

PRISM INTEGRATED SDN.BHD (SHAH ALAM) NO 2A,JALAN
TIANG U8/91, BUKIT JELUTONG INDUSTRIAL PARK, 40150,
SHAH ALAM SELANGOR.

SPECIAL PROJECT: ANNUAL PRODUCTIVITY AND
INOVATION CONFERENCE AND EXPOSITION 2015 (APIC 2015)
EXHIBITION, TENDER DIGI TELECOMMUNICATION, AND
PACKING PROJECT

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REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

03 AUGUST 2015 – 31 DECEMBER 2015

1.0 DECLARATION

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Date of submission: 11 January 2016

2.0 ABSTRACT

Muhammad Zulhilmi Syafiq B. Baharuddin, number matric student 2012400096 is student from UiTM Kelantan branch, Machang campus was perform an internship at PRISM INTERGRATED SDN BHD for five month from 3 August 2015 until 31 December 2015. At PRISM, trainee has been teaching by each staff from each unit to do the work that has been given. Trainee was instructed according the duration of industrial training UiTM (August – December 2015). Each staff gives a lot of useful information and knowledge to the trainee, through this lesson, trainee gain lot of information and through this experience it can be useful information in future. At PRISM, trainee was assigned special task to fulfill the industrial training requirement and the task given is trainee to done before the trainee finish the internship. Trainee must practice all the knowledge especially in Records Management fields.

Keywords: *PRISM, Records Management*


3.0 ACKNOWLEDGEMENT

First and foremost, all praise and glory be to Allah S.W.T whose infinite generosity has given me the strength to complete this industrial training at PRISM Integrated Sdn. Bhd. for five month from August until end of December. This Industrial Training gives me a lot of experience that I can used in the future. **ALHAMDULILLAH.**

I sincere gratitude, special thanks to my supervisor Mrs. Shahnum (Librarian) for her guidance, encouragement, comments, references and show me the right paths on how to complete the task given not forgotten to the staff at PRISM Integrated Sdn Bhd for sharing their knowledge and their guidance. Thanks a lot also to my Faculty Supervisor Mrs.Nurulannisa Binti Abdullah who always gives advice and guides me to the right path during this industrial training

To my beloved parents, they are the people who are always there for me whenever i need them and most of thanks for all the supports, loves, blessing and support they give to me. Even though i faced some pretty tough obstacles in this industrial training, but with the help from the particular that mentioned above and i am able to overcome all the criteria and finally finish this Industrial Training. Finally, to whom i failed to mention, who directly contributed to this Industrial Training. **THANK YOU VERY MUCH.**

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Chapter 1: Introduction

1.1 Background of the Organization

1.1.1 History of PRISM INTERGRATED SDN BHD.

Prism Integrated Sdn Bhd is a commercial records center which provides a number of and records management solutions to governments and private organizations. Started its operations in 2004 in Malaysia. The company was founded by Mr. Ravindran A / L Kanagasabathy, Managing Director on 13 March 2004. Prism Integrated Sdn Bhd, formerly known as Spark Fusion Sdn Bhd business with only one part of a specialist in fastening unique file (Prism Intelligent File) imported from Sweden (starting a business with just one part of Sweden that specializes in unique binder files). As a growing company, Prism started offering various products and services in the Records and Information Management to meet the needs of customers or service users Prism Integrated Sdn Bhd and solve their problems related to records management. Today, Prism Integrated Sdn Bhd has set up a business and serving customers in ASIA region (Korea, Singapore, Thailand, Bangladesh and Malaysia). On December 1, 2014, Prism Integrated Sdn Bhd was awarded the 10th place of 50 major SME Enterprise Award was presented by YB Dato 'Sri Mustapa Bin Mohamed, Minister of International Trade and Industry (MITI). There is a great need for products and services Integrated Sdn Bhd Prism and Prism Integrated Sdn Bhd believes that Prism can help companies improve operational productivity of the organization. Records management is the discipline of solving problems that require specialized skills and expertise Prism Integrated Sdn Bhd which has decades of experience to back that up

successfully establish community-conscious Records and Information about the operation of an organization which has certain values.



1.1.2 Mission & Vision

To be the pioneer and total solution provider in Records & Information Management in the Asia region. The solution based from the time records are created till their disposition.

Prism areas of expertise are:

- i. Electronic Records and Document Management Software solution
- ii. Offsite Records Centers. Clients store, manage, safe-keep, preserve their records in our records facility for a lower cost and higher security.
- iii. In-source Records Management- We place our personnel at your office to store, manage, are-keep your records.
- iv. Unique File Folder/ Binder invented in Sweden in 1889. It designed for ultimate durability and Convenience. It's made of wood and can last for 20 years and recycled.
- v. Scanning and converting paper records to electronic records
- vi. Storage equipment's: Mechanical Mobile Compactors, Fire Resistant Cabinets etc.
- vii. Records Management Training & Consultancy Programs: Records Management Program, Records Classification, Records Retention, Records Procedure & Manual, Records Disposition Program, 5S Program etc.
- viii. Secured Destruction of Records.

1.1.3 Company Registration

Table 1.1.3: Company Registration

Name:	Prism IntegratedSdn Bhd
Address:	No. 2A, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor.
Warehouse Address:	No. 2A, Jalan Tiang U8/91, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor.
Telephone:	+603-77341111 or +603-77340033
Facsimile:	+603-77341888 or +603-92351110
Email:	admin@prism.com.my
Website:	www.prism.com.my
Registration Number	639513-M
Registration Date:	1 st March 2004
Type of Company	Sdn Bhd (PTE LTD)
Board of Directors:	1. Ravindran Kanagasabapathy (Managing Director) 2. K. Balasingam 3. Gopi Pillay

1.1.4 Location Organization

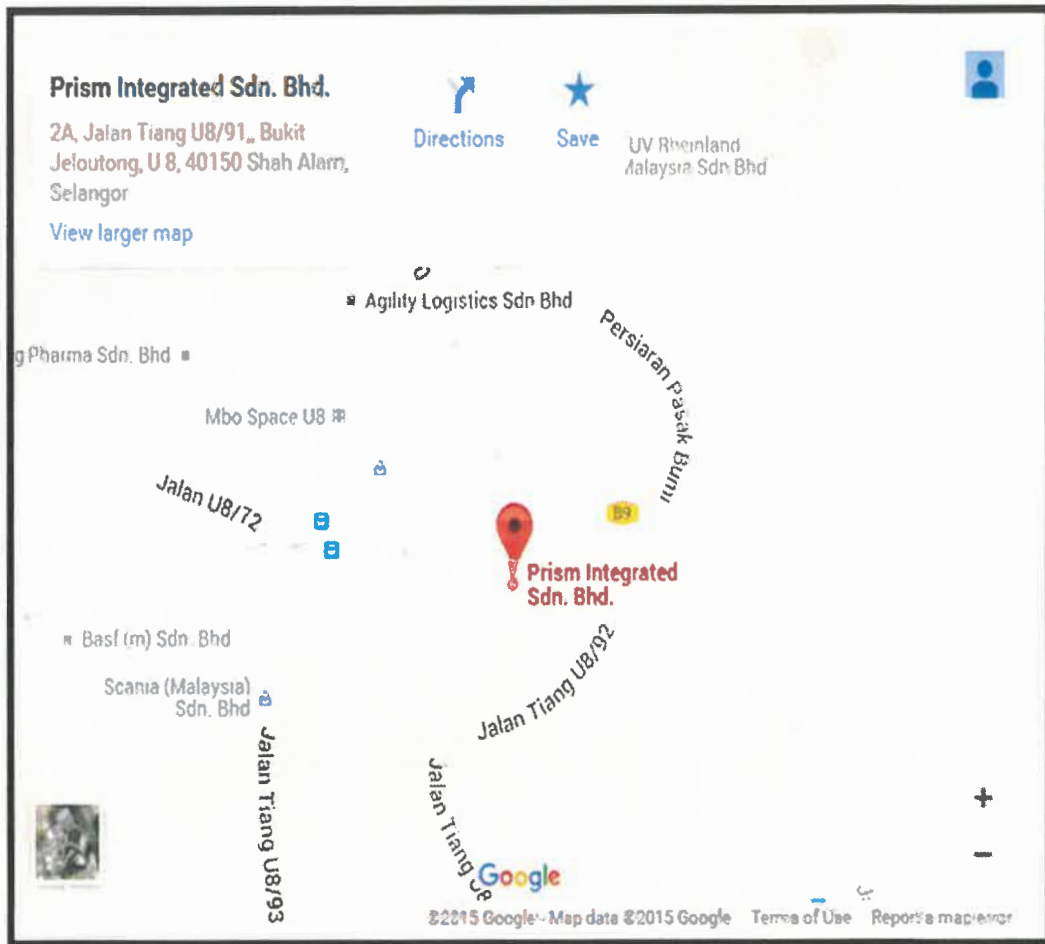


Figure 1.1.4: Location Prism Sdn. Bhd.

1.1.5 Services Provided by Prism Integrated Sdn Bhd

Prism Integrated Sdn Bhd focuses full range of products and services in Records and Information Management to fulfill the clients' needs and to solve their problems. The services available in Prism are:

i. Electronic document or record management software

Prism Integrated Sdn Bhd used **Electronic Document Content Record Center (EDCRC)** Software / System Version 6.0 to manage and control the overall record management process starting from the creation until disposition. The software was brought from Canada in 2010 that cost about RM20K. Prism has two (2) licenses and can be accessed by two (2) operation staff in the software unit. The EDCRC software consists of six different modules and also another sub-module that is related to the Information Records Management Industry. In addition, **Electronic Data Capture Software** is also used to create and prepare indexing for data entry staff. The customers can search, view and order their files via **Active Web** which can be accessible at any places anytime.



Figure 1.1.5 (i): The Main Page of Active Web

ii. Semi-active and inactive records storage facility

The organization store the customer's various types of inactive records that infrequently or rarely use to conduct business. The storage can store about 50,000 boxes of physical records in different formats. The off-site storage are covered with good security features against fire, flood, biological agents and human vandalism.



Figure 1.1.5 (ii): Warehouse for PRISM storage

iii. Digitizing Documents (Scanning & Storage)

Scanning services also provided for the organizations who wish keep their records in digital or electronic format. Prism used **Kodak Capture Pro Software** to do scanning activities. Benefits of doing scanning are the customers can save cost, access their records by using Active Web whenever they need and can be used as a backup if the physical records lost or misplaced. Currently, Prism has bought software named **Tronitech** which also can perform scanning, classifying, doing quality control and indexing.



Figure 1.1.5 (iii): The Tronitech Software

iv. Records management training and consultancy

Prism Integrated Sdn Bhd provides physical and electronic records management training to all public and private organizations and their staff themselves. The follow-up session between Prism and customers will be done to ensure that the records stored in the customer's office are organized and well preserved.

v. Selling Filing Accessories And Equipment's

Prism also selling filing accessories and equipment's that related to Records and Information Management to public and private organizations. The main product of Prism is Prism Smart File (PSF). The PSF was originally invented from Sweden in 1889. It has about twelve (12) colors which is easier for the organization to do classification and coding system. Besides that, the benefits of using PSF are:-

- i. It is strong, durable and long lasting because the back spine was made from solid-wood.
- ii. It is safe to store documents
- iii. User friendly
- iv. It can be recycled



Figure 1.1.5 (iv): PRISM Smart File

1.2 Organizational Structure

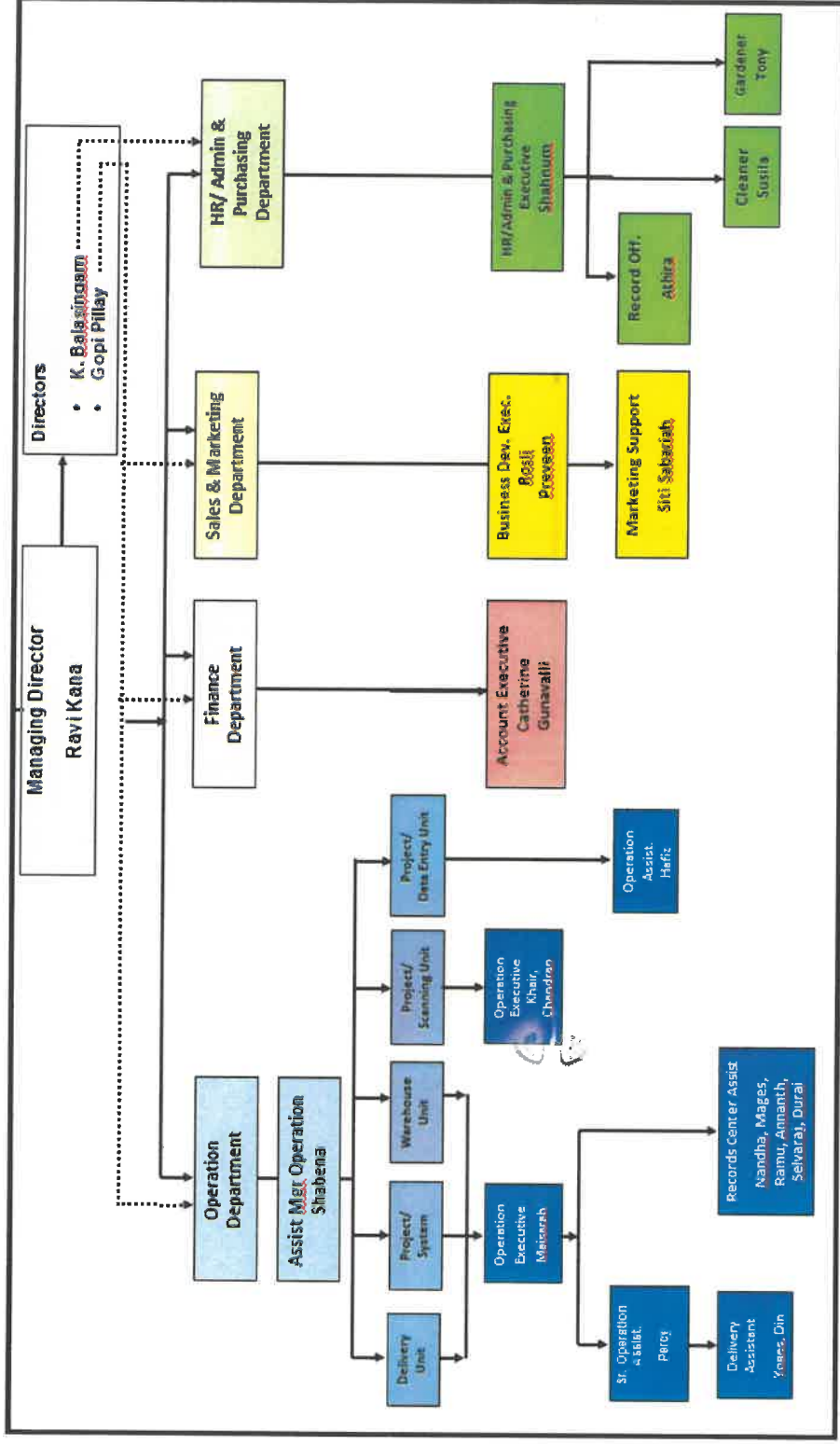


Figure 1.2: Organizational Structure

Chapter 2: Organization Information

2.0 Introduction Organization Information

Prism Integrated Sdn Bhd consists of four (4) main departments with a workforce of 24 employees. Among the departments that established the Department of Finance, Department of Sales & Marketing, Human Resources, Administration and the Purchasing Department and Operations Department. The Operations department has six (5) units that perform different tasks for achieve organizational goals. Students are required to study industry training, and perform basic administration tasks, tasks of Human Resources and Purchasing, Marketing tasks, duties and even sales and operations tasks. Industrial training students not assigned to the Department Finance. This is because; the post involves tasks that are outside their field of study by students. Prism Integrated Sdn Bhd can be considered a company that is developing. It taps; at the beginning .of the opening of Prism Integrated Sdn Bhd have a total of 24 employees working in the organization. But now that number has increased to the needs of workers in the Prism Integrated Sdn Bhd. Students industry training, Muhammad Bin Zulhilmi Syafiq Baharuddin was based in three different departments, namely the Department of Administration, Human Resources and Purchasing, Sales and Marketing Department and all units available in the Operations Department during training at Prism Integrated Sdn Bhd

2.1 Department Structure

2.1.1 Operation Department

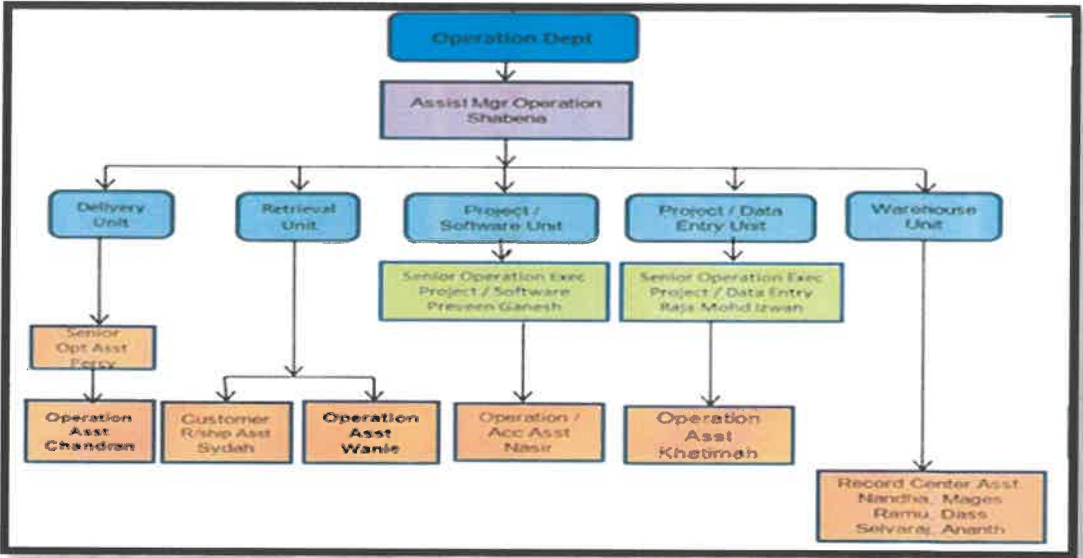


Figure 2.1.1: Operation Department Structure

2.1.2 Sales and Marketing Department



Figure 2.1.2: Sales & Marketing Department Structure

2.1.3 Human Resources, Administration and the Purchasing Department



Figure 2.1.3: HR, Administration and the Purchasing Department

2.2 Department Function

2.2.1 Operation Department

i. Customer Relation Executive

i. To organize daily retrieval process run smoothly:

- Picking of delivery's to be perform on time and handed over to Warehouse men
- Prepare truck validation for warehouse men to scan the files and boxes
- Ensure the delivery is done on time as requested by customer

ii. Handle incoming call for both Company main line and Records Centre calls

iii. To assist the Record Centre customers and handle their queries to meet the customers' requirements

iv. Ensure vision and mission of Operation Department been achieved

v. Update Service Order of JPA and other customers and to be handed over to Accounts Departments for billing purpose and generate invoices.

vi. Manage Data Capture Projects

- Data entry
- Checking
- Scanning
- Import files into EDCRC System

- Report
- vii. Performing document imaging for "image on demand" customers order
- viii. Provide support, where necessary, to other Operation sub-departments, namely Customer Services Front-End and Customer Services Back-End
- ix. To perform Records Management Services both within office premise and at clients premises. Records Management Services includes the following:
- Filing task
 - Sorting
 - Arranging and packing
 - Listing both manual and electronic data entry
 - Disposition works
- x. Perform any other operations related duties delegated from time to time by the management

ii. Operation Assistant

- i. Manage Data Capture Projects (data entry and checking), which include the recruitment and management staff required for projects, managing classified ads for finding staff, submitting necessary activity reports
- ii. Performing documents imaging for "image on demand" customers' orders
- iii. Provide support, where necessary, to other Operations sub-departments, namely Customer Services Front-End and Customer Service Back-End

- iv. Handle Warehouse Operation job functions such as retrieval, refile, moving boxes to location, uploading and downloading, manage stock items, and other warehouse functions required by Management
- v. To perform Records Management Services both within office premises and at clients premises. Records Management Services includes the following:
 - Filing task
 - Sorting
 - Arranging and packing
 - Listing both manual and electronic data entry
 - Disposition works
- vi. Perform any other Operation related duties delegated from time to time by the management
- vii. Any duties delegated from time to time by the management, such as marketing support

iii. Delivery Assistant

- i. To ensure all file/ boxes of customer next day and urgent retrieval is sent to customer on time
- ii. To handle daily retrieval process:
 - To pick files/ boxes requested from customer upon receiving barcodes
 - To perform truck validation to scan the files/ boxes
- iii. Ensure the delivery is done on time as requested by customer
- iv. Ensure warehouse area is always clean and kept safe

v. Ensure boxes are moved into valid locations upon receiving new boxes for storage.

iv. Record Center Assistant (warehouse)

i. To handle daily retrieval process:

- To pick files/ boxes requested from customer upon receiving barcodes
- To perform truck validation to scan the files and boxes (staging activities)
- Ensure the delivery is done on time as requested by customer

ii. To ensure re file of files/ boxes is done on time upon receiving from customer

iii. Ensure warehouse area is always clean and kept safe

iv. To perform pest control every 6 month:

- To insert moth balls into the boxes
- To supervise the pest control done
- To be more observant on pest activity while carrying out other daily routine

v. Ensure boxes are moved into valid locations upon receiving new boxes for storage

vi. To handle all customers files/ boxes with care and are kept safe

vii. Handle any other job/ function required by operation department

viii. Ensure vision and mission of Operation Department been achieved

ix. To handle other ad-hoc job required by the company

2.2.2 Human Resources, Administration and the Purchasing Department

2.2.2.1 Human Resources, Admin & Purchasing

- i. Duties as directed by Managing Director/Directors
- ii. Processing of accounts data
- iii. Managing of Petty Cash
- iv. Overall preparation and reporting on financial accounts
- v. Accurate control on billing
- vi. Handling accurately cash flow
- vii. Inventory stock reconcile
- viii. Monthly storage billing
- ix. Follow up & manage debt collection
- x. Monthly bank reconcile
- xi. Checking of overtime & claims
- xii. Prepare payment
- xiii. Yearly audit

2.2.2.2 Records Officer

- i. Establish policies, procedures and SOP for Prism Records Management
- ii. Establish new records management systems
- iii. Developing, maintaining, verifying and evaluating existing systems
- iv. Scanning incoming and outgoing documents and managing Prism Mail room
- v. Dealing with enquiries and requests for information from both internal and external clients
- vi. Classifying and indexing records
- vii. Inactive records management and SOP for all departments on moving inactive records to Prism Records Centre
- viii. Setting and implement Disaster Recovery
- ix. Supervise and implement all quality program such as ISO 9001, ISO27001 etc

2.2.3 Marketing Department

- i. To ensure all marketing materials, company profile, write ups, brochures are readily available and updated
- ii. To ensure all quotations and proposals to be sent out promptly. You also need to follow up to these proposals
- iii. To have a spreadsheet and record all quotations and proposals that are given out and the status of each to be updated on a weekly basis
- iv. To do telephone sales calls from the office
- v. To visit customers with directors and managers and to get exposure
- vi. To ensure the gallery is well kept and presentable at all times
- vii. To be involved in the customer care program
- viii. Perform any other works related duties delegated from time to time by the management

Chapter 3: Industrial Training Activities

3.1 Training Activities

Table 3.1: DURATION OF INDUSTRIAL TRAINING UTM (AUGUST – DECEMBER 2015)

Week	Duration	Scanning	Warehouse	Delivery	Data Entry/ Software	Marketing	HR/ Admin
1	3– 7 August	Hafizuddin, Hafiz, Saffuan, Rizal, Zulhilmi, Shah Rizan, Tengku, Azra				Farah	Nuratikah
2	10 – 14 August	Hafizuddin, Zulhilmi, Hafiz, Saffuan, Shah Rizan, Tengku, Rizal			Azra	Farah	Nuratikah
3	17 – 21 August	Hafizuddin, Zulhilmi, Rizal, Hafiz, Azra, Shah Rizan, Tengku, Saffuan				Nuratikah	Farah
4	24 – 28 August	Hafizuddin, Zulhilmi, Azra, Saffuan, Hafiz, Shah Rizan, Tengku			Rizal	Nuratikah	Farah
5	31 – 4 September	Hafizuddin, Zulhilmi, Rizal, Nuratikah, Farah, Shah Rizan, Hafiz			Saffuan	Tengku	Azra
6	7– 11 September	Zulhilmi, Rizal, Shah Rizan, Hafizuddin, Nuratikah, Farah, Hafiz			Saffuan	Tengku	Azra
7	14– 18 September	Shah Rizan, Saffuan, Zulhilmi, Hafiz, Farah, Nuratikah, Rizal			Hafizuddin	Azra	Tengku
8	21– 25 September	Shah Rizan, Saffuan, Zulhilmi, Hafiz, Farah, Nuratikah			Hafizuddin	Azra	Tengku

9	28– 2 October	Tengku, Azra, Rizal, Farah, Nuratikah, Hafizuddin, Zulhilmi	Hafiz	Saffuan	Shah Rizan
10	5 – 9 October	Tengku, Azra, Nuratikah, Rizal, Farah, Zulhilmi, Hafizuddin	Hafiz	Saffuan	Shah Rizan
11	12– 16 October	Hafiz, Azra, Farah, Hafizuddin, Nuratikah, Zulhilmi, Rizal	Tengku	Shah Rizan	Saffuan
12	19 – 23 October	Hafiz, Azra, Farah, Hafizuddin, Nuratikah, Zulhilmi, Rizal	Tengku	Shah Rizan	Saffuan
13	26– 30 October	Shah Rizan, Tengku, Nuratikah, Azra, Hafizuddin, Saffuan, Rizal	Farah	Hafiz	Zulhilmi
14	2– 6 November	Shah Rizan, Tengku, Nuratikah, Azra, Hafizuddin, Saffuan, Rizal	Farah	Hafiz	Zulhilmi
15	9– 13 November	Farah, Tengku, Shah Rizan, Rizal, Hafizuddin, Azra, Saffuan	Nuratikah	Zulhilmi	Hafiz
16	16– 20 November	Farah, Tengku, Shah Rizan, Hafizuddin, Saffuan, Rizal, Azra	Nuratikah	Zulhilmi	Hafiz
17	23– 27 November	Farah, Azra, Nuratikah, Hafiz, Zulhilmi, Tengku, Saffuan	Shah Rizan	Hafizuddin	Rizal
18	30– 4 December	Farah, Zulhilmi, Nuratikah, Saffuan, Azra, Tengku, Hafiz	Shah Rizan	Hafizuddin	Rizal
19	7– 11 December	Farah, Tengku, Nuratikah, Saffuan, Azra, Shah Rizan, Hafiz	Zulhilmi	Rizal	Hafizuddin
20	14– 18 December	Farah, Tengku, Nuratikah, Saffuan, Azra, Shah Rizan, Hafiz	Zulhilmi	Rizal	Hafizuddin

21	21 - 25 December				
22	28 - 1 January				

23

3.1.1 Operation Department Training Activities

3.1.1.1 Operation Assistant

3.1.1.2 Scanning Project Activities

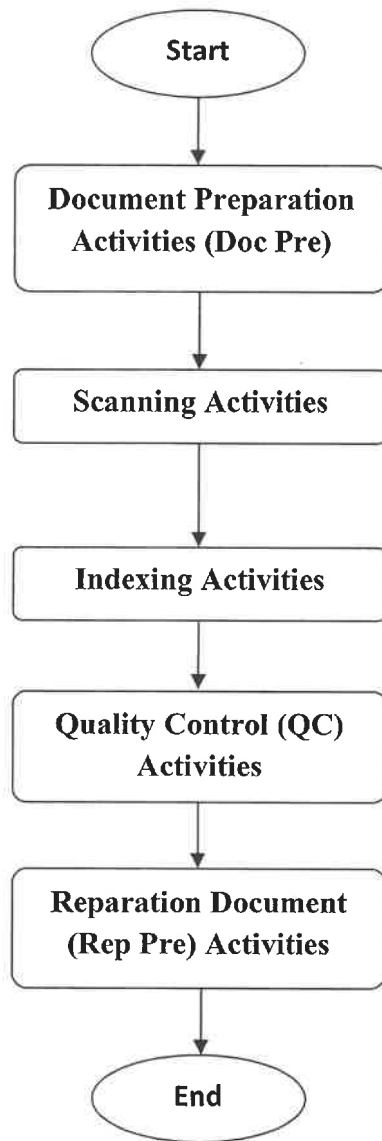


Figure 3.1.1.2: Scanning project activities

3.1.1.2.1 Document Preparation Activities (Doc Prep)

Trainee assigned to achieve the primary goal of the preparation phase is to maintain the integrity of documents based on predetermined standards. These standards specify the requirements and procedures for preparing and organizing all documents (especially PTPTN Documents) in order to increase scan quality and productivity. Some of the tasks in this phase include sorting of document, disassembling attached or stapled document groups, fixing torn documents, make copies to increase quality or to resize documents.



Figure 3.1.1.2.1: Doc Prep

3.1.1.2.2 Scanning Activities

In the scanning phase, the electronic images of the documents are captured and stored by scanning the documents using high speed scanners. For this section, trainee was placed within 2 weeks (28 August 2015 until 11 September 2015). The scan operator (trainee) is responsible of the production of high quality scans from the documents that are prepared in the earlier phase. Production of high quality scans requires reviewing the scanned output and electronically enhancing readability, resizing, trimming and even rescanning. Trainee needs to ensure number of scanned pages equals' number of pages of the original. Trainee needs to ensure integrity of scanned images. Make sure pages are not mixed with other sets of document. Trainee also has assigned to demonstration for scanning activities to the visitors (Company Perodua).



Figure 3.1.1.2.2: demonstration of scanning activities

3.1.1.2.3 Indexing activities

After documents are scanned and stored in digital form, documents are also indexed using manual entry and optical character recognition (OCR) technologies. Accurate indexing is required for efficient retrieval of digital documents from digital storage media. Trainee doing the indexing task for makes sure the output have efficient and effective retrieval by customers.

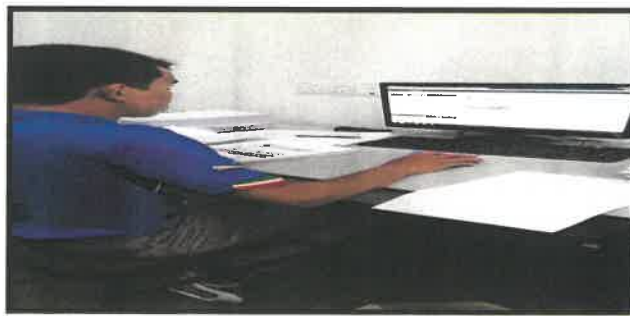


Figure 3.1.1.2.3: Indexing activities

3.1.1.2.4 Quality Control Activities

The main function of the Quality Control (QC) process is to examine all digitally scanned documents and their indexes. Trainee responsible of QC goes through all documents to see if they are complete and legible. All indexes created on these documents are also checked for their accuracy.



Figure 3.1.1.2.4: QC activities

3.1.1.2.5 Reparation Document (Rep Doc) Activities

The trainee has assigned to doing Reparation Document (Rep Doc) after finish all activities in scanning project activities. The trainee must ensure all document has Rep Pre activities before this documents will to store in the warehouse or return to customers.

