



# McKesson Web Services

User Guide

January 2022

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# McKesson Web Services

The McKesson Web Services are a simple, streamlined approach use by pharmacies to manage their daily operations with McKesson’s Pharmaclik site. By using the McKesson Web Services, your pharmacy’s order/receiving system communicates directly with McKesson, eliminating the need to upload/download manually your order, catalog and invoices to the Pharmaclik website.

## Update

The McKesson Web Services Update is available to run when you are ready, while the legacy Pharmaclik “Invoice Download” functionality is available. Note that McKesson can deactivate it at any moment.

The update needs a User acknowledges and **some work from your side** before running the update. Please, read the “[Before you start](#)” section.



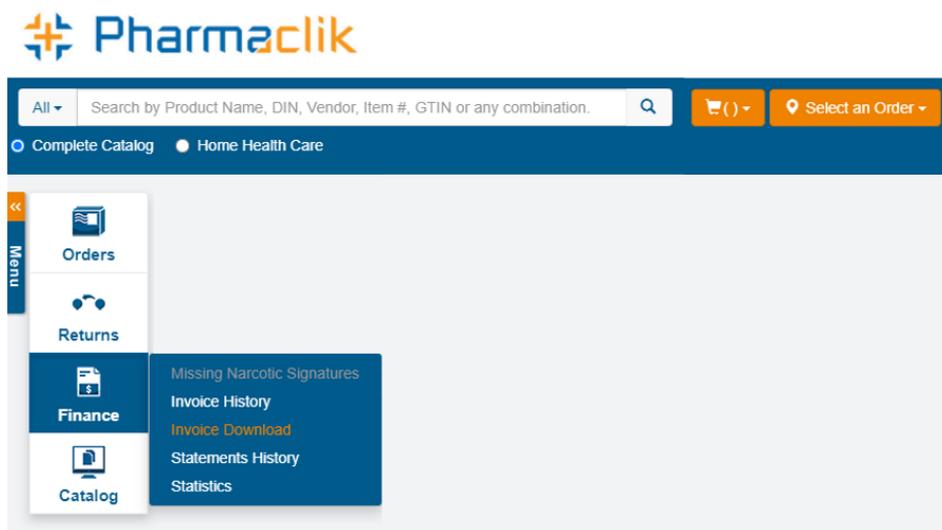
**You must have the latest Kroll V10 SP22 to use this functionality.**

If you are on a lower version of V10 SP22, then the update will not run, and you will see a message like:

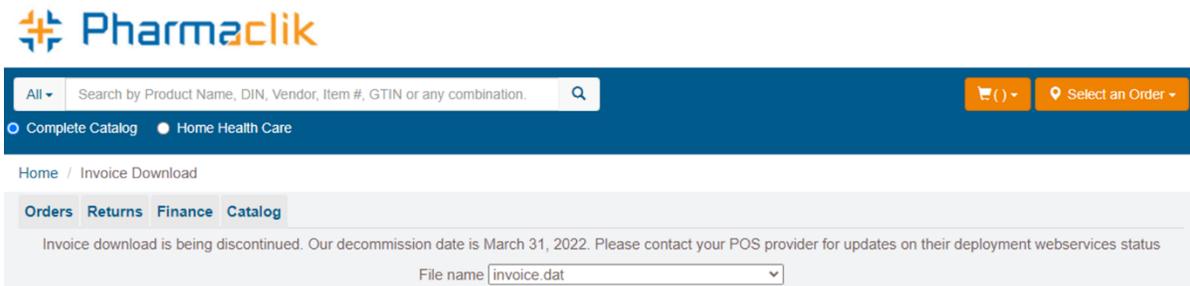


Before you start:

- This documentation is meant to be used as an append of [“Vendor Configuration, Ordering, and Receiving user guide.”](#)
- When an order is created on the Kroll system and transmitted, or it is placed directly on Pharmaclik, one or more electronic invoices will be generated related to your order. These invoices will be available on:
  - The legacy Pharmaclik “Invoice Download” functionality; and
  - Web Services functionality.
- Contents and layouts of the files on the two functionalities above are different but related to the same order.
- It is **crucial** to download and receive the *invoice.dat* file using the legacy Pharmaclik “Invoice Download” functionality **BEFORE** setting up and turning **ON** the Web Services functionality to avoid double receiving.



- The legacy Pharmaclik “Invoice Download” functionality will continue to work until 31 March 2022.



- You will be able to see the *invoice.dat* file growing in size on Pharmaclik every day until that functionality is deactivated. DO NOT download and receive the *invoice.dat* file **AFTER** turning **ON** the Web Services functionality.



Home / Invoice Download

Invoice download is being discontinued. Our decommission date is March 31, 2022. Please contact your POS provider for updates on their deployment webservices status

File name:

NEW INVOICES (Pending download)

Account #	Date	File Size (kb)	
	2022-01-14	44	 

OLD INVOICES (Downloaded)

Account #	Date	File Size (kb)	
	2021-12-24	9	

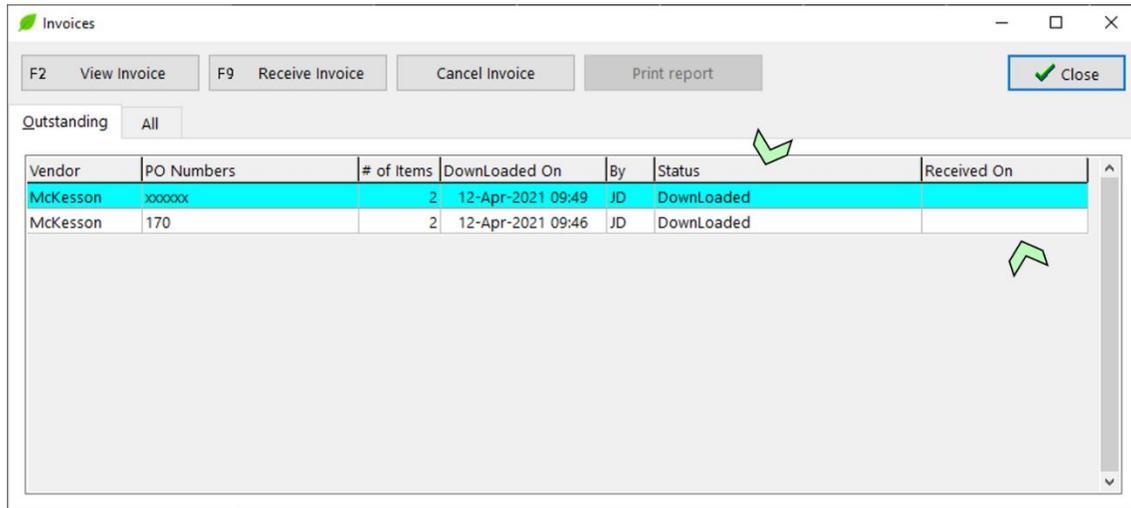
- After 31 March 2022, you will see a message like or similar:

Home / Finance / Invoice Download

Your account is not configured to receive electronic invoices. Please contact Customer Service to have your accounts activated to receive electronic invoices.

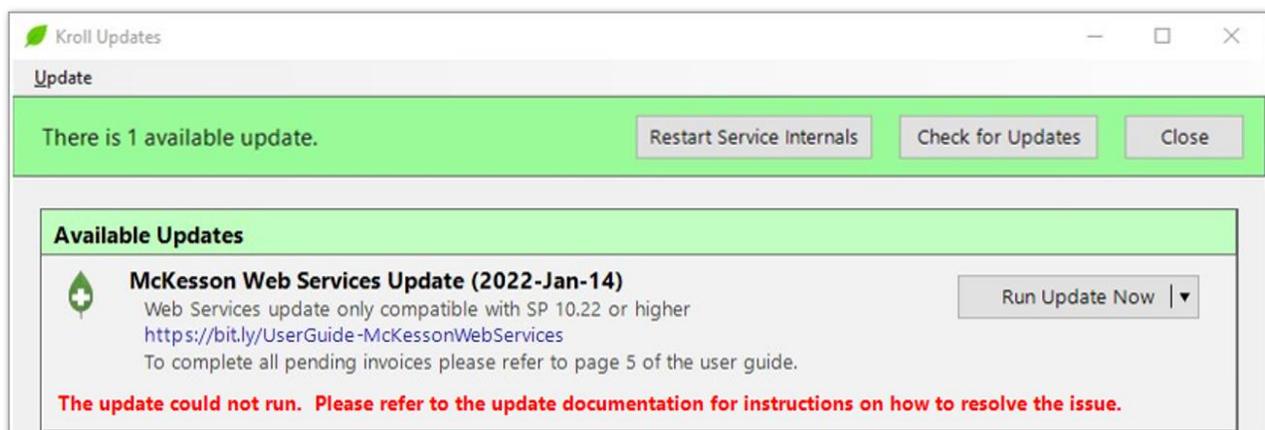
- It is also **crucial** to CLEAR all “pending invoices.” In other words, you **MUST** receive or cancel all invoices downloaded but not received on the Invoices screen **BEFORE** setting up and turning **ON** the Web Services functionality to avoid double receiving.

Go to Utilities > Drug Ordering > Electronic Invoice Receiving.



If these invoices are too old or not relevant anymore, then cancel them. See the “[Canceling invoices that should NOT be processed](#)” section for more information. Otherwise, receive them as usual.

If the screen above is not clear, then the update will not run, and you will see a message like:



## Setup

Please, read the [“Before you start”](#) section.

Upon upgrading to the McKesson Web Services, you will notice several significant changes in the McKesson **Vendor Information** screen under Utilities > Drug Ordering > Edit Vendor List > McKesson.

## Accounts

Account number and Customer number need to be used.

- For Order upload, “Account Number” is required.
- For invoice download, “Customer # (SAP)” is required.
- For Catalog download, “Customer # (SAP)” is required.

Invoice and catalog download requires an SAP customer # (number starting with 7 or 8), a.k.a. **Bill to number**.

An easy way to get it is from the Account Selector, as indicated in the screenshot below



The Pharmaclik SAP customer # (**Bill to number**) is the same as their “Ship to” number for most stores. If this is the case, you can proceed to the [“Ordering Tab”](#) section. However, if your store is associated on Pharmaclik under another store and your “Bill to” and “Ship to” numbers are different, please complete the following additional step. Note: the Pharmaclik username used to communicate with McKesson MUST have access to both accounts (“Bill to” and “Ship to”) for this to work.

“Ship to” different than Bill to number

A Pharmacy having a “Front Store” is an example.

<b>MCKESSON</b> Canada 8555 TORBRAM RD BRAMPTON ONT TEL : (905) 671-2822 L6T5R1		<b>INVOICE - COPY</b> <b>COPIE - FACTURE</b>		<b>REMIT TO ADDRESS</b> McKesson Canada Corporation c/o T9631 PO BOX 9631 STN A TORONTO ,ONT M5W 1P8	
<b>SHIPPED TO</b>	<b>FRONT STORE</b> 999 UP AND DOWN ST TORONTO ONT		CUST. NO. / N° CLIENT AAAAAA	DRUGS SEQ. / DRUGS SEQ. PHARMACEUT. NAME - NUM DU PHARMACEUT.	LIG. NO. / N° LIC.
	<b>PHARMACY STORE</b> 999 UP AND DOWN ST TORONTO ONT		ORDER NO. - N° ORDRE TERMS - DELAIS DE PAIEMENT	SHIPPED VIA - EXPÉDIE PAR	INVOICE DATE - DATE FACTURE DT - JB - MO - YE - AN
<b>INVOICE TO</b> A.K.A. <b>BILL TO</b>			EFFECTIVE DATE / DATE EN VIGUEUR DT - JB - MO - YE - AN	PAYMENT TERMS / CONDITIONS DE PAIEMENT	
			AFTER NET DUE DATE, INTEREST CHARGED ON THE FACTURE PORTERA INTERÊT AU TAUX DE		PER PERCENT / PAR POURCENT
		DOCUMENT NO. / N° DOCUMENT ITEM NO. / N° DE PRODUIT ORDER COMP. / N° DE COM. QTY. / QTE. U. / U. DT. / DT. MO. / MO. YE. / YE. AN. / AN.		DESCRIPTION	
				R. C. / RETAIL PRICE / PRIX DE DÉTAIL	PRICE / PRIX

In this scenario, the Pharmacy's **Bill to number** and “Ship to” number is precisely the same, but the “Front Store” **Bill to number** and “Ship to” number is not. The “front store” **Bill to number** is the Pharmacy's SAP customer # because that account is where all orders placed by the “Front Store” will be billed.

McKesson Web Services holds **ALL** electronic invoices under the **Bill to number** account. In other words, the Kroll system needs to use Pharmacy's SAP customer # (**Bill to number**) to retrieve electronic invoices for the “Front Store”. See below how to use the account numbers on the McKesson Vendor Information screen.

PHARMACY

**Vendor Information**

Name: McKesson

Description: McKesson Canada

Phone:  Fax:

Vendor Type: McKesson Active

Account #: AAAAAA

Customer # (SAP): CCCCC



Inbox
Chat
My Profile
Help
⌵

MCK - AAAAAA - CCCCC - PHARMACY STORE

MCK - BBBBBB - DDDDDD - FRONT STORE

FRONT STORE

**Vendor Information**

Name: McKesson

Description: McKesson Canada

Phone:  Fax:

Vendor Type: McKesson Active

Account #: BBBBBB

Customer # (SAP): DDDDDD-CCCCC

PHARMACY'S CUSTOMER # (SAP)

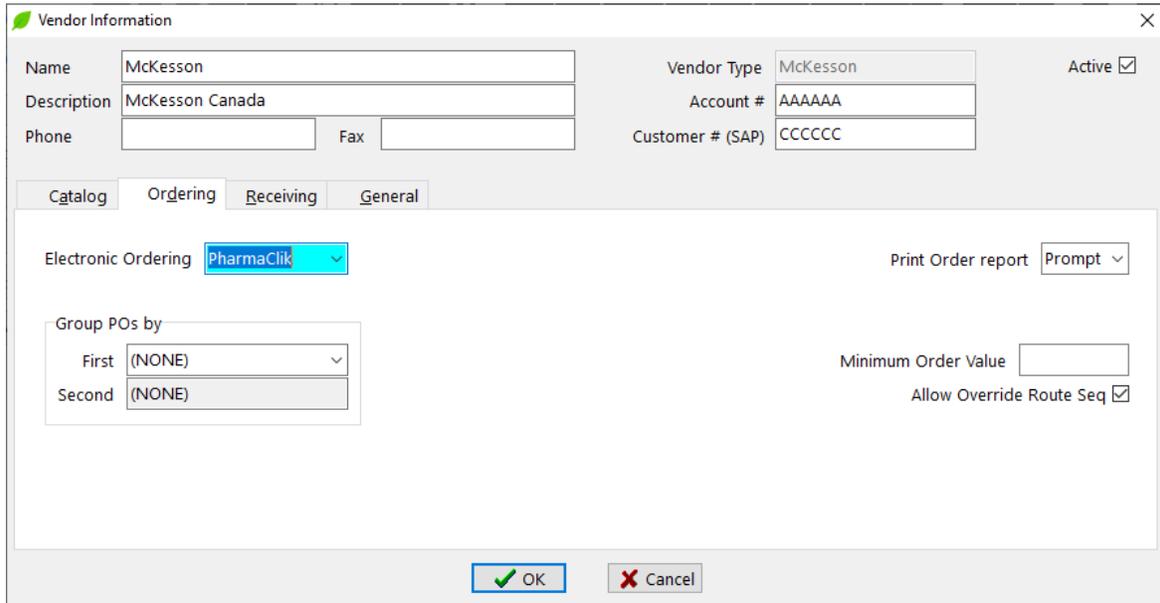
a.k.a. **Bill to number**

The “Front Store” needs to combine their own SAP customer # with the **Pharmacy's** Bill to number separated by dash or hyphen and no spaces. Ex: DDDDDD-CCCCC. This way, the Kroll system will retrieve all invoices from the “Front Store” and *ignore* electronic invoices that belong to Pharmacy.

## Ordering Tab:

The **Electronic Ordering** field in the **Ordering** Tab needs to be set to **Web Service** instead of **Pharmaclik**.

Before:



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Catalog | **Ordering** | Receiving | General

Electronic Ordering: **PharmaClik** ▼

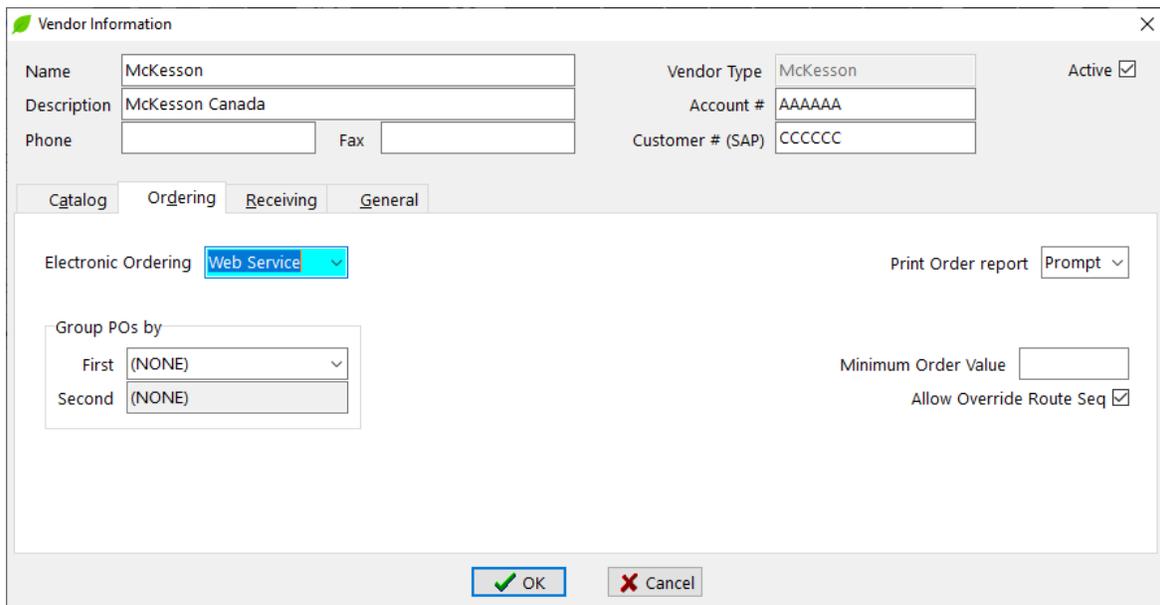
Print Order report: Prompt ▼

Group POs by:  
 First: (NONE) ▼  
 Second: (NONE)

Minimum Order Value:   
 Allow Override Route Seq

OK Cancel

After:



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Catalog | **Ordering** | Receiving | General

Electronic Ordering: **Web Service** ▼

Print Order report: Prompt ▼

Group POs by:  
 First: (NONE) ▼  
 Second: (NONE)

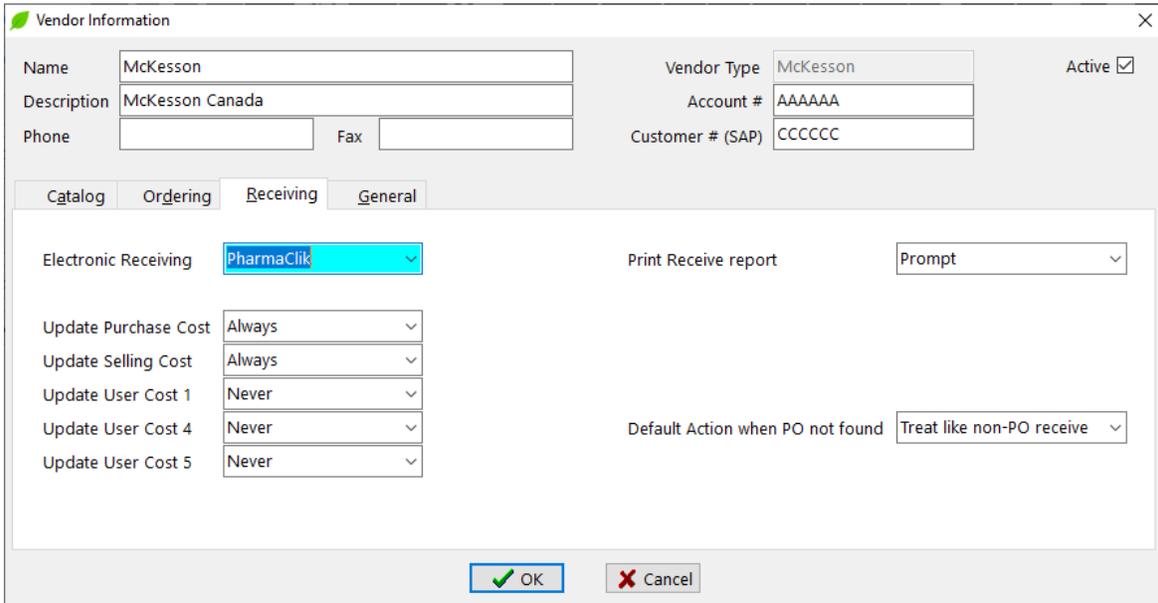
Minimum Order Value:   
 Allow Override Route Seq

OK Cancel

## Receiving Tab:

The **Electronic Receiving** field in the **Receiving** Tab needs to be set to **Web Service** instead of **Pharmaclik**.

Before:



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Catalog | Ordering | **Receiving** | General

Electronic Receiving: **PharmaClik** ▼

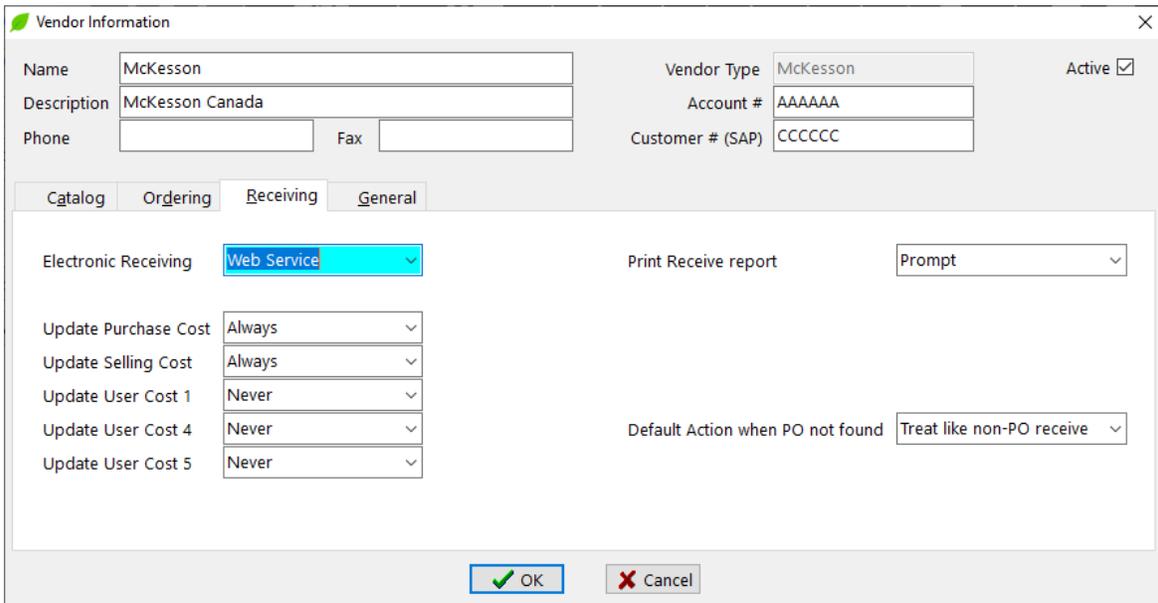
Print Receive report: Prompt ▼

Update Purchase Cost: Always ▼  
 Update Selling Cost: Always ▼  
 Update User Cost 1: Never ▼  
 Update User Cost 4: Never ▼  
 Update User Cost 5: Never ▼

Default Action when PO not found: Treat like non-PO receive ▼

OK Cancel

After:



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Catalog | Ordering | **Receiving** | General

Electronic Receiving: **Web Service** ▼

Print Receive report: Prompt ▼

Update Purchase Cost: Always ▼  
 Update Selling Cost: Always ▼  
 Update User Cost 1: Never ▼  
 Update User Cost 4: Never ▼  
 Update User Cost 5: Never ▼

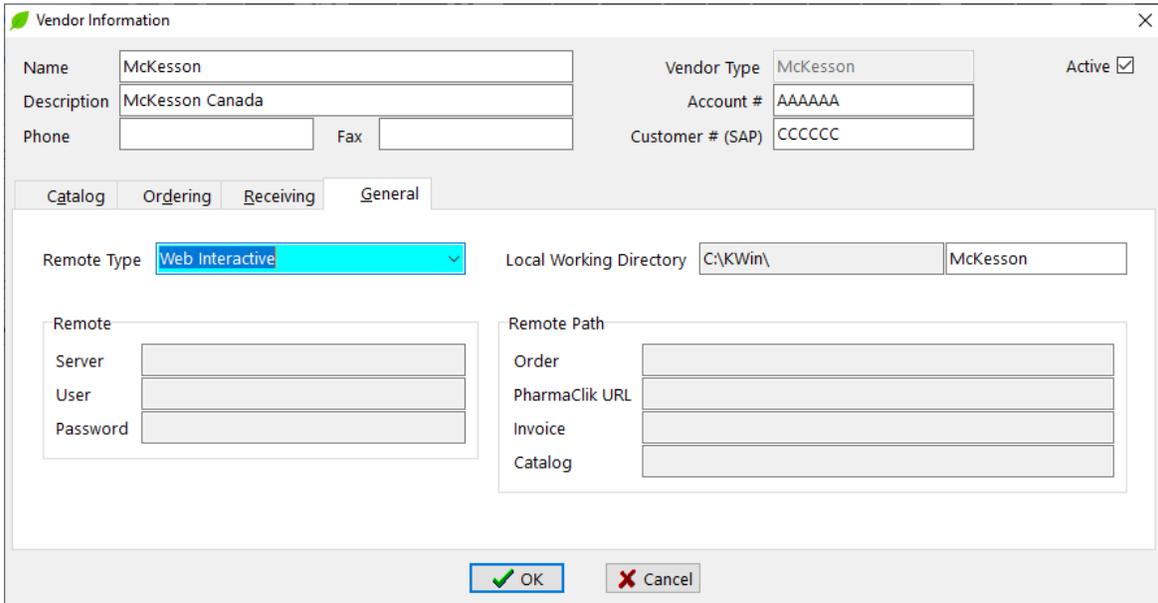
Default Action when PO not found: Treat like non-PO receive ▼

OK Cancel

## General Tab:

The Remote Type field in the General Tab will be set to HTTPS instead of Web Interactive.

