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

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

Version	**: 12th Edition**
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Application reference: PhIS & CPS v2.5.1

Table of Contents

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	Login to PhIS	Logout	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 to Excel	Export Report From PDF file to Excel file	OK	OK Button
Yes	Yes Button	No	No Button
	Radio Button		Checkbox
	System Automatic Generate Record No.		Automatically Display/Retrieve Box
	Reset Login Screen		Show Help
Home	Display Home Tab	Search	Search Record
	Cancel		Dropdown Box
	Search Icon	*	Mandatory Field
	Edit Record		Empty Text Box
Cancel	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

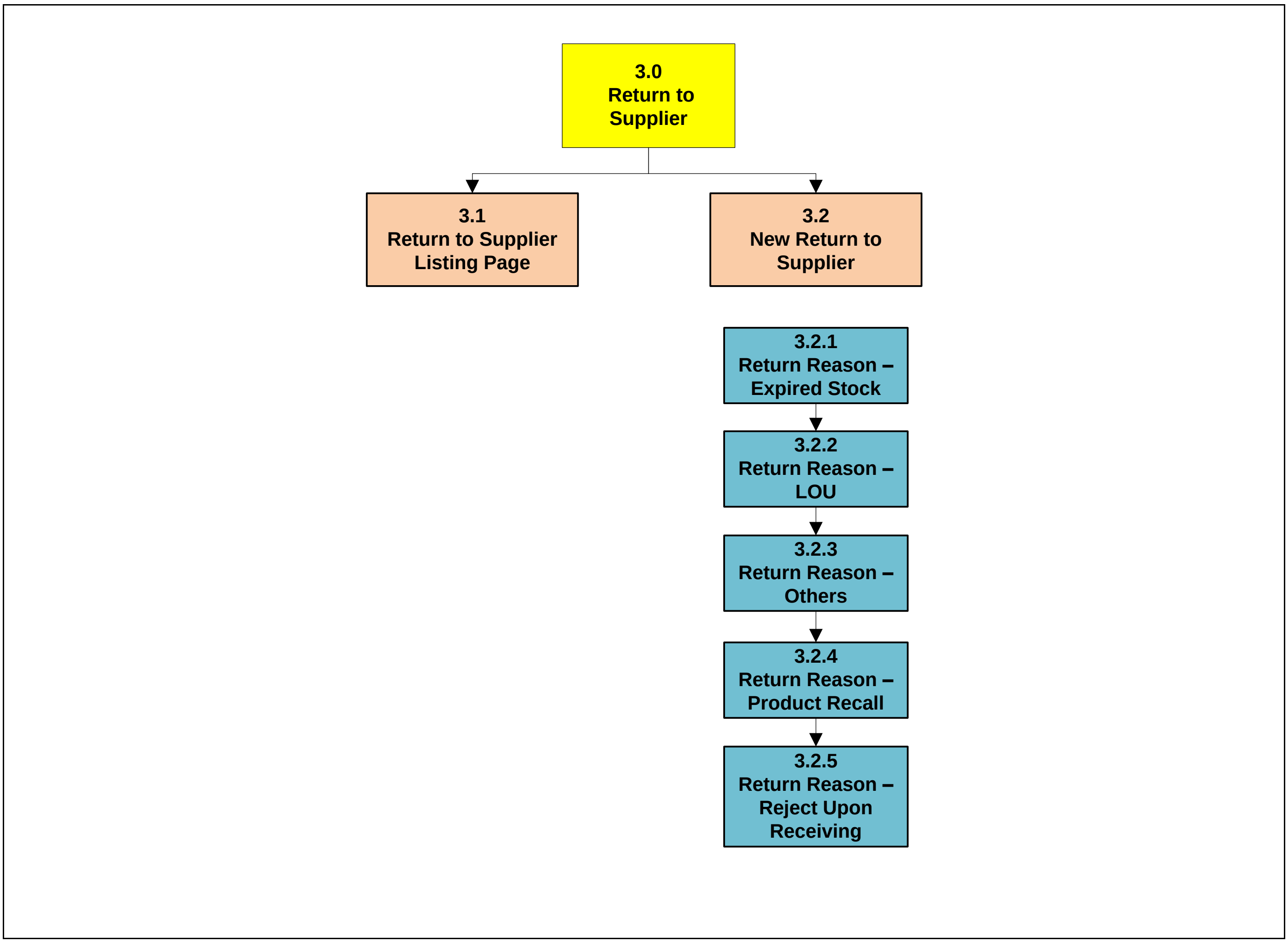


Figure 3.0-1

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:

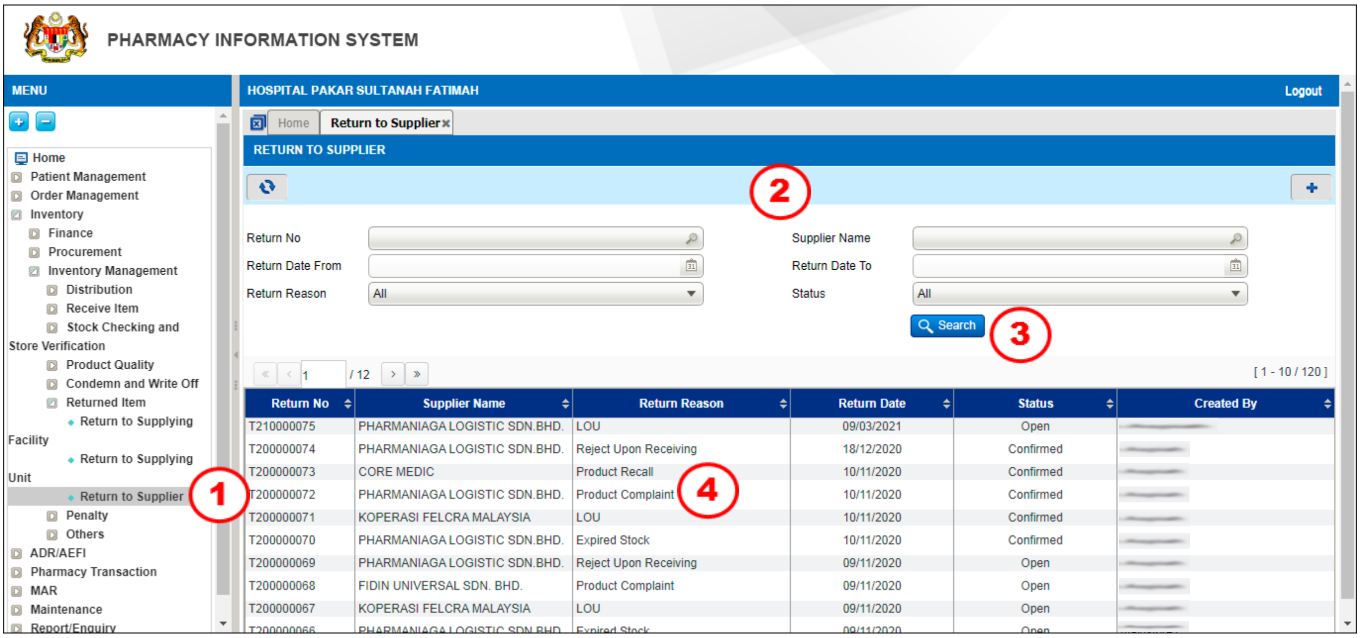


Figure 3.1-1 Return to Supplier Listing Page

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: - All - Expired Stock - LOU - Others - Product Recall - Reject Upon Receiving - Product Complaint	Able to filter and search record(s).
f	Status	Search by: - All - Cancelled - Confirm - Open	Able to filter and search record(s)

Table 3.1-1

STEP 3
Click on the Search 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:

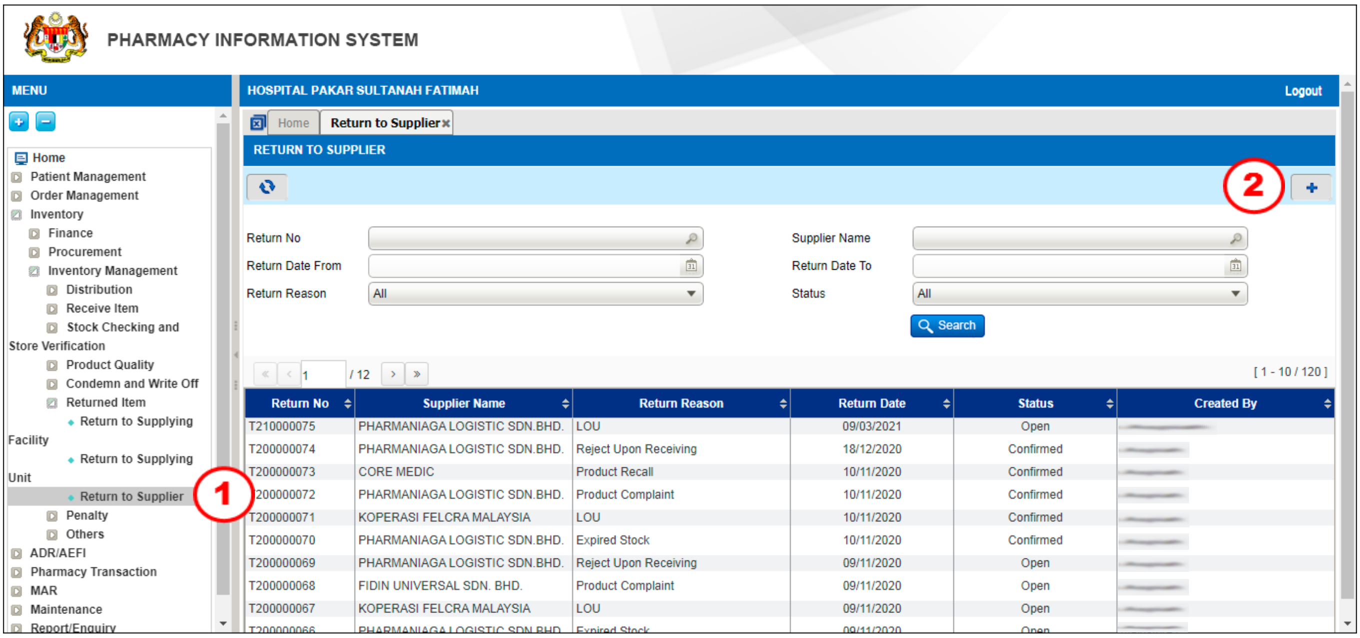


Figure 3.2.1-1 Create New Return to Supplier

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.

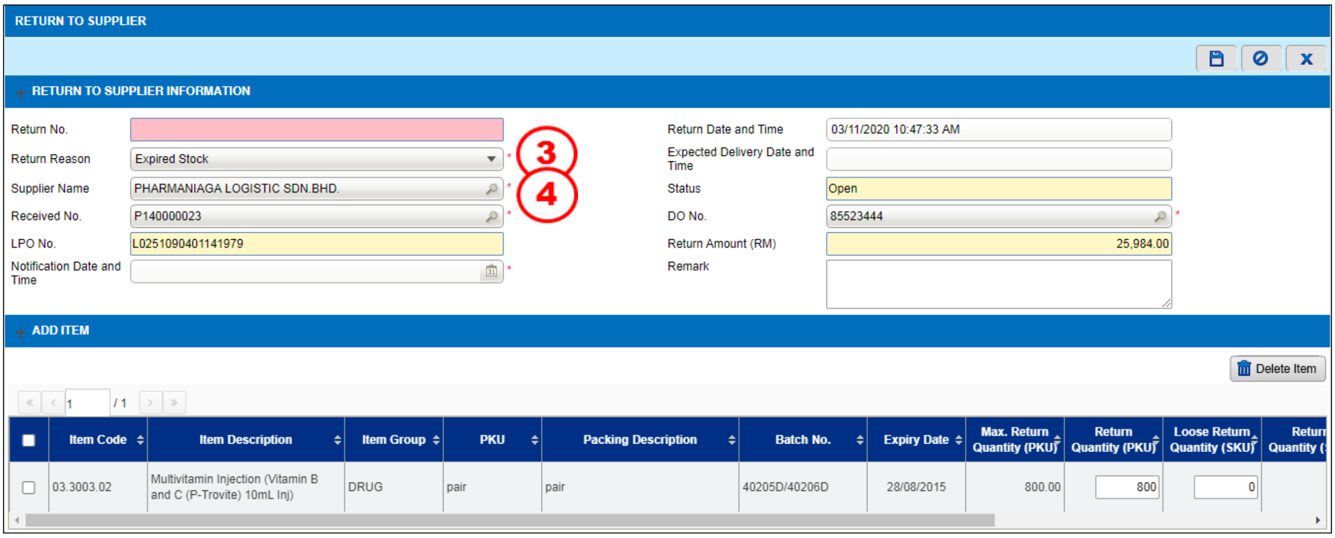


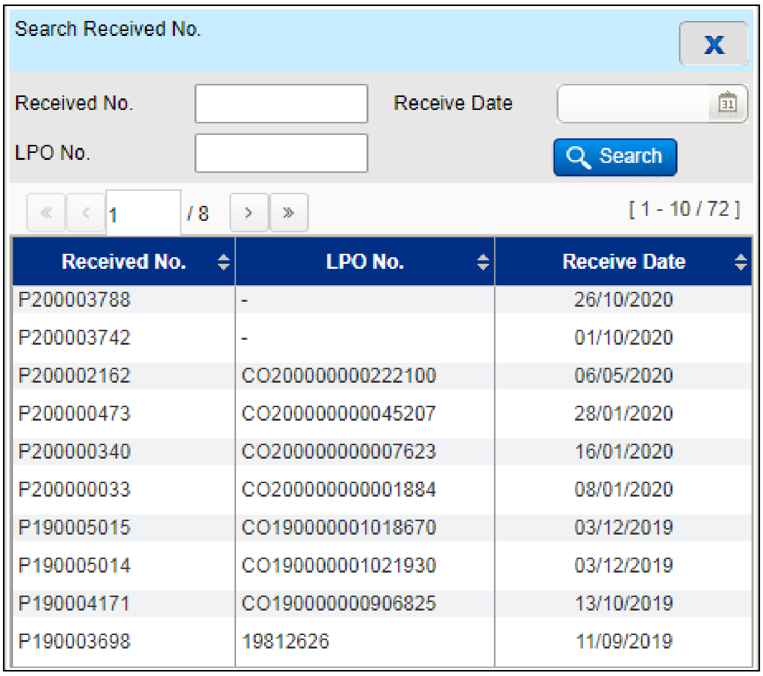
Figure 3.2.1-2 Return to Supplier

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



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

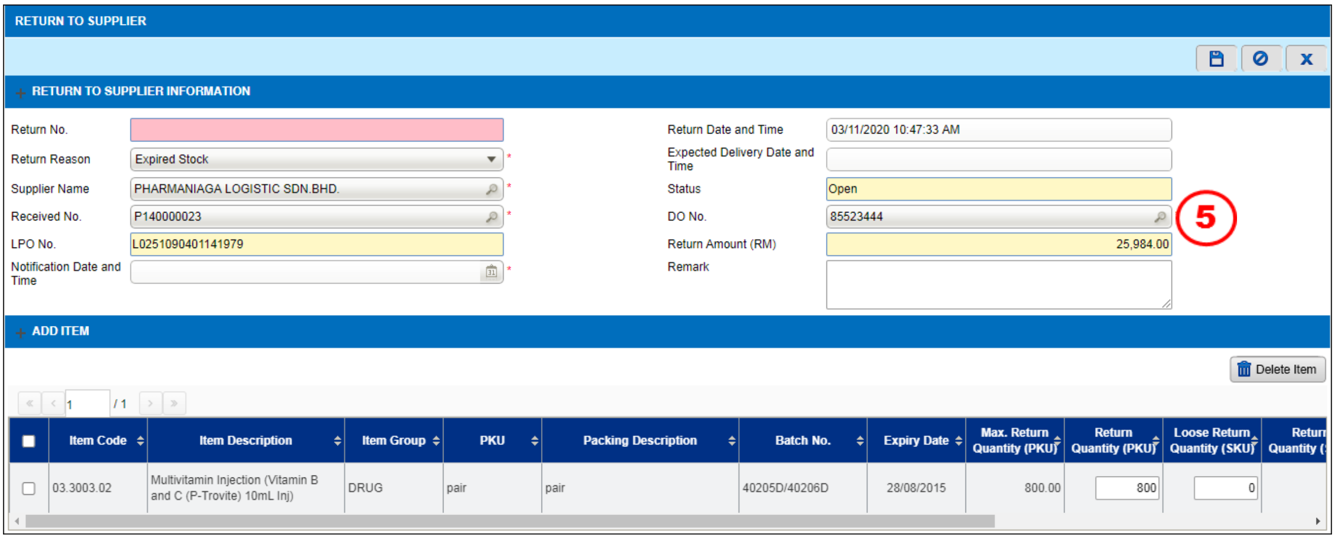


Figure 3.2.1-4 Return to Supplier

STEP 5
Click on the button to search the ***DO No.***

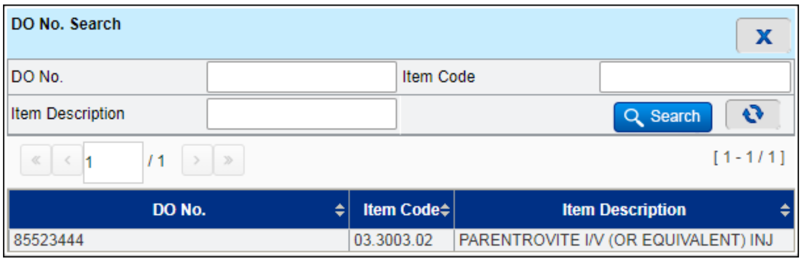


Figure 3.2.1-5 List of DO No

Note

- *Click on the* Search *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* Delete Item *button if necessary*

