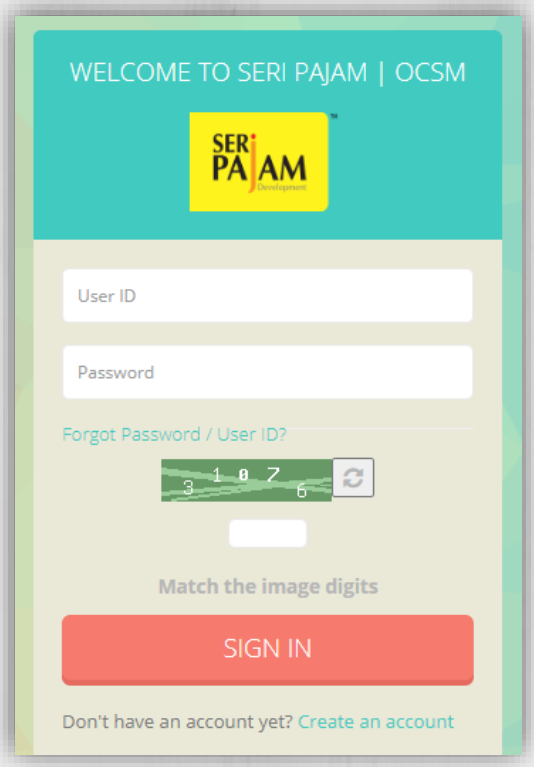
SERI PAJAM DEVELOPMENT SDN BHD

Handing Over Vacant Possession User Manual

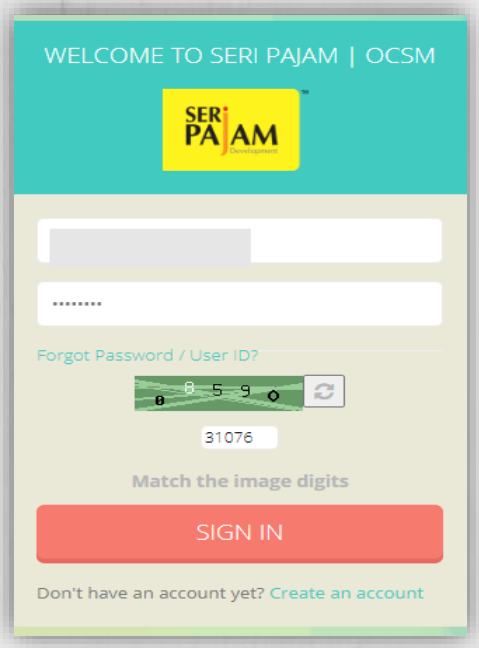
(Web/PC)

