



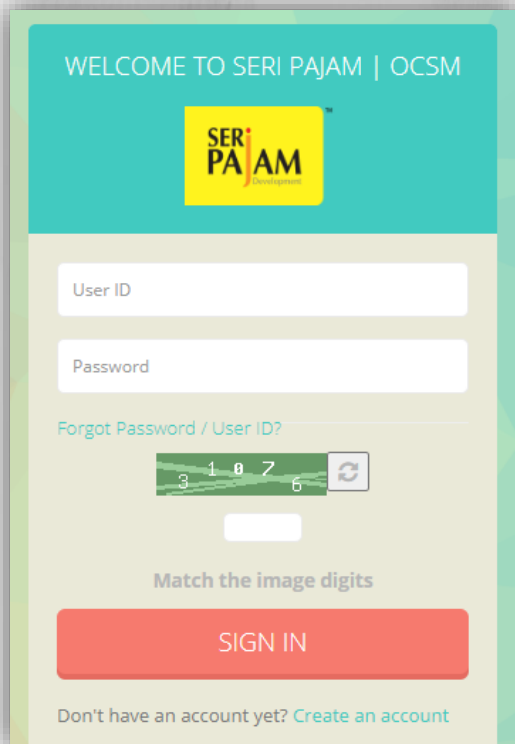
SERI PAJAM DEVELOPMENT SDN BHD

Handing Over Vacant Possession User Manual (Web/PC)



FIRST TIME USER

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



WELCOME TO SERI PAJAM | OCSM

SERI PAJAM

User ID

Password

[Forgot Password / User ID?](#)

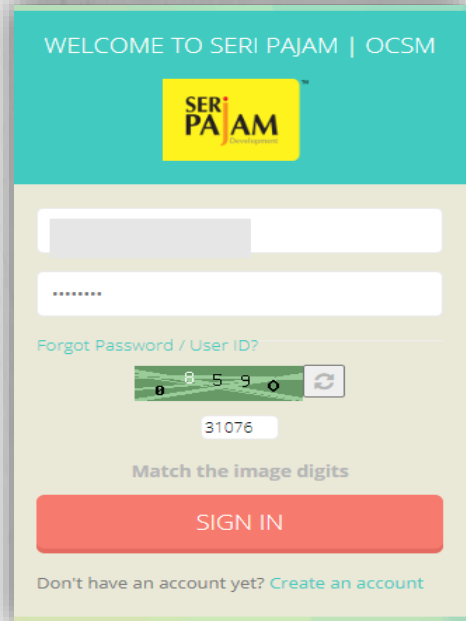
3 1 0 7 6

Match the image digits

SIGN IN

Don't have an account yet? [Create an account](#)

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



WELCOME TO SERI PAJAM | OCSM

SERI PAJAM

.....

[Forgot Password / User ID?](#)

