



SERI PAJAM DEVELOPMENT SDN BHD

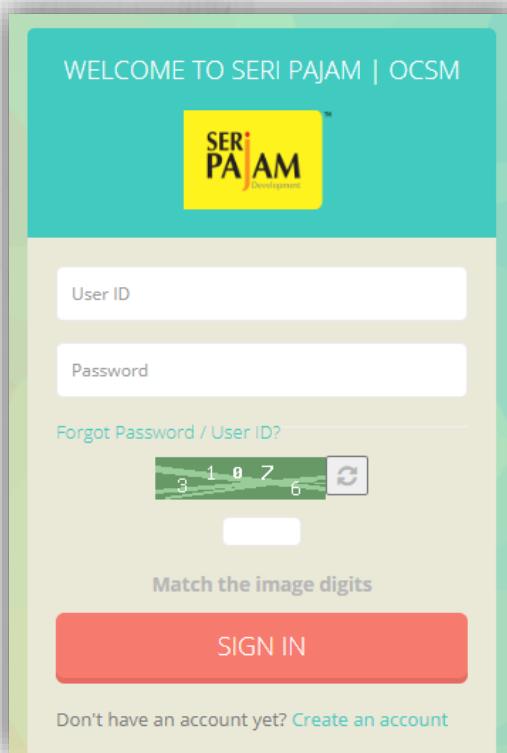
Handing Over Vacant Possession User Manual

(Web/PC)

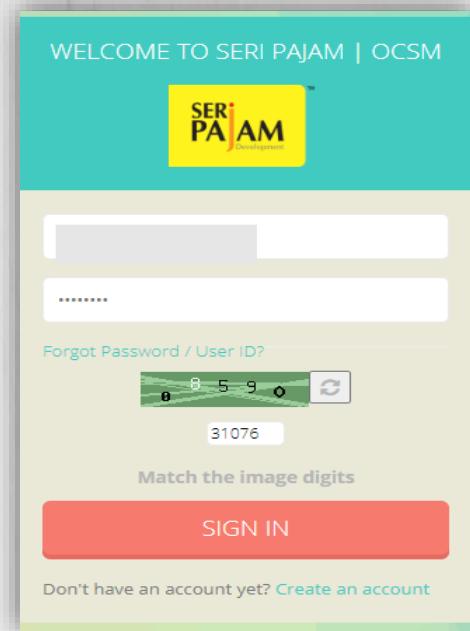


FIRST TIME USER

1. Go to <https://seripajam-ocsm.com.my>



2. Login using your user id and password with the correct captcha.



3. After successfull login, this web will bring you to the interface of Seri Pajam.

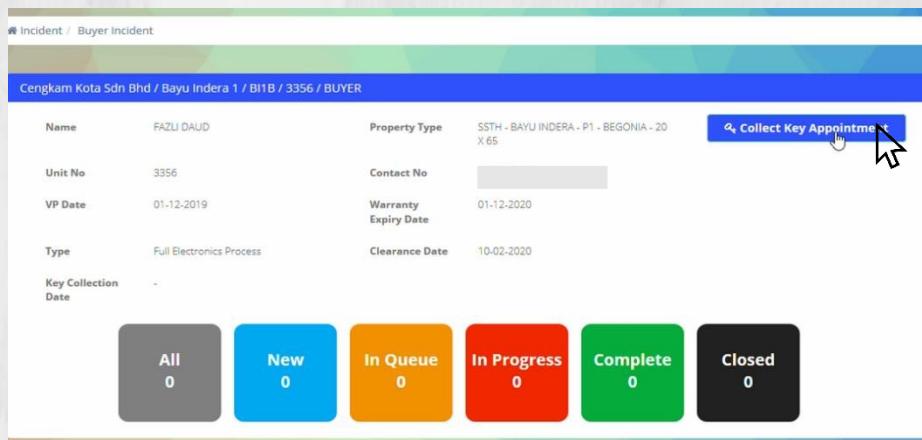


Appointment Booking

Note :

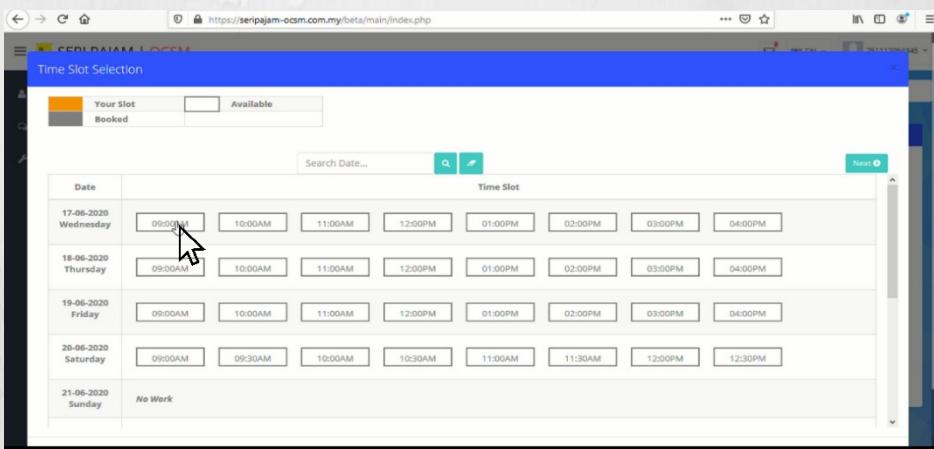
1. You can only book/schedule a date 7 days in advance.
2. You need to wait for 2 minutes to change a confirmed time slot and maximum of 2 time changes is allowed.

Step 1 : Select Collect Key Appointment.



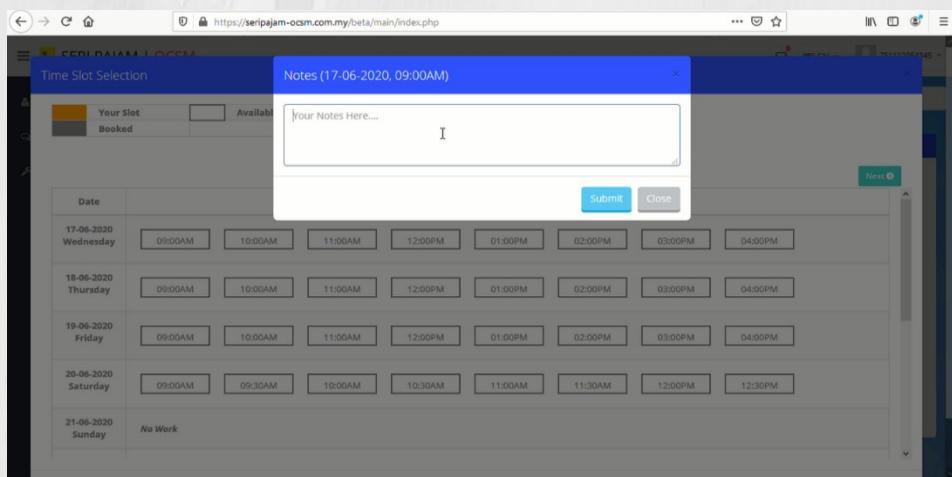
The screenshot shows a software interface for managing incidents. At the top, it says 'Incident / Buyer Incident' and 'Cengkam Kota Sdn Bhd / Bayu Indera 1 / B1B / 3356 / BUYER'. Below this, there are several fields: 'Name' (FAZU DAUD), 'Property Type' (SSTH - BAYU INDERA - P1 - BEGONIA - 20 X 65), 'Unit No' (3356), 'Contact No' (redacted), 'VP Date' (01-12-2019), 'Warranty Expiry Date' (01-12-2020), 'Type' (Full Electronics Process), 'Clearance Date' (10-02-2020), and 'Key Collection Date' (blank). To the right of these fields is a blue button labeled 'Collect Key Appointment' with a cursor icon pointing to it. Below the fields are six colored buttons: 'All 0' (grey), 'New 0' (blue), 'In Queue 0' (orange), 'In Progress 0' (red), 'Complete 0' (green), and 'Closed 0' (black).

