



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

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## **User Manual Pharmacy Inventory - Return Item (Return to Supplier)**

|                    |                                          |
|--------------------|------------------------------------------|
| <b>Version</b>     | <b>: 12<sup>th</sup> Edition</b>         |
| <b>Document ID</b> | <b>: U.MANUAL_INV_RETURN TO SUPPLIER</b> |



PhIS & CPS Project  
User Manual – Pharmacy Inventory  
Return Item (Return to Supplier)



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Reference ID : U.MANUAL\_INV\_RETURN TO SUPPLIER-12<sup>th</sup> E

Application reference: PhIS & CPS v2.5.1



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## 1.0 Introduction

### 1.1 Overview of PhIS

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

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

1. Order Management
2. Inpatient Pharmacy
3. Outpatient Pharmacy
4. Medication Counselling
5. Ward Pharmacy
6. Pharmacy Inventory
7. Manufacturing of Cytotoxic Drug Reconstitution, Parenteral Nutrition, IV Admixture & Eye Drop, Radiopharmaceuticals and Extemporaneous
8. Adverse Drug Reaction & Drug Allergic (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 Return to Supplier sub-module and its key features and functionalities. The primary objective is to guide user through the process of completing PhIS application process.

User will understand the following activities in detail:

- Create New Return to Supplier Record

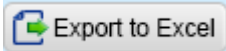
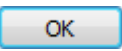
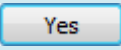
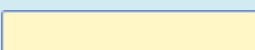
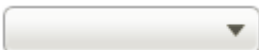
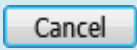
### 1.3 Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Return to Supplier
- Section 4 : Acronyms
- Section 5: Links to Inventory Modules

## 2.0 Application Standard Features

### 2.1 PhIS Legend

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

#### Note

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

## 3.0 Return to Supplier

### Overview

Return to Supplier module where the facility has the rights to return back the remaining of the item quantity back to the supplier.

### User Group

This module is intended for storekeeper and pharmacists at the Pharmacy Store. (subject to user assigned by the facility)

### Functional Diagram

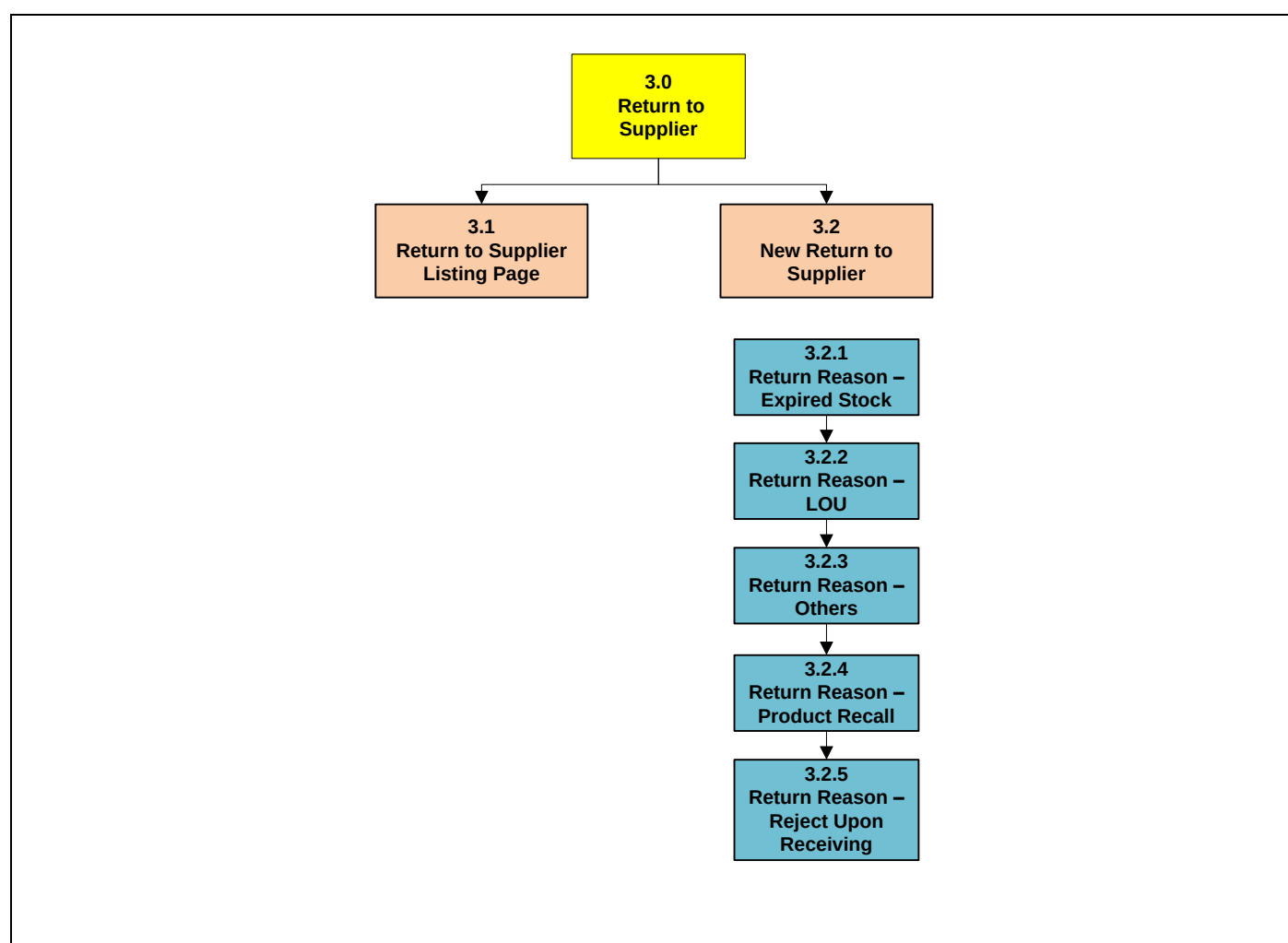


Figure 3.0-1



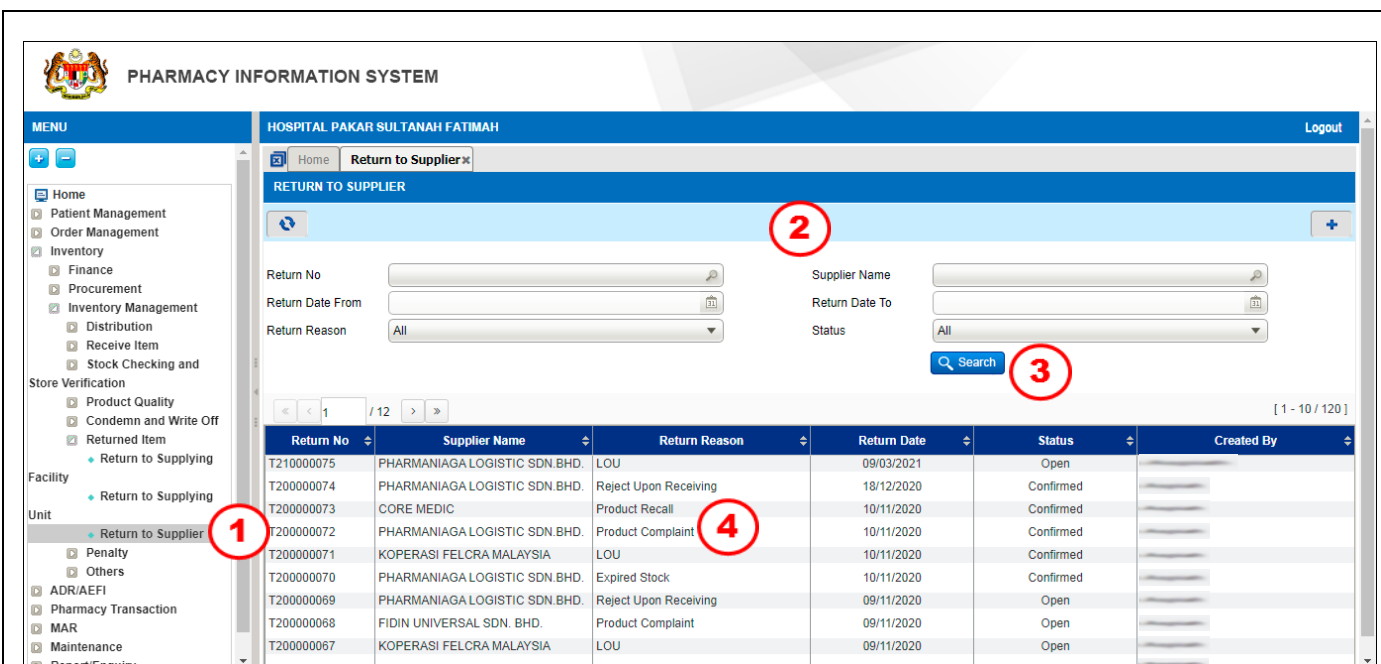
## Functional Description

Return to Supplier comprises of five (6) functions:

- **Return Reason – Expired Stock**  
For all the expired items, the facility has the rights to return back the remaining of the item quantity back to the supplier for replacement.
- **Return Reason – LOU**  
Upon receiving from the Supplier, any item(s) that is less than 2/3 of the shelf life will be considered under LOU. Before the item(s) expired, the facility has the rights to return back the remaining of the item quantity back to the supplier for replacement.
- **Return Reason – Others**  
This function is used to return the item back to the Supplier for any other reason except LOU, Product Recall and Reject upon Receiving.
- **Return Reason – Product Recall**  
This function is used to return back the affected batch in Product Recall as per notified by the HQ back to the Supplier. Receiving condition, this function is used to return the items back to the supplier.
- **Return Reason – Reject Upon Receiving**  
During receiving from the Supplier, if the product delivered did not comply with what the Main Store needed, this function is used to return back the items back to the supplier.
- **Return Reason – Product Complaint**  
This function is used to return the item back to Supplier for reason of Product Complaint.

### 3.1 Return to Supplier Listing Page

To view existing Return to Supplier record, perform the steps below:



**PHARMACY INFORMATION SYSTEM**

**HOSPITAL PAKAR SULTANAH FATIMAH**

**Return to Supplier**

Return No:  Supplier Name:

Return Date From:  Return Date To:

Return Reason:  Status:

**Search**

| Return No  | Supplier Name                  | Return Reason         | Return Date | Status    | Created By |
|------------|--------------------------------|-----------------------|-------------|-----------|------------|
| T210000075 | PHARMANIAGA LOGISTIC SDN. BHD. | LOU                   | 09/03/2021  | Open      |            |
| T200000074 | PHARMANIAGA LOGISTIC SDN. BHD. | Reject Upon Receiving | 18/12/2020  | Confirmed |            |
| T200000073 | CORE MEDIC                     | Product Recall        | 10/11/2020  | Confirmed |            |
| T200000072 | PHARMANIAGA LOGISTIC SDN. BHD. | Product Complaint     | 10/11/2020  | Confirmed |            |
| T200000071 | KOPERASI FELCRA MALAYSIA       | LOU                   | 10/11/2020  | Confirmed |            |
| T200000070 | PHARMANIAGA LOGISTIC SDN. BHD. | Expired Stock         | 10/11/2020  | Confirmed |            |
| T200000069 | PHARMANIAGA LOGISTIC SDN. BHD. | Reject Upon Receiving | 09/11/2020  | Open      |            |
| T200000068 | FIDIN UNIVERSAL SDN. BHD.      | Product Complaint     | 09/11/2020  | Open      |            |
| T200000067 | KOPERASI FELCRA MALAYSIA       | LOU                   | 09/11/2020  | Open      |            |
| T200000066 | PHARMANIAGA LOGISTIC SDN. BHD. | Expired Stock         | 09/11/2020  | Open      |            |

Figure 3.1-1 Return to Supplier Listing Page

#### STEP 1

Click on 'Inventory' menu followed by "Inventory Management", then 'Return Item' then 'Return to Supplier'

#### STEP 2

To search for existing Return to Supplying Unit record(s), you can search by criteria as follow:

| No | Field            | Description                                                                                                                                                                                                          | Remarks                              |
|----|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| a  | Return No        | Return Number                                                                                                                                                                                                        | Able to filter and search record(s). |
| b  | Supplier Name    | To search by Supplier Name                                                                                                                                                                                           | Able to filter and search record(s)  |
| c  | Return Date From | Start date for the return item                                                                                                                                                                                       | Format field (dd/mm/yy)              |
| d  | Return Date To   | End date for the return item                                                                                                                                                                                         | Format field (dd/mm/yy)              |
| e  | Return Reason    | Search by: <ul style="list-style-type: none"> <li>- All</li> <li>- Expired Stock</li> <li>- LOU</li> <li>- Others</li> <li>- Product Recall</li> <li>- Reject Upon Receiving</li> <li>- Product Complaint</li> </ul> | Able to filter and search record(s). |
| f  | Status           | Search by: <ul style="list-style-type: none"> <li>- All</li> <li>- Cancelled</li> <li>- Confirm</li> <li>- Open</li> </ul>                                                                                           | Able to filter and search record(s)  |

Table 3.1-1





### STEP 3

Click on the  button after input criteria

#### **Note**

*The result display will be based on the entered criteria as shown in Figure 3.1-1.*

### STEP 4

Double click on the selected record details listed down as per Figure 3.1-1

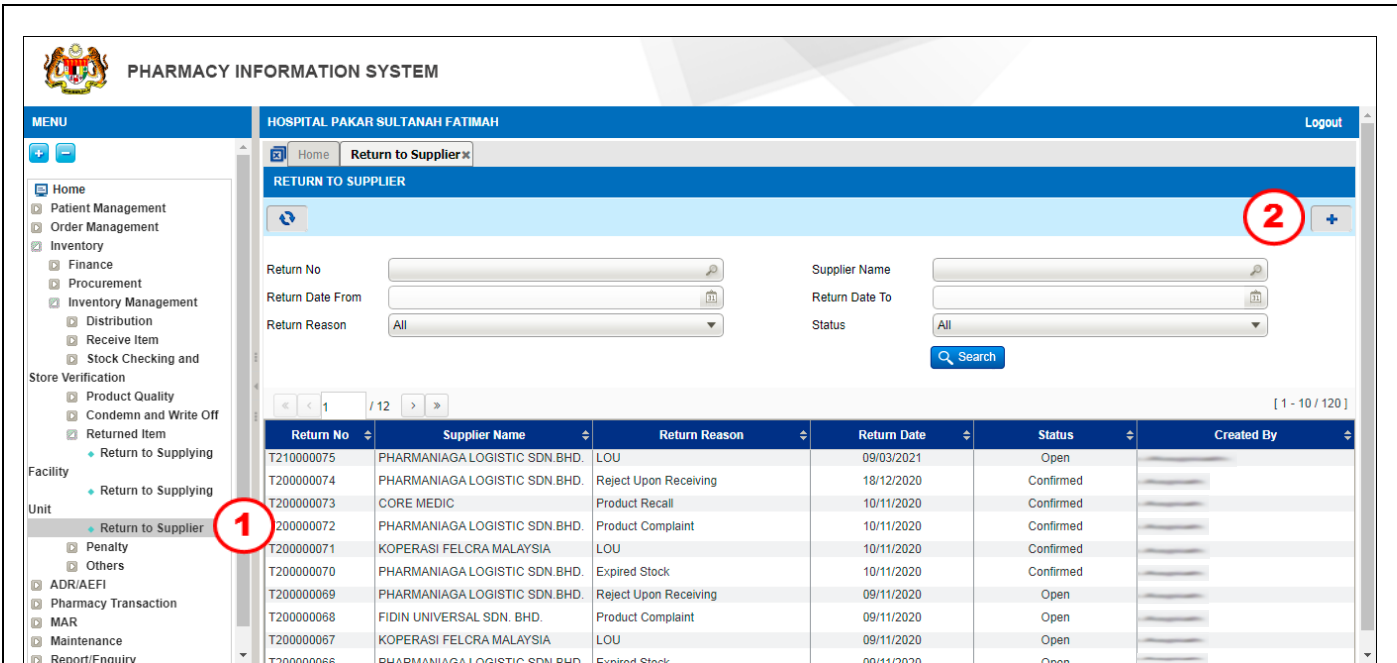
#### **Note**

*The details of the Return to Supplying Unit screen will be displayed.*

## 3.2 New Return to Supplier

### 3.2.1 Return Reason: Expired Stock

To create a new Return to supplier, perform the steps below:



**PHARMACY INFORMATION SYSTEM**

**HOSPITAL PAKAR SULTANAH FATIMAH**

Logout

Home | Return to Supplier x

**RETURN TO SUPPLIER**

Return No:  Supplier Name:

Return Date From:  Return Date To:

Return Reason:  Status:

[ 1 - 10 / 120 ]

| Return No  | Supplier Name                  | Return Reason         | Return Date | Status    | Created By |
|------------|--------------------------------|-----------------------|-------------|-----------|------------|
| T210000075 | PHARMANIAGA LOGISTIC SDN. BHD. | LOU                   | 09/03/2021  | Open      |            |
| T200000074 | PHARMANIAGA LOGISTIC SDN. BHD. | Reject Upon Receiving | 18/12/2020  | Confirmed |            |
| T200000073 | CORE MEDIC                     | Product Recall        | 10/11/2020  | Confirmed |            |
| 200000072  | PHARMANIAGA LOGISTIC SDN. BHD. | Product Complaint     | 10/11/2020  | Confirmed |            |
| T200000071 | KOPERASI FELCRA MALAYSIA       | LOU                   | 10/11/2020  | Confirmed |            |
| T200000070 | PHARMANIAGA LOGISTIC SDN. BHD. | Expired Stock         | 10/11/2020  | Confirmed |            |
| T200000069 | PHARMANIAGA LOGISTIC SDN. BHD. | Reject Upon Receiving | 09/11/2020  | Open      |            |
| T200000068 | FIDIN UNIVERSAL SDN. BHD.      | Product Complaint     | 09/11/2020  | Open      |            |
| T200000067 | KOPERASI FELCRA MALAYSIA       | LOU                   | 09/11/2020  | Open      |            |
| T200000066 | PHARMANIAGA LOGISTIC SDN. BHD. | Expired Stock         | 09/11/2020  | Open      |            |

Figure 3.2.1-1 Create New Return to Supplier

#### STEP 1

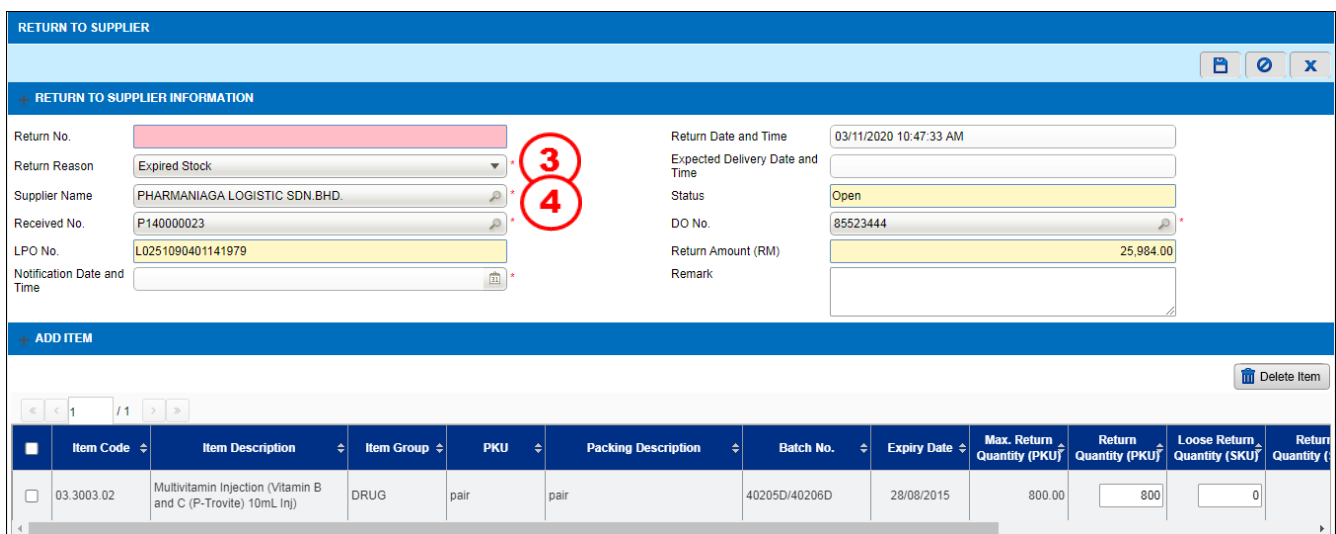
Click on 'Inventory' menu followed by 'Inventory Management' then 'Return Item' then 'Return to Supplier'

#### STEP 2

Click on the  button to create new transaction

#### Note

Return to Supplier screen will be displayed as shown in the Figure 3.2-1-2.



**RETURN TO SUPPLIER**

**RETURN TO SUPPLIER INFORMATION**

Return No.

Return Reason:  **3**

Supplier Name:  **4**

Received No.

LPO No.

Notification Date and Time

Return Date and Time

Expected Delivery Date and Time

Status:

DO No.

Return Amount (RM)

Remark

**ADD ITEM**

| Item Code  | Item Description                                              | Item Group | PKU  | Packing Description | Batch No.     | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|------------|---------------------------------------------------------------|------------|------|---------------------|---------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| 03.3003.02 | Multivitamin Injection (Vitamin B and C (P-Trovite) 10mL Inj) | DRUG       | pair | pair                | 40205D/40206D | 28/08/2015  | 800.00                     | 800                   | 0                           |                       |

Figure 3.2.1-2 Return to Supplier

### STEP 3

Select **Return Reason** as Expired Stock from the dropdown box

### STEP 4

Click on the  to search the **Receipt No**

### Note

- Click on the  button and the list of **Receipt No.** will be displayed as per Figure 3.2.1-3.
- Double click to select the **Receipt No.**

| Search Received No.                                                                  |                      |                                                                                    |
|--------------------------------------------------------------------------------------|----------------------|------------------------------------------------------------------------------------|
| Received No.                                                                         | <input type="text"/> | Receive Date <input type="text"/>                                                  |
| LPO No.                                                                              | <input type="text"/> |  |
| <div> <div>&lt;&lt; &lt; 1 / 8 &gt; &gt;&gt;</div> <div>[ 1 - 10 / 72 ]</div> </div> |                      |                                                                                    |
| Received No.                                                                         | LPO No.              | Receive Date                                                                       |
| P200003788                                                                           | -                    | 26/10/2020                                                                         |
| P200003742                                                                           | -                    | 01/10/2020                                                                         |
| P200002162                                                                           | CO200000000222100    | 06/05/2020                                                                         |
| P200000473                                                                           | CO200000000045207    | 28/01/2020                                                                         |
| P200000340                                                                           | CO200000000007623    | 16/01/2020                                                                         |
| P200000033                                                                           | CO200000000001884    | 08/01/2020                                                                         |
| P190005015                                                                           | CO190000001018670    | 03/12/2019                                                                         |
| P190005014                                                                           | CO190000001021930    | 03/12/2019                                                                         |
| P190004171                                                                           | CO190000000906825    | 13/10/2019                                                                         |
| P190003698                                                                           | 19812626             | 11/09/2019                                                                         |

Figure 3.2.1-3 List of Receipt No

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

Return Reason

Expired Stock

Supplier Name

PHARMANIAGA LOGISTIC SDN.BHD.

Received No.

P140000023

LPO No.

L0251090401141979

Notification Date and Time

Return Date and Time

03/11/2020 10:47:33 AM

Expected Delivery Date and Time

Status

Open

DO No.

85523444

Return Amount (RM)

25,984.00

Remark

5

ADD ITEM

<< < 1 / 1 > >>

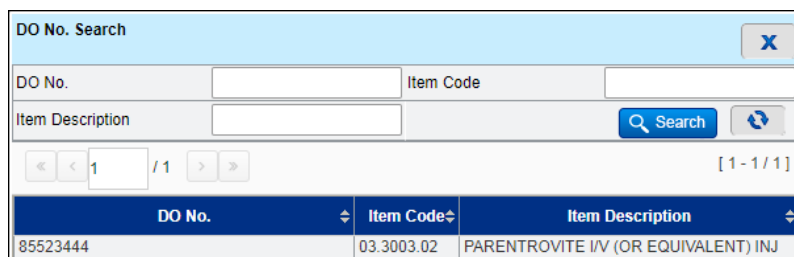
Delete Item

|                          | Item Code  | Item Description                                              | Item Group | PKU  | Packing Description | Batch No.     | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|--------------------------|------------|---------------------------------------------------------------|------------|------|---------------------|---------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| <input type="checkbox"/> | 03.3003.02 | Multivitamin Injection (Vitamin B and C (P-Trovite) 10mL inj) | DRUG       | pair | pair                | 40205D/40206D | 28/08/2015  | 800.00                     | 800                   | 0                           |                       |

Figure 3.2.1-4 Return to Supplier

### STEP 5

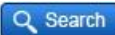
Click on the  button to search the **DO No.**

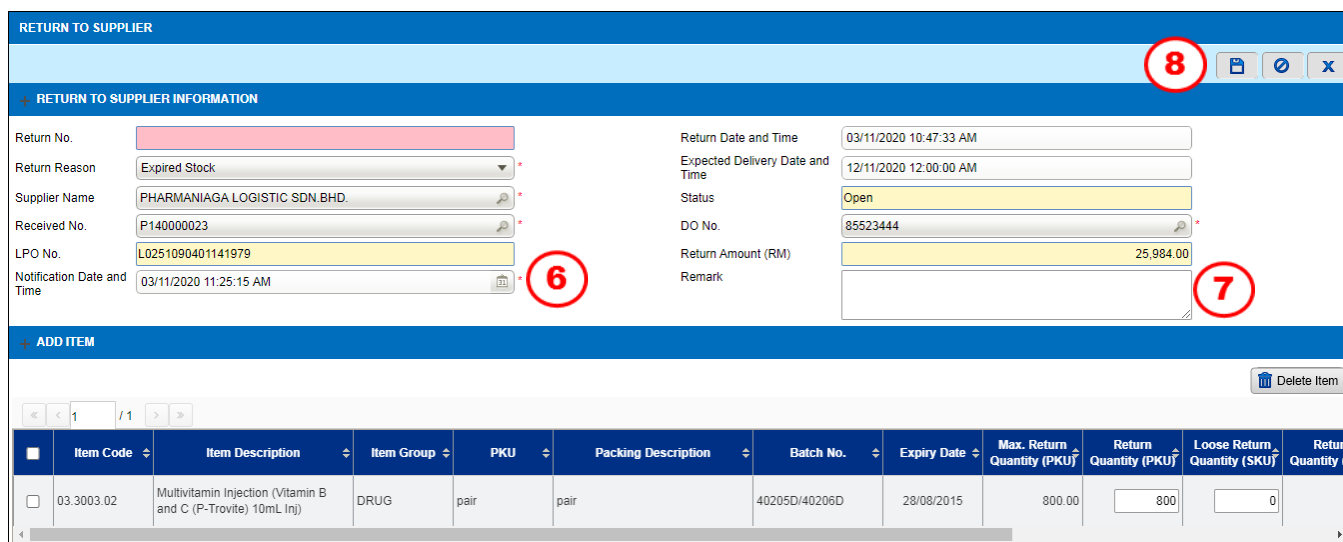


| DO No.   | Item Code  | Item Description                     |
|----------|------------|--------------------------------------|
| 85523444 | 03.3003.02 | PARENTROVITE I/V (OR EQUIVALENT) INJ |

Figure 3.2.1-5 List of DO No

**Note**

- Click on the  button and the list of **DO No** will be displayed as per Figure 3.2.1-5.
- Double click to select the **DO No**
- Item Details consist of **Item Code, Item Description, Item Group, PKU, Packing Description, Batch No, Expiry Date, Max. Return Quantity (PKU), Return Quantity (PKU), Loose Return Quantity (SKU), Return Quantity (SKU), Average Price, Amount (RM) and Return Reason** will be displayed.
- Edit the **Return Quantity (PKU)** and **Loose Return Quantity (SKU)** if necessary
- Enter the **Return Reason**
- Click on  button if necessary



| Item Code  | Item Description                                              | Item Group | PKU  | Packing Description | Batch No.     | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|------------|---------------------------------------------------------------|------------|------|---------------------|---------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| 03.3003.02 | Multivitamin Injection (Vitamin B and C (P-Trovite) 10mL Inj) | DRUG       | pair | pair                | 40205D/40206D | 28/08/2015  | 800.00                     | 800                   | 0                           |                       |

Figure 3.1.2-6 Return to Supplier

**STEP 6**

Click on the  to select the **Notification Date**

**STEP 7**

Enter **Remark** if applicable

**STEP 8**

Click on the  button to save the transaction

### Note

- After saving the record, alert messages will be displayed as per Figure 3.2.1-7 and Figure 3.2.1-8.

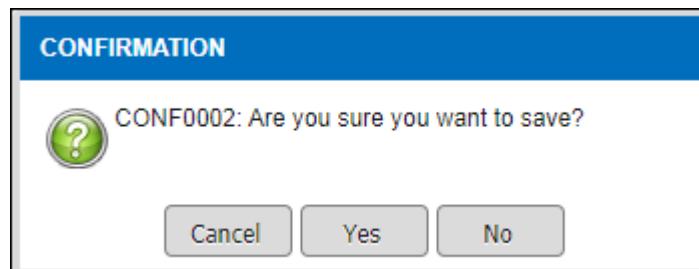
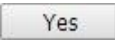


Figure 3.2.1-7 Save Record Alert Message

- Click on the  button.

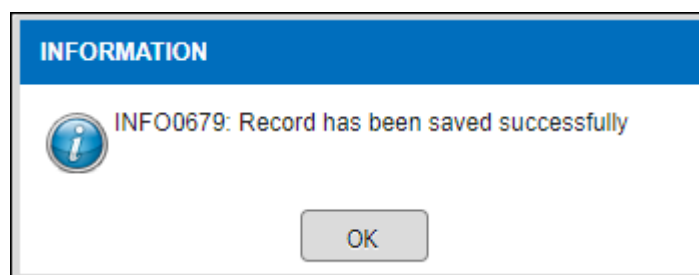
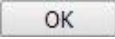


Figure 3.2.1-8 Save Record Alert Message

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

RETURN TO SUPPLIER
9

Confirm
 Cancel Request

RETURN TO SUPPLIER INFORMATION

|                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Return No. <input type="text" value="T200000051"/><br>Return Reason <input type="text" value="Expired Stock"/><br>Supplier Name <input type="text" value="PHARMANIAGA LOGISTIC SDN.BHD."/><br>Received No. <input type="text" value="P140000023"/><br>LPO No. <input type="text" value="L0251090401141979"/><br>Notification Date and Time <input type="text" value="03/11/2020 11:25:15 AM"/> | Return Date and Time <input type="text" value="03/11/2020 10:47:33 AM"/><br>Expected Delivery Date and Time <input type="text" value="12/11/2020 12:00:00 AM"/><br>Status <input type="text" value="Open"/><br>DO No. <input type="text" value="85523444"/><br>Return Amount (RM) <input type="text" value="25,984.00"/><br>Remark <input type="text"/> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

ADD ITEM

Delete Item

|                          | Item Code  | Item Description                                              | Item Group | PKU  | Packing Description | Batch No.     | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU)            | Loose Return Quantity (SKU)    | Return Quantity (SKU) |
|--------------------------|------------|---------------------------------------------------------------|------------|------|---------------------|---------------|-------------|----------------------------|----------------------------------|--------------------------------|-----------------------|
| <input type="checkbox"/> | 03.3003.02 | Multivitamin Injection (Vitamin B and C (P-Trovite) 10mL Inj) | DRUG       | pair | pair                | 40205D/40206D | 28/08/2015  | 800.00                     | <input type="text" value="800"/> | <input type="text" value="0"/> |                       |

Figure 3.2.1-9 Return to Supplier Confirmation

### STEP 9

Click on the  to confirm the transaction

### Note

- After confirmed the record, alert messages will be displayed as per Figure 3.2.1-10 and Figure 3.2.1-11.

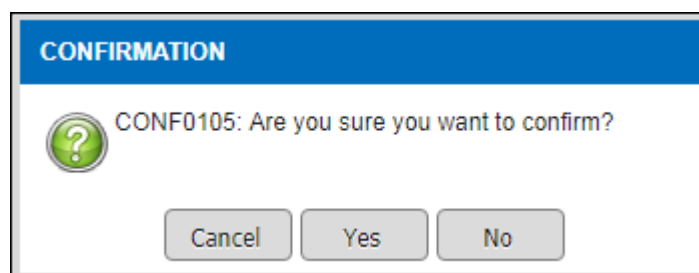
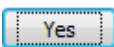


Figure 3.2.1-10 Save Record Alert Message

- Click on the  button.

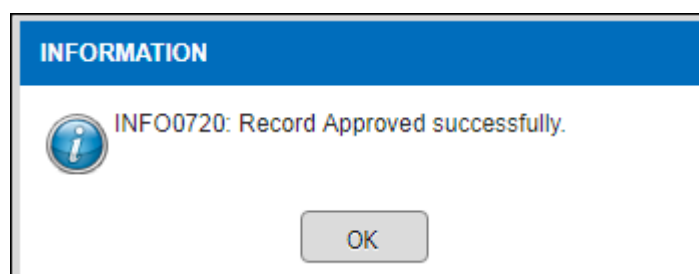
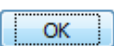


Figure 3.2.1-11 Save Record Alert Message

- Click on the  button.

