



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
TENAGA NASIONAL BERHAD (TNB) ALOR SETAR**

**WISMA TNB ALOR SETAR  
887 JALAN SULTAN BADLISHAH,  
05990 ALOR SETAR, KEDAH.**

**SPECIAL PROJECT:  
USER MANUAL FOR SISTEM MAKLUMAT PDA DAN PRINTER**

**BY:  
MOHAMAD FITRI BIN MOHD ZAKARIA  
2015101137**

**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM  
MANAGEMENT**

**FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2018 – 31 JULY 2018**

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**MOHAMAD FITRI BIN MOHD ZAKARIA  
2015101137**

**FACULTY SUPERVISOR:**

**MADAM HUDA BINTI HAMIDON**

**REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT  
FOR THE INDUSTRIAL TRAINING**

**FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2018 – 31 JULY 2018**

## DECLARATION

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Signed by

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Mohamad Fitri Bin Mohd Zakaria

2015101137

Date of submission:

## ABSTRACT

The Industrial Training report writing paper is based on the period from 01 February 2018 to 31 June 2018 at Wisma Tenaga Nasional Berhad Alor Setar. As a student from Universiti Teknologi Mara (UiTM), we are required to undergo an Industrial Training in any placement of a government organization or private agencies, company or industry. Trainee was given a chance to experience training at government-link company, which is Wisma Tenaga Nasional Berhad Alor Setar under Information and Communication Technology (ICT) Department. Industrial training program offers pre-professional work experience with specific tasks, assignments and tasks. It may help students to improve their marketability when they go for the industry after officially graduated from their university. The objective for this training is to expose student to a real working environment so they can be more confident to come across any problems and challenges. It is also a preparation for student to face the real working environment or management besides gaining a lot of experiences from the training. Along undergoing a six month of industrial training at TNB, trainee gained a lot of experiences. Also, trainee had the opportunity to explore and learn about the networking, learn about the technical details and develop more knowledge in handling a good system that can be useful in this organization. This internship takes six month for student to gain acknowledgement and working experiences in real environment. From this industrial training, students will learn how to apply the skills that they have already learned during internship. Hopefully, student will be successful in practical training and maintaining the name and reputation of UiTM and faculty.

***Keywords: Information and Communication Technology (ICT), Tenaga Nasional Berhad, Industrial Training, Information System Management, Information Management***

## ACKNOWLEDGEMENT

In the name of Allah S.W.T, The Most Gracious, Most Merciful and Most Powerful, I was very grateful and thank to Him, because He the one who plans and destined all of this. God has helped me to finish my task smoothly and properly. Any inconveniences are come from me but all the goodness and perfections are from Him.

I would like to take this opportunity to express my appreciation to my industrial organizational supervisor, Mr. Amir Bin Omar for his supervising and guidance during my internship in the organization. Furthermore, I also would like to thank all my colleagues in the organization for their guidance and experience.

Special thanks and appreciations I point out to my faculty supervisor, Madam Huda Binti Hamidon for all her support including sourcing me with many kind of information during the internship. She taught me how to clarify the information relating to my task. She helped me a lot, thank you so much.

I would like to thank my family because they are my inspiration in everything. They will never stop encouraging me by giving me moral support and always advise me to do the very best. Thanks to all of my family members for their praying on us.

Thank you.

## CHAPTER 1

### INTRODUCTION

#### **1.0 Introduction to the Company**

Keeping the nation's interest in mind, the government relentlessly pursued its ultimate objective and two pieces of legislation were passed to replace the existing Electricity Act, and to provide for the establishment of a new corporation – TENAGA NASIONAL BERHAD (TNB), purposefully replacing the NEB (Successor Company Act). Datuk Hj. Ibak bin Abu Hussein became the last Deputy Chairman and General Manager of the NEB and the first Managing Director of TNB. On 1 September 1990, Prime Minister Dato Seri Dr. Mahathir bin Mohamad officially proclaimed TNB as the heir and successor to NEB. TNB became a private company wholly-owned by the government; on the same day, Tan Sri Dato Haji (Dr) Ani bin Arope was appointed Chairman.

Electricity first made its appearance in this country at the turn of the 20th century, and the earliest record of power generation can be traced back to a small mining town in Rawang, Selangor. Here, two enterprising individuals Loke Yew and Thamboosamy Pillai installed an electric generator in 1894 to operate their mines; they were the first to use electric for mining in Malaya, and marked the great beginning of the story electricity in Malaysia. In the same year, private supply for street lighting purposes was extended to Rawang town, and in 1895 the railway stations in Kuala Lumpur received its first electricity supply.

#### **1.1. Background of the Organization**

##### **1.1.1 Tenaga Nasional Berhad (TNB)**

Generally, hydroelectric power station in Malaysia. By 1984, installed capacity had more than doubled to 1,379.2 MW exceeding peak demand by a healthy margin. Its consumer base now numbered 1,965,162 with revenue of approximately RM2.2 billion and fixed assets close to RM5.5 billion, as well as 24,882 staff. The Board was producing good profits through leadership of the highest caliber, and for the first time in history, a significant reduction in tariffs was offered. The Board even received accolade from the World Bank, recognizing it as a well-run and financially sound entity with an appropriate pricing policy, investment planning and with adequate autonomy.

Prime Minister Dato Seri Dr. Mahathir Mohamad announced the government's decision on a policy of privatization. He stressed the danger of the government becoming a burden to the people it serve. Thus, privatization is set in motion.

The new policy of privatization had four main objectives – to relieve the administrative and financial burden of the government, improve the effectiveness and quality of the public services, encourage the spread of private entrepreneurship in the public sector and last but not least, contribute to the attainment of the goals set for the New Economic Policy (NEP). The NEP is the new social-economic restructuring affirmative action program aimed to strengthen political unity and stability through equal distribution of the nation's wealth.

On 4 May 1988, the government announced its final decision to privatize. This triggered anxiety and fear among all staff. Their concerns include the fear that public good would be sacrificed due to greed, the passing of foreign ownership through share purchases in the open market, and that NEB was profitable and therefore not suitable for privatization as only sick and ailing were the common perception suitable for privatization.

Currently, TNB is moving forward into business that focus not only in electric supply also in educational field which is Universiti Tenaga Nasional (UniTEN), hotel, telecommunication, networking and supplying utilities to abroad to be as one of organization surpass the global level in providing services. Now TNB also has separated to several groups that have different function which are *Generation, Transmission and Distribution*.



*Figure 1: Tenaga Nasional Berhad Alor Setar Building*



Figure 2: Location of Wisma TNB Alor Setar

Address : Wisma TNB Alor Setar  
887 Jalan Sultan Badlishah,  
05990 Alor Setar,  
Kedah.  
Telephone : 04-774 5600

## ***TNB Vision***

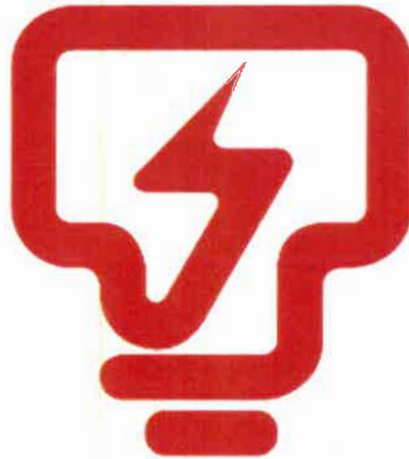
“We Are Committed to Excellence in Our Products and Services

## ***TNB Mission***

“To Be Among the Leading Corporations in Energy and Related Businesses Globally”



## *Company Logo*



*Figure 3: Company Logo*

The Corporate Logo for Tenaga Nasional Berhad (TNB) symbolizes the Company's continuing goal to provide services to the national needs with renewed emphasis on our dynamic future. Symbol The Corporate Identity for TNB is based on an easily recognized application of electricity – the light bulb. The form of the bulb is highly stylized, giving a sense of vitality and of the future. It is a clean, efficient design and formed almost entirely by one single line, resolving inside the bulb shape with a lighting symbol, dramatizing TNB's electrical energy function.

Next, the shape of the bulb suggests the form of a "T" –representing "tenaga" (energy). Corporate Name The name of Tenaga Nasional Berhad concisely summarizes the company's role. It is depicted in the corporate Logo with a clean, sophisticated typeface that projects TNB's exciting future.

The lettering is italicized to represent the dynamic role that TNB will play in the nation's progress. The typeface is bold, to depict the company's inherent strength, confidence and reliability. Corporate Colors the logo symbol is in a brilliant red to symbolized energy. It is a most impactful color connoting excitement and confidence. The Corporate title is in a cool, solid blue – giving a sense of corporate strength and dignity, a perfect complement to the red logo. Red and blue together also reflect the colors of the national flag – appropriate for a vital national service.

1.2 Organizational Structure

PENGURSAN TERTINGGI NEGERI KEDAH BUKAN TEKNIKAL  
E08 – M15



Figure 4: Top Management (Non-Technical)

PENGURSAN TERTINGGI NEGERI KEDAH TEKNIKAL  
E14 – E17



Figure 5: Top Management (Technical)

PENGURUSAN TERTINGGI NEGERI KEDAH TEKNIKAL



Figure 6: Top Management (Technical)

CHAPTER 2

ORGANIZATION INFORMATION

2.0 Introduction

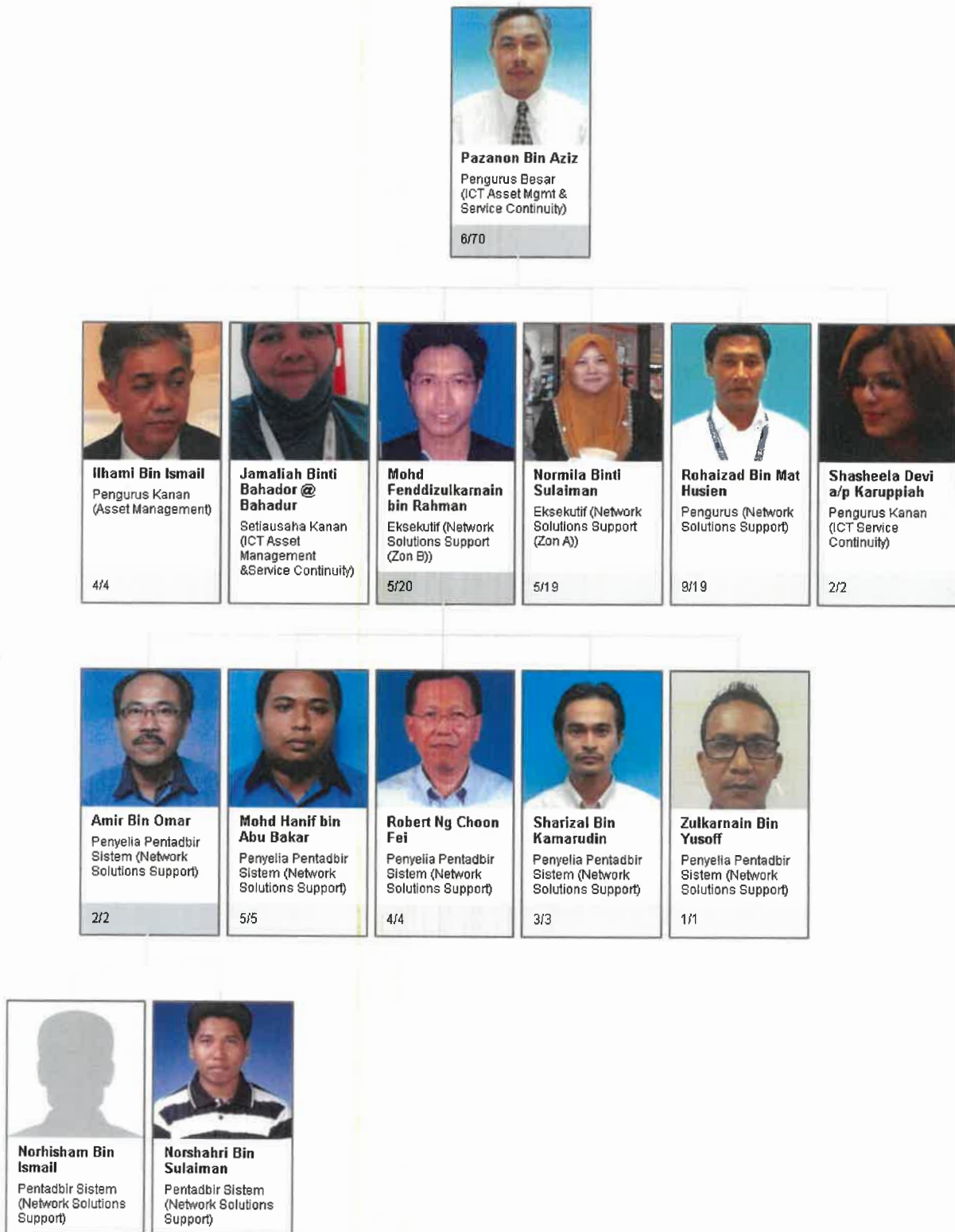
ICT Department was fully operates under main branch at headquarters (HQ) located at TNB Kuala Lumpur. It was manage and being in-charged by Mr. Fazil Bin Ibrahim as CIO. He is responsible for any plan, strategies and solutions for ICT services. ICT unit at TNB Wisma Alor Setar will accept and adapt all standards to ensure all branch are coordinated in terms of updates, software, hardware, telecommunication, networking maintenance and other assessment including deals with vendors.

2.1 Departmental Structure



Figure 7: ICT Group Structure

# INDUSTRIAL TRAINING REPORT



*Figure 8: ICT Group Structure*

2.2 Departmental Function

Department function is the role of each department in managing all process to ensure the service is available, support each other and following all work standards in order to achieve goal of organization and yet will improve company profit. This is the important stage where all employee work together to maintain all tasks and working professionally.

Some of department or staff might rely to other department which they are related to process work that needed an approval, verification, inform and update such as invoices, payment, customer relations, maintenance, data backups, and other services that relate to business development. During the internship, trainee was placed in ICT department for 4 months and was transferred to Customer Care & Business Development (CCBD) department for another 1 month of training.

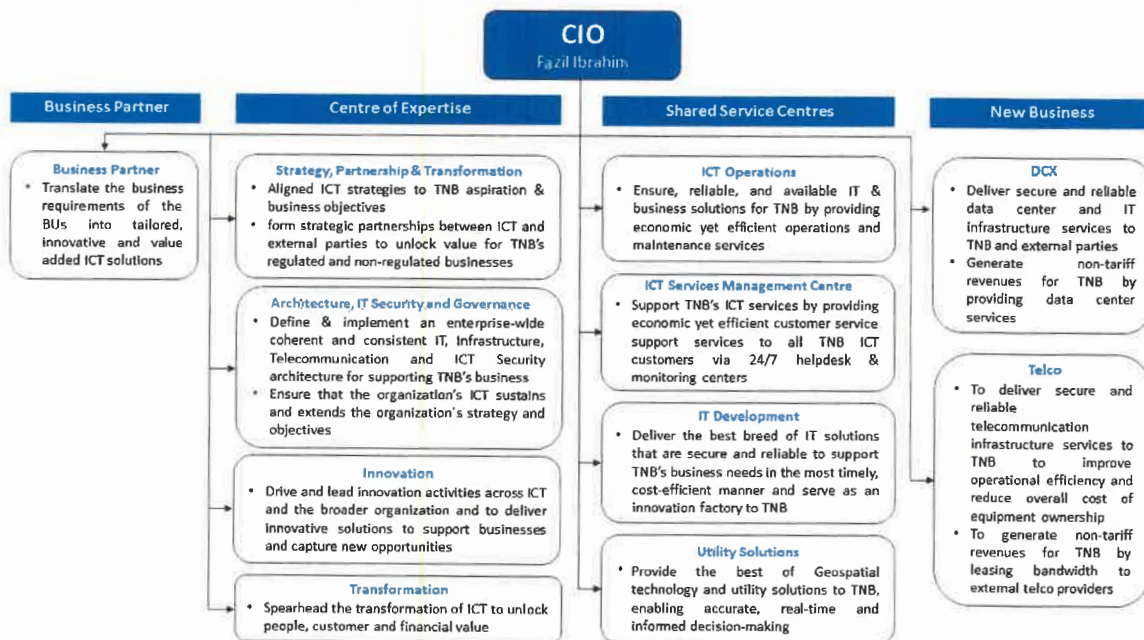


Figure 9: ICT Group Function

## CHAPTER 3

### INDUSTRIAL TRAINING ACTIVITIES

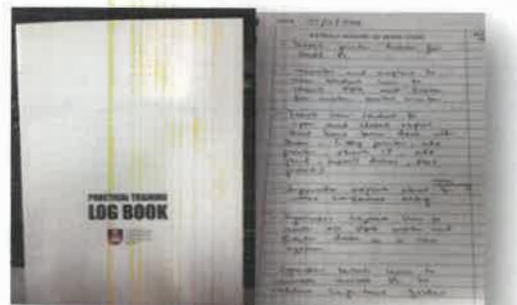
#### 3.1 Training Activities

During five months of the industrial training period, the trainee Mohamad Fitri Bin Mohd Zakaria was assigned into the Information Communication and Technology (ICT) department at Wisma Tenaga Nasional Berhad (TNB) Alor Setar, Kedah Darul Aman for 4 months. The trainee are giving full commitment within industrial training period in this department with different assignments given which are related to his degree while others is with the end goal of experience to different fields, positions and departments. Besides that, the trainee has working to improve his performance in order to learn a good management method when dealing with superiors, subordinates, assistants, juniors, vendors, project managers and customers.

After that, trainee was transferred to Customer Care and Business Development (CCBD) to deal and engage with customer or stakeholder in order to create a good relationship with TNB. Trainee was assigned to be as multimedia, setup for video conference, slides, preparing all design or template, creating electronic publishing, finding supplier for printing, take photos and join community events.

#### 3.2 Log Books

A logbook is a record of important events in the management, operation, and navigation of a ship. It is essential to traditional navigation, and must be filled in at least daily. The trainee was given a log book by the University as a requirement and also remarks. The log book is a compulsory and it used to records all tasks and assignments given to the trainee by their supervisor and it is the space to write for example date, time, information, methods, reminder, and incoming tasks and also completed tasks.

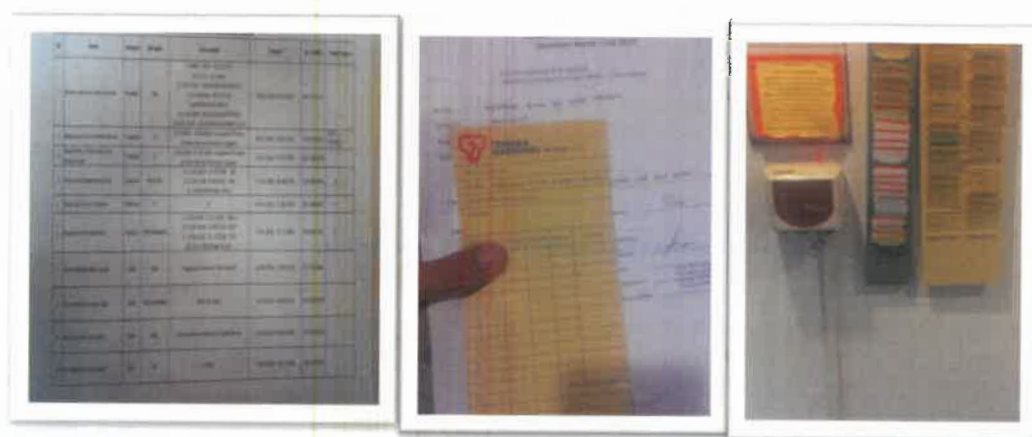


*Figure 10: UiTM's Log Book*

## 3.3 Time Sheet and Evaluation Form

### 3.3.1 Time sheet

The organization had given the trainee a Time Sheet and Attendance Punch Card for recording purpose in this company. The card is must be filled or punch and handed to the Human Resource (HR) every month with the organization to monitor attendance and trainee in and out for example morning duty, break and out when end of work for that day. It will display the date and time during work. If the trainee are coming late to company, they must fill an Attendance Form to state the reason why they are late.



*Figure 11: Time Sheet and Attendance Punch Card*

### 3.3.2 Evaluation Form

UiTM also provided an evaluation form for the students to give to their supervisor to fill in their overall mark for the five the months of internship at the organization based on their performance, attitude, attendance, teamwork and participation. The form will be handed back to the university for trainee' marks as they had a completed the internship. The evaluation form is to notify the organization about the trainee's development and also to reflect whether the trainee is punctual, has an improvement, good leaner, hardworking and giving full commitment or not.



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MANAGEMENT UNIVERSITI TEKNOLOGI MARA, MALAYSIA  
INDUSTRIAL EVALUATION

PRIVATE & CONFIDENTIAL

Student Name: \_\_\_\_\_ Program Code: Bachelor of Information Science (Hons)  
UITM ID: \_\_\_\_\_ Course Code: Information System Management - MU245  
IMC690

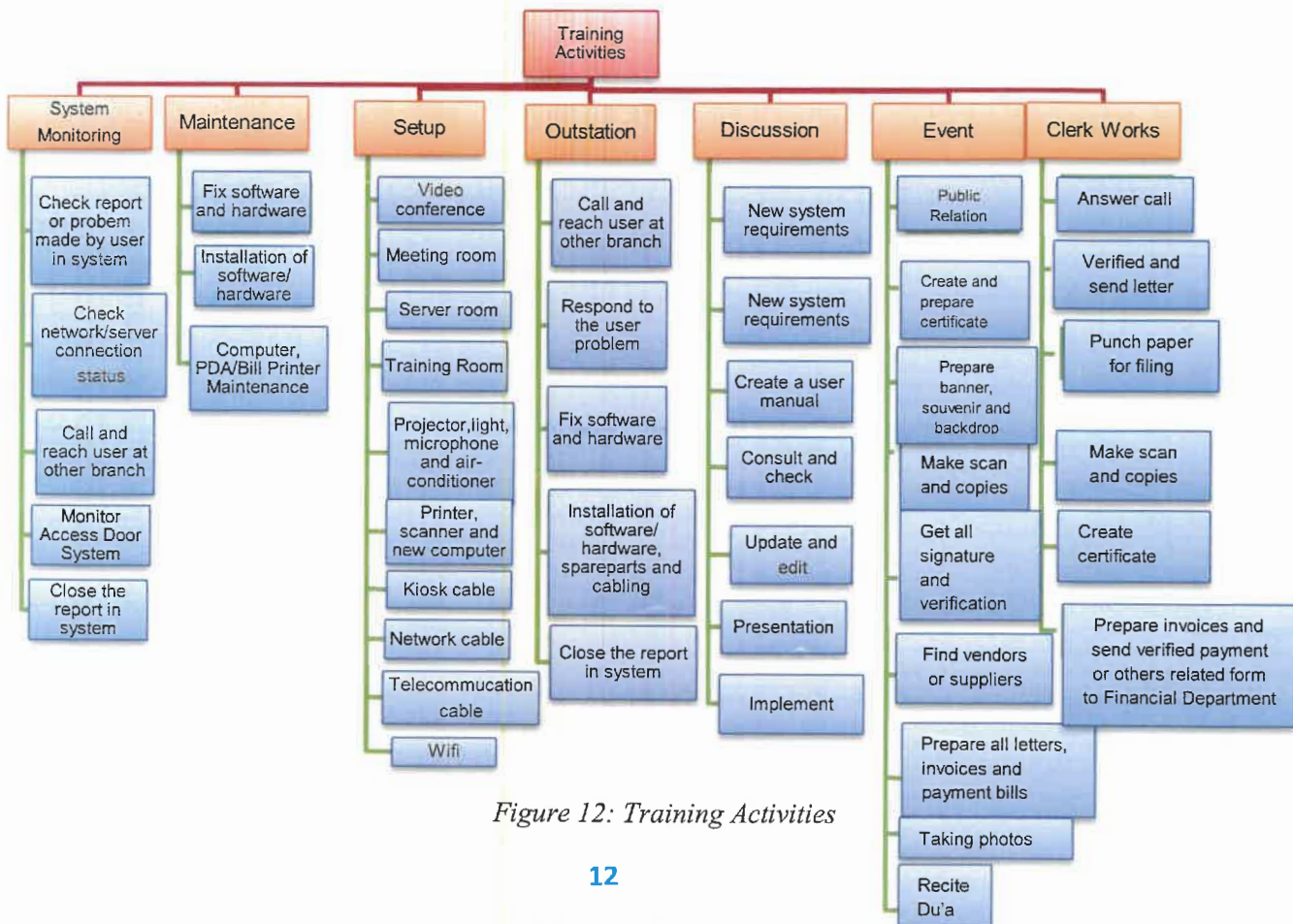
Criteria	Marks Allowed	Marks (M)			Mark/Mark	Mark/Mark	Mark/Mark
		Pass	Satisfactory	Excellent			
Application of knowledge	30%	Demonstrate no knowledge	Demonstrate little knowledge at workplace	Demonstrate some ability to relate theory and practice to real life work situation	Demonstrate adequate ability to relate theory and practice to real life work situation	Demonstrate competence and capability to work in the situation	0
Acquiring of knowledge at workplace	20%	Unable to demonstrate work place learning	Minimal ability to demonstrate work place learning	Demonstrated new learning capabilities at work place	Good demonstration of learning at workplace	Excellent demonstration of learning at workplace	0
Habit of self-learning	5%	Did not demonstrate self-learning habit	Demonstrate minimal self-learning habit	Demonstrate adequate self-learning habit	Demonstrate active self-learning habit	Outstanding self-learning habit	0
Participation	10%	Did not participate at workplace	Minimal participation at workplace	Adequate participation at workplace	Active participation at workplace	Outstanding participation at workplace	0
Teamwork	15%	Unable to work with others	Minimal involvement with others	Adequate involvement with others and projects	Active involvement with others and projects	Outstanding traits of a team player	0
Commitment	10%	Not committed at workplace	Minimal commitment at workplace	Some commitment at workplace	Shows positive commitment at workplace	Outstanding commitment at workplace	0
Communication	10%	Poor verbal and written skills at workplace	Minimal verbal and written skills at workplace	Adequate verbal and written skills at workplace	Shows some verbal and written skills at workplace	Outstanding in verbal and written skills at workplace	0
Positive Attitude	5%	Demonstrate poor attitude	Demonstrate minimal positive thinking attitude	Demonstrate adequate positive thinking attitude	Demonstrate good positive thinking attitude	Outstanding positive thinking attitude	0
Responsibility	10%	Demonstrate no responsibility attitude	Demonstrate minimal responsibility attitude	Demonstrate adequate responsibility attitude	Demonstrate good responsibility attitude	Outstanding responsibility attitude	0
Punctuality	5%	Demonstrate poor punctuality attitude	Demonstrate minimal punctuality attitude	Demonstrate adequate punctuality attitude	Demonstrate good punctuality attitude	Outstanding punctuality attitude	0
<b>Grand Total</b>	<b>100%</b>						<b>0</b>

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor Name: \_\_\_\_\_ Comment: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Official Stamp: \_\_\_\_\_

**Figure 12: Practical's Student Evaluation Form**

### 3.4 Training Activities Flows

Organized activity aimed at imparting information and/or instructions to improve the recipient's performance or to help him or her attain a required level of knowledge or skill. This section contains all the tasks, positions, job scope, responsibilities and assignments given to the trainee to be carry out in organization.