0 8 5 9 0

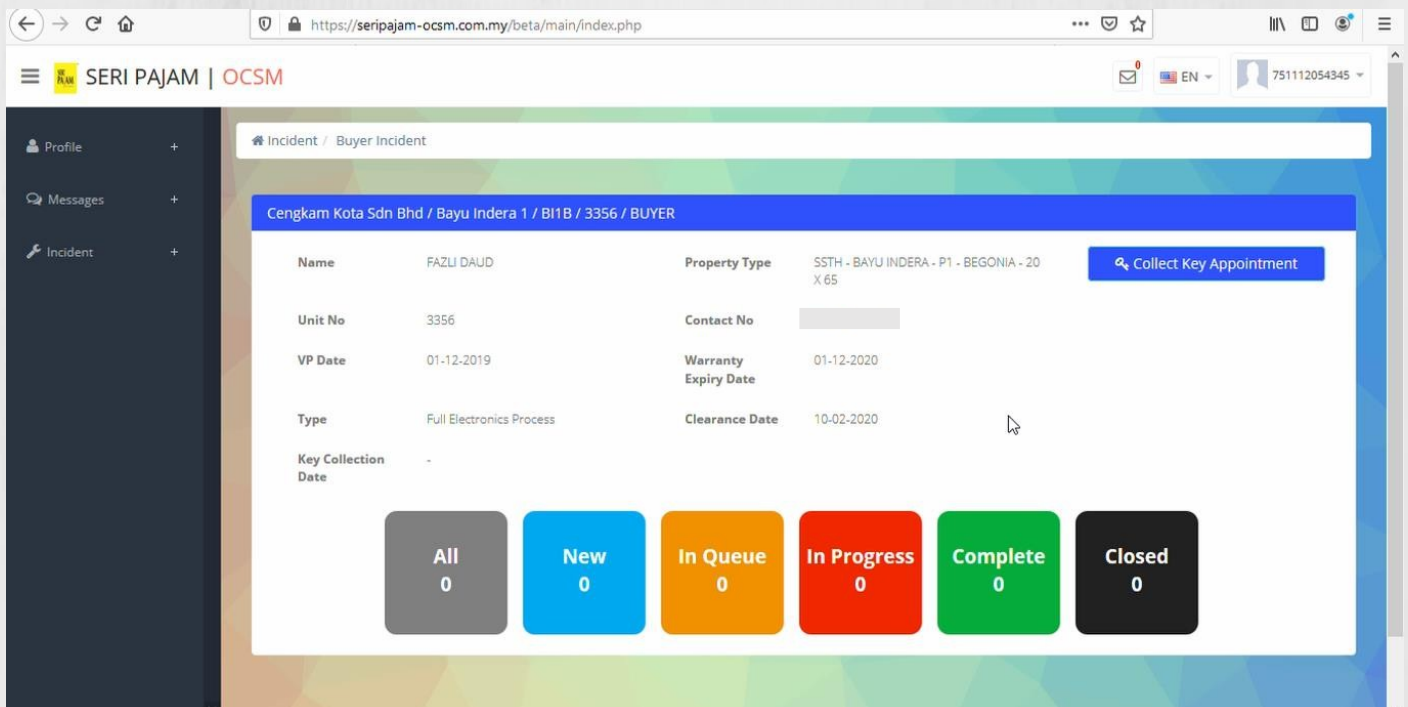
31076

Match the image digits

SIGN IN

Don't have an account yet? [Create an account](#)

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



Browser address bar: <https://seripajam-ocsm.com.my/beta/main/index.php>

Header: SERI PAJAM | OCSM

Left Sidebar:

- Profile
- Messages
- Incident

Incident / Buyer Incident

Cengkam Kota Sdn Bhd / Bayu Indera 1 / BI1B / 3356 / BUYER

Name	FAZLI DAUD	Property Type	SSTH - BAYU INDERA - P1 - BEGONIA - 20 X 65	Collect Key Appointment
Unit No	3356	Contact No		
VP Date	01-12-2019	Warranty Expiry Date	01-12-2020	
Type	Full Electronics Process	Clearance Date	10-02-2020	
Key Collection Date	-			

Summary Cards:

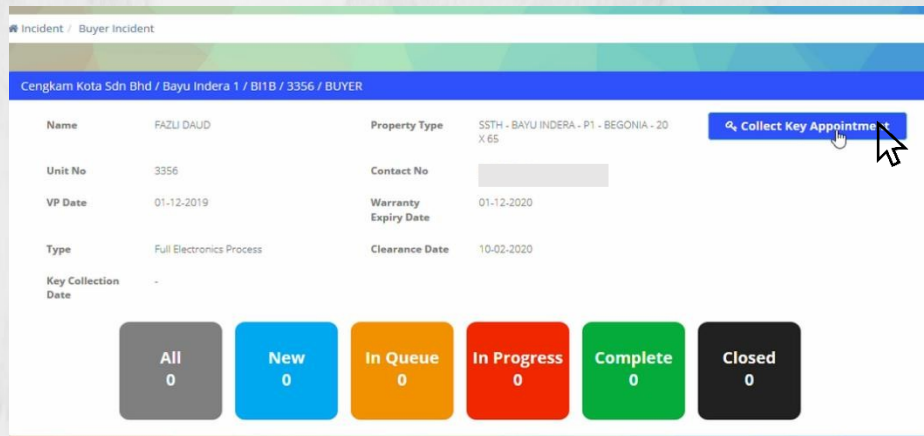
- All 0
- New 0
- In Queue 0
- In Progress 0
- Complete 0
- Closed 0

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.




