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

User Manual
Pharmacy Inventory
(Penalty)

Version	**: 9th EDITION**
Document ID	**: U.MANUAL_ INV_PENALTY**

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Reference ID : U. MANUAL_ INV PENALTY-9th EDITION

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Table of Contents

1.0 Introduction 1
1.1 Overview of PhIS 1
1.2 Purpose and Objectives 1
1.3 Organised Sections 2
2.0 Application Standard Features 3
2.1 PhIS Legend 3
3.0 Penalty 5
3.1. View Penalty Listing Page 6
3.2. Create New Incident PS 1 8
3.3. Penalty Approval 12
3.4. Create New Incident PS 2 16
3.5. Create New Incident PS 3 24
3.6 Create New Incident PS 5 32
3.7 Create New Incident PS 6 42
3.8 Create New Incident PS 7 53
3.9 Create New Incident PS 8 63
3.10 Create New Incident PS 9 73
3.11 Create New Incident PS 9B 83
3.12 Create New Incident PS 10 93
3.13 Create New Incident PS 11A 103
3.14 Create New Incident PS 11B 113
3.15 Create New Incident PS 12 123
3.16 Create New Incident PS 13 133
3.17 Create New Incident PS 14 143
3.18 Create New Incident PS 15 153
3.19 Create New Penalty PS 16 162
3.20 Create New Incident PS 17 168
3.21 Create New Incident PS 18 178
3.22 Penalty Verification 187
3.23 Penalty Payment 192
4.0 Acronyms 197
5.0 Links to Inventory Modules 198

1.0 Introduction

1.1 Overview of PhIS

Pharmacy Information System or better known as PhIS, is a complete and comprehensive system that integrates pharmacy related services that geared toward pharmacy excellent care. 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 (CDR) , Parenteral Nutrition (PN) , IV Admixture & Eye Drop
8. Radiopharmaceuticals and Extemporaneous
9. Adverse Drug Reaction & Drug Allergic (ADR & DAC)
10. Clinical Pharmacokinetics Services (TDM)
11. Drug Information & Consumer Education (DICE)
12. Medication Therapy Adherence Clinic (MTAC)
13. Data Mining (PhARM)

1.2 Purpose and Objectives

This user manual outlines the Penalty sub-module and its key features and functionalities. The primary objective is to help guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Create New Incident
- Penalty Verification
- Penalty Payment

1.3 Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Penalty Incident
- Section 4 : Penalty Verification
- Section 5 : Penalty Payment
- Section 6 : Acronyms

2.0 Application Standard Features

2.1 PhIS Legend

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

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

Note:

- *To learn more about Login Information, kindly click Login Information Modules for descriptive step.*

3.0 Penalty

Overview

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

User Group

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

Functional Diagram

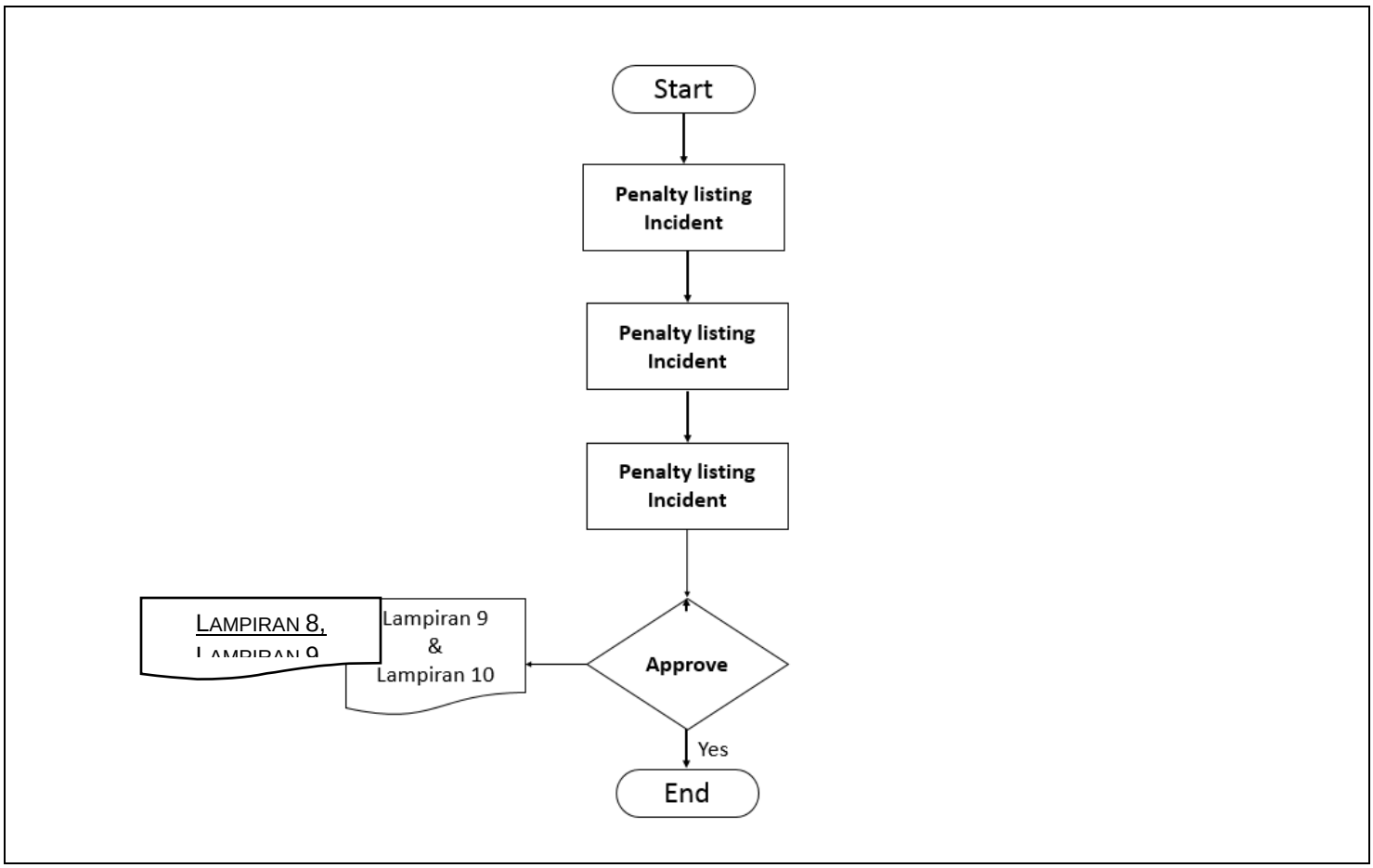

Figure 3.0-1

3.1. View Penalty Listing Page

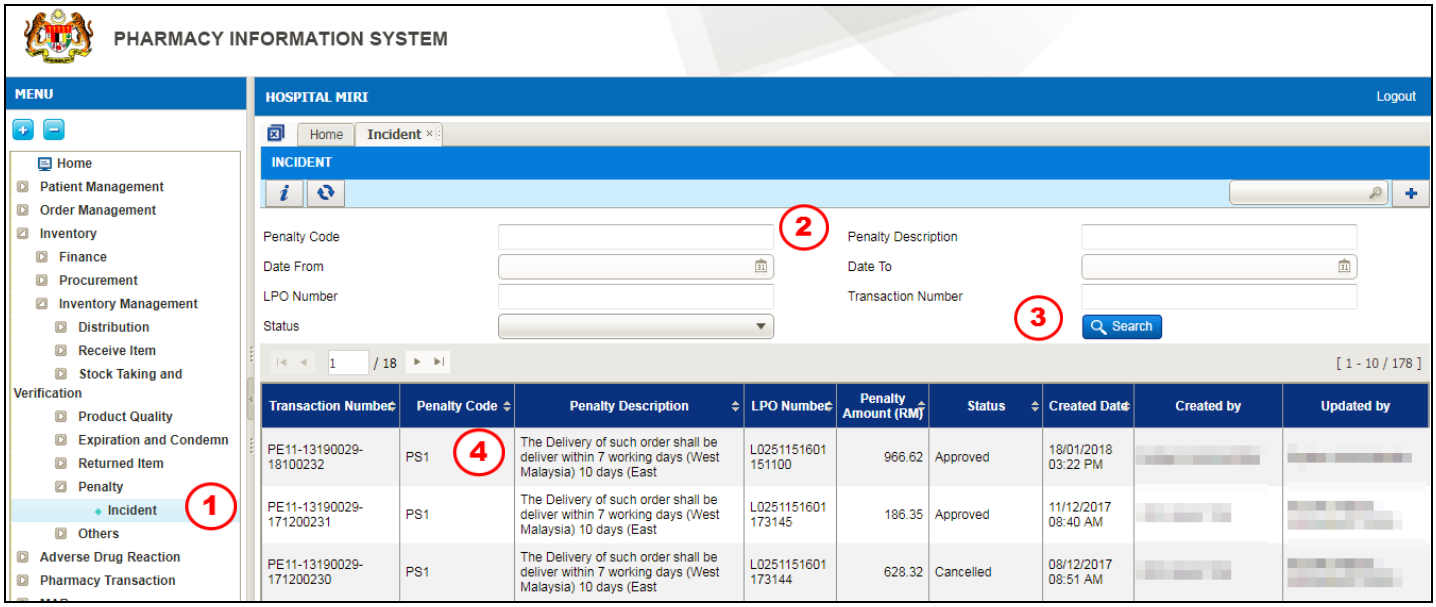

Figure 3.1-1 Incident Listing Page

Incident is type of penalty charged to the supplier.

STEP 1
Click on the 'Inventory' menu followed by 'Inventory Management' and then click 'Penalty', and then click 'Incident'

STEP 2
To search for existing Recommended Purchase List (RPL) transaction, these search criteria can be used**:**

No	Field	Description	Remark
a	Penalty Code	Penalty Code - PS1 - PS2 - PS3 - PS4 - PS5 - PS6 - PS7 - PS8 - PS9A - PS9B - PS10 - PS11A - PS11B - PS12 - PS13 - PS14 - PS15 - PS16 - PS17 - PS18	Allow user to search existing transaction based on penalty code

b	Penalty Description	Search by penalty description	Will be automatically displayed once a description is typed
c	LPO No.	Search by selecting a number from the LPO	Will be automatically displayed once a LPO no is typed
d	Date from	Search by selecting a date from the calendar	Filter and search existing records based on date. The date format will be 'dd/mm/yyyy'. i.e. 31/12/2016
e	Status	Select Status from the drop down menu: - Open - Approved - Pending for Approval - Cancelled - Pending for Verification	Filter and search existing records based on Status
f	Transaction Number	Type the transaction number	Filter and search existing records based on transaction number

Table 3.1-1

STEP 3

Click on the

button after input criteria and the result display will be based on the criteria entered

<u>Note</u>

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

STEP 4

Double click on the selected record and the details will be displayed

3.2. Create New Incident PS 1

To create a new Incident transaction, perform the steps below:

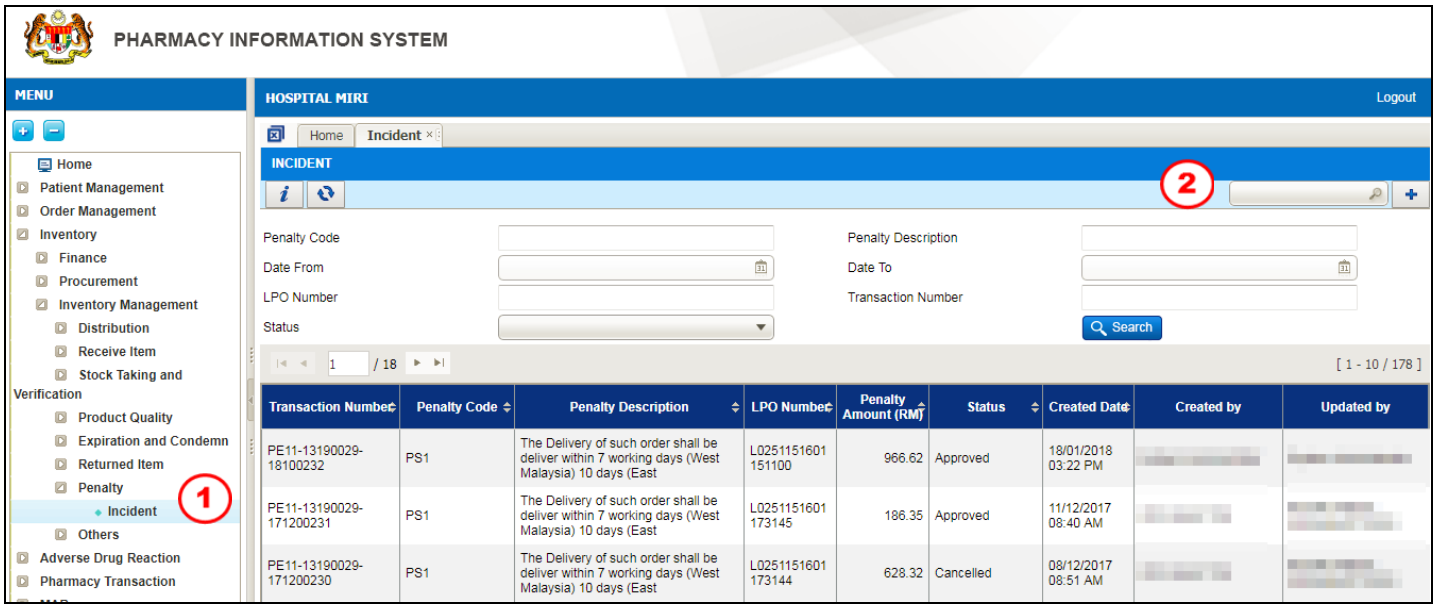

Figure 3.2-1 New Incident

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

STEP 1

Click on the 'Inventory Management' menu followed by 'Penalty' and then 'Incident'

STEP 2

Click on the button to find the penalty code

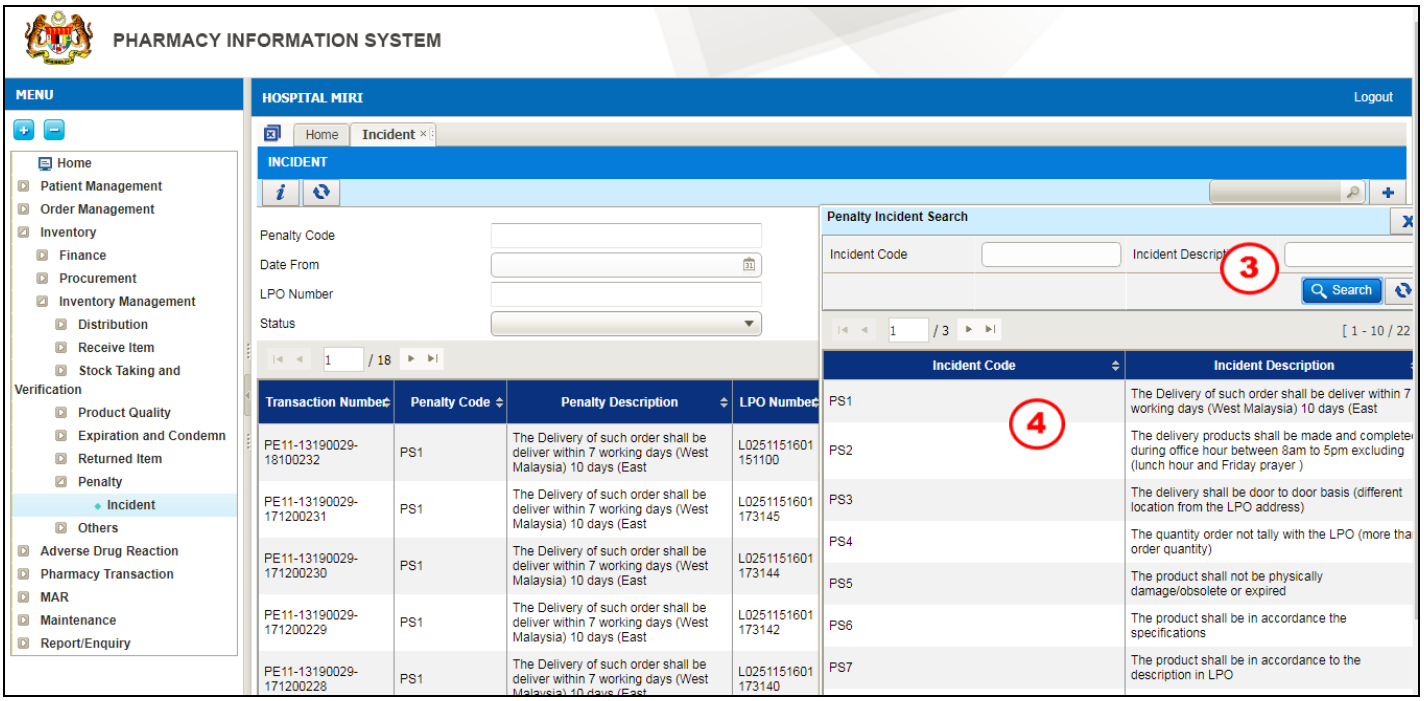

Figure 3.2-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

STEP 4

Double click on the Incident Code

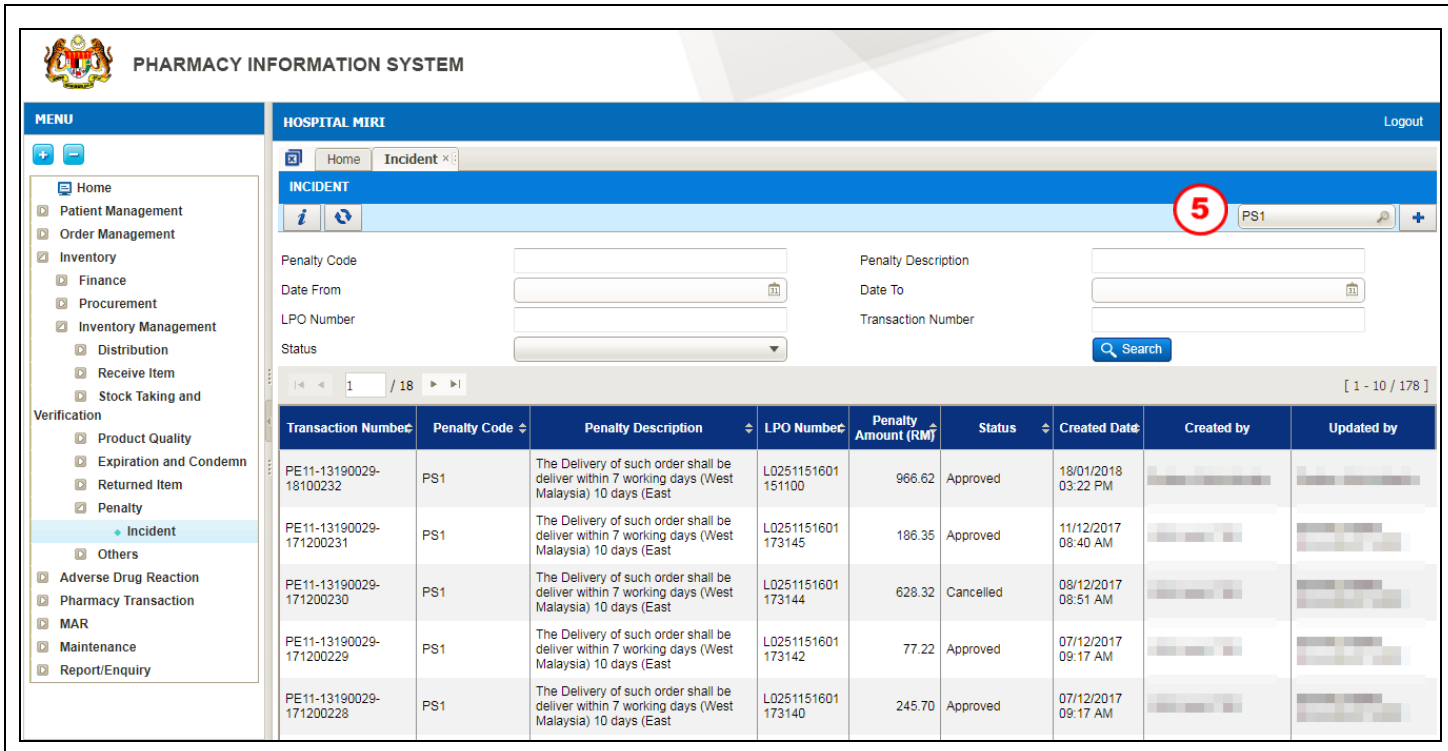

Figure 3.2-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

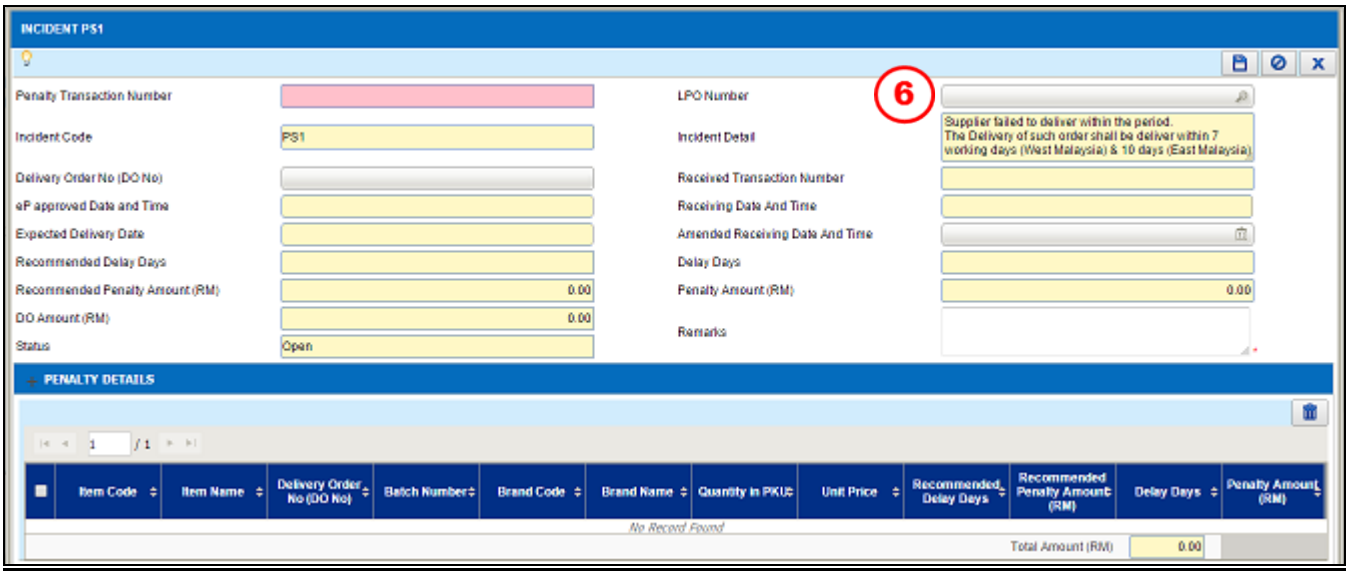

Figure 3.2-4 Incident PS1

STEP 6

Click on the button to find the LPO No.

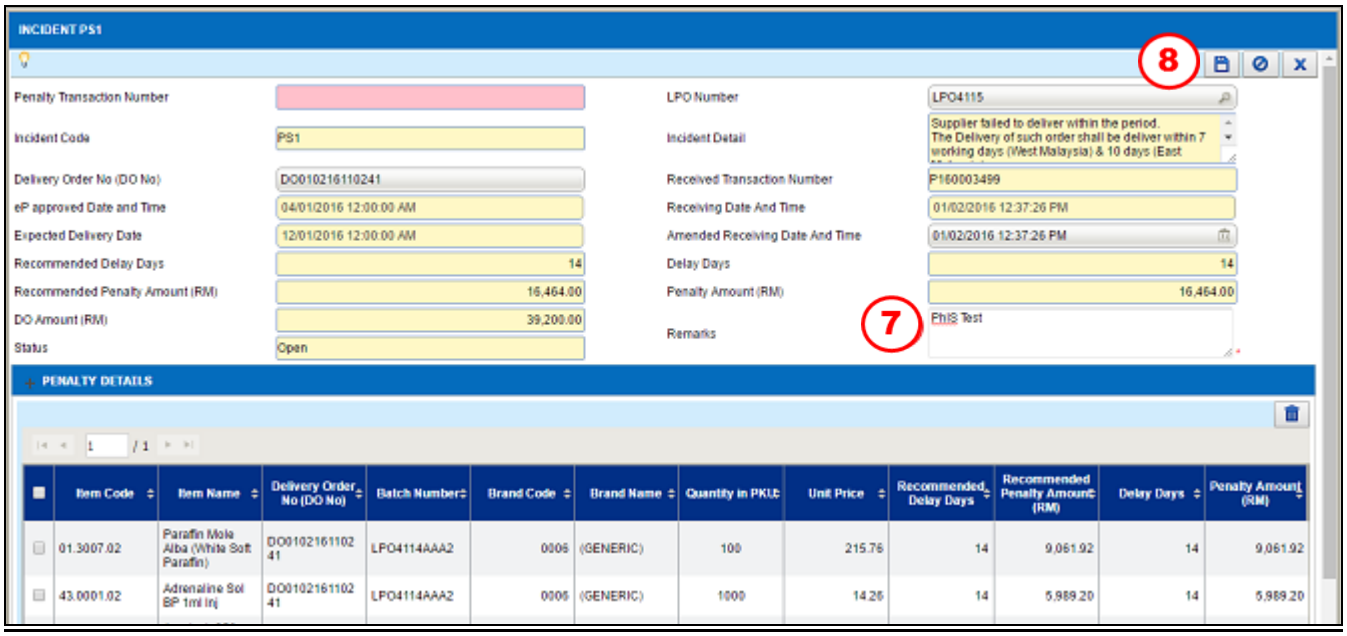

Figure 3.2-5 Create New Penalty Incident

STEP 7

Enter remark in the remark box

STEP 8

Click on the button to save the Penalty transaction

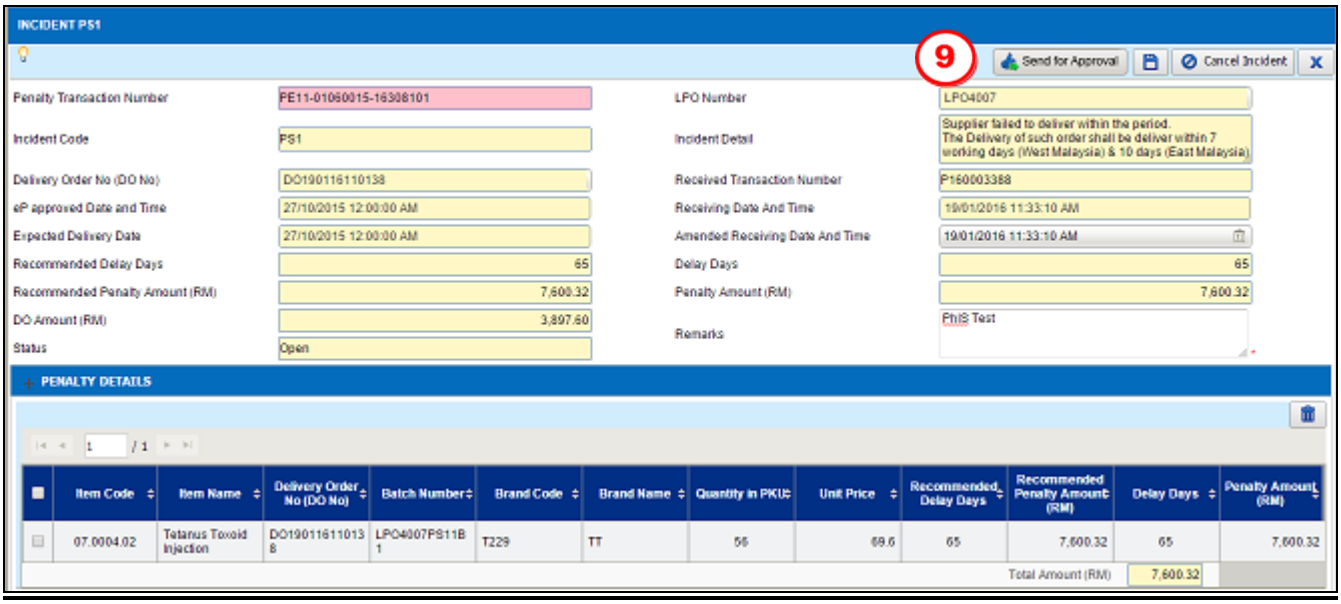

Figure 3.2-6 Send for Approval

STEP 9

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

3.3. Penalty Approval

To do the approval for the penalty transaction, perform the steps below:

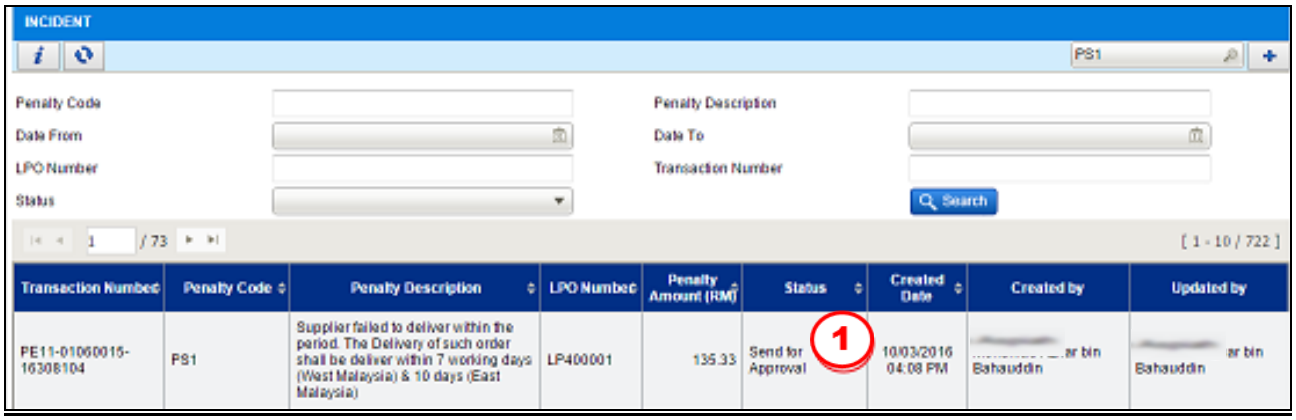

Figure 3.3-1 Listing page

STEP 1
Click on the Transaction No. and the Penalty screen will be displayed as shown in Figure 3.3-2

Note
HOD can change the Receiving Date And Time if necessary

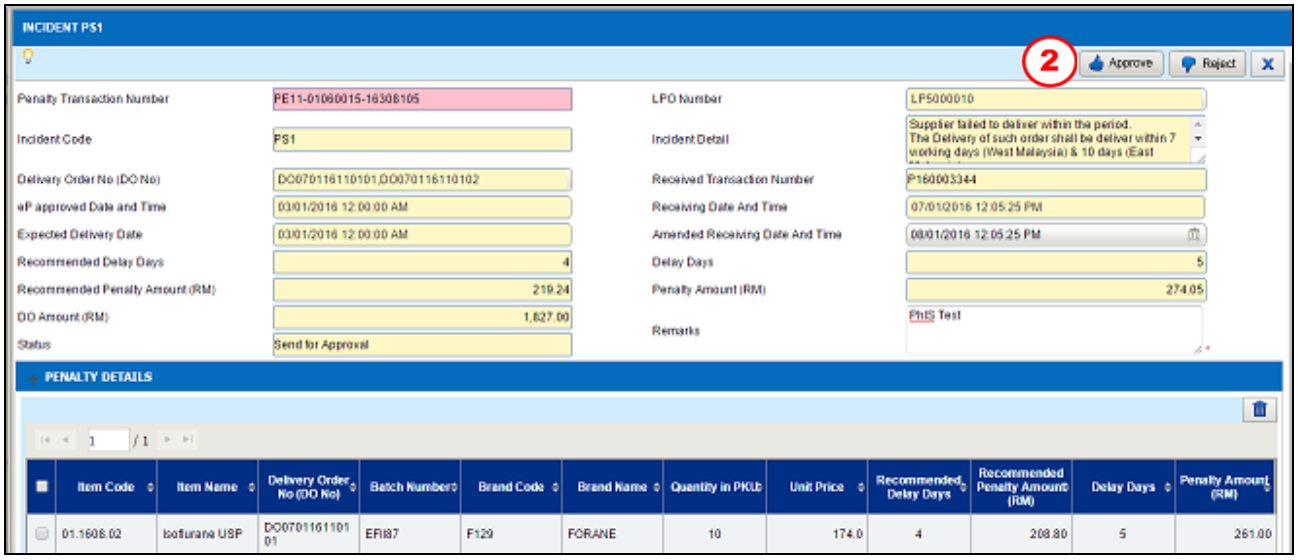

Figure 3.3-2 Penalty Detail

STEP 2
Select one of the available buttons

a) The button to approve the Penalty transaction

Note

- *The **Status** will automatically change to 'Approved' as per Section 3.1 Figure 3.3-4.*
- *Alert message will be displayed after user makes the selection as per Figure 3.3-3*

- *Click on the* [Yes] *button to approve.*
- *After the penalty transaction is approved,* [Lampiran 9] *button and* [Lampiran 10] *button will be enabled.*

b) Click [Reject] button to reject the penalty transaction

*The **Status** will change automatically to 'Rejected'.*

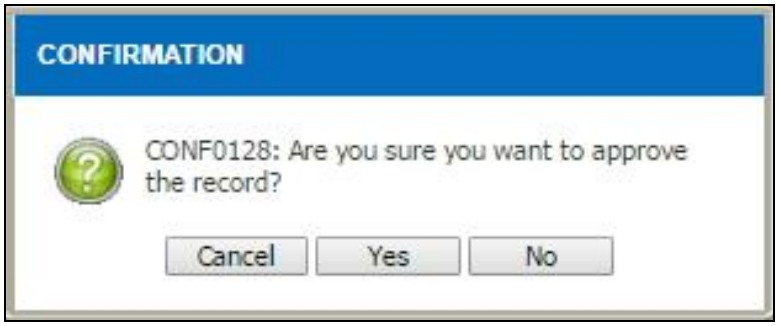

Figure 3.3-3 Approve Record Alert Message

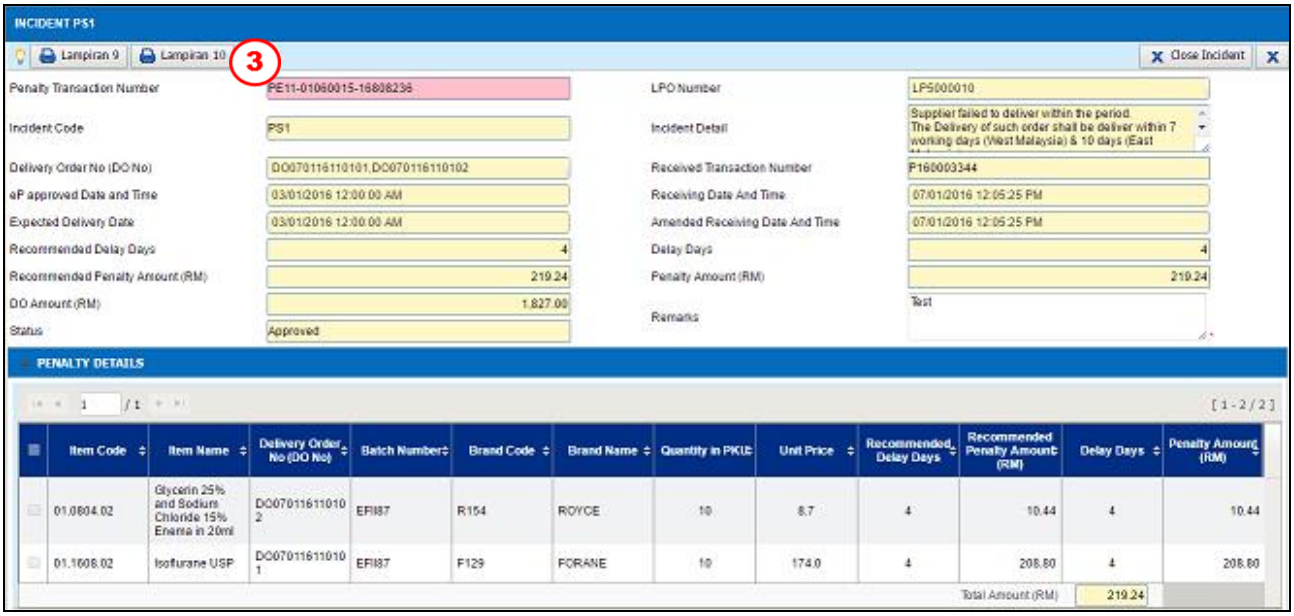

Figure 3.3-4 Lampiran 9 and Lampiran 10

STEP 3

Click [Lampiran 9] *button to view the Lampiran 9 as shown in Figure 3.3-5*

Or click [Lampiran 10] *button to view the Lampiran 10 as shown in Figure 3.3-6*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

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LAMPIRAN 9

No. Rujukan :

Tarikh : 10/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 10/01/2016 11.33 AM
3) No. LPO : LPO4007
4) Nilai Produk/LPO (RM) : 7,600.32
5) Nilai Produk Gagal Dibekalkan (RM) : 7,600.32 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO	✓	3% x nilai produk gagal dibekalkan x bilangan hari lewat	7,600.32
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan door to door delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi		3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	

Figure 3.3-5 Lampiran 9

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LAMPIRAN 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

No. LPO : LPO4007

Tandakan (√) pada yang berkenaan

Bil.		Perkara	Catatan	Cara Pengiraan Penalti
1.	√	Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : 27/10/2015 12.00 AM Tarikh terima bekalan : 19/01/2016 11.33 AM Bilangan hari lewat : 65 Nama produk : Tetanus Toxoid Injection	Please refer attachment for detail calculation
2.		Penghantaran di luar waktu pejabat	Masa mula memunggah : Masa selesai memunggah dan Penerimaan barang:	
3.		Penghantaran bukan *door to door delivery*	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.		Kuantiti produk tidak sama dengan LPO	Nama produk : Kuantiti pada LPO : Kuantiti produk diterima :	
5.		Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk rosak/tamat tarikh luput/kapuk/usang" dalam tempoh 7 hari bekerja dari tarikh notis PTJ "potong yang tidak berkenaan	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
6.		Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh notis PTJ	Nama produk : Spesifikasi yang tidak dipatuhi : Tarikh notis PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
7.		Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut deskripsi dalam LPO dalam tempoh 7 hari bekerja dari tarikh notis PTJ	Nama produk : Deskripsi yang tidak dipatuhi : Tarikh notis PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
8.		Kegagalan penghantaran stok bagi situasi kecemasan dalam tempoh 24 jam bagi produk di *Appendix 3A*	Tarikh dan masa terima LPO oleh PLSB :	

Figure 3.3-6 Lampiran 10

3.4. Create New Incident PS 2

To create a new record for penalty PS 2, perform the steps below:

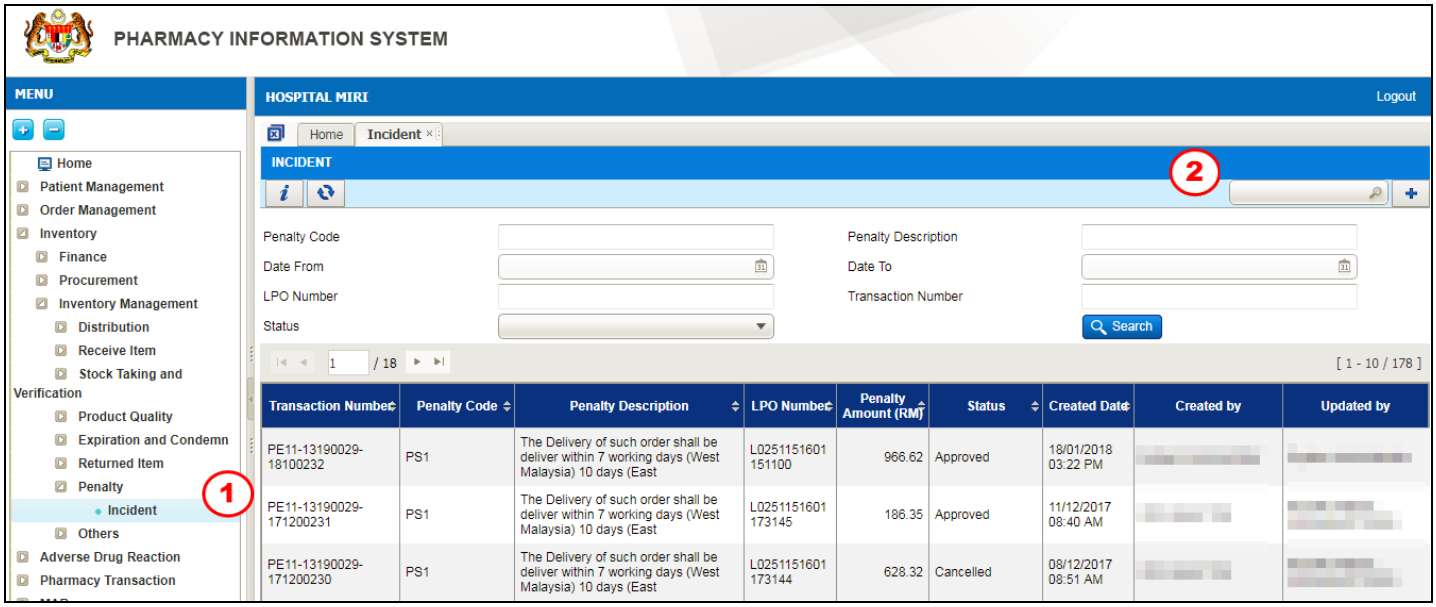

Figure 3.4-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier if goods were delivered outside the office hours.

STEP 1

Click on 'Inventory' menu followed by 'Inventory Management', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.4-1.

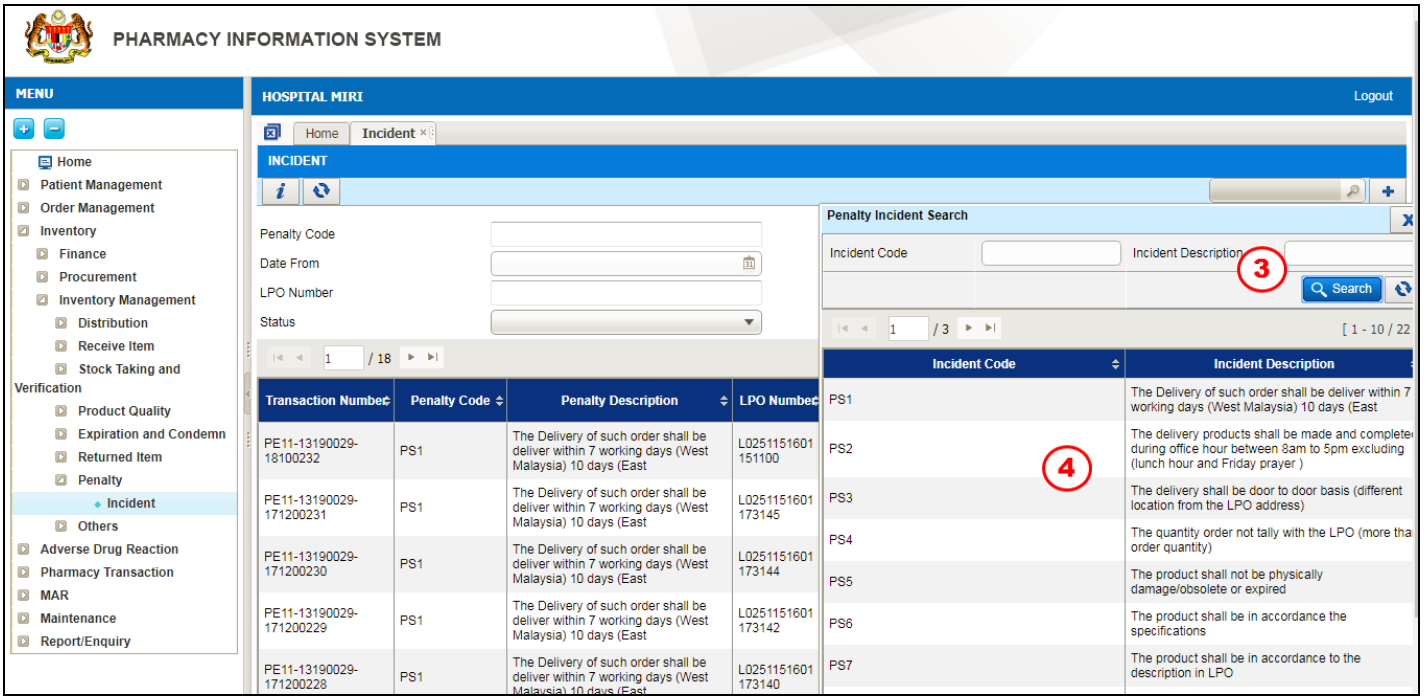

Figure 3.4-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.4-2.

STEP 4

Double click on the Incident Code

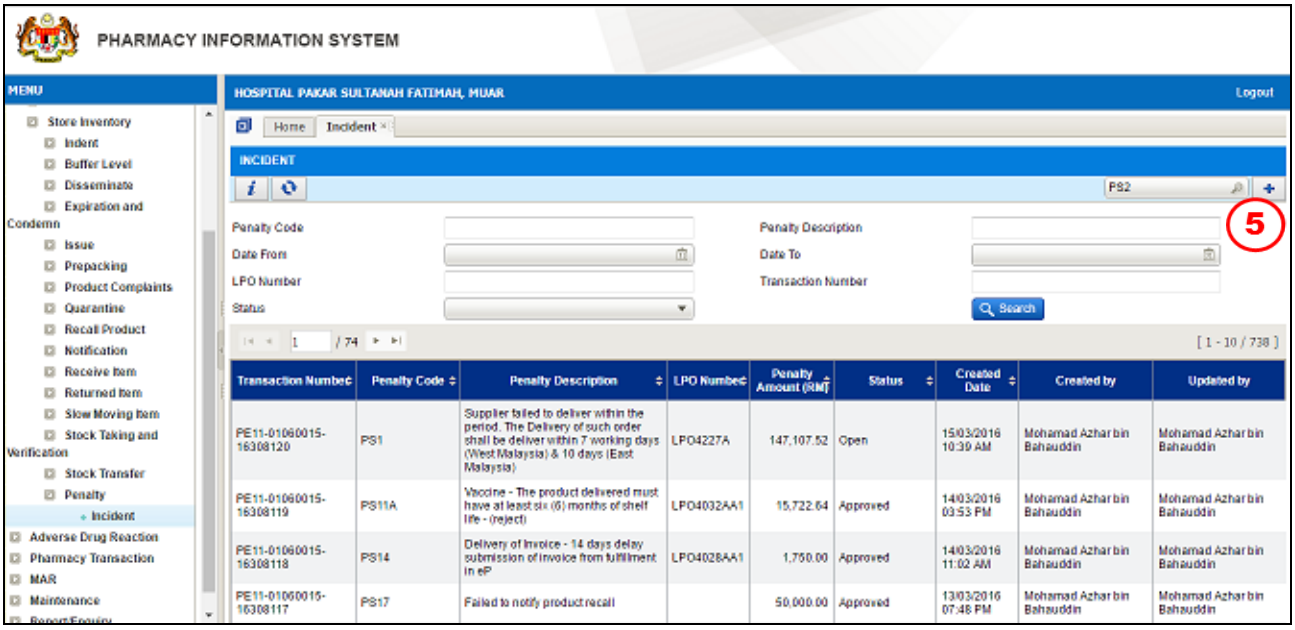

Figure 3.4-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Incident screen will be displayed as shown in Figure 3.4-5.

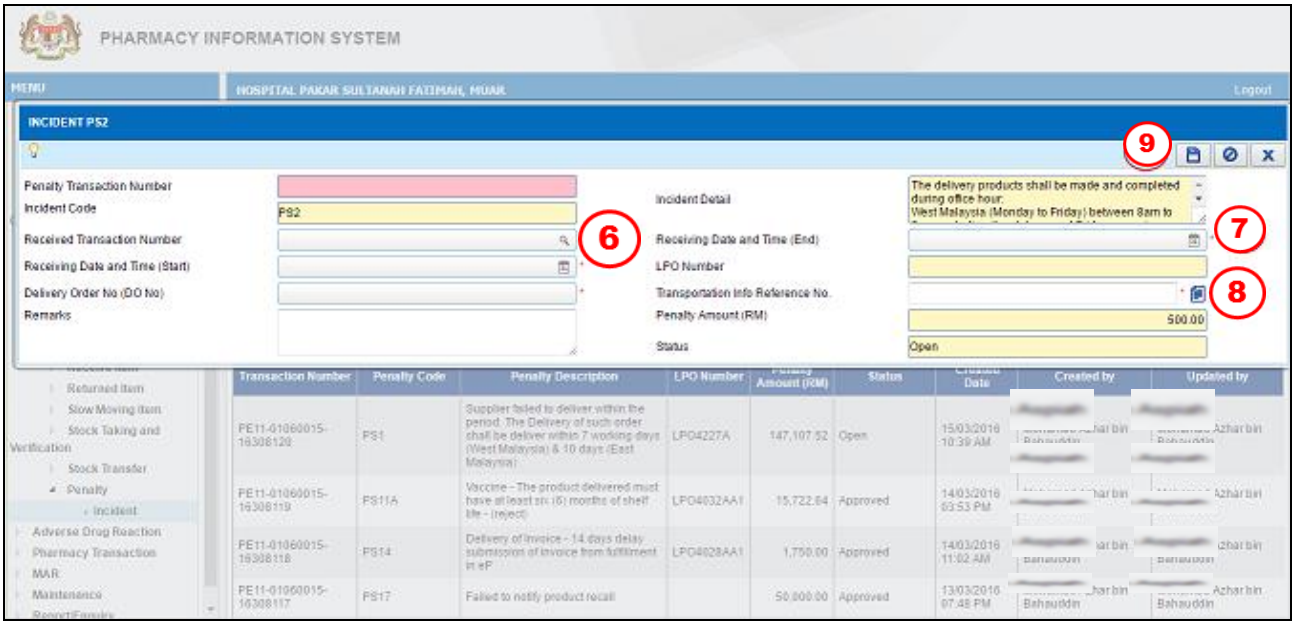

Figure 3.4-5 Incident PS 2

STEP 6

Click on the button to find the Receiving No.

Note

*List of **Receiving No.** will be displayed as shown in Figure 3.4-6.*

STEP 7

Enter Receiving Date and Time (End)

STEP 8

Enter Transaction info Reference No.

Note

Penalty Amount (RM) will be defaulted to RM 500.00

STEP 9

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.4-7*

- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

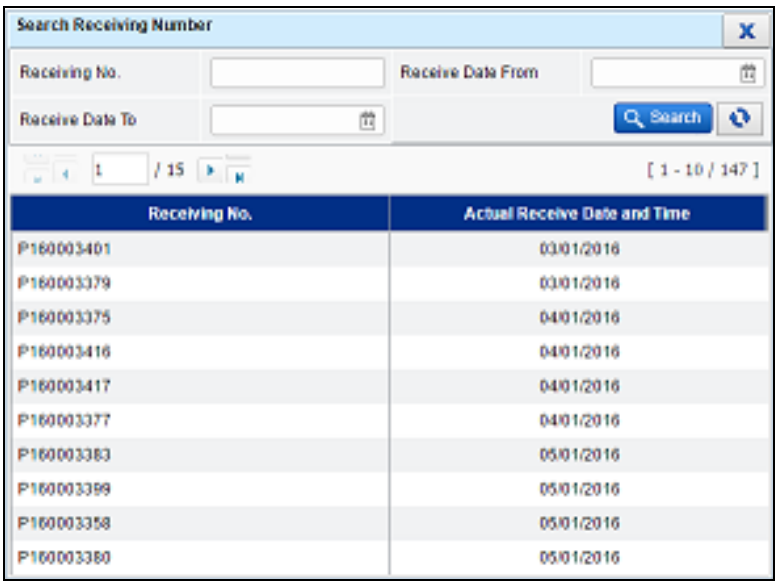

Figure 3.4-6 List of Receiving Number

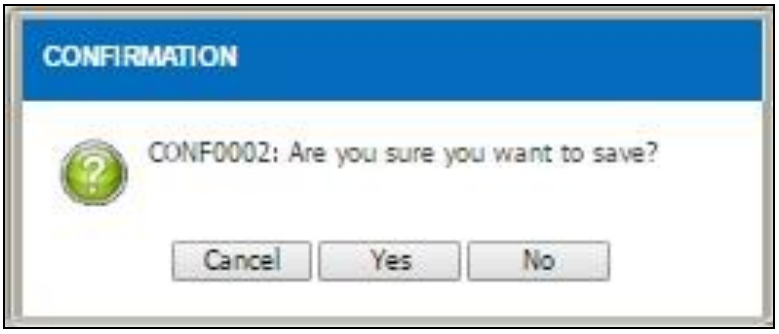

Figure 3.4-7 Save Record Alert Message

Figure 3.4-8 Send for Approval

STEP 10

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.4-9*
- *Click on the* Yes *button.*

Figure 3.4-9 Send for approval alert message

Figure 3.4-10 Approval

STEP 11

Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The* ***Status*** *will change automatically to 'Approved' Figure 3.4-11*
- *Alert message will be displayed after user makes the selection as per Figure 3.4-9*
- *Click on the* Yes *button to approve.*

- *After the penalty transaction is approved,* Lampiran 9 *button and* Lampiran 10 *will be enabled.*

b) Reject button to reject the Penalty transaction

- *The **Status** will change automatically to 'Rejected'.*

Figure 3.4-11 Lampiran 9 and Lampiran 10

STEP 12

Click Lampiran 9 *button to view the Lampiran 9 as shown in Figure 3.4-12*

Or click Lampiran 10 *button to view the Lampiran 10 as shown in Figure 3.4-13*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

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LAMPIRAN 9

No. Rujukan :

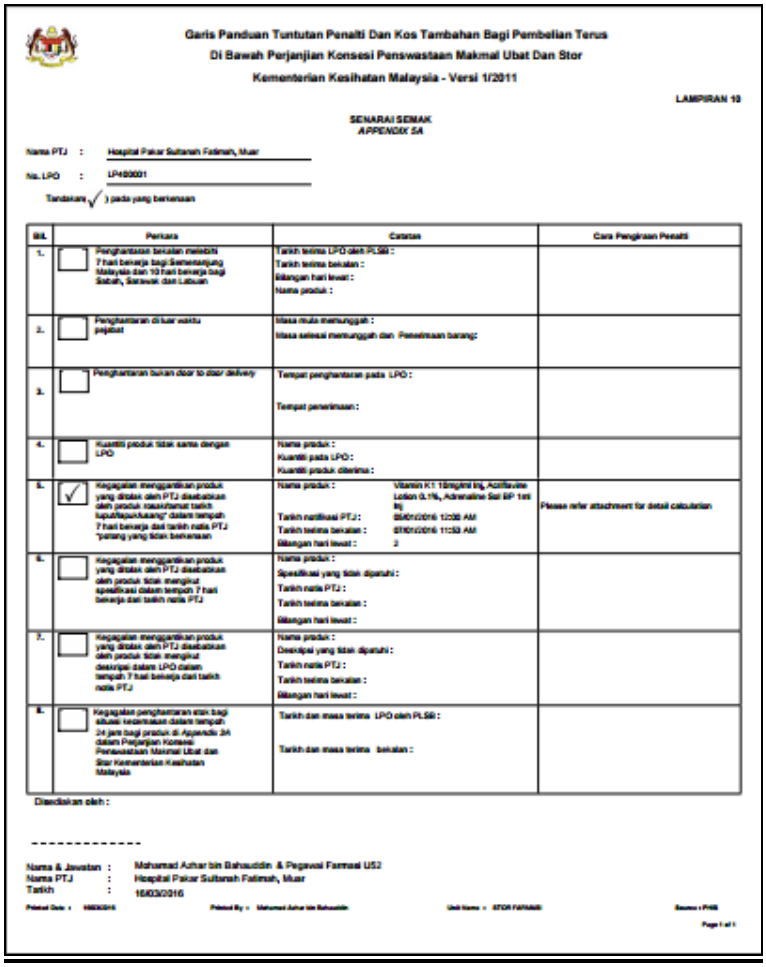
Tarikh : 10/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 19/01/2016 11.33 AM
3) No. LPO : LPO4007
4) Nilai Produk/LPO (RM) : 7,600.32
5) Nilai Produk Gagal Dibekalkan (RM) : 7,600.32 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vakain melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO	✓	3% x nilai produk gagal dibekalkan x bilangan hari lewat	7,600.32
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan *door to door delivery*		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi		3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vakain kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vakain kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	

Figure 3.4-12 Lampiran 9



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

SENARAI SEMAK
APPENDIX 3A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

No. LPO : LP400001

Tandakan ✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	☐ Penghantaran di luar waktu pejabat	Masa mula menunggah : Masa selesai menunggah dan Penerimaan barang:	
3.	☐ Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☐ Kuantiti produk tidak sama dengan LPO	Nama produk : Kuantiti pada LPO : Kuantiti produk diterima :	
5.	✓ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk mempunyai tarikh luput/kepuhkuang' dalam tempoh 7 hari bekerja dari tarikh nota PTJ "barang yang tidak berkesan	Nama produk : Vitamin K1 10mg/ml Inj, Acriflavine Lotion 0.1%, Adrenaline Sal BP 1mg Inj Tarikh notifikasi PTJ : 05/01/2016 12:00 AM Tarikh terima bekalan : 07/01/2016 11:59 AM Bilangan hari lewat : 2	Please refer attachment for detail calculation
6.	☐ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Spesifikasi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
7.	☐ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut deskripsi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Deskripsi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
8.	☐ Kegagalan penghantaran etak bagi situasi kecemasan dalam tempoh 24 jam bagi produk di Appendix 3A dalam Perjanjian Konsesi Penswastaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia	Tarikh dan masa terima LPO oleh PLSB : Tarikh dan masa terima bekalan :	

Disediakan oleh :

Nama & Jawatan : Mohamad Azhar bin Bahauddin & Pegawai Farmasi US2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Printed Date : 16/03/2016 Printed By : Mohamad Azhar bin Bahauddin Unit Name : STOR FARMASI Source : PHIS

Page 1 of 1

Figure 3.4-13 Lampiran 10

3.5. Create New Incident PS 3

To create a new record for penalty PS 3, perform the steps below::

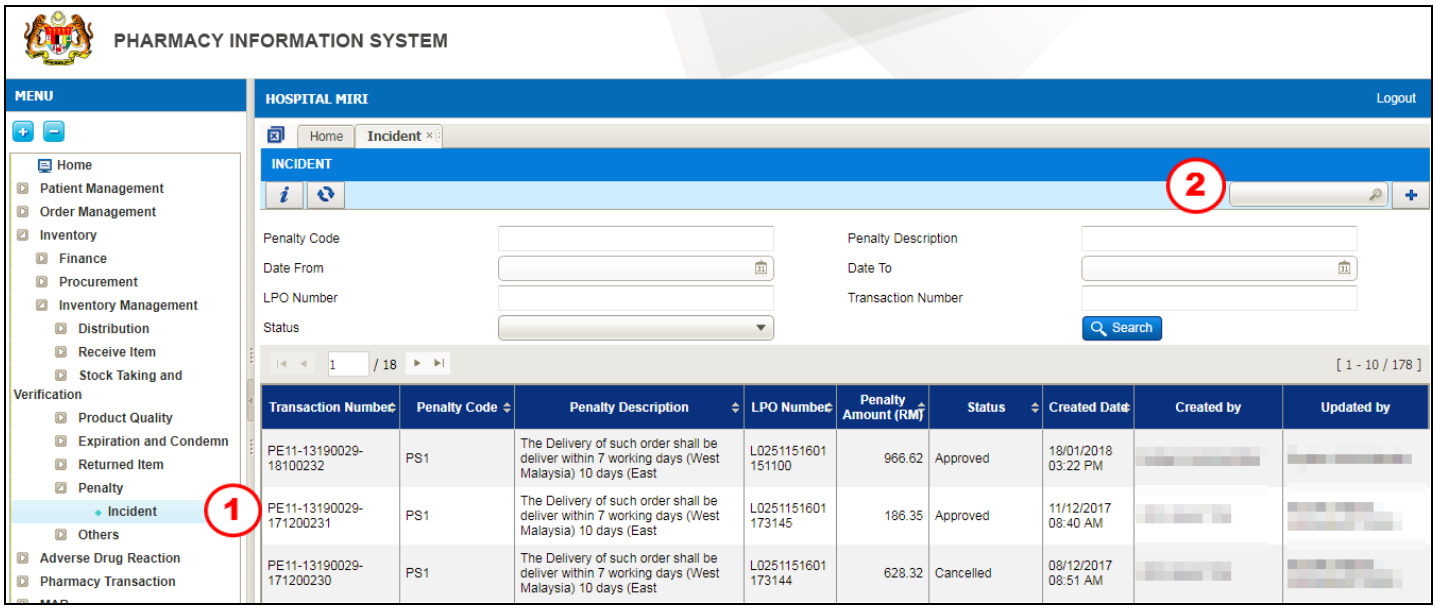


Figure 3.5-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when the goods were delivered to a different location from the LPO address.

STEP 1
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown 3.5-1

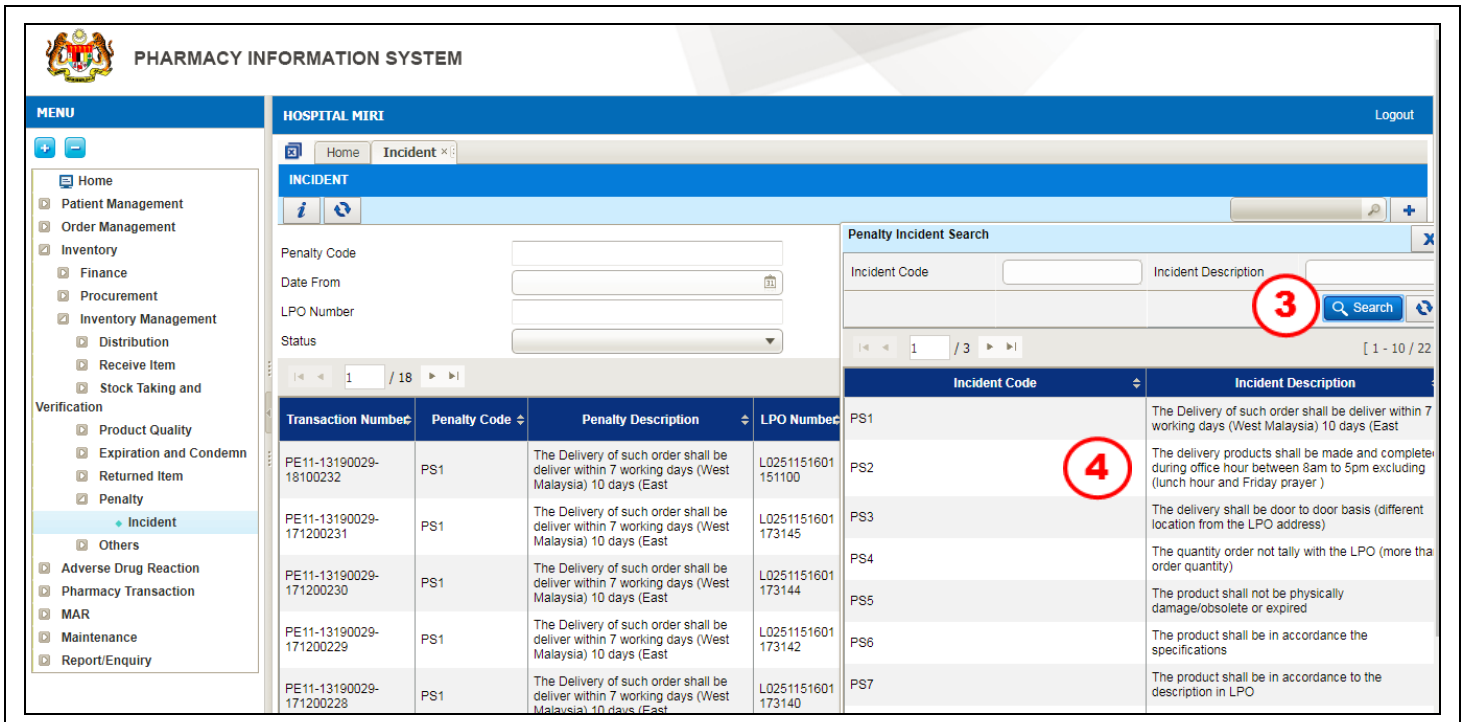


Figure 3.5-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.5-2.

STEP 4

Double click on the Incident Code

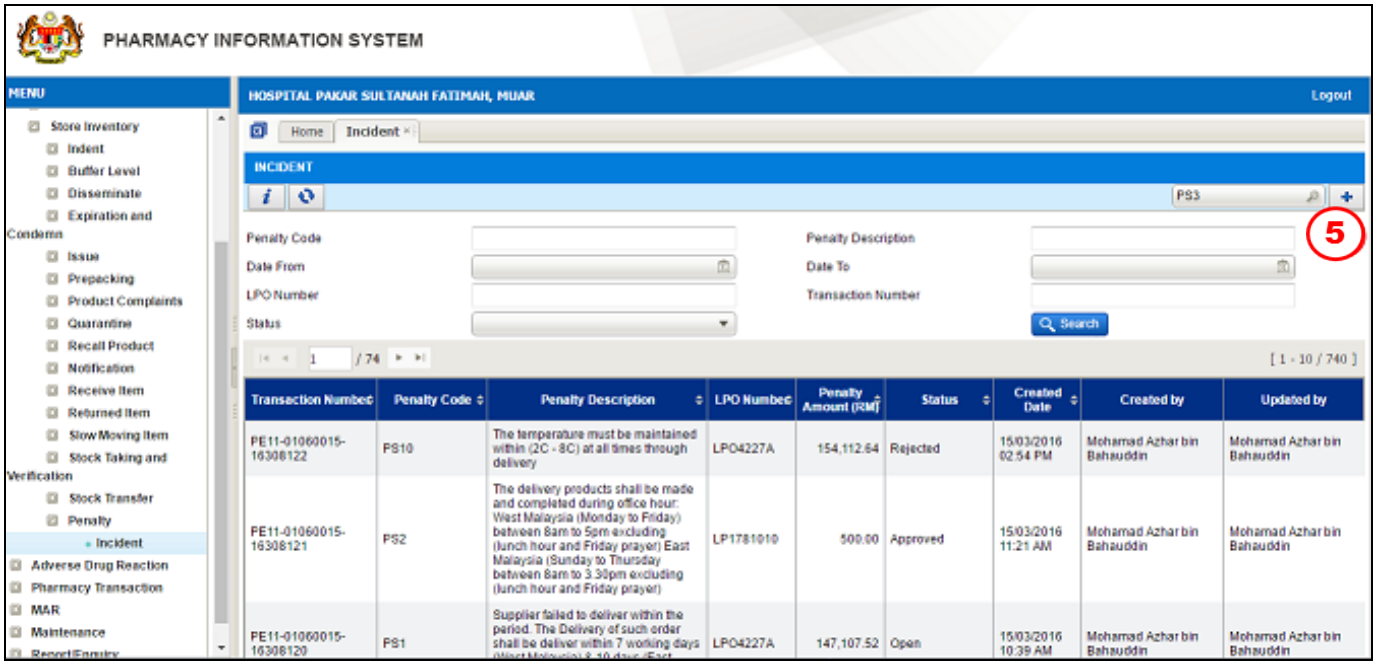


Figure 3.5-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.5-4.

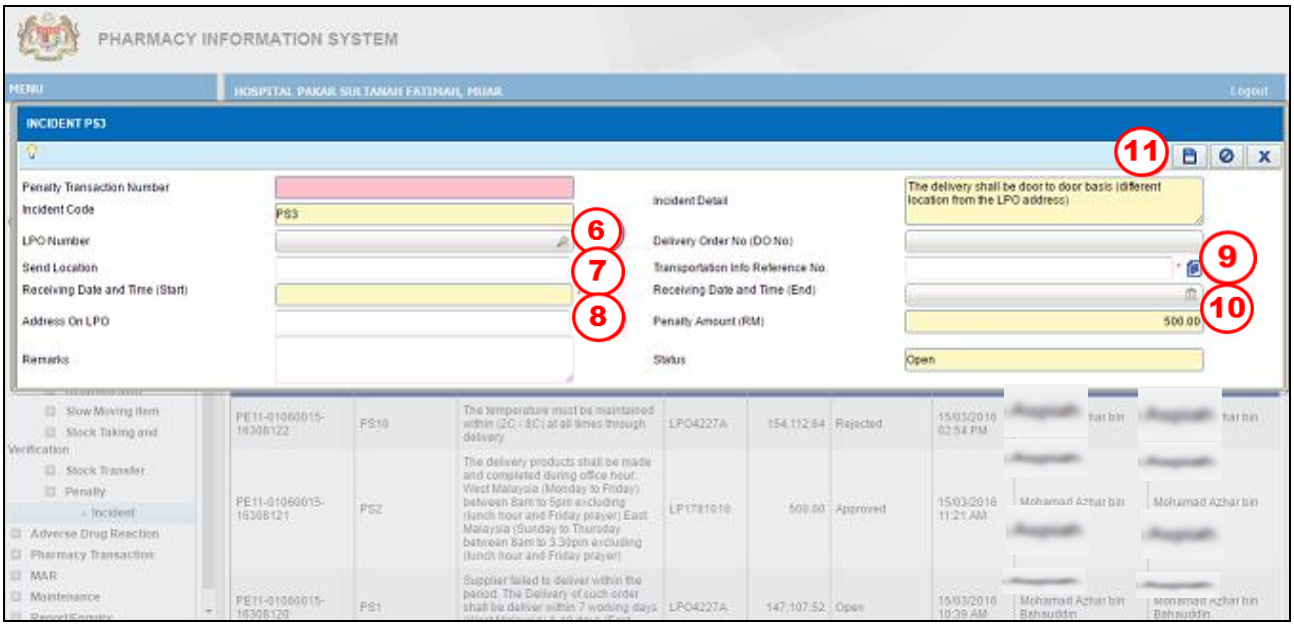


Figure 3.5-4 Incident PS 3

STEP 6

Click on the button to find the LPO No.

Note

*List of **LPO No.** will be displayed as shown in Figure 3.5-6.*

STEP 7

Enter Send Location

STEP 8

Enter Address On LPO

STEP 9

Enter Transportation Info Reference No.