Before:



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Catalog | Ordering | Receiving | **General**

Remote Type: **Web Interactive** (dropdown)  
 Local Working Directory: C:\KWin\ McKesson

Remote:

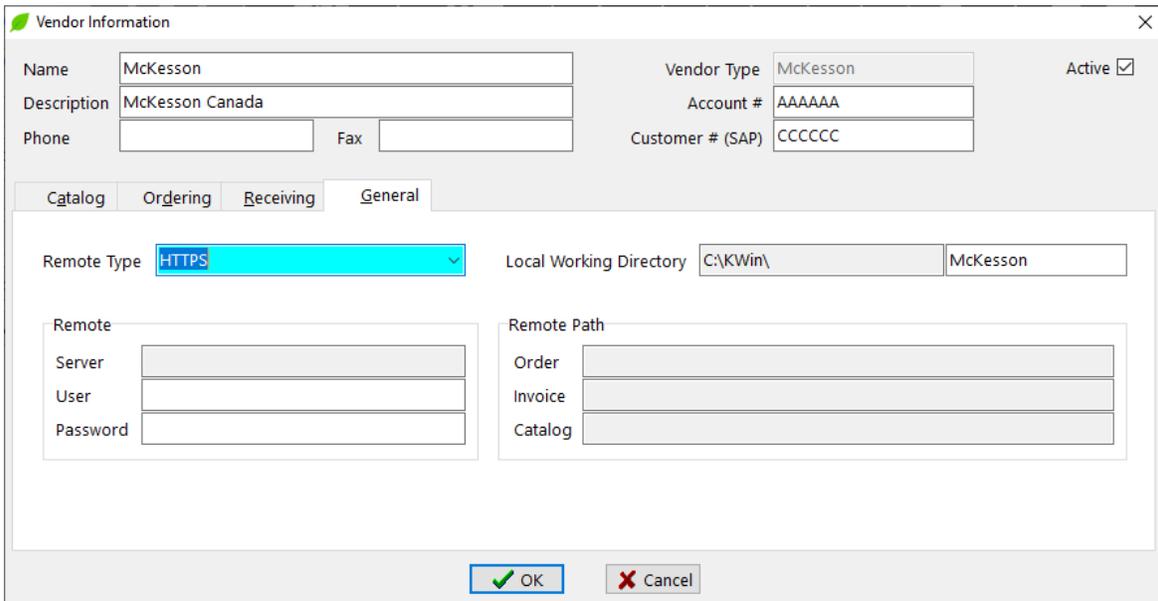
Server:   
 User:   
 Password:

Remote Path:

Order:   
 PharmaClik URL:   
 Invoice:   
 Catalog:

OK Cancel

After:



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Catalog | Ordering | Receiving | **General**

Remote Type: **HTTPS** (dropdown)  
 Local Working Directory: C:\KWin\ McKesson

Remote:

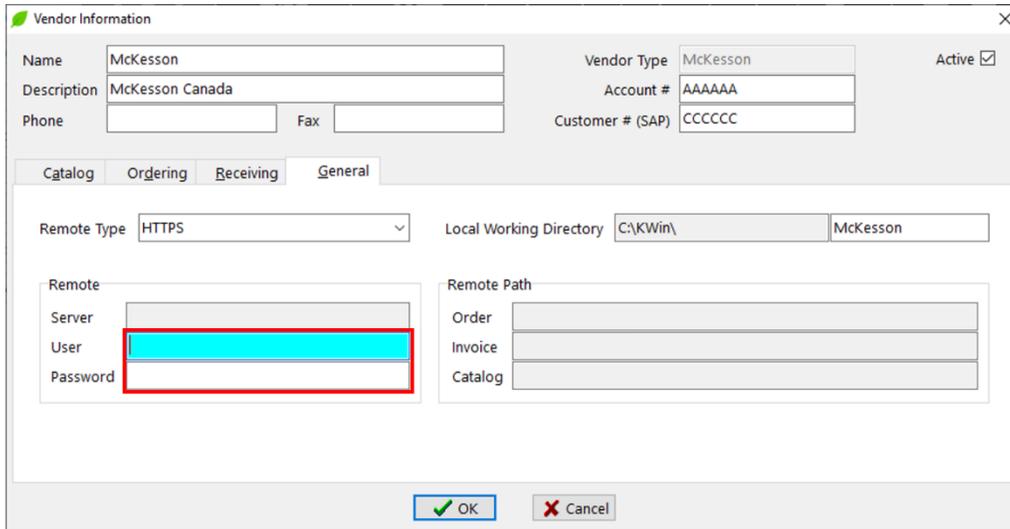
Server:   
 User:   
 Password:

Remote Path:

Order:   
 Invoice:   
 Catalog:

OK Cancel

**NOTE:** A McKesson username and password are required. Enter your username and password under Vendor Information > General Tab. It is strongly recommended that you enter a valid McKesson username and password upon upgrading to McKesson Web Services. This will ensure you are not prompted for user credentials the first time you try to upload a drug order or download an invoice or catalog. Passwords are valid for 60 days after their creation.



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Remote Type: HTTPS

Local Working Directory: C:\KWin\ McKesson

Remote Path:

Order	<input type="text"/>
Invoice	<input type="text"/>
Catalog	<input type="text"/>

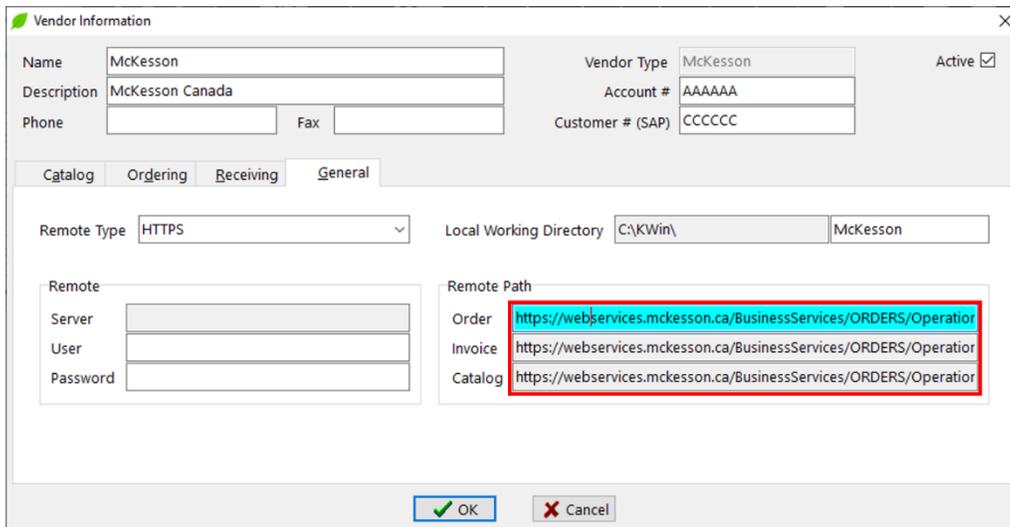
Remote:

Server	<input type="text"/>
User	<input type="text"/>
Password	<input type="text"/>

OK Cancel

Also, make sure the Remote Path is appropriately set to:

<https://webservices.mckesson.ca/BusinessServices/ORDERS/Operation/UploadOrderMessage>



Vendor Information

Name: McKesson  
 Description: McKesson Canada  
 Phone:  Fax:

Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC

Active

Remote Type: HTTPS

Local Working Directory: C:\KWin\ McKesson

Remote Path:

Order	<a href="https://webservices.mckesson.ca/BusinessServices/ORDERS/Operator">https://webservices.mckesson.ca/BusinessServices/ORDERS/Operator</a>
Invoice	<a href="https://webservices.mckesson.ca/BusinessServices/ORDERS/Operator">https://webservices.mckesson.ca/BusinessServices/ORDERS/Operator</a>
Catalog	<a href="https://webservices.mckesson.ca/BusinessServices/ORDERS/Operator">https://webservices.mckesson.ca/BusinessServices/ORDERS/Operator</a>

Remote:

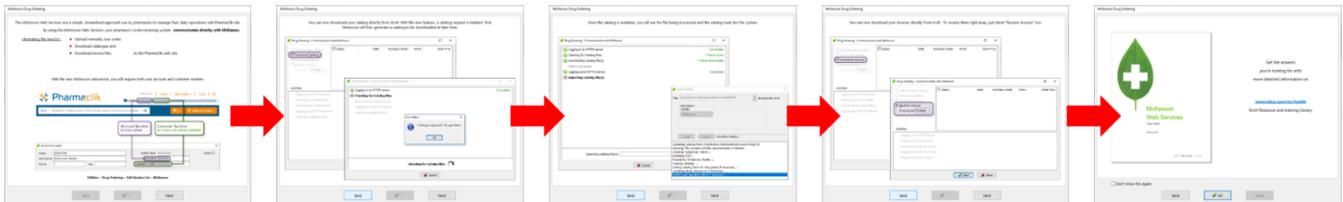
Server	<input type="text"/>
User	<input type="text"/>
Password	<input type="text"/>

OK Cancel

These fields are not editable. If they are set to a different address, then the connection with McKesson Servers will not be possible. Please Contact Kroll support.

## What's New

On the first attempt to communicate with McKesson, each User will be presented with the “What's New” screen. The “What's New” shows a brief rundown of the changes introduced on this functionality. The format will be like a wizard with several pages.

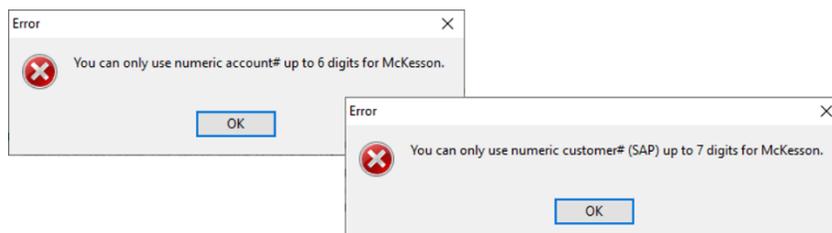


The next button shows the next instruction. The back button moves back to the previous instruction.

Suppose the “Account Number” and “Customer # (SAP)” or one of them were not entered as was suggested in the “[Setup](#)” section. In that case, the wizard will require the first User of the McKesson Web Services functionality to enter them, as indicated on the screen below. If those numbers were entered as suggested in the “[Setup](#)” section, the wizard would not require them.

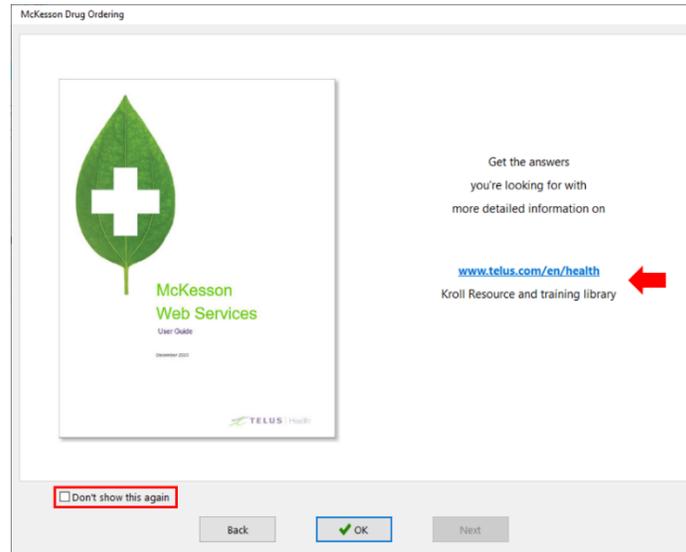


If required, the User must enter those numbers to proceed; otherwise, the wizard will display error messages.



The “Account Number” and “Customer # (SAP)” will be saved into the database. Later, you can view and modify those numbers on the Vendor Information screen.

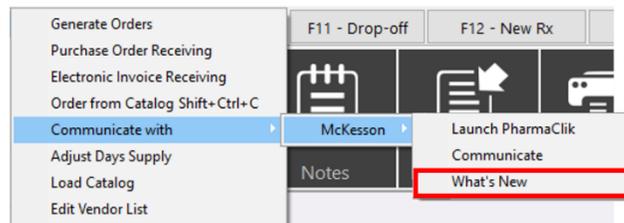
The last page contains an option not to show the wizard again. Each User needs to check this option to acknowledge the changes introduced on this functionality.



The last page also contains a link to this documentation.

If a user needs for any reason to see the “What’s New” wizard again after clicking on “Don’t show this again,” please navigate to:

Utilities > Drug Ordering > Communication with > McKesson > What’s New.



## Catalog

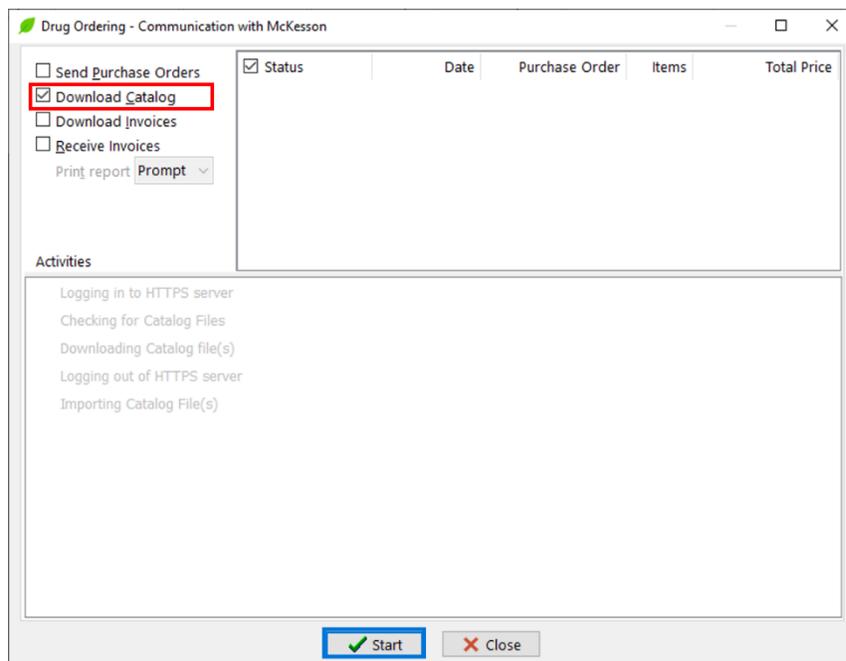
This section outlines the process for updating catalog files. When you perform this task, you instruct the system to download one or more catalog files posted on the Vendor’s server.

The process to download catalog files consists of three tasks:

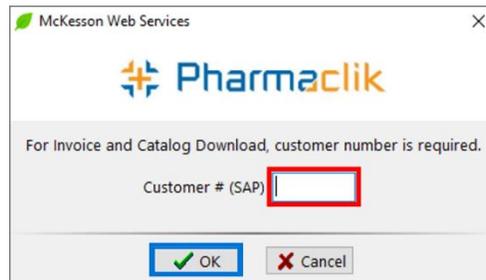
- Checking for catalog files
- Downloading catalog files
- Importing catalog files

While checking for catalog files, a request is sent to McKesson for catalog. Downloading and Importing catalog files are done in a sequence when a catalog is available. Importing catalog files is executed after logging out of McKesson’s server.

1. Navigate to Utilities > Drug Ordering > Communicate with > McKesson > Communicate
2. The **Drug Ordering – Communication with McKesson** form will appear
3. Check the “Download Catalog” option and click **Start** or press **Enter** on the keyboard to check for catalog files

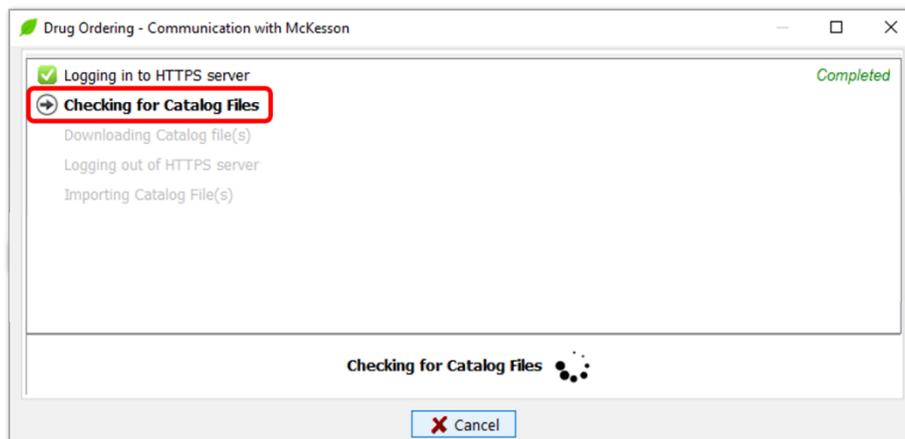


- Customer # (SAP) is required for catalog download from **McKesson Web Services**. You will be prompted if you have NOT entered your SAP # in the Vendor Information screen as suggested in the “[Setup](#)” section. Enter this number and click **OK**.



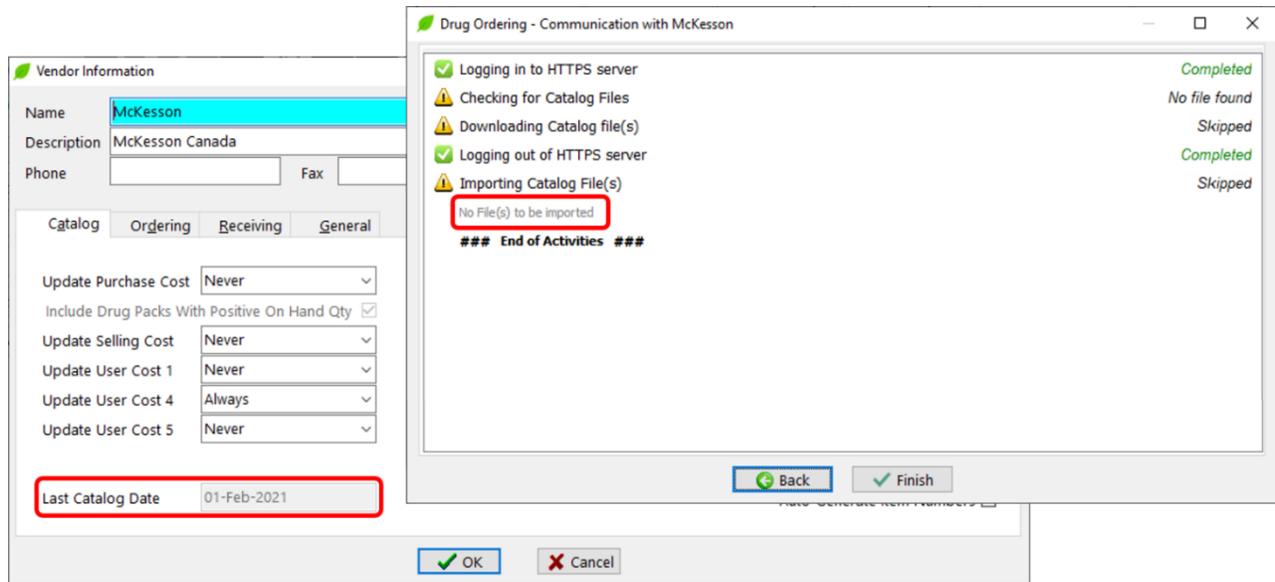
This is a one-time task; you will not be prompted again when requesting other catalogs. If you enter an invalid SAP #, you will get an error logging on the HTTPS server.

- The system will begin checking for catalog files, and a request is sent to McKesson.



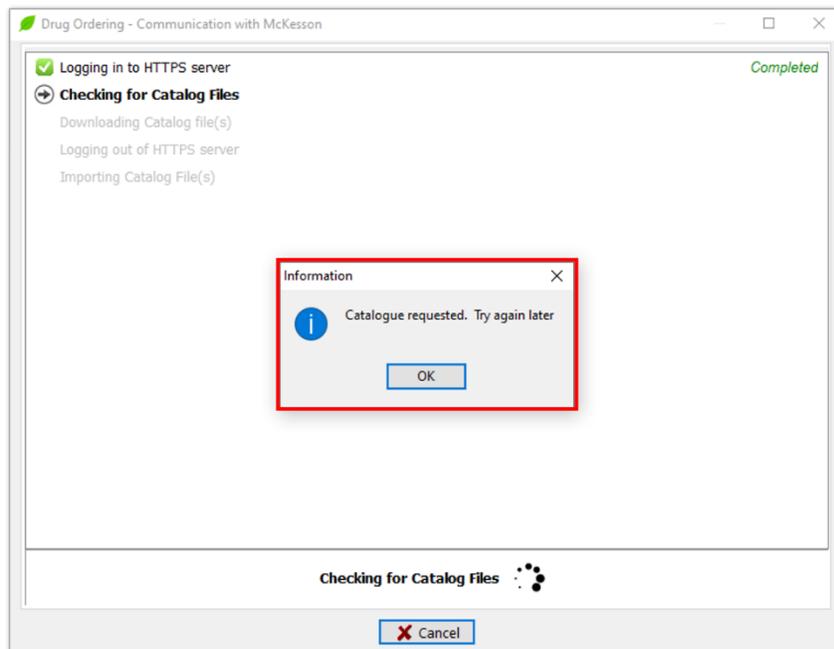
The catalog for the customer provided is **NOT generated automatically**. It will be generated by request and can be downloaded at any time, but a new one is only generated once per week. This means that multiple requests during a seven-day period will return the same catalog. On the 8<sup>th</sup> day, a new catalog would be generated and delivered.

The Kroll system will compare the date the catalog was generated with the last catalog date saved on vendor settings. If it is the same or older, then the “No file to be imported” message will be presented.

