



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

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

Version	: 13th Edition
Document ID	: U. MANUAL_INV_RETURN TO SUPPLIER



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



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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

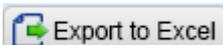
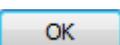
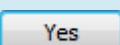
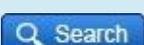
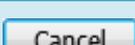
1.3 Organised Sections

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	<input type="checkbox"/>	Checkbox
	System Automatic Generate Record No.		Automatically Display/Retrieve Box
	Reset Login Screen		Show Help
	Display Home Tab		Search Record
	Cancel		Dropdown Box
	Search Icon	*	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

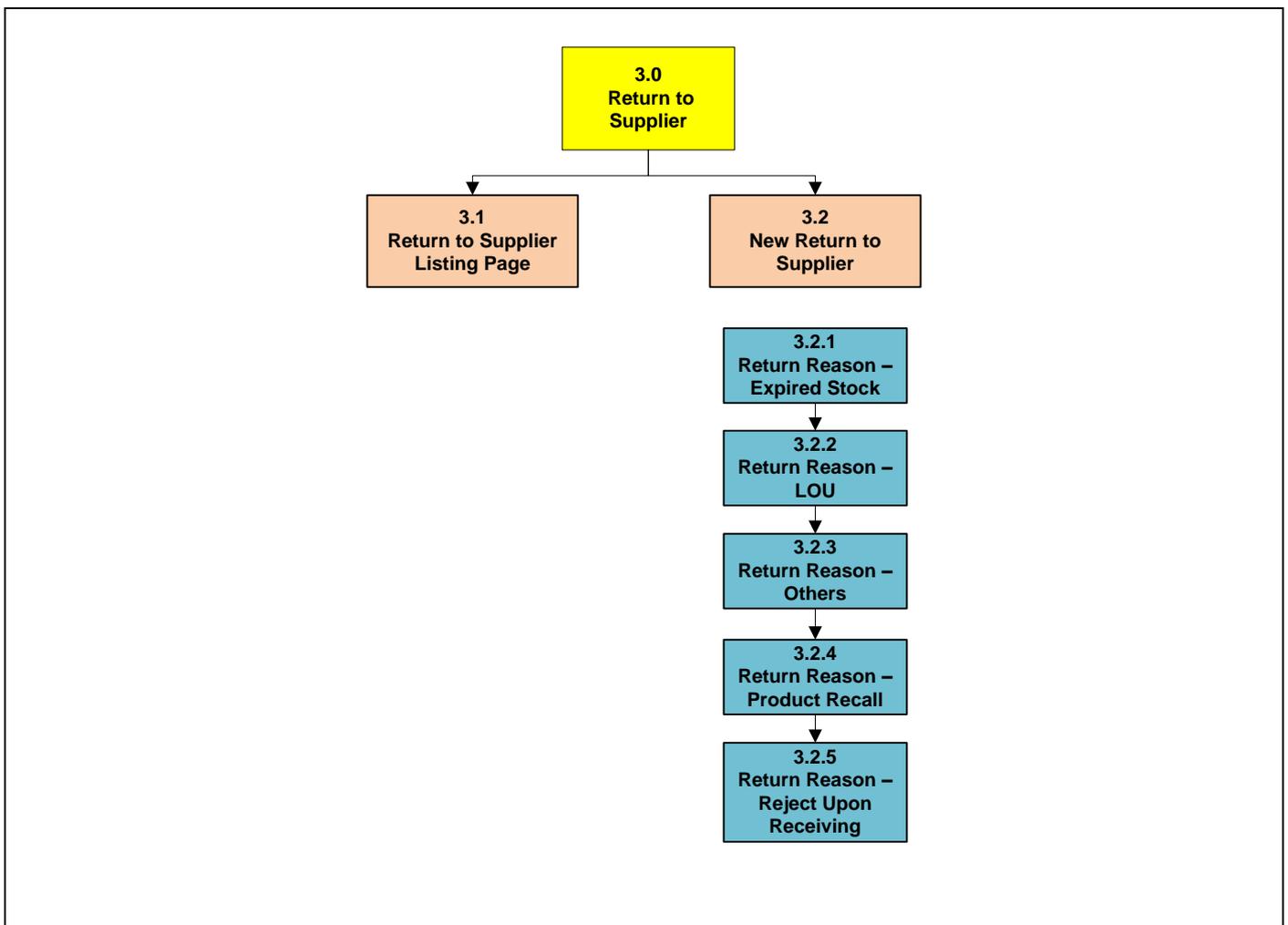


Figure 3.0-1



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:

The screenshot displays the 'RETURN TO SUPPLIER' interface. On the left, the 'Unit' menu has 'Return to Supplier' highlighted (1). The top search area includes fields for Return No, Supplier Name, Return Date From, Return Date To, and Return Reason, along with a Search button (3) and a Refresh button (2). The main table lists records with columns: Return No, Supplier Name, Return Reason, Return Date, Status, and Created By. A row with Return Reason 'Product Complaint' is highlighted (4).

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  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

Log out

Home | Return to Supplier

RETURN TO SUPPLIER

Return No. Supplier Name

Return Date From Return Date To

Return Reason: All Status: All

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	
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: 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

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. X		
Received No.	<input type="text"/>	Receive Date <input type="text"/>
LPO No.	<input type="text"/>	
<input type="button" value="<"/> <input type="button" value="1"/> / 8 <input type="button" value=">"/>		[1 - 10 / 72]
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. <input type="text"/>	Return Date and Time <input type="text" value="03/11/2020 10:47:33 AM"/>
Return Reason <input type="text" value="Expired Stock"/>	Expected Delivery Date and Time <input type="text"/>
Supplier Name <input type="text" value="PHARMANIAGA LOGISTIC SDN.BHD."/>	Status <input type="text" value="Open"/>
Received No. <input type="text" value="P140000023"/>	DO No. <input type="text" value="85523444"/>
LPO No. <input type="text" value="L0251090401141979"/>	Return Amount (RM) <input type="text" value="25,984.00"/>
Notification Date and Time <input type="text"/>	Remark <input type="text"/>

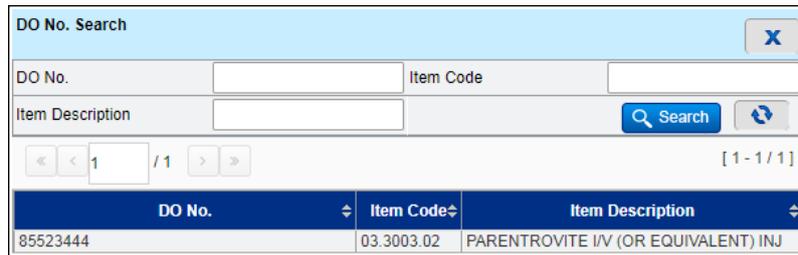
ADD ITEM

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)
<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 3.2.1-4 Return to Supplier

STEP 5

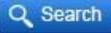
Click on the button to search the **DO No.**

