



# **Merlin Quick Reference Guide Inventory**

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## 1. System Information

### 1.1. Merlin Software

Merlin is a program managed by Pharmhos Software to be adopted for use by Healthcare organisations and pharmacies. It is an integrated system that combines purchasing, imprest management and dispensing on a single platform.

All dispensing, purchasing, receiving and transferring of stock must be processed correctly in Merlin to ensure stock levels remain accurate and ordering efficient. This will also enable dispensaries to run 'perpetual stock' levels.

### 1.2. IT Set Up – Centralised Model

Merlin is installed on a central server within the organisation network. This means there is a single Merlin program from which all sites run. This enables a centrally managed models where data is consistent across all sites. 'Filters' may be applied so that only the relevant data is displayed at each site.

### 1.3. Merlin Modules

The Merlin program comprises several core Modules.

- **Inventory:** purchasing stock and imprest management
- **Dispensing:** dispense and PBS
- **Additives:** compounded items
- **Debtor:** patient Billing
- **Clinical:** clinical management
- **PMI/ATD:** patient information master files

### 1.4. Interfaces with Merlin

Merlin has capability to interface with other programs and systems within the organization or health network such as:


- SAP (Supplier Accounts)
- Meditech(Patient Information and Billing)

Merlin interfaces to other programs and systems relies on an HL7 language standard to allow constant communication between the two systems. The bi-directional nature of the HL7 interface not only means that Merlin is populated with patient demographics (provided that the patient's hospital number is created upon admission to hospital) but also means that charging information is passed instantly into a Billing software, therefore migrating the need for Front Office/ Billing Staff to manually re-key charges.

## 1.5. Merlin Screen Layout

Merlin is a text based screen. This enables the system to operate at significantly faster speeds. It has a menu based structure however 'zooms' can be used for direct access to commonly used screens/tasks. Some general points to be aware of are as follows:

- Command prompts and error messages are usually displayed at the bottom of the screen.
- All screens contain 'Fields' which are numbered - navigation through the screen is by typing in the required field number and then pressing enter. Mouse clicking may also be used.
- Some fields are case sensitive so if an error message appears try retyping the commence in either upper/lower case
- Commands are usually typed into the '**Option Line**' at the bottom of the screen and reference is made to '**Field Numbers**' within each screen.
- It is important that certain keystrokes are learned - a list of commonly used keystrokes is provided below.

<b>F</b>	<b>File</b>	Finalizes and saves a transaction. Always appears on bottom of screen.
<b>P</b>	<b>Print</b>	
<b>up/down arrows</b>	<b>Scroll Item</b>	Scrolls items within a menu screen – highlight and press enter to select item
<b>&lt;&gt; arrows</b>	<b>Scroll Page</b>	Scrolls pages within a menu screen
<b>/</b>	<b>End</b>	This takes you to the bottom of the screen where you can file a transaction.
<b>[</b>	<b>Zoom</b>	Type this symbol before the zoom code to get to the zoom from any fields within Merlin. (This symbol is not required if the zoom is entered from the start up screen)
<b>&lt;...&gt;</b>	<b>Pop Window</b>	When a field heading appears in these brackets it means there is more information behind that field – press spacebar to 'pop' the window
	<b>Look Up</b>	When a question mark appears in a field it is prompting the user to do a 'look up' if the relevant code is not known – type " ? " to display the look up table.
<b>0</b>	<b>Today's date</b>	In any field that requires a date to be entered, type 0 to default to today's date

## 1.6. Zooms

Zooms are shortcut commands that enable the user to go directly to a screen without having to go through the usual menu options. This can be useful when you do not want to exit your current page and lose already entered data.

Points to note:

- Zooms can be typed in the main Merlin screen (top) or in any other field in Merlin if it is prefaced with a square open bracket "[".
- Zooms are not case specific
- A zoom may not work if the user does not have the appropriate permissions to access that screen.

## 2. Login and User Access

### 2.1. Merlin Login

The icon for the Merlin program is located on all computer terminals within pharmacy and stores (if applicable). The background program that runs Merlin is called 'Host Access' which will open up when the Merlin icon is clicked.

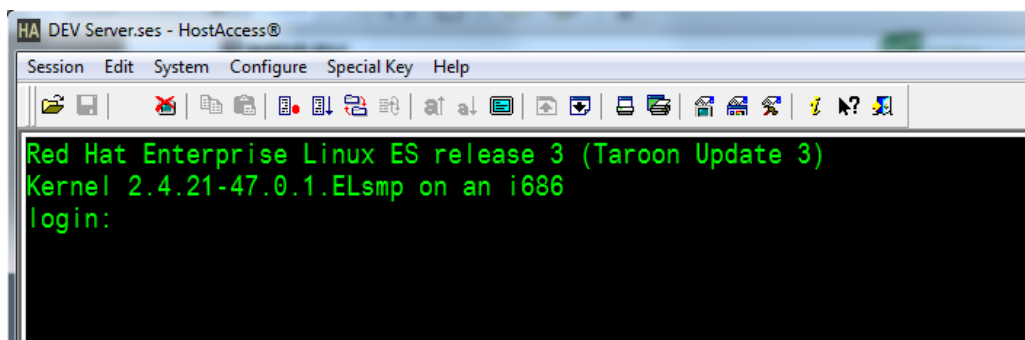
To open the Merlin program:

- Double-click on the desktop icon to access the Merlin program.



Merlin

- This will launch Host Access. You will then have to log Host Access onto the Merlin application. The following login screen will appear



The Merlin program is open and ready for Login.

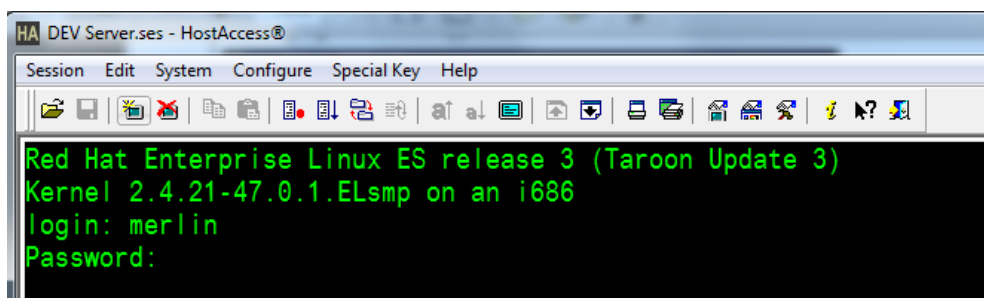
Once the program is opened there are 3 stages to logging in to Merlin as described below.

#### LOGIN STAGE 1: Login to the Merlin Program

Type in the following login details (case sensitive - use lower case):

- Login: *merlin* – then <Enter>
- Password: *merlin* – then <Enter>

(Note: The password will not appear in the screen as the letters are typed in)



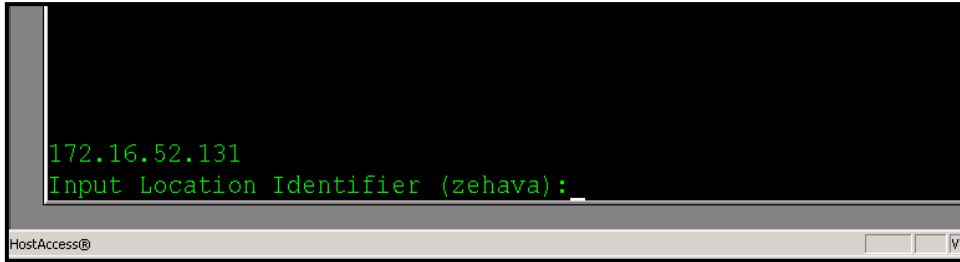
If a mistake is made do not use the <Delete> or <Backspace> keys. Instead type 'Ctrl U' to undo a mistake. Alternatively, press <Enter> so the system generates an incorrect login message and then try again.

**LOGIN STAGE 2: Enter Location Identifier:**

You will then be prompted for an "Input Location Identifier" at the bottom of the login screen. This specifies the location of your computer within the network and therefore defines the printer settings and filter settings at your workstation. These are predefined and named according to the site and computer terminal e.g. 187a. The functionality of Merlin may be compromised if an incorrect location identifier is used at this point.

Check the default settings are correct (refer to computer tags provided).

- If correct - Press <Enter> to allow the default settings to apply.
- If incorrect - type in the correct location identifier then press <Enter>.



**LOGIN STAGE 3: Enter your personal user name/password**

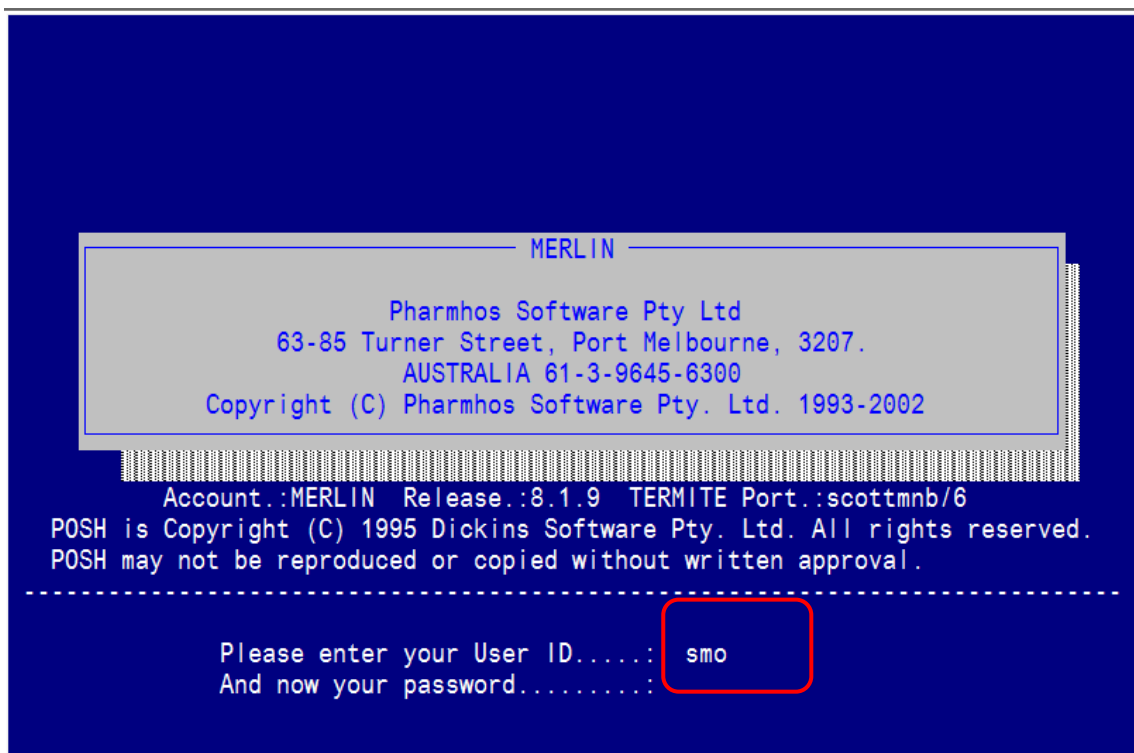
See Section 2.2 – User Access.

## 2.2. User Access

**Enter your personal user name/password**

After the general Merlin login, the following screen will appear and you will be prompted for your individual user ID and password.

- Enter your 3 letter user ID and then press <Enter>
- Enter your personal password and then press <Enter>



All staff have their own individual user ID. This is a 3 character code usually the first letter of your first name and the first two letters of your surname. If there is duplication then the third letter of your surname may be used e.g. John Smith is **JSM**. Staff are not able to alter their user names.

All sites also have a 'generic' user ID for casual/locum staff if required. This is the same as the 3 letter hospital code e.g. **GPH** is Generic Pharmacy

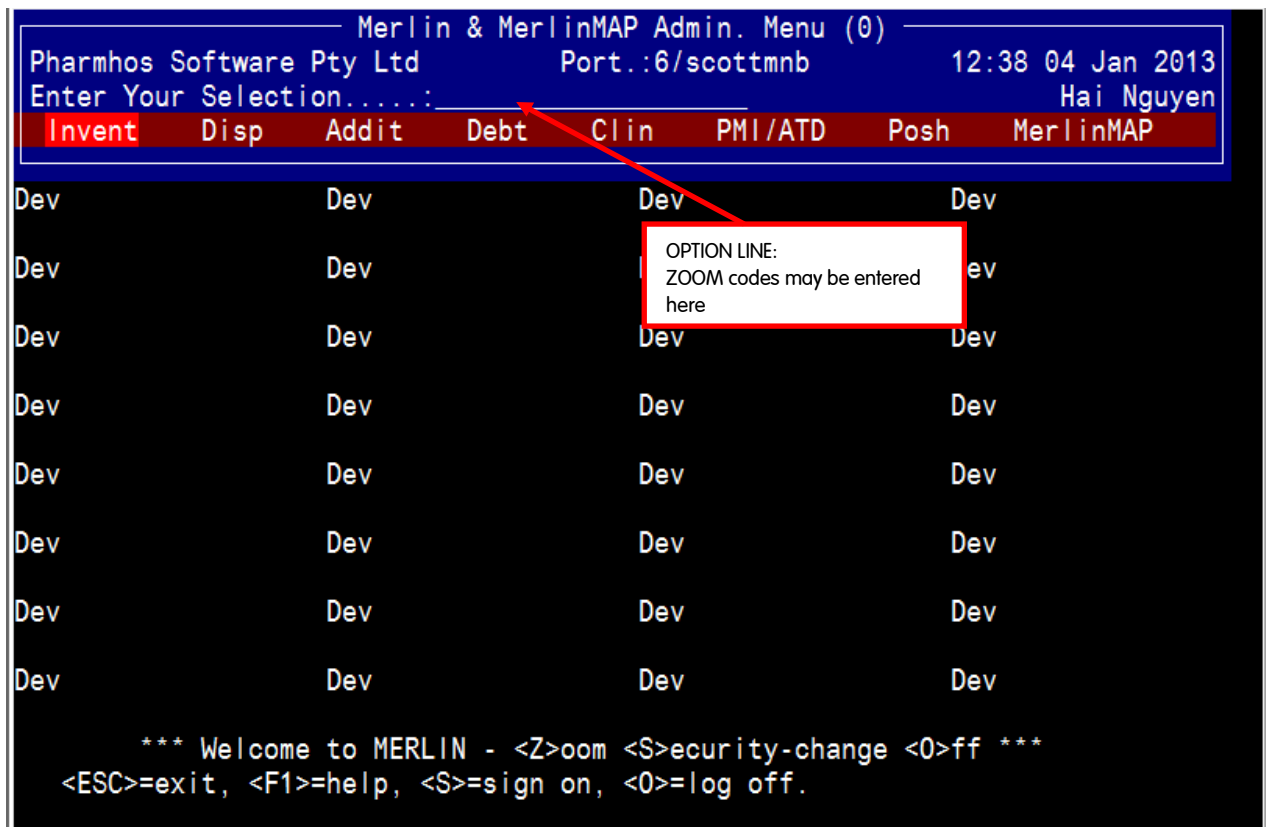
The user ID defines permission levels and what modules/menus are displayed on the start up screen. Most staff have a standard permission level however some may have higher permissions if they perform specialised roles with restricted functions.

A password is also required; you will be prompted to set your password the first time you login. Some tasks within Merlin may also require you to enter your user ID (and password) to enable specific transactions to be attributed to the relevant user.

If you do not know your individual user ID, forgot your password or require a new user to be set up please contact your Merlin system administrator.

### 2.3. Merlin Start Up Screen

The main start up screen appears as shown below. Some menu headings may not appear depending on your user settings and what modules you are required to access. Some reminder messages may also appear as pop up notes – press <Enter> to skip past these. Zooms can be entered into the Option Line on the top of the screen.





### 3. Product/Inventory Master File

The Product File is also known as the "Inventory Master File". This is centrally managed by the Purchasing Officer and cannot be edited by any other staff, unless they have privileges. All staff can view the Inventory Master File as follows:

INVENTORY--> 2. Enquiry Procedures --> 1. Inventory Master

Zoom: **INVMAS**t or **PROD**UCT

**Field 1:** Type in the product INVENTORY CODE if known. Alternatively, do a drug search to find the relevant item (see section 3.3 below for drug search rules)

- The INVENTORY CODE and GENERIC CODE are displayed in the main Inventory Master screen.
- To view the *TRADE CODES* and *BRAND NAMES* - Type **28** at the Option Line.

A sample of a product record from the Inventory Master File is shown below. Specific fields within the Inventory Master File are described below.

```

Inventory Master
1:Inventory Code ..: SIMV1
2.Generic Code ....: SIM2
3.Generic Name ....: SIMVASTATIN
4.Strength .....,: 10mg
5.Form.: TABLETS
6.PBS Conversion...:
7.PBS Alternate UOM:
8.Expense Account ..: 17342 .....HYPOLIPIDAEMICS
9.Product Group ...: TC TABLETS / CAPSUL
10.Product Type ....: D DISPENSED
11.Internal Issue ..: BOX/T
BOX, TABLETS
12.Units per Issue ..: 30
13.Status .....,: N
14.Shelf Life (days):
15.Intermediate Prod:
16.WorkLoad Category:

Last Maintained ..: 15/01/2010 12:00 BSD 0

Windows
18<Stock Groups>
19<Purchase Data>28<All>
20<Site Purchase Data>
21<Substitute Items>
22<Stock Data>
23<Trans Enquiry>
24<Generic Data>
25<Comments>
26<Tax Codes>
27<Virtual Product>

Enter OPTION, <F1>=help....: _____ (ICF.PRODUCT, E
<F> to continue
    
```

### 3.1. Merlin Drug Codes

Merlin is a generic based system - all items in the inventory Master are maintained under the generic name. There are three drug codes for each item in the Inventory Master File:

Code	Field No.	e.g.	Description
<b>Inventory Code</b>	Field1 (Main Screen)	SIMV1	This is always the first 4 letters of the drug (generic) and a number. The number is arbitrary and has no relation to the strength.  <b>The Inventory Code is the main driver behind all products in Merlin and is what appears on the barcodes.</b>  Drugs are assigned a unique Inventory Code on the basis of strength, form or pack size only. Multiple brands of the same drug share the same Inventory Code.
<b>Generic Code</b>	Field 2 (Main Screen)	SIM2	This is usually the first 3 letters of the drug (generic) and a number. This links multiple pack sizes of the same drug for reporting/analysis purposes. Pharmhos updates are based on this code.
<b>Trade Code</b>	Field 19 & 28 (Window)	ZOC3	This is always the first 3 letters of the drug (brand) and a number. Each brand has its own trade code. These are visible by selecting field 19 and 28, which are windows in the main product screen. Use the arrow keys to display the various brands linked to that Inventory Code. These are displayed in sequence in order of preferred brand and supplier.

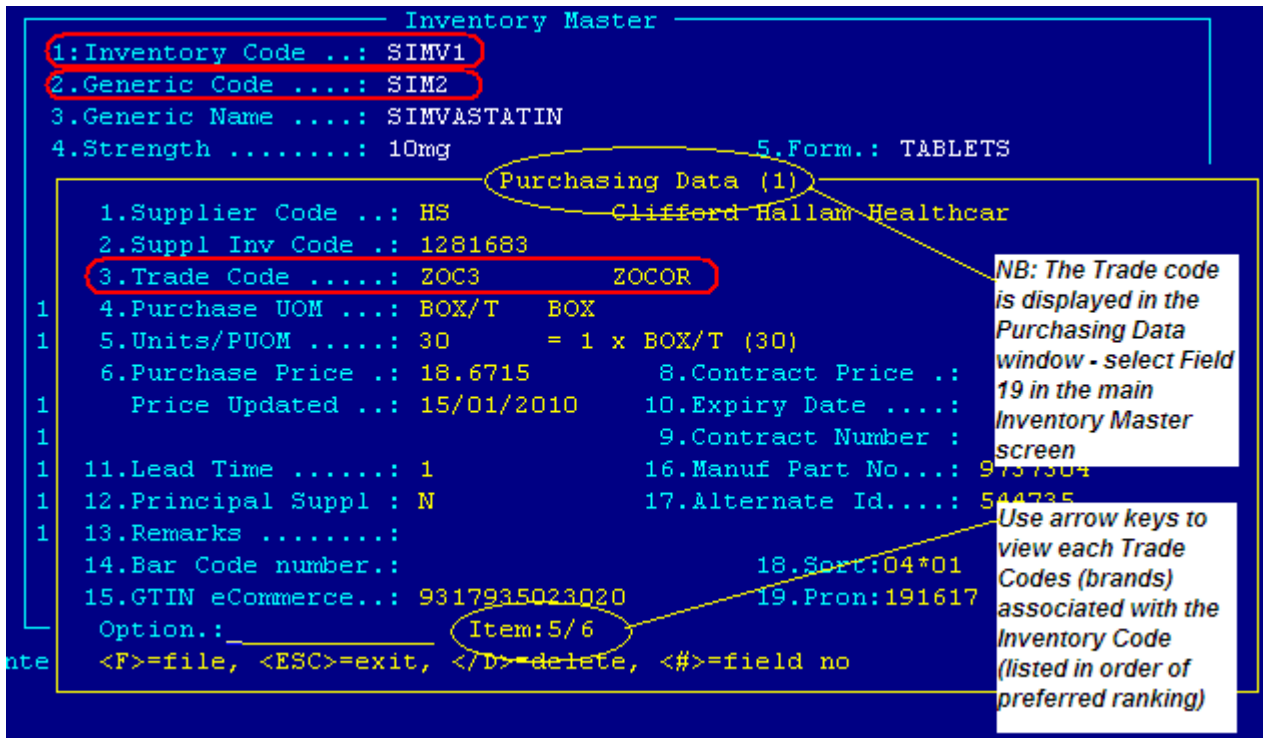
```

Inventory Master
1:Inventory Code ..: SIMV1
2:Generic Code ....: SIM2
3:Generic Name ....: SIMVASTATIN
4:Strength .....,: 10mg
5:Form.: TABLETS
6:PBS Conversion...:
7:PBS Alternate UOM:
8:Expense Account ..: 17342 .....HYPOLIPIDAEMICS
9:Product Group ...: TC TABLETS / CAPSUL
10:Product Type ....: D DISPENSED
11:Internal Issue ..: BOX/T
12:Units per Issue ..: 30
13:Status .....,: N
14:Shelf Life (days):
15:Intermediate Prod:
16:WorkLoad Category:
Last Maintained ..: 15/01/2010 12:00 BSD 0

Windows
18<Stock Groups>
19<Purchase Data>28<All>
20<Site Purchase Data>
21<Substitute Items>
22<Stock Data>
23<Trans Enquiry>
24<Generic Data>
25<Comments>
26<Tax Codes>
27<Virtual Product>
    
```

### 3.2. Brand Ranking

Option 19 displays purchasing data, including trade codes.



