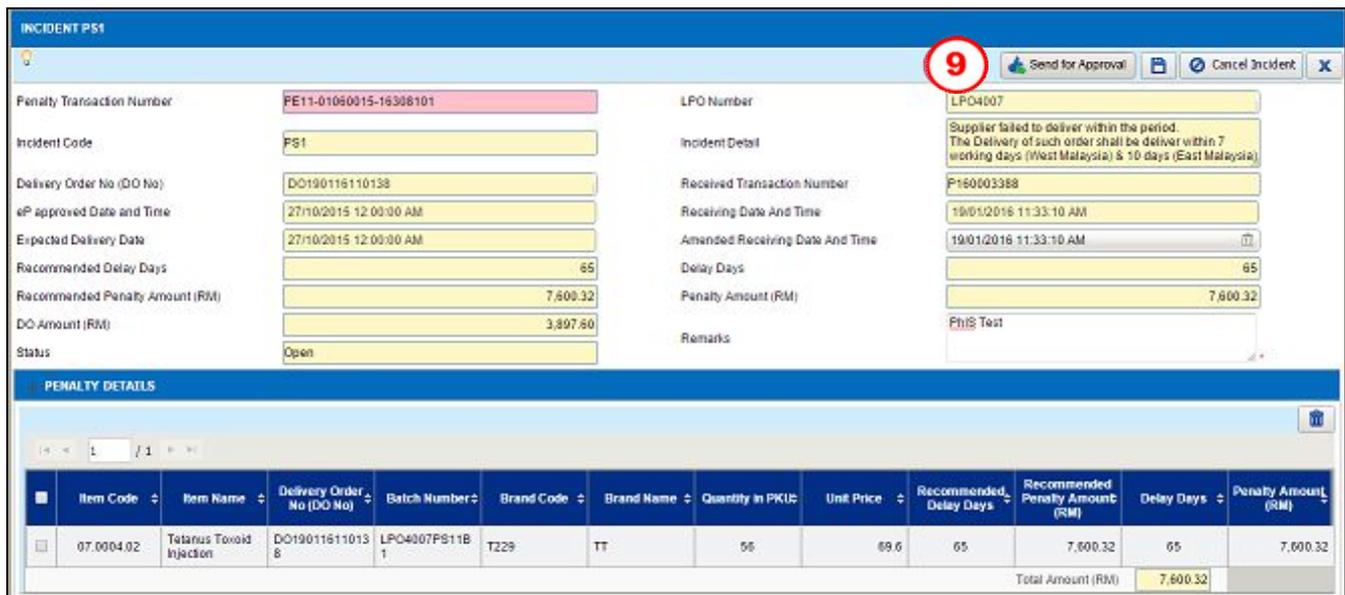
Figure 3.2-7 Create New Penalty Incident

STEP 7

Enter remark in the remark box

STEP 8

Click on the  button to save the Penalty transaction



INCIDENT PS1

Penalty Transaction Number: PE11-01060015-16308101 LPO Number: LPO4007

Incident Code: PS1 Incident Detail: Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia)

Delivery Order No (DO No): DO190116110138 Received Transaction Number: P160003388

eP approved Date and Time: 27/10/2015 12:00:00 AM Receiving Date And Time: 19/01/2016 11:33:10 AM

Expected Delivery Date: 27/10/2015 12:00:00 AM Amended Receiving Date And Time: 19/01/2016 11:33:10 AM

Recommended Delay Days: 65 Delay Days: 65

Recommended Penalty Amount (RM): 7,600.32 Penalty Amount (RM): 7,600.32

DO Amount (RM): 3,897.60 Remarks: PhIS Test

Status: Open

PENALTY DETAILS

| Item Code | Item Name | Delivery Order No (DO No) | Batch Number | Brand Code | Brand Name | Quantity in PKU | Unit Price | Recommended Delay Days | Recommended Penalty Amount (RM) | Delay Days | Penalty Amount (RM) |
|-------------------|--------------------------|---------------------------|--------------|------------|------------|-----------------|------------|------------------------|---------------------------------|------------|---------------------|
| 07.0004.02 | Tetanus Toxoid Injection | DO190116110138 | LPO4007PS11B | T229 | TT | 56 | 89.6 | 65 | 7,600.32 | 65 | 7,600.32 |
| Total Amount (RM) | | | | | | | | | | 7,600.32 | |

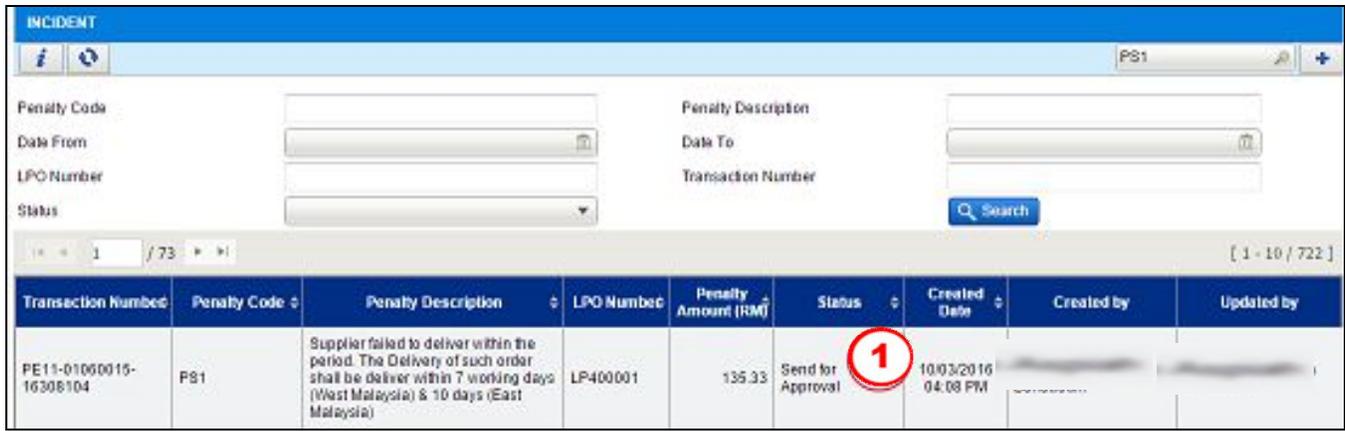
Figure 3.2-10 Send for Approval

STEP 9

Click on the  button to send the Penalty transaction to HOD for approval

3.3. Penalty Approval

To do the approval for the penalty transaction, perform the steps below:



| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|-------------------|---------------------|------------|------------|
| PE11-01060015-16308104 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP400001 | 135.33 | Send for Approval | 10/03/2016 04:08 PM | | |

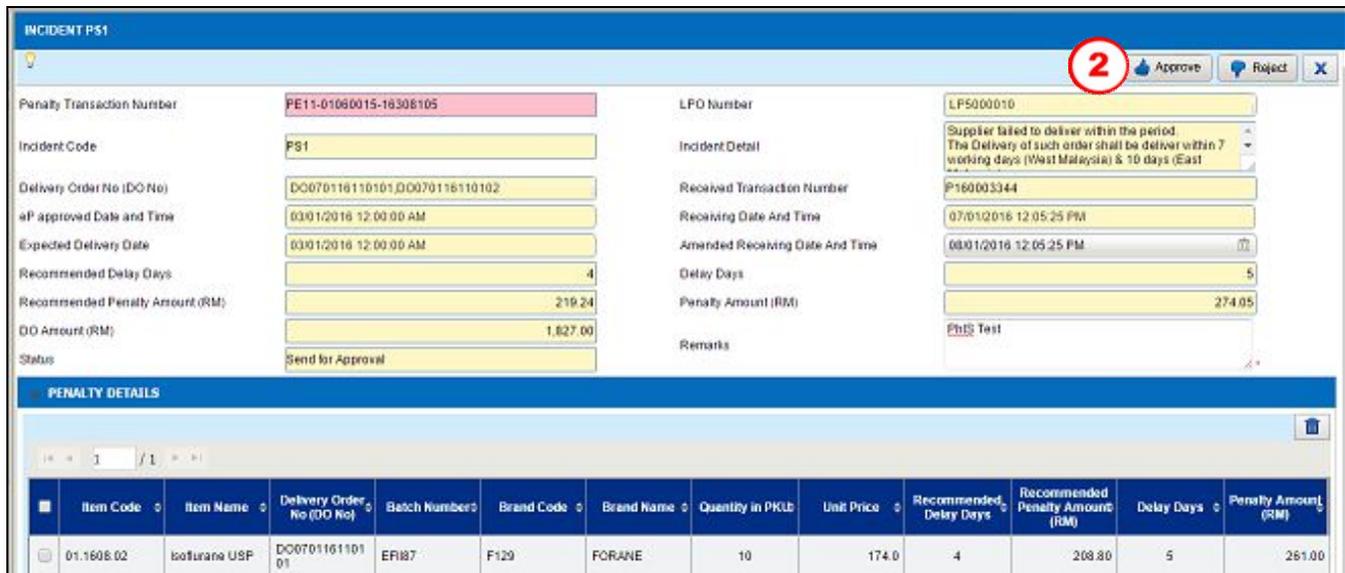
Figure 3.3-1 Listing page

STEP 1

Click on the Transaction No. and the Penalty screen will be displayed as shown in Figure 3.3-2

Note

HOD can change the Receiving Date And Time if necessary



| | | | |
|---------------------------------|-------------------------------|---------------------------------|---|
| Penalty Transaction Number | PE11-01060015-16308105 | LPO Number | LP5000010 |
| Incident Code | PS1 | Incident Detail | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| Delivery Order No (DO No) | DC070116110101.DC070116110102 | Received Transaction Number | P16003344 |
| eP approved Date and Time | 03/01/2016 12:00:00 AM | Receiving Date And Time | 07/01/2016 12:05:25 PM |
| Expected Delivery Date | 03/01/2016 12:00:00 AM | Amended Receiving Date And Time | 08/01/2016 12:05:25 PM |
| Recommended Delay Days | 4 | Delay Days | 5 |
| Recommended Penalty Amount (RM) | 219.24 | Penalty Amount (RM) | 274.05 |
| DO Amount (RM) | 1,827.00 | Remarks | PhIS Test |
| Status | Send for Approval | | |

| Item Code | Item Name | Delivery Order No (DO No) | Batch Number | Brand Code | Brand Name | Quantity in PKLB | Unit Price | Recommended Delay Days | Recommended Penalty Amount (RM) | Delay Days | Penalty Amount (RM) |
|------------|---------------|---------------------------|--------------|------------|------------|------------------|------------|------------------------|---------------------------------|------------|---------------------|
| 01.1608.02 | Isoturane USP | DC070116110101 | ER187 | F129 | FORANE | 10 | 174.0 | 4 | 208.80 | 5 | 261.00 |

Figure 3.3-2 Penalty Detail

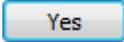
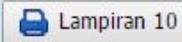
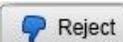
STEP 2

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will automatically change to 'Approved' as per Section 3.1 Figure 3.3-4.
- Alert message will be displayed after user makes the selection as per Figure 3.3-3

- Click on the  button to approve.
 - After the penalty transaction is approved,  button and  button will be enabled.
- b) Click  button to reject the penalty transaction
- The **Status** will change automatically to 'Rejected'.

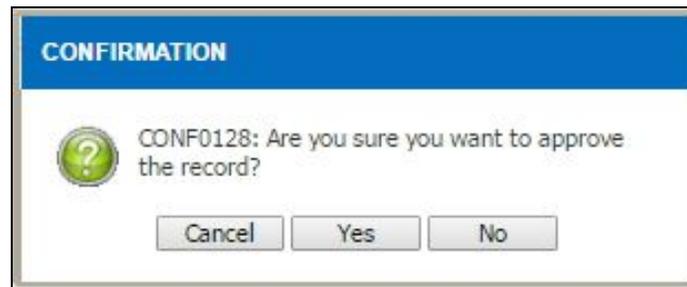
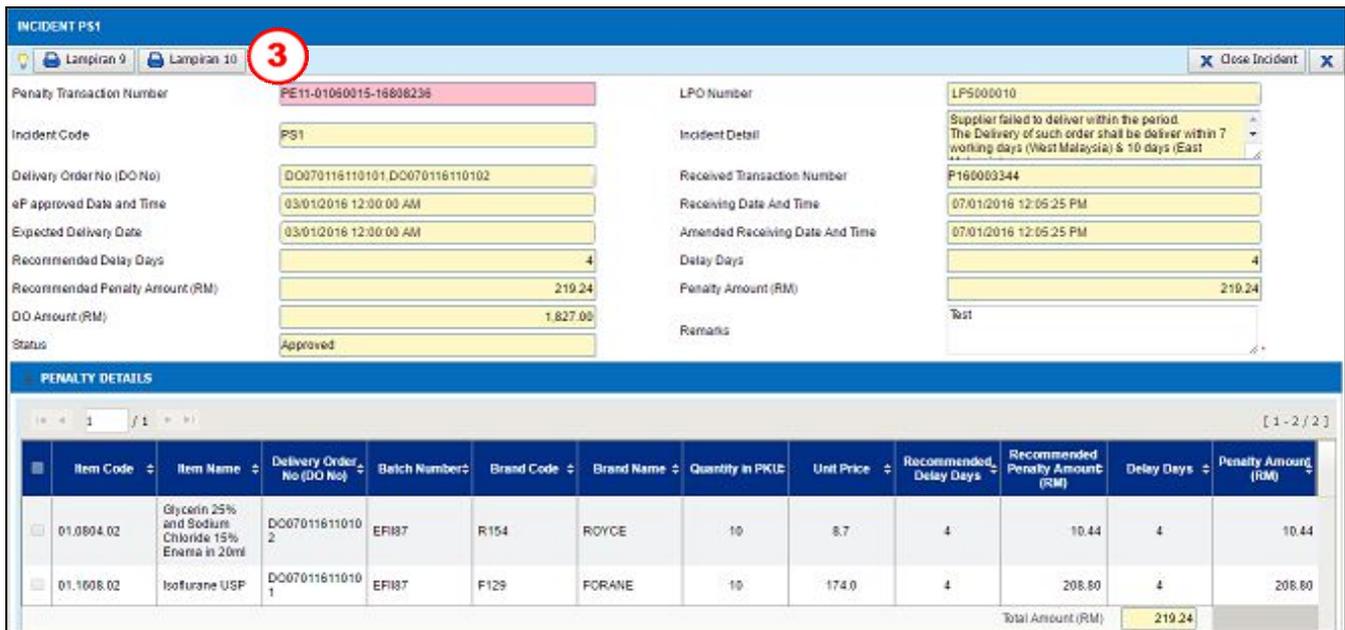


Figure 3.3-3 Confirmation Message



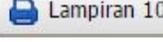
The screenshot shows the 'INCIDENT PS1' form. At the top, there are buttons for 'Lampiran 9' and 'Lampiran 10', with a red circle '3' highlighting the 'Lampiran 10' button. The form contains various fields for incident details, including Penalty Transaction Number, Incident Code, Delivery Order No, and Status. Below the main form is a 'PENALTY DETAILS' table.

| Item Code | Item Name | Delivery Order No (DO No) | Batch Number | Brand Code | Brand Name | Quantity in PKU | Unit Price | Recommended Delay Days | Recommended Penalty Amount (RM) | Delay Days | Penalty Amount (RM) |
|-------------------|--|---------------------------|--------------|------------|------------|-----------------|------------|------------------------|---------------------------------|------------|---------------------|
| 01.0804.02 | Glycerin 25% and Sodium Chloride 15% Enema in 20ml | DO070116110101 | EF187 | R154 | ROYCE | 10 | 8.7 | 4 | 10.44 | 4 | 10.44 |
| 01.1608.02 | Isoturane USP | DO070116110101 | EF187 | F129 | FORANE | 10 | 174.0 | 4 | 208.80 | 4 | 208.80 |
| Total Amount (RM) | | | | | | | | | | 219.24 | |

Figure 3.3-4 Lampiran 9 and Lampiran 10

STEP 3

Click  button to view the Lampiran 9 as shown in Figure 3.3-5

Or click  button to view the Lampiran 10 as shown in Figure 3.3-6

Note

The report will be in PDF format. The user is allowed to view/save/print the report.


**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Koneksi Pensiwaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 10/3/2016

| BORANG TUNTUTAN PEMBAYARAN PENALTI | | |
|---|--|-------------|
| 1) Nama PTJ | : Hospital Pakar Sultanah Fatimah, Muar | |
| 2) Tarikh Tuntutan | : 19/01/2016 11:33 AM | |
| 3) No. LPO | : LPO4007 | |
| 4) Nilai Produk/LPO (RM) | : 7,600.32 | |
| 5) Nilai Produk Gagal Dibekalkan (RM) | : 7,600.32 (Jika berkenaan) | |
| 6) No. Invoice | : _____ | |
| 7) Kategori Performance Standard Yang Gagal Dipatuhi | : (Sila tandakan (✓) pada kategori yang berkenaan sahaja) | |
| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
| (i) Penghantaran bekalan Produk APPL atau sekurang sekurang 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input checked="" type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | 7,600.32 |
| (ii) Diharut di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut desktop | <input type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jenjira hayat Produk APPL kurang daripada 203 atau Vakain kurang daripada 6 bulan (apabila LDU diterima) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jenjira hayat Produk APPL kurang daripada 203 atau Vakain kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tiada label KKM | <input type="checkbox"/> 3% x nilai produk yang tidak dibekal | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |

Figure 3.3-5 Lampiran 9



**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
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Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 10

**SENARAI SEMAK
APPENDIX 5A**

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

No. LPO : LPO4007

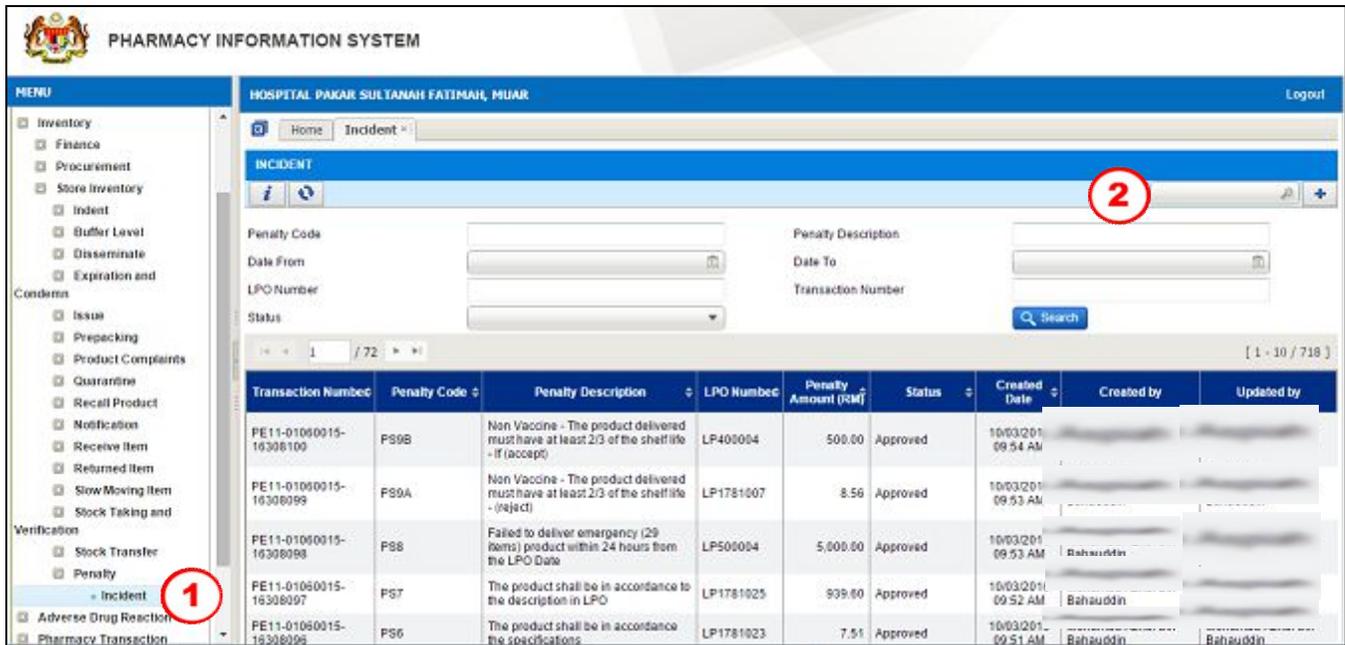
Tandakan pada yang berkenaan

| Bil. | Pentaksiran | Catatan | Cara Pengiraan Penalti |
|------|---|--|--|
| 1. | <input checked="" type="checkbox"/> Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan | Tarikh terima LPO oleh PLSB : 22/10/2015 12.30 AM Tarikh terima bekalan : 16/01/2016 11.33 AM Bilangan hari lewat : 65 Nama produk : Tatanua Tezoid Injeksi | Please refer attachment for detail calculation |
| 2. | <input type="checkbox"/> Penghantaran di luar waktu pejabat | Masa mula memunggah : Masa selesai memunggah dan Penerimaan barang: | |
| 3. | <input type="checkbox"/> Penghantaran bukan door to door delivery | Tempat penghantaran pada LPO : Tempat penerimaan : | |
| 4. | <input type="checkbox"/> Kuantiti produk tidak sama dengan LPO | Nama produk : Kuantiti pada LPO : Kuantiti produk diterima : | |
| 5. | <input type="checkbox"/> Kegagalan mengantikan produk yang dibekal oleh PTJ disebabkan oleh produk tidak memenuhi spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ *potong yang tidak berkenaan | Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat : | |
| 6. | <input type="checkbox"/> Kegagalan mengantikan produk yang dibekal oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : Spesifikasi yang tidak dipatuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat : | |
| 7. | <input type="checkbox"/> Kegagalan mengantikan produk yang dibekal oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : Cuantipati yang tidak dipatuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat : | |
| 8. | <input type="checkbox"/> Kegagalan penghantaran stok bagi sukai kecutan dalam tempoh 24 jam bagi produk di Appendix 3A | Tarikh dan masa terima LPO oleh PLSB : | |

Figure 3.3-6 Lampiran 10

3.4. Create New Incident PS 2

To create a new record for penalty PS 2, perform the steps below:



| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | Bahauddin | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | Bahauddin | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahauddin | Bahauddin |

Figure 3.4-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier if goods were delivered outside the office hours.

STEP 1

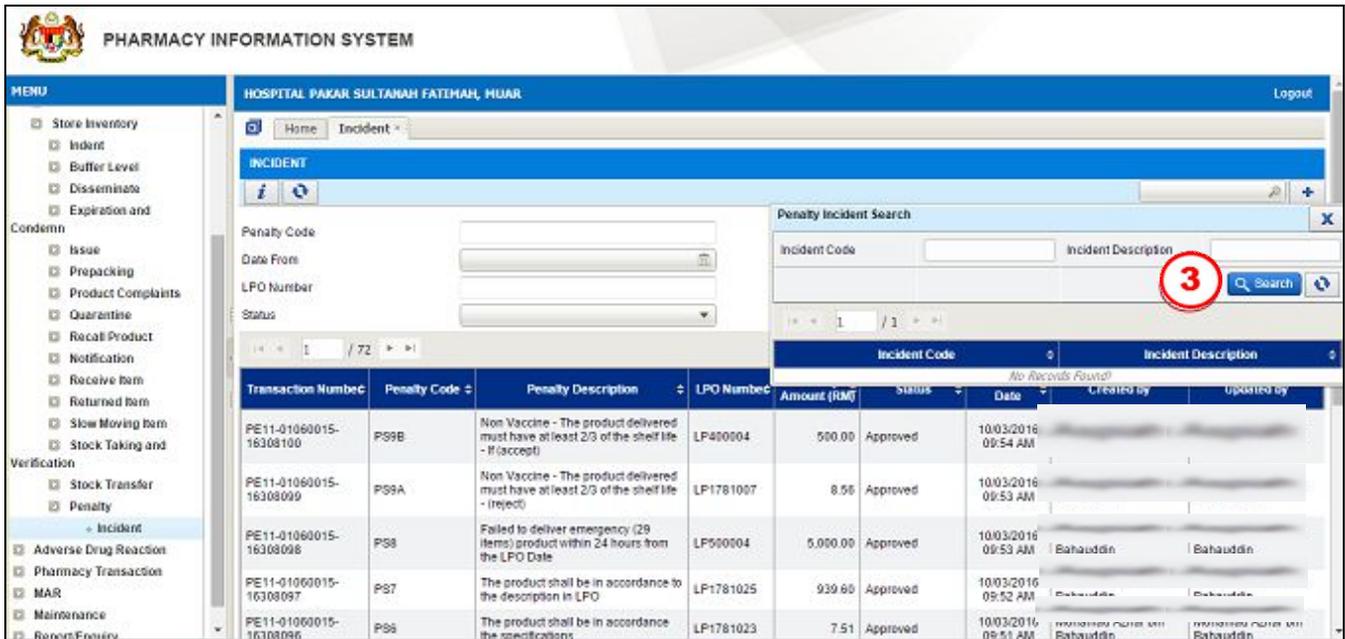
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.4-1.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

INCIDENT

Penalty Incident Search

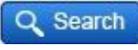
Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | Bahaudin | Bahaudin |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | Bahaudin | Bahaudin |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahaudin | Bahaudin |

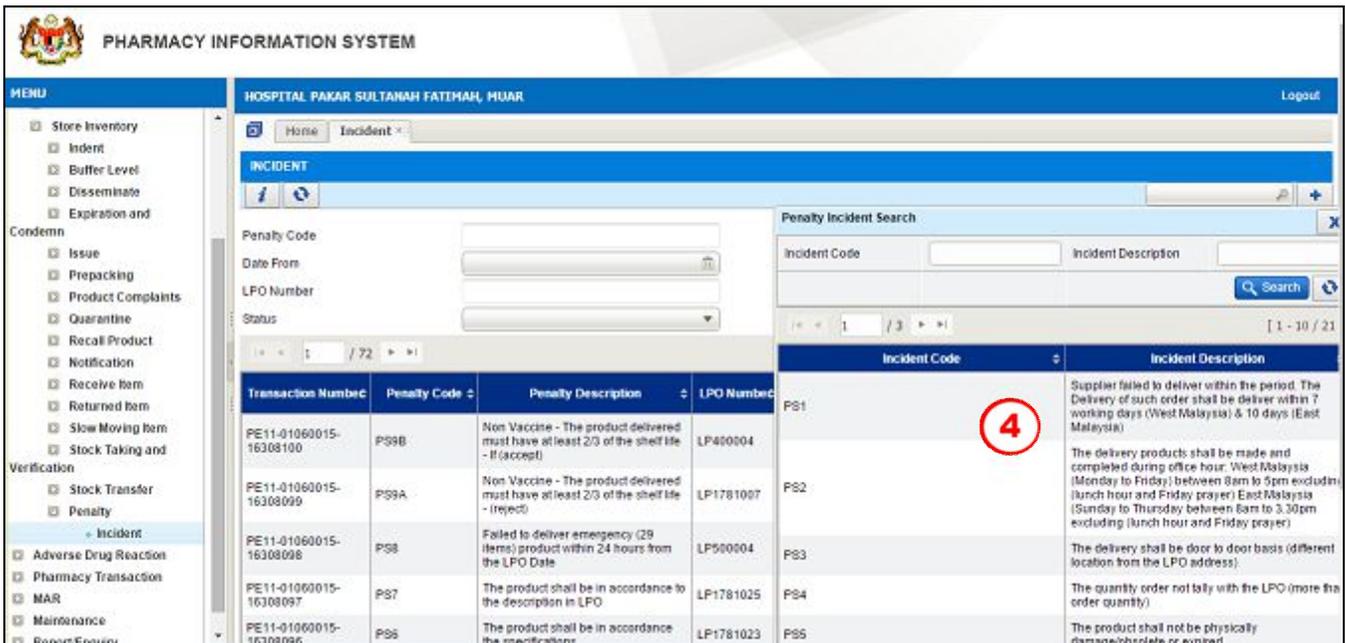
Figure 3.4-2 Penalty Incident Search

STEP 3

Click on the  button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.4-3.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|--|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer). East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.4-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

Figure 3.4-4 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Incident screen will be displayed as shown in Figure 3.4-5.

Figure 3.4-5 Incident PS 2

STEP 6

Click on the button to find the Receiving No.

Note

List of **Receiving No.** will be displayed as shown in Figure 3.4-6.

STEP 7

Enter Receiving Date and Time (End)

STEP 8

Enter Transaction info Reference No.

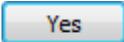
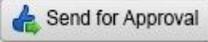
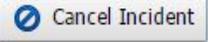
Note

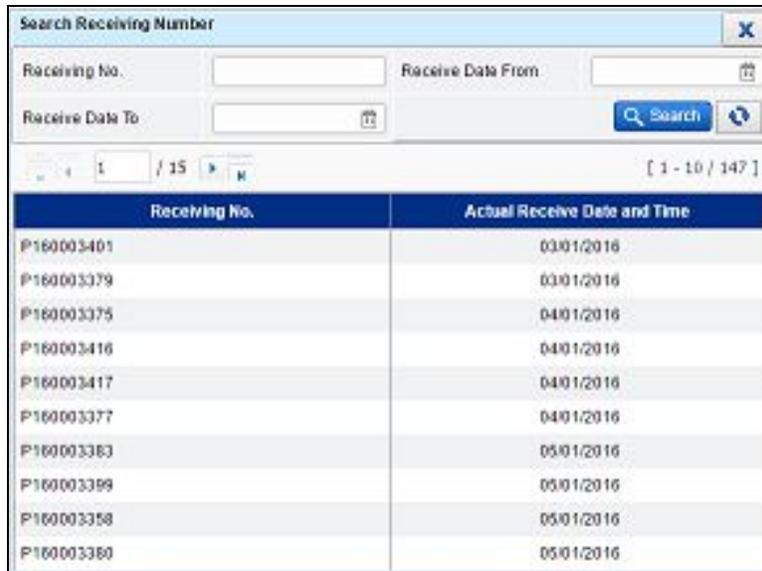
Penalty Amount (RM) will be defaulted to RM 500.00

STEP 9

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.4-7
- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.



| Receiving No. | Actual Receive Date and Time |
|---------------|------------------------------|
| P16003401 | 03/01/2016 |
| P16003379 | 03/01/2016 |
| P16003375 | 04/01/2016 |
| P16003416 | 04/01/2016 |
| P16003417 | 04/01/2016 |
| P16003377 | 04/01/2016 |
| P16003383 | 05/01/2016 |
| P16003399 | 05/01/2016 |
| P16003358 | 05/01/2016 |
| P16003380 | 05/01/2016 |

Figure 3.4-6 List of Receiving Number

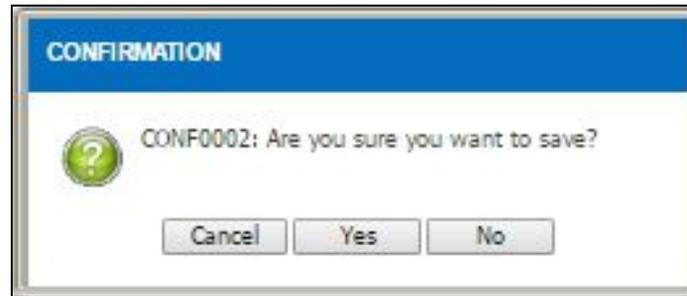
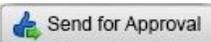


Figure 3.4-7 Confirmation Message

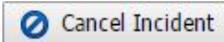
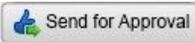
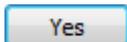


Figure 3.4-8 Send for Approval

STEP 10

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.4-9
- Click on the  button.

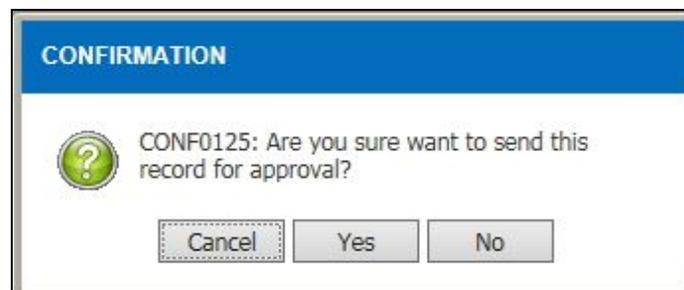


Figure 3.4-9 Confirmation Message



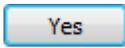
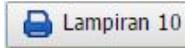
Figure 3.4-10 Approval

STEP 11

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.4-11
- Alert message will be displayed after user makes the selection as per Figure 3.4-9
- Click on the  button to approve.
- After the penalty transaction is approved,  button and  will be enabled.

- b) The  button to reject the Penalty transaction

- The **Status** will change automatically to 'Rejected'.



Figure 3.4-11 Lampiran 9 and Lampiran 10

STEP 12

Click  button to view the Lampiran 9 as shown in Figure 3.4-12

Or click  button to view the Lampiran 10 as shown in Figure 3.4-13

Note

The report will be in PDF format. The user is allowed to view/save/print the report.


Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 10/03/2016

| BORANG TUNTUTAN PEMBAYARAN PENALTI | | |
|---|--|-------------|
| 1) Nama PTJ | : Hospital Pakar Sultanah Fatimah, Muar | |
| 2) Tarikh Tuntutan | : 19/01/2016 11.33 AM | |
| 3) No. LPO | : LPO4007 | |
| 4) Nilai Produk/LPO (RM) | : 7,600.32 | |
| 5) Nilai Produk Gagal Dibekalkan (RM) | : 7,600.32 (jika berkenaan) | |
| 6) No. Invoice | : _____ | |
| 7) Kategori Performance Standard Yang Gagal Dipatuhi | : (Sila tandakan (✓) pada kategori yang berkenaan sahaja) | |
| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
| (i) Penghantaran bekalan Produk APFL atau vakain melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh semasa terima LPO | <input checked="" type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | 7,600.32 |
| (ii) Dihantar di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut designation | <input type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APFL kurang daripada 2/3 atau Vakain kurang daripada 6 bulan (japabila LOU diterima) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APFL kurang daripada 2/3 atau Vakain kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label HKM | <input type="checkbox"/> 3% x nilai produk yang tidak dilabel | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |

Figure 3.4-12 Lampiran 9



**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Peralaksanaan Makmal Ubat Dan Stor**
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

**SENARAI SEMAK
APPENDIX SA**

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 No. LPO : LP40001
 Tandatangan pada yang berkenaan

| No. | Pernyataan | Catatan | Cara Pengiraan Penalti |
|-----|--|---|--|
| 1. | <input type="checkbox"/> Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan | Tarikh terima LPO dan PLSB : Tarikh terima bekalan : Mengenai hari lewat : Nama produk : | |
| 2. | <input type="checkbox"/> Penghantaran di luar waktu pejabat | Masa mula menghantar : Masa selesai menghantar dan Penerimaan barang : | |
| 3. | <input type="checkbox"/> Penghantaran bukan door to door delivery | Tempat penghantaran pada LPO : Tempat penerimaan : | |
| 4. | <input type="checkbox"/> Kuantiti produk tidak sama dengan LPO | Nama produk : Kuantiti pada LPO : Kuantiti produk diterima : | |
| 5. | <input checked="" type="checkbox"/> Kegiatan mengagihkan produk yang ditolak oleh PTJ disebabkan oleh produk tidak memenuhi keperluan/kuantiti dalam tempoh 7 hari bekerja dan tarikh masa PTJ yang telah ditetapkan | Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Mengenai hari lewat : | Please refer attachment for detail calculation |
| 6. | <input type="checkbox"/> Kegiatan mengagihkan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dan tarikh masa PTJ | Nama produk : Spesifikasi yang tidak dipatuhi : Tarikh masa PTJ : Tarikh terima bekalan : Mengenai hari lewat : | |
| 7. | <input type="checkbox"/> Kegiatan mengagihkan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam LPO dalam tempoh 7 hari bekerja dan tarikh masa PTJ | Nama produk : Oversize yang tidak dipatuhi : Tarikh masa PTJ : Tarikh terima bekalan : Mengenai hari lewat : | |
| 8. | <input type="checkbox"/> Kegiatan penghantaran atau bagi akaun kecutan dalam tempoh 28 hari bagi produk di Agenda 34 dalam Perjanjian Konsesi Peralaksanaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia | Tarikh dan masa terima LPO dan PLSB : Tarikh dan masa terima bekalan : | |

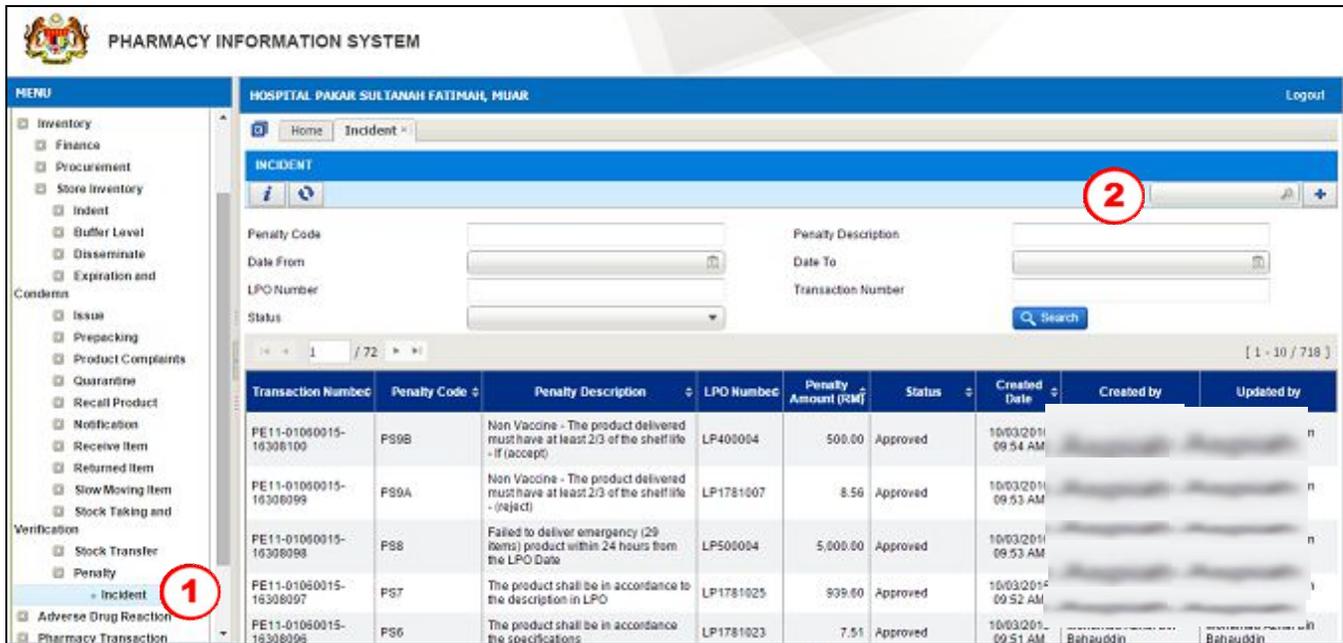
Diaedarkan oleh : _____

Nama & Jawatan : Mahamad Azhar bin Bahaududin & Pegawai Farmasi USJ
 Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 Tarikh : 16/03/2016
 Printed Date : 16/03/2016 Printed By : Mahamad Azhar bin Bahaududin Unit Name : STOR FATHAMU Sheet : 1/18
Page 1 of 1

Figure 3.4-13 Lampiran 10

3.5. Create New Incident PS 3

To create a new record for penalty PS 3, perform the steps below::



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code: 2

Penalty Description:

Date From:

Date To:

LPO Number:

Transaction Number:

Status:

Search

[1 - 10 / 718]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahaudin | Bahaudin |

Figure 3.5-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when the goods were delivered to a different location from the LPO address.

STEP 1

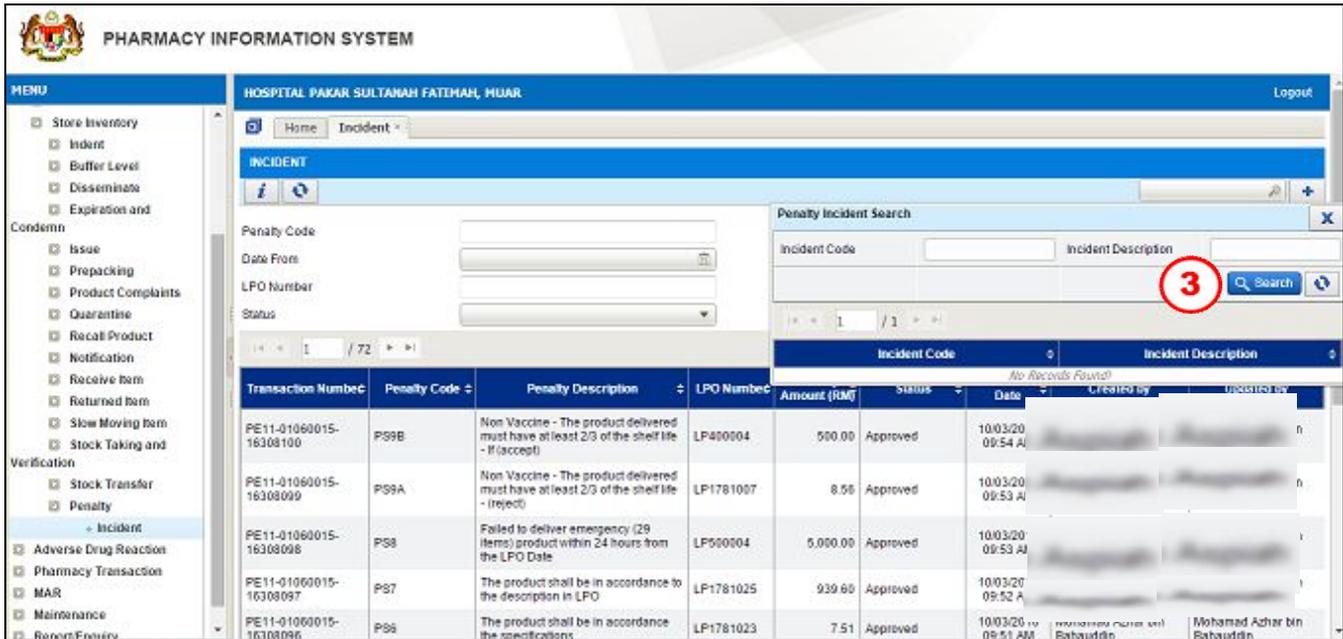
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown 3.5-1



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

INCIDENT

Penalty Incident Search

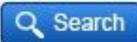
Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Incident by |
|------------------------|--------------|--|------------|-------------|----------|-------------------|----------------------------|----------------------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/20 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/20 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/20 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/20 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/20 09:51 AM | Mohamad Azhar bin Bahaudin | Mohamad Azhar bin Bahaudin |

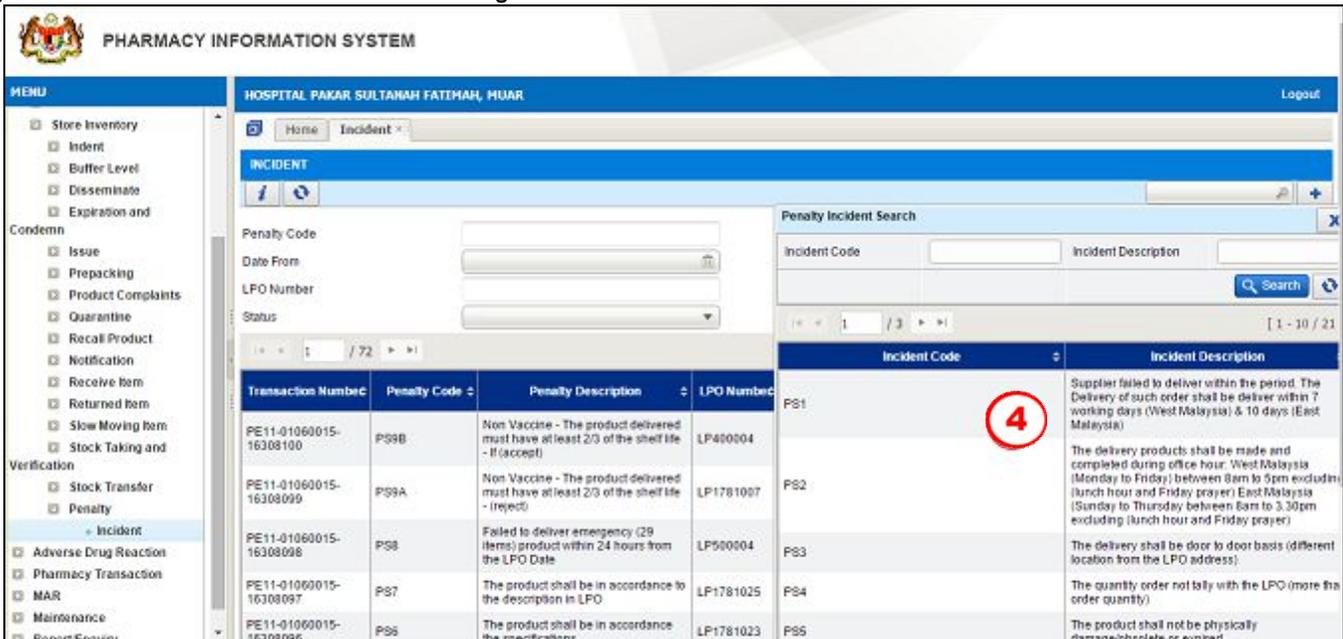
Figure 3.5-2 Penalty Incident Search

STEP 3

Click on the  button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.5-3.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more the order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damage/obsolete or expired |

Figure 3.5-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308122 | PS10 | The temperature must be maintained within (2C - 8C) at all times through delivery. | LP04227A | 154,112.64 | Rejected | 15/03/2016 02:54 PM | | |
| PE11-01060015-16308121 | PS2 | The delivery products shall be made and completed during office hour: West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3:30pm excluding (lunch hour and Friday prayer) | LP1781010 | 500.00 | Approved | 15/03/2016 11:21 AM | | |
| PE11-01060015-16308120 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (except Malaysia's 10 days (East | LP04227A | 147,107.52 | Open | 15/03/2016 10:39 AM | | |

Figure 3.5-4 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.5-4.

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308122 | PS10 | The temperature must be maintained within (2C - 8C) at all times through delivery. | LP04227A | 154,112.64 | Rejected | 15/03/2016 02:54 PM | | |
| PE11-01060015-16308121 | PS2 | The delivery products shall be made and completed during office hour: West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3:30pm excluding (lunch hour and Friday prayer) | LP1781010 | 500.00 | Approved | 15/03/2016 11:21 AM | | |
| PE11-01060015-16308120 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (except Malaysia's 10 days (East | LP04227A | 147,107.52 | Open | 15/03/2016 10:39 AM | | |

Figure 3.5-5 Incident PS 3

STEP 6

Click on the button to find the LPO No.

Note

List of LPO No. will be displayed as shown in Figure 3.5-6.

STEP 7

Enter Send Location

STEP 8

Enter Address On LPO

STEP 9

Enter Transportation Info Reference No.

STEP 10

Enter Receiving Date and Time (End)

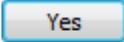
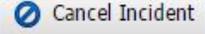
Note

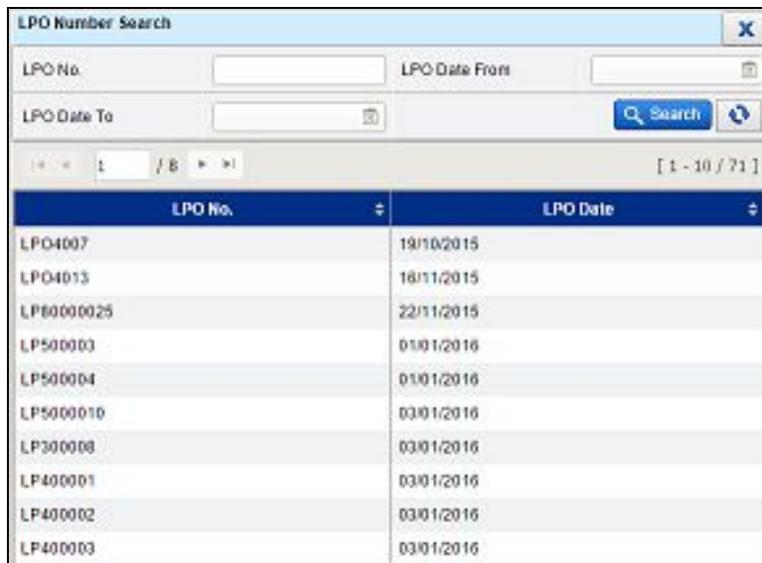
Penalty Amount (RM) will be defaulted to RM 500.00

STEP 11

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.5-7
- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.



| LPO No. | LPO Date |
|-----------|------------|
| LP04007 | 19/10/2015 |
| LP04013 | 16/11/2015 |
| LP8000025 | 22/11/2015 |
| LP500003 | 01/01/2016 |
| LP500004 | 01/01/2016 |
| LP500010 | 03/01/2016 |
| LP300008 | 03/01/2016 |
| LP400001 | 03/01/2016 |
| LP400002 | 03/01/2016 |
| LP400003 | 03/01/2016 |

Figure 3.5-6 List of LPO Number

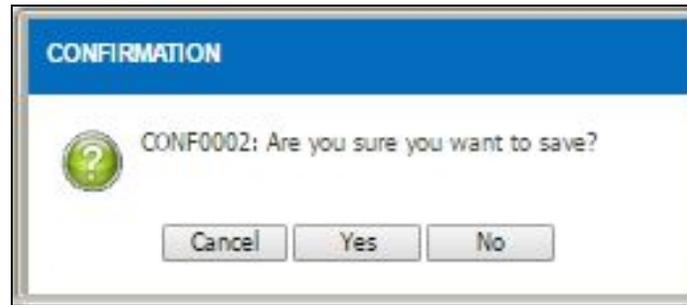


Figure 3.5-7 Confirmation Message

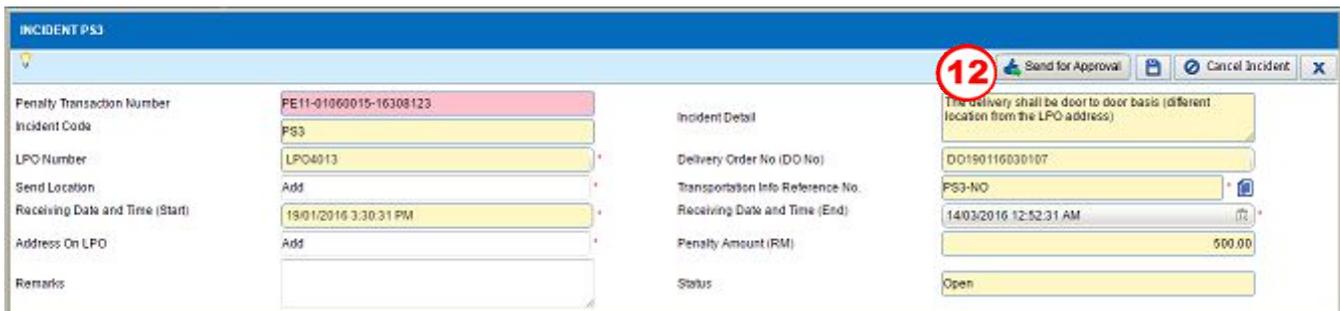
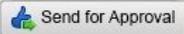
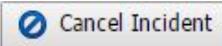
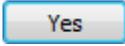


Figure 3.5-8 Send for Approval

STEP 12

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.5-9
- Click on the  button.

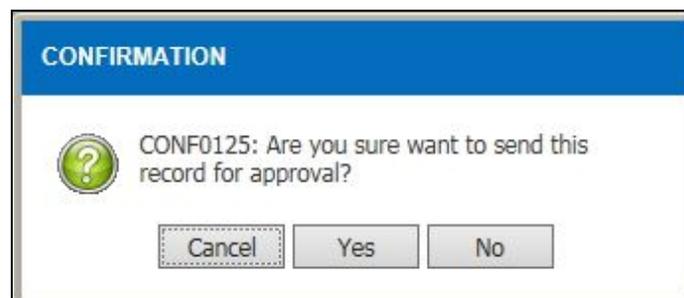


Figure 3.5-9 Confirmation message



| INCIDENT PS3 | | |
|---------------------------------|------------------------|--|
| Penalty Transaction Number | PE11-01060015-16308123 | Incident Detail |
| Incident Code | PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| LPO Number | LPO4013 | Delivery Order No (DO No) |
| Send Location | Add | DO190116030107 |
| Receiving Date and Time (Start) | 19/01/2016 3:30:31 PM | Transportation Info Reference No |
| Address On LPO | Add | PS3-ND |
| Remarks | | Receiving Date and Time (End) |
| | | 14/03/2016 12:52:31 AM |
| | | Penalty Amount (RM) |
| | | 500.00 |
| | | Status |
| | | Send for Approval |

Figure 3.5-10 Approval

STEP 13

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

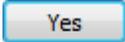
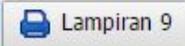
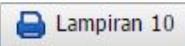
- The **Status** will change automatically to 'Approved' Figure 3.5-12
 - Alert message will be displayed after user makes the selection as per Figure 3.5-11
 - Click on the  button to approve.
 - After the penalty transaction is approved,  button and  will be enabled.
- b)  button to reject the Penalty transaction
- The **Status** will change automatically to 'Rejected'.



Figure 3.5-11 Confirmation Message



INCIDENT PSI

Lampiran 9 Lampiran 10 **14** Close Incident

Penalty Transaction Number: PE11-01060015-16308123

Incident Code: PSS

LPO Number: LPC4013

Send Location: Add

Receiving Date and Time (Start): 19/01/2016 3:30:31 PM

Address On LPO: Add

Remarks:

Incident Detail:

The delivery shall be door to door basis (different location from the LPO address)

Delivery Order No (DO No): DO190116030107

Transportation Info Reference No.: PSS-NO

Receiving Date and Time (End): 14/03/2016 12:52:31 AM

Penalty Amount (RM): 500.00

Status: Approved

Figure 3.5-12 Lampiran 9 and Lampiran 10 button

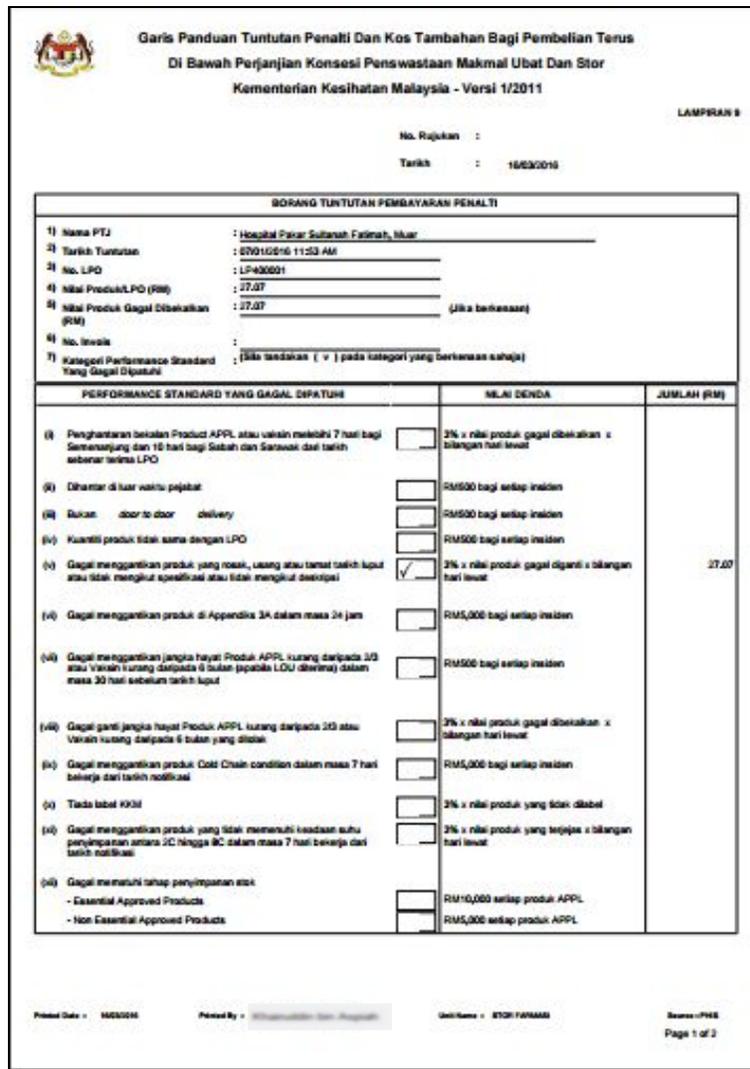
STEP 14

Click  button to view the Lampiran 9 as shown in Figure 3.5-13

Or click  button to view the Lampiran 10 as shown in Figure 3.5-14

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

No. Rujukan :
Tarikh : 16/03/2016

LAMPRAN 9

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PUS : Hospital Parit Sulong, Fatinah, luar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP40001
4) Nilai Produk LPO (RM) : 37.07
5) Nilai Produk Gagal Dibeatikan (RM) : 37.07 (jika berkenaan)
6) No. Invoice :
7) Kategori Performance Standard Yang Gagal Dipatuhi : [jika terdapat (/) pada kategori yang berkenaan sahaja]

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|--|---|-------------|
| (i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semestian dan 16 hari bagi Sabah dan Sarawak dari tarikh sebenar tarikh LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | 37.07 |
| (ii) Diharut di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door-to-door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut description | <input checked="" type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 1/3 atau vaksin kurang daripada 6 bulan (pabila LOU diberikan) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 1/3 atau Vaksin kurang daripada 6 bulan yang tidak | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label KKSI | <input type="checkbox"/> 3% x nilai produk yang tidak dibekal | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terlepas x bilangan hari lewat | |
| (xii) Gagal memenuhi temp penyimpanan stok | <input type="checkbox"/> RM10,000 setiap produk APPL | |
| - Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |
| - Non Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2016 Printed By : [User Name] Unit/Name : STOR FARMAS Source:PhIS
Page 1 of 2

Figure 3.5-13 Lampiran 9



**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Pemasnwaan Makmal Ubat Dan Stor**
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 No. LPO : LPH0001
 Tandaan pada yang berkenaan

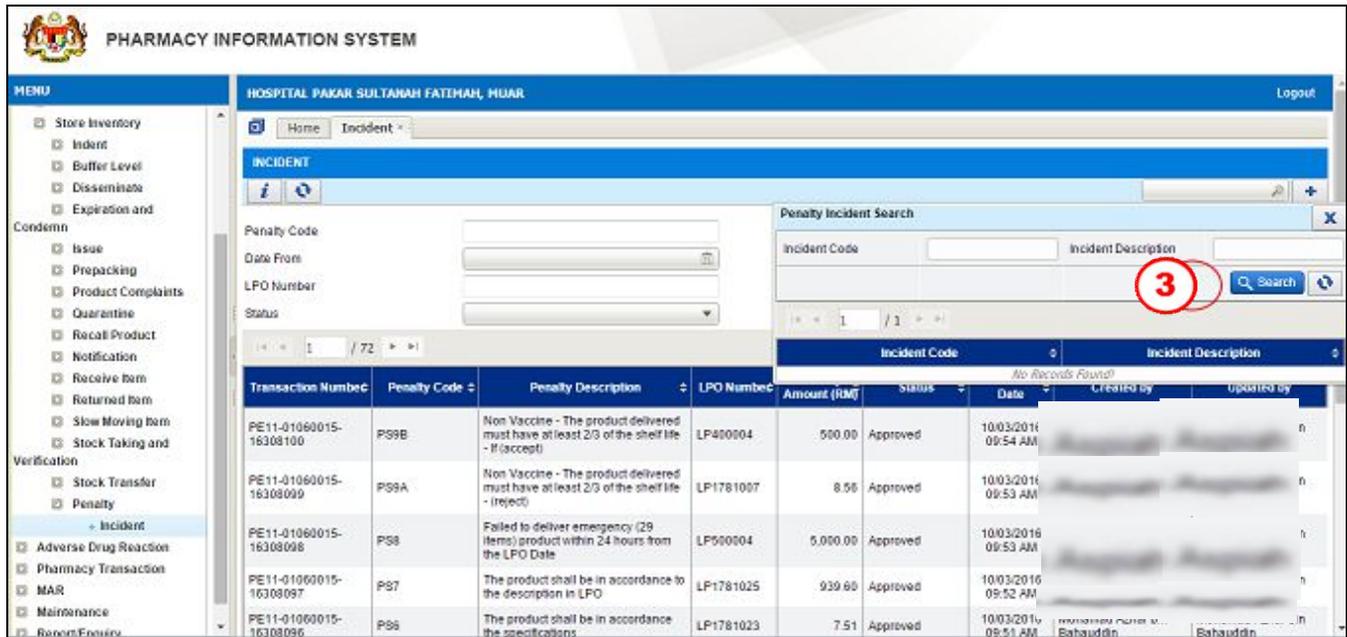
| No. | Perincian | Carian | Cara Pengiraan Penalti |
|-----|--|---|---|
| 1. | <input type="checkbox"/> Penghantaran barang melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan | Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Malam hari lewat : Nama produk : | |
| 2. | <input type="checkbox"/> Penghantaran di luar waktu pejabat | Masa mula menghantar : Masa selesai menghantar dan Penemuan barang : | |
| 3. | <input type="checkbox"/> Penghantaran bukan door to door delivery | Tempat penghantaran pada LPO : Tempat penerimaan : | |
| 4. | <input type="checkbox"/> Kualiti produk tidak sama dengan LPO | Nama produk : Kuantiti pada LPO : Kuantiti produk diterima : | |
| 5. | <input checked="" type="checkbox"/> Kegiatan mengagihkan produk yang dibekal oleh PTJ disambungkan oleh produk komersial terbitan 'suplainer/kuang' dalam tempoh 7 hari bekerja dari tarikh nota PTJ yang mengesahkan penerimaan | Nama produk : Tarikh nota PTJ : Tarikh terima bekalan : Malam hari lewat : | <p>Vitamin K1 10mg/ml 10g, Acetaminolone 500mg 10g, Adrenaline Sol BP 100 mg</p> <p>28/01/2016 11:30 AM</p> <p>28/01/2016 11:30 AM</p> <p>2</p> <p>Please refer attachment for detail calculation</p> |
| 6. | <input type="checkbox"/> Kegiatan mengagihkan produk yang dibekal oleh PTJ disambungkan oleh produk lokal mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : Spesifikasi yang akan dipatuhi : Tarikh nota PTJ : Tarikh terima bekalan : Malam hari lewat : | |
| 7. | <input type="checkbox"/> Kegiatan mengagihkan produk yang dibekal oleh PTJ disambungkan oleh produk lokal mengikut spesifikasi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : Spesifikasi yang akan dipatuhi : Tarikh nota PTJ : Tarikh terima bekalan : Malam hari lewat : | |
| 8. | <input type="checkbox"/> Kegiatan penghantaran oleh pihak pembeli dilaksanakan dalam tempoh 30 hari dari tarikh nota PTJ dalam Perjanjian Konsesi Pemasnwaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia | Tarikh dan masa terima LPO oleh PLSB : Tarikh dan masa terima bekalan : | |

Diaedarkan oleh :

Nama & Jawatan : Mohamad Azhar bin Bahaudin & Pegawai Farmasi USJ
 Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 Tarikh : 16/03/2016

Printed By : Mohamad Azhar bin Bahaudin Unit Name : STOR FARMASI Page 1 of 1

Figure 3.5-14 Lampiran 10



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|-------------------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | RAHMAN HARI M. RAHAUDIN | RAHAUDIN |

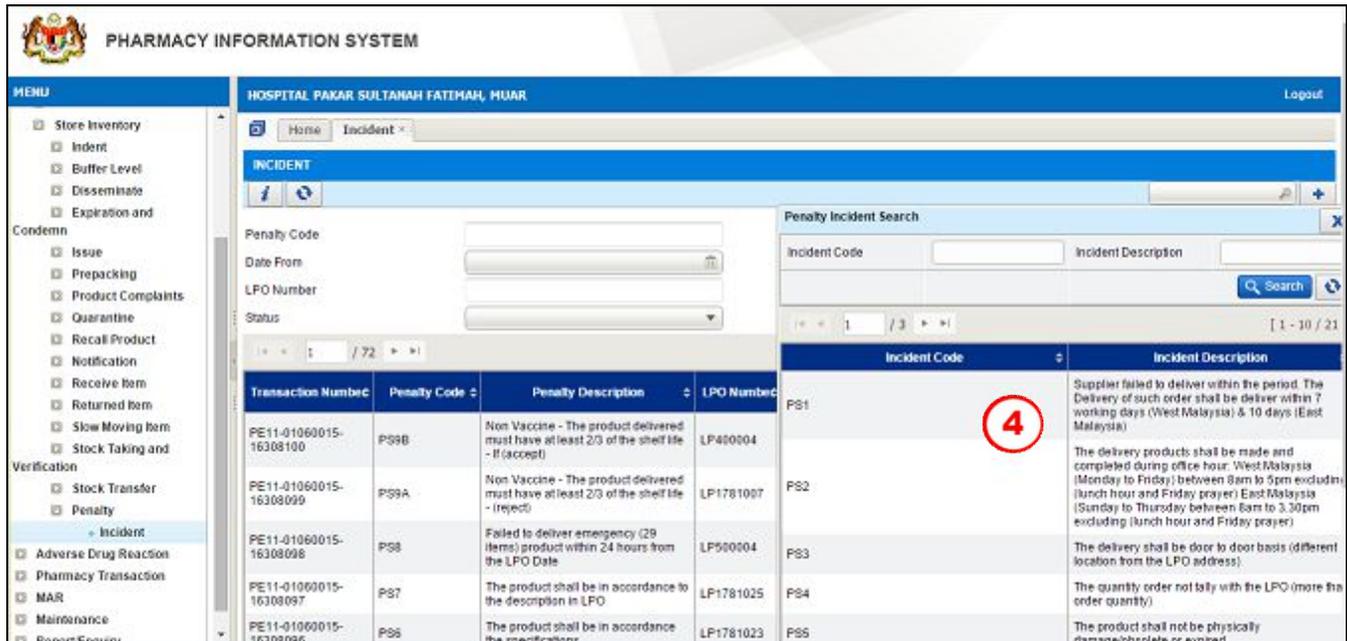
Figure 3.6-2 Penalty Incident Search

STEP 3

Click on the  button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.6-2.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|--|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday) between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more the order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.6-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident +

INCIDENT

Penalty Code: Penalty Description: **5**

Date From: Date To:

LPO Number: Transaction Number:

Status:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|----------------------|----------------------|
| PE11-01060015-16308124 | PS10 | The temperature must be maintained within (2C - 8C) at all times through delivery | LPO4066AA | 2,398.01 | Approved | 15/03/2016 04:43 PM | | |
| PE11-01060015-16308123 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | LPO4013 | 500.00 | Approved | 15/03/2016 03:34 PM | | |
| PE11-01060015-16308122 | PS10 | The temperature must be maintained within (2C - 8C) at all times through delivery | LPO4227A | 154,112.64 | Rejected | 15/03/2016 02:54 PM | | |
| PE11-01060015-16308123 | PS2 | The delivery products shall be made and completed during office hour: West Malaysia (Monday to Friday) between 8am to 5pm excluding lunch hour and Friday noon. East | LP1781010 | 500.00 | Approved | 15/03/2016 11:21 AM | PHARMACY MANAGER OFF | PHARMACY MANAGER OFF |

Figure 3.6-4 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.6-4.