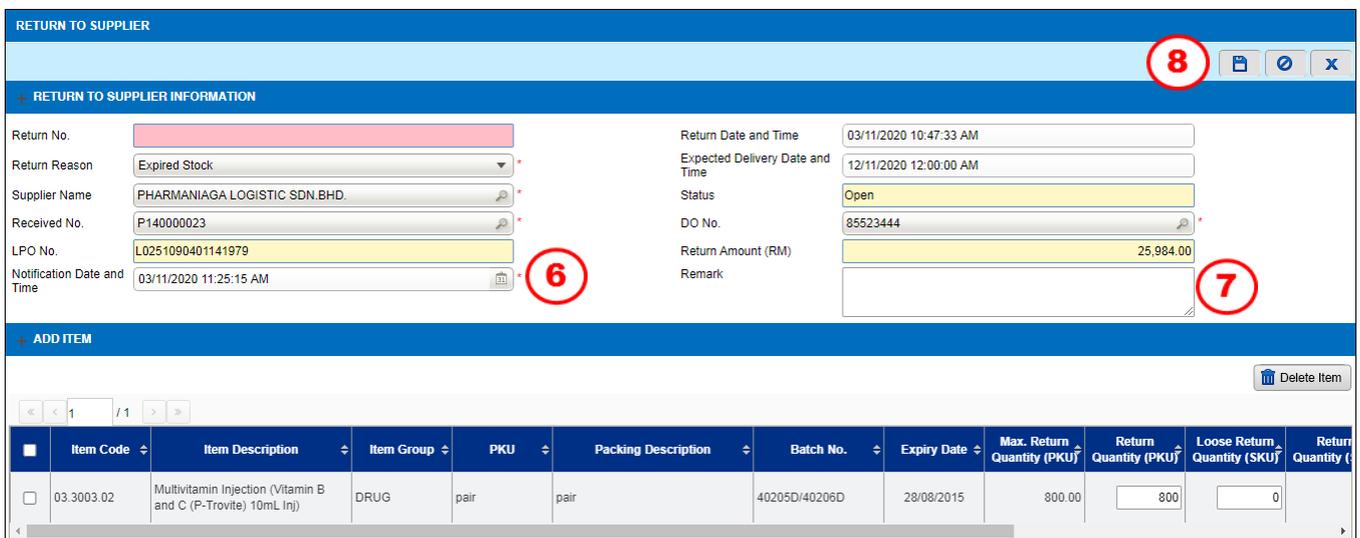


DO No.	Item Code	Item Description
85523444	03.3003.02	PARENTROVITE I/V (OR EQUIVALENT) INJ

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



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: 03/11/2020 11:25:15 AM 6

Return Date and Time: 03/11/2020 10:47:33 AM

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

Status: Open

DO No. 85523444

Return Amount (RM): 25,984.00

Remark: 7

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 3.1.2-6 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.

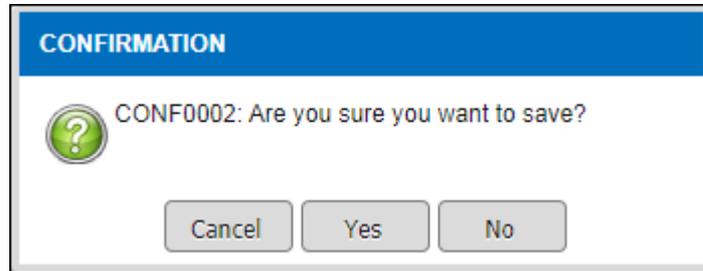


Figure 3.2.1-7 Save Record Alert Message

- Click on the button.

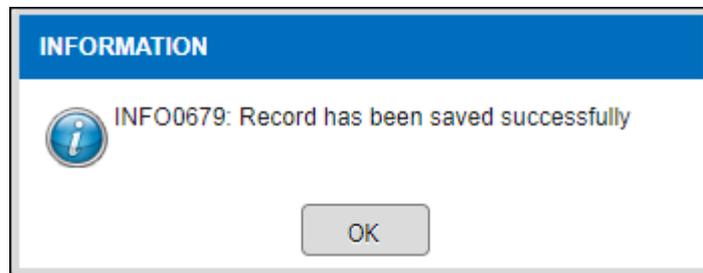


Figure 3.2.1-8 Save Record Alert Message

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

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.	T200000051	Return Date and Time	03/11/2020 10:47:33 AM
Return Reason	Expired Stock	Expected Delivery Date and Time	12/11/2020 12:00:00 AM
Supplier Name	PHARMANIAGA LOGISTIC SDN.BHD.	Status	Open
Received No.	P140000023	DO No.	85523444
LPO No.	L0251090401141979	Return Amount (RM)	25,984.00
Notification Date and Time	03/11/2020 11:25:15 AM	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)
<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 3.2.1-9 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.

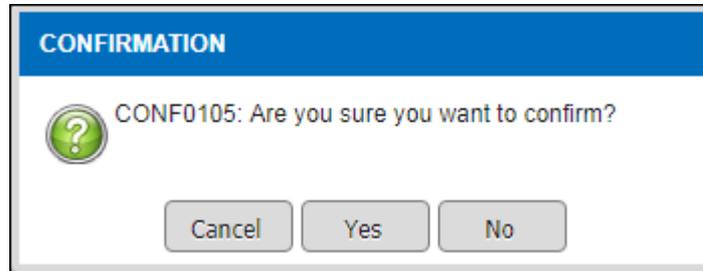
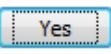


Figure 3.2.1-10 Save Record Alert Message

- Click on the  button.

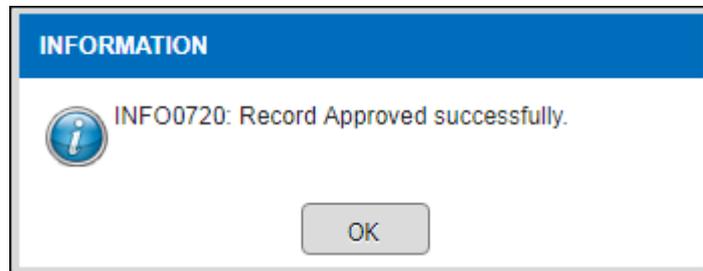


Figure 3.2.1-11 Save Record Alert Message

- 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 Date and Time	03/11/2020 10:47:33 AM
Return Reason	Expired Stock	Expected Delivery Date and Time	12/11/2020 12:00:00 AM
Supplier Name	PHARMANIAGA LOGISTIC SDN.BHD.	Status	Confirmed
Received No.	P140000023	DO No.	85523444
LPO No.	L0251090401141979	Return Amount (RM)	25,984.00
Notification Date and Time	03/11/2020 11:25:15 AM	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	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. : T20000051
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