### STEP 10

Click on the  button to view/print the report

RETURN TO SUPPLIER


10

RETURN TO SUPPLIER INFORMATION

Return No. T200000051  
Return Reason Expired Stock  
Supplier Name PHARMANIAGA LOGISTIC SDN.BHD.  
Received No. P140000023  
LPO No. L0251090401141979  
Notification Date and Time 03/11/2020 11:25:15 AM

Return Date and Time 03/11/2020 10:47:33 AM  
Expected Delivery Date and Time 12/11/2020 12:00:00 AM  
Status Confirmed  
DO No. 85523444  
Return Amount (RM) 25,984.00  
Remark

ADD ITEM

1 / 1

| Item Code  | Item Description                                              | Item Group | PKU  | Packing Description | Batch No.     | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|------------|---------------------------------------------------------------|------------|------|---------------------|---------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| 03.3003.02 | Multivitamin Injection (Vitamin B and C (P-Trovite) 10mL Inj) | DRUG       | pair | pair                | 40205D/40206D | 28/08/2015  | 800.00                     | 800                   | 0                           | 800                   |

Figure 3.2.1-12 Return to Supplier



PhIS & CPS Project  
User Manual – Pharmacy Inventory  
Return Item (Return to Supplier)



KEMENTERIAN KESIHATAN MALAYSIA  
Hosp. Pakar Sultanah Fatimah  
RETURNED TO SUPPLIER REPORT

Return No. : T200000051  
Supplier Name : PHARMANIAGA LOGISTIC SDN.BHD.  
Return Date : 03/11/2020  
Return Type : Expired Stock  
Status : CONFIRM

| No. | Item Code  | Item Description                                              | Expiry Date | Batch No.     | PKU  | Quantity Return (PKU) | Loose Quantity Return (SKU) | Quantity Return (SKU) | Unit Price (RM) | Amount (RM) |
|-----|------------|---------------------------------------------------------------|-------------|---------------|------|-----------------------|-----------------------------|-----------------------|-----------------|-------------|
| 1   | 03.3003.02 | Multivitamin Injection (Vitamin B and C (P-Trovite) 10mL Inj) | 28/08/2015  | 40205D/40206D | pair | 800                   | 0                           | 800                   | 32.4800         | 25,984.00   |

TOTAL AMOUNT (RM) : 25,984.00

|                                                                                                                                             |                                                                    |                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Disediakan oleh:</b><br><br>Nama :<br>Jawatan : Pegawai Farmasi UF48<br>Unit : STOR FARMASI<br>Jabatan : Pharmacy<br>Tarikh : 03/11/2020 | <b>Diterima Oleh :</b><br><br>Nama :<br>Tarikh :<br>Cop Syarikat : | <b>Direkodkan dan dikeluarkan oleh:</b><br><br>Nama :<br>Jawatan :<br>Unit :<br>Tarikh : |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|

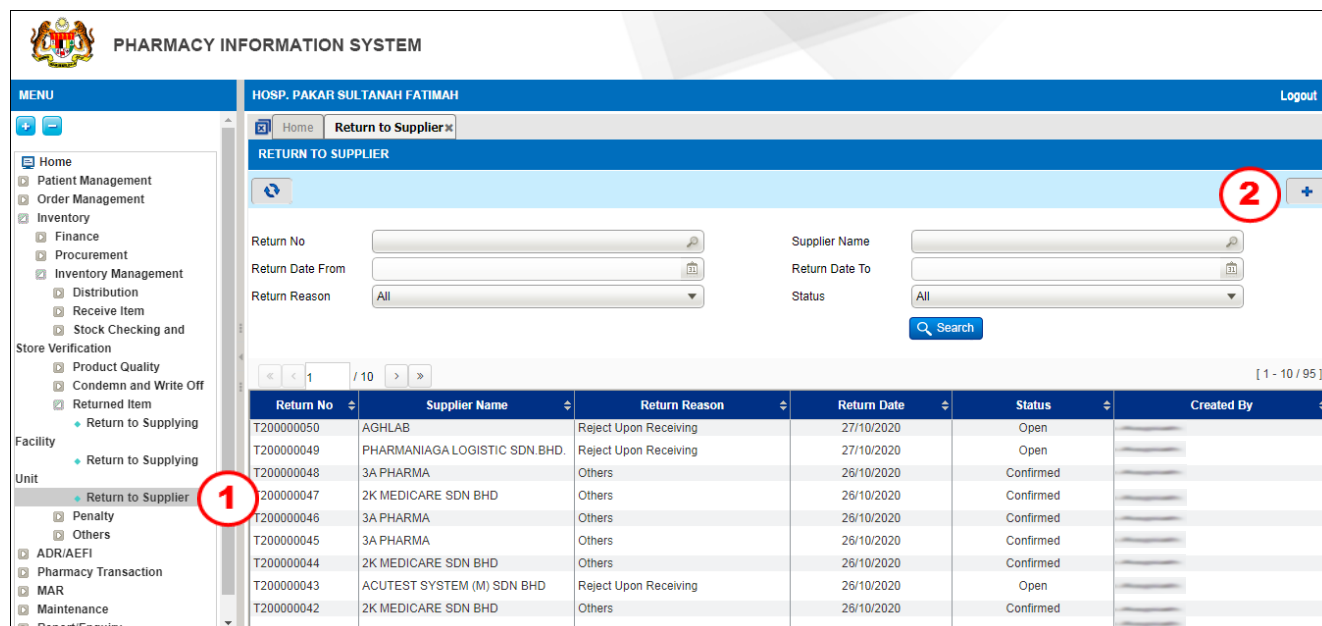
Printed Date : 03/11/2020 Printed By : Unit Name : STOR FARMASI Source : PhIS

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Figure 3.2.1-13 Returned to Supplier Report

### 3.2.2 Return Reason: LOU

To create a new Return to Supplier record, perform the steps below:



**PHARMACY INFORMATION SYSTEM**

HOSP. PAKAR SULTANAH FATIMAH

Logout

Home Return to Supplier

**RETURN TO SUPPLIER**

Return No:  Supplier Name:

Return Date From:  Return Date To:

Return Reason:  Status:

[ 1 - 10 / 95 ]

| Return No  | Supplier Name                 | Return Reason         | Return Date | Status    | Created By |
|------------|-------------------------------|-----------------------|-------------|-----------|------------|
| T200000050 | AGHLAB                        | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000049 | PHARMANIAGA LOGISTIC SDN BHD. | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000048 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000047 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000046 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000045 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000044 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000043 | ACUTEST SYSTEM (M) SDN BHD    | Reject Upon Receiving | 26/10/2020  | Open      |            |
| T200000042 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000041 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |

Figure 3.2.2-1 Create New Return to Supplier

#### STEP 1

Click on 'Inventory' menu followed by 'Inventory Management' then 'Return Item' then 'Return to Supplier'

#### STEP 2

Click on the  button to create new transaction

#### Note

- Return to Supplier screen will be displayed as shown in the Figure 3.2-2-2.
- A new Return to Supplier record **Status** will default to 'Open'.
- Unit Name** will be defaulted to user's login ID.



RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

Return Reason

Supplier Name

Received No.

LPO No.

Notification Date and Time

Return Date and Time

Expected Delivery Date and Time

Status

DO No.

Return Amount (RM)

Remark

ADD ITEM

1 / 1

|                          | Item Code            | Item Description         | Item Group | PKU  | Packing Description | Batch No. | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|--------------------------|----------------------|--------------------------|------------|------|---------------------|-----------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| <input type="checkbox"/> | S01EB01110D2002XX.01 | Pilocarpine 2% Eye Drops | DRUG       | bott | Bottle              | 18A21BK.  | 31/12/2021  | 10.00                      | 10                    | 0                           |                       |

Figure 3.2.2-2 Return to Supplier

### STEP 3

Select **Return Reason** as LOU from the dropdown box

### STEP 4

Click on the  button to search the **Received No.**

### Note

- Click on the  button and the list of **Receipt No.** will be displayed as per Figure 3.2.2-3.
- Double click to select the **Receipt No.**
- Item Details consist of **Item Code, Item Description, Item Group, PKU, Packing Description, Batch No, Expiry Date, Max. Return Quantity (PKU), Return Quantity (PKU), Loose Return Quantity (SKU), Return Quantity (SKU), Average Price, Amount (RM) and Return Reason** will be displayed.
- Edit the **Return Quantity (PKU)** and **Loose Return Quantity (SKU)** if necessary.
- Enter the **Return Quantity (PKU)**.
- Only 1(one) item can be return under LOU.

| Search Received No. <span>X</span>                                                   |                      |                                       |
|--------------------------------------------------------------------------------------|----------------------|---------------------------------------|
| Received No.                                                                         | <input type="text"/> | Receive Date <input type="text"/>     |
| LPO No.                                                                              | <input type="text"/> | <input type="button" value="Search"/> |
| <div> <div>&lt;&lt; &lt; 1 / 4 &gt; &gt;&gt;</div> <div>[ 1 - 10 / 31 ]</div> </div> |                      |                                       |
| Received No.                                                                         | LPO No.              | Receive Date                          |
| P200003559                                                                           | 200434104            | 24/08/2020                            |
| P200003418                                                                           | 200380897            | 16/08/2020                            |
| P200003340                                                                           | 200361387            | 06/08/2020                            |
| P200003323                                                                           | 200391109            | 04/08/2020                            |
| P200003304                                                                           | 200357967            | 03/08/2020                            |
| P200003273                                                                           | 200353189            | 30/07/2020                            |
| P200003238                                                                           | 200373104            | 28/07/2020                            |
| P200003233                                                                           | 200373104            | 27/07/2020                            |
| P200003230                                                                           | 20379755             | 27/07/2020                            |
| P200003136                                                                           | 200339507            | 20/07/2020                            |

Figure 3.2.2-3 List of Receipt No.

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

Return Reason

LOU

Supplier Name

PRIMABUMI SDN. BHD.

Received No.

P190002824

LPO No.

19898679

Notification Date and Time

03/11/2020 4:43:42 PM

Return Date and Time

03/11/2020 4:38:05 PM

Expected Delivery Date and Time

31/12/2021 12:00:00 AM

Status

Open

DO No.

PBD413267

Return Amount (RM)

77.90

Remark

ADD ITEM

<< < 1 / 1 > >>

| <input type="checkbox"/>            | Item Code                | Item Description         | Item Group | PKU  | Packing Description | Batch No. | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|-------------------------------------|--------------------------|--------------------------|------------|------|---------------------|-----------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| <input checked="" type="checkbox"/> | S01EB01110D20<br>22XX.01 | Pilocarpine 2% Eye Drops | DRUG       | bott | Bottle              | 18A21BK.  | 31/12/2021  | 10.00                      | 10                    | 0                           |                       |

Figure 3.2.2-4 Return to Supplier

#### STEP 5

Click on the  to select the **Notification Date**

#### STEP 6

Click on the ☐ to select the item

#### STEP 7

Click on the  to delete the selected item

#### STEP 8

Click on the  button to save the transaction

#### Note

- After saving the record, alert messages will be displayed as per Figure 3.2.2-5 and Figure 3.2.2-6.

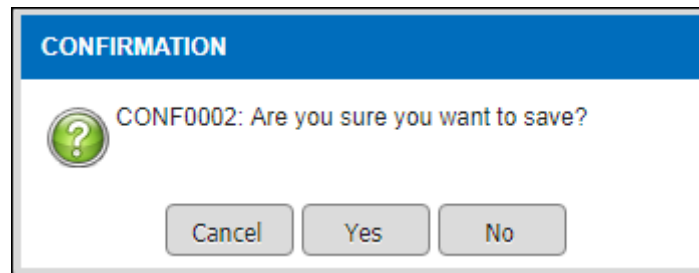
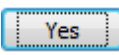


Figure 3.2.2-5 Save Record Alert Message

- Click on the  button.

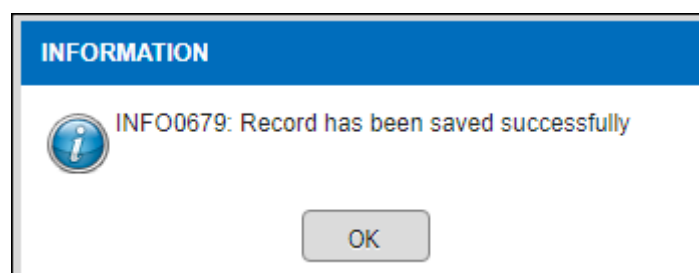
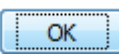


Figure 3.2.2-6 Save Record Alert Message

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

RETURN TO SUPPLIER

9
    

RETURN TO SUPPLIER INFORMATION

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Return No. <span style="border: 1px solid red; padding: 2px;">T200000052</span><br>Return Reason <span style="border: 1px solid red; padding: 2px;">LOU</span> *<br>Supplier Name <span style="border: 1px solid red; padding: 2px;">PRIMABUMI SDN. BHD.</span> *<br>Received No. <span style="border: 1px solid red; padding: 2px;">P190002824</span> *<br>LPO No. <span style="border: 1px solid red; padding: 2px;">19898679</span><br>Notification Date and Time <span style="border: 1px solid red; padding: 2px;">03/11/2020 4:43:42 PM</span> * | Return Date and Time <span style="border: 1px solid red; padding: 2px;">03/11/2020 4:38:05 PM</span><br>Expected Delivery Date and Time <span style="border: 1px solid red; padding: 2px;">31/12/2021 12:00:00 AM</span><br>Status <span style="border: 1px solid red; padding: 2px;">Open</span><br>DO No. <span style="border: 1px solid red; padding: 2px;">PBD413267</span> *<br>Return Amount (RM) <span style="border: 1px solid red; padding: 2px;">77.90</span><br>Remark <div style="border: 1px solid red; height: 20px; width: 100%;"></div> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

ADD ITEM



|   | Item Code                | Item Description         | Item Group | PKU  | Packing Description | Batch No. | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|---|--------------------------|--------------------------|------------|------|---------------------|-----------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| ☐ | S01EB01110D20<br>02XX.01 | Pilocarpine 2% Eye Drops | DRUG       | bott | Bottle              | 18A21BK   | 31/12/2021  | 10.00                      | 10                    | 0                           |                       |

Figure 3.2.2-7 Return to Supplier Confirmation

## STEP 9

Click on the  to confirm the transaction

## Note

- After confirmed the record, alert messages will be displayed as per Figure 3.2.2-8 and Figure 3.2.2-9.

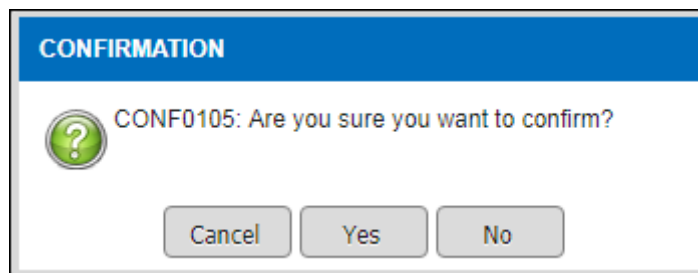
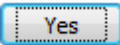


Figure 3.2.2-8 Save Record Alert Message

- Click on the  button.

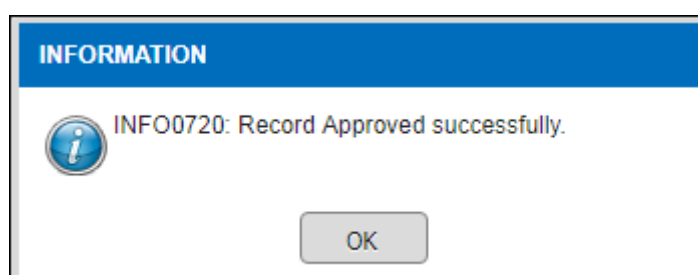
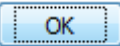


Figure 3.2.2-9 Save Record Alert Message

- Click on the  button.

#### STEP 10

Click on the  button to view/print the report as shown in Figure 3.2.2-10.