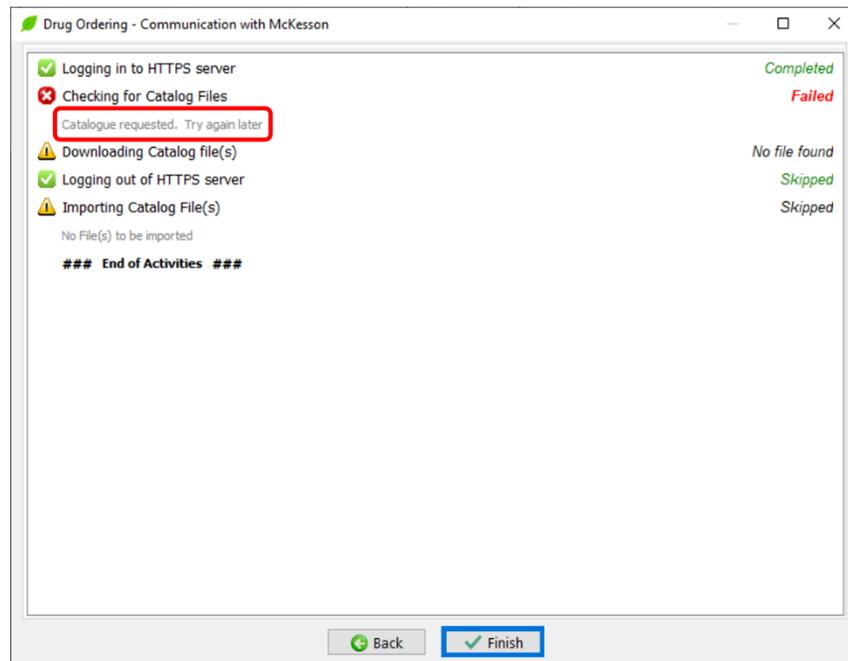


There are three possible responses:

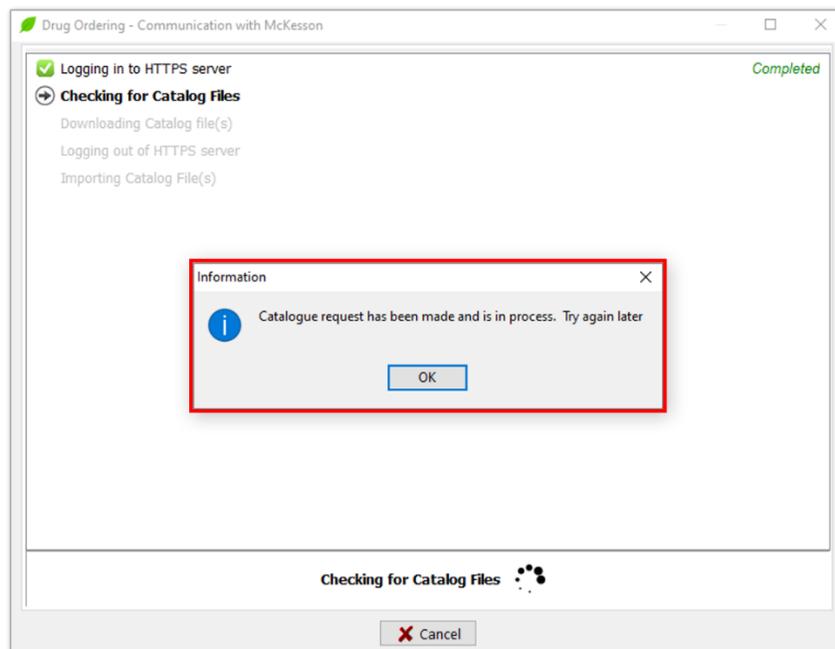
- “Catalog requested.” This is the first request being made for the catalog in the allowed time frame - one week period.



Click **OK**, then **Finish** and repeat steps 1-3 after a couple of minutes

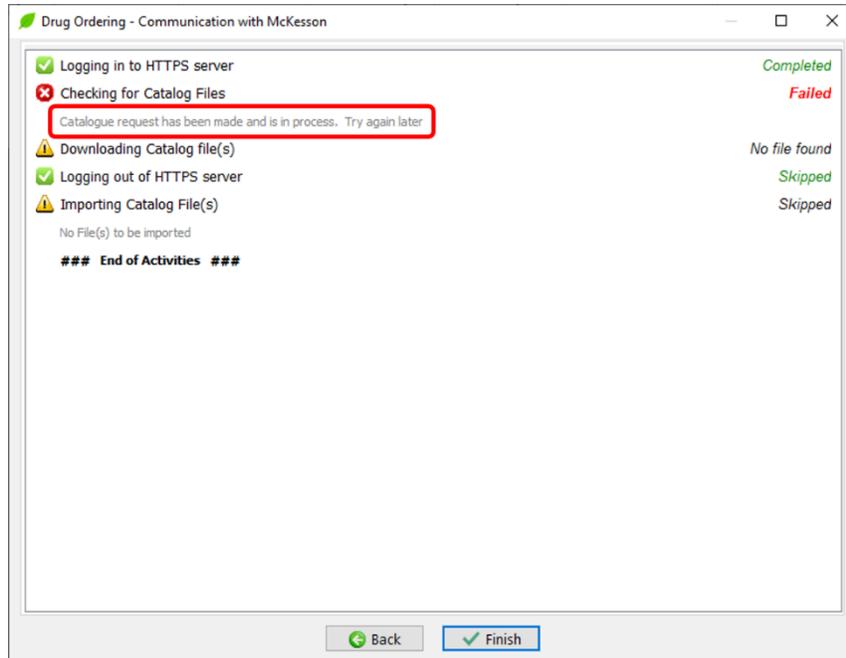


- “Catalog request has been made and is in process.” This is not the first request, and the catalog is in the process of being generated. Be patient. The catalog generation could take to 10 minutes.



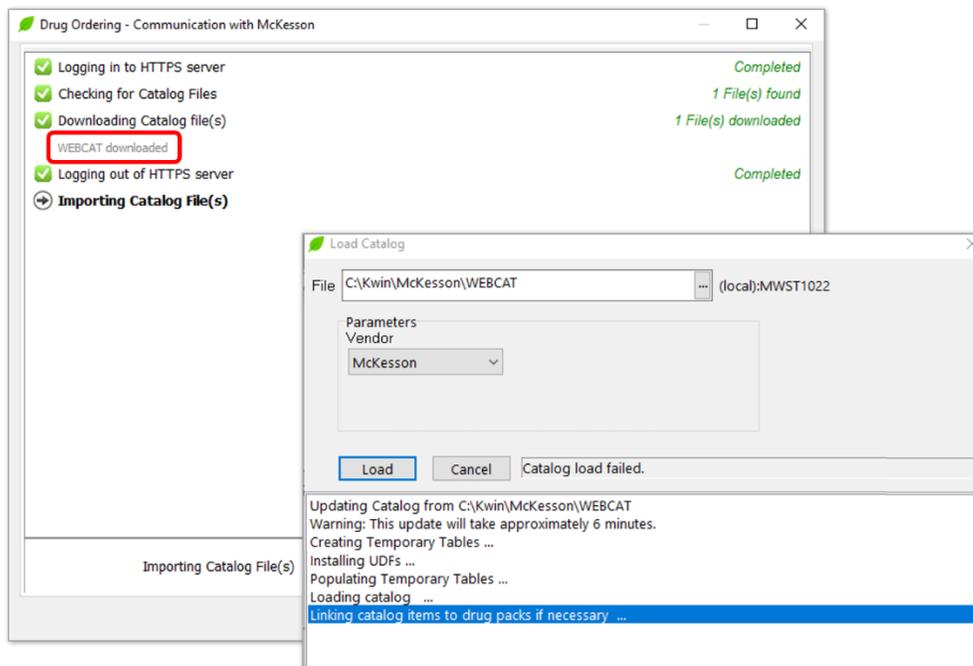
Click **OK**, then **Finish** and repeat steps 1-3 after a couple of minutes.

You should repeat these steps at not less than 1-minute intervals. If requesting is detected by McKesson to be too frequent, the IP address may automatically be blocked.

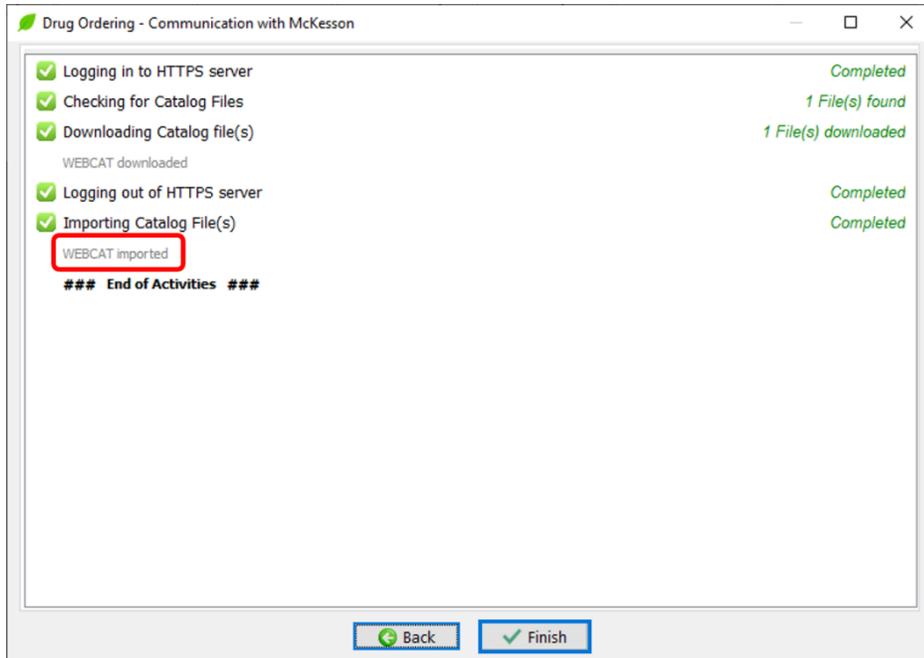


- “Catalog ready”

The process of catalog download and import starts automatically once the requested catalog is available. The **Load Catalog** screen will appear, and no user intervention is required here.



When all files have been imported into the database, the information panel will show a status of **Completed**. Click **Finish** to complete the process.



## Ordering

### Placing an Order in Kroll

Manual and automatic drug orders are created using the normal procedure. If you are unsure how to create a drug order, see the [Vendor Configuration, Ordering, and Receiving](#) user guide for more information.

1. Click **Place Order** in the **Drug Order Form**.

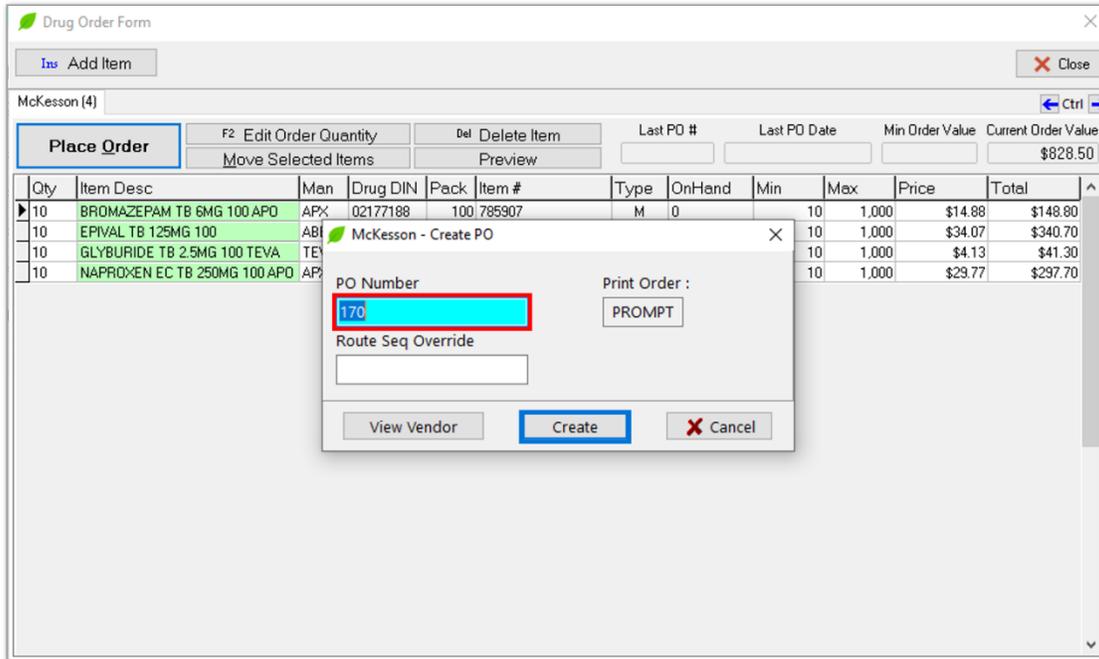
Drug Order Form

McKesson (4) Ctrl

\$828.50

Qty	Item Desc	Man	Drug DIN	Pack	Item #	Type	OnHand	Min	Max	Price	Total
10	BROMAZEPAM TB 6MG 100 APO	APX	02177188	100	785907	M	0	10	1,000	\$14.88	\$148.80
10	EPIVAL TB 125MG 100	ABB	00596418	100	312256	M	0	10	1,000	\$34.07	\$340.70
10	GLYBURIDE TB 2.5MG 100 TEVA	TEV	01913670	100	114587	M	0	10	1,000	\$4.13	\$41.30
10	NAPROXEN EC TB 250MG 100 APO	APX	02246699	100	576819	M	0	10	1,000	\$29.77	\$297.70

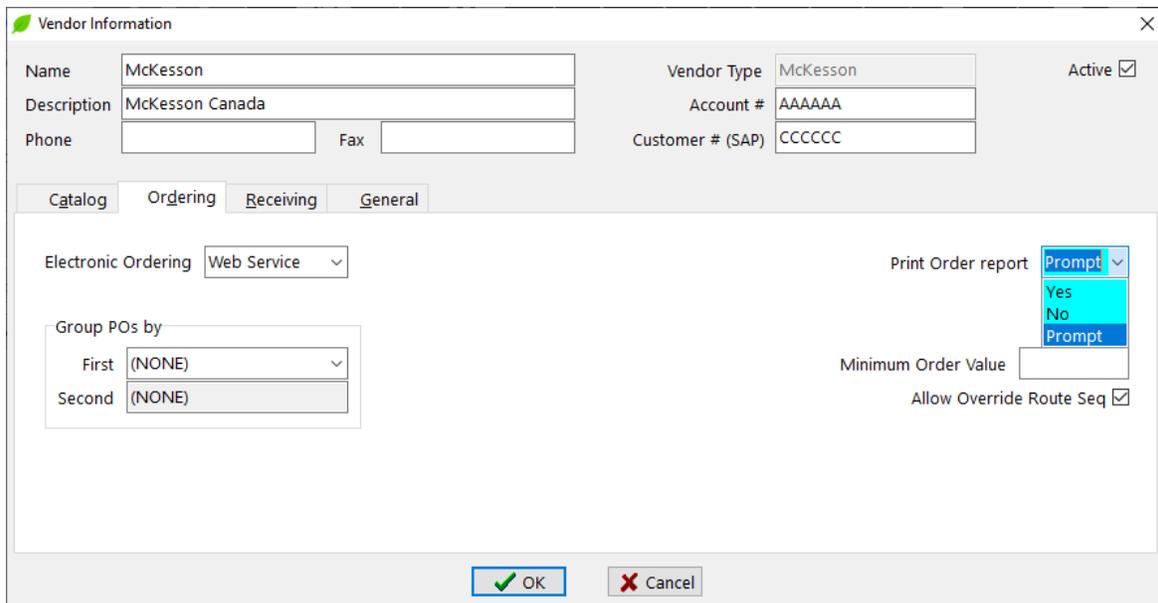
- The **McKesson – Create PO** form will appear. Enter a PO number if one has not been assigned by the Kroll system and click **Create**.



The screenshot shows a 'Drug Order Form' window with a table of items and a 'McKesson - Create PO' dialog box. The dialog box has a 'PO Number' field with the value '170' and a 'Create' button.

Qty	Item Desc	Man	Drug DIN	Pack	Item #	Type	OnHand	Min	Max	Price	Total
10	BROMAZEPAM TB 6MG 100 APO	AFX	02177188		100.785907	M	0	10	1,000	\$14.88	\$148.80
10	EPIVAL TB 125MG 100	ABJ						10	1,000	\$34.07	\$340.70
10	GLYBURIDE TB 2.5MG 100 TEVA	TEV						10	1,000	\$4.13	\$41.30
10	NAPROXEN EC TB 250MG 100 APO	APJ						10	1,000	\$29.77	\$297.70

- Depending on vendor settings, the Purchase Order prompt will appear or not.



The screenshot shows the 'Vendor Information' dialog box with the 'Print Order report' dropdown menu open. The dropdown menu shows the following options: Prompt, Yes, No, and Prompt.

Vendor Information

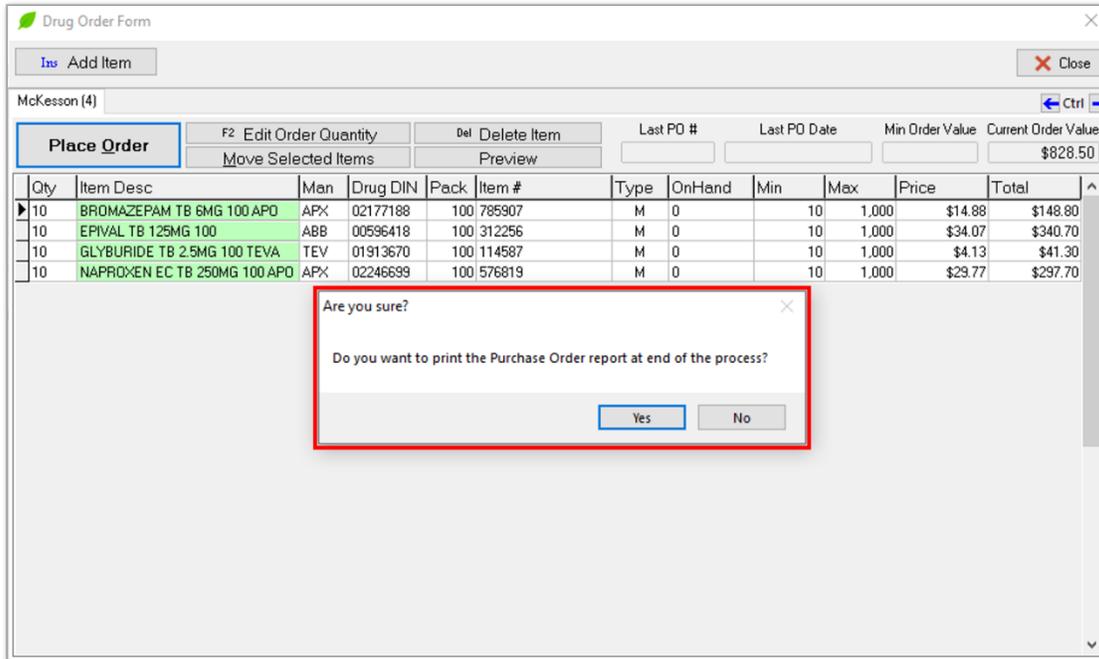
Name: McKesson  
 Description: McKesson Canada  
 Phone:   
 Fax:   
 Vendor Type: McKesson  
 Account #: AAAAAA  
 Customer # (SAP): CCCCCC  
 Active:

Catalog | Ordering | Receiving | General

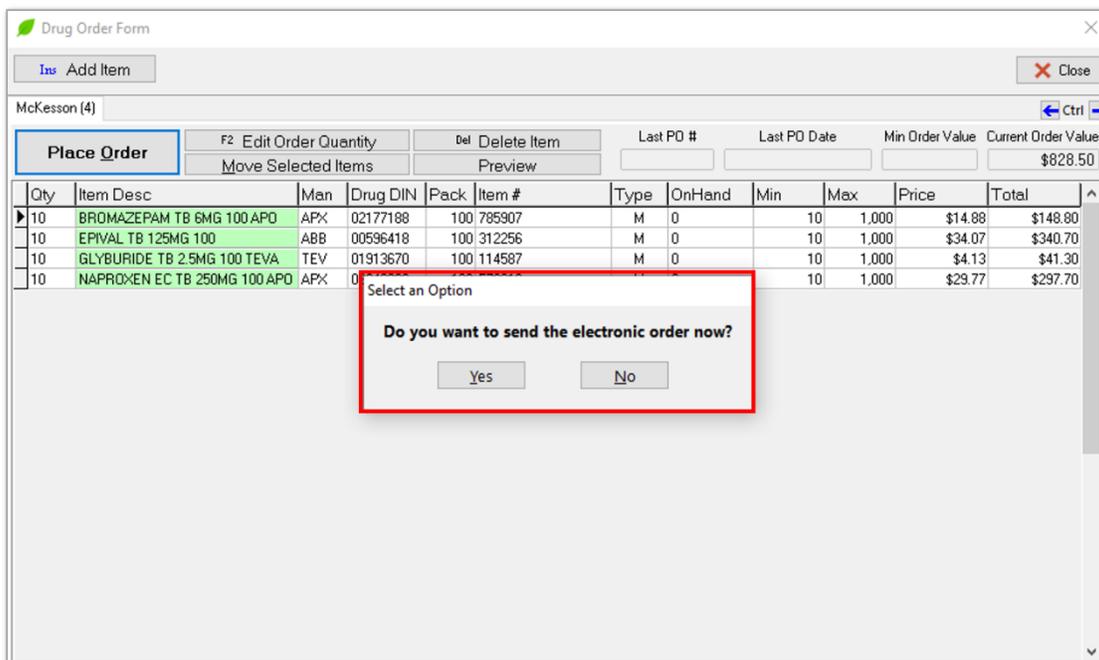
Electronic Ordering: Web Service  
 Print Order report: Prompt  
 Group POs by:  
 First: (NONE)  
 Second: (NONE)  
 Minimum Order Value:   
 Allow Override Route Seq:

OK Cancel

If the “Print Order report” option is set to “Prompt,” then you will be asked if you want to print the report or not at the end of the process.



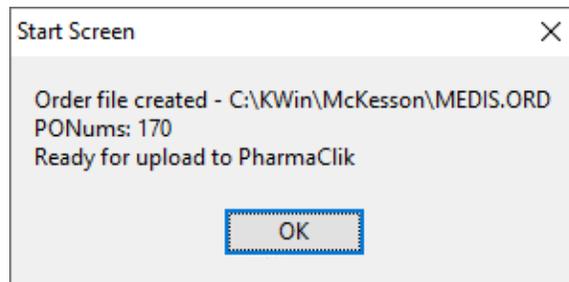
- A prompt will appear asking if you want to send the electronic order now. Click **Yes** to send it now or **No** if you're going to send it later. If you select **No**, proceed to the following steps when you are ready to send the order.



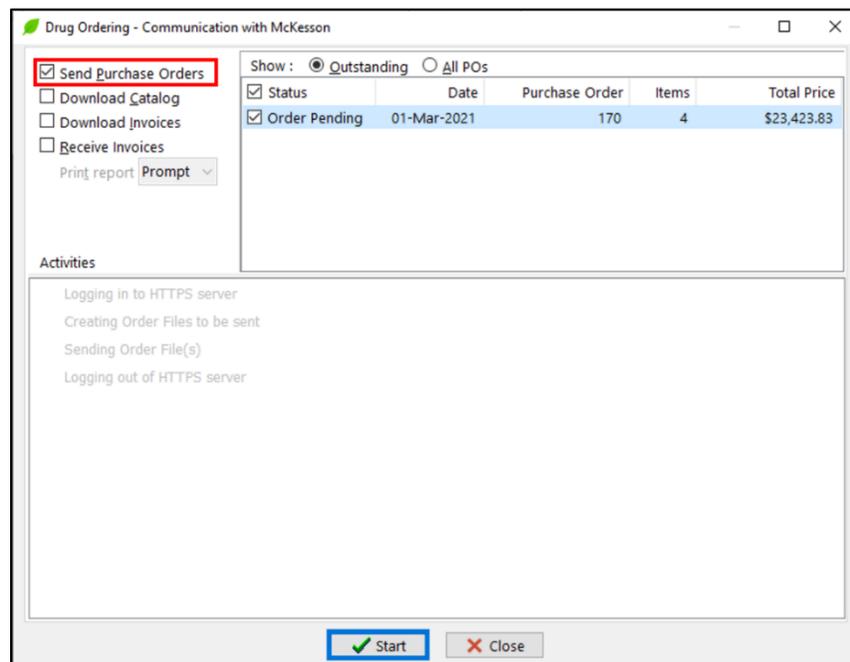
**NOTE 1:**

Answering “No” will place the order into **Pending Orders** so that it can be sent at a later stage from Utilities > Drug Ordering > Communicate with > McKesson > Communicate.”

