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**

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Application reference: PhIS & CPS v2.6.1

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:

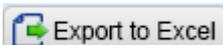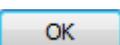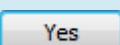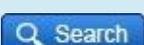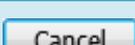- Create New Return to Supplier Record

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
[icon]	Close All Open Tabs	[icon]	Refresh Screen
[+]	Expand Menu	[-]	Collapse Menu
[icon]	Expand Module	[icon]	Collapse Module
[+]	Add/Create New Record	[icon]	Save
[X]	Close Window	[31]	Calendar Icon
[printer]	Save Transaction	[trash]	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
[pink box]	System Automatic Generate Record No.	[yellow box]	Automatically Display/Retrieve Box
C	Reset Login Screen	i	Show Help
🖥 Home	Display Home Tab	🔍 Search	Search Record
⊘	Cancel	[dropdown ▼]	Dropdown Box
[search]	Search Icon	*	Mandatory Field
[pencil]	Edit Record	[text box]	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)
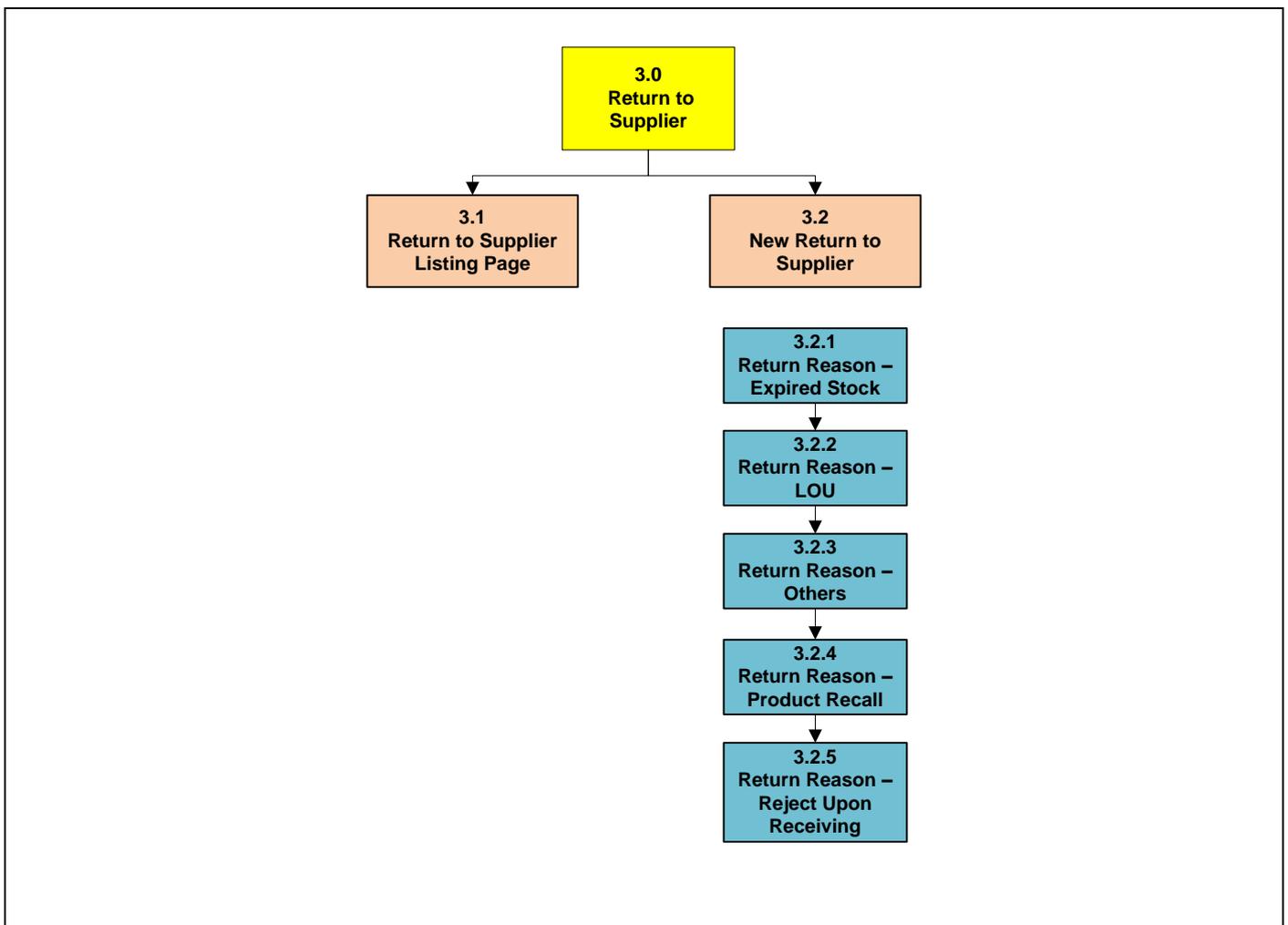
Functional Diagram