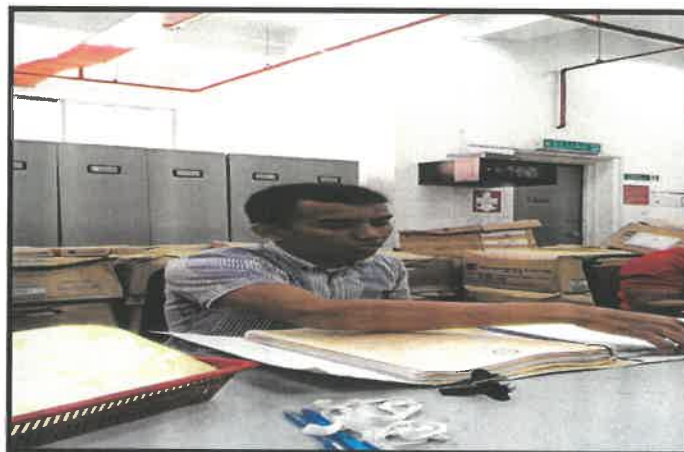


Figure 3.1.1.2.5: Rep Pre activities

3.1.1.3 Data Entry, Checking and Make Correction activities

Trainee doing the Data Entry, Checking and Make Correction activities for the documents comes to PRISM INTERGRATED Sdn. Bhd. for Data Entry, Checking and Make Correction services as requested by customer.

3.1.1.4 Packing Activities



Trainee also assigned to doing the packing activities at client's premises. Such as, PTPTN, Pro Service Sdn Bhd and Pro Consultant, Goh Raffidah Tan (GTR) Consultant, Jabatan Perkhidmatan Awam (JPA) and so on.



Figure 3.1.1.4: Packing Activities

3.1.1.5 Delivery Activities

Trainee follow the delivery activities for ensure all file or boxes of customer next day and urgent retrieval is sent to customer on time, handle daily retrieval process such as to pick files or boxes requested from customer upon receiving barcodes, perform truck validation to scan the files or boxes for that day delivery activities, and ensure the delivery is done on time as requested by customer.

Besides that, trainee also must ensure all boxes are moved into valid locations upon receiving new boxes for storage. Trainee must handle all customer files or boxes with care and are kept safe. Trainee also doing the urgent delivery activities and make sure done on time as requested by customer. For the example, the trainee was assigned to doing the delivery pick up boxes from PTPTN at Damansara and removing those boxes at Menara Park, Jalan Ampang.



Figure 3.1.1.5: Delivery Activities

3.1.1.6 Record Center Assistant Activities (Warehouse Activities)

Trainee handles daily retrieval process. Such as, trainee follow the warehouse staffs to pick files or boxes requested from customer upon receiving barcodes, perform truck validation to scan the files and boxes (staging activities). The trainee also was assigned to doing the checking the file or boxes at the rack in warehouse. The trainee was helped by the warehouse workers for those activities tasks. The trainee needed to scan barcode at the rack, scan the barcode at the boxes, and lastly scan the barcode a file. At lastly, the trainee need to stick the sticker at the form for tell that file has remove from PRISM.



Figure 3.1.1.6: Record Center Assistant Activities (Warehouse Activities)

3.1.1.7 Customer Relation Executive Activities (Maisarah Section)

For this section, trainee was placed within 2 weeks (07 December 2015 until 18 December 2015). Trainee organizes daily retrieval process run smoothly such as; picking of delivery's to be perform on time and handed over to warehouse men, prepare truck validation for warehouse men to scan the files and boxes and must ensure the delivery is done on time as

requested by customer. Trainee also assigned to handle incoming call for both Company main line and Records Centre calls. Trainee also assigned to assist the Record Centre customers and handle their queries to meet the customers' requirements. Besides that, trainee also must update Service Order (DO) of JPA and other customers and to be handed over to Accounts Departments for billing purpose and generate invoices for that day delivery activities and lastly filing the Service Order (DO) into their owns files.

Trainee also assigned to manage Data Capture Projects such as Import files into Electronic Document Content Record Center (EDCRC) System.

The EDCRC software consists of six different modules and also another sub-module that is related to the Information Records Management Industry. For EDCRC System, trainee doing the checking the return of file or boxes, making the customer's order by that systems, edit document 'image on demand' and so on. Trainee also doing performing document imaging for" image on demand" customers order services. Trainee needed to pick up the files or documents, and then scan that document, edit, and sent to the customer by email or fax. Trainee also has assigned to perform Records Management Services both within office premise and at client's premises. Records Management Services includes the following; filing task, sorting, arranging and packing, listing both manual and electronic data entry and so on. Perform any other operations related duties delegated from time to time by the management. Sometime, trainee also doing the warehouse activities at this section such as checking the boxes at the racks, staging activities, urgent deliveries and others.

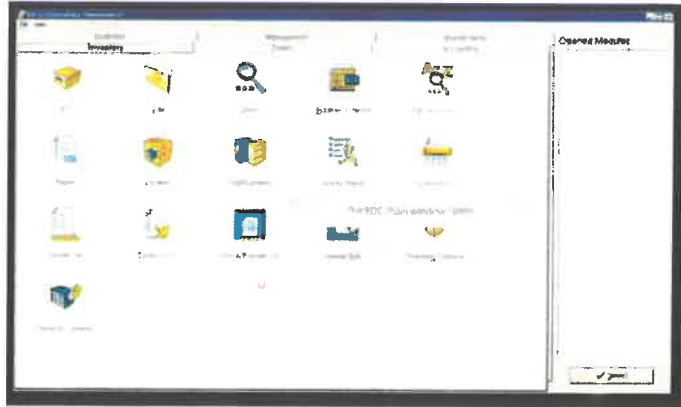


Figure 3.1.1.7: The main interface EDCRC System

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3.1.2 Human Resources, Administration and the Purchasing Department Training Activities

3.1.2.1 Mailing And Calling Tasks

At this department, trainee assigned to mailing and makes a calling task. Trainee must mailing or makes a calling to vendors for quota equipment, customers, and so on. The trainee assigned to doing the mailing and calling tasks related with HR, Administration and the Purchasing Department activities. The trainee has teach by staff PRISM (Puan Shahnum) at this Department.

3.1.2.2 Update Or Key In Information Tasks

Trainee also assigned to doing the update or key in information about Human Resources, purchasing activities, yearly audit and so on. For example, trainee assigned to key in the annual leave for the PRISM Integrated staffs for that months. The trainee also has assigned to maintaining medical expenses control and staff personal files. Besides that, the trainee also was assigned to update the form of vendors to the all vendors has on relationship business with PRISM Integrated Sdn. Bhd. The trainee also has assigned to doing key in the information tasks at this department if some department hire or update their staff information.

3.1.2.3 Filing Tasks

Trainee also doing the filing tasks at that departments. Trainee doing the filing activities for on related for that departments. The trainee must filing the document based on their file or function on related with HR, Administration and Purchasing Department.

3.1.2.4 Office and building maintenance

The trainee has assigned to responsible for office and building maintenance such as roof leak or any other damage in the office. The trainee also responsible to dealing with vendors and contractors. For the example, the trainee has assigned to doing the check-up the equipment in the office and warehouse. Such as, the trainee must do the check up for Air Cond and fire extinguisher maintenance.

3.1.2.5 Manage office suppliers

The trainee assigned to manage office suppliers. Such as stationeries, pantry items and toiletries, and so on. The trainee must check this item before deal with the suppliers that items. Such as deal with stationeries suppliers for stationeries item at PRISM.



3.1.2.6 Preparing ISO Training Documentation

Trainee also involve in preparing ISO Training Documentation for Human Resources, Administration and the Purchasing department. .

3.1.3 Marketing Department

3.1.3.1 Scanning Incoming And Outgoing Documents or Letters Tasks

This department, scanning incoming letter and outgoing documents or letter is task must do every day. The trainee must ensure all documents or letters must be scanning process. The trainee also must update and key in that documents or letters in Microsoft Excel.

3.1.3.2 Preparation the Quotations or Tender Documents Task

Trainee assigned to ensure all quotations and proposals to be sent out promptly. The trainee assigned to involve in the preparation the quotation for AJA Company. The trainee was helped by the staff at Marketing Department for this task. The trainee also involve in meeting with the boards management if has the problem about the quotations or tenders.

3.1.3.3 Preparing all marketing materials task

Trainee has assigned to ensure all marketing materials, company profile, write ups, brochures are readily available and updated. The trainee must ensure the marketing materials have a backup for future use. The trainee also will play the role when the PRISM has the visitors. The trainee will prepare the marketing materials for the visitors.

3.1.3.4 Handle incoming call for both Company main line or Marketing Department

Line

The trainee assigned to handle incoming call for both Company main line and Marketing Department line. Sometime, the trainee also has assigned to make the calling for call the customers.

3.1.3.5 Update All Quotations Activities Task

Trainee have assigned to have a spreadsheet and record all quotations and proposals that are given out and the status of each to be updated on a weekly basis.

3.2 Special Project

For the special project, the trainee has involving:

- i. The Annual Conference Productivity & Innovation (APIC) 2015 Exhibitions,
- ii. The Packing Project,
- iii. Proposal Tender for Digi Telecommunication Sdn Bhd.

The trainee has assigned to doing this special project interned at the organization (PRISM).

3.2.1 The Annual Conference Productivity & Innovation (APIC) 2015 Exhibitions

3.2.1.1 Introduction

Malaysia Productivity Corporation (MPC) organized the Annual Productivity & Innovation Conference (APIC) in 2015. This is an annual event organized by MPC for the purpose of sharing ideas and innovation process of product innovation and best practices that have been implemented by most of the organizations from the private sector as well as the government sector.

Accordingly, the MPC has invited Prism Integrated Sdn Bhd to be one of the exhibitors at the convention for the purpose of sharing knowledge, disseminate

information and promote the product in the management of records and files for use by organizations to keep records.

Prism involvement as one of the exhibitors at the convention on the run at the Sunway Pyramid Convention Centre on 2 November until 4 November 2015 involving practical UiTM students and exchange students from Sweden.

The students were divided tasks for the successful role as an exhibitor at the Annual Productivity & Innovation Conference (APIC) 2015. For example, the students were divided UiTM practical to provide materials to be used during the activities organized by the exhibitors. Prism Integrated Sdn. Bhd. party also assist students in making this the best role the exhibitors organized by organized by the MPC.

3.2.1.2 Objective The Annual Conference Productivity & Innovation (APIC) 2015 exhibitions

- i. To expose the importance of management of record in daily life,
- ii. Promoting Business activities PRISM,
- iii. To provide more knowledge about management of records,
- iv. To minimize the administrative overhead of storage and review to the organization,
- v. To set out the principles behind records disposal scheduling so that records are kept for as long as they are needed, all legitimate considerations having been considered,
- vi. To evaluation of existing electronic records will help public authorities identify information flows and eliminate unnecessary duplication in the organization, and

vii. To maximize the retention and ready availability of ‘smart’ or highly relevant information for the conduct of effective public business, maintain the corporate memory and avoid needless repetition.

Table 3.2.1 (i): Description of Event

Title:	The Annual Conference Productivity & Innovation (APIC) 2015
Venue:	Sunway Pyramid Convention Centre
Date:	2-4 November, 2015
Time:	8.00 A.M- 5.00 P.M

Table 3.2.1 (ii): Example of Minute Meeting the Annual Conference Productivity & Innovation (APIC) 2015 exhibitions

<p><u>Minutes of Meeting 1</u></p> <p>Minutes of First Committee Meeting of the Committee Members was held on Friday, 2 October 2015 at 9.00 a.m. in the Meeting Room</p> <p>Present: Mr. Shah Rizan bin Mohamad -Chairperson</p> <p>Ms Farah Diana bt Eshak - Assistant Project Manager</p> <p>Ms. Azra Syazana bt Zainuddin –Secretary</p> <p>Ms. Noratikah Amirah bt. Borhan</p> <p>Mr. Tengku Ahmad A’izuddin b. Tengku Ahmad Akman</p> <p>Mr. Mohammad Hafiz b. Che Amran</p> <p>Mr. Safwan b. Mohamad</p> <p>Mr. Mohd Rizal b. Ismail</p> <p>Mr. Ku Hafizuddin b. Ku Mansor</p>

Mr. Muhammad Zulhilmi Syafiq b. Baharuddin

1.0 CHAIRPERSON'S WELCOME ADDRESS

The chairperson called the meeting to order at 9.00 a.m. and welcomed all the members

2.0 APOLOGIES FOR ABSENCE

Everyone was present.

3.0 MINUTES OF THE PREVIOUS MEETING

There was no minute of the Previous Meeting since this is the first time a meeting being conducted.

4.0 MATTERS ARISING FROM THE PREVIOUS MINUTES

There was no matters arising since this is the first time a meeting being conducted.

5.0 SPECIAL BUSINESS

5.1 Project

The chairperson informed the members that they have a new project which is to develop an exhibition for the Prism Integrated Sdn.Bhd at the Sunway Pyramid Convention Center. The exhibition is to introduce the business and services that was doing by Prism Integrated Sdn Bhd and promoted their product and services. They already discussed and decided what will do.

5.2 Members positions and role

The members have assigned the positions and roles for the project. It was agreed unanimously by all members. The positions have shown as below:

Mr Shah Rizan b. Mohamad Manager	-Project
Ms Farah Diana bt Eshak Programmer	-System
Ms Azra Syazana bt. Zainuddin Secretary	-

Mr Tengku Ahmad A'izuddin b. Tengku Ahmad Akman Designer	-
Mr Ku Hafizuddin b. Ku Mansor Designer	-
Mr Mohd Rizal b. Ismail Runner	-
Ms Noratikah Amirah bt. Borhan Welfare bureau	-
Mr Safwan b. Mohamad Runner	-
Mr Mohammad Hafiz b. Che Amran Treasurer	-
Mr Muhammad Zulhilmi Syafiq b. Baharuddin	-Runner

5.3 Project Plan

The project manager said that they get an invitation to attend the exhibition in Sunway Pyramid Convention Center and all members need to start to make a preparation to this exhibition. The project plan should include project identification, project initiating and planning, analysis, design, and implementation Ms Farah seconds the motion and added that they should identify the type of exhibition and do research about the organization business and activities.

6.0 ANY OTHER BUSINESS

Mr. chairperson requested to prepared the item that need to bring to the exhibition and also the costing.

7.0 DATE, TIME AND VENUE OF THE NEXT MEETING

It was decided that the next meeting will be held on 09 October 2015. The secretary would send out a notice closer to the date of the meeting.

8.0 CLOSE

Mr Shah Rizan b. Mohamad thanked the entire members and adjourned the meeting. The proposal was seconded by Mr. Shah Rizan b Mohamad. The chairperson thanked all the members for their participation during the meeting and adjourned the meeting at 10. 30 a.m.

Shahrizan	02.October.2015
.....
Mr Shah Rizan b. Mohamad	Date
Chairperson	
Azra	02.October.2015
.....
Recorded by	Date
Ms Azra Syazana bt. Zainuddin	
Secretary	

3.2.2 The Packaging Project Activities

Introduction

Trainees have been involved in packaging project. Among the customer places the trainee has made packaging activities are the Jabatan Perkhidmatan Awam (JPA), PTPTN, Goh Raffidah Tan (GTR) Consultant, and many others.

Packing activities at the Jabatan Perkhidmatan Awam (JPA) has been established time and in the quantities needed to complete the packaging activities. Current events in the JPA packaging, trainees has been set for 2 weeks for a total of 18,000 completed files for packaging activities. For these packaging activities, it only involves three labors for this activity.

After completion of the JPA packaging activities, so that the trainee was assigned

to make a filing activity in PRISM. The trainee must update all the work of packaging according to the packaging activity.

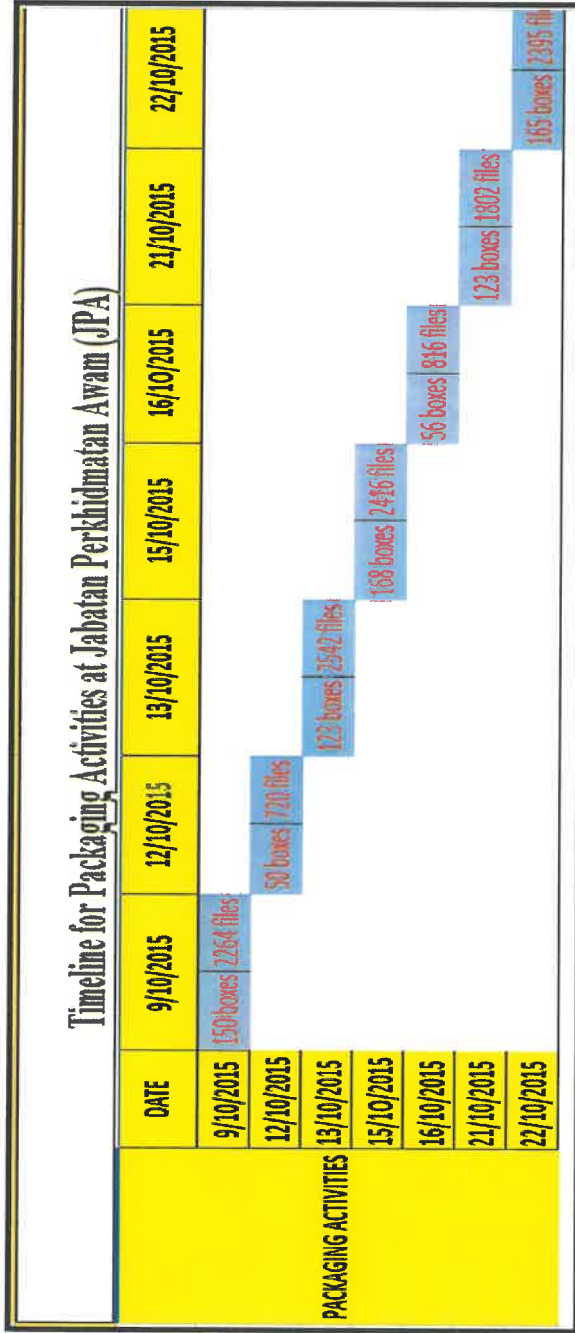


Figure 3.2.2 (i): Timeline for packaging activities

Morning Mr. Ravi,

This is report for the packing project for the PTPTN Fail Tutup

Packing was start on Monday, 28 September 2015 on 11.40 am until Friday, 2 October 2015 on 4.30 pm.

Manpower that involve in this project was 3 - 4 person.

NO.	JABATAN	BARCODE	T
1	PENBENDAHARAAN	050073 - 050198	
2	ADUAN & KHIDMAT PELANGGAN	049800 - 049812	
3	PERUNDANGAN	049885 - 049935	
4	CSR	049936 - 049954	
5	ADMIN	050199 - 050228	
6	AKAUN	050229	
11	BADPR	050230	
7	JPRD	050052 - 050072 & 050305 - 050340	
8	KEWANGAN	049813 - 049882	
9	JPPSI	049883 - 049884	
10	PELABURAN	049955 - 050051	
12	PPN KUALA LUMPUR	 050231 - 050304	
GRAND TOTAL			

Issues :-

1) Half-Done

- Some department not ready to release the file to Prism because they didn't make a listing about the file that want to give to Prism

- They confuse between "**File Tutup to Prism**" and "**File Tutup to Menara Park**"

- **JPRD's Department** requesting the extension period for them searching the file in their Record Room until Tuesday (6 Oct 2015)

- The other department that marked as "Half-Done" were because they still have file that they unsure to give to Prism or not.

2) Only "**Fail Tutup to Prism**" that been packed by us.

3) **252** boxes has been picking up and brought to Prism. Which it were from Perundangan, CSR, Kewangan, JPPSI, Pelaburan and Aduan & Khidmat Pelanggan department.

Regards,
Hafiz

Figure 3.2.2 (ii): Example Report Packing Project for the PTPTN “Fail Tutup”



Figure 3.2.2 (iii): packing activities



Figure 3.2.2 (iv): packing activities

3.2.3 Tender Quotation for Digi Telecommunication Sdn. Bhd

3.2.3.1 Introduction

The trainee involved with the tender quotation for Digi Telecommunications Sdn. Bhd. The trainee has assigned to doing the flow of the process involved with the request by Digi. The trainee has the grouping to doing this special project. The Digi Telecommunication wants the quotation for the services that the PRISM can charge for each Digital Registration Agreement.

There have 2 flow process requests by Digi.

- i. Process flow for mass individual,
- ii. Process flow for Enterprise Sales

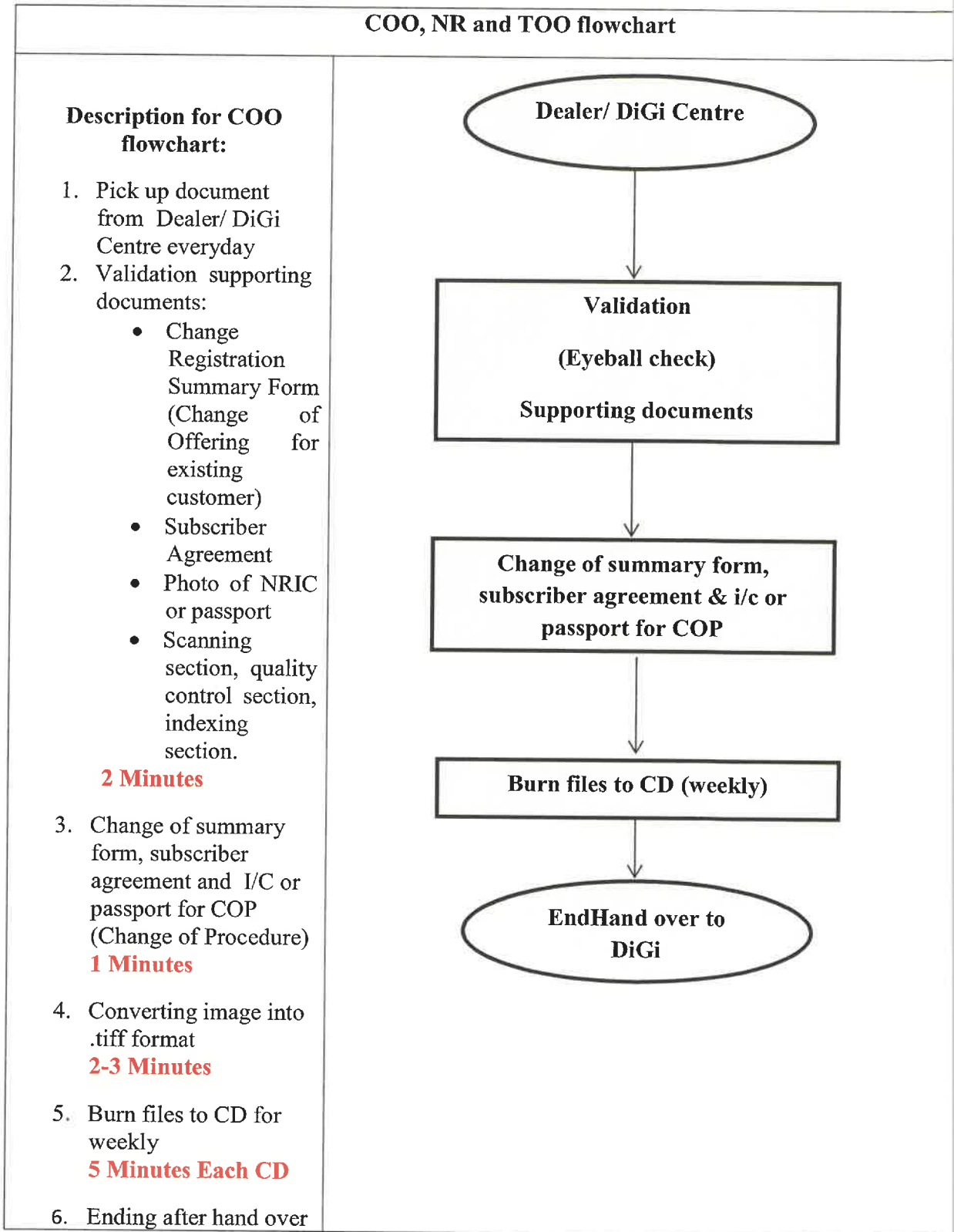
But, each flow has different document. For Mass Individual process, this process has 4 different documents.

- i. New Registration (NR)
- ii. Change of Offering for Existing Customer (COO)
- iii. Change of Billing Information (Auto Billing) (CBI)
- iv. Transfer of Owner. (TOO)

And for Enterprise Sales Documents, there has 2 different documents.

- i. Company Registration Agreement,
- ii. Corporate Individual Registration Agreement.

3.2.3.2 The Flowchart process



Description for NR and TOO

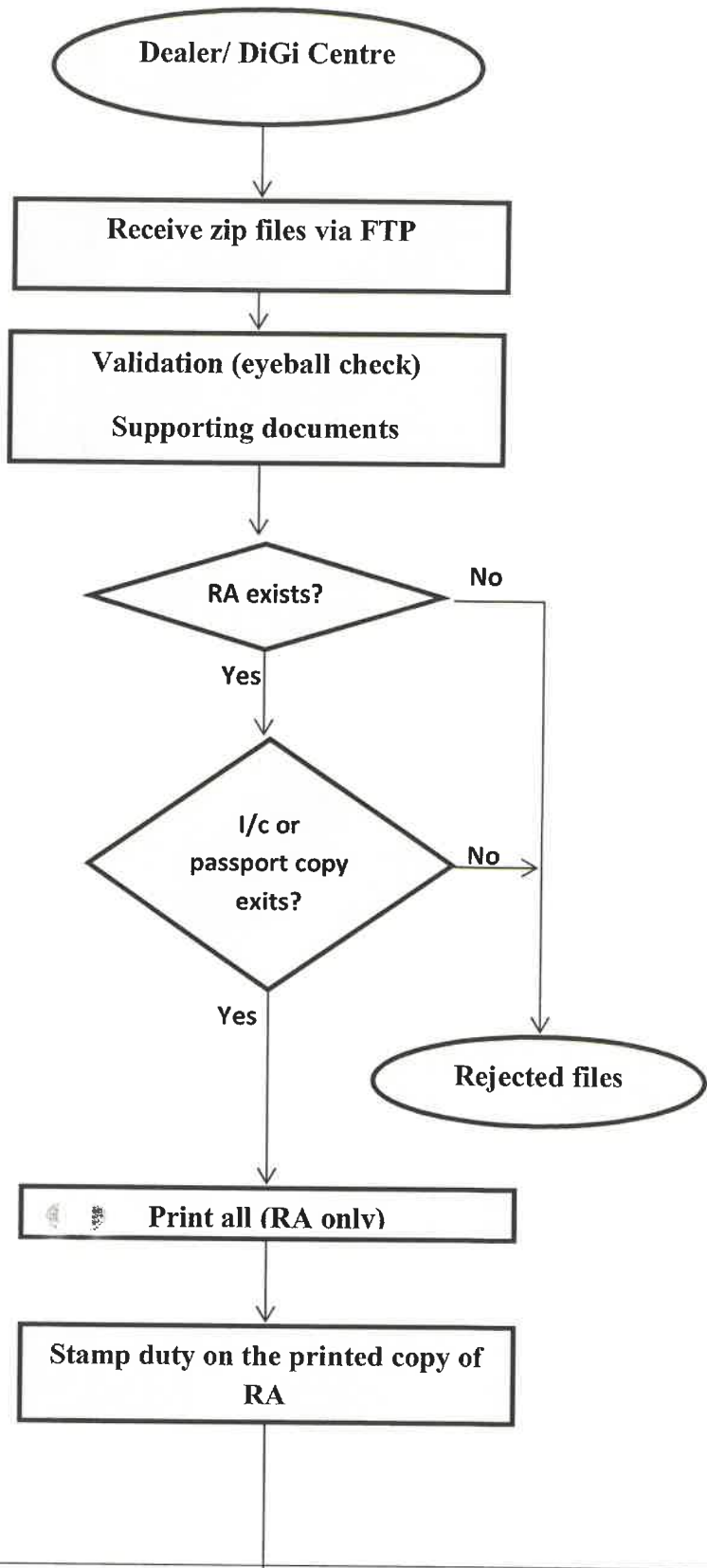
1. Receive files from dealer / DiGi Centre by FTP
2. Validation supporting documents:
 - Registration agreement
 - Copy of NRIC or passport (copy of NRIC or passport for both parties Transfer of Ownership)

(Must ensure the RA and copy of the passport are properly attached. If not exist, the document rejected)

(incompliance report)
 - Device agreement
 - Copy of credit card
 - Auto billing form

2 Minutes
3. Print RA documents (document preparation sections)
 - Put separator

2 Minutes
4. Stamp duty on the



<p>printed copy of RA 1 Minutes</p>	
<p>5. Scanning Process for stamped of RA 15 Minutes</p> <p>6. Attached documents (re-preparation section)</p> <ul style="list-style-type: none"> • Lose separator 1 Minutes <p>7. Burn documents in CD 5 Minutes</p> <p>8. Ending process after hand over to DiGi</p> <ul style="list-style-type: none"> • Delivery Boxes to CROWN CD to DiGi Centre 	<pre> graph TD A[Scan stamped of RA] --> B[Attached to respective files] B --> C[Burn files in CD] C --> D([Hand over to DiGi]) </pre>

CBI Flow Process

Description for CBI

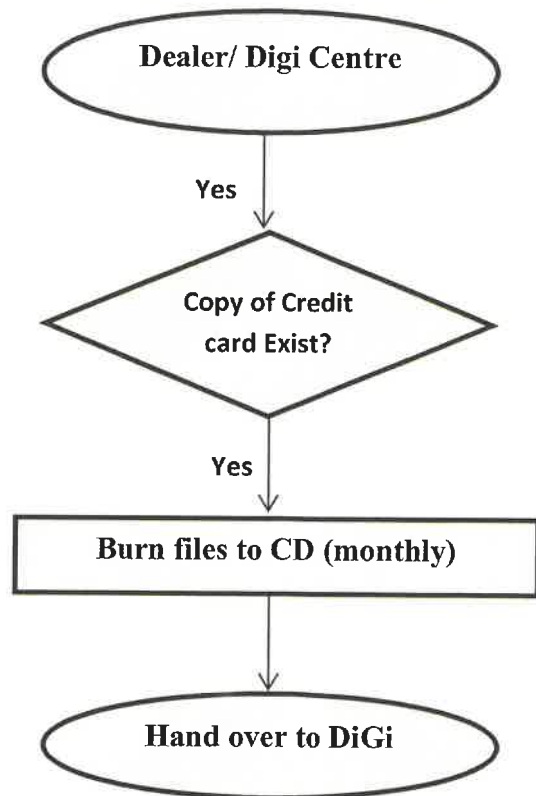
1. Pick up document from Dealer/
DiGi Centre
 - Must have copy of Credit
card before next process

2-3 Minutes

2. Burn the documents to
CD(monthly)

5 Minutes

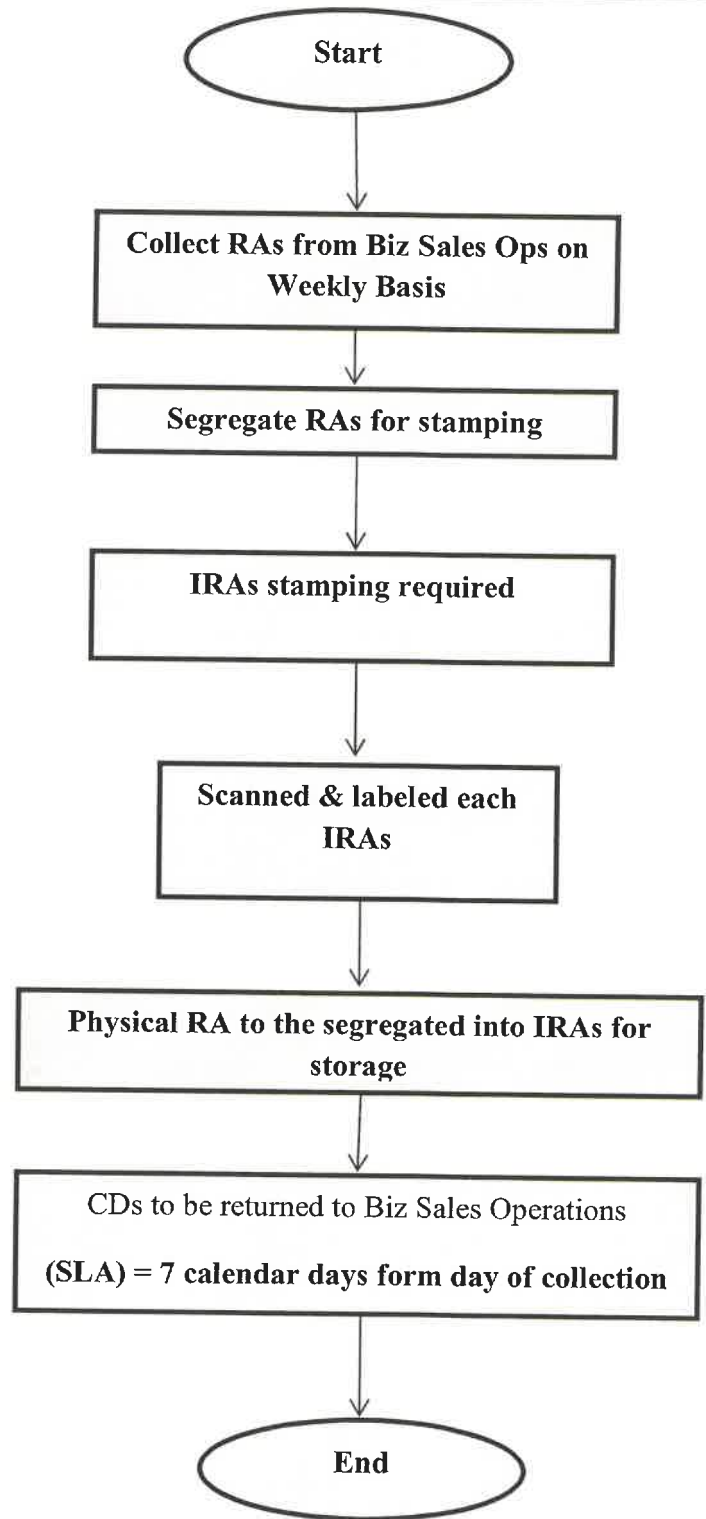
3. Ending the process after hand
over to DiGi