Step 2 : Select next or previous button to select the date before and after and you can click on the time to choose specific time.



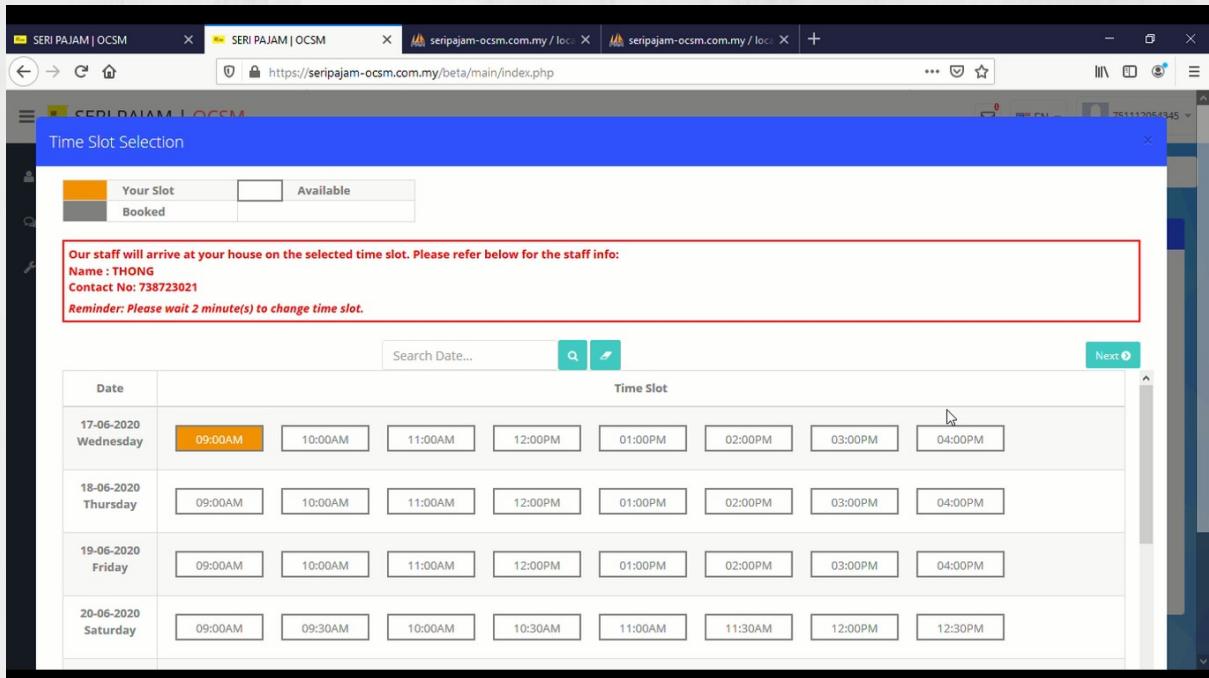
The screenshot shows a 'Time Slot Selection' dialog box. At the top, it says 'Time Slot Selection' and 'Your Slot Booked'. Below this is a search bar with 'Search Date...' and a 'Next' button. The main area is a grid where rows represent dates from 17-06-2020 to 21-06-2020, and columns represent time slots from 09:00AM to 04:00PM. Each cell in the grid is a button. The cell for '17-06-2020, 09:00AM' is highlighted with a cursor icon pointing to it. The grid also includes a legend: 'Your Slot Booked' (orange square) and 'Available' (grey square).

Step 3 : If you wish to leave message to person incharge, type in the message on this area.



The screenshot shows the same 'Time Slot Selection' dialog box as the previous image, but with a message input field. The input field is labeled 'Notes (17-06-2020, 09:00AM)' and contains the placeholder text 'Your Notes Here...'. Below the input field are 'Submit' and 'Close' buttons. The rest of the grid and interface are identical to the previous screenshot.

Step 4 : The colour of booked time slot will change to Orange after your booking is successfull and supervisor information will be displayed on the screen.