STEP 10

Enter Receiving Date and Time (End)

Note

- *Penalty Amount (RM) will be defaulted to RM 500.00*

STEP 11

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.5-7*
- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

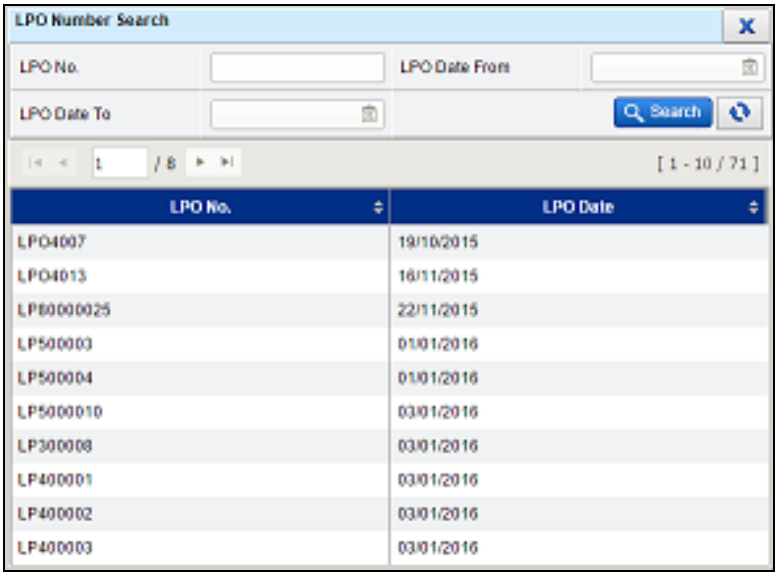


Figure 3.5-5 List of LPO Number

Figure 3.5-6 Save Record Alert Message

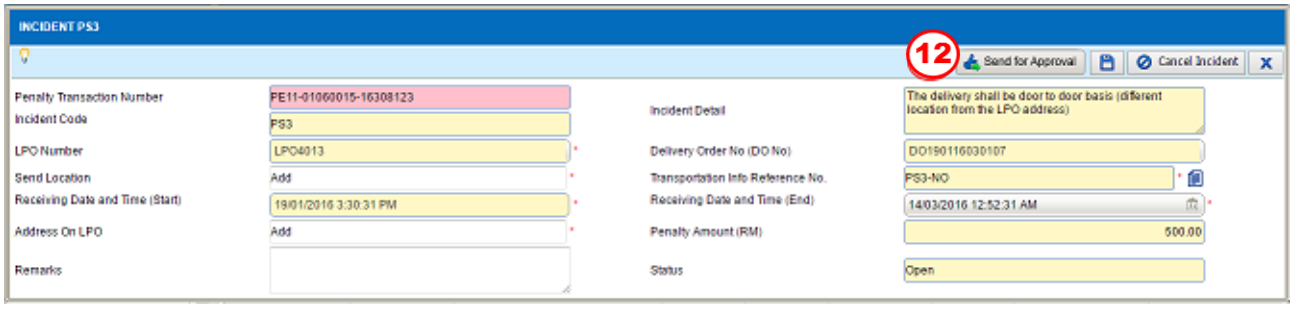


Figure 3.5-7 Send for Approval

STEP 12

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.5-9*
- *Click on the* Yes *button.*

Figure 3.5-8 Send for approval alert message

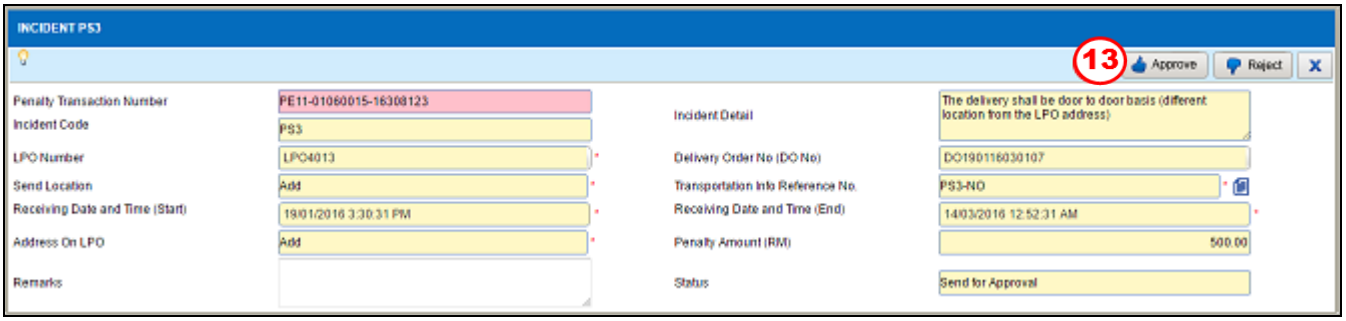


Figure 3.5-9 Approval

STEP 13
Select one of the available buttons

a) The [Approve] button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.5-12*
- *Alert message will be displayed after user makes the selection as per Figure 3.5-11*
- *Click on the [Yes] button to approve.*
- *After the penalty transaction is approved, [Lampiran 9] button and [Lampiran 10] will be enabled.*

b) [Reject] button to reject the Penalty transaction

- *The **Status** will change automatically to 'Rejected'.*

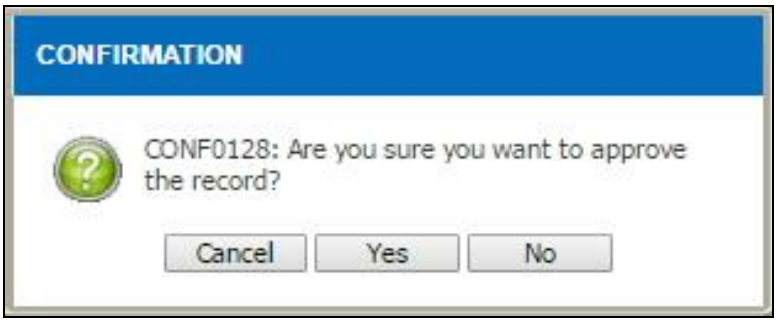


Figure 3.5-10 Approve Record Alert Message

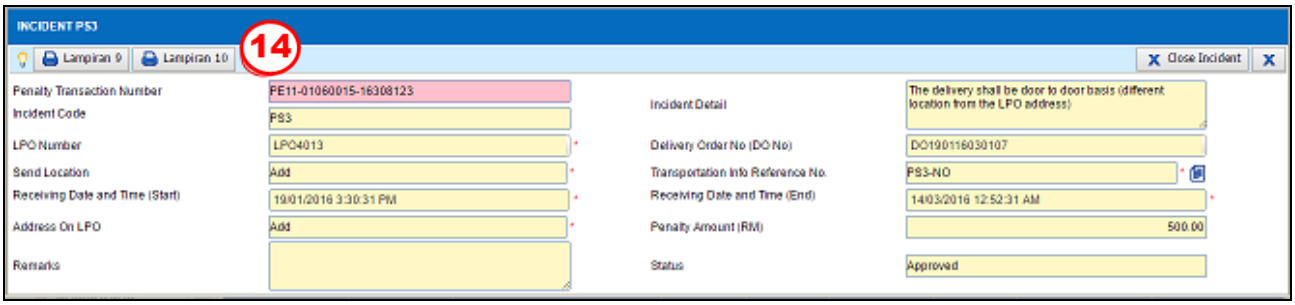


Figure 3.5-11 Lampiran 9 and Lampiran 10 button

STEP 14

Click [Lampiran 9] *button to view the Lampiran 9 as shown in Figure 3.5-13*

Or click [Lampiran 10] *button to view the Lampiran 10 as shown in Figure 3.5-14*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

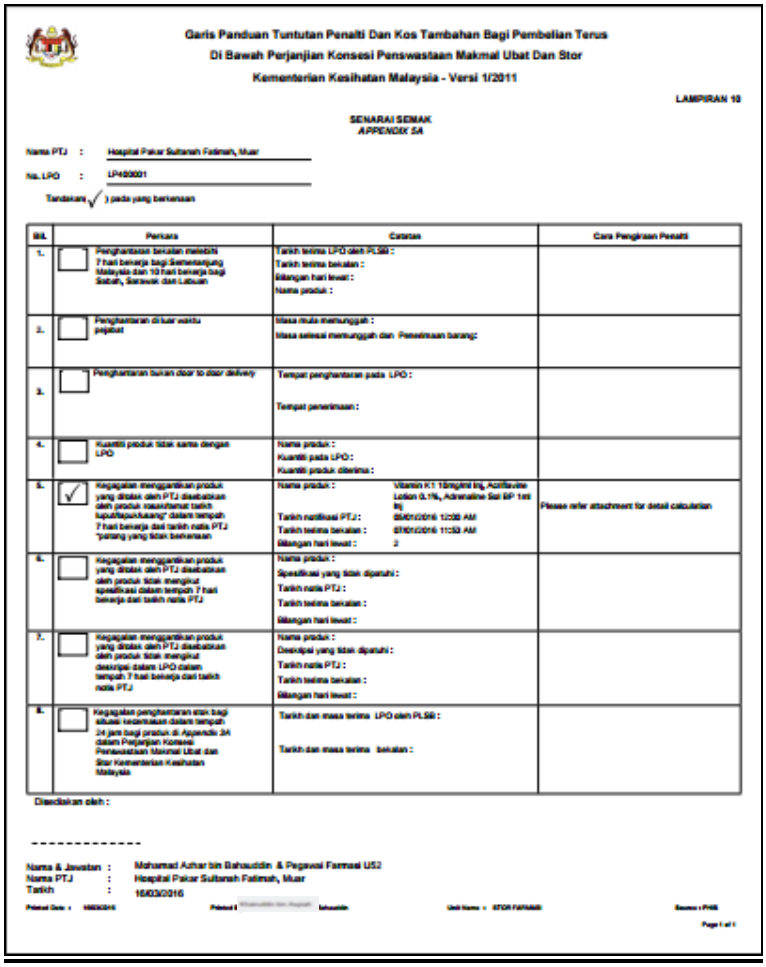
1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP-000001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat	☐	RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	☐	RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	☐	RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam	☐	RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	☐	RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi	☐	RM5,000 bagi setiap insiden	
(x) Tiada label KKM	☐	3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2/C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi	☐	3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products	☐	RM10,000 setiap produk APPL	
- Non Essential Approved Products	☐	RM5,000 setiap produk APPL	

Printed Date : 16/03/2016 Printed By : Suhaudin Unit Name : STOR FARMASI Source : PHIS

Page 1 of 2

Figure 3.5-12 Lampiran 9



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

SENARAI SEMAK
APPENDIX 3A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

No. LPO : LP400001

Tandakan ✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	☐ Penghantaran di luar waktu pejabat	Masa mula menunggah : Masa selesai menunggah dan Penerimaan barang:	
3.	☐ Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☐ Kuantiti produk tidak sama dengan LPO	Nama produk : Kuantiti pada LPO : Kuantiti produk diterima :	
5.	✓ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk mempunyai tarikh luput/kepuhkuang' dalam tempoh 7 hari bekerja dari tarikh nota PTJ "barang yang tidak berkesan	Nama produk : Vitamin K1 10mg/ml Inj, Acriflavine Lotion 0.1%, Adrenaline Sal BP 1mg Inj Tarikh notifikasi PTJ : 05/01/2016 12:00 AM Tarikh terima bekalan : 07/01/2016 11:59 AM Bilangan hari lewat : 2	Please refer attachment for detail calculation
6.	☐ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Spesifikasi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
7.	☐ Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut deskripsi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Deskripsi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
8.	☐ Kegagalan penghantaran etak bagi situasi kecemasan dalam tempoh 24 jam bagi produk di Appendix 3A dalam Perjanjian Konsesi Penswastaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia	Tarikh dan masa terima LPO oleh PLSB : Tarikh dan masa terima bekalan :	

Disediakan oleh :

Nama & Jawatan : Mohamad Azhar bin Bahauddin & Pegawai Farmasi US2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Figure 3.5-13 Lampiran 10

3.6 Create New Incident PS 5

To create a new record for penalty PS 5, perform the steps below:

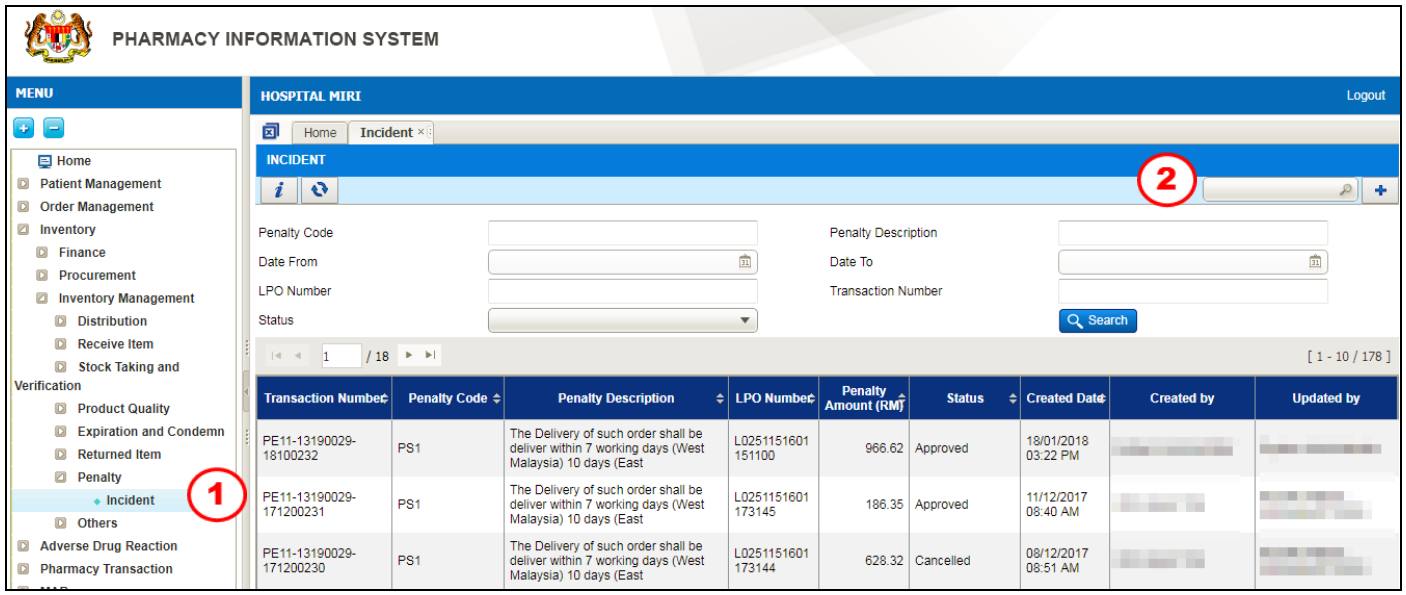


Figure 3.6-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when delivered goods were physically damage/obsolete or expired goods.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.6-1.

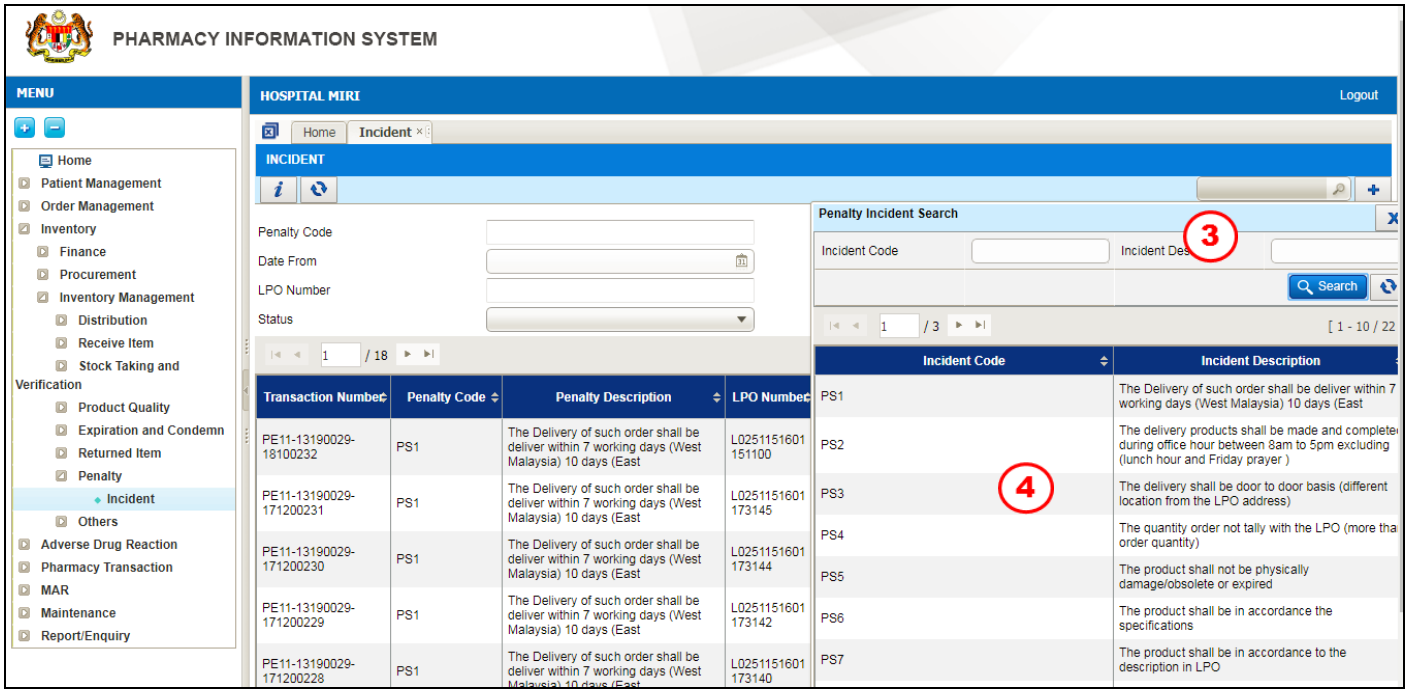


Figure 3.6-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.6-2.

STEP 4

Double click on the Incident Code

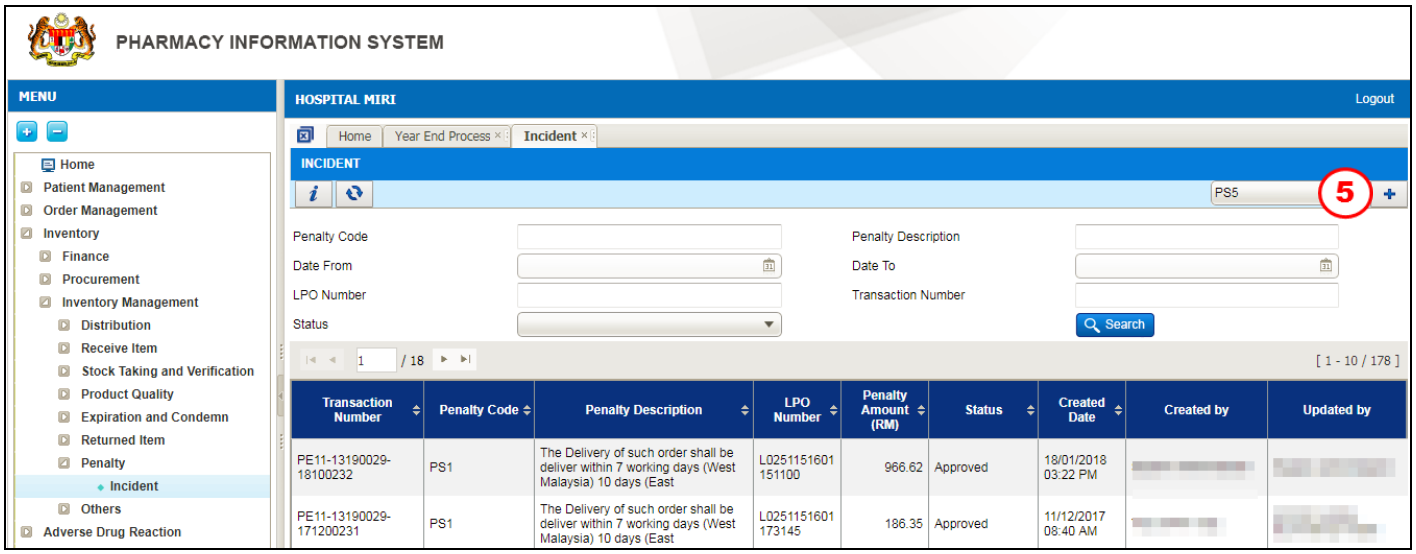


Figure 3.6-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.6-4.

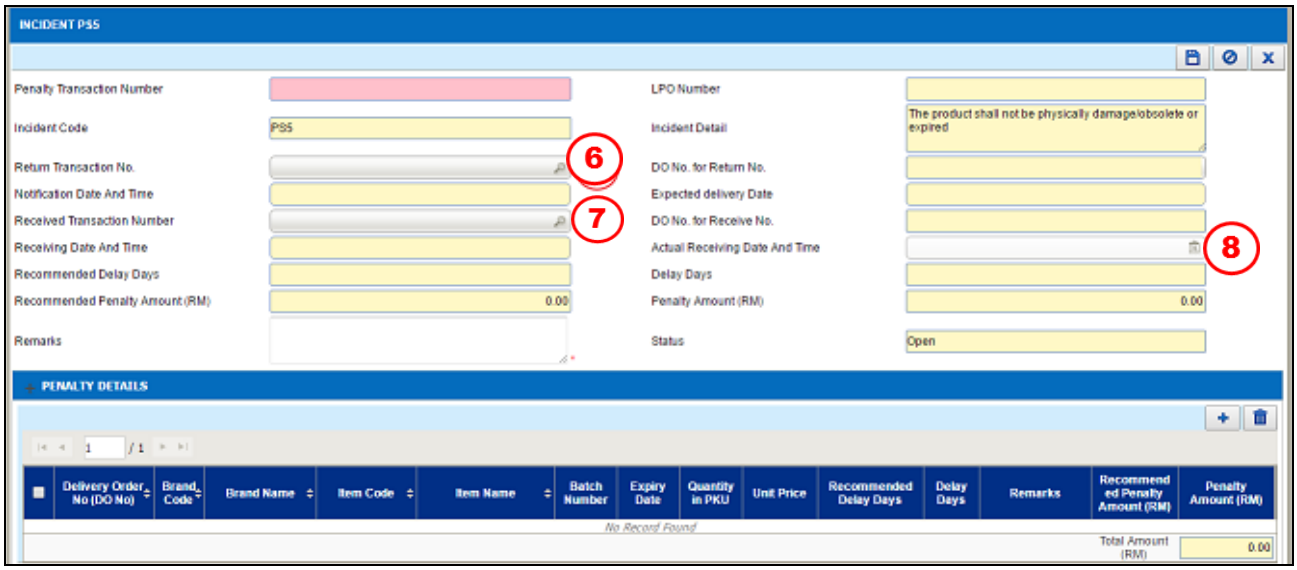


Figure 3.6-4 Incident PS 5

STEP 6

Click on the button to find the Return Transaction No.

Note

*List of **Return Transaction No.** will be displayed as shown in Figure 3.6-5.*

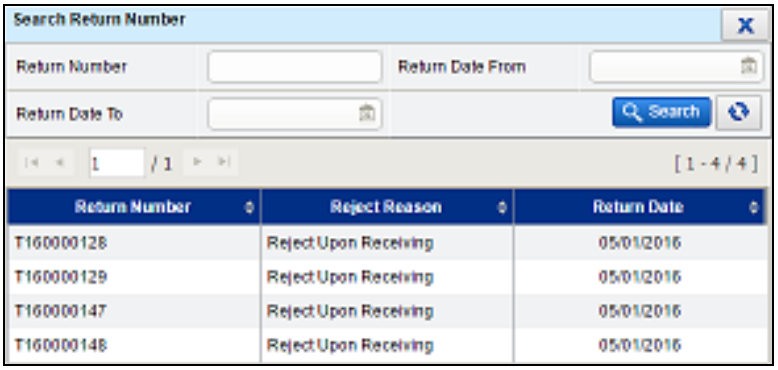


Figure 3.6-5 List of Return Transaction Number

STEP 7

Click on the button to find the Received Transaction Number

Note
*List of **Received Transaction Number** will be displayed as shown in Figure 3.6-7.*

STEP 8
Enter Actual Received Date and Time

Note
- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*

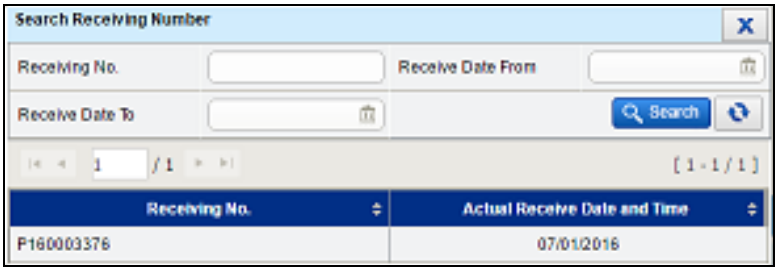


Figure 3.6-6 List of Received Transaction Number

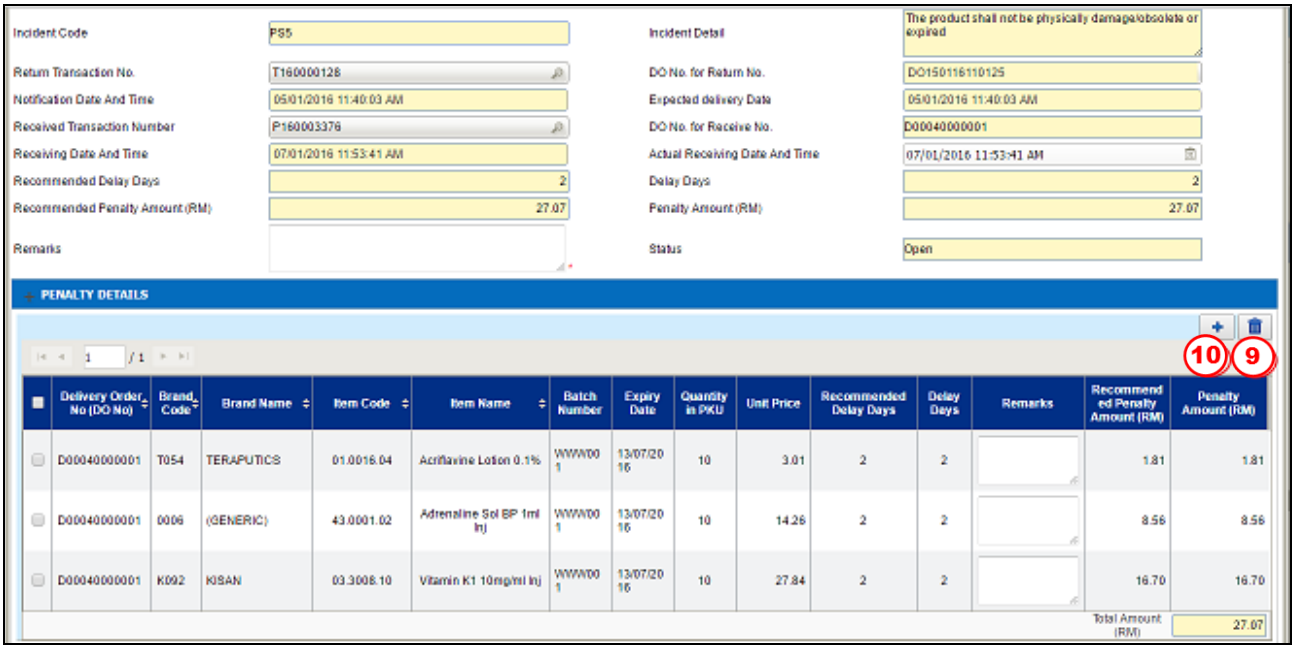


Figure 3.6-7 Penalty Details

STEP 9

Click on the button to delete an item/items

STEP 10

Click on the button to add back the item if necessary.

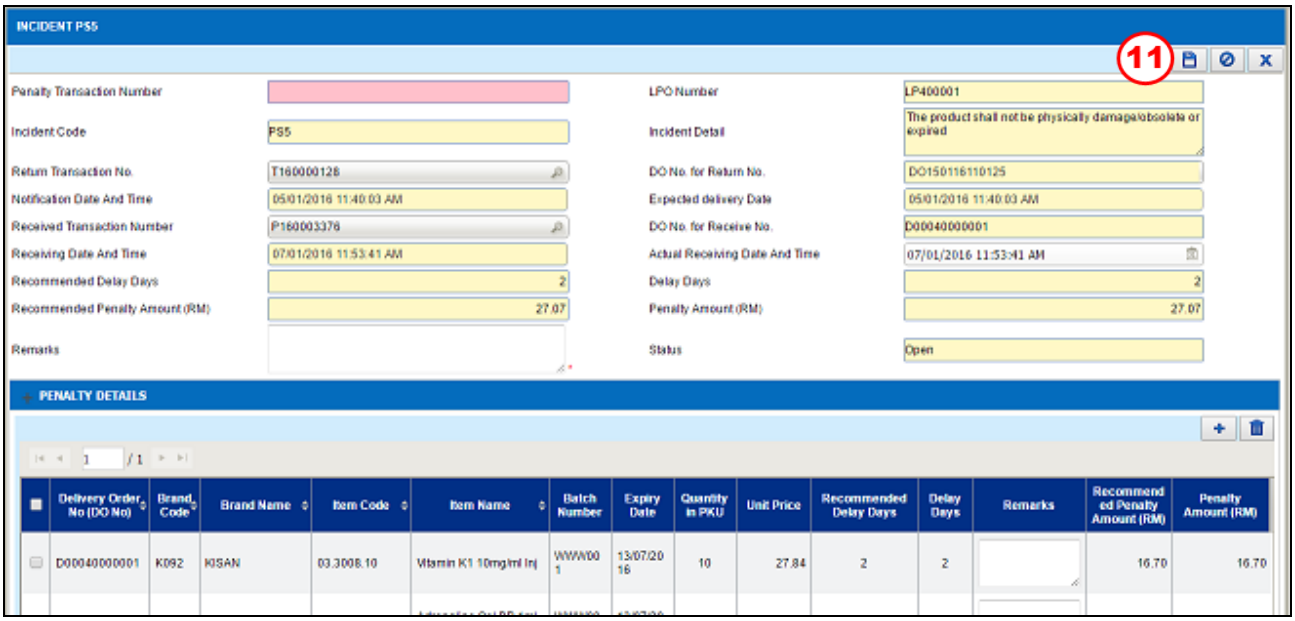


Figure 3.6-8 Save button

Figure 3.6-9 Save Record Alert Message

STEP 11

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.6-10*
- *Click on the* Yes *button.*

Penalty Transaction No. *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

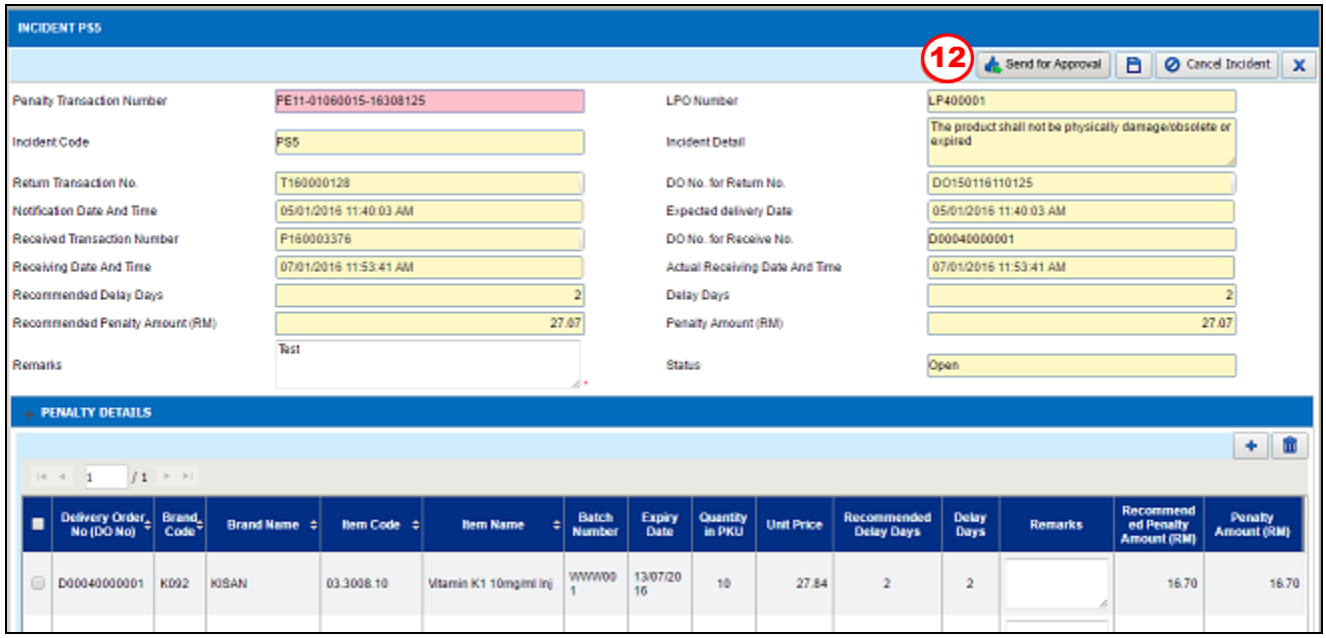


Figure 3.6-10 Send for Approval

Figure 3.6-11 Send for approval alert message

STEP 12

Click on the [Send for Approval] button to send the Penalty transaction to HOD for approval

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* [Cancel Incident] *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* [Send for Approval]*, an alert message will be displayed as per Figure 3.6-12*
- *Click on the* [Yes] *button.*

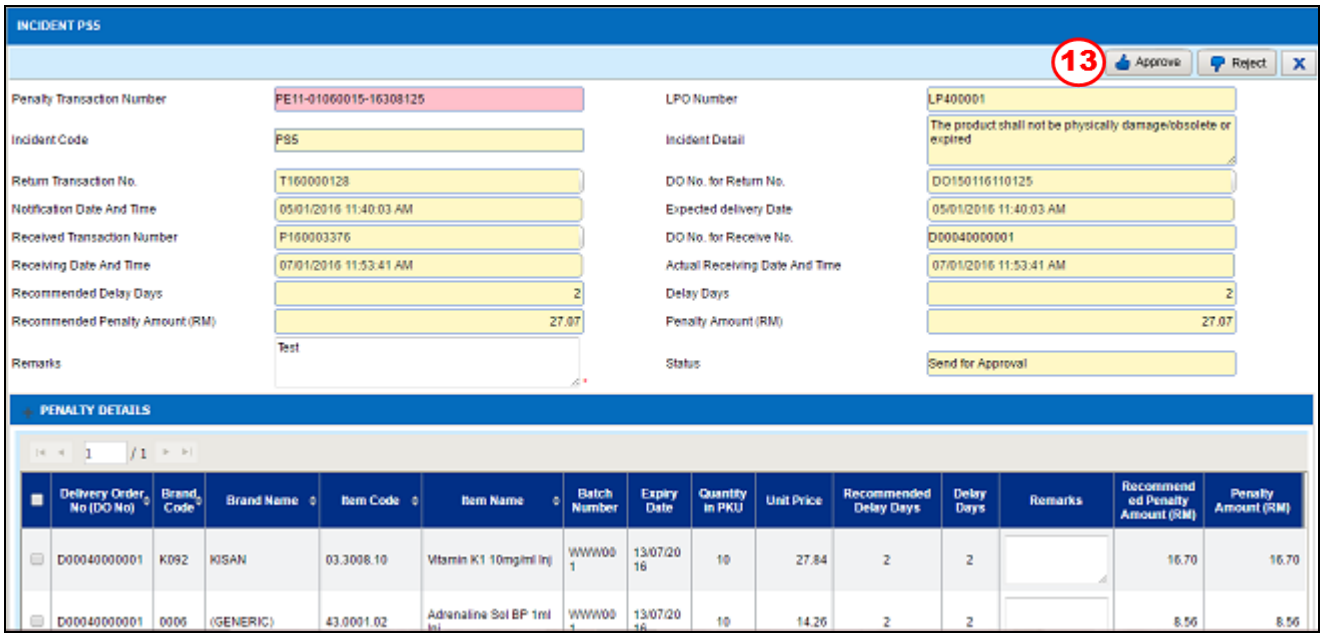


Figure 3.6-12 Approval

STEP 13

Select one of the available buttons

a) The [Approve] button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.6-15*
- *Alert message will be displayed after user makes the selection as per Figure 3.6-14*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 10 *button will be enabled.*

b) Reject button to reject the Penalty transaction

- *The **Status** will change automatically to 'Rejected'.*

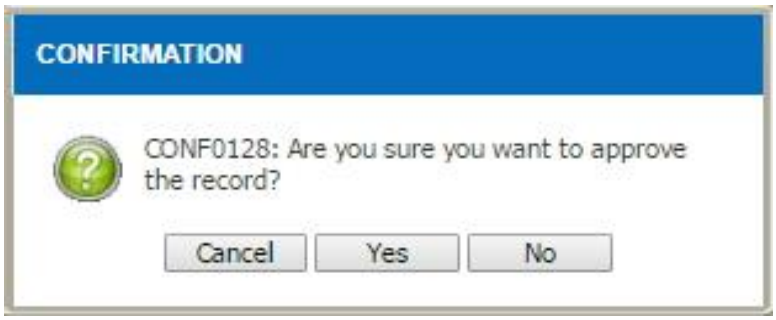


Figure 3.6-13 Approve Record Alert Message

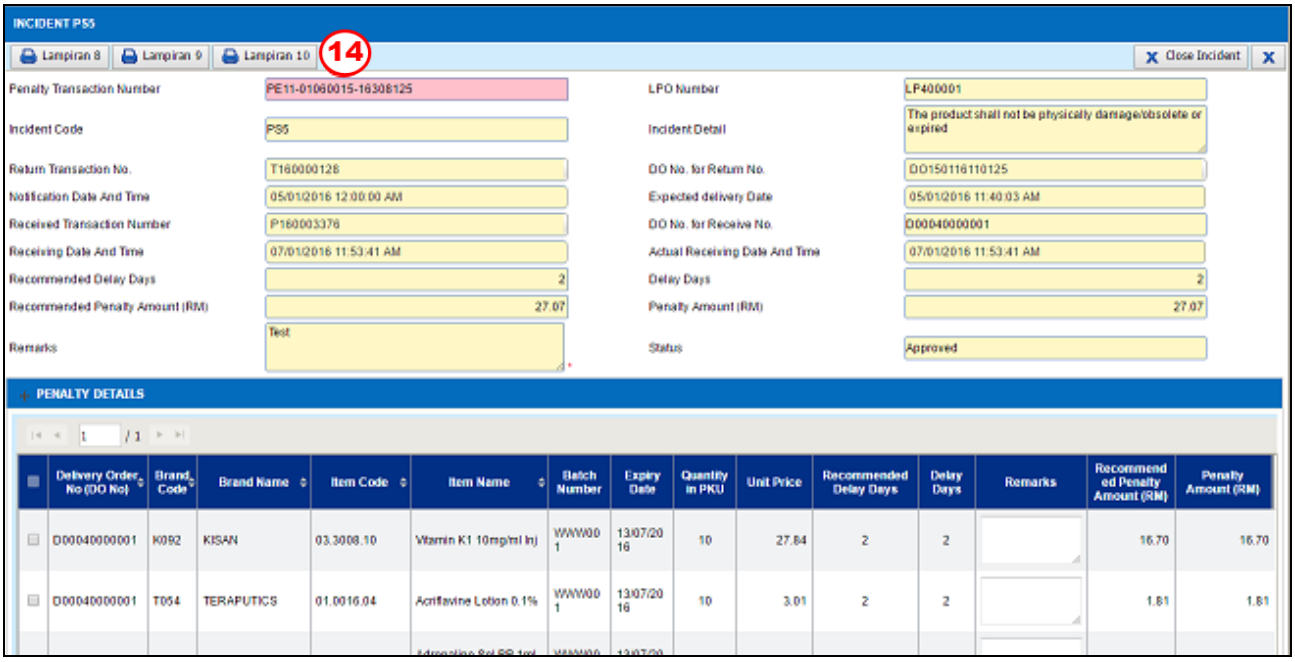


Figure 3.6-14 Lampiran 8, 9 and 10 Button

STEP 14

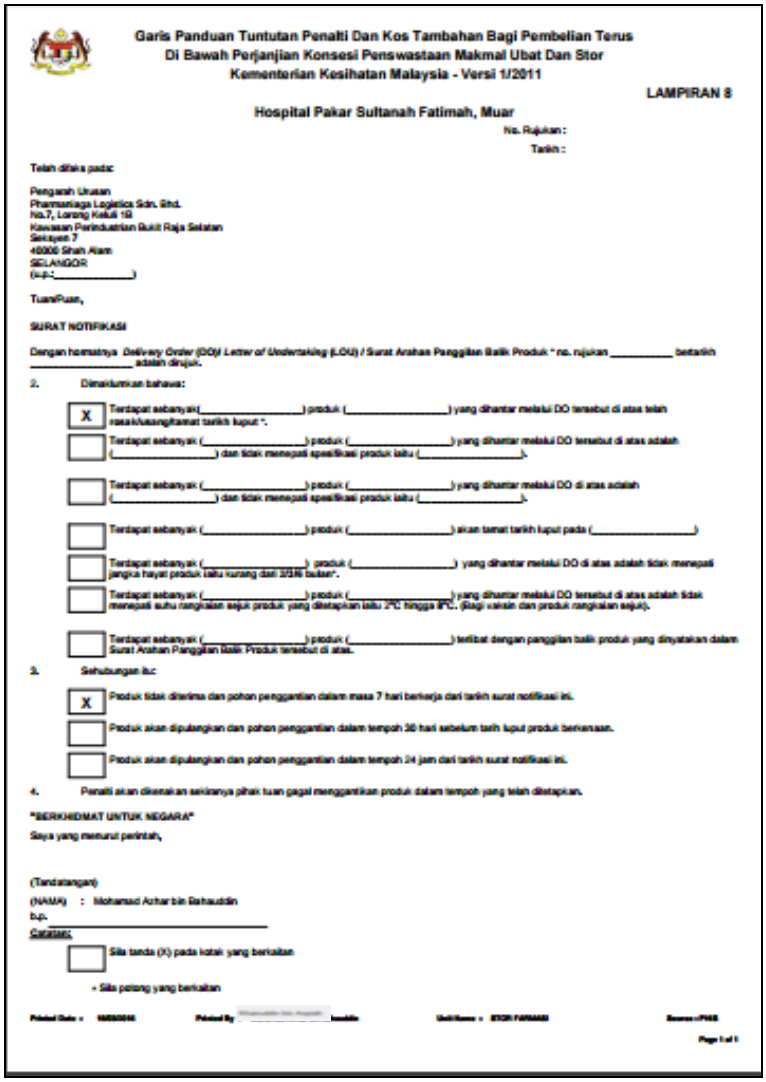
Click Lampiran 8 *button to view the Lampiran 8 as shown in Figure 3.6-16*

Or click Lampiran 9 *button to view the Lampiran 9 as shown in Figure 3.6-17*

Or click Lampiran 10 *button to view the Lampiran 10 as shown in Figure 3.6-18*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dilaks pada:

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kaluli 1G
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU)* / Surat Arahan Panggilan Balik Produk * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

[X] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/usangtamat tarikh luput *.

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak memenuhi jangka hayat produk iaitu kurang dari 2/3/6/ bulan*.

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak memenuhi suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).

[ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

[X] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : Mohamad Azhar bin Rahauddin
b.p. _____

Catatan:

[ ] Sila tanda (X) pada kotak yang berkaitan

* Sila potong yang berkaitan

Page 1 of 1

Figure 3.6-15 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP-00001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (✓) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau varian melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat	☐	RM500 bagi setiap insiden	
(iii) Bukan *door to door delivery*	☐	RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	☐	RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam	☐	RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Varian kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	☐	RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Varian kurang daripada 6 bulan yang ditolak	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi	☐	RM5,000 bagi setiap insiden	
(x) Tiada label KKM	☐	3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi	☐	3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products	☐	RM10,000 setiap produk APPL	
- Non Essential Approved Products	☐	RM5,000 setiap produk APPL	

Printed Date : 16/03/2016 Printed By : [illegible] Unit Name : STOR FARMASI Source : PHIS

Page 1 of 2

Figure 3.6-16 Lampiran 9

3.7 Create New Incident PS 6

To create a new record for penalty PS 6, perform the steps below:

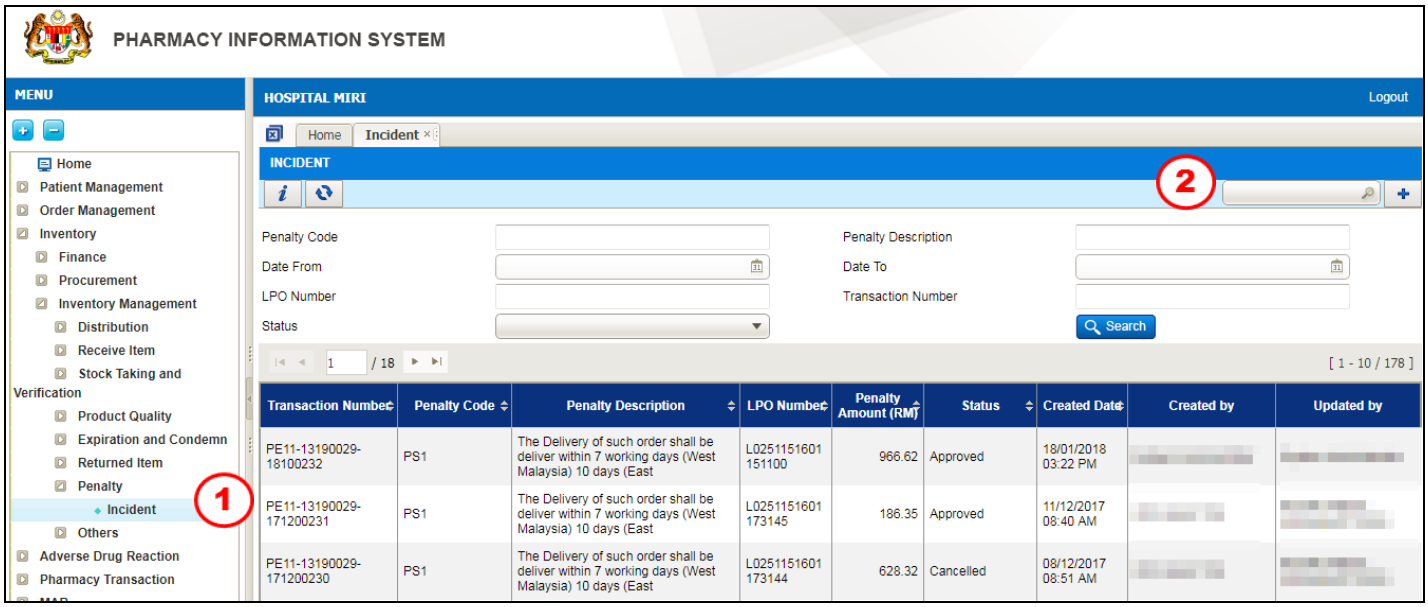


Figure 3.7-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the Supplier when the goods were not accordance with the specification.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.7-1.

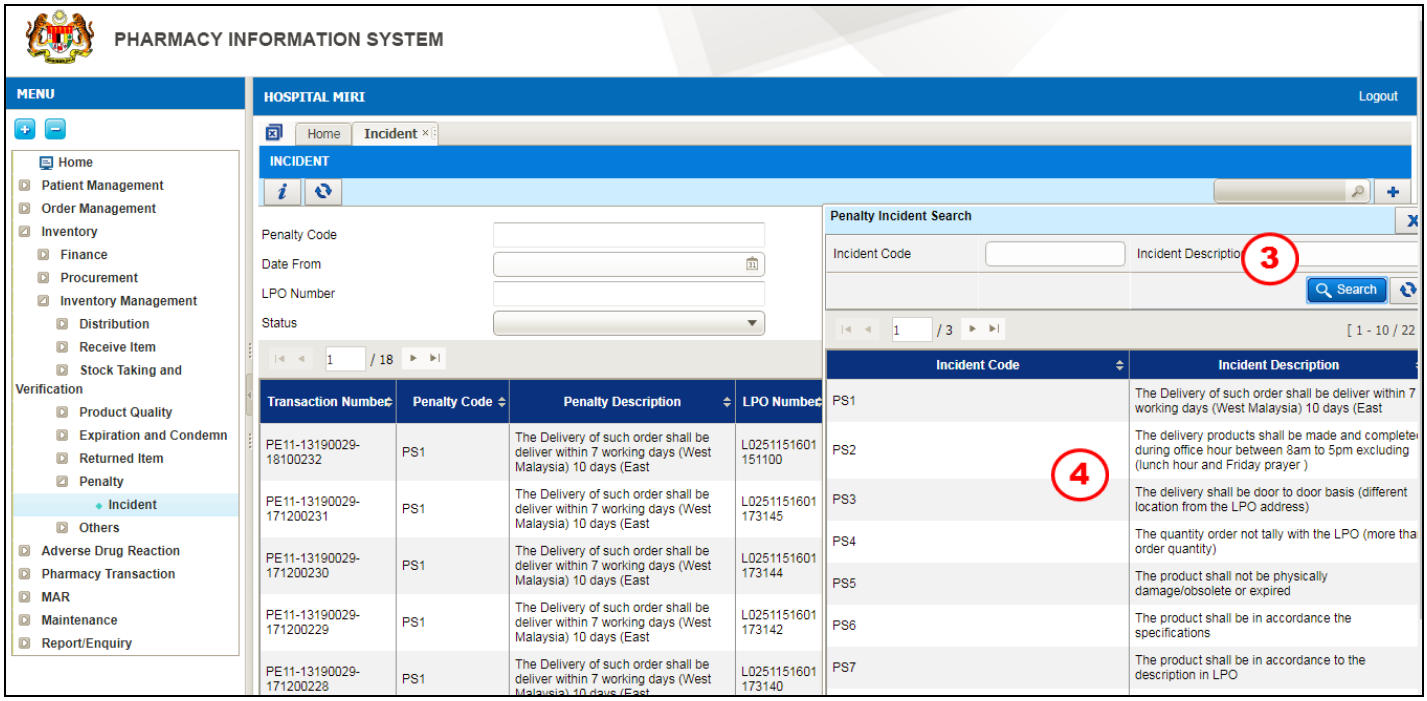


Figure 3.7-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.7-2.

STEP 4

Double click on the Incident Code

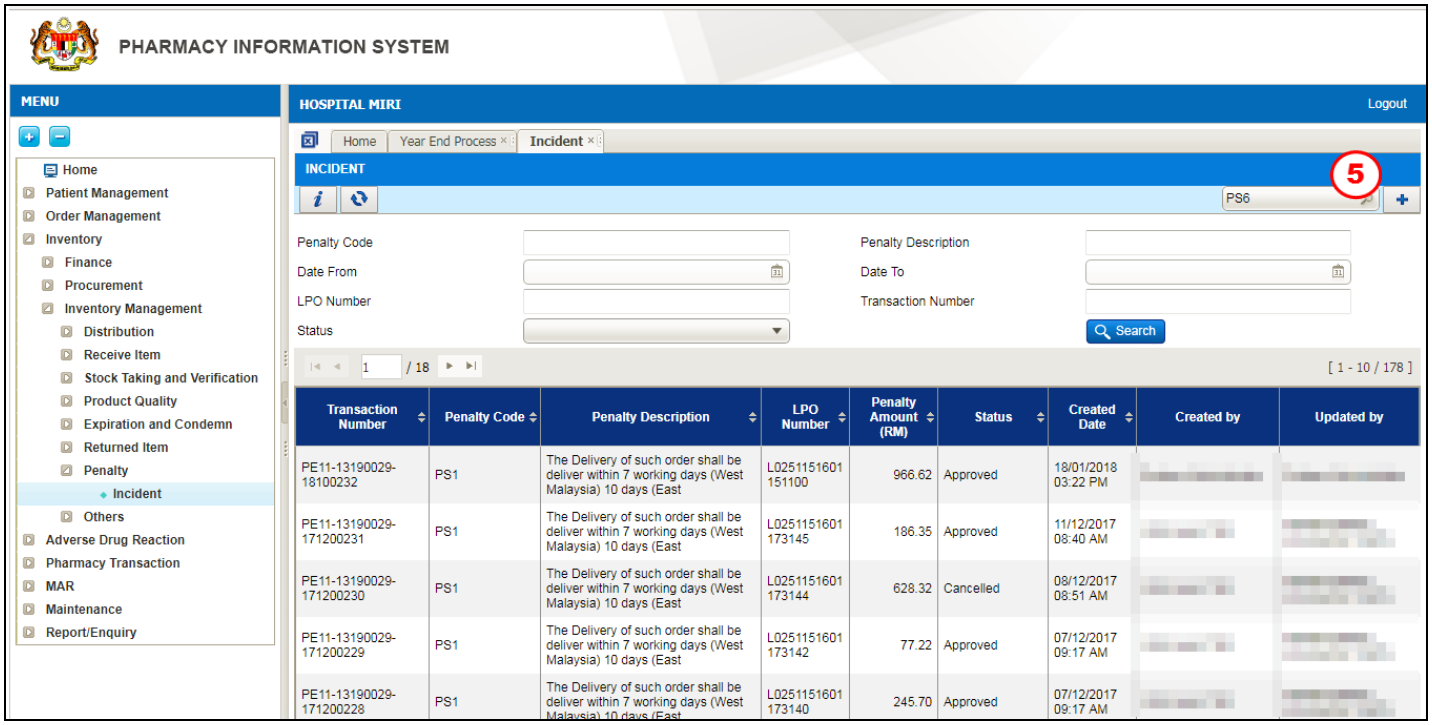


Figure 3.7-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.7-3.

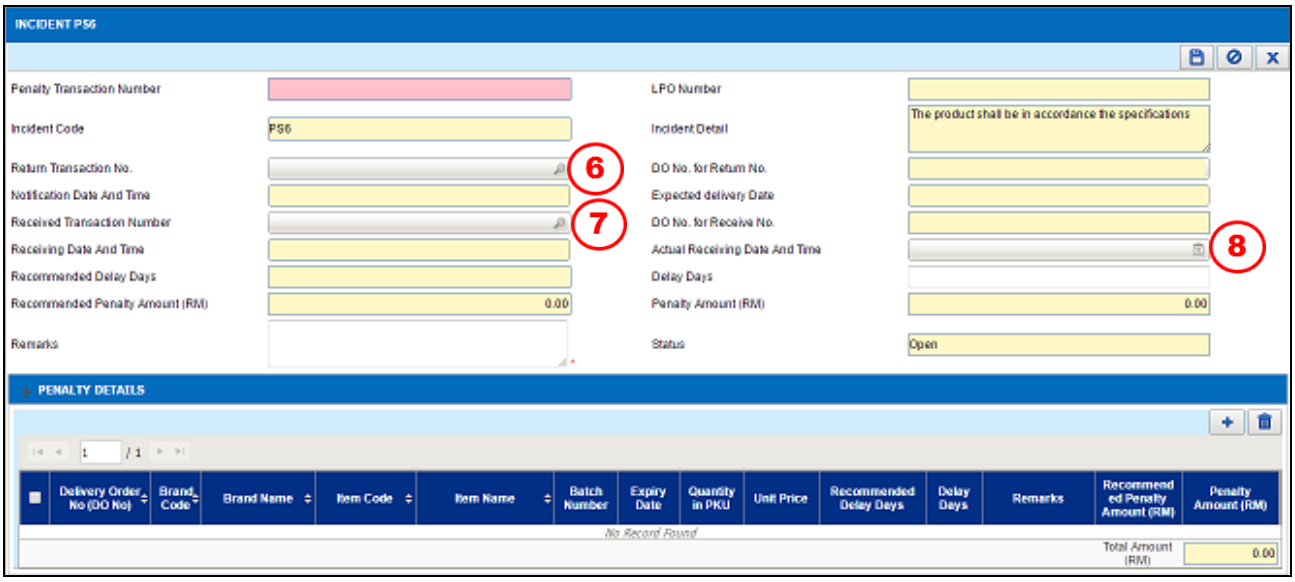


Figure 3.7-4 Incident PS 6

STEP 6

Click on the button to find the Return Transacton No.

Note

*List of **Return Transaction No.** will be displayed as shown in Figure 3.7-5.*

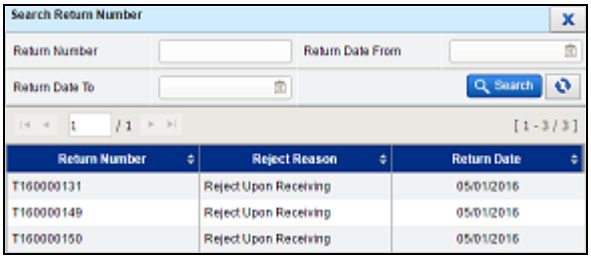


Figure 3.7-5 List of Return Transaction No.

STEP 7

Click on the button to find the Received Transaction Number

Note

*List of **Received Transaction Number** will be displayed as shown in Figure 3.7-7.*

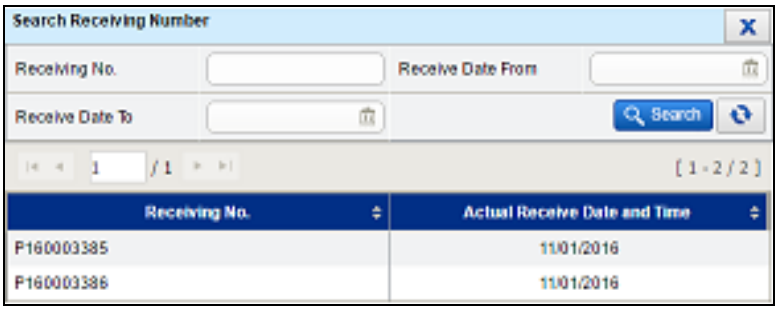


Figure 3.7-6 List of Received Transaction Number

STEP 8

Enter Actual Received Date and Time

Note

- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*
- *Delay Days will follow Actual Received Date and Time.*

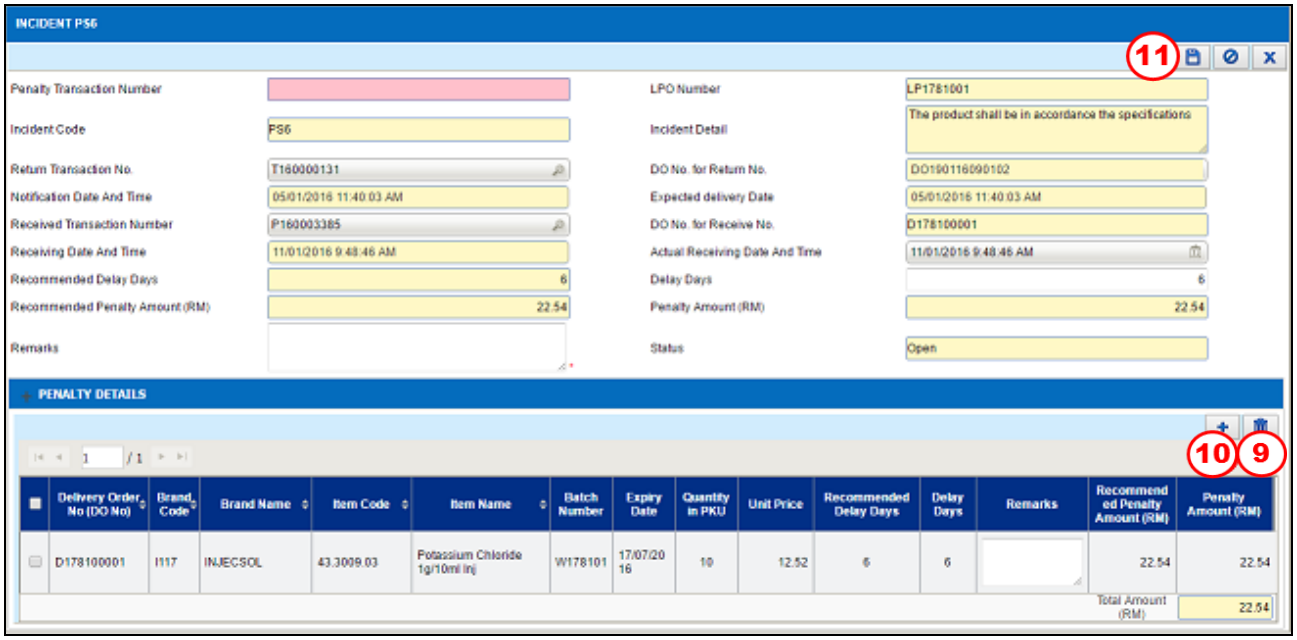


Figure 3.7-7 Penalty Details

STEP 9

Click on the button to delete an item/items

STEP 10

Click on the button to add back the item

STEP 11

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.7-9*
- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be automatically generated by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

Figure 3.7-8 Save Record Alert Message

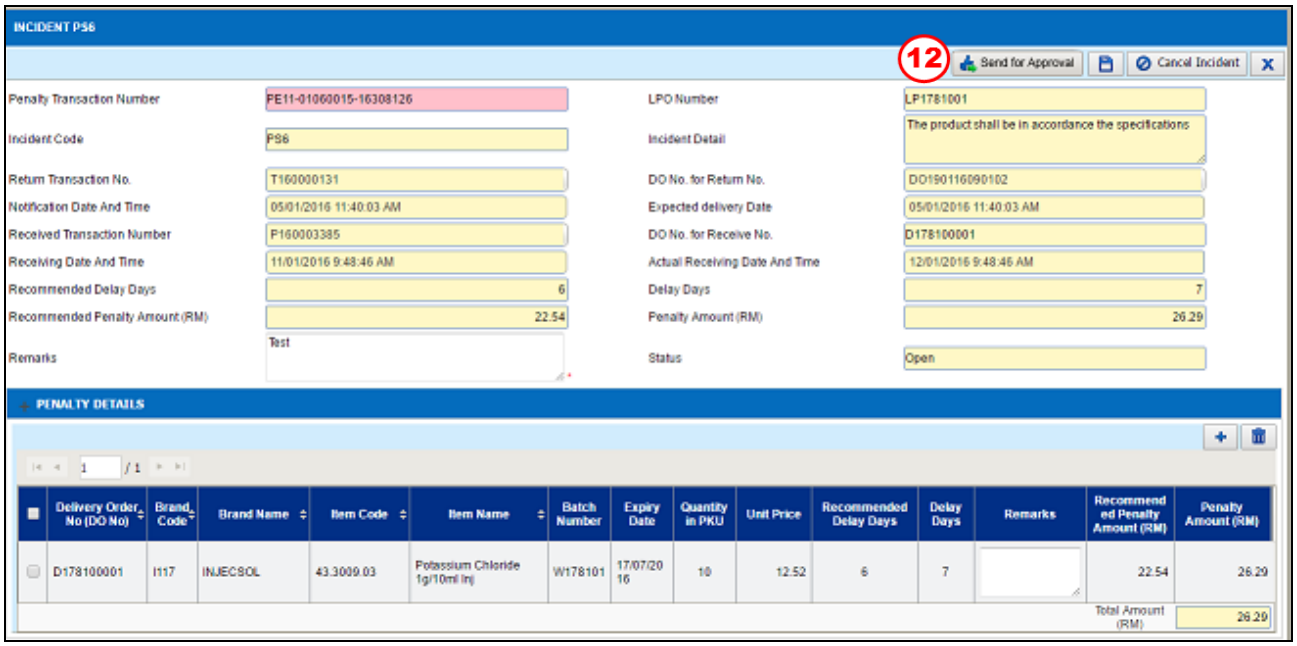


Figure 3.7-9 Send for Approval

STEP 12

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.7-11*
- *Click on the* Yes *button.*

Figure 3.7-10 Send for approval alert message

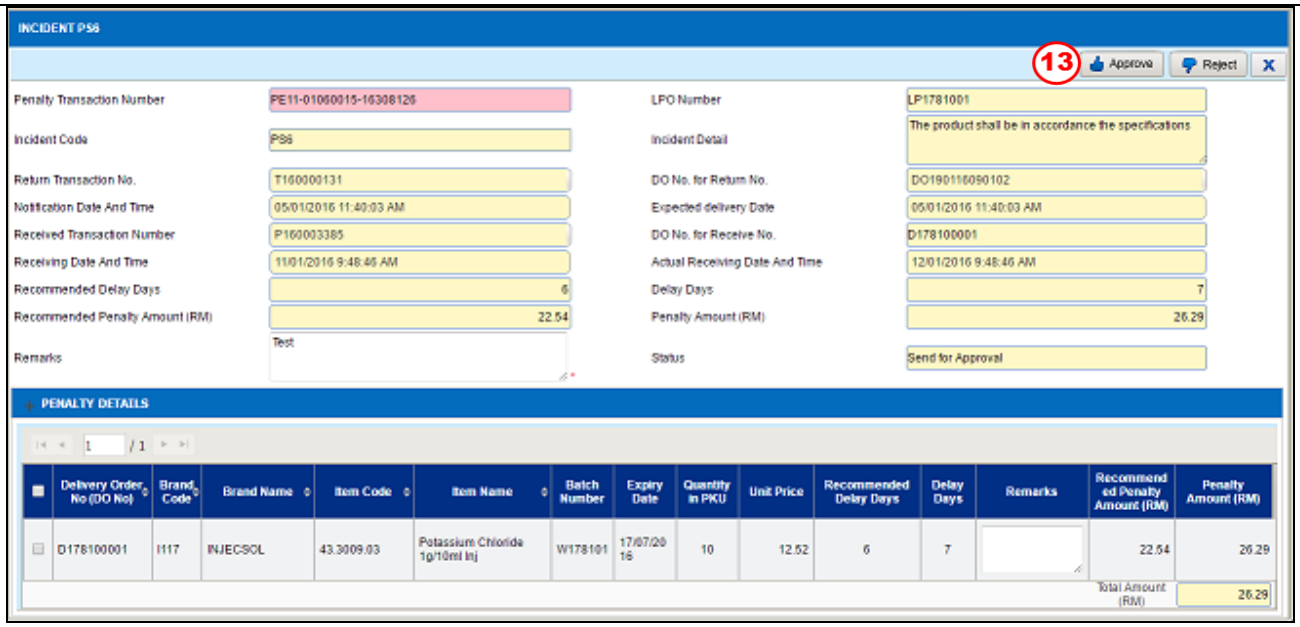


Figure 3.7-11 Approval

STEP 13
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.7-14*
- *Alert message will be displayed after user makes the selection as per Figure 3.7-13*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 10 *button will be enabled.*

b) Reject button to reject the Penalty transaction

- *The **Status** will automatically change to 'Rejected'.*

Figure 3.7-12 Approve Record Alert Message

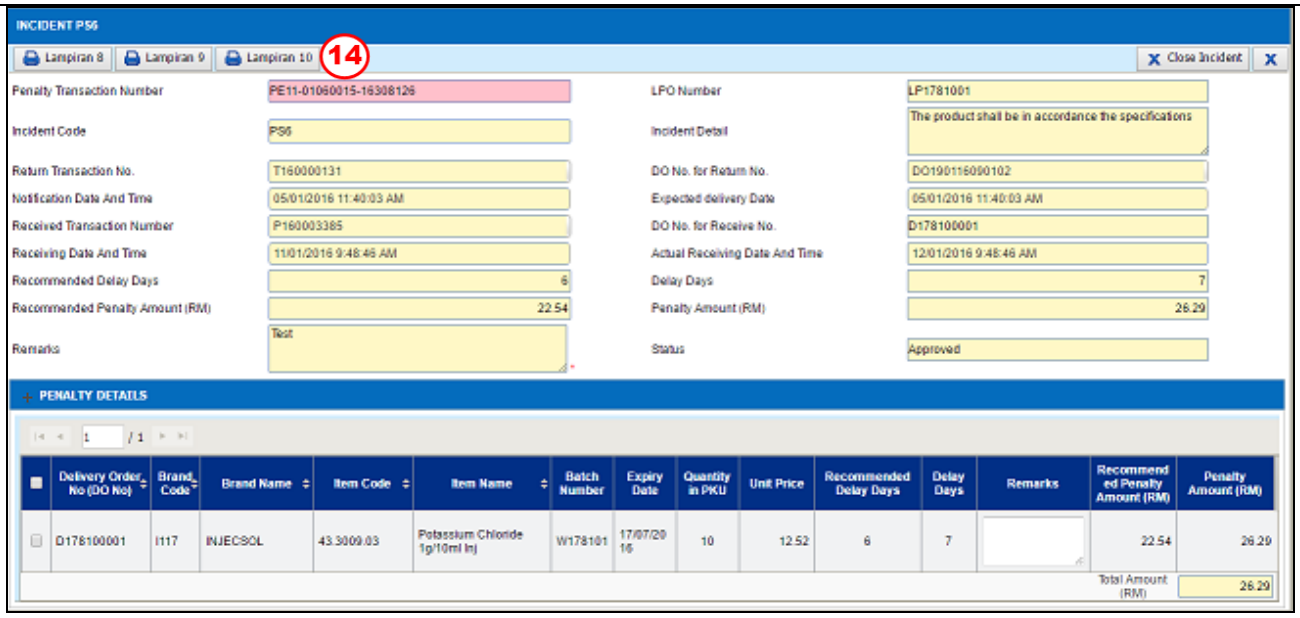


Figure 3.7-13 Lampiran 8, 9 and 10 Button

STEP 14

Click

button to view the Lampiran 8 as shown in Figure 3.7-15

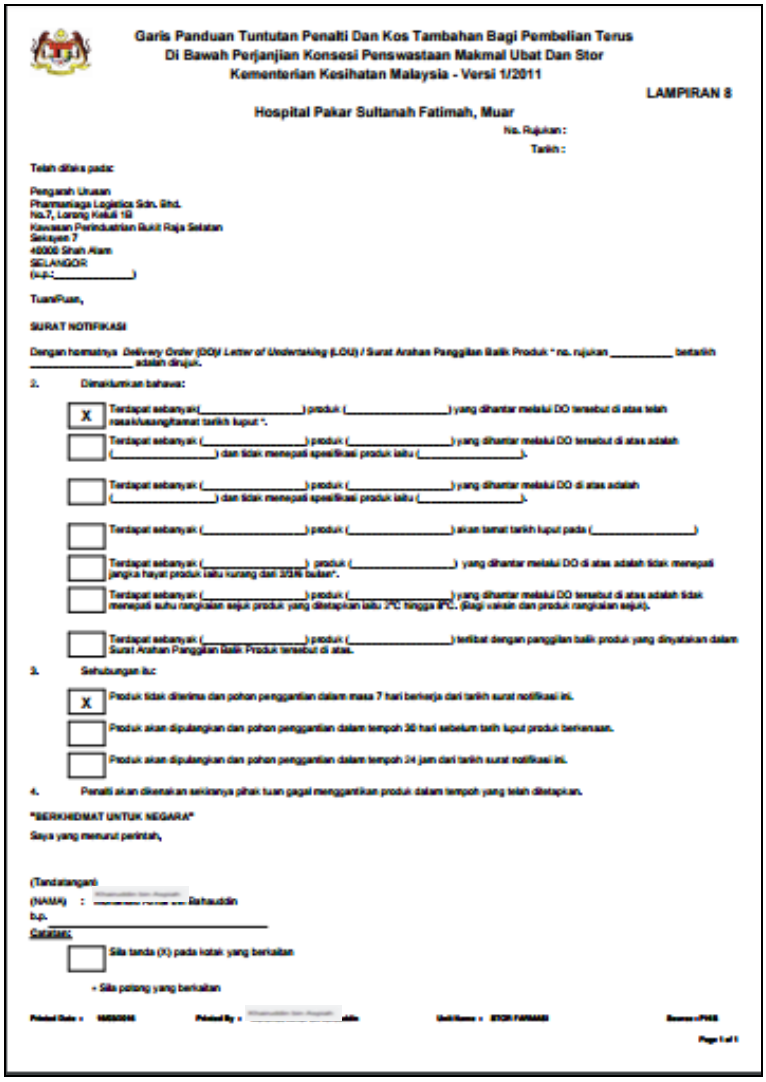
Or click

button to view the Lampiran 9 as shown in Figure 3.7-16

Or click

button to view the Lampiran 10 as shown in Figure 3.7-17

Note
The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dikeluarkan :

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kelulut 19
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU)* / Surat Arahan Panggilan Balik Produk * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

[X] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/kesanghampiran tarikh luput *.

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak memenuhi jangka hayat produk iaitu kurang dari 2/3 bulan*.

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak memenuhi suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).

[ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

[X] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : [redacted] Rahauddin
b.p. _____

Catatan:

[ ] Sila tanda (X) pada kotak yang berkaitan

* Sila potong yang berkaitan

Printed Date : [redacted] Printed By : [redacted] Unit/Name : [redacted] Source : PHIS

Page 1 of 1

Figure 3.7-14 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

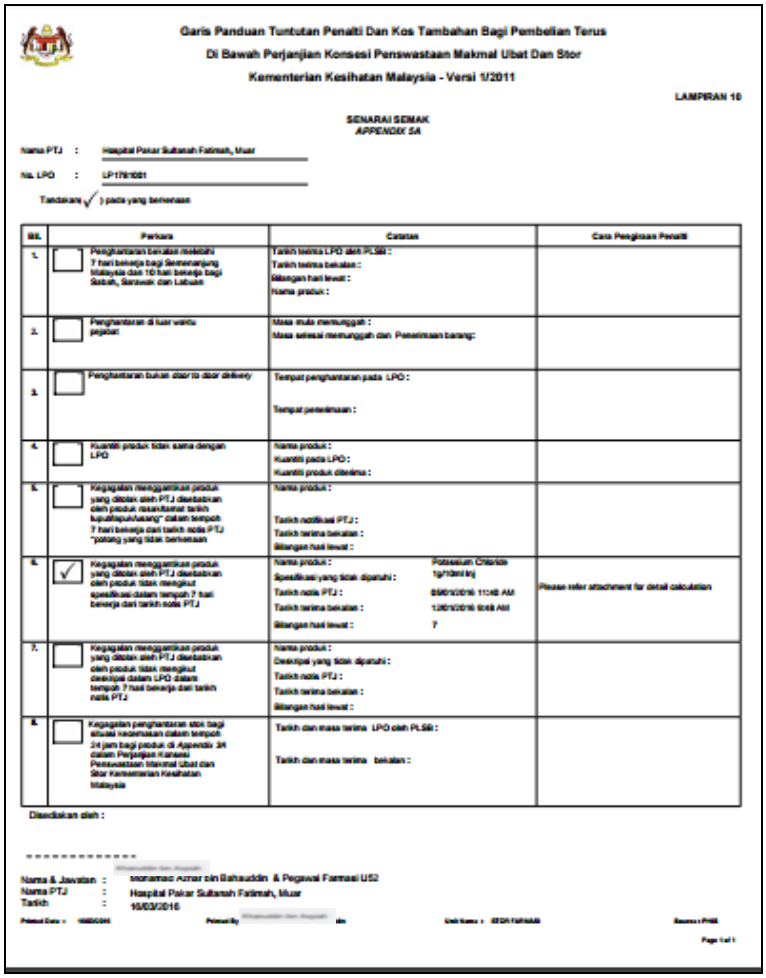
1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP-00001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (✓) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau varian melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat	☐	RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	☐	RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	☐	RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam	☐	RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Varian kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	☐	RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Varian kurang daripada 6 bulan yang ditolak	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi	☐	RM5,000 bagi setiap insiden	
(x) Tiada label KKM	☐	3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi	☐	3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products	☐	RM10,000 setiap produk APPL	
- Non Essential Approved Products	☐	RM5,000 setiap produk APPL	

Printed Date : 16/03/2016 Printed By : [redacted] Unit Name : STOR FARMASI Source : PHIS

Page 1 of 2

Figure 3.7-15 Lampiran 9



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

No. LPO : LP176/001

Tandakan ✓) pada yang berkenaan

BIL		Perkara	Catatan	Cara Pengiraan Penalti
1.	☐	Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	☐	Penghantaran di luar waktu pejabat	Masa mula memunggah : Masa selesai memunggah dan Penerimaan barang:	
3.	☐	Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☐	Kuantiti produk tidak sama dengan LPO	Nama produk : Kuantiti pada LPO : Kuantiti produk diterima :	
5.	☐	Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk kesesuaian tarikh kuputlapuh/usang" dalam tempoh 7 hari bekerja dari tarikh nota PTJ "potong yang tidak berkesan	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
6.	✓	Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Potassium Chloride 1g/10ml Inj Spesifikasi yang tidak dipenuhi : Tarikh nota PTJ : 5/8/10/2016 11:45 AM Tarikh terima bekalan : 12/8/10/2016 10:45 AM Bilangan hari lewat : 7	Please refer attachment for detail calculation
7.	☐	Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut deskripsi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Deskripsi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
8.	☐	Kegagalan penghantaran stok bagi situasi kecemasan dalam tempoh 24 jam bagi produk di Appendix 3A dalam Perjanjian Konsesi Penswastaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia	Tarikh dan masa terima LPO oleh PLSB : Tarikh dan masa terima bekalan :	

Disediakan oleh :

- - - - - - - - - - - - -

Nama & Jawatan : Mohamad Aznar bin Bahauddin & Pegawai Farmasi U52
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Figure 3.7-16 Lampiran 10

3.8 Create New Incident PS 7

To create a new record for penalty PS 7, perform the steps below:

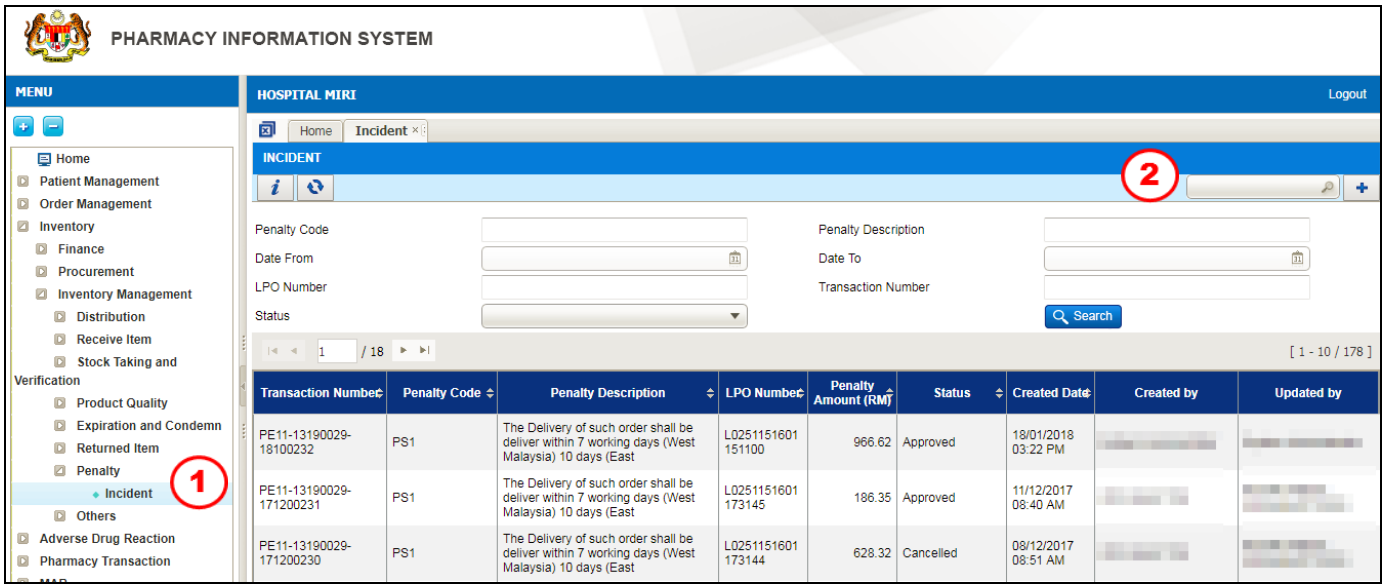


Figure 3.8-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when goods were delivered not accordance to the description in LPO.