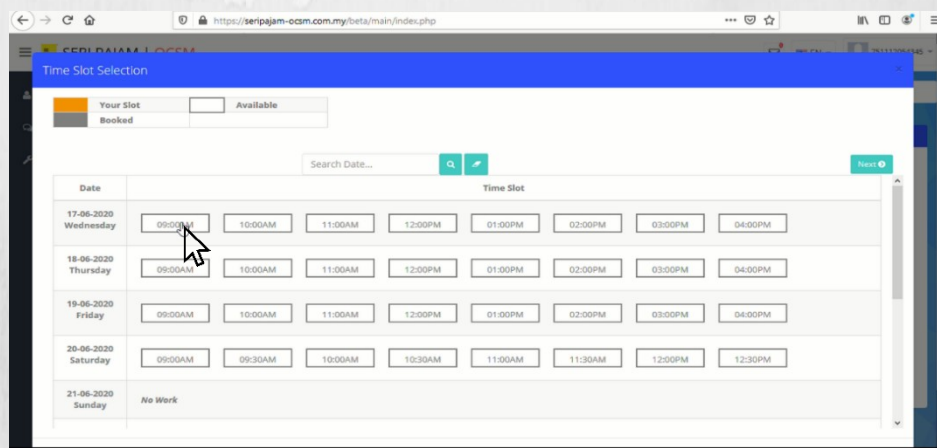
Incident / Buyer Incident

Cengkam Kota Sdn Bhd / Bayu Indera 1 / B11B / 3356 / BUYER

Name	FAZLI DAUD	Property Type	SSTH - BAYU INDERA - P1 - BEGONIA - 20 X 65	Collect Key Appointment
Unit No	3356	Contact No		
VP Date	01-12-2019	Warranty Expiry Date	01-12-2020	
Type	Full Electronics Process	Clearance Date	10-02-2020	
Key Collection Date	-			

All 0 New 0 In Queue 0 In Progress 0 Complete 0 Closed 0

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. 



Time Slot Selection

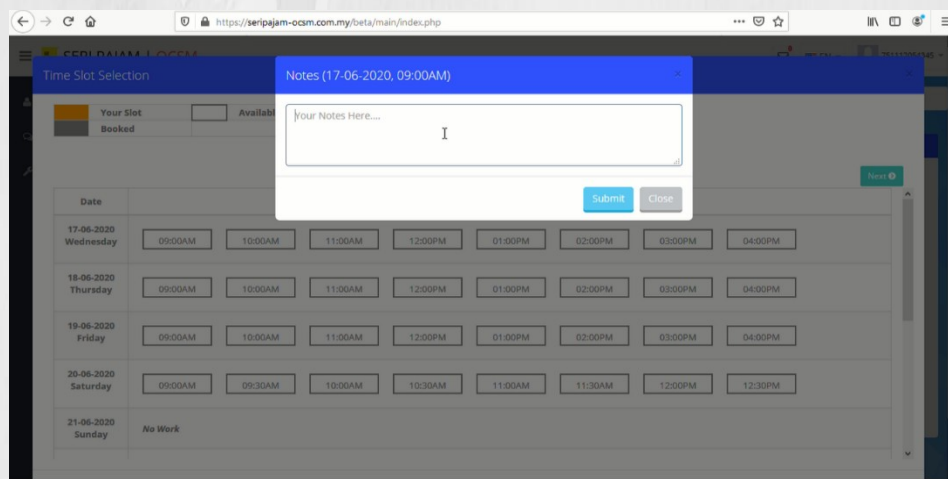
Your Slot Available

Search Date...

Date	Time Slot
17-06-2020 Wednesday	09:00AM 10:00AM 11:00AM 12:00PM 01:00PM 02:00PM 03:00PM 04:00PM
18-06-2020 Thursday	09:00AM 10:00AM 11:00AM 12:00PM 01:00PM 02:00PM 03:00PM 04:00PM
19-06-2020 Friday	09:00AM 10:00AM 11:00AM 12:00PM 01:00PM 02:00PM 03:00PM 04:00PM
20-06-2020 Saturday	09:00AM 09:30AM 10:00AM 10:30AM 11:00AM 11:30AM 12:00PM 12:30PM
21-06-2020 Sunday	No Work

Next

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



Time Slot Selection

Notes (17-06-2020, 09:00AM)

Your Notes Here...

Submit Close

Next

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

The screenshot shows a web browser window with the URL <https://seripajam-ocsm.com.my/beta/main/index.php>. The page title is "Time Slot Selection".

At the top, there is a legend:

09:00AM	Your Slot	10:00AM	Available
09:00AM	Booked		

Below the legend, a red-bordered box contains the following information:

Our staff will arrive at your house on the selected time slot. Please refer below for the staff info:
Name : THONG
Contact No: 738723021
Reminder: Please wait 2 minute(s) to change time slot.

Below this box is a search bar labeled "Search Date..." with a magnifying glass icon and a "Next" button.

The main content area is a table with the following structure:

Date	Time Slot							
17-06-2020 Wednesday	09:00AM	10:00AM	11:00AM	12:00PM	01:00PM	02:00PM	03:00PM	04:00PM
18-06-2020 Thursday	09:00AM	10:00AM	11:00AM	12:00PM	01:00PM	02:00PM	03:00PM	04:00PM
19-06-2020 Friday	09:00AM	10:00AM	11:00AM	12:00PM	01:00PM	02:00PM	03:00PM	04:00PM
20-06-2020 Saturday	09:00AM	09:30AM	10:00AM	10:30AM	11:00AM	11:30AM	12:00PM	12:30PM

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.

