



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

User Manual Pharmacy Inventory (Penalty)

Version : 13 th Edition Document ID : U. MANUAL_ INV_ PENALTY



© 2011-2023 *Pharmacy Information System & Clinic Pharmacy System (PhIS & CPS) Project*

CONFIDENTIAL COPYRIGHTED MATERIAL–The information includes all concepts, comments, recommendations, and material, contained herein shall remain the property of Pharmacy Information System & Clinic Pharmacy System (PhIS & CPS) Project. No portion of this document shall be disclosed, duplicated or used in whole or in part of any purpose other than the purpose of the Pharmacy Information System & Clinic Pharmacy System (PhIS & CPS) Project execution only

Reference ID : U. MANUAL_ INV PENALTY-13th E

Application Reference: PhIS & CPS v2.6.1



Table of Contents

1.0	Introduction	1
1.1	Overview of PhIS.....	1
1.2	Purpose and Objectives	1
1.3	Organised Sections	1
2.0	Application Standard Features	2
2.1	PhIS Legend.....	2
2.2	Latest Enhancement and Update.....	Error! Bookmark not defined.
	Latest Function	Error! Bookmark not defined.
	Page.....	Error! Bookmark not defined.
3.0	Penalty.....	4
	Overview	4
	User Group.....	4
3.1	Penalty Incident.....	5
3.1.1	Create New Incident PS1	7
3.1.2	Create New Incident PS2	14
3.1.3	Create New Incident PS3	20
3.1.4	Create New Incident PS4	26
3.1.5	Create New Incident PS5/PS6/PS7/PS13	33
3.1.6	Create New Incident PS8	39
3.1.7	Create New Incident PS9A/PS10/PS11A/PS12.....	45
3.1.8	Create New Incident PS9B/PS11B.....	51
3.1.9	Create New Incident PS14	57
3.1.10	Create New Incident PS15	62
3.1.11	Create New Incident PS17	68
3.1.12	Create New Incident PS18	74
3.1.13	Create New Incident PS21	80
3.2	Penalty Verification.....	87
3.3	Penalty Payment	91
4.0	Acronyms.....	95
5.0	Links to Inventory Modules	95

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

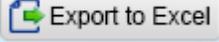
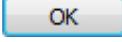
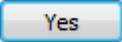
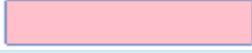
1.3 Organised Sections

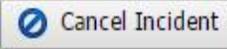
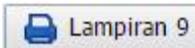
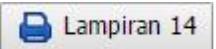
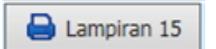
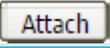
These are the sections within this document:

- 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	<input type="checkbox"/>	Checkbox
	System Automatic Generate Record No.		Automatically Display/Retrieve Box
	Reset Login Screen		Show Help
	Display Home Tab		Search Record
	Cancel		Dropdown Box
	Search Icon	*	Indicate Mandatory Field
	Edit Record		Empty Text Box
	Cancel Button		

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

Note

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

3.0 Penalty

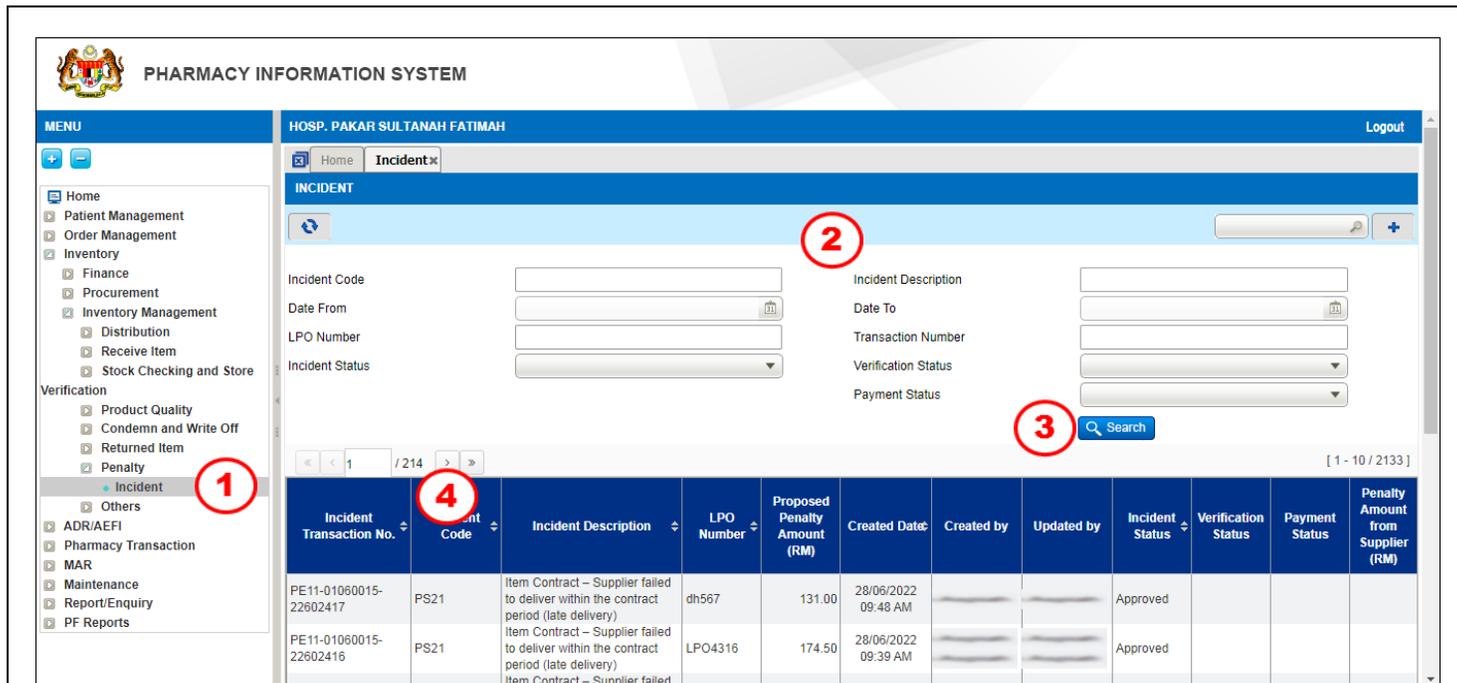
Overview

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

User Group

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

3.1 Penalty Incident



PHARMACY INFORMATION SYSTEM

HOSP. PAKAR SULTANAH FATIMAH

Logout

Home Incident

INCIDENT

Incident Code:

Date From:

LPO Number:

Incident Status:

Incident Description:

Date To:

Transaction Number:

Verification Status:

Payment Status:

Search

[1 - 10 / 2133]

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)
PE11-01060015-22602417	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	dh567	131.00	28/06/2022 09:48 AM			Approved			
PE11-01060015-22602416	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	LPO4316	174.50	28/06/2022 09:39 AM			Approved			
PE11-01060015-		Item Contract – Supplier failed			28/06/2022						

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

		<ul style="list-style-type: none"> - PS22 - PS23 - P24 	
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: <ul style="list-style-type: none"> - Approved - Cancelled - Open - Pending For Approval - Rejected - Closed 	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: <ul style="list-style-type: none"> - Approved - Cancelled - Closed - Open - Pending For Approval - Rejected 	Filter and search existing records based on Status
i	Payment Status	Select Payment Status from the drop down menu: <ul style="list-style-type: none"> - Approved - Cancelled - Closed - 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

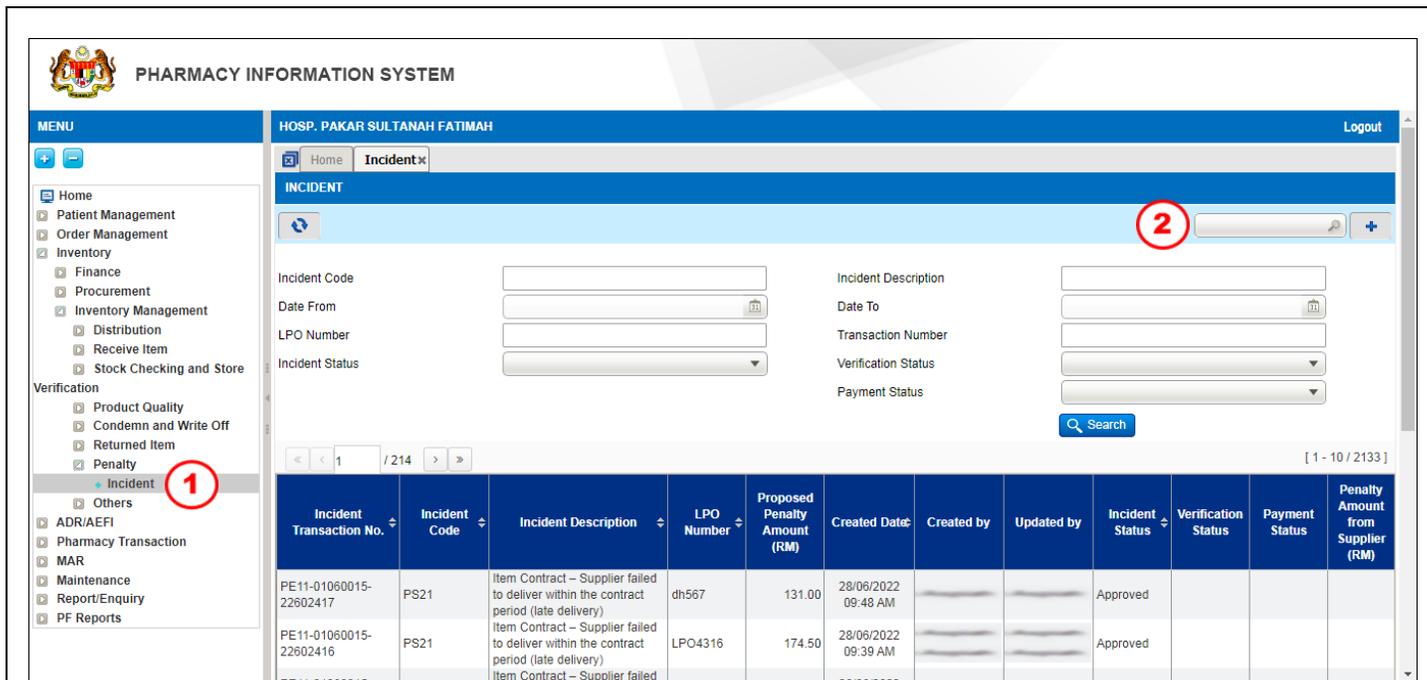
In circumstances of no criteria is input, the entire list of previous transaction will be displayed

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:



The screenshot shows the 'PHARMACY INFORMATION SYSTEM' interface for 'HOSP. PAKAR SULTANAH FATIMAH'. The left sidebar menu has 'Incident' highlighted with a red circle '1'. The main area shows the 'INCIDENT' form with fields for Incident Code, Incident Description, Date From, Date To, LPO Number, Transaction Number, Incident Status, Verification Status, and Payment Status. A search button is highlighted with a red circle '2'. Below the form is a table listing incident transactions.

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)
PE11-01060015-22602417	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	dh567	131.00	28/06/2022 09:48 AM			Approved			
PE11-01060015-22602416	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	LPO4316	174.50	28/06/2022 09:39 AM			Approved			
PE11-01060015-22602415		Item Contract – Supplier failed			28/06/2022						

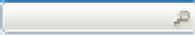
Figure 3.1.1-1 Incident

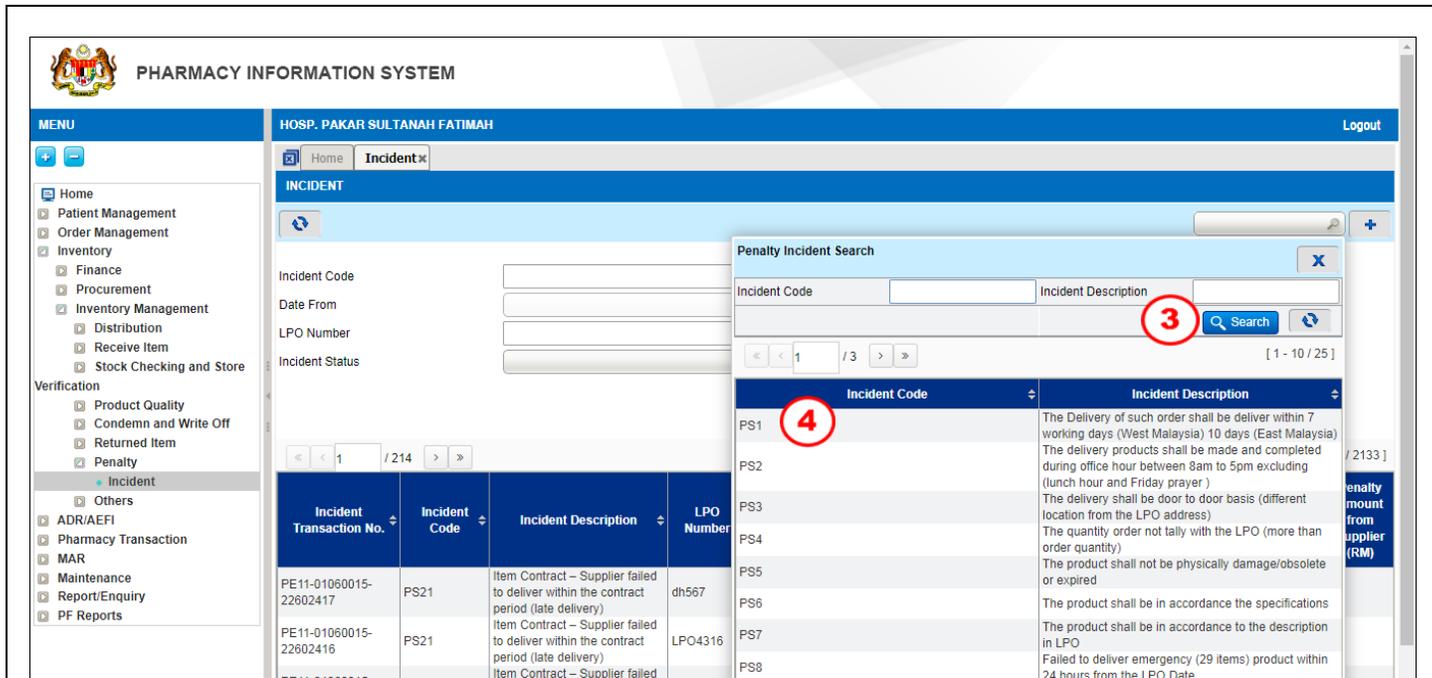
This function is to perform Penalty that will be imposed to the supplier when the supplier fails to supply the goods within 7 working days.

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

HOSP. PAKAR SULTANAH FATIMAH Logout

Home Incident

INCIDENT

Penalty Incident Search

Incident Code: Incident Description:

[3] Search

<< 1 / 3 >> [1 - 10 / 25]

Incident Transaction No.	Incident Code	Incident Description	LPO Number
PE11-01060015-22602417	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	dh567
PE11-01060015-22602416	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	LPO4316
PE11-01060015-22602415	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	

Penalty amount from supplier (RM) / 2133]

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

HOSP. PAKAR SULTANAH FATIMAH Logout

Home Incident PS1

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

[1 - 10 / 2133]

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)
PE11-01060015-22602417	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	dh567	131.00	28/06/2022 09:48 AM			Approved			
PE11-01060015-22602416	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)	LPO4316	174.50	28/06/2022 09:39 AM			Approved			
PE11-01060015-22602415	PS21	Item Contract – Supplier failed to deliver within the contract period (late delivery)									

Figure 3.1.1-3 Incident

STEP 5

Click on the button to create new record

INCIDENT PS1 8

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: 6

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: 7

PENALTY DETAILS

[1 - 1 / 1]

Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Proposed Penalty Amount (RM)
46.4402.06A	Kirchner Wires 1.6mm, Trocar Tip Single or Double (Length Range: 150mm)	DOTESTLPO4260	NOT APPLICABLE	BRD1701475	OSA	400	75.17	6	5,412.24	6	5,412.24
Total Amount (RM)											5,412.24

Figure 3.1.1-4 Incident PS1

STEP 6

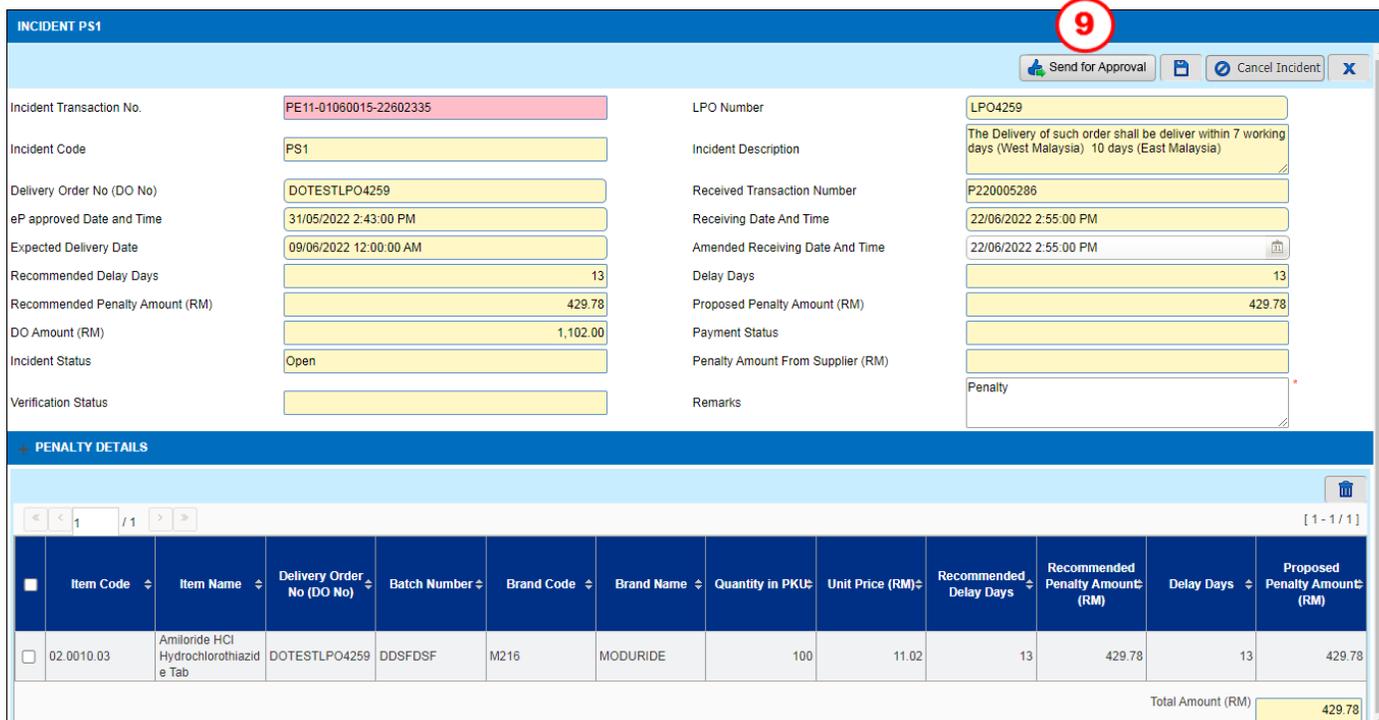
Click on the button to find the LPO No.