RETURN TO SUPPLIER


10

RETURN TO SUPPLIER INFORMATION

Return No. T200000052  
Return Reason LOU  
Supplier Name PRIMABUMI SDN. BHD.  
Received No. P190002824  
LPO No. 19898679  
Notification Date and Time 03/11/2020 4:43:42 PM

Return Date and Time 03/11/2020 4:38:05 PM  
Expected Delivery Date and Time 31/12/2021 12:00:00 AM  
Status Confirmed  
DO No. PBD413267  
Return Amount (RM) 77.90  
Remark

ADD ITEM

| Item Code            | Item Description         | Item Group | PKU  | Packing Description | Batch No. | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|----------------------|--------------------------|------------|------|---------------------|-----------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| S01EB01110D2002XX.01 | Pilocarpine 2% Eye Drops | DRUG       | bott | Bottle              | 18A21BK.  | 31/12/2021  | 10.00                      | 10                    | 0                           | 10                    |

Figure 3.2.2-10 Return to Supplier Confirmation



PhIS & CPS Project  
User Manual – Pharmacy Inventory  
Return Item (Return to Supplier)



KEMENTERIAN KESIHATAN MALAYSIA

Hosp. Pakar Sultanah Fatimah

RETURNED TO SUPPLIER REPORT

Return No. : T200000052  
Supplier Name : PRIMABUMI SDN. BHD.  
Return Date : 03/11/2020  
Return Type : LOU  
Status : CONFIRM

| No.                 | Item Code            | Item Description         | Expiry Date | Batch No. | PKU  | Quantity Return (PKU) | Loose Quantity Return (SKU) | Quantity Return (SKU) | Unit Price (RM) | Amount (RM) |
|---------------------|----------------------|--------------------------|-------------|-----------|------|-----------------------|-----------------------------|-----------------------|-----------------|-------------|
| 1                   | S01EB01110D2002XX.01 | Pilocarpine 2% Eye Drops | 31/12/2021  | 18A21BK.  | bott | 10                    | 0                           | 10                    | 7.7900          | 77.90       |
| TOTAL AMOUNT (RM) : |                      |                          |             |           |      |                       |                             |                       |                 | 77.90       |

|                                                                                                                                             |                                                                    |                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Disediakan oleh:</b><br><br>Nama :<br>Jawatan : Pegawai Farmasi UF48<br>Unit : STOR FARMASI<br>Jabatan : Pharmacy<br>Tarikh : 03/11/2020 | <b>Diterima Oleh :</b><br><br>Nama :<br>Tarikh :<br>Cop Syarikat : | <b>Direkodkan dan dikeluarkan oleh:</b><br><br>Nama :<br>Jawatan :<br>Unit :<br>Tarikh : |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|

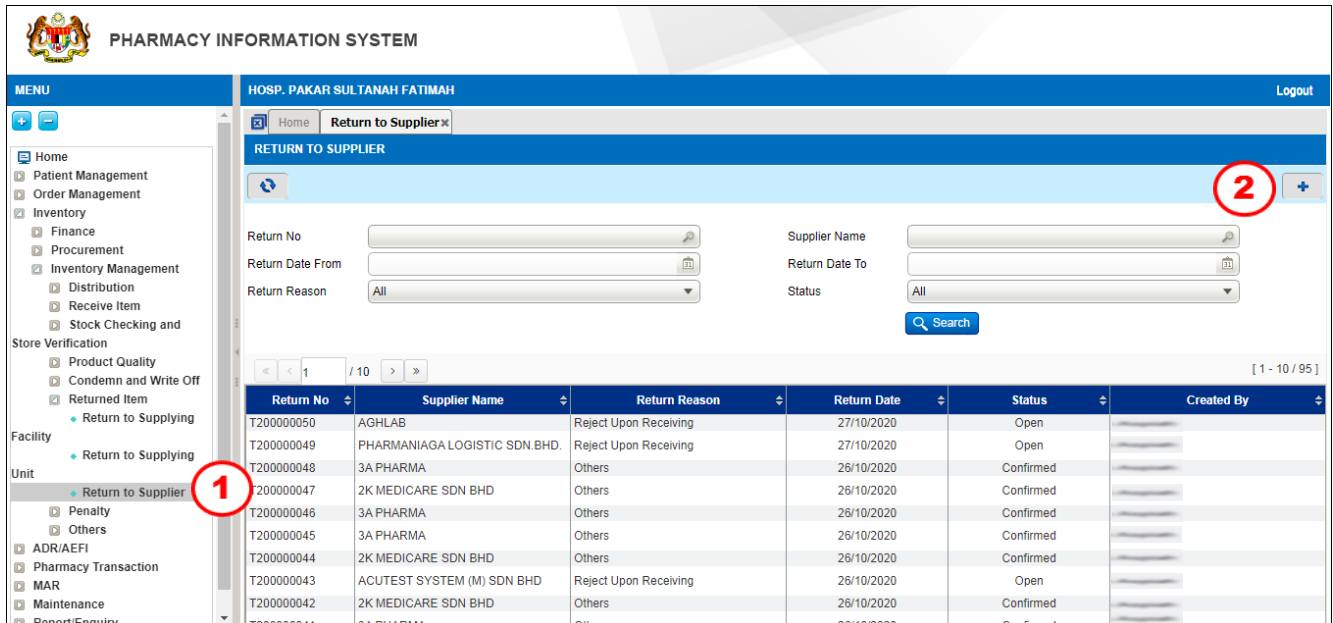
Printed Date : 03/11/2020 Printed By : Unit Name : STOR FARMASI Source : PhIS

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Figure 3.2.2-11 Returned to Supplier Report

### 3.2.3 Return Reason: Others

To create a new Return to Supplier record, perform the steps below:



| Return No  | Supplier Name                 | Return Reason         | Return Date | Status    | Created By |
|------------|-------------------------------|-----------------------|-------------|-----------|------------|
| T200000050 | AGHLAB                        | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000049 | PHARMANIAGA LOGISTIC SDN BHD. | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000048 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000047 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000046 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000045 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000044 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000043 | ACUTEST SYSTEM (M) SDN BHD    | Reject Upon Receiving | 26/10/2020  | Open      |            |
| T200000042 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000041 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |

Figure 3.2.3-1 Create New Return to Supplier

#### STEP 1

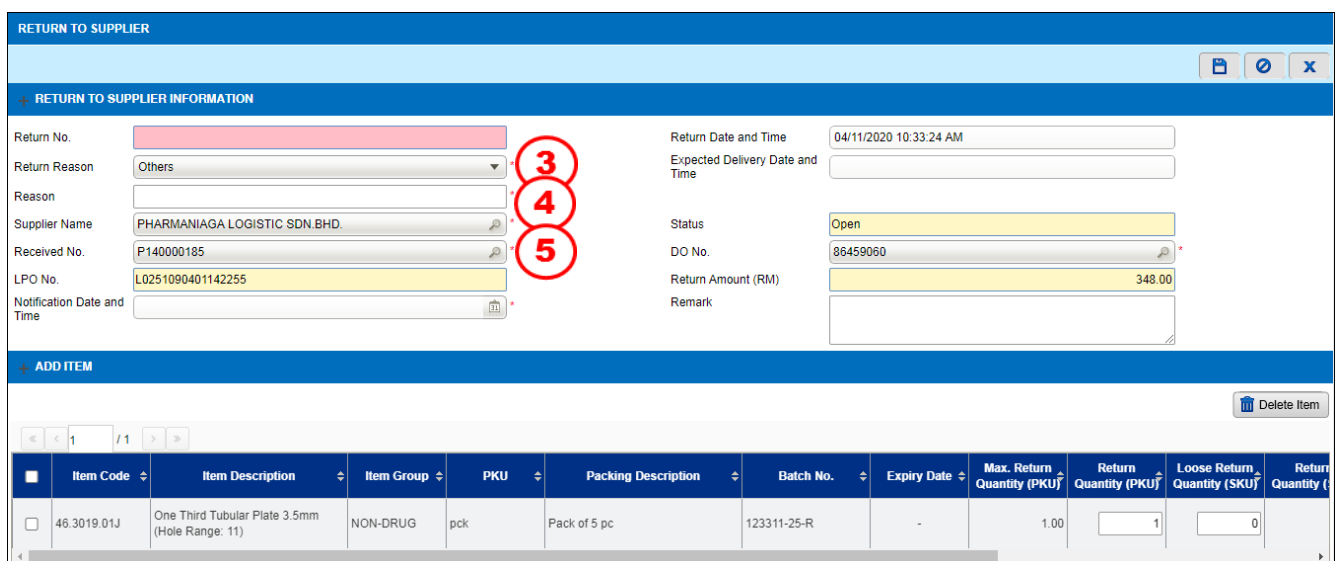
Click on 'Inventory' menu followed by 'Inventory Management' then 'Return Item' then 'Return to Supplier'

#### STEP 2

Click on the  button to create new transaction

#### Note

Return to Supplier screen will be displayed as shown in the Figure 3.2-3-2.



| Item Code   | Item Description                               | Item Group | PKU | Packing Description | Batch No.   | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|-------------|------------------------------------------------|------------|-----|---------------------|-------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| 46.3019.01J | One Third Tubular Plate 3.5mm (Hole Range: 11) | NON-DRUG   | pck | Pack of 5 pc        | 123311-25-R | -           | 1.00                       | 1                     | 0                           |                       |

Figure 3.2.3-2 Return to Supplier

### STEP 3

Select **Return Reason** as Others from the dropdown box

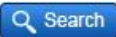
### STEP 4

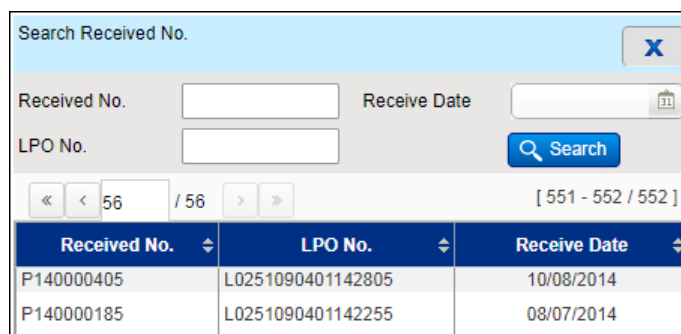
Enter the **Reason**

### STEP 5

Click on the  button to search the **Received No.**

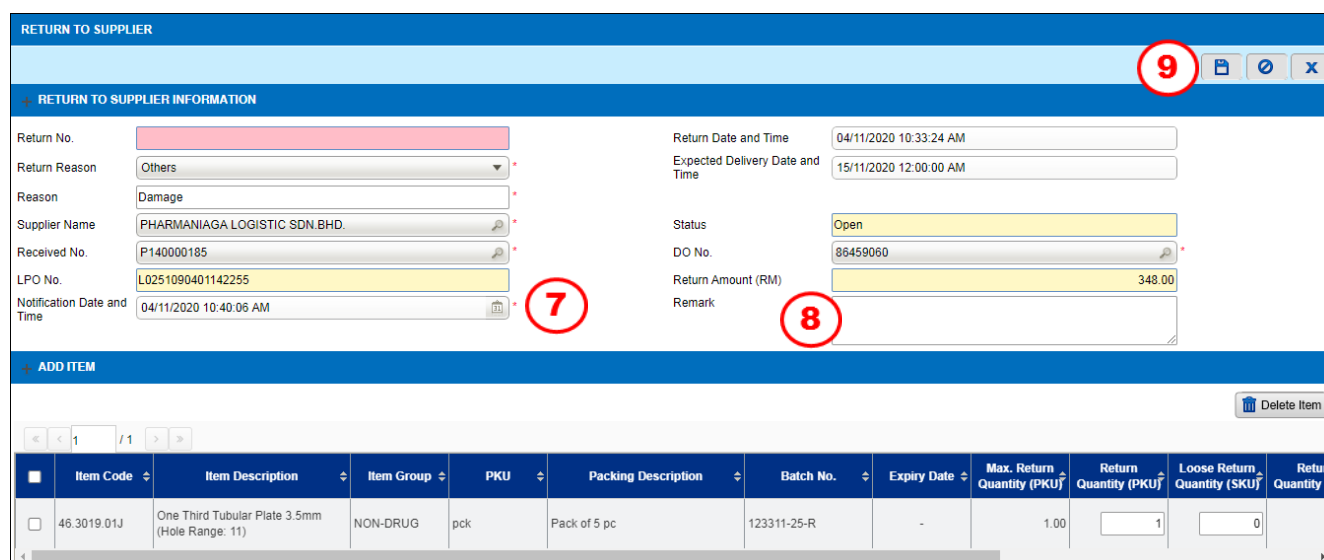
### Note

- Click on the  button and the list of **DO No** will be displayed as per Figure 3.2.3-3.
- Double click to select the **Receipt No.**
- List of item(s) will be listed under the Item Return to Supplier as per Figure 3.2.3-4.
- Item Details consist of **Item Code, Item Description, Item Group, PKU, Packing Description, Batch No, Expiry Date, Max. Return Quantity (PKU), Return Quantity (PKU), Loose Return Quantity (SKU), Return Quantity (SKU), Average Price, Amount (RM) and Return Reason** will be displayed.
- Edit the **Return Quantity (PKU)** and **Loose Return Quantity (SKU)** if necessary.
- Enter the **Return Quantity (PKU)**.



| Received No. | LPO No.           | Receive Date |
|--------------|-------------------|--------------|
| P140000405   | L0251090401142805 | 10/08/2014   |
| P140000185   | L0251090401142255 | 08/07/2014   |

Figure 3.2.3-3 List of Supplier Name



| Item Code   | Item Description                               | Item Group | PKU | Packing Description | Batch No.   | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|-------------|------------------------------------------------|------------|-----|---------------------|-------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| 46.3019.01J | One Third Tubular Plate 3.5mm (Hole Range: 11) | NON-DRUG   | pck | Pack of 5 pc        | 123311-25-R | -           | 1.00                       | 1                     | 0                           |                       |

Figure 3.2.3-4 Return to Supplier

#### STEP 7

Click on the  to set the **Notification Date and Time**

#### STEP 8

Enter **Remark** if applicable

#### STEP 9

Click on the  button to save the transaction

#### Note

After saving the record, alert messages will be displayed as per Figure 3.2.3-5 and Figure 3.2.3-6.

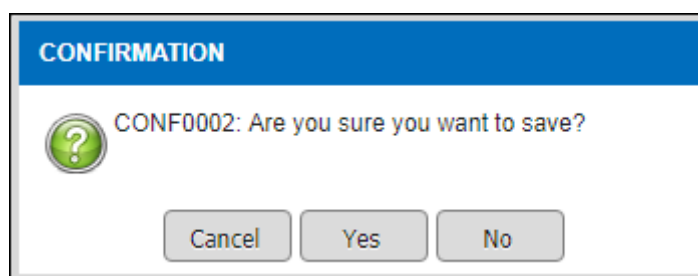
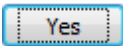


Figure 3.2.3-5 Save Record Alert Message

- Click on the  button.

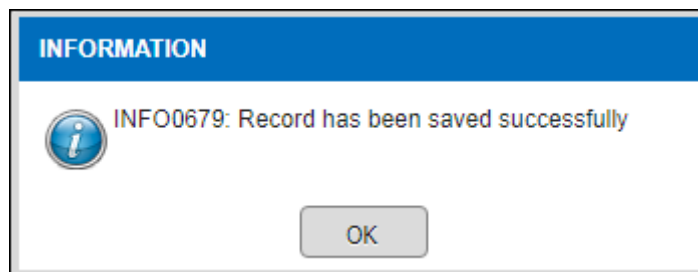
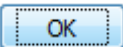


Figure 3.2.3-6 Save Record Alert Message

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



**RETURN TO SUPPLIER**

10 Confirm Cancel Request

**RETURN TO SUPPLIER INFORMATION**

Return No. T20000053 Return Date and Time 04/11/2020 10:33:24 AM  
 Return Reason Others Expected Delivery Date and Time 15/11/2020 12:00:00 AM  
 Reason Damage  
 Supplier Name PHARMANIAGA LOGISTIC SDN.BHD. Status Open  
 Received No. P140000185 DO No. 86459060  
 LPO No. L0251090401142255 Return Amount (RM) 348.00  
 Notification Date and Time 04/11/2020 10:40:06 AM Remark

**ADD ITEM**

Delete Item

| Item Code   | Item Description                               | Item Group | PKU | Packing Description | Batch No.   | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|-------------|------------------------------------------------|------------|-----|---------------------|-------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| 46.3019.01J | One Third Tubular Plate 3.5mm (Hole Range: 11) | NON-DRUG   | pck | Pack of 5 pc        | 123311-25-R | -           | 1.00                       | 1                     | 0                           |                       |

Figure 3.2.3-7 Confirm record

#### STEP 10

Click on the  to confirm the transaction

#### Note

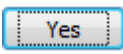
- After confirmed the record, alert messages will be displayed as per Figure 3.2.3-8 and Figure 3.2.3-9.

**CONFIRMATION**

CONF0105: Are you sure you want to confirm?

Cancel Yes No

Figure 3.2.3-8 Save Record Alert Message

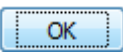
- Click on the  button.

**INFORMATION**

INFO0720: Record Approved successfully.

OK

Figure 3.2.3-9 Save Record Alert Message

- Click on the  button.

## STEP 11



Click on the button to view/print the report as shown in *Figure 3.2.3-10*.