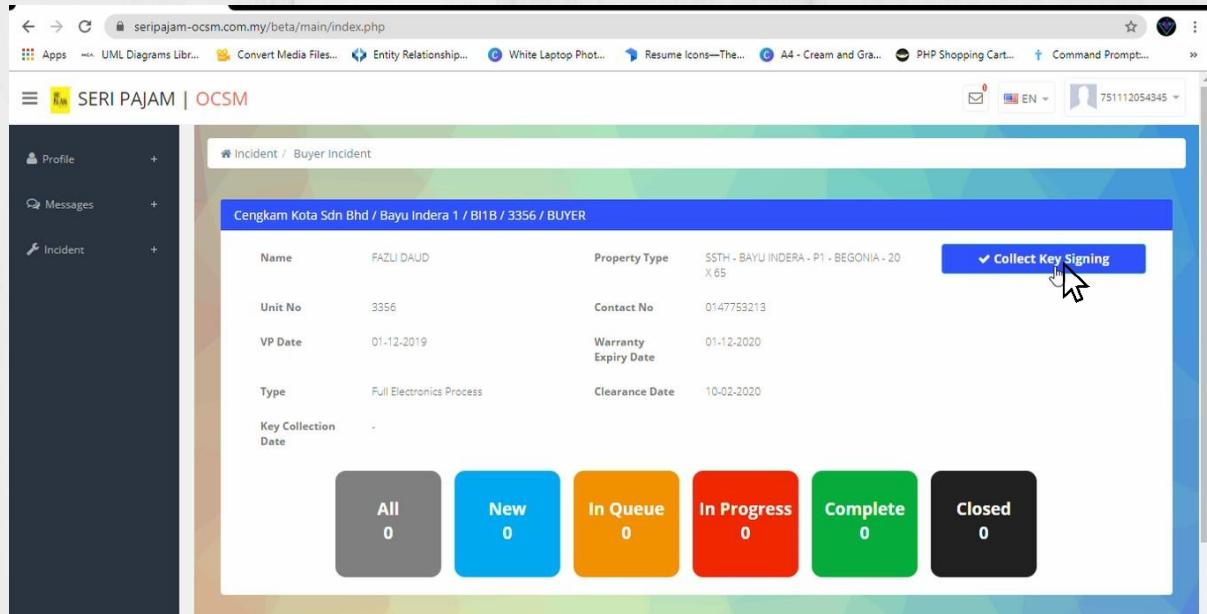


VP Handover and Key Collection Process

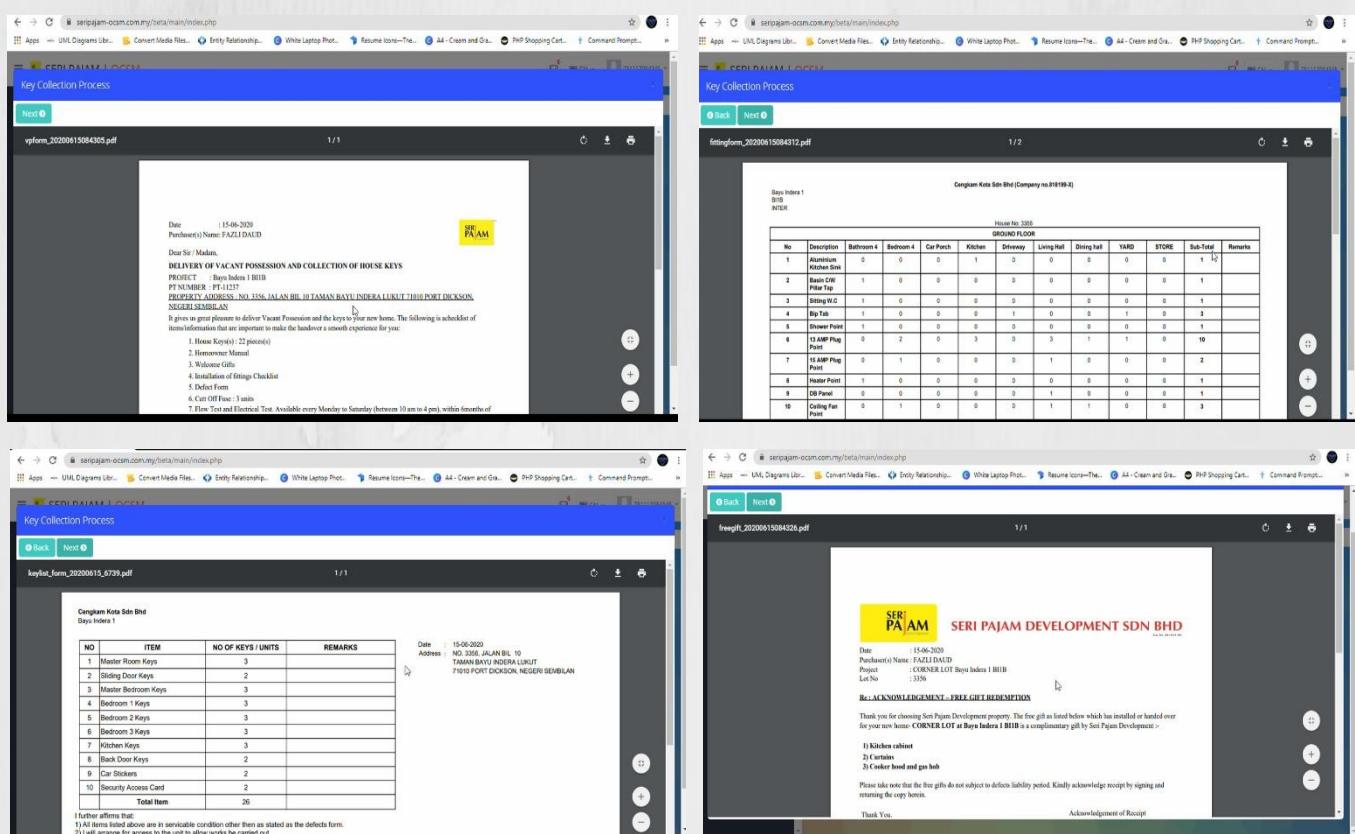
*Supervisor will deliver house key to your unit no at your appointment date and time

Step 1 : Login to system with user id and password and select Collect Key

Signing. 



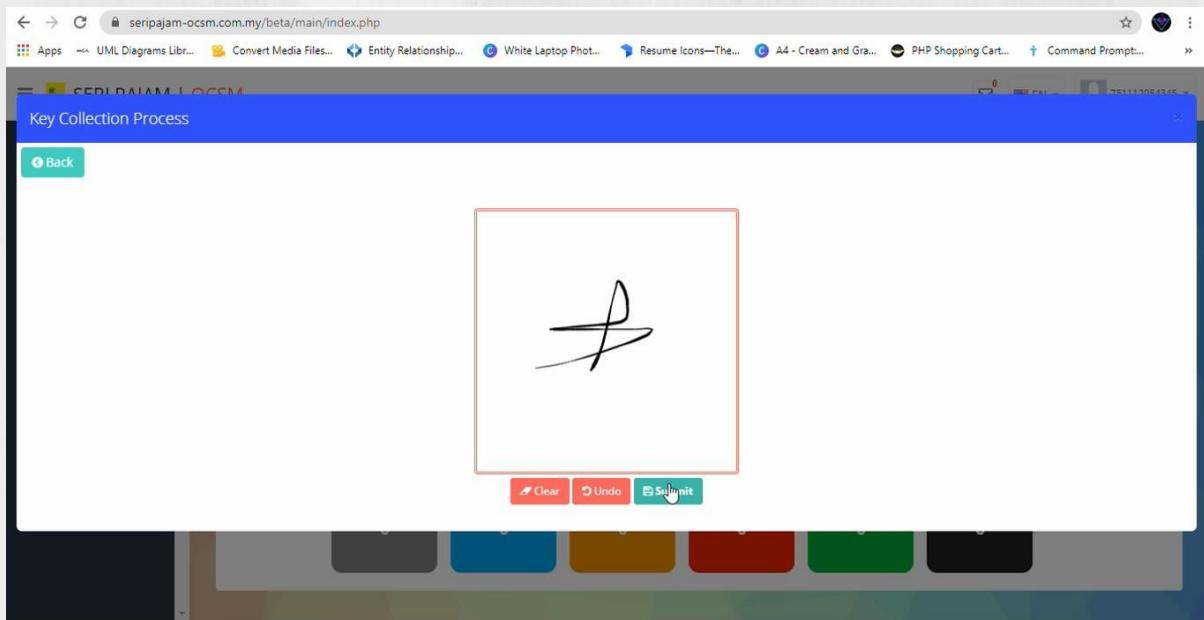
Step 2 : This application will show the flow of this document. Select next or previous button to view documents.