STEP 7

Enter remark in the remark box

STEP 8

Click on the  button to save the Penalty transaction



INCIDENT PS1

Send for Approval  Cancel Incident 

Incident Transaction No. PE11-01060015-22602335 LPO Number LPO4259

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

Delivery Order No. (DO No) DOTESTLPO4259 Received Transaction Number P220005286

eP approved Date and Time 31/05/2022 2:43:00 PM Receiving Date And Time 22/06/2022 2:55:00 PM

Expected Delivery Date 09/06/2022 12:00:00 AM Amended Receiving Date And Time 22/06/2022 2:55:00 PM

Recommended Delay Days 13 Delay Days 13

Recommended Penalty Amount (RM) 429.78 Proposed Penalty Amount (RM) 429.78

DO Amount (RM) 1,102.00 Payment Status

Incident Status Open Penalty Amount From Supplier (RM)

Verification Status Remarks Penalty

PENALTY DETAILS

[1 - 1 / 1]

Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Proposed Penalty Amount (RM)
02.0010.03	Amloride HCl Hydrochlorothiazide Tab	DOTESTLPO4259	DDSFDSF	M216	MODURIDE	100	11.02	13	429.78	13	429.78
Total Amount (RM)											429.78

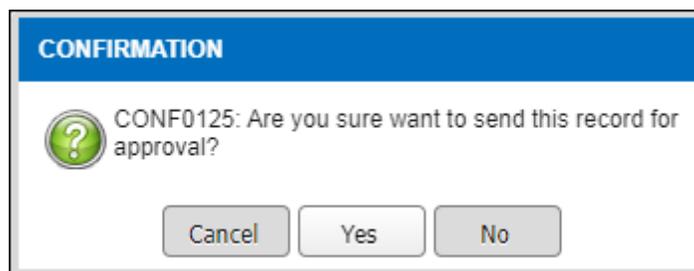
Figure 3.1.1-5 Incident PS1

STEP 9

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

Note

- Once click on send for approval alert message will be display as Figure 3.1.1-6

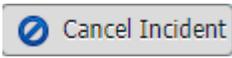


CONFIRMATION

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

Cancel Yes No

Figure 3.1.1-6 Alert Message

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

INCIDENT PS1

10
Approve
Reject
X

Incident Transaction No.	PE11-01060015-22602335	LPO Number	LPO4259
Incident Code	PS1	Incident Description	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)
Delivery Order No (DO No)	DOTESTLPO4259	Received Transaction Number	P220005286
eP approved Date and Time	31/05/2022 2:43:00 PM	Receiving Date And Time	22/06/2022 2:55:00 PM
Expected Delivery Date	09/06/2022 12:00:00 AM	Amended Receiving Date And Time	22/06/2022 2:55:00 PM
Recommended Delay Days	13	Delay Days	13
Recommended Penalty Amount (RM)	429.78	Proposed Penalty Amount (RM)	429.78
DO Amount (RM)	1,102.00	Payment Status	
Incident Status	Pending For Approval	Penalty Amount From Supplier (RM)	
Verification Status		Remarks	Penalty

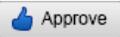
PENALTY DETAILS

[1 - 1 / 1]

Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Proposed Penalty Amount (RM)
02.0010.03	Amiloride HCl Hydrochlorothiazide Tab	DOTESTLPO4259	DDSFDSF	M216	MODURIDE	100	11.02	13	429.78	13	429.78
Total Amount (RM)											429.78

Figure 3.1.1-7 Incident PS1

STEP 10

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

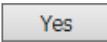
CONFIRMATION


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

Cancel
Yes
No

Figure 3.1.1-8 Confirmation Message

Note

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

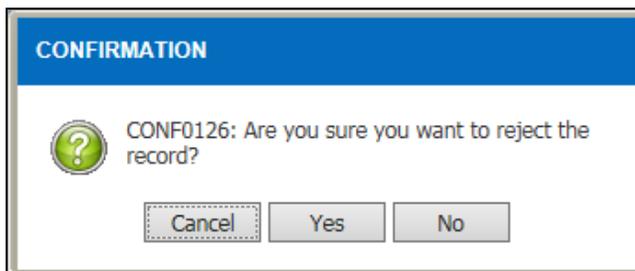
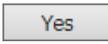


Figure 3.1.1-9 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.1-10

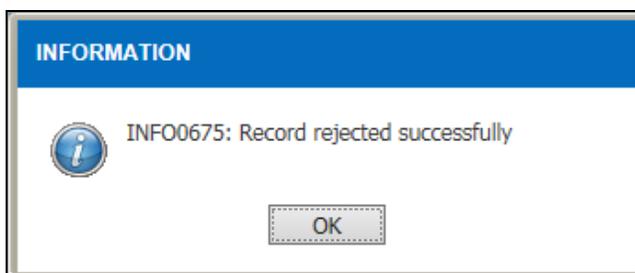


Figure 3.1.1-10 Information Message

Note

- Click on the  button to successfully rejected the record

INCIDENT PS1 11

Lampiran 9 Lampiran 10

Incident Transaction No.	PE11-01060015-22602335	LPO Number	LPO4259
Incident Code	PS1	Incident Description	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East Malaysia)
Delivery Order No (DO No)	DOTESTLPO4259	Received Transaction Number	P220005286
eP approved Date and Time	31/05/2022 2:43:00 PM	Receiving Date And Time	22/06/2022 2:55:00 PM
Expected Delivery Date	09/06/2022 12:00:00 AM	Amended Receiving Date And Time	22/06/2022 2:55:00 PM
Recommended Delay Days	13	Delay Days	13
Recommended Penalty Amount (RM)	429.78	Proposed Penalty Amount (RM)	429.78
DO Amount (RM)	1,102.00	Payment Status	
Incident Status	Approved	Penalty Amount From Supplier (RM)	
Verification Status		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 (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Proposed Penalty Amount (RM)
02.0010.03	Amiloride HCl Hydrochlorothiazide Tab	DOTESTLPO4259	DDSFDSF	M216	MODURIDE	100	11.02	13	429.78	13	429.78

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 Penswastaaan 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 : (Sila tandakan (✓) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI	NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO <input checked="" type="checkbox"/>	3% x nilai produk gagal dibekalkan x bilangan hari lewat	49.11
(ii) Dihantar di luar waktu pejabat <input type="checkbox"/>	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 Penswastaaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011**

LAMPIRAN 10

**SENARAI SEMAK
APPENDIX 5A**

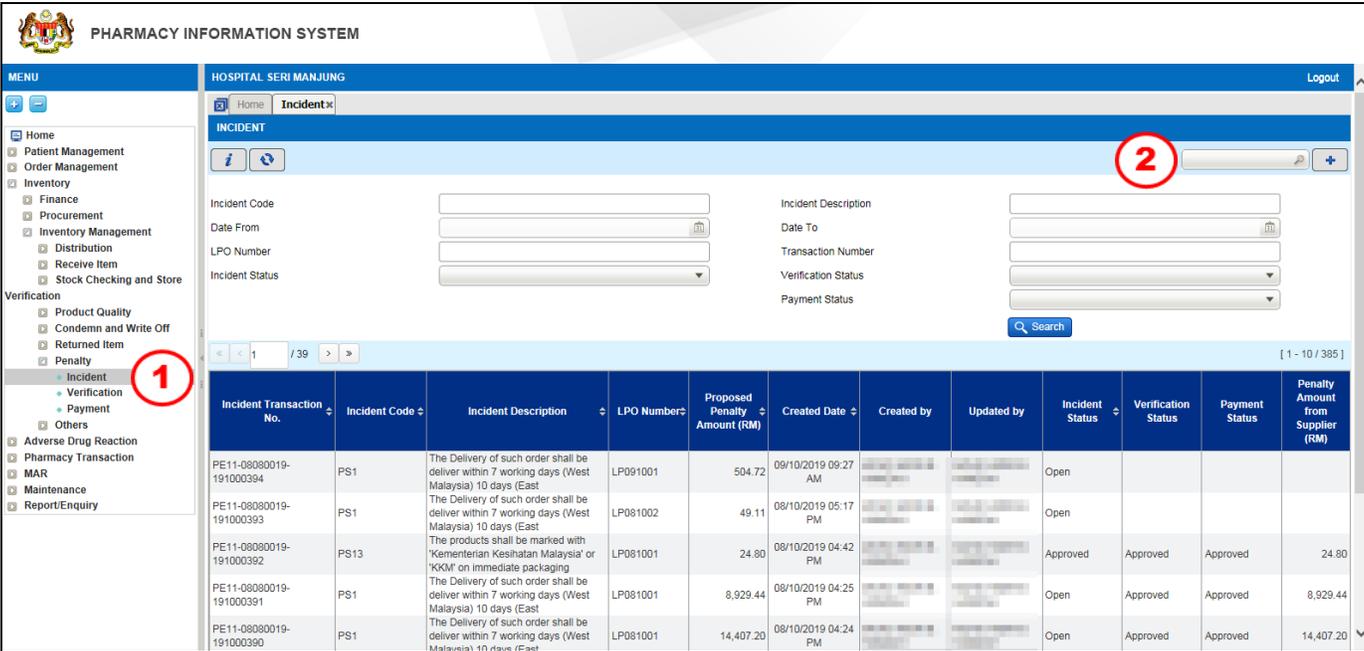
Nama PTJ : Hospital Seri Manjung
 No. LPO : LP081002
 Tandakan (✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	<input checked="" type="checkbox"/> Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : 08/10/2019 5:11 PM Tarikh terima bekalan : 08/10/2019 5:19 PM Bilangan hari lewat : 08 Nama produk : Acetazolamide 250mg Tab BPI/USP	Please refer attachment for detail calculation
2.	<input type="checkbox"/> Penghantaran di luar waktu pejabat	Masa mula memunggah: Masa selesai memunggah dan Penerimaan barang:	
3.	<input type="checkbox"/> Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	<input type="checkbox"/> Kuantiti produk tidak sama dengan LPO	Nama produk Kuantiti pada LPO Kuantiti produk diterima	
5.	<input type="checkbox"/> Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk rosak/tamat tarikh luput/lupuk/luang" dalam tempoh 7 hari bekerja dari tarikh nota PTJ "potong yang tidak berkenaan	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
6.	<input type="checkbox"/> Kegagalan 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

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 / 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)	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 3.1.2-1 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

INCIDENT

Penalty Incident 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				Open			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 3.1.2-2 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

INCIDENT

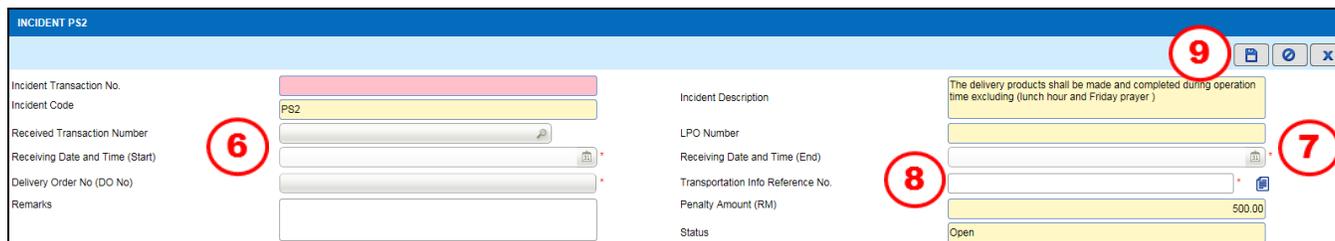
PS2

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

Figure 3.1.2-4 Incident PS2

STEP 6

Click on the  button to find the Receiving No.

STEP 7

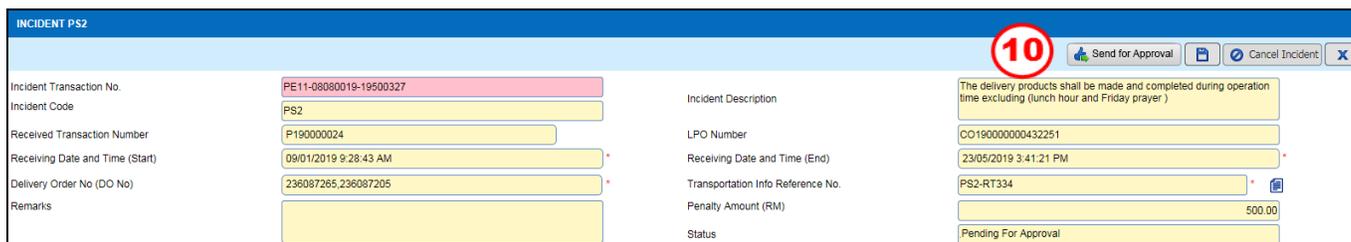
Enter **Receiving Date and Time (End)**

STEP 8

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

STEP 9

Click on the  button to save the Penalty transaction



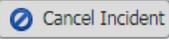
Incident Transaction No.	PE11-08080019-19500327	Incident Description	The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)
Incident Code	PS2	LPO Number	CO19000000432251
Received Transaction Number	P190000024	Receiving Date and Time (End)	23/05/2019 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	Pending For Approval

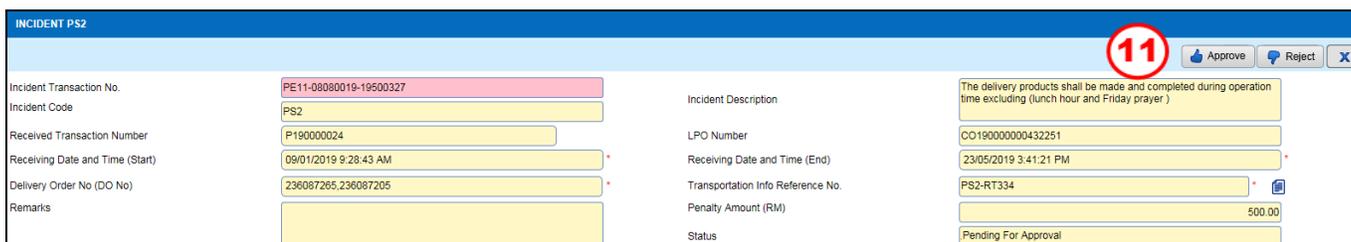
Figure 3.1.2-4 Incident PS2

STEP 10

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

Note

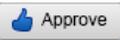
User is allowed to cancel the penalty transaction by click on the  button



Incident 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	Pending For Approval

Figure 3.1.2-5 Incident PS2

STEP 10

- a) Click on the  button to approve the record and confirmation message will be display as Figure 3.1.2-6

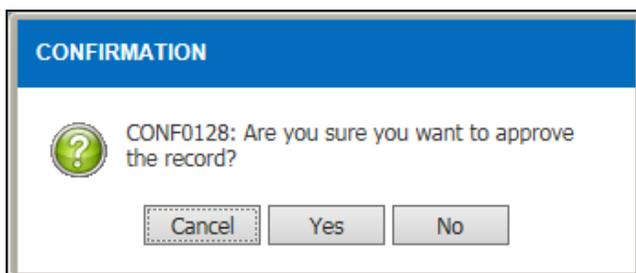
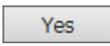


Figure 3.1.2-6 Confirmation Message

Note

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

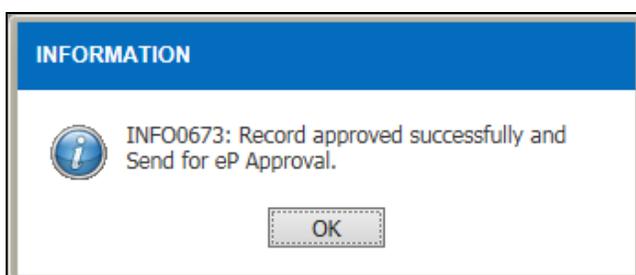


Figure 3.1.2-7 Information Message

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

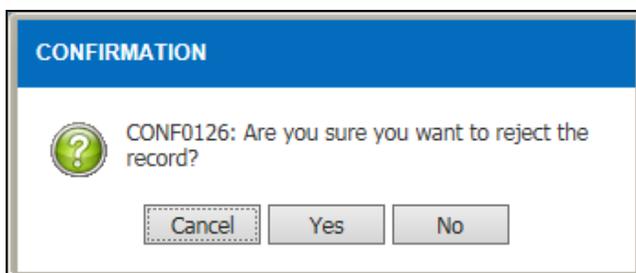
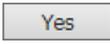


Figure 3.1.2-8 Confirmation Message

Note

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

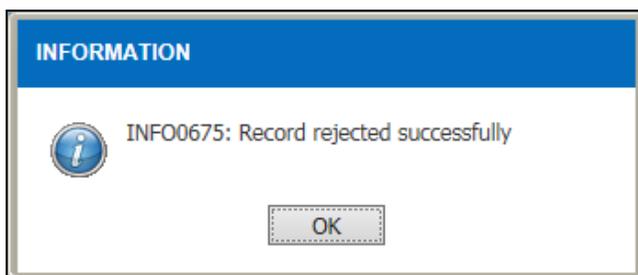
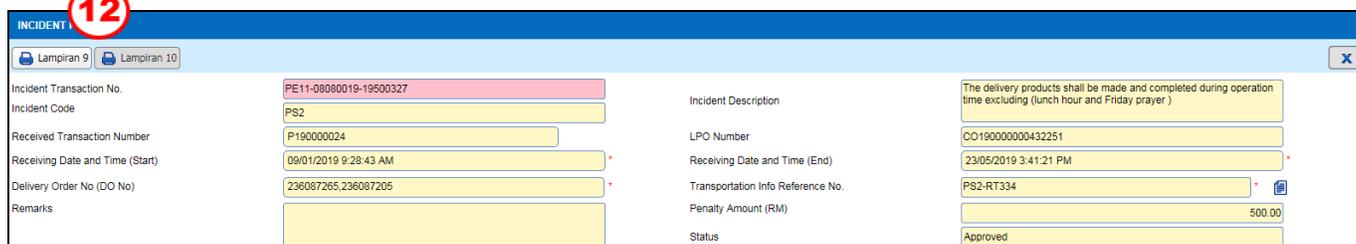


Figure 3.1.2-9 Information Message

Note

- Click on the  button to successfully rejected the record

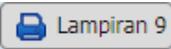
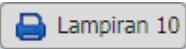
12

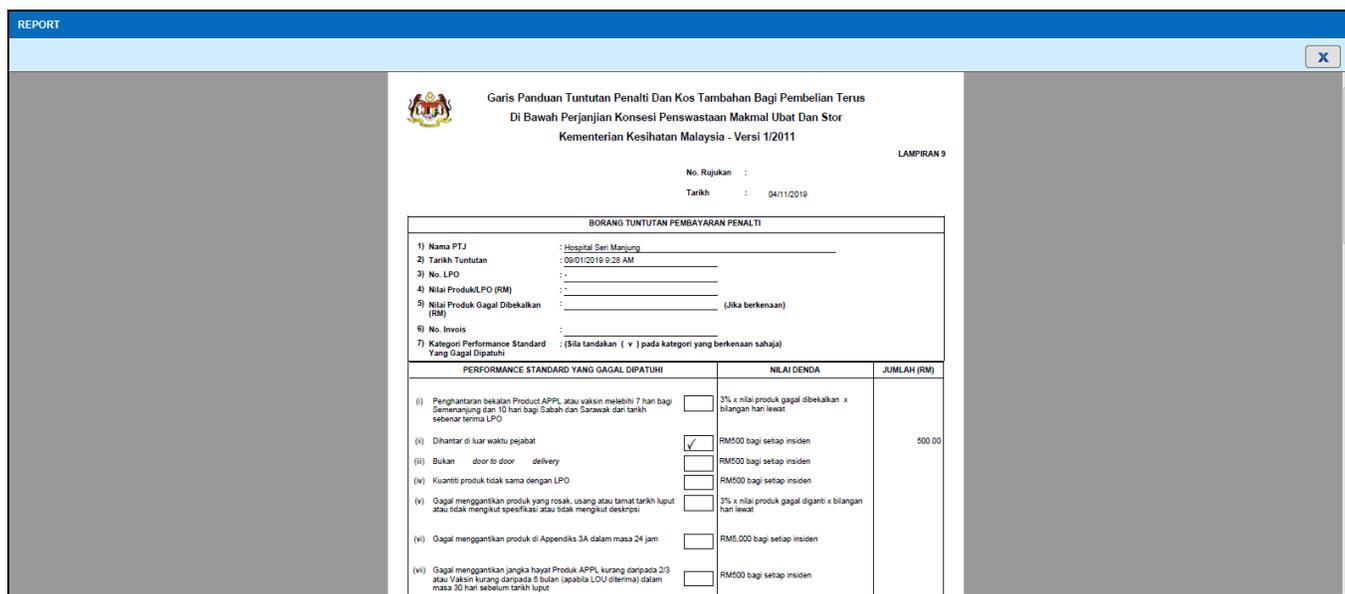


Incident Transaction No.	PE11-08080019-19500327	Incident Description	The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)
Incident Code	PS2	LPO Number	CO19000000432251
Received Transaction Number	P190000024	Receiving Date and Time (End)	23/05/2019 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 Konsepsi Penswastan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