STEP 1
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note
Penalty screen will be displayed as shown in Figure 3.8-1.

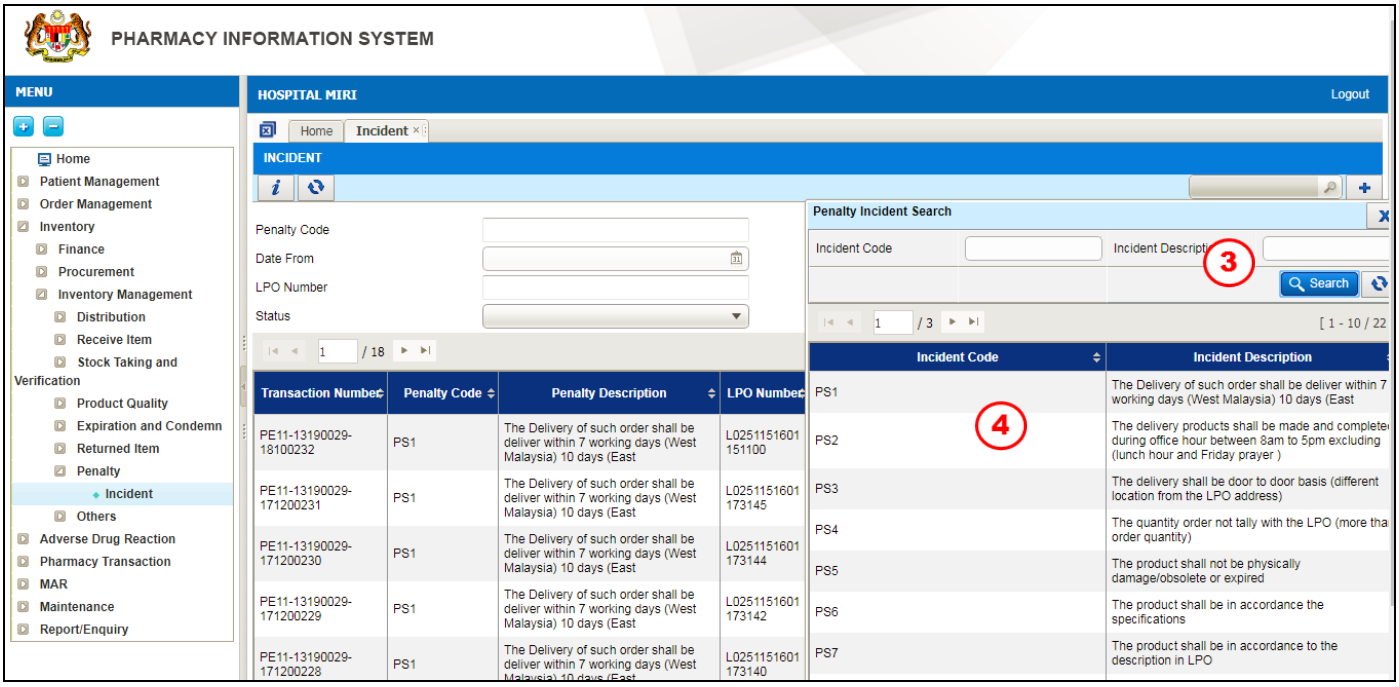


Figure 3.8-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.8-2.

STEP 4

Double click on the Incident Code

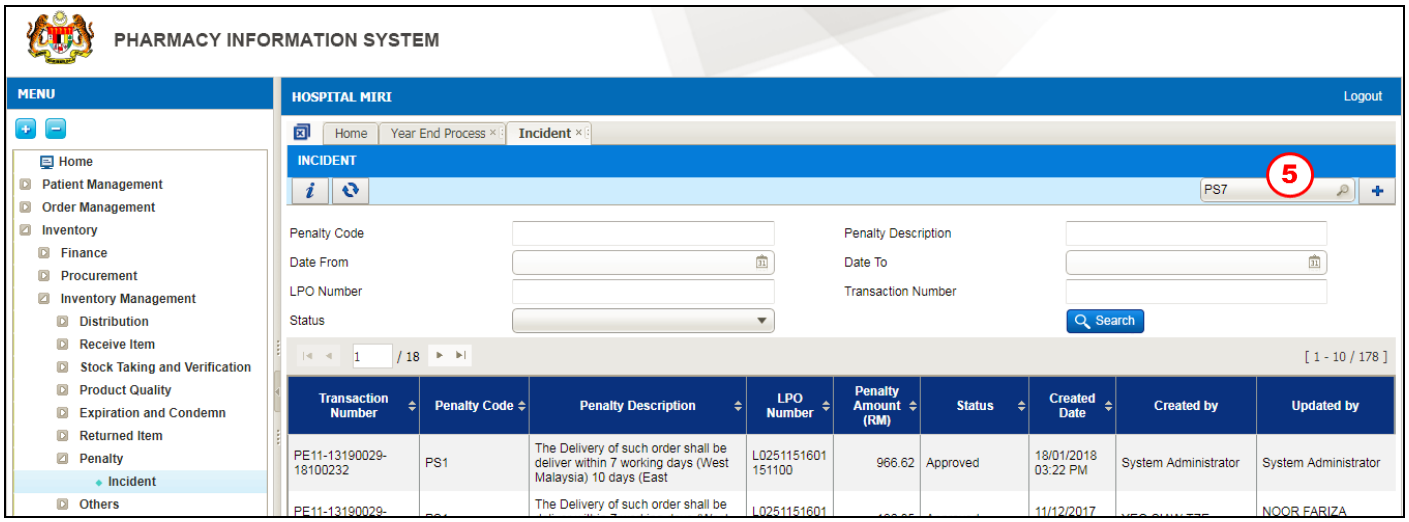


Figure 3.8-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.8-5.

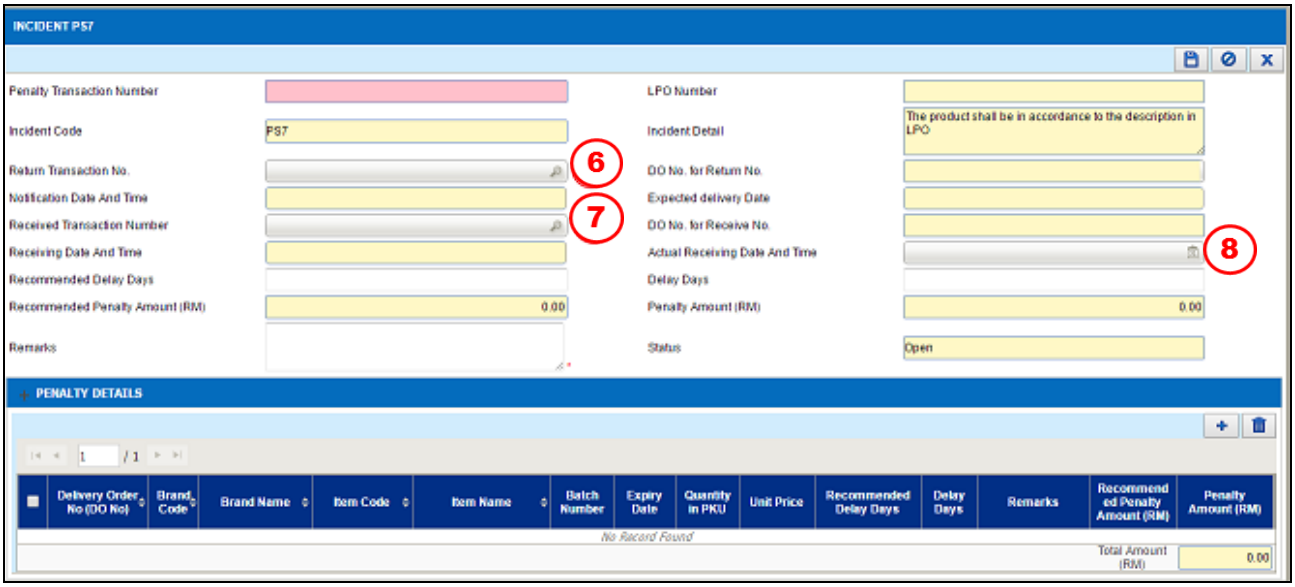


Figure 3.8-4 Incident PS 7

STEP 6

Click on the button to find the Return Transaction No.

Note

*List of **Return Transaction No.** will be displayed as shown in Figure 3.8-6.*

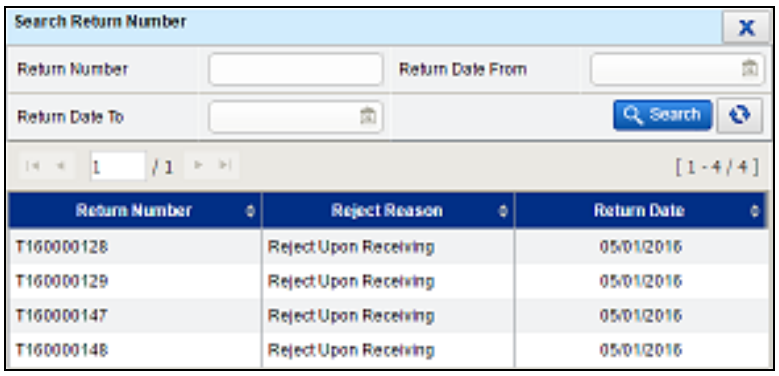


Figure 3.8-5 List of Return Transaction Number

STEP 7

Click on the button to find the Received Transaction Number

Note

*List of **Received Transaction Number** will be displayed as shown in Figure 3.8-7.*

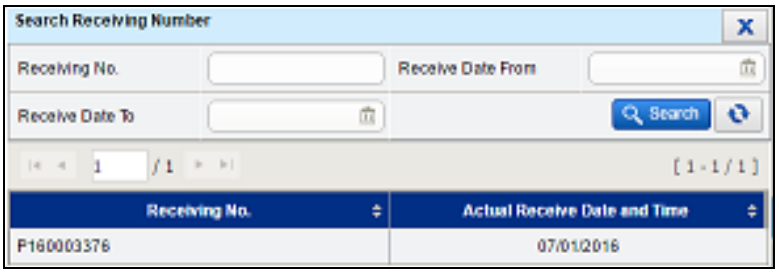


Figure 3.8-6 List of Received Transaction Number

STEP 8
Enter Actual Received Date and Time

Note

- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*
- *Delay Days will follow Actual Received Date and Time.*

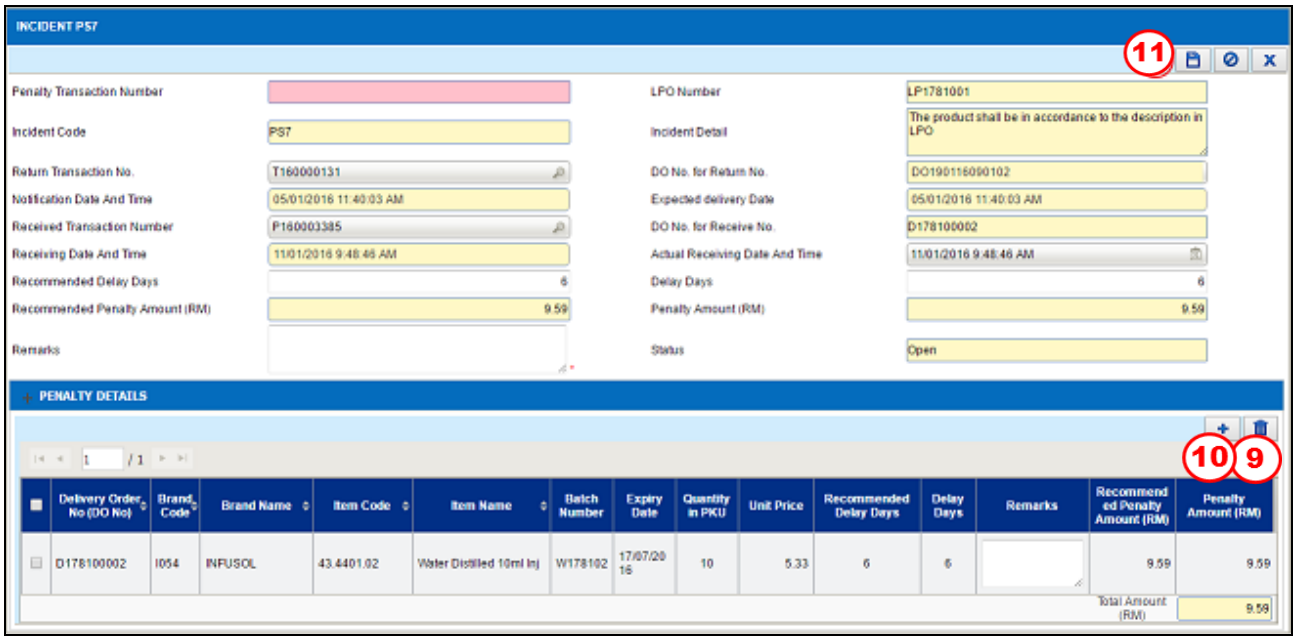


Figure 3.8-7 Penalty Details

STEP 9

Click on the button to delete an item/items

STEP 10

Click on the button to add back the item

STEP 11

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.8-9*
- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

Figure 3.8-8 Save Record Alert Message

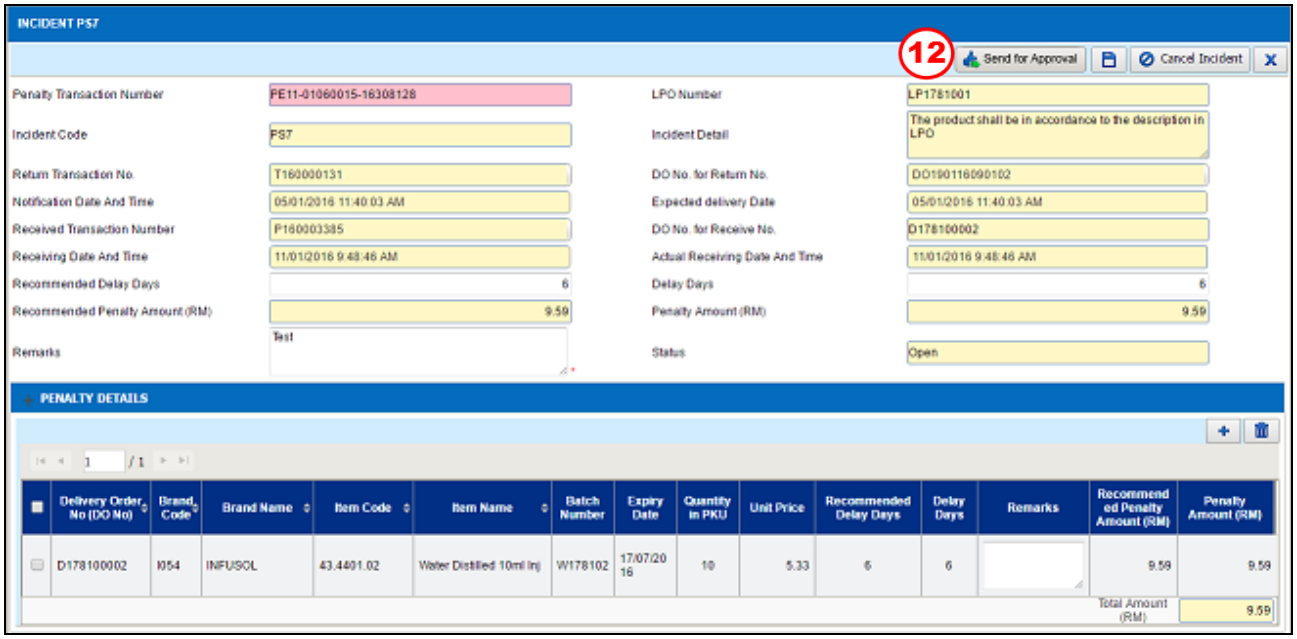


Figure 3.8-9 Send for Approval

STEP 12

Click on the [Send for Approval] button to send the Penalty transaction to HOD for approval

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* [Cancel Incident] *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* [Send for Approval]*, an alert message will be displayed as per Figure 3.8-10*
- *Click on the* [Yes] *button.*

Figure 3.8-10 Send for approval alert message

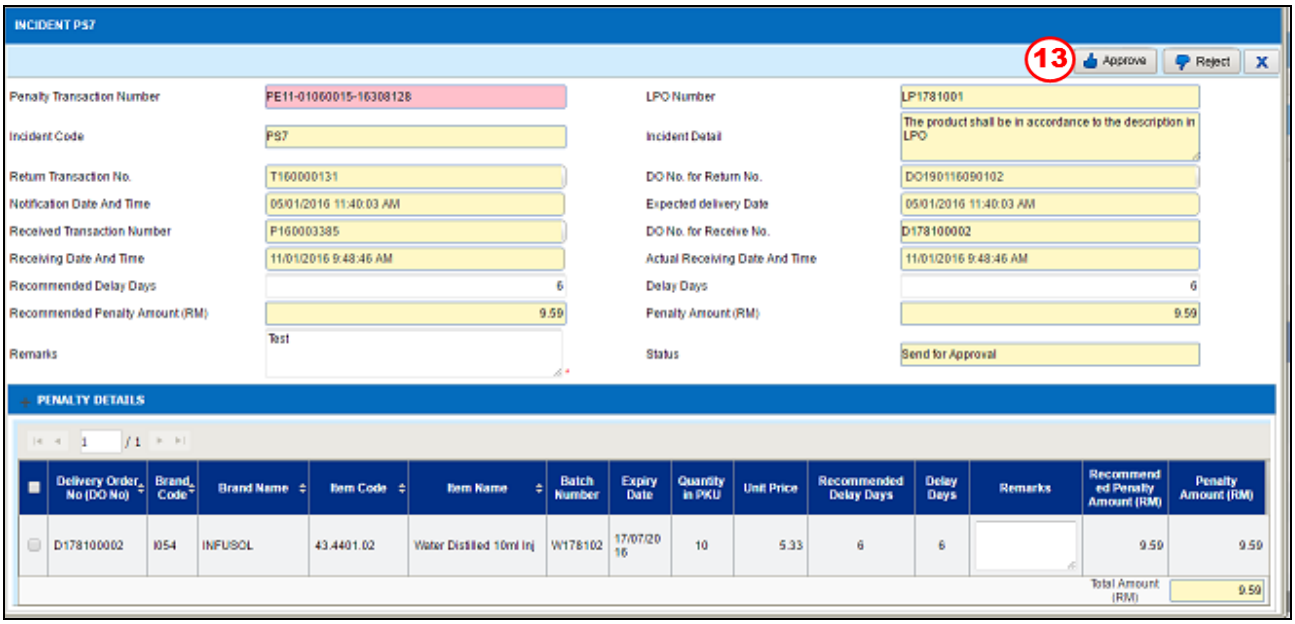


Figure 3.8-11 Approval

STEP 13

Select one of the available buttons

a) The [Approve] button to approve the Penalty transaction

Note

- *The **Status** will automatically change to 'Approved' Figure 3.8-14*
- *Alert message will be displayed after user makes the selection as per Figure 3.8-13*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 10 *button will be enabled.*

b) Reject button to reject the Penalty transaction

Note

- *The **Status** will change automatically to 'Rejected'.*

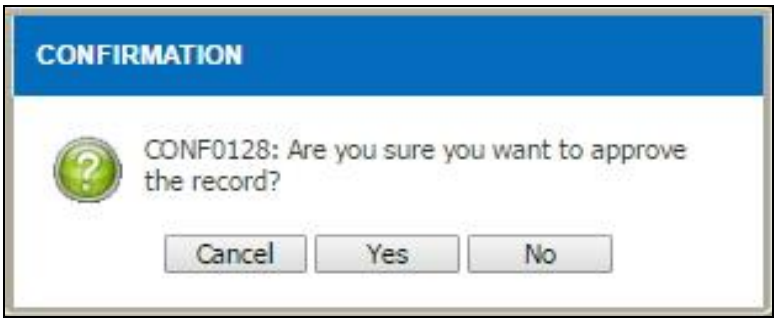


Figure 3.8-12 Approve Record Alert Message

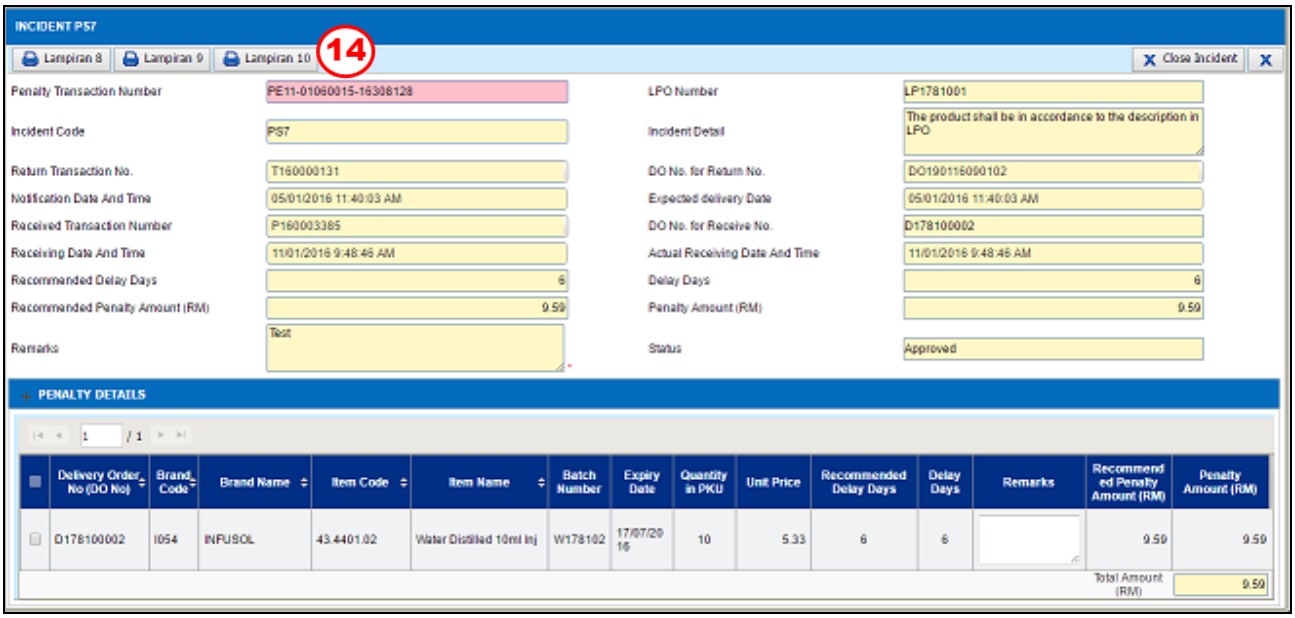


Figure 3.8-13 Lampiran 8, 9 and 10 Button

STEP 14

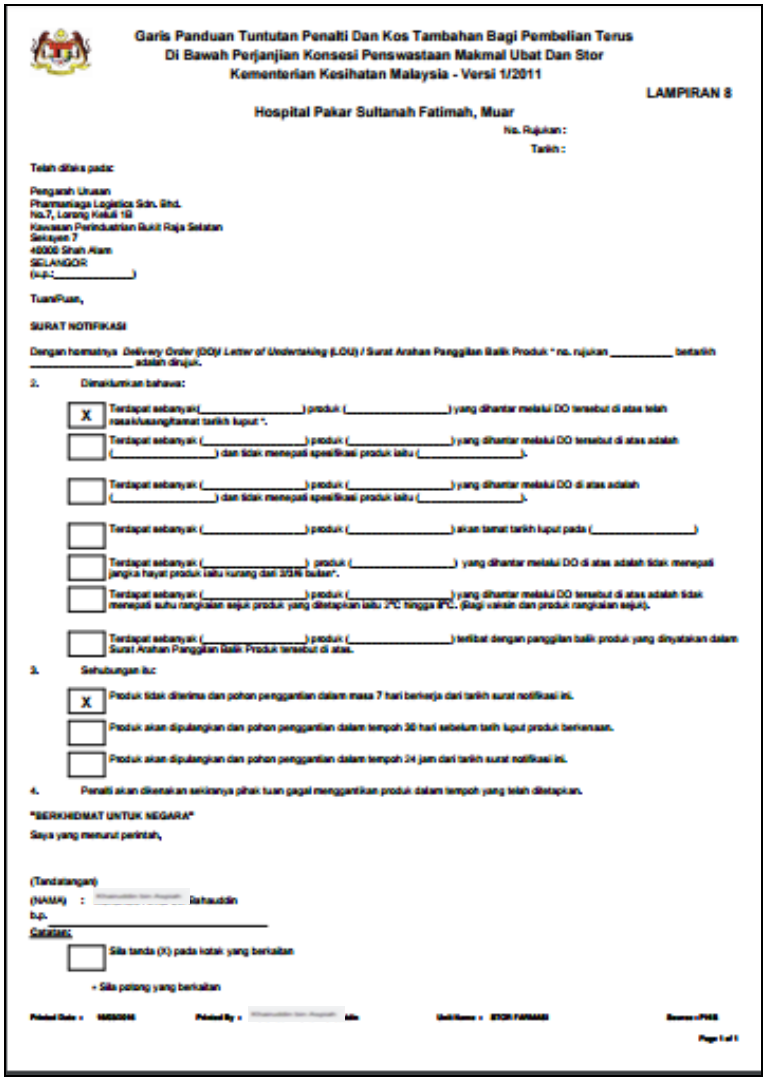
Click [Lampiran 8] *button to view the Lampiran 8 as shown in Figure 3.8-15*

Or click [Lampiran 9] *button to view the Lampiran 9 as shown in Figure 3.8-16*

Or click [Lampiran 10] *button to view the Lampiran 10 as shown in Figure 3.8-17*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dikeluarkan kepada:

Pengarah Urusan
Pharmariaga Logistics Sdn. Bhd.
No.7, Lorong Kekuli 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk* " no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

[X] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/usang/lamat tarikh luput ".

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak memenuhi jangka hayat produk iaitu kurang dari 2/3/6/ bulan".

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak memenuhi suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (bagi vaksin dan produk rangkaian sejuk).

[ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

[X] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : [redacted] Rahauddin
b.p.
_____
Cetakan:

[ ] Sila tanda (X) pada kotak yang berkaitan

* Sila potong yang berkaitan

Printed Date : [redacted] Printed By : [redacted] Unit/Name : [redacted] Source : PHIS

Page 1 of 1

Figure 3.8-14 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

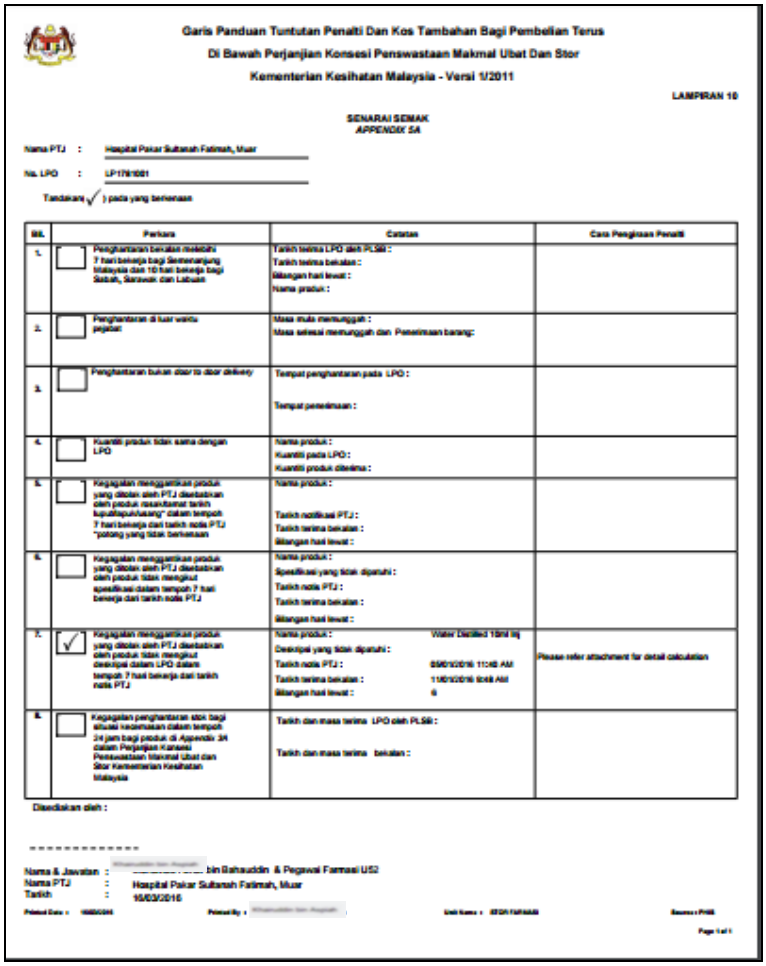
1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP-00001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (✓) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau varian melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat	☐	RM500 bagi setiap insiden	
(iii) Bukan door to door delivery	☐	RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO	☐	RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam	☐	RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Varian kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	☐	RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Varian kurang daripada 6 bulan yang ditolak	☐	3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi	☐	RM5,000 bagi setiap insiden	
(x) Tiada label KKM	☐	3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi	☐	3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products	☐	RM10,000 setiap produk APPL	
- Non Essential Approved Products	☐	RM5,000 setiap produk APPL	

Printed Date : 16/03/2016 Printed By : [illegible] Unit Name : STOR FARMASI Source : PHIS

Page 1 of 2

Figure 3.8-15 Lampiran 9



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

No. LPO : LP17/0001

Tandakan ✓) pada yang berkenaan

Bil.		Perkara	Catatan	Cara Pengiraan Penalti
1.	☐	Penghantaran berlaku melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	☐	Penghantaran di luar waktu pejabat	Masa mula menunggah : Masa selesai menunggah dan Penerimaan barang:	
3.	☐	Penghantaran bukan door to door delivery	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☐	Kuantiti produk tidak sama dengan LPO	Nama produk : Kuantiti pada LPO : Kuantiti produk diterima :	
5.	☐	Kegagalan menggantikan produk yang ditolak oleh PTJ diebabkan oleh produk mesuntamat tarikh kepuluhpuluhsang" dalam tempoh 7 hari bekerja dari tarikh nota PTJ "potong yang tidak berkesan	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
6.	☐	Kegagalan menggantikan produk yang ditolak oleh PTJ diebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Spesifikasi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
7.	✓	Kegagalan menggantikan produk yang ditolak oleh PTJ diebabkan oleh produk tidak mengikut deskripsi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Water Distilled 15ml Inj Deskripsi yang tidak dipenuhi : Tarikh nota PTJ : 8/6/10/2016 11:45 AM Tarikh terima bekalan : 11/6/10/2016 10:45 AM Bilangan hari lewat : 6	Please refer attachment for detail calculation
8.	☐	Kegagalan penghantaran stok bagi situasi kecemasan dalam tempoh 24 jam bagi produk di Appendix 3A dalam Perjanjian Konsesi Penswastaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia	Tarikh dan masa terima LPO oleh PLSB : Tarikh dan masa terima bekalan :	

Disediakan oleh :

Nama & Jawatan : [redacted] bin Bahauddin & Pegawai Farmasi U52
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 10/03/2016

Figure 3.8-16 Lampiran 10

3.9 Create New Incident PS 8

To create a new record for penalty PS 8, perform the steps below:

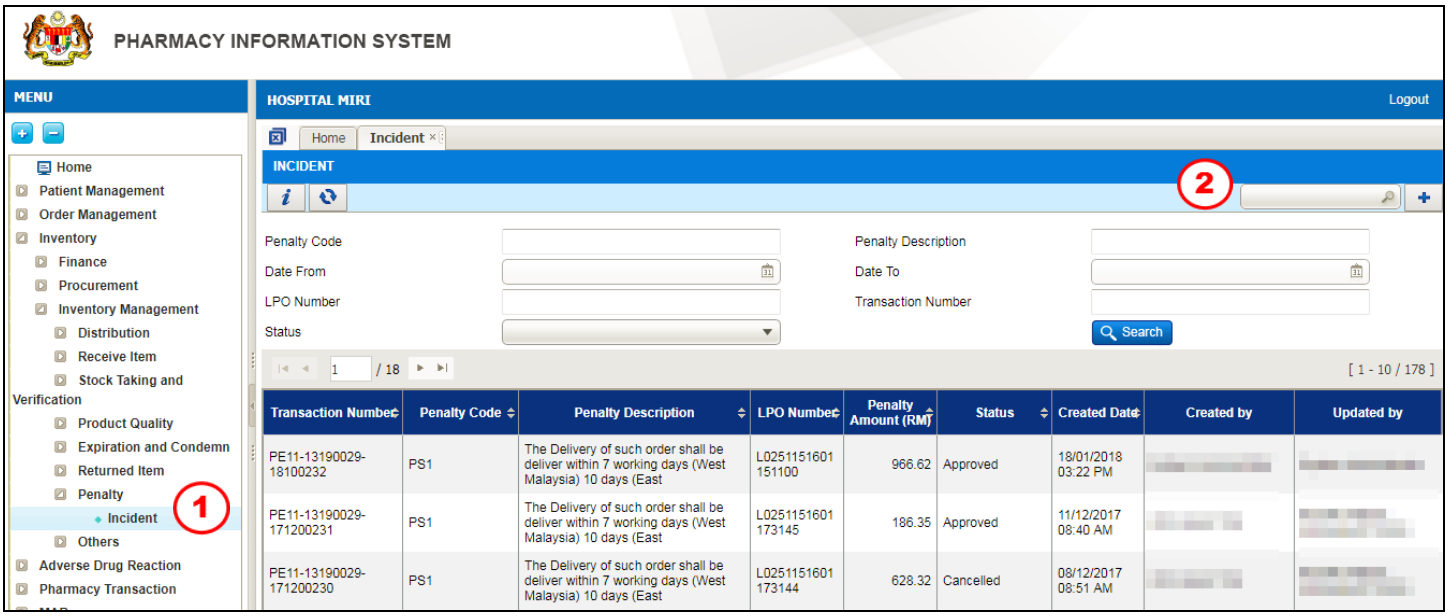


Figure 3.9-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when emergency (29 items) products were failed to be delivered within 24 hours from the LPO Date

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.9-1.

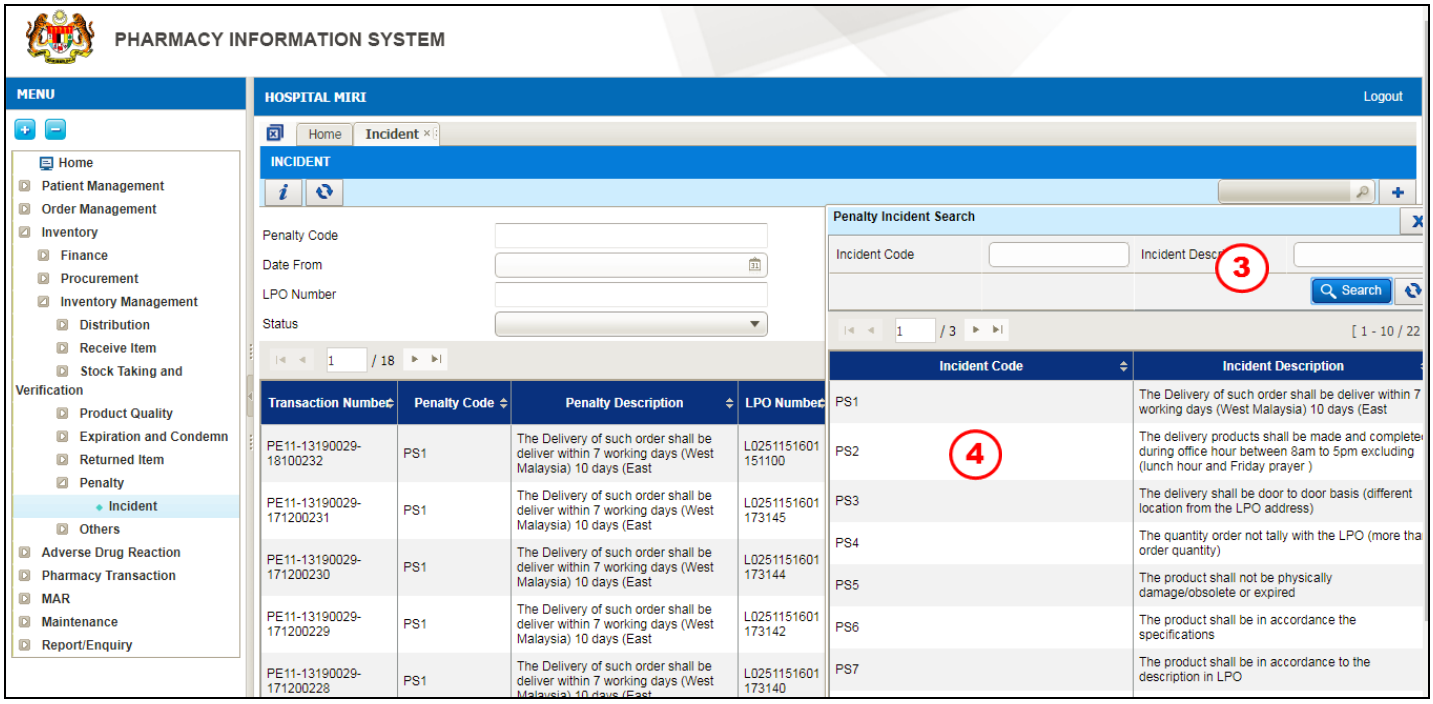


Figure 3.9-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.9-2.

STEP 4

Double click on the Incident Code

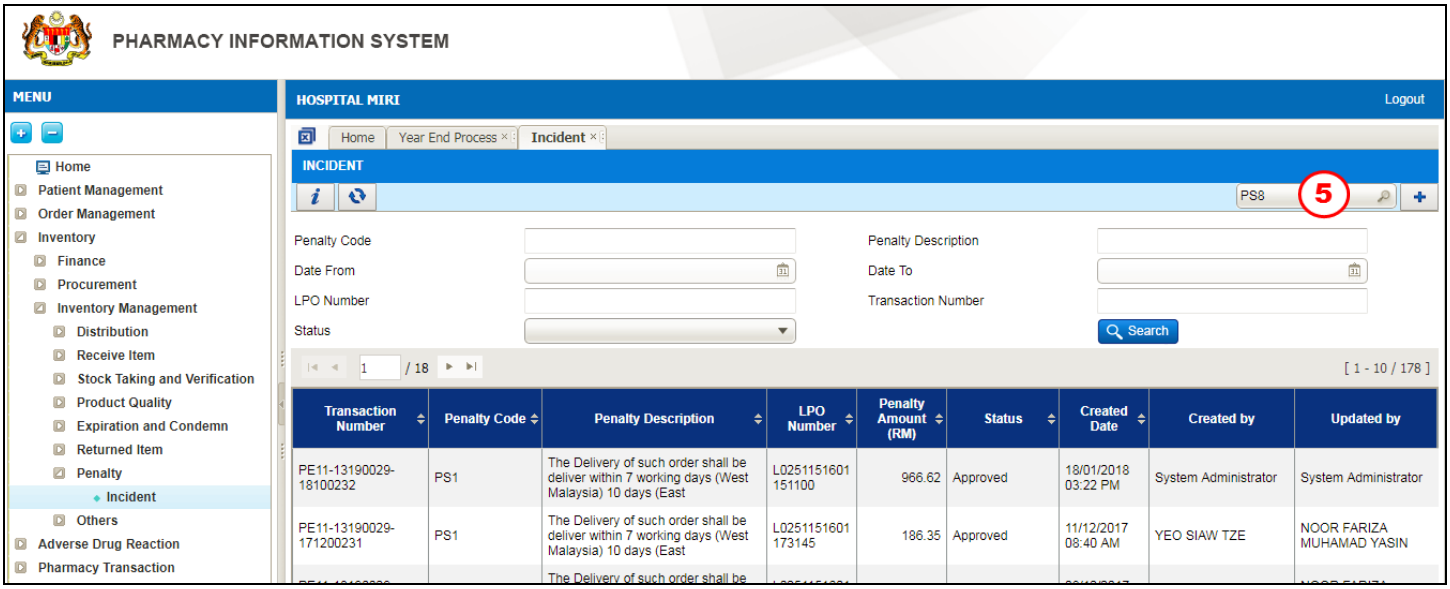


Figure 3.9-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.9-4.

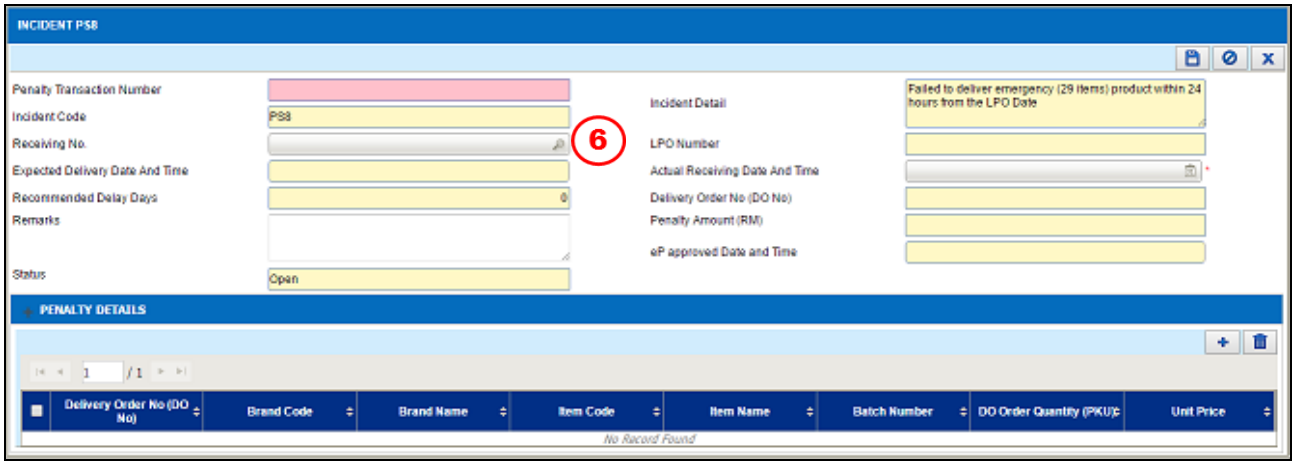


Figure 3.9-4 Incident PS 8

STEP 6

Click on the button to find the Receiving No.

Note

*List of **Received Transaction Number** will be displayed as shown in Figure 3.9-6.*

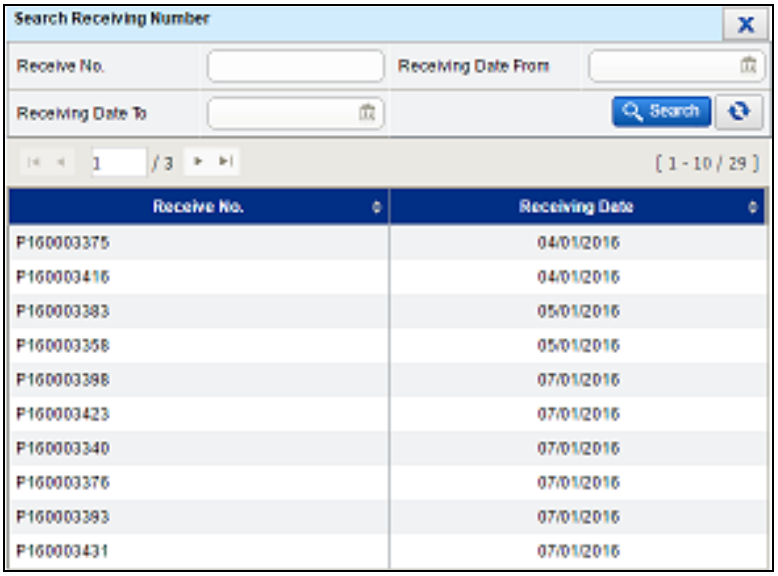


Figure 3.9-5 List of Receiving Number

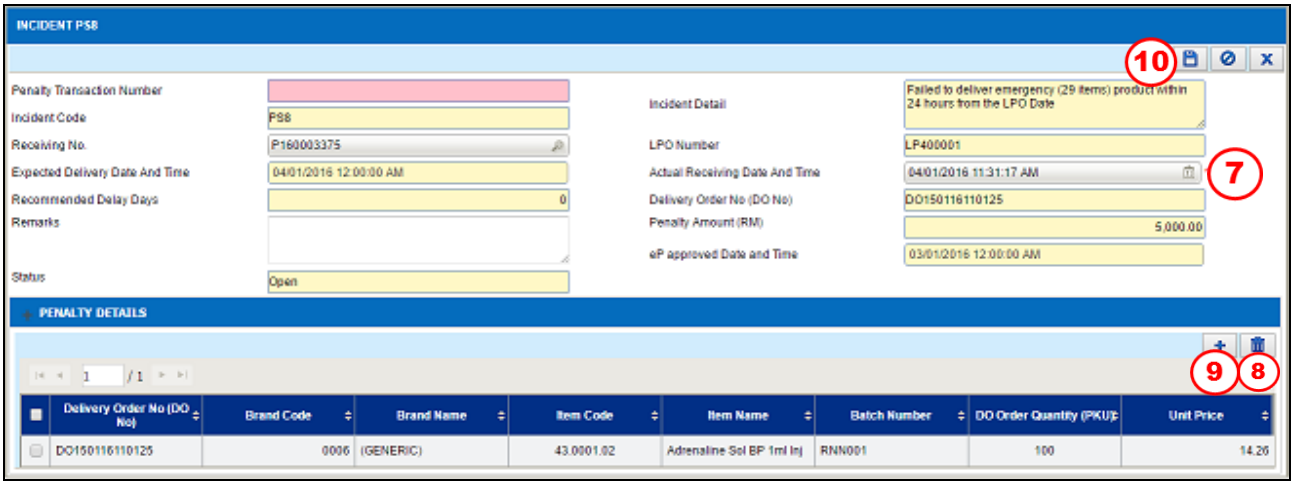


Figure 3.9-6 Penalty Details

STEP 7

Enter Actual Received Date and Time

Note

- *Penalty Amount (RM) will be fixed to RM 5000*

STEP 8

Click on the button to delete an item/items

STEP 9

Click on the button to add back the item

STEP 10

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.9-8*
- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be automatically generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

Figure 3.9-7 Save Record Alert Message

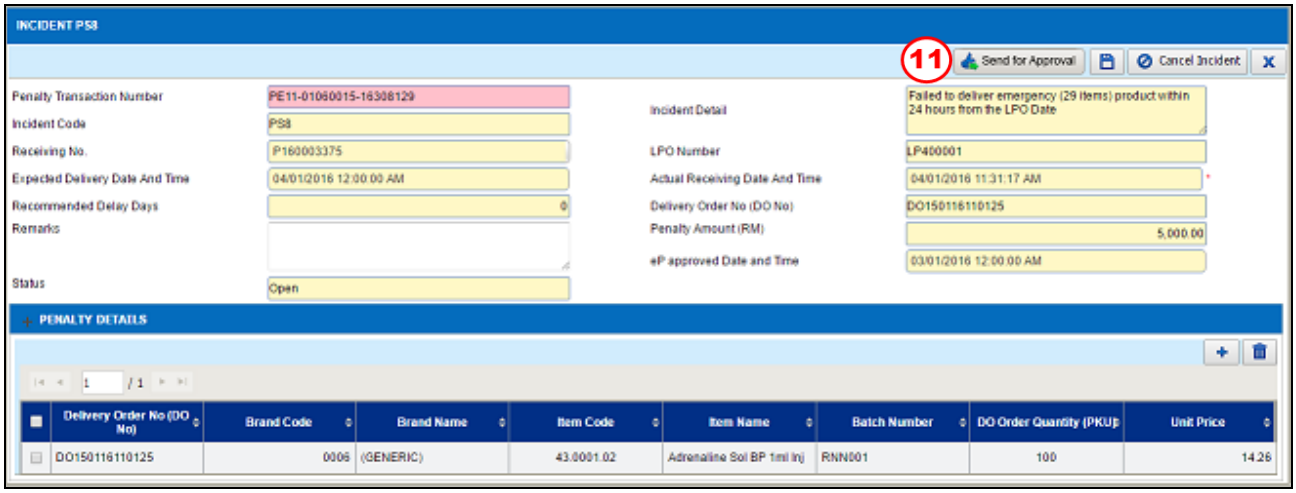


Figure 3.9-8 Send for Approval

STEP 11

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.9-10*
- *Click on the* Yes *button.*

Figure 3.9-9 Send for approval alert message

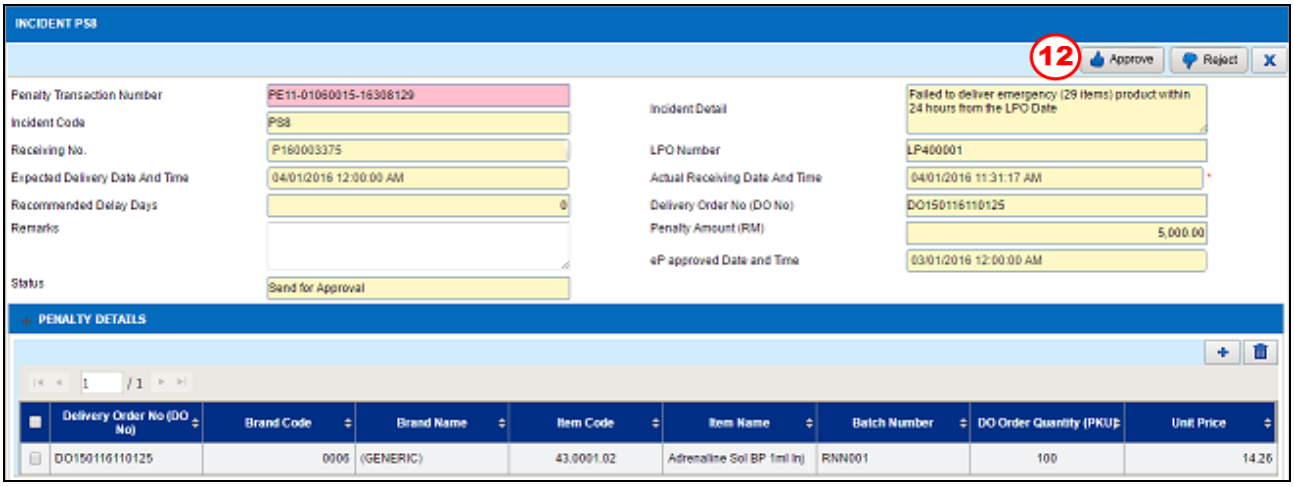


Figure 3.9-10 Approval

STEP 12
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.9-13*
- *Alert message will be displayed after user makes the selection as per Figure 3.9-12*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 10 *button will be enabled.*

b) Reject button to reject the Penalty transaction

Note

- *The **Status** will change automatically to 'Rejected'.*

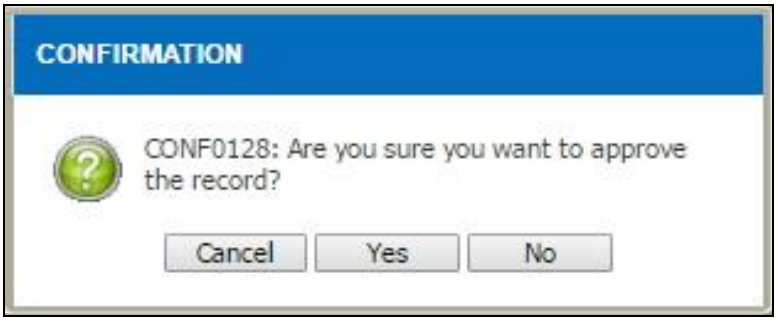


Figure 3.9-11 Approve Record Alert Message

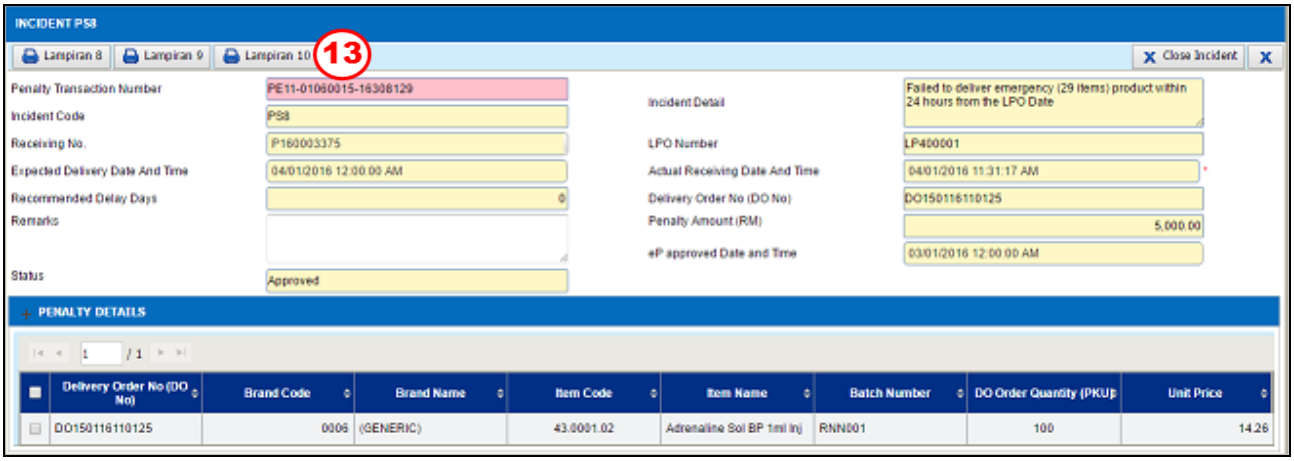
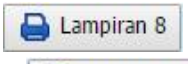


Figure 3.9-12 Lampiran 8, 9 and 10 Button

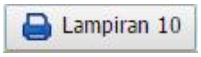
STEP 13

Click 

button to view the Lampiran 8 as shown in Figure 3.9-14

Or click

button to view the Lampiran 9 as shown in Figure 3.9-15

Or click 

button to view the Lampiran 10 as shown in Figure 3.9-16

Note
The report will be in PDF format. The user is allowed to view/save/print the report.

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dikeluarkan :

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kekuli 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk* * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

- [X] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/kusang/tamat tarikh luput *.
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak mengapi spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak mengapi spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak mengapi jangka hayat produk iaitu kurang dari 3/3/6 bulan*.
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak mengapi suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).
- [ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

- [X] Produk tidak dikirim dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : [redacted] Bahauddin
b.p.
Catatan:

- [ ] Sila tanda (X) pada kotak yang berkaitan

* Sila potong yang berkaitan

Printed Date : [redacted] Printed By : [redacted] Unit Name : [redacted] Source : [redacted]

Page 1 of 1

Figure 3.9-13 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

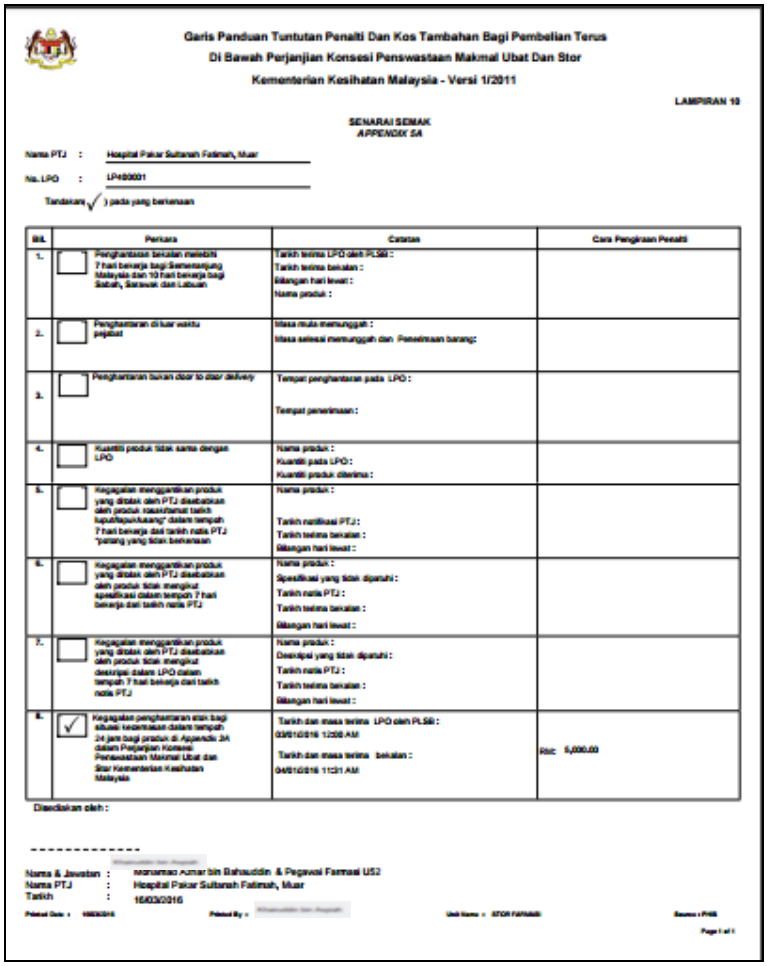
1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:03 AM
3) No. LPO : LP400001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan *door to door delivery*		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : [illegible] Printed By : [illegible] Unit Name : STOR FARMASI Source : PHIS

Page 1 of 2

Figure 3.9-14 Lampiran 9



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 10

SENARAI SEMAK
APPENDIX 5A

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

No. LPO : LP480001

Tandakan ✓) pada yang berkenaan

BIL		Perkara	Catatan	Cara Pengiraan Penalti
1.	☐	Penghantaran bekalan melebihi 7 hari bekerja bagi Semenanjung Malaysia dan 10 hari bekerja bagi Sabah, Sarawak dan Labuan	Tarikh terima LPO oleh PLSB : Tarikh terima bekalan : Bilangan hari lewat : Nama produk :	
2.	☐	Penghantaran di luar waktu pejabat	Masa mula menunggah : Masa selesai menunggah dan Penerimaan barang:	
3.	☐	Penghantaran bukan *door to door delivery*	Tempat penghantaran pada LPO : Tempat penerimaan :	
4.	☐	Kuantiti produk tidak sama dengan LPO	Nama produk : Kuantiti pada LPO : Kuantiti produk diterima :	
5.	☐	Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk kesalahan/ tarikh luput/kurang/ rosak/ dalam tempoh 7 hari bekerja dari tarikh nota PTJ *"pending yang tidak berkenaan*	Nama produk : Tarikh notifikasi PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
6.	☐	Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut spesifikasi dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Spesifikasi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
7.	☐	Kegagalan menggantikan produk yang ditolak oleh PTJ disebabkan oleh produk tidak mengikut deskripsi dalam LPO dalam tempoh 7 hari bekerja dari tarikh nota PTJ	Nama produk : Deskripsi yang tidak dipenuhi : Tarikh nota PTJ : Tarikh terima bekalan : Bilangan hari lewat :	
8.	✓	Kegagalan penghantaran etak bagi situasi kecemasan dalam tempoh 24 jam bagi produk di Appendix 3A dalam Perjanjian Konsesi Penswastaan Makmal Ubat dan Stor Kementerian Kesihatan Malaysia	Tarikh dan masa terima LPO oleh PLSB : 03/01/2016 12:00 AM Tarikh dan masa terima bekalan : 04/01/2016 11:31 AM	Rm: 5,000.00

Disediakan oleh :

Nama & Jawatan : Mohammad Azmar bin Bahauddin & Pegawai Farmasi U52
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Figure 3.9-15 Lampiran 10

3.10 Create New Incident PS 9

To create a new record for penalty PS 9A, perform the steps below:

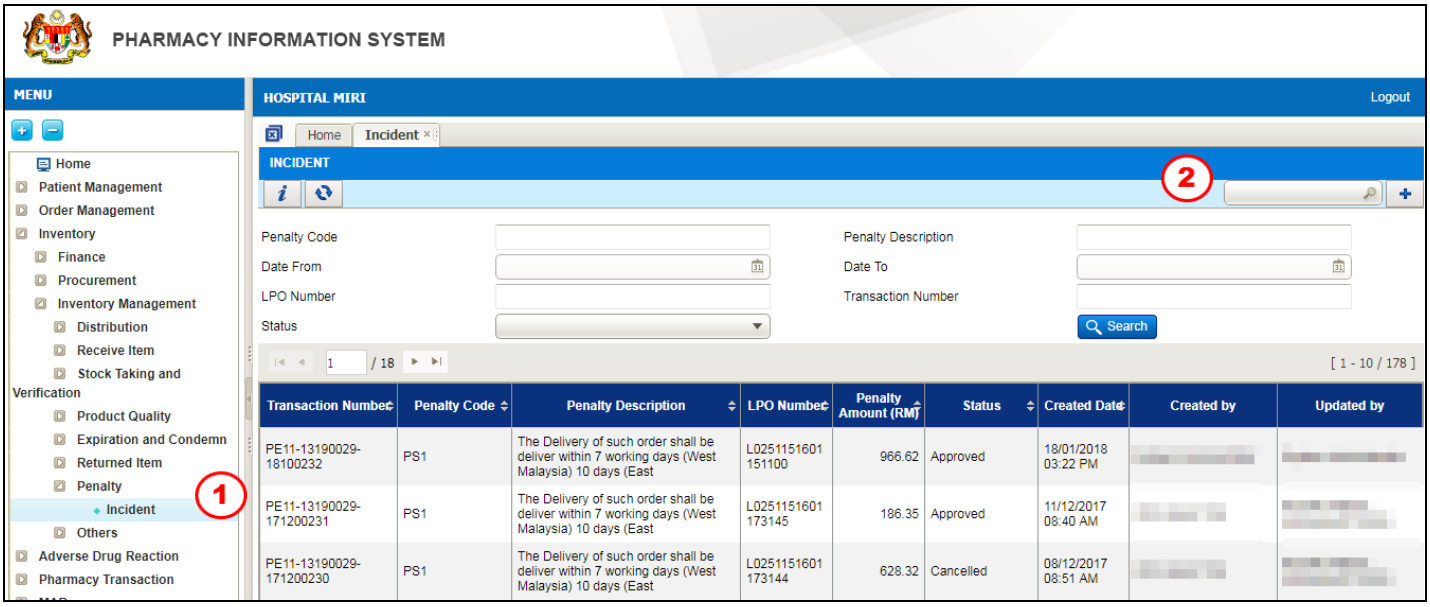


Figure 3.10-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier Non Vaccine that have less than 2/3 of the shelf life were delivered and rejected.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.10-1.

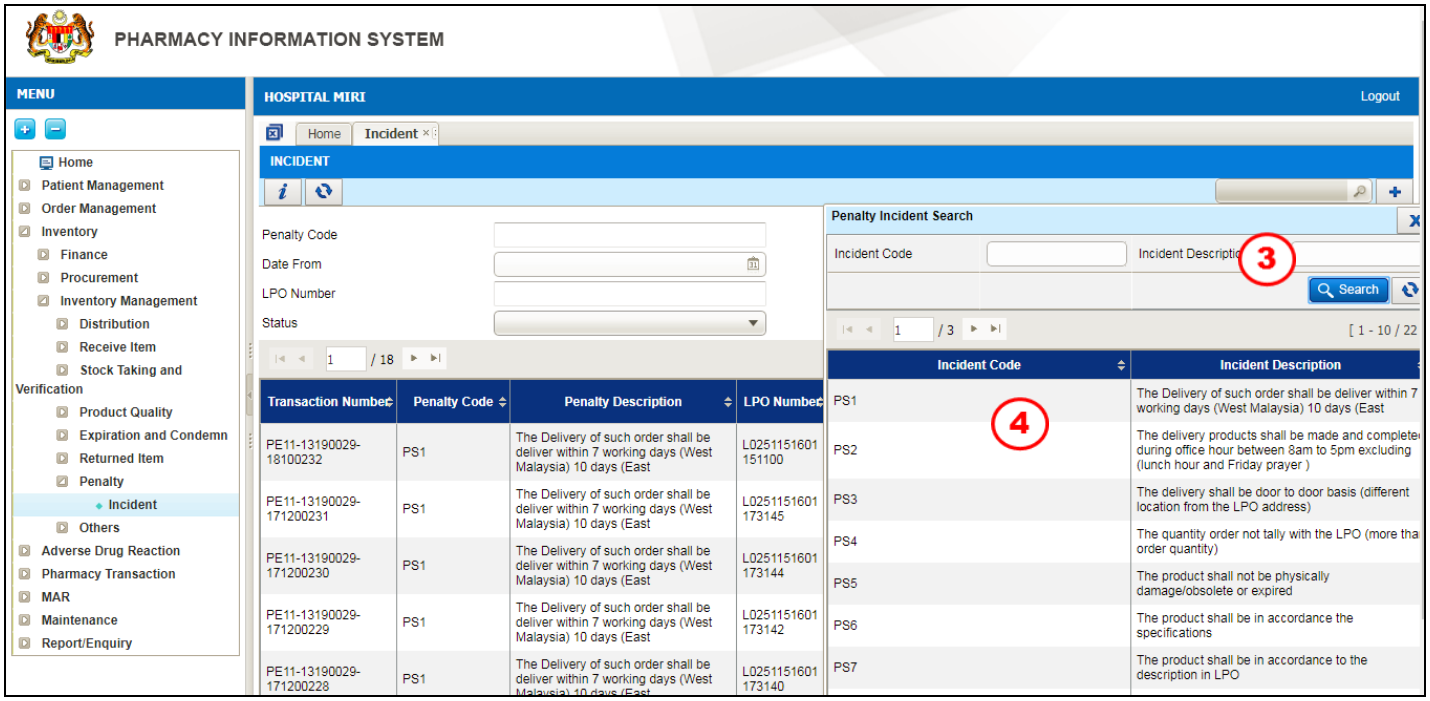


Figure 3.10-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.10-2.

STEP 4

Double click on the Incident Code

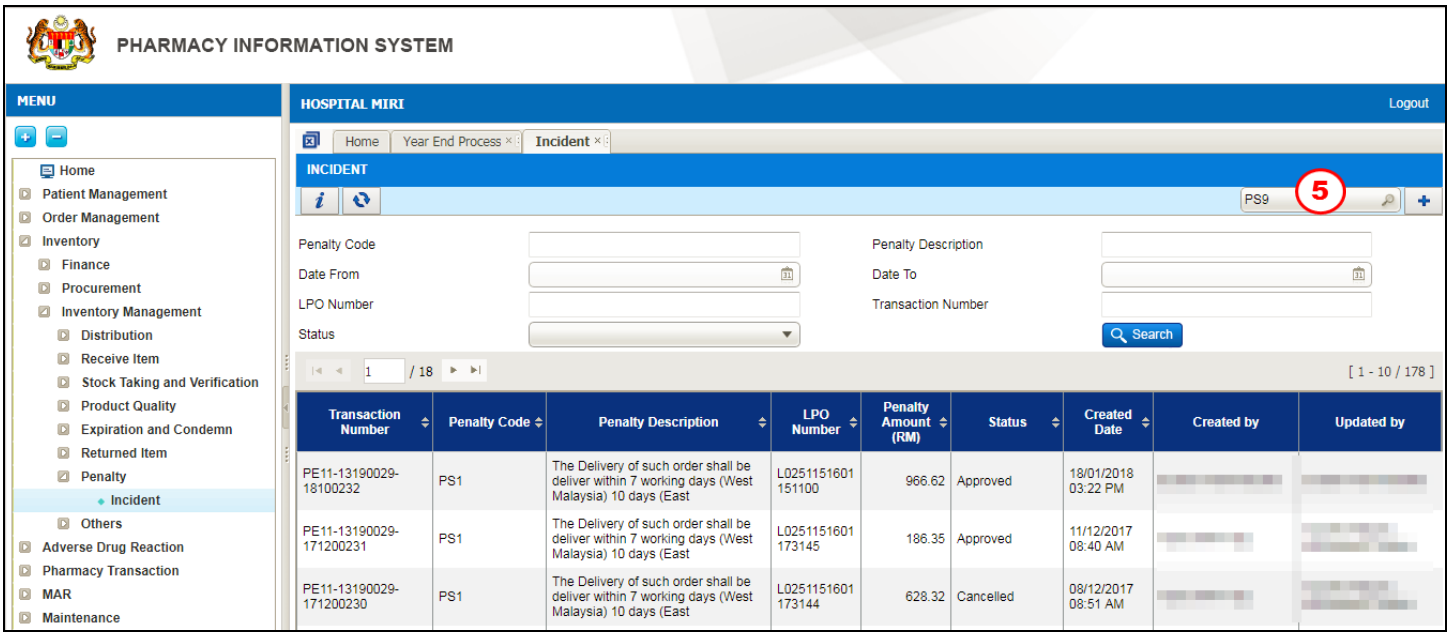


Figure 3.10-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.10-4.

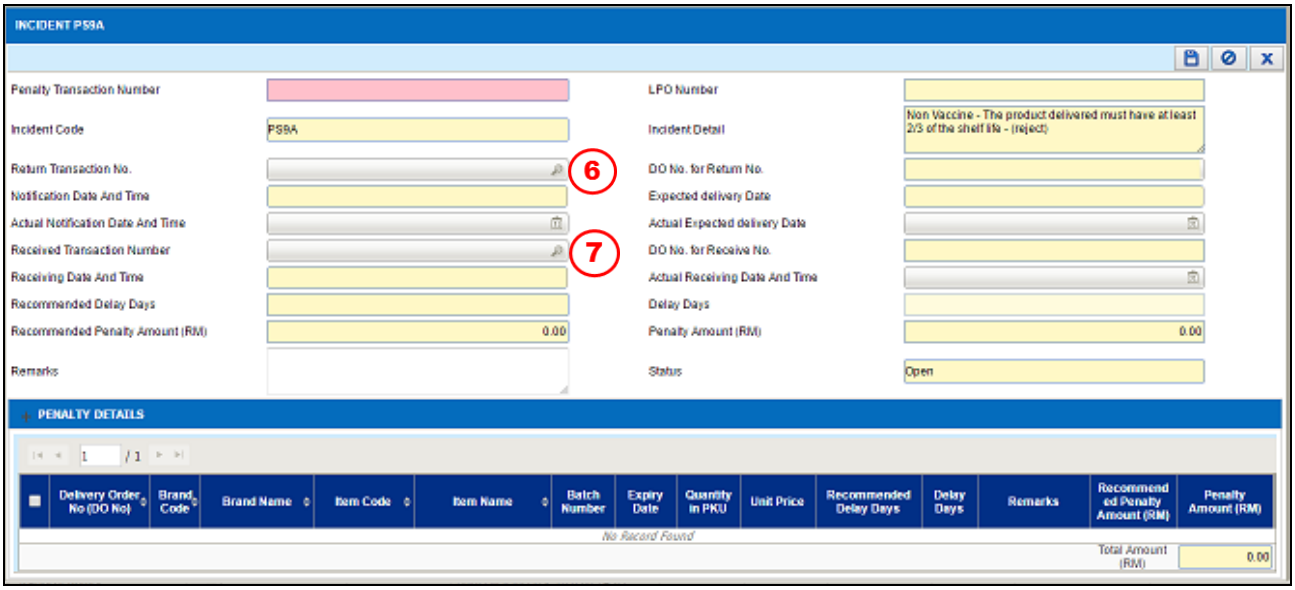


Figure 3.10-4 Incident PS 7

STEP 6

Click on the button to find the Return Transaction No.