The screenshots illustrate the document flow in the Key Collection Process:

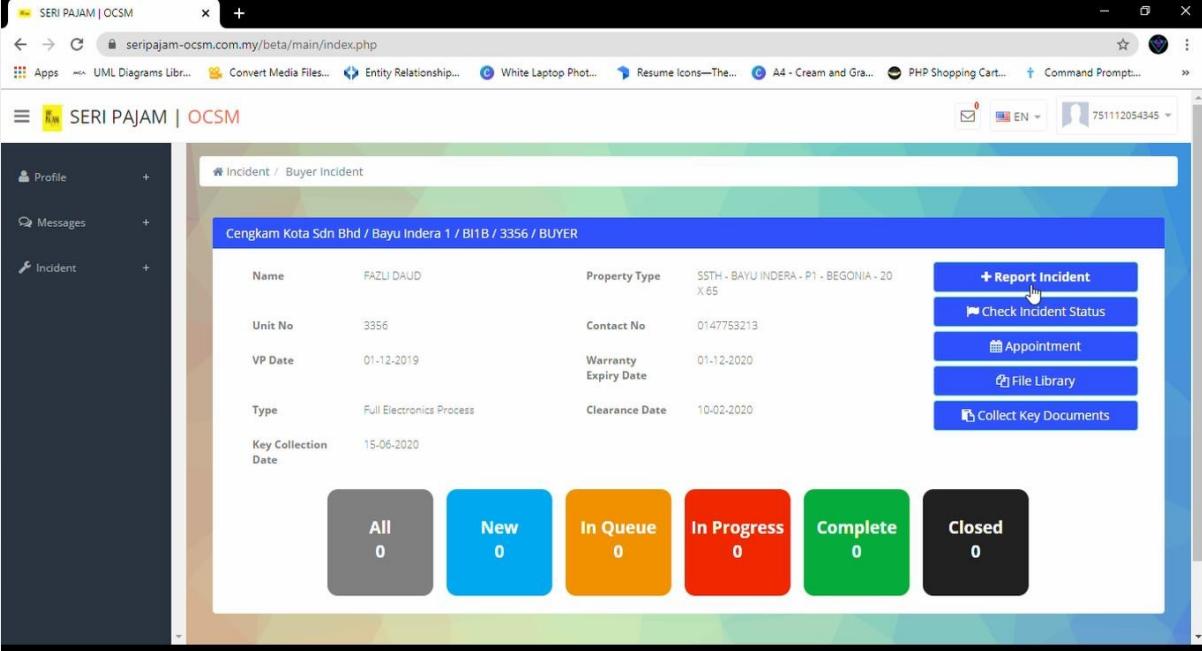
- Document 1: Key Collection Process**
A PDF titled "Key Collection Process" with a "Next" button. The document contains a list of items to be checked off before key collection, such as "House Key(s): 22 pieces", "Homeowner Manual", "Warranty Cards", "Household of fittings Checklist", "Defect Form", "Cut Off Fee: 3 units", and "Free Test and Electrical Test".
- Document 2: Key Collection Process**
A PDF titled "Key Collection Process" with a "Back" and "Next" buttons. It shows a table for "Buyer Indra 1 B1B" with columns for No, Description, Bathroom, Bedroom, Car Park, Kitchen, Dine/Kitchen, Living/Hall, Dining Hall, Yard, Store, and Sub-Total. The table lists various fixtures and fittings.
- Document 3: Key Collection Process**
A PDF titled "Key Collection Process" with a "Back" and "Next" buttons. It shows a table for "Buyer Indra 1 B1B" with columns for No, Item, No of Keys / Units, and Remarks. The table lists keys for various rooms and areas.
- Document 4: Key Collection Process**
A PDF titled "Key Collection Process" with a "Back" and "Next" buttons. It contains a "RECOGNITION - FREE GIFT REDEMPTION" section with a "Seri Pajam Development Sdn Bhd" logo. It lists free gifts: Kitchen cabinet, 21 Curtains, 20 Kitchen hand and gas tap, and Security Access Card. It also includes an "ACKNOWLEDGEMENT" section and an "Acknowledgment of Receipt" section.

Step 4 : Sign at the Signature Form screen and click button SUBMIT to complete the process.