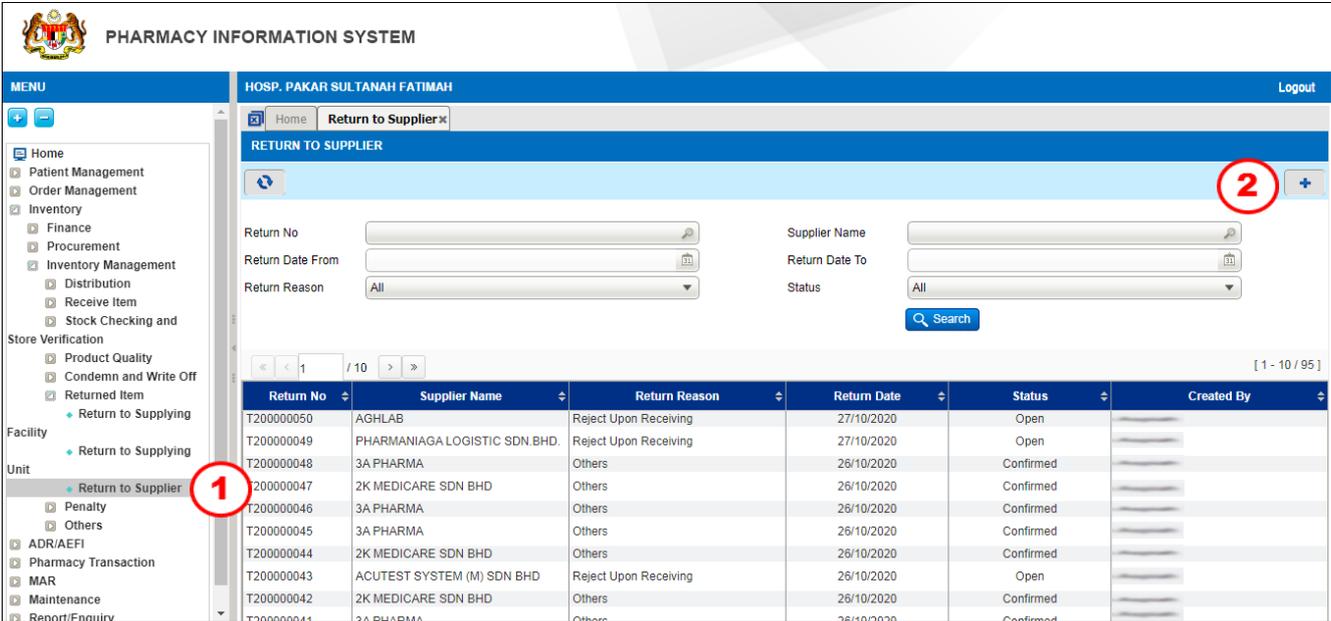
<p>Disediakan oleh:</p> <p>Nama : </p> <p>Jawatan : Pegawai Farmasi UF48</p> <p>Unit : STOR FARMASI</p> <p>Jabatan : Pharmacy</p> <p>Tarikh : 03/11/2020</p>	<p>Diterima Oleh :</p> <p>Nama :</p> <p>Tarikh :</p> <p>Cop Syarikat :</p>	<p>Direkodkan dan dikeluarkan oleh:</p> <p>Nama :</p> <p>Jawatan :</p>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

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

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:



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: LOU 3

Supplier Name: PRIMABUMI SDN. BHD.

Received No. 4

LPO No. 19898679

Notification Date and Time

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

☐	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"/>	S01EB01110D20 02XX.01	Pilocarpine 2% Eye Drops	DRUG	bott	Bottle	18A21BK.	31/12/2021	10.00	10	0	

Figure 3.2.2-2 Return to Supplier

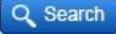
STEP 3

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. X

Received No. Receive Date

LPO No. Search

<< < 1 / 4 > >> [1 - 10 / 31]

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 8

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 5

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 7

<< < 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"/> S01EB01110D20 22XX.01	Pilocarpine 2% Eye Drops	DRUG	bott	Bottle	18A21BK.	31/12/2021	10.00	10	0	

Delete Item 6

Figure 3.2.2-4 Return to Supplier

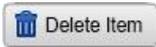
STEP 5

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.

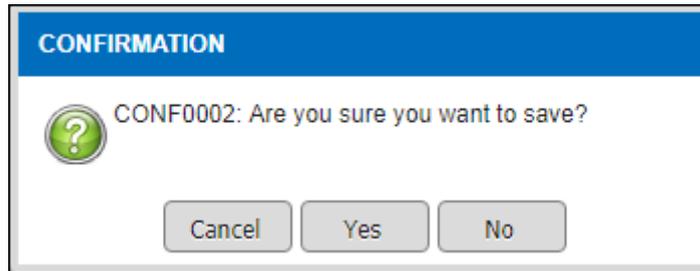
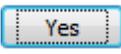


Figure 3.2.2-5 Save Record Alert Message

- Click on the  button.

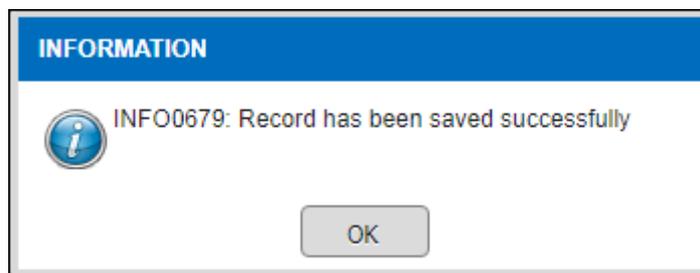
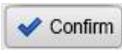


Figure 3.2.2-6 Save Record Alert Message

- 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.	T200000052	Return Date and Time	03/11/2020 4:38:05 PM
Return Reason	LOU	Expected Delivery Date and Time	31/12/2021 12:00:00 AM
Supplier Name	PRIMABUMI SDN. BHD.	Status	Open
Received No.	P190002824	DO No.	PBD413267
LPO No.	19898679	Return Amount (RM)	77.90
Notification Date and Time	03/11/2020 4:43:42 PM	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)
S01EB01110D20 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.

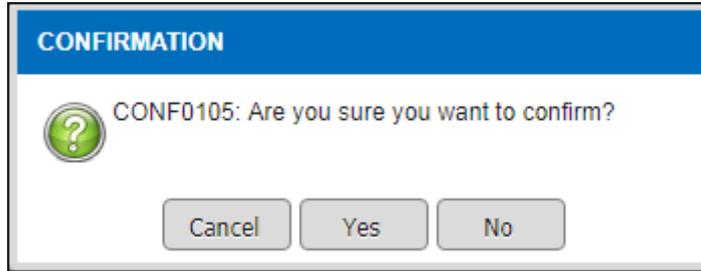
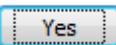


Figure 3.2.2-8 Save Record Alert Message

- Click on the  button.

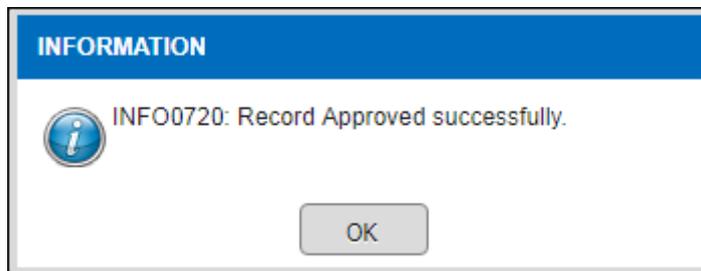
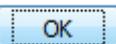


Figure 3.2.2-9 Save Record Alert Message

- 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.	T20000052	Return Date and Time	03/11/2020 4:38:05 PM
Return Reason	LOU	Expected Delivery Date and Time	31/12/2021 12:00:00 AM
Supplier Name	PRIMABUMI SDN. BHD.	Status	Confirmed
Received No.	P190002824	DO No.	PBD413267
LPO No.	19898679	Return Amount (RM)	77.90
Notification Date and Time	03/11/2020 4:43:42 PM	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. : T20000052
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 : [REDACTED]	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 : [REDACTED] Unit Name : STOR FARMASI Source : PhIS

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.

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

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

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

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)
46.3019.01J	One Third Tubular Plate 3.5mm (Hole Range: 11)	NON-DRUG	pck	Pack of 5 pc	123311-25-R	-	1.00	<input type="text" value="1"/>	<input type="text" value="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.

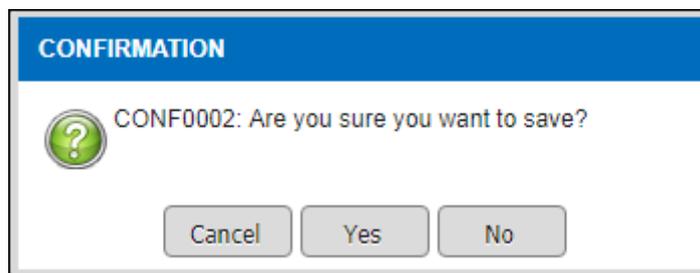
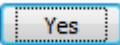


Figure 3.2.3-5 Save Record Alert Message

- Click on the  button.