INCIDENT PS5

Penalty Transaction Number:

Incident Code:

Return Transaction No.: **6**

Notification Date And Time:

Received Transaction Number: **7**

Receiving Date And Time: **8**

Recommended Delay Days:

Recommended Penalty Amount (RM):

Remarks:

LPO Number:

Incident Detail:

DO No. for Return No.:

Expected delivery Date:

DO No. for Receive No.:

Actual Receiving Date And Time:

Delay Days:

Penalty Amount (RM):

Status:

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| No Record Found | | | | | | | | | | | | | |
| | | | | | | | | | | | | Recommended Penalty Amount (RM) | 0.00 |

Figure 3.6-5 Incident PS 5

STEP 6

Click on the button to find the Return Transaction No.

Note

List of Return Transaction No. will be displayed as shown in Figure 3.6-6.

| Search Return Number | | |
|----------------------|-----------------------|--|
| Return Number | <input type="text"/> | Return Date From <input type="text"/> |
| Return Date To | <input type="text"/> | <input type="button" value="Search"/> <input type="button" value="Refresh"/> |
| [1 - 4 / 4] | | |
| Return Number | Reject Reason | Return Date |
| T16000128 | Reject Upon Receiving | 05/01/2016 |
| T16000129 | Reject Upon Receiving | 05/01/2016 |
| T16000147 | Reject Upon Receiving | 05/01/2016 |
| T16000148 | Reject Upon Receiving | 05/01/2016 |

Figure 3.6-6 List of Return Transaction Number

STEP 7

Click on the button to find the Received Transaction Number

Note

List of **Received Transaction Number** will be displayed as shown in Figure 3.6-7.

STEP 8

Enter Actual Received Date and Time

Note

Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days

| Search Receiving Number | |
|-------------------------|---|
| Receiving No. | <input type="text"/> Receive Date From <input type="text"/> |
| Receive Date To | <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Refresh"/> |
| [1 - 1 / 1] | |
| Receiving No. | Actual Receive Date and Time |
| P160003376 | 07/01/2016 |

Figure 3.6-7 List of Received Transaction Number

| | | | |
|---------------------------------|------------------------|--------------------------------|---|
| Incident Code | PS5 | Incident Detail | The product shall not be physically damaged/obsolete or expired |
| Return Transaction No. | T16000128 | DO No. for Return No. | DO150116110125 |
| Notification Date And Time | 05/01/2016 11:40:03 AM | Expected delivery Date | 05/01/2016 11:40:03 AM |
| Received Transaction Number | P160003376 | DO No. for Receive No. | D0004000001 |
| Receiving Date And Time | 07/01/2016 11:53:41 AM | Actual Receiving Date And Time | 07/01/2016 11:53:41 AM |
| Recommended Delay Days | 2 | Delay Days | 2 |
| Recommended Penalty Amount (RM) | 27.07 | Penalty Amount (RM) | 27.07 |
| Remarks | | Status | Open |

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D0004000001 | T054 | TERAPUTICS | 01.0016.04 | Acriflavine Lozon 0.1% | WWW001 | 13/07/2016 | 10 | 3.01 | 2 | 2 | | 1.81 | 1.81 |
| D0004000001 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml Inj | WWW001 | 13/07/2016 | 10 | 14.26 | 2 | 2 | | 8.56 | 8.56 |
| D0004000001 | K092 | KISAN | 03.3008.10 | Vitamin K1 10mg/ml Inj | WWW001 | 13/07/2016 | 10 | 27.84 | 2 | 2 | | 16.70 | 16.70 |
| Total Amount (RM) | | | | | | | | | | | | 27.07 | |

Figure 3.6-8 Penalty Details

STEP 9

Click on the button to delete an item/items

STEP 10

Click on the button to add back the item if necessary.

| | | | |
|---------------------------------|------------------------|--------------------------------|---|
| Penalty Transaction Number | | LPO Number | LP400001 |
| Incident Code | PS5 | Incident Detail | The product shall not be physically damaged/obsolete or expired |
| Return Transaction No. | T16000128 | DO No. for Return No. | DO150116110125 |
| Notification Date And Time | 05/01/2016 11:40:03 AM | Expected delivery Date | 05/01/2016 11:40:03 AM |
| Received Transaction Number | P160003376 | DO No. for Receive No. | D0004000001 |
| Receiving Date And Time | 07/01/2016 11:53:41 AM | Actual Receiving Date And Time | 07/01/2016 11:53:41 AM |
| Recommended Delay Days | 2 | Delay Days | 2 |
| Recommended Penalty Amount (RM) | 27.07 | Penalty Amount (RM) | 27.07 |
| Remarks | | Status | Open |

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D0004000001 | K092 | KISAN | 03.3008.10 | Vitamin K1 10mg/ml Inj | WWW001 | 13/07/2016 | 10 | 27.84 | 2 | 2 | | 16.70 | 16.70 |

Figure 3.6-9 Save button

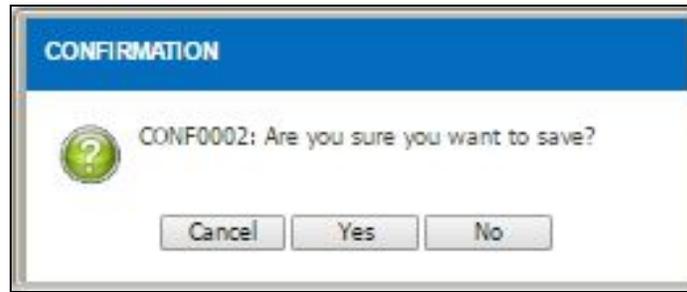
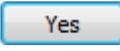
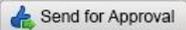


Figure 3.6-10 Confirmation Message

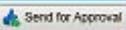
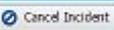
STEP 11

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.6-10
- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.

INCIDENT PSS

12   

Penalty Transaction Number: PE11-01060015-16308125 LPO Number: LP400001

Incident Code: PSS Incident Detail: The product shall not be physically damaged/obsolete or expired

Return Transaction No.: T160000128 DO No. for Return No.: DO150116110125

Notification Date And Time: 05/01/2016 11:40:03 AM Expected delivery Date: 05/01/2016 11:40:03 AM

Received Transaction Number: P160003376 DO No. for Receive No.: D00040000001

Receiving Date And Time: 07/01/2016 11:53:41 AM Actual Receiving Date And Time: 07/01/2016 11:53:41 AM

Recommended Delay Days: 2 Delay Days: 2

Recommended Penalty Amount (RM): 27.07 Penalty Amount (RM): 27.07

Remarks: Test Status: Open

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D00040000001 | K092 | KISAN | 03.3008.10 | Vitamin K1 10mg/ml Inj | WWW001 | 13/07/2016 | 10 | 27.84 | 2 | 2 | | 16.70 | 16.70 |

Figure 3.6-11 Send for Approval

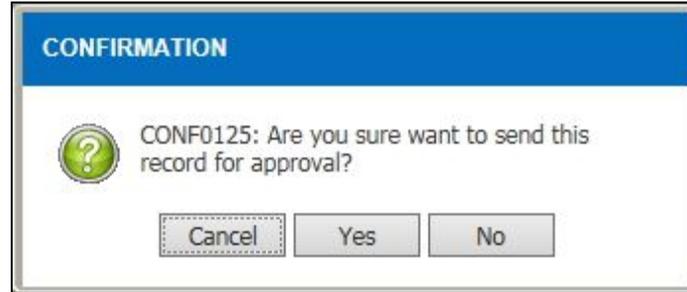
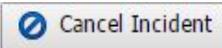
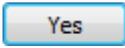


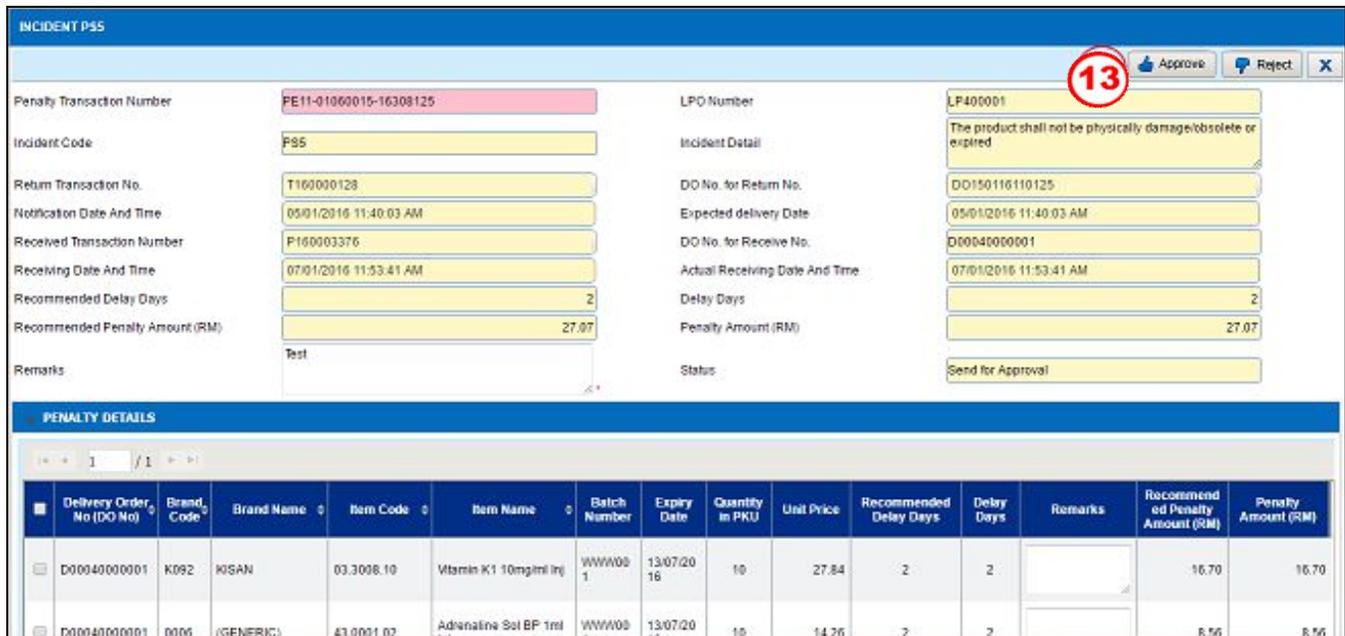
Figure 3.6-12 Confirmation Message

STEP 12

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The **status** will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.6-12
- Click on the  button.



INCIDENT PSS

Penalty Transaction Number: PE11-01000015-16308125
 Incident Code: PSS
 Return Transaction No.: T160000128
 Notification Date And Time: 05/01/2016 11:40:03 AM
 Received Transaction Number: P160003376
 Receiving Date And Time: 07/01/2016 11:53:41 AM
 Recommended Delay Days: 2
 Recommended Penalty Amount (RM): 27.07
 Remarks: Test

LPO Number: LP400001
 Incident Detail: The product shall not be physically damage/obsolete or expired
 DO No. for Return No.: DO150116110125
 Expected delivery Date: 05/01/2016 11:40:03 AM
 DO No. for Receive No.: D00040000001
 Actual Receiving Date And Time: 07/01/2016 11:53:41 AM
 Delay Days: 2
 Penalty Amount (RM): 27.07
 Status: Send for Approval

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D00040000001 | K092 | KOSAN | 03.3008.10 | Vitamin K1 10mg/ml inj | WWW001 | 13/07/2016 | 10 | 27.84 | 2 | 2 | | 16.70 | 16.70 |
| D00040000001 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml inj | WWW001 | 13/07/2016 | 10 | 14.26 | 2 | 2 | | 8.56 | 8.56 |

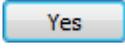
Figure 3.6-13 Approval

STEP 13

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

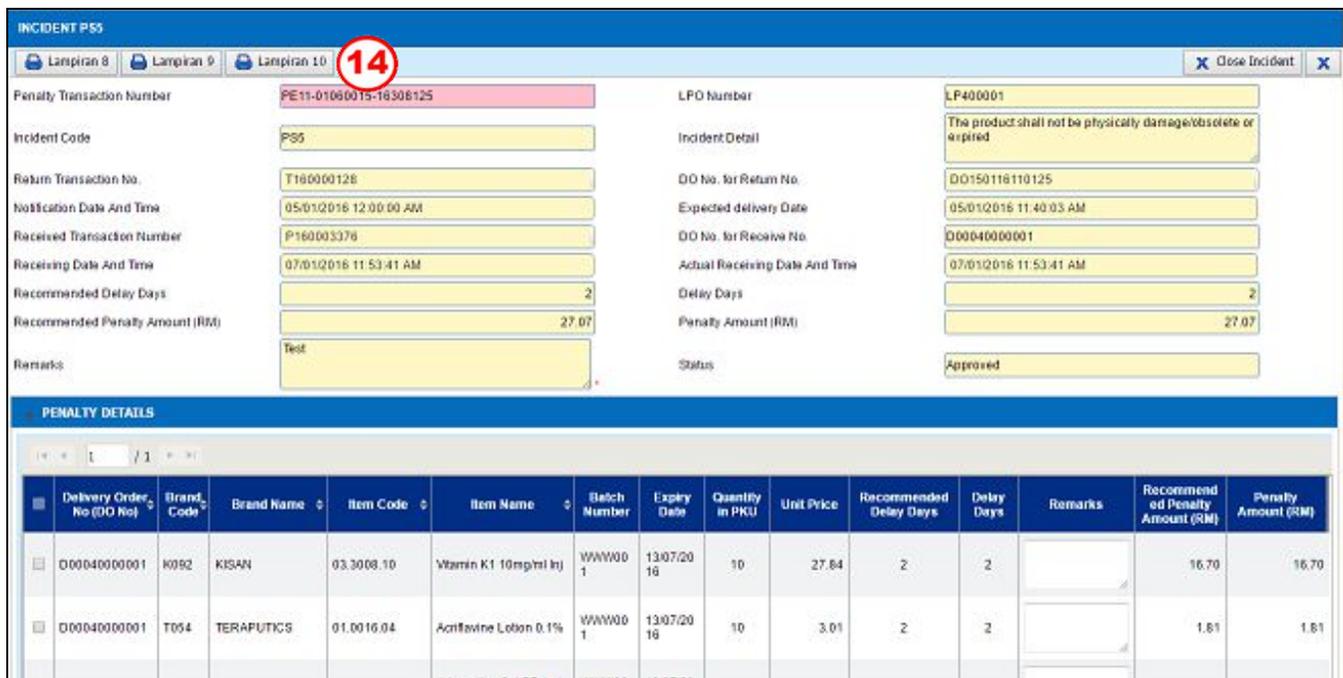
- The **Status** will change automatically to 'Approved' Figure 3.6-15
- Alert message will be displayed after user makes the selection as per Figure 3.6-14
- Click on the  button to approve.
- After the penalty transaction is approved,  button,  button and  button will be enabled.

b)  button to reject the Penalty transaction

- The **Status** will change automatically to 'Rejected'.



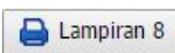
Figure 3.6-14 Approve Record Alert Message

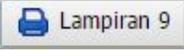


| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D0004000001 | K092 | KISAN | 03.3008.10 | Vitamin K1 10mg/ml inj | WWV001 | 13/07/2016 | 10 | 27.84 | 2 | 2 | | 16.70 | 16.70 |
| D0004000001 | T054 | TERAPUTICS | 01.0016.04 | Acitavine Lotion 0.1% | WWV001 | 13/07/2016 | 10 | 3.01 | 2 | 2 | | 1.81 | 1.81 |

Figure 3.6-15 Lampiran 8, 9 and 10 Button

STEP 14

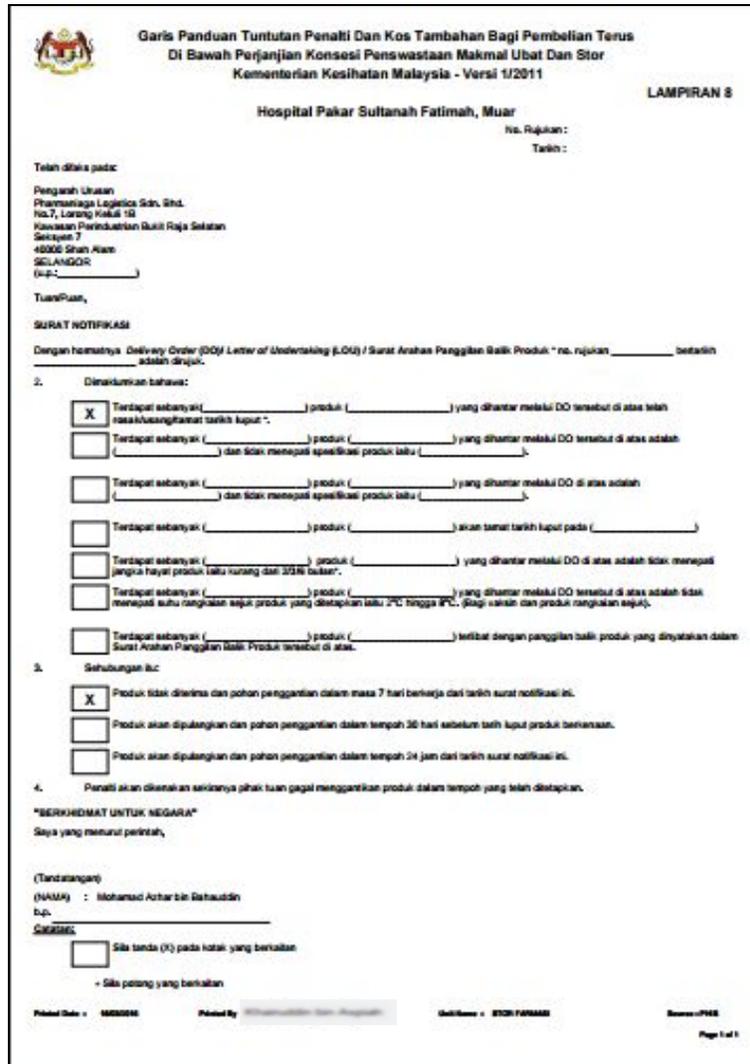
Click  button to view the Lampiran 8 as shown in Figure 3.6-16

Or click  button to view the Lampiran 9 as shown in Figure 3.6-17

Or click  button to view the Lampiran 10 as shown in Figure 3.6-18

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

Hospital Pakar Sultanah Fatimah, Muar
No. Rujukan :
Tarikh :

Telah dibina pada:
Pengarah Urusan
Pharmaliaga Logistics Sdn. Bhd.
No.7, Lorong Kebali 18
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(t.p. : _____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya Delivery Order (DO) / Letter of Understanding (L.O.U) / Surat Arahan Panggilan Balik Produk - no. rujukan _____ bertamailah adalah diujuk.

2. Disediakan bahawa:

- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/usang/tamat tarikh luput.
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).
- Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____).
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak menepati jangka hayat produk (atau nuring dan DGR keluar).
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak menepati suhu rangkaian sejuk produk yang ditetapkan (atau 2°C hingga 8°C, bagi vaksin dan produk rangkaian sejuk).
- Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

- Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkuatku dari tarikh surat notifikasi ini.
- Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tamat tarikh luput produk berkenaan.
- Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

BERKHEDMAT UNTUK NEGARA
Saya yang menurut perintah,

(Tandatangan)
(NAMA) : Mohamad Achar bin Bahaudin
b.p. _____

CARAN:
 Sila tanda (X) pada kotak yang berkenaan
- Sila pasang yang berkenaan

Printed Date : 08/03/2016 Printed By : [Redacted] Gred/Name : STOR/PHARMALIA Rujukan:PHIS
Page 1 of 1

Figure 3.6-16 Lampiran 8


**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastan Makmal Ubat Dan Stor**
 Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 16/03/2015

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Ipoh
 2) Tarikh Tuntutan : 07/01/2016 11:53 AM
 3) No. LPO : LP40001
 4) Nilai Produk/LPO (RM) : 27.07
 5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
 6) No. Insidie : _____
 7) Kategori Performance Standard Yang Gagal Dipatuhi : (Tanda (x) pada kategori yang berkenaan sahaja)

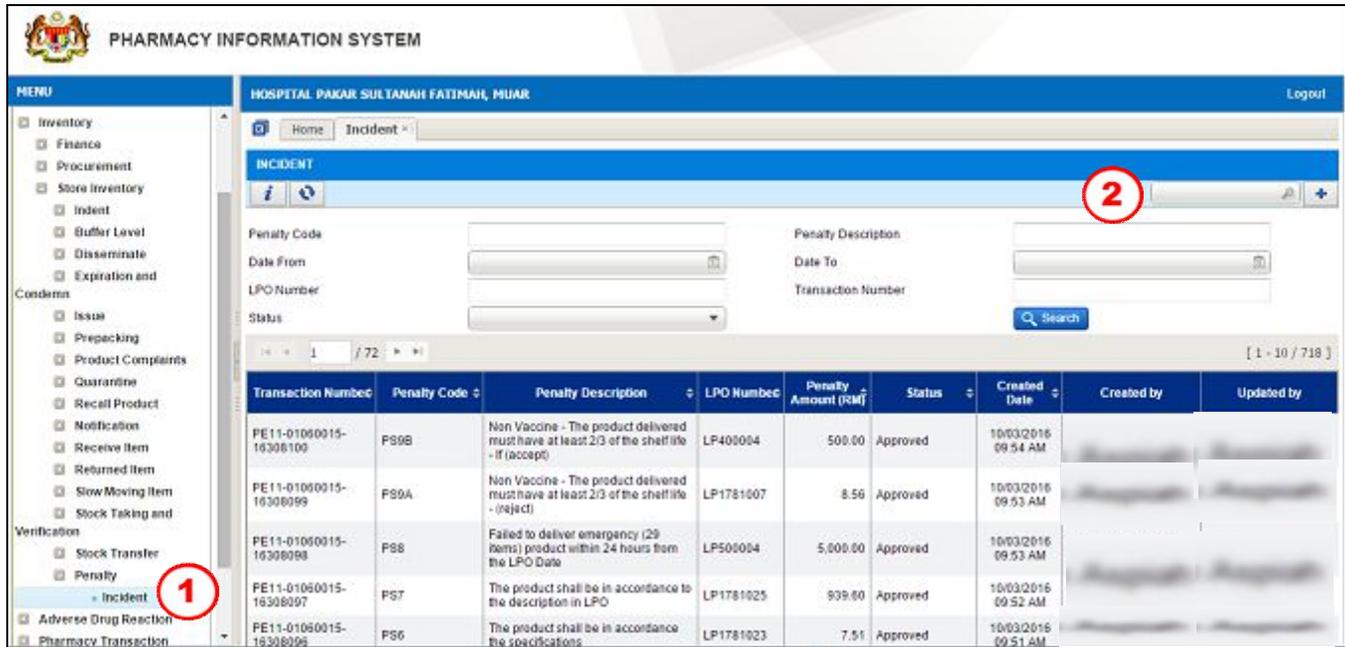
| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|--|---|-------------|
| (i) Penghantaran bekalan Product APPL atau valen melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharang di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Rukan door-to-door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tertukar terdapat atau tidak mengikut spesifikasi atau tidak mengikut desentral | <input checked="" type="checkbox"/> 2% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 30 atau Valen kurang daripada 6 bulan (pabila LOU diberikan) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 30 atau Valen kurang daripada 6 bulan yang ditetapkan | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label KKM | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 2% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi temp penyimpanan stok - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2015 Printed By : WongWanYin@kkm.gov.my Unit Name : STOR FARANS Review : PHS
 Page 1 of 2

Figure 3.6-17 Lampiran 9

3.7 Create New Incident PS 6

To create a new record for penalty PS 6, perform the steps below:



| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (Reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | | |

Figure 3.7-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the Supplier when the goods were not accordance with the specification.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.7-1.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | | |

Figure 3.7-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.7-3.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

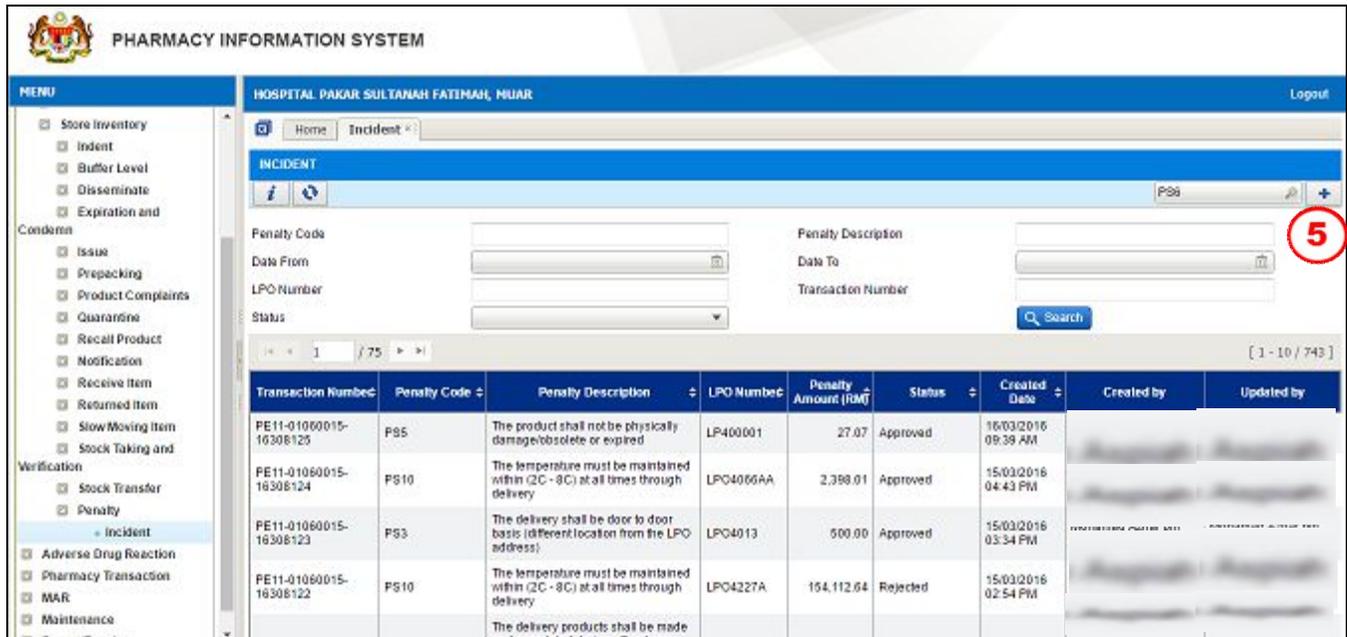
Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more the order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance the specifications | LP1781023 | PS5 | The product shall not be physically damage/obsolete or expired |

Figure 3.7-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident +

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

Search

[1 - 10 / 743]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308125 | PS5 | The product shall not be physically damaged/obsolete or expired | LP400001 | 27.07 | Approved | 16/03/2016 09:39 AM | | |
| PE11-01060015-16308124 | PS10 | The temperature must be maintained within (2C - 8C) at all times through delivery | LPO4066AA | 2,398.01 | Approved | 15/03/2016 04:43 PM | | |
| PE11-01060015-16308123 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | LPO4013 | 500.00 | Approved | 15/03/2016 03:34 PM | | |
| PE11-01060015-16308122 | PS10 | The temperature must be maintained within (2C - 8C) at all times through delivery | LPO4227A | 154,112.64 | Rejected | 15/03/2016 02:54 PM | | |
| | | The delivery products shall be made | | | | | | |

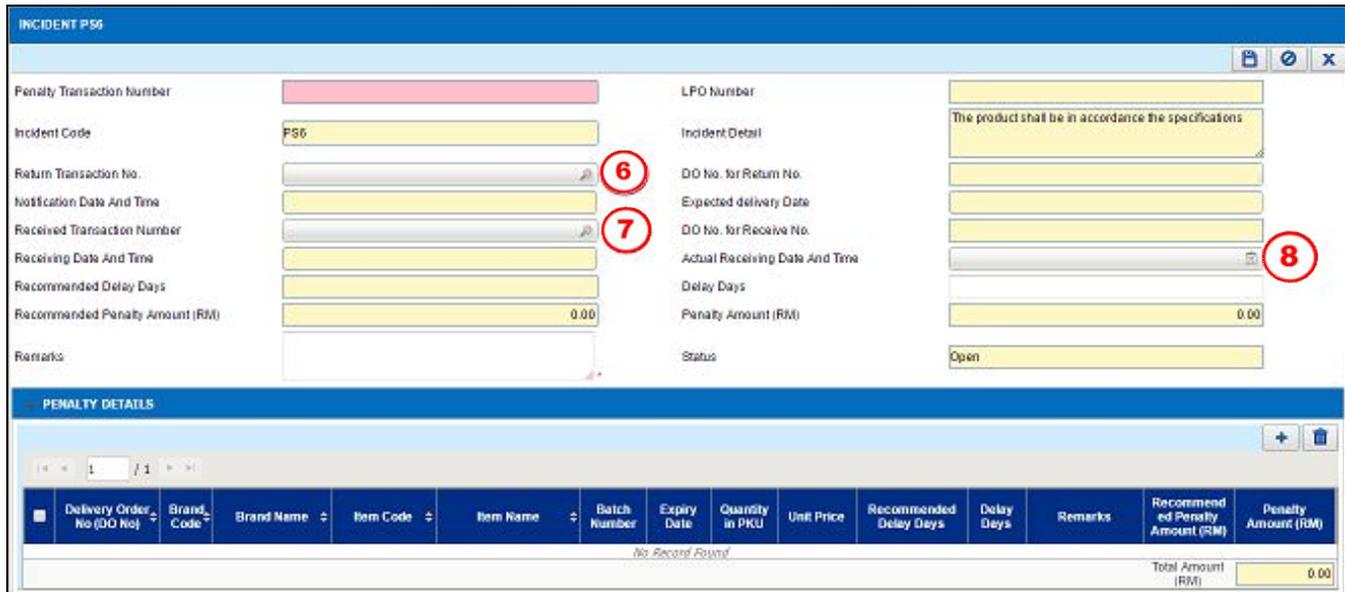
Figure 3.7-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.7-4.



INCIDENT PS6

Penalty Transaction Number:

Incident Code: PS6

Return Transaction No.: **6**

Notification Date And Time:

Received Transaction Number: **7**

Receiving Date And Time: **8**

Recommended Delay Days:

Recommended Penalty Amount (RM): 0.00

Remarks:

LPO Number:

Incident Detail: The product shall be in accordance the specifications

DO No. for Return No.:

Expected delivery Date:

DO No. for Receive No.:

Actual Receiving Date And Time:

Delay Days:

Penalty Amount (RM): 0.00

Status: Open

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| No Record Found | | | | | | | | | | | | | |
| | | | | | | | | | | | | Total Amount (RM) | 0.00 |

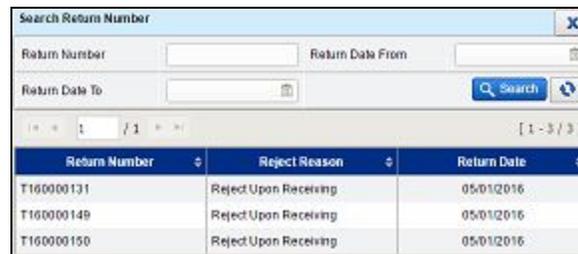
Figure 3.7-5 Incident PS 6

STEP 6

Click on the button to find the Return Transaction No.

Note

List of **Return Transaction No.** will be displayed as shown in Figure 3.7-6.



Search Return Number

Return Number: Return Date From:

Return Date To:

| Return Number | Reject Reason | Return Date |
|---------------|-----------------------|-------------|
| T16000131 | Reject Upon Receiving | 05/01/2016 |
| T16000149 | Reject Upon Receiving | 05/01/2016 |
| T16000150 | Reject Upon Receiving | 05/01/2016 |

Figure 3.7-6 List of Return Transaction No.

STEP 7

Click on the button to find the Received Transaction Number

Note

List of **Received Transaction Number** will be displayed as shown in Figure 3.7-7.

| Search Receiving Number | |
|-------------------------|---------------------------------------|
| Receiving No. | Receive Date From |
| Receive Date To | <input type="button" value="Search"/> |
| [1 - 2 / 2] | |
| Receiving No. | Actual Receive Date and Time |
| P160003385 | 11/01/2016 |
| P160003386 | 11/01/2016 |

Figure 3.7-7 List of Received Transaction Number

STEP 8

Enter Actual Received Date and Time

Note

- Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days
- Delay Days will follow Actual Received Date and Time.

INCIDENT P56

| | | | |
|---------------------------------|------------------------|--------------------------------|---|
| Penalty Transaction Number | <input type="text"/> | LPO Number | LP1781001 |
| Incident Code | P56 | Incident Detail | The product shall be in accordance the specifications |
| Return Transaction No. | T16000131 | DO No. for Return No. | DO160116090102 |
| Notification Date And Time | 05/01/2016 11:40:03 AM | Expected delivery Date | 05/01/2016 11:40:03 AM |
| Received Transaction Number | P160003385 | DO No. for Receive No. | D178100001 |
| Receiving Date And Time | 11/01/2016 9:48:46 AM | Actual Receiving Date And Time | 11/01/2016 9:48:46 AM |
| Recommended Delay Days | 6 | Delay Days | 6 |
| Recommended Penalty Amount (RM) | 22.54 | Penalty Amount (RM) | 22.54 |
| Remarks | <input type="text"/> | | |
| | | Status | Open |

11

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D178100001 | 1117 | INJECSOL | 43.3099.03 | Potassium Chloride 1g/10ml inj | W178101 | 17/07/2016 | 10 | 12.52 | 6 | 6 | | 22.54 | 22.54 |
| Total Amount (RM) | | | | | | | | | | | | 22.54 | |

10 9

Figure 3.7-8 Penalty Details

STEP 9

Click on the  button to delete an item/items

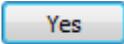
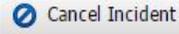
STEP 10

Click on the  button to add back the item

STEP 11

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.7-9
- Click on the  button.
- **Penalty Transaction No.** will be automatically generated by the system for future reference and the  button and  button will be enabled.

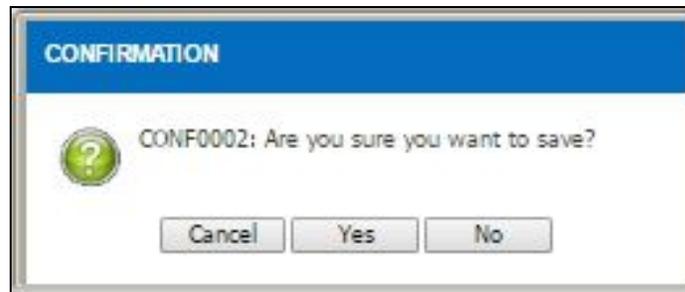
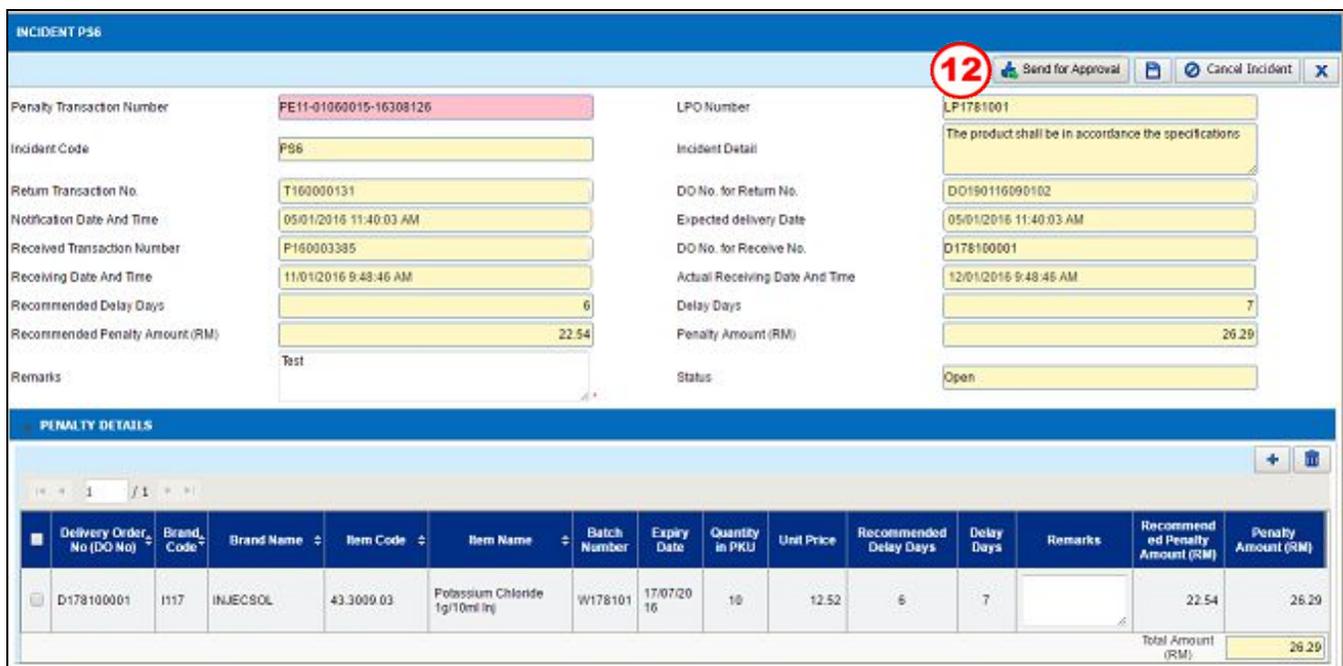


Figure 3.7-9 Confirmation Message



INCIDENT P96

Penalty Transaction Number: PE11-01060015-16308126 | LPO Number: LP1781001

Incident Code: P96 | Incident Detail: The product shall be in accordance the specifications

Return Transaction No.: T160000131 | DO No. for Return No.: DD190116090102

Notification Date And Time: 05/01/2016 11:40:03 AM | Expected delivery Date: 05/01/2016 11:40:03 AM

Received Transaction Number: P160003385 | DO No. for Receive No.: D178100001

Receiving Date And Time: 11/01/2016 9:48:46 AM | Actual Receiving Date And Time: 12/01/2016 9:48:46 AM

Recommended Delay Days: 6 | Delay Days: 7

Recommended Penalty Amount (RM): 22.54 | Penalty Amount (RM): 26.29

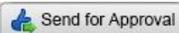
Remarks: Test | Status: Open

PENALTY DETAILS

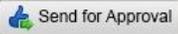
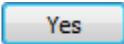
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D178100001 | I117 | INUECSOL | 43.3000.03 | Potassium Chloride 1g/10ml Inj | W178101 | 17/07/2016 | 10 | 12.52 | 6 | 7 | | 22.54 | 26.29 |
| Total Amount (RM) | | | | | | | | | | | | 26.29 | |

Figure 3.7-10 Send for Approval

STEP 12

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.7-11
- Click on the  button.

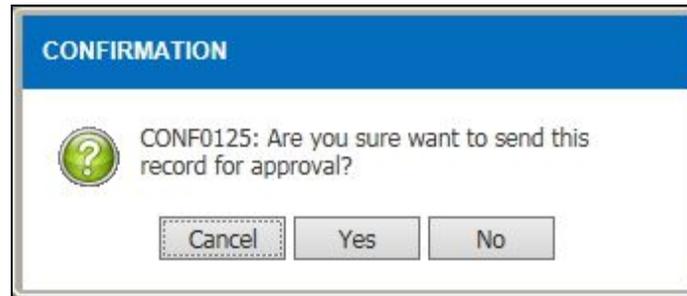
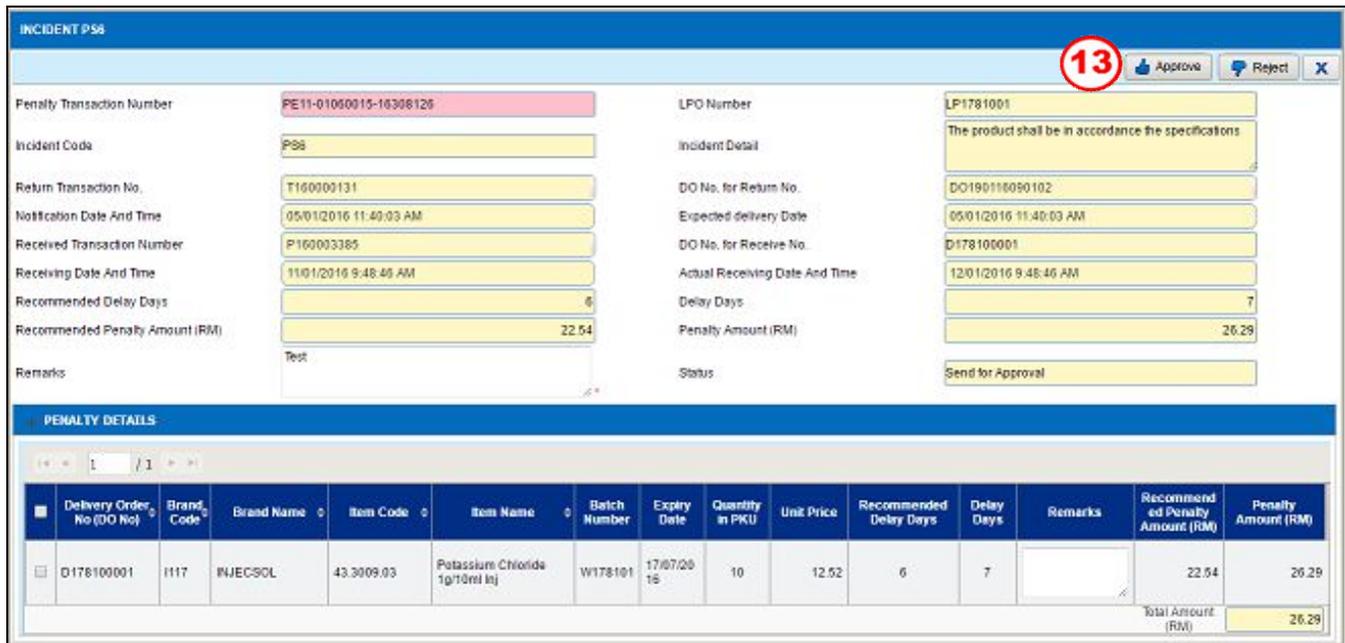


Figure 3.7-11 Confirmation message



INCIDENT PSS

Penalty Transaction Number: PE11-01050015-16308126
 Incident Code: PSS
 Return Transaction No.: T160000131
 Notification Date And Time: 05/01/2016 11:40:03 AM
 Received Transaction Number: P160003385
 Receiving Date And Time: 11/01/2016 9:48:46 AM
 Recommended Delay Days: 6
 Recommended Penalty Amount (RM): 22.54
 Remarks: Test

LPO Number: LP1781001
 Incident Detail: The product shall be in accordance the specifications
 DO No. for Return No.: DO190116050102
 Expected delivery Date: 05/01/2016 11:40:03 AM
 DO No. for Receive No.: D178100001
 Actual Receiving Date And Time: 12/01/2016 9:48:46 AM
 Delay Days: 7
 Penalty Amount (RM): 26.29
 Status: Send for Approval

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommend ed Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|----------------------------------|---------------------|
| D178100001 | I117 | INJECSOL | 43.3009.03 | Potassium Chloride 1g/10ml inj | W178101 | 17/07/2016 | 10 | 12.52 | 6 | 7 | | 22.54 | 26.29 |
| Total Amount (RM) | | | | | | | | | | | | 26.29 | |

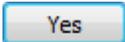
Figure 3.7-12 Approval

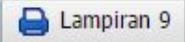
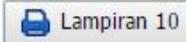
STEP 13

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.7-14
- Alert message will be displayed after user makes the selection as per Figure 3.7-13
- Click on the  button to approve.

- After the penalty transaction is approved,  button,  button and  button will be enabled.

- b)  button to reject the Penalty transaction

- The **Status** will automatically change to 'Rejected'.



Figure 3.7-13 Approve Record Alert Message

INCIDENT P56

Lampiran 8 Lampiran 9 Lampiran 10 14 Close Incident X

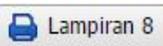
| | | | |
|---------------------------------|------------------------|--------------------------------|---|
| Penalty Transaction Number | PE11-01090015-16308126 | LPO Number | LP1781001 |
| Incident Code | P56 | Incident Detail | The product shall be in accordance the specifications |
| Return Transaction No. | T16000131 | DO No. for Return No. | DO190116090102 |
| Notification Date And Time | 05/01/2016 11:40:03 AM | Expected delivery Date | 05/01/2016 11:40:03 AM |
| Received Transaction Number | P160003385 | DO No. for Receive No. | D178100001 |
| Receiving Date And Time | 11/01/2016 9:48:46 AM | Actual Receiving Date And Time | 12/01/2016 9:48:46 AM |
| Recommended Delay Days | 6 | Delay Days | 7 |
| Recommended Penalty Amount (RM) | 22.54 | Penalty Amount (RM) | 26.20 |
| Remarks | Test | Status | Approved |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommend ed Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|----------------------------------|---------------------|
| D178100001 | I117 | INJECSOL | 43.3009.03 | Potassium Chloride 1g/10ml Inj | W178101 | 17/07/2016 | 10 | 12.52 | 6 | 7 | | 22.54 | 26.20 |
| Total Amount (RM) | | | | | | | | | | | | 26.20 | |

Figure 3.7-14 Lampiran 8, 9 and 10 Button

STEP 14

Click  button to view the Lampiran 8 as shown in Figure 3.7-15

Or click  button to view the Lampiran 9 as shown in Figure 3.7-16

Or click  button to view the Lampiran 10 as shown in Figure 3.7-17

Note

The report will be in PDF format. The user is allowed to view/save/print the report.


**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor**
 Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 16/3/2015

| BORANG TUNTUTAN PEMBAYARAN PENALTI | | |
|--|---|-------------|
| 1) Nama PTJ | : Hospital Parar, Sultanah Fatimah, Ipoh | |
| 2) Tarikh Tuntutan | : 07/01/2016 11:53 AM | |
| 3) No. LPO | : LP40001 | |
| 4) Nilai Produk/LPO (RM) | : 27.07 | |
| 5) Nilai Produk Gagal Dibekalkan (RM) | : 27.07 (Jika berkenaan) | |
| 6) No. Insidre | : _____ | |
| 7) Kategori Performance Standard Yang Gagal Dipenuhi | : (Silakan tandakan (✓) pada kategori yang berkenaan sahaja) | |
| PERFORMANCE STANDARD YANG GAGAL DIPENUHI | NILAI DENDA | JUMLAH (RM) |
| (i) Penghantaran bekalan Product APPL atau valian melebihi 7 hari bagi Semanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | 27.07 |
| (ii) Diharang di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Rukun door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tertutuk/lekat atau tidak mengikut spesifikasi atau tidak mengikut desentral | <input checked="" type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau Valian kurang daripada 6 bulan (pabila LOU diberikan) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 3/3 atau Valian kurang daripada 6 bulan yang ditolak | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label KKM | <input type="checkbox"/> 3% x nilai produk yang tidak dilabel | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi temp penyimpanan stok - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/3/2015 Printed By : [Signature] Unit Name : HOSP PARAR
 Page 1 of 2

Figure 3.7-16 Lampiran 9

3.8 Create New Incident PS 7

To create a new record for penalty PS 7, perform the steps below:

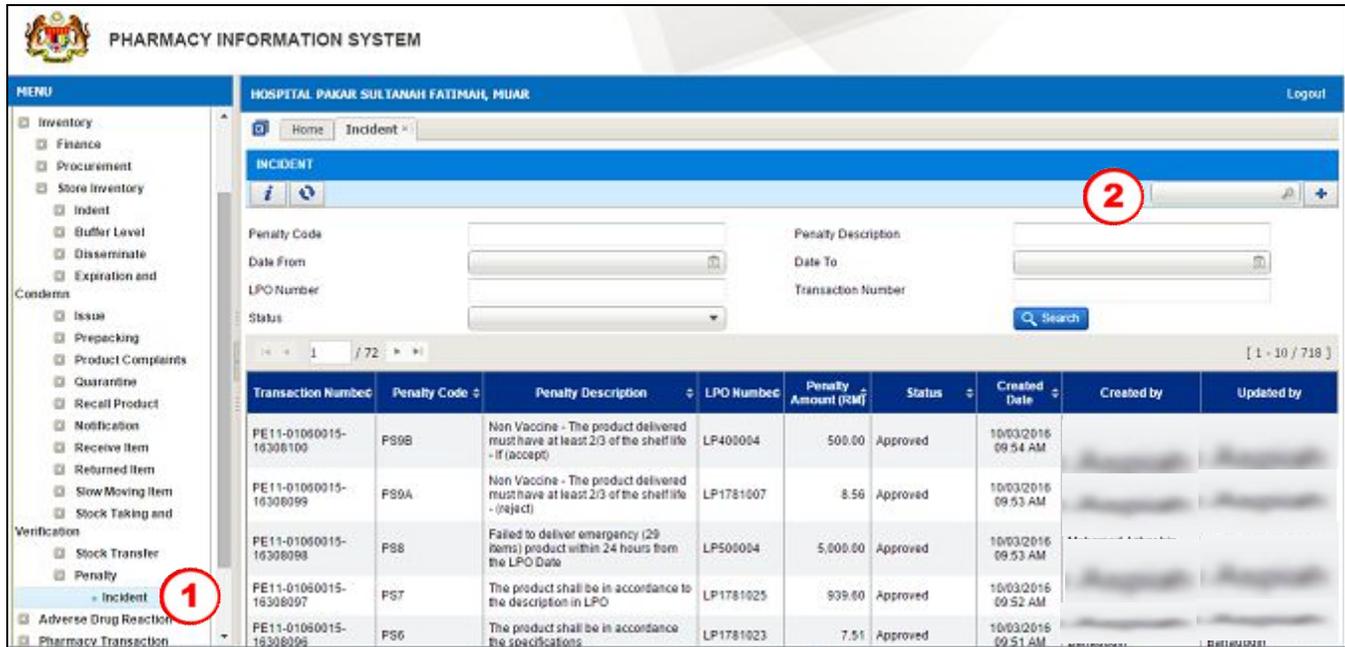


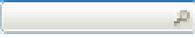
Figure 3.8-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when goods were delivered not accordance to the description in LPO.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the  button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.8-1.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2011 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2011 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2011 09:51 AM | Rahaudin | Rahaudin |

Figure 3.8-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.8-3.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

| Incident Code | Incident Description |
|---------------|--|
| PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday) between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PS5 | The product shall not be physically damaged/obsolese or expired |

Figure 3.8-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

Figure 3.8-4 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.8-5.

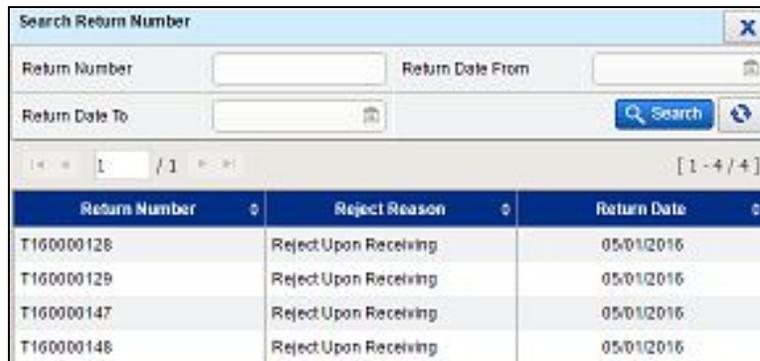
Figure 3.8-5 Incident PS 7

STEP 6

Click on the button to find the Return Transaction No.

Note

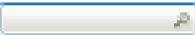
List of Return Transaction No. will be displayed as shown in Figure 3.8-6.



| Return Number | Reject Reason | Return Date |
|---------------|-----------------------|-------------|
| T16000128 | Reject Upon Receiving | 05/01/2016 |
| T16000129 | Reject Upon Receiving | 05/01/2016 |
| T16000147 | Reject Upon Receiving | 05/01/2016 |
| T16000148 | Reject Upon Receiving | 05/01/2016 |

Figure 3.8-6 List of Return Transaction Number

STEP 7

Click on the  button to find the Received Transaction Number

Note

List of Received Transaction Number will be displayed as shown in Figure 3.8-7.



| Receiving No. | Actual Receive Date and Time |
|---------------|------------------------------|
| P160003376 | 07/01/2016 |

Figure 3.8-7 List of Received Transaction Number

STEP 8

Enter Actual Received Date and Time

Note

- Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days
- Delay Days will follow Actual Received Date and Time.

INCIDENT P57

11

| | | | |
|---------------------------------|------------------------|--------------------------------|--|
| Penalty Transaction Number | | LPO Number | LP1781001 |
| Incident Code | P57 | Incident Detail | The product shall be in accordance to the description in LPO |
| Return Transaction No. | T16000131 | DO No. for Return No. | DO190116050102 |
| Notification Date And Time | 05/01/2016 11:40:03 AM | Expected delivery Date | 05/01/2016 11:40:03 AM |
| Received Transaction Number | P160003385 | DO No. for Receive No. | D178100002 |
| Receiving Date And Time | 11/01/2016 9:48:46 AM | Actual Receiving Date And Time | 11/01/2016 9:48:46 AM |
| Recommended Delay Days | 6 | Delay Days | 6 |
| Recommended Penalty Amount (RM) | 9.59 | Penalty Amount (RM) | 9.59 |
| Remarks | | Status | Open |

PENALTY DETAILS

10
9

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommend ed Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|----------------------------------|---------------------|
| D178100002 | 1054 | INFUSOL | 43.4401.02 | Water Distilled 10ml Inj | W178102 | 17/07/2016 | 10 | 5.33 | 6 | 6 | | 9.59 | 9.59 |
| Total Amount (RM) | | | | | | | | | | | | 9.59 | |

Figure 3.8-8 Penalty Details

STEP 9

Click on the  button to delete an item/items

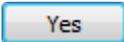
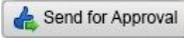
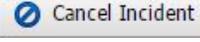
STEP 10

Click on the  button to add back the item

STEP 11

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.8-9
- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.

U.MANUAL_INV_PENALTY_4th E

Page 57

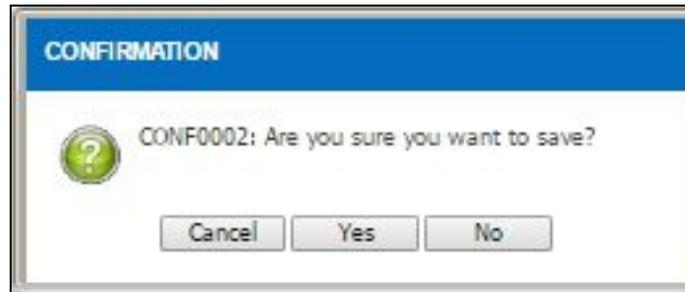


Figure 3.8-9 Confirmation Message

INCIDENT PS7

Penalty Transaction Number: FE11-01060015-16308128
 Incident Code: PS7
 Return Transaction No.: T16000131
 Notification Date And Time: 05/01/2016 11:40:03 AM
 Received Transaction Number: P160003385
 Receiving Date And Time: 11/01/2016 9:48:46 AM
 Recommended Delay Days: 6
 Recommended Penalty Amount (RM): 9.59
 Remarks: Test

LPO Number: 001
 Incident Detail: The product shall be in accordance to the description in LPO
 DO No. for Return No.: DO190116090102
 Expected delivery Date: 05/01/2016 11:40:03 AM
 DO No. for Receive No.: D178100002
 Actual Receiving Date And Time: 11/01/2016 9:48:46 AM
 Delay Days: 6
 Penalty Amount (RM): 9.59
 Status: Open

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D178100002 | 0054 | INFUSOL | 43.4401.02 | Water Distilled 10ml Inj | W178102 | 17/07/2016 | 10 | 5.33 | 6 | 6 | | 9.59 | 9.59 |
| Total Amount (RM) | | | | | | | | | | | | 9.59 | |

Figure 3.8-10 Send for Approval

STEP 12

Click on the button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.8-10
- Click on the button.

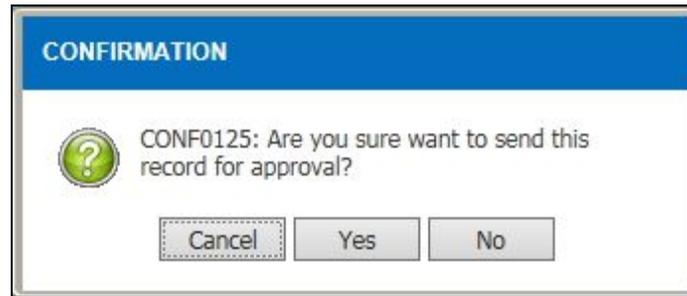


Figure 3.8-11 Send for approval alert message

INCIDENT P57

13

| | | | |
|---------------------------------|------------------------|--------------------------------|--|
| Penalty Transaction Number | FE11-0100015-16308128 | LPO Number | LP1781001 |
| Incident Code | P97 | Incident Detail | The product shall be in accordance to the description in LPO |
| Return Transaction No. | T160000131 | DO No. for Return No. | DO190116090102 |
| Notification Date And Time | 05/01/2016 11:40:03 AM | Expected delivery Date | 05/01/2016 11:40:03 AM |
| Received Transaction Number | P160003385 | DO No. for Receive No. | D178100002 |
| Receiving Date And Time | 11/01/2016 9:48:46 AM | Actual Receiving Date And Time | 11/01/2016 9:48:46 AM |
| Recommended Delay Days | 6 | Delay Days | 6 |
| Recommended Penalty Amount (RM) | 9.59 | Penalty Amount (RM) | 9.59 |
| Remarks | Test | Status | Send for Approval |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D178100002 | 054 | INFUSOL | 43.4401.02 | Water Distilled 10ml Inj | W178102 | 17/07/2016 | 10 | 5.33 | 6 | 6 | | 9.59 | 9.59 |
| Total Amount (RM) | | | | | | | | | | | | 9.59 | |

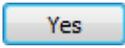
Figure 3.8-12 Approval

STEP 13

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will automatically change to 'Approved' Figure 3.8-14
- Alert message will be displayed after user makes the selection as per Figure 3.8-13
- Click on the  button to approve.

- After the penalty transaction is approved,  button,  button and  button will be enabled.

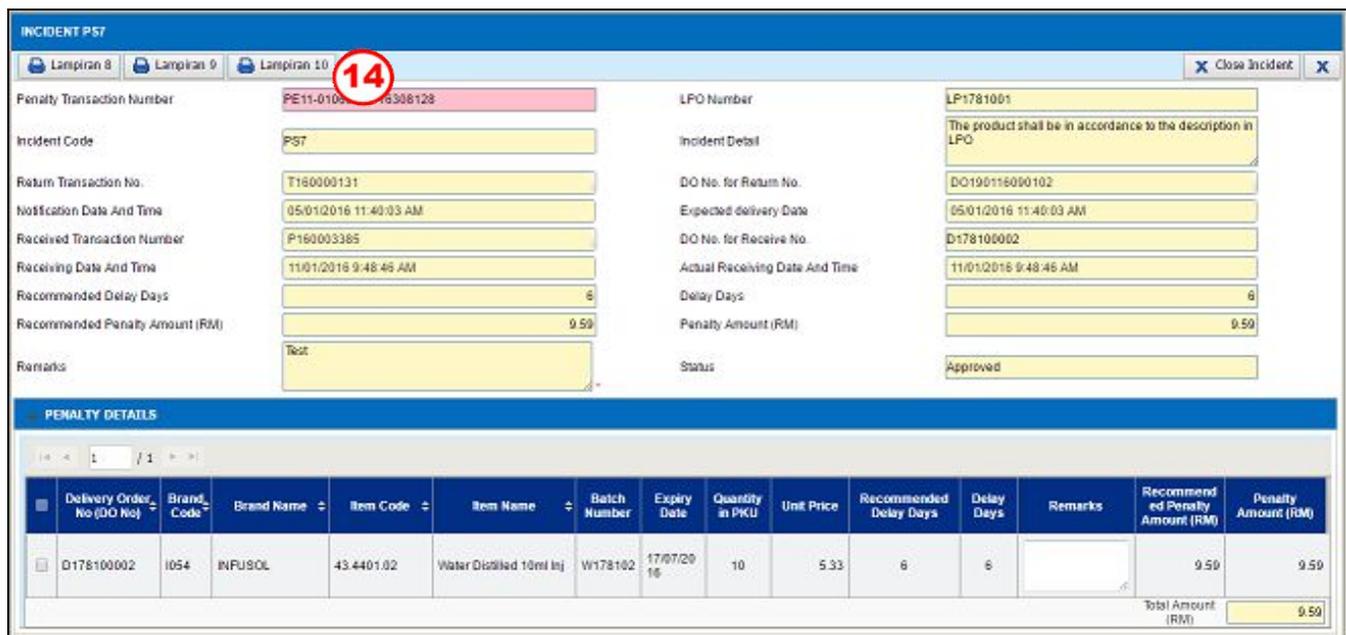
b)  **Reject** button to reject the Penalty transaction

Note

- The **Status** will change automatically to 'Rejected'.