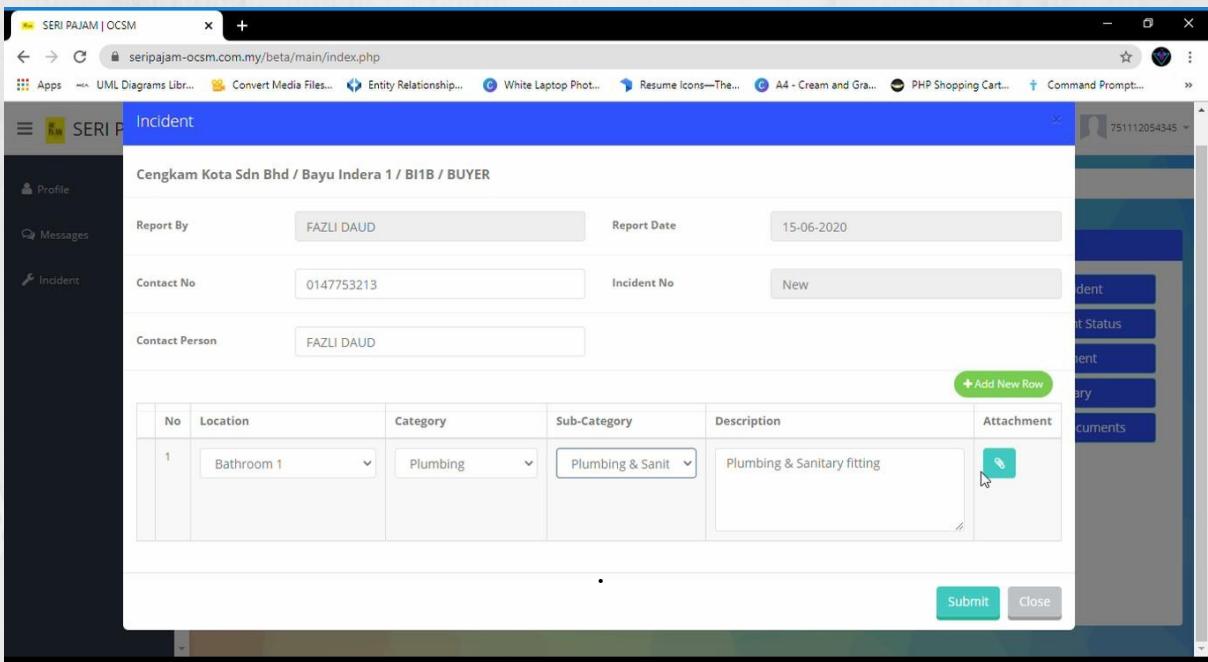


Create Incident

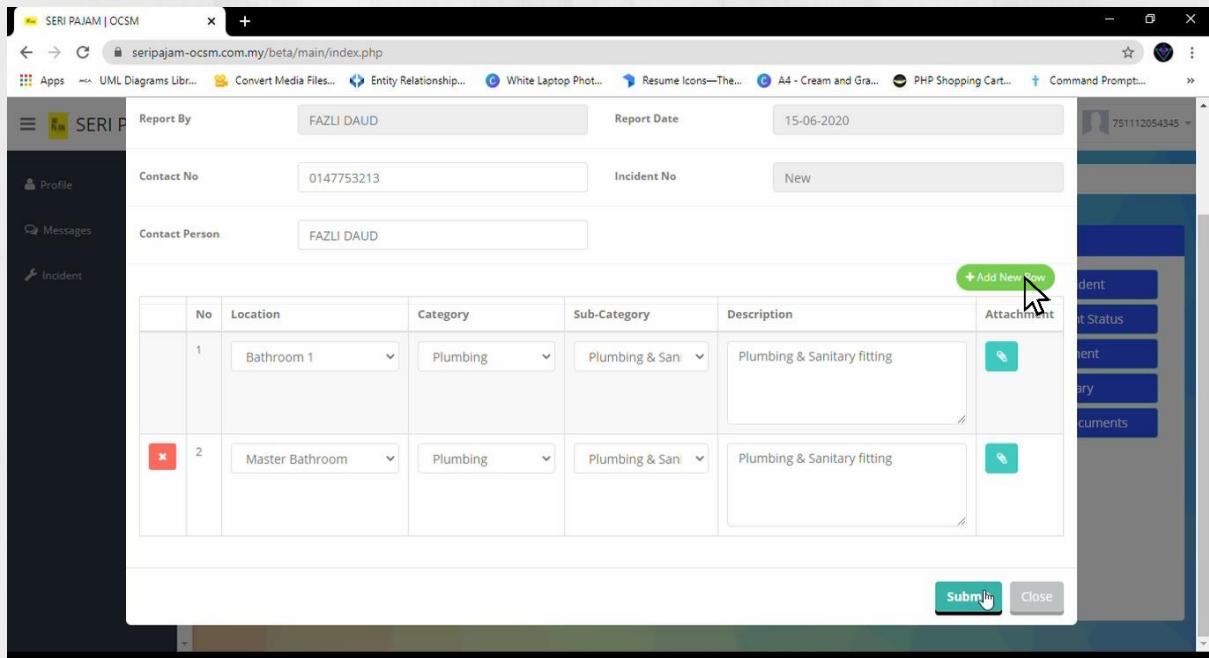
Step 1 : Login to system with user id and password and select Report incident 



Step 2 : Select location, category, subcategory, description and upload attachment from your gallery or taking a picture for incident report and followed by clicking the SUBMIT button.

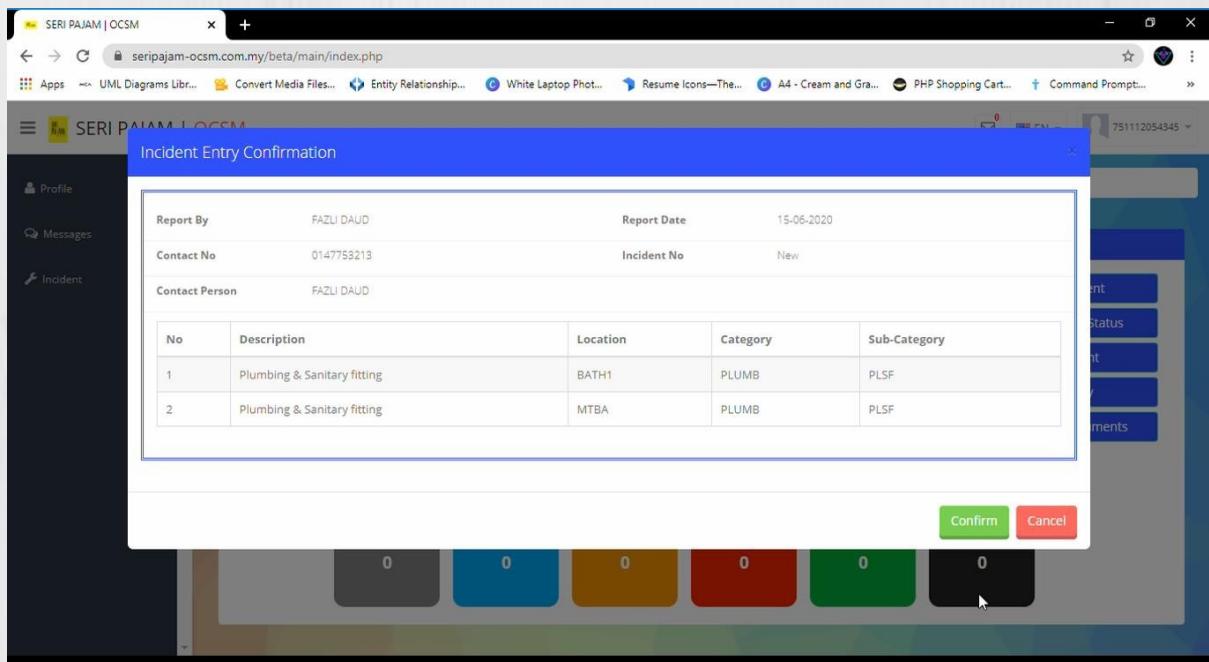


Step 3 : Select Add New Row if you want to add more than one incident and followed by clicking the SUBMIT button.



The screenshot shows the 'SERI PAJAM | OCSM' software interface. The main window displays an incident entry form. At the top, there are fields for 'Report By' (FAZLI DAUD), 'Report Date' (15-06-2020), and 'Contact No' (0147753213). Below these are fields for 'Incident No' (New) and 'Contact Person' (FAZLI DAUD). The main area is a table with columns: No, Location, Category, Sub-Category, Description, and Attachment. Two rows are visible: Row 1 (Bathroom 1, Plumbing, Plumbing & San, Plumbing & Sanitary fitting) and Row 2 (Master Bathroom, Plumbing, Plumbing & San, Plumbing & Sanitary fitting). A green button labeled '+ Add New Row' is located in the top right corner of the table area. At the bottom right of the window are 'Submit' and 'Close' buttons.

