



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

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## **User Manual Pharmacy Inventory – Recall Product**

<b>Version</b>	<b>: 6<sup>th</sup> Edition</b>
<b>Document ID</b>	<b>: U.MANUAL_INV_RECALL PRODUCT</b>



PhIS & CPS Project  
User Manual – Pharmacy Inventory  
Recall Product



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Application reference: PhIS & CPS v1.6.1



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## 1.0 Introduction

### 1.1 Overview of PhIS

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

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

1. Order Management
2. Inpatient Pharmacy
3. Outpatient Pharmacy
4. Medication Counselling
5. Ward Pharmacy
6. Pharmacy Inventory
7. Manufacturing of Cytotoxic Drug Reconstitution, Parenteral Nutrition, IV Admixture & Eye Drop, Radiopharmaceuticals and Extemporaneous
8. Adverse Drug Reaction & Drug Allergic (ADR & DAC)
9. Clinical Pharmacokinetics Services (TDM)
10. Drug Information & Consumer Education (DICE)
11. Medication Therapy Adherence Clinic (MTAC)
12. Data Mining (PhARM)

### 1.2 Purpose and Objectives

This user manual outlines the Pharmacy Inventory (Recall Product) sub-module and its key features and functionalities. The primary objective is to guide users through the process of completing PhIS application process.

User will understand the following activities in details:

- Recall Product Notification from HQ
- Recall Product Notification received by the Facility

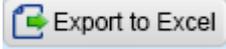
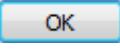
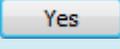
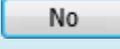
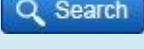
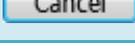
### 1.3 Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Recall Product
- Section 4 : Acronyms
- Section 5: Link to Inventory Modules

## 2.0 Application Standard Features

### 2.1 PhIS Legend

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



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**Module Legend**

 Unit List	Generate Unit List	 Disseminate	Disseminate
---	--------------------	---	-------------

**Note**

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



## 2.2 Latest Enhancement and Updates

Latest Functions	Page

## 3.0 Recall Product

### Overview

Recall Product is a process conducted by the manufacturer and supplier to remove or withdraw pharmaceutical product(s) from all MOH facilities. Recall Product can be happened and caused by a malfunction of critical quality or drug adverse events reported and may cause health risk to the patient during and after the distribution of the product

### User Group

This module is intended for Storekeeper and Pharmacists at the Pharmacy Store (subject to user assign by the facility)