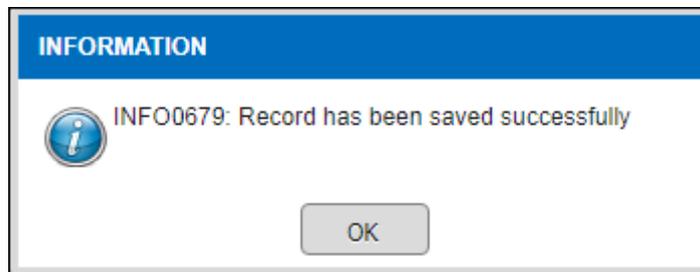
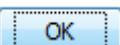


Figure 3.2.3-6 Save Record Alert Message

- 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

RETURN TO SUPPLIER INFORMATION

Return No. Return Date and Time
 Return Reason Expected Delivery Date and Time
 Reason
 Supplier Name Status
 Received No. DO No.
 LPO No. Return Amount (RM)
 Notification Date and Time 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)
<input type="checkbox"/> 46.3019.01J	One Third Tubular Plate 3.5mm (Hole Range: 11)	NON-DRUG	pck	Pack of 5 pc	123311-25-R	-	1.00	<input type="text" value="1"/>	<input type="text" value="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.

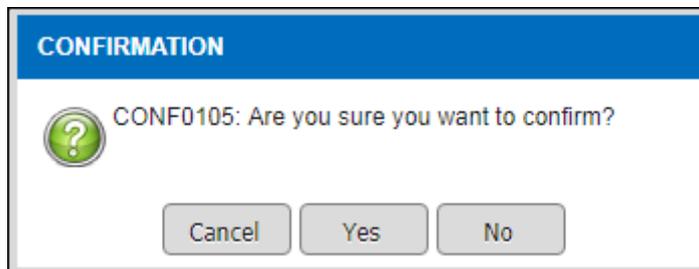


Figure 3.2.3-8 Save Record Alert Message

- Click on the button.

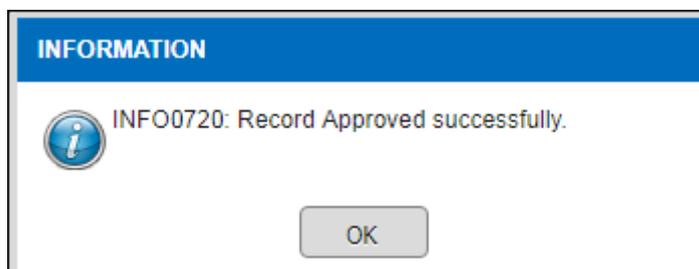


Figure 3.2.3-9 Save Record Alert Message

- Click on the button.

STEP 11



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

RETURN TO SUPPLIER

11
X

+ RETURN TO SUPPLIER INFORMATION

Return No. <input type="text" value="T200000053"/>	Return Date and Time <input type="text" value="04/11/2020 10:33:24 AM"/>
Return Reason <input type="text" value="Others"/>	Expected Delivery Date and Time <input type="text" value="15/11/2020 12:00:00 AM"/>
Reason <input type="text" value="Damage"/>	Status <input type="text" value="Confirmed"/>
Supplier Name <input type="text" value="PHARMANIAGA LOGISTIC SDN.BHD."/>	DO No. <input type="text" value="86459060"/>
Received No. <input type="text" value="P140000185"/>	Return Amount (RM) <input type="text" value="348.00"/>
LPO No. <input type="text" value="L0251090401142255"/>	Remark <input type="text"/>
Notification Date and Time <input type="text" value="04/11/2020 10:40:06 AM"/>	

+ 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)
46.3019.01J	One Third Tubular Plate 3.5mm (Hole Range: 11)	NON-DRUG	pck	Pack of 5 pc	123311-25-R	-	1.00	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="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

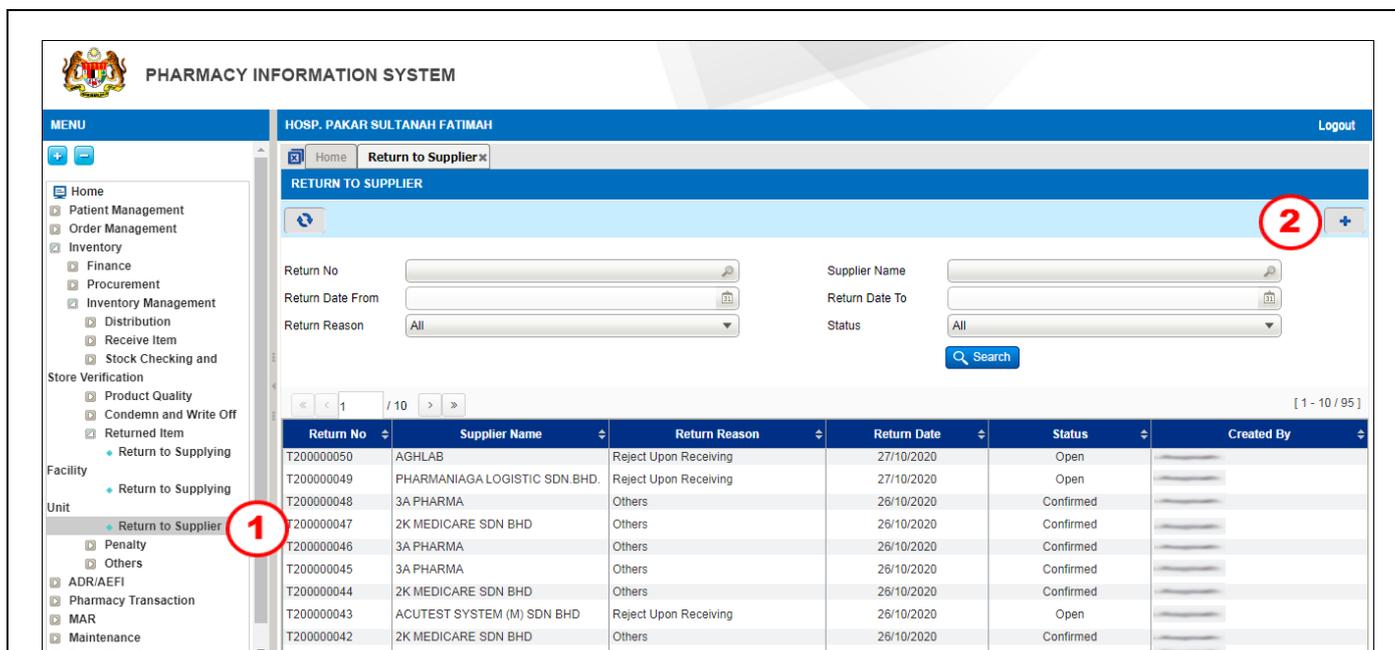
Disediakan oleh:		Diterima Oleh :		Direkodkan dan dikeluarkan oleh:	
Nama :	[Redacted]	Nama :		Nama :	
Jawatan :	Pegawai Farmasi UF48	Tarikh :		Jawatan :	
Unit :	STOR FARMASI	Cop Syarikat :		Unit :	
Jabatan :	Pharmacy			Tarikh :	
Tarikh :	04/11/2020				

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

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:



The screenshot shows the 'Return to Supplier' screen in the PHARMACY INFORMATION SYSTEM. The left menu has 'Return to Supplier' highlighted under the 'Unit' section, marked with a red circle '1'. The main area has a '+', 'Search', and 'Refresh' button, with the '+' button circled in red as '2'. Below are search filters and a table of return records.

