

McKesson Web Services

User Guide

January 2022







Table of Contents

User Guide	1
Update	2
Before you start:	3
Setup	6
Accounts	6
"Ship to" different than Bill to number	7
Ordering Tab:	8
Receiving Tab:	9
General Tab:	
What's New	12
Catalog	14
Ordering	
Placing an Order in Kroll	20
Important Notes:	
Placing an Order in Pharmaclik	
Resending an Order	
Tracking your Orders	
Important Notes:	
Cancel an Order	
Important Notes:	
Receiving	
Treat as no stock received	
Treat like non-PO receive	
Skip this PO	45
Canceling invoices that should NOT be processed	
Important Notes:	
Frequently asked questions:	
What to do if Purchase Order did not close - status equal "Partially Received"?	
What to do if Purchase Order is canceled locally only?	51
What to do with Invoices NOT selected to be processed and invoices skipped?	51
What to do if you get a message "PO already received"?	53
What to do when electronic invoices are missing?	54
What to do after updating to Web Services and NO invoices available	
Purchase Order number blank	
Why are invoices being downloaded and ignored?	
Receiving Order Report	
o i	





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 "<u>Before you start</u>" 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:

date		
here i	s 1 available update.	Restart Service Internals Check for Updates Close
_		





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 <u>crucial</u> 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.

,	#	Ph	arma <mark>clik</mark>				
	All 🗸	Search b	y Product Name, DIN, Vendor, It	em #, GTIN or any combination.	٩	E()-	Select an Order -
•	Complet	e Catalog	Home Health Care				
× Men	Ord] ers					
-	• Retu	`• Irns		_			
	Fina	nce	Missing Narcotic Signatures Invoice History Invoice Download				
	Cata	llog	Statements History Statistics				

• 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. <u>DO NOT download and receive the *invoice.dat* file AFTER turning ON the Web Services functionality.
</u>

Pharmaclik

A	Search by Product Name, DIN, Vendor, Item #,	GTIN or any combination.	-	€() - Select an Order -
<u> </u>	omplete Catalog 🜔 Home Health Care			
Но	me / Invoice Download			
» Me	Invoice download is being discontinued. Our deco	mmission date is March 31, 2022. Please cont File name invoice.dat	act your POS provider for updates on their dep	oloyment webservices status
ňu	NEW INVOICES (Pending downlo	oad)		
	Account #	Date	File Size (kb)	
		2022-01-14	44	Dowead
	OLD INVOICES (Downloaded)			
	Account #	Date	File Size (kb)	
		2021-12-24	9	Lownload

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

-	🗦 Phar	maclik		
A	I - Search by Produ	ct Name, DIN, Vendor, Item #, GTIN or any combination.	Q	
<u>o</u> c	omplete Catalog 🛛 I	Home Health Care		
Но	me / Finance / Inv	pice Download		
»	Your account is not	configured to receive electronic invoices. Please contac	t Custon	ner Service to have your accounts activated to receive electronic invoices.
Menu				





 It is also <u>crucial</u> 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.

🕖 Invoices			24			- 🗆 X
F2 View In	nvoice F9	Receive Invoice	Cancel Invoice	P	rint report	Close
Outstanding	All				M	
Vendor	PO Numbers	# of Items	DownLoaded On	By	Status	Received On
McKesson	X00000X	2	2 12-Apr-2021 09:49	JD	DownLoaded	
McKesson	170	1	2 12-Apr-2021 09:46	JD	DownLoaded	
						$\langle \rangle$
						~

Go to Utilities > Drug Ordering > Electronic Invoice Receiving.

If these invoices are too old or not relevant anymore, then cancel them. See the "<u>Canceling invoices that</u> <u>should NOT be processed</u>" 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:

Kroll U	pdates		-	
odate				
here i	s 1 available update.	Restart Service Internals Chec	k for Updates	Close





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

# I	Pharma <mark>clik</mark> "	Welcome		ofile - I Help I ᠿ XXXXXXXXXXXXXXX -
All 🗸 S	earch by Product Name, DIN, Vendor, Item #, GTIN or an	iy combina 🔍	₩ ()•	Select an Order -
	Acc	count Number	Customer Numb for invoice and cata	log download
🕖 Vendor Info	rmation			×
Name Description Phone	McKesson McKesson Canada Fax	Vendor Type Account # Customer # (SAP)	McKesson AAAAAA CCCCCCC	Active 🗹

The Pharmaclik SAP customer # (**Bill to number**) is the <u>same</u> as their "*Ship* to" number for most stores. If this is the case, you can proceed to the "<u>Ordering Tab</u>" section. However, if your store is associated on Pharmaclik under another store and your "Bill to" and "*Ship* to" numbers are <u>different</u>, 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.



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 <u>ALL</u> 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.

	🕖 Vendor Info	rmation			×
PHARMACY	Name Description Phone	McKesson McKesson Canada Fax	Vendor Type Account # Customer # (SAP)	McKesson AAAAAA CCCCCC	Active 🗹
🗱 Pharm	nacl	ik	I Inbox	I Chat I My Profile	I Help I ♥ ARMACY STORE ↓
All - Search by Product	Name, DIN, V	endor, Item #, GTIN or any combination.	MC		PHARMACY STORE
O Complete Catalog O Ho	me Health Ca	e			THOM STOLE
	🕖 Vendor Info	rmation			×
	Name	McKesson	Vendor Type	McKesson	Active 🗹
FRONT STORE	Description	McKesson Canada	Account #	BBBBBB	
	Phone	Fax	Customer # (SAP)	DDDDDD-CCCCCC	
				PHARMACY'S CUST a.k.a. Bill to	OMER # (SAP) 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–CCCCCCC. 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 Info	rmation					×
Name	McKesson			Vendor Type	McKesson	Active 🗹
Description	McKesson Canada	a		Account #	ААААА	
Phone		Fax		Customer # (SAP)	сссссс	
C <u>a</u> talog	Or <u>d</u> ering <u>R</u> e	eceiving <u>G</u> e	eneral			
Electronic	Ordering Pharma	aClik <mark>v</mark>			Print Order	report Prompt ~
Group P	Os by					
First	(NONE)	~			Minimum Order \	alue
Second	(NONE)				Allow O	verride Route Seq 🗹
			🗸 ок	X Cancel		

After:

	initial of the second				,
Name	McKesson		Vendor Type	McKesson	Active 🗹
Description	McKesson Canada		Account #	ААААА	
Phone	Fa	x	Customer # (SAP)	сссссс	
C <u>a</u> talog	Or <u>d</u> ering <u>R</u> eceiving	<u>G</u> eneral			
Electronic	Ordering Web Service			Print Order	report Prompt ~
Group P	Os by			Minimum Onders	telus
EIIST	(NONE)			Minimum Order V Allow Ov	/alue /erride Route Seq ☑
Second	(110112)				
Second	(10112)				
Second					
Second					





Receiving Tab:

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

Before:

🕖 Vendor Info	rmation									×
Name	McKesson		McKesson		Vendor Type McKesson			Activ	/e 🗹	
Description	McKesson Canada			Account #	АААААА					
Phone	Fax			Customer # (SAP)	сссссс					
C <u>a</u> talog	Or <u>d</u> ering	<u>R</u> eceiving	<u>G</u> (eneral						
Electronic	Receiving	PharmaClik		~		Print Receive repor	t	Prompt		~
Update Pi Update Si Update U	urchase Cost elling Cost ser Cost 1	Always Always Never		~		Default Artice whe	n DO not found	Traat like	non DO receive	
Update U	ser Cost 4 ser Cost 5	Never		~		Default Action when	n PO not round	Il eat like		<u> </u>
					🗸 ОК	X Cancel				

After:

Name	McKesson				Vendor Type	McKesson		Acti	ve 🗹
Description	McKesson C	anada Account # AAAAAA		AAAAA					
Phone			Fax		Customer # (SAP)	сссссс			
C <u>a</u> talog	Or <u>d</u> ering	<u>R</u> eceiving	G	eneral					
Electronic	Receiving	Web Service		~	Print Receive repor	t	Prompt		~
Update Pi	ırchase Cost	Always		\sim					
Update Se	elling Cost	Always		\sim					
Update U	ser Cost 1	Never		\sim					
Update U	ser Cost 4	Never		~	Default Action whe	n PO not found	Treat like r	non-PO receive	\sim
	and Coast E	Never		~					





General Tab:

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

Before:

🕖 Vendor Info	rmation										×	
Name	McKesson						Vendor Type		McKesson		Active 🗹	
Description	McKesson Canada					Account # A		AAAAA				
Phone			Fax				Cus	stomer # (SAP)	сссссс			
C <u>a</u> talog Remote Ty	Or <u>d</u> ering /pe Web Inter	<u>R</u> eceiving ractive	G	eneral	~	Local Wo	orking Direc	ctory C:\KWin	\	Мс	Kesson	
Remote						Remote	Path					
Server						Order						
User						Pharma	Clik URL					
Passwor	d					Invoice						
						Catalog						
						🗸 ОК	X C	Cancel				

After:

Name	McKesson					Vendor Type		McKesson		Active 🗹	
Description	McKesson Ca	nada					Ac	count #	АААААА]
Phone			Fax				Customer	# (SAP)	сссссс]
C <u>a</u> talog Remote Ty	Or <u>d</u> ering /pe	<u>R</u> eceiving	<u>G</u> (eneral	<mark>- L</mark> c	ocal Wo	rking Directory	C:\KWin\		Mo	Kesson
Remote					R	emote F Order	Path				
User					I	nvoice					
Passwor	d					Catalog					





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.

