



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

User Manual Pharmacy Inventory (Penalty)

Version : 12 th Edition Document ID : U.MANUAL_ INV_ PENALTY
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Reference ID : U. MANUAL_ INV PENALTY-12th E

Application Reference: PhIS & CPS v2.5.1

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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 excellence. This implementation would transform most of the current manual process to electronic system would benefit facility end user in the health care sector.

There are 12 modules to assist service 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, Radiopharmaceuticals and Extemporaneous
8. Adverse Drug Reaction & Drug Allergic Card (ADR & DAC)
9. Clinical Pharmacokinetics Services (TDM)
10. Drug Information & Consumer Education (DICE)
11. Medication Therapy Adherence Clinic (MTAC)
12. Data Mining (PhARM)

1.2 Purpose and Objectives

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

User will understand the following activities in details:

- Penalty Incident
- Penalty Verification
- Payment

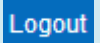
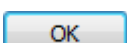
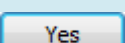
1.3 Organised Sections

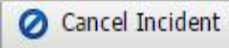
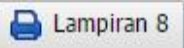
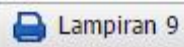
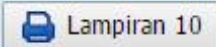
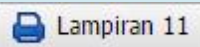
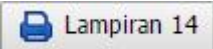
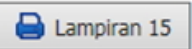
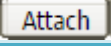
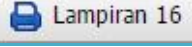
These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Penalty
- Section 6 : Acronyms

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		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).

3.1 Penalty Incident

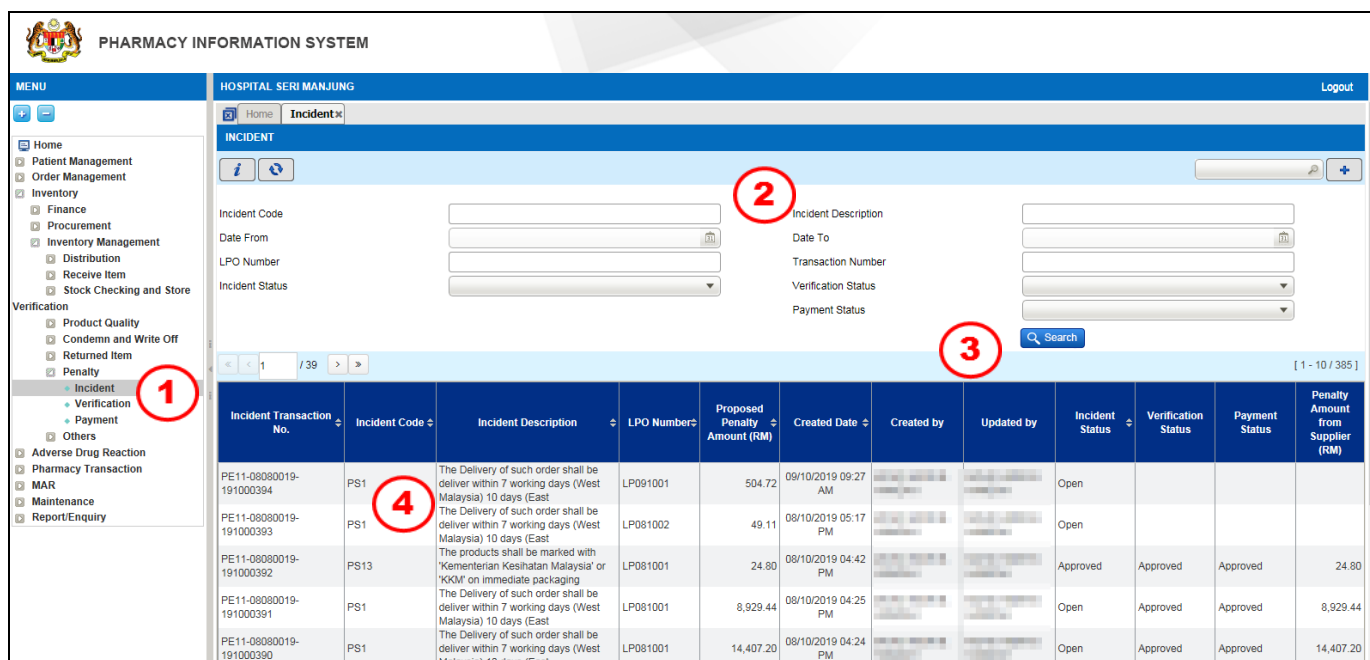


Figure 3.1-1 Incident Listing Page

Incident is type of penalty charged to the supplier.

STEP 1

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

STEP 2

To search for Penalty Incident transaction, these search criteria can be used:

No	Field	Description	Remark
a	Incident Code	Incident Code - PS1 - PS2 - PS3 - PS4 - PS5 - PS6 - PS7 - PS8 - PS9A - PS9B - PS10 - PS11A - PS11B - PS12 - PS13 - PS14 - PS15 - PS16 - PS17 - PS18 - PS21	Allow user to search existing transaction based on incident code

b	Incident Description	Search by incident description	Will be automatically displayed once a description is typed
c	LPO Number	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	Date To	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
f	Incident Status	Select Incident Status from the drop down menu: - Approved - Cancelled - Open - Pending For Approval - Rejected - Close	Filter and search existing records based on Status
g	Transaction Number	Type the transaction number	Filter and search existing records based on transaction number
h	Verification Status	Select Verification Status from the drop down menu: - Approved - Cancelled - Open - Pending For Approval - Rejected	Filter and search existing records based on Status
i	Payment Status	Select Payment Status from the drop down menu: - Approved - Cancelled - Open - Pending For Approval - Rejected	Filter and search existing records based on Status

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

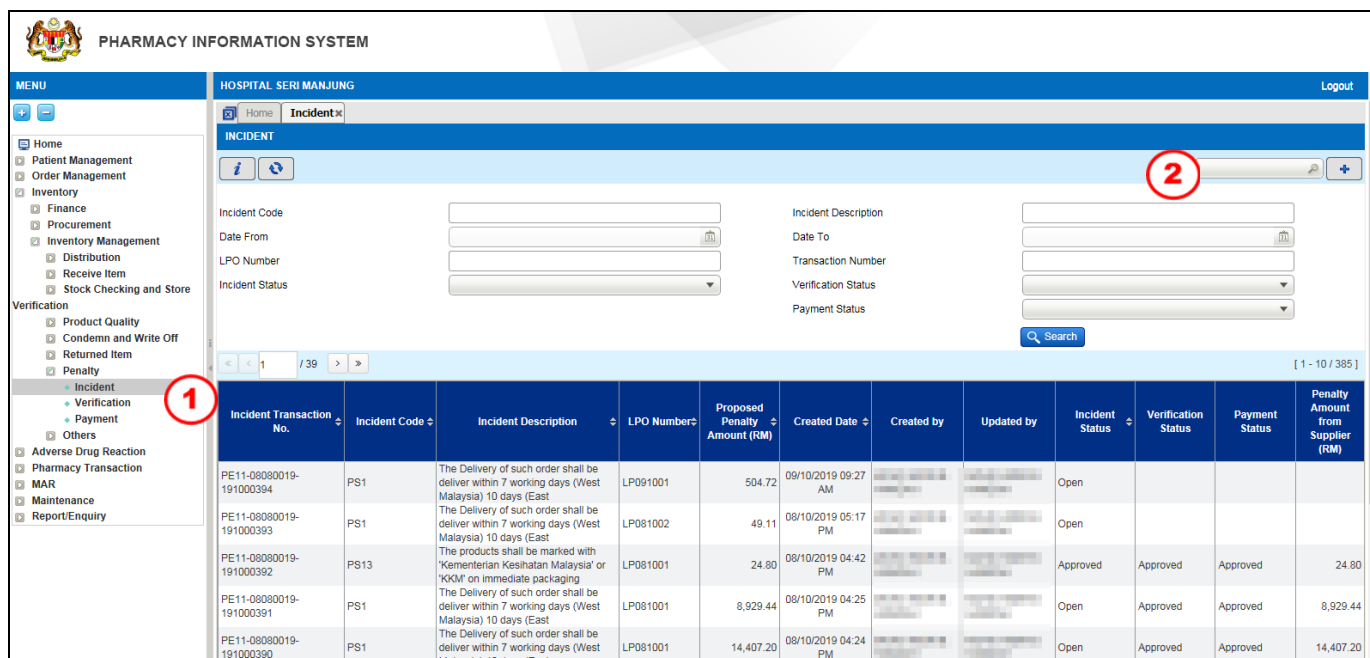
In circumstances of no criteria is input, the entire list of previous transaction will be displayed

STEP 4

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

3.1.1 Create New Incident PS1

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



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Incident

Incident Form Fields:

- Incident Code
- Date From
- LPO Number
- Incident Status
- Incident Description
- Date To
- Transaction Number
- Verification Status
- Payment Status

Incident Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.1-1 Incident

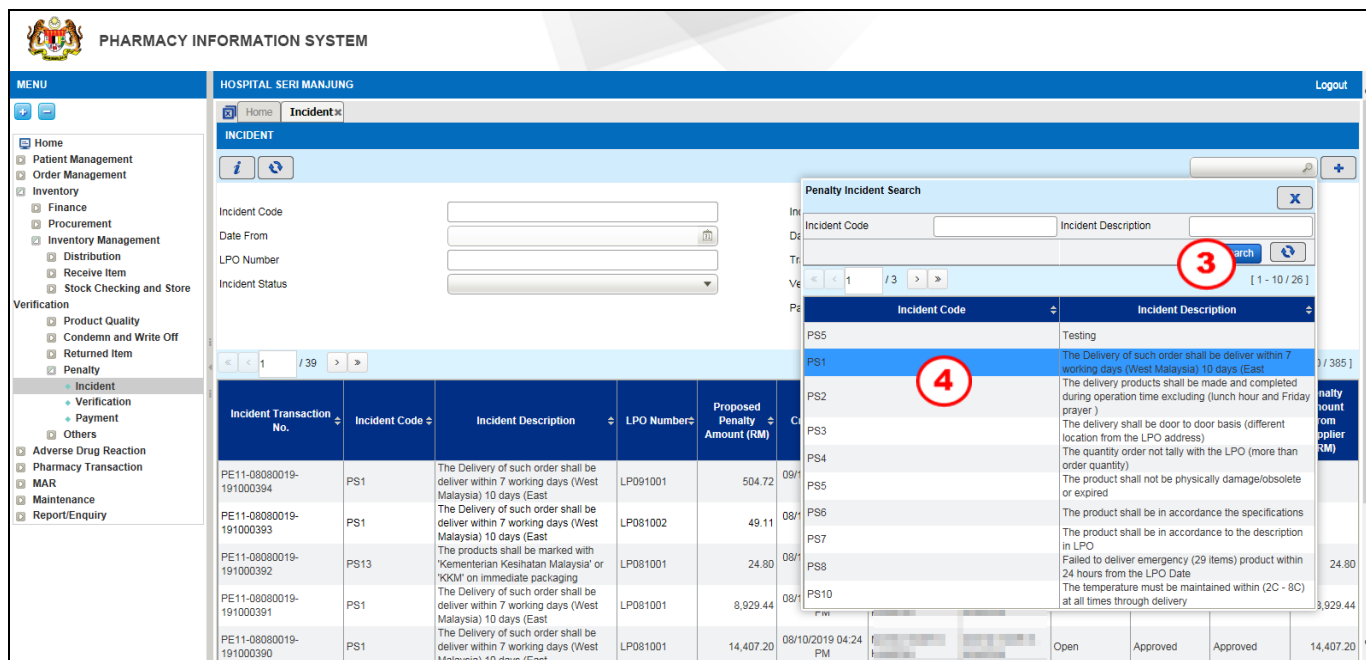
This function is to perform Penalty that will be imposed to the supplier when the supplier fails to supply the goods within 7 working days.

STEP 1

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

STEP 2

Click on the  button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

Penalty Incident Search

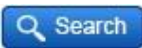
Incident Code: Incident Description:
 Search

1 / 3 [1 - 10 / 26]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Incident Status
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 04:24 PM
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 04:24 PM
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:24 PM
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:24 PM
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM

Figure 3.1.1-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS1 Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident* Logout

INCIDENT

PS1

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Search

1 / 39

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.1-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS1

Incident Transaction No. LPO Number 

Incident Code Incident Description

Delivery Order No (DO No)

eP approved Date and Time

Expected Delivery Date

Recommended Delay Days

Recommended Penalty Amount (RM)

DO Amount (RM)

Incident Status

Verification Status

Received Transaction Number

Receiving Date And Time

Amended Receiving Date And Time

Delay Days

Proposed Penalty Amount (RM)

Payment Status

Penalty Amount From Supplier (RM)

Remarks

PENALTY DETAILS

1 / 1

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	Proposed Penalty Amount (RM)
02.0402.02	Alfacalcidol 0.25mcg Capsule	131433795	16P61	A107	ALFA-D	130	24.36	2	190.01	2	190.01
Total Amount (RM)											190.01

Figure 3.1.1-4 Incident PS1

STEP 6

Click on the  button to find the LPO No.

STEP 7

Enter remark in the remark box

STEP 8

Click on the  button to save the Penalty transaction

INCIDENT PS1
9
Send for Approval  Cancel Incident 

Incident Transaction No. PE11-08080019-191000393

Incident Code PS1

Delivery Order No (DO No) DO081019051014

eP approved Date and Time 08/10/2019 5:11:31 PM

Expected Delivery Date 02/09/2019 11:28:20 AM

Recommended Delay Days 36

Recommended Penalty Amount (RM) 49.11

DO Amount (RM) 45.47

Incident Status Open

Verification Status

LPO Number LP081002

Incident Description The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)

Received Transaction Number P190001268

Receiving Date And Time 08/10/2019 5:19:41 PM

Amended Receiving Date And Time 08/10/2019 5:19:41 PM

Delay Days 36

Proposed Penalty Amount (RM) 49.11

Payment Status

Penalty Amount From Supplier (RM)

Remarks penalty

Penalty Details


< 1 / 1 >
[1 - 1 / 1]

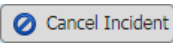
	Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Proposed Penalty Amount (RM)
☐	02.0001.02	Acetazolamide 250mg Tab BP/USP	DO081019051014	ASD002	A261	APOTEX (APO)	1	45.47	36	49.11	36	49.11
Total Amount (RM)												49.11

Figure 3.1.1-5 Incident PS1

STEP 9

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

Note

User is allowed to cancel the penalty transaction by click on the  button

INCIDENT PS1
10
Approve  Reject 

Incident Transaction No. PE11-08080019-191000393

Incident Code PS1

Delivery Order No (DO No) DO081019051014

eP approved Date and Time 08/10/2019 5:11:31 PM

Expected Delivery Date 02/09/2019 11:28:20 AM

Recommended Delay Days 36

Recommended Penalty Amount (RM) 49.11

DO Amount (RM) 45.47

Incident Status Pending For Approval

Verification Status

LPO Number LP081002

Incident Description The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)

Received Transaction Number P190001268

Receiving Date And Time 08/10/2019 5:19:41 PM

Amended Receiving Date And Time 08/10/2019 5:19:41 PM

Delay Days 36

Proposed Penalty Amount (RM) 49.11

Payment Status

Penalty Amount From Supplier (RM)

Remarks

Penalty Details


< 1 / 1 >
[1 - 1 / 1]

	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	Proposed Penalty Amount (RM)
☐	02.0001.02	Acetazolamide 250mg Tab BP/USP	DO081019051014	ASD002	A261	APOTEX (APO)	1	45.47	36	49.11	36	49.11
Total Amount (RM)												49.11

Figure 3.1.1-5 Incident PS1

STEP 10

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.1-6

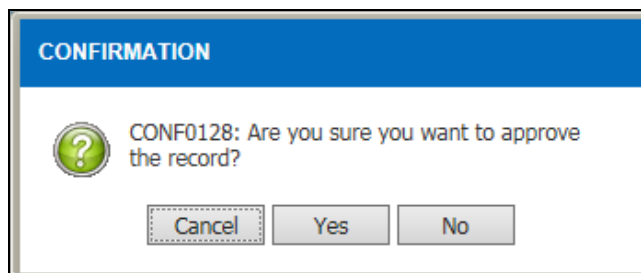
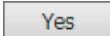


Figure 3.1.1-6 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.1-7

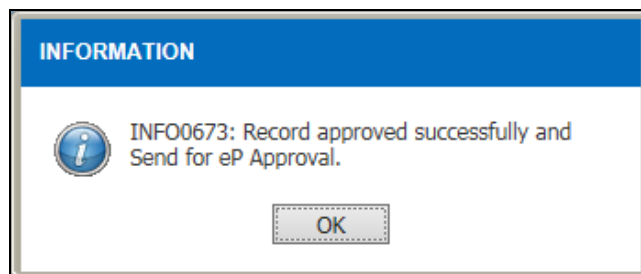


Figure 3.1.1-7 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.1-8

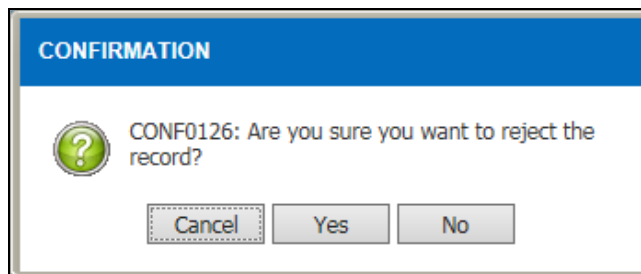
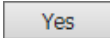


Figure 3.1.1-8 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.1-9

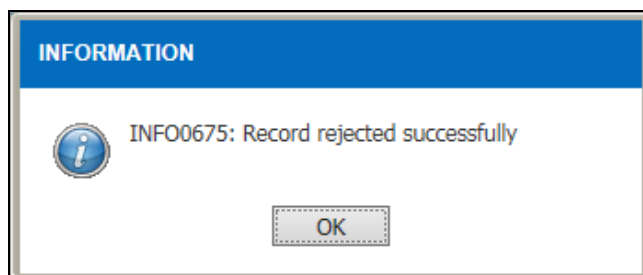
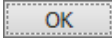


Figure 3.1.1-9 Information Message

Note

- Click on the  button to successfully rejected the record

11

INCIDENT

Lampiran 9 Lampiran 10

Incident Transaction No. PE11-08080019-191000393 LPO Number LP081002

Incident Code PS1 Incident Description The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)

Delivery Order No (DO No) DO081019051014 Received Transaction Number P190001268

eP approved Date and Time 08/10/2019 5:11:31 PM Receiving Date And Time 08/10/2019 5:19:41 PM

Expected Delivery Date 02/09/2019 11:28:20 AM Amended Receiving Date And Time 08/10/2019 5:19:41 PM

Recommended Delay Days 36 Delay Days 36

Recommended Penalty Amount (RM) 49.11 Proposed Penalty Amount (RM) 49.11

DO Amount (RM) 45.47 Payment Status

Incident Status Approved Penalty Amount From Supplier (RM)

Verification Status Remarks

PENALTY DETAILS

< 1 / 1 >

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	Proposed Penalty Amount (RM)
02.0001.02	Acetazolamide 250mg Tab BPIUSP	DO081019051014	ASD002	A261	APOTEX (APO)	1	45.47	36	49.11	36	49.11
Total Amount (RM)											49.11

Figure 3.1.1-10 Incident PS1

STEP 11

Click on the  button and  button to generate PS 1 report

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 9

No. Rujukan :
Tarikh : 04/11/2019

BORANG TUNTUTAN PEMBAYARAN PENALTI		
1) Nama PTJ	: Hospital Seri Manjung	
2) Tarikh Tuntutan	: 08/10/2019 5:19 PM	
3) No. LPO	: LP081002	
4) Nilai Produk/LPO (RM)	: 45.47	
5) Nilai Produk Gagal Dibekalkan (RM)	: 45.47 (Jika berkenaan)	
6) No. Invois	:	
7) Kategori Performance Standard Yang Gagal Dipatuhi	: (Silakan 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 sebenar terima LPO	☒ 3% x nilai produk gagal dibekalkan x bilangan hari lewat	49.11
(ii) Dihantar di luar waktu pejabat	☐ RM500 bagi setiap insiden	

Figure 3.1.1-11 Lampiran 9

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 10

**SENARAI SEMAK
APPENDIX 5A**

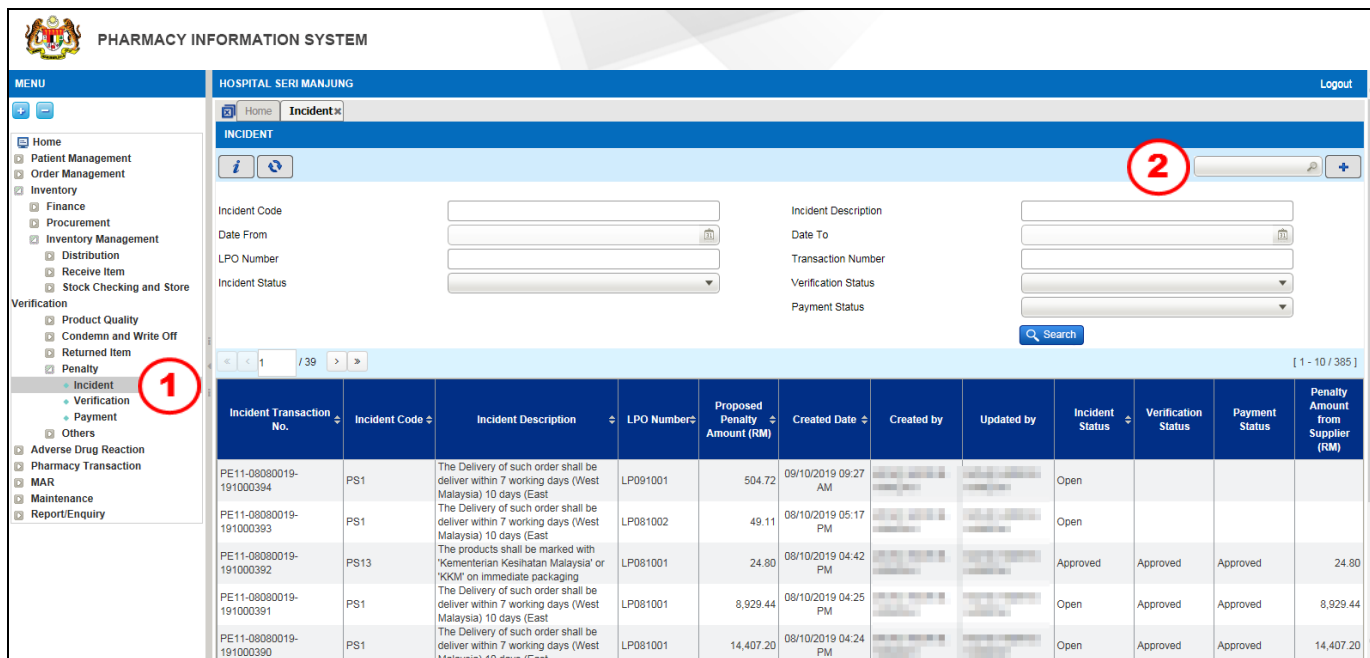
Nama PTJ : Hospital Seri Manjung
No. LPO : LP081002
Tandakan (✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☒ Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSS : 08/10/2019 5:11 PM Tarikh terima bekalan : 08/10/2019 5:19 PM Bilangan hari lewat : 36 Nama produk : Acetazolamide 250mg Tab BPI/USP	Please refer attachment for detail calculation
2.	☐ Penghantaran di luar waktu pejabat	Masa mula memunggah: Masa selesai memunggah dan Penerimaan barang:	
3.	☐ Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☐ Kuantiti produk tidak sama dengan LPO	Nama produk: Kuantiti pada LPO: Kuantiti produk diterima	
5.	☐ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk rosak/tamat tarikh luput/luput/kuang 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.	☐ Kegagalan menggantikan produk	Nama produk :	

Figure 3.1.1-12 Lampiran 9

3.1.2 Create New Incident PS2

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



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code: Incident Description:
 Date From: Date To:
 LPO Number: Transaction Number:
 Incident Status: Verification Status:
 Payment Status:

Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08090019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08090019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08090019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08090019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08090019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.2-1 Incident

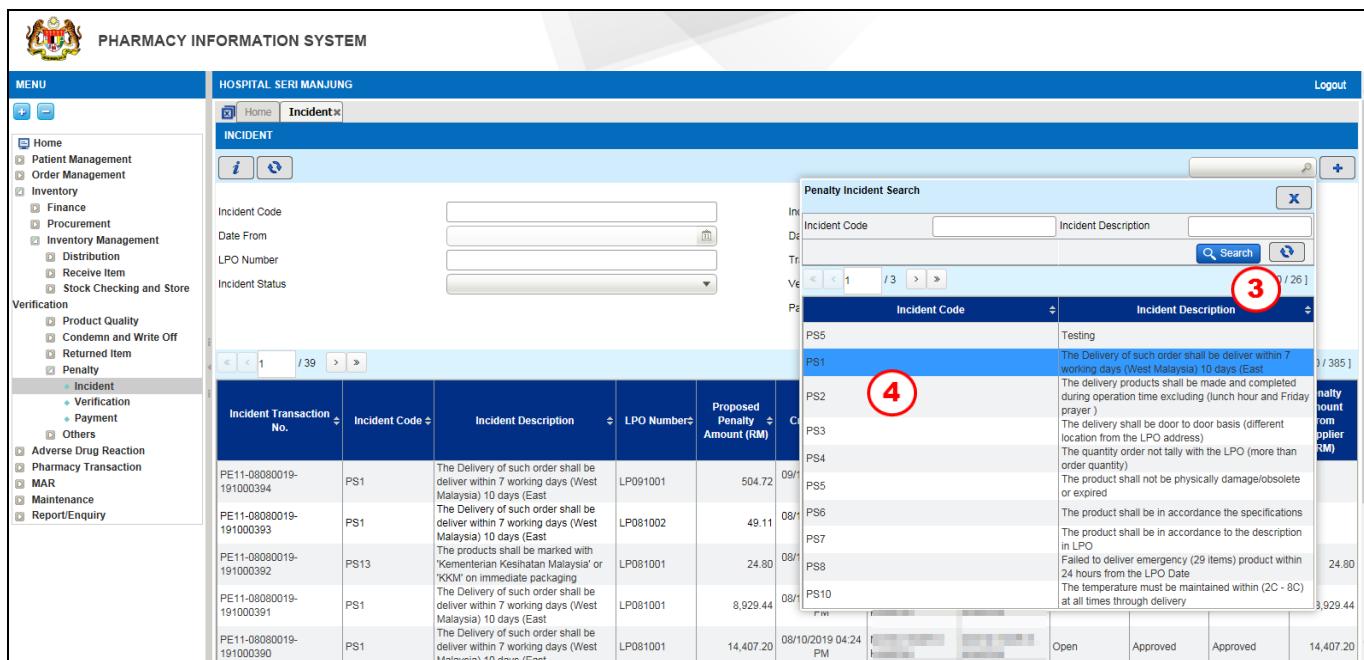
This function is to perform Penalty that will be imposed to the supplier if goods were delivered outside the office hours.

STEP 1

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

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incidentx Logout

INCIDENT

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

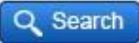
Penalty Incident Search

Incident Code: Incident Description:
 Search

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:24 PM			Open			
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open			

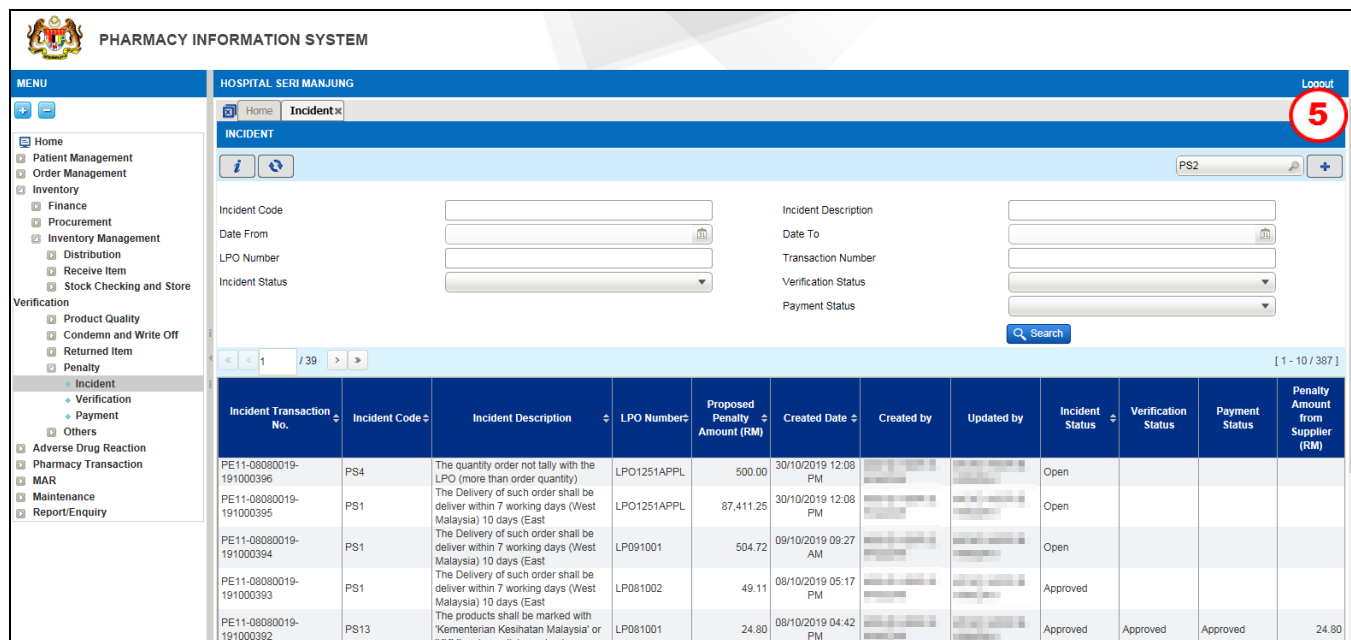
Figure 3.1.2-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS2 Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incidentx Logout

INCIDENT

Incident Code: Incident Description:
 Date From: Date To:
 LPO Number: Transaction Number:
 Incident Status: Verification Status:
 Payment Status:

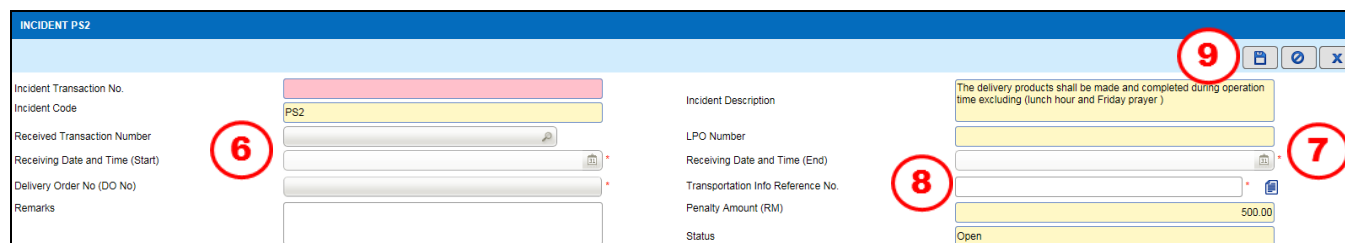
Search

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.2-3 Incident

STEP 5

Click on the  button to create new record



INCIDENT PS2

Incident Transaction No. [Field]
Incident Code [Field] PS2
Received Transaction Number [Field] **6**
Receiving Date and Time (Start) [Field]
Delivery Order No (DO No) [Field]
Remarks [Field]
Incident Description [Field] The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)
LPO Number [Field]
Receiving Date and Time (End) [Field]
Transportation Info Reference No. [Field] **8**
Penalty Amount (RM) [Field] 500.00
Status [Field] Open
[Field] **7**
[Field] **9**

Figure 3.1.2-4 Incident PS2

STEP 6

Click on the [Field] button to find the Receiving No.