No. Rujukan :
Tarikh : 04/11/2019

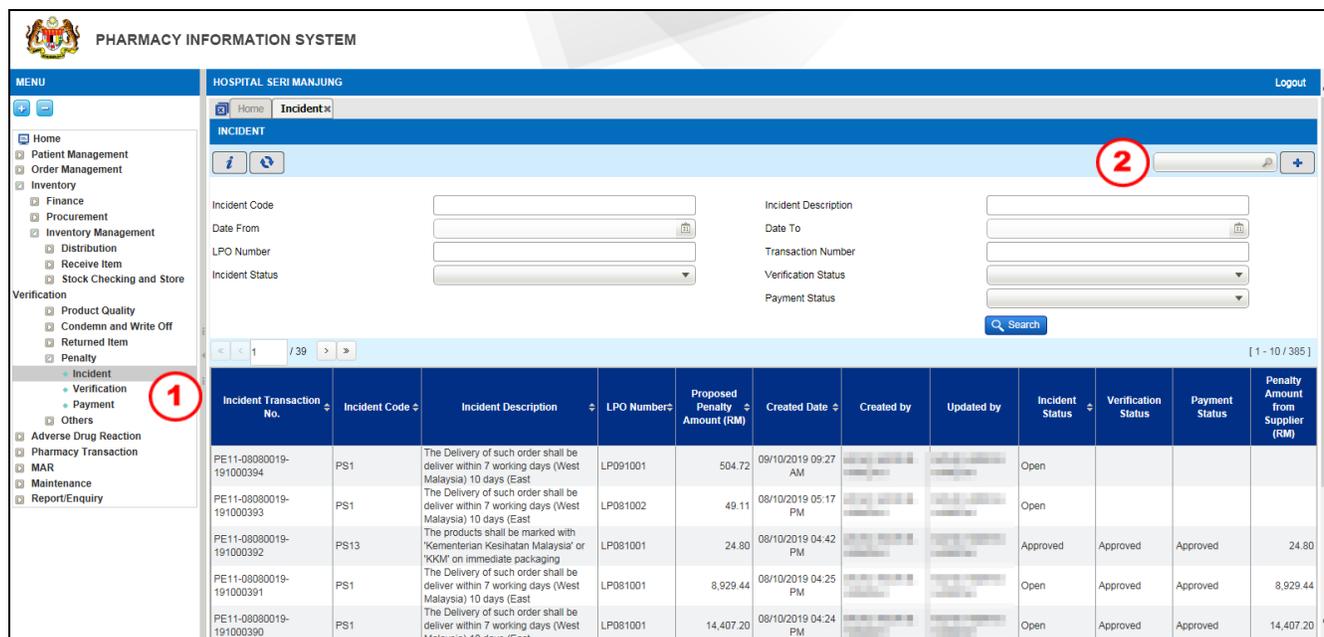
LAMPIRAN 9

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 sebarang terima LPO	<input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihanjar di luar waktu pejabat	<input checked="" type="checkbox"/> RM500 bagi setiap insiden	500.00
(iii) Bukan door to door delivery	<input type="checkbox"/> RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	<input type="checkbox"/> RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	<input type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam	<input type="checkbox"/> RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau (vaksin kurang daripada 6 bulan apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	<input type="checkbox"/> RM500 bagi setiap insiden	

Figure 3.1.2-11 Lampiran 9

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

Home Incident x

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

INCIDENT

Penalty Incident Search

Incident Code	Incident Description	Proposed Penalty Amount (RM)
PS5	Testing	
PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	504.72
PS2	The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)	49.11
PS3	The delivery shall be door to door basis (different location from the LPO address)	24.80
PS4	The quantity order not tally with the LPO (more than order quantity)	8,929.44
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	24.80
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	3,929.44

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

INCIDENT

PS3

Incident Code: PS3

Incident Description: [Empty]

Date From: [Empty]

Date To: [Empty]

LPO Number: [Empty]

Transaction Number: [Empty]

Verification Status: [Empty]

Payment Status: [Empty]

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)	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			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 PS3			
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

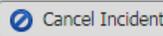
INCIDENT PS3			
Incident Transaction No.	PE11-08080019-191100397	Incident Description	The delivery shall be door to door basis (different location from the LPO address)
Incident Code	PS3	Delivery Order No (DO No)	93727601,93727950
LPO Number	L0251050801145456	Transportation Info Reference No.	PS3-RC665473773
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 PS3			
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

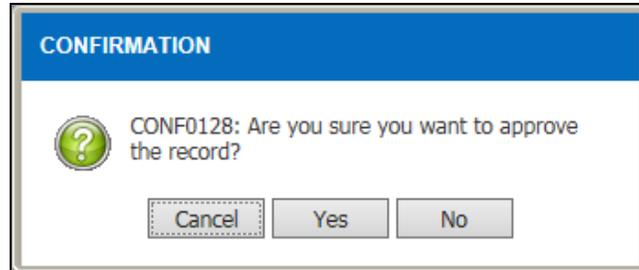
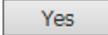


Figure 3.1.3-7 Confirmation Message

Note

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

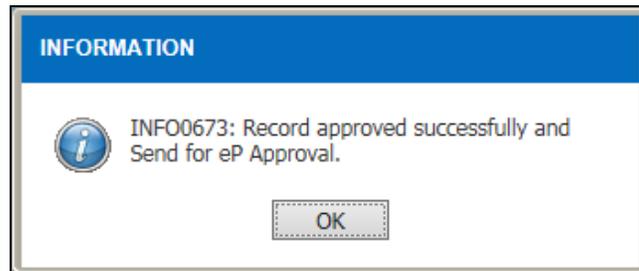


Figure 3.1.3-8 Information Message

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

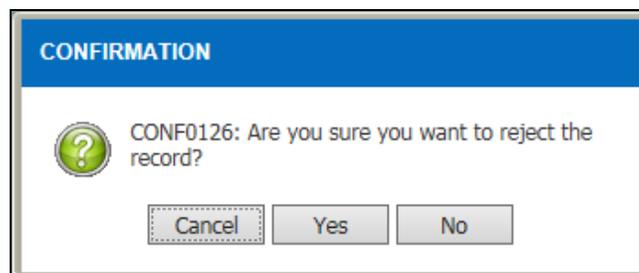
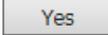


Figure 3.1.1-9 Confirmation Message

Note

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

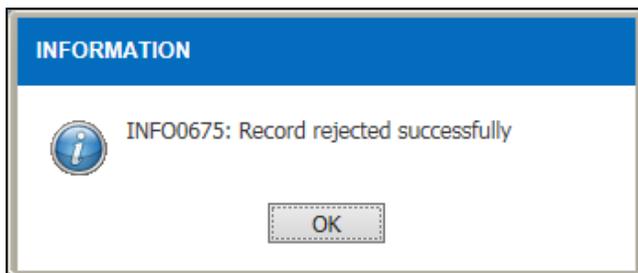
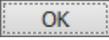
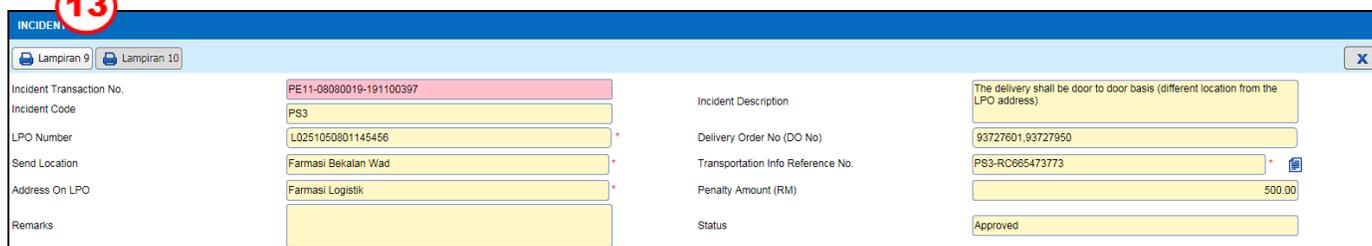


Figure 3.1.3-10 Information Message

Note

Click on the  button to successfully rejected the record

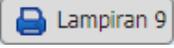
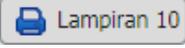
13

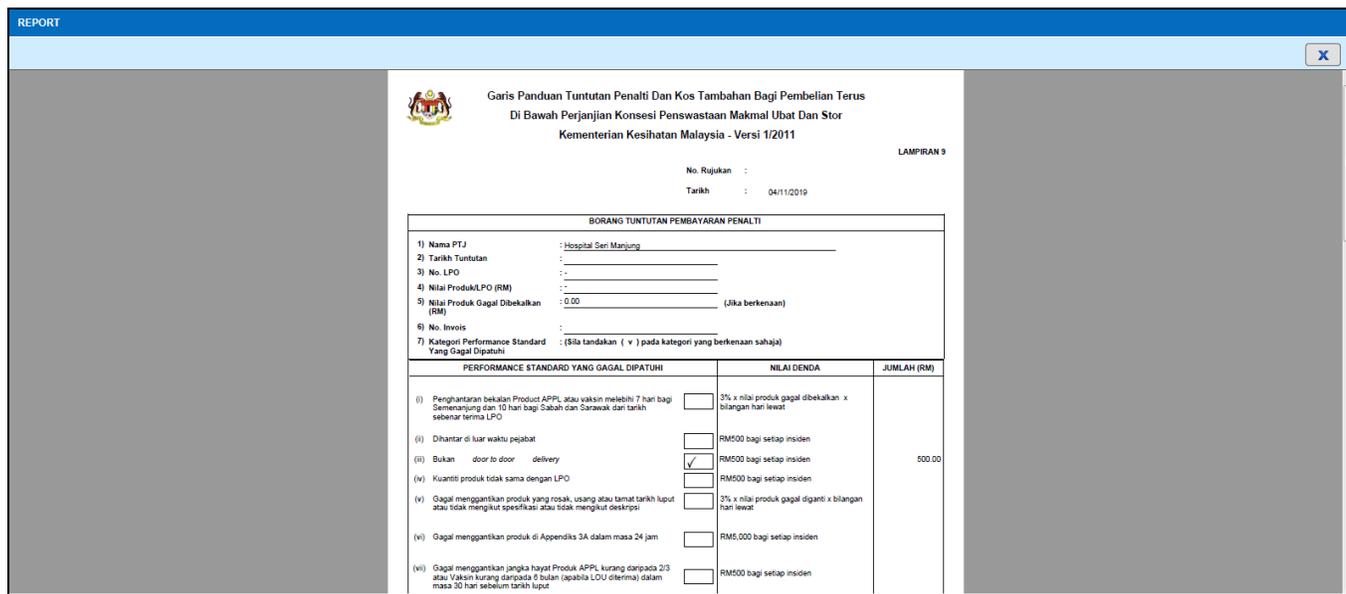


Incident Transaction No.	PE11-08080019-191100397	Incident Description	The delivery shall be door to door basis (different location from the LPO address)
Incident Code	PS3	Delivery Order No (DO No)	93727601.93727950
LPO Number	L0251050901145456	Transportation Info Reference No.	PS3-RC685473773
Send Location	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 Konsepsi 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	: (Sila tandakan (✓) pada kategori yang berkenaan sahaja)	
PERFORMANCE STANDARD YANG GAGAL DIPATUHI	NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebarang terima LPO	<input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Diharat di luar waktu pejabat	<input type="checkbox"/> RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	<input checked="" type="checkbox"/> RM500 bagi setiap insiden	600.00
(iv) Kuantiti produk tidak sama dengan LPO	<input type="checkbox"/> RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	<input type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam	<input type="checkbox"/> RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau (vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	<input type="checkbox"/> 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 Penawasaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

**SENARAI SEMAK
APPENDIX SA**

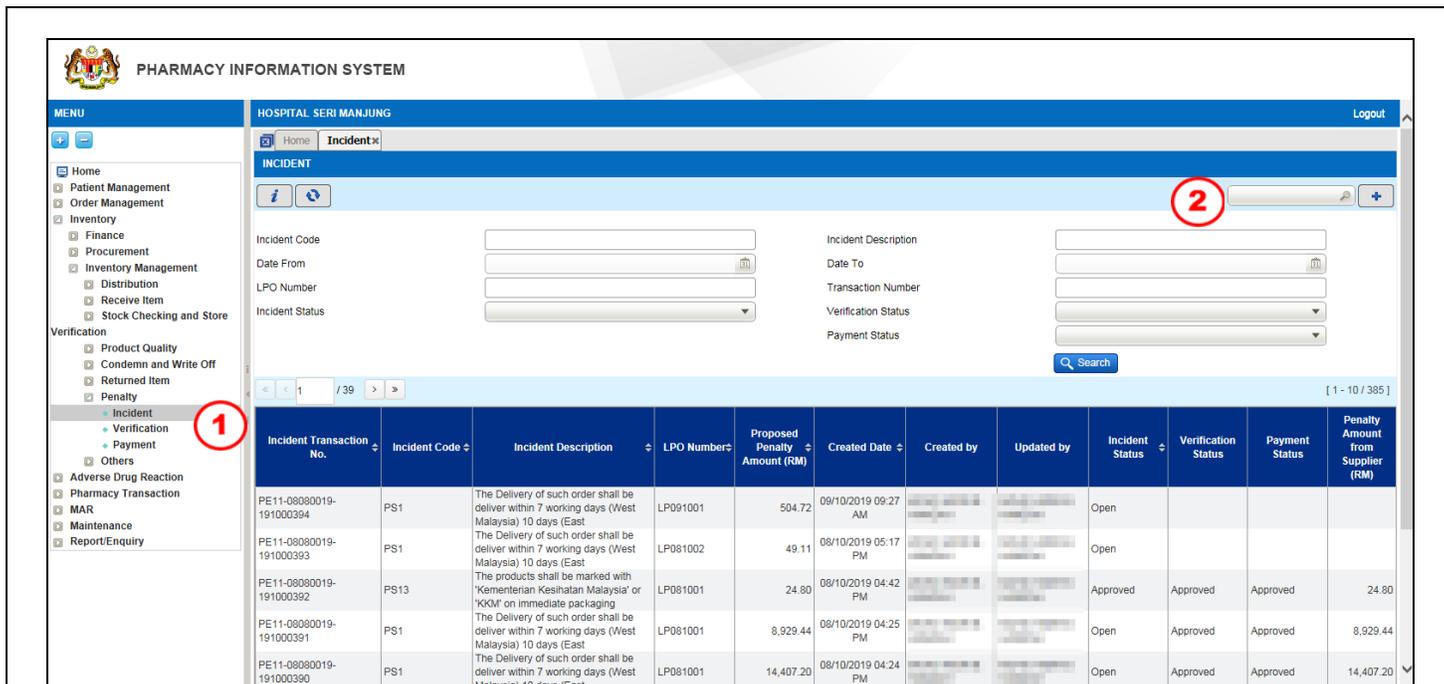
Nama PTJ : Hospital Seri Manjung
No. LPO : -
Tandakan pada yang berkenaan

Bil.	Perkara	Calatan	Cara Pengiraan Penalti
1.	<input type="checkbox"/> Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terma LPO dan PLB: Tarikh terma bekalan: Bilangan hari lewat: Nama produk	
2.	<input type="checkbox"/> Penghantaran di luar waktu pejabat	Masa mula memunggan: Masa selesai memunggan dan Penyermaan barang	
3.	<input checked="" type="checkbox"/> Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO: Famaasi Logistik Tempat penerimaan: Famaasi Bekalan Wad	RM: 800.00 Reference No:PD3-RC665473773
4.	<input type="checkbox"/> Kuantiti produk tidak sama dengan LPO	Nama produk kuantiti pada LPO kuantiti produk diterima	
5.	<input type="checkbox"/> Kegiatan mengagihkan produk yang ditolak oleh PTJ disebabkan oleh produk rosak/tamul/tamuk (susut/bekas/lewat) dalam tempoh 7 hari bekerja dari tarikh nota PTJ "potong" yang tidak berkenaan	Nama produk: Tarikh notifikasi PTJ: Tarikh terma bekalan: Bilangan hari lewat:	
6.	<input type="checkbox"/> Kegiatan mengagihkan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk: Spesifikasi yang tidak dipatuhi: Tarikh nota PTJ: Tarikh terma bekalan: Bilangan hari lewat:	
7.	<input type="checkbox"/> Kegiatan mengagihkan 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

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 / 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 3.1.4-1 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

Home Incident

INCIDENT

Incident Code:

Date From:

LPO Number:

Incident Status:

Penalty Incident Search

Incident Code: Incident Description:

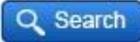
3 Search

Incident Code	Incident Description	Proposed Penalty Amount (RM)
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	24.80
PS10	The temperature must be maintained within (2C - 8C) at all times through delivery	3,929.44

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	09/1
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/1
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/1
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	08/1
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 3.1.4-2 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 Logout

INCIDENT PS4

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

[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)
PE11-09080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LP01251APPL	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)	LP01251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-09080019-191000394	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			
PE11-09080019-191000393	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 'KKM' 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

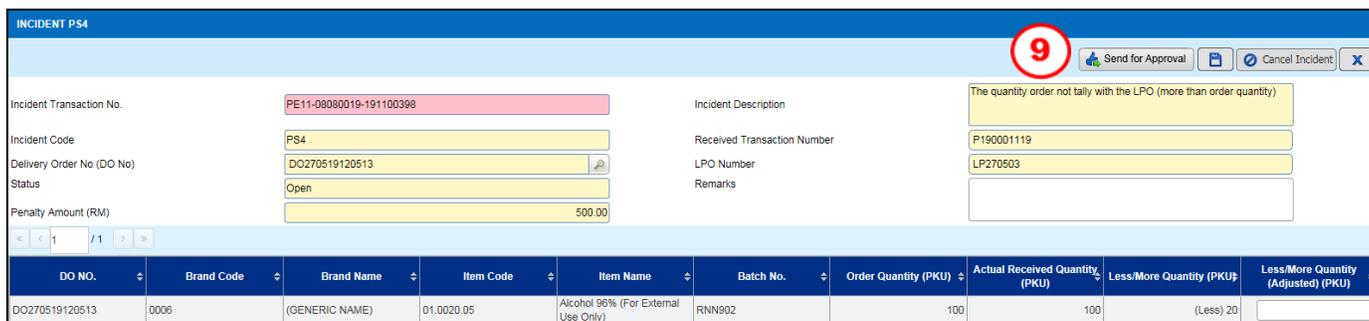
Select **Received Transaction Number**

STEP 7

Select **LPO Number**

STEP 8

Click on the  button to save the Penalty transaction



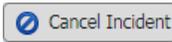
DO NO.	Brand Code	Brand Name	Item Code	Item Name	Batch No.	Order Quantity (PKU)	Actual Received Quantity (PKU)	Less/More Quantity (PKU)	Less/More Quantity (Adjusted) (PKU)
DO270519120513	0006	(GENERIC NAME)	01.0020.05	Alcohol 96% (For External Use Only)	RNN902	100	100	(Less) 20	

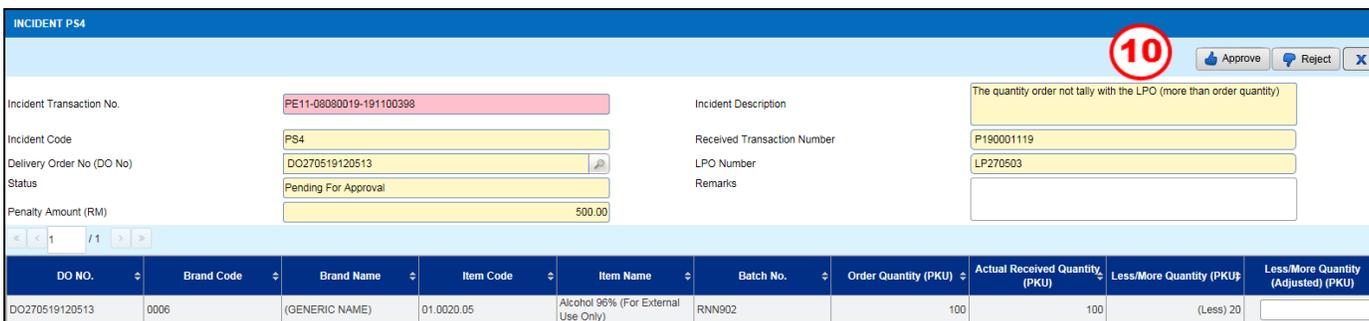
Figure 3.1.4-5 PS4 Incident

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



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

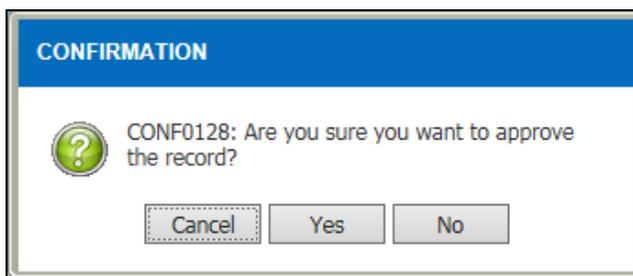
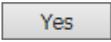