Name	McKesson			Vendor Type	McKesson	Active 🗹
Description	McKesson Canada			Account #	АААААА	
Phone		Fax		Customer # (SAP)	cccccc	
C <u>a</u> talog	Or <u>d</u> ering <u>R</u> eceiving	<u>G</u> eneral				
Remote 1	ype HTTPS	~	Local Wor	king Directory C:\KWin\	, N	AcKesson
Remote			Remote P	ath		
Server			Order			
User			Invoice			
Passwo	rd		Catalog			
			catalog			
			🗸 ок	🗶 Cancel		
ure the ervices	Remote Path is s.mckesson.ca/	appropriate Business	ely set to Services): /ORDERS/Op	peration/Uploa	adOrderMes
ure the	Remote Path is	appropriate BusinessS	ely set to Services): /ORDERS/Op	peration/Uploa	adOrderMes
ure the services	Remote Path is s.mckesson.ca/	appropriate /Business\$	ely set to Services): /ORDERS/Op	peration/Uploa	adOrderMes
ure the services	Remote Path is s.mckesson.ca/	appropriate /BusinessS	ely set to): /ORDERS/Op	Deration/Uploa	adOrderMes Active 🛙
Ure the services Vendor Info Name Description	Remote Path is s.mckesson.ca/ prmation McKesson McKesson Canada	appropriate	ely set to): /ORDERS/Op Vendor Type Account #	McKesson	adOrderMes Active 🗹
Ure the ervices Vendor Infe Name Description Phone	Remote Path is s.mckesson.ca/ prmation McKesson McKesson Canada	appropriate	ely set to): /ORDERS/Op Vendor Type Account # Customer # (SAP)	McKesson AAAAAA cccccc	adOrderMes Active 🗹
Ure the services Vendor Info Name Description Phone	Remote Path is s.mckesson.ca/ armation McKesson McKesson Canada Ordering Receiving	appropriate Business Fax General	ely set to): /ORDERS/Op Vendor Type Account # Customer # (SAP)	McKesson AAAAAA cccccc	adOrderMes Active 🗹
Ure the services Vendor Info Name Description Phone Catalog	Remote Path is s.mckesson.ca/ mation McKesson McKesson Canada Orgering Receiving	appropriate Business Fax General	ely set to): /ORDERS/Op Vendor Type Account # Customer # (SAP)	Deration/Uploa	adOrderMes Active 🛛
Ure the ervices Vendor Info Name Description Phone Catalog Remote	Remote Path is s.mckesson.ca/ mation McKesson McKesson Canada Ordering Receiving ype HTTPS	appropriate BusinessS Fax General	Ely set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP)	Deration/Uploa	adOrderMes
Vendor Info Name Description Phone Catalog Remote	Remote Path is s.mckesson.ca/ ormation McKesson McKesson Canada Ordering Receiving ype HTTPS	appropriate BusinessS Fax General	Ely set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory	Deration/Uploa	Active Active
Vendor Info Name Description Phone Catalog Remote	Remote Path is s.mckesson.ca/ ormation McKesson McKesson Canada Orgering Receiving type HTTPS	appropriate BusinessS Fax General	Ely set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath	Deration/Uploa	Active Active
Vendor Info Name Description Phone Catalog Remote Server	Remote Path is s.mckesson.ca/ ormation McKesson McKesson Canada Orgering Receiving ype HTTPS	appropriate /Businesss /Businessa	Ely Set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath https://webjervices.mcka	Deration/Uploa	Active Active
Vendor Info Name Description Phone Catalog Remote Server User	Remote Path is s.mckesson.ca/ ormation McKesson McKesson Canada Orgering Receiving ype HTTPS	appropriate /Businesss	Ely set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath https://webjervices.mcki https://webjervices.mcki	Deration/Uploa	Active Active
Vendor Info Name Description Phone Catalog Remote Server User Passwo	Remote Path is s.mckesson.ca/ ormation McKesson McKesson Canada Orgering Receiving ype HTTPS	appropriate Business Fax	Ely Set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath https://webservices.mcki https://webservices.mcki https://webservices.mcki	Deration/Uploa	Active Ac
Vendor Info Name Description Phone Catalog Remote Server User Passwo	Remote Path is s.mckesson.ca/ ormation McKesson McKesson Canada Orgering Receiving ype HTTPS	appropriate Business Fax General	Ely Set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath https://webservices.mcki https://webservices.mcki	Deration/Uploa	Active Ac
Ure the services Vendor Info Name Description Phone Catalog Remote Server User Passwo	Remote Path is s.mckesson.ca/ mation McKesson McKesson Canada Orgering Receiving ype HTTPS	appropriate Business Fax General	Ely Set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath https://webservices.mcki https://webservices.mcki https://webservices.mcki	Deration/Uploa	Active Ac
Ure the services Vendor Info Name Description Phone Catalog Remote Server User Passwo	Remote Path is s.mckesson.ca/ mation McKesson McKesson Canada Ordering Receiving ype HTTPS rd	appropriate Business Fax General	Ely Set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath https://webservices.mcki https://webservices.mcki	Deration/Uploa	Active Ac
Ure the services Vendor Info Name Description Phone Catalog Remote Server User Passwo	Remote Path is s.mckesson.ca/ mation McKesson McKesson Canada Ordering Receiving Type HTTPS rd	appropriate BusinessS Fax General	Ely set to Services): /ORDERS/Op Vendor Type Account # Customer # (SAP) king Directory C:\KWin\ ath https://webservices.mcki https://webservices.mcki	Deration/Uploa	Active Ac

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 "<u>Setup</u>" 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 "<u>Setup</u>" section, the wizard would not require them.

intering ordering	
	Please enter your Pharmaclik information to proceed
	Account # Customer # (SAP)
土	Pharmaclik Vetome I Intex My Profile - Hep 0
All	Search by Product Name. DIN. Vendor. Item # GTN or any combine Q
All	Search by Product Name. DN, Vendor, Rem #, GTN or any contexts Q
All -	Search by Product Name: CIN, Vendor, Rem #, GTTN or any comptises Q
All - Vendor Im Name	Search by Prinder Name, DN, Vender, Rent W, GTHV or any offensive Account Number Account Account Account Account Account Account Account Account Account Account Account
All - Vender for Name Description	Search by Photest Name, DN, Vendor, Rem #, GTNV or any opinism Account Number Account Number Account Number Brinder upload Vendor Type Matterion Accesson Matterion Far Contormer Rumper Account Number Brinder Rumper Account Ru
All -	Search by Phoded Name, DN, Vender, Rein #, GTHV or any other any o

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

Error			×		
\bigotimes	You can only use numeric account# up to 6 dig	gits for Mc	Kesson.		
	ОК	Error		>	<
		8	You can o	only use numeric customer# (SAP) up to 7 digits for McKesson.	
				ОК	





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

Drug Ordering - Communication	with McKesson					×
Send <u>Purchase Orders</u> Download <u>Catalog</u> Download <u>Invoices</u> Receive Invoices Print report Prompt Activities	Status	Date	Purchase Order	Items	Total Pr	ice
Logging in to HTTPS server Checking for Catalog Files Downloading Catalog file(s) Logging out of HTTPS serve Importing Catalog File(s)	r					
	√ s	tart 🛛 🗙 Cle	ose			





 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 "<u>Setup</u>" section. Enter this number and click OK.

💋 McKesso	n Web Services	×
	🛟 Pharmaclik	
For Invoice	e and Catalog Download, customer number Customer # (SAP)	is required.
	V OK X Cancel	

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.

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

🕖 Drug Ordering - Communication with McKesson	-		×
C Logging in to HTTPS server		Comple	ted
Checking for Catalog Files			
Downloading Catalog file(s)			
Logging out of HTTPS server			
Importing Catalog File(s)			
Checking for Catalog Files			
X Cancel			

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

				🕖 Drug Ordering - Communication with McKesson	- o ×
🕖 Vendor Info	ormation			S Logging in to HTTPS server	Completed
Vendor Info Name Description Phone C <u>a</u> talog Update P	McKesson McKesson C Or <u>d</u> ering urchase Cost	anada Receiving Never	Fax	 Logging in to HTTPS server Checking for Catalog Files Downloading Catalog file(s) Logging out of HTTPS server Importing Catalog File(s) Importing Catalog File(s) Importing Catalog File(s) Wo File(s) to be imported ### End of Activities ### 	Completed No file found Skipped Completed Skipped
Include D Update S	Drug Packs Wit	h Positive On Never	Hand Qty 🗹 Ƴ		
Update U Update U Update U	Jser Cost 1 Jser Cost 4 Jser Cost 5	Never Always Never	~		
Last Cata	log Date	01-Feb-2021		C Back Finish	
				✓ OK X Cancel	

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.