STEP 7

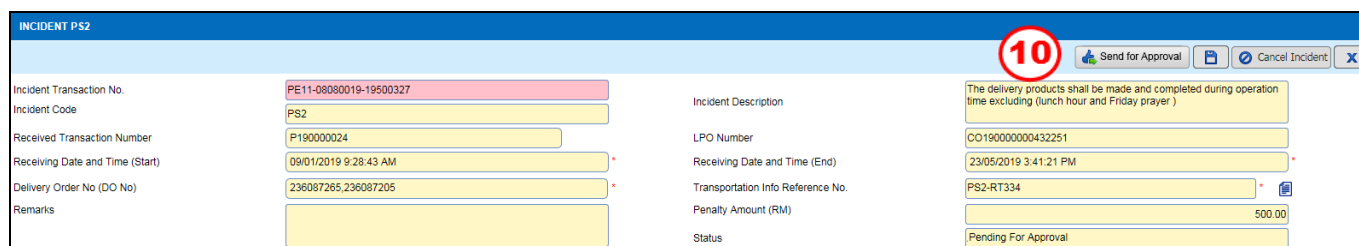
Enter **Receiving Date and Time (End)**

STEP 8

Enter **Transaction info Reference No.** and user is able to upload document by click on the [Field] button

STEP 9

Click on the [Field] button to save the Penalty transaction



INCIDENT PS2

Incident Transaction No. [Field] PE11-08080019-19500327
Incident Code [Field] PS2
Received Transaction Number [Field] P190000024
Receiving Date and Time (Start) [Field] 09/01/2019 9:28:43 AM
Delivery Order No (DO No) [Field] 236087265,236087205
Remarks [Field]
Incident Description [Field] The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)
LPO Number [Field] CO190000000432251
Receiving Date and Time (End) [Field] 23/05/2019 3:41:21 PM
Transportation Info Reference No. [Field] PS2-RT334
Penalty Amount (RM) [Field] 500.00
Status [Field] Pending For Approval
[Field] **10** Send for Approval [Field] Cancel Incident [Field]

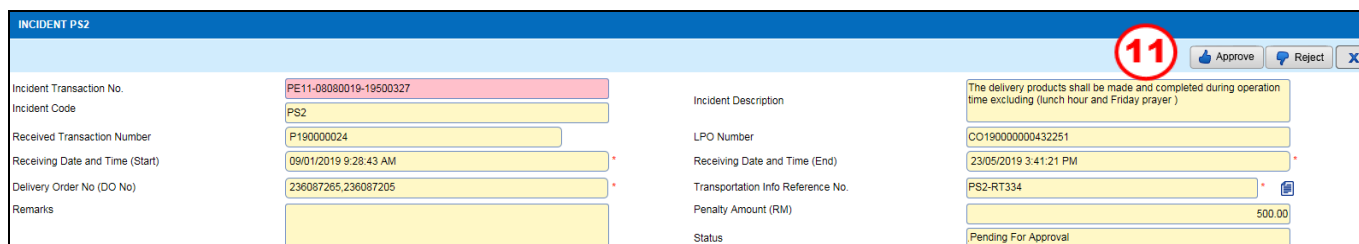
Figure 3.1.2-4 Incident PS2

STEP 10

Click on the [Field] Send for Approval button to send the Penalty transaction to HOD for approval

Note

User is allowed to cancel the penalty transaction by click on the [Field] Cancel Incident button



INCIDENT PS2

Incident Transaction No. [Field] PE11-08080019-19500327
Incident Code [Field] PS2
Received Transaction Number [Field] P190000024
Receiving Date and Time (Start) [Field] 09/01/2019 9:28:43 AM
Delivery Order No (DO No) [Field] 236087265,236087205
Remarks [Field]
Incident Description [Field] The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)
LPO Number [Field] CO190000000432251
Receiving Date and Time (End) [Field] 23/05/2019 3:41:21 PM
Transportation Info Reference No. [Field] PS2-RT334
Penalty Amount (RM) [Field] 500.00
Status [Field] Pending For Approval
[Field] **11** Approve [Field] Reject [Field]

Figure 3.1.2-5 Incident PS2

STEP 10

- Click on the [Field] Approve button to approve the record and confirmation message will be display as Figure 3.1.2-6

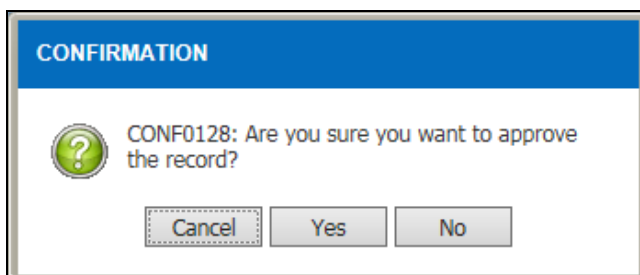
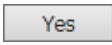


Figure 3.1.2-6 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.2-7

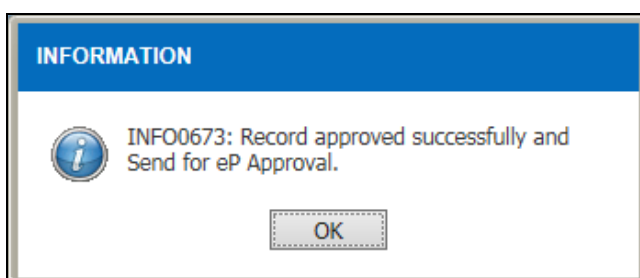
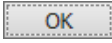


Figure 3.1.2-7 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.2-8

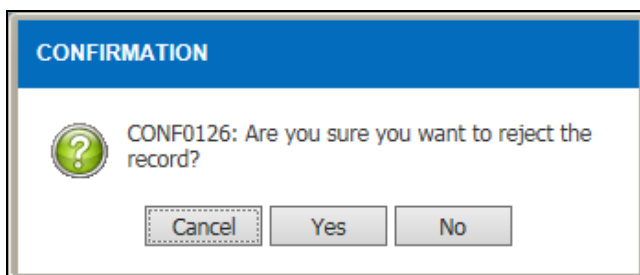
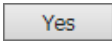


Figure 3.1.2-8 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.2-9

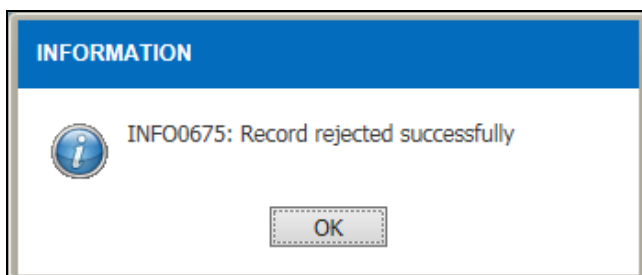
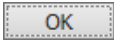


Figure 3.1.2-9 Information Message

Note

- Click on the  button to successfully rejected the record

12

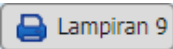
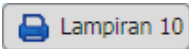
INCIDENT

Lampiran 9 Lampiran 10

Incident Transaction No.	PE11-08080019-19500327	Incident Description	The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)
Incident Code	PS2	LPO Number	CO19000000432251
Received Transaction Number	P190000024	Receiving Date and Time (End)	23/05/2019 3:41:21 PM
Receiving Date and Time (Start)	09/01/2019 9:28:43 AM	Transportation Info Reference No.	PS2-RT334
Delivery Order No (DO No)	236087265,236087205	Penalty Amount (RM)	500.00
Remarks		Status	Approved

Figure 3.1.2-10 Incident PS2

STEP 12

Click on the  button and  button to generate PS2 report

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

No. Rujukan :
Tarikh : 04/11/2019

LAMPIRAN 9

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ	Hospital Seri Manjung	
2) Tarikh Tuntutan	09/01/2019 9:28 AM	
3) No. LPO	-	
4) Nilai Produk/LPO (RM)	-	
5) Nilai Produk Gagal Dibekalkan (RM)	-	
6) No. Invois	-	
7) Kategori Performance Standard Yang Gagal Dipatuhi	(Silakan 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 sebelum terima LPO	☐ 3% x nilai produk gagal dibekalkan x bilangan hari lewat	500.00
(ii) Dihantar di luar waktu pejabat	☒ RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	☐ RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	☐ RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	☐ 3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam	☐ RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau (vaksin kurang daripada 6 bulan (seperti LCU di dalam) dalam masa 30 hari sebelum tarikh luput	☐ RM500 bagi setiap insiden	

Figure 3.1.2-11 Lampiran 9

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

SENARAI SEMAK
APPENDIX 5A

LAMPIRAN 10

Nama PTJ : Hospital Seri Manjung

No. LPO : -

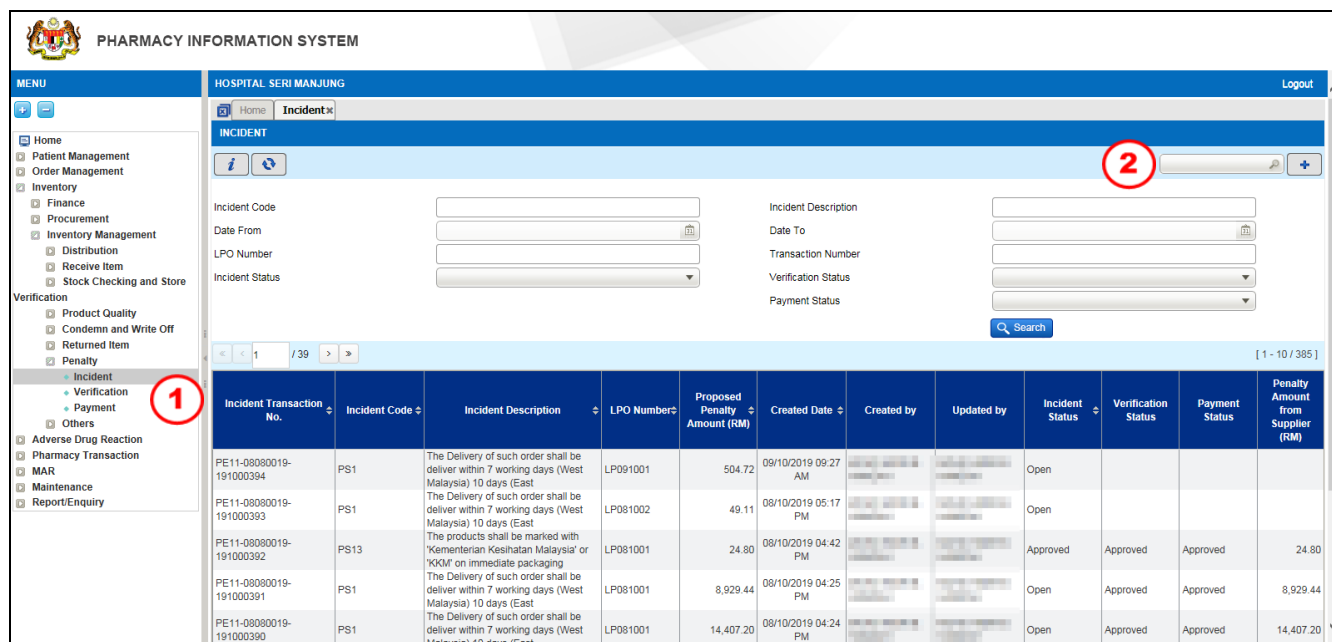
Tandakan ☒ pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh RLSS : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	☒ Penghantaran di luar waktu pejabat	Masa mula memunggah : 09/01/2019 9:25 AM Masa selesai memunggah dan Penerimaan barang : 23/05/2019 3:41 PM	RM: 500.00 Reference No. PS2-RT334
3.	☐ Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☐ Kuantiti produk tidak sama dengan LPO	Nama produk : Kuantiti pada LPO : Kuantiti produk diterima :	
5.	☐ Kegagalan menggantikan produk yang tidak oleh PTJ disebabkan oleh produk rosak/tamat tarikh luput/rapak/asing 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.	☐ Kegagalan menggantikan produk	Nama produk :	

Figure 3.1.2-1 Lampiran 10

3.1.3 Create New Incident PS3

To create a new record for penalty PS3, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

MENU

- Home
- Patient Management
- Order Management
- Inventory
 - Finance
 - Procurement
 - Inventory Management
 - Distribution
 - Receive Item
 - Stock Checking and Store
- Verification
 - Product Quality
 - Condemn and Write Off
 - Returned Item
 - Penalty
 - Incident (1)
 - Verification
 - Payment
 - Others
- Adverse Drug Reaction
- Pharmacy Transaction
- MAR
- Maintenance
- Report/Enquiry

INCIDENT

Incident Code:

Incident Description:

Date From:

Date To:

LPO Number:

Transaction Number:

Incident Status:

Verification Status:

Payment Status:

Search

[1 - 10 / 385]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.3-1 Incident

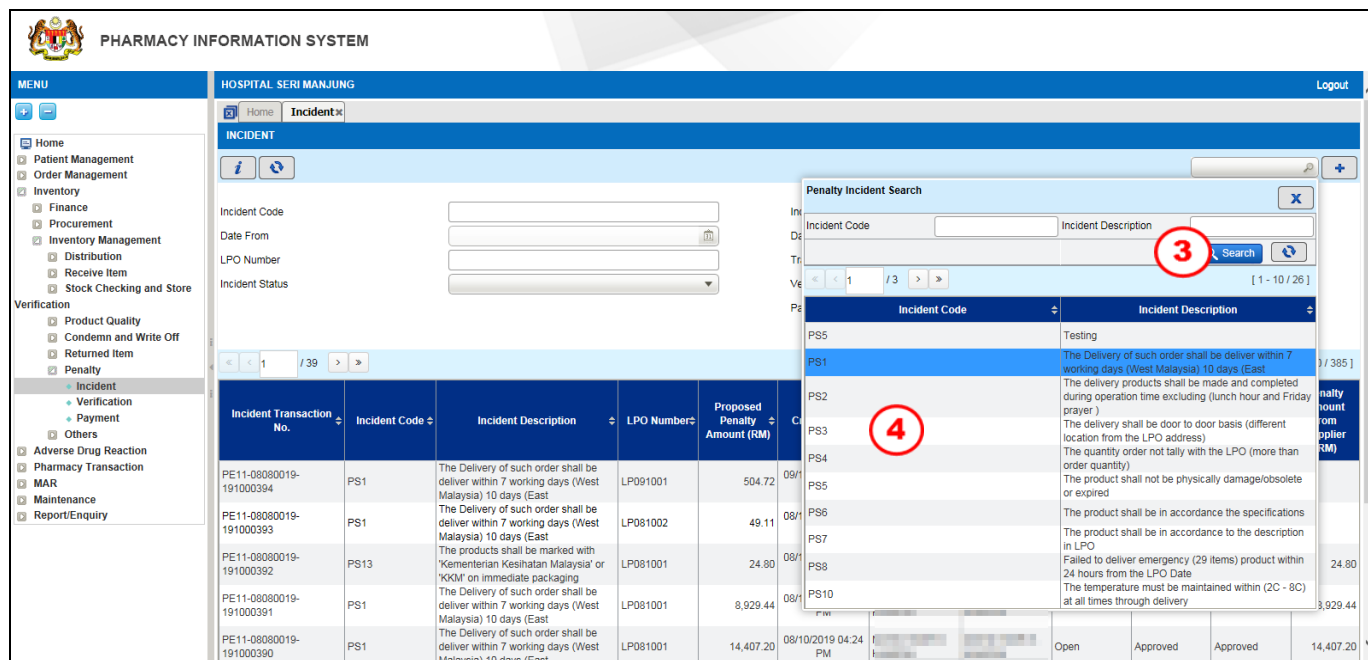
The delivery shall be door to door basis (different location from the LPO address).

STEP 1

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

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incidentx Logout

INCIDENT

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

Penalty Incident Search

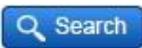
Incident Code: Incident Description:
 Search

[1 - 10 / 26]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:24 PM			Open			
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open			

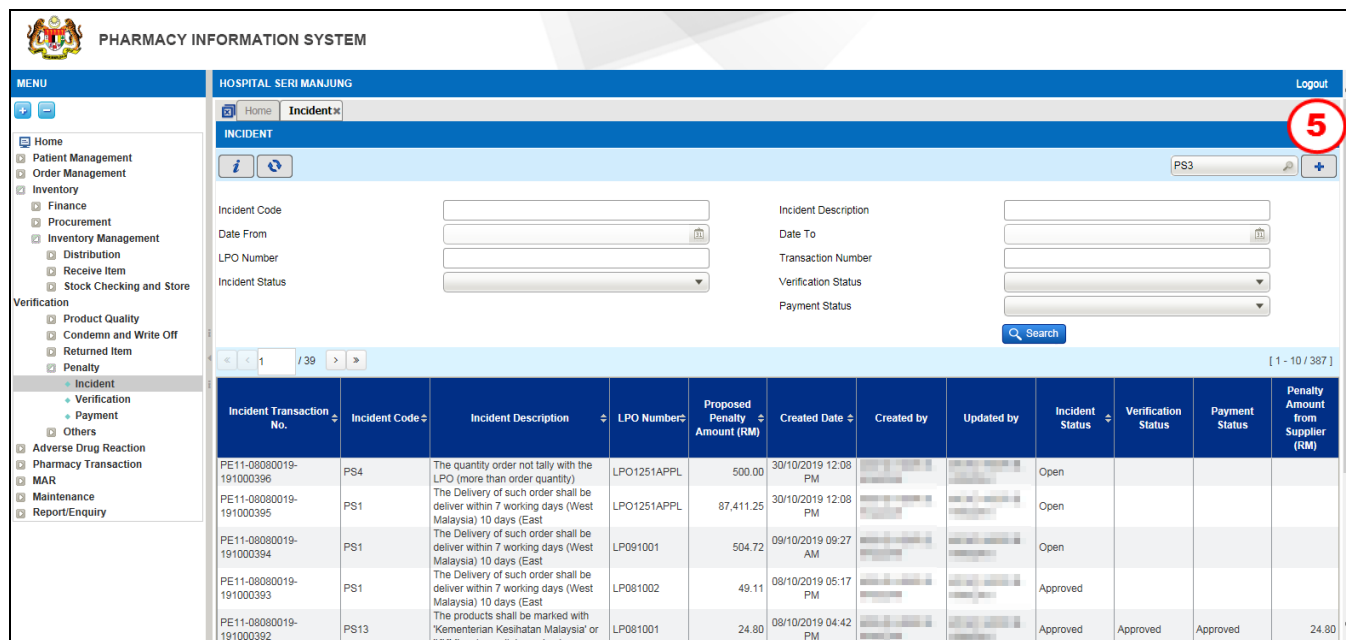
Figure 3.1.3-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS3 Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incidentx Logout

INCIDENT

Incident Code: Incident Description:
 Date From: Date To:
 LPO Number: Transaction Number:
 Incident Status: Verification Status:
 Payment Status:

Search

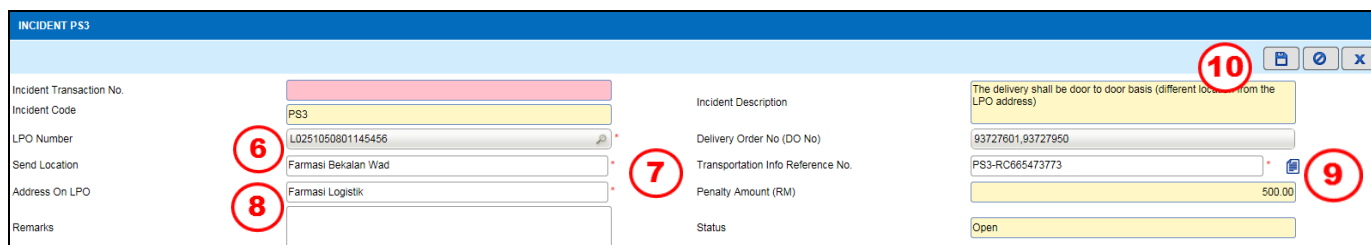
[1 - 10 / 387]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.3-3 Incident PS3

STEP 5

Click on the  button to create new record



Incident Transaction No.		Incident Description	The delivery shall be door to door basis (different location from the LPO address)
Incident Code	PS3	Delivery Order No (DO No)	93727601,93727950
LPO Number	L0251050801145456	Transportation Info Reference No.	PS3-RC665473773
Send Location	Farmasi Bekalan Wad	Penalty Amount (RM)	500.00
Address On LPO	Farmasi Logistik	Status	Open
Remarks			

Figure 3.1.3-4 Incident PS3

STEP 6

Click on the  button to find the LPO No.

STEP 7

Enter **Send Location**

STEP 8

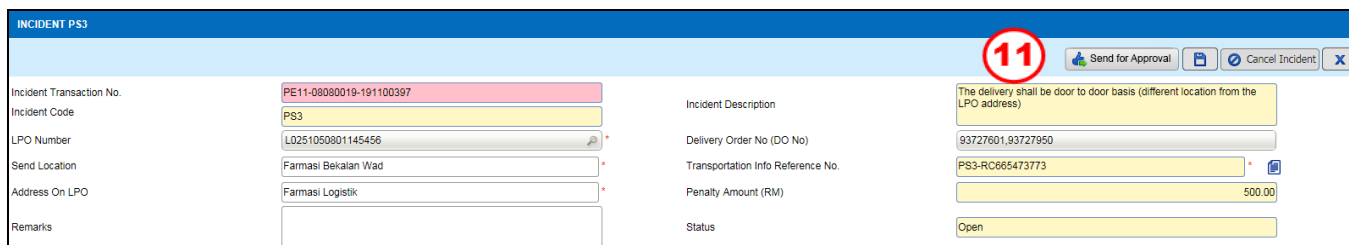
Enter **Address On LPO**

STEP 9

Enter **Transportation Info Reference No.**

STEP 10

Click on the  button to save the Penalty transaction



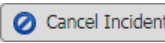
Incident Transaction No.	PE11-08080019-191100397	Incident Description	The delivery shall be door to door basis (different location from the LPO address)
Incident Code	PS3	Delivery Order No (DO No)	93727601,93727950
LPO Number	L0251050801145456	Transportation Info Reference No.	PS3-RC665473773
Send Location	Farmasi Bekalan Wad	Penalty Amount (RM)	500.00
Address On LPO	Farmasi Logistik	Status	Open
Remarks			

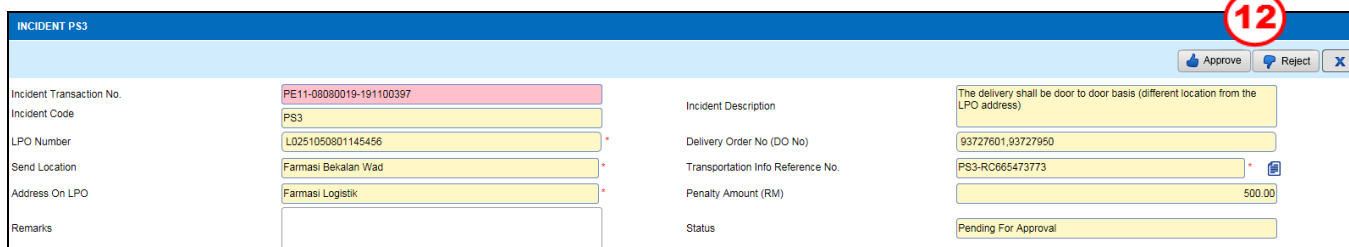
Figure 3.1.3-5 Incident PS3

STEP 11

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

Note

User is allowed to cancel the penalty transaction by click on the  button



Incident Transaction No.	PE11-08080019-191100397	Incident Description	The delivery shall be door to door basis (different location from the LPO address)
Incident Code	PS3	Delivery Order No (DO No)	93727601,93727950
LPO Number	L0251050801145456	Transportation Info Reference No.	PS3-RC665473773
Send Location	Farmasi Bekalan Wad	Penalty Amount (RM)	500.00
Address On LPO	Farmasi Logistik	Status	Pending For Approval
Remarks			

Figure 3.1.3-6 Incident PS3

STEP 12

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.3-7

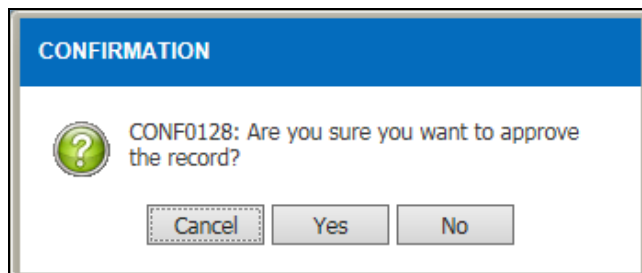
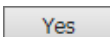


Figure 3.1.3-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.3-8

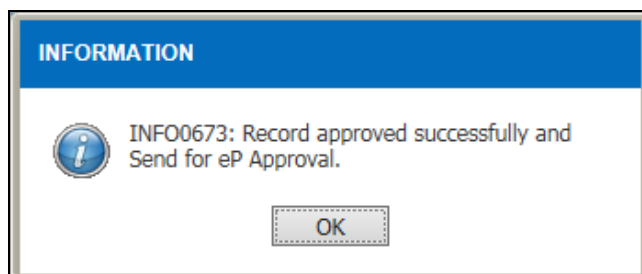
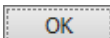


Figure 3.1.3-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.3-9

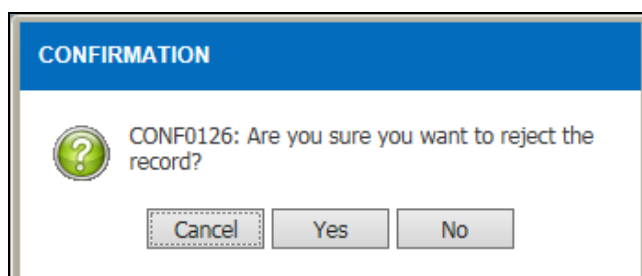
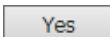


Figure 3.1.1-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.3-10

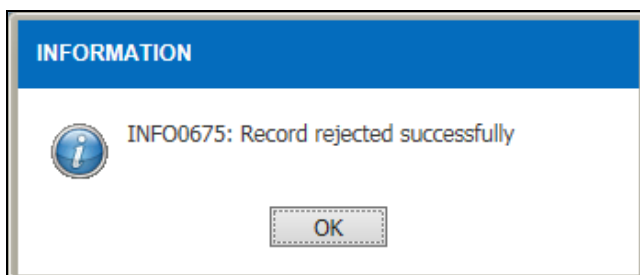
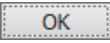


Figure 3.1.3-10 Information Message

Note

Click on the  button to successfully rejected the record

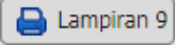
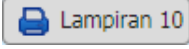
INCIDENT

Lampiran 9 Lampiran 10

Incident Transaction No.	PE11-08080019-191100397	Incident Description	The delivery shall be door to door basis (different location from the LPO address)
Incident Code	PS3	Delivery Order No (DO No)	93727601.93727950
LPO Number	L0251050801145456	Transportation Info Reference No.	PS3-RC665473773
Send Location	Farmasi Bekalan Wad	Penalty Amount (RM)	500.00
Address On LPO	Farmasi Logistik	Status	Approved
Remarks			

Figure 3.1.3-11 Incident PS3

STEP 13

Click on the  button and  button to generate PS3 report

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

No. Rujukan :
Tarikh : 04/11/2019

LAMPIRAN 9

BORANG TUNTUTAN PEMBAYARAN PENALTI		
1) Nama PTJ	Hospital Seri Manjung	
2) Tarikh Tuntutan		
3) No. LPO		
4) Nilai Produk/LPO (RM)		
5) Nilai Produk Gagal Dibekalkan (RM)	0.00 (Jika berkenaan)	
6) No. Invois		
7) Kategori Performance Standard Yang Gagal Dipatuhi	(Silakan 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 sebelum terima LPO	☐ 3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat	☐ RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	☒ RM500 bagi setiap insiden	500.00
(iv) Kuantiti produk tidak sama dengan LPO	☐ RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	☐ 3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam	☐ RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau (vaksin kurang daripada 6 bulan (seperti LCOU di dalam) dalam masa 30 hari dari tarikh luput	☐ RM500 bagi setiap insiden	

Figure 3.1.3-12 Lampiran 9

REPORT

X



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

LAMPIRAN 10

SENARAI SEMAK
APPENDIX SA

Nama PTJ : Hospital Seri Manjung

No. LPO : -

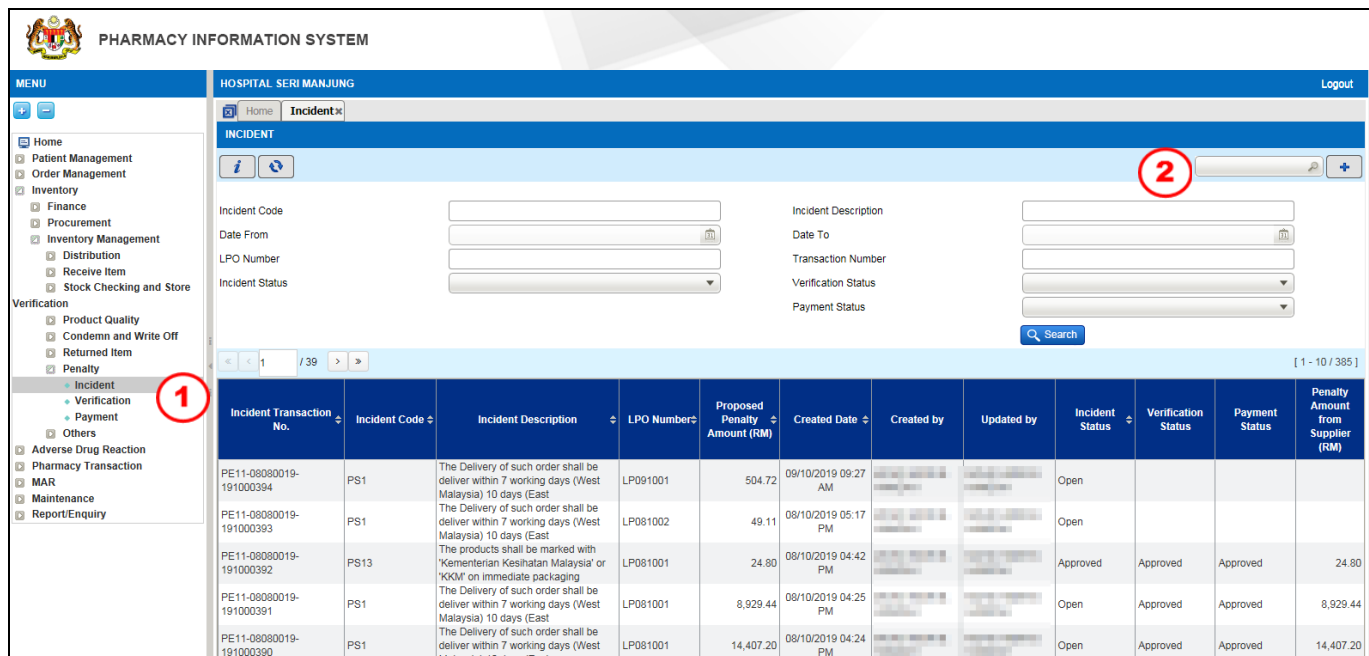
Tandakan ☒ pada yang berkenaan

No.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO dan PLB: Tarikh terima bekalan: Bilangan hari lewat: Nama produk:	
2.	☐ Penghantaran di luar waktu pejabat	Masa mula memunggah: Masa selesai memunggah dan Penyeraman barang:	
3.	☒ Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO: Farmsi Logistik Tempat penyeraman: Farmsi Bekalan Wad	RM: 500.00 Reference No: P3-MC65473773
4.	☐ Kuantiti produk tidak sama dengan LPO	Nama produk: Kuantiti pada LPO: Kuantiti produk diterima:	
5.	☐ Kegagalan menggariskan produk yang ditukar oleh PTJ disebabkan oleh produk rosak/tamul/tamuk (suplai/bekal) 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.	☐ Kegagalan menggariskan produk yang ditukar oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk: Kuantiti yang tidak dipatuhi: Tarikh nota PTJ: Tarikh terima bekalan: Bilangan hari lewat:	
7.	☐ Kegagalan menggariskan produk	Nama produk:	

Figure 3.1.3-13 Lampiran 10

3.1.4 Create New Incident PS4

To create a new record for penalty PS4, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.4-1 Incident

The quantity order does not tally with the LPO (more than order quantity)

STEP 1

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

STEP 2

Click on the button to find the penalty code

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

Home Incident

INCIDENT

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

Penalty Incident Search

Incident Code: Incident Description:
 Search

1 / 3

1 - 10 / 26

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	C
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/11
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/11
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/11
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/11
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM

PS5 Testing

PS1 The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)

PS2 The delivery products shall be made and completed during operation time 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 damage/obsolete or expired

PS6 The product shall be in accordance the specifications

PS7 The product shall be in accordance to the description in LPO

PS8 Failed to deliver emergency (29 items) product within 24 hours from the LPO Date

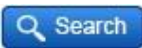
PS10 The temperature must be maintained within (2C - 8C) at all times through delivery

Penalty Amount (RM)

14,407.20

Figure 3.1.4-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS4 Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident x Logout

INCIDENT

PS4

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

Incident Description:
 Date To:
 Transaction Number:
 Verification Status:
 Payment Status:

Search

[1 - 10 / 387]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-09080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-09080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KPKH on immediate packaging'	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.4-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS4

Incident Transaction No.