FIRST TIME USER

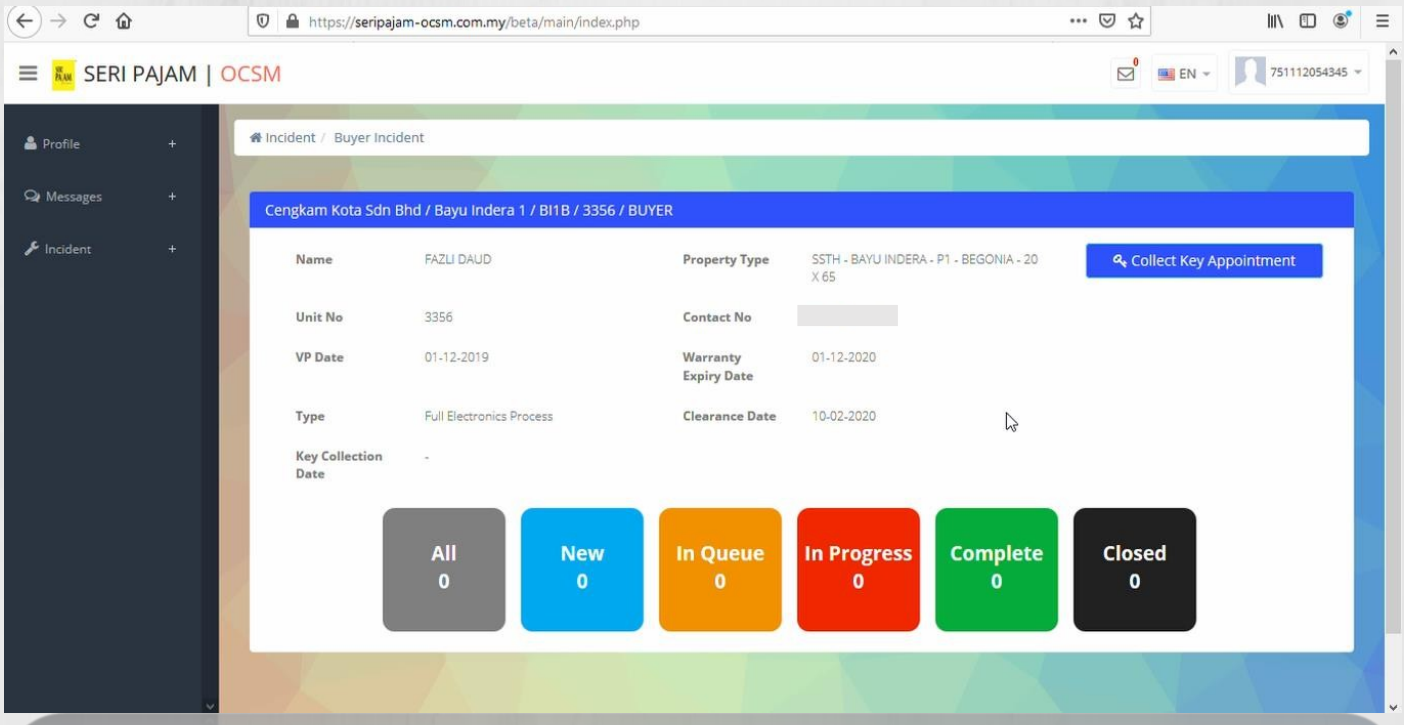
1. Go to https://seripajam-ocsm.com.my



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



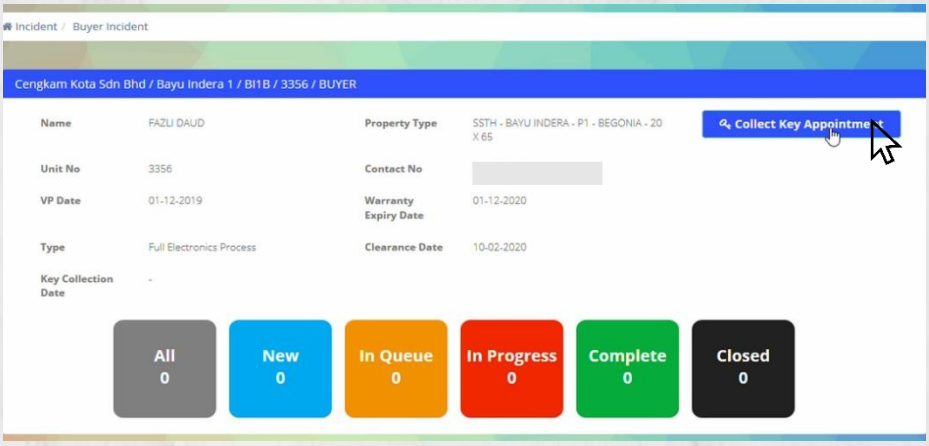
3. After successfull login, this web will bring you to the interface of Seri Pajam.



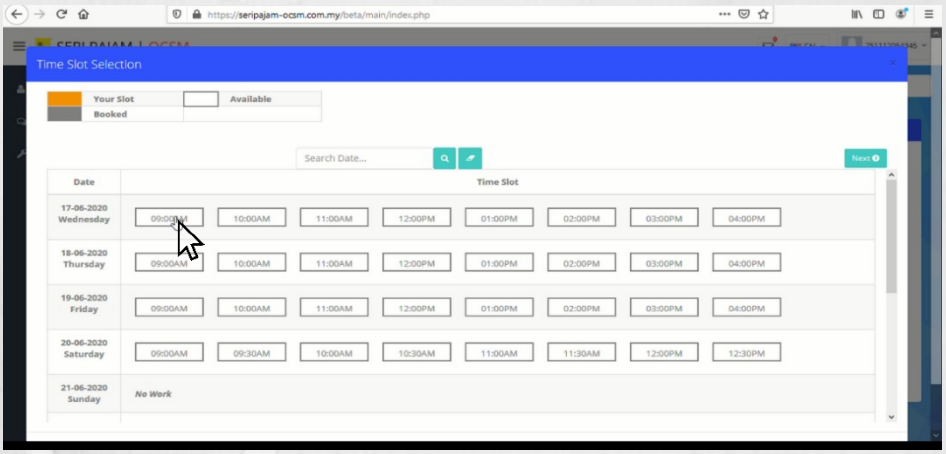
Appointment Booking

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.

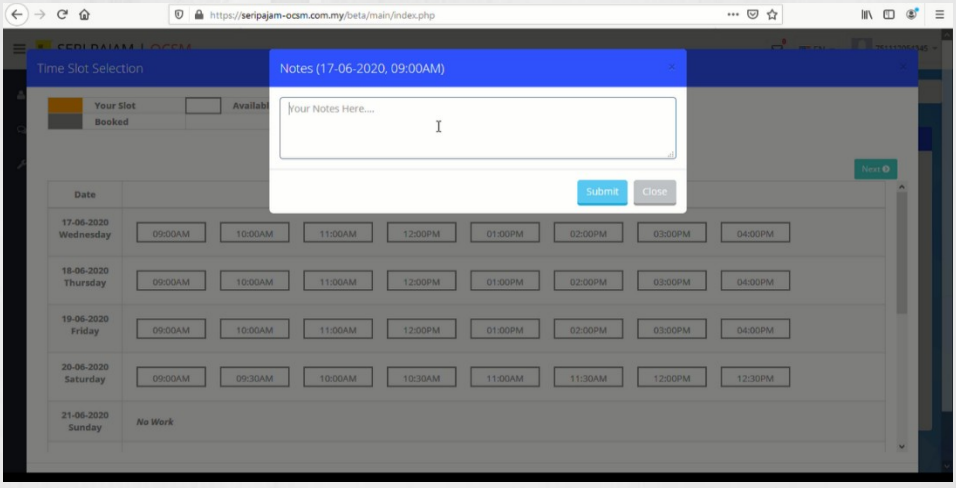
Step 1 : Select Collect Key Appointment.



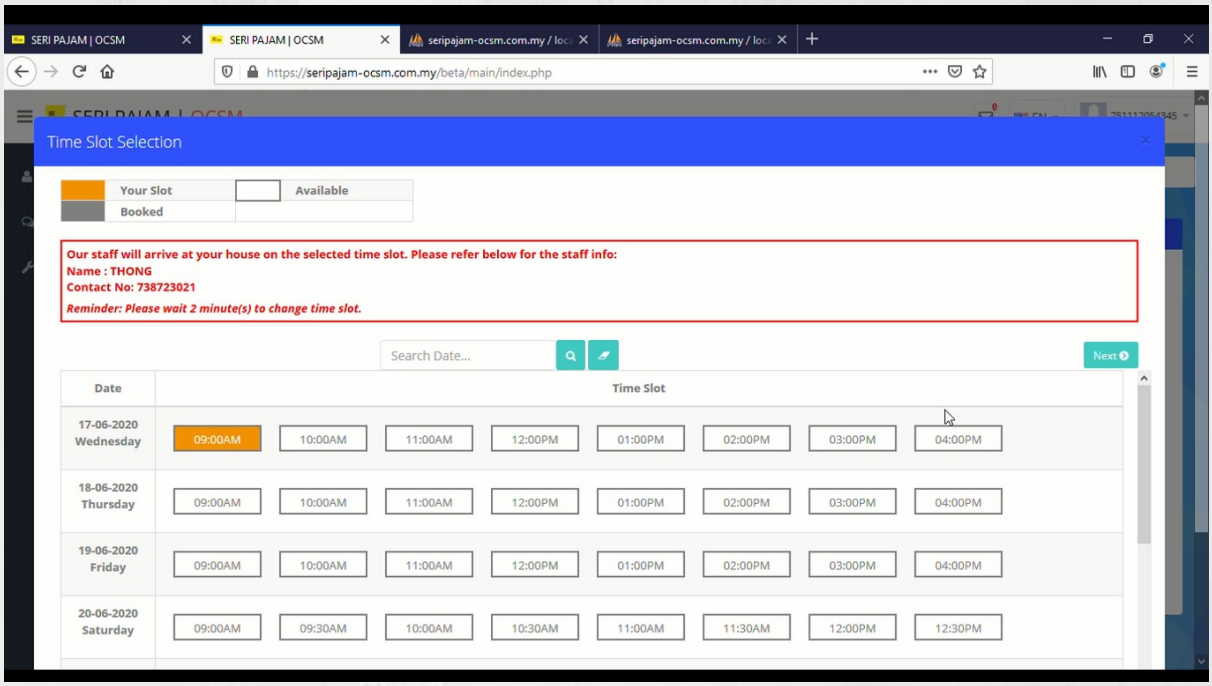
Step 2 : Select next or previous button to select the date before and after and you can click on the time to choose specific time.