Drug Ordering - Communication with McKesson	– 🗆 X
Logging in to HTTPS server Checking for Catalog Files Downloading Catalog file(s) Logging out of HTTPS server Importing Catalog File(s) Information × Catalogue requested. Try again later OK	Completed
Checking for Catalog Files	

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





Drug Ordering - Communication with McKesson	- [×
C Logging in to HTTPS server	Со	mplet	ed
Checking for Catalog Files		Fail	ed
Catalogue requested. Try again later			
Downloading Catalog file(s)	No fi	ile fou	nd
☑ Logging out of HTTPS server		Skipp	ed
A Importing Catalog File(s)		Skipp	ed
No File(s) to be imported			
### End of Activities ###			
G Back Finish			

• "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.

💋 Drug Ordering - Communication with McKesson	- D X
Logging in to HTTPS server Checking for Catalog Files Downloading Catalog file(s) Logging out of HTTPS server Importing Catalog File(s) Information X Catalogue request has been made and is in process. Try again later OK	Completed
Checking for Catalog Files	
X Cancel	

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.

Drug Ordering - Communication with McKesson	—		×
S Logging in to HTTPS server		Comple	eted
8 Checking for Catalog Files		Fa	iled
Catalogue request has been made and is in process. Try again later			
Downloading Catalog file(s)	٨	lo file fo	und
✓ Logging out of HTTPS server		Skip	ped
▲ Importing Catalog File(s)		Skip	ped
No File(s) to be imported			
### End of Activities ###			
G Back			

• "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.

Drug Ordering - Communication with McKess	n — — X
 Logging in to HTTPS server Checking for Catalog Files Downloading Catalog file(s) WEBCAT downloaded Logging out of HTTPS server Importing Catalog File(s) 	Completed 1 File(s) found 1 File(s) downloaded Completed
	Load Catalog × File C1{Kwin\McKesson\WEBCAT
Importing Catalog File(s)	Updating Catalog from C:\Kwin\McKesson\WEBCAT Warning: This update will take approximately 6 minutes. Creating Temporary Tables Installing UDF5 Populating Temporary Tables Loading catalog Linking catalog items to drug packs if necessary





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

Drug Ordering - Communication with McKesson	– o x
🗹 Logging in to HTTPS server	Completed
🗹 Checking for Catalog Files	1 File(s) found
🗹 Downloading Catalog file(s)	1 File(s) downloaded
WEBCAT downloaded	
Logging out of HTTPS server	Completed
Importing Catalog File(s)	Completed
WEBCAT imported	
### End of Activities ###	
G Back 🗸 Finis	h





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 <u>Vendor Configuration</u>, <u>Ordering</u>, <u>and Receiving</u> user guide for more information.

1. Click Place Order in the Drug Order Form.

🕖 Dru	g Order Form											×
Ins	Add Item											🗙 Close
McKesso	on (4)											🗲 Ctrl 🔶
DI	a a a Oadaa	F2 Edit Orc	ler Qua	antity	Del	Delete Item	Last	PO #	Last PO Da	ite M	in Order Value	Current Order Value
PI	ace <u>O</u> rder	<u>M</u> ove Sele	ected It	ems		Preview						\$828.50
Qty	Item Desc		Man	Drug DIN	Pack	ltem #	Туре	OnHand	Min	Мах	Price	Total ^
10	BROMAZEPAM T	B 6MG 100 APO	APX	02177188	100	785907	м	0	10	1,000	\$14.88	\$148.80
10	EPIVAL TB 125M	G 100	ABB	00596418	100	312256	м	0	10	1,000	\$34.07	\$340.70
10	GLYBURIDE TB 2	2.5MG 100 TEVA	TEV	01913670	100	114587	м	0	10	1,000	\$4.13	\$41.30
10	NAPROXEN EC T	B 250MG 100 APO	APX	02246699	100	576819	M	0	10	1,000	\$29.77	\$297.70
												v





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

(esson (4)												← (
Place Order	F2 Edit Or	der Qua	antity	Del	Delete Item	Las	PO #	Last P	0 Date	Mi	n Order Value	Current Order
	<u>M</u> ove Sel	ected It	ems		Preview							\$82
)ty Item Desc		Man	Drug DIN	Pack	ltem #	Type	OnHand	Min	Max	(Price	Total
0 BROMAZEPAM	TB 6MG 100 APO	APX	02177188	100	785907	М	0		10	1,000	\$14.88	\$148.8
0 EPIVAL TB 125	4G 100	ABI 💋	McKesson -	Create	0			X	10	1,000	\$34.07	\$340.7
0 GLYBURIDE TB	2.5MG 100 TEVA	TE							10	1,000	\$4.13	\$41.3
			View Ve	ndor	Cre	ate	X Canc	el				

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

🕖 Vendor Info	rmation					×
Name	McKesson			Vendor Type	McKesson	Active 🗹
Description	McKesson Canada			Account #	ААААА	
Phone		Fax		Customer # (SAP)	сссссс	
C <u>a</u> talog	Or <u>d</u> ering <u>R</u> eceiving	<u>G</u> (eneral			
Electronic Group P	Ordering Web Service	~			Print Order	report Prompt V Yes No Prompt
First	(NONE)	~			Minimum Order V	/alue
Second	(NONE)				Allow Ov	/erride Route Seq 🗹
			🗸 ОК	X 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.

Ity Item Desc Man Drug DIN Pack Item # Type OnHand Min Max Price Total 0 BROMAZEPAM TB 6MG 100 APO APX 02177188 100 785907 M 0 10 1,000 \$14.88 \$148.6 0 EPIVAL TB 125MG 100 ABB 00596418 100 312256 M 0 10 1,000 \$\$34.07 \$\$40.7 0 GLYBURIDE TB 25MG 100 TEVA TEV 01913670 100 114587 M 0 10 1,000 \$\$4.13 \$\$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1,000 \$\$29.77 \$\$297.7 Very our sure? Very our sure?	Aty Item Desc Man Drug DIN Pack Item # Type OnHand Min Max Price Total 0 BROMAZEPAM TB 6MG 100 APO APX 02177188 100 785907 M 0 10 1.000 \$14.88 \$148.8 0 EPIVAL TB 125MG 100 ABB 00596418 100 312266 M 0 10 1.000 \$34.07 \$340.7 0 GLYBURIDE TB 25MG 100 TEVA TEV 01913670 100 114587 M 0 10 1.000 \$4.13 \$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1.000 \$29.77 \$29.77	Pla	ace <u>O</u> rder	F2 Edit Oro Move Sele	der Qua ected It	antity ems	Del	Delete Item Pre∨iew	Las	t PO #	Last PO	Date	Mi	in Order Value	Current Order \ \$828
0 BROMAZEPAM TB 6MG 100 APO APX 02177188 100 785907 M 0 10 1,000 \$14.88 \$148.6 0 EPIVAL TB 125MG 100 ABB 00596418 100 312256 M 0 10 1,000 \$\$34.07 \$\$40.7 0 GLYBURIDE TB 2.5MG 100 TEVA TEV 01913670 100 114587 M 0 10 1,000 \$\$4.13 \$\$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1,000 \$\$29.77 \$\$297.7 Are you sure? Ves No	0 BROMAZEPAM TB 6MG 100 APO APX 02177188 100 785907 M 0 10 1,000 \$14.88 \$148.8 0 EPIVAL TB 125MG 100 ABB 00596418 100 312266 M 0 10 1,000 \$34.07 \$340.7 0 GLYBURIDE TB 25MG 100 TEVA TEV 01913670 100 114587 M 0 10 1,000 \$4.13 \$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246639 100 576819 M 0 10 1,000 \$29.77 \$29.77	Qty	Item Desc		Man	Drug DIN	Pack	ltem #	Type	OnHand	Min	N	1ax	Price	Total
0 EPIVAL TB 125MG 100 ABB 00596418 100 312256 M 0 10 1,000 \$34.07 \$340.7 0 GLYBURIDE TB 2.5MG 100 TEVA TEV 01913670 100 114597 M 0 10 1,000 \$4.13 \$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1,000 \$29.77 \$297.7 Are you sure? Ves No	0 EPIVAL TB 125MG 100 ABB 00596418 100 312256 M 0 10 1,000 \$34.07 \$340.7 0 GLYBURIDE TB 25MG 100 TEVA TEV 01913670 100 114587 M 0 10 1,000 \$4.13 \$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1,000 \$23.77 \$297.7	10	BROMAZEPAM T	B 6MG 100 APO	APX	02177188	100	785907	м	0		10	1,000	\$14.88	\$148.8
0 GLYBURIDE TB 2.5MG 100 TEVA TEV 01913670 100 114587 M 0 10 1.000 \$4.13 \$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1.000 \$29.77 \$297.7 Are you sure? V Do you want to print the Purchase Order report at end of the process? Yes No	0 GLYBURIDE TB 2.5MG 100 TEVA TEV 01913670 100 114587 M 0 10 1.000 \$4.13 \$41.3 0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1.000 \$4.73 \$41.3 V NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1.000 \$29.77 \$297.7 Are you sure?	0	EPIVAL TB 125M	G 100	ABB	00596418	100	312256	м	0		10	1,000	\$34.07	\$340.7
0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1,000 \$29.77 \$297.7 Are you sure?	0 NAPROXEN EC TB 250MG 100 APO APX 02246699 100 576819 M 0 10 1.000 \$29.77 \$297.7	0	GLYBURIDE TB 2	2.5MG 100 TEVA	TEV	01913670	100	114587	M	0		10	1,000	\$4.13	\$41.3
Are you sure? × Do you want to print the Purchase Order report at end of the process? Yes No	Are you sure? X Do you want to print the Purchase Order report at end of the process? Yes No			D 250MC 100 ADO	A DV	000040000	100	570010		0		10	1 000	400.77	#207.7
		10	NAPROXEN EC T	8 200MG 100 APO	Are	you sure?	o print th	ne Purchase Order	report at en	d of the proc	× ess?		1,000	\$23.77	\$237.7
		0	NAPROXEN EC T	B 23UMG TUU APU	Are	you sure?	p print th	ne Purchase Order	report at en	o of the proc	× ess?		1,000	\$23.17	\$237.7

4. 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.