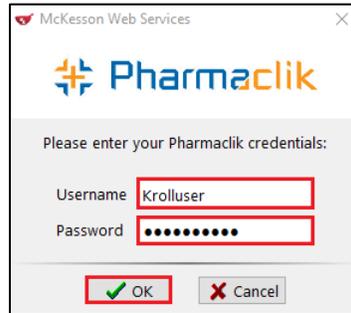
**NOTE 2:** The “Order file created” message no longer appears when placing a drug order since there is no need to upload the file on PharmaClik.



- The **Drug Ordering – Communication with McKesson** form will appear, displaying all orders associated with the Vendor. Select the order(s) you want to send and click **Start**.

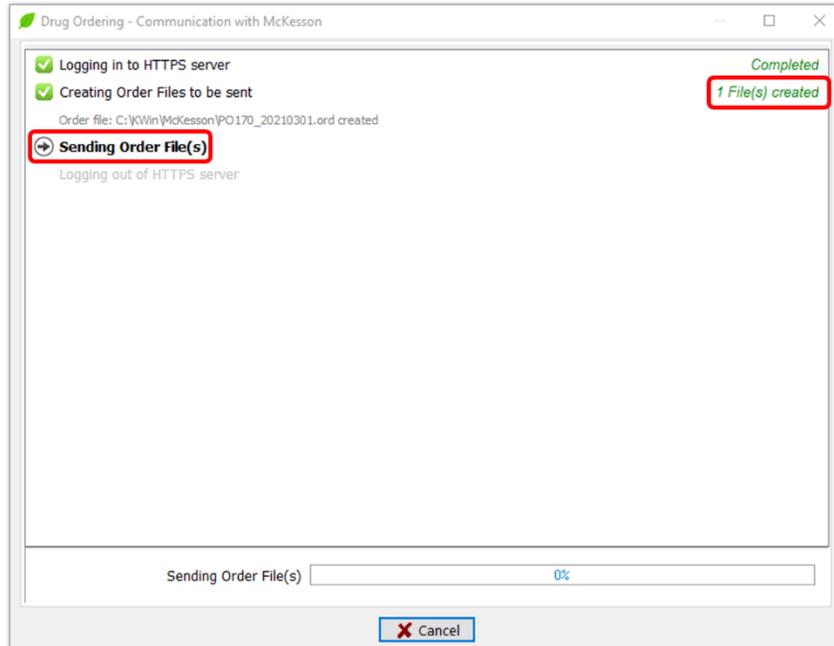


- Suppose you have NOT entered your McKesson username and password in the Vendor Information screen as suggested in the “Setup” section. In that case, you will be prompted for both your remote username and password. Enter these credentials and click **OK**.



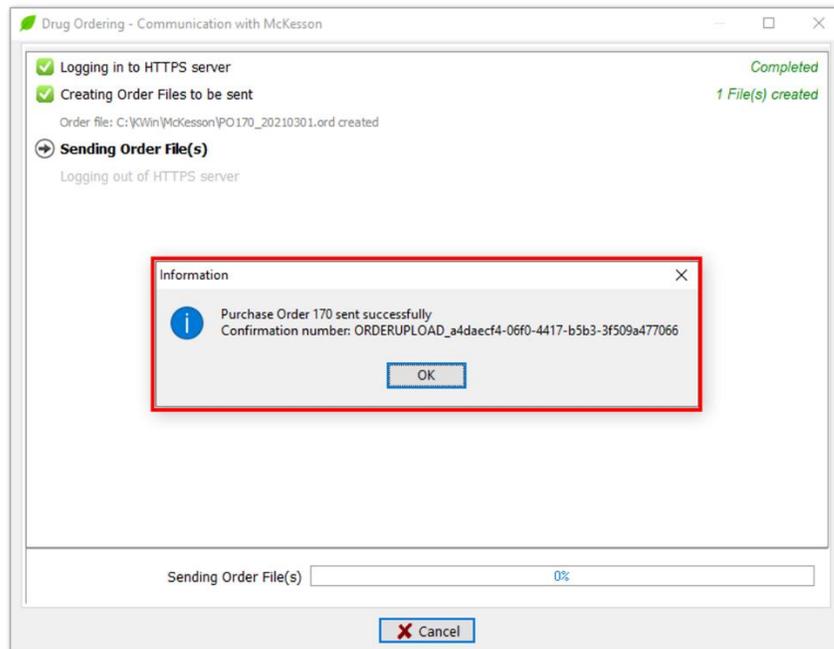
This is a one-time task; you will not be prompted for user credentials when submitting subsequent orders. If you enter an invalid username or password, the **McKesson Web Services** prompt will appear again, allowing you to enter your correct credentials.

6. As the purchase order is being sent to the Vendor, the Activities portion of the screen will begin to populate with the status of actions being taken.



7. Kroll system will automatically transmit the order to McKesson Server. A message will appear indicating the purchase order was sent successfully, and a confirmation number will be displayed just for your reference.

The confirmation number is not an order id but a service request reference.

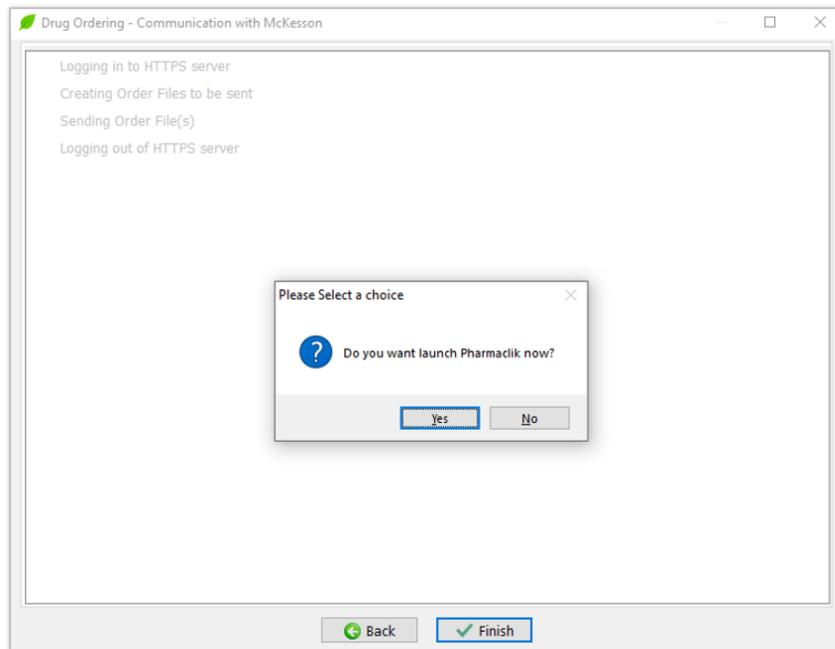


8. Click **OK**.

**NOTE:** If the transmission were unsuccessful (e.g., due to an invalid login or password), an error would appear to inform you of the problem. Contact McKesson Customer Service for instructions on how to proceed.



9. A prompt will appear asking if you want to launch PharmaClik. Select **Yes**.

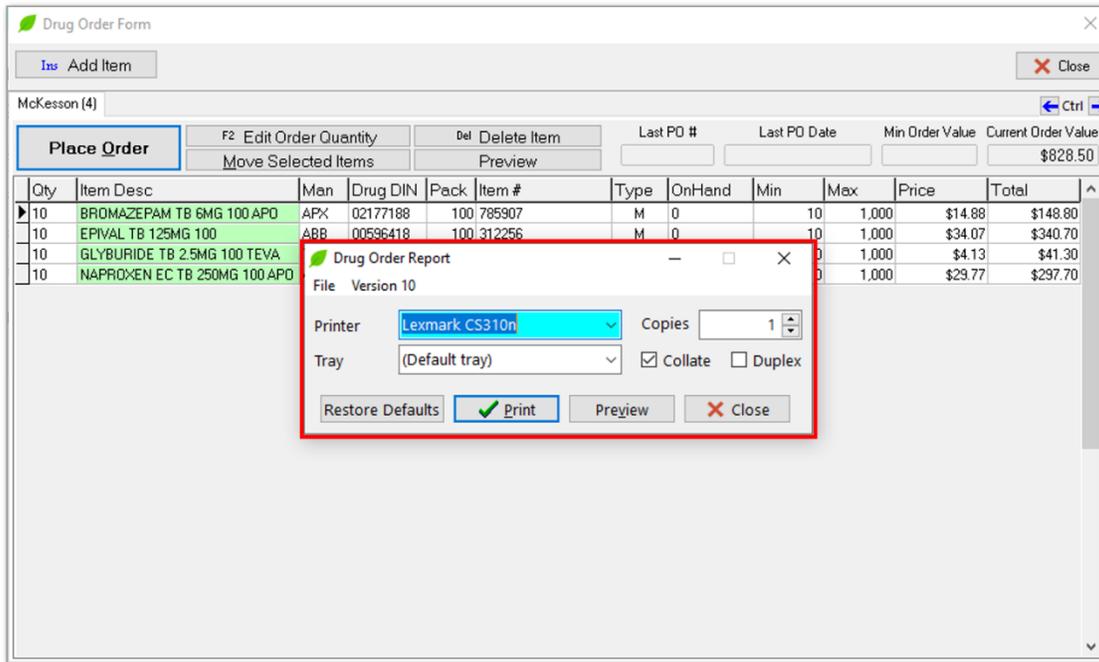


10. The McKesson PharmaClik website will launch. Enter your login credentials and click **Login**.



11. Select and confirm the order you just created. If you experience any problems in this process, contact McKesson Customer Service.

12. A prompt to print the Order report will show up or not. See step 3.



13. Below is the report preview

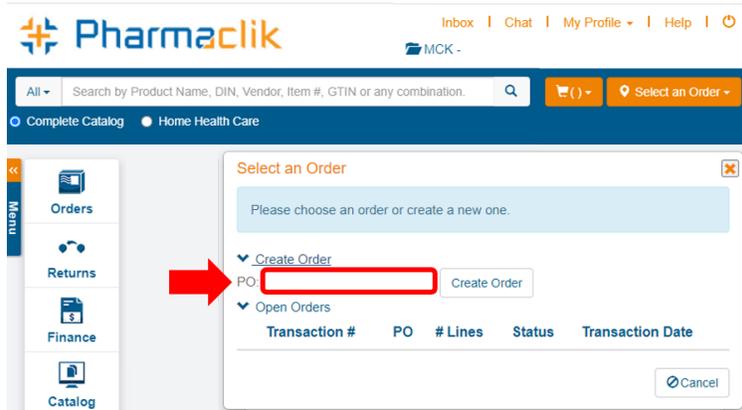
Purchase Order Report									
To: McKesson Canada					From: Kroll Pharmacy Store 25 York St Toronto ON M5J 2V5 Tel: (416) 342-2500				
<b>Cust. #xxxxxx</b>									
Purchase Order: #170					Ordered On: 02-Mar-21				
Ordered By: John Doe					Fax :				
P.O. Status: Ordered					Email: kroll@telus.com				
Purchase Order Report							Printed on: 02/03/2021 17:13:11		
OrderQty	Item #	Item Description	DIN	On Hand Qty	Pack Size	Unit Cost	Tax	Total	
10	785907	BROMAZEPAM TB 6MG 100 APO	02177188	0	100	14.88		148.80	
10	312256	EPIVAL TB 125MG 100	00596418	0	100	34.07		340.70	
10	114587	GLYBURIDE TB 2.5MG 100 TEVA	01913670	0	100	4.13		41.30	
10	576819	NAPROXEN EC TB 250MG 100 APO	02246699	0	100	29.77		297.70	
<b>Total</b>								<b>828.50</b>	
<b>Tax</b>								<b>0.00</b>	
<b>Net Total</b>								<b>828.50</b>	

### Important Notes:

- Every order needs to be confirmed on the Pharmaclik website – Order Management. Narcotic orders also require a pharmacist's signature.
- On McKesson's checkout process, where the order will be confirmed, the User has the opportunity to add, modify or delete items on order.
- Any exclusion, for example: deleting a product from the order, will cause a **discrepancy** between the existent order on Kroll and the order placed on Pharmaclik. This discrepancy will create issues on the "Receiving Process" and your order will NOT close properly, staying with the status "Partially Received" forever. See "[What to do if Purchase Order did not close - status equal "Partially Received"](#)" section.
- Any modification, such as changing the order quantity or units, will be appropriately handled on the "Receiving Process" as long as the order quantity is NOT adjusted to **zero**. Changing the Quantity or unit to **zero** will force Pharmaclik to exclude the product from the order, and it will cause a **discrepancy** between the existent order on Kroll and the order placed on Pharmaclik. Again, this discrepancy will create issues on the "Receiving Process" and your order will NOT close properly, staying with the status "Partially Received" forever. See "[What to do if Purchase Order did not close - status equal "Partially Received"](#)" section.
- For example, any addition, adding an item that does not exist on the order on Kroll should be appropriately handled on the "Receiving Process."

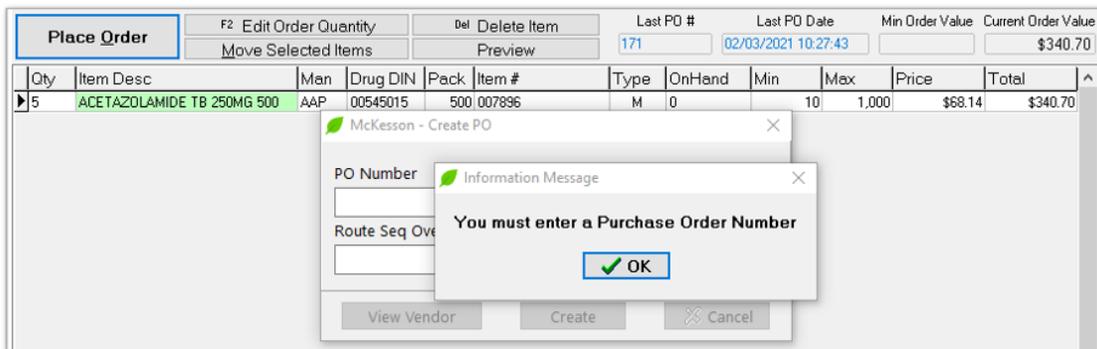
## Placing an Order in Pharmaclik

Placing an order in Pharmaclik is possible but strongly **NOT** recommended. Despite the convenience, placing an order in Pharmaclik creates discrepancies between the two systems and makes it more challenging for a pharmacy to track and control orders. See the [“Tracking your Orders”](#) section.

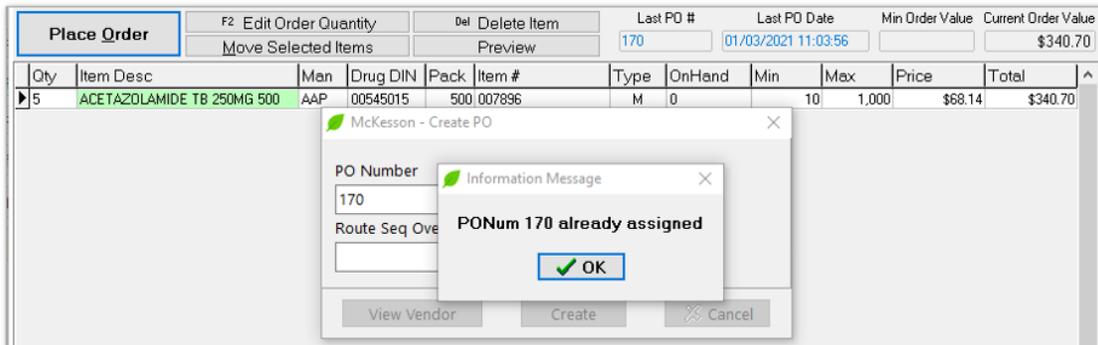


When creating an order in Pharmaclik, the PO number (Purchase Order number) is **NOT** required. In other words, you can leave this field blank.

In the Kroll system, the PO number is an **essential** field to identify an Order. As you can see below, it is a mandatory field and cannot be duplicated.



There is a logic in the Kroll system to avoid duplications.



So, if, for any reason, you cannot return to Kroll to place an order and transmit it, then you can create an order in Pharmaclik but **ALWAYS** enter the PO number and make sure it is unique:

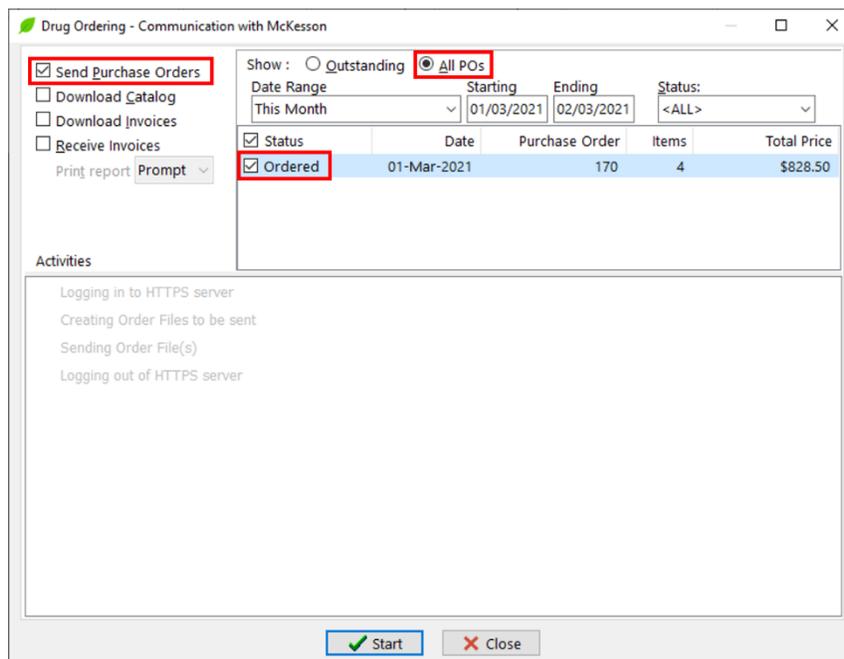
- The PO number was never used before and
- The PO number will never be used again.

## Resending an Order

This option is used when the file **is not transmitted correctly to the Vendor or needs to be resent**. See the [Vendor Configuration, Ordering, and Receiving](#) user guide for more information.

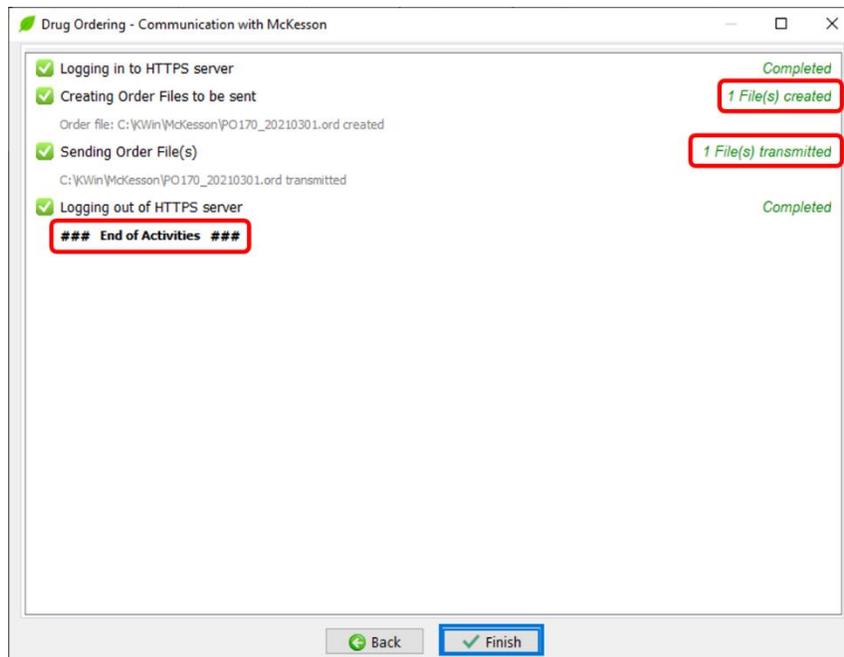
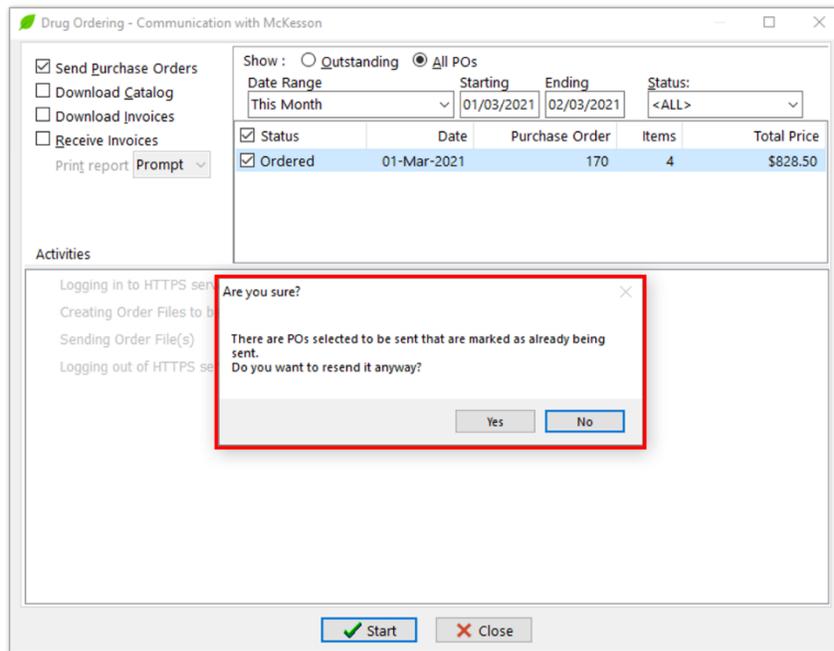
**NOTE:** McKesson Servers **DO NOT** prevent duplicate orders. In other words, the same identical order can be resubmitted and, if not desired, will cause a **double order**.

1. Go to Utilities > Drug Ordering > Communicate with > McKesson > Communicate.
2. Place a checkmark next to Send Purchase Orders. Click All POs and place a checkmark next to the PO(s) that need to be resent. You may use the “Date range” control to help find the order.



3. Click **Start** or press **Enter** on the keyboard to resend the PO(s).

4. Answer **Yes** to the prompt below.

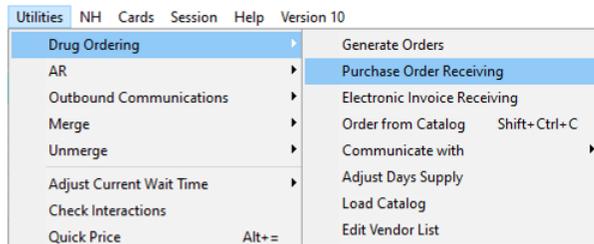


Click **Finish** or press **Enter** on the keyboard to close the communication screen. Click **Back** to start another communication with McKesson.

## Tracking your Orders

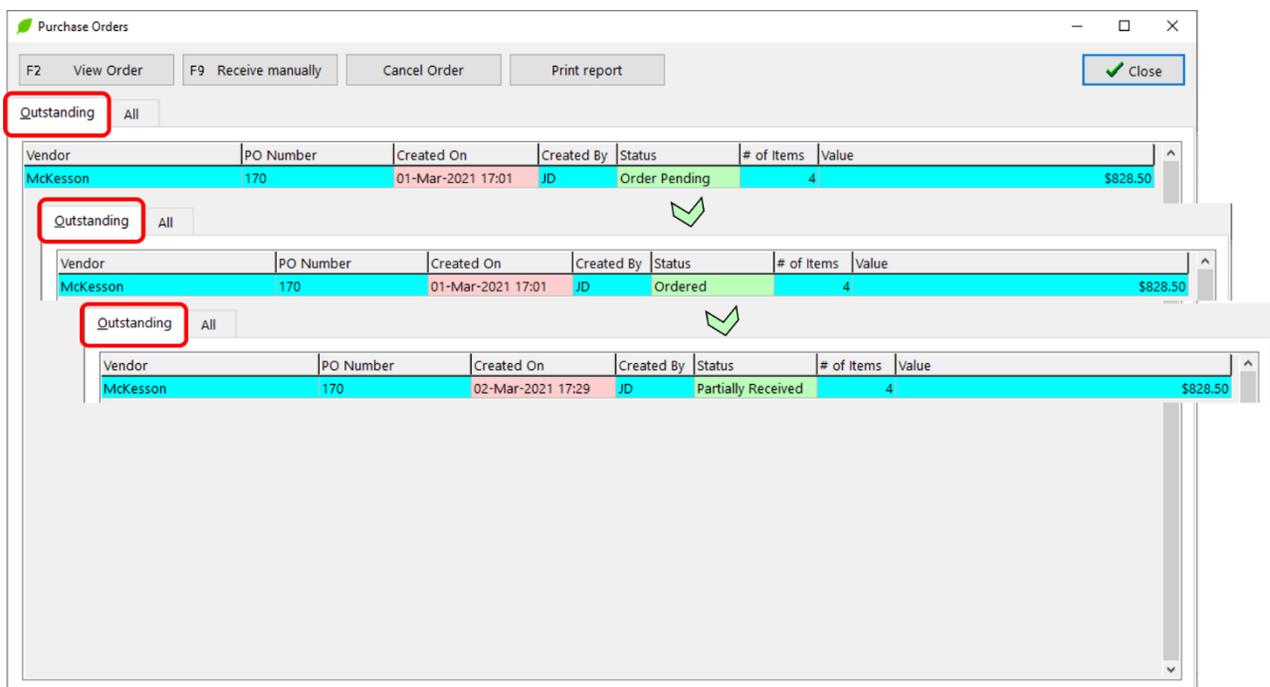
The Purchase Order screen shows all orders created in the Kroll system. The screen's primary purpose is to show your orders' status and allow you to track all the states in which your order goes through.