### Functional Diagram

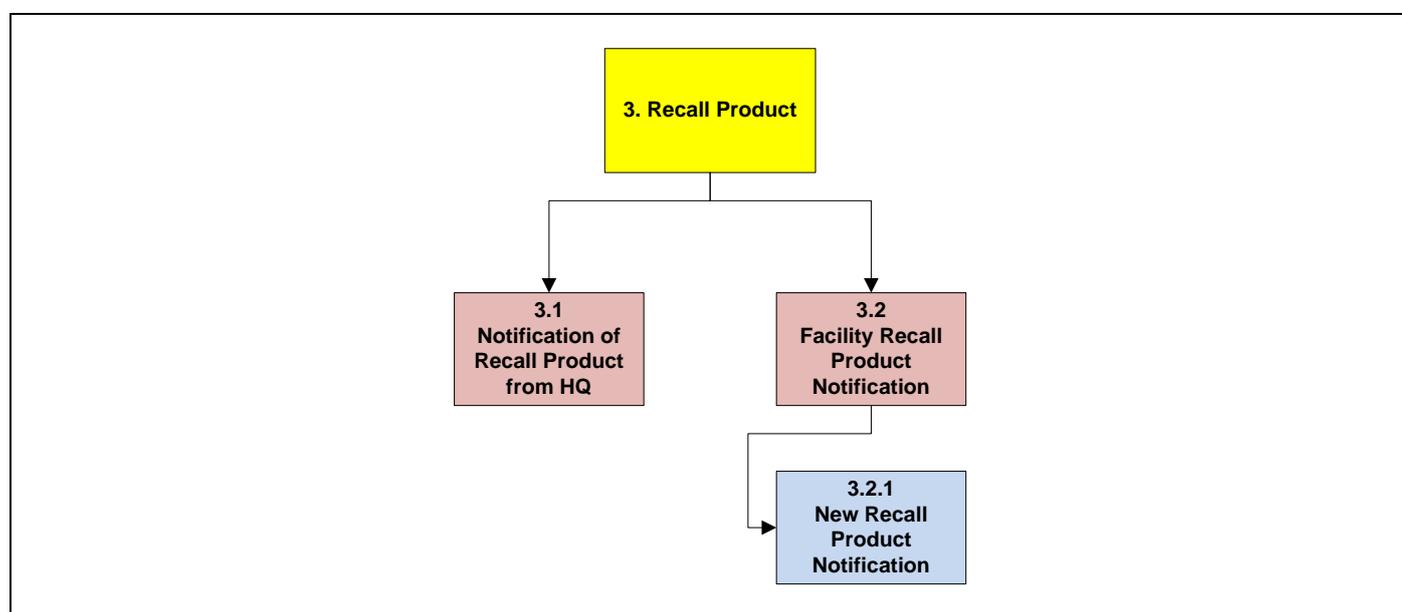


Figure 3.1

### Functional Description

Recall Product comprises of two (2) main functions:

- **HQ Recall Product Notification**

All MOH facilities will receive a Recall Product Notification from HQ followed by a written letter from the respective supplier. The affected item will be returned to the supplier for replacement.

- **Facility Recall Product Notification**

The function of this screen is to view the location(s) of the affected batch in the facility at all levels. The Recall Product Notification will be disseminated to the affected units. Action will be taken accordingly based on facility's SOP.

#### 3.1 HQ Recall Product Notification

User at the Pharmacy Store will receive a Recall Product Notification from HQ at the PhIS Home Page in



# PhIS & CPS Project User Manual – Pharmacy Inventory Recall Product



the Notification section.

**PHARMACY INFORMATION SYSTEM**

**MENU**

- Home
- Patient Management
- Order Management
- Inventory
- Adverse Drug Reaction
- Pharmacy Transaction
- MAR
- Maintenance
- Report/Enquiry

Transaction Type	Reference No.	Date	Status	Facility/Unit	Initials
Issuing	N02-0009966	02/12/2014 08:12 AM	Pending To Issue	UNIT FARMASI BEKALAN WAD	M B:
Issuing	N02-0009981	02/12/2014 09:03 AM	Pending To Issue	UNIT FARMASI BEKALAN WAD	M B:
Received From Supplier	P140001546	04/12/2014 08:04 AM	Rejected	STOR FARMASI	N J:
Issuing	N02-0010467	16/12/2014 08:11 AM	Pending To Issue	UNIT FARMASI KLINIK PAKAR	M B:
Requisition Order	RO14000420	23/12/2014 02:58 PM	Pending For Approval	UNIT FARMASI PENGELUARAN FARMASEUTIKAL	Su
Requisition Order	RO15000457	13/01/2015 12:25 PM	Pending For Approval	FKP FILLING STATION	Ah
Received From Supplier	P150002047	29/01/2015 11:07 AM	Rejected	STOR FARMASI	N J:
Requisition Order	RO15000538	23/02/2015 03:08 PM	Pending For Approval	UNIT FARMASI PENGELUARAN FARMASEUTIKAL	Su
Requisition Order	RO15000539	23/02/2015 03:11 PM	Pending For Approval	UNIT FARMASI PENGELUARAN FARMASEUTIKAL	Su

**NOTIFICATION**

1 / 1

Notification Type	Notification No	Title	Date	From Facility/Unit	Attachment
Recall Product	NO16001038	Paracetamol 120mg/5ml Syrup	09/03/2016 09:09 AM	BPFKMM	

Figure 3.1-1 PhIS Home Page

## STEP 1

Double click on the **Notification No.** and the Recall Product Notification screen will be displayed as shown in Figure 3.1-2

**RECALL PRODUCT NOTIFICATION**

Unit List

**RECALL PRODUCT NOTIFICATION**

Notification No.: [Field]  
 Type of Recall: Directive  
 Date of Notification: 04/04/2014 00:00:00 AM  
 Notification Period: 72 Hours  
 Hq Notification No: NO14000026  
 Created By: Roi