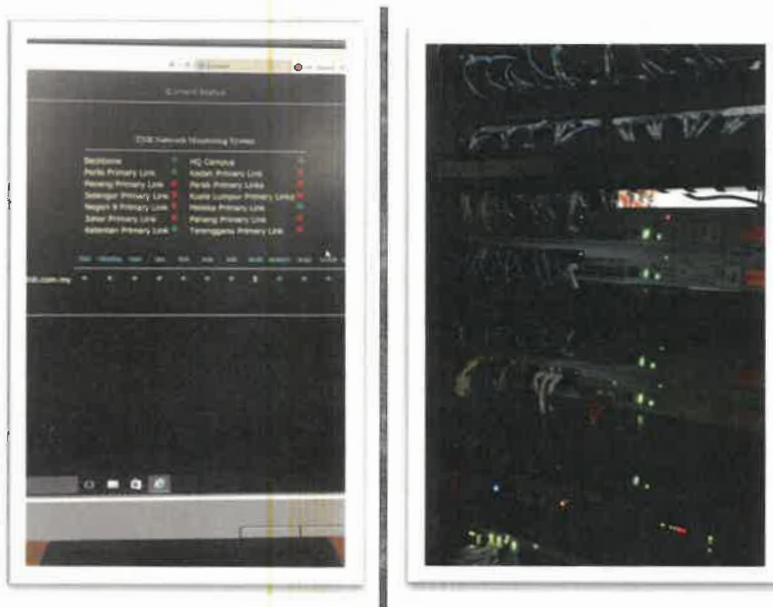
*Figure 12: Training Activities*

## 3.4.1 System Monitoring

System monitoring is one of job while trainee in organization department. Trainee is assign to monitor all systems such as TNB Networking Systems, Central Mobile Billing Systems (CMBS), *Sistem Maklumat PDA dan Printer*, InfoTV Systems, Service Reporting System (BMC Remedy) and Easy Access Door Systems (EASY).

### 3.4.1.1 TNB Networking Systems

Trainee must check and monitor network connection status for all TNB Kedah/Perlis areas include Wisma TNB Alor Setar. It displays information, status and connection if there is problem occurs, network down or other causes. It is important to check and make sure default gateway, main links and backup links. If necessary, trainee, staff or supervisors reach at the site to fix and make it available and in a good status again in order to make all users or staff are easy to finished or complete their work.



*Figure 13: System interface and server to check cable or port*

### 3.4.1.2. Central Mobile Billing Systems (CMBS)

This system is to record, tracking, update, check status, register and load data for PDA and Printer for TNB meter reader usage. The system will displays all information about serial number, condition, status, owner and devices which it will register new or old device to make it available for use. Also, it record all items date and can track where it

located, who hold it, which stations and deliver date or history. Besides that, trainee need to use this system when they replace or format PDA or changed Printer for new user.

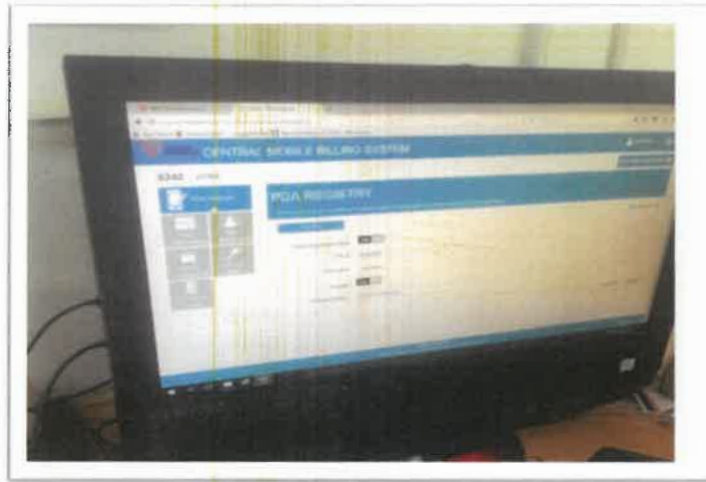


Figure 14: Central Mobile Billing System (CMBS)

### 3.4.1.3 Sistem Maklumat PDA dan Printer

This new system was introduced, developed and used by ICT Department at Wisma TNB Alor Setar. In the effort to monitor and check for movement of devices this system can easily record all information, data lists and total of PDA and Bill Printer users. With this system, it will support the CMBS system which it specifically displays the condition of device, history, its physical conditions and remarks for any spare parts replacement, missing components or damaged.

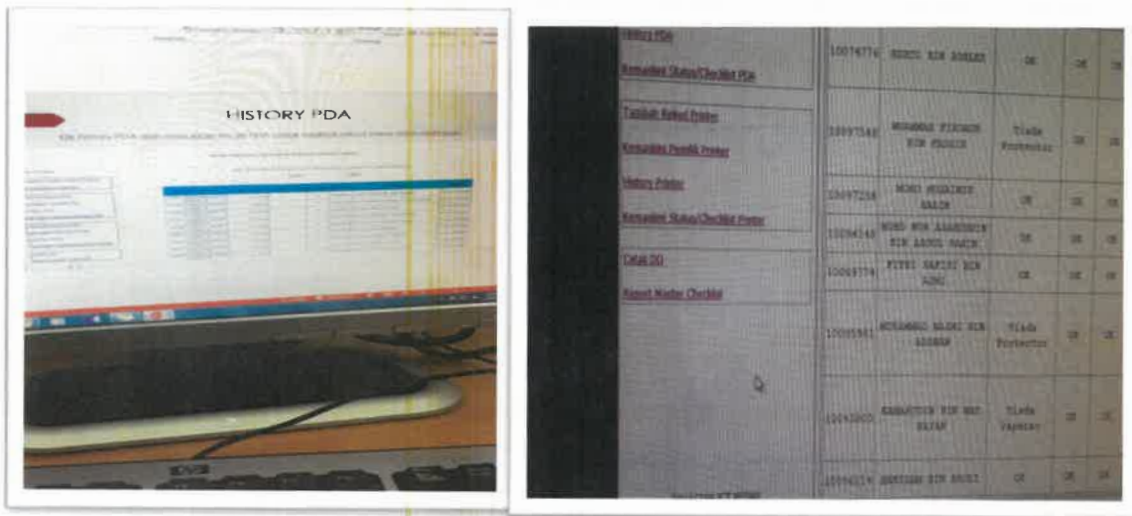


Figure 14: Option, function and history in Sistem Maklumat PDA dan Printer

### 3.4.1.4 InfoTV Systems

InfoTV Systems is used by TNB to displays all latest information, bulletin, news, strategies, marketing, reminder, investments, programs or incoming program for business growth placed in company's building. It is intend to displays information to all staff and know every detail or event and planning to expand organization business for instance charity and house development.

Trainee are assigned to check whether it connection is stable or not because it need an network connection to receive those video, slides that are from Headquarters (HQ), main branch at Kuala Lumpur. It must be fix, reset and select option which the InfoTV using Windows Embedded.



*Figure 15: InfoTV displays after being fix*

### 3.4.1.5 Service Reporting System (BMC Remedy)

This system is used by all TNB staff in Malaysia to make report, complain or any others problem during their works which it can be link to ICT units and vendors for example, when staff having software/hardware problem, WiFi connection problem, network cable problem, printer problem, laptop or computer, telecommunication or PDA problems. After that, they must state details about the problem. Responsible staff will take action and fix the problem. Then when it was completed, those reports need to be closed incident in the system and must be state the solution.



*Figure 16: BMC Remedy Service IT System*

### **3.4.1.6 Easy Attendance Door Systems (EASY)**

Easy Attendance Door Systems (EASY) is the system to check for access door connection which it needed to be monitor to control authorization of person to enter using door in organization building and it also functioning to record staff attendance. If there is error or the door is locked, cannot be access staff or trainee will fix the hardware at the top of the door and check the battery, network cable and switch checking using the proper tools or equipment till it can operating as usual again.



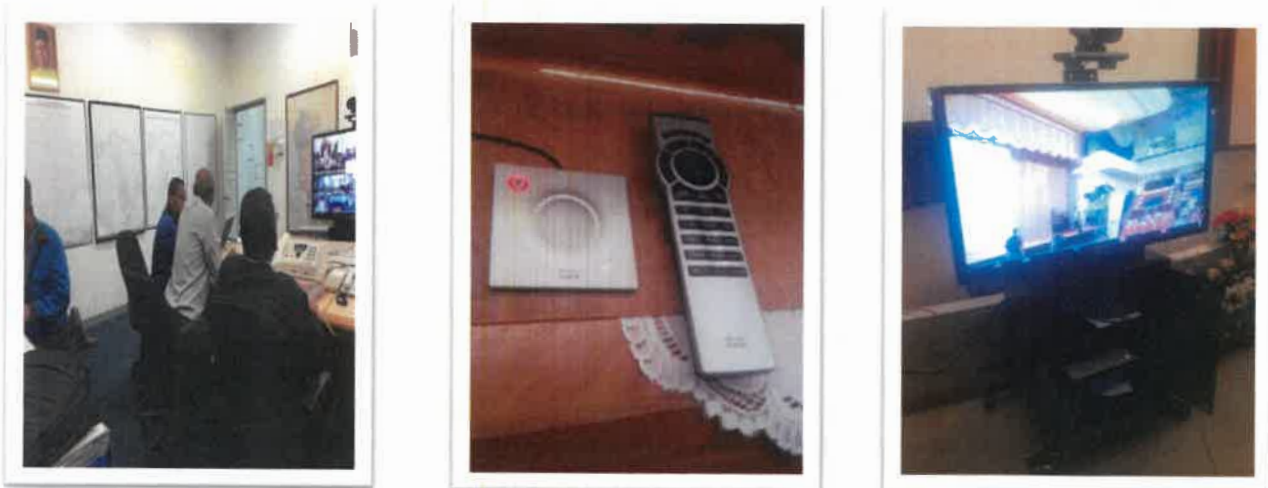
*Figure 17: Easy Attendance Door Systems (EASY) interface*



*Figure 18: EASY technical fix and check for network cable*

### 3.4.2 Setup

In a meeting, microphone wireless, laptop and projector is one of the essential things. Trainee need to setup microphone wireless, laptop, projector, light, microphone and air-conditioner before the meeting start to make sure the meeting will run smoothly. Then, trainee also in charge in handling slides in the meeting. This is to make sure the meeting does not have any difficulties happen.



*Figure 19: Video conference setup*



*Figure 20: Training laptop and projector setup*



*Figure 21: Projector and wireless pointer setup*

### **3.4.2.1 Maintenance**

Trainee also checking problem no internet access on certain port at lab. Then, trainee an supervisor go to server room and start checking what the problem whether cable or port problem. Sometimes, trainee need to help the workers who had problem with their PC. The problems include software, hardware such as printer and also include the network issues. Trainee also had done maintenance for 30 laptops for training use, also for PDA and Printer. This is to improve performance of device, check hardware, software, clear a dust and make it clean according to TNB standards.

For PC or laptops, trainee needs to install software and antivirus on PC that needed in this company. Trainee was given a task to install software which is normally used in technical department, install printer driver on several PC in this office with CD that provided or download it. Each finished computer must be label date and checked by whom. To clarify trainee understanding and improve technical skills, trainee are require to assemble and dissemble computer components.

More than that, trainee also experience to setup PDA and printers for meter reader. Trainee need to format all the PDA and install HMA file so that meter reader can do billing and keep data maintain.

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Moreover, trainee also learned how to make proper network cabling using cable, tools and RJ45 cap. Trainee is also being explained function, type and use of cable such as Category 5, 5E and 6. By instruction and guide step by step, trainee learn how to do wire crimping.

Lastly, trainee setup training room or space such as provided extension, setup laptop, turn of all plug and prepare projector or slide for the participant usage.



*Figure 22: Computer Maintenance lists, training laptop and maintenance label*



*Figure 23: PDA and printer maintenance check components and remove dust*





*Figure 24: Network cable crimping*



*Figure 25: PC assembly and disassemble*

### **3.4.3 Outstation**

Outstation is needed when the branch outside of Wisma TNB Alor Setar needed help, having problem or issue that needed to be fixing by ICT Department. Before go, supervisor will explain what problem and what need to do. Trainee will go to the branch with supervisor and carry all equipment that will be used such as CD's, network tools or devices. During training, trainee goes to TNB Kangar, Jitra, TNB at UTC Alor Setar, Tambang Badak, Mergong and Pendang.

All problems relating to hardware, software, server, network or router will be checked and if there is a lot need to do supervisor will do a network assessment with vendors to ensure it has no problem to use for instance PC, printer, scanner, switch, router and ports problem.

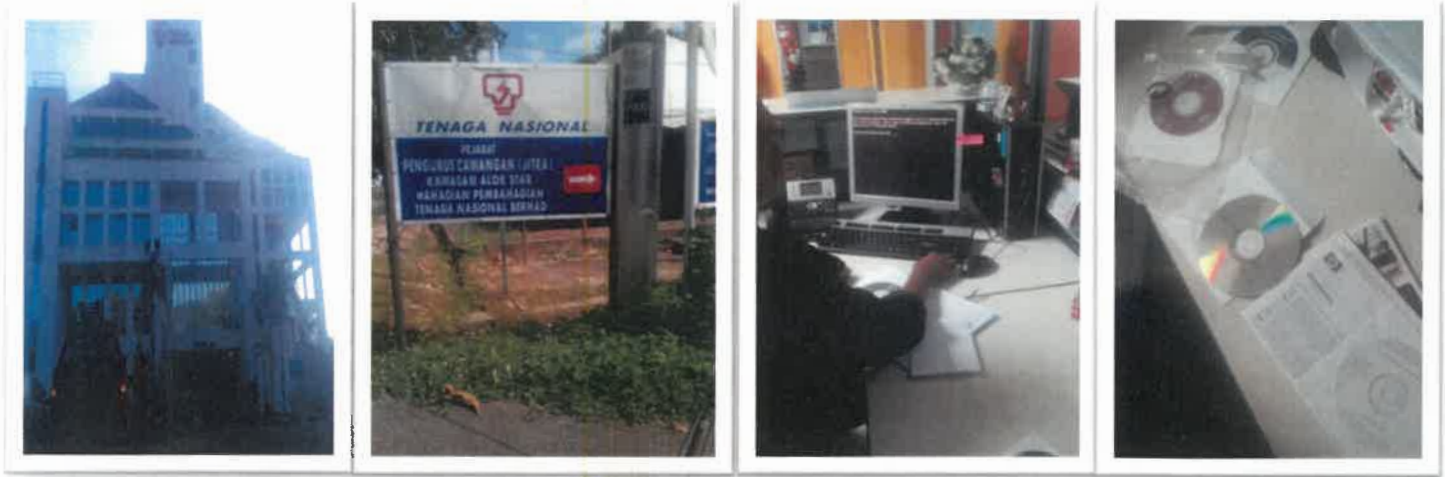


Figure 26: Arrive at other branch, fix and solved user problems

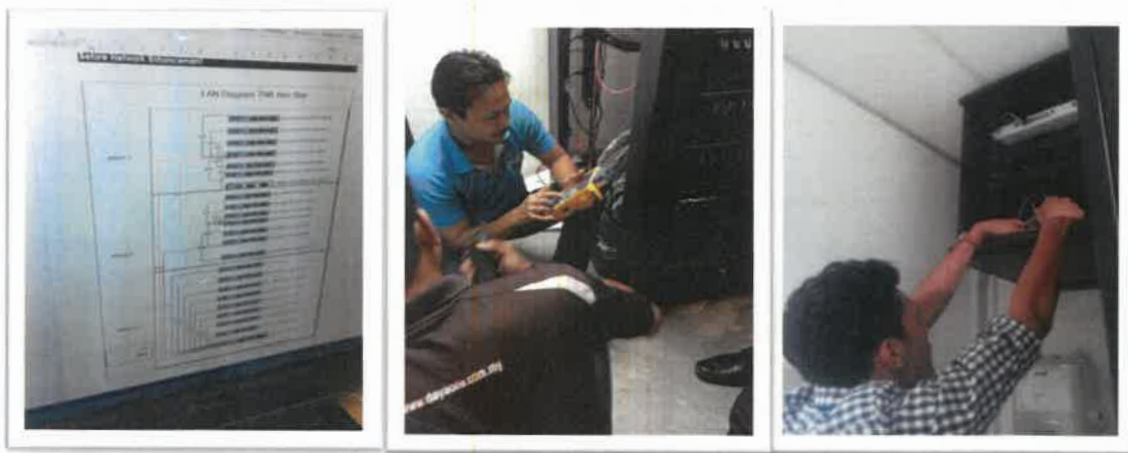


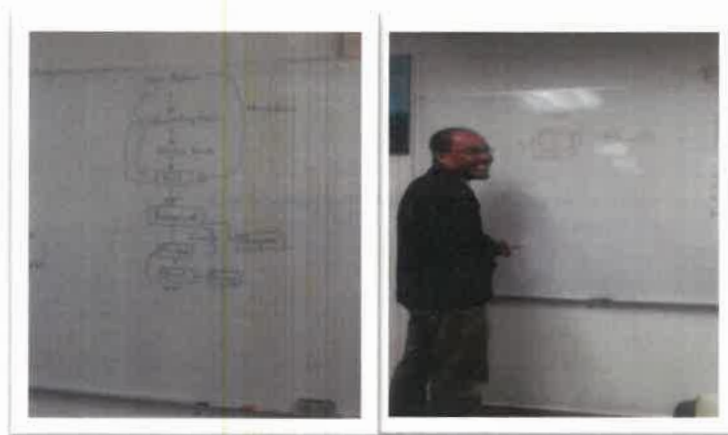
Figure 27: LAN Network Assessment with vendor from MesiNiaga



Figure 28: Checking non-active and illegal ports

## 3.4.4 Discussion

Discussion is being conduct when department will have incoming tasks, event, need planning or having any question during work or internship. Trainee's supervisor explains more detail and sometimes draws a flow in a board to explain about new knowledge or information. There is also a presentation by supervisor and staff to explain specifically on method or solution while carry duty in department. Supervisor also advice and always remind about proper Standard Operation Procedure (SOP) to ensure trainee's safety in performing task or assignments. All of TNB business roles and how they make business being explained for earlier till now. After that, staff also asking for any question no matter to ask about process, router, gateway, server or anything that related to the organization.



*Figure 29: Supervisor drawing flow of system*



*Figure 30: Staff explains business role, electricity usage and other assets*

### 3.4.5 Event

Customer Care and Business Development (CCBD) is the department that manage event. During industrial training period, trainee was given an opportunity to be as multimedia which taking photos, manage invoices, find supplier, design certificates, design label, banner, find souvenirs, booking or purchased item, escort VIP and involve in meeting that will plan for incoming event. This department also is intended to promote and create a good relation with clients, customers, suppliers, vendors, community and also government. By making an event, it can improve TNB's image and profits.

Trainee are involve in a charity event/project for Asnaf people who need a place that granted a house in the corporation with Lembaga Zakat Negeri Kedah to help those people from living in a moderate life. This project was titled "Projek Baiti Jannati 2018" which trainee is giving commitment and lending hand in helping people, provides gift, mock keys, and certificates for all participants including contractor, staff and the rest.

Trainee also is the person who recites du'a to make the ceremony or event blessed. Other than that, trainee deliver gift to receiver. This project brought all participants to several place in Kedah states. After handling this event, trainee is assigned to attend meeting with supervisor for Mesyuarat Jawatankuasa Kerja Istiadat Ziarah Makam at Kedah Royal Club and join meeting at District Officer Office at Pendang.

Next event is trainee join meeting represent TNB such as Jawatankuasa Tenaga Kerja Daerah (JKTD) at Pejabat Daerah, Tanah dan Majlis Daerah, Padang Terap. This meeting was attended by all government and non-government organization (NGO) in order to strengthen the development of Kedah. The meeting was managed to update every function, statistic, progress and other related matters to gain support, collaboration and sponsorship among participants. Trainee noted a meeting minute for every agenda and prepares all TNB files and letters, progress, success public relation activity/program or project that has been done before.

Other than that, trainee join meeting and attend for Majlis Rumah Terbuka Hari Raya Aidilfitri represent TNB at Kediaman Setiausaha Kerajaan Negeri Kedah. This ceremony was managed to ensure a good relationship between state government and NGO's that participate with the Department of Economy Planning. The meeting for this event has been handled at Kedah Royal Club, Wisma Darul Aman, Alor Setar, Kedah. At this same

venue of meeting, supervisor and trainee also join and engage in CSR program that consider for Chinese community development which the state government will provide service and facilities for disaster victims in specific areas.



*Figure 31: General Manager discuss and arrange strategies for event in a meeting*



*Figure 32: Trainee and supervisor having discussion with manager*

### 3.4.6 Clerk Works

Answering phone calls when the staff is not around, trainee need to answer the phone call. This can help staff if there is any information that important to deliver to them.

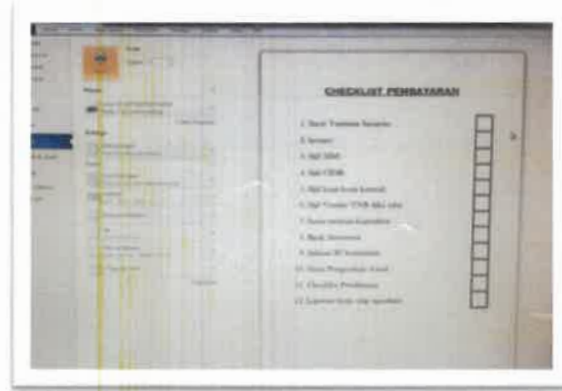
Photocopy and scanned documents trainee did help the staff to make a photocopy or scanned an important document that is related with their works. Trainee also punches paper, shred, keep in file, arrange file and get a file when needed.

Trainee design and create certificate for program Projek Baiti Jannati 2018 and Program Transformasi Kedai Tenaga 2018 at Wisma TNB Alor Setar. Trainee also help converting file format and make template for department future usage.

## INDUSTRIAL TRAINING REPORT

Other than that, trainee also assigned to carry item, arrange and take souvenirs from store. Sometimes, when needed supervisor ask to go and meet supplier to purchase item and make negotiations. Supervisor goes along with trainee to mall to buy and pick up item purchased for event or program.

Last but not least, trainee also attend to many meeting which asked and go along supervisor for instance Mesyuarat Jawatankuasa Kerja Istiadat Ziarah Makam as multimedia taking photo and also District Officer Office at Pendang.



*Figure 33: Trainee making a checklist to ensure all payment or task is done*



*Figure 34: Trainee manage all invoices, budget approval and all payment that has been verified by General Manager to be handed to Financial Department*



*Figure 35: Trainee noted minute of meeting and taking photos*



*Figure 36: Trainee provide TNB's souvenir, gift and provide TNB's invitation cards*

### **3.5.1 Electronic Publishing/Design**

Trainee contributes in designing banner and mock key to be used in Projek Baiti Jannati 2018. This design is being edit and was a template. Which it is will be editing if there is necessary to be used and can be template for long term use in future events. Also, the design is created based on company logo and color to make it more official and

recognized. After that, trainee and supervisor will reach supplier for the printing and negotiate for the best price and state the quantity.



Figure 37: Banner and mock key template design editing

### 3.5.2 Certificate Design for Projek Baiti Jannati 2018

Certificate is designed to award participants in achieving program or event. This certificate was designed, printed and provided by trainee following the standards and request by supervisor. It was awarded to project manager, contestant, contractor, staff and also secretariat for making the event success.



Figure 38 Softcopy and hardcopy format of certificates

### 3.5.3 Gift Label

Label was provided to as sincerely from TNB in involving and contributes to community project designed by supervisor and trainee. Furthermore, it will be handed together with donation to the person who applied and deserve for it.





Figure 39: Label was placed to the box

### 3.6 System Development

For the *Sistem Maklumat PDA dan Printer* development tasks, trainee has suggested and recommended a simple interface module and function during discussion which supervisor has included Master Checklist, delete module and Print for Delivery Order form for recording purposes. The idea was accepted as trainee is using the system to keep all data but there is only had add and edit option. This can contribute to data redundant if there's a user who is making mistake entering same data twice it will be considered as inaccurate data. Also it is hard to find the latest one because they are too many same or wrong data detail in lists.

Supervisors had taken this issue seriously and request to the programmer to add those requirement in order to make recording purposes easier and faster. For the Delivery Order form, it state date, owner, device and station to ensure the process of deliver PDA or printer to new owner is verified and need a signature as evidence it was permitted by ICT department for use.

- Pengguna boleh memilih untuk memadam atau mengemaskini kepada rekod yang terbaharu.



Figure 40: The record in the system can be delete by clicking the dustbin icon



Figure 41: Delivery Order form in Sistem Maklumat PDA dan Printer

### 3.6.1 Maintain & troubleshoot existing system

The trainee had given the responsibility to evaluate as the trainee is in the field of information system management to check for any error in terms of drop-down button, date selection, station, serial number, editing new record, editing condition and remarks. As the user of the system, trainee also giving feedback which the system can be access using Internet Explorer version 8.1 and sometimes cannot be open at Google Chrome or Mozilla Firefox. At first, it is like a problem for user to use it then programmer has update version to ensure it can be open at any web browser.