Drug Order Form Ins Add Item												× 0	×
McKesson (4)												€0	tri 🚽
	F2 Edit Ord	der Qu	antity	Del	Delete Item	Las	t PO #	Last PD	Date	Min	Order Value	Current Order \	/alue
Place <u>O</u> rder	Move Sele	ected I	tems	Preview								\$828.50	
Qty Item Desc		Man	Drug DIN	Pack	ltem#	Type	OnHand	Min	Max	x F	rice	Total	1^
► 10 BROMAZEPAM TE	3 6MG 100 APO	APX	02177188	100	785907	M	0		10	1,000	\$14.88	\$148.8	30
10 EPIVAL TB 125M0	à 100	ABB	00596418	100	312256	м	0		10	1,000	\$34.07	\$340.7	0
10 GLYBURIDE TB 2	.5MG 100 TEVA	TEV	01913670	100	114587	M	0		10	1,000	\$4.13	\$41.3	30
			Do y	ou want	t to send the e	No	rder now?	J					
													~





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 Pharm	aclik.			

Start Screen	×
Order file created - C:\KWin\McKesson\MEDIS. PONums: 170 Ready for upload to PharmaClik	ORD
ОК	

5. 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**.

🕖 Drug Ordering - Communication	with McKesson					\times
Send Purchase Orders	Show : Outstan	nding O <u>A</u> ll POs				
Download Catalog	Status	Date	Purchase Order	Items	Total P	rice
Download Invoices	🗹 Order Pending	01-Mar-2021	170	4	\$23,423	.83
□ <u>R</u> eceive Invoices						
Prin <u>t</u> report Prompt 🗸						
Activities						
Logging in to HTTPS server						
Creating Order Files to be	sent					
Sending Order File(s)						
Logging out of HTTPS serve	er					
	✓	Start 🛛 🗙 Clo	ose			





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

🤝 McKesson Web Services	\times
🛟 Pharma <mark>clik</mark>	
Please enter your Pharmaclik credentials:	
Username Krolluser	
Password •••••	
VOK Cancel	

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.

Drug Ordering - Communication with McKesson	- 0
🗹 Logging in to HTTPS server	Complete
🗹 Creating Order Files to be sent	1 File(s) create
Order file: C: KWin McKesson PO 170_20210301.ord created	
→ Sending Order File(s)	
Logging out of HTTPS server	
Sending Order File(s)	0%
🔀 Cancel	





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.

to HTTPS server		Comple	ete
rder Files to be sent	1 File	(s) crea	ate
: WWin McKesson VPO 170_20210301.ord created			
Order File(s)			
it of HTTPS server			
Information X	1		
Purchase Order 170 sent successfully Confirmation number: ORDERUPLOAD_a4daecf4-06f0-4417-b5b3-3f509a477066			
ОК			
	to HTTPS server Inder Files to be sent :(KWn\McKesson\PO170_20210301.ord created Dorder File(s) it of HTTPS server Information X Purchase Order 170 sent successfully Confirmation number: ORDERUPLOAD_a4daecf4-06f0-4417-b5b3-3f509a477066 OK	to HTTPS server 1 Files to be sent 1 File Information X Purchase Order 170 sent successfully Confirmation number: ORDERUPLOAD_a4daecf4-06f0-4417-b5b3-3f509a477066 OK	to HTTPS server Comple Inder Files to be sent 1 File(s) created Conder File(s) it of HTTPS server Information X Purchase Order 170 sent successfully Confirmation number: ORDERUPLOAD_a4daect4-06f0-4417-b5b3-3f509a477066 OK

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.

Drug Ordering - Communication with McKesson		×
Logging in to HTTPS server Creating Order File(s) Logging out of HTTPS server		
C Back 🗸 Finish		

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

╬ Pharmaclik		
	Welcome Bienvenue krolluser Login / Entrez Contact Us / Contactez-nous PharmaClik is an easy-to-use, efficient and se management system for your pharmacy. / Pha est un système de gestion des commandes situitiiser, efficace et sécurisé. Add this site to your favorites. Ajoutez ce site p favoris.	ecure order rmaClik mple à parmi vos

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.

🕖 Drug	Order Form														×
Ins /	Add Item													>	🕻 Close
McKesso	n (4)														🗲 Ctrl 🗕
Die	oo Ordor	F2 Edit Ord	ler Qua	antity	Del	Delete Item		Last	P0 #	Last PO	Date	Mi	n Order Value	Current Or	der Value
Pit	ice <u>O</u> rder	Move Sele	ve Selected Items			Preview								4	\$828.50
Qty	Item Desc		Man	Drug DIN	Pack	ltem #	т	уре	OnHand	Min	Max	<	Price	Total	^
▶ 10	BROMAZEPAM T	B 6MG 100 APO	APX	02177188	100	785907		М	0		10	1,000	\$14.88	\$1	48.80
10	EPIVAL TB 125M	G 100	ABB	00596418	100	312256		М	0		10	1,000	\$34.07	\$3	40.70
10	GLYBURIDE TB :	2.5MG 100 LEVA	🕖 Di	rug Order Re	port					×	5	1,000	\$4.13	\$	41.30
	NAFRUZEN EU I	16 200MG 100 APO	File	Version 10							2	1,000	\$23.77	\$2	37.70
					in artic C	C210-		Cor	ning						
			Print	er 🛄	kmark C	.53 TUN	×	COL		•					
			Tray	(De	efault tra	ay)	~		Collate 🗌	Duplex					
			Res	store Defau	ilts	✓ Print	Prey	iew	X Cl	ose					
					_										
															~

13. Below is the report preview

То:	McKess	on Canada	From:	Kroll Pha 25 York S Toronto Tel: (416	rmacy Sto St ON M5J 2 5) 342-250	vre 1V5 0		
	Cust. #	ŧxxxxxxx			,	-		
	Purchas Orderec Orderec P.O. Sta	e Order: #170 1 On: 02-Mar-21 1 By: John Doe atus: Ordered		Fax : Email: kr	oll@telus.	com		
Purchase (Order Report					Printed on:	:02/03/20	21 17:13:1
				On Hand				
OrderQty	Item #	Item Description	DIN 02177100	Qty	Pack Size	Unit Cost	Тах	Tota
10	312256	EPIVAL TB 125MG 100 APO	00596418	0	100	34.00		340.7
10	114587	GI YBURIDE TB 2.5MG 100 TEVA	01913670	ŏ	100	4.13		41.3
10	576819	NAPROXEN EC TB 250MG 100 APO	02246699	Ō	100	29.77		297.70
Total								828.5
								0.0





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 "<u>Tracking your Orders</u>" section.

#	Pha	arma	lik		Inbox I //CK -	Chat I	My Pro	file 🗸 Help	۱ ڻ •
All - O Compl	Search by F	Product Name, D	N, Vendor, Item #, GTIN or n Care	r any combi	nation.	Q	ੇ=() -	Select an O	Order -
≪ ≰ 0	rders		Select an Order Please choose an or	der or crea	ate a new or	ie.			×
2 Re	eturns		✓ <u>Create Order</u> PO:		Create C	order			
Fir	s nance		✓ Open Orders Transaction #	PO	# Lines	Status	Trai	nsaction Date	
[Ca	atalog							ØCa	ancel

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

In the <u>Kroll system</u>, 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.

Die	co Ordor	F2 Edit Ord	der Qua	antity	Del	Delete Item	Last	P0 #	Last PO Da	ate M	fin Order Value	Current Ord	der Value
FIG		<u>M</u> ove Sele	ected It	ems		Preview	171	02/0	03/2021 10:2	27:43		\$	340.70
Qty	Item Desc		Man	Drug DIN	Pack	ltern #	Туре	OnHand	Min	Max	Price	Total	^
▶ 5	ACETAZOLAMID	E TB 250MG 500	AAP	00545015	500	007896	М	0	10	1,000	D \$68.14	\$3	40.70
				McKesson ·	- Create	PO			×				
					_								
			P	O Number	// Ir	nformation Message			×				
					- v	ou must ontor a F	urchae	o Ordor Ni	umber				
			R	oute Seq O	Ve	o must enter a r	urcitas	e order ni					
							🖊 ОК	1					
					_								
				View Ve	ndor	Create		🛛 🖄 Cance	el l				
					_								





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

Place <u>O</u> rder	F2 Edit Ord	er Qua	antity	Del	Delete Item	Last	P0 #	Last PO	Date 1:03:56	Min Order Value	Current Order Valu	ue
	Move Sele	cted It	ems		Preview			00/2021 1	1.00.00		4040.7	•
Qty Item Desc		Man	Drug DIN	Pack	ltem #	Туре	OnHand	Min	Max	Price	Total	^
▶ 5 ACETAZOLAMIDE T	B 250MG 500	AAP	00545015	500	007896	М	0		10 1,0	00 \$68.14	\$340.70	
		P [1 R	O Number 70 oute Seq O	· Create	nformation Message	ly assi	× gned	×	10 <u>1</u> 1x			

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. S**ee the <u>Vendor Configuration, Ordering, and Receiving</u> user guide for more information.