11

X

RETURN TO SUPPLIER INFORMATION

Return No. 
Return Reason 
Reason 
Supplier Name 
Received No. 
LPO No. 
Notification Date and Time

Return Date and Time 
Expected Delivery Date and Time 
Status 
DO No. 
Return Amount (RM) 
Remark

ADD ITEM

1 / 1

| Item Code   | Item Description                               | Item Group | PKU | Packing Description | Batch No.   | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|-------------|------------------------------------------------|------------|-----|---------------------|-------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| 46.3019.01J | One Third Tubular Plate 3.5mm (Hole Range: 11) | NON-DRUG   | pck | Pack of 5 pc        | 123311-25-R | -           | 1.00                       | 1                     | 0                           | 5                     |

Figure 3.2.3-10 Confirm record



PhIS & CPS Project  
User Manual – Pharmacy Inventory  
Return Item (Return to Supplier)



KEMENTERIAN KESIHATAN MALAYSIA  
Hosp. Pakar Sultanah Fatimah  
RETURNED TO SUPPLIER REPORT

Return No. : T200000053  
Supplier Name : PHARMANIAGA LOGISTIC SDN.BHD.  
Return Date : 04/11/2020  
Return Type : Others - Damage  
Status : CONFIRM

| No.                 | Item Code   | Item Description                               | Expiry Date | Batch No.   | PKU | Quantity Return (PKU) | Loose Quantity Return (SKU) | Quantity Return (SKU) | Unit Price (RM) | Amount (RM) |
|---------------------|-------------|------------------------------------------------|-------------|-------------|-----|-----------------------|-----------------------------|-----------------------|-----------------|-------------|
| 1                   | 46.3019.01J | One Third Tubular Plate 3.5mm (Hole Range: 11) |             | 123311-25-R | pck | 1                     | 0                           | 5                     | 348.0000        | 348.00      |
| TOTAL AMOUNT (RM) : |             |                                                |             |             |     |                       |                             |                       |                 | 348.00      |

|                                                                                                                                             |                                                                    |                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Disediakan oleh:</b><br><br>Nama :<br>Jawatan : Pegawai Farmasi UF48<br>Unit : STOR FARMASI<br>Jabatan : Pharmacy<br>Tarikh : 04/11/2020 | <b>Diterima Oleh :</b><br><br>Nama :<br>Tarikh :<br>Cop Syarikat : | <b>Direkodkan dan dikeluarkan oleh:</b><br><br>Nama :<br>Jawatan :<br>Unit :<br>Tarikh : |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|

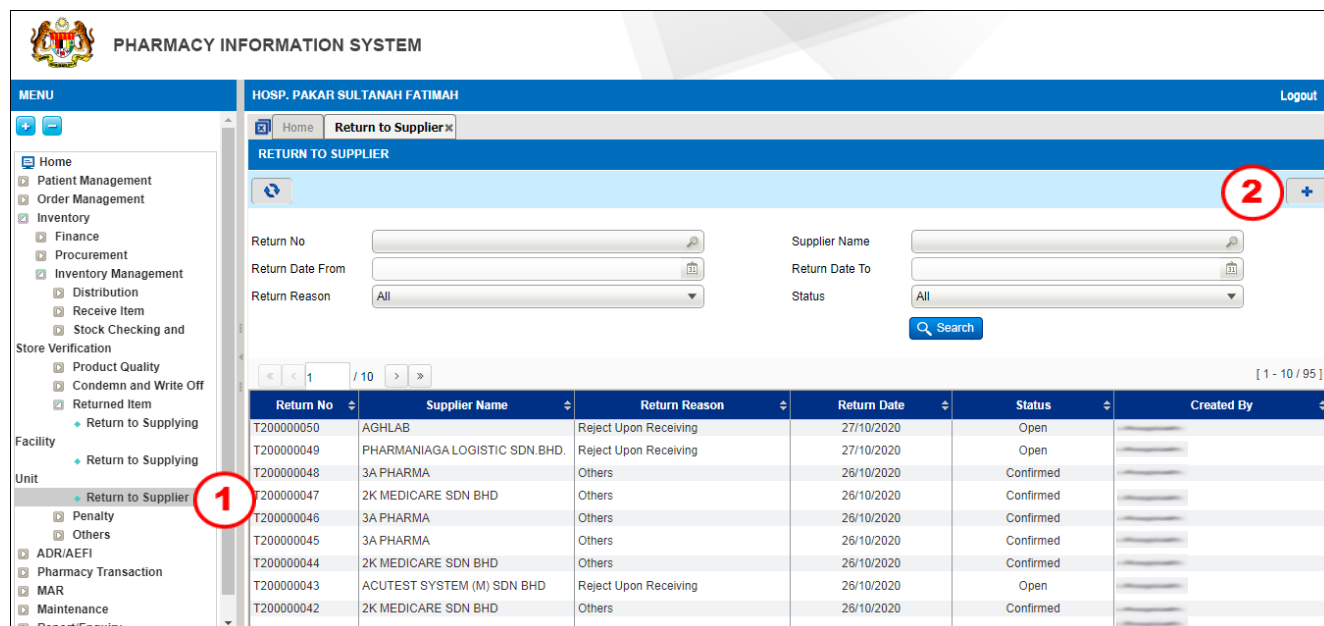
Printed Date : 04/11/2020 Printed By : Unit Name : STOR FARMASI Source : PhIS

Page 1 of 1

Figure 3.2.3-11 Returned to Supplier Report

### 3.2.4 Return Reason: Product Recall

To create a new Return to Supplier record, perform the steps below:



**PHARMACY INFORMATION SYSTEM**

HOSP. PAKAR SULTANAH FATIMAH

Logout

Home Return to Supplier

**RETURN TO SUPPLIER**

Return No:  Supplier Name:

Return Date From:  Return Date To:

Return Reason:  Status:

[ 1 - 10 / 95 ]

| Return No  | Supplier Name                 | Return Reason         | Return Date | Status    | Created By |
|------------|-------------------------------|-----------------------|-------------|-----------|------------|
| T200000050 | AGHLAB                        | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000049 | PHARMANIAGA LOGISTIC SDN BHD. | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000048 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000047 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000046 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000045 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |
| T200000044 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000043 | ACUTEST SYSTEM (M) SDN BHD    | Reject Upon Receiving | 26/10/2020  | Open      |            |
| T200000042 | 2K MEDICARE SDN BHD           | Others                | 26/10/2020  | Confirmed |            |
| T200000041 | 3A PHARMA                     | Others                | 26/10/2020  | Confirmed |            |

Figure 3.2.4-1 Create New Return to Supplier

#### STEP 1

Click on 'Inventory' menu followed by 'Inventory Management' then 'Return Item' then 'Return to Supplier'

#### STEP 2

Click on the  button to create new transaction

#### Note

- Return to Supplier screen will be displayed as shown in the Figure 3.2.4-2.
- A new Return to Supplier record **Status** will default to 'Open'.
- Return Date** will be default to system date and time.

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

Return Reason

Notification No.

Supplier Name

Received No.

LPO No.

Notification Date and Time

Return Date and Time

Expected Delivery Date and Time

Degree of Product Recall

Status

DO No.

Return Amount (RM)

Remark

ADD ITEM

<

>

1

/ 1

Item Code

Item Description

Item Group

PKU

Packing Description

Batch No.

Expiry Date

Max. Return Quantity (PKU)

Return Quantity (PKU)

Loose Return Quantity (SKU)

Return Quantity (L)

Figure 3.2.4-2 Return to Supplier

### STEP 3

Select **Return Reason** as Product Recall from the dropdown box

### STEP 4

Click on the  button to search the **Notification No.**

### Note

- Click on the  button and the list of **Notification No.** will be displayed as per Figure 3.2.4-3.
- Double click to select the **Notification No.**

Search Notification Number

Notification Number

Search

<

>

1

/ 1

[ 1 - 3 / 3 ]

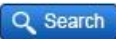
| Notification Number | Date                   | Facility Status |
|---------------------|------------------------|-----------------|
| RN20000003          | 23/10/2020 12:00:00 AM | Disseminated    |
| RN20000002          | 23/10/2020 12:00:00 AM | Disseminated    |
| RN20000001          | 29/03/2020 12:00:00 AM | Disseminated    |

Figure 3.2.4-3 List of Notification Number

### STEP 5

Click on the  to search the **Supplier Name**

### Note

- Click on the  button and the list of **Supplier Name** will be displayed as per Figure 3.2.4-4.
- Double click to select the **Supplier Name**.

| Search Supplier                                                                                                        |               |
|------------------------------------------------------------------------------------------------------------------------|---------------|
| Supplier Name                                                                                                          | Supplier Code |
| <input type="text"/> <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Refresh"/> |               |
| << < 2 / 223 > >> [ 11 - 20 / 2223 ]                                                                                   |               |
| Supplier Name                                                                                                          | Supplier Code |
| AARGYP SCIENTIFIC SDN. BHD                                                                                             | SUPP000004    |
| Abbvie USA                                                                                                             | SUPP000727    |
| ABRAR BUMI SAINTIFIK ENTERPRISE                                                                                        | SUPP001036    |
| ABS, AP, KUN ZHOU, KINTEX AND TRASCIE                                                                                  | SUPP001735    |
| ABS HIJRAH TRADING                                                                                                     | SUPP000869    |
| ABS TOUCH ENTERPRISE                                                                                                   | SUPP001109    |
| ACCUMED TECHNOLOGY SDN BHD                                                                                             | SUPP001030    |
| ACET MEDIC SUPPLIES                                                                                                    | SUPP000069    |
| ACET MEDIC SUPPLIES SDN BHD                                                                                            | SUPP000121    |
| ACIS TECHNOLOGY SDN. BHD.                                                                                              | SUPP000416    |

Figure 3.2.4-4 List of Supplier Name

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

Return Reason

Notification No.

Supplier Name

Received No.

LPO No.

Notification Date and Time

Return Date and Time

Expected Delivery Date and Time

Degree of Product Recall

Status

DO No.

Return Amount (RM)

Remark

ADD ITEM

Item Code

Item Description

Item Group

PKU

Packing Description

Batch No.

Expiry Date

Max. Return Quantity (PKU)

Return Quantity (PKU)

Loose Return Quantity (SKU)

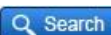
Return Quantity (SKU)

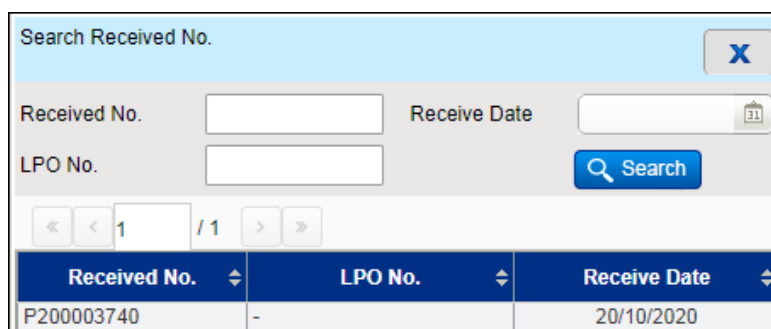
Figure 3.2.4-5 Return to Supplier

## STEP 6

Click on the  button to search the **Received No.**

### Note

- Click on the  button and the list of **Received No.** will be displayed as per Figure 3.2.4-6
- Double click to select the **Received No.**
- Item Details consist of **Item Code**, **Item Description**, **Item Group**, **PKU**, **Packing Description**, **Batch No**, **Expiry Date**, **Max. Return Quantity (PKU)**, **Return Quantity (PKU)**, **Loose Return Quantity (SKU)**, **Return Quantity (SKU)**, **Average Price**, **Amount (RM)** and **Return Reason** will be displayed.
- Enter the **Return Quantity (PKU)**.



| Received No. | LPO No. | Receive Date |
|--------------|---------|--------------|
| P200003740   | -       | 20/10/2020   |

Figure 3.2.4-6 List of Received No.

#### STEP 7

Select **Notification Date and Time**

#### Note

- This date is the date when the Facility notifies the Supplier regarding the return of Product Recall items.
- User is not allowed to select a future date.

#### STEP 8

Enter **Remark** if applicable

#### STEP 9

Click on the  button to save the transaction

#### Note

- After saving the record, alert messages will be displayed as per Figure 3.2.4-7 and Figure 3.2.4-8.

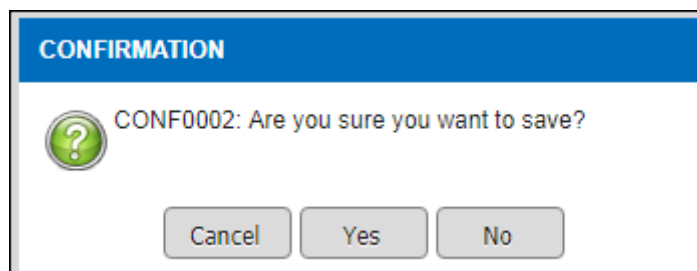
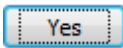


Figure 3.2.4-7 Save Record Alert Message

- Click on the  button.

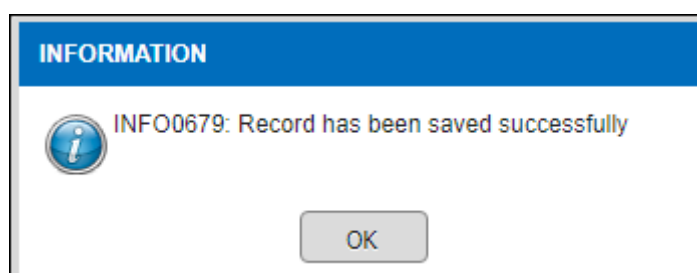
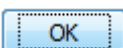


Figure 3.2.4-8 Save Record Alert Message

- Click on the  button.

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

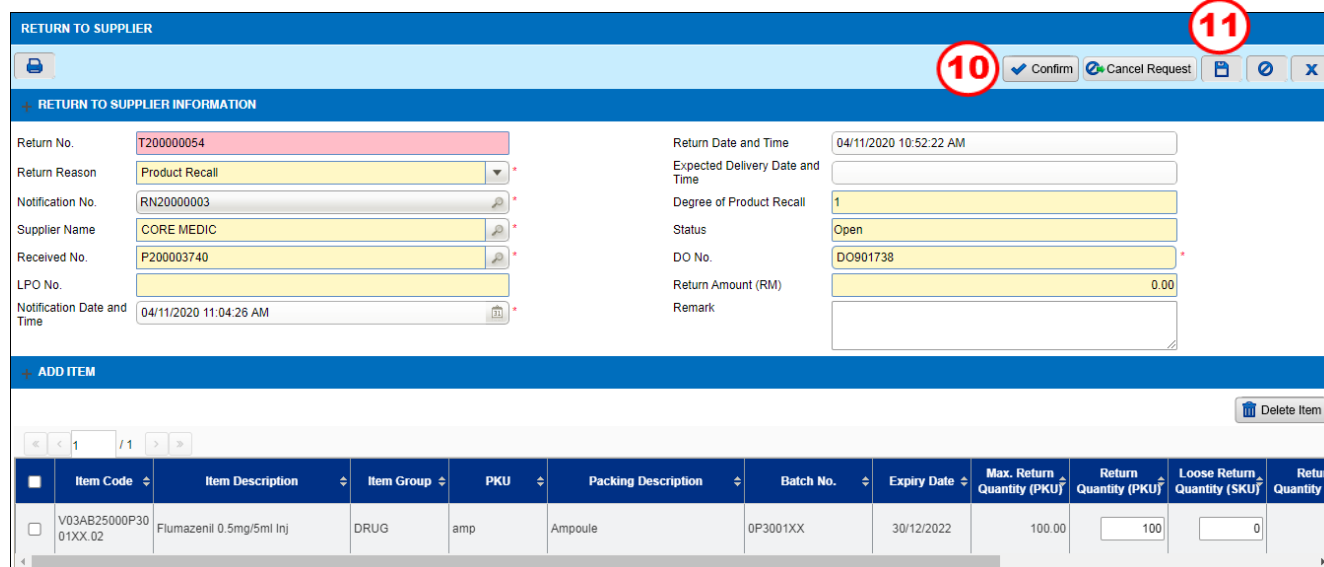


Figure 3.2.4-9 Return to Supplier

#### STEP 10

Click on the  button to confirm the transaction

#### STEP 11

Click on the  button to save the transaction

#### Note

After saving the record, alert messages will be displayed as per Figure 3.2.4-10 and Figure 3.2.4-11.

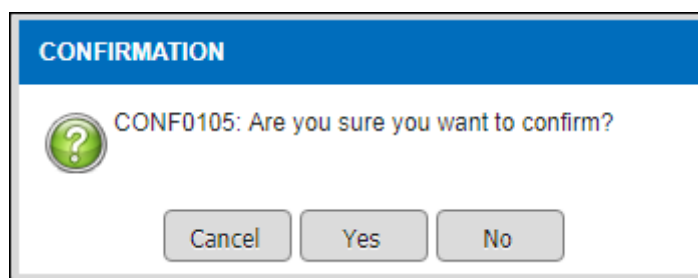
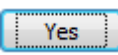


Figure 3.2.4-10 Save Record Alert Message

- Click on the  button.

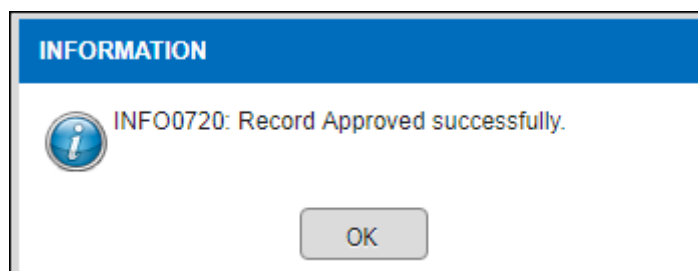
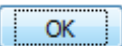


Figure 3.2.4-11 Save Record Alert Message



- Click on the  button.