Incident Code: PS4

Delivery Order No (DO No): DO270519120513

Status: Open

Penalty Amount (RM): 500.00

Incident Description: The quantity order not tally with the LPO (more than order quantity)

Received Transaction Number: P190001119

LPO Number: LP270503

Remarks:

DO NO.	Brand Code	Brand Name	Item Code	Item Name	Batch No.	Order Quantity (PKU)	Actual Received Quantity (PKU)	Less/More Quantity (PKU)	Less/More Quantity (Adjusted) (PKU)
DO270519120513	0006	(GENERIC NAME)	01.0020.05	Alcohol 96% (For External Use Only)	RNN902	100	100	(Less) 20	

Figure 3.1.4-4 PS4 Incident

STEP 6

Select **Received Transaction Number**

STEP 7

Select **LPO Number**

STEP 8

Click on the  button to save the Penalty transaction

INCIDENT PS4

9

Send for Approval | Cancel Incident

Incident Transaction No. PE11-08080019-191100398 Incident Description The quantity order not tally with the LPO (more than order quantity)

Incident Code PS4 Received Transaction Number P190001119

Delivery Order No (DO No) DO270519120513 LPO Number LP270503

Status Open Remarks

Penalty Amount (RM) 500.00

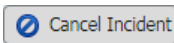
DO NO.	Brand Code	Brand Name	Item Code	Item Name	Batch No.	Order Quantity (PKU)	Actual Received Quantity (PKU)	Less/More Quantity (PKU)	Less/More Quantity (Adjusted) (PKU)
DO270519120513	0006	(GENERIC NAME)	01.0020.05	Alcohol 96% (For External Use Only)	RNN902	100	100	(Less) 20	

Figure 3.1.4-5 PS4 Incident

STEP 9

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

Note

User is allowed to cancel the penalty transaction by click on the  button

INCIDENT PS4

10

Approve | Reject

Incident Transaction No. PE11-08080019-191100398 Incident Description The quantity order not tally with the LPO (more than order quantity)

Incident Code PS4 Received Transaction Number P190001119

Delivery Order No (DO No) DO270519120513 LPO Number LP270503

Status Pending For Approval Remarks

Penalty Amount (RM) 500.00

DO NO.	Brand Code	Brand Name	Item Code	Item Name	Batch No.	Order Quantity (PKU)	Actual Received Quantity (PKU)	Less/More Quantity (PKU)	Less/More Quantity (Adjusted) (PKU)
DO270519120513	0006	(GENERIC NAME)	01.0020.05	Alcohol 96% (For External Use Only)	RNN902	100	100	(Less) 20	

Figure 3.1.4-6 PS4 Incident

STEP 10

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.4-7

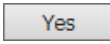
CONFIRMATION

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

Cancel Yes No

Figure 3.1.4-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.4-8

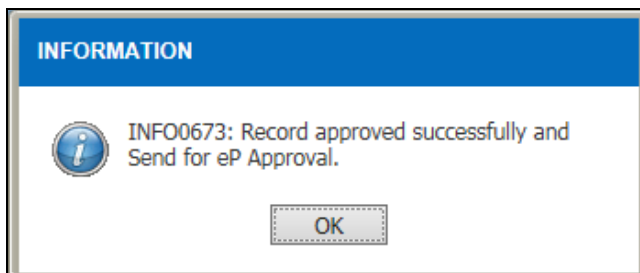
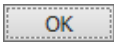


Figure 3.1.4-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.4-9

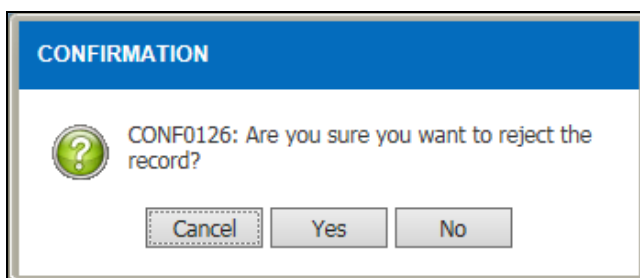
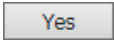


Figure 3.1.4-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.4-10

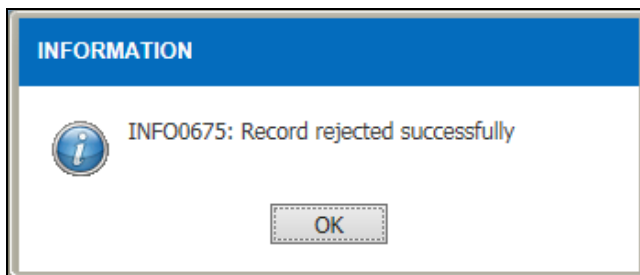
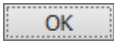


Figure 3.1.4-10 Information Message

Note

- Click on the  button to successfully rejected the record

INCIDENT PS4

Lampiran 9 Lampiran 10

Incident Transaction No. PE11-08080019-191100398 Incident Description The quantity order not tally with the LPO (more than order quantity)

Incident Code PS4 Received Transaction Number P190001119

Delivery Order No (DO No) DO270519120513 LPO Number LP270503

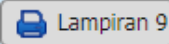
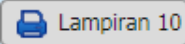
Status Approved Remarks

Penalty Amount (RM) 500.00

DO NO.	Brand Code	Brand Name	Item Code	Item Name	Batch No.	Order Quantity (PKU)	Actual Received Quantity (PKU)	Less/More Quantity (PKU)	Less/More Quantity (Adjusted) (PKU)
DO270519120513	0006	(GENERIC NAME)	01.0020.05	Alcohol 96% (For External Use Only)	RNN902	100	100	(Less) 20	

Figure 3.1.4-11 PS4 Incident

STEP 11

Click on the  button and  button to generate PS4 report

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 9

No. Rujukan :
Tarikh : 04/11/2019

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Seri Manjung
2) Tarikh Tuntutan :
3) No. LPO : LP270503
4) Nilai Produk/LPO (RM) :
5) Nilai Produk Gagal Dibekalkan (RM) : (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard : (Silakan tandakan (v) 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 sebenar terima LPO	☐ 3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Diharat di luar waktu pejabat	☐ RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	☐ RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	☒ RM500 bagi setiap insiden	RM: 500.00
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	☐ 3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam	☐ 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 tarikh luput	☐ RM500 bagi setiap insiden	

Figure 3.1.4-12 Lampiran 9

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 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Seri Manjung

No. LPO : LP270503

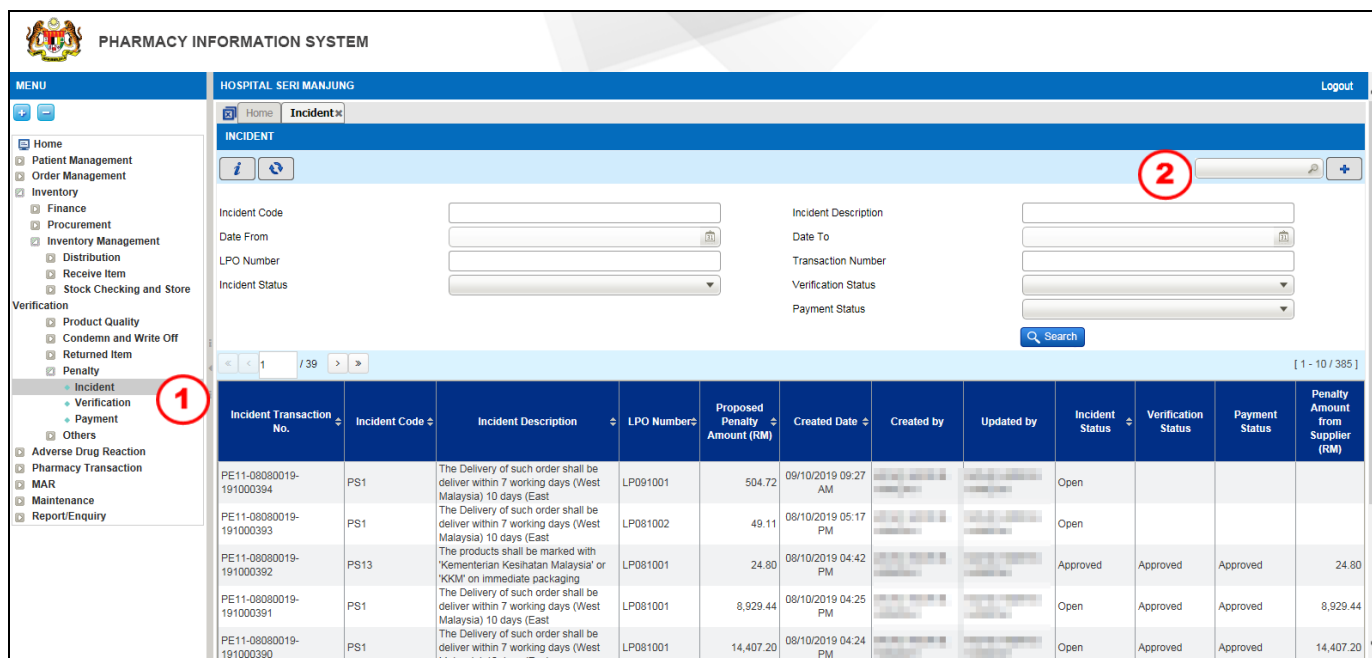
Tandakan (✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	☐ Penghantaran di luar waktu pejabat	Masa mula memunggah : Masa selesai memunggah dan Penerimaan barang:	
3.	☐ Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☒ Kuantiti produk tidak sama dengan LPO	Nama produk : <u>Alcohol 95% (For External Use Only)</u> Kuantiti pada LPO : <u>100</u> Kuantiti produk diterima : <u>80</u>	RM: <u>500.00</u>
5.	☐ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk rosak/tamat tarikh luput/lapuk/usang dalam tempoh 7 hari bekerja dan tarikh notis PTJ "potong" yang tidak berkenaan	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
6.	☐ Kegagalan menggantikan produk upon receipt oleh PTJ / dicabutkan	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	

Figure 3.1.4-13 Lampiran 10

3.1.5 Create New Incident PS5/PS6/PS7/PS13

To create a new record for penalty PS5/PS6/PS7/PS13, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.5-1 Incident

PS5: The product shall not be physically damage/obsolete or expired

PS6: The product shall be in accordance the specifications

PS7: The product shall be in accordance to the description in LPO

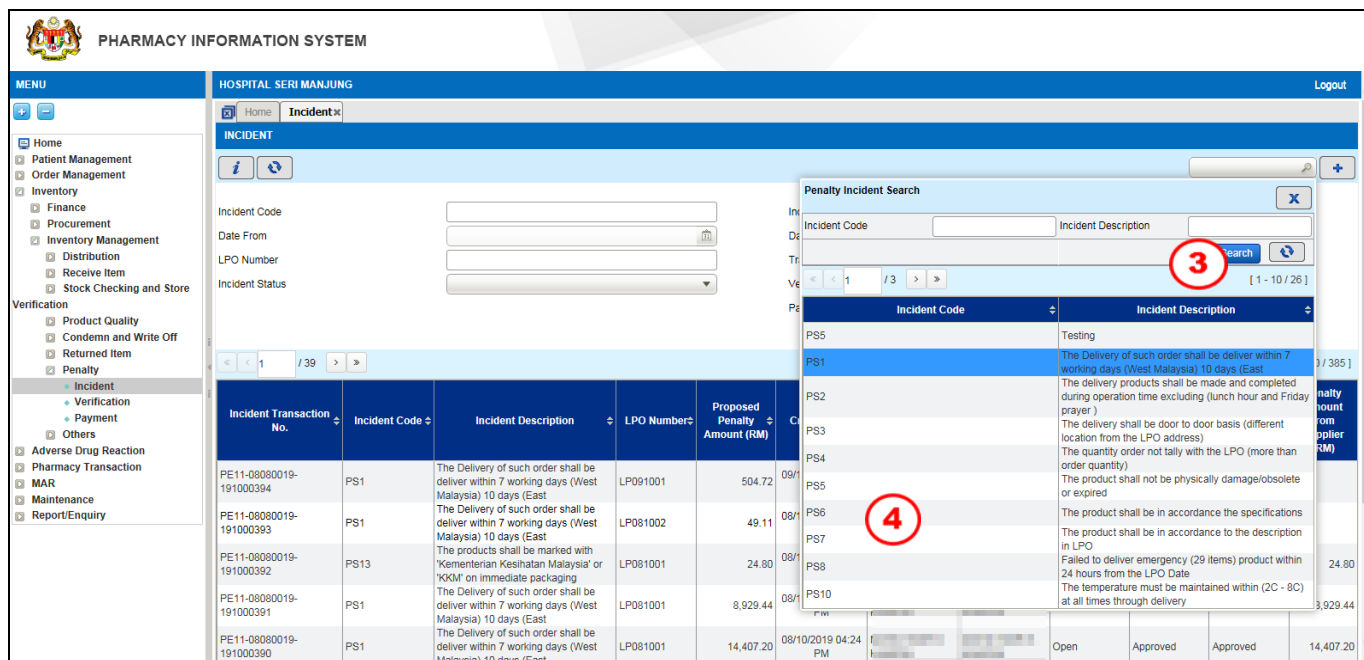
PS13: The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging

STEP 1

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

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

Penalty Incident Search

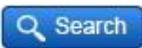
Incident Code: Incident Description:
 Search

1 / 3

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Incident Status
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/11
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/11
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging. The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	24.80	08/11
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/11
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM

Figure 3.1.5-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the Incident Code for

- a) PS5 or
- b) PS6 or
- c) PS7 or
- d) PS13

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident PS5

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Search

[1 - 10 / 387]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KOK' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.5-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS13

Incident Transaction No. LPO Number

Incident Code Incident Description

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) Penalty Amount (RM)

Remarks 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)	Proposed Penalty Amount (RM)
DOTEST0002	0006	(GENERIC NAME)	01.0013.03	Acid Salicylic BP/USP [Salicylic Acid BP]	PEN001	05/04/2020	10	82.68	17	17		24.80	24.80

Total Amount (RM) 24.80

Figure 3.1.5-4 PS5/PS6/PS7/PS13 Incident

Note

Incident Code and **Incident Description** will be display based on the selected Incident in **STEP 4**

STEP 6

Select **Return Transaction No.**

STEP 7

Select **Received Transaction Number**

STEP 8

Enter **Remarks**

STEP 9

Click on the  button to save the Penalty transaction

INCIDENT PS13
10

Incident Transaction No. PE11-08080019-191100399

Incident Code PS13

Return Transaction No. T190000046

Notification Date And Time 05/09/2019 11:40:03 AM

Received Transaction Number P190001267

Receiving Date And Time 08/10/2019 4:43:10 PM

Recommended Delay Days 17

Recommended Penalty Amount (RM) 24.80

Remarks PS13

LPO Number LP081001

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

DO No. for Return No. DO0810190410532

Expected Delivery Date And Time 12/09/2019 11:40:03 AM

DO No. for Receive No. DOTEST0002

Actual Receiving Date And Time 08/10/2019 4:43:10 PM

Delay Days 17

Penalty Amount (RM) 24.80

Status Open

PENALTY DETAILS
+ -

< 1 / 1 >
+ -

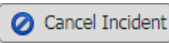
	Delivery Order No. (DO No)	Brand Code	Brand Name	Item Code	Item Name	Batch Number	Expiry Date	Quantity in PKU	Unit Price	Recommended Delay Days	Delay Days	Remarks	Recommended Penalty Amount (RM)	Proposed Penalty Amount (RM)
☐	DOTEST0002	0006	(GENERIC NAME)	01.0013.03	Acid Salicylic BP/USP [Salicylic Acid BP]	PEN001	05/04/2020	10	82.68	17	17		24.80	24.80
Total Amount (RM)													24.80	

Figure 3.1.5-5 PS5/PS6/PS7/PS13 Incident

STEP 10

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

Note

User is allowed to cancel the penalty transaction by click on the  button

INCIDENT PS13
11

Incident Transaction No. PE11-08080019-191100399

Incident Code PS13

Return Transaction No. T190000046

Notification Date And Time 05/09/2019 11:40:03 AM

Received Transaction Number P190001267

Receiving Date And Time 08/10/2019 4:43:10 PM

Recommended Delay Days 17

Recommended Penalty Amount (RM) 24.80

Remarks PS13

LPO Number LP081001

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

DO No. for Return No. DO0810190410532

Expected Delivery Date And Time 12/09/2019 11:40:03 AM

DO No. for Receive No. DOTEST0002

Actual Receiving Date And Time 08/10/2019 4:43:10 PM

Delay Days 17

Penalty Amount (RM) 24.80

Status Pending For Approval

PENALTY DETAILS
+ -

< 1 / 1 >
+ -

	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)	Proposed Penalty Amount (RM)
☐	DOTEST0002	0006	(GENERIC NAME)	01.0013.03	Acid Salicylic BP/USP [Salicylic Acid BP]	PEN001	05/04/2020	10	82.68	17	17		24.80	24.80
Total Amount (RM)													24.80	

Figure 3.1.5-6 PS5/PS6/PS7/PS13 Incident

STEP 11

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.5-7

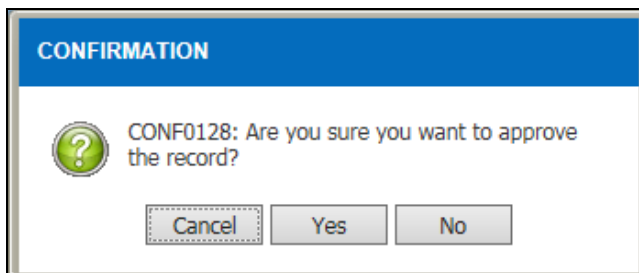
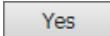


Figure 3.1.5-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.5-8

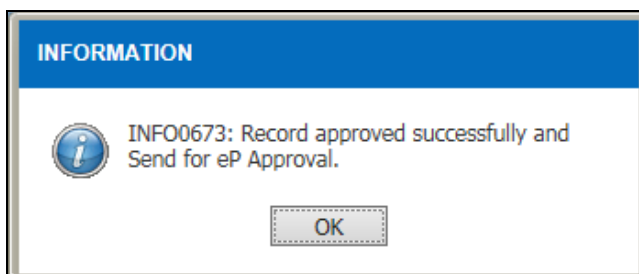
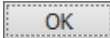


Figure 3.1.5-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.5-9

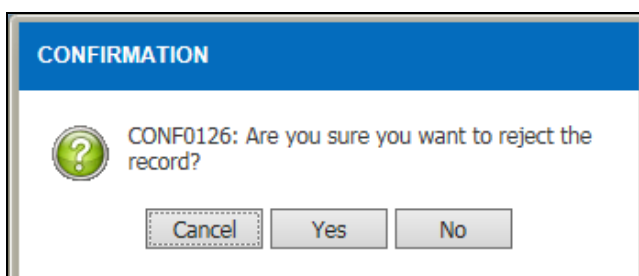
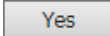


Figure 3.1.5-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.5-10

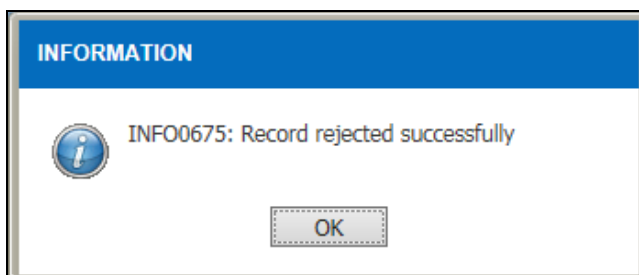
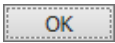
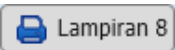
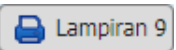
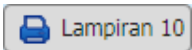
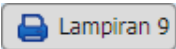
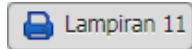


Figure 3.1.5-10 Information Message

Note

- Click on the  button to successfully rejected the record
- For PS5, PS6 and PS 7,  button  button and  button will enable for user to generate the incident report as Figure 3.1.5-11
- For PS13,  button and  button will enable for user to generate the incident report as Figure 3.1.5-12

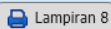
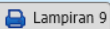
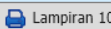
INCIDENT PS5			
  			
Incident Transaction No.	PE11-01060015-19601213	LPO Number	CO190000000679733
Incident Code	PS5	Incident Description	The product shall not be physically damage/obsolete or expired
Return Transaction No.	T190000016	DO No. for Return No.	ND0000190883ND
Notification Date And Time	31/03/2019 12:00:00 AM	Expected delivery Date And Time	09/04/2019 12:00:00 AM
Received Transaction Number	P190002305	DO No. for Receive No.	T190000016

Figure 3.1.5-11 PS5/PS6/PS7 Incident Report

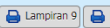
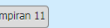
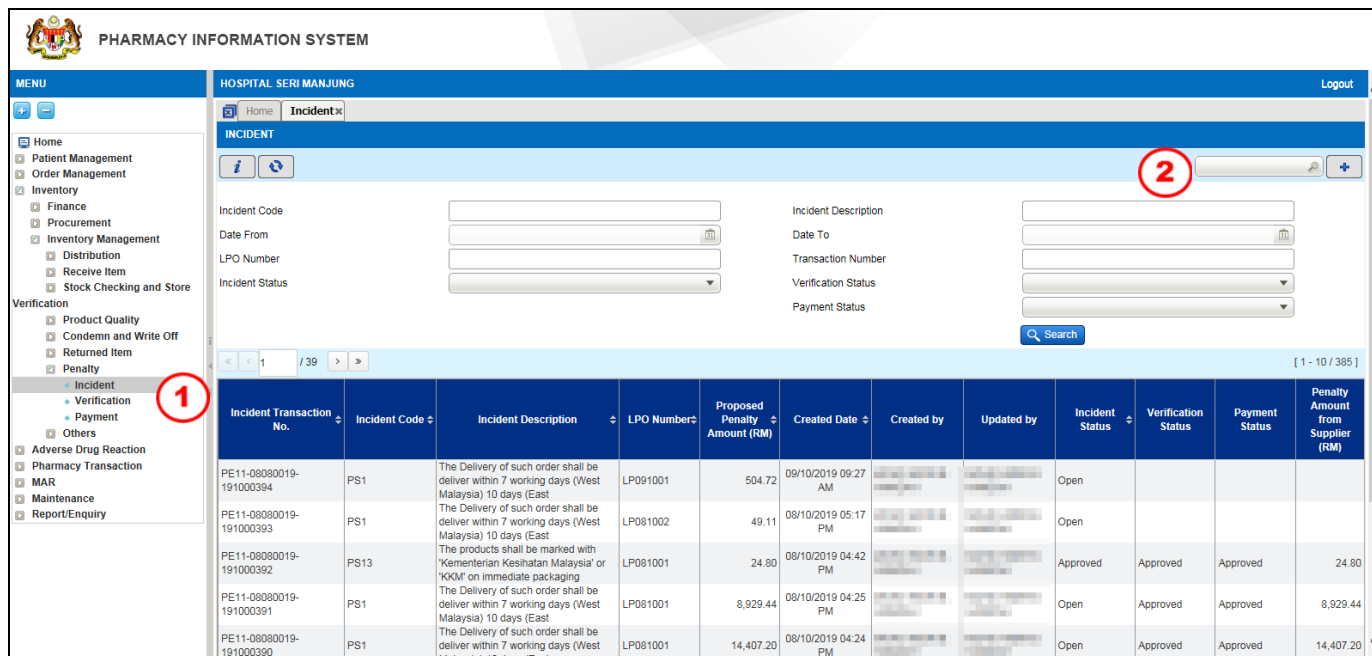
INCIDENT PS13														
 														
Incident Transaction No.	PE11-08080019-191100399			LPO Number	LP081001									
Incident Code	PS13			Incident Description	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging									
Return Transaction No.	T190000046			DO No. for Return No.	DO0810190410532									
Notification Date And Time	05/09/2019 11:40:03 AM			Expected Delivery Date And Time	12/09/2019 11:40:03 AM									
Received Transaction Number	P190001267			DO No. for Receive No.	DOTEST0002									
Receiving Date And Time	08/10/2019 4:43:10 PM			Actual Receiving Date And Time	08/10/2019 4:43:10 PM									
Recommended Delay Days	17			Delay Days	17									
Recommended Penalty Amount (RM)	24.80			Penalty Amount (RM)	24.80									
Remarks	PS13			Status	Approved									
PENALTY DETAILS														
1 / 1														
	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)	Proposed Penalty Amount (RM)
☐	DOTEST0002	0006	(GENERIC NAME)	01.0013.03	Acid Salicylic BP/USP [Salicylic Acid BP]	PEN001	05/04/2020	10	82.68	17	17		24.80	24.80
Total Amount (RM)													24.80	

Figure 3.1.5-12 PS13 Incident Report

3.1.6 Create New Incident PS8

To create a new record for penalty PS8, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

1 (Menu Item: Incident)

2 (Search Button)

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

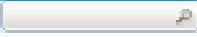
Figure 3.1.6-1 Incident

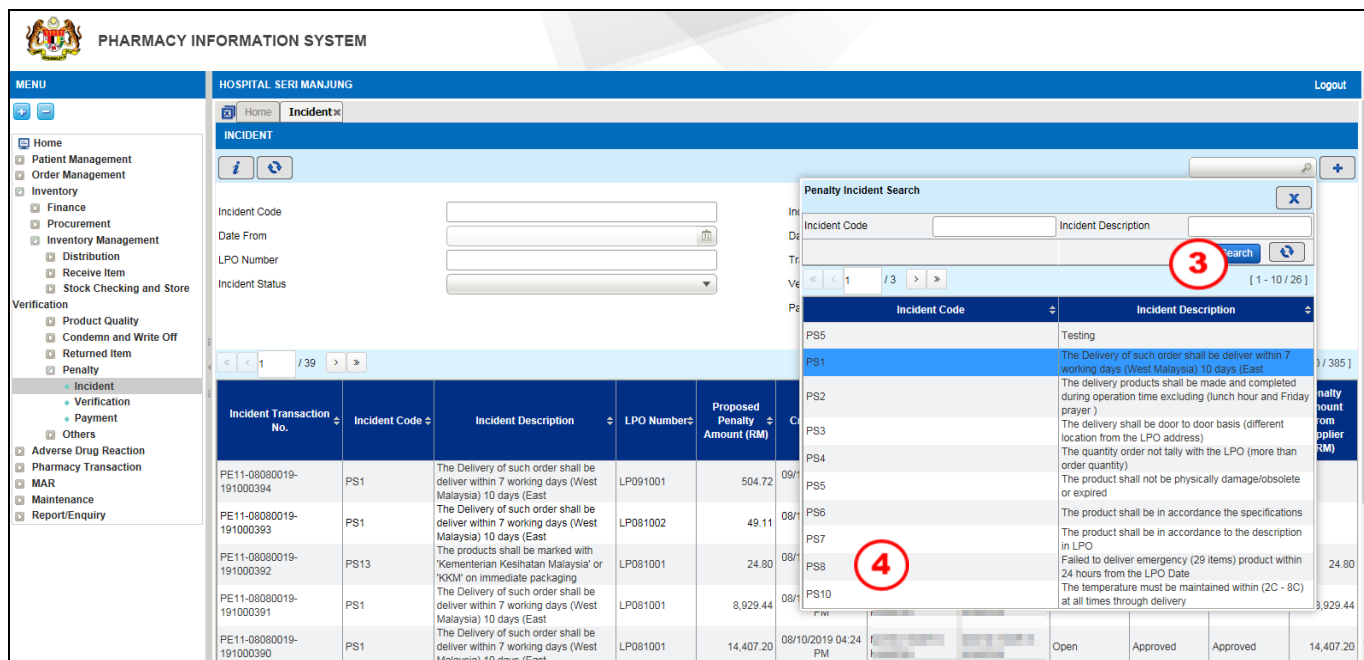
Failed to deliver emergency (29 items) product within 24 hours from the LPO Date

STEP 1

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

STEP 2

Click on the  button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

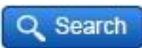
Penalty Incident Search

Incident Code: Incident Description:
 Search

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Incident Date	Incident Status	Incident Type	Incident Category	Incident Sub-category	Incident Action	Incident Action Date	Incident Action Status	Incident Action Category	Incident Action Sub-category	Incident Action Action	Incident Action Date	Incident Action Status	Incident Action Category	Incident Action Sub-category	Incident Action Action
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/11															
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/11															
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/11															
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/11															
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM															

Figure 3.1.6-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS8 Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

Home Incident

INCIDENT

PS8

Incident Code:

Date From:

LPO Number:

Incident Status:

Incident Description:

Date To:

Transaction Number:

Verification Status:

Payment Status:

Search

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Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KPKK' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.6-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS8

Incident Transaction No.