**Inventory Master**

1: Inventory Code ...: SIMV1  
 2: Generic Code ....: SIM2  
 3: Generic Name ....: SIMVASTATIN  
 4: Strength .....: 10mg  
 5: Form.: TABLETS

**Purchasing Data (1)**

1. Supplier Code ...: HS Clifford Hallam Healthcar  
 2. Suppl Inv Code ..: 1281683  
 3. Trade Code .....: ZOC3 ZOCOR  
 4. Purchase UOM ...: BOX/T BOX  
 5. Units/PUOM .....: 30 = 1 x BOX/T (30)  
 6. Purchase Price ..: 18.6715  
 8. Contract Price ..:  
 Price Updated ...: 15/01/2010  
 10. Expiry Date ....:  
 9. Contract Number :  
 11. Lead Time .....: 1  
 16. Manuf Part No...: 9737304  
 12. Principal Suppl : N  
 17. Alternate Id....: 544725  
 13. Remarks .....:  
 14. Bar Code number.:  
 18. Sort: 04\*01  
 15. GTIN eCommerce...: 9317935023020  
 19. Pron: 191617  
 Option.:  
 Item: 5/6  
 <F>=file, <ESC>=exit, </D>=delete, <#>=field no

*NB: The Trade code is displayed in the Purchasing Data window - select Field 19 in the main Inventory Master screen*

*Use arrow keys to view each Trade Codes (brands) associated with the Inventory Code (listed in order of preferred ranking)*

The trade information (window 28) is displayed in a grey box as shown below. Items are listed in the screen in accordance with the Galen Catalogue with respect to Brand and Supplier ranking. The mapping of items in this screen will determine two important processes within the pharmacy:

1. Ordering Stock: The default brand/supplier that will be automatically ordered when item are scanned using the Denso scanner.
2. In the Dispense screen: the brand selection menu is presented in order of these rankings

The purchase cost of each item is also displayed in this window.

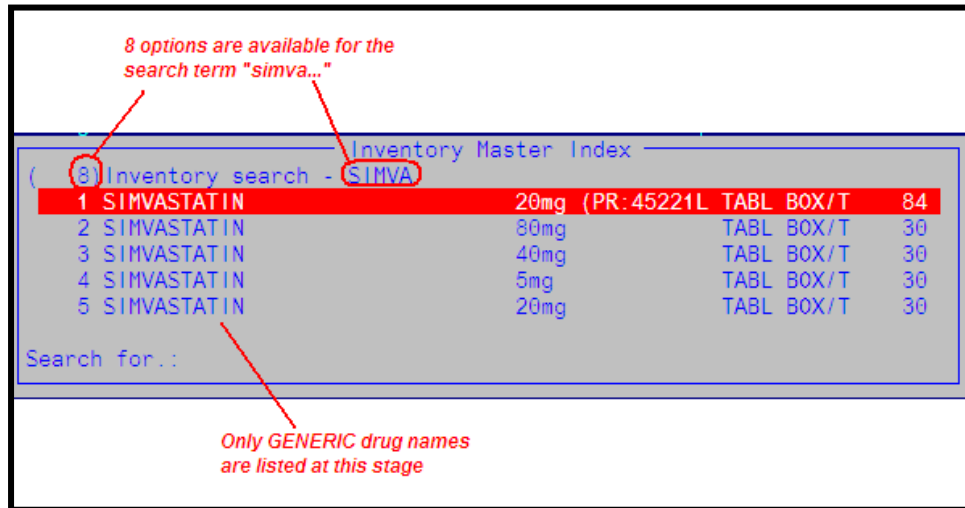
1.^	2.vv	#	SuppCode	SuppInvCode	TrCode	PurUOM	Us/PUOM	PurchPrice	Contract	ExpiryDate	Lead	Remarks
1			HS	1646372	SIM9	BOX/T	30	6.40	6.40	31/07/2011	1	
				CLIFFORD HALLAM PHAR	SIMVAHEXAL			28/01/2011				
2			3F	065323	SIM9	BOX/T	30	6.40	6.40	31/07/2011	1	
				SYMBION PHARMACY SER	SIMVAHEXAL			16/06/2010				
3			3F	914924	SIM60	BOX	30	4.05			1	
				SYMBION PHARMACY SER	SIMVASTATIN GENERICH			02/12/2010				
4			3F	008176	APO25	BOX	30	8.00			1	
				SYMBION PHARMACY SER	APO-SIMVASTATIN			02/12/2010				
5			HS	1261570	LIPI	BOX	30	19.14			1	
				CLIFFORD HALLAM PHAR	LIPEX			07/12/2010				
6			3F	249866	LIPI	BOX	30	18.64			1	
				SYMBION PHARMACY SER	LIPEX			03/09/2010				
7			HS	1630864	SIM4	BOX/T	30	17.30			1	
				CLIFFORD HALLAM PHAR	SIMVAR 10			17/12/2010				
8			3F	263222	SIM4	BOX/T	30	15.89			1	
				SYMBION PHARMACY SER	SIMVAR 10			15/01/2010				

### 3.3. Drug Search Rules

In any part of Merlin whenever the user is prompted to select a drug the following search rules apply:

- To search by generic (preferred) - type in at least 4 letters of the generic drug name  
e.g. SIMV.....
- To search by brand – type “ / ” and at least 3 letters of the brand name  
e.g. /ZOC....
- To narrow down the search type in the strength separated by a comma (no spaces)  
e.g. SIMV,10
- To narrow down the search further type in the form separated by a comma (no spaces)  
e.g. SIMV,10,t

The Drug Search look up window appears as follows:



The number in brackets in the top left hand corner of this window indicates the number of items listed. Each page of the list can be quickly navigated using the ← and → arrows. Regardless of how the search is initially conducted, when the relevant item is selected it will display in Merlin as the Inventory Code (e.g. SIMV1)

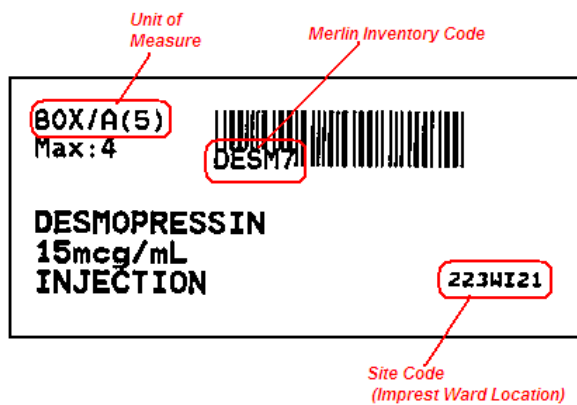
### 3.4. Product Barcodes

A barcode label is available for all products in the Merlin Inventory Master File for use in imprest cupboards and in the dispensary. Merlin barcodes are generic, based on the INVENTORY CODE of the product. When a barcode is scanned, Merlin automatically converts this to a branded product using the preferred brand rankings embedded within the system (see section 3.3 above).

A trade brand may appear on the barcode only in the following circumstances:

- Dispensary - if multiple brands are required to be stocked in that area
  - Imprest - if a specific brand is required to be used in that area
  - The item has multiple ingredients and/or is difficult to identify based only on generic description.
- NB: This is not a proper trade barcode but just a normal barcode with a brand name included to enable product identification.

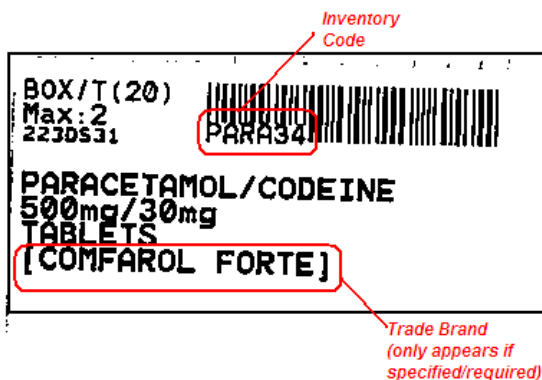
A sample of Merlin barcode labels is provided below.



NORMAL BARCODE



PROPER TRADE BARCODE



NORMAL BARCODE WITH BRAND NAME INCLUDED

### 3.4.1. Print Product Barcode Labels

To print a Product Barcode:

INVENTORY → 1. Maintenance Procedures → 6. Bar Code Label Printing → 1. Product Bar Code Labels

Type in the Main Store site



The following steps will vary according to what product(s) you decide to print.

#### 3.4.1.1. Print Individual Product barcode label

- At the options line, Select field 5 – Individual Products. Enter 1 or more inventory codes.
- At the options line, type "F" to print all inventory codes entered.

#### 3.4.1.2. Print Product Group barcode label

- At the options line, select field 3 – product group. Enter/select 1 or more product group(s).
- At the options line, type "F" to print all inventory codes for the product group(s) entered.

#### 3.4.1.3. Print New Product barcode label for a specified date range

- At the options line, select field 4 – New Products since ... Enter a date.
- At the options line, type "F" to print all inventory codes for that date range.

#### 3.4.1.4. Print Product barcode label for an Imprest Site

- At the options line, select field 7 – Imprest Site. Enter/select an Imprest Site.
- At the options line, select field 8 – List Reference. Enter/select a list reference.
- At the options line, type "F" to print all inventory codes for that list reference for that imprest site.

Also refer to Section 6.1.2 Print Imprest Site Barcode labels from the Imprest Maintenance screen.

### 3.5. PBS Status of a Product

The zoom PBS will allow you to quickly ascertain if a product is listed on the PBS (contains similar information as found on [www.pbs.gov.au](http://www.pbs.gov.au)).

- Enter the first 3 letters of the generic or trade name (there is no need to prefix proprietary names with a slash / )
- Select the product from the PBS Lookup window (if search returns and PBS listed products) by pressing **Enter**

```

----- PBS Schedule of Pharmaceutical Benefits (1) -----
1:Code  Type  Date      Description                               Auth  M.Qty  M.Rpt
 8612G  N    01/11/2002  MACROGOL 3350 13.125g, 30 SAC                1     5
PBS Trade Brands                               Mf    $ Prem  $ M.Qty  $ S/Net  $ PtChg  $ Inc
MOVICOL 13.125g, 30 SAC  NE      0.00    20.55    21.62    25.54    0.00

Option.:_____
<UP> or <DOWN>=page, <ESC>=exit
    
```

## 4. Ward Set up

There is an overall set up model that is used for each Merlin as summarised in the table below:

Term	Description	EXAMPLE	
		Merlin Code	Merlin Description
Entity	Hospital	1	Generic Hospital
Main Store (MS)	Pharmacy or Dispensary. The storage location which supplies the Inventory Site (i.e. the pharmacy or dispensary)	PH01	Pharmacy Dispensary
Imprest Site (I) or (IC)	Ward/Imprest location. Each hospital usually has several Imprest Locations.	CCU	CCU
Sub Store (SS)	A sub-storage location for stock	NIGHT	After Hours Cupboard
Dispense Wards	Ward codes used in Dispense mode as per PMI/ATD system	ICU	ICU

Each impost Inventory site and Dispense ward has a direct relationship to a designated Main Store (MS) to define where stock is routinely supplied from.

There is no direct relationship between the Imprest wards and Dispense wards in Merlin. A mapping table is provided to each site as a reference point in Merlin (this mapping is required for mapping with the feed from a PMI/ATD software).

### 4.1. Ward Naming Conventions - Imprest

All impost locations (Inventory Sites) are assigned a code in Merlin. Inventory Sites can be searched using the look up tables when prompted in the relevant field (Type "?"). To narrow down the search type in a part location description to list those locations associated with that hospital. Use the arrow keys to scroll through the options. An example is shown below.

Location Look-up

Location Code	Location Descn	Site Type	Cost Centr
1 MPP			Y7508
2 126WL01	126 - CCU	IC	L2220
3 234DS16	234 - (SUSP) PHARM MATERN	IC	23428
4 ABC	ABC TEST SITE	I	E0520
5 PH-ABC	AVAPRO CENTRE	I	L2220
6 CCU	CORONARY CARE UNIT	IC	L2220
7 2/A	CORONARY CARE UNIT	I	L2220
8 P-PH1	CORONARY CARE UNIT	I	L2220
	CORONARY CARE UNIT	I	E0520

Inventory Site Code

Select/search.: \_\_\_\_\_  
 You may search on: (Location Descn), <ESC>=exit.



## 4.2. Ward Naming Conventions– Dispense

Dispense wards are **created in Merlin by a system administrator**. These should match the dispensing ward code from the PMI/ATD software codes (or HL7 ward code).

Wards / Site Look-up		
Ward Code	Ward	Site
1 CCU	Cardiac Care Unit	CCU
2 LMPWCC	LMP -CCU	PH01
3 0	TEST WARD	PH01
4 K4N	WAard K Level 4 North	RRR
5 4B	Ward 4B - Neurology	PH01
6 51	ward 51	PH10
7 31N	Ward K Level 4 North	ICU
8 AA	WARD QQ	CCU

Select/search.: \_\_\_\_\_  
 You may search on: (Ward,Site), <ESC>=exit

## 5. Procurement

Procurement refers to the purchasing of stock into the pharmacy from the wholesalers/suppliers. Some institutions have a centralised procurement team who manages most of the procurement functions.

### 5.1. Supplier Accounts

Merlin allocates a code for each supplier e.g. SYM = Symbion; CH2 = Clifford Hallam; BX = Baxter . A full list of suppliers and codes is set up prior to deployment of Merlin at a site. Details of each supplier can be found in the 'Supplier Master File':

Inventory → Maintenance Procedures → System File Maintenance → Purchase System Maintenance → Supplier Master File

```

Pharmhos Software Pty Ltd          Port:scottmb/6          10:58:46 07 Jan 2013
----- Supplier Master File -----
1:Supplier Code  .: 41803          2.Cross Ref Code .: 123456
3.Name           .: SYMBION PHARMACY SERVICES
4.Address        .: 48-58 OVERSEAS DVE
5.               .:
6.               .: NOBLE PARK NTH
7.Post Code     .: 3174
8.Telephone     .: 1300 772 000      14.Backorders   .: C
9.Fax Number    .: 1300 775 000      15.Price Cat Ref.: SYM
10.Contact Name  1 HospCustServ-1300 773 00>
                  2 Lauren - 9215 2557 Chris>16<Order Method>
11.Min Order $Val.:
12.Supplier ABN...: 25 000 875 034    18.Supplier E.A.N.: 9333344445555
13.GRN prices inclusive of tax...:    19.FMIS Site Code.: 41803
                                      20<Site Local Supplier Details>
                                      21.Chemo PO Comments Screen:
                                      22.PO Template:
                                      23.PO Output...:
                                      24.PO Email Body...:

Last log:05/11/2012,10:46,3,VT

Enter OPTION, <F1>=help....:_____ (POF.SUPPLIER,M)
<F>=update, <#>=field, <ESC>=no update
    
```

## 5.2. Purchase Orders

This section describes how orders are processed for the Dispensary/Pharmacy. It does not apply to purchasing for imprest or ward box however some of the principles may also apply to these areas. Staff must have permissions to be able to process Purchase Orders.

### 5.2.1. Purchase Order Numbers

All Purchase orders are allocated a Merlin PO number followed by a 1-2 letter sequence for that site. Setup of Purchase Order numbers is done prior to Merlin deployment. The setup screen can be found:

Inventory → Maintenance Procedures → System File Maintenance → Purchase System Maintenance → Purchase Order System Maintenance → Option 9 Purchase Order Numbers & Suffix

```

Site Purchase Order Numbers (1)

1:Site Code ..: PH01      PHARMACY - MAIN STORE

2.Purchase Order Suffix .....: P

   Last Auto P/Order Number .....: 7074

4.Manual P/Order Numbers Start .....: 5
5.Manual P/Order Numbers End .....: 10

   Ytd Purchase Order Amount .....: 249882.3405

Option.:_____
<F>=file, <ESC>=exit, <#>=field no
    
```

The purchase order letter sequence for your site will always be the same and will assist in identifying POs belonging to your site.

e.g. all POs for Pharmacy Main Stoere will end have the format – P.

The PO numbers are generated automatically by the Merlin system and used as a key reference point in all procurement and Invoicing functions.

There is also a set of Manual PO numbers set aside for each site from X-Y e.g. 1 – 999. These are pre-allocated and listed in a printed record log specific to each site. These Manual PO numbers are used if pharmacy staff have to place an order outside of the system (i.e. Merlin not functioning or ordering stock without involvement from Central Procurement) and need to quote a PO number to supplier.

## 5.2.2. New Purchase Order - Manual Entry

This section describes how to process a new purchase order via the manual method. The manual entry process can be used for both daily bulk orders and ad hoc/special orders. Note: each Purchase order corresponds to the ONE supplier – multiple purchase orders may need to be created to process the daily bulk order for dispensary stock.

INVENTORY --> 6.Purchase Order Processing --> 1. Purchase Order Entry

```

Pharmhos Software Pty Ltd          Port:scottmnb/6          11:29:25 07 Jan 2013
----- Purchase Order Entry -----
1.Order Site  .: PH01          PHARMACY - MAIN STORE          E0500
2:Order No   .: 7074P          6.Docket Ref / CPP  .:
                               Requisition No  .:
3.NIC Order  .: N              Requisition Date  .:
4.Order Date .: 07/01/2013     Requisitioned By .:
   Last Maint .:              Order Direct Site.:

10.Supp. Code .: 41803         26.Hospital A/C No. .:
   Supp. Name .: SYMBION PHARMACY SERVICES
   Supp. Addr.: 48-58 OVERSEAS DVE          Phone  .: 1300 772 000
                                           Fax    .: 1300 775 000
                               NOBLE PARK NTH
   Postcode .: 3174          Contact  1 HospCustServ-1300 773 000/9215 2419
                                           2 Lauren - 9215 2557 Chris(PCLink) 041>
                                           3 Kerrie - 9215 2558

28.Delivery Details

19.Order Method.: N          21<Line Item Details>  22<Order Trailer Details>
23.Order Status.: A          27<E.A.N. Status>      Order Value  .: 0.0000

Enter OPTION, <F1>=help.....:_____ (POT.ENTRY,M)
<F>=file, <ESC>=exit, <#>=field no
Optional - Open Office PDF <E>xport | <P>rint
    
```

**Field 1:** Enter the Main Store Site from which the order is being generated from (e.g. PH01)

**Field 2:** Type **P** to auto generate the next available Purchase Order number (e.g. 7074P)

**Field 3:** Enter – accept the default of **'N'** i.e. Not-In-Catalogue order

**Field 4:** Enter the date. For new orders leave as 0 for today. For retrospective order backdate to when the order was originally placed.

**Field 5:** Skip – leave blank

**Field 6 (Optional):** Enter an internal reference number (e.g. order number generated by the supplier). Otherwise press Enter to skip over.

**Field 10:** Enter supplier code or type ? to use the look up menu  
e.g. **HS** = CH2; **3F** = Symbion; **RO** = Roche

**Field 19:** Order Method options are as follows:

- N = EAN COM (electronic transmission) – default for all CH2 and Symbionorders
- E = EDI orders for CHS orders
- P = Printed (faxed orders) - default all other suppliers
- T = Telephone Orders

Leave defaults or override if required

**Field 21:** Press space bar to 'pop' the window. This brings up a new window to record details of items to be ordered. Enter in the inventory code(s) (or do a drug search) and quantities required. Type F to file. See below for example.

```

Stock Purchase Order Details
1:P/Order No.:7074P      Supplier.:SYMBION PHARMACY SERVICES
3.Item Description      4.ExTax  5.Tax    6.Inc Tax  7.Qty  ExtPrice 8.Comm 9.Delv 10.Mess
1 GENRX AMOXYCILLIN 250mg CAPSULES      2.0000  0.20    2.20      10     22.00
2
3
4
5
6
7
8
9
10

----- Purchasing Information - Line ----- Inventory Information -----
GENRX 250mg CAPSULES BOX/C(20)      AMOX14 AMOXYCILLIN, 250mg CAPSULES, BOX/C (20)
Supl Code:003891      Last P/O Date:20/12/2012      Stock item.:Y      Avg Iss/Mnth.: 0.0000
L/Time....:1      Last Qty.....:3.0000      Int Qty Oh.: 896.0000      Int Order Qty:10.0000
Qty Recd...:      Last Status...:P      Max Stk Qty: 0.0000      Re-Order Qty.: 10.0000
>Remarks:

Enter OPTION, <F1>=help....:      (POW,STKDETS,M)
<F>=file, <ESC>=exit, <#>=field no
<=#>=display details for line #
    
```

**Field 22:** Press **ENTER** to skip over

**Field 23:** Leave the default as 'A' (Active)

At the Option line type '**F**' to finalise the transaction.