Go to Utilities > Drug Ordering > Purchase Order Receiving.



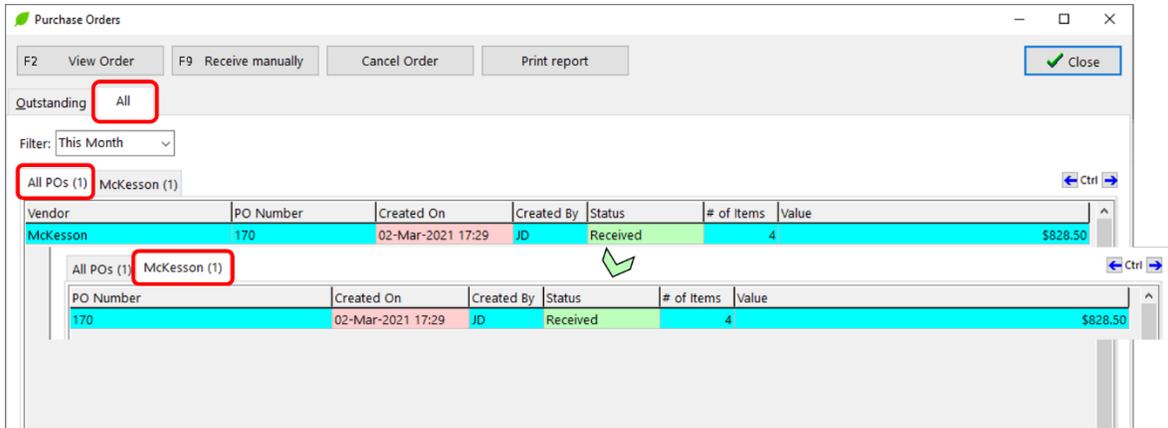
The "Outstanding" Tab shows:

- Status – **Order Pending**. Orders created but **NOT** transmitted to McKesson.
- Status – **Ordered**. Orders created and transmitted to McKesson.
- Status – **Partially Received**. Orders created, transmitted to McKesson and received some electronic invoices related to the order but **NOT ALL** invoices. The Kroll system is waiting to receive more invoices. Sometimes, McKesson takes 1 or 2 days to send electronic invoices for missing items on previous invoices.



**Important Notes:**

- Orders placed directly on Pharmaclik **do NOT show** and cannot be tracked on this screen.
- Orders fully received (status – Received) do NOT show on the “Outstanding” Tab. It shows up on the “All” Tab in both “All POs” and “McKesson” Tabs.



Purchase Orders

F2 View Order F9 Receive manually Cancel Order Print report Close

Outstanding All

Filter: This Month

All POs (1) McKesson (1)

Vendor	PO Number	Created On	Created By	Status	# of Items	Value
McKesson	170	02-Mar-2021 17:29	JD	Received	4	\$828.50

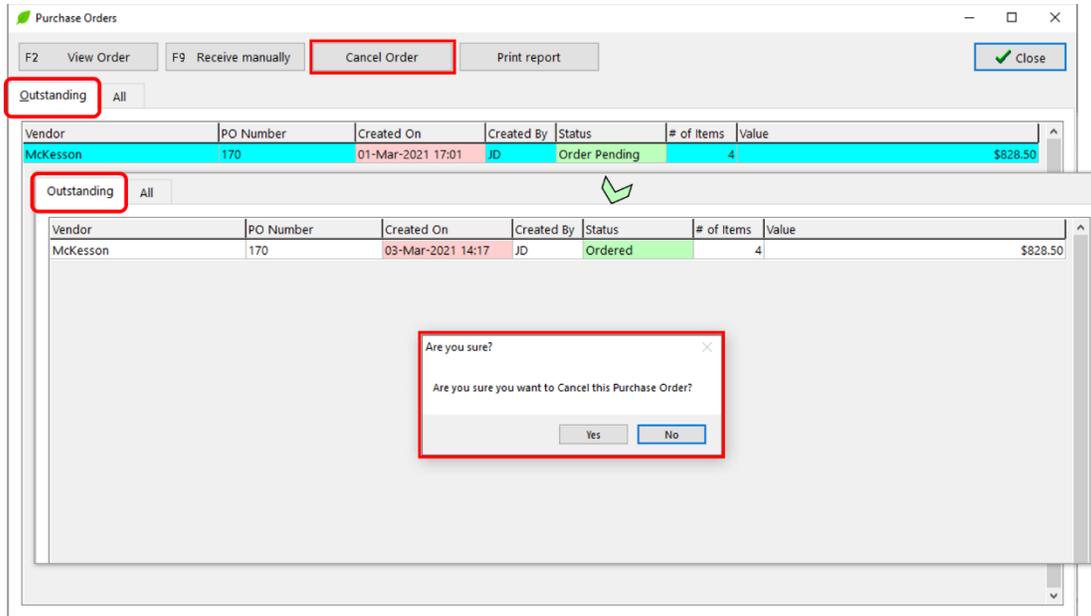
All POs (1) McKesson (1)

PO Number	Created On	Created By	Status	# of Items	Value
170	02-Mar-2021 17:29	JD	Received	4	\$828.50

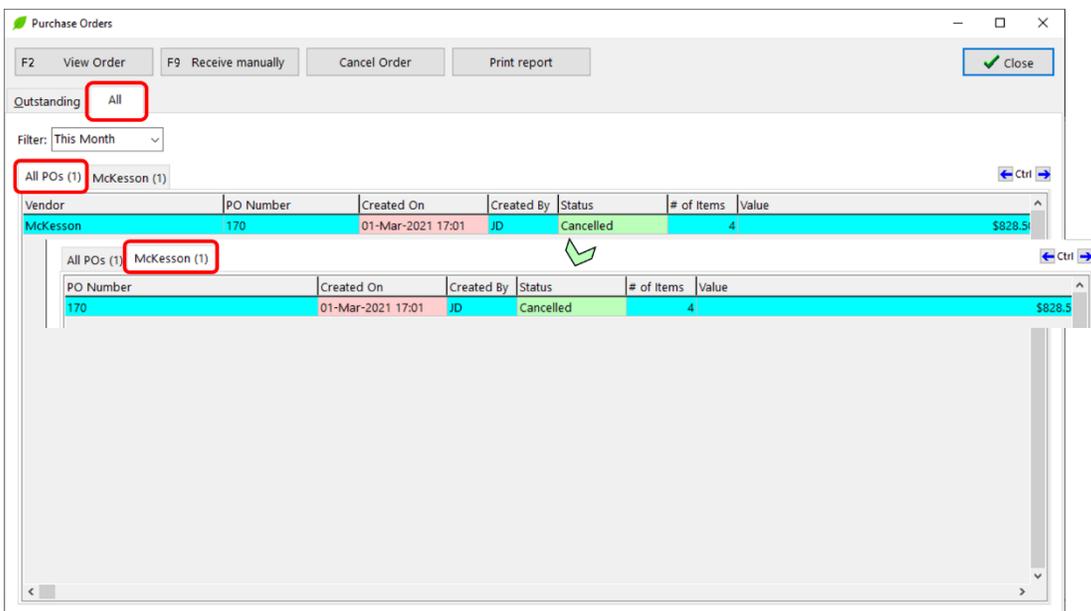
## Cancel an Order

The Purchase Order screen also allows you to cancel your orders.

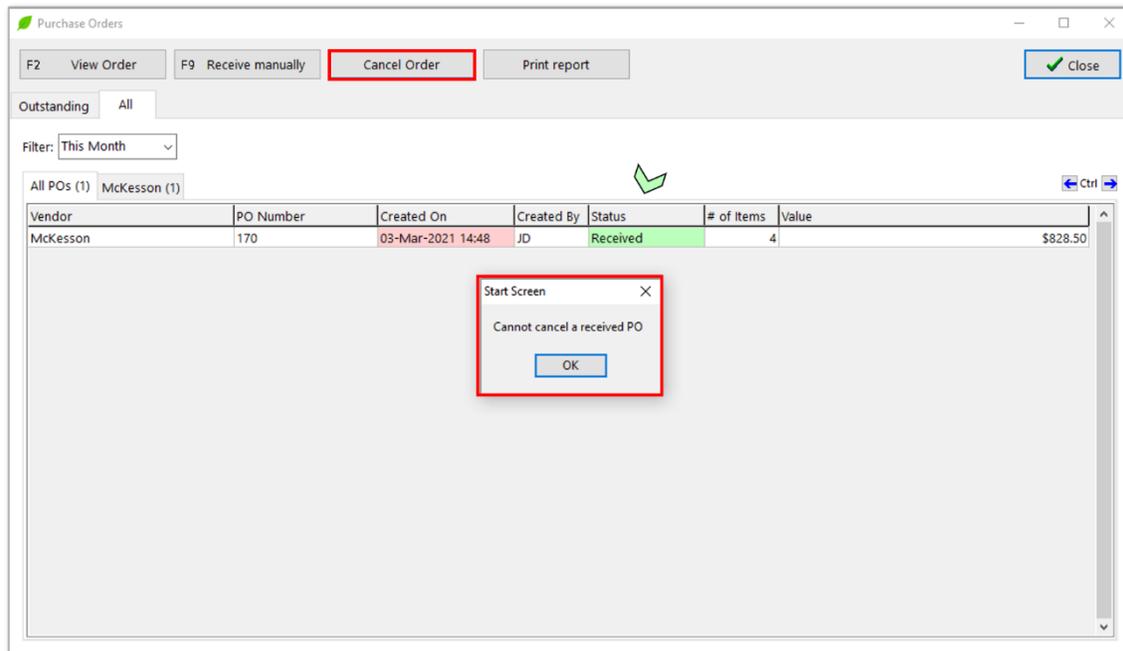
Go to **Utilities > Drug Ordering > Purchase Order Receiving**. Select the order you want to cancel and click on the “Cancel Order” button. Confirm your desire to cancel the select order by clicking **Yes**.



The canceled order will disappear from the “Outstanding” Tab and can be viewed on the “All” Tab in both the “All POs” and “McKesson” Tabs.



Note that received orders cannot be canceled.



### Important Notes:

- The right moment to cancel an order is when it has the status **equal** “Order Pending.” In other words, **before** it has been transmitted to McKesson.
- Canceling an order which was already transmitted to McKesson (status – Ordered) will only cancel it **locally**. You **MUST delete the order in Pharmaclik** to avoid it being processed by McKesson.
- If the order is canceled **only locally** and McKesson processed it, you will receive one or more electronic invoices related to the orders. The receiving process will allow you to recognize that and receive the order even with the order's status equal to “Canceled.” See the [“What to do if Purchase Order is canceled locally only?”](#) section for more information.

## Receiving

This section outlines the process for receiving invoice files. When a pharmacy physically receives a drug order from McKesson, the order must be received into the Kroll system to update the **On Hand** values and **Pricing**.

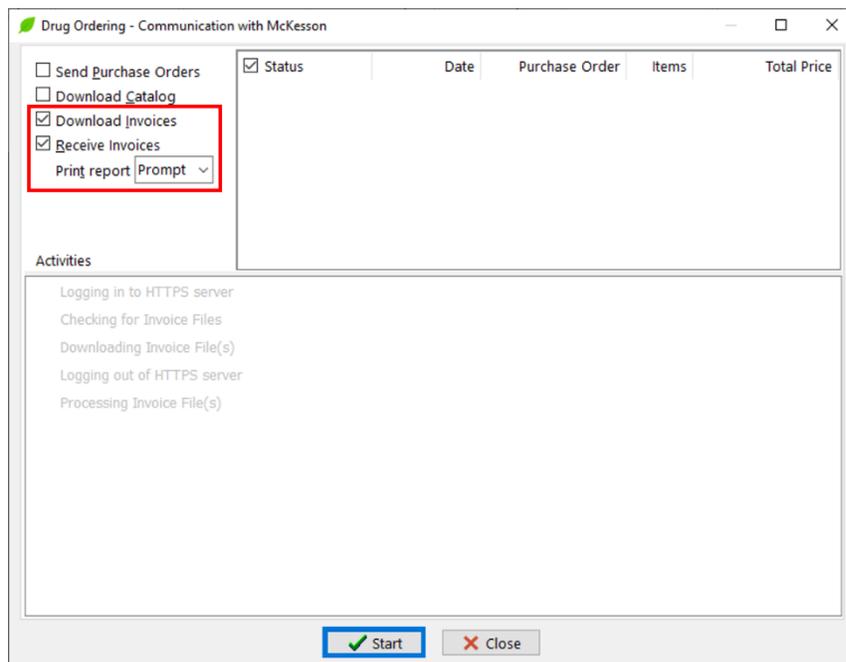
- Customer # (SAP) is required for invoice download from **McKesson Web Services**.

The process of receiving invoice files consists of two tasks:

- Checking and downloading new invoice files;
- Receiving and Processing invoice files not received yet.

Navigate to Utilities > Drug Ordering > Communicate with > McKesson > Communicate.

The **Drug Ordering – Communication with McKesson** form will appear:

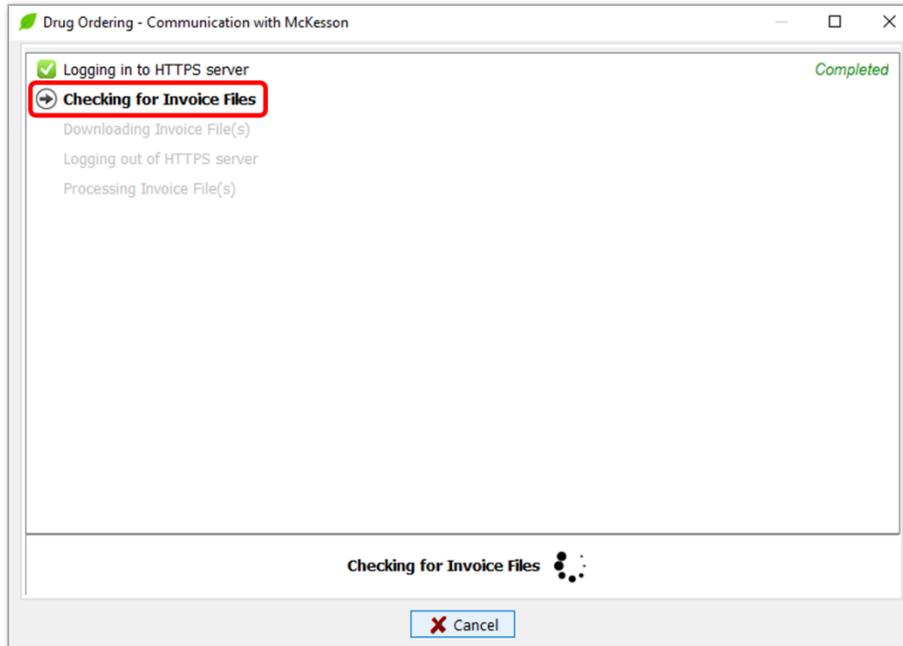


These two tasks can be executed simultaneously, one after the other, or they can be completed one at a time in different moments.

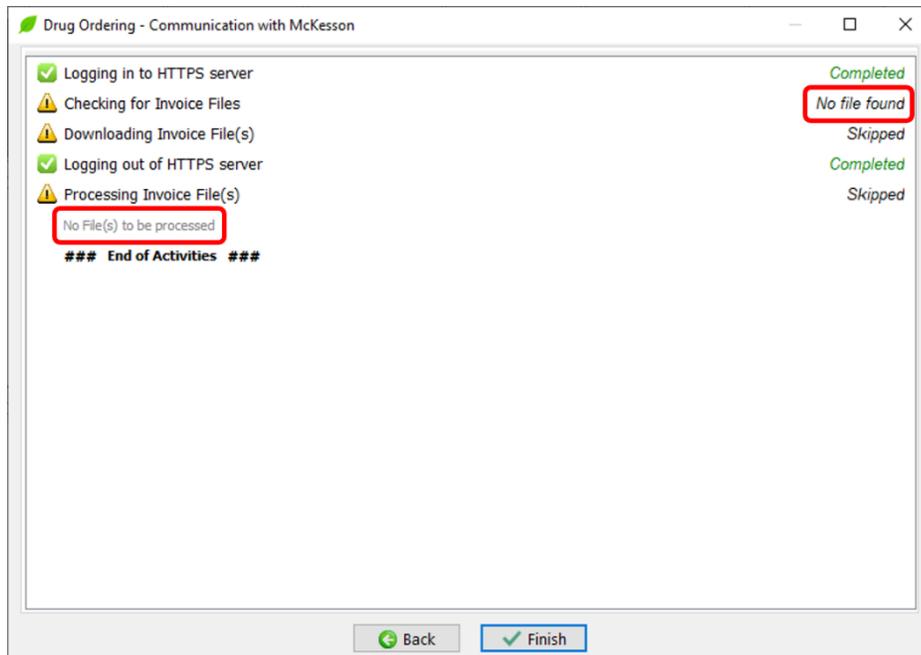
When both options are checked, downloading invoice files and receiving invoice files are done in sequence. The receiving or processing invoice files task is executed after logging out of McKesson's server.

Once the “Download Invoices” option is checked, you will be able to download one or more new invoice files available on McKesson's server.

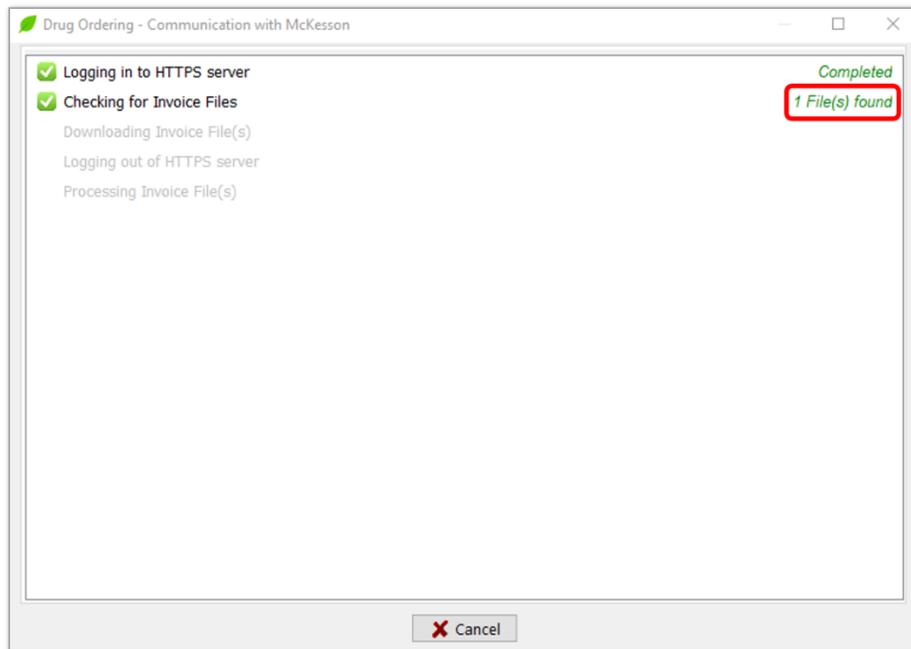
Check both options and click **Start** or press **Enter** on the keyboard to check for invoice files.  
 Like other tasks, the information panel will show when the checking for invoice files task is in progress.



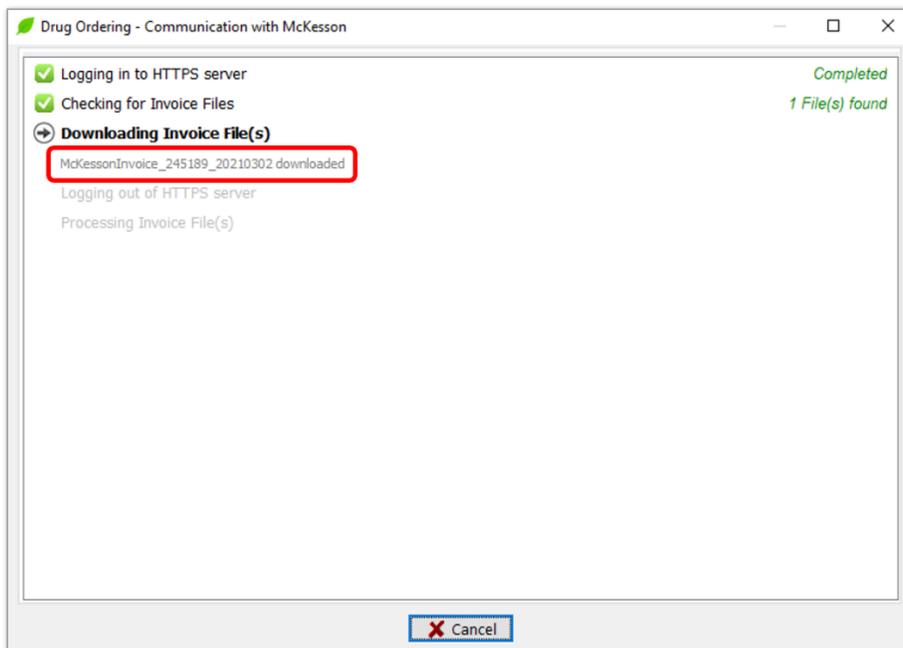
When checking for invoice files task is complete, the information panel will show the number of invoice files found. If found **no** files, the downloading invoice files task will be skipped since there are **no** files to download. Later, it will skip the processing invoice files task as well.



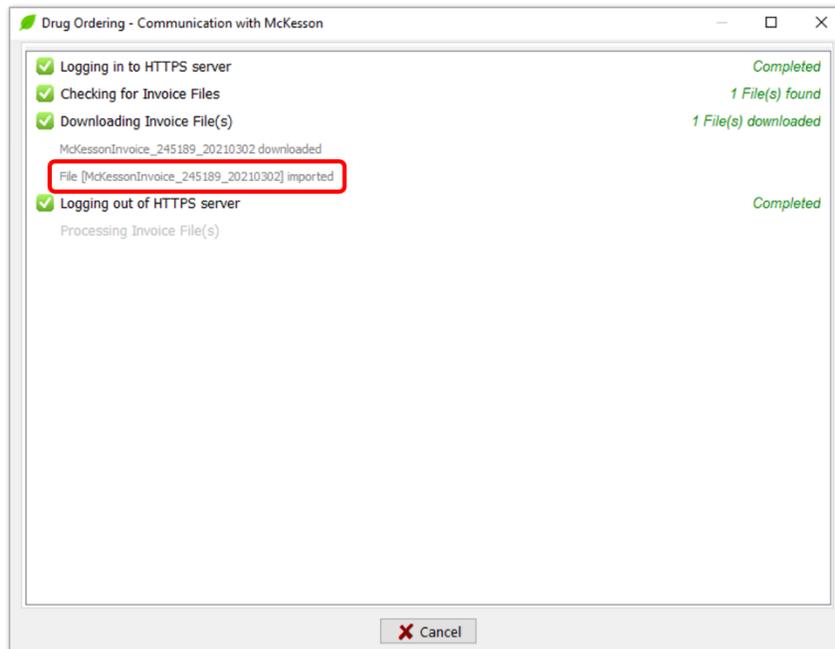
If found invoice files during the checking for invoice files task, the downloading invoice files activity will automatically initiate.