NOTE: McKesson Servers **DO NOT** prevent duplicate orders. In other words, the same identical order can be resubmitted and, <u>if not desired</u>, 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.

Drug Ordering - Communication Send <u>Purchase</u> Orders Download <u>Catalog Download Invoices Receive Invoices Print report Prompt Activities</u>	with McKesson Show : O Qutst Date Range This Month Status Ordered	anding <u>All POs</u> Starti V 01/0 Date 01-Mar-2021	ing Ending 3/2021 02/03/2021 Purchase Order 170	Status: <all> Items 4</all>	- C 2
Logging in to HTTPS server Creating Order Files to be so Sending Order File(s) Logging out of HTTPS serve	ent r				

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





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



Drug Ordering - Communication with McKesson	- D >
Logging in to HTTPS server	Completed
Creating Order Files to be sent	1 File(s) created
Order file: C:\KWin\McKesson\PO170_20210301.ord created	
Sending Order File(s)	1 File(s) transmitted
C:\KWin\McKesson\PO170_20210301.ord transmitted	-
Logging out of HTTPS server	Completed
### End of Activities ###	

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.

Utilities	NH	Cards	Session	Help	Vers	sion 10					
Dru	g Orde	ring				Generate Orders					
AR	AR					Purchase Order Receiving					
Out	bound	Comm	unications		→	Electronic Invoice Receiving					
Me	Merge Unmerge					Order from Catalog Shift+Ctrl+C					
Unr						Communicate with					
Adj	Adjust Current Wait Time Check Interactions				•	Adjust Days Supply					
Che						Load Catalog					
Qui	Quick Price				-	Edit Vendor List					

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. <u>The Kroll system is waiting to receive more invoices</u>. Sometimes, McKesson takes 1 or 2 days to send electronic invoices for missing items on previous invoices.

Purchase Orders					- 🗆 X
2 View Order F9	Receive manually Cancel	Order Print rep	port		✔ Close
tstanding All					
endor	PO Number Crea	ated On Created B	y Status # (of Items Value	^
cKesson	170 01-N	Jar-2021 17:01 JD	Order Pending	4	\$828.50
Outstanding All			\bowtie		
Vendor	PO Number	Created On Crea	ated By Status	# of Items Value	^
McKesson	170	01-Mar-2021 17:01 JD	Ordered	4	\$828.50
Outstanding All	I		\bigotimes		
Vendor	PO Number	Created On	Created By Status	# of Items Value	
McKesson	170	02-Mar-2021 17:29	JD Partially R	eceived 4	\$828.50





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.

🕖 Purcl	hase Orders									-	D X	
F2	View Order	F9 Receive manually	Cancel Order		Print repor	t				•	Close	
<u>O</u> utstan	ding All											
Filter:	This Month	~										
All PO	s (1) McKessor	n (1)									← Ctrl →	
Vendo	or	PO Number	Created On	0	Created By	Status	#	of Items	Value		^	
McKe	McKesson 170		02-Mar-2021 1	7:29 J	ID	Received		4		\$8	28.50	
	All POs (1) McKesson (1)				\bigtriangleup						(Ctrl 🔿
	PO Number		Created On	Created	By Status		# of Item	s Value				^
	170		02-Mar-2021 17:29 JD		Received		4				\$828.5	0
	1											





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**.

View Order	F9 Receive manually	Cancel Order	Print report			✓ Close
istanding All						
ndor	PO Number	Created On	Created By Status	# of Items	Value	^
cKesson	170	01-Mar-2021 17:0	11 JD Order Per	ding	4	\$828.50
Outstanding All	I.		\langle	7		
Vendor	PO Number	Created On	Created By Statu	s # of It	ems Value	
McKesson	170	03-Mar-2021	I 14:17 JD Orde	red	4	\$828.50

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.

2 View Order F9 Receive ma Itstanding All Iter: This Month ~ All POS (1) McKesson (1) Vendor PO N McKesson 170 All POS (1) McKesson (1) PO Number 170	Anually Cancel C Number Cree 01-1 Created On 01-Mar-202	eated On -Mar-2021 17:01 In Created 021 17:01 JD	Print report Created By Status JD Cancell d By Status Cancelled	# of item ed # of items Valu	s Value 4	Close
standing All er: This Month ~ endor PO N (Kkesson 1) All POs (1) McKesson (1) PO Number 170 170	Number Cre. 01-1 Created On 01-Mar-202	eated On -Mar-2021 17:01 in Created 021 17:01 JD	Created By Status JD Cancell d By Status Cancelled	# of item ed # of items Valu	s Value 4	€ Ctrl → \$828.5 €
I POS (1) McKesson (1) Ickesson I70 All POS (1) McKesson (1) PO Number 170	Number Cree 01-4 Created On 01-Mar-202	eated On -Mar-2021 17:01 In Created 021 17:01 JD	Created By Status JD Cancell d By Status Cancelled	# of item ed # of items Value 4	s Value 4	€ Ctrl → 5828.51 €
ndor PO N cKesson 170 All POs (1) McKesson (1) PO Number 170	Number Crea 01-1 Created On 01-Mar-202	eated On -Mar-2021 17:01 In Created 021 17:01 JD	Created By Status JD Cancell d By Status Cancelled	# of items # of items Valu 4	s Value 4	\$828.5 • • •
Ickesson 170 All POS (1) McKesson (1) PO Number 170 170	01-1 Created On 01-Mar-202	-Mar-2021 17:01	JD Cancell	ed # of items Valu	4 Ie	\$828.5 E
All POS (1) McKesson (1) PO Number 170	Created On 01-Mar-202	In Created	d By Status Cancelled	# of items Valu	ie	\$82
PO Number 170	Created On 01-Mar-202	0n Created 021 17:01 JD	d By Status Cancelled	# of Items Valu	ie	\$828
170	01-Mar-202	021 17:01 JD	Cancelled	4		\$828





Note that received orders cannot be canceled.

View Order F9 Receive manually	Cancel Order Pr	int report	✓ Close
ng All			
is Month ~			
1) McKesson (1)			
(i) Mercesson (i)		\bigtriangledown	← Ctrl
PO Number	Created On Cre	eated By Status # of Items	Value
on 170	03-Mar-2021 14:48 JD	Received	4 \$828.50
		OK	

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
 Iocally. 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 "<u>What to do if Purchase Order is</u> <u>canceled locally only?</u>" 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.

,	Drug Ordering - Communication with McKesson	-		×
	C Logging in to HTTPS server		Comple	ted
	Checking for Invoice Files			
	Downloading Invoice File(s)			
	Logging out of HTTPS server			
	Processing Invoice File(s)			
	Checking for Invoice Files			
,	X Cancel			

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.

Drug Ordering - Communication with McKesson			×
☑ Logging in to HTTPS server		Comple	ted
A Checking for Invoice Files	Λ	lo file fo	und
Downloading Invoice File(s)	_	Skip	ped
✓ Logging out of HTTPS server		Comple	ted
A Processing Invoice File(s)		Skip	ped
No File(s) to be processed			
### End of Activities ###			
G Back Vinish			





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

💋 Drug Ordering - Communication with McKesson	- 🗆 X
☑ Logging in to HTTPS server	Completed
Checking for Invoice Files	1 File(s) found
Downloading Invoice File(s)	
Logging out of HTTPS server	
Processing Invoice File(s)	
X Cancel	

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

Drug Ordering - Communication with McKesson	—		×
☑ Logging in to HTTPS server		Comple	ted
Checking for Invoice Files	11	File(s) fo	und
Downloading Invoice File(s)			
McKessonInvoice_245189_20210302 downloaded			
Logging out of HTTPS server			
Processing Invoice File(s)			
X Cancel			





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.

Drug Ordering - Communication with McKesson			×
Subscription Control of Control o		Comple	eted
Checking for Invoice Files	1 F	File(s) fo	und
Ownloading Invoice File(s)	1 File(s)	downloa	ded
McKessonInvoice_245189_20210302 downloaded			
File [McKessonInvoice_245189_20210302] imported			
C Logging out of HTTPS server		Comple	eted
Processing Invoice File(s)			
X Cancel			

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:

🕖 Dru	ig Orde	ering - Comr	nunicati	on wi	th McKesson								_		×
					s	elect PC	(s)	to	be proce	essed:			0/1 Invoid	:e(s) sele	cted
	File N	lame	PO		Message										
2	45189	.McKesson	170		PO ready to b	e proces	sed								
															_
															_
															_
															_
															_
															_
	Fil	e [245189.N	AcKess	on] P	O [170]	3 item	(s)			PC	D [170]			4 iten	n(s)
Ite	m Num	Item		Pack	DIN	Rcv Qty	^		Item Num	Item	Pack	DIN	Ord Qty	Rcv Qty	^
▶ <u>11</u>	4587	GLYBURIDE T	B 2.5	100	01913670	10		2	114587	GLYBURIDE T	100	01913670	10		
- 78	2256 5907	BROMAZEPA	M TB	100	02177188	10		-	576819	NAPROXEN F	100	02246699	10		
									785907	BROMAZEPA	100	02177188	10		
								11							
							~								v
															_
						🗸 Cont	inue		🛛 🗙 Ca	ancel					





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.