Figure 3.8-13 Approve Record Alert Message



INCIDENT PST

Lampiran 8 | Lampiran 9 | **Lampiran 10** (14) | Close Incident

Penalty Transaction Number: PE11-0105-15308128 | LPO Number: LP1781001

Incident Code: PST | Incident Detail: The product shall be in accordance to the description in LPO

Return Transaction No.: T16000131 | DO No. for Return No.: DO190116090102

Notification Date And Time: 05/01/2016 11:40:03 AM | Expected delivery Date: 05/01/2016 11:40:03 AM

Received Transaction Number: P160003385 | DO No. for Receive No.: D178100002

Receiving Date And Time: 11/01/2016 9:48:46 AM | Actual Receiving Date And Time: 11/01/2016 9:48:46 AM

Recommended Delay Days: 6 | Delay Days: 6

Recommended Penalty Amount (RM): 9.59 | Penalty Amount (RM): 9.59

Remarks: Test | Status: Approved

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D178100002 | 1054 | INFUSOL | 43.4401.02 | Water Distilled 10ml Inj | W178102 | 17/07/2016 | 10 | 5.33 | 6 | 6 | | 9.50 | 9.50 |
| Total Amount (RM) | | | | | | | | | | | | 9.50 | |

Figure 3.8-14 Lampiran 8, 9 and 10 Button

STEP 14

Click  **Lampiran 8** button to view the Lampiran 8 as shown in Figure 3.8-15

Or click  **Lampiran 9** button to view the Lampiran 9 as shown in Figure 3.8-16

Or click  **Lampiran 10** button to view the Lampiran 10 as shown in Figure 3.8-17

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Teloh di atas padir

Pengarah Urusan
Pharmamaga Logistics Sdn. Bhd.
No.7, Lorong Hokui 10
Kawasan Perindustrian Duiti Raja Selatan
Sekipon 7
40000 Shah Alam
SELANGOR
(No. : _____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya Delivery Order (DO) / Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk * no. rujukan _____ bertarikh
adakah diikut.

2. Dimandulkan bahawa:

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas telah
mematuhi syarat "tarikh luput".

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah
(_____) dan tidak memepati spesifikasi produk iaitu (_____).

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah
(_____) dan tidak memepati spesifikasi produk iaitu (_____).

Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak memepati
angka hayat produk iaitu kurang dari 20% bulatan.

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak
memepati suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (jagi vaksin dan produk rangkaian sejuk).

Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam
Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

Produk tidak diterima dan pahan penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

Produk akan dipulangkan dan pahan penggantian dalam tempoh 30 hari sebelum tamat luput produk berkenaan.

Produk akan dipulangkan dan pahan penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang memuat perintah,

(Tandatangan)
(NAMA) : Mohamad Anwar bin Dahmatudin
b.p. _____
C/02062

Sila tanda (X) pada kotak yang berkenaan

- Sila potong yang berkenaan

Printed Date : 06/03/2011 Printed By : Mohamad Anwar bin Dahmatudin Unit Name : B201-PHIS Review : PHIS

Pharmamaga Logistics Sdn. Bhd.

Page 1 of 1

Figure 3.8-15 Lampiran 8


**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 16/3/2015

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Parar Sultanah Fatimah, Ipoh
 2) Tarikh Tuntutan : 07/01/2016 11:53 AM
 3) No. LPO : LP40001
 4) Nilai Produk/LPO (RM) : 27.07
 5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
 6) No. Insidie : _____
 7) Kategori Performance Standard Yang Gagal Dipatuhi : Sila tandakan (✓) pada kategori yang berkenaan sahaja

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|--|---|-------------|
| (i) Penghantaran bekalan Product APPL atau valain melebihi 7 hari bagi Semanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharang di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Rukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tertutuk lekap atau tidak mengikut spesifikasi atau tidak mengikut desentral | <input checked="" type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau Valain kurang daripada 6 bulan (pabila LOU diberikan) dalam masa 30 hari sebelum tarikh lekap | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 3/3 atau Valain kurang daripada 6 bulan yang ditaja | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label KKM | <input type="checkbox"/> 3% x nilai produk yang tidak dilabel | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi temp penyimpanan stok - Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL | |
| - Non Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/3/2015 Printed By : XXXXXXXXXXXXXXX User Name : ETOH FARMAS Review : PHS
 Page 1 of 2

Figure 3.8-16 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPRAN 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Pasar Sultanah Fatimah, Muar
 No. LPO : LP17R001

Tandakan pada yang berkenaan

| NO. | Perkara | Carian | Cara Pengiraan Penalti |
|-----|--|--|---|
| 1. | <input type="checkbox"/> Penghantaran bekalan melebihi 7 hari bekerja bagi Kementerian Kesihatan dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan | Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Mengenai hari kerja : Nama produk : | |
| 2. | <input type="checkbox"/> Penghantaran di luar waktu pejabat | Masa mulai mengunggah : Masa selesai mengunggah dan Penyermaan barang : | |
| 3. | <input type="checkbox"/> Penghantaran bukan dalam tarikh delivery | Tempat penghantaran pada LPO : Tempat penerimaan : | |
| 4. | <input type="checkbox"/> Kualiti produk tidak sama dengan LPO | Nama produk : Kuantiti pada LPO : Kualiti produk diterima : | |
| 5. | <input type="checkbox"/> Kegagalan mengemukakan produk yang dituntut oleh PTJ disebabkan oleh produk tidak memenuhi syarat keupayaan/kuantiti dalam tempoh 7 hari bekerja dari tarikh nota PTJ "paling yang tidak berkenaan" | Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Mengenai hari kerja : | |
| 6. | <input type="checkbox"/> Kegagalan mengemukakan produk yang dituntut oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : Spesifikasi yang tidak dipatuhi : Tarikh nota PTJ : Tarikh terima bekalan : Mengenai hari kerja : | |
| 7. | <input checked="" type="checkbox"/> Kegagalan mengemukakan produk yang dituntut oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : <u>Water Distilled 10ml Btl</u> Deskripsi yang tidak dipatuhi : Tarikh nota PTJ : <u>08/03/2016 11:48 AM</u> Tarikh terima bekalan : <u>11/03/2016 10:08 AM</u> Mengenai hari kerja : <u>0</u> | <u>Please refer attachment for detail calculation</u> |
| 8. | <input type="checkbox"/> Kegagalan penghantaran stok bagi produk yang dituntut dalam tempoh 24 jam bagi produk di Appendix 3B dalam Perjanjian Konsesi Penswastaaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia | Tarikh dan masa terima LPO oleh PLSB : Tarikh dan masa terima bekalan : | |

Dibekalkan oleh :

 Nama & Jawatan : & Pegawai Farmasi USG
 Nama PTJ : Hospital Pasar Sultanah Fatimah, Muar
 Tarikh : 10/03/2016
 Pemandu : 080026 Pemandu : Unit Kerja : STOR FARMASI Bilangan : PHIS
 Page 1 of 1

Figure 3.8-17 Lampiran 10

3.9 Create New Incident PS 8

To create a new record for penalty PS 8, perform the steps below:

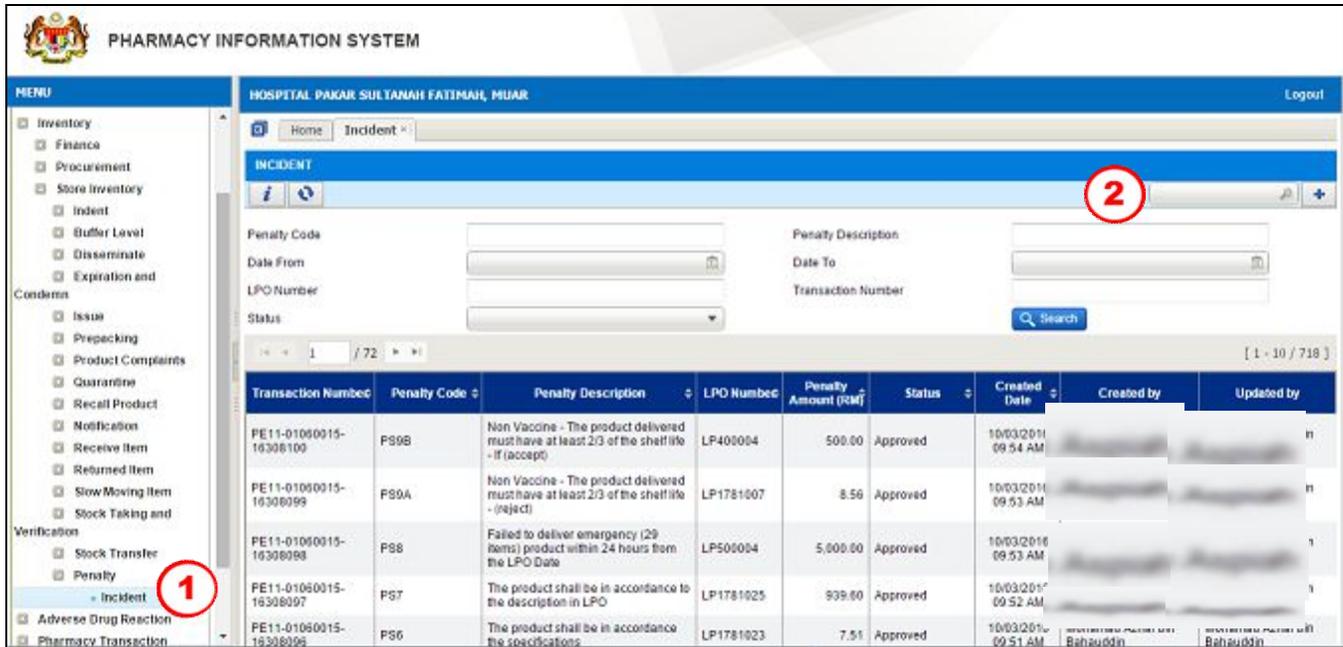


Figure 3.9-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when emergency (29 items) products were failed to be delivered within 24 hours from the LPO Date

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.9-1.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2011 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2011 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2011 09:51 AM | | |

Figure 3.9-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.9-3.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

Search

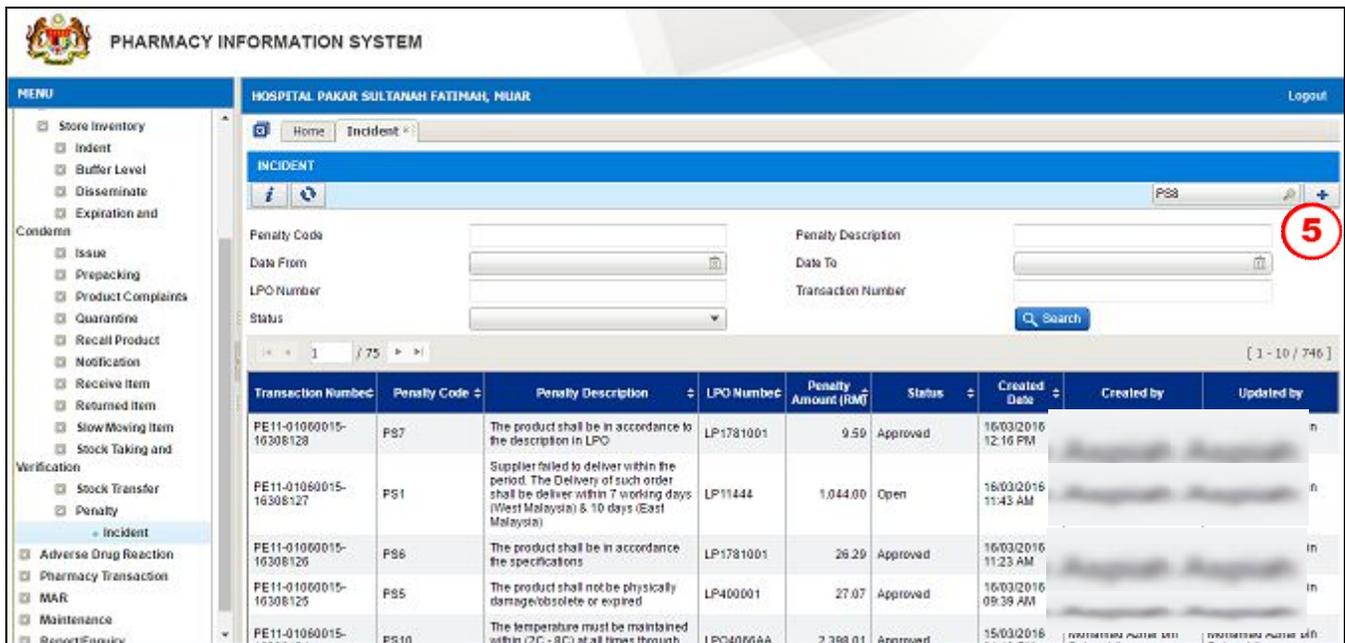
| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

4

Figure 3.9-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident Logout

INCIDENT

Penalty Code: Penalty Description: PS8 5

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 746]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|----------|---------------------|------------|------------|
| FE11-01060015-16308128 | PS7 | The product shall be in accordance to the description in LPO | LP1781001 | 9.59 | Approved | 16/03/2016 12:16 PM | | n |
| FE11-01060015-16308127 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11444 | 1,044.00 | Open | 16/03/2016 11:43 AM | | n |
| FE11-01060015-16308126 | PS6 | The product shall be in accordance the specifications | LP1781001 | 26.29 | Approved | 16/03/2016 11:23 AM | | in |
| FE11-01060015-16308125 | PS5 | The product shall not be physically damage/obsolete or expired | LP400001 | 27.07 | Approved | 16/03/2016 09:39 AM | | in |
| FE11-01060015- | PS10 | The temperature must be maintained within (2C - 8C) at all times through | LPO4066AA | 2,398.01 | Approved | 15/03/2016 | | |

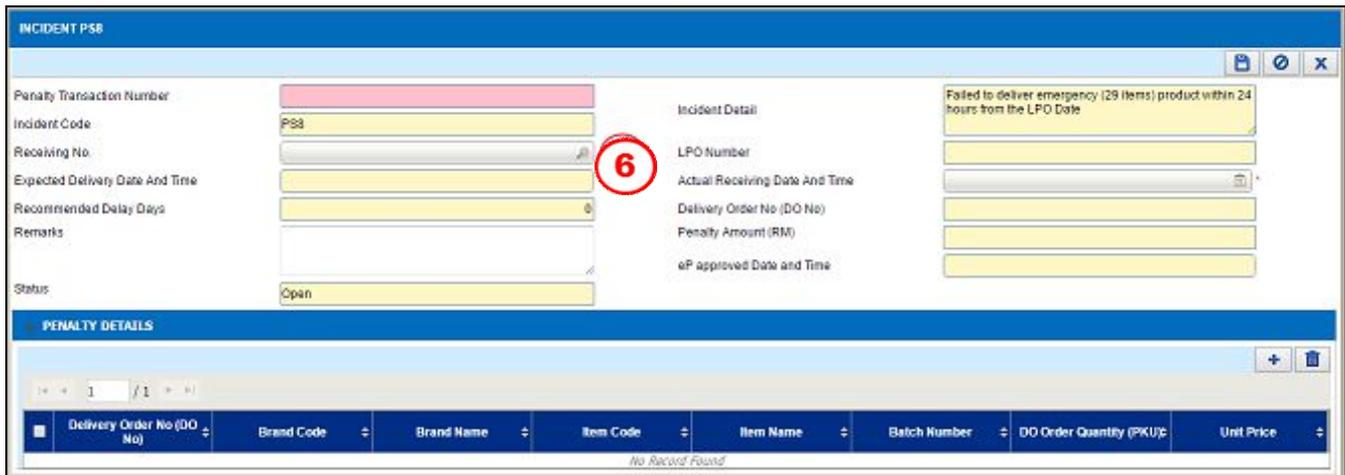
Figure 3.9-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.9-4.



INCIDENT PS8

Penalty Transaction Number:

Incident Code:

Receiving No.: 6

Expected Delivery Date And Time:

Recommended Delay Days:

Remarks:

Status:

INCIDENT DETAIL

Failed to deliver emergency (28 items) product within 24 hours from the LPO Date

LPO Number:

Actual Receiving Date And Time:

Delivery Order No (DO No):

Penalty Amount (RM):

MP approved Date and Time:

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | DO Order Quantity (PKU) | Unit Price |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------------------|------------|
| No Record Found | | | | | | | |

Figure 3.9-5 Incident PS 8

STEP 6

Click on the  button to find the Receiving No.

Note

List of Received Transaction Number will be displayed as shown in Figure 3.9-6.

| Search Receiving Number | |
|-------------------------|---------------------|
| Receive No. | Receiving Date From |
| Receiving Date To | Search |
| [1 - 10 / 29] | |
| Receive No. | Receiving Date |
| P160003375 | 04/01/2016 |
| P160003416 | 04/01/2016 |
| P160003383 | 05/01/2016 |
| P160003358 | 05/01/2016 |
| P160003386 | 07/01/2016 |
| P160003423 | 07/01/2016 |
| P160003340 | 07/01/2016 |
| P160003376 | 07/01/2016 |
| P160003393 | 07/01/2016 |
| P160003431 | 07/01/2016 |

Figure 3.9-6 List of Receiving Number

| INCIDENT P58 | | | | | | | |
|---------------------------------|------------------------|--------------------------------|--|---------------------------|--------------|-------------------------|------------|
| Penalty Transaction Number | | Incident Detail | Failed to deliver emergency (29 items) processed within 24 hours from the LPO Date | | | | |
| Incident Code | P58 | LPO Number | LP400001 | | | | |
| Receiving No. | P160003375 | Actual Receiving Date And Time | 04/01/2016 11:31:17 AM | | | | |
| Expected Delivery Date And Time | 04/01/2016 12:00:00 AM | Delivery Order No (DO No) | DO150116110125 | | | | |
| Recommended Delay Days | 0 | Penalty Amount (RM) | 5,000.00 | | | | |
| Remarks | | eP approved Date and Time | 03/01/2016 12:00:00 AM | | | | |
| Status | Open | | | | | | |
| PENALTY DETAILS | | | | | | | |
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | DO Order Quantity (PKU) | Unit Price |
| DO150116110125 | 0096 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml Inj | RNN001 | 100 | 14.26 |

Figure 3.9-7 Penalty Details

STEP 7

Enter Actual Received Date and Time

Note

Penalty Amount (RM) will be fixed to RM 5000

STEP 8

Click on the  button to delete an item/items

STEP 9

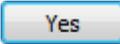
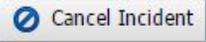
Click on the  button to add back the item

STEP 10

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.9-8

- Click on the  button.
- **Penalty Transaction No.** will be automatically generated automatically by the system for future reference and the  button and  button will be enabled.

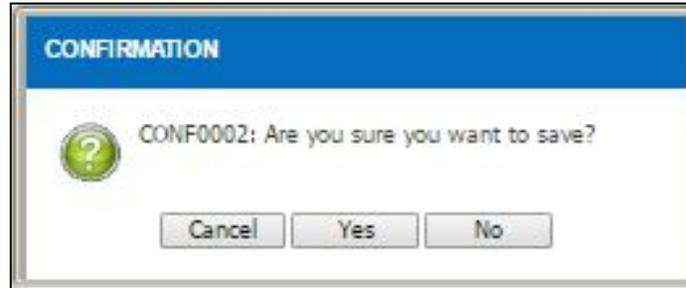
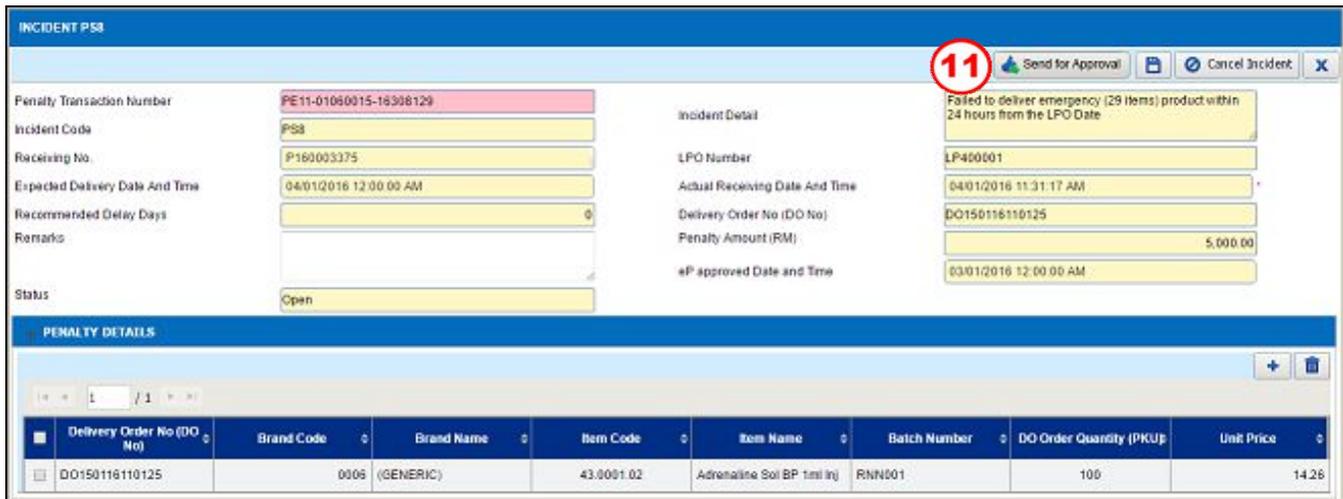


Figure 3.9-8 Confirmation Message



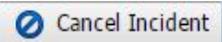
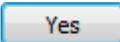
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | DO Order Quantity (PKU) | Unit Price |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------------------|------------|
| DO150116110125 | 0305 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml inj | RNN001 | 100 | 14.26 |

Figure 3.9-9 Send for Approval

STEP 11

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.9-10
- Click on the  button.

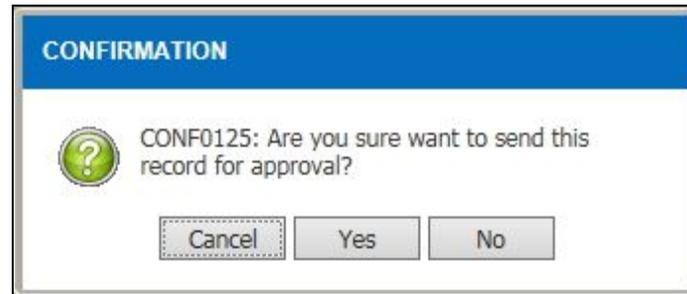


Figure 3.9-10 Confirmation message

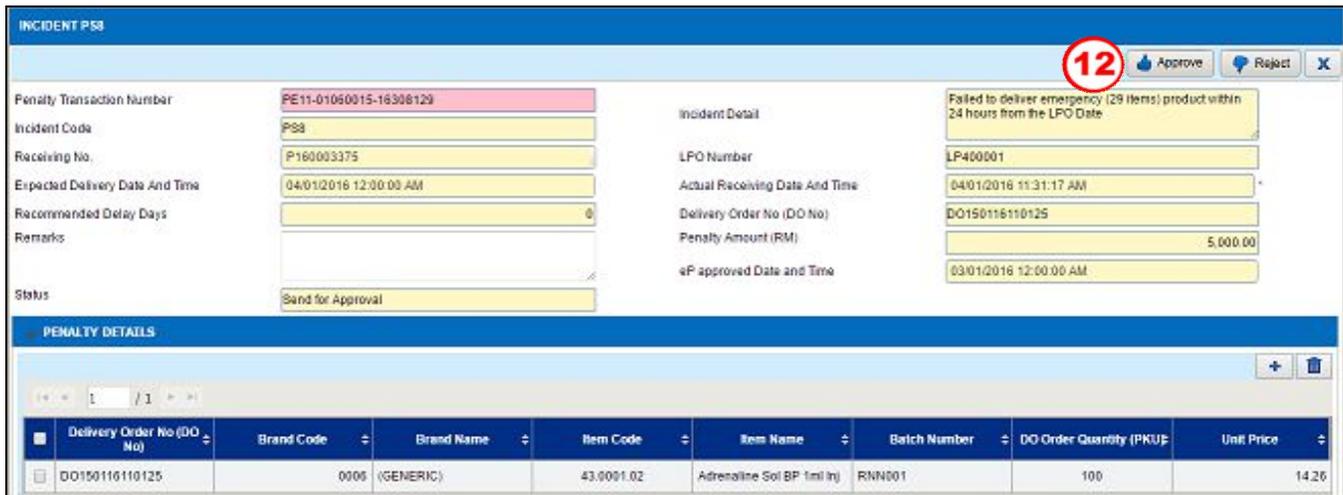


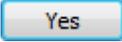
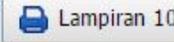
Figure 3.9-11 Approval

STEP 12

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.9-13
- Alert message will be displayed after user makes the selection as per Figure 3.9-12
- Click on the  button to approve.
- After the penalty transaction is approved,  button,  button and  button will be enabled.

- b)  button to reject the Penalty transaction

Note

The **Status** will change automatically to 'Rejected'.



Figure 3.9-12 Confirmation Message

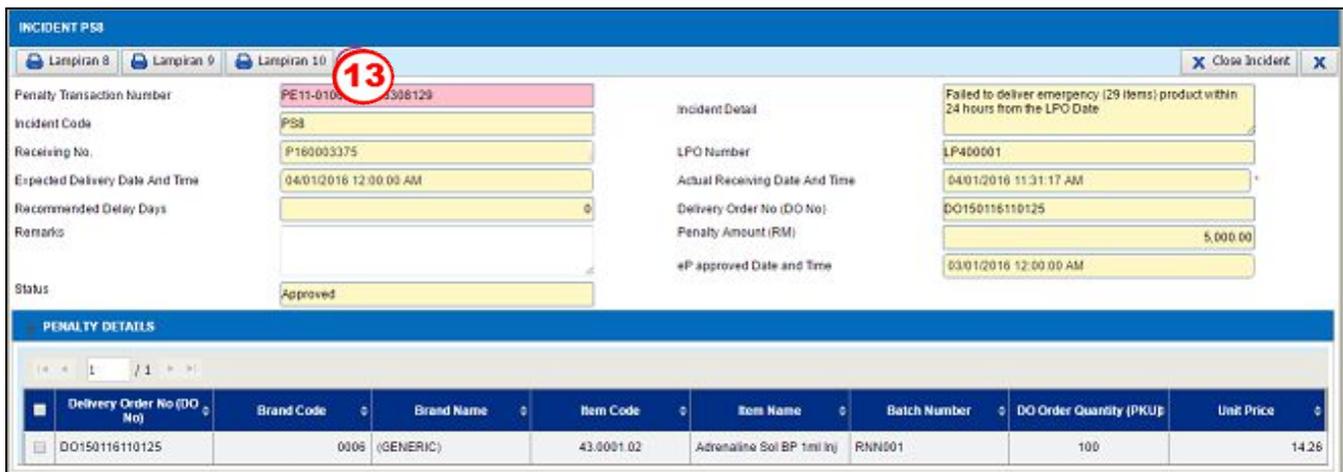
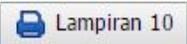


Figure 3.9-13 Lampiran 8, 9 and 10 Button

STEP 13

Click  button to view the Lampiran 8 as shown in Figure 3.9-14

Or click  button to view the Lampiran 9 as shown in Figure 3.9-15

Or click  button to view the Lampiran 10 as shown in Figure 3.9-16

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

 **Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar
No. Rujukan :
Tarikh :

Telan dilia padic
Pegawai Urusan
Pharmasiaga Logistica Sdn. Bhd.
No.7, Lorong Kialai 10
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(No. : _____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya Delivery Order (DO) / Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimekalkan bahawa:

- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas telah melebihi/bekas tarikh luput *.
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).
- Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____).
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak menepati jangka hayat produk lalu kurang dari 33% baki*.
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak menepati suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).
- Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

- Produk tidak diterima dan pahan penggantian dalam masa 7 hari bekerja dari tarikh surat notifikasi ini.
- Produk akan dipulangkan dan pahan penggantian dalam tempoh 30 hari sebelum tarikh luput produk berkenaan.
- Produk akan dipulangkan dan pahan penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

BERKHIDMAT UNTUK NEGARA
Saya yang memuat perintah,

(Tandatangan
NAMA) : _____
i.p. _____
CARIKAM
 Sila tanda (X) pada kotak yang berkenaan
- Sila pasang yang berkenaan

Printed Date : 08/03/16 Printed By : _____ Date/Time : 07/03/2016 10:00:00 AM Barcode: PMS
Page 1 of 1

Figure 3.9-14 Lampiran 8


**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 16/03/2016

| BORANG TUNTUTAN PEMBAYARAN PENALTI | | |
|--|---|--|
| 1) Nama PTJ | : Hospital Fakar Sultanah Fatimah, Isuar | |
| 2) Tarikh Tuntutan | : 07/01/2016 11:53 AM | |
| 3) No. LPO | : LP-400001 | |
| 4) Nilai Produk/PO (RM) | : 27.07 | |
| 5) Nilai Produk Gagal Dibekalkan (RM) | : 27.07 (Jika berkenaan) | |
| 6) No. Invoice | : _____ | |
| 7) Kategori Performance Standard Yang Gagal Dipenuhi | : [] pada kategori yang berkenaan sahaja | |

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|---|---|-------------|
| (8) Penghantaran beban Product APPL atau vaksin melebihi 7 hari bagi Semena panjang dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (9) Dikemari di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (10) Dukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (11) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (12) Gagal menggantikan produk yang rosak, usang atau tamat tempoh luput atau tidak mengikut spesifikasi atau tidak mengikut deklaras | <input checked="" type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (13) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (14) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/5 atau vaksin usang daripada 6 bulan (japada LDU diterima) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (15) Gagal ganti jangka hayat Produk APPL kurang daripada 20 atau Vaksin kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (16) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (17) Tanda label KKM | <input type="checkbox"/> 3% x nilai produk yang tidak dibekal | |
| (18) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |
| (19) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL | |
| - Non Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2016 Printed By : [Signature] User Name : RICH FARMAS Source : PMS
 Page 1 of 2

Figure 3.9-15 Lampiran 9



**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastan Makmal Ubat Dan Stor**
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 No. LPO : LP00001
 Tindakan pada yang berkenaan

| No. | Pentara | Cetera | Cara Pengiraan Penalti |
|-----|--|--|------------------------|
| 1. | <input type="checkbox"/> Penghantaran beratan melebihi 7 hari bekerja bagi item yang tertera di bawah dan 10 hari bekerja bagi Sabut, Serbuk dan Labuan | Tarikh terima LPO oleh PLSB : Tarikh terima beratan : Mengenai hari lewat : Nama produk : | |
| 2. | <input type="checkbox"/> Penghantaran di luar waktu pejabat | Masa mula menghantar : Masa selesai menghantar dan pemasangan barang : | |
| 3. | <input type="checkbox"/> Penghantaran bukan oleh lo dari delivery | Tempat penghantaran pada LPO : Tempat penerimaan : | |
| 4. | <input type="checkbox"/> Kuantiti produk tidak sama dengan LPO | Nama produk : Kuantiti pada LPO : Kuantiti produk diterima : | |
| 5. | <input type="checkbox"/> Kegagalan mengantikan produk yang ditolak oleh PTJ disebabkan oleh produk "tidak selamat untuk digunakan/kekurang" dalam tempoh 7 hari bekerja dari tarikh nota PTJ yang telah diterima | Nama produk : Tarikh notafiled PTJ : Tarikh terima beratan : Mengenai hari lewat : | |
| 6. | <input type="checkbox"/> Kegagalan mengantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : Spesifikasi yang tidak dipatuhi : Tarikh notafiled PTJ : Tarikh terima beratan : Mengenai hari lewat : | |
| 7. | <input type="checkbox"/> Kegagalan mengantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut deskripsi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ | Nama produk : Deskripsi yang tidak dipatuhi : Tarikh notafiled PTJ : Tarikh terima beratan : Mengenai hari lewat : | |
| 8. | <input checked="" type="checkbox"/> Kegagalan penghantaran atau bagi alasan keselamatan dalam tempoh 24 jam bagi produk di Appendix 3A dalam Perjanjian Konsesi Penswastan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia | Tarikh dan masa terima LPO oleh PLSB : 04/01/2016 12:00 AM Tarikh dan masa terima beratan : 04/01/2016 11:01 AM | RM 8,000.00 |

Diajukan oleh : _____

Nama & Jawatan : _____ & Pegawai Farmasi LIS2
 Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 Tarikh : 16/02/2016

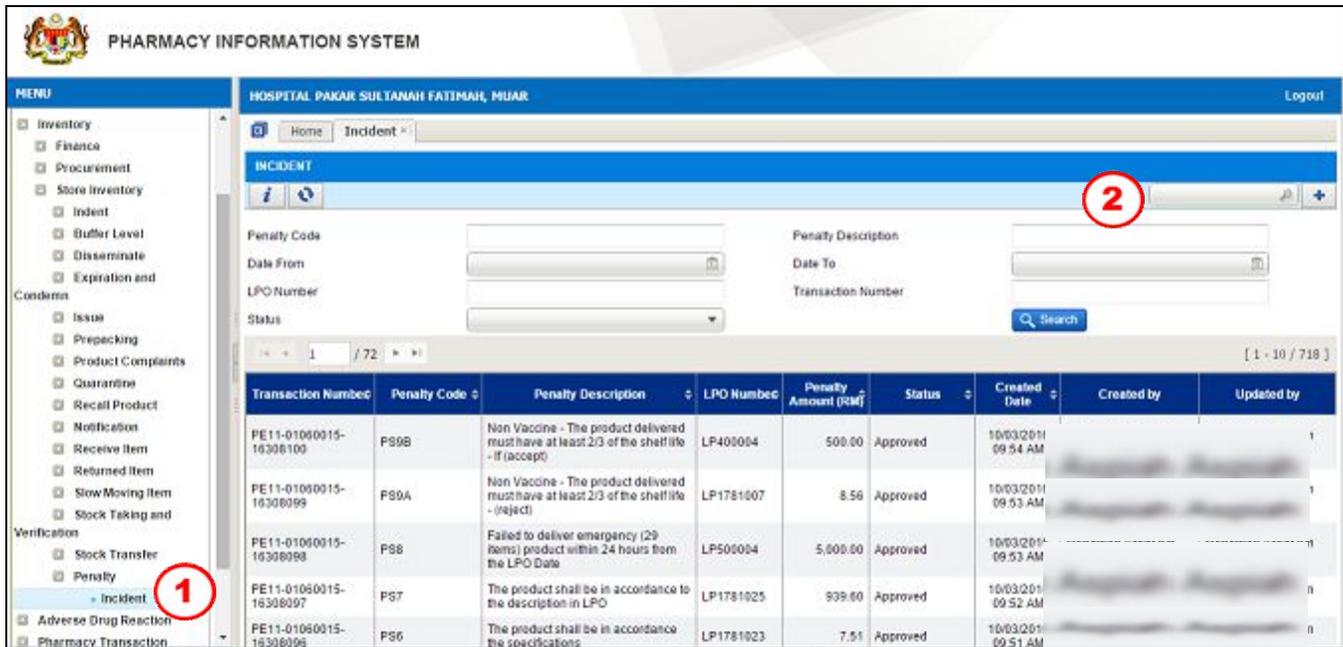
Prepared By : _____ Unit Name : STOR FARMASI

Page 1 of 1

Figure 3.9-16 Lampiran 10

3.10 Create New Incident PS 9A

To create a new record for penalty PS 9A, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 718]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16306100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2011 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2011 09:52 AM | | |
| PE11-01060015-16308095 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2011 09:51 AM | | |

Figure 3.10-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier Non Vaccine that have less than 2/3 of the shelf life were delivered and rejected.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.10-1.

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | W B | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | W B | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | E | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | E | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | E | |

Figure 3.10-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

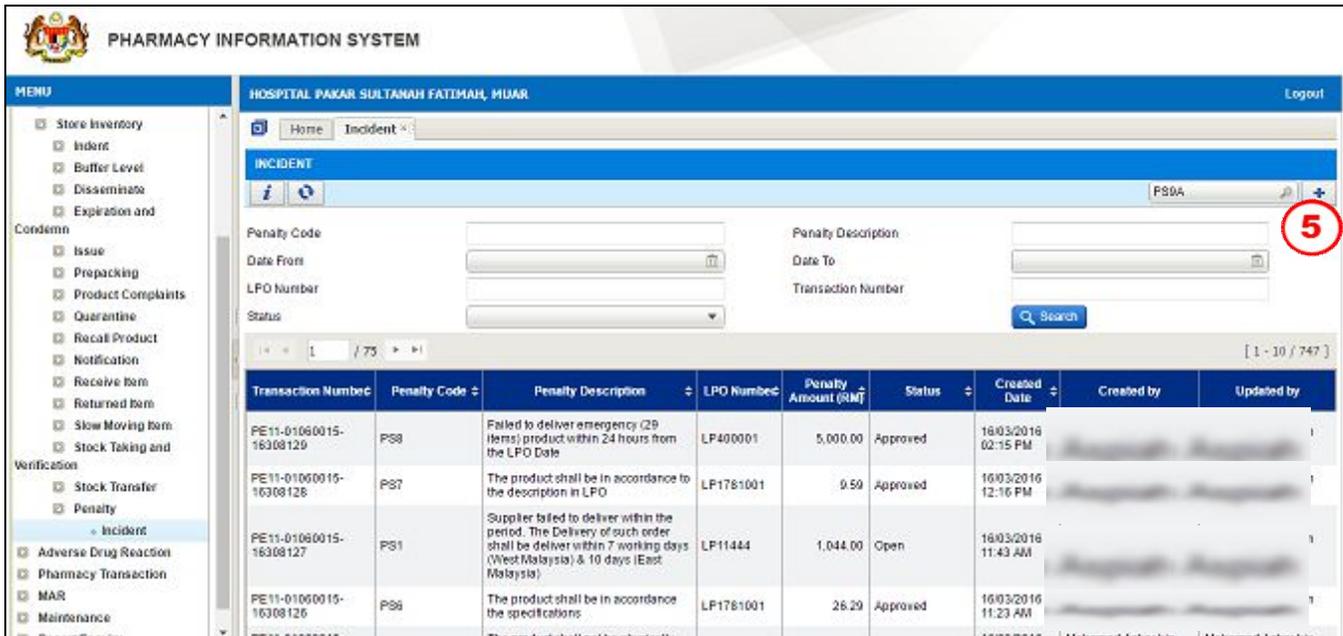
System will list PS1 to PS 18 as shown in Figure 3.10-3.

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding lunch hour and Friday prayer; East Malaysia (Sunday to Thursday between 8am to 3,30pm excluding lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.10-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident Logout

INCIDENT

Penalty Code: Penalty Description: PS9A +

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 747]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308129 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP400001 | 5,000.00 | Approved | 16/03/2016 02:15 PM | | |
| PE11-01060015-16308128 | PS7 | The product shall be in accordance to the description in LPO | LP1781001 | 0.50 | Approved | 16/03/2016 12:16 PM | | |
| PE11-01060015-16308127 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11444 | 1,044.00 | Open | 16/03/2016 11:43 AM | | |
| PE11-01060015-16308126 | PS6 | The product shall be in accordance the specifications | LP1781001 | 26.29 | Approved | 16/03/2016 11:23 AM | | |

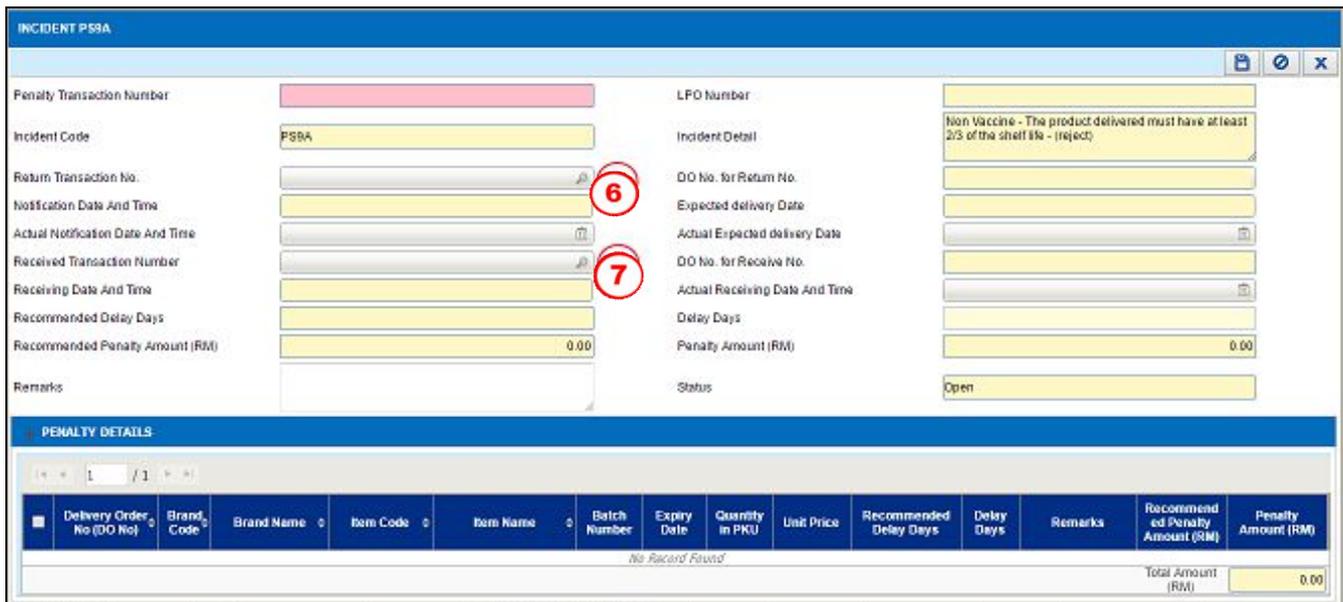
Figure 3.10-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.10-4.



INCIDENT PS9A

Penalty Transaction Number:

Incident Code:

Return Transaction No.: 6

Notification Date And Time:

Actual Notification Date And Time:

Received Transaction Number:

Receiving Date And Time: 7

Recommended Delay Days:

Recommended Penalty Amount (RM):

Remarks:

LPO Number:

Incident Detail:

DO No. for Return No.:

Expected delivery Date:

Actual Expected delivery Date:

DO No. for Receive No.:

Actual Receiving Date And Time:

Delay Days:

Penalty Amount (RM):

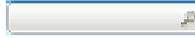
Status:

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| No Record Found | | | | | | | | | | | | | |
| | | | | | | | | | | | | Total Amount (RM) | 0.00 |

Figure 3.10-5 Incident PS 7

STEP 6

Click on the  button to find the Return Transaction No.

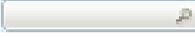
Note

List of Return Transaction No. will be displayed as shown in Figure 3.10-6.

| Return Number | Reject Reason |
|---------------|--|
| T16000136 | Reject LOU Item (Below 6 month expiry) |

Figure 3.10-6 List of Return Transaction Number

STEP 7

Click on the  button to find the Received Transaction Number

Note

List of Received Transaction Number will be displayed as shown in Figure 3.10-7.

| Receiving No. | Actual Receive Date and Time |
|---------------|------------------------------|
| P160003398 | 07/01/2016 |

Figure 3.10-7 List of Received Transaction Number

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D178100020 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml Inj | W178128 | 17/07/2016 | 10 | 14.28 | 2 | 2 | | 8.56 | 8.56 |
| Total Amount (RM) | | | | | | | | | | | | 8.56 | |

Figure 3.10-8 Penalty Details

STEP 8

Enter Actual Expected Delivery Date

STEP 9

Enter Actual Received Date and Time

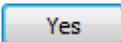
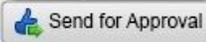
Note

- Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days
- Delay Days will follow Actual Received Date and Time.

STEP 10

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.10-9
- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.

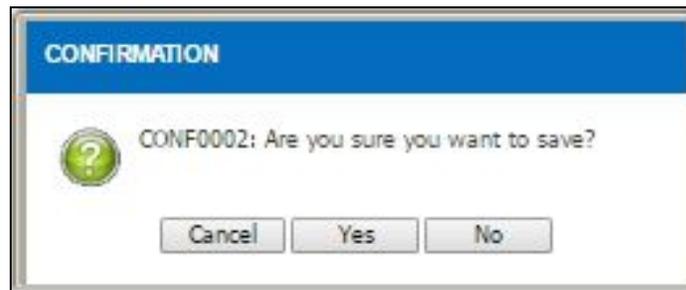
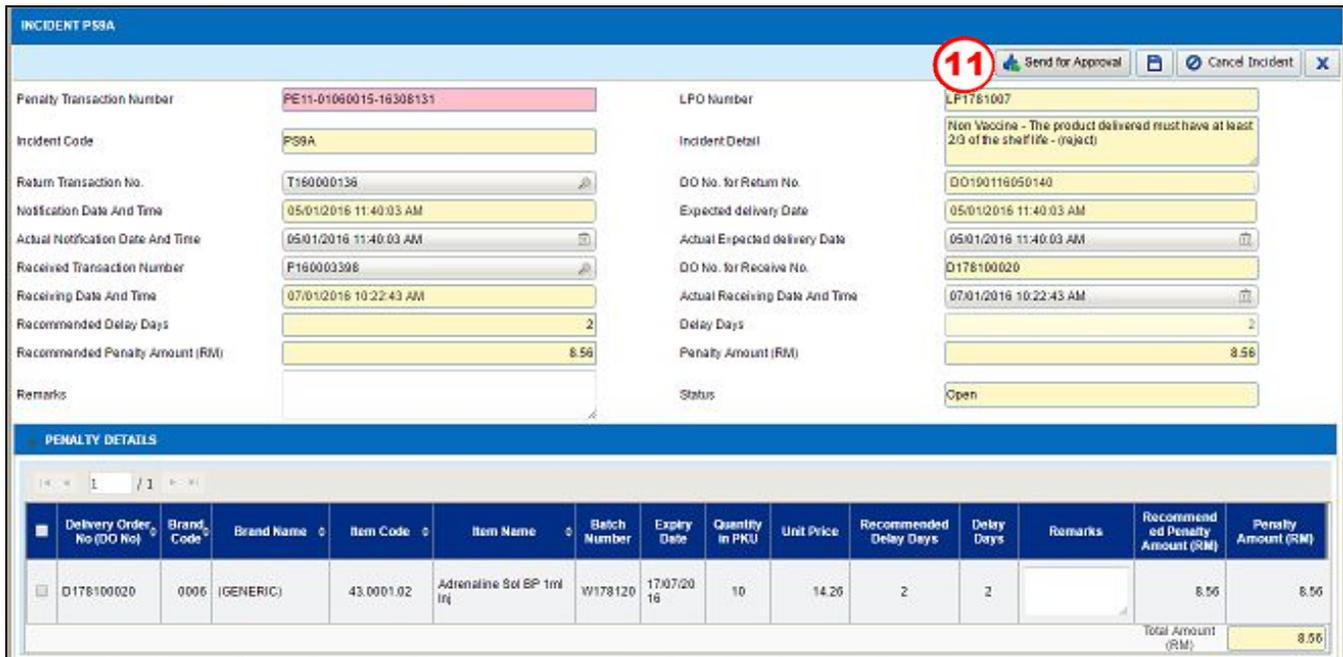


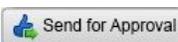
Figure 3.10-9 Confirmation Message



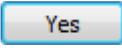
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D17810020 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml Inj | W178120 | 17/07/2016 | 10 | 14.26 | 2 | 2 | | 8.56 | 8.56 |
| Total Amount (RM) | | | | | | | | | | | | 8.56 | |

Figure 3.10-10 Send for Approval

STEP 11

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.10-11
- Click on the  button.

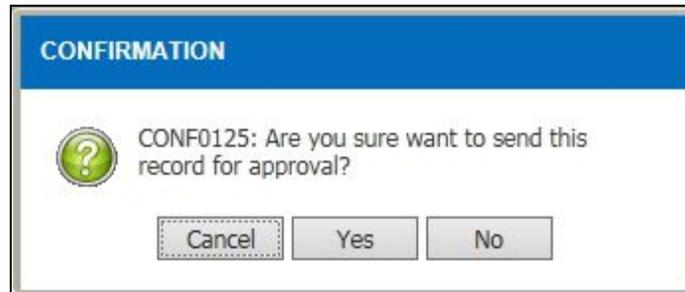
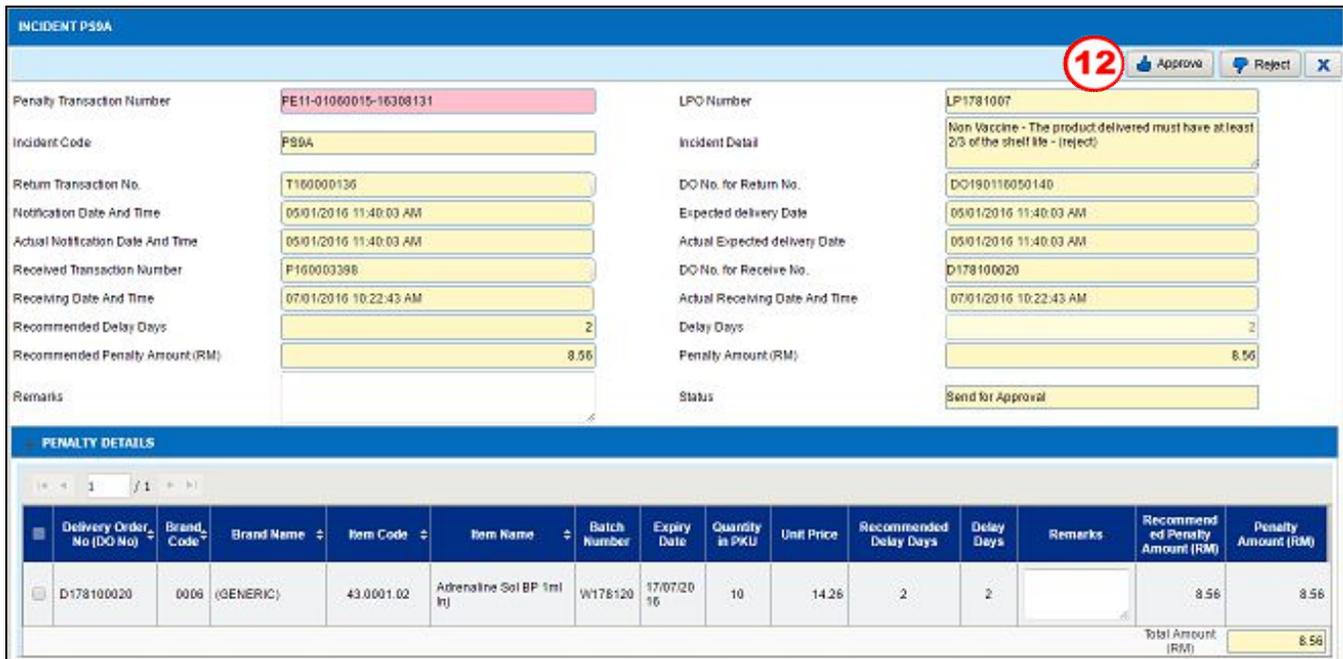


Figure 3.10-11 Send for approval alert message



INCIDENT P99A

Penalty Transaction Number: FE11-01060015-16308131 | LPO Number: LP1781007

Incident Code: P99A | Incident Detail: Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject)

Return Transaction No.: T160000136 | DO No. for Return No.: DC190116050140

Notification Date And Time: 05/01/2016 11:40:03 AM | Expected delivery Date: 05/01/2016 11:40:03 AM

Actual Notification Date And Time: 05/01/2016 11:40:03 AM | Actual Expected delivery Date: 05/01/2016 11:40:03 AM

Received Transaction Number: P160003398 | DO No. for Receive No.: D178100020

Receiving Date And Time: 07/01/2016 10:22:43 AM | Actual Receiving Date And Time: 07/01/2016 10:22:43 AM

Recommended Delay Days: 2 | Delay Days: 2

Recommended Penalty Amount (RM): 8.56 | Penalty Amount (RM): 8.56

Remarks: | Status: Send for Approval

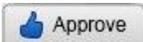
PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommend ed Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|----------------------------------|---------------------|
| D178100020 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml (t) | W178120 | 17/07/2016 | 10 | 14.26 | 2 | 2 | | 8.56 | 8.56 |
| Total Amount (RM) | | | | | | | | | | | | 8.56 | |

Figure 3.10-12 Approval

STEP 12

Select one of the available buttons

- The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.10-14
- Alert message will be displayed after user makes the selection as per Figure 3.10-13

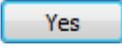
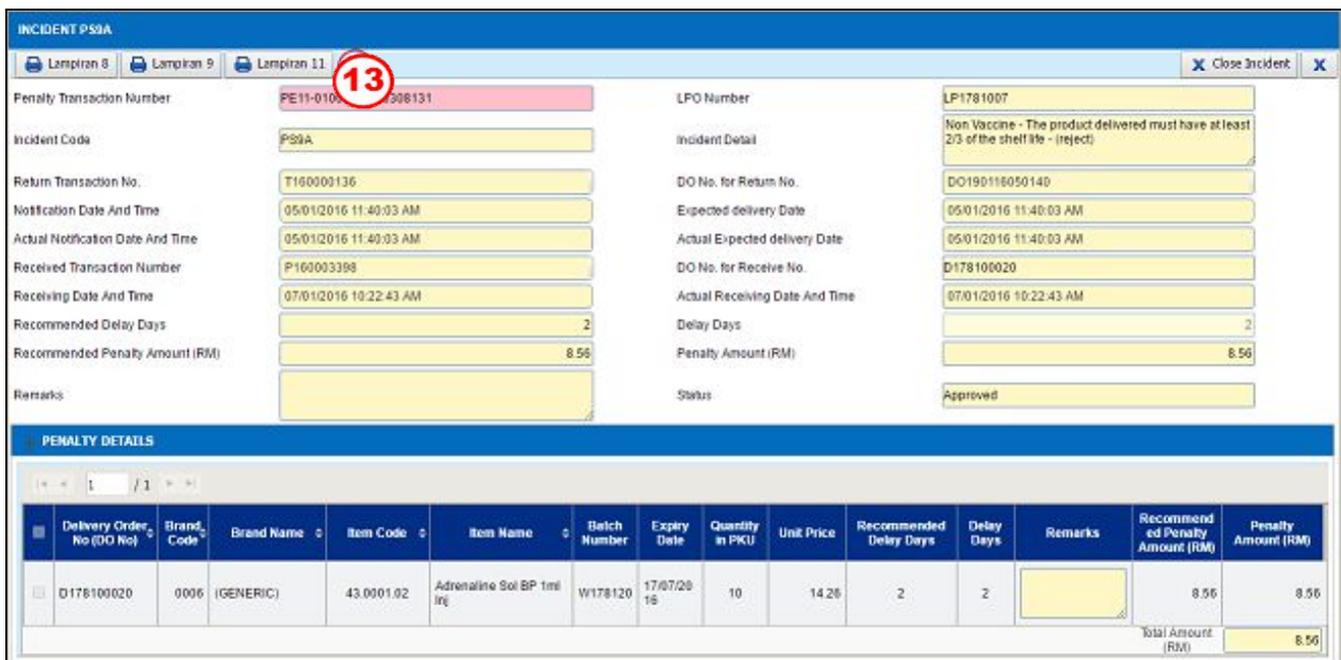
- Click on the  button to approve.
- After the penalty transaction is approved,  button,  button and  button will be enabled.
- b)  button to reject the Penalty transaction
- The **Status** will automatically change to 'Rejected'.



Figure 3.10-13 Confirmation Message



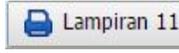
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D178100020 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml Inj | W178120 | 17/07/2016 | 10 | 14.26 | 2 | 2 | | 8.56 | 8.56 |
| Total Amount (RM) | | | | | | | | | | | | 8.56 | |

Figure 3.10-14 Lampiran 8, 9 and 11 Button

STEP 13

Click  button to view the Lampiran 8 as shown in Figure 3.10-15

Or click  button to view the Lampiran 9 as shown in Figure 3.10-16

Or click  button to view the Lampiran 11 as shown in Figure 3.10-17

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

 **Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konsesi Penswastan Makmal Ubat Dan Stor Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dilatah pada:

Pengarah Urusan
Pharmamaga Logistics Sdn. Bhd.
No.7, Lorong Kaki 18
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(No. _____)

Tuan/Ruan,

SURAT NOTIFIKASI

Dengan hormatnya Delivery Order (DO) / Letter of Undertaking (LOU) / Surat Arahan Penggajian Balik Produk * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rusak/usang/tamat tarikh luput *.
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).
- Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____).
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak menepati jangka hayat produk lalu kurang dari 33% butiran*.
- Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak menepati suhu rangkaian sejuk produk yang ditetapkan lalu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).
- Terdapat sebanyak (_____) produk (_____) terlibat dengan penggilan balik produk yang dinyatakan dalam Surat Arahan Penggajian Balik Produk tersebut di atas.

3. Sehubungan itu:

- Produk tidak diterima dan pahan penggantian dalam masa 7 hari berkecuali dari tarikh surat notifikasi ini.
- Produk akan dipulangkan dan pahan penggantian dalam tempoh 30 hari sebelum tarikh luput produk berkenaan.
- Produk akan dipulangkan dan pahan penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

BERKHIDMAT UNTUK NEGARA

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : _____
No. _____
No. _____

SARANAN

Sila tanda (X) pada kotak yang berkenaan
- Sila pasang yang berkenaan

Printed Date : **MSIS2011** Printed By : **Mohamad Azwan bin Mohamad** Unit/Kanan : **ITSD/ FARMAN** Bilangan : **PNIS**
Page 1 of 1

Figure 3.10-15 Lampiran 8

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan :
Tarikh : 16/03/2016

| BORANG TUNTUTAN PEMBAYARAN PENALTI | | |
|--|---|--|
| 1) Nama PTJ | : Hospital Fakar Sultanah Fatimah, Isuar | |
| 2) Tarikh Tuntutan | : 27/01/2016 11:53 AM | |
| 3) No. LPO | : LP-400001 | |
| 4) Nilai Produk/PO (RM) | : 27.07 | |
| 5) Nilai Produk Gagal Diberikan (RM) | : 27.07 (Jika berkenaan) | |
| 6) No. Invoice | : | |
| 7) Kategori Performance Standard Yang Gagal Dipenuhi | : [] pada kategori yang berkenaan sahaja | |

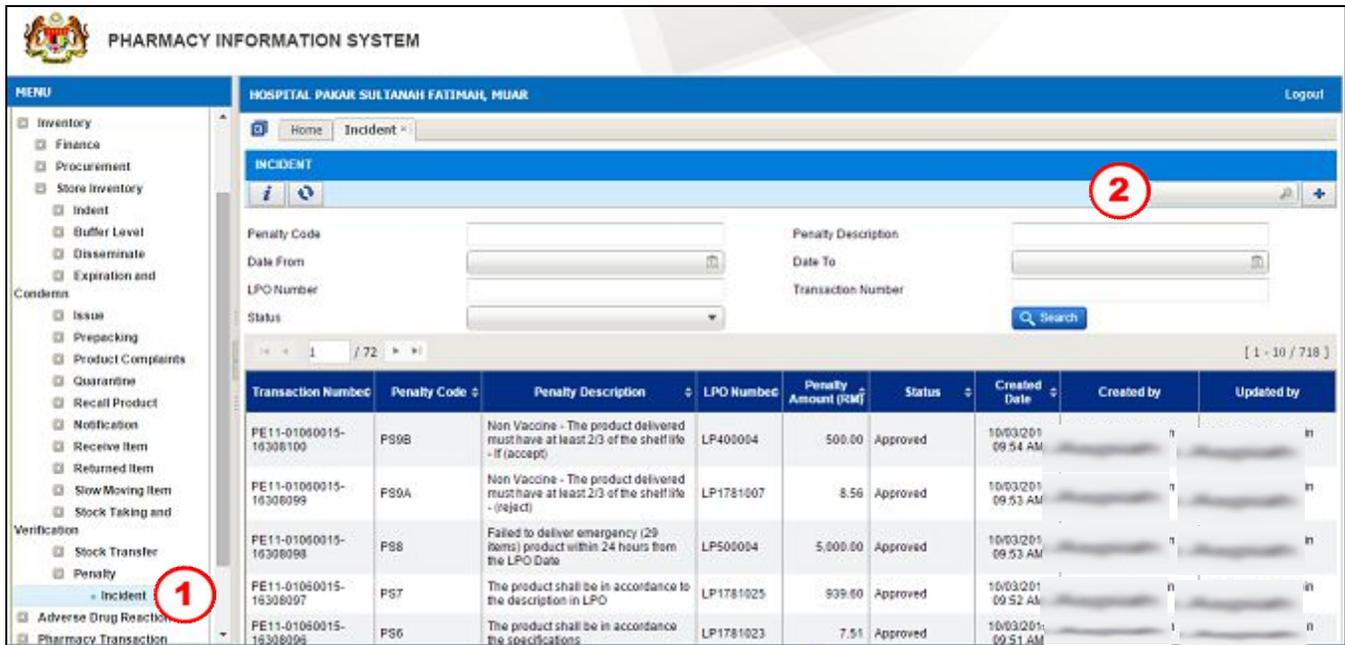
| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|---|---|-------------|
| (8) Penghantaran beban Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input type="checkbox"/> 2% x nilai produk gagal diberikan x bilangan hari lewat | |
| (9) Dikemari di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (10) Dukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (11) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (12) Gagal menggantikan produk yang rosak, usang atau tamat tempoh luput atau tidak mengikut spesifikasi atau tidak mengikut deslopa | <input checked="" type="checkbox"/> 2% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (13) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (14) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau vaksin usang daripada 6 bulan (japada LDU diterima) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (15) Gagal ganti jangka hayat Produk APPL kurang daripada 20 atau Vaksin kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 2% x nilai produk gagal diberikan x bilangan hari lewat | |
| (16) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (17) Tanda label KKM | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (18) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 2% x nilai produk yang terjejas x bilangan hari lewat | |
| (19) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL | |
| - Non Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2016 Printed By : [Redacted] User Name : RICH FARMAS Source : PMS
 Page 1 of 2

Figure 3.10-16 Lampiran 9

3.11 Create New Incident PS 9B

To create a new record for penalty PS 9B, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAGAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 718]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|--------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/201 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/201 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/201 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/201 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance the specifications | LP1781023 | 7.51 | Approved | 10/03/201 09:51 AM | | |

Figure 3.11-1 Create New Penalty Incident

This function is to perform Penalty will be imposed to the supplier when Non Vaccine that have less than 2/3 of the shelf life were delivered and rejected by facility.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.11-1.

PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATMAH, HUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2011 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2011 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2011 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2011 09:51 AM | Bahaudin | Bahaudin |

Figure 3.11-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.11-3.

PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATMAH, HUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

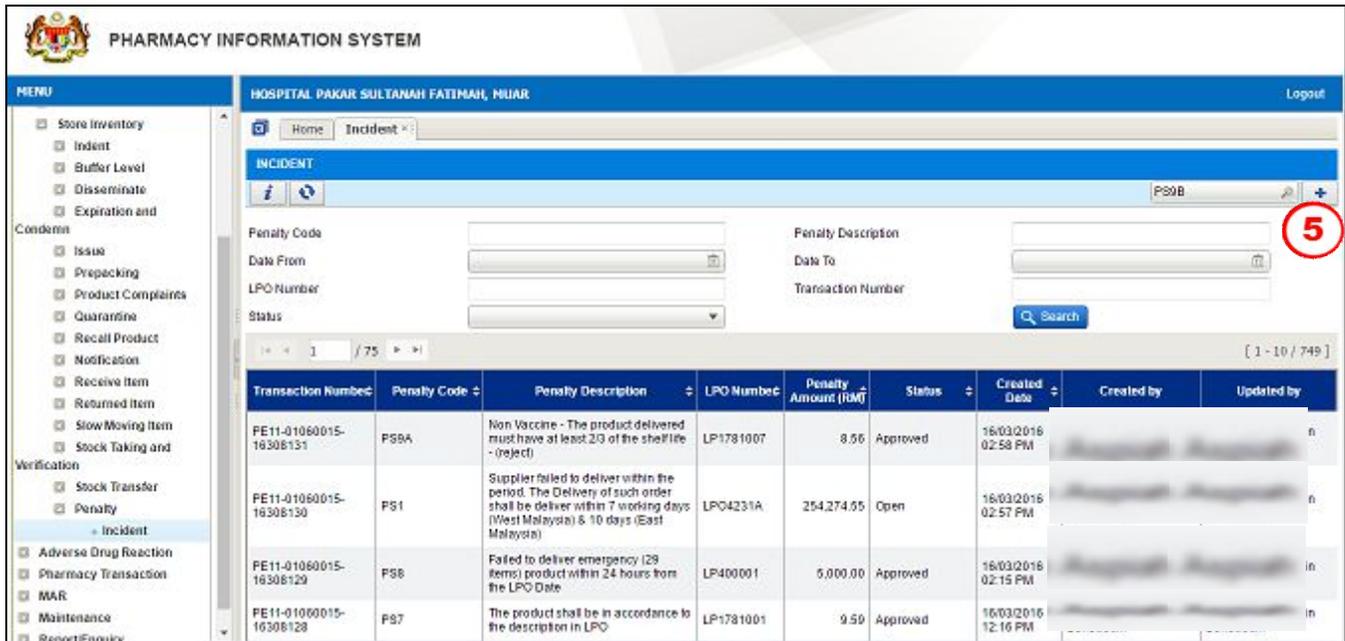
Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.11-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, NIJAR

Home Incident Logout

INCIDENT PS9B

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 749]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308131 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 16/03/2016 02:58 PM | | |
| PE11-01060015-16308130 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LPO4231A | 254,274.05 | Open | 16/03/2016 02:57 PM | | |
| PE11-01060015-16308129 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP400001 | 5,000.00 | Approved | 16/03/2016 02:15 PM | | |
| PE11-01060015-16308128 | PS7 | The product shall be in accordance to the description in LPO | LP1781005 | 9.50 | Approved | 16/03/2016 12:16 PM | | |

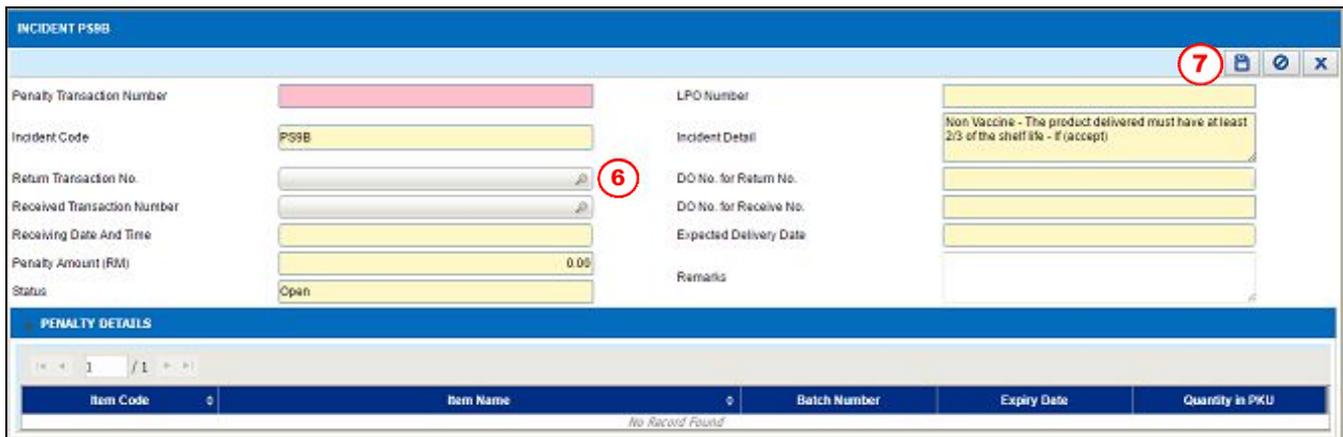
Figure 3.11-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.11-4.