Figure 3.1.4-7 Confirmation Message

Note

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

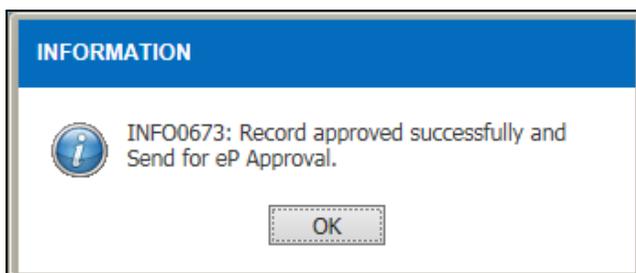


Figure 3.1.4-8 Information Message

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

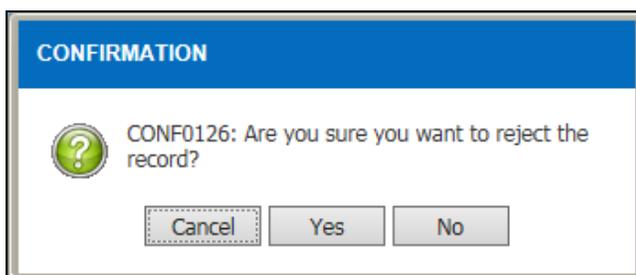
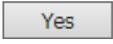


Figure 3.1.4-9 Confirmation Message

Note

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

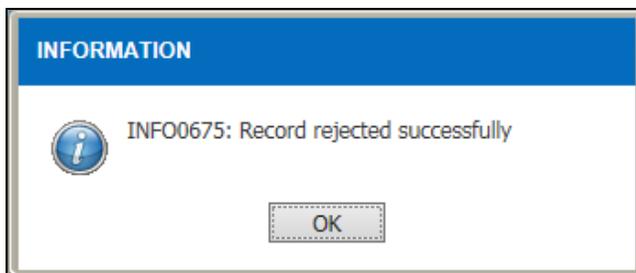


Figure 3.1.4-10 Information Message

Note

- Click on the  button to successfully rejected the record

INCIDENT PS4

Lampiran 9 Lampiran 10

Incident Transaction No. Incident Description

Incident Code Received Transaction Number

Delivery Order No (DO No) LPO Number

Status Remarks

Penalty Amount (RM)

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 Yang Gagal Dipatuhi : (Sila 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	<input type="checkbox"/> 3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat	<input type="checkbox"/> RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	<input type="checkbox"/> RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	<input checked="" type="checkbox"/> 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	<input type="checkbox"/> 3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam	<input type="checkbox"/> RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 0 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	<input type="checkbox"/> 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**

**SENARAI SEMAK
APPENDIX 5A**

LAMPIRAN 10

Nama PTJ : Hospital Seri Manjung
No. LPO : LP270503

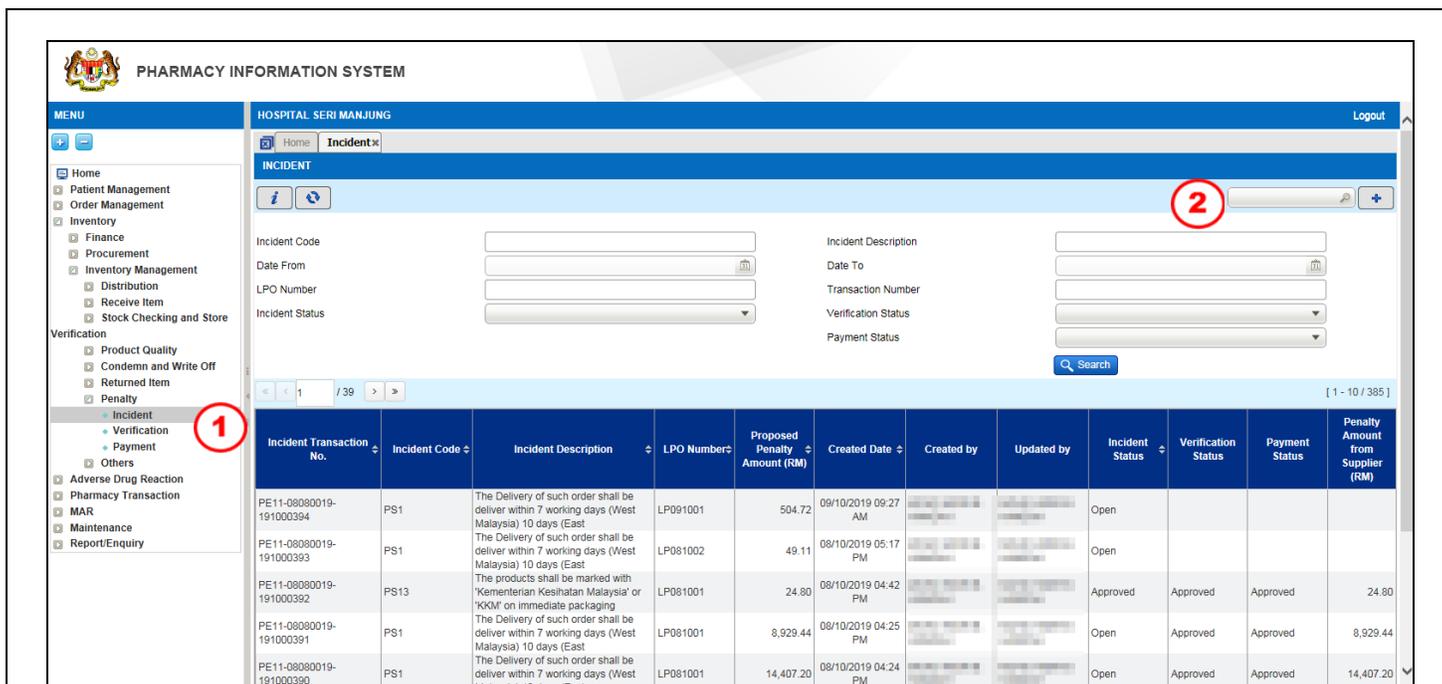
Tandakan pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	<input type="checkbox"/> Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	<input type="checkbox"/> Penghantaran di luar waktu pejabat	Masa mula memunggah : Masa selesai memunggah dan Penerimaan barang :	
3.	<input type="checkbox"/> Penghantaran bukan door-to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	<input checked="" type="checkbox"/> Kuantiti produk tidak sama dengan LPO	Nama produk : Alcohol 96% (For External Use Only) Kuantiti pada LPO : 100 Kuantiti produk diterima : 80	RM: 500.00
5.	<input type="checkbox"/> Kegagalan menggantikan produk yang otolak oleh PTJ disebabkan oleh produk rosak/amat teruk luput/tauklusang dalam tempoh 7 hari bekerja dari tarikh notis PTJ 'potong' yang tidak berkenaan	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
6.	<input type="checkbox"/> Kegagalan menggantikan produk usapan klinikal oleh PTJ / tidak sahkan	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

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 / 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 3.1.5-1 Incident

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

PS6: The product shall be in accordance the specifications

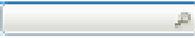
PS7: The product shall be in accordance to the description in LPO

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

Home Incident

INCIDENT

Incident Code:

Date From:

LPO Number:

Incident Status:

Penalty Incident Search

Incident Code: Incident Description:

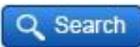
Search

1 / 3

Incident Code	Incident Description	Proposed Penalty Amount (RM)
PS5	Testing	
PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	504.72
PS2	The delivery products shall be made and completed during operation time excluding (lunch hour and Friday prayer)	49.11
PS3	The delivery shall be door to door basis (different location from the LPO address)	24.80
PS4	The quantity order not tally with the LPO (more than order quantity)	8,929.44
PS5	The product shall not be physically damaged/obsolete or expired	14,407.20
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	24.80
PS10	The temperature must be maintained within (2C - 8C) at all times through delivery	3,929.44

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* Logout **5**

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

[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)	LP01251APPL	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)	LP01251APPL	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 3.1.5-3 Incident

STEP 5

Click on the button to create new record

INCIDENT PS13

Incident Transaction No. 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 **6** DO No. for Return No. DO0810190410532

Notification Date And Time: 05/09/2019 11:40:03 AM **7** Expected Delivery Date And Time: 12/09/2019 11:40:03 AM

Received Transaction Number: P190001267 **7** DO No. for Receive No. DOTEST0002

Receiving Date And Time: 08/10/2019 4:43:10 PM **7** 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: **8** 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

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

Send for Approval
Cancel Incident
X

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.	T19000046	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	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
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

Approve
Reject
X

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.	T19000046	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	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
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

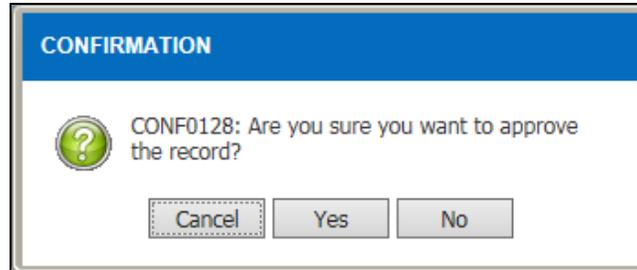
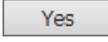


Figure 3.1.5-7 Confirmation Message

Note

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

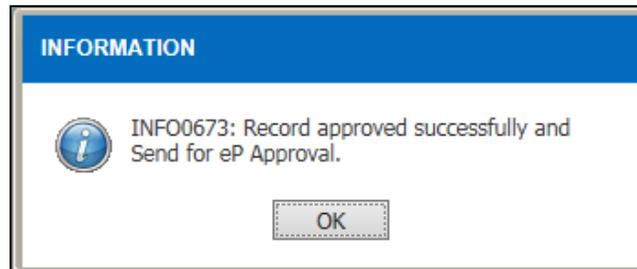
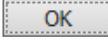


Figure 3.1.5-8 Information Message

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

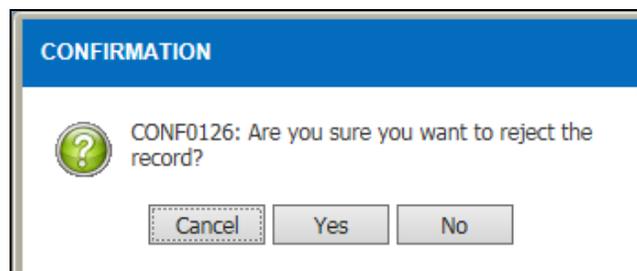
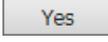


Figure 3.1.5-9 Confirmation Message

Note

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

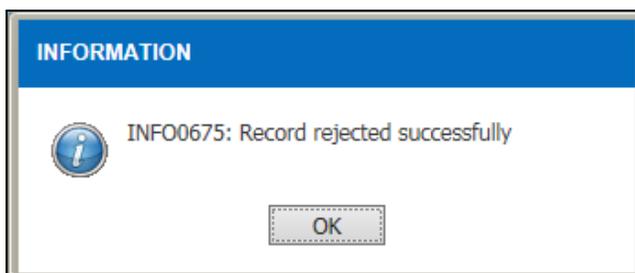
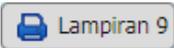
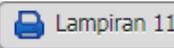
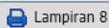
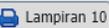


Figure 3.1.5-10 Information Message

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

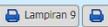
INCIDENT PS5

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

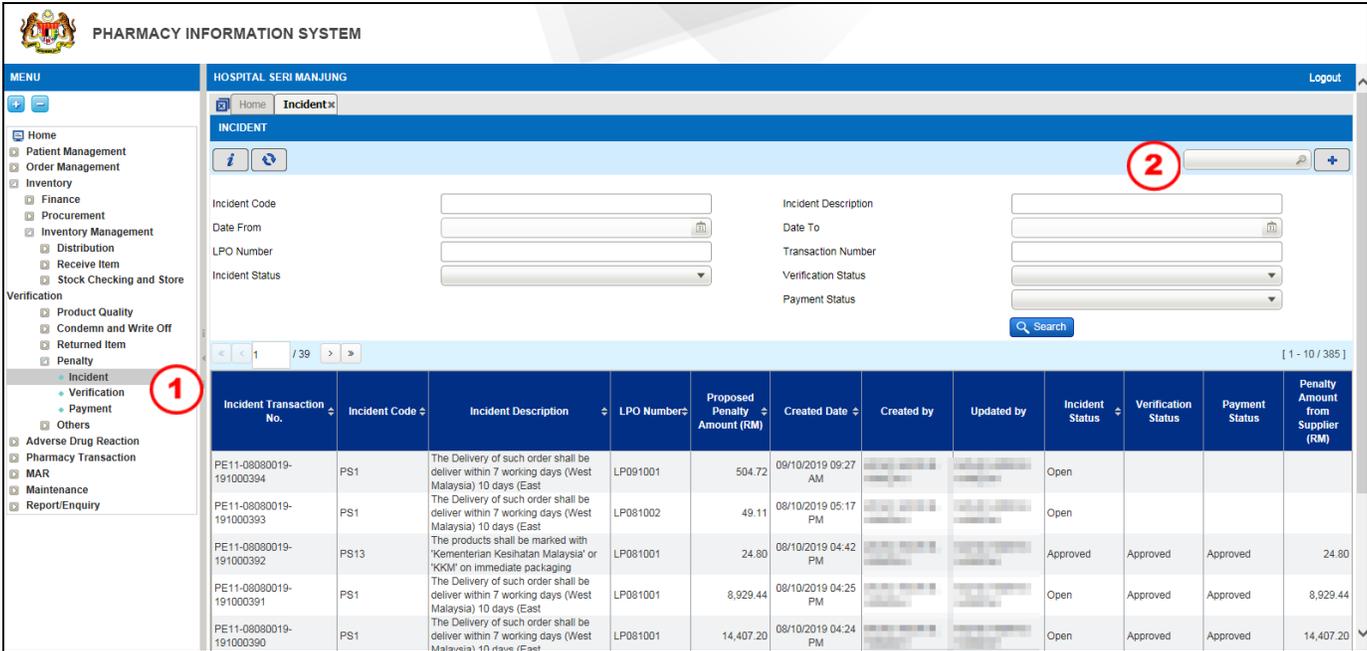
PENALTY DETAILS

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

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 / 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 3.1.6-1 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
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
 - Verification
 - Payment
 - Others
- Adverse Drug Reaction
- Pharmacy Transaction
- MAR
- Maintenance
- Report/Enquiry

HOSPITAL SERI MANJUNG

Home Incident

INCIDENT

Incident Code

Date From

LPO Number

Incident Status

<< 1 / 39 >>

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	09/1
PE11-08080019-191000393	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LP081002	49.11	08/1
PE11-08080019-191000392	PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging	LP081001	24.80	08/1
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	08/1
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

Penalty Incident Search

Incident Code Incident Description

3 Search

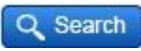
<< 1 / 3 >> [1 - 10 / 26]

Incident Code	Incident Description
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

4

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

Home Incident* PS8

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 3.1.6-3 Incident

STEP 5

Click on the button to create new record

INCIDENT PS8

Incident Transaction No.

Incident Code: PS8

Receiving No. P160000837

Expected Delivery Date And Time: 26/05/2016 12:00:00 AM

Recommended Delay Days: 4

Remarks:

Status: Open

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

LPO Number: L0251240701162704

Actual Receiving Date And Time: 30/05/2016 3:28:05 PM

Delivery Order No (DO No): 125790193

Penalty Amount (RM): 5,000.00

eP approved Date and Time: 25/05/2016 12:00:00 AM

PENALTY DETAILS

Delivery Order No (DO No)	Brand Code	Brand Name	Item Code	Item Name	Batch Number	DO Order Quantity (PKU)	Unit Price
<input type="checkbox"/> 125790193	D203	DILANTIN	03.3007.04	Phenytoin Sodium 50mg/ml in 5ml Injection (250mg/5ml)	5575192	300	26.44
<input type="checkbox"/> 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

Incident Transaction No. PE11-14010002-191100491
 Incident Code PS8
 Receiving No. P160000837
 Expected Delivery Date And Time 29/05/2016 12:00:00 AM
 Recommended Delay Days 4
 Remarks
 Status Open

Incident Description Failed to deliver emergency (29 items) product within 24 hours from the LPO Date
 LPO Number L0251240701162704
 Actual Receiving Date And Time 30/05/2016 3:28:05 PM
 Delivery Order No (DO No) 125790193
 Penalty Amount (RM) 5,000.00
 eP approved Date and Time 25/05/2016 12:00:00 AM

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

Incident Transaction No. PE11-14010002-191100491
 Incident Code PS8
 Receiving No. P160000837
 Expected Delivery Date And Time 29/05/2016 12:00:00 AM
 Recommended Delay Days 4
 Remarks
 Status Pending For Approval

Incident Description Failed to deliver emergency (29 items) product within 24 hours from the LPO Date
 LPO Number L0251240701162704
 Actual Receiving Date And Time 30/05/2016 3:28:05 PM
 Delivery Order No (DO No) 125790193
 Penalty Amount (RM) 5,000.00
 eP approved Date and Time 25/05/2016 12:00:00 AM

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

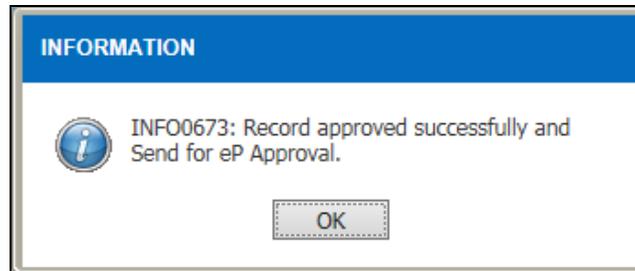


Figure 3.1.6-8 Information Message

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

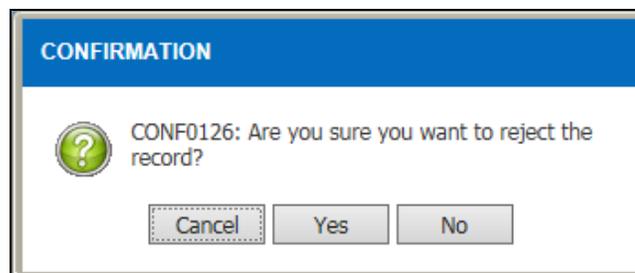


Figure 3.1.6-9 Confirmation Message

Note

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

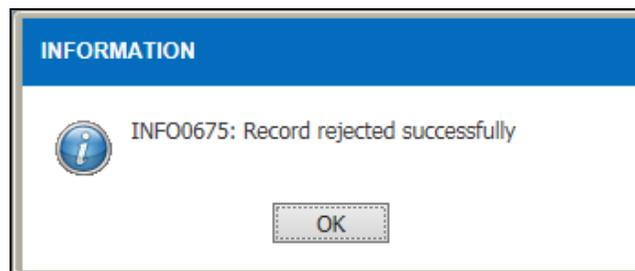


Figure 3.1.6-10 Information Message

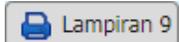
Note

- Click on the button to successfully rejected the record

INCIDENT PS8			
 			
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	LPO Number	L0251090401142054
Receiving No.	P140000015	Actual Receiving Date And Time	05/06/2014 9:00:00 AM *
Expected Delivery Date And Time	03/06/2014 12:00:00 AM	Delivery Order No (DO No)	
Recommended Delay Days	2	Penalty Amount (RM)	5,000.00
Remarks		eP approved Date and Time	02/06/2014 12:00:00 AM