Incident Code

Receiving No.

Expected Delivery Date And Time

Recommended Delay Days

Remarks

Status

Incident Description

LPO Number

Actual Receiving Date And Time

Delivery Order No (DO No)

Penalty Amount (RM)

eP 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
☐ 125790193	D203	DILANTIN	03.3007.04	Phenytoin Sodium 50mg/ml in 5ml Injection (250mg/5ml)	5575192	300	26.44
☐ 125790193	D203	DILANTIN	03.3007.04	Phenytoin Sodium 50mg/ml in 5ml Injection (250mg/5ml)	5575261	2700	26.44

Figure 3.1.6-4 PS8 Incident

STEP 6

Select **Received No**

STEP 7

Click on the  button to save the Penalty transaction

INCIDENT PS8

8

Send for Approval | Cancel Incident

Incident Transaction No.	PE11-14010002-191100491	Incident Description	Failed to deliver emergency (29 items) product within 24 hours from the LPO Date
Incident Code	PS8	LPO Number	L0251240701162704
Receiving No.	P160000837	Actual Receiving Date And Time	30/05/2016 3:28:05 PM
Expected Delivery Date And Time	26/05/2016 12:00:00 AM	Delivery Order No (DO No)	125790193
Recommended Delay Days	4	Penalty Amount (RM)	5,000.00
Remarks		eP approved Date and Time	25/05/2016 12:00:00 AM
Status	Open		

PENALTY DETAILS

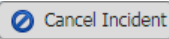
Delivery Order No (DO No)	Brand Code	Brand Name	Item Code	Item Name	Batch Number	DO Order Quantity (PKU)	Unit Price
125790193	D203	DILANTIN	03.3007.04	Phenytoin Sodium 50mg/ml in 5ml Injection (250mg/5ml)	5575192	300	26.44
125790193	D203	DILANTIN	03.3007.04	Phenytoin Sodium 50mg/ml in 5ml Injection (250mg/5ml)	5575261	2700	26.44

Figure 3.1.6-5 PS8 Incident

STEP 8

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

Note

User is allowed to cancel the penalty transaction by click on the  button

INCIDENT PS8

9

Approve | Reject

Incident Transaction No.	PE11-14010002-191100491	Incident Description	Failed to deliver emergency (29 items) product within 24 hours from the LPO Date
Incident Code	PS8	LPO Number	L0251240701162704
Receiving No.	P160000837	Actual Receiving Date And Time	30/05/2016 3:28:05 PM
Expected Delivery Date And Time	26/05/2016 12:00:00 AM	Delivery Order No (DO No)	125790193
Recommended Delay Days	4	Penalty Amount (RM)	5,000.00
Remarks		eP approved Date and Time	25/05/2016 12:00:00 AM
Status	Pending For Approval		

PENALTY DETAILS

Delivery Order No (DO No)	Brand Code	Brand Name	Item Code	Item Name	Batch Number	DO Order Quantity (PKU)	Unit Price
125790193	D203	DILANTIN	03.3007.04	Phenytoin Sodium 50mg/ml in 5ml Injection (250mg/5ml)	5575192	300	26.44
125790193	D203	DILANTIN	03.3007.04	Phenytoin Sodium 50mg/ml in 5ml Injection (250mg/5ml)	5575261	2700	26.44

Figure 3.1.6-6 PS8 Incident

STEP 9

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.6-7

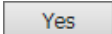
CONFIRMATION

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

Cancel Yes No

Figure 3.1.6-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.6-8

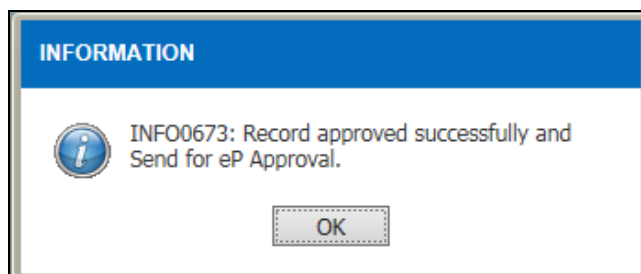
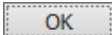


Figure 3.1.6-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.6-9

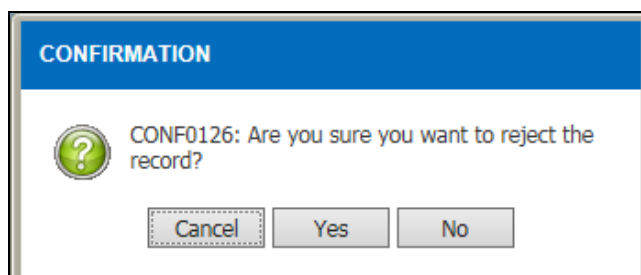
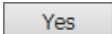


Figure 3.1.6-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.6-10

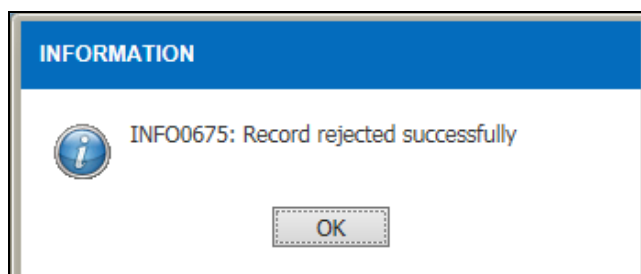
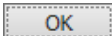


Figure 3.1.6-10 Information Message

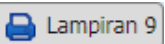
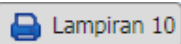
Note

- Click on the  button to successfully rejected the record

INCIDENT PS8			
 Lampiran 9  Lampiran 10			
Incident Transaction No.	PE11-01060015-19601203	Incident Description	Failed to deliver emergency (29 items) product within 24 hours from the LPO Date
Incident Code	PS8		
Receiving No.	P140000015	LPO Number	L0251090401142054
Expected Delivery Date And Time	03/06/2014 12:00:00 AM	Actual Receiving Date And Time	05/06/2014 9:00:00 AM *
Recommended Delay Days	2	Delivery Order No (DO No)	
Remarks		Penalty Amount (RM)	5,000.00
		eP approved Date and Time	02/06/2014 12:00:00 AM

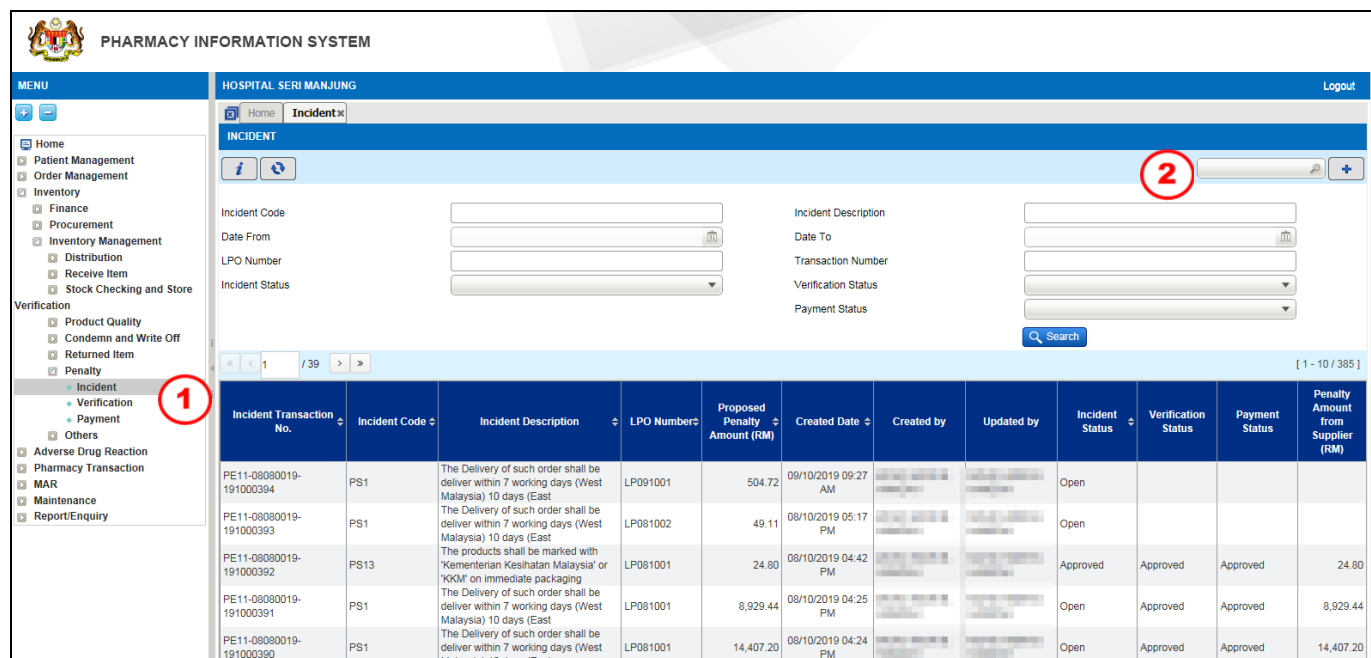
Figure 3.1.6-11 PS8 Incident

Note

Click on the  button and  button to generate PS8 report

3.1.7 Create New Incident PS9A/PS10/PS11A/PS12

To create a new record for penalty P9A/PS10/PS11A perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Incident

Incident Form Fields:

- Incident Code
- Date From
- LPO Number
- Incident Status
- Incident Description
- Date To
- Transaction Number
- Verification Status
- Payment Status

Incident Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.7-1 Incident

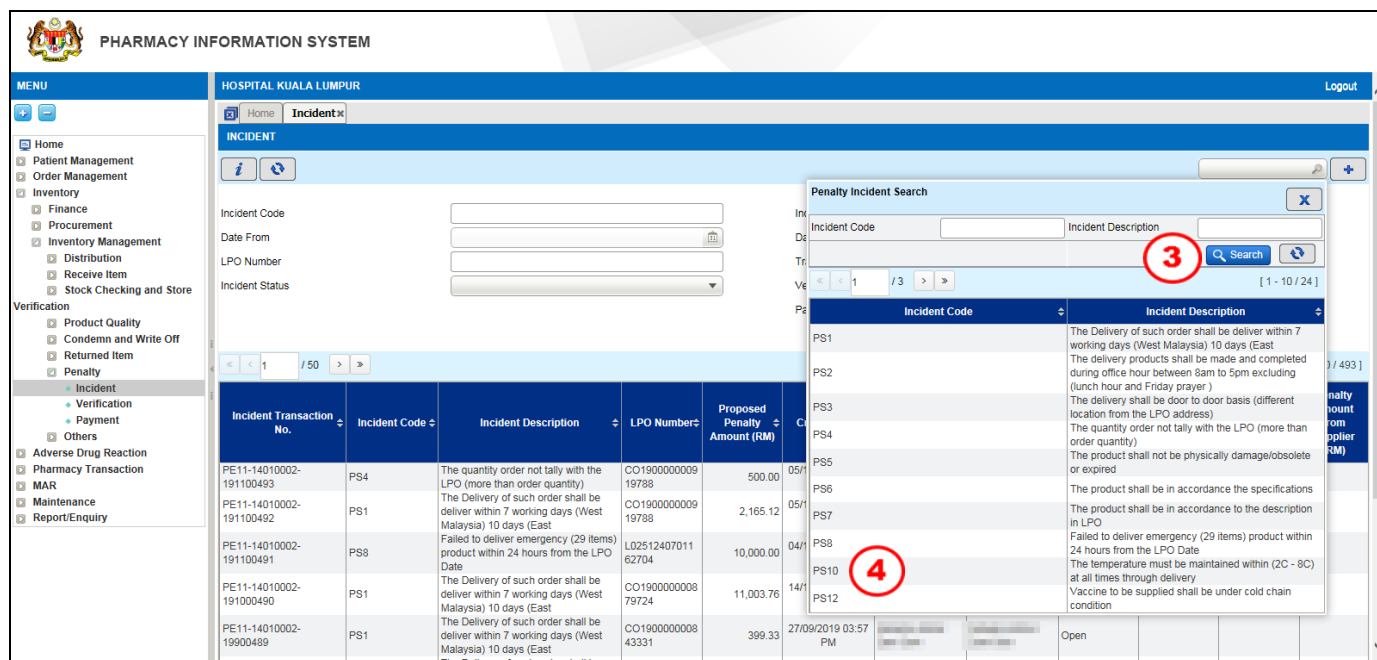
PS9A: Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject)
PS10: The temperature must be maintained within (2C - 8C) at all times through delivery
PS11A: Vaccine - The vaccine must have at least six (6) months of the shelf life - (reject)
PS12: Vaccine to be supplied shall be under cold chain condition

STEP 1

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

STEP 2

Click on the  button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL KUALA LUMPUR

Log out

Home Incidentx

INCIDENT

Incident Code:

Date From:

LPO Number:

Incident Status:

Penalty Incident Search

Incident Code: Incident Description:

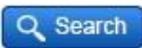
Search

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Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Incident Status
PE11-14010002-191100493	PS4	The quantity order not tally with the LPO (more than order quantity)	CO190000000919788	500.00	05/1
PE11-14010002-191100492	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	CO190000000919788	2,165.12	05/1
PE11-14010002-191100491	PS8	Failed to deliver emergency (29 items) product within 24 hours from the LPO Date	L0251240701162704	10,000.00	04/1
PE11-14010002-191000490	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	CO190000000879724	11,003.76	14/1
PE11-14010002-19900499	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	CO190000000843331	399.33	27/09/2019 03:57 PM

Figure 3.1.7-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the Incident Code:

- PS9A or
- PS10 or
- PS11A or
- PS12

PHARMACY INFORMATION SYSTEM

HOSPITAL KUALA LUMPUR

Home Incidentx Logout

INCIDENT

PS10

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Search

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Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-14010002-191100493	PS4	The quantity order not tally with the LPO (more than order quantity)	CO190000000919788	500.00	05/11/2019 01:13 PM			Open			
PE11-14010002-191100492	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	CO190000000919788	2,165.12	05/11/2019 01:13 PM			Open			
PE11-14010002-191100491	PS8	Failed to deliver emergency (29 items) product within 24 hours from the LPO Date	L0251240701162704	10,000.00	04/11/2019 01:49 PM			Approved			
PE11-14010002-191000490	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	CO190000000879724	11,003.76	14/10/2019 03:45 PM			Open			
PE11-14010002-19900489	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	CO190000000843331	399.33	27/09/2019 03:57 PM			Open			

Figure 3.1.7-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS10

Incident Transaction No.

Incident Code LPO Number

Return Transaction No. Incident Description

Actual Notification Date And Time 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) Penalty Amount (RM)

Remarks 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)	Proposed Penalty Amount (RM)
DOTEST0002	0006	(GENERIC NAME)	01.0013.03	Acid Salicylic BP/USP [Salicylic Acid BP]	PEN001	05/04/2020	10	82.68	17	17		24.80	24.80

Figure 3.1.7-4 PS9A/PS10/PS11A/PS12 Incident

Note

Incident Code and **Incident Description** will be display based on the selected Incident in **STEP 4**

STEP 6

Select **Return Transaction Number**

STEP 7

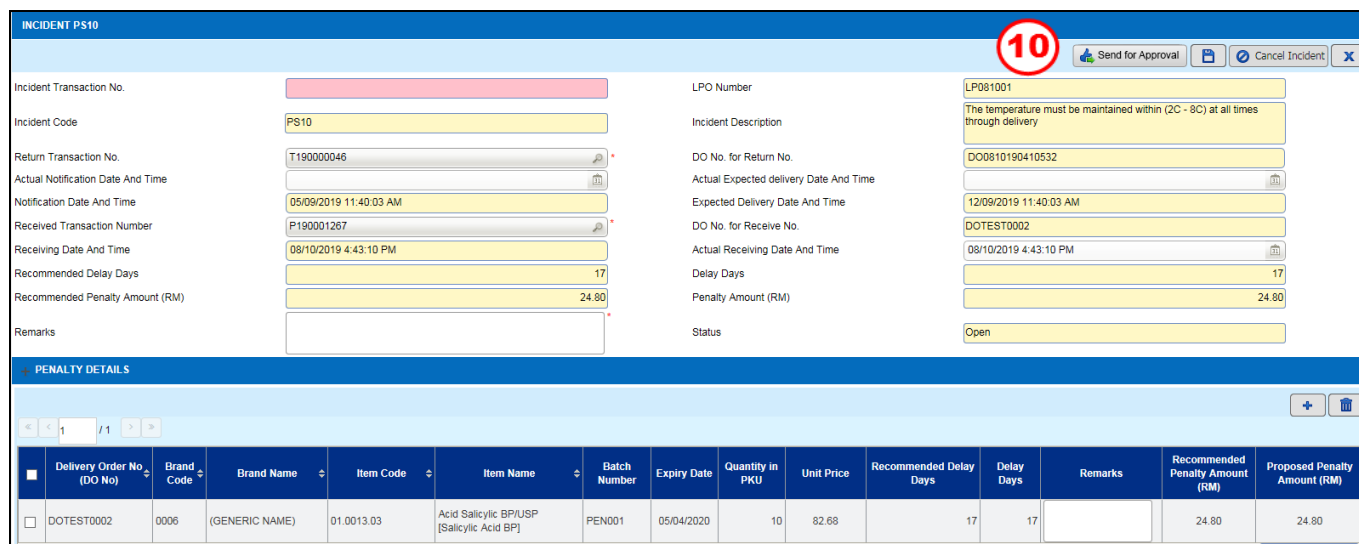
Select **Received Transaction Number**

STEP 8

Enter *Remarks*

STEP 9

Click on the  button to save the Penalty transaction



INCIDENT PS10

Incident Transaction No. [Redacted] LPO Number LP081001

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

Return Transaction No. T19000046 DO No. for Return No. DO0810190410532

Actual Notification Date And Time [Redacted] Actual Expected delivery Date And Time [Redacted]

Notification Date And Time 05/09/2019 11:40:03 AM Expected Delivery Date And Time 12/09/2019 11:40:03 AM

Received Transaction Number P190001267 DO No. for Receive No. DOTEST0002

Receiving Date And Time 08/10/2019 4:43:10 PM Actual Receiving Date And Time 08/10/2019 4:43:10 PM

Recommended Delay Days 17 Delay Days 17

Recommended Penalty Amount (RM) 24.80 Penalty Amount (RM) 24.80

Remarks [Redacted] 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)	Proposed Penalty Amount (RM)
DOTEST0002	0006	(GENERIC NAME)	01.0013.03	Acid Salicylic BP/USP [Salicylic Acid BP]	PEN001	05/04/2020	10	82.68	17	17		24.80	24.80

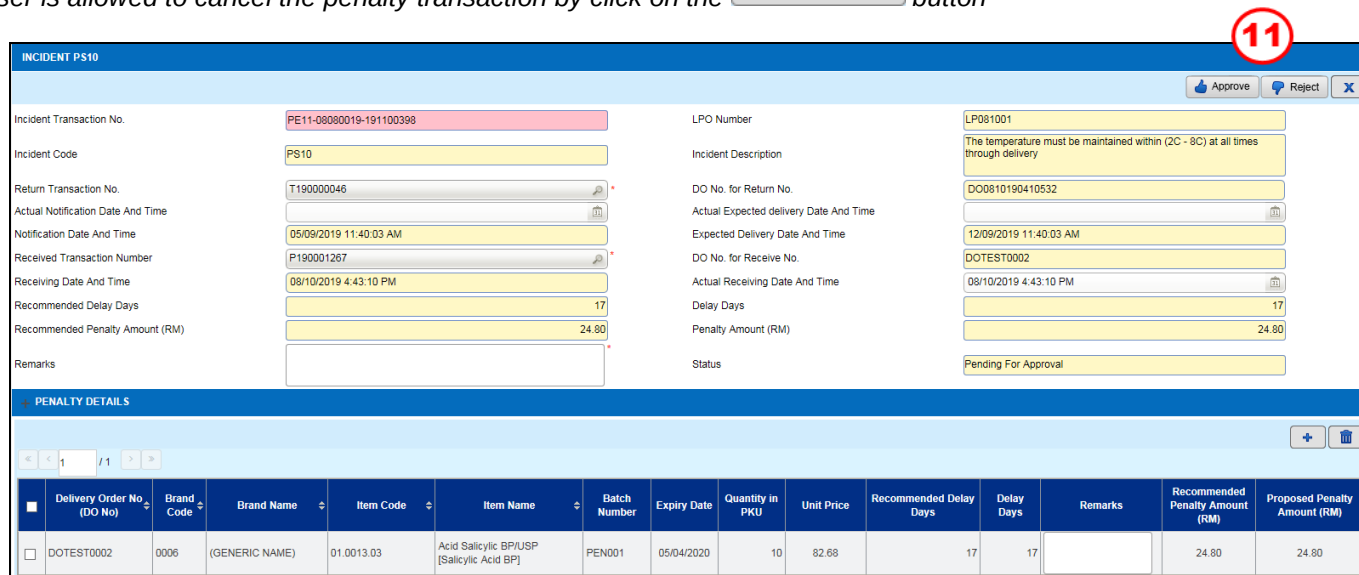
Figure 3.1.7-5 PS9A/PS10/PS11A/PS12 Incident

STEP 10

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

Note

User is allowed to cancel the penalty transaction by click on the  button



INCIDENT PS10

Incident Transaction No. PE11-08080019-191100398 LPO Number LP081001

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

Return Transaction No. T19000046 DO No. for Return No. DO0810190410532

Actual Notification Date And Time [Redacted] Actual Expected delivery Date And Time [Redacted]

Notification Date And Time 05/09/2019 11:40:03 AM Expected Delivery Date And Time 12/09/2019 11:40:03 AM

Received Transaction Number P190001267 DO No. for Receive No. DOTEST0002

Receiving Date And Time 08/10/2019 4:43:10 PM Actual Receiving Date And Time 08/10/2019 4:43:10 PM

Recommended Delay Days 17 Delay Days 17

Recommended Penalty Amount (RM) 24.80 Penalty Amount (RM) 24.80

Remarks [Redacted] Status Pending 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)	Proposed Penalty Amount (RM)
DOTEST0002	0006	(GENERIC NAME)	01.0013.03	Acid Salicylic BP/USP [Salicylic Acid BP]	PEN001	05/04/2020	10	82.68	17	17		24.80	24.80

Figure 3.1.7-6 PS9A/PS10/PS11A/PS12 Incident

STEP 11

a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.7-7

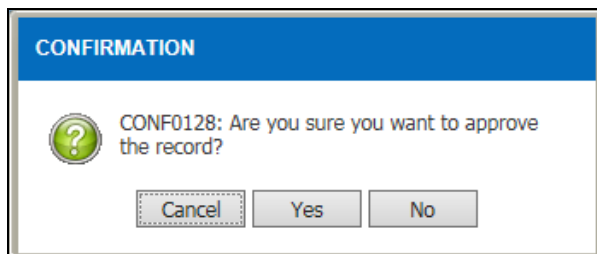
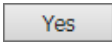


Figure 3.1.5-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.7-8

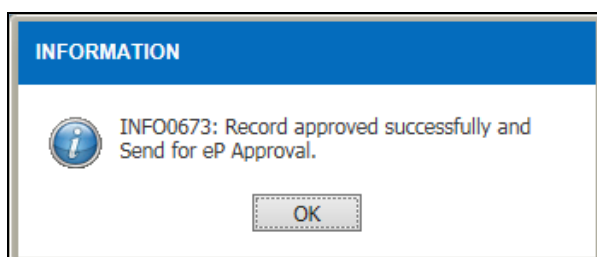
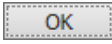


Figure 3.1.7-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.7-9

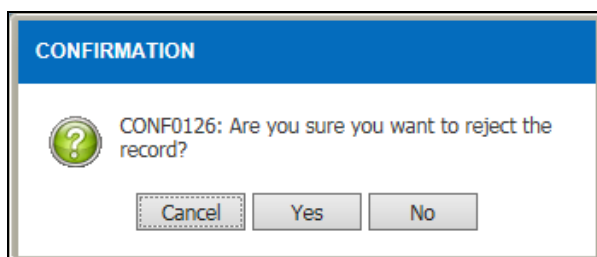
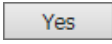


Figure 3.1.7-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.7-10

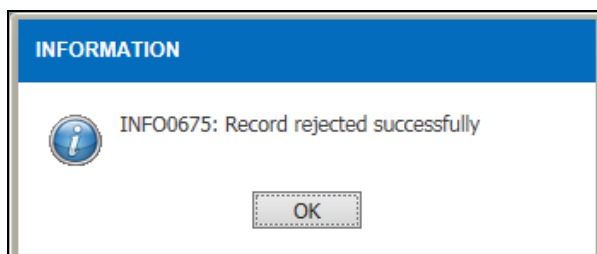
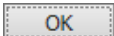


Figure 3.1.7-10 Information Message

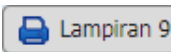
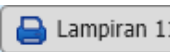
Note

- Click on the  button to successfully rejected the record

INCIDENT PS10			
Lampiran 8 Lampiran 9 Lampiran 11			
Incident Transaction No.	PE11-14010002-19600462	LPO Number	CO180000000201254
Incident Code	PS10	Incident Description	The temperature must be maintained within (2C - 8C) at all times through delivery
Return Transaction No.	T190000019	DO No. for Return No.	217338169
Notification Date And Time	29/04/2019 12:00:00 AM	Expected delivery Date And Time	13/05/2019 12:00:00 AM

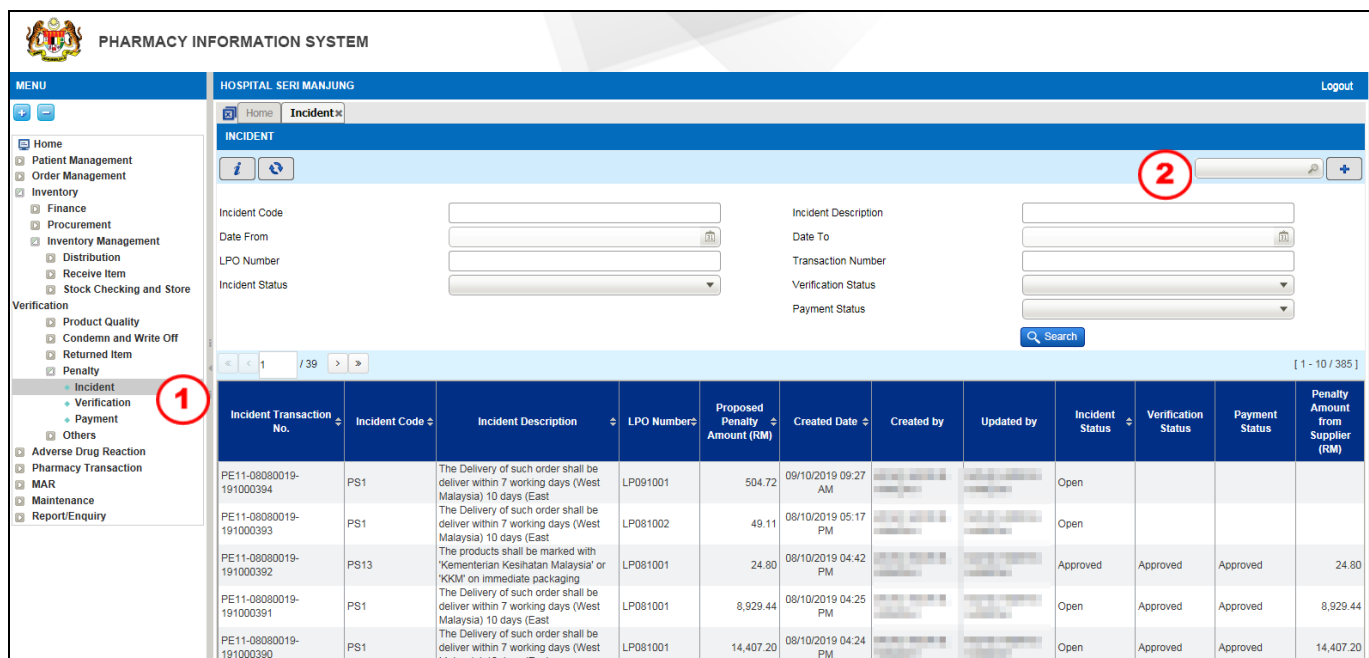
Figure 3.1.7-11 PS9A/PS10/PS11A/PS12 Incident

Note

Click on the  button,  button and  button to generate report

3.1.8 Create New Incident PS9B/PS11B

To create a new record for penalty PS9B/PS11B, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.8-1 Incident

PS9B: Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept)

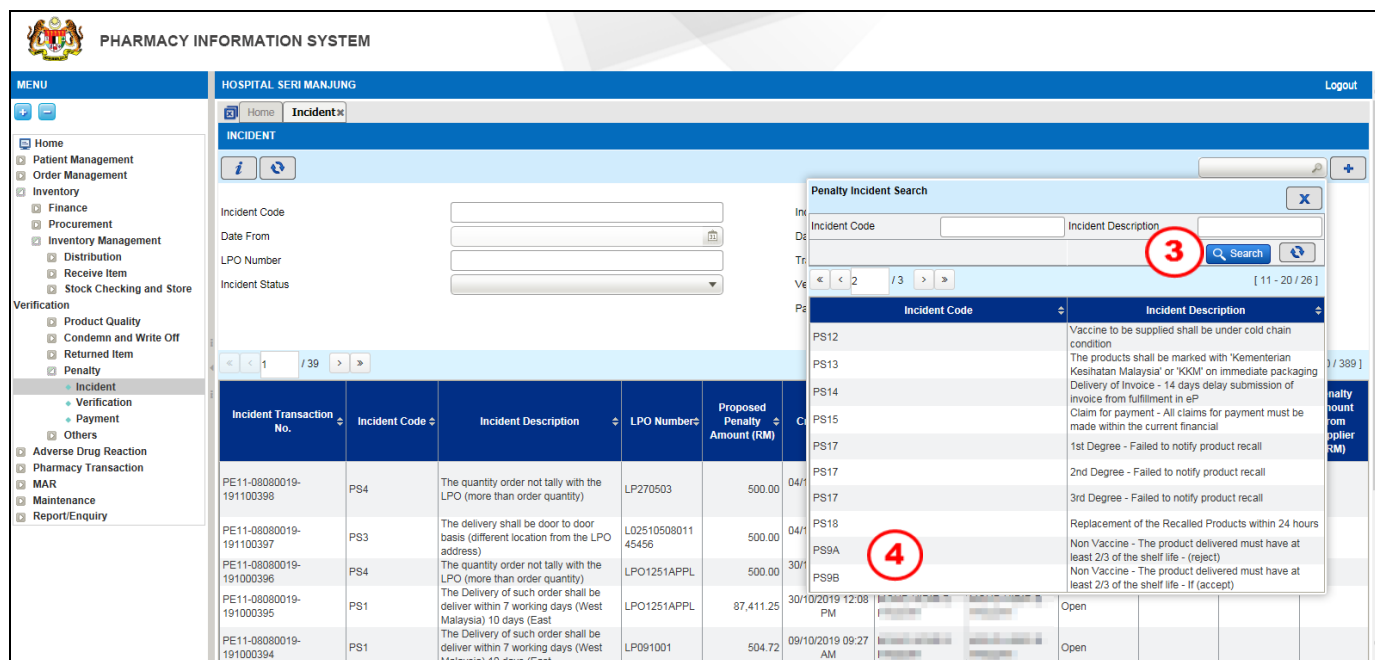
PS11B: Vaccine - The vaccine must have at least six (6) months of the shelf life - (accept)