Created Date: 11/04/2014 11:32:49 AM  
 Reason: Failure in NCBP lab test  
 Degree of Product Recall: 2nd Degree  
 Status: Open  
 Remarks: CRM2.xlsx [View Attachment]

**RECALL PRODUCT LIST**

1 / 1

Item Code	Item Description	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
07.0018.02	Acyclovir 200mg Tab	13L177	20/08/2016	ZORAL	-	REG123	reg321

Figure 3.1-2 Recall Product Notification

## Note

- The **Status** of the notification is defaulted to 'Open'.
- These information will be displayed automatically based on the Notification No selected in the **Recall Product Notification** section:

No	Field	Description	Remark
----	-------	-------------	--------



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**Recall Product**



a	Type of Recall	The below value will be displayed based on selection at HQ level: - Directive - Voluntary	The value for 'Type of Recall' is selected at the HQ level: <ul style="list-style-type: none"> <li>• Directive - The item batch must be returned to the supplier. Supplier will replace the same item to the facilities</li> <li>• Voluntary - The item batch is not necessary to be returned to the supplier. If the item is returned, supplier will supply the item replacement</li> </ul>
b	Reason	Reason of Recall Product	Reason is a read-only field. The value is entered at the HQ level
c	Date of Notification	Date	The Date of Notification Letter received from Supplier selected at the HQ level
d	Degree of Product Recall	The below value will be displayed based on selection at HQ level: - 1 <sup>st</sup> Degree - 2 <sup>nd</sup> Degree - 3 <sup>rd</sup> Degree	Degree of Product Recall is a read-only field. The value is selected at the HQ level: <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Degree - Products with major health risks which may lead to serious injury or mortality. Must be restraints in 24 hours</li> <li>• 2<sup>nd</sup> Degree – Products with a minor health risk or not meet certain standards. Restrictions need to be in within 72 hours</li> <li>• 3<sup>rd</sup> Degree - Products with other reasons for recall. Restrictions need to be in within 30 days</li> </ul>
e	Notification Period	Will be based on the Degree of Product Recall selected at HQ level	Notification Period is a read only field: <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Degree - 24 hours</li> <li>• 2<sup>nd</sup> Degree - 72 hours</li> <li>• 3<sup>rd</sup> Degree - 30 days</li> </ul>
f	HQ Notification No.	Notification No.	The value is generated at the HQ level once the HQ transaction is saved

**Table 3.1-1**



# PHIS & CPS Project User Manual – Pharmacy Inventory Recall Product



**RECALL PRODUCT NOTIFICATION**

Notification No. [ ] Created Date [ 11/04/2014 11:32:49 AM ]

Type of Recall [ Directive ] Reason [ Failure in NCBP lab test ]

Date of Notification [ 04/04/2014 00:00:00 AM ] Degree of Product Recall [ 2nd Degree ]

Notification Period [ 72 Hours ] Status [ Open ]

Hq Notification No [ NO14000026 ] Remarks [ CRM2.xlsx ] [View Attachment](#)

Created By [ Rohani bt Esa ]

**RECALL PRODUCT LIST**

Item Code	Item Description	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
07.0018.02	Acyclovir 200mg Tab	13L177	20/09/2016	ZORAL	-	REG123	reg321

Figure 3.1-3 Recall Product Notification

## STEP 2

Click on the [View Attachment](#) button to view document attached to the Notification No if there is any

## STEP 3

Click on the [Unit List](#) button to display the locations of the affected batch in the Facility at all levels as shown in Figure 3.1-4

**RECALL PRODUCT NOTIFICATION**

Notification No. [ ] Created Date [ 11/04/2014 11:32:49 AM ]

Type of Recall [ Directive ] Reason [ Failure in NCBP lab test ]

Date of Notification [ 04/04/2014 00:00:00 AM ] Degree of Product Recall [ 2nd Degree ]

Notification Period [ 72 Hours ] Status [ Open ]

Hq Notification No [ NO14000026 ] Remarks [ CRM2.xlsx ] [View Attachment](#)

Created By [ Ru ]

**RECALL PRODUCT LIST**

Item Code	Item Description	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
07.0018.02	Acyclovir 200mg Tab	13L177	20/09/2016	ZORAL	-	REG123	reg321