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 [Q 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

Search Received No.

Received No. [   ]   Receive Date [   ] 📅

LPO No. [   ]   🔍 Search

« < 1 / 8 > »   [1 - 10 / 72]

Figure 3.2.1-3 List of Receipt No

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.		Return Date and Time	03/11/2020 10:47:33 AM
Return Reason	Expired Stock	Expected Delivery Date and Time	
Supplier Name	PHARMANIAGA LOGISTIC SDN.BHD.	Status	Open
Received No.	P140000023	DO No.	85523444 ⑤
LPO No.	L0251090401141979	Return Amount (RM)	25,984.00
Notification Date and Time		Remark	

ADD ITEM

🗑 Delete Item

« < 1 / 1 > »

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

Figure 3.2.1-4 Return to Supplier

STEP 5

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

DO No. Search

| DO No. | | Item Code | |
| Item Description | | | |

Q Search

[1 - 1 / 1]
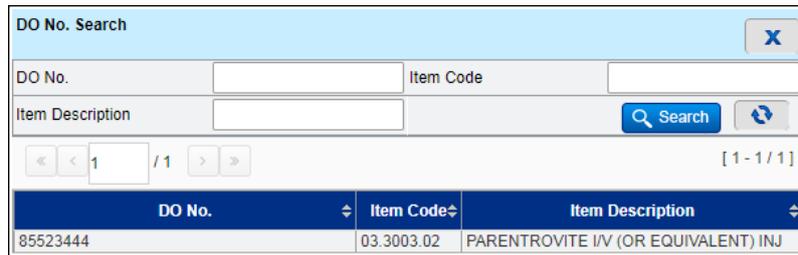
DO No.	Item Code	Item Description
85523444	03.3003.02	PARENTROVITE I/V (OR EQUIVALENT) INJ

Figure 3.2.1-5 List of DO No

Note
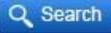
- *Click on the* Q Search *button and the list of **DO No** will be displayed as per Figure 3.2.1-5.*

- *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*
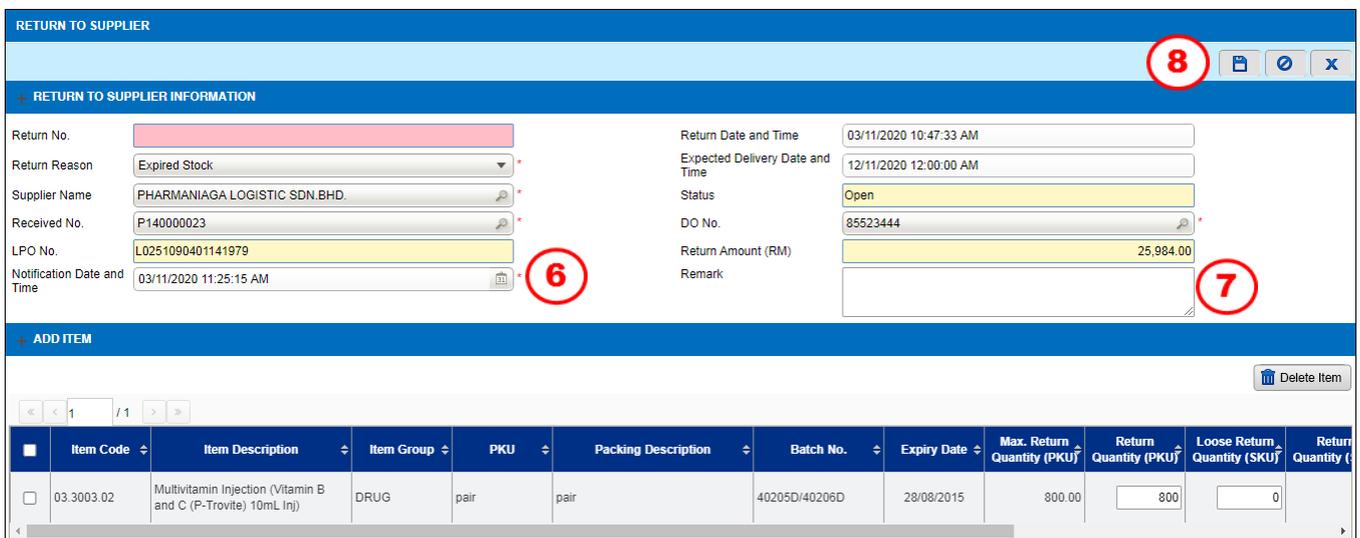
RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.		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