Note

*List of **Return Transaction No.** will be displayed as shown in Figure 3.10-6.*

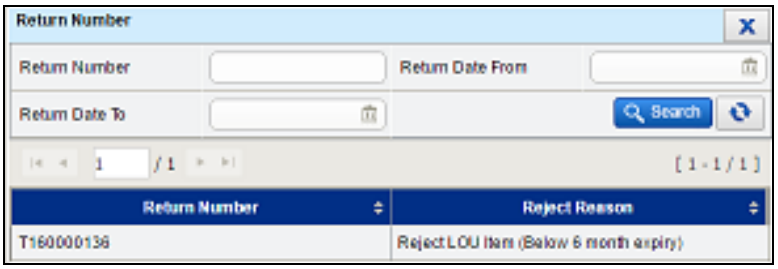


Figure 3.10-5 List of Return Transaction Number

STEP 7

Click on the button to find the Received Transaction Number

Note

*List of **Received Transaction Number** will be displayed as shown in Figure 3.10-7.*

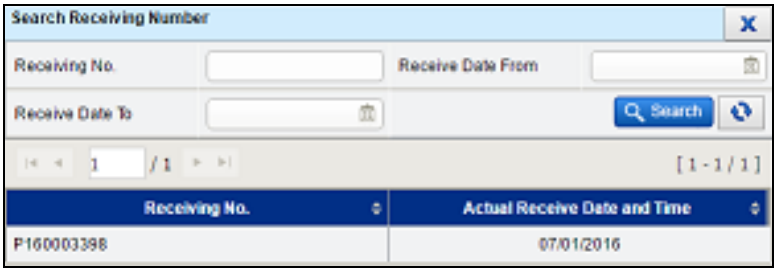


Figure 3.10-6 List of Received Transaction Number

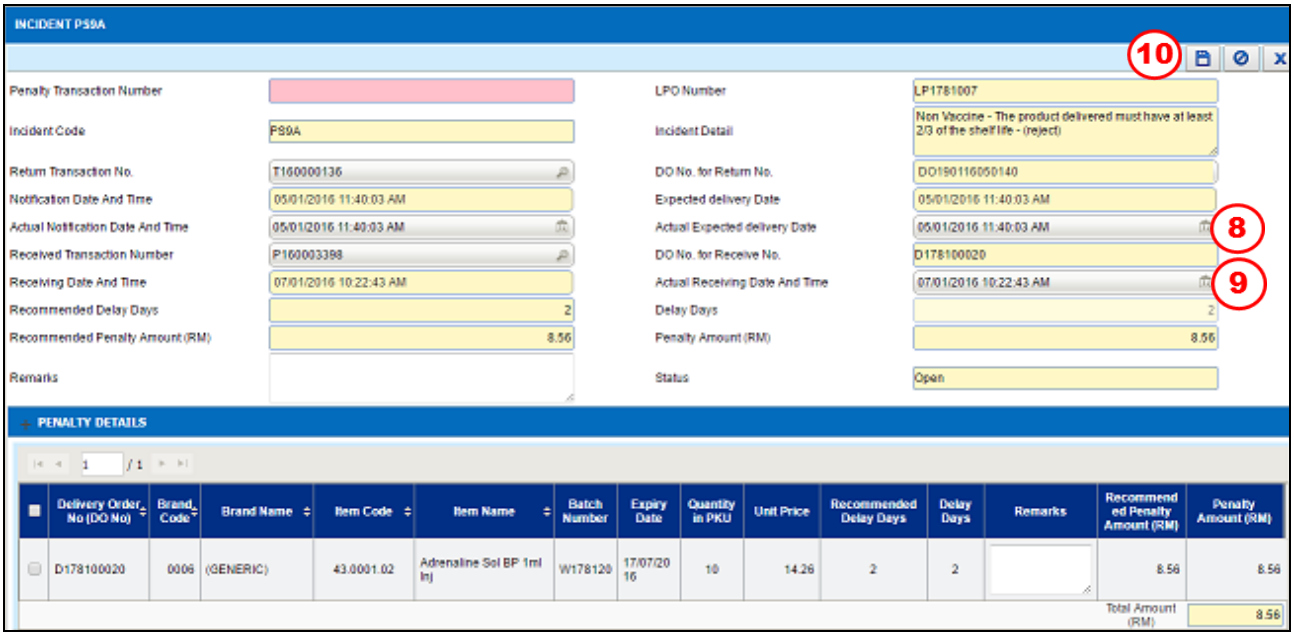


Figure 3.10-7 Penalty Details

STEP 8
Enter Actual Expected Delivery Date

STEP 9
Enter Actual Received Date and Time

Note

- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*
- *Delay Days will follow Actual Received Date and Time.*

STEP 10

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.10-9*
- *Click on the* Yes *button.*

- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

Figure 3.10-8 Save Record Alert Message

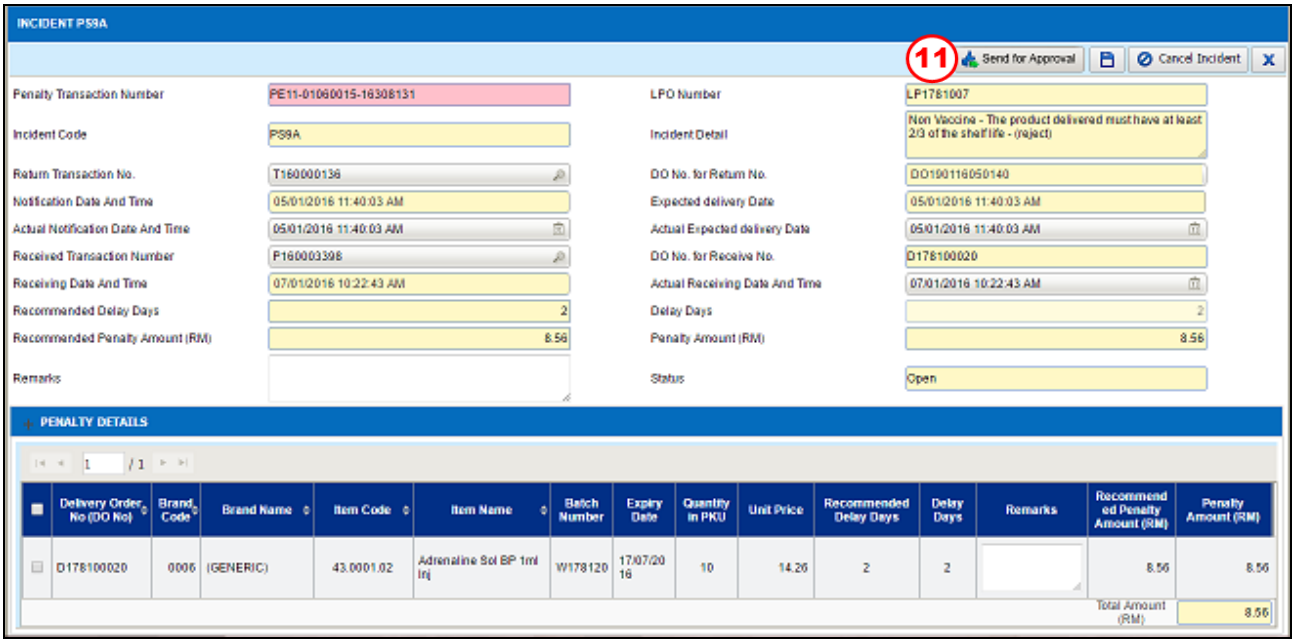


Figure 3.10-9 Send for Approval

STEP 11

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.10-11*
- *Click on the* Yes *button.*

Figure 3.10-10 Send for approval alert message

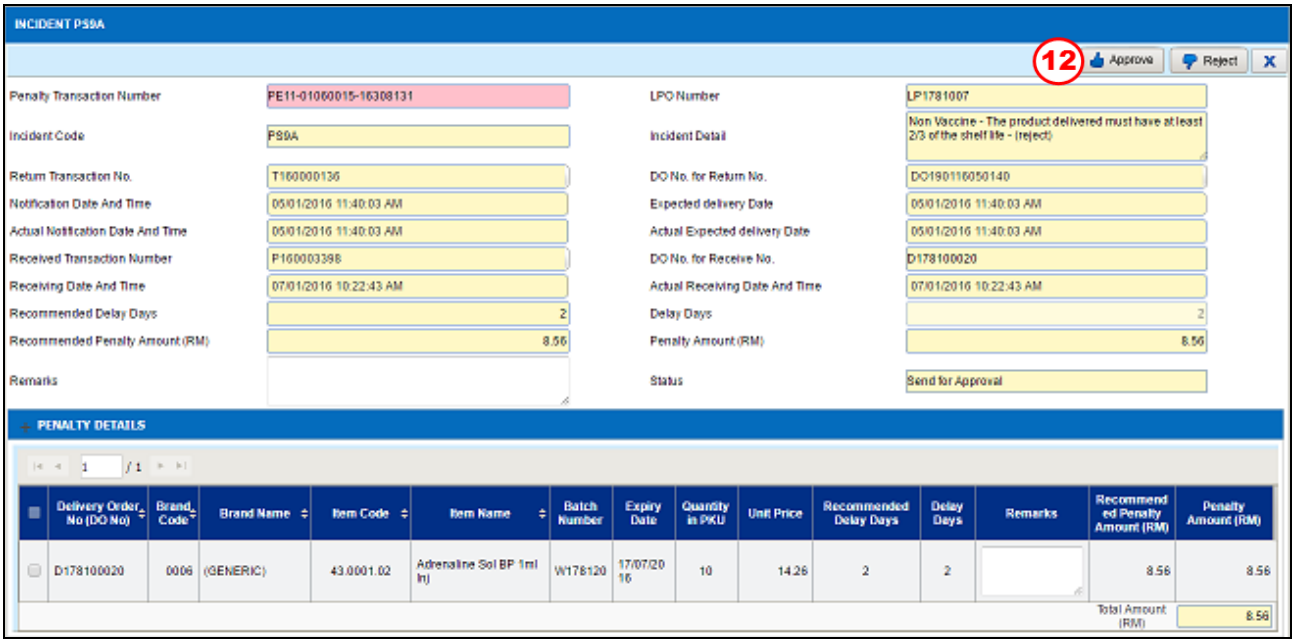


Figure 3.10-11 Approval

STEP 12
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.10-14*
- *Alert message will be displayed after user makes the selection as per Figure 3.10-13*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 11 *button will be enabled.*

b) Reject button to reject the Penalty transaction

- *The **Status** will automatically change to 'Rejected'.*

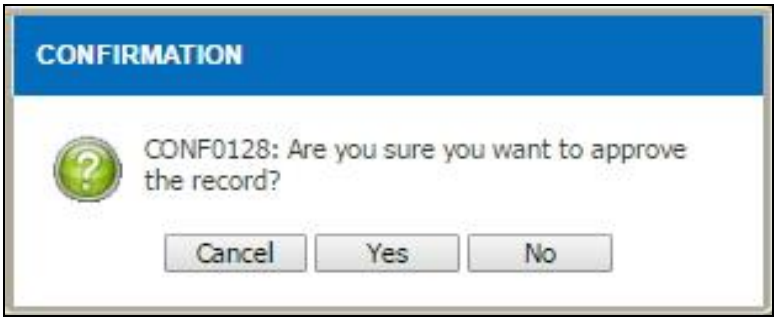


Figure 3.10-12 Approve Record Alert Message

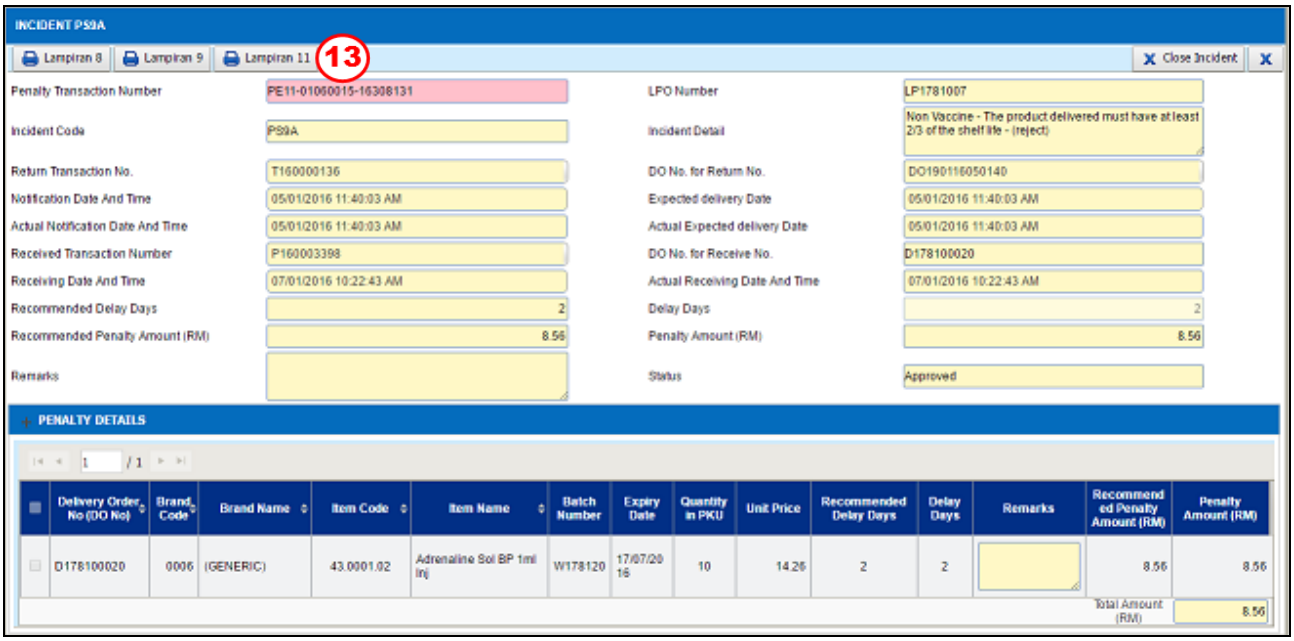


Figure 3.10-13 Lampiran 8, 9 and 11 Button

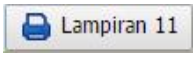
STEP 13

Click

button to view the Lampiran 8 as shown in Figure 3.10-15

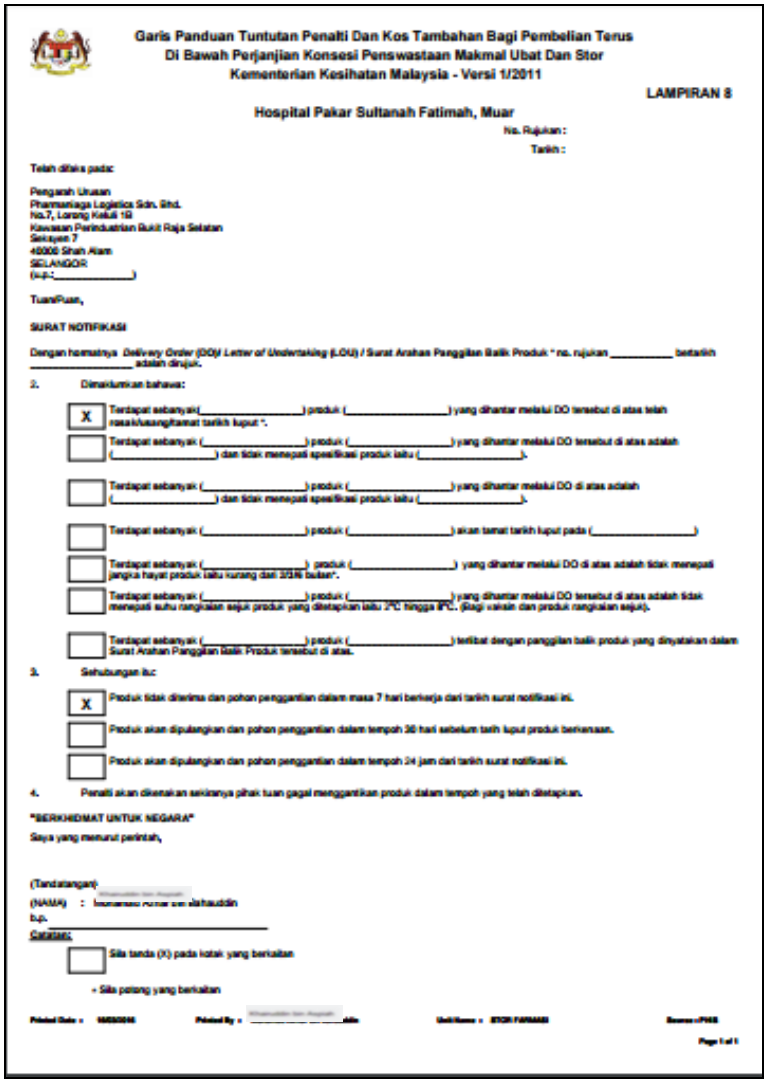
Or click

button to view the Lampiran 9 as shown in Figure 3.10-16

Or click 

button to view the Lampiran 11 as shown in Figure 3.10-17

Note
The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dikira pada:

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kekuda 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(N.P.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk* * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

- [X] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/usang/tamat tarikh luput *.
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak memenuhi jangka hayat produk iaitu kurang dari 2/3 bulan*.
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak memenuhi suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).
- [ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

- [X] Produk tidak dikirim dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) :
b.p.
_____

Catatan:

- [ ] Sila tanda (X) pada kotak yang berkaitan

* Sila potong yang berkaitan

Page 1 of 1

Figure 3.10-14 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:03 AM
3) No. LPO : LP400001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan *door to door delivery*		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : 16/03/2016 Printed By : [illegible] Unit Name : STOR FARMASI Source : PHIS

Page 1 of 2

Figure 3.10-15 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 11

SENARAI SEMAK
APPENDIX 5B

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LP1791007

Tandakan(✓) pada yang berkenaan

BIL	Perkara	Catatan	Cara Pengiraan Penalti
1.	✓ Produk selain vaksin yang diterima kurang daripada 2/3 jangka hayat	Nama produk : Adrenaline Sol SP 1ml Inj Jangka Hayat Produk semasa diterima : Tarikh Pengilangan : 27/12/2015 Tarikh Luput 17/07/2016 Tarikh Notifikasi : 05/01/2016 12.06.00 Tarikh Penggantian : 07/01/2016 10.22.43 Bilangan Hari Lewat : 2	
2.	☐ Vaksin yang diterima kurang daripada 6 bulan jangka hayat	Nama Vaksin : Jangka Hayat Produk semasa diterima : Tarikh Pengilangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
3.	☐ Keadaan penghantaran vaksin bukan dalam keadaan rangkaian sejuk	Nama Vaksin : Warna petunjuk Rangkaian Sejuk : : Tarikh Notifikasi : : Tarikh Penggantian : : Bilangan Hari Lewat : :	
4.	☐ Tiada tanda/label Kementerian Kesihatan Malaysia atau KKM di atas pek pembungkusan produk	Nama produk : Tarikh Notifikasi : Tarikh Penggantian :	
5.	☐ Penyimpanan dan pengangkutan bagi produk rangkaian 1A bukan di antara 2°C hingga 8°C	Nama produk : Suhu produk semasa diterima : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	

Disediakan oleh :

Nama & Jawatan : [redacted] in Bahauddin & Pegawai Farmasi US2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Figure 3.10-16 Lampiran 11

3.11 Create New Incident PS 9B

To create a new record for penalty PS 9B, perform the steps below:

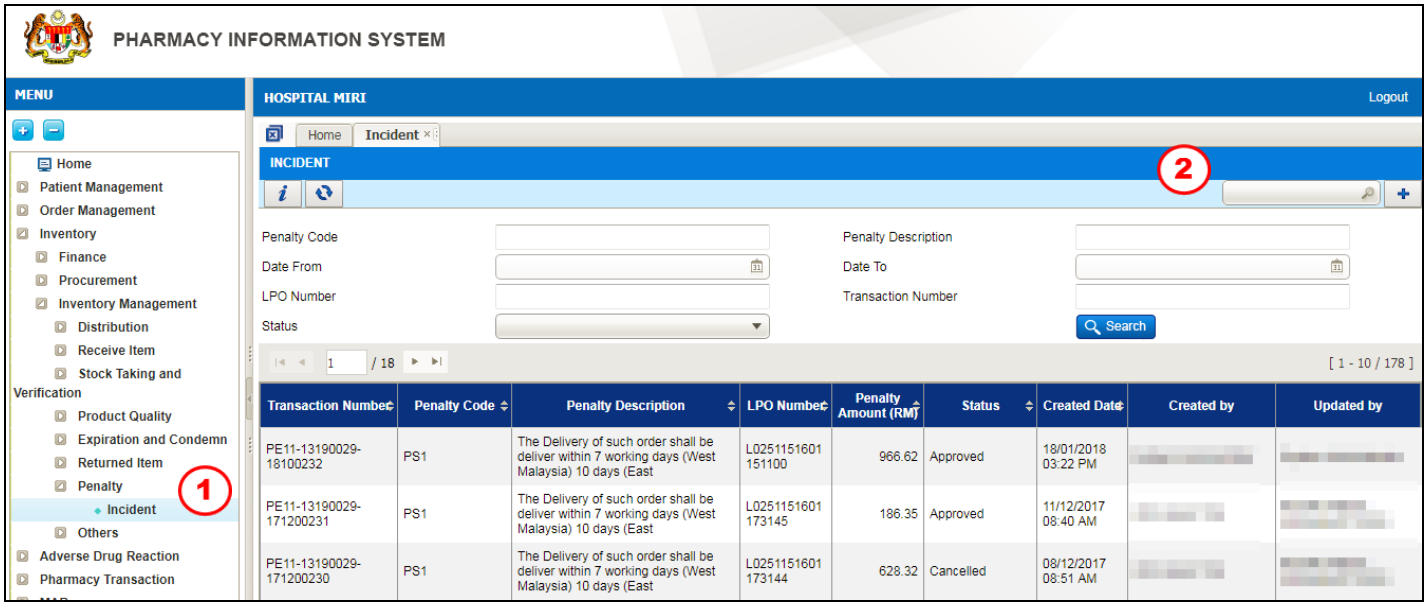


Figure 3.11-1 Create New Penalty Incident

This function is to perform Penalty will be imposed to the supplier when Non Vaccine that have less than 2/3 of the shelf life were delivered and rejected by facility.

STEP 1
Click on 'Inventory' menu followed by 'Inventory Management', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note
Penalty screen will be displayed as shown in Figure 3.11-1.

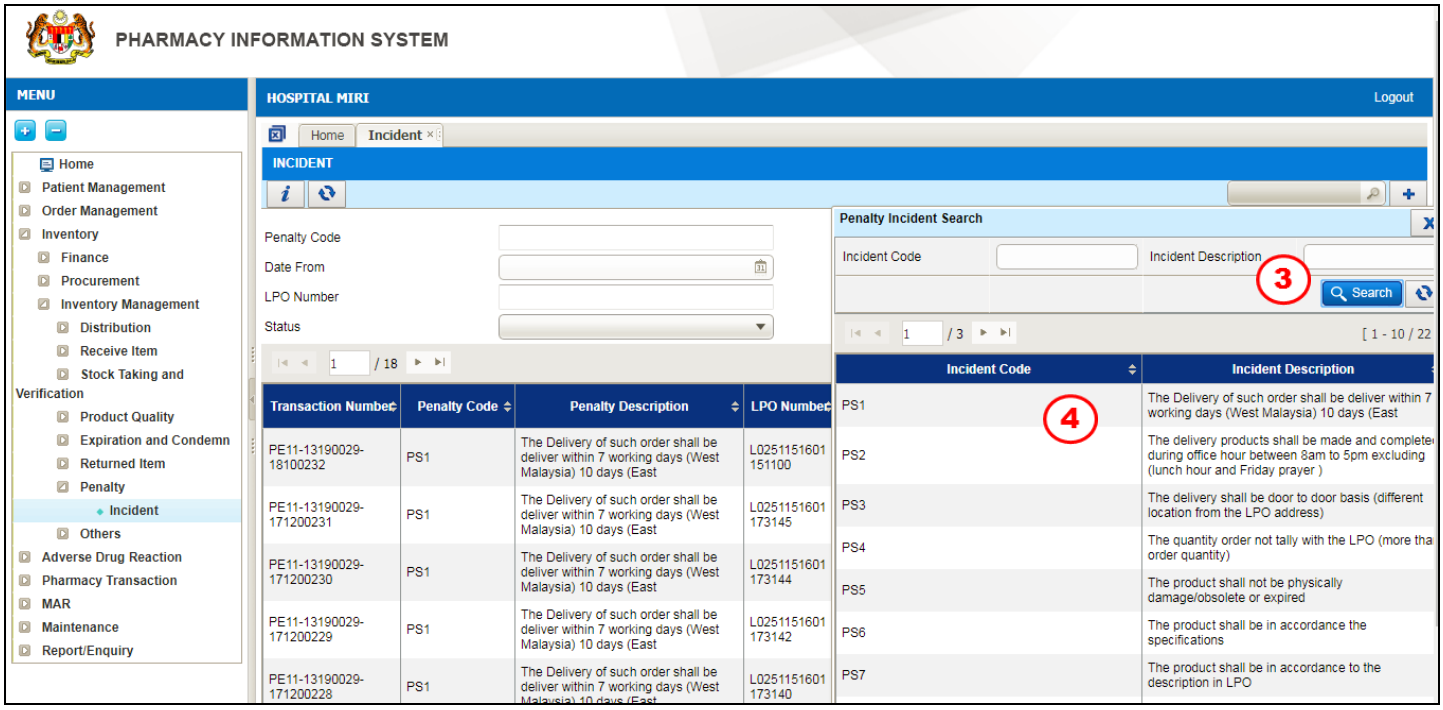


Figure 3.11-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.11-2.

STEP 4

Double click on the Incident Code

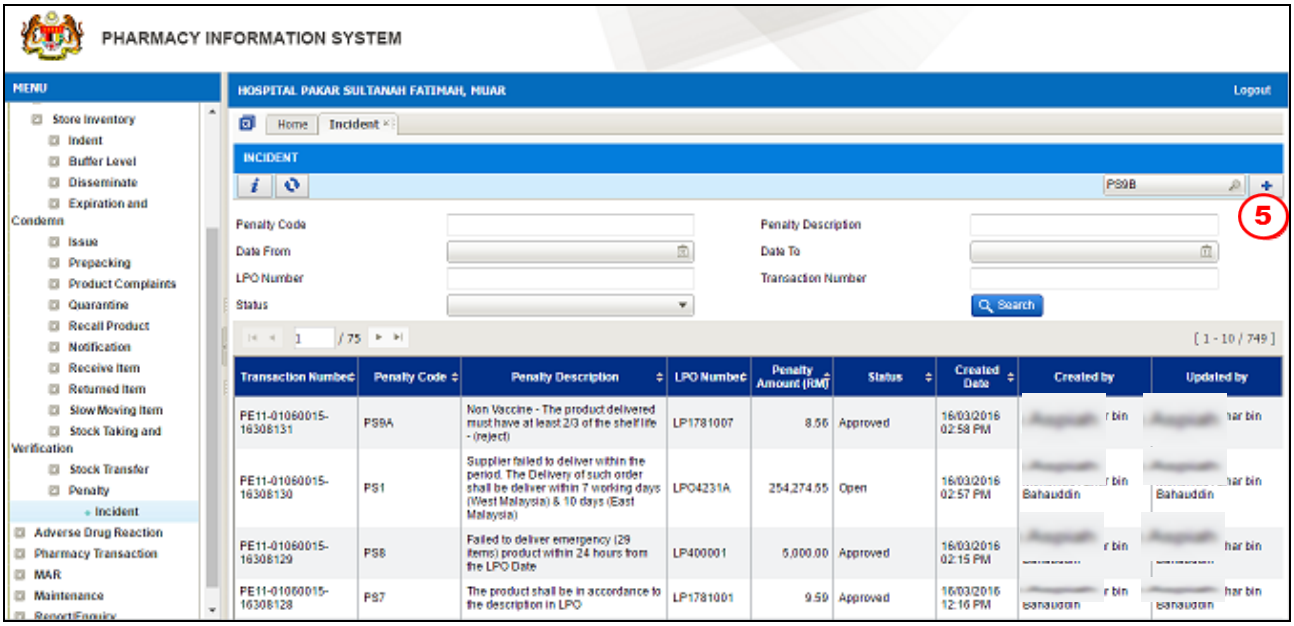


Figure 3.11-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.11-4.

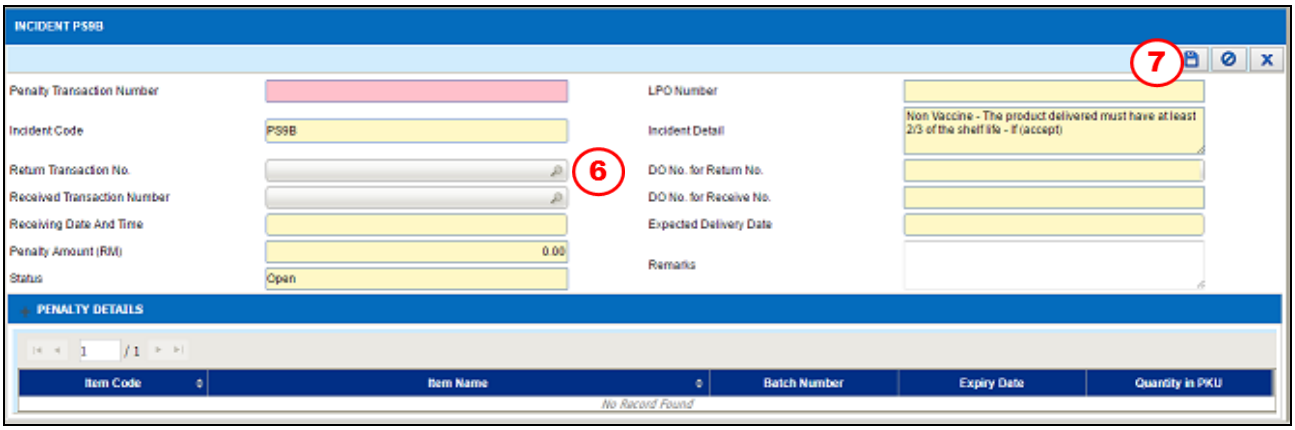


Figure 3.11-4 Incident PS 9B

STEP 6

Click on the button to find the Return Transacton No.

Note

*List of **Return Transaction No.** will be displayed as shown in Figure 3.11-6.*

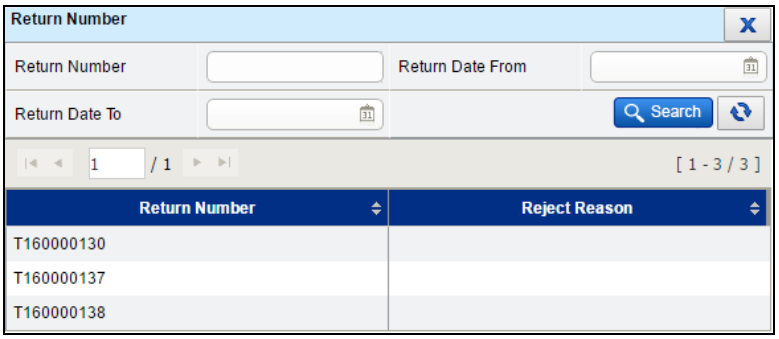


Figure 3.11-5 List of Return Transaction Number

Note

- *Penalty Amount (RM) is fixed to RM 500*

STEP 7

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.11-7*
- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

Figure 3.11-6 Save Record Alert Message

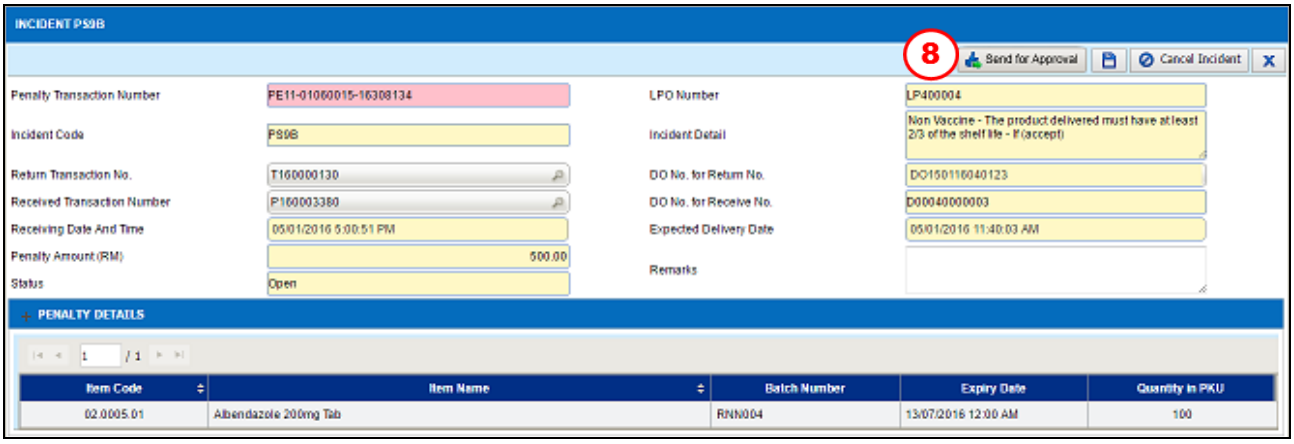


Figure 3.11-7Send for Approval

STEP 8

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.11-9*
- *Click on the* Yes *button.*

Figure 3.11-8 Send for approval alert message

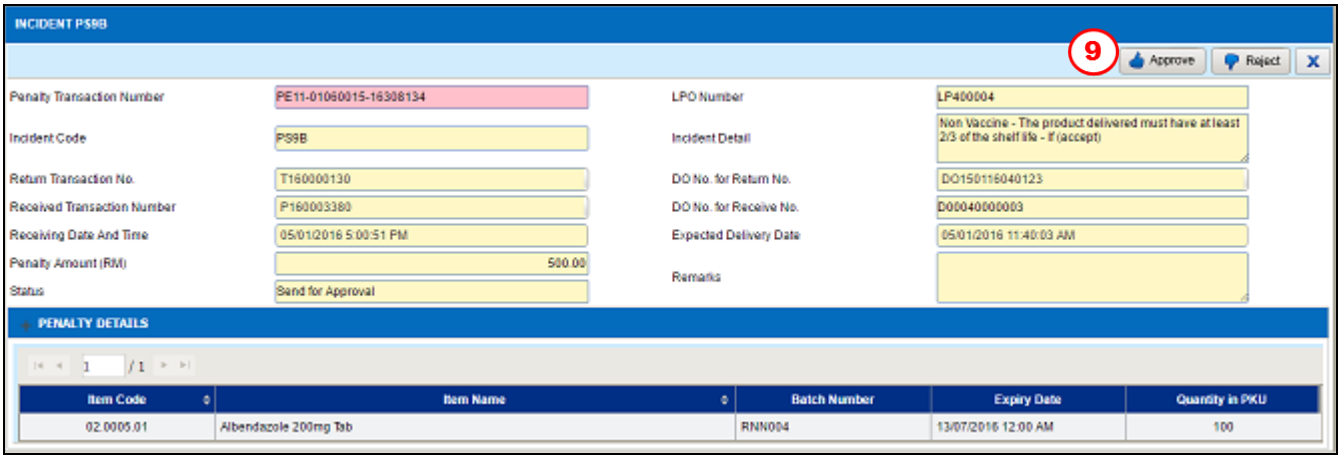


Figure 3.11-9 Approval

STEP 9
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.11-12*
- *Alert message will be displayed after user makes the selection as per Figure 3.11-11*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 11 *button will be enabled.*

b) Reject button to reject the Penalty transaction

- *The **Status** will change automatically to 'Rejected'.*

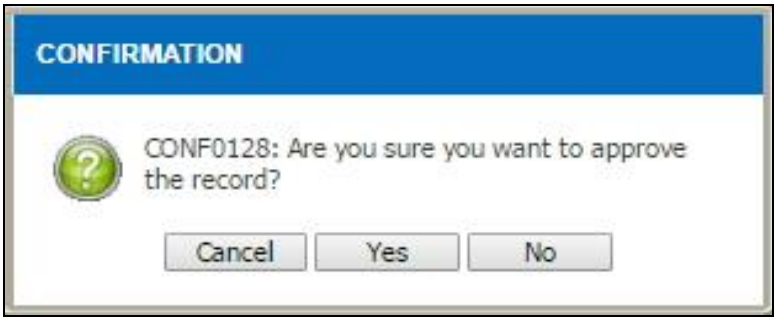


Figure 3.11-10 Approve Record Alert Message

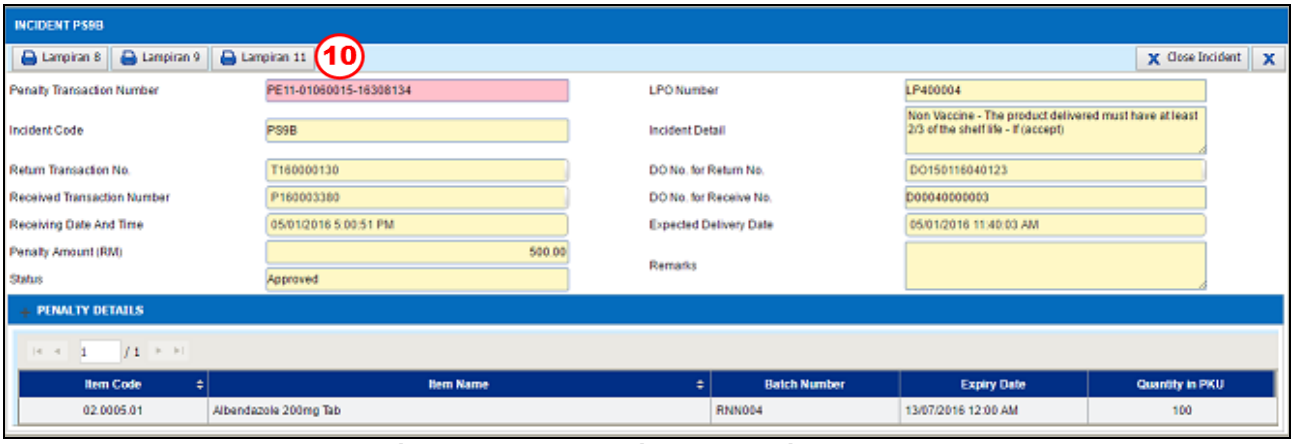


Figure 3.11-11 Lampiran 8, 9 and 11 Button

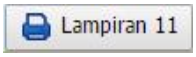
STEP 10

Click

button to view the Lampiran 8 as shown in Figure 3.11-13

Or click

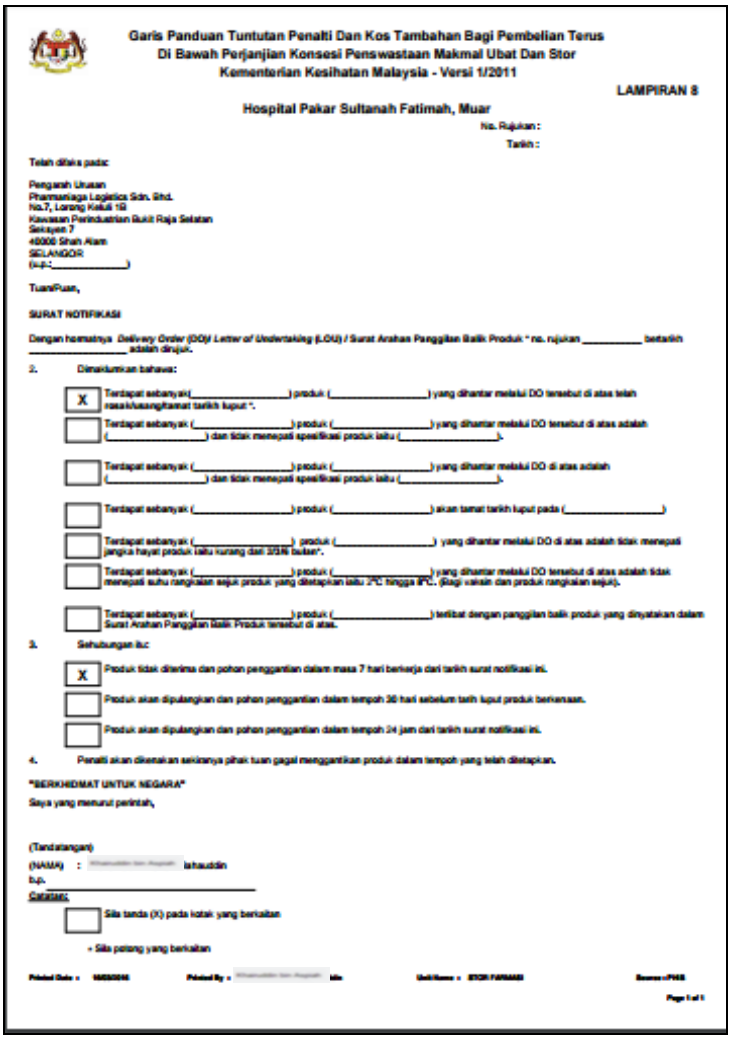
button to view the Lampiran 9 as shown in Figure 3.11-14

Or click 

button to view the Lampiran 11 as shown in Figure 3.11-15

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dikeluarkan :

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kekuli 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk* * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

[X] Tertapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/luaran/tamat tarikh luput *.

[ ] Tertapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak menepati spesifikasi produk iaitu (_____).

[ ] Tertapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak menepati spesifikasi produk iaitu (_____).

[ ] Tertapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)

[ ] Tertapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak menepati jangka hayat produk iaitu kurang dari 2/3 bulan*.

[ ] Tertapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak menepati suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (bagi vaksin dan produk rangkaian sejuk).

[ ] Tertapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

[X] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : [redacted] lahauddin
b.p.
Catatan:

[ ] Sila tanda (X) pada kotak yang berkaitan

* Sila potong yang berkaitan

Printed Date : [redacted] **Printed By :** [redacted] **idle** **Unit Name :** [redacted] **Source :** [redacted]

Page 1 of 1

Figure 3.11-12 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP400001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan door to door delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal mematuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : Printed By : Unit Name : Source : PHIS

Page 1 of 2

Figure 3.11-13 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 11

SENARAI SEMAK
APPENDIX 5B

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LP400004

Tandakan(✓) pada yang berkenaan

BIL	Perkara	Catatan	Cara Pengiraan Penalti
1.	✓ Produk selain vaksin yang diterima kurang daripada 2/3 jangka hayat	Nama produk : Albendazole 200mg Tab Jangka Hayat Produk semasa diterima : Tarikh Pengilangan : 15/01/2015 Tarikh Luput : 13/07/2016 Tarikh Notifikasi : Tarikh Penggantian : 05/01/2016 5.00.51 PM Bilangan Hari Lewat : 0	
2.	☐ Vaksin yang diterima kurang daripada 6 bulan jangka hayat	Nama Vaksin : Jangka Hayat Produk semasa diterima : Tarikh Pengilangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
3.	☐ Keadaan penghantaran vaksin bukan dalam keadaan rangkaian sejuk	Nama Vaksin : Warna petunjuk Rangkaian Sejuk : : Tarikh Notifikasi : : Tarikh Penggantian : : Bilangan Hari Lewat : :	
4.	☐ Tiada tanda/label Kementerian Kesihatan Malaysia atau KKM di atas pek pembungkusan produk	Nama produk : Tarikh Notifikasi : Tarikh Penggantian :	
5.	☐ Penyimpanan dan pengangkutan bagi produk rangkaian 1A bukan di antara 2°C hingga 8°C	Nama produk : Suhu produk semasa diterima : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	

Disediakan oleh :

Nama & Jawatan : [redacted] bin Bahauddin & Pegawai Farmasi US2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Figure 3.11-14 Lampiran 11

3.12 Create New Incident PS 10

To create a new record for penalty PS 10, perform the steps below:

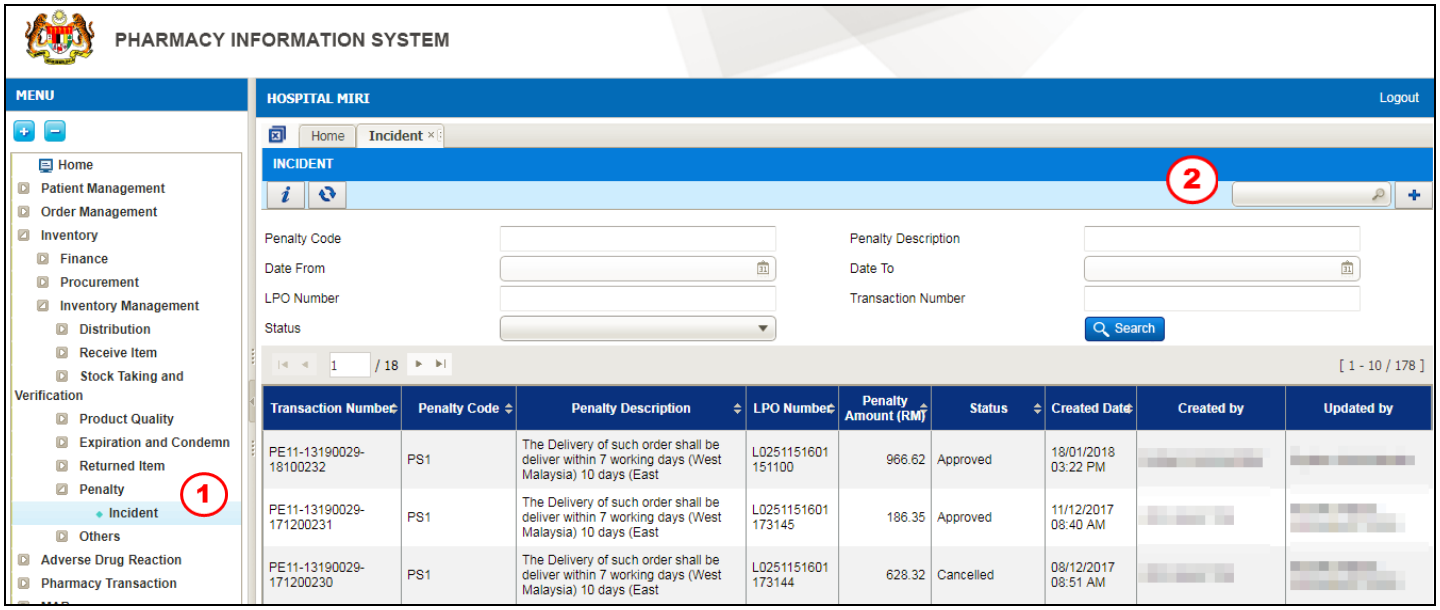


Figure 3.12-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier. Supplier delivered goods not within (2□C - 8□C) temperature during delivery

STEP 1
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note
Penalty screen will be displayed as shown in Figure 3.12-1.

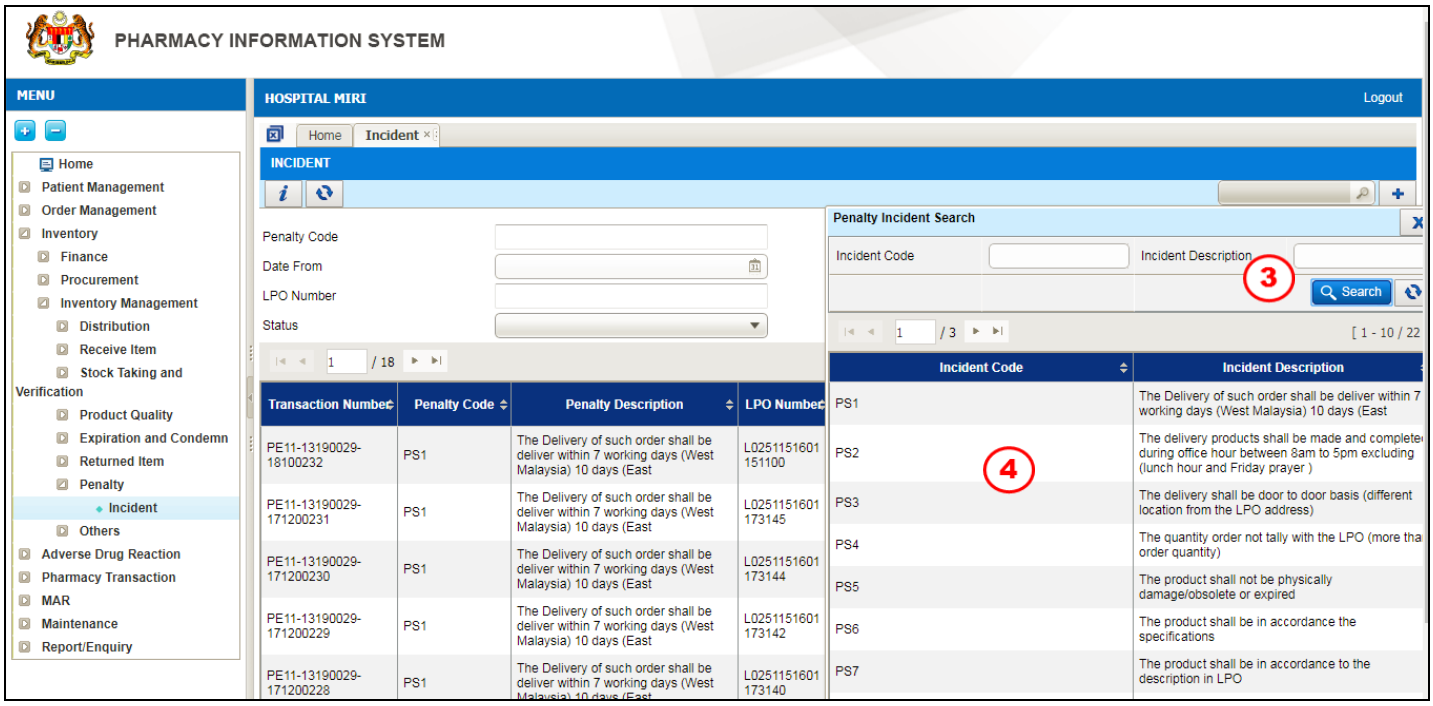


Figure 3.12-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.12-2.

STEP 4

Double click on the Incident Code

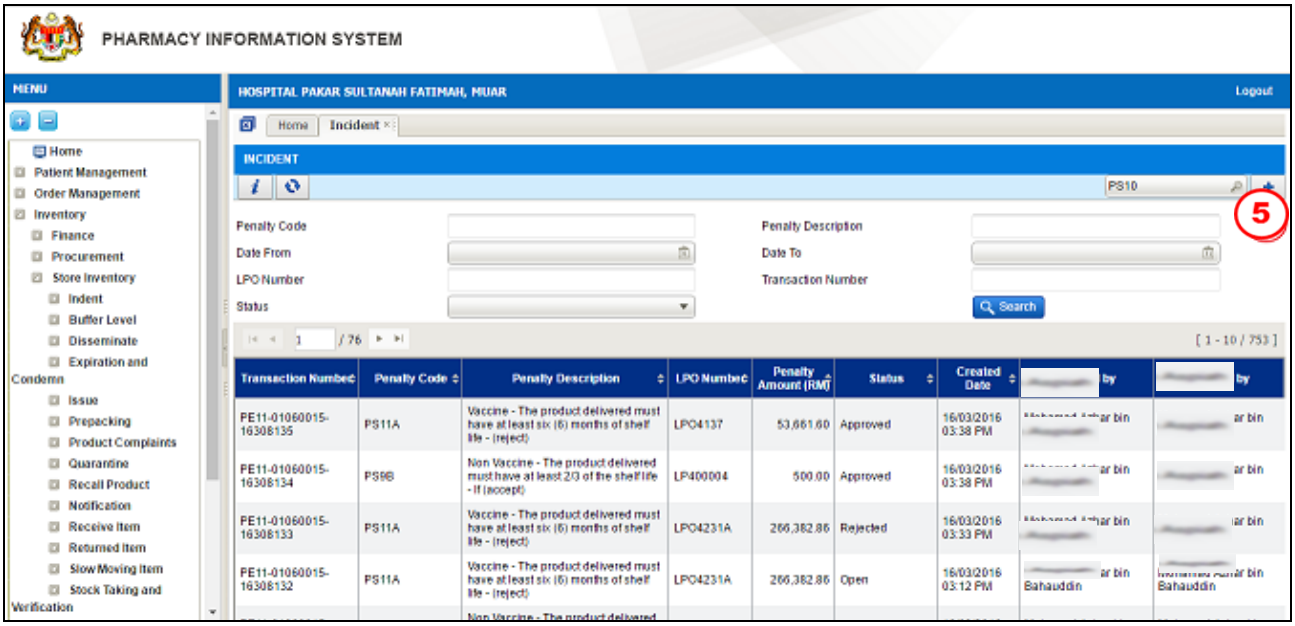


Figure 3.12-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.12-4.

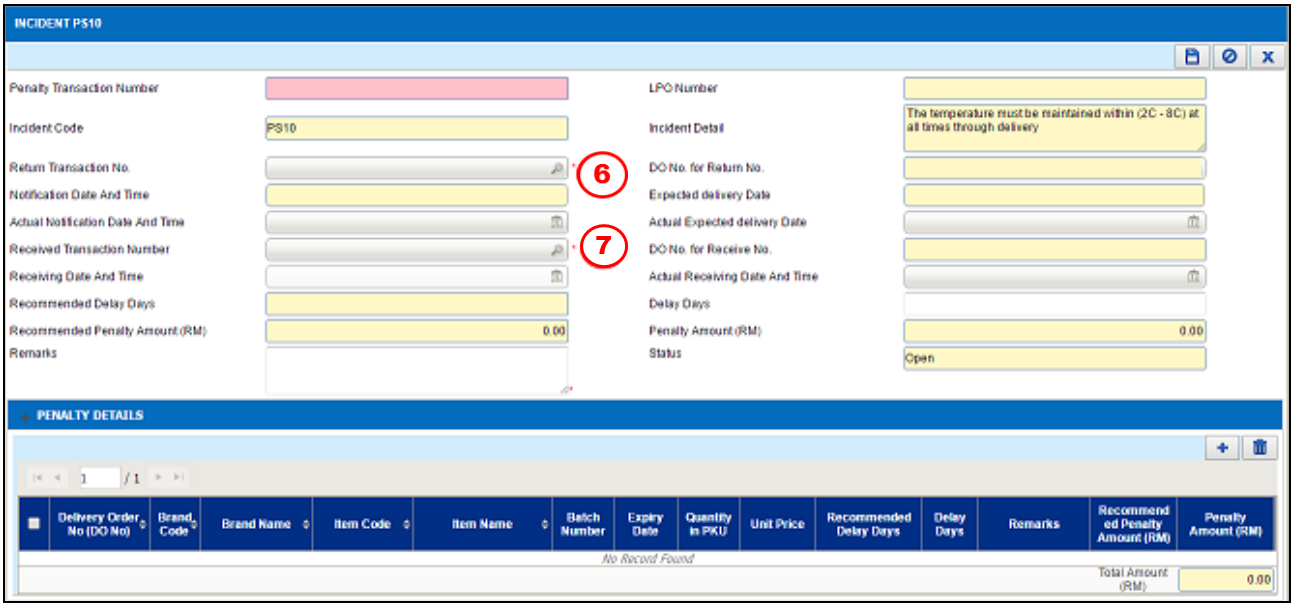


Figure 3.12-4 Incident PS 8

STEP 6

Click on the button to find the Return Transaction No.

Note

*List of **Return Transaction No.** will be displayed as shown in Figure 3.12-6*

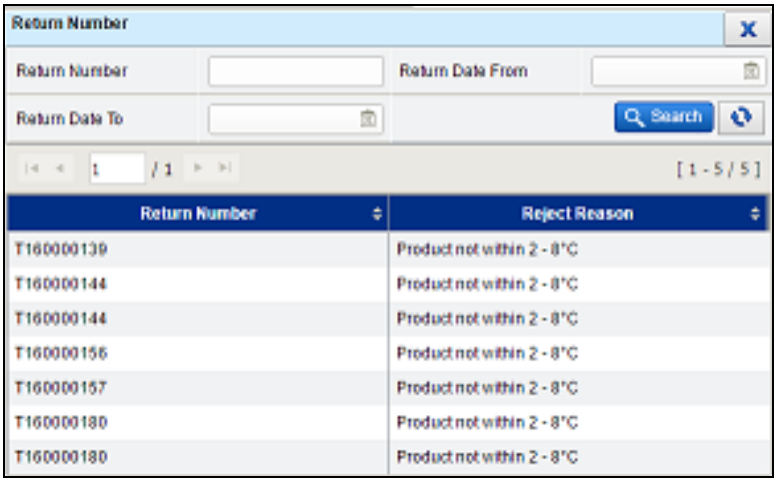


Figure 3.12-5 List of Return Number

STEP 7

Click on the button to find the Received Transaction Number

Note

*List of **Received Transaction Number** will be displayed as shown in Figure 3.12-7.*

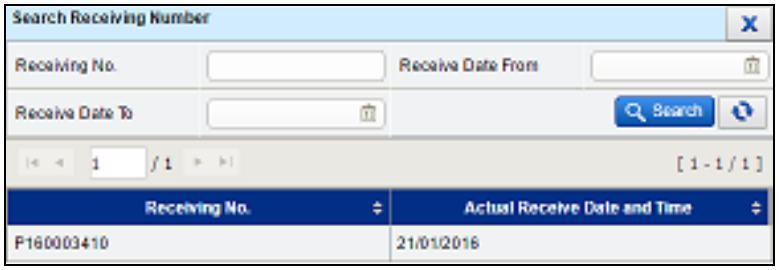


Figure 3.12-6 List of Receiving Number

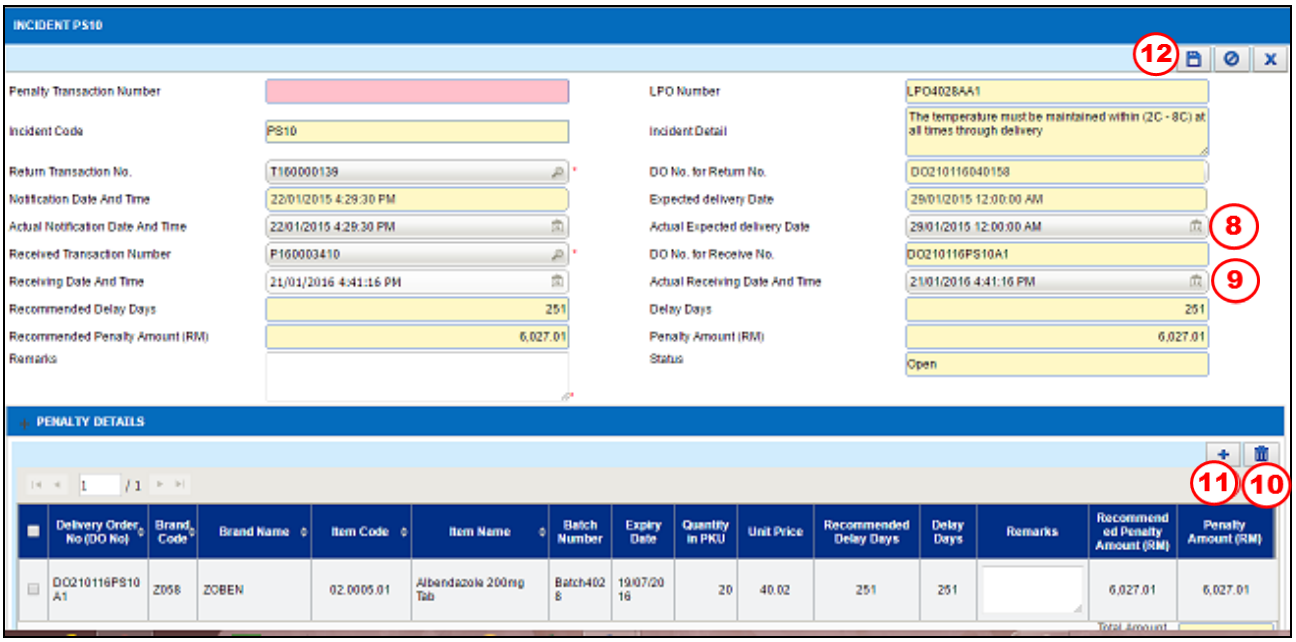


Figure 3.12-7 Penalty Details

STEP 8

Enter Actual Expected Delivery Date

STEP 9

Enter Actual Received Date and Time

Note

- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*
- *Delay Days will follow Actual Received Date and Time.*

STEP 10

Click on the button to delete an item/items

STEP 11

Click on the [+] button to add back the item

STEP 12

Click on the [save] button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.12-9*
- *Click on the* [Yes] *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* [Send for Approval] *button and* [Cancel Incident] *button will be enabled.*

Figure 3.12-8 Save Record Alert Message

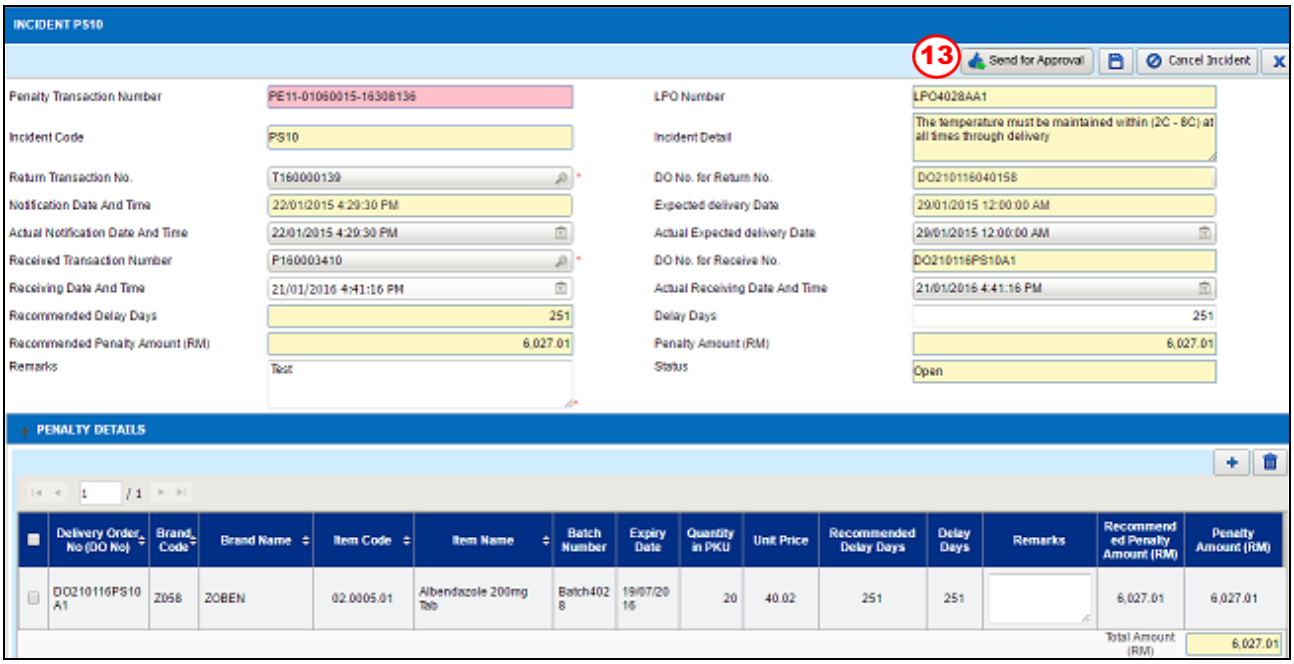


Figure 3.12-9 Send for Approval

STEP 13

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.12-11*
- *Click on the* Yes *button.*

Figure 3.12-10 Send for approval alert message

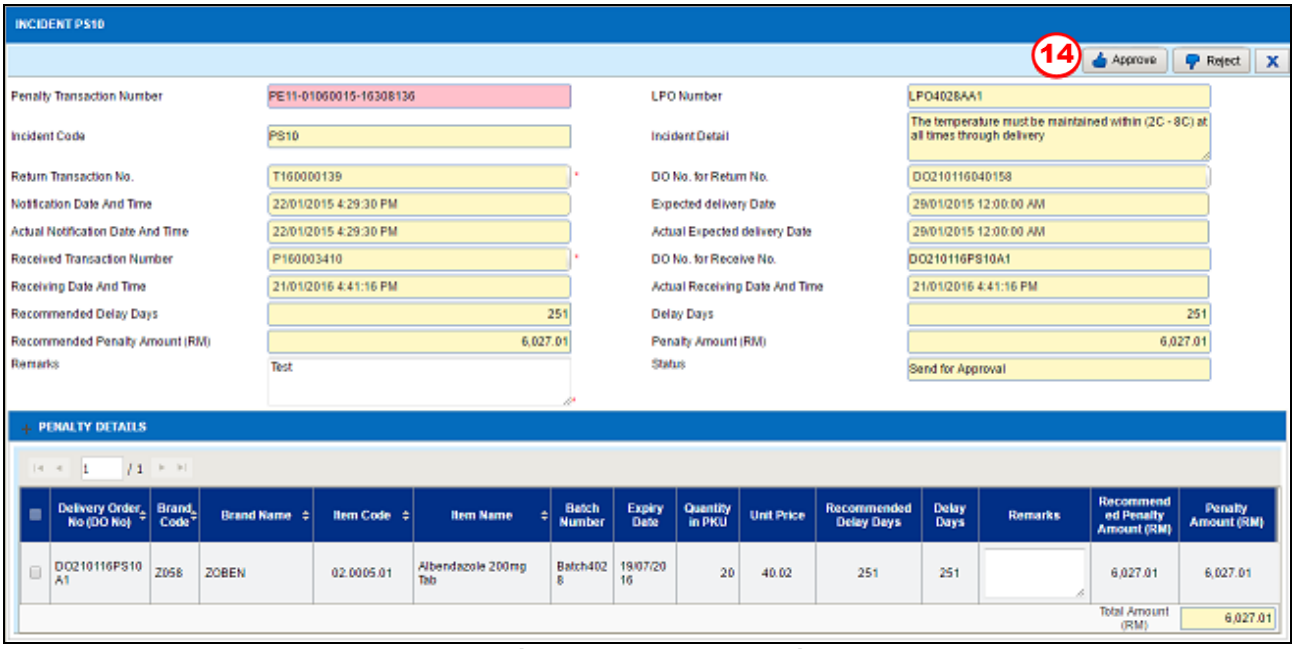


Figure 3.12-11 Approval

STEP 14
Select one of the available buttons

a) The [Approve] button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.12-14*
- *Alert message will be displayed after user makes the selection as per Figure 3.12-13*
- *Click on the [Yes] button to confirm approve.*
- *After the penalty transaction is approved, [Lampiran 8] button, [Lampiran 9] button and [Lampiran 11] button will be enabled.*

b) [Reject] button to reject the Penalty transaction

- *The **Status** will change automatically to 'Rejected'.*

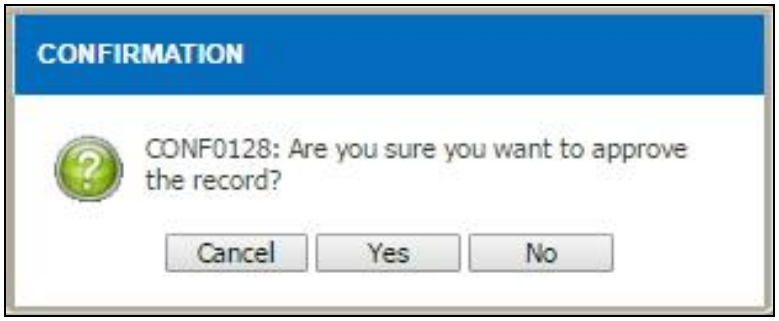


Figure 3.12-12 Approve Record Alert Message

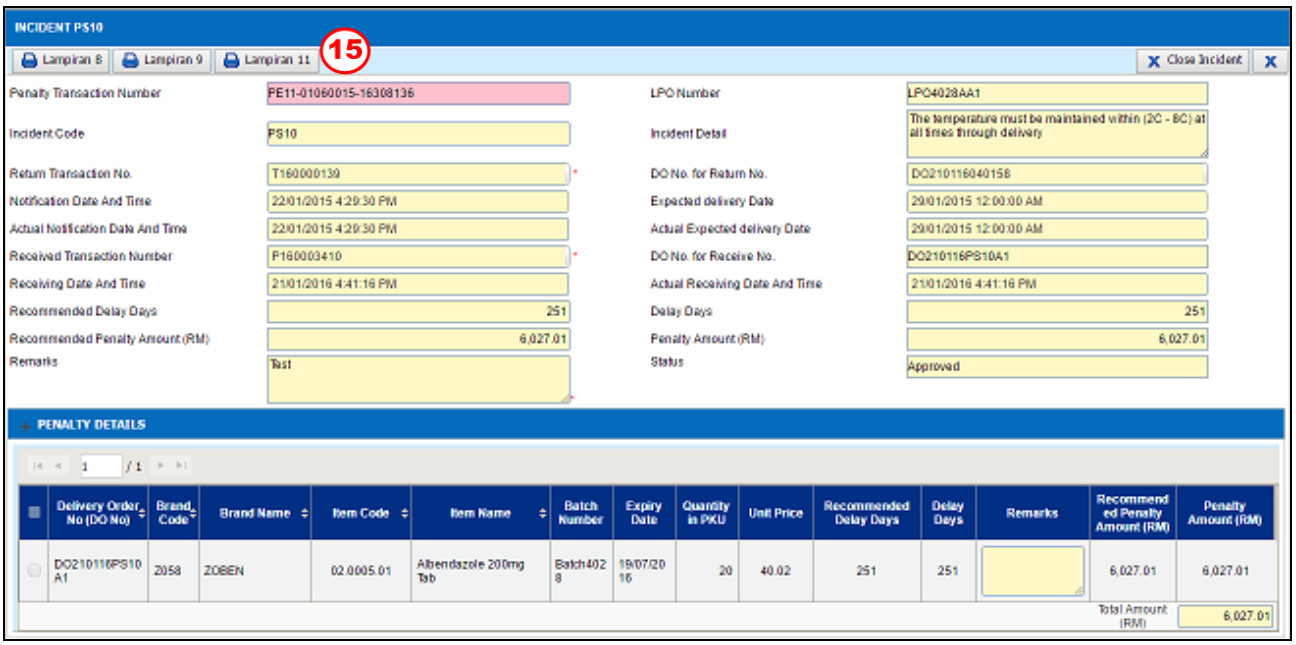


Figure 3.12-13 Lampiran 8, 9 and 10

STEP 15

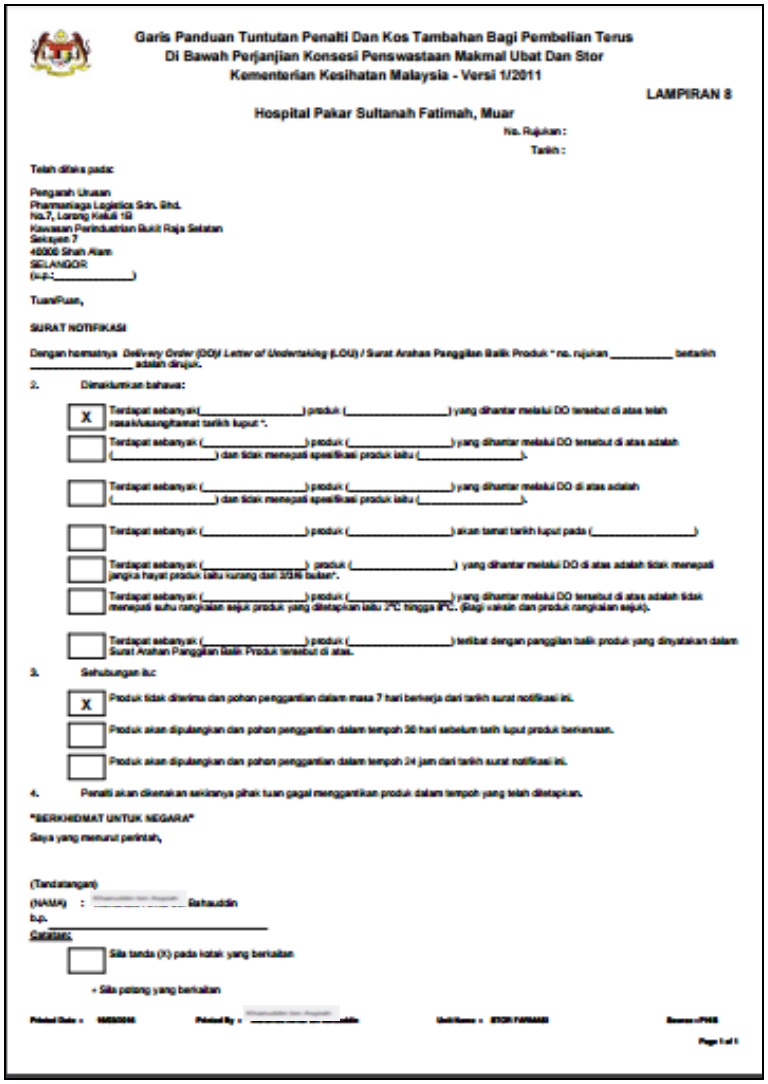
Click [Lampiran 8] *button to view the Lampiran 8 as shown in Figure 3.12-15*

Or click [Lampiran 9] *button to view the Lampiran 9 as shown in Figure 3.12-16*

Or click [Lampiran 11] *button to view the Lampiran 11 as shown in Figure 3.12-17*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dikira pada:

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kilang 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk* * no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

[X] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/kusang/tamat tarikh luput *.

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak mengapai spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak mengapai spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak mengapai jangka hayat produk iaitu kurang dari 3/3/6 bulan*.

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak mengapai suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).

[ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

[X] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : [redacted] Bahauddin
b.p.
Catatan:

[ ] Sila tanda (X) pada kotak yang berkaitan

* Sila potong yang berkaitan

Figure 3.12-14 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP400001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan door to door delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal mematuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : Printed By : Unit Name : Source : PHIS

Page 1 of 2

Figure 3.12-15 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 11

SENARAI SEMAK
APPENDIX 5B

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LPO4328AA1
Tandakan(✓) pada yang berkenaan

Bil.		Perkara	Catatan	Cara Pengiraan Penalti
1.	☐	Produk selain vaksin yang diterima kurang daripada 2/3 jangka hayat	Nama produk : Jangka Hayat Produk semasa diterima : Tarikh Pengilangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
2.	☐	Vaksin yang diterima kurang daripada 6 bulan jangka hayat	Nama Vaksin : Jangka Hayat Produk semasa diterima : Tarikh Pengilangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
3.	☐	Keadaan penghantaran vaksin bukan dalam keadaan rangkaian sejuk	Nama Vaksin : Warna petunjuk Rangkaian Sejuk : : Tarikh Notifikasi : : Tarikh Penggantian : : Bilangan Hari Lewat : :	
4.	☐	Tiada tanda/label Kementerian Kesihatan Malaysia atau KKM di atas pek pembungkusan produk	Nama produk : Tarikh Notifikasi : Tarikh Penggantian :	
5.	✓	Penyimpanan dan pengangkutan bagi produk rangkaian 1A bukan di antara 2°C hingga 8°C	Nama produk : Albendazole 200mg Tab Suhu produk semasa diterima : Tarikh Notifikasi : 23/01/2015 12.00.00 AM Tarikh Penggantian : 21/01/2016 4.41.16 PM Bilangan Hari Lewat : 251	Please refer attachment for detail calculation

Disediakan oleh :

Nama & Jawatan : [redacted] in Rahauddin & Pegawai Farmasi US2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 16/03/2016

Figure 3.12-16 Lampiran 11

3.13 Create New Incident PS 11A

To create a new record for penalty PS 11A, perform the steps below:

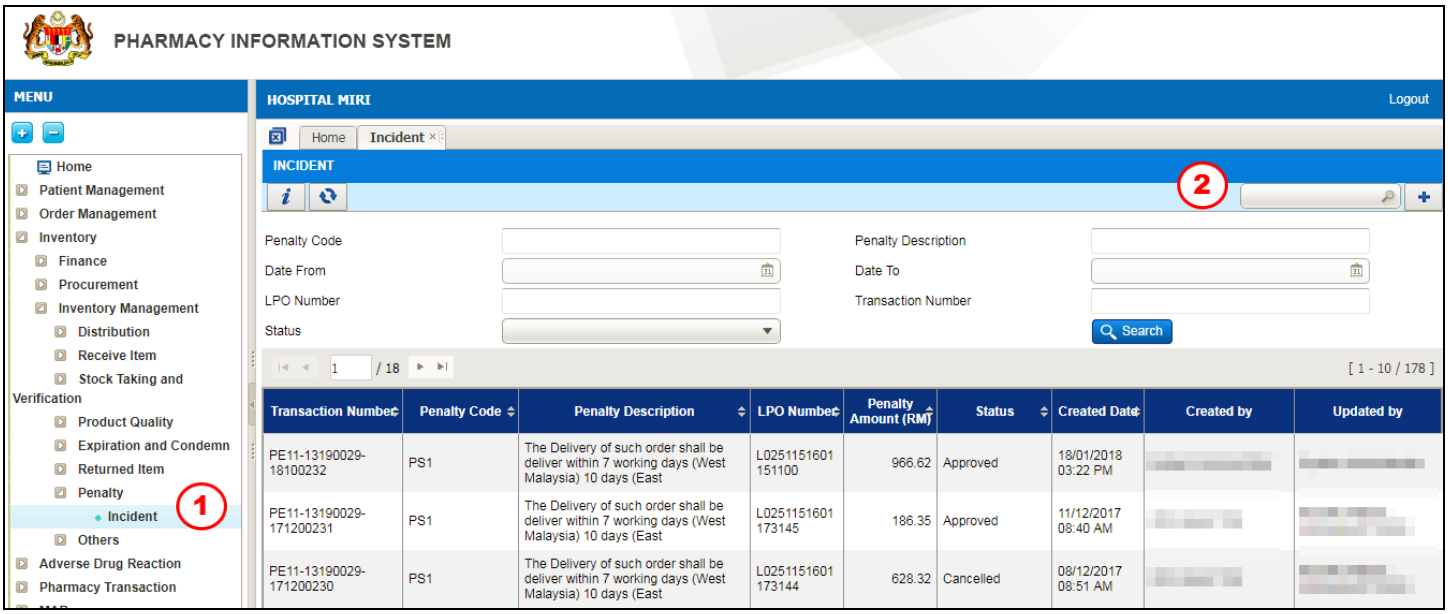


Figure 3.13-1 Create New Penalty

This function is to perform Penalty that will be imposed to the supplier. Supplier delivered vaccine product that have LOU, but have been rejected upon receiving. The supplier fails to supply the goods based on term and condition agreed.

STEP 1
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note
Penalty screen will be displayed as shown in Figure 3.13-1.

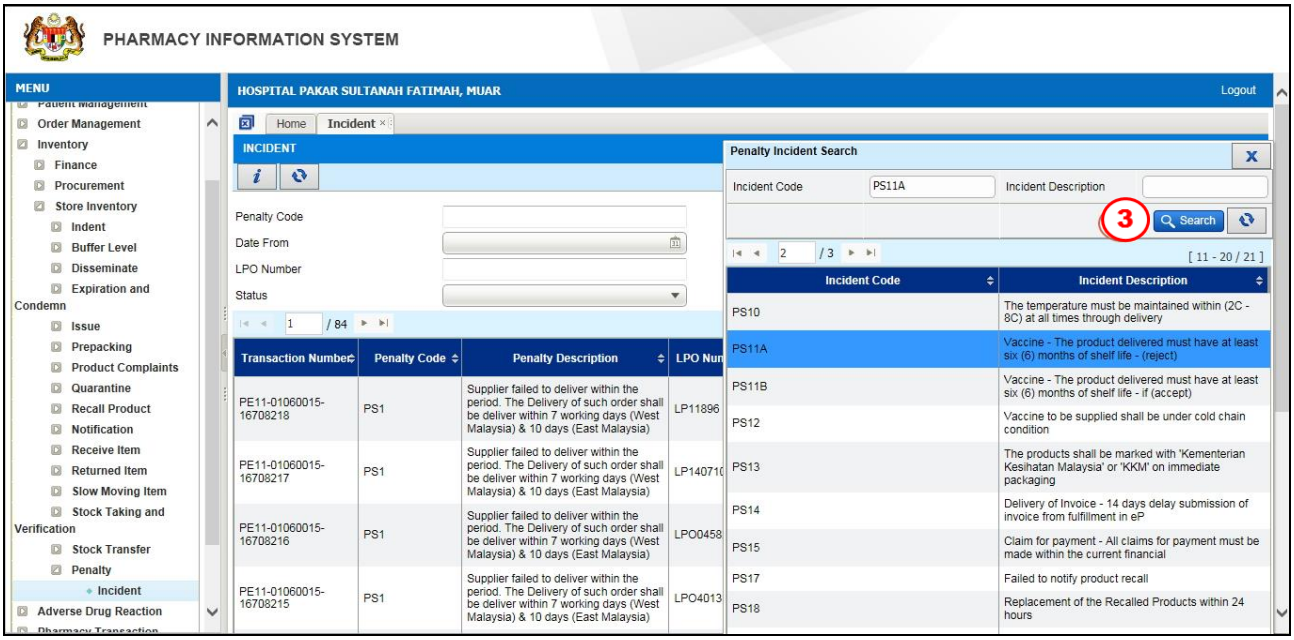


Figure 3.13-2 Penalty Information

STEP 3

Double click on the selected record PS11A.

<u>Note</u>

System will list PS1 to PS 18 as shown in Figure 3.13-2.

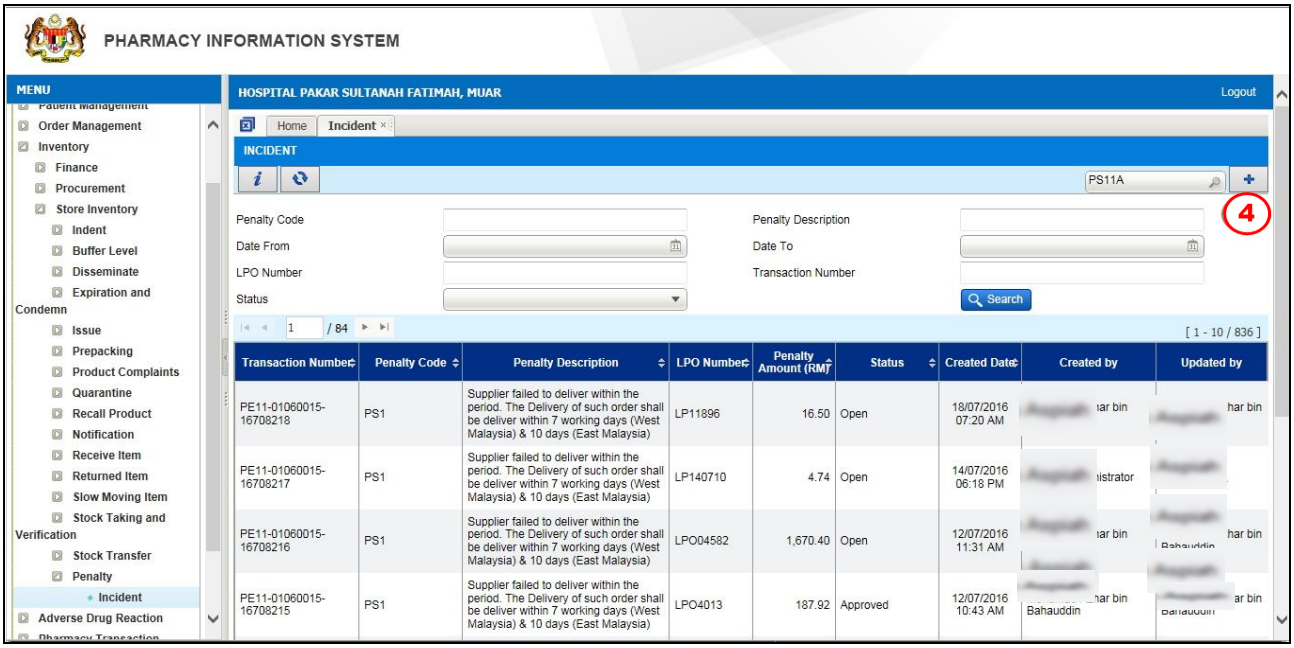


Figure 3.13-3 Create New Penalty

STEP 4

Click on [+] button to create new record

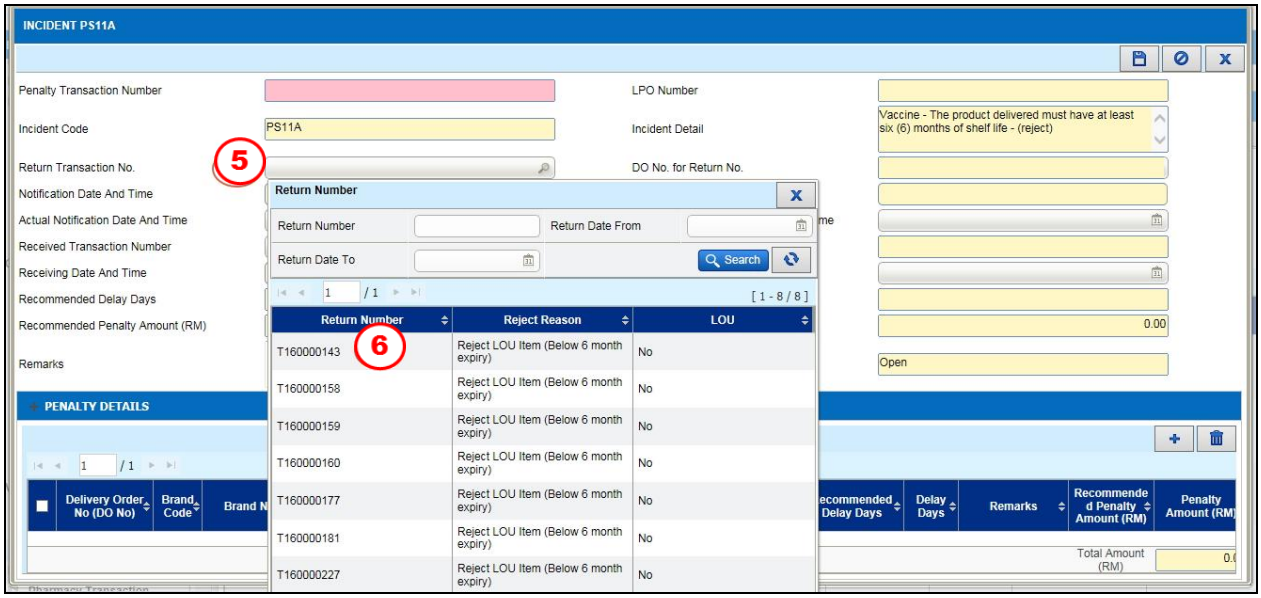


Figure 3.13-4 List of Return Number

STEP 5
Select Return Transaction No and double click on transaction No.

Note

- *Incident code, notification date & time, LPO No, Incident Detail, Do No for Return No, status, and expected delivery date is non-editable; it will be automatically display based on the selected incident code.*

STEP 6
Double click on Return Transaction No.

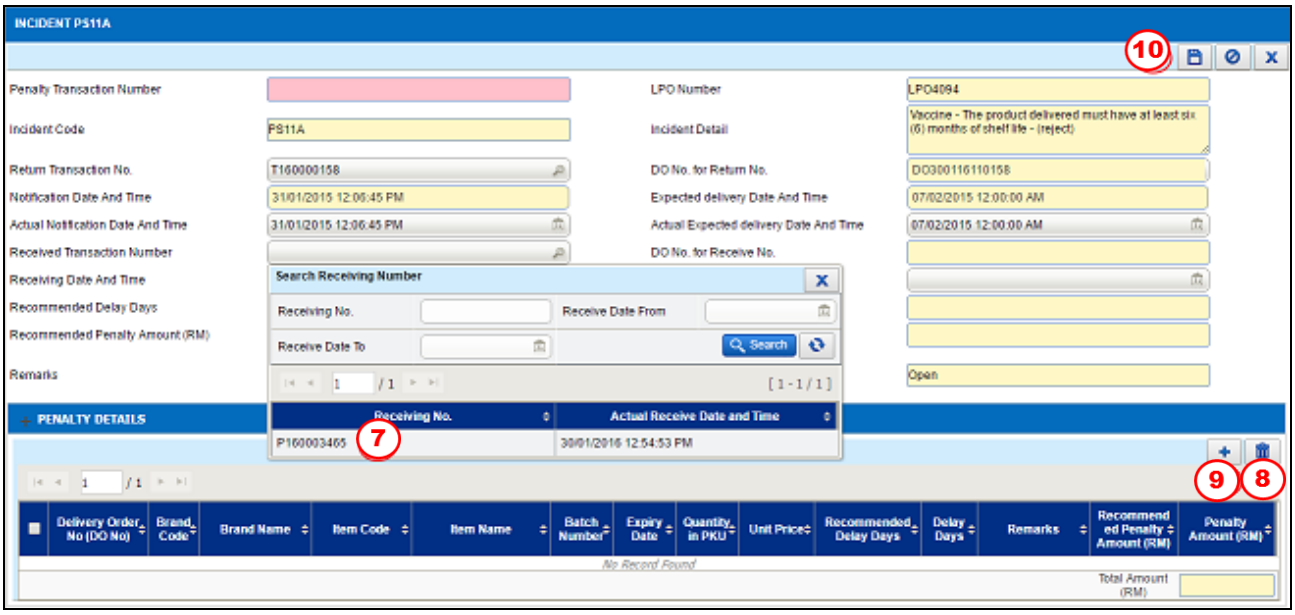


Figure 3.13-5 List of Receiving Number

STEP 7
Select Receiving Transaction Number and double click on Receiving No as shown in figure 3.13-5.

STEP 8

Click on the button to delete an item/items

STEP 9

Click on the button to add back the item

Note

- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*

STEP 10

Click on the button to save the Incident PS11A transaction as shown in figure 3.13-8.

Note

- *After clicking save, an alert message will be displayed as per Figure 3.14-9 and Figure 3.13-10.*
- *Click on the* Yes *button.*
- *Click on the* OK *button.*
- ***Penalty transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Indent *button will be enabled*

Figure 3.13-6 Save alert message

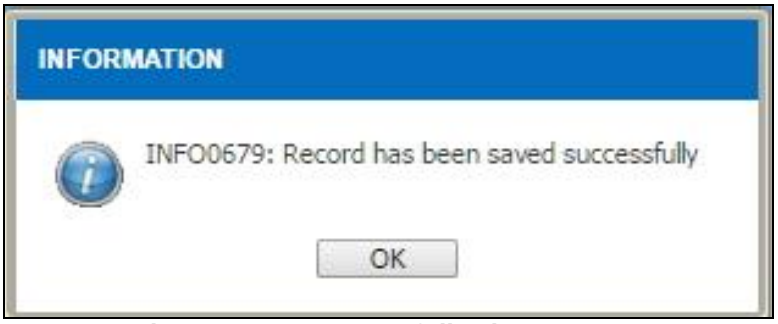


Figure 3.13-7 Successfully alert message

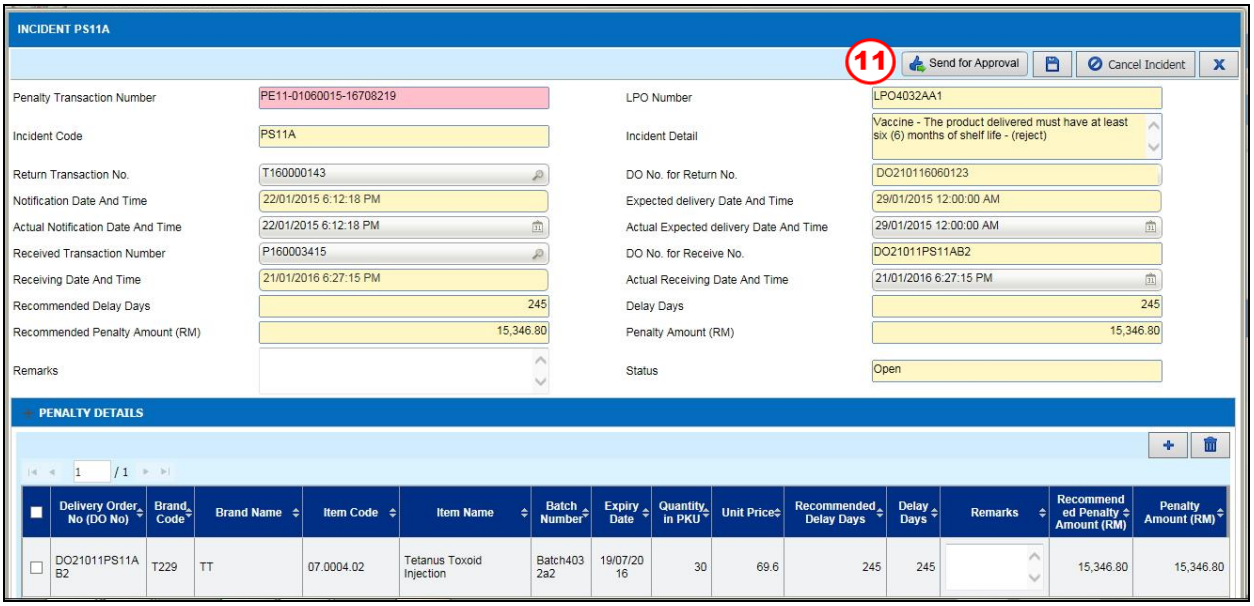


Figure 3.13-8 Incident penalty details

STEP 11

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

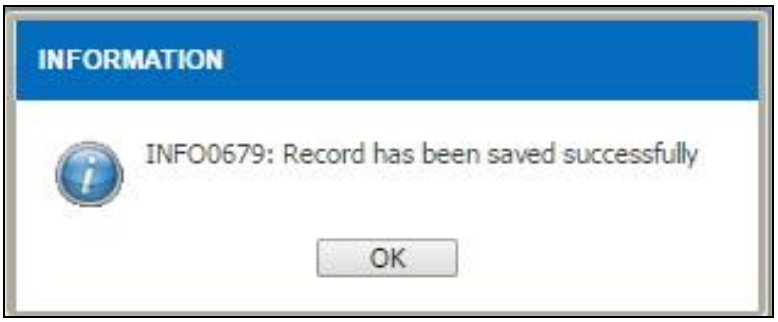


Figure 3.13-9 Successfully alert message

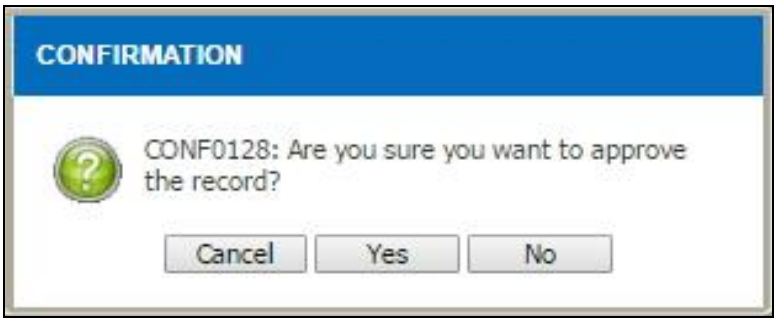


Figure 3.13-10 Approval alert message

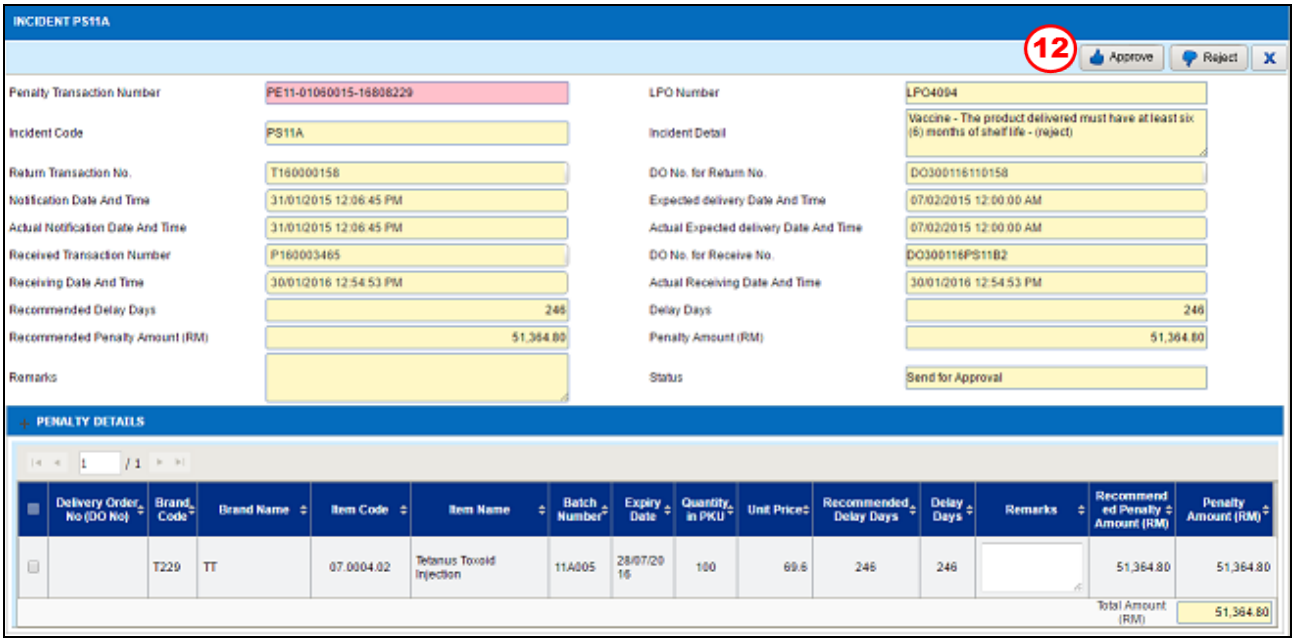


Figure 3.13-11 Incident penalty details

STEP 12
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.13-14*
- *Alert message will be displayed after user makes the selection as per Figure 3.13-12*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 10 *button will be enabled.*

b) Reject button to reject the Indent transaction

- *The **Status** will change automatically to 'Rejected'.*

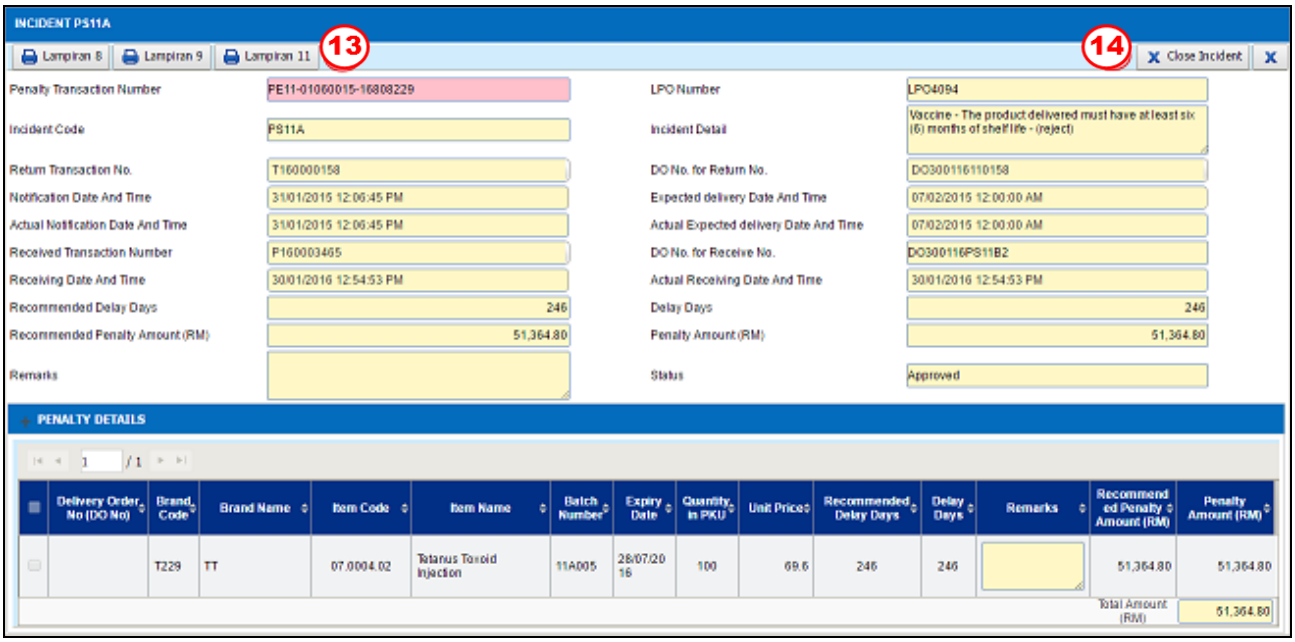


Figure 3.13-12 Lampiran 8, 9 and 11

STEP 13

Click [Lampiran 8] *button to view the Lampiran 8 as shown in Figure 3.13-15*

Or click [Lampiran 9] *button to view the Lampiran 9 as shown in Figure 3.13-16*

Or click [Lampiran 11] *button to view the Lampiran 11 as shown in Figure 3.13-17*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

STEP 14

Click [Close Incident] button to close the transaction screen.

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :
Tarikh :

Telah dikira pada:

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kekuli 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya *Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk* " no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

[X] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah rosak/usang/tamat tarikh luput ".

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak memenuhi spesifikasi produk iaitu (_____).

[ ] Terdapat sebanyak (_____) produk (_____) akan tamat tarikh luput pada (_____)

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak memenuhi jangka hayat produk iaitu kurang dari 2/3 bulan".

[ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak memenuhi suhu rangkaian sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).

[ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

[X] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.

[ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak tuan gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)

(NAMA) : [redacted] Rahauddin

b.p. _____

Catatan:

[ ] Sila tanda (X) pada kotak yang berkaitan

+ Sila potong yang berkaitan

[redacted]

Printed Date : [redacted] Printed By : [redacted] Unit Name : [redacted] Source : PHIS

Page 1 of 1

Figure 3.13-13 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

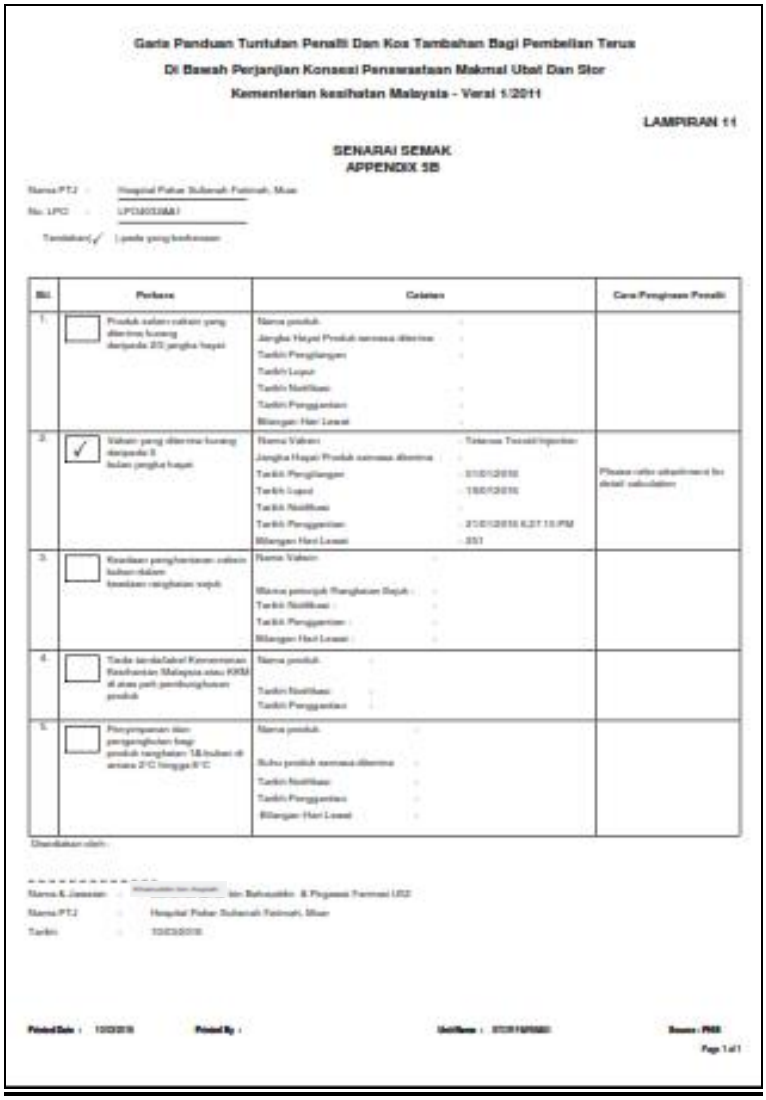
1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP430001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan door to door delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : 16/03/2016 Printed By : [illegible] Unit Name : STOR FARMASI Source : PHIS

Page 1 of 2

Figure 3.13-14 Lampiran 9



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaatan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 11

SENARAI SEMAK
APPENDIX 5B

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LPO0033MJ
Tandakan(✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Produk salam vaksin yang diterima kurang daripada 2/3 jangka hayat	Nama produk : Jangka Hayat Produk semasa diterima : Tarikh Penghiangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
2.	✓ Vaksin yang diterima kurang daripada 6 bulan jangka hayat	Nama Vaksin : Tetanus Toxoid Injection Jangka Hayat Produk semasa diterima : Tarikh Penghiangan : 01/01/2010 Tarikh Luput : 15/01/2010 Tarikh Notifikasi : Tarikh Penggantian : 21/01/2010 6:27:15 PM Bilangan Hari Lewat : 351	Please refer attachment for detail calculation
3.	☐ Kuantiti penghantaran vaksin kurang dalam tempoh tanggungan sepuh	Nama Vaksin : Bilangan pemesejk Penghantaran Sepuh : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
4.	☐ Tanda tandatangan Kementerian Kesihatan Malaysia atau KKM di atas pek pembungkusan produk	Nama produk : Tarikh Notifikasi : Tarikh Penggantian :	
5.	☐ Penyimpanan dan penggunakan bagi produk tanggungan 18 bulan di antara 2°C hingga 8°C	Nama produk : Suhu produk semasa diterima : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	

Disediakan oleh :

Nama & Jawatan : [illegible] Ketua Bahagian & Pegawai Farmasi UU2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : [illegible]

Printed Date : [illegible] Printed By : [illegible] Source : PhIS
Page 1 of 1

Figure 3.13-15 Lampiran 11

3.14 Create New Incident PS 11B

To create a new record for penalty PS 11B, perform the steps below:

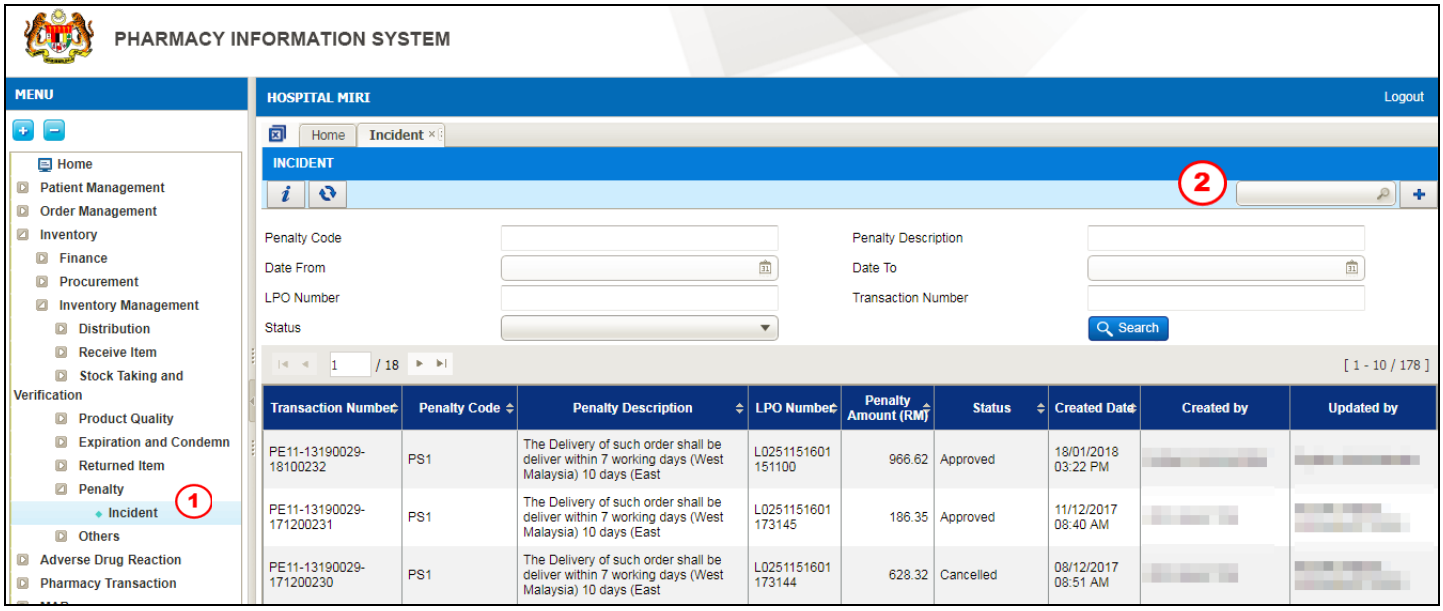


Figure 3.14-1 Create New Penalty

This function is to perform Penalty that will be imposed to the supplier. Supplier delivered vaccine product that have LOU, but have been rejected upon receiving. The supplier supplies the goods that have less than six (6) months of shelf life.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.14-1.

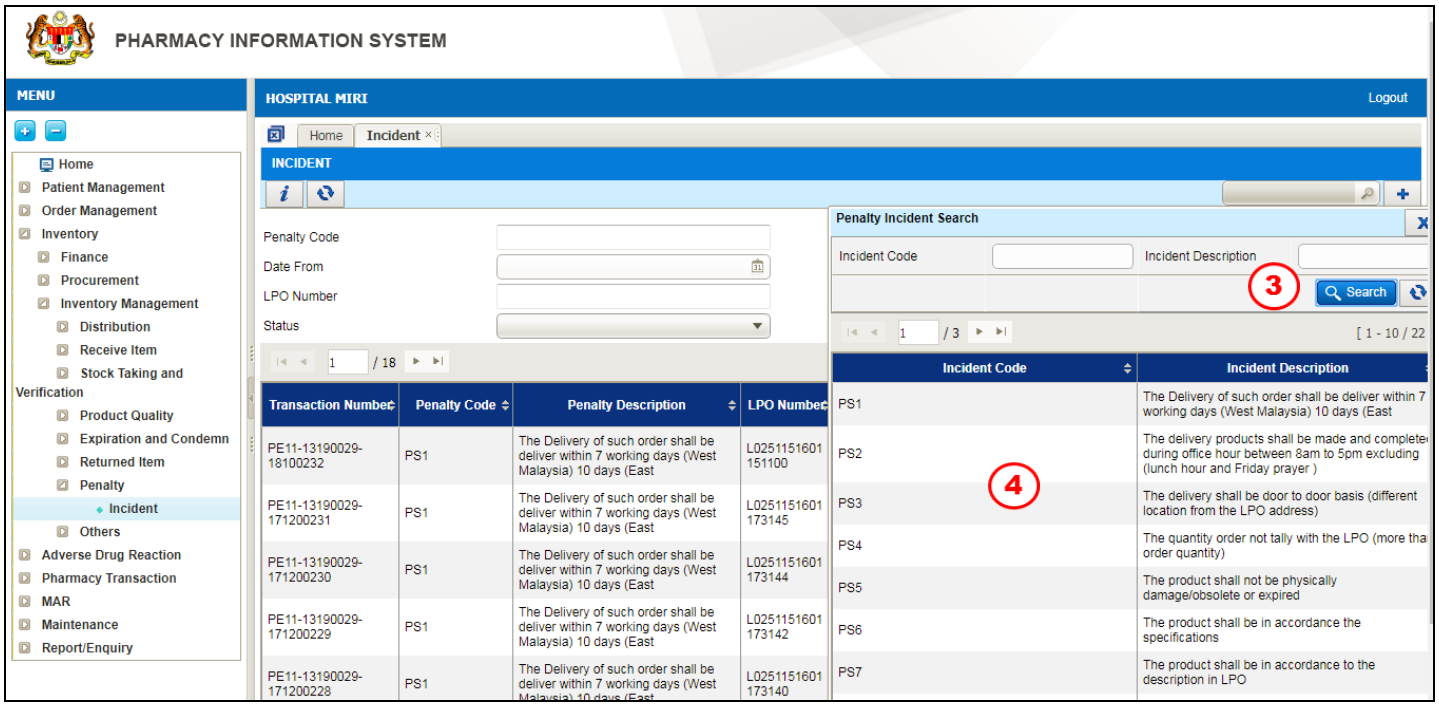


Figure 3.14-2 Penalty Incident Search

STEP 3

Click on the Search button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.14-3.

STEP 4

Double click on the Incident Code

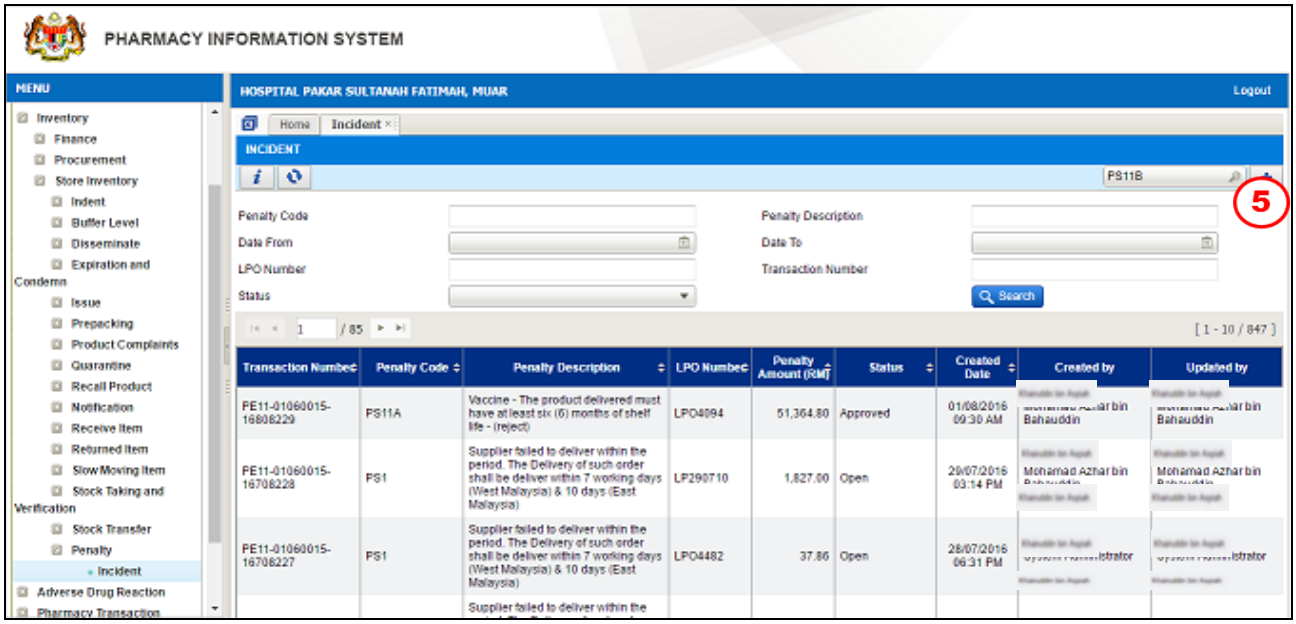


Figure 3.14-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.14-4.

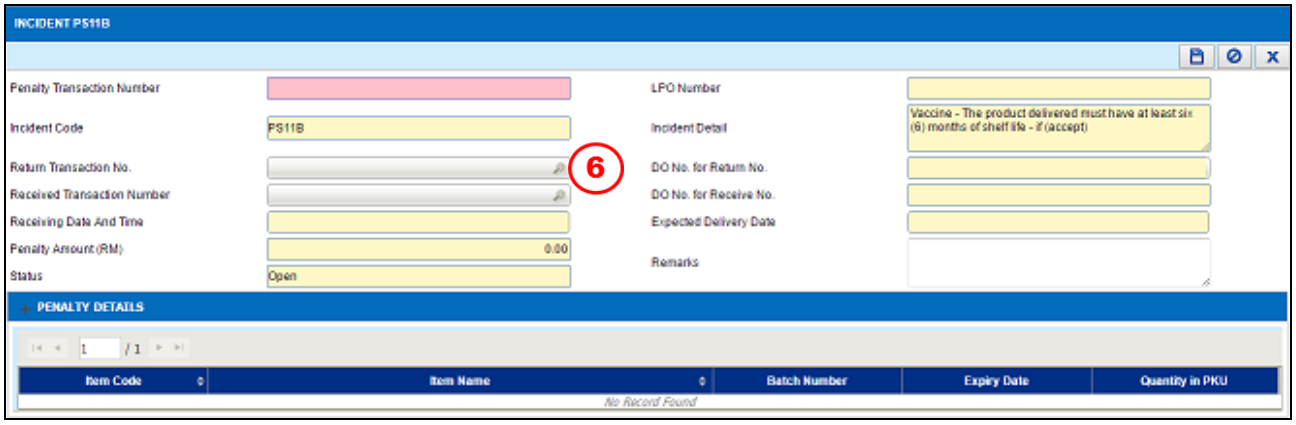


Figure 3.14-4 Incident PS 8

STEP 6

Click on the button to find the Return Transaction No.

Note

*List of **Return Transaction No.** will be displayed as shown in Figure 3.14-6*

Receive Transaction Number will appear automatically.

Penalty Amount (RM) will be defaulted to RM 500.00

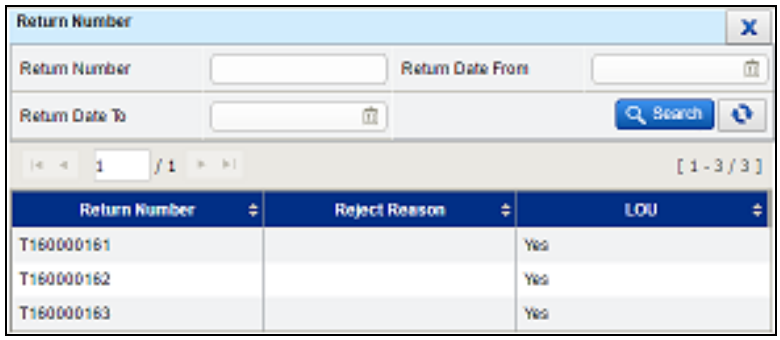


Figure 3.14-5 List of Return Number

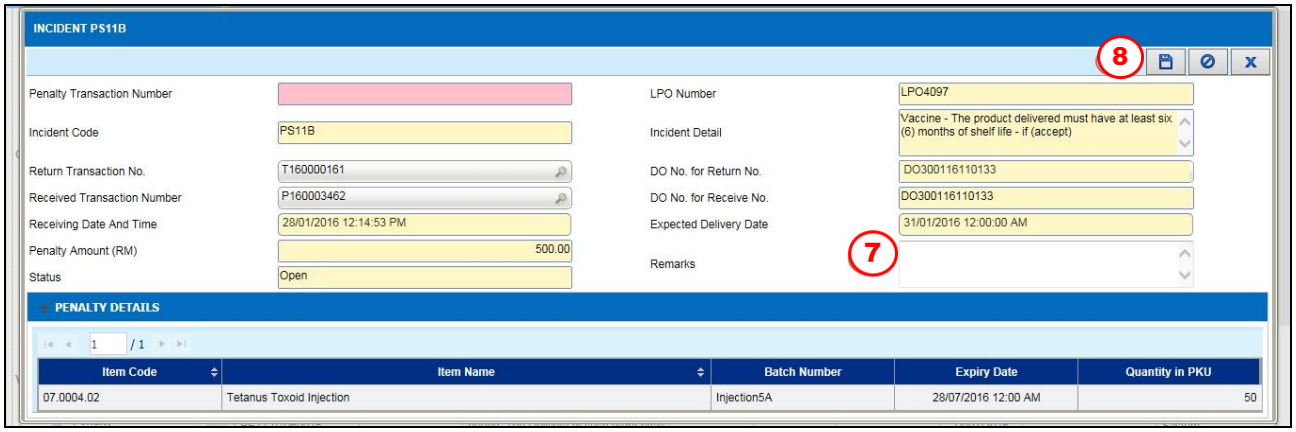


Figure 3.14-6 Incident penalty details

STEP 7
Enter remark.

STEP 8
Click on the button to save the Incident PS11B transaction as shown in figure 3.14-7.

Note

- *After clicking save, an alert message will be displayed as per Figure 3.14-8 and Figure 3.14-9.*
- *Click on the* Yes *button.*
- *Click on the* OK *button.*
- ***Penalty transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Indent *button will be enabled*

Figure 3.14-7 Save Alert Message

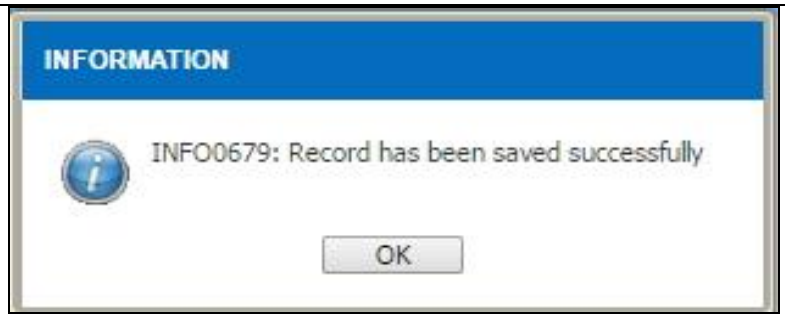


Figure 3.14-8 Successfully Alert Message

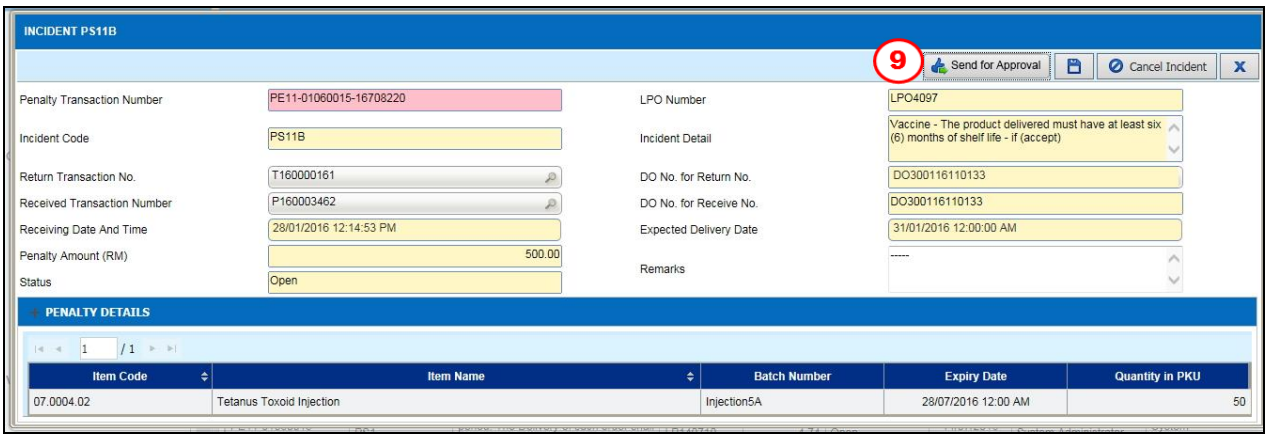


Figure 3.14-9 Incident penalty details

STEP 9

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

Note

- *The status will change to 'Pending for Approval'.*
- *Click on the* Cancel Indent *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.14-11 and Figure 3.14-12.*
- *Click on the* OK *button.*
- *Click on the* Yes *button.*

Figure 3.14-10 Approval Alert Message

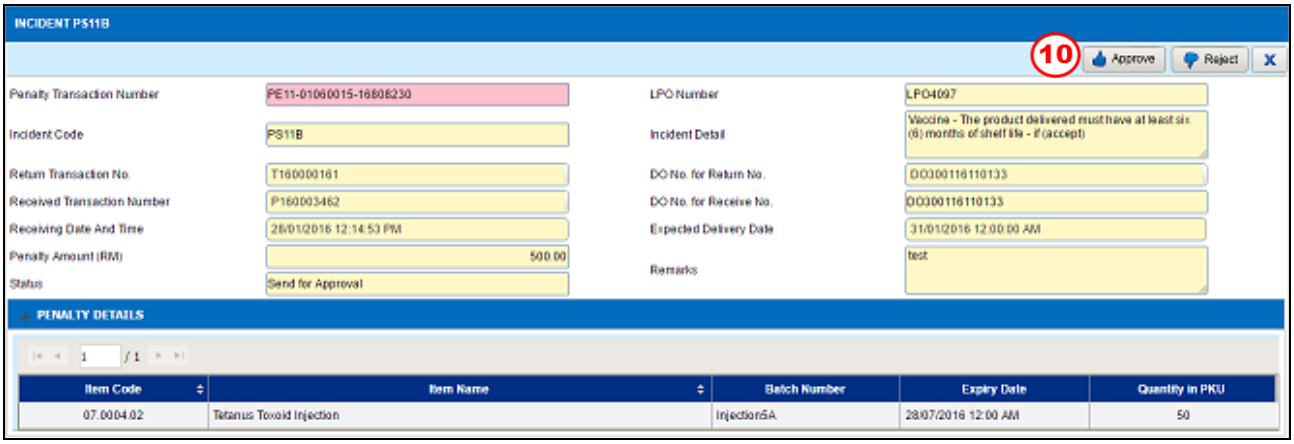


Figure 3.14-11 Incident penalty details

STEP 10
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.14-13*
- *Alert message will be displayed after user makes the selection as per Figure 3.14-11*
- *Click on the* Yes *button to confirm approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 11 *button will be enabled.*

Reject button to reject the Penalty transaction

- *The **Status** will change automatically to 'Rejected'.*

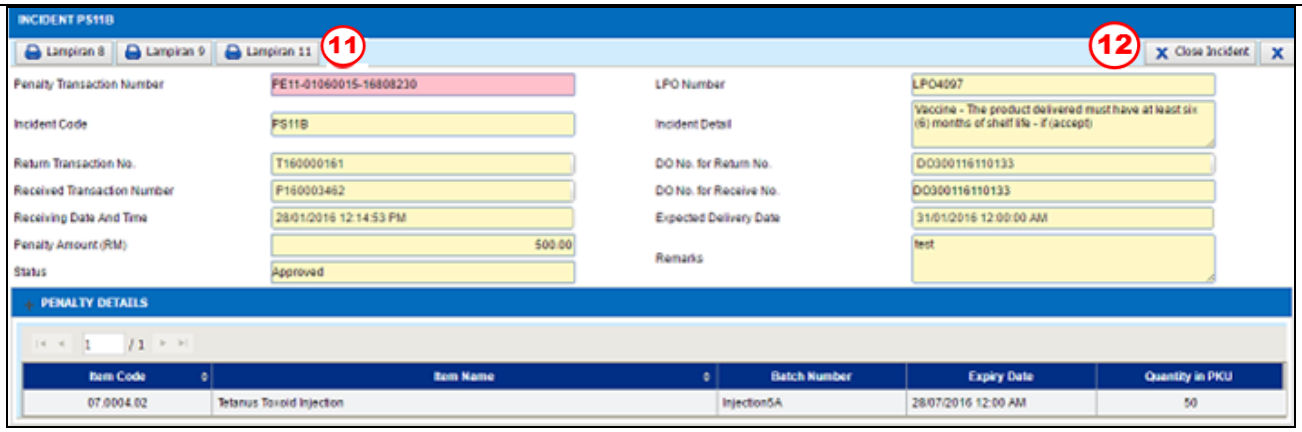


Figure 3.14-12 Lampiran 8,9 and 11

STEP 11

Click [Lampiran 8] *button to view the Lampiran 8 as shown in Figure 3.14-14*

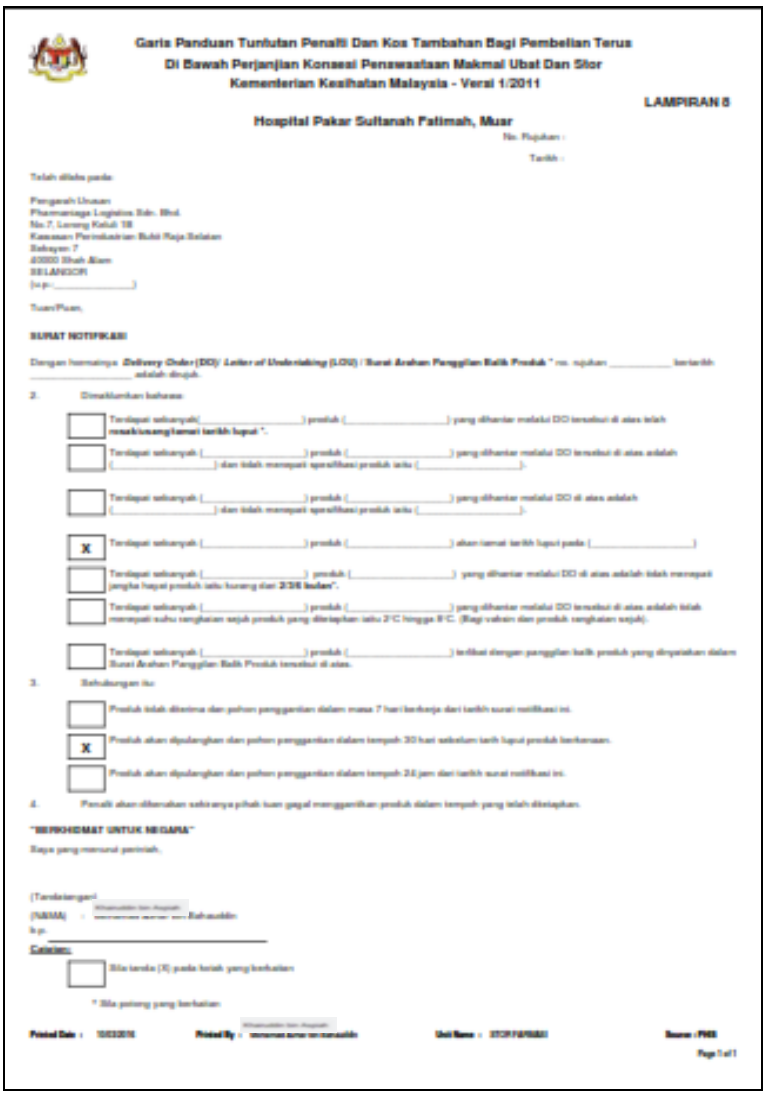
Or click [Lampiran 9] *button to view the Lampiran 9 as shown in Figure 3.14-15*

Or click [Lampiran 11] *button to view the Lampiran 11 as shown in Figure 3.14-16*

Note
The report will be in PDF format. The user is allowed to view/save/print the report.

STEP 12

Click [Close Incident] to close the transaction screen.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :

Tarikh :

Telah dihala pada:

Pengarah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kilah 3B
Kawasan Perindustrian Bukit Naga Selatan
Seksyen 7
43000 Shah Alam
SELANGOR
(u.p.:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya ***Delivery Order (DO)/ Letter of Undertaking (LOU)*** / **Surat Arahan Penggantian Baik Produk** " no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

- [ ] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah **rosak/usang/lewat tarikh luput ".**
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak mempunyai spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak mempunyai spesifikasi produk iaitu (_____).
- [X] Terdapat sebanyak (_____) produk (_____) akan lewat tarikh luput pada (_____)
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak mempunyai jangka hayat produk iaitu kurang dari **2/3/6 bulan".**
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak mempunyai suhu penghantar sejuk produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk penghantar sejuk).
- [ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan penggantian baik produk yang dinyatakan dalam Surat Arahan Penggantian Baik Produk tersebut di atas.

3. Sehubungan itu:

- [ ] Produk tidak diterima dan pihak penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.
- [X] Produk akan dipulangkan dan pihak penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.
- [ ] Produk akan dipulangkan dan pihak penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak kami gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"MEMKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : [redacted]
b.p. _____

Catatan:

- [ ] Sila tandai (X) pada kotak yang berkenaan

* Sila potong yang berkenaan

Printed Date : [redacted] **Printed By :** [redacted] **Unit Name :** [redacted] **Source : PhIS**

Page 1 of 1

Figure 3.14-13 Lampiran 8

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaatan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :
Tarikh : 10/03/2016

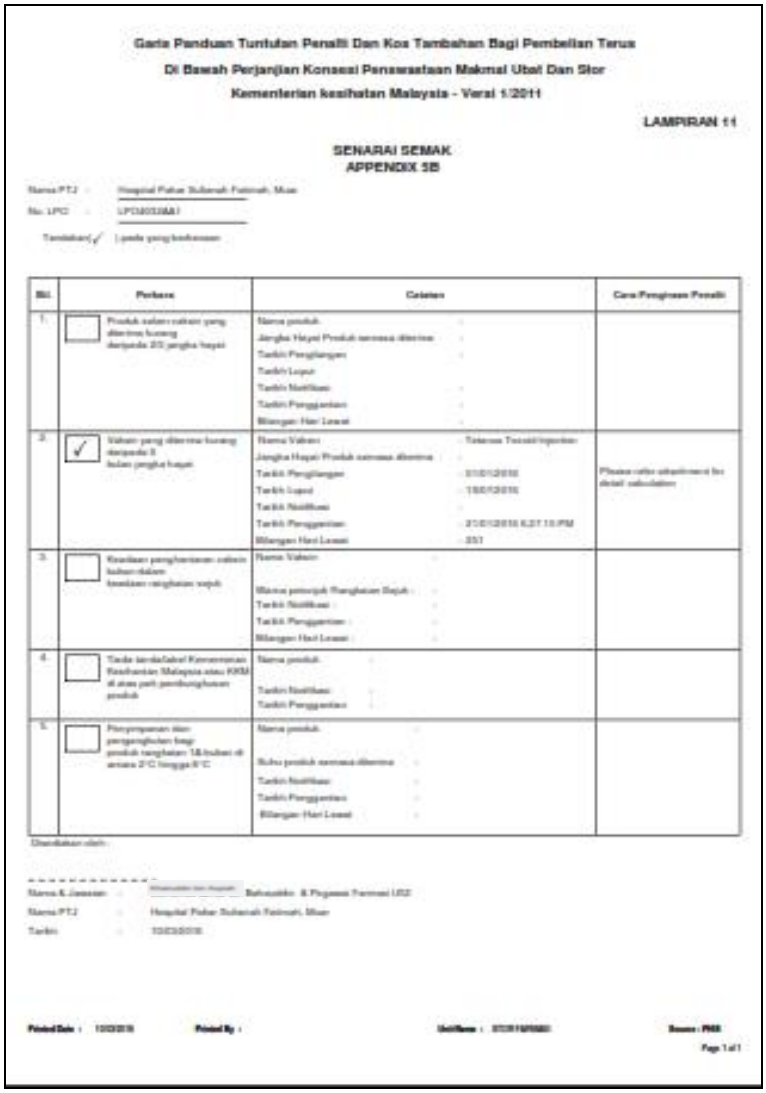
BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 21/01/2016 6.27 PM
3) No. LPO : LPO4032AA1
4) Nilai Produk/LPO (RM) : 15,722.64
5) Nilai Produk Gagal Dibekalkan (RM) : 15,722.64 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan door to door delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi		3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	✓	RM500 bagi setiap insiden	15,722.64
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : 10/03/2016 Printed By : Unit Name : STOR PAHANG Source : PHIS

Figure 3.14-14 Lampiran 9



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaatan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 11

SENARAI SEMAK
APPENDIX 5B

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LPO0033MJ
Tandakan(✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Produk salam sebaik yang diterima kurang daripada 2/3 jangka hayat	Nama produk : Jangka Hayat Produk semasa diterima : Tarikh Penghiangan : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
2.	✓ Vaksin yang diterima kurang daripada 6 bulan jangka hayat	Nama Vaksin : Tetanus Toxoid Injection Jangka Hayat Produk semasa diterima : Tarikh Penghiangan : [illegible] Tarikh Luput : [illegible] Tarikh Notifikasi : Tarikh Penggantian : [illegible] 6:27:15 PM Bilangan Hari Lewat : 351	Please refer attachment for detail calculation
3.	☐ Kesalahan penghantaran vaksin kepada klinik kesalahan rangkaian sejuk	Nama Vaksin : Nama pemunjuk Penghantar Sejuk : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
4.	☐ Tanda tandatanda Kementerian Kesihatan Malaysia atau KKM di atas pek pembungkusan produk	Nama produk : Tarikh Notifikasi : Tarikh Penggantian :	
5.	☐ Penyimpanan dan pengangkutan bagi produk rangkaian 18 bulan di antara 2°C hingga 8°C	Nama produk : Suhu produk semasa diterima : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	

Disediakan oleh :

Nama & Jawatan : [illegible] Bahagian & Pegawai Farmasi UKK
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : [illegible]

Printed Date : [illegible] Printed By : [illegible] Source : PhIS
Page 1 of 1

Figure 3.14-15 Lampiran 11

3.15 Create New Incident PS 12

To create a new record for penalty PS 12, perform the steps below:

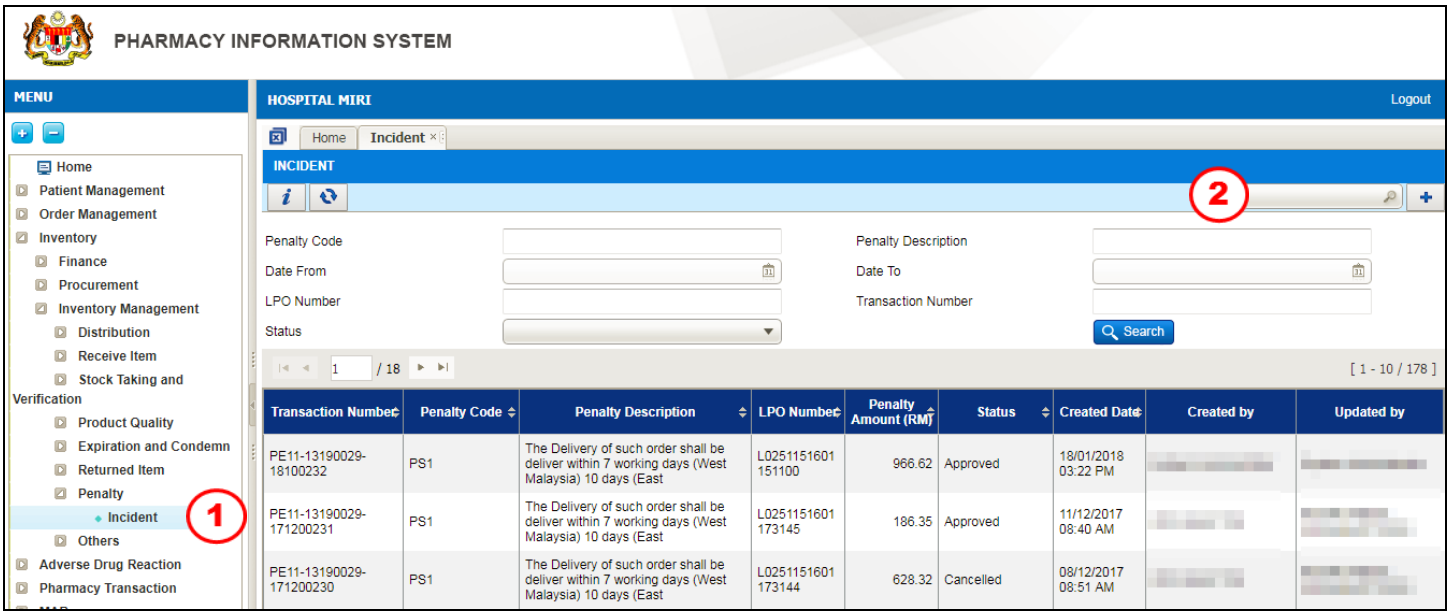


Figure 3.15-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when the supplier failed to supply vaccine under cold chain condition.

STEP 1
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note
Penalty screen will be displayed as shown in Figure 3.15-1.

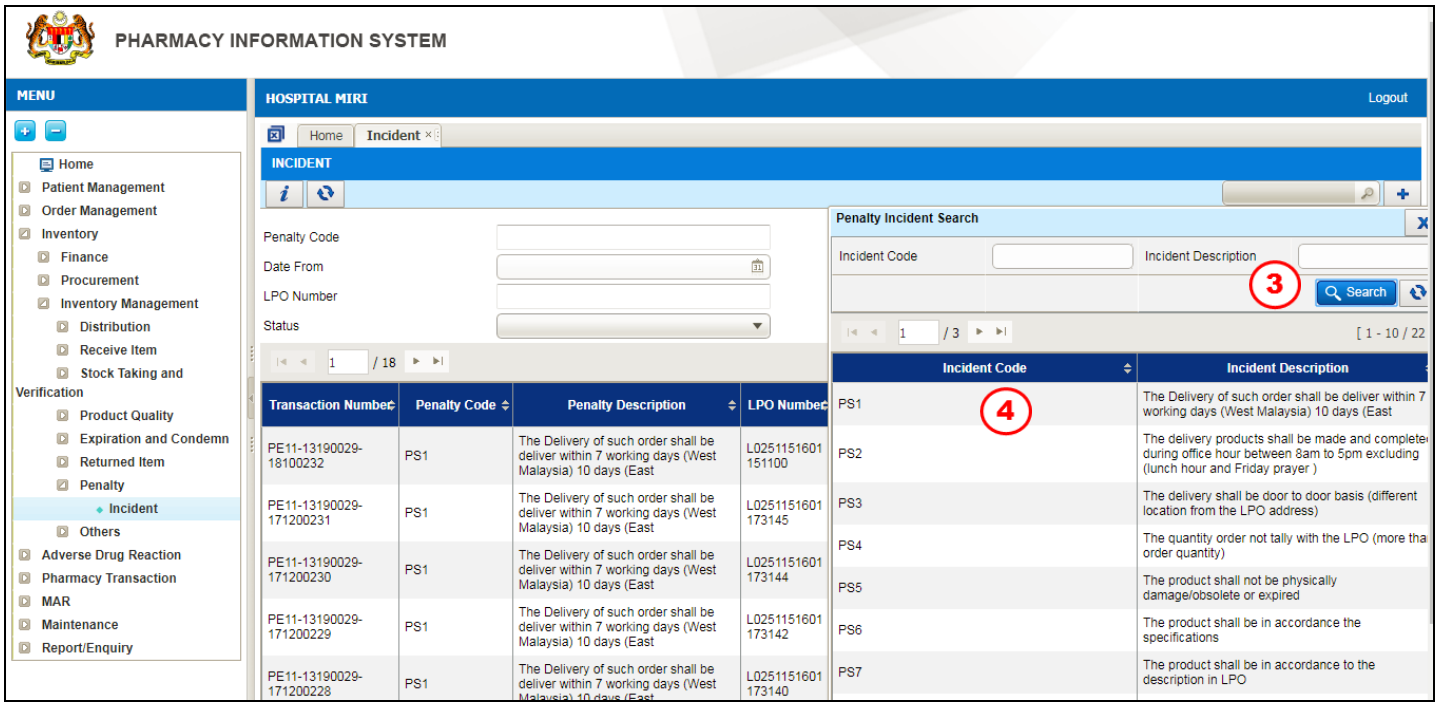


Figure 3.15-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.15-3.

STEP 4

Double click on the Incident Code

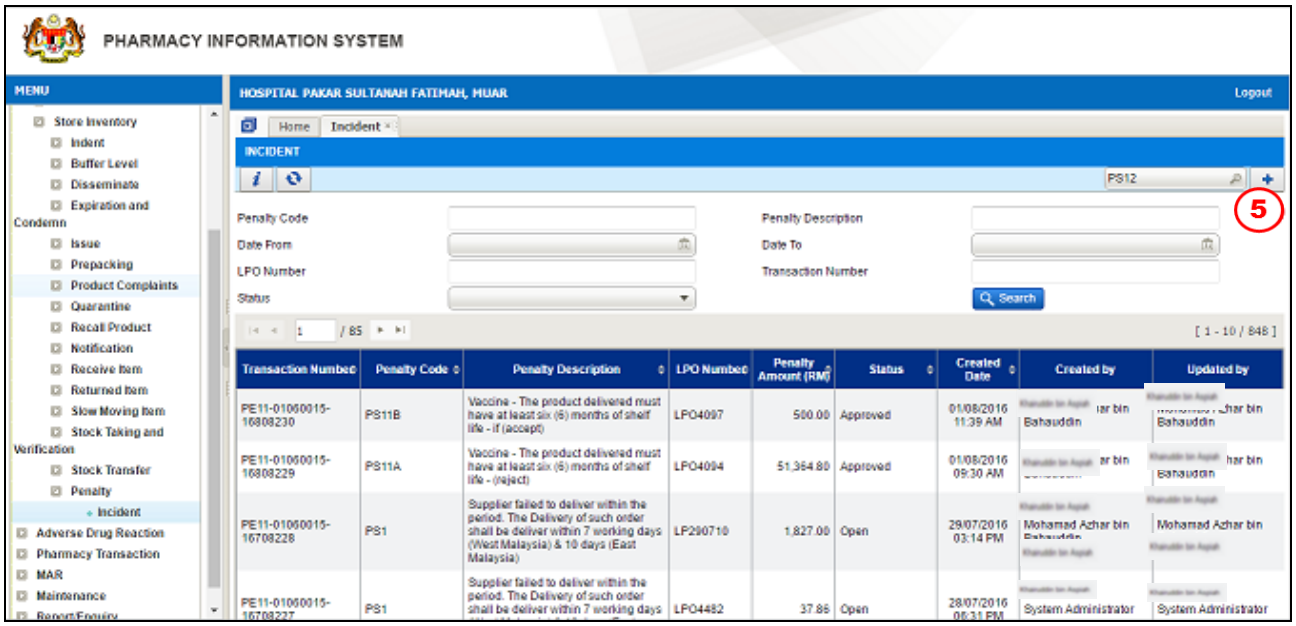


Figure 3.15-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note
Penalty screen will be displayed as shown in Figure 3.15-4.

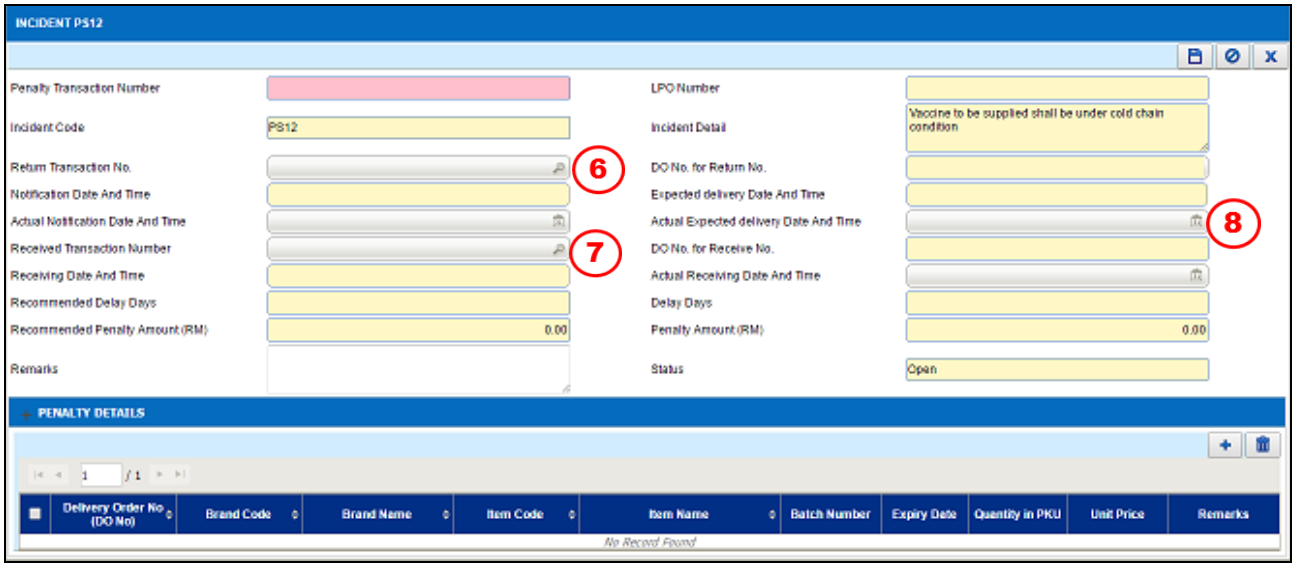


Figure 3.15-4 Penalty Incident Search

STEP 6

Click on the button to find the Return Transaction No.