IRAs and CIRAs Flow Process

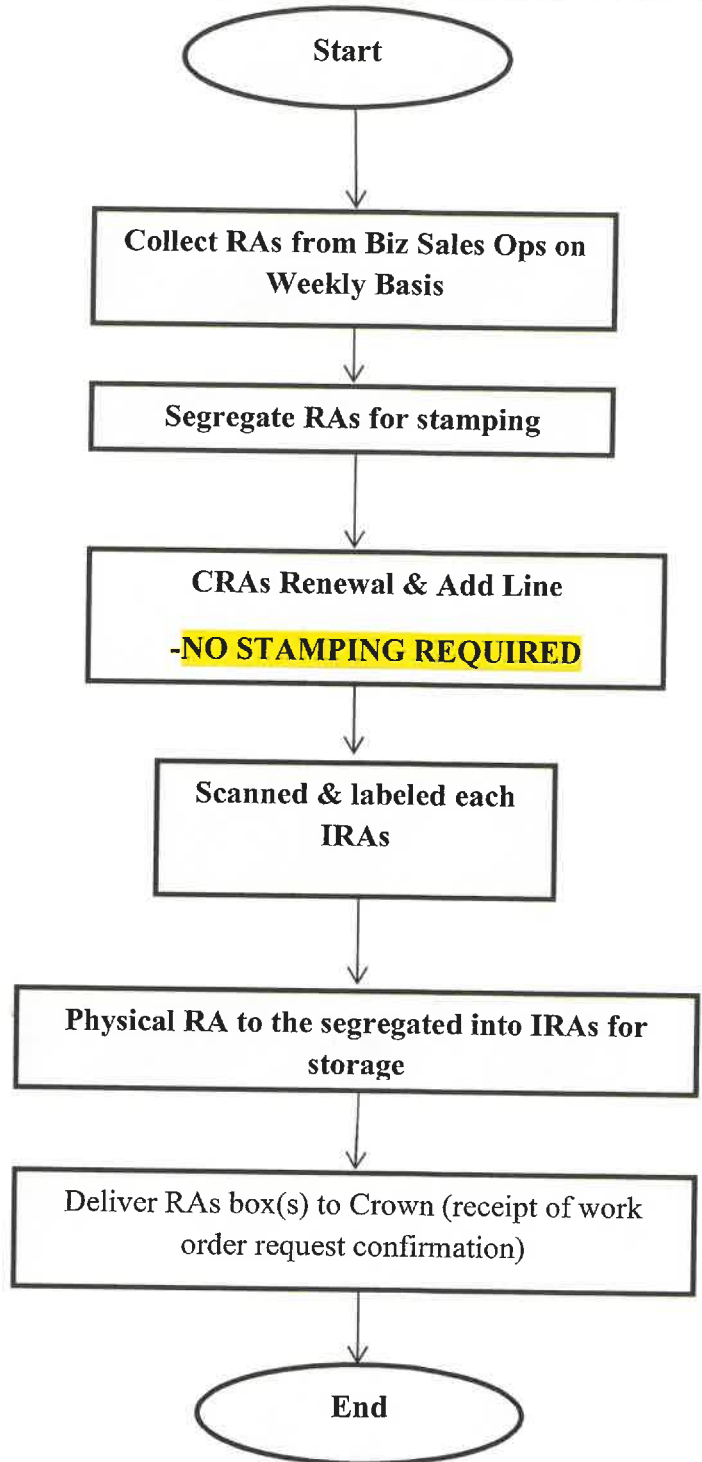
Description for IRAs

1. Start with collect RAs from Biz Sales Ops by weekly from HQ DiGi and **Eyeballing process and validation.**
2-4 Minutes
2. Segregate RAs for stamping
1 Minutes
3. IRAs stamping required
30 Second
4. Scanned & labeled with no. account:
 - 02004926-701028105233. tiff
 - Bundled separately for storage**4-5 Minutes**
5. Separate CDs for scanned IRAs & CRAs. (indexing section)
 - Txt File (Index File) with Parent Account Number, TIF Filename-NRC, Date
 - CD to be labeled with Date, Batch Order & Box Bar Code.**10 Minutes**
6. End



Description for CIRAs

1. Start with collect RAs from Biz Sales Ops by weekly and **Eyeballing process and validation.**
1 Minute
2. Segregate RAs for stamping
1 Minute
3. No Stamping Required
4. Scanned & labeled IRAs according to customer number:
 - 02004927. tiff**15 Minutes**
5. Bundled separately for storage
10 Minute
6. Deliver RAs box(s) to Crown (receipt of work order request confirmation)
7. End



3.2.3.3 The Vendors Roles

The vendor's roles:

- i. Print out the registration agreement (RA) and stamped. Crossed the stamp before scan then uploads to the respective file. Once completed, burn into a CD. Applicable for Mass & Enterprise Sales.
- ii. Return all the RAs to Crown and CD that contained all the scanned copies (for RA and Change of Plan) to Dealer Operations (in 8 days from the data is pushed to the vendor's server).

Applicable for Mass & Enterprise Sales

- iii. To inform Dealer Operations on a monthly basis on the balance of the stamp duty in hand. (By 30th of every month before 2 pm). Applicable for Mass & Enterprise Sales.
- iv. To inform Dealer Operations in advance (at least 7 days) on the stock level of the Crown boxes, the barcode and the stamp duty. Applicable for Mass & Enterprise Sales.
- v. For Auto Billing, vendor needs to burn the files into a different CD and return to Dealer Operations on monthly basis (by 30th of every month). Applicable for Mass only.
- vi. For RAs that have been rejected, a vendor needs to fill up the non-compliance report as per below and forward to Dealer Operations on.

3.2.3.4 Costing for Digi Digitized Registration Agreement (RA) Document Scanning and Storing

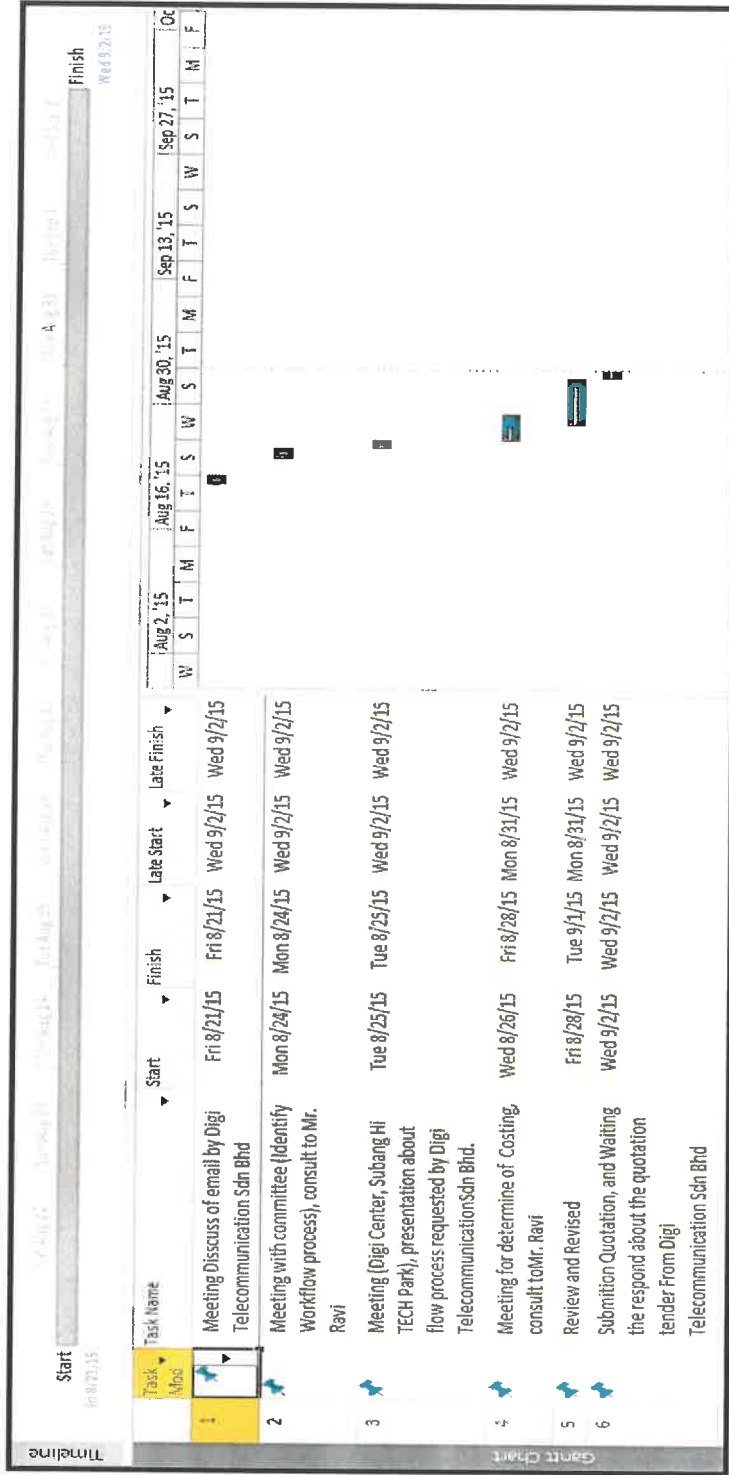
Table 3.2.3.4: DIGI Digitized Registration Agreement(RA) Document Scanning and Storing

No.	Type of Registration Agreement (RA)/ Business Requirements	Quantity	Charge per RA/unit price (RM)	Charge per page (RM)	Total (RM)
(A)	Processing of Registration Agreement Documents for Mass Registration:-				
1	NR (New Registration) from MCP	1600			
2	COO (Change of Offering) from MCP	1600			
3	TOO (Transfer of Ownership) from MCP	1600			
4	CBI - (Change Billing Info) from MCP	1600			
(B)	Services included for the above RA's:				
1	Validation/eyeballing	1600/day	0.05		80
2	Printing	1600/day	0.12		192
3	Duty stamp labeling & cross the stamp before scan	1600/day	0.3		480
4	Digital Document Scanning Services	1600/day	0.12		192
5	Burn into CD	1600/day	FOC		FOC
6	Labeling and packing into Crown box/ Documents and CD returns	6 box/week	2		12
(C)	Processing of Registration Agreement Documents for Enterprise Sales:-				
1	Company Registration Agreement from MCP	1000/month			956

Corporate Individual Registration Agreement from MCP					
2					
(D)	Services included for the above RA's:				
1	Validation/eyeballing	46/day	0.05	2.3	
2	Printing				
3	Duty stamp labeling & cross the stamp before scan	46/day	0.3	13.8	
4	Digital Document Scanning Services	46/day	0.12	5.52	
5	Burn into CD	46/day	FOC	FOC	
6	Labeling and packing into Crown box/ Documents and CD returns	1box/week	2	2	
(E)	Others:				
1	Delivery to Crown warehouse - Printed RA & CD	1 Trip		30	
2	Reporting			FOC	
3	To keep track balance of stamp duty			FOC	
4	To keep track stock level of Crown boxes and barcode label			FOC	
5	To alert Digi in advance for the stock supply level of the Crown boxes and barcode label			FOC	
6	To keep the scanned data (softcopy) for 3 months	1 GB		5	
(F)	Additional items:				
1	Pickup Physical Supporting Documents In DIGI			30	
2	6% GST			1409.26	
				1067.62/day	
	Monthly total			23487.78	

3.2.3.5 Gantt Chart

Table 3.2.3.5: Gantt Chart



Chapter 4

Conclusions

4.1 Application of knowledge, skills, and experience in undertaking the task

(Knowledge gained)

The trainee have used the knowledge and skills learned from PRISM Integrated Sdn Bhd throughout intern period. The trainee gain experience gained from the operation of the event and the current program of study at the Faculty of Information Management, UiTM Kelantan. Among them, the trainee have gained should try knowledge and skills they have learned in the subject Classification And Filing System (IMR 504), Management of Records Repository (IMR 454), Management of Records In Organizations (IMR451) for records management in PRISM.

In addition, the trainees also get the added knowledge and skills during the training period in PRISM. For example, the trainee can improve effectiveness and efficiency in carrying out an assignment during that period. The trainee can also implement an effective communication style with the staff PRISM, PRISM customers, vendors, and others in the performance of tasks given reams of PRISM.

The trainee will also learn how to make decisions for an organization such as the current PRISM assigned to prepare the tender for PRISM. The trainee has been practicing Information Analysis for Decision Making (IMS502).

The trainee also gains knowledge and skills in professional communication. The trainees also gain knowledge and skills in professional communication. The trainees

have been practicing the subject that have been learned during the study of the subject Business and Professional Communication (BEL482). This is important knowledge of an organization destined to operate their daily activities.

4.2 Personal Thought and Opinion

The trainee feels that the organization (PRISM) has provided many opportunities and environment to support the trainee during the internship period. PRISM taught knowledge about things that are new to the trainee during the internship period. Among them, the trainees learned how to manage records effectively and efficiently. The trainee can apply this knowledge in everyday life or in their future career. Additionally, PRISM has also increased the soft skills the trainees. These include communication skills. PRISM has improved communication skills the trainees to establish a person with strong communication skills who can build relationships. This is particularly important for the trainee. In addition to communication skills, PRISM also improves teamwork and collaboration as useful soft skills to the trainees. Such as leadership skills, there is also a task or activity that has been teaching the trainees how to work well in a team. Finally, PRISM has also increased and hone the trainees to emphasize time management and able to work under pressure. During the interned period, PRISM provides many tasks that require the trainees work under pressure and complete tasks in a timely manner.

In addition, the supervisor, staff, and senior management are friendly and easy to deal with them current interned period. The trainee can build good and friendly relations with each other in PRISM.

The lastly, the environment worker at the PRISM very interesting for the student has Records Management because their will improve the knowledges, skills, and experience

the student internships. This is because, the PRISM always give the best opportunities for the student an in Records Management fields.

4.3 Lesson Learn

At the PRISM INTERGRATED Sdn Bhd., the trainee has a lot to learn to be more disciplined, punctual, and has improved in communication skills. Throughout the PRISM, the trainee has focused so much on time. For example, PRISM teaches the trainee more punctual in working hours. Additionally, PRISM also teaches the trainee punctual in every task that is given. For example, packaging activities in PTPTN be solved within a predetermined time. Therefore, the trainee must meet the time that was given to the trainee to complete the task.

Additionally, PRISM also teaches the trainee to be more disciplined. For example, PRISM has determined how to use the allowed time period interned in PRISM. Therefore, the trainees have followed the way of using the interned period.

The trainees were also taught a variety of challenging tasks associated with daily activities PRISM. The trainee has managed to do the job well and give a good perception of the trainees during the period there.

From what has been learned from the organization PRISM, it has improved the trainee in terms of communication skills. This is one good learning for the trainee to become more disciplined in a timely manner, and indirectly also to improve the communication skills of the trainee.

Many things the trainee learns at the PRISM even though some time those things not related with the Records Management fields. PRISM has good opportunities for improve the skills, knowledges, and experience to the trainee by their daily activities. This is because, PRISM always as apply the main important in the Records Managements as their main point or objective for their main business activities. Many things very important that the trainee learn while as the internship student at PRISM.



4.4 Limitation and Recommendation

For limitation and recommendation, there several limitation at this organization. Firstly, the limitation can see at the equipment provided by organization. The equipment provided by organization is quite limited. Such as, the computer for doing the daily task activities at the operation department. This limitation will decrease the effective and efficient of the activities and will be effect the mains objective for that department. Besides that, this limitation also will give impact to this department to achieve their goals.

REFERENCES

Introduction to PRISM Integrated Sdn. Bhd. Retrieved December 1,
2015, from <http://www.prismintergrated.com.my>

APPENDIXES

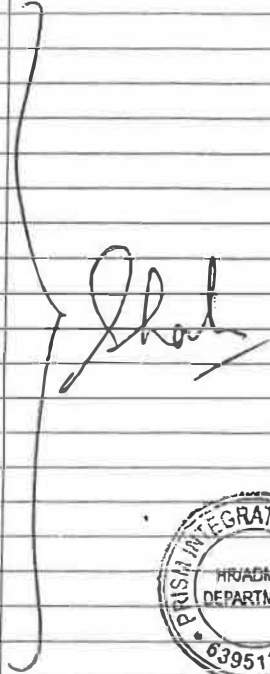
LOG BOOK





REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : MUHAMMAD ZULHILMI SYAFIQ BAHARUDDIN No. Matrik : 2012400096
 No. I/C : 720731-08-**** No. Telefon : 012-546****
 Nama / Alamat Organisasi : PRISM INTEGRATED SDN BHD
 Nama Penyelia : PUAN SHAHMUM.
 Bulan /Tahun : BULAN 0808 2015

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3-8-2015	8.30 AM	5.30 PM.	
4-8-2015	8.12 AM	5.30 PM.	
5-8-2015	8.15 AM	5.30 PM.	
6-8-2015	7.59 AM.	5.30 PM.	
7-8-2015	8.00 AM.	5.30 PM.	
10-8-2015	8.00 AM.	5.30 PM.	
11-8-2015	8.02 AM.	5.30 PM.	
12-8-2015	7.57 A.M.	5.30 PM.	
13-8-2015	7.52 AM.	5.30 PM.	
14-8-2015	8.05 AM.	5.30 PM.	
17-8-2015	8.23 AM.	5.30 PM.	
18-8-2015	8.05 AM.	5.30 PM.	
19-8-2015	8.04 AM.	5.30 PM.	
20-8-2015	7.46 AM.	5.30 PM.	
21-8-2015	7.44 AM.	5.30 PM.	
24-8-2015	8.02 AM.	5.30 PM.	
25-8-2015	7.53 AM.	5.30 PM.	
26-8-2015	7.52 AM.	5.30 PM.	
27-8-2015	7.51 AM.	5.30 PM.	
28-8-2015	7.50 AM.	5.30 PM.	
31-8-2015	NATIONAL DAY.		



Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar :  Tarikh : 28-08-2015

Tandatangan Penyelia :  Tarikh : _____



REKOD KEDATANGAN LATIHAN INDUSTRI

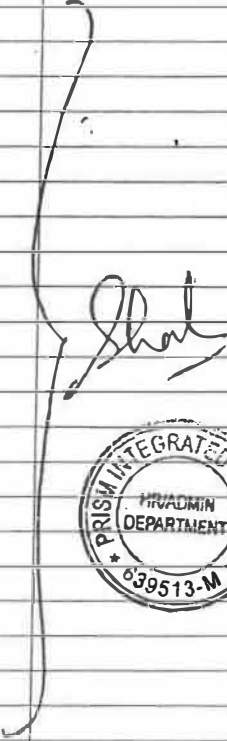

Nama Pelatih : MUHAMMAD ZULHILMI SYAFIQ BAHARUDDIN No. Matrik : 2012400096

No. I/C : _____

Nama / Alamat Organisasi : PRISM INTEGRATED SDN BHD

Nama Penyelia : PUAN PHANLUM

Bulan / Tahun : SEPTEMBER 2015

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia	
1-9-2015	7.58 AM	5.30 PM	 	
2-9-2015	7.56 AM	5.30 PM.		
3-9-2015	7.50 AM	5.30 PM.		
4-9-2015	7.56 AM	5.30 PM.		
7-9-2015	7.55 AM.	5.30 PM.		
8-9-2015	7.55 AM.	5.30 PM.		
9-9-2015	8.08 AM.	5.30 PM.		
10-9-2015	7.58 AM.	5.30 PM.		
11-9-2015	8.05 AM	5.30 PM.		
14-9-2015	7.56 AM.	5.30 PM.		
15-9-2015	7.51 AM	5.30 PM.		
16-9-2015	MALAYSIA DAY.			
17-9-2015	7.59 AM	5.30 PM.		
18-9-2015	7.59 AM	5.30 PM.		
21-9-2015	7.60 AM	5.30 PM		
22-9-2015	7.44 AM	5.30 PM.		
23-9-2015	7.55 AM	5.30 PM .		
24-9-2015	HARI RAYA HAJI.			
25-9-2015				
28-9-2015	7.55 AM	5.30 PM.		
29-9-2015	8.02 AM	5.30 PM.		
30-9-2015	7.59 AM	5.30 PM.		

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

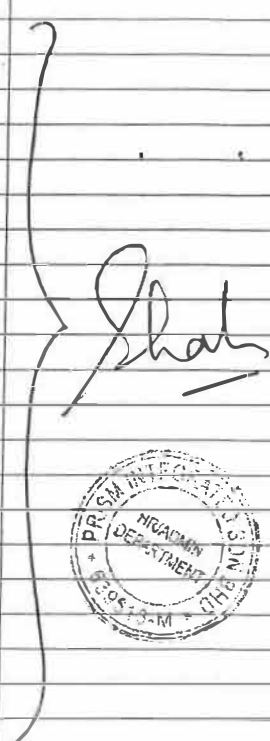

Tandatangan Pelajar :  Tarikh : 29-09-2015

Tandatangan Penyelia :  Tarikh : _____



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : MUHAMMAD SUKIRMI SUAFIQ BAHARUDDIN No. Matrik : 2012400096
 No. I/C : 920731-08-**** No. Telefon : 012-546****
 Nama / Alamat Organisasi : PRISM INTEGRATED SDN BHD.
 Nama Penyelia : PVANI SHAHMUM
 Bulan / Tahun : OKTOBER 2015

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia	
1-10-2015	7.54 AM	5.30 PM		
2-10-2015	7.53 AM	5.30 PM		
5-10-2015	8.15 AM	5.30 PM		
6-10-2015	7.58 AM	5.30 PM		
7-10-2015	7.53 AM	5.30 PM		
8-10-2015	7.57 AM	5.30 PM.		
9-10-2015	8.00 AM	5.30 PM		
12-10-2015	7.55 AM	5.30 PM.		
13-10-2015	7.52 AM	5.30 PM.		
14-10-2015	AWAL MUHARAM			
15-10-2015	8.02 AM	5.30 PM.		
16-10-2015	8.00 AM	5.30 PM.		
19-10-2015	EMERGENCY LEAVE.			
20-10-2015				
21-10-2015	8.00 AM	5.30 PM		
22-10-2015	8.05 AM	5.30 PM		
23-10-2015	8.00 AM	5.30 PM.		
26-10-2015	8.00 AM.	5.30 PM)		
27-10-2015	8.05 AM	5.30 PM.		
28-10-2015	8.02 AM	5.30 PM.		
29-10-2015	8.08 AM	5.30 PM.		
30-10-2015	7.48 AM)	5.30 PM.		

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

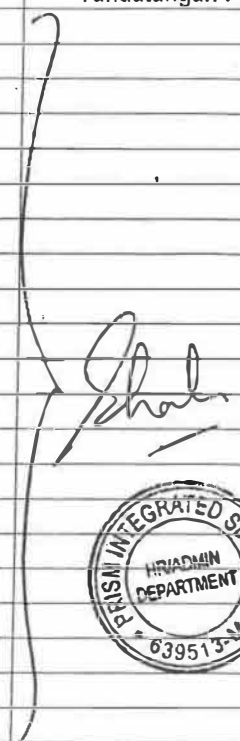
Tandatangan Pelajar :  Tarikh : 29-10-2015

Tandatangan Penyelia :  Tarikh : _____





REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : MUHAMMAD SUKICUMI SYAFIQ BAHARUDDIN No. Matrik : 2012400096
 No. I/C : 920731-08-**** No. Telefon : 012-546****
 Nama / Alamat Organisasi : PRISM INTEGRATED SDN BHD
 Nama Penyelia : DUAN SHAHNUM
 Bulan / Tahun : NOVEMBER 2015

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2-11-2015	7.44 AM	5.30 PM	
3-11-2015	8.00 AM.	5.30 PM	
4-11-2015	7.55 AM	5.30 PM	
5-11-2015	8.02 AM	5.30 PM	
6-11-2015	8.02 AM	5.30 PM	
7-11-2015	8.02 AM	5.30 PM	
10-11-2015	DEEPANAGI.	—	
11-11-2015	7.59 AM.	5.30 PM	
12-11-2015	8.19 AM.	5.30 PM	
13-11-2015	EMERGENCY	—	
16-11-2015	LEAVE.	—	
17-11-2015	8.00 AM	5.30 PM	
18-11-2015	8.06 AM	5.30 PM	
19-11-2015	M.C.	—	
20-11-2015	7.57 AM	5.30 PM	
23-11-2015	7.53 AM.	5.30 PM.	
24-11-2015	8.04 AM.	5.30 PM.	
25-11-2015	8.10 AM.	5.30 PM.	
26-11-2015	7.50 AM.	5.30 PM.	
27-11-2015	7.28 AM	5.30 PM.	
30-11-2015	8.05 AM	5.30 PM.	



Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar :  Tarikh : 30-11-2015
 Tandatangan Penyelia :  Tarikh : _____



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : MUHAMMAD ZULHILMI SYAFIQ BAHARUDDIN No. Matrik : 2012 400096
 No. I/C : 920731-08-**** No. Telefon : 012-546****
 Nama / Alamat Organisasi : PRISM INTEGRATED PDM BHD
 Nama Penyelia : PUAN SHAHMUM
 Bulan /Tahun : DECEMBER 2015

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1-12-2015	7.53 AM	5.20 PM.	
2-12-2015	7.44 AM	5.30 PM.	
3-12-2015	7.58 AM	5.30 PM.	
4-12-2015	ANNUAL LEAVE	—	
7-12-2015	8.05 AM	5.30 PM.	
8-12-2015	8.04 AM	5.30 PM.	
9-12-2015	8.02 AM.	5.30 PM.	
10-12-2015	8.02 AM	5.30 PM	
11-12-2015	QULTAN OF SELANGOR BIRTHDAY		
14-12-2015	LEAVE OF EVENTS FOR SELANGOR.		
15-12-2015	8.03 AM.	5.30 PM.	
16-12-2015	8.05 AM.	5.30 PM.	
17-12-2015	8.03 AM.	5.30 PM.	
18-12-2015	8.00 AM.	5.30 PM.	
21-12-2015	8.00 AM	5.30 PM.	
22-12-2015	8.00 AM	5.30 PM.	
23-12-2015	8.00 AM	3.00 PM	
24-12-2015	(MAULIDUR RASUL) PROPHET MUHAMMAD'S BIRTHDAY		
25-12-2015	CHRISTMAS.		
28-12-2015			
29-12-2015			
30-12-2015			
31-12-2015			

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : [Signature] Tarikh : 29-12-2015

Tandatangan Penyelia : [Signature] Tarikh : _____

PRISM Integrated Sdn Bhd

Salary Advice for the month of NOVEMBER 2015

Date: 30-Nov-15

Pay To : **Muhammad Zulhilmi Syafiq Bin Baharuddin**

IC No : 920731-08-****

EARNINGS		DEDUCTIONS	
DESCRIPTION	AMOUNT	DESCRIPTION	AMOUNT
Allowances	500.00	E.P.F.	-
		SOCSO	-
		Income Tax	-
Gross Salary RM	500.00	Gross Deductions RM	-
		Net Salary RM	500.00
EMPLOYER EPF CONTRIBUTION	-	EMPLOYEE EPF CONTRIBUTION	-
EMPLOYER SOCSO CONTRIBUTION	-	EMPLOYEE SOCSO CONTRIBUTION	-

Employer EPF No : 014867538
Employer Socso No : B3249445P
Employer Income Tax No: E90184109-09

Employee EPF No : -
Employee Socso No : -
Employee Income Tax File No: -



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PRISM Integrated Sdn Bhd

Salary Advice for the month of OCTOBER 2015

Date: 29-Oct-15

Pay To : **Muhammad Zulhilmi Syafiq Bin Baharuddin**

IC No : 920731-08-****

EARNINGS		DEDUCTIONS	
DESCRIPTION	AMOUNT	DESCRIPTION	AMOUNT
Allowances	500.00	E.P.F.	-
		SOCSCO	-
		Income Tax	-
Gross Salary RM	500.00	Gross Deductions RM	-
		Net Salary RM	500.00
EMPLOYER EPF CONTRIBUTION	-	EMPLOYEE EPF CONTRIBUTION	-
EMPLOYER SOCSCO CONTRIBUTION	-	EMPLOYEE SOCSCO CONTRIBUTION	-

Employer EPF No : 014867538

Employer Socso No : B3249445P

Employer Income Tax No: E90184109-09

Employee EPF No : -

Employee Socso No : -

Employee Income Tax File No: -



PRISM Integrated Sdn Bhd

Salary Advice for the month of SEPTEMBER 2015

Date: 30-Sep-15

Pay To : **Muhammad Zulhilmi Syafiq Bin Baharuddin**

IC No : 920731-08-****

EARNINGS		DEDUCTIONS	
DESCRIPTION	AMOUNT	DESCRIPTION	AMOUNT
Allowances	500.00	E.P.F.	-
		SOC SO	-
		Income Tax	-
Gross Salary RM	500.00	Gross Deductions RM	-
		Net Salary RM	500.00
EMPLOYER EPF CONTRIBUTION	-	EMPLOYEE EPF CONTRIBUTION	-
EMPLOYER SOC SO CONTRIBUTION	-	EMPLOYEE SOC SO CONTRIBUTION	-

Employer EPF No : 014867538

Employer Socso No : B3249445P

Employer Income Tax No: E90184109-09

Employee EPF No : -

Employee Socso No : -

Employee Income Tax File No: -



PRISM Integrated Sdn Bhd

Salary Advice for the month of DECEMBER 2015

Date: 30-Dec-15

Pay To : **Muham mad Zulhilmi Syafiq Bin**

IC No **Baharuddin** : 920731-08-****

EARNINGS		DEDUCTIONS	
DESCRIPTION	AMOUNT	DESCRIPTION	AMOUNT
Allowances	500.00	E.P.F.	-
		SOCSCO	-
		Income Tax	-
Gross Salary RM	500.00	Gross Deductions RM	-
		Net Salary RM	500.00
EMPLOYER EPF CONTRIBUTION	-	EMPLOYEE EPF CONTRIBUTION	-
EMPLOYER SOCSCO CONTRIBUTION	-	EMPLOYEE SOCSCO CONTRIBUTION	-

Employer EPF No : 014867538
 Employer Socso No : B3249445P
 Employer Income Tax No: E90184109-09

Employee EPF No : -
 Employee Socso No : -
 Employee Income Tax File No: -



DAILY WORKING SHEET (SCANNING PROJECT)

NAME:

DOC-PREP / SCAN / QC / INDEXING / RE-PREP

NO.	(A) CUSTKEY	(B) BOX BARCODE NO.	(C) DATE	(D) FILE'S NUMBER	(E) NO OF PAGES	(F) PAGE AFTER AMMENDMENT	(G) REMARK
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
TOTAL							

RULES & REGULATIONS :

THIS SHEET IS REQUIRE TO BE PASSED TO THE SUPERVISOR ON A DAILY BASIS

NO PAYMENT WILL BE PAID IF THE DAILY WORKING SHEET IS NOT RECEIVED BY THE SUPERVISOR

NO EATING / NO TALKING / PHOTOGRAPHING /SMS ON HANDPHONE IN SCANNING AREA

DAILY WORKING SHEET (COLUMN ABCD TO BE COMPLETED BY TYPIST) (COLUMN EFG BY CHECKERS)

JAM/E:

DATE:

NO.	(A) CUSTKEY	(B) BOX BARCODE NO.	(C) DATE OF TYPING	(D) NO OF FILES TYPED	(E) NO OF TYPING ERRORS	(F) AMENDMENT DONE	(G) TYPING/CHECKING DONE BY
1	PAIC	047471			7	MARTIN	HAZ
2					3	Morgan	STIGAN
3		047506			1	Morgan	STIGAN
4					2	Morgan	STIGAN
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
TOTAL							

RULES & REGULATIONS TO BE ADHERE BY TYPIST:
 TYPIST ARE REQUIRED TO PASS THE DAILY WORKING SHEET TO THE SUPERVISOR ON A DAILY BASIS
 NO PAYMENT WILL BE PAID IF THE DAILY WORKING SHEET IS NOT RECEIVED BY THE SUPERVISOR
 NO EATING/ NO TALKING/SMS ON HANDPHONE IN AT DATA ENTRY AREA

Quality and Security Assurances in the Processing and Fulfillment of Orders

Customer site

1. Place Order



System checks username and password, and controls what items, delivery addresses, and delivery types the user can access

2. Pick Items



Scan items to pick them, ensuring that the correct ones are pulled from inventory

3. Prepare deliveries and routes



E-mail Delivery Slip Option: Automatically e-mail customers when deliveries are created: "Your items are on the way".

