# CLINICAL WASTE MANAGEMENT SYSTEM

## **ONLINE REGISTRATION**

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### **CUSTOMER REGISTRATION**

#### **Customer Registration**



Figure 1 – Home Page

The CWMS Customer Portal could be access through CENVIRO homepage. Located the Customer Support Menu which at left panel, click to access the page & click Online Registration button shown as below.

=	Customer Support
	Cenviro - Leading the Green Revolution
	Clinical Waste
	Malaysia's first non-incineration Clinical Waste Treatment Centre (CWTC) was introduced by Cenviro in November 2014. The Centre is equipped with the cutting edge technology in medical waste disposal, Microwave Ecosteryl. This revolutionary innovative medical waste treatment facility offers an eco-friendly process that uses minimal electricity while provides a safe and environmentally friendly solution to bio-medical and clinical-related industry players.
	The services we provide: Call our dedicated Clinical Waste Service Hotline:
Q	Collection, Treatment and Disposal of Clinical Waste     Clinical Waste
f	Supply of Clinical Waste consumables & equipment     Registration with Department of Environment (DOE) as a waste     concertor.
У	Healthcare waste training for the waste generators' personnel     Healthcare waste training for the waste generators' personnel     Clinical Waste
in	Customer Registration Online Registration
C.	

Figure 2 – Customer Support Page



Figure 3 – CWMS Customer Portal

Click <u>Register Here</u> which located at the right panel of the Customer Portal page (refer to Figure 3)

User will be redirected to pre-registration page (Figure 4)



#### Figure 4 – Sample screen of Pre-Registration Page

Click **NEXT** to proceed as clinical waste customer registration. Complete the required Registration form which shown as below (Figure 5).

Note: For scheduled waste, customer is required to download registration form and submit to KASB personnel.

A Cenviro Company	,		KUALITI ALAM CUSTOMER PROFILE Cilinical Wate Marketing Department Ladarg Tanah Merah AS Division 771 Regard Sambilian Tel : 000-0002000 Fax : 000-0002000
If your company is ne If your company is all 1. Go to Customer 38 2. Associate a OCET 3. When all information Your company admin provided.	v to Kualiti Alam, complete the Required Registration Form in ady a Kualiti Alam custome; proceed into the gorizl and co II Service and completing the registration with required prof is humber with the Subame Company or obtain one follow in a ready, with your profile information and then did the C strator will be notified of your request by email. Upon approv	selow mplete the registration: ile information. he given instruction. onfirm button. al of the company administrator, your User ID ;	and password will be
ROB / R GST Registrat	DC No:	*Tel No: Fax No:	+6
*Clinic Serial No - Forr *Company	n B 🔮	*Email Address: *Company CEO / MD:	Eg. user@example.com
*Business Ad	ldress:	*Contact Person: *Contact Number:	+6
		*Designation: *Products / Services:	· · ·
	*State:	Description:	•
*Cit *Posta	Code:	*UserID: *Password:	
VEW TERM & CONDI	אסר		SUBMIT

Figure 5 – Sample screen of Registration Page

The step of Customer Pre-Registration as below:

Dote: Please note that the red asterisk \* indicates that this field MUST BE KEYED-IN

- 1. Fill in ROB / ROC No. (optional)
- 2. Fill in GST Registration No. (optional)
- 3. Fill in Clinic Serial No. Form B.
- 4. Fill in **Company Name**.
- 5. Fill in Business Address.
- 6. Select State.
- 7. Fill in **Postal Code**.
- 8. Fill in **Tel No**.
- 9. Fill in Fax No. (optional)
- 10. Fill in Email Address.
- 11. Fill in Company CEO/MD
- 12. Fill in Contact Person
- 13. Fill in Contact Number.
- 14. Select Designation
- 15. Fill in **Product/Services**
- 16. Tick **Descriptions** (optional)
- 17. Create own preferred Used ID

- 18. Create own preferred **Password**
- 19. Click Confirm

Before customer fills and submit the required data for registration, Term & Condition is available to view.