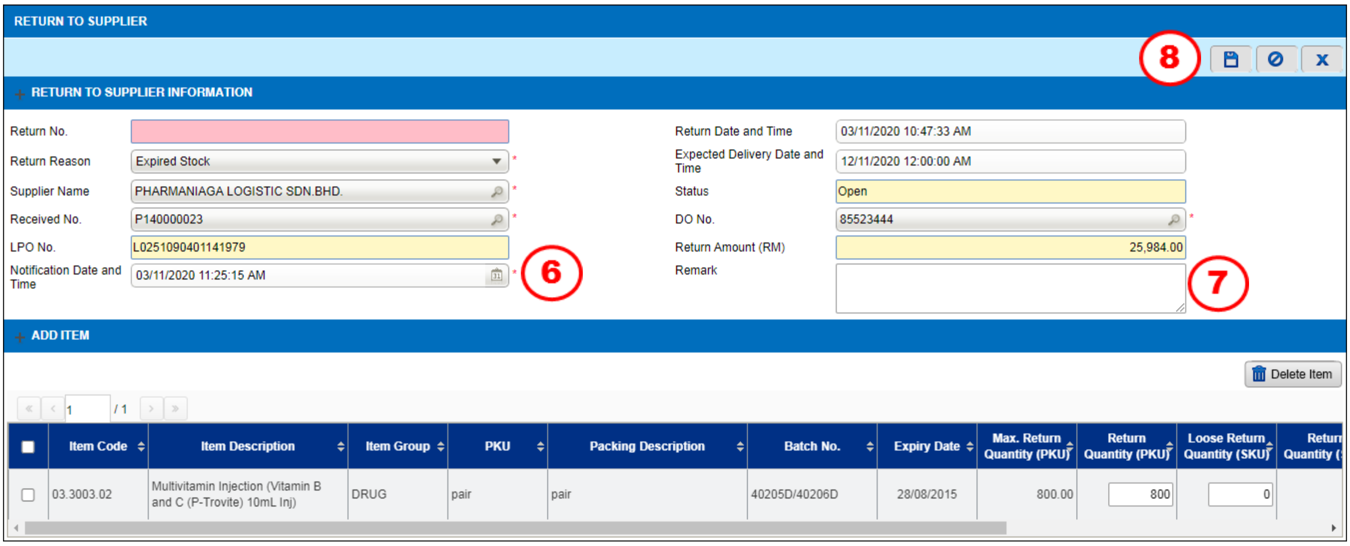


Figure 3.1.2-6 Return to Supplier

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.*

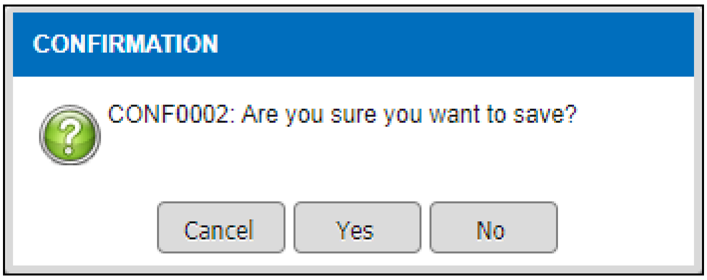


Figure 3.2.1-7 Save Record Alert Message

- *Click on the* Yes *button.*

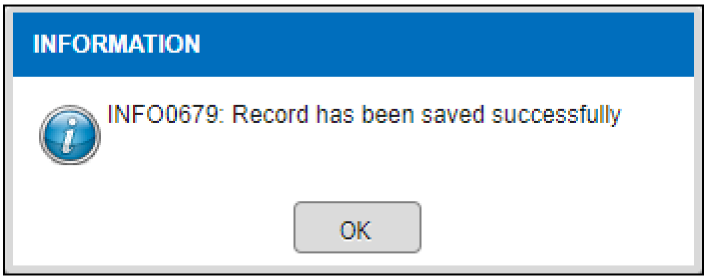


Figure 3.2.1-8 Save Record Alert Message

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

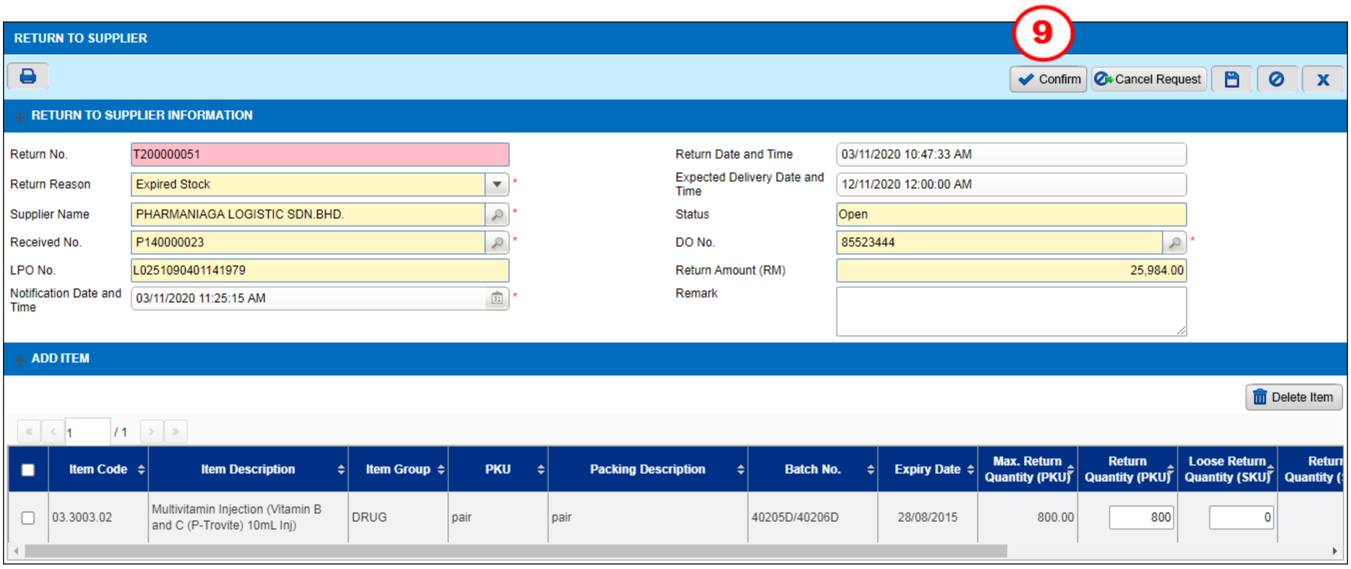


Figure 3.2.1-9 Return to Supplier Confirmation

STEP 9

Click on the Confirm 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.*

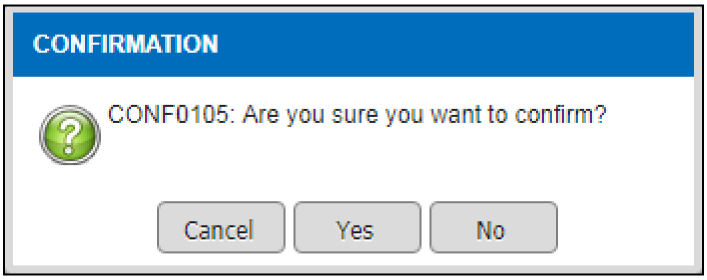


Figure 3.2.1-10 Save Record Alert Message

- *Click on the* Yes *button.*

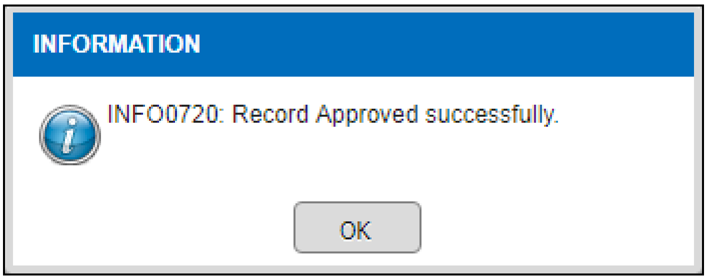


Figure 3.2.1-11 Save Record Alert Message

- *Click on the* OK *button.*

STEP 10

Click on the button to view/print the report

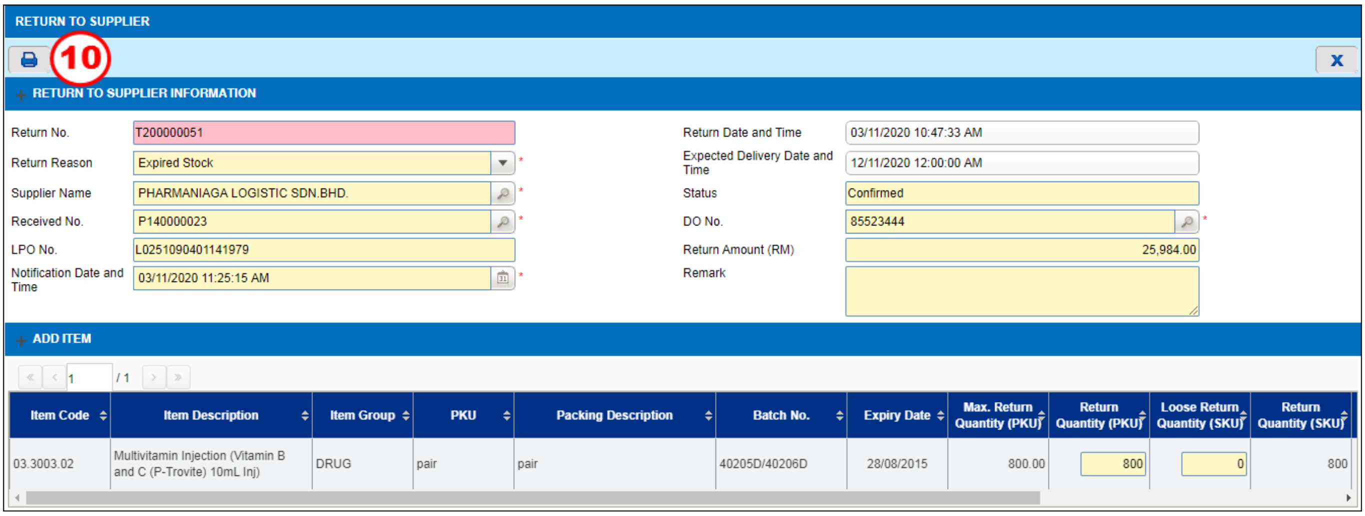


Figure 3.2.1-12 Return to Supplier

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

Disediakan oleh:	Diterima Oleh :	Direkodkan dan dikeluarkan oleh:
Nama : [illegible]	Nama :	Nama :
Jawatan : Pegawai Farmasi UF48	Tarikh :	Jawatan :
Unit : STOR FARMASI	Cop Syarikat :	Unit :
Jabatan : Pharmacy		Tarikh :
Tarikh : 03/11/2020		

Printed Date : 03/11/2020 **Printed By** : [illegible] **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:

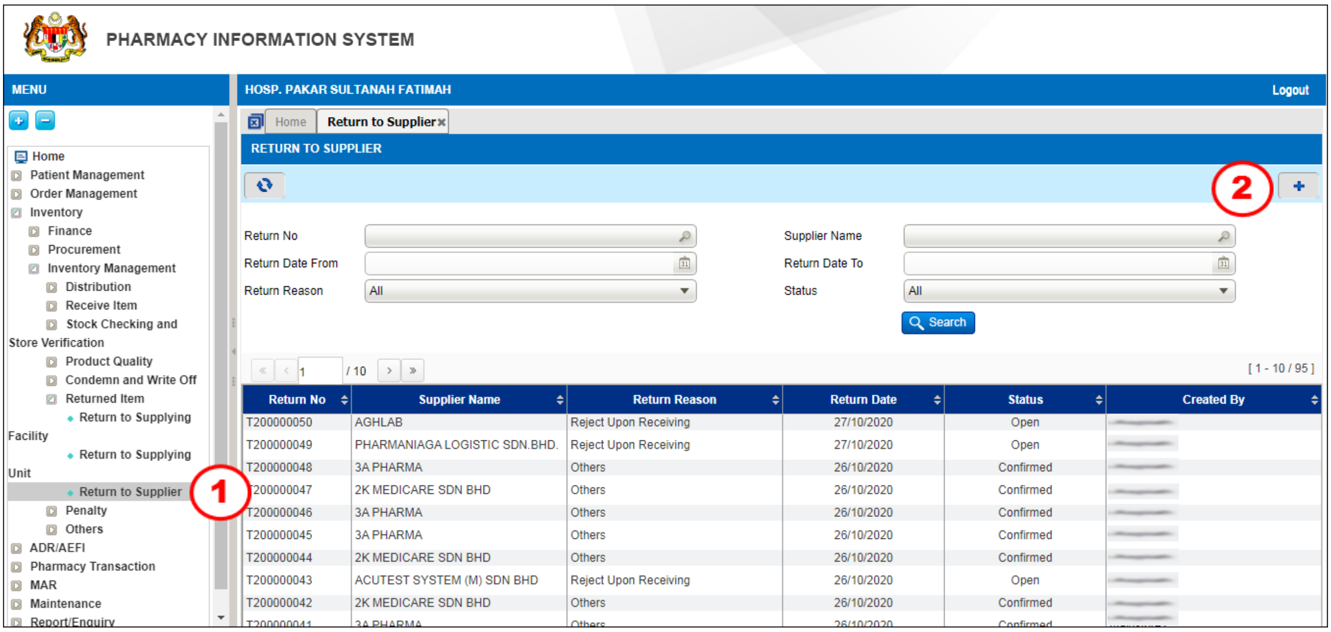

Figure 3.2.2-1 Create New Return to Supplier

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.*

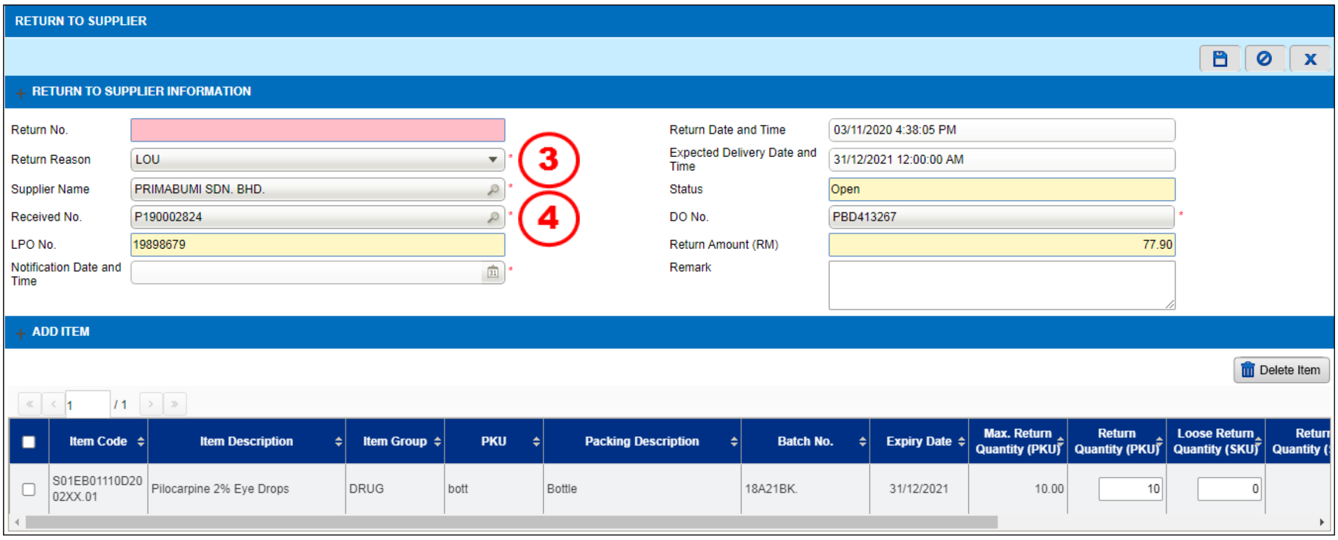

Figure 3.2.2-2 Return to Supplier

STEP 3
Select ***Return Reason*** as LOU from the dropdown box

STEP 4
Click on the button to search the ***Received No.***

<u>Note</u>

- *Click on the* Search *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.*

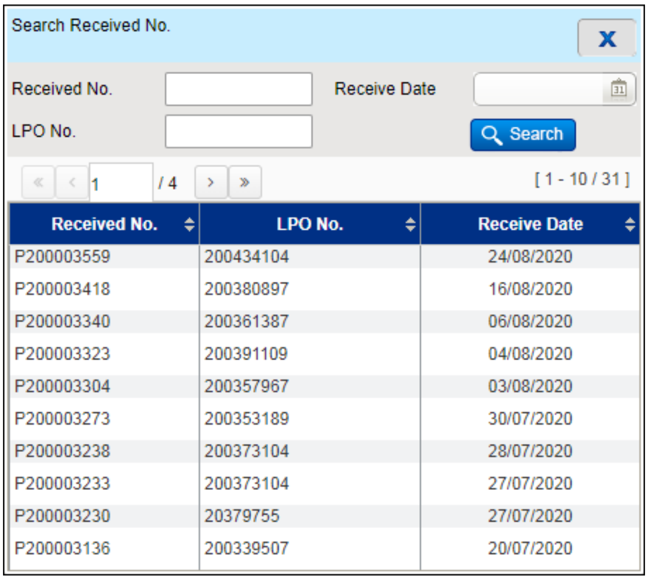

Figure 3.2.2-3 List of Receipt No.

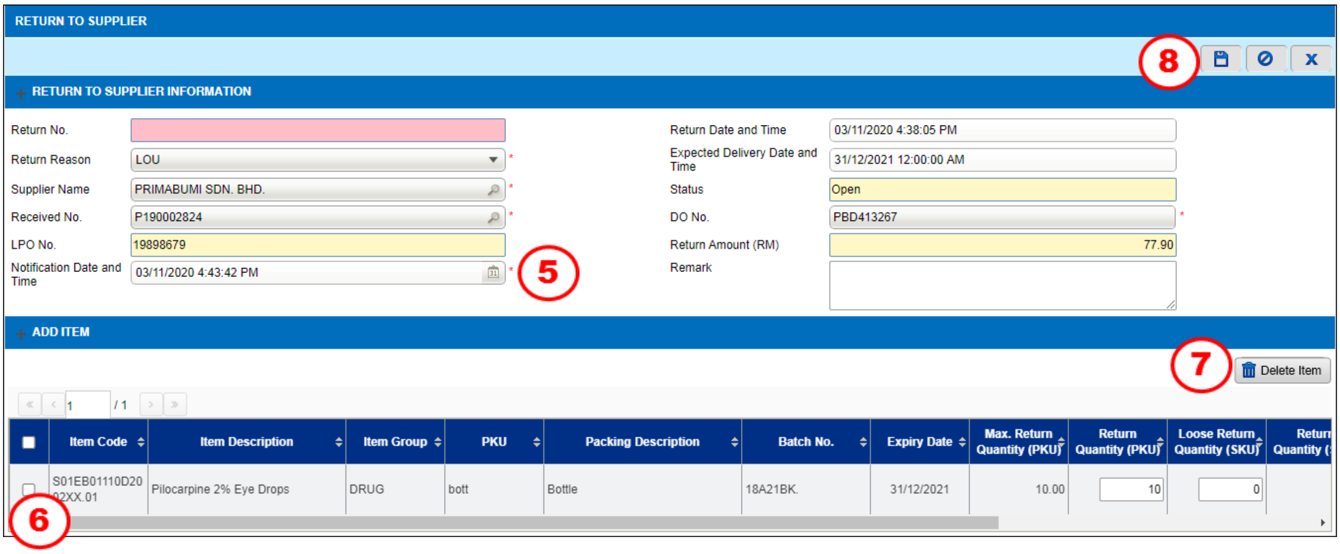

Figure 3.2.2-4 Return to Supplier

STEP 5

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

STEP 6

Click on the to select the item

STEP 7

Click on the Delete Item to delete the selected item

STEP 8

Click on the button to save the transaction

<u>Note</u>

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

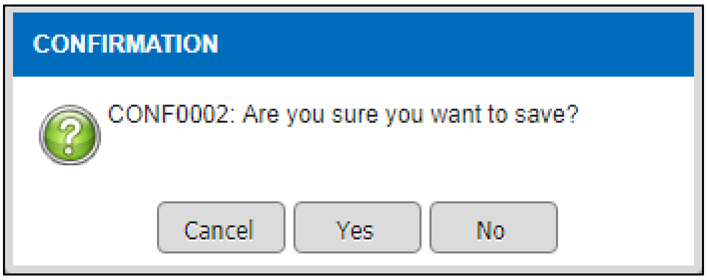

Figure 3.2.2-5 Save Record Alert Message

- *Click on the* Yes *button.*

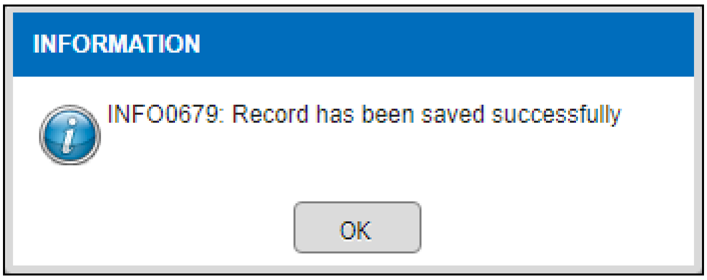

Figure 3.2.2-6 Save Record Alert Message

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

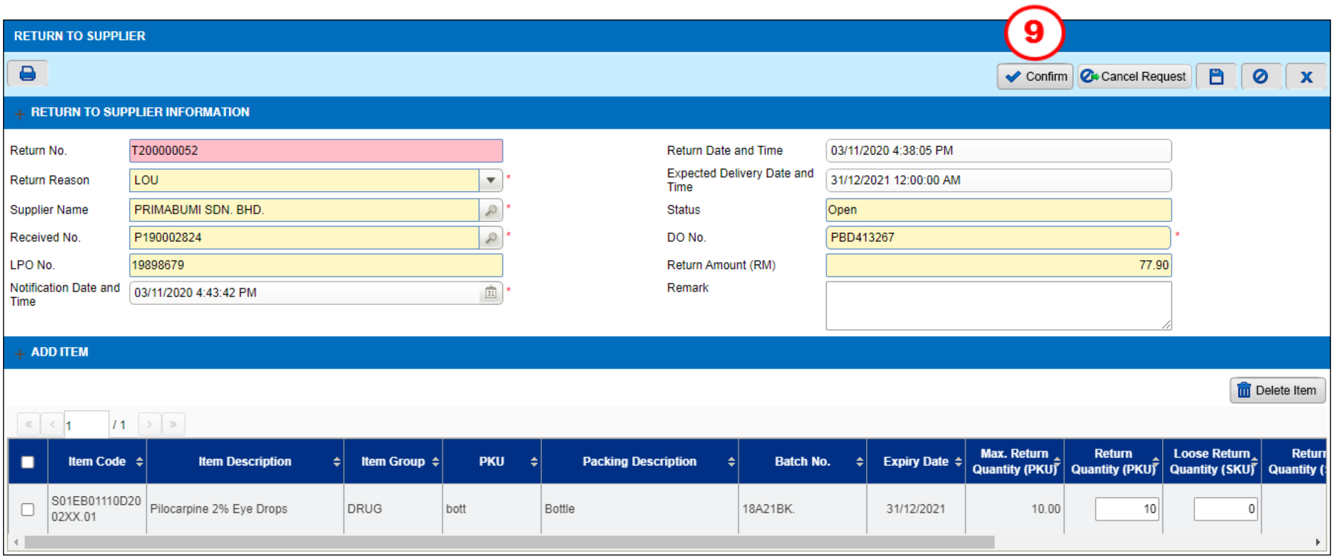

Figure 3.2.2-7 Return to Supplier Confirmation

STEP 9

Click on the Confirm 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.*

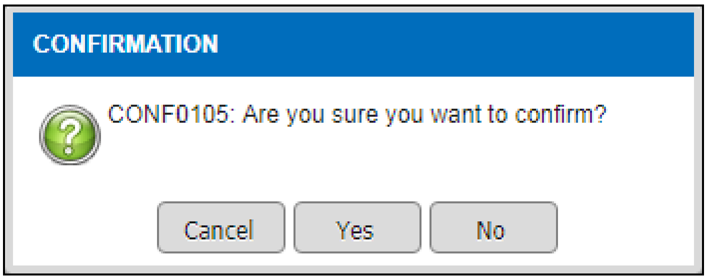

Figure 3.2.2-8 Save Record Alert Message

- *Click on the*  *button.*

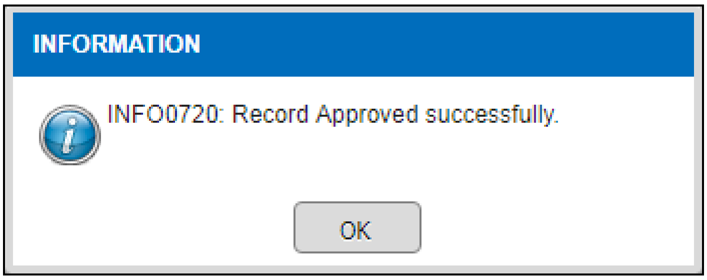

Figure 3.2.2-9 Save Record Alert Message

- *Click on the*  *button.*

STEP 10

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

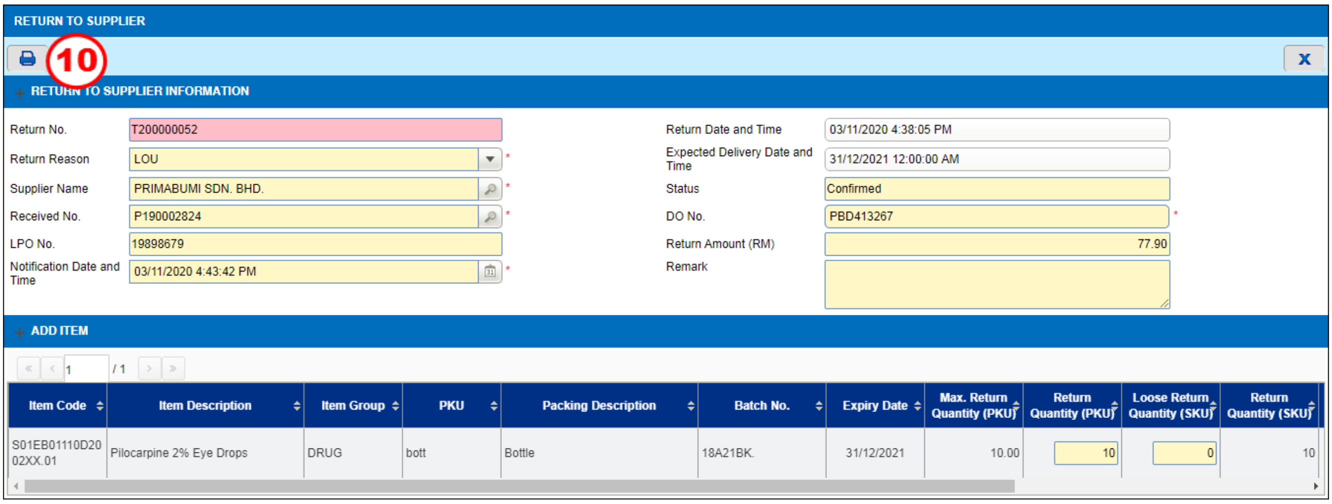

Figure 3.2.2-10 Return to Supplier Confirmation

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

Disediakan oleh:	**Diterima Oleh :**	**Direkodkan dan dikeluarkan oleh:**
Nama : [illegible]	Nama :	Nama :
Jawatan : Pegawai Farmasi UF48	Tarikh :	Jawatan :
Unit : STOR FARMASI	Cop Syarikat :	Unit :
Jabatan : Pharmacy		Tarikh :
Tarikh : 03/11/2020		

Printed Date : 03/11/2020 **Printed By** : [illegible] **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:

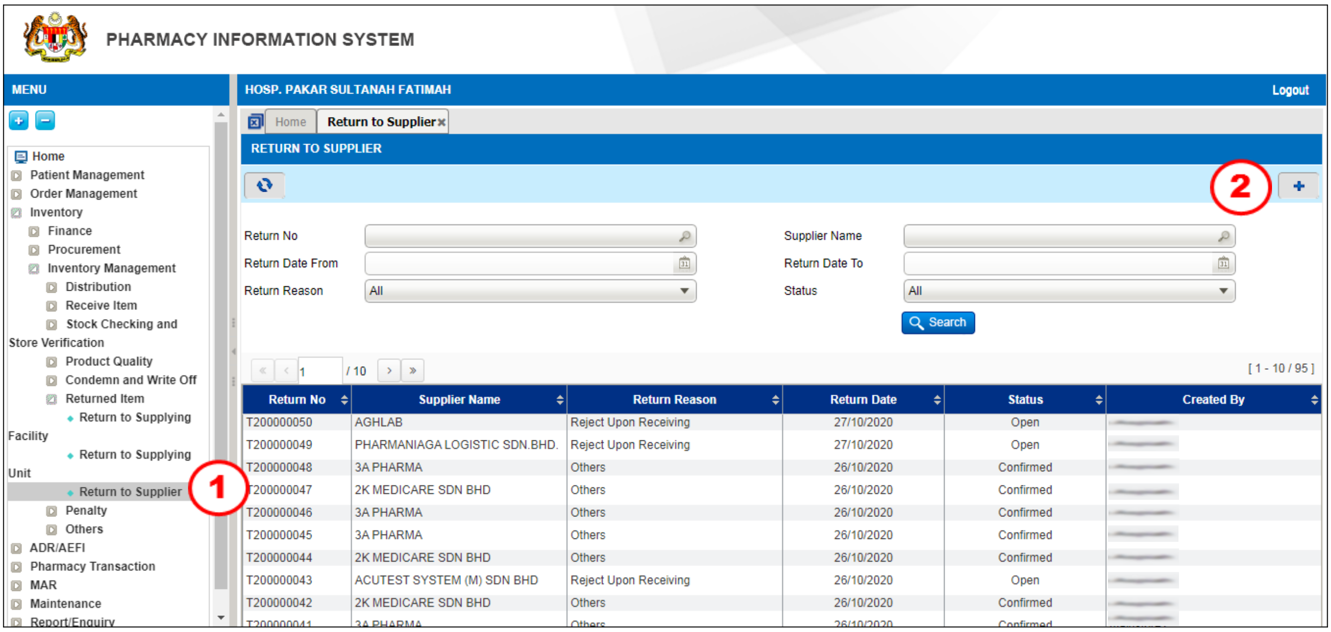


Figure 3.2.3-1 Create New Return to Supplier

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.