Next, trainee discuss with supervisor to make the system generate report into many formats for instance print out list in PDF format, Words format or other that can be attached directly link to email. This is because it can make softcopy and hardcopy format both according to the needs of user.



Figure 42: Interface being edit and changed

### 3.6.2 Sistem Maklumat PDA dan Printer function

This system is used to ease and ICT department to record all owner, date, serial number, status, condition, movement and history of PDA and printer bill used by meter reader. There is four module included in this system which is Staff, PDA, Printer and Print.

Firstly, Staff. In this section, the user can update new information from the old ones. Enter staff number and search to find it. It can update name, position, grade, department, station, phone number and date of start working.

Secondly, update PDA's record. Which means, in this option there is add PDA, update new owner, edit PDA, history and record checklist. Then, click save when all information is latest and completed. Table History and Table Checklist will be display to show the current record.

Thirdly, add printer. The function same goes with the earlier option included in update PDA's record. This is to track and check for the device where it located and who are using it. The users that hold the printer are fully responsible if it was missing or damaged.

Last but not least, Print. Click to button print DO to print out a Delivery Order form and Master Checklist to view all list of PDA and Printer simultaneously and total of devices/users.

## 3.7.1 Special Project

Special project is a project that had been given to the practical students from UiTM to create or develop any suitable project to be suggested to the industrial supervisor or faculty supervisor. This kind of projects that must be done by the practical student of Information System Management containing whether the student want to develop a website, application, multimedia applications, corporate video, user manual, or improvement of process and method that can benefit to the organization related to their study.

The trainee had been assigned a special task or project by the organization supervisor which is to create a user manual for *Sistem Maklumat PDA Dan Printer* system. The user manual is for the ICT department to use for reference purposes and for the recording, tracking and update the owner, date, serial number, status or devices.

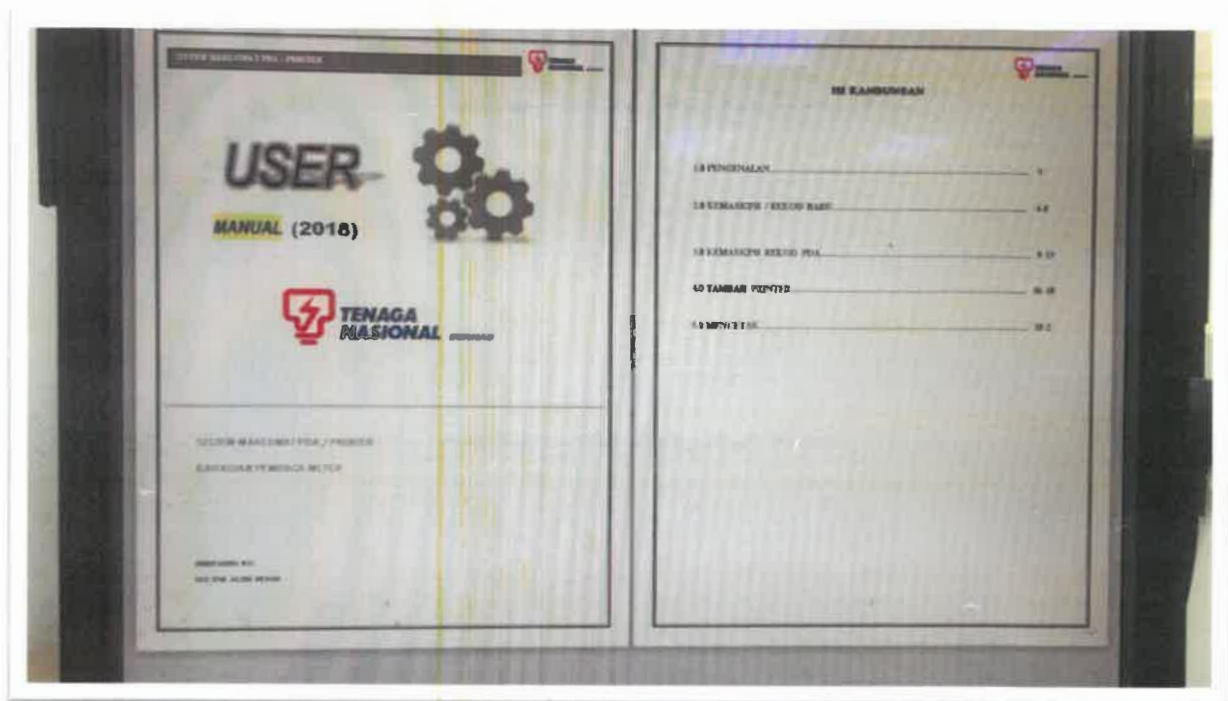


Figure 43: User Manual created by trainee as special project

### 3.7.1.1 User Manual

The main objective of creating the user manual was to provide important instruction and information on how to use product or system wisely. With proper use of it, it can improve user skill and also they can learn quickly about something new that they will learn. This user manual is requested by ICT Department due to new system implemented and this

mini project is assigned for the trainee to complete and in some way that will give benefit in future for the department which is:

- To ensure user learn faster about Sistem Maklumat PDA and Printer for Meter Reader in ICT Department.
- To create the user manual for the ICT staff that able to refer and fully understand the instruction in a simple way and following the TNB standards.
- To improve and ensure faster retrieval in searching accurate records.

### **3.7.1.2 Content of User Manual**

The user manual will have simple and clear information related to *Sistem Maklumat PDA Dan Printer*. The contents of this user manual consists of:

#### **1.0 PENGENALAN (INTRODUCTION)**

#### **2.0 KEMASKINI / REKOD BARU (UPDATE/NEW RECORD)**

#### **3.0 KEMASKINI REKOD PDA (UPDATE PDA RECORD)**

#### **4.0 TAMBAH PRINTER (ADD PRINTER)**

#### **5.0 MENCETAK (PRINT)**

### **3.7.1.3 Progress of Project**

Firstly, it is vital for the trainee to know the important information of the Siebel and BRM system so that the creation of the booklet will be a lot easier when the trainee recognizes and understands the actual picture or information more clearly of the technical architecture department management because if not, then the trainee must do it once more until the management or supervisor is satisfied with the project assigned to the trainee.

3.7.1.3.1 Project Timeline

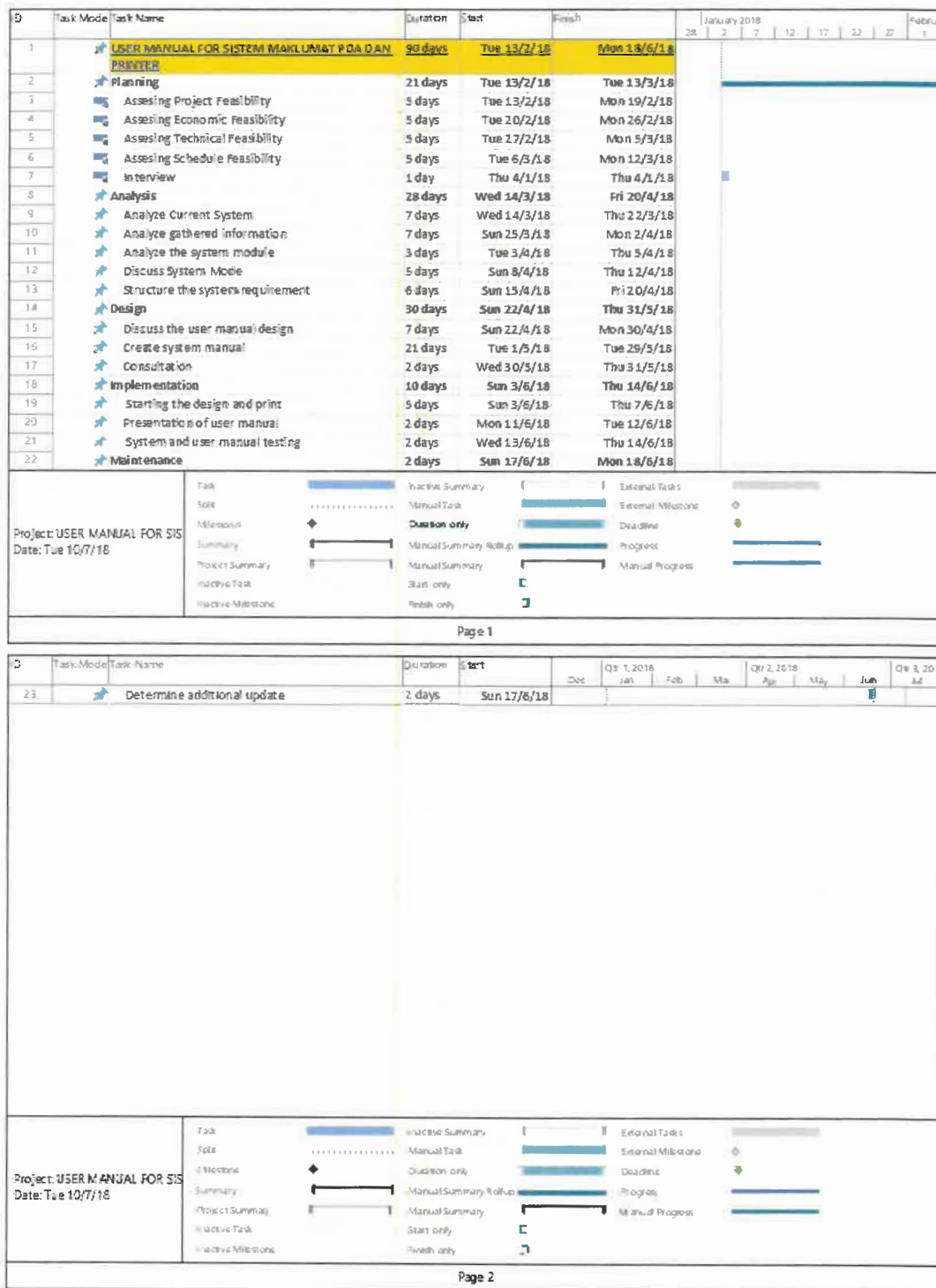


Figure 44: Gantt Chart User Manual

### 3.7.1.4 Finding Relevant Information for the User Manual

The user manual contains all essential information for the user to make full use of the information system. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use. Use graphics where possible in this manual. The manual format may be altered if another format is more suitable for the particular project.

### 3.7.1.5 Analyzing the Information

This section describes expected results of the function. Include the following in the description as applicable:

- Description of results, using graphics, text, and tables
- Form in which the results will appear
- Output form and content
- Report generation
- Instructions on the use of outputs
- Relationship of outputs to inputs
- Function-specific messages
- Function-specific or context-sensitive help messages associated with this function
- Examples

### 3.7.1.6 Creating User Manual

After the completion of analyzing all the information of the special task given, the trainee will now proceed in creating and print the user manual. Before creating the user manual, the trainee discussed with the supervisor on the requirements needed in because it will used to be present for TNB main branch at Kuala Lumpur. The user manual is set according to the A4 format which the size is following the TNB standard and previous user manual created in PDF and was proposed by ICT Department.

### 3.7.2 Outreach program

Outreach program is an activity of providing services to any group or community who might not have access to those services. The objectives of outreach are to provide meeting at the location where those people are living and serves them.

More than that, to deliver service that has educational, promoting and improve organization image such as charity, mosque and surau development, zakat, wiring for community and knowledge sharing about the company itself.

It also can increase people awareness no matter in non-government or government sector it is important to get support from public and making a close relations. Outreach program can target various populations in a specific location to make it as marketing and motivated participants.

#### 3.7.2.1 Projek Baiti Jannati 2018

This project is sponsored by TNB in corporation with Lembaga Zakat Negeri Kedah and also contractor to develop house for Asnaf people who need those facility in order to make their life's better. This project conducted in Kedah state areas and granted only for those who applied for it.



*Figure 45: Opening ceremony for Projek Baiti Jannati 2018*





*Figure 46: Arrive at location and gift delivery*



*Figure 47: House opening ceremony*

### **3.7.2.2 Community Social Responsibility (CSR) Program**

This program is to help Chinese community that is a victim of hurricane disaster at Negeri Kedah. At this meeting, TNB be as one of participant that will suggest, giving ideas and strategies for repairing their houses instead of electricity. Trainee also gets involved in this meeting for discussing about any supply and roof replacements for victim's house. This meeting is organized by ADUN Derga, Kedah YB Tan Kok Yew.



*Figure 48: Meeting for helping Chinese community to repair several houses damaged caused by hurricane*

### **3.7.2.3 Jawatankuasa Tenaga Kerja Daerah (JKTD)**

This meeting was organized by Pejabat Daerah, Tanah dan Majlis Daerah at Padang Terap. Which all participants consist of all government agency and NGO's. All members are discussing about project, update, progress of event or activity and also request for collaborations. The purpose of this meeting is to create a good relationship between all organization to be closer in business and development.



*Figure 49: Meeting of Jawatankuasa Tenaga Kerja Daerah (JKTD) at Pejabat Daerah, Tanah dan Majlis Daerah, Padang Terap*

## 3.7.2.4 Rumah Terbuka Aidilfitri Negeri Kedah 2018

Trainee goes along with supervisor as Public Relation Officer to join meeting, arrange event and be as participants in Majlis Rumah Terbuka Aidilfitri Negeri Kedah 2018 in providing opinion, setup for any electricity supply and arrange stall in the place. TNB be one of participant that providing foods and arrange all setup for electric usage then standby for any contingency plans. Also invited in this event is Royal family of Kedah and Perak as VVIP. All government agency and NGO's get involved to make this event more cherish and also opened for all persons that wish to join together to have delicious foods.

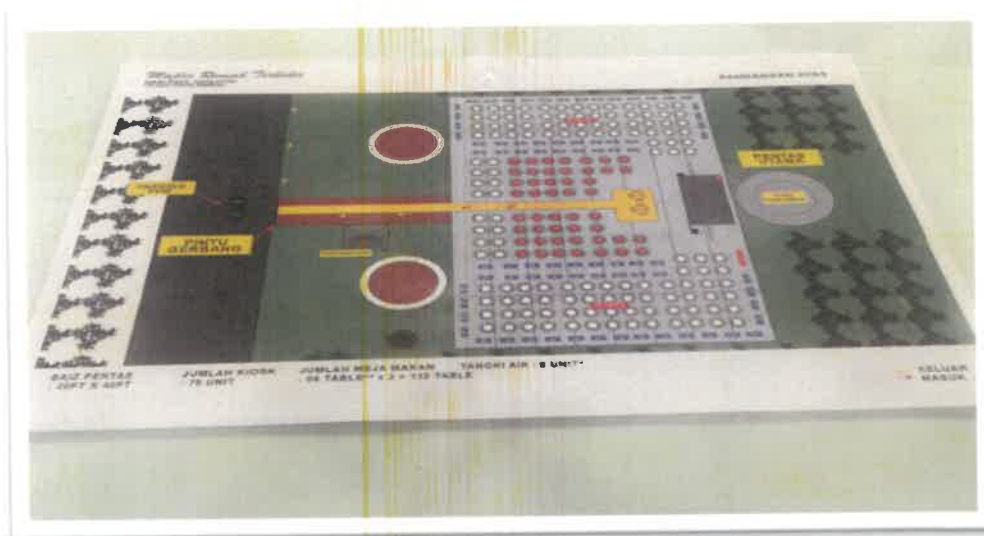


Figure 50: Meeting, site visit, electric usage checking and installation of Bihun Sup stalls'

### 3.8 Special Events

Special events are different from other task given to the trainee because special events are planned by the company and the practical students were asked to join various events. This is to make sure that the practical students know how to manage an event or how the company manages an event so that the trainees would advance as much knowledge along the industrial training period.



*Figure 51: Trainee joins Tazkirah Ramadhan at Wisma TNB Alor Setar, Aras 4*



*Figure 52: Trainee joins Program Hari Bersama HR*



Figure 53: Trainee joins Majlis Rumah Terbuka Hari Raya Aidilfitri at SUK's house

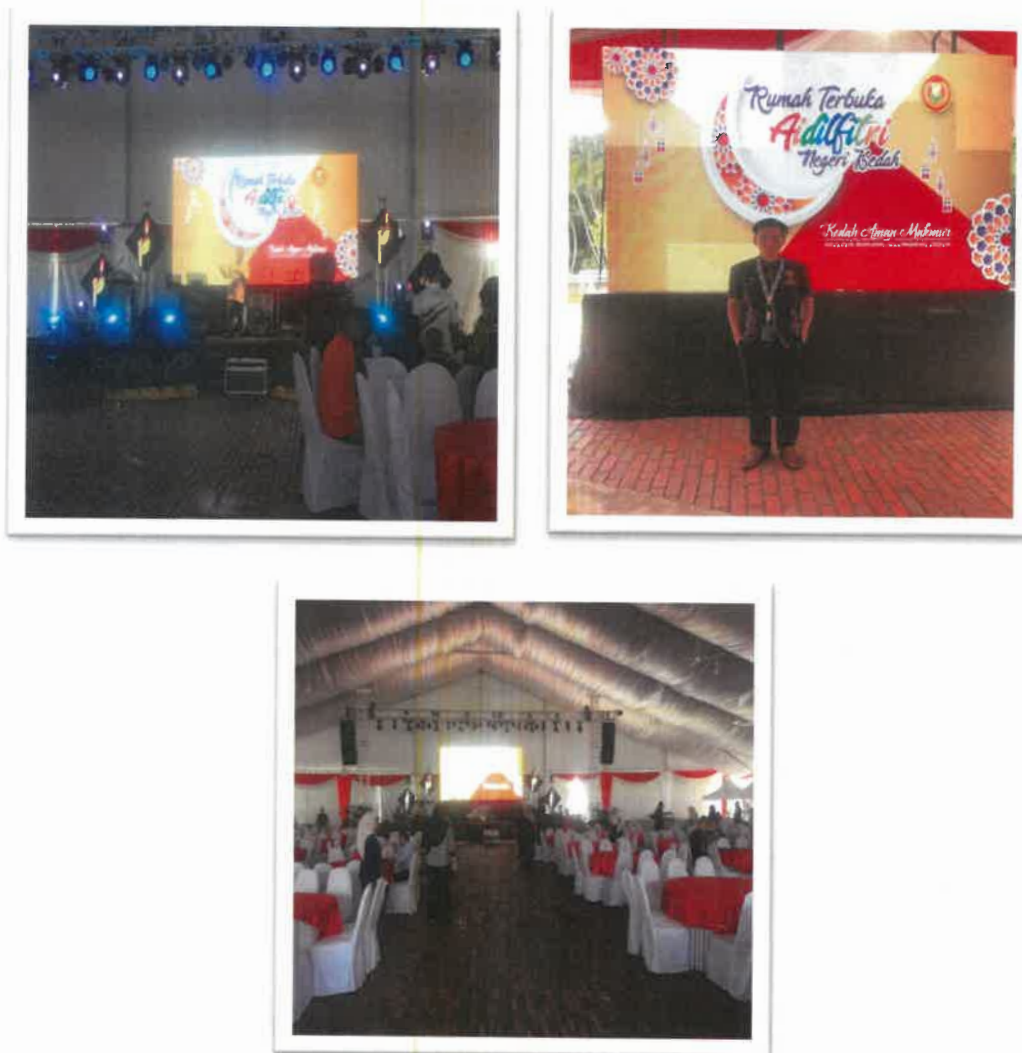


Figure 54: Trainee joins Majlis Rumah Terbuka Hari Raya Aidilfitri Negeri Kedah and install a TNB Bihun Sup Stall's

## CHAPTER 4

### CONCLUSION

#### **4.1 Application of knowledge, skills and experience**

During the training industry, there are many obstacles that I faced, but everything can be resolved easily with the help of my supervisor, Mr. Hisham, Mr. Amir and Mr. Ammar. My supervisors always guide me in any task they give me even though they have many other commitments. This makes me realize even though I have study for almost three years, there is much knowledge that I need to learn.

I realized that all knowledge I've learned during my diploma is useful and I can perform much better to improve my skills include from technical aspects. This advantage is fully helps me and I applied so many skills then I shared those knowledge to other people in order to make all tasks are done efficiently.

Then, we must manage our time well. We can do it by arriving early to office in the early morning. We must know which one is our priorities and know which one is important and need to be done first. We need to do our work and finish it early. In this case, we can check if there are any mistakes and can do correction before the due date.

#### **4.2 Personal thoughts and opinion**

I believe industrial training would be one of great experience to every student. It gives the valuable experience to gain knowledge and learn to adapt with real working environment. Industrial training at Wisma TNB Alor Setar teaches me to make wiser decision and try to solve problem in a creative way. One of the advantages of industrial training is it has opened my eyes and my mind about the real world that will be faced by a student while building self-esteem and enthusiasm to become a professional employee in the future.

Other than that, in this company only have two ICT officers. This difficulty happens when there is some technical problem that involved with hardware. As an information management student, there is work that I never had an experience such as networking. In this case, I have tried my best to find the solution on internet.

Therefore, the industrial training program should be continued in future because it is golden opportunity for a student to put their self in a reality working environment. Finally, the entire graduate must be ready for every challenge that may come in their life.

### **4.3 Lesson learnt**

There are times when only a few staff working during a day due to outstation going to other branch. Some of them will leave office for a meeting, some will do work outside, some of them will take leave because of sick and other reasons. In this case, I have many times surfing the internet and search for solution at Google. As practical student, it is hard for students to solve problem that we did not know how to start and familiar with.

In order to have a perfect outcome, we need to learn our mistakes and do it right. There is one quote say, "Practice makes perfect". We need to keep trying and did not give up. After that, we must share our knowledge and opinion. With this, we can learn many solutions based on every person that has their own opinion. Also, we can open our mind to think in a different view and perspective that can be used in many situations.

### **4.4 Limitations and Recommendations**

#### **4.4.1 Industry**

Students are facing some difficulty because they have minimal experience while working. When working in a real company, they must know how to handle problem with experience to solve any problem. In this case, it is hard for student to work because of the minimal knowledge and lack of experience. I have to learn to do work on my own and try something new every day. It is hard sometimes for students to do work that is outside of their field and something that we did not get used to do.

In my opinion, giving an industrial training to student is one of a good thing that can give student many benefits and experience for future references. I hope the industry can give students works based on their course. Students will spend their time well and always learn something every day. The knowledge that they learn everyday will be in use in the future when they are in real working environment. This can help students in learning new things and implementing their knowledge that students have learn in university.

As we know in a company, they have many expert workers from that we can refer and ask them if we did not understand what we are doing. We also have internet facilities

such as Google if we have any problem that we cannot solve. When we know how to use facilities right when working, it will make our work easier and finish faster and our progress of going perfectly. Other than that, we also can learn new knowledge and apply it in a right way.

Next, I hope industry can give a work schedule that more systematic to student while they are doing their industrial training for 5 month. This may help student uncovers their own task and things that they need to learn during their industrial training. With this, students can be more prepared before do their task.

My last recommendation for industry is giving an exposure about new technologies that have been use. In this case, it will give the students to be more comfortable using the technologies in the company or for the future.

#### 4.4.2 Faculty

In the university, the student learns the basic knowledge while learning because the class only focuses on theory rather than practical. Students have minimal knowledge and only know some steps in solving the problems without any experience. In working environment, we must adapt to the environment based on our work. In this case, it is hard for students to work because lack of exposure to working environment.

I hope that each subject will focuses on practical learning rather theory. This is because many of us will use our practical and technical skills during work in the future. When, we focus too much theory, reading and memorizing too many facts will make students bored and feel sleepy in class. For instances, when lecturers teach programming subject in lab and class, they should focus more on write codes and programming skills rather than learning concepts and theory during each session. For classes, that teach hardware components, lecturers should focus on more how we can fix computer and PC maintenance more specifically.

Other than that, lecturer should give assignment and project which are common to our real working environment that we will face in the future. For example one month industrial training in group at others company that related to their course. So that, trainee will be more prepared when they are in real industrial training. Next, I recommend that lecturers should give a guide on how to present about industrial training. Lecturers also



should give a guide to student what they usually should do when they are in industrial training other than get experienced from that company.

Lastly, I also recommend that each group projects and assignment's, students should consults and have meeting with lecturers. Every meeting there will be brainstorming session between students and lectures and they will exchanges their opinions and ideas in open discussion and attendance should be counts as marks for assessments.

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# **APPENDICES**







**UNTUK EDARAN DALAMAN**  
Bil. 99/2018 // 28 Jun 2018



**ENGAGEMENT CCBD IBU PEJABAT DAN NEGERI KEDAH KE ARAH PERKHIDMATAN TERBAIK**

**KEDAH**, 26 Jun 2018 – Unit Customer Care & Business Development (CCBD) Ibu Pejabat dan CCBD Negeri Kedah bertemu Pengerusi Jawatankuasa Pelancongan, Kerjasama Tempatan dan Perumahan Negeri Kedah juga merupakan Ahli Dewan Undangan Negeri Derga, Kedah, YB Tan Kok Yew.

Antara maklumbalas yang diterima daripada YB Tan adalah, beliau memberi pandangan mengenai penambahbaikan kepada taklimat komuniti Cina berkaitan Kecekapan Tenaga, Produk dan Perkhidmatan yang ditawarkan oleh TNB untuk kesedaran kepada komuniti Cina. Terutama daripada segi keselamatan dan penjimatan tenaga serta isu melibatkan komuniti Cina serta pengulang-kajian program CSR akan datang di Negeri Kedah. Perbincangan lanjut mengenai sesi *engagement* dengan komuniti Cina di Negeri Kedah dijangka akan diadakan pada akhir Julai 2018 akan datang turut diadakan.

Pada sebelah petang, CCBD Ibu Pejabat dan Negeri Kedah mengadakan perbincangan bersama Setiausaha Persatuan Pengguna Kedah (CAKE), Mohamad Yusrizal Yusoff. Pertemuan ini bagi membincangkan dan melaksanakan *Networking Engagement* terutama mengenai Produk dan Perkhidmatan serta kerjasama untuk menangani isu dan aduan daripada pengguna di Negeri kedah.