Note
*List of **Return Transaction No.** will be displayed as shown in Figure 3.15-6.*

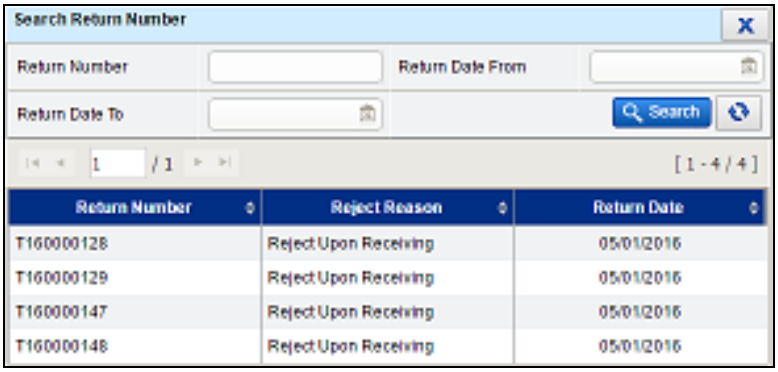


Figure 3.15-5 List of Return Transaction Number

STEP 7

Click on the button to find the Received Transaction Number

Note
*List of **Received Transaction Number** will be displayed as shown in Figure 3.15-7.*

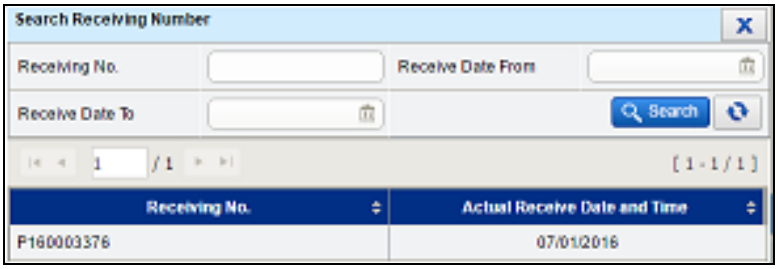


Figure 3.15-6 List of Received Transaction Number

STEP 8

Enter Actual Received Date and Time

Note

- *Penalty Amount (RM) will be RM5000.00*

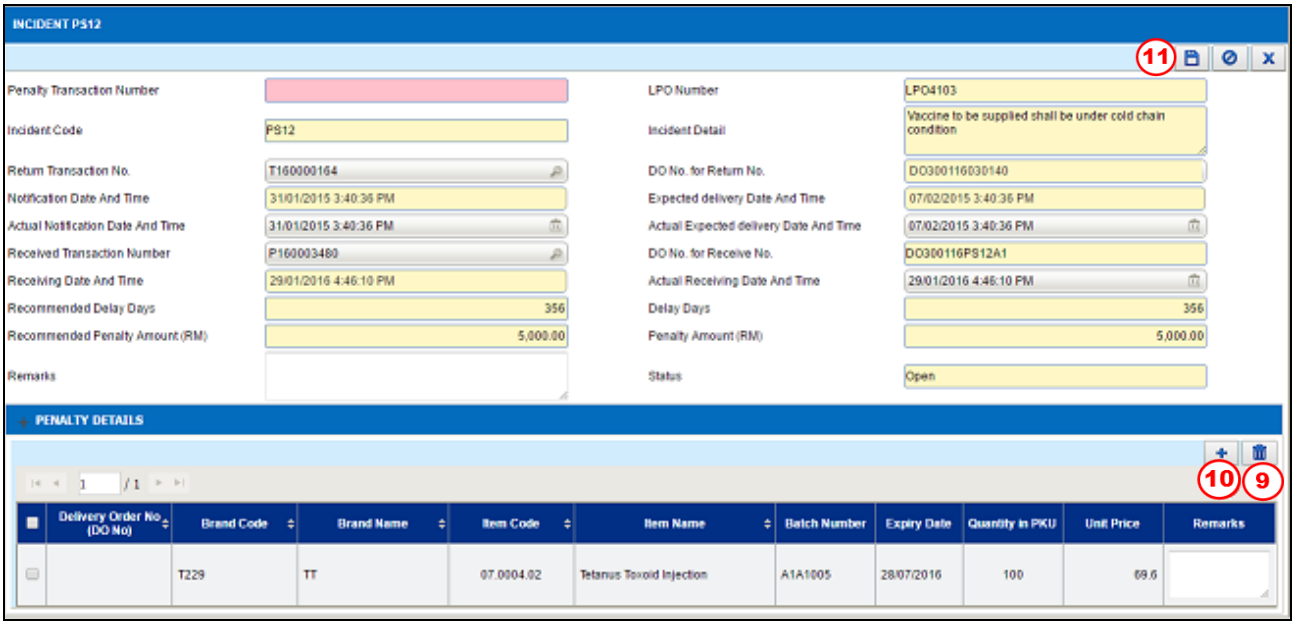


Figure 3.15-7 Penalty Incident Search

STEP 9

Click on the button to delete an item/items

STEP 10

Click on the button to add back the item if necessary.

STEP 11

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.15-10*

- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

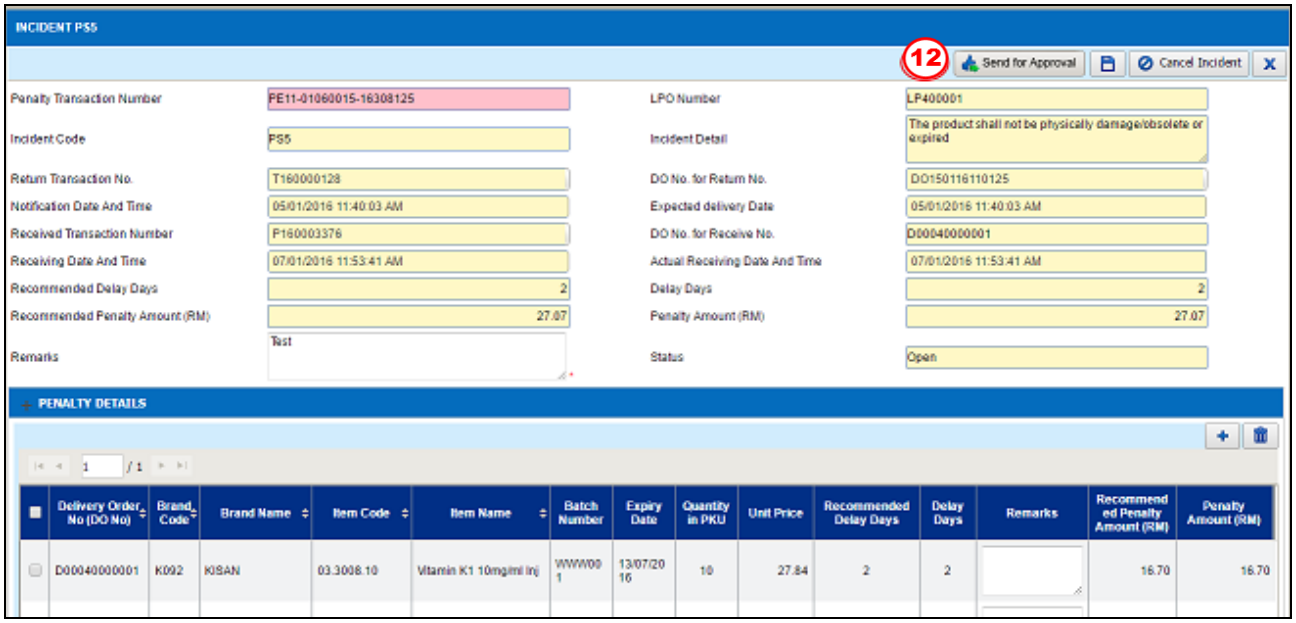


Figure 3.15-8 Send for Approval

STEP 12

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.15-10*
- *Click on the* Yes *button.*

Figure 3.15-9 Send for approval alert message

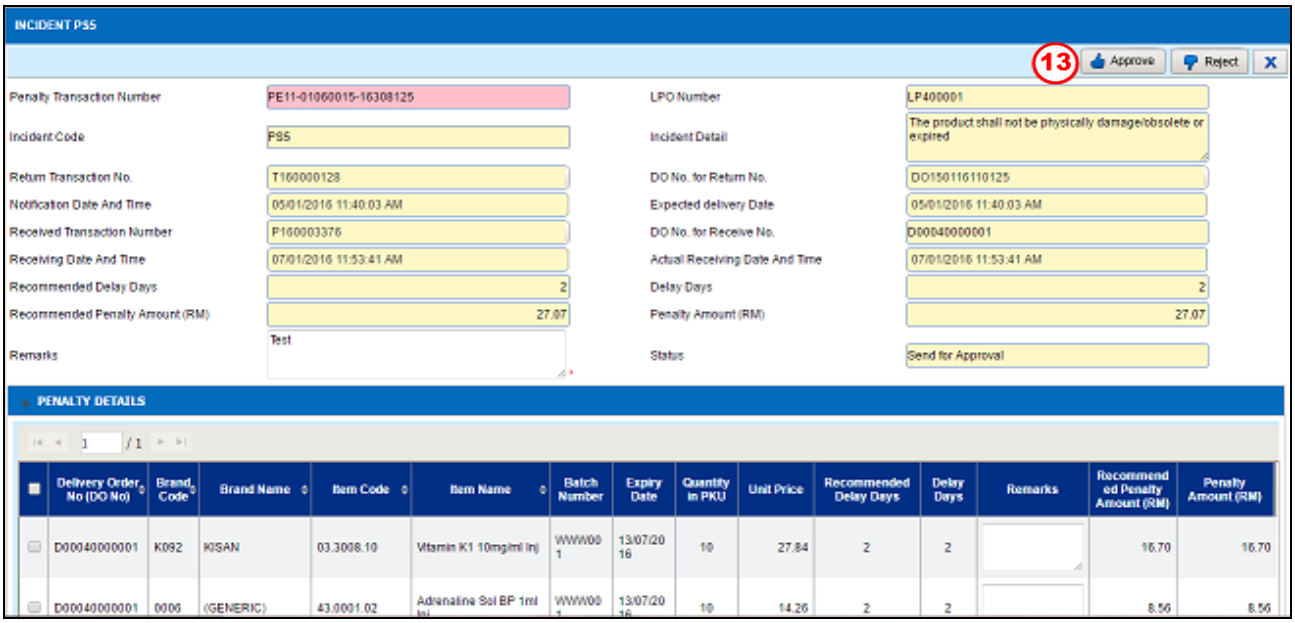


Figure 3.15-10 Approval

STEP 13
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.15-13*
- *Alert message will be displayed after user makes the selection as per Figure 3.15-12*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 10 *button will be enabled.*

b) Reject button to reject the Penalty transaction

- *The **Status** will automatically change to 'Rejected'.*

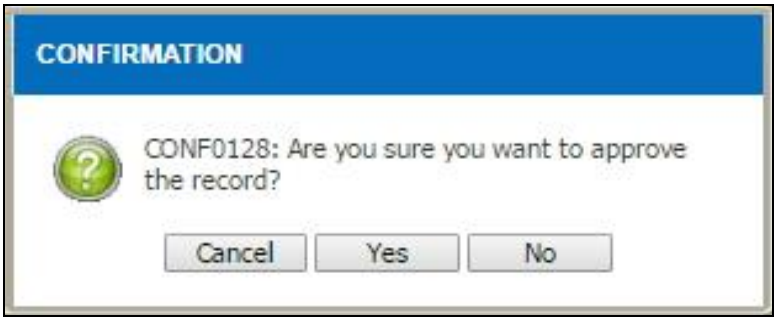


Figure 3.15-11 Approve Record Alert Message

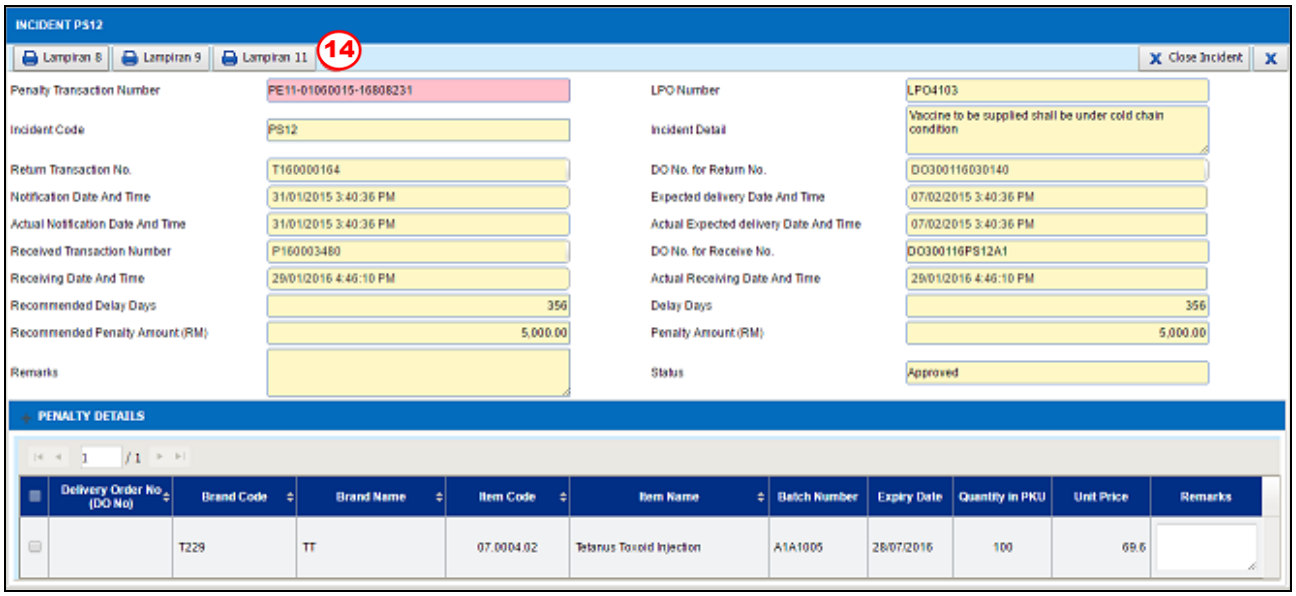


Figure 3.15 -12 Lampiran 8, 9 and 10

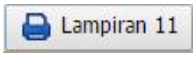
STEP 14

Click

button to view the Lampiran 8 as shown in Figure 3.15-14

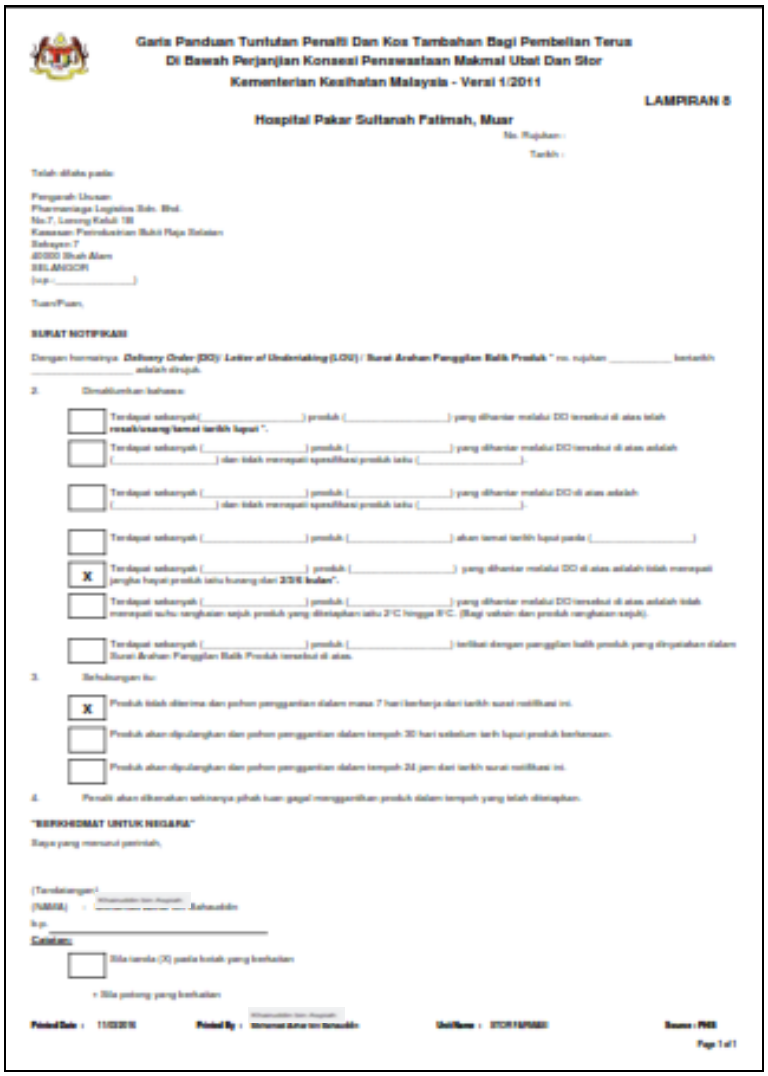
Or click

button to view the Lampiran 9 as shown in Figure 3.15-15

Or click 

button to view the Lampiran 11 as shown in Figure 3.15-16

Note
The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konsesi Penyewaan Makmal Ubat Dan Stor Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :

Tarikh :

Telah dihaba pada:

Pengurah Urusan:
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kelali 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(up:_____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya ***Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk*** " no. rujukan _____ bertarikh _____ adalah dirujuk.

2. Dimaklumkan bahawa:

- [ ] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah **rosak/usang/lewat tarikh luput** ".
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak mempati spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak mempati spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) akan lewat tarikh luput pada (_____)
- [X] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak mempati jangka hayat produk iaitu kurang dari **2/3/6 bulan**".
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak mempati suhu penyimpanan produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).
- [ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

- [X] Produk tidak diterima dan pihak pengganti dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.
- [ ] Produk akan dipulangkan dan pihak pengganti dalam tempoh 30 hari sebelum tarih luput produk berkenaan.
- [ ] Produk akan dipulangkan dan pihak pengganti dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak kami gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : Pengurusan Stor Hospital
Bahagian/Jabatan
k.p.

Catatan:

- [ ] Sila tandai (X) pada kotak yang berkenaan

* Sila potong yang berkenaan

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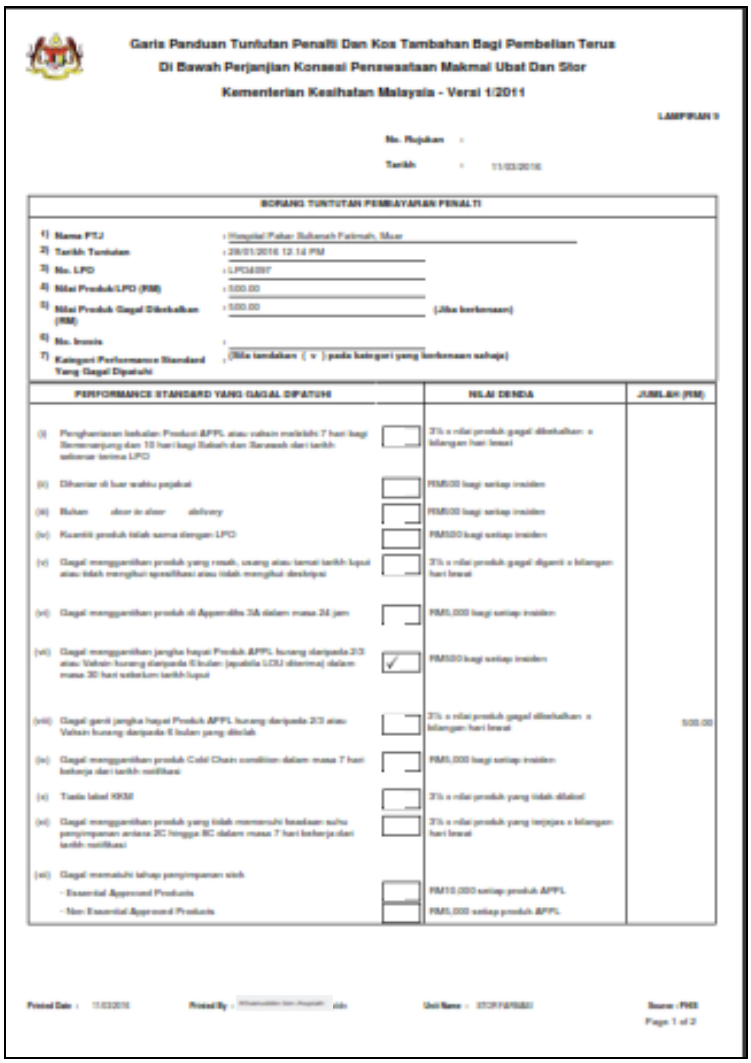
Page 1 of 1

Figure 3.15 -13 Lampiran 8



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaatan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 11/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 28/01/2016 12.14 PM
3) No. LPO : LPO34897
4) Nilai Produk/LPO (RM) : 500.00
5) Nilai Produk Gagal Dihantar (RM) : 500.00 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran kebalan Produk APPL atau sebain melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		2% x nilai produk gagal dihantar x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bahan short in short delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi		2% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vahain kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	✓	RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vahain kurang daripada 6 bulan yang diterlah		2% x nilai produk gagal dihantar x bilangan hari lewat	500.00
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		2% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		2% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

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Page 1 of 2

Figure 3.15 -14 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 11

SENARAI SEMAK
APPENDIX 5B

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LPO6001
Tandakan (✓) pada yang berkenaan

Bil.	Perkara	Catatan	Cara/Pengiraan Penalti
1.	☐ Produk sekat sekan yang diterima kurang daripada 2/3 jangka hayat	Nama produk : Jangka Hayat Produk semasa diterima : Tarikh Penghantaran : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
2.	✓ Sekan yang diterima kurang daripada 6 bulan jangka hayat	Nama Vaksin : Tetanus Toxoid Injection Jangka Hayat Produk semasa diterima : Tarikh Penghantaran : 01/01/2010 Tarikh Luput : 28/07/2010 Tarikh Notifikasi : 31/01/2010 12:10:56 PM Tarikh Penggantian : 28/01/2010 12:10:50 PM Bilangan Hari Lewat : 0	Please refer attachment for detail calculation
3.	☐ Kondisi penyimpanan sekan kurang dalam keadaan rengkam sejuk	Nama Vaksin : Suhu penyimpan Rangkaian Sejuk : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
4.	☐ Tanda tersedia/lulus Kementerian Kesihatan Malaysia atau KKM di atas pek pembungkusan produk	Nama produk : Tarikh Notifikasi : Tarikh Penggantian :	
5.	☐ Penyimpanan dan pengangkutan bagi produk rengkam 1& kurang di antara 2°C hingga 8°C	Nama produk : Suhu produk semasa diterima : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	

Disediakan oleh :

Nama & Jawatan : [redacted] Ketua Bahagian & Pegawai Farmasi UD2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 11/03/2010

Printed Date : 11/03/2010 Printed By : User Name : [redacted] Source : PhIS
Page 1 of 1

Figure 3.15 -15 Lampiran 11

3.16 Create New Incident PS 13

To create a new record for penalty PS 13, perform the steps below:

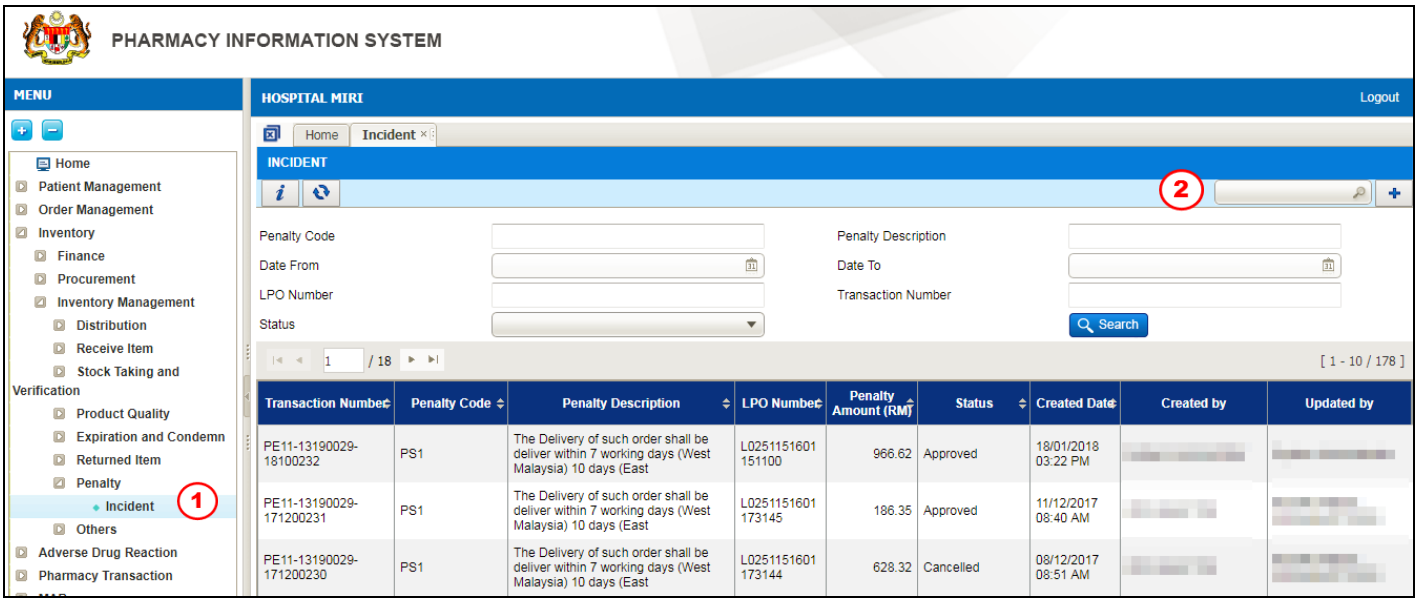


Figure 3.16-1 Penalty Incident Search

This function is to perform Penalty that will be imposed to the supplier when the supplier delivered products that had not been marked with 'Kementerian Kesihatan Malaysia' or 'KKM' on immediate packaging.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.16-1.

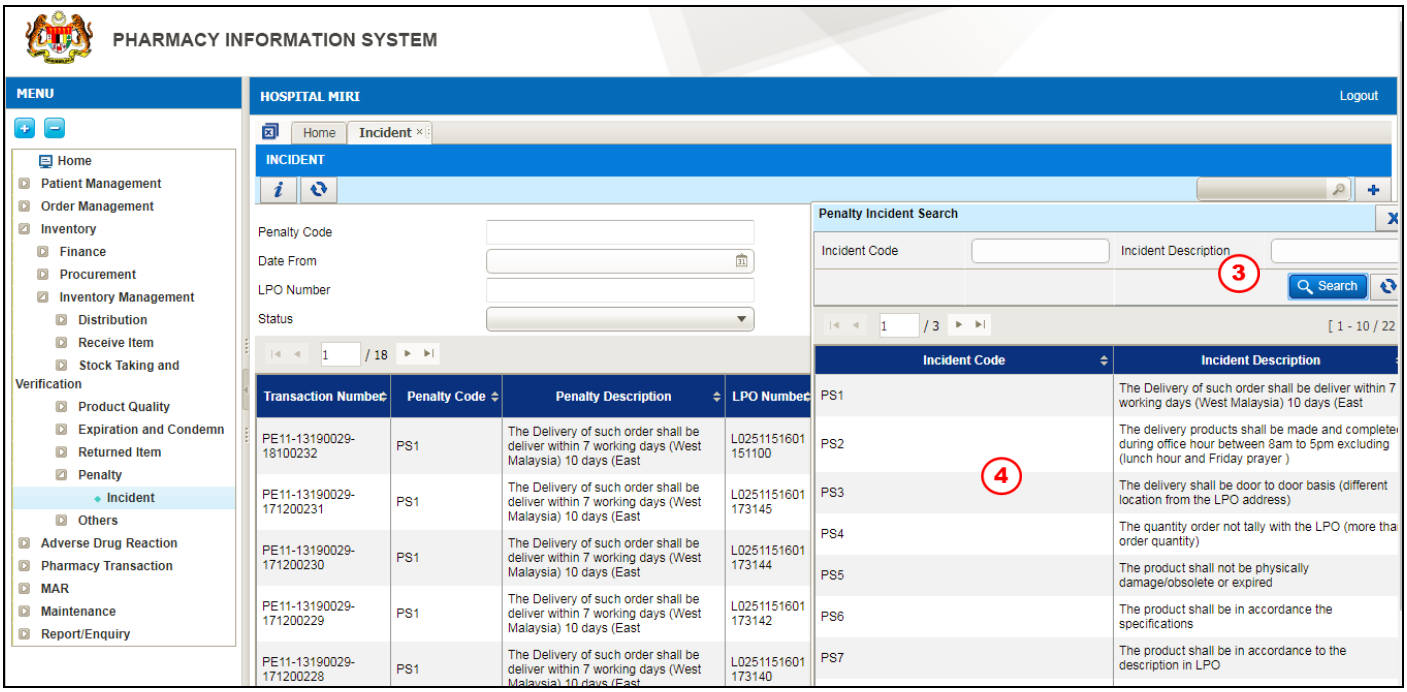


Figure 3.16-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.16-3.

STEP 4

Double click on the Incident Code

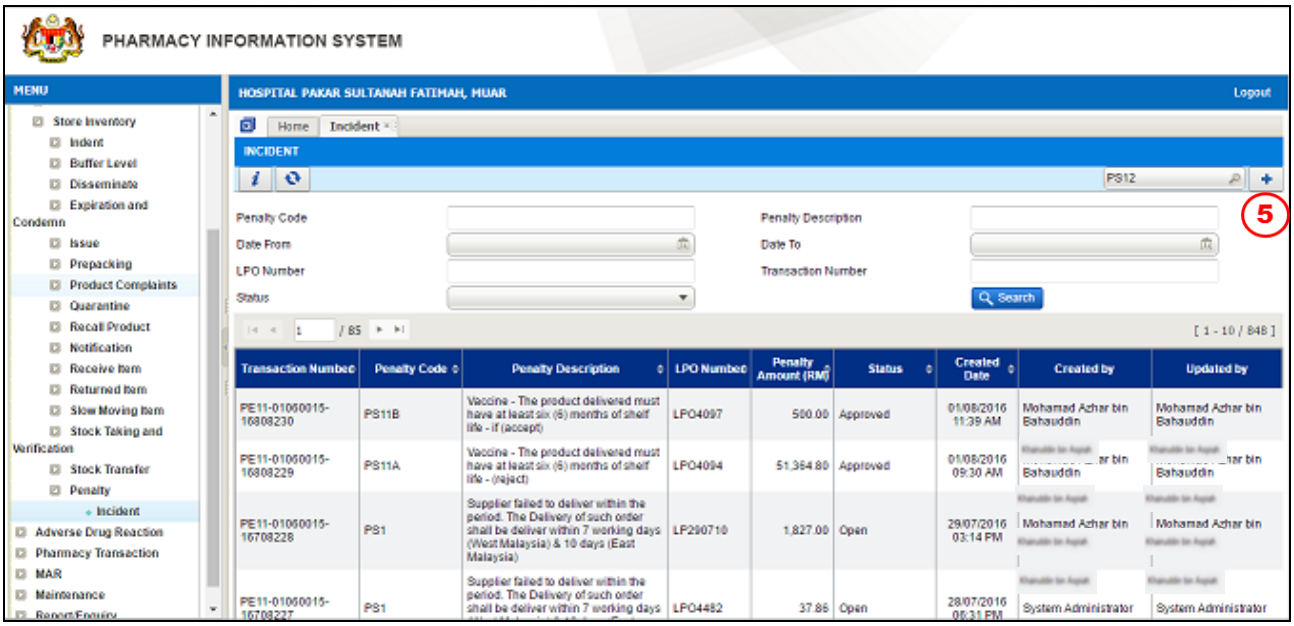


Figure 3.16-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note
Penalty screen will be displayed as shown in Figure 3.16-4.

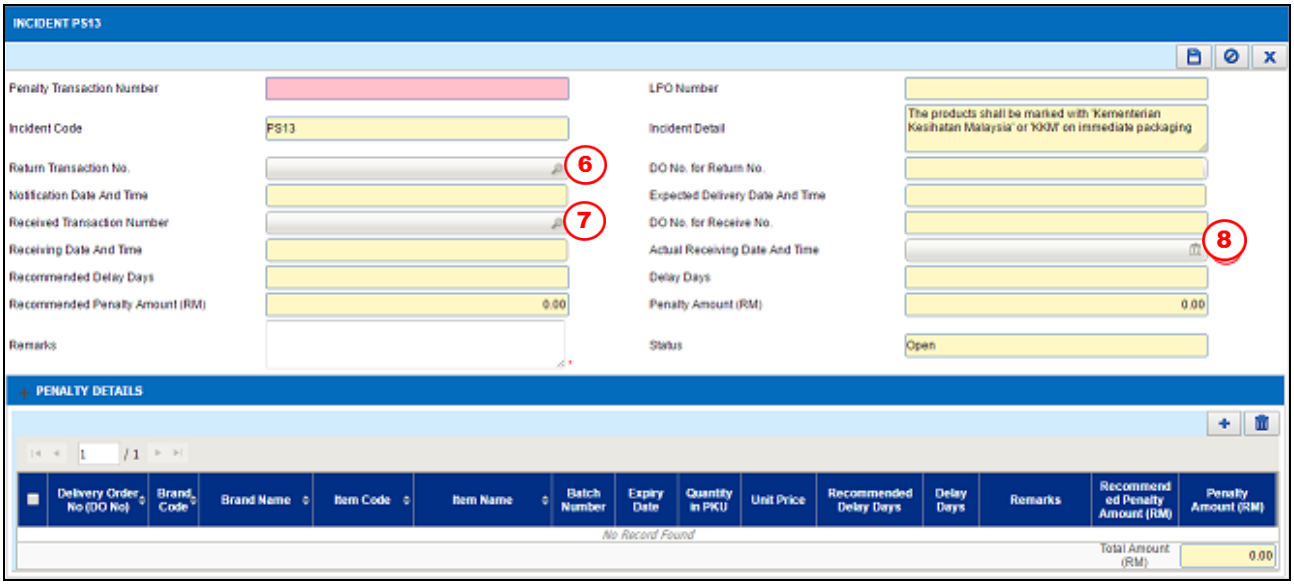


Figure 3.16-4 Create New Penalty Incident

STEP 6
Click on the button to find the Return Transaction No.

Note
*List of **Return Transaction No.** will be displayed as shown in Figure 3.16-6.*

STEP 7
Click on the button to find the Received Transaction Number

Note
*List of **Received Transaction Number** will be displayed as shown in Figure 3.16-6.*

STEP 8
Enter Actual Received Date and Time

Note
- *Penalty Amount (RM) will be items value times 3%*

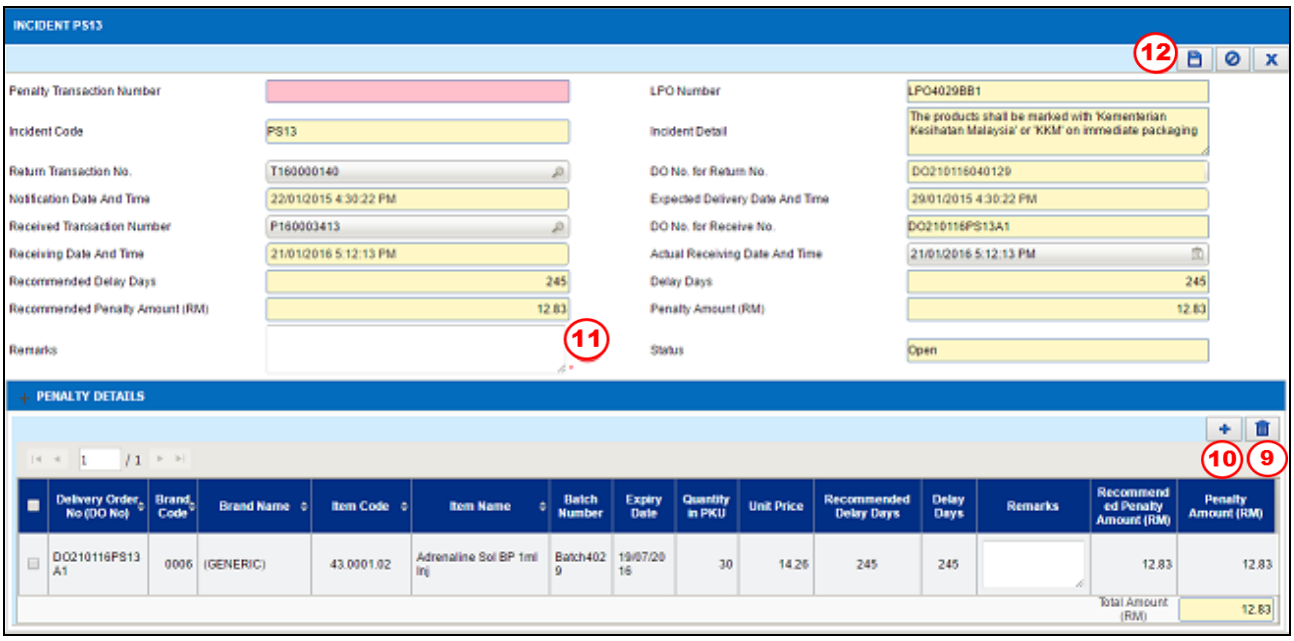


Figure 3.16-5 Incident Penalty Details

STEP 9

Click on the button to delete an item/items

STEP 10

Click on the button to add back the item if necessary.

STEP 11

Enter the Remarks

STEP 12

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.16-7*
- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

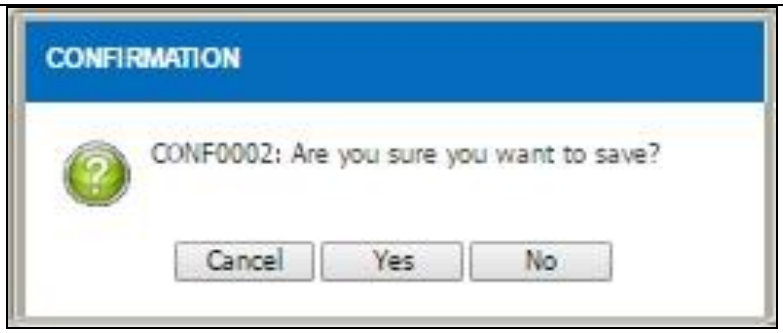


Figure 3.16-6 Save Alert Message

Figure 3.16-7 Successfully Alert Message

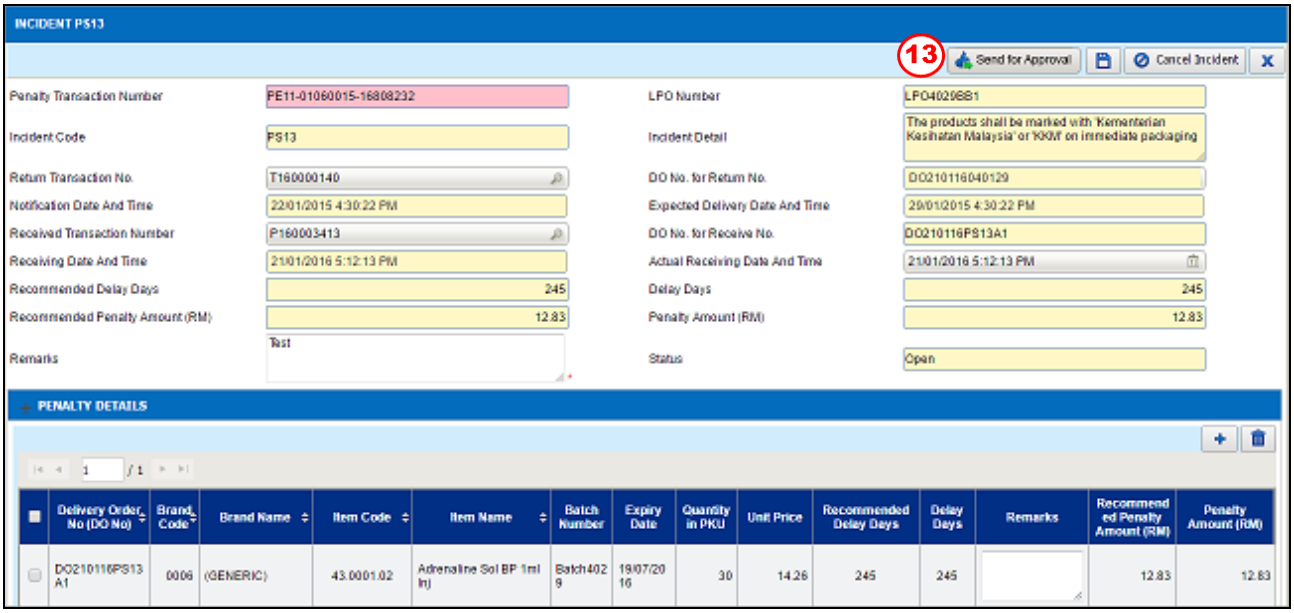


Figure 3.16-8 Send for Approval

STEP 13

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.16-10*
- *Click on the* Yes *button.*

Note

- *The status will change to 'Pending for Approval'.*
- *Click on the* Cancel Indent *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.16-10 and Figure 3.16-11.*
- *Click on the* Yes *button.*
- *Click on the* OK *button.*

Figure 3.16-9 Approval Alert Message

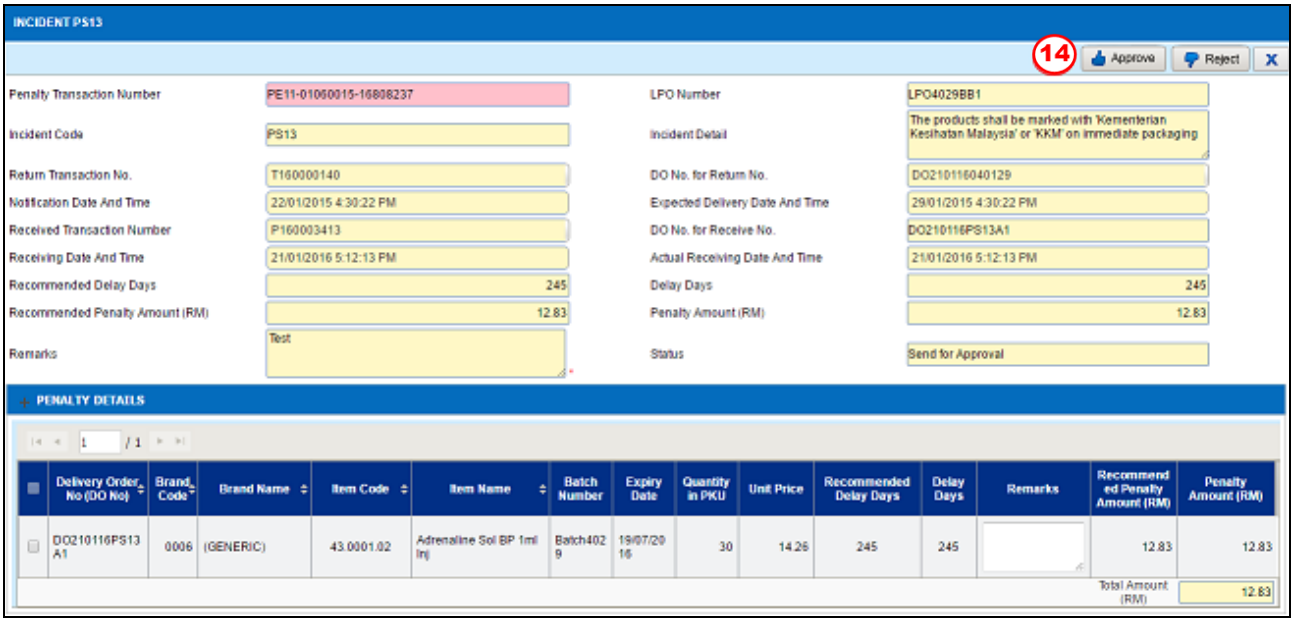


Figure 3.16-10 Incident Penalty Details

STEP 14
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.16-13*
- *Alert message will be displayed after user makes the selection as per Figure 3.16-12*
- *Click on the* Yes *button to approve.*
- *After the penalty transaction is approved,* Lampiran 8 *button,* Lampiran 9 *button and* Lampiran 10 *button will be enabled.*

b) Reject button to reject the Penalty transaction

- *The **Status** will automatically change to 'Rejected'.*

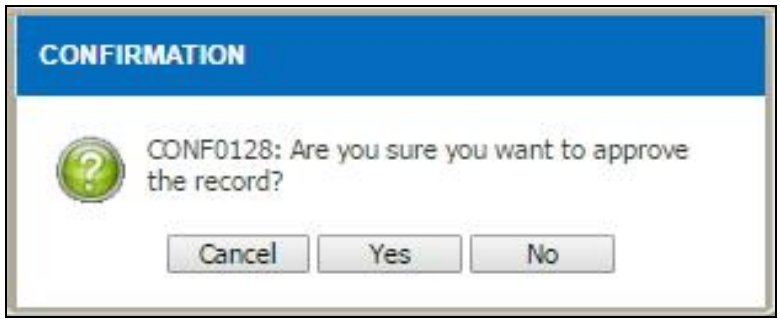


Figure 3.16-11 Approval Alert Message

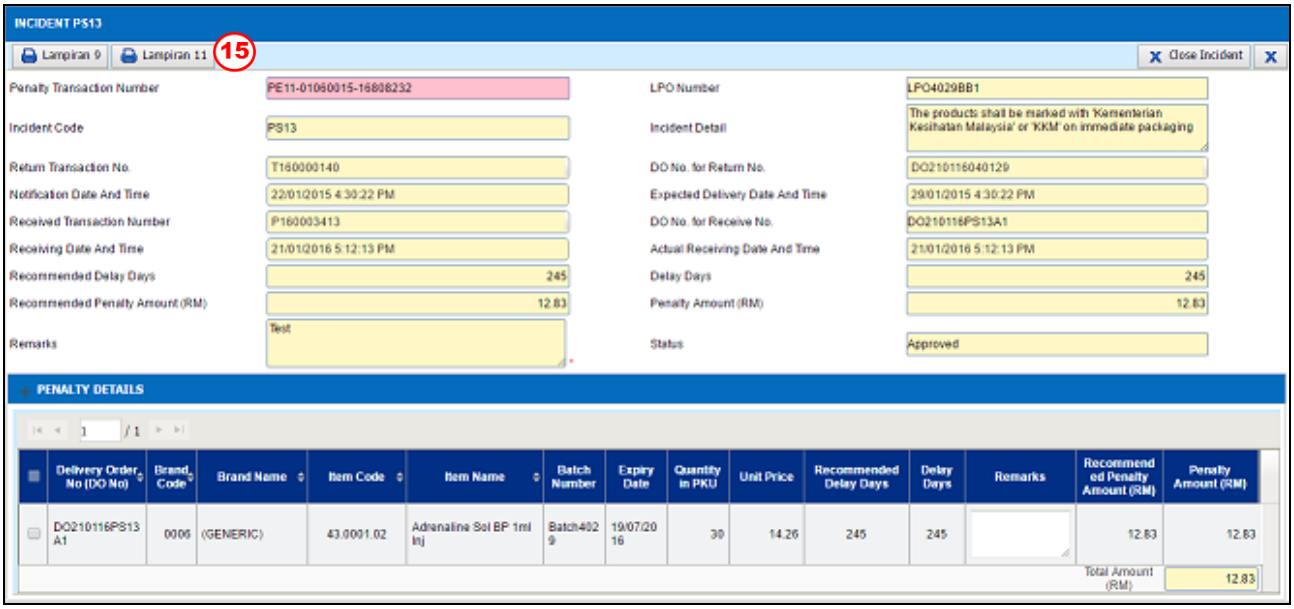
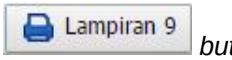


Figure 3.16-12 Lampiran 9 and 11

STEP 15

Click 

button to view the Lampiran 9 as shown in Figure 3.16-14

Or click

button to view the Lampiran 11 as shown in Figure 3.16-15

Note
The report will be in PDF format. The user is allowed to view/save/print the report.

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Pengawasan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :
Tarikh : 10/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 21/01/2016 6.27 PM
3) No. LPO : LPO4032AA1
4) Nilai Produk LPO (RM) : 15,722.64
5) Nilai Produk Gagal Dibekalkan (RM) : 15,722.64 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan door to door delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi		3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	✓	RM500 bagi setiap insiden	15,722.64
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

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Figure 3.16-13 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaatan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 11

SENARAI SEMAK
APPENDIX 5B

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
No. LPO : LPO0033MAI
Tandakan ✓ : pada yang berkenaan

Bil.	Perkara	Catatan	Cara Pengiraan Penalti
1.	☐ Produk salah sahaja yang diterima kurang daripada 2/3 jangka hayat	Nama produk : Jangka Hayat Produk semasa diterima : Tarikh Penghantaran : Tarikh Luput : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
2.	✓ Sahaja yang diterima kurang daripada 3 bulan jangka hayat	Nama Vaksin : Tetanus Toxoid Injection Jangka Hayat Produk semasa diterima : Tarikh Penghantaran : 27/01/2010 Tarikh Luput : 15/01/2010 Tarikh Notifikasi : Tarikh Penggantian : 27/01/2010 6:27:15 PM Bilangan Hari Lewat : 351	Please refer attachment for detail calculation
3.	☐ Kesalahan penyimpanan vaksin bukan dalam keadaan cengkaman sejuk	Nama Vaksin : Bilama pemerejik Penghantar Rejuk : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	
4.	☐ Tanda tandatanda Kementerian Kesihatan Malaysia atau KKM di atas pati pembungkusan produk	Nama produk : Tarikh Notifikasi : Tarikh Penggantian :	
5.	☐ Penyimpanan dan pengangkutan bagi produk tanghatan 18 bulan di antara 2°C hingga 8°C	Nama produk : Suhu produk semasa diterima : Tarikh Notifikasi : Tarikh Penggantian : Bilangan Hari Lewat :	

Disediakan oleh :

Nama & Jawatan : [illegible] Farmasi UD2
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : [illegible]

Printed Date : [illegible] Printed By : [illegible] Source : PhIS
Page 1 of 1

Figure 3.16-14 Lampiran 11

3.17 Create New Incident PS 14

To create a new record for penalty PS 14, perform the steps below:

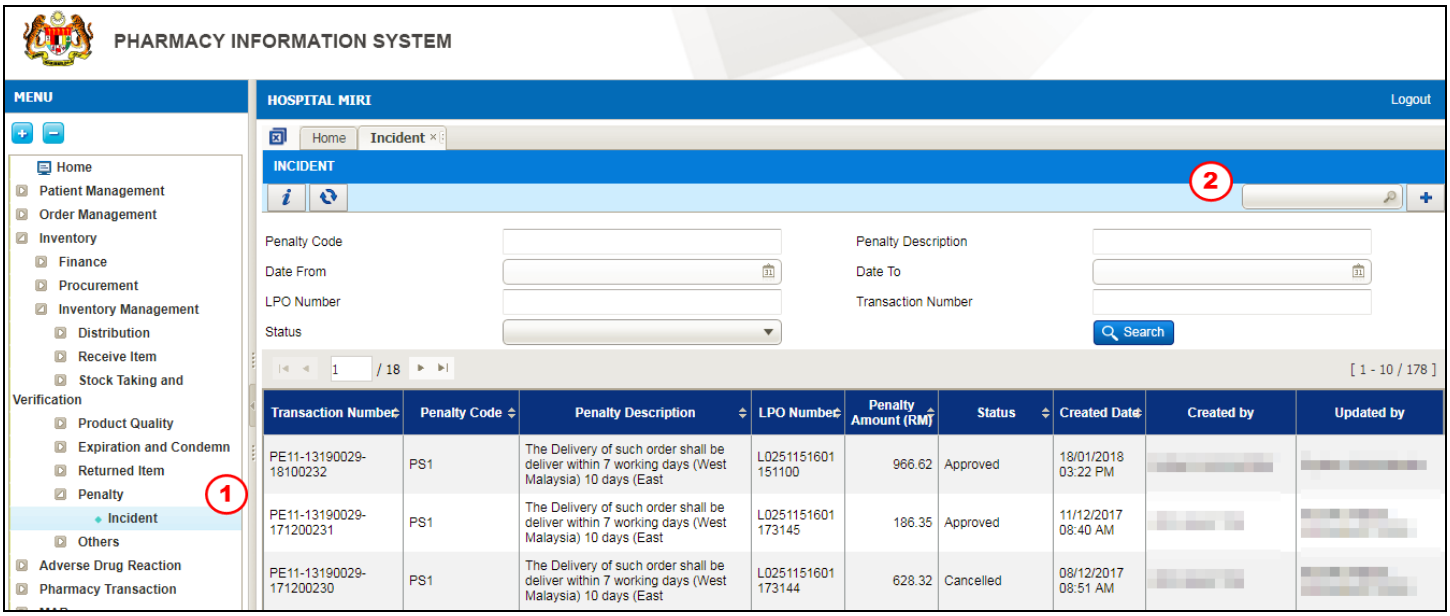


Figure 3.17-1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when the supplier delay 14 days submission of invoice from fulfillment in eP.

STEP 1
Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note
Penalty screen will be displayed as shown in Figure 3.17-1.

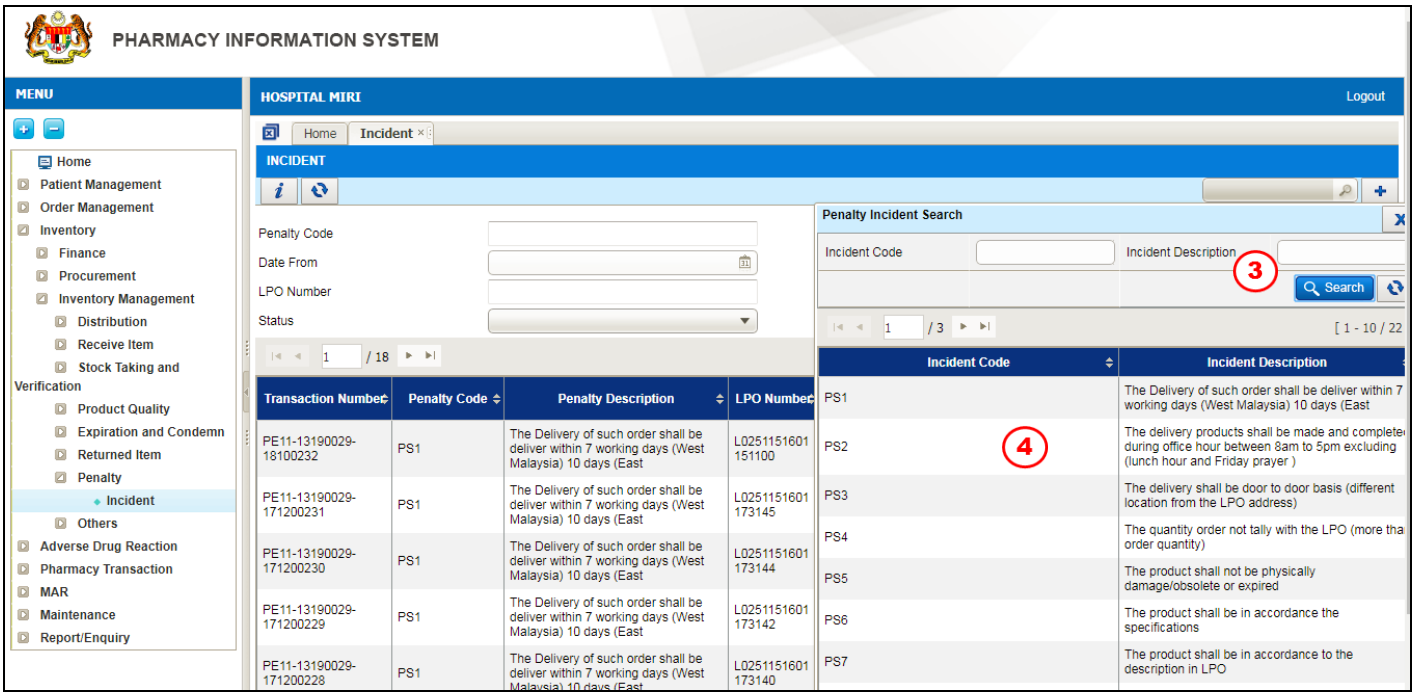


Figure 3.17-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.17-3.

STEP 4

Double click on the Incident Code

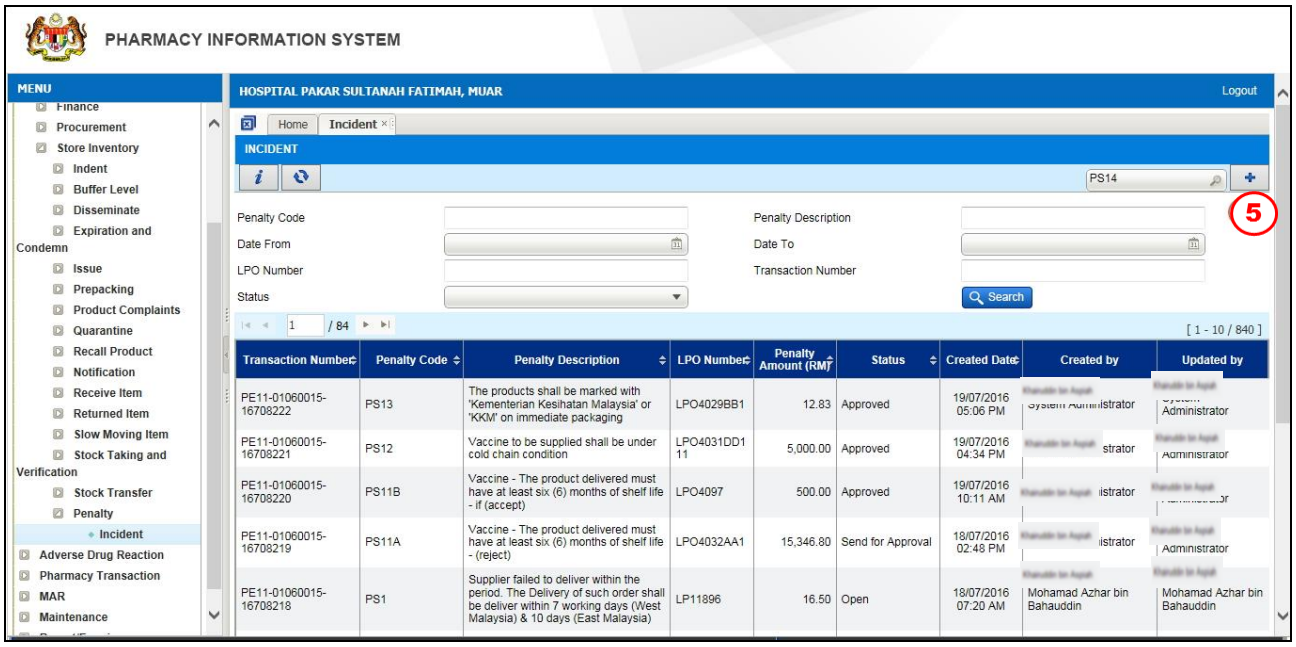


Figure 3.17-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.17-4.

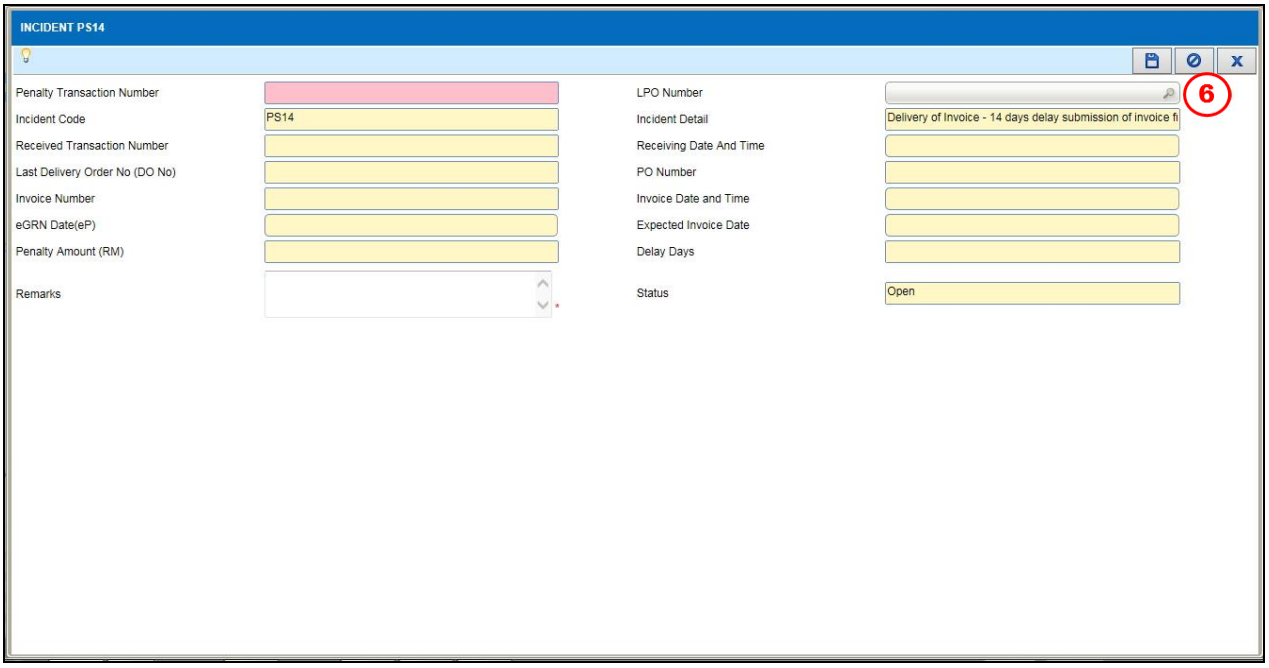


Figure 3.17-4 Incident PS14

STEP 6
Select receiving transaction number and double click on receiving No as shown in figure 3.17-6.Double click on transaction No.

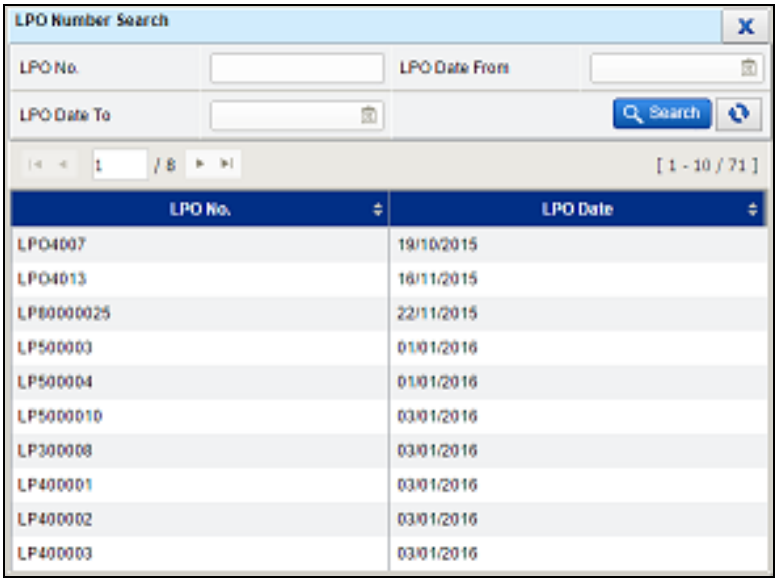


Figure 3.17-5 List of LPO Number

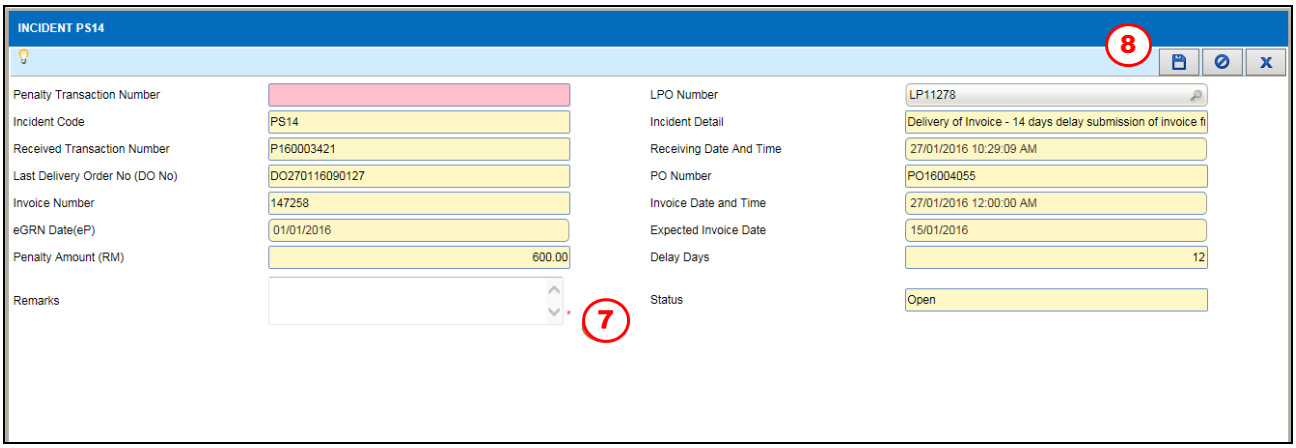


Figure 3.17-6 Create New Penalty Incident

STEP 7
Enter remark

STEP 8
Click on the button to save the Incident PS11B transaction as shown in figure 3.17-8.

Note
- *Penalty Amount (RM) will be calculated by 3 % of DO Amount times Delay Days*
- *Delay Days will follow Actual Received Date and Time.*

Note
- *After clicking save, an alert message will be displayed as per Figure 3.17-8 and Figure 3.17-9.*
- *Click on the* Yes *button.*
- *Click on the* OK *button.*
- ***Penalty transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled*

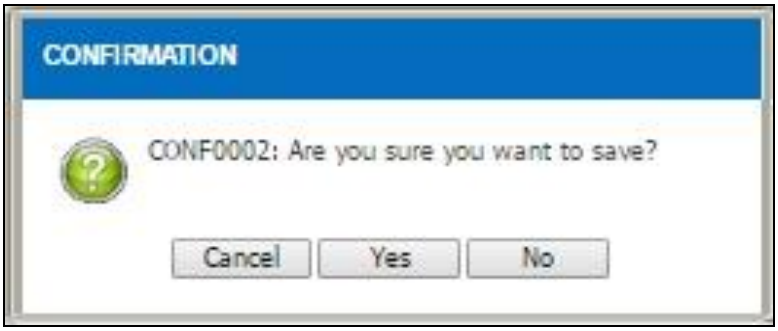


Figure 3.17-7 Save Record Alert Message

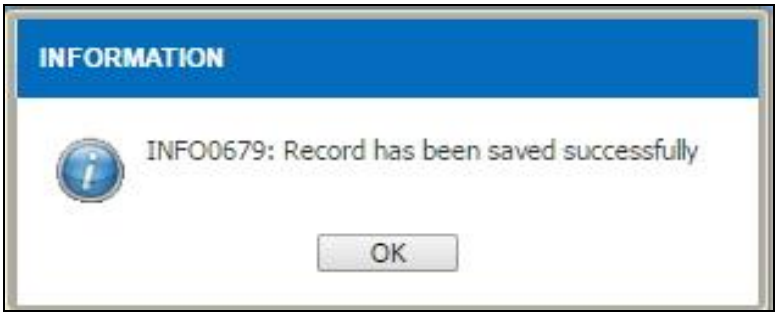


Figure 3.17-8 Save Record Alert Message

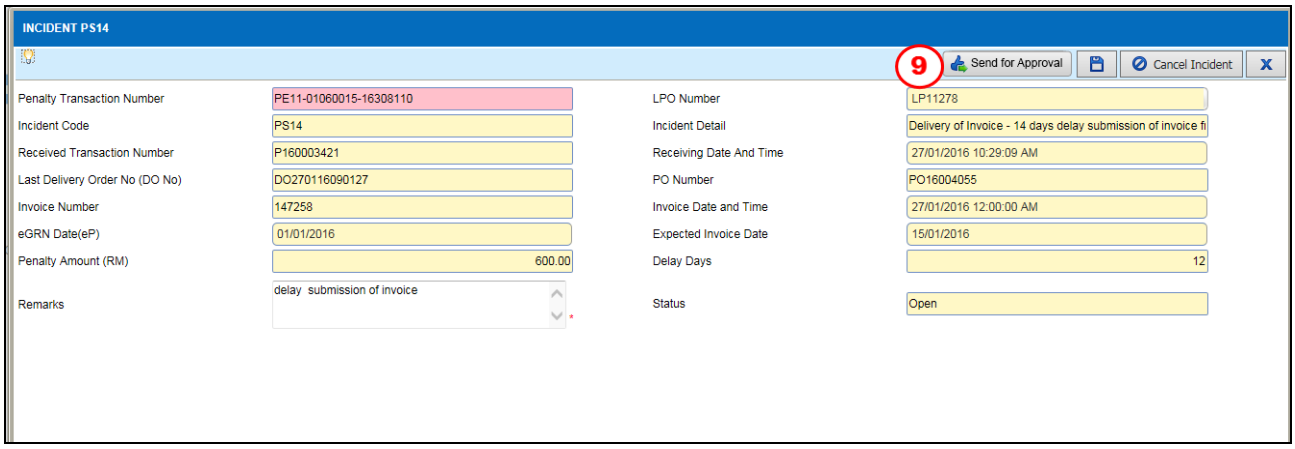


Figure 3.17-9 Send for Approval

STEP 9

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

Note

- *The status will change to 'Pending for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.17-11 and Figure 3.17-12.*
- *Click on the* Yes *button.*
- *Click on the* OK *button.*

Figure 3.17-10 Send for approval alert message

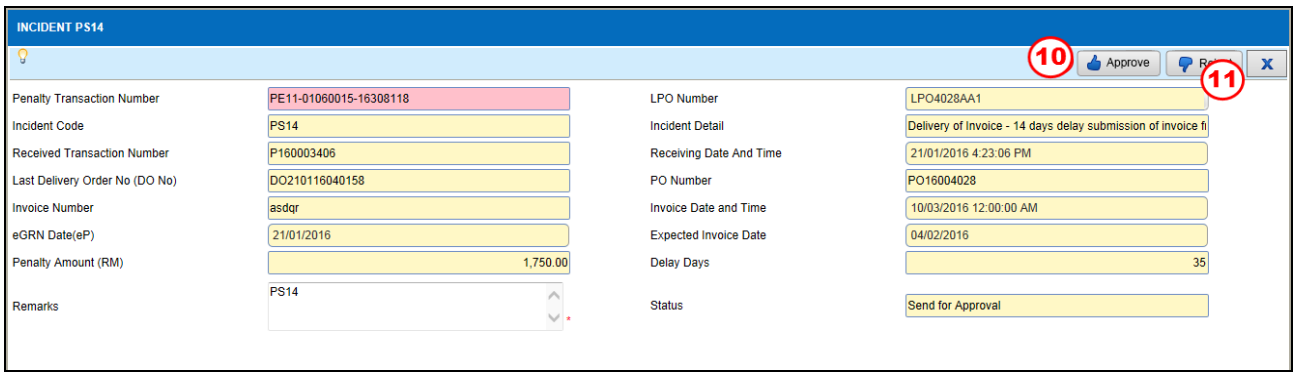


Figure 3.17-11 Penalty Incident Details

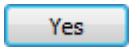
STEP 10
Click button approve to approve the transaction. The status will be approved.

STEP 11
Select one of the available buttons

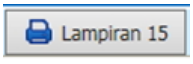
a) The

button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.17-14*
- *Alert message will be displayed after user makes the selection as per Figure 3.17-13*
- *Click on the* 

button to approve.
- *After the penalty transaction is approved,*

button and 

button will be enabled.

b)

button to reject the Penalty transaction

- *The **Status** will automatically change to 'Rejected'.*

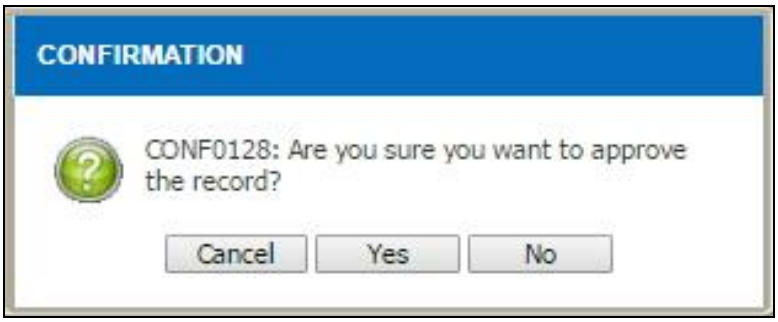


Figure 3.17-12 Approval Alert Message

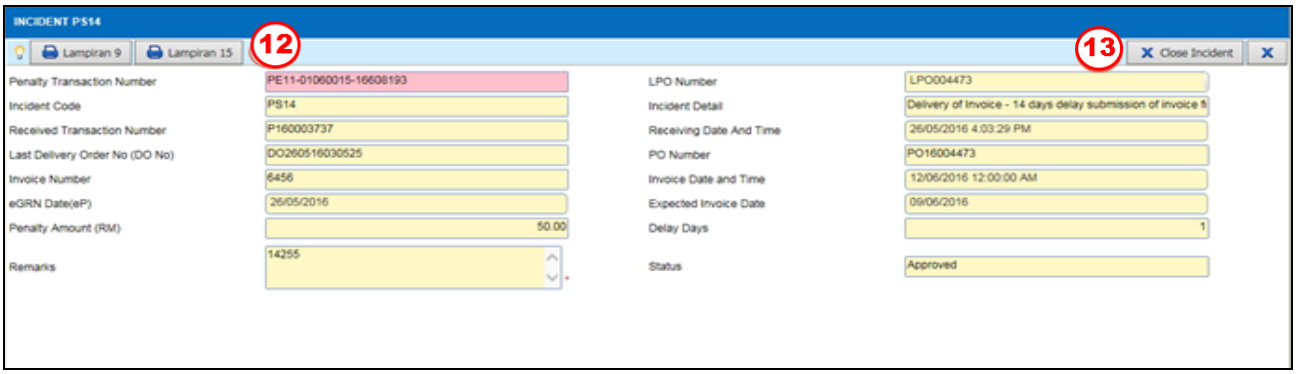
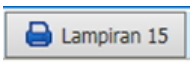


Figure 3.17-13 Lampiran 9 and Lampiran 15

STEP 12

Click

button to view the Lampiran 9 as shown in Figure 3.17-15

Or click 

button to view the Lampiran 11 as shown in Figure 3.17-16

Note
The report will be in PDF format. The user is allowed to view/save/print the report.

STEP 13

Click

to close the transaction screen.