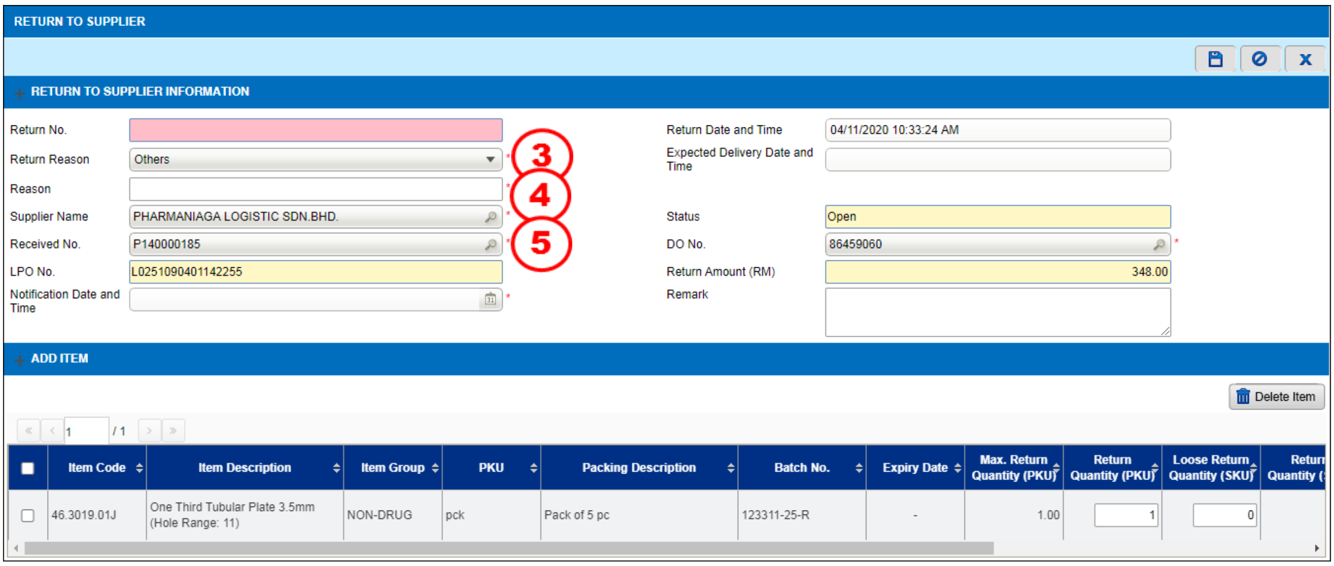


Figure 3.2.3-2 Return to Supplier

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.***

<u>Note</u>

- *Click on the Search 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).***

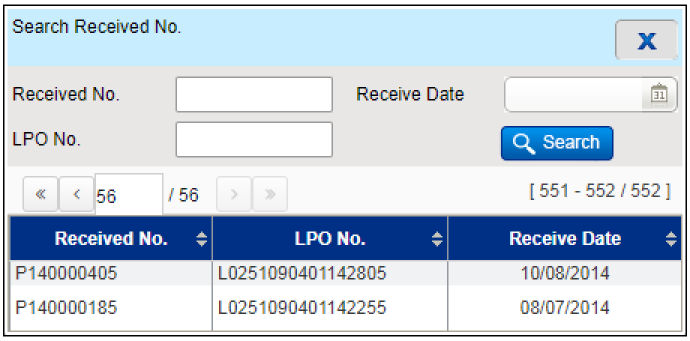


Figure 3.2.3-3 List of Supplier Name

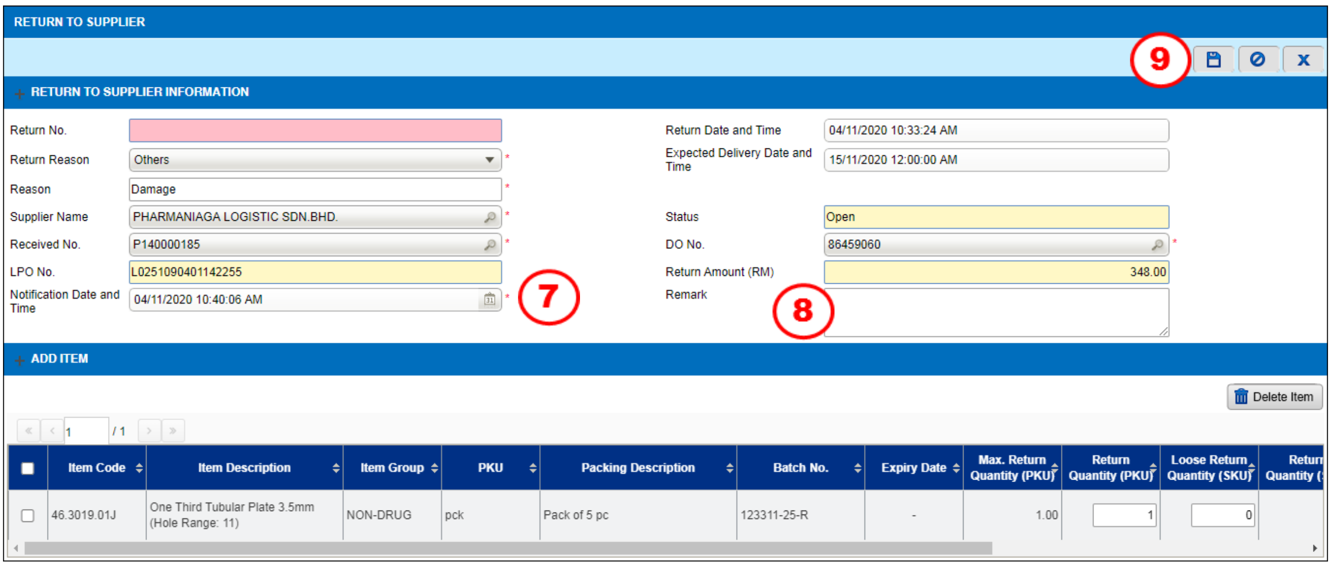


Figure 3.2.3-4 Return to Supplier

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.

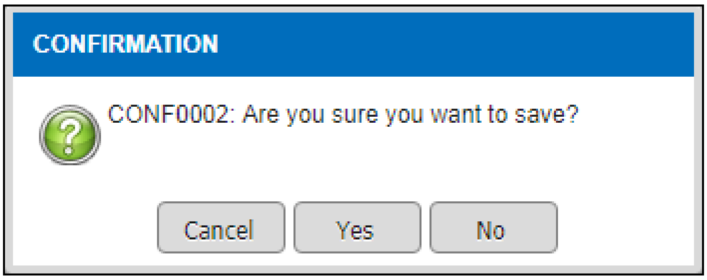


Figure 3.2.3-5 Save Record Alert Message

- *Click on the* Yes *button.*

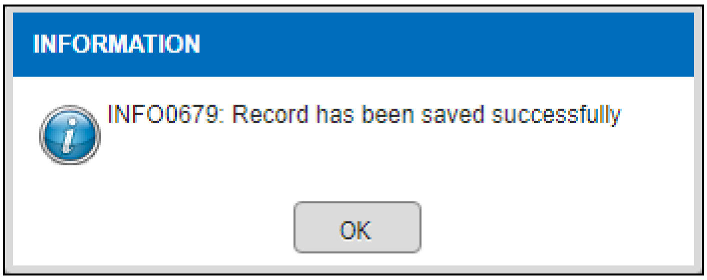


Figure 3.2.3-6 Save Record Alert Message

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

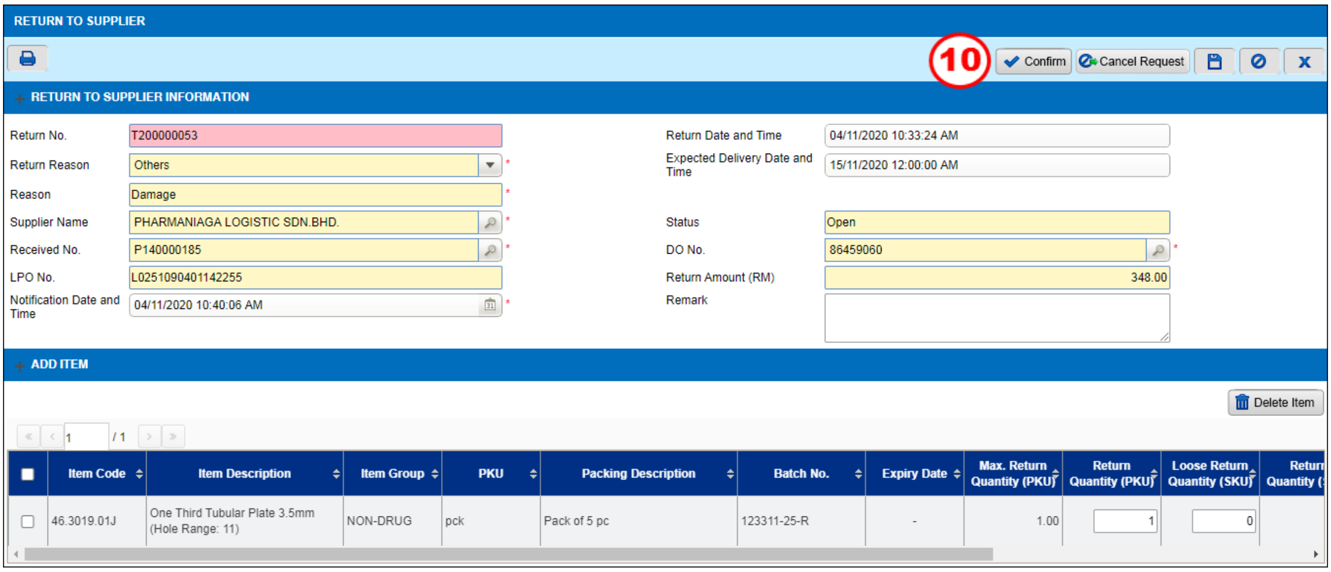


Figure 3.2.3-7 Confirm record

STEP 10

Click on the Confirm 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.*

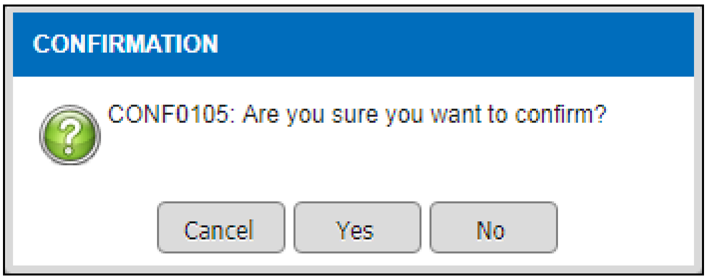


Figure 3.2.3-8 Save Record Alert Message

- *Click on the* Yes *button.*

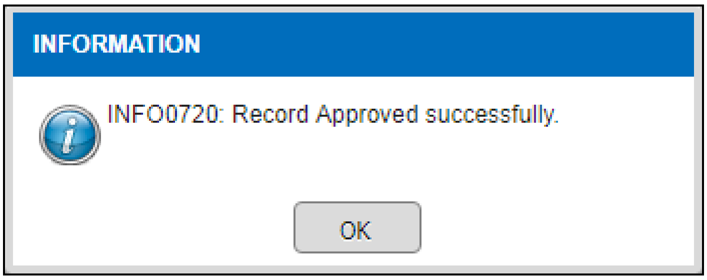


Figure 3.2.3-9 Save Record Alert Message

- *Click on the* OK *button.*

STEP 11

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

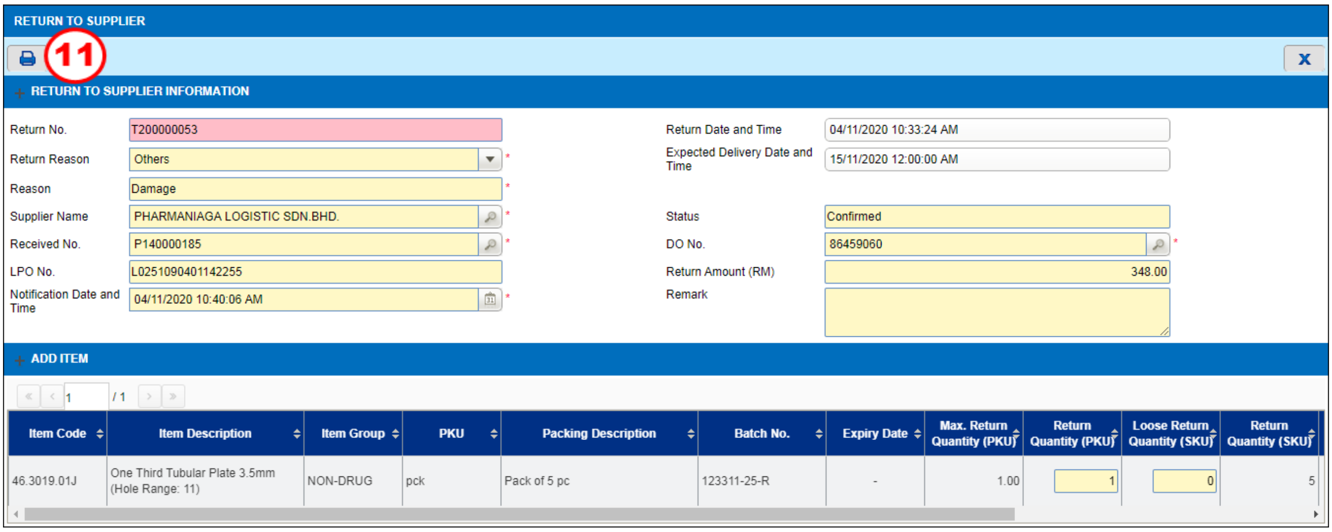


Figure 3.2.3-10 Confirm record

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

Disediakan oleh:	**Diterima Oleh :**	**Direkodkan dan dikeluarkan oleh:**
Nama : [illegible]	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** : [illegible] **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:

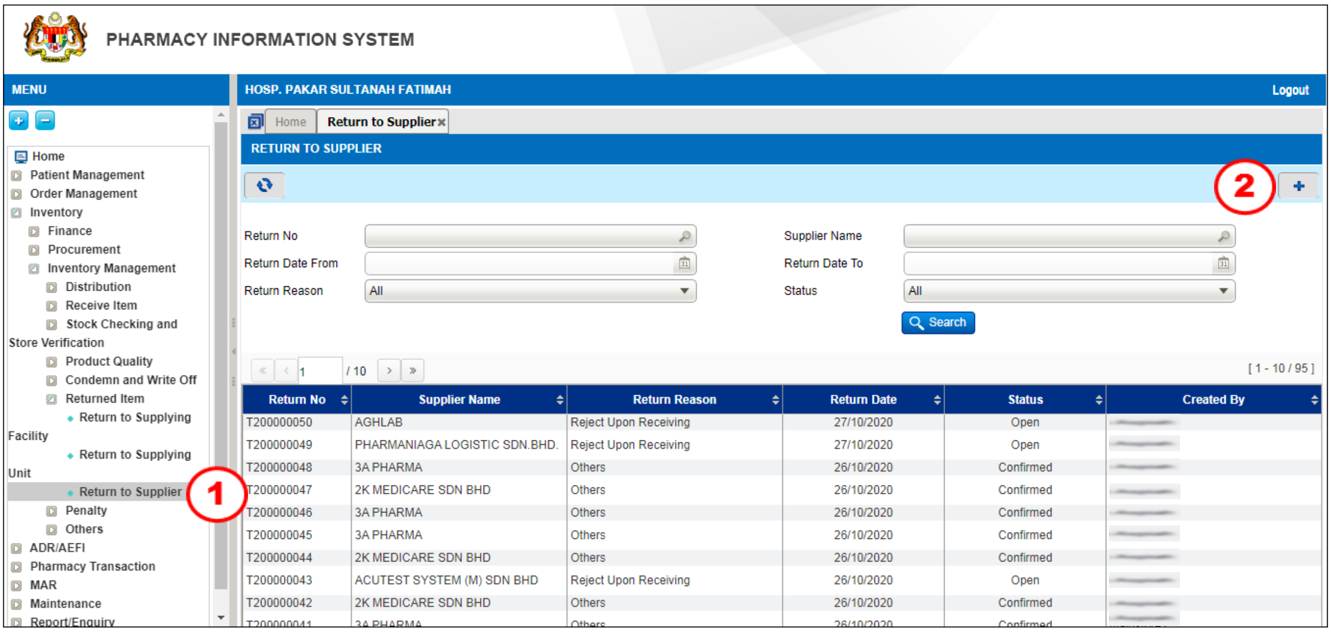


Figure 3.2.4-1 Create New Return to Supplier

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.*

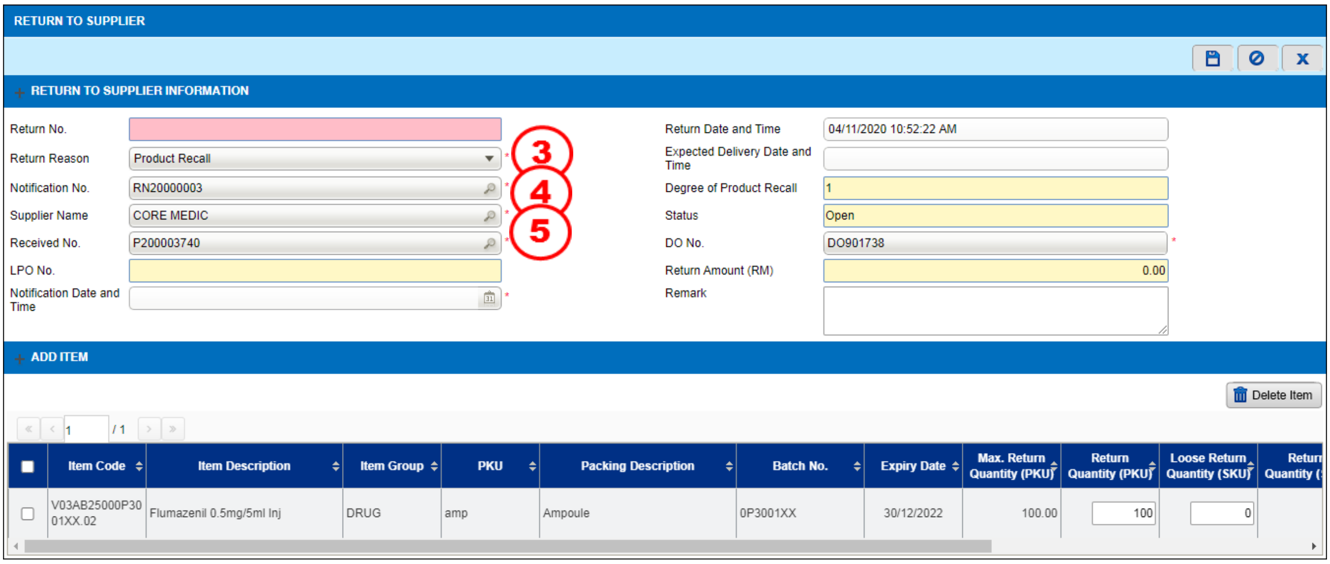


Figure 3.2.4-2 Return to Supplier

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

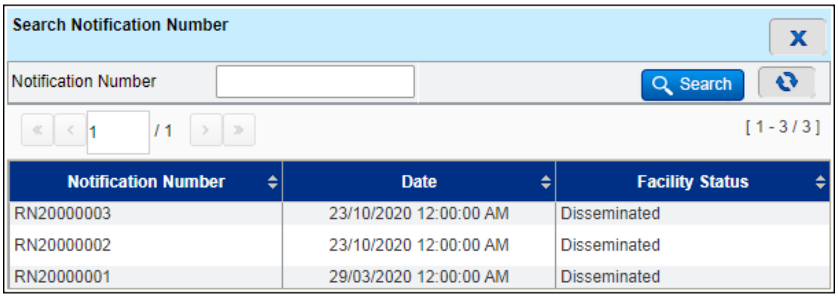


Figure 3.2.4-3 List of Notification Number

STEP 5

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

Note

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

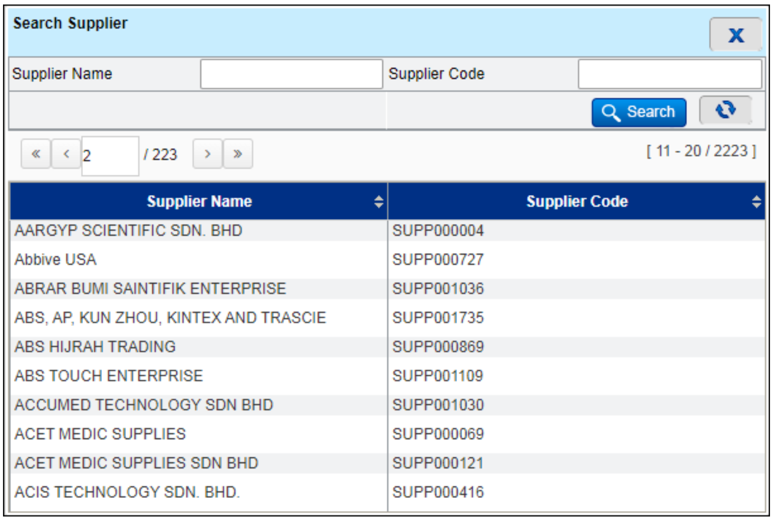


Figure 3.2.4-4 List of Supplier Name

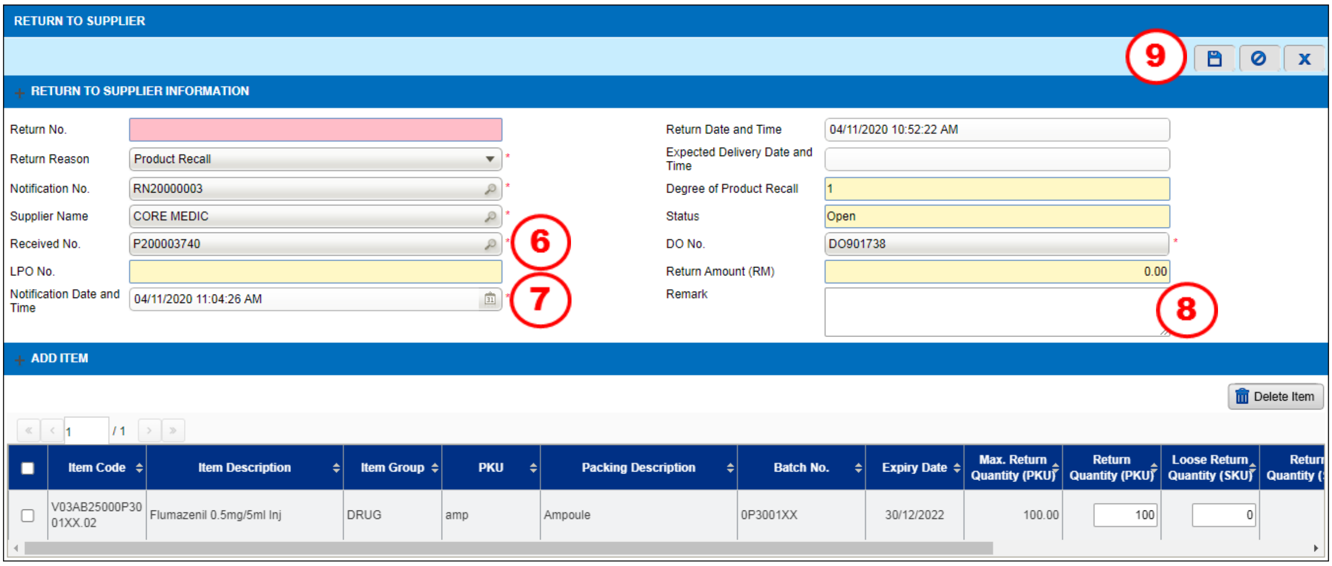


Figure 3.2.4-5 Return to Supplier

STEP 6

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

Note

- Click on the Search 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).***

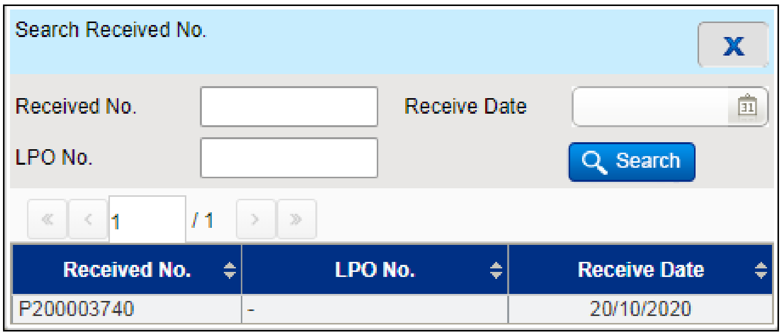


Figure 3.2.4-6 List of Received No.

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.*

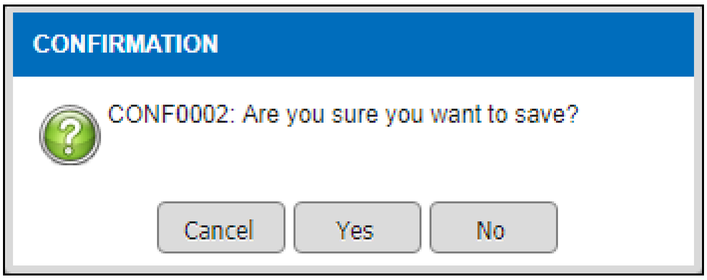


Figure 3.2.4-7 Save Record Alert Message

- *Click on the* Yes *button.*

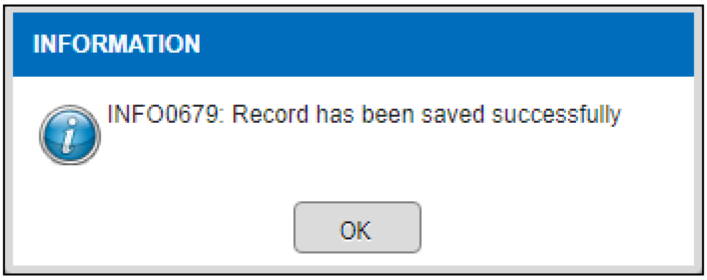


Figure 3.2.4-8 Save Record Alert Message

- *Click on the* OK *button.*

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

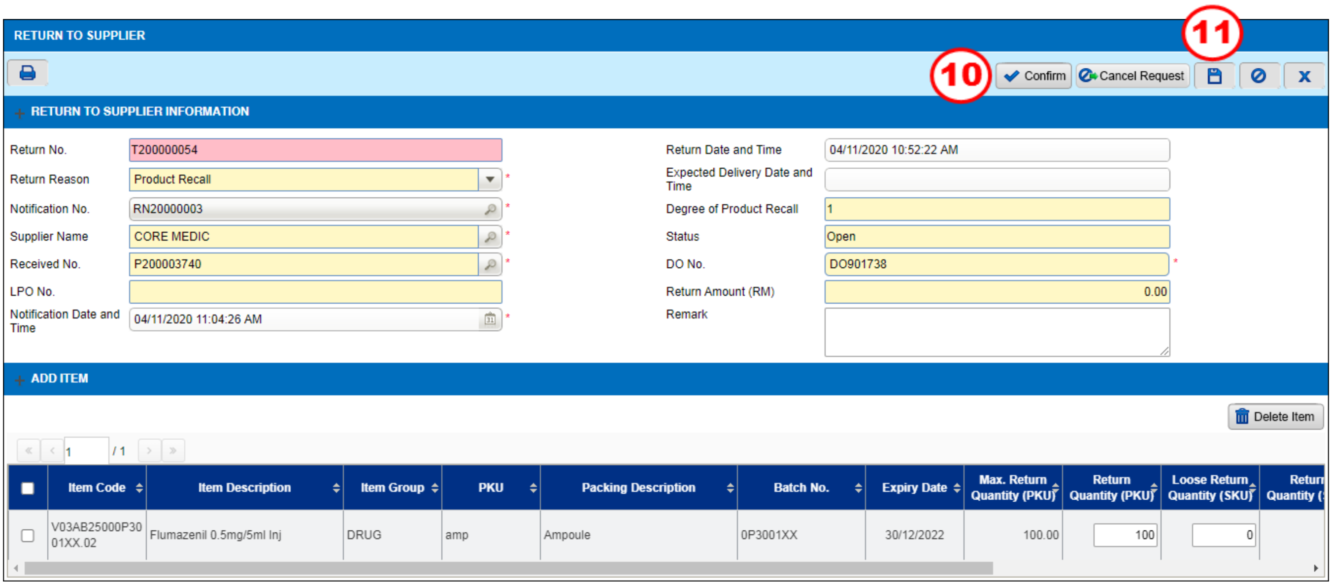


Figure 3.2.4-9 Return to Supplier

STEP 10

Click on the Confirm 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.