**UNIT ITEM LIST**

Batch No.	Expiry Date	Unit Code	Unit Name	Stock Available(SKU)	Conversion Factor	Packaging Description	Stock Available(PKU)
13L177	30/09/2016	FBW	UNIT FARMASI BEKALAN WAJID	9,999 (180)	25	Pack of 25 tabs (Blister)	400.0 (pck)
13L177	30/09/2016	FKP	UNIT FARMASI KLINIK PAKAR	9,654 (180)	25	Pack of 25 tabs (Blister)	386.2 (pck)
13L177	30/09/2016	F.SATELIT	UNIT FARMASI SATELIT	9,999 (180)	25	Pack of 25 tabs (Blister)	400.0 (pck)
13L177	30/09/2016	FBW FB	FBW FILLING STATION	9,999 (180)	25	Pack of 25 tabs (Blister)	400.0 (pck)

Figure 3.1-4 Unit Item List

**Note**

- The **Unit Item List** contains this information regarding the affected batch of recall product:

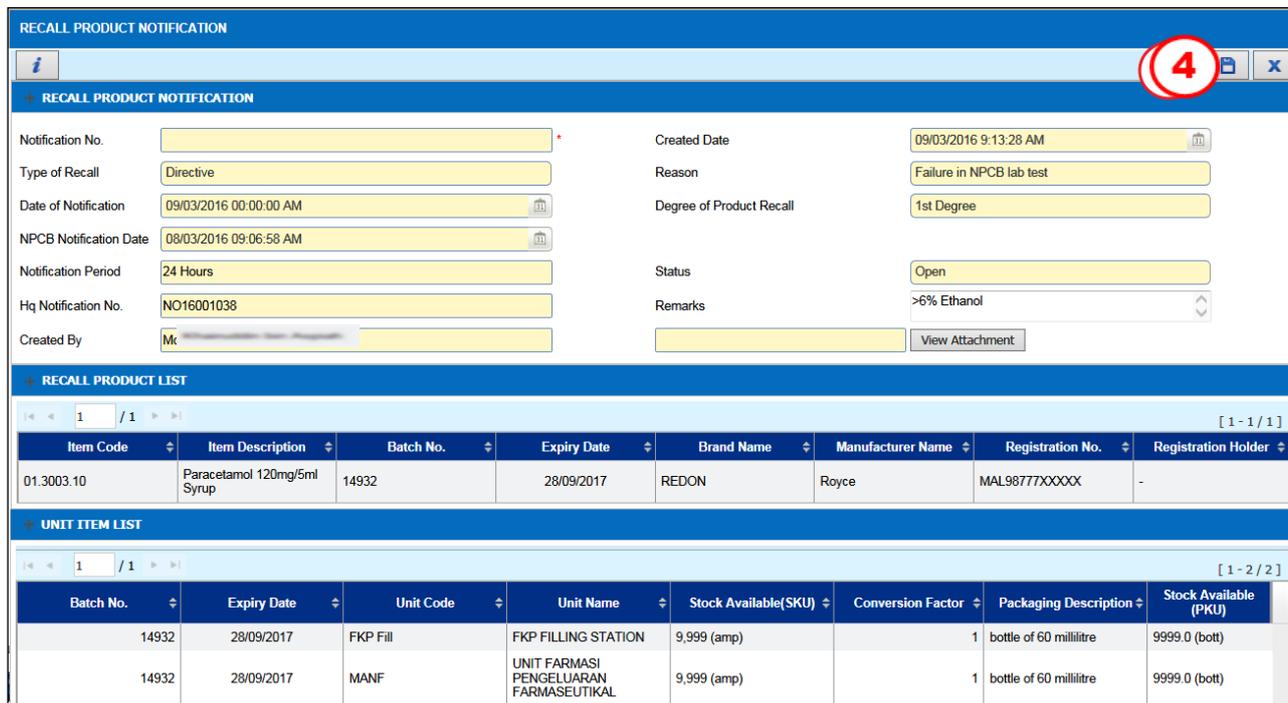
No	Field	Description	Remark
a	Batch No	Batch No. of the Item	Display the Batch No. entered at HQ level
b	Expiry Date	Expiry Date of the Item	Display the Expiry Date of the Item Batch
c	Unit Code	Unit Code	The Unit Code data will be retrieved from the Requester Unit master when user click on the 'Unit List' button
d	Unit Name	Unit Name	The Unit Name data will be retrieved from the Requester Unit master when user click on the 'Unit List' button
e	Available SKU Quantity	Smallest Keeping Unit (SKU)	Display the available SKU of the item
f	Conversion Factor	Item's Conversion Factor	Display the Conversion Factor for the Item set in the Item Master
g	Packaging Description	Items' packaging	Display the Packaging Description for the Item set in the Item Master
h	Available PKU Quantity	Quantity available in PKU	Available PKU Quantity = Available SKU Quantity / Conversion Factor