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



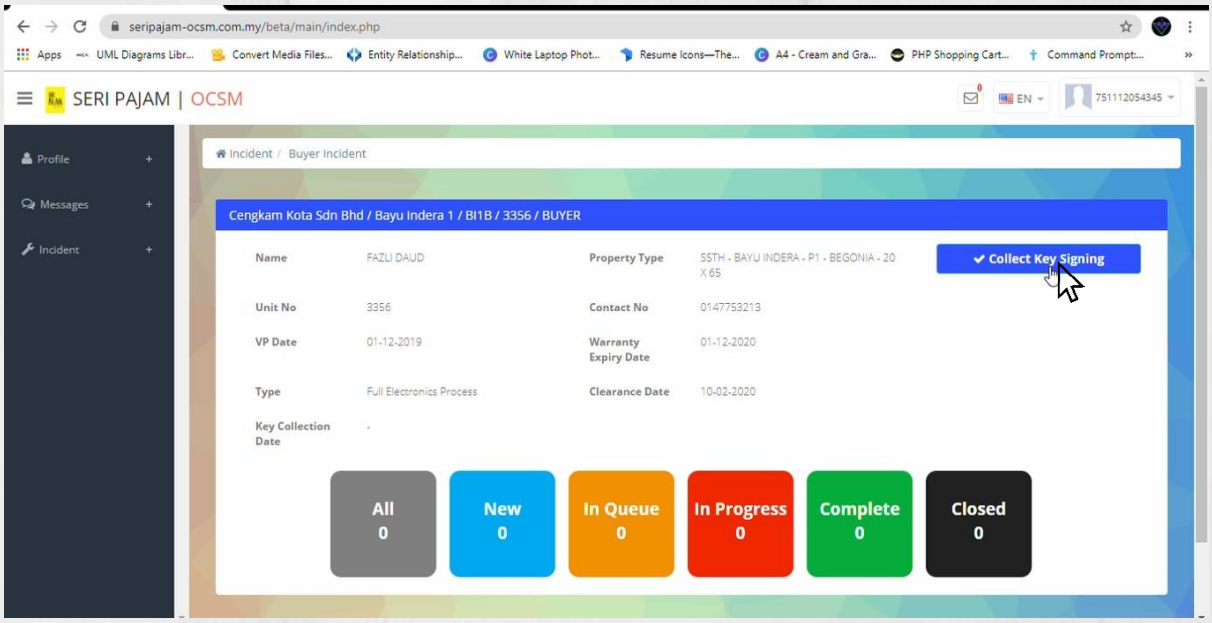
Step 4 : The colour of booked time slot will change to Orange after your booking is succesfull and supervisor information will be displayed on the screen.



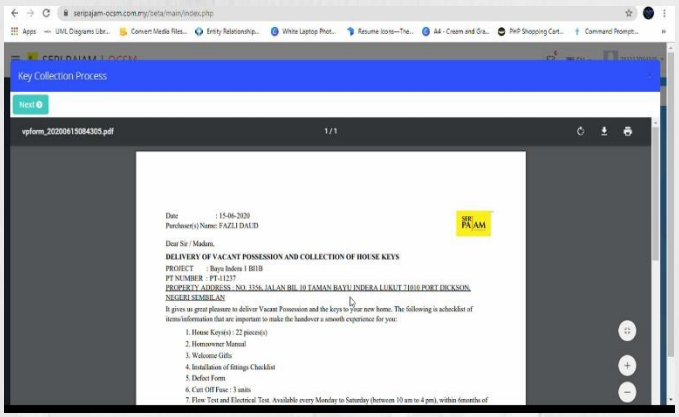
VP Handover and Key Collection Process

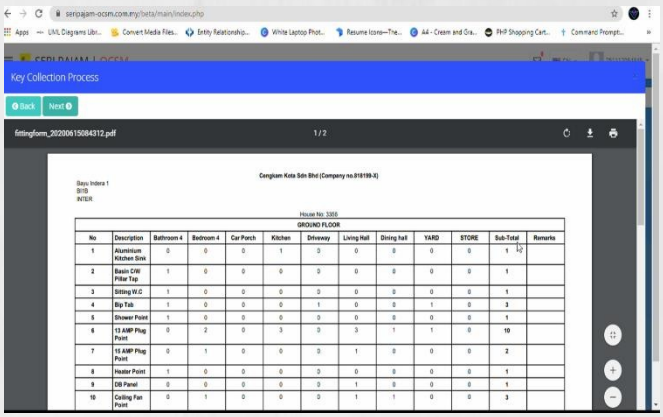
*Supervisor will deliver house key to your unit no at your appointment date and time

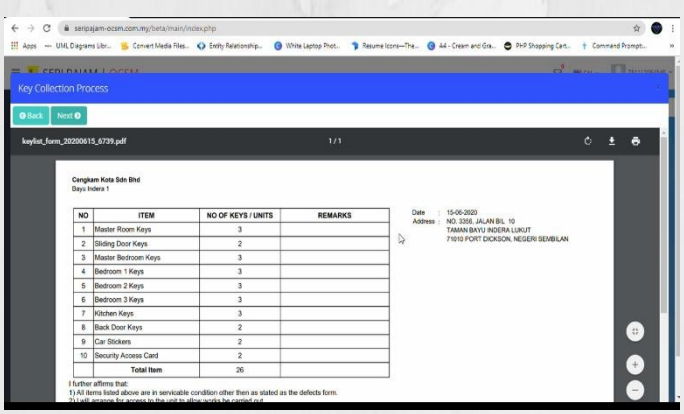
Step 1 : Login to system with user id and password and select Collect Key Signing.