INCIDENT PS9B 7

Penalty Transaction Number:

Incident Code:

Return Transaction No.: 6

Received Transaction Number:

Receiving Date And Time:

Penalty Amount (RM):

Status:

LPO Number:

Incident Detail:

DO No. for Return No.:

DO No. for Receive No.:

Expected Delivery Date:

Remarks:

PENALTY DETAILS

[1 / 1]

| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
|-----------------|-----------|--------------|-------------|-----------------|
| No Record Found | | | | |

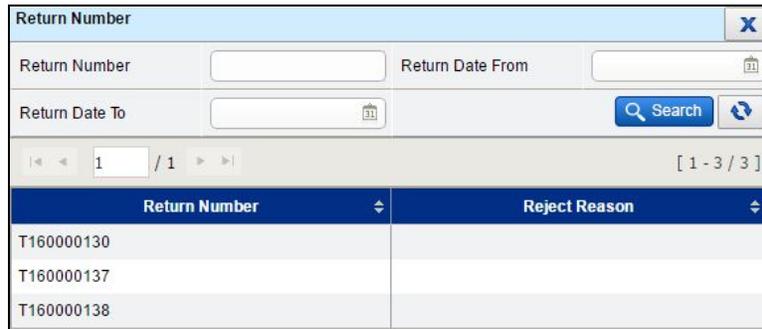
Figure 3.11-5 Incident PS 9B

STEP 6

Click on the  button to find the Return Transaction No.

Note

List of Return Transaction No. will be displayed as shown in Figure 3.11-6.



The screenshot shows a web application window titled "Return Number" with a close button (X). It contains search filters for "Return Number", "Return Date From", and "Return Date To". A "Search" button and a refresh icon are also present. Below the filters is a table with two columns: "Return Number" and "Reject Reason". The table lists three entries: T160000130, T160000137, and T160000138. A pagination bar at the bottom shows "1 / 1" and "[1 - 3 / 3]".

| Return Number | Reject Reason |
|---------------|---------------|
| T160000130 | |
| T160000137 | |
| T160000138 | |

Figure 3.11-6 List of Return Transaction Number

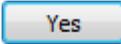
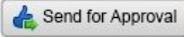
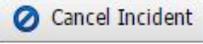
Note

Penalty Amount (RM) is fixed to RM 500

STEP 7

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.11-7
- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.

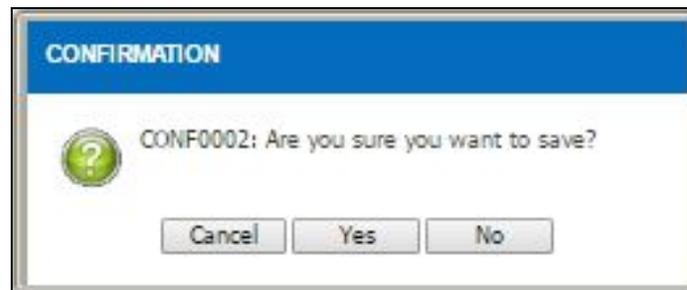
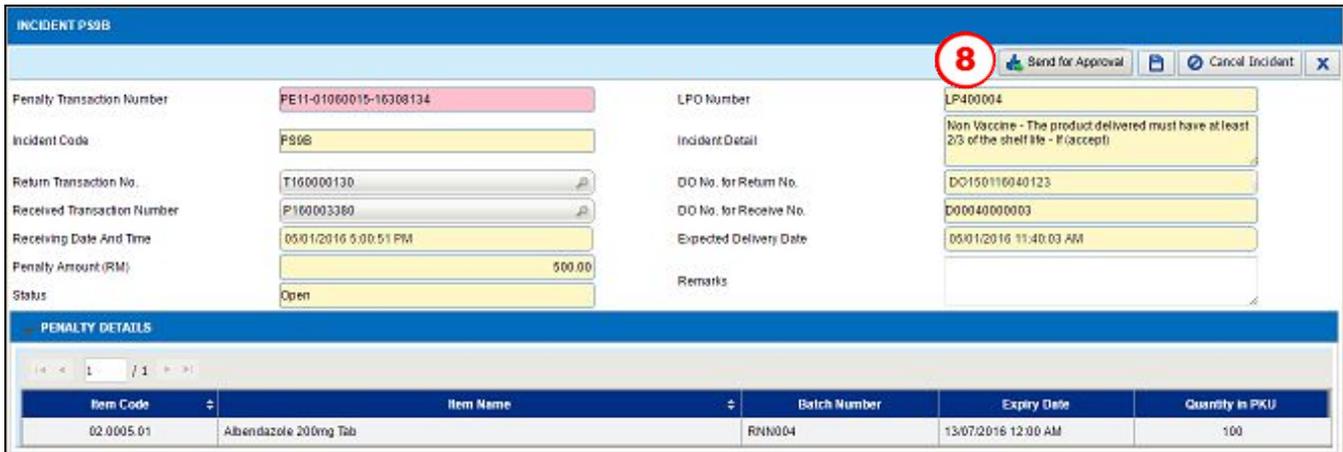


Figure 3.11-7 Confirmation Message



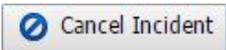
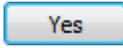
| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
|------------|-----------------------|--------------|---------------------|-----------------|
| 02.0005.01 | Albendazole 200mg Tab | RNN004 | 13/07/2016 12:00 AM | 100 |

Figure 3.11-8 Send for Approval

STEP 8

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.11-9
- Click on the  button.

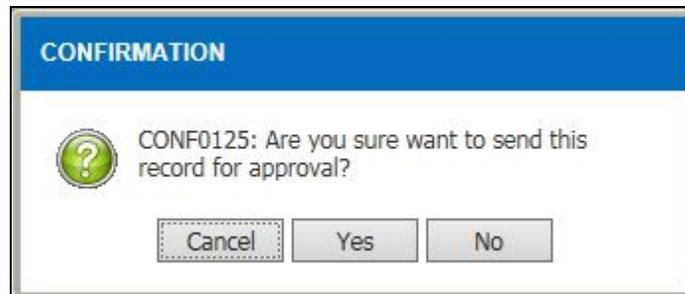
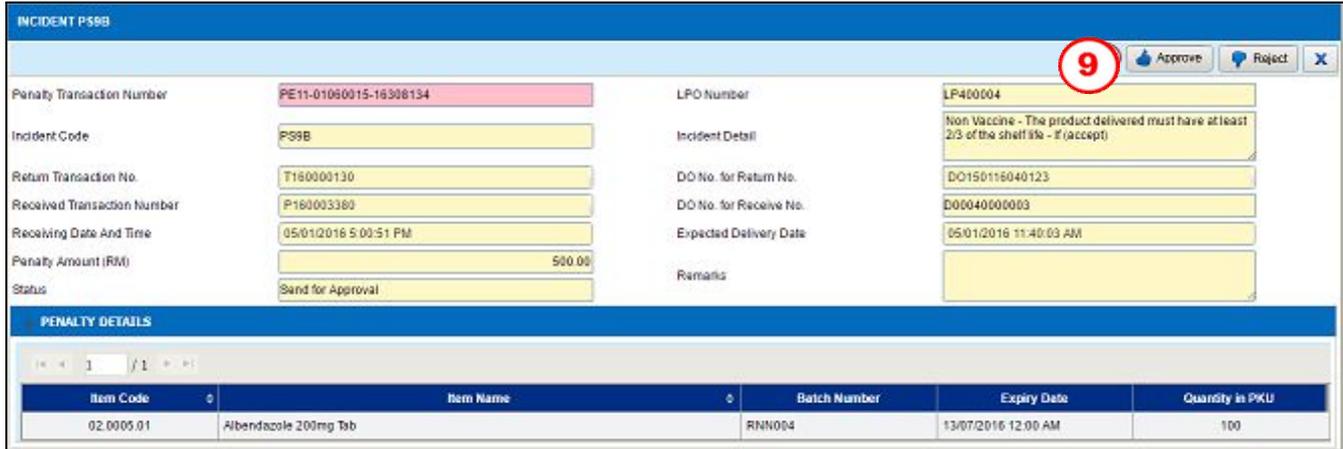


Figure 3.11-9 Confirmation message



| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
|------------|-----------------------|--------------|---------------------|-----------------|
| 02.0005.01 | Albendazole 200mg Tab | RNN004 | 13/07/2016 12:00 AM | 100 |

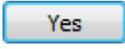
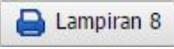
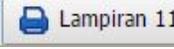
Figure 3.11-10 Approval

STEP 9

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.11-12
- Alert message will be displayed after user makes the selection as per Figure 3.11-11
- Click on the  button to approve.
- After the penalty transaction is approved,  button,  button and  button will be enabled.
- b)  button to reject the Penalty transaction
- The **Status** will change automatically to 'Rejected'.

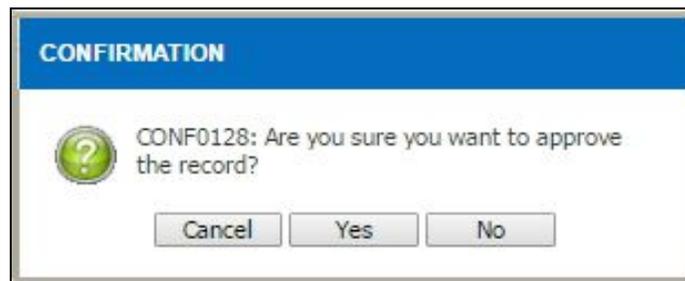
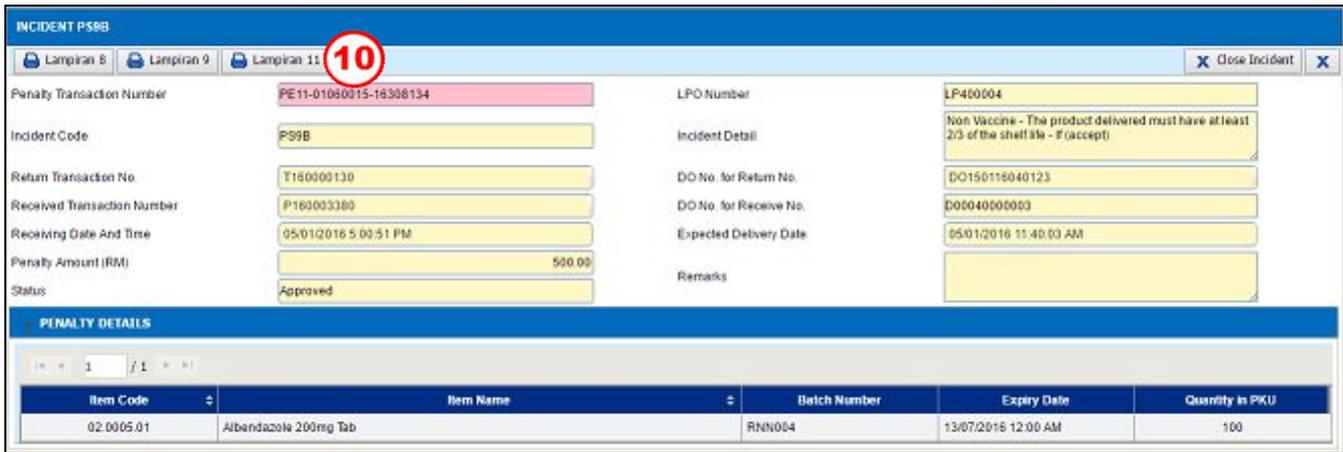


Figure 3.11-11 Confirmation Message



INCIDENT PS9B

Lampiran 8 | Lampiran 9 | Lampiran 11 **10** | Close Incident

Penalty Transaction Number: PE11-01080015-18308134 | LPO Number: LP40004

Incident Code: PS9B | Incident Detail: Non Vaccine - The product delivered must have at least 2/3 of the shelf life - if (accept)

Return Transaction No.: T16000130 | DO No. for Return No.: DO150116040123

Received Transaction Number: P160003380 | DO No. for Receive No.: DO0040000003

Receiving Date And Time: 05/01/2016 5:00:51 PM | Expected Delivery Date: 05/01/2016 11:40:03 AM

Penalty Amount (RM): 500.00 | Remarks:

Status: Approved

PENALTY DETAILS

| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
|------------|-----------------------|--------------|---------------------|-----------------|
| 02.0005.01 | Albendazole 200mg Tab | RNN004 | 13/07/2016 12:00 AM | 100 |

Figure 3.11-12 Lampiran 8, 9 and 11 Button

STEP 10

Click  button to view the Lampiran 8 as shown in Figure 3.11-13

Or click  button to view the Lampiran 9 as shown in Figure 3.11-14

Or click  button to view the Lampiran 11 as shown in Figure 3.11-15

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Koneksi Pensiwaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dilatah pada:

Pengarah Urusan
Pharmasijaya Logistik Sdn. Bhd.
No.7, Lorong Makul 10
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(4-4-)

Tuan/Ruan,

SURAT NOTIFIKASI

Dengan hormatnya Delivery Order (DO) Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Disediakan bahawa:

- Terdapat sebanyak () produk () yang dihantar melalui DO tersebut di atas telah mematuhi spesifikasi terbaharu terbaharu.
- Terdapat sebanyak () produk () yang dihantar melalui DO tersebut di atas adalah () dan tidak mematuhi spesifikasi produk terbaharu ().
- Terdapat sebanyak () produk () yang dihantar melalui DO di atas adalah () dan tidak mematuhi spesifikasi produk terbaharu ().
- Terdapat sebanyak () produk () akan tamat tarikh luput pada ().
- Terdapat sebanyak () produk () yang dihantar melalui DO di atas adalah tidak mematuhi jangka hayat produk terbaharu kurang dari 25% terbaharu.
- Terdapat sebanyak () produk () yang dihantar melalui DO tersebut di atas adalah tidak mematuhi suhu penyimpanan sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Sila rujuk dan produk pengaliran sejuk).
- Terdapat sebanyak () produk () terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

- Produk tidak diterima dan pahan penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.
- Produk akan dipulangkan dan pahan penggantian dalam tempoh 30 hari sebelum tarikh luput produk berkenaan.
- Produk akan dipulangkan dan pahan penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang mematuhi perintah,

(Tandatangan)
(NAMA) :
d.p.
Cair/Sejal

Sila tanda (X) pada kotak yang bertepatan
+ Sila pasang yang bertepatan

Printed Date : 00000000 Printed By : Unit/Room : 00000000 Room/PHIS

Page 1 of 1

Figure 3.11-13 Lampiran 8

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan :
Tarikh : 16/3/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Ipoh
 2) Tarikh Tuntutan : 27/01/2016 11:53 AM
 3) No. LPO : LP-00001
 4) Nilai Produk/LPO (RM) : 27.07
 4) Nilai Produk Gagal Dibekalkan (RM) : _____ (Jika berkenaan)
 4) No. Insiden : _____
 7) Kategori Performance Standard Yang Gagal Dipenuhi : [] pada kategori yang berkenaan sahaja

| PERFORMANCE STANDARD YANG GAGAL DIPENUHI | NILAI DENDA | JUMLAH (RM) |
|--|---|-------------|
| (8) Penghantaran beban Product APPL atau vaksin melebihi 7 hari bagi Semanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (9) Diharat di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (10) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut description | <input checked="" type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau vaksin kurang daripada 6 bulan (papalia LDU diterima) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 20 atau Vaksin kurang daripada 6 bulan yang dipatuhi | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tanda label KKKI | <input type="checkbox"/> 3% x nilai produk yang tidak dibekal | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 2% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/3/2016 Printed By : [Redacted] Unit/Kerus : STOR FARANS Source : PMS
Page 1 of 2

Figure 3.11-14 Lampiran 9

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 11

**SENARAI SEMAK
APPENDIX 5B**

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LP40004
Tandakan pada yang berkenaan

| Bil. | Periksa | Catatan | Cara Pengiraan Penalti |
|------|--|---|------------------------|
| 1. | <input checked="" type="checkbox"/> Produk selain vaksin yang diterima kurang daripada 20 jangka hayat | Nama produk : <u>Albendazole 300mg Tab</u> Jangka Hayat Produk semasa diterima : Tarikh Pengalangan : <u>15/01/2015</u> Tarikh Luput : <u>13/07/2016</u> Tarikh Notifikasi : Tarikh Penggantian : <u>05/01/2016 5.30.51 PM</u> Bilangan Hari Lewat : <u>0</u> | |
| 2. | <input type="checkbox"/> Vaksin yang diterima kurang daripada 6 bulan jangka hayat | Nama Vaksin : Jangka Hayat Produk semasa diterima : Tarikh Pengalangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat : | |
| 3. | <input type="checkbox"/> Keadaan penghantaran vaksin bukan dalam keadaan terjamin sejuk | Nama Vaksin : Nama petunjuk Rangkaian Sejuk : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat : | |
| 4. | <input type="checkbox"/> Tada tandatabel Kementerian Kesihatan Malaysia atau KKM di atas pen pembungkusan produk | Nama produk : Tarikh notifikasi : Tarikh Penggantian : | |
| 5. | <input type="checkbox"/> Penyimpanan dan pengangkutan bagi produk rangkalan 1A bukan di antara 2°C hingga 8°C | Nama produk : Suhu produk semasa diterima : Tarikh notifikasi : Tarikh Penggantian : Bilangan Hari Lewat : | |

Disediakan oleh :

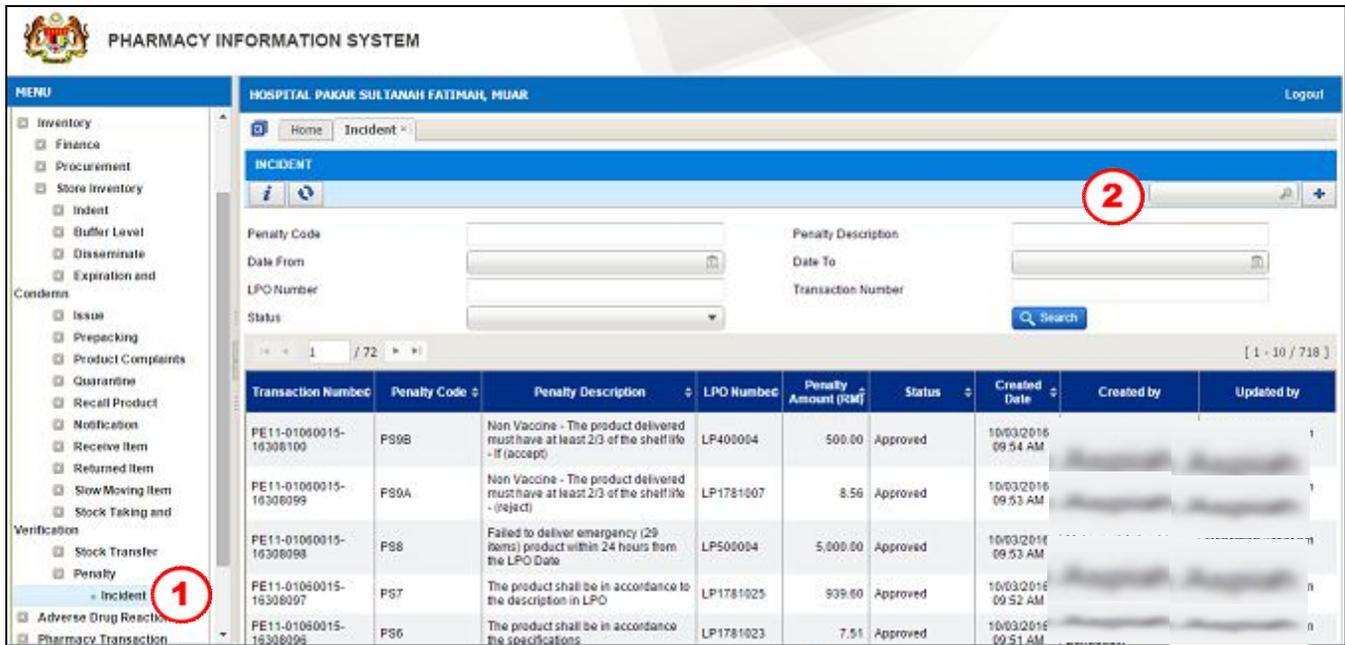
Nama & Jawatan : Pharmaceutical Sales Representative & Pegawai Farmasi US2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Printed Date = 16/03/2016 Printed By =
User Name = ST201 FARMAS2 Barcode = P46
Page 1 of 1

Figure 3.11-15 Lampiran 11

3.12 Create New Incident PS 10

To create a new record for penalty PS 10, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAGAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status: Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.00 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | | |

Figure 3.12-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier. Supplier delivered goods not within (2°C - 8°C) temperature during delivery

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.12-1.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahaudin | Bahaudin |

Figure 3.12-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.12-3.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|--|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday): between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.12-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code: Penalty Description: **5**

Date From: Date To:

LPO Number: Transaction Number:

Status:

Search:

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308135 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4137 | 53,861.00 | Approved | 16/03/2016 03:38 PM | | |
| PE11-01060015-16308134 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400094 | 500.00 | Approved | 16/03/2016 03:38 PM | | |
| PE11-01060015-16308133 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4231A | 266,382.86 | Rejected | 16/03/2016 03:33 PM | | |
| PE11-01060015-16308132 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4231A | 266,382.86 | Open | 16/03/2016 03:12 PM | | |

Figure 3.12-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.12-4.

INCIDENT PS10

Penalty Transaction Number:

Incident Code:

Return Transaction No.: **6**

Notification Date And Time:

Actual Notification Date And Time:

Received Transaction Number: **7**

Receiving Date And Time:

Recommended Delay Days:

Recommended Penalty Amount (RM):

Remarks:

LPO Number:

Incident Detail:

DO No. for Return No.:

Expected delivery Date:

Actual Expected delivery Date:

DO No. for Receive No.:

Actual Receiving Date And Time:

Delay Days:

Penalty Amount (RM):

Status:

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| No Record Found | | | | | | | | | | | | | |
| | | | | | | | | | | | | Total Amount (RM) | 0.00 |

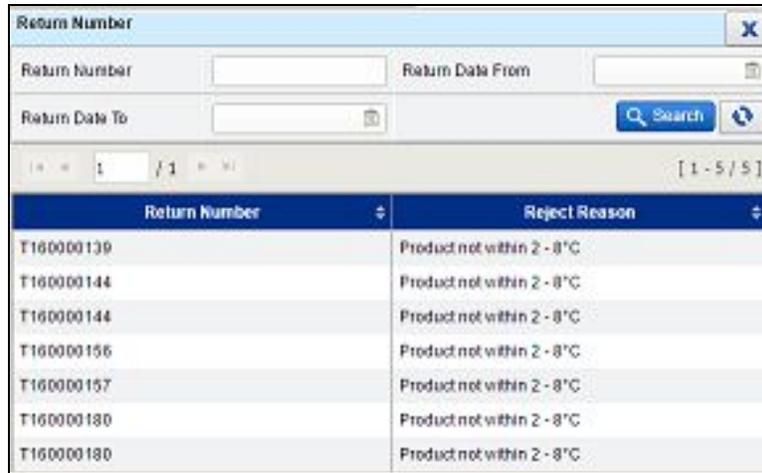
Figure 3.12-5 Incident PS 8

STEP 6

Click on the  button to find the Return Transaction No.

Note

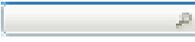
List of Return Transaction No. will be displayed as shown in Figure 3.12-6



| Return Number | Reject Reason |
|---------------|----------------------------|
| T16000139 | Product not within 2 - 8°C |
| T16000144 | Product not within 2 - 8°C |
| T16000144 | Product not within 2 - 8°C |
| T16000156 | Product not within 2 - 8°C |
| T16000157 | Product not within 2 - 8°C |
| T16000180 | Product not within 2 - 8°C |
| T16000180 | Product not within 2 - 8°C |

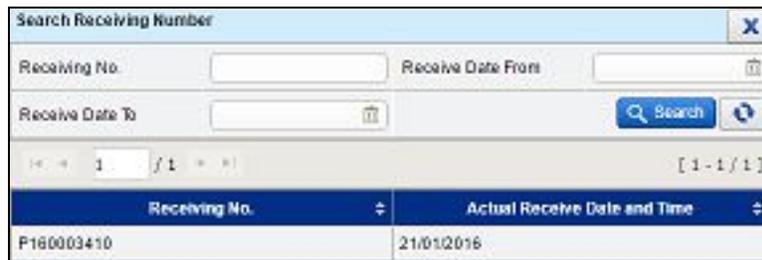
Figure 3.12-6 List of Return Number

STEP 7

Click on the  button to find the Received Transaction Number

Note

List of Received Transaction Number will be displayed as shown in Figure 3.12-7.



| Receiving No. | Actual Receive Date and Time |
|---------------|------------------------------|
| F160003410 | 21/01/2016 |

Figure 3.12-7 List of Receiving Number

INCIDENT PS10

Penalty Transaction Number: [Redacted] LPO Number: LPO4028AA1

Incident Code: PS10 Incident Detail: The temperature must be maintained within (2C - 8C) at all times through delivery

Return Transaction No.: T160000139 DO No. for Return No.: DO210116040158

Notification Date And Time: 22/01/2015 4:29:30 PM Expected delivery Date: 29/01/2015 12:00:00 AM

Actual Notification Date And Time: 22/01/2015 4:29:30 PM Actual Expected delivery Date: 29/01/2015 12:00:00 AM

Received Transaction Number: P160003410 DO No. for Receive No.: DO210116PS10A1

Receiving Date And Time: 21/01/2016 4:41:16 PM Actual Receiving Date And Time: 21/01/2016 4:41:16 PM

Recommended Delay Days: 251 Delay Days: 251

Recommended Penalty Amount (RM): 6,027.01 Penalty Amount (RM): 6,027.01

Remarks: Status: Open

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|-----------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| DO210116PS10 A1 | Z058 | ZOBEN | 02.0005.01 | Albendazole 200mg Tab | Batch402 8 | 19/07/20 16 | 20 | 40.02 | 251 | 251 | | 6,027.01 | 6,027.01 |

Figure 3.12-8 Penalty Details

STEP 8

Enter Actual Expected Delivery Date

STEP 9

Enter Actual Received Date and Time

Note

- Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days
- Delay Days will follow Actual Received Date and Time.

STEP 10

Click on the button to delete an item/items

STEP 11

Click on the button to add back the item

STEP 12

Click on the button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.12-9
- Click on the button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the button and button will be enabled.

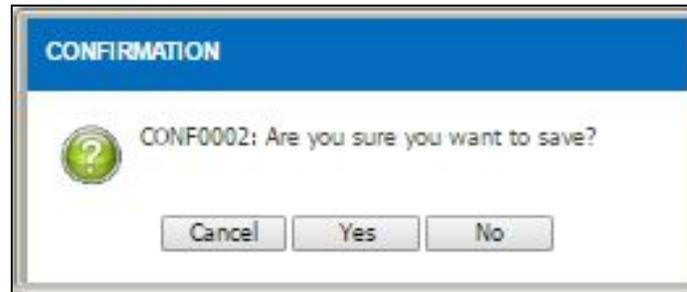


Figure 3.12-9 Confirmation Message

INCIDENT PS10

Penalty Transaction Number: PE11-01090015-16308138
 Incident Code: PS10
 Return Transaction No.: T160000139
 Notification Date And Time: 22/01/2015 4:29:30 PM
 Actual Notification Date And Time: 22/01/2015 4:29:30 PM
 Received Transaction Number: F160003410
 Receiving Date And Time: 21/01/2016 4:41:16 PM
 Recommended Delay Days: 251
 Recommended Penalty Amount (RM): 6,027.01
 Remarks: Test

LPO Number: D-028AA1
 Incident Detail: The temperature must be maintained within (2C - 8C) at all times through delivery
 DO No. for Return No.: DQ210116040156
 Expected delivery Date: 20/01/2015 12:00:00 AM
 Actual Expected delivery Date: 20/01/2015 12:00:00 AM
 DO No. for Receive No.: DQ210116PS10A1
 Actual Receiving Date And Time: 21/01/2016 4:41:16 PM
 Delay Days: 251
 Penalty Amount (RM): 6,027.01
 Status: Open

13 Send for Approval Cancel Incident

PENALTY DETAILS

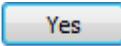
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommend ed Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|-----------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|----------------------------------|---------------------|
| DQ210116PS10 A1 | Z058 | ZOBEN | 02.0005.01 | Albendazole 200mg Tab | Batch402 B | 19/07/20 16 | 20 | 40.02 | 251 | 251 | | 6,027.01 | 6,027.01 |
| Total Amount (RM) | | | | | | | | | | | | 6,027.01 | |

Figure 3.12-10 Send for Approval

STEP 13

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The **status** will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.12-11
- Click on the  button.

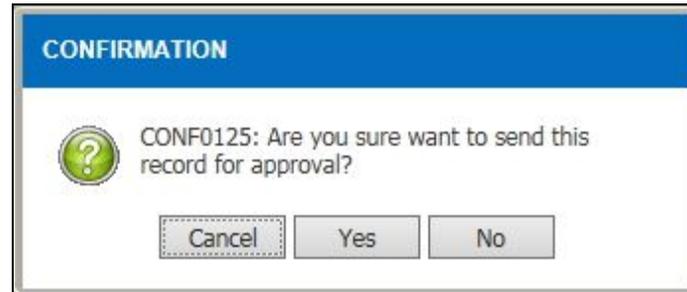
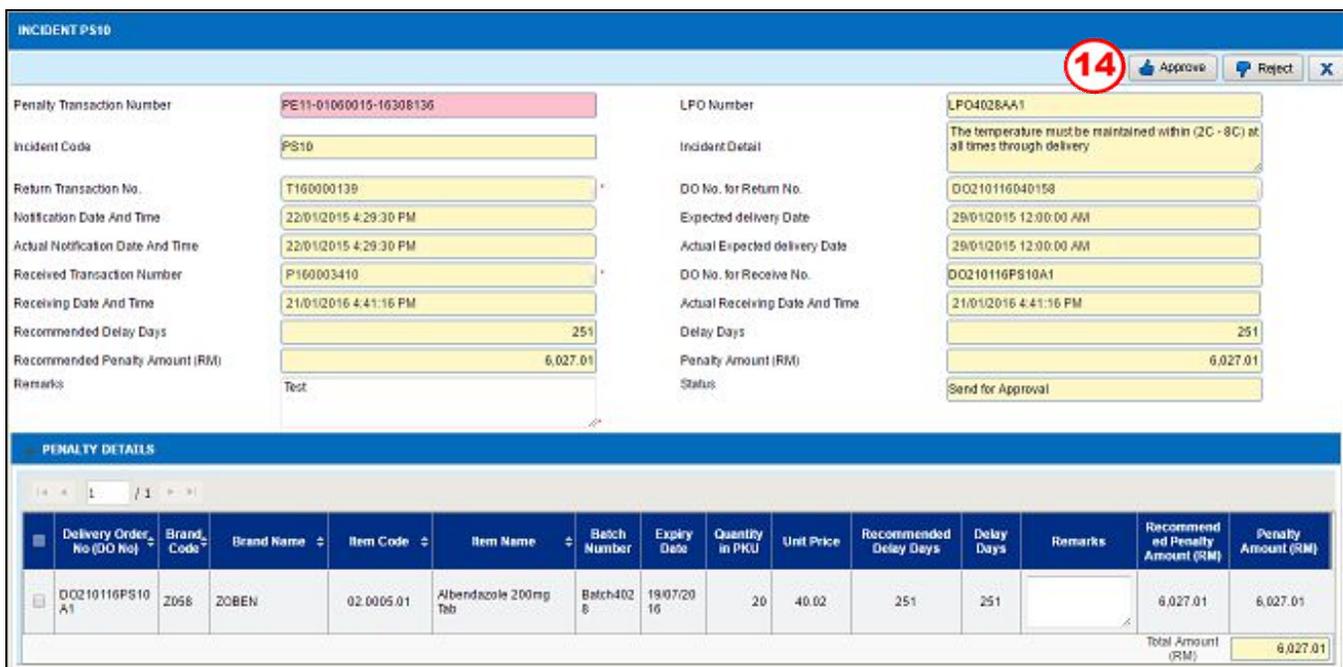


Figure 3.12-11 Confirmation message



| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|-----------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| DO210116PS10 A1 | Z058 | ZOBEN | 02.0005.01 | Albendazole 200mg Tab | Batch402 8 | 18/07/2016 | 20 | 40.02 | 251 | 251 | | 6,027.01 | 6,027.01 |
| Total Amount (RM) | | | | | | | | | | | | 6,027.01 | |

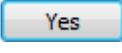
Figure 3.12-12 Approval

STEP 14

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.12-14
- Alert message will be displayed after user makes the selection as per Figure 3.12-13
- Click on the  button to confirm approve.
- After the penalty transaction is approved,  button,  button and  button will be enabled.

b)  **Reject** button to reject the Penalty transaction

- The **Status** will change automatically to 'Rejected'.



Figure 3.12-13 Confirmation Message

INCIDENT PS10

Lampiran 8 Lampiran 9 **Lampiran 11** 15 Close Incident

| | | | |
|-----------------------------------|------------------------|--------------------------------|---|
| Penalty Transaction Number | FE11-01060015-16308136 | LPO Number | LPO4028AA1 |
| Incident Code | PS10 | Incident Detail | The temperature must be maintained within (2C - 8C) at all times through delivery |
| Return Transaction No. | T16000139 | DO No. for Return No. | DO21011604015B |
| Notification Date And Time | 22/01/2015 4:29:30 PM | Expected delivery Date | 29/01/2015 12:00:00 AM |
| Actual Notification Date And Time | 22/01/2015 4:29:30 PM | Actual Expected delivery Date | 29/01/2015 12:00:00 AM |
| Received Transaction Number | F160003410 | DO No. for Receive No. | DO210116PS10A1 |
| Receiving Date And Time | 21/01/2016 4:41:16 PM | Actual Receiving Date And Time | 21/01/2016 4:41:16 PM |
| Recommended Delay Days | 251 | Delay Days | 251 |
| Recommended Penalty Amount (RM) | 6,027.01 | Penalty Amount (RM) | 6,027.01 |
| Remarks | Test | Status | Approved |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommend ed Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|-----------------------|--------------|-------------|----------|------------|------------------------|------------|---------|----------------------------------|---------------------|
| DO210116PS10 A1 | 2058 | ZOBEN | 02.0005.01 | Albendazole 200mg Tab | Batch402 8 | 19/07/20 16 | 20 | 40.02 | 251 | 251 | | 6,027.01 | 6,027.01 |
| Total Amount (RM) | | | | | | | | | | | | 6,027.01 | |

Figure 3.12-14 Lampiran 8, 9 and 10

STEP 15

Click  **Lampiran 8** button to view the Lampiran 8 as shown in Figure 3.12-15

Or click  **Lampiran 9** button to view the Lampiran 9 as shown in Figure 3.12-16

Or click  **Lampiran 11** button to view the Lampiran 11 as shown in Figure 3.12-17

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Koneksi Pensiwaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar
No. Rujukan: _____
Tarikh: _____

Telan dilata padac
Pegawai Urusan
Pharmasiaga Logistica Sdn. Bhd.
No.7, Lorong Kialai 10
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(No. _____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya Delivery Order (DO) / Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimekalkan bahawa:

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/berkemungkinan terbiak luput *.

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak menepati spesifikasi produk lalu (_____).

Terdapat sebanyak (_____) produk (_____) akan tamat terbiak luput pada (_____).

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak menepati jangka hayat produk lalu kurang dari 33% baki*.

Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak menepati suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).

Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

Produk tidak akan dikenakan dan pahan penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

Produk akan dipulangkan dan pahan penggantian dalam tempoh 30 hari sebelum terbiak luput produk berkenaan.

Produk akan dipulangkan dan pahan penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"
Saya yang memuat perintah,

(Tandatangan)
(NAMA) : Mohamad Achar bin Saahudin
No. _____
SARAWAK
 Sila tanda (X) pada kotak yang berkaitan
- Sila pasang yang berkaitan

Printed Date : 08/08/2016 Printed By : Mohamad Achar bin Saahudin Unit/Divisi : RENCANAAN Kesihatan
Bekas/PNS
Page 1 of 1

Figure 3.12-15 Lampiran 8


Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Fakar Sultanah Fatimah, Isuar
 2) Tarikh Tuntutan : 07/01/2016 11:53 AM
 3) No. LPO : LP-00001
 4) Nilai Produk/PO (RM) : 27.07
 5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenas)
 6) No. Invoice : _____
 7) Kategori Performance Standard Yang Gagal Dipatuhi : Sila tandakan (✓) pada kategori yang berkenaan sahaja!

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|---|---|-------------|
| (8) Penghantaran beban Product APPL atau valsin melebihi 7 hari bagi Semenyang dan 10 hari bagi Sabah dan Sarawak dari tarikh beban terima LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | 27.07 |
| (9) Dikemas di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (9a) Dukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tamat tempoh luput atau tidak mengikut spesifikasi atau tidak mengikut deslopa! | <input checked="" type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | |
| (v) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau Valsin kurang daripada 6 bulan (japada LDU diterima) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 20 atau Valsin kurang daripada 6 bulan yang ditolak | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tanda label KKM | <input type="checkbox"/> 3% x nilai produk yang tidak dibekal | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL | |
| - Non Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2016 Printed By : Mohamad Azhar bin Bahaudin Unit/Kerusi : IKOP FARMANA Source : PhIS
 Page 1 of 2

Figure 3.12-16 Lampiran 9

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 11

**SENARAI SEMAK
APPENDIX 5B**

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LPO4038A41
Tandatangan pada yang berkenaan

| Bil. | Periksa | Catatan | Cara Pengiraan Penalti |
|------|--|--|--|
| 1. | <input type="checkbox"/> Produk selain vaksin yang diterima kurang daripada 20 jangka hayat | Nama produk : Jangka Hayat Produk semasa diterima : Tarikh Pengalangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat : | |
| 2. | <input type="checkbox"/> Vaksin yang diterima kurang daripada 6 bulan jangka hayat | Nama vaksin : Jangka Hayat Produk semasa diterima : Tarikh Pengalangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat : | |
| 3. | <input type="checkbox"/> Keadaan penghantaran vaksin bukan dalam keadaan rangkaian sejuk | Nama Vaksin : Nama petunjuk Rangkaian Sejuk : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat : | |
| 4. | <input type="checkbox"/> Tada tanda-tabel Kementerian Kesihatan Malaysia atau KKM di atas pen pembungkusan produk | Nama produk : Tarikh Notifikasi : Tarikh Penggantian : | |
| 5. | <input checked="" type="checkbox"/> Penyimpanan dan pengangkutan bagi produk rangkaian 1A bukan di antara 2°C hingga 8°C | Nama produk : Alendazole 300mg Tab Suhu produk semasa diterima : Tarikh Notifikasi : 20/01/2015 12.00.00 AM Tarikh Penggantian : 20/01/2016 4.41.16 PM Bilangan Hari Lewat : 351 | Please refer attachment for detail calculation |

Dibuatkan oleh :

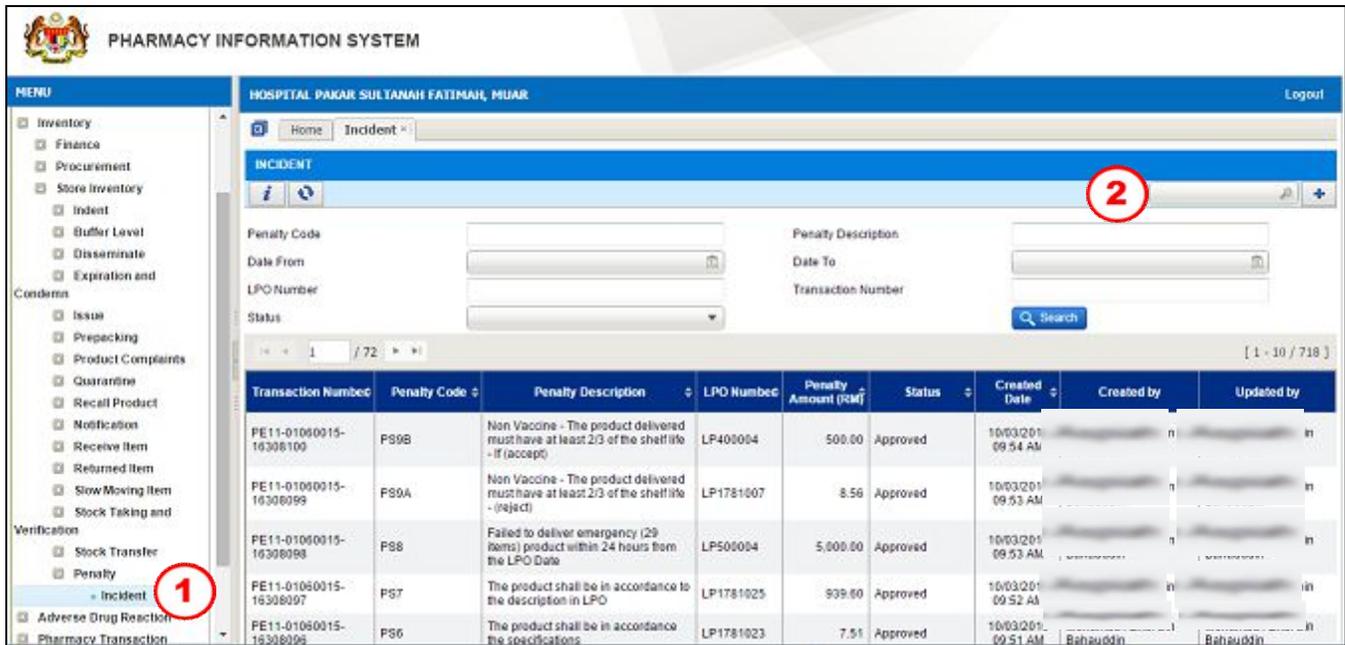
Nama & Jawatan : Pharmacist/Pharmacist & Pegawai Farmasi USJ
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Printed Date : 16/03/2016 Printed By : Unit/Name : STOR/FAIMAM Barcode: P158
Page 1 of 1

Figure 3.12-17 Lampiran 11

3.13 Create New Incident PS 11A

To create a new record for penalty PS 11A, perform the steps below:



| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | | |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | | |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | | |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahaudin | Bahaudin |

Figure 3.13-1 Create New Penalty

This function is to perform Penalty that will be imposed to the supplier. Supplier delivered vaccine product that have LOU, but have been rejected upon receiving. The supplier fails to supply the goods based on term and condition agreed.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the  button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.13-1.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Incident Search

Incident Code: PS11A Incident Description: []

[11 - 20 / 21]

| Transaction Number | Penalty Code | Penalty Description | LPO Number |
|------------------------|--------------|---|------------|
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 |
| PE11-01060015-16708217 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP140710 |
| PE11-01060015-16708216 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LPO4458 |
| PE11-01060015-16708215 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LPO4013 |

Figure 3.13-2 Penalty Information

STEP 3

Double click on the selected record PS11A.

Note

System will list PS1 to PS 18 as shown in Figure 3.13-2.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code: [] Penalty Description: []

Date From: [] Date To: []

LPO Number: [] Transaction Number: []

Status: []

[1 - 10 / 836]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 | 16.50 | Open | 18/07/2016 07:20 AM | | |
| PE11-01060015-16708217 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP140710 | 4.74 | Open | 14/07/2016 06:18 PM | | |
| PE11-01060015-16708216 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LPO44582 | 1,670.40 | Open | 12/07/2016 11:31 AM | | |
| PE11-01060015-16708215 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LPO4013 | 187.92 | Approved | 12/07/2016 10:43 AM | | |

Figure 3.13-3 Create New Penalty

STEP 4

Click on button to create new record

INCIDENT PS11A

Penalty Transaction Number: [Redacted] LPO Number: [Redacted]

Incident Code: PS11A Incident Detail: Vaccine - The product delivered must have at least six (6) months of shelf life - (reject)

Return Transaction No. [Redacted] DO No. for Return No. [Redacted]

Notification Date And Time: [Redacted]

Actual Notification Date And Time: [Redacted]

Received Transaction Number: [Redacted]

Receiving Date And Time: [Redacted]

Recommended Delay Days: [Redacted]

Recommended Penalty Amount (RM): 0.00

Remarks: [Redacted]

Return Number

| Return Number | Reject Reason | LOU |
|---------------|--|-----|
| T160000143 | Reject LOU Item (Below 6 month expiry) | No |
| T160000158 | Reject LOU Item (Below 6 month expiry) | No |
| T160000159 | Reject LOU Item (Below 6 month expiry) | No |
| T160000160 | Reject LOU Item (Below 6 month expiry) | No |
| T160000177 | Reject LOU Item (Below 6 month expiry) | No |
| T160000181 | Reject LOU Item (Below 6 month expiry) | No |
| T160000227 | Reject LOU Item (Below 6 month expiry) | No |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| Total Amount (RM) 0.00 | | | | | | | |

Figure 3.13-4 List of Return Number

STEP 5

Select Return Transaction No and double click on transaction No.

Note

Incident code, notification date & time, LPO No, Incident Detail, Do No for Return No, status, and expected delivery date is non-editable; it will be automatically display based on the selected incident code.

STEP 6

Double click on Return Transaction No.

INCIDENT PS11A

Penalty Transaction Number: [Redacted] LPO Number: LPO4094

Incident Code: PS11A Incident Detail: Vaccine - The product delivered must have (6) months of shelf life - (reject)

Return Transaction No. T160000158 DO No. for Return No. DO000116110158

Notification Date And Time: 31/01/2015 12:06:45 PM Expected delivery Date And Time: 07/02/2015 12:00:00 AM

Actual Notification Date And Time: 31/01/2015 12:06:45 PM Actual Expected delivery Date And Time: 07/02/2015 12:00:00 AM

Received Transaction Number: [Redacted] DO No. for Receive No. [Redacted]

Receiving Date And Time: [Redacted]

Recommended Delay Days: [Redacted]

Recommended Penalty Amount (RM): [Redacted]

Remarks: [Redacted]

Search Receiving Number

| Receiving No. | Actual Receive Date and Time |
|---------------|------------------------------|
| P160003405 | 30/01/2016 12:54:53 PM |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| No Record Found | | | | | | | | | | | | | |
| Total Amount (RM) | | | | | | | | | | | | | |

Figure 3.13-5 List of Receiving Number

STEP 7

Select Receiving Transaction Number and double click on Receiving No as shown in figure 3.13-5.

STEP 8

Click on the  button to delete an item/items

STEP 9

Click on the  button to add back the item

Note

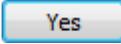
Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days

STEP 10

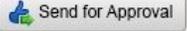
Click on the  button to save the Incident PS11A transaction as shown in figure 3.13-8.

Note

- After clicking save, an alert message will be displayed as per Figure 3.14-9 and Figure 3.13-10.

- Click on the  button.

- Click on the  button.

- **Penalty transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled

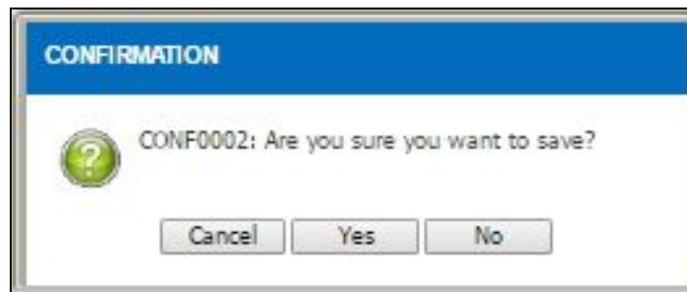


Figure 3.13-8 Confirmation message

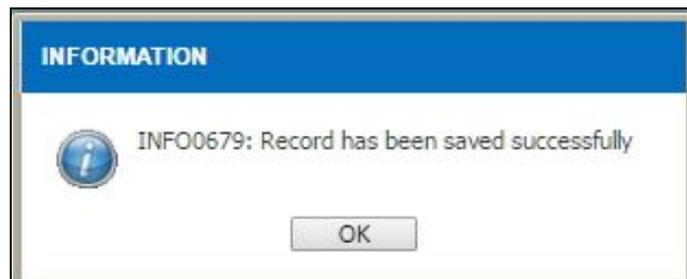


Figure 3.13-9 Information message

INCIDENT PS11A

11
Send for Approval
Cancel Incident

| | | | |
|-----------------------------------|------------------------|--|--|
| Penalty Transaction Number | PE11-01060015-16708219 | LPO Number | LPO4032AA1 |
| Incident Code | PS11A | Incident Detail | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) |
| Return Transaction No. | T160000143 | DO No. for Return No. | DO210116060123 |
| Notification Date And Time | 22/01/2015 6:12:18 PM | Expected delivery Date And Time | 29/01/2015 12:00:00 AM |
| Actual Notification Date And Time | 22/01/2015 6:12:18 PM | Actual Expected delivery Date And Time | 29/01/2015 12:00:00 AM |
| Received Transaction Number | P160003415 | DO No. for Receive No. | DO21011PS11AB2 |
| Receiving Date And Time | 21/01/2016 6:27:15 PM | Actual Receiving Date And Time | 21/01/2016 6:27:15 PM |
| Recommended Delay Days | 245 | Delay Days | 245 |
| Recommended Penalty Amount (RM) | 15,346.80 | Penalty Amount (RM) | 15,346.80 |
| Remarks | | Status | Open |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| DO21011PS11A BZ | T229 | TT | 07.0004.02 | Tetanus Toxoid Injection | Batch403 2a2 | 19/07/2016 | 30 | 69.6 | 245 | 245 | | 15,346.80 | 15,346.80 |

Figure 3.13-10 Incident penalty details

STEP 11

Click on the  button to send the Penalty transaction to HOD for approval

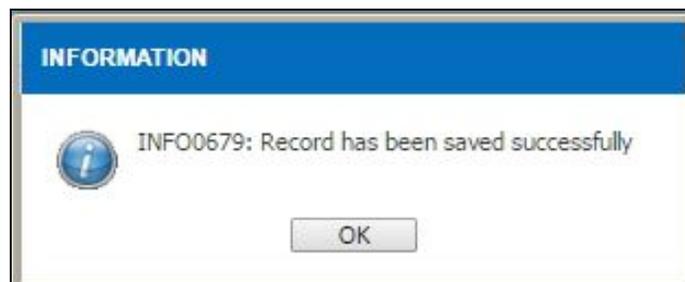


Figure 3.13-11 Information message

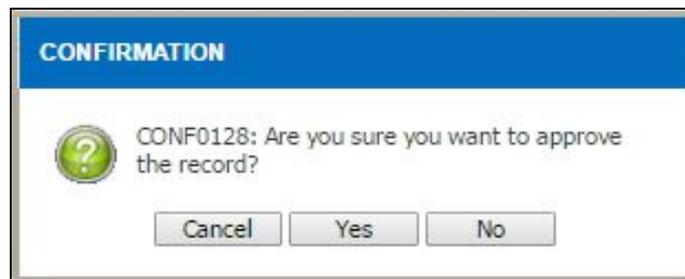


Figure 3.13-12 Confirmation message

INCIDENT PS11A

12
Approve
Reject
X

| | | | |
|-----------------------------------|------------------------|--|--|
| Penalty Transaction Number | PE11-0100015-16808229 | LPO Number | LPO4094 |
| Incident Code | PS11A | Incident Detail | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) |
| Return Transaction No. | T16000158 | DO No. for Return No. | DO300116110158 |
| Notification Date And Time | 31/01/2015 12:06:45 PM | Expected delivery Date And Time | 07/02/2015 12:00:00 AM |
| Actual Notification Date And Time | 31/01/2015 12:06:45 PM | Actual Expected delivery Date And Time | 07/02/2015 12:00:00 AM |
| Received Transaction Number | P160003465 | DO No. for Receive No. | DO300116PS11B2 |
| Receiving Date And Time | 30/01/2016 12:54:53 PM | Actual Receiving Date And Time | 30/01/2016 12:54:53 PM |
| Recommended Delay Days | 246 | Delay Days | 246 |
| Recommended Penalty Amount (RM) | 51,364.80 | Penalty Amount (RM) | 51,364.80 |
| Remarks | | Status | Send for Approval |

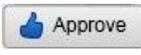
PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| | T229 | TT | 07.0004.02 | Tetanus Toxoid Injection | 11A805 | 28/07/2016 | 100 | 69.6 | 246 | 246 | | 51,364.80 | 51,364.80 |
| Total Amount (RM) | | | | | | | | | | | | 51,364.80 | |

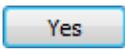
Figure 3.13-13 Incident penalty details

STEP 12

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.13-14
- Alert message will be displayed after user makes the selection as per Figure 3.13-12
- Click on the  button to approve.
- After the penalty transaction is approved,  button,  button and  button will be enabled.

- b)  button to reject the Indent transaction

- The **Status** will change automatically to 'Rejected'.

INCIDENT PS11A

Lampiran 8 Lampiran 9 Lampiran 11
13
14
Close Incident

| | | | |
|-----------------------------------|------------------------|--|---|
| Penalty Transaction Number | PE11-01060015-16808229 | LPO Number | LPO4094 |
| Incident Code | PS11A | Incident Detail | Vaccine - The product delivered must have at least six (6) months of shelflife - (reject) |
| Return Transaction No. | T16000158 | DO No. for Return No. | DO300116110158 |
| Notification Date And Time | 31/01/2015 12:06:45 PM | Expected delivery Date And Time | 07/02/2015 12:00:00 AM |
| Actual Notification Date And Time | 31/01/2015 12:06:45 PM | Actual Expected delivery Date And Time | 07/02/2015 12:00:00 AM |
| Received Transaction Number | F160003465 | DO No. for Receive No. | DO300116PS11B2 |
| Receiving Date And Time | 30/01/2016 12:54:53 PM | Actual Receiving Date And Time | 30/01/2016 12:54:53 PM |
| Recommended Delay Days | 246 | Delay Days | 246 |
| Recommended Penalty Amount (RM) | 51,364.80 | Penalty Amount (RM) | 51,364.80 |
| Remarks | | Status | Approved |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| | T229 | TT | 07.0004.02 | Tetanus Toxoid Injection | 11A005 | 28/07/2016 | 100 | 69.6 | 246 | 246 | | 51,364.80 | 51,364.80 |
| Total Amount (RM) | | | | | | | | | | | | 51,364.80 | |

Figure 3.13-14 Lampiran 8, 9 and 11

STEP 13

Click  **Lampiran 8** button to view the Lampiran 8 as shown in Figure 3.13-15

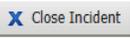
Or click  **Lampiran 9** button to view the Lampiran 9 as shown in Figure 3.13-16

Or click  **Lampiran 11** button to view the Lampiran 11 as shown in Figure 3.13-17

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

STEP 14

Click  **Close Incident** button to close the transaction screen.

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan :
Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Parar Sultanah Falmah, Muar
 2) Tarikh Tuntutan : 07/01/2016 11:53 AM
 3) No. LPO : LP#0001
 4) Nilai Produk/LPO (RM) : 27.07
 5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
 6) No. Incid : _____
 7) Kategori Performance Standard Yang Gagal Dipatuhi : [Tidak terdapat (-) pada kategori yang berkenaan sahaja]

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|---|---|-------------|
| (i) Penghantaran berbilan Product APPL atau varian melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar tarikh LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharat di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau terbelah terbelah atau tidak mengikut spesifikasi atau tidak mengikut deskripsi | <input checked="" type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau varian kurang daripada 6 bulan (seperti LDU diberikan) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 3/3 atau varian kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label P301 | <input type="checkbox"/> 3% x nilai produk yang tidak dilabel | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL | |
| - Non Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2016 Printed By : [Redacted] Unit Name : STOR FARMA Source : PHIS
Page 1 of 2

Figure 3.13-16 Lampiran 9

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konseal Penawaran Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 11

**SENARAI SEMAK
APPENDIX 5B**

Nama PTJ : Hospital Pakar Suberani, Fatinah, Muar
No. LPO : LP0303281

Terdahap/ Untuk : [] pada yang bersempena

| Bil | Petaka | Contoh | Cara Pengiraan Penalti |
|-----|--|--|---|
| 1. | <input type="checkbox"/> Produk dalam kemasan yang diberikan kurang daripada 20 hingga keatas | Nama produk Jumlah Hegeri Produk semasa diberikan Tarikh Pengalangan Tarikh Logistik Tarikh Kualiti Tarikh Pengambilan Bilangan Hari Kerja | |
| 2. | <input checked="" type="checkbox"/> Vahiri yang diberikan kurang daripada 5 bilian hingga keatas | Nama Vahiri Jumlah Hegeri Produk semasa diberikan Tarikh Pengalangan Tarikh Logistik Tarikh Kualiti Tarikh Pengambilan Bilangan Hari Kerja | Tetapan Tarikh/Tempat Phase-rate attachment for detail calculation |
| 3. | <input type="checkbox"/> Kesediaan penghantaran dalam kesediaan yang tidak sahaja | Nama Vahiri Masa perantara Pengalangan Berak Tarikh Kualiti Tarikh Pengambilan Bilangan Hari Kerja | |
| 4. | <input type="checkbox"/> Tidak terdapat dalam Kementerian Kesihatan Malaysia atau KKM di atas yang penghantaran produk | Nama produk Tarikh Kualiti Tarikh Pengambilan | |
| 5. | <input type="checkbox"/> Penyediaan dan pengalangan bagi produk yang tidak 18 bilian di antara 2°C hingga 8°C | Nama produk Jumlah produk semasa diberikan Tarikh Kualiti Tarikh Pengambilan Bilangan Hari Kerja | |

Disediakan oleh :

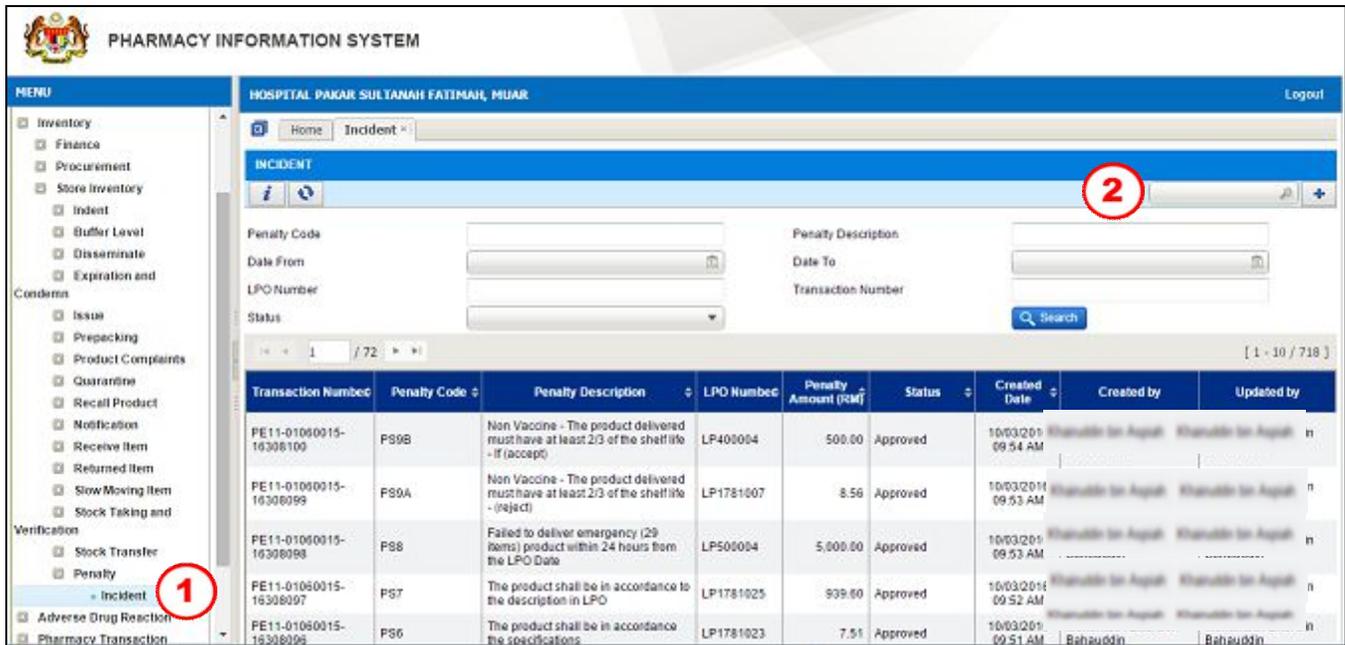
Nama & Jawatan : [] & Pegawai Peringkat L22
Nama PTJ : Hospital Pakar Suberani, Fatinah, Muar
Tarikh : 10/03/2010

Printed Date : 10/03/10 Printed By : Date/Time : 10/3/10/10:00 Page : 1/1

Figure 3.13-17 Lampiran 11

3.14 Create New Incident PS 11B

To create a new record for penalty PS 11B, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAGAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code:

Penalty Description:

Date From:

Date To:

LPO Number:

Transaction Number:

Status:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|-----------------------|-----------------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2011 09:54 AM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2011 09:53 AM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2011 09:53 AM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2011 09:52 AM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance the specifications | LP1781023 | 7.51 | Approved | 10/03/2011 09:51 AM | Bahaudin | Bahaudin |

Figure 3.14-1 Create New Penalty

This function is to perform Penalty that will be imposed to the supplier. Supplier delivered vaccine product that have LOU, but have been rejected upon receiving. The supplier supplies the goods that have less than six (6) months of shelf life.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.14-1.

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2011 09:54 AM | Khanabidin | Khanabidin |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2011 09:53 AM | Khanabidin | Khanabidin |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2011 09:53 AM | Khanabidin | Khanabidin |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2011 09:52 AM | Khanabidin | Khanabidin |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2011 09:51 AM | Bahaudin | Bahaudin |

Figure 3.14-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.14-3.

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|--|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday): between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3,30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.14-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Menu: Inventory, Finance, Procurement, Store Inventory, Indent, Buffer Level, Disseminate, Expiration and Condemn, Issue, Prepacking, Product Complaints, Quarantine, Recall Product, Notification, Receive Item, Returned Item, Slow Moving Item, Stock Taking and Verification, Stock Transfer, Penalty, Incident, Adverse Drug Reaction, Pharmacy Transaction.