The screenshot shows the SERI PAJAM OCSM web application. The user is logged in as '751112054345'. The main content area displays the 'Incident / Buyer Incident' for 'Cengkam Kota Sdn Bhd / Bayu Indera 1 / B11B / 3356 / BUYER'. The incident details include:

Name	Property Type	Unit No	Contact No	VP Date	Warranty Expiry Date	Type	Clearance Date	Key Collection Date
FAZLI DAUD	SSTH - BAYU INDERA - P1 - BEGONIA - 20 X 65	3356	0147753213	01-12-2019	01-12-2020	Full Electronics Process	10-02-2020	-

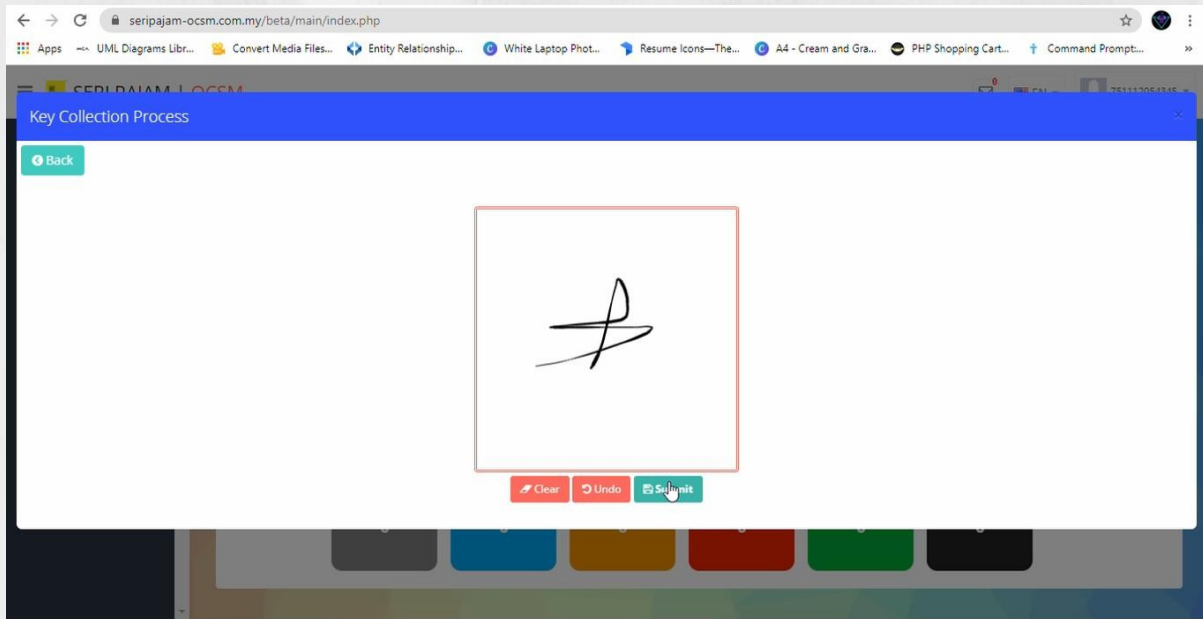
Below the details are status buttons: All (0), New (0), In Queue (0), In Progress (0), Complete (0), and Closed (0). A 'Collect Key Signing' button is highlighted with a mouse cursor.