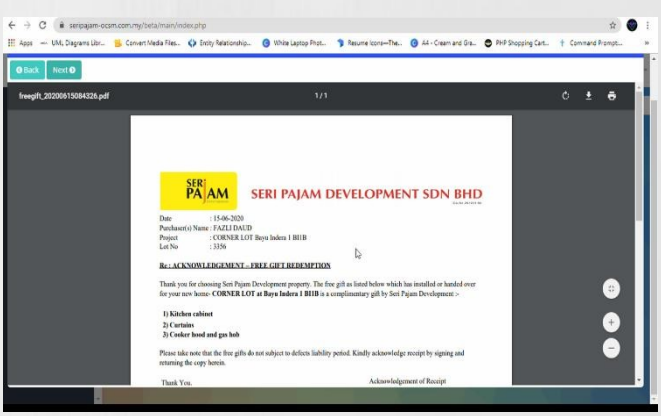


Step 2 : This application will show the flow of this document. Select next or previous button to view documents.

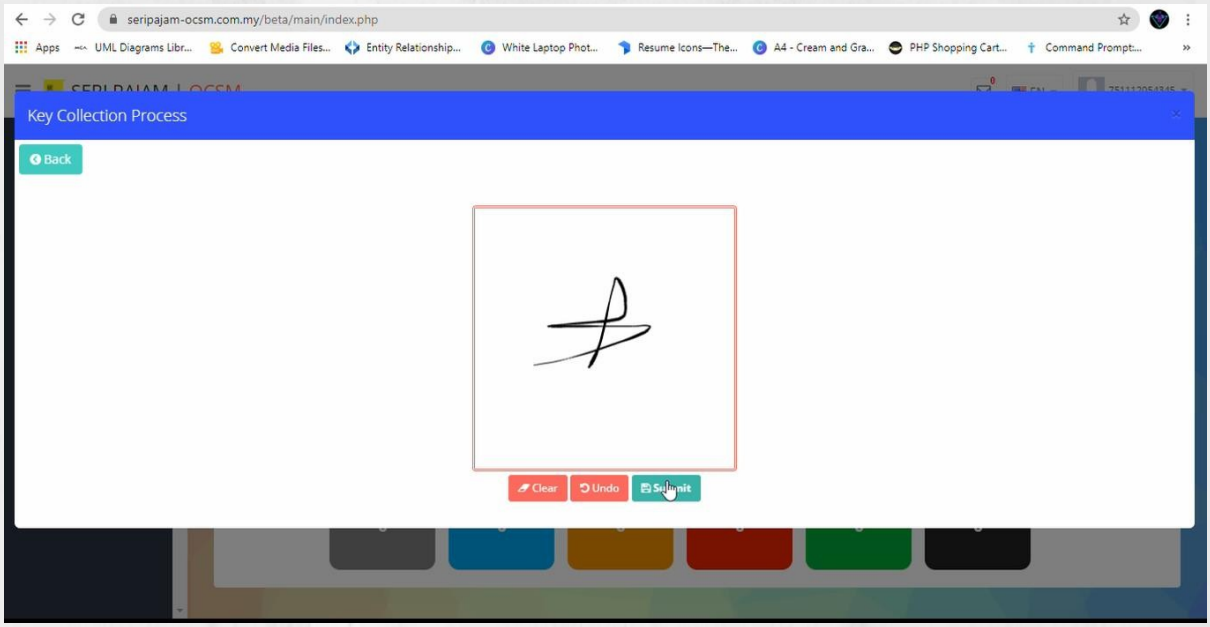






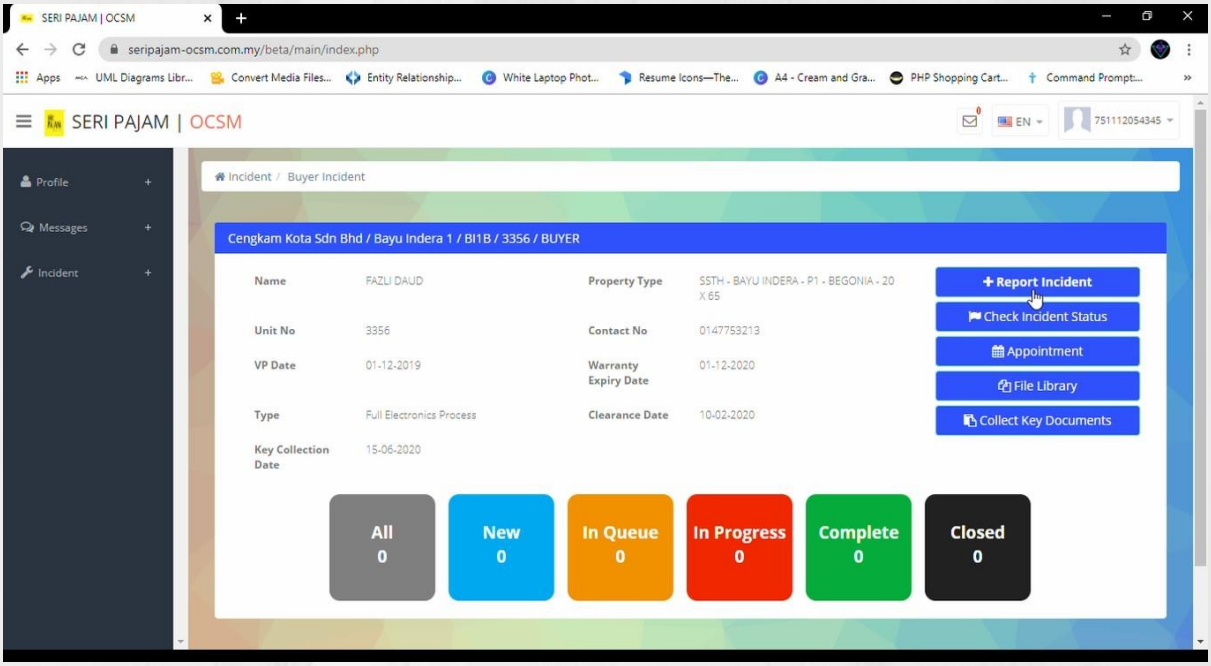


Step 4 : Sign at the Signature Form screen and click button SUBMIT to complete the process.