The Order then needs to be transmitted to the Supplier

- CH2 or Symbion (Electronic - order method in field 19 is set to 'N'):  
A window will appear to confirm if the order should be transmitted – **Type 'N' (Now) to send the order electronically.**
- Other Suppliers (Faxed/Phoned - order method in field 19 is set to 'P'):  
The **PO must be printed** and faxed – see section 5.2.5 below

### 5.2.3. New Purchase Order - Scanner Upload

This section describes how to process a new purchase order via the the Scanner method

Using the DENSO Scanner follow these steps:

**Step 1:** MAIN MENU --> Purchase Orders -->Enter [ENT]

**Step 2:** Enter Operator - Scan User ID

**Step 3:** Enter Ordering Site e.g. Main Store Dispensary – use up/down arrows to scroll and select → press Enter [ENT]

*NB: the screen defaults to the last Main Store Dispensary code used*

**Step 4:** Scan item barcode

*NB: check that a valid inventory code appears on the screen e.g. AMOX16*

OR

Enter inventory code of the product using the scanner's keypad. The **SF** key allows the keypad to be used like a mobile phone's text entry system. For example the keystrokes required to enter the inventory code SIMV1 would **SF, 7, 7, 7, 7 (=S), F8 (Right arrow), SF, 4, 4, 4 (=I) F8 (Right arrow), 6 (=M), F8 (Right arrow), 8, 8, 8 (=V), 1**. Then press **Ent** to accept

**Step 5:** Enter quantity required in whole pack units

**Repeat Step 4 and 5** until all required items are scanned.

*NB: The total number of items scanned appears at the top of the screen. If the same item is scanned more than once for the same location then a warning message will pop up.*

**Step 6:** Exit to the MAIN MENU on the Denso Scanner.

**Step 7:** Dock the Denso Scanner in the cradle. The screen will indicate if the upload was successful and an audible sound is triggered. The number of items in the top right should go back to [0].

The scanned data will automatically split into various purchase orders (PO) according to the suppliers mapped to each product. Multiple suppliers can exclude for the one inventory code – Merlin will automatically select the preferred i.e. highest ranked supplier from the possible options. At this stage the POs are in Merlin but waiting to be released/transmitted to the supplier.

**Step 8:** Release the order from Merlin so that orders are transmitted to the relevant suppliers – see section 5.2.4 below

\*\*\*If this step is not done then the order will not be sent\*\*\*

## 5.2.4. Purchase Order Release

This step is only required if the PO was generated using the scanner. It is an opportunity to review and amend the order prior to sending it to the supplier. This step is not required if the PO was entered into Merlin manually.

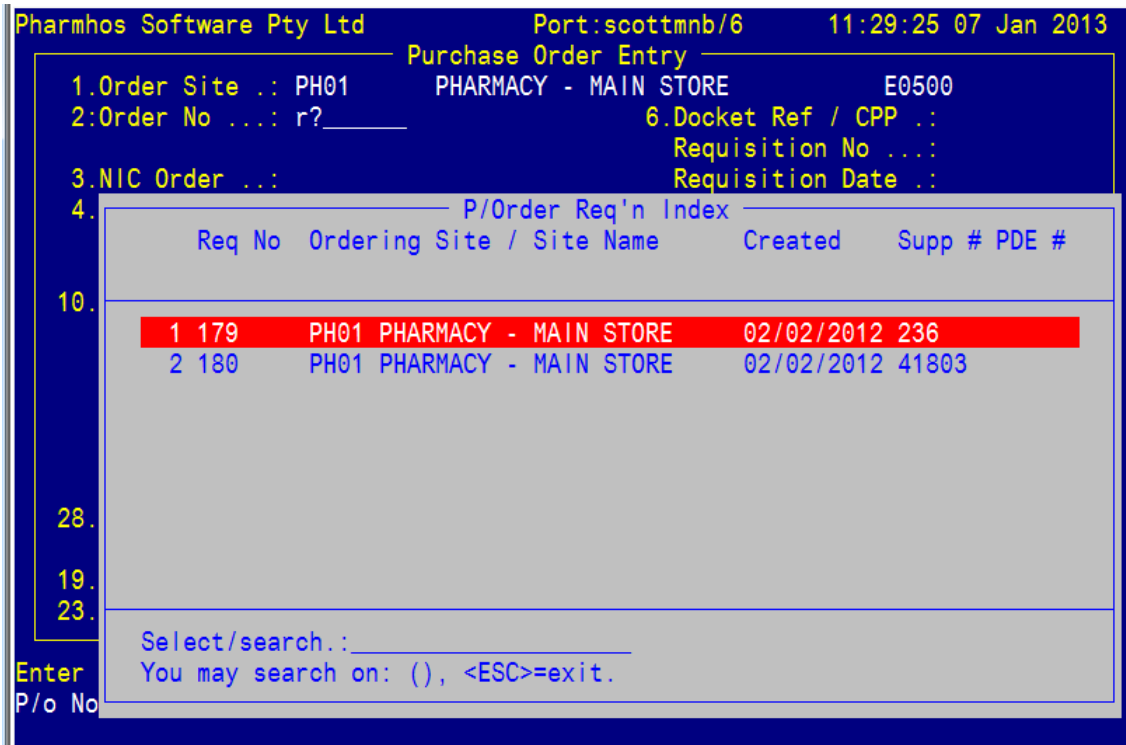
Go to the 'Purchase Order Entry' screen:

INVENTORY --> 6.Purchase Order Processing --> 1. Purchase Order Entry

**Step 1:** In field 1 Type in the Main Store site e.g. PH01

**Step 2:** In field 2 Type in 'R?' to recall all PO Requisitions waiting to be released

This will display all the outstanding (unprinted and non transmitted) orders for that supplier.



Pharmhos Software Pty Ltd Port:scottmnb/6 11:29:25 07 Jan 2013

Purchase Order Entry

1.Order Site .: PH01 PHARMACY - MAIN STORE E0500  
 2:Order No . . . : r? 6.Docket Ref / CPP .:  
 Requisition No . . . :  
 3.NIC Order . . . : Requisition Date . . . :  
 4. P/Order Req'n Index

Req No	Ordering Site / Site Name	Created	Supp #	PDE #
1 179	PH01 PHARMACY - MAIN STORE	02/02/2012	236	
2 180	PH01 PHARMACY - MAIN STORE	02/02/2012	41803	

28.  
19.  
23.  
Enter  
P/o No

Select/search.: \_\_\_\_\_  
 You may search on: (), <ESC>=exit.

**Step 3:** In the grey window - At the Option line type the line number of the PO you wish to view/release This brings up the PO details (as per section 5.2.2).

**Step 4:** Review line items of the PO and amend if required. This can be done in **Field 21** of the PO.

**Step 5:** Check the order method (**field 19**). Leave the default as N if you wish to send electronically. If not then change Order Method to P (printed) or T (telephone)

**Step 6:** The Order then needs to be transmitted to the Supplier

- CH2 or Symbion (Electronic - order method in field 19 is set to 'N'):  
A window will appear to confirm if the order should be transmitted – **Type 'N' (Now) to send the order electronically.**
- Other Suppliers (Faxed/Phoned - order method in field 19 is set to 'P'):  
The **PO must be printed** and faxed – see section 5.2.5 below

### 5.2.5. Purchase Order Printing

This step is required for those Purchase Orders that are designated 'P' as the Order Method (field 19). These PO's don't print automatically when the transaction is finalised, but rather must be manually printed as a separate step and sent to the supplier via fax/email. Printing the PO also brings the order into the next stage ready for Goods Receipting.

INVENTORY --> 6.Purchase Order Processing --> 2. Purchase Order Print

Type in the Main Store site

Type in the Supplier code (e.g. 41803 for Symbion) or type ? to look up from menu  
This will display all the outstanding (unprinted) orders for that supplier.

At the Option line type 'F' to print all Purchase orders displayed (ensure they are all yours).

NOTE: All outstanding purchase orders for printing are automatically defaulted as 'Y' to print. To print only a selection from the list, type in the line item and change to 'N' to exclude purchase orders that are not yours.

```

Purchase Order Print
Site Code .....: PH01      PHARMACY - MAIN STORE
Supplier Code ...: 41803
Supplier Name ...: SYMBION PHARMACY SERVICES

  P/Order No  Supplier  NIC  Site  Date  Order  Print
              Code      Y/N  Code  Created  Value  Y/N
1      7045P 41803      N   PH01  20/11/2012  11.5500  Y
2      7043P 41803      N   PH01  15/11/2012  434.2800  Y
3      7038P 41803      N   PH01  12/11/2012  3851.6700  Y
4      7037P 41803      N   PH01  08/11/2012  168.6700  Y
5      7036P 41803      N   PH01  07/11/2012  266.9700  Y
6      7035P 41803      N   PH01  05/11/2012  44.1100  Y
7      7034P 41803      N   PH01  05/11/2012  952.3200  Y
8      7033P 41803      N   PH01  05/11/2012  5.7600  Y
9      7032P 41803      N   PH01  05/11/2012  44.7200  Y
10     7031P 41803      N   PH01  05/11/2012  168.6700  Y

Enter OPTION, <F1>=help....:_____ (POT.PRINT,M)
field no to change, <F>=Process, <ESC>=exit routine
    
```

The following message will appear at the bottom of the screen. Type 'Y' to finalise the print job.

```

Message
Did the Purchase Orders print successfully ? Y/N
    
```

Fax the printed order purchase order form to the relevant supplier.



### 5.2.6. Purchase Order Transmission

All orders are transmitted by the Central Procurement team as follows:

- CH2: Electronic (EAN COM)
- Symbion: Electronic (EAN COM)
- CHS: Electronic Data Interchange (EDI)
- Other: printed and faxed

Electronic orders (CH2/Symbion) and CHS are highly efficient and confirmation is received almost immediately back from the supplier. This includes 2 levels of communication:

1. POA = Purchase Order Acknowledgement: confirms that the order was received and notifies expected stock outs.
2. ASN = Advanced Shipping Notice: confirms actual packing of goods and any further stock outs.

### 5.2.7. Purchase Order Reprint

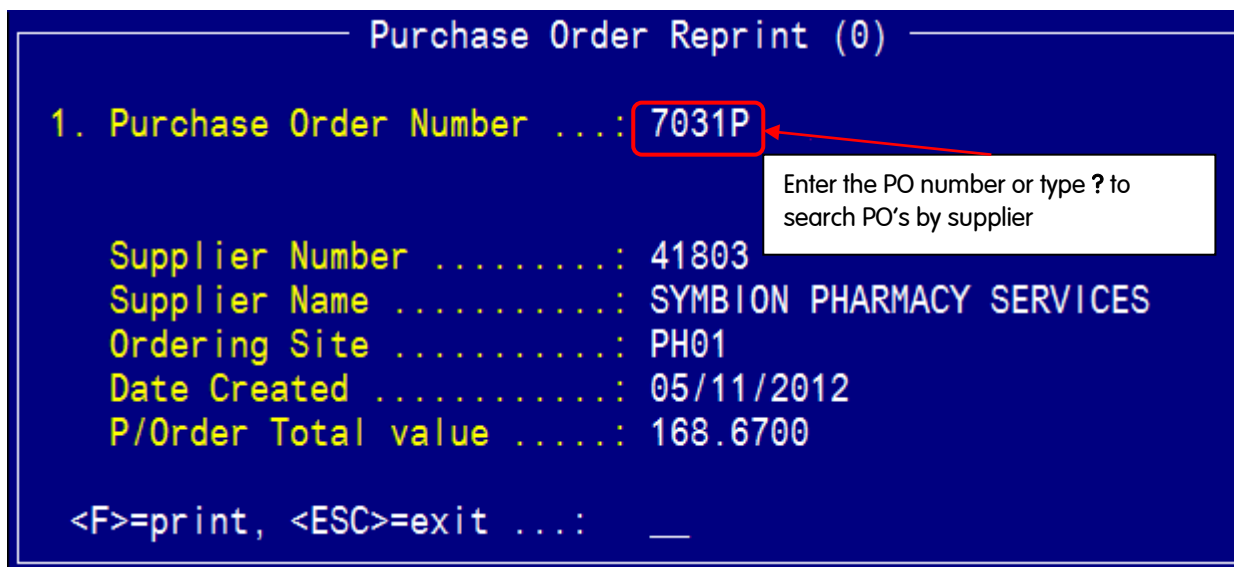
After a Purchase Order is printed for the first time as described above, it is removed from the printing queue and a different step is required to reprint another copy..

INVENTORY --> 6.Purchase Order Processing --> 3. Purchase Order Reprint

Type in the Purchase Order number e.g. 1765VA

If the PO number is not known then type ? to look up from menu - type in the Supplier code (e.g. HS for Clifford Hallam). This will display all orders processed for that supplier, regardless of the original Order Method.

Once the required PO number is identified/entered, at the Option line type 'F' to print.



## 5.2.8. Second Sourcing

This step is only required if the initial PO resulted in items not being supplied for the Rank 1 product and preferred supplier.

Stock outs are communicated to the pharmacy site via email (CH2 auto email confirmation). The purchasing officer will investigate each item and endeavour to action as follows:

1. Purchase same item and same brand from another supplier
2. Purchase same item but different brand from supplier
3. Purchase same item but different pack size/form (if appropriate)

The outcome of these actions may be communicated to the relevant person/site. If the item cannot be second sourced the purchasing officer will notify the person who requested the order of the status of the product. Items may be placed on backorder (refer below **Section 5.2.10 Backorders and Unavailable Stock**)

## 5.2.9. Not in Catalogue (NIC) Orders

'Not in Catalogue' (NIC) orders are used for items that are not in the Merlin Inventory Master File. It may also be used for consolidated orders where there are multiple items to enter that are also not in Merlin Inventory Master File. NIC orders are usually generated retrospectively for the purposes of Goods Receipting. An NIC order must apply to the entire order - it cannot be applied to an individual line item on a normal Purchase Order.

The process is the same as for usual Purchase orders except for one field that is different.

INVENTORY --> 6.Purchase Order Processing --> 4. Purchase Order Entry

- **Field 1:** Enter the Main Store Site from which the order is being generated from
- **Field 2:** Type **'P'** to auto generate the next available Purchase Order number
- **Field 3:** Type **'Y'** to indicate that the order is a 'Not in Catalogue' Order
- **Field 4:** Enter the date. (For new orders leave as 0 for today; for retrospective order backdate to when the order was originally placed.)
- **Field 5:** Skip – leave blank
- **Field 6 (Optional):** Enter an internal reference number (e.g. order number generated by the supplier)
- **Fields 7, 8 and 9:** Skip - does not appear on screen
- **Field 10:** Enter supplier code e.g. PT for Fresenius-Kabi (or type ? to use the look up menu)
- **Fields 11 -18:** Skip - does not appear on screen
- **Field 19:** Leave default setting as 'P' (printed) for order method. (Electronic ordering cannot be applied for NIC orders.)
- **Field 20:** Skip – does not appear on screen
- **Field 21:** Press space bar to 'pop' the window. This brings up a new window to record details of items to be ordered. Refer to instructions below.
- **Field 22:** Press **ENTER** to skip over
- **Field 23:** Leave the default as 'A' (Active)
- At the Option line type **'F'** to finalise the transaction.

```

Purchase Order Entry
1.Order Site  .: PH01          PHARMACY - MAIN STORE          E0500
2:Order No   . . . : 7075P
3.NIC Order  . . . : Y
4.Order Date .: 07/01/2013
   Last Maint .:
6.Docket Ref / CPP .:
   Requisition No . . . :
   Requisition Date . . :
   Requisitioned By . . :
   Order Direct Site . . :
10.Supp. Code .: 242
   Supp. Name  .: PHARM-A-CARE LABORATORIES
   Supp. Addr. .: 16 Jubilee Ave
                                     Phone .: 02 9997 1466
                                     Fax   . . . : 02 9997 1698
                                     Warriewood , NSW
   Postcode . . . : 2012   Contact 1 www.pharmacare.com.au
                                     2
28.Delivery Details
                                     3
19.Order Method.: P
21.<Line Item Details>
22.<Order Trailer Details>
23.Order Status.:
27.<E.A.N. Status>
   Order Value .:

Enter OPTION, <F1>=help . . . . : (POT. ENTRY, M)

```

**In the 'Not-in-Catalogue Purchase Order Details' Window (Field 21):**

**Field 1 and 2:** Skip – auto populated

**Field 3:** Enter the Main Store site (as before)

**Field 4:** Enter an expense code (press ? and select any number from the menu)

**Field 5:** Type '1' for Miscellaneous

**Field 6 (Optional):** Enter the supplier's inventory code for the item (if available)

**Fields 7:** Type in a description of the item/s providing enough detail to be able to identify the product/s e.g. *'Chemotherapy – various'*. Then press **TAB** and **ENTER** to close the text screen.

**Field 8:** Enter the Units of Measure as *'EACH'*

**Field 9:** Enter the Quantity. For consolidated orders the quantity can be '1'.

**Field 10:** enter the price (Excluding GST) – the system will automatically calculate and populate the GST.

(At this stage a new window may pop up with delivery date details. Press ENTER and then 'F' to file this and move on.)

**Fields 11 to 15:** Skip – autopopulates or not displayed on screen.

**Field 16:** A message can be recorded which will pop up to the user when it comes time to do Goods Receipting. Type 'Y' to load a message . Otherwise leave blank and **press ENTER** to move on.

Type **'F'** to save the details. A red message appears at the bottom of the screen - type 'Y' to enter the next item or 'N' to continue. This will take you back to the original Purchase Order Entry screen.

```

Not-in-Catalogue Purchase Order details (1)
1: Purchase Order ...: 7075P      2:Line No ..: 1
3. Site Code .....: PH01      PHARMACY - MAIN STORE
   Cost Centre .....: E0500
4. Expense Code ....: 17406
5. Purchase Class ..: 1      Miscellaneous Purchases
6. Supp Inv Code ...:
7-Description .....: Chemotherapy - various

8. Purchase UoM ....: EACH      EACH
9. Purchase Qty ....: 1.00
10. Pur. Price Extax.: 1600.00
11. Tax .....: 160.00      Qty Received ..:
12. IncTax .....: 1760.00  15<Delivery Dates / Status>
   Extended Price ..: 1760.00  16.Receipts Msg ..:
Option.:f_____
<F>=update/next, <A>=add, <#>=field no, </D>=delete, <ESC>=exit

```

### 5.2.10. Backorders and Unavailable Stock

Backorders are turned off for all accounts. If an item is out of stock at Symbion/CH2 it is automatically removed from the Merlin PO via the electronic message transmission i.e. the line item still appears in the PO but with an override quantity of zero.

The purchasing officer should proceed to second source (refer above – Section 5.2.8). However in some cases there is a long term stock out and an alternative brand/product cannot be sourced. These items will not automatically be put on backorder. The purchasing officer should only place items on backorder under the advice of Pharmacy Staff who requested the item. The pharmacy staff may suggest a suitable alternative product to order (e.g. capsule instead of tablet); or request no further action to be taken.

The purchasing officer should create a 'Unavailable Products List', regularly update the list and make it readily available to pharmacy staff. The 'Unavailable Products List' should contain the following details:

- supplier and estimated timeframe for when the item is expected back in stock
- whether item has been placed on backorder

Pharmacy Staff should attach a shelf tags in the pharmacy/imprest cupboards as a reminder of the current status of the product e.g.

- "Stock unavailable"
- "Discontinued Product"
- "On Backorder"

This will eliminate unnecessary repeat scans of the item barcode and repetition of the above processes.

\*\*\*DO NOT CONTINUE TO SCAN ITEMS EACH DAY IF YOU ARE ALREADY AWARE THEY ARE NOT AVAILABLE AND/OR ON BACKORDER. USE SHELF TAGS TO ALERT PHARMACY STAFF OF CURRENT STATUS OF ITEM.\*\*\*

## 5.2.11. Purchase Orders Enquiries

Pharmacy staff may need to investigate the status of a specific order or product. The purchasing officer may be contacted however pharmacy staff should endeavour to check the progress of their orders themselves. This can be done as follows:

- Check SOS/SHOP online; or
- Check CH2 auto emails; or
- Check Merlin as follows:

To check if a specific product has been ordered:

- Inventory → Purchase Order Processing → Purchase Order Enquiries/Reports → Purchasing – On Order Related Reports → Stock Purchase Order Enquiry
- Or **ZOOM:@ICW.POENQ**
- Enter Merlin Inventory Code OR do a drug search
- All outstanding POs with that product is listed on the screen. The supplier is also listed in code form. Refer to supplier list for supplier codes/description.

```

Stock Purchase Order Enquiry (1)
1:Site Code  .: PH01          PHARMACY - MAIN STORE
2:Inv Code   ..: AMOX14       AMOXYCILLIN
                               250mg CAPSULES

  Inv Status

Ln P/O No  Supp No P/O Date Trade Name  Pack      Ord  Rec  Price St
1   7069P  166    20/12/12 AMOXIL    BOX(20)    1      1  1.0000 A
2   7070P  166    20/12/12 AMOXIL    BOX(20)    1      1  1.0000 A
3   7071P  166    20/12/12 AMOXIL    BOX(20)    1      1  1.0000 A
4   7072P  166    20/12/12 AMOXIL    BOX(20)    1      1  1.0000 A
5   7073P  166    20/12/12 AMOXIL    BOX(20)    1      1  1.0000 A
6   7045P  41803   20/11/12 AMOXYCILLIN>BLPK(20)  10     10  1.0500 C
7   7034P  41803   05/11/12 AMOXYCILLIN>BLPK(20)    0      0  1.0500 C
8   7032P  41803   05/11/12 AMOXYCILLIN>BLPK(20)    0      0  1.0500 C
9   6823P  166    27/07/12 AMOXIL    BOX(20)    8      8  1.0000 A

Option.: _____
E Ln No=GRN details, <F>=continue, 'v'=page fwd, '^'=page back
    
```

To check the status/contents of an entire order:

- Inventory → Purchase Order Processing → Purchase Order Enquiries/Reports → Purchasing – On Order Related Reports → Purchase Order Receipts Enquiry
- Or **ZOOM:@POQ.OSQTY**
- Enter Purchase Order number
- All items included in the PO is listed on the screen. The 'rec' column indicates if the item has been Goods Received into the system. (e.g. using the SSCC scanner – refer below section 6)

Purchase Order Receipts Enquiry

1:P/Order No ...: 319P

Supplier ...: HOSPITAL SUPPLIES OF AUST>

LN	Description	Strength, Form	Pack	Qty Ord	Qty Rec
1	ALPHAMOX 250	250mg CAPSULES	BOX/C(20	20	

4<Goods Receipt Notes>

To check the delivery status of an entire order:

- ZOOM:SSCC
- Select Main Store (pharmacy site)
- All electronic orders transmitted are listed with live date and time stamps. It only included CH2 and Symbion submitted electronically via Merlin. The 'Po Ack' column indicates the order has been acknowledged and received by the supplier. The 'SSCC Id' column indicates the item has been picked/packaged and likely to be on its way with the next delivery. If this column is blank then it is still being packed by the supplier.