STEP 1

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

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident

INCIDENT

Incident Code
Date From
LPO Number
Incident Status

Penalty Incident Search

Incident Code
Incident Description
Search

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Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Cl
PE11-08080019-191100398	PS4	The quantity order not tally with the LPO (more than order quantity)	LP270503	500.00	04/
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	L0251050801145456	500.00	04/
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM

Figure 3.1.8-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the Incident Code

- PS9B or
- PS11B

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident x Logout

INCIDENT

PS9B

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Search

[1 - 10 / 387]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-09080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-09080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KOKL' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.8-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS9B

Incident Transaction No. LPO Number

Incident Code Incident Description

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) Remarks

Status

PENALTY DETAILS

Item Code	Item Name	Batch Number	Expiry Date	Quantity in PKU
02.2415.01	Medroxyprogesterone Acetate 5mg Tab	192299T	07/01/2020	100

Figure 3.1.8-4 PS9B/PS11B Incident

Note

Incident Code and **Incident Description** will be display based on the selected Incident in **STEP 4**

STEP 6

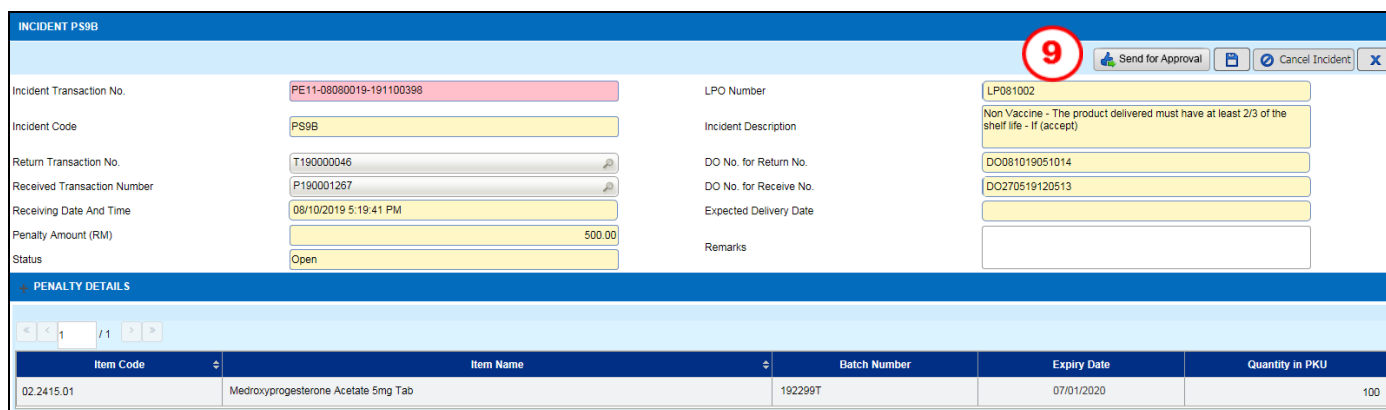
Select **Return Transaction No**

STEP 7

Select **Receiving Transaction Number**

STEP 8

Click on the  button to save the Penalty transaction



INCIDENT PS9B

Incident Transaction No. PE11-08080019-191100398 LPO Number LP081002

Incident Code PS9B Incident Description Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept)

Return Transaction No. T190000046 DO No. for Return No. DO081019051014

Received Transaction Number P190001267 DO No. for Receive No. DO270519120513

Receiving Date And Time 08/10/2019 5:19:41 PM Expected Delivery Date

Penalty Amount (RM) 500.00 Remarks

Status Open

PENALTY DETAILS

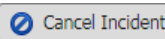
Item Code	Item Name	Batch Number	Expiry Date	Quantity in PKU
02.2415.01	Medroxyprogesterone Acetate 5mg Tab	192299T	07/01/2020	100

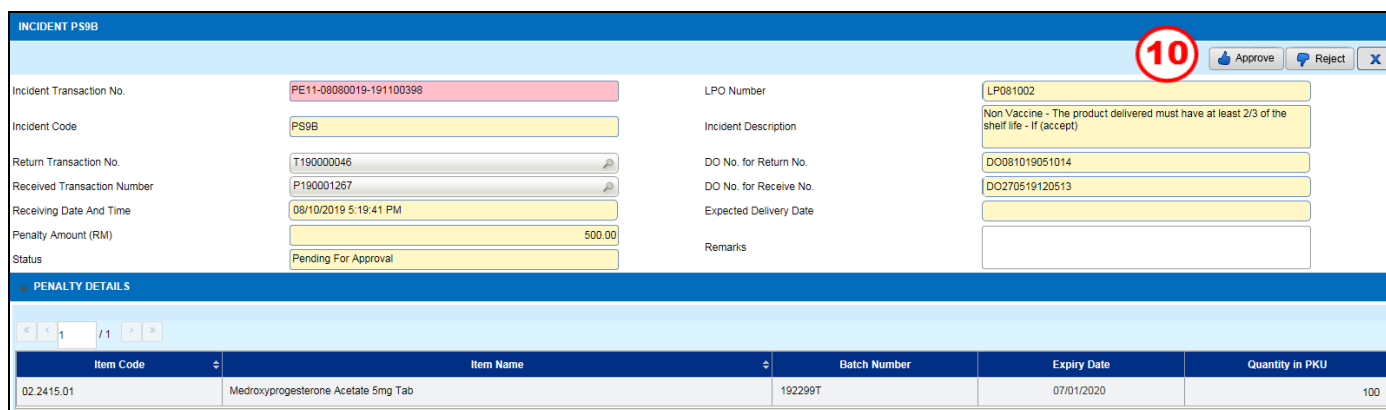
Figure 3.1.8-5 PS9B/PS11B Incident

STEP 9

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

Note

User is allowed to cancel the penalty transaction by click on the  button



INCIDENT PS9B

Incident Transaction No. PE11-08080019-191100398 LPO Number LP081002

Incident Code PS9B Incident Description Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept)

Return Transaction No. T190000046 DO No. for Return No. DO081019051014

Received Transaction Number P190001267 DO No. for Receive No. DO270519120513

Receiving Date And Time 08/10/2019 5:19:41 PM Expected Delivery Date

Penalty Amount (RM) 500.00 Remarks

Status Pending For Approval

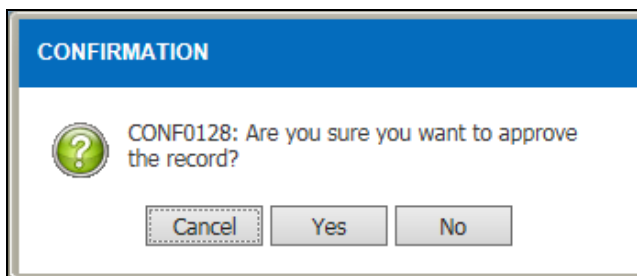
PENALTY DETAILS

Item Code	Item Name	Batch Number	Expiry Date	Quantity in PKU
02.2415.01	Medroxyprogesterone Acetate 5mg Tab	192299T	07/01/2020	100

Figure 3.1.8-6 PS9B/PS11B Incident

STEP 10

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.8-7



CONFIRMATION

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

Cancel Yes No

Figure 3.1.8-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.8-8

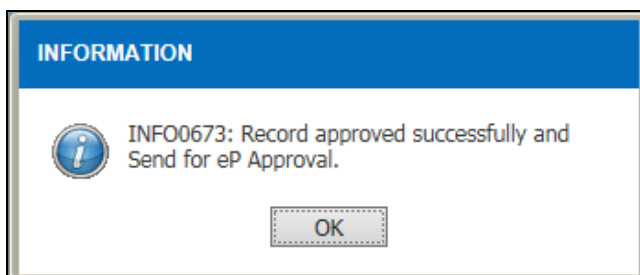
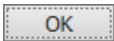


Figure 3.1.8-8 Information Message

Note

- Click on the  button to successfully approved the record
- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.8-9

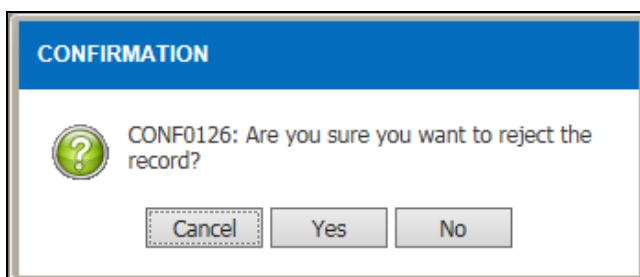
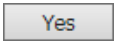


Figure 3.1.8-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.8-10

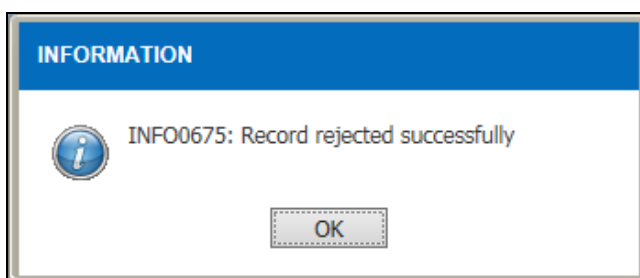
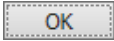


Figure 3.1.8-10 Information Message

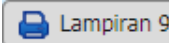
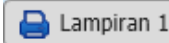
Note

- Click on the  button to successfully rejected the record

INCIDENT PS9B			
Lampiran 8 Lampiran 9 Lampiran 11			
Incident Transaction No.	PE11-14010002-19600459	LPO Number	CO180000000068551
Incident Code	PS9B	Incident Description	Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept)
Return Transaction No.	T190000015	DO No. for Return No.	183111335
Received Transaction Number	P190001134	DO No. for Receive No.	
Receiving Date And Time	11/06/2019 12:33:04 PM	Expected Delivery Date	10/05/2019 12:00:00 AM

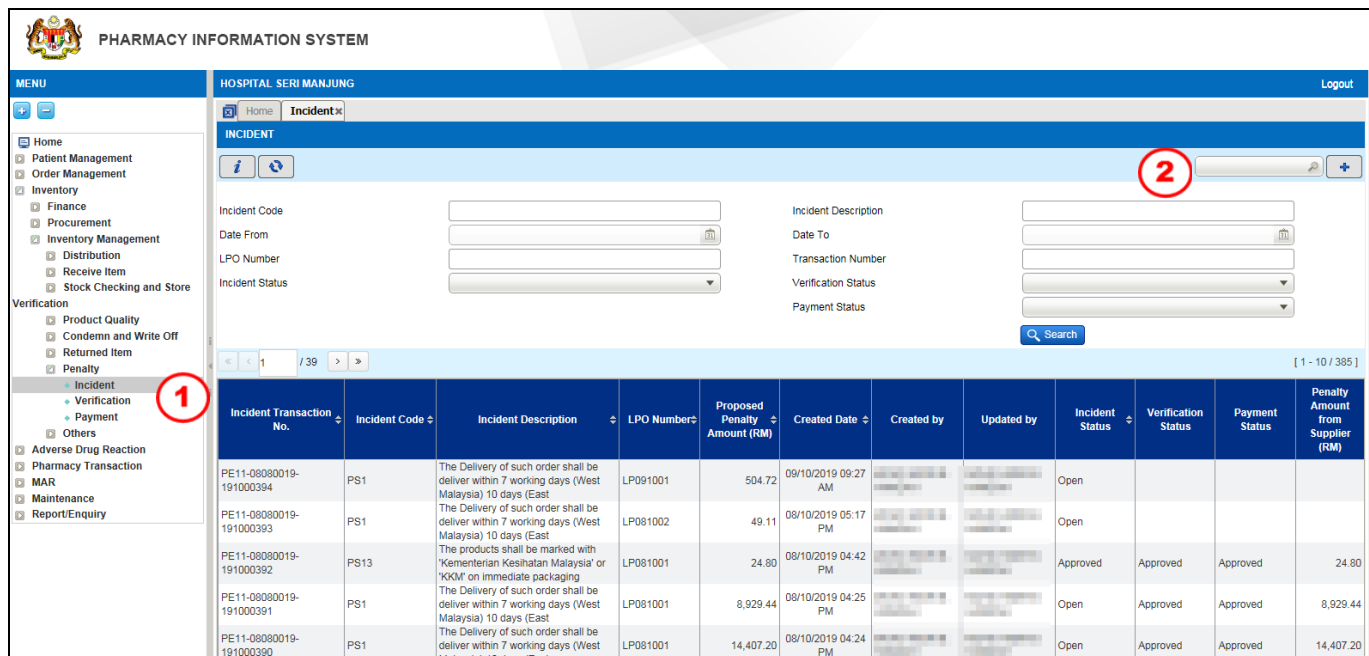
Figure 3.1.8-11 PS9B/PS11B Incident

Note

Click on the  button,  button and  button to generate report

3.1.9 Create New Incident PS14

To create a new record for penalty PS14, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Incident

Incident Form Fields:

- Incident Code
- Date From
- LPO Number
- Incident Status
- Incident Description
- Date To
- Transaction Number
- Verification Status
- Payment Status

Incident Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

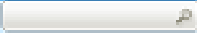
Figure 3.1.9-1 Incident

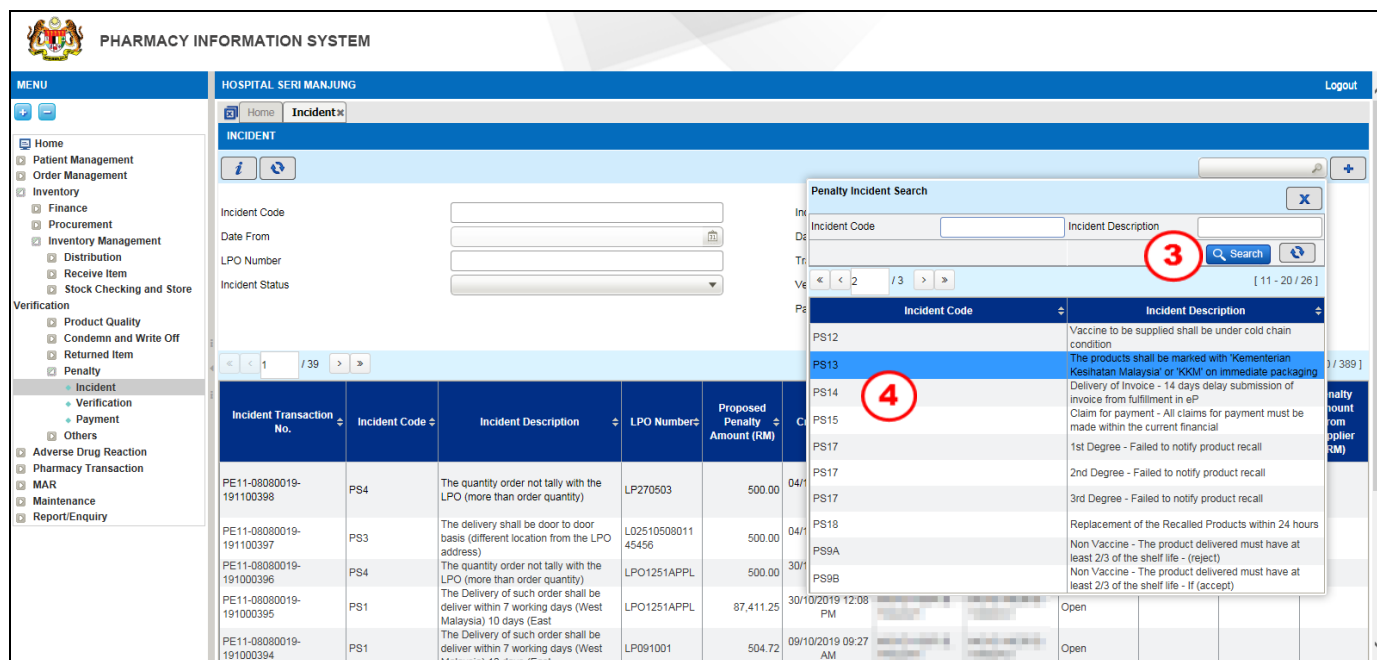
Delivery of Invoice - 14 days delay submission of invoice from fulfillment in eP

STEP 1

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

STEP 2

Click on the  button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Menu: Home, Patient Management, Order Management, Inventory, Finance, Procurement, Inventory Management, Distribution, Receive Item, Stock Checking and Store, Verification, Product Quality, Condemn and Write Off, Returned Item, Penalty, Incident, Verification, Payment, Others, Adverse Drug Reaction, Pharmacy Transaction, MAR, Maintenance, Report/Enquiry

Incident Search Dialog:

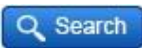
Incident Code: [] Incident Description: [] [3] Search []

Incident List:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191100398	PS4	The quantity order not tally with the LPO (more than order quantity)	LP270503	500.00	04/10/2019 12:08 PM			Open			
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	L02510508011 45456	500.00	04/10/2019 12:08 PM			Open			
PE11-08080019-191100396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191100395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	09/10/2019 09:27 AM			Open			
PE11-08080019-191100394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			

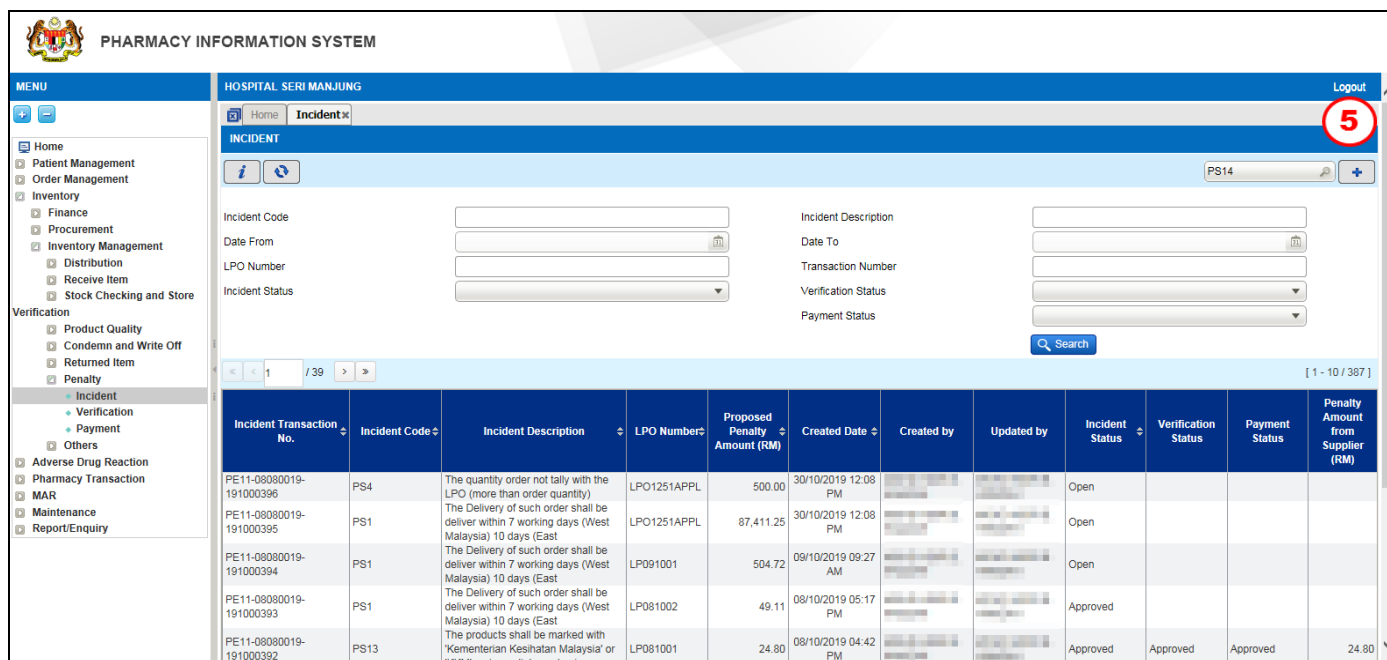
Figure 3.1.9-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS14 Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Menu: Home, Patient Management, Order Management, Inventory, Finance, Procurement, Inventory Management, Distribution, Receive Item, Stock Checking and Store, Verification, Product Quality, Condemn and Write Off, Returned Item, Penalty, Incident, Verification, Payment, Others, Adverse Drug Reaction, Pharmacy Transaction, MAR, Maintenance, Report/Enquiry

Incident Detail View:

Incident Code: PS14 Incident Description: []

Date From: [] Date To: []

LPO Number: [] Transaction Number: []

Incident Status: [] Verification Status: []

Payment Status: []

Search []

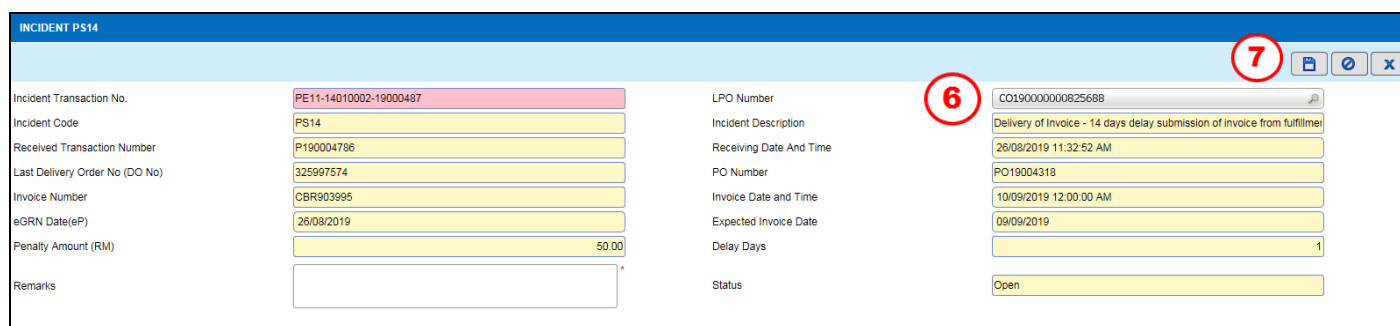
Incident List:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191100396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191100395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191100394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191100393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191100392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KSM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.9-3 Incident

STEP 5

Click on the  button to create new record



Incident Transaction No.	PE11-14010002-19000487	LPO Number	CO190000000825688
Incident Code	PS14	Incident Description	Delivery of Invoice - 14 days delay submission of invoice from fulfillment
Received Transaction Number	P190004786	Receiving Date And Time	26/08/2019 11:32:52 AM
Last Delivery Order No (DO No)	325997574	PO Number	PO19004318
Invoice Number	CBR903995	Invoice Date and Time	10/09/2019 12:00:00 AM
eGRN Date(eP)	26/08/2019	Expected Invoice Date	09/09/2019
Penalty Amount (RM)	50.00	Delay Days	1
Remarks		Status	Open

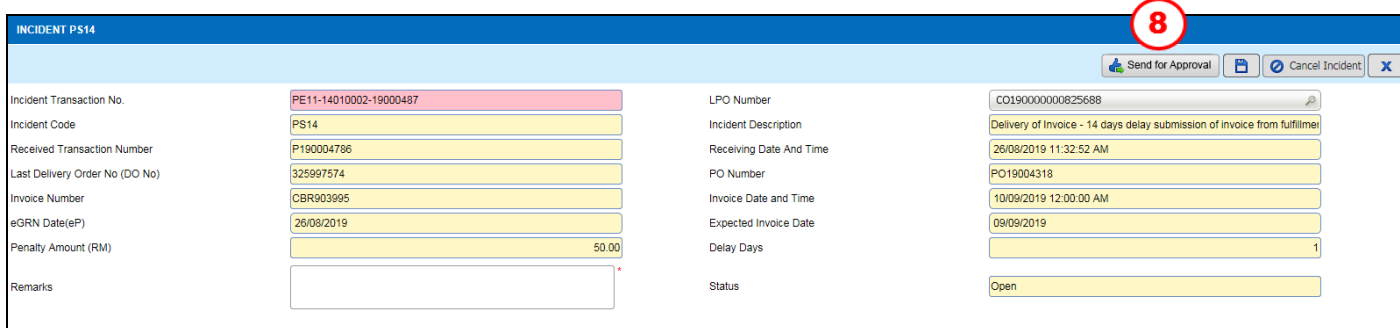
Figure 3.1.9-4 PS14 Incident

STEP 6

Select **LPO Number**

STEP 7

Click on the  button to save the Penalty transaction



Incident Transaction No.	PE11-14010002-19000487	LPO Number	CO190000000825688
Incident Code	PS14	Incident Description	Delivery of Invoice - 14 days delay submission of invoice from fulfillment
Received Transaction Number	P190004786	Receiving Date And Time	26/08/2019 11:32:52 AM
Last Delivery Order No (DO No)	325997574	PO Number	PO19004318
Invoice Number	CBR903995	Invoice Date and Time	10/09/2019 12:00:00 AM
eGRN Date(eP)	26/08/2019	Expected Invoice Date	09/09/2019
Penalty Amount (RM)	50.00	Delay Days	1
Remarks		Status	Open

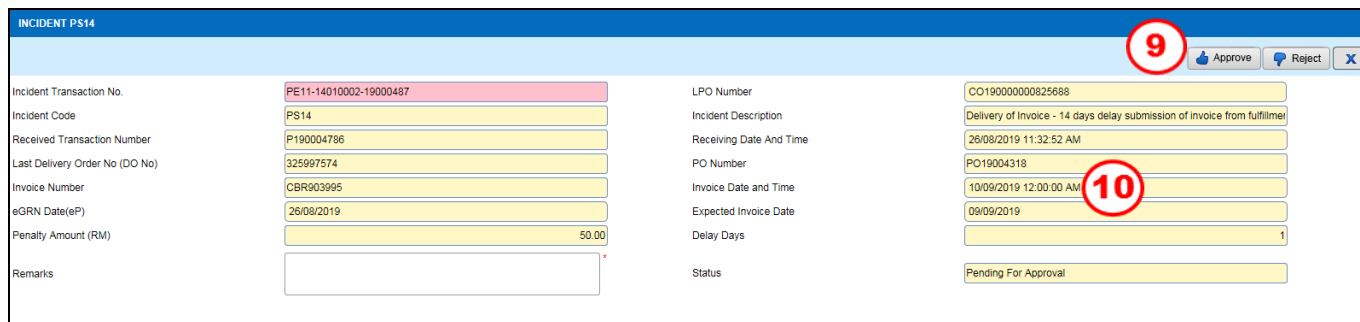
Figure 3.1.9-5 PS14 Incident

STEP 8

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

Note

User is allowed to cancel the penalty transaction by click on the  button



Incident Transaction No.	PE11-14010002-19000487	LPO Number	CO190000000825688
Incident Code	PS14	Incident Description	Delivery of Invoice - 14 days delay submission of invoice from fulfillment
Received Transaction Number	P190004786	Receiving Date And Time	26/08/2019 11:32:52 AM
Last Delivery Order No (DO No)	325997574	PO Number	PO19004318
Invoice Number	CBR903995	Invoice Date and Time	10/09/2019 12:00:00 AM
eGRN Date(eP)	26/08/2019	Expected Invoice Date	09/09/2019
Penalty Amount (RM)	50.00	Delay Days	1
Remarks		Status	Pending For Approval

Figure 3.1.9-6 PS14 Incident

STEP 9

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.9-7

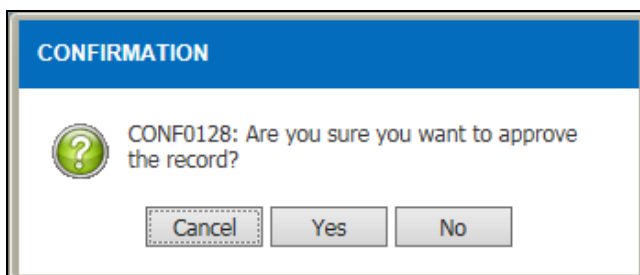
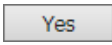


Figure 3.1.9-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.9-8

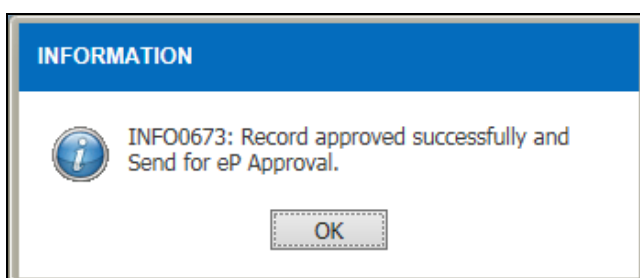
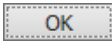


Figure 3.1.9-8 Information Message

Note

- Click on the  button to successfully approved the record
- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.9-9

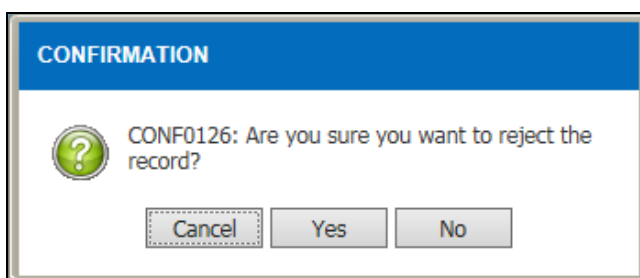
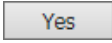


Figure 3.1.9-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.9-10

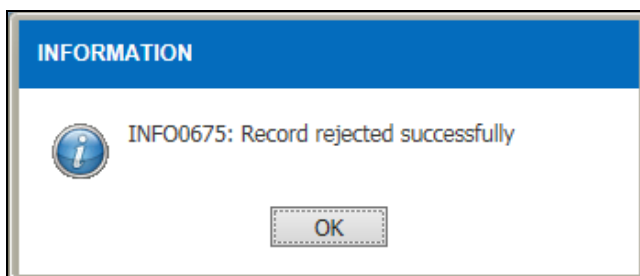
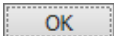


Figure 3.1.9-10 Information Message

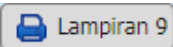
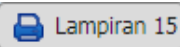
Note

- Click on the  button to successfully rejected the record

INCIDENT PS14			
 			
Incident Transaction No.	PE11-14010002-19000487	LPO Number	CO19000000825688
Incident Code	PS14	Incident Description	Delivery of Invoice - 14 days delay submission of invoice from fulfillment
Received Transaction Number	P190004786	Receiving Date And Time	26/08/2019 11:32:52 AM
Last Delivery Order No (DO No)	325997574	PO Number	PO19004318
Invoice Number	CBR903995	Invoice Date and Time	10/09/2019 12:00:00 AM
eGRN Date(eP)	26/08/2019	Expected Invoice Date	09/09/2019
Penalty Amount (RM)	50.00	Delay Days	1
Remarks		Status	Approved