🗑 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 (
☐	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.*
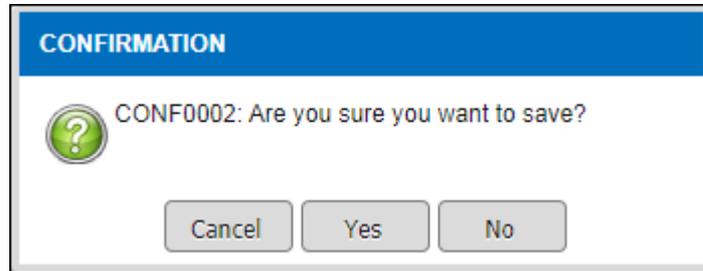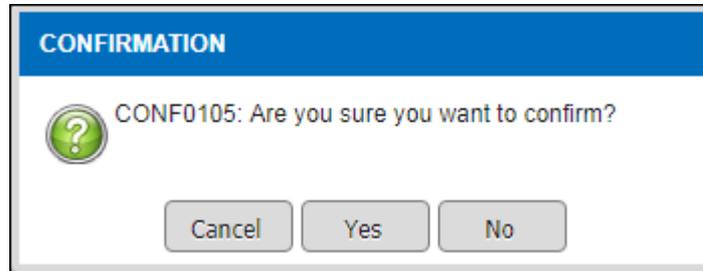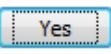

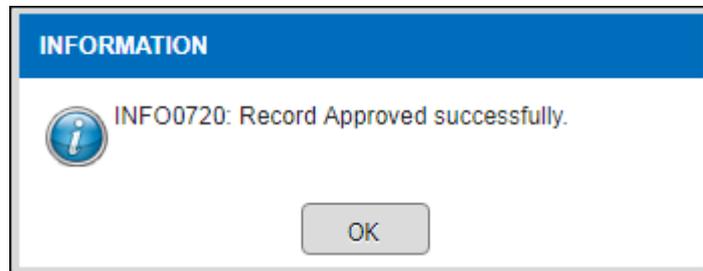**Figure 3.2.1-7 Save Record Alert Message**

- *Click on the* Yes *button.*
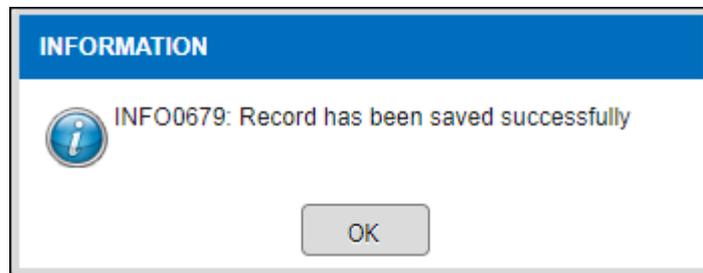
Figure 3.2.1-8 Save Record Alert Message

- *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	:	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   :   Unit Name   : STOR FARMASI   Source   : PhIS

Page 1 of 1

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 [icon] button to search the **Received No.**

Note
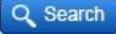
- *Click on the [Q Search] button and the list of **Receipt No.** will be displayed as per Figure 3.2.2-3.*

- *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
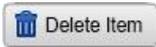
Click on the 🗑 Delete Item to delete the selected item

STEP 8

Click on the 💾 button to save the transaction

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

CONFIRMATION

CONF0002: Are you sure you want to save?