Goods Receipt - SSCC Processing (1)

PH01 - PHARMACY - MAIN STORE Queued.: 13 at 15:38:51 07 Jan 2013

<-- PO Details -----> <-PO Trans-> <-- SSCC Received ----->

PO No	Date	Supplier	Ln	Sent	PO Ack	SSCC Id	Ln	Rec'd
1	7030P	05/11	2	05/11	05/11	05054391637352255ADE	0	05/11
		SYMBION PHARMACY SER>		08:03	08:04			10:06
2	7030P	05/11	2	05/11	05/11	593161000019186259	1	05/11
		SYMBION PHARMACY SER>		08:03	08:04			10:04
3	7030P	05/11	2	05/11	05/11	593161000019186242	1	05/11
		SYMBION PHARMACY SER>		08:03	08:04			10:03
4	7042P	13/11	1	13/11				
		CLIFFORD HALLAM HEAL>		16:02				
5	7041P	13/11	1	13/11				
		CLIFFORD HALLAM HEAL>		12:28				
6	7040P	13/11	1	13/11				
		SYMBION PHARMACY SER>		12:13				

<--- Remarks & Errors ----->

1 1131138177 Completed successfully P.O.: 7062P 16:59:33 14 > 17<Remarks>  
 2 1131138177 - Processing of SSCC commenced P.O.: 7062P 16:5>

Option.:

e<X>it / <S>top / <R>estart / <17>=Remarks / <P1>=Orders / <P2>=Comments

## 5.3. Goods Receipting

Goods Receipting (GR) is a necessary process to confirm that stock has been received into the pharmacy resulting in an increase in stock on hand (SOH) of the Main Store. The GR process must be completed for all Purchase Orders to enable Invoice Matching payment to the suppliers. GR is also required for all ward box imprest orders however in these cases the SOH is not updated into the pharmacy Main store but rather distributed out to the ward for which it was ordered.

The GR process can be done in various ways depending on the supplier and associated technology.

### 5.3.1. Confirming Stock Receipt

For all deliveries pharmacy staff must follow the following basic principles to confirm items delivered match those ordered and invoiced:

1. Inspect and mark off goods by ticking each item on the delivery docket
2. Stamp the Delivery Docket and the Invoice (if available) indicating date, your name and signature
3. Investigate any discrepancies or stock problems (contact supplier or the purchasing officer if required)
4. Send all Invoices to the purchasing officer for Goods Receipt Processing & Invoice Matching. If no invoice is delivered with the goods, send the delivery dockets to the purchasing officer for invoice follow-up.

### 5.3.2. Goods Receipt Processing - Manual

Manual GR is required for most suppliers that do not have electronic ordering systems in place (i.e. all suppliers other than Symbion and CH2). Note: CHS orders are GR processed using the manual method – CHS is not using the EANCOM standard. Some Symbion/CH2 orders may also need to be processed by manual GR if the original PO was processed outside the Merlin system e.g. Emergency Order via SHOP.

INVENTORY --> 5.Transaction Processing --> **Option 7**

Type in the Main Store

Select **Option 7** - 'Good Received'

```

Transaction Selection (0)
Site Code ...: PH01 PHARMACY - MAIN STORE
Cost Centre ..: E0500 Pharmacy Expense
Site Type ...: MS MAIN STORE

--- Decrease Stock ---          --- Increase Stock ---
 1 - Issues                      8 - Goods Received
 2 - Return to Supplier          9 - Goods Received Adj
 3 - Adjustment MINUS           10 - Return to Stock - Single
 4 - Transfer OUT                11 - Return to Stock - Multi
 5 - Transfer OUT - Multi        12 - Adjustment PLUS
 6 - Unplanned Issue - Multi
 7 - Unplanned Issue - Single

Option.: _____
Select Transaction Type or <Esc> to Exit
    
```

Receipt type – Select PURCHASE ORDER

```

Goods Received Processing (1)
1.Site Code ....: PH01    PHARMACY - MAIN STORE
2.Receipt Type  : Purchase-Order Stock-Transfer
3.Transfer No  ..:
Option.:
Use arrow keys to select receipt type being processed
    
```

Type in the Purchase Order Number

Enter your user ID

```

Goods Received Processing (1)
1.Site Code ....: PH01    PHARMACY - MAIN STORE
2.Receipt Type  : Purchase Order
3.P/Order No   ... 7044P
Option.:
Please enter your User Id
    
```

**In the 'Stock Purchase Order Receipts' Window:**

**Fields 1 to 3:** Skip – auto populated with Main Store and PO selected in previous screen

**Field 4:** Enter date that stock was received (if unknown use date as per invoice)

**Field 9:** Enter the delivery number or docket number if available. If this number is not available then use the invoice number. This field is mandatory but is not significant.

**Main Screen – Line 1:** Type in 'ALL' on line 1 to recall all details of all items from that PO.

**Field 14:** Enter the quantity received for each line item.

**Field 15:** Enter through the fields for price/cost (accept the defaults)

NB: at this stage it is not necessary to correct any price discrepancies as this is done later at the invoice matching stage.

Type 'F' to save the details.

A red message appears at the bottom of the screen – Type 'Y' to proceed.

NB: A **Goods Receipt Number** is automatically generated and appears on the bottom of the screen. Take note of this number and record it on the invoice.



```

Pharmhos Software Pty Ltd          Port:termite/8          10:07:44 05 Feb 2010
Stock Purchase Order Receipts
1.User Id ..... *****      Supplier .. 166      CLIFFORD HALLAM HEALTHCA>
2:P/Order No .. 5044P          Address ... 60 SOUTH PARK DRIVE
Order Date ..
Tax EffDate .. 12/03/2009
4.Date Recvd .. 05/02/2010 9.DeI. Note.: 112233      Ref/Cpp ..
-----
11.Ln 12.Description          Pack      QtyDue 14.Rec 15.ExTax 16.Tax 17.IncTax
1  1 ASPRO CLEAR 300mg SO BOX/T(42) 1  1  3.9600  0.40  4.36
2  2 MABTHERA 500mg/50mL VIAL(1) 12 12 2263.5700 226.36 2489.93
3
4
5
Type 'ALL' on line 1 to recall all details of the original Purchase Order
Enter Quantity received
-----
Total Order Qty.: 1      Details for Ln 1      Recvd to date ..
Qty Outstanding.: 1
Supp Catno, Pack.: 1693302, BOX/T(42)
Inv Code, Desc .. ASP122 ASPIRIN SOLUBLE
Str, Form, Pack ... 300mg, SOLUBLE TABLETS, BOX/T(42)
Enter OPTION, <F1>=help.....      (POW.STKRECEIPTS,A)
Enter the quantity received in this batch
    
```

### 5.3.3. Goods Receipt Processing – Electronic Orders

Orders that are transmitted electronically can be Goods Received electronically using the messages transmitted back from the suppliers into Merlin. Note: CHS orders are GR processed using the manual method – CHS is not using the EANCOM standard. There are two ways to process these electronically depending on the supplier.

In both cases the Serial Shipping Container Confirmation(SSCC) screen is used:

- This is a 'live' window with messages transmitting and refreshing every few seconds from the suppliers back into Merlin.
- It is only used for electronic orders (CH2/Symbion).
- It can be used to track Purchase Order Acknowledgements (POA) and Advance Shipping Notice (ASN) with time and dates stamps for each transaction.
- The screen is also used as a means of receipting in goods either using a scanner (CH2) or typing in the invoice number (Symbion) – see next section for instructions.

#### SSCC Screen – Explanatory Notes:

The SSCC screen is divided into 2 sections.

- **SECTION 1** (top/main screen) – displays all messages received waiting for GR. Displays six Purchase Orders at a time.
- **SECTION 2** (bottom/Remarks & Errors) – displays receipting messages including confirmation of success or errors.

The following information is displayed in SECTION 1:

- **Purchase Order details:**
  - PO number (e.g. 7030P)
  - Date PO created
  - Supplier (second line)
  - Number of items (lines) in entire PO
- **Transmission Details**
  - Date/Time transmitted to supplier
  - Date/Time acknowledged by supplier (POA)

- **Advance Shipping Notice (ASN) – Message from Supplier**
  - SSCC Id: barcode number (CH2) *or* invoice number (Symbion)
  - Number of line items per SSCC message
  - Date/time of SSCC message

Messages for Symbion and CH2 appear together in the same screen however the SSCC Id messages differ in their format:

- **CH2** - message is displayed in a barcode format beginning with the digits 402..... this number represents the number sequence on the barcode of the package delivered. There may be multiple messages for a single PO with different SSCC Id numbers.
- **Symbion** - message is displayed as an invoice number e.g. I121902563. There is usually only a single SSCC Id message for every PO listed.

When data appears in the SSCC Id column then this indicates that the order has been processed and stock has been package at the Supplier's end and is in transit or already delivered to the pharmacy. There is a time lag of a few hours before an SSCC message appears against a PO. If data does not appear in the SSCC Id column after a prolonged period of time then transmission may have failed for that PO.

To pause and scroll through the messages displayed in SECTION 1:

- At the OPTION LINE type 'S' to stop/pause the messages
- Then type in P1 (page 1)
- Scroll using the up/down arrow keys.
- Press Escape to exit this screen and relaunch the screen with [ SSCC, if required.

Messages automatically disappear from the SSCC screen once they have been Goods Received regardless of whether the GR was done manually or electronically via the SSCC screen.

To exit the SSCC screen: the escape function does not respond, instead type in 'X' at the Option Line and press ENTER.

SECTION 1

**Goods Receipt - SSCC Processing (1)**  
 PHARMACY - MAIN STORE    Queued.: 13 at 15:38:51 07 Jan 2013

<- PO Details ----->		<-PO Trans->		<- SSCC Received ----->				
PO No	Date	Supplier	Ln	Sent	PO Ack	SSCC Id	Ln	Rec'd
1	7030P	05/11	2	05/11	05/11	05054391637352255ADE	0	05/11
	SYMBION PHARMACY SER>			08:03	08:04			10:06
2	7030P	05/11	2	05/11	05/11	593161000019186259	1	05/11
	SYMBION PHARMACY SER>			08:03	08:04			10:04
3	7030P	05/11	2	05/11	05/11	593161000019186242	1	05/11
	SYMBION PHARMACY SER>			08:03	08:04			10:03
4	7042P	13/11	1	13/11				
	CLIFFORD HALLAM HEAL>			16:02				
5	7041P	13/11	1	13/11				
	CLIFFORD HALLAM HEAL>			12:28				
6	7040P	13/11	1	13/11				
	SYMBION PHARMACY SER>			12:13				

<--- Remarks & Errors ----->

1 I131138177 Completed successfully P.O.: 7062P 16:59:33 14 > 17<Remarks>

2 I131138177 - Processing of SSCC commenced P.O.: 7062P 16:5>

Option.:    ← OPTION LINE – Type in Symbion Invoice numbers here e.g. I121902563

SECTION 2

e<X>it / <S>top / <R>estart / <17>=Remarks / <P1>=Orders / <P2>=Comments

Pharmacy staff are responsible for processing the GR for all electronic orders (CH2 and Symbion).

Orders that are transmitted electronically can be Goods Received electronically using the messages transmitted back from the suppliers into Merlin. This applies to both Dispensary and Imprest orders.

There are two ways to process these electronically depending on the supplier. In both cases the SSCC screen is used. This is a 'live' window with messages transmitting and refreshing every few seconds from the suppliers back into Merlin.

### How to GR using SSCC – CH2

*NB: this process can only be used if the original Purchase Order was generated electronically - Check PO Entry screen - 'oder method' (field 19) should be 'N'. If the CH2 order was processed in Merlin as a phone/printed order then the SSCC screen cannot be used and manual GR is applied.*

**Step 1:** Assemble boxes according to PO number (appears on delivery stickers). If a PO/Delivery has multiple boxes associated with it then an additional DELIVERY LABEL sticker also appears on one of the boxes.

**Step 2:** In Merlin, type in the **Zoom – 'SSCC'**

**Step 3:** Select the Main Store (pharmacy) from the list provided on the screen

**Step 4:** Using the SSCC scanner, first scan the DELIVERY LABEL barcode on the carton. A grey window appears listing all the Purchase Orders and cartons associated with that delivery. (NB: if there is no DELIVERY LABEL then skip to Step 6)

**Step 5:** Using the SSCC scanner, scan the NORMAL BARCODE on the carton sticker. As this is done the items contained in that box are received into Merlin as indicated in the grey window - 'NO' changes to 'YES'. Repeat until all cartons associated with that Delivery are scanned. As you scan each carton associated with the PO the 'Completed' column on the right will change from NO to YES. When the last carton is scanned the grey window disappears and the order is fully received into Merlin.

```

Goods Receipt - Multiple SSCC Processing (2)
There are multiple cartons in this delivery. Please scan each SSCC
label. Enter <A> for All cartons if enabled.

Delivery SSCC.: 00393273900078103917          Site.:
Total Cartons.: 5

Pack SSCC          Lines  Purchase Order(s)  Completed
1 00000119570053073940  29    6586QA(29)         NO
2 00000119570053074107   7    6586QA(7)         NO
3 00000119570053074084   4    6586QA(4)         NO
4 00000119570053074121   1    6586QA(1)         YES
5 00000119570053074091   1    6586QA(1)         YES
6
7
8
9
10
Option.:s
Scan each carton to process Goods Receipt. <ESC> to exit
    
```

**Step 6** - If there is no DELIVERY LABEL sticker: Just scan the NORMAL BARCODE and a message appears instantly in the bottom part of the SSCC screen to advise if the PO was successfully received. Check this message appears for the selected PO number/invoice. There is no grey window to refer to. If a message does not appear then process the invoice manually instead.

**Step 7:** As each carton is scanned, draw a line through the barcode of each carton to indicate the item was successfully received.

**Step 8:** Stamp the Delivery Docket and Invoice to indicate the items were electronically received. Include the date, your name and signature.

**Step 9:** Send Invoices to the Purchasing Officer.

### How to GR using SSCC – Symbion

*NB: this process can only be used if the original Purchase Order was generated electronically - Check PO Entry screen - 'oder method' (field 19) should be 'N'. If the Symbion order was processed in Merlin as a phone/printed order then the SSCC screen cannot be used and manual GR is applied.*

**Step 1:** Find the Invoice relating to the Purchase Order

**Step 2:** In Merlin, type in the Zoom – 'SSCC'

**Step 3:** Select the Main Store (pharmacy) from the list provided on the screen

**Step 4:** At the Option Line at the bottom of the screen type in the Symbion Invoice Number. include the letter 'I' in upper case e.g. I121902563

**Step 5:** A message appears instantly in the bottom part of the SSCC screen to advise if the PO was successfully received. Check this message appears for the selected PO number/invoice. If a message does not appear then process the invoice manually instead.

**Step 6:** Stamp the Delivery Docket and Invoice to indicate the items were electronically received. Include the date, your name and signature.

**Step 7:** Send Invoices to the Purchasing Officer.

### 5.3.4. Goods Receipt Adjustment

INVENTORY --> 5.Transaction Processing --> **Option 8**

**Zoom:TRANS**

Type in the Main Store

Select **Option 8** - 'Good Received Adj'

Receipt type – Select PURCHASE ORDER

Type in the Purchase Order Number

Enter your user ID

Alter the quantity by entering the line item at the option line e.g. 14.1

### 5.3.5. Goods Receipt Pending Report

This report highlights any open Purchase Orders (PO) that have been entered into Merlin but not yet Goods Received. This report should be run on a regular basis (e.g. weekly) to ensure that all PO's processed in Merlin can proceed to payment.

INVENTORY --> 6.Purchase Order Processing --> 8. Purchase Order enquiries Report -->1. On Order Related Reports --> 7. Pending Receipts Report

**Zoom:GRPENDING**

**Field 1:** Enter Main Store e.g. 223DS31

**Fields 2& 3:** Skip – not displayed

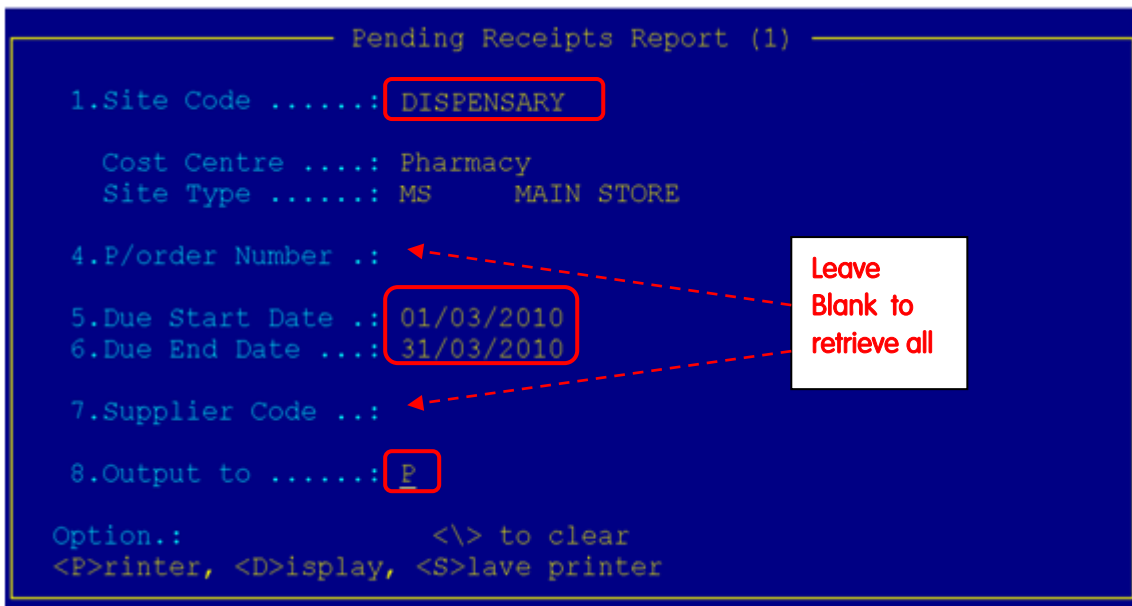
**Field 4:** Leave Blank to retrieve all open POs

**Fields 5 & 6:** Enter date range to run report

**Field 7:** Enter supplier code (e.g. HS for Clifford Hallam) or leave blank for all

**Field 8:** Specify Output. P = Print or D= Display on screen.

Type 'F' to process



```

Pending Receipts Report (1)

1.Site Code .....: DISPENSARY
   Cost Centre ....: Pharmacy
   Site Type .....: MS      MAIN STORE

4.P/order Number ..:
5.Due Start Date ..: 01/03/2010
6.Due End Date ...: 31/03/2010
7.Supplier Code ...:
8.Output to .....: P

Option.:          <\> to clear
<P>printer, <D>isplay, <S>lave printer
    
```

A sample report is displayed below. It is separated by supplier and lists each individual line item that is currently 'outstanding on the PO. Any POs or line items without a PO that have not been Goods Received should be actioned by either:

- Obtain invoice from supplier and process GR as per usual.
- Cancel the original PO (if the order was not sent)
- Zero out the individual line items not received (in original PO)
- Render the PO as complete (type 'C' in field 23 of PO)

POR.RECEIVING                      Receiving Report                      Run date: 29/06/2010                      06:26  
 Site: 223DS31: 223 - GREENSLOPES DISPENSARY                      Req by Op ZSA                      Page: 3

Supplier : HS CLIFFORD HALLAM PHARMACEUTICAL  
 60 South Park Drive  
 Dandenong  
 3175

Line number 3 from PO1069QA  
 relates to the product code AMLO9.  
 This item is pending and should be  
 closed if not received

Po*Ln/Loc	Inv Code	Description / Comment	Suppl Part	Qty Due	Unit Price	Ext Price	Due Date	Qty Recvd	Inits
1069QA*1	BECL5	BECONASE AQ HAYFEVER 50mcg (200dose)	NA 1550221	2	11.1815	22.3630	17/03/2010	.....	.....
1069QA*3	AMLO9	CADUET 10/80 10mg/80mg TABLETS BOX/T(30)	1749611	1	110.0200	110.0200	17/03/2010	.....	.....
1069QA*4	AMLO7	CADUET 10/40 10mg/40mg TABLETS BOX/T(30)	1749591	1	81.6600	81.6600	17/03/2010	.....	.....
1069QA*7	AMPH1	FUNGILIN 10mg LOZENGES BOTT/L(20)	1064097	5	4.2586	21.2930	17/03/2010	.....	.....
1069QA*12	BISO2	BISOPROLOL SANDOZ 2.5mg TABLETS BOX(28)	1855414	3	24.1900	72.5700	17/03/2010	.....	.....
1069QA*21	LEVO7	LIVOSTIN 0.05% (4mL) EYE DROPS BOTT(1)	1674285	1	13.5676	13.5676	17/03/2010	.....	.....
1126QA*2	EFOR3	OXIS 6mcg (60dose) TURBUHALER EA(1)	1390530	3	16.1500	48.4500	19/03/2010	.....	.....
1126QA*11	CINC1	RECTINOL 5mg/200mg/g (50g) RECTAL OINTM	1112694	3	14.2524	42.7572	19/03/2010	.....	.....