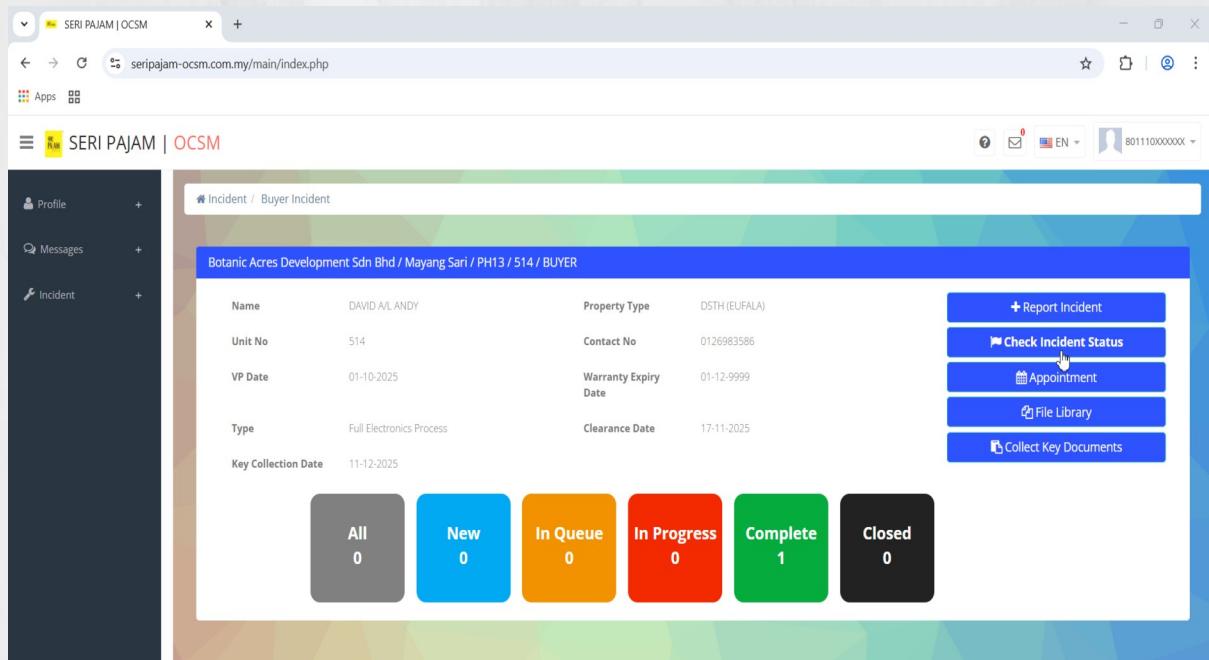
Step 4 : Click CONFIRM button to submit the Incident Entry Confirmation.



The screenshot shows a 'Incident Entry Confirmation' dialog box. It contains the same incident details as the previous screen: Report By (FAZLI DAUD), Report Date (15-06-2020), Contact No (0147753213), and Contact Person (FAZLI DAUD). Below this is a table with the same data as the previous table: No, Description, Location, Category, and Sub-Category. The table shows two rows: 1. Plumbing & Sanitary fitting, BATH1, PLUMB, PLSF and 2. Plumbing & Sanitary fitting, MTBA, PLUMB, PLSF. At the bottom of the dialog are 'Confirm' and 'Cancel' buttons. The background of the dialog has a grid of six colored boxes (grey, blue, orange, red, green, black) with the number '0' in each.

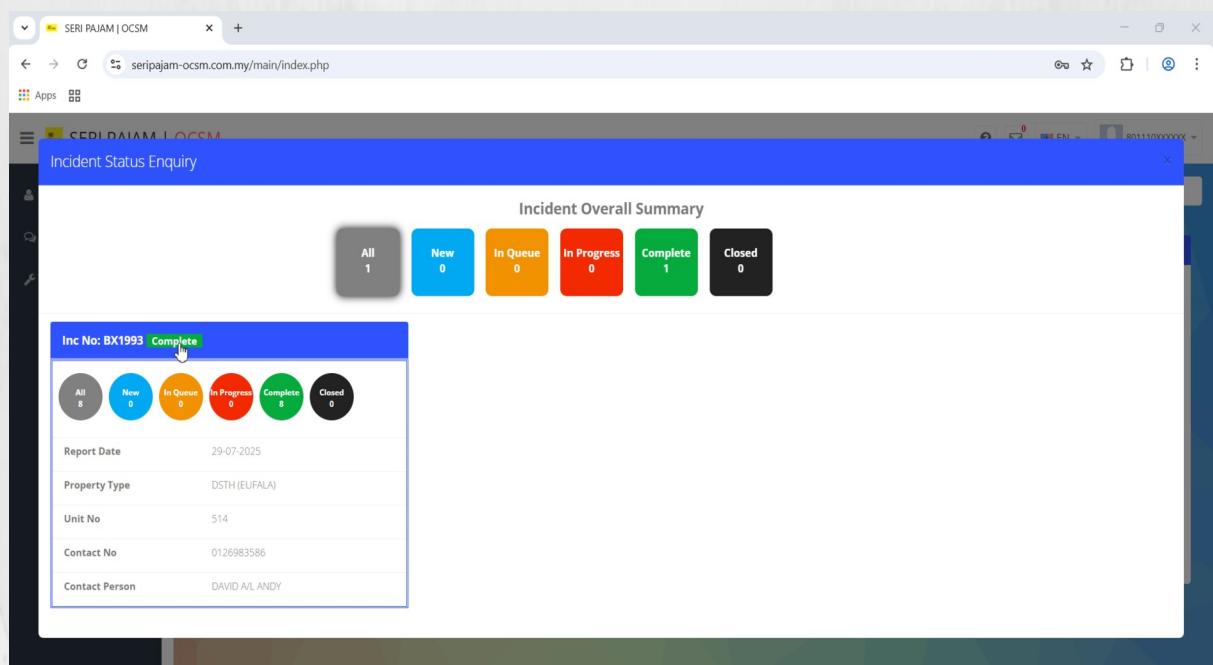
Verify Complete Incident

Step 1 : Login to system with user id and password and select Check Incident Status. 