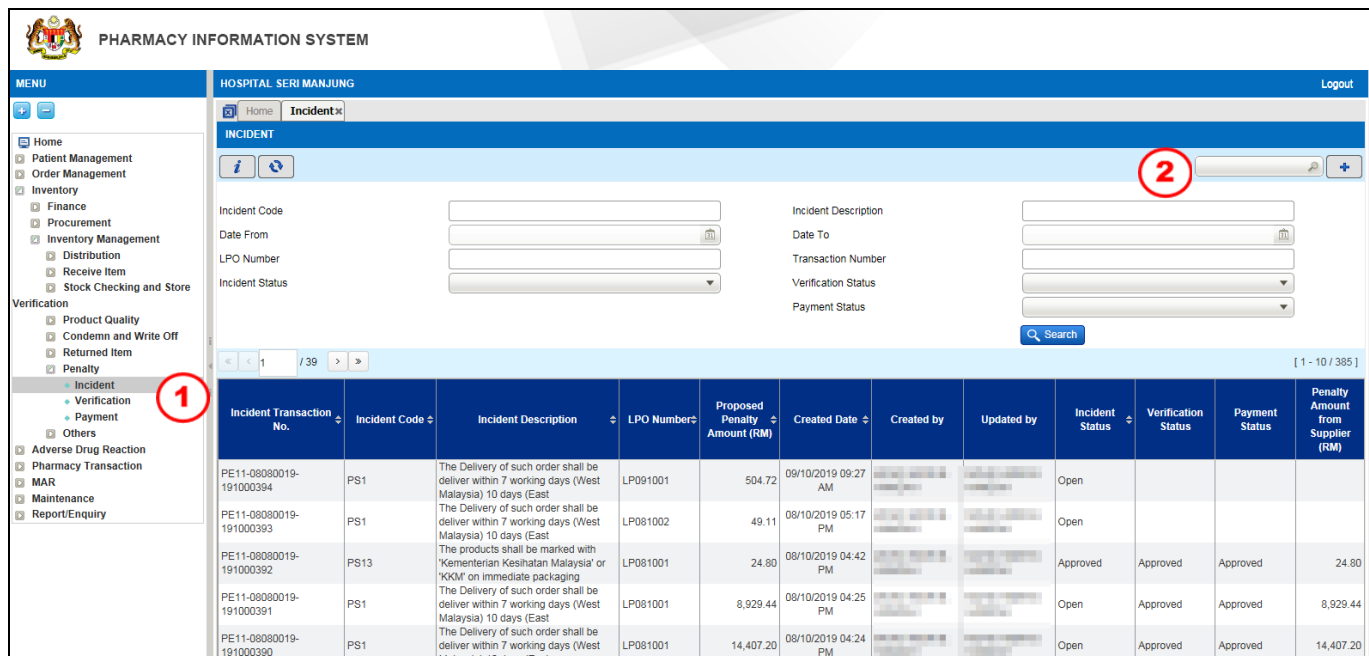
Figure 3.1.9-11 PS14 Incident

Note

Click on the  button and  button to generate PS15 report

3.1.10 Create New Incident PS15

To create a new record for penalty PS15, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.10-1 Incident

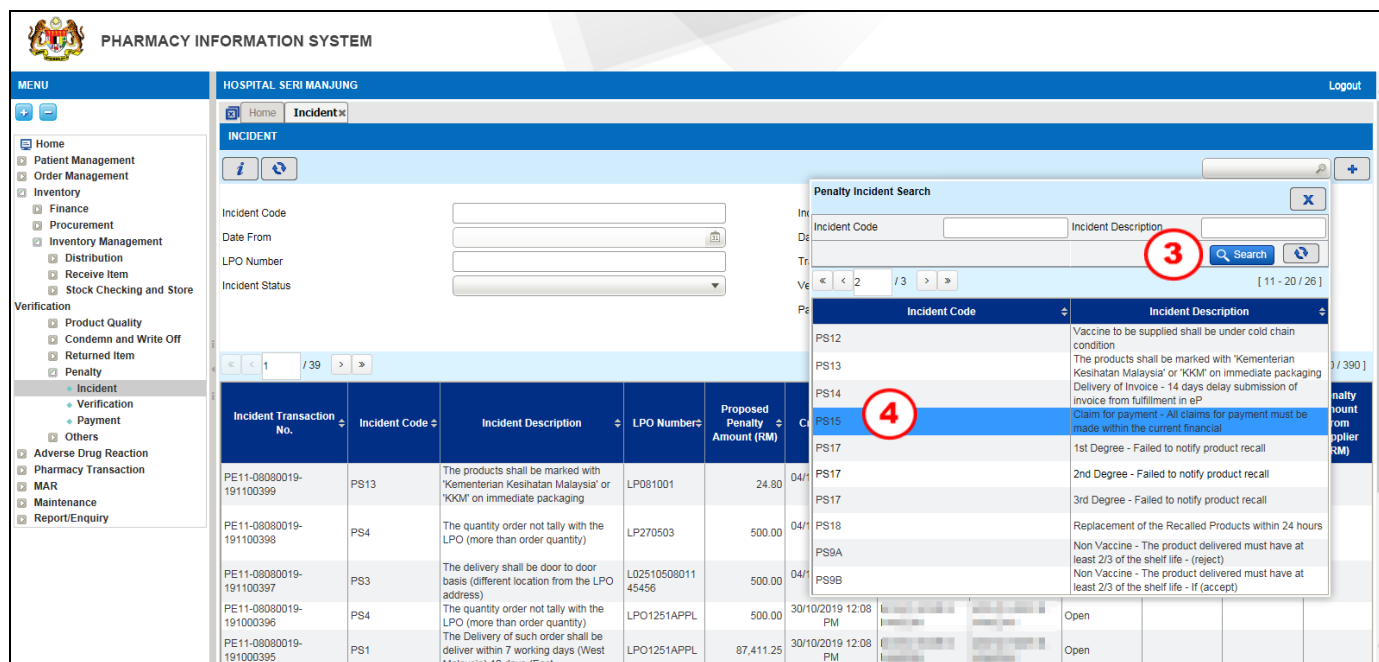
The product shall not be physically damage/obsolete or expired

STEP 1

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

STEP 2

Click on the button to find the penalty code



Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Incident Status
PE11-08080019-191100399	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	04/1
PE11-08080019-191100398	PS4	The quantity order not tally with the LPO (more than order quantity)	LP270503	500.00	04/1
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	L0251050801145456	500.00	04/1
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM

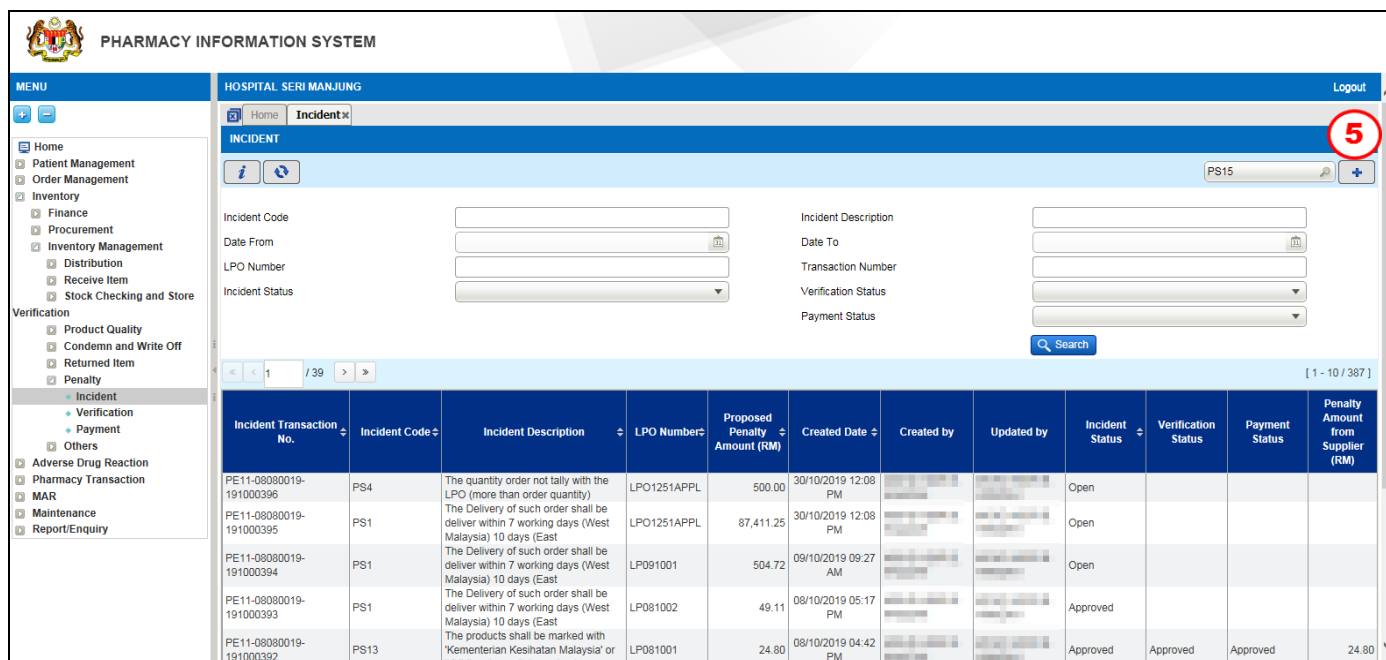
Figure 3.1.10-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS15 Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident x Logout

INCIDENT

Incident Code: [] Incident Description: []

Date From: [] Date To: []

LPO Number: [] Transaction Number: []

Incident Status: [] Verification Status: []

Payment Status: []

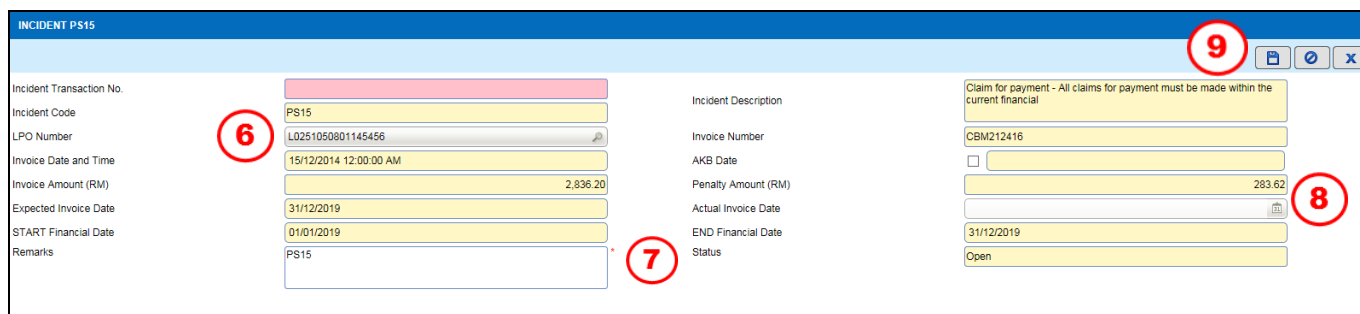
Search [] [1 - 10 / 387]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KOKL on immediate packaging'	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.10-3 Incident

STEP 5

Click on the  button to create new record



INCIDENT PS15

Incident Transaction No. []

Incident Code: PS15

LPO Number: L0251050801145456

Invoice Date and Time: 15/12/2014 12:00:00 AM

Invoice Amount (RM): 2,836.20

Expected Invoice Date: 31/12/2019

START Financial Date: 01/01/2019

Remarks: PS15

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

Invoice Number: CBM212416

AKB Date: []

Penalty Amount (RM): 283.62

Actual Invoice Date: 31/12/2019

END Financial Date: 31/12/2019

Status: Open

Figure 3.1.10-4 PS15 Incident

STEP 6

Select **LPO Number**

Note

If user select **AKB Date** checkbox, user is required to select date and **Expected Invoice Date** will be blank

STEP 7

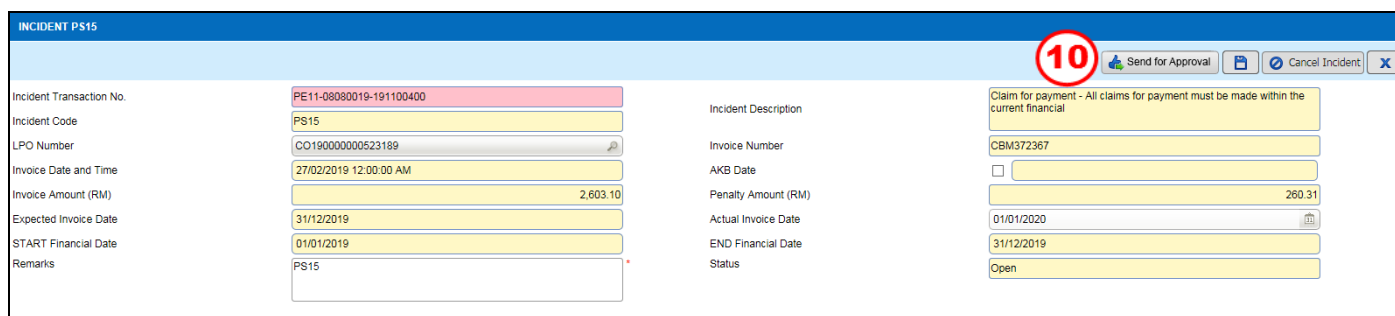
Enter **Remarks**

STEP 8

Select **Actual Invoice Date**

STEP 9

Click on the  button to save the Penalty transaction



INCIDENT PS15

Incident Transaction No. PE11-08080019-191100400

Incident Code PS15

LPO Number CO190000000523189

Invoice Date and Time 27/02/2019 12:00:00 AM

Invoice Amount (RM) 2,603.10

Expected Invoice Date 31/12/2019

START Financial Date 01/01/2019

Remarks PS15

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

Invoice Number CBM372367

AKB Date

Penalty Amount (RM) 260.31

Actual Invoice Date 01/01/2020

END Financial Date 31/12/2019

Status Open

10 Send for Approval Cancel Incident

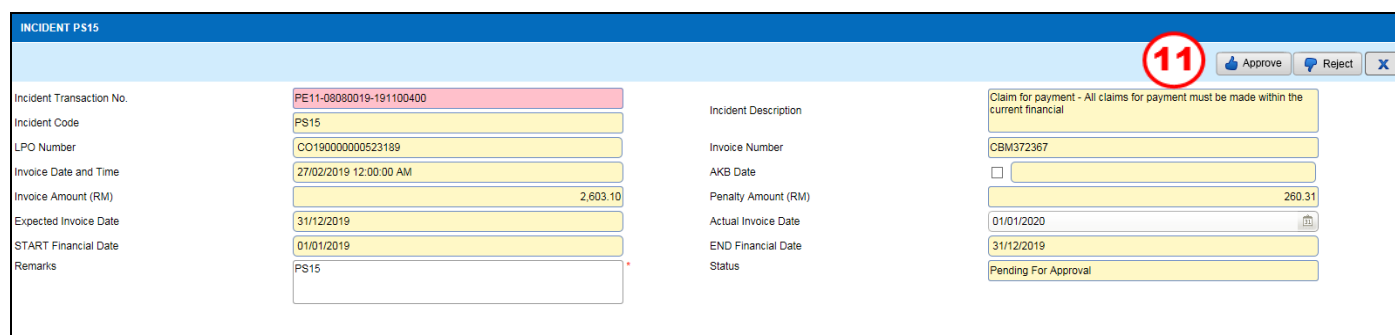
Figure 3.1.10-5 PS15 Incident

STEP 10

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

Note

User is allowed to cancel the penalty transaction by click on the  button



INCIDENT PS15

Incident Transaction No. PE11-08080019-191100400

Incident Code PS15

LPO Number CO190000000523189

Invoice Date and Time 27/02/2019 12:00:00 AM

Invoice Amount (RM) 2,603.10

Expected Invoice Date 31/12/2019

START Financial Date 01/01/2019

Remarks PS15

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

Invoice Number CBM372367

AKB Date

Penalty Amount (RM) 260.31

Actual Invoice Date 01/01/2020

END Financial Date 31/12/2019

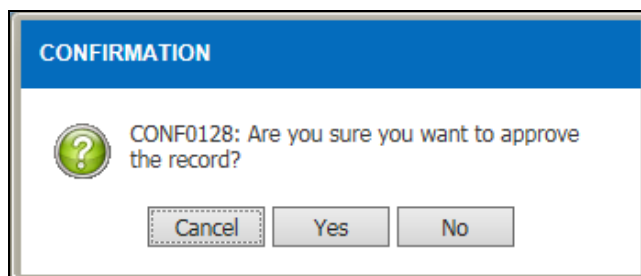
Status Pending For Approval

11 Approve Reject

Figure 3.1.10-6 PS15 Incident

STEP 11

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.10-7



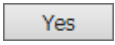
CONFIRMATION

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

Cancel Yes No

Figure 3.1.10-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.10-8

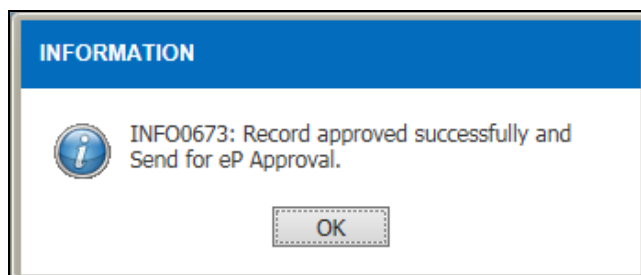
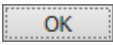


Figure 3.1.10-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.10-9

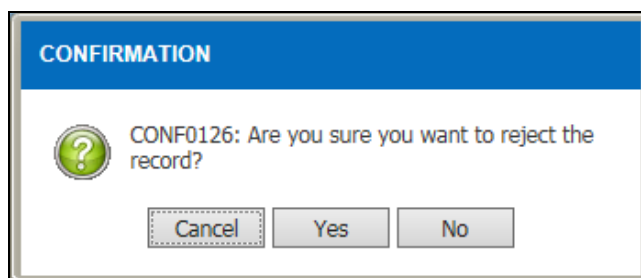
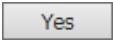


Figure 3.1.10-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.10-10

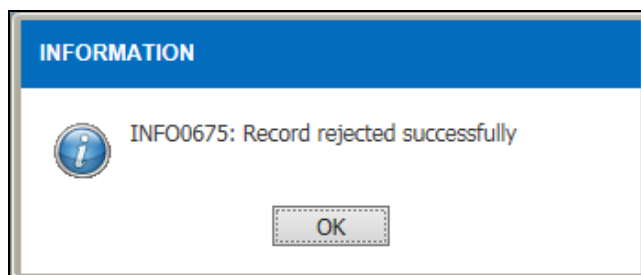
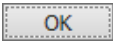


Figure 3.1.10-10 Information Message

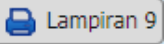
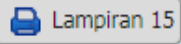
Note

- Click on the  button to successfully rejected the record

INCIDENT PS15			
Lampiran 9 Lampiran 15 X			
Incident Transaction No.	PE11-08080019-191100400	Incident Description	Claim for payment - All claims for payment must be made within the current financial
Incident Code	PS15	Invoice Number	CBM372367
LPO Number	CO19000000523189	AKB Date	☐
Invoice Date and Time	27/02/2019 12:00:00 AM	Penalty Amount (RM)	260.31
Invoice Amount (RM)	2,603.10	Actual Invoice Date	01/01/2020
Expected Invoice Date	31/12/2019	END Financial Date	31/12/2019
START Financial Date	01/01/2019	Status	Approved
Remarks	PS15		

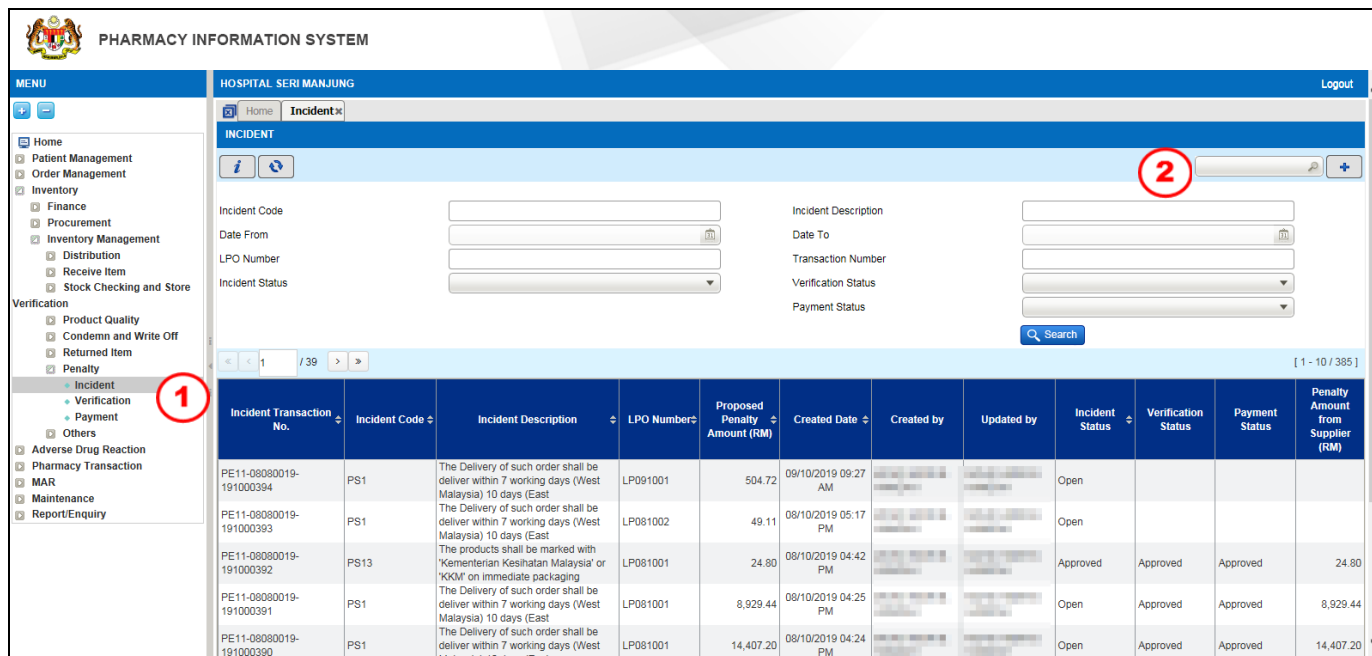
Figure 3.1.10-11 PS15 Incident

Note

Click on the  button and  button to generate PS15 report

3.1.11 Create New Incident PS17

To create a new record for penalty PS17, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

MENU

- Home
- Patient Management
- Order Management
- Inventory
 - Finance
 - Procurement
 - Inventory Management
 - Distribution
 - Receive Item
 - Stock Checking and Store
- Verification
 - Product Quality
 - Condemn and Write Off
 - Returned Item
 - Penalty
- Incident (1)
- Verification
- Payment
- Others
- Adverse Drug Reaction
- Pharmacy Transaction
- MAR
- Maintenance
- Report/Enquiry

INCIDENT

Incident Code:

Incident Description:

Date From:

Date To:

LPO Number:

Transaction Number:

Incident Status:

Verification Status:

Payment Status:

Search

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Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.11-1 Incident

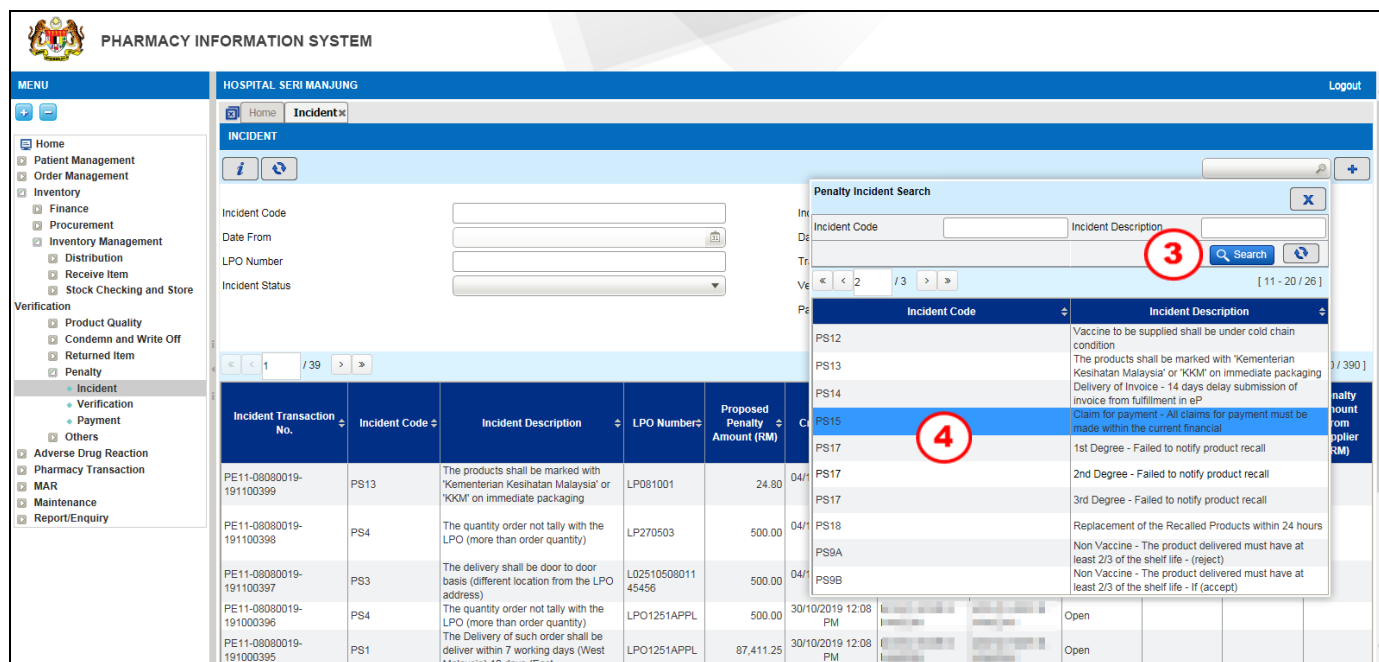
Failed to notify product recall

STEP 1

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

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code:
 Date From:
 LPO Number:
 Incident Status:

Penalty Incident Search

Incident Code: Incident Description:
 Search

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Grade	Date	Status
PE11-08080019-191100399	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	04/1		
PE11-08080019-191100398	PS4	The quantity order not tally with the LPO (more than order quantity)	LP270503	500.00	04/1		
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	L0251050801145456	500.00	04/1		
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00		30/10/2019 12:08 PM	Open
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	LPO1251APPL	87,411.25		30/10/2019 12:08 PM	Open

Figure 3.1.11-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS17 Incident Code

Note

- Product recall divided into 3 degree:
 - 1st Degree
 - 2nd Degree
 - 3rd Degree
- User need to select based on the Product Recall degree to record PS17 Penalty Incident

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident x Logout

INCIDENT

PS17

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Search

[1 - 10 / 387]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KUALITI on immediate packaging'	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.11-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS17A

Incident Transaction No.