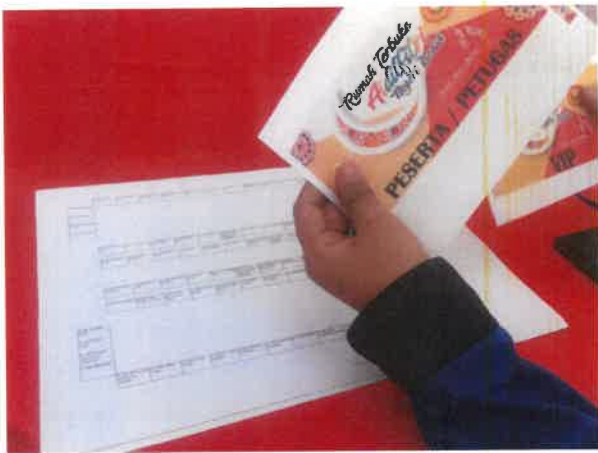


CAKE juga berharap agar perkongsian dan taklimat khas mengenai tugas meter reader, proses pemotongan bekalan elektrik, kekerapan berlaku gangguan bekalan elektrik serta isu dan aduan mengenai TNB dapat diberikan bagi memberi kefahaman yang lebih mendalam mengenai kaedah dan proses kerja di TNB.

Perancangan yang dipersetujui, TNB dan CAKE akan mengadakan program bersama sekitar minggu kedua Ogos 2018.☺

Change Management Unit, Customer Service Department, Ibu Pejabat Bahagian Pembahagian TNB  
 Wisma TNB, 18 Jalan Tengg, 46200 Petaling Jaya, Selangor Darul Ehsan. Tel: 79276005 / 9245. E-mail: [itn\\_news@tnb.com.my](mailto:itn_news@tnb.com.my)





# USER

**MANUAL** (2018)



**SISTEM MAKLUMAT PDA / PRINTER**

**BAHAGIAN PEMBACA METER**

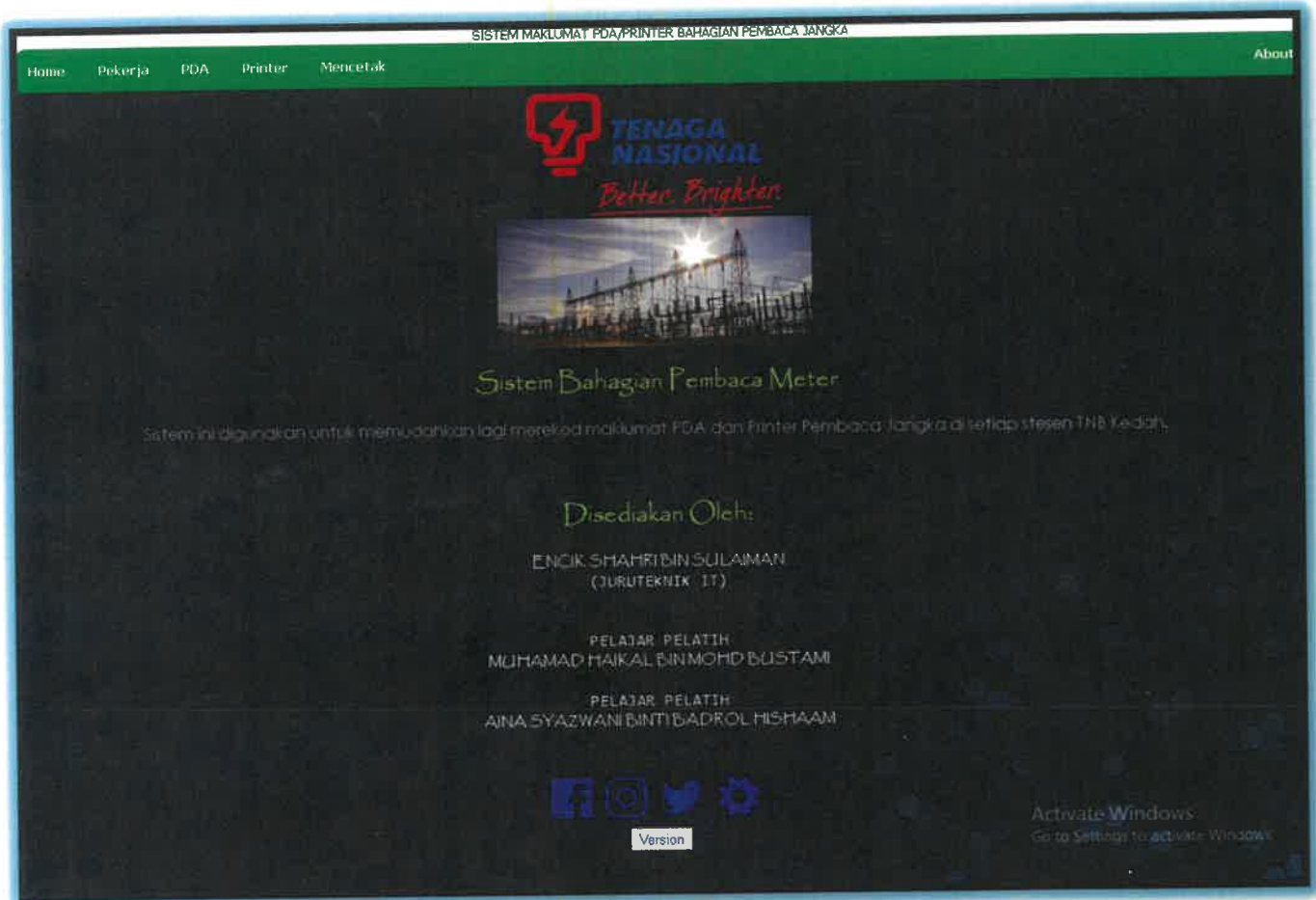
**PREPARED BY:**

**ICT TNB ALOR SETAR**

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4.0 TAMBAH PRINTER.....	16-18
5.0 MENCETAK.....	19-2





## NOTA PENTING

Keperluan untuk mengakses Sistem Maklumat PDA / Printer adalah seperti di berikut:

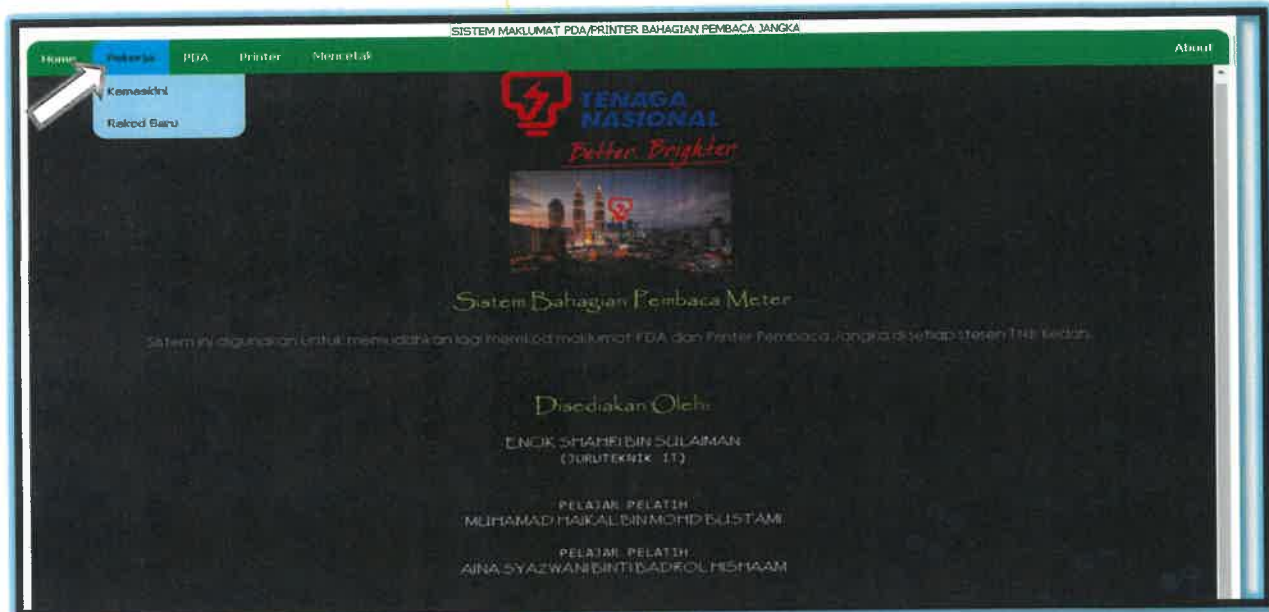
- a. **JAVA RUNTIME ENVIRONMENT (JRE)** - Versi minimum 1.6
- b. **WEB BROWSER** - Versi Explorer Internet Minimum 8.1
- c. **PDF READER** - Adobe Reader atau yang bersamaan
- d. **FIREWALL** - Pastikan firewall dalaman syarikat telah ditetapkan untuk membolehkan mengakses alamat web <http://serversp/itkedah/default.html>

## 1.0 PENGENALAN

Sistem ini digunakan untuk memudahkan lagi merekod maklumat PDA dan Printer Pembaca Jangka di setiap stesen TNB Kedah.

## 2.0 KEMASKINI / REKOD BARU

- Klik pada *button Pekerja*.



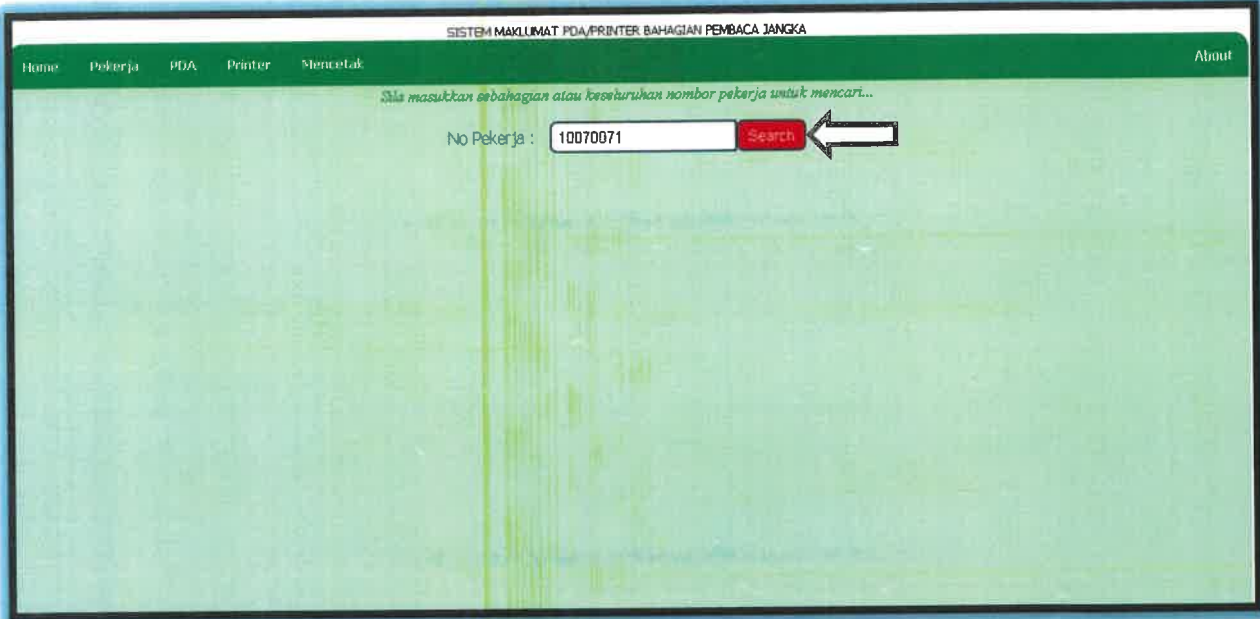
Gambar rajah 1: *Halaman Utama*

- Pilih menu Kemaskini / Rekod Baru pekerja untuk sebarang perubahan kepada rekod yang lama.



Gambar rajah 2: Paparan setelah klik buton Pekerja

- Masukkan No Pekerja dan tekan *button Search / Enter*.



SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA

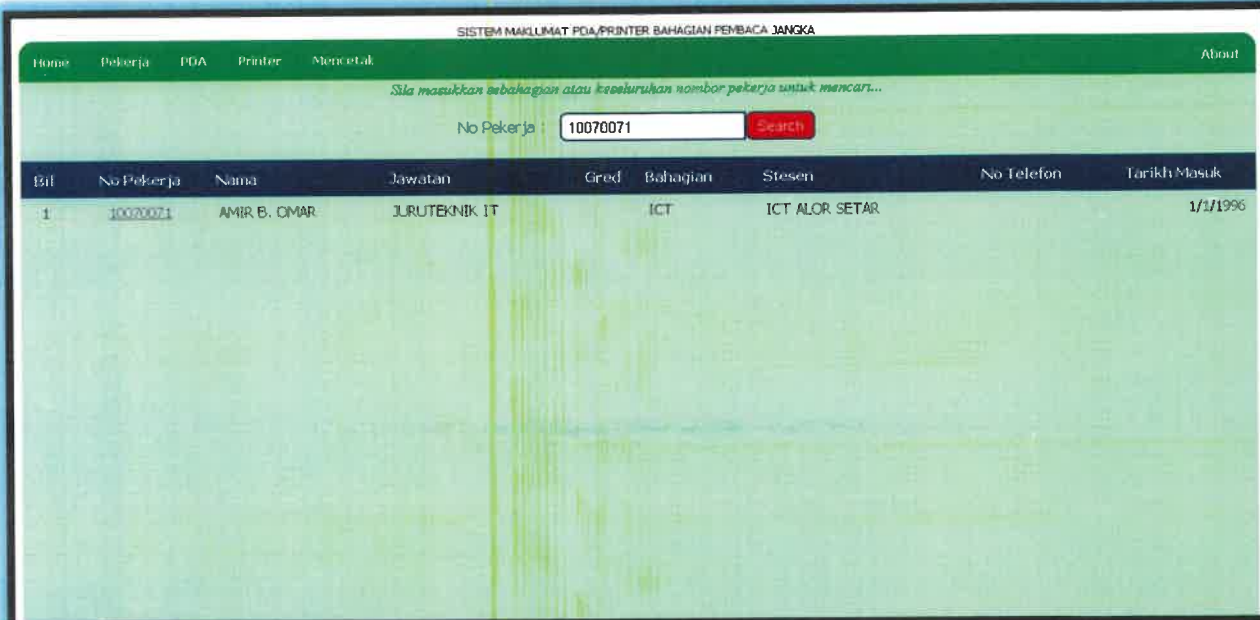
Home Pekerja PDA Printer Mencetak About

Sila masukkan bahagian atau keseluruhan nombor pekerja untuk mencari...

No Pekerja :

Gambar rajah 3: Masukkan No Pekerja untuk mencari rekod

- Setelah tekan *button Search / Enter*, berikut adalah paparan yang akan dilihat.



SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA

Home Pekerja PDA Printer Mencetak About

Sila masukkan bahagian atau keseluruhan nombor pekerja untuk mencari...

No Pekerja :

Bil	No Pekerja	Nama	Jawatan	Gred	Bahagian	Stesen	No Telefon	Tarikh Masuk
1	10070071	AMIR B. OMAR	JURUTEKNIK IT		ICT	ICT ALOR SETAR		1/1/1996

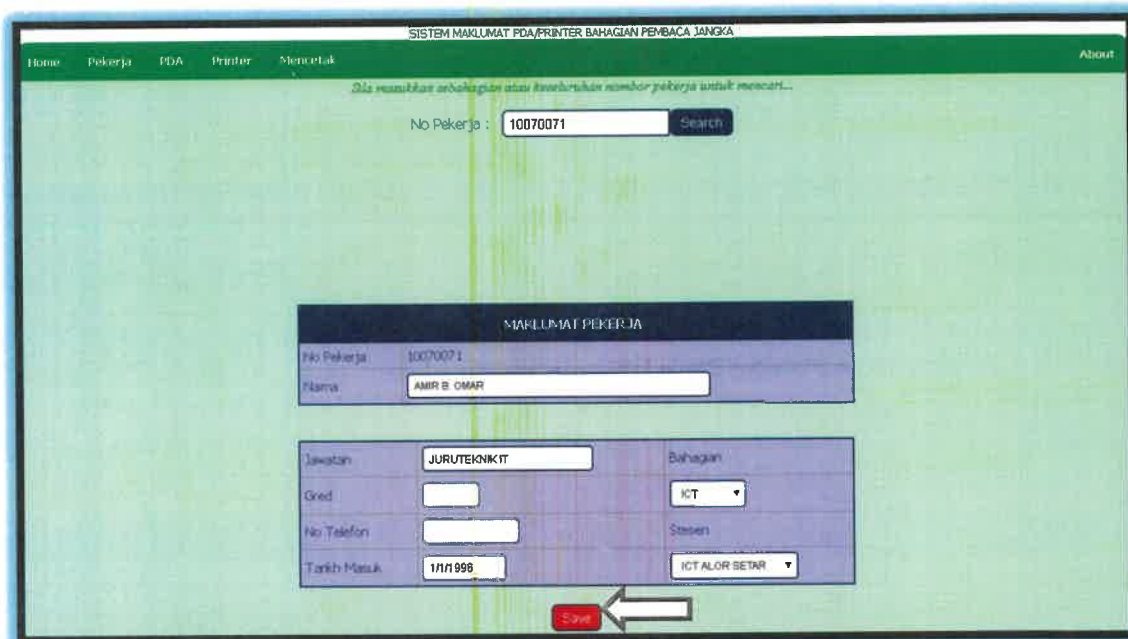
Gambar rajah 4: Contoh senarai rekod pekerja yang telah direkodkan dengan masukkan No Pekerja untuk carian

- Selepas itu, klik sahaja pada No Pekerja untuk membuat sebarang kemaskini.



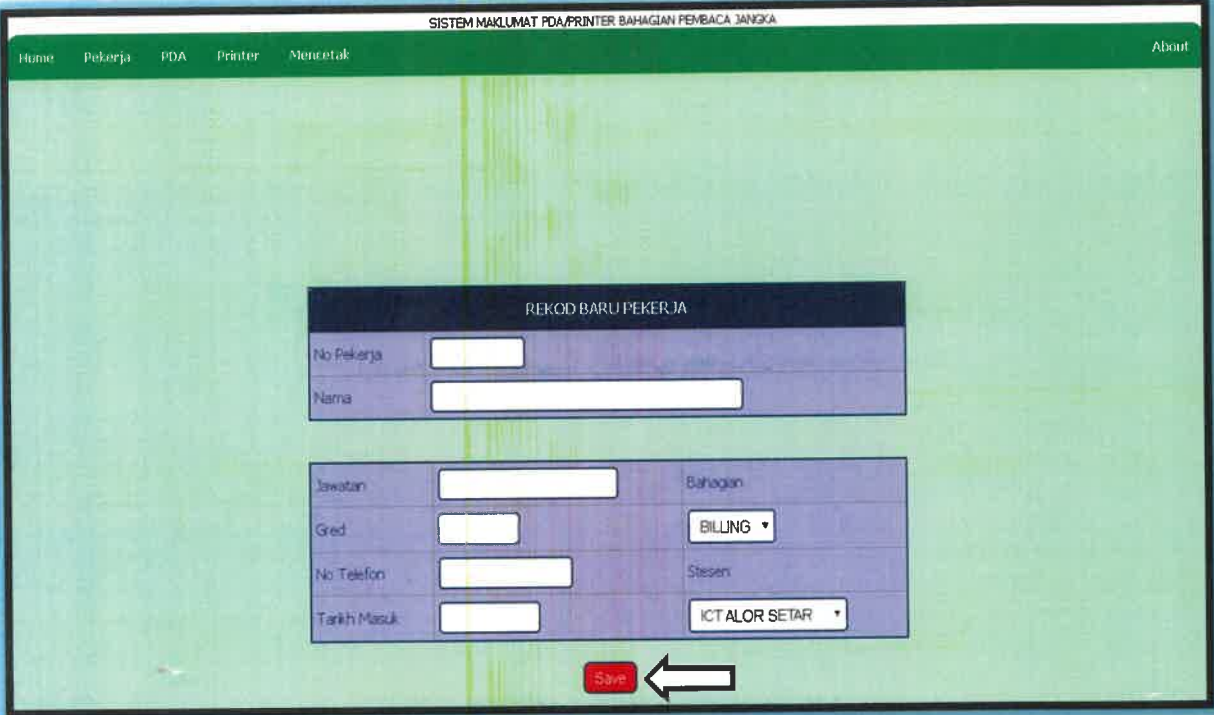
Gambar rajah 5: Klik pada No Pekerja

- Masukkan atau kemaskini Maklumat Pekerja dan klik pada *button Save*.



Gambar rajah 6: Paparan untuk mengemaskini Maklumat Pekerja dan butiran-butiran yang perlu dipilih / diisi.

- Untuk Rekod Baru Pekerja, pilih tambah rekod pekerja untuk mengisi maklumat pekerja baru dan klik pada *button Save*.



SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA

Home Pekerja PDA Printer Menetak About

REKOD BARU PEKERJA

No Pekerja

Nama

Jawatan  Bahagian

Gred

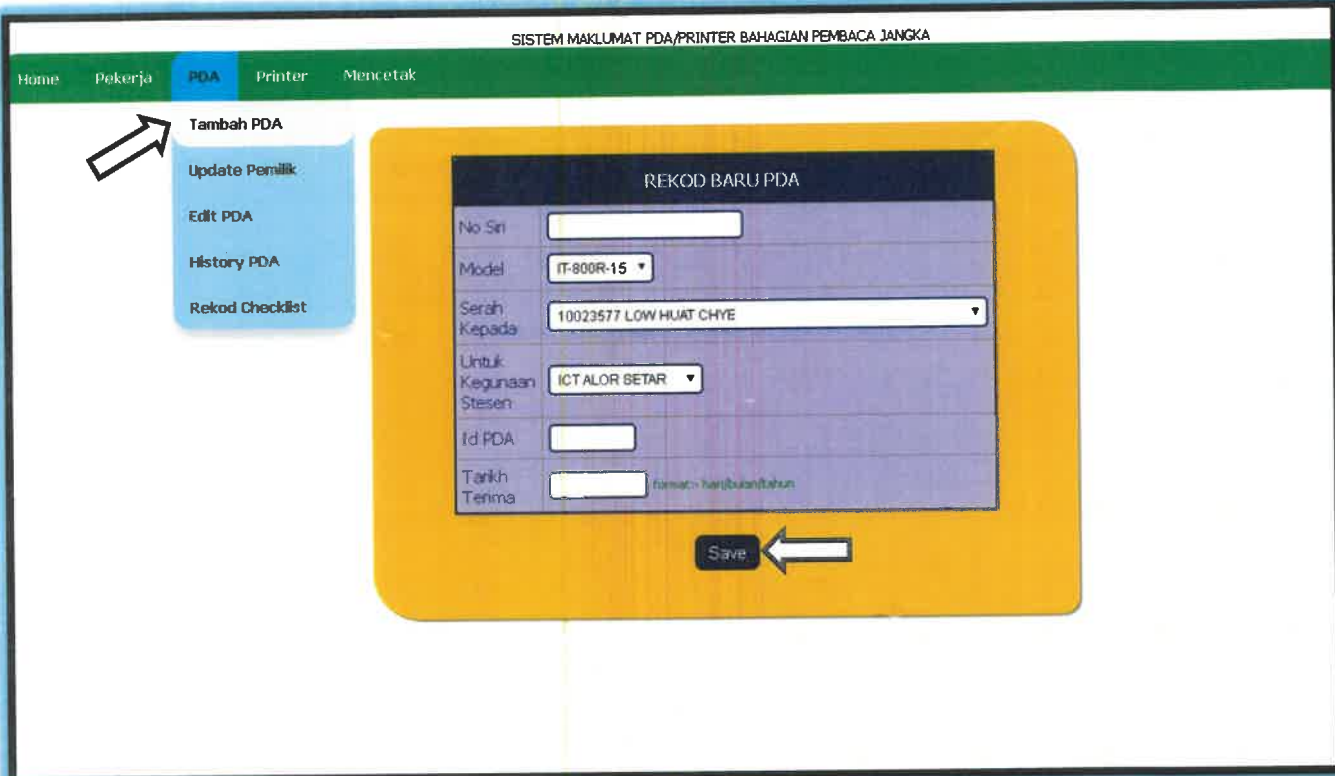
No Telefon  Stesen

Tarikh Masuk

Gambar rajah 7: Masukkan semua butiran yang diperlukan dan tekan klik pada button *Save* untuk menambah / menyimpan rekod baru.

### 3.0 KEMASKINI REKOD PDA

- Pilih tambah rekod PDA untuk mengisi rekod PDA yang baru dan klik pada *button* Save.