## 5.4. Invoice Matching

### 5.4.1. Invoice Matching

Invoice matching must be performed in order to finalise the financial transaction associated with purchasing stock. All invoices must be matched including those relating to Imprest Ward Box orders. This step enables payment to the suppliers and ensures items are purchased at the appropriate price. All Purchases must be processed via Merlin in order for payment to occur.

INVENTORY --> 6.Purchase Order Processing --> 5. Purchase Order Invoice Entry

Enter the PO number

Press Enter (field 6 =Y)

'F' to file

This brings up the Invoice matching screen

Purchase Order Invoice Entry (0)

1:P/Order ..	7044P				
Supplier ..	SYMBION PHARMACY SERVICES				
	GRN Number	Date Recvd	Delivery Note	GRN Price	6.Include
1	678	15/11/2012	09A79	144.76	Y
2					
3					
4					
5					
Option.: <input type="checkbox"/>					
Include Grn for invoicing, <Y>es, <N>o					

In the 'Purchase Order Invoice Entry' Screen:

**Field 11:** Type the Invoice number as it appears on the invoice paperwork

**Field 12:** Enter the invoice date as it appears on the invoice paperwork

**Field 13:** Enter the posting date as today's date (Type 0 to bring up today's date)

**Field 14:** Type in the dollar amount as it appears on the invoice. This is the total amount including tax/GST, freight etc.

Type 'F' to save the details.

**Purchase Order Invoice Entry**

1:P/Order No ..: 7044P      Supplier ..: 41803      SYMBION PHARMACY SERVICE>  
 Date Sent ..: 29/11/2012      Address ..: 48-58 OVERSEAS DVE  
 Grn Nos ..: 678  
 Del Notes ..: 09A79      NOBLE PARK NTH      3174

---

----- Invoice Details -----      --- Purchase Receipt Details ---

11.Invoice Number ..: 26889	Line Item Amt ...: 131.60
12.Invoice Date ....: 10/01/2013	Freight Amt .....:
13.Posting Date ....: 10/01/2013	Misc. Amt .....:
14.Invoice Amount ..: 140.5	Discount Amt ....:
21.With Hold Amount.:	Tax Amt .....: 13.16
22.Reason ..:	Receipt Total ...: 144.76
Variance Amount ..:	
24<Invoice Detail Entry>	

A variance triggers this window to open for reconciliation

Enter OPTION, <F1>=help....: (POT. INVMATCH, M)

A red message appears at the bottom of the screen indicating if the invoice amounts reconciles to the Merlin data.

- If the Invoice amount matches - Type Y to finalise

Message  
 Items fully received, Order complete Y/N

- If there is an Invoice variance – press <RTN> to continue, an 'Invoice Detail Entry' screen appears (see below for details).

Message  
 Invoice variance, press <RTN> to enter details

**In the 'Invoice Detail Entry' Screen:**

NB: This screen is Field 24 of previous screen. This window automatically opens if there is an invoice variance.

**Step 1:** Identify the source of the variance and adjust the relevant field as described below

The variance may be due to one of the following:

- Freight Charge - Fields 4 and 5 (tax)
- Misc Charge – Fields 6 and 7 (tax)
- Discount – Fields 8 and 9 (tax)

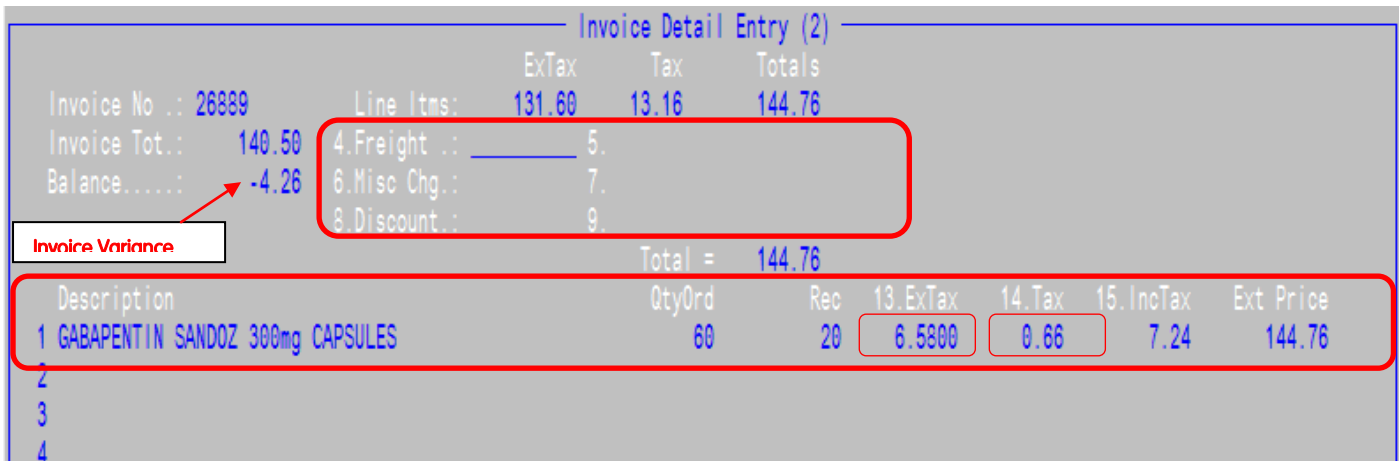
If the variance is none of the above then it may be due a price variance of the item itself and/or tax changes.

- Purchase Price Variance – Field 13: click on relevant line line number and enter correct price
- Tax – Field 14: enter line number (e.g. 14.1) and adjust tax code (use look up)
  - G11 = GST applied (default)
  - G14 = GST Free (override if required)

**Step 2:** When the variance is reconciled then a red message appears at the bottom of the screen – press <RTN>

**Step 3:** Type 'F' to save the details. This takes you back to the original Purchase Order Invoice entry Screen

**Step 4:** Type 'F' again to finalise the overall transaction.



Invoice No. : 26889		Line Itms:	ExTax	Tax	Totals
Invoice Tot.: 140.50		4.Freight :	131.60	13.16	144.76
Balance.....: -4.26		6.Misc Chg.:			
		8.Discount :			
		Total =		144.76	

Description	QtyOrd	Rec	13.ExTax	14.Tax	15.IncTax	Ext Price
1 GABAPENTIN SANDOZ 300mg CAPSULES	60	20	6.5800	0.66	7.24	144.76
2						
3						
4						

## 5.4.2. Invoice Search

This function is useful to check whether or not an invoice has yet been processed in Merlin.

Inventory → 6. Purchase Order Processing → 8. Purchase Order Enquiries/Reports → 4. Purchasing – Invoice Related Reports → Supplier Invoice Number Search

Type in the Supplier Code (or use the look up screen)

All invoices are listed (in sequential order by invoice number)

At the option line - Type '9' to go to search line and enter invoice number to search.

If a match is found then the screen will jump to that invoice.



```

Supplier Invoice Search (0)

1:Year Ending: 11
2.Main Store : PH01          PHARMACY - MAIN STORE
3:Supplier No: 41803        SYMBION PHARMACY SERVICES

Invoice No      Invoice Amt  Date      Period  P/Order
1 150000054     44.7200   05/11/2012 1101    7032P
2 150000055     5.7600   05/11/2012 1101    7033P
3 150000056    952.3100 05/11/2012 1101    7034P
4 150000057     44.1100 05/11/2012 1101    7035P
5 151000000    168.6700 05/11/2012 1101    7031P

10.Search For.:
Option.: _____
<F>=file, <ESC>=exit, <#>=field no
    
```

Type 9 at the Option line. Then enter the invoice number you are searching for in Field 9.

### 5.4.3. Invoice Pending Report

This report highlights any Purchase Orders (PO) that have Goods Received but not yet Invoice matched. This report should be run on a regular basis (e.g. weekly) to ensure that all PO's processed in Merlin can proceed to payment. Any Invoices that have not been Invoice matched should be followed up to complete the transaction.

INVENTORY --> 6.Purchase Order Processing --> 8. Purchase Order enquiries Report -->4. Invoice Related Reports --> 6. Goods Receipts with no invoices

```

Goods Receipts with No Invoice (0)

1:Report By .....: _
2.Period Number .....:
3.From Date .....:
4.To Date .....:

5.Receiving Site .....:
6.Screen or Printer ..:

7<0>overnight>

Option.: _____
Report by <P>eriod or <D>ate
    
```

### 5.5. Credits

Credits are processed in Merlin as a separate transaction after the initial Purchase Order (PO) transactions are completed i.e. after the transaction is Goods Received and Invoice Matched. Please note this it is only possible to return one product at a time, rather than being able to return an entire order. When stock is returned to the supplier there may be up two steps required in Merlin, depending on the circumstances.

### 5.5.1. Return to Supplier (Stock Adjustment)

This step is required when there is actual movement of stock from the hospital back to the supplier. It results in the updating of stock on hand (SOH) in Merlin to reflect the true quantity of that item in the pharmacy. Examples of this are:

- too much stock ordered
- incorrect product ordered
- damaged stock
- expired or short dated stock
- short supply/stock not received

This step is not required if the reason for the credit is merely a financial adjustment (e.g. price variance, overcharged).

Please note the following regarding credits:

- The RTS can not be processed unless the item has completed the full Goods Receipting (GR) process
- A return advice (RA) notice may be provided by the supplier.
- You must have the original PO number to proceed with this process.
- All return transactions must be in whole packs.
- Only one item can be processed at a time.

INVENTORY --> 5.Transaction Processing

Type in the Main Store (this may default to your main store already)

Select **Option 2** - 'Return to Supplier'

```

Transaction Selection (0)
Site Code ...: PH01 PHARMACY - MAIN STORE
Cost Centre ..: E0500 Pharmacy Expense
Site Type ...: MS MAIN STORE

--- Decrease Stock ---          --- Increase Stock ---
1 - Issues                      8 - Goods Received
2 - Return to Supplier          9 - Goods Received Adj
3 - Adjustment MINUS           10 - Return to Stock - Single
4 - Transfer OUT               11 - Return to Stock - Multi
5 - Transfer OUT - Multi       12 - Adjustment PLUS
6 - Unplanned Issue - Multi
7 - Unplanned Issue - Single

Option.: _____
Select Transaction Type or <Esc> to Exit
    
```

#### In the 'Return to Supplier' Window:

**Field 1:** Skip – auto populated with Main Store selected in previous screen

**Field 2:** Enter the **inventory code** of the product being returned OR do a product search if the inventory code is not known.

**Field 4:** Enter **supplier code** to which the item is being returned (e.g. 3F = Symbion; HS = Clifford Hallam) OR do a supplier search if the supplier code is not known

**Field 6:** Enter the original **PO number** to which the return relates (e.g. 1592QA).

NB: At this point a Trade Brand window may appear - select a brand if applicable. Check that the supplier product code matches.

**Field 11:** Enter the **date of return** (this can be back dated if required)

**Field 12:** This is a free text field. Enter the **RA number** (if available) and a comment on the reason for the return.

**Field 14:** Skip – autopopulates and cannot be changed

**Field 16:** Enter the return **quantity** in whole packs units. This field auto populates with the original quantity processed in the PO. This should be overridden with the quantity being returned. The system will not allow a return quantity greater than the quantity originally ordered/received in that PO.

**Field 17:** Press **Enter** - Accept the default value for Item Cost

**Field 19:** Press **Enter** - If replacement stock is expected to be delivered then change to **'Y'** (This will ensure the PO is kept 'open'). Accept the default **'N'** if no further stock is expected to be delivered.

Type **'F'** to save the details.

NB: A **Return Reference Number** is automatically generated and appears in this screen (see middle section). Take note of this number before finalising the transaction as it will disappear as soon as the transaction is filed. This number may be recorded on the credit note.

```

Return to Supplier (2)
1:Site Code ..: DISPENSARY
2:Inv Code ....: SODI37      SODIUM CHLORIDE
                   0.9% (5mL) INJECTION

4.To Supplier.: 3F          SYMBION PHARMACY SERVICES PTY >
6.P/Order ..: 1079QA      7.GRN Number ..: 1969
   Direct Site.: THEATRE
9.Trade Code ..: SOD900>SODIUM CHLORIDE (PF) 0.9% (5mL) INJECTI

Rtn Ref No ..: 19          11.Rtn Date ..: 17/03/2010
12.Remarks ....: RAXxxx ; ordered too much stock

Qty O/Hand ..: N/a      14.Issue Measure ..: I
Rtn Type ....: -          ----- Description -----
16.Rtn Qty ....: 14.0000  BOX (50) AMPOULE
17.Item Cost ..: 13.5000  Extended Cost ..: 189.0000
19.Is this item to be re-delivered by the Supplier ..: N
Option.:f
<F>=file, <ESC>=exit, <#>=field no
    
```

### 5.5.2. Credit Note Entry (Financial Adjustment)

This step is required only if there is a financial change (Credit Note) generated as a result of the return of stock. This step should be performed when the credit note has been provided from the supplier. If there is no financial adjustment involved in the return then this step is not required.

INVENTORY --> 6.Purchase Order Processing--> 6. Purchase Order Credit Note Entry

**Field 1:** Type in the **PO number** (e.g. 1079QA). This usually appears on the credit note from the supplier.

**Field 3:** Enter the **Credit Note number** - type it in exactly how it appears on the credit note paperwork e.g. C12501128

**Field 4:** Enter the total **amount** to be credited (inclusive of GST)

**Field 6:** Enter the **date** on which the credit was processed by the supplier (do not use the date of the original invoice).

**Fields 7 to 10:** Skip - unless there is Freight/Misc charged to credit

**Field 11:** Enter the **inventory code** of the product OR do a product search if the inventory code is not known. Select the brand if a trade window appears.

**Field 12:** Enter the **quantity** to be credited (in whole pack units).

**Field 13:** The product **price** will automatically populate. This can be accepted (press **Enter**) OR override if required as per price on Credit Note.

**Field 19:** This is a free text field.

Line 1 – Type in the **RA number**

Line 2 - Type in the **original invoice number**

Type '**F**' to save the details.

```
Pharmhos Software Pty Ltd      Port:chris/12      10:46:47 20 May 2010
Purchase Order Credit Note Entry

1:P/order Number ..: 1079QA      Supp.: SYMBION PHARMACY SERVICES PT>
3.Credit Note No ..: C12501128
4.Credit Note Amt ..: 207.90      ExTax      Tax      Totals
  Amt to Balance ..: 0.00      7.Frght :      8.
6.Cr Note Date ....: 15/04/2010      9.Misc ..:      10.

11.Item Description 12.Cr Qty 13.Extax      14.Tax 15.IncTax      Ext Price
1 SODIUM CHLORIDE (PF) > 14      13.5000      1.35      14.85      207.90
2
3
4
5

  Inv Code, Desc ..: SODI37 SODIUM CHLORIDE 0.9% (5mL) INJECTION

19.Comments ..... 1 RAxxxxxx
                   2 Invoice 121102163

Enter OPTION, <F1>=help....:f      (POT.CRNOTE,M)
<F>=update, <ESC>=no update, <#>=field no
```

### 5.5.3. Checking Credit Note Entry

The following process outlines how to check whether a credit note has previously been entered into Merlin. This step is necessary there is uncertainty as to whether a credit has been processed to avoid duplication.

INVENTORY --> 6.Purchase Order Processing --> 8. Purchase Order enquiries/Reports -->4. Purchasing – Invoice related Reports -->4. P/Order Invoice summary

Type in the PO number

All financial transactions related to that PO appear on the screen. If a credit has been processed against that PO then is listed as 'CR'.

```

----- P/order Invoice Summary (0) -----
1:P/Order .....: 1590QA
Supplier .....: 3F SYMBION PHARMACY SERVICES PTY LTD

Invoice No      Invoice Amt   Type   Date       Period
121260848      26952500   INV    07/04/2010  1010
C1250071       -537900    CR     07/04/2010  1011

Option.:_____
UP/DOWN arrows to scroll, <ESC> to exit
    
```

## 5.6. Procurement – Other Special Processes

### 5.6.1. Adjust Stock Levels

There are occasions when you may need to manually add or remove stock to Merlin, for example when the error message relating to insufficient stock or excess stock is displayed. Pharmacy staff may adjust their own stock levels if required by following the process below.

INVENTORY --> 5.Transaction Processing

Type in the Main Store (this should default to your main store already)

Select **Option 11** - 'Adjustment PLUS' to add stock / 'Adjustment MINUS' to remove stock

```

Transaction Selection (0)
Site Code ...: PH01      PHARMACY - MAIN STORE
Cost Centre ..: E0500    Pharmacy Expense
Site Type ...: MS       MAIN STORE

--- Decrease Stock ---      --- Increase Stock ---
1 - Issues                  8 - Goods Received
2 - Return to Supplier     9 - Goods Received Adj
3 - Adjustment MINUS      10 - Return to Stock - Single
4 - Transfer OUT          11 - Return to Stock - Multi
5 - Transfer OUT - Multi  12 - Adjustment PLUS
6 - Unplanned Issue - Multi
7 - Unplanned Issue - Single
Option.: _____
Select Transaction Type or <Esc> to Exit
    
```

**In the 'Stock Adjustment' Window:**

**Field 2:** Type the product Inventory Code if known. Alternatively search/select the item using the usual drug search rules. Once the product is selected, the cursor will jump to Field 5

**Field 5:** Adjustment date can be left as the default '0', to populate with the current date.

**Field 6:** an Adjustment Code must be indicated. There is a list to select from (type ? to see full list). If not sure use the code 3 for Misc adjustments.

**Field 7:** Optional free text field to record a remark. Leave blank – press **Enter** to skip.

**Field 10:** this indicates the unit of measure. Ensure 'I' for issue packs is selected. Press 'Enter'

**Field 11:** the adjustment type should be **INCREASE** (highlighted red) to add stock or **DECREASE** (highlighted red) to remove stock. Press 'Enter' to select this.

**Field 12:** Enter the adjustment quantity in whole packs. The value of 1000 is frequently used to allow sites to continue transacting if this is a commonly used item.

Type **< F >** to finalise transaction and press **'Enter'** to save the changes.

```

Stock Adjustments (2)
1:Site Code ...: PHARMACY DEPT
2:Inv Code ...: CLOP2      CLOPIDOGREL
                        75mg TABLETS

Location ...:           Bin ..:

Adj Ref No ..: 88137      5.Adj Date .....: 31/01/2011
6.Adj Code ...: 3        Miscellaneous Adjustment
7.Remarks ....: this is a free text field

Comm Qty ...: 0.0000    10.Issue Measure ..: I
Qty O/Hand ..: 1000.0000  Extended Cost ..:
11.Adj Type ...: Increase Decrease      ----- Description -----
12.Adj Qty ....:                BOX (28) TABLETS
13.Item Cost ..: 21.9996    15.Trade Code .....:
Option.: _____
    
```

## 5.6.2. Inter-Hospital Transfers

There are occasions when it is necessary to move stock between various Dispensaries i.e. between main store/substore. It is the responsibility of the Issuing site (site providing stock) to complete the process outlined below.

INVENTORY --> 5.Transaction Processing

Type in the Main Store (this should default to your main store already)

Select **Option 4** - 'Transfer OUT'

```

Transaction Selection (0)
Site Code ...: PH01    PHARMACY - MAIN STORE
Cost Centre ..: E0500  Pharmacy Expense
Site Type ...: MS     MAIN STORE

--- Decrease Stock ---          --- Increase Stock ---
 1 - Issues                      8 - Goods Received
 2 - Return to Supplier          9 - Goods Received Adj
 3 - Adjustment MINUS           10 - Return to Stock - Single
 4 - Transfer OUT                11 - Return to Stock - Multi
 5 - Transfer OUT - Multi        12 - Adjustment PLUS
 6 - Unplanned Issue - Multi
 7 - Unplanned Issue - Single

Option.: _____
Select Transaction Type or <Esc> to Exit
  
```

**In the 'Transfer OUT' Window:**

**Field 2:** Inv Code- Type the respective Inventory Code using the usual drug search rules

**Field 4:** To Site - Enter the applicable store code (pharmacy) to where the stock is being transferred. If code is not known type in ? to search for all sites.

**Field 5:** Local Transfer – Always type 'Y'. Take Note of TFR Ref No under Field 5 for future reference

**Field 7:** Tfr Date – Type transfer date. Can type in '0' for today's date.

**Field 8:** Remarks – Type any appropriate remarks or skip. (free text field)

**Field 10:** Issue Measure – Type either 'l'=Pack or 'U' = Unit

**Field 12:** Tfr Qty – Type No of packs or units issued

Type 'F' and press ENTER to finalise transaction.

```

Transfer OUT (1)
1:Site Code ..: PH01      PHARMACY - MAIN STORE
2:Inv Code ...: AMOX15    AMOXYCILLIN
                          500mg CAPSULES

Location ...:           Bin ..: M64

4.TO Site .....: PH22      PHARMACY GOLLMANN ROBOT      N0503
5.Local Transfer ..: Y

Tfr Ref No ..:      88          7.Tfr Date .....: 10/01/2013
8.Remarks ....: need stock

Qty O/Hand ..:      67.0000    10.Issue Measure ..: I
Tfr Type ....: -          ----- Description -----
12.Tfr Qty ....:      1.0000    BOX(20)Capsules
13.Item Cost ..:      0.0120    Extended Cost ..:      0.0120
Option.: _____
<F>=file, <ESC>=exit, <#>=field no
    
```

### 5.6.3. Supply to After Hours Drug Cupboard

There may be occasions where items must be transferred to the 'After Hours Cupboard' (AHC) as a ward transfer e.g. expired stock, unable to track who utilised the stock. In these cases the stock is transferred out directly from the pharmacy Main Store to the AHC using the same process outlined above. Follow exactly the same process as Section 5.6.2 - for Inter-Hospital Transfer. The 'TO SITE' (field 4) is the AHC ward code.