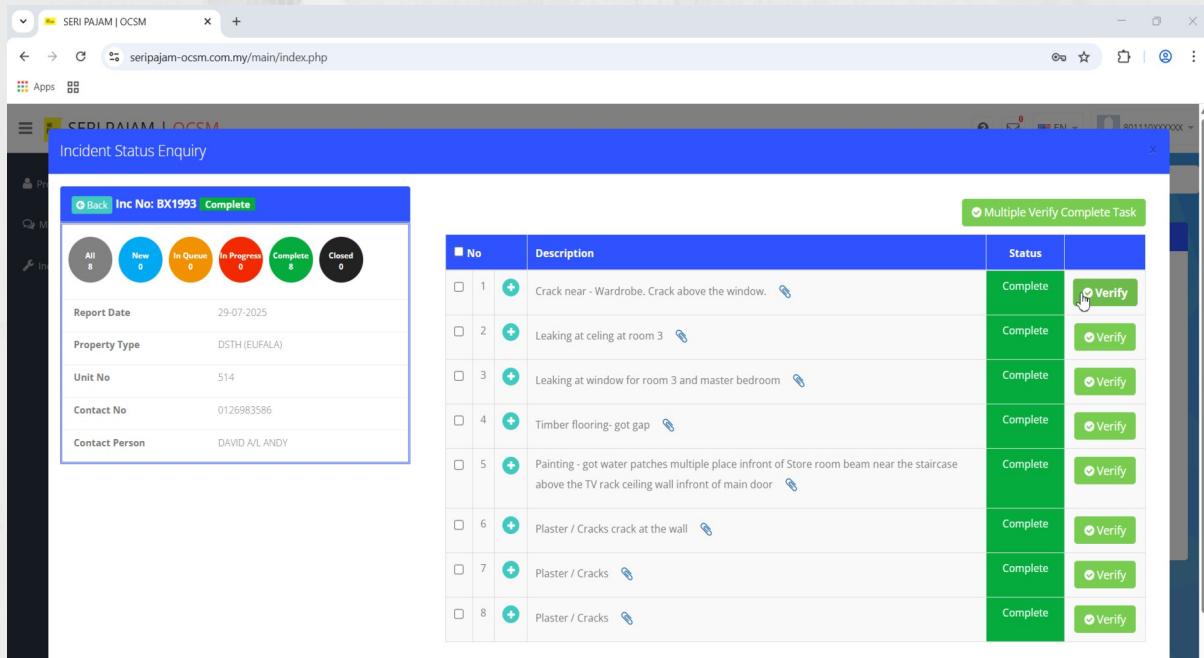
The screenshot shows the SERI PAJAM | OCSM system interface. The main content area displays an incident record for "Botanic Acres Development Sdn Bhd / Mayang Sari / PH13 / 514 / BUYER". The record includes fields for Name (DAVID A/L ANDY), Property Type (DSTH (EUFALA)), Unit No (514), Contact No (0126983586), VP Date (01-10-2025), Warranty Expiry Date (01-12-9999), Type (Full Electronics Process), Clearance Date (17-11-2025), and Key Collection Date (11-12-2025). To the right of the record is a vertical menu with buttons for Report Incident, Check Incident Status (which is highlighted with a mouse cursor), Appointment, File Library, and Collect Key Documents. Below the record is a summary bar with six colored boxes: All (0), New (0), In Queue (0), In Progress (0), Complete (1), and Closed (0).

Step 2 : Select any 'Complete' incident report.



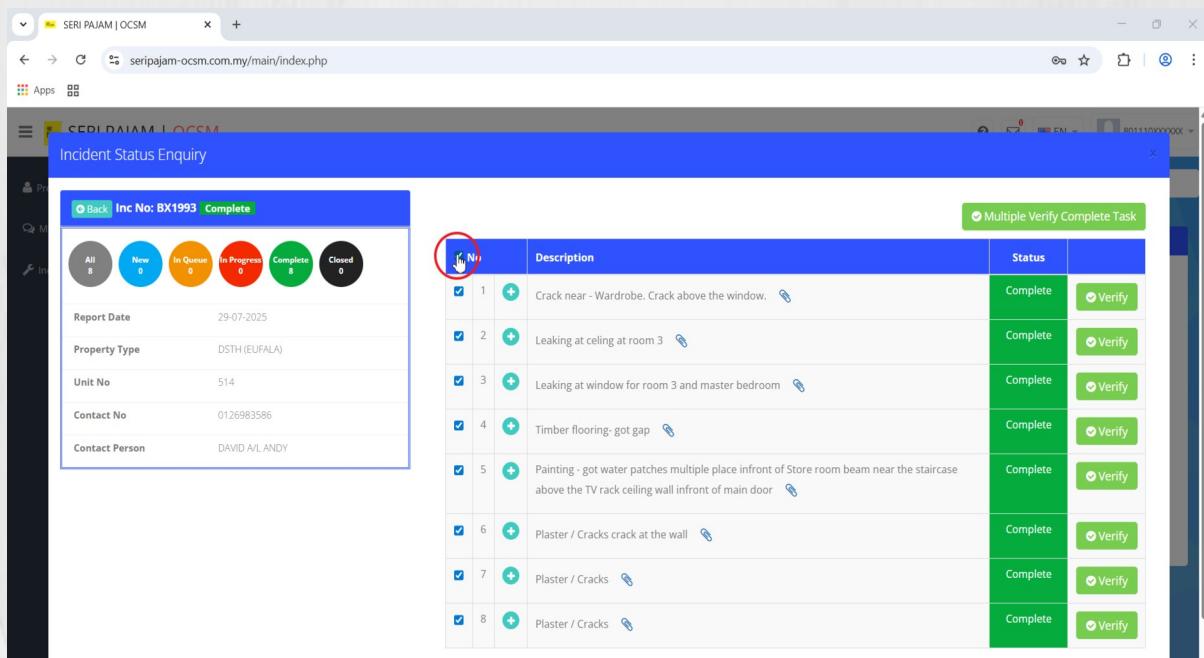
The screenshot shows the SERI PAJAM | OCSM system interface. The main content area displays an incident record for "Inc No: BX1993" with the status "Complete". The record includes fields for Report Date (29-07-2025), Property Type (DSTH (EUFALA)), Unit No (514), Contact No (0126983586), and Contact Person (DAVID A/L ANDY). Above this record is a summary bar with six colored boxes: All (1), New (0), In Queue (0), In Progress (0), Complete (1), and Closed (0). The "Complete" button in the summary bar is highlighted with a mouse cursor.

Step 3 : Select any of the ‘Complete’ task in the list and click Verify.