Cancel   Yes   No
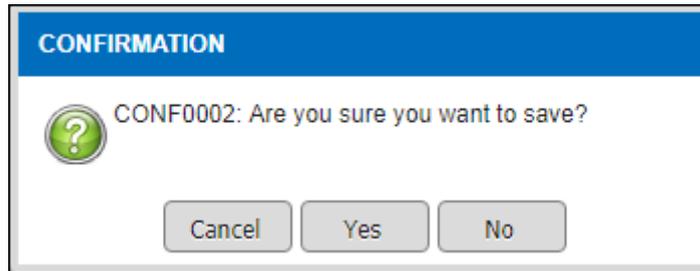
Figure 3.2.2-5 Save Record Alert Message

- *Click on the* Yes *button.*

INFORMATION

INFO0679: Record has been saved successfully

OK
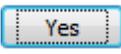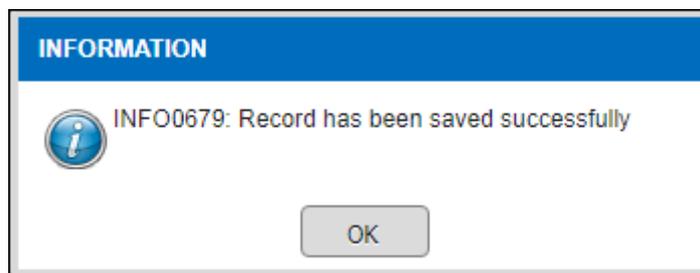
Figure 3.2.2-6 Save Record Alert Message

- *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.*
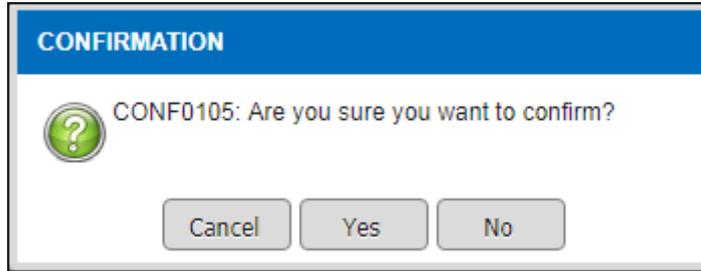
Figure 3.2.2-8 Save Record Alert Message
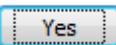
- *Click on the* Yes *button.*
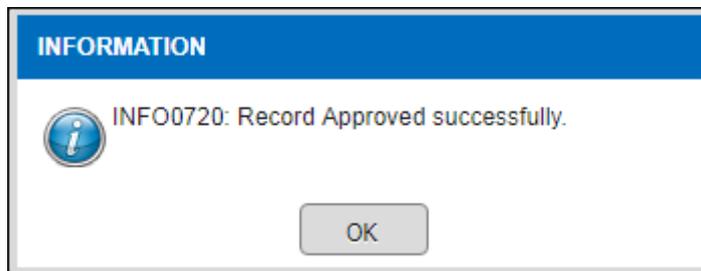
Figure 3.2.2-9 Save Record Alert Message
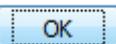
- *Click on the* OK *button.*

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

U. MANUAL_INV_RETURN TO SUPPLIER-13th E

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	:	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 :   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.**

Note

- *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

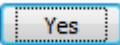*After saving the record, alert messages will be displayed as per Figure 3.2.3-5 and Figure 3.2.3-6.*

CONFIRMATION

CONF0002: Are you sure you want to save?

Cancel   Yes   No

Figure 3.2.3-5 Save Record Alert Message

- *Click on the* Yes *button.*

INFORMATION

INFO0679: Record has been saved successfully

OK

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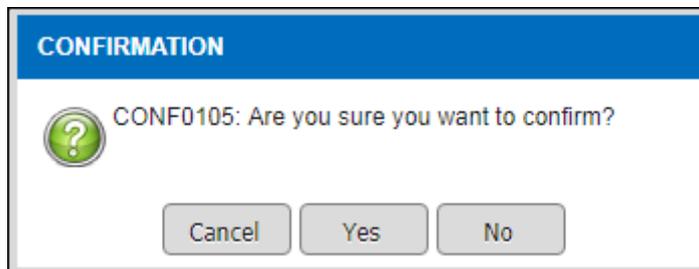- _After confirmed the record, alert messages will be displayed as per Figure 3.2.3-8 and Figure 3.2.3-9._