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.	<input type="text"/>	Return Date and Time	04/11/2020 10:52:22 AM
Return Reason	Product Recall 3	Expected Delivery Date and Time	<input type="text"/>
Notification No.	RN20000003 4	Degree of Product Recall	1
Supplier Name	CORE MEDIC 5	Status	Open
Received No.	P200003740	DO No.	DO901738
LPO No.	<input type="text"/>	Return Amount (RM)	0.00
Notification Date and Time	<input type="text"/>	Remark	<input type="text"/>

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)
<input type="checkbox"/> V03AB25000P30 01XX.02	Flumazenil 0.5mg/5ml Inj	DRUG	amp	Ampoule	0P3001XX	30/12/2022	100.00	100	0	

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

<< 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="button" value="Search"/> <input type="button" value="Refresh"/>	
[11 - 20 / 2223]	
Supplier Name	Supplier Code
AARGYP SCIENTIFIC SDN. BHD	SUPP000004
Abbive 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. <input type="text"/>	Return Date and Time <input type="text" value="04/11/2020 10:52:22 AM"/>
Return Reason <input type="text" value="Product Recall"/>	Expected Delivery Date and Time <input type="text"/>
Notification No. <input type="text" value="RN20000003"/>	Degree of Product Recall <input type="text" value="1"/>
Supplier Name <input type="text" value="CORE MEDIC"/>	Status <input type="text" value="Open"/>
Received No. <input type="text" value="P200003740"/>	DO No. <input type="text" value="D0901738"/>
LPO No. <input type="text"/>	Return Amount (RM) <input type="text" value="0.00"/>
Notification Date and Time <input type="text" value="04/11/2020 11:04:26 AM"/>	Remark <input type="text"/>

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)
<input type="checkbox"/> V03AB25000P30 01XX.02	Flumazenil 0.5mg/5ml Inj	DRUG	amp	Ampoule	0P3001XX	30/12/2022	100.00	100	0	

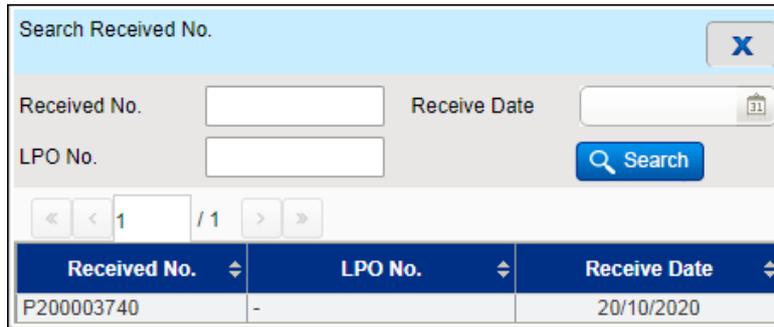
Figure 3.2.4-5 Return to Supplier

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.

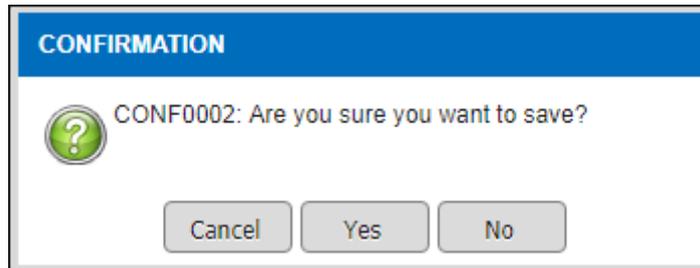
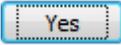


Figure 3.2.4-7 Save Record Alert Message

- Click on the  button.

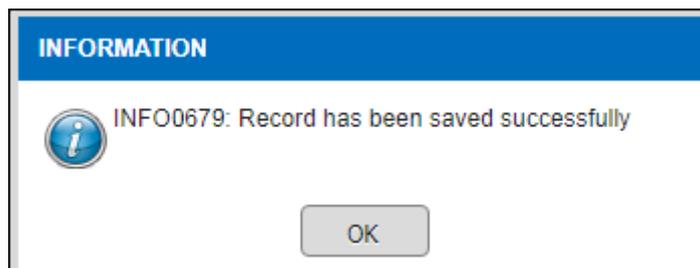
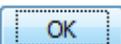


Figure 3.2.4-8 Save Record Alert Message

- Click on the  button.

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

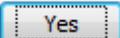
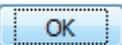
- Click on the  button.

Figure 3.2.4-11 Save Record Alert Message



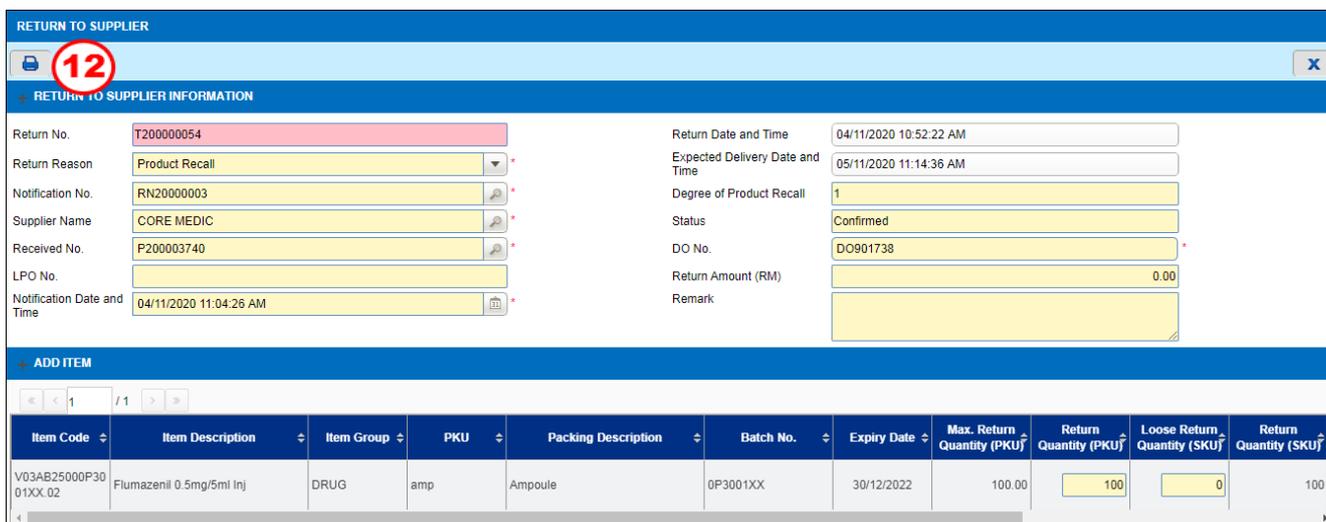
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- Click on the  button.