Sample of Clinic Serial No. No. Sin: 00461	2
BORANG B [Subpersturian 3/47]	_
AKTA KEMUDAHAN DAN PERKHIDMATAN JAGAAN KESIHATAN SWASTA 199	8
Peraturan-Peraturan Kemudahan dan Perkhidmatan Jagaan Kesihatan Swasta (Klinik Perlubatan Swasta atau Klinik Pergigian Swasta) 2006	
PERAKUAN UNTUK MENUBUHKAN ATAU MENYENGGARAKAN ATAU MENGENDALIKAN ATAU MENYEDIAKAN KLINIK PERUBATAN SWASTA	
NO. PENDAFTARAN:	
Disserted Ashava)	
(Penagang perakuan pendataran)	
dengan ini didaftarkan untuk menubuhkan atau menyenggarakan atau mengendalikan atau menyedir klinik perubatan swasta yang "dikenali/akan dikenali sebagai: " yang terletak di:	skan
di bawah terma-terma dan syarat-syarat sebagaimana yang dilampirkan mengikut peruntukan Kemudahan dan Perkhidmatan Jagaan Kesihatan Swasta 1998 dari 12 SEPTEMBER 2007 No. KPPN remenant perakuan pendataran:	Akta
Alamat pemegang perakuan pendaftaran: ALAMAT SEPERTI DI ATAS	
Jenis usaha niaga: TUAN PUNYA TUNGGAL	
Alamat usaha niaga: ALAMAT SEPERTI DI ATAS	
Nama orang yang bertanggungjawab:	
Kelayakan orang yang bertanggungjawab: MD (UKM)	
Fi yang dibayar: RM (Ringgit Malaysia	)
Terma atau syarat:	
Perakuan pendaftaran ini tidak sah tanpa	
meterai dicetak timbul Kementerlan	5
Kesihatan, Malaysia	Herican)
	1000000

Figure 6 – Sample of Form B

Next, user will able to see the company profile (Figure 7). User could change the contact detail if required.

Once completed reviewing, click to save the information and a successful message will be



shown on the top right of the page.

Click

to proceed to next step.

Company Profile	e 🤡	Terms & Conditions  🧿	Waste Description 🧧	Treatment Fees
*ROB / ROC No:	LPL0998 🔍		Same Information	
*GST Registration No:	0998 🔍		*Clinic Name:	Klinik Green
*Clinic Serial No - Form B 🔞 :	N/A v		*Collection Address:	Klinik Green
*Company Name:	Klinik Green	,		
*Billing Address:	Business Addre	ss Collection Address		
*Business Address:	Klinik Green			
			*Postal Code:	99999
			*State:	NEGERI SEMBILA V
			*City/Town:	DENGKIL
*Postal Code:	99999		*Tel No:	+6019279201
*State:			Fax No:	+6
*City/Town:			*Email Address:	green@green.com
	DENOME		*Company CEO / MD:	Dr. Green
			*Contact Person:	Dr  Green
			*NRIC No:	983820839011
			*Designation:	Asst. Manager 🗸 🗸
			*Products / Services:	Clinic
			Industry Key:	SMI

Figure 7 – Sample screen of Company Profile Tab

Company Profile 📀	Terms & Conditions	Waste Description	Treatment Fees
to entorce such provision at a sub	sequent time.		
15.4 This Agreement shall be binding deemed a master agreement whic	upon the successor on title, legal rep h terms and conditions shall be appli	resentatives and permitted assign of th icable to each and every consignment t	ne parties hereto and shall be endered by the Customer to KASB.
15.5 No modification, amendment or v in writing by way of supplementary of such amendment, variation or remain in full force and effect as it	vaiver of any of the provisions of this agreement specifically referring to the modification thereof shall be supplem between both Parties.	Agreement shall be effective unless m. his Agreement and duly signed by the R rental to and be read as integral part o	ade by mutual consent and made arties. The provisions in respect f this Agreement which shall
15.6 This Agreement contains the enti prior agreements, representations written, between the Parties with r	re understanding between the Parties , acceptance, letter, negotiations, un espect to or in connection with any of	with respect to the subject matter here derstandings, inducements or condition the matter or things to which this Agree	of and supersedes and cancel all s, express or implied, oral or ement applies or refers.
15.7 The Parties shall hold in strict cor disclosed to any third party withou unless disclosure of such informat law.	fidence all information furnished by t t the prior written consent of the Party ion is necessary for the proper discha	the other Party under this Agreement. A y which had originally disclosed such inf Irge of either Parties' rights or obligatio	iny such information shall not be ormation first being obtained, ns under this Agreement and in
		I have r	ead and accept the Terms & Conditions

Figure 8 – Sample screen of Term & Condition Tab

In the Term & Condition tab, user is recommended to read through the contents. Scroll to the bottom of the page, user is required to tick the checkbox in order to accept the Term & Condition (Figure 8).