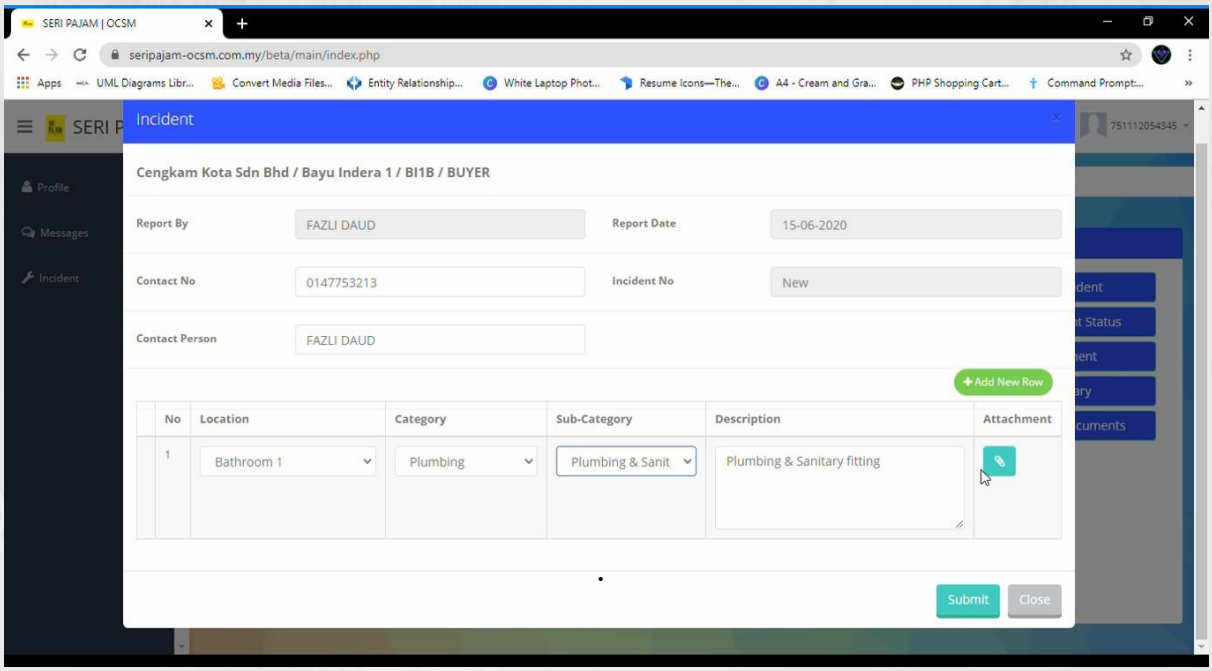


Create Incident

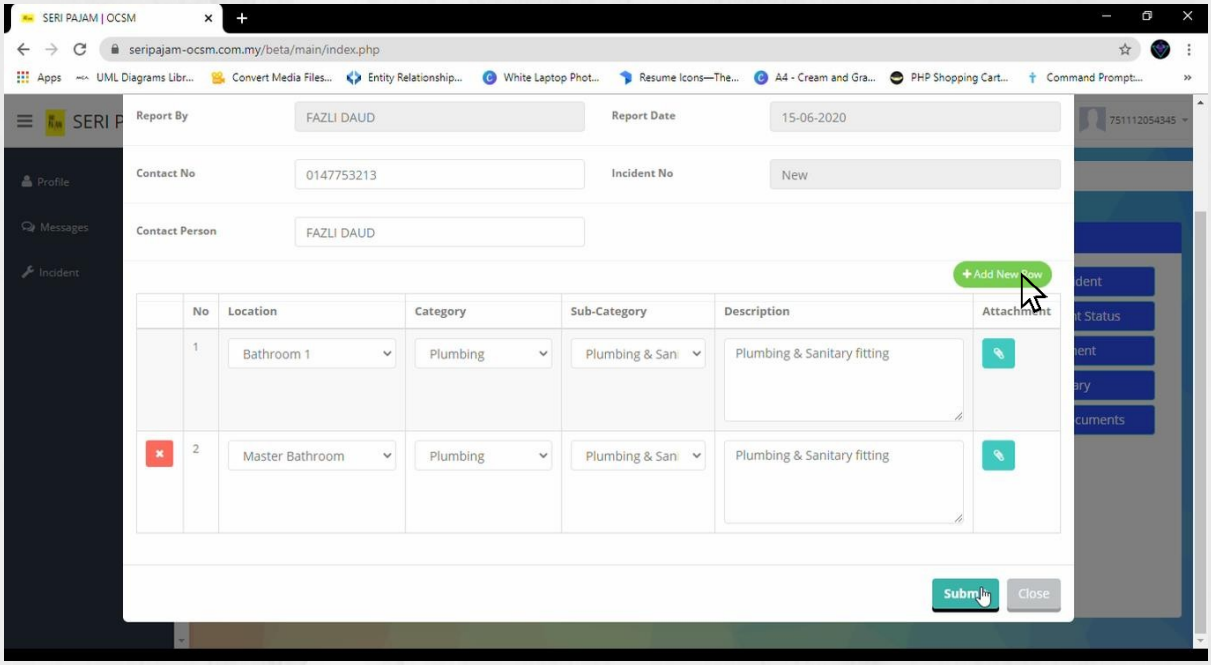
Step 1 : Login to system with user id and password and select Report incident