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


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

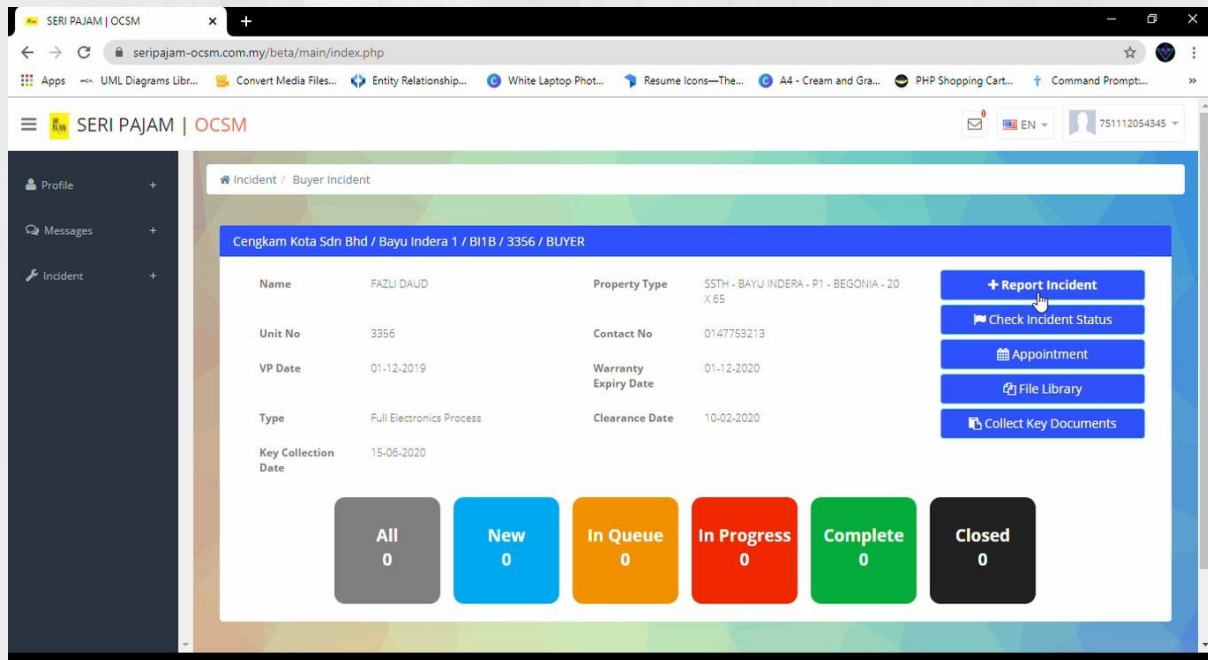
- Document 1:** A letter from SERI PAJAM to the buyer, dated 15-06-2020, regarding the delivery of vacant possession and collection of house keys. It includes project details and a list of items to be delivered.
- Document 2:** A detailed schedule of items to be delivered, categorized by room/area. The items include Aluminum Kitchen Sink, Basin with PPR Tap, Fitting W.R.G, Stop Tap, Shower Point, 10 AMP Plug Point, 10 AMP Plug Point, Shower Point, CBB Panel, and Ceiling Fan Point.
- Document 3:** A table listing the items to be delivered, categorized by room/area. The items include Master Room Keys, Sliding Door Keys, Master Bedroom Keys, Bedroom 1 Keys, Bedroom 2 Keys, Bedroom 3 Keys, Kitchen Keys, Back Door Keys, Car Stickers, and Security Access Card.
- Document 4:** A form for the buyer to acknowledge receipt of the keys and items, dated 15-06-2020. It includes a section for the buyer's signature and a section for the supervisor's signature.

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

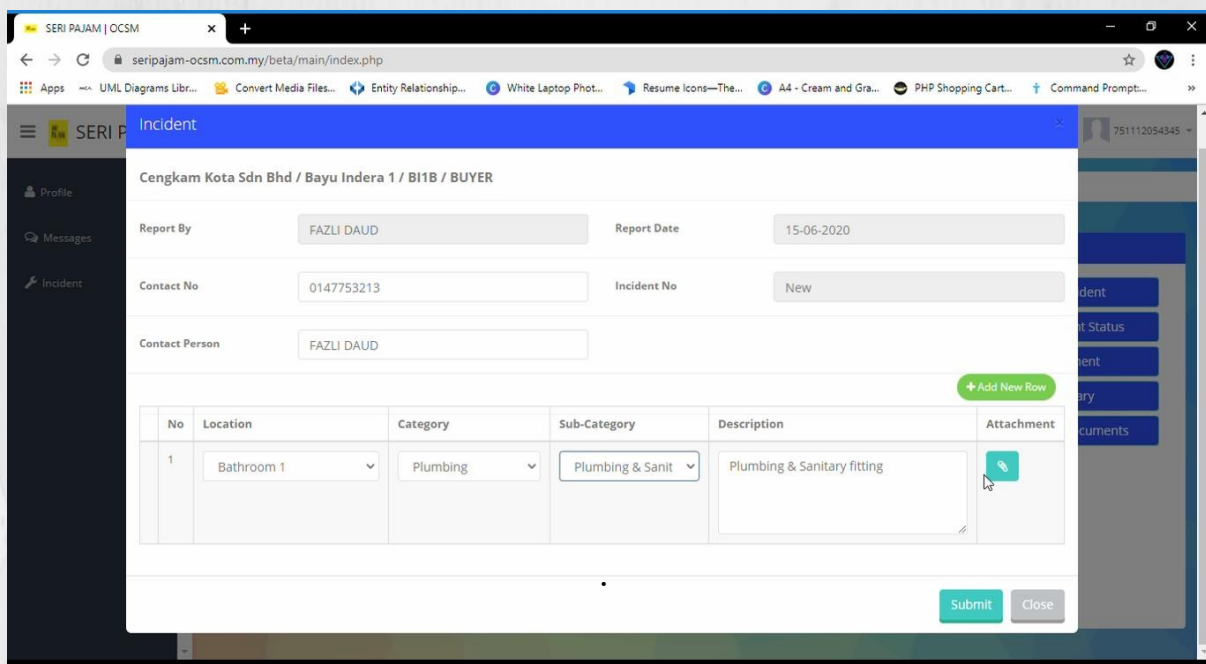


Create Incident

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.