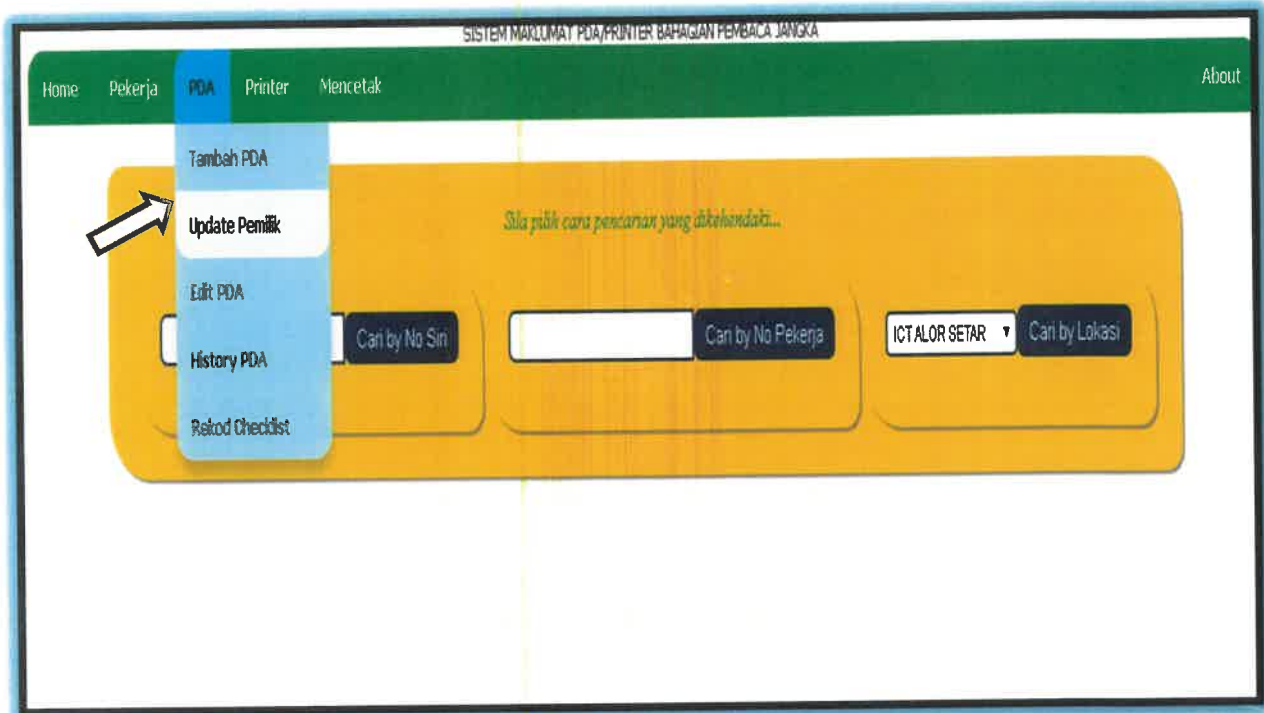
The screenshot displays the 'SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA' interface. The navigation menu includes 'Home', 'Pekerja', 'PDA', 'Printer', and 'Mencetak'. The 'PDA' menu is expanded, showing options: 'Tambah PDA', 'Update Pemilik', 'Edit PDA', 'History PDA', and 'Rekod Checklist'. The 'Tambah PDA' option is highlighted with a white arrow. The main content area features a yellow-bordered box containing the 'REKOD BARU PDA' form. The form fields are as follows:

REKOD BARU PDA	
No Siri	<input type="text"/>
Model	IT-800R-15 ▾
Serah Kepada	10023577 LOW HUAT CHYE ▾
Untuk Kegunaan Stesen	ICT ALOR SETAR ▾
Id PDA	<input type="text"/>
Tarikh Terima	<input type="text"/> <small>format: hari/bulan/tahun</small>
<input type="button" value="Save"/>	

A white arrow points to the 'Save' button at the bottom right of the form.

Gambar rajah 8: *Tambah Rekod PDA*


- Pengguna juga boleh memilih kemaskini pemilik PDA dan masukkan no siri PDA, no pekerja dan lokasi untuk mencari maklumat pemilik.



Gambar rajah 9: Masukkan cara pencarian yang dikehendaki



- Selepas memasukkan butiran yang diperlukan, tekan **Cari/Enter**.



Bil	No Siri	PDA Id	No Pek	Nama	Model	T.Terima	T.Serah	Lokasi PDA
1	22JEM.251701321AACF5	62900001	10098036	MOHD ISA B. NAYAN	IT-800R-15	1/2/2018		PK SG PETANI
2	22JEM.230001686AABC4	62900002	10098007	MUHD IMRAN B. ABD HAMID	IT-800R-15	1/2/2018		PK SG PETANI
3	22JEM.2352041541AC08	62900003	10097298	SYED AHMAD HAJKAL B. SYED ALBAR	IT-800R-15	1/2/2018		PK SG PETANI
4	22JEM.2334009121BCF8	62900004	10096048	JUHAIRI BIN JUHAMID	IT-800R-15	1/2/2018		PK SG PETANI
5	22JEM.2329002731BCF8	62900005	10094269	MOHD HAZWAN B. MOHD NOR	IT-800R-15	1/2/2018		PK SG PETANI
6	22JEM.231803714ACE7	62900006	10074834	MOHD LUTPI BIN ABU BANAR	IT-800R-15	1/2/2018		PK SG PETANI
7	22JEM.231903697AACF6	62900008	10081605	MD ZAIDI B. MANSOR	IT-800R-15	1/2/2018		PK SG PETANI
8	22JEM.251701302AACF5	62900009	10081624	ISMAIL B. OT-HAMID	IT-800R-15	1/2/2018		PK SG PETANI
9	22JEM.231008842AACF7	62900010	10081799	AZWAN KHALIS B. AZIZAN	IT-800R-15	1/2/2018		PK SG PETANI
10	22JEM.231008854AACF7	62900011	10081792	HAZRIL HAZ B. CHE RUS	IT-800R-15	1/2/2018		PK SG PETANI
11	22JEM.230901343AACF4	62900012	10081798	MOHD AZNINIZAM B. HARON	IT-800R-15	1/2/2018		PK SG PETANI
12	22JEM.23600472AACF5	62900013	10098044	MUHD ZAKI B. HASHIM	IT-800R-15	1/2/2018		PK SG PETANI
13	22JEM.2350042451AC08	62900014	10097264	MOHD AIMIN SHAFIQ B. AZMI	IT-800R-15	1/2/2018		PK SG PETANI
14	22JEM.2329003311BCF8	62900015	10081806	MASRIZAL B. MANSOR	IT-800R-15	1/2/2018		PK SG PETANI
15	231903622AACF6	62900016	10094135	NASZAIRUL NAIM B. MOHD NASIR	IT-800R-15	1/2/2018		PK SG PETANI
16	22JEM.2325051571ACE8	62900017	10082441	NOOR IKRAM B. NOR AKHAR	IT-800R-15	1/2/2018		PK SG PETANI
17	22JEM.231803763AACF7	62900018	10082442	MARHAFTAL B. ISMAIL	IT-800R-15	1/2/2018		PK SG PETANI
18	22JEM.2331004821BCF8	62900019	10074923	WAN ASNOLRYZAL B. ANUAR	IT-800R-15	1/2/2018		PK SG PETANI
19	22JEM.2352041821AC08	62900020	10097283	MOHD ISA B. MOHAMAD	IT-800R-15	1/2/2018		PK SG PETANI
20	22JEM.231803765AACF7	62900021	10094258	MUHAMAD RIDZUAN B. MUJATARUDIN	IT-800R-15	1/2/2018		PK SG PETANI
21	22JEM.231803717AACF7	62900022	10091574	MOHD SOLLEH UDIN B. NAYAN	IT-800R-15	1/2/2018		PK SG PETANI
22	22JEM.231803794AACF7	62900023	10091576	ABDULLAH B. KASSIM	IT-800R-15	1/2/2018		PK SG PETANI
23	22JEM.2325051721ACE8	62900024	10093728	MOHD AIMAN HAKIM B. ABD GHANI	IT-800R-15	1/2/2018		PK SG PETANI
24	22JEM.231707248AACF6	62900025	10094113	MOHAMMAD FARIZ B. MAN	IT-800R-15	1/2/2018		PK SG PETANI
25	22JEM.231903323AACF6	62900026	10094134	MUHAMAD KHAIRUL IHWAN B. HASRIN	IT-800R-15	1/2/2018		PK SG PETANI
26	22JEM.231008807AACF7	62900027	10081830	MUHAMAD FAMIR B. MUHTAR	IT-800R-15	1/2/2018		PK SG PETANI
27	22JEM.2329002731BCF8	62900028	10094257	MOHD ZULKHAIRI B. JOHAN	IT-800R-15	1/2/2018		PK SG PETANI

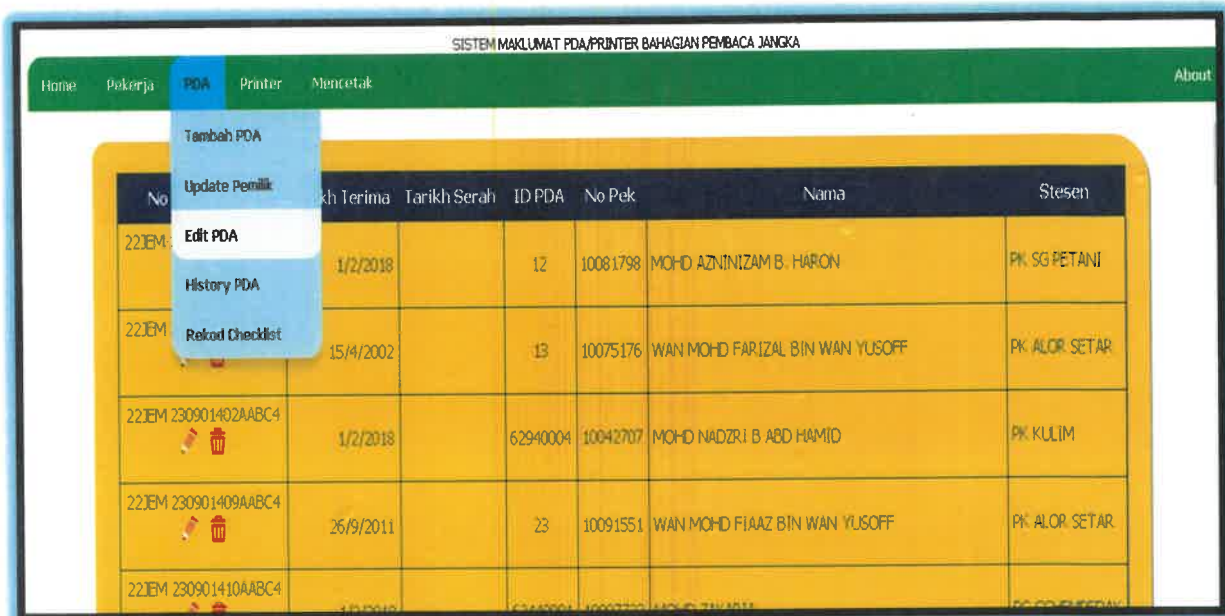
Gambar rajah 10: Pengguna akan dipaparkan dengan senarai rekod PDA serta boleh melakukan carian terhadap rekod mana yang ingin digunakan

- Untuk sebarang perubahan pengguna boleh memilih untuk Edit PDA.



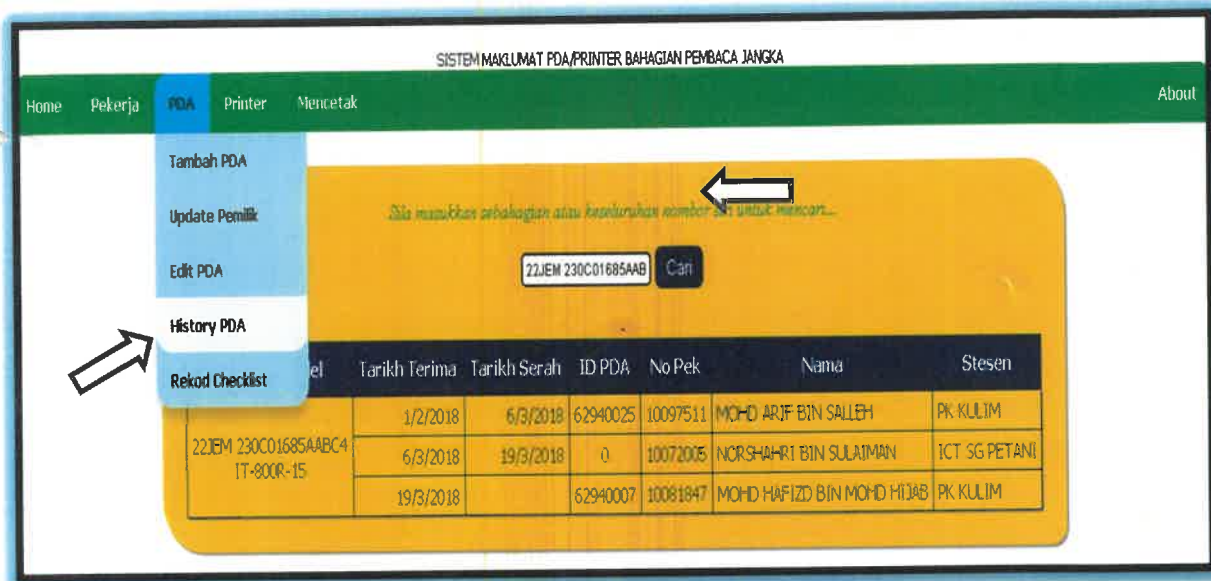
Gambar rajah 11: Klik pada Edit PDA untuk membuat perubahan maklumat pengguna dan PDA

- Pengguna boleh memilih untuk memadam atau mengemaskini kepada rekod yang terbaru.



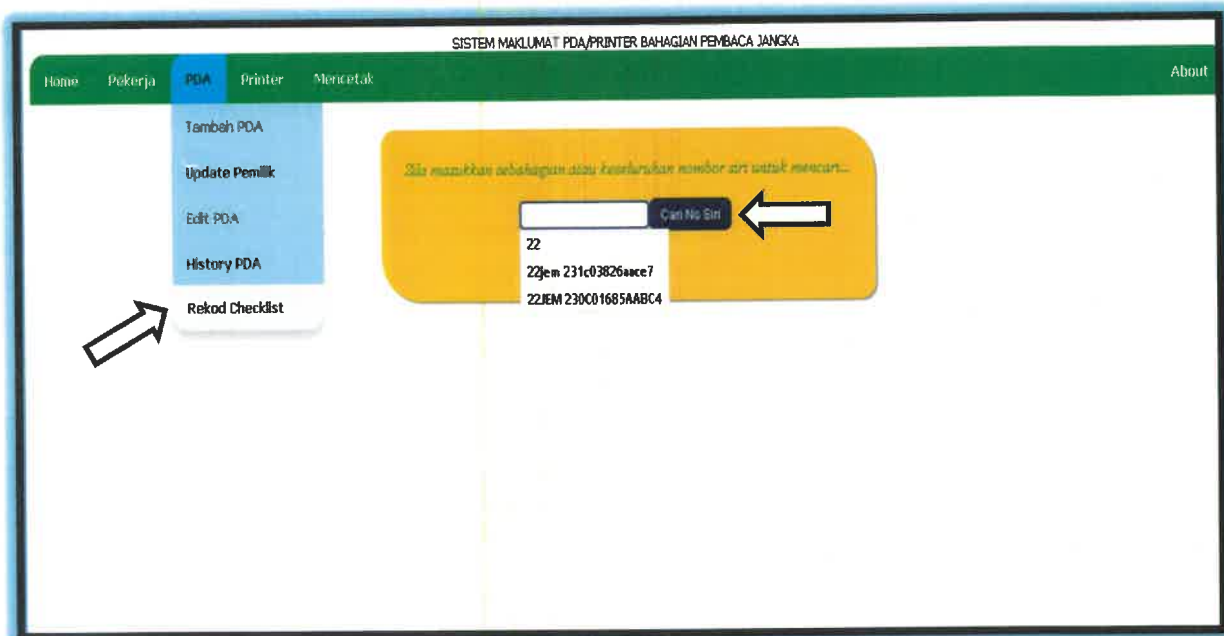
Gambar rajah 12: Memadam atau mengemaskini rekod PDA

- Untuk memeriksa rekod lama PDA, pengguna perlu memasukkan no siri PDA dan tekan **Cari/Enter**.



Gambar rajah 13: Berikut merupakan rekod lama PDA yang dicari

- Klik Rekod checklist PDA dan masukkan no siri PDA dan klik pada **button Cari No Siri**.



Gambar rajah 14: Masukkan no siri PDA dan mulakan carian

- Selepas itu, senarai rekod PDA dan pemilik akan dipaparkan. Klik pada no siri PDA untuk melihat ID PDA, senarai pemilik, no pekerja, model, tarikh terima, lokasi dan keadaan PDA.

SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA

Home Pekerja PDA Printer Mencetak About

Silakan masukkan bahagian atau keseluruhan nombor siri untuk mencari...

22

No	No Siri	ID PDA	No Pek	Nama	Model	Tarikh Terima	Lokasi
1	22JEM 251701391AACF5	62900001	10098036	MOHD ISA B. NAYAN	IT-800R-15	1/2/2018	PK SG PETANI
2	22JEM 2300016860ABC4	62900002	10098007	MUHD IMRAN B. ABD HAMID	IT-800R-15	1/2/2018	PK SG PETANI
3	22JEM 2352041541AC08	62900003	10097288	SYED AHMAD HAikal B. SYED ALBAR	IT-800R-15	1/2/2018	PK SG PETANI
4	22JEM 2334009121BCF8	62900004	10096048	JUHAIRI BIN JUHAMID	IT-800R-15	1/2/2018	PK SG PETANI
5	22JEM 2329002731BCF8	62900005	10094269	MOHD HAZWAN B. MOHD NOR	IT-800R-15	1/2/2018	PK SG PETANI
6	22JEM 231803714ACE7	62900006	10074834	MOHD LUTPI BIN ABU BAKAR	IT-800R-15	1/2/2018	PK SG PETANI
7	22JEM 231903697AACF6	62900008	10081605	MD ZAIDI B. MANSOR	IT-800R-15	1/2/2018	PK SG PETANI
8	22JEM 251701302AACF6	62900009	10081624	ISMAIL B. OTHMAN	IT-800R-15	1/2/2018	PK SG PETANI
9	22JEM 231C03842AACF7	62900010	10081739	AZWAN KHALIS B. AZIZAN	IT-800R-15	1/2/2018	PK SG PETANI
10	22JEM 231C03854AACF7	62900011	10081792	HAZRUL HAZ B. CHE RUS	IT-800R-15	1/2/2018	PK SG PETANI
11	22JEM 2309013431ABC4	62900012	10081798	MOHD AZMINI ZAMLI B. HARON	IT-800R-15	1/2/2018	PK SG PETANI

Gambar rajah 15: Paparan Rekod Checklist PDA

- Paparan *Table History* serta akan dilihat dan pengguna boleh melihat *Table Checklist* maklumat lengkap keadaan / status PDA. Sekiranya sudah dikemaskini atau dilakukan catatan/nota (isi jika perlu), pengguna boleh klik pada *button Save* untuk simpan rekod.

SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA

Home Pekerja PDA Printer Mencetak Absen

Masukkan nombor atau masukkan nombor siri untuk mencari...

22

No Siri PDA : 22KEM 251701391AACE6  
Model : IT-800P-15

**Table History**

Dari	Hingga	No Pekerja	Nama	Lokasi
1/2/2018		10098636	MOHD ISA B. NAYAN	PK. SG PETANI

**Table Checklist**

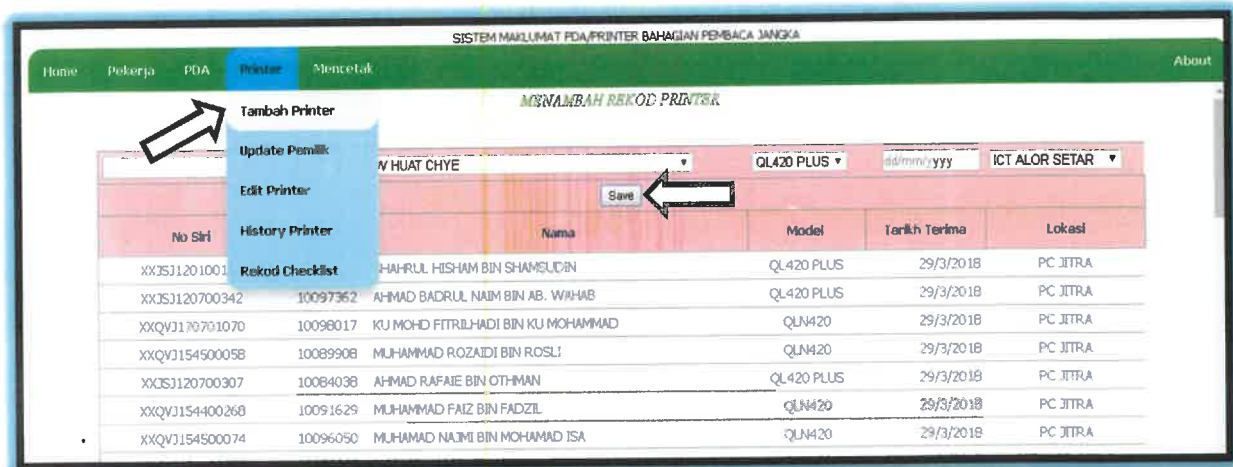
Bil	Tarikh Periksa	Skrin	Keypad	Status						Status PDA	Kondisi PDA	Nota
				Status	Warranty	Bateri CMOS	Body	Beq	Gradel			
1	4/2/2018	OK	OK	OK	5/5/2017	OK	OK	OK	OK	Used	OK	
2	4/2/2018	OK	OK	OK	5/5/2017	Rosak	Tiada Stylus	Tiada	OK	Used	OK	
		<input type="text"/>	OK	OK	OK	<input type="text"/>	OK	OK	OK	Used	OK	isi jika perlu...

←

Gambar rajah 16: Paparan maklumat *Table History*, *Table Checklist* keadaan dan status PDA

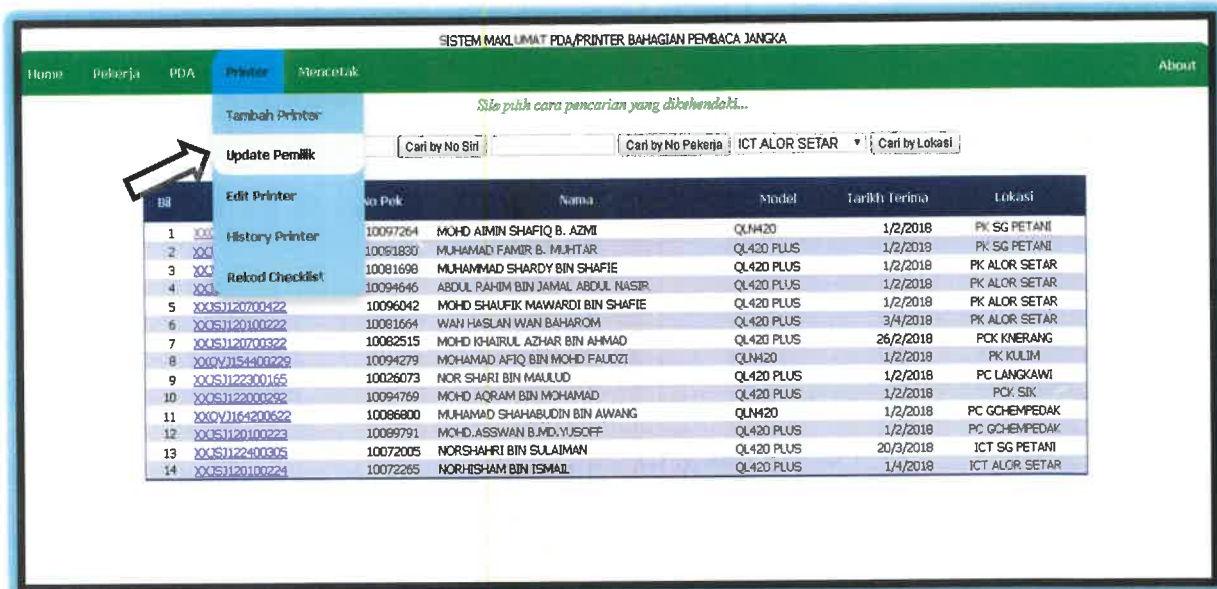
#### 4.0 TAMBAH PRINTER

- Klik pada *button Printer*, Tambah Printer untuk menambah rekod printer baru dan masukkan maklumat printer, tekan *button Save*.



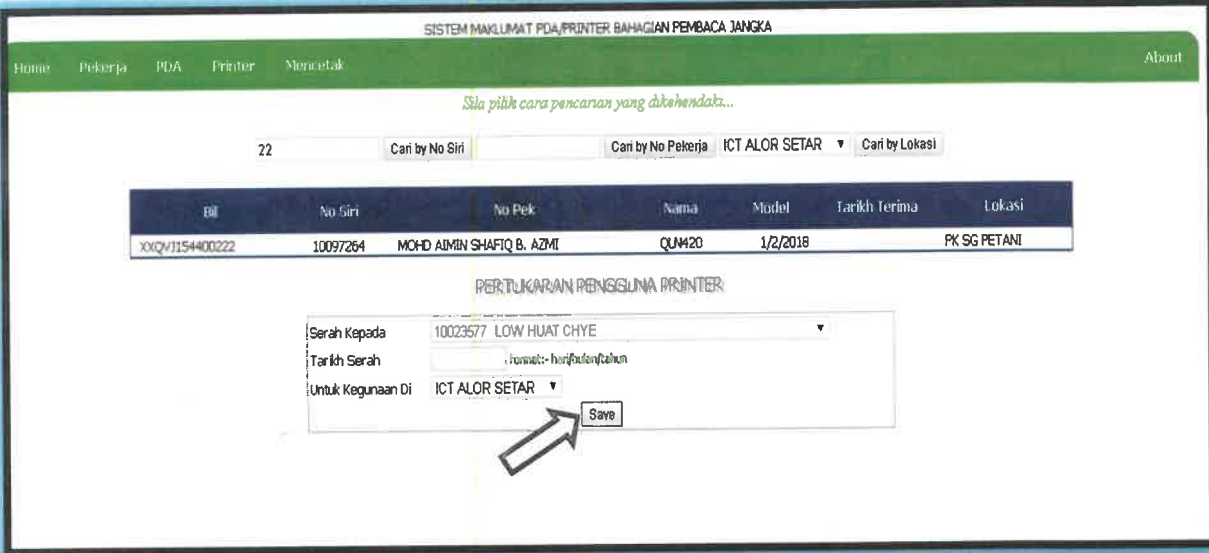
Gambar rajah 17: Senarai Rekod Printer

- Pengguna boleh kemaskini maklumat printer dengan carian no siri, no. pekerja dan lokasi.



Gambar rajah 18: Paparan senarai rekod Printer, klik pada no siri printer untuk membuat sebarang perubahan.

- Apabila sudah selesai pilih/klik pada no siri printer berkenaan, pengguna boleh melihat maklumat Printer dan boleh membuat perubahan pada *Pertukaran Pengguna Printer*, pilih, kemaskini dan sahkan dahulu sebelum menyimpan. Jika sudah selesai, pengguna boleh tekan *button Save*.



SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA

Home Pekerja PDA Printer Mencetak About

Sila pilih cara pencarian yang dikehendaki...

22 Cari by No Siri Cari by No Pekerja ICT ALOR SETAR Cari by Lokasi

Bil	No Siri	No Pek	Nama	Model	Tarikh Terima	Lokasi
XXQV1154400222	10097264	MOHD AIMIN SHAFIQ B. AZMI	QUM420	1/2/2018	PK SG PETANI	

PERTUKARAN PENGGUNA PRINTER

Serah Kepada: 10023577 LOW HUAT CHYE

Tarikh Serah:  Format: -/./

Untuk Kegunaan Di: ICT ALOR SETAR

Gambar rajah 19: *Kemaskini Pertukaran Pengguna Printer*

- Pengguna boleh memilih untuk memadam atau mengemaskini rekod lama kepada rekod yang terbaru.