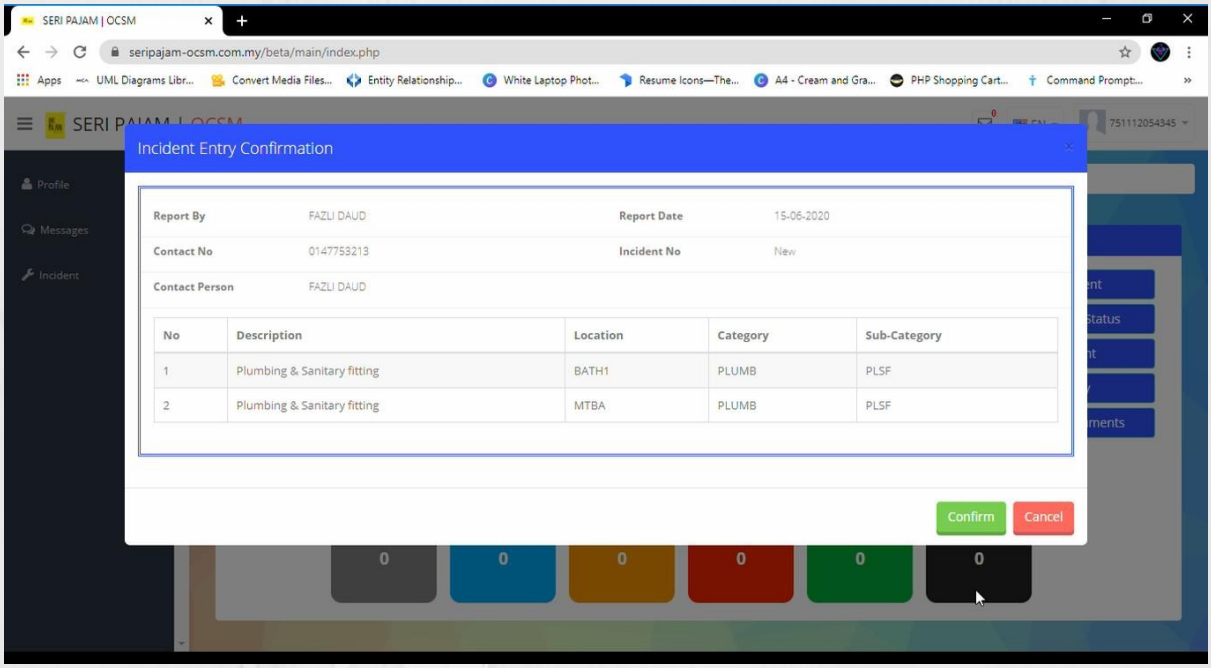
Step 2 : Select location, category, subcategory, description and upload attachment from your gallery or taking a picture for incident report and followed by clicking the SUBMIT button.



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

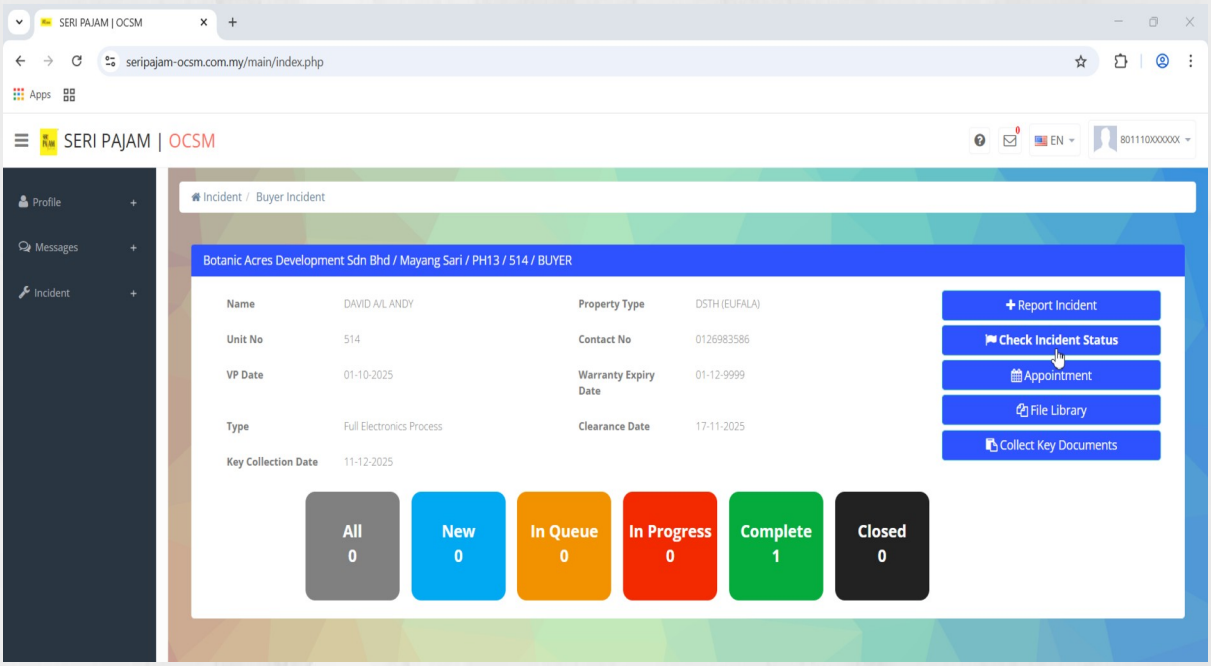


Step 4 : Click CONFIRM button to submit the Incident Entry Confirmation.