4. Validate outgoing items to correct delivery and truck



Truck Validation Option: Scan items to confirm grouping to correct deliveries, by route, ensuring that they go on the correct truck, to the correct address.

Customer site

5. Deliver items



Option: Check recipient id
Delivery with PDT Option: Scan items being delivered to ensure nothing is missed or dropped off at the wrong address

6. Return items



Scan items to pick up.
PDT alerts driver if expected items are missing

E-mail Return Slip Option: Automatically e-mail the customer a list of items picked up on that delivery

7. Staging



Option: Scan items to temporary locations, preparing them to put away.

8. Refiling / Reshelving



Scan items to final locations

9. Validation, Adjustments

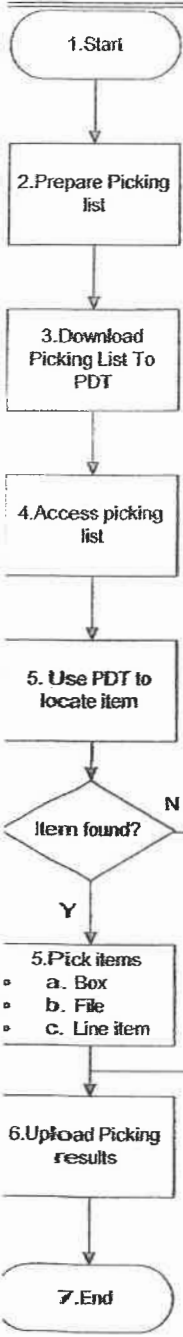


A delivery will become "verified" once the delivery has been returned and of its items are out of transit or holding locations – either scanned to final locations or sent back to the customer.

A supervisor regularly reviews the list of all deliveries not yet verified, as well as a log of any process errors or warnings that may have occurred but not yet been marked as corrected.

Picking

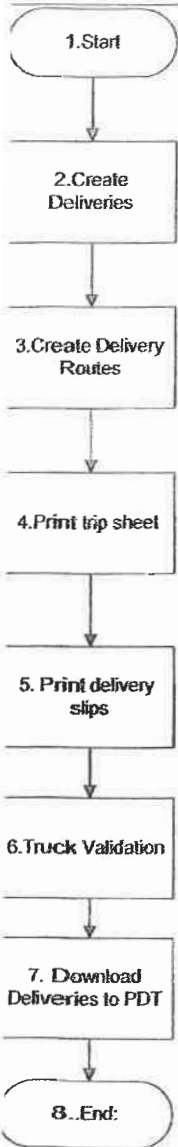
Version:	1.1
Date:	2011-02-04
First release Date:	2011-01-09



Recognizing PDT screens	<p>1.Start: Rush order placed, or cut-off time passes</p> <p>2 Prepare Picking list</p> <p>Option A: Regular picking list (After cut-off time passes)</p> <ol style="list-style-type: none"> Orders -> Picking List File -> Create Picking List (F2) Select item types to pick and set other criteria if necessary (eg. floor = pick level). Click "refresh" (optional) Press Okay. <p>Option B: Rush picking list (Upon receiving rush order notification)</p> <ol style="list-style-type: none"> In the Orders->Order module, navigate to the rush order File->Pick and Run
3.1 PDT main menu	<p>3. Download picking list to PDT</p> <ol style="list-style-type: none"> Computer prompts "Prepare PDT for download" Place the PDT in the Cradle, Press 1 - Receive data Press "Okay" on the computer to send the list to the PDT
1 Receive 2 Send results 3 Processing 4 Utilities	<p>4. Access picking list. (On PDT)</p> <ol style="list-style-type: none"> Press "clr" Press 3 - Process Press 1 - Picking Select list (usually list 1) <p>The first item on the list will be displayed, including its location</p>
Press	<p>5. Use PDT to locate item</p> <p>a. Pick box: Scan box bar code</p> <p>b. Pick File</p> <ol style="list-style-type: none"> Locate file using information on the file picking label Prepare out card Replace file with "out card" Label file Scan file Scan box, then location (to confirm box location) <p>c. Pick line item: Press 4-PK after finding item</p> <p>Note: Label requests appear as line items. To print: Maintenance->Box and file maintenance, File->Autocreate pre-add boxes->Thermal</p> <ul style="list-style-type: none"> Enter Customer key, number of labels (specified on picking list) Enter department and type (usually "select") For Start sequence, copy, and prefix, accept the default values
1: To load the picking list onto the PDT	<p>5d. Exclude items not found</p> <ol style="list-style-type: none"> Press 2-Nx Press 3-Not found Scan "reason" bar code <p>* Place the label on the box, move it to a holding location.</p> <p>Once all items are been picked, PDT returns to main menu (excluded items remain on the list, press 0, enter to quit)</p>
3: To perform work with the PDT	<p>6. Upload picking results</p> <ol style="list-style-type: none"> Orders -> Picking List File -> Upload Pick Results Press 2 - Send Results Press 1 - Picking Select appropriate picking list (Usually 1)
2: To notify the system of work done.	<p>7. End. (Next is delivery creation)</p>
4.2 Processing menu	
1 Picking 2 Refile 3 Move 4 Del/Ret	
4.3 Picking list menu	
I L B	
List "1"	
Picking area "1"	
Item tpe "B": Boxes or other ("F" for files)	
Items remaining "2"	
5a Item: box	
DEMO-C	
VH-1-11-0101	
011, 011	
1Pr 2N 3NL 0Qu 6T_	
Account "DEMO-C"	
Location: "VH-1..."	
Box number: "011"	
5b Item: File	
VH-1-11-0101	
67 DEMO-C	
MC 232004 8 9	
1Pr 2Nx 3NL 0Qu_	
When you see "RC ...", find matching file picking label (232004 in barcode)	
5c Item: Line Item	
DEMO-C	
10.0 SALE OF LETTER/	
4Pk 1Pr 2Nx 0Qu	
Account Item	

Delivery Creation

Version:	1.1
Date:	2011-02-05
First release Date:	2011-01-10



1. Start: Once the final pick results have been uploaded to the system, it is time to perform delivery creation, which will group items found for the orders, into deliveries.

*The warehouse manager may notify the dispatcher that the final pick has been created, or do the delivery creation themselves.

2. Create Deliveries

- Orders - > Delivery Creation
- Select options if necessary & click OK

*For any deliveries that are not fully picked, the delivery slip will not print because the system does not know whether items were found or not. Once the picking list is uploaded, repeat the delivery creation process

3. Create Delivery Routes

- Orders - > Delivery route
- Click the + button (Ins)
- Select the desired route template.
- Select vehicle and employee
- Click the Add button and select the desired deliveries
- Put the deliveries in the desired order using the Up Arrow or the Down Arrow buttons.

(if you have added deliveries to the route you may select the "Use as route template" check box and then choose the "Merge route template" option. This will update your route template to include the new delivery address.)

- Click the ACCEPT button

4. Print the Trip Sheet: File->Print Report->Current Route

5. Print delivery slips

- File - >Print delivery slips of route

6. Truck Validation (Optional by customer, For deliveries by RC)

- File - > Truck Validation -> Download list to PDT
- Prepare PDT to receive information
- Press 1 - Receive
- Press OK

Perform validation with PDT:

- Press 3 - Processing
- Press 6 - Truck validation
- Scan delivery number on delivery slip
- Scan items' barcodes
- When finished scanning Press "0" & ENTER

Upload Truck Validation results

- File - > Truck Validation -> Upload list from PDT
- Press 2 - Send Results
- Press 6 - Truck Validation
- Press 1 - All & ENTER

7. Download deliveries to PDT (Optional by customer)

- File - > Download deliveries to PDT
- Prepare PDT to receive information
- Press 1 - Receive
- Press OK

8: End: Proceed to "Delivery with PDT"

Delivery Preparation

Version:	5.80
Date:	2011-09-20
First release Date:	2011-01-10

1. Start: Once the final pick results have been uploaded to the system, it is time to perform delivery creation, which will group items found for the orders, into deliveries.

2. Create Deliveries

- Orders -> Delivery Creation
- Select options if necessary & click 'OK'

Note: For any deliveries that are not fully picked, the delivery slip will not print because the system does not know whether items were found or not. Once the picking list is uploaded, repeat the delivery creation process.

3. Packaging. To go onto routes, files (and tapes) should be scanned into shipping containers. This can start as soon as the deliveries have been created. It should be completed before the delivery can be validated to truck.

1. Enter username and password to log into PDT
2. From the Home screen, click on "Packaging"
3. From the list of "Waiting" deliveries, select the delivery to package.
4. Scan the first transport container to open it.
5. Scan items from the delivery to the container.
6. Scan the container again to close it. Repeat if necessary
7. Once all items for a delivery were scanned, the delivery is removed from the 'Waiting' list.

Nom d'accès / Login Name

Mot de passe / Password

Soumettre / Enter

Print delivery slips

Truck Validation

7. Download deliveries to PDT

8..End:

4. Create Delivery Routes

- Orders -> Delivery route
- Click the '+' button (Ins)
- Select the desired route template, vehicle, and employee
- Click the 'Add' button and select the desired deliveries
- Put the deliveries in order using the 'Up Arrow' and 'Down Arrow' buttons

Note: If you have added deliveries to the route you may select the 'Use as route template' check box and then choose the 'Merge route template' option. This will update your route template to include the new delivery address.

- Click the 'ACCEPT' button

5. Print the Trip Sheet: File->Print Report->Current Route

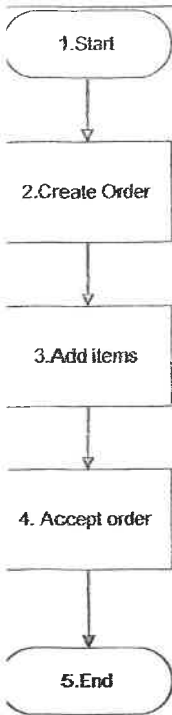
6. Print delivery slips: File ->Print delivery slips of route

7. Truck Validation (Truck validation starts once routes have been created. Routes appear as 'Waiting' on the PDT.)

1. From the home screen press the 'Truck Validation'.
2. Select the route to validate.
3. Scan the delivery slip or click a delivery to select one to validate.
4. Boxes and transport containers are displayed. Scan each.
5. When the last item is scanned you are returned to the truck validation waiting list.
6. Repeat with additional deliveries until the 'Waiting' list is empty.

7. Download deliveries to PDT (Optional by customer) and proceed to delivery and return with PDT.

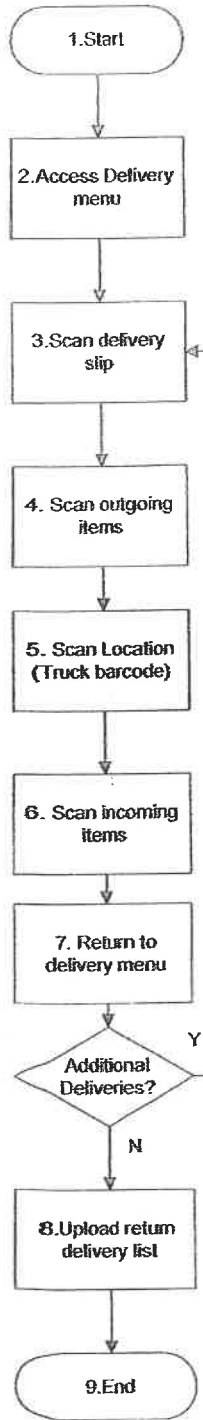
Version:	5.82
Date:	2012-1-02-17
First release Date:	2012-1-02-17



<p>1.Start:</p>
<p>2. Create Order</p> <ul style="list-style-type: none"> ◦ Orders - > Order ◦ File - > Create Order (Ins) ◦ Select user ◦ Enter user's password (if prompted) ◦ Select delivery address ◦ Select delivery type
<p>3. Add items</p> <p>Box:</p> <ul style="list-style-type: none"> ◦ Item -> Add Item - > Box Retrieval (F8) ◦ Enter # or description, or RC # ◦ Enter recipient & press OK ◦ Select desired boxes & press OK <p>File from a box:</p> <ul style="list-style-type: none"> ◦ Item -> Add Item - > File Retrieval (F9) ◦ Enter Box # or Field 1(box) ◦ Enter recipient & press OK <p>"Select desired files. If file not in list press the "Add" button, then enter information to find file. Press OK"</p> <p>Inventoried file:</p> <ul style="list-style-type: none"> ◦ Item -> Add Item - > File Retrieval (F9) ◦ Enter # or desc. or RC ◦ Enter recipient & press OK ◦ Select desired files & press OK <p>Return /pickup of items to RC</p> <ul style="list-style-type: none"> ◦ Item - > Add Item - > Returns - > Not Specified (F10) ◦ Enter quantity of return items (containers) & press OK <p>Pickup of specific items (rare)</p> <ul style="list-style-type: none"> ◦ Item - > Add Item - > Returns - > Boxes (F6)/ Files (F7) ◦ Click on ADD ◦ Select desired items & press OK <p>Line Item (other supplies or service)</p> <ul style="list-style-type: none"> ◦ Item -> Add Item -> Line Item ◦ Enter charge back code if necessary & press OK <p>Note that you can</p> <ul style="list-style-type: none"> ◦ Add items by searching for a box or file from the orders module Options for searching to identify a file or box while placing an order: (File->Add Items->Box Search (F11) File Search (F12)) ◦ Add items from a text file listing (Alt-F8) ◦ Add items from a list of box or file numbers pasted in (Alt-F9), for example from an e-mail <p>For more information on these topics, see the help manual (F1, or Help->Contents then search for 'Adding items to an order').</p>
<p>4. Accept order</p> <ul style="list-style-type: none"> ◦ Click on the ACCEPT button (Ctrl+Enter)

Delivery & Return of items with PDT

Version:	1.1
Date:	2011-02-05
First release Date:	2011-01-09



1.Start:
A list of items to deliver may have been downloaded to the PDT as the last step during the preparation of deliveries. If no list has been downloaded, the PDT will not prompt you to scan outgoing items.

2. Go into delivery/return on the pdt

- o Press 3 - Processing
- o Press 4 - Delivery / Ret.

At the customer site:

3. Scan Delivery Slip

4. Scan outgoing items
(Once you have scanned the last item, PDT asks, "Scan Location")

5. Scan Location

- o Scan your truck bar code, or press "0, enter" to use the default. This takes you into the "Return" portion of the delivery.
- o Make any changes to the delivery slips in pen (eg: "+1 file return")
- o Have the customer sign the slip and initial changes

6. Scan incoming items
To select the type of item to scan, press the corresponding option, then scan all items of that type.

- o Press 1 for Box, then scan all incoming boxes
- o Press 2 for File, then scan all incoming files
- o Press 3 for Container or bag rotation. Scan container and indicate how full.
- o Press 4 for Bin emptying

After scanning the last item of that type, press 0 and Enter to return to the previous menu. You may then select another type of item if necessary.

7. Return to Delivery Menu
After scanning all items for delivery,

- o Press 0 - Quit
- o Press 0 for scanning receipts copies

If you have another delivery to perform, scan the next delivery slip (step 3)
After the last delivery:

- o Press 0 - Quit and ENTER to return to the main menu.

8. Upload delivery return from PDT
It is important to upload your delivery returns as soon as possible, so that items are available to be ordered.

- o Orders -> Return Delivery
- o File -> Upload return delivery list from PDT
- o Press 2 - Send Results
- o Press 4 - Del / Ret
- o Press 1 - All & ENTER
- o Computer prompts: Is delivery # complete?
- o Click "Yes" if the work is complete, click no if you will be returning more items on the same delivery

Print Re-file List if desired (to help sort files by box location)

9. End. Once items are returned they may be ordered and invoice. Proceed to stage and re-shelve/re-file incoming items.

Minutes of Meeting 1

Minutes of First Committee Meeting of the Committee Members was held on Friday, 2 October 2015 at 9.00 a.m. in the Meeting Room

Present: Mr. Shah Rizan bin Mohamad -Chairperson

Ms Farah Diana bt Eshak - Assistant Project Manager

Ms. Azra Syazana bt Zainuddin –Secretary

Ms. Noratikah Amirah bt. Borhan

Mr. Tengku Ahmad A'izuddin b. Tengku Ahmad Akman

Mr. Mohammad Hafiz b. Che Amran

Mr. Safwan b. Mohamad

Mr. Mohd Rizal b. Ismail

Mr. Ku Hafizuddin b. Ku Mansor

Mr. Mohammad Zulhilmi Syafiq b. Baharuddin

1.0 CHAIRPERSON'S WELCOME ADDRESS

The chairperson called the meeting to order at 9.00 a.m. and welcomed all the members

2.0 APOLOGIES FOR ABSENCE

Everyone was present.

3.0 MINUTES OF THE PREVIOUS MEETING

There was no minute of the Previous Meeting since this is the first time a meeting being conducted.

4.0 MATTERS ARISING FROM THE PREVIOUS MINUTES

There was no matters arising since this is the first time a meeting being conducted.

5.0 SPECIAL BUSINESS

5.1 Project

The chairperson informed the members that they have a new project which is to develop an exhibition for the Prism Integrated Sdn.Bhd at the Sunway Pyramid Convention Center. The exhibition is to introduce the business and services that was doing by Prism Integrated Sdn Bhd and promoted their product and services. They already discussed and decided what will do.

5.2 Members positions and role

The members have assigned the positions and roles for the project. It was agreed unanimously by all members. The positions have shown as below:

Mr Shah Rizan b. Mohamad	-Project Manager
Ms Farah Diana bt Eshak	-System Programmer
Ms Azra Syazana bt. Zainuddin	-Secretary
Mr Tengku Ahmad A'izuddin b. Tengku Ahmad Akman	- Designer
Mr Ku Hafizuddin b. Ku Mansor	-Designer
Mr Mohd Rizal b. Ismail	-Runner
Ms Noratikah Amirah bt. Borhan	- Welfare bureau
Mr Safwan b. Mohamad	- Runner
Mr Mohammad Hafiz b. Che Amran	- Treasurer
Mr Mohammad Zulhilmi Syafiq b. Baharuddin	-Runner

5.3 Project Plan

The project manager said that they get an invitation to attend the exhibition in Sunway Pyramid Convention Center and all members need to start to make a preparation to this exhibition. The project plan should include project identification, project initiating and planning, analysis, design, and implementation Ms Farah seconds the motion and added that they should identify the type of exhibition and do research about the organization business and activities.

6.0 ANY OTHER BUSINESS

Mr. chairperson requested to prepared the item that need to bring to the exhibition and also the costing.

7.0 DATE, TIME AND VENUE OF THE NEXT MEETING

It was decided that the next meeting will be held on 09 October 2015. The secretary would send out a notice closer to the date of the meeting.

8.0 CLOSE

Mr Shah Rizan b. Mohamad thanked the entire members and adjourned the meeting. The proposal was seconded by Mr. Shah Rizan b Mohamad. The chairperson thanked all the members for their participation during the meeting and adjourned the meeting at 10. 30 a.m.

Shahrizan

02.October.2015

.....
Mr Shah Rizan b. Mohamad
Chairperson

.....
Date

Azra

02.October.2015

.....
Recorded by
Ms Azra Syazana bt. Zainuddin
Secretary

.....
Date

Minutes of Meeting 2

Minutes of First Committee Meeting of the Committee Members was held on Friday, 9 October 2015 at 10.00 a.m. in the Meeting Room

Present: Present: Mr. Shah Rizan bin Mohamad -Chairperson

Ms Farah Diana bt Eshak -Assistant Project Manager

Ms. Azra Syazana bt Zainuddin –Secretary

Ms. Noratikah Amirah bt. Borhan

Mr. Tengku Ahmad A'izuddin b. Tengku Ahmad Akman

Mr. Mohammad Hafiz b. Che Amran

Mr. Safwan b. Mohamad

Mr. Mohd Rizal b. Ismail

Mr. Ku Hafizuddin b. Ku Mansor

Mr. Mohammad Zulh?lmi Syafiq b. Baharuddin

CHAIRPERSON'S WELCOME ADDRESS

The chairperson called the meeting to order at 10 a.m. and welcomed all the members

1.0 APOLOGIES FOR ABSENCE

Everyone was present.

2.0 MINUTES OF THE PREVIOUS MEETING

There was minutes meeting of the Previous Meeting and discussed about the team position and roles. Minutes of the previous meeting were approved by the chairperson.

The positions of each members.

Mr Shah Rizan b. Mohamad	-Project Manager
Ms Farah Diana bt Eshak	-System Programmer
Ms Azra Syazana bt. Zainuddin	-Secretary

Mr Tengku Ahmad A'izuddin b. Tengku Ahmad Akman	- Designer
Mr Ku Hafizuddin b. Ku Mansor	-Designer
Mr Mohd Rizal b. Ismail	-Runner
Ms Noramira Amirah bt. Borhan	- Welfare bureau
Mr Safwan b. Mohamad	- Runner
Mr Mohammad Hafiz b. Che Amran	- Treasurer
Mr Mohammad Zulhilmi Syafiq b. Baharuddin	-Runner

3.0 MATTERS ARISING FROM THE PREVIOUS MINUTES

The costing for the exhibition booth that was requested from Mr Shah Rizan and the activities that need to do on the exhibition day. Other than that, Mr Shah Rizan also requested the list of item that required to bring to the exhibition.

4.0 SPECIAL BUSINESS

4.1 Project Plan

The project manager said that they should start to write the project plan proposal from now. Ms Nor Atikah Amira seconds the motion. The project plan should include project integration management, pre-initiating phase and initiating phase, Mr. Mohammad Hafiz b. Che Amran said that the project plan proposal will also consists the business case, financial analysis, stakeholder register and project charter. Ms Farah seconds the motion and added that they should complete project plan and submitted to the Director Mr Ravi Kanna to approve the exhibition.

5.0 ANY OTHER BUSINESS

All the members are discuss about the item that are needed in this exhibition and also the cost that are needed to handle this exhibition programmed.

The chairperson asked the secretary to write a tentative for the exhibition. The chairperson also asked the secretary to list down the things or item that are need to buy for the exhibition.

6.0 DATE, TIME AND VENUE OF THE NEXT MEETING

It was decided that next meeting will be held on 16 October 2015. The secretary would send out a notice closer to the date of the meeting.

7.0 CLOSE

Mr Shah Rizan b. Mohamad thanked the entire members and adjourned the meeting. The proposal was seconded by Mr. Mohd Rizal b. Ismail. The chairperson thanked all the members for their participation during the meeting and adjourned the meeting at 12.00 p.m.

Shahrizan

09.October.2015

.....
Mr Shah Rizan b. Mohamad
Chairperson

.....
Date

Azra

09.October.2015

.....
Recorded by
Ms Azra Syazana bt. Zainuddin
Secretary

.....
Date

Minutes of Meeting 3

**Minutes of First Committee Meeting of the Committee Members was held on Friday, 16
October 2015 at 10.00 a.m. in the Meeting Room**

Present: Present: Mr. Shah Rizan bin Mohamad -Chairperson

Ms Farah Diana bt Eshak -Assistant Project Manager

Ms. Azra Syazana bt Zainuddin –Secretary

Ms. Noratikah Amirah bt. Borhan

Mr. Tengku Ahmad A'izuddin b. Tengku Ahmad Akman

Mr. Mohammad Hafiz b. Che Amran

Mr. Safwan b. Mohamad

Mr. Mohd Rizal b. Ismail

Mr. Ku Hafizuddin b. Ku Mansor

Mr. Mohammad Zulhilmi Syafiq b. Baharuddin

1.0 CHAIRPERSON'S WELCOME ADDRESS

The chairperson called the meeting to order at 10 a.m. and welcomed all the members

2.0 APOLOGIES FOR ABSENCE

Everyone was present.

3.0 MINUTES OF THE PREVIOUS MEETING

There was minutes meeting of the Previous Meeting and discussed about the costing and item needed on the exhibition. Minutes of the previous meeting were approved by the chairperson.

4.0 MATTERS ARISING FROM THE PREVIOUS MINUTES

The tentative of the exhibition programmed.

5.0 SPECIAL BUSINESS

Discuss the design of the banner to bring into the exhibition

6.0 ANY OTHER BUSINESS

The chairperson asked the secretary to write a tentative for the exhibition.

7.0 DATE, TIME AND VENUE OF THE NEXT MEETING

It was decided that next meeting will be held on 28 October 2015. The secretary would send out a notice closer to the date of the meeting.

8.0 CLOSE

Mr Shah Rizan b. Mohamad thanked the entire members and adjourned the meeting. The proposal was seconded by Mr. Tengku Ahmad A'izuddin b. Tengku Ahmad Akman. The chairperson thanked all the members for their participation during the meeting and adjourned the meeting at 12.00 p.m.

Shahrizan

16.October.2015

.....
Mr Shah Rizan b. Mohamad
Chairperson

.....
Date

Azra

16.October.2015

.....
Recorded by
Ms Azra Syazana bt. Zainuddin
Secretary

.....
Date

Tentative Programme

Date	Time	Event	Person In Charge
01 November 2015	2.00 pm onwards	<ul style="list-style-type: none"> -Setting up/decorate booth -Put in all equipment and product -Exhibitors may direct access to loading docks by presenting loading pass -Collect badges for exhibitor 	Azra, Tengku, Hafiz, Farah
02 November 2015	9.30 am – 4.30 pm	<ul style="list-style-type: none"> -Event started -Official Opening (Plenary Hall)- Mr Ravi & Mr Gopi will attend. -Exhibition show day 1 -Booth tour by Deputy Prime Minister 	Tengku, Azra & Shah Rizan
03 November 2015	9.30 am – 4.30 pm	<ul style="list-style-type: none"> - Exhibition show day 2 -Conference day 1 	Hafiz, Farah & Zulhilmi
04 November 2015	9.30 am – 4.30 pm	<ul style="list-style-type: none"> -Exhibition show day 3 -Conference day 2 -Packing and moving out of hand-carry item by exhibitors. 	Ku hafizuddin, Rizal, Amira & Safuan

Minutes of Meeting 4

**Minutes of First Committee Meeting of the Committee Members was held on Wednesday, 28
October 2015 at 10.00 a.m. in the Meeting Room**

Present: Present: Mr. Shah Rizan bin Mohamad -Chairperson

Ms Farah Diana bt Eshak -Assistant Project Manager

Ms. Azra Syazana bt Zainuddin –Secretary

Ms. Noratikah Amirah bt. Borhan

Mr. Tengku Ahmad A'izuddin b. Tengku Ahmad Akman

Mr. Mohammad Hafiz b. Che Amran

Mr. Safwan b. Mohamad

Mr. Mohd Rizal b. Ismail

Mr. Ku Hafizuddin b. Ku Mansor

Mr. Mohammad Zulhilmi Syafiq b. Baharuddin

1.0 CHAIRPERSON'S WELCOME ADDRESS

The chairperson called the meeting to order at 10 a.m. and welcomed all the members

2.0 APOLOGIES FOR ABSENCE

Everyone was present.

3.0 MINUTES OF THE PREVIOUS MEETING

There was minutes meeting of the Previous Meeting and discussed about the design of the banner that will bring to the Exhibition Programmed. Minutes of the previous meeting were approved by the chairperson.

4.0 MATTERS ARISING FROM THE PREVIOUS MINUTES

The cost of budget that are needed for the exhibition

5.0 SPECIAL BUSINESS

No other special business.

6.0 ANY OTHER BUSINESS

The chairperson asked the secretary to write a tentative for the exhibition. The chairperson also asked the secretary to list down the things or item that are need to buy for the exhibition.

7.0 DATE, TIME AND VENUE OF THE NEXT MEETING

It was the last meeting of the Exhibition Programmed.

8.0 CLOSE

Mr Shah Rizan b. Mohamad thanked the entire members and adjourned the meeting. The proposal was seconded by Mr. Safuan b. Mohamad. The chairperson thanked all the members for their participation during the meeting and adjourned the meeting at 12.00 p.m.

Shahrizan

28.October.2015

.....

.....

Mr Shah Rizan b. Mohamad
Chairperson

Date

Azra

28.October.2015

.....

.....

