



# **SISTEM SUMBER MANUSIA**

## **User Guide for Employees Front End (FIORI)**

### **Counselling**

VERSION: 1.0

## INTRODUCTION

This user guide acts as a reference for **Employee (Front End User)** to manage **Counselling module**. All Company and Individual names used in this user guide have been created for guidance on using SSM.

Where possible; user guide developers have attempted to avoid using actual Companies and Individuals; any similarities are coincidental.

Changes and updates to the system may lead to updates to the user guide from time to time.

Should you have any questions or require additional assistance with the user guide materials, please contact the **SSM Help Desk**.

## GLOSSARY

The following acronyms will be used frequently:

Term	Meaning
<b>SSM</b>	Sistem Sumber Manusia
<b>SAP GUI</b>	SAP Graphical User Interface/Back End
<b>FIORI</b>	Front End/Web Portal
<b>ESS</b>	Employee Self Service
<b>MSS</b>	Manager Self Service

## FURTHER ASSISTANCE

Should you have any questions or require additional assistance with the user guide materials, please contact **SSM Help Desk** at **+673 238 2227** or e-mail at **ssm.helpdesk@dynamiktechnologies.com.bn**.

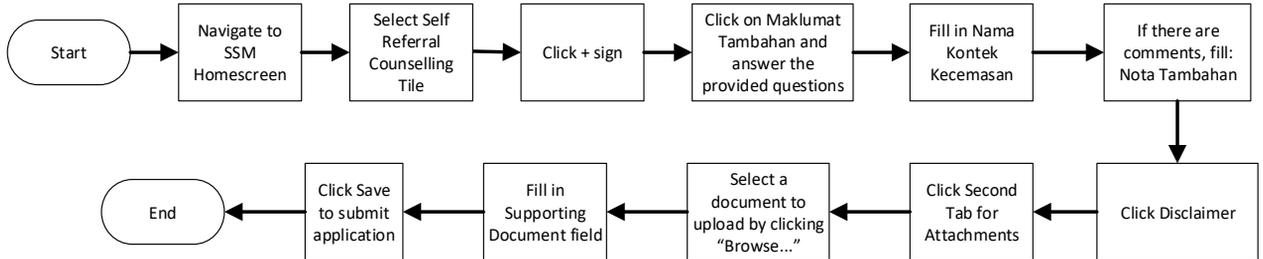


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## Process Overview

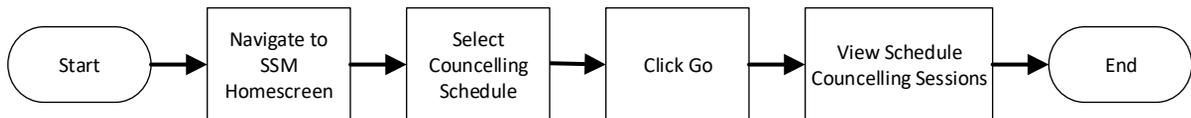
### Fill in employee details and attachment tab



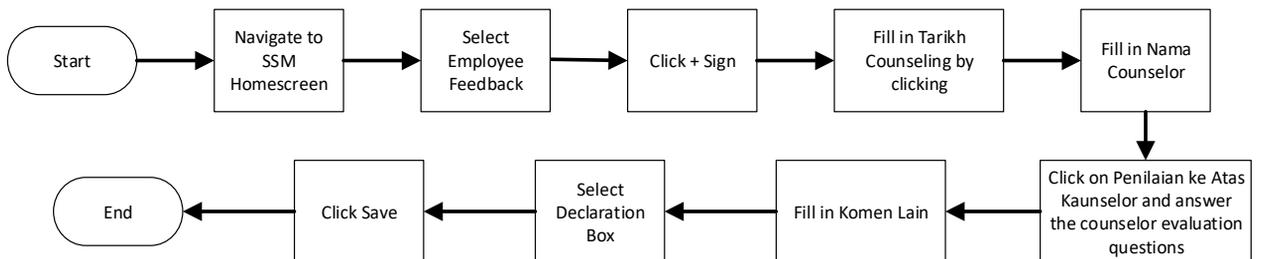
### Select Counselling Status



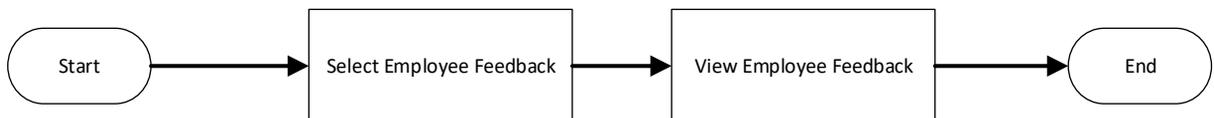
### View Confirmed Schedule



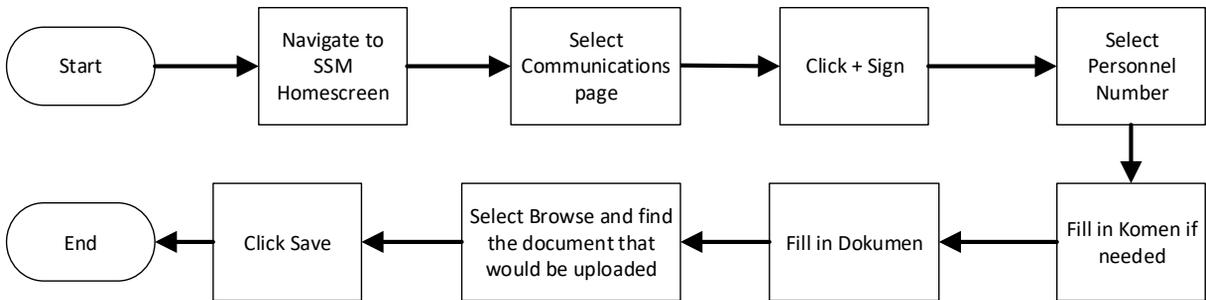
### Fill Feedback Form



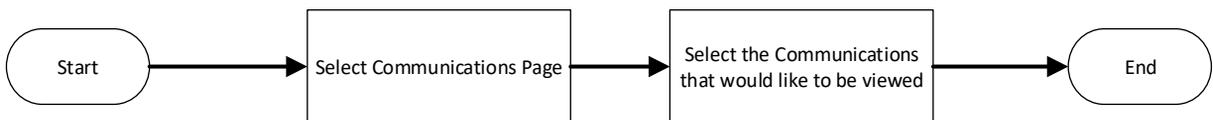
### View Completed Feedback Form



## Fill Communications Page

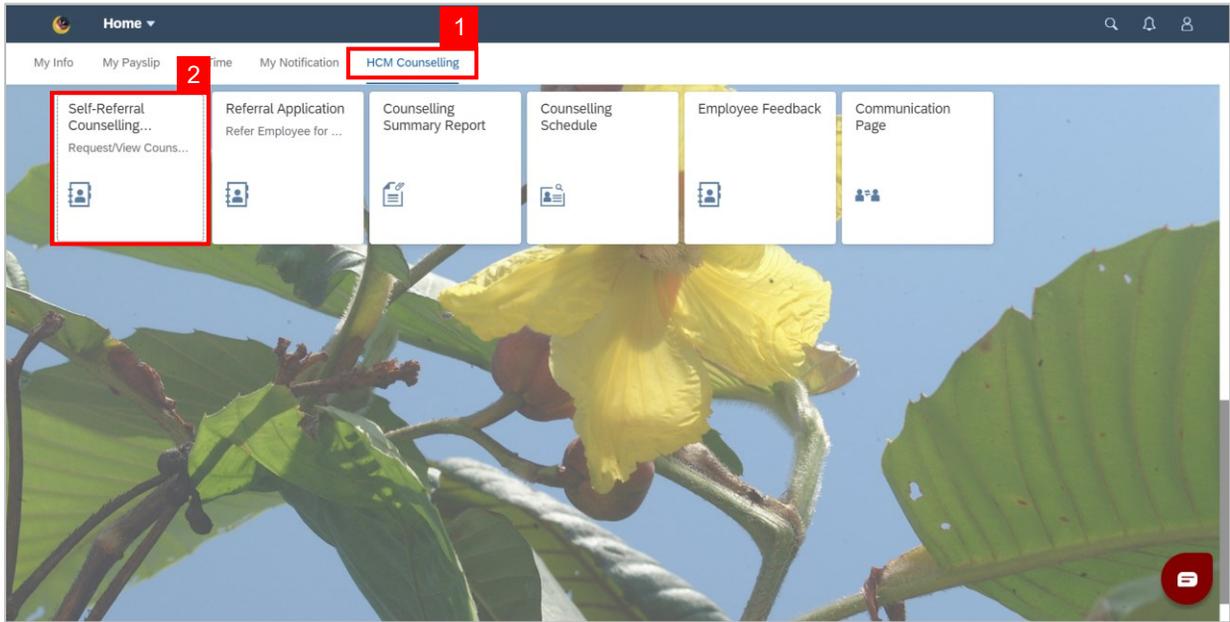


## View Communications

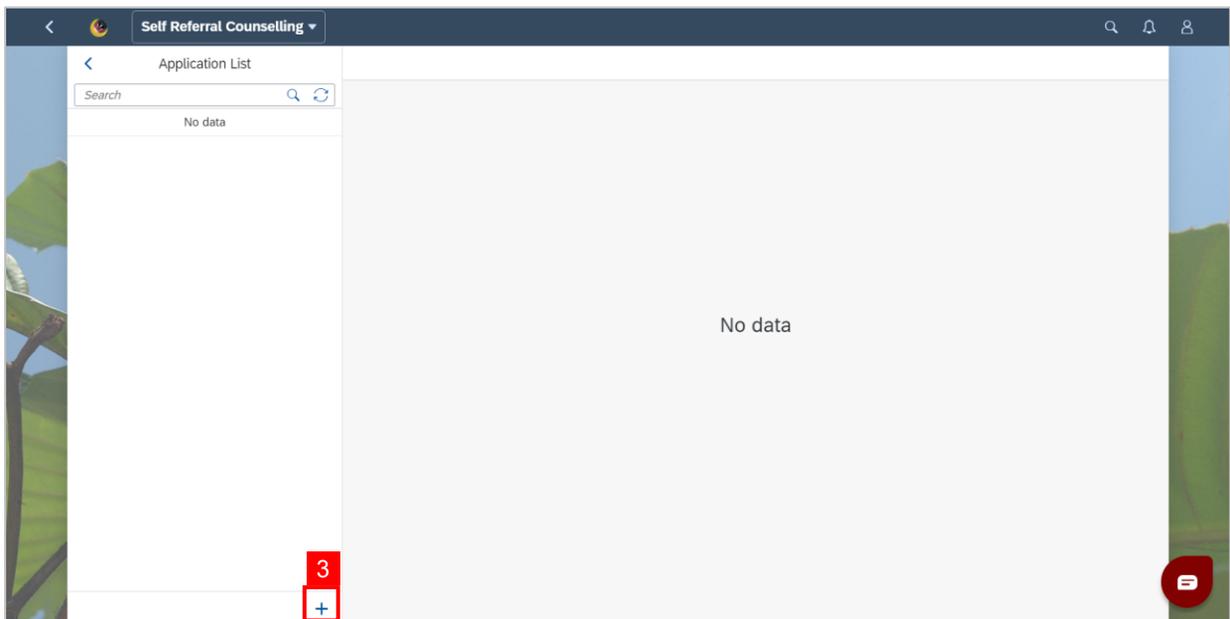


<b>FILL IN EMPLOYEE DETAILS AND ATTACHMENT TAB</b>	<b>Front-End User</b>
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Self-Referral Counselling Application** tile.



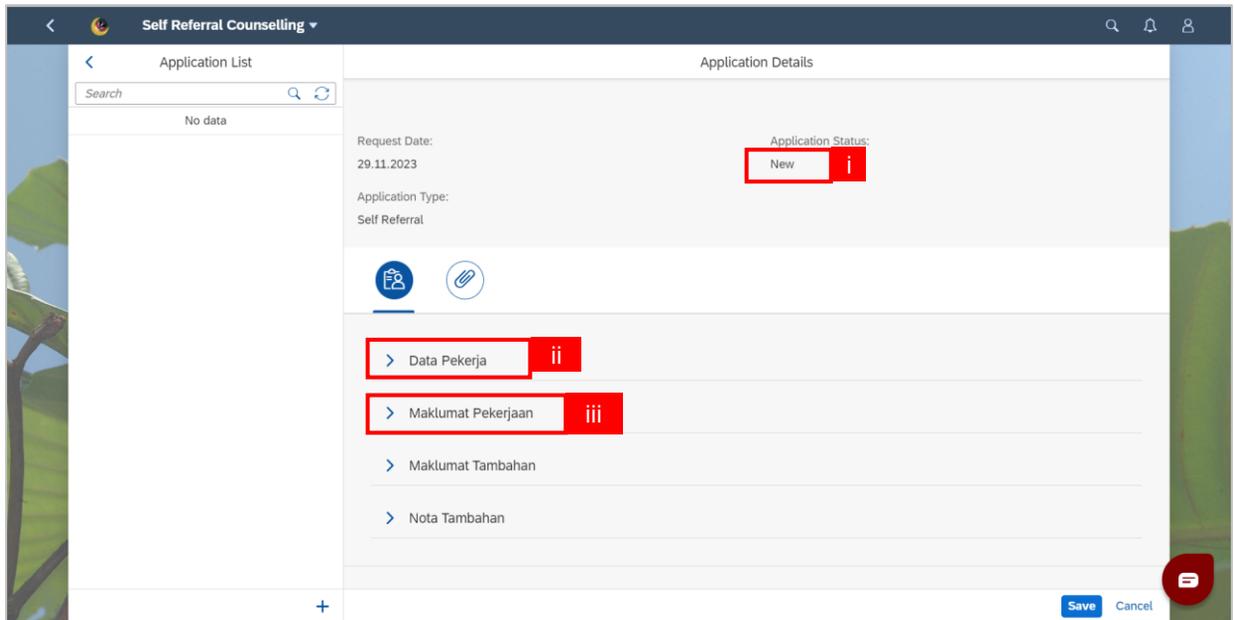
3. Click on the  button to create a new **Self-Referral application**.



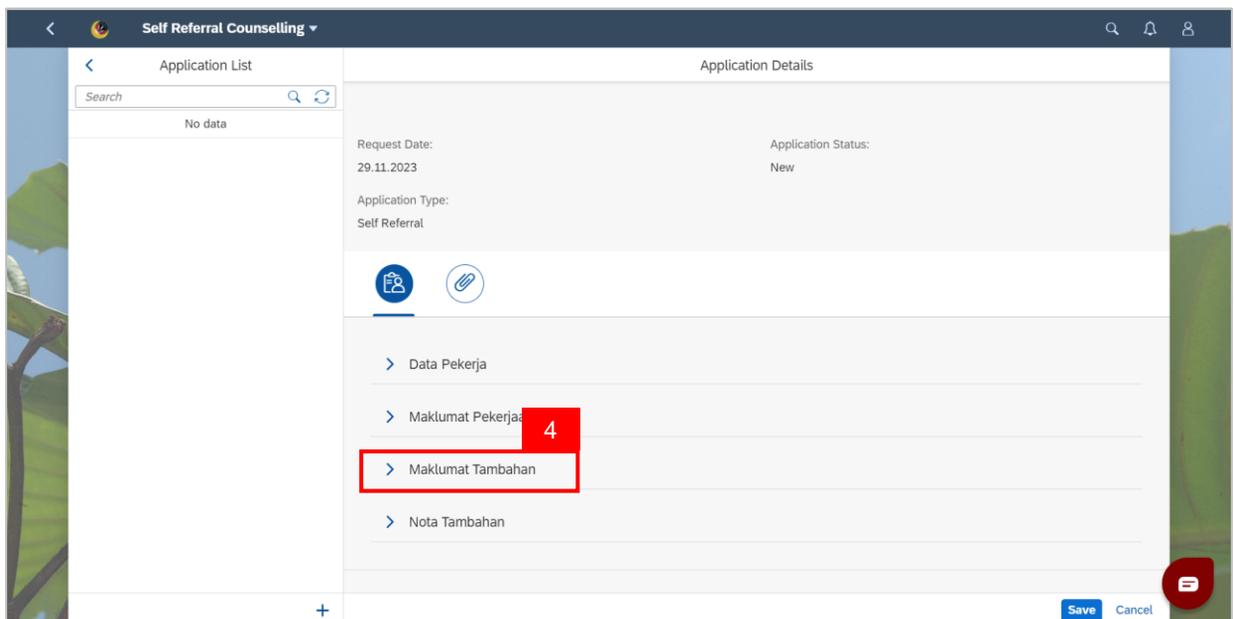
## Note:

- i. A new **Self-Referral Application** will be created.
- ii. Employees may check their own details by clicking the arrow next to **Data Pekerja**.
- iii. Employees may check their job details by clicking the arrow next to **Maklumat Pekerjaan**.