INCIDENT

Penalty Code: [] Penalty Description: []

Date From: [] Date To: []

LPO Number: [] Transaction Number: []

Status: []

Search: []

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|----------|---------------------|------------|------------|
| FE11-01060015-16808229 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4094 | 51,364.80 | Approved | 01/08/2011 09:30 AM | ... | ... |
| FE11-01060015-16708228 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP290710 | 1,827.00 | Open | 29/07/2011 03:14 PM | ... | ... |
| FE11-01060015-16708227 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LPO4482 | 37.86 | Open | 28/07/2011 06:31 PM | ... | ... |

Figure 3.14-4 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.14-4.

INCIDENT PS11B

Penalty Transaction Number: [] LPO Number: []

Incident Code: PS11B Incident Detail: Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept)

Return Transaction No.: [] DO No. for Return No.: []

Received Transaction Number: [] DO No. for Receive No.: []

Receiving Date And Time: [] Expected Delivery Date: []

Penalty Amount (RM): 0.00

Status: Open

Remarks: []

PENALTY DETAILS

| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
|-----------------|-----------|--------------|-------------|-----------------|
| No Record Found | | | | |

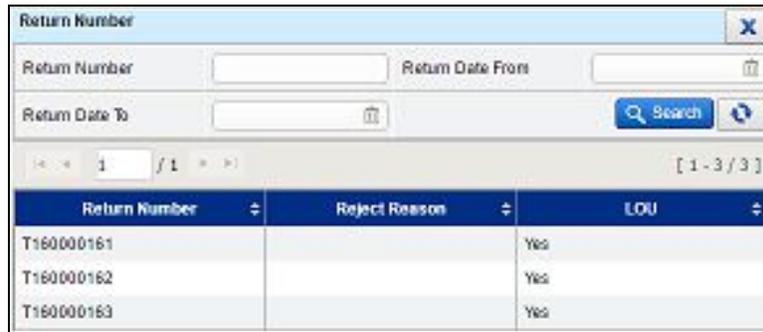
Figure 3.14-5 Incident PS 8

STEP 6

Click on the button to find the Return Transaction No.

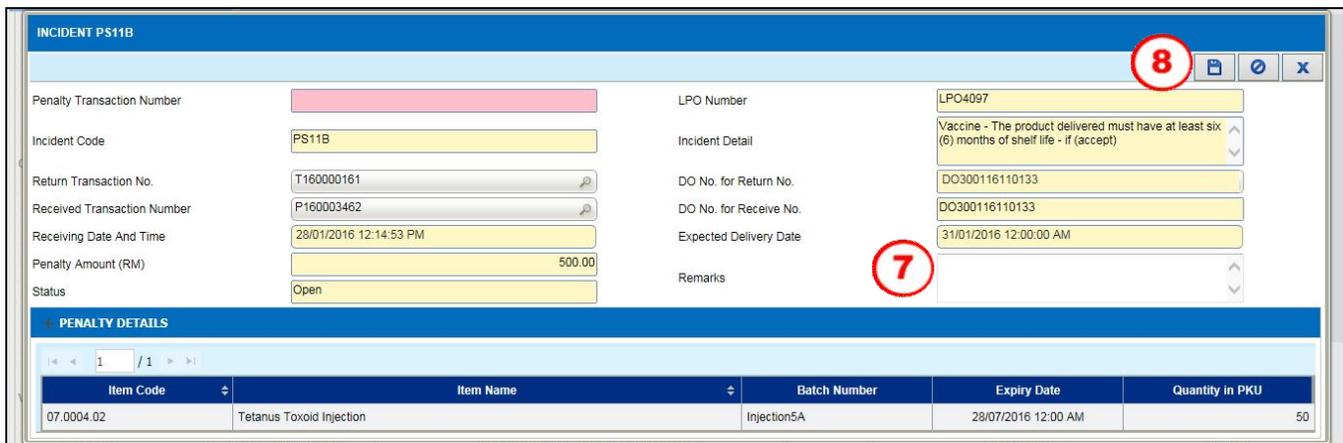
Note

- List of **Return Transaction No.** will be displayed as shown in Figure 3.14-6
- **Receive Transaction Number** will appear automatically.
- **Penalty Amount (RM)** will be defaulted to RM 500.00



| Return Number | Reject Reason | LOU |
|---------------|---------------|-----|
| T160000161 | | Yes |
| T160000162 | | Yes |
| T160000163 | | Yes |

Figure 3.14-6 List of Return Number



INCIDENT PS11B

Penalty Transaction Number: [Redacted] LPO Number: LPO4097

Incident Code: PS11B Incident Detail: Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept)

Return Transaction No.: T160000161 DO No. for Return No.: DO300116110133

Received Transaction Number: P160003462 DO No. for Receive No.: DO300116110133

Receiving Date And Time: 28/01/2016 12:14:53 PM Expected Delivery Date: 31/01/2016 12:00:00 AM

Penalty Amount (RM): 500.00

Status: Open

Remarks: [Redacted]

PENALTY DETAILS

| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
|------------|--------------------------|--------------|---------------------|-----------------|
| 07.0004.02 | Tetanus Toxoid Injection | Injection5A | 28/07/2016 12:00 AM | 50 |

Figure 3.14-7 Incident penalty details

STEP 7

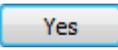
Enter remark.

STEP 8

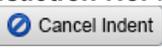
Click on the  button to save the Incident PS11B transaction as shown in figure 3.14-7.

Note

- After clicking save, an alert message will be displayed as per Figure 3.14-8 and Figure 3.14-9.

- Click on the  button.

- Click on the  button.

- **Penalty transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled

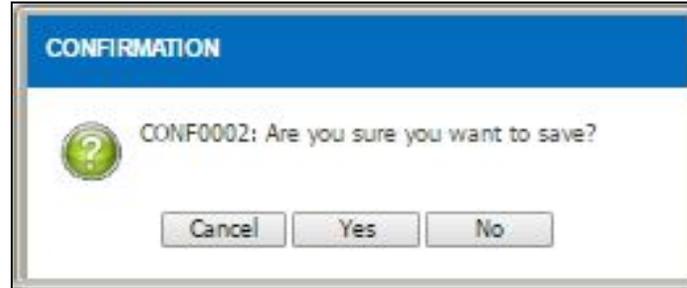


Figure 3.14-8 Confirmation Message

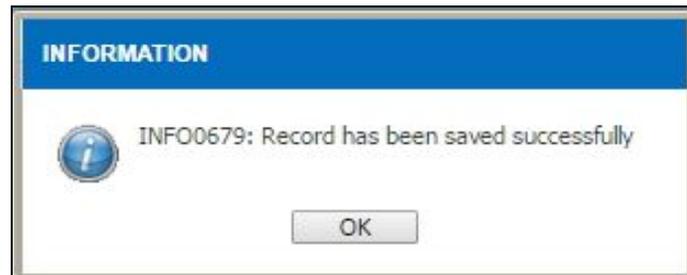
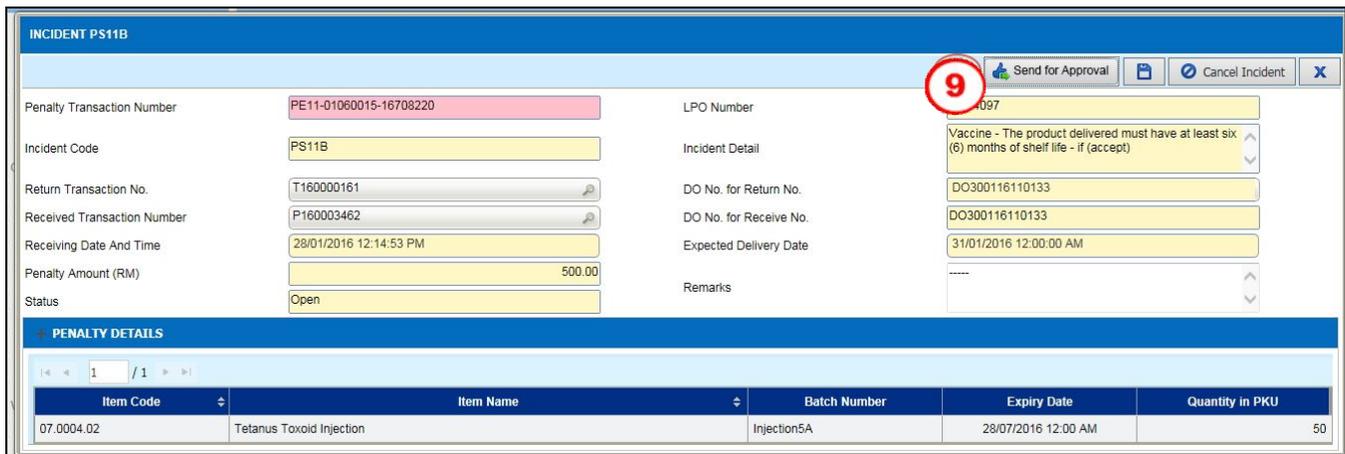


Figure 3.14-9 Information Message



| INCIDENT PS11B | | | | |
|-----------------------------|------------------------|------------------------|---|--|
| Penalty Transaction Number | PE11-01060015-16708220 | LPO Number | 097 | |
| Incident Code | PS11B | Incident Detail | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | |
| Return Transaction No. | T160000161 | DO No. for Return No. | DO300116110133 | |
| Received Transaction Number | P160003462 | DO No. for Receive No. | DO300116110133 | |
| Receiving Date And Time | 28/01/2016 12:14:53 PM | Expected Delivery Date | 31/01/2016 12:00:00 AM | |
| Penalty Amount (RM) | 500.00 | Remarks | ----- | |
| Status | Open | | | |

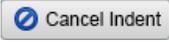
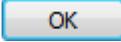
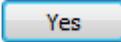
| PENALTY DETAILS | | | | |
|-----------------|--------------------------|--------------|---------------------|-----------------|
| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
| 07.0004.02 | Tetanus Toxoid Injection | Injection5A | 28/07/2016 12:00 AM | 50 |

Figure 3.14-10 Incident penalty details

STEP 9

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Pending for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.14-11 and Figure 3.14-12.
- Click on the  button.
- Click on the  button.

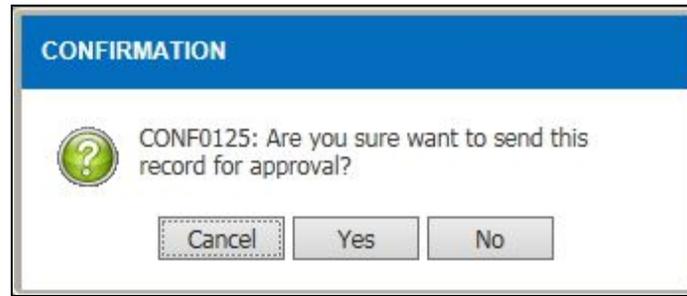
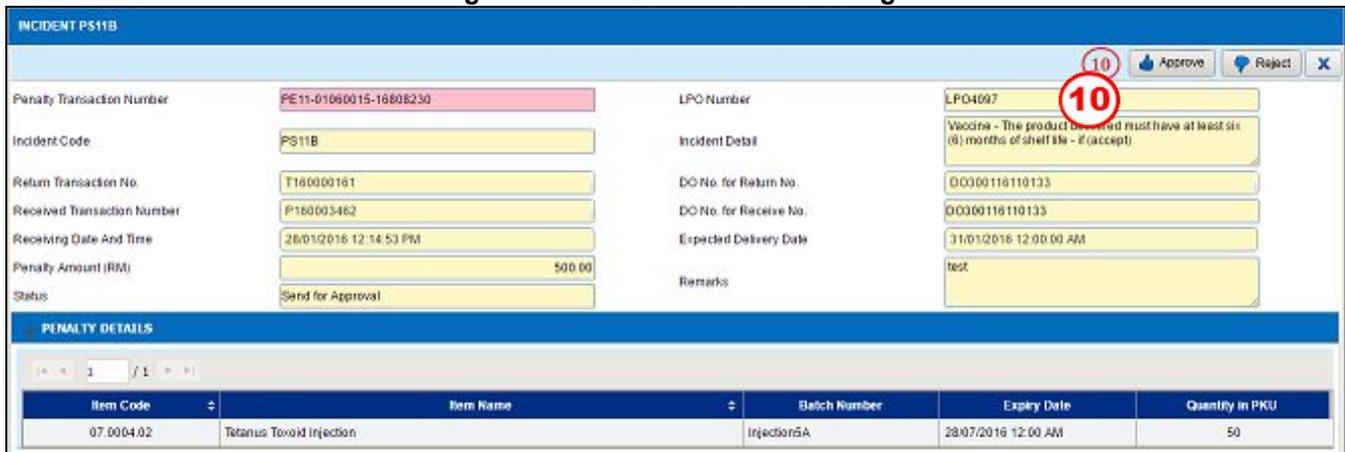


Figure 3.14-11 Confirmation Message



| INCIDENT PS11B | | | | |
|-----------------------------|------------------------|------------------------|---|----|
| Penalty Transaction Number | PE11-01060015-16808230 | LPO Number | LPO4097 | 10 |
| Incident Code | PS11B | Incident Detail | Medicine - The product received must have at least six (6) months of shelf life - if (accept) | 10 |
| Return Transaction No. | T160000161 | DO No. for Return No. | DO000116110133 | |
| Received Transaction Number | P160003462 | DO No. for Receive No. | DO000116110133 | |
| Receiving Date And Time | 28/01/2016 12:14:53 PM | Expected Delivery Date | 31/01/2016 12:00:00 AM | |
| Penalty Amount (RM) | 500.00 | Remarks | test | |
| Status | Send for Approval | | | |

| PENALTY DETAILS | | | | |
|-----------------|--------------------------|--------------|---------------------|-----------------|
| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
| 07.0004.02 | Tetanus Toxoid Injection | Injection5A | 28/07/2016 12:00 AM | 50 |

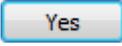
Figure 3.14-12 Incident penalty details

STEP 10

Select one of the available buttons

- a) The  button to approve the Penalty transaction

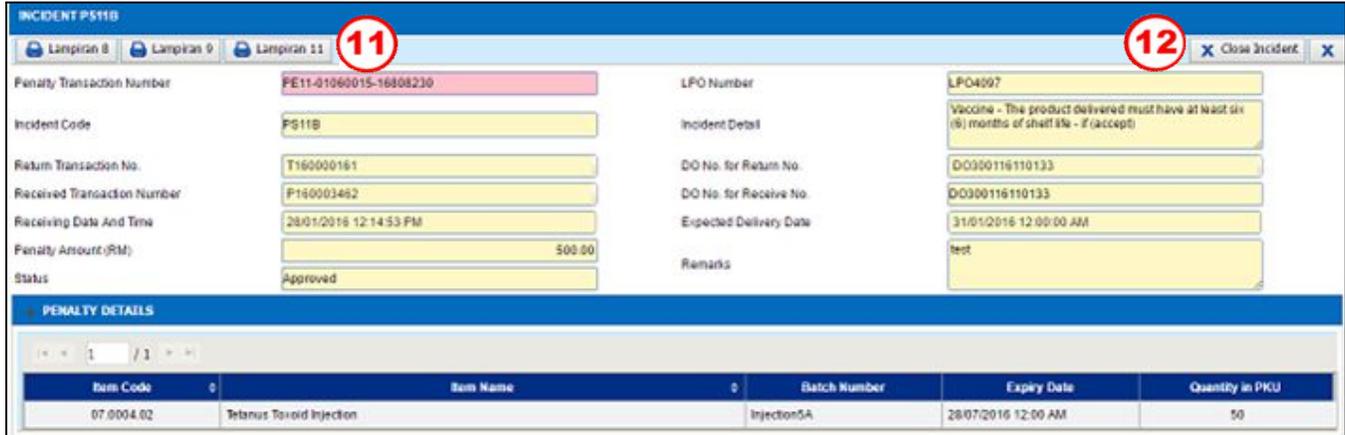
Note

- The **Status** will change automatically to 'Approved' Figure 3.14-13
- Alert message will be displayed after user makes the selection as per Figure 3.14-11
- Click on the  button to confirm approve.

- After the penalty transaction is approved,  button,  button and  button will be enabled.

- b)  button to reject the Penalty transaction

- The **Status** will change automatically to 'Rejected'.



| Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU |
|------------|--------------------------|--------------|---------------------|-----------------|
| 07.0004.02 | Tetanus Toxoid Injection | Injection5A | 28/07/2016 12:00 AM | 50 |

Figure 3.14-13 Lampiran 8,9 and 11

STEP 11

Click  button to view the Lampiran 8 as shown in Figure 3.14-14

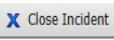
Or click  button to view the Lampiran 9 as shown in Figure 3.14-15

Or click  button to view the Lampiran 11 as shown in Figure 3.14-16

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

STEP 12

Click  to close the transaction screen.

 **Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konseral Penawaran Maksud Ubat Dan Sior
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar
No. Pejabat _____
Tasik _____

Tekah ditika pada:

Pengarah Urusan
Pharmaregaya Logistik Sdn. Bhd.
No. 7, Lorong Katulistiwa
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
Tel: _____

Tuan/Puan,

BURAT NOTIFIKASI

Dengan hormatnya, Delivery Order (DO) / Letter of Understanding (LOU) / Surat Arahan Penggajian Balik Produk * no. rujukan _____, berhubung
adalah diikut:

2. Disediakan bahawa:

- Tertinggi selangkuhi _____ produk _____ yang dihantar melalui DO tersebut di atas telah **memaklumkan kami terlebih dahulu**.
- Tertinggi selangkuhi _____ produk _____ yang dihantar melalui DO tersebut di atas adalah _____ dan telah mempunyai spesifikasi produk asal _____.
- Tertinggi selangkuhi _____ produk _____ yang dihantar melalui DO di atas adalah _____ dan telah mempunyai spesifikasi produk asal _____.
- Tertinggi selangkuhi _____ produk _____ akan kami terima terlebih dahulu pada _____.
- Tertinggi selangkuhi _____ produk _____ yang dihantar melalui DO di atas adalah telah mempunyai jangka hayat produk lebih kurang **2000 bulan**.
- Tertinggi selangkuhi _____ produk _____ yang dihantar melalui DO tersebut di atas adalah telah mempunyai suhu simpanan setiap produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vakum dan produk simpanan esap).
- Tertinggi selangkuhi _____ produk _____ telah dengan penggajian balik produk yang dipaparkan dalam Surat Arahan Penggajian Balik Produk tersebut di atas.

3. Berdasarkan itu:

- Produk tidak diterima oleh pihak penggajian dalam masa 7 hari berangka dari tarikh surat notifikasi ini.
- Produk akan dipulangkan oleh pihak penggajian dalam tempoh 30 hari selepas tarikh surat notifikasi ini.
- Produk akan dipulangkan oleh pihak penggajian dalam tempoh 30 hari dari tarikh surat notifikasi ini.

4. Pihak akan dikenakan satu atau lebih kos yang ditetapkan produk dalam tempoh yang telah ditetapkan.

***BERKAITAN UNTUK SELAMA**
Saya yang memuat penamat.

(Tandatangan)
[Nama] - [Jawatan/Unit/Divisi/Agensi]
No. _____

Catatan:
 Sila tandu (X) pada bahagian yang berkaitan.
* Sila penuhi yang berkaitan.

Printed Date : 000000 Printed By : [Jawatan/Unit/Divisi/Agensi] Unit Name : 00000000 Name /PHS
Page 1 of 1

Figure 3.14-14 Lampiran 8

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konasei Penawaraan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2015**

LAMPIRAN 9

No. Rujukan : _____
Tarikh : 10/03/2015

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Datar Selayang Petaling Jaya
 2) Tarikh Tuntutan : 23/01/2015 6:27 PM
 3) No. LPO : LP0433AA1
 4) Nilai Produk LPO (RM) : 15,722.54
 5) Nilai Produk Gagal Dibekalkan (RM) : 15,722.54 (Jika berkenaan)
 6) No. Invois : _____
 7) Kategori Performance Standard Yang Gagal Dipenuhi : [Sila tandakan (✓) pada kategori yang berkenaan sahaja]

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|---|---|-------------|
| (i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh pesanan hingga LPO | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharai di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal mengantarkan produk yang rosak, usang atau tarikh tamat tempoh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi | <input type="checkbox"/> 2% x nilai produk gagal diperti x bilangan hari lewat | |
| (vi) Gagal mengantarkan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal mengantarkan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diberikan) dalam masa 30 hari sebelum tarikh luput | <input checked="" type="checkbox"/> RM500 bagi setiap insiden | 15,722.54 |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal mengantarkan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh modifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tiada label HKM | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (xi) Gagal mengantarkan produk yang tidak mematuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh modifikasi | <input type="checkbox"/> 2% x nilai produk yang terlepas x bilangan hari lewat | |
| (xii) Gagal mematuhi bilangan penyimpanan stok - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 10/03/2015 Printed By : WahidHafid@kkm.gov.my Doc Name : PTJ 1433AA1 Source : PhIS

Figure 3.14-15 Lampiran 9

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konseral Penawaraan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 11

**SENARAI SEMAK
APPENDIX 5E**

Nama PTJ : Hospital Pakar Suberani Fatinah, Muar
No. LPC : UP0003881
Terdahap pada yang berkenaan

| Bil. | Perkara | Catatan | Cara Pengiraan Penalti |
|------|--|--|--|
| 1. | <input type="checkbox"/> Produk selain raketan yang diberikan keuang daripada 20 hingga 50kg | Nama produk : Jumlah Hegeri Produk semasa diberikan : Tarikh Pengiraan : Tarikh Laporan : Tarikh Notifikasi : Tarikh Pengiraan : Bilangan Hari Kerja : | |
| 2. | <input checked="" type="checkbox"/> Nilai yang diberikan keuang daripada 5 bilion hingga 10 bilion | Nama Nilai : Jumlah Hegeri Produk semasa diberikan : Tarikh Pengiraan : 01/01/2016 Tarikh Laporan : 18/01/2016 Tarikh Notifikasi : Tarikh Pengiraan : 21/01/2016 KET 10 PM Bilangan Hari Kerja : 201 | Phase rate attachment for detail calculation |
| 3. | <input type="checkbox"/> Keadaan pengiraan raketan bukan raketan keuang raketan | Nama Nilai : Nama perangka Rangkaian Rajah : Tarikh Notifikasi : Tarikh Pengiraan : Bilangan Hari Kerja : | |
| 4. | <input type="checkbox"/> Tindak tandat/keputusan Kementerian Kesihatan Malaysia atau FKM di atas perkhidmatan produk | Nama produk : Tarikh Notifikasi : Tarikh Pengiraan : | |
| 5. | <input type="checkbox"/> Pengiraan dan pengiraan keuang produk raketan 18 bilion di antara 2°C hingga 8°C | Nama produk : Bilah produk semasa diberikan : Tarikh Notifikasi : Tarikh Pengiraan : Bilangan Hari Kerja : | |

Ditandatangani oleh :

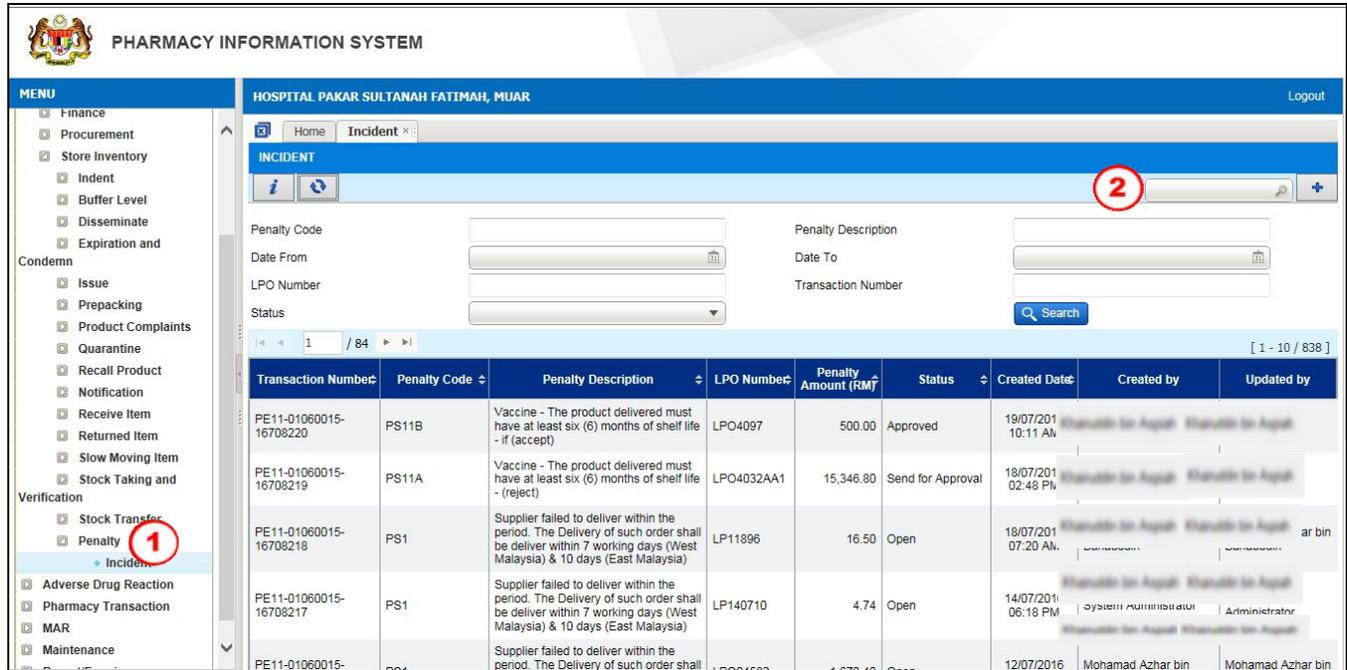
 Nama & Jawatan : **Walaupun/Idris bin Hussaini** Pegawai Peranan LPC
 Nama PTJ : Hospital Pakar Suberani Fatinah, Muar
 Tarikh : 18/01/2016

Printed Date : 18/01/2016 Printed By : Salfinan : 270116/MSB Bina : PMS
 Page 1 of 1

Figure 3.14-16 Lampiran 11

3.15 Create New Incident PS 12

To create a new record for penalty PS 12, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 838]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|-------------------|--------------------|----------------------|---------------------|
| PE11-01060015-16708220 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 19/07/201 10:11 AM | Khasanah bin Agupah | Khasanah bin Agupah |
| PE11-01060015-16708219 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4032AA1 | 15,346.80 | Send for Approval | 18/07/201 02:48 PM | Khasanah bin Agupah | Khasanah bin Agupah |
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 | 16.50 | Open | 18/07/201 07:20 AM | Khasanah bin Agupah | ar bin |
| PE11-01060015-16708217 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP140710 | 4.74 | Open | 14/07/201 06:18 PM | System Administrator | Arministratr |
| PE11-01060015- | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall | LP001500 | 4,370.40 | Open | 12/07/2016 | Mohamad Azhar bin | Mohamad Azhar bin |

Figure 3.15-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when the supplier failed to supply vaccine under cold chain condition.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.15-1.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|--------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/201 09:54 AM | Rahaudin | Rahaudin |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/201 09:53 AM | Rahaudin | Rahaudin |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/201 09:53 AM | Rahaudin | Rahaudin |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/201 09:52 AM | Rahaudin | Rahaudin |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/201 09:51 AM | Rahaudin | Rahaudin |

Figure 3.15-2 Penalty Incident Search

STEP 3

Click on the Search button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.15-3.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding lunch hour and Friday prayer; East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.15-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code: Penalty Description:
 Date From: Date To:
 LPO Number: Transaction Number:
 Status:

[1 - 10 / 848]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|-----------------------|--------------|---|------------|---------------------|----------|---------------------|-----------------------|-----------------------|
| PE11-0100015-16808230 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 01/08/2011 11:39 AM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-0100015-16808229 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4094 | 51,364.80 | Approved | 01/08/2011 09:30 AM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-0100015-16708228 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP290710 | 1,827.00 | Open | 29/07/2010 03:14 PM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-0100015-16708227 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days | LPO4482 | 37.86 | Open | 28/07/2010 06:31 PM | System Administrator | System Administrator |

Figure 3.15-4 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.15-4

INCIDENT PS12

Penalty Transaction Number:
 Incident Code:
 Return Transaction No.: (6)
 Notification Date And Time:
 Actual Notification Date And Time:
 Received Transaction Number: (7)
 Received Date And Time:
 Recommended Delay Days:
 Recommended Penalty Amount (RM):
 Remarks:

LPO Number:
 Incident Detail:
 DO No. for Return No.:
 Expected delivery Date And Time:
 Actual Expected delivery Date And Time: (8)
 DO No. for Receive No.:
 Actual Receiving Date And Time:
 Delay Days:
 Penalty Amount (RM):
 Status:

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Remarks |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------|-----------------|------------|---------|
| No Record Found | | | | | | | | | |

Figure 3.15-5 Penalty Incident Search

STEP 6

Click on the button to find the Return Transaction No.

Note

List of Return Transaction No. will be displayed as shown in Figure 3.15-6.

| Search Return Number | | |
|----------------------|-----------------------|--|
| Return Number | <input type="text"/> | Return Date From <input type="text"/> |
| Return Date To | <input type="text"/> | <input type="button" value="Search"/> <input type="button" value="Refresh"/> |
| [1 / 1] | | [1 - 4 / 4] |
| Return Number | Reject Reason | Return Date |
| T16000128 | Reject Upon Receiving | 05/01/2016 |
| T16000129 | Reject Upon Receiving | 05/01/2016 |
| T16000147 | Reject Upon Receiving | 05/01/2016 |
| T16000148 | Reject Upon Receiving | 05/01/2016 |

Figure 3.15-6 List of Return Transaction Number

STEP 7

Click on the button to find the Received Transaction Number

Note

List of Received Transaction Number will be displayed as shown in Figure 3.15-7.

| Search Receiving Number | |
|-------------------------|---|
| Receiving No. | <input type="text"/> Receive Date From <input type="text"/> |
| Receive Date To | <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Refresh"/> |
| [1 / 1] | |
| Receiving No. | Actual Receive Date and Time |
| P160003376 | 07/01/2016 |

Figure 3.15-7 List of Received Transaction Number

STEP 8

Enter Actual Received Date and Time

Note

Penalty Amount (RM) will be RM5000.00

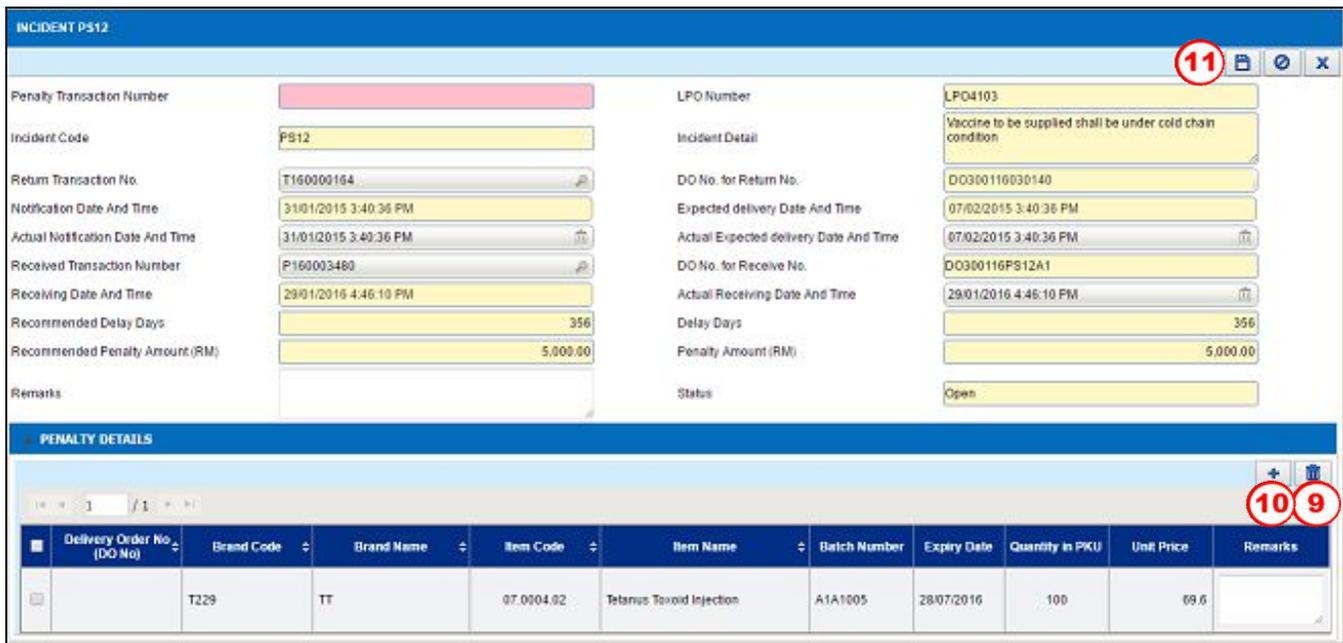


Figure 3.15-8 Penalty Incident Search

STEP 9

Click on the  button to delete an item/items

STEP 10

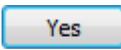
Click on the  button to add back the item if necessary.

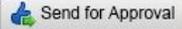
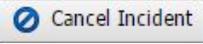
STEP 11

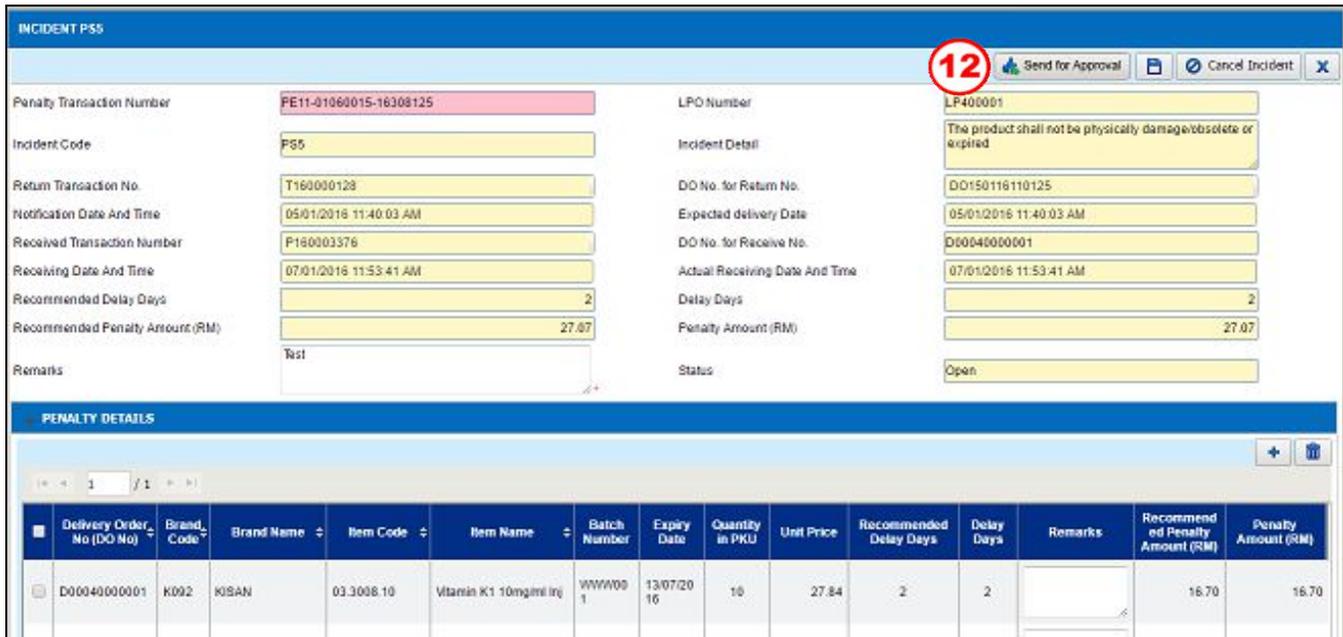
Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.15-10

- Click on the  button.

- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.



INCIDENT P55

Penalty Transaction Number: FE11-01060015-16308125
 Incident Code: P55
 Return Transaction No.: T160000128
 Notification Date And Time: 05/01/2016 11:40:03 AM
 Received Transaction Number: F180003376
 Receiving Date And Time: 07/01/2016 11:53:41 AM
 Recommended Delay Days: 2
 Recommended Penalty Amount (RM): 27.07
 Remarks: Test

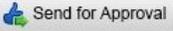
LPO Number: LP400001
 Incident Detail: The product shall not be physically damage/obsolete or expired
 DO No. for Return No.: DO150116110125
 Expected delivery Date: 05/01/2016 11:40:03 AM
 DO No. for Receive No.: D0040000001
 Actual Receiving Date And Time: 07/01/2016 11:53:41 AM
 Delay Days: 2
 Penalty Amount (RM): 27.07
 Status: Open

PENALTY DETAILS

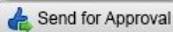
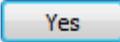
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D00040000001 | K092 | KISAN | 03.3008.10 | Vitamin K1 10mg/ml inj | WVWV091 | 13/07/2016 | 10 | 27.84 | 2 | 2 | | 16.70 | 16.70 |

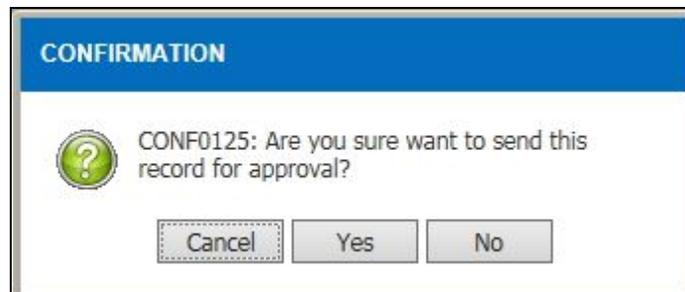
Figure 3.15-9 Send for Approval

STEP 12

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.15-10
- Click on the  button.



CONFIRMATION

CONF0125: Are you sure want to send this record for approval?

Cancel Yes No

Figure 3.15-10 Confirmation message

INCIDENT PSS

13

| | | | |
|---------------------------------|------------------------|--------------------------------|--|
| Penalty Transaction Number | PE11-0100015-16308125 | LPO Number | LP400001 |
| Incident Code | P85 | Incident Detail | The product shall not be physically damage/obsolete or expired |
| Return Transaction No. | T160000128 | DO No. for Return No. | DD150116110125 |
| Notification Date And Time | 05/01/2016 11:40:03 AM | Expected delivery Date | 05/01/2016 11:40:03 AM |
| Received Transaction Number | P160003376 | DO No. for Receive No. | D0004000001 |
| Receiving Date And Time | 07/01/2016 11:53:41 AM | Actual Receiving Date And Time | 07/01/2016 11:53:41 AM |
| Recommended Delay Days | 2 | Delay Days | 2 |
| Recommended Penalty Amount (RM) | 27.07 | Penalty Amount (RM) | 27.07 |
| Remarks | Test | Status | Send for Approval |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| D0004000001 | K092 | KOSAN | 03.3008.10 | Vitamin K1 10mg/ml inj | WWW001 | 13/07/2016 | 10 | 27.84 | 2 | 2 | | 16.70 | 16.70 |
| D0004000001 | 0006 | (GENERIC) | 43.0001.02 | Adrenalina Sol BP 1ml | WWW001 | 13/07/2016 | 10 | 14.26 | 2 | 2 | | 8.56 | 8.56 |

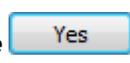
Figure 3.15-11 Approval

STEP 13

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

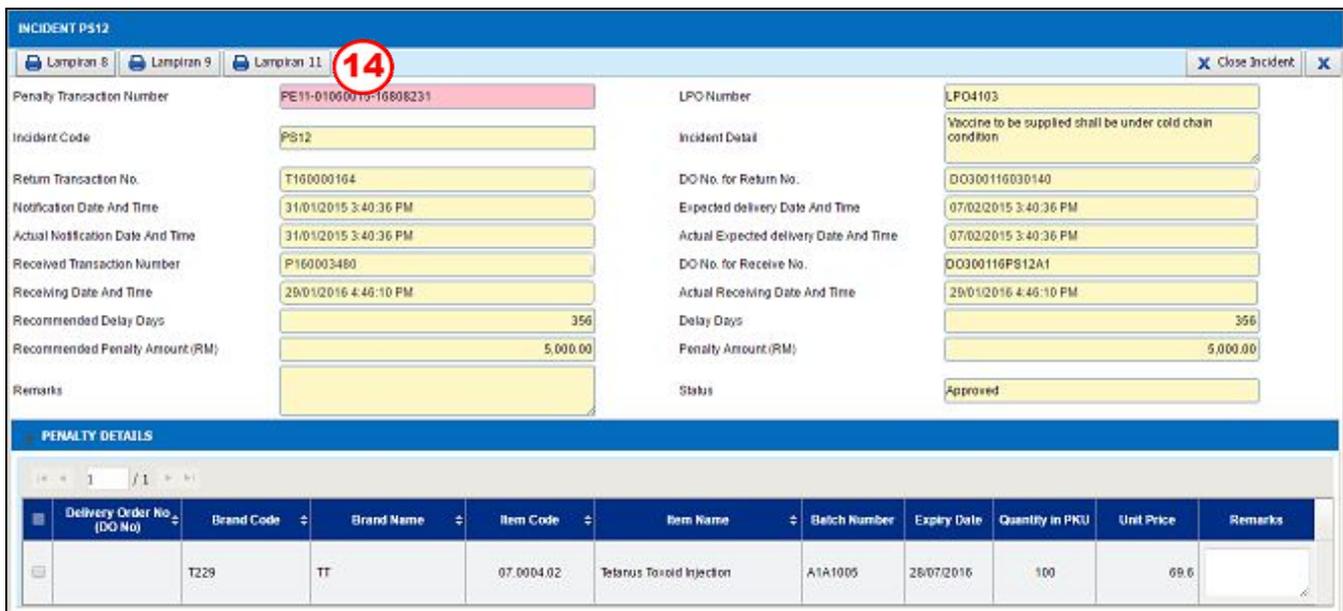
- The **Status** will change automatically to 'Approved' Figure 3.15-13
- Alert message will be displayed after user makes the selection as per Figure 3.15-12
- Click on the  button to approve.
- After the penalty transaction is approved,  button,  button and  button will be enabled.

- b)  button to reject the Penalty transaction

- The **Status** will automatically change to 'Rejected'.



Figure 3.15-12 Confirmation Message



| PENALTY DETAILS | | | | | | | | | | |
|----------------------------|------------|------------|------------|--------------------------|--------------|-------------|-----------------|------------|---------|--|
| Delivery Order No. (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Remarks | |
| | T229 | TT | 07.0004.02 | Tetanus Toxoid Injection | A1A1005 | 28/07/2016 | 100 | 69.6 | | |

Figure 3.15 -13 Lampiran 8, 9 and 10

STEP 14

Click  button to view the Lampiran 8 as shown in Figure 3.15-14

Or click  button to view the Lampiran 9 as shown in Figure 3.15-15

Or click  button to view the Lampiran 11 as shown in Figure 3.15-16

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

 **Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konseal Penawaran Makmal Ubat Dan Stor**
Kementerian Kesihatan Malaysia - Versi 1.0/11

LAMPIRAN 8

Hospital Pakar Sultanah Falimah, Muar
No. Rujukan: _____
Tarikh: _____

Telah dilatah pada:

Pengarah Ujian:
Pharmacia Logistik Sdn. Bhd.
No 7, Loteng Kubu 1B
Kawasan Perindustrian Bukit Raja Selatan
Blokage 7
61000 Shah Alam
SELANGOR
(Tel: _____)

Tuan/Puan,

BURAT NOTIFIKASI

Dengan hormatnya **Delivery Order (DO) / Letter of Undertaking (LOU) "Surat Arahan Pengaliran Balik Produk"** ini ditujukan _____ kepada _____ adalah sebagai:

2. Disediakan sebagai:

- Terdaftar sebanyak () produk () yang dibarter melalui DO tersebut di atas telah **rosak/rusang/lemot/terliti/layat**.
- Terdaftar sebanyak () produk () yang dibarter melalui DO tersebut di atas adalah () dan tidak mempunyai spesifikasi produk ().
- Terdaftar sebanyak () produk () yang dibarter melalui DO di atas adalah () dan tidak mempunyai spesifikasi produk ().
- Terdaftar sebanyak () produk () akan terbit terbit layat pada ().
- Terdaftar sebanyak () produk () yang dibarter melalui DO di atas adalah tidak mempunyai jangka hayat produk () atau () atau ().
- Terdaftar sebanyak () produk () yang dibarter melalui DO tersebut di atas adalah tidak mempunyai suhu simpanan yang ditetapkan () atau () atau ().
- Terdaftar sebanyak () produk () terbit dengan pengaliran balik produk yang ditetapkan dalam Surat Arahan Pengaliran Balik Produk tersebut di atas.

3. Berikhting ke:

- Produk tidak akan terbit dan pengaliran dalam masa 7 hari berkerja dari terbit surat notifikasi ini.
- Produk akan dipulangkan dan pengaliran dalam tempoh 30 hari sebelum terbit surat notifikasi ini.
- Produk akan dipulangkan dan pengaliran dalam tempoh 30 hari dari terbit surat notifikasi ini.

4. Perihal akan dibarter sekiranya pihak tuan gagal mengalirkan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"
Saya yang memuat penitah,

(Tandatangan)
/NAME/ - Mohamed Ahsan bin Bahaudin
No. _____
Cetakan:
 Sila tandak (X) pada bahagian yang berkaitan
+ Sila tandak yang berkaitan

Printed Date : 11/03/11 Printed By : Mohamed Ahsan bin Bahaudin Shift/No : 2011/03/08 Name : PHIS
Page 1 of 1

Figure 3.15 -14 Lampiran 8

**Garis Panduan Tujuan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsep Penyelesaian Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 11

**SENARAI SEMAK
APPENDIX 5B**

Nama PTJ : Hospital Pakar Suberoh Fatinah, Muar
No. LPO : LPO0097
Tambahan pada yang berkenaan

| NO. | Perkara | Catatan | Cara Pengiraan Penalti |
|-----|--|---|---|
| 1. | <input type="checkbox"/> Produk vakum vakum yang diterima suam yang 30 jangka hayat | Nama produk Jangka Hayat Produk semasa diterima Tarikh Pengaliran Tarikh Logam Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | |
| 2. | <input checked="" type="checkbox"/> Vakum yang diterima suam yang 6 bulan jangka hayat | Nama Vakum Jangka Hayat Produk semasa diterima Tarikh Pengaliran Tarikh Logam Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | Tolak Total/Logam Please refer attachment for detail calculation |
| 3. | <input type="checkbox"/> Eksamen penghantaran vakum sub-steril kualiti pengaliran sejuk | Nama Vakum Nama perujuk Pengaliran Sejuk Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | |
| 4. | <input type="checkbox"/> Tarikh tarikh/label Kementerian Kesihatan Malaysia atau KKM di atas parti pembungkusan produk | Nama produk Tarikh Notifikasi Tarikh Penggantian | |
| 5. | <input type="checkbox"/> Pengaliran dan pengaliran bagi produk pengaliran 18 bulan di antara 2°C hingga 8°C | Nama produk Bilau produk semasa diterima Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | |

Dibekalkan oleh

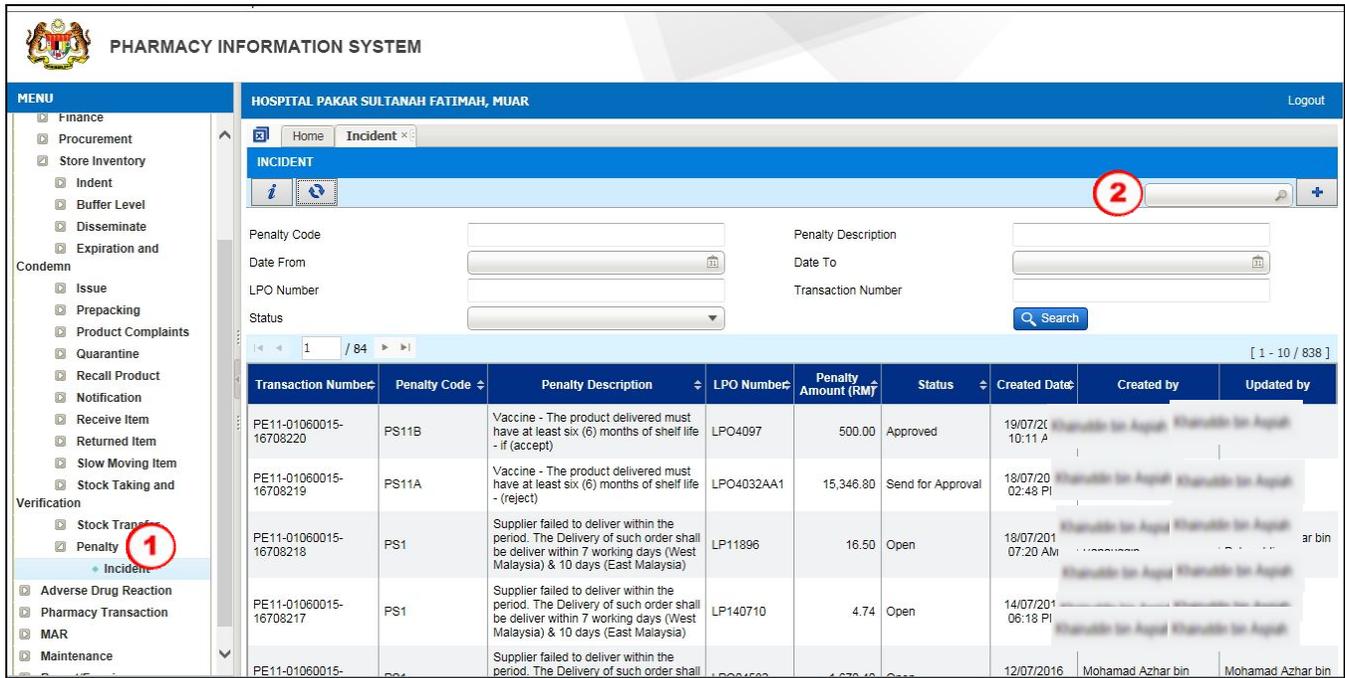
 Nama & Jawatan : Mohamad Azhar bin Bahaudin, S. Pegawai Persekitaran
 Nama PTJ : Kementerian Kesihatan Malaysia, Muar
 Tarikh : 11/03/2015

Printed Date : 11/03/2015 Printed By : Deleted : 2015/03/20 Name : PHIS
Page 1 of 1

Figure 3.15 -16 Lampiran 11

3.16 Create New Incident PS 13

To create a new record for penalty PS 13, perform the steps below:



PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

Search

[1 - 10 / 838]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|-------------------|---------------------|---------------------|---------------------|
| PE11-01060015-16708220 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 19/07/2016 10:11 A | Khairuddin bin Agup | Khairuddin bin Agup |
| PE11-01060015-16708219 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4032AA1 | 15,346.80 | Send for Approval | 18/07/2016 02:48 PM | Khairuddin bin Agup | Khairuddin bin Agup |
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 | 16.50 | Open | 18/07/2016 07:20 AM | Khairuddin bin Agup | ar bin |
| PE11-01060015-16708217 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP140710 | 4.74 | Open | 14/07/2016 06:18 PM | Khairuddin bin Agup | Khairuddin bin Agup |
| PE11-01060015- | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall | LP001200 | 4,678.40 | Open | 12/07/2016 | Mohamad Azhar bin | Mohamad Azhar bin |

Figure 3.16-1 Penalty Incident Search

This function is to perform Penalty that will be imposed to the supplier when the supplier delivered products that had not been marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging.

STEP 1

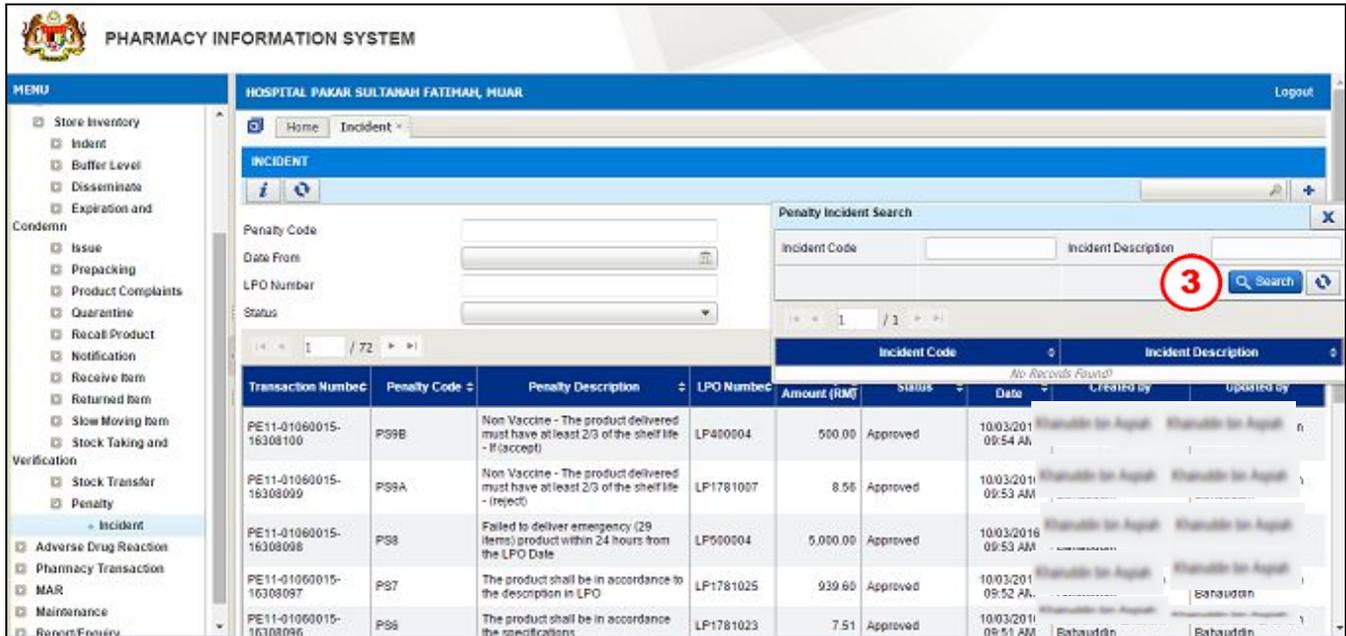
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.16-1.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident Logout

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|--------------------|---------------------|---------------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/201 09:54 AM | Shahudin bin Asyraf | Shahudin bin Asyraf |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/201 09:53 AM | Shahudin bin Asyraf | Shahudin bin Asyraf |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/201 09:53 AM | Shahudin bin Asyraf | Shahudin bin Asyraf |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/201 09:52 AM | Shahudin bin Asyraf | Shahudin bin Asyraf |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/201 09:51 AM | Shahudin bin Asyraf | Shahudin bin Asyraf |

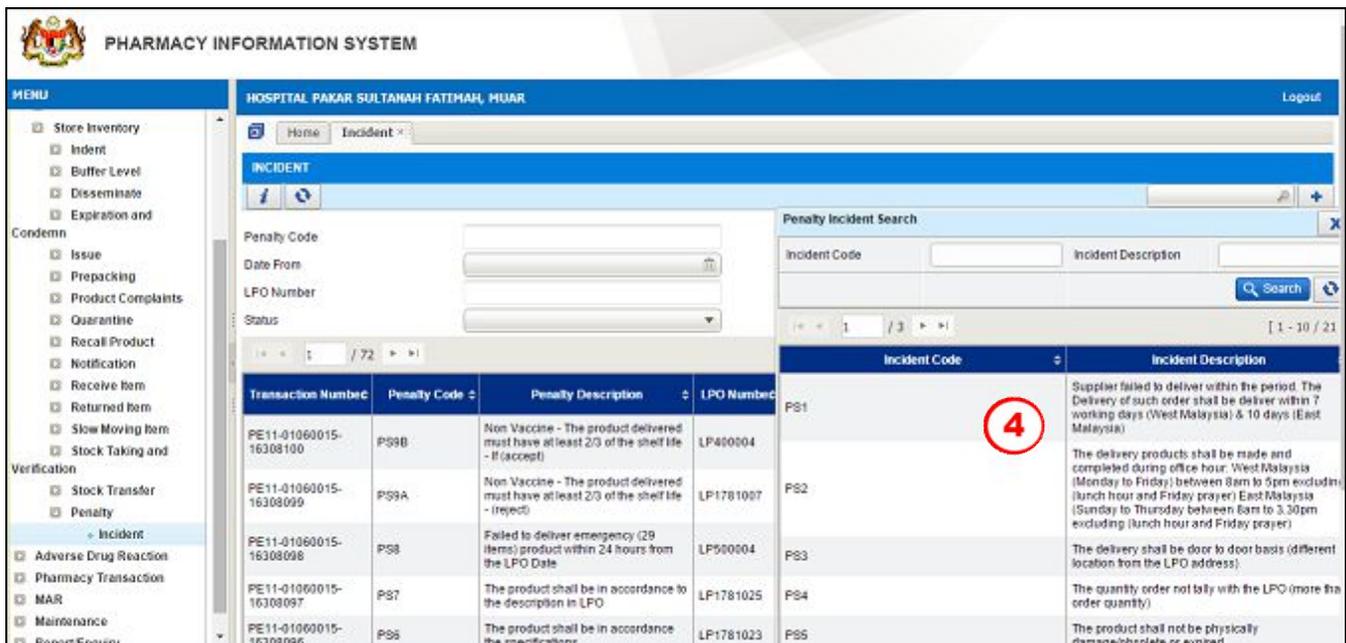
Figure 3.16-2 Penalty Incident Search

STEP 3

Click on the  button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.16-3.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident Logout

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour: West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.16-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, HUAR

Home Incident PS12

INCIDENT

Penalty Code: [] Penalty Description: []

Date From: [] Date To: []

LPO Number: [] Transaction Number: []

Status: [] Search: []

[1 - 10 / 848]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|-----------------------|--------------|---|------------|---------------------|----------|---------------------|----------------------|----------------------|
| PE11-0100015-16808230 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 01/08/2011 11:39 AM | Khanzudin bin Asyraf | Khanzudin bin Asyraf |
| PE11-0100015-16808229 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4094 | 51,364.80 | Approved | 01/08/2011 09:30 AM | Khanzudin bin Asyraf | Khanzudin bin Asyraf |
| PE11-0100015-16708228 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP290710 | 1,827.00 | Open | 29/07/2011 03:14 PM | Khanzudin bin Asyraf | Khanzudin bin Asyraf |
| PE11-0100015-16708227 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days | LPO4482 | 37.86 | Open | 28/07/2011 06:31 PM | System Administrator | System Administrator |

Figure 3.16-4 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.16-4.

INCIDENT P513

Penalty Transaction Number: [] LPO Number: []

Incident Code: PS13 Incident Detail: The products shall be marked with Kementerian Kesihatan Malaysia or KKKV on immediate packaging

Return Transaction No.: [] DO No. for Return No.: []

Notification Date And Time: [] Expected Delivery Date And Time: []

Received Transaction Number: [] DO No. for Receive No.: []

Receiving Date And Time: [] Actual Receiving Date And Time: []

Recommended Delay Days: [] Delay Days: []

Recommended Penalty Amount (RM): [0.00] Penalty Amount (RM): [0.00]

Remarks: [] Status: Open

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|-----------|-----------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| No Record Found | | | | | | | | | | | | | |
| Total Amount (RM) | | | | | | | | | | | | 0.00 | |

Figure 3.16-5 Create New Penalty Incident

STEP 6

Click on the button to find the Return Transaction No.

Note

List of **Return Transaction No.** will be displayed as shown in Figure 3.16-6.

STEP 7

Click on the  button to find the Received Transaction Number

Note

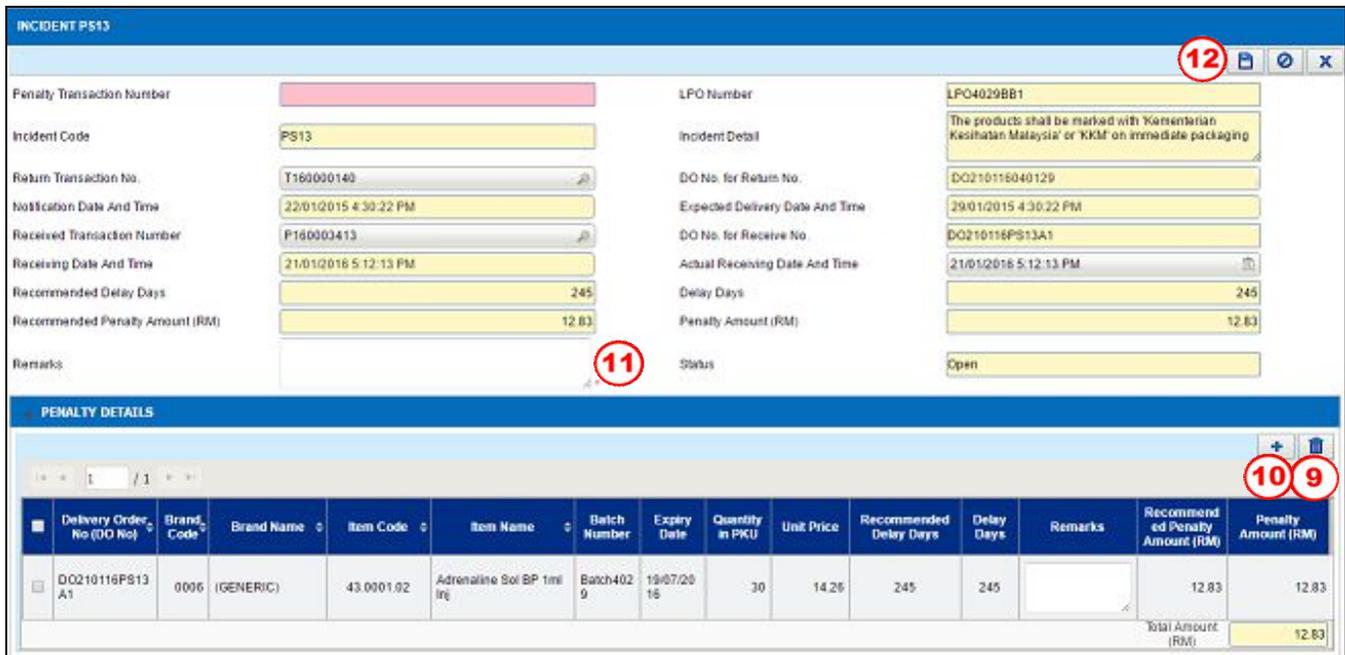
List of **Received Transaction Number** will be displayed as shown in Figure 3.16-6.

STEP 8

Enter Actual Received Date and Time

Note

Penalty Amount (RM) will be items value times 3%



INCIDENT P513

Penalty Transaction Number: [Redacted]

Incident Code: PS13

Return Transaction No.: T160000140

Notification Date And Time: 22/01/2015 4:30:22 PM

Received Transaction Number: P160003413

Receiving Date And Time: 21/01/2016 5:12:13 PM

Recommended Delay Days: 245

Recommended Penalty Amount (RM): 12.83

Remarks: [Redacted]

LPO Number: LPO4029BB1

Incident Detail: The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging

DO No. for Return No.: DO210116040129

Expected Delivery Date And Time: 29/01/2015 4:30:22 PM

DO No. for Receive No.: DO210116PS13A1

Actual Receiving Date And Time: 21/01/2016 5:12:13 PM

Delay Days: 245

Penalty Amount (RM): 12.83

Status: Open

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| DO210116PS13 A1 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP tml (R) | Batch4029 | 19/07/2016 | 30 | 14.26 | 245 | 245 | | 12.83 | 12.83 |
| Total Amount (RM) | | | | | | | | | | | | 12.83 | |

Figure 3.16-6 Incident Penalty Details

STEP 9

Click on the  button to delete an item/items

STEP 10

Click on the  button to add back the item if necessary.

STEP 11

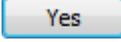
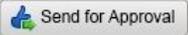
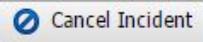
Enter the Remarks

STEP 12

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.16-7

- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.