SISTEM MAKLUMAT PDA/PRINTER BAHAGIAN PEMBACA JANGKA

Home Pekerja PDA Printer Mencetak About

Tambah Printer

Update Pemilik

**Edit Printer**

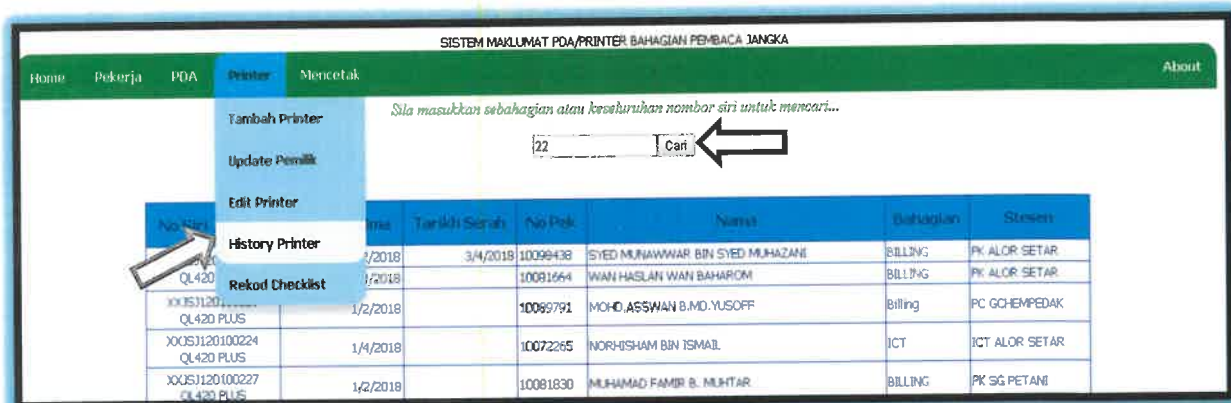
History Printer

Rekod Checklist

Terima	Tarikh Serah	No Pek	Nama	Stesen
1/2/2018	3/4/2018	10098438	SYED MUNAWWAR BIN SYED MUHAZANI	PK ALOR SETAR
3/4/2018		10081664	WAN HASLIAN WAN BAHAROM	PK ALOR SETAR
1/2/2018		10089791	MOHD. ASSWAN B.MD. YUSOFF	PC GCHEMPEDAK
1/4/2018		10072265	NORHISHAM BIN ISMAIL	ICT ALOR SETAR

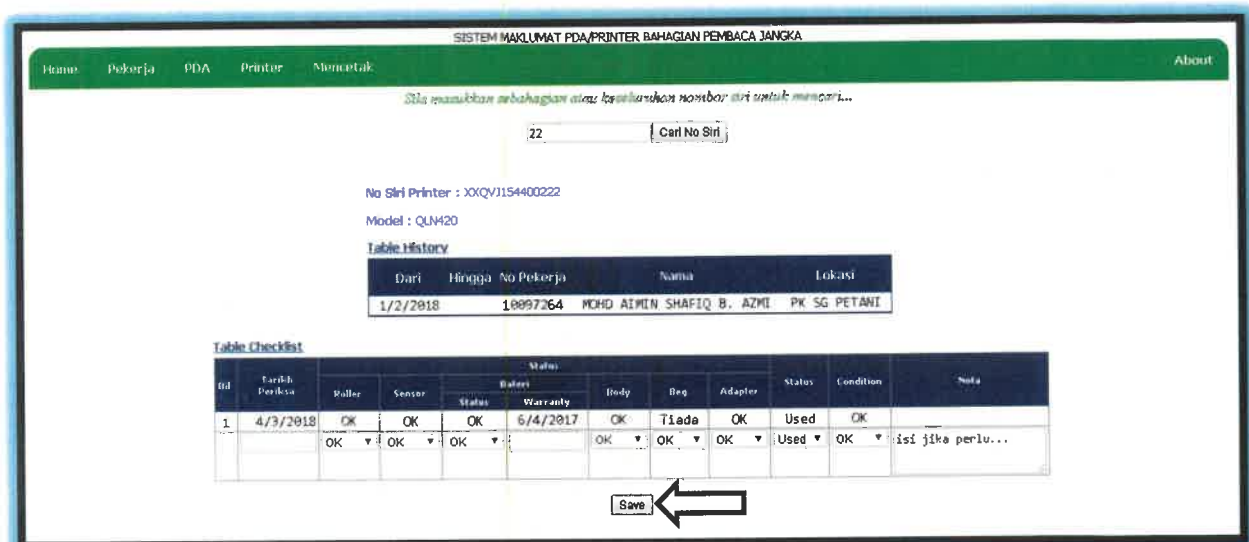
Gambar rajah 20: *Memadam atau mengemaskini rekod Printer*

- Untuk memeriksa rekod lama Printer, pengguna perlu memasukkan no siri Printer dan tekan **Cari/Enter**.



Gambar rajah 21: Berikut merupakan rekod lama Printer yang dipaparkan

- Senarai rekod Printer dan pemilik akan dipaparkan. Klik pada no siri Printer untuk melihat senarai pemilik, no pekerja, model, tarikh terima, lokasi dan keadaan Printer dan klik pada **button Save** apabila sudah selesai mengemaskini.

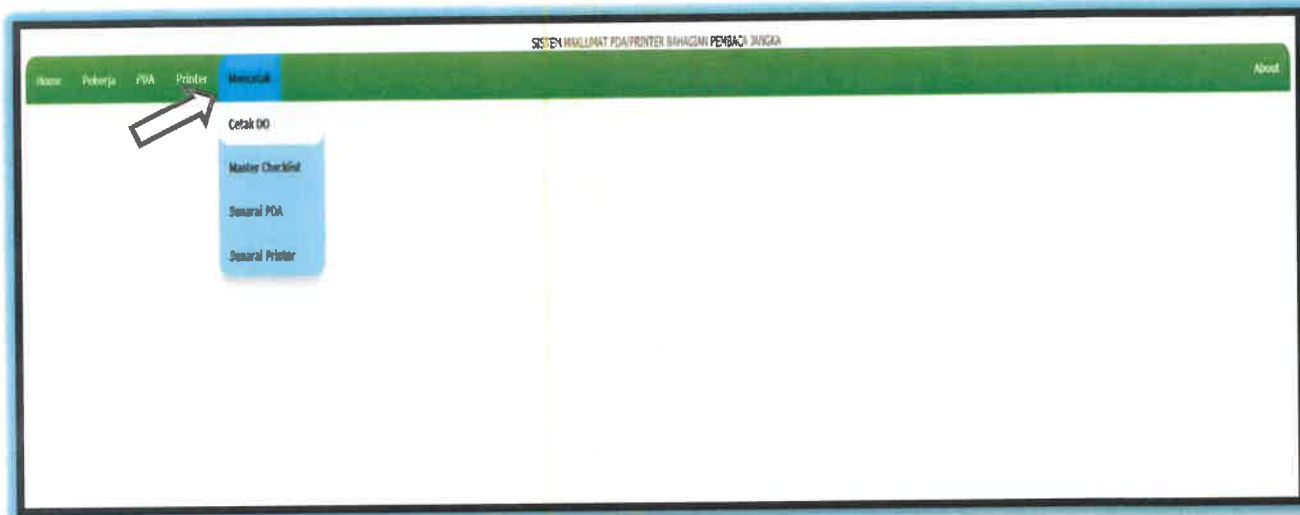


Gambar rajah 22: Paparan Table History akan dilihat dan pengguna boleh melihat serta Table Checklist maklumat lengkap keadaan / status Printer



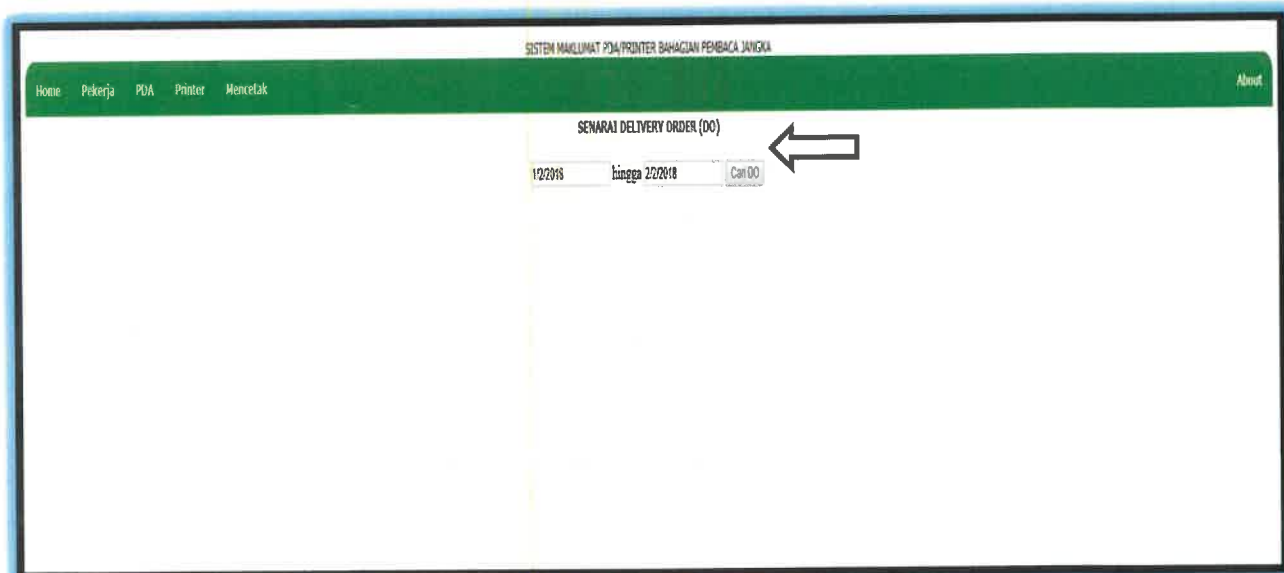
## 5.0 MENCETAK

- Klik pada *button Mencetak* untuk mencetak DO dan Master Checklist serta melihat Senarai PDA dan Senarai Printer.



Gambar rajah 23: Paparan yang dipamerkan ketika klik pada *button Mencetak*

- Klik pada *button Cetak DO* untuk mencetak DO dan masukkan tarikh bagi mencari DO.



Gambar rajah 24: Masukan tarikh yang dikehendaki untuk mencetak DO

- Klik pada DO yang dikehendaki dan senarai Delivery Order akan dipamerkan seperti gambar rajah di bawah.

DELIVERY ORDER

Order Date :	1/2/2018
CMS No :	
Delivery Note :	FED/ICT/0055
Date :	6/4/2018
Delivery Method :	

**Delivery Address**

Name : MOHD AIMAN HAKIM B. ABD GHANI  
 Department : PK SG PETANI  
 Address 1 :  
 Address 2 :  
 Phone :

Bil	Description	Quantity	Serial Number
	Menyerah Printer kepada :		
	MOHD AIMAN HAKIM B. ABD GHANI (10093726)		
	ZEBRA QL420 PLUS		XXJSC129700369

Gambar rajah 25: Paparan Delivery Order apabila klik pada delivery order yang ingin dicetak

- Klik pada Master Checklist untuk mencari rekod checklist.

Home Pekerja PMA Printer Menetak
About

Jika pilih stesen yang dikehendaki:

Stesen : ICT ALOR SETAR ▼

Bulan : 2 ▼ 2018 ▼

Cari Rekod Checklist

Gambar rajah 26: Masukkan nama stesen, bulan serta tahun yang dikehendaki dan klik button Cari Rekod Checklist



- Klik pada *button* **Senarai Printer** untuk melihat semua rekod Printer mengikut stesen

SISTEM MAKLUMAT PDA/PRINTES BAHAGIAN PEMBACA BUNGA

Home Pekerja PDA Printer **Senarai**

Cetak OD  
Master Checkin  
Senarai PDA  
**Senarai Printer**

### SENARAI PERUK PRINTER

No	Model	No Stn	No Stasi	Nama	Tarikh Serah
1	QL420 P105	TEST 449	10072005	HOHISYAW BIN TUNGGU	23/1/2018
2	QL420	KK02725448082	10072005	HOHISYAW BIN TUNGGU	1/4/2018
3	QL420 P105	KK02720790354	10072005	HOHISYAW BIN TUNGGU	1/4/2018
4	QL420 P105	KK02720790351	10072005	HOHISYAW BIN TUNGGU	1/4/2018
5	QL420 P105	KK02720790729	10072005	HOHISYAW BIN TUNGGU	1/4/2018
6	QL420 P105	KK02720790040	10072005	HOHISYAW BIN TUNGGU	1/4/2018
7	QL420 P105	KK0205-03-5004	10072005	HOHISYAW BIN TUNGGU	1/4/2018

No	Model	No Stn	No Stasi	Nama	Tarikh Serah
1	QL420 P105	78571111	10072005	HOHISYAW BIN SULAZMAN	27/7/2018
2	QL420 P105	78571104	10072005	HOHISYAW BIN SULAZMAN	27/7/2018
3	QL420 P105	TEST 1	10072005	HOHISYAW BIN SULAZMAN	25/7/2018
4	QL420 P105	KK02722400009	10072005	HOHISYAW BIN SULAZMAN	19/7/2018
5	QL420 P105	KK02720790377	10072005	HOHISYAW BIN SULAZMAN	20/1/2018
6	QL420 P105	KK02722600022	10072005	HOHISYAW BIN SULAZMAN	20/1/2018
7	QL420	KK02725100000	10072005	HOHISYAW BIN SULAZMAN	20/1/2018
8	QL420 P105	KK02725100003	10072005	HOHISYAW BIN SULAZMAN	1/7/2018
9	QL420 P105	KK02720790372	10072005	HOHISYAW BIN SULAZMAN	1/3/2018

Gambar rajah 29: Berikut merupakan senarai rekod printer yang disimpan mengikut stesen

- TAMAT -



USER MANUALS (SUPPLIER)  
RETENTION SUM

---

SUPPLIER RELATIONSHIP MANAGEMENT  
SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

PREPARED BY:

SUPPLY CHAIN MANAGEMENT (SCM)  
ICT TNB

**IMPORTANT NOTES**

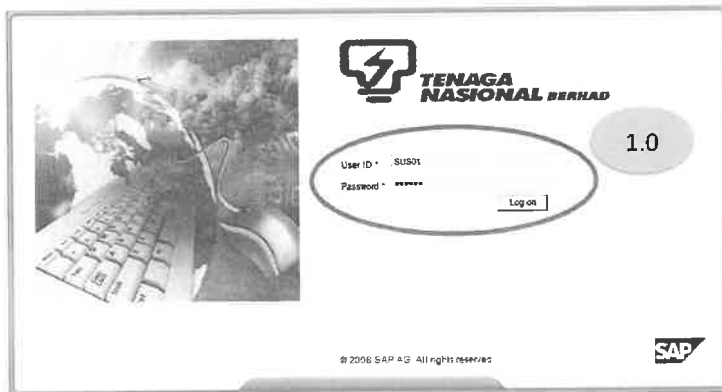
1. The minimum system requirement to access Supplier Self Service (SUS) portal and Registration of Suppliers (ROS) as below.
  - a. **JAVA RUNTIME ENVIRONMENT (JRE)** - Minimum version 1.6
  - b. **WEB BROWSER – Internet Explorer** Minimum version 8
  - c. **PDF READER** – Adobe Reader or similar
  - d. **FIREWALL** – Ensure internal company firewall has been set to enable SUS portal web address <https://srm.tnb.com.my/portal>
  
2. To set Compatibility View in Internet Explorer Menu Bar
  - Click on button - **Tools**
  - Choose - **Compatibility view settings** in the menu list
  - Under **Add this website** field, type the address of the webpage: **tnb.com.my**
  - Click on button - **Add**
  - Click on button -**Close**- and –**Refresh** the webpage

PROCESS	: RETENTION SUM
ROLE	: TNB SUS SUPPLIER

**Retention Sum PO**

This refers to POs that are tied to specific Retention Sum Code that will be applicable during payment.

1.1. Log in to *SUS Portal* using *ID* and *Password*



2.1. Click on tab - **Purchase Orders**.

To display the list of *e-PO*

2.2. Click on - **Document Number**

For the *e-PO* number as stated in the e-mail received.



**SAP SRM**

Find  
 List of Purchase Orders

List of Purchase Orders

Document Number	Document Name	Document Date	Status	Total Value	Purchase Order No.
0000005097		05.04.2017	Confirmed	10,000.00 MYR	0020822906
0000005070		03.04.2017	New	1,000.00 MYR	0020822854
0000004980		28.03.2017	Confirmed	10,000.00 MYR	0020822781
0000004974	PO	28.03.2017	Confirmed	10,000.00 MYR	0020822773
0000004970	PO	27.03.2017	Confirmed	10,000.00 MYR	0020822769
0000004969	PO	27.03.2017	Confirmed	200,000.00 MYR	0020822767
0000004967	PO	27.03.2017	Confirmed	10,000.00 MYR	0020822765
0000004949	PO	25.03.2017	Confirmed	10,000.00 MYR	0020822742
0000004948	PO	25.03.2017	Confirmed	10,000.00 MYR	0020822741
0000004932	PO	22.03.2017	Confirmed	10,100.00 MYR	0020822721
0000004900	PO	17.03.2017	Confirmed	10,000.00 MYR	0020822693
0000004899	PO	17.03.2017	Confirmed	3,919.50 MYR	0020822692

3.1. **Display Purchase Order** screen displayed.  
 Click on button - **Print**.

**SAP SRM** Find

List of Purchase Orders > Display Purchase Order

**Display Purchase Order**

Create Confirmation | Display History | Display Document Flow | **Print** 3.1

**Basic Data**

Document Number: 0000005160  
 Document Name: PO  
 Document Date: 12.04.2017  
 Purchase Order No.: 0020822973  
 Requested Follow-On Documents: Purchase Order Response, Confirmation, Goods Receipt, Invoice  
 Status: Confirmed

**Item Overview**

	Number	Status	Product	Line Type	Short Text	Order quantity	Purchase Order Value	Confirmed Quantity	Required or
<input checked="" type="checkbox"/> Hierarchy Item	1	Confirmed			service PO cycle	1.000 Activity	30,000.00 MYR	1.000 Activity	19.04.2017
<input checked="" type="checkbox"/> Subitem for service PO cycle	1.1	Confirmed		Standard Line	testing installation	10 EACH	10,000.00 MYR	10 EACH	

3.2 If below screen prompted, click on button - **Open**

File Download

Do you want to open or save this file?

Name: susdoc.zip  
 Type: WinRAR ZIP archive, 13.9KB  
 From: tnbsm01.hq.tnb.com.my

Open Save Cancel


While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

Document Date: 08.01.2015  
 Purchase Order No.: 0020032232  
 Requested Follow-On Documents: Purchase Order Response, Confirmation, Goods Receipt, Invoice  
 Status: Confirmed

Item Overview



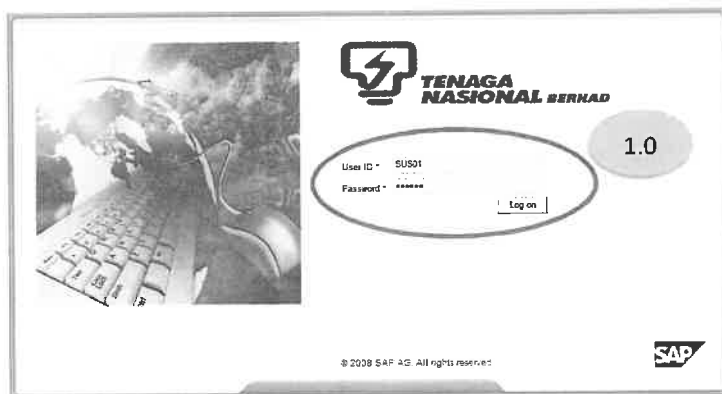
*Copy of Purchase Order will be displayed as below and can be print as usual.  
Terms of payment showing that the PO has Retention Sum*

	
<b>Purchase Order</b>	
Testing ERMS SRM Integration 23 Jalans 23 51000 KL	<b>Information</b> PROJECT/ORDER/ COST CENTER NO: C600000 Description: NP(Pembahagian) - Pentadbiran Am Order No.(SUS/ERMS): 0000005160 /0020822973 Version: 2 Date: 12.04.2017 Contract No: Contact person: - Mas Intan Syhafeenaz binti Abdul Malek Telephone: 03-21805869 Fax: 03-21829472 E-mail: mas.intan@tnb.com.my PO Approver/Releaser: - Mas Intan Syhafeenaz binti Abdul Malek
<b>Billing address</b> Pengurus Besar (Kewangan) TNB Bahagian Pembahagian, Aras 14, Wisma TNB, No. 19, Jalan Timur, 46200 P.J., Selangor D.E.	
<b>Ship-to address</b> TNB Distribution Division Please enter your address here! 46200 KUALA LUMPUR MALAYSIA	
Page 1 / 2	
<b>Terms of payment</b> Retention Sum-90%Due In 30 Days,10%ZR99	

**Retention Sum Invoice**

**Note: Supplier need to create/submit e-invoice prior for retention sum invoice to be reviewed.**

1.1. Log in to **SUS Portal** using **ID** and **Password**



2.1. Click on tab - **Purchase Orders**.  
 To display the list of **e-PO**

2.2. Click on - **Document Number**  
 For the **e-PO** number as stated in the e-mail received.



**SAP SRM**

Find

List of Purchase Orders

**List of Purchase Orders**

Item	Document Number	Document Name	Document Date	Status	Total Value	Purchase Order No.
	0000005097		05.04.2017	Confirmed	10,000.00 MYR	0020822906
	0000005070		03.04.2017	New	1,000.00 MYR	0020822854
	0000004980		28.03.2017	Confirmed	10,000.00 MYR	0020822781
	0000004974	PO	28.03.2017	Confirmed	10,000.00 MYR	0020822773
	0000004970	PO	27.03.2017	Confirmed	10,000.00 MYR	0020822769
	0000004969	PO	27.03.2017	Confirmed	200,000.00 MYR	0020822767
	0000004967	PO	27.03.2017	Confirmed	10,000.00 MYR	0020822765
	0000004949	PO	25.03.2017	Confirmed	10,000.00 MYR	0020822742
	0000004948	PO	25.03.2017	Confirmed	10,000.00 MYR	0020822741
	0000004932	PO	22.03.2017	Confirmed	10,100.00 MYR	0020822721
	0000004900	PO	17.03.2017	Confirmed	10,000.00 MYR	0020822693
	0000004899	PO	17.03.2017	Confirmed	3,919.50 MYR	0020822692

3.1. **Display Purchase Order** screen displayed.  
 Click on button – **Document Flow**

The screenshot shows the SAP SRM interface for displaying a purchase order. The breadcrumb trail is: List of Purchase Orders > Display Purchase Order. The 'Display Purchase Order' section has buttons for 'Create Confirmation', 'Display History', 'Display Document Flow' (circled with a red circle containing '3.1'), and 'Print'. Below this is the 'Basic Data' section with the following fields:

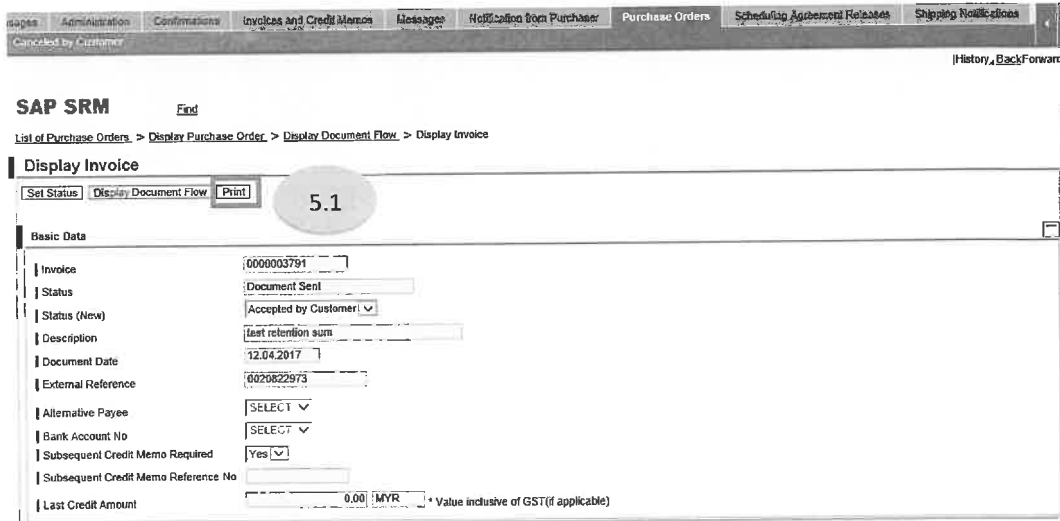
Document Number	0000005160
Document Name	PO
Document Date	12.04.2017
Purchase Order No.	0020822973
Requested Follow-On Documents	Purchase Order Response, Confirmation, Goods Receipt, Invoice
Status	Confirmed

4.1. **Document Flow** screen displayed.  
 Click on - **Invoice**.