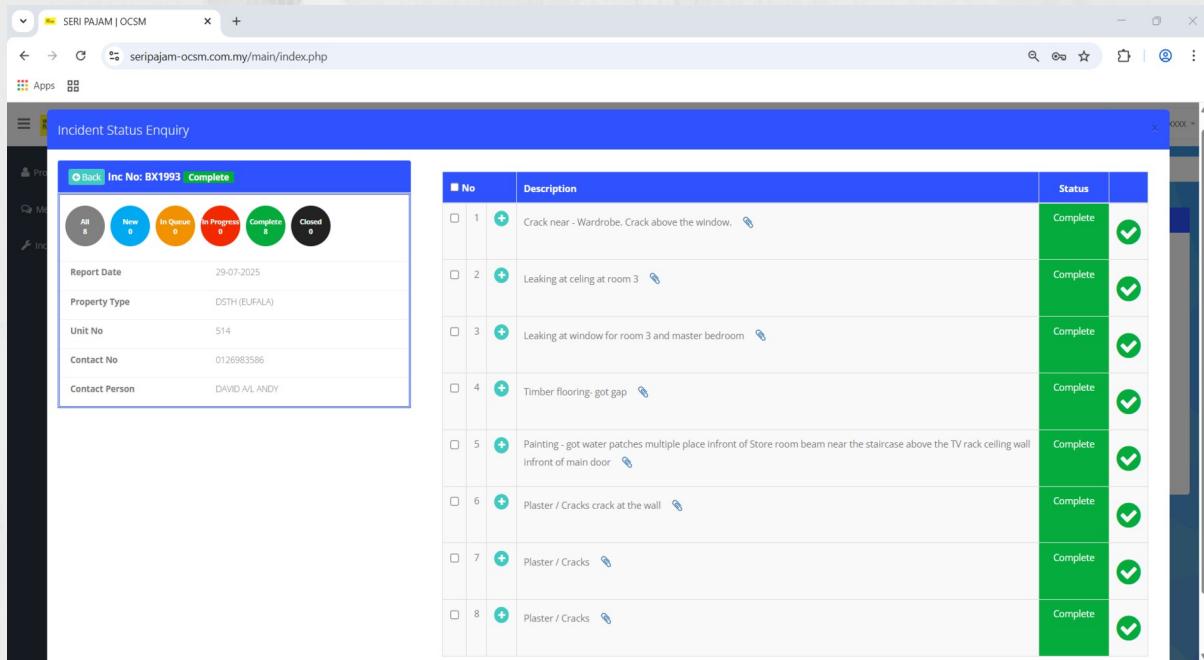
No	Description	Status	Verify
1	Crack near - Wardrobe. Crack above the window.	Complete	<input type="button" value="Verify"/>
2	Leaking at ceiling at room 3	Complete	<input type="button" value="Verify"/>
3	Leaking at window for room 3 and master bedroom	Complete	<input type="button" value="Verify"/>
4	Timber flooring- got gap	Complete	<input type="button" value="Verify"/>
5	Painting - got water patches multiple place infront of Store room beam near the staircase above the TV rack ceiling wall infront of main door	Complete	<input type="button" value="Verify"/>
6	Plaster / Cracks crack at the wall	Complete	<input type="button" value="Verify"/>
7	Plaster / Cracks	Complete	<input type="button" value="Verify"/>
8	Plaster / Cracks	Complete	<input type="button" value="Verify"/>

Or click the checkbox marked with the red circle in the image below to select all tasks, then click Multiple Verify Complete Task.



No	Description	Status	Verify
1	Crack near - Wardrobe. Crack above the window.	Complete	<input type="button" value="Verify"/>
2	Leaking at ceiling at room 3	Complete	<input type="button" value="Verify"/>
3	Leaking at window for room 3 and master bedroom	Complete	<input type="button" value="Verify"/>
4	Timber flooring- got gap	Complete	<input type="button" value="Verify"/>
5	Painting - got water patches multiple place infront of Store room beam near the staircase above the TV rack ceiling wall infront of main door	Complete	<input type="button" value="Verify"/>
6	Plaster / Cracks crack at the wall	Complete	<input type="button" value="Verify"/>
7	Plaster / Cracks	Complete	<input type="button" value="Verify"/>
8	Plaster / Cracks	Complete	<input type="button" value="Verify"/>

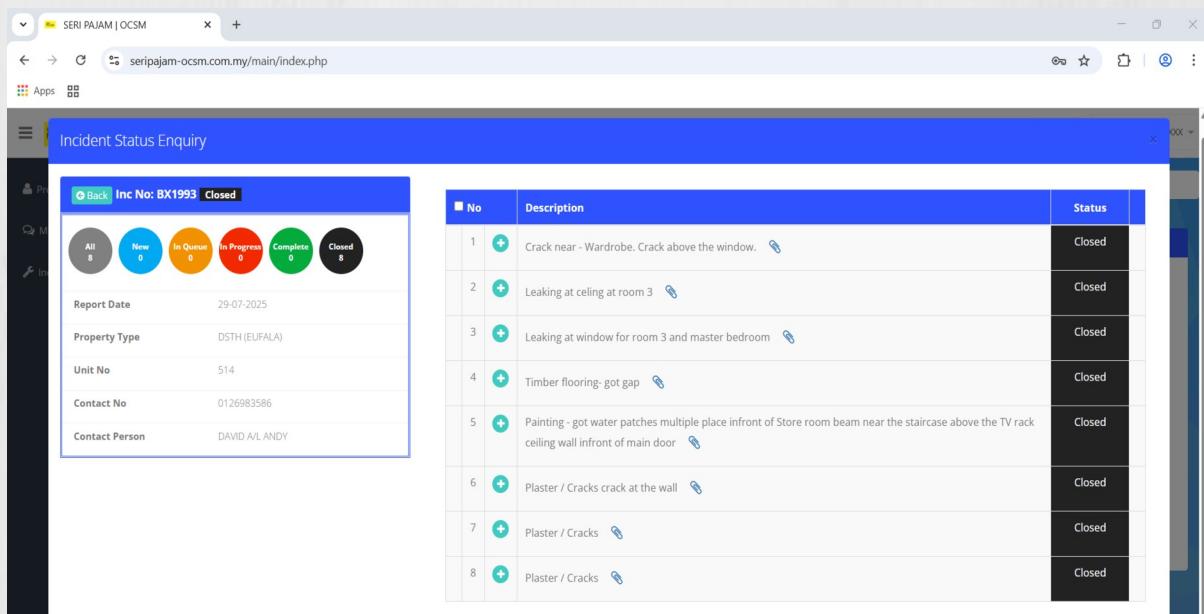
Step 4 : Please make sure all the tasks in the list are verified in order to proceed.



The screenshot shows the 'Incident Status Enquiry' page for incident BX1993. The status is 'Complete'. The table lists 8 tasks, all of which are marked as 'Complete' with a green checkmark in the 'Status' column. The tasks are:

No	Description	Status
1	Crack near - Wardrobe. Crack above the window.	Complete
2	Leaking at ceiling at room 3	Complete
3	Leaking at window for room 3 and master bedroom	Complete
4	Timber flooring- got gap	Complete
5	Painting - got water patches multiple place in front of Store room beam near the staircase above the TV rack ceiling wall in front of main door	Complete
6	Plaster / Cracks crack at the wall	Complete
7	Plaster / Cracks	Complete
8	Plaster / Cracks	Complete

Step 5 : Once all tasks have been verified, please wait for the Admin to close them, which signifies that the incident has been fully completed.



The screenshot shows the 'Incident Status Enquiry' page for incident BX1993. The status is 'Closed'. The table lists 8 tasks, all of which are marked as 'Closed' in the 'Status' column. The tasks are:

No	Description	Status
1	Crack near - Wardrobe. Crack above the window.	Closed
2	Leaking at ceiling at room 3	Closed
3	Leaking at window for room 3 and master bedroom	Closed
4	Timber flooring- got gap	Closed
5	Painting - got water patches multiple place in front of Store room beam near the staircase above the TV rack ceiling wall in front of main door	Closed
6	Plaster / Cracks crack at the wall	Closed
7	Plaster / Cracks	Closed
8	Plaster / Cracks	Closed