## Pekerjaan.



4. Click on the  arrow next to **Maklumat Tambahan** to expand it.



5. Once **Maklumat Tambahan** has been expanded, answer the questions revealed under **Maklumat Tambahan**.

The screenshot shows the 'Application Details' page for 'Self Referral Counselling'. The 'Maklumat Tambahan' section is expanded and highlighted with a red border. The form contains the following elements:

- Question: "Adakah awda mengalami masalah kesihatan/penyakit kronik? Jika ya sila nyatakan." with a dropdown menu set to "Tidak".
- Text input field: "Sila Nyatakan".
- Text input field: "Jantina Kaunselor Pilihan" with a dropdown menu set to "Perempuan".
- Question: "Adakah awda pernah menerima khidmat kaunseling daripada Bahagian Perkhidmatan Kaunseling (BPK)?" with a dropdown menu set to "Tidak".
- Text input field: "Sila Nyatakan (Jika ada)".
- Text input field: "Adakah awda mengambil sebarang ubat? Sila bagi contoh : Ubat darah tinggi".

Buttons for "Save" and "Cancel" are visible at the bottom right. A red '5' is in the top right corner of the form area.

**Note:** Questions with **Ya/Tidak** Answers will require another question **Sila Nyatakan** to be answered if Ya was selected.

6. After answering the questions, fill in the **Nama**, **Hubungan**, **Nombor Telefon** of the **Nama Kontek Kecemasan**.

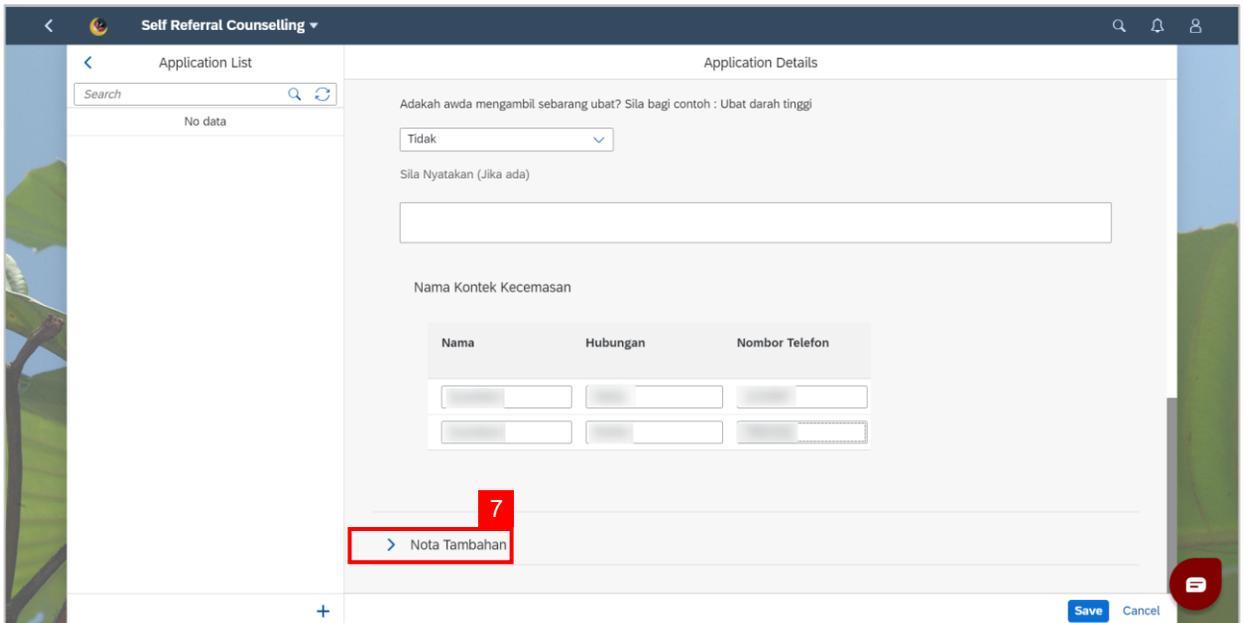
The screenshot shows the 'Application Details' page for 'Self Referral Counselling'. The 'Nama Kontek Kecemasan' section is highlighted with a red border. The form contains the following elements:

- Question: "Adakah awda mengambil sebarang ubat? Sila bagi contoh : Ubat darah tinggi" with a dropdown menu set to "Tidak".
- Text input field: "Sila Nyatakan (Jika ada)".
- Section: "Nama Kontek Kecemasan" with a table of input fields:

Nama	Hubungan	Nombor Telefon
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

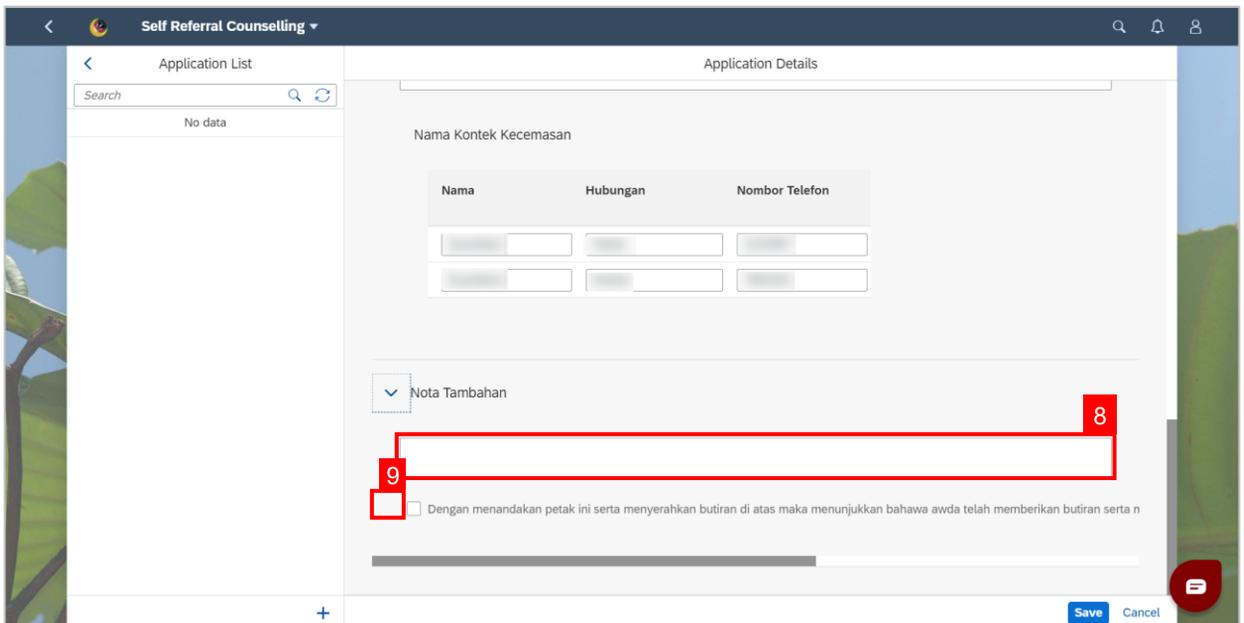
Buttons for "Save" and "Cancel" are visible at the bottom right. A red '6' is in the top right corner of the table area.

7. Click on the  arrow next to Nota Tambahan to expand it.



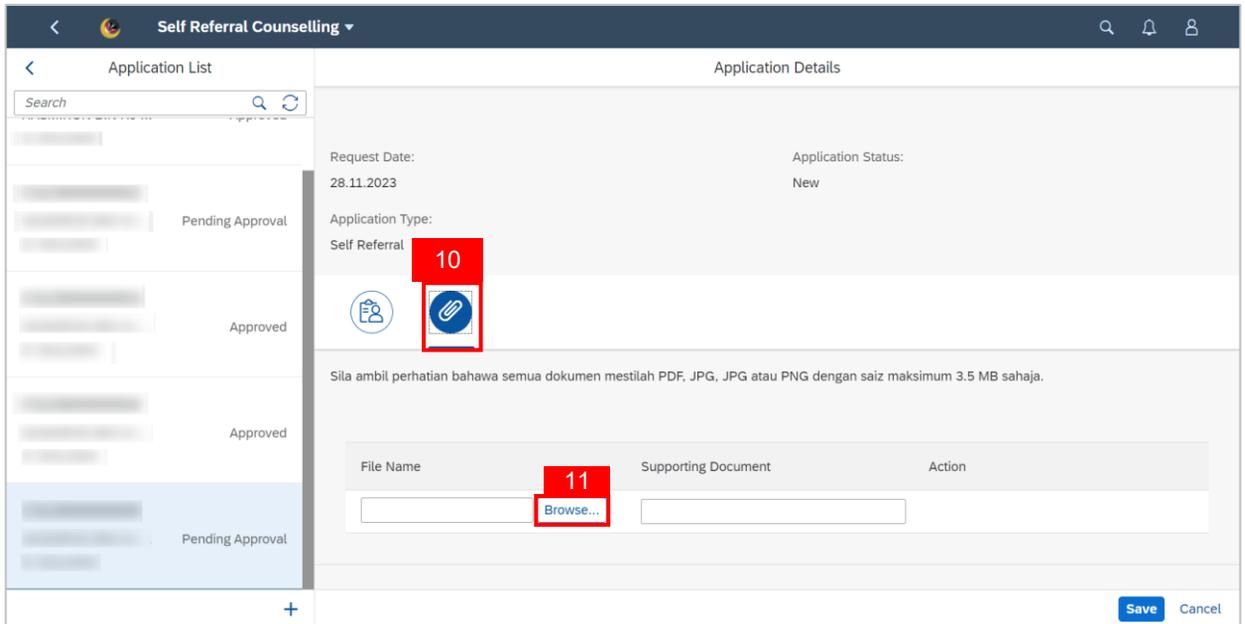
8. Fill in **Nota Tambahan** (The large white box).

9. Tick the **declaration** checkbox.



10. Navigate to the **Attachments** tab (second tab) to attach any documents.

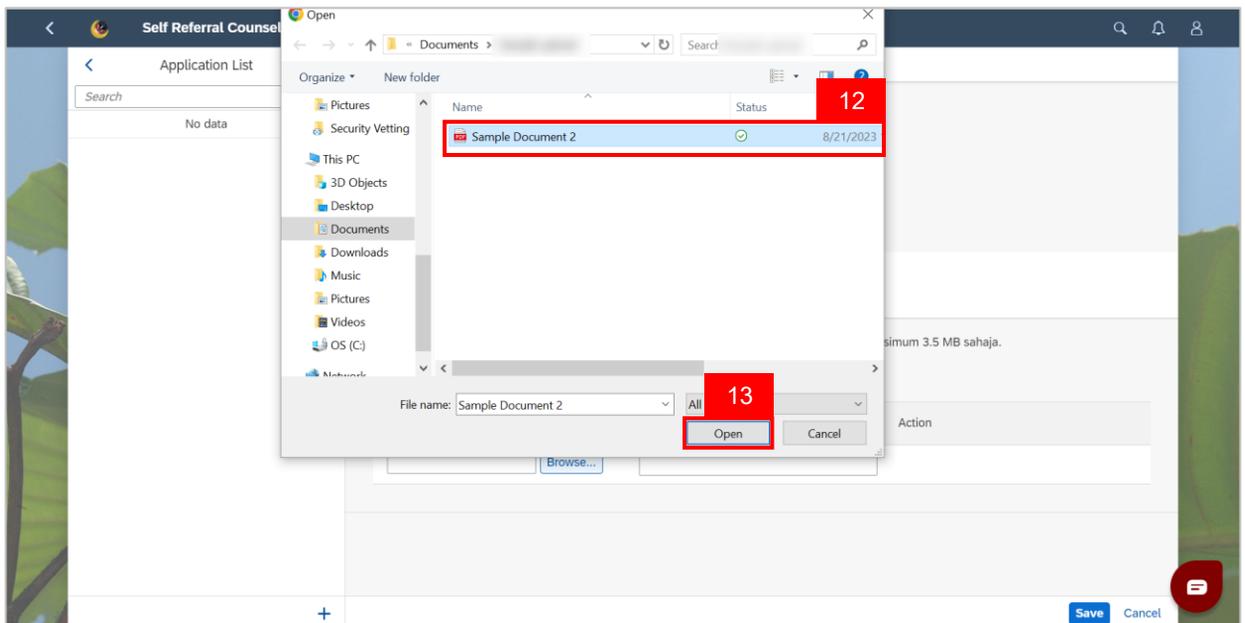
11. Click **Browse...** to select a document to be attached.



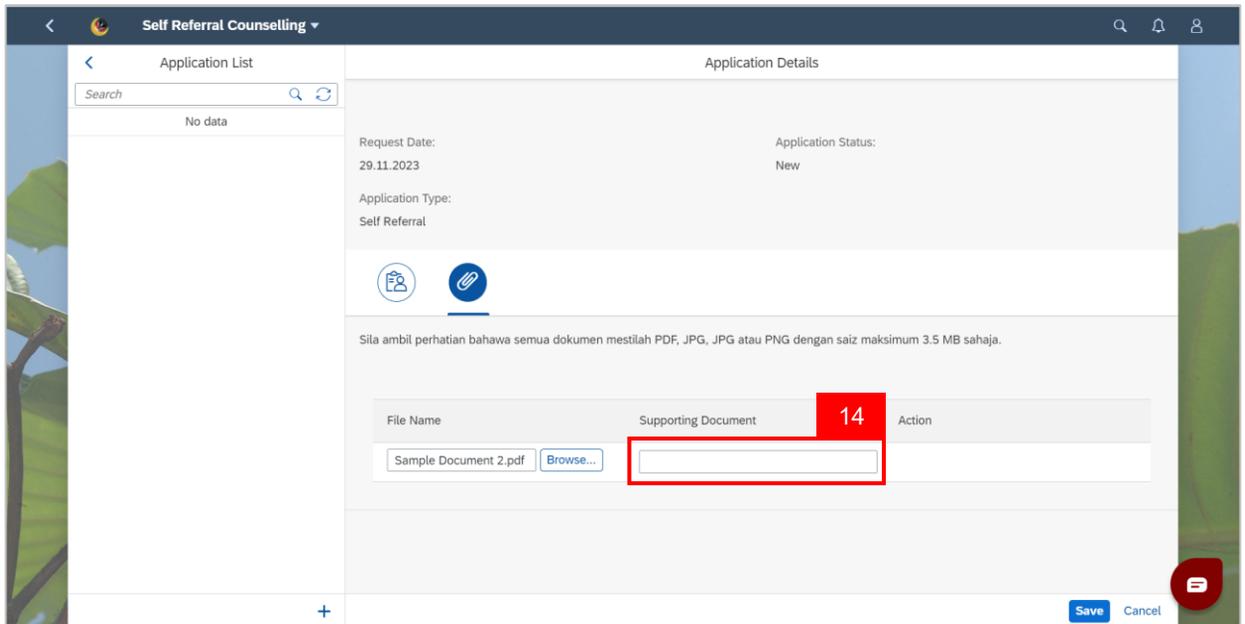
**Note:** A file explorer window will be opened.

12. Find and select the document to be attached.

13. Click **Open** to attach the selected document.



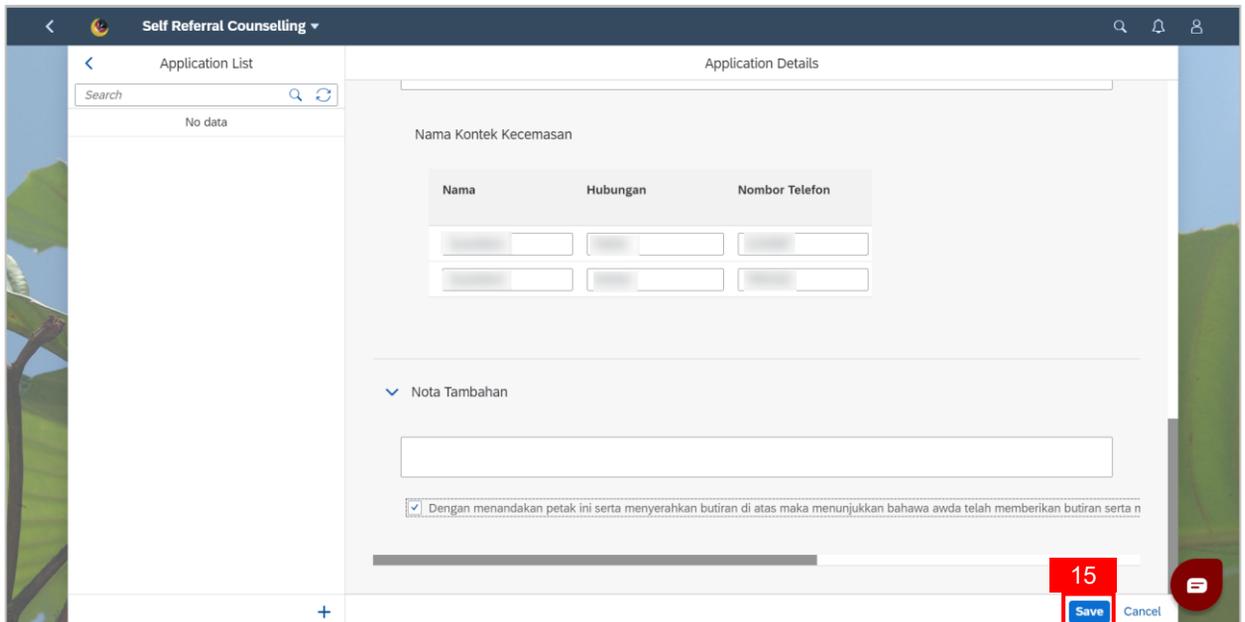
14. Fill in the description of the attachment in the **Supporting Document** field.