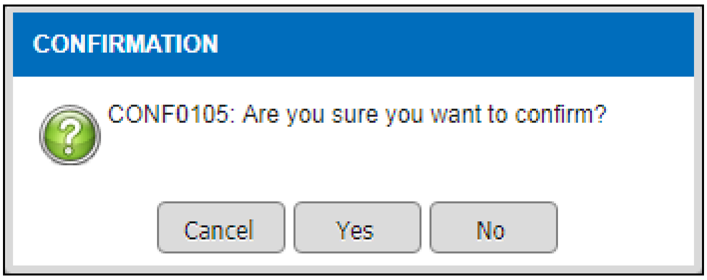


Figure 3.2.4-10 Save Record Alert Message

- *Click on the* Yes *button.*

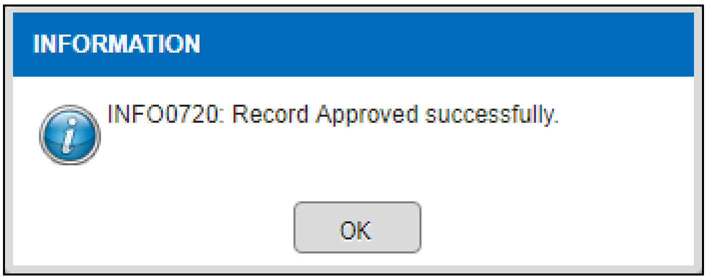


Figure 3.2.4-11 Save Record Alert Message

- *Click on the* OK *button.*

STEP 12

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

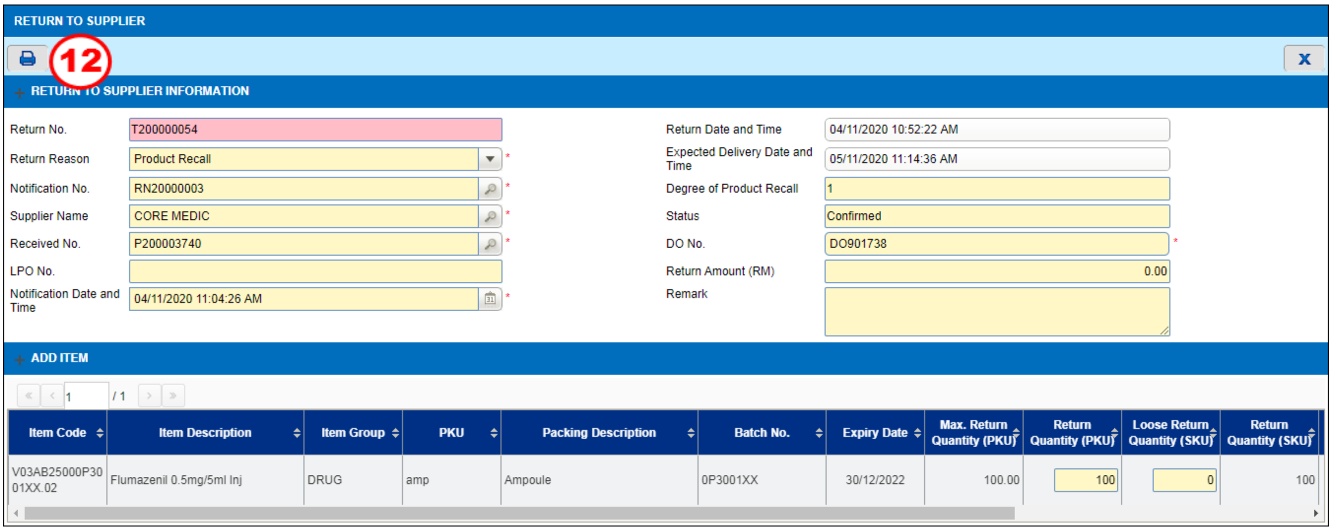
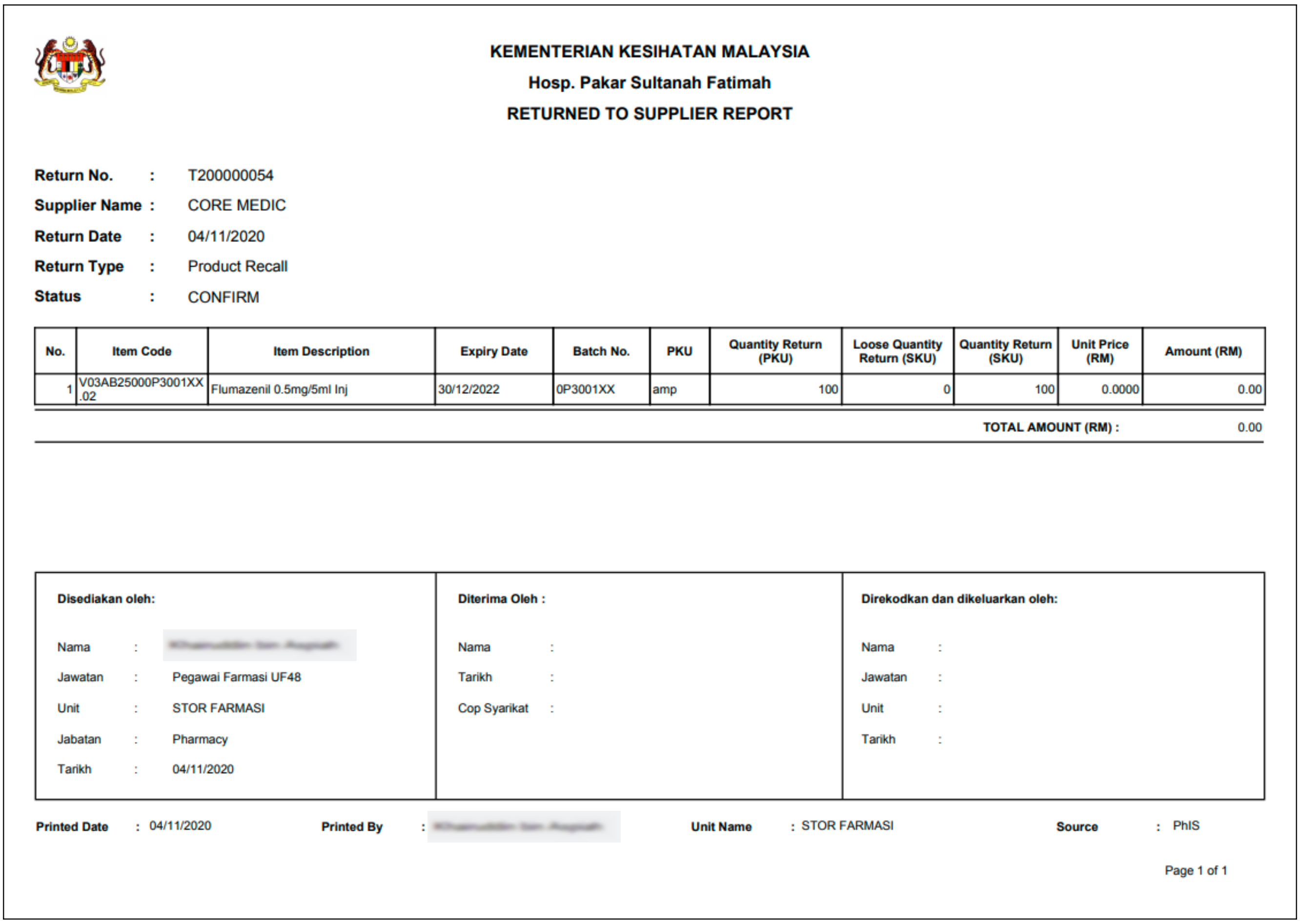


Figure 3.2.4-12 Return to Supplier



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

Return No. : T200000054
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:	Diterima Oleh :	Direkodkan dan dikeluarkan oleh:
Nama :	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** : **Unit Name** : STOR FARMASI **Source** : PhIS

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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:

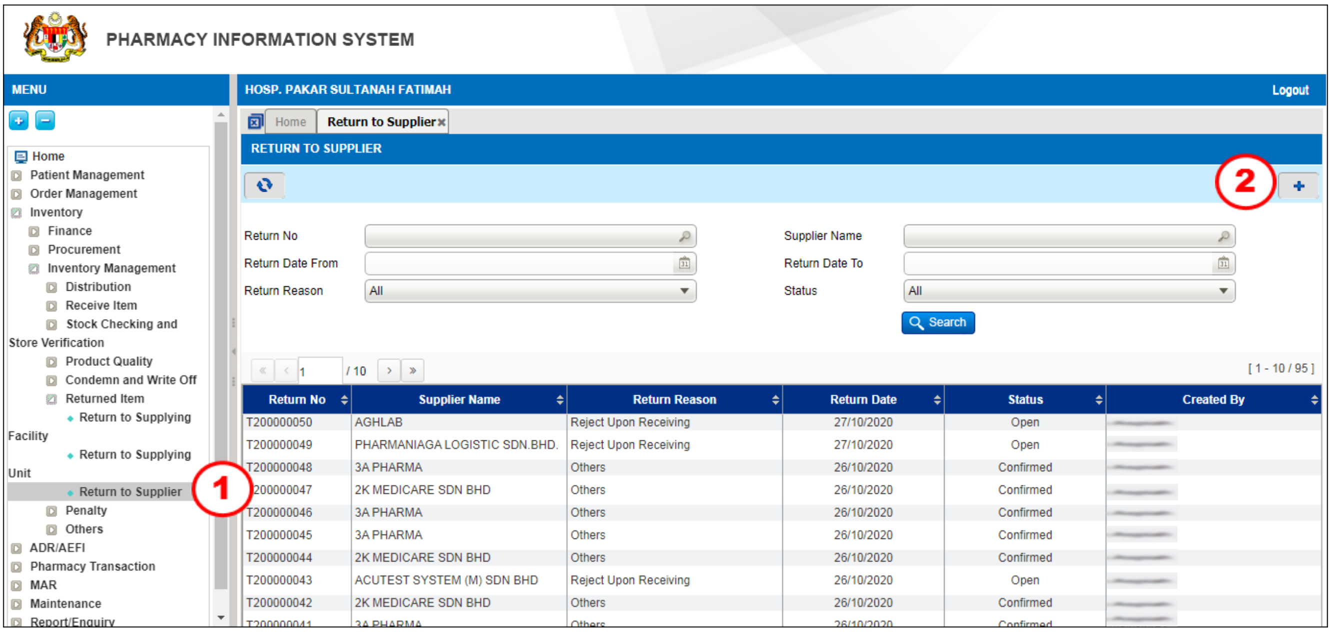

Figure 3.2.5-1 Create New Return to Supplier

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.

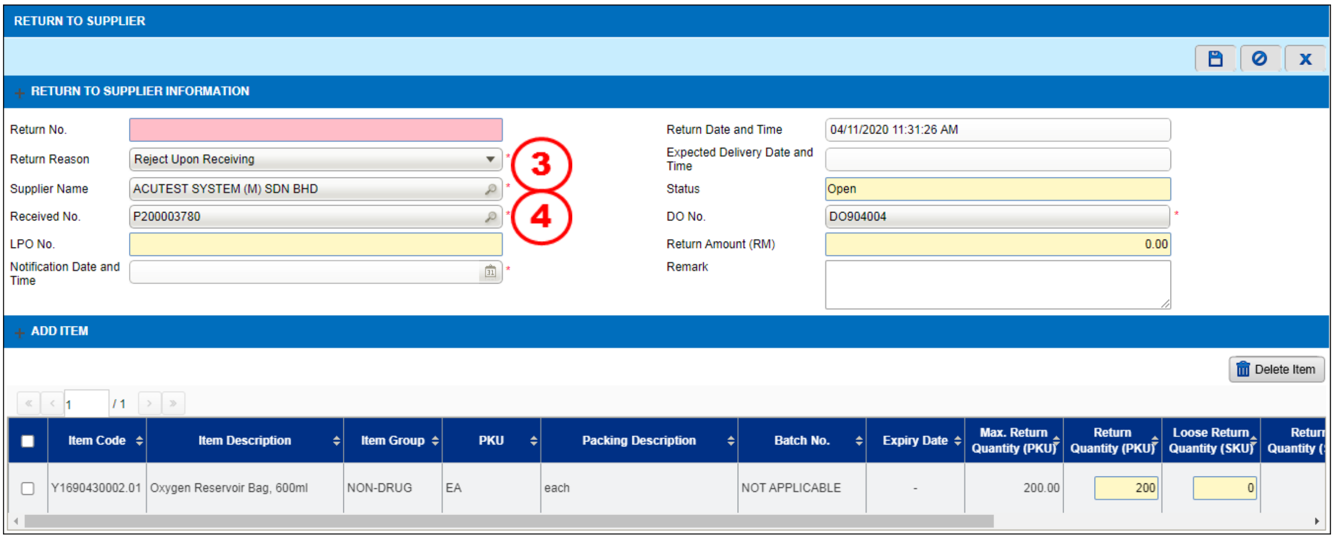

Figure 3.2.5-2 Return to Supplier

STEP 3

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

STEP 4

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

Note

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

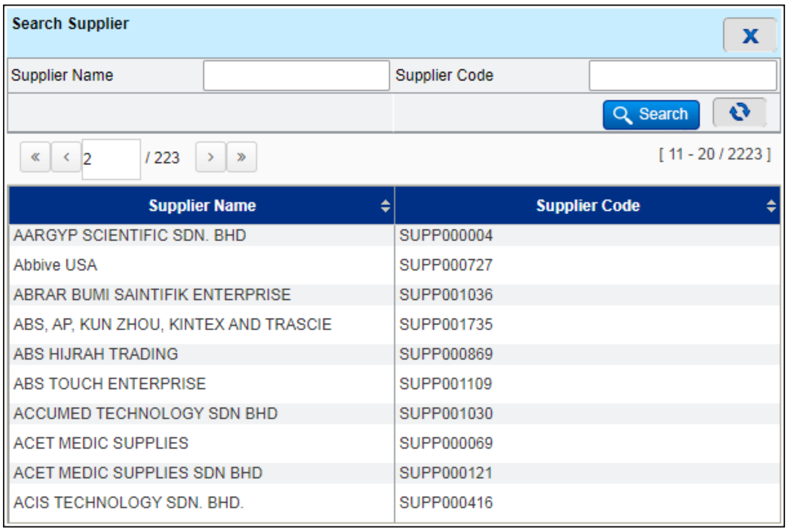

Figure 3.2.5-3 List of Supplier Name

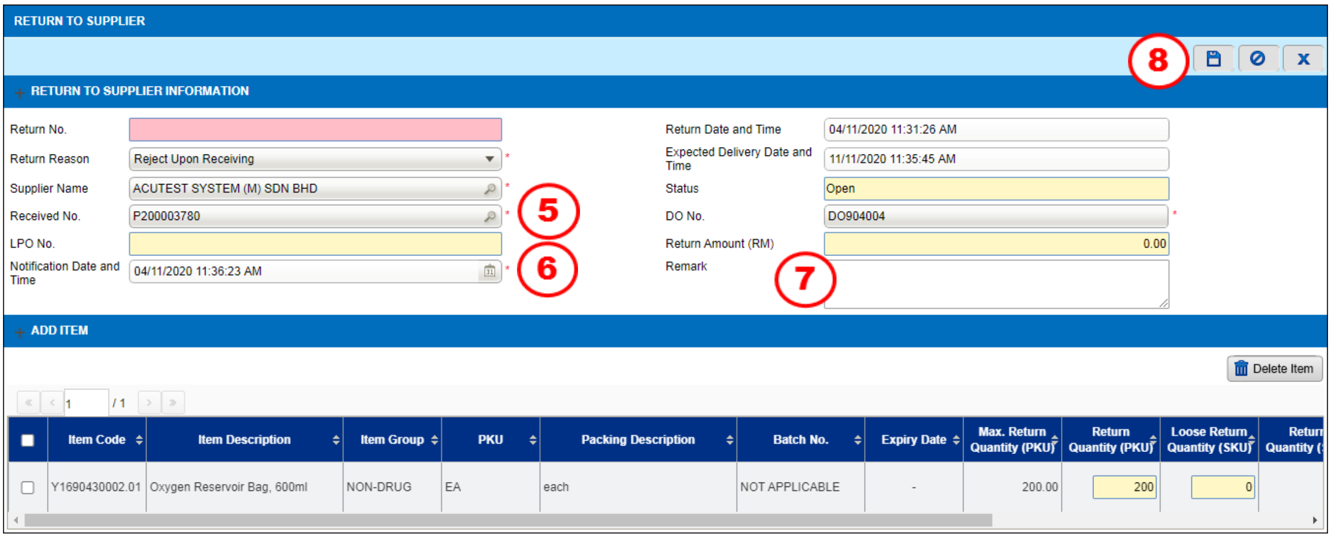

Figure 3.2.5-4 Return to Supplier

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 Delete Item button to delete item from the item list.*

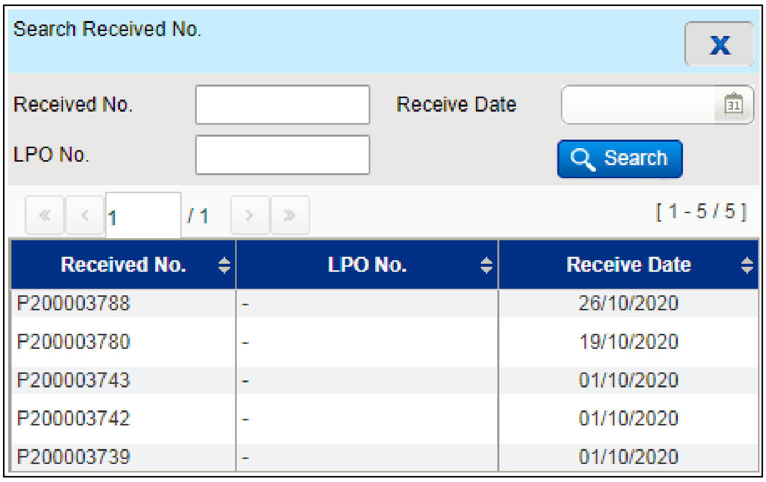

Figure 3.2.5-5 Received No.