Report By: FAZLI DAUD, Report Date: 15-06-2020

Contact No: 0147753213, Incident No: New

Contact Person: FAZLI DAUD

No	Location	Category	Sub-Category	Description	Attachment
1	Bathroom 1	Plumbing	Plumbing & Sani	Plumbing & Sanitary fitting	
2	Master Bathroom	Plumbing	Plumbing & Sani	Plumbing & Sanitary fitting	

Buttons: Add New Row, Submit, Close

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

Incident Entry Confirmation

Report By: FAZLI DAUD, Report Date: 15-06-2020


Contact No: 0147753213, Incident No: New

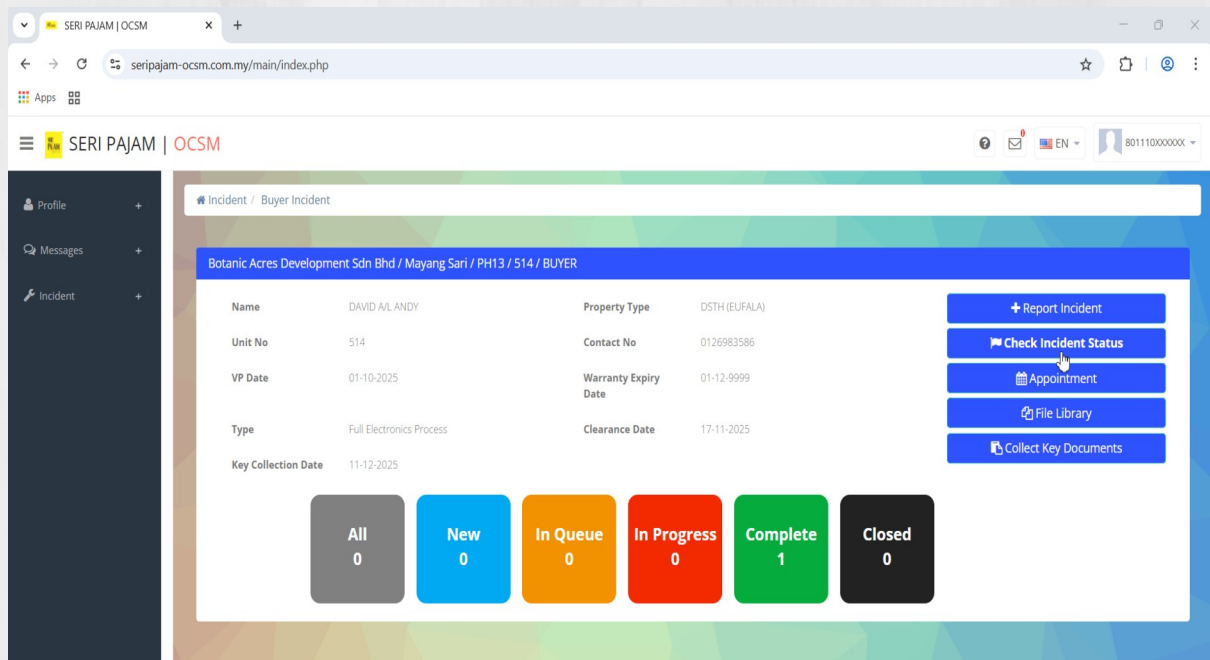
Contact Person: FAZLI DAUD

No	Description	Location	Category	Sub-Category
1	Plumbing & Sanitary fitting	BATH1	PLUMB	PLSF
2	Plumbing & Sanitary fitting	MTBA	PLUMB	PLSF