File Name	Supporting Document	Action
Sample Document 2.pdf	<input type="text"/>	<input type="button" value="Browse..."/>

**Note:** The application will not save until **Nama Kontek Kecemasan** is filled and the box next to the disclaimer is ticked as they are **mandatory**.

15. Click the **Save** button.

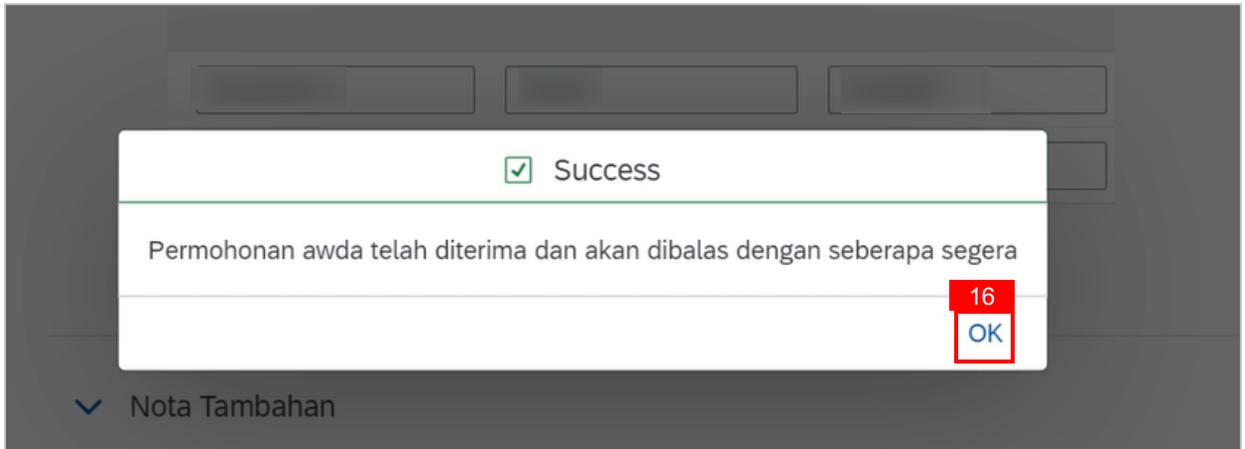


Nama	Hubungan	Nombor Telefon
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

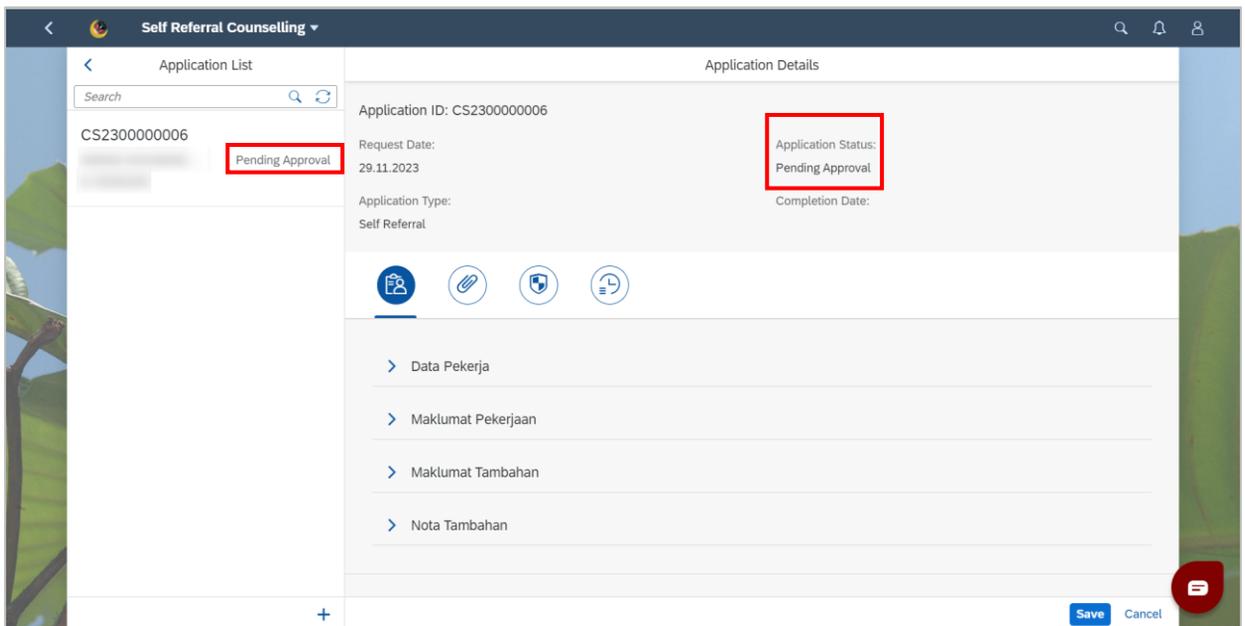
Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta n

**Note:** A **Success** notification window will be displayed

16. Click **OK** if it does not automatically go away.

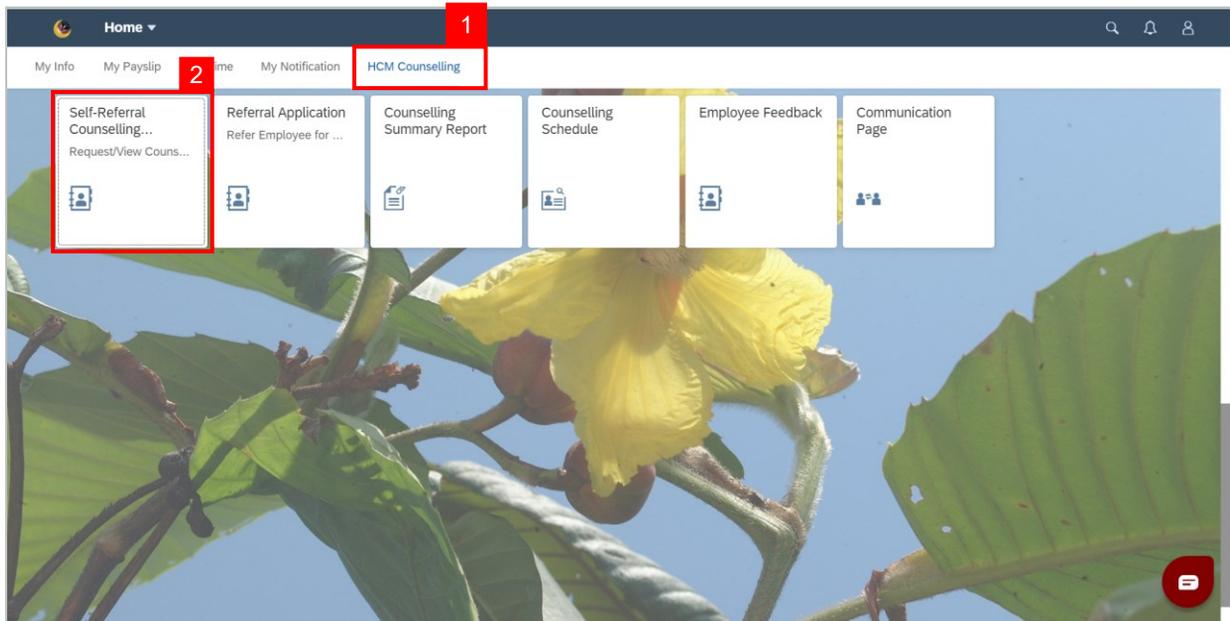


**Outcome:** The new Self Referral Application is saved and is Pending Approval from **BPK Admin**.

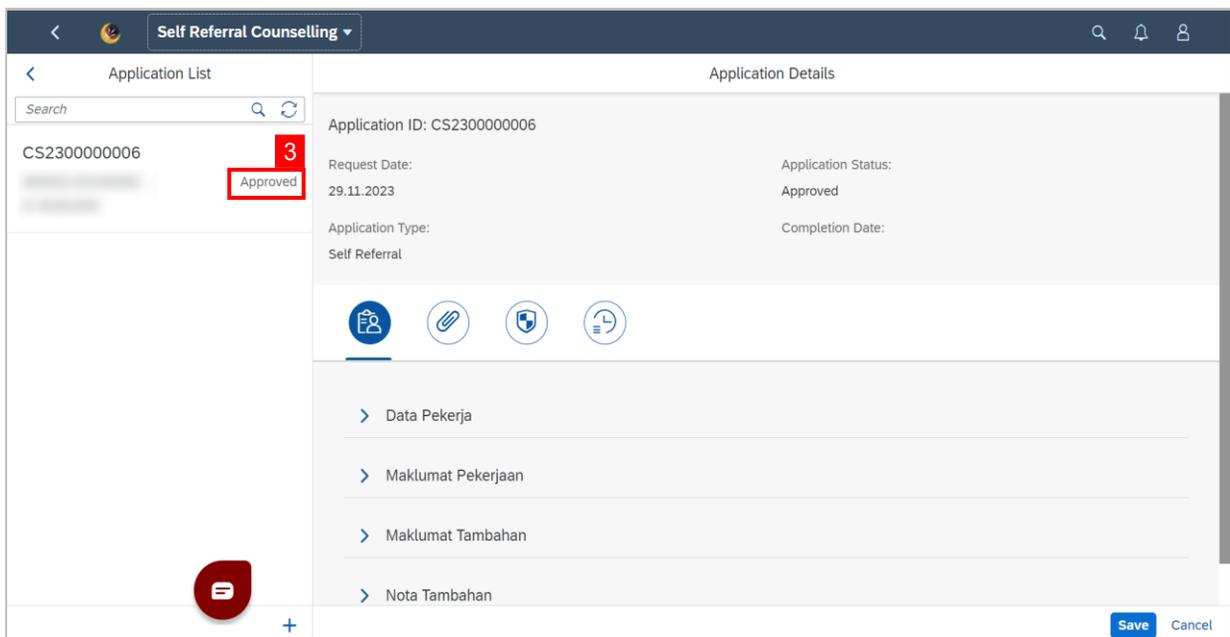


<b>SELECT COUNSELLING STATUS</b>	<b>Front-End User</b>
	Employee

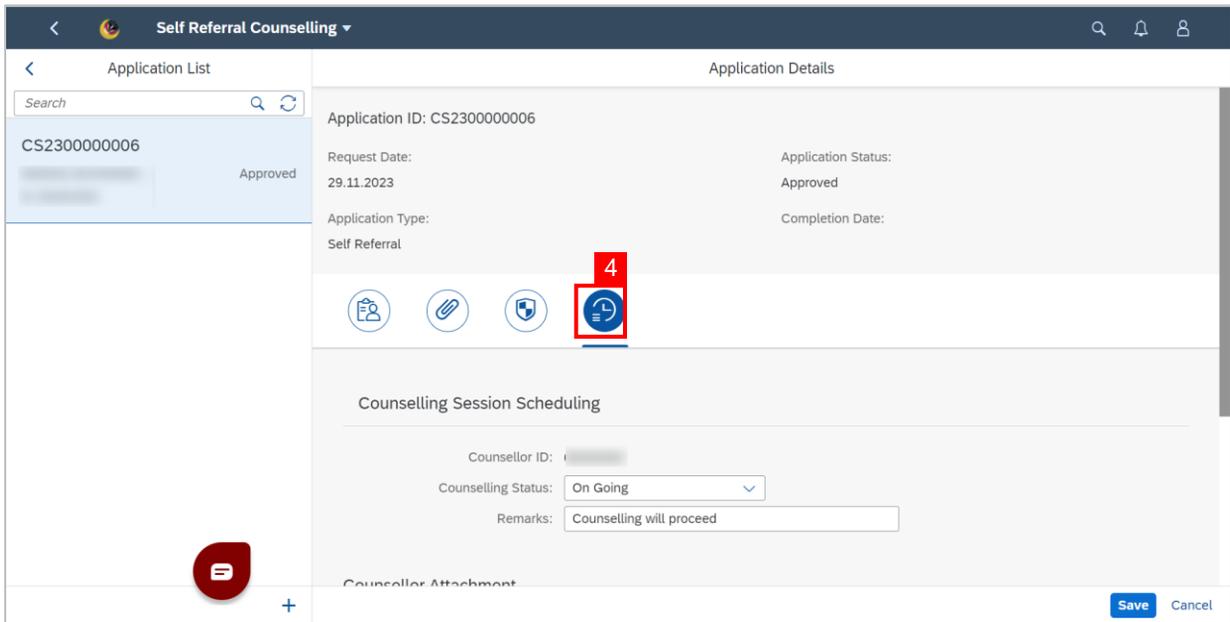
1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Self-Referral Counselling Application** tile.



3. Select an application with **Approved** status.



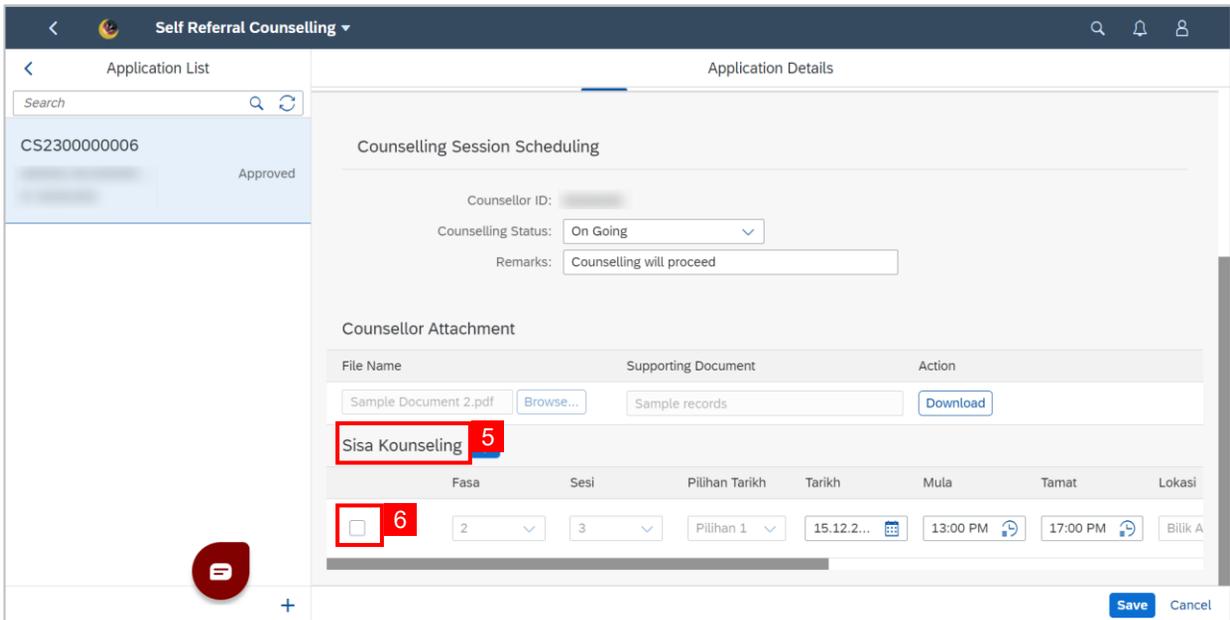
## 4. Click **Clock** tab.



The screenshot shows the 'Application Details' page for application ID CS2300000006. The 'Request Date' is 29.11.2023 and the 'Application Status' is 'Approved'. The 'Application Type' is 'Self Referral'. Below the application details, there are four icons: a person, a document, a shield, and a clock. The clock icon is highlighted with a red box and the number 4. Below the icons is the 'Counselling Session Scheduling' section, which includes a 'Counsellor ID' field, a 'Counselling Status' dropdown menu set to 'On Going', and a 'Remarks' text box containing 'Counselling will proceed'. At the bottom right, there are 'Save' and 'Cancel' buttons.

## 5. Scroll down to **Sisa Kounseling**.

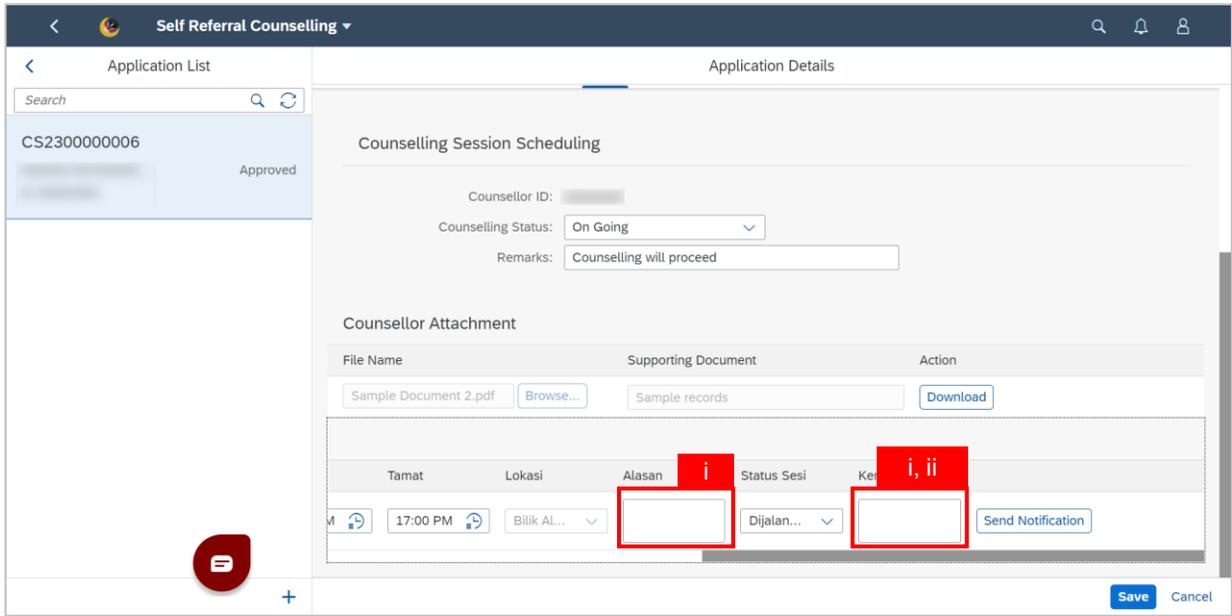
## 6. Tick the **checkbox** next to a session to confirm employee's attendance.



The screenshot shows the 'Application Details' page for application ID CS2300000006. The 'Counselling Session Scheduling' section is visible, including the 'Counsellor ID', 'Counselling Status' dropdown menu set to 'On Going', and 'Remarks' text box. Below this is the 'Counsellor Attachment' section, which includes a table with columns for 'File Name', 'Supporting Document', and 'Action'. The table contains one row with 'Sample Document 2.pdf' and 'Sample records'. Below the attachment section is the 'Sisa Kounseling' section, which includes a table with columns for 'Fasa', 'Sesi', 'Pilihan Tarikh', 'Tarikh', 'Mula', 'Tamat', and 'Lokasi'. The 'Sisa Kounseling' checkbox is highlighted with a red box and the number 5. The 'Clock' icon is highlighted with a red box and the number 6. At the bottom right, there are 'Save' and 'Cancel' buttons.

**Note:**

- i. Employee can edit both **Alasan** and **Kenyataan**. However, **Kenyataan** that has been filled by **BPK Admin** or **Counselor** is not editable.
- ii. If a session cannot be attended by employee (checkbox not ticked), fill in the **Alasan**.



**Application Details**

Counselling Session Scheduling

Counselor ID: [Redacted]

Counselling Status: On Going

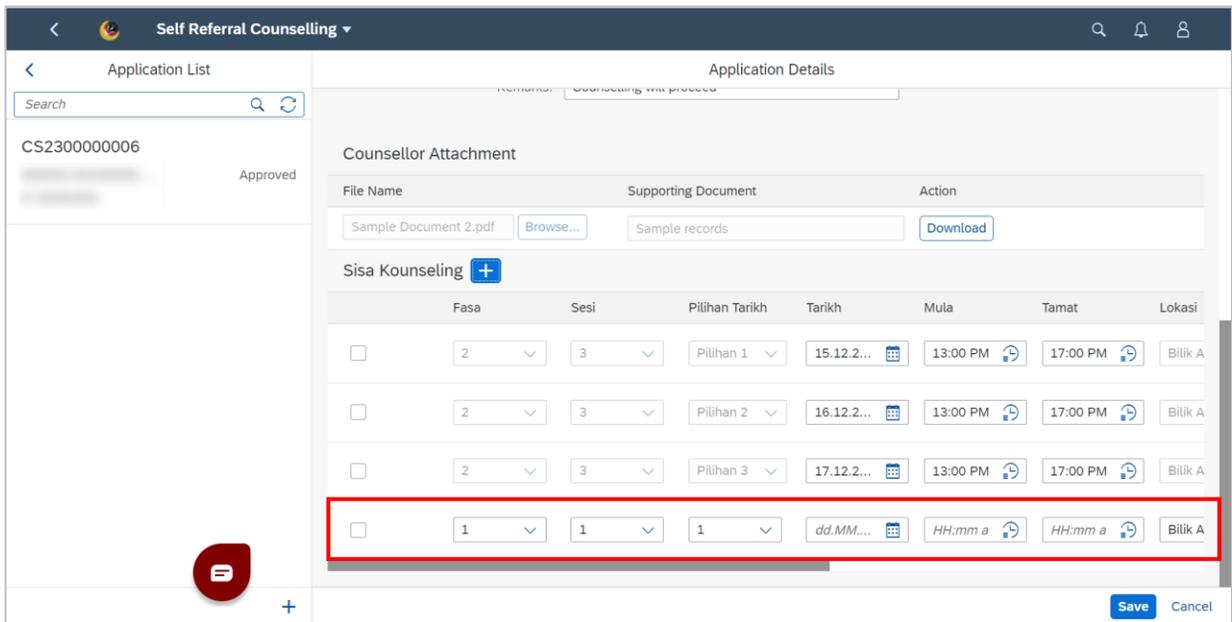
Remarks: Counselling will proceed

Counselor Attachment

File Name	Supporting Document	Action
Sample Document 2.pdf	Browse...	Download
Sample records		Download

Tamat	Lokasi	Alasan	Status Sesi	Kenyataan	Action
17:00 PM	Bilik AL...	[Redacted]	Dijalan...	[Redacted]	Send Notification

**Note:** If the 1st, 2nd, and 3rd pilihan are unable to be attended by employee he/she may add their own pilihan/session where all details are editable.



**Application Details**

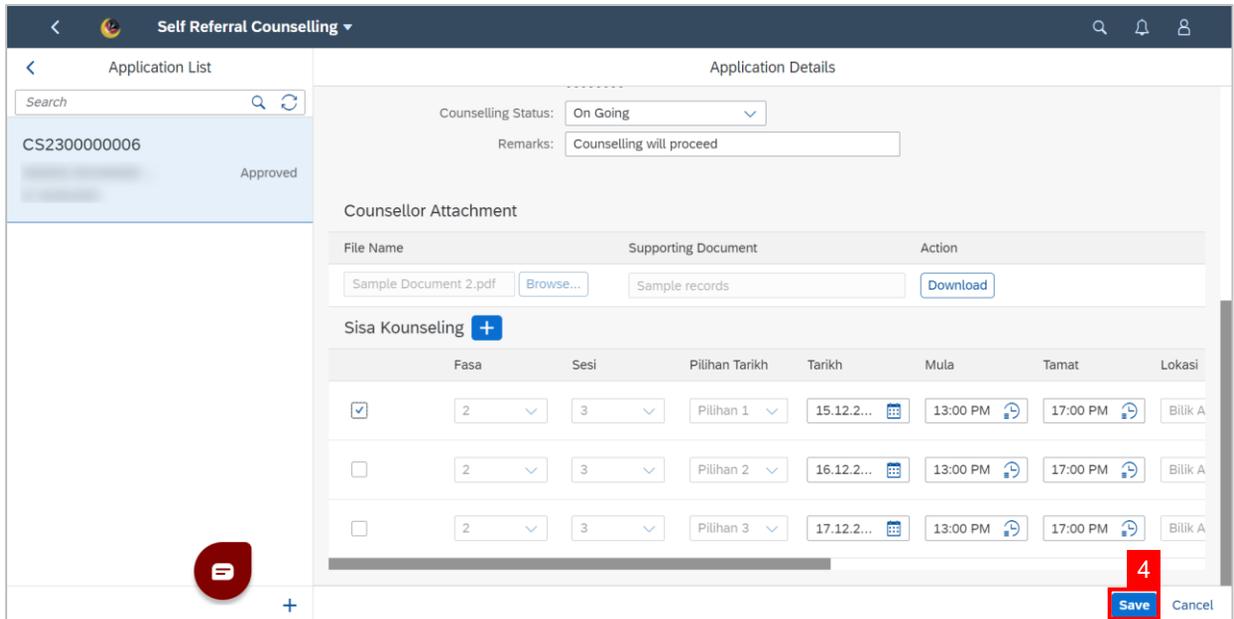
Counselor Attachment

File Name	Supporting Document	Action
Sample Document 2.pdf	Browse...	Download
Sample records		Download

Sisa Kounseling +

	Fasa	Sesi	Pilihan Tarikh	Tarikh	Mula	Tamat	Lokasi
<input type="checkbox"/>	2	3	Pilihan 1	15.12.2...	13:00 PM	17:00 PM	Bilik A
<input type="checkbox"/>	2	3	Pilihan 2	16.12.2...	13:00 PM	17:00 PM	Bilik A
<input type="checkbox"/>	2	3	Pilihan 3	17.12.2...	13:00 PM	17:00 PM	Bilik A
<input type="checkbox"/>	1	1	1	dd.MM...	HH:mm a	HH:mm a	Bilik A

4. Click the **Save** button.



Self Referral Counselling

Application List

Application Details

Counselling Status: On Going

Remarks: Counselling will proceed

Counsellor Attachment

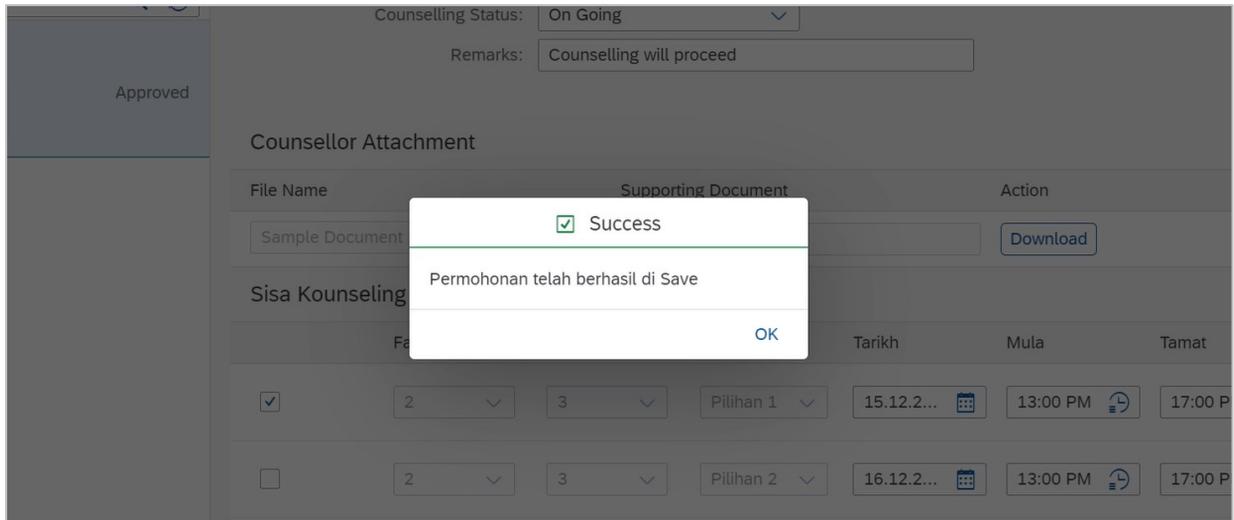
File Name	Supporting Document	Action
Sample Document 2.pdf	Browse...	Download
Sample records		Download

Sisa Kounseling +

	Fasa	Sesi	Pilihan Tarikh	Tarikh	Mula	Tamat	Lokasi
<input checked="" type="checkbox"/>	2	3	Pilihan 1	15.12.2...	13:00 PM	17:00 PM	Bilik A
<input type="checkbox"/>	2	3	Pilihan 2	16.12.2...	13:00 PM	17:00 PM	Bilik A
<input type="checkbox"/>	2	3	Pilihan 3	17.12.2...	13:00 PM	17:00 PM	Bilik A

Save Cancel

**Outcome: Sessions confirmed/selected for attendance by employee is saved.**



Counselling Status: On Going

Remarks: Counselling will proceed

Counsellor Attachment

File Name	Supporting Document	Action
Sample Document		Download

Sisa Kounseling

	Fa	Sesi	Pilihan Tarikh	Tarikh	Mula	Tamat
<input checked="" type="checkbox"/>	2	3	Pilihan 1	15.12.2...	13:00 PM	17:00 P
<input type="checkbox"/>	2	3	Pilihan 2	16.12.2...	13:00 PM	17:00 P

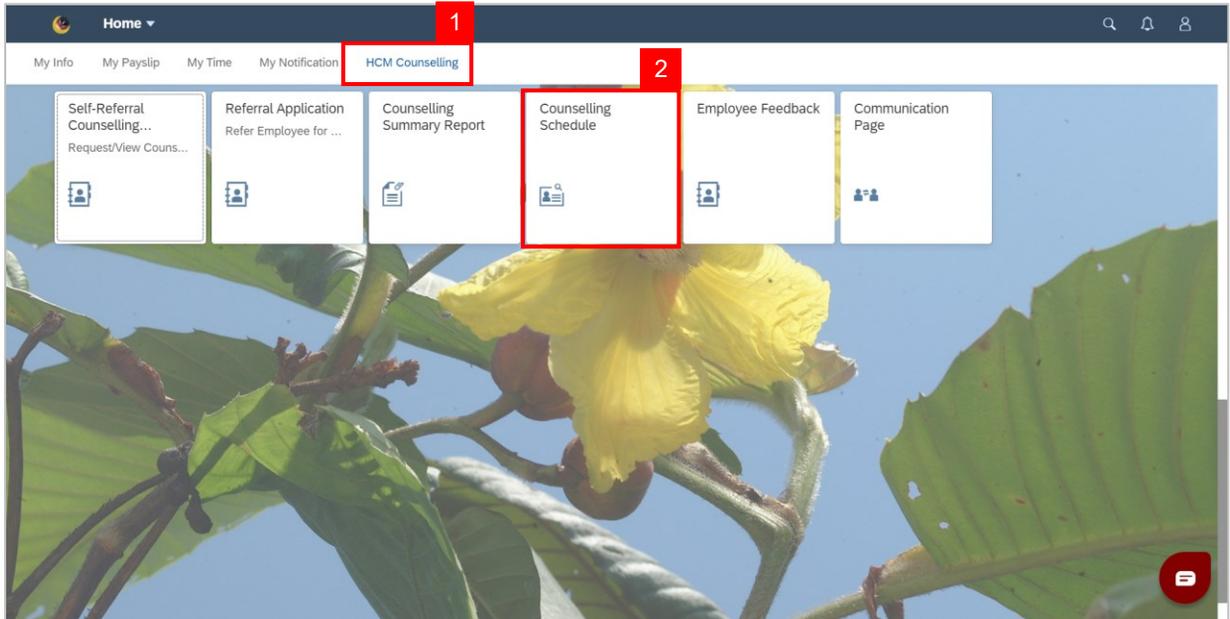
Success

Permohonan telah berhasil di Save

OK

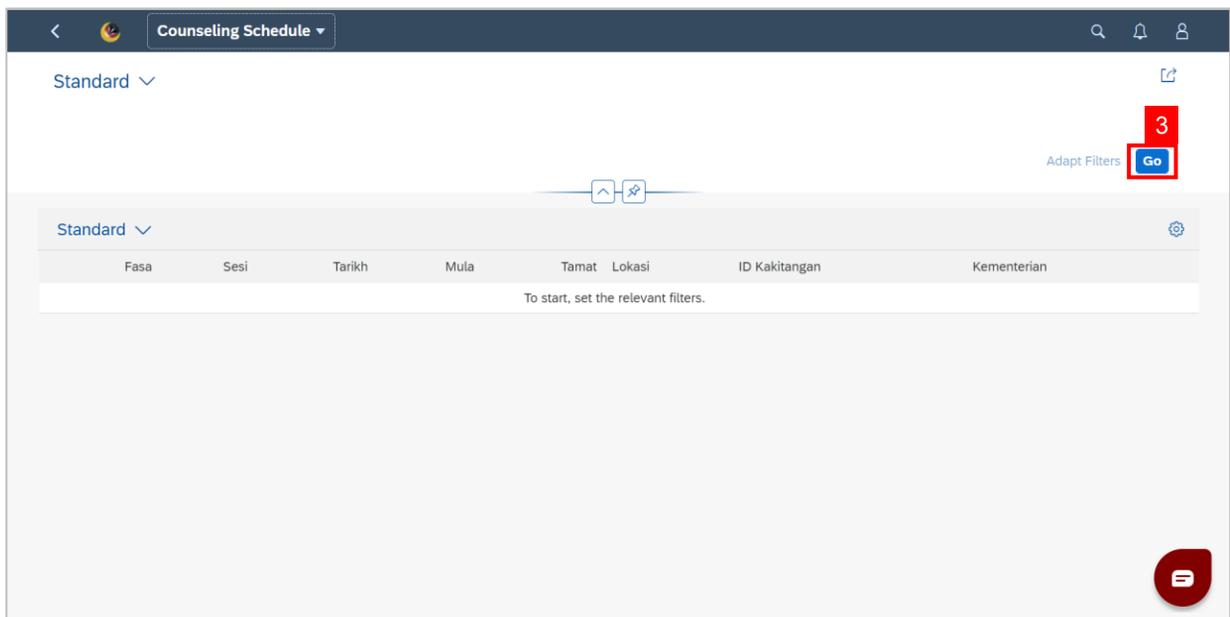
<b>VIEW CONFIRMED SCHEDULE</b>	<b>Front-End User</b>
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Counselling Schedule** tile.

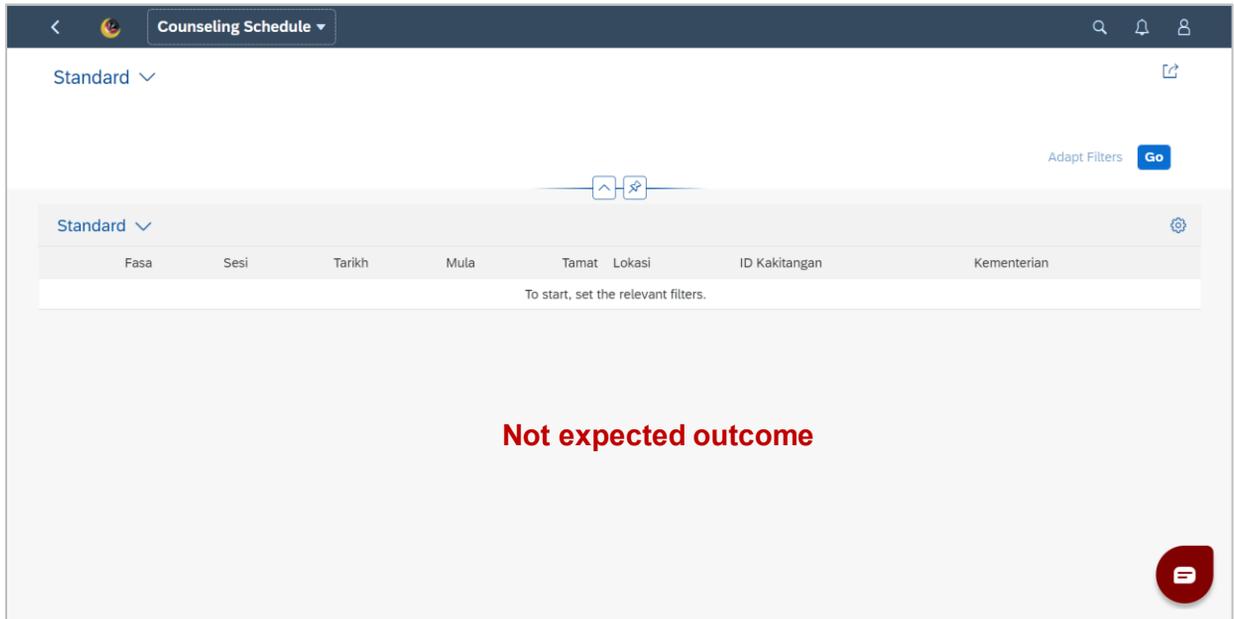


**Note:** Counseling Schedule page will be shown.

3. Click the **Go** button.



**Outcome: Scheduled counselling sessions will be shown.**



Standard Adapt Filters Go

Standard

Fasa	Sesi	Tarikh	Mula	Tamat	Lokasi	ID Kakitangan	Kementerian
To start, set the relevant filters.							

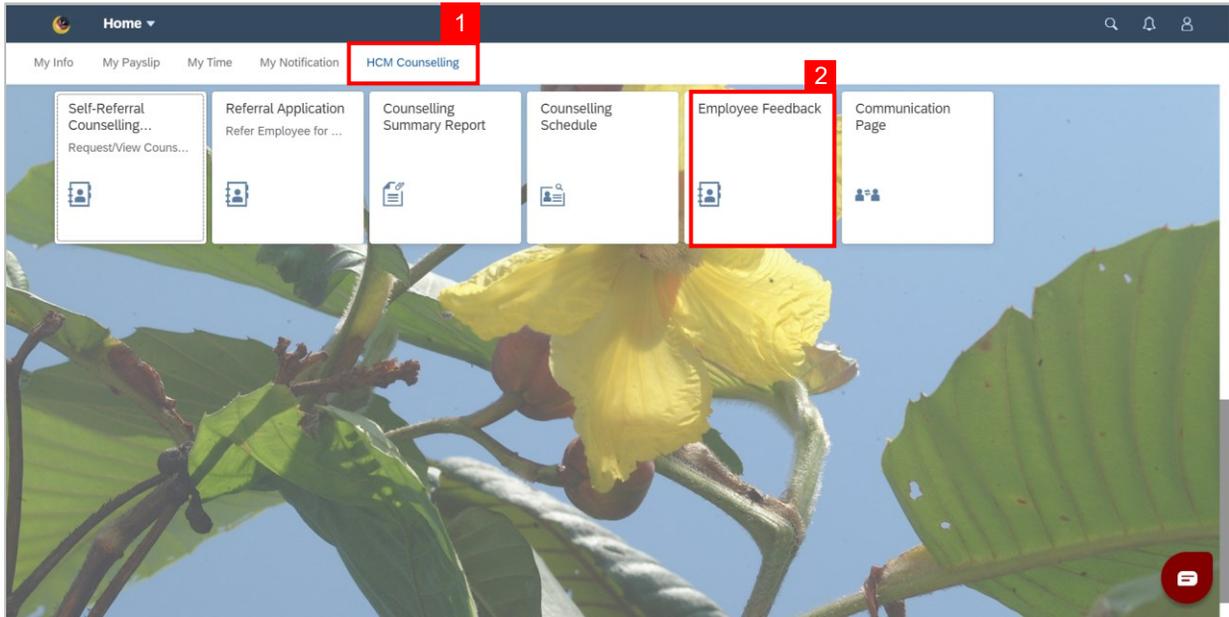
Not expected outcome

Fasa	Sesi	Tarikh	Mula	Tamat	Lokasi	ID Kakitangan	Kementerian	Jabatan
1	1	20.10.2023, 08:00:00	01:26:00	22:26:00	Bilik Al-Mu/min	10100112	Min. of Health	Kem. Kesihatan >
1	1	21.10.2023, 08:00:00	21:15:00	22:15:00	Bilik Perundingan	10100177	Prime Minister's Office	Audit >

Actual expected outcome

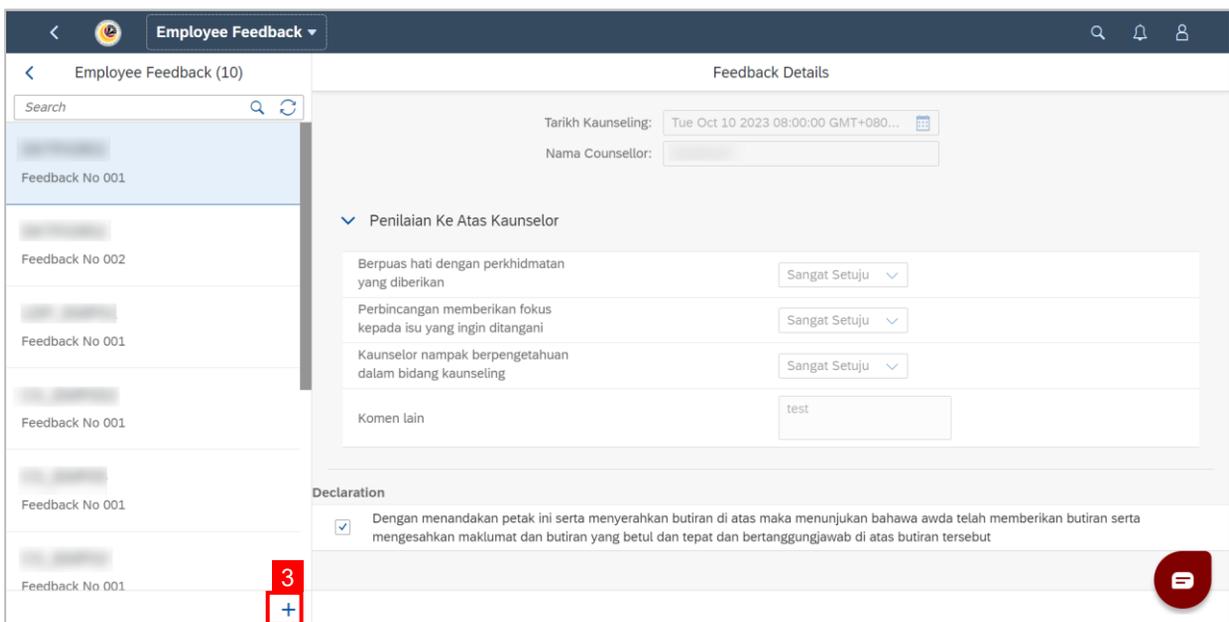
<b>FILL FEEDBACK FORM</b>	<b>Front-End User</b>
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Employee Feedback** tile.

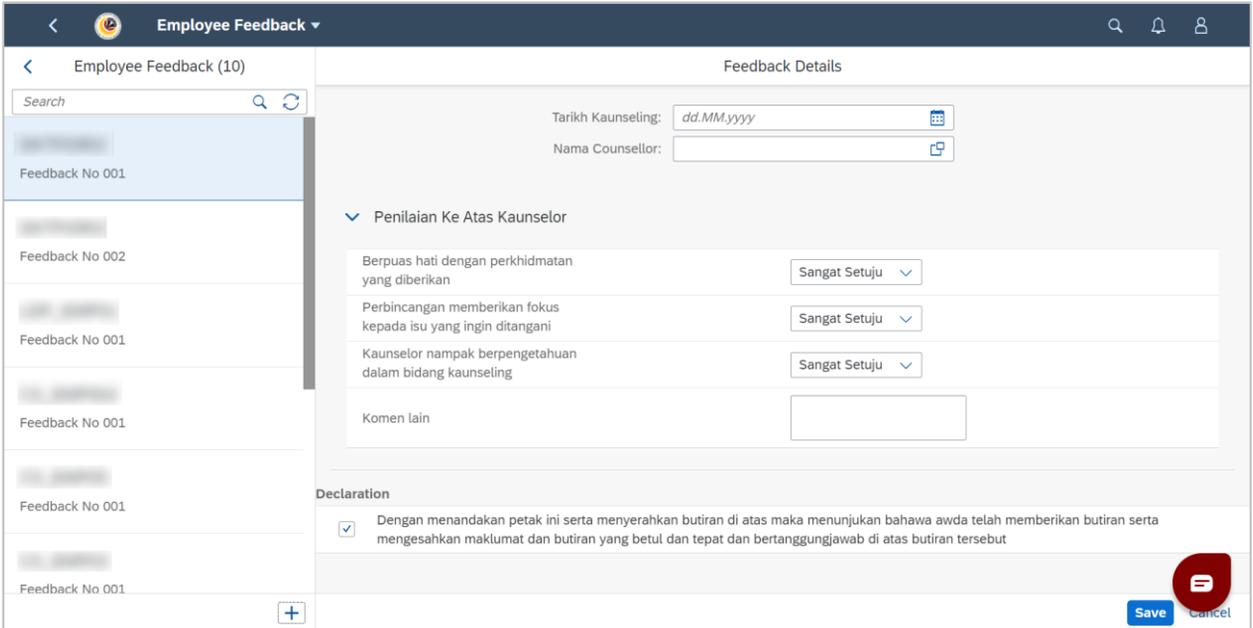


**Note:** Employee Feedback screen will be shown.

3. Click the  button.



**Note:** A new **Employee Feedback Form** will be made.



**Employee Feedback**

Feedback Details

Tarikh Kaunseling:  

Nama Counselor:

**Penilaian Ke Atas Kaunselor**

Berpuas hati dengan perkhidmatan yang diberikan:

Perbincangan memberikan fokus kepada isu yang ingin ditangani:

Kaunselor nampak berpengetahuan dalam bidang kaunseling:

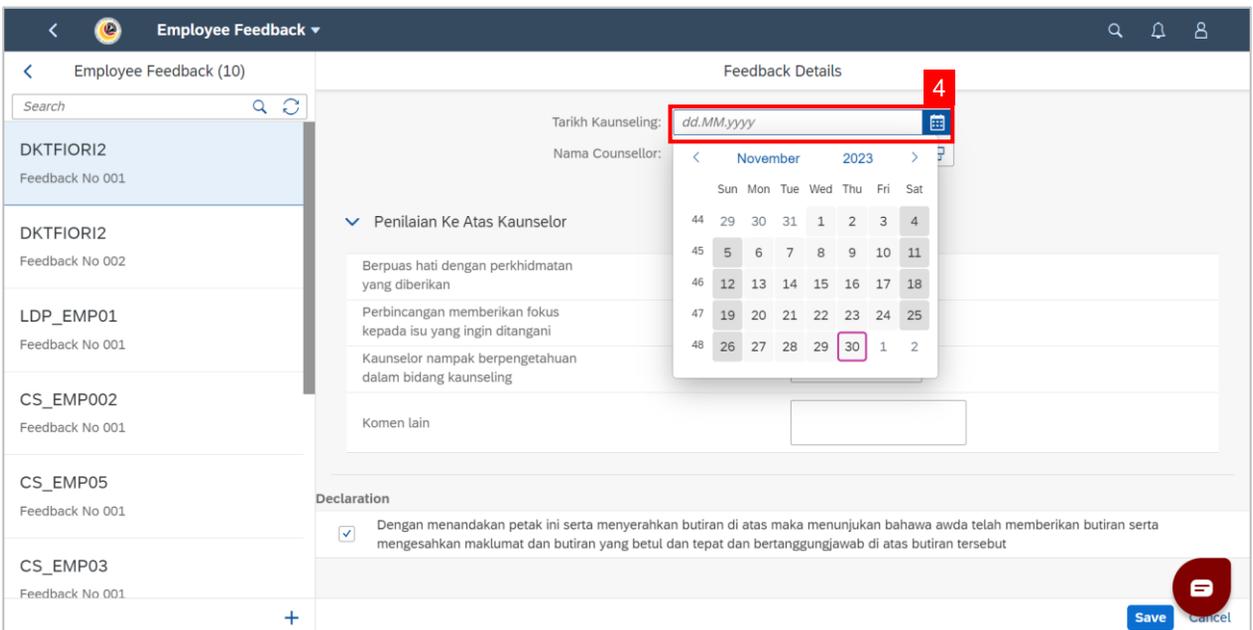
Komen lain:

**Declaration**

Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta mengesahkan maklumat dan butiran yang betul dan tepat dan bertanggungjawab di atas butiran tersebut

**Save** **Cancel**

4. Type in or Select a date for **Tarikh Kaunseling** by clicking the **calendar** icon.



**Employee Feedback**

Feedback Details

Tarikh Kaunseling:  

Nama Counselor:

**Penilaian Ke Atas Kaunselor**

Berpuas hati dengan perkhidmatan yang diberikan:

Perbincangan memberikan fokus kepada isu yang ingin ditangani:

Kaunselor nampak berpengetahuan dalam bidang kaunseling:

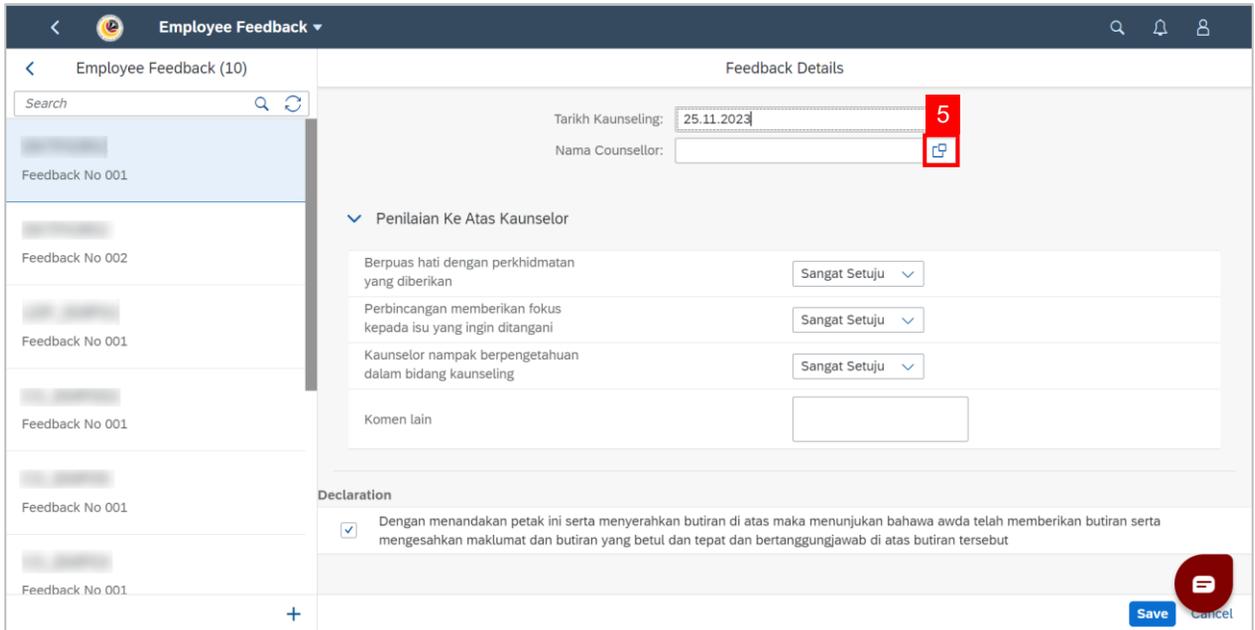
Komen lain:

**Declaration**

Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta mengesahkan maklumat dan butiran yang betul dan tepat dan bertanggungjawab di atas butiran tersebut

**Save** **Cancel**

5. Click the **Lookup** button in the **Nama Counsellor** field.



The screenshot shows the 'Employee Feedback' form. The 'Feedback Details' section includes the following fields:

- Tarikh Kaunseling: 25.11.2023
- Nama Counsellor: [Lookup button]

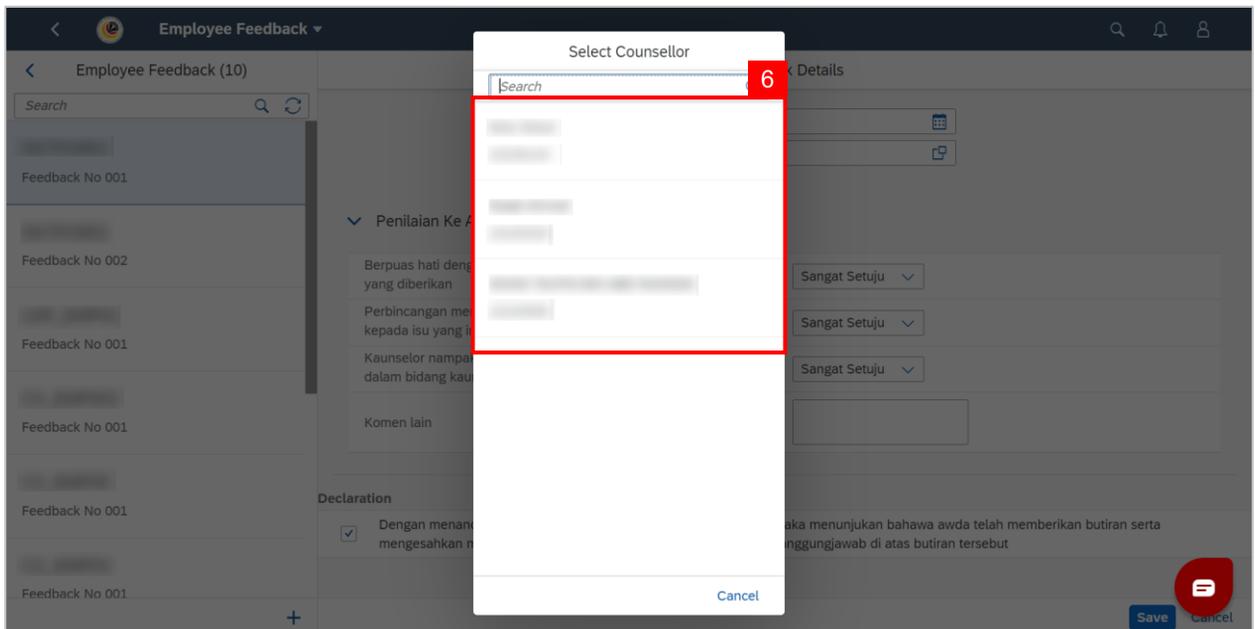
Below these fields is the 'Penilaian Ke Atas Kaunselor' section with three rows of feedback items, each with a 'Sangat Setuju' dropdown menu:

- Berpuas hati dengan perkhidmatan yang diberikan
- Perbincangan memberikan fokus kepada isu yang ingin ditangani
- Kaunselor nampak berpengetahuan dalam bidang kaunseling

There is also a 'Komen lain' text area. At the bottom, there is a 'Declaration' section with a checked checkbox and the text: 'Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta mengesahkan maklumat dan butiran yang betul dan tepat dan bertanggungjawab di atas butiran tersebut'. The 'Save' and 'Cancel' buttons are at the bottom right.

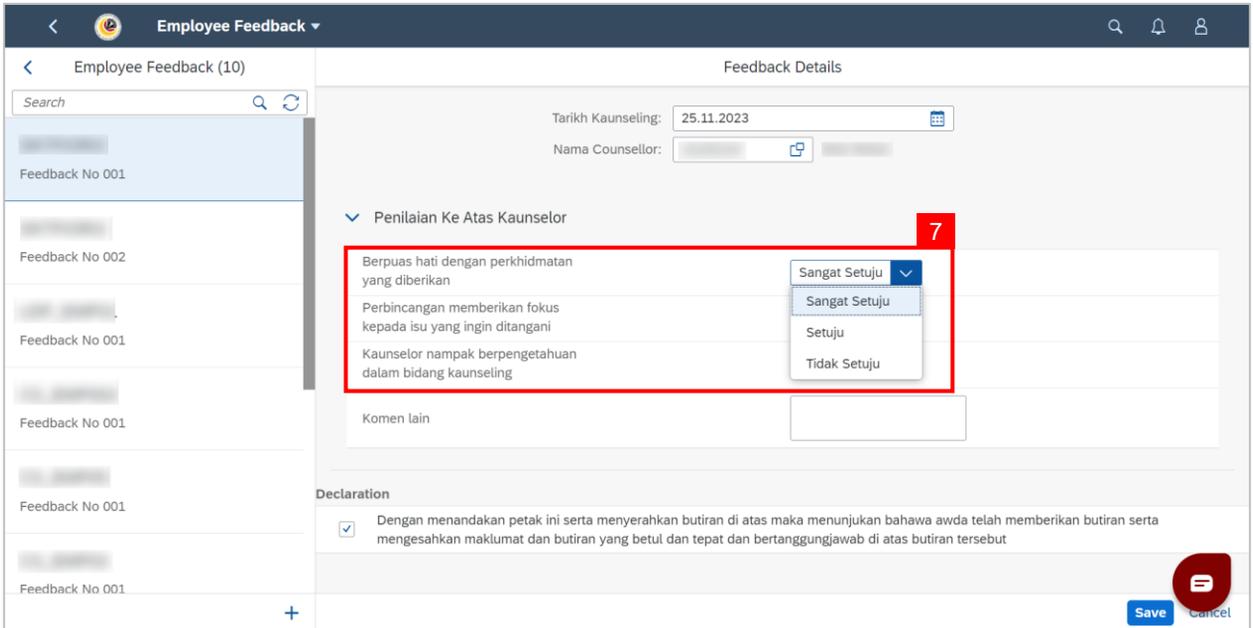
**Note:** A list of Counsellors will be displayed.

6. Click on the Counsellor to provide feedback on



The screenshot shows the 'Employee Feedback' form with a 'Select Counsellor' modal open. The modal has a search bar and a list of counsellors. A red box highlights the list, and a '6' is placed next to it. The background form is dimmed, showing the same 'Feedback Details' and 'Penilaian Ke Atas Kaunselor' sections as in the previous screenshot. The 'Save' and 'Cancel' buttons are at the bottom right.

7. Answer the evaluation questions by selecting an option in the drop box.

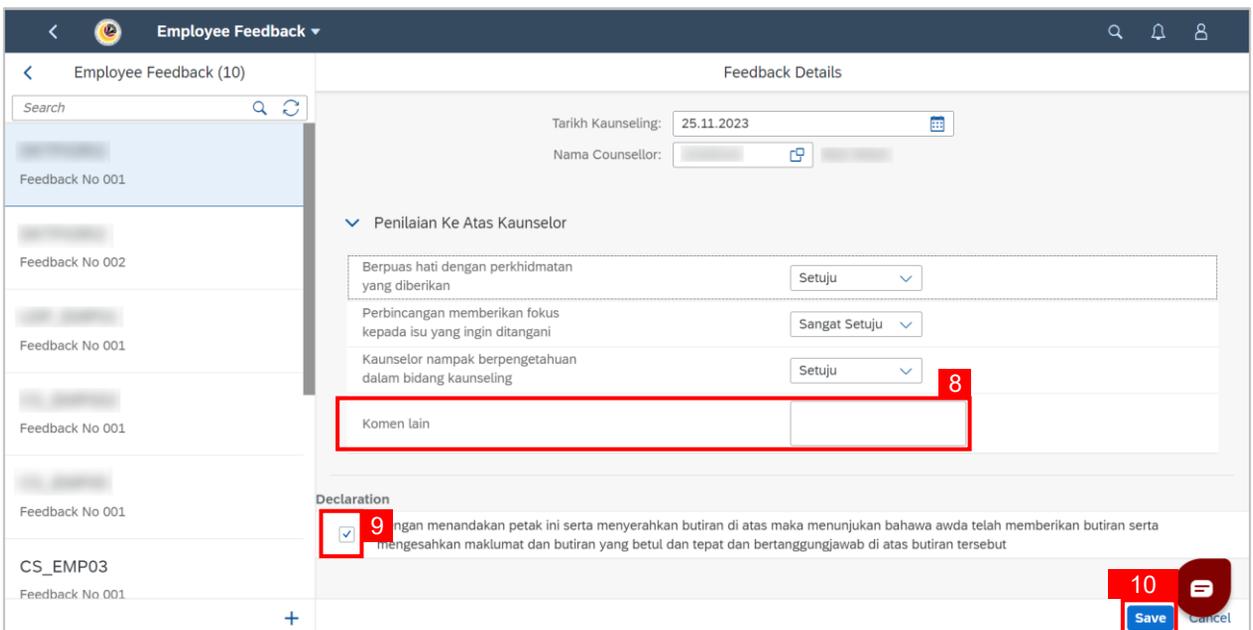


The screenshot shows the 'Employee Feedback' interface. On the left is a list of feedback items. The main area is 'Feedback Details' for a session on 25.11.2023. Under 'Penilaian Ke Atas Kaunselor', there are three evaluation questions. The first question, 'Berpuas hati dengan perkhidmatan yang diberikan', has a dropdown menu open with options: 'Sangat Setuju' (selected), 'Setuju', and 'Tidak Setuju'. A red box highlights the dropdown menu and is labeled with the number 7. Below the questions is a 'Komen lain' text area. At the bottom, there is a 'Declaration' section with a checked checkbox and a 'Save' button.

8. Type in any comments in **Komen lain**.

9. Tick the **checkbox** next to the **declaration**.

10. Click the **Save** button.



This screenshot shows the same 'Employee Feedback' form after further interaction. The dropdown menus for the evaluation questions are now filled with 'Setuju', 'Sangat Setuju', and 'Setuju' respectively. A red box highlights the 'Komen lain' text area and is labeled with the number 8. The 'Declaration' checkbox is now checked, and a red box around it is labeled with the number 9. The 'Save' button is highlighted with a red box and labeled with the number 10.

Outcome: Feedback to selected Counsellor has been saved and sent.

Employee Feedback

Employee Feedback (11)

Search

Feedback No 001

Feedback No 002

Feedback No 001

Feedback No 001

Feedback No 002

Feedback No 002

Feedback No 002

Feedback Details

Tarikh Kaunseling: Sat Nov 25 2023 08:00:00 GMT+080...

Nama Counsellor:

Penilaian Ke Atas Kaunselor

Berpuas hati dengan perkhidmatan yang diberikan: Setuju

Perbincangan memberikan fokus kepada isu yang ingin ditangani: Sangat Setuju

Kaunselor nampak berpengetahuan dalam bidang kaunseling: Setuju

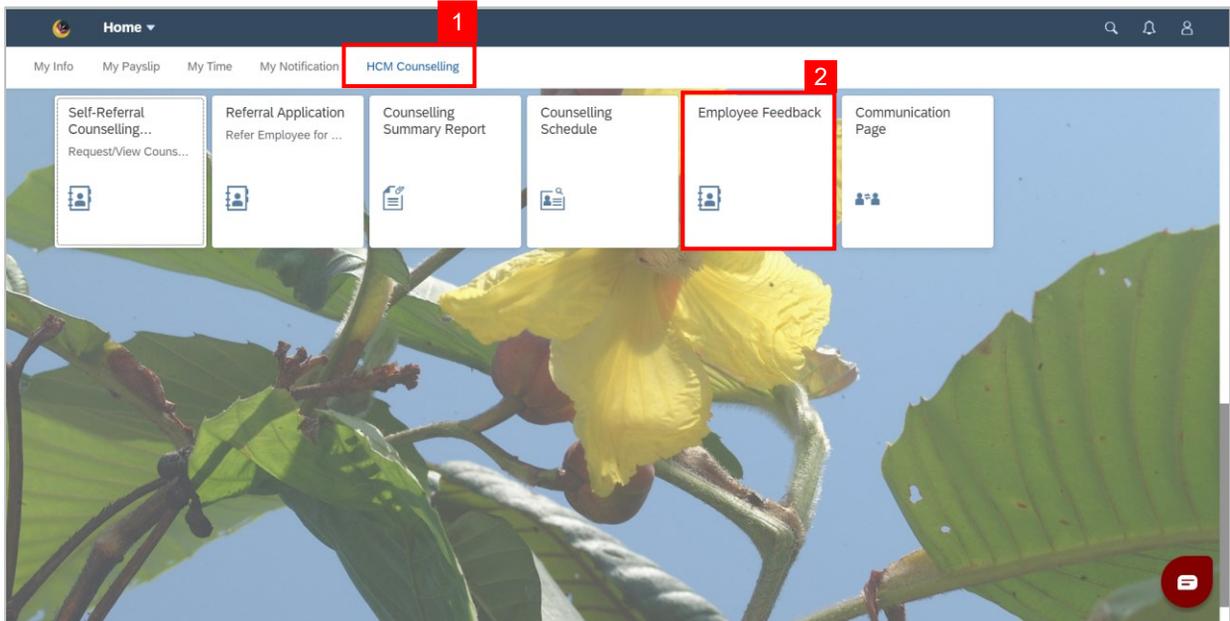
Komen lain: Nice counselling.

Declaration

Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta mengesahkan maklumat dan butiran yang betul dan tepat dan bertanggungjawab di atas butiran tersebut

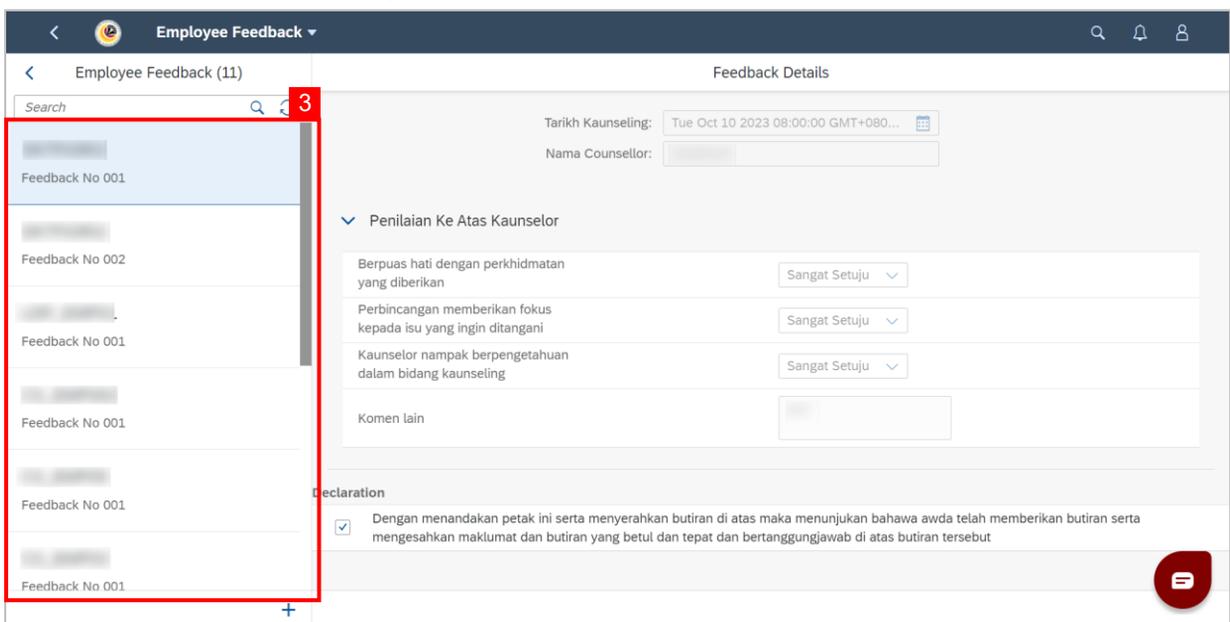
<b>VIEW COMPLETED FEEDBACK FORM</b>	<b>Front-End User</b>
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Employee Feedback** tile.

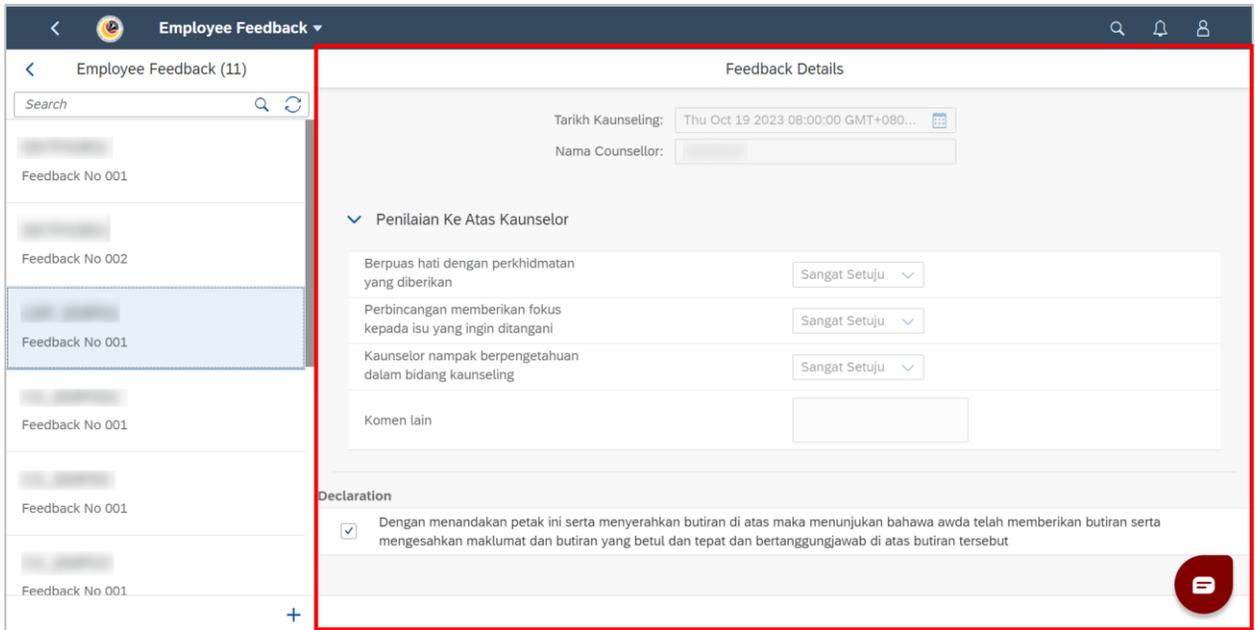


**Note:** Employee Feedback screen will be shown.

3. Click on a Completed **Employee Feedback** Form.



**Outcome: Selected Completed Employee Feedback Form can be viewed on the right side of the screen.**

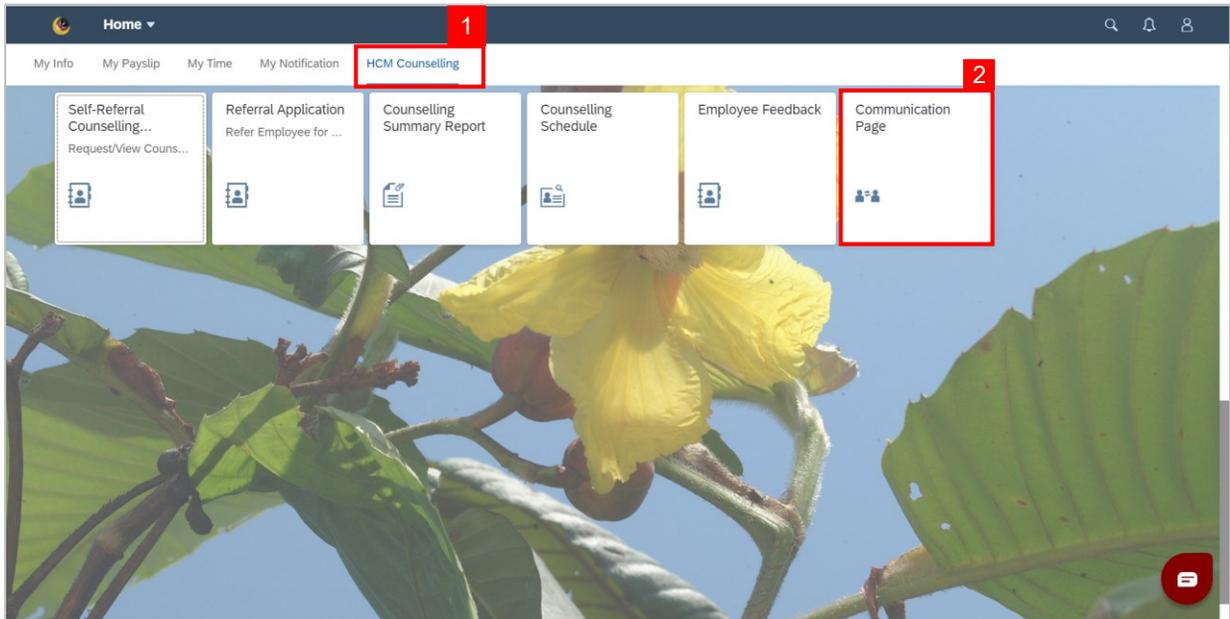


The screenshot displays the 'Employee Feedback' application interface. On the left, a sidebar titled 'Employee Feedback (11)' contains a search bar and a list of feedback entries, each with a 'Feedback No' (e.g., 001, 002). The entry 'Feedback No 001' is selected and highlighted in blue. On the right, the 'Feedback Details' view is shown, which includes the following information:

- Tarikh Kaunseling:** Thu Oct 19 2023 08:00:00 GMT+080...
- Nama Counsellor:** [Redacted]
- Penilaian Ke Atas Kaunselor** (Evaluation of Counsellor):
  - Berpuas hati dengan perkhidmatan yang diberikan: Sangat Setuju
  - Perbincangan memberikan fokus kepada isu yang ingin ditangani: Sangat Setuju
  - Kaunselor nampak berpengetahuan dalam bidang kaunseling: Sangat Setuju
  - Komen lain: [Redacted]
- Declaration:**  Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta mengesahkan maklumat dan butiran yang betul dan tepat dan bertanggungjawab di atas butiran tersebut

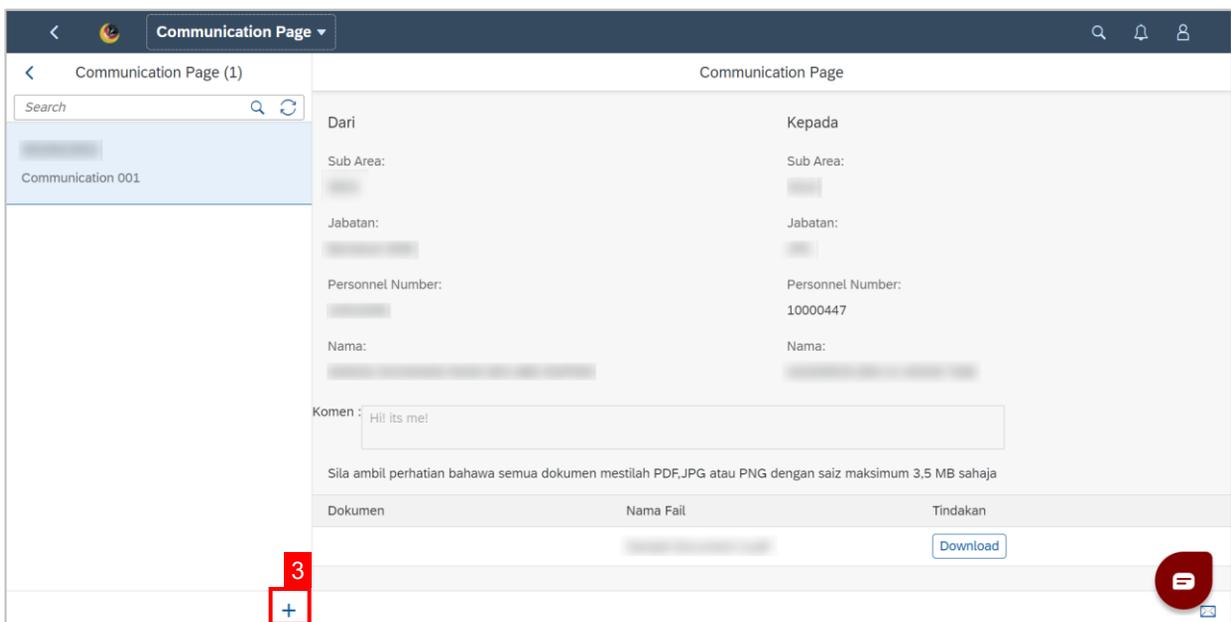
<b>FILL COMMUNICATIONS PAGE</b>	<b>Front-End User</b>
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Communication Page** tile.



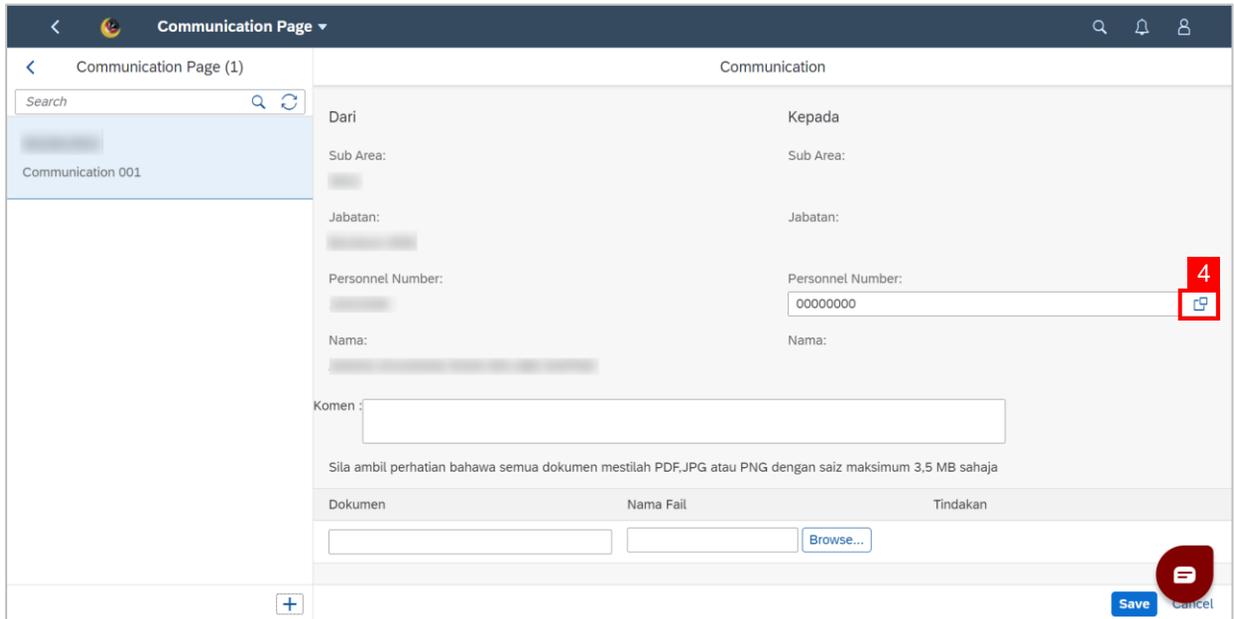
**Note: Communication Page** will be shown.

3. Click on the  button to create a new communication.



**Note:** A new communication is made.

4. Click on the **Lookup** button to select a **Personnel Number** to communicate with.



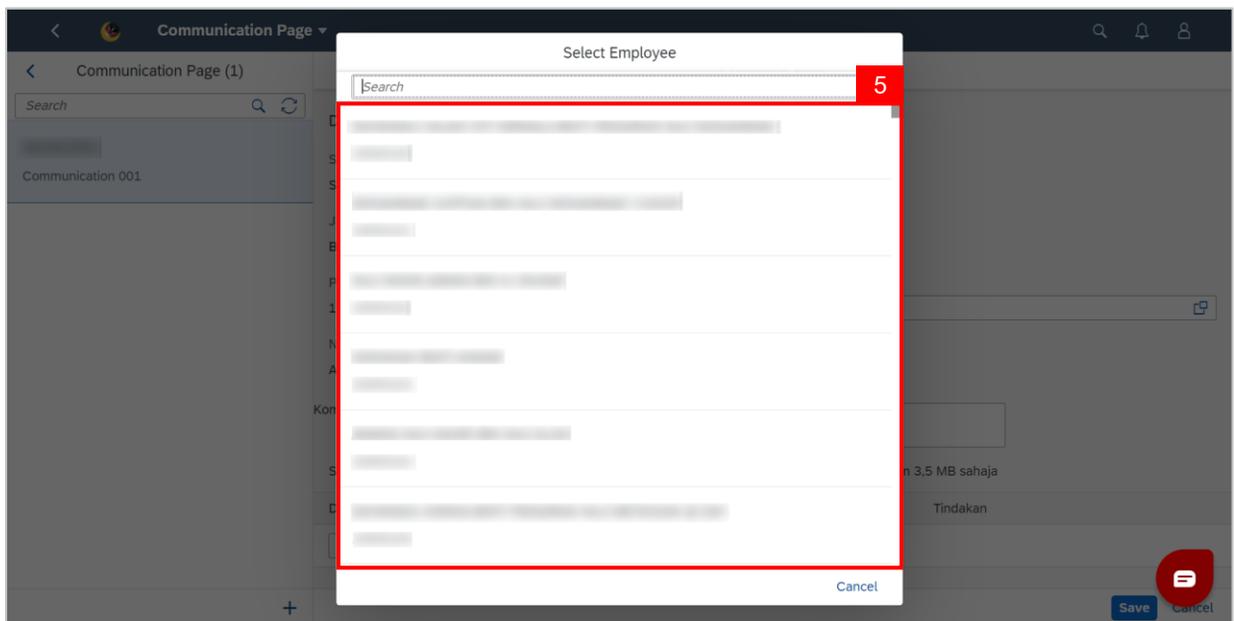
The screenshot shows the 'Communication Page' interface. On the left, there is a search bar and a list of communication items, with 'Communication 001' selected. The main area is titled 'Communication' and contains a form with the following fields:

- Dari** (From): Sub Area, Jabatan, Personnel Number, Nama
- Kepada** (To): Sub Area, Jabatan, Personnel Number, Nama
- Komen** (Comments): A text input field.

Below the form, there is a section for document uploads with columns for 'Dokumen', 'Nama Fail', and 'Tindakan'. A 'Browse...' button is visible. At the bottom right, there are 'Save' and 'Cancel' buttons. A red box highlights the 'Personnel Number' field in the 'Kepada' section, with a red '4' in the top right corner of the box.

**Note:** A list of Employees with their Names and Personnel Numbers will be displayed.

5. Click on the **employee** to communicate with.

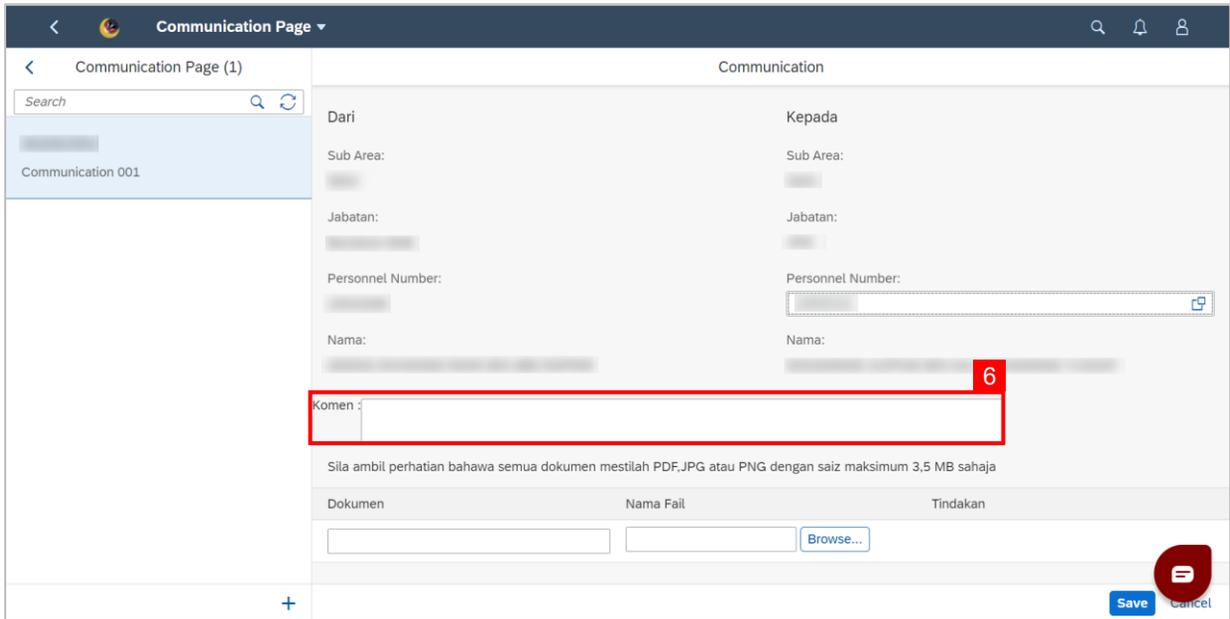


The screenshot shows the 'Communication Page' interface with a 'Select Employee' modal window open. The modal window has a search bar and a list of employees. A red box highlights the modal window, with a red '5' in the top right corner of the box. The modal window contains the following fields:

- Search**: A search input field.
- Employee List**: A list of employees with columns for Name and Personnel Number.

The background shows the same 'Communication Page' interface as in the previous screenshot, but it is dimmed. The 'Personnel Number' field in the 'Kepada' section is still visible, but it is not highlighted. At the bottom right, there are 'Save' and 'Cancel' buttons. A red box highlights the 'Select Employee' modal window, with a red '5' in the top right corner of the box.

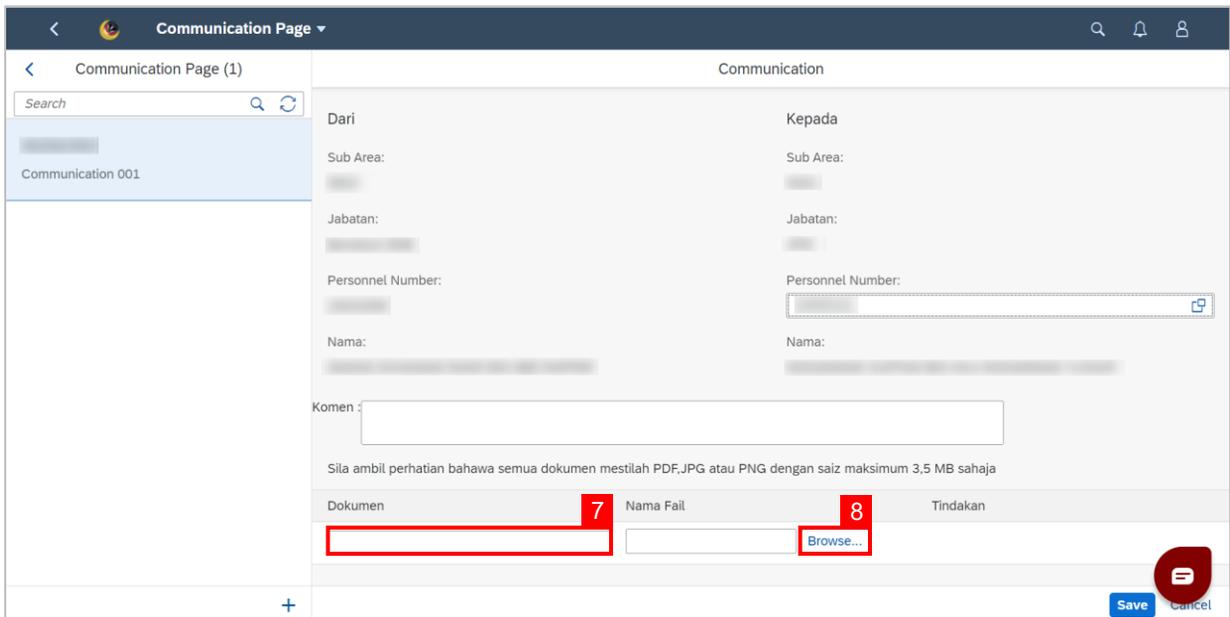
6. Fill in any comments in **Komen** if needed.



The screenshot shows the 'Communication Page' interface. The 'Komen' field is highlighted with a red box and a red number 6. The interface includes a search bar, a list of communication items, and a form for creating a new communication. The form has fields for 'Dari' (From) and 'Kepada' (To), including 'Sub Area', 'Jabatan' (Department), and 'Personnel Number'. There is also a 'Nama' (Name) field. Below the form, there is a 'Dokumen' (Document) section with a 'Browse...' button. The 'Save' and 'Cancel' buttons are at the bottom right.

7. Fill in the document description in **Dokumen**.

8. Click **Browse...** to select a document to be attached.

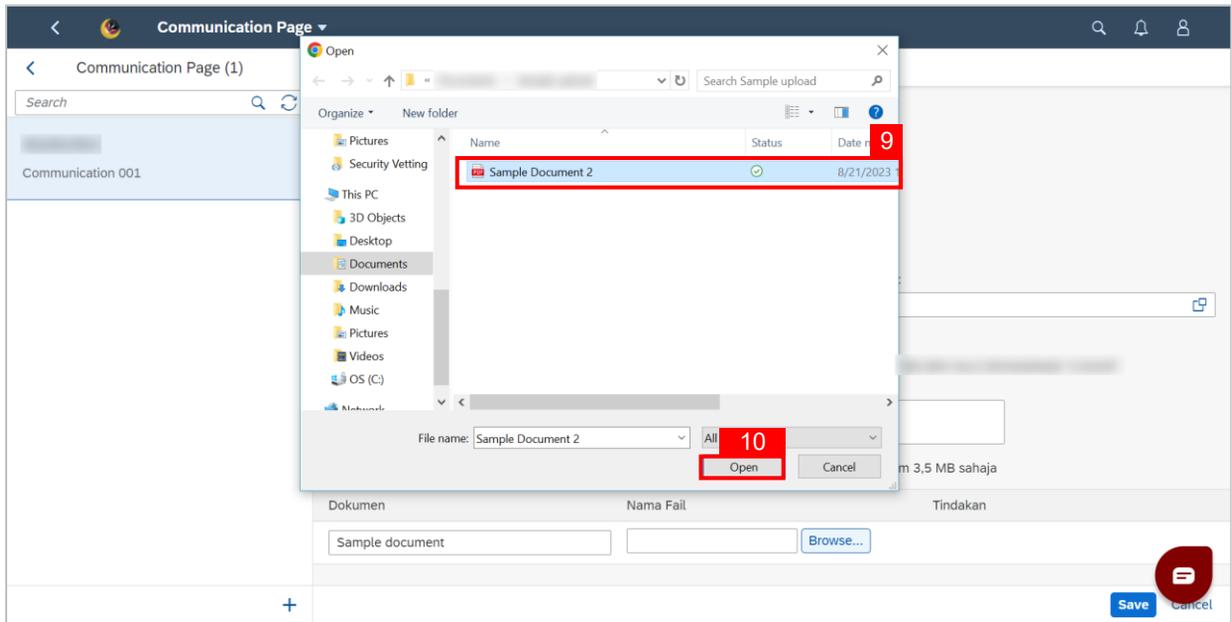


The screenshot shows the 'Communication Page' interface. The 'Dokumen' field is highlighted with a red box and a red number 7. The 'Browse...' button is also highlighted with a red box and a red number 8. The interface is the same as in the previous screenshot, but the 'Komen' field is now empty. The 'Save' and 'Cancel' buttons are at the bottom right.

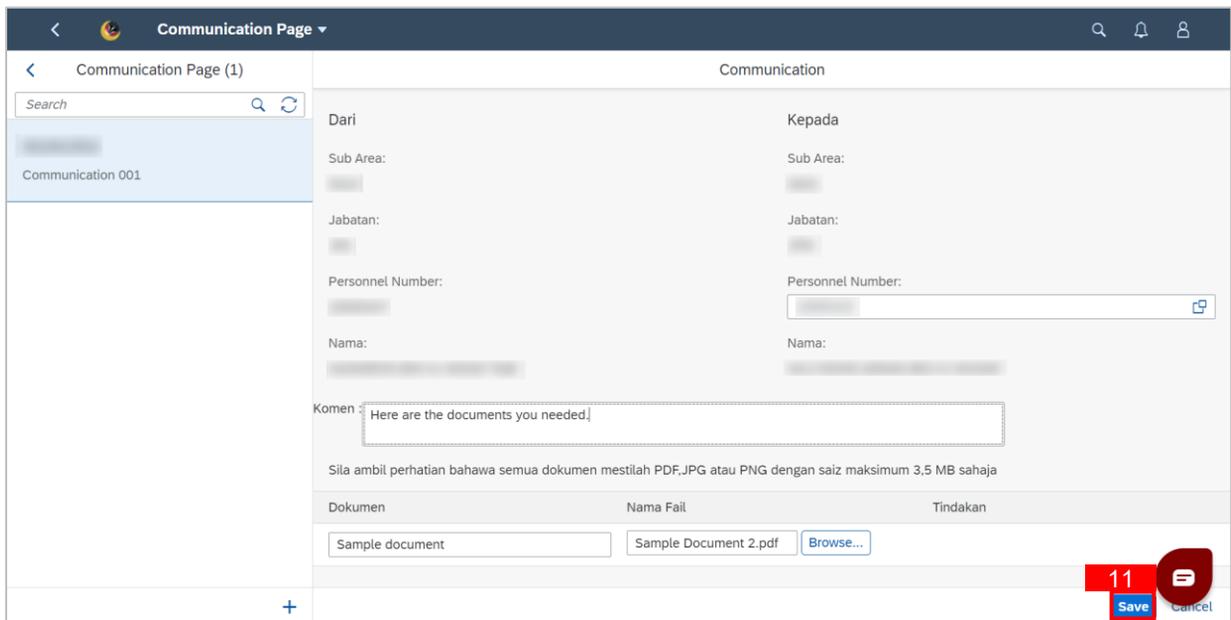
**Note:** A file explorer window will open.

9. Find and select the document to be attached.

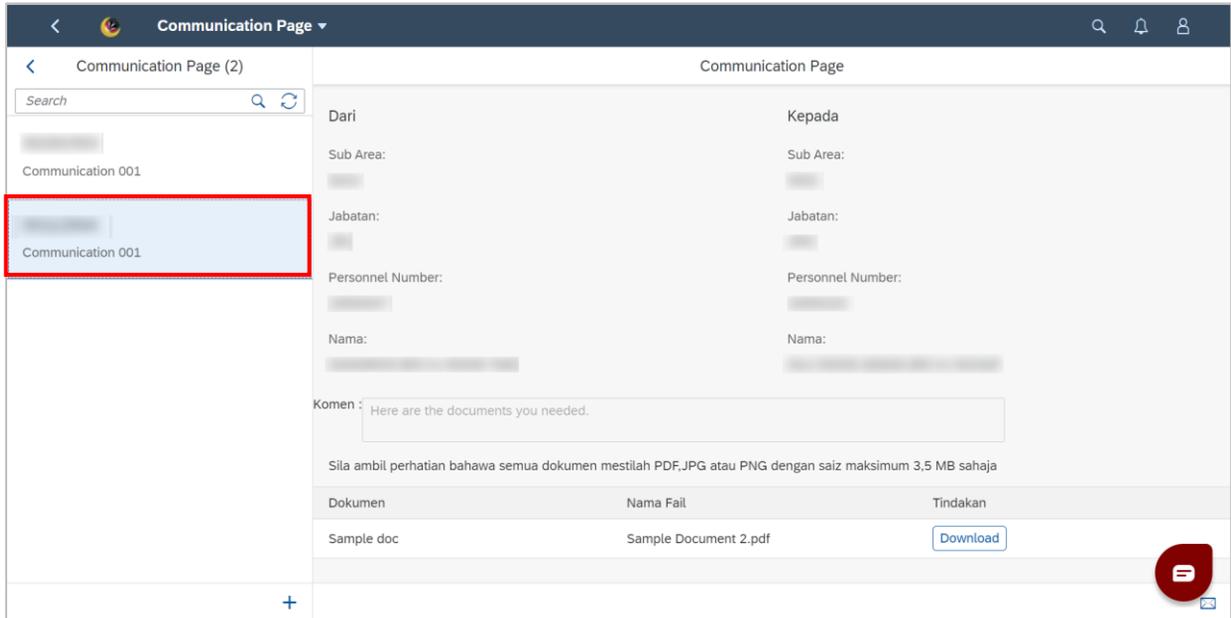
10. Click **Open** to attach the document.



11. Click the **Save** button to communicate with the chosen employee.



**Outcome: Message has been sent to the other employee.**



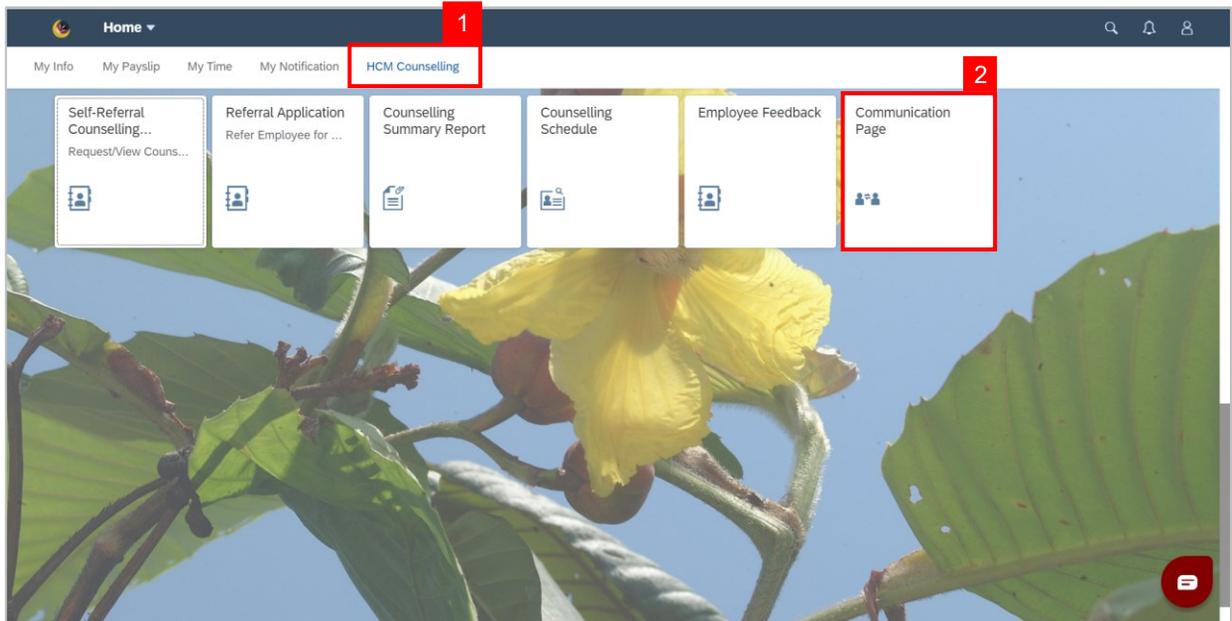
The screenshot displays the 'Communication Page' interface. On the left, a search bar and a list of communication items are visible, with 'Communication 001' highlighted in a red box. The main area shows a message from 'Dari' to 'Kepada' with fields for Sub Area, Jabatan, and Personnel Number. The message content includes a comment: 'Here are the documents you needed.' and a warning: 'Sila ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3,5 MB sahaja'. Below the message is a table of attached documents:

Dokumen	Nama Fail	Tindakan
Sample doc	Sample Document 2.pdf	<a href="#">Download</a>

A red notification bubble is visible in the bottom right corner of the interface.

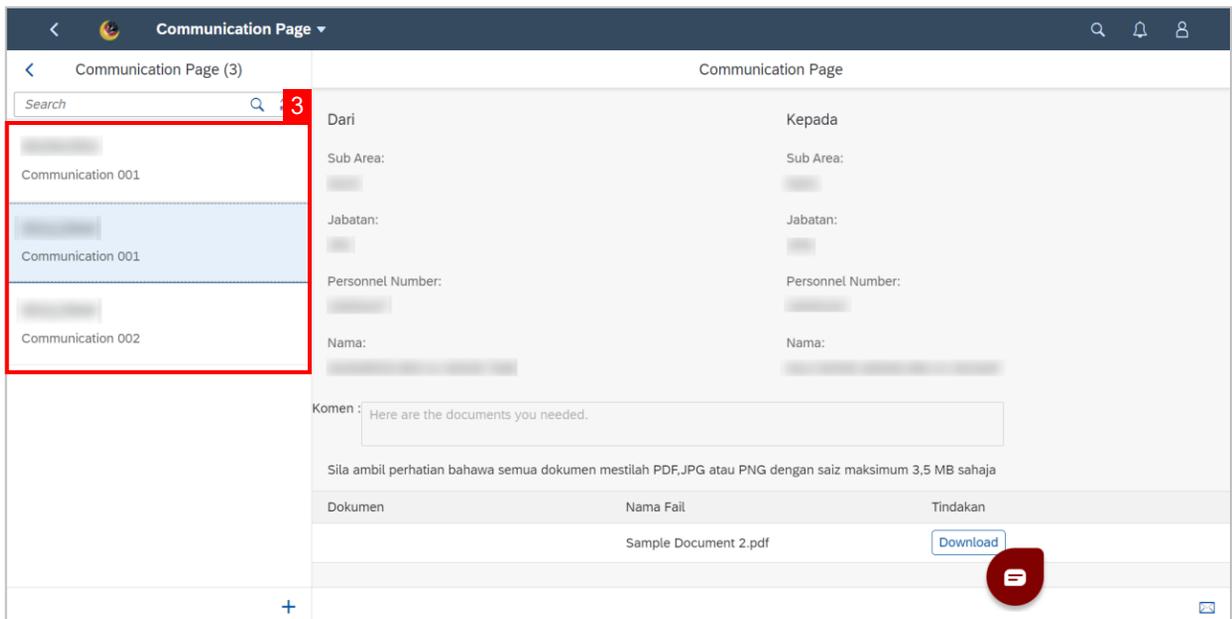
<b>VIEW COMMUNICATIONS</b>	<b>Front-End User</b>
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Communication Page** tile.



**Note:** Communication Page will be shown.

3. Click on a **Communication** to view.



**Outcome: Selected Communications can be viewed on the right.**

Communication Page

Communication Page (3)

Search

Communication 001

Communication 001

Communication 002

Dari

Kepada

Sub Area:

Sub Area:

Jabatan:

Jabatan:

Personnel Number:

Personnel Number:

Nama:

Nama:

Komen : Here are the documents you needed.

Sila ambil perhatian bahawa semua dokumen mestilah PDF, JPG atau PNG dengan saiz maksimum 3.5 MB sahaja

Dokumen	Nama Fail	Tindakan
	Sample Document 2.pdf	Download