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LAMPIRAN 9

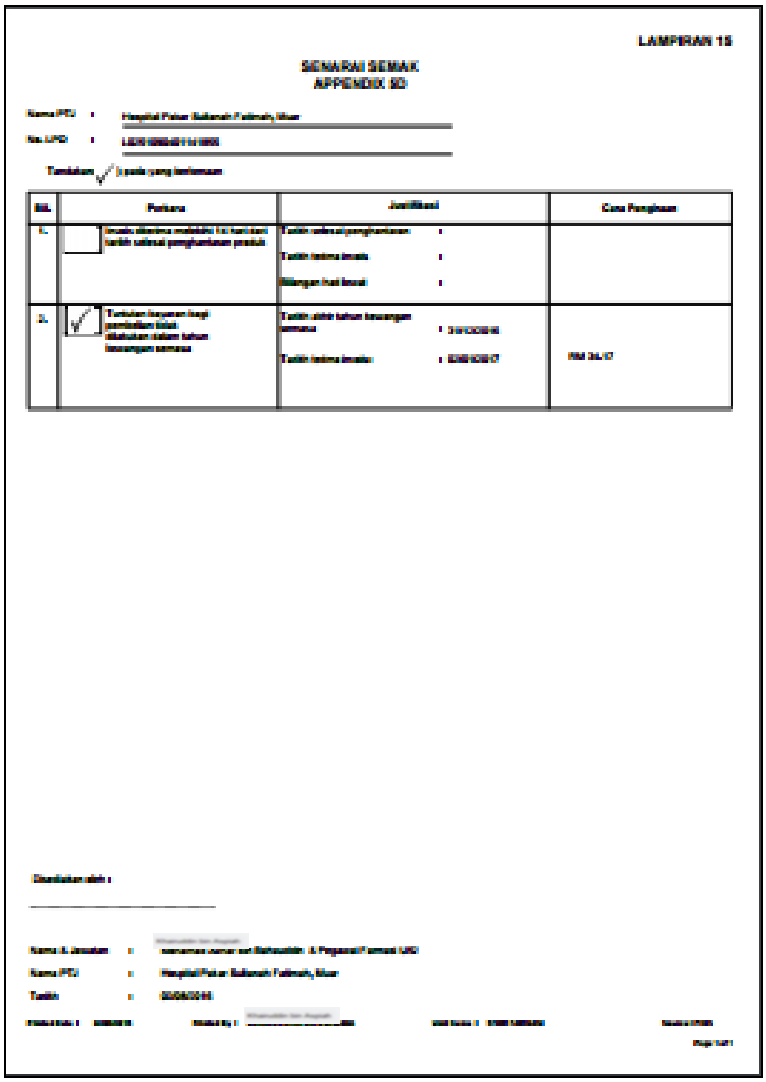
No. Rujukan :
Tarikh : 10/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) **Nama PTJ** : Hospital Pakar Sultanah Fatimah, Muar
2) **Tarikh Tuntutan** : 21/01/2016 6.27 PM
3) **No. LPO** : LPO4032AA1
4) **Nilai Produk/LPO (RM)** : 15,722.64
5) **Nilai Produk Gagal Dibekalkan (RM)** : 15,722.64 **(Jika berkenaan)**
6) **No. Invois** :
7) **Kategori Performance Standard Yang Gagal Dipatuhi** : **(Sila tandakan (v) pada kategori yang berkenaan sahaja)**

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan door to door delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi		3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput	✓	RM500 bagi setiap insiden	15,722.64
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang ditolak		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Figure 3.17-14 Lampiran 9



LAMPIRAN 15

SENARAI SEMAK
APPENDIX 5D

BIL	Perkara	Justifikasi	Cara Pengiraan
1.	[ ] Invois diterima melebihi 1x kali dari tarikh sebenar penghantaran produk	Tarikh sebenar penghantaran : Tarikh terima invois : Bilangan hari lewat :	
2.	[✓] Tuntutan bayaran (nap) pembelian lebih dilakukan dalam tahun kewangan semasa	Tarikh akhir tahun kewangan semasa : [illegible] Tarikh terima invois : [illegible]	RM 24.17

Disediakan oleh :

Nama & Jawatan : [illegible]
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : [illegible]

Figure 3.17-15 Lampiran 15

3.18 Create New Incident PS 15

To create a new record for penalty PS 15, perform the steps below:

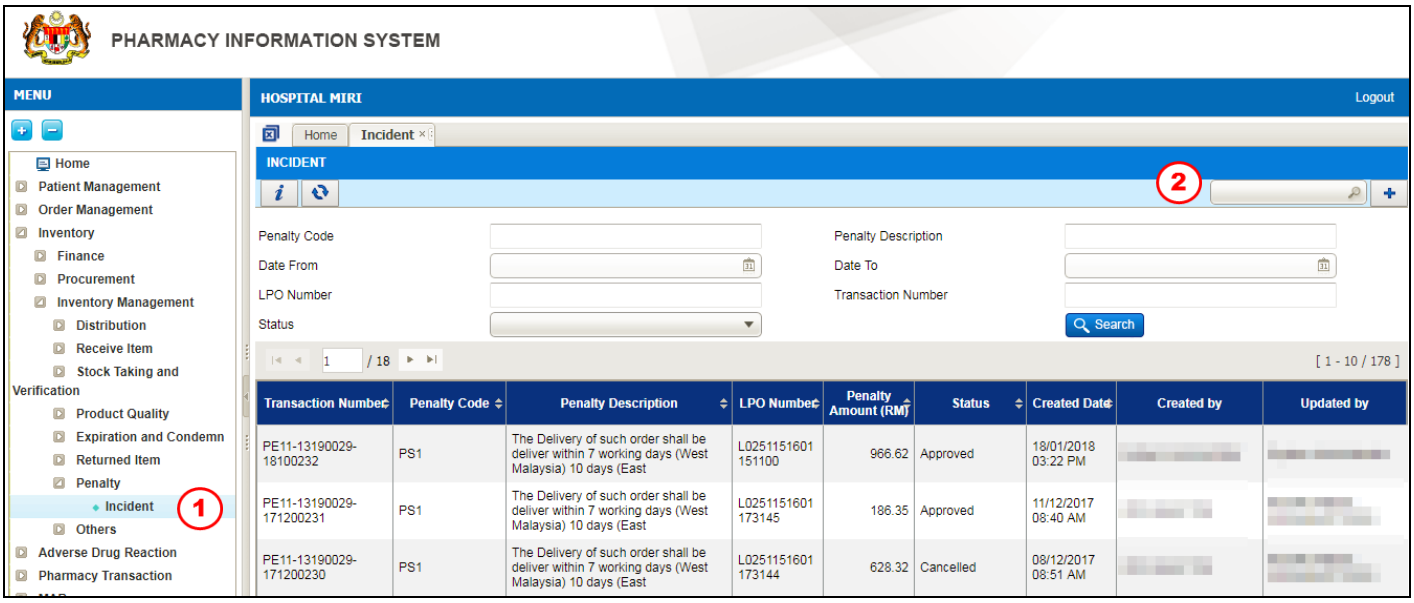


Figure 3.18.1 Create New Penalty Incident

This function is to perform Penalty that will be imposed to the supplier when supplier delay claim for payment. All claims for payment must be made within the current financial year.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.18-1.

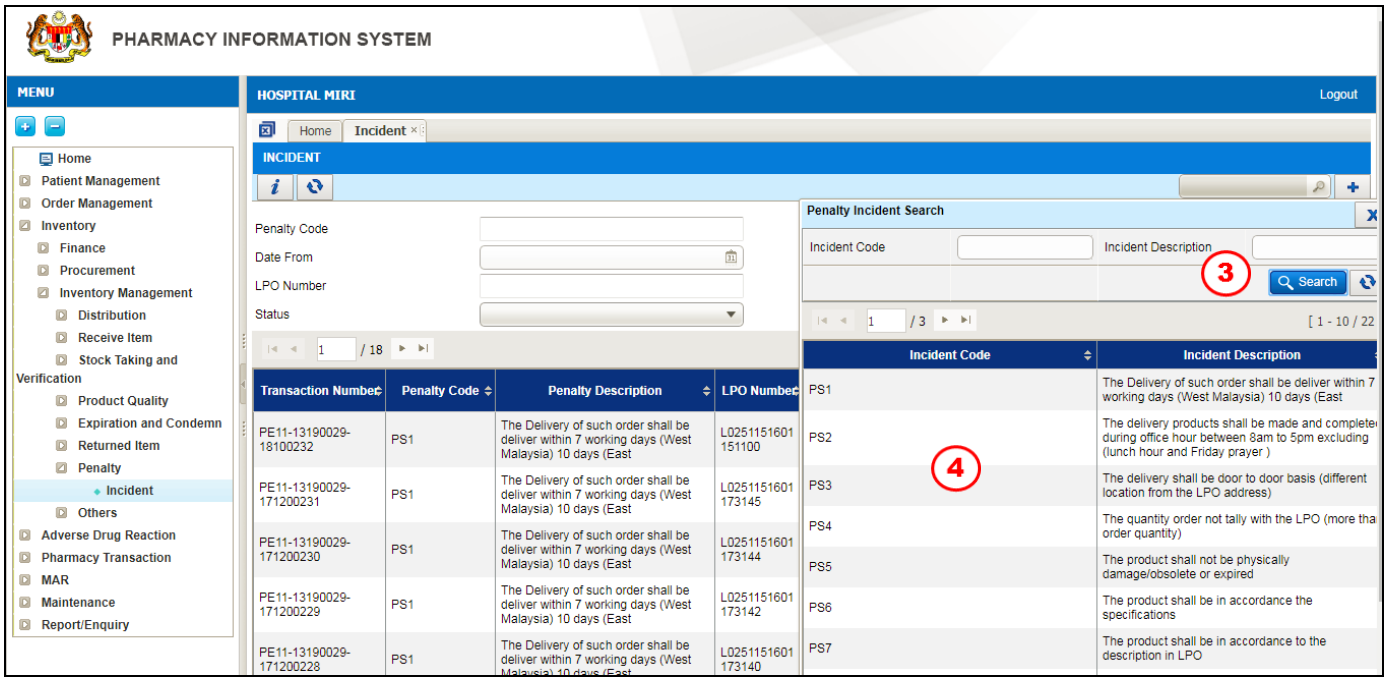


Figure 3.18-2 Penalty Incident Search

STEP 3
Double click on the selected record PS12.

Note

System will list PS1 to PS 18 as shown in Figure 3.18-2.

STEP 4
Double click on the Incident Code

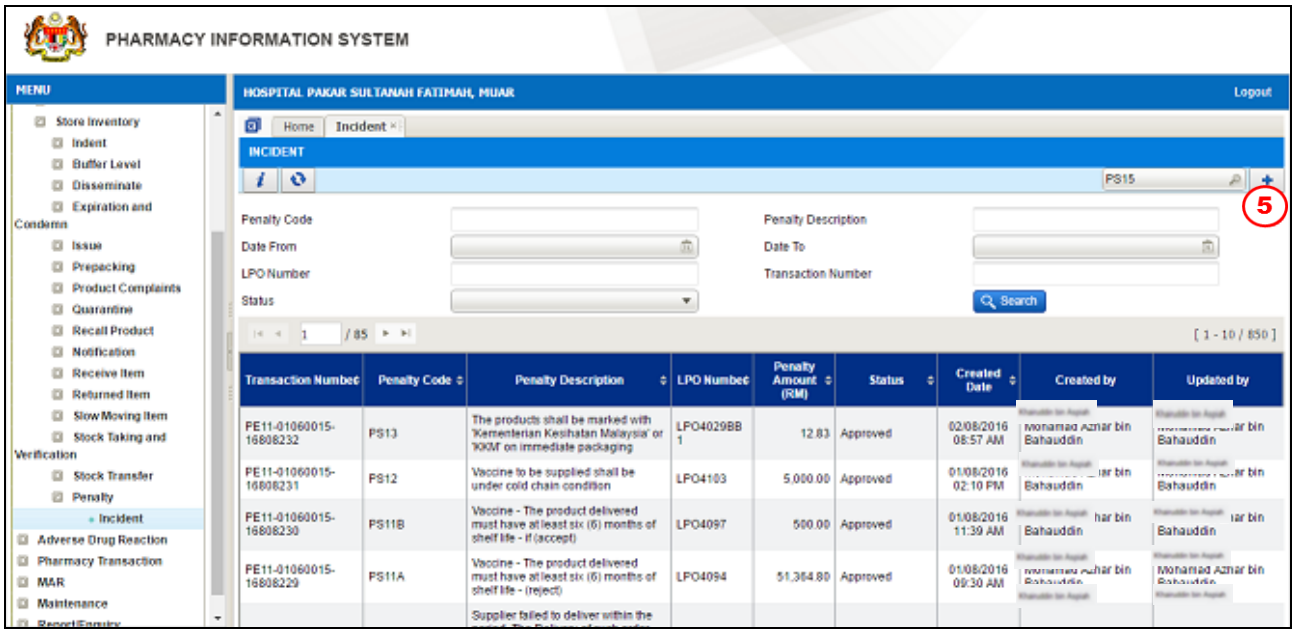


Figure 3.18-3 Create New Penalty Incident

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.18-4.

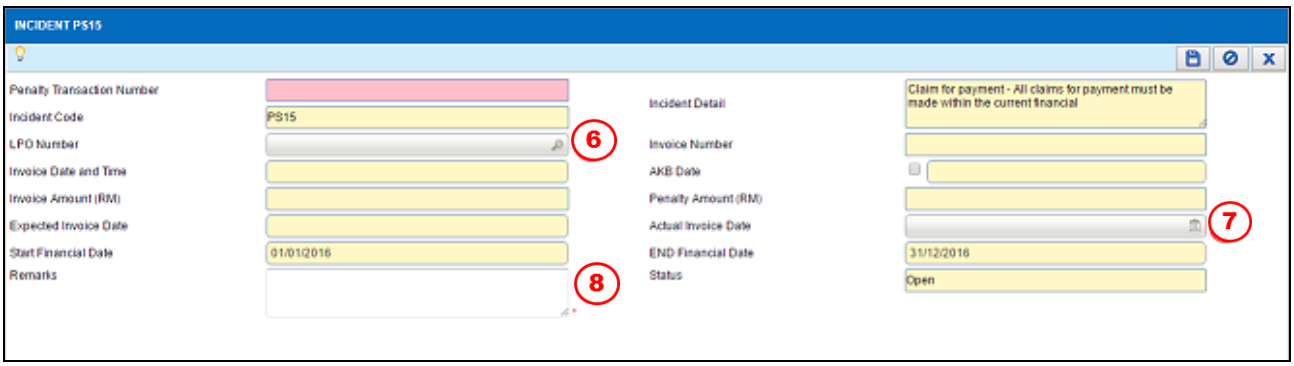


Figure 3.18-4 Penalty Incident Details

STEP 6

Click on the button to find the LPO No.

Note

*List of **LPO No.** will be displayed as shown in Figure 3.18-6.*

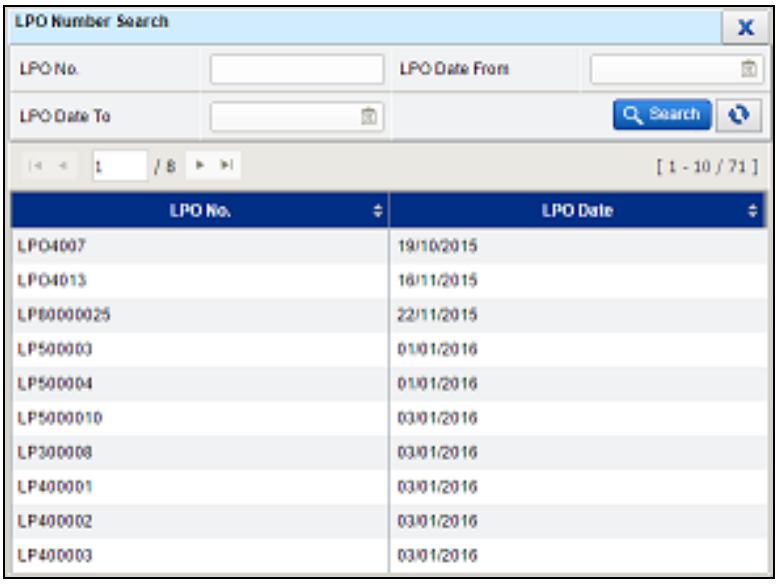


Figure 3.18-5 List of LPO Number

STEP 7

Enter Actual Invoice Date

STEP 8

Enter Remarks

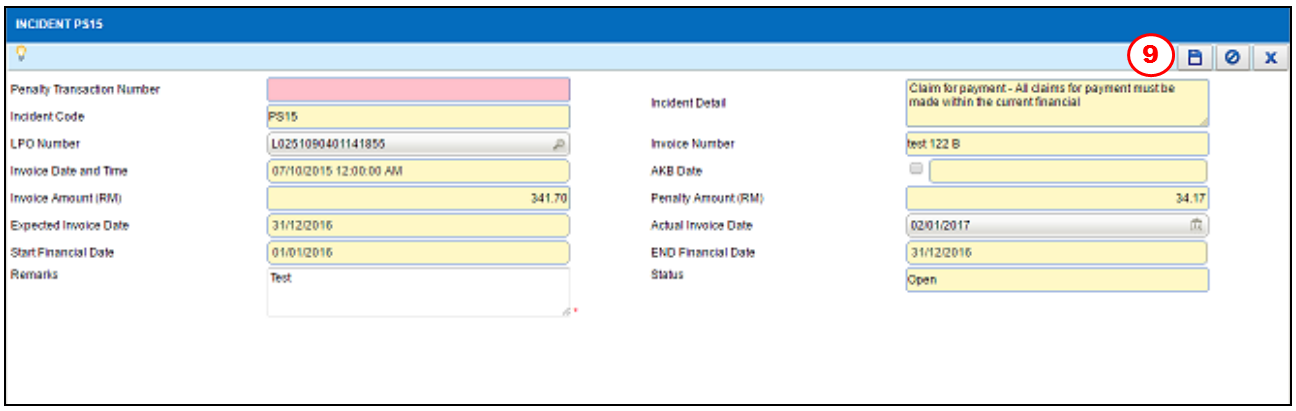


Figure 3.18-6 Penalty Incident Details

TEP 9

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.18-8*
- *Click on the* Yes *button.*
- ***Penalty Transaction No.*** *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

Figure 3.18-7 Send for approval alert message

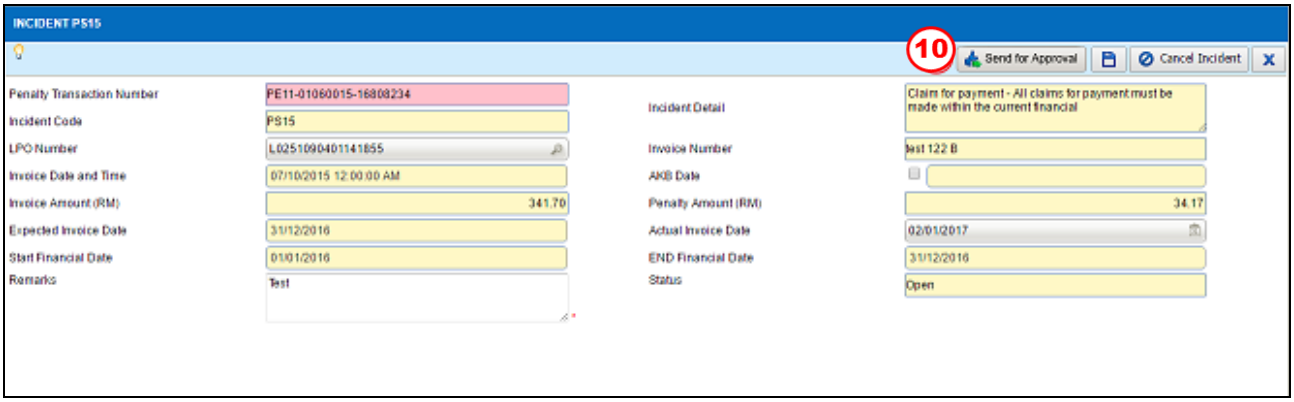


Figure 3.18-8 Incident PS 15

STEP 10

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.18-10*
- *Click on the* Yes *button.*

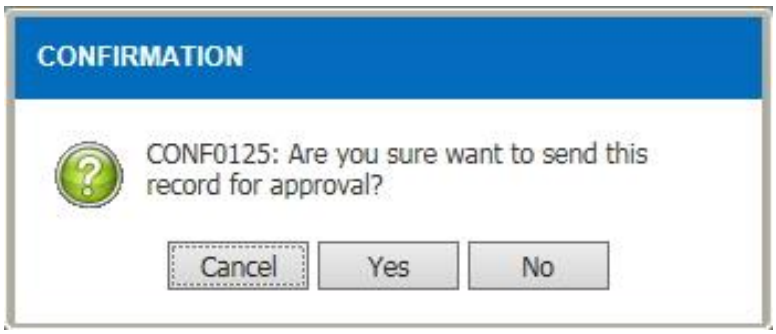


Figure 3.18.9 Send for approval alert message

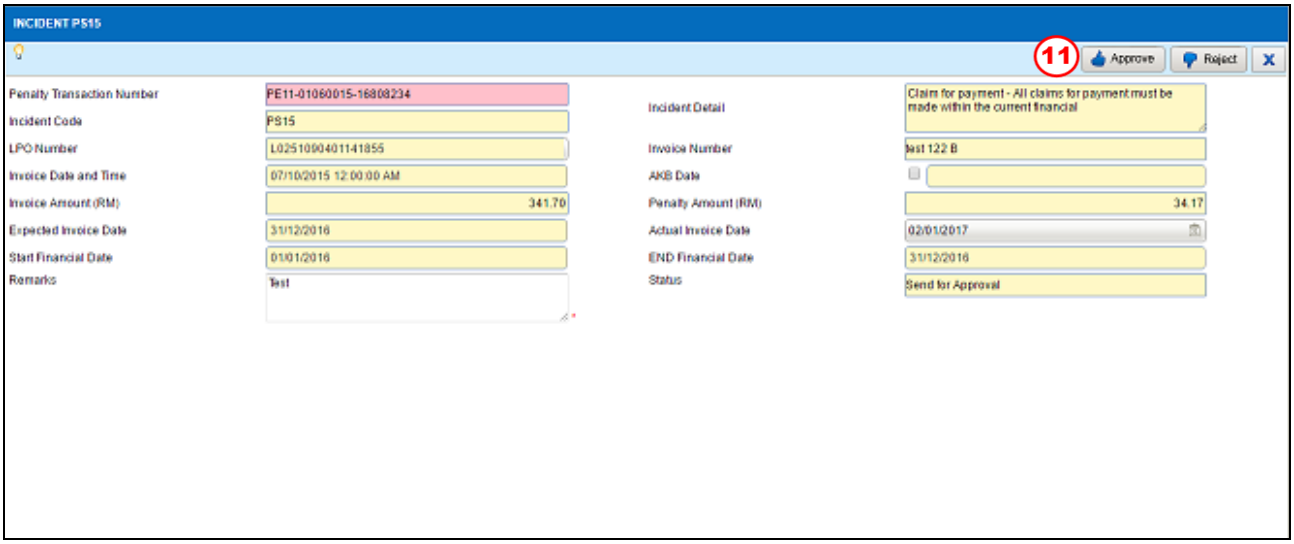


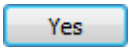
Figure 3.18-10 Penalty Incident Details

STEP 11
Select one of the available buttons

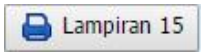
a) The

button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.18-13*
- *Alert message will be displayed after user makes the selection as per Figure 3.18-12*
- *Click on the* 

button to confirm approve.
- *After the penalty transaction is approved,*

button and 

will be enabled.

b)

button to reject the Penalty transaction

- *The **Status** will change automatically to 'Rejected'.*

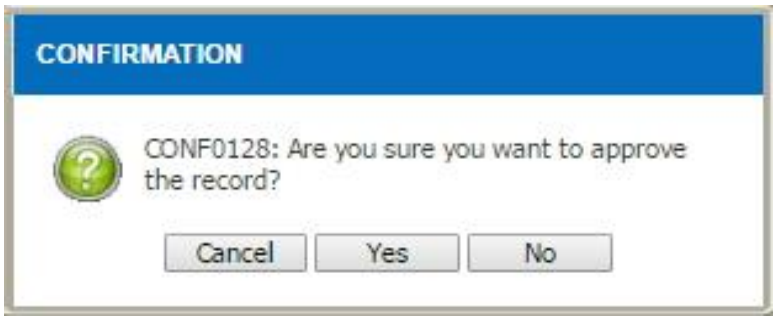


Figure 3.18-11 Approve Record Alert Message

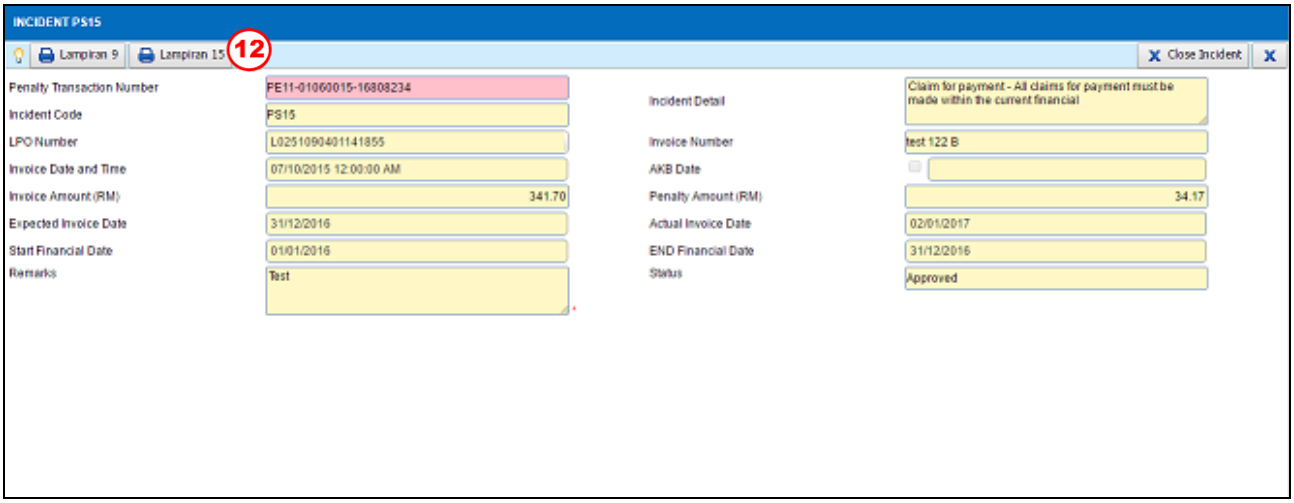
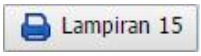


Figure 3.18-12 Lampiran 9 and 15

STEP 12

Click

button to view the Lampiran 9 as shown in Figure 3.18-14

Or click 

button to view the Lampiran 15 as shown in Figure 3.18-14

Note

The report will be in PDF format. The user is allowed to view/save/print the report.

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Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

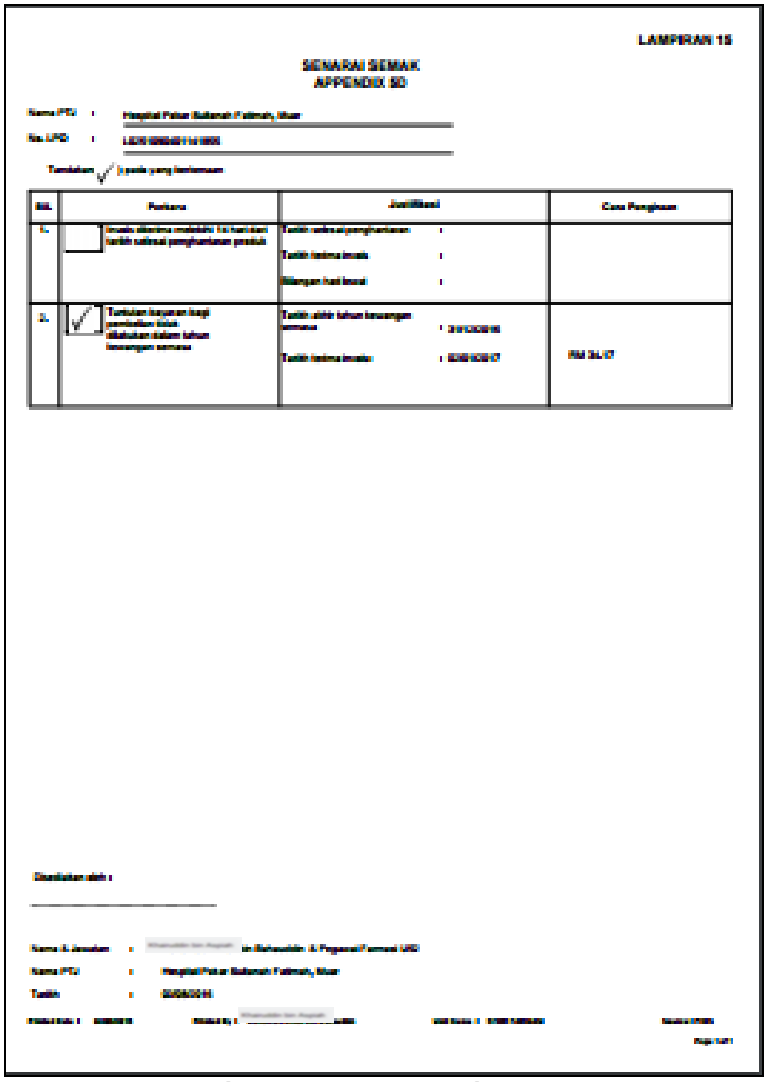
1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP400001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (✓) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan *door to door delivery*		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendiks 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang diminta		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : [illegible] Printed By : [illegible] Unit Name : [illegible] Source : PHIS

Page 1 of 2

Figure 3.18-13 Lampiran 9



LAMPIRAN 15

SENARAI SEMAK
APPENDIX 5D

BIL	Perkara	Justifikasi	Cara Pengiraan
1.	[ ] Invois diterima melebihi 14 hari kerja tarikh sebenar penghantaran produk	Tarikh sebenar penghantaran : Tarikh terima invois : Bilangan hari lewat :	
2.	[✓] Tuntutan bayaran bagi pembekalan tidak dilakukan dalam tahun kewangan semasa	Tarikh akhir tahun kewangan semasa : 31/12/2016 Tarikh terima invois : 02/01/2017	RM 36.17

Disediakan oleh :

Nama & Jawatan : in Bahauddin / Ketua Pegawai Farmasi (JB)
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 02/04/2018

Figure 3. 18-14 Lampiran 15

3.19 Create New Penalty PS 16

To create a new record for penalty PS 16, perform the steps below:

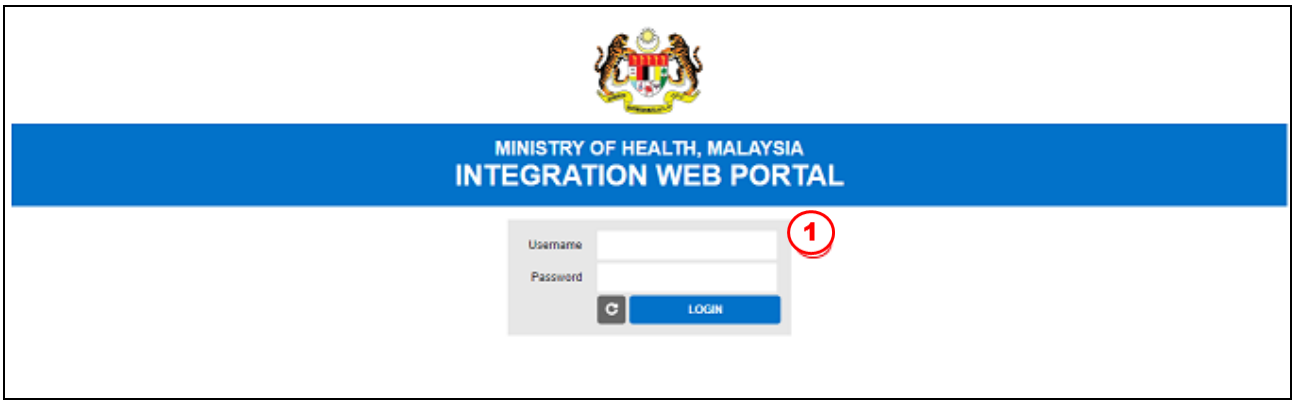


Figure 3.19-1 Login IWP

This function is to perform Penalty that will be imposed to the supplier when supplier fails to fulfill minimum required stock. This function is done by MOH people in Integration Web Portal (IWP) system.

STEP 1

Login in the Integration Web Portal (IWP) system.

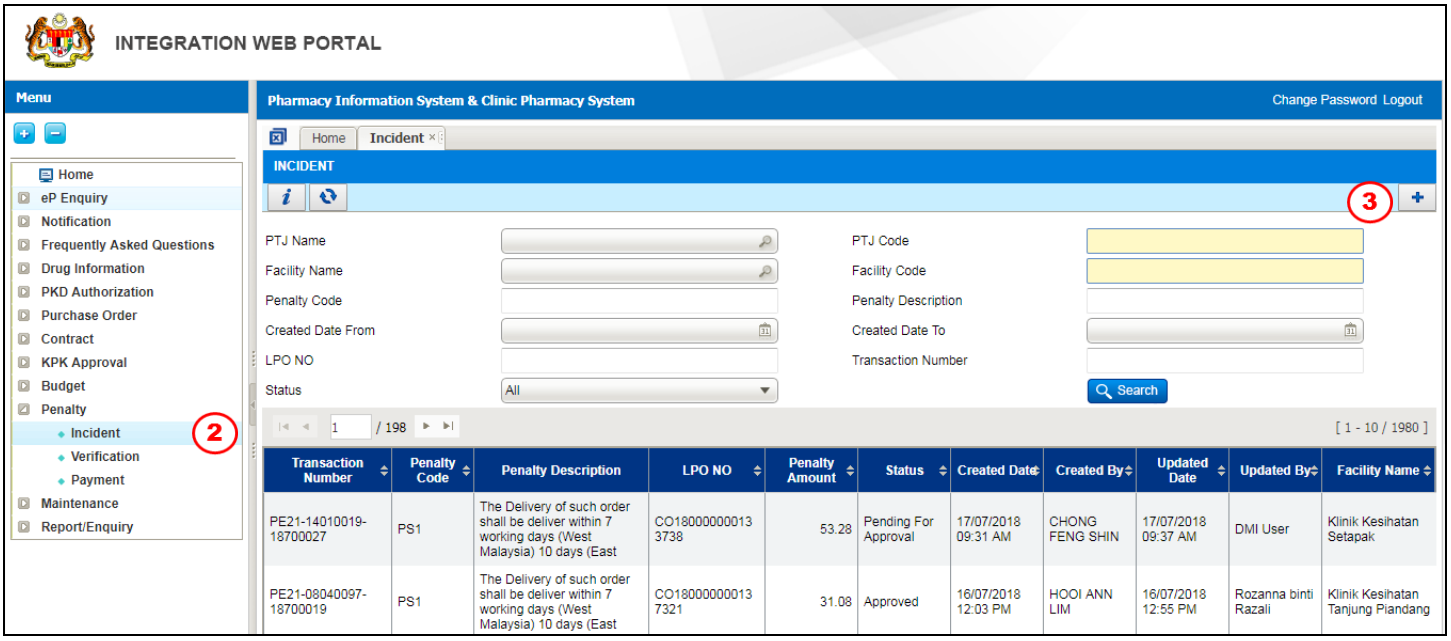


Figure 3.19-2 Create New Penalty Incident

STEP 2

Click on 'Penalty' menu followed by 'Incident'

STEP 3

Click on the button to create new record

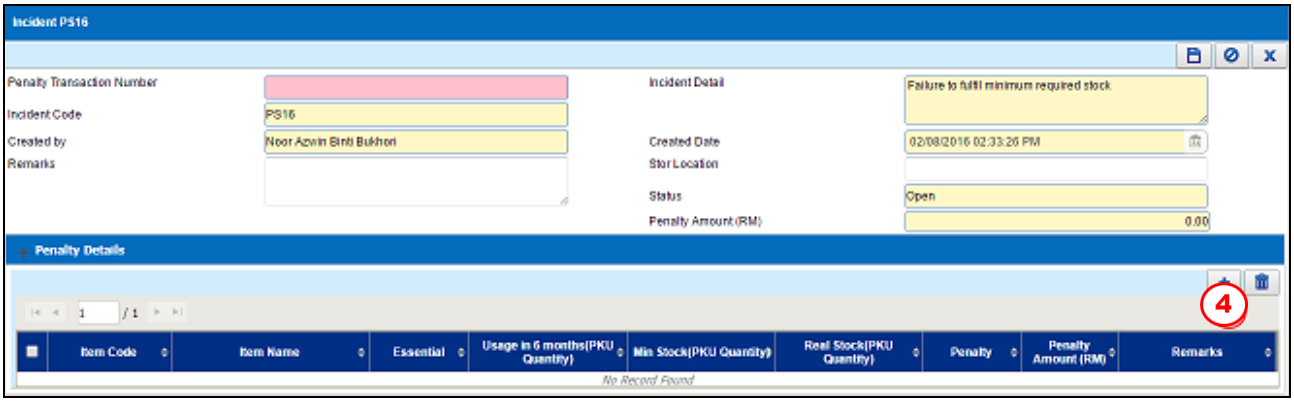


Figure 3.19-3 Create New Penalty Incident

STEP 4

Click on the button to add item.

Figure 3.19-4 Incident Penalty Details

STEP 5

Click on the button to find the Item Code.

Note

*List of **Item Code** will be displayed as shown in Figure 3.19-5.*

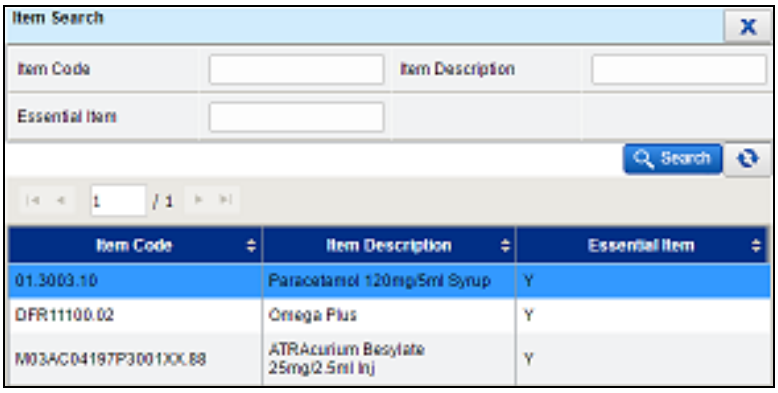


Figure 3.19-5 List of Item Code

STEP 6

Enter Min Stock (PKU Quantity)

STEP 7
Enter Usage in 6 Months (PKU Quantity)

STEP 8
Enter Real Stock (PKU Quantity)

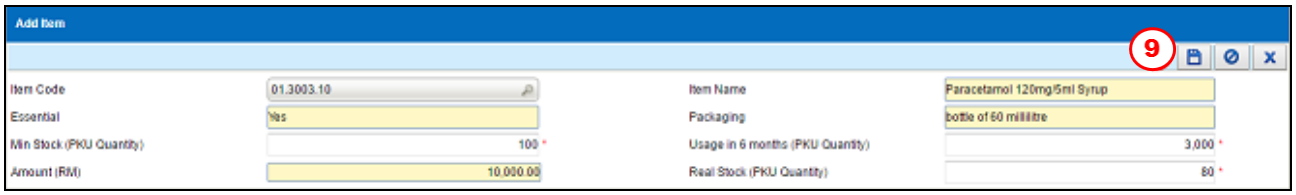


Figure 3.19-6 Add Item

STEP 9
Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.19-7*
- *Click on the* Yes *button.*

Figure 3.19-7 Save Record Alert Message

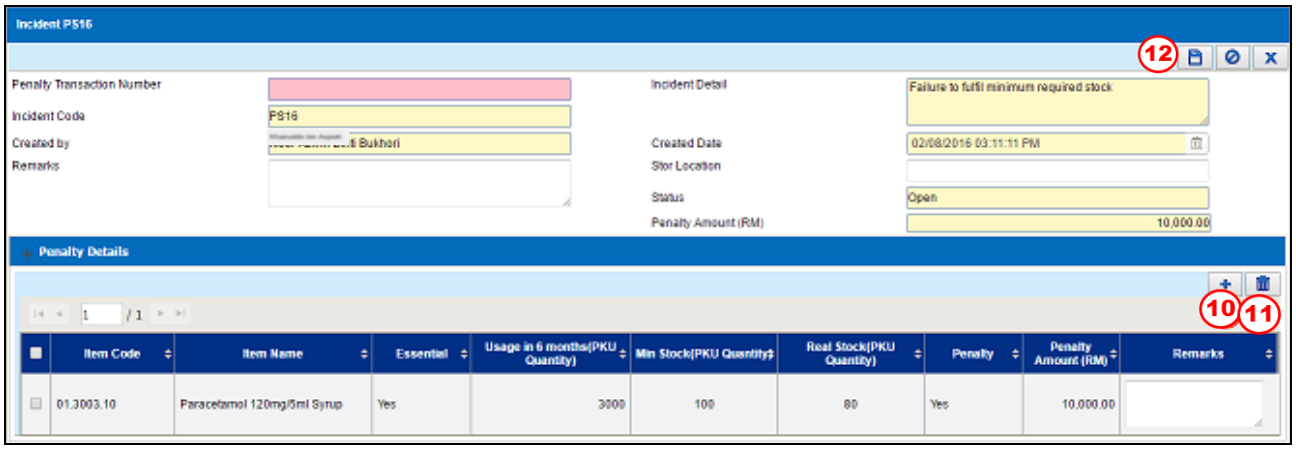


Figure 3.19-8 Incident Penalty Details

STEP 10

Click on the button to add more item.

STEP 11

Click on the button to delete an item/items

STEP 12

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.19-9*
- *Click on the* Yes *button.*
- *After the penalty transaction is approved,* Lampiran 9 *button and* Lampiran 14 *button will be enabled.*

Figure 3.19-9 Save Record Alert Message

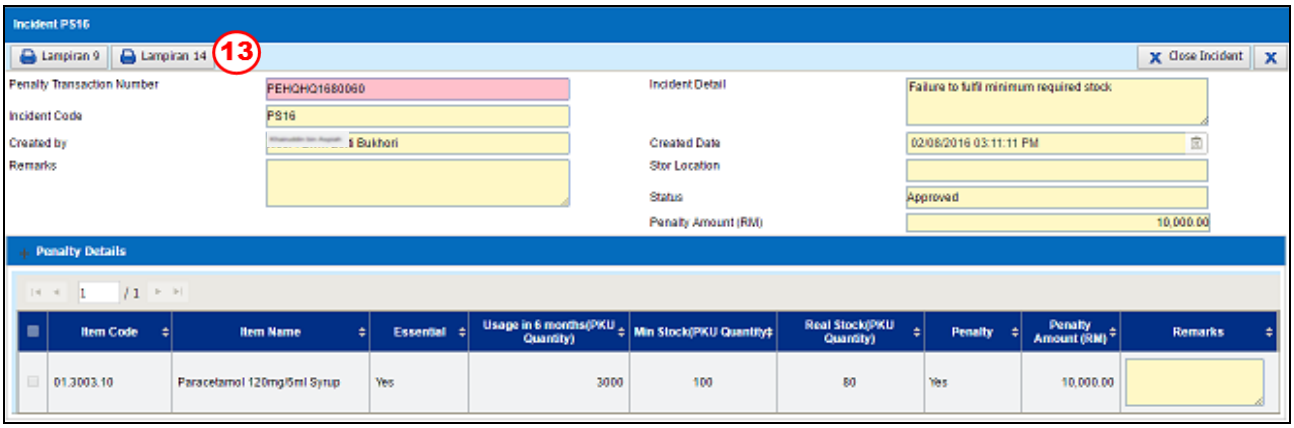


Figure 3.19-10 Lampiran 9 and 14

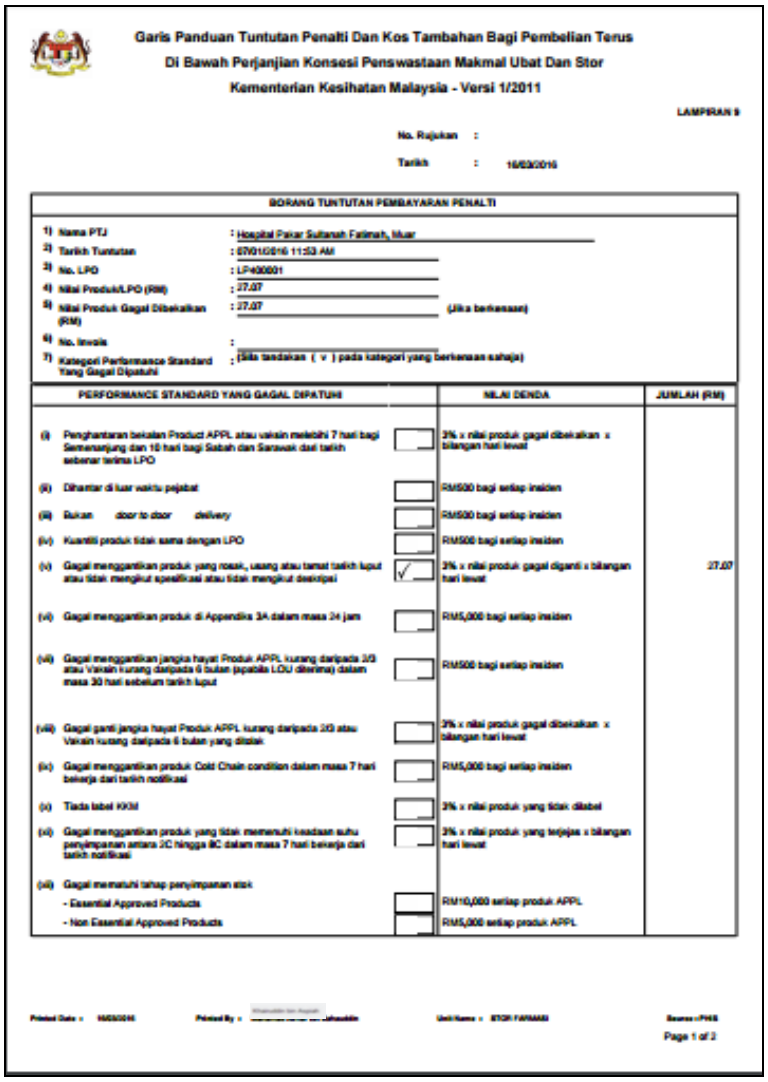
STEP 13

Click Lampiran 9 *button to view the Lampiran 9 as shown in Figure 3.19-11*

Or click Lampiran 14 *button to view the Lampiran 9 as shown in Figure 3.19-12*

Note

The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 16/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 07/01/2016 11:53 AM
3) No. LPO : LP400001
4) Nilai Produk/LPO (RM) : 27.07
5) Nilai Produk Gagal Dibekalkan (RM) : 27.07 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Product APPL atau vaksin melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bukan *door to door* delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi	✓	3% x nilai produk gagal diganti x bilangan hari lewat	27.07
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU dikeluar) dalam masa 30 hari sebelum tarikh luput		RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang diterima		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Page 1 of 2

Figure 3.19-11 Lampiran 9

LAMPIRAN 14

LAPORAN PEMERIKSAAN BUFFER STOK DI PHARMANIAGA LOGISTICS SDN. BHD. DAN SYOR PENALTI

Kod Produk	Deskripsi Produk	Kategori Produk		Penggunaan 6 bulan *pertama/kedua tahun ...	Stok Patut Ada (3 atau 2 Bulan)	Kuantiti Stok	Syor Penalti		Jumlah Penalti (RM) Essential = RM 10,000.00	Catatan
		Essential	Non-Essential			Fizikal Stok	Ya	Tidak	Non-Essential = RM5,000.00	
01.3003.10	Paracetamol 120mg/5ml Syrup	Yes		3,000	100	80	Yes		10,000.00	

Dilengkapkan oleh Pegawai Pemeriksa

Tandatangan	:	Noor Azwin Binti Bukhori	Tandatangan	:	Noor Azwin Binti Bukhori
Nama Pemeriksa	:	Pegawai Farmasi U48	Nama Pemeriksa	:	Pegawai Farmasi U48
Jawatan	:		Jawatan	:	
Jabatan	:		Jabatan	:	
Tarikh Pemeriksaan	:	02/08/2016	Tarikh Pemeriksaan	:	02/08/2016

Pengesahan oleh Ketua Pegawai Pemeriksa

Disyorkan sebanyak :
a) Essential Product: RM .....
b) Non Essential Product: RM .....

Berjumlah RM 10000.0 dikenakan penalti.

.....
(Tandatangan Ketua Pegawai Pemeriksa)

Nama : [redacted] Bukhori
Jawatan : Pegawai Farmasi U48
Tarikh : 02/08/2016

Jumlah (RM) : 10,000.00

Printed Date : 02/08/2016 **Printed By :** [redacted] Bukhori **Unit Name :** **Source :** PhIS

Page 1 of 1

Figure 3.19-12 Lampiran 14

3.20 Create New Incident PS 17

To create a new record for penalty PS 17, perform the steps below:

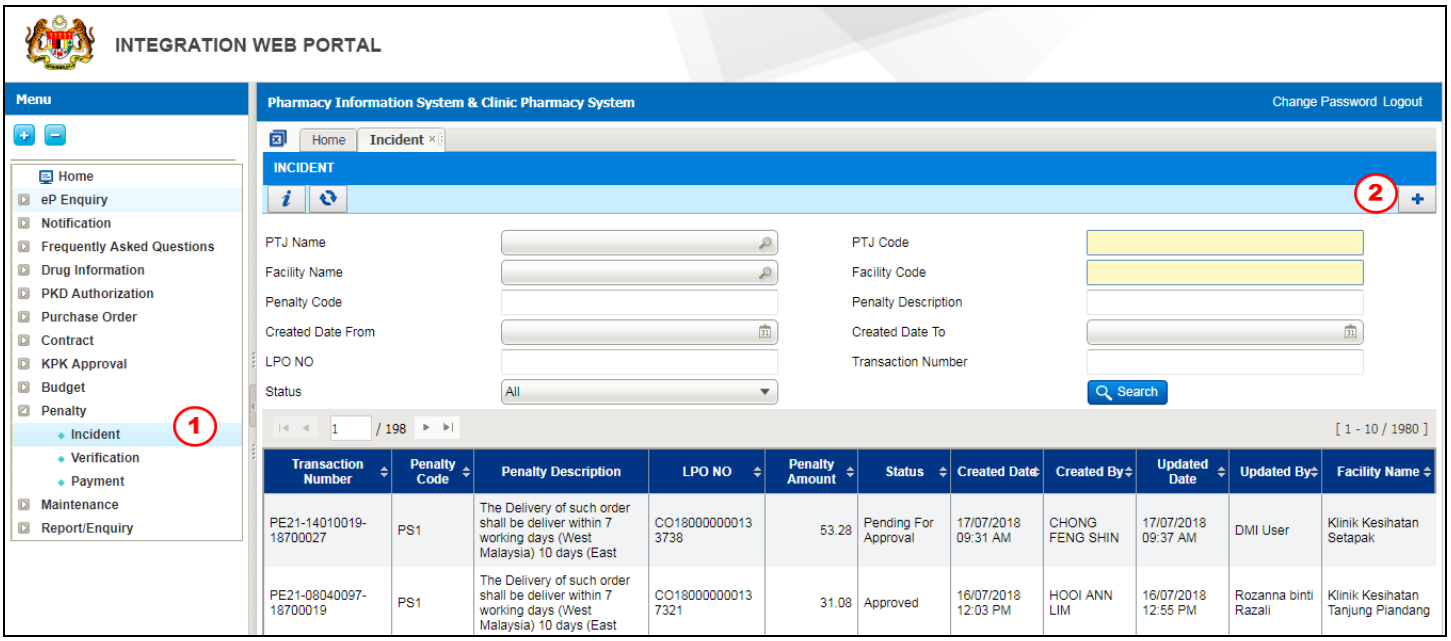


Figure 3.20-1 Create New Record

This function is to perform Penalty where supplier failed to notify product recall.

STEP 1
Click on 'Inventory' menu followed by 'Inventory Management', 'Penalty' and select 'Incident'

STEP 2
Click on the button to find the penalty code

Note
Penalty screen will be displayed as shown in Figure 3.20-1.

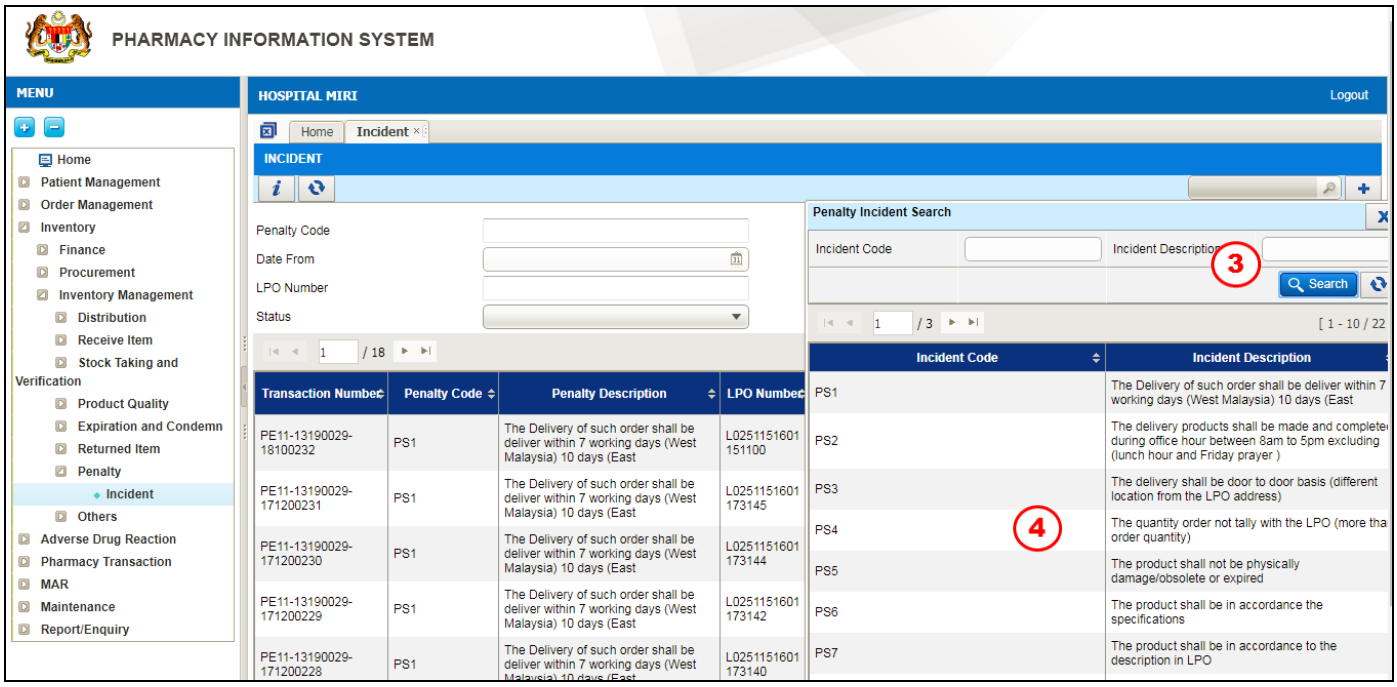


Figure 3.20-2 Penalty Incident Search

STEP 3
Double click on the selected record PS12.

Note

System will list PS1 to PS 18 as shown in Figure 3.20-2.

STEP 4
Double click on the Incident Code

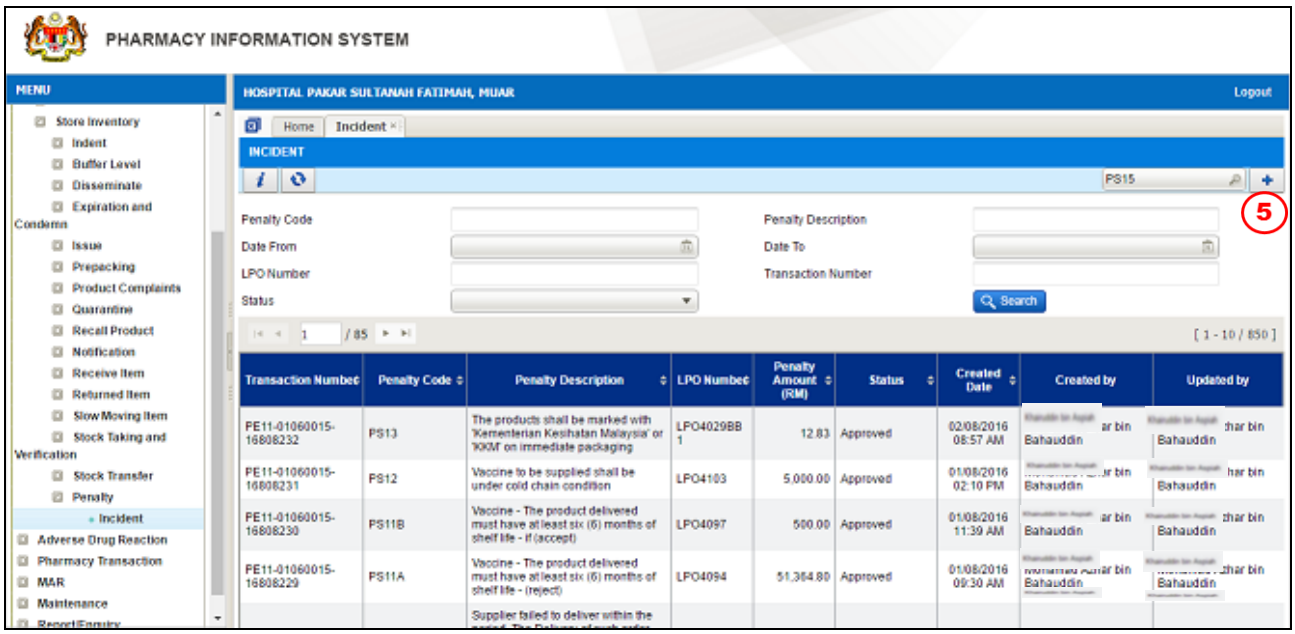


Figure 3.20-3 Create New Record

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.20-3.

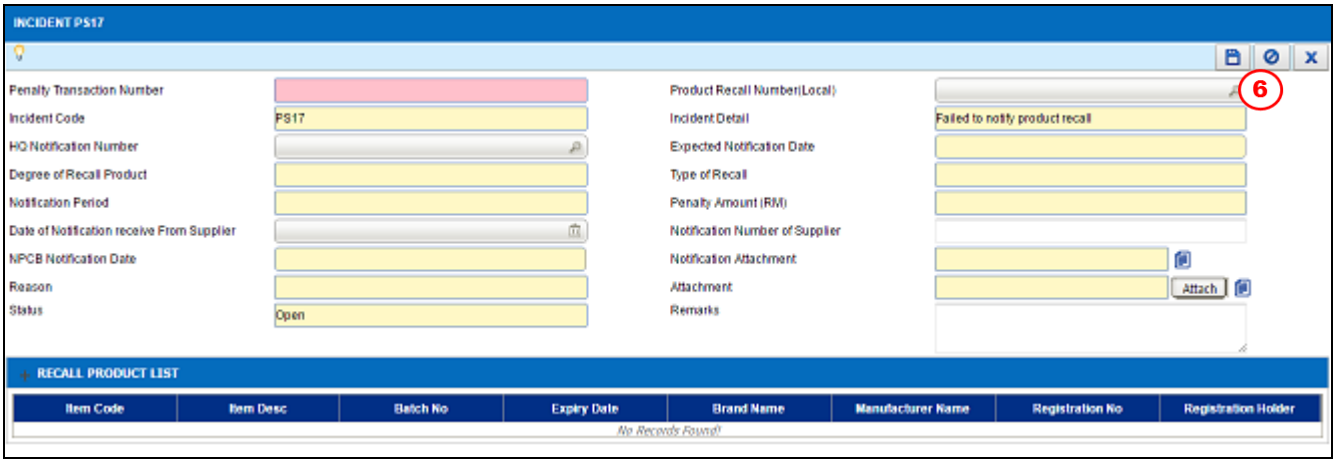


Figure 3.20-4 Create New Record

STEP 6

Click on the button to find the Recall Product No.

Note

*List of **Product Recall No.** will be displayed as shown in Figure 3.20-6.*

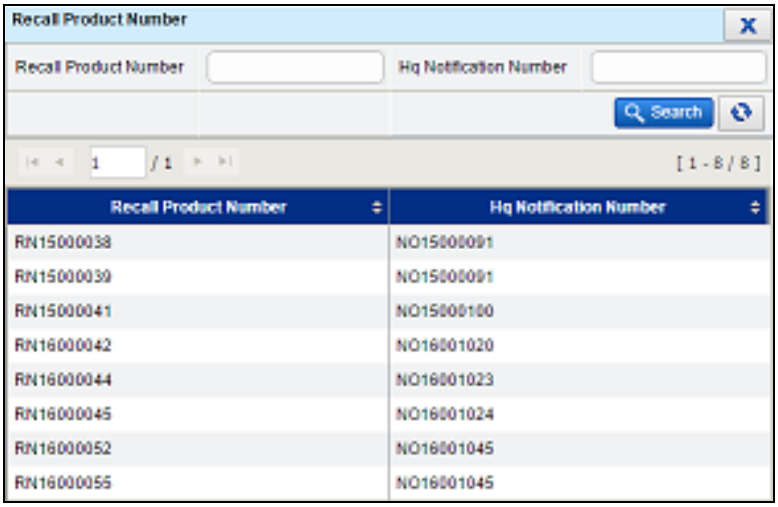


Figure 3.20-5 List of Product Record number

Note

- *The status will change to 'Pending for Approval'.*
- *Click on the* Cancel Indent *button to cancel the transaction and the **Status** will change to 'Cancelled'.*

- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.20-7 and Figure 3.20-9.*
- *Click on the* Yes *button.*
- *Click on the* OK *button.*

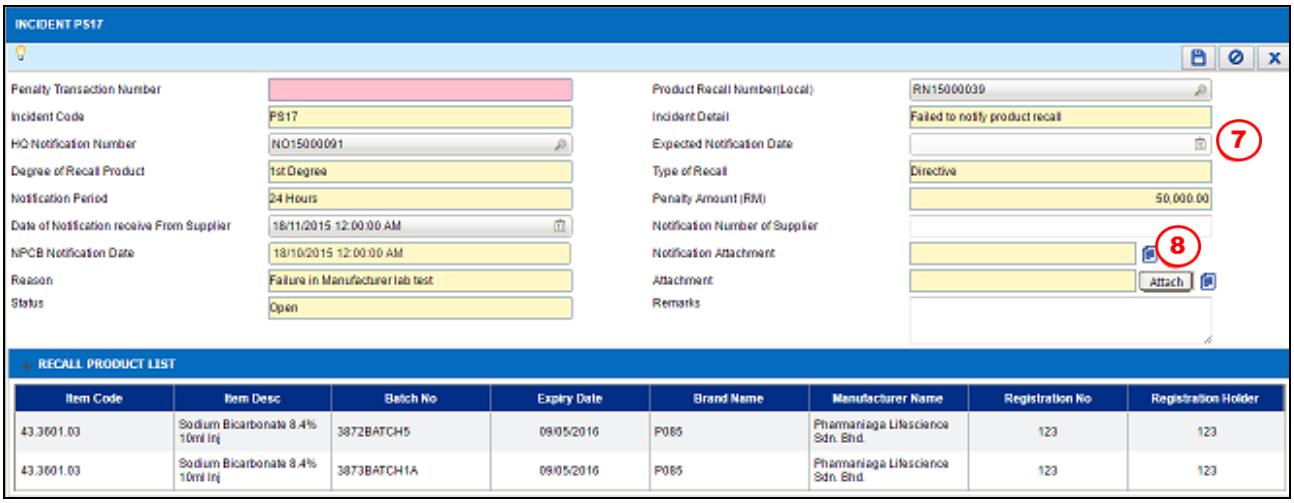


Figure 3.20-6 Incident Details

STEP 7
Enter Expected Notification Date

STEP 8
Click on the Attach button to attach file if necessary

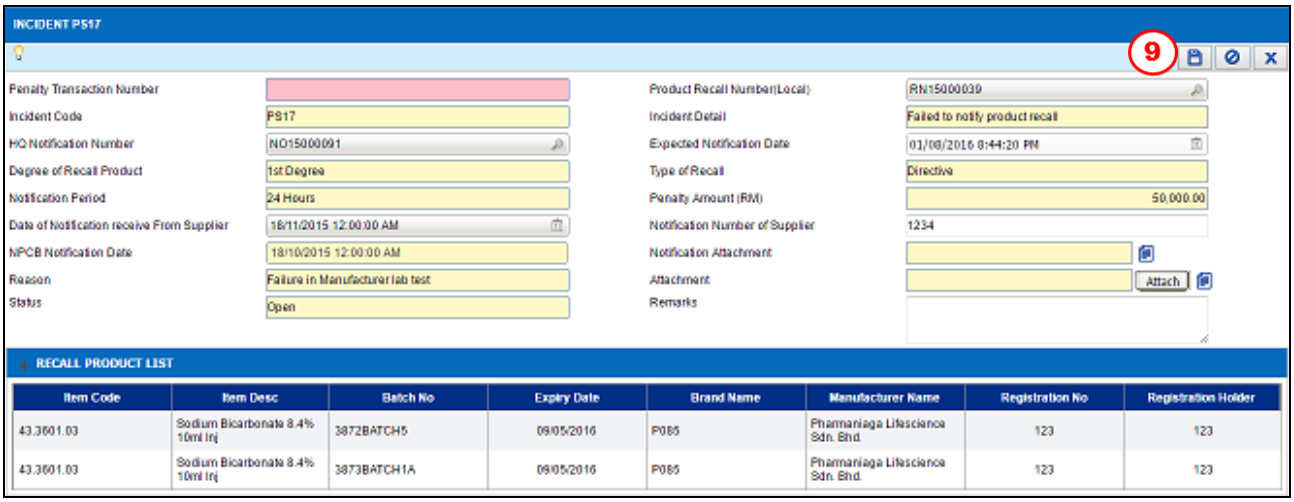


Figure 3.20-7 Incident Details

STEP 9
Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.20-10*
- *Click on the* Yes *button.*

  Penalty Transaction No. *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled.*

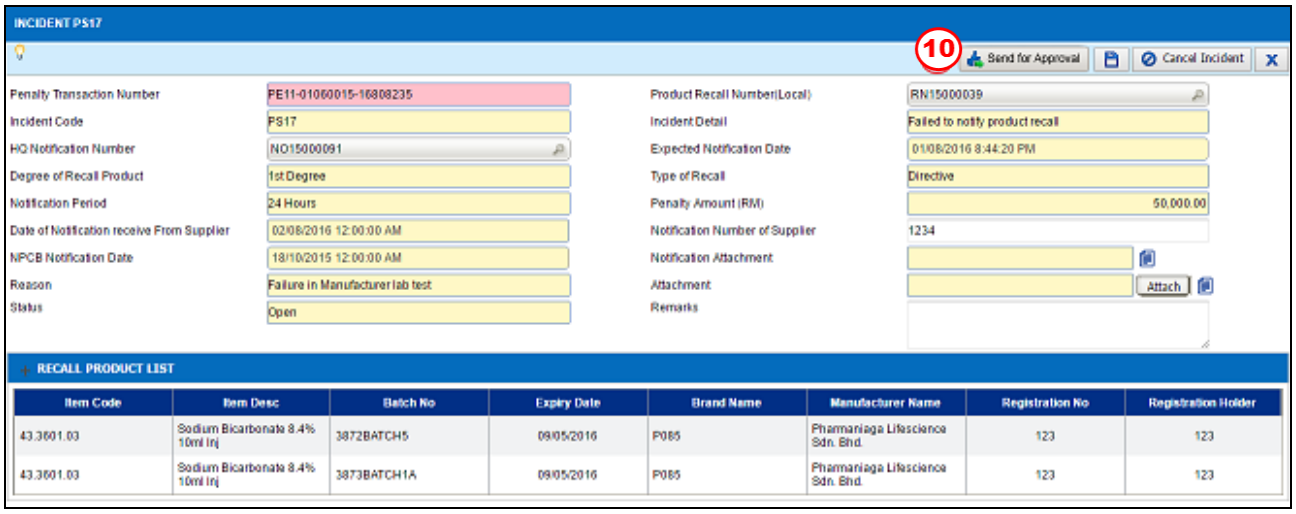


Figure 3.20-8 Incident Details

STEP 10

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

Note

- *The status will change to 'Send for Approval'.*
- *Click on the* Cancel Incident *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.20-10*
- *Click on the* Yes *button.*

Figure 3.20-9 Send for approval alert message

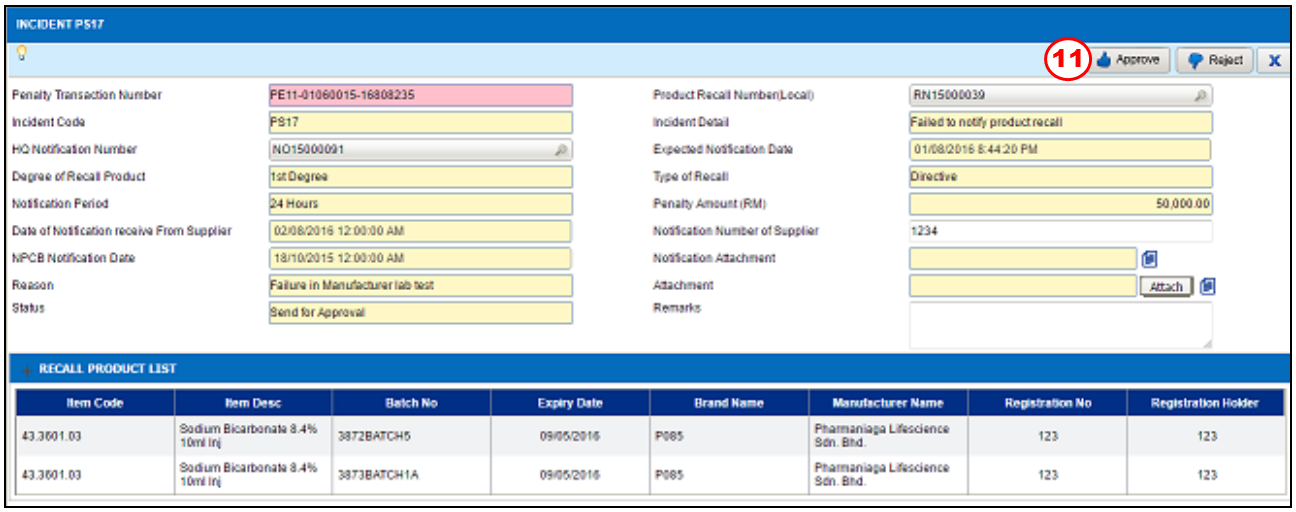


Figure 3.20-10 Approval Penalty Details

STEP 11
Select one of the available buttons

a) The Approve button to approve the Penalty transaction

Note

- *The **Status** will change automatically to 'Approved' Figure 3.20-12*
- *Alert message will be displayed after user makes the selection as per Figure 3.20-12*
- *Click on the* Yes *button to confirm approve.*
- *After the penalty transaction is approved,* Lampiran 8 , Lampiran 9 *and* Lampiran 16 *button will be enabled.*

b) Reject button to reject the Penalty transaction

Note

- *The **Status** will change automatically to 'Rejected'.*

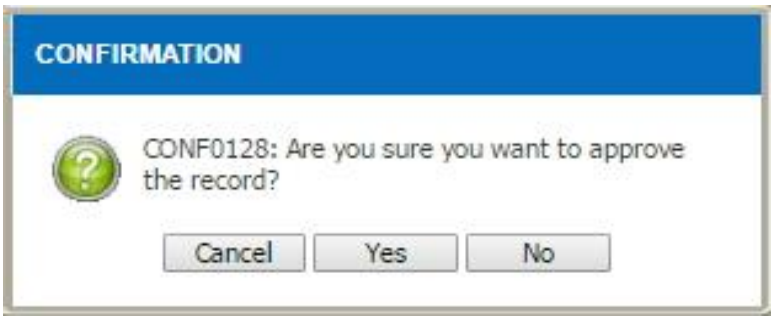


Figure 3.20-11 Approval Alert Message

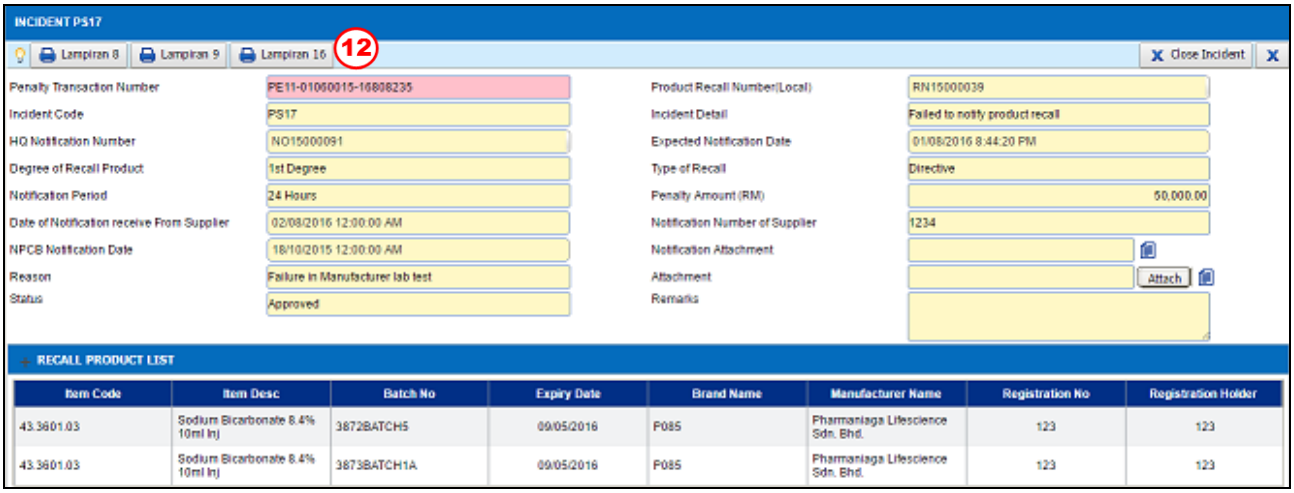


Figure 3.20-12 Lampiran 8, 9 and 16

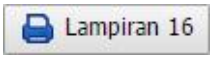
STEP 12

Click

button to view the Lampiran 8 as shown in Figure 3.20-14

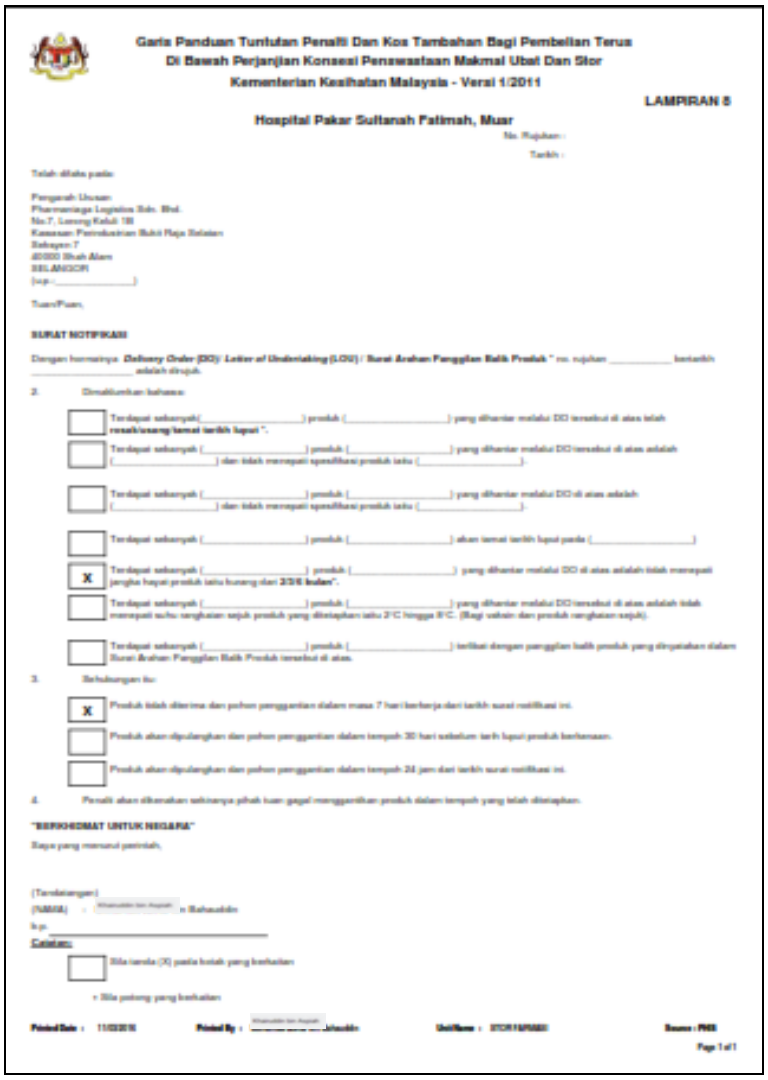
Or click

button to view the Lampiran 9 as shown in Figure 3. 20-15

Or click 

button to view the Lampiran 11 as shown in Figure 3. 20-16

Note
The report will be in PDF format. The user is allowed to view/save/print the report.