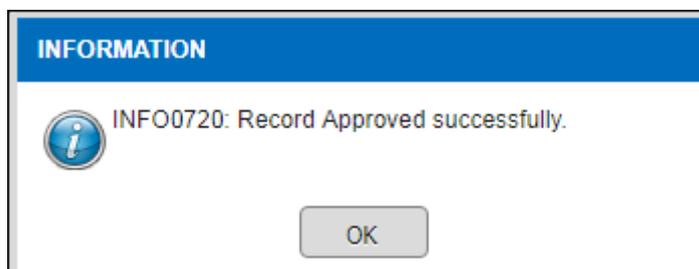**Figure 3.2.3-8 Save Record Alert Message**

- _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.*

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

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

ADD ITEM

1 / 1

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

Figure 3.2.3-10 Confirm record

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	:		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 3.2.3-11 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).***
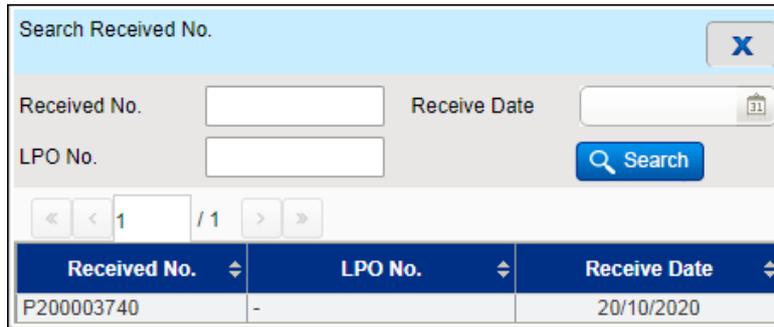
Figure 3.2.4-6 List of Received No.

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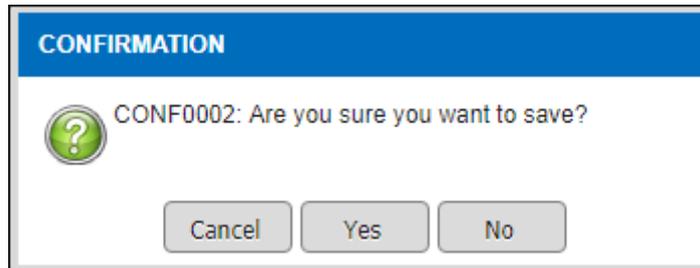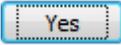- *After saving the record, alert messages will be displayed as per Figure 3.2.4-7 and Figure 3.2.4-8.*

Figure 3.2.4-7 Save Record Alert Message

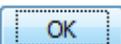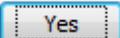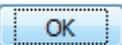- *Click on the* [Yes] *button.*
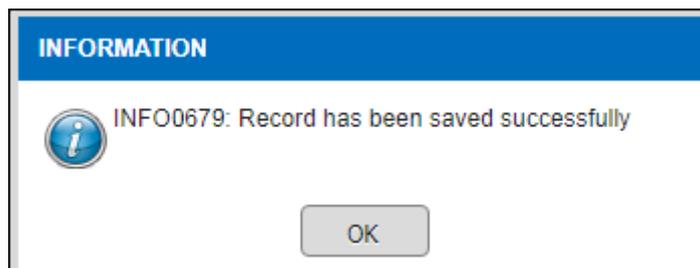
Figure 3.2.4-8 Save Record Alert Message

- *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

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.
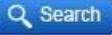

Figure 3.2.5-2 Return to Supplier

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.***

Search Supplier

Supplier Name		Supplier Code	

« ‹ 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

RETURN TO SUPPLIER

RETURN TO SUPPLIER INFORMATION

Return No.		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 🔍	Status	Open
Received No.	P200003780 🔍 ⑤	DO No.	DO904004
LPO No.		Return Amount (RM)	0.00
Notification Date and Time	04/11/2020 11:36:23 AM 📅 ⑥	Remark ⑦	