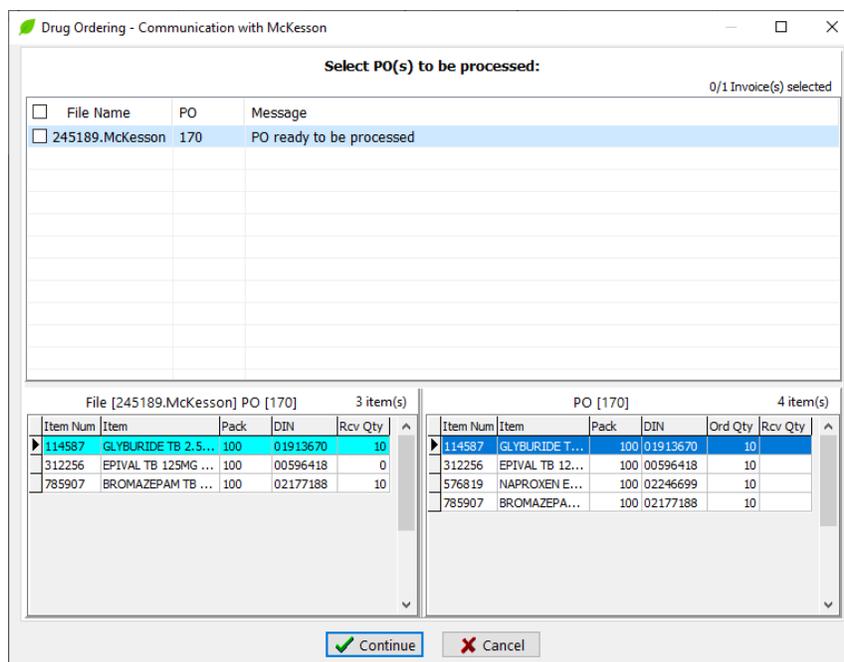
As soon as each file is downloaded, the information panel will show the corresponding filename.



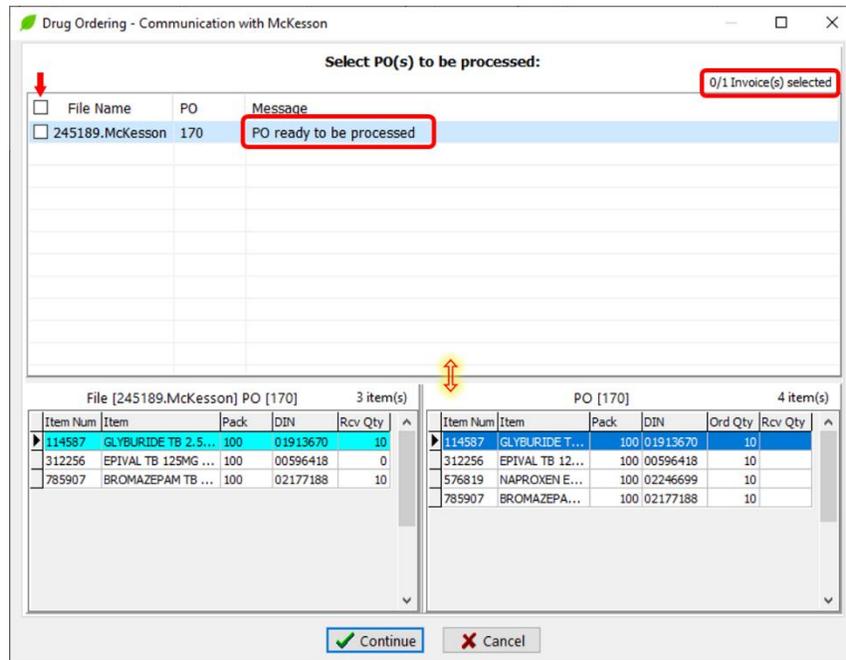
The invoice files will be temporarily saved in the designated vendor folder. The invoices will be kept in this folder until they are imported into the Kroll system.



If invoice files were found and downloaded, the communication process would try to match the invoice file's information to Kroll's purchase order. When the process finds a match between an invoice file and a PO in Kroll, you will see a screen similar to the one below:

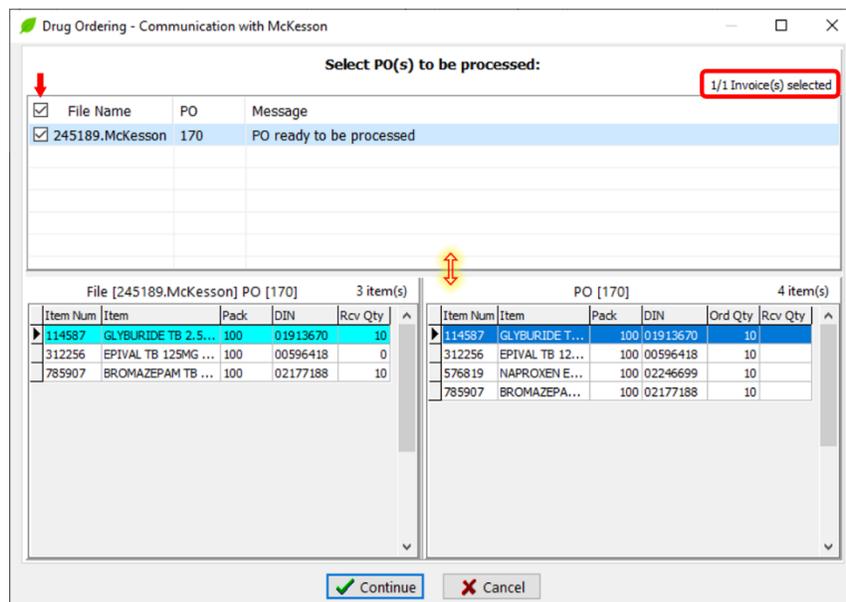


This screen contains a top panel and a bottom panel. The top panel shows a list of downloaded invoice files with associated Purchase Order numbers. An information message is also shown to the right of the PO number; this message will help you decide which file to process.

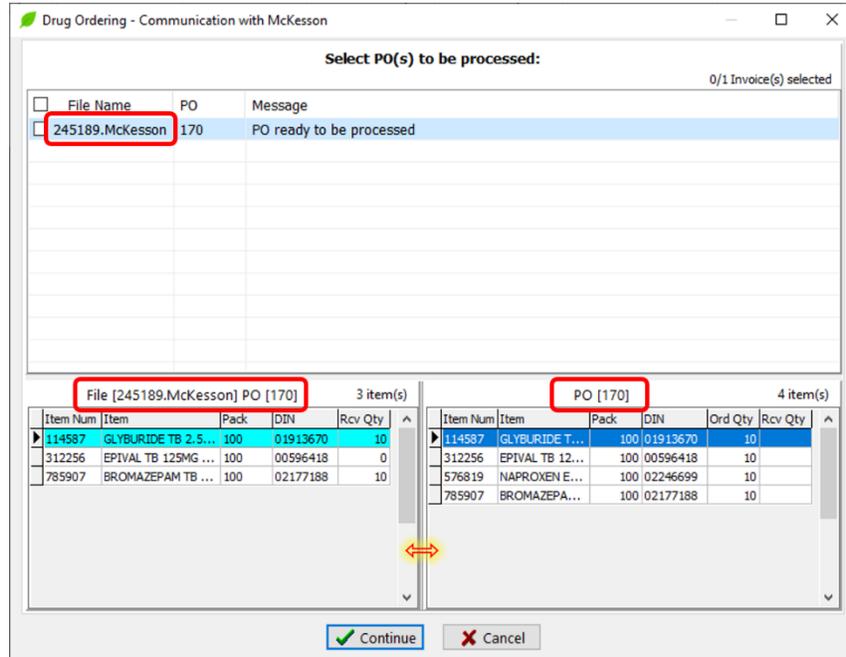


A checkbox on the upper left-hand side of the screen helps you select or deselect **all** invoice files/POs in the list. An indicator on the upper right-hand side indicates x of y PO(s) have been selected.

Note that you can resize the top and bottom panels at any time.

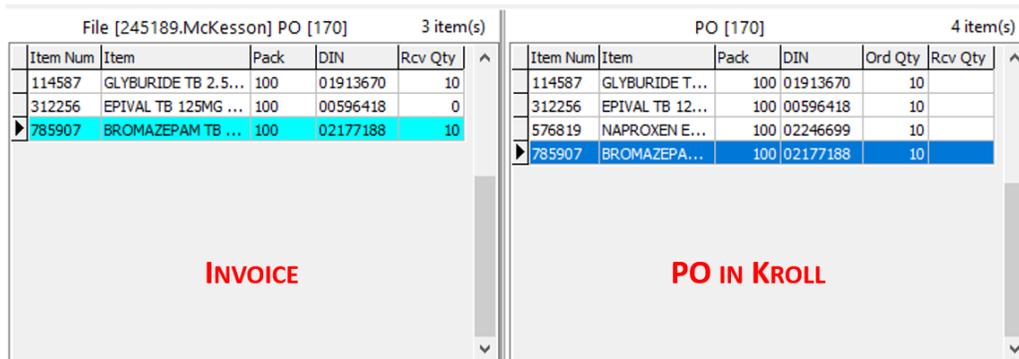


The bottom panel shows the left and right grid; the information displayed is related to one of the invoice files shown in the top panel. The left grid shows the information contained in the selected invoice file. The right grid shows all the items within a PO in Kroll. You can resize the panels to show more or less information.



The invoice file on the left (invoice file number 245189) is associated with PO 170 on the right in the above screen. The invoice file contains only three items. The idea is to see the information inside the invoice file compared to the PO's information in the Kroll system before the file is processed.

If available, clicking on any item on either side of the grid will highlight the opposite side's corresponding item.



Item 785907 (BROMAZEPAM) highlighted on the right-hand grid above was ordered for ten packs (Ord Qty column) in Kroll. Comparing with the left grid, we can see that the received Quantity (Rcv Qty column) is also ten packs, which means everything ordered was received.

Item 312256 (EPIVAL) was ordered for ten packs, but the invoice file indicates that the Manufacturer discontinued it, and nothing was shipped.

Take note of the floating yellow message.

Item Discontinued by Manufacturer

File [245189.McKesson] PO [170] 3 item(s)						PO [170] 4 item(s)					
Item Num	Item	Pack	DIN	Rcv Qty		Item Num	Item	Pack	DIN	Ord Qty	Rcv Qty
114587	GLYBURIDE TB 2.5...	100	01913670	10		114587	GLYBURIDE T...	100	01913670	10	
312256	EPIVAL TB 125MG ...	100	00596418	0		312256	EPIVAL TB 12...	100	00596418	10	
785907	BROMAZEPAM TB ...	100	02177188	10		576819	NAPROXEN E...	100	02246699	10	
						785907	BROMAZEPA...	100	02177188	10	

INVOICE

PO IN KROLL

Note that the invoice file only contains three items; however, the PO in Kroll includes four items. At the end of the process, PO 170 will be **partially received**. Kroll system will wait for another invoice containing the missing item 576819 (NAPROXEN).

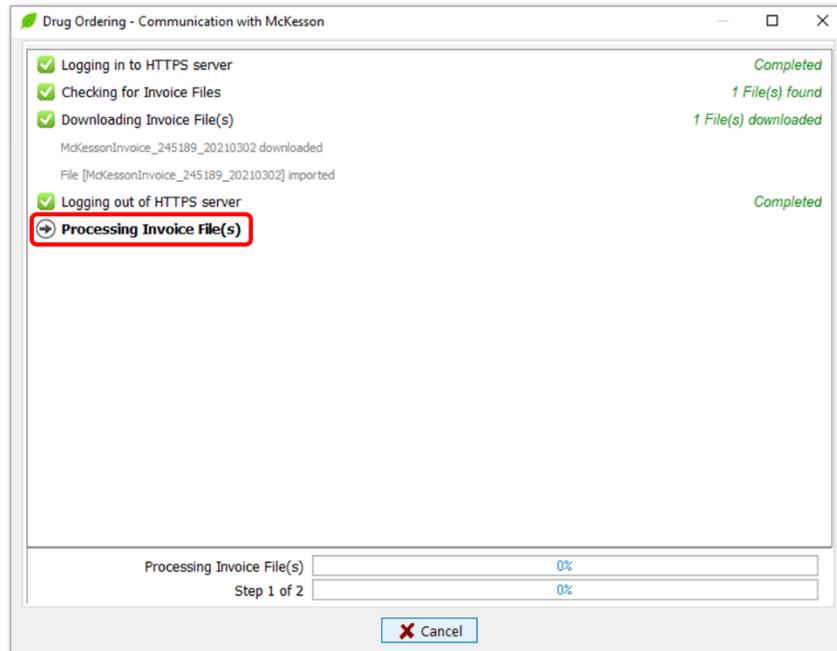
Select the invoice that needs to be received and click **Continue** to process the downloaded invoice files.

**Select PO(s) to be processed:** 1/1 Invoice(s) selected

<input checked="" type="checkbox"/>	File Name	PO	Message
<input checked="" type="checkbox"/>	245189.McKesson	170	PO ready to be processed

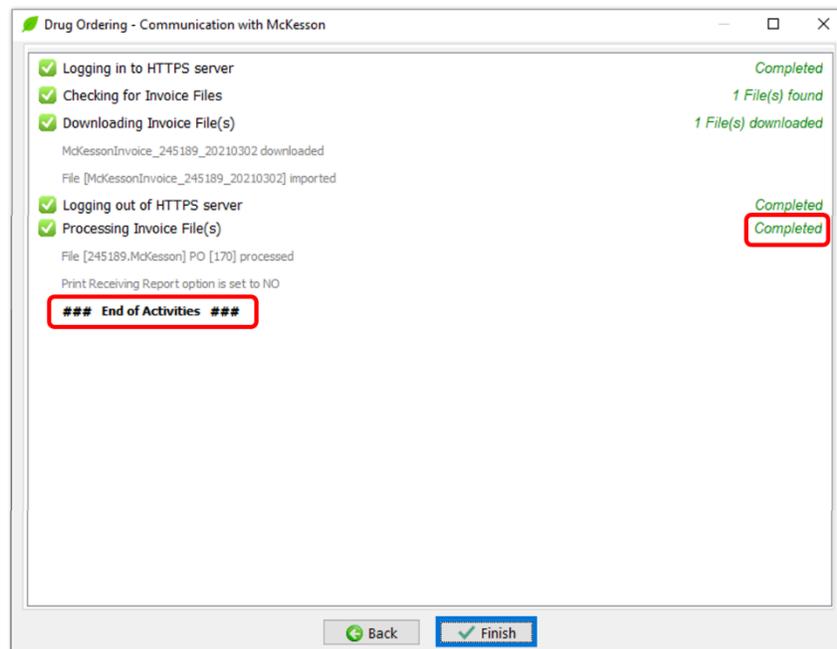
File [245189.McKesson] PO [170] 3 item(s)					
Item Num	Item	Pack	DIN	Rcv Qty	
114587	GLYBURIDE TB 2.5...	100	01913670	10	
312256	EPIVAL TB 125MG ...	100	00596418	0	
785907	BROMAZEPAM TB ...	100	02177188	10	

PO [170] 4 item(s)					
Item Num	Item	Pack	DIN	Ord Qty	Rcv Qty
114587	GLYBURIDE T...	100	01913670	10	
312256	EPIVAL TB 12...	100	00596418	10	
576819	NAPROXEN E...	100	02246699	10	
785907	BROMAZEPA...	100	02177188	10	

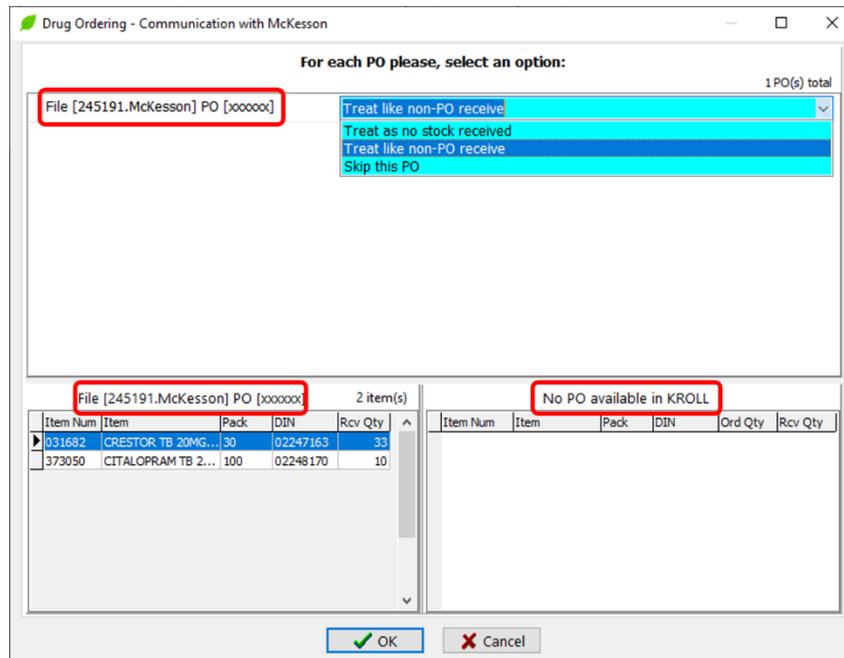


When the Processing Invoice File(s) task is complete, the status will show as Completed, and the information panel will show the message “### End of Activities ###.” Two new buttons, Back and Finish, will appear at the bottom of the communication screen to indicate that communication has finished.

Click **Finish** or press **Enter** on the keyboard to close the communication screen. Click **Back** to start another communication with McKesson.



When the system does not find a matching PO in Kroll, you must decide what to do with the invoice. **This happens only for orders placed directly in Pharmaклик.** You will see a screen similar to the one below.



There are three options to choose from:

## Treat as no stock received

This option will receive the invoice file, considering that **no** equivalent PO exists in Kroll; however, on-hand quantities will **NOT be updated**; only catalog prices will be updated, if necessary. This option should be used when an order was placed outside of the Kroll system for items that do not have inventory and prices monitored within Kroll (e.g., OTC items).

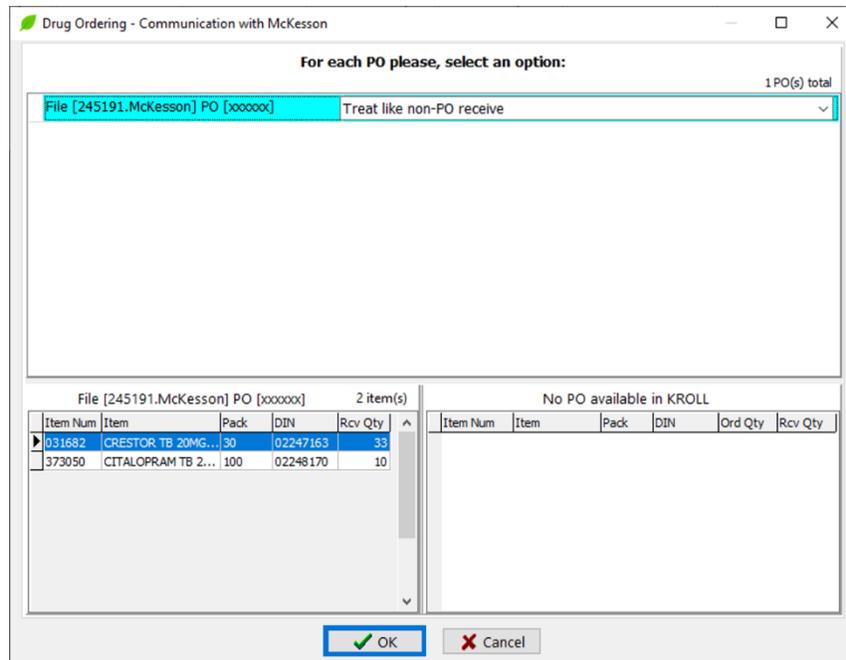
## Treat like non-PO receive

This option will receive the invoice file, considering that **no** equivalent PO exists in Kroll. The process **will update** the on-hand Quantity and prices for associated drug packs, if available. This option should be used when an order was placed outside of the Kroll system for items with inventory and prices monitored within Kroll (e.g. an order placed directly on Pharmaклик).

## Skip this PO

This option means the invoice file will not be processed and will be ignored. Please, read the [“What to do with Invoices NOT selected to be processed and invoices skipped?”](#) section for more information.

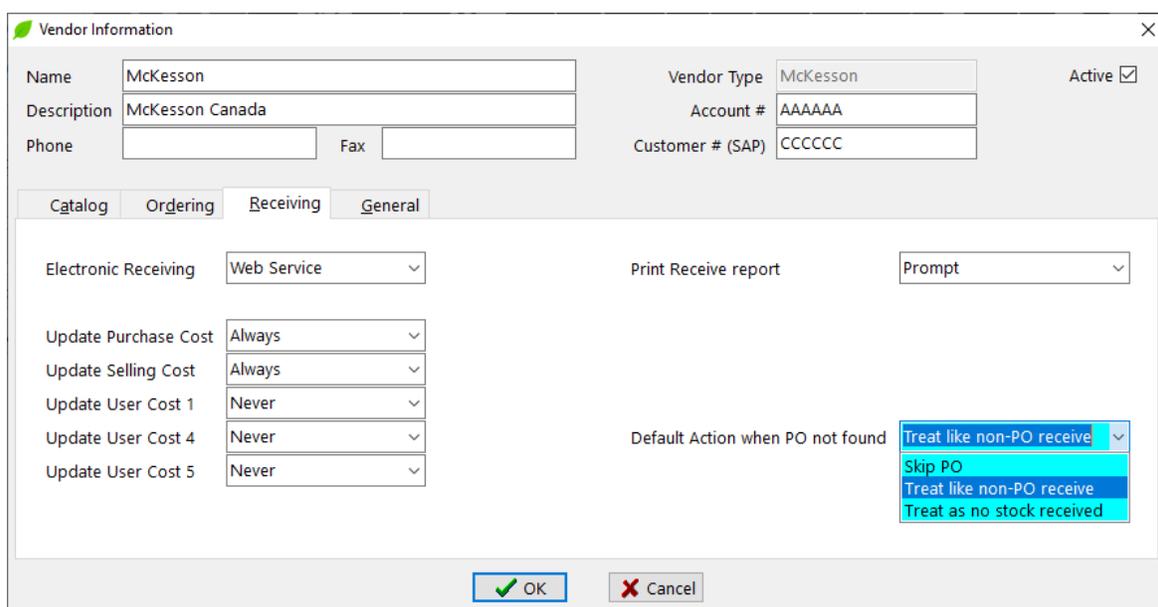
You can use the information displayed on the bottom panel's left grid to help you make the decision. Once the decision is made, click **OK** to continue.



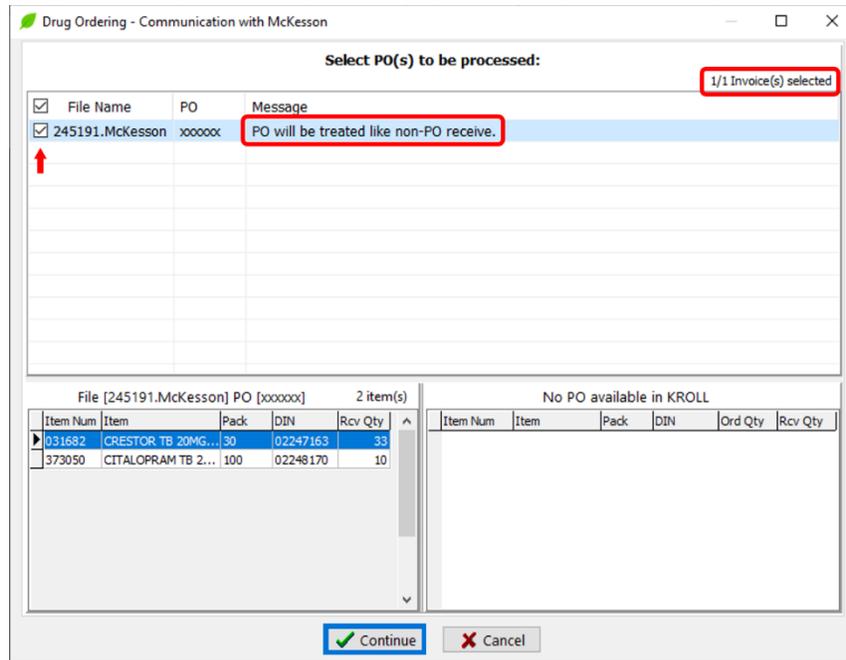
Note: To set default action for this option, go to

Utilities > Drug Ordering > Edit Vendor List > McKesson > Receiving Tab.