## STEP 12

Click on the  button to view/print the report as shown in Figure 3.2.4-12.


12

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No. : T20000054  
Return Reason : Product Recall  
Notification No. : RN20000003  
Supplier Name : CORE MEDIC  
Received No. : P200003740  
LPO No. :  
Notification Date and Time : 04/11/2020 11:04:26 AM

Return Date and Time : 04/11/2020 10:52:22 AM  
Expected Delivery Date and Time : 05/11/2020 11:14:36 AM  
Degree of Product Recall : 1  
Status : Confirmed  
DO No. : DO901738  
Return Amount (RM) : 0.00  
Remark :

ADD ITEM

1 / 1

| Item Code            | Item Description         | Item Group | PKU | Packing Description | Batch No. | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|----------------------|--------------------------|------------|-----|---------------------|-----------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| V03AB25000P3001XX.02 | Flumazenil 0.5mg/5ml Inj | DRUG       | amp | Ampoule             | 0P3001XX  | 30/12/2022  | 100.00                     | 100                   | 0                           | 100                   |

Figure 3.2.4-12 Return to Supplier



KEMENTERIAN KESIHATAN MALAYSIA  
Hosp. Pakar Sultanah Fatimah  
RETURNED TO SUPPLIER REPORT

Return No. : T20000054  
Supplier Name : CORE MEDIC  
Return Date : 04/11/2020  
Return Type : Product Recall  
Status : CONFIRM

| No.                 | Item Code            | Item Description         | Expiry Date | Batch No. | PKU | Quantity Return (PKU) | Loose Quantity Return (SKU) | Quantity Return (SKU) | Unit Price (RM) | Amount (RM) |
|---------------------|----------------------|--------------------------|-------------|-----------|-----|-----------------------|-----------------------------|-----------------------|-----------------|-------------|
| 1                   | V03AB25000P3001XX.02 | Flumazenil 0.5mg/5ml Inj | 30/12/2022  | 0P3001XX  | amp | 100                   | 0                           | 100                   | 0.0000          | 0.00        |
| TOTAL AMOUNT (RM) : |                      |                          |             |           |     |                       |                             |                       |                 | 0.00        |

Disediakan oleh:  
Nama :  
Jawatan : Pegawai Farmasi UF48  
Unit : STOR FARMASI  
Jabatan : Pharmacy  
Tarikh : 04/11/2020

Diterima Oleh :  
Nama :  
Tarikh :  
Cop Syarikat :

Direkodkan dan dikeluarkan oleh:  
Nama :  
Jawatan :  
Unit :  
Tarikh :

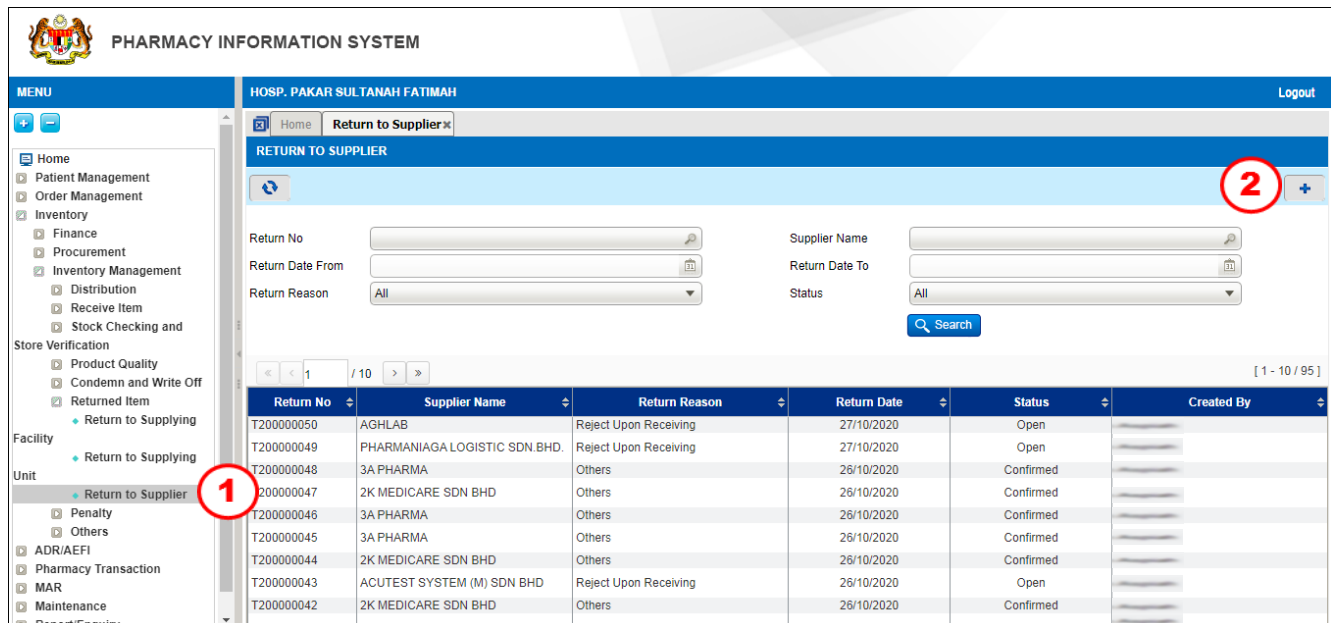
Printed Date : 04/11/2020  
Printed By :  
Unit Name : STOR FARMASI  
Source : PhIS

Page 1 of 1

Figure 3.2.4-13 Returned to Supplier Report

### 3.2.5 Return Reason: Reject Upon Receiving

To create a new Return to Supplier record, please perform the steps below:



**PHARMACY INFORMATION SYSTEM**

HOSP. PAKAR SULTANAH FATIMAH

Logout

Home | Return to Supplier

**RETURN TO SUPPLIER**

Return No: [Text Field] Supplier Name: [Text Field]

Return Date From: [Text Field] Return Date To: [Text Field]

Return Reason: [Dropdown: All] Status: [Dropdown: All]

[Search Button]

[1 - 10 / 95]

| Return No  | Supplier Name                | Return Reason         | Return Date | Status    | Created By |
|------------|------------------------------|-----------------------|-------------|-----------|------------|
| T200000050 | AGHLAB                       | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000049 | PHARMANIAGA LOGISTIC SDN BHD | Reject Upon Receiving | 27/10/2020  | Open      |            |
| T200000048 | 3A PHARMA                    | Others                | 26/10/2020  | Confirmed |            |
| T200000047 | 2K MEDICARE SDN BHD          | Others                | 26/10/2020  | Confirmed |            |
| T200000046 | 3A PHARMA                    | Others                | 26/10/2020  | Confirmed |            |
| T200000045 | 3A PHARMA                    | Others                | 26/10/2020  | Confirmed |            |
| T200000044 | 2K MEDICARE SDN BHD          | Others                | 26/10/2020  | Confirmed |            |
| T200000043 | ACUTEST SYSTEM (M) SDN BHD   | Reject Upon Receiving | 26/10/2020  | Open      |            |
| T200000042 | 2K MEDICARE SDN BHD          | Others                | 26/10/2020  | Confirmed |            |
| T200000041 | 3A PHARMA                    | Others                | 26/10/2020  | Confirmed |            |

Figure 3.2.5-1 Create New Return to Supplier

#### STEP 1

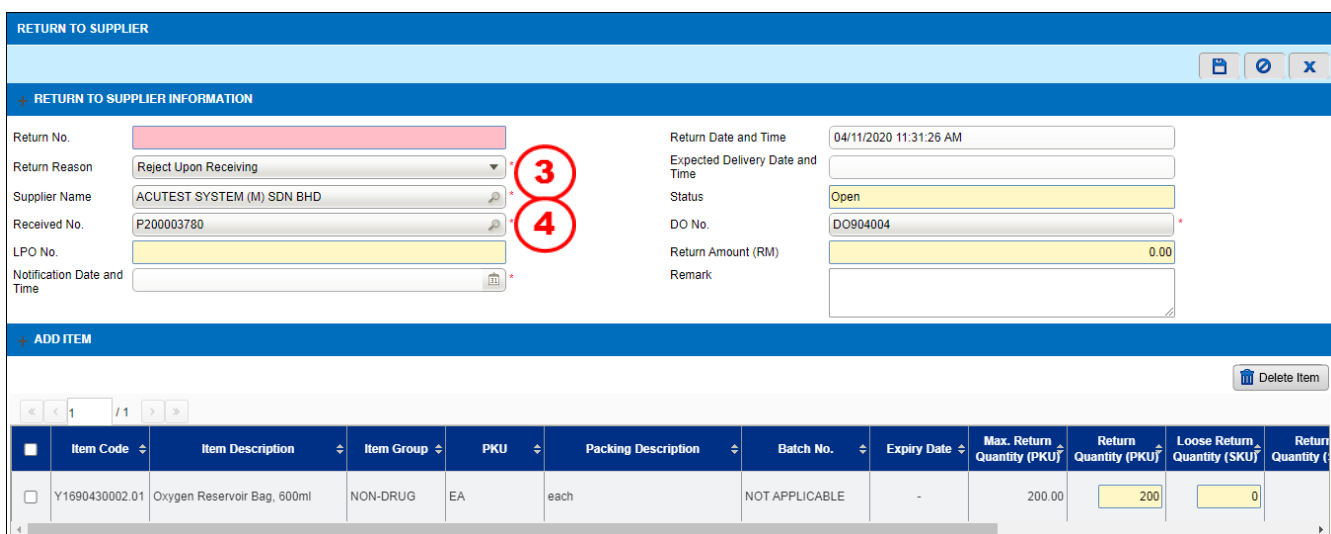
Click on 'Inventory' menu followed by 'Inventory Management' then 'Return Item' then 'Return to Supplier'

#### STEP 2

Click on the  button to create new transaction

#### Note

Return to Supplier screen will be displayed as shown in the Figure 3.2-5-2.



**RETURN TO SUPPLIER**

RETURN TO SUPPLIER INFORMATION

Return No. [Text Field]

Return Reason: [Dropdown: Reject Upon Receiving] (3)

Supplier Name: [Text Field: ACUTEST SYSTEM (M) SDN BHD] (4)

Received No. [Text Field: P200003780]

LPO No. [Text Field]

Notification Date and Time [Text Field]

Return Date and Time [Text Field: 04/11/2020 11:31:26 AM]

Expected Delivery Date and Time [Text Field]

Status: [Dropdown: Open]

DO No. [Text Field: D0904004]

Return Amount (RM) [Text Field: 0.00]

Remark [Text Area]

**ADD ITEM**

[Delete Item Button]

| Item Code      | Item Description            | Item Group | PKU | Packing Description | Batch No.      | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (L) |
|----------------|-----------------------------|------------|-----|---------------------|----------------|-------------|----------------------------|-----------------------|-----------------------------|---------------------|
| Y1690430002.01 | Oxygen Reservoir Bag, 600ml | NON-DRUG   | EA  | each                | NOT APPLICABLE | -           | 200.00                     | 200                   | 0                           |                     |

Figure 3.2.5-2 Return to Supplier

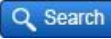
#### STEP 3

Select **Return Reason** from the dropdown box

#### STEP 4

Click on the  button to search the **Supplier Name**

#### Note

- Click on the  button and the list of **Supplier Name** will be displayed as per Figure 3.2.5-3.
- Double click to select the **Supplier Name**.

| Search Supplier                                                             |                                                                                                                                                                                |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supplier Name                                                               | Supplier Code                                                                                                                                                                  |
|                                                                             |                                                                                                                                                                                |
|                                                                             |  Search  |
| <div> <div>« &lt; 2 / 223 &gt; »</div> <div>[ 11 - 20 / 2223 ]</div> </div> |                                                                                                                                                                                |
| Supplier Name                                                               | Supplier Code                                                                                                                                                                  |
| AARGYP SCIENTIFIC SDN. BHD                                                  | SUPP000004                                                                                                                                                                     |
| Abhive USA                                                                  | SUPP000727                                                                                                                                                                     |
| ABRAR BUMI SAINTIFIK ENTERPRISE                                             | SUPP001036                                                                                                                                                                     |
| ABS, AP, KUN ZHOU, KINTEX AND TRASCIE                                       | SUPP001735                                                                                                                                                                     |
| ABS HIJRAH TRADING                                                          | SUPP000869                                                                                                                                                                     |
| ABS TOUCH ENTERPRISE                                                        | SUPP001109                                                                                                                                                                     |
| ACCUMED TECHNOLOGY SDN BHD                                                  | SUPP001030                                                                                                                                                                     |
| ACET MEDIC SUPPLIES                                                         | SUPP000069                                                                                                                                                                     |
| ACET MEDIC SUPPLIES SDN BHD                                                 | SUPP000121                                                                                                                                                                     |
| ACIS TECHNOLOGY SDN. BHD.                                                   | SUPP000416                                                                                                                                                                     |

Figure 3.2.5-3 List of Supplier Name

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

Return Reason

Supplier Name

Received No.

LPO No.

Notification Date and Time

Return Date and Time

Expected Delivery Date and Time

Status

DO No.

Return Amount (RM)

Remark

ADD ITEM

« < 1 / 1 > »

Delete Item

| Item Code      | Item Description            | Item Group | PKU | Packing Description | Batch No.      | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|----------------|-----------------------------|------------|-----|---------------------|----------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| Y1690430002.01 | Oxygen Reservoir Bag, 600ml | NON-DRUG   | EA  | each                | NOT APPLICABLE | -           | 200.00                     | 200                   | 0                           |                       |

Figure 3.2.5-4 Return to Supplier

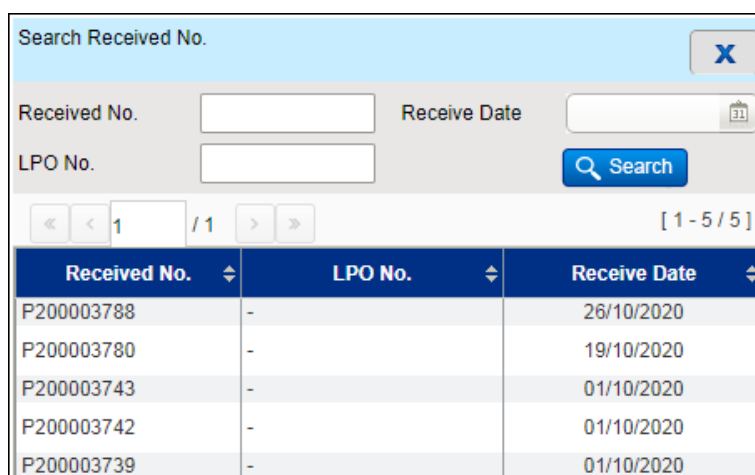
#### STEP 5

Click on the  button to search the **Received No.**

#### Note

- Click on the  button and the list of **Received No.** will be displayed as per Figure 3.2.5-5.
- Item Details consist of **Item Code, Item Description, PKU, Packing Description, Batch No, Expiry Date, Max. Return Quantity (PKU), Average Price, Amount (RM) and Return Reason** will be displayed.

- Enter the **Return Quantity (PKU)**.
- Select the check box located at the left side of the item list and click on the  button to delete item from the item list.



Search Received No. [X]

Received No.  Receive Date

LPO No.  

< < 1 / 1 > > [ 1 - 5 / 5 ]

| Received No. | LPO No. | Receive Date |
|--------------|---------|--------------|
| P200003788   | -       | 26/10/2020   |
| P200003780   | -       | 19/10/2020   |
| P200003743   | -       | 01/10/2020   |
| P200003742   | -       | 01/10/2020   |
| P200003739   | -       | 01/10/2020   |

Figure 3.2.5-5 Received No.

#### STEP 6

Select **Notification Date**

#### STEP 7

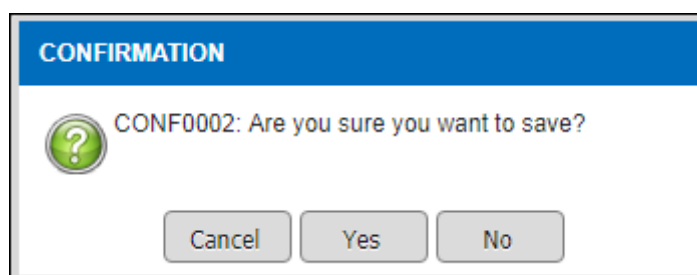
Enter **Remark** if applicable

#### STEP 8

Click on the  button to save the transaction

#### Note

- After saving record, alert message will be displayed as per Figure 3.2.5-6 and Figure 3.2.5-7.



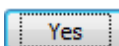
CONFIRMATION

CONF0002: Are you sure you want to save?



Cancel Yes No

Figure 3.2.5-6 Save Record Alert Message

- Click on the  button.