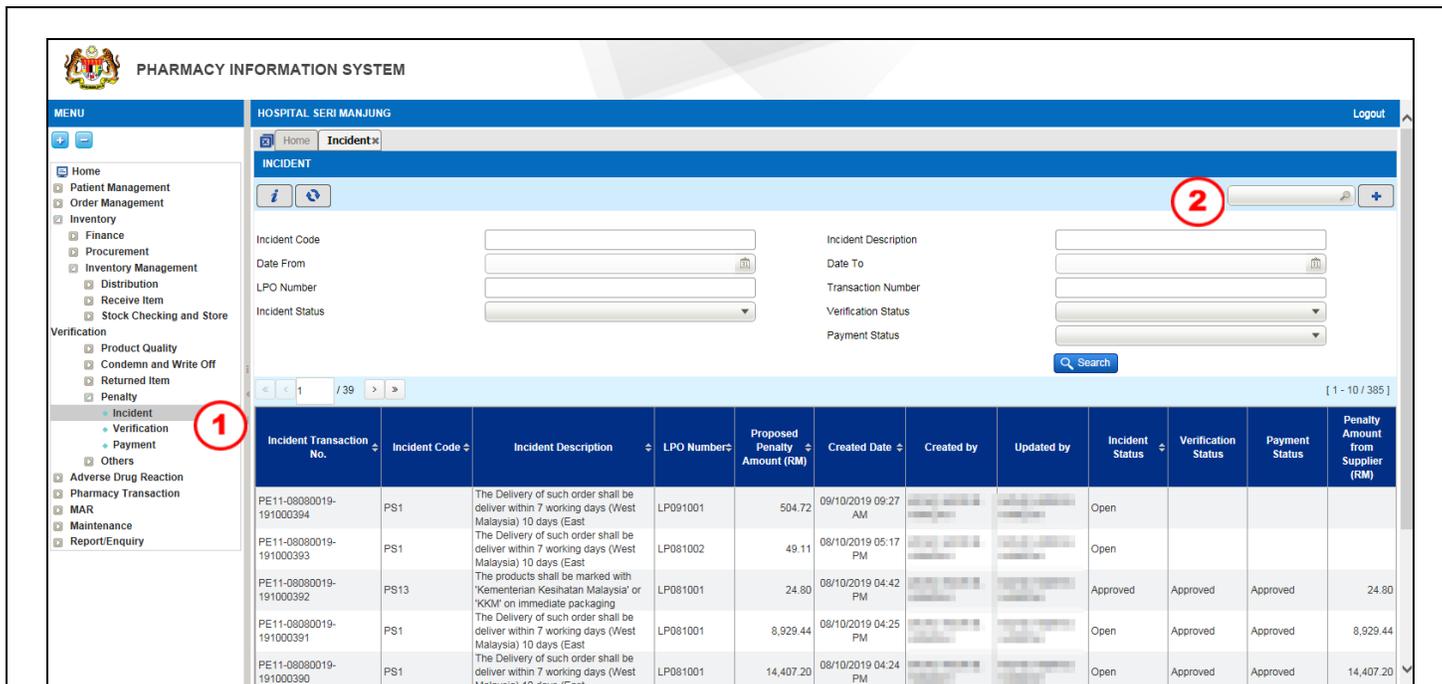
Figure 3.1.6-11 PS8 Incident

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

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 / 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 3.1.7-1 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

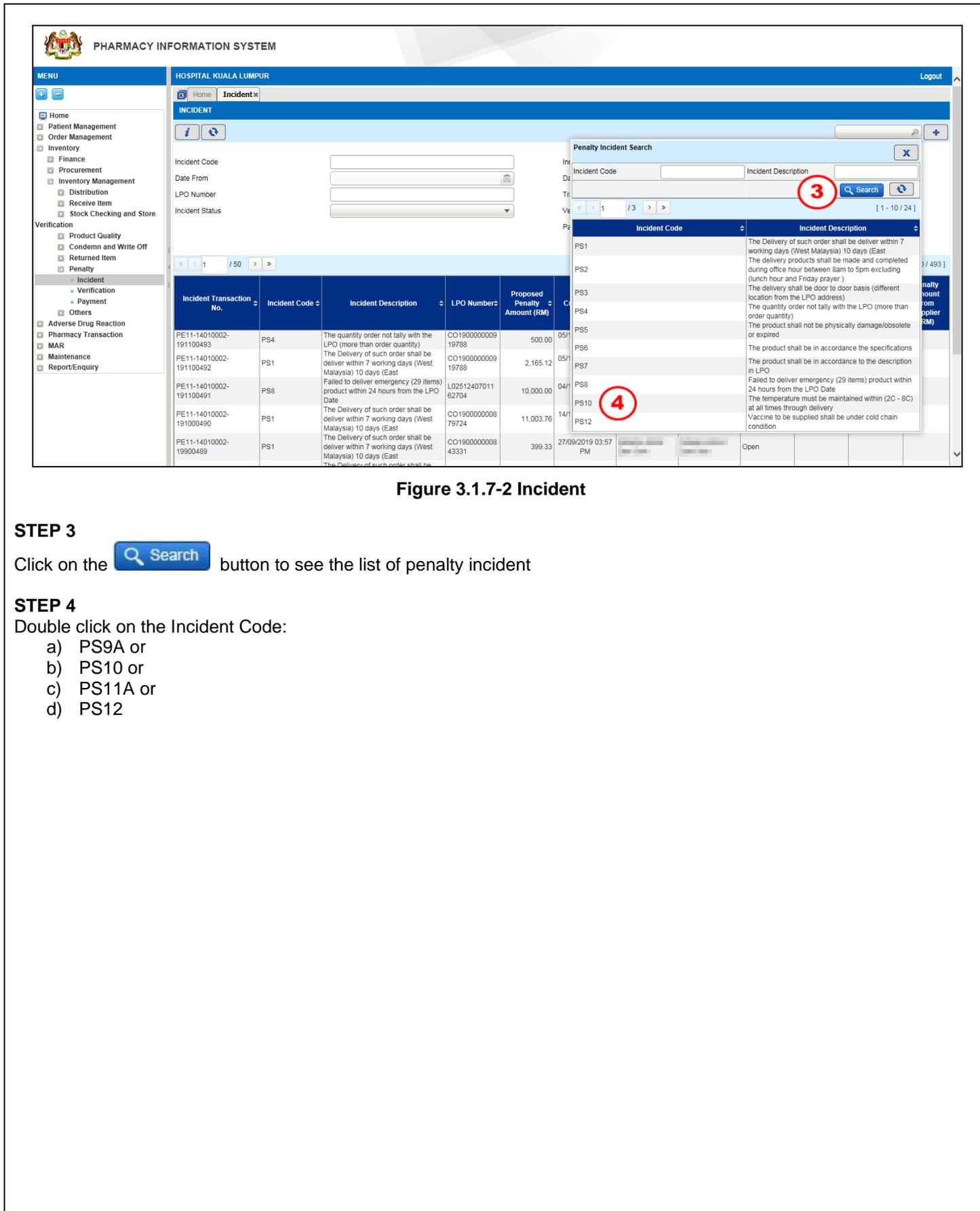
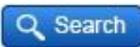


Figure 3.1.7-2 Incident

STEP 3

Click on the  button to see the list of penalty incident

STEP 4

Double click on the Incident Code:

- a) PS9A or
- b) PS10 or
- c) PS11A or
- d) PS12

PHARMACY INFORMATION SYSTEM

HOSPITAL KUALA LUMPUR

Logout

Home Incident

INCIDENT

PS10

Incident Code:

Date From:

LPO Number:

Incident Status:

Incident Description:

Date To:

Transaction Number:

Verification Status:

Payment Status:

Search

[1 - 10 / 493]

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)	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)	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)	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

Return Transaction No.

Actual Notification Date And Time

Notification Date And Time

Received Transaction Number

Receiving Date And Time

Recommended Delay Days

Recommended Penalty Amount (RM)

Remarks

LPO Number

Incident Description

DO No. for Return No.

Actual Expected delivery Date And Time

Expected Delivery Date And Time

DO No. for Receive No.

Actual Receiving Date And Time

Delay Days

Penalty Amount (RM)

Status

PENALTY DETAILS

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

The screenshot shows the 'INCIDENT PS10' form with various fields for incident details, return information, and penalty amounts. A red circle highlights the 'Send for Approval' button in the top right corner.

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

The screenshot shows the 'INCIDENT PS10' form with the 'Status' field set to 'Pending For Approval'. A red circle highlights the 'Cancel Incident' button in the top right corner.

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

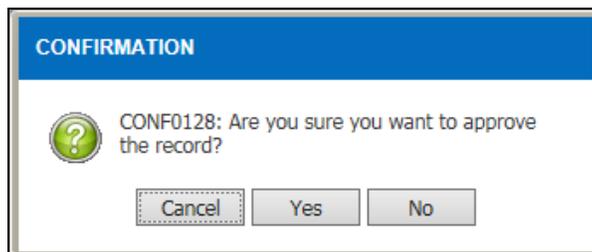
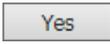


Figure 3.1.5-7 Confirmation Message

Note

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

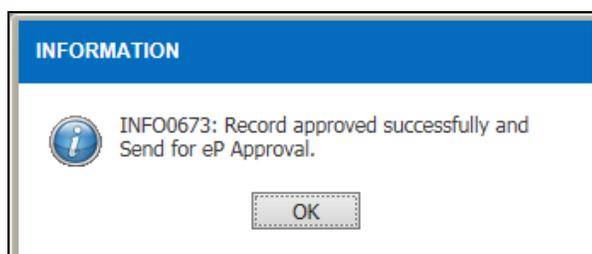


Figure 3.1.7-8 Information Message

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

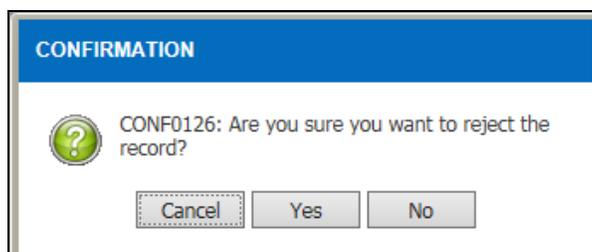
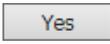


Figure 3.1.7-9 Confirmation Message

Note

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

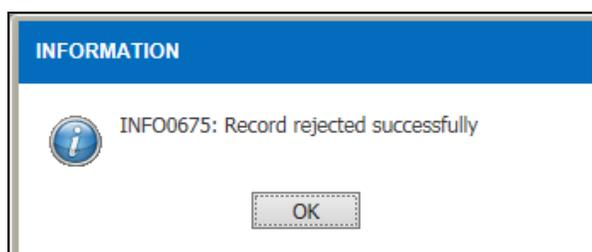


Figure 3.1.7-10 Information Message

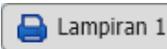
Note

- Click on the  button to successfully rejected the record

INCIDENT PS10			
			
Incident Transaction No.	PE11-14010002-19600462	LPO Number	CO18000000201254
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

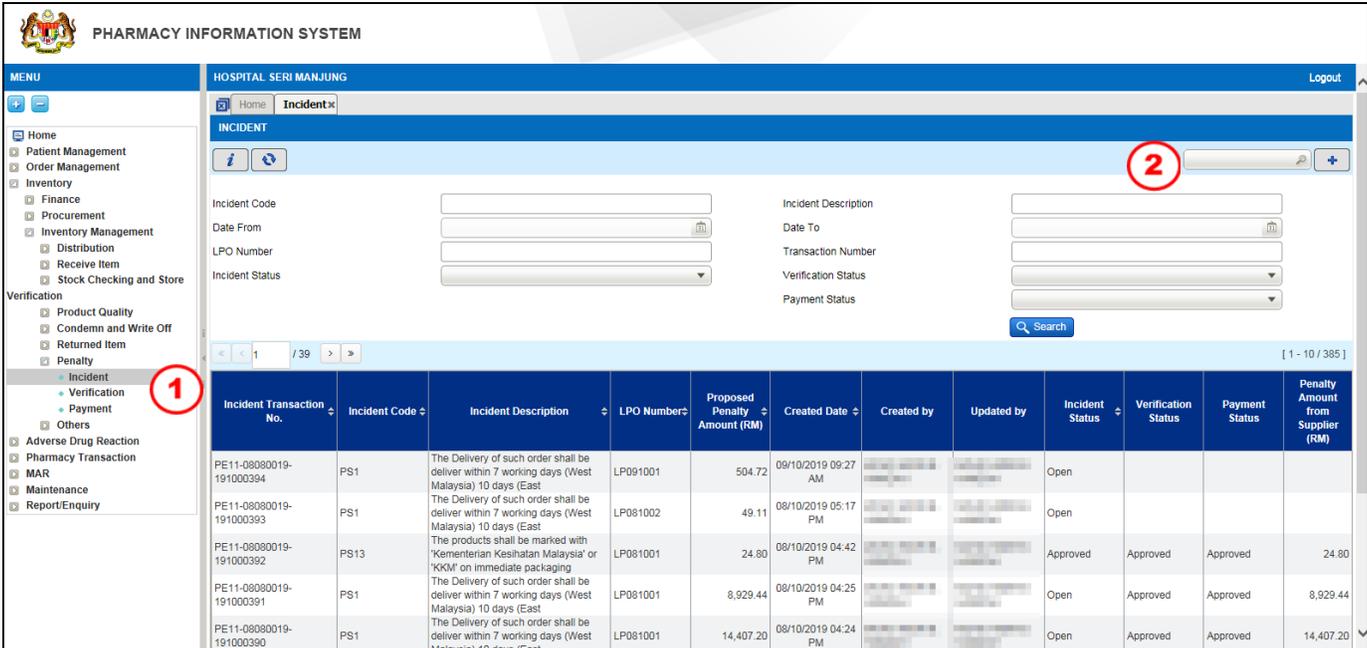
Figure 3.1.7-11 PS9A/PS10/PS11A/PS12 Incident

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

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 / 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 3.1.8-1 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
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
 - Verification
 - Payment
 - Others
 - Adverse Drug Reaction
 - Pharmacy Transaction
 - MAR
 - Maintenance
 - Report/Enquiry

HOSPITAL SERI MANJUNG

Home Incident

INCIDENT

Incident Code

Date From

LPO Number

Incident Status

Penalty Incident Search

Incident Code Incident Description

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	C
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

- a) PS9B or
- b) PS11B

U. MANUAL_INV_PENALTY-13th E

Page 52

PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Home Incident

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)
PE11-09080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LP01251APPL	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)	LP01251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-09080019-191000394	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			
PE11-09080019-191000393	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 'KKM' 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.

Incident Code

Return Transaction No.

Received Transaction Number

Receiving Date And Time

Penalty Amount (RM)

Status

LPO Number

Incident Description

DO No. for Return No.

DO No. for Receive No.

Expected Delivery Date

Remarks

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

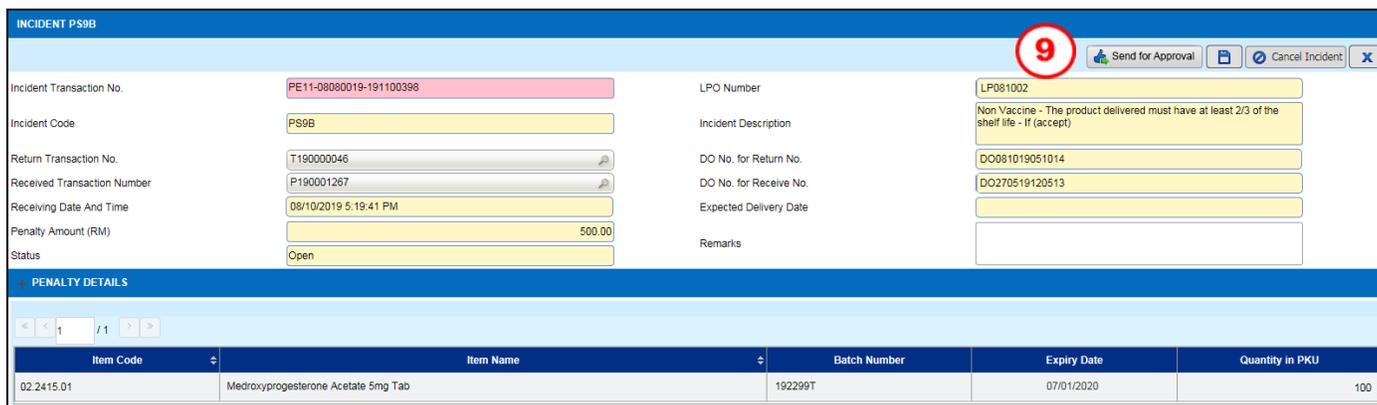
Select **Return Transaction No**

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

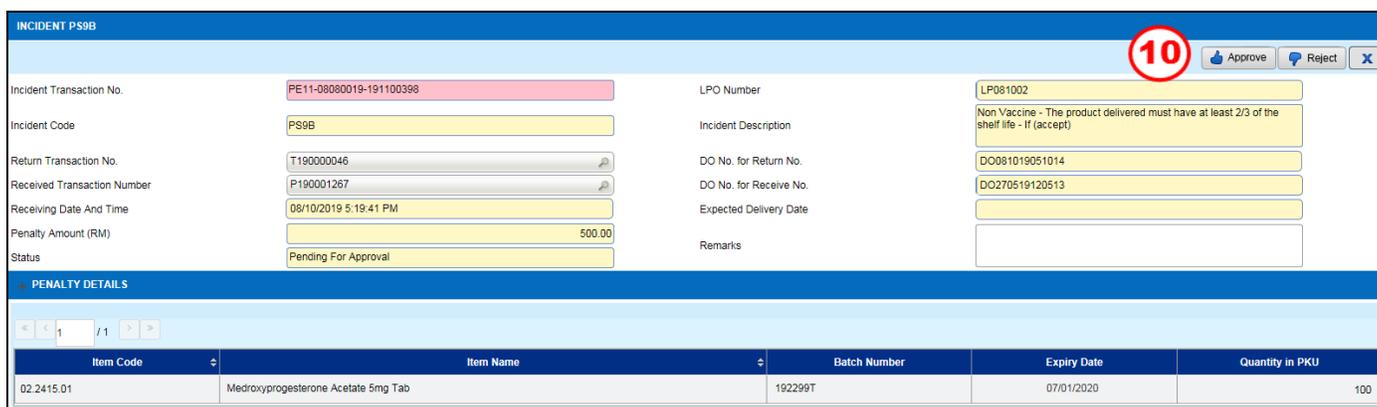
Figure 3.1.8-5 PS9B/PS11B Incident

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

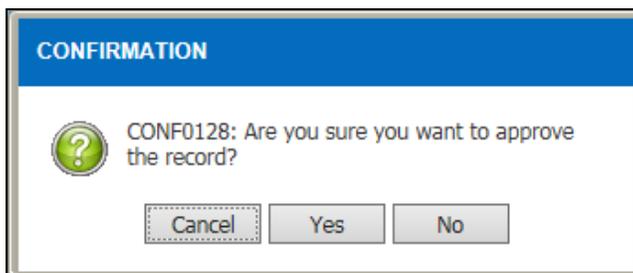
PENALTY DETAILS

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

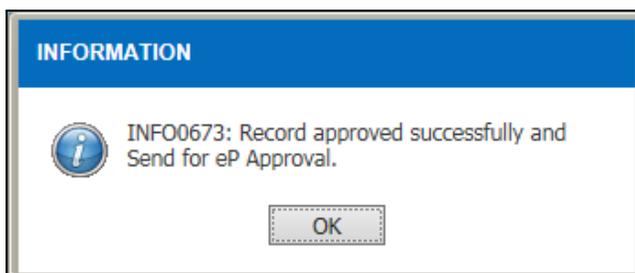
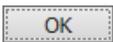


Figure 3.1.8-8 Information Message

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

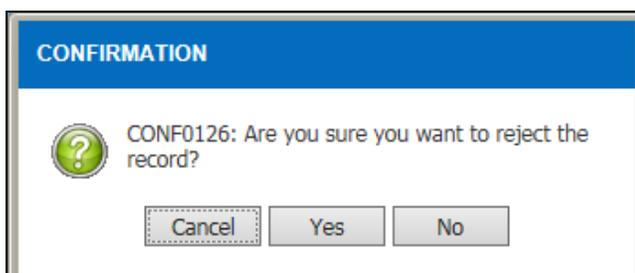
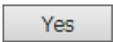