Incident Code: PS17

HQ Notification Number:

Degree of Recall Product: 1st Degree

Notification Period: 24 Hours

Date of Notification receive From Supplier: 11/07/2019 12:00:00 AM

NPCB Notification Date: 09/07/2019 12:00:37 PM

Reason: Failed laboratory testing

Status: Open

Product Recall Number(Local):

Incident Description: 1st Degree - Failed to notify product recall

Expected Notification Date: 09/07/2019 12:00:37 PM

Type of Recall: Directive

Penalty Amount (RM): 50,000.00

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
02.0402.02	Atifacalcidol 0.25mcg Capsule	LPO1143AP	07/01/2020	O050	LEO Pharma	TEST123	

Figure 3.1.11-4 PS17 Incident

STEP 6

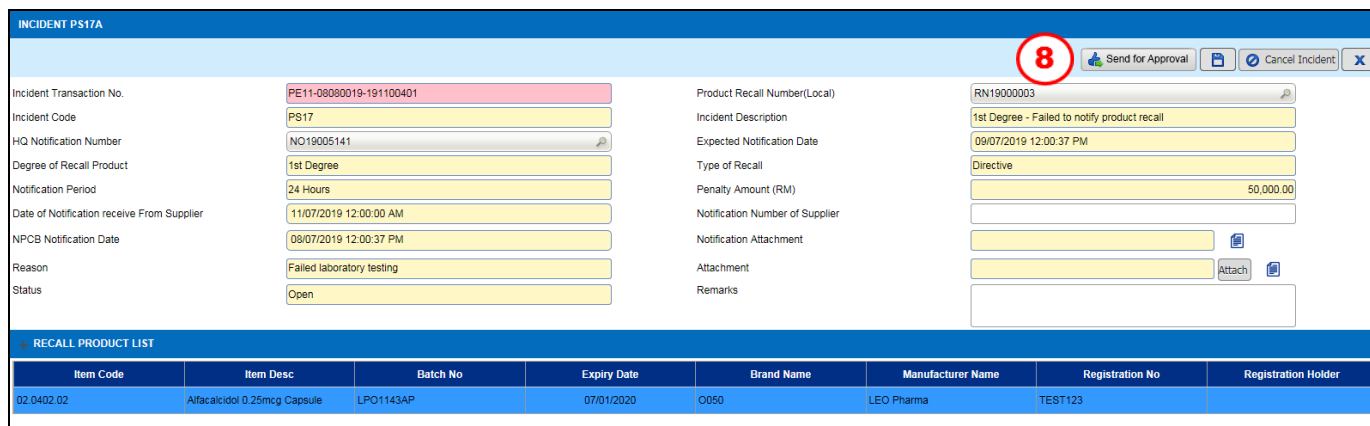
Select **Product Recall Number(Local)**

Note

- For 3rd Degree Product Recall, **Reason** will be enable for user to enter (optional)
- Notification Attachment** only will enable for 1st Degree Product Recall only where user can click on the  button to view attachment
- User is allowed to add an Attachment into the record by click on the  button

STEP 7

Click on the  button to save the Penalty transaction



INCIDENT PS17A

Incident Transaction No. PE11-08080019-191100401
Incident Code PS17
HQ Notification Number NO19005141
Degree of Recall Product 1st Degree
Notification Period 24 Hours
Date of Notification receive From Supplier 11/07/2019 12:00:00 AM
NPCB Notification Date 08/07/2019 12:00:37 PM
Reason Failed laboratory testing
Status Open

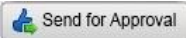
Product Recall Number(Local) RN19000003
Incident Description 1st Degree - Failed to notify product recall
Expected Notification Date 09/07/2019 12:00:37 PM
Type of Recall Directive
Penalty Amount (RM) 50,000.00
Notification Number of Supplier
Notification Attachment
Attachment
Remarks

RECALL PRODUCT LIST

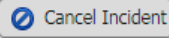
Item Code	Item Desc	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
02.0402.02	Atifacalcidol 0.25mcg Capsule	LPO1143AP	07/01/2020	O050	LEO Pharma	TEST123	

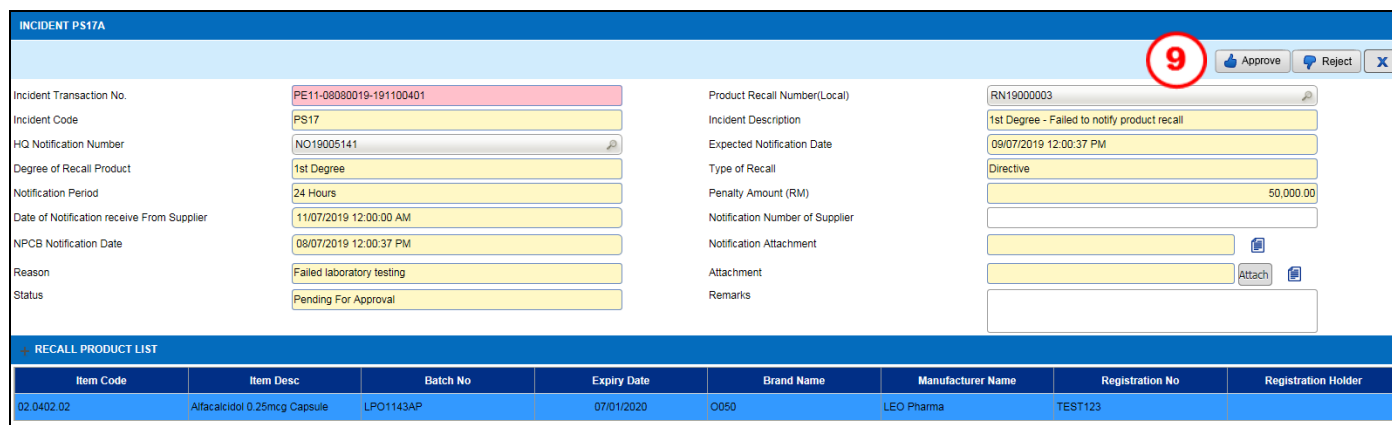
Figure 3.1.11-5 PS17 Incident

STEP 8

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

Note

User is allowed to cancel the penalty transaction by click on the  button



INCIDENT PS17A

Incident Transaction No. PE11-08080019-191100401
Incident Code PS17
HQ Notification Number NO19005141
Degree of Recall Product 1st Degree
Notification Period 24 Hours
Date of Notification receive From Supplier 11/07/2019 12:00:00 AM
NPCB Notification Date 08/07/2019 12:00:37 PM
Reason Failed laboratory testing
Status Pending For Approval

Product Recall Number(Local) RN19000003
Incident Description 1st Degree - Failed to notify product recall
Expected Notification Date 09/07/2019 12:00:37 PM
Type of Recall Directive
Penalty Amount (RM) 50,000.00
Notification Number of Supplier
Notification Attachment
Attachment
Remarks

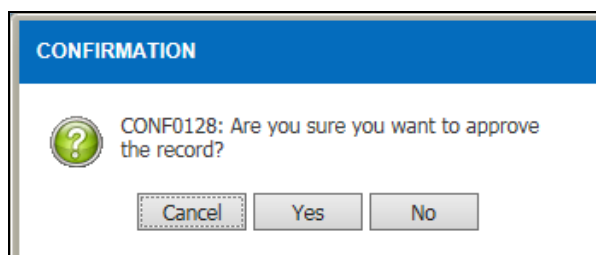
RECALL PRODUCT LIST

Item Code	Item Desc	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
02.0402.02	Atifacalcidol 0.25mcg Capsule	LPO1143AP	07/01/2020	O050	LEO Pharma	TEST123	

Figure 3.1.11-6 PS17 Incident

STEP 11

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.11-7



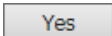
CONFIRMATION

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

Cancel Yes No

Figure 3.1.11-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.11-8

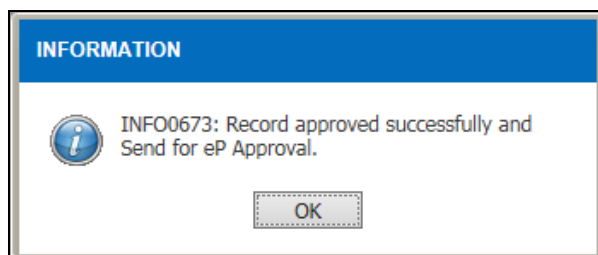
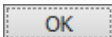


Figure 3.1.11-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.11-9

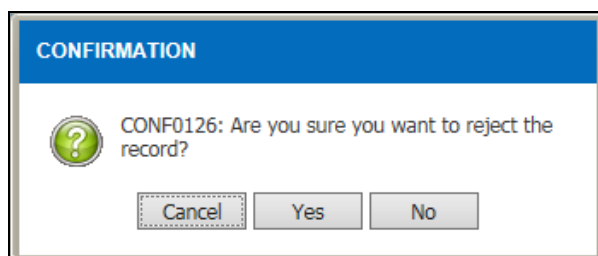
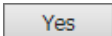


Figure 3.1.11-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.11-10

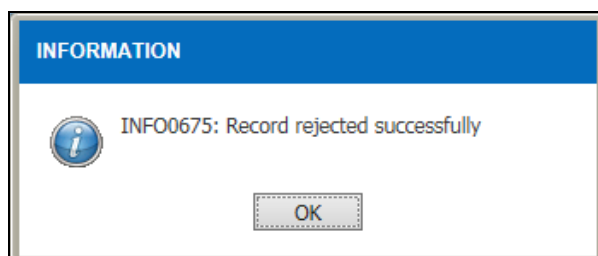
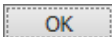


Figure 3.1.10-10 Information Message

Note

- Click on the  button to successfully rejected the record

INCIDENT PS17A

Lampiran 9

Lampiran 16

X

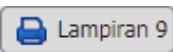
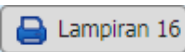
Incident Transaction No.	PE11-08080019-191100401	Product Recall Number(Local)	RN19000003
Incident Code	PS17	Incident Description	1st Degree - Failed to notify product recall
HQ Notification Number	NO19005141	Expected Notification Date	09/07/2019 12:00:37 PM
Degree of Recall Product	1st Degree	Type of Recall	Directive
Notification Period	24 Hours	Penalty Amount (RM)	50,000.00
Date of Notification receive From Supplier	11/07/2019 12:00:00 AM	Notification Number of Supplier	
NPCB Notification Date	08/07/2019 12:00:37 PM	Notification Attachment	
Reason	Failed laboratory testing	Attachment	Attach
Status	Approved	Remarks	

RECALL PRODUCT LIST

Item Code	Item Desc	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
02.0402.02	Alfacalcidol 0.25mcg Capsule	LPO1143AP	07/01/2020	O050	LEO Pharma	TEST123	

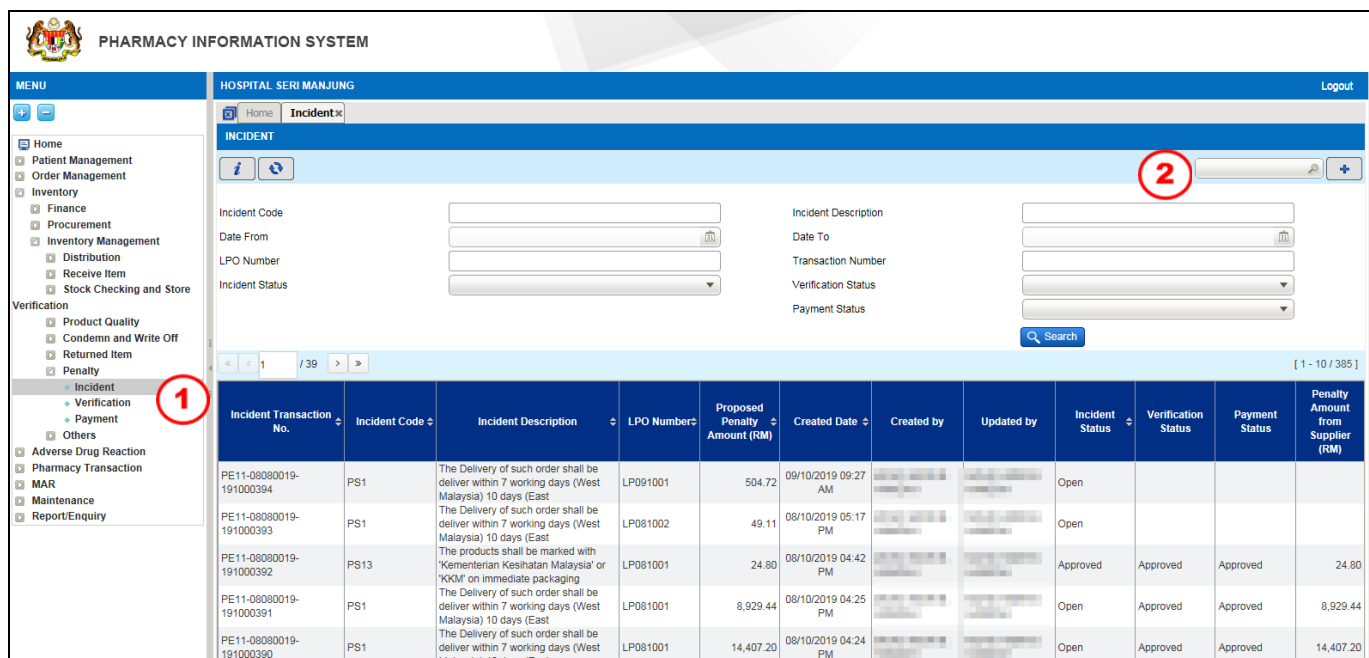
Figure 3.1.11-11 PS17 Incident

Note

Click on the  button and  button to generate PS17 report

3.1.12 Create New Incident PS18

To create a new record for penalty PS18, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Table:

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.12-1 Incident

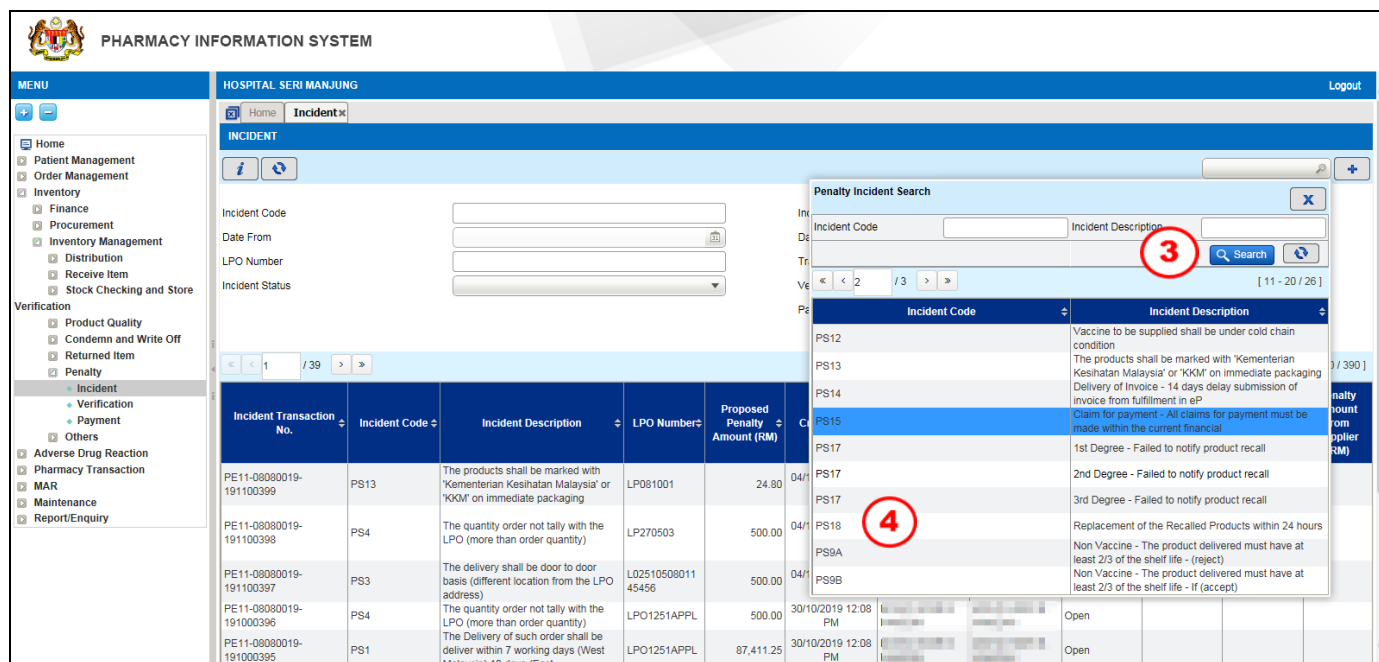
Replacement of the Recalled Products within 24 hours

STEP 1

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

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

Home Incident

INCIDENT

Incident Code
Date From
LPO Number
Incident Status

Penalty Incident Search

Incident Code
Incident Description
Search

[11 - 20 / 26]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Category	Date	Status
PE11-08080019-191100399	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	04/1		
PE11-08080019-191100398	PS4	The quantity order not tally with the LPO (more than order quantity)	LP270503	500.00	04/1		
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	L0251050801145456	500.00	04/1		
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM		Open
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM		Open

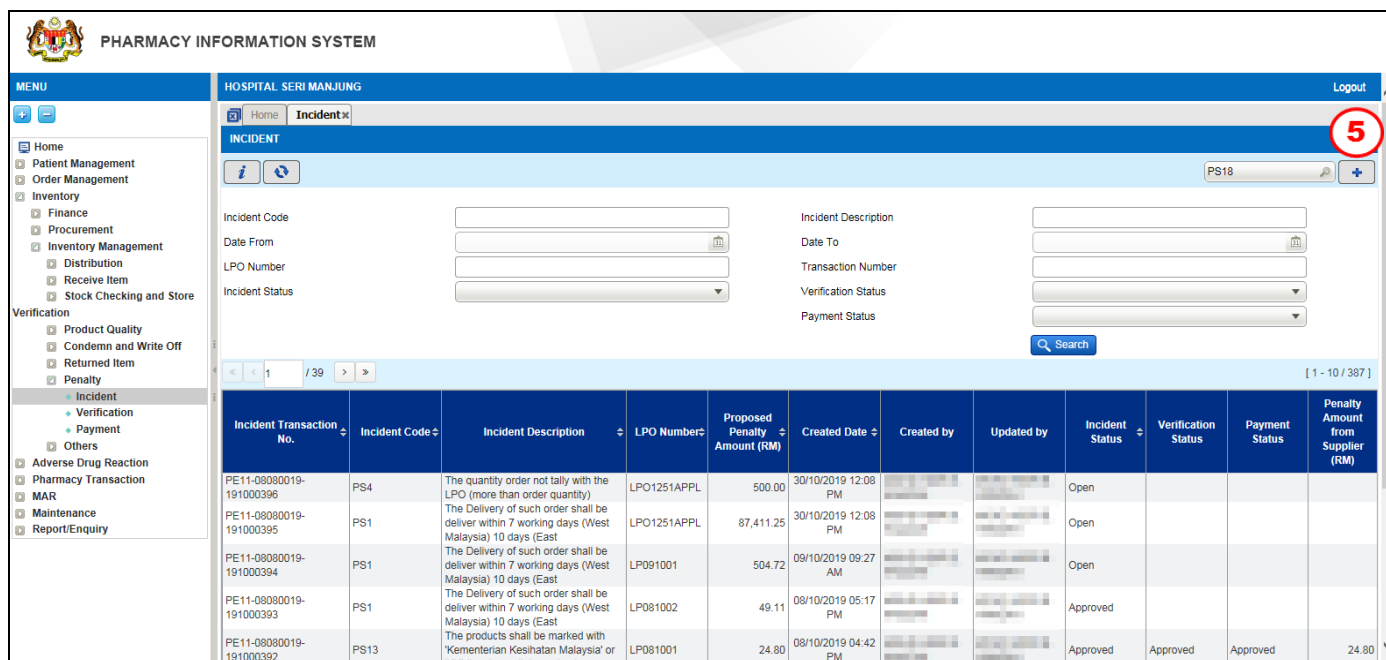
Figure 3.1.12-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS18 Incident Code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

Home Incident

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Search

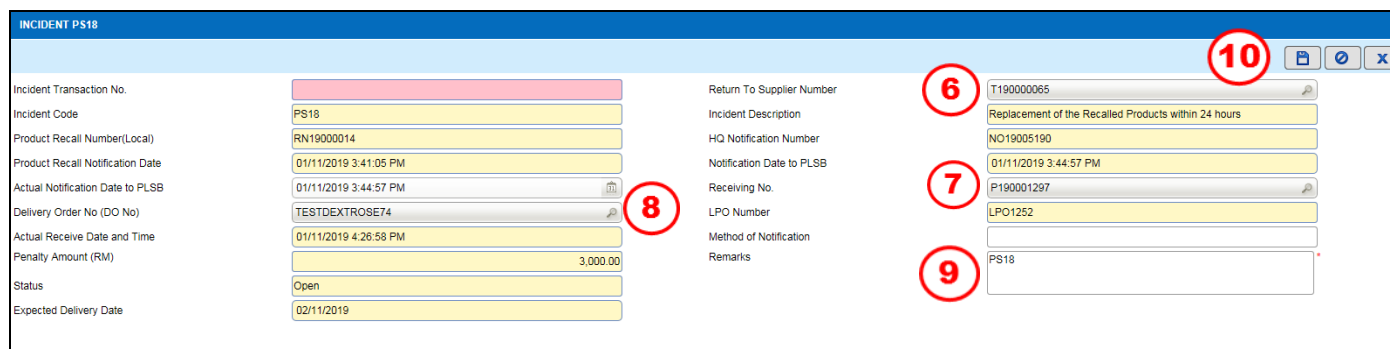
[1 - 10 / 387]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00	30/10/2019 12:08 PM			Open			
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP091001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Approved			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KOKL on immediate packaging'	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80

Figure 3.1.12-3 Incident

STEP 5

Click on the  button to create new record



INCIDENT PS18

Incident Transaction No.:

Incident Code: PS18

Product Recall Number(Local): RN19000014

Product Recall Notification Date: 01/11/2019 3:41:05 PM

Actual Notification Date to PLSB: 01/11/2019 3:44:57 PM

Delivery Order No (DO No): TESTDXTROSE74

Actual Receive Date and Time: 01/11/2019 4:26:58 PM

Penalty Amount (RM): 3,000.00

Status: Open

Expected Delivery Date: 02/11/2019

Return To Supplier Number: T190000065

Incident Description: Replacement of the Recalled Products within 24 hours

HQ Notification Number: NO19005190

Notification Date to PLSB: 01/11/2019 3:44:57 PM

Receiving No.: P190001297

LPO Number: LPO1252

Method of Notification:

Remarks: PS18

Save

Figure 3.1.12-4 PS18 Incident

STEP 6

Select **Return To Supplier Number**

STEP 7

Select **Receiving No**

STEP 8

Select **Delivery Order No (DO No)**

STEP 9

Enter **Remarks**

STEP 10

Click on the  button to save the Penalty transaction

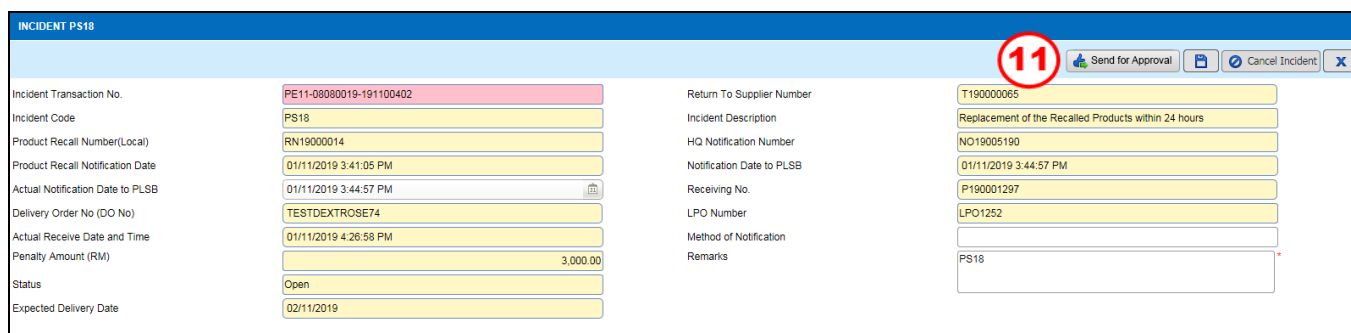
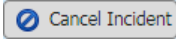


Figure 3.1.12-5 PS18 Incident

STEP 11

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

Note

User is allowed to cancel the penalty transaction by click on the  button

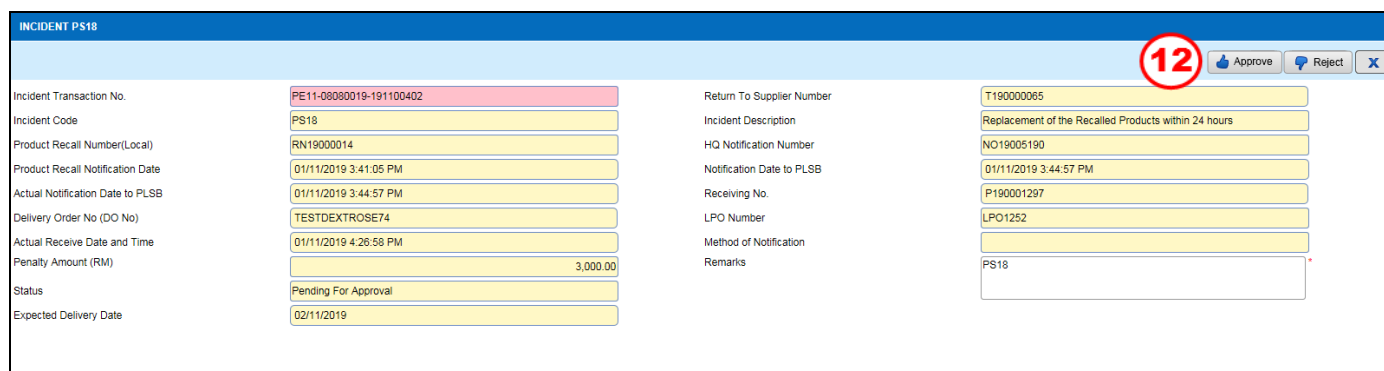


Figure 3.1.12-6 PS18 Incident

STEP 11

- Click on the  button to approve the record and confirmation message will be display as Figure 3.1.12-7

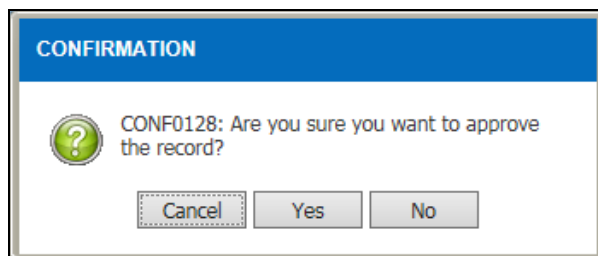
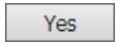


Figure 3.1.12-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.12-8

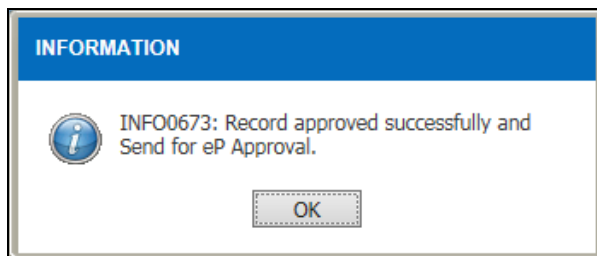
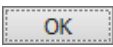


Figure 3.1.12-8 Information Message

Note

- Click on the  button to successfully approved the record
- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.12-9

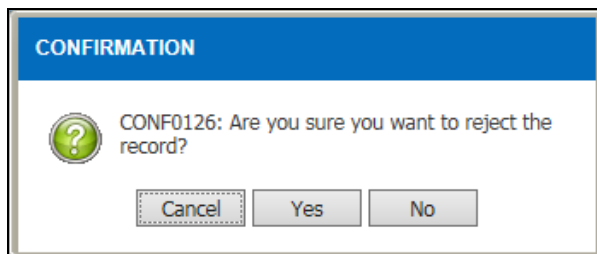
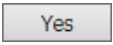


Figure 3.1.12-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.12-10

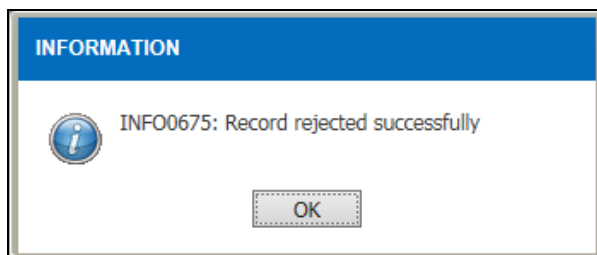
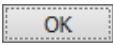


Figure 3.1.10-10 Information Message

Note

- Click on the  button to successfully rejected the record

INCIDENT PS18

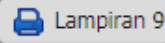
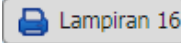
 Lampiran 9
  Lampiran 16

X

Incident Transaction No.	PE11-08080019-191100402	Return To Supplier Number	T190000065
Incident Code	PS18	Incident Description	Replacement of the Recalled Products within 24 hours
Product Recall Number(Local)	RN19000014	HQ Notification Number	NO19005190
Product Recall Notification Date	01/11/2019 3:41:05 PM	Notification Date to PLSB	01/11/2019 3:44:57 PM
Actual Notification Date to PLSB	01/11/2019 3:44:57 PM	Receiving No.	P190001297
Delivery Order No (DO No)	TESTDEXTROSE74	LPO Number	LPO1252
Actual Receive Date and Time	01/11/2019 4:26:58 PM	Method of Notification	
Penalty Amount (RM)	3,000.00	Remarks	PS18
Status	Approved		
Expected Delivery Date	02/11/2019		

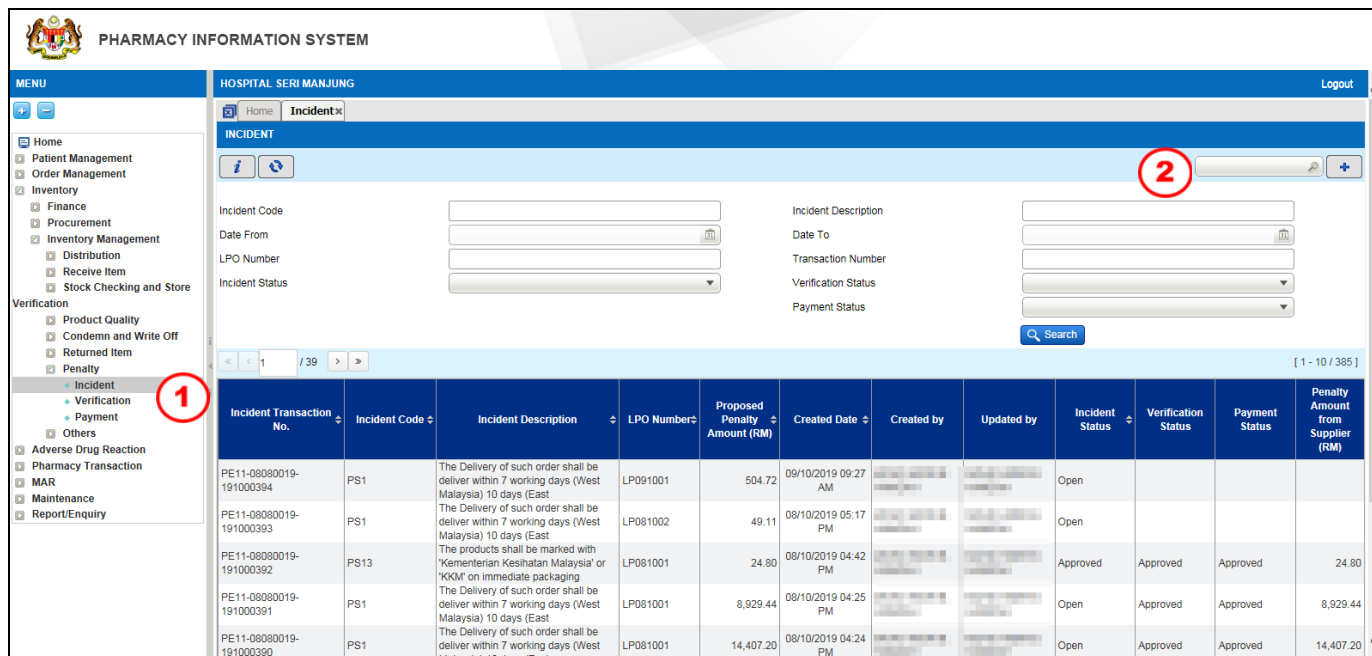
Figure 3.1.12-11 PS18 Incident

Note

Click on the  button and  button to generate PS18 report

3.1.13 Create New Incident PS21

To create a new record for penalty PS21, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

[1 - 10 / 385]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-08080019-191000394	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	504.72	09/10/2019 09:27 AM			Open			
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/10/2019 05:17 PM			Open			
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/10/2019 04:42 PM			Approved	Approved	Approved	24.80
PE11-08080019-191000391	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	8,929.44	08/10/2019 04:25 PM			Open	Approved	Approved	8,929.44
PE11-08080019-191000390	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081001	14,407.20	08/10/2019 04:24 PM			Open	Approved	Approved	14,407.20

Figure 3.1.13-1 Incident

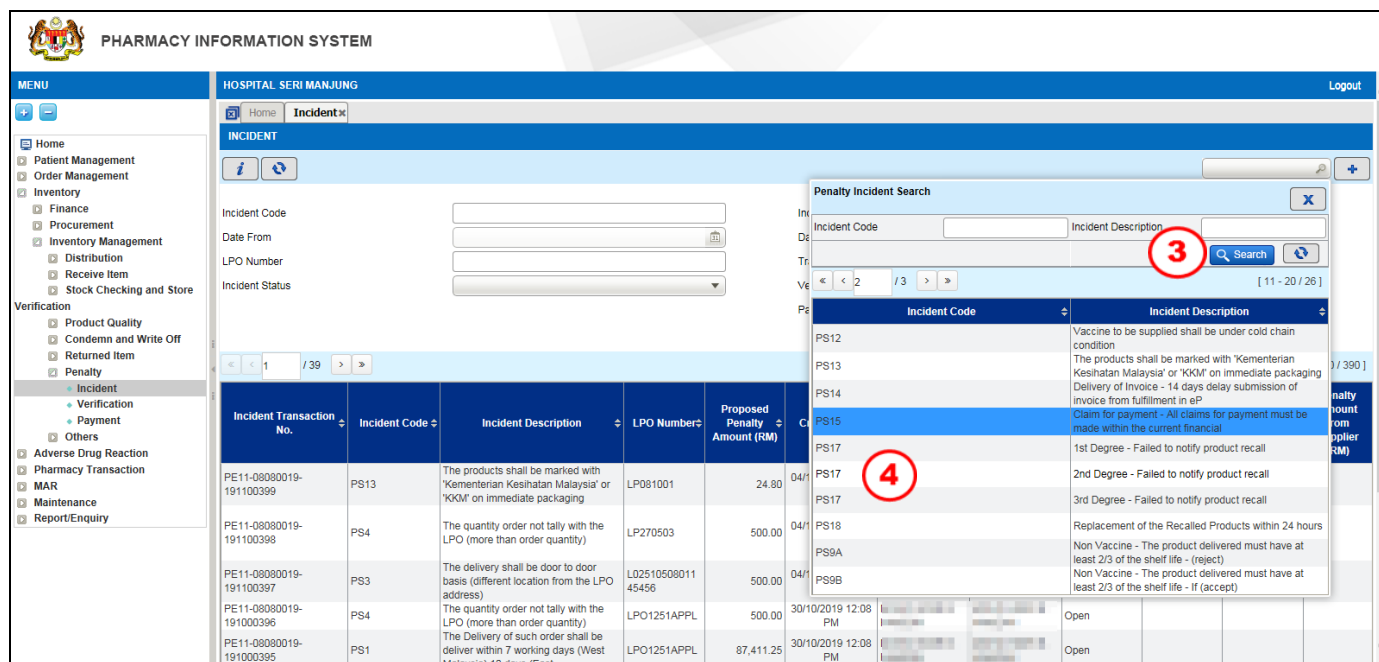
Item Contract: Supplier failed to deliver within the contract period (late delivery)

STEP 1

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

STEP 2

Click on the button to find the penalty code



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Log out

Home Incident

INCIDENT

Incident Code
Date From
LPO Number
Incident Status

Penalty Incident Search

Incident Code
Incident Description
Search

[11 - 20 / 26]

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Category	Date	Status
PE11-08080019-191100399	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	04/1		
PE11-08080019-191100398	PS4	The quantity order not tally with the LPO (more than order quantity)	LP270503	500.00	04/1		
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	L0251050801145456	500.00	04/1		
PE11-08080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LPO1251APPL	500.00		30/10/2019 12:08 PM	Open
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)	LPO1251APPL	87,411.25		30/10/2019 12:08 PM	Open

Incident Description

PS12 Vaccine to be supplied shall be under cold chain condition

PS13 The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging

PS14 Delivery of Invoice - 14 days delay submission of invoice from fulfillment in eP

PS15 Claim for payment - All claims for payment must be made within the current financial

PS17 1st Degree - Failed to notify product recall

PS17 2nd Degree - Failed to notify product recall

PS17 3rd Degree - Failed to notify product recall

PS18 Replacement of the Recalled Products within 24 hours

PS9A Non Vaccine - The product delivered must have at least 2/3 of the shelf life - (reject)

PS9B Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept)

Figure 3.1.13-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the PS21 Incident Code

PHARMACY INFORMATION SYSTEM

HOSPITAL KUALA LUMPUR

Logout

Home Incident*

INCIDENT

PS21

Incident Code:

Date From:

LPO Number:

Incident Status:

Incident Description:

Date To:

Transaction Number:

Verification Status:

Payment Status:

Search

1 / 50

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Created Date	Created by	Updated by	Incident Status	Verification Status	Payment Status	Penalty Amount from Supplier (RM)
PE11-14010002-191100495	PS4	The quantity order not tally with the LPO (more than order quantity)	CO1900000008 57290	500.00	05/11/2019 02:32 PM			Cancelled			
PE11-14010002-191100494	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia) 10 days (East Malaysia)	CO1900000008 57290	36.54	05/11/2019 02:32 PM			Open			
PE11-14010002-191100493	PS4	The quantity order not tally with the LPO (more than order quantity)	CO1900000009 19788	500.00	05/11/2019 01:13 PM			Open			
PE11-14010002-191100492	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia) 10 days (East Malaysia)	CO1900000009 19788	2,165.12	05/11/2019 01:13 PM			Open			
PE11-14010002-191100491	PS8	Failed to deliver emergency (29 items) product within 24 hours from the LPO Date	L02512407011 62704	10,000.00	04/11/2019 01:49 PM			Approved			
PE11-14010002-	PS4	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia) 10 days (East Malaysia)	CO1900000008	44,000.00	14/10/2019 03:45			Open			

Figure 3.1.13-3 Incident

STEP 5

Click on the  button to create new record

INCIDENT PS1

Incident Transaction No.