**Table 3.1-2**

- 'No Record Found' message will be displayed in the **Unit Item List** section if the affected batch is not found in the facility as shown in Figure 3.1-5.



**Figure 3.1-5 Unit Item List - No Record Found**



**RECALL PRODUCT NOTIFICATION**

Notification No. [ ] \* Created Date 09/03/2016 9:13:28 AM

Type of Recall Directive Reason Failure in NPCB lab test

Date of Notification 09/03/2016 00:00:00 AM Degree of Product Recall 1st Degree

NPCB Notification Date 08/03/2016 09:06:58 AM

Notification Period 24 Hours Status Open

Hq Notification No. NO16001038 Remarks >6% Ethanol

Created By Mk View Attachment

**RECALL PRODUCT LIST**

Item Code	Item Description	Batch No.	Expiry Date	Brand Name	Manufacturer Name	Registration No.	Registration Holder
01.3003.10	Paracetamol 120mg/5ml Syrup	14932	28/09/2017	REDON	Royce	MAL9877XXXXX	-

**UNIT ITEM LIST**

Batch No.	Expiry Date	Unit Code	Unit Name	Stock Available(SKU)	Conversion Factor	Packaging Description	Stock Available (PKU)
14932	28/09/2017	FKP Fill	FKP FILLING STATION	9,999 (amp)	1	bottle of 60 millilitre	9999.0 (bott)
14932	28/09/2017	MANF	UNIT FARMASI PENGELUARAN FARMASEUTIKAL	9,999 (amp)	1	bottle of 60 millilitre	9999.0 (bott)

Figure 3.1-6 Save transaction

**STEP 4**

Click on the  button to save the Recall Product Notification transaction

**Note**

- **Notification No.** will be generated automatically for future reference. E.g.: RN13000001

Character	Description	Value
1-2	Refer to Recall Product Notification (Facility)	Letter 'RN'
3-4	Current year in YY format	13
5-10	Running No	Starting from 0000001. This running number will be reset to 0000001 at the beginning of every calendar year.

Table 3.1-3

- **HQ Notification No.** will be removed from the facility's Task List.
- **Notification No.** will be available at the Recall Product Notification sub menu.



### 3.2 Facility Recall Product Notification

When the Notification No is generated, the notification will be available under the 'Recall Product' sub menu.