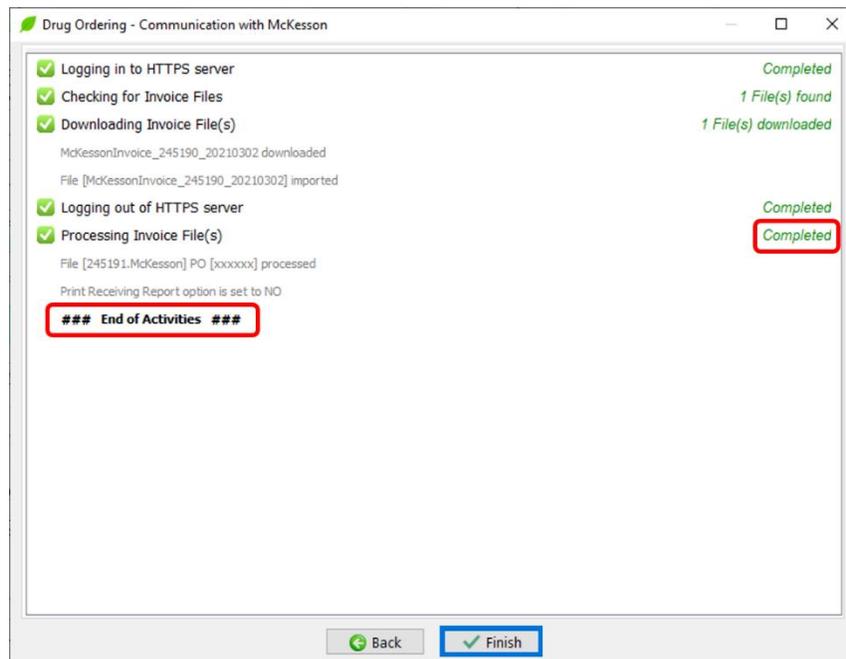
And select the appropriate option from the “Default Action when PO not found” dropdown menu.



Select the invoice that needs to be received and click **Continue** to process the downloaded invoice files.

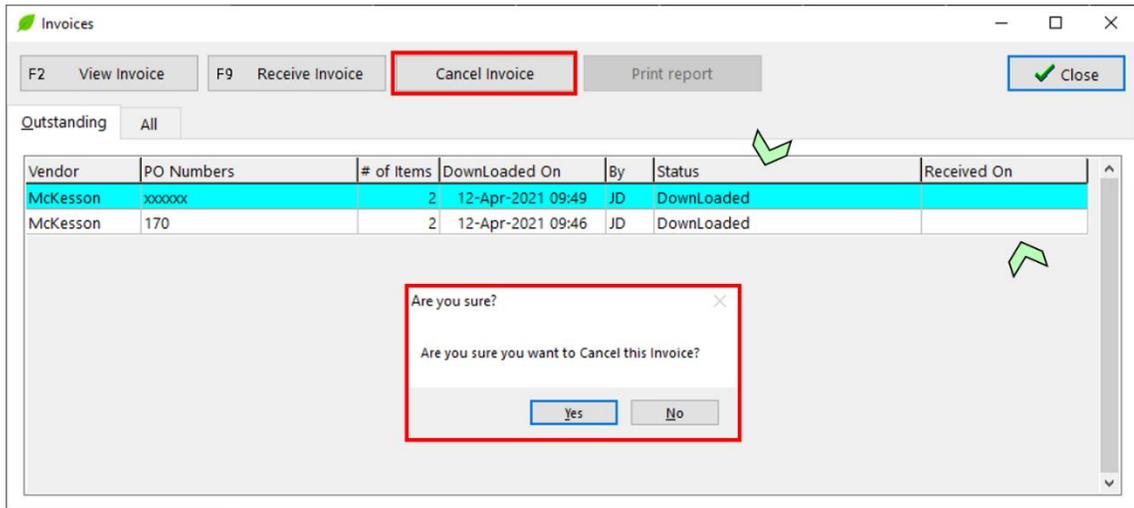


Click **Finish** or press **Enter** on the keyboard to close the communication screen. Click **Back** to start another communication with McKesson.



## Canceling invoices that should NOT be processed.

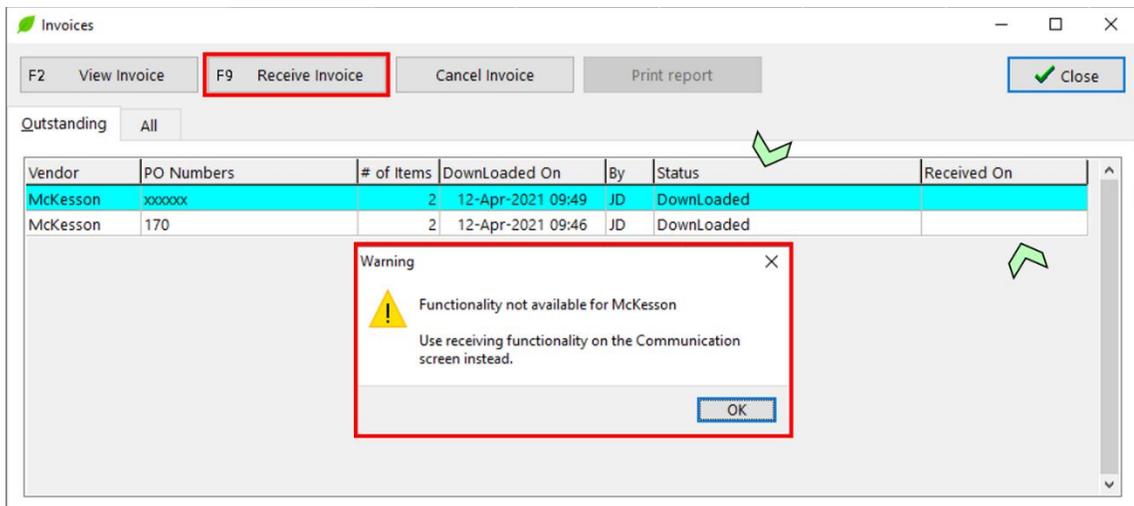
Invoices downloaded but not received and for any reason should **NOT** be processed, then you must cancel them on the Invoices screen. Utilities > Drug Ordering > Electronic Invoice Receiving.



Canceled invoices **will NOT show up** on McKesson's following communication.

## Important Notes:

- Use always “Purchase Order” screen to track your orders  
Utilities > Drug Ordering > Purchase Order Receiving.
- Receiving is **NOT** allowed on the Invoices screen.  
You **must always** receive invoices using the communication screen instead.  
Invoices downloaded but not received will appear again on McKesson's following communication.



## Frequently asked questions:

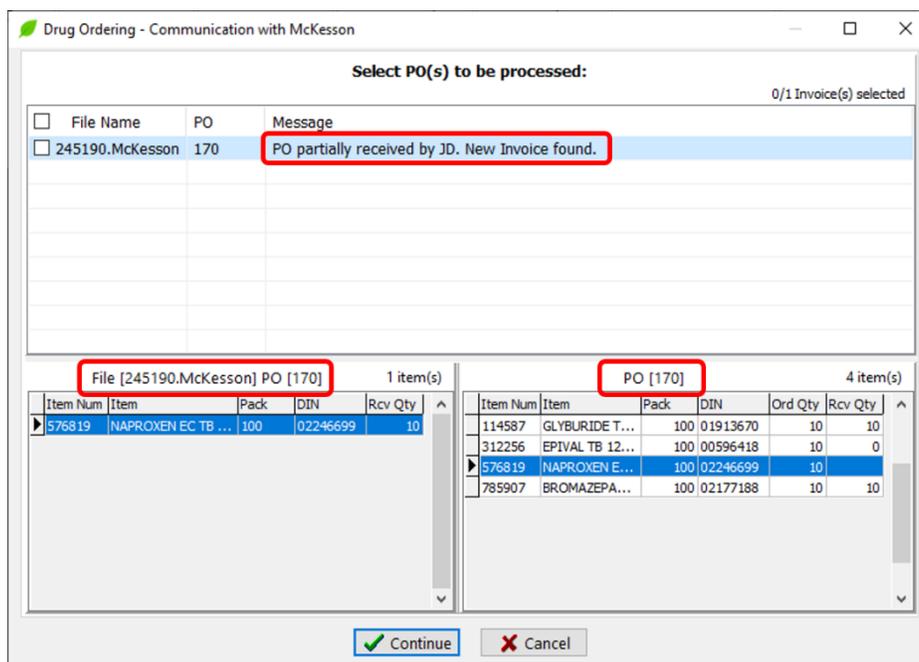
### What to do if Purchase Order did not close - status equal "Partially Received"?

There are two scenarios:

1. The User **did NOT modify** the order on Pharmaclik, then **WAIT**.

The order was placed in Kroll. Order with status equal "Partially Received." The User did **NOT modify** it on Pharmaclik, like excluding an item or changing the order quantity to zero, causing a discrepancy between the two systems. In this case, the Kroll system is waiting to receive more invoices related to that purchase order. Sometimes, McKesson takes 1 or 2 days to send electronic invoices for missing items on previous invoices.

Here is an example where the second invoice will close the purchase order in Kroll and change its status to "Received."

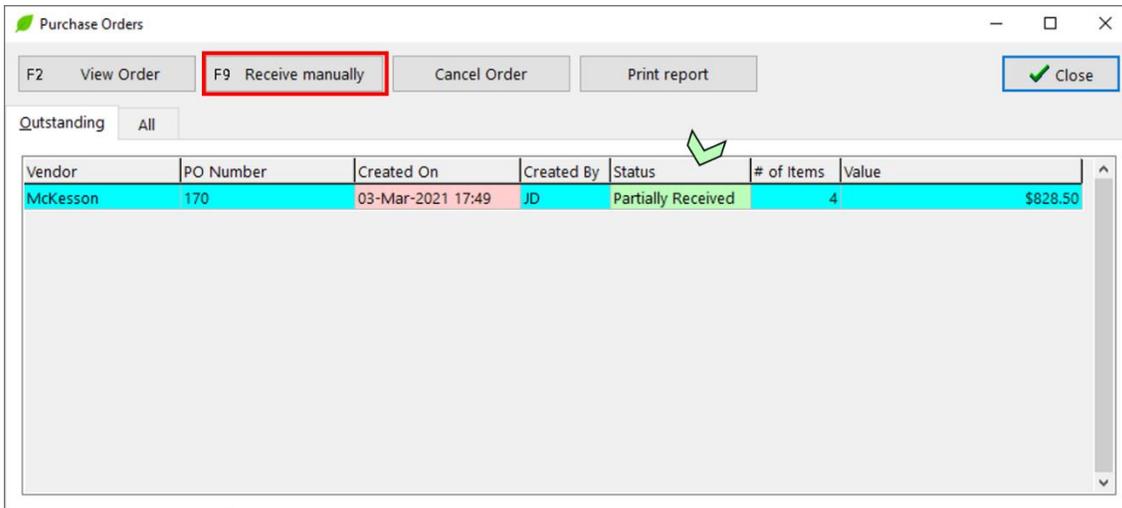


Note on the screen below that invoice 245190 contains the missing item 576819 (NAPROXEN). It is the only item received Quantity (Rcv Qty column) equal blank on PO in Kroll (right grid).

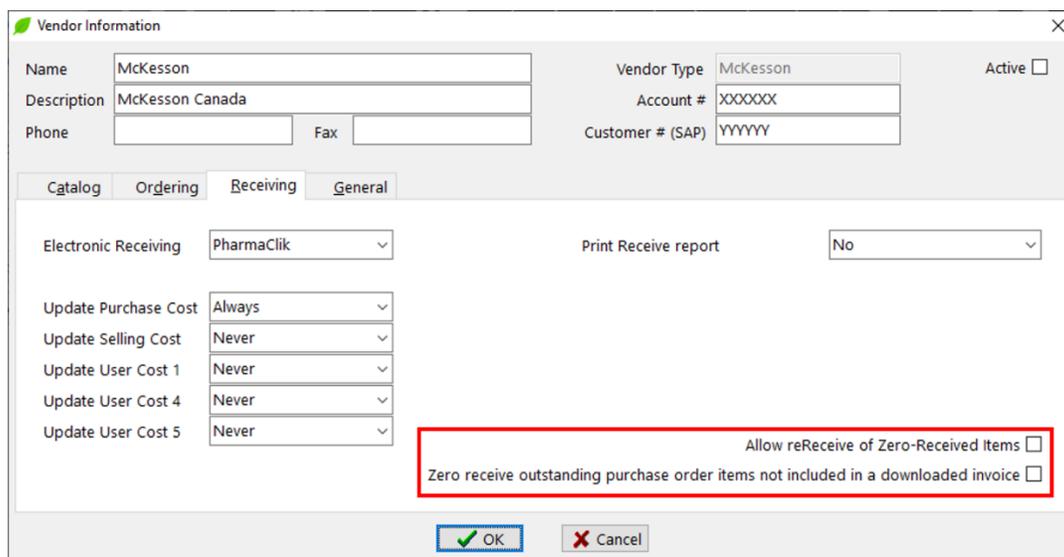
Also, note the message "... PO partially received... New invoice found." indicating that the invoice is NOT the first invoice received related to PO 170.

- The User **DID modify** the order on Pharmaclik, then Receive the order manually.

The order was placed in Kroll. Order with status equal “Partially Received.” The User **DID modify** it on Pharmaclik, like excluding an item or changing the order quantity to zero. In this case, the User has to **manually receive** the PO by changing the shipped Quantity to **0** on the modified items on Pharmaclik. McKesson does not include or generate invoices for items in Kroll’s order excluded on Pharmaclik.



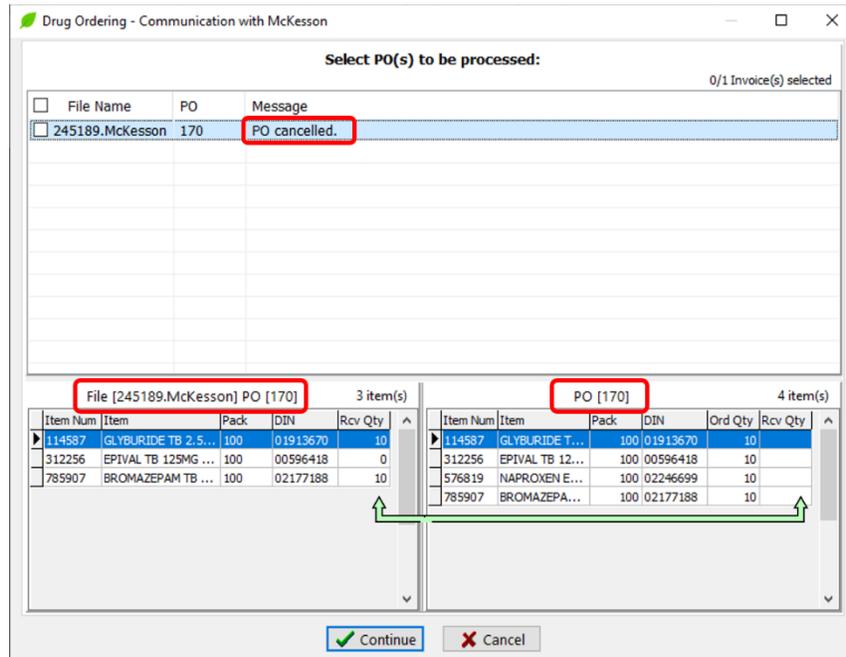
Note that McKesson Web Services functionality no longer has the below options.



- Allow reReceive of Zero-Received Items
- Zero receive outstanding purchase order items not included in a downloaded invoice

### What to do if Purchase Order is canceled locally only?

The User **DID NOT** delete the order in Pharmaclik, and McKesson processed the order. When an electronic invoice related to the canceled order is downloaded, the receiving process will allow you to decide if you want to receive it or not.

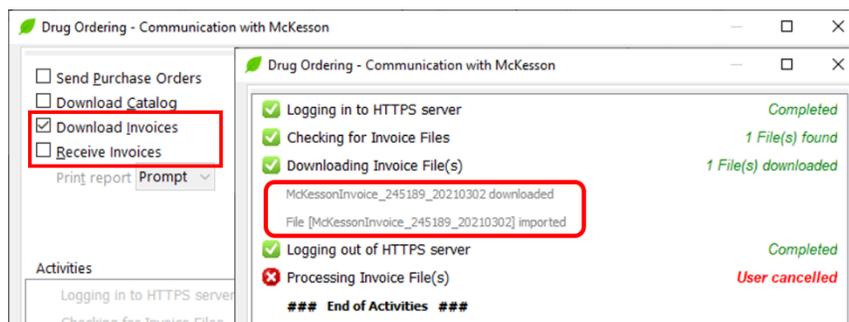


In the scenario above, even PO is canceled in Kroll, you should receive the invoice to adjust the inventory.

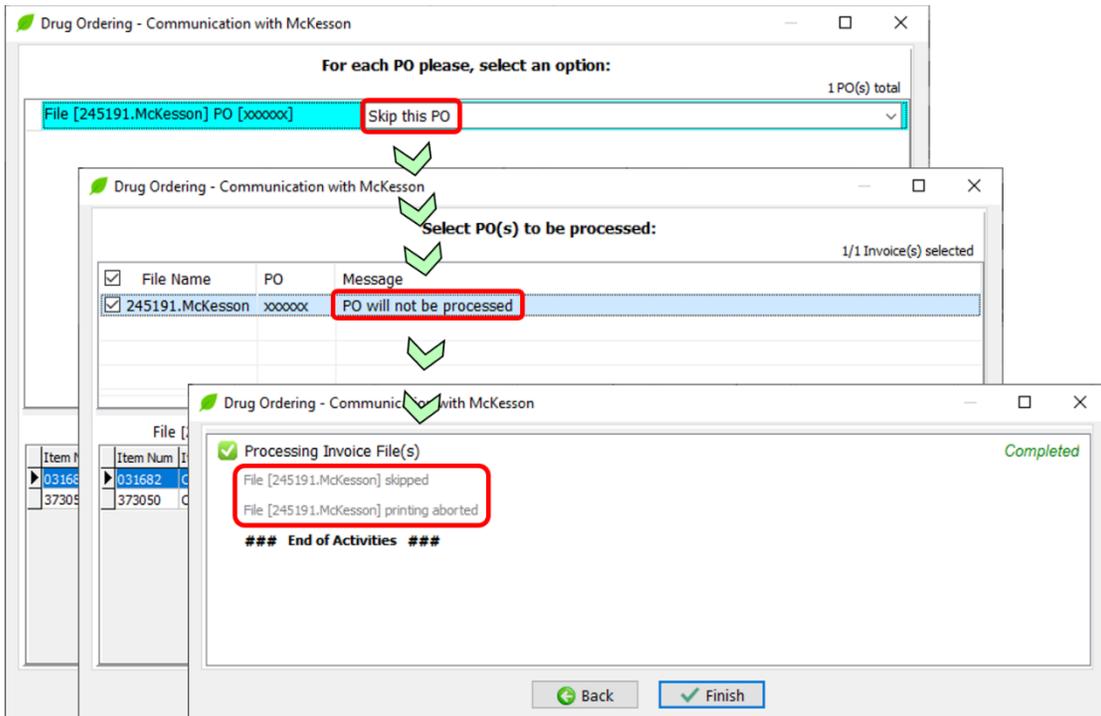
### What to do with Invoices NOT selected to be processed and invoices skipped?

Downloaded invoices will always be imported into the database even when one of the scenarios below happens:

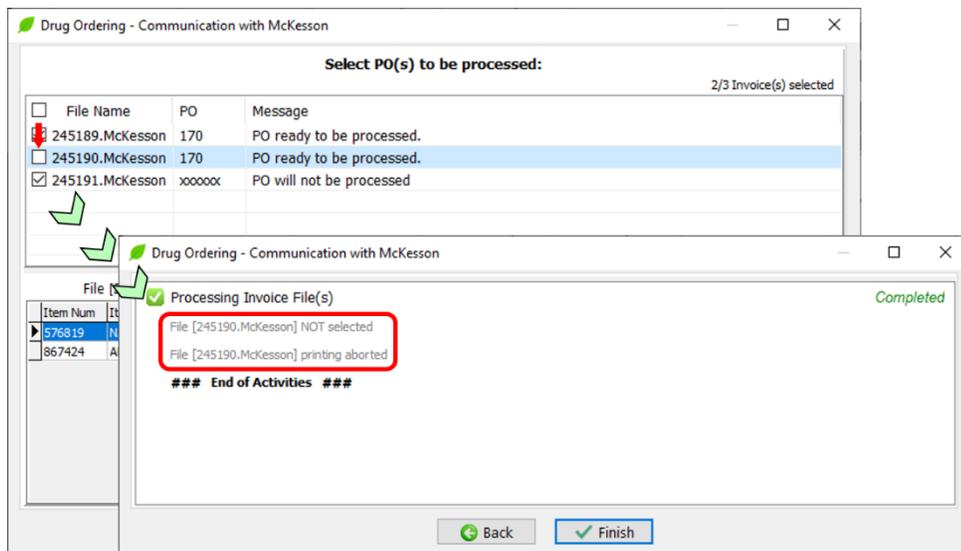
1. The "Receive invoices" option on the communication screen is not checked.
2. The User cancelled the processing.



- Invoices related to orders placed directly in Pharmaclik, the User chooses the option “Skip this PO.”



- Invoices not selected to be processed by the User.

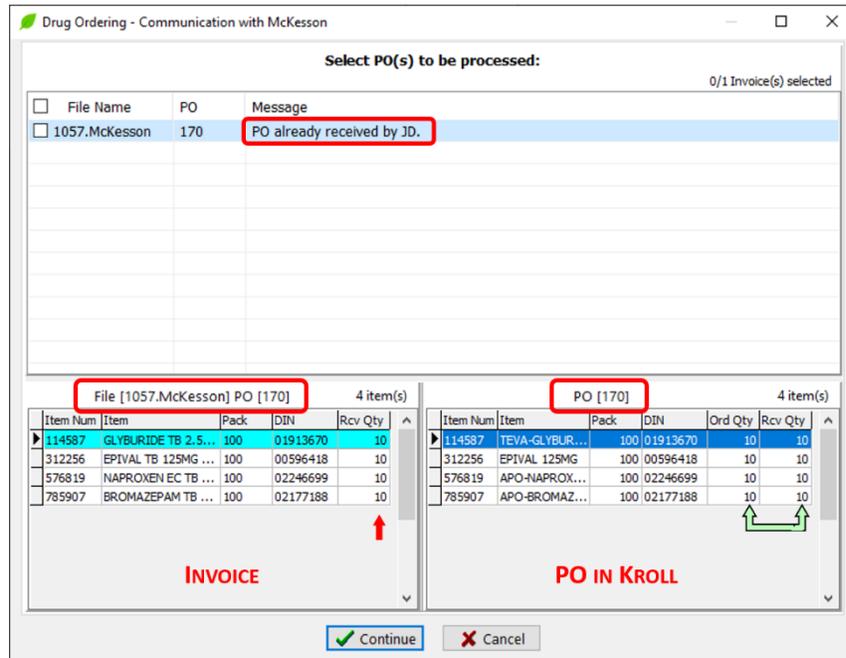


These invoices will appear again on McKesson's following communication until the User decides to process or cancel them (see the [“Canceling invoices that should NOT be processed”](#) section).



### What to do if you get a message “PO already received”?

If you get an invoice where the PO is already closed, in other words, with the status equal “Received,” you will see a message indicating the user initials which received the purchase order.



You will need to analyze the bottom panel of the communication screen to decide what to do. The left grid shows the information contained in the selected invoice file. The right grid shows all the items within a PO in Kroll.

In the scenario above, the right grid shows the received Quantity (Rcv Qty column) equal to the ordered Quantity (Ord Qty column), indicating that the order was fulfilled. You must **NOT** process this invoice. See [“What to do with Invoices NOT selected to be processed and invoices skipped?”](#) for more information.

If you select this invoice to be processed by clicking on the checkbox on the upper left-hand side of the screen, you will **DOUBLE receive** the contents of the invoice **damaging** your inventory.

If in your analysis the received Quantity (Rcv Qty column) is different from the ordered Quantity (Ord Qty column) and in your judgment, the received Quantity (Rcv Qty column) is what is missing the ordered Quantity (Ord Qty column). Despite the PO status equal “Received,” you can take this opportunity, select and process the invoice to allow the inventory to be adjusted.