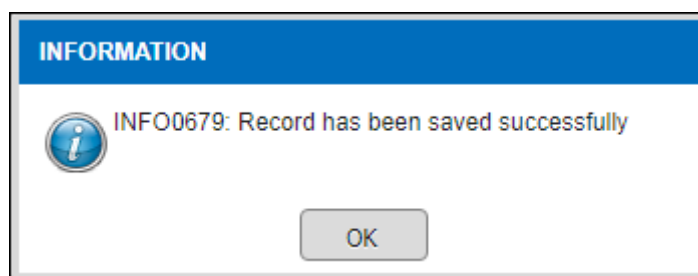
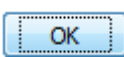


Figure 3.2.5-7 Save Record Alert Message

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

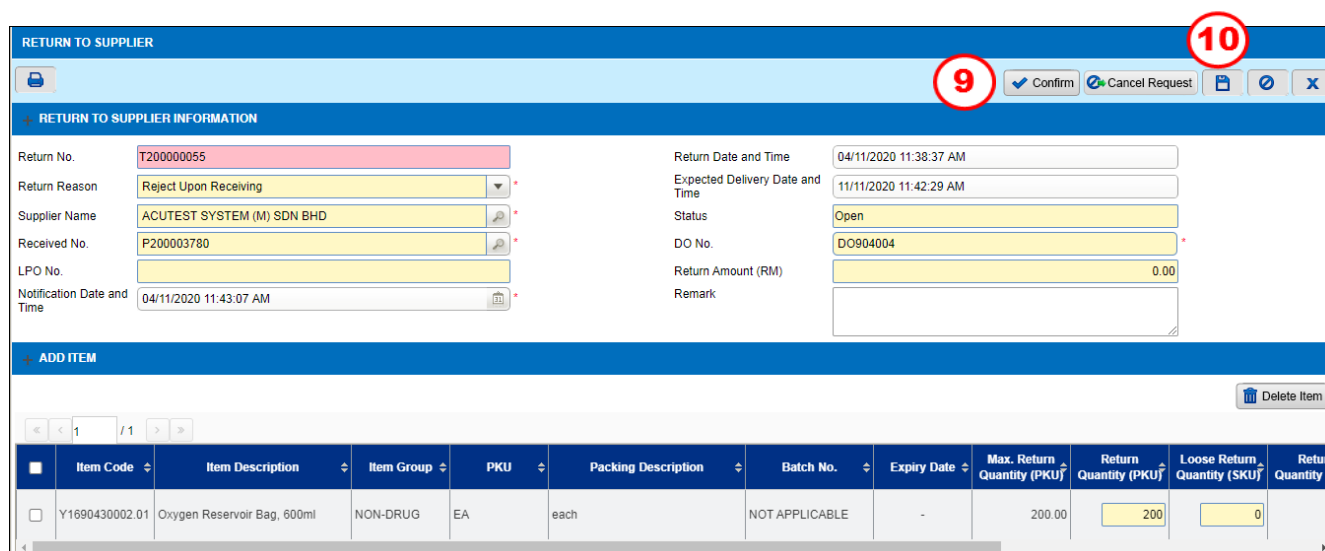


Figure 3.2.5-8 Return to Supplier

#### STEP 9

Click on the  to confirm the transaction

#### STEP 10

Click on the  button to save the transaction

#### Note

- After saving record, alert message will be displayed as per Figure 3.2.5-8 and Figure 3.2.5-9.

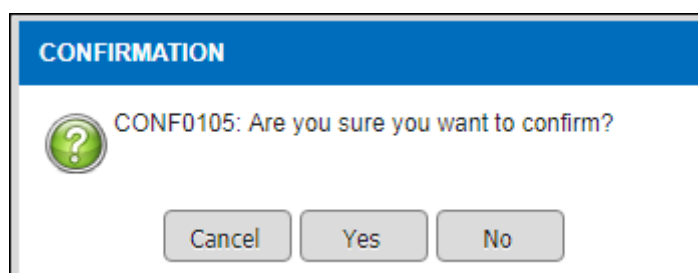
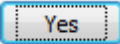


Figure 3.2.5-9 Save Record Alert Message

- Click on the  button.

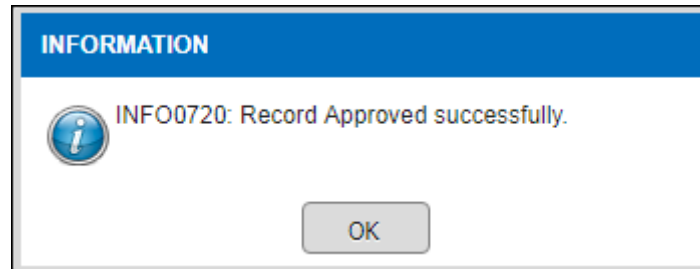
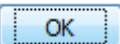


Figure 3.2.5-10 Save Record Alert Message

- Click on the  button.

## STEP 11

Click on the  button to view/print the report as shown in Figure 3.2.5-11.


11

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No. T200000055

Return Reason Reject Upon Receiving

Supplier Name ACUTEST SYSTEM (M) SDN BHD

Received No. P200003780

LPO No.

Notification Date and Time 04/11/2020 11:43:07 AM

Return Date and Time 04/11/2020 11:38:37 AM

Expected Delivery Date and Time 15/11/2020 12:00:00 AM

Status Confirmed

DO No. DO904004

Return Amount (RM) 0.00

Remark

ADD ITEM

| Item Code      | Item Description            | Item Group | PKU | Packing Description | Batch No.      | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|----------------|-----------------------------|------------|-----|---------------------|----------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| Y1690430002.01 | Oxygen Reservoir Bag, 600ml | NON-DRUG   | EA  | each                | NOT APPLICABLE | -           | 200.00                     | 200                   | 0                           | 200                   |

Figure 3.2.5-11 Return to Supplier



PhIS & CPS Project  
User Manual – Pharmacy Inventory  
Return Item (Return to Supplier)



KEMENTERIAN KESIHATAN MALAYSIA

Hosp. Pakar Sultanah Fatimah

RETURNED TO SUPPLIER REPORT

Return No. : T200000055  
Supplier Name : ACUTEST SYSTEM (M) SDN BHD  
Return Date : 04/11/2020  
Return Type : Reject Upon Receiving  
Status : CONFIRM

| No.                 | Item Code      | Item Description            | Expiry Date | Batch No.      | PKU | Quantity Return (PKU) | Loose Quantity Return (SKU) | Quantity Return (SKU) | Unit Price (RM) | Amount (RM) |
|---------------------|----------------|-----------------------------|-------------|----------------|-----|-----------------------|-----------------------------|-----------------------|-----------------|-------------|
| 1                   | Y1690430002.01 | Oxygen Reservoir Bag, 600ml |             | NOT APPLICABLE | EA  | 200                   | 0                           | 200                   | 0.0000          | 0.00        |
| TOTAL AMOUNT (RM) : |                |                             |             |                |     |                       |                             |                       |                 | 0.00        |

|                                |                        |                                         |
|--------------------------------|------------------------|-----------------------------------------|
| <b>Disediakan oleh:</b>        | <b>Diterima Oleh :</b> | <b>Direkodkan dan dikeluarkan oleh:</b> |
| Nama : [REDACTED]              | Nama :                 | Nama :                                  |
| Jawatan : Pegawai Farmasi UF48 | Tarikh :               | Jawatan :                               |
| Unit : STOR FARMASI            | Cop Syarikat :         | Unit :                                  |
| Jabatan : Pharmacy             |                        | Tarikh :                                |
| Tarikh : 04/11/2020            |                        |                                         |

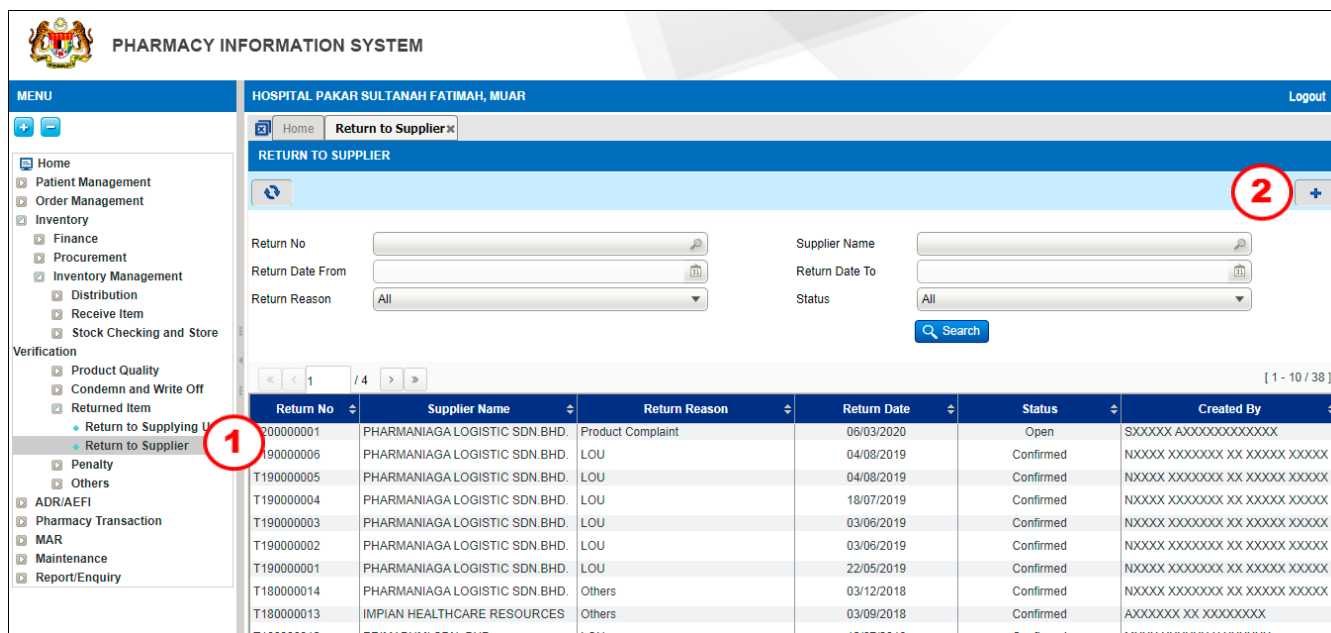
Printed Date : 04/11/2020 Printed By : [REDACTED] Unit Name : STOR FARMASI Source : PhIS

Page 1 of 1

Figure 3.2.5-12 Returned to Supplier Report

### 3.2.6 Return Reason: Product Complaint

To create a new Return to Supplier record, please perform the steps below:



| Return No  | Supplier Name                 | Return Reason     | Return Date | Status    | Created By                    |
|------------|-------------------------------|-------------------|-------------|-----------|-------------------------------|
| 200000001  | PHARMANIAGA LOGISTIC SDN.BHD. | Product Complaint | 06/03/2020  | Open      | SXXXXX AXXXXXXXXXXXXX         |
| 900000006  | PHARMANIAGA LOGISTIC SDN.BHD. | LOU               | 04/08/2019  | Confirmed | NXXXX XXXXXXXX XX XXXXX XXXXX |
| T190000005 | PHARMANIAGA LOGISTIC SDN.BHD. | LOU               | 04/08/2019  | Confirmed | NXXXX XXXXXXXX XX XXXXX XXXXX |
| T190000004 | PHARMANIAGA LOGISTIC SDN.BHD. | LOU               | 18/07/2019  | Confirmed | NXXXX XXXXXXXX XX XXXXX XXXXX |
| T190000003 | PHARMANIAGA LOGISTIC SDN.BHD. | LOU               | 03/06/2019  | Confirmed | NXXXX XXXXXXXX XX XXXXX XXXXX |
| T190000002 | PHARMANIAGA LOGISTIC SDN.BHD. | LOU               | 03/06/2019  | Confirmed | NXXXX XXXXXXXX XX XXXXX XXXXX |
| T190000001 | PHARMANIAGA LOGISTIC SDN.BHD. | LOU               | 22/05/2019  | Confirmed | NXXXX XXXXXXXX XX XXXXX XXXXX |
| T180000014 | PHARMANIAGA LOGISTIC SDN.BHD. | Others            | 03/12/2018  | Confirmed | NXXXX XXXXXXXX XX XXXXX XXXXX |
| T180000013 | IMPIAN HEALTHCARE RESOURCES   | Others            | 03/09/2018  | Confirmed | AXXXXX XX XXXXXXXX            |
| T180000012 | PRIMA BUKU SDN.BHD.           | LOU               | 12/07/2018  | Confirmed | MYXX XXXXXX Y XXXXX           |

Figure 3.2.6-1 Create New Return to Supplier

#### STEP 1

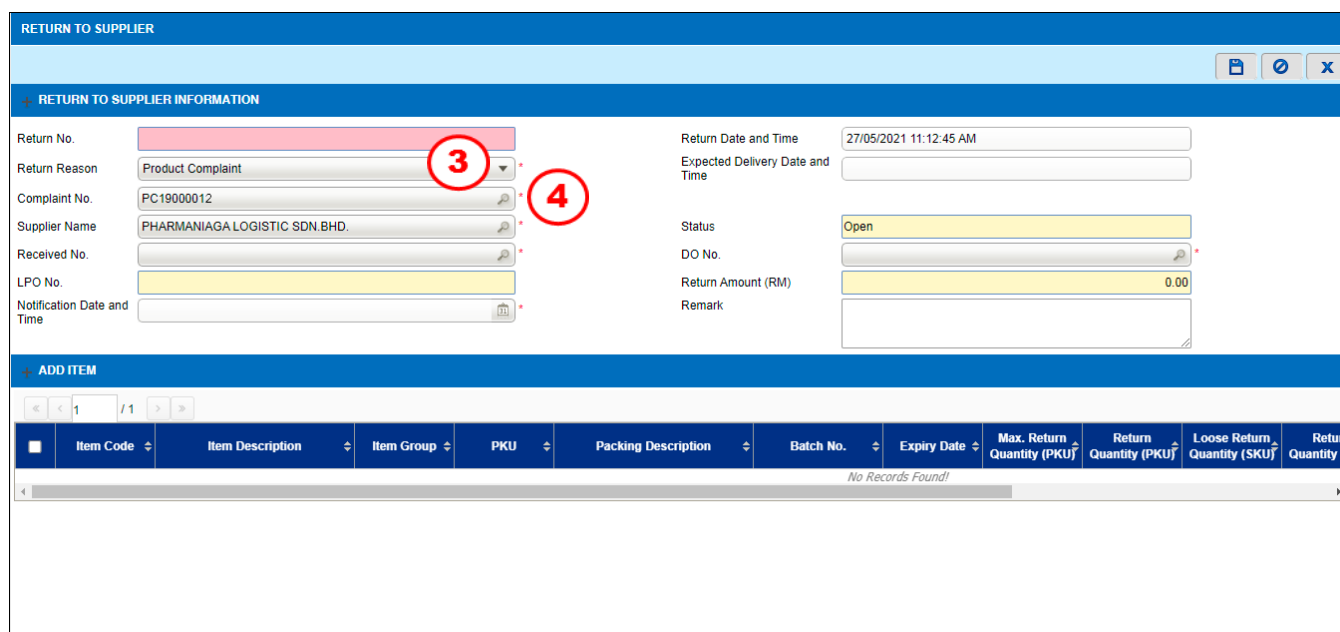
Click on 'Inventory' menu followed by 'Inventory Management' then 'Return Item' then 'Return to Supplier'

#### STEP 2

Click on the  button to create new transaction

#### Note

Return to Supplier screen will be displayed as shown in the Figure 3.2-6-2.



| Item Code         | Item Description | Item Group | PKU | Packing Description | Batch No. | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|-------------------|------------------|------------|-----|---------------------|-----------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| No Records Found! |                  |            |     |                     |           |             |                            |                       |                             |                       |

Figure 3.2.6-2 Return to Supplier



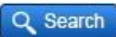
### STEP 3

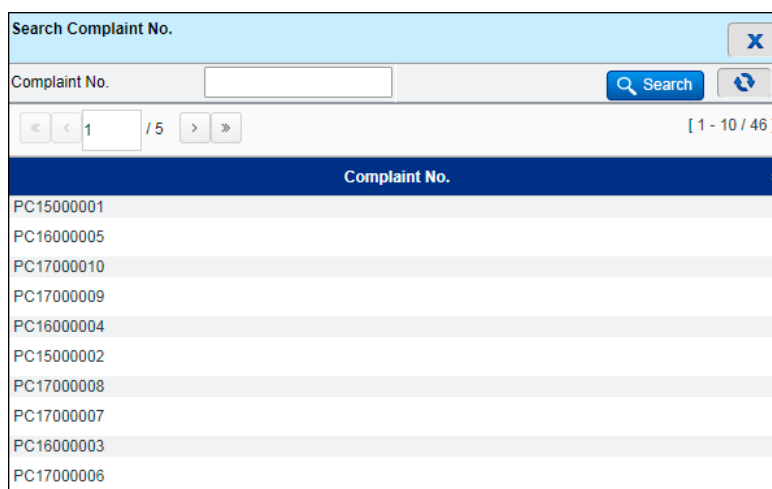
Select **Return Reason** from the dropdown box

### STEP 4

Click on the  button to search the **Compliant No.**

### Note

- Click on the  button and the list of **Compliant No.** will be displayed as per Figure 3.2.6-3.
- Double click to select the **Compliant No.**