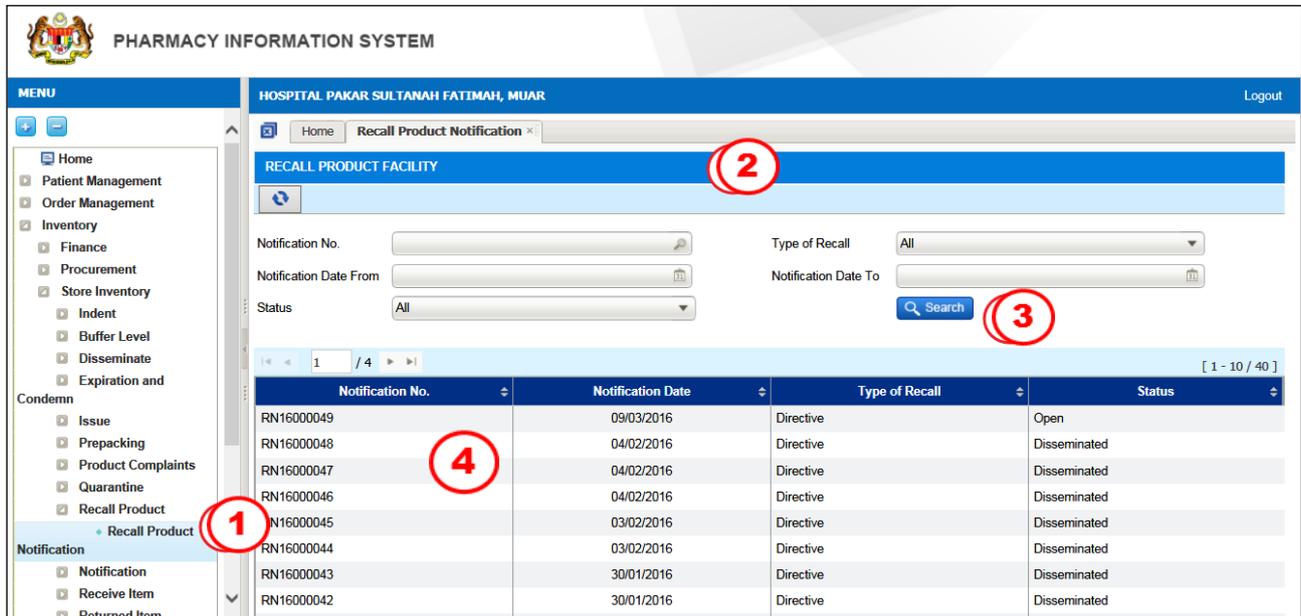


Figure 3.2-1 Recall Product Facility

**Note**

This page will display existing Recall Product transaction(s).

**STEP 1**

Click on 'Store Inventory' followed by 'Recall Product' and click on 'Recall Product Notification'

**STEP 2**

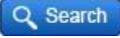
To search for existing Notification record(s), user may search by criteria as follow:

No	Field	Description	Remark
a	Notification No.	Notification No. generated after saving the Notification of Recall Product from HQ	Search option: Enter the Notification No. either in full or partial. <i>Example: RN130001234 or '1234'</i>
b	Type of Recall	Select Type of Recall from the drop down menu: - Directive - Voluntary - All	Able to filter by Type of Recall
c	Notification Date From	Select date for Notification Date From.	The start date format will be 'DD/MM/YYYY'. i.e. 01/01/2013 Notification Date From should be earlier than Notification Date To.
d	Notification Date To	Select date for Notification Date To.	The end date format will be 'DD/MM/YYYY'. i.e. 31/12/2013 Notification Date To should be later than Notification Date From.
e	Status	Select Status from the drop down menu: - Cancelled - Disseminated - Open - All	Various types of status will be displayed in the drop down box