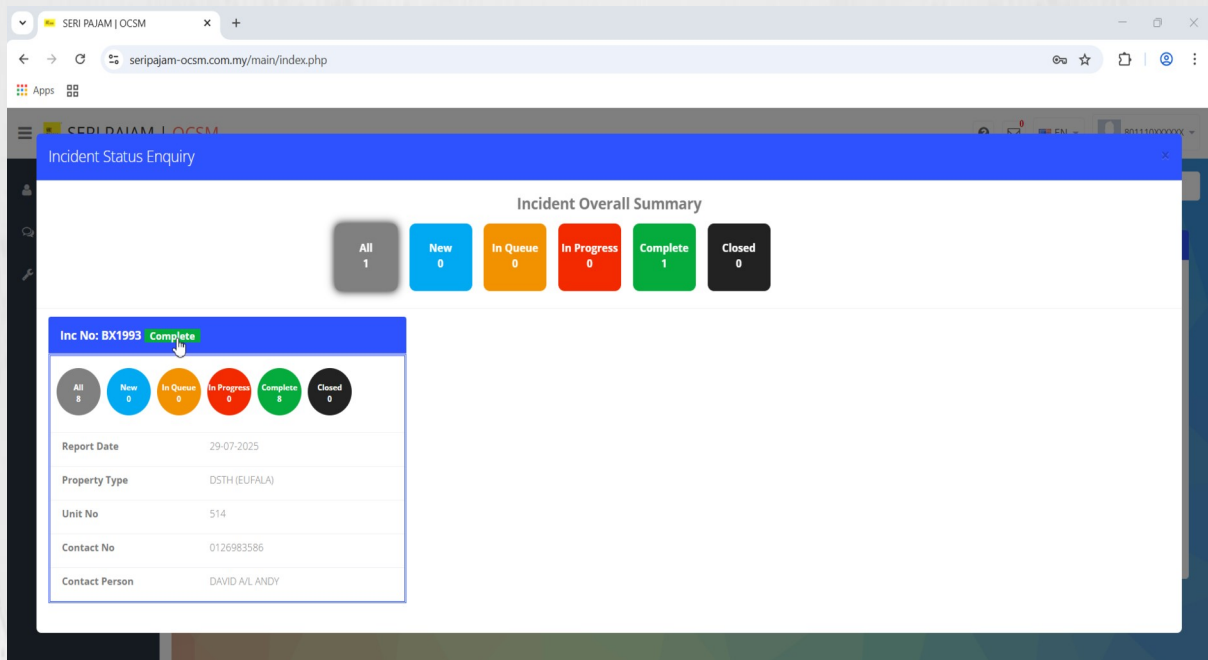
Buttons: Confirm, Cancel

Verify Complete Incident

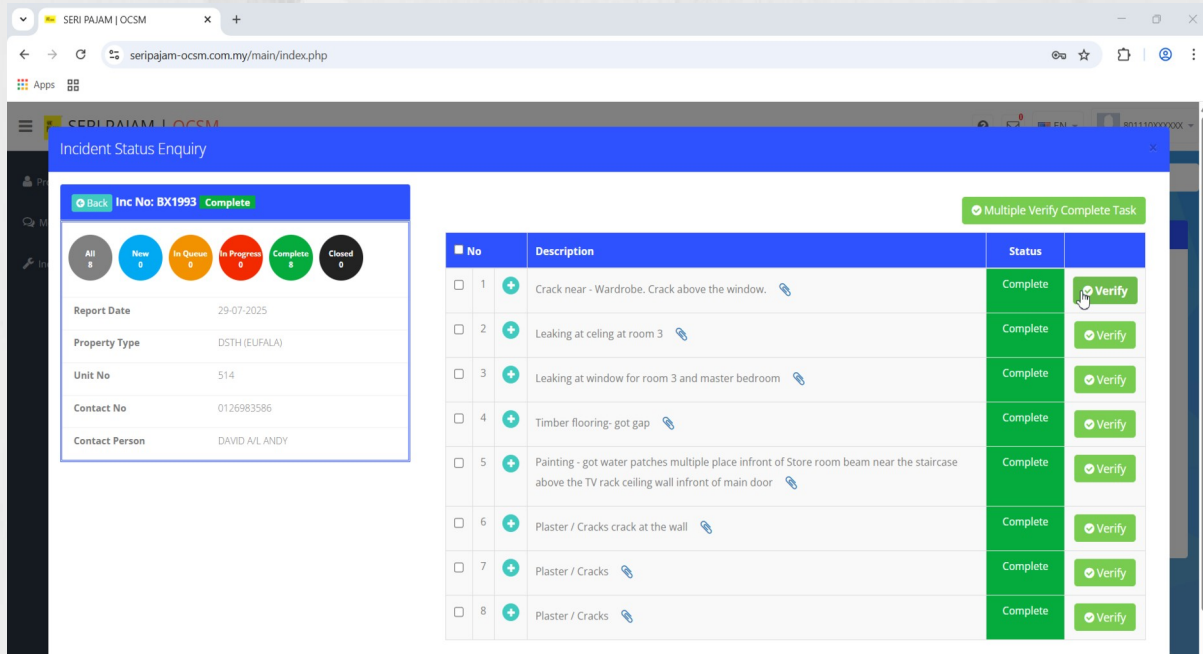
Step 1 : Login to system with user id and password and select Check Incident Status. 



Step 2 : Select any 'Complete' incident report.