Recorded by
Ms Azra Syazana bt. Zainuddin
Secretary

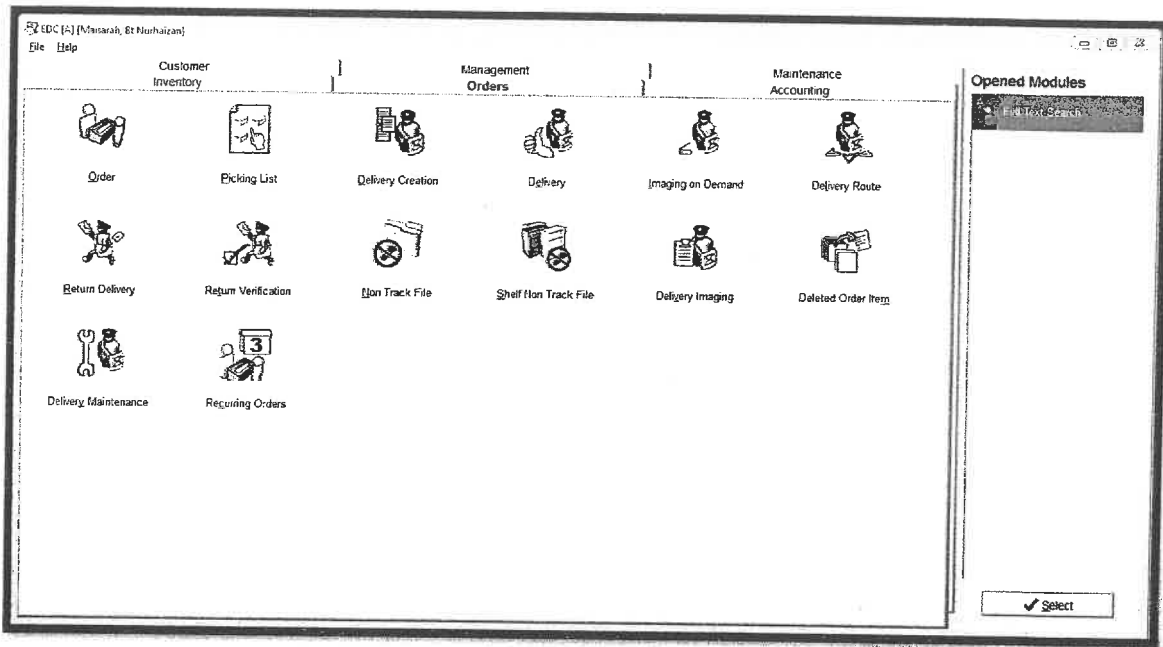
Date

Item to Prepare	Quantity	Action
Display Item		
-PSF (all colors and size)	8	Tengku, Azra & Hafiz
-Puncher	4	
-Copysafe	1 box	
-F-binder	1 box	
-Boxes	4	
-Mini Box	50	
-Business Card		
-Banner		
Brochure To Prepare		
-Company Profile BM/BI	50	Amira & Farah
-Product Catalogue BM/BI	50	
-Promotion copysafe and file	50	
-Promotion PSF Package	50	
-Brochure PSF	50	
-Brochure Record Centre	50	
Audio/Technical		
-Laptop	1	Tengku & Ku Hafizuddin
-Extension plug	1	
-Video	1	
Goodies Bag		
-Small bag	100	Shah Rizan & Zulhilmi
-Brochure		
-Mini box		
-Company profile		
Refreshment		
-Small drinking water	60	Rizal & Safuan
-Sweets	5 packets	

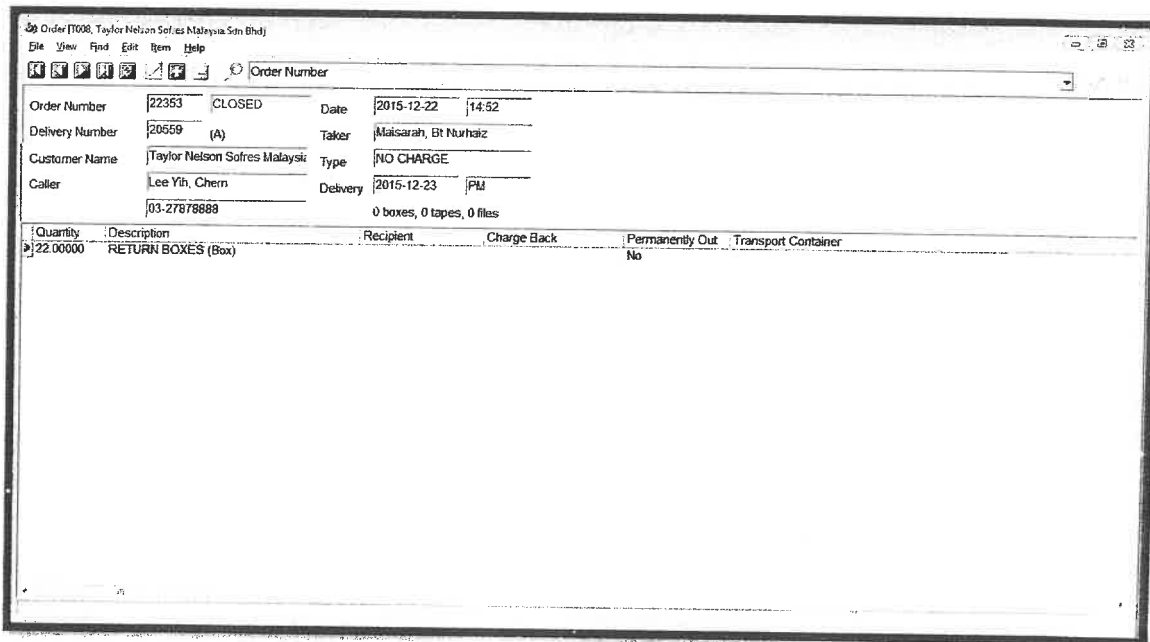
Costing For SME Exhibition Booth

No	Item	Description	Price
1	Decoration		
	-Flowers + vase	1 unit Mixed flower (plastic)	RM 20.15
	-Stick Perfume	1 unit	RM 6.00
	-Glass (Put Sweets)	1 unit	RM 6.00
2	Candy	5 mixed flavour	
3	Printing		
	-Brochure	100 pcs (RM 1.20/pcs)	RM 120.00
	-Banner	1 Unit (Rm 35/unit) 2'x5'	RM 35.00
	-Small bag with logo	100 pcs (RM 3.60 pcs + printing)	RM 360.00
4	Drinking Water	2 Boxes (RM 10.00/box)	RM 21.20(GST)
		Total	RM 568.35

Electronic Document Content Record Center (EDCRC) System Orders Home Pages



Electronic Document Content Record Center (EDCRC) System Orders Pages



Electronic Document Content Record Center (EDCRC) System Delivery Creation
Pages

Delivery Creation ☒

Picking model

Scheduled Next trip

Delivery Route All

Date 2015-12-23 Time PM

Exclude all customers on list Boxes and tapes

Include only customers on list Boxes Only

Print Delivery Slips Tapes Only

Name	Key

Electronic Document Content Record Center (EDCRC) System for Delivery Pages

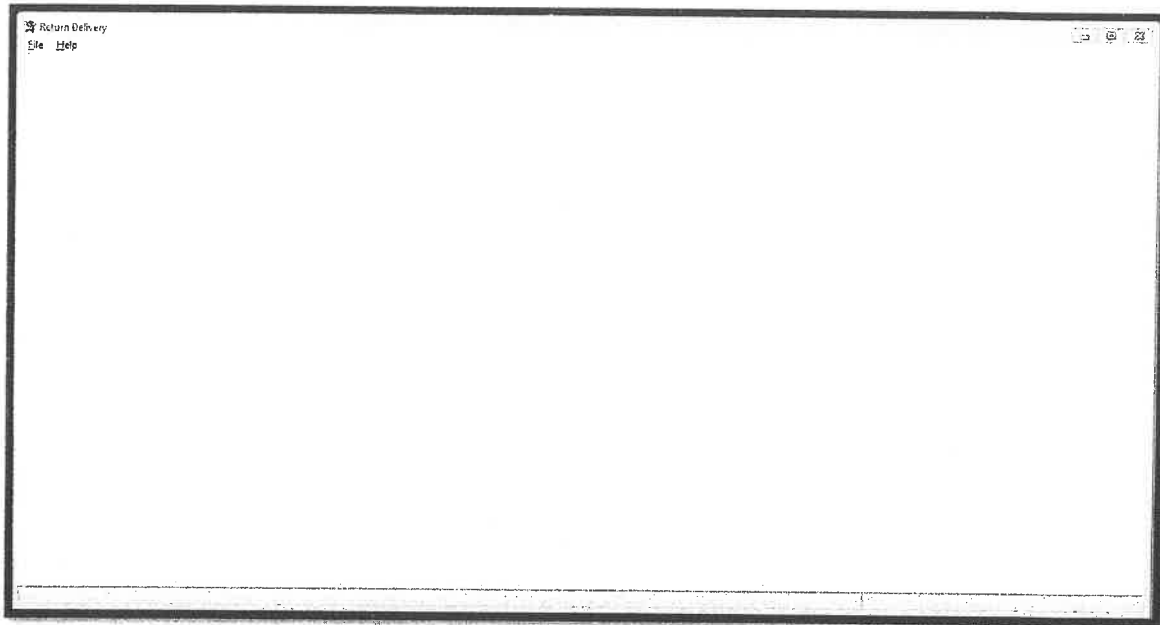
The screenshot shows a window titled "Delivery" with a menu bar (File, View, Find, Edit, Help) and a toolbar. The main area contains a form with the following fields:

Delivery Number	20561 (A)	AGENSI KELAYAKAN MALAYSIA	A033
	Created	Tingkat M1, MOA	
Delivery Type	NEXT DAY RTVL	Menara PKNS-PJ, No.17,	
Delivery	2015-12-23 PM	Petaling Jaya	
Arrival	--:--:00.00	SL	48050
Departure	--:--:00.00		
Delivered by			

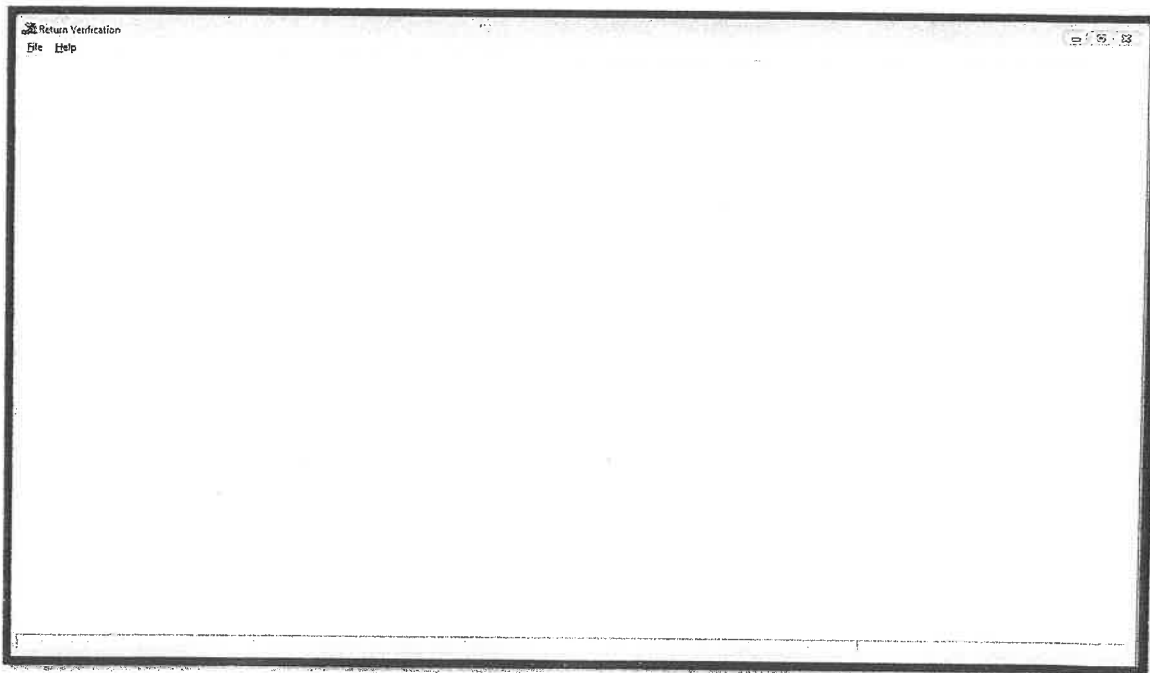
Electronic Document Content Record Center (EDCRC) System for Imaging On Demand Pages

The screenshot shows a window titled "Imaging on Demand" with a menu bar (File, Help). A "Select Delivery" dialog box is open in the center, containing a list box with one item, "01", and two buttons: "OK" and "Cancel".

**Electronic Document Content Record Center (EDCRC) System For Return Delivery
Pages**



**Electronic Document Content Record Center (EDCRC) System For Return Verification
Pages**



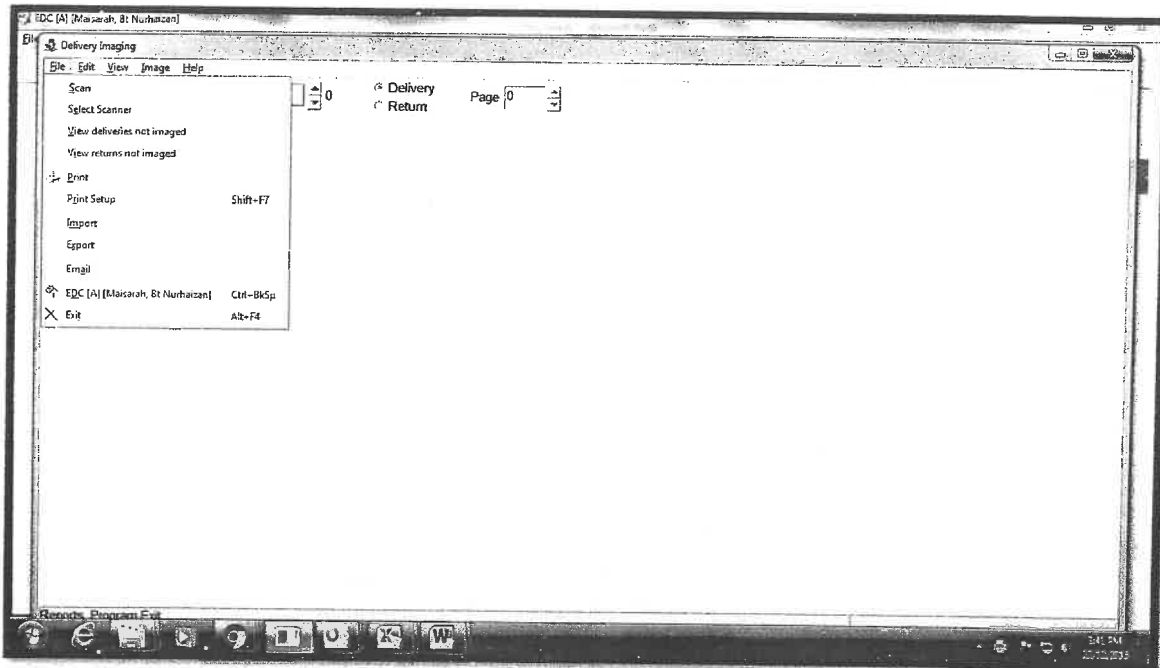
Electronic Document Content Record Center (EDCRC) System For Non Track File Pages

Order	22324	Item	40
Box	020987		
Description	ZAINAL ABIDIN BIN HAMBALI JPA/PEN/184469		
Excluded	No		
Returned	No	Delivery	0 1800-01-01
Deleted	No		

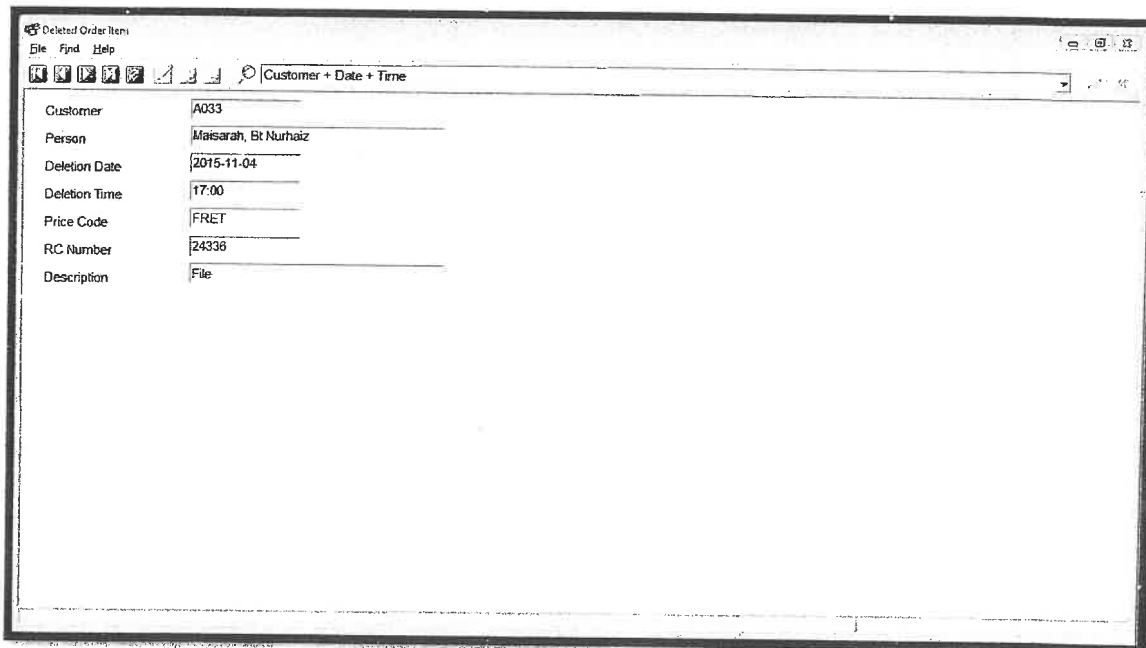
Electronic Document Content Record Center (EDCRC) System For Shelf Non Track File Pages

Order	18806	Item	1
Description	STAFF FILE & PAYROLL		

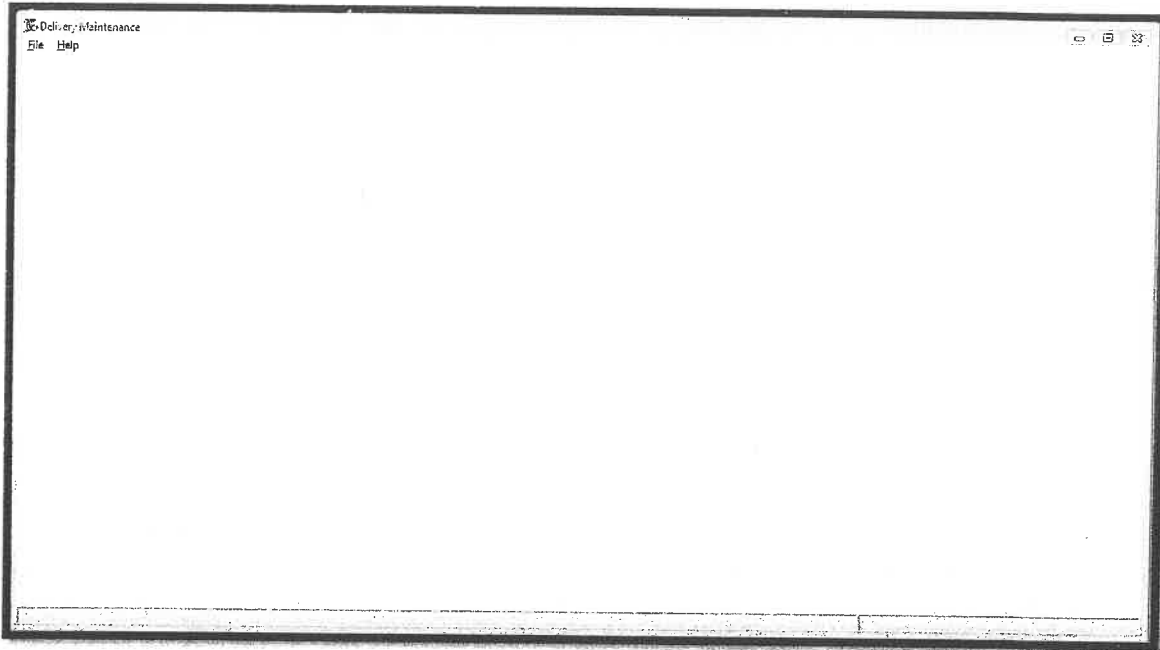
Electronic Document Content Record Center (EDCRC) System For Delivery Imaging Pages



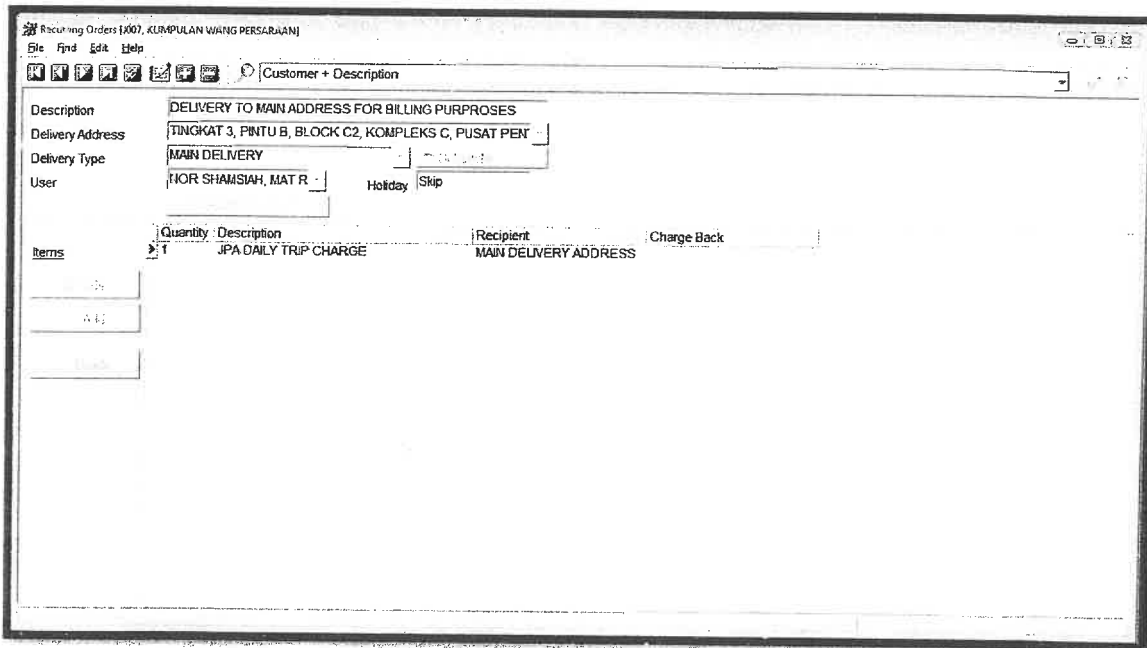
Electronic Document Content Record Center (EDCRC) System For Deleted Order Item Pages



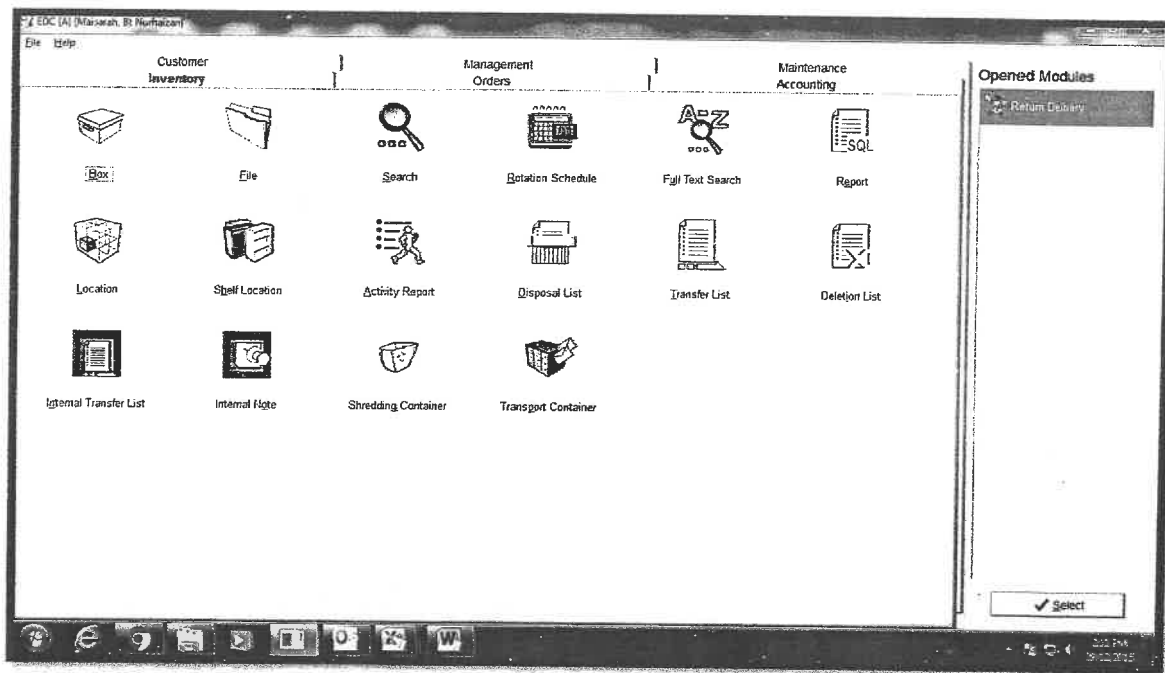
Electronic Document Content Record Center (EDCRC) System For Delivery Maintenance Pages



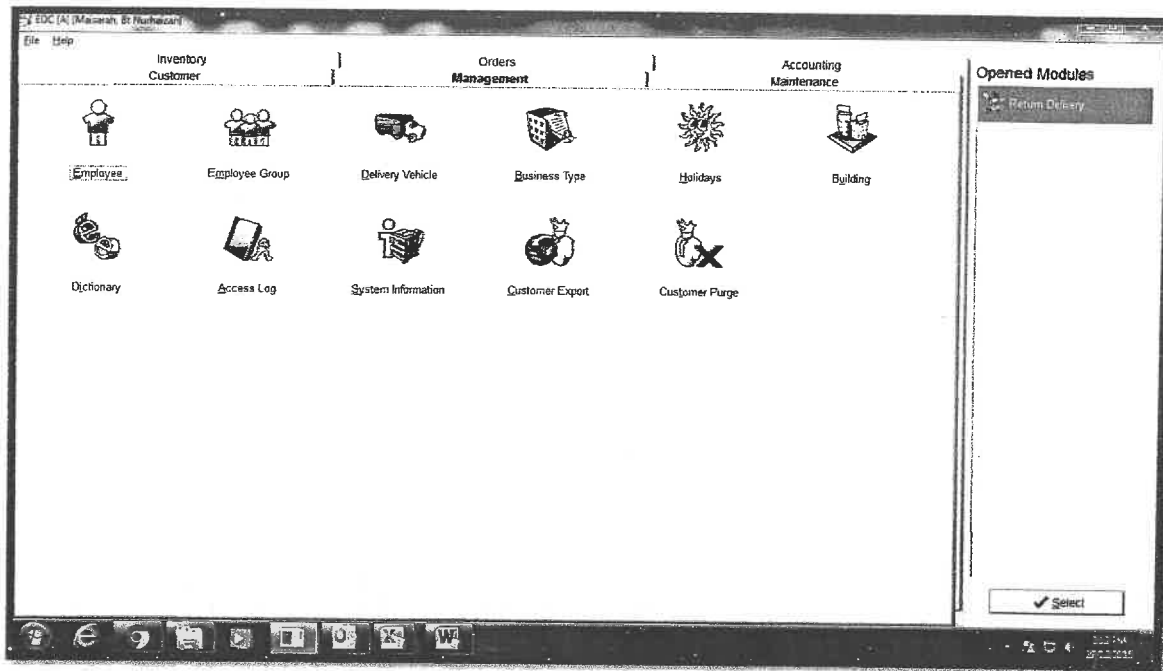
Electronic Document Content Record Center (EDCRC) System For Recurring Orders Pages



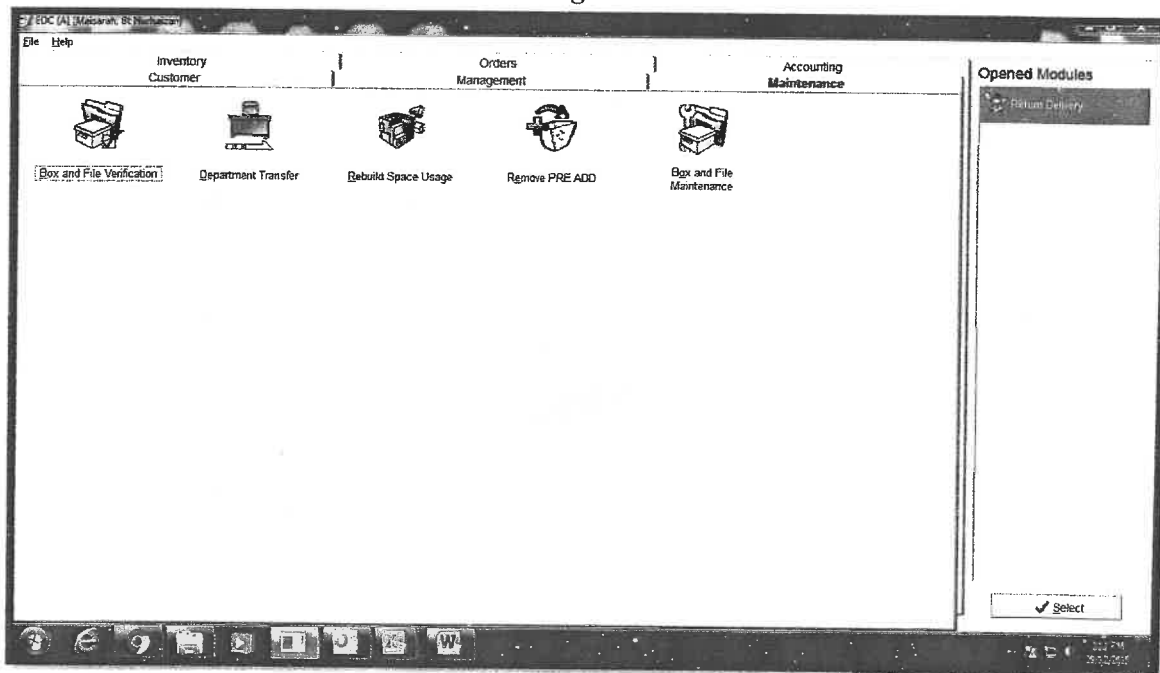
Electronic Document Content Record Center (EDCRC) System For Inventory Home Pages



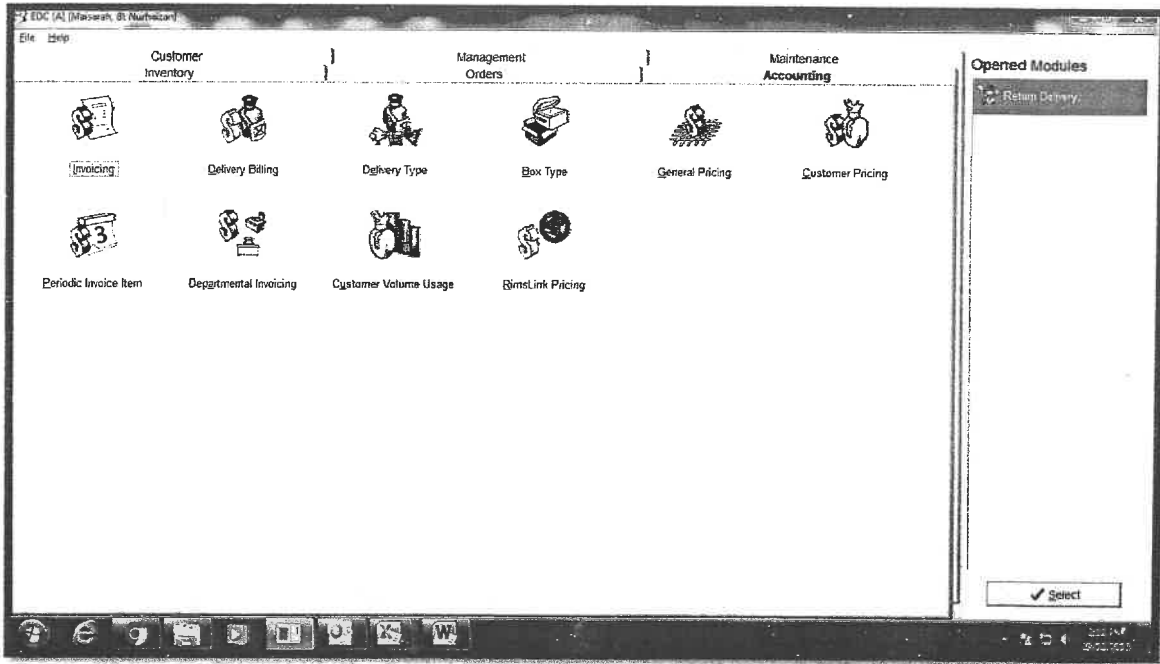
Electronic Document Content Record Center (EDCRC) System For Management Home Pages



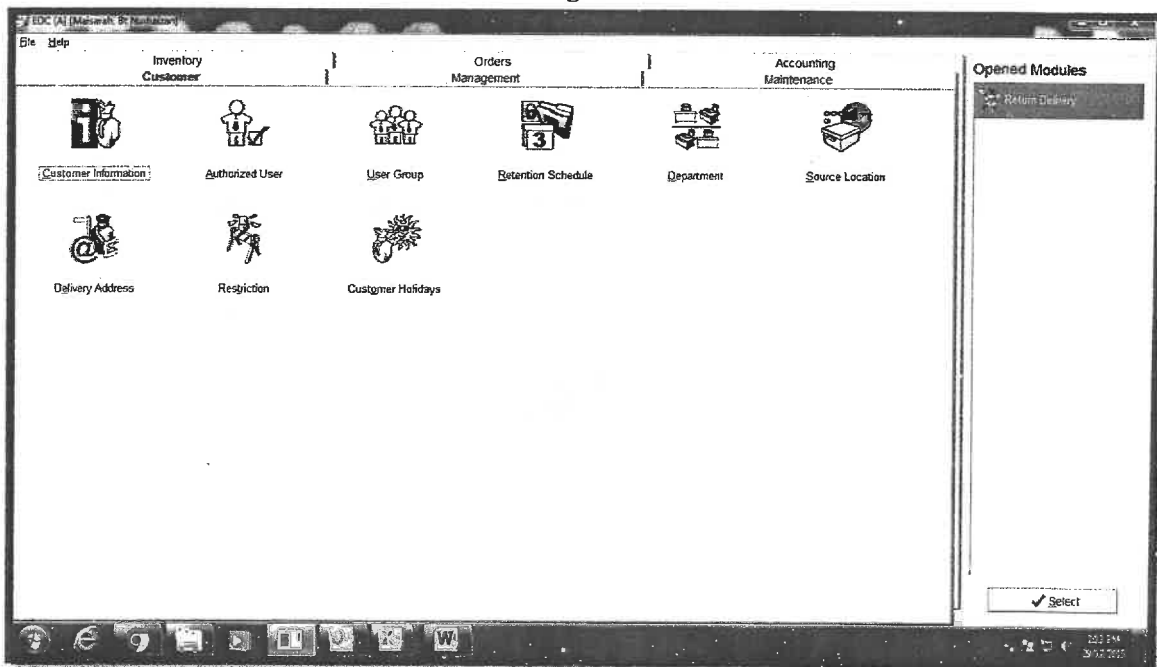
Electronic Document Content Record Center (EDCRC) System For Maintenance Home Pages



Electronic Document Content Record Center (EDCRC) System For Accounting Home Pages



Electronic Document Content Record Center (EDCRC) System For Customer Home Pages





PROVISION OF SERVICES AGREEMENT

BETWEEN

DIGI TELECOMMUNICATIONS SDN. BHD.