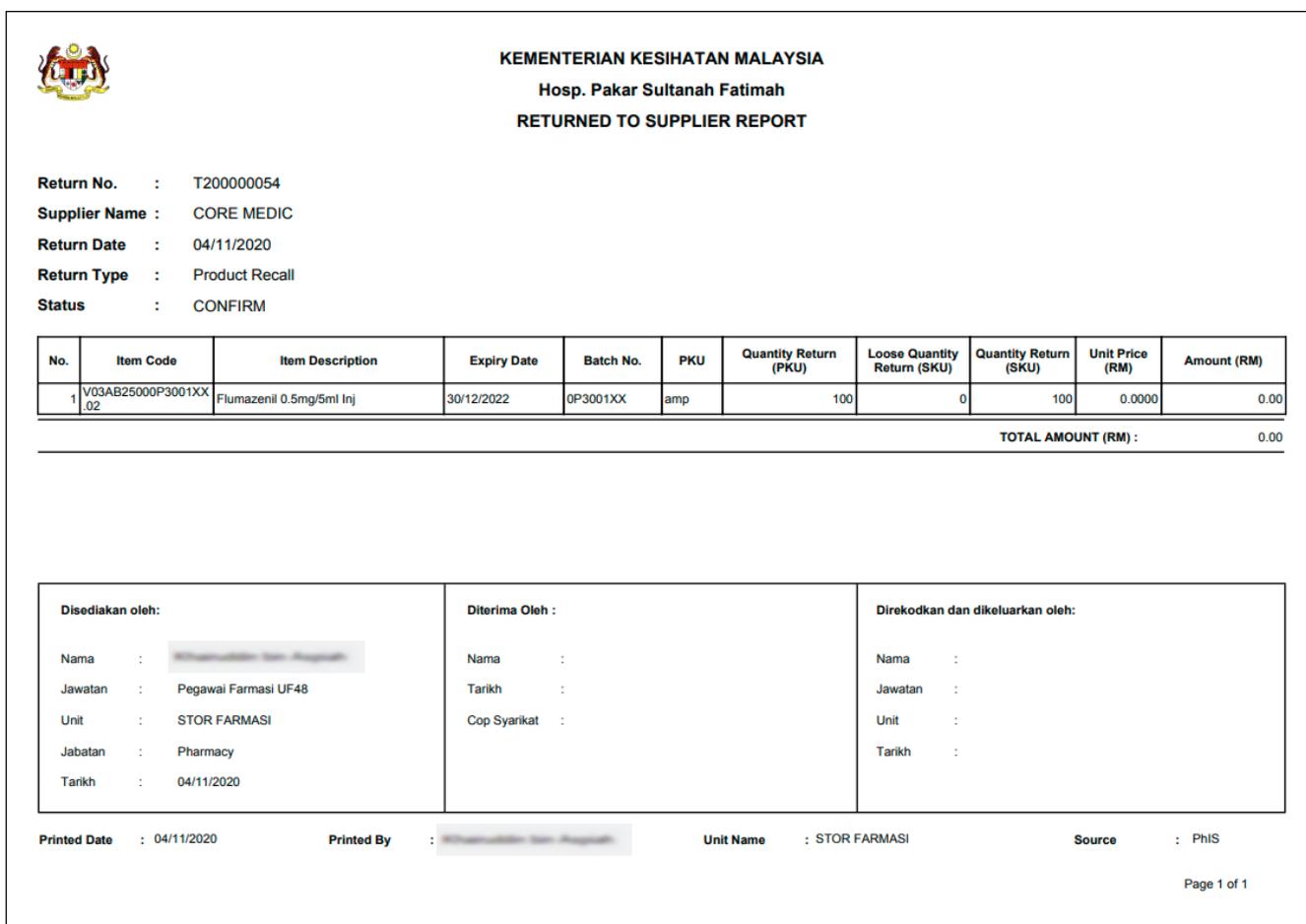
STEP 12

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



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

Disiapkan 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

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

Home | Return to Supplier

RETURN TO SUPPLIER

Return No: Supplier Name:

Return Date From: Return Date To:

Return Reason: All Status: All

[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 INFORMATION

Return No.

Return Reason: Reject Upon Receiving **3**

Supplier Name: ACUTEST SYSTEM (M) SDN BHD

Received No. P200003780 **4**

LPO No.

Notification Date and Time

Return Date and Time: 04/11/2020 11:31:26 AM

Expected Delivery Date and Time

Status: Open

DO No. D0904004

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	

Figure 3.2.5-2 Return to Supplier

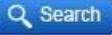
STEP 3

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
<input type="button" value="Search"/> <input type="button" value="Refresh"/>	
<< < 2 / 223 > >> [11 - 20 / 2223]	
Supplier Name	Supplier Code
AARGYP SCIENTIFIC SDN. BHD	SUPP000004
Abbive 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

8   

RETURN TO SUPPLIER INFORMATION

Return No.	<input type="text"/>	Return Date and Time	04/11/2020 11:31:26 AM
Return Reason	Reject Upon Receiving	Expected Delivery Date and Time	11/11/2020 11:35:45 AM
Supplier Name	ACUTEST SYSTEM (M) SDN BHD 5	Status	Open
Received No.	P200003780	DO No.	DO904004
LPO No.	<input type="text"/>	Return Amount (RM)	0.00
Notification Date and Time	04/11/2020 11:36:23 AM 6	Remark	<input type="text"/> 7

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)
<input type="checkbox"/> Y1690430002.01	Oxygen Reservoir Bag, 600ml	NON-DRUG	EA	each	NOT APPLICABLE	-	200.00	200	0	

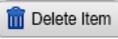
Figure 3.2.5-4 Return to Supplier

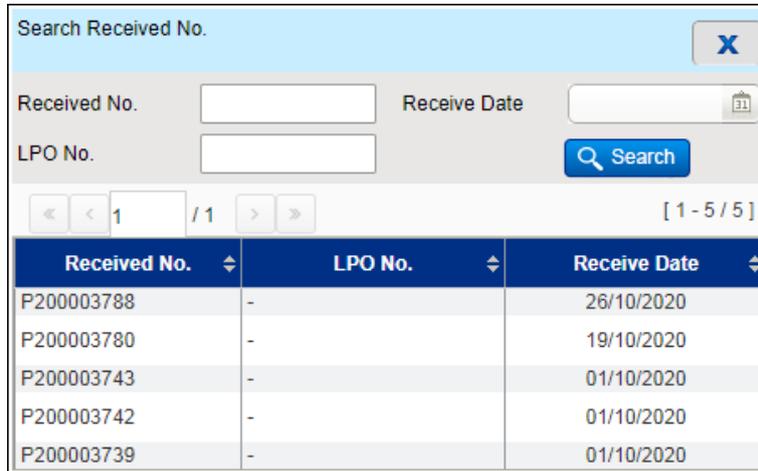
STEP 5

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.



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.

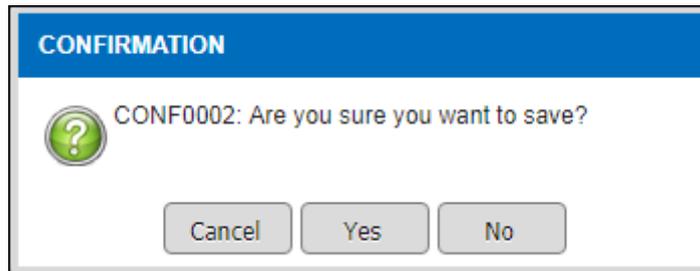
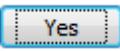


Figure 3.2.5-6 Save Record Alert Message

- Click on the  button.