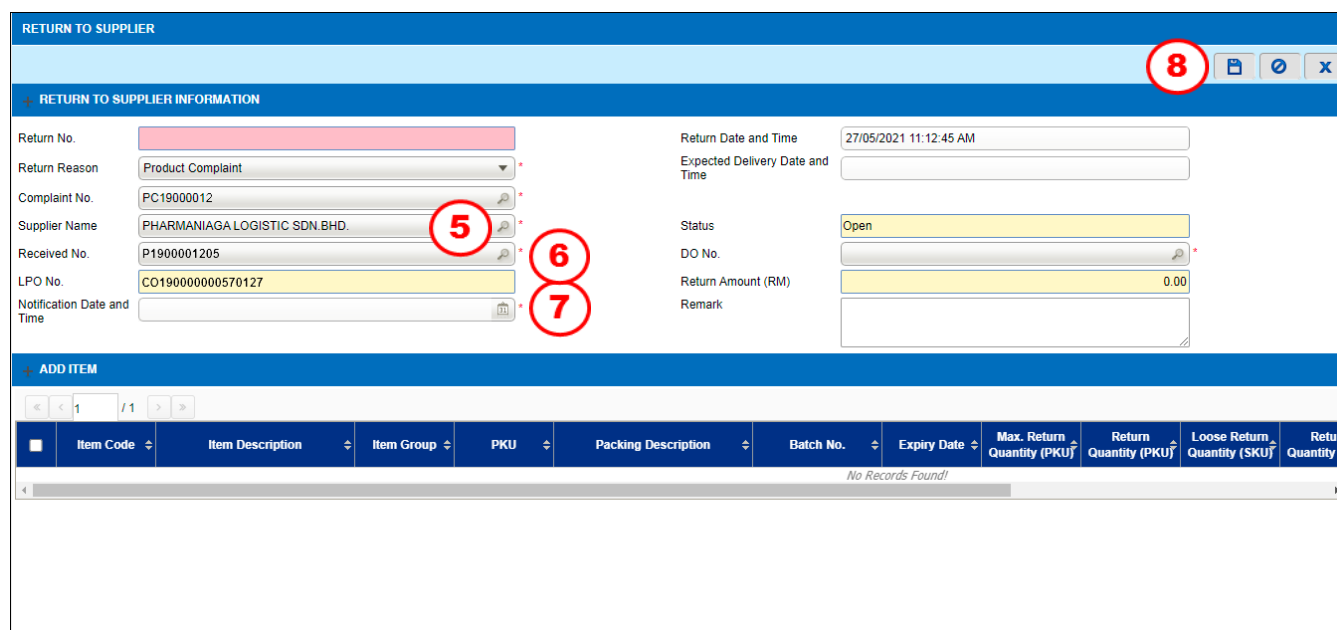
Search Complaint No. [X]

Complaint No. [Search] [Refresh]

<< < 1 / 5 > >> [1 - 10 / 46]

| Complaint No. |
|---------------|
| PC15000001    |
| PC16000005    |
| PC17000010    |
| PC17000009    |
| PC16000004    |
| PC15000002    |
| PC17000008    |
| PC17000007    |
| PC16000003    |
| PC17000006    |

Figure 3.2.6-3 List of Complaint No.



RETURN TO SUPPLIER [8] [Print] [Refresh] [Close]

RETURN TO SUPPLIER INFORMATION

Return No. [ ] Return Date and Time 27/05/2021 11:12:45 AM

Return Reason Product Complaint Expected Delivery Date and Time [ ]

Complaint No. PC19000012 [5] Status Open

Supplier Name PHARMANIAGA LOGISTIC SDN.BHD. [6] DO No. [ ]

Received No. P1900001205 [7] Return Amount (RM) 0.00

LPO No. CO190000000570127 Remark [ ]

Notification Date and Time [ ]

ADD ITEM

| Item Code         | Item Description | Item Group | PKU | Packing Description | Batch No. | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|-------------------|------------------|------------|-----|---------------------|-----------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| No Records Found! |                  |            |     |                     |           |             |                            |                       |                             |                       |

Figure 3.2.6-4 Return to Supplier

### STEP 5

Click on the  button to search the **Supplier Name**

### Note

- Click on the  button and the list of **Supplier Name** will be displayed as per Figure 3.2.6-5.
- Double click to select the **Supplier Name**

| Search Supplier                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supplier Name                                                                                                                                                                                                                                                                                                                                                                             | Supplier Code                                                                                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                           |   |
| <div>   1 / 171   </div> <div>[ 1 - 10 / 1702 ]</div> |                                                                                                                                                                         |
| Supplier Name                                                                                                                                                                                                                                                                                                                                                                             | Supplier Code                                                                                                                                                           |
| -                                                                                                                                                                                                                                                                                                                                                                                         | SUPP000671                                                                                                                                                              |
| -                                                                                                                                                                                                                                                                                                                                                                                         | SUPP000926                                                                                                                                                              |
| 2K MEDICARE SDN BHD                                                                                                                                                                                                                                                                                                                                                                       | SUPP000002                                                                                                                                                              |
| 3A PHARMA                                                                                                                                                                                                                                                                                                                                                                                 | SUPP000003                                                                                                                                                              |
| 4U-TECH CORPORATION SDN. BHD.                                                                                                                                                                                                                                                                                                                                                             | SUP000001                                                                                                                                                               |
| 51 AVENUE PHARMACY SDN BHD                                                                                                                                                                                                                                                                                                                                                                | SUPP001266                                                                                                                                                              |
| 5 LINES MALAYSIA SDN BHD                                                                                                                                                                                                                                                                                                                                                                  | SUPP001238                                                                                                                                                              |
| AAG SOLUTION SDN BHD                                                                                                                                                                                                                                                                                                                                                                      | SUPP001222                                                                                                                                                              |
| AAQID GLOBAL RESOURCES                                                                                                                                                                                                                                                                                                                                                                    | SUPP000071                                                                                                                                                              |
| AARGYP SCIENTIFIC SDN. BHD                                                                                                                                                                                                                                                                                                                                                                | SUPP000004                                                                                                                                                              |

Figure 3.2.6.5 List of Supplier

### STEP 6

Click on the  button to search the **Received No.**

### Note

- Click on the  button and the list of **Received No.** will be displayed as per Figure 3.2.6-6.
- Item Details consist of **Item Code**, **Item Description**, **PKU**, **Packing Description**, **Batch No**, **Expiry Date**, **Max. Return Quantity (PKU)**, **Average Price**, **Amount (RM)** and **Return Reason** will be displayed.
- Enter the **Return Quantity (PKU)**.
- Select the check box located at the left side of the item list and click on the  button to delete item from the item list.
- Once insert **Received No.** , **DO No** will automatically filled.

Search Received No. X

Received No.  Receive Date

LPO No.  Search

<< < 1 / 1892 > >> [ 1 - 10 / 18917 ]

| Received No. ▾ | LPO No. ▾          | Receive Date ▾ |
|----------------|--------------------|----------------|
| P210000239     | po251445623        | 06/05/2021     |
| P200000018     | Test321            | 16/11/2020     |
| P200000011     | CO2000000246395CWH | 08/09/2020     |
| P200000010     | RE12334            | 04/08/2020     |
| P200000006     | LPO004DPSO         | 19/05/2020     |
| P200000002     | -                  | 23/03/2020     |
| P190003193     | 19955451           | 06/08/2019     |
| P190003192     | 19779005           | 06/08/2019     |
| P190003191     | 19779007           | 06/08/2019     |
| P190003190     | 19777944           | 06/08/2019     |

Figure 3.2.6-6 Received No.

#### STEP 7

Select **Notification Date**

#### Note

Enter remark if applicable

#### STEP 8

Click on the  button to save the transaction

#### Note

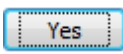
- After saving record, alert message will be displayed as per Figure 3.2.6-7 and Figure 3.2.6-8.

**CONFIRMATION**

 CONF0002: Are you sure you want to save?

Cancel Yes No

Figure 3.2.6-7 Save Record Alert Message

- Click on the  button.

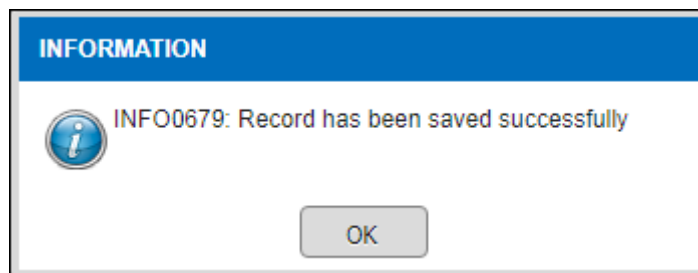
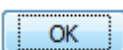


Figure 3.2.6-8 Save Record Alert Message

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

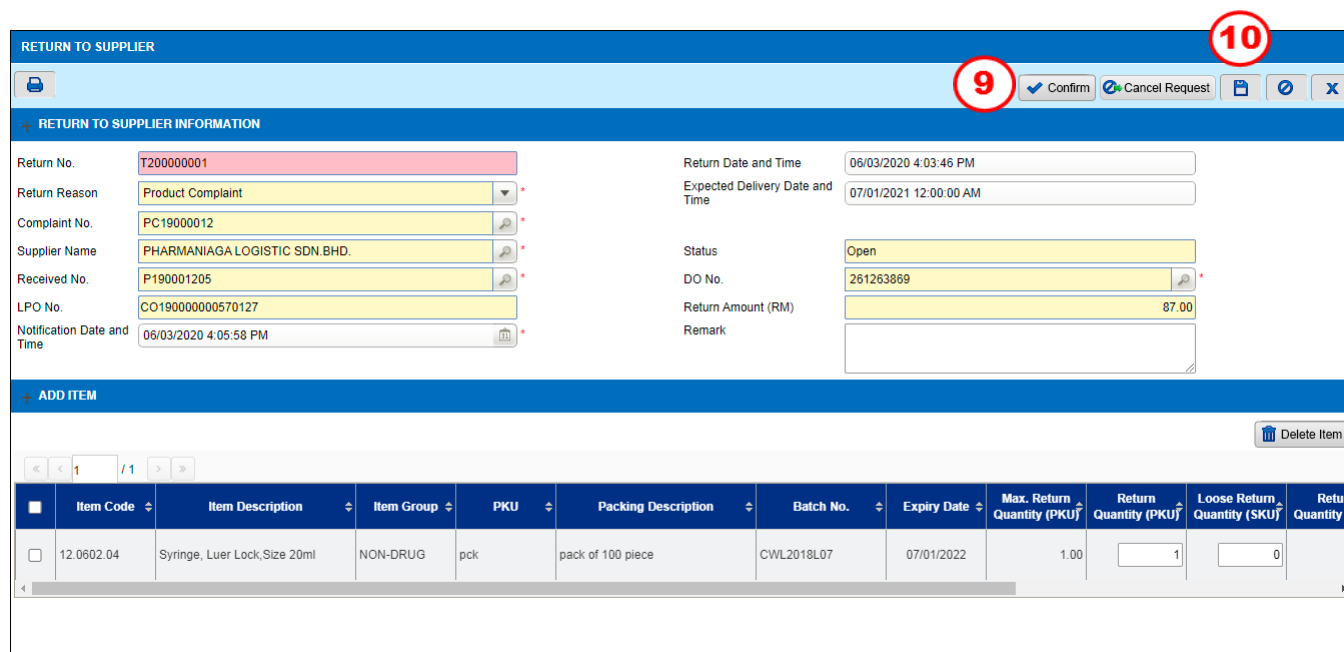


Figure 3.2.6-9 Return to Supplier

#### STEP 9

Click on the  to confirm the transaction

#### STEP 10

Click on the  button to save the transaction

#### Note

- After saving record, alert message will be displayed as per Figure 3.2.6-10 and Figure 3.2.6-11.

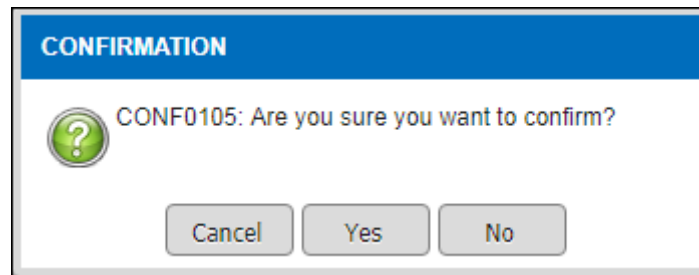
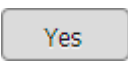


Figure 3.2.6-10 Save Record Alert Message

- Click on the  button.

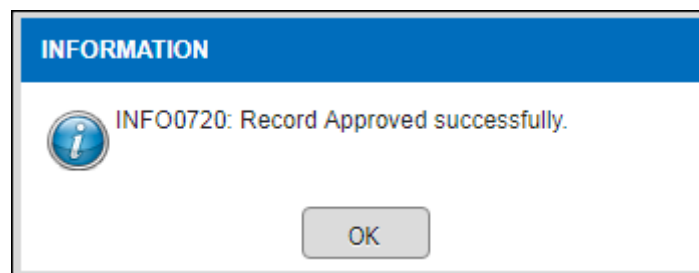
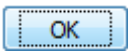


Figure 3.2.6-11 Save Record Alert Message

- Click on the  button.

## STEP 11

Click on the  button to view/print the report as shown in Figure 3.2.6-12.


11

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

T200000001

Return Reason

Product Complaint

Complaint No.

PC19000012

Supplier Name

PHARMANIAGA LOGISTIC SDN.BHD.

Received No.

P190001205

LPO No.

CO190000000570127

Notification Date and Time

06/03/2020 10:15:38 AM

Return Date and Time

06/03/2020 4:03:46 PM

Expected Delivery Date and Time

07/01/2021 12:00:00 AM

Status

Confirmed

DO No.

261263869

Return Amount (RM)

87.00

Remark

ADD ITEM

1

/ 1

|                          | Item Code  | Item Description              | Item Group | PKU | Packing Description | Batch No.  | Expiry Date | Max. Return Quantity (PKU) | Return Quantity (PKU) | Loose Return Quantity (SKU) | Return Quantity (SKU) |
|--------------------------|------------|-------------------------------|------------|-----|---------------------|------------|-------------|----------------------------|-----------------------|-----------------------------|-----------------------|
| <input type="checkbox"/> | 12.0602.04 | Syringe, Luer Lock, Size 20ml | NON-DRUG   | pck | pack of 100 piece   | CWL2018L07 | 07/01/2022  | 1.00                       | 1                     | 0                           |                       |

Delete Item

Figure 3.2.6-12 Return to Supplier

U.MANUAL\_INV\_RETURN TO SUPPLIER-12<sup>th</sup> E

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PhIS & CPS Project  
User Manual – Pharmacy Inventory  
Return Item (Return to Supplier)



KEMENTERIAN KESIHATAN MALAYSIA  
Hospital Pakar Sultanah Fatimah, Muar  
RETURNED TO SUPPLIER REPORT

Return No. : T200000001  
Supplier Name : PHARMANIAGA LOGISTIC SDN.BHD.  
Return Date : 06/03/2020  
Return Type : Product Complaint  
Status : Confirm

| No. | Item Code  | Item Description              | Expiry Date | Batch No.  | PKU | Quantity Return (PKU) | Loose Quantity Return (SKU) | Quantity Return (SKU) | Unit Price (RM) | Amount (RM) |
|-----|------------|-------------------------------|-------------|------------|-----|-----------------------|-----------------------------|-----------------------|-----------------|-------------|
| 1   | 12.0602.04 | Syringe, Luer Lock, Size 20ml | 07/01/2022  | CWL2018L07 | pck | 1                     | 0                           | 100                   | 87.0000         | 87.00       |

TOTAL AMOUNT (RM) : 87.00

|                                                                                                                                                        |                                                                    |                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Disediakan oleh:</b><br><br>Nama : SXXXXX<br>Jawatan : Pegawai Farmasi UF52<br>Unit : FARMASI LOGISTIK<br>Jabatan : Pharmacy<br>Tarikh : 06/03/2020 | <b>Diterima Oleh :</b><br><br>Nama :<br>Tarikh :<br>Cop Syarikat : | <b>Direkodkan dan dikeluarkan oleh:</b><br><br>Nama :<br>Jawatan :<br>Unit :<br>Tarikh : |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|

Printed Date : 27/05/2021      Printed By : SXXXXX AXXXXXXXXXXXXX      Unit Name : FARMASI LOGISTIK      Source : PhIS

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Figure 3.2.6-13 Returned To Supplier Report

## 4.0 Acronyms

| Abbreviation | Definition                  |
|--------------|-----------------------------|
| MOH          | Ministry Of Health          |
| CPS          | Clinical Pharmacy System    |
| PhIS         | Pharmacy Information System |
| HQ           | Headquarters                |
| UOM          | Unit Of Measure             |
| SKU          | Store Keeping Unit          |
| PKU          | Packaging Keeping Unit      |
| LOU          | Letter of Undertaking       |



## 5.0 Inventory Modules

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