Table 3.2-1

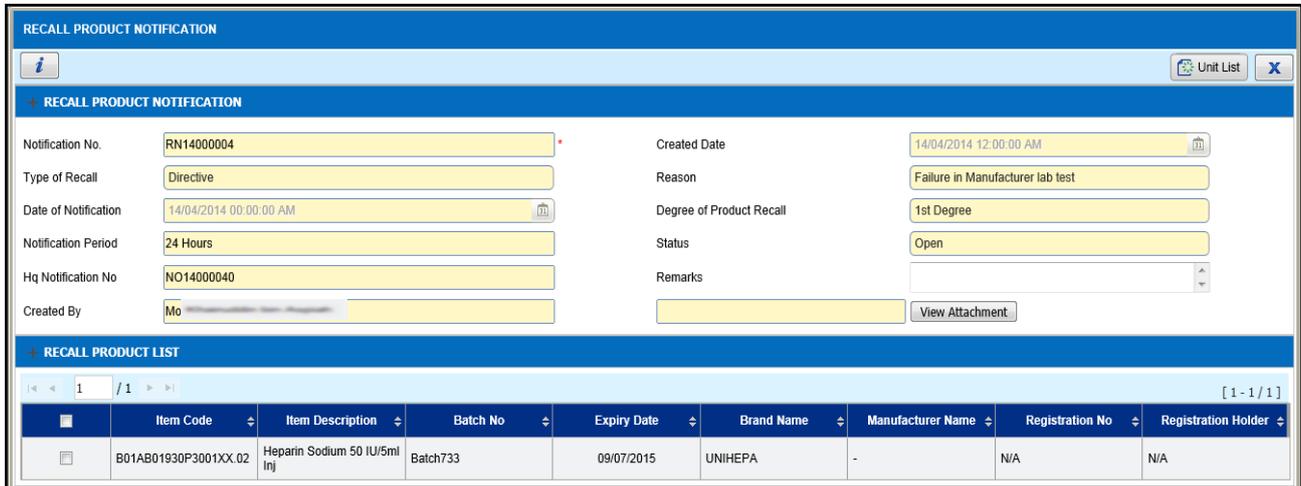


**STEP 3**

Click on the  button after input criteria

**STEP 4**

Double click on the selected Notification listed down as shown in Figure 3.2-1



The screenshot shows a web application interface for 'RECALL PRODUCT NOTIFICATION'. The top section is a form with fields for: Notification No. (RN14000004), Created Date (14/04/2014 12:00:00 AM), Type of Recall (Directive), Reason (Failure in Manufacturer lab test), Date of Notification (14/04/2014 00:00:00 AM), Degree of Product Recall (1st Degree), Notification Period (24 Hours), Status (Open), Hq Notification No. (NO14000040), Remarks, and Created By (Mo). A 'View Attachment' button is also present. Below the form is a 'RECALL PRODUCT LIST' table with one entry:

Item Code	Item Description	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
B01AB01930P3001XX.02	Heparin Sodium 50 IU/5ml Inj	Batch733	09/07/2015	UNIHEPA	-	N/A	N/A

**Figure 3.2-2 Recall Product Facility**



### 3.2.1 Recall Product Facility

Notification No. will be available under the Recall Product Facility sub menu after the Notification of Recall Product from HQ is saved.

**PHARMACY INFORMATION SYSTEM**

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Recall Product Notification x1

**RECALL PRODUCT FACILITY**

Notification No. [ ] Type of Recall: All [v]  
 Notification Date From [ ] Notification Date To [ ]  
 Status: All [v] [Search]

Notification No.	Notification Date	Type of Recall	Status
RN16000049	09/03/2016	Directive	Open (2)
RN16000048	04/02/2016	Directive	Disseminated
RN16000047	04/02/2016	Directive	Disseminated
RN16000046	04/02/2016	Directive	Disseminated
RN16000045	03/02/2016	Directive	Disseminated
RN16000044	03/02/2016	Directive	Disseminated
RN16000043	30/01/2016	Directive	Disseminated
RN16000042	30/01/2016	Directive	Disseminated

Figure 3.2.1-1 Notification

**Note**

The function of this screen is to view the location(s) of the affected batch in the facility at all levels. The Recall Product Notification will then be disseminated to the affected units.

**STEP 1**

Click on 'Store Inventory' followed by 'Recall Product' and click on 'Recall Product Notification'

**STEP 2**

Double click on a **Notification No.** with the Status 'Open' and the system will display the Recall Product Notification screen as shown in Figure 3.2.1-2

**RECALL PRODUCT NOTIFICATION**

Notification No. RN14000004 Created Date: 14/04/2014 12:00:00 AM  
 Type of Recall: Directive Reason: Failure in Manufacturer lab test  
 Date of Notification: 14/04/2014 00:00:00 AM Degree of Product Recall: 1st Degree  
 Notification Period: 24 Hours Status: Open  
 Hq Notification No. NO14000040 Remarks: [ ]  
 Created By: Mc [ ] [View Attachment]

**RECALL PRODUCT LIST**

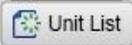
Item Code	Item Description	Batch No	Expiry Date	Brand Name	Manufacturer Name	Registration No	Registration Holder
B01AB01930P3001XX.02	Heparin Sodium 50 IU/5ml Inj	Batch733	09/07/2015	UNIHEPA	-	N/A	N/A