(Company No.:201283-M)

AND

XXXXX

(Company No.:XXXXX)

CONTRACT REF. NO.: DG/PC/C/15/XXXX



THIS SERVICES AGREEMENT (hereinafter referred to as “this Agreement”) is made on _____,

BETWEEN

DIGI TELECOMMUNICATIONS SDN. BHD. (Company No: 201283-M), a company incorporated in Malaysia and having its principle place of business at Lot 10, Jalan Delima 1/1, Subang Hi-Tech Industrial Park, 40000 Shah Alam, Selangor Darul Ehsan, Malaysia (hereinafter referred to as “**Digi**”) of the one part;

AND

XXXX (Company No: XXXX), a company incorporated in Malaysia and having its principal place of business at XXXXX(hereinafter referred to as “**the Service Provider**”) of the other part.

WHEREAS,

- (A) Digi is engaged in the telecommunication business and is licensed under the Communications and Multimedia Act 1998 (hereinafter referred to as “**CMA 1998**”) to own and provide network facilities and network services as defined under the CMA 1998 together with other related services;
- (B) The Service Provider is primarily involved in the Scope of Services as described in this Agreement, at prices specified, in accordance with the terms and conditions of this Agreement;
- (C) Digi is desirous of appointing the Service Provider to carry out and provide the Services and the Service Provider is desirous of accepting such appointment upon the terms and subject to the conditions as set out in this Agreement;
- (D) The Parties now enter into this Agreement to regulate and set out the boundaries of their relationship.



ARTICLES OF AGREEMENT

1. AGREEMENT

1.1 The following shall be read and construed as forming part and parcel of this Agreement:-

- (a) General Terms and Conditions
- (b) Annexes; and
- (c) Exhibits.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK



IN WITNESS WHEREOF the Parties by their duly authorized representatives have executed this Agreement as of the date and year first indicated above

SIGNED by:

)
)
)
)
)
)

for and on behalf of
DIGI TELECOMMUNICATIONS SDN. BHD.
(Co. No.: 201283-M)

.....
Name:
Designation:

in the presence of:-

.....
Name:
Designation:

SIGNED by

)
)
)
)
)
)

for and on behalf of
XXXXX
(Co. No.: XXXXXX)

.....
Name:
Designation:

in the presence of:-

.....
Name:
Designation:

GENERAL TERMS & CONDITIONS

1 DEFINITIONS & INTERPRETATION

- 1.1 Definitions of certain terms, abbreviations and interpretations used in this Agreement or any Purchase Order are stated in **Annex 1 (Definitions)** to this Agreement.

2 APPOINTMENT OF SERVICE PROVIDER

- 2.1 The terms of the Service Provider's appointment shall be as set out in **Annex 2 (Terms of Appointment)** of this Agreement.

3 EFFECTIVE DATE AND TERM OF APPOINTMENT

- 3.1 The commencement and duration of this Agreement shall be as set out in **Annex 3 (Duration of Appointment)** of this Agreement.

4 PROCESS FLOW

- 4.1 The process flow of this Agreement shall be as set out in **Annex 4 (Process Flow)** of this Agreement.

5 SCOPE OF SERVICES

- 5.1 The Service Provider undertakes to perform and carry out the Services as set out in **Annex 5 (Scope of Services)** of this Agreement (hereinafter referred to as the "Scope of Service") in accordance with the provisions of this Agreement and to the satisfaction of Digi.

6 SERVICE LEVEL STANDARD

- 6.1 The Service Provider agrees, undertakes and covenants with Digi to carry out, perform and complete Services in accordance with the service level standards as set out in **Annex 5** and



Annex 6 (Service Level Standard) of this Agreement (hereinafter referred to as “**Service Level Standard**”).

7 ACCEPTANCE

- 7.1 The Services shall be performed and completed to the satisfaction of Digi. Where relevant, the Services shall be deemed to be properly carried out, accepted and completed to the satisfaction of Digi only upon Digi’s issuance of the Certificate of Acceptance and Completion for the Services in form as set in **Annex 11** of this Agreement (hereinafter referred to as “**Certificate of Acceptance and Completion**”).

8 SERVICE FEE

- 8.1 The agreed fee or charges payable for the provision of the Services shall be as set out in **Annex 7 (Service Fee)** of this Agreement (hereinafter referred to as “**the Service Fee**”).
- 8.2 The Service Fee shall only be payable by Digi to the Service Provider if Digi has received the appropriate undisputed invoice for the same.
- 8.3 The Service Fee herein is expressed to include all forms of expenses (including but not limited to out-of-pocket expenses, lodging, transportation incurred in relation to this Agreement) unless the Parties mutually agree otherwise and provided such agreement is made in writing.

9 PAYMENT

- 9.1 Payment of undisputed invoice shall be effected no later than sixty (60) days following the date of the invoice (hereinafter referred to as the “**Due Date**”).
- 9.2 All payments to be made under or pursuant to this Agreement shall be in Ringgit Malaysia unless agreed otherwise between the Parties and provided such agreement is made in writing.

10 INVOICES

- 10.1 All invoices to be issued under or pursuant to this Agreement shall be in Ringgit Malaysia unless agreed otherwise between the Parties and provided such agreement is made in writing.



11 TAXES

- 11.1 The Service Fee herein is expressed to exclude any taxes which are or may become payable in respect of the Service Fee, including but without limitation to service tax and/or where applicable, goods and service tax (hereinafter referred to as "GST").
- 11.2 Unless otherwise expressly agreed to the contrary, the Service Provider shall be responsible for the full settlement of all its taxes except for any taxes payable in respect of the Service Fee including but without limitation to service tax and/or where applicable, GST, which shall be borne by Digi.
- 11.3 If any GST is imposed on any goods or services supplied under this Agreement by the Relevant Authorities in Malaysia, Digi shall pay for the appropriate GST under each invoice in the event that the Service Provider has complied with the following:
- (a) the Service Provider is duly licensed by the Relevant Authorities in Malaysia to collect such GST;
 - (b) the appropriate GST for each invoice is included under the relevant invoice at the time of the issuance of the invoice; and
 - (c) all invoices provided by the Service Provider to Digi complies with the relevant GST law enforced by the Relevant Authorities in Malaysia.
- 11.4 The Service Provider hereby agrees that no GST amount shall be due and payable by Digi unless the Service Provider has complied with the provisions herein. The Parties agree to use reasonable efforts to do everything required by the relevant GST law to enable or assist the other Party to claim or verify any input tax credit, set off, rebate or refund in respect of any GST paid or payable in connection with goods or services supplied under this Agreement.

12 LIQUIDATED DAMAGES FOR THE SERVICE PROVIDER'S DELAY

- 12.1 The Parties agree that in the event the Services or any part thereof are not performed in accordance with the Scheduled Completion Date then Digi shall be entitled to claim from the Service Provider and the Service Provider shall pay to Digi the agreed liquidated damages for delay in the amount and manner as set out in **Annex 8 (Liquidated Damages)** herein.

13 GENERAL WARRANTIES AND REPRESENTATIONS

- 13.1 Both Parties expressly warrant and represent to each other the following:



- (a) the recitals in so far as affecting the respective Party are true and correct in all respects and shall remain true and correct in all respect throughout this Agreement ;
- (b) both parties have the requisite authority and necessary corporate powers to enter into and perform its obligations under this Agreement and its respective designated officers, as applicable, are duly authorized by their respective directors and shareholders to bind them by signing this Agreement;
- (c) the execution and performance of this Agreement does not and will not violate or conflict with any undertaking, agreement, contract or arrangement which the respective Parties may have with any third party or any law, regulation, ruling, administrative or judicial decision or policy of any government authority;
- (d) both Parties have the authority and legal capacity to enter into this Agreement and is not under any disability, restriction or prohibition which prevents it from performing or adhering to any of its duties or obligations under this Agreement.

14 SERVICE PROVIDER'S WARRANTIES AND REPRESENTATIONS

14.1 The Service Provider hereby expressly warrants and represent to Digi as follows :-

- (a) that it has the requisite skill, experience and resources to effectively carry out and complete the services ;
- (b) that it is of sound financial position and possesses sufficient skill, expertise and resources to carry out, perform and complete its obligations under this Agreement;
- (c) that all rights to any documentation or any other material furnished or used by the Service Provider in the performance of Services in this Agreement (if any) shall be proprietary to the Service Provider or used under license and will not infringe any intellectual property rights or any other rights whatsoever of any third party.

14.2 The Service Provider further expressly warrants and represent to Digi that to the best of the Service Provider's knowledge and belief after having made all reasonable enquiries and as at the date hereof:-

- (a) no material litigation or proceedings before any court are pending or threatened the result of which might have an adverse material effect on the Service Provider's business, assets, financial condition or its ability to effectively carry out the Services;



- (b) no liquidation or dissolution proceedings have been commenced by any person or are intended or anticipated by the Service Provider and no order or resolution for the Service Provider's winding up has been made, proposed or threatened;
- (c) no appointment or notice of the appointment of a receiver of the Service Provider's assets or property has been made or given or proposed or threatened;
- (d) no notice has been received by the Service Provider under Section 218(2)(a) or Section 308(1) of the Companies Act, 1965 of Malaysia.

14.3 The Service Provider shall ensure that the Service Provider's personnel possess the necessary work/entry permits, visas or employment pass as required under the laws of Malaysia and shall upon Digi's request provide a certified true copy of such documentation to Digi for their record.

15 SERVICE PROVIDER'S DUTIES & OBLIGATIONS

15.1 The Service Provider hereby covenant and undertakes with Digi to comply with all the duties and obligations as set out in **Annex 9 (Service Provider's Duties & Obligations)** of this Agreement.

16 SET-OFF

16.1 Without prejudice to any other right or remedy Digi may have under this Agreement or in law against the Service Provider, Digi shall be entitled to set off any amount at any time owing to the Service Provider by Digi (including but without limitation to the liquidated damages) against any amount payable by Digi to the Service Provider under this Agreement, provided that the Service Provider has failed to pay the amount on demand or to issue a corresponding credit note in favour of Digi within twenty (20) days of such demand.

17 INDEMNITY

17.1 To the extent permitted by law and except as expressly provided to the contrary in this Agreement, the Service Provider agrees and irrevocably undertakes to fully indemnify Digi and keep Digi fully indemnified at all times from and against all losses, damages or liability incurred or suffered by Digi as a result of or in connection with:-



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- (a) any breach by the Service Provider of any of the provisions of this Agreement (including the breach of the intellectual property provisions under this Agreement or of any relevant law, code or regulation); or
 - (b) any willful, unlawful or negligent act or omission of the Service Provider; or
 - (c) any damage, loss or injury, including death, to any person or property arising out of any act or omission (whether negligent or otherwise) of the Service Provider.

18 LIMITATION OF LIABILITY

- 18.1 Notwithstanding clause 17.1 above, neither party shall be liable to the other Party for any consequential, incidental, indirect, punitive or special damages, including lost profits, however caused.
- 18.2 No terms or condition of this Agreement shall benefit or create any right or cause of action in or on behalf of any person or entity other than Digi and the Service Provider. The provisions of this paragraph shall apply regardless of the form of action, damage, claim, liability, cost, expense, or loss, whether in contract, statute, tort (including, without limitation, negligence), or otherwise.

19 INTELLECTUAL PROPERTY RIGHTS

- 19.1 Each Party shall retain all rights, title and interest to its own Confidential Information and intellectual property rights, including but not limited to copyright, trademarks, patents, registered and industrial designs in their respective services and constituents thereof (hereinafter collectively referred to as "Intellectual Property Rights").
- 19.2 Each Party hereby agrees to indemnify and keep indemnified the other Party against any loss, cost, expenses, demands, liabilities or damage, whether direct or indirect, for any infringement of the other Party's intellectual property rights arising out of or incident to the performance of its Scope of Work; or its breach of any provision(s) of this Agreement.
- 19.3 The indemnity referred to hereinabove shall be granted whether or not legal proceedings are or have been instituted and, if such proceedings are instituted, irrespective of the means, manner or nature of any settlement, compromise or settlement.
- 19.4 Each Party shall notify the other Party as soon as practicable of any infringement, suspected infringement or such alleged infringement of the Intellectual Property Rights of any third party.



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- 19.5 Without prejudice to the Intellectual Property Rights owner to defend a claim alleging such infringement, the other Party shall, upon the request of the Intellectual Property Rights owner and at the other Party's expense, conduct the defense of such a claim by a third party which alleges the infringement of the said intellectual property rights. The other Party shall observe and adhere to the Intellectual Property Rights owner's discretions relating in any way to that defense or to negotiations for settlement of the claim or legal proceedings.
- 19.6 All losses, costs, expenses, demands, liabilities or damage incurred or suffered by the Intellectual Property Rights owner as a result of the infringement of the said intellectual property rights by the other Party shall be reimbursed by the other Party within fourteen (14) days of receipt of the Intellectual Property Rights owner's written demand for the same.
- 19.7 All concept, ideas, methodology, inventions and items, in any medium, originated or developed by the Service Provider in connection with the provision of the Services herein shall be the exclusive property of Digi and shall be deemed to be works for hire (hereinafter referred to as the "Work Product"), including without limitation, rights to copyright.
- 19.8 The Service Provider irrevocably guarantees Digi that all Work Product are original works and will not infringe the intellectual property rights of any party. The Service Provider shall indemnify and keep Digi indemnified at all times against any loss or damages which Digi may suffer or incur where the Work Product or any part thereof infringes the intellectual property rights of a third party.

20 TERMINATION

- 20.1 A Party may forthwith terminate this Agreement in the following events:-
- (a) if the other Party is in default or breach of any terms, covenants, undertakings, representations, warranties and/or conditions of this Agreement and such breach is not remedied within thirty (30) days of service of notice in writing of the breach by the non-defaulting Party;
 - (b) bankruptcy or insolvency or winding-up order has been obtained against the other Party;
 - (c) if the other Party enters into a scheme of compromise or arrangement with its creditors or enters into an assignment for the benefit of its creditors;
 - (d) if this Agreement is held to be illegal or invalid under present or future laws or regulations;



- (e) if there is material and adverse change in the other Party's financial condition, business prospects, earning potential or any other condition that would substantially threaten and/or adversely affect such Party's ability to perform its obligations hereunder;
- (f) any distress or execution is levied against the other Party or upon the goods or assets thereof and such distress or execution is not discharged within thirty (30) days thereafter or the other party makes or seeks to make composition or arrangements with its creditors;
- (g) the other Party engages in any conduct deemed by the non-defaulting Party to be prejudicial to the non-defaulting Party's interest, the Business;
- (h) the Service Provider ceases or threatens to cease to carry on its business;
- (i) the Service Provider is found or known or suspected to be involved in any fraudulent or any unlawful activity whether or not related to the Service Provider's business.

20.2 Notwithstanding clause 20.1 above, Digi may, at any time without assigning any reasons whatsoever, terminate this Agreement in whole or in part by giving the Service Provider a thirty (30) day advance notice in writing to such effect.

20.3 In addition to the above, either Party shall also be entitled at its sole and absolute discretion to and without prejudice to any other provision herein, terminate this Agreement without liability to the other Party if:-

- (a) such termination is necessitated by any directive or regulation from the Relevant Authorities due to no fault of the parties; or
- (b) such aforementioned directive or regulation expressly prohibits either Party from performing its obligations under this Agreement;

provided always that the cause thereof is not attributable to the fault or negligence of such Party.

21 CONSEQUENCES UPON EXPIRY & TERMINATION

21.1 Upon the expiry or termination of this Agreement:-

- (a) the Service Provider shall forthwith and without undue delay return all Work Product (if any) which are within the Service Provider's access, control or possession to Digi;
- (b) all rights and obligations accrued and all sums outstanding or owed by one Party to the other shall not be affected;



- (c) from the date of receipt of notice of termination, the Service Provider shall ensure that a proper handover is performed, either with Digi or Digi's other contractors. Digi shall have the right to withhold any payment owed to the Service Provider until a proper handover has been performed;
- (d) the Service Provider shall refund to Digi in full any Service Fees or part thereof which Digi has paid to the Service Provider for the Services which remain unperformed or unsatisfied as at the date of termination or expiry of this Agreement within thirty (30) Working Days upon the Service Provider's receipt of Digi's written request for the same.

22 REMEDIES

22.1 If the Service Provider fails, refuses or neglects to complete the Services or where this Agreement is terminated for reasons not attributable to Digi or not attributable to Force Majeure, Digi shall be entitled to elect by notice in writing to the Service Provider either:-

- (a) to seek the remedy of specific performance against the Service Provider; or
- (b) to terminate this Agreement and claim for damages from the Service Provider any losses or damages which Digi shall suffer or incur as a result hereof; and
- (c) all other rights and remedies available to Digi at law or in equity

22.2 Digi shall have the right to appoint one (1) or more third party substitute service provider to undertake and complete the Services whereupon the Service Provider shall be obliged to render proper assistance to Digi and such newly appointed incoming service provider in the handling over the balance unperformed Services without jeopardizing or causing any interruption or delay thereto and all costs payable in connection herewith shall be borne by the Service Provider absolutely.

23 CONFIDENTIALITY

23.1 The Parties are aware that in performing their obligations under this Agreement, they may have access to and/or be entrusted with information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise) relating to the business affairs of each other including, without limitation, its dealings, transactions and affairs, trade secrets and secret processes, all of which information shall be confidential (hereinafter referred to as "Confidential Information").



- 23.2 The Parties undertakes and covenants with one another that neither of them shall during and after the expiry of the Term (or any extensions thereof) divulge, disclose or transmit to any person whosoever or otherwise make us of and to prevent the publication or disclosure of any Confidential Information.
- 23.3 The provisions herein shall not prohibit disclosure of Confidential Information:-
- (a) to the respective Party's partners/directors and employees who need to know to assist with the performance of the Agreement;
 - (b) for the purposes of review processes and quality review program performed by the respective Parties;
 - (c) to the respective Party's insurers or legal advisors; or
 - (d) to the extent that such disclosure is required by law or any rule or requirement of any regulatory body.
- 23.4 The obligation of the respective Parties herein shall not apply to Confidential Information which:-
- (a) is already known to the receiving Party or is in its possession before the disclosure herein free of any obligation to keep such information confidential; or
 - (b) is or becomes publicly known through no wrongful act or default of the receiving Party; or
 - (c) is received from a third party without similar obligations of confidence and without breach of this Agreement; or
 - (d) is already possessed or independently developed by the receiving Party; or
 - (e) is disclosed to a third party by the disclosing Party without similar restrictions on the third party's right of disclosure; or
 - (f) is approved for release or disclosure by the prior written authorization of the disclosing Party; or
 - (g) is required by any laws or regulations to be disclosed.
- 23.5 Neither Party shall tamper, modify, replace, copy, duplicate, replicate or revise any Confidential Information supplied to it by the other Party unless the same is authorized by the supplying Party in writing.



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- 23.6 All information, including but without limitation to specifications, drawings, sketches, models, samples, tools, technical information or data, regardless of format or medium, which is furnished to Digi by the Service Provider in performance of this Agreement shall not be considered to be confidential or proprietary unless otherwise mutually agreed in writing by the Parties.
- 23.7 Either Party shall on demand return to the other Party any Confidential Information and/or documents supplied to it by the other Party in connection with or for the purposes of performance of this Agreement.
- 23.8 The obligation of confidentiality herein shall continue for a period of five (5) years notwithstanding the termination or expiry of this Agreement.
- 23.9 In the event if one Party is made aware of the other Party's non-compliance of its obligation of confidentiality after the termination of this Agreement, the aggrieved Party shall be entitled to remedies as accorded by law against the defaulting Party.
- 23.10 Notwithstanding anything expressed or implied to the contrary in this Agreement, where the Service Provider has access to information related to Digi's customers, the Service Provider hereby agrees to comply with Digi's privacy policy in favour of its customers, which prohibits divulgence of personal information related to Digi's customer to any third party without the consent from such customer.
- 23.11 The Service Provider acknowledges that the Personal Information (defined hereafter), which include but not limited to Digi's customer's name, identity card number, date of birth, address, contact numbers, email address, bank account or credit card details and all account details (hereinafter referred to as "**Personal Information**") are strictly confidential. The Service Provider shall take all reasonable steps to ensure that the Personal Information is kept confidential and protected against misuse and loss, and from unauthorized access, modification or disclosure at all times.

24 RECORDS AND ACCOUNTS

- 24.1 The Service Provider shall at its own cost maintain complete and accurate records and account of:-
- (a) all its transactions with Digi pursuant to this Agreement; and
 - (b) the Service Fee incurred and/or paid by Digi to the Service Provider under this Agreement (hereinafter collectively referred to as "**the Accounts**");



for a period of seven (7) years from the date of receipt of final payment by the Service Provider in accordance with generally accepted accounting principles.

- 24.2 The Service Provider shall at its own cost, provide to Digi and its authorized agents and/or representatives credible supporting documents concerning any disputed amount which is the subject of any Account within three (3) Working Days upon the Service Provider's receipt of Digi's written request for the same wherein Digi shall be entitled to retain copies thereof.
- 24.3 The Service Provider shall at its own cost, provide to Digi or Digi's authorized agents and/or representatives copies of the Accounts or any part thereof within three (3) Working Days from the Service Provider's receipt of Digi's written request for the same provided always that such request is made within the abovementioned period of seven (7) years.

25 GOVERNING LAWS

- 25.1 This Agreement shall be governed by and construed in all respects in accordance with the laws of Malaysia and the forum for the settlement of dispute shall be as set out in **Annex 10 (Forum of Resolution)** of this Agreement.

26 PUBLICITY

- 26.1 The Service Provider hereby agrees and covenants with Digi that no news releases, public announcements or publicity statements, messages or notices shall be released by the Service Provider concerning this Agreement or any contract or subcontract resulting therefrom without the prior written approval of Digi.

27 CORRUPT PRACTICES

- 27.1 If the Service Provider has been proven to have engaged in corrupt, fraudulent, collusive or coercive practices, in competing for or in executing this Agreement, then Digi may, after giving fourteen (14) days' notice to the Service Provider, terminate this Agreement and expel the Service Provider and those working or acting for it from any site, area or premises owned, controlled or managed by Digi or its authorized nominees, agents, representatives or contractors (hereinafter referred to as "Digi's Site") whereupon the provisions and remedies upon termination shall apply. For the purposes of this sub-clause:



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- (a) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
 - (b) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
 - (c) "collusive practices" means a scheme or arrangement between two or more bidders with or without the knowledge of Digi, designed to establish bid prices at artificial, non-competitive levels;
 - (d) "coercive practices" means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract.

27.2 If the employee, agent or servant of the Service Provider has been proven to have engaged in corrupt fraudulent, collusive or coercive practices as defined in paragraph 27.1 above, the Service Provider must take reasonable and proportionate action against the employee, agent or servant, failing which Digi may, after giving fourteen (14) days' notice to the Service Provider, terminate this Agreement and expel the Service Provider and those working or acting for it from Digi's Site whereupon the provisions and remedies upon termination shall apply.

28 NO SOLICITATION

28.1 For a period of two (2) years from the expiry or termination of this Agreement, the Service Provider hereby expressly agree and covenant with Digi to ensure that it will not, directly or indirectly either alone or in association with others:-

- (a) solicit, or encourage any organization directly or indirectly controlled or managed by the Service Provider to solicit any employee of Digi or its subsidiaries to leave the employment of Digi or any of its subsidiaries; and/or
- (b) solicit for employment, hire or engage as an independent contractor, or permit any organization directly or indirectly controlled by the Service Provider to solicit for employment, hire or engage as an independent contractor, any person who was employed by Digi or any of its subsidiaries;

unless the prior written consent of Digi has first been obtained.



29 HEALTH AND SAFETY

- 29.1 The Service Provider shall take full responsibility for the adequacy, stability and safety of the performance of all the Services under this Agreement and shall ensure compliance by its employees, servants, agents with Digi's Safety and Health Manual and with the provisions of any law, order, regulation, ordinance, directives or standards now or hereafter in force including without limitation, the provisions of the Occupational Safety and Health Act 1994, the Environmental Quality Act 1974 and the Factory & Machinery Act 1967.
- 29.2 Prior to the commencement of any work, the Service Provider shall review Digi's Safety and Health Manual which may be viewed at Digi's office by appointment. The Service Provider shall ensure that all equipment, tools, facilities and other items used by its personnel in the execution of the works shall be in a safe, sound, good working condition and shall be safely and competently operated and the Service Provider shall obtain all required permits/certificates of fitness. The Service Provider shall be responsible for any violation of any occupational safety or health standards on sites in the provision of the Services and shall immediately remedy any condition giving rise to such violations, and shall defend, indemnify and hold Digi harmless from any penalty, fine or liability in connection therewith.

30 HAZARDOUS MATERIALS

- 30.1 In the event the Services involves any Hazardous Materials, the Service Provider represents and warrants that the Service Provider and its personnel or agents or contractors providing the Services to Digi understand the nature of and hazards associated with the Services including handling, transportation and use of such Hazardous Materials, as applicable to the Service Provider. Prior to causing Hazardous Materials to be on Digi's Site, the Service Provider shall obtain written approval from Digi.
- 30.2 The Service Provider shall fully indemnify and hold Digi safe and harmless against all claims, liabilities, demands, losses, fines, disrepute and penalties which in any way result from the actions of the Service Provider or its personnel or agents or contractors in connection with (i) providing such Hazardous Materials to Digi; and/or (ii) the use of such Hazardous Materials in providing the Services to Digi.

31 SECURITY

- 31.1 The Service Provider expressly and irrevocably confirms and guarantees Digi that the Service Provider's employees, personnel, agents and contractors facilitating the performance of the Services have no record of criminal convictions involving drugs, assaultive or combative behavior or theft within the last six (6) years. The Service Provider understands and agrees that such employees, personnel and contractors may be subject to criminal history investigations by Digi at Digi's own expense. The Service Provider will ensure that this will be made known to and also



that the consent of its employees, personnel and contractors have been obtained before commencement of this Agreement.

- 31.2 Digi may remove from or refuse entry and re-admission to any of Digi's Site, any person who is, in the reasonable opinion of Digi or its authorized agents, not conforming to these requirements or not a fit person to be allowed at site. The Parties agree that such event shall not be used or referred to in the determination of delay in the calculation of liquidated damages.
- 31.3 The Parties agree that Digi may at its discretion, search any employee, personnel, agent and contractor appointed by the Service Provider or their vehicles or equipment upon any of Digi's Site or upon entry to and departure from any of Digi's Site. The Service Provider shall ensure that all such employee, personnel, agent and contractor of the Service Provider assigned to perform or carry out the Services are aware of and will comply with these requirements.

32 INDEPENDENT CONTRACTOR RELATIONSHIP

- 32.1 Digi and the Service Provider are independent contractors in relation to each other with respect to all matters arising under this Agreement. Nothing herein shall be construed to establish a partnership, joint venture, association or employment relationship between the parties. Neither Party shall be deemed to be an agent of the other or to have authority to bind, contract or create any obligation, express or implied, on behalf of the other.

33 WAIVER

- 33.1 No failure or delay on the part of Digi in exercising nor any omission to assert any right, power, privilege or remedy accruing to Digi under this Agreement or of any of the remedies available to it in law or in equity shall impair any such right, power, privilege or remedy or be construed as a waiver thereof or an acquiescence in any such default nor shall any action by Digi in respect of any default or any acquiescence in any such default, affect or impair any right, power or remedy of Digi in respect of any other or subsequent default.
- 33.2 Notwithstanding anything stated or implied to the contrary, no waiver by any Party hereto shall be valid unless it is made in writing and duly executed by the Party who intends to waive its rights hereunder.

34 SUCCESSORS AND ASSIGNS

- 34.1 The terms, covenants, undertakings and conditions of this Agreement shall be binding upon the Parties' respective successors and permitted assign.



35 ASSIGNMENT AND SUB-CONTRACTING

- 35.1 The Service Provider shall not assign, sub-contract or otherwise dispose of any of its obligations under this Agreement or any Purchase Order issued to any other person without the previous consent in writing of Digi.
- 35.2 The Service Provider shall be responsible for the acts, defaults and neglects of such sub-contractors, its agents, servants or workmen as fully as if they were the acts, defaults or neglects of the Service Provider, its agents, servants or workmen. Any consent given by Digi for any sub-contractor shall not relieve the Service Provider from any liability or obligation under any Purchase Order or under this Agreement.
- 35.3 Digi shall be entitled to assign any or all of its rights, duties or obligation arising hereunder to any person it deems fit if a prior written notice thereof is first forwarded to the Service Provider.

36 VARIATION

- 36.1 Any modification, amendment or alteration of this Agreement or any Purchase Order issued hereunder may only be effected by a written amendment to the Agreement executed by the authorized representative of both Parties.

37 TIME

- 37.1 Time whenever mentioned shall be of the essence of this Agreement.

38 SEVERABILITY

- 38.1 If any provision of this Agreement is held to be illegal or invalid under present or future laws or regulations effective and applicable during the term of this Agreement, such provision shall be fully separable from this Agreement and shall be construed as if such illegal or invalid provision had never comprised a part of this Agreement and the remaining provisions of this Agreement shall remain in full force and effect and shall not be affected by the illegal or invalid provision or by its severance from this Agreement.

39 LANGUAGE

- 39.1 All notices and any other communication under or in connection with this Agreement shall be in the English Language.



40 ENTIRE AGREEMENT

40.1 This Agreement, any Accompanying Document together with the terms and conditions of the ABC which are incorporated herein by reference and form a part hereof, supersede, terminate, and otherwise void any and all prior written and/or oral agreements between the Parties with respect to the Services. Such agreements include, but are not limited to, proposals, bids or responses to bids issued by the Service Provider or Digi prior to execution of this Agreement. This Agreement incorporates the Parties' entire understanding and there are no warranties, representations, or understandings of any kind, nature, or description whatsoever made by either Party to the other, except such as are expressly set out herein.