### 5.6.4. Stock Related Error Messages

There are two type of error message, associated with stock that may be seen during the dispensing process. These two messages relate to either stock not being extended to a location ('no stock record) or insufficient quantity to dispense. The errors and their resolution are described below.

#### 5.6.4.1. No Stock Record

The error below is seen when a particular item has not been extended to a particular site.

**No stock Record for [Inventory code] at Site [dispensing site]**

If this error is seen, contact your purchasing officer to have the stock record added.

#### 5.6.4.2. Insufficient Stock

The error message below is seen when there is insufficient stock in Merlin's inventory file.

**No Stock ! [inventory code]/[dispensing site] SOH {0} + P/O {0} – Com {0} – B/I {0} = Avail {0}**

Please refer to Section 5.6.1 – Adjust Stock Levels for instructions on how to manually add stock. *If you manually adjust the stock on hand, you must notify your purchasing officer.*



### 5.6.5. Purchasing Free Stock

If stock is purchased from a supplier at no cost (e.g. compassionate use, Clexane® kits) then it is preferable to still process this in Merlin. A special inventory code may exist for this item(s) as this should be used when requesting the item to be ordered. These items can be ordered as per usual method. Instructions on how to dispense/supply free stock items is described in [Section 21 Free Stock](#).

## 6. Imprest Management

### 6.1. Imprest Lists

The Ward Imprest List screen displays a simple list of items kept on a ward's impost.

INVENTORY --> 3. Imprest Stock --> 4. Imprest List Maintenance/Print

Enter the site code for the impost list required. Type? for a look-up menu for all sites

In *List Ref*, enter "ALL" to view all impost lists (including sub-lists) for that site code. OR enter/select a sub-list.

View items by scrolling up/down the page.

Items are listed in alpha-generic order. The list also displayed the Max quantity kept on that ward and should be referred to when issuing stock.

All items listed are generic unless a specific trade brand has been nominated for that ward. If a trade brand was specified it would be listed in right hand section on the list (field 6) next to the Quantity.

Imprest List Maintenance / Print																
1:Site Code .:		CCU CORONARY CARE UNIT														
2:List Ref .:		ALL														
											No of Entries .:		3			
				5.Max		6.	7.	8.	9.	10.	11.	12.	13.			
4. Inv Code	Generic Description		Strength/Form		Pack	Stk	Trade	Min	Qty	Ftr	Bin	Sap	Mfr	Puom		
1	ANOX25	ANOXYCILLIN-CLAVULANIC	875mg-125mg	TABLETS	BOX/T(10)	> 5	CILANOX	1								
2	ANOX14	ANOXYCILLIN	250mg	CAPSULES	BOX/C(20)	> 10										
3	AMIL2	AMILORIDE *	5mg	TAB	BOX/T(10)	> 35										
4																
5																
6																
7																
8																
Unit Cost .:				Max Stk Value \$.:												
Status .:																
18<Total Stock Value>											19<Print List>		20<Barcode Print>	21.Print Trade:	Maint : 27/08/2012 11:07 VT 3	
Enter OPTION, <F1>=help...:														(ICF.IMPREST,M)		

'Sub-lists' can be set up to group items into a product group. Examples of sub-lists include:

- DDs (Schedule 8 drugs) / S4Ds (Schedule 11 drugs)
- Refrigerated Drugs
- Injectables
- Orals
- Miscellaneous (oral mixtures, topical, inhalers, suppositories, etc.)

### 6.1.1. Print Imprest List

There are 2 ways to print a ward impost list:

#### Method 1:

INVENTORY --> 3.Imprest Stock --> 4. Imprest List Maintenance/Print

Enter the site code for the impost list required. Type? for a look-up menu for all sites

Select required *List Ref*

In the options line, type '19' to Print List

```

Imprest List Maintenance / Print
1:Site Code :: CCU          CORONARY CARE UNIT
2>List Ref ... ALL          No of Entries ...: 3
4.Inv Code Generic Description Strength/Form Pack Stk Trade Min Qty Ftr Bin Sap Mfr Puom
1 AMOX25 AMOXYCILLIN-CLAVULANIC 875mg-125mg TABLETS BOX/T(10) > 5 CILANOX 1
2 AMOX14 AMOXYCILLIN 250mg CAPSULES BOX/C(20) > 10
3 AMIL2 ANILORIDE * 5mg TAB BOX/T(10) > 35
4
5
6
7
8

Unit Cost ...: Max Stk Value $.:
Status .....:

18<Total Stock Value> 19<Print List> 20<Barcode Print> 21.Print Trade: Maint : 27/08/2012 11:07 VT 3
Enter OPTION, <F1>=help....: (ICF.IMPREST,M)
    
```

#### Method 2:

*This method allows you to print multiple impost lists for several different site/ward at once.*

INVENTORY → 3.Imprest Stock → Print Multiple Imprest Lists

**Field 1 (Site code):** Enter the **ward code** for the impost list required. If not known press ?> for a look-up menu of all locations and select the required site code.

**Field 2 (List Ref):** Type the word 'all'. Repeat this step for additional lines, if required. Press **ENTER** if all required locations lists have been entered

**Field 3 (Print Barcodes):** Type **Y** to print the impost list(s) with barcodes on, or **N** to print a plain impost list.

At the option line press **F** to print. NB. Ensure you press **P** for print when asked for Selection Output.

```

Print Multiple Imprest Lists (0)

1.Site Code Description                2.List Ref
1 CCU      CORONARY CARE UNIT         ALL
2 CCU      CORONARY CARE UNIT         S4M
3 CCU      CORONARY CARE UNIT         SPECIAL
4 _____ ?
5
6
7
8
9
10

3.Print Barcodes .:

Option.:
Enter the impost site code, main location or 'ALL'
    
```

### 6.1.2. Print Imprest List Product Barcode Labels

There are 2 ways to ward impost list product barcode labels:

**Method 1:**

Refer to Section 3.4.1.4.

**Method 2:**

INVENTORY --> 3.Imprest Stock --> 4. Imprest List Maintenance/Print

```

Imprest List Maintenance / Print

1:Site Code .: CCU      CORONARY CARE UNIT
2:List Ref .: ALL
No of Entries .: 3

4.Inv Code Generic Description Strength/Form Pack Stk Trade Min Rqty Ftr Bin Sap Mfr Puom
1 AMOX25 AMOXYCILLIN-CLAVULANIC 875mg-125mg TABLETS BOX/T(10) > 5 CILAMOX 1
2 AMOX14 AMOXYCILLIN 250mg CAPSULES BOX/C(20) > 10
3 AMIL2 AMILORIDE * 5mg TAB BOX/T(10) > 35
4
5
6
7
8

Unit Cost .: Max Stk Value $.:
Status .:

18<Total Stock Value> 19<Print List> 20<Barcode Print> 21.Print Trade: Maint : 27/08/2012 11:07 VT 3

Enter OPTION, <F1>=help....: (ICF.IMPREST,M)
    
```

- Enter the site code for the impost list required. Type? for a look-up menu for all sites
- Select required *List Ref*

In the options line, type '20' to Print Barcode. A Print Selection screen appears. Tag/Untag items by highlighting the inventory code and using the spacebar.

```
Barcode Label Printing - <SPACE>=tag/Un-Tag
( 3) InvCode Generic Description..... Max.. Trade.....
1 AMOX25 AMOXYCILLIN-CLAVULANIC ACID 875mg-125mg TABLETS BOX/ 5 CILAMOX
2 AMOX14 AMOXYCILLIN 250mg CAPSULES BOX/C(20) 10
3 AMIL2 AMILORIDE * 5mg BOX/T(10) 35
```

Press enter once completed. A pop-up message appears.

```
Message
Confirm printing - 1 labels - <Y/N>=yes/no
```

Type 'Y' to confirm printing.

### 6.1.3. Imprest List Amendments

It is imperative that all Ward imprest lists and the Dispensary list are continually maintained and up to date. Imprest amendments include:

- **Addition of item**
- **Trade Brand Request** (NB: Items added to imprest will always be generic unless otherwise specified/requested)
- **Removal of item** (NB: it is not sufficient to just remove the barcode. The deletion from the list must be processed in the system)
- **Quantity Change – increase/decrease**
- **Barcode Reprint** – reprint barcode label for an already existing imprest item.

## 6.2. Stock Enquiry

### 6.2.1. Stock Availability Enquiry

The 'Stock Availability Enquiry' screen will display the Qty available of an inventory code for a Site Code. The screen can be found: Inventory → 2. Enquiry Procedures → 3. Stock Availability Enquiry

```
Stock Availability Enquiry (0)
1:Site Code ..: PH01 PHARMACY - MAIN STORE
2:Inv Code ..: AMOX14 AMOXYCILLIN
250mg CAPSULES
Issue Measure ..: E Location ..: GREY ROOM
Internal Issue.: BOX/C BOX Bin .....: SHELF 2
Units/Issue ...: 20
Qty On Hand - Qty Committed = Qty Available
996.0000 100.0000 896.0000
12<Total Stock Holdings>
Option.:
<ESC>=exit, <F>=continue
```

## 6.2.2. Imprest Search - Sites/Wards with possible stock

The 'Sites With Possible Stock' screen will display all sites with the requested stock, and their usual stock level. NOTE: The stock level is not the current Quantity on hand value.

INVENTORY --> 2.Enquiry Procedures --> 4. Sites with Possible Stock

**Field 1:** Enter the Inventory Code of drug you are enquiring about, or search for it using the usual drug search rules.

All wards that have that item on impost will be displayed.

Field 11 allows you to remove the filter for site, so that all locations across all Pharmacy Services sites can be viewed; to select this view change Field 11 (Filter by Site) to N.

Site With Possible Stocks (0)

1: Inv Code ...: AMOX14      AMOXYCILLIN  
250mg                              CAPSULES

Product Group TC                      TABLETS / CAPSULES      11.Filter by Site Y/N:.Y

Site	Description	Type	Location	Stk.Lvl	Last Req
PH01	PHARMACY - MAIN STORE	MS	GREY ROOM SHELF>	997	.
PH03	PHARMACY - MANUFACTURING	M		2	.
PH04	PHARMACY S90 SUB-STORE	SS		100	14/09/2011
PH06	PHARMACY LEVEL 6 SUBSTORE	SS		7	02/08/2012
PH06	PHARMACY LEVEL 6 SUBSTORE	SS		7	09/02/2012
PH10	PHARMACY - MAIN STORE NO	>MS		20	22/05/2012
PH22	PHARMACY GOLLMANN ROBOT	SS		3	09/10/2012
PH22	PHARMACY GOLLMANN ROBOT	SS		3	.
ABC	ABC TEST SITE	I	IMP	0	27/09/2011
CCU	CORONARY CARE UNIT	IC	ALL	10	13/11/2012

Option.: \_\_\_\_\_  
'v' page down, '^' page up, <F> to continue

Alternatively, the Global Imprest List may be available at your institution and can be found on the Pharmacy Intranet page.

### 6.2.3. Transaction Enquires for a particular product

The transaction detail screen will display all transactions made for the specified drug in the specified date range

#### Inventory >Enquiry procedures>Transaction Detail Enquiry

- Enter the site code
- Type the name of the generic drug you are enquiring about in Field 2 and select from the drop down menu if necessary.
- Type **9** at the bottom to enter Field 9.

Inventory Issues Summary					
1: Site Code	PH01	PHARMACY - MAIN STORE			
2: Inventory Code	AMOX14	AMOXYCILLIN 250mg CAPSULES			
Internal Issue	B0X/C	Units/Issue .: 20			
Period	Quantity	Value	Period	Quantity	Value
31/07/2010	187.9500	248.8794			
Subtotals		187.9500	248.8794	0.0000	0.0000
			YTD Total	187.9500	248.8794
9<Trans Details> 10<Last Year> 11<Comparison> 12.Include WBox Trans.: Y					

An Inventory Transaction Enquiry Setup Screen appears.

- Enter **Y** for all fields 1 through 8.
- Leave field 9 blank.
- Enter in fields 11 and 12 the date range for your enquiry (enter **0** for today's date).
- Enter **S** in field 13
- Enter **C** at the bottom to Continue.

Inventory Transaction Enquiry (1)	
Transaction Enquiry Setup Screen	
**** Transaction Types ****	**** Period / Date Range ****
1.Goods Receipts . . . . . : Y	9.Include WBox Trans . . . . :
2>Returns to Supplier . . . : Y	10.Period Number . . . . . :
3.Issues . . . . . : Y	11.Date FROM . . . . . : 01/12/2012
4>Returns to Stock . . . . . : Y	12.Date TO . . . . . : 11/01/2013
5.Transfers . . . . . : Y	13.System/Trans. Date . . . . : S
6.Adjustments . . . . . : Y	
7.Dispensed . . . . . : Y	
8.Point of Sale . . . . . : Y	
Option.:c	
Enter <C>ontinue, Field number to Amend, <ESC> to exit	

A Transaction Details Screen appears.

- Column 1: Transaction Type i.e. GR = Goods Receipt, RTS = Return to Supplier, ISS = Issue, RST = Return to Stock, TFR = Transfer, ADJ = Adjustment, DIS = Dispense, POS = Point of Sale
- Column 2: Date of Transaction
- Column 3: Site No: Site that stock is transacted to.
- Column 5: Issue Unit. Note: this may be a single unit e.g. vial (1) or a bulk/pack unit e.g. box/c (20)
- Column 6: Transaction Quantity. (-) = stock removed. (+) stock added
- Column 7: post balance post transaction

Tran Type	Trans Date	Site No	Site Description	Cost Centre	Issue Unit	Trans Quantity	Post Balance
1 POS	03/01/2012	PH01	PHARMACY - M		BOX/C(20)	-1.00	112.8
2 ISS	05/01/2012	2WA	CORONARY CAR	L2220	BOX/C(20)	-2.00	110.8
3 ISS	05/01/2012	2WA	CORONARY CAR	L2220	BOX/C(20)	-3.00	107.8
4 DIS	13/01/2012	10037	FAKE, PIERRE		BOX/C(20)	-1.00	106.8
5 DIS	13/01/2012	10037	FAKE, PIERRE		BOX/C(20)	1.00	107.8
6 DIS	13/01/2012	10037	FAKE, PIERRE		BOX/C(20)	-1.00	106.8
7 DIS	20/01/2012	123456	MORRISON, SCOTT		BOX/C(20)	-1.00	105.8
8 DIS	20/01/2012	123456	MORRISON, SCOTT		BOX/C(20)	1.00	106.8
9 DIS	20/01/2012	123456	MORRISON, SCOTT		BOX/C(20)	-1.00	105.8
10 DIS	20/01/2012	123456	MORRISON, SCOTT		BOX/C(20)	-0.15	105.6

Option.: \_\_\_\_\_  
 'v'=page='^', '#'=details, <P>rint page, <PA>=print all pages, <ESC>

Type 'P' to print the current page OR type 'PA' to print all pages.

A detailed description of the transaction can be viewed by typing the row number of that transaction at the options line.

1:Site Code	PH01	PHARMACY - MAIN STORE			
2:Inv Code	AMOX14	AMOXYCILLIN 250mg CP			
3:Tr No	758	250mg			
From Site	PH01	PHARMACY - MAIN STORE			
Cost Ctr	N0503				
To Site	CCU	CORONARY CARE UNIT			
Cost Ctr	L2220				
Type	Docref	Iss Unit	Trans Qty	Unit Cost	Ext Cost
DIS	24001/1/0	BOX/C(20)	-1.0000	1.3620	-1.3620
10037 FAKE, PIERRE					
Batch No	:	Exp Date	:	Del Note	:
Location	:	Bin No	:	Trade Brand	:
Adj Code	P	PLANNED TRANSACTION			
Remarks	:				
Tran Date	13/01/2012	Period	1101	Req Date	:
Updated	VT	13/01/2012	09:48:42	PDE, Op.	:
Option	:	Item	1/0		
Enter <F> or <ESC>ape to return to Transaction Display screen					



## 6.3. Imprest Supply

This section describes how Merlin handles the 3 main types of imprest transactions:

- **WARD IMPREST TOP-UP:** Imprest supplied as a bulk top up using the scanner (Denso) on a regular/weekly basis. The items are supplied directly from the pharmacy department and expensed accordingly.
- **WARD BOX:** Imprest supplied as a bulk top up using the scanner (Denso) on a regular/weekly basis. This is referred to as 'Ward Box' where most items are supplied directly from the wholesaler (CH2/Symbion) and packaged/expensed accordingly.
- **UNPLANNED ISSUE:** This process is used when stock is issued from the pharmacy which may be under the following circumstances:
  - Imprest supplied on an 'ad hoc' basis at other times according to the ward's requirements i.e. ward transfer. This is referred to in Merlin as an 'Unplanned Issue' where items are supplied from the pharmacy to the ward when required.
 

*Note: Some institutions (namely public hospitals) prefer to issue 'ad hoc' requests for stock using the Requisition method.*
  - Items whereby the usual ward box process cannot be applied. This is due to the item either being mapped to alternative supplier OR the item is handled in base units.

### 6.3.1. Denso Scanner Warm Boot (Data Not Lost)

There may be occasions when the Denso scanner needs to be reset i.e. the devices becomes non responsive. It is possible to reset the scanner without losing any data including ward or dispensary scans). To 'warm boot' the scanner follow the steps below:

- Ensure the unit is turned off
- Press and hold **1** and **SF** keys simultaneously, then press **PW** also (3 keys to be pressed at once)
- When prompted, select Option 1: **EXECUTE PROGRAM** on the device
- Select **PHARMHOS.PD4** (this will be the only option)
- The device will boot; the number in the top right hand side of the screen should be the same as before the reboot – this verifies that no data has been lost.

### 6.3.2. Ward Imprest Top-Up

This process should be used for institutions that do not utilise the Ward Box method for imprest top-up.

#### How to Scan a Bulk Order as 'Ward Top-Up':

Step 1: Using the DENSO Scanner: MAIN MENU → 1. Imprest Reqn → Enter (M2)

Step 2: Enter the Operator - Scan your User ID

Step 3: Enter the Issuing Site (i.e. Dispensary) – Scan Main Store barcode OR use Up/Down arrows to scroll and select – press ENT (M1)

Step 4: Enter the Receiving Site (i.e. Imprest Ward) – Scan Ward Barcode OR use Up/Down arrows to scroll and select – press ENT (M1)

Step 5: Scan Drug barcode

Step 6: Enter Quantity Required

Repeat Step 5 and 6 until all required items are scanned.

*NB: The total number of items scanned appears at the top of the screen. If the same item is scanned more than once for the same location then a warning message will pop up.*

Repeat from Step 1 if scanning a new ward. Use the ESC button to go back to the MAIN MENU.

Step 7: when all wards/items are complete - press ESC key to go back to the MAIN MENU

Step 8: Dock Scanner in cradle – items will automatically transmit onto a 'Requisition Slip' within Merlin.

Check the signals for successful scanner download - i.e. audible tone; screen display on scanner 'Transmission Successful'; number of items on scanner screen reverts to zero [0]

Step 9: Merlin will then print the Requisition picking Slip for each ward. The requisition is used to pick/supply items from the pharmacy stores

The pharmacy staff uses the Requisition picking slip to gather stock together for the ward. If the quantity specified on the requisition order is greater than the stock on hand in the pharmacy store, determine the quantity to be supplied to the ward and note the quantity supplied for that item on the requisition order – this quantity will later need to be adjusted in Merlin.

All requisitions picking slips must be confirmed to finalise the transaction.

Picking slips must be retained by pharmacy and actioned as follows:

- Confirm picking slip - if items supplied to ward (if/when stock becomes available). this allocates the cost of the items to each ward respectively; or
- delete picking slip - if items not supplied (See below)

Picking slips **must not** be ignored. They must not be discarded unless they have been actioned by confirming or deleting.

### How to Confirm a Picking Slip:

INVENTORY --> 5. Transaction Processing

Step 1: Type in the Site Code. This may already appear on the screen by default.

```

Transaction Selection (0)
Site Code ...: PH01      PHARMACY - MAIN STORE
Cost Centre  .: E0500    Pharmacy Expense
Site Type ...: MS       MAIN STORE

--- Decrease Stock ---      --- Increase Stock ---
1 - Issues                    8 - Goods Received
2 - Return to Supplier       9 - Goods Received Adj
3 - Adjustment MINUS         10 - Return to Stock - Single
4 - Transfer OUT             11 - Return to Stock - Multi
5 - Transfer OUT - Multi     12 - Adjustment PLUS
6 - Unplanned Issue - Multi
7 - Unplanned Issue - Single

Option.: _____
Select Transaction Type or <Esc> to Exit
    
```

Step 2: Press 1 to select the 'Issues' option.

All outstanding Picking Slips for that Main Store will then be displayed on the screen. The total number of 'queued' picking slips is listed at the top of the screen.

```

Stock Issues (1)
Site Code : PH01 PHARMACY - MAIN STORE
Reqs in Queue : 50
Total number of Requisitions
outstanding for PH01

Req No  Ord Site/ Description  Date  Time  PDE  OpId
2375 CCU  CORONARY CARE UNIT  21/09/2012  14:50  306>  VT
2376 CCU  CORONARY CARE UNIT  24/09/2012  12:16  206>  VT
756 ABC  ABC TEST SITE  04/02/2011  11:31  RIL
757 ABC  ABC TEST SITE  04/02/2011  11:32  RIL
2385 PH22  PHARMACY GOLLMANN RD>09/10/2012  17:04  VT
2415 ICU  INTENSIVE CARE UNIT  13/11/2012  12:03  506>  VT
2416 ICU  INTENSIVE CARE UNIT  13/11/2012  12:04  706>  VT
2418 ICU  INTENSIVE CARE UNIT  13/11/2012  12:25  906>  VT
2420 PH06  PHARMACY LEVEL 6 SUB>09/01/2013  11:45  236>
2421 CCU  CORONARY CARE UNIT  15/01/2013  12:30  HAI

Option : 2421
Please enter your User Id
Type in Requisition Number
    
```

Step 3: Enter the required Requisition Number to process (printed on the top left corner of the picking slip).