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.*

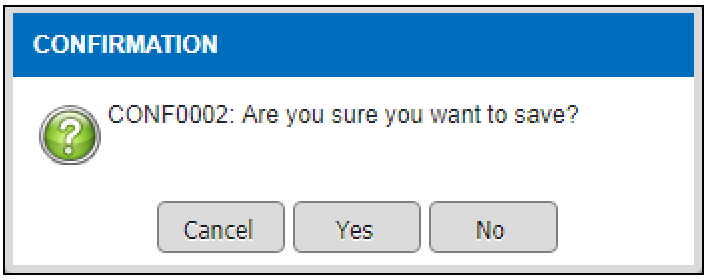

Figure 3.2.5-6 Save Record Alert Message

- *Click on the Yes button.*

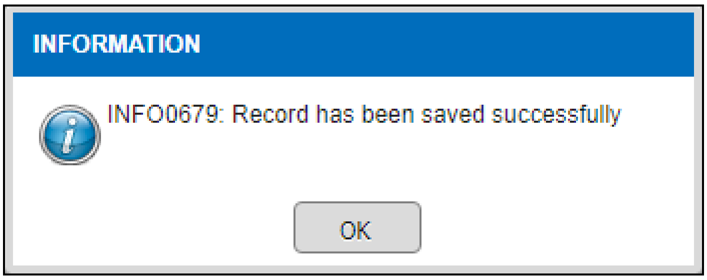

Figure 3.2.5-7 Save Record Alert Message

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

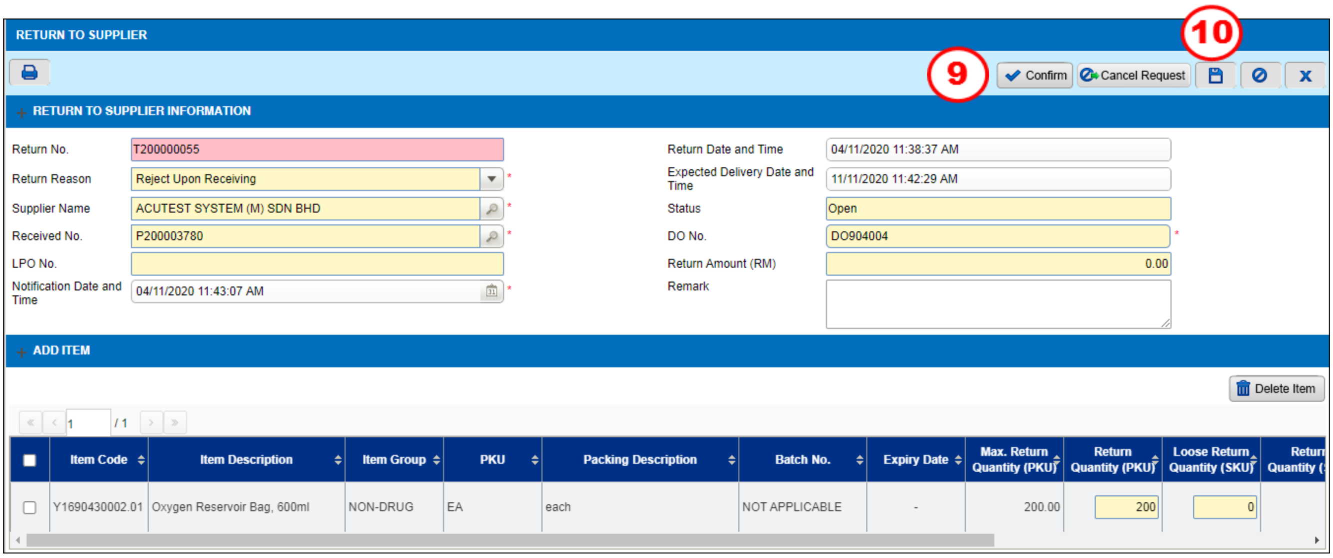

Figure 3.2.5-8 Return to Supplier

STEP 9

Click on the Confirm 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.*

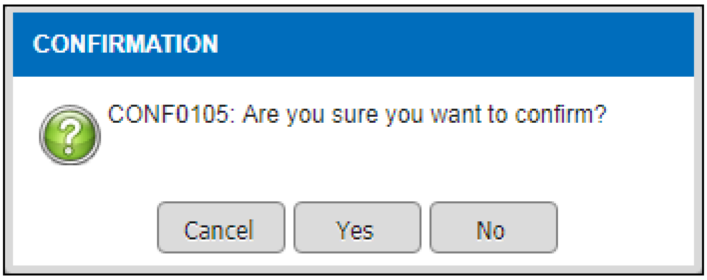

Figure 3.2.5-9 Save Record Alert Message

- *Click on the* Yes *button.*

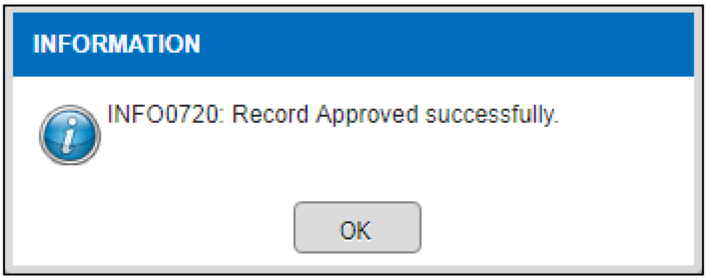

Figure 3.2.5-10 Save Record Alert Message

- *Click on the* OK *button.*

STEP 11

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

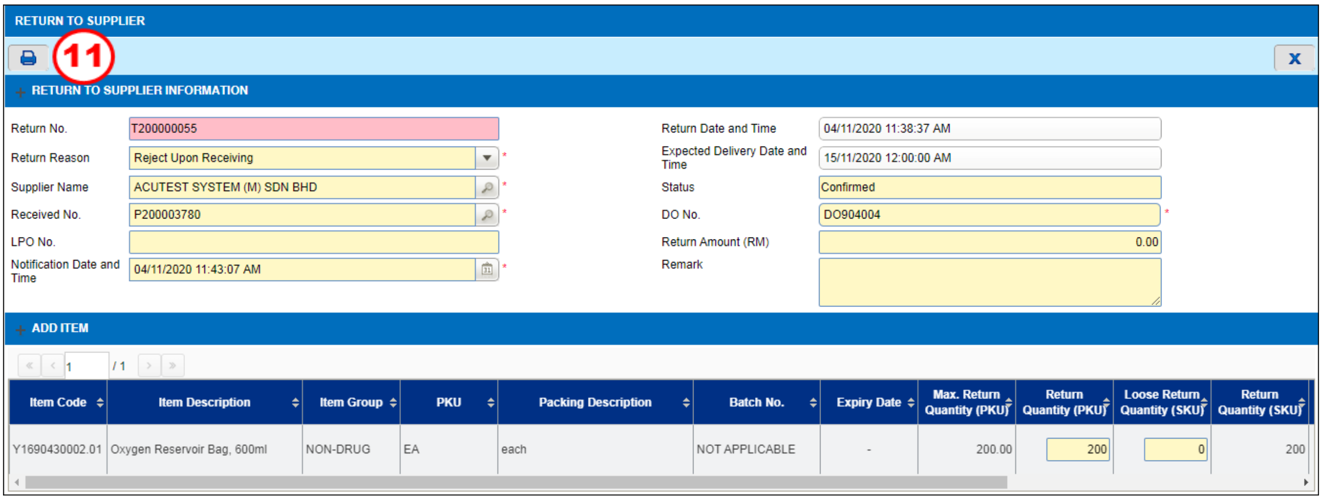

Figure 3.2.5-11 Return to Supplier

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

Disediakan oleh:	Diterima Oleh :	Direkodkan dan dikeluarkan oleh:
Nama : [illegible]	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** : [illegible] **Unit Name** : STOR FARMASI **Source** : PhIS

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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:

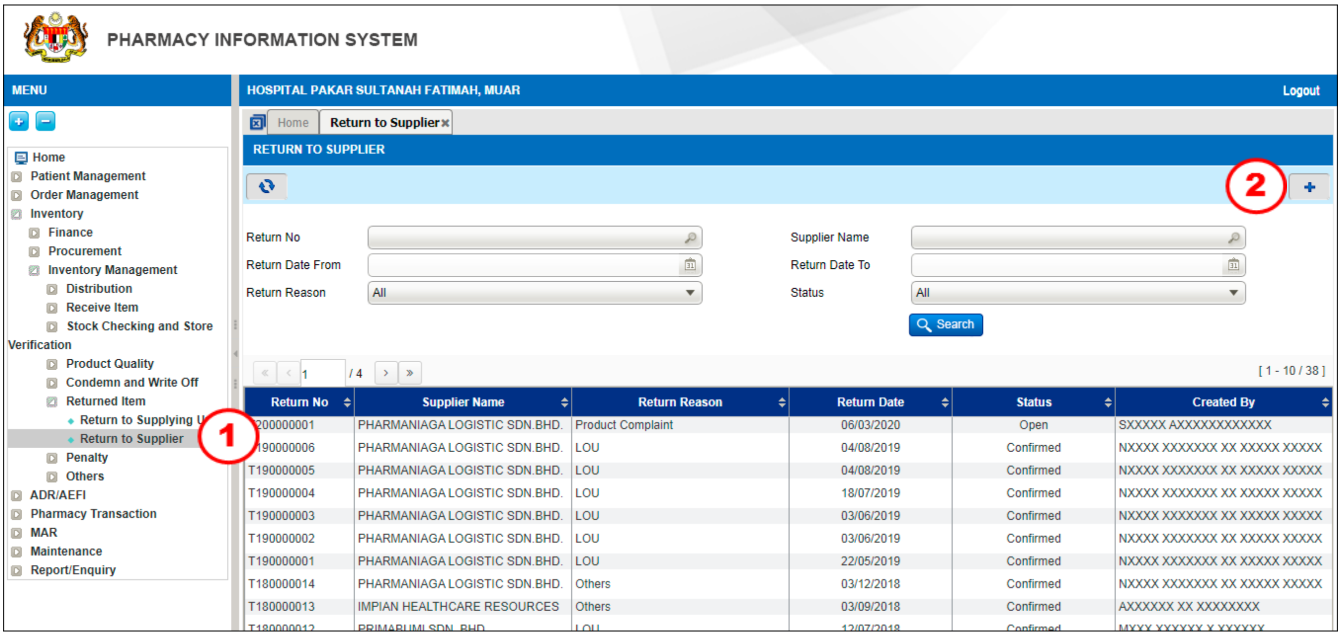


Figure 3.2.6-1 Create New Return to Supplier

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.

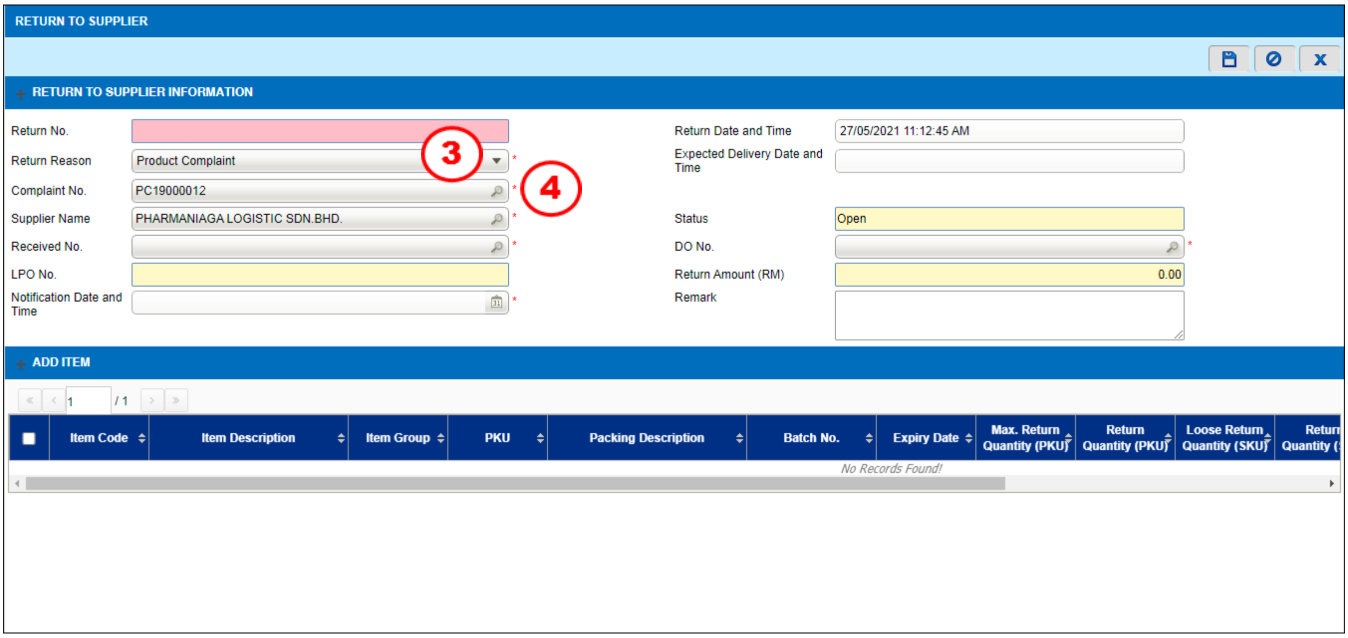


Figure 3.2.6-2 Return to Supplier

STEP 3
Select ***Return Reason*** from the dropdown box

STEP 4

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

<u>Note</u>

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

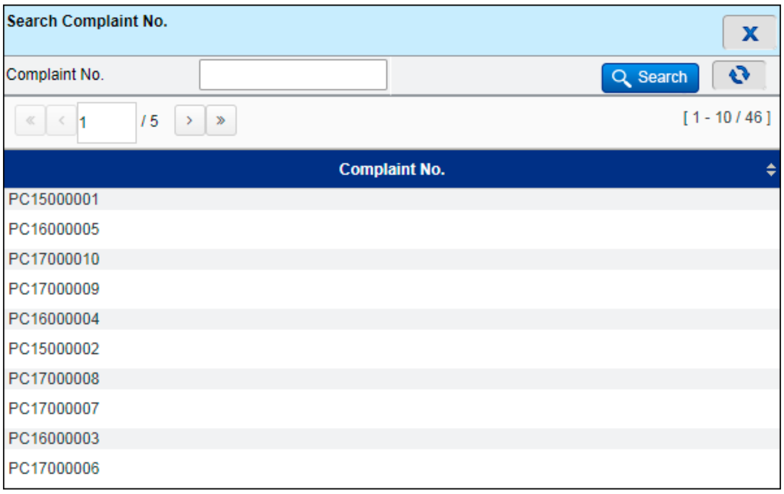


Figure 3.2.6-3 List of Complaint No.