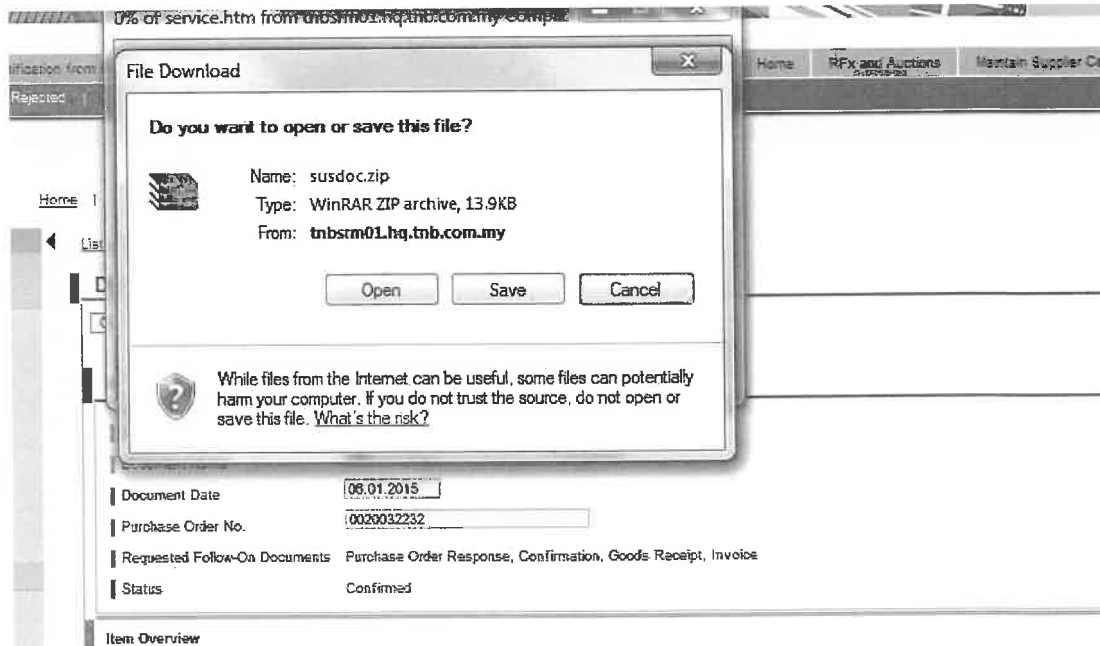
The screenshot shows the SAP SRM 'Document Flow' screen. The breadcrumb trail is: List of Purchase Orders > Display Purchase Order > Display Document Flow. The 'Document Flow' section has a 'Back to Document' link. Below is a table showing the document flow:

Document Type	Document Number	Document Name	Document Date	Status	Total Value
Purchase Order	0000005160	PO	12.04.2017	Confirmed	30,000.00 MYR
Confirmation	0000005505	test retention sum	12.04.2017	Accepted by Customer	30,000.00 MYR
Invoice	0000003791	test retention sum	12.04.2017	Document Sent	30,000.00 MYR

5.1. **Invoice** screen displayed.  
Click on button - **Print**.



6.1. If below screen prompted, click on button - **Open**



Copy of **e-invoice** will be displayed as below and can be print as usual.

Tax invoice value will be minus the retention sum percent as specify in the Purchase Order terms of payment.

To claim the balance amount, supplier need to send the manual invoice to TNB or contact the initiator.

<b>Invoicing Party</b> Testing ERMS SRM Integration 23 Jalans 23 51000, KL GST No: 000012345678		<b>Tax Invoice</b>	
<b>Invoice Recipient</b> Wisma TNB, No. 19 Jalan timur 46200, Petaling Jaya Selangor		<b>Invoice Date</b>	12.04.2017
		<b>TNB Purchase Order</b>	0020822973
		<b>Invoice Number</b>	0000003791

No.	Product No	Item Description	Prod Type	Quantity	Price per unit	Amount (MYR)
10		service PO cycle	Service	1 ACT	30,000.00	30,000.00
		Less 10% Retention Sum				3,000.00
					Total (Excluding GST)	27,000.00
					GST @ 6%	1,620.00
					<b>Total Amount Payable</b>	<b>28,620.00</b>

GST Summary	Amount (MYR)	GST (MYR)
*Standard Rated (6%)	27,000.00	1,620.00

END

KOSMO  
NO. 170 & 171 LEBUHRAYA DARULAMAN KOMPLEKS ALOR SETAR  
05100 ALOR SETAR, KEDAH

BERITA HARIAN/METRO  
NO. 101, LEBUHRAYA DARULAMAN KOMPLEKS ALOR SETAR  
05100 ALOR SETAR, KEDAH

SINAR HARIAN  
NO. 43, JALAN GANGSA, KOMPLEKS PERNIAGAAN UTAMA,  
JALAN SULTANAH SAMBUNGAN,  
05150, ALOR SETAR,  
KEDAH.

UTUSAN MELAYU (MALAYSIA) BERHAD  
NO. 170 & 171 KOMPLEKS ALOR SETAR,  
LEBUHRAYA DARUL AMAN,  
05100 ALOR SETAR,  
KEDAH.

NEW STRAITS TIMES  
NO. 101 & 103 KOMPLEKS ALOR SETAR,  
05100 ALOR SETAR,  
KEDAH.

THE STAR PUBLICATION (M) SDN BHD.  
936 FIRST FLOOR JALAN SULTANAH BADLISHAH,  
05000 ALOR SETAR,  
KEDAH.

TV3  
NO. 101, KOMPLEKS ALOR SETAR,  
NO. 101, KOMPLEKS ALOR SETAR,  
LEBUHRAYA DARUL AMAN, KANCUT,  
05100 ALOR SETAR,  
KEDAH.

Pejabat Tanah Kota Setar  
Tingkat 1, Kompleks Tanah Dan Daerah Kota Setar,  
Persiaran Jubli Emas,  
Jalan Suka Menanti,  
05150 Alor Setar,  
Kedah Darul Aman.

Pejabat Daerah Pokok Sena  
Pejabat Daerah dan Tanah Pokok Sena,  
06600 Pokok Sena,  
Kedah Darul Aman.

Pejabat Tanah Padang Terap  
Pejabat Tanah dan Daerah Padang Terap,  
06300 Padang Terap,  
Kedah Darul Aman.

Pejabat Tanah Kubang Pasu  
Pejabat Pentadbir Tanah Daerah Kubang Pasu,  
0600 Jitra,  
Kedah Darul Aman.

Pejabat Tanah Yan  
Pejabat Tanah dan Daerah Yan,  
06900, Yan,  
Kedah Darul Aman.

Pejabat Tanah Sik  
Pejabat Tanah dan Daerah Sik,  
08200 Sik,  
Kedah Darul Aman.

Pejabat Tanah Pendang,  
Pejabat Tanah dan Daerah Langkawi,  
07000 Langkawi,  
Kedah Darul Aman.

Pejabat Tanah Kuala Muda  
Pejabat Tanah dan Kuala Muda,  
08000 Sungai Petani,  
Kedah Darul Aman.

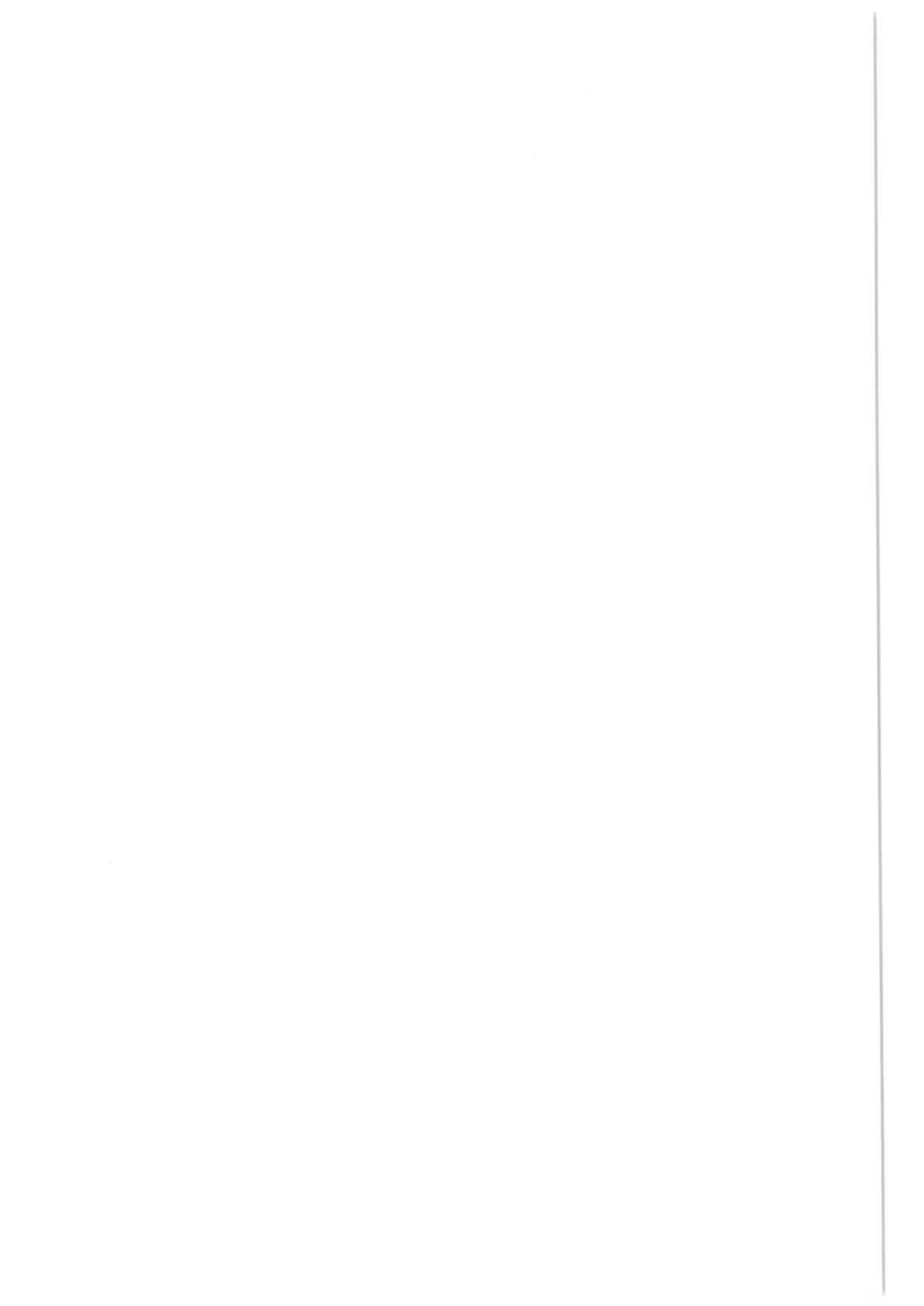
Pejabat Tanah Kulim  
Pejabat Tanah Daerah Kulim,  
09000 Kulim,  
Kedah Darul Aman.

Pejabat Tanah Baling  
Pejabat Tanah Daerah Baling,  
09100 Baling,  
Kedah Darul Aman.

Pejabat Tanah Bandar Baharu  
Pejabat Daerah dan Tanah Bandar Baharu  
09800 Serdang,  
Kedah Darul Aman.

BIL	JAWATAN	NAMA	ALAMAT	ALAMAT 1	ALAMAT 2	ALAMAT 3
1	PENGARAH	KOSMO	NO. 170 & 171 KOMPLEKS ALOR SETAR	LEBUHRAYA DARUL AMAN	05100 ALOR SETAR	KEDAH
2	PENGARAH	BERITA HARIAN/METRO	NO. 101, KOMPLEKS ALOR SETAR	LEBUHRAYA DARUL AMAN	05100 ALOR SETAR	KEDAH
3	PENGARAH	SINAR HARIAN	NO. 34, JALAN GANGSA, KOMPLEKS PERNIAGAAN UTAMA	JALAN SULTANAH SAMBUNGAN	05150 ALOR SETAR	KEDAH
4	PENGARAH	UTUSAN MELAYU (MALAYSIA) BERHAD	NO. 170 & 171 KOMPLEKS ALOR SETAR	LEBUHRAYA DARUL AMAN	05100 ALOR SETAR	KEDAH
5	PENGARAH	NEWS STRAITS TIMES	NO. 101 & 103, KOMPLEKS ALOR SETAR	LEBUHRAYA DARUL AMAN	05100 ALOR SETAR	KEDAH
6	PENGARAH	THE STAR PUBLICATION (M) SDN. BHD.	936 FIRST FLOOR JALAN SULTAN BADLISHAH	05000 ALOR SETAR	KEDAH	
7	PENGARAH	TV3	NO. 101, KOMPLEKS ALOR SETAR	LEBUHRAYA DARUL AMAN, KANCUT	05100 ALOR SETAR	KEDAH







fmm adress

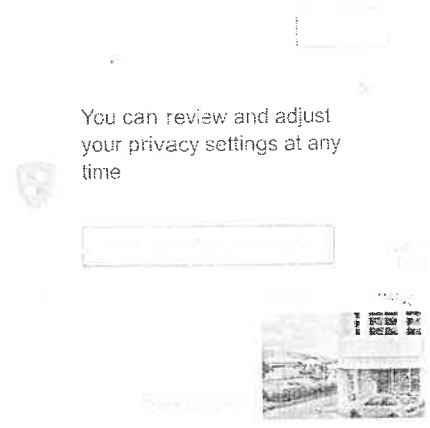
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TEL & FAX

Tel :

04-7772118/9

Fax :

04-7772117

Tel : 03 8870 8500/8633/86

FAKS : 03 8888 8648

SURUHANJAYA TENAGA

(Pulau Pinang, Kedah & Perlis)

Tingkat 10, Bangunan KWSP

13700 Seberang Jaya, Butterworth

PULAU PINANG

FMM KEDAH/PERLIS

NO 2, Lorong Blm 1/4,

Bandar Laguna Merbok,

08000 Sungai Petani,

Kedah Darul Aman

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04 - 398 8255

Faks :

04 - 390 0255

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04-4403628 / 04-4403273

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04-4426876

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NO. FAKS : 03 8888 8648

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Id: ~~10~~ 93026  
Psnrd. Wym 1786 \*

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Encik Zaid Bin Ahmad.,SDK.,AMK.,BCK.		
Tuan Haji Isahak Bin Murat.,SDK.,AMK.,BCK.		
Tuan Haji Md Nordin Bin Yahya.,SDK.,AMK.,BCK.		
Tuan Haji Mohamad Bin Che Nai.,SDK.,AMK.,BCK.		
Tuan Haji Md.Suhaimee Bin Abd.Rahman.,AMK.,BCK.,ASK.		

LPC

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05100 ALOR SETAR

BESGRADE PLYWOOD SDN.BHD

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06400 POKOK SENA

AIR UTARA INDAH SDN BHD

142 JLN BUKIT PINANG BT 9 ¼

06200 KEPALA BATAS

JURUS KOTA SDN BHD

801 & 802 JLN LENCONG BARAT

05400 ALOR SETAR



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Datuk Dr Ismail Salleh
Tan Kok Yew
Zamri Yusuf
Azman Nasruddin
Mohd Asmirul Anuar Aris
Ooi Tze Min
Dr Salmee Said
R Summugam
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Tuan Haji Faudzi Bin Ahmad.,SDK.,AMK.,BCK.
Tuan Haji Fathullah Suhaimi Bin Haji Ismail.,AMK.,AMN.,BCK.
Encik Mohd Fisol Bin Md Noh.,SDK.,AMK.,BCK.
Tuan Haji Mohd Yusri Bin Haji Md Daud.,AMK.,BCK.
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Encik Zaid Bin Ahmad.,SDK.,AMK.,BCK.
Tuan Haji Isahak Bin Murat.,SDK.,AMK.,BCK.
Tuan Haji Md Nordin Bin Yahya.,SDK.,AMK.,BCK.
Tuan Haji Mohamad Bin Che Nai.,SDK.,AMK.,BCK.
Tuan Haji MDd.Suhaimee Bin Abd.Rahman.,AMK.,BCK.,ASK.
Tuan Haji Mohd Fauzi Bin Mustaffa.,AMK.,BCK.
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SINAR HARIAN
UTUSAN MELAYU (MALAYSIA) BERHAD
NEW STRAITS TIMES
THE STAR PUBLICATION (M) SDN BHD
TV3
Persatuan Pengguna Kedah (CAKE)
Biro Pengaduan Awam PP/Kedah/Perlis
ADUN Kuala Nerang



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Datuk Dr Ismail Salleh  
Tan Kok Yew  
Zamri Yusuf  
Azman Nasruddin  
Mohd Asmirul Anuar Aris  
Ooi Tze Min  
Dr Salmee Said  
R Summugam  
Halimation Saadiah Saad  
REHDA KEDAH/PERLIS  
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Tuan Haji Faudzi Bin Ahmad.,SDK.,AMK.,BCK.  
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TV3  
Persatuan Pengguna Kedah (CAKE)  
Biro Pengaduan Awam PP/Kedah/Perlis  
ADUN Kuala Nerang

MOHAMAD FITRI BIN MOHD ZAKARIA

No 629

Jalan Datuk Kumbar, Taman Nuri,

05300, Alor Setar ,

Kedah Darul Aman.

---

Pengurus Business Support Kedah

7 FEBRUARI 2018

Tuan,

**PERMOHONAN CUTI**

Merujuk kepada perkara di atas, saya, Mohamad Fitri Bin Mohd Zakaria, pelatih Latihan Industri ingin memaklumkan bahawa saya ingin memohon cuti selama 1 hari pada hari Khamis bersamaan 22 Februari 2018.

2. Hal ini kerana saya ingin ke Kota Bharu untuk menghadiri ke majlis perkahwinan abang saya.

3. Sehubungan dengan itu, saya berharap agar pihak tuan dapat perlepasan cuti kepada saya.

Kerjasama dan perhatian daripada pihak tuan, saya dahului dengan ucapan terima kasih.

Yang Benar



(MOHAMAD FITRI BIN MOHD ZAKARIA)

Pelatih Latihan Industri Bahagian ICT



Amir Bin Omar  
Pentadbir Sistem T/Kanan  
Jabatan ITBS, Bahagian ICT  
Tenaga Nasional Berhad

*diperakukan.*

MOHAMAD FITRI BIN MOHD ZAKARIA

No 629,

Jalan Datuk Kumbar, Taman Nuri,

05300, Alor Setar,

Kedah Darul Aman.

---

Pengurus Business Support Kedah

26 Mac 2018

Tuan,

**PERMOHONAN CUTI**

Merujuk kepada perkara di atas, saya, Mohamad Fitri Bin Mohd Zakaria, pelatih Latihan Industri ingin memaklumkan bahawa saya ingin memohon cuti selama dua hari iaitu pada hari Rabu dan Khamis bersamaan 28 - 29 Mac 2018.

2. Hal ini kerana saya ingin ke Kota Bharu kerana ingin berjumpa dengan pensyarah Fakulti.
3. Sehubungan dengan itu, saya berharap pihak tuan dapat memberi perlepasan cuti kepada saya.

Kerjasama dan perhatian daripada pihak tuan amatlah dihargai dan didahului dengan ucapan terima kasih.

Yang Benar,



(MOHAMAD FITRI BIN MOHD ZAKARIA)

Pelatih Latihan Industri Bahagian ICT

*Diperakikan*



Amir Bin Omar  
Pentadbir Sistem T/Kanan  
Jabatan ITBS, Bahagian ICT  
Tenaga Nasional Berhad

MOHAMAD FITRI BIN MOHD ZAKARIA  
No. 69, Taman Nuri,  
Jalan Datuk Kumbar,  
05300, Alor Setar,  
Kedah Darul Aman.

---

Pengurus Business Support Kedah

8 Mei 2018

Tuan,

**PERMOHONAN CUTI**

Merujuk kepada perkara di atas, saya Mohamad Fitri Bin Mohd Zakaria, pelatih Latihan Industri ingin memaklumkan bahawa saya ingin memohon cuti selama satu hari iaitu pada hari Khamis bersamaan 10 Mei 2018.

- Hal ini kerana saya ingin ke Kelantan bagi membuat pengundian PRU 14 di tempat saya dan saya telah mendaftar sebagai pengundi. Saya juga ke sana dengan menaiki bas dan tiket bas adalah terhad pada ketika ini.
- Sehubungan dengan itu, saya berharap pihak tuan dapat memberi perlepasan cuti kepada saya.


Kerjasama dan perhatian daripada pihak tuan amatlah dihargai dan didahului dengan ucapan terima kasih.

Yang Benar,



(MOHAMAD FITRI BIN MOHD ZAKARIA)

Pelatih Latihan Industri Bahagian CCBD



- mohon kelulusan  
tuan.  
mBSO

**AMMAR SHAZWAN ISHAK**  
Public Relation Officer (PRO)  
Customer Care & Business Development (CCBD)  
Bahagian Pembahagian  
Tenaga Nasional Berhad



# HOSPITAL MACHANG

Jalan Pasir Puteh, 18500 Machang, Kelantan  
Tel : 09-9752533

14-5-2019

No: 03464

## SURAT PENGESAHAN RAWATAN

Dengan ini adalah di sahkan bahawa ..... Monmad Fdri b Mond Zakaria .....

(Pesakit / Nama Pengiring)

Dari ..... Yara Belcerasa ..... telah menerima rawatan di hospital ini bagi  
tempoh ..... 2-00 Pagi ..... jam hingga ..... 5-00 Pagi ..... jam.

Yang menurut perintah

[Signature]  
Pegawai Perubatan  
Hospital Machang  
Kelantan



KLINIK KESIHATAN DATUK KUMBAR,  
JLN DATUK KUMBAR, 05300 ALOR SETAR,  
KEDAH DARULAMAN

NO TEL: 04-7306319

KEPADA YANG BERKENYAN

Adalah dengan ini diakui bahawa Tuan / Puan / Encik / Cik / Pelajar ..... *Mohamed Fitri Mohd Zakerke*

No. Kad Pengenalan: *A30408* telah datang ke Jabatan Pesakit Luar / Unit Kecemasan / Klinik Ibu Dan Anak

kerana: *- 08 - 5304*

Mendapat rawatan pada: *24/5/18* masa: Dari *11.00 pm* hingga *1.00 pm*

Membawa anak / suami / isteri / ibu / bapa : Nama Pesakit \_\_\_\_\_

No. Kad pengenalan: \_\_\_\_\_ masa: Dari \_\_\_\_\_ hingga \_\_\_\_\_

Beliau diberi cuti selama: \_\_\_\_\_ hari daripada \_\_\_\_\_ hingga \_\_\_\_\_

Beliau dikecualikan daripada aktiviti lasak / bersukan selama: \_\_\_\_\_ hari.

Beliau perlu datang semula untuk rawatan / cucian luka / buka jahitan / ambil darah pada: \_\_\_\_\_

*A. Constipation / Sembelit*

Sekian Terima Kasih.

"PENYAYANG, BEKERJA BERPASUKAN DAN PROFESIONALISMA ADALAH BUDAYA  
KERJA KITA"

Klinik/Hospital  
(Cop Rasmi)



14-5-2019



# HOSPITAL MACHANG

Jalan Pasir Puteh, 18500 Machang, Kelantan  
Tel : 09-9752533

No: 03464

## SURAT PENGESAHAN RAWATAN

Dengan ini adalah di sahkan bahawa .....

MONOMAD FARI B MOND ZAKARIA

(Pesakit / Nama Pengiring)

Dari Yora Bederaan .....

telah menerima rawatan di hospital ini bagi

tempoh 2.00 PM .. jam hingga 5.00 PM .. jam.

Yang menurut perintah

**UMMA FARUZA BIN MD ARIFFIN**  
PENEGAS PERUBATAN U29  
PUSAT MASALAH DAN TRAUMA  
Pegawai Perubatan  
Hospital Machang  
Kelantan





**TENAGA  
NASIONAL BERHAD** (200866-W)

NO. PEKERJA :

NAMA : MOHAMAD FITRI BIN MOHD SALLARIA

JAWATAN : PRAKTIKAL

BULAN : MAY

Tar.	Masuk	Keluar	Masuk	Keluar	Catatan
16					
17					
18					
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29					
30					
31					

**AMARAN**

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya






**Borang Kemaskini Maklumat Kedatangan Harian Pekerja**

**Bahagian A (Untuk Diisi Oleh Pekerja)**

NAMA: MOHAMMAD RITHE BIN MOHD ZALAKIA NO. PEKERJA: \_\_\_\_\_  
 JAWATAN: ICT PRAKTIKAL GRED GAJI: \_\_\_\_\_  
 JABATAN: UNIT ICT


Tarikh	Masa		Alasan
	Kehadiran	Pulang	
22/4/18		5-11 PETANG	KAD PUNCA CAJ HILANG

  
 Tandatangan Pekerja

23/4/2018  
 Tarikh

**Bahagian B (Untuk Diisi Oleh Pegawai Atasan)**

Dipersetujui / Tidak Dipersetujui

  
 Tandatangan Pegawai Atasan (COP JABATAN)

Nama: Amir Bin Omar  
 Pentadbir Sistem T/Kanan  
 No. Pekerja: Jabatan ITBS, Bahagian ICT  
 Tenaga Nasional Berhad  
 Tarikh: .....

**Sila tandakan  $\checkmark$  (mana yang berkenaan)  
 Jika Tidak Dipersetujui**

- Amaran Lisan
- Amaran Pentadbiran Bertulis
- Amaran Pentadbiran Bertulis Terakhir
- Tindakan Tatatertib

**Bahagian C (Untuk Diisi Oleh Pekerja)**

Telah Diambil Perhatian

.....  
 Tandatangan Pekerja

Tarikh: .....

**Bahagian D (Untuk Diisi Oleh Kerani Rekod  
 Jabatan)**

**Senarai Semak (Sila tandakan  $\checkmark$ )**

- Alasan Pekerja
- Keputusan Pegawai Atasan
- Pekerja Ambil Perhatian
- Merekodkan Amaran Lisan (jika ada)
- Simpan Lampiran 'A' Dalam Fail  
Kedatangan
- Majukan Salinan Lampiran 'A' Kepada  
Pekerja

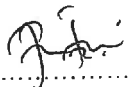


**Borang Kemaskini Maklumat Kedatangan Harian Pekerja**

**Bahagian A (Untuk Diisi Oleh Pekerja)**

NAMA: MOHAMMAD FATRI BIN MOHD RAUFARIZ NO. PEKERJA: \_\_\_\_\_  
JAWATAN: PRATIKAH GRED GAJI: \_\_\_\_\_  
JABATAN: ICT

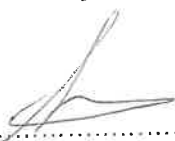
Tarikh	Masa		Alasan
	Kehadiran	Pulang	
23/4/18	7-45 PM		KAD PUNCUK LAMB DIZUMPAI PIHAL BSO

  
Tandatangan Pekerja

23/4/2018  
Tarikh

**Bahagian B (Untuk Diisi Oleh Pegawai Atasan)**

Dipersetujui / ~~Tidak Dipersetujui~~

  
Tandatangan Pegawai Atasan (COP JABATAN)

Nama: ..... Amir Bin Omar...  
Pentadbir Sistem T/Kanan  
No. Pekerja: ..... Jabatan ITBS, Bahagian ICT  
Tenaga Nasional Berhad  
Tarikh: .....