Step 4: Enter your User ID.

Step 5: The products associated with that Requisition will be displayed on the screen.

```

Stock Issue Confirmation
1.Supp Site : PH01 PHARMACY - MAIN STORE User id : ***** Req Date: 15/01/2013
2.Ord Site : CCU CORONARY CARE UNIT Req No : 2421 6.Ord Site Local : N

7.Inv Code Generic Description Strength/Form Pack 8.Trade Brand 9.Tax 10.Qty
1 PARA15 PARAFFIN WHITE SOFT 50%-50% (500g) 01 JAR(1) DER18 DERMEZE 2
2 RAM19 RAMIPRIL 10mg CAPSULES BOX/C(30) ? 1
3
4
5
6
7
8
9
10
11
12

Issue Pack.: Pack Cost...
Status...: Qty 0/Hand:

Enter OPTION, <F1>=help...:8.2 (ICT.STKISSUE,A)
Enter Trade Brand supplied
    
```

Step 6: Enter the **trade brand** for each product (click on line item in Field 8 and type "?" then enter). *Note: some institutions may decide to skip this step.*

Step 7: Make any changes to the quantities as required.

Step 8: At the option line, type "F" to file

A red message appears at the bottom of the screen – press Y > to confirm the transaction.

A confirmation Printout can be generated if required (optional).

### 6.3.3. Ward Box Imprest Supply

This process should only be used for items that can be 'ward boxed' i.e. ordered direct from CH2 or Symbion. Some items cannot be ward boxed due to the supplier and/or unit of measure – these should be indicated on the barcode e.g. colour-dotted sticker on barcode, and should be excluded from the process outlined below.

#### 6.3.3.1. How to Scan a Bulk Order as 'Ward Box'

##### How to Scan a Bulk Order as 'Ward Top-Up':

Step 1: Using the DENSO Scanner: MAIN MENU → 1. Imprest Reqn → Enter (M2)

Step 2: Enter the Operator - Scan your User ID

Step 3: Enter the Issuing Site (i.e. Dispensary) – Scan Main Store barcode OR use Up/Down arrows to scroll and select – press ENT (M1)

Step 4: Enter the Receiving Site (i.e. Imprest Ward) – Scan Ward Barcode OR use Up/Down arrows to scroll and select – press ENT (M1)

Step 5: The scanner may prompt a question relating to Ward Box. Select **YES** for Ward Box.

Step 6: Scan Drug barcode

Step 7: Enter Quantity Required

Repeat Step 6 and 7 until all required items are scanned.

*NB: The total number of items scanned appears at the top of the screen. If the same item is scanned more than once for the same location then a warning message will pop up.*

Repeat from Step 1 if scanning a new ward. Use the ESC button to go back to the MAIN MENU.

Step 8: when all wards/items are complete - press ESC key to go back to the MAIN MENU

Step 9: Dock Scanner in cradle – items will automatically transmit to the supplier as a 'ward box' order. An instant message is transmitted back to Merlin to confirm the order and identify any stock outs.

Check the signals for successful scanner download - i.e. audible tone; screen display on scanner 'Transmission Successful'; number of items on scanner screen reverts to zero [0]

Step 10: Items not transmitted via ward box are automatically transferred onto a 'Requisition Slip' within Merlin – to be addressed as follows:

- Pick/supply items from the pharmacy stores or;

- Reorder the same brand from an alternative supplier or;
- Reorder another brand (same supplier)

*NB: The scanned order transmits automatically (unlike dispensary Orders which must be 'released' first).*

### Colour-dotted Sticker System

A colour-dotted sticker should be attached to some barcodes to indicate either:

- The item does not usually come from the standard suppliers (CH2 or Symbion) but rather an alternative supplier; *or*
- The item is handled as a single unit on most wards' imprest so the units of measure are expressed in singles (e.g. vials, amps, rather than whole packs).

Colour-dotted Items should be skipped from the bulk scan and processed as an '**Unplanned Issue**' – refer above section 6.3.5. Blue Dot Items may be included in the ward box scan only if the reason for the coloured dot is due to:

- base units of measure (not alternative supplier). The user must do a conversion and orders in base units, not packs. E.g. Perfalgan 1g vials: to order 4 boxes type in Qty '48' in Denso scanner.

### 6.3.3.2. Ward Box Imprest - Transmission and Confirmation

After the Denso scanner is docked in the cradle, the Merlin system separates all items that were scanned into many different Purchase Orders. A unique PO is generated for each ward and separated out by supplier (CH2 or Symbion) according to the preferred supplier and the Rank 1 brand. The order transmission for Ward Box Imprest is an automated process – each PO is sent electronically to CH2 and Symbion without any intervention ('release') by pharmacy.

An initial order confirmation message is transmitted back from CH2/Symbion into Merlin to confirm which items have been successfully transferred from the scanner into a valid PO to the supplier. This may produce a in the form of a '**Ward Direct Order Report**'.

After this initial order confirmation (several minutes later), a second phase of confirmation occurs to verify if there is sufficient stock at the suppliers' warehouse to fulfil each order. CH2 and Symbion transmit a message back to Merlin in the form of a printout:

- '**Purchase Order Acknowledgement**' (POA) - It confirms the PO transmission and may also list all the items that are out of stock from either Symbion or CH2.
- '**Picking Slips**' – this only prints if an item is out of stock. Picking slips must be retained by the pharmacy staff – they are used to separate the stock that second sourced, and allocate the costs to the various wards.

There are 2 methods for sourcing of out of stock items:

- Second sourcing from a different supplier (**Refer below - Section 6.3.3.6**)
- Supplying from the pharmacy off a picking slip (**Refer below - Section 6.3.4**)

Only 1 method should be implemented as part of the procedure. This prevents duplication of work.

**Order Confirmation for Pharmacy:** An auto email from CH2 may be sent to the pharmacy shortly after data transmission to confirm items ordered per ward. For items mapped to **Symbion** there is no notification of successful transmission to pharmacy staff, and are advised and can ascertain order status if required.

### 6.3.3.3. Ward Box Imprest - Delivery and Receipt of Goods

In most cases, for the bulk delivery of imprest stock from CH2, there is no further action. However if the item is mapped to Symbion, then the pharmacy staff must take some additional steps to separate the stock to the relevant wards as outlined below (see box highlighted yellow):

	Presentation/Delivery of Goods	Separation of Stock per Ward	Expensing Stock per ward
<b>Items mapped to CH2 – in stock</b>	Items are boxed and separated by CH2 for each ward with separate PO numbers.	Separate box/s for each ward as per CH2 labels. <i>(refer below - Section 6.3.3.4)</i>	Completed in background through ward box process. No further Action for Pharmacy Staff
<b>Items mapped to Symbion – in stock</b>	Items are consolidated into a single delivery/bag but under the special Symbion Ward Box Account.	There are separate PO numbers and Delivery Dockets but wards are not indicated. Use the "Direct Order Status Enquiry" screen to identify allocation of stock to wards. <i>(refer below - Section 6.3.3.5)</i>	Completed in background through ward box process. No further Action for Pharmacy Staff

In all cases stock must be Goods Received using the SSCC screen/scanner where possible (refer Section 5.3.3: Goods Receipt Processing – Electronic Ordering).

#### 6.3.3.4. Ward Box Delivery – CH2 Items

Items ordered through 'ward box' will come from CH2 as an automated process. There is a separate CH2 account for each ward - therefore these items are separated by ward and packaged accordingly. When these items are delivered to the pharmacy they are easily distinguishable as imprest goods with each ward clearly indicated on the box label. The items are also already 'costed' out to each ward so there is no need to process anything further in Merlin.

For CH2 ward boxed items the only action for pharmacy is to:

1. Goods Receipt as per usual (SSCC scanner)
2. Forward invoices to CH2 (should be DDs only)

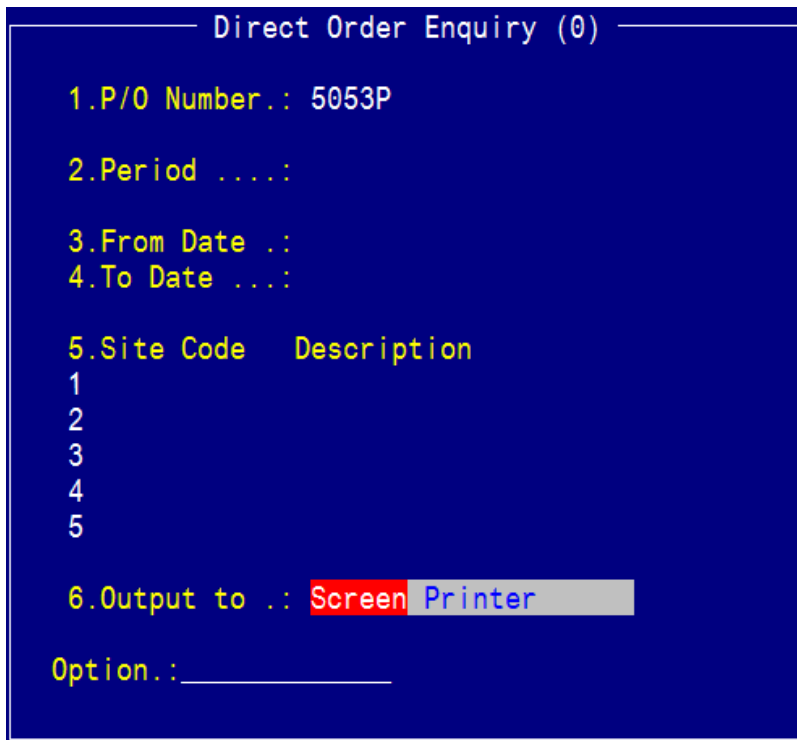
#### 6.3.3.5. Ward Box Delivery – Symbion Items

Some items ordered through 'ward box' will come from Symbion if that is the Rank 1 preferred supplier for that drug. This is also an automated process however there is not a separate Symbion account for each ward; instead a 'consolidated' ward box account is used. Therefore these items are bundled together and packaged as a single delivery; they are NOT separated or labelled by ward.

The consolidated package does contain within it multiple delivery dockets/invoices with a separate PO number for each ward, however the description of which ward relates to which PO is not stated on the paperwork. The delivery is distinguishable as imprest goods (account displays on delivery docket/invoice) but it will not be obvious to pharmacy staff as to which ward each item should be allocated to. This information is available by checking Merlin as described below:

**How to check Symbion Ward Box stock allocation:**

Inventory → 6.Purchase Order Processing → 12.Ward Direct Order System → 2.Ward Direct Order System (Multi Suppliers) → 2.Direct Order Status Enquiry

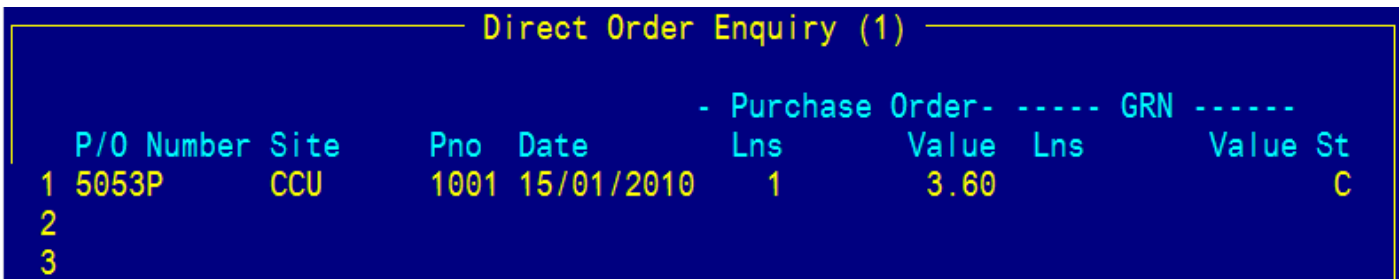


**Field 1:** Enter the PO number. This is displayed on the Symbion delivery docket/invoice.

The screen jumps to **Field 6** – press **ENTER** for SCREEN display.

**Type < F >** at the option line to continue.

A red error message will appear to warn that this is view only mode – press **ENTER** to continue.



The ward/s allocated to that PO is displayed on the screen.

Repeat for each PO until all items are accounted for. Stock can then be delivered to each ward accordingly.

**\*\*\*DO NOT PROCESS A NEW 'UNPLANNED ISSUE' FOR THESE ITEMS AS THEY ARE ALREADY COSTED OUT TO THE WARD WITHIN MERLIN FROM THE ORIGINAL WARD BOX SCAN\*\*\***

The items are also already 'costed' out to each ward so there is no need to process anything further in Merlin.

For Symbion ward boxed items the only action for pharmacy is to:

1. Check which ward the items should be allocated to (as described above)
2. Goods Receipt as per usual (SSCC screen – type Invoice number) (refer Section 5.3.3: Goods Receipt Processing – Electronic Ordering).
3. Keep invoices

### 6.3.3.6. Ward Box Imprest - Second Sourcing

Items that are out of stock at Symbion/CH2 are listed in the POA printout as described above. These are actioned by the purchasing officer who proceed to do the 'second sourcing' i.e.

- purchase the same brand from an alternative supplier; or
- purchase an alternative brand from the same supplier (as per ranking in Merlin's Purchasing Data).

Purchasing Data (2)												
1.^^	2.vv	#	SuppCode	SupplnvCode	TrCode	PurUOM	Us/PUOM	PurchPrice	Contract	ExpiryDate	Lead	Remarks
1 ^^	vv	1	166	1575666	AM03	BOX	20	1.00	0.90	23/06/2010	1	SAS >
			CLIFFORD HALLAM HEAL AMOXIL 15/01/2013									
2 ^^	vv	2	158	999888	CIL9	BOX/C	20	2.00			1	
			NOVARTIS CONSUMER HE CILAMOX 15/08/2012									
3 ^^	vv	3	41803	42-23556	AM037	BLPK	20	1.05	1.05	31/03/2012	1	HPV 1/4/2010 >
			SYMBION PHARMACY SER AMOXYCILLIN RANBAXY 20/11/2012									
4 ^^	vv	4	57	11111	CIL9	BOX/C	20	5.00	5.67	01/08/2012	1	
			SYMBION CONSUMER CILAMOX 10/03/2010									
5 ^^	vv	5	41803	422355	AM037	BLPK	20	1.05	1.05	31/03/2012	1	HPV 1/4/2010
			SYMBION PHARMACY SER AMOXYCILLIN RANBAXY 24/03/2010									
6 ^^	vv	6	41803	177202	CIL9	BOX/C	20	1.00			1	HPV 0711
			SYMBION PHARMACY SER CILAMOX 19/01/2010									
7 ^^	vv	7	41803	003891	GEN39	BOX/C	20	2.00			1	
			SYMBION PHARMACY SER GENRX AMOXYCILLIN 19/01/2010									
8 ^^	vv	8	71		AM037	BLPK	20	2.00			1	
			BAXTER HEALTHCARE (V AMOXYCILLIN RANBAXY 08/09/2010									

Option : \_\_\_\_\_  
<F>=file, <ESC>=exit, <#>=field no

When second sourced imprest stock is delivered to the pharmacy it is delivered to pharmacy from the supplier as a single 'consolidated' order and therefore the pharmacy staff must take some additional steps to separate and expense the stock to the relevant wards as outlined below (see boxes highlighted yellow):

	Presentation/Delivery of Goods	Separation of Stock per Ward	Goods Receipting	Expensing Stock per ward
<b>Items mapped to CH2 – Out of Stock/Second Sourced</b>	Items are consolidated into a single PO under the normal <b>Pharmacy account</b> . Items are packaged/delivered together and will not be distinguishable from normal dispensary stock. Pharmacy staff must be vigilant not to place this stock on the pharmacy shelves but rather to keep it aside for imprest distribution.	<b>Picking Slips</b> print directly to Pharmacy which indicates ward, items and quantity.	stock must be Goods Receipted using the SSCC screen/scanner (refer Section 5.3.3: Goods Receipt Processing – Electronic Ordering).	<b>Pharmacy Staff to 'confirm' the Picking Slips</b>
<b>Items mapped to Symbion – Out of Stock/Second Sourced</b>	Items are consolidated into a single delivery/bag but under the <b>special Symbion Ward Box Account</b> . (refer delivery docket/invoice) to differentiate it from normal dispensary stock	<b>Picking Slips</b> print directly to Pharmacy which indicates ward, items and quantity.	stock must be Goods Receipted using the SSCC screen/scanner (refer Section 5.3.3: Goods Receipt Processing – Electronic Ordering).	<b>Pharmacy Staff to 'confirm' the Picking Slips</b>
<b>Items second sourced from an alternative supplier (NOT Symbion/CH2)</b>	Items are consolidated into a single delivery/bag but under the <b>pharmacy account</b> .	<b>Picking Slips</b> print directly to Pharmacy which indicates ward, items and quantity.	refer Section 5.3.2: Goods Receipt Processing – Manual	<b>Pharmacy Staff to 'confirm' the Picking Slips</b>



Pharmacy staff are responsible for separating out this stock and allocating to the wards for which it was initially scanned. This is easily done by referring back to the picking slips. The picking slips would have printed out several minutes after the initial order transmitted when the Denso scanner was docked. The picking slips indicate to Pharmacy Staff which items have been second sourced with the ward displayed at the top of each picking slip. So pharmacy staff can separate the stock according to what is displayed on the picking slips. Picking Slips must then also be 'confirmed' to allocate the cost to the ward.

In summary, the purpose of the Picking Slips is as follows:

1. NOTIFICATION: Initial communication to pharmacy staff that some ward box imprest items were out of stock from CH2/Symbion and will be 'second sourced'.
2. STOCK SEPARATION: when stock arrives at the pharmacy, assist the Pharmacy Staff to separate the 'consolidated' order as required by each ward
3. FINANCIAL: Allocate the cost of goods to the relevant ward. This can only occur if the picking Slip is 'confirmed' as described below.

Picking slips must be retained by pharmacy and actioned as follows:

- Confirm picking slip - if items supplied to ward (if/when stock becomes available). this allocates the cost of the items to each ward respectively; or
- delete picking slip - if items not supplied (See below)

Picking slips **must not** be ignored. They must not be discarded unless they have been actioned by confirming or deleting.

#### How to Confirm a Picking Slip:

INVENTORY --> 5. Transaction Processing

Step 1: Type in the Site Code. This may already appear on the screen by default.

```

Transaction Selection (0)
Site Code ...: PH01      PHARMACY - MAIN STORE
Cost Centre  .: E0500    Pharmacy Expense
Site Type ...: MS       MAIN STORE

--- Decrease Stock ---      --- Increase Stock ---
1 - Issues                   8 - Goods Received
2 - Return to Supplier      9 - Goods Received Adj
3 - Adjustment MINUS        10 - Return to Stock - Single
4 - Transfer OUT            11 - Return to Stock - Multi
5 - Transfer OUT - Multi    12 - Adjustment PLUS
6 - Unplanned Issue - Multi
7 - Unplanned Issue - Single

Option.: _____
Select Transaction Type or <Esc> to Exit
    
```

Step 2: Press 1 to select the 'Issues' option.

All outstanding Picking Slips for that Main Store will then be displayed on the screen. The total number of 'queued' picking slips is listed at the top of the screen.

Stock Issues (1)

Site Code : PH01 PHARMACY - MAIN STORE

Reqs in Queue : 50 Total number of Requisitions outstanding for PH01

Req No	Ord Site/	Description	Date	Time	PDE	Opld
2375	CCU	CORONARY CARE UNIT	21/09/2012	14:50	306>	VT
2376	CCU	CORONARY CARE UNIT	24/09/2012	12:16	206>	VT
756	ABC	ABC TEST SITE	04/02/2011	11:31		RIL
757	ABC	ABC TEST SITE	04/02/2011	11:32		RIL
2385	PH22	PHARMACY GOLLMANN RD>	09/10/2012	17:04		VT
2415	ICU	INTENSIVE CARE UNIT	13/11/2012	12:03	506>	VT
2416	ICU	INTENSIVE CARE UNIT	13/11/2012	12:04	706>	VT
2418	ICU	INTENSIVE CARE UNIT	13/11/2012	12:25	906>	VT
2420	PH06	PHARMACY LEVEL 6 SUB>	09/01/2013	11:45	236>	
2421	CCU	CORONARY CARE UNIT	15/01/2013	12:30		HAI

Option : 2421 Type in Requisition Number

Please enter your User Id

Step 3: Enter the required Requisition Number to process (printed on the top left corner of the picking slip).

Step 4: Enter your User ID.

Step 5: The products associated with that Requisition will be displayed on the screen.

Stock Issue Confirmation

1.Supp Site : PH01 PHARMACY - MAIN STORE User id : \*\*\*\*\* Req Date: 15/01/2013

2.Ord Site : CCU CORONARY CARE UNIT Req No : 2421 6.Ord Site Local : N

7. Inv Code	Generic Description	Strength/Form	Pack	8. Trade Brand	9. Tax	10. Qty
1	PARA15	PARAFFIN WHITE SOFT	50%-50% (500g) 01 JAR(1)	DER18 DERMEZE		2
2	RAM19	RAMIPRIL	10mg CAPSULES BOX/C(30)	? _____		1
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

Issue Pack : Pack Cost :  
Status : Qty O/Hand :

Enter OPTION, <F1>=help...:8.2\_\_\_\_\_ (ICT.STKISSUE,A)

Enter Trade Brand supplied

Step 6: Enter the **trade brand** for each product (click on line item in Field 8 and type "?" then enter). *Note: some institutions may decide to skip this step.*

Step 7: Make any changes to the quantities as required.