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Di Bawah Perjanjian Konsesi Penyewaan Makmal Ubat Dan Stor
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LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :

Tarikh :

Telah dihala pada:

Pengurah Urusan
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kelali 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(up: _____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan bermaksud ***Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Panggilan Balik Produk*** " no. rujukan _____ bertarikh _____ adalah sirnah.

2. Dimaklumkan bahawa:

- [ ] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah **rosak/usang/lewat tarikh luput** ".
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak mempunyai spesifikasi produk tetap (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak mempunyai spesifikasi produk tetap (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) akan lewat tarikh luput pada (_____)
- [X] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak mempunyai jangka hayat produk tetap kurang dari **2/3/6 bulan**".
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak mempunyai suhu penyimpanan produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).
- [ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan panggilan balik produk yang dinyatakan dalam Surat Arahan Panggilan Balik Produk tersebut di atas.

3. Sehubungan itu:

- [X] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak kami gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : _____ a/ Bahasakita
k.p. _____

Catatan:

- [ ] Sila tandai (X) pada kotak yang berkenaan

+ Sila potong yang berkenaan

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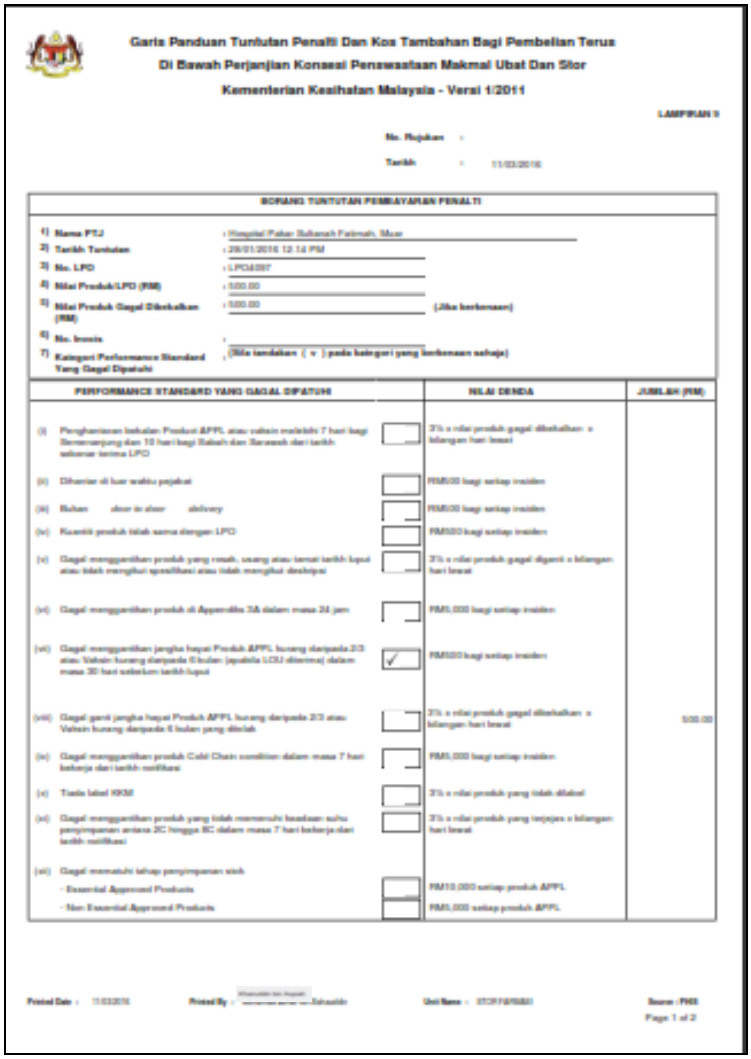
Page 1 of 1

Figure 3.20-13 Lampiran 8



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 11/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 28/01/2016 12.14 PM
3) No. LPO : LPO34897
4) Nilai Produk/LPO (RM) : 500.00
5) Nilai Produk Gagal Dihantar (RM) : 500.00 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran kebalan Produk APPL atau cubain melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dihantar x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM50.00 bagi setiap insiden	
(iii) Buhan stor to stor delivery		RM50.00 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak mengikut spesifikasi atau tidak mengikut deskripsi		3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari selepas tarikh luput	✓	RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vaksin kurang daripada 6 bulan yang diterim		3% x nilai produk gagal dihantar x bilangan hari lewat	500.00
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan stok			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

Printed Date : 11/03/2016 Printed By : Unit Name : Source : PhIS

Page 1 of 2

Figure 3.20-14 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 16

SENARAI SEMAK
APPENDIX 5E

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

Name Produk : Sodium Bicarbonate 8.4% 10ml Inj , Sodium Bicarbonate 8.4% 10ml Inj

Tahap Panggilan Balik : 1st Degree

Tandakan(✓) pada yang berkenaan

Bil.	Perkara	Justifikasi
1.	Gagal Notifikasi ☑ (a) RM 50,000.00 bagi ketidakpatuhan pada panggilan balik Tahap 1 (24 Jam) ☐ (b) RM 30,000.00 bagi ketidakpatuhan pada panggilan balik Tahap 2 (72 Jam) ☐ (c) RM 10,000.00 bagi ketidakpatuhan pada panggilan balik Tahap 3 (30 hari)	Tarikh notifikasi Panggil Balik : 18/10/2015 12.00:00 AM Tarikh terima notifikasi dari Pharmaniaga : 03/08/2016 12.00:00 AM Bilangan Hari Lewat: 24 Hours
2.	☐ Produk yang terlibat diganti dalam tempoh 24 jam setelah hospital/klinik kesihatan/institusi KKM mengesahkan dan memaklumkan secara bertulis iaitu kuantiti terlibat.	Tarikh Notifikasi Produk panggil balik : Tarikh Produk diganti: Bilangan Hari Lewat:

Disediakan oleh :

Nama & Jawatan : Mohamad Azhar bin Bahauddin & Pegawai Farmasi U52
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 03/08/2016

Printed Date : 03/08/2016 Printed By : Jahauddin Unit Name : STOR FARMASI Source : PHIS

Page 1 of 1

Figure 3.20-15 Lampiran 16

3.21 Create New Incident PS 18

To create a new record for penalty PS 18, perform the steps below:

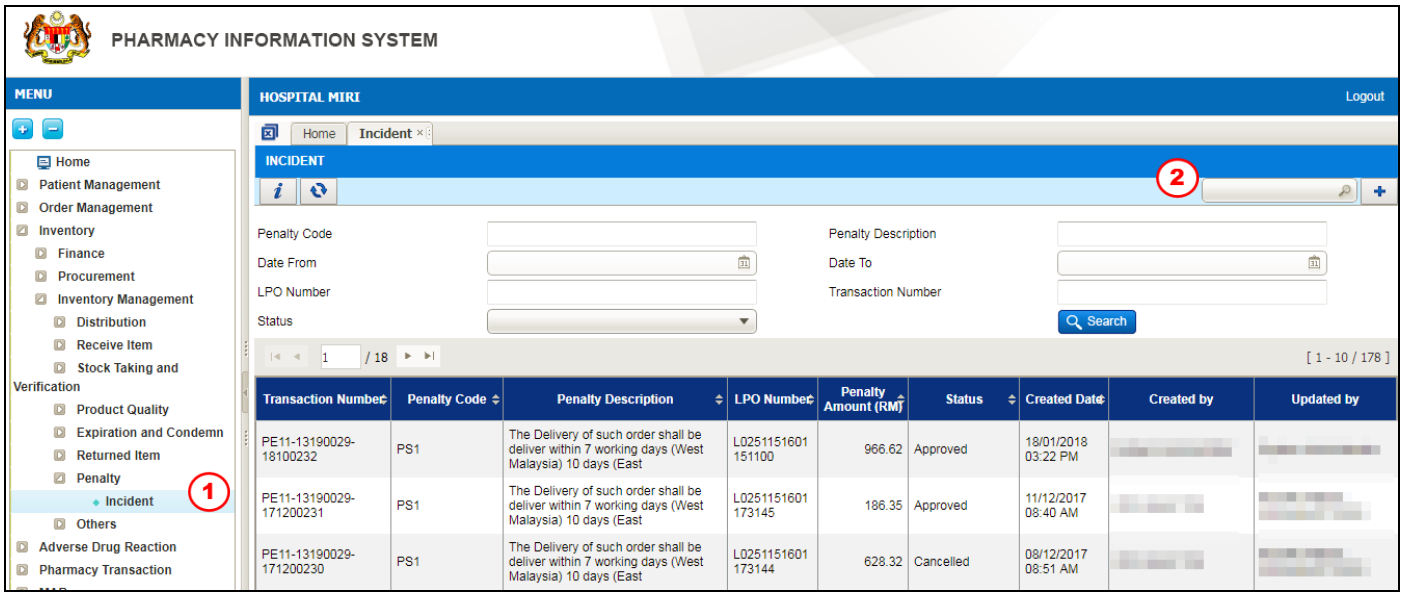


Figure 3.21-1 Create New Record

This function is to perform Penalty Replacement on Recalled Products within 24 hours.

STEP 1

Click on 'Inventory' menu followed by 'Store Inventory', 'Penalty' and select 'Incident'

STEP 2

Click on the button to find the penalty code

Note

Penalty screen will be displayed as shown in Figure 3.21-1.

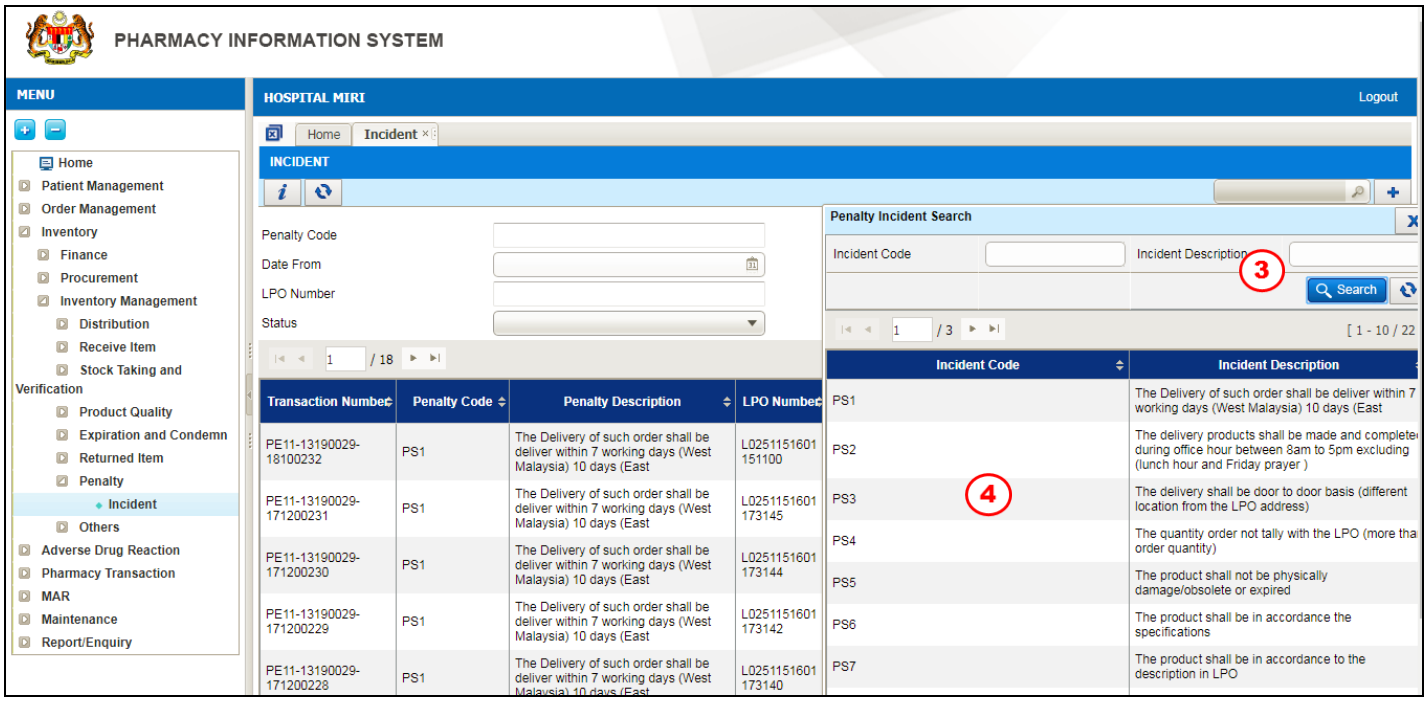


Figure 3.21-2 Penalty Incident Search

STEP 3

Click on the button to see the list of penalty incident

Note

System will list PS1 to PS 18 as shown in Figure 3.21-3.

STEP 4

Double click on the Incident Code

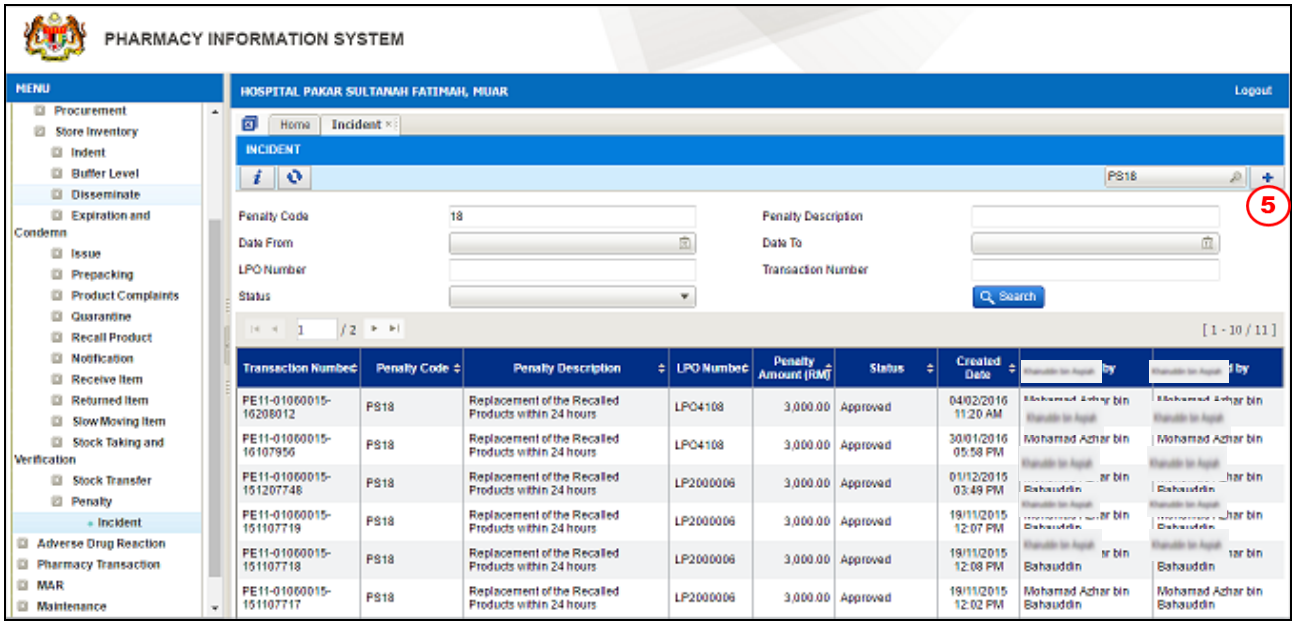


Figure 3.21-3 Create New Record

STEP 5

Click on the button to create new record

Note

Penalty screen will be displayed as shown in Figure 3.21-4.

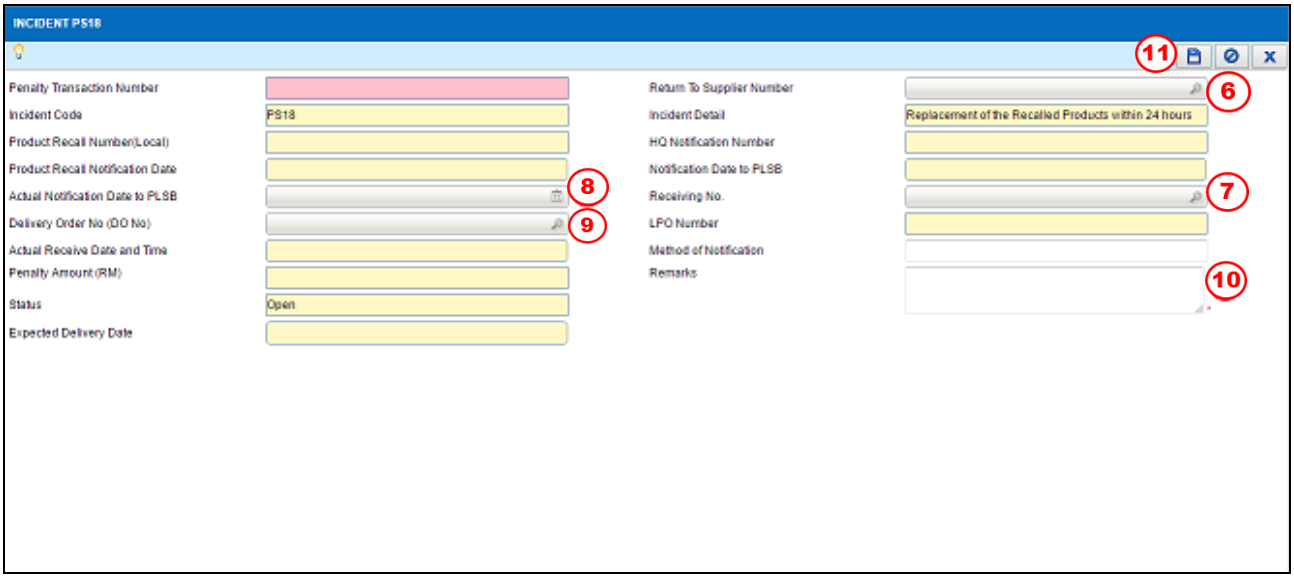


Figure 3.21-4 Incident Penalty Details

STEP 6

Click on the button to find the Return To Supplier Number.

Note

*List of **Return To Supplier Number** will be displayed as shown in Figure 3.21-7.*

STEP 7

Click on the button to find the Received No.

Note

*List of **Received No.** will be displayed as shown in Figure 3.21-7.*

STEP 8

Select Actual Notification Date to PLSB

STEP 9

Click on the button to find the Delivery Order No (DO No)

STEP 10

Enter the Remarks

STEP 11

Click on the button to save the Penalty transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.21-8 and Figure 3.21-9.*
- *Click on the* Yes *button.*
- *Click on the* OK *button.*

Penalty transaction No. *will be generated automatically by the system for future reference and the* Send for Approval *button and* Cancel Incident *button will be enabled*

Figure 3.21-5 Approval Alert Message

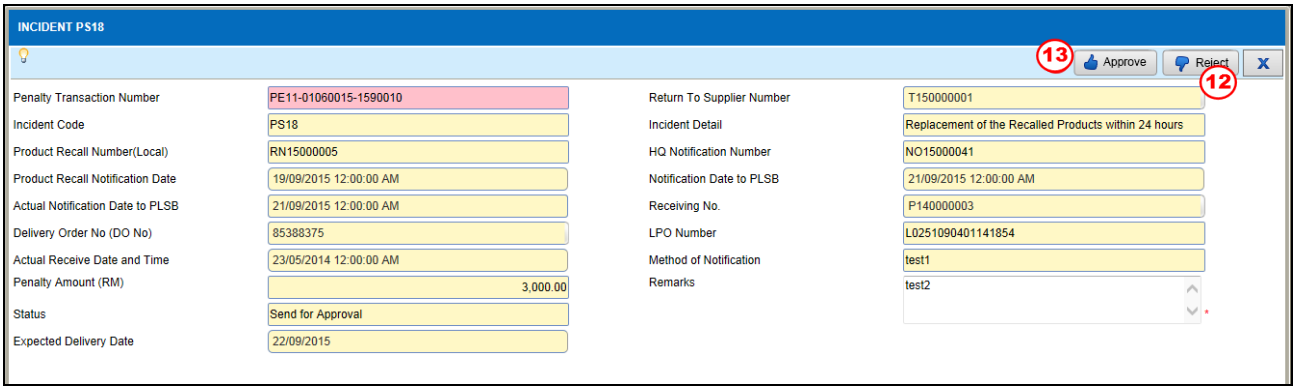


Figure 3.21-6 Send for Approval

STEP 12

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

Note

- *The status will change to 'Pending for Approval'.*
- *Click on the* Cancel Indent *button to cancel the transaction and the* ***Status*** *will change to 'Cancelled'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.21-8 and Figure 3.21-9.*

- *Click on the* Yes *button.*
- *Click on the* OK *button.*

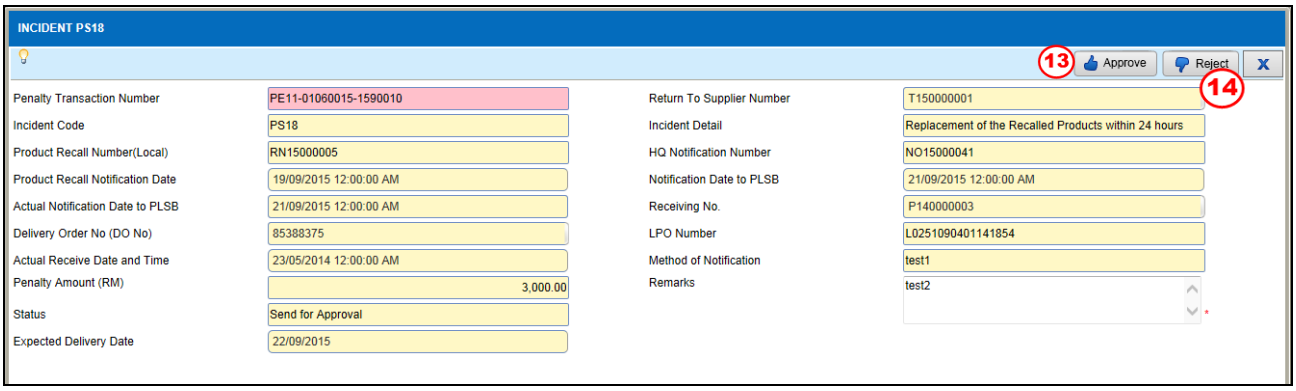


Figure 3.21-7 Incident Penalty Details

STEP 13
Click button approve to approve the transaction. The status will be approved.

STEP 14
Click on button reject if rejected the transaction.

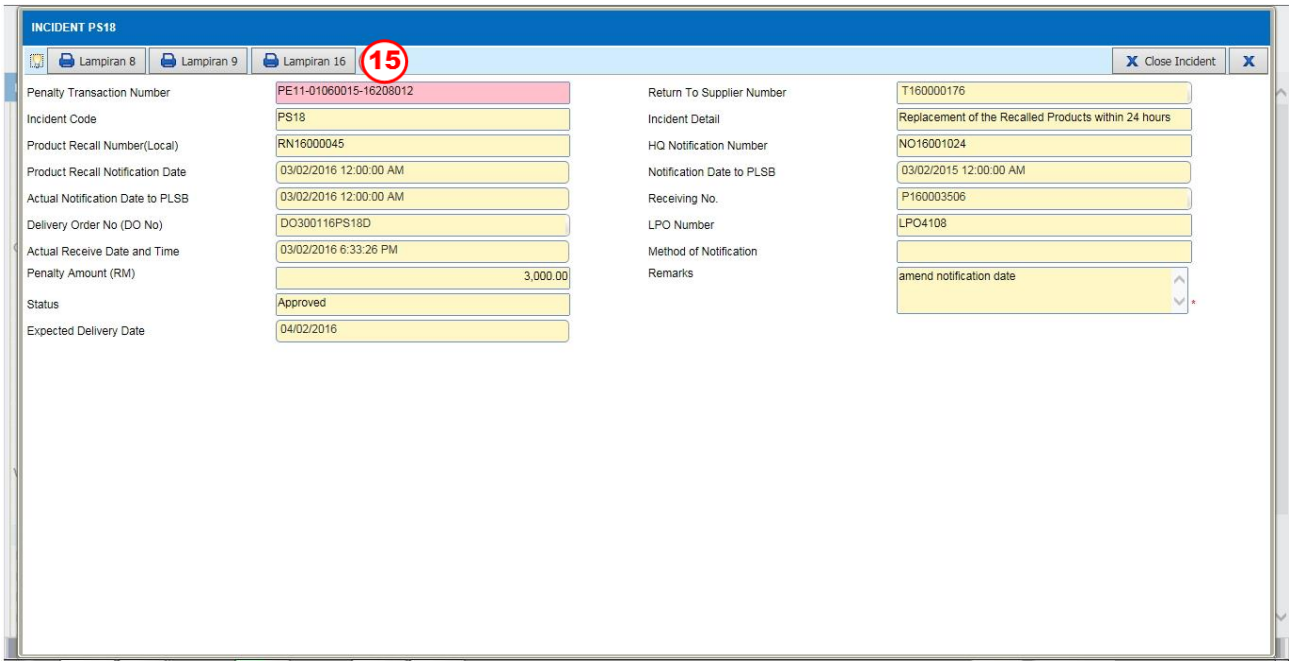


Figure 3.21-8 Lampiran 8,9 and 16

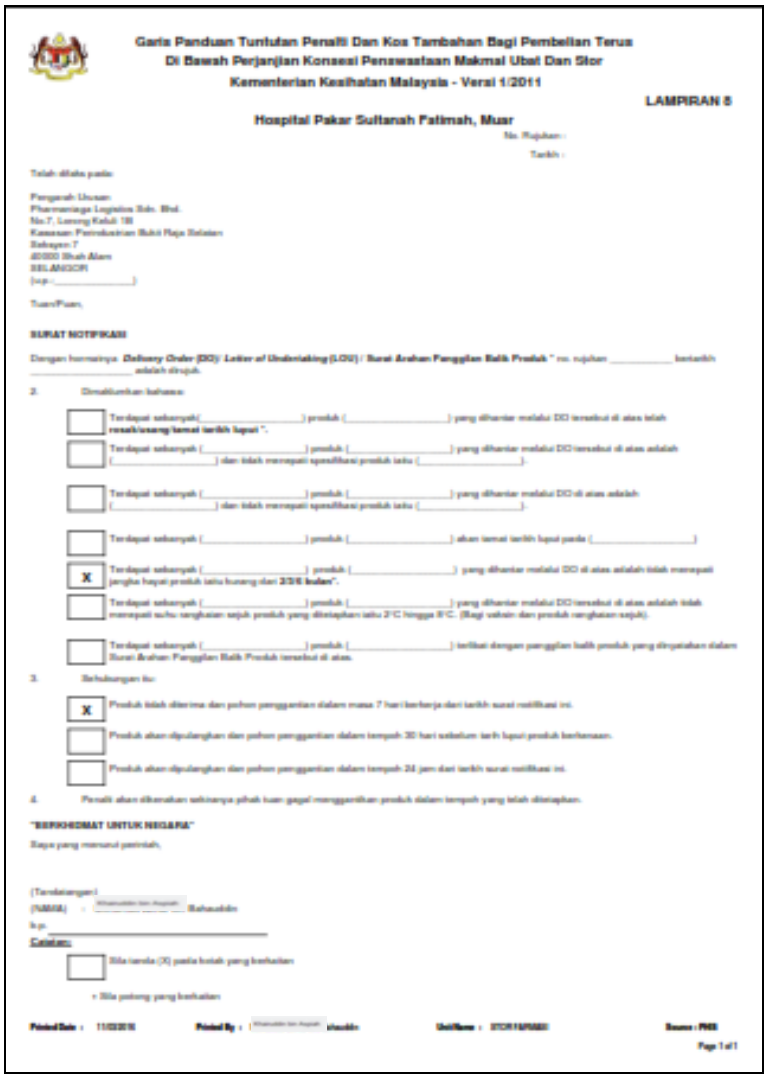
STEP 15

Click Lampiran 8 *button to view the Lampiran 8 as shown in Figure 3.21-11*

Or click Lampiran 9 *button to view the Lampiran 9 as shown in Figure 3. 21-12*

Or click Lampiran 16 *button to view the Lampiran 11 as shown in Figure 3. 21-13*

Note
The report will be in PDF format. The user is allowed to view/save/print the report.



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus Di Bawah Perjanjian Konsesi Penyewaan Makmal Ubat Dan Stor Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 8

Hospital Pakar Sultanah Fatimah, Muar

No. Rujukan :

Tarikh :

Telah dibuka pada:

Pengurah Urusan:
Pharmaniaga Logistics Sdn. Bhd.
No.7, Lorong Kebil 1B
Kawasan Perindustrian Bukit Raja Selatan
Seksyen 7
40000 Shah Alam
SELANGOR
(up: _____)

Tuan/Puan,

SURAT NOTIFIKASI

Dengan hormatnya **Delivery Order (DO)/ Letter of Undertaking (LOU) / Surat Arahan Penggantian Baik Produk** " no. rujukan _____ bertarikh _____ adalah sirnah.

2. Dimaklumkan bahawa:

- [ ] Terdapat sebanyak(_____) produk (_____) yang dihantar melalui DO tersebut di atas telah **rosak/usang/lewat tarikh luput** ".
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah (_____) dan tidak mempunyai spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah (_____) dan tidak mempunyai spesifikasi produk iaitu (_____).
- [ ] Terdapat sebanyak (_____) produk (_____) akan lewat tarikh luput pada (_____)
- [x] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO di atas adalah tidak mempunyai jangka hayat produk iaitu kurang dari **2/3/6 bulan**".
- [ ] Terdapat sebanyak (_____) produk (_____) yang dihantar melalui DO tersebut di atas adalah tidak mempunyai suhu penghantaran produk yang ditetapkan iaitu 2°C hingga 8°C. (Bagi vaksin dan produk rangkaian sejuk).
- [ ] Terdapat sebanyak (_____) produk (_____) terlibat dengan penggantian baik produk yang dinyatakan dalam Surat Arahan Penggantian Baik Produk tersebut di atas.

3. Sehubungan itu:

- [x] Produk tidak diterima dan pohon penggantian dalam masa 7 hari berkerja dari tarikh surat notifikasi ini.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 30 hari sebelum tarih luput produk berkenaan.
- [ ] Produk akan dipulangkan dan pohon penggantian dalam tempoh 24 jam dari tarikh surat notifikasi ini.

4. Penalti akan dikenakan sekiranya pihak kami gagal menggantikan produk dalam tempoh yang telah ditetapkan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(Tandatangan)
(NAMA) : _____ Bahagian
b.p. _____

Catatan:

- [ ] Sila tandai (X) pada kotak yang berkenaan

+ Sila potong yang berkenaan

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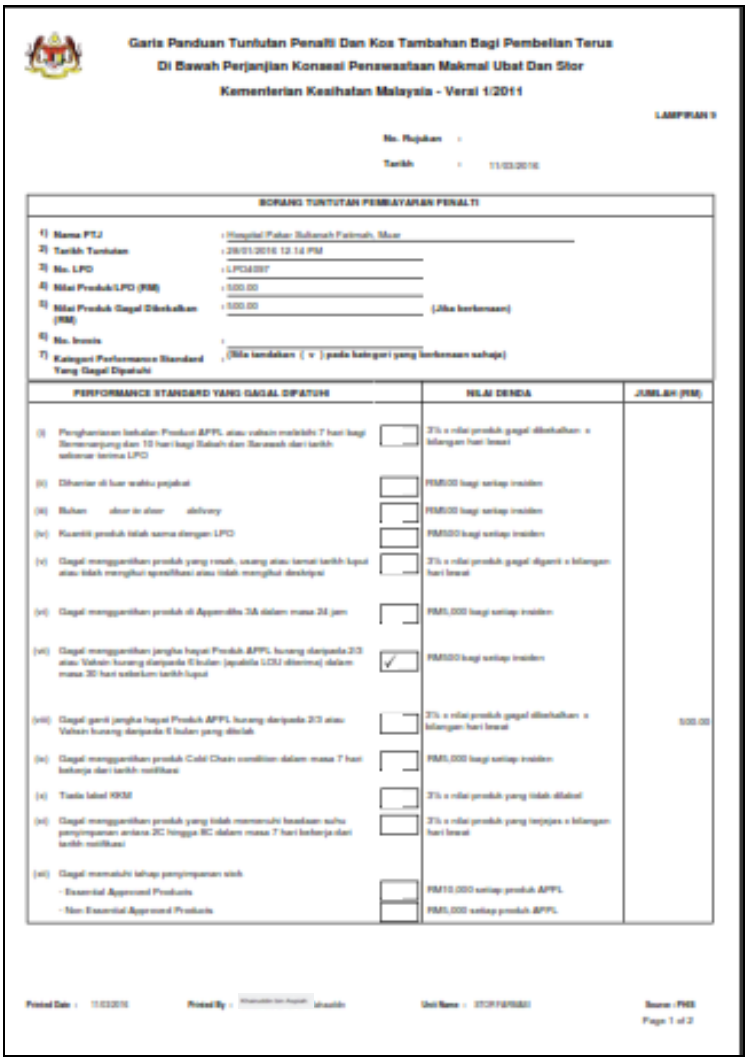
Page 1 of 1

Figure 3.21-9 Lampiran 8



Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penyewaatan Makmal Ubat Dan Stor
Kementerian Kesihatan Malaysia - Versi 1/2011

LAMPIRAN 9

No. Rujukan :

Tarikh : 11/03/2016

BORANG TUNTUTAN PEMBAYARAN PENALTI

1) Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
2) Tarikh Tuntutan : 28/01/2016 12.14 PM
3) No. LPO : LPO16397
4) Nilai Produk/LPO (RM) : 500.00
5) Nilai Produk Gagal Dibekalkan (RM) : 500.00 (Jika berkenaan)
6) No. Invois :
7) Kategori Performance Standard Yang Gagal Dipatuhi : (Sila tandakan (v) pada kategori yang berkenaan sahaja)

PERFORMANCE STANDARD YANG GAGAL DIPATUHI		NILAI DENDA	JUMLAH (RM)
(i) Penghantaran bekalan Produk APPL atau sebain melebihi 7 hari bagi Semenanjung dan 10 hari bagi Sabah dan Sarawak dari tarikh sebenar terima LPO		3% x nilai produk gagal dibekalkan x bilangan hari lewat	
(ii) Dihantar di luar waktu pejabat		RM500 bagi setiap insiden	
(iii) Bahan short in short delivery		RM500 bagi setiap insiden	
(iv) Kuantiti produk tidak sama dengan LPO		RM500 bagi setiap insiden	
(v) Gagal menggantikan produk yang rosak, usang atau tamat tarikh luput atau tidak menghasil spesifikasi atau tidak menghasil deskripsi		3% x nilai produk gagal diganti x bilangan hari lewat	
(vi) Gagal menggantikan produk di Appendix 3A dalam masa 24 jam		RM5,000 bagi setiap insiden	
(vii) Gagal menggantikan jangka hayat Produk APPL kurang daripada 2/3 atau Vehain kurang daripada 6 bulan (apabila LOU diterima) dalam masa 30 hari selepas tarikh luput	✓	RM500 bagi setiap insiden	
(viii) Gagal ganti jangka hayat Produk APPL kurang daripada 2/3 atau Vehain kurang daripada 6 bulan yang dibelah		3% x nilai produk gagal dibekalkan x bilangan hari lewat	500.00
(ix) Gagal menggantikan produk Cold Chain condition dalam masa 7 hari bekerja dari tarikh notifikasi		RM5,000 bagi setiap insiden	
(x) Tiada label KKM		3% x nilai produk yang tidak dilabel	
(xi) Gagal menggantikan produk yang tidak memenuhi keadaan suhu penyimpanan antara 2C hingga 8C dalam masa 7 hari bekerja dari tarikh notifikasi		3% x nilai produk yang terjejas x bilangan hari lewat	
(xii) Gagal memenuhi tahap penyimpanan oleh			
- Essential Approved Products		RM10,000 setiap produk APPL	
- Non Essential Approved Products		RM5,000 setiap produk APPL	

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Page 1 of 2

Figure 3.21-10 Lampiran 9

Garis Panduan Tuntutan Penalti Dan Kos Tambahan Bagi Pembelian Terus
Di Bawah Perjanjian Konsesi Penswastaan Makmal Ubat Dan Stor
Kementerian kesihatan Malaysia - Versi 1/2011

LAMPIRAN 16

SENARAI SEMAK
APPENDIX 5E

Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar

Name Produk : Sodium Bicarbonate 8.4% 10ml Inj , Sodium Bicarbonate 8.4% 10ml Inj

Tahap Panggilan Balik : 1st Degree

Tandakan(✓) pada yang berkenaan

Bil.	Perkara	Justifikasi
1.	Gagal Notifikasi ☑ (a) RM 50,000.00 bagi ketidakpatuhan pada panggilan balik Tahap 1 (24 Jam) ☐ (b) RM 30,000.00 bagi ketidakpatuhan pada panggilan balik Tahap 2 (72 Jam) ☐ (c) RM 10,000.00 bagi ketidakpatuhan pada panggilan balik Tahap 3 (30 hari)	Tarikh notifikasi Panggil Balik : 18/10/2015 12.00:00 AM Tarikh terima notifikasi dari Pharmaniaga : 02/08/2016 12.00:00 AM Bilangan Hari Lewat: 24 Hours
2.	☐ Produk yang terlibat diganti dalam tempoh 24 jam setelah hospital/klinik kesihatan/institusi KKM mengesahkan dan memaklumkan secara bertulis iaitu kuantiti terlibat.	Tarikh Notifikasi Produk panggil balik : Tarikh Produk diganti: Bilangan Hari Lewat:

Disediakan oleh :

- - - - - - - - - - - - - -

Nama & Jawatan : [redacted] Bahauddin & Pegawai Farmasi U52
Nama PTJ : Hospital Pakar Sultanah Fatimah, Muar
Tarikh : 03/08/2016

Printed Date : 03/08/2016 Printed By : [redacted] Unit Name : STOR FARMASI Source : PHIS

Page 1 of 1

Figure 3.21.11 Lampiran 16

3.22 Penalty Verification

To create a new record for penalty verification, perform the steps below:

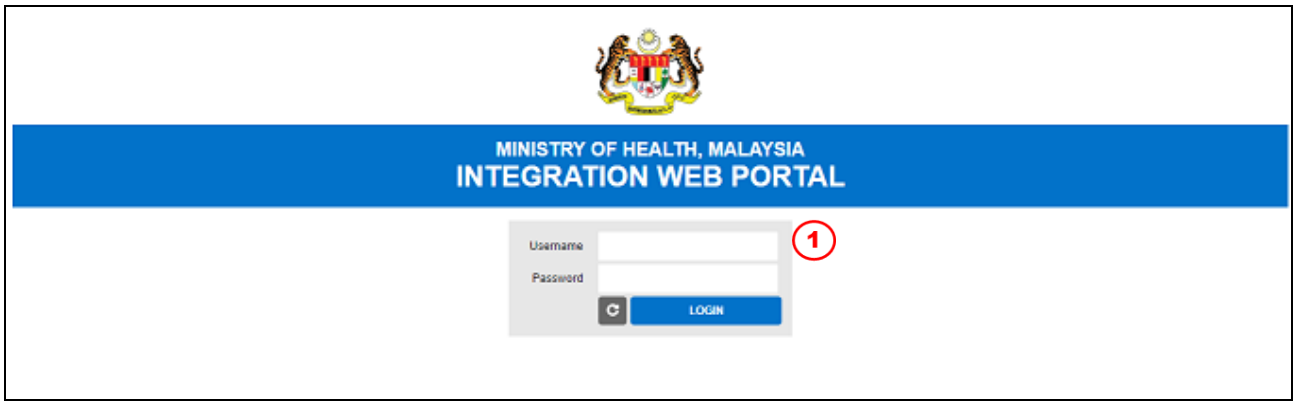

Figure 3.22-1 Login IWP

This function is to perform Penalty Verification when the supplier has verified and confirmed the amount to penalize. This function is done in Integration Web Portal (IWP) System

STEP 1

Login in the Integration Web Portal (IWP) system.

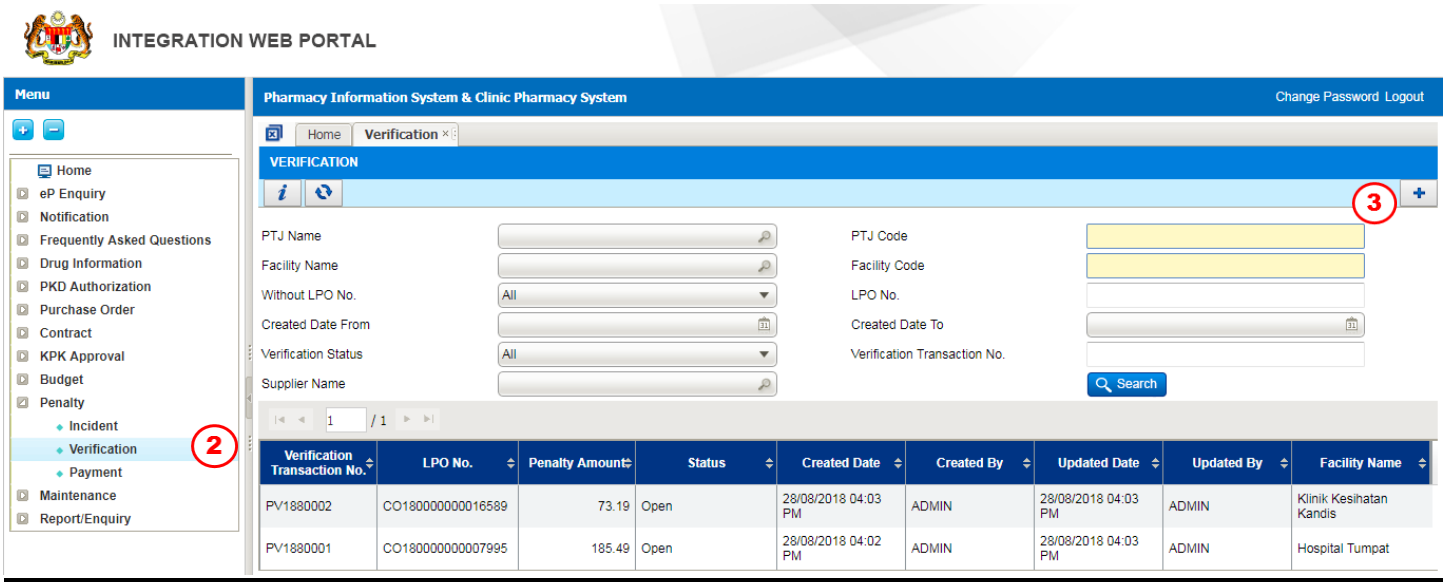

Figure 3.22-2 Create New Record

STEP 2

Click on 'Penalty' menu followed by 'Verification'

STEP 3

Click on the button to create new record

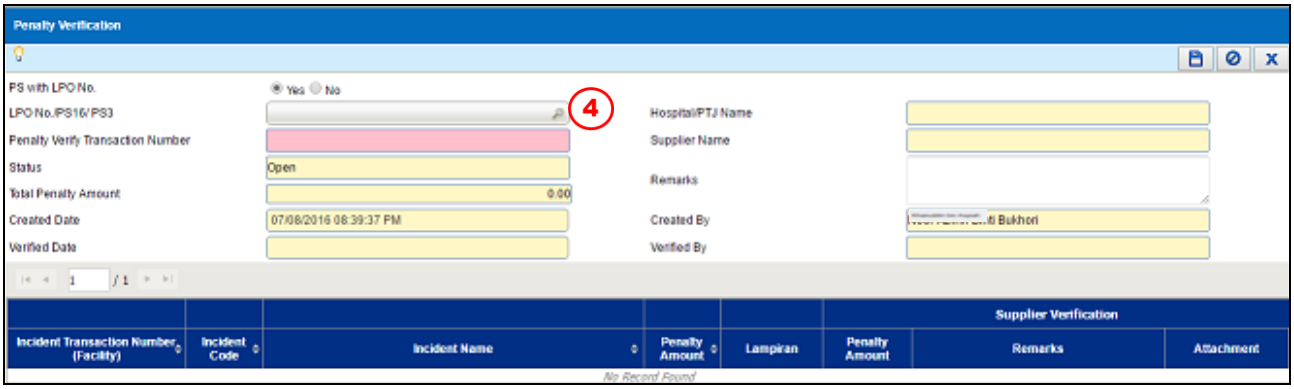

Figure 3.22-3 Penalty Verification

STEP 4

Click on the button to find the LPO No.

Note

*List of **LPO No.** will be displayed as shown in Figure 3.22-3.*

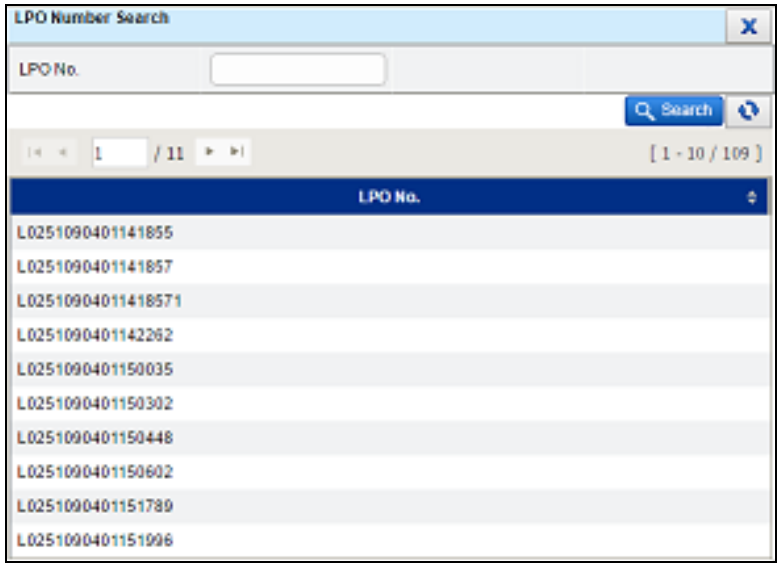

Figure 3.22-4 List of LPO Number

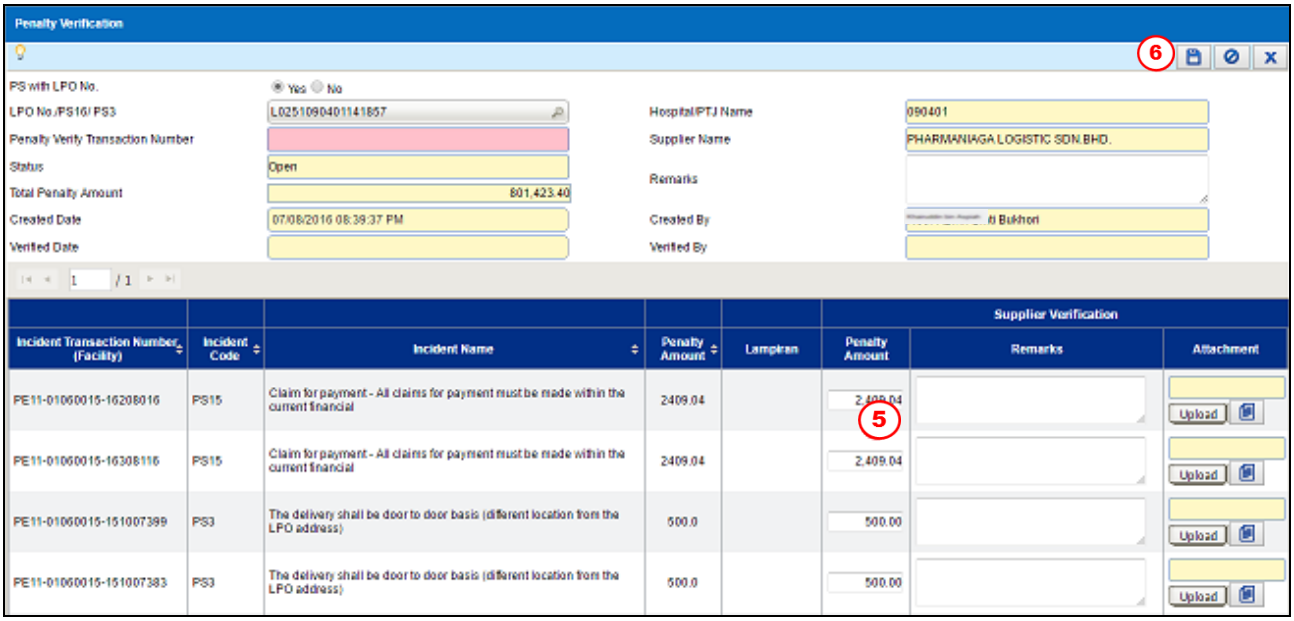

Figure 3.22-5 Penalty Verification Details

STEP 5
Change the Penalty Amount if necessary

STEP 6
Click on the button to save the Penalty Verification transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.22-6*
- *Click on the* Yes *button.*

Penalty Verify Transaction Number. *will be generated automatically by the system for future reference and the* Send for Approval *button will be enabled.*

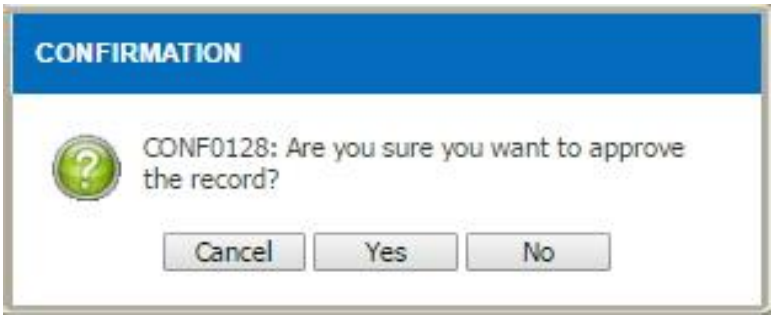

Figure 3.22-6 Save Record Alert Message

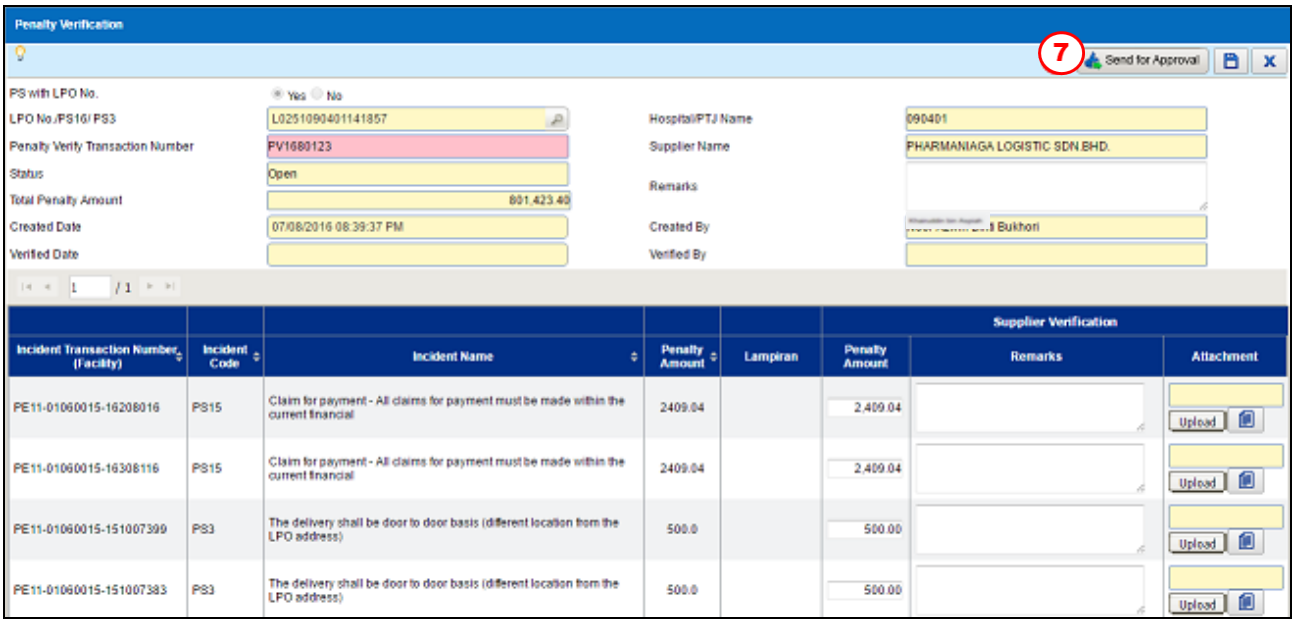

Figure 3.22-7 Penalty Verification Details

STEP 7

Click on the Send for Approval button to send the Penalty Verification transaction to HOD for approval

Note

- *The status will change to 'Send for Approval'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.22-7*
- *Click on the* Yes *button.*

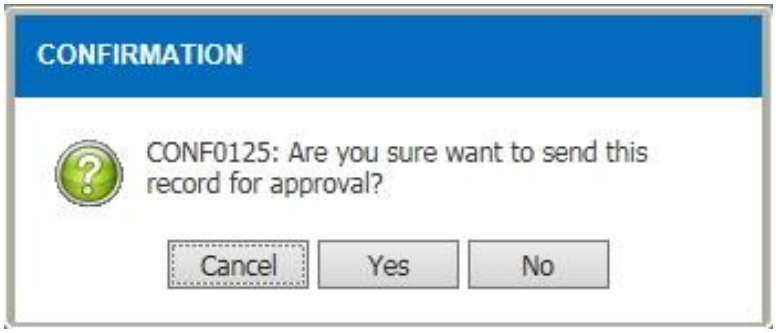

Figure 3.22-8 Send for approval alert message

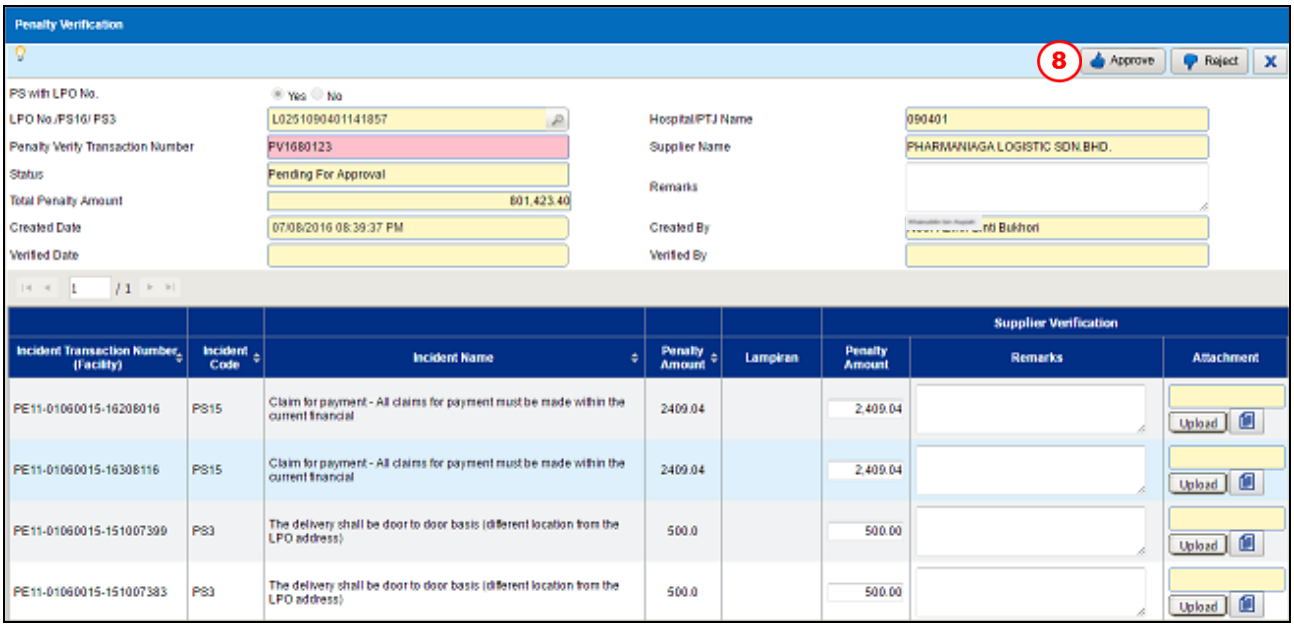

Figure 3.22-9 Approval Penalty Verification

STEP 8

Select one of the available buttons

a) The

button to approve the Penalty Verification transaction

b)

button to reject the Penalty Verification transaction

3.23 Penalty Payment

To create a new record for penalty payment, perform the steps below:

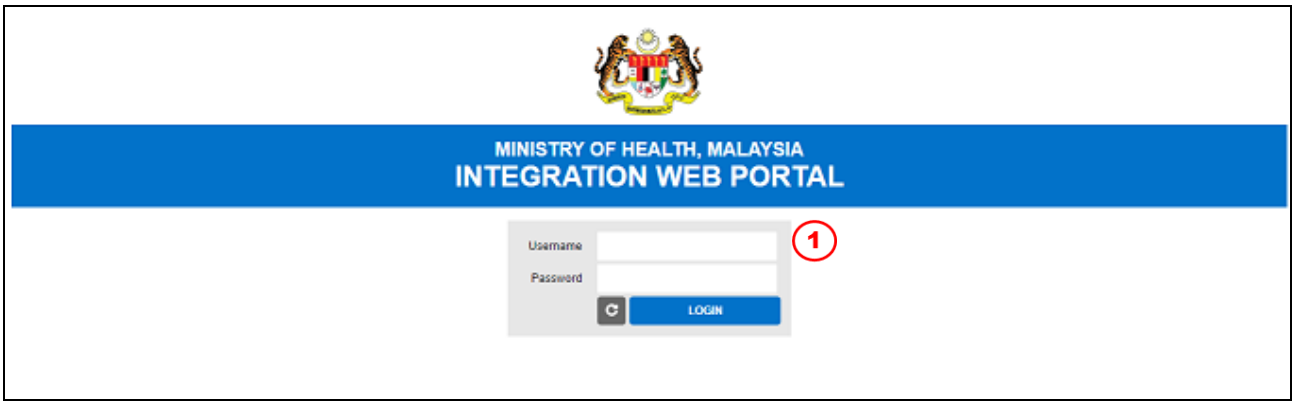

Figure 3.23-1 Login IWP

This function is to perform Penalty Payment when the supplier has paid the amount due. This function is done in Integration Web Portal (IWP) System

STEP 1

Login in the Integration Web Portal (IWP) system.

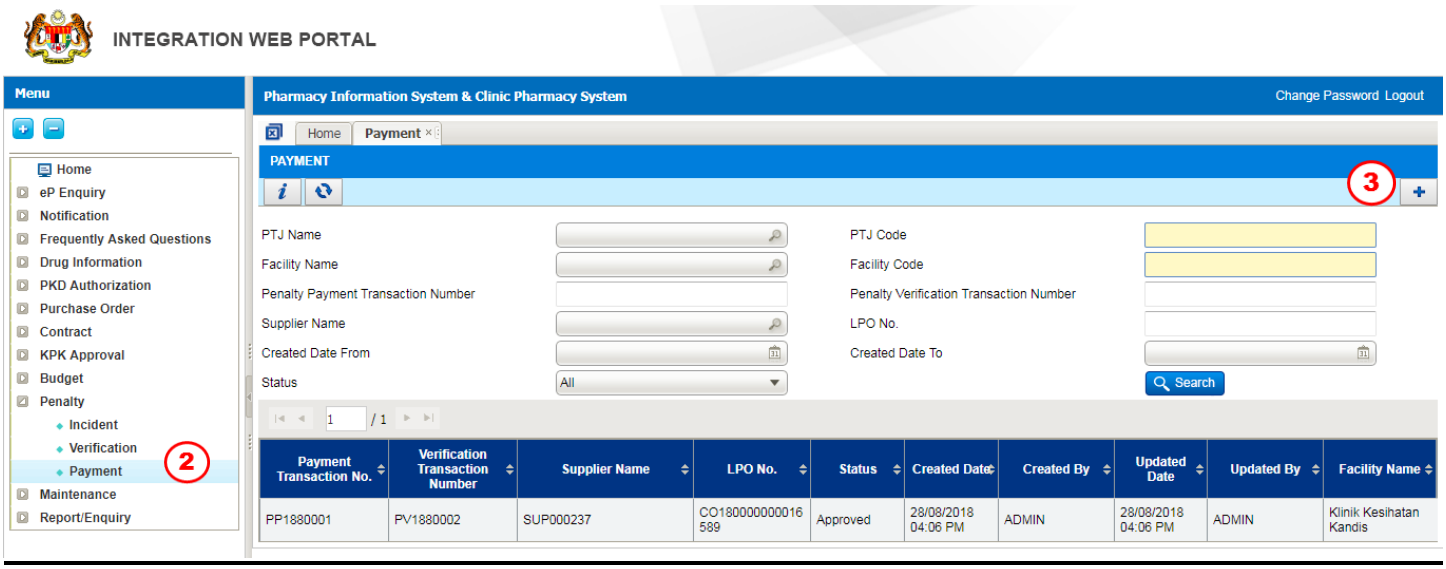

Figure 3.23-2 Create New Record

STEP 2

Click on 'Penalty' menu followed by 'Payment'

STEP 3

Click on the button to create new record

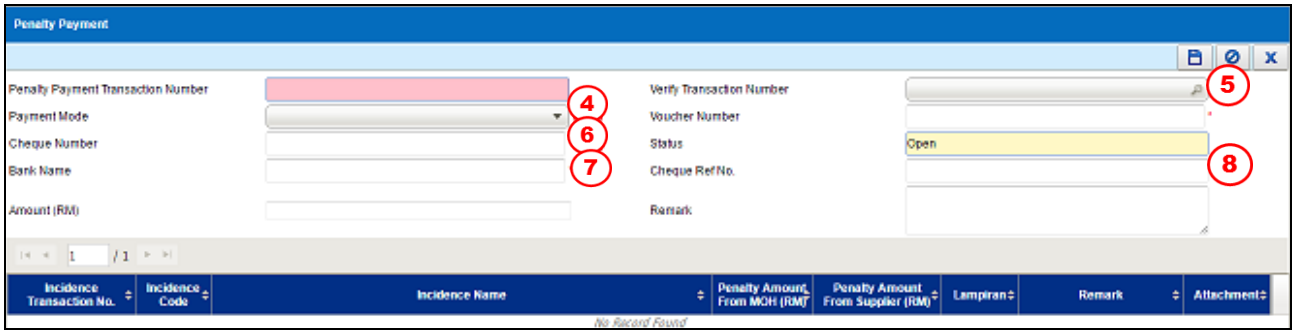

Figure 3.23-3 Payment Details

STEP 4

Choose for ***payment mode***

Note:
Voucher Number box will be disabled when Payment Mode 'Cheque' is selected.

Cheque Number box will be disabled when Payment Mode 'Voucher' is selected.

STEP 5

Click on the button to ***find Verify Transaction Number***

Note
*List of **LPO No.** will be displayed as shown in Figure 3.23-4*

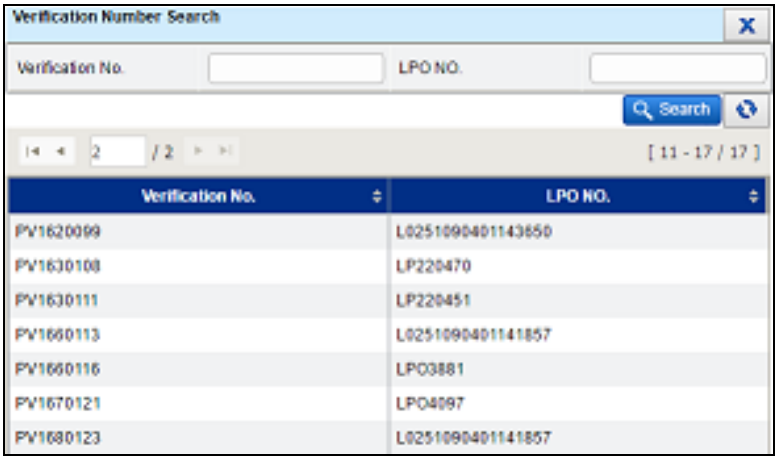

Figure 3.23-4 List of Verification Number

STEP 6
Enter Cheque Number

STEP 7
Enter Bank Name

STEP 8
Enter Cheque Ref No.

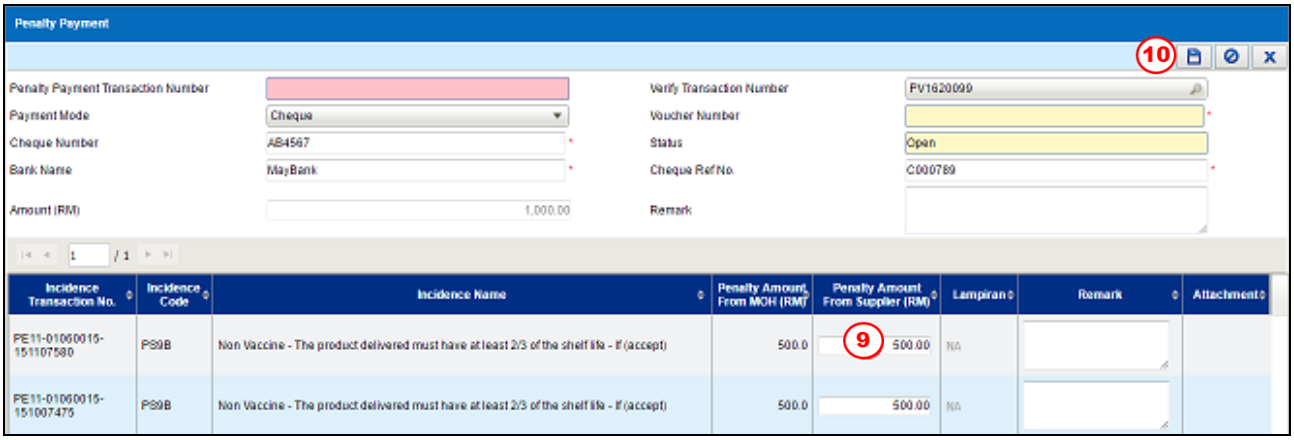

Figure 3.23-5 Payment Details

STEP 9
Change the Penalty Amount From Supplier (RM) if necessary

STEP 10
Click on the button to save the Penalty Payment transaction

Note

- *After clicking save, an alert message will be displayed as per Figure 3.23-6*
- *Click on the* Yes *button.*

Penalty Payment Transaction Number. *will be generated automatically by the system for future reference and the* Send for Approval *button will be enabled.*

Figure 3.23-6 Save Record Alert Message

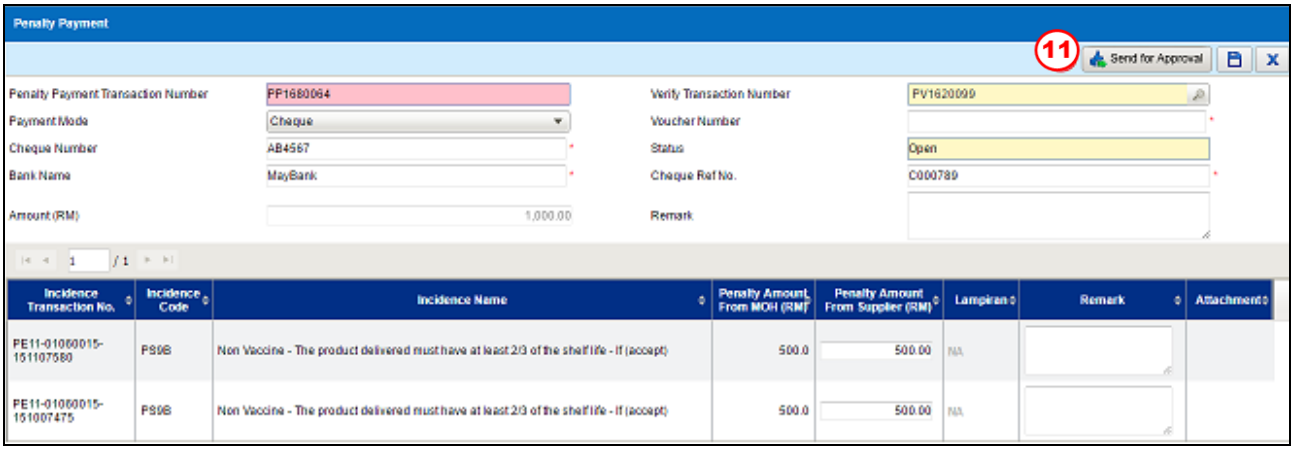

Figure 3.23-7 Send for Approval

STEP 11

Click on the Send for Approval button to send the Penalty Payment transaction to HOD for approval

Note

- *The status will change to 'Send for Approval'.*
- *After clicking* Send for Approval*, an alert message will be displayed as per Figure 3.23-8*
- *Click on the* Yes *button.*

Figure 3.23-8 Send for approval alert message

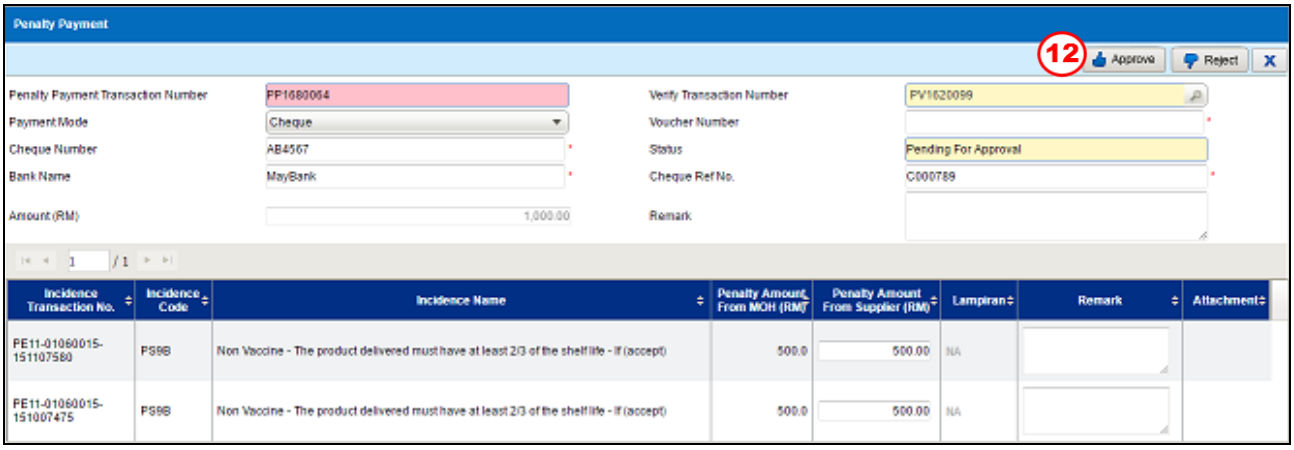

Figure 3.23-9 Approval Penalty Payment

STEP 12

Select one of the available buttons

a) The Approve button to approve the Penalty Payment transaction

b) Reject button to reject the Penalty Payment transaction

4.0 Acronyms

Abbreviation	Definition
MOH	Ministry of Health
KKM	Kementerian Kesihatan Malaysia
PhIS	Pharmacy Information System
BPF	Bahagian Perkhidmatan Farmasi
HOD	Head of Department
SKU	Store Keeping Unit
PKU	Packaging Keeping Unit
RPL	Recommended Purchase List
APPL	Approved Product Purchase List
LP	Local Purchase

5.0 Links to Inventory Modules

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