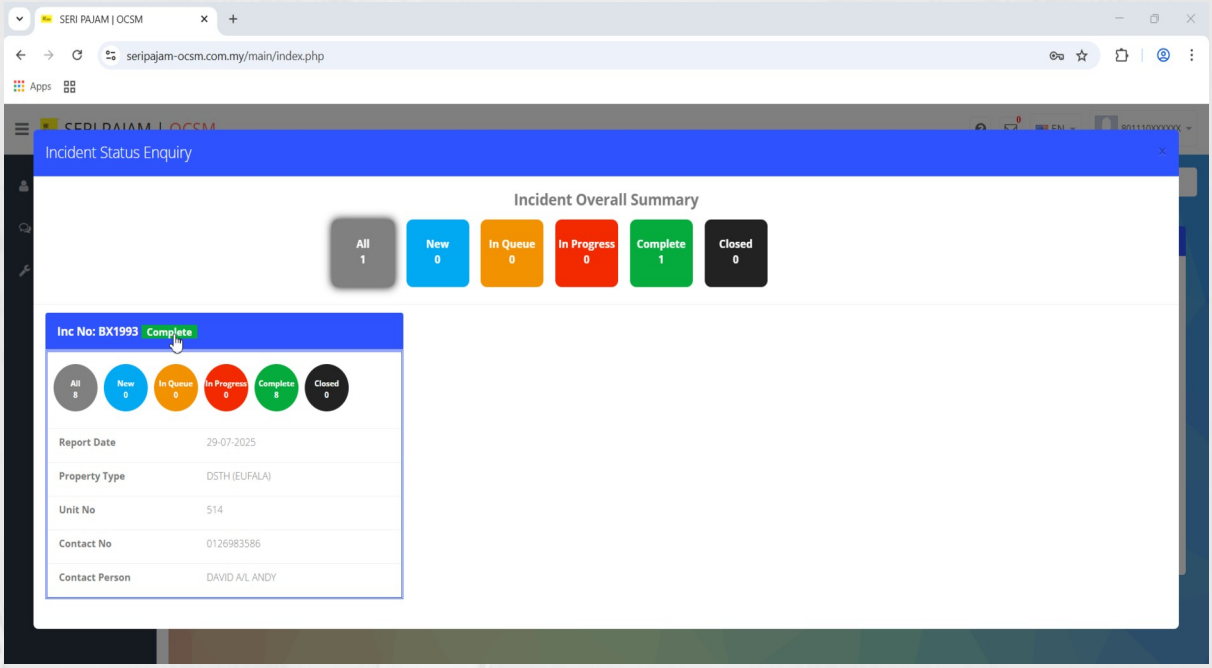


Verify Complete Incident

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



Step 2 : Select any 'Complete' incident report.