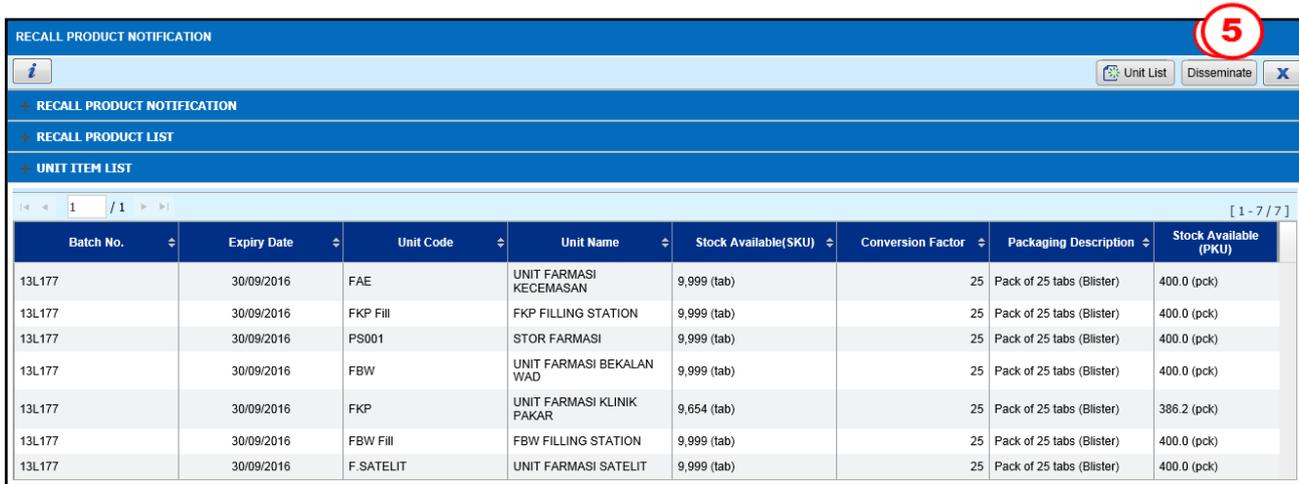
Figure 3.2.1-2 Generate Unit List

**STEP 3**

Click on the item check box to select items for recall products as shown in Figure 3.2.1-3

**STEP 4**

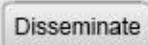
Click on the  button to display the locations of the affected batch in the facility at all levels as shown in Figure 3.2.1-3



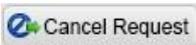
Batch No.	Expiry Date	Unit Code	Unit Name	Stock Available(SKU)	Conversion Factor	Packaging Description	Stock Available (PKU)
13L177	30/09/2016	FAE	UNIT FARMASI KECEMASAN	9,999 (tab)	25	Pack of 25 tabs (Blister)	400.0 (pck)
13L177	30/09/2016	FKP Fill	FKP FILLING STATION	9,999 (tab)	25	Pack of 25 tabs (Blister)	400.0 (pck)
13L177	30/09/2016	PS001	STOR FARMASI	9,999 (tab)	25	Pack of 25 tabs (Blister)	400.0 (pck)
13L177	30/09/2016	FBW	UNIT FARMASI BEKALAN WAD	9,999 (tab)	25	Pack of 25 tabs (Blister)	400.0 (pck)
13L177	30/09/2016	FKP	UNIT FARMASI KLINIK PAKAR	9,654 (tab)	25	Pack of 25 tabs (Blister)	386.2 (pck)
13L177	30/09/2016	FBW Fill	FBW FILLING STATION	9,999 (tab)	25	Pack of 25 tabs (Blister)	400.0 (pck)
13L177	30/09/2016	F.SATELIT	UNIT FARMASI SATELIT	9,999 (tab)	25	Pack of 25 tabs (Blister)	400.0 (pck)

**Figure 3.2.1-3 Unit Item List**

**STEP 5**

Click on the  button to disseminate the Recall Product Notification to the affected unit(s)

**Note**

- The **Status** of the Recall Product Notification will be changed to 'Disseminated'.
- The affected unit(s) will receive the notification under the notification section in the Task List.
- Once disseminated, the Notification No will be available both in the Quarantine and Return to Supplying Unit sub module. Next action to be taken will depend on the facility's Standard Operation Procedure.
- Click on the  button to cancel the transaction and the **Status** of the transaction will change to 'Cancelled'.



## 4.0 Acronyms

Abbreviation	Definition
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
MOH	Ministry Of Health
HQ	Headquarters
UOM	Unit Of Measure
SKU	Store Keeping Unit
PKU	Packaging Keeping Unit
RFQ	Request for Quotation



## 5.0 Links To Inventory Modules

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