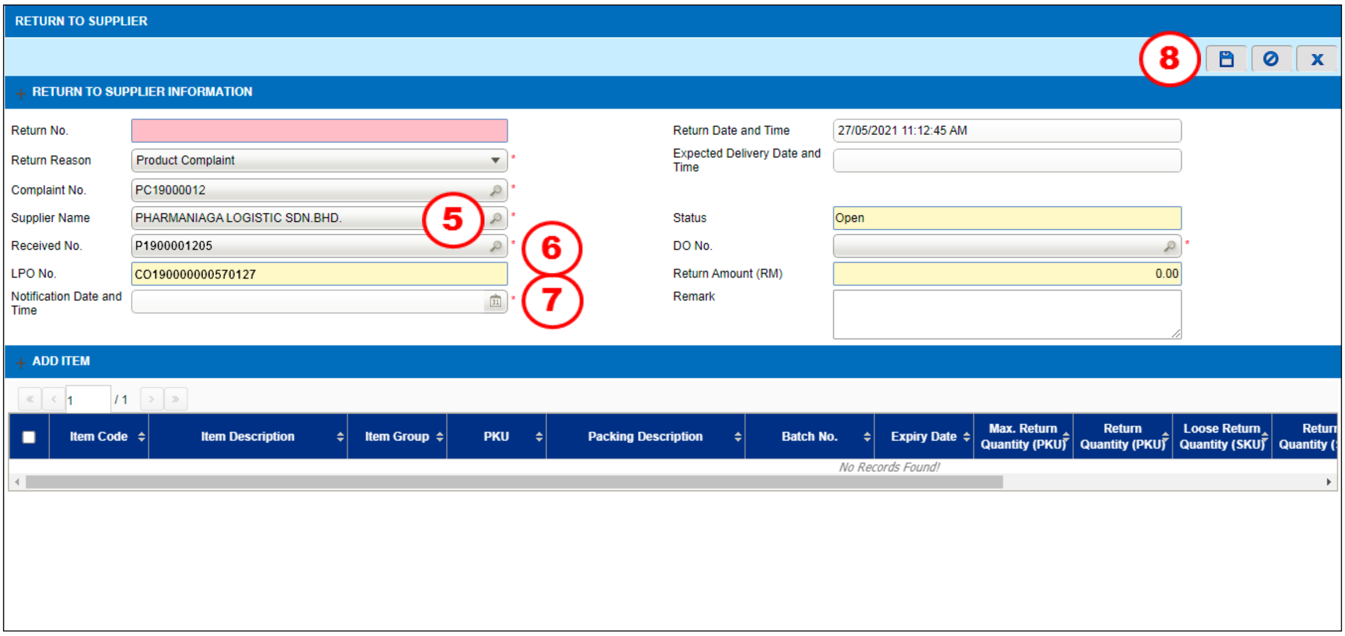


Figure 3.2.6-4 Return to Supplier

STEP 5

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

Note

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

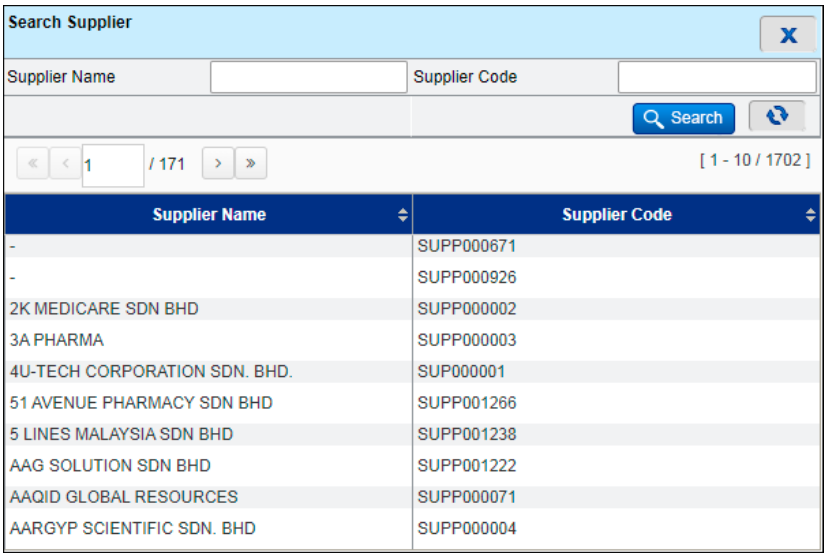


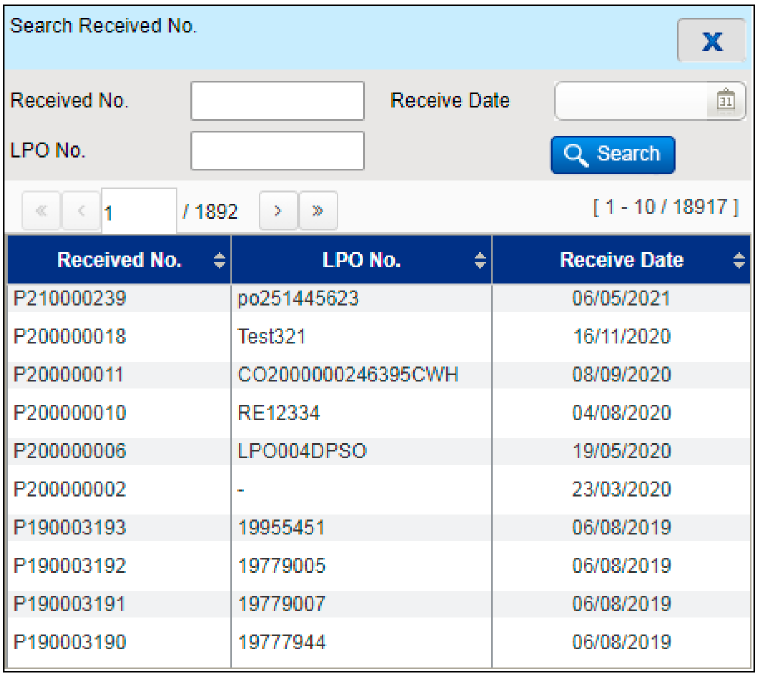
Figure 3.2.6.5 List of Supplier

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* Delete Item *button to delete item from the item list.*
- *Once insert* ***Received No.*** *,* ***DO No*** *will automatically filled.*



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.*

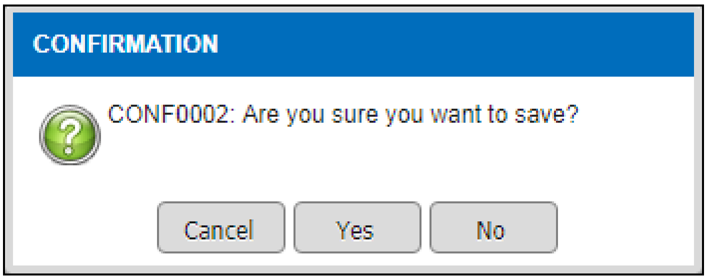
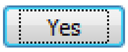


Figure 3.2.6-7 Save Record Alert Message

- *Click on the* 

 button.

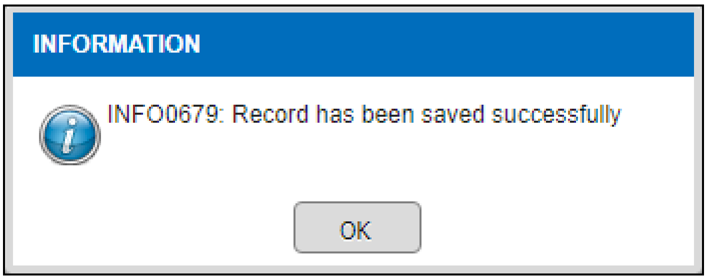


Figure 3.2.6-8 Save Record Alert Message

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

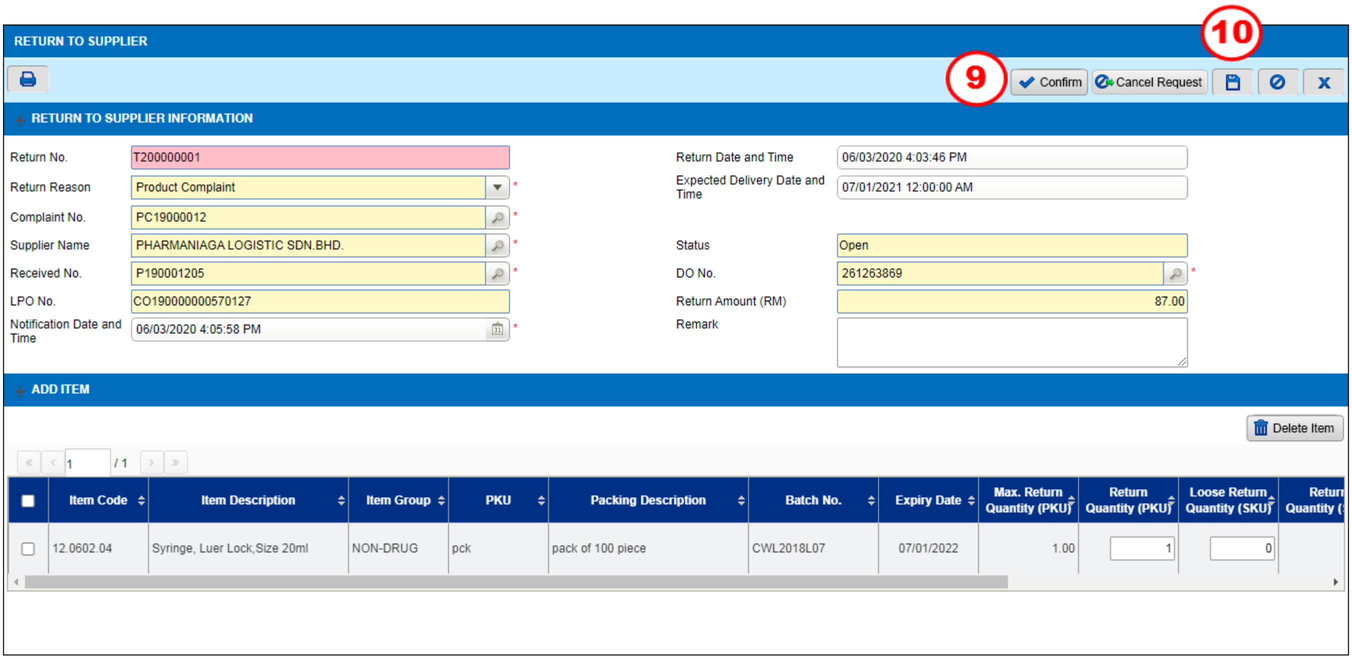


Figure 3.2.6-9 Return to Supplier

STEP 9

Click on the Confirm 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.*

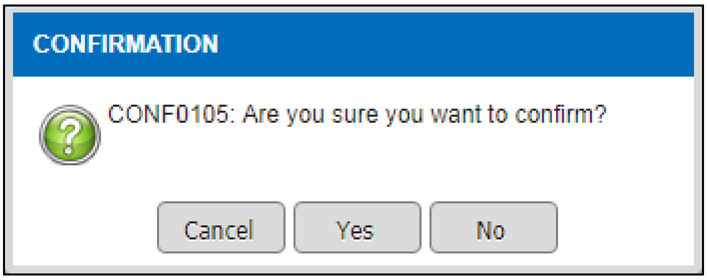


Figure 3.2.6-10 Save Record Alert Message

- *Click on the* Yes *button.*

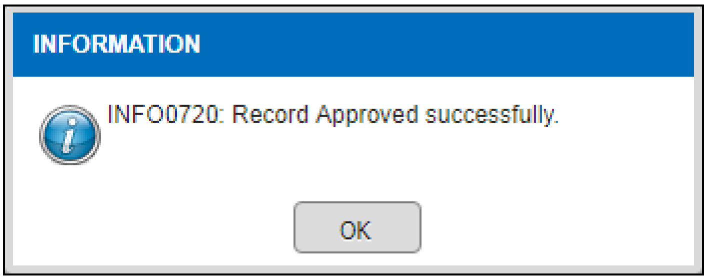


Figure 3.2.6-11 Save Record Alert Message

- *Click on the* OK *button.*

STEP 11

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

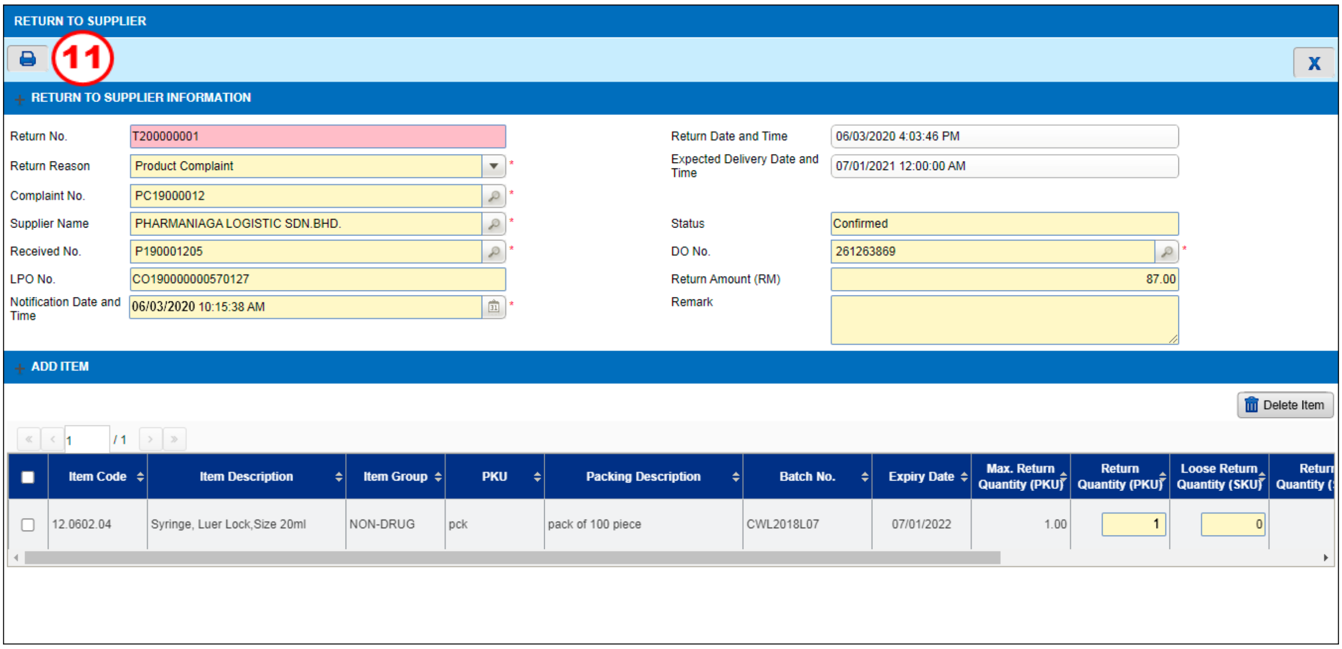


Figure 3.2.6-12 Return to Supplier

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

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

Printed Date : 27/05/2021 **Printed By** : SXXXXX AXXXXXXXXXXXX **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*	Click Here	15	*Internal Indent*	Click Here
2	*Procurement Standard APPL*	Click Here	16	*Issue*	Click Here
3	*Procurement standard LP*	Click Here	17	*Receive From Supplier*	Click Here
4	*Procurement Standard Contract*	Click Here	18	*Receive Inter Facility*	Click Here
5	*Procurement Standard Quotation*	Click Here	19	*Receive Intra Facility*	Click Here
6	*Procurement Standard (RFQ)*	Click Here	20	*Return to Supplier*	Click Here
7	*Procurement Non Standard (Requisition Order)*	Click Here	21	*Return to Supplying Unit*	Click Here
8	*Quarantine*	Click Here	22	*Slow Moving*	Click Here
9	*Product Complaint*	Click Here	23	*Stock Taking And Verification*	Click Here
10	*Recalculate Buffer Level*	Click Here	24	*Stock Transfer*	Click Here
11	*Expiration And Condemn*	Click Here	25	*Year End*	Click Here
12	*Recall Product*	Click Here	26	*Penalty*	Click Here
13	*Payment*	Click Here	27	*IWP Budget*	Click Here
14	*External Indent*	Click Here	28	*IWP Order Authorization*	Click Here