Step 8: At the option line, type "F" to file

A red message appears at the bottom of the screen – press Y > to confirm the transaction.

A confirmation Printout can be generated if required (optional).

### 6.3.4. Imprest Requisitions (Picking Slips)

For every imprest item out of stock at CH2 or Symbion, the pharmacy also receives corresponding notification in the form of a 'Picking Slip'. This prints directly to the pharmacy at the same time the POA prints to the purchasing officer.

*Note: Some institutions (namely public hospitals) prefer to issue 'ad hoc' requests for stock using the Requisition method. Refer to the next section 6.3.4.1: Create a Requisition order (manual).*

#### 6.3.4.1. Create a Requisition order (manual)

How to create a Requisition order:

INVENTORY → 4.Stock Requisitions → 1.Stock Requisition Entry

```

Stock Requisition Entry
1:Ordering Site ..: CCU      CORONARY CARE UNIT          L2220
2:Supplying Site ..: PH01     PHARMACY - MAIN STORE
3:User Id .....: HAI      Hai Nguyen                      Main Qty
4:Inv Code Generic Description Strength/Form Pack 5.Tax 6.St. 7.Req
1 AMOX15 AMOXYCILLIN, 500mg CAPSULES BOX/C(20) Y 2
2 PARA15 PARAFFIN WHITE SOFT / PARAFFIN LIQU JAR(1) Y 1
3
4
5
6
7
8
-----
PARAFFIN WHITE SOFT / PARAFFIN LIQUID,50%-50% (500g) OINTMENT
Qty Avail ..: 1.0000
Unit Cost ..: 7.0000
Status ....: NORMAL
Suppl Pack.: BLPK(1)
Enter OPTION, <F1>=help....:f_____ (ICT.STKREQ,M)
<F>=update, <#>=field no, <ESC>=exit
    
```

- Step 1: Field 1 - Type in the Ordering Site Code.
- Step 2: Field 2 - Type in the Site Code. This may already appear on the screen by default.
- Step 3: Field 3 - Enter your User ID.
- Step 4: Field 4 - Enter inventory code(s) or inventory description or typ"/" followed by a trade name description. This is a multivalued field.
- Step 5: Field 6 – Specify if stock is to come out of the main store. The default value should be yes.
- Step 6: Field 7 – Specify the quantities to be supplied to the order site.
- Step 7: At the option line, type "F" to file
- Step 8: A red message appears at the bottom of the screen – press Y > to confirm the transaction. To attach a message to the requisition picking slip, type 'L' and enter message.

The requisition order will print out as a picking slip.

### 6.3.4.2. Picking stock

The pharmacy staff uses the Requisition picking slip to pick stock from the Pharmacy Main Store and gather them together for the ward. If the quantity specified on the requisition order is greater than the stock on hand in the pharmacy store, determine the quantity to be supplied to the ward and note the quantity supplied for that item on the requisition order – this quantity will later need to be adjusted in Merlin.

### 6.3.4.3. Confirm Picking Slip

All requisitions picking slips must be confirmed to finalise the transaction.

Picking slips must be retained by pharmacy and actioned as follows:

- Confirm picking slip - if items supplied to ward (if/when stock becomes available). this allocates the cost of the items to each ward respectively; or
- delete picking slip - if items not supplied (See below)

Picking slips **must not** be ignored. They must not be discarded unless they have been actioned by confirming or deleting.

#### How to Confirm a Picking Slip:

INVENTORY --> 5. Transaction Processing

Step 1: Type in the Site Code. This may already appear on the screen by default.

```

Transaction Selection (0)
Site Code ...: PH01      PHARMACY - MAIN STORE
Cost Centre  : E0500    Pharmacy Expense
Site Type ...: MS       MAIN STORE

--- Decrease Stock ---          --- Increase Stock ---
1 - Issues                      8 - Goods Received
2 - Return to Supplier          9 - Goods Received Adj
3 - Adjustment MINUS           10 - Return to Stock - Single
4 - Transfer OUT               11 - Return to Stock - Multi
5 - Transfer OUT - Multi       12 - Adjustment PLUS
6 - Unplanned Issue - Multi
7 - Unplanned Issue - Single

Option.: _____
Select Transaction Type or <Esc> to Exit
    
```

Step 2: Press 1 to select the 'Issues' option.

All outstanding Picking Slips for that Main Store will then be displayed on the screen. The total number of 'queued' picking slips is listed at the top of the screen.

Stock Issues (1)

Site Code : PH01 PHARMACY - MAIN STORE

Reqs in Queue : 50 Total number of Requisitions outstanding for PH01

Req No	Ord Site/	Description	Date	Time	PDE	Opld
2375	CCU	CORONARY CARE UNIT	21/09/2012	14:50	306>	VT
2376	CCU	CORONARY CARE UNIT	24/09/2012	12:16	206>	VT
756	ABC	ABC TEST SITE	04/02/2011	11:31		RIL
757	ABC	ABC TEST SITE	04/02/2011	11:32		RIL
2385	PH22	PHARMACY GOLLMANN RD>	09/10/2012	17:04		VT
2415	ICU	INTENSIVE CARE UNIT	13/11/2012	12:03	506>	VT
2416	ICU	INTENSIVE CARE UNIT	13/11/2012	12:04	706>	VT
2418	ICU	INTENSIVE CARE UNIT	13/11/2012	12:25	906>	VT
2420	PH06	PHARMACY LEVEL 6 SUB>	09/01/2013	11:45	236>	
2421	CCU	CORONARY CARE UNIT	15/01/2013	12:30		HAI

Option : 2421 Type in Requisition Number

Please enter your User Id

Step 3: Enter the required Requisition Number to process (printed on the top left corner of the picking slip).

Step 4: Enter your User ID.

Step 5: The products associated with that Requisition will be displayed on the screen.

Stock Issue Confirmation

1.Supp Site : PH01 PHARMACY - MAIN STORE User id : \*\*\*\*\* Req Date: 15/01/2013

2.Ord Site : CCU CORONARY CARE UNIT Req No : 2421 6.Ord Site Local : N

7. Inv Code	Generic Description	Strength/Form	Pack	8. Trade Brand	9. Tax	10. Qty
1	PARA15	PARAFFIN WHITE SOFT	50%-50% (500g) 01 JAR(1)	DER18 DERMEZE		2
2	RAM19	RAMIPRIL	10mg CAPSULES BOX/C(30)	? _____		1
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

Issue Pack : Pack Cost :  
Status : Qty O/Hand :

Enter OPTION, <F1>=help...:8.2\_\_\_\_\_ (ICT.STKISSUE,A)

Enter Trade Brand supplied

Step 6: Enter the **trade brand** for each product (click on line item in Field 8 and type "?" then enter). *Note: some institutions may decide to skip this step.*

Step 7: Make any changes to the quantities as required.

Step 8: At the option line, type "F" to file

A red message appears at the bottom of the screen – press Y > to confirm the transaction.

A confirmation Printout can be generated if required (optional).

### 6.3.5. Unplanned Issues

This process is used when stock is issued from the pharmacy which may be under the following circumstances:

- Imprest supplied on an 'ad hoc' basis at other times according to the ward's requirements i.e. ward transfer. This is referred to in Merlin as an 'Unplanned Issue' where items are supplied from the pharmacy to the ward when required.

*Note: Some institutions (namely public hospitals) prefer to issue 'ad hoc' requests for stock using the Requisition method. (Refer to Section 6.3.4: Imprest Requisitions (Picking Slips))*

- Items (e.g. colour-dotted sticker items) whereby the usual ward box process cannot be applied. This is due to the item either being mapped to alternative supplier OR the item is handled in base units.

Unplanned Issues orders can be created using a Denso scanner or the Merlin Screen:

#### 6.3.5.1. Unplanned Issue – Denso Scanner

**Step 1:** Using the DENSO scanner: MAIN MENU > 1. **Unplanned Issue** > Enter (M2)

**Step 2:** Enter Operator – Scan User ID

**Step 3:** Enter Count as either Packs (M1) or Units (M2)

**Step 4:** Enter Issuing Site (i.e. Dispensary) – Scan Sloc OR use Up/Down arrows to scroll and select – press ENT (M1)

**Step 5:** Enter Receiving Site (i.e. Imprest Ward) – Scan Sloc OR use Up/Down arrows to scroll and select – press ENT (M1)

**Step 6:** Scan Drug Barcode

**Step 7:** Enter Quantity Required

Repeat Step 6 and 7 until all required items are scanned. The total number of items scanned appears at the top of the screen. If the same item is scanned more than once for the same location then a warning message will pop up

**Step 8:** Exit to MAIN MENU

**Step 9:** Dock Scanner in cradle – items will be charged to designated ward.

An 'Unplanned Issues Report' will print from Merlin to confirm transaction and indicate a reference number.

#### 6.3.5.2. Unplanned Issues – Merlin Screen

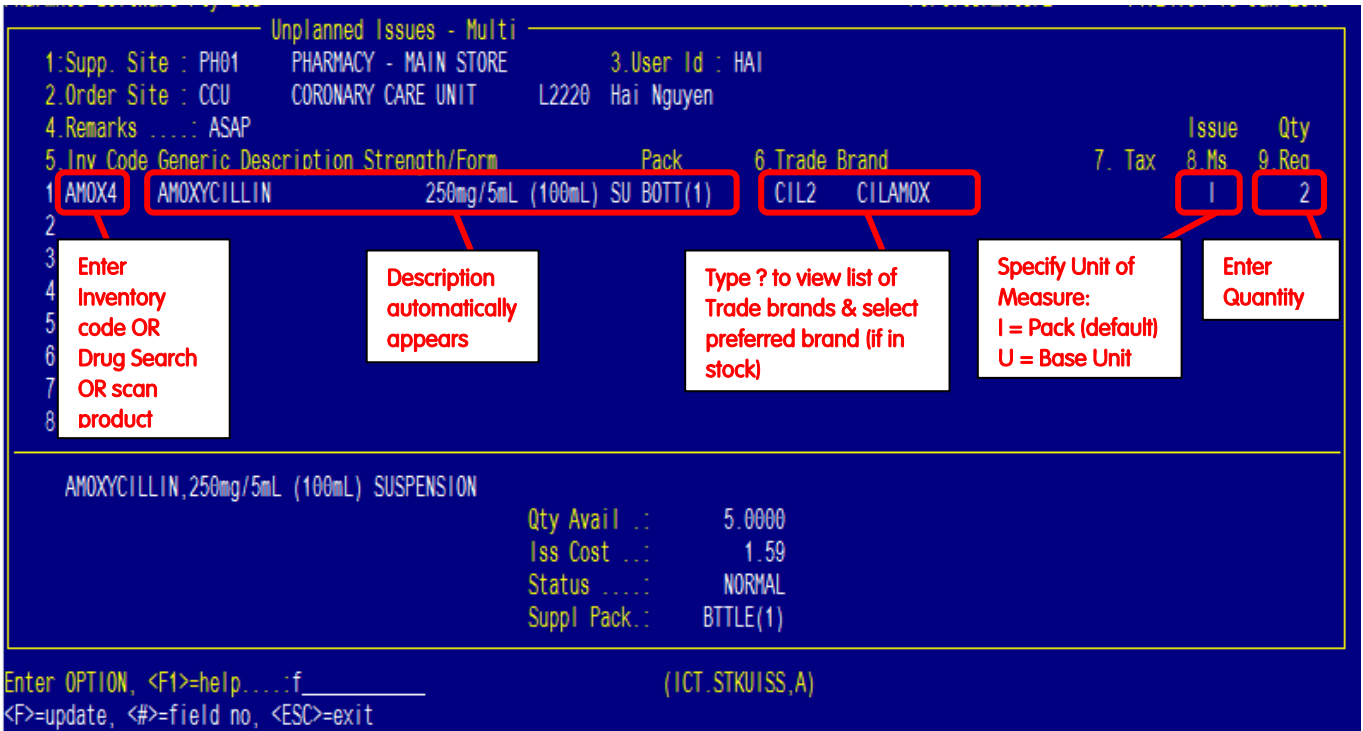
INVENTORY--> 5. Transaction Processing -->Enter supply site-->Option 6 Unplanned Issue - Multi

**Step 1:** Enter Supply site code (i.e. dispensary) – or type ? to display look up menu

**Step 2:** Enter Imprest site code– or type ? to display look up menu.

**Step 3:** Enter your **User ID**.

**Step 4:** **Enter** through Field 4 **Remarks** without making any notes.



Unplanned Issues - Multi

1: Supp. Site : PH01 PHARMACY - MAIN STORE 3: User Id : HAI  
 2: Order Site : CCU CORONARY CARE UNIT L2220 Hai Nguyen  
 4: Remarks : ASAP  
 5: Inv Code Generic Description Strength/Form Pack 6: Trade Brand 7: Tax 8: Issue 9: Qty  
 1: AMOX4 AMOXYCILLIN 250mg/5mL (100mL) SU BOTT(1) CIL2 CILAMOX 1 2

Enter Inventory code OR Drug Search OR scan product

Description automatically appears

Type ? to view list of Trade brands & select preferred brand (if in stock)

Specify Unit of Measure: I = Pack (default) U = Base Unit

Enter Quantity

AMOXYCILLIN, 250mg/5mL (100mL) SUSPENSION

Qty Avail : 5.0000  
 Iss Cost : 1.59  
 Status : NORMAL  
 Suppl Pack.: BTTLE(1)

Enter OPTION, <F1>=help....f (ICT.STKUISS,A)  
 <F>=update, <#>=field no, <ESC>=exit

Step 5: Enter required drug (see section 3.3 - Drug Search Rules) in Field 5, Line 1

**OR – scan barcode on item pack if available**

Step 6: Specify Trade brand in Field 6 – type ? to view available trade brands in preferred ranking order

Step 7: Field 7 shows whether you are issuing the stock in units (U) or issue packs (I). Leave the default as (I) unless you are issuing less than the standard pack size (e.g. 3 amps from pack of 5)

Step 8: Enter **Quantity** in Field 8, Line 1

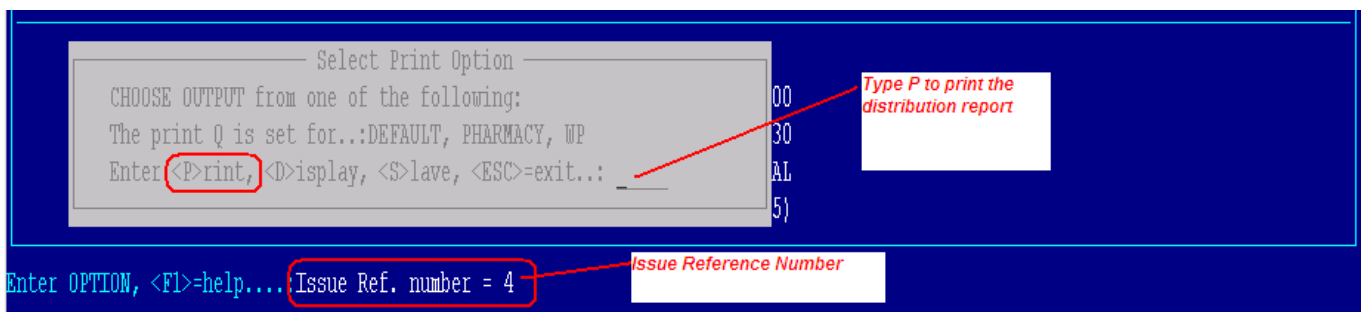
(If more items to be supplied: Press **Enter** and repeat steps 5 - 7 on line 2 etc.)

Step 9: Press **Enter** to jump to Option Line on bottom of screen

Step 10: Type "F" to finalise the transaction; Type "Y" to red message "Confirm OK to File"

Items will be charged to designated ward.

An Issue Reference Number is automatically generated and appears at the bottom of the screen.



Select Print Option

CHOOSE OUTPUT from one of the following:

The print Q is set for.:DEFAULT, PHARMACY, WP

Enter <P>rint, <D>isplay, <S>lave, <ESC>=exit..: 00  
 30  
 AL  
 5)

Type P to print the distribution report

Enter OPTION, <F1>=help.... Issue Ref. number = 4 Issue Reference Number

Type **P** to print (allow printer default settings).

An 'Unplanned Issues Report' will print from Merlin to confirm transaction and indicate a reference number.

### Error Messages for 'Unplanned Issues':

This error message appears to alert the user that the item issued is not normally kept on that ward's imprest list. The user must type "Y" to confirm stock issue.



This error message appears if there is no Stock on Hand (SOH) so the system cannot allow any stock to be issued out. The user cannot bypass this screen – **notify Procurement Team Leader immediately to adjust SOH so order can be processed**



### 6.3.5.3. Picking stock

The pharmacy staff uses the Unplanned Issues Report to pick stock from the Pharmacy Main Store and gather them together for the ward. If the quantity specified on the requisition order is greater than the stock on hand in the pharmacy store, determine the quantity to be supplied to the ward and note the quantity supplied for that item on the Report – this quantity will later need to be adjusted in Merlin.

## 6.4. Credits - Returning Imprest Stock (RTN)

Imprest Stock that is returned back to pharmacy should be processed in Merlin as outlined below. This will update the stock levels in the Main Store (Pharmacy) and create a credit to the ward for the cost of the items. The imprest Return screen is the opposite of the Unplanned Issues Screen – all fields are the same except for the first 2 which are reversed.

INVENTORY --> 5. Transaction Processing --> Enter supply site-->Option 10 Return to Stock - Multi

Step 1: Enter Supply site code (i.e. dispensary) – or type ? to display look up menu

Step 2: Enter Return site code – or type ?to display look up menu.

Step 3: Enter your **User ID**.

Step 4: **Enter** through Field 4 **Remarks** without making any notes.

Step 5: Enter required drug (see section 3.3 - Drug Search Rules) in Field 5, Line 1

**OR – scan barcode on item pack if available**

Step 6: Specify Trade brand in Field 6 – type ? to view available trade brands in preferred ranking order

Step 7: Field 7 shows whether you are returning the stock in units (**U**) or issue packs (**I**). Leave the default as (**I**) unless you are issuing less than the standard pack size (e.g. 3 amps from pack of 5)

Step 8: Enter **Quantity** in Field 8, Line1



(If more items to be supplied: Press **Enter** and repeat steps 5 - 7 on line 2 etc.)

Step 9: Press **Enter** to jump to Option Line on bottom of screen

Step 10: Type "F" to finalise the transaction; Type "Y" to red message "Confirm OK to File"

Items will be credited from the ward.

Type **P** to print (allow printer default settings).

An 'Credit Note Report' will print from Merlin to confirm transaction and indicate a reference number.

Return to Stock - Multi

1:Supp. Site.: PH01 PHARMACY - MAIN STORE 3.User Id : HAI  
 2.Return Site.: CCU CORONARY CARE UNIT L2220 Hai Nguyen  
 4.Remarks ....: excess stock Issue Qty  
 5. Inv. Code Generic Description Strength/Form Pack 6. Trade Brand 7. Tax 8. Ms 9. Rtn

1	2	3	4	5	6	7	8	9
AMOX4	AMOXYCILLIN	250mg/5mL (100mL)	SU BOTT(1)	CIL2	CILAMOX		I	1

Enter Inventory code OR Drug Search OR scan product

Description automatically appears

Type ? to view list of Trade brands & select preferred brand (if in stock)

Specify Unit of Measure:  
I = Pack (default)  
U = Base Unit

Enter Quantity

AMOXYCILLIN, 250mg/5mL (100mL) SUSPENSION

Qty Avail.: 6.0000  
 Unit Cost.: 1.59  
 Status ....: NORMAL  
 Suppl Pack.: BTTLE(1)

Enter OPTION, <F1>=help...:f (ICT.STKRTN,A)  
 <F>=update, <#>=field no, <ESC>=exit

## 7. Appendix 1 – Glossary

### Commonly Use Terms and Achronyms

- ASN:** Advanced Shipping Notice – electronic message from supplier to confirm items packed and in transit
- ATD:** Admission Transfer Discharge
- DENSO®:** Brand of Scanner used throughout Pharmacies for Procurement and Imprest management
- EANCOM:** Internationally recognised standard for conduction business via EDI
- EDI:** Electronic Data Interchange. Term used to describe electronic transmission of Purchase Orders orders to a supplier.
- GLN** Global Location Number - 13 digit number that uniquely identifies each location in a trading partners enterprise
- GR** Goods Receipt – the process of updating stock in Merlin to confirm items received from supplier
- GRN** Goods Receipt number
- GTIN:** The Global Trade Item Number (GTIN) is an identifier for trade items. It refers to the product barcode
- Hostaccess:** Terminal Emulation package. Preferred option for use with Merlin Application. The software has been written to allow data import/export to Windows applications.
- HL7:** Helath Level 7 (a reference to the seventh layer of the ISO OSI Reference Model – aka application layer) is an International Communication protocol for the exchange, integration, sharing, and retrieval of electronic health information.
- Linux:** Powerful and reliable operating system frequently used on servers, based on INTEL and AMD CPUs
- PDE:** Portable Data Entry scanner e.g. Denso, Datalogic, Symbol
- PMI:** Patient Master Index – the core or backbone of any hospital database
- PO:** Purchase Order
- POA:** Purchase Order Acknowledgement - electronic or printed message from the supplier to confirm PO transmission successful
- POSH:** Screen building system that lies between Unidata (the Database) and Merlin (the Application)
- SSCC:** The Serial Shipping Container Code (SSCC) is an eighteen digit number used to identify logistics units. The SSCC number appears as a printed barcode on the delivery box (CH2)
- UNIX:** Powerful and reliable operating system frequently used on mainframe computers
- Unidata:** PICK Relational/multivalued Database