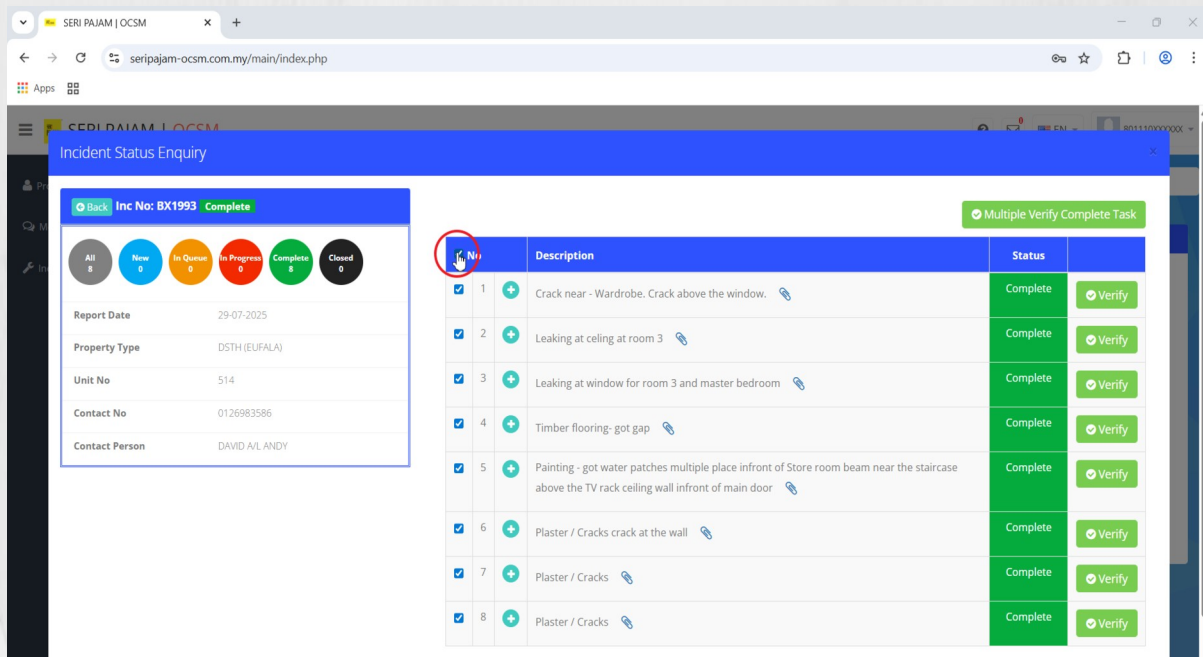
Step 3 : Select any of the ‘Complete’ task in the list and click Verify.



The screenshot shows the 'Incident Status Enquiry' page for incident number BX1993, which is marked as 'Complete'. On the left, there is a sidebar with filters: All (8), New (0), In Queue (0), In Progress (0), Complete (8), and Closed (0). Below the filters, details for the incident are listed: Report Date (29-07-2025), Property Type (DSTH (EUFALA)), Unit No (514), Contact No (0126983586), and Contact Person (DAVID A/L ANDY). The main table displays a list of tasks, all with a status of 'Complete'. Each task has a checkbox, a description, and a 'Verify' button. A 'Multiple Verify Complete Task' button is located at the top right of the table.

No	Description	Status	Verify
1	Crack near - Wardrobe. Crack above the window.	Complete	Verify
2	Leaking at ceiling at room 3	Complete	Verify
3	Leaking at window for room 3 and master bedroom	Complete	Verify
4	Timber flooring- got gap	Complete	Verify
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	Verify
6	Plaster / Cracks crack at the wall	Complete	Verify
7	Plaster / Cracks	Complete	Verify
8	Plaster / Cracks	Complete	Verify

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



This screenshot shows the same 'Incident Status Enquiry' page, but with all checkboxes in the 'No' column selected. A red circle highlights the first checkbox, indicating the selection of all tasks. The 'Multiple Verify Complete Task' button remains visible at the top right of the table.

No	Description	Status	Verify
1	Crack near - Wardrobe. Crack above the window.	Complete	Verify
2	Leaking at ceiling at room 3	Complete	Verify
3	Leaking at window for room 3 and master bedroom	Complete	Verify
4	Timber flooring- got gap	Complete	Verify
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	Verify
6	Plaster / Cracks crack at the wall	Complete	Verify
7	Plaster / Cracks	Complete	Verify
8	Plaster / Cracks	Complete	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 left sidebar shows a summary of the incident details. The main table lists 8 tasks, all of which are marked as 'Complete' with a green checkmark.

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 left sidebar shows a summary of the incident details. The main table lists 8 tasks, all of which are marked as 'Closed' with a black background.

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