⑧ 💾 ⊘ ✕

ADD ITEM

🗑 Delete Item

« ‹ 1 / 1 › »

| ☐	Item Code ⇕	Item Description ⇕	Item Group ⇕	PKU ⇕	Packing Description ⇕	Batch No. ⇕	Expiry Date ⇕	Max. Return Quantity (PKU)	Return Quantity (PKU)	Loose Return Quantity (SKU)	Return Quantity (
☐	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 [🗑 Delete Item] button to delete item from the item list.*
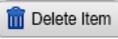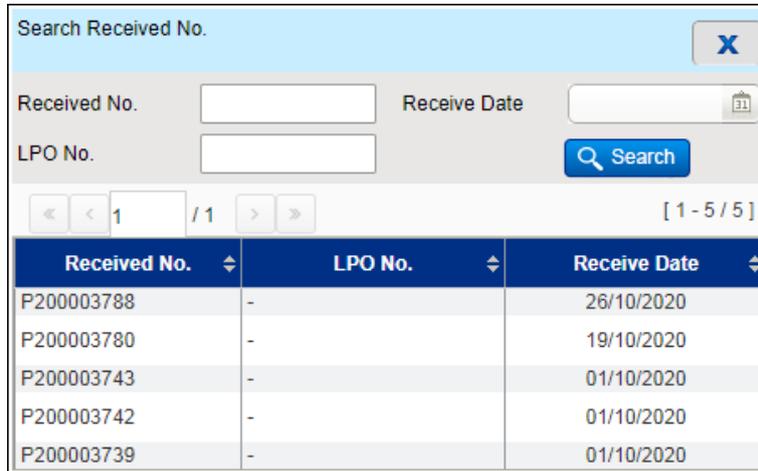
Figure 3.2.5-5 Received No.

STEP 6
Select **Notification Date**

STEP 7
Enter **Remark** if applicable

STEP 8
Click on the [💾] button to save the transaction

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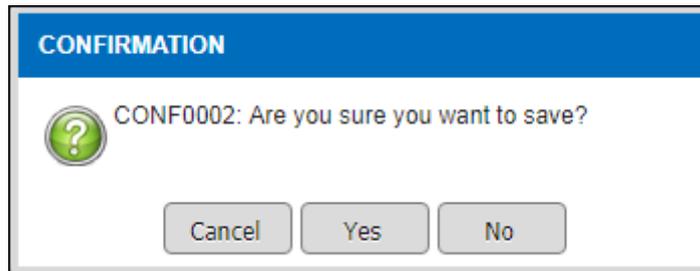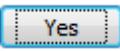- *After saving record, alert message will be displayed as per Figure 3.2.5-6 and Figure 3.2.5-7.*

Figure 3.2.5-6 Save Record Alert Message
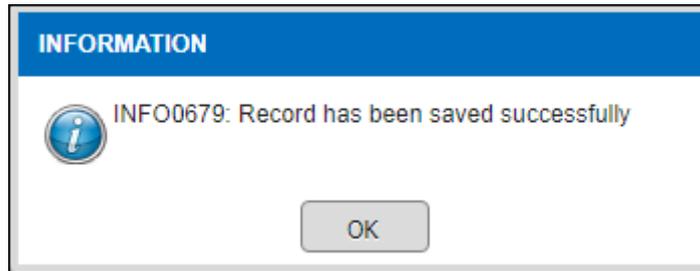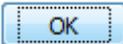
- *Click on the [Yes] button.*