Figure 3.1.8-9 Confirmation Message

Note

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

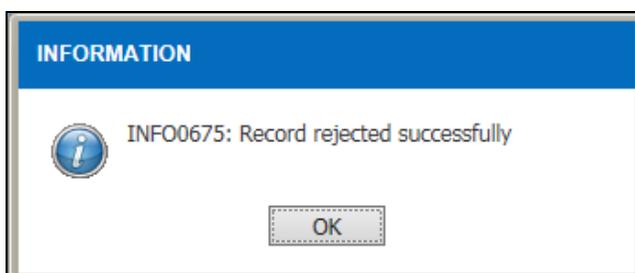


Figure 3.1.8-10 Information Message

Note

- Click on the  button to successfully rejected the record

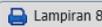
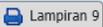
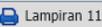
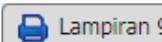
INCIDENT PS9B			
  			
Incident Transaction No.	PE11-14010002-19600459	LPO Number	CO18000000068551
Incident Code	PS9B	Incident Description	Non Vaccine - The product delivered must have at least 2/3 of the shelf life - If (accept)
Return Transaction No.	T190000015	DO No. for Return No.	183111335
Received 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

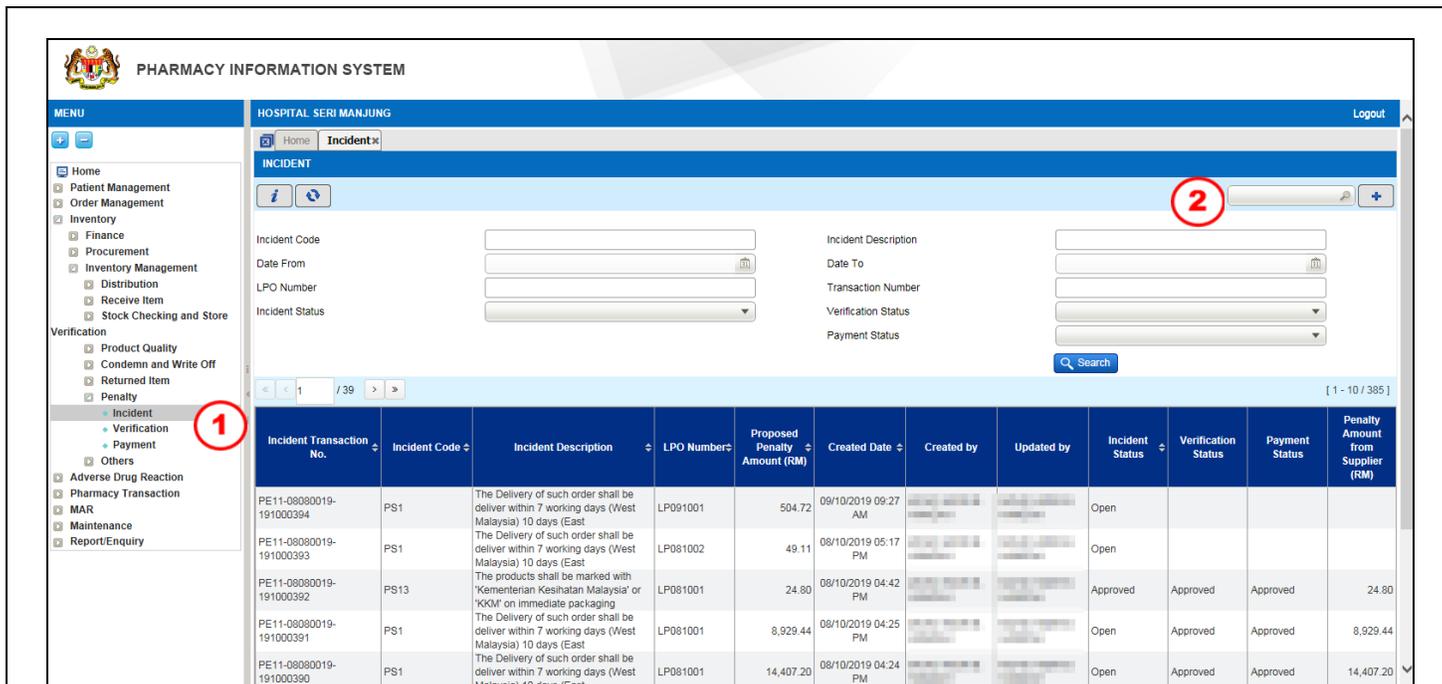
Figure 3.1.8-11 PS9B/PS11B Incident

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

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 / 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 3.1.9-1 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

INCIDENT

Penalty Incident 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)
PE11-08080019-191100398	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)	L0251050801145456	500.00	04/10/2019 12:08 PM			Open			
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			

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

INCIDENT

PS14

Incident Code: PS14

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

Date From: 30/10/2019 12:08 PM

Date To: 30/10/2019 12:08 PM

Transaction Number: 30/10/2019 12:08 PM

Verification Status: Open

Payment Status: Approved

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 3.1.9-3 Incident

STEP 5

Click on the button to create new record

INCIDENT PS14			
Incident Transaction No.	PE11-14010002-19000487	LPO Number	CO190000000825688
Incident Code	PS14	Incident Description	Delivery of Invoice - 14 days delay submission of invoice from fulfillmei
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 PS14			
Incident Transaction No.	PE11-14010002-19000487	LPO Number	CO190000000825688
Incident Code	PS14	Incident Description	Delivery of Invoice - 14 days delay submission of invoice from fulfillmei
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 PS14			
Incident Transaction No.	PE11-14010002-19000487	LPO Number	CO190000000825688
Incident Code	PS14	Incident Description	Delivery of Invoice - 14 days delay submission of invoice from fulfillmei
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

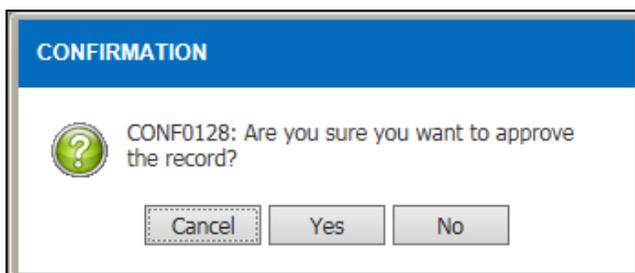
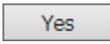


Figure 3.1.9-7 Confirmation Message

Note

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

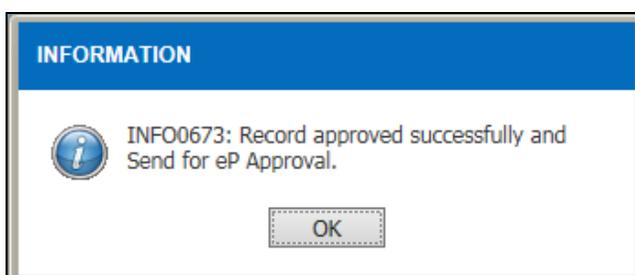


Figure 3.1.9-8 Information Message

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

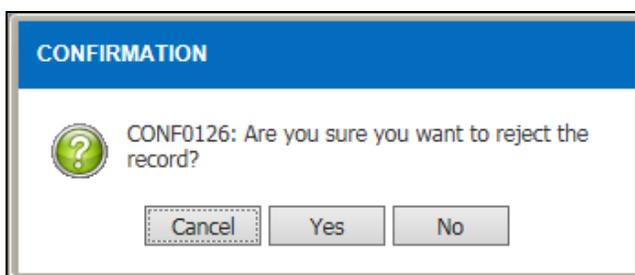
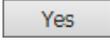


Figure 3.1.9-9 Confirmation Message

Note

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

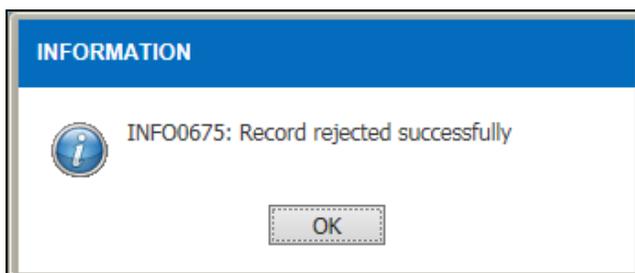


Figure 3.1.9-10 Information Message

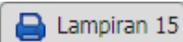
Note

- 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 fulfillme
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

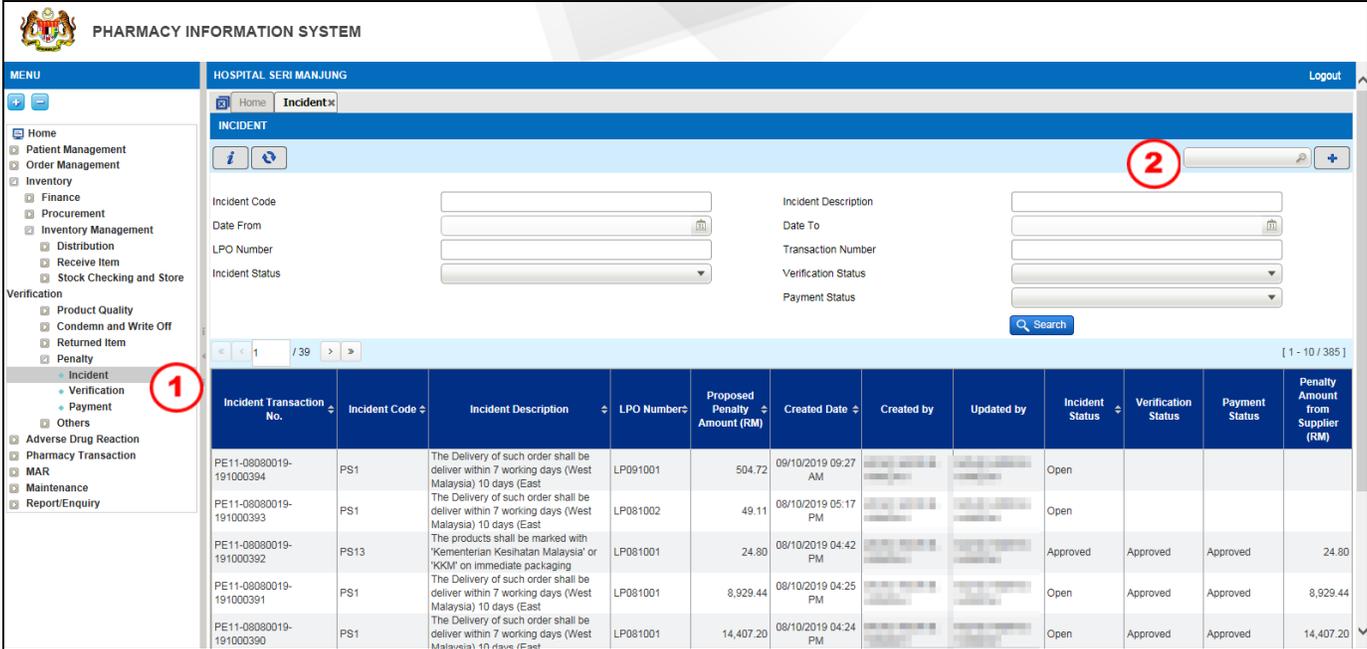
Figure 3.1.9-11 PS14 Incident

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

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 / 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 3.1.10-1 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

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

3 Search

[11 - 20 / 26]

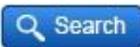
Incident Code	Incident Description
PS12	Vaccine to be supplied shall be under cold chain condition
PS13	The products shall be marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging
PS14	Delivery of Invoice - 14 days delay submission of invoice from fulfillment in eP
PS15	Claim for 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)

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	C
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

4

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 Logout

INCIDENT PS15

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

[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)
PE11-09080019-191000396	PS4	The quantity order not tally with the LPO (more than order quantity)	LP01251APPL	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)	LP01251APPL	87,411.25	30/10/2019 12:08 PM			Open			
PE11-09080019-191000394	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			
PE11-09080019-191000393	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 'KKM' 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 9

Incident Transaction No.

Incident Code: 6

LPO Number:

Invoice Date and Time:

Invoice Amount (RM):

Expected Invoice Date:

START Financial Date:

Remarks: 7

Incident Description:

Invoice Number:

AKB Date:

Penalty Amount (RM): 8

Actual Invoice Date:

END Financial Date:

Status:

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

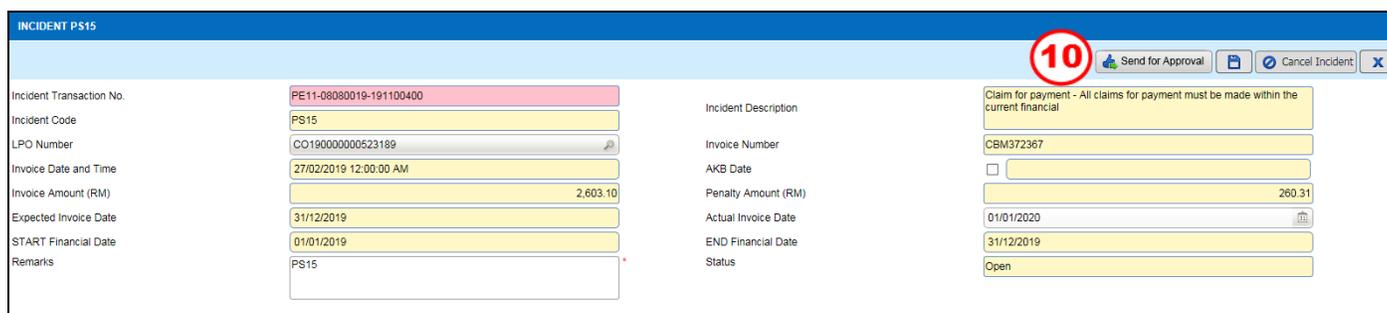
Enter **Remarks**

STEP 8

Select **Actual Invoice Date**

STEP 9

Click on the button to save the Penalty transaction



Incident 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	<input type="checkbox"/>
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	Open
Remarks	PS15		

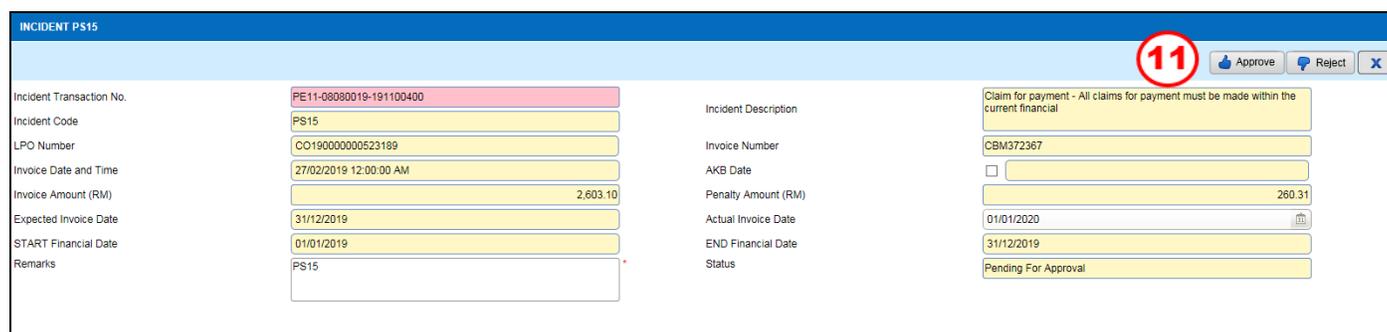
Figure 3.1.10-5 PS15 Incident

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 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	<input type="checkbox"/>
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	Pending For Approval
Remarks	PS15		

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

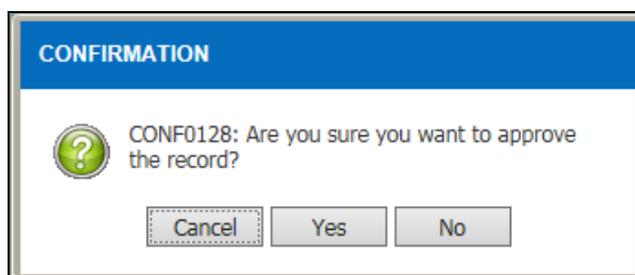


Figure 3.1.10-7 Confirmation Message

Note

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

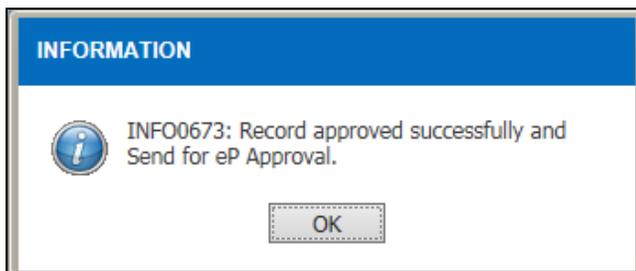


Figure 3.1.10-8 Information Message

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

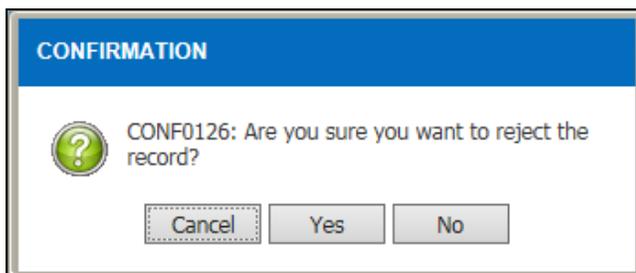
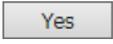


Figure 3.1.10-9 Confirmation Message

Note

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

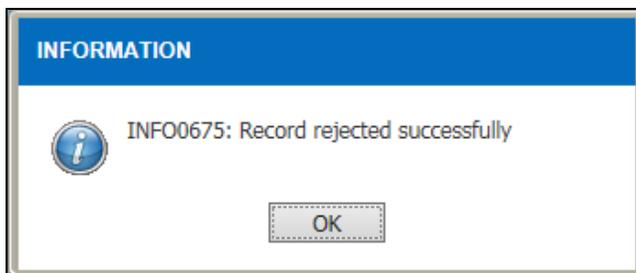


Figure 3.1.10-10 Information Message

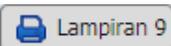
Note

- Click on the  button to successfully rejected the record

INCIDENT PS15			
  			
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	<input type="checkbox"/>
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		

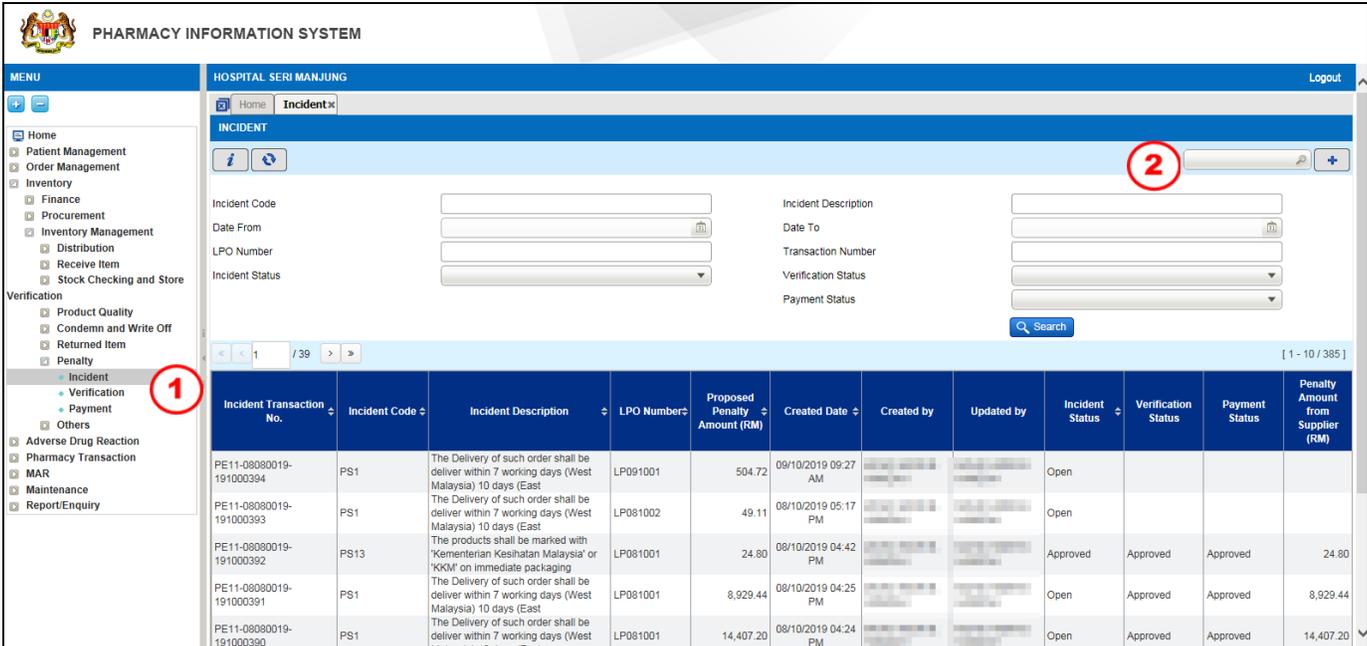
Figure 3.1.10-11 PS15 Incident

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

Home Incident

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)	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