2				S	elect PO	(s) to	be proc	essed:					
	File Name	PO	N	Message		_					0/1 Invoi	ce(s) sele	cte
2	245189.McKesson	170	F	PO ready to	be proces	sed							
							Ĵ						
	File (245189.1	VicKess	on] PC	0 [170]	3 item	(5)	Ĵ.	PC	0 [170]		ladau	4 iten	n(
Ite	File (245189.) m Num Item	VICKess	on] PC Pack) [170] DIN 01913670	3 item Rcv Qty	(5)	Item Num	PC Item	D [170] Pack	DIN 01913670	Ord Qty	4 iten Rcv Qty	n(
Ite 11 31	File [245189.1 em Num Item 4587 GLYBURIDE 1 2256 EPIVAL TB 12	VIcKess TB 2.5 25MG	on] PC Pack 100 100	0 [170] DIN 01913670 00596418	3 item Rcv Qty 10 0	(5)	Item Num 114587 312256	PC Item GLYBURIDE T EPIVAL TB 12	D [170] Pack 100 100	DIN 01913670 00596418	Ord Qty 10 10	4 iten Rcv Qty	m(
Ite 11 31 78	File [245189.h m.Num Item 4587 GLYBURIDE 1 2256 EPIVAL TE 1 5907 BROMAZEPA	VICKess TB 2.5 25MG M TB	on] PC Pack 100 100	0 [170] DIN 01913670 00596418 02177188	3 item Rcv Qty 10 0 10	(5)	Item Num 114587 312256 576819	PC Item GLYBURIDE T NAPROXEN E	0 [170] Pack 100 100 100	DIN 01913670 00596418 02246699	Ord Qty 10 10	4 iten Rcv Qty	m(

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.

🗾 Drug Ordering - Com	munication	with McKesson										×
L		S	elect PO	(s) t	to	be proc	essed:			1/1 Invo	ice(s) sele	cted
File Name	PO	Message										
245189.McKesson	170	PO ready to	be proces	sed								
						介						
File [245189.	McKesson]	PO [170]	3 item	(s)		₽	PC	0 [170]			4 iten	n(s)
Item Num Item	Pac	k DIN	Rcv Qty	^		Item Num	Item	Pack	DIN	Ord Qty	Rcv Qty	^
114587 GLYBURIDE	TB 2.5 100	0 1913670	10		▶	114587	GLYBURIDE T	100	01913670	10		
312256 EPIVAL TB 1	25MG 100	0 00596418	0		-	312256	EPIVAL TB 12	100	00596418	10		
BROMAZEPA	M 18 100	02177188	10		-	785907	RROMAZEPA	100	02240099	10		
						1,000,001	DROMALD A	100	02177100	10		
				-1								
				~								~
					_							





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.

File Name	PO 170	Mess PO n	5 sage eady to	Select PC	9(s)	tol	be proc	essed:			0/1 Invoi	ice(s) selei	ecte
File Name 245189.McKessor	PO 170	Mess PO r	sage eady to	be proce:	ssed								
245189.McKessor	170	PO n	eady to	be proce:	ssed								
						11							_
File [245189	.McKesso	on] PO [17	/0]	3 iten	n(s)	la			PO [170]	J	1- 1	4 item	ע) רו
Item Num Item	TROF	Pack D	IN 12670	Rcv Qty	^		Item Num		Pack	DIN	Ord Qty	Rcv Qty	ł
312256 EPIVAL TB	125MG	100 0	0596418	0		14	312256	EPIVAL TB 12	2 100	00596418	10		1
785907 BROMAZEP	AM TB	100 0	2177188	10			576819	NAPROXEN E	100	02246699	10	1	1
							785907	BROMAZEPA	100	02177188	10		
					4								
						ľ							
					~								
													-

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.

	Fil	e [245189.McKess	on] PO [[170]	3 item	(s)			PC	D [170]			4 item	n(s)
	Item Num	Item	Pack	DIN	Rcv Qty	^	16	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		
		INV	OICE			*			РО	IN KF	ROLL			*

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.

L		Iten	n Discontinued by	Manufa	cturer										
		Fil	e [245189.McKess	on] PO [[170]	3 item	ı(s)			PC	0 [170]			4 item	n(s)
١	Item	Num	Item	Pack	DIN	Rcv Qty	^	[[Item Num	Item	Pack	DIN	Ord Qty	Rcv Qty	^
	1145	87	GLYBURIDE TB 2.5	100	01913670	10			114587	GLYBURIDE T	100	01913670	10		
	3122	.56	EPIVAL TB 125MG	100	00596418	0		Þ	312256	EPIVAL TB 12	100	00596418	10		
	7859	07	BROMAZEPAM TB	100	02177188	10			576819	NAPROXEN E	100	02246699	10		
									785907	BROMAZEPA	100	02177188	10		
			Invo	DICE						РО	in K r	OLL			
							~								~

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.

Drug Or	dering - Comr	nunicati	on with	McKesson										>
				s	elect PO	(s)	to	be proc	essed:			1/1 Invoi	ce(s) selec	cted
File	Name	PO	Me	essage								-,		
24518	9.McKesson	170	PO) ready to b	e proces	sed								
				,										
														_
	File [245189.N	/IcKesso	on] PO [[170]	3 item	ı(s)			PC	0 [170]			4 item	n(s
Item Nur	n Item		Pack	DIN	Rcv Qty	^	16	Item Num	Item	Pack	DIN	Ord Qty	Rcv Qty	
114587	GLYBURIDE T	В 2.5	100	01913670	10		Þ	114587	GLYBURIDE T	100	01913670	10		
312256	EPIVAL TB 12	25MG	100	00596418	0			312256	EPIVAL TB 12	100	00596418	10		
785907	BROMAZEPA	м тв	100	02177188	10		_	576819	NAPROXEN E	100	02246699	10		
							-	785907	BROMAZEPA	100	02177188	10		
						~								
							1							
					Cont	inue		🛛 🗶 Ca	ancel					





Drug Ordering - Communication with McKessor	- 0
Logging in to HTTPS server	Complete
Checking for Invoice Files	1 File(s) four
Downloading Invoice File(s)	1 File(s) downloade
McKessonInvoice_245189_20210302 downloaded	
File [McKessonInvoice_245189_20210302] import	d
Logging out of HTTPS server	Complete
Processing Invoice File(s)	
Processing Invoice File(s)	
Step 1 of 2	0%
	X Cancel

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.

Drug Ordering - Communication with McKesson	- 0
✓ Logging in to HTTPS server	Completed
🖌 Checking for Invoice Files	1 File(s) found
🖌 Downloading Invoice File(s)	1 File(s) downloaded
McKessonInvoice_245189_20210302 downloaded	
File [McKessonInvoice_245189_20210302] imported	
Logging out of HTTPS server	Completed
Processing Invoice File(s)	Completed
File [245189.McKesson] PO [170] processed	
Print Receiving Report option is set to NO	
🕞 Back 🗸 Finish	





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 Pharmaclik**. You will see a screen similar to the one below.

🕖 Drug Ordering - Communication with McKesson	— 🗆 X
For each PO please, sel	ect an option:
File [245191.McKesson] PO [x00000] Treat like non-PO r Treat like non-PO r Treat like non-PO r Skip this PO Skip this PO	eceive
File [245191.McKesson] PO [xxxxxx] 2 item(s)	No PO available in KROLL
Item Num Item Pack DIN Rcv Qty A Item	Num Item Pack DIN Ord Qty Rcv Qty
▶ 031682 ICRESTOR TB 20MG30 02247163 33 373050 CITALOPRAM TB 2 100 02248170 10	
✓ ок	X Cancel

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 <u>do not</u> 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 Pharmaclik).

Skip this PO

This option means the invoice file will not be processed and will be ignored. Please, read the "<u>What to do with</u> <u>Invoices NOT selected to be processed and invoices skipped?</u>" 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.

ø	Drug Orde	ering - Communicat	ion with	McKesson											Х
				For e	ach PO	plea	ise	, select ar	option	n:					
														1 PO(s) t	otal
١.	File [245	191.McKesson] PO	[xxxxxx	d]	Treat li	ke n	on-	PO receive							~
I.															
I.															
I.															
I.															
I.															
F	c 1				2.1	~	1								
	File	[245191.McKesso	nj PO (x	0000000	2 item	1(S)	le.	In	N	o PO a	vailable	IN KROLL	le 101	la	
	Item Num	Item	Pack	DIN 02247163	Rcv Qty	Â	-	Item Num	Item		Pack	DIN	Ord Qty	RCV Q	ty
Ľ	373050	CITALOPRAM TB 2	100	02247165	10										- 1
-															- 1
															- 1
															- 1
															- 1
															- 1
						~									- 1
						_									_
						K		🛛 🗙 Can	cel						

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.