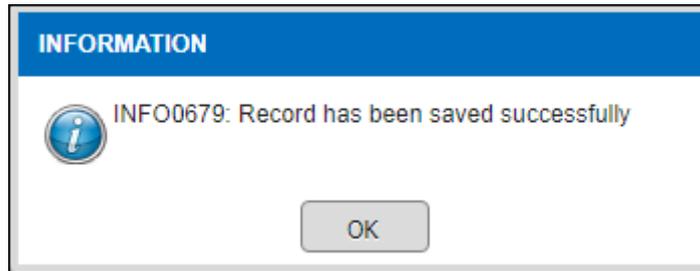
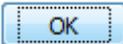


Figure 3.2.5-7 Save Record Alert Message

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

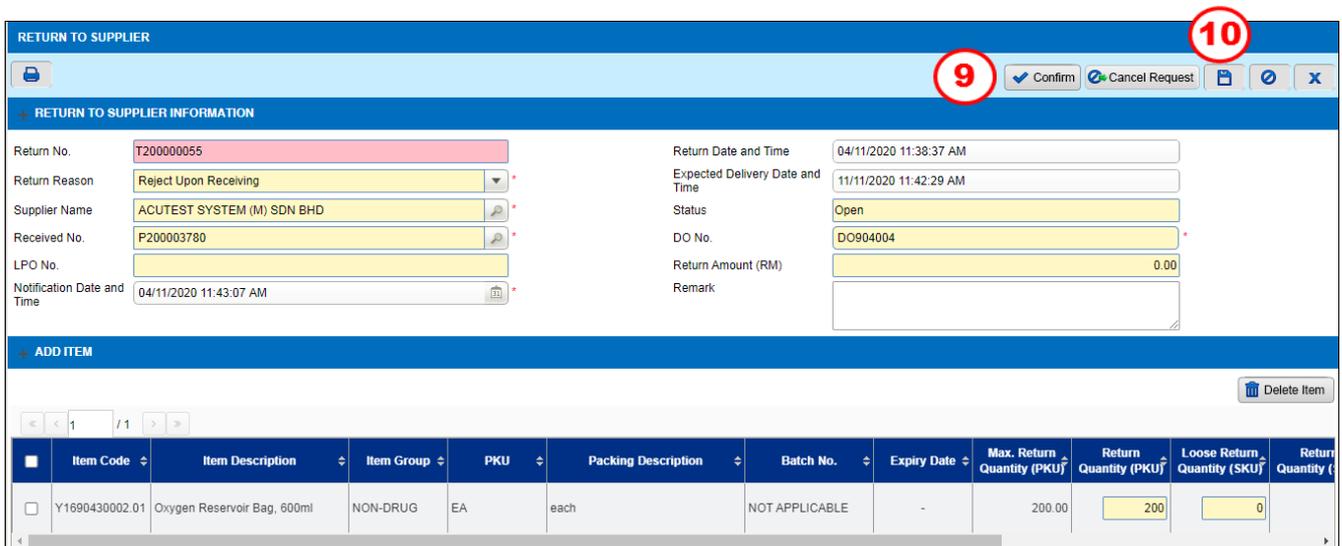


Figure 3.2.5-8 Return to Supplier

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.

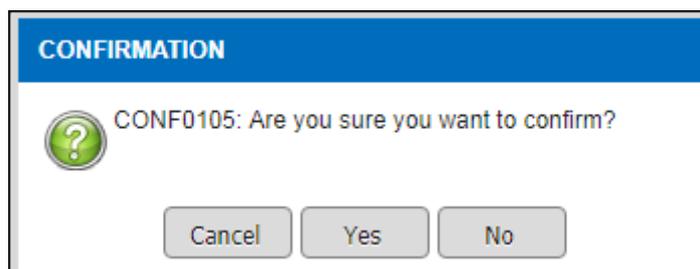
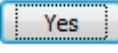


Figure 3.2.5-9 Save Record Alert Message

- Click on the  button.

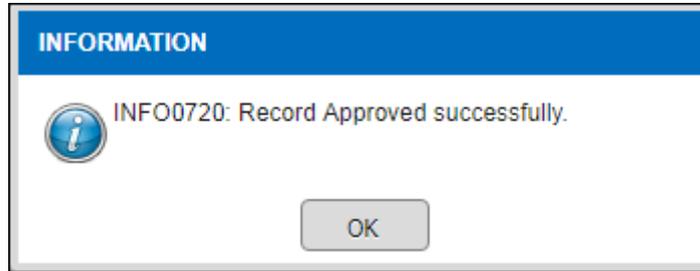


Figure 3.2.5-10 Save Record Alert Message

- Click on the  button.

STEP 11

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

RETURN TO SUPPLIER

11
X

+ RETURN TO SUPPLIER INFORMATION

Return No. <input type="text" value="T200000055"/>	Return Date and Time <input type="text" value="04/11/2020 11:38:37 AM"/>
Return Reason <input type="text" value="Reject Upon Receiving"/>	Expected Delivery Date and Time <input type="text" value="15/11/2020 12:00:00 AM"/>
Supplier Name <input type="text" value="ACUTEST SYSTEM (M) SDN BHD"/>	Status <input type="text" value="Confirmed"/>
Received No. <input type="text" value="P200003780"/>	DO No. <input type="text" value="DO904004"/>
LPO No. <input type="text" value=""/>	Return Amount (RM) <input type="text" value="0.00"/>
Notification Date and Time <input type="text" value="04/11/2020 11:43:07 AM"/>	Remark <input type="text" value=""/>

+ 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



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Return Item (Return to Supplier)



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

Return No. : T20000055
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 : [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

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:

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Return to Supplier x

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
900000001	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 XXXXXX
T190000005	PHARMANIAGA LOGISTIC SDN BHD.	LOU	04/08/2019	Confirmed	NXXXX XXXXXXXX XX XXXXX XXXXXX
T190000004	PHARMANIAGA LOGISTIC SDN BHD.	LOU	18/07/2019	Confirmed	NXXXX XXXXXXXX XX XXXXX XXXXXX
T190000003	PHARMANIAGA LOGISTIC SDN BHD.	LOU	03/06/2019	Confirmed	NXXXX XXXXXXXX XX XXXXX XXXXXX
T190000002	PHARMANIAGA LOGISTIC SDN BHD.	LOU	03/06/2019	Confirmed	NXXXX XXXXXXXX XX XXXXX XXXXXX
T190000001	PHARMANIAGA LOGISTIC SDN BHD.	LOU	22/05/2019	Confirmed	NXXXX XXXXXXXX XX XXXXX XXXXXX
T180000014	PHARMANIAGA LOGISTIC SDN BHD.	Others	03/12/2018	Confirmed	NXXXX XXXXXXXX XX XXXXX XXXXXX
T180000013	IMPIAN HEALTHCARE RESOURCES	Others	03/09/2018	Confirmed	AXXXXX XX XXXXXXXX
T180000012	PRIMARJULI SDN BHD.	LOU	12/07/2018	Confirmed	MYXX XXXXXX Y XXXXXX

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.

RETURN TO SUPPLIER

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

Supplier Name PHARMANIAGA LOGISTIC SDN BHD.

Status Open

Received No. DO No.

LPO No. Return Amount (RM) 0.00

Notification Date and Time 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)
No Records Found!										

Figure 3.2.6-2 Return to Supplier

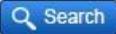
STEP 3

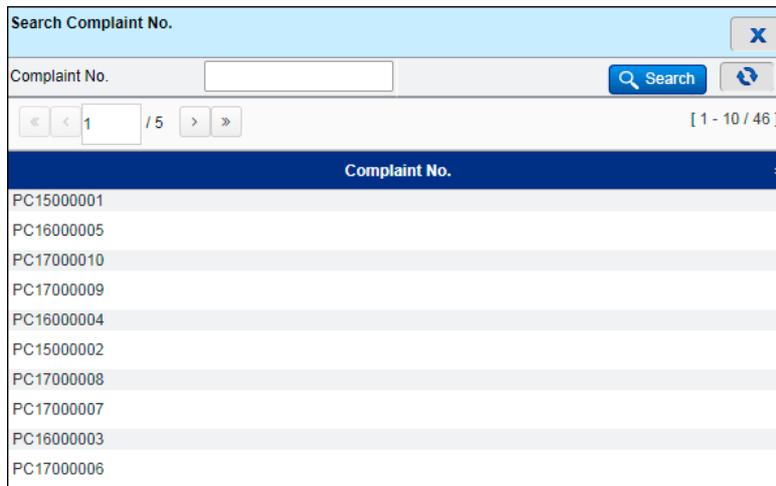
Select **Return Reason** from the dropdown box