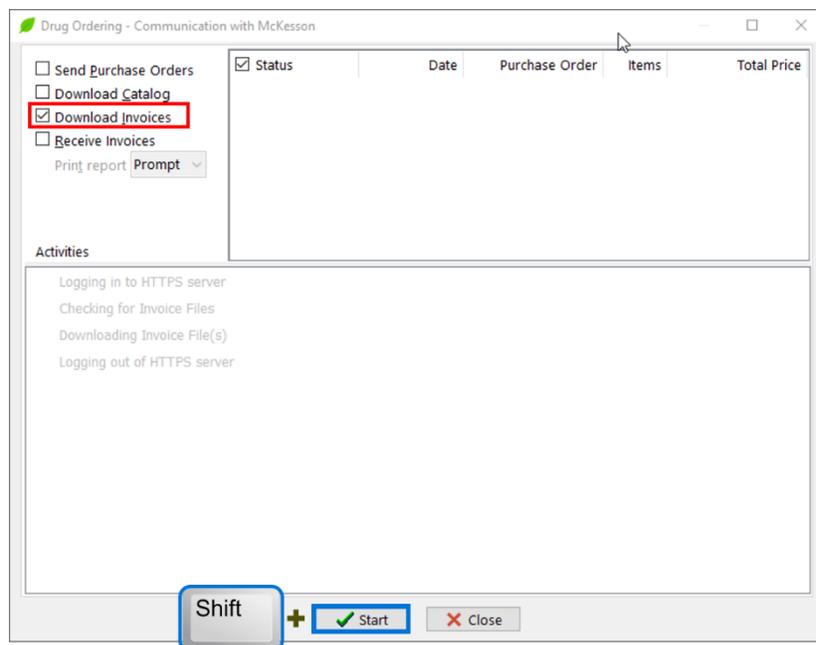
### What to do when electronic invoices are missing?

Usually, McKesson Web Services generates and makes electronic invoices available on the next day of the order placed date. Sometimes, it could take more time. It would be best if you **always waited** until the invoice became available on McKesson Web Services.

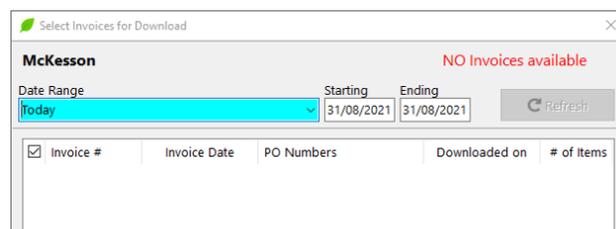
The receiving functionality uses two weeks period for checking all invoices available on McKesson Web Services and retrieve only invoices NOT existent or imported into the database.

Suppose one or more invoices are missing after a couple of days, and you can access the related paper invoice on Pharmaclik. In that case, you can manually check the invoice availability on McKesson Web Services using the invoice number and invoice date.

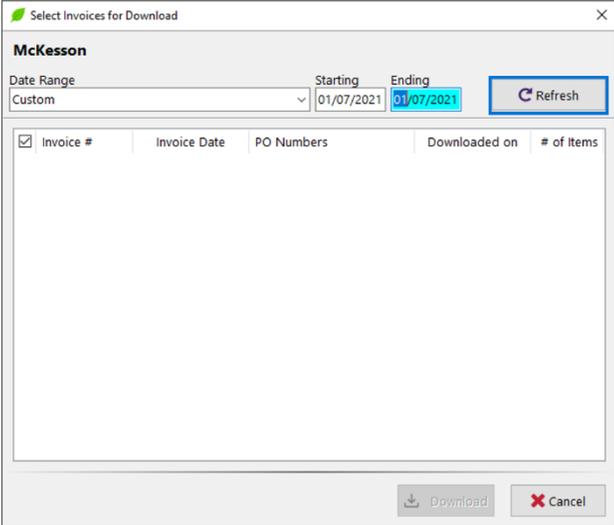
Navigate to Utilities > Drug Ordering > Communicate with > McKesson > Communicate. Check the “Download Invoices” option. Press and hold the Shift key and click on **Start**.



The receiving functionality will use the date range equal today, and it will check for invoices dates within the date range. The result is indicated on the screen below.



You can change the date range to use the invoice date that you are missing and press **Refresh**.



**McKesson**

Date Range: Custom | Starting: 01/07/2021 | Ending: 01/07/2021 | Refresh

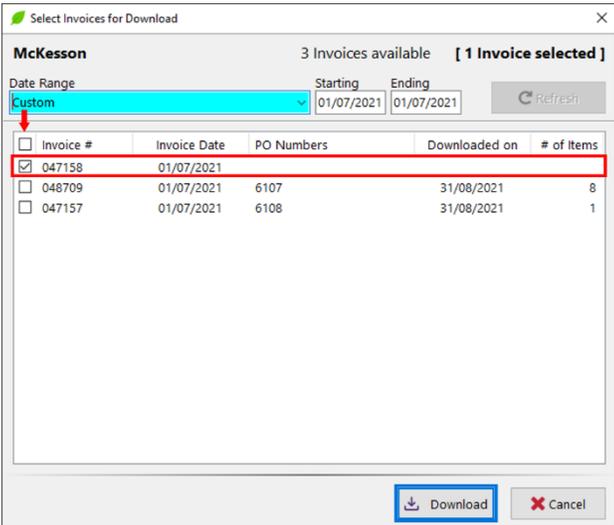
<input checked="" type="checkbox"/>	Invoice #	Invoice Date	PO Numbers	Downloaded on	# of Items
-------------------------------------	-----------	--------------	------------	---------------	------------

Download | Cancel

Below is a typical result retrieved from McKesson Web Services. It shows all invoices available with the invoice date between the date range selected. The invoices already imported into the database, the screen shows “*when*” it was downloaded, the related PO(s) and the number of items inside the invoice. For the invoices which not been downloaded yet, that information is not present. Note these invoices are pre-selected. Invoices already imported into the database are **never** pre-selected automatically.

If the missing invoice(s) are **NOT** available, contact McKesson Customer Service. Inform that you are using Web Services and the missing invoice number and date. If the missing invoice(s) are **available**, proceed to the next step.

To download the selected (“*checked*”) invoices from McKesson Web Services, press **Download**.



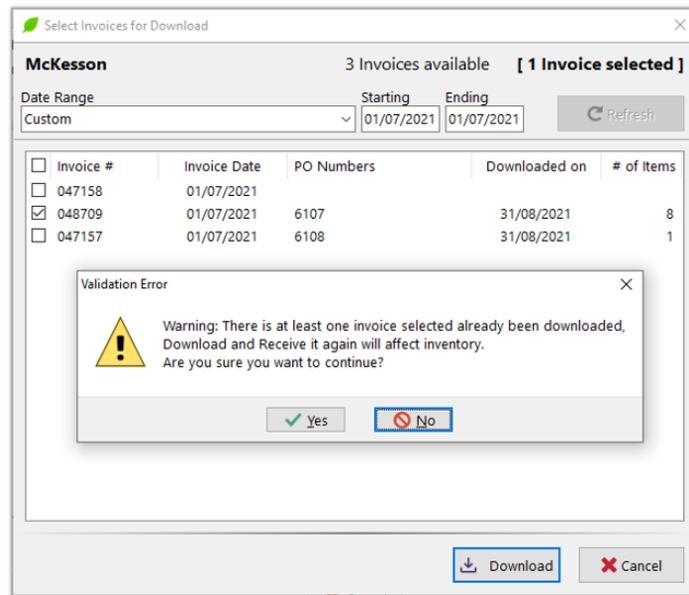
**McKesson** 3 Invoices available [ 1 Invoice selected ]

Date Range: Custom | Starting: 01/07/2021 | Ending: 01/07/2021 | Refresh

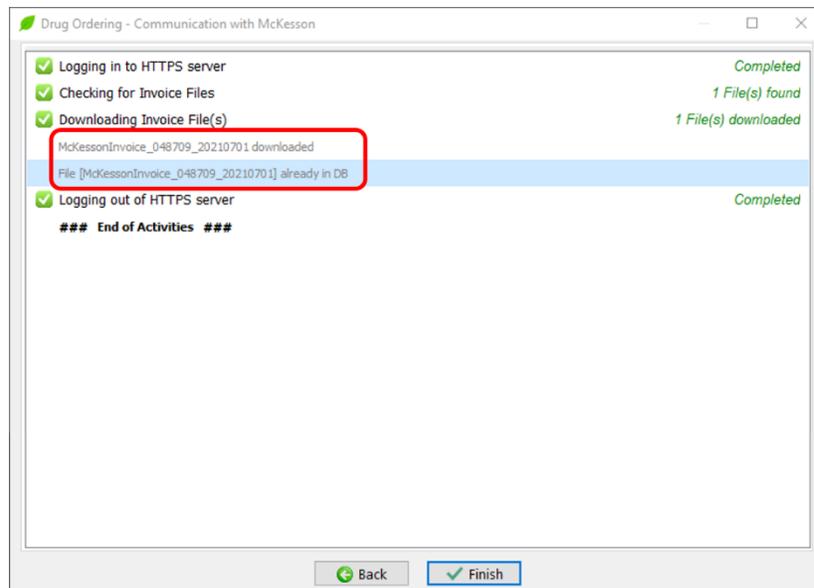
<input type="checkbox"/>	Invoice #	Invoice Date	PO Numbers	Downloaded on	# of Items
<input checked="" type="checkbox"/>	047158	01/07/2021			
<input type="checkbox"/>	048709	01/07/2021	6107	31/08/2021	8
<input type="checkbox"/>	047157	01/07/2021	6108	31/08/2021	1

Download | Cancel

If you select at least one invoice downloaded previously, you will see a warning message. It has the intention to confirm your selection and try to avoid **DOUBLE receive**, which will **damage** your inventory.



After you respond “Yes” to the warning, the “Invoice Download” functionality will download and check if the invoice in the database is **identical** to the one downloaded. In the case these invoices are the same, the information panel will show a message indicating that.

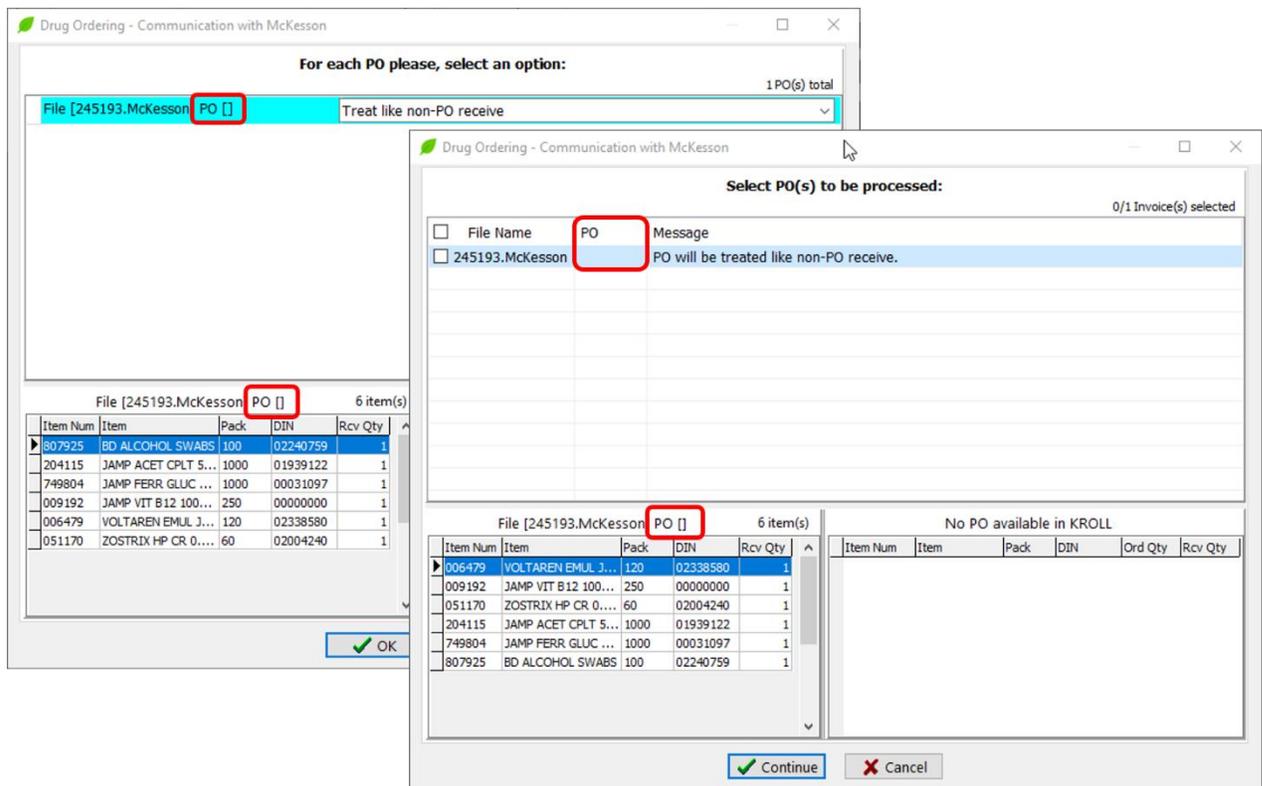


### What to do after updating to Web Services and NO invoices available

- Compare the SAP customer # on the Vendor Information screen with Pharmaclik.
- Look in Pharmaclik if your store is associated with another store. See [“Ship to different than Bill to number”](#) section for more information.

### Purchase Order number blank

Orders placed in Pharmaclik where the User left the PO number blank can cause problems in the long run. Invoices related to that order will **NOT** show PO number on the communication screen. Kroll system will try everything that is possible to process these invoices when the User chooses to treat them as “no stock received” or a “non-PO receive.”



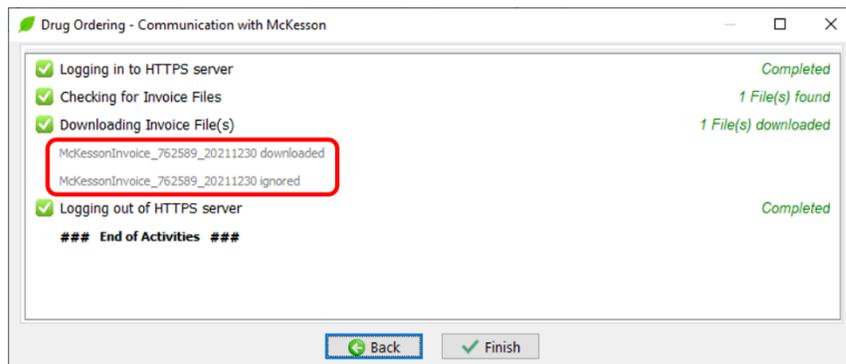
The image displays two screenshots of the 'Drug Ordering - Communication with McKesson' software interface. The top screenshot shows a dialog box titled 'For each PO please, select an option:'. It features a dropdown menu with 'PO []' selected, and a message 'Treat like non-PO receive'. Below this is a table with columns 'Item Num', 'Item', 'Pack', 'DIN', and 'Rcv Qty'. The bottom screenshot shows a dialog box titled 'Select PO(s) to be processed:'. It has a table with columns 'File Name', 'PO', and 'Message'. The first row is selected and shows '245193.McKesson', 'PO []', and 'PO will be treated like non-PO receive.'.

You should **NEVER** enter a blank PO number in Pharmaclik. Please, read the [“Placing an Order in Pharmaclik”](#) section for more information.

### Why are invoices being downloaded and ignored?

McKesson Web Services have all types of debit and credit invoices, including invoices never before available on the legacy Pharmaclik “Invoice Download” functionality (invoice.dat).

Credit invoices and others generated by adjustments and corrections are irrelevant for inventory management. Because of that, these invoices need to be ignored or discarded; otherwise, they could make wrong adjustments to inventory.



The contents of the electronic invoice, such as invoice code and type, which help the Kroll system identify if an invoice needs to be imported into the system or not, are only available after the invoice is downloaded.

The Kroll system analyzes all downloaded invoices and ignores the ones not necessary. In other words, these invoices are NOT imported into the database.

Since The receiving functionality uses two weeks period (Today minus 14 days) to check all invoices available on McKesson Web Services, these invoices will be ignored again on McKesson's following communication. That situation will continue until the ignored invoice date falls off the range, on the 15<sup>th</sup> day.

There is another situation where the invoices could be ignored: when **one or more stores are associated on Pharmaclik**. There is always one store where all purchase orders will be billed in this scenario. All electronic invoices will have that store's customer # (SAP) as a “**Bill to**” number.

McKesson Web Services holds ALL electronic invoices under the “**Bill to**” number account. In other words, the Kroll system will retrieve all invoices for all stores, and it will ignore invoices that do not belong to the store performing the communication.

For example, a Pharmacy having a "front store". When Pharmacy communicates with McKesson, all Front store's invoices will be ignored. It will be the opposite when the Front store communicates with McKesson. All invoices that belong to Pharmacy will be ignored.

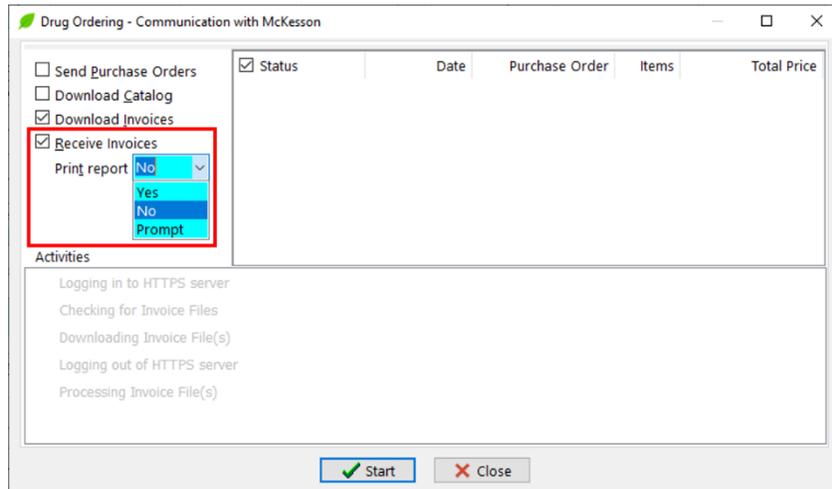
See the “[Ship to different than Bill to number](#)” section for more information to properly set up the vendor Information screen for this scenario.

The scenario is different if a Pharmacy has a Front store, but it is set up on Pharmaclik with only one account. In other words, all Front store orders, usually OTC items, are placed directly on Pharmaclik using Pharmacy's account number.

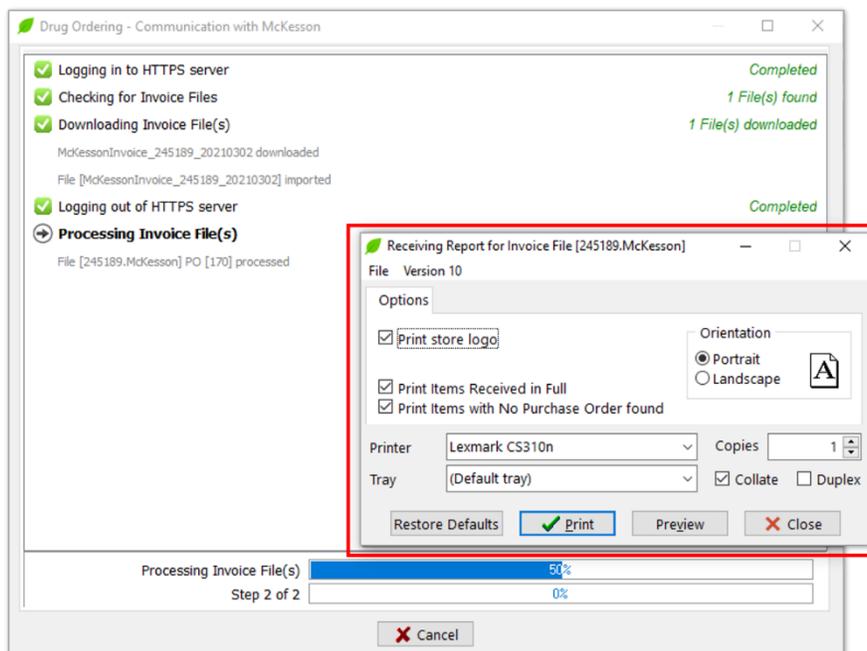
In this case, the Kroll system will not be able to identify and ignore the Front store invoices since “**Bill to**” and “*Ship to*” numbers are the same. The best solution is to treat the invoices related to that purchase order as no stock received. See more information on “[Treat as no stock received](#)” section.

## Receiving Order Report

The Receiving Order Report is generated after the processing invoice file(s) task is complete. The report shows how many items were ordered and received, as well as the dollar amount invoiced. There are three options for printing the report:



- No: The report will **not** be printed after the processing invoice file(s) task is complete.
- Yes: The report will be sent directly to the printer once the processing invoice file(s) task is complete.
- Prompt: The Receiving Order Report options screen will appear once the processing invoice file(s) task is complete. This screen allows you to configure report options before printing, previewing, or exiting the report.



To set default action for this option, go to  
 Utilities > Drug Ordering > Edit Vendor List > McKesson > Receiving  
 and select the appropriate option from the “Print Receive report” dropdown menu.

Depending on the content of the invoice, the Receiving Order Report can have one section (Regular or Narcotic) as illustrated below:

### Receiving Order Report

Kroll Pharmacy Store, 25 York St, Toronto ON M5J 2V5  
 Phone: (416) 342-2500

Vendor: McKesson 245191.McKesson

ReceivingOrderReport Printed on: 04/03/2021 02:21:46 pm

**Regular**

Order Qty	Prev Recv'd	Recv'd Qty	Recv'd OnHand	New PO#	Item #	Description	Form	DIN	Pack Size	Invoice Acq.Cost	Price Diff.	Total Amount
<b>Non-PO Received Items</b>												
0	0	10	-	xxxxxx	373050	CITALOPRAM TB 20MG 1	TAB	02248170	100	13.99	13.99	139.90
<i>Inventory was not adjusted</i>												
0	0	33	-	xxxxxx	031682	CRESTOR TB 20MG BLS	TAB	02247163	30	55.02	55.02	1,815.66
<i>Inventory was not adjusted</i>												
<b>SubTotal</b>											<b>1,955.56</b>	
<b>Total</b>											<b>1,955.56</b>	

Or, the report may contain two sections (Regular and Narcotic), as illustrated below:

<b>Receiving Order Report</b> Kroll Pharmacy Store, 25 York St, Toronto ON M5J 2V5 Phone: (416) 342-2500													
Vendor: McKesson										245189.McKesson			
Receiving Order Report										Printed on: 04/03/2021 09:30:32 am			
<b>Narcotics</b>													
Order Qty	Prev Recv'd	Recv'd Qty	Recv'd OnHand	New PO#	Item #	Description	Form	DIN	Pack Size	Invoice Acq.Cost	Price Diff.	Total Amount	
<b>Items Received In Full</b>													
10	0	10	1000	170	785907	BROMAZEPAM TB 6MG 10	TAB	02177188	100	14.88	13.75	148.80	
SubTotal												148.80	
Total												148.80	
<b>Regular</b>													
Order Qty	Prev Recv'd	Recv'd Qty	Recv'd OnHand	New PO#	Item #	Description	Form	DIN	Pack Size	Invoice Acq.Cost	Price Diff.	Total Amount	
<b>Items Received In Full</b>													
10	0	10	1000	170	114587	GLYBURIDE TB 2.5MG 1	TAB	01913670	100	4.13	3.81	41.30	
SubTotal												41.30	
<b>Items Not Received</b>													
10	0	0	-	170	312256	EPIVAL TB 125MG 100	TAB	00596418	100	34.07	34.07	0.00	
<i>Qty Shipped=0, Inventory was not adjusted, Catalog was not updated, Vendor Msg: Item Discontinued by Manufacturer</i>													
SubTotal												0.00	
Total												41.30	
<b>Grand Total</b>												<b>190.10</b>	

The subsections highlighted in green in the above image categorize the items in the report as follows:

- Items Received in Full: Order Qty = Previously Received + Received Quantity.
- Items Partially Received: Order Qty > Previously Received + Received Quantity.
- Over Received Items: Order Qty < Previously Received + Received Quantity.
- Items Not Received: Received Qty = 0.
- Non-PO Received Items: Items ordered outside of the Kroll system.
- No Stock Received Items: Items marked as received, but on-hand quantities were not updated in the Drug cards.
- Discontinued Items: Discontinued by the Vendor.
- Items Canceled by Customer: Items that were ordered but later canceled by the customer.
- Substitution: Items substituted by Vendor