Figure 3.2.5-7 Save Record Alert Message

- *Click on the* OK *button.*

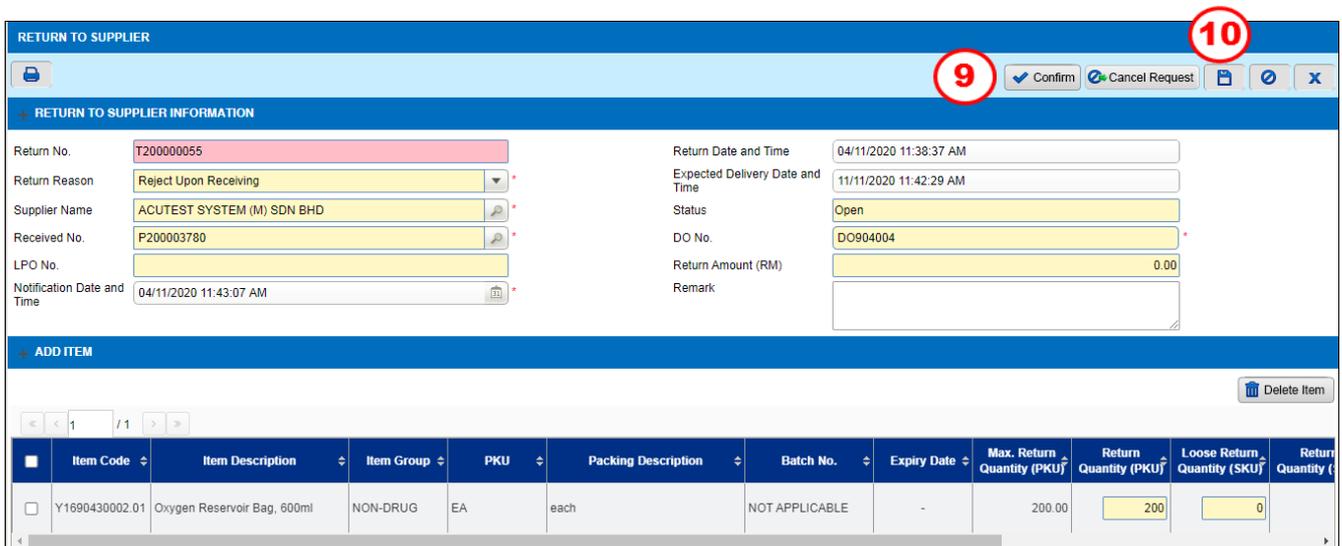- ***Return No.*** *will be generated automatically by system for future reference and the* ✔ Confirm *button will be enabled.*

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.*
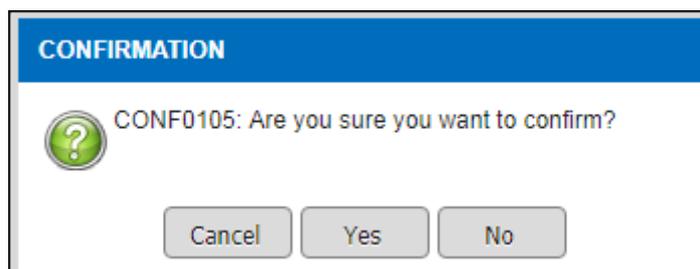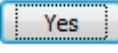

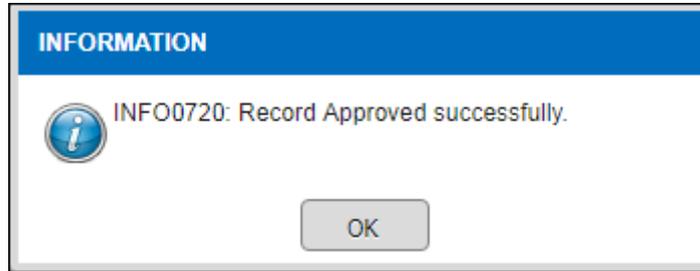**Figure 3.2.5-9 Save Record Alert Message**

- *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	: ▓▓▓▓▓▓	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 3.2.5-12 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.
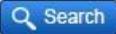

Figure 3.2.6-2 Return to Supplier

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

STEP 4

Click on the [🔍] button to search the **Compliant No.**

Note

- *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.**

Search Complaint No.	[X]

Complaint No.		[🔍 Search] [↻]

« < 1 / 5 > »	[1 - 10 / 46]
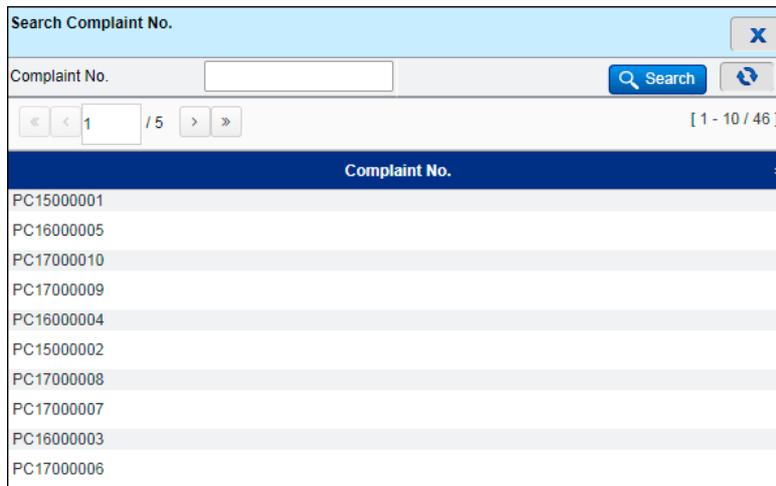
Complaint No. ⇕
PC15000001
PC16000005
PC17000010
PC17000009
PC16000004
PC15000002
PC17000008
PC17000007
PC16000003
PC17000006