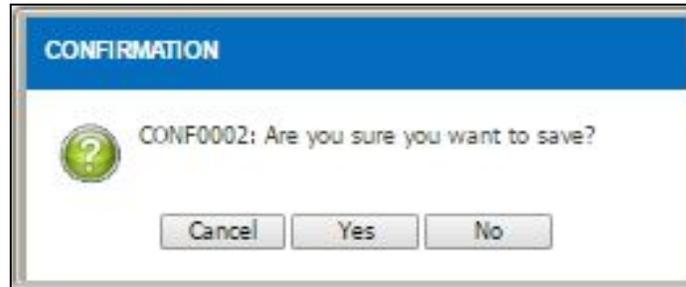


Figure 3.16-7 Confirmation Message

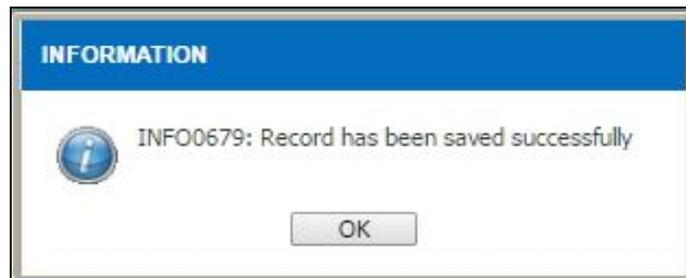
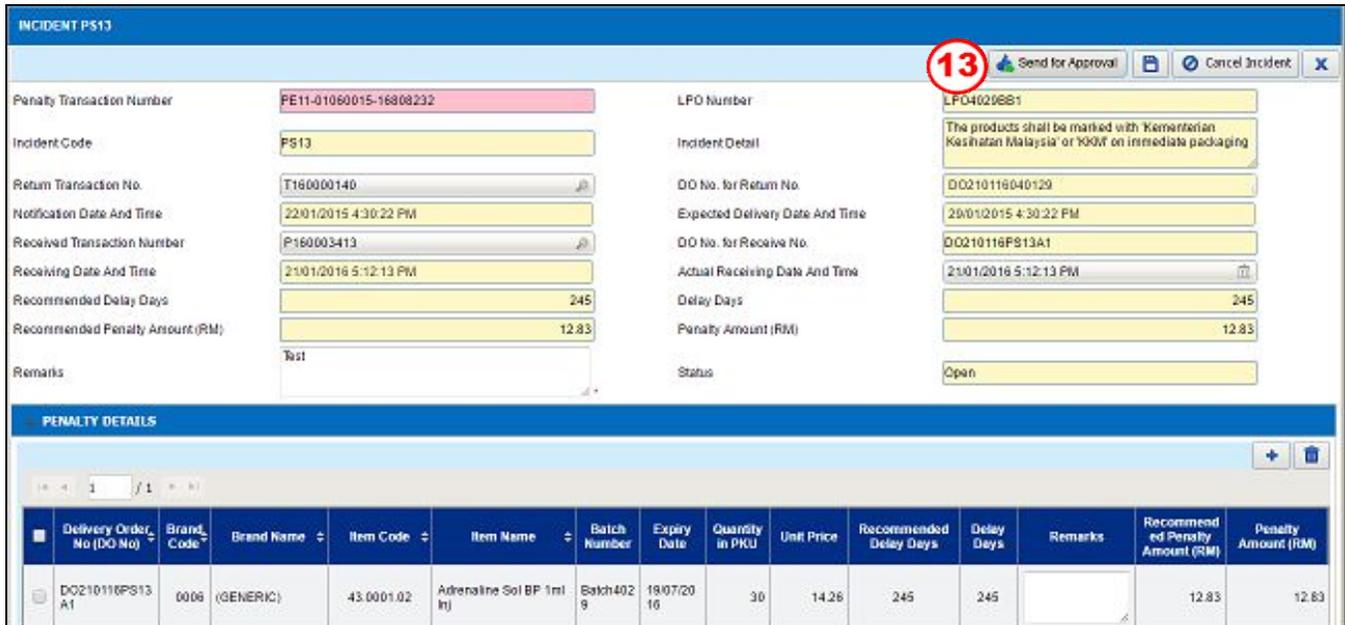


Figure 3.16-8 Information Message



INCIDENT PS13

Penalty Transaction Number: FE11-01060015-16808232
 Incident Code: PS13
 Return Transaction No.: T160000140
 Notification Date And Time: 22/01/2015 4:30:22 PM
 Received Transaction Number: P160003413
 Receiving Date And Time: 21/01/2016 5:12:13 PM
 Recommended Delay Days: 245
 Recommended Penalty Amount (RM): 12.83
 Remarks: Test

LPO Number: LPO4029881
 Incident Detail: The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KOT' on immediate packaging
 DO No. for Return No.: DO210116040129
 Expected Delivery Date And Time: 26/01/2015 4:30:22 PM
 DO No. for Receive No.: DO210116P813A1
 Actual Receiving Date And Time: 21/01/2016 5:12:13 PM
 Delay Days: 245
 Penalty Amount (RM): 12.83
 Status: Open

PENALTY DETAILS

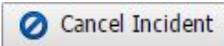
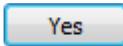
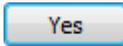
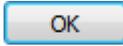
| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| DO210116PS13 A1 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml (t) | Bakch4029 | 18/07/2016 | 30 | 14.28 | 245 | 245 | | 12.83 | 12.83 |

Figure 3.16-9 Send for Approval

STEP 13

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.16-10
- Click on the  button.
- The **status** will change to 'Pending for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.16-10 and Figure 3.16-11.
- Click on the  button.
- Click on the  button.

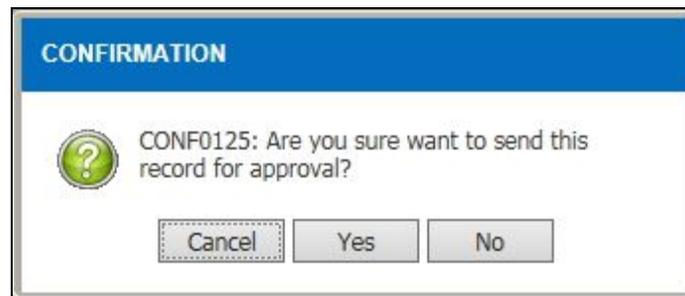
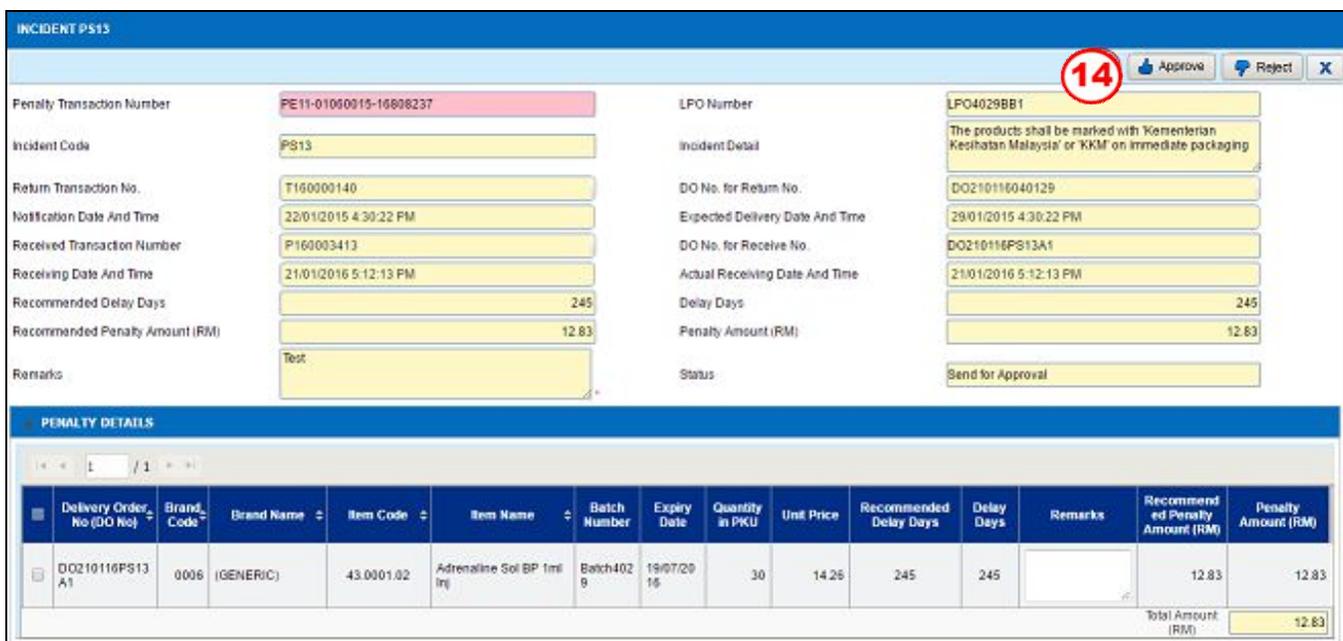


Figure 3.16-10 Confirmation Message



INCIDENT PS13

Penalty Transaction Number: PE11-01060015-16608237
 Incident Code: PS13
 Return Transaction No.: T160000140
 Notification Date And Time: 22/01/2015 4:30:22 PM
 Received Transaction Number: P160003413
 Receiving Date And Time: 21/01/2016 5:12:13 PM
 Recommended Delay Days: 245
 Recommended Penalty Amount (RM): 12.83
 Remarks: Test

LFO Number: LFO4029BB1
 Incident Detail: The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging
 DO No. for Return No.: DO210116040129
 Expected Delivery Date And Time: 29/01/2015 4:30:22 PM
 DO No. for Receive No.: DO210116PS13A1
 Actual Receiving Date And Time: 21/01/2016 5:12:13 PM
 Delay Days: 245
 Penalty Amount (RM): 12.83
 Status: Send for Approval

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|-----------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| DO210116PS13 A1 | 0006 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP Intl (tr) | Batch4028 | 19/07/2016 | 30 | 14.26 | 245 | 245 | | 12.83 | 12.83 |
| Total Amount (RM) | | | | | | | | | | | | 12.83 | |

Figure 3.16-11 Incident Penalty Details

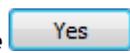
STEP 14

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.16-13
- Alert message will be displayed after user makes the selection as per Figure 3.16-12

- Click on the  button to approve.

- After the penalty transaction is approved,  button,  button and  button will be enabled.

- b)  button to reject the Penalty transaction

- The **Status** will automatically change to 'Rejected'.



Figure 3.16-12 Confirmation Message

INCIDENT PS13

Lampiran 9 | Lampiran 11 15 Close Incident X

| | | | |
|---------------------------------|-----------------------|---------------------------------|---|
| Penalty Transaction Number | E11-01040015-16808232 | LPO Number | LPO4029BB1 |
| Incident Code | PS13 | Incident Detail | The products shall be marked with Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging |
| Return Transaction No. | T160000140 | DO No. for Return No. | DO210116040129 |
| Notification Date And Time | 22/01/2015 4:30:22 PM | Expected Delivery Date And Time | 29/01/2015 4:30:22 PM |
| Received Transaction Number | P160003413 | DO No. for Receive No. | DO210116PS13A1 |
| Receiving Date And Time | 21/01/2016 5:12:13 PM | Actual Receiving Date And Time | 21/01/2016 5:12:13 PM |
| Recommended Delay Days | 245 | Delay Days | 245 |
| Recommended Penalty Amount (RM) | 12.83 | Penalty Amount (RM) | 12.83 |
| Remarks | test | Status | Approved |

PENALTY DETAILS

| Delivery Order No (DO No) | Brand Code | Brand Name | Item Code | Item Name | Batch Number | Expiry Date | Quantity in PKU | Unit Price | Recommended Delay Days | Delay Days | Remarks | Recommended Penalty Amount (RM) | Penalty Amount (RM) |
|---------------------------|------------|------------|------------|---------------------------|--------------|-------------|-----------------|------------|------------------------|------------|---------|---------------------------------|---------------------|
| DO210116PS13 A1 | 0005 | (GENERIC) | 43.0001.02 | Adrenaline Sol BP 1ml [n] | Batch4029 | 19/07/2016 | 30 | 14.26 | 245 | 245 | | 12.83 | 12.83 |
| Total Amount (RM) | | | | | | | | | | | | 12.83 | |

Figure 3.16-13 Lampiran 9 and 11

STEP 15

Click  button to view the Lampiran 9 as shown in Figure 3.16-14

Or click  button to view the Lampiran 11 as shown in Figure 3.16-15

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsepsi Pensewaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan :
Tarikh : 10/03/2016

| BORANG TUNTUTAN PEMBAYARAN PENALTI | | |
|---|---|-------------|
| 1) Nama PTJ | : Hospital Pakar Sultanah Fatimah, Muar | |
| 2) Tarikh Tuntutan | : 21/01/2016 6.27 RM | |
| 3) No. LPO | : LPO433AA1 | |
| 4) Nilai Produk LPO (RM) | : 15,722.64 | |
| 5) Nilai Produk Gagal Dibekalkan (RM) | : 15,722.64 (jika berkenaan) | |
| 6) No. Invois | : | |
| 7) Kategori Performance Standard Yang Gagal Dipenuhi | : (Sila tandakan (✓) pada kategori yang berkenaan sahaja) | |
| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
| (i) Penghantaran bekalan Produk APPL atau vakum melebihi 7 hari bagi Semanjung dan 10 hari bagi Sabah dan Sarawak dan berikutan arahan luma LPO | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharut di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut desktop | <input type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat | |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vakum kurang daripada 6 bulan (kecuali LDU tertentu) dalam masa 30 hari sebelum tarikh luput | <input checked="" type="checkbox"/> RM500 bagi setiap insiden | 15,722.64 |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vakum kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dan tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label KKM | <input type="checkbox"/> 3% x nilai produk yang tidak disal | |
| (xi) Gagal menggantikan produk yang tidak mematuhi lesen dan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dan tarikh notifikasi | <input type="checkbox"/> 3% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi syarat penyimpanan stok - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 10/03/2016 Printed By : [Name] Doc Name : UTM FORM01 Source : PMS

Figure 3.16-14 Lampiran 9

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konseal Penawaran Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 11

**SENARAI SEMAK
APPENDIX 5B**

Nama PTJ : Hospital Pakar Suberohi Fatinah, Muar
No. LPC : LP30000001

Tambaran/ pada yang berkenaan

| NO | Pelaksanaan | Catatan | Cara Pengiraan Penalti |
|----|--|---|---|
| 1 | <input type="checkbox"/> Produk sedemikian yang diterima kurang daripada 20 hingga 40 hari | Nama produk Jumlah Hari Produk diterima diterima Tarikh Pengalangan Tarikh Laporan Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | |
| 2 | <input checked="" type="checkbox"/> Vahai yang diterima kurang daripada 9 bulan hingga 40 hari | Nama Vahai Jumlah Hari Produk diterima diterima Tarikh Pengalangan Tarikh Laporan Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | Terdapat Tarikh Laporan 21/01/2011 18/07/2011 21/01/2011 6:27:11 PM 201 |
| 3 | <input type="checkbox"/> Keseluruhan penghantaran sedemikian dalam kesediaan penghantaran lagi | Nama Vahai Bilangan penghantaran yang Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | |
| 4 | <input type="checkbox"/> Tidak terdapat/ Kementerian Kesihatan Malaysia atau KKM di atas pihak pembekal/produk | Nama produk Tarikh Notifikasi Tarikh Penggantian | |
| 5 | <input type="checkbox"/> Pengalangan dan penghantaran lagi produk terhenti 18 bulan di antara 2°C hingga 8°C | Nama produk Bilangan produk diterima diterima Tarikh Notifikasi Tarikh Penggantian Bilangan Hari Kerja | |

Ditandatangani oleh:

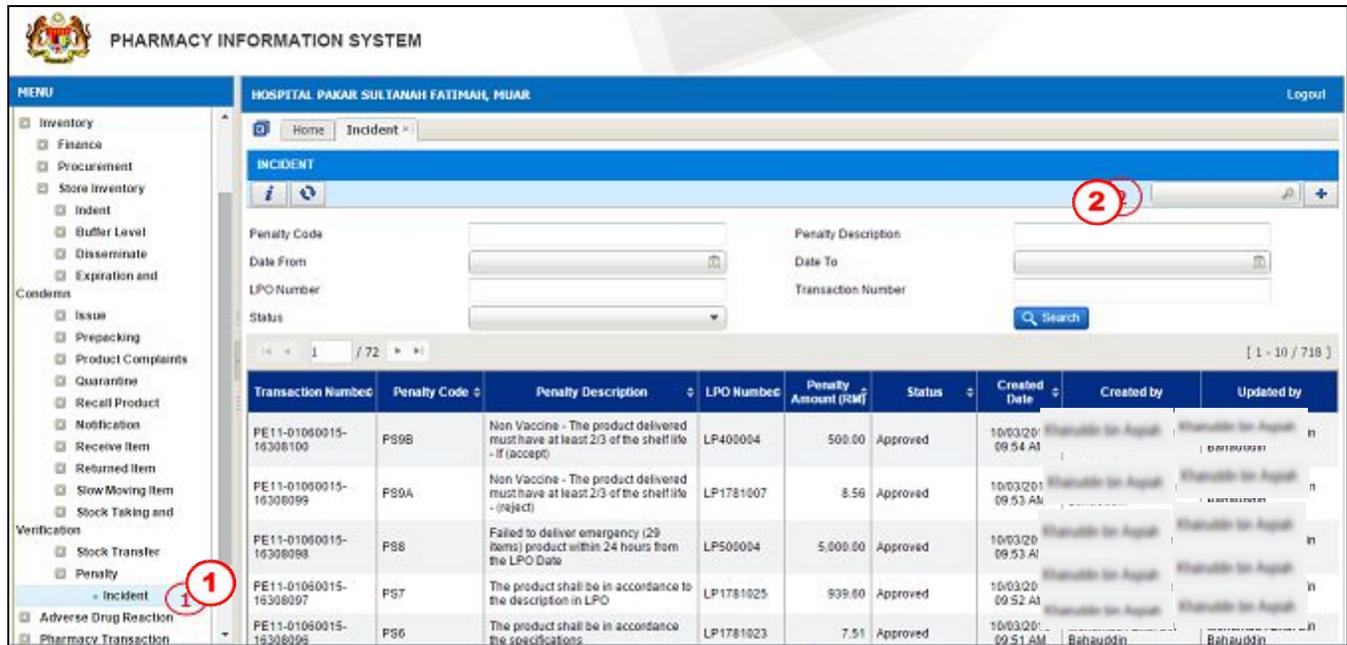
Nama & Jawatan : **Wahiduddin bin Ahmad** & Pegawai Peringkat L02
Nama PTJ : Hospital Pakar Suberohi Fatinah, Muar
Tarikh : 22/01/2011

Printed Date : 10/02/11 Printed By : Set/Revisi : 07/01/2011 Saiz : PNG
Page 1 of 1

Figure 3.16-15 Lampiran 11

3.17 Create New Incident PS 14

To create a new record for penalty PS 14, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAGAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|------------|---------------------|----------|---------------------|----------------|----------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | Wan Abdul Aziz | Wan Abdul Aziz |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | Wan Abdul Aziz | Wan Abdul Aziz |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | Wan Abdul Aziz | Wan Abdul Aziz |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.00 | Approved | 10/03/2016 09:52 AM | Wan Abdul Aziz | Wan Abdul Aziz |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahaudin | Bahaudin |

Figure 3.17-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when the supplier delay 14 days submission of invoice from fulfillment in eP.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.17-1.

PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|--------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/201 09:54 AM | ... | ... |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/201 09:53 AM | ... | ... |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/201 09:53 AM | ... | ... |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/201 09:52 AM | ... | ... |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/201 09:51 AM | Bahaudin | Bahaudin |

Figure 3.17-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.17-3.

PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

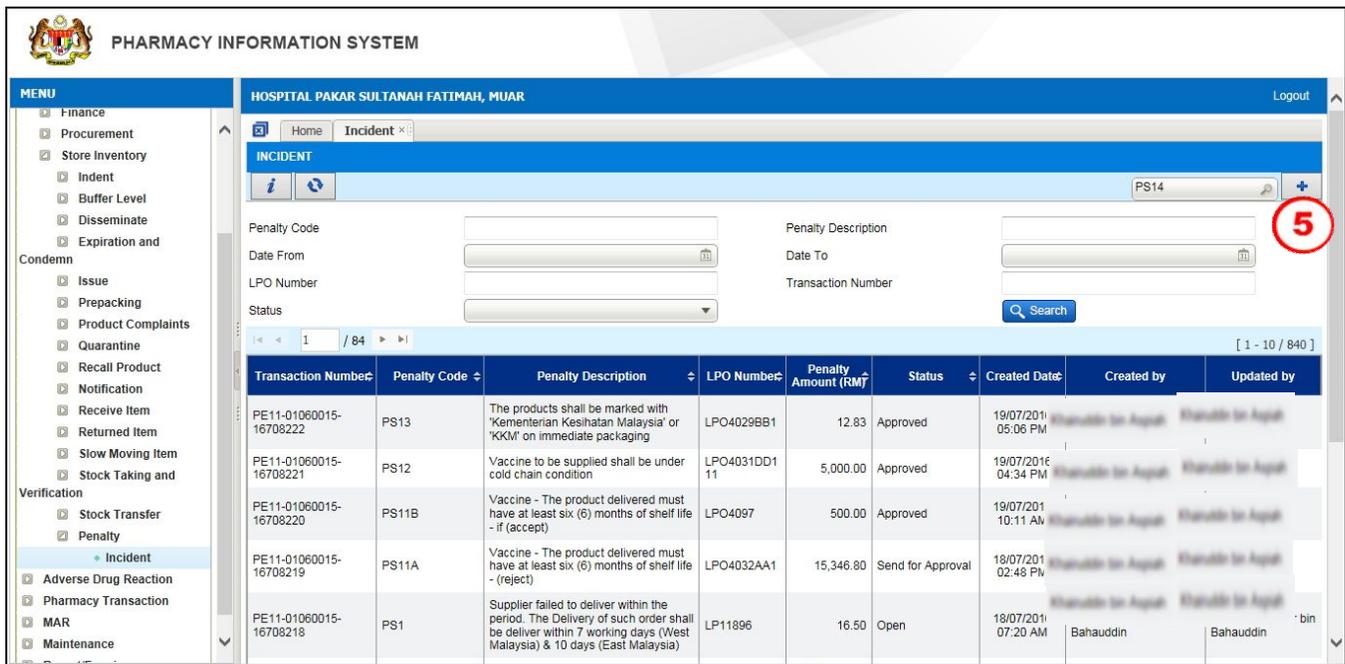
Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address) |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS6 | The product shall not be physically damaged/obsolete or expired |

Figure 3.17-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident x

INCIDENT PS14 +

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status: Search

[1 - 10 / 840]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|-------------|---------------------|-------------------|---------------------|-----------------------|-----------------------|
| PE11-01060015-16708222 | PS13 | The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging | LPO4029BB1 | 12.83 | Approved | 19/07/2016 05:06 PM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16708221 | PS12 | Vaccine to be supplied shall be under cold chain condition | LPO4031DD11 | 5,000.00 | Approved | 19/07/2016 04:34 PM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16708220 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 19/07/2016 10:11 AM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16708219 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4032AA1 | 15,346.80 | Send for Approval | 18/07/2016 02:48 PM | Khairuddin bin Asyraf | Khairuddin bin Asyraf |
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 | 16.50 | Open | 18/07/2016 07:20 AM | Bahauddin | Bahauddin bin |

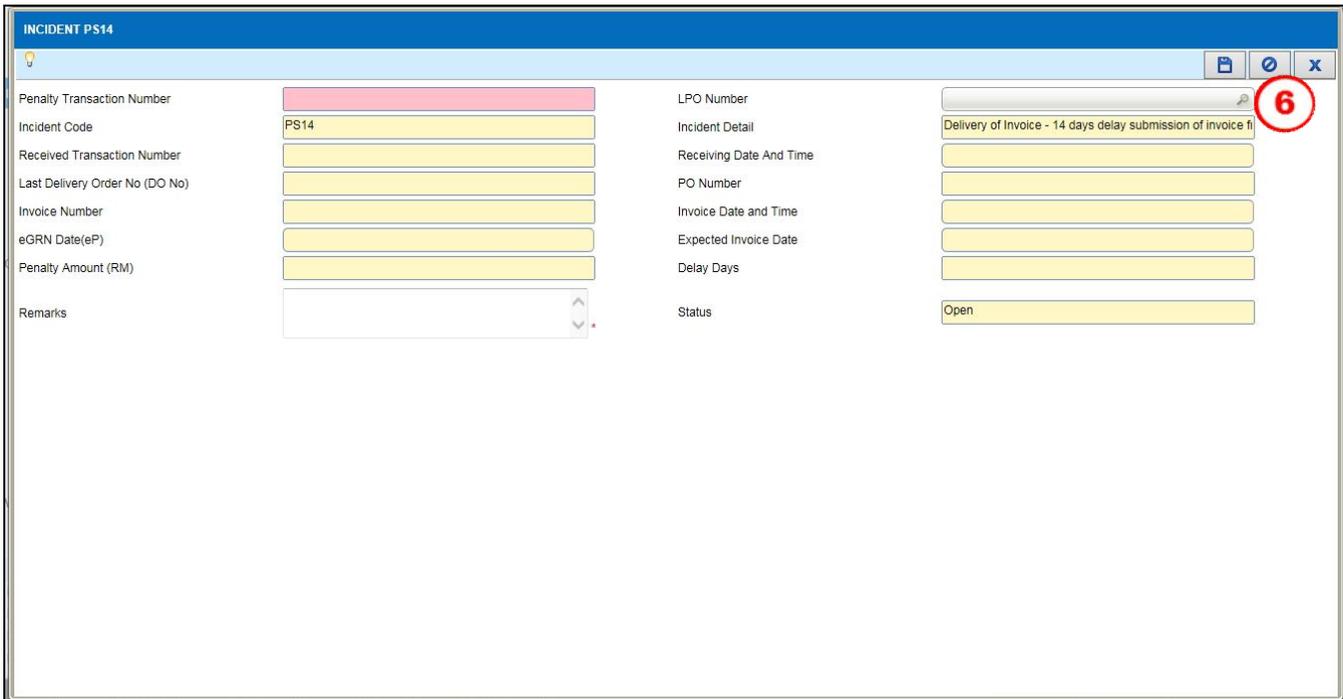
Figure 3.17-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.17-4.

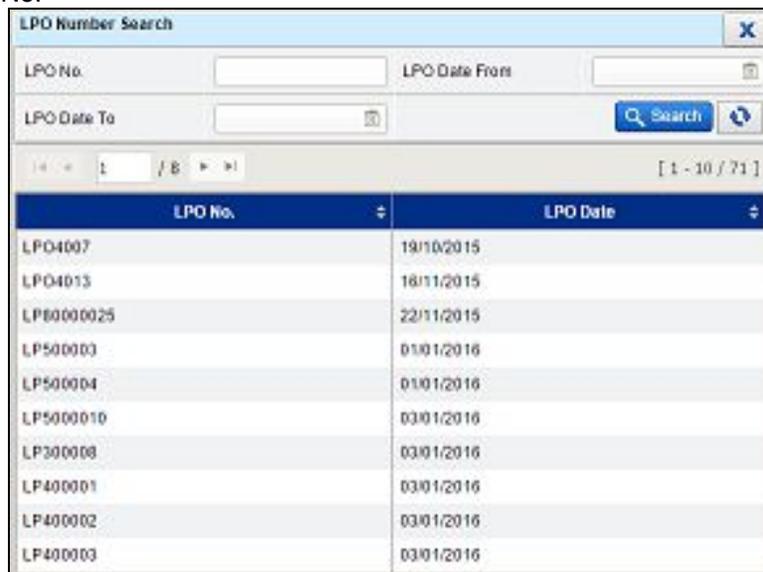


The screenshot shows a web application window titled "INCIDENT PS14". It contains a form with two columns of fields. The left column includes: Penalty Transaction Number (highlighted in pink), Incident Code (PS14), Received Transaction Number, Last Delivery Order No (DO No), Invoice Number, eGRN Date(eP), Penalty Amount (RM), and Remarks. The right column includes: LPO Number, Incident Detail (Delivery of Invoice - 14 days delay submission of invoice fi), Receiving Date And Time, PO Number, Invoice Date and Time, Expected Invoice Date, Delay Days, and Status (Open). A red circle with the number "6" is drawn around the LPO Number field.

Figure 3.17-5 Incident PS14

STEP 6

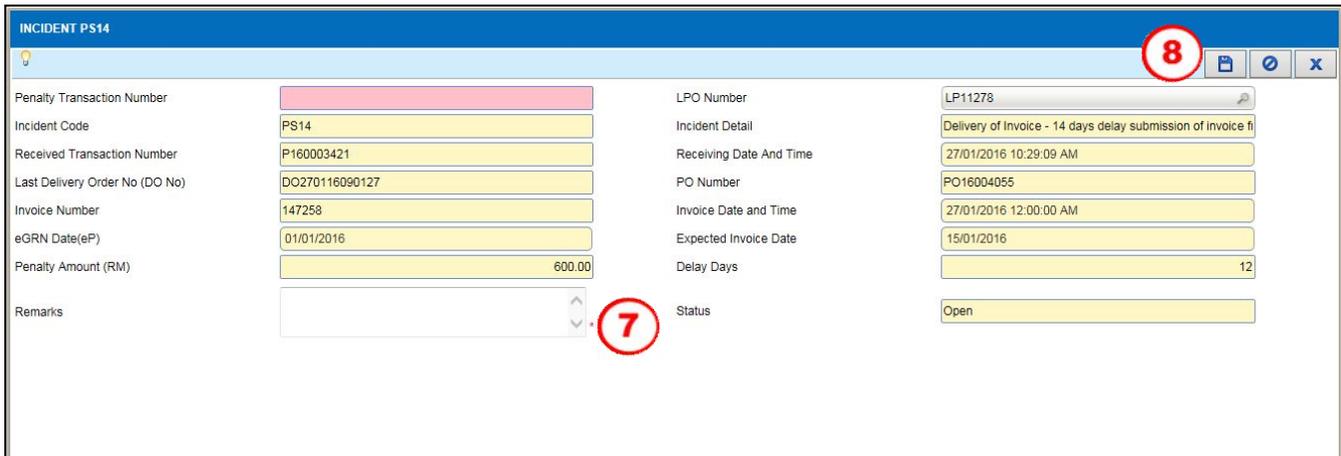
Select receiving transaction number and double click on receiving No as shown in figure 3.17-6. Double click on transaction No.



The screenshot shows a window titled "LPO Number Search". It has search criteria for LPO No., LPO Date From, and LPO Date To. Below the search criteria is a table with two columns: "LPO No." and "LPO Date". The table contains the following data:

| LPO No. | LPO Date |
|-----------|------------|
| LP04007 | 19/10/2015 |
| LP04013 | 18/11/2015 |
| LP8000025 | 22/11/2015 |
| LP500003 | 01/01/2016 |
| LP500004 | 01/01/2016 |
| LP500010 | 03/01/2016 |
| LP300008 | 03/01/2016 |
| LP400001 | 03/01/2016 |
| LP400002 | 03/01/2016 |
| LP400003 | 03/01/2016 |

Figure 3.17-6 List of LPO Number



| INCIDENT PS14 | | | |
|---------------------------------|----------------|-------------------------|--|
| Penalty Transaction Number | | LPO Number | LP11278 |
| Incident Code | PS14 | Incident Detail | Delivery of Invoice - 14 days delay submission of invoice fi |
| Received Transaction Number | P160003421 | Receiving Date And Time | 27/01/2016 10:29:09 AM |
| Last Delivery Order No. (DO No) | DO270116090127 | PO Number | PO16004055 |
| Invoice Number | 147258 | Invoice Date and Time | 27/01/2016 12:00:00 AM |
| eGRN Date(eP) | 01/01/2016 | Expected Invoice Date | 15/01/2016 |
| Penalty Amount (RM) | 600.00 | Delay Days | 12 |
| Remarks | | Status | Open |

Figure 3.17-7 Create New Penalty Incident

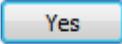
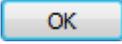
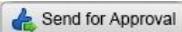
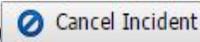
STEP 7

Enter remark

STEP 8

Click on the  button to save the Incident PS11B transaction as shown in figure 3.17-8.

Note

- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*
- *Delay Days will follow Actual Received Date and Time.*
- *After clicking save, an alert message will be displayed as per Figure 3.17-8 and Figure 3.17-9.*
- Click on the  button.
- Click on the  button.
- **Penalty transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled

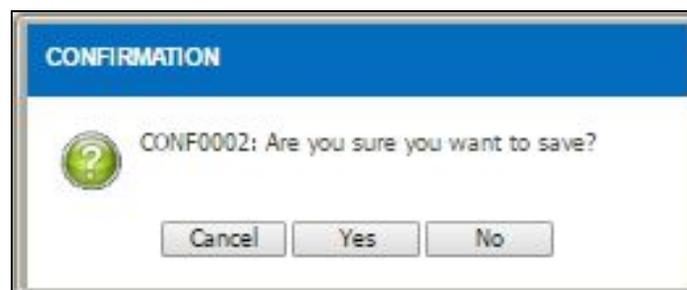


Figure 3.17-8 Confirmation Message

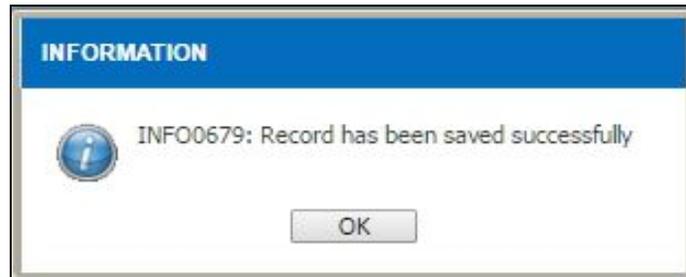
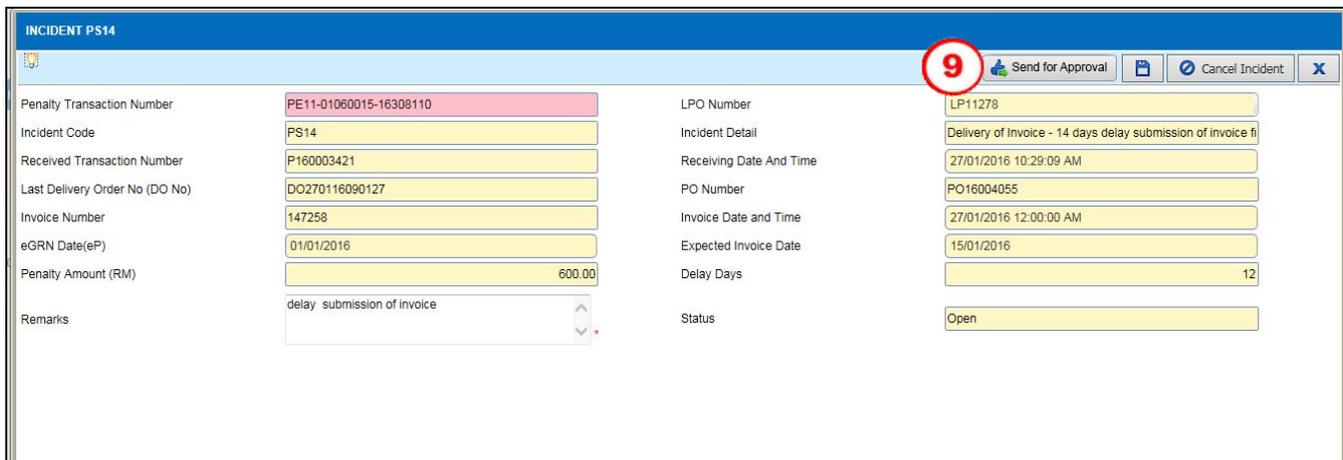


Figure 3.17-9 Information Message



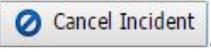
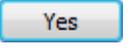
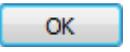
| INCIDENT PS14 | | | |
|--------------------------------|-----------------------------|-------------------------|--|
| Penalty Transaction Number | PE11-01060015-16308110 | LPO Number | LP11278 |
| Incident Code | PS14 | Incident Detail | Delivery of Invoice - 14 days delay submission of invoice fi |
| Received Transaction Number | P160003421 | Receiving Date And Time | 27/01/2016 10:29:09 AM |
| Last Delivery Order No (DO No) | DO270116090127 | PO Number | PO16004055 |
| Invoice Number | 147258 | Invoice Date and Time | 27/01/2016 12:00:00 AM |
| eGRN Date(eP) | 01/01/2016 | Expected Invoice Date | 15/01/2016 |
| Penalty Amount (RM) | 600.00 | Delay Days | 12 |
| Remarks | delay submission of invoice | Status | Open |

Figure 3.17-10 Send for Approval

STEP 9

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Pending for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.17-11 and Figure 3.17-12.
- Click on the  button.
- Click on the  button.

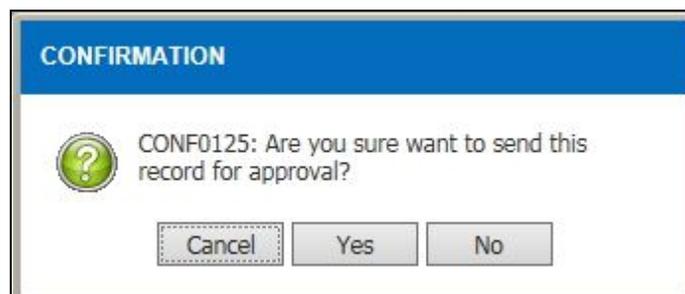
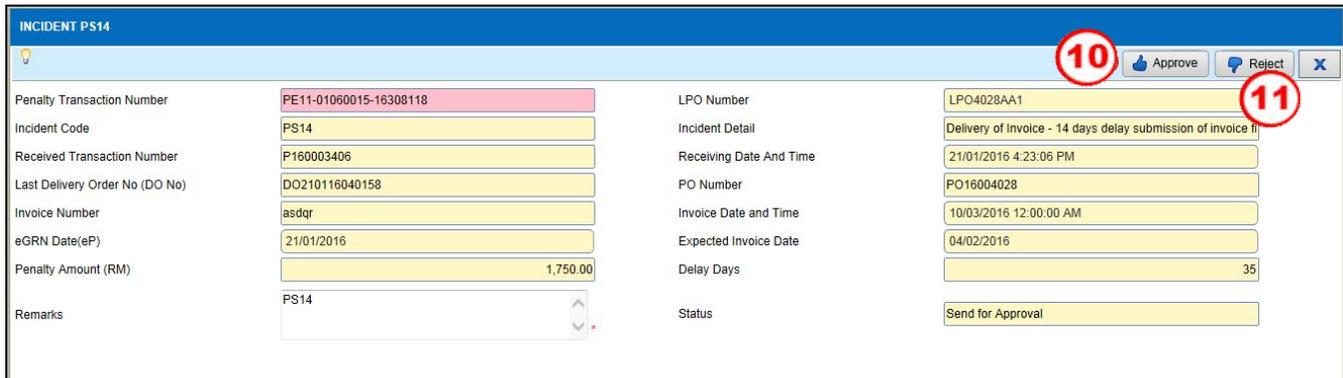


Figure 3.17-11 Confirmation message



| INCIDENT PS14 | | | |
|--------------------------------|------------------------|-------------------------|---|
| Penalty Transaction Number | PE11-01060015-16308118 | LPO Number | LPO4028AA1 |
| Incident Code | PS14 | Incident Detail | Delivery of Invoice - 14 days delay submission of invoice |
| Received Transaction Number | P160003406 | Receiving Date And Time | 21/01/2016 4:23:06 PM |
| Last Delivery Order No (DO No) | DO210116040158 | PO Number | PO16004028 |
| Invoice Number | asdr | Invoice Date and Time | 10/03/2016 12:00:00 AM |
| eGRN Date(eP) | 21/01/2016 | Expected Invoice Date | 04/02/2016 |
| Penalty Amount (RM) | 1,750.00 | Delay Days | 35 |
| Remarks | PS14 | Status | Send for Approval |

Figure 3.17-12 Penalty Incident Details

STEP 10

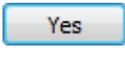
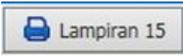
Click button approve to approve the transaction. The status will be approved.

STEP 11

Select one of the available buttons

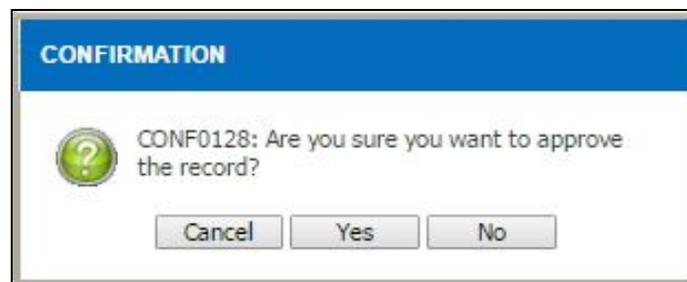
- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.17-14
- Alert message will be displayed after user makes the selection as per Figure 3.17-13
- Click on the  button to approve.
- After the penalty transaction is approved,  button and  button will be enabled.

- b)  button to reject the Penalty transaction

- The **Status** will automatically change to 'Rejected'.

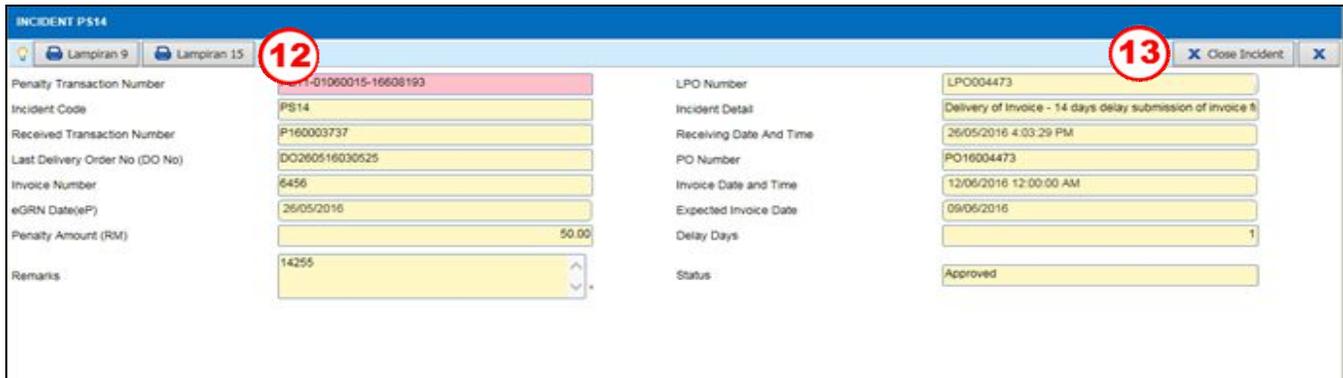


CONFIRMATION

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

Cancel Yes No

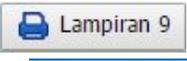
Figure 3.17-13 Approval Alert Message



| Field | Value |
|--------------------------------|---|
| Penalty Transaction Number | 011-01060015-16608193 |
| Incident Code | PS14 |
| Received Transaction Number | P160003737 |
| Last Delivery Order No (DO No) | DO260516030525 |
| Invoice Number | 6456 |
| eGRN Date(eP) | 26/05/2016 |
| Penalty Amount (RM) | 50.00 |
| Remarks | 14255 |
| LPO Number | LPO004473 |
| Incident Detail | Delivery of Invoice - 14 days delay submission of invoice |
| Receiving Date And Time | 26/05/2016 4:03:29 PM |
| PO Number | PO16004473 |
| Invoice Date and Time | 12/05/2016 12:00:00 AM |
| Expected Invoice Date | 09/05/2016 |
| Delay Days | 1 |
| Status | Approved |

Figure 3.17-14 Lampiran 9 and Lampiran 15

STEP 12

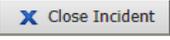
Click  button to view the Lampiran 9 as shown in Figure 3.17-15

Or click  button to view the Lampiran 11 as shown in Figure 3.17-16

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

STEP 13

Click  to close the transaction screen.


Garis Panduan Turfutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konvensional Penawaraan Makmal Ubah Dan Stor
 Kementerian Kesihatan Malaysia - Versi 1/2014

LAMPIRAN 9

No. Rujukan : _____
 Tarikh : 10/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hoopda Pakar Sulfarah Falmah Mar
 2) Tarikh Tuntutan : 21/01/2016 6:27 PM
 3) No. LPO : LP04332AA1
 4) Nilai Produk LPO (RM) : 15,722.54
 5) Nilai Produk Gagal Dibekalkan (RM) : 15,722.54 (jika berkenaan)
 6) No. Invoice : _____
 7) Kategori Performance Standard Yang Gagal Dipenuhi : [Sila tandakan (✓) pada kategori yang berkenaan sahaja]

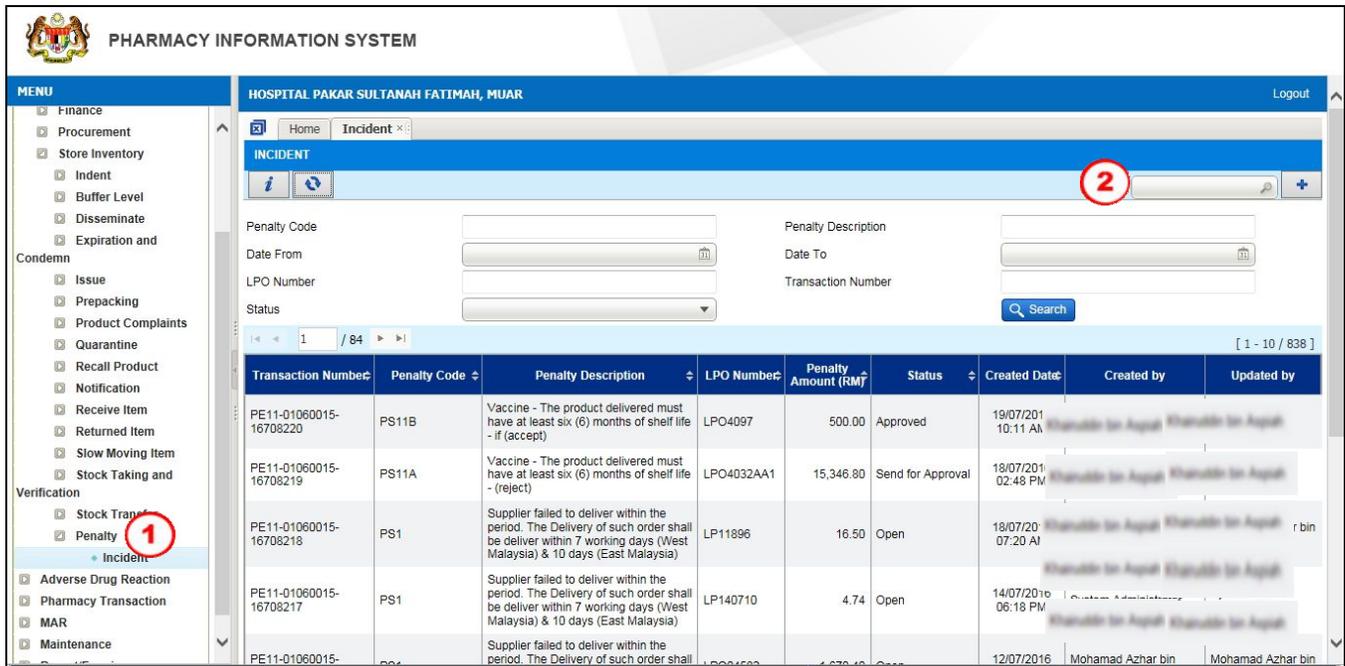
| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
|--|---|-------------|
| (i) Penghantaran bekalan Produk APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dan terikh sebelum terma LPO | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharut di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang masak, usang atau terma terikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi | <input type="checkbox"/> 2% x nilai produk gagal diganti x bilangan hari lewat | |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum terikh luput | <input checked="" type="checkbox"/> RM500 bagi setiap insiden | 15,722.54 |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari terikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tidak label KKM | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (xi) Gagal menggantikan produk yang tidak mematuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari terikh notifikasi | <input type="checkbox"/> 2% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 10/03/16 Printed By : 1 Disapproved/Not Approved Doc Name : 0101 140500 Source : PMS

Figure 3.17-15 Lampiran 9

3.18 Create New Incident PS 15

To create a new record for penalty PS 15, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code:

Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

Search

1 / 84 [1 - 10 / 838]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|-------------------|---------------------|----------------------|----------------------|
| PE11-01060015-16708220 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 19/07/2016 10:11 AM | Khairuddin bin Aguph | Khairuddin bin Aguph |
| PE11-01060015-16708219 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4032AA1 | 15,346.80 | Send for Approval | 18/07/2016 02:48 PM | Khairuddin bin Aguph | Khairuddin bin Aguph |
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 | 16.50 | Open | 18/07/2016 07:20 AM | Khairuddin bin Aguph | Khairuddin bin Aguph |
| PE11-01060015-16708217 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP140710 | 4.74 | Open | 14/07/2016 06:18 PM | System Administrator | System Administrator |
| PE11-01060015- | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall | LP001600 | 1,670.00 | Open | 12/07/2016 | Mohamad Azhar bin | Mohamad Azhar bin |

Figure 3.18.1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when supplier delay claim for payment. All claims for payment must be made within the current financial year.

STEP 1

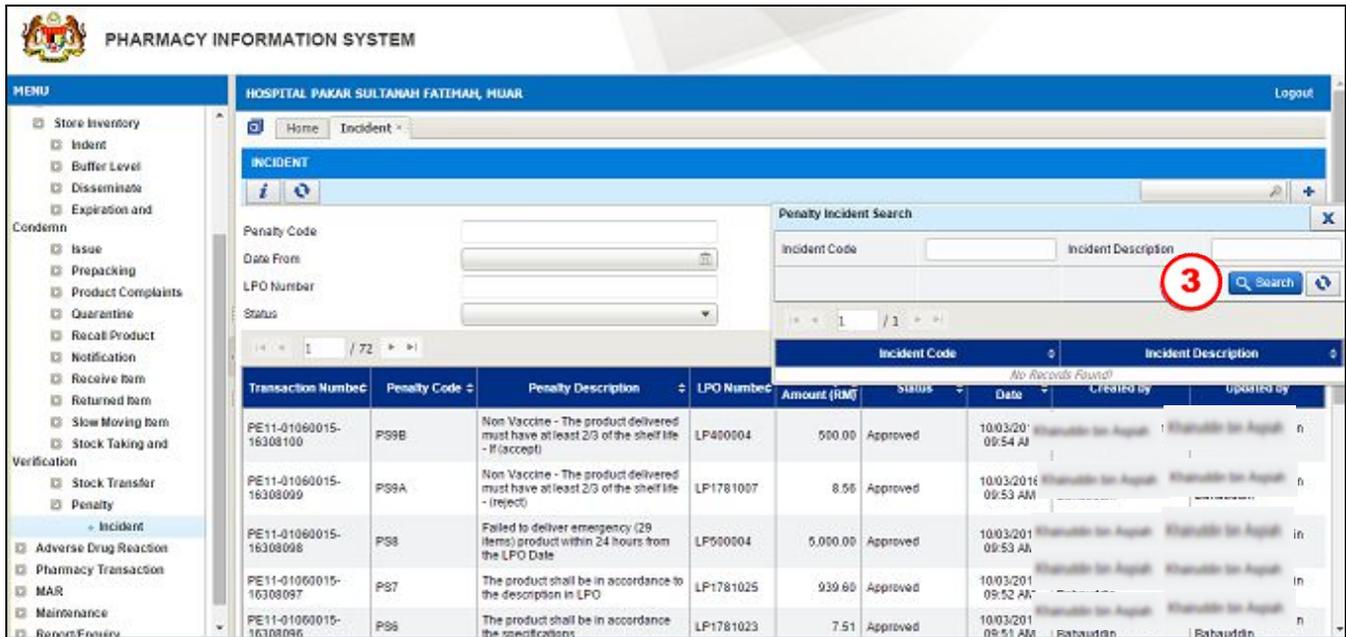
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.18-1.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

1 / 1

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | Wahabudin | Wahabudin |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | Wahabudin | Wahabudin |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | Wahabudin | Wahabudin |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | Wahabudin | Wahabudin |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahaudin | Bahaudin |

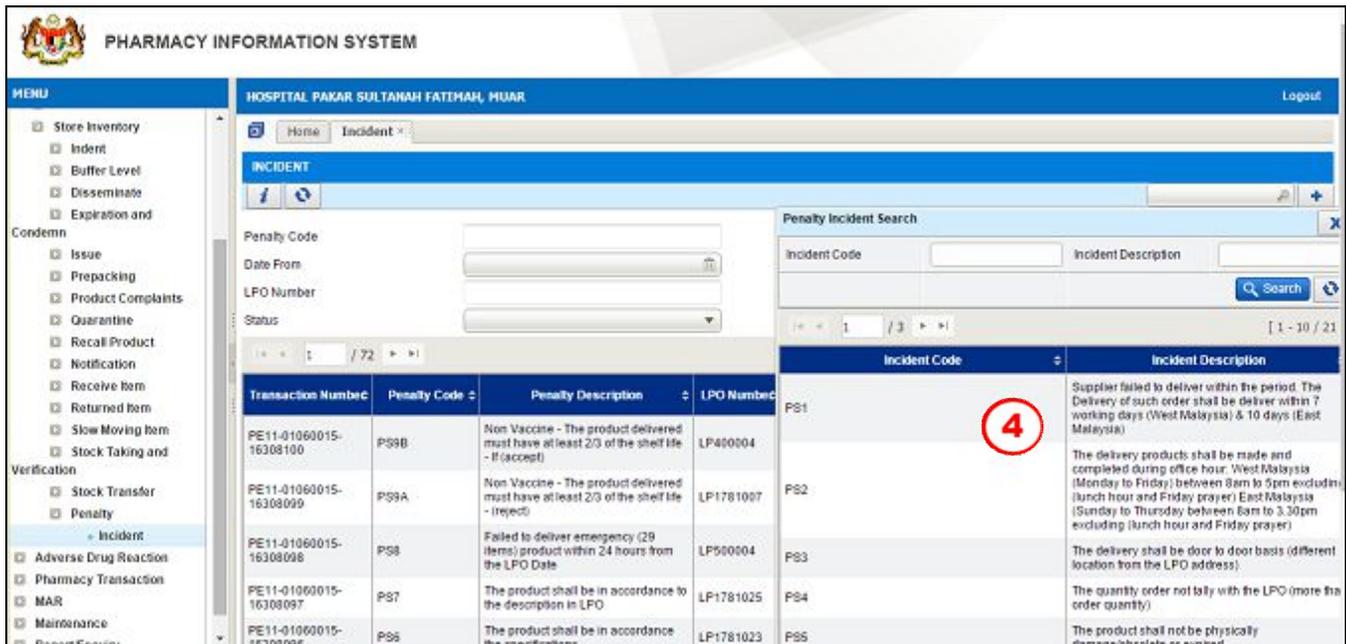
Figure 3.18-2 Penalty Incident Search

STEP 3

Double click on the selected record PS12.

Note

System will list PS1 to PS 18 as shown in Figure 3.18-2.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

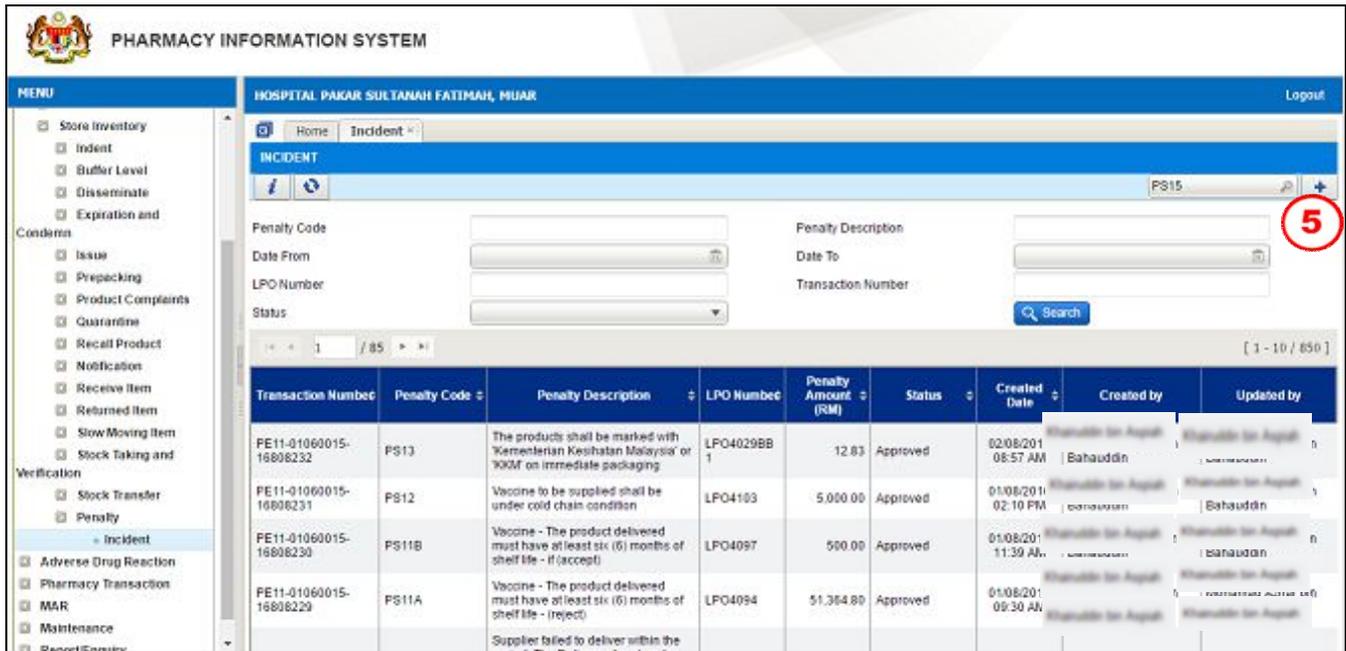
1 / 3

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding lunch hour and Friday prayer; East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.18-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MIUAR

Logout

Home Incident

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

Search

[1 - 10 / 850]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|-------------|---------------------|----------|---------------------|------------|------------|
| PE11-01060015-16808232 | PS13 | The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging | LPO4029BB 1 | 12.83 | Approved | 02/08/2016 08:57 AM | Bahaudin | |
| PE11-01060015-16808231 | PS12 | Vaccine to be supplied shall be under cold chain condition | LPO4103 | 5,000.00 | Approved | 01/08/2016 02:10 PM | Bahaudin | Bahaudin |
| PE11-01060015-16808230 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 01/08/2016 11:39 AM | Bahaudin | Bahaudin |
| PE11-01060015-16808229 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) Supplier failed to deliver within the | LPO4094 | 51,364.80 | Approved | 01/08/2016 09:30 AM | Bahaudin | Bahaudin |

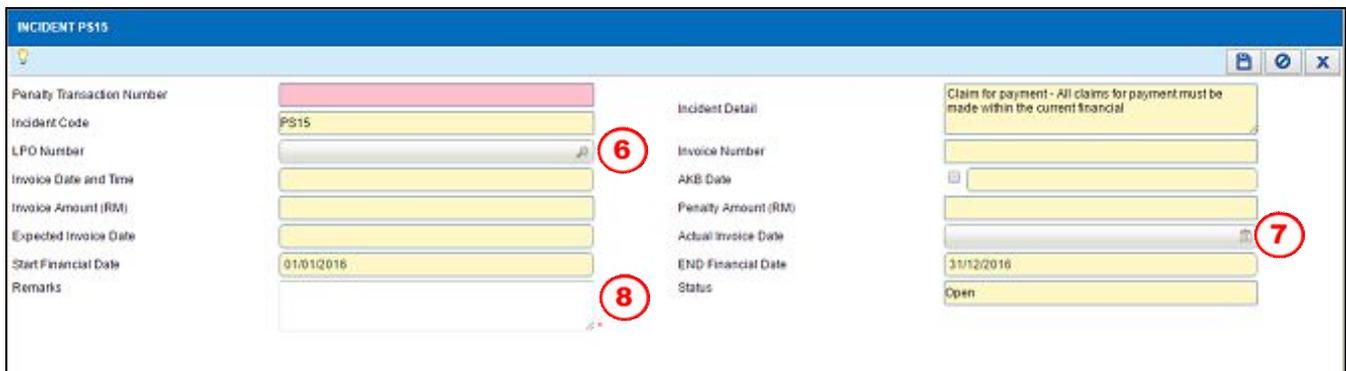
Figure 3.18-4 Create New Penalty Incident

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.18-4.



INCIDENT PS15

Penalty Transaction Number:

Incident Code:

LPO Number:

Invoice Date and Time:

Invoice Amount (RM):

Expeded Invoice Date:

Start Financial Date:

Remarks:

Incident Detail

Invoice Number:

AKB Date:

Penalty Amount (RM):

Actual Invoice Date:

END Financial Date:

Status:

Claim for payment - All claims for payment must be made within the current financial

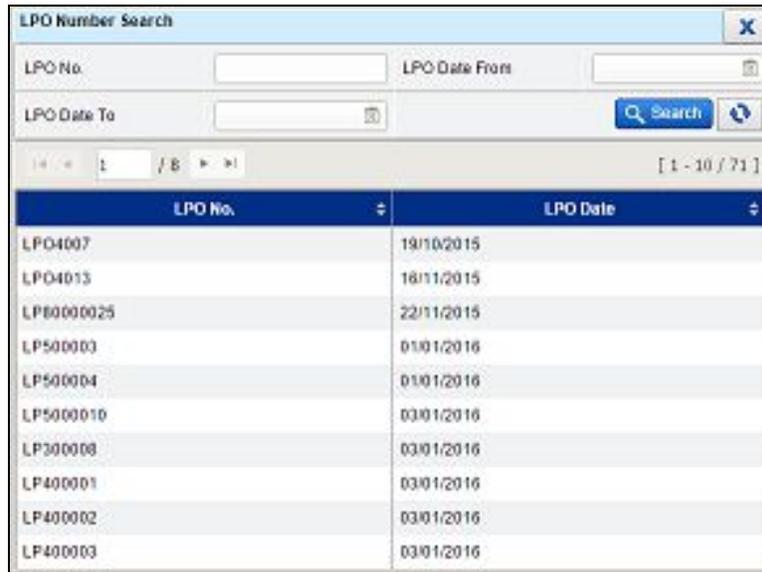
Figure 3.18-5 Penalty Incident Details

STEP 6

Click on the  button to find the LPO No.

Note

List of LPO No. will be displayed as shown in Figure 3.18-6.



| LPO No. | LPO Date |
|-----------|------------|
| LPD4007 | 19/10/2015 |
| LPD4013 | 18/11/2015 |
| LP8000025 | 22/11/2015 |
| LP500003 | 01/01/2016 |
| LP500004 | 01/01/2016 |
| LP5000010 | 03/01/2016 |
| LP300008 | 03/01/2016 |
| LP400001 | 03/01/2016 |
| LP400002 | 03/01/2016 |
| LP400003 | 03/01/2016 |

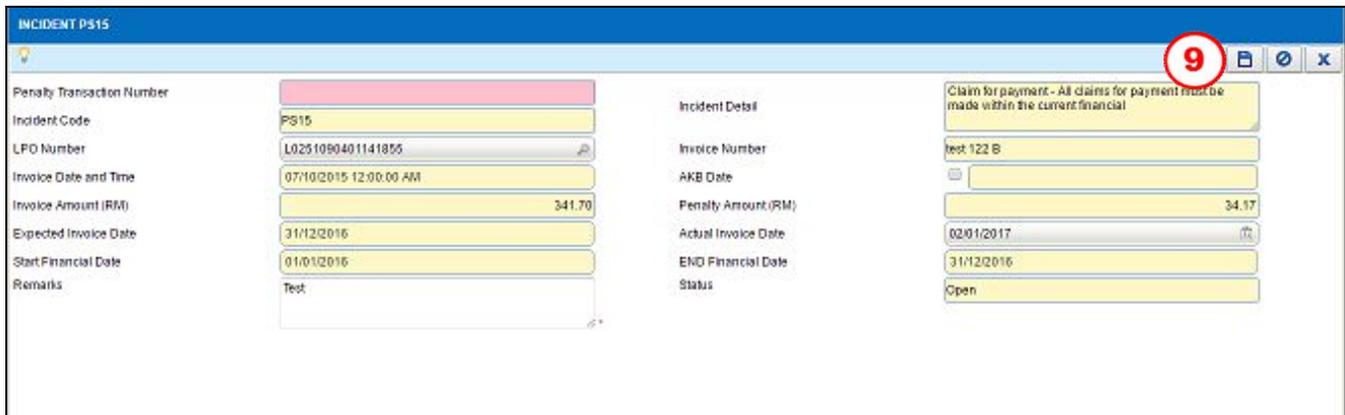
Figure 3.18-6 List of LPO Number

STEP 7

Enter Actual Invoice Date

STEP 8

Enter Remarks



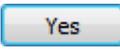
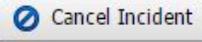
| INCIDENT PS15 | |
|----------------------------|--|
| Penalty Transaction Number | PS15 |
| Incident Code | PS15 |
| LPO Number | L0251090401141855 |
| Invoice Date and Time | 07/10/2015 12:00:00 AM |
| Invoice Amount (RM) | 341.70 |
| Expected Invoice Date | 31/12/2016 |
| Start Financial Date | 01/01/2016 |
| Remarks | Test |
| Incident Detail | Claim for payment - All claims for payment must be made within the current financial |
| Invoice Number | test 122 B |
| AKB Date | |
| Penalty Amount (RM) | 34.17 |
| Actual Invoice Date | 02/01/2017 |
| END Financial Date | 31/12/2016 |
| Status | Open |

Figure 3.18-7 Penalty Incident Details

STEP 9

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.18-8
- Click on the  button.
- **Penalty Transaction No.** will be generated automatically by the system for future reference and the  button and  button will be enabled.