Incident Code

Delivery Order No (DO No)

eP approved Date and Time

Expected Delivery Date

Recommended Delay Days

Recommended Penalty Amount (RM)

DO Amount (RM)

Incident Status

Verification Status

LPO Number

Incident Description

Received Transaction Number

Receiving Date And Time

Amended Receiving Date And Time

Delay Days

Proposed Penalty Amount (RM)

Payment Status

Penalty Amount From Supplier (RM)

Remarks

8

6

7

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	Proposed Penalty Amount (RM)
02.0402.02	Atacalcidol 0.25mcg Capsule	131433795	16P61	A107	ALFA-D	130	24.36	2	190.01	2	190.01
Total Amount (RM)											190.01

Figure 3.1.13-4 PS21 Incident

STEP 6

Click on the  button to find the LPO No.

STEP 7

Enter remark in the remark box

STEP 8

Click on the  button to save the Penalty transaction

INCIDENT PS21

9
Send for Approval


X

Incident Transaction No.	PE11-14010002-191100494	LPO Number	CO19000000857290
Incident Code	PS21	Incident Description	Item Contract ? Supplier failed to deliver within the contract period (late delivery)
Delivery Order No (DO No)	327845459	Received Transaction Number	P190006267
eP approved Date and Time	10/09/2019 8:13:53 AM	Receiving Date And Time	25/09/2019 2:26:34 PM
Expected Delivery Date	23/09/2019 12:00:00 PM	Amended Receiving Date And Time	25/09/2019 2:26:34 PM
Recommended Delay Days	2	Delay Days	2
Recommended Penalty Amount (RM)	4.87	Proposed Penalty Amount (RM)	4.87
DO Amount (RM)	609.00	Payment Status	
Incident Status	Open	Penalty Amount From Supplier (RM)	
Verification Status		Remarks	

PENALTY DETAILS

< 1 / 1 >
[1 - 1 / 1]

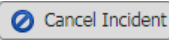
	Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Proposed Penalty Amount (RM)
☐	02.2807.01	Oseltamivir 75 mg Capsule	327845459	17K28	O091	OSMIVIR	2	40.6	2	4.87	2	4.87
Total Amount (RM)												4.87

Figure 3.1.13-5 PS21 Incident

STEP 9

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

Note

User is allowed to cancel the penalty transaction by click on the  button

INCIDENT PS21

10
Approve
Reject
X

Incident Transaction No.	PE11-14010002-191100494	LPO Number	CO19000000857290
Incident Code	PS21	Incident Description	Item Contract ? Supplier failed to deliver within the contract period (late delivery)
Delivery Order No (DO No)	327845459	Received Transaction Number	P190006267
eP approved Date and Time	10/09/2019 8:13:53 AM	Receiving Date And Time	25/09/2019 2:26:34 PM
Expected Delivery Date	23/09/2019 12:00:00 PM	Amended Receiving Date And Time	25/09/2019 2:26:34 PM
Recommended Delay Days	2	Delay Days	2
Recommended Penalty Amount (RM)	4.87	Proposed Penalty Amount (RM)	4.87
DO Amount (RM)	609.00	Payment Status	
Incident Status	Pending For Approval	Penalty Amount From Supplier (RM)	
Verification Status		Remarks	

PENALTY DETAILS

< 1 / 1 >
[1 - 1 / 1]

	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	Proposed Penalty Amount (RM)
☐	02.2807.01	Oseltamivir 75 mg Capsule	327845459	17K28	O091	OSMIVIR	2	40.6	2	4.87	2	4.87
Total Amount (RM)												4.87

Figure 3.1.13-6 PS21 Incident

STEP 10

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.13-7

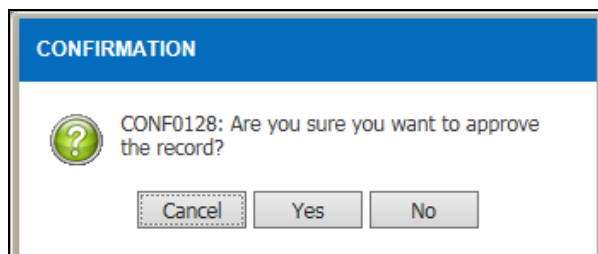
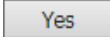


Figure 3.1.13-7 Confirmation Message

Note

- Click on the  button to approved record and information message will be display as Figure 3.1.13-8

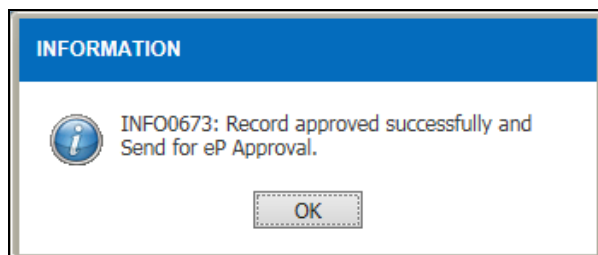
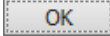


Figure 3.1.13-8 Information Message

Note

- Click on the  button to successfully approved the record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.13-9

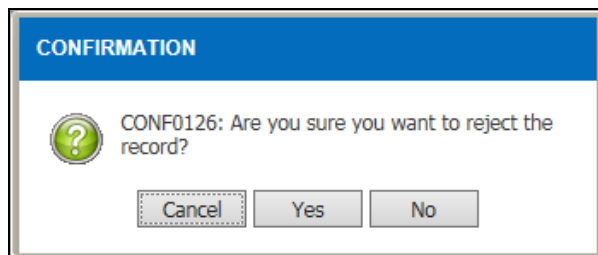
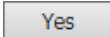


Figure 3.1.13-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.13-10

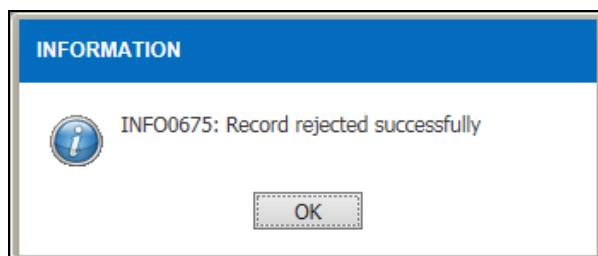
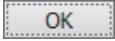


Figure 3.1.10-10 Information Message

Note

- Click on the  button to successfully rejected the record

INCIDENT PS21

Borang Tuntutan

Senarai Semak

X

Penalty Transaction Number

PE11-08080019-19700364

LPO Number

TestLPO001293

Incident Code

PS21

Incident Detail

Item Contract ? Supplier failed to deliver within the contract period (late delivery)

Delivery Order No (DO No)

DOTestLPO001293

Received Transaction Number

P190001157

eP approved Date and Time

08/07/2019 4:44:05 PM

Receiving Date And Time

09/07/2019 9:04:32 AM

Expected Delivery Date

08/07/2019 12:00:00 AM

Amended Receiving Date And Time

09/07/2019 9:04:32 AM

Recommended Delay Days

1

Delay Days

1

Recommended Penalty Amount (RM)

1.27

Proposed Penalty Amount (RM)

1.27

DO Amount (RM)

355.00

Payment Status

Incident Status

Approved

Penalty Amount From Supplier (RM)

Verification Status

Remarks

PENALTY DETAILS

<

>

1

/ 1

>

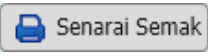
>

[1 - 1 / 1]

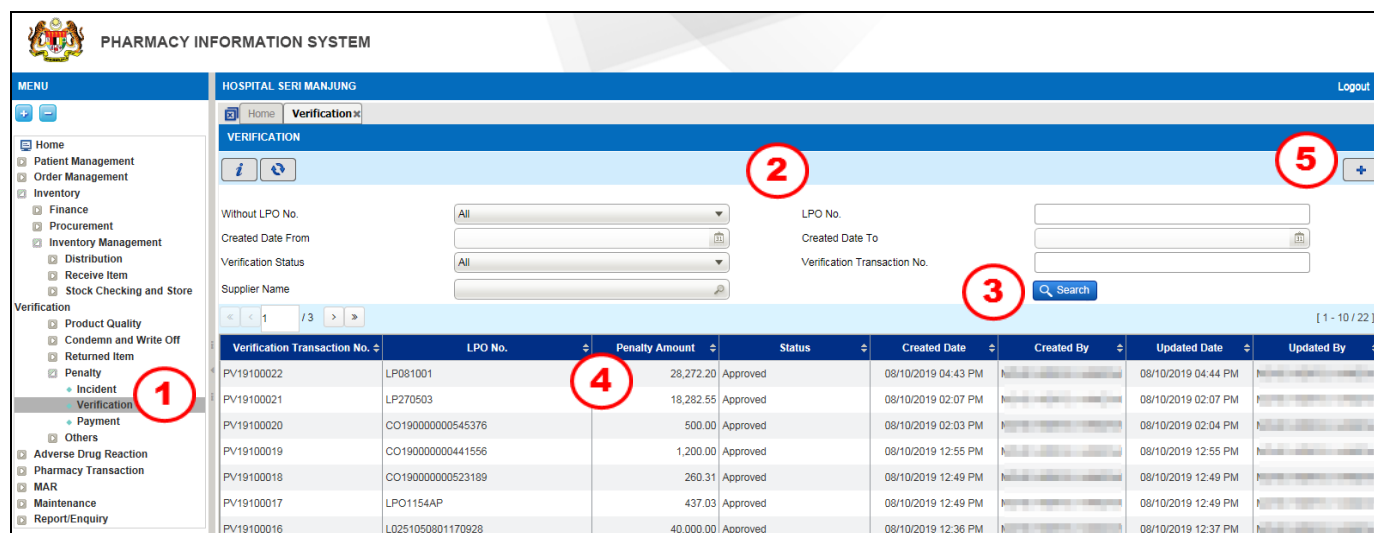
	Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Proposed Penalty Amount (RM)
☐	A02BC02000P3001XX.01	Pantoprazole 40mg Injection	DOTestLPO001293	HF00091889	P024	PANTOSEC	100	3.55	1	1.27	1	1.27
Total Amount (RM)												1.27

Figure 3.1.13-11 PS21 Incident

Note

Click on the  button and  button to generate PS21 report

3.2 Penalty Verification



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

Home Verification

Without LPO No. All LPO No. Created Date From Created Date To Verification Status All Verification Transaction No. Search

1 3 10/22

Verification Transaction No.	LPO No.	Penalty Amount	Status	Created Date	Created By	Updated Date	Updated By
PV19100022	LP081001	28,272.20	Approved	08/10/2019 04:43 PM		08/10/2019 04:44 PM	
PV19100021	LP270503	18,282.55	Approved	08/10/2019 02:07 PM		08/10/2019 02:07 PM	
PV19100020	CO190000000545376	500.00	Approved	08/10/2019 02:03 PM		08/10/2019 02:04 PM	
PV19100019	CO190000000441556	1,200.00	Approved	08/10/2019 12:55 PM		08/10/2019 12:55 PM	
PV19100018	CO190000000523189	260.31	Approved	08/10/2019 12:49 PM		08/10/2019 12:49 PM	
PV19100017	LPO1154AP	437.03	Approved	08/10/2019 12:49 PM		08/10/2019 12:49 PM	
PV19100016	L0251050801170928	40,000.00	Approved	08/10/2019 12:36 PM		08/10/2019 12:37 PM	

Figure 3.2-1 Penalty Verification

STEP 1

Click on the 'Inventory' menu followed by 'Inventory Management' and then click 'Penalty', and then click 'Verification'

STEP 2

To search for Penalty Verification transaction, these search criteria can be used:

No	Field	Description	Remark
a	Without LPO No	- All - Yes - No	Allow user to search existing transaction based on Without LPO no
b	LPO Number	Search by selecting a number from the LPO	Will be automatically displayed once a LPO no is typed
c	Created 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
d	Create Date To	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	Verification Status	Select Verification Status from the drop down menu: - Approved - Cancelled - Open - Pending For Approval - Rejected - Close	Filter and search existing records based on Status
f	Verification Transaction No	Search by entering a number	Will be automatically displayed once Verification Transaction No is typed
g	Supplier Name	Search Supplier Name	Filter and search existing records based on Supplier Name

Table 3.2-1

STEP 3

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

Note

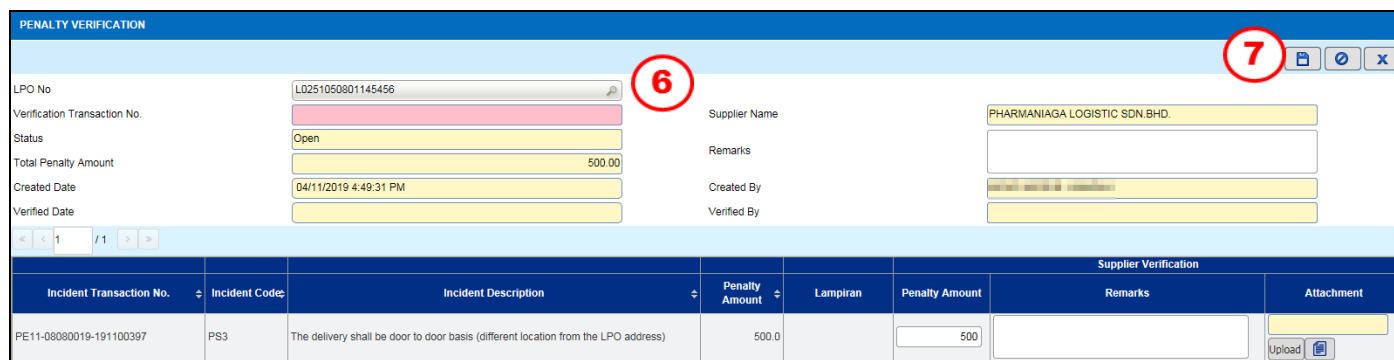
In circumstances of no criteria is input, the entire list of previous transaction will be displayed

STEP 4

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

STEP 5

Click on the  button to create new Penalty Verification record



Incident Transaction No.	Incident Code	Incident Description	Penalty Amount	Lampiran	Penalty Amount	Remarks	Attachment
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	500.0		500		

Figure 3.2-2 Penalty Verification

STEP 6

Select **LPO No**

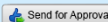
Note

- Once **LPO No** is selected, details of the penalty incident will be display
- User is allowed to modify **Penalty Amount**
- user is allowed to upload Attachment into the record by click on the  button
- Once user uploaded attachment, user is able to view by click on the  button

STEP 7

Click on the  button to save the Penalty verification transaction

PENALTY VERIFICATION

8 

LPO No: L0251050801145456

Verification Transaction No: PV19110023

Status: Open

Total Penalty Amount: 500.00

Created Date: 04/11/2019 4:49:31 PM

Verified Date:

Supplier Name: PHARMANIAGA LOGISTIC SDN.BHD.

Remarks:

Created By:

Verified By:

Incident Transaction No.	Incident Code	Incident Description	Penalty Amount	Lampiran	Penalty Amount	Remarks	Attachment
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	500.0		500		

Figure 3.2-3 Penalty Verification

STEP 8

Click on the  button to send the Penalty verification for approval

PENALTY VERIFICATION

9  

LPO No: L0251050801145456

Verification Transaction No: PV19110023

Status: Pending For Approval

Total Penalty Amount: 500.00

Created Date: 04/11/2019 4:49:31 PM

Verified Date:

Supplier Name: PHARMANIAGA LOGISTIC SDN.BHD.

Remarks:

Created By:

Verified By:

Incident Transaction No.	Incident Code	Incident Description	Penalty Amount	Lampiran	Penalty Amount	Remarks	Attachment
PE11-08080019-191100397	PS3	The delivery shall be door to door basis (different location from the LPO address)	500.0		500		

Figure 3.2-4 Penalty Verification

STEP 9

a) Click on the  button to approve the record and confirmation message will be display as Figure 3.2-5

CONFIRMATION

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

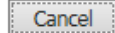
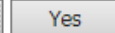
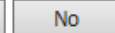
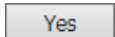
  

Figure 3.2-5 Confirmation Message

Note

Click on the  button to approved record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.2-6

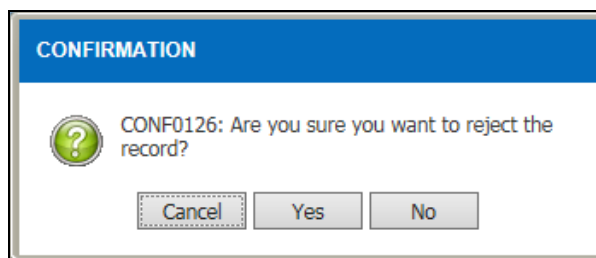
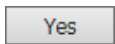
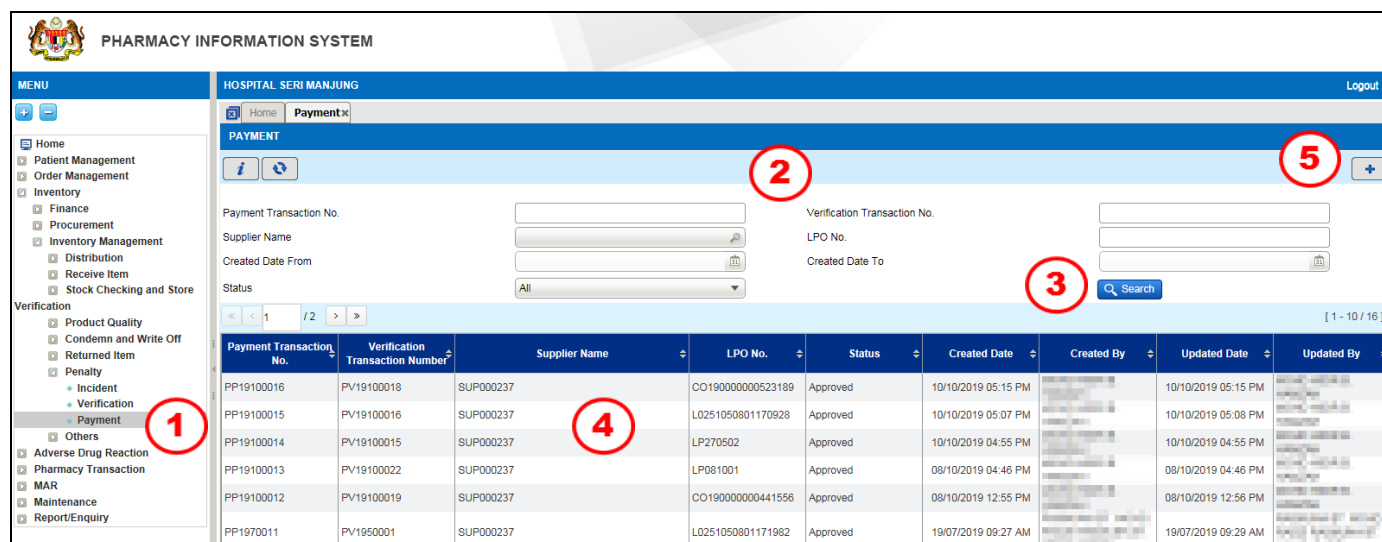


Figure 3.2-6 Confirmation Message

Note

Click on the  button to reject record

3.3 Penalty Payment



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Payment

Payment Transaction No. Verification Transaction No.

Supplier Name LPO No.

Created Date From Created Date To

Status

Payment Transaction No.	Verification Transaction Number	Supplier Name	LPO No.	Status	Created Date	Created By	Updated Date	Updated By
PP19100016	PV19100018	SUP000237	CO190000000523189	Approved	10/10/2019 05:15 PM		10/10/2019 05:15 PM	
PP19100015	PV19100016	SUP000237	L0251050801170928	Approved	10/10/2019 05:07 PM		10/10/2019 05:08 PM	
PP19100014	PV19100015	SUP000237	LP270502	Approved	10/10/2019 04:55 PM		10/10/2019 04:55 PM	
PP19100013	PV19100022	SUP000237	LP081001	Approved	08/10/2019 04:46 PM		08/10/2019 04:46 PM	
PP19100012	PV19100019	SUP000237	CO190000000441556	Approved	08/10/2019 12:55 PM		08/10/2019 12:56 PM	
PP1970011	PV1950001	SUP000237	L0251050801171982	Approved	19/07/2019 09:27 AM		19/07/2019 09:29 AM	

Figure 3.3-1 Penalty Payment

STEP 1

Click on the 'Inventory' menu followed by 'Inventory Management' and then click 'Penalty', and then click 'Payment'

STEP 2

To search for Penalty Payment transaction, these search criteria can be used:

No	Field	Description	Remark
a	Payment Transaction No	Search by entering a number Payment Transaction No	Will be automatically displayed once Payment Transaction No is typed
b	Verification Transaction No	Search by selecting a number Verification Transaction No	Will be automatically displayed once Verification Transaction No is typed
c	Supplier Name	Search Supplier Name	Filter and search existing records based on Supplier Name
d	LPO Number	Search by selecting a number from the LPO	Will be automatically displayed once a LPO no is typed
e	Created 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
f	Create Date To	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: - All - Approved - Cancelled - Open - Pending For Approval - Rejected	Filter and search existing records based on Status

Table 3.3-1

STEP 3

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

Note

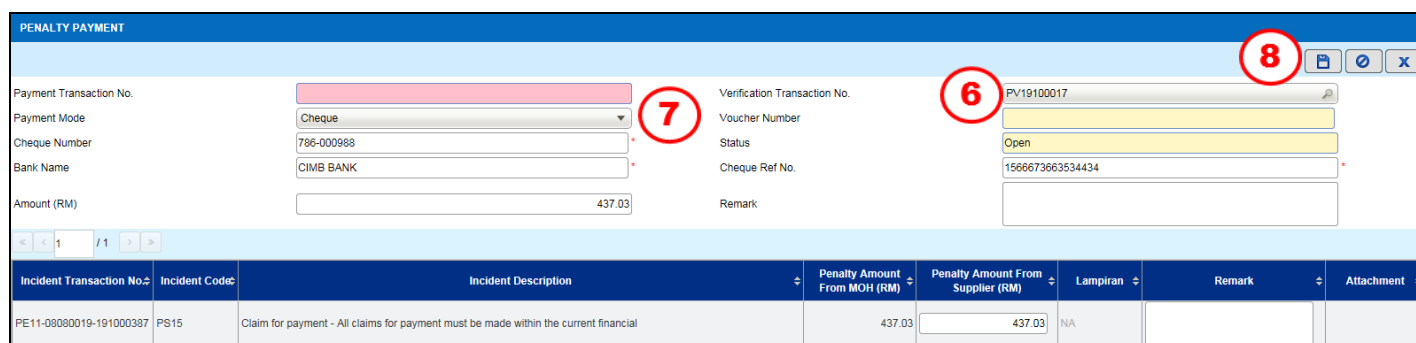
In circumstances of no criteria is input, the entire list of previous transaction will be displayed

STEP 4

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

STEP 5

Click on the  button to create new Penalty Payment record



The screenshot shows the 'PENALTY PAYMENT' form. It includes fields for Payment Transaction No., Payment Mode (Cheque), Cheque Number (786-000988), Bank Name (CIMB BANK), Amount (RM) (437.03), Verification Transaction No. (PV19100017), Voucher Number, Status (Open), Cheque Ref No. (1566673663534434), and Remark. A table below the form displays transaction details with columns: Incident Transaction No., Incident Code, Incident Description, Penalty Amount From MOH (RM), Penalty Amount From Supplier (RM), Lampiran, Remark, and Attachment. The table contains one record with Incident Transaction No. PE11-08080019-191000387, Incident Code PS15, and Incident Description Claim for payment - All claims for payment must be made within the current financial.

Figure 3.3-2 Penalty Payment

STEP 6

Select **Verification Transaction No**

STEP 7

Select **Payment Mode** from dropdown menu

- Cheque
- Voucher

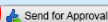
Note

- If selecting **Payment Mode** as cheque, user need to enter **Cheque Number**, **Bank Name** and **Cheque Ref No.** where **Voucher Number** field will be dim
- If selecting **Payment Mode** as voucher, user need to enter **Voucher Number** where enter **Cheque Number**, **Bank Name** and **Cheque Ref No** will be dim

STEP 8

Click on the  button to save the Penalty Payment transaction

PENALTY PAYMENT

9 

Payment Transaction No. PP19110017 Verification Transaction No. PV19100017

Payment Mode Cheque Voucher Number

Cheque Number 6565768-009 Status Open

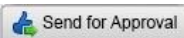
Bank Name CIMB BANK Cheque Ref No. 7654-00977777799-00

Amount (RM) 437.03 Remark

Incident Transaction No.	Incident Code	Incident Description	Penalty Amount From MOH (RM)	Penalty Amount From Supplier (RM)	Lampiran	Remark	Attachment
PE11-08080019-191000387	PS15	Claim for payment - All claims for payment must be made within the current financial	437.03	437.03	NA		

Figure 3.3-3 Penalty Payment

STEP 9

Click on the  button to send the Penalty Payment for approval

PENALTY PAYMENT

10  

Payment Transaction No. PP19110017 Verification Transaction No. PV19100017

Payment Mode Cheque Voucher Number

Cheque Number 6565768-009 Status Pending For Approval

Bank Name CIMB BANK Cheque Ref No. 7654-00977777799-00

Amount (RM) 437.03 Remark

Incident Transaction No.	Incident Code	Incident Description	Penalty Amount From MOH (RM)	Penalty Amount From Supplier (RM)	Lampiran	Remark	Attachment
PE11-08080019-191000387	PS15	Claim for payment - All claims for payment must be made within the current financial	437.03	437.03	NA		

Figure 3.3-4 Penalty Payment

STEP 10

a) Click on the  button to approve the record and confirmation message will be display as Figure 3.3-5

CONFIRMATION

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

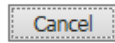
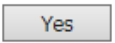
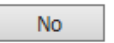
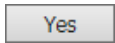
  

Figure 3.3-5 Confirmation Message

Note

Click on the  button to approved record

- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.3-6

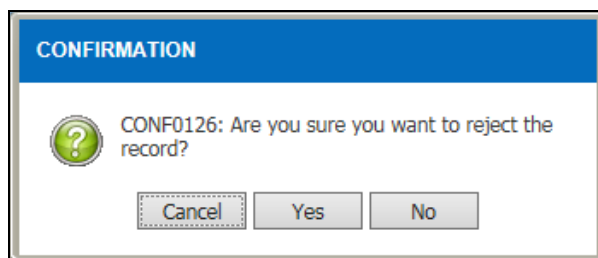
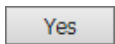


Figure 3.3-6 Confirmation Message

Note

Click on the  button to reject record

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

No	Module	PDF Links	No	Module	PDF Links
1	Finance	Click Here	15	Internal Indent	Click Here
2	Procurement Standard APPL	Click Here	16	Issue	Click Here
3	Procurement standard LP	Click Here	17	Receive From Supplier	Click Here
4	Procurement Standard Contract	Click Here	18	Receive Inter Facility	Click Here
5	Procurement Standard Quotation	Click Here	19	Receive Intra Facility	Click Here
6	Procurement Standard (RFQ)	Click Here	20	Return to Supplier	Click Here
7	Procurement Non Standard (Requisition Order)	Click Here	21	Return to Supplying Unit	Click Here
8	Quarantine	Click Here	22	Slow Moving	Click Here
9	Product Complaint	Click Here	23	Stock Taking And Verification	Click Here
10	Recalculate Buffer Level	Click Here	24	Stock Transfer	Click Here
11	Expiration And Condemn	Click Here	25	Year End	Click Here
12	Recall Product	Click Here	26	Penalty	Click Here
13	Payment	Click Here	27	IWP Budget	Click Here
14	External Indent	Click Here	28	IWP Order Authorization	Click Here