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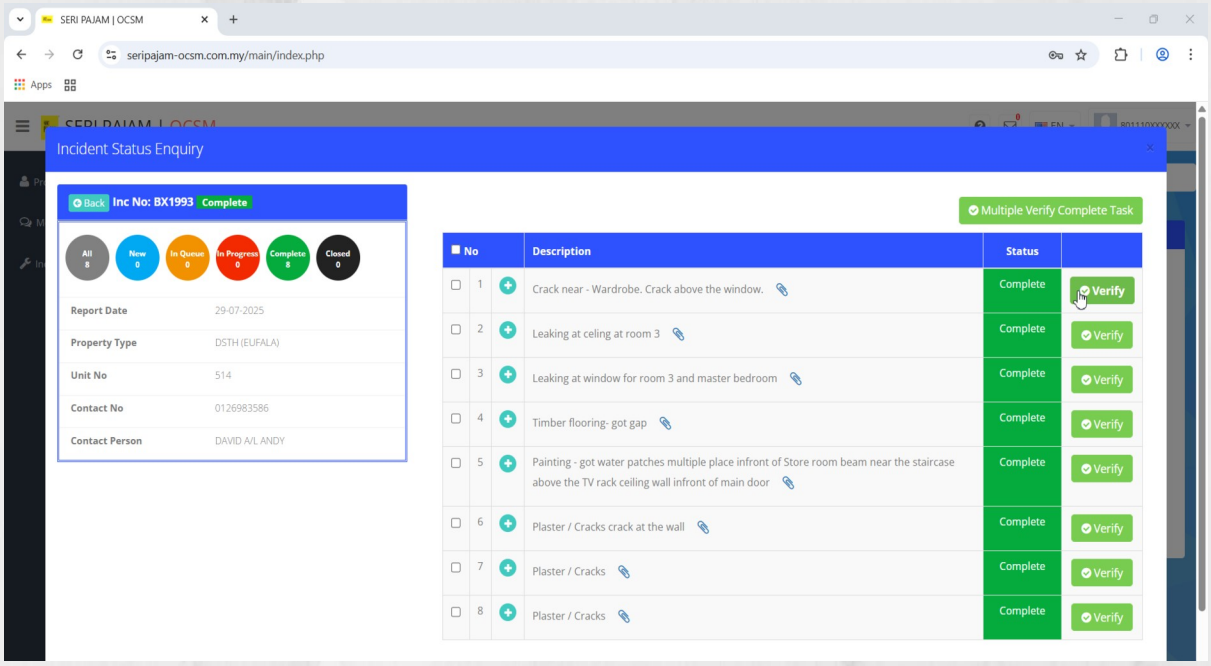
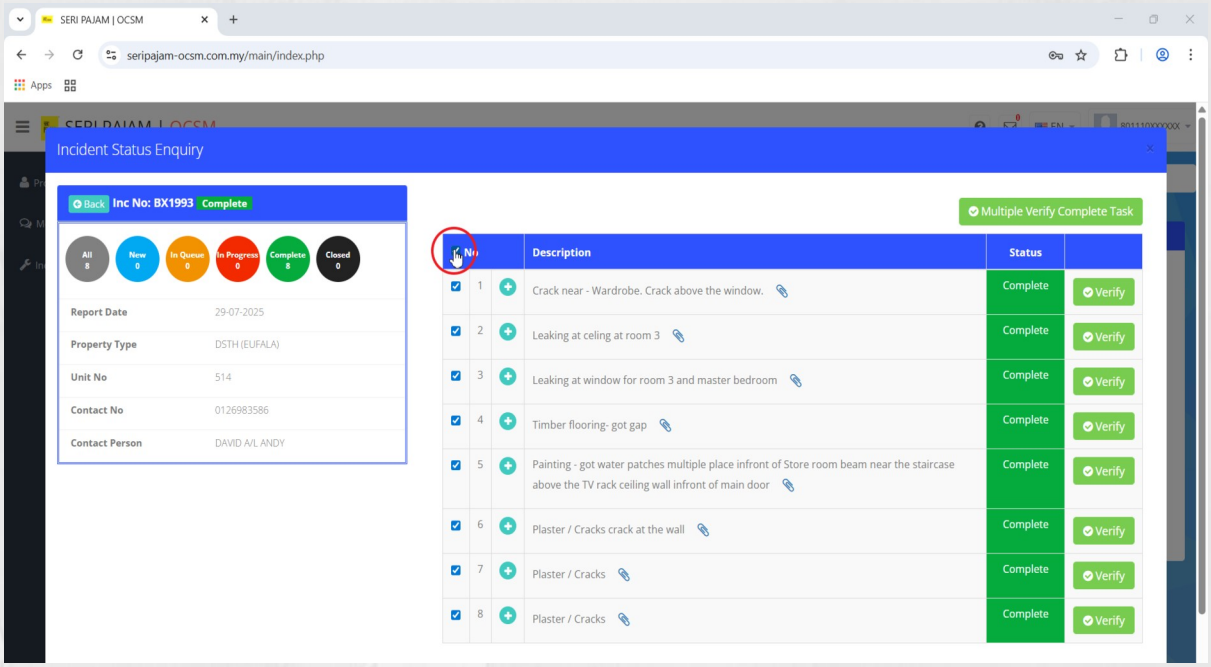
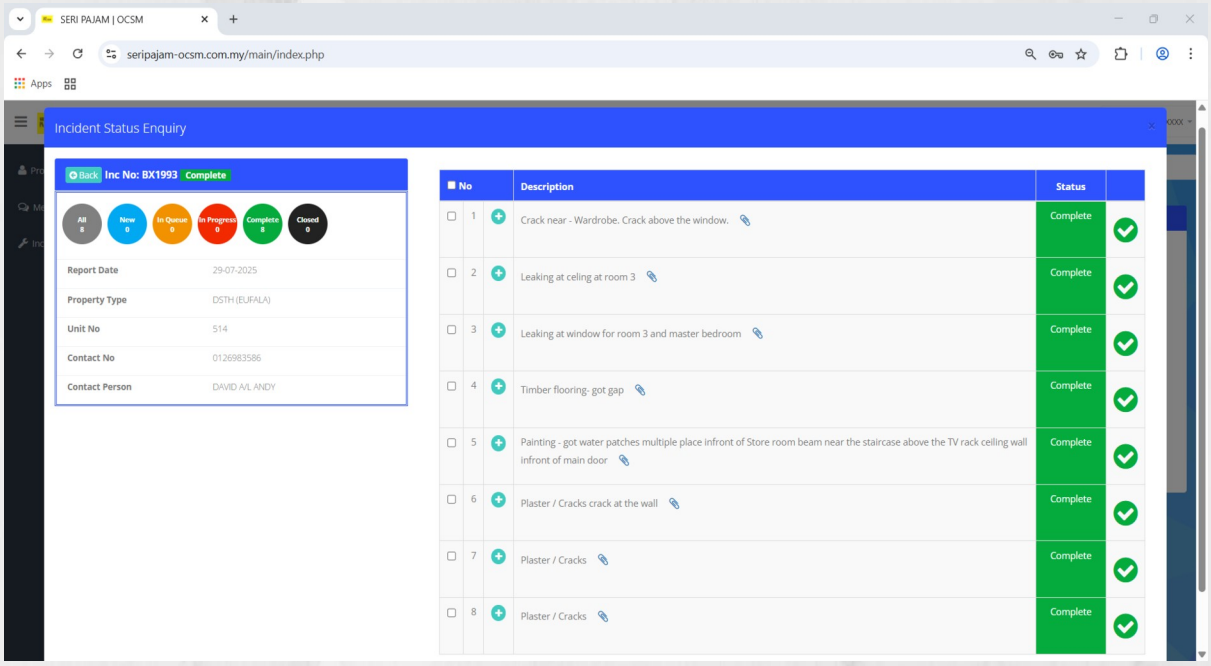
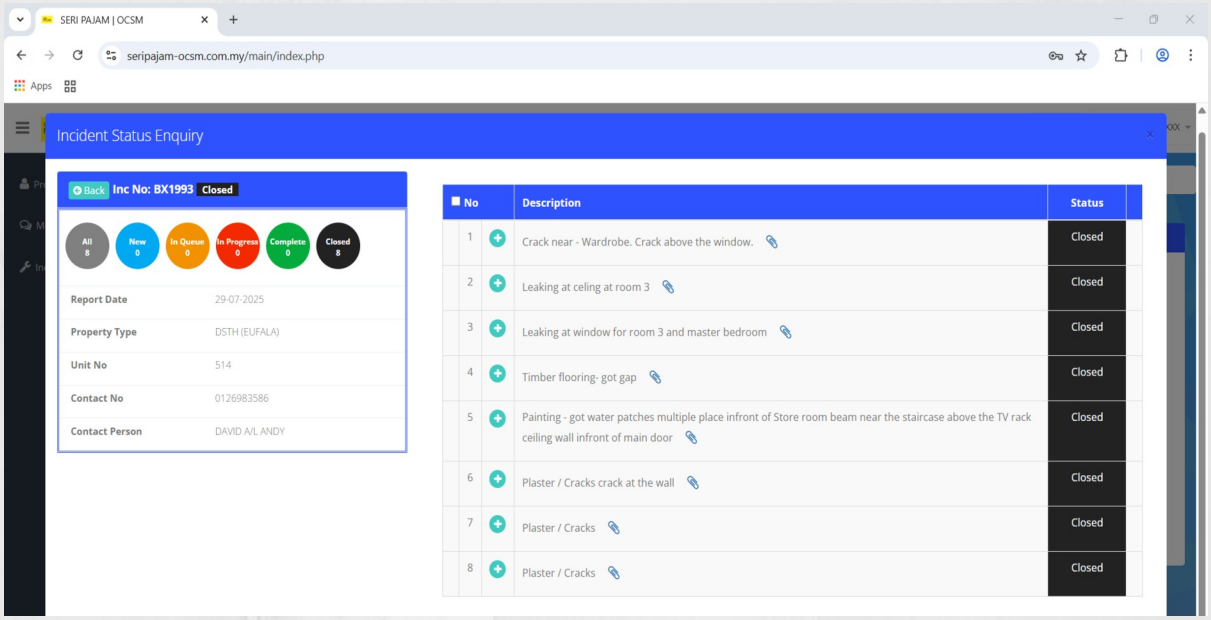
Step 3 : Select any of the 'Complete' task in the list and click Verify.



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



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



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.