41 NOTICES

41.1 Any notice or communication under or in connection with this Agreement shall be in writing and shall be delivered personally, or by post, telex, cable, electronic mail or facsimile to the addresses given in this Agreement or at such address as the recipient may have notified to the other party hereto in writing. Proof of posting or dispatch of any notice or communication to the other party shall be deemed to be proof of receipt:-

- (a) in the case of a letter, on the fifth (5th) Working Day after posting; and
- (b) in the case of a telex or cable, on the Working Day immediately after transmission;
- (c) in the case of a facsimile, on the same day or upon receipt of the facsimile transmission slip, whichever being the earlier;
- (d) in the case of electronic mail, on the same day.

42 SURVIVAL

42.1 The provisions of this Agreement that, by their sense, nature and context, are intended to survive performance by either Party or both Parties shall survive the completion, expiration or termination of this Agreement.

43 CONFLICT OF CLAUSES

43.1 Unless otherwise stipulated in this Agreement, in the event of any conflict between the clauses contained in this Agreement, and the Appendices and any Purchase Order, the conflict will be resolved according to the following order of priority:

- (a) first – the clauses in this Agreement;



- (b) second - the schedules, appendices and/or annexes to this Agreement; and
- (c) third – the clauses in the Accompanying Document.

44 COST

44.1 Each Party shall be liable for their own legal costs and the Service Provider shall be liable for the stamp duty payable for this Agreement and any other incidental costs to this Agreement.

45 FORCE MAJEURE

45.1 Neither Party shall be liable to the other party for any failure to fulfill any terms of this Agreement if such fulfillment is delayed, hindered or prevented by any occurrence or circumstances beyond the reasonable control of the parties and resulting in or causing a total or partial failure by any Party in the fulfillment of any of its obligations under this Agreement and which by the exercise of due diligence the Party concerned is unable to prevent or overcome (*force majeure*) including but not limited to the following:-

- (a) acts of God, explosion, flood, lightning, tempest, fire or accident;
- (b) war, hostilities, invasion, act of foreign enemies;
- (c) rebellion, revolution, insurrection, military or usurped power or civil war;
- (d) riot, civil commotion or disorder;
- (e) acts, restrictions, regulations, by-laws, refusal to grant any license or permission, prohibitions or measures of any kind on the part of any governmental authority;
- (f) any failure, default, delay in performance, or any act or omission of any nature whatsoever beyond the control of either Party.

45.2 In the event either Party is prevented from fulfilling any of their obligations due to any events of force majeure for a continuous period exceeding three (3) months, then unless both Parties mutually agree otherwise in writing, this Agreement shall be deemed terminated.

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**ANNEX 1
DEFINITION & INTERPRETATION**

1. When used in this Agreement, the following words and expressions shall have the same meanings indicated below, unless the context otherwise requires: -

“ABC”	means the Agreement On Responsible Business Conduct dated 14 th March 2011 entered into between the Parties;
“Agreement”	means this Agreement, as varied, amended or supplemented from time to time by the Parties;
“Accompanying Document”	means and include without limitation to any Purchaser Order, Instruction, Hiring Form, Personnel Requisition, Assignment Sheet or other document of similar type or effect issued from time to time by Digi as the case may be, to the Service Provider pursuant to this Agreement;
“Digi”	means DIGI TELECOMMUNICATIONS SDN. BHD. (Company No. 201283-M) shall include its agent, nominees, workers, contractor, sub-contractor, third party service providers, staff, employees, officers, representatives and any other person within its guidance, direction, control or appointment;
“Digi’s Site”	means any site, premises, building, area or structure within the control or ownership of Digi or managed by Digi or its authorized nominees, agents or contractors;
“Extended Term”	means the extended term as set out in clause 2 of Annex 3 of this Agreement;
“Effective Date”	means the date as set forth in clause 1 of Annex 3 of this Agreement;
“Hazardous Materials”	means any material containing dangerous goods, chemicals, contaminants, substances, pollutants or any other materials that are defined as hazardous by the relevant local, state, national or international law, regulations and standards;
“Parties”	means both the Service Provider and Digi;
“Party”	means the Service Provider or Digi as the case may be;



“Relevant Authorities”	means any governmental, semi or quasi-governmental and/or statutory departments, agencies or any privatised corporation having the necessary and appropriate jurisdiction over the subject matter for the time being;
“Ringgit” and the abbreviation “RM”	means the lawful currency of Malaysia valid for the time being;
“Purchase Order(s)”	means the purchase order(s) for the Services issued by Digi to the Service Provider pursuant to this Agreement;
“Scope of Service”	means the scope of service as set out in Annex 5 of this Agreement;
“Service Provider”	means the Party as described in the Form of Agreement hereto to provide the Services and shall include its agent, nominees, workers, staff, employees, representatives and any other person within its guidance, control or appointment;
“Services”	means the services to be provided by the Service Provider for the benefit of Digi as described in Annex 5 of this Agreement and/or each and every Purchase Order issued under this Agreement;
“Services Level Standard”	means the service level standard expected of the Service Provider as set out in Annex 1 and Annex 6 of this Agreement;
“Scheduled Completion Date(s)”	means the scheduled completion dates(s) for the Service Provider to carry out, perform and complete the Services or part thereof as set out in clause 3 of Annex 5 (Scope of Services) of this Agreement;
“Term”	means the term or duration of this Agreement as set out in clause 1 of Annex 3 hereof;
“Task”	means all those task, assignment, deliverables or work related to or forming part of the provision of the Services to be carried out and completed by the Service Provider as set out in this Agreement;
“Working Day”	means any day other than Saturday and Sunday and any other day which is declared by the Government of Malaysia as a public holiday or as a non-working day in Selangor.



2. In this Agreement and unless the context otherwise requires:-

- (a) words importing the masculine gender include the feminine and neuter genders and vice versa;
- (b) words importing the singular number include the plural and vice versa;
- (c) except where otherwise stated, references to any legislation statute rule or order shall be deemed to include every statutory extension, modification, amendment, re-enactment or replacement of it for the time being in force and every by-law, statutory instrument, rule, order, notice, direction and regulation from time to time made or in force under it;
- (d) references to clauses, schedules, annexes and appendices herein shall be reference to clauses, schedules and appendices of this Agreement and which shall be read construed as an essential part of this Agreement;
- (e) headings, sub-headings, titles of sections and articles are inserted solely for convenience or reference purposes only and shall not constitute a part of this Agreement, or affect its meaning or construction;
- (f) the expression "person" includes corporation and natural persons;
- (g) where any word or expression is defined in this Agreement, the definition shall extend to all grammatical variations and cognate expressions of the word or expression so defined;
- (h) any technical term not specifically defined in this Agreement shall be construed in accordance with the general practice of those in that profession in Malaysia;
- (i) where the day on or by which the performance of any act or obligation falls on a day which is not a Working Day, that act or obligation shall be performed on the next succeeding Working Day;
- (j) for the purpose of calculating any period of time stipulated herein, or when an act is required to be done within a specified period after or from a specified date the calculation shall commence and include such specified date;
- (k) wherever there shall appear any reference to a time within which an act should be done or agreement reached or consent given, such reference shall be deemed to be read as including the expression "or any other period agreed in writing between the Parties from time to time";



-
- (l) Any agreement, covenant, undertaking obligation or duty on the part of either of the Parties which comprise more than one person or entity shall be joint and several.

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**ANNEX 2
TERMS OF APPOINTMENT**

1. Digi hereby appoints the Service Provider to carry out, perform and complete the Services upon the terms and conditions as set forth in this Agreement.
2. The said appointment herein shall be on a **non-exclusive** basis.
3. Where the said appointment is on a non-exclusive basis, Digi reserves the right to appoint any other third party service provider to provide the Services (either the whole or parts thereof) or similar services at its sole discretion, which appointment shall not be questioned or challenged howsoever. If required by Digi, the Service Provider shall amicably and effectively work together with any third party service provider appointed by Digi pursuant hereto.

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**ANNEX 3
DURATION OF APPOINTMENT**

1. This Agreement and the appointment of the Service Provider shall commence from 1st September 2015 (hereinafter referred to as "the Effective Date") and shall continue for a term of three (3) year(s) (hereinafter referred to as "the Term") unless terminated in accordance with the terms and condition hereof.
2. This Agreement may be renewed or extended upon the mutual agreement of both Parties provided prior written notice of not less than sixty (60) days is first given by the Party intending to extend or renew this Agreement to the other (hereinafter referred to as "the Extended Term"). For avoidance of doubt, no extension or renewal shall be deemed to have occurred unless such extension or renewal is made in writing and mutually approved by both Parties.

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**ANNEX 4
PROCESS FLOW**

1. Digi may at any time and from time to time within the Term or the Extended Term (but without being obligated to) issue Purchase Order to the Service Provider for each and every time Digi requires the Service Provider to carry out the Services.
2. Digi shall be entitled to issue any number of Purchase Orders as it deems fit. For avoidance of doubt, any omission, neglect or failure by Digi to issue any Purchase Order to the Service Provider during the Term or Extended Term shall not be deemed as a breach of this Agreement on the part of Digi.
3. The Service Provider shall carry out, perform and complete the Services in accordance with the provisions as set out in the Scope of Services and any Purchase Order issued by Digi pursuant to this Agreement.
4. In the event of any express conflict or inconsistency between the provisions of a Purchase Order and the provisions of this Agreement, the provisions of this Agreement shall prevail with respect to the interpretation of that Purchase Order.
5. The Service Provider shall not be entitled to decline or reject any Purchase Order issued under or pursuant to this Agreement unless otherwise agreed to the contrary by Digi in writing.
6. In each and every Purchase Order issued pursuant to this Agreement, the same shall contain the following:-
 - (a) specific reference to this Agreement;
 - (b) specific reference to the Service Provider;
 - (c) comprehensive description of Task;
 - (d) place or site for the discharge of the Task;
 - (e) deadline for the completion of the Task.

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**ANNEX 5
SCOPE OF SERVICES**

Comment [IAN(-C1): To be included later

VENDOR'S ROLES

1. Print out the registration agreement (RA) and stamped. Crossed the stamp before scan then uploads to the respective file. Once completed, burn into a CD. Applicable for Mass & Enterprise Sales
2. Return all the RAs to Crown and CD that contained all the scanned copies (for RA and Change of Plan) to Dealer Operations (*in 8 days from the date the data is pushed to the vendor's server*). Applicable for Mass & Enterprise Sales
3. To inform Dealer Operations on a monthly basis on the balance of the stamp duty in hand. (by 30th of every month before 2pm). Applicable for Mass & Enterprise Sales.

LISTING FOR BARCODE NUMBER , RA STAMP QUANTITY AND BALANCE STAMP

MONTH	DATA DATE	BARCODE NUMBER	CD LABEL	TOTAL RA	TOTAL Biz Ent:	TOTAL RA Mass	BOX DELIVERY DATE	STAMP COLLECTION DATE	TOTAL STAMP COLLECTED	BALANCE (STAMP)	REMARK
MAY	01-Mar-15	002513115	CDNOM002513115-1	2024					10667	48643	
	02-Mar-15	002513115	CDNOM002513115-2	820				3.4.2015	20000	47823	
	03-Mar-15	002513116	CDNOM002513116-1	1025				5.5.2015	20000	46798	
	04-Mar-15	002513116	CDNOM002513116-2	984						45834	

4. To inform Dealer Operations in advance (at least 7 days) on the stock level of the Crown boxes, the barcode and the stamp duty. Applicable for Mass & Enterprise Sales.
5. For Auto Billing, vendor needs to burn the files into a different CD and return to Dealer Operations on monthly basis (by 30th of every month). Applicable for Mass only.
6. For RAs that have been rejected, vendor needs to fill up the non-compliance report as per below and forward to Dealer Operations on weekly basis (every Monday before 2pm). Applicable for Mass & Enterprise Sales.



Mass Non-Compliance Report

No	MCP ID	Date of collection/ received	Region/State	Dealer Name	Code	Account Number	Customer's Name	Mobile Number	Reason	Remarks
									No Signature	
									No Subscription Date	
									No PSR/PSDP/ECR/PPR	
									No Debit Agreement	
									Scanning Document not updated	
									No Photocopy of Credit Card for	
									Others, etc. mention in remark column	

Enterprise Sales Non-Compliance Report

No.	Date of collection/ received	Region/State	Account Number	Company Name	Corporate Individual Name	Mobile Number	Reason	Remarks	Box Number B
1	2013/08/06		1900100	NOT CLEAR		9807 CLEAR	Others all records & remark column	DOCUMENT NOT CLEAR	
2	2013/08/06		1900100	ABC SEC BHD		9811 136113	No Photocopy of Credit Card for Auto Billing program		
3	2013/08/06		1911100	ABC DEF GHIJKL	LEE DE GHIJ	9863 07755	No Photocopy of IC		
4	2013/08/06		1911100	ABC & BILAKU-BILAKU		9863 335126	No License Number		
5	2013/08/06		1900100	CHIN WEE LING		9122 07718	No Photocopy of IC	NO IC THE CAR	
6	2013/08/06								
7	2013/08/06								
8	2013/08/06								
9	2013/08/06								
10	2013/08/06								
11	2013/08/06								
12	2013/08/06								
13	2013/08/06								
14	2013/08/06								
15	2013/08/06								
16	2013/08/06								
17	2013/08/06								
18	2013/08/06								
19	2013/08/06								

7. To have a report of total data received against total RA processed in monthly basis.

Mass Individual Documents Reporting:

Date File Received	Total Data Received	Transaction Type	Total Quantity	
			Processed	Reject
1st August	1000	COO	50	50
		NR	500	50
		TOO	150	50
		COB	100	50
2nd August	2000	NR	1000	200
		TOO	600	200



Enterprise Sales Documents Reporting:

Date File Received	Total Data Received	Transaction Type	Total Quantity	
			Processed	Reject
1st August	500	Corporate	400	0
		Corp individual	100	5
7th August	1000	Corporate	800	0
		Corp individual	200	0

8. Documents received shall be as follows:

8.1 Mass Documents: $6 \times 4 = 24$

A. New registration via MCP – vendor must ensure the RA and copy of the NRIC or passport are properly attached.

- a- Registration Agreement. 2
- b- Copy of NRIC or passport. 1
- c- Device Agreement – if there is any device agreement as stated on the RA form. 1
- d- Copy of the credit card – if auto billing is subscribed upon registration 1
- e- Auto billing form – if any but it is not a compulsory for dealer to attach as the service has been tagged on the RA.

B. Change of Offering for existing customer (Applicable for device with contract only).

- a- Change Registration Summary Form.
- b- Subscriber Agreement.
- c- Photo of NRIC or passport.

C. Change of Billing Information (Auto billing).

- a- Auto billing form.
- b- Copy of credit card.
- c- Copy of NRIC or passport.



D. Transfer Of Ownership

- a- Registration Agreement.
- b- Copy of NRIC or passport for both parties.
- c- Device Agreement – if there is a device agreement as stated on the RA form.
- d- Copy of the credit card – if auto billing is subscribed upon registration.
- e- Auto billing form – if any but it is not a compulsory for dealer to attach as the service has been tagged on the RA

8.2 Enterprise Sales Documents:

A. Company Registration Agreement

- a- *Stamping required for New Customer & MNP RA only (Not required under COP)
- b- Registration Agreement 1st & 2nd page
- c- Copy of Authorised Signatory NRIC or Passport
- d- Release & Acceptance for MNP (whenever applicable)

B. Corporate Individual Registration Agreement

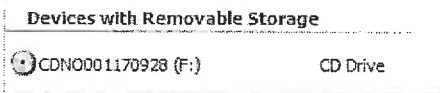
- a- *Stamping required to all RA
- b- Registration Agreement 1st & 2nd page
- b- Copy of NRIC or Passport
- c- Release & Acceptance for MNP (whenever applicable)



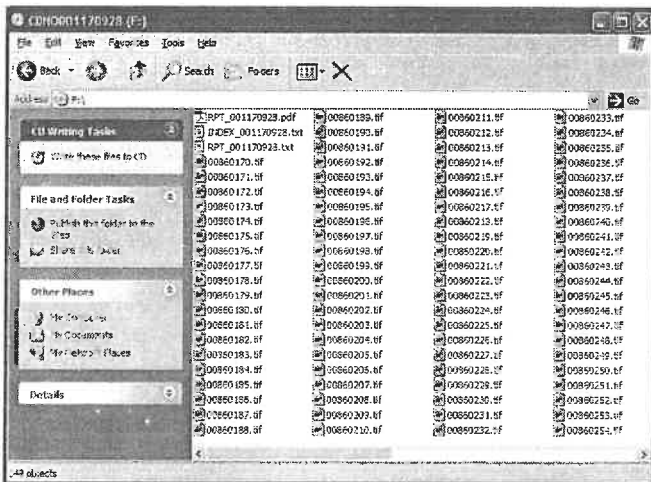
CD requirement:

RA, Autobilling and Change of Offering (for contractual customer)

1. Scanned image in A4 size.
2. Scanned image in black and white
3. Scanned resolution: 200 dpi
4. Scanned format: TIFF
5. TIFF image compression: Group 4 Fax (aka CCITT Group 4)
6. Unique file name for each scanned image.
7. Scanned CD same as the CD volume number.



Do not create the contents in folder. Contents need to be burned to CD as show below



8. Index file for TIFF images
Index format for TIFF images

- TIFF images index file format, value is separated by “|”
- Index format: Customer account number|image file name|date.
- Sample index:
1.1292363|00860170.tif|20090216



1.1218934|00860171.tif|20090216

1.1291309|00860172.tif|20090216

1.1885562|00860173.tif|20090216

1.1149579|00860174.tif|20090216

9. A summary report on the scanned image in PDF file format.
Sample report:

Summary Report for DIGI (Malaysia)

Report Date : 19-02-2009
Time : 16:24:37

Image Name	Customer Acc No	Date & Time Received	Date & Time Scanned	Barcode No
00860170.tif	1.1292363	16/02/2009 14:00	20/01/2009 17:52	001170928
00860171.tif	1.1218934	16/02/2009 14:00	20/01/2009 17:52	001170928
00860172.tif	1.1291309	16/02/2009 14:00	20/01/2009 17:52	001170928

10. Index file for PDF report:

- PDF report index file format, value is separated by "|"
- Fixed value{182}| Fixed value{0000}| PDF report file name|| PDF report file name
- Sample index:
182|0000|RPT_001170928.pdf| |RPT_001170928.pdf
- Sample index file for PDF report:
Sample PDF report index:

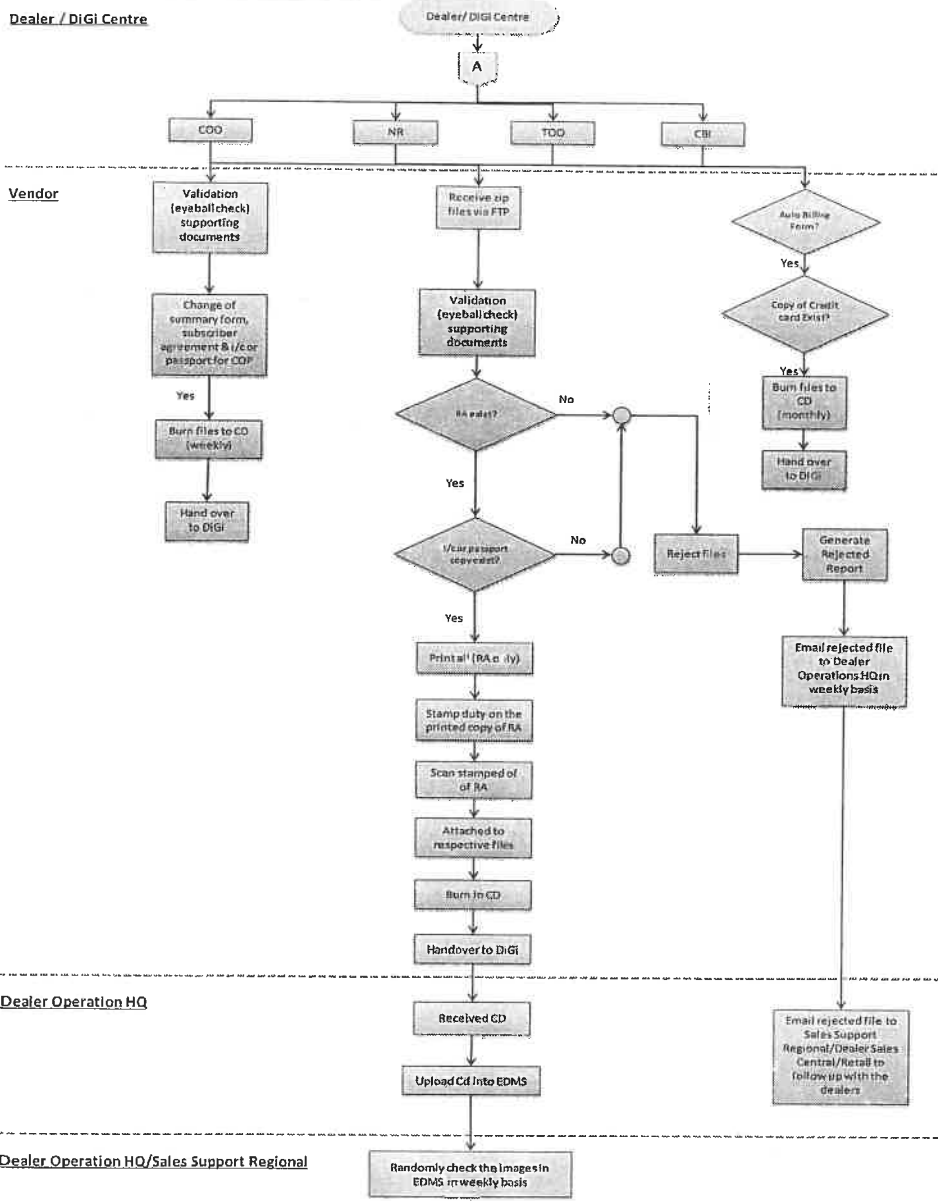
182 | 0000 | RPT_001170928. pdf | | RPT_001170928. pdf



Process Flow – for Mass Individual

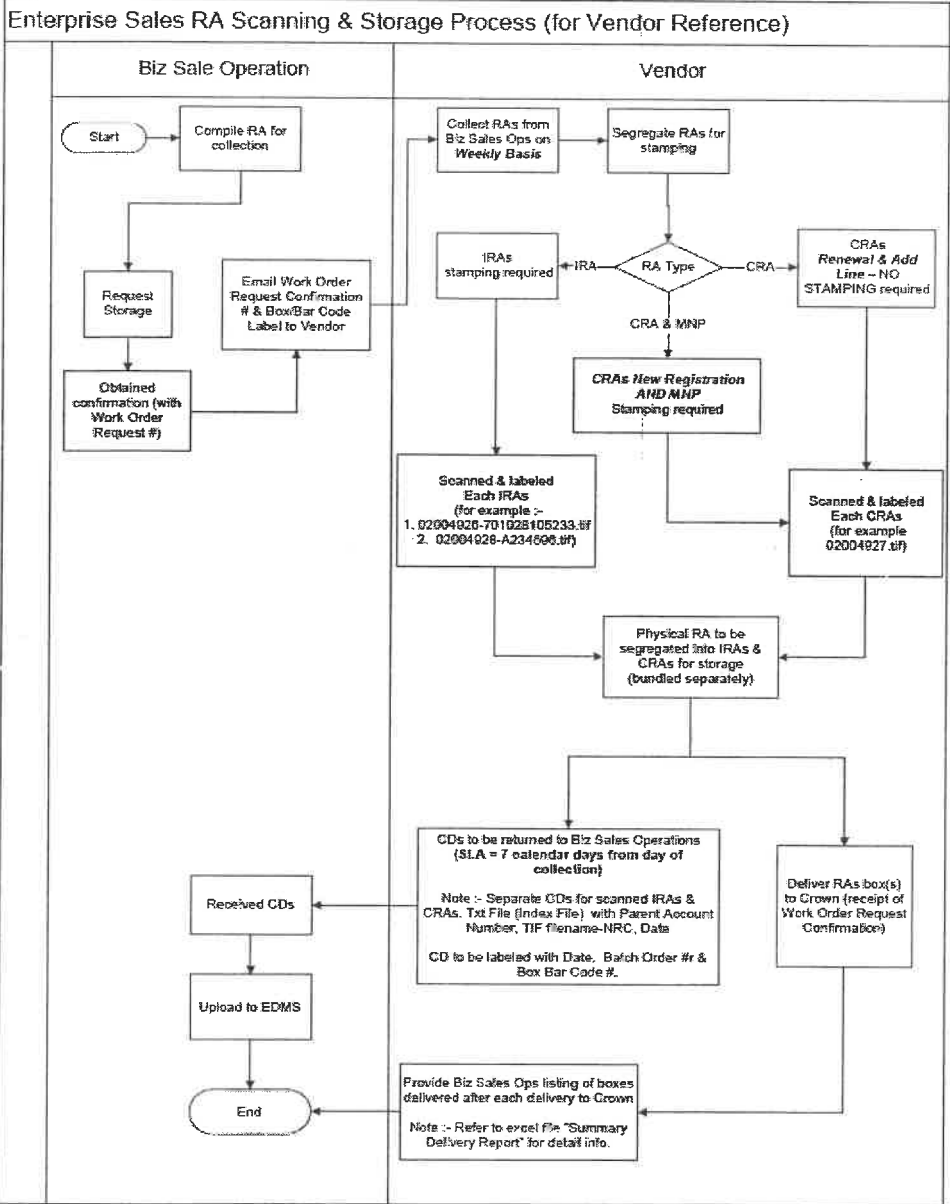
DIGI: PROCESS FLOW FOR DIGITAL REGISTRATION AGREEMENT

Dealer / DiGi Centre





Process Flow – for Enterprise Sales





CHANGES IN THE SCOPE OF SERVICES

1. At anytime during the duration of this Agreement, through a written notice, the Company may direct the Service Provider to:-
 - (a) increase, decrease or omit any part of the Scope of Services;
 - (b) change the character or content of any part of the Scope of Services;
 - (c) change the direction or dimensions of any part of the Scope of Services;
 - (d) perform additional work or act of any part of the Scope of Services.
2. If, any changes in the Scope of Services agreed to by the Parties increase the cost of work or change the work schedule, the Service Provider shall notify the Company and shall not undertake such changes until the adjustment of the Contract Price and the work schedule has been agreed upon by the Parties.
3. In the event that any change would require a change of the Company's obligations and the Service Provider has failed to inform the Company of this fact prior to the conclusion of this Agreement or prior to the completion of the requirement analysis phase, the Service Provider shall reimburse the Company for all such increase of costs as the Company will incur due to such a change.

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**ANNEX 6
SERVICE LEVEL STANDARD**

1. The Service Provider hereby undertakes, covenants and agrees with Digi:-
 - (a) to provide written status and progress reports to Digi in such manner and frequency as shall be determined by Digi;
 - (b) to always ensure that the rules, regulations and requirements of the Malaysian Communications and Multimedia Commission (MCMC) and the Communications and Multimedia Act 1998 (CMA 1998) and all other applicable laws are complied with when discharging its duties and obligation under this Agreement;
 - (c) to respond and attend to any query of Digi within **twenty four (24)** hours thereof or within the next Working Day;
 - (d) to perform and carry out the Services in a professional manner and in accordance with current industry standards;
 - (e) to provide, supply or make available any and all tools, instrument, equipment and material as may be required or necessary to facilitate the performance and completion of the Services at its own cost;
 - (f) to provide adequate resources (including but without limitation to suitably skilled workers) as may be necessary to facilitate its performance and completion of the Services.

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DELIVERABLES (Applicable to Mass & Enterprise Sales)

- 1- To return the CD to DiGi on the 8th day from the date the data is received or on the following day if it falls on a Public Holiday or weekend.

Example: Data successfully received on Monday 1st July, CD and the physical RA must be return to DiGi by next Monday 8th July.

- 2- To deliver the physical stamped RA to Crown warehouse on the 8th day from the date the data is received or on the following day if falls on a Public Holiday or weekend.
- 3- To return the CD of Auto Billing on monthly basis (by 30th of every month)
- 4- To keep the scanned data (soft copy) for 3 months at vendor's system before it is destroyed – as a backup.
- 5- To prepare and email to Dealer Operations and Enterprise Sales Operations a report of non-compliance RAs (every Monday before 2pm), report of total data received against total RA processed as well as balance of the stamp duty in hand in monthly basis (by 30th every month before 2pm).
- 6- To alert DiGi at least 7 days in advance for the stock or supply level of the Crown boxes and barcode as well as the stamp duty.
- 7- To have a dedicated team to handle the process and for DiGi to refer if there is any issue related to the system as well as operation.



ANNEX 7
SERVICE FEE

Comment [IAN(-C2): To be included later



**ANNEX 8
LIQUIDATED DAMAGES**

1. If any act or omission by the Service Provider or its personnel including its third party suppliers resulting in the Services not being completed in accordance with the Schedule Completion Date(s) or the Services not being accepted by Digi and provided that such delay is not attributable to Digi or due to any event of Force Majeure, a sum equivalent to **3% of the Service Fee of the delayed unit per week** shall be levied on the Service Provider as liquidated damages (hereinafter referred to as "**Liquidated Damages**") for each week of delay up to a **maximum of 20%** of total Purchase Order value as agreed liquidated damages without prejudice to Digi's rights and remedies at law and in equity.
2. If any act or omission by the Service Provider or its Personnel result in the Services not meeting the Service Level Standard as set out in Annex 6, the Service Provider shall be liable to Digi a sum as stated in this Annex 8, as Liquidated Damages without prejudice to Digi's rights and remedies in law and in equity.
3. Digi shall be entitled to invoice the Service Provider for any Liquidated Damages payable on a weekly basis or on such other basis as Digi shall deem fit.
4. Payment of such invoices shall be by way of cash or set off against amount owing by Digi and if the amount owing is less than the Liquidated Damages payable, the Service Provider shall pay the Liquidated Damages within twenty (20) Working Days from its receipt of an invoice from Digi.
5. The Parties expressly agree that the Liquidated Damages provided here represents a genuine and proper estimate of all losses suffered by Digi in the circumstances set out herein and not reasonably be construed as a penalty.
6. Where the delay in settling the Liquidated Damages exceeds twenty (20) days from the date of Digi's invoice for the same, Digi shall be entitled to all rights and remedies available under this Agreement or in law (including calling on the Performance Bond, if any).

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ANNEX 9
SERVICE PROVIDER'S DUTIES & OBLIGATIONS

1. In carrying out, performing and completing the Services, the Service Provider shall, at its own cost and at all times:-
 - (a) ensure or cause to ensure the Services to be rendered and/or the materials provided or sourced by the Service Provider (if any) under this Agreement:-
 - (i) does not and will not infringe nor violate any patent, copyright, trade secret, trademark, or other proprietary right of any third party;
 - (ii) shall be of high and merchantable quality in all aspects including finishing, workmanship and such material shall remain of high and merchantable quality throughout the Term or any renewal thereof (fair wear and tear exempted).
 - (b) to respond and attend to any query of Digi within **twenty four (24)** hours thereof or within the next Working Day.
 - (c) supply the Services in accordance with the provisions as set out in the Scope of Supply and any Purchase Order issued by Digi pursuant to this Agreement.
 - (d) deliver, carry out and complete the Services in accordance to the stipulated timeline set out in this Agreement or any Purchase Order.
 - (e) be responsible and liable for all costs, expenses, covenants, liabilities, claims and/or other financial obligations including damages arising from any injury, loss or damage suffered or incurred by in relation to the performance of the Services .
 - (f) be responsible for the procurement of such valid license, permit, permission or approval from the Relevant Authorities as may be required or necessary for the performance and completion of the Services in accordance with the terms of this Agreement.
 - (g) ensure such license, permit, permission or approval from the Relevant Authorities which are necessary and required for the performance of the Services remain valid at all times during and throughout the Term or the Extended Term of this Agreement.
 - (h) diligently and properly perform, carry out and complete the Services in good workmanlike manner and in accordance with the highest professional standards in the Service Provider's trade or industry.
 - (i) strictly adhere to and comply with the all applicable laws.