🕖 Vendor Info	rmation								×
Name	McKesson					Vendor Type	McKesson		Active 🗹
Description	McKesson Ca	anada				Account #	АААААА		
Phone			Fax			Customer # (SAP)	сссссс		
C <u>a</u> talog	Or <u>d</u> ering	<u>R</u> eceiving	<u>G</u> e	neral					
Electronic	Receiving	Web Service	!	~		Print Receive repor	t	Prompt	~
Update Pu	irchase Cost	Always		~					
Update U	ser Cost 1	Never		~					
Update U	ser Cost 4	Never		\sim		Default Action whe	n PO not found	Treat like	non-PO receive
Update U	ser Cost 5	Never		\sim				Skip PO Treat like	non-PO receive
								Treat as r	no stock received
					🗸 ОК	X Cancel			





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

210	ig ordening - conn												
				5	Select PO	(s) to	o be proces	ssed:			1/1 Invoice	e(s) selec	tec
7	File Name	PO	М	lessage									
⊘ 2	45191.McKesson	X00000X	P	0 will be tr	eated like	non-F	PO receive.						
t													
	File (245191.M	cKesson	1 PO [2 item	n(s)		No P	O availabl	e in KROI			
Ite	File (245191.M m Num Item	cKesson	i] PO [: Pack	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	2 item Rcv Qty	n(s)	Item Num	No P Item	O availabl	e in KROI	LL Ord Qty	Rcv Qt	ty
Ite	File [245191.M m Num Item 1682 CRESTOR TE	cKesson	1] PO [: Pack 30	02247163	2 item Rcv Qty 333	n(s)	Item Num	No P Item	O availabl	e in KROI DIN	LL Ord Qty	Rcv Qt	ty
Iter 03 373	File [245191.M m Num Item 1682 CRESTOR TE 3050 CITALOPRAN	cKesson 20MG 1 TB 2) PO [: Pack 30 100	DIN 02247163 02248170	2 item Rcv Qty 33 10	n(s)	Item Num	No P Item	O availabl	e in KROI DIN	LL Ord Qty	Rcv Qt	ty
Iter 03 373	File [245191.M m Num Item 1682 CRESTOR TE 3050 CITALOPRAM	CKesson	1] PO [: Pack 30 100	xxxxxxx] DIN 02247163 02248170	2 item Rcv Qty 33 10	n(s)	Item Num	No P Item	O available Pack	e in KROI DIN	LL Ord Qty	Rcv Qt	ty
Ite 03 37	File [245191.M m Num Item 1682 CRESTOR TE 3050 CITALOPRAM	cKesson 1 20MG 1 TB 2	i] PO [: Pack 30 100	xxxxxx] DIN 02247163 02248170	2 item Rcv Qty 33 10	n(s)	Item Num	No P Item	O availabl Pack	e in KROI DIN	LL Ord Qty	Rcv Qt	ty
Iter 03 373	File [245191.M m Num Item 1682 CRESTOR TE 3050 CITALOPRAN	cKesson 20MG 11 TB 2	1] PO [: Pack 30 100	XXXXXX] DIN 02247163 02248170	2 item Rcv Qty 33 10	n(s)	Item Num	No P Item	O availabl Pack	e in KROL DIN	LL Ord Qty	Rcv Qt	ty
Iter 03 37	File [245191.M m Num Item 1682 CRESTOR TE 3050 CITALOPRAN	cKesson I 20MG I TB 2	i] PO [: Pack 30 100	xxxxxxx DIN 02247153 02248170	2 item Rcv Qty 33 10	a(s)	Item Num	No P Item	O availabl	e in KROI DIN	LL Ord Qty	Rcv Q1	ty
Ite 033 373	File [245191.M m Num Item 1682 CRESTOR TE 3050 CITALOPRAN	cKesson 2 20MG 1 TB 2	1] PO [; Pack 30 100	xxxxxxx DIN 02247163 02248170	2 item Rcv Qty 33 10	a(s)	Item Num	No P	O availablı Pack	e in KROI DIN	LL Ord Qty	Rcv Qt	ty

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

Drug Ordering - Communication with McKesson	
✓ Logging in to HTTPS server	Completed
🖉 Checking for Invoice Files	1 File(s) found
Z Downloading Invoice File(s)	1 File(s) downloaded
McKessonInvoice_245190_20210302 downloaded	
File [McKessonInvoice_245190_20210302] imported	
Logging out of HTTPS server	Completed
Processing Invoice File(s)	Completed
File [245191.McKesson] PO [xxxxxx] processed	
Print Receiving Report option is set to NO	





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.

Invoices					>
F2 View II	nvoice F9 Rece	ive Invoice Cancel Invoice	Print repor	t	Close
utstanding	All				
Vendor	PO Numbers	# of Items DownLoaded On	By Status	P	Received On
McKesson	X00000X	2 12-Apr-2021 09:4	9 JD DownLo	oaded	
McKesson	170	2 12-Apr-2021 09:4	6 JD DownLo	oaded	
		Are you sure? Are you sure you want to <u>Y</u> e	Cancel this Invoice?	×	·

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.

Invoices			– 🗆 ×
F2 View Ir	nvoice F9 Recei	Ve Invoice Cancel Invoice Print report	✓ Close
outstanding	All	A.	1
Vendor	PO Numbers	# of Items DownLoaded On By Status	Received On ^
McKesson	X00000X	2 12-Apr-2021 09:49 JD DownLoaded	
McKesson	170	2 12-Apr-2021 09:46 JD DownLoaded	
		Warning X Functionality not available for McKesson Use receiving functionality on the Communication screen instead. OK	





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."

🕖 Dr	ug Ordering - Comr	munication	with McKess	on										\times
				Select PO	(s)	to	be proc	essed:				0/1 Ιουοί		ted
Г	File Name	PO	Message									0/11/100	le(s) selec	leu
	245190.McKesson	170	PO partia	lly received b	oy JC). N	ew Invoi	ce found.						
			<u> </u>	,	,	-								
														_
														_
														_
-	511- 1045100 h	4.1/	0.0.0 (170)	1.2	(-)	1			0.0	11701)		4.2	(2)
In	File [245190.0	vickesson		Interr	i(s)	le	Thom No.	Itter	PC	Dedk		lord on	4 item	(s)
10	76819 NAPROXEN F	C TB 10	0 022466	599 10	î	-	114587	GLYBURIDE	т	Pack 100	01913670	10 10	10 RCV QLY	
	norto providente					11-	312256	EPIVAL TB	12	100	00596418	10	0	
						Þ	576819	NAPROXEN	IE	100	02246699	10		
						-	785907	BROMAZEP	A	100	02177188	10	10	
														-1
					~									~
				V Cont	inue		X C	ancel						

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.





2. 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 <u>modified items</u> on Pharmaclik. McKesson does not include or generate invoices for items in Kroll's order excluded on Pharmaclik.

Purchase Orders						- 0	×
F2 View Order	F9 Receive n	nanually Cancel Ore	der	Print report		🗸 Clo	se
Outstanding All				0.1			
Vendor	PO Number	Created On	Created By	Status	# of Items Value		^
McKesson	170	03-Mar-2021 17:49	JD	Partially Received	4	\$828.50	5
							v

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

🏉 Vendor Info	rmation								×
Name	McKesson					Vendor Type	McKesson		Active 🗌
Description	McKesson C	anada				Account #	xxxxxx		1
Phone			Fax			Customer # (SAP)	YYYYYY		j
C <u>a</u> talog	Or <u>d</u> ering	<u>R</u> eceiving	<u>G</u> e	eneral					
Electronic	Receiving	PharmaClik		~		Print Receive repor	t	No	~
Update P	urchase Cost	Always		~					
Update S	elling Cost	Never		\sim					
Update U	ser Cost 1	Never		\sim					
Update U	ser Cost 4	Never		\sim					
Update U	ser Cost 5	Never		\sim			Allow roBo	coive of 70	ra-Rassivad Itams
					Zero receive o	utstanding purchase order	items not inclu	ded in a do	wnloaded invoice
					🗸 ОК	X Cancel			

- 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.

🕖 Drug Order	ring - Comm	nunicati	on w	ith McKesson	l .										×
				:	Select PC	(s)	to	be proc	essed:				0/1 7		
File Na	ame	PO		Message									0/1100	ce(s) sele	cted
245189.	McKesson	170	ſ	PO cancelle	d.										
			_	_											
File	e [245189.N	lcKesso	on] P	O [170]	3 item	(s)				PC	[170]			4 iten	n(s)
Item Num	Item		Pack	DIN	Rcv Qty	^		Item Num	Item		Pack	DIN	Ord Qty	Rcv Qty	^
▶ 114587 (312256 F	GLYBURIDE TI EPIVAL TR 12	8 2.5 5MG	100	01913670			"	312256	GLYBURID	ET	100	01913670	10		
785907	BROMAZEPAN	4 TB	100	02177188	3 10			576819	NAPROXE	NE	100	02246699	10		
					Δ			785907	BROMAZE	PA	100	02177188	10	A	
					11										
					Ľ	-	Ĩ.								
					Ľ		Ī								
					Ľ]	
						*									~

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.