Log out

Home Incident

INCIDENT

Incident Code

Date From

LPO Number

Incident Status

Penalty Incident Search

Incident Code Incident Description

3 Search

[11 - 20 / 26]

Incident Code	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)

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Gr
PE11-08080019-191100399	PS13	The products shall be marked with "Kementerian Kesihatan Malaysia" or "KKM" on immediate packaging	LP081001	24.80	04/
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	30/10/2019 12:08 PM
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM

4

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

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)
PE11-09080019-191000396	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			
PE11-09080019-191000394	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			
PE11-09080019-191000393	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 'KKM' 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: 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: 09/07/2019 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: Attach

Remarks:

RECALL PRODUCT LIST

Item Code	Item Desc	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
02.0402.02	Aifacalcidol 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	Alfacalcidol 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	Alfacalcidol 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

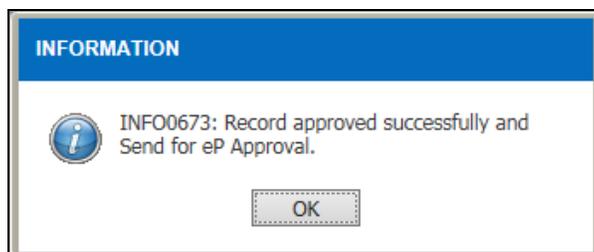


Figure 3.1.11-8 Information Message

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

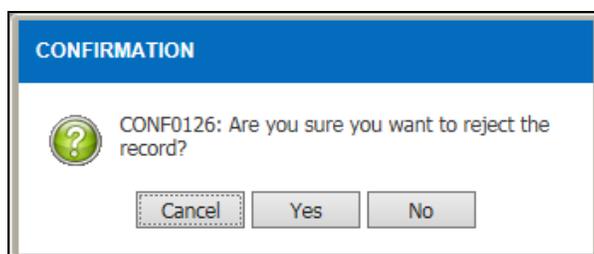


Figure 3.1.11-9 Confirmation Message

Note

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

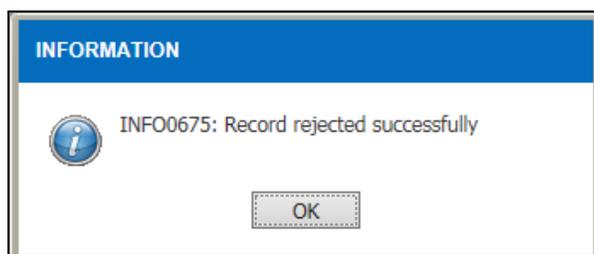


Figure 3.1.10-10 Information Message

Note

- Click on the button to successfully rejected the record

INCIDENT PS17A

 Lampiran 9
 Lampiran 16

X

Incident Transaction No.	<input type="text" value="PE11-08080019-191100401"/>	Product Recall Number(Local)	<input type="text" value="RN19000003"/>
Incident Code	<input type="text" value="PS17"/>	Incident Description	<input type="text" value="1st Degree - Failed to notify product recall"/>
HQ Notification Number	<input type="text" value="NO19005141"/>	Expected Notification Date	<input type="text" value="09/07/2019 12:00:37 PM"/>
Degree of Recall Product	<input type="text" value="1st Degree"/>	Type of Recall	<input type="text" value="Directive"/>
Notification Period	<input type="text" value="24 Hours"/>	Penalty Amount (RM)	<input type="text" value="50,000.00"/>
Date of Notification receive From Supplier	<input type="text" value="11/07/2019 12:00:00 AM"/>	Notification Number of Supplier	<input type="text" value=""/>
NPCB Notification Date	<input type="text" value="08/07/2019 12:00:37 PM"/>	Notification Attachment	<input type="text" value=""/> 
Reason	<input type="text" value="Failed laboratory testing"/>	Attachment	<input type="text" value=""/> 
Status	<input type="text" value="Approved"/>	Remarks	<input style="height: 20px;" type="text"/>

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	

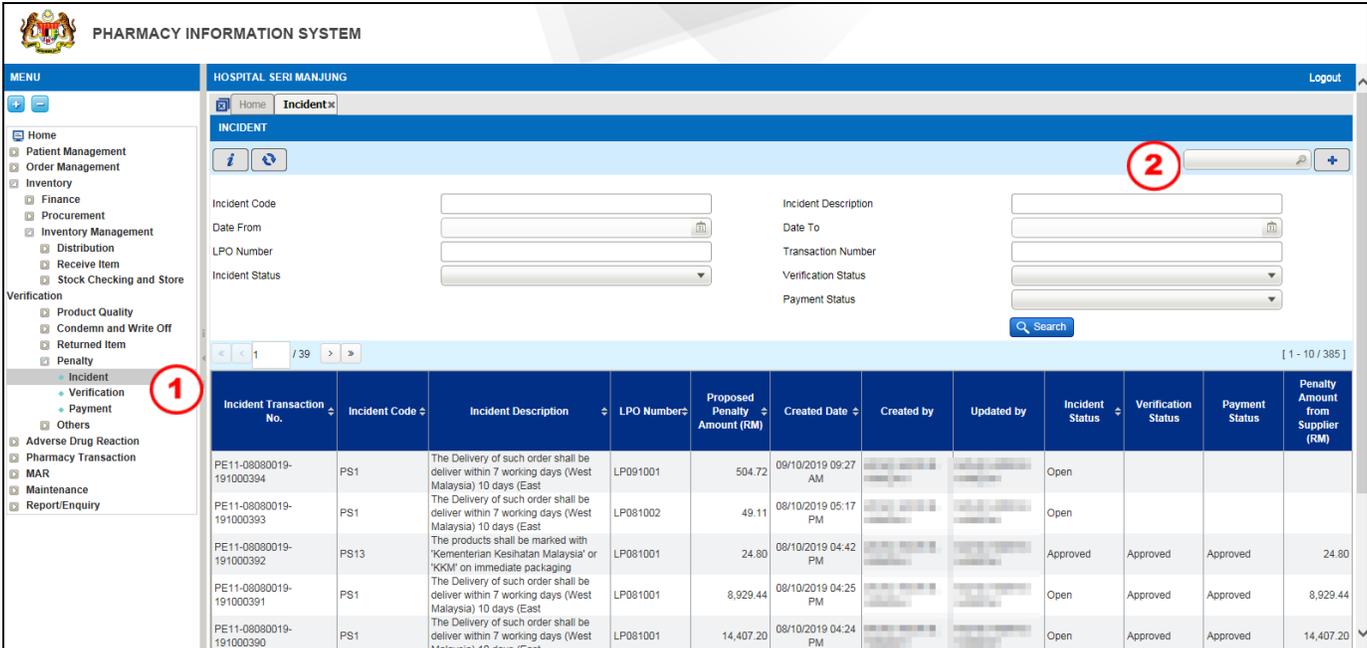
Figure 3.1.11-11 PS17 Incident

Note

Click on the  **Lampiran 9** button and  **Lampiran 16** 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

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 / 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 3.1.12-1 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

3

[11 - 20 / 26]

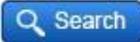
Incident Code	Incident Description
PS12	Vaccine to be supplied shall be under cold chain condition
PS13	The products shall be marked with "Kementerian Kesihatan Malaysia" or "KKM" on immediate packaging
PS14	Delivery of Invoice - 14 days delay submission of invoice from fulfillment in eP
PS15	Claim for 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)

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Gr
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)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM

4

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

Home Incident x

INCIDENT

PS18

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)
PE11-09080019-191000396	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			
PE11-09080019-191000394	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			
PE11-09080019-191000393	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 'KKM' 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

Product Recall Number(Local)

Product Recall Notification Date

Actual Notification Date to PLSB

Delivery Order No (DO No)

Actual Receive Date and Time

Penalty Amount (RM)

Status

Expected Delivery Date

Return To Supplier Number

Incident Description

HQ Notification Number

Notification Date to PLSB

Receiving No.

LPO Number

Method of Notification

Remarks

Figure 3.1.12-4 PS18 Incident

STEP 6

Select **Return To Supplier Number**

STEP 7

Select **Receiving No**

STEP 8

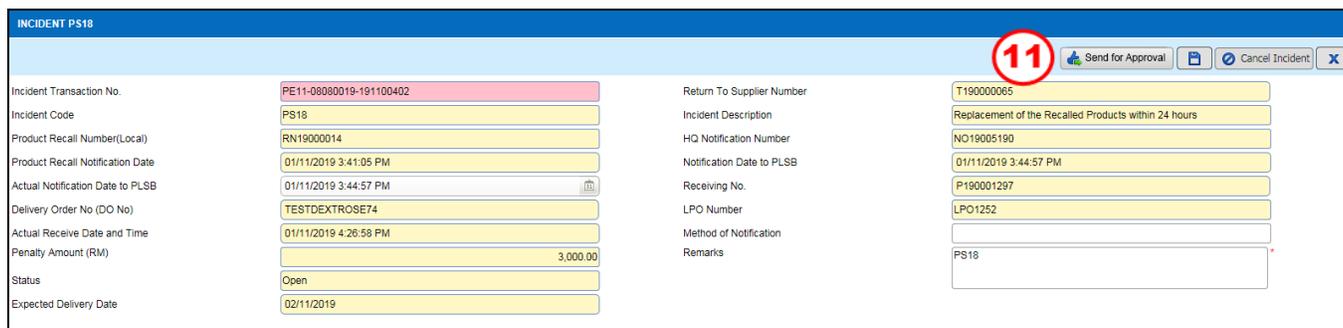
Select **Delivery Order No (DO No)**

STEP 9

Enter **Remarks**

STEP 10

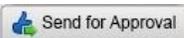
Click on the button to save the Penalty transaction



INCIDENT PS18			
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	Open		
Expected Delivery Date	02/11/2019		

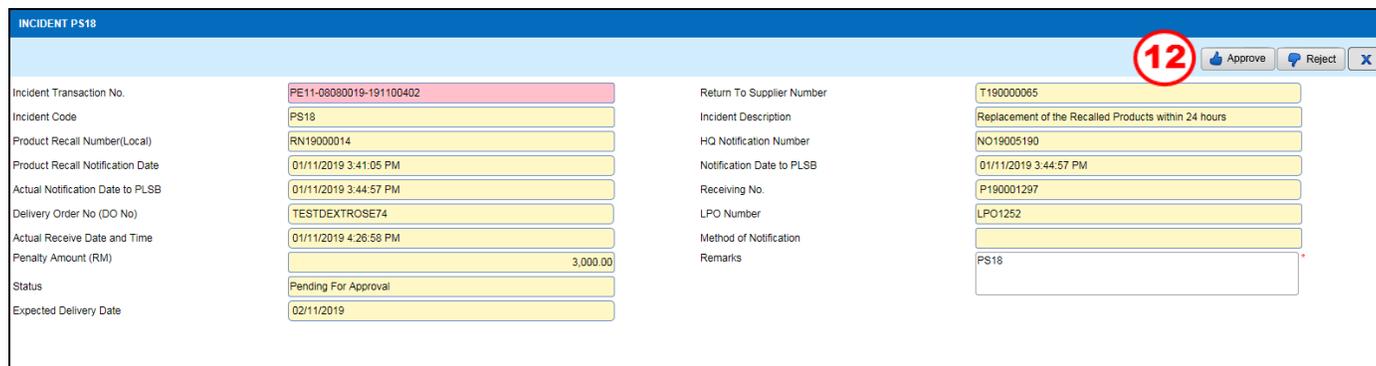
Figure 3.1.12-5 PS18 Incident

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

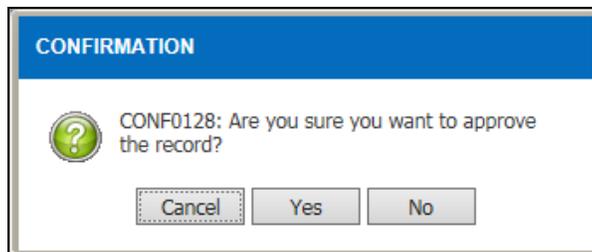


INCIDENT PS18			
Incident Transaction No.	PE11-08080019-191100402	Return To Supplier Number	T190000065
Incident Code	PS18	Incident Description	Replacement of the Recalled Products within 24 hours
Product Recall Number(Local)	RN19000014	HQ Notification Number	NO19005190
Product Recall Notification Date	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	Pending For Approval		
Expected Delivery Date	02/11/2019		

Figure 3.1.12-6 PS18 Incident

STEP 11

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

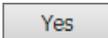


CONFIRMATION

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

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

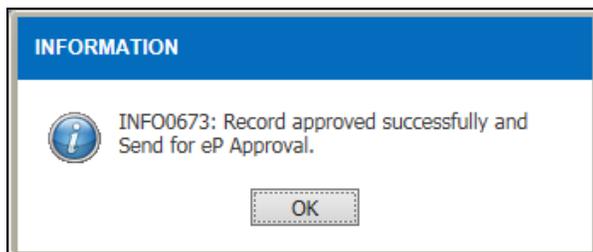


Figure 3.1.12-8 Information Message

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

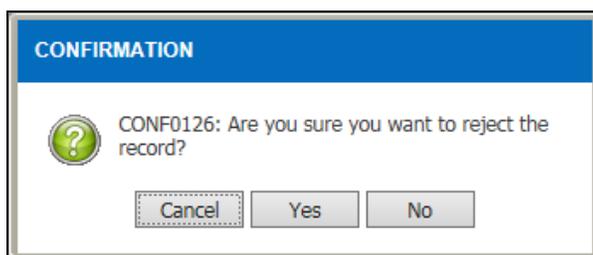
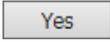


Figure 3.1.12-9 Confirmation Message

Note

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

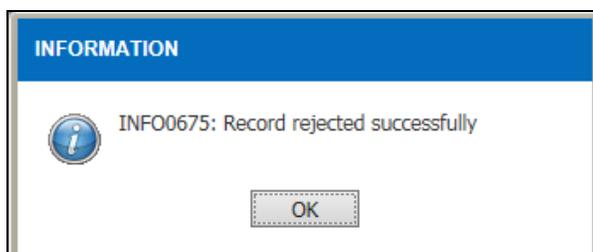
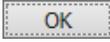


Figure 3.1.10-10 Information Message

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		

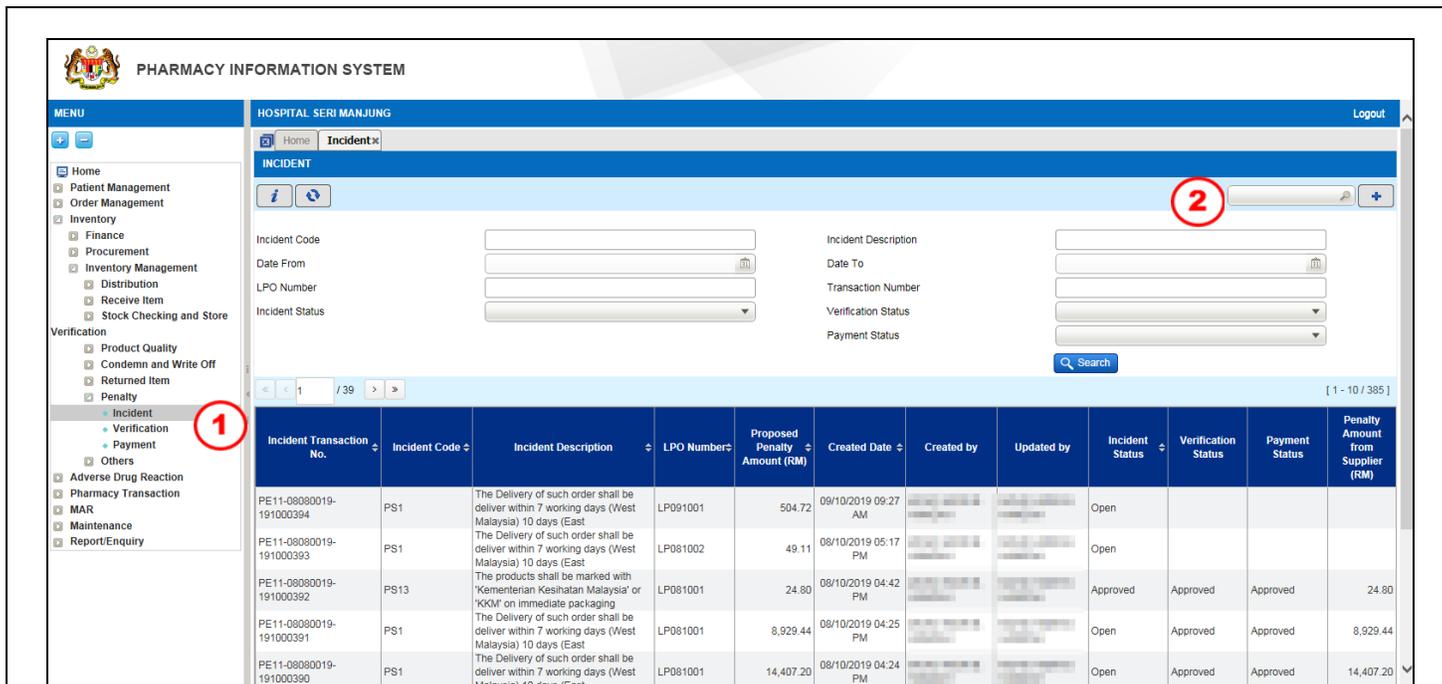
Figure 3.1.12-11 PS18 Incident

Note

Click on the  Lampiran 9 button and  Lampiran 16 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

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 / 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
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
 - Verification
 - Payment
 - Others
- Adverse Drug Reaction
- Pharmacy Transaction
- MAR
- Maintenance
- Report/Enquiry

HOSPITAL SERI MANJUNG

Home Incident

INCIDENT

Incident Code

Date From

LPO Number

Incident Status

Penalty Incident Search

Incident Code Incident Description

3 Search

Incident Code	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)

Incident Transaction No.	Incident Code	Incident Description	LPO Number	Proposed Penalty Amount (RM)	Gr
PE11-08080019-191100399	PS13	The products shall be marked with "Kementerian Kesihatan Malaysia" or "KKM" on immediate packaging	LP081001	24.80	04/
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	30/10/2019 12:08 PM
PE11-08080019-191000395	PS1	The Delivery of such order shall be deliver within 7 working days (West Malaysia) 10 days (East)	LPO1251APPL	87,411.25	30/10/2019 12:08 PM

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* PS21

INCIDENT

Incident Code: Incident Description:

Date From: Date To:

LPO Number: Transaction Number:

Incident Status: Verification Status:

Payment Status:

Search

[1 - 10 / 495]

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)	CO190000000857290	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)	CO190000000857290	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)	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	LO251240701162704	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)	CO190000000857290	41,000.00	14/10/2019 03:45 PM			Open			

Figure 3.1.13-3 Incident

STEP 5

Click on the button to create new record

INCIDENT PS21

Penalty Transaction Number:

Incident Code:

Delivery Order No (DO No):

eP approved Date and Time:

Expected Delivery Date:

Recommended Delay Days:

Recommended Penalty Amount (RM):

Minimum Payment (RM):

DO Amount (RM):

Incident Status:

Verification Status:

LPO Number: (6)

Incident Detail:

Received Transaction Number:

Receiving Date And Time:

Amended Receiving Date And Time:

Delay Days:

Expected Penalty Amount (RM):

Proposed Penalty Amount (RM):

Payment Status:

Penalty Amount From Supplier (RM):

Remarks: (7)

PENALTY DETAILS

Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Expected Penalty Amount (RM)
N06AX11000T4002XX.GG	Mirtazapine 30 mg Orodispersible Tablet - TEST	DOTESTLPO4315	lkjasdlkjs	P085	PHARMANIAGA	205	1.0	8	5.47	8	5.47
Total Amount (RM)											5.47

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

Note

- Once click on save record alert message will be display as shown in Figure 3.1.13-5

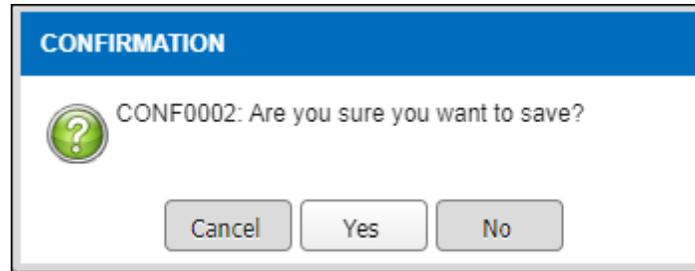
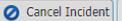


Figure 3.1.13-5 Alert Message

- Click on  button to proceed

9




X

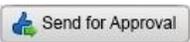
Penalty Transaction Number	PE11-01060015-22602415	LPO Number	LPO4315
Incident Code	PS21	Incident Detail	Item Contract – Supplier failed to deliver within the contract period (late delivery)
Delivery Order No (DO No)	DOTESTLPO4315	Received Transaction Number	P220005340
eP approved Date and Time	30/05/2022 9:34:00 AM	Receiving Date And Time	28/06/2022 9:34:00 AM
Expected Delivery Date	20/06/2022 9:34:00 AM	Amended Receiving Date And Time	28/06/2022 9:34:00 AM
Recommended Delay Days	8	Delay Days	8
Recommended Penalty Amount (RM)	5.47	Expected Penalty Amount (RM)	5.47
Minimum Payment (RM)	200.00	Proposed Penalty Amount (RM)	200.00
DO Amount (RM)	205.00	Payment Status	
Incident Status	Open	Penalty Amount From Supplier (RM)	
Verification Status		Remarks	Penalty PS21

PENALTY DETAILS

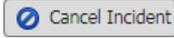
Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Expected Penalty Amount (RM)
N06AX11000T400 2XX.GG	Mirtazapine 30 mg Orodispersible Tablet - TEST	DOTESTLPO4315	lkjasdlkjs	P085	PHARMANIAGA	205	1.0	8	5.47	8	5.47
Total Amount (RM)											5.47

Figure 3.1.13-6 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
- Once click on save record alert message will be display as shown in Figure 3.1.13-7

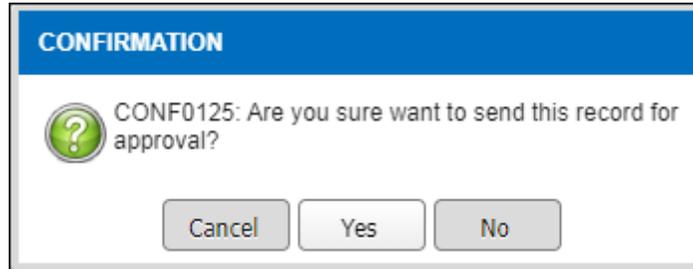


Figure 3.1.13-7 Alert Message

- Click on  button to proceed

INCIDENT PS21 10

Penalty Transaction Number	PE11-01060015-22602415	LPO Number	LPO4315
Incident Code	PS21	Incident Detail	Item Contract – Supplier failed to deliver within the contract period (late delivery)
Delivery Order No (DO No)	DOTESTLPO4315	Received Transaction Number	P220005340
eP approved Date and Time	30/05/2022 9:34:00 AM	Receiving Date And Time	28/06/2022 9:34:00 AM
Expected Delivery Date	20/06/2022 9:34:00 AM	Amended Receiving Date And Time	28/06/2022 9:34:00 AM
Recommended Delay Days	8	Delay Days	8
Recommended Penalty Amount (RM)	5.47	Expected Penalty Amount (RM)	5.47
Minimum Payment (RM)	200.00	Proposed Penalty Amount (RM)	200.00
DO Amount (RM)	205.00	Payment Status	
Incident Status	Pending For Approval	Penalty Amount From Supplier (RM)	
Verification Status		Remarks	Penalty PS21

PENALTY DETAILS

[1 - 1 / 1]

Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Expected Penalty Amount (RM)
N06AX11000T400 2XX.GG	Mirtazapine 30 mg Orodispersible Tablet - TEST	DOTESTLPO4315	lkjasdlkjs	P085	PHARMANIAGA	205	1.0	8	5.47	8	5.47
Total Amount (RM)											5.47

Figure 3.1.13-8 PS21 Incident

STEP 10

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

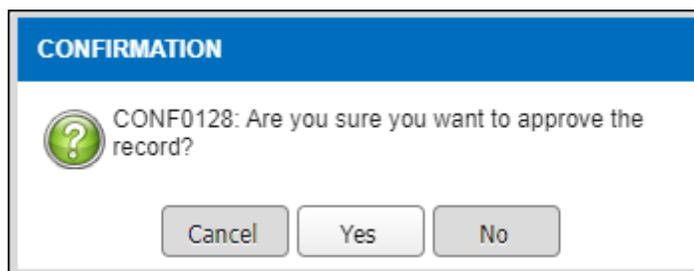
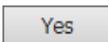


Figure 3.1.13-9 Confirmation Message

Note

- Click on the  button to approved record
- b) Click on the  button to reject the record and confirmation message will be display as Figure 3.1.13-10

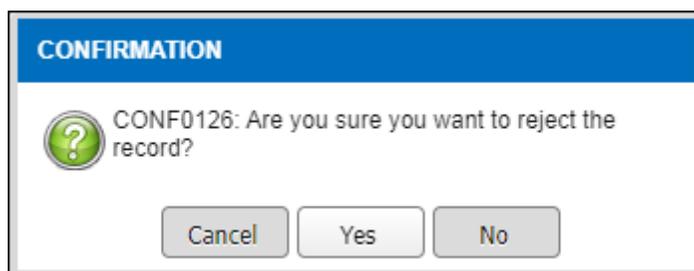
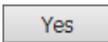


Figure 3.1.13-10 Confirmation Message

Note

- Click on the  button to reject record and information message will be display as Figure 3.1.13-11

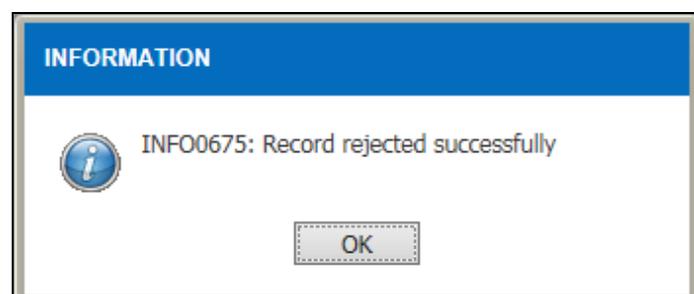


Figure 3.1.10-11 Information Message

Note

- Click on the  button to successfully rejected the record

INCIDENT PS21

X

Penalty Transaction Number	<input type="text" value="PE11-01060015-22602415"/>	LPO Number	<input type="text" value="LPO4315"/>
Incident Code	<input type="text" value="PS21"/>	Incident Detail	<input type="text" value="Item Contract – Supplier failed to deliver within the contract period (late delivery)"/>
Delivery Order No (DO No)	<input type="text" value="DOTESTLPO4315"/>	Received Transaction Number	<input type="text" value="P220005340"/>
eP approved Date and Time	<input type="text" value="30/05/2022 9:34:00 AM"/>	Receiving Date And Time	<input type="text" value="28/06/2022 9:34:00 AM"/>
Expected Delivery Date	<input type="text" value="20/06/2022 9:34:00 AM"/>	Amended Receiving Date And Time	<input type="text" value="28/06/2022 9:34:00 AM"/>
Recommended Delay Days	<input type="text" value="8"/>	Delay Days	<input type="text" value="8"/>
Recommended Penalty Amount (RM)	<input type="text" value="5.47"/>	Expected Penalty Amount (RM)	<input type="text" value="5.47"/>
Minimum Payment (RM)	<input type="text" value="200.00"/>	Proposed Penalty Amount (RM)	<input type="text" value="200.00"/>
DO Amount (RM)	<input type="text" value="205.00"/>	Payment Status	<input type="text"/>
Incident Status	<input type="text" value="Approved"/>	Penalty Amount From Supplier (RM)	<input type="text"/>
Verification Status	<input type="text"/>	Remarks	<input type="text" value="Penalty PS21"/>

PENALTY DETAILS

/
[1 - 1 / 1]

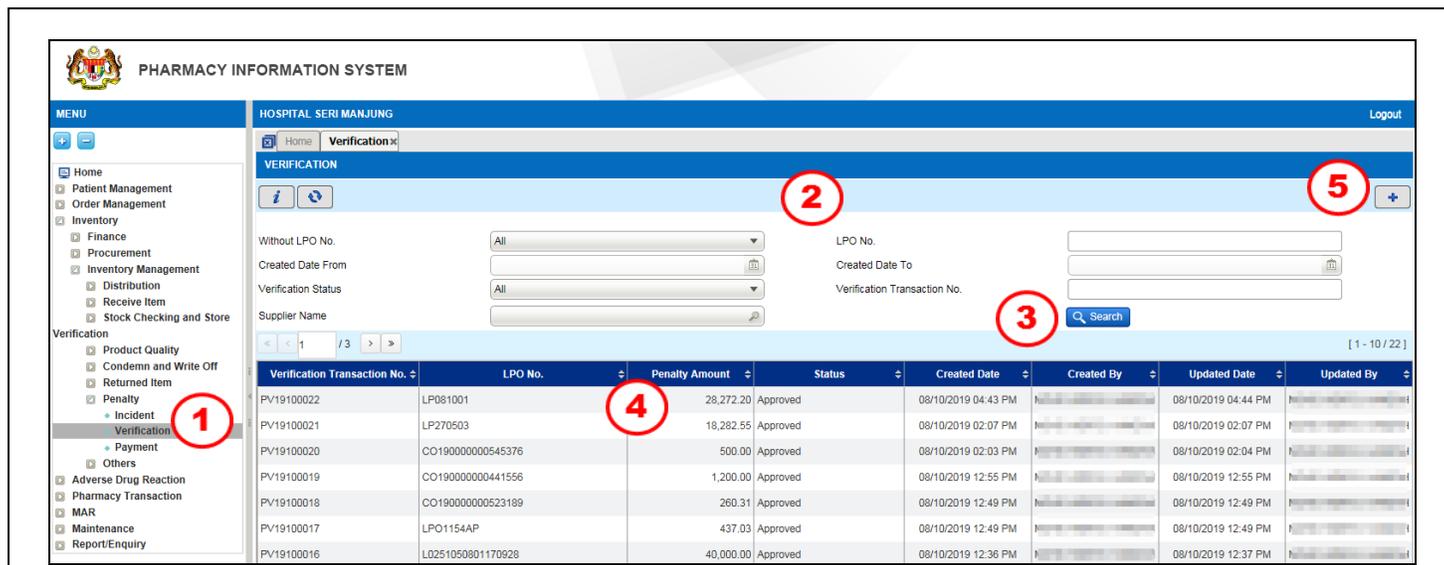
☐	Item Code	Item Name	Delivery Order No (DO No)	Batch Number	Brand Code	Brand Name	Quantity in PKU	Unit Price (RM)	Recommended Delay Days	Recommended Penalty Amount (RM)	Delay Days	Expected Penalty Amount (RM)
☐	N06AX11000T400 2XX.GG	Mirtazapine 30 mg Orodispersible Tablet - TEST	DOTESTLPO4315	lkjasdlkjs	P085	PHARMANIAGA	205	1.0	8	5.47	8	5.47
Total Amount (RM)												5.47

Figure 3.1.12-11 PS21 Incident

Note

- Click on the button and button to generate PS21 report
- System will generate report based on the 'Penalty Percentage' to be used of selected penalty calculation for a particular contract
 - If penalty percentage is used 2%, report will display Fasal 14
 - If penalty percentage is used 5%, report will display Fasal 14
 - If penalty percentage is used 10%, report will display Klausu 16

3.2 Penalty Verification



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

Home Verification

VERIFICATION

Without LPO No. LPO No.

Created Date From Created Date To

Verification Status Verification Transaction No.

Supplier Name

[1 - 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 Verification Transaction No	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

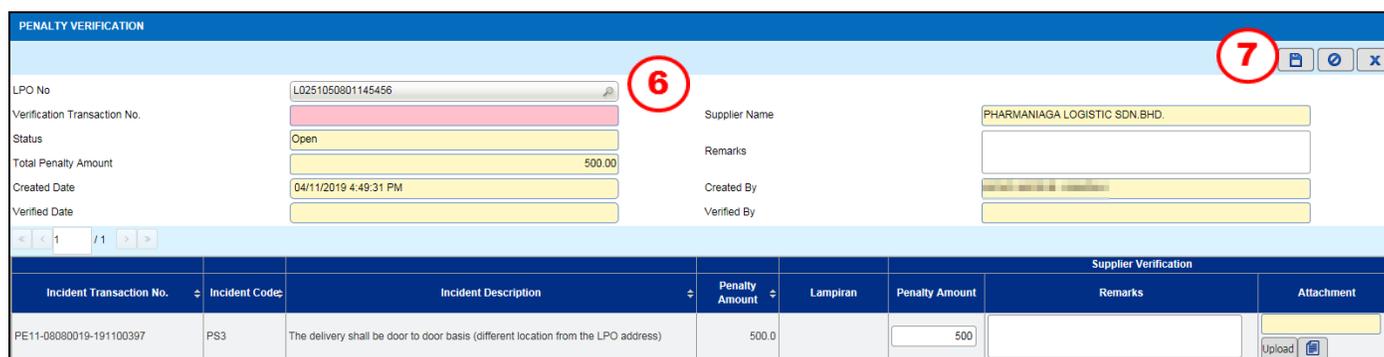
In circumstances of no criteria is input, the entire list of previous transaction will be displayed

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		<input type="button" value="Upload"/>

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		<input type="button" value="Upload"/>

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

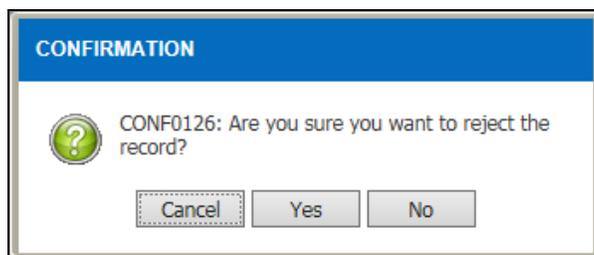
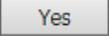
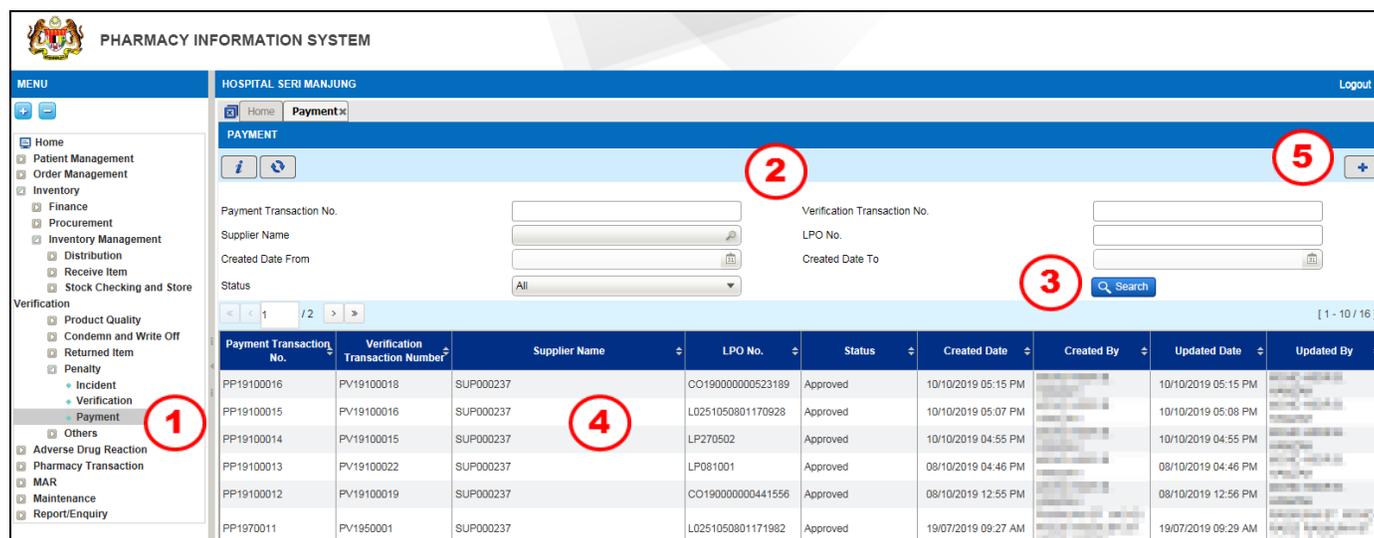


Figure 3.2-6 Confirmation Message

Note

Click on the  button to reject record

3.3 Penalty Payment



PHARMACY INFORMATION SYSTEM

HOSPITAL SERI MANJUNG

Logout

Home Payment

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

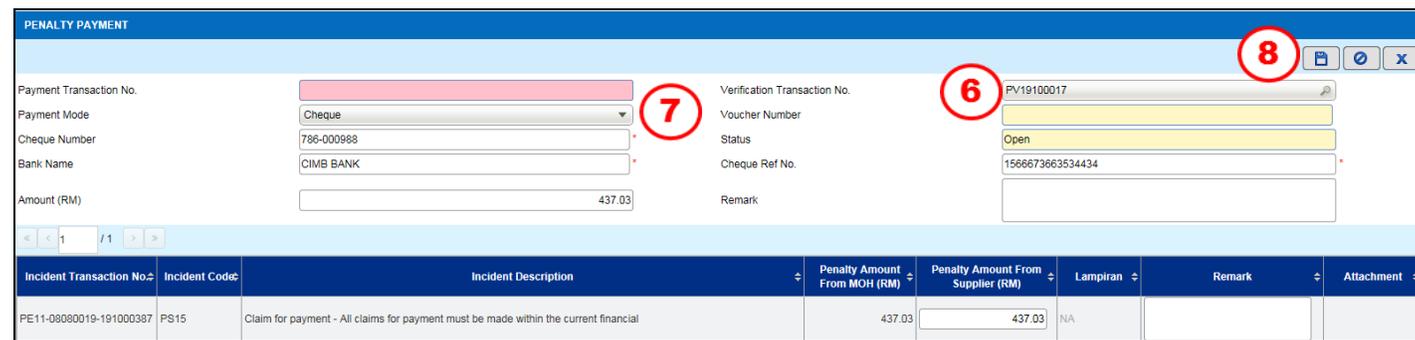
In circumstances of no criteria is input, the entire list of previous transaction will be displayed

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



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 3.3-2 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. Verification Transaction No.

Payment Mode Voucher Number

Cheque Number Status

Bank Name Cheque Ref No.

Amount (RM) 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. Verification Transaction No.

Payment Mode Voucher Number

Cheque Number Status

Bank Name Cheque Ref No.

Amount (RM) 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

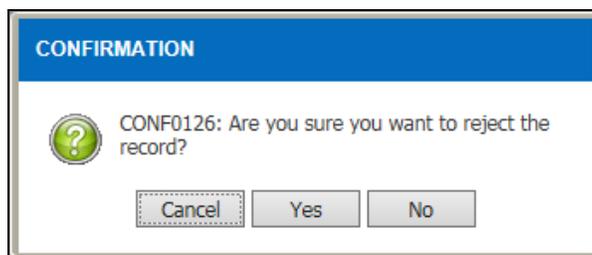
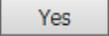


Figure 3.3-6 Confirmation Message

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