$\checkmark$	I have read	d and accept	the Terms	& Conditions	
Click	SAVE	and click	NEXT	to proceed t	o next step.

Company Profile 🥑 Terms 8	& Conditions 🥥	Waste Description 🥑	Treatment Fees
eduled Waste Data			
ltem	Waste(1)		
Name of Waste*	Clinical Waste		
Waste Origin / Source of Waste			
Scheduled Waste Code*	SW404 v		
Estimate Waste Quantity in Storage (kilogram)*	1.00	]	
Estimated Quantity of Waste Generated (kilogram/month)	0.00		
Description of Waste (eg.Liquid, Solid, semi Solid, Solvent (	Dil)		
	Refer to Annexu	re 1 Section 6	
Properties of Waste 😧			
Chemical Certificate of Analysis from any accredited labor	atory		

Figure 9 – Sample screen of Waste Description Tab

In the Waste Description tab, User is required to provide the waste information (Figure 9):

Dote: Please note that the red asterisk \* indicates that this field MUST BE KEYED-IN

- 1. Fill in Waste Origin/Source of Waste (optional)
- 2. Fill in Estimate Waste Quantity in Storage (kilogram)
- 3. Fill in Estimated Quantity of Waste Generated (kilogram/month) (optional)
- 4. Select Description of Waste (e.g. Liquid, Solid, Semi Solid, Solvent Oil) (optional)
- 5. Fill in **Properties of Waste** (optional)
- 6. Fill in Chemical Certificate of Analysis from any accredited laboratory (optional)
- 7. Click SAVE
- 8. Click

Please fill Package Type: Package A							
	** RM 10.00 surcharge	will be imposed for clinical waste (except Bentong, Raub, Men	collected from Kelantan, Terenggar takab and Temerloh).	nu and Pahang			
PACKAGE TYPE	COLLECTION (FREQUENCY)	TREATMENT & DISPOSAL FEE	COLLECTION PER TRIP	CONSUMABLE (INCLUSIVE)			
				1 x SHARP CONTAINER 5L			
ackage A	Monthly	RM 2.90 per kg	RM 55.00	10 x CABLE TIE 8'			
				10 x YELLOW BAG 700 X 700MM			
				1 x SHARP CONTAINER 10L			
ackage B	Monthly	RM 2.90 per kg	r kg RM 59.00	10 x CABLE TIE 8'			
				10 x YELLOW BAG 700 X 700MM			
ackage B+ Month				1 x SHARP CONTAINER 20L			
	Monthly	RM 2.90 per kg	RM 69.00	10 x CABLE TIE 8'			
				10 x YELLOW BAG 700 X 700MM			
				1 x SHARP CONTAINER 10L			
ackage C	3 Months Once	3 Months Once RM 2.5	RM 2.90 per kg	erkg RM 89.00	10 x CABLE TIE 8'		
				10 x YELLOW BAG 700 X 700MM			
				1 x SHARP CONTAINER 20L			
ackage C+	3 Months Once	RM 2.90 per kg	RM 95.00	10 x CABLE TIE 8'			
				10 x YELLOW BAG 700 X 700MM			
				1 x SHARP CONTAINER 10L			
ackage D	On Call Basis	RM 2.90 per kg	RM 200.00	10 x CABLE TIE 8'			
				10 x YELLOW BAG 700 X 700MM			
ackage E	Immediate	RM 2.90 to RM 3.40 per kg	F.O.C (at least 100.00 kg per collection/per week)	MGB BIN 240L (OTTO) YELLOW BIN ( loan basis)			
			✓ I have r	ead and accept the Terms & Conditions			
				-			

Figure 9 – Sample screen of Treatment Fees Tab

In the Treatment Fee tab, user is required to make decision on the collection package type which provided by KA.

Rote: Select the unit of wheeled bin, if selected Package Type E.