Send Purchase Orders	🕖 Drug Ordering - Communication with McKesson			>
Download <u>C</u> atalog	Logging in to HTTPS server		Compl	eteo
Download Invoices	1 File(s) four			
Brint report Prompt	🗹 Downloading Invoice File(s)	1 File(s) downloa	adeo
Prin <u>i</u> report Prompt *	McKessonInvoice_245189_20210302 downloaded			
	File [McKessonInvoice_245189_20210302] imported			
	Logging out of HTTPS server		Compl	eteo
Activities	Processing Invoice File(s)	Us	er cance	llec
Logging in to HTTPS server	### End of Activities ###			
Checking for Invoice Files				





	For each PO please, select an option:		
	for each ro please, select an option.	1 PO(s) total	
File [245191.McKesson] PO [xxxxx]	Skip this PO	~	
🕖 Drug Ordering - Communicat	ion with McKesson	– 🗆 X	
	Select PO(s) to be processed:		
	M	1/1 Invoice(s) selected	
File Name PO	Message		
245191.McKesson xxxxxx	PO will not be processed		
	\sim		
Drug Orderir	g - Communic With McKesson		
Item Num I	ng Invoice File(s)		Complete
03168 031682 C File [24514	1.McKesson] skipped		
37305 373050 C File [24519	1.McKesson] printing aborted		
### En	d of Activities ###		

3. Invoices related to orders placed directly in Pharmaclik, the User chooses the option "Skip this PO."

4. Invoices not selected to be processed by the User.

		Salact BO(s) to be processed:			
		select Po(s) to be processed.	2/3 Invoice(s) selected		
File Name	PO	Message			
245189.McKesson	170	PO ready to be processed.			
245190.McKesson	170	PO ready to be processed.			
245191.McKesson	X00000X	PO will not be processed			
	ıg Ordering	- Communication with McKesson			2
File [Processing	Invoice File(s)		Compl	leted
Item Num It	File [245190	McKesson] NOT selected			
576819 N 867424 A	File [245100	MeKassen] minima shartad			
	File [245190.	Pickessonj prinding aborted			
	### End (of Activities ###			

These invoices will appear again on McKesson's following communication until the User decides to process or cancel them (see the "<u>Canceling invoices that should NOT be processed</u>" section).

Drug Ordering - Communication with McKesson	-		×
Processing Invoice File(s)		Comple	eted
A previously downloaded but not received invoice [245189] with PO(s) [170] was found			
A previously downloaded but not received invoice [245190] with PO(s) [170] was found			





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.

Select P0(s) to be processed: O(1 Invoice(s) select File Name PO Message 1057.McKesson 170 PO already received by JD. 1057.McKesson PO already received by JD. Image: Select PO(s) to be processed: 1057.McKesson PO already received by JD. Image: Select PO(s) to be processed: 1057.McKesson PO already received by JD. Image: Select PO(s) to be processed: 11057.McKesson PO [170] 4 item 114597 EVARUEDE TB 2.5. 100 001 114597 EVARUEDE TB 2.5. 100 002 114597 EVARUEDE TB 2.5. 100 001 114597 EVARUEDE TB 2.5. 100 100	F Drug Ordering - Communication with McKesson		
File Name PO Message 1057.McKesson 170 PO already received by JD. File [1057.McKesson] PO [170] 4 item(s) Item Num [Item Pack DIN Rcv Qty 114587 GLYBRIDE TB 2.5 100 01915/70 10 312256 PPIVAL TB 125MG 100 01915/70 10 10 376819 NARROKEN EC TB 100 02246699 10 10 312256 EPIVAL TB 125MG 100 02177188 10 10 785907 BROMAZEPAM TB 100 02177188 10 10 10 785907 BROMAZEPAM TB 100 02177188 10 10 10	Select PO(s) to be processed:		
File (1057.McKesson) PO Intersage File (1057.McKesson) PO Item (s) PO Item Num [tem Num [tem Pack DIN Crd Qty Rcv Qty] Item Num [tem Pack DIN Rcv Qty] Item Num [tem Num [tem Num [tem Num [tem Pack DIN Crd Qty Rcv Qty] Item Num [tem	Eile Name PO Meccade	/1 Invoice(s) selecte
I 1057. MCKessoni I/0 PO already received by JD. File [1057. MCKesson] PO [170] 4 item(s) Item Num Item Num [Item Pack DIN Rcv Qty 114587 TEVA-GLYBUR 100 112256 EPIVAL TB 125MG 100 12256 EPIVAL TB 125MG 100 376819 NAPROXEN EC TB 100 000 02246699 10 785907 BROMAZEPAM TB 100 000 02177188 100 INVOICE PO IN KROLL			
File [1057.McKesson] PO [170] 4 item(s) Item Num Item Pack DIN Rcv Qty 114587 CVRURIDE TB 2.5 100 01913670 10 312256 EPIVAL TB 125MG 100 00596418 10 376819 NARROKEN EC TB 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 INVOICE PO IN KROLL PO IN KROLL	1057.McKesson 170 PO already received by JD.		
File [1057.McKesson] PO [170] 4 item(s) Item Num Item Pack DIN Rcv Qty 114587 TEVA-GLYBUR. 100 01913670 10 312256 EPIVAL TB 125MG 100 00596418 10 312256 EPIVAL TB 125MG 100 02246699 10 376819 NAPROXEN EC TB 100 02246699 10 10 785907 BROMAZEPAM TB 100 02177188 10 10 INVOICE PO IN KROLL PO IN KROLL PO IN KROLL			
File [1057.McKesson] PO [170] 4 item(s) Item Num Item Pack DIN Rcv Qty 114587 QLVBLRIDE TB 2.5 100 01913670 100 112256 EPIVAL TB 125MG 100 00596418 10 12576819 NARROKEN EC TB 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 10 10 VOICE V V V V V V INVOICE V V V V V V V V			
File [1057.McKesson] PO [170] 4 item(s) Item Num [Item Pack DIN Rcv Qty 114587 GLYBLIDE TB 2.5 100 01913670 10 312256 EPIVAL TB 125MG 100 00596418 10 10 576819 NARROKEN EC TB 100 02246699 10 10 785907 BROMAZEPAM TB 100 02177188 10 10 Item Num [Item Pack DIN Ord Qty Rcv Qty 114587 GLYACLYEIR 100 003596418 10 10 576819 APO-WARCX 100 002246699 10 10 785907 BROMAZEPAM TB 100 02177188 10 10 PO IN KROLL			
File [1057.McKesson] PO [170] 4 item(s) Item Num [Item Pack DIN Rcv.Qty 114587 GLYBURIDE TB 2.5 100 01913670 10 312256 PTIVAL TB 125MG 100 00596418 10 376819 NAPROXEN EC TB 100 02246699 10 3785907 BROMAZEPAM TB 100 02177188 10 INVOICE PO IN KROLL PO IN KROLL			
File [1057.McKesson] PO [170] 4 item(s) Item Num [Item Pack DIN Rcv Qty 114587 GLYBURIDE TB 2.5 100 01913670 10 312256 EPIVAL TB 12SMG 100 00596418 10 576819 NAPROXEN EC TB 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 100 02177188 10 100 02177188 INVOICE V PO IN KROLL PO IN KROLL			
File [1057.McKesson] PO [170] 4 item(s) Item Num [Item Pack DIN Cry Qty Item Num [Item Pack DIN Ord Qty Rev Qty Item Num [Item Pack DIN Ord Qty Rev Qty 114587 CVR4CIVEIRE 100 01913670 10			
File [1057.McKesson] PO [170] 4 item(s) Item Num Item Pack DIN Rcv Qty 114587 TEVA-CLYBRIDE TB 2.5.000 01913570 10 312256 EPIVAL TB 125MG 100 00596418 10 576819 NARROKEN EC TB 100 02246699 10 312256 EPIVAL 125MG 100 00596418 10 785907 BROMAZEPAM TB 100 02177188 10 10 10 10 INVOICE			
File [1057.McKesson] PO [170] 4 item(s) Item Num [Item Pack DIN Rcv Qty 114537 GLYBURIDE TB 2.5 100 01913670 10 312256 EPIVAL TB 128MG 100 00596418 10 576819 NARKOKEN EC TB 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 100 02177188 10 10 02177188 10 100 02177188 10 10 10 10 10 785907 BROMAZEPAM TB 100 02177188 10 10 PO IN KROLL			
File [1057.McKesson] PO [170] 4 item(s) PO [170] 4 item(s) Item Num Item Pack DIN CC Qty 114587 GLYBURIDE TB 2.5 100 01913670 100 312256 PIVAL TB 125MG 100 101 10 312256 PPVAL TB 125MG 100 000596418 100 100 312256 100 100 00596418 100 100 312256 100 100 002246699 100 312256 100 100 02246699 100 100 20246699 100 100 785907 APO-NAROX 100 002177188 100			
File [1057.McKesson] PO [170] 4 item(s) Item Num [Item Pack DIN Rcv Qty Po [170] 4 item Item Num [Item Pack DIN Rcv Qty Po [170] 4 item 114587 GLYBURIDE TB 2.5 100 01913670 10 10 312256 EPIVAL TB 125MG 100 02246699 10 312255 EPIVAL 125MG 100 00596418 10 10 376819 NAPROXEN EC TB 100 02246699 10 312255 EPIVAL 125MG 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 0 02177188 10 0 NVOICE PO IN KROLL PO IN KROLL			