STEP 4

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

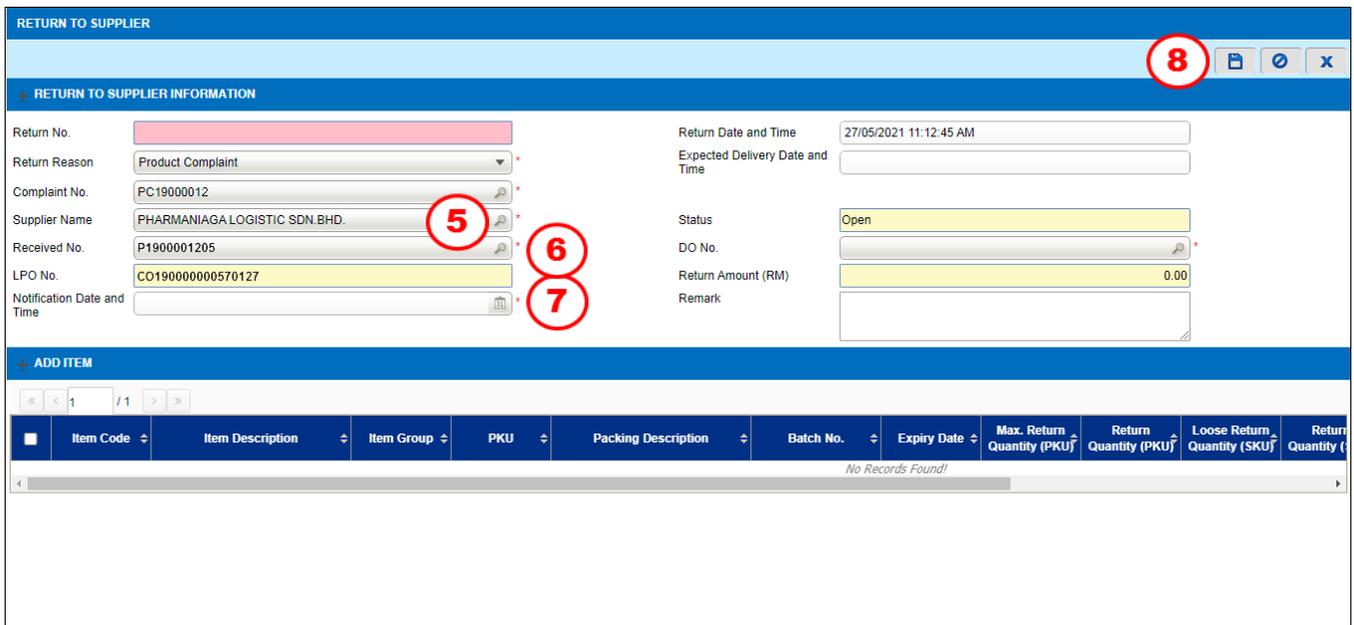
Note

- 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.**



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

Figure 3.2.6-3 List of Complaint No.



RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.

Return Reason: Product Complaint

Complaint No. PC19000012 **5**

Supplier Name: PHARMANIAGA LOGISTIC SDN.BHD. **6**

Received No. P1900001205 **7**

LPO No. CO190000000570127

Notification Date and Time

Return Date and Time: 27/05/2021 11:12:45 AM **8**

Expected Delivery Date and Time

Status: Open

DO No.

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)
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
 	
 / 171 [1 - 10 / 1702]	
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.

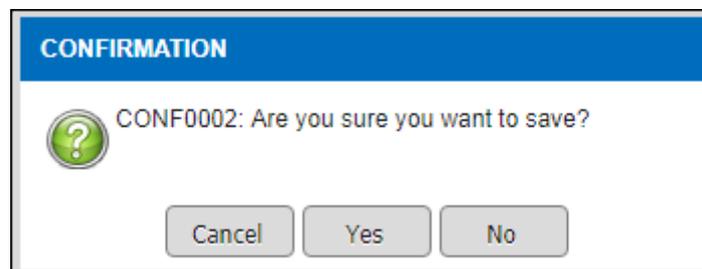
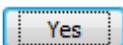


Figure 3.2.6-7 Save Record Alert Message

- Click on the  button.

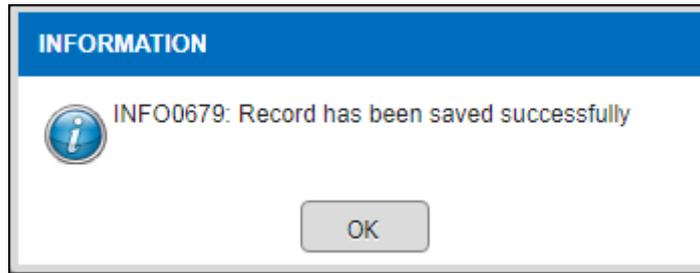


Figure 3.2.6-8 Save Record Alert Message

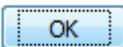
- Click on the  button.
- **Return No.** will be generated automatically by system for future reference and the  button will be enabled.

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.

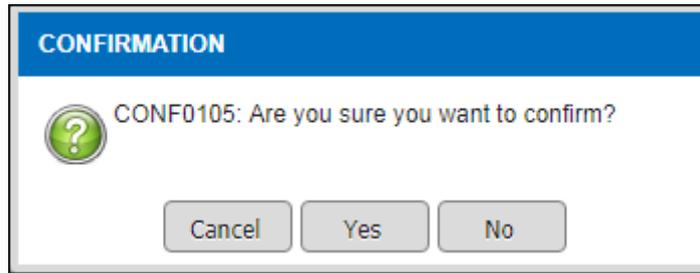
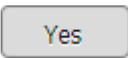


Figure 3.2.6-10 Save Record Alert Message

- Click on the  button.

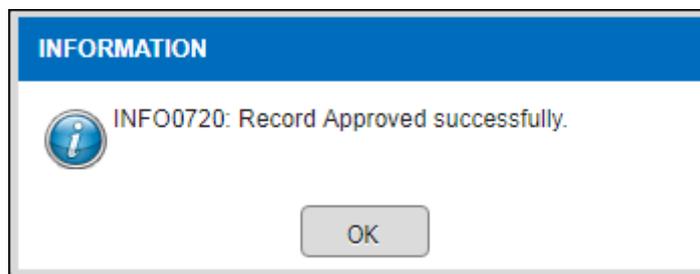


Figure 3.2.6-11 Save Record Alert Message

- Click on the  button.

STEP 11

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

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No. <input type="text" value="T20000001"/>	Return Date and Time <input type="text" value="06/03/2020 4:03:46 PM"/>
Return Reason <input type="text" value="Product Complaint"/>	Expected Delivery Date and Time <input type="text" value="07/01/2021 12:00:00 AM"/>
Complaint No. <input type="text" value="PC19000012"/>	Status <input type="text" value="Confirmed"/>
Supplier Name <input type="text" value="PHARMANIAGA LOGISTIC SDN BHD."/>	DO No. <input type="text" value="261263869"/>
Received No. <input type="text" value="P190001205"/>	Return Amount (RM) <input type="text" value="87.00"/>
LPO No. <input type="text" value="CO190000000570127"/>	Remark <input type="text"/>
Notification Date and Time <input type="text" value="06/03/2020 10:15:38 AM"/>	

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"/> 12.0602.04	Syringe, Luer Lock, Size 20ml	NON-DRUG	pck	pack of 100 piece	CWL2018L07	07/01/2022	1.00	1	0	

Figure 3.2.6-12 Return to Supplier



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

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 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

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