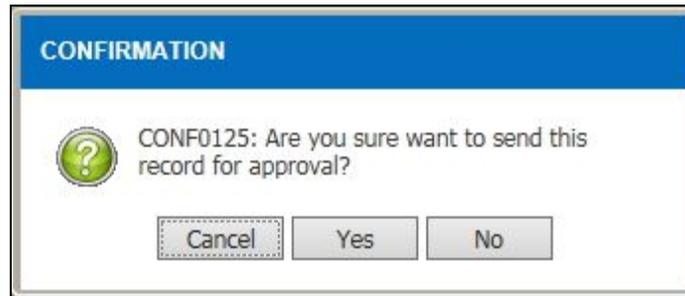
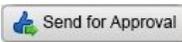


Figure 3.18-8 Confirmation message

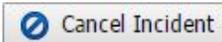
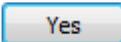


Figure 3.18-9 Incident PS 15

STEP 10

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.18-10
- Click on the  button.

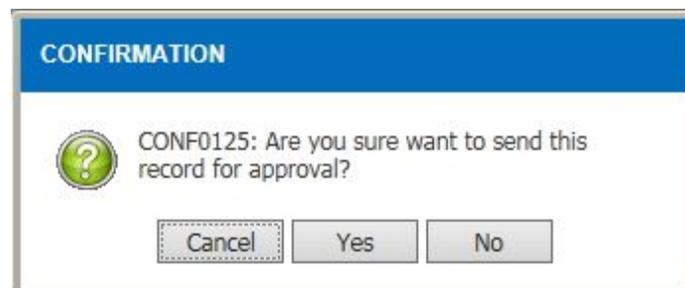


Figure 3.18.10 Confirmation message

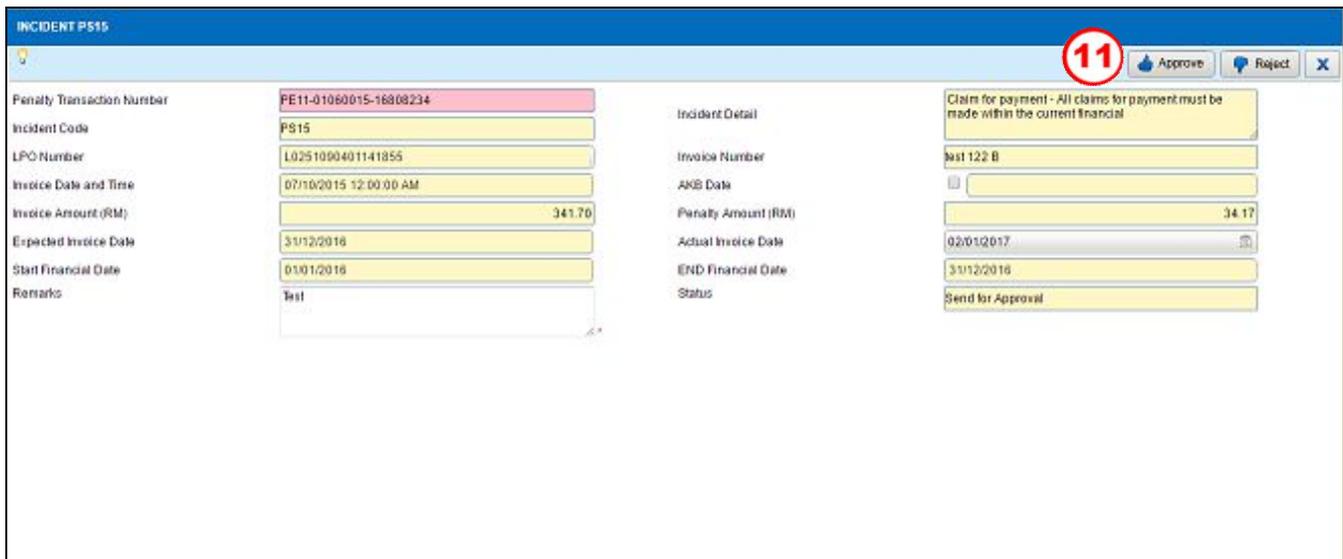


Figure 3.18-11 Penalty Incident Details

STEP 11

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

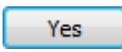
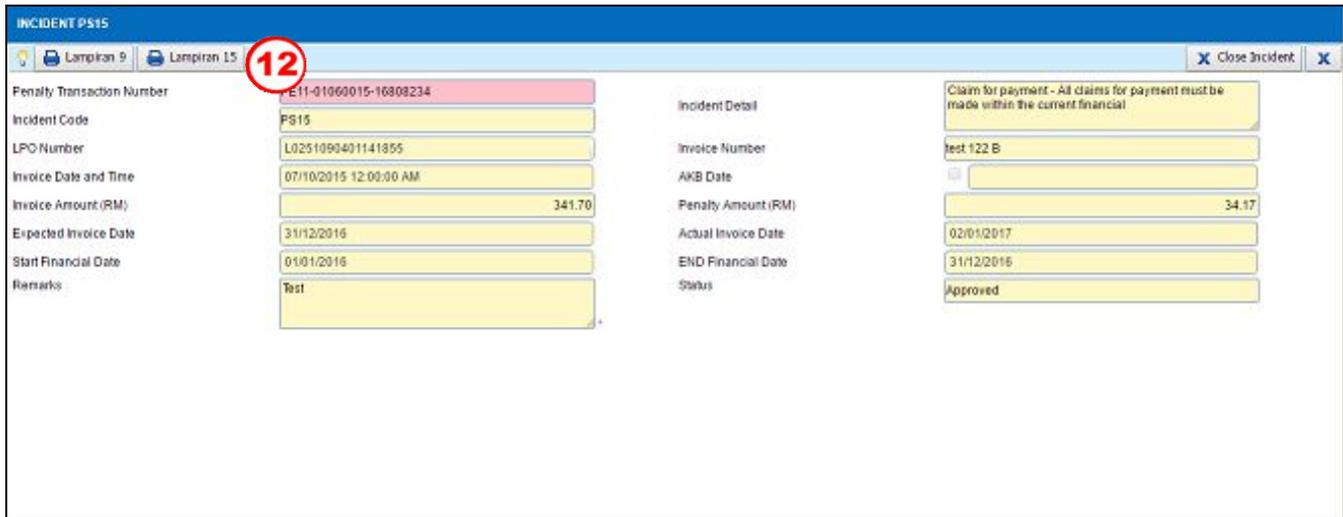
- The **Status** will change automatically to 'Approved' Figure 3.18-13
- Alert message will be displayed after user makes the selection as per Figure 3.18-12
- Click on the  button to confirm approve.
- After the penalty transaction is approved,  button and  will be enabled.
- b)  button to reject the Penalty transaction
- The **Status** will change automatically to 'Rejected'.



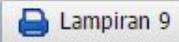
Figure 3.18-12 Confirmation Message



| Field | Value |
|----------------------------|------------------------|
| Penalty Transaction Number | E11-01060015-16808234 |
| Incident Code | PS15 |
| LPO Number | L0251090401141855 |
| Invoice Date and Time | 07/10/2015 12:00:00 AM |
| Invoice Amount (RM) | 341.70 |
| Expected Invoice Date | 31/12/2016 |
| Start Financial Date | 01/01/2016 |
| Remarks | Test |
| Incident Detail | |
| Invoice Number | test 122 B |
| AKB Date | |
| Penalty Amount (RM) | 34.17 |
| Actual Invoice Date | 02/01/2017 |
| END Financial Date | 31/12/2016 |
| Status | Approved |

Figure 3.18-13 Lampiran 9 and 15

STEP 12

Click  button to view the Lampiran 9 as shown in Figure 3.18-14

Or click  button to view the Lampiran 15 as shown in Figure 3.18-15

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan :
Tarikh : 16/03/2016

| BORANG TUNTUTAN PEMBAYARAN PENALTI | | |
|---|---|-------------|
| 1) Nama PTJ | : Hospital Canselor Sultanah Fatimah, Isuar | |
| 2) Tarikh Tuntutan | : 27/01/2016 11:53 AM | |
| 3) No. LPO | : LP-00001 | |
| 4) Nilai Produk/LPO (RM) | : 27.07 | |
| 5) Nilai Produk Gagal Diberikan (RM) | : 27.07 (Jika berkenaan) | |
| 6) No. Invoice | : | |
| 7) Kategori Performance Standard Yang Gagal Dipenuhi | : (Silakan tandakan [x] pada kategori yang berkenaan sahaja) | |
| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | JUMLAH (RM) |
| (8) Penghantaran beban Product APPL atau varian melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO | <input type="checkbox"/> 2% x nilai produk gagal diberikan x bilangan hari lewat | |
| (9) Diharat di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (10) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (11) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (12) Gagal menggantikan produk yang rosak, usang atau tamat tempoh luput atau tidak mengikut spesifikasi atau tidak mengikut desaijan | <input checked="" type="checkbox"/> 2% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (13) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (14) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau varian kurang daripada 6 bulan (japada LDU diberikan) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (15) Gagal ganti jangka hayat Produk APPL kurang daripada 20 atau Varian kurang daripada 6 bulan yang dibekal | <input type="checkbox"/> 2% x nilai produk gagal diberikan x bilangan hari lewat | |
| (16) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (17) Tanda label KKM | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (18) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 2% x nilai produk yang terjejas x bilangan hari lewat | |
| (19) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL | |
| - Non Essential Approved Products | <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2016

Printed By : [Signature]

Get/Issued : RIZQI FARHAN

Revised/PHS Page 1 of 2

Figure 3.18-14 Lampiran 9

3.19 Create New Penalty PS 16

To create a new record for penalty PS 16, perform the steps below:



Figure 3.19-1 Login IWP

This function is to perform Penalty that will be imposed to the supplier when supplier fails to fulfill minimum required stock. This function is done by MOH people in Integration Web Portal (IWP) system.

STEP 1

Login in the Integration Web Portal (IWP) system.

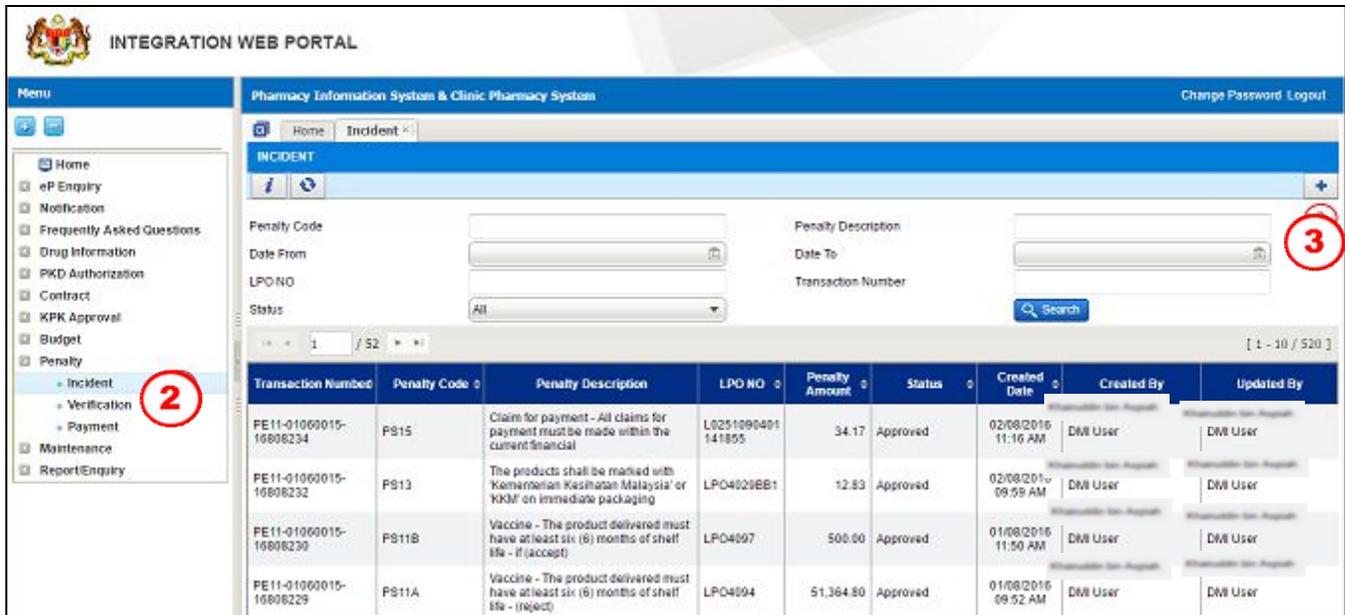


Figure 3.19-2 Create New Penalty Incident

STEP 2

Click on 'Penalty' menu followed by 'Incident'

STEP 3

Click on the  button to create new record



Figure 3.19-3 Create New Penalty Incident

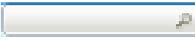
STEP 4

Click on the  button to add item.



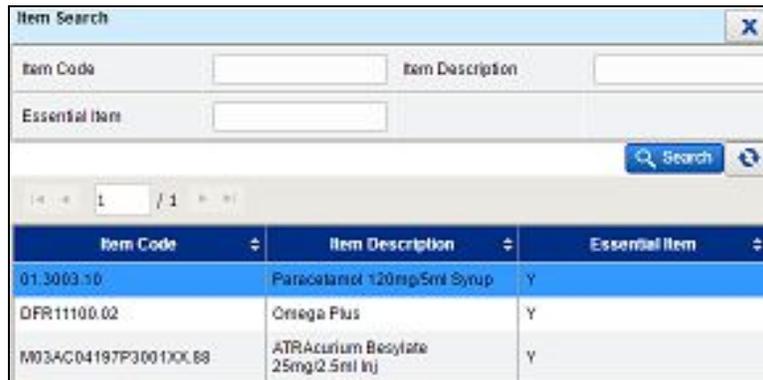
Figure 3.19-4 Incident Penalty Details

STEP 5

Click on the  button to find the Item Code.

Note

List of **Item Code** will be displayed as shown in Figure 3.19-5.



| Item Code | Item Description | Essential Item |
|----------------------|-------------------------------------|----------------|
| 01.3003.10 | Paracetamol 120mg/5ml Syrup | Y |
| QFR11100.02 | Omega Plus | Y |
| M034C04197P3001XX.68 | ATRAcurium Besylate 25mg(2.5ml Inj) | Y |

Figure 3.19-5 List of Item Code

STEP 6

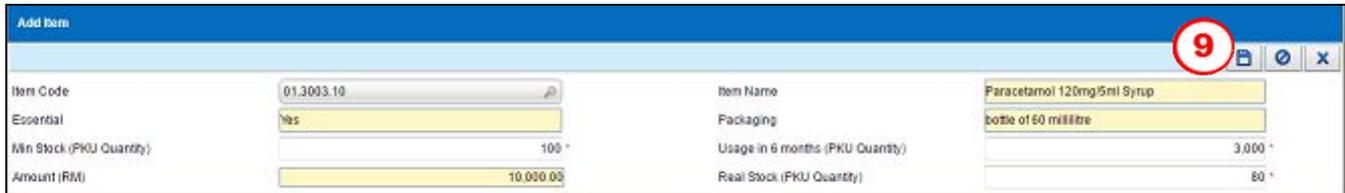
Enter Min Stock (PKU Quantity)

STEP 7

Enter Usage in 6 Months (PKU Quantity)

STEP 8

Enter Real Stock (PKU Quantity)



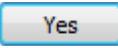
| | | | |
|--------------------------|------------|----------------------------------|-----------------------------|
| Item Code | 01.3003.10 | Item Name | Paracetamol 120mg/5ml Syrup |
| Essential | Yes | Packaging | bottle of 60 millilitre |
| Min Stock (PKU Quantity) | 100 * | Usage in 6 months (PKU Quantity) | 3,000 * |
| Amount (RM) | 10,000.00 | Real Stock (PKU Quantity) | 80 * |

Figure 3.19-6 Add Item

STEP 9

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.19-7
- Click on the  button.

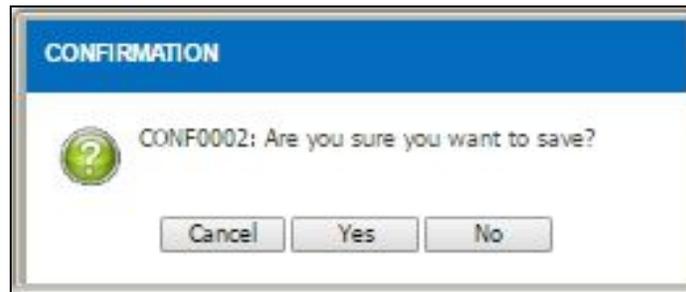
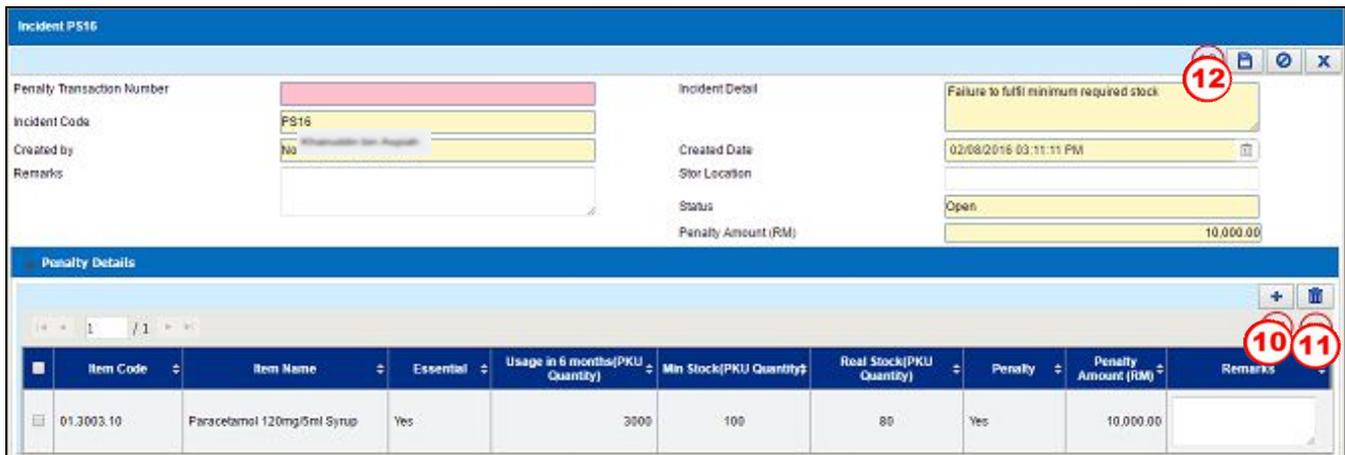


Figure 3.19-7 Save Record Alert Message



| | | | |
|----------------------------|------|---------------------|--|
| Penalty Transaction Number | | Incident Detail | Failure to fulfil minimum required stock |
| Incident Code | PS16 | Created Date | 02/08/2016 03:11:11 PM |
| Created by | No | Stor Location | |
| Remarks | | Status | Open |
| | | Penalty Amount (RM) | 10,000.00 |

| Item Code | Item Name | Essential | Usage in 6 months(PKU Quantity) | Min Stock(PKU Quantity) | Real Stock(PKU Quantity) | Penalty | Penalty Amount (RM) | Remarks |
|------------|-----------------------------|-----------|---------------------------------|-------------------------|--------------------------|---------|---------------------|---------|
| 01.3003.10 | Paracetamol 120mg/5ml Syrup | Yes | 3000 | 100 | 80 | Yes | 10,000.00 | |

Figure 3.19-8 Incident Penalty Details

STEP 10

Click on the  button to add more items.

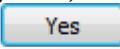
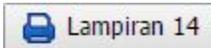
STEP 11

Click on the  button to delete an item/items

STEP 12

Click on the  button to save the Penalty transaction

Note

- After clicking *save*, an alert message will be displayed as per Figure 3.19-9
- Click on the  button.
- After the penalty transaction is approved,  button and  button will be enabled.

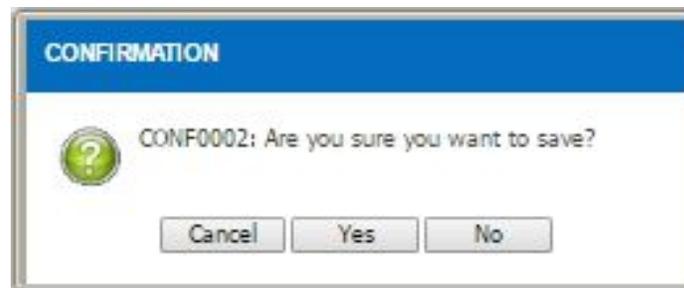
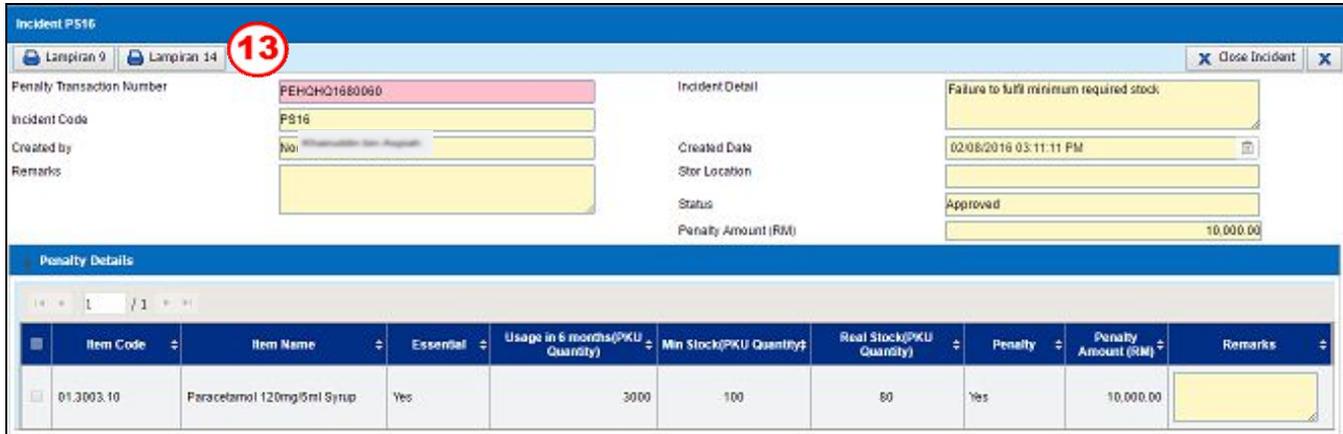


Figure 3.19-9 Confirmation Message



Incident P516

  **13** Close Incident

Penalty Transaction Number: FEHQHQ21680060
 Incident Code: P516
 Created by: No
 Remarks:

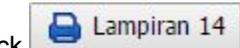
Incident Detail: Failure to fulfil minimum required stock
 Created Date: 02/08/2016 03:11:11 PM
 Stor Location:
 Status: Approved
 Penalty Amount (RM): 10,000.00

| Item Code | Item Name | Essential | Usage in 6 months(PKU Quantity) | Min Stock(PKU Quantity) | Real Stock(PKU Quantity) | Penalty | Penalty Amount (RM) | Remarks |
|------------|-----------------------------|-----------|---------------------------------|-------------------------|--------------------------|---------|---------------------|---------|
| 01.3003.10 | Paracetamol 120mg/5ml Syrup | Yes | 3000 | 100 | 80 | Yes | 10,000.00 | |

Figure 3.19-10 Lampiran 9 and 14

STEP 13

Click  button to view the Lampiran 9 as shown in Figure 3.19-11

Or click  button to view the Lampiran 9 as shown in Figure 3.19-12

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 9

No. Rujukan :
Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Fakar Sultanah Faimah, Isuar
2) Tarikh Tuntutan : 02/01/2016 11:53 AM
3) No. LPO : LP430001
4) Nilai Produk/PO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (jika berkenaan)
6) No. Invoice :
7) Kategori Performance Standard Yang Gagal Dipatuhi : Jika tindakan (v) pada kategori yang berkenaan sahaja

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | MALAI DENDA | JUMLAH (RM) |
|---|---|-------------|
| (i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semestrenyung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebelum tarikh LPO | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharat di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bukan door to door delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi | <input checked="" type="checkbox"/> 2% x nilai produk gagal diganti x bilangan hari lewat | 27.07 |
| (vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 3/3 atau Vaksin kurang daripada 6 bulan (seperti LDU diberikan) dalam masa 30 hari sebelum tarikh luput | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tiada label KKM | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi | <input type="checkbox"/> 2% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi tahap penyimpanan stok - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 16/03/2016 Printed By : Unit Name : STOR FARMAA Source:PHIS
Page 1 of 2

Figure 3.19-11 Lampiran 9

LAMPIRAN 14

LAPORAN PEMERIKSAAN BUFFER STOK DI PHARMANIAGA LOGISTICS SDN. BHD. DAN SYOR PENALTI

| Kod Produk | Deskripsi Produk | Kategori Produk | | Penggunaan 6 bulan *pertama/kedua tahun ... | Stok Patut Ada (3 atau 2 Bulan) | Kuantiti Stok | | Syor Penalti | | Jumlah Penalti (RM) | Catatan |
|------------|-----------------------------|-----------------|---------------|---|---------------------------------|---------------|-----|--------------|--------------------------|----------------------------|---------|
| | | Essential | Non-Essential | | | Fizikal Stok | Ya | Tidak | Essential = RM 10,000.00 | | |
| 01.3003.10 | Paracetamol 120mg/5ml Syrup | Yes | | 3,000 | 100 | 80 | Yes | | | Non-Essential = RM5,000.00 | |
| 10,000.00 | | | | | | | | | | | |

Dilengkapkan oleh Pegawai Pemeriksa

| | |
|--|--|
| <p>Tandatangan : Noor Azwin Binti Bukhori Nama Pemeriksa : Pegawai Farmasi U48 Jawatan : Jabatan : Tarikh Pemeriksaan : 02/08/2016</p> | <p>Tandatangan : Noor Azwin Binti Bukhori Nama Pemeriksa : Pegawai Farmasi U48 Jawatan : Jabatan : Tarikh Pemeriksaan : 02/08/2016</p> |
|--|--|

Pengesahan oleh Ketua Pegawai Pemeriksa

Disyorkan sebanyak :

a) Essential Product: RM

b) Non Essential Product: RM

Berjumlah RM 10000.0 dikenakan penalti.

.....

(Tandatangan Ketua Pegawai Pemeriksa)

Nama :

Jawatan : Pegawai Farmasi U48

Tarikh : 02/08/2016

Jumlah (RM) : 10,000.00

Printed Date : 02/08/2016

Printed By :

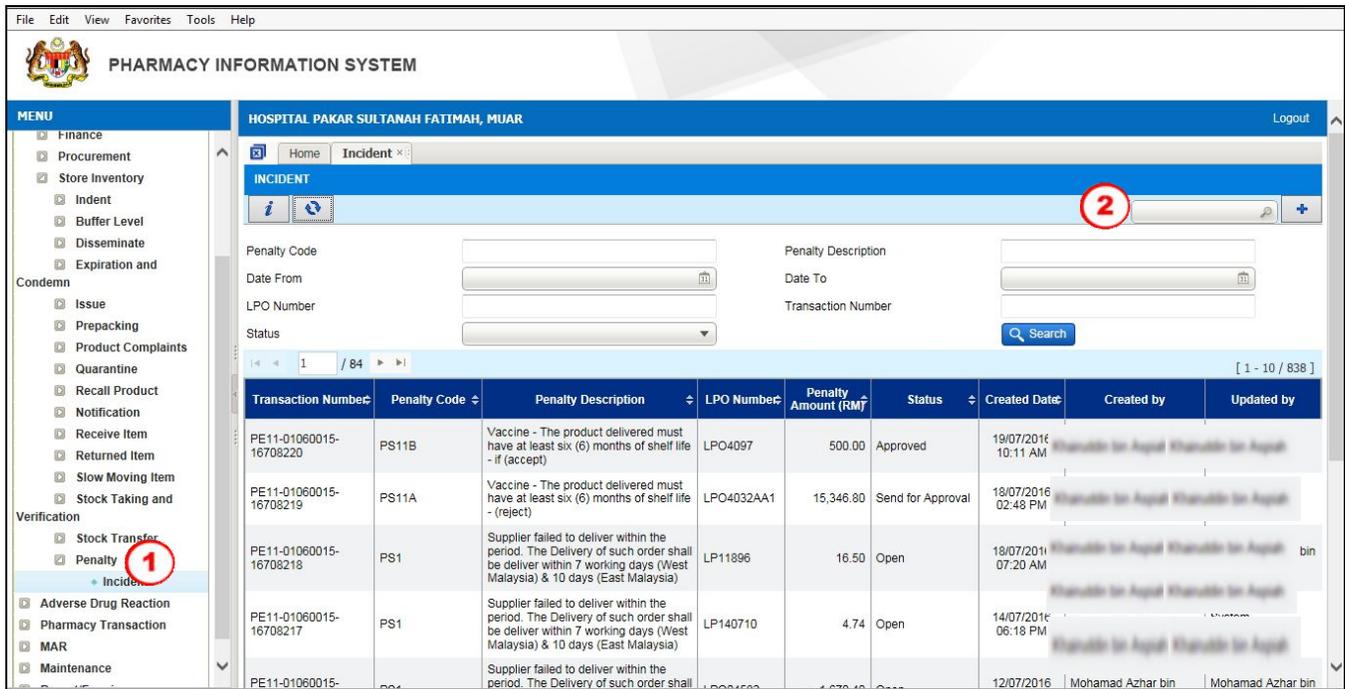
Unit Name :

Source : PhIS

Figure 3.19-12 Lampiran 14

3.20 Create New Incident PS 17

To create a new record for penalty PS 17, perform the steps below:



The screenshot shows the PHARMACY INFORMATION SYSTEM interface for HOSPITAL PAKAR SULTANAH FATIMAH, MUAR. The left sidebar contains a 'MENU' with categories like Finance, Procurement, Store Inventory, Indent, Buffer Level, Disseminate, Expiration and Condemn, Issue, Prepacking, Product Complaints, Quarantine, Recall Product, Notification, Receive Item, Returned Item, Slow Moving Item, Stock Taking and Verification, Stock Transfer, Penalty, Incident, Adverse Drug Reaction, Pharmacy Transaction, MAR, and Maintenance. The 'Incident' menu item is circled with a red '1'. The main area shows the 'INCIDENT' form with fields for Penalty Code, Date From, LPO Number, Status, Penalty Description, Date To, and Transaction Number. A search button is circled with a red '2'. Below the form is a table of existing records.

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|-------------------|---------------------|-------------------|-------------------|
| PE11-01060015-16708220 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - if (accept) | LPO4097 | 500.00 | Approved | 19/07/2016 10:11 AM | | |
| PE11-01060015-16708219 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4032AA1 | 15,346.80 | Send for Approval | 18/07/2016 02:48 PM | | |
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 | 16.50 | Open | 18/07/2016 07:20 AM | | bin |
| PE11-01060015-16708217 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP140710 | 4.74 | Open | 14/07/2016 06:18 PM | | |
| PE11-01060015- | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall | LP081000 | 1,036.10 | Open | 12/07/2016 | Mohamad Azhar bin | Mohamad Azhar bin |

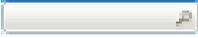
Figure 3.20-1 Create New Record

This function is to perform Penalty where supplier failed to notify product recall.

STEP 1

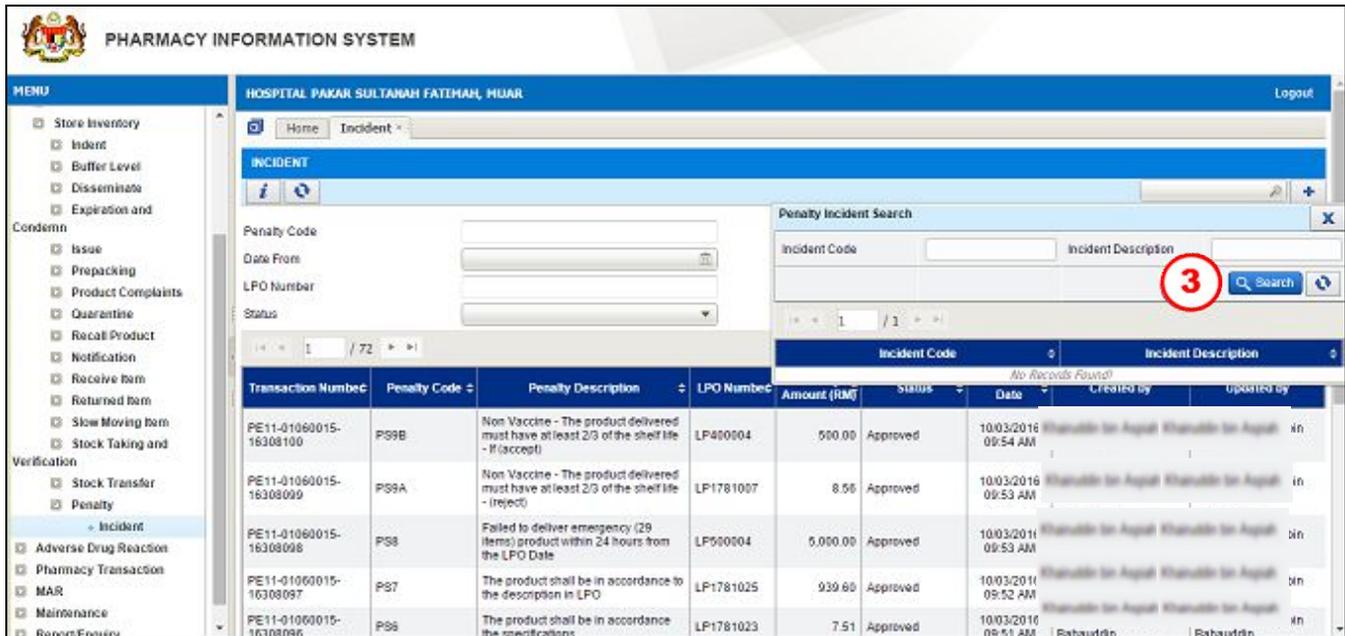
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the  button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.20-1.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|---------------------|---------------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2016 09:54 AM | Khairuddin bin Agup | Khairuddin bin Agup |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2016 09:53 AM | Khairuddin bin Agup | Khairuddin bin Agup |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2016 09:53 AM | Khairuddin bin Agup | Khairuddin bin Agup |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2016 09:52 AM | Khairuddin bin Agup | Khairuddin bin Agup |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2016 09:51 AM | Bahaudin | Bahaudin |

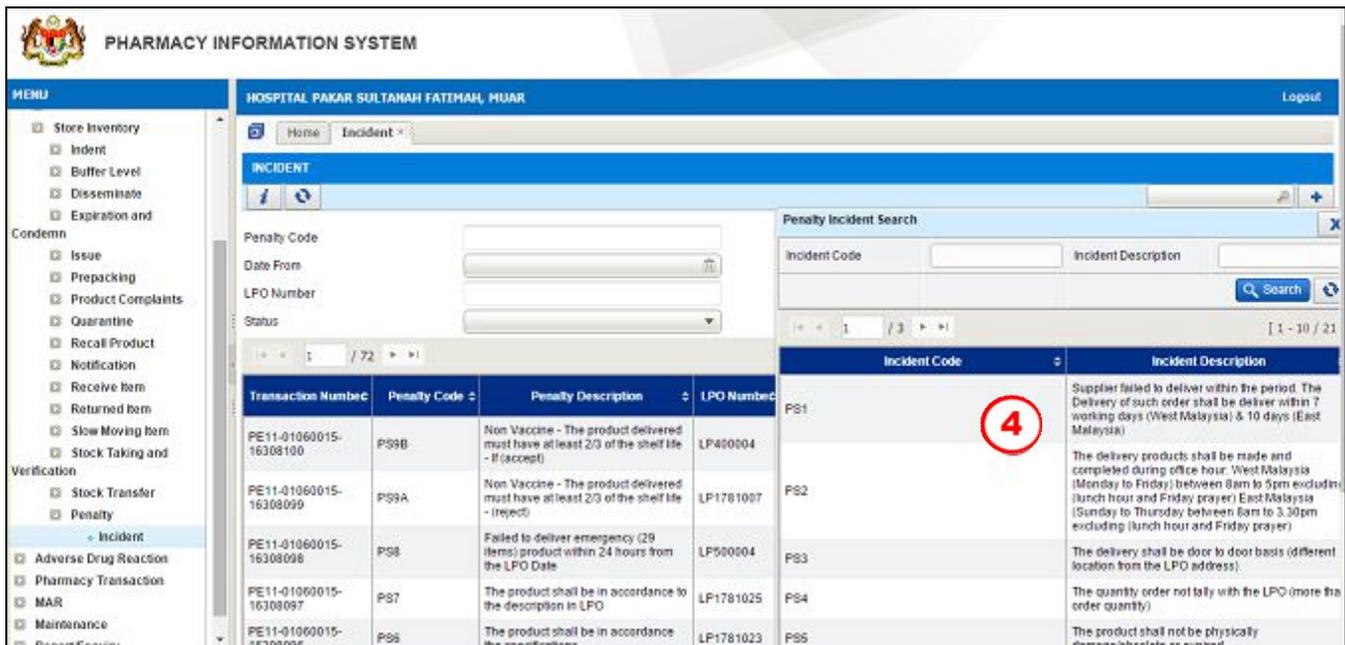
Figure 3.20-2 Penalty Incident Search

STEP 3

Double click on the selected record PS12.

Note

System will list PS1 to PS 18 as shown in Figure 3.20-2.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code:

Date From:

LPO Number:

Status:

Penalty Incident Search

Incident Code: Incident Description:

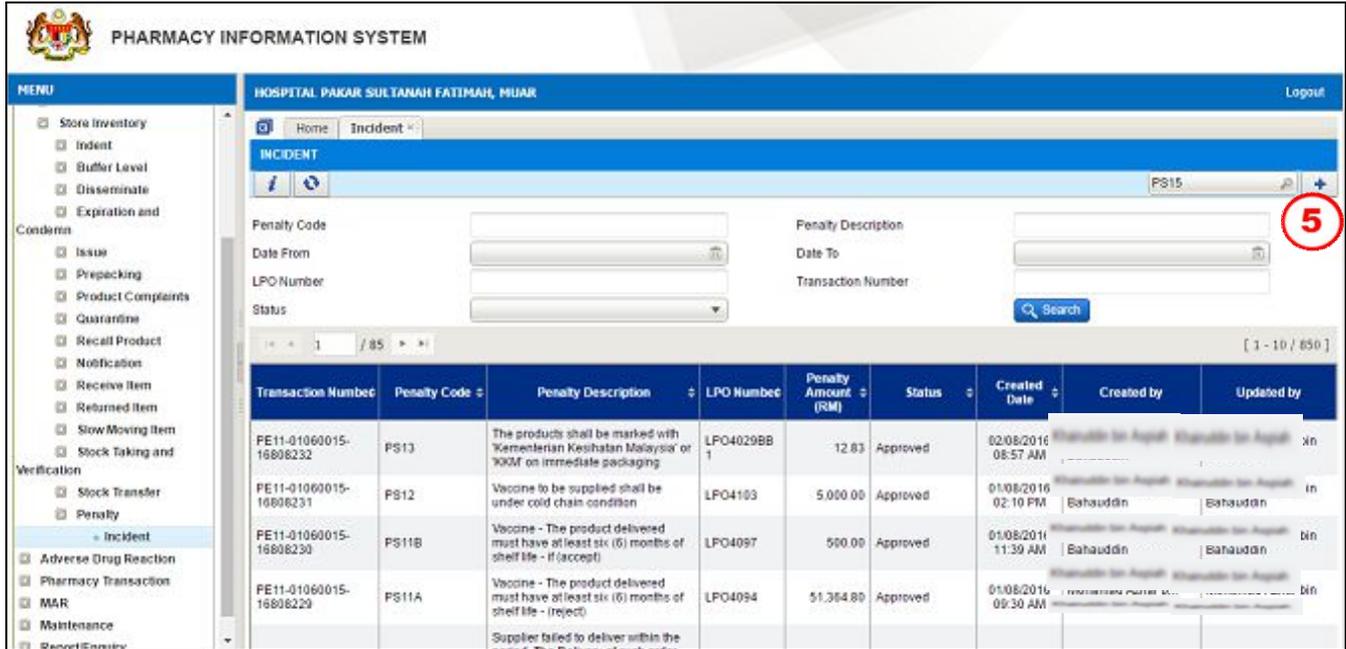
Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3.30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (29 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired. |

Figure 3.20-3 Penalty Incident Code

STEP 4

Double click on the Incident Code



PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident Logout

INCIDENT PS15

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 850]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|--|-------------|---------------------|----------|---------------------|-----------------------|-----------------------|
| PE11-01060015-16808232 | PS13 | The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging | LPO4029BB 1 | 12.83 | Approved | 02/08/2016 08:57 AM | Bahaudin bin Bahaudin | Bahaudin bin Bahaudin |
| PE11-01060015-16808231 | PS12 | Vaccine to be supplied shall be under cold chain condition | LPO4103 | 5,000.00 | Approved | 01/08/2016 02:10 PM | Bahaudin | Bahaudin |
| PE11-01060015-16808230 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - If (accept) | LPO4097 | 500.00 | Approved | 01/08/2011 11:39 AM | Bahaudin | Bahaudin |
| PE11-01060015-16808229 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4094 | 51,364.80 | Approved | 01/08/2016 09:30 AM | Bahaudin bin Bahaudin | Bahaudin bin Bahaudin |

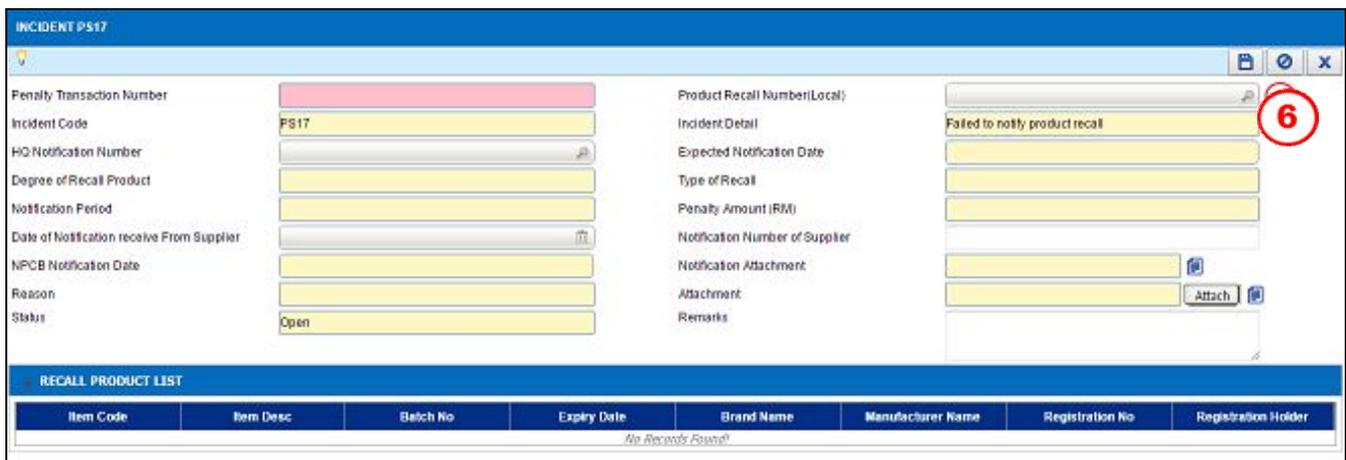
Figure 3.20-4 Create New Record

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.20-4.



INCIDENT PS17

Penalty Transaction Number:

Incident Code:

HQ Notification Number:

Degree of Recall Product:

Notification Period:

Date of Notification receive From Supplier:

NPCB Notification Date:

Reason:

Status:

Product Recall Number(Local):

Incident Detail:

Expected Notification Date:

Type of Recall:

Penalty Amount (RM):

Notification Number of Supplier:

Notification Attachment:

Attachment:

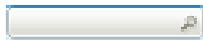
Remarks:

RECALL PRODUCT LIST

| Item Code | Item Desc | Batch No | Expiry Date | Brand Name | Manufacturer Name | Registration No | Registration Holder |
|-------------------|-----------|----------|-------------|------------|-------------------|-----------------|---------------------|
| No Records Found! | | | | | | | |

Figure 3.20-5 Create New Record

STEP 6

Click on the  button to find the Recall Product No.

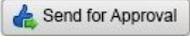
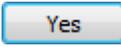
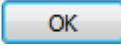
Note

List of **Product Recall No.** will be displayed as shown in Figure 3.20-6.

| Recall Product Number | |
|-----------------------|------------------------|
| Recall Product Number | Hq Notification Number |
| RN15000038 | NO15000091 |
| RN15000039 | NO15000091 |
| RN15000041 | NO15000100 |
| RN16000042 | NO16001020 |
| RN16000044 | NO16001023 |
| RN16000045 | NO16001024 |
| RN16000052 | NO16001045 |
| RN16000055 | NO16001045 |

Figure 3.20-6 List of Product Record number

Note

- The status will change to 'Pending for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.20-7 and Figure 3.20-9.
- Click on the  button.
- Click on the  button.

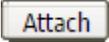
| INCIDENT P517 | | | | | | | |
|--|----------------------------------|---------------------------------|---|------------|-----------------------------------|-----------------|---------------------|
| Penalty Transaction Number | | Product Recall Number(Local) | RN15000039 | | | | |
| Incident Code | P517 | Incident Detail | Failed to notify product recall | | | | |
| HQ Notification Number | NO15000091 | Expected Notification Date | | | | | |
| Degree of Recall Product | 1st Degree | Type of Recall | Directive | | | | |
| Notification Period | 24 Hours | Penalty Amount (RM) | 50,000.00 | | | | |
| Date of Notification receive From Supplier | 18/11/2015 12:00:00 AM | Notification Number of Supplier | | | | | |
| NPCB Notification Date | 18/10/2015 12:00:00 AM | Notification Attachment | | | | | |
| Reason | Failure in Manufacturer lab test | Attachment |  | | | | |
| Status | Open | Remarks | | | | | |
| RECALL PRODUCT LIST | | | | | | | |
| Item Code | Item Desc | Batch No | Expiry Date | Brand Name | Manufacturer Name | Registration No | Registration Holder |
| 43.3001.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3872BATCH5 | 09/05/2016 | P085 | Pharmariaga Lifascience Sdn. Bhd. | 123 | 123 |
| 43.3001.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3873BATCH1A | 09/05/2016 | P085 | Pharmariaga Lifascience Sdn. Bhd. | 123 | 123 |

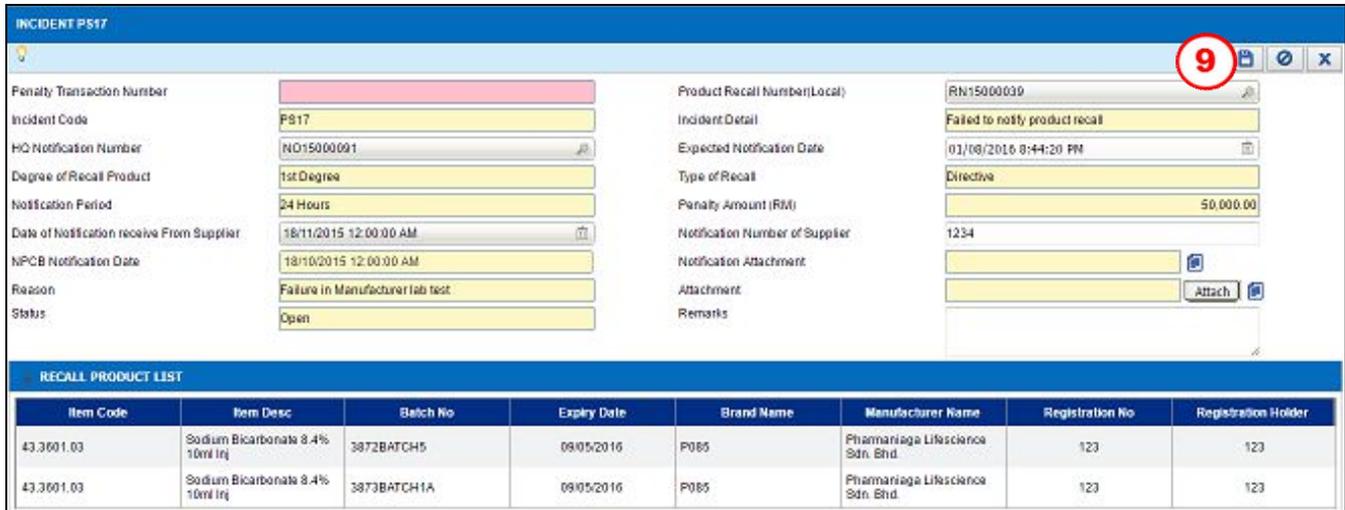
Figure 3.20-7 Incident Details

STEP 7

Enter Expected Notification Date

STEP 8

Click on the  button to attach file if necessary



INCIDENT P517

Penalty Transaction Number: [Redacted]

Incident Code: P517

HO Notification Number: NO1500091

Degree of Recall Product: 1st Degree

Notification Period: 24 Hours

Date of Notification receive From Supplier: 18/11/2015 12:00:00 AM

NPCB Notification Date: 18/10/2015 12:00:00 AM

Reason: Failure in Manufacturer lab test

Status: Open

Product Recall Number(Local): RN1500030

Incident Detail: Failed to notify product recall

Expected Notification Date: 01/08/2016 8:44:20 PM

Type of Recall: Directive

Penalty Amount (RM): 50,000.00

Notification Number of Supplier: 1234

Notification Attachment: [Attach]

Attachment: [Attach]

Remarks: [Attach]

RECALL PRODUCT LIST

| Item Code | Item Desc | Batch No | Expiry Date | Brand Name | Manufacturer Name | Registration No | Registration Holder |
|------------|-----------------------------------|-------------|-------------|------------|----------------------------------|-----------------|---------------------|
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml ltrj | 3872BATCH5 | 09/05/2016 | P085 | Pharmariga Lifescience Sdn. Bhd. | 123 | 123 |
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml ltrj | 3873BATCH1A | 09/05/2016 | P085 | Pharmariga Lifescience Sdn. Bhd. | 123 | 123 |

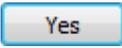
Figure 3.20-8 Incident Details

STEP 9

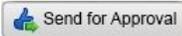
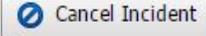
Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.20-10

- Click on the  button.

Penalty Transaction No. will be generated automatically by the system for future reference and the

 button and  button will be enabled.

INCIDENT PS17

10
Send for Approval
Cancel Incident

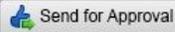
| | | | |
|--|----------------------------------|---------------------------------|---------------------------------|
| Penalty Transaction Number | FE11-01060015-16808235 | Product Recall Number(Local) | RN1500039 |
| Incident Code | PS17 | Incident Detail | Failed to notify product recall |
| HQ Notification Number | NO1500091 | Expected Notification Date | 01/06/2016 8:44:20 PM |
| Degree of Recall Product | 1st Degree | Type of Recall | Directive |
| Notification Period | 24 Hours | Penalty Amount (RM) | 50,000.00 |
| Date of Notification receive From Supplier | 02/08/2016 12:00:00 AM | Notification Number of Supplier | 1234 |
| NPCB Notification Date | 18/10/2015 12:00:00 AM | Notification Attachment | |
| Reason | Failure in Manufacturer lab test | Attachment | Attach |
| Status | Open | Remarks | |

RECALL PRODUCT LIST

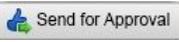
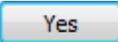
| Item Code | Item Desc | Batch No | Expiry Date | Brand Name | Manufacturer Name | Registration No | Registration Holder |
|------------|----------------------------------|-------------|-------------|------------|-----------------------------------|-----------------|---------------------|
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3872BATCH5 | 09/05/2016 | P085 | Pharmariaga Lifescience Sdn. Bhd. | 123 | 123 |
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3873BATCH1A | 09/05/2016 | P085 | Pharmariaga Lifescience Sdn. Bhd. | 123 | 123 |

Figure 3.20-9 Incident Details

STEP 10

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.20-10
- Click on the  button.

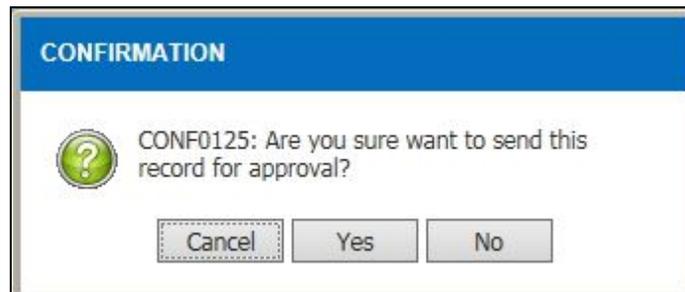
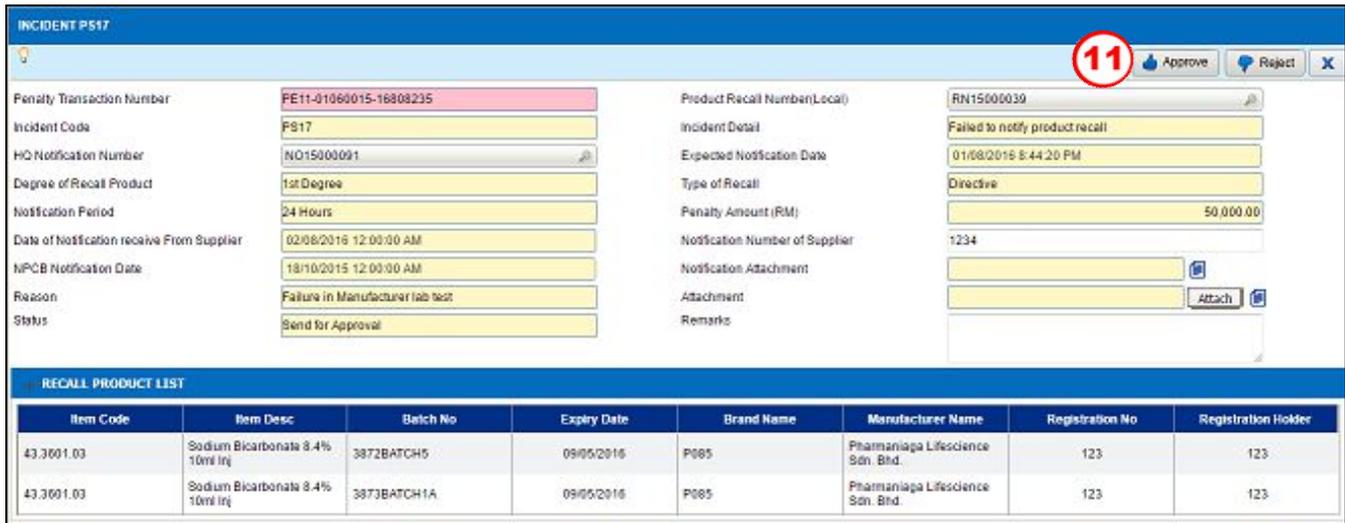


Figure 3.20-10 Confirmation message



INCIDENT P517

Penalty Transaction Number: FE11-01060015-16808235
 Incident Code: P517
 HQ Notification Number: NO1500091
 Degree of Recall Product: 1st Degree
 Notification Period: 24 Hours
 Date of Notification receive From Supplier: 02/08/2016 12:00:00 AM
 NPCB Notification Date: 18/10/2015 12:00:00 AM
 Reason: Failure in Manufacturer lab test
 Status: Send for Approval

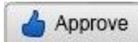
Product Recall Number(Local): RN1500039
 Incident Detail: Failed to notify product recall
 Expected Notification Date: 01/08/2016 8:44:20 PM
 Type of Recall: Directive
 Penalty Amount (RM): 50,000.00
 Notification Number of Supplier: 1234
 Notification Attachment: [Attach]
 Attachment: [Attach]
 Remarks:

| Item Code | Item Desc | Batch No | Expiry Date | Brand Name | Manufacturer Name | Registration No | Registration Holder |
|------------|----------------------------------|-------------|-------------|------------|-----------------------------------|-----------------|---------------------|
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3872BATCH5 | 09/05/2016 | P085 | Pharmaniaga Lifescience Sdn. Bhd. | 123 | 123 |
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3873BATCH1A | 09/05/2016 | P085 | Pharmaniaga Lifescience Sdn. Bhd. | 123 | 123 |

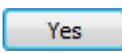
Figure 3.20-11 Approval Penalty Details

STEP 11

Select one of the available buttons

- a) The  button to approve the Penalty transaction

Note

- The **Status** will change automatically to 'Approved' Figure 3.20-12
- Alert message will be displayed after user makes the selection as per Figure 3.20-12
- Click on the  button to confirm approve.
- After the penalty transaction is approved, ,  and  button will be enabled.

- b)  button to reject the Penalty transaction

- The **Status** will change automatically to 'Rejected'.



Figure 3.20-12 Approval Alert Message

INCIDENT PS17

Lampiran 8 Lampiran 9 Lampiran 16 12 Close Incident

| | | | |
|--|----------------------------------|---------------------------------|---|
| Penalty Transaction Number | PE11-01060015-16808235 | Product Recall Number(Local) | RN1500029 |
| Incident Code | PS17 | Incident Detail | Failed to notify product recall |
| HQ Notification Number | NO1500091 | Expected Notification Date | 01/08/2016 8:44:20 PM |
| Degree of Recall Product | 1st Degree | Type of Recall | Directive |
| Notification Period | 24 Hours | Penalty Amount (RM) | 50,000.00 |
| Date of Notification receive From Supplier | 02/08/2016 12:00:00 AM | Notification Number of Supplier | 1234 |
| NPCB Notification Date | 18/10/2015 12:00:00 AM | Notification Attachment |  |
| Reason | Failure in Manufacturer lab test | Attachment | <input type="button" value="Attach"/>  |
| Status | Approved | Remarks | |

RECALL PRODUCT LIST

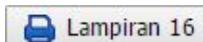
| Item Code | Item Desc. | Batch No | Expiry Date | Brand Name | Manufacturer Name | Registration No | Registration Holder |
|------------|----------------------------------|-------------|-------------|------------|-----------------------------------|-----------------|---------------------|
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3872BATCH5 | 09/05/2016 | P085 | Pharmasiaga Lifescience Sdn. Bhd. | 123 | 123 |
| 43.3601.03 | Sodium Bicarbonate 8.4% 10ml Inj | 3873BATCH1A | 09/05/2016 | P085 | Pharmasiaga Lifescience Sdn. Bhd. | 123 | 123 |

Figure 3.20-13 Lampiran 8, 9 and 16

STEP 12

Click  button to view the Lampiran 8 as shown in Figure 3.20-14

Or click  button to view the Lampiran 9 as shown in Figure 3. 20-15

Or click  button to view the Lampiran 11 as shown in Figure 3. 20-16

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konseal Penawaran Maksud Ubat Dan Sior
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Bilangan : _____
Tarikh : 11/03/2010

SOPIK TUNTUTAN PEMBAYARAN PENALTI

1) Nama PUC : Singapil Pular, Subarah Fatinah, Man
2) Tarikh Tuntutan : 28/01/2010 12:18 PM
3) No. LPO : LP03007
4) Nilai Produk/LPO (RM) : 500.00
5) Nilai Produk Gagal Dibekalkan (RM) : 500.00 (Mia berkenaan)
6) No. Invoice : _____
7) Kategori Performance Standard Yang Gagal Dipenuhi : (Mia temilkan (+) pada kategori yang berkenaan sahaja)

| PERFORMANCE STANDARD YANG GAGAL DIPATUHI | NILAI DENDA | Jumlah (RM) |
|--|---|-------------|
| (i) Penghantaran kebalikan Produk APP, atau dalam tempoh 7 hari bagi Semestaran yang 13 hari bagi Satah dan Satah dan Satah. | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diketahui di luar waktu projek | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bilan atau ke arah delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (v) Gagal menyerahkan produk yang rusak, rosang atau berat lebih berat atau tidak mengikut spesifikasi atau tidak mengikut delivery | <input type="checkbox"/> 2% x nilai produk gagal diganti x bilangan hari lewat | |
| (vi) Gagal menyerahkan produk di Appendix 2A dalam masa 28 jam | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (vii) Gagal menyerahkan jangka hayat Produk APP, kurang daripada 2/3 atau Lebih kurang daripada 5 bulan (apabila UCI diternak) dalam masa 30 hari sebelum berakhir | <input checked="" type="checkbox"/> RM5000 bagi setiap insiden | |
| (viii) Gagal ganti jangka hayat Produk APP, kurang daripada 2/3 atau Lebih kurang daripada 5 bulan yang ditolak | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | 500.00 |
| (ix) Gagal menyerahkan produk Cold Chain condition dalam masa 7 hari bekerja dan telah selesai | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tawar bidai KKM | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (xi) Gagal menyerahkan produk yang tidak mematuhi keadaaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dan telah selesai | <input type="checkbox"/> 2% x nilai produk yang terjejas x bilangan hari lewat | |
| (xii) Gagal mematuhi tahap pengimapan stok - Essential Approved Products - Non-Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APP <input type="checkbox"/> RM1,000 setiap produk APP | |

Print Date : 11/03/2010 Print By : Wahiduddin bin Rajab Job Name : 272167620 Page : 1 of 2

Figure 3.20-5 Lampiran 9


**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 16

**SENARAI SEMAK
APPENDIX 5E**

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 Nama Produk : Sodium Bicarbonate 8.4% 10ml Inj., Sodium Bicarbonate 8.4% 10ml Inj
 Tahap Panggilan Balik : 1st Degree

Tandakan () pada yang berkenaan

| Bil. | Perkara | Justifikasi |
|------|--|---|
| 1. | Gagal notifikasi <input checked="" type="checkbox"/> (a) RM 50,000.00 bagi ketidaktahuan pada panggilan balik Tahap 1 (24 Jam) <input type="checkbox"/> (b) RM 30,000.00 bagi ketidaktahuan pada panggilan balik Tahap 2 (72 Jam) <input type="checkbox"/> (c) RM 10,000.00 bagi ketidaktahuan pada panggilan balik Tahap 3 (30 hari) | Tarikh notifikasi Panggil Balik : <u>18/10/2015 12.00.00 AM</u> Tarikh terima notifikasi dari Pharmakaga : <u>03/08/2016 12.00.00 AM</u> Bilangan Hari Lewat: <u>24 Hours</u> |
| 2. | <input type="checkbox"/> Produk yang terlibat diganti dalam tempoh 24 jam setelah mengetahui keahatan/defikasi KCM mengesahkan dan memaklumkan secara bertulis iaitu kuantiti terlibat. | Tarikh Notifikasi Produk panggil balik : _____ Tarikh Produk diganti: _____ Bilangan Hari Lewat: _____ |

Disediakan oleh : _____

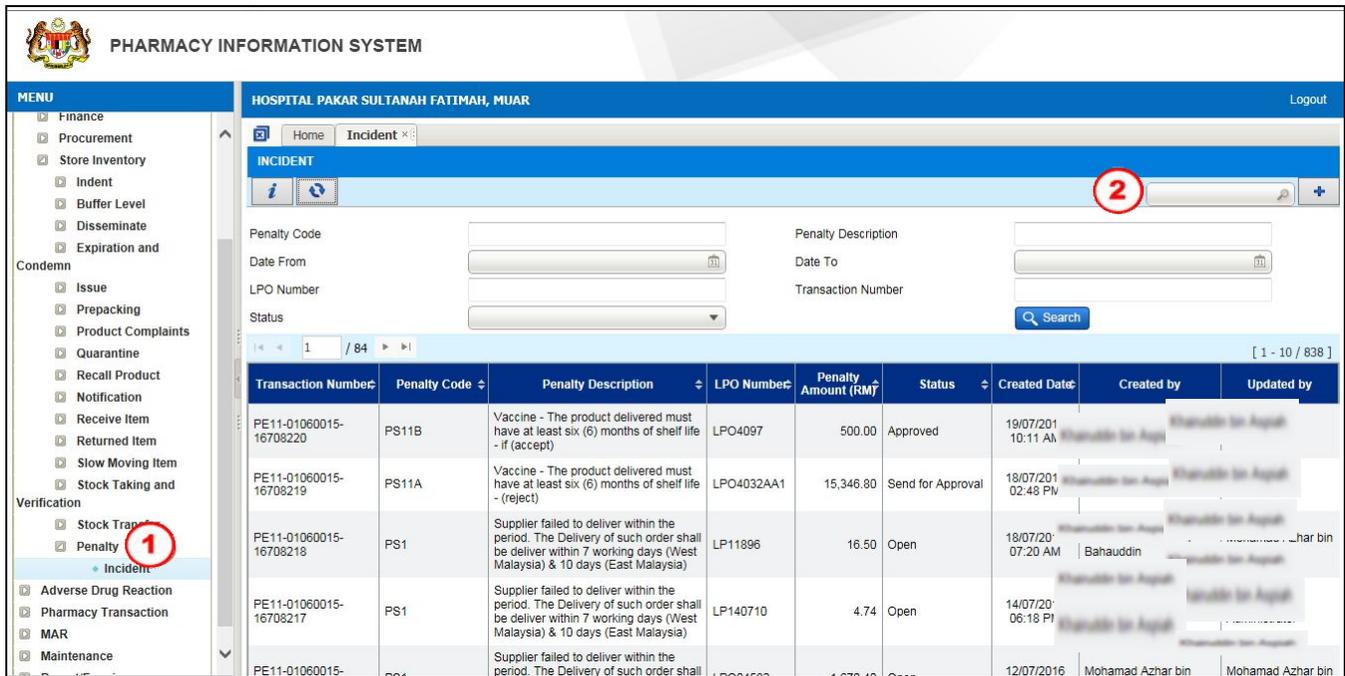
Nama & Jawatan : _____ & Pegawai Farmasi US2
 Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
 Tarikh : 03/08/2016

Printed Date : 03/08/2016 Printed By : _____ Unit Name : STOR CARUNG Source : PhIS
Page 1 of 1

Figure 3.20-16 Lampiran 16

3.21 Create New Incident PS 18

To create a new record for penalty PS 18, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Incident

INCIDENT

Penalty Code: Penalty Description:

Date From: Date To:

LPO Number: Transaction Number:

Status:

[1 - 10 / 838]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|------------------------|--------------|---|------------|---------------------|-------------------|--------------------|-------------------|-------------------|
| PE11-01060015-16708220 | PS11B | Vaccine - The product delivered must have at least six (6) months of shelf life - If (accept) | LPO4097 | 500.00 | Approved | 19/07/201 10:11 AM | | |
| PE11-01060015-16708219 | PS11A | Vaccine - The product delivered must have at least six (6) months of shelf life - (reject) | LPO4032AA1 | 15,346.80 | Send for Approval | 18/07/201 02:48 PM | | |
| PE11-01060015-16708218 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP11896 | 16.50 | Open | 18/07/201 07:20 AM | Bahauddin | |
| PE11-01060015-16708217 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) | LP140710 | 4.74 | Open | 14/07/201 06:18 PM | | |
| PE11-01060015- | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall | | | | 12/07/2016 | Mohamad Azhar bin | Mohamad Azhar bin |

Figure 3.21-1 Create New Record

This function is to perform Penalty Replacement on Recalled Products within 24 hours.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.21-1.

PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code:
Date From:
LPO Number:
Status:

Penalty Incident Search

Incident Code: Incident Description:
3 Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Amount (RM) | Status | Date | Created by | Updated by |
|------------------------|--------------|--|------------|-------------|----------|---------------------|------------|------------|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | 500.00 | Approved | 10/03/2011 09:54 AM | ... | ... |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | 8.56 | Approved | 10/03/2011 09:53 AM | ... | ... |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | 5,000.00 | Approved | 10/03/2011 09:53 AM | ... | ... |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | 939.60 | Approved | 10/03/2011 09:52 AM | ... | ... |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | 7.51 | Approved | 10/03/2011 09:51 AM | Bahaudin | Bahaudin |

Figure 3.21-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.21-3.

PHARMACY INFORMATION SYSTEM
HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

INCIDENT

Penalty Code:
Date From:
LPO Number:
Status:

Penalty Incident Search

Incident Code: Incident Description:
Search

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Incident Code | Incident Description |
|------------------------|--------------|--|------------|---------------|---|
| PE11-01060015-16308100 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | LP400004 | PS1 | Supplier failed to deliver within the period. The Delivery of such order shall be deliver within 7 working days (West Malaysia) & 10 days (East Malaysia) |
| PE11-01060015-16308099 | PS9A | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject) | LP1781007 | PS2 | The delivery products shall be made and completed during office hour. West Malaysia (Monday to Friday) between 8am to 5pm excluding (lunch hour and Friday prayer) East Malaysia (Sunday to Thursday between 8am to 3,30pm excluding (lunch hour and Friday prayer) |
| PE11-01060015-16308098 | PS8 | Failed to deliver emergency (28 items) product within 24 hours from the LPO Date | LP500004 | PS3 | The delivery shall be door to door basis (different location from the LPO address). |
| PE11-01060015-16308097 | PS7 | The product shall be in accordance to the description in LPO | LP1781025 | PS4 | The quantity order not tally with the LPO (more than order quantity) |
| PE11-01060015-16308096 | PS6 | The product shall be in accordance to the specifications | LP1781023 | PS5 | The product shall not be physically damaged/obsolete or expired |

Figure 3.21-3 Penalty Incident Code

STEP 4

Double click on the Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Incident

INCIDENT

Penalty Code: 18
Penalty Description:
Date From:
Date To:
LPO Number:
Transaction Number:
Status:

Search

[1 - 10 / 11]

| Transaction Number | Penalty Code | Penalty Description | LPO Number | Penalty Amount (RM) | Status | Created Date | Created by | Updated by |
|-------------------------|--------------|--|------------|---------------------|----------|---------------------|------------|------------|
| FE11-01060015-16208012 | PS18 | Replacement of the Recalled Products within 24 hours | LP04108 | 3,000.00 | Approved | 04/02/2016 11:20 AM | Behaiddin | Behaiddin |
| FE11-01060015-16107956 | PS18 | Replacement of the Recalled Products within 24 hours | LP04108 | 3,000.00 | Approved | 30/01/2016 05:58 PM | Behaiddin | Behaiddin |
| FE11-01060015-151207748 | PS18 | Replacement of the Recalled Products within 24 hours | LP2000006 | 3,000.00 | Approved | 01/12/2015 03:49 PM | Behaiddin | Behaiddin |
| FE11-01060015-151107719 | PS18 | Replacement of the Recalled Products within 24 hours | LP2000006 | 3,000.00 | Approved | 19/11/2015 12:07 PM | Behaiddin | Behaiddin |
| FE11-01060015-151107718 | PS18 | Replacement of the Recalled Products within 24 hours | LP2000006 | 3,000.00 | Approved | 19/11/2015 12:08 PM | Behaiddin | Behaiddin |
| FE11-01060015-151107717 | PS18 | Replacement of the Recalled Products within 24 hours | LP2000006 | 3,000.00 | Approved | 19/11/2015 12:02 PM | Behaiddin | Behaiddin |

Figure 3.21-4 Create New Record

STEP 5

Click on the  button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.21-4.

INCIDENT PS18

Penalty Transaction Number:

Incident Code: PS18

Product Recall Number(Local):

Product Recall Notification Date:

Actual Notification Date to PLSB: 8

Delivery Order No (DO No): 9

Actual Receive Date and Time:

Penalty Amount (RM):

Status: Open

Expected Delivery Date:

Return To Supplier Number: 11

Incident Detail: Replacement of the Recalled Products within 24 hours 6

HO Notification Number:

Notification Date to PLSB:

Receiving No.: 7

LPO Number:

Method of Notification:

Remarks: 10

Figure 3.21-5 Incident Penalty Details

STEP 6

Click on the  button to find the Return To Supplier Number.

Note

List of **Return To Supplier Number** will be displayed as shown in Figure 3.21-7.

STEP 7

Click on the  button to find the Received No.

Note

List of **Received No.** will be displayed as shown in Figure 3.21-7.

STEP 8

Select Actual Notification Date to PLSB

STEP 9

Click on the  button to find the Delivery Order No (DO No)

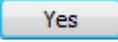
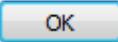
STEP 10

Enter the Remarks

STEP 11

Click on the  button to save the Penalty transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.21-8 and Figure 3.21-9.
- Click on the  button.
- Click on the  button.

Penalty transaction No. will be generated automatically by the system for future reference and the  button and  button will be enabled

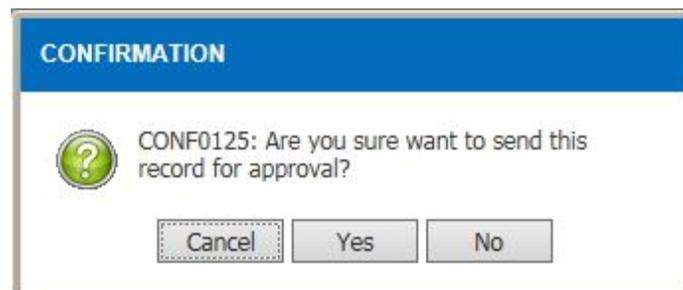
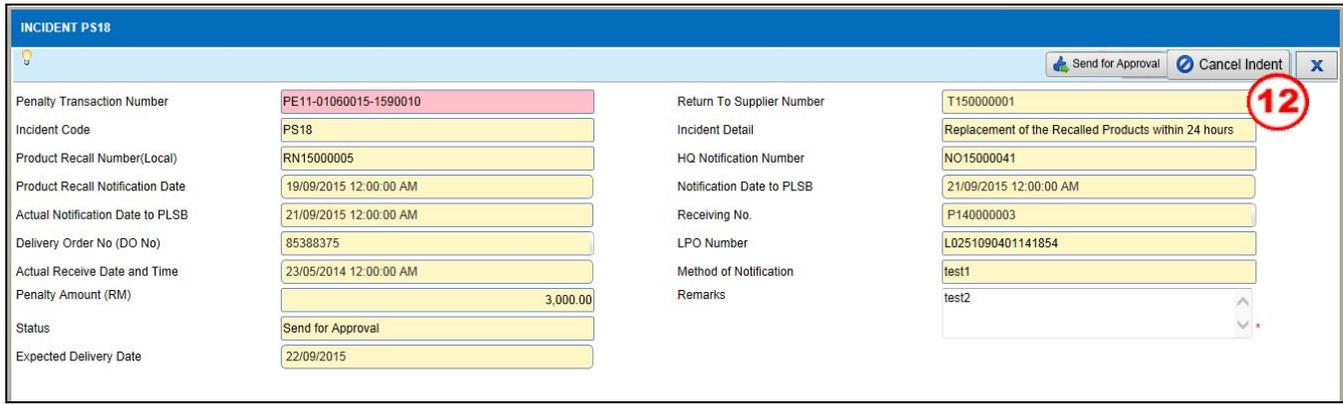


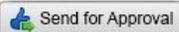
Figure 3.21-6 Confirmation Message



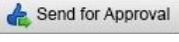
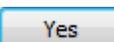
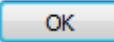
| INCIDENT PS18 | | | |
|----------------------------------|------------------------|---------------------------|--|
| Penalty Transaction Number | PE11-01060015-1590010 | Return To Supplier Number | T150000001 |
| Incident Code | PS18 | Incident Detail | Replacement of the Recalled Products within 24 hours |
| Product Recall Number(Local) | RN15000005 | HQ Notification Number | NO15000041 |
| Product Recall Notification Date | 19/09/2015 12:00:00 AM | Notification Date to PLSB | 21/09/2015 12:00:00 AM |
| Actual Notification Date to PLSB | 21/09/2015 12:00:00 AM | Receiving No. | P140000003 |
| Delivery Order No (DO No) | 85388375 | LPO Number | L0251090401141854 |
| Actual Receive Date and Time | 23/05/2014 12:00:00 AM | Method of Notification | test1 |
| Penalty Amount (RM) | 3,000.00 | Remarks | test2 |
| Status | Send for Approval | | |
| Expected Delivery Date | 22/09/2015 | | |

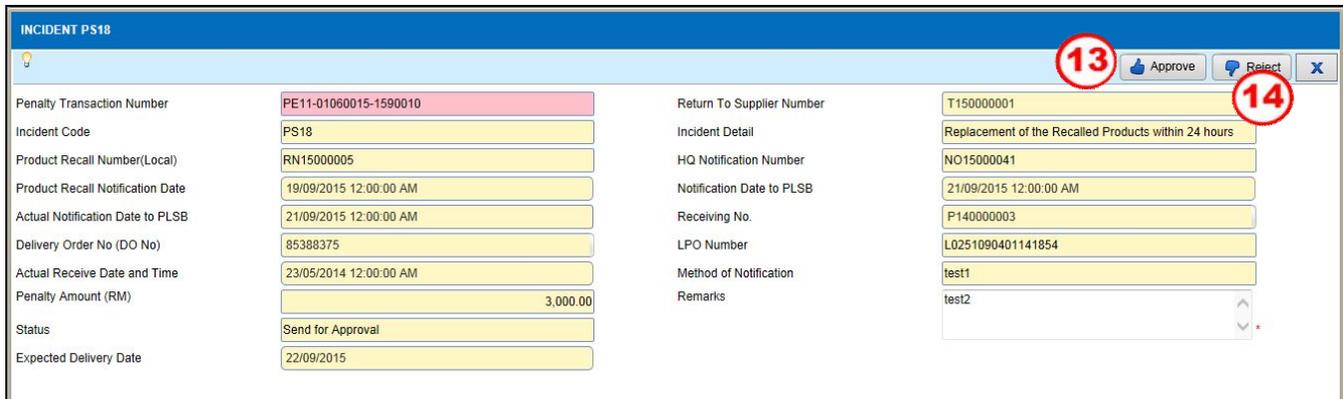
Figure 3.21-7 Send for Approval

STEP 12

Click on the  button to send the Penalty transaction to HOD for approval

Note

- The status will change to 'Pending for Approval'.
- Click on the  button to cancel the transaction and the **Status** will change to 'Cancelled'.
- After clicking , an alert message will be displayed as per Figure 3.21-8 and Figure 3.21-9.
- Click on the  button.
- Click on the  button.



| INCIDENT PS18 | | | |
|----------------------------------|------------------------|---------------------------|--|
| Penalty Transaction Number | PE11-01060015-1590010 | Return To Supplier Number | T150000001 |
| Incident Code | PS18 | Incident Detail | Replacement of the Recalled Products within 24 hours |
| Product Recall Number(Local) | RN15000005 | HQ Notification Number | NO15000041 |
| Product Recall Notification Date | 19/09/2015 12:00:00 AM | Notification Date to PLSB | 21/09/2015 12:00:00 AM |
| Actual Notification Date to PLSB | 21/09/2015 12:00:00 AM | Receiving No. | P140000003 |
| Delivery Order No (DO No) | 85388375 | LPO Number | L0251090401141854 |
| Actual Receive Date and Time | 23/05/2014 12:00:00 AM | Method of Notification | test1 |
| Penalty Amount (RM) | 3,000.00 | Remarks | test2 |
| Status | Send for Approval | | |
| Expected Delivery Date | 22/09/2015 | | |

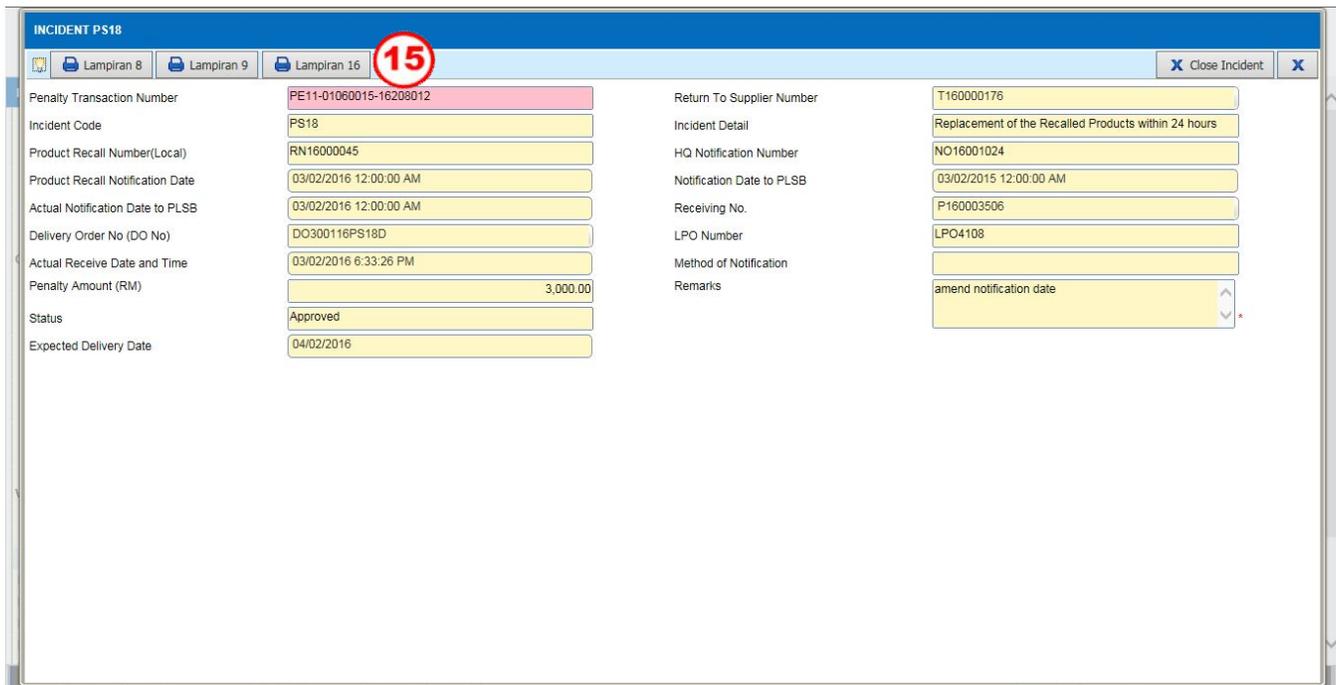
Figure 3.21-8 Incident Penalty Details

STEP 13

Click button approve to approve the transaction. The status will be approved.

STEP 14

Click on button reject if rejected the transaction.



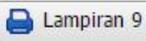
The screenshot shows the 'INCIDENT PS18' form with the following data:

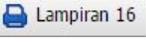
| Field | Value | Field | Value |
|----------------------------------|------------------------|---------------------------|--|
| Penalty Transaction Number | PE11-01060015-16208012 | Return To Supplier Number | T160000176 |
| Incident Code | PS18 | Incident Detail | Replacement of the Recalled Products within 24 hours |
| Product Recall Number(Local) | RN16000045 | HQ Notification Number | NO16001024 |
| Product Recall Notification Date | 03/02/2016 12:00:00 AM | Notification Date to PLSB | 03/02/2015 12:00:00 AM |
| Actual Notification Date to PLSB | 03/02/2016 12:00:00 AM | Receiving No. | P160003506 |
| Delivery Order No (DO No) | DO300116PS18D | LPO Number | LPO4108 |
| Actual Receive Date and Time | 03/02/2016 6:33:26 PM | Method of Notification | |
| Penalty Amount (RM) | 3,000.00 | Remarks | amend notification date |
| Status | Approved | | |
| Expected Delivery Date | 04/02/2016 | | |

Figure 3.21-10 Lampiran 8,9 and 16

STEP 15

Click  button to view the Lampiran 8 as shown in Figure 3.21-11

Or click  button to view the Lampiran 9 as shown in Figure 3. 21-12

Or click  button to view the Lampiran 11 as shown in Figure 3. 21-13

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

 **Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konseal Penasaseraan Makmal Ubat Dan Stor**
Kementerian Kesihatan Malaysia - Versi 1.0/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar
No. Tugasan: _____
Tarikh: _____

Telah dibuat pada:

Pengarah Ujian
Pharmacia Logistics Sdn. Bhd.
No. 7, Gunung Keladi 1B
Kawasan Perindustrian Bukit Raja Selatan
Selangor 7
40000 Shah Alam
SELANGOR
Tel: _____
Fax: _____
Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya **Edisary Ombi (EO) Letter of Undertaking (LOU) : Surat Arahan Fungsian Balik Produk** ini ditujukan _____ berkaitan masalah di bawah.

3. Disediakan bahawa:

- Terdapat sekurang-kurangnya () produk () yang dibarter melalui DO tersebut di atas telah rosak/keanginan/terbakar/terluka/terbakar.
- Terdapat sekurang-kurangnya () produk () yang dibarter melalui DO tersebut di atas adalah () dan tidak memenuhi spesifikasi produk ().
- Terdapat sekurang-kurangnya () produk () yang dibarter melalui DO di atas adalah () dan tidak memenuhi spesifikasi produk ().
- Terdapat sekurang-kurangnya () produk () akan terma terbakar/terluka/terbakar.
- Terdapat sekurang-kurangnya () produk () yang dibarter melalui DO di atas adalah tidak memenuhi syarat/terbakar/terluka/terbakar/terluka/terbakar.
- Terdapat sekurang-kurangnya () produk () yang dibarter melalui DO tersebut di atas adalah tidak memenuhi syarat/terbakar/terluka/terbakar/terluka/terbakar. (Bagi ubatan dan produk sediaan injeksi).
- Terdapat sekurang-kurangnya () produk () terlibat dengan pengaliran balik produk yang ditunjukkan dalam Surat Arahan Fungsian Balik Produk tersebut di atas.

3. Berdasarkan itu:

- Produk tidak akan ada dan penuh penggantian dalam masa 7 hari berkuatkuasa setelah surat notifikasi ini.
- Produk akan dipulangkan dan penuh penggantian dalam tempoh 30 hari sebelum tarikh luput produk berkenaan.
- Produk akan dipulangkan dan penuh penggantian dalam tempoh 30 hari dan setelah surat notifikasi ini.

4. Pihak akan dibarter sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"
Ditaja yang memuat penandatangan.

(Tandatangan) _____
(UMS) _____
No. _____
Cetakan: _____
 Sila tandai (X) pada kotak yang berkaitan.
+ Sila pilih yang berkaitan.

Printed Date : 11/03/2018 Printed By : [Redacted] Deleted : 02/01/2022 Name: PMS
Page 1 of 1

Figure 3.21-11 Lampiran 8

**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Persewaaan Makmal Ubat Dan Sior
Kementerian Kesihatan Malaysia - Versi 1/2014**

LAMPIRAN 9

No. Rujukan : _____
Tarikh : 11/03/2014

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama P/CJ : Pharmat/Pharmat Sukanah Falmah Sukan
 2) Tarikh Tuntutan : 28/01/2014 (2.14 PM)
 3) No. LPO : 1/PCSA/037
 4) Nilai Produk/LPO (RM) : 1000.00
 5) Nilai Produk Gagal Dibekalkan (RM) : 1000.00 (jika berkenaan)
 6) No. Invoice : _____
 7) Kategori Performance Standard Yang Gagal Dipenuhi : (jika tambahan (+) pada kategori yang berkenaan sahaja)

| PERFORMANCE STANDARD YANG GAGAL DIPENUHI | NILAI DENDA | Jumlah (RM) |
|--|---|-------------|
| (i) Penghantaran bekalan Produk APPL atau nilai melebihi 7 hari bagi Sememangjung dan 12 hari bagi Sabah dan Sarawak dan tawak seluar seluar LPO | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | |
| (ii) Diharap di luar waktu pejabat | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iii) Bekas atau botol atau delivery | <input type="checkbox"/> RM500 bagi setiap insiden | |
| (iv) Kuantiti produk tidak sama dengan LPO | <input type="checkbox"/> RM5000 bagi setiap insiden | |
| (v) Gagal mengemukakan produk yang rusak, rosang atau terbeli terbeli atau tidak mengikut spesifikasi atau tidak mengikut description | <input type="checkbox"/> 2% x nilai produk gagal dipenuhi x bilangan hari lewat | |
| (vi) Gagal mengemukakan produk di Appointed SA dalam masa 24 jam | <input type="checkbox"/> RM1,000 bagi setiap insiden | |
| (vii) Gagal mengemukakan jangka hayat Produk APPL kurang daripada 2/3 atau lebih kurang daripada 5 bulan (apabila 1/33) atau kurang dalam masa 30 hari sebelum terbeli terbeli | <input checked="" type="checkbox"/> RM5000 bagi setiap insiden | |
| (viii) Gagal perik jangka hayat Produk APPL kurang daripada 2/3 atau lebih kurang daripada 5 bulan yang dibekal | <input type="checkbox"/> 2% x nilai produk gagal dibekalkan x bilangan hari lewat | 1000.00 |
| (ix) Gagal mengemukakan produk Cukai Dalam condition dalam masa 7 hari bekerja dan terbeli terbeli | <input type="checkbox"/> RM5,000 bagi setiap insiden | |
| (x) Tawak label KWSP | <input type="checkbox"/> 2% x nilai produk yang tidak dibekal | |
| (xi) Gagal mengemukakan produk yang tidak memenuhi kegunaan untuk pengumpulan antara 2C hingga 8C dalam masa 7 hari bekerja dan terbeli terbeli | <input type="checkbox"/> 2% x nilai produk yang terbeli x bilangan hari lewat | |
| (xii) Gagal mematuhi tahap pengumpulan anak - Essential Approved Products - Non Essential Approved Products | <input type="checkbox"/> RM10,000 setiap produk APPL <input type="checkbox"/> RM5,000 setiap produk APPL | |

Printed Date : 11/03/2014 Printed By : Shaharudin bin Anwar Job Name : 2014199001 Page: 1 of 2

Figure 3.21-12 Lampiran 9



**Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 16

**SENARAI SEMAK
APPENDIX 5E**

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

Name Produk : Sodium Bicarbonate 8.4% 10ml Iq., Sodium Bicarbonate 8.4% 10ml Iq.

Tahap Panggilan Balik : 1st Degree

Tandakan () pada yang berkenaan

| Bil. | Perkara | Justifikasi |
|------|---|--|
| 1. | <p>Gagal Notifikasi</p> <p><input checked="" type="checkbox"/> (a) RM 50,000.00 bagi ketidaktahuan pada panggilan balik Tahap 1 (24 Jam)</p> <p><input type="checkbox"/> (b) RM 30,000.00 bagi ketidaktahuan pada panggilan balik Tahap 2 (72 Jam)</p> <p><input type="checkbox"/> (c) RM 10,000.00 bagi ketidaktahuan pada panggilan balik Tahap 3 (30 hari)</p> | <p>Tarikh notifikasi Panggil Balik : 15/10/2015 12:00:00 AM</p> <p>Tarikh terima notifikasi dari Pharmakaga : 02/08/2016 12:00:00 AM</p> <p>Bilangan Hari Lewat : 24 Hours</p> |
| 2. | <p><input type="checkbox"/> Produk yang terlibat diganti dalam tempoh 24 jam setelah hospital/ klinik keahatan/ notifikasi KKM mengesahkan dan memaklumkan secara bertulis kepada kuantiti terlibat.</p> | <p>Tarikh Notifikasi Produk panggil balik :</p> <p>Tarikh Produk diganti :</p> <p>Bilangan Hari Lewat :</p> |

Disedikan oleh : _____

Nama & Jawatan : [Redacted] & Pegawai Farmasi US2

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

Tarikh : 03/08/2016

Printed Date : 03/08/2016 **Printed By :** [Redacted] **Unit Name :** STOR FARMASI **Source :** PMS

Page 1 of 1

Figure 3.21.13 Lampiran 16

3.22 Penalty Verification

To create a new record for penalty verification, perform the steps below:



Figure 3.22-1 Login IWP

This function is to perform Penalty Verification when the supplier has verified and confirmed the amount to penalize. This function is done in Integration Web Portal (IWP) System

STEP 1

Login in the Integration Web Portal (IWP) system.

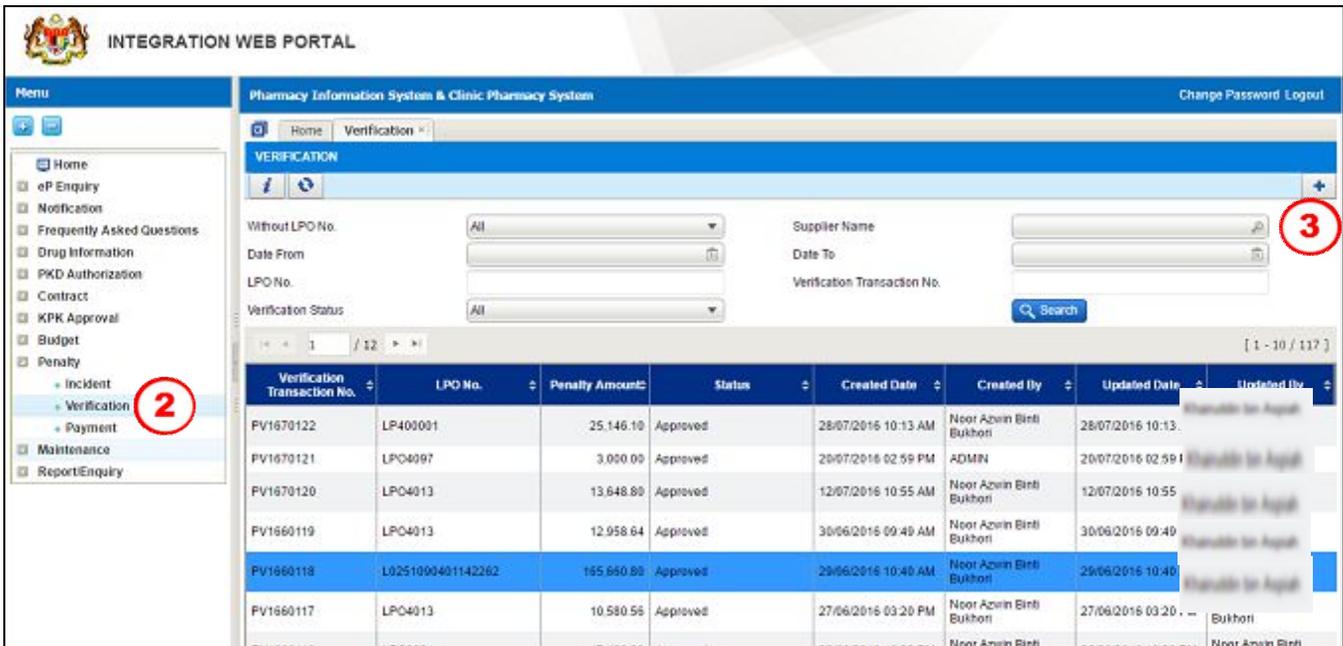


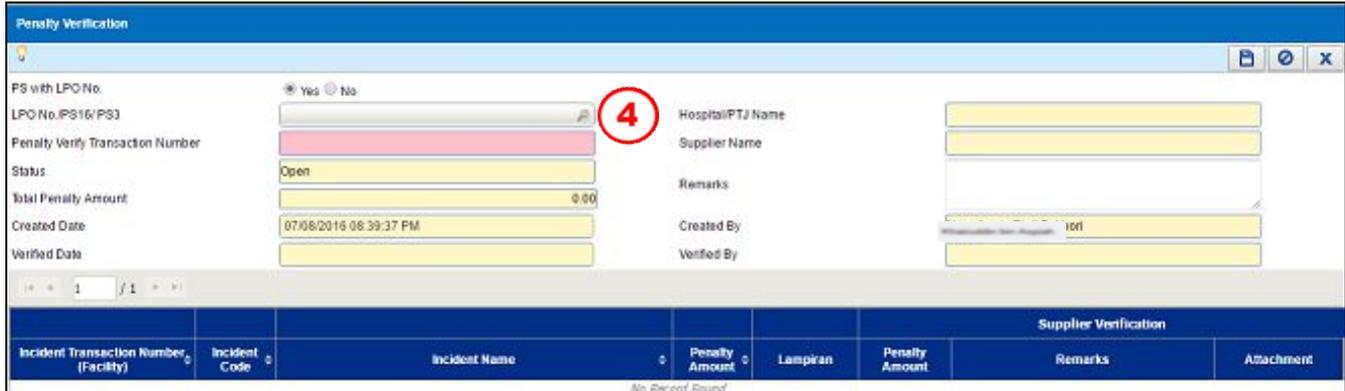
Figure 3.22-2 Create New Record

STEP 2

Click on 'Penalty' menu followed by 'Verification'

STEP 3

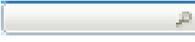
Click on the  button to create new record



| Incident Transaction Number (Facility) | Incident Code | Incident Name | Penalty Amount | Lampiran | Penalty Amount | Supplier Verification | Remarks | Attachment |
|--|---------------|---------------|----------------|----------|----------------|-----------------------|---------|------------|
| No Record Found | | | | | | | | |

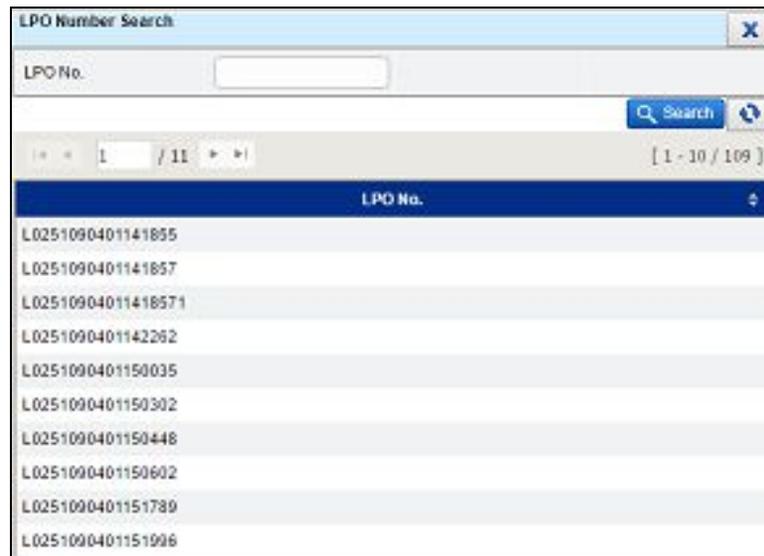
Figure 3.22-3 Penalty Verification

STEP 4

Click on the  button to find the LPO No.

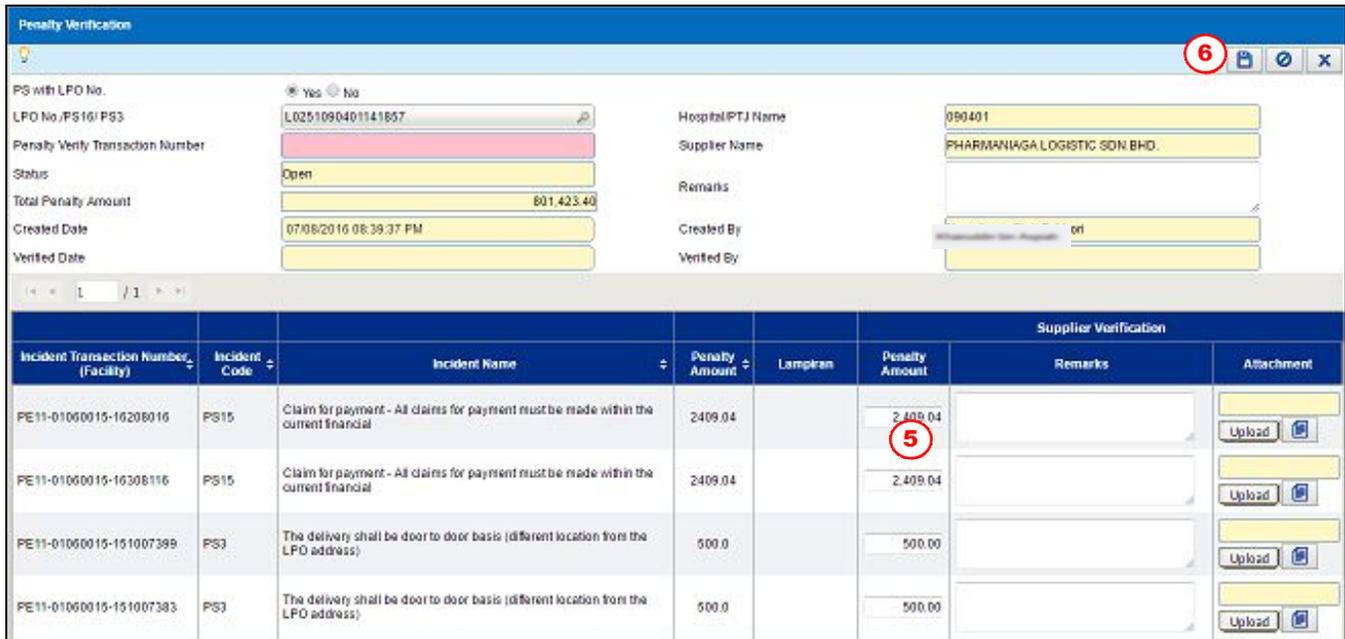
Note

List of LPO No. will be displayed as shown in Figure 3.22-3.



| LPO No. |
|--------------------|
| L0251090401141855 |
| L0251090401141857 |
| L02510904011418571 |
| L0251090401142262 |
| L0251090401150035 |
| L0251090401150302 |
| L0251090401150448 |
| L0251090401150602 |
| L0251090401151789 |
| L0251090401151996 |

Figure 3.22-4 List of LPO Number



Penalty Verification

PS with LPO No. Yes No

LPO No./PS16/ PS3: L0251090401141857

Penalty Verify Transaction Number:

Status: Open

Total Penalty Amount: 801,423.40

Created Date: 07/08/2016 08:39:37 PM

Verified Date:

Hospital/PTJ Name: 090401

Supplier Name: PHARMANIAGA LOGISTIC SDN.BHD.

Remarks:

Created By:

Verified By:

| Incident Transaction Number (Facility) | Incident Code | Incident Name | Penalty Amount | Lampiran | Penalty Amount | Remarks | Attachment |
|--|---------------|--|----------------|----------|----------------|---------|-----------------------------|
| PE11-01060015-10208010 | PS15 | Claim for payment - All claims for payment must be made within the current financial | 2409.04 | | 2,409.04 | | <input type="text"/> Upload |
| PE11-01060015-10308116 | PS15 | Claim for payment - All claims for payment must be made within the current financial | 2409.04 | | 2,409.04 | | <input type="text"/> Upload |
| PE11-01060015-151007389 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | 500.0 | | 500.00 | | <input type="text"/> Upload |
| PE11-01060015-151007383 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | 500.0 | | 500.00 | | <input type="text"/> Upload |

Figure 3.22-5 Penalty Verification Details

STEP 5

Change the Penalty Amount if necessary

STEP 6

Click on the  button to save the Penalty Verification transaction

Note

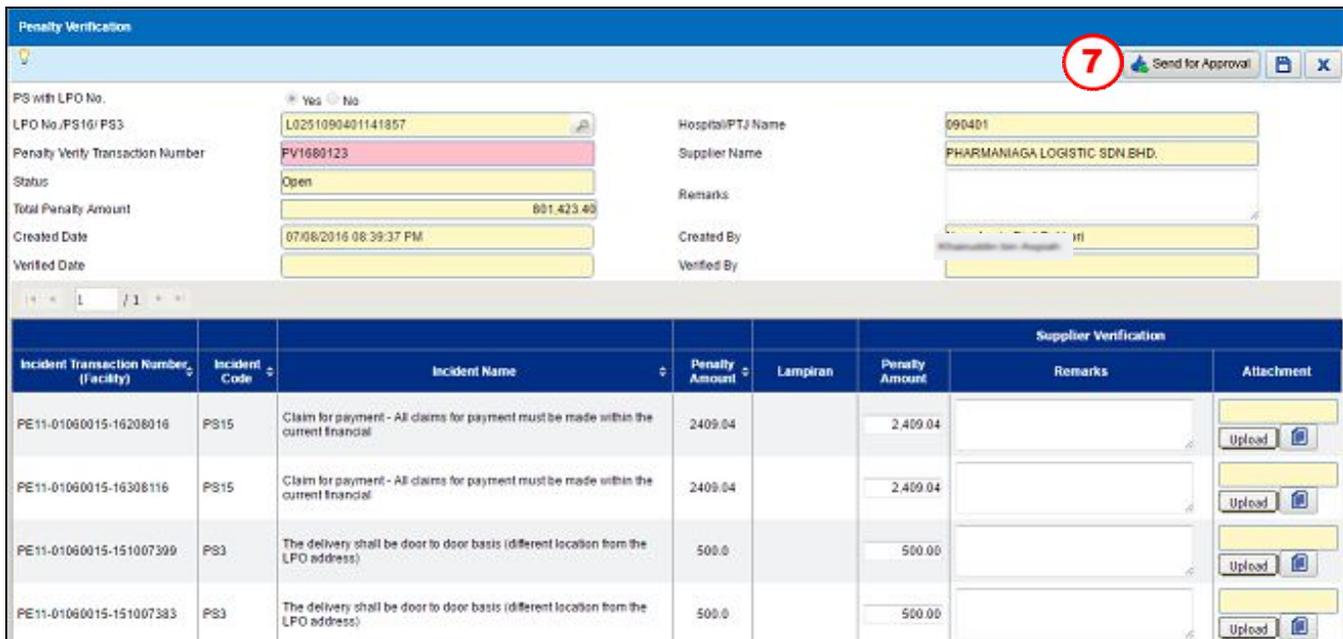
- After clicking save, an alert message will be displayed as per Figure 3.22-6
- Click on the button.
- **Penalty Verify Transaction Number.** will be generated automatically by the system for future reference and the  button will be enabled.



CONFIRMATION

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

Figure 3.22-6 Save Record Alert Message



Penalty Verification

PS with LPO No. Yes No

LPO No./PS16/ PS3: L0251090401141857 Hospital/PTJ Name: 090401

Penalty Verify Transaction Number: FV1680123 Supplier Name: PHARMANIAGA LOGISTIC SDN BHD.

Status: Open Remarks:

Total Penalty Amount: 801,423.40 Created By: [User Name]

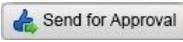
Created Date: 07/08/2016 08:39:37 PM Verified By:

Verified Date:

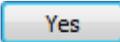
| Incident Transaction Number (Facility) | Incident Code | Incident Name | Penalty Amount | Lampiran | Penalty Amount | Supplier Verification Remarks | Attachment |
|--|---------------|--|----------------|----------|----------------|-------------------------------|------------|
| PE11-01060015-16208016 | PS15 | Claim for payment - All claims for payment must be made within the current financial | 2409.04 | | 2,409.04 | | Upload |
| PE11-01060015-16308116 | PS15 | Claim for payment - All claims for payment must be made within the current financial | 2409.04 | | 2,409.04 | | Upload |
| PE11-01060015-151007399 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | 500.0 | | 500.00 | | Upload |
| PE11-01060015-151007383 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | 500.0 | | 500.00 | | Upload |

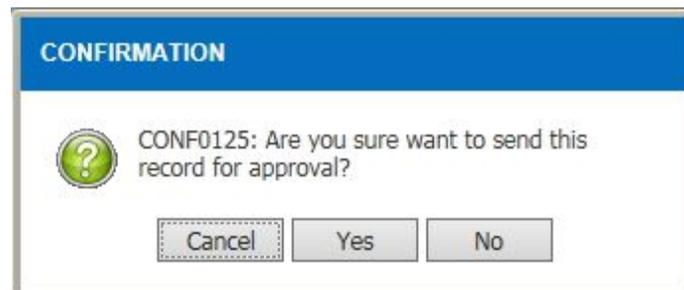
Figure 3.22-7 Penalty Verification Details

STEP 7

Click on the  button to send the Penalty Verification transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- After clicking , an alert message will be displayed as per Figure 3.22-7
- Click on the  button.



CONFIRMATION

CONF0125: Are you sure want to send this record for approval?

Cancel Yes No

Figure 3.22-8 Confirmation message

8
Approve

PS with LPO No. Yes No

LPO No./PS16/ PS3 Hospital/PTJ Name

Penalty Verify Transaction Number Supplier Name

Status Remarks

Total Penalty Amount Created By

Created Date Verified By

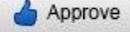
Verified Date

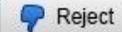
| Incident Transaction Number (Facility) | Incident Code | Incident Name | Penalty Amount | Lampiran | Penalty Amount | Supplier Verification | Attachment |
|--|---------------|--|----------------|----------|----------------|-----------------------|---------------------------------------|
| | | | | | | Remarks | |
| PE11-01060015-16208016 | PS15 | Claim for payment - All claims for payment must be made within the current financial | 2409.04 | | 2,409.04 | | <input type="button" value="Upload"/> |
| PE11-01060015-16308116 | PS15 | Claim for payment - All claims for payment must be made within the current financial | 2409.04 | | 2,409.04 | | <input type="button" value="Upload"/> |
| PE11-01060015-151007399 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | 500.0 | | 500.00 | | <input type="button" value="Upload"/> |
| PE11-01060015-151007383 | PS3 | The delivery shall be door to door basis (different location from the LPO address) | 500.0 | | 500.00 | | <input type="button" value="Upload"/> |

Figure 3.22-9 Approval Penalty Verification

STEP 8

Select one of the available buttons

- a) The  button to approve the Penalty Verification transaction

- b)  button to reject the Penalty Verification transaction

3.23 Penalty Payment

To create a new record for penalty payment, perform the steps below:



Figure 3.23-1 Login IWP

This function is to perform Penalty Payment when the supplier has paid the amount due. This function is done in Integration Web Portal (IWP) System

STEP 1

Login in the Integration Web Portal (IWP) system.

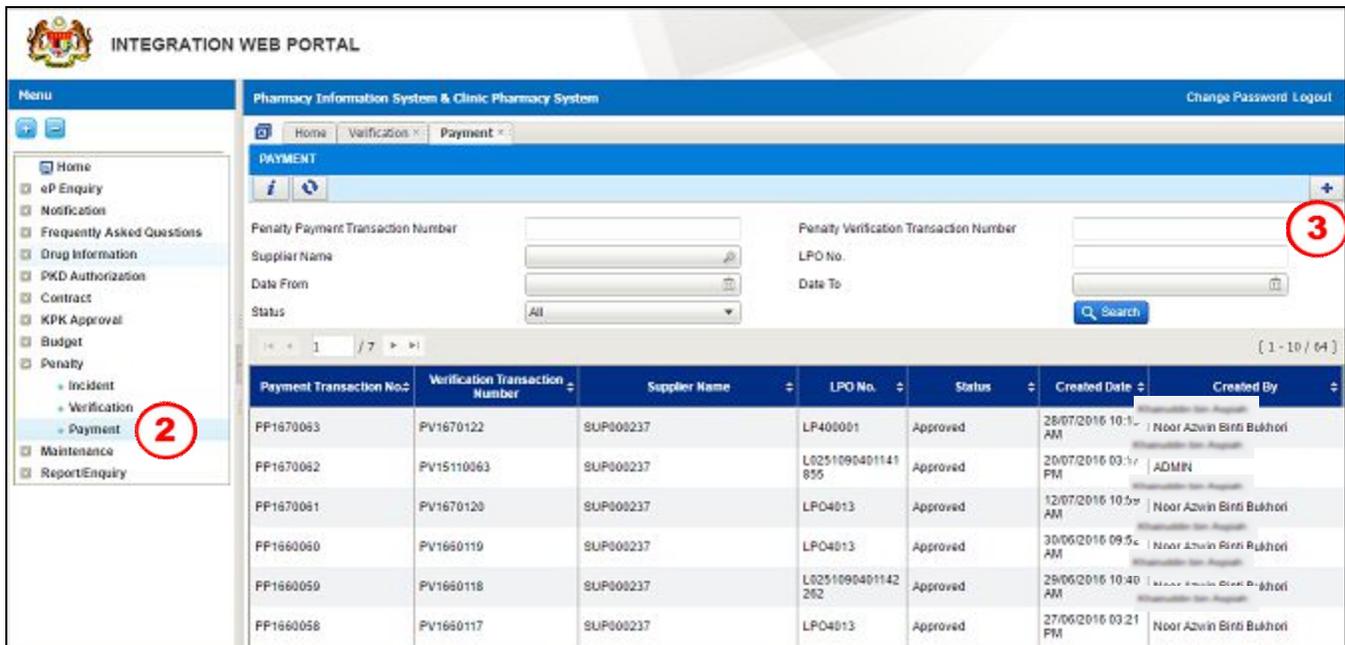


Figure 3.23-2 Create New Record

STEP 2

Click on 'Penalty' menu followed by 'Payment'

STEP 3

Click on the  button to create new record



The screenshot shows a 'Penalty Payment' form with the following fields and callouts:

- Penalty Payment Transaction Number:
- Payment Mode: (Callout 4)
- Cheque Number: (Callout 6)
- Bank Name: (Callout 7)
- Amount (RM):
- Verify Transaction Number: (Callout 5)
- Voucher Number:
- Status: (Callout 8)
- Cheque Ref No.:
- Remark:

At the bottom, there is a table with the following columns: Incidence Transaction No., Incidence Code, Incidence Name, Penalty Amount From MOH (RM), Penalty Amount From Supplier (RM), Lampiran, Remark, and Attachment. The table currently shows 'No Record Found'.

Figure 3.23-3 Payment Details

STEP 4

Choose for *payment mode*

Note

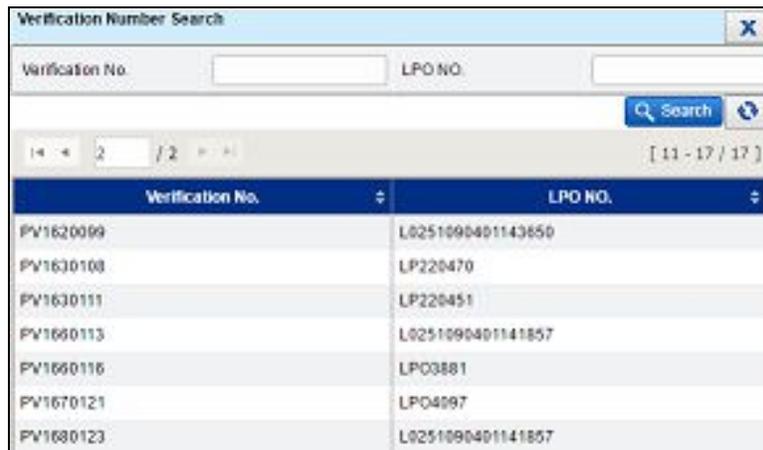
- Voucher Number box will be disabled when Payment Mode 'Cheque' is selected.
- Cheque Number box will be disabled when Payment Mode 'Voucher' is selected.

STEP 5

Click on the button to *find Verify Transaction Number*

Note

List of *LPO No.* will be displayed as shown in Figure 3.23-4



The screenshot shows a 'Verification Number Search' window with the following data:

| Verification No. | LPO NO. |
|------------------|-------------------|
| PV1620099 | L0251090401143650 |
| PV1630108 | LP220470 |
| PV1630111 | LP220451 |
| PV1660113 | L0251090401141857 |
| PV1660116 | LPO3881 |
| PV1670121 | LPO4097 |
| PV1680123 | L0251090401141857 |

Figure 3.23-4 List of Verification Number

STEP 6

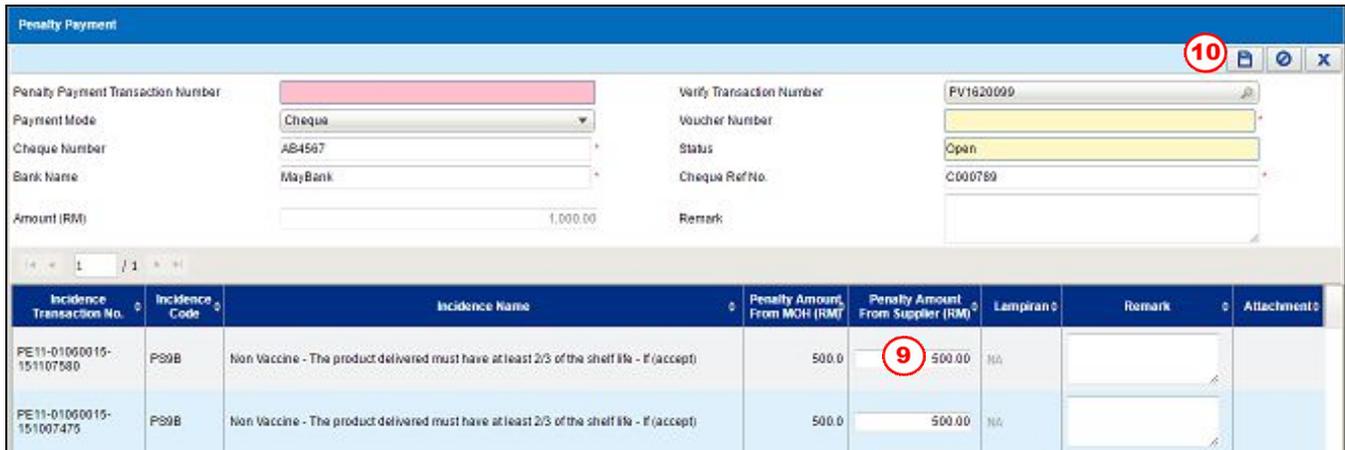
Enter Cheque Number

STEP 7

Enter Bank Name

STEP 8

Enter Cheque Ref No.



| Incidence Transaction No. | Incidence Code | Incidence Name | Penalty Amount From MOH (RM) | Penalty Amount From Supplier (RM) | Lampiran | Remark | Attachments |
|---------------------------|----------------|---|------------------------------|-----------------------------------|----------|--------|-------------|
| PE11-01000015-151107580 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If(accept) | 500.0 | 500.0 | Nil | | |
| PE11-01000015-1511007475 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If(accept) | 500.0 | 500.0 | Nil | | |

Figure 3.23-5 Payment Details

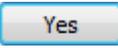
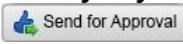
STEP 9

Change the Penalty Amount From Supplier (RM) if necessary

STEP 10

Click on the  button to save the Penalty Payment transaction

Note

- After clicking save, an alert message will be displayed as per Figure 3.23-6
- Click on the  button.
- **Penalty Payment Transaction Number.** will be generated automatically by the system for future reference and the  button will be enabled.

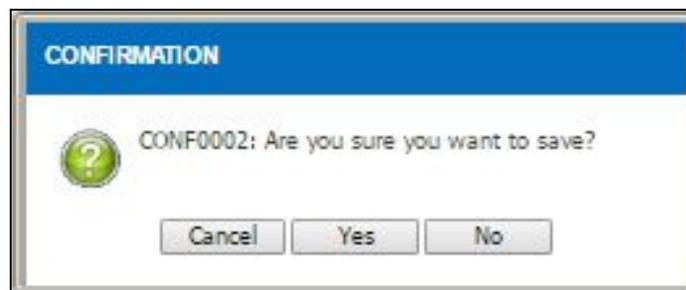
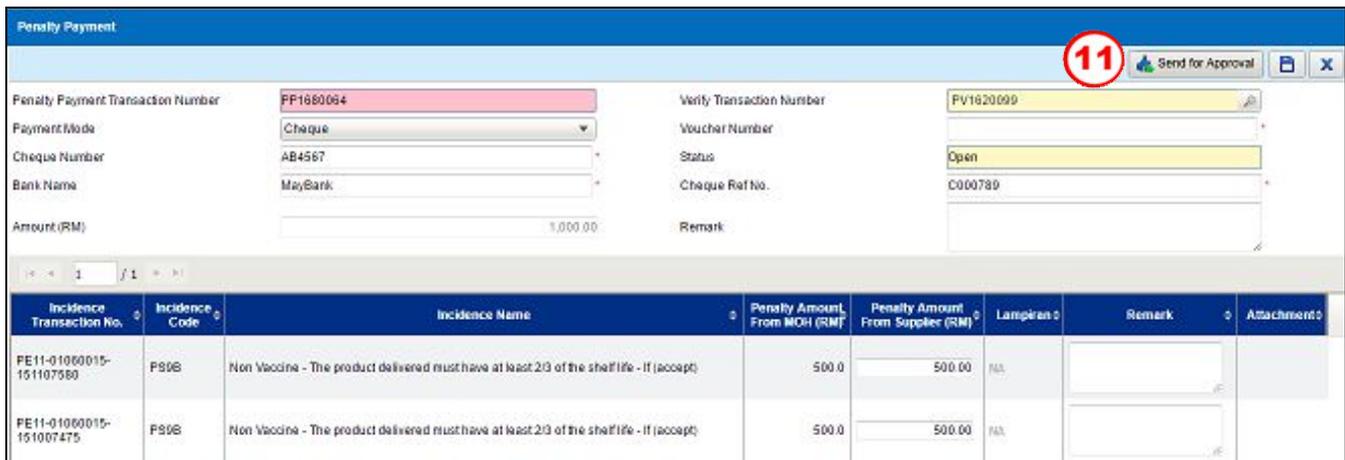


Figure 3.23-6 Confirmation Message



The screenshot shows a web application interface for 'Penalty Payment'. At the top right, there is a button labeled 'Send for Approval' with a thumbs-up icon, highlighted by a red circle containing the number '11'. The form contains several input fields: 'Penalty Payment Transaction Number' (PF1680064), 'Payment Mode' (Cheque), 'Cheque Number' (AB4567), 'Bank Name' (MayBank), 'Amount (RM)' (1,000.00), 'Verify Transaction Number' (FV1620099), 'Voucher Number', 'Status' (Open), and 'Cheque Ref No.' (C000789). Below the form is a table with columns: 'Incidence Transaction No.', 'Incidence Code', 'Incidence Name', 'Penalty Amount From MOH (RM)', 'Penalty Amount From Supplier (RM)', 'Lampiran', 'Remark', and 'Attachment'. The table contains two rows of data for non-vaccine products.

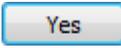
| Incidence Transaction No. | Incidence Code | Incidence Name | Penalty Amount From MOH (RM) | Penalty Amount From Supplier (RM) | Lampiran | Remark | Attachment |
|---------------------------|----------------|--|------------------------------|-----------------------------------|----------|--------|------------|
| PE11-01000015-151107560 | PS0B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | 500.0 | 500.00 | N/A | | |
| PE11-01000015-151007475 | PS0B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept) | 500.0 | 500.00 | N/A | | |

Figure 3.23-7 Send for Approval

STEP 11

Click on the  button to send the Penalty Payment transaction to HOD for approval

Note

- The status will change to 'Send for Approval'.
- After clicking , an alert message will be displayed as per Figure 3.23-8
- Click on the  button.

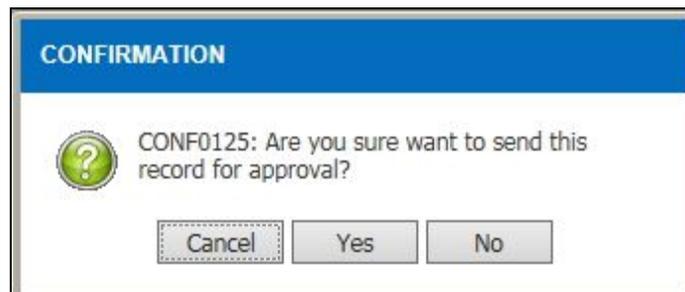
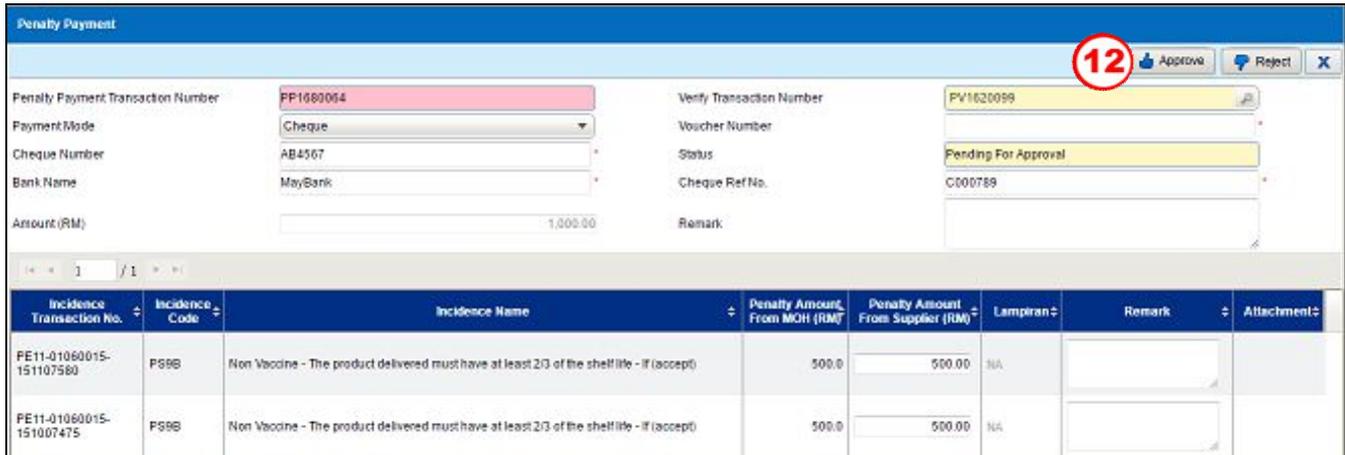


Figure 3.23-8 Confirmation message

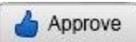


| Incidence Transaction No. | Incidence Code | Incidence Name | Penalty Amount From MOH (RM) | Penalty Amount From Supplier (RM) | Lampiran | Remark | Attachment |
|---------------------------|----------------|--|------------------------------|-----------------------------------|----------|--------|------------|
| FE11-01060015-151107560 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - if (accept) | 500.0 | 500.00 | NA | | |
| FE11-01060015-151007475 | PS9B | Non Vaccine - The product delivered must have at least 2/3 of the shelf life - if (accept) | 500.0 | 500.00 | NA | | |

Figure 3.23-9 Approval Penalty Payment

STEP 12

Select one of the available buttons

- a) The  button to approve the Penalty Payment transaction

- b)  button to reject the Penalty Payment transaction

4.0 Acronyms

| Abbreviation | Definition |
|--------------|--------------------------------|
| MOH | Ministry of Health |
| KKM | Kementerian Kesihatan Malaysia |
| PhIS | Pharmacy Information System |
| BPF | Bahagian Perkhidmatan Farmasi |
| HOD | Head of Department |
| SKU | Store Keeping Unit |
| PKU | Packaging Keeping Unit |
| RPL | Recommended Purchase List |
| APPL | Approved Product Purchase List |
| LP | Local Purchase |

5.0 Links to Inventory Modules

| <i>No</i> | <i>Module</i> | <i>PDF Links</i> | <i>No</i> | <i>Module</i> | <i>PDF Links</i> |
|-----------|---|----------------------------|-----------|--------------------------------------|----------------------------|
| 1 | <i>Finance</i> | Click Here | 15 | <i>Internal Indent</i> | Click Here |
| 2 | <i>Procurement Standard APPL</i> | Click Here | 16 | <i>Issue</i> | Click Here |
| 3 | <i>Procurement standard LP</i> | Click Here | 17 | <i>Receive From Supplier</i> | Click Here |
| 4 | <i>Procurement Standard Contract</i> | Click Here | 18 | <i>Receive Inter Facility</i> | Click Here |
| 5 | <i>Procurement Standard Quotation</i> | Click Here | 19 | <i>Receive Intra Facility</i> | Click Here |
| 6 | <i>Procurement Standard (RFQ)</i> | Click Here | 20 | <i>Return to Supplier</i> | Click Here |
| 7 | <i>Procurement Non Standard (Requisition Order)</i> | Click Here | 21 | <i>Return to Supplying Unit</i> | Click Here |
| 8 | <i>Quarantine</i> | Click Here | 22 | <i>Slow Moving</i> | Click Here |
| 9 | <i>Product Complaint</i> | Click Here | 23 | <i>Stock Taking And Verification</i> | Click Here |
| 10 | <i>Recalculate Buffer Level</i> | Click Here | 24 | <i>Stock Transfer</i> | Click Here |
| 11 | <i>Expiration And Condemn</i> | Click Here | 25 | <i>Year End</i> | Click Here |
| 12 | <i>Recall Product</i> | Click Here | 26 | <i>Penalty</i> | Click Here |
| 13 | <i>Payment</i> | Click Here | 27 | <i>IWP Budget</i> | Click Here |
| 14 | <i>External Indent</i> | Click Here | 28 | <i>IWP Order Authorization</i> | Click Here |