Please fill Package Type:	Package E	~	Unit of Wheeled Bin	5	

Once completed the selection of package type, tick the checkbox at the bottom of the page and click

CONFIRM								
I have read and accept the Terms & Conditions								
	to confirm submission.							
CONFIRM								

A Cenviro Company				KUALITI ALA Cinhi Li Tel : 6	M CUSTOMER PROFILE cal Waste Marketing Depar adang Tanah Merah A3 Di san 71960 Bukit Pelandok Negeri Sembilan 006-8662000 Fax : 008-6662060	<ul> <li>Succeed to save record! Record is saved successfully</li> </ul>
Com Pre	pany T&C	Waste Description	Treatment Fees	Congratulation You have completed the registration. Hi Klinik Green, Thank you for signing up with us. Our respective team is process your application. The application of Department of Environment File Number (DOE F Number) will be submitted on behalf by our team after verification your company profile and waste details ( this may takes 7 workin days).	ing ile on g	

Figure 10 – Sample screen of Completed the Registration

Upon submission, a congratulation message will show and an email notification will be sent to respective team for approval.

## PASSWORD RECOVERY

#### **Password Recovery**

KUALITI ALAN Cir A Cenviro Company	A CUSTOMER PROFILE Incal Waskel Marketing Department Ladeng Tanah Meren A3 Diwlon in 719 Kenter A3 Diwlon in Repert Semblen 608-6662000 Fax: 808-6662060
Vier D is required for Customer Registration. If you do not have a User D, register now. Forget your password, reset here User ID: Password:  ? Need help? Click here to download user guide SUBMIT	
This page is optimized for the following browsers VER +3 VER +4 VER +3	

Figure 11 – Sample screen of Portal Page

If user has lost their login password, self-service portal has offered the Password Recovery function.



Go to the Self-Service Portal and locate the password recovery link. Click here a	and will be r	edirected to
the password recovery page. Fill in either one of the criteria for verification, click	SEND EMAIL	(Figure 12).

A Cenviro Company	KUALITI ALAM CUSTOMER PROFILE Clinical Waste Matering Departement Lading Tamah Rath A3 Division 71960 Built Palandok Negeri Sembilan Tel : 606-6652000 Fax : 006-6652000
	Note: Please key in your Uber ID and Email to reset your Password. If you do not have a User ID, register now. User ID: Email:
	This page is optimized for the following browsers VER +5 VER +4 VER +5

Figure 12 – Sample screen of Password Recovery

Once the verification of login credential has been succeeded, a message will show as below (Figure 13). An email notification will send to the registered email address.

Figure 13 – Sample screen of Notification Password Recovery



#### Figure 14 – Sample screen of Email Notification for Password Recovery

Login to the respective email account and locate the email sent from Clinical Waste Marketing

Department (Figure 14). Click to redirect to New Password Set Up process (Figure 15).

Dote: Remember to check SPAM / JUNK folder if unable to find the email in your inbox.

A Cenviro Company	KUALITI ALAM CUSTOMER PROFILE Clinical Waste Marketing Departement Ladang Tanah Merah A 3 Division Source Strategies (Source Strategies) Negeri Sembilan Tel : 006-0002000 Fax : 006-0002000
New F Re- F	tte Please key in your new Password. you do not have a User ID <b>régister</b> now: Password: Password: SUEWIT

Figure 15 – Sample screen of New Password Set Up

Set a new password and click SUBMIT . Successful message will show as below (Figure 16) and user could login to self-service portal using new password.

A Cenviro Company	KUAI	ITI ALAM CUSTOMER PROFILE Clinical Waste Markeling Departement Ladang Tanah Merah A3 Division 7090 Buiti Paundok Negeri Sembilian Tel : 006-0502000 Fax : 606-0502000
	Note: Information of successful password changing. Your password has been changed. Click here to login	

Figure 16 – Sample screen of Successful New Password Set Up

Clinical Waste Marketing Dep	<b>artment</b> ≺kasaadmin@	kualitialam.com> 19:	12 (1 minute ago)
	A Cenviro Company	KUALITI ALAM CUSTOMER PROFILE Clinical Waste Marketing Department Ladang Tanah Merah A3 Division 71960 Bukit Pelandok Negeri Sembilan Tel : <u>606-6662000</u> Fax : <u>606-6662060</u>	
		RESET PASSWORD	
		Success Your password has been successfully reset. You may use your credential to login Login	
	Please do not r	eply to this email. Emails sent to this address will not be answered.	

Figure 17 – Sample screen of Email Success Change Password

An email notification will send to the registered email address as an acknowledgment of password changed (Figure 17).