-
- (j) strictly adhere to and comply with Digi's instructions and directions.
 - (k) perform and/or carry out the Services to the satisfaction of Digi and in accordance with the Service Level Standard stipulated in **Annex 6** of this Agreement.
 - (l) keep Digi fully informed of all its activities and exercise at such frequency as Digi shall determine from time to time.
 - (m) use due skill, care and diligence when discharging its duties and obligation herein.
 - (n) comply and observe any direction, policy, protocols or procedures as may be set and/or delivered by Digi from time to time.
 - (o) not do or allow to be done anything that may induce, cause or occasion any form of interference, delay, prohibition, cancellation, postponement, hindrance, competition and/or rivalry to the interest of Digi.
 - (p) not do or allow to be done anything that may jeopardize, harm, destroy and/or damage the reputation or image of Digi.
 - (q) not at any time conduct itself or allow its agents, representatives, staff, employees or contractors to conduct themselves in any manner which Digi may deem as inappropriate, unsuitable or unbecoming.
 - (r) not to engage (whether directly or through its agent, representative or nominees) in any activity which Digi shall deem inappropriate for a person of the Service Provider's standing.
 - (s) shall not (whether directly or through its agent, representative or nominees) under any circumstances ridicule or disparage Digi or any of its officers, directors, employees, shareholders and agents, in any manner likely to be harmful to them or their business, business reputation or personal reputation; provided that the Service Provider may respond accurately and fully to any question, inquiry or request for information when required by legal process.
 - (t) not (whether directly or indirectly or through another entity) approach, contact, or enter into any arrangement, contract or understanding with any client, customer, supplier, vendor or other service provider of Digi for any reason whatsoever during the Term or the Extended Term.
 - (u) not (whether directly or through its agent, representative or nominees) under any circumstances publish or make any statement or announcement to the press or any party concerning Digi, its business objectives, its management practices, or other



information which Digi deems as confidential or sensitive without first receiving Digi's prior written approval.

2. In addition to the above, the Service Provider shall also ensure that where foreign staff or workers are utilized, the Service Provider shall ensure that all such persons have the necessary and valid work permit duly procured from the Relevant Authorities. It is also the duty of the Service Provider to ensure that such work permit remains valid throughout the Term or any Extended Term and all costs in connection thereto shall be borne by the Service Provider.

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**ANNEX 10
FORUM OF DISPUTE RESOLUTION**

1. Court

- (a) The Parties agree to submit to the exclusive jurisdiction of the any court in Malaysia and in the event of any dispute arising from this Agreement, such dispute shall be resolved by any court of competent jurisdiction in Malaysia.
- (b) Pending the outcome of the court proceedings, the Parties shall continue with their responsibilities under this Agreement which are not affected by the said dispute or difference.

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Annex 11
CERTIFICATE OF ACCEPTANCE AND COMPLETION

Format of the Certificate of Acceptance & Completion



CERTIFICATE OF ACCEPTANCE & COMPLETION
Ref No. Date:

Digi Telecommunication Sdn Bhd ("Digi") hereby certifies that the following services which have been performed and carried out by ("Service Provider") pursuant to the Agreement dated between the Service Provider and Digi (Ref No.....) and <insert **Purchase Order/Assignment Sheet/Hiring Form/Instruction/Personnel Requisition**> dated (Ref) have been completed in accordance with the terms and conditions thereof and accepted by Digi.

Signed for and on behalf of
Digi,

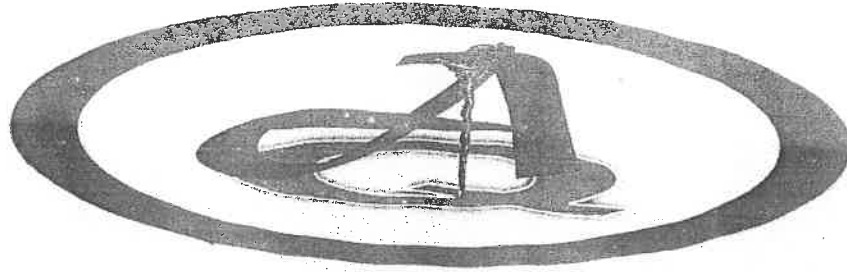
Acknowledged by,
The Service Provider,

.....
Name:
NRIC/Passport:
Designation:
Date:
Company Stamp:

.....
Name:
NRIC/Passport:
Designation:
Date:
Company Stamp:

die





**AJA EQS CERTIFICATION (M)
SDN. BHD.**

**QUALITY MANAGEMENT
SYSTEM**

**ISO 9001:2008
AWARENESS TRAINING**

AJA EQS CERTIFICATION (M) SDN. BHD.
G701, BLOCK G, PHILEO DAMANSARA 1,
9, JALAN 16/11, PETALING JAYA, SELANGOR.
TEL : 03 7955 1342 FAX : 03 7954 6485
WEBSITE : www.aja.com.my

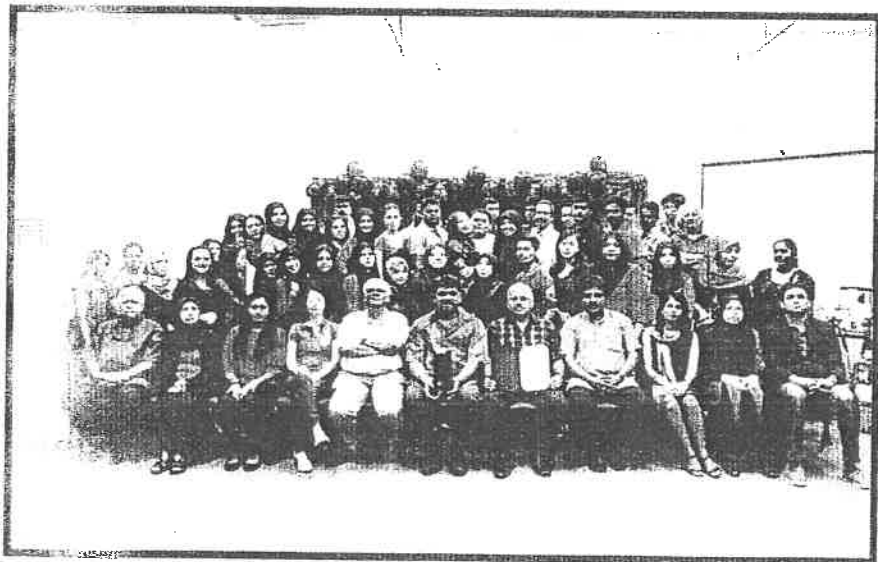




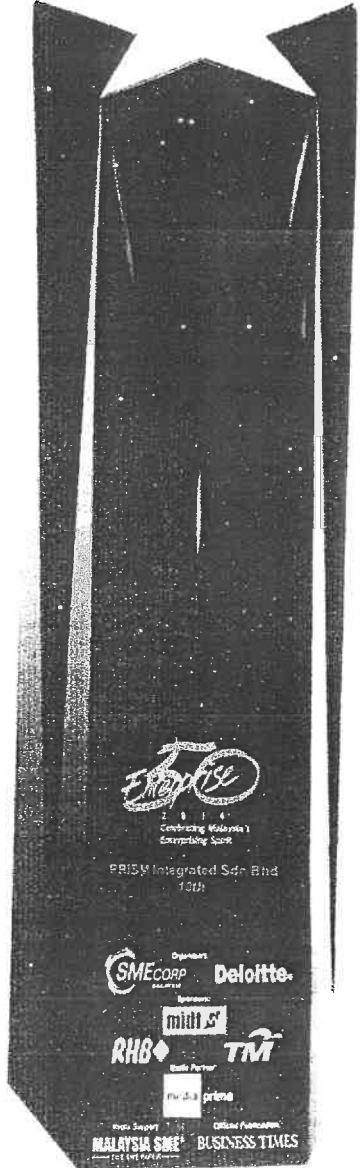
SME E50 AWARD- SME CORPORATION



The Award was presented by YB Dato' Sri Mustapa bin Mohamed, Minister of International Trade and Industry (MITI)



Prism Integrated family thanks you and conveys our deepest gratitude for your support



Prism achieves 10th place in SME E50 Award



Celebrating Malaysia's
Enterprising Spirit

CERTIFICATE OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

PRISM INTEGRATED SDN BHD

IS A WINNER OF THE

ENTERPRISE 50 AWARD 2014

PRESENTED BY

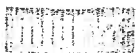
YBhg. Tan Sri Ir. (Dr.) Mohamed Al Amin Haji Abdul Majid

Chairman
SME Corp. Malaysia



Mr. Tan Theng Hooi
Country Managing Partner
Deloitte Malaysia

Deloitte



AMBA

TTM



prima

BERKUALITI

TIMES



PERBADANAN PEMBANGUNAN PERDAGANGAN LUAR MALAYSIA
MALAYSIA EXTERNAL TRADE DEVELOPMENT CORPORATION

Menara MATRADE
Jalan Khidmat Usaha, Off Jalan Duta
50480 KUALA LUMPUR
MALAYSIA

Tele : +6-03-6207 7077
Faks : +6-03-6203 7037
Emel : info@matrade.gov.my
Portal : www.matrade.gov.my

Fail Tuan :
Your Ref :
Fail Kami : MT/BPP/PGE/600-6
Our Ref :
Tarikh : 1 December 2014
Date :

Mr. Ravindran A/L Kanagasabapaty
Managing Director
PRISM Integrated Sdn Bhd
No. 2A, Jalan Tiang U8/91, Section U8,
Bukit Jelutong Industrial Park,
40150 Shah Alam, Selangor Darul Ehsan

Dear Mr Ravindran,

ENTERPRISE 50 WINNERS

On behalf of MATRADE I wish to congratulate you and your company in winning the 'Enterprise Award 50' for the year 2014.

- The 'Enterprise 50 Award' is a prestigious award which is a recognition and testimonial of your company's excellence. It is all due to your company's hard work, commitment and dedication to excel.
- You organization success has earned the recognition of the Government of Malaysia and the loyalty of your clients. An organization such as yours has help to make Malaysia a vibrant, innovative and dynamic country. We are proud of your company's achievements and we look forward to continue working with you for many years to come.
- MATRADE is always at your disposal should you need to expand your overseas market.

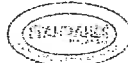
Congratulations once again and we wish you all the best!

(DATO' DZULKIFLI MAHMUD)
Deputy Chief Executive Officer
MATRADE

National Trade Promotion Agency under the Ministry of International Trade and Industry, Malaysia




PERBADANAN
PEMBANGUNAN
PERDAGANGAN
LUAR MALAYSIA



PERBADANAN
PEMBANGUNAN
PERDAGANGAN
LUAR MALAYSIA

Company Registration Certificate



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

BORANG 9
 AKTA SYARIKAT 1965

No. Syarikat: **E39513** Seksyen 16(4)


PERAKUAN PEMERBADANAN SYARIKAT SENDIRIAN

Adalah diperakui bahawa

SFAPK FUSION SDN. BHD.


telah diperbadankan di bawah Akta Syarikat, 1965 pada dan mulai dari 13 haribulan Januari 2004 dan bahawa syarikat ini adalah sebuah syarikat berhad menurut syer dan bahawa syarikat ini adalah sebuah syarikat sendirian.

Dibuat di bawah tandatangan dan meterai saya di: **KUALA LUMPUR**
 pada 13 haribulan Januari 2004



Signature
PUTEH BT MARHODI
 PENYELIDIK PERKAWAN PERSEKUTUAN
 MALAYSIA

Bomba Approval Certification



PERAKUAN BOMBA
FIRE CERTIFICATE
AKTA PERKHIDMATAN BOMBA 1988
FIRE SERVICE ACT 1988

PERAKUAN PERKHIDMATAN PERKHIDMATAN BOMBA (PERAKUAN BOMBA) 1988
 FIRE SERVICE ACT 1988 (FIRE SERVICE) REGULATIONS 1988

BORANG II
 FORM II

Diperakui bahawa premis ini
 Fire certificate premises

SALAH SATU BAHAGI DARI
NO. 13, JALAN TAMBA PULAU, SEKAYEN PT. BENTENG NEG. PAUL, 45000 BANGI SELATAN


Ditulis berdasarkan laporan pemeriksaan keselamatan di atas, dan setelah kebajikan pihak yang bertanggungjawab memastikan kepatuhan di bawah Akta Perkhidmatan Bomba 1988 dan Peraturan-peraturan di bawah Akta Perkhidmatan Bomba 1988 dan Peraturan-peraturan di bawah Akta Perkhidmatan Bomba 1988.

Dibuatkan oleh saya
 Fire Officer

TARikh: 05.01.2015
 No. 05.01.2015

Ditulis oleh saya
 Fire Officer

BOMBA PERKHIDMATAN MALAYSIA
Malaysia Fire Service Department
 300, Jalan Pengarah, Putrajaya, Persekutuan Malaysia



Tarikh: 05.01.2015

OUR AFFILIATION WITH PRISM INTERNATIONAL HAVING OVER 850 RECORD CENTERS IN 65 COUNTRIES WORLDWIDE



PRISM
 INTERNATIONAL

Professional Records & Information Services Management

Recognizes

PRISM Integrated SDN BHD

as a 2007 member in good standing



Glen Reid
 President

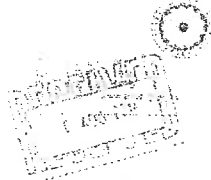


James Booth
 Executive Director

Approval Letter from Arkib Negara



ARKIB NEGARA MALAYSIA
NATIONAL ARCHIVES OF MALAYSIA
KEMENTERIAN PERKHIDMATAN DAN KESELAMATAN
MALAYSIA
MINISTRY OF SERVICES AND PROTECTION
MALAYSIA



Ref. No: ANM 600-251V0362
Tarikh: 20 Jun 2014

Pengurus
PRISM Integrated Sdn. Bhd.
No. 2A, Jalan Bang U8 S1
Seksyen US, Bukit Jelutong
Industry Park
SELANGOR DARUL EHSAN

Tuan,

PERAKUAN PENDAFTARAN KOD BIDANG 221310 (PENYIMPANAN REKOD)

Dengan hormatnya saya merujuk kepada perkara di atas.

2. Sukacita dimaklumkan, bahawa permohonan syarikat tuan telah selesai dibuat penilaian. Berdasarkan keputusan Masyarakat Jenayah-Kod Bidang Di 3/2014 Syarikat PRISM Integrated Sdn. Bhd. telah mendapat pengesahan kod bidang 221310 (Penyimpanan Rekod).

3. Kelulusan oben dengan syarat-syarat yang perlu dipatuhi seperti berikut:

- 1.1 Perkhidmatan yang disediakan selaras dengan amalan terbaik prosedur pengurusan rekod yang telah ditetapkan dalam *Malaysian Standard MS ISO 11799:2008 (2008) - Information and Documentation - Document Storage Requirements For Archive and Library Materials*.
- 3.2 Memberi perkhidmatan penyediaan rekod terbaik.
- 3.3 Inspektorat Piasa Penyimpanan Rekod akan menilai prestasi setiap dua tahun surat kelulusan dan.
- 3.4 Spahat dikehendaki memaklumkan kepada pihak pendaftaran Kementerian Kewangan (sekolah) jika disetujui untuk mendapatkan Sijil Kelulusan Pendaftaran Kod Bidang Arkib Negara.

4. Sehubungan dengan itu, pihak tuan dikehendaki mematuhi syarat-syarat yang telah ditetapkan di para 3.1 hingga 3.4, dan kegagalan mematuhiya boleh menyebabkan Sijil Kelulusan Pendaftaran Kod Bidang Arkib Negara dibatalkan. Sijil kelulusan ini berkuatkuasa selama tiga (3) tahun dari tarikh sijil dikeluarkan. Permohonan untuk memperbaharui Sijil Pendaftaran Kod Bidang Kementerian Kewangan hendaklah dipohon ke Arkib Negara bagi tempoh enam (6) bulan dari tarikh tamat tempoh Sijil Kelulusan Pendaftaran Kod Bidang Arkib Negara dan Sijil Pendaftaran Kod Bidang Kementerian Kewangan.

Kerjasama pihak tuan dalam perkara ini didahului dengan ucapan terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(FARIDAH BINTI ISHAK)
Timbalan Ketua Pengarah (Perancangan dan Pengurusan)
d.p. Ketua Pengarah
Arkib Negara Malaysia

s k :

1. Ketua Pengarah
Arkib Negara Malaysia
2. Kementerian Kewangan Malaysia
Bahagian Perolehan Kerajaan
Kompleks Kementerian Kewangan
Presint 2, Aras 5, Blok Utara
Pusat Pentadbiran Kerajaan Persekutuan
62592 PUTRAJAYA.
(u.p. Encik Othman bin Semail)
Timbalan Setiausaha Bahagian Perolehan Kerajaan



KEMENTERIAN KEWANGAN MALAYSIA

SIJIL AKUAN PENDAFTARAN SYARIKAT

NO SIJIL : K22003220481180315
NO RUJUKAN PENDAFTARAN : 357-02029188
TEMPOH SAH LAKU : 03/08/2013 - 02/08/2016

Bahawa dengan ini diperakui syarikat :

PRISM INTEGRATED SDN BHD (659513M)
NO 2A, JALAN TIANG URUS
BUKIT JELUTONG INDUSTRIAL PARK
SEKSYEN US
PREALING
40150 SHAH ALAM
SELANGOR, MALAYSIA

Telah berdaftar dengan Kementerian Kewangan Malaysia dalam bidang bekalan/perkhidmatan di bawah sektor, bidang dan sub-bidang seperti di Lampiran A. Kelulusan ini adalah tertakluk kepada syarat-syarat seperti yang dinyatakan di Lampiran B. Individu yang diberi kuasa oleh syarikat bagi urusan perolehan Kerajaan adalah seperti berikut :

KAMALUDDIN ALI BAKYASABIMAHDI

06061105208

MANAGING DIRECTOR

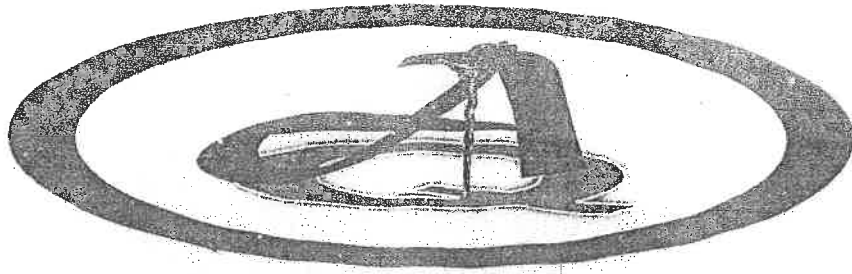
1.1

DATO' HASHMUDDIN BIN MOHAMMAD

Bahagian Perolehan Kerajaan
i.e. Ketua Setiausaha Perbendaharaan
Kementerian Kewangan Malaysia

Tarikh Berkuatkuasa Dengan Kementerian Kewangan Malaysia : 03/08/2013

(Sijil ini adalah cetakan komputer dan tidak memerlukan tandatangan)



**AJA EQS CERTIFICATION (M)
SDN. BHD.**

**QUALITY MANAGEMENT
SYSTEM**

**ISO 9001:2008
AWARENESS TRAINING**

AJA EQS CERTIFICATION (M) SDN. BHD.

**G701, BLOCK G, PHILEO DAMANSARA 1,
9, JALAN 16/11, PETALING JAYA, SELANGOR.**

TEL : 03 7955 1342 FAX : 03 7954 6485

WEBSITE : www.aja.com.my

INSTRUCTIONS

- 1) This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.
- 2) Student's responsibilities for keeping log book up-to-date.
- 3) Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the next page.
- 4) It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:
 - It is available at your place of work during your training
 - All entries, except sketches, are made in ink.
 - Entries are made within a week of the work to which they refer.
 - The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the Head of Programme for grading.

RECORDING

The log book should contain the following information:

- 1) A neat concise description of each of your training locations and the work on which you are engaged.
- 2) Relevant sketches, data and circuit diagrams
- 3) References to textbooks, standards and other technical information related to the work being undertaken. Constructive comment on the work being undertaken and your considered opinions as to its value as training

2. UiTM Matrics : 2012400076

3. Programme :

4. Semester : Semester 7.

5. Home Address : D/A HASAH BADAIRIAH BT. HJ MOHD KAHAR,

KG APA PANJANG, 33800 MANJONG ,

PUALA KANGSAR, PERAK DARUL RIDZUAN.

6. Tel No (H) : 012 - 5469174.

7. Place of Training : Priem Integrated Sdn. Bhd.

8. Name of Supervisor : In-Charge

9. Duration of Training From : 03.08.2015 To: 31.12.2015

FOR OFFICE ONLY
Remarks: (Dean/Course Coordinator)

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
07-08-15	Trainee has made the activity for the next day Trainee must find a barcode in Tronitech it exists in the system. Indexing is the last process of using this system in the scanning process.	
	Trainee were assisted by contact workers (Abang Sami & Karat Ilat) and staff Pniam.	
	Trainee must doing indexing fast for every batch of documents are also indexed using manual entry and optical character recognition (OCR) textol technologies.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
06-08-15	Trainee have been assigned to the use of Tronitech of the CAPSYS CAPTURE to make indexing process.	
	After they are scanned and stored in digital form, documents are also indexed using manual entry and optical character recognition (OCR) technologies.	
	Trainee do the tasks to fulfill one of the business activities in the Pniam Sdn Bhd of scanning	
	Trainee should be made to fill the field based on documents for indexing activities	
	In addition, the trainee must ensure that adequate scanned page, if not trainee should scan the original page before fill field indexing.	



DESPATCH ACTIVITY REPORT

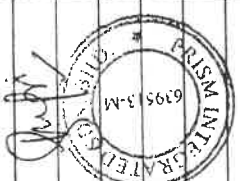
NAME: Percy, Yoges - Amy.

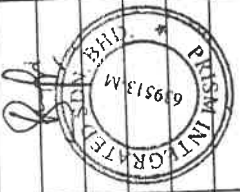
DATE	ACTIVITY	TIME		REMARK
		FROM	TO	
11/8/15	Office	8.30	8.55	- Out of office - 9.15
	TM Point	9.35	9.40	
	MQA	10.07	10.20	
	Bar Council	10.45	11.00	
	Bank of Islam	11.15	11.35	
	H.S. Tay	11.48	11.53	
	Lunch	12.00	12.40	
	Techant	12.54	12.57	
	I PA	2.00	2.50	- Return - 169 files
	Shell Station	2.56	3.00	
	Terumo	3.50	4.15	
	Space U8	4.35	4.55	
	Office	5.00	5.05	

DESPATCH ACTIVITY REPORT

NAME: Resmy Yoges

DATE	ACTIVITY	TIME		REMARK
		FROM	TO	
26/8/15	Office	8.30	9.25	Out of office - 9.30
	PPUM	10.10	10.25	
	MOA	10.35	10.40	
	SPP	11.35	11.50	
	JPA	11.55	12.40	Return - 137 files
	Lunch	12.45	1.15	
	Bar Council	2.00	2.10	
	Lim Sok Gounting	2.17	2.30	
	Makna	2.50	3.05	F-Binder
	Rajen Naranathan	3.50	4.00	
	Office	5.00	5.20	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISOR'S REMARKS
14.09.15	<p>Trainee was assigned to check the document from MCA (Malaysian Qualifications Agency) after scanning designated for 2 weeks.</p>	
	<p>Trainee have checked a total of 100 boxes for the day.</p>	
	<p>Trainee must check whether the document has been key in the correct time Data Entry activities of all the information properly indexed field.</p>	

DATE		
15.09.15	<p>Trainee still assigned to doing the check the document from MCA.</p>	

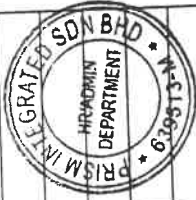
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27.10.15	Trainee were asked to design a certificate of participation program conducted by Prem.	
	Trainee also assigned to keep updated the annual leave for the employees on that day Trainee also update in Microsoft Excel, and then put it in the room of Mr. Balq. for approval. If it is approved, the trainee must do filing activities	
	Trainee get the feedback from vendor about the equipment. Trainee inform Mrs. Shohaim about it.	
	Trainee also assigned to doing the filing task on related that department.	
	Trainee also assigned to calling the vendors.	



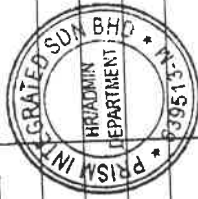
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28.10.15	Trainee were asked to pay in the summary list of quotation	
	Trainee also were asked to update the air cond maintenance sheet.	
	Trainee also updated the annual leave for the employees. And filing if it is approved by Mr. Balq.	
	Trainee also assigned to doing the filing activities on related that department for that day.	
	Trainee also assigned to answering the call for that department	
	Trainee helps Account Department tagging the files related to Account Department	



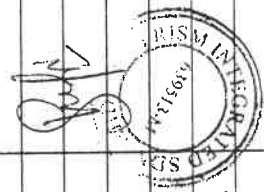
DATE	EXTRACT NATURE OF WORK DONE	REMARKS
06-11-15	Trainee assigned to help Mrs. Shahnum in preparing flowchart local product and oversee for 180 Training document.	
	Trainee mailing AO Design 2 in Bhd. about the order of calendars. Updated about quotation to Mrs. Shahnum	
	Trainee doing the answering the telephone, checking the email, making a call, filing the documents and so on.	



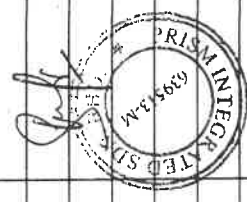
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5-11-15 5-11-15	Trainee forwarded message from AO Design to Mrs. Shahnum for response period.	
	Updated about Vendor Registration Form, filing, and make a calling to remind the another vendors.	
	Trainee make a filing activities for that days.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20-11-15	Trainee have follow the delivery activities.	
	- 9.00 AM	
	* out from office.	
	- 9.50 AM.	
	* arriving at MBA (Minor PRMS).	
	* return file = 11 files	
	* done at 10.20 AM.	
	- 10.30 AM	
	* out from Menara, PRMS	
	- 10.50 AM	
	* arriving at Bar Council	
	* Retrieval = 3 Boxes	
	Return = 4 Boxes	
	* done at 11.15	
	- 1.00 PM.	
	* arriving at H.S.P Engineering Sdn Bhd.	
	* Retrieval = 14 files	
	Return = 5 Boxes.	
	* done at 2.00 PM.	
	- 3.00 PM (arriving at JPA, retrieval)	
	10 files. Done at 4.15 PM.	

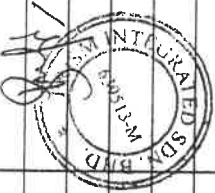


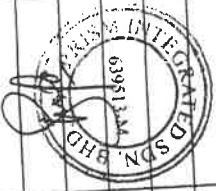
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
01-12-15	Trainee follow the delivery activities.	
	- 10.00 AM	
	* arriving at MBA (Minor PRMS).	
	* Retrieval = 2 Boxes	
	Return = 1 Box	
	- 11.00 AM	
	* arriving at Bar Council	
	* Retrieval = 3 Boxes	
	Return = 4 Boxes (1st floor)	
	* done at 11.30 AM.	
	- 12.00 PM.	
	* arriving at RMB Bank	
	* bank in check.	
	- 12.30 PM	
	* collect check from Sigang	
	* collect check from TECH ART	
	- 2.30 PM	
	* arriving at Cheow wue & Mai at Mont Kiara. (3 boxes retrieval)	
	- 3.15 PM	
	- JPA Retrieval filed at JPA.	



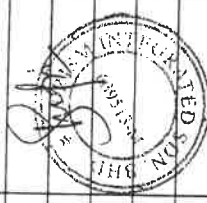
DATE	DESCRIPTION OF WORK DONE	REMARKS
02.12.18	Trainer doing the Doc Pre at 8:30 AM until 10:30 AM	
	* Trainer follow the delivery activities.	
	- 11:00 AM	
	* printing of mda	
	* Retrieval = 4 files	
	* done at 11:50.	
	- 11:50 AM	
	* arriving at Ppvm (Posel Dewan Universiti Malaysia).	
	* Collect check.	
	* done at 12.50 PM.	



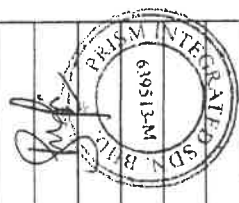
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
07-12-15	Trainee join a goals meeting with the organization Prism. Trainee was assigned to stay for 2 weeks in operation department (Maisorah). Trainee have learned about the ways in which important task at the operation. Maisorah teaching trainee how the work flow like a scan on demand, staging, filing DO and SO on. First day, trainee assigned to doing the update on key in customer order, filing DO and scan on demand.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8-12-15	Second day at Maisorah place. trainee doing scan on demand. Trainee also doing the 'pop loju' for customer, key in list order customer, key in refle return to warehouse. Trainee Trainee also assigned to answers the call, check the email and check the fax from customer. Trainee also doing the key in for list order by customer for that day. Trainee also assigned to doing the key in refle return by customer. Trainee learn how to use the system for make the order for the customers. Trainee also filing DO based on the DO subject.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
09.12.15	Trainee doing a scan & on demand tags for order for that day * based on order by customer. Trainee also doing the answers the calling and check the fax from the customers.	
	Trainee also doing the key in list of order and key in refile return * key in list of order by customer should do it everyday	
	Trainee also doing the staging at warehouse. Assist by Maisarah & other trainees (Azad)	
	Trainee assigned to do the filing task after delivery activities done.	
	* because trainee must filing the DO that have done sign by the customer in delivery activities.	
	* filing the DO should do be settle before finish the work job or tomorrow morning.	



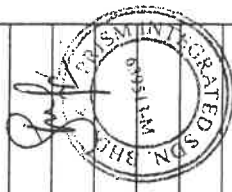
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10.12.15	Trainee doing the staging at the morning. Staging activities should be done before delivery activities.	
	After that, trainee doing the key in list of order customer for that day. and key in refile return.	
	Trainee also doing the scan on demand task for order by customer for that day. Trainee also answering the call, check the email & fax. from the customers	
	Lastly, trainee doing the filing task after delivery activities have been done.	


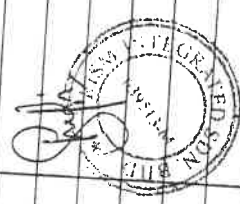


DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16.12.15	Trainee still doing the same things for helps Maisarah job.	
	Trainee doing the scan on demand order by customer.	
	Trainee answering the call, checking the email. (fax have problem).	
	Trainee helps into preparing the order by customer for 'Pes Cajo' requests.	
	Trainee follows the Pnsm staff (Chaba) to doing the urgent delivery at Mount Kiara.	
	Trainee also key in the list of order by customer for that day activated.	
	Lastly, trainee doing the filing task for filing "DO".	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17.12.15	Trainee still doing the same things for at Maisarah places.	
	First thing, trainee doing the scan on demand order by customer.	
	Trainee also assigned to answering the call, checking the email from customers.	
	Trainee doing the checked the list of document based on the batch in the boxes. Trainee find the location, black box, and check that document. If yes, to okay. If not, trainee need to update about that document to Miss Shabena or Miss Maisarah.	
	Trainee also key in the list of order by customer into the Microsoft Excel for that day activated.	
	Trainee doing the filing task for filing "DO" into customer files.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23-12-15	<p>The trainee have followed the activities of packaging in Wipang Yakin near Masjid Jember the next day</p> <p>The trainee have finished the packing of 10 boxes</p> <p>The packaging activities involve staff Pishin and 2 trainees (CUCUKMAL & TEMGUR).</p> <p>- Half day.</p>	 

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24-12-15	<p>PROPHET</p> <p>MUHAMMAD'S</p> <p>BIRTHDAY</p> <p>(MAULIDUR RASUL).</p>	