Figure 3.2.6-3 List of Complaint No.

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.*

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
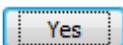
- *Click on the [Yes] button.*

Figure 3.2.6-8 Save Record Alert Message
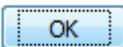
- *Click on the* [OK] *button.*

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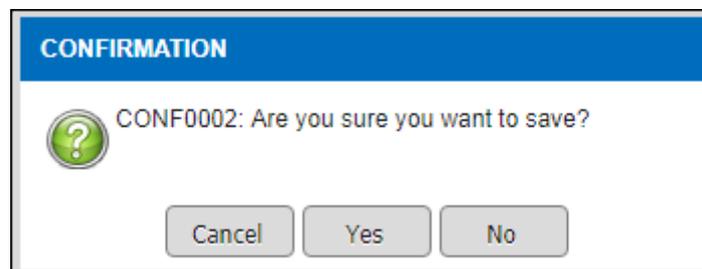- *After saving record, alert message will be displayed as per Figure 3.2.6-10 and Figure 3.2.6-11.*

Figure 3.2.6-10 Save Record Alert Message
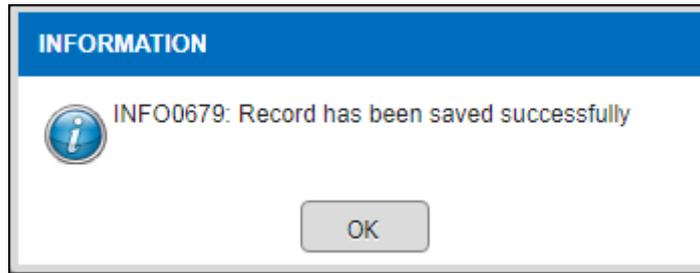
- *Click on the* Yes *button.*

Figure 3.2.6-11 Save Record Alert Message

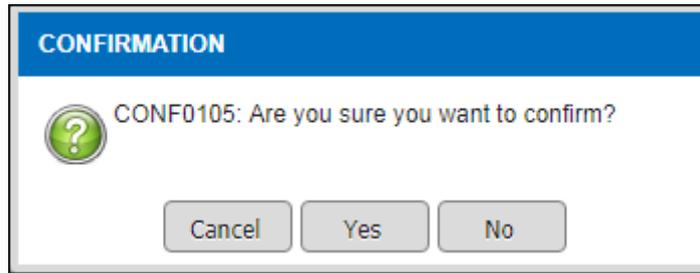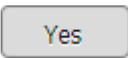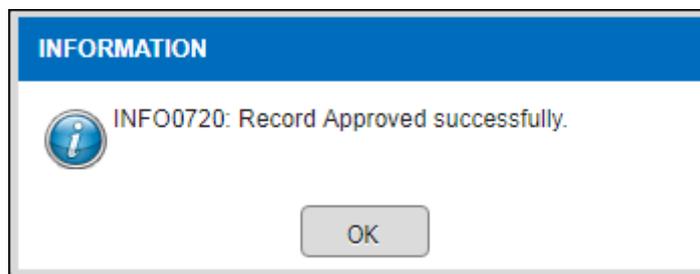- *Click on the* OK *button.*

STEP 11

Click on the 🖶 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 AXXXXXXXXXXXXX   Unit Name : FARMASI LOGISTIK   Source : PhIS

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Figure 3.2.6-13 Returned To Supplier Report

4.0   Acronyms

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

5.0   Inventory Modules

No	Module	PDF Links	No	Module	PDF Links
1	*Finance*	**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**