**Sila tandakan  (mana yang berkenaan)  
Jika Tidak Dipersetujui**

- Amaran Lisan
- Amaran Pentadbiran Bertulis
- Amaran Pentadbiran Bertulis Terakhir
- Tindakan Tatatertib

**Bahagian C (Untuk Diisi Oleh Pekerja)**

**Telah Diambil Perhatian**

.....  
Tandatangan Pekerja

Tarikh: .....

**Bahagian D (Untuk Diisi Oleh Kerani Rekod  
Jabatan)**

**Senarai Semak (Sila tandakan )**

- Alasan Pekerja
- Keputusan Pegawai Atasan
- Pekerja Ambil Perhatian
- Merekodkan Amaran Lisan (jika ada)
- Simpan Lampiran 'A' Dalam Fail  
Kedatangan
- Majukan Salinan Lampiran 'A' Kepada  
Pekerja



## Windows Printer Test Page

---

You have correctly installed your E-22C PCL 6 on D-PL10072525.

### PRINTER PROPERTIES

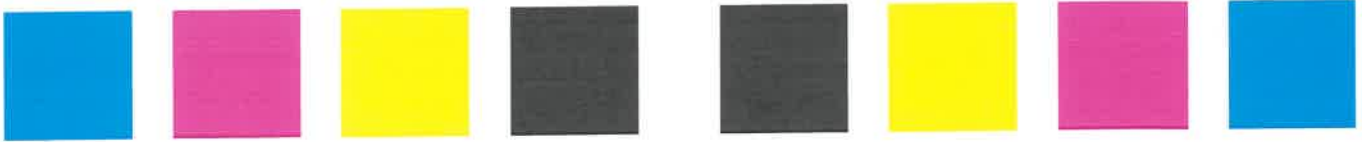
Submitted Time: 12:32:33 PM  
Date: 21/2/2018  
User Name: TNB\10072525  
Computer Name: D-PL10072525  
Printer Name: Ricoh MPC 3503  
Printer Model: E-22C PCL 6  
Color Support: Yes  
Port Name(s): 132.1.105.66  
Data Format: RAW  
Printer Location:  
Print Processor: winprint  
Comment:  
OS Environment: Windows x64

### PRINT DRIVER PROPERTIES

Driver Name: E-22C PCL 6  
Driver Type: Type 3 - User Mode  
Driver Version: 1.0.0.0

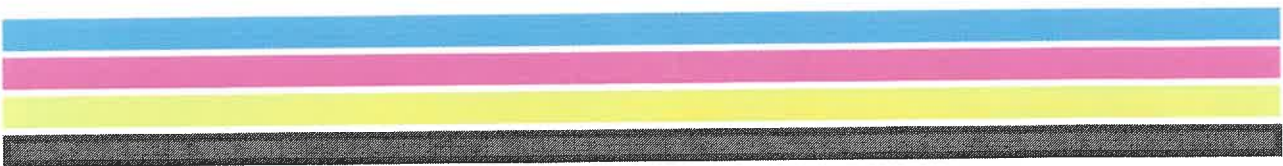
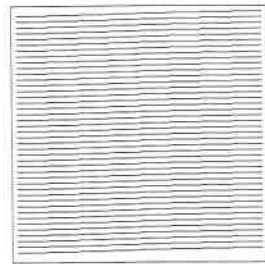
### ADDITIONAL PRINT DRIVER FILES

C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kh.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KWM.EXE  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KI.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66K2K.RCF  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KBD.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kcj.dll  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kct.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kua.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.XPI  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.INI



!"#\$%&'()\*+,-./01234567890:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[|^\_`abcdefghijklmnopqrstuvwxyz{|}~  
"#\$%&'()\*+,-./01234567890:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[|^\_`abcdefghijklmnopqrstuvwxyz{|}~!  
#\$%&'()\*+,-./01234567890:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[|^\_`abcdefghijklmnopqrstuvwxyz{|}~!"  
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-./01234567890:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[|^\_`abcdefghijklmnopqrstuvwxyz{|}~!#\$%&'()\*+,  
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7890:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[|^\_`abcdefghijklmnopqrstuvwxyz{|}~!#\$%&'()\*+,-./0123456  
890:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[|^\_`abcdefghijklmnopqrstuvwxyz{|}~!#\$%&'()\*+,-./01234567

ABC





## Windows Printer Test Page

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You have correctly installed your E-22C PCL 6 on L-PL10023462.

### PRINTER PROPERTIES

Submitted Time: 12:54:28 PM  
Date: 2/21/2018  
User Name: TNB\10023462  
Computer Name: L-PL10023462  
Printer Name: Ricoh MP C3503  
Printer Model: E-22C PCL 6  
Color Support: Yes  
Port Name(s): 132.1.105.66\_4  
Data Format: RAW  
Printer Share Name:  
Printer Location:  
Print Processor: winprint  
Comment:  
Separator Page  
Location:  
OS Environment: Windows x64

### PRINT DRIVER PROPERTIES

Driver Name: E-22C PCL 6  
Driver Type: Type 3 - User Mode  
Driver Version: 1.0.0.0

### ADDITIONAL PRINT DRIVER FILES

C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kh.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KWM.EXE  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KI.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66K2K.RCF  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KBD.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kcj.dll  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kct.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kua.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.XPI  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.INI



## Windows Printer Test Page

---

You have correctly installed your E-22C PCL 6 on L-PL10023462.

### PRINTER PROPERTIES

Submitted Time: 12:56:10 PM  
Date: 2/21/2018  
User Name: TNB\10023462  
Computer Name: L-PL10023462  
Printer Name: Ricoh MP C3503  
Printer Model: E-22C PCL 6  
Color Support: Yes  
Port Name(s): 132.1.105.66\_4  
Data Format: RAW  
Printer Share Name:  
Printer Location:  
Print Processor: winprint  
Comment:  
Separator Page  
Location:  
OS Environment: Windows x64

### PRINT DRIVER PROPERTIES

Driver Name: E-22C PCL 6  
Driver Type: Type 3 - User Mode  
Driver Version: 1.0.0.0

### ADDITIONAL PRINT DRIVER FILES

C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kh.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KWM.EXE  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KI.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66K2K.RCF  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KBD.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kcj.dll  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kct.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kua.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.XPI  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.INI



## Windows Printer Test Page

You have correctly installed your RICOH Class Driver on D-PL10086693.

### PRINTER PROPERTIES

Submitted Time: 3:48:27 PM  
Date: 21/2/2018  
User Name: TNB\10086693  
Computer Name: D-PL10086693  
Printer Name: RICOH MP C3503  
Printer Model: RICOH Class Driver  
Color Support: Yes  
Port Name(s): WSD-1f6bcf14-815c-4905-a806-de12065a2f91.006a  
Data Format: RAW  
Printer Share Name:  
Printer Location: No Setting  
Print Processor: winprint  
Comment: No Setting  
OS Environment: Windows x64

### PRINT DRIVER PROPERTIES

Driver Name: RICOH Class Driver  
Driver Type: Type 4 - User Mode  
Driver Version: 10.0.14393.0

### ADDITIONAL PRINT DRIVER FILES

C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcrpcs-manifest.ini  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcrpcs-pipelineconfig.xml  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcrpcs.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcnup8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcbkl8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcrevrs8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcres8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\RICMAC8.gpd  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rctcpbidi.xml  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcwsdbidi.xml  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcrpcs.gdl  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcusbidi.js  
C:\Windows\System32\DriverStore\FileRepository\pnrcc1.inf\_amd64\_169397f5b3fe378c\rcusbidi.xml  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\UNIRES.DLL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDNAMES.GPD  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDDTYPE.GDL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDSCHEM.GDL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDSCHMX.GDL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\MSXPSINC.GPD



## Windows Printer Test Page

You have correctly installed your RICOH Class Driver on D-PL10080687.

### PRINTER PROPERTIES

Submitted Time: 3:46:22 PM  
Date: 21/2/2018  
User Name: TNB\10080687  
Computer Name: D-PL10080687  
Printer Name: RICOH MP C3503  
Printer Model: RICOH Class Driver  
Color Support: Yes  
Port Name(s): WSD-9010fe6c-c922-4882-bc52-4d4a62a59ffb.0067  
Data Format: RAW  
Printer Share Name:  
Printer Location: No Setting  
Print Processor: winprint  
Comment: No Setting  
OS Environment: Windows x64

### PRINT DRIVER PROPERTIES

Driver Name: RICOH Class Driver  
Driver Type: Type 4 - User Mode  
Driver Version: 10.0.14393.0

### ADDITIONAL PRINT DRIVER FILES

C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcrpcs-manifest.ini  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcrpcs-pipelineconfig.xml  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcrpcs.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcnup8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcbkl8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcrevrs8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcres8.dll  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\RICMAC8.gpd  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rctcpbidi.xml  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcwsdbidi.xml  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcrpcs.gdl  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcusbbidi.js  
C:\Windows\System32\DriverStore\FileRepository\pnrccl1.inf\_amd64\_169397f5b3fe378c\rcusbbidi.xml  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\UNIRES.DLL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDNAMES.GPD  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDDTYPE.GDL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDSCHEM.GDL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\STDSCHMX.GDL  
C:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_amd64\_e233a12d01c18082\Amd64\MSXPINC.GPD





## Windows Printer Test Page

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You have correctly installed your E-22C PCL 6 on D-PL10081383.

### PRINTER PROPERTIES

Submitted Time: 4:15:33 PM  
Date: 21/2/2018  
User Name: TNB\10081383  
Computer Name: D-PL10081383  
Printer Name: Ricoh MPC 3503  
Printer Model: E-22C PCL 6  
Color Support: Yes  
Port Name(s): 132.1.105.42\_1  
Data Format: RAW  
Printer Location:  
Print Processor: winprint  
Comment:  
OS Environment: Windows x64

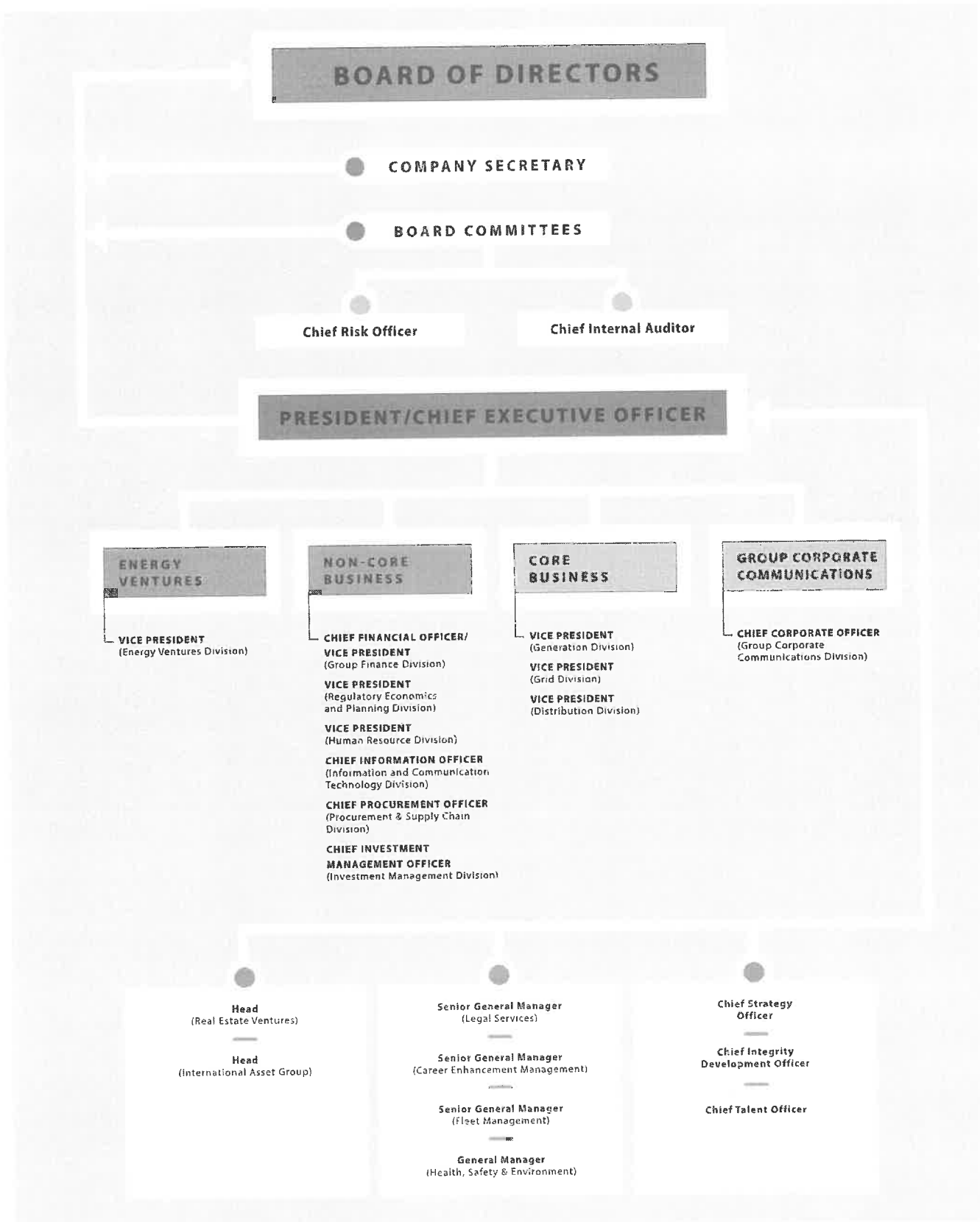
### PRINT DRIVER PROPERTIES

Driver Name: E-22C PCL 6  
Driver Type: Type 3 - User Mode  
Driver Version: 1.0.0.0

### ADDITIONAL PRINT DRIVER FILES

C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kh.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KWM.EXE  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KI.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66K2K.RCF  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66KBD.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kcj.dll  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kct.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Kua.DLL  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.XPI  
C:\Windows\system32\spool\DRIVERS\x64\3\RIC66Ka.INI

# ORGANISATIONAL STRUCTURE





# **SIJIL LATIHAN PRAKTIKAL**

*Dengan ini mengesahkan bahawa*

**MOHAMAD FITRI BIN MOHD ZAKARIA  
930408-03-5209**

**TELAH MENJALANI LATIHAN PRAKTIKAL  
DI UNIT CCBD BAHAGIAN PEMBAHAGIAN  
TNB NEGERI KEDAH**

*Pada*

***02 MEI 2018 HINGGA 30 JUN 2018  
Di Unit Customer Care & Business Development (CCBD)  
TNB KEDAH***

***Beliau adalah seorang yang bertanggungjawab,  
berdedikasi dan menunjukkan prestasi kerja yang cemerlang  
sepanjang menjalankan praktikal  
di TNB Negeri Kedah***

***“TNB PENGGERAK KEMAJUAN NEGARA”***

**(NOOR ILIANI BINTI ABDULLAH)  
Pengurus Besar (Business Partner) Negeri Kedah  
Bagi Pihak  
Pengurus Besar (Perkhidmatan Pelanggan)  
Negeri Kedah  
Bahagian Pembahagian**



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*Noor Iliani binti Abdullah  
Pengurus (Business Partner) Negeri Kedah  
Bagi pihak.*

— (HJ. ISMAIL LATHIFI BIN TEH, DJN., PKT.)  
➔ **Pengurus Besar (Perkhidmatan Pelanggan)  
Negeri Kedah  
Bahagian Pembahagian**



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**“TNB PENGGERAK KEMAJUAN NEGARA”**



  
**(NOOR HANI BINTI ABDULLAH)**  
**Pengurus Besar (Business Partner) Negeri Kedah**  
**b/p**  
**Pengurus Besar (Perkhidmatan Pelanggan)**  
**Negeri Kedah**  
**Bahagian Pembahagian**



# SIJIL PENGHARGAAN

*Dengan ini sukacitanya*

*CCBD TNB Negeri Kedah Menganugerahkan Sijil*

**MAJLIS PENYERAHAN PERDANA  
PROJEK BAITI JANNATI  
PERINGKAT NEGERI KEDAH TAHUN  
2018**

*Kepada*

*ANS AIKON ENTERPRISE*

*Kontraكتور Terbaik*

*Sebagai Penghargaan Di Atas  
Sumbangan Yang Telah Diberikan*



**(HJ. ISMAIL LATHIFI BIN TEH, DJN., PKT.)  
Pengurus Besar (Perkhidmatan Pelanggan)  
Negeri Kedah  
Bahagian Pembahagian**



# SIJIL PENGHARGAAN

*Dengan ini sukacitanya*

*CCBD TNB Negeri Kedah Menganugerahkan Sijil*

**MAJLIS PENYERAHAN PERDANA  
PROJEK BAITI JANNATI  
PERINGKAT NEGERI KEDAH TAHUN  
2018**

*Kepada*

**HAJI HARON ABU BAKAR &  
KELUARGA**

***Kontraktor Terbaik***

***Sebagai Penghargaan di atas  
Sumbangan yang telah diberikan***

**(HJ. ISMAIL LATHIFI BIN TEH, DJN., PKT.)  
Pengurus Besar (Perkhidmatan Pelanggan)  
Negeri Kedah  
Bahagian Pembahagian**



Item 6 of 8 (Exam A, Q4)

You are the network administrator of a Windows 2000 network. Your network uses TCP/IP as the only network protocol and consists of one native mode Windows 2000 domain. All the servers are Professional.

Users report that they are unable to connect to any of the file servers on the network. When you try to access the shared folder on one of the file servers, you receive the following error message: you want to check the TCP/IP configuration on the client computers.

Which command should you type in the Windows 2000 command prompt (cmd.exe) to display detailed TCP/IP network configuration values? (Type your response in the text box.)

**Your Response:**

`ipconfig /all`

Your account is a member of the Administrators local group on the SalesDep computer with Windows 2000 Server installed. Besides you, the accounts of two employees are included in the

You create the Documents folder in the partition with the NTFS file system and you want to set the access rights, so that the locally logged users whose accounts are included into the Administrators group provide the access only for reading for the same users when they access the folder over the network using file sharing. All other users must not have any access to this folder.

What should you do to accomplish these goals? (Select the best choice.)

- A. Open the Properties dialog box for the Documents folder and click the Sharing tab. Make the folder a shared resource. Click Permissions to configure the access permissions to the shared folder. Add the SalesDep\Administrators group to the list and set the Full Control permission to Allow. Add the NETWORK group to the list and set the Write permission to Deny. For the Everyone group set all the permissions to Deny.
- B. Open the Properties dialog box for the Documents folder and click the Sharing tab. Make the folder a shared resource. Click Permissions to configure the access permissions to the shared folder. Add the SalesDep\Administrators group to the list and set the Full Control permission to Allow. Add the NETWORK group to the list and set the Write permission to Deny. Delete the Everyone group in the shared resource settings.
- C. Open the Properties dialog box for the Documents folder and click the Sharing tab. Make the folder a shared resource. Add the SalesDep\Administrators group to the list and set the Full Control permission to Allow. Add the NETWORK group to the list and set the Write permission to Deny. Delete the Everyone group from the list. On the Sharing tab, make the folder a shared resource.
- D. Open the Properties dialog box for the Documents folder and click the Sharing tab. Make the folder a shared resource. Add the SalesDep\Administrators group to the list and set the Full Control permission to Allow. Add the NETWORK group to the list and set the Write permission to Deny. On the Sharing tab, make the folder a shared resource.

You are the administrator of the corporate Web server connected to the network based on the Windows 2000 Server and Internet Information Server 5.0 are installed on the server.

You need to permit the network administrator to run Windows Update on the Web server for system files updating. You want to give him as few privileges as possible.

To which local group you should add the network administrator? (Select the best choice )

- A. Administrators
- B. Backup Operators
- C. Power Users
- D. Replicator

Which of the following actions should you take to find out if the disk needs defragmentation? (Select the best choice.)

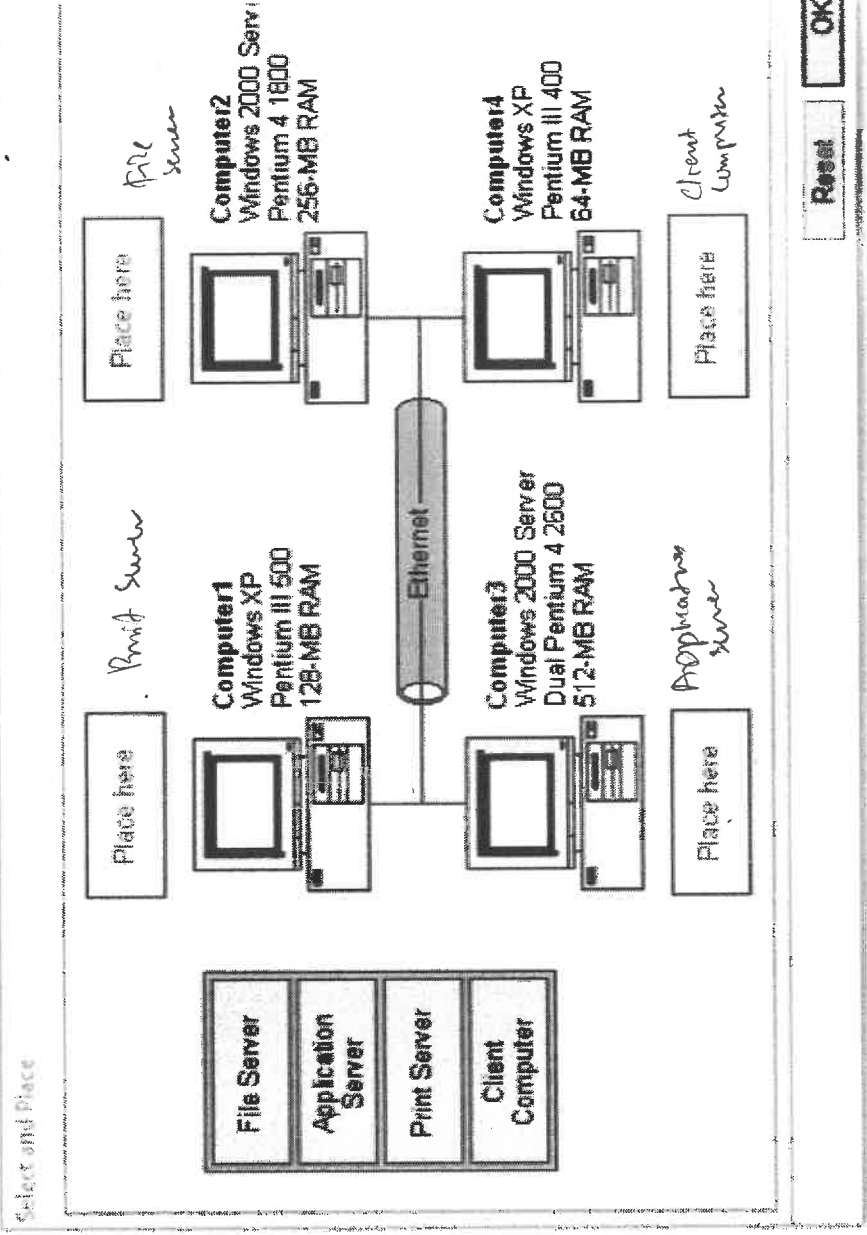
- A. Double-click **My Computer** on the desktop. Right-click the disk you want to check, and then click **Properties**. On the **Tools** tab, click **Check Now**.
- B. Click **Start**, point to **Programs**, point to **Accessories**, point to **System Tools**, and then click **Disk Defragmenter**. Select the disk you want to check, and then click **Analyze**.
- C. Double-click **My Computer** on the desktop. Right-click the disk you want to check, and then click **Properties**. On the **Tools** tab, click **Defragment Now**.
- D. Click **Start**, point to **Programs**, point to **Accessories**, point to **System Tools**, and then click **Disk Defragmenter**. Select the disk you want to check, and then click **Defragment**.

You are creating a new client/server network. You want to install both the client computers and the servers in order to use the performance of each computer more effectively.

Which role should you choose for each computer on the network?

To answer, click the **Select and Place** button, and then drag the appropriate role to each computer.

**Select and Place**



You are the network administrator of a Windows 2000 network, which uses TCP/IP as the only network protocol. The network is configured as shown in the exhibit. Click the Exhibit button.

You move a computer named Marketing1 from the subnet of marketing department 192.168.2 to the subnet of sales department 192.168.1, and then you change the IP address of this computer sales1 command and receive the response shown below.

```
Pinging Sales1 [192.168.1.10] with 32 bytes of data:
Reply from 192.168.1.10: bytes=32 time<10ms TTL=128
Reply from 192.168.1.10: bytes=32 time<10ms TTL=128
Reply from 192.168.1.10: bytes=32 time<10ms TTL=128
Reply from 192.168.1.10: bytes=32 time<10ms TTL=128

Ping statistics for 192.168.1.10:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

However, when you try to connect to any of the computers located in the subnet of marketing department 192.168.2, you receive the following error message: "The network path was not found."

To answer, click the Point and Shoot button and point out the parameter that is the most likely cause of the error message.

Point and Shoot

The screenshot shows a Windows command prompt window with the following text:

```
C:\WINNT\system32\cmd.exe
C:\> Copyright 1985-2000 Microsoft Corp.
C:\> ipconfig /all

Windows 2000 IP Configuration

Host Name . . . . . : M0BETTING1
Primary DNS Suffix . : 
Node Type . . . . . : Broadcast
IP Routing Enabled. . : No
WINS Proxy Enabled. . : No

Ethernet adapter local Area Connection:

   Connection-specific DNS Suffix . : 
   Description . . . . . : CN#et PRO2000 PCI Fast Ethernet Adapter
   Physical Address. . . . . : 00 80 0D 81 80 00
   DHCP Enabled. . . . . : No
   IP Address(es) . . . . . : 192.168.1.13
   Subnet Mask . . . . . : 255.255.255.0
   Default Gateway . . . . . : 192.168.2.1
   DNS Servers . . . . . :
```

*Wrong setting default gateway*

To answer, click the Point and Shoot button.