

## Frequent Ask Questions

### General Section:

**1. How do I register as a user?**

Please refer to the KIMIA PTOS User Guideline.

**2. Can the payment be made online through the PTOS system?**

Sorry to inform that our system is not yet ready for online payment. Participants are required to make payment by cheque or cash or through EP system for the Malaysia government agency.

### Proficiency Testing Section:

**1. Why choose KIMIA PT?**

We are accredited under MS ISO/ IEC 17043 by Department of Standard Malaysia and provide more than 40 PT schemes in the field of water, environment, food, industry, food microbiology, biotechnology, halal testing and forensic fields to hundreds of laboratories all over Malaysia and ASEAN countries.

**2. When can the PT schemes be subscribed?**

Once your registration is approved, you may log in and subscribe to any schemes that are available. Note that the schemes will only be available until two (2) months before the tentative month.

**3. When should the payment be made?**

Payment need to be made as soon as possible before the tentative month of the scheme. Otherwise, the subscription may be cancelled.

**4. How will the invoice be provided?**

An invoice will be automatically generated once you checked out after subscribing the PT schemes. For the detail, please refer to the KIMIA PTOS User Guideline, Item No.16.

**5. How will I know when the PT item will be dispatched?**

Please be alert on our latest update at the News section in PTOS. Participants will also be notified by email on the day of dispatch.

**6. Will there be a replacement if the PT item received is damaged?**

A report shall be made upon PT item receipt in PTOS. In the event of damaged PT item or broken security seal, the photo of the damaged item shall be uploaded. A replacement will only be made if JKM PTP found it to be unsuitable for analysis.

**7. How do I know my Laboratory Code for my company?**

Login as a user, go to "My Account", click on "PT Scheme" and the list of scheme(s) subscribed will be displayed together with the laboratory code for each scheme.

**8. Can the submitted result be edited?**

No, submitted result can't be edited. To be safe, just click on "save" button and results can be edited if necessary before the closing date. Results will automatically submit after the closing date.

**9. Is it possible to submit the results after the closing date?**

No. Any transposition, miscalculation and alteration of results by participants after the closing date will not be accepted and entertained. Please be alert with the closing date of each scheme.

**10. Can the PT results be submitted offline?**

Results for all PT schemes subscribed through PTOS shall be submitted online. Offline results submission can only be made with prior notice from JKM PTP.

**11. Can the results be reviewed and printed after the submission?**

Yes, results can be reviewed and printed out. Go to "PT Scheme" and click on "View Result Form". A print button can be found at the bottom of the page.

**12. How do I download the report?**

Please refer to the KIMIA PTOS User Guideline, Item No. 18.

**13. I did not submit PT results; can I download the final report?**

If the payment has been made, you will still receive a notification email to notify that the final report is ready to be downloaded.

**Reference Material Section:**

**1. What type of chemical reference material (RM) that available to purchase?**

There are 3 types of chemical reference materials available for procurement, in particular for food, beverage and forensic analyses.

**2. Why purchase RM-KIMIAs?**

- The RM-KIMIAs are traceable to the International System of Unit (SI).
- Each reference material is produced in accordance with the requirements set out in the ISO 17034:2016 (General requirements for the competence of reference material producers) and ISO Guide 35:2017 (Reference Materials-Guidance for characterization and assessment of homogeneity and stability).
- The RM-KIMIAs are recognised internationally and listed in the ASEAN Reference Material website (<https://armn2018.wordpress.com>).
- Fast delivery within 3 working days.
- Cheaper price in comparison to the overseas producer.
- Quality comparable with overseas producer.

**3. How to purchase the chemical reference material?**

Please refer to the RM PTOS user Guidelines. Please visit: <http://ptos.kimia.gov.my> or you may call Dr Shima Hashim (+603-79853160; email: [shima@kimia.gov.my](mailto:shima@kimia.gov.my))

**4. How long does it take to get the RM-KIMIA after payment?**

After we receive the proof of payment (cheque or cash), we will send the RM-KIMIA to your laboratory within 3 working days *via* secured courier service.

**5. Why the Department of Chemistry Malaysia selling chemical reference materials?**

The Department of Chemistry Malaysia is a Designated Institute for Chemical Metrology in Malaysia and is recognised by the International Bureau of Weights and Measures (BIPM). The production of RM-KIMIAs enables to assist and support the testing laboratories, research facilities and industries:

- To perform instrument calibrations as part of quality assurance programmes;
- To verify the accuracy of specific measurements;
- To support the development of new measurement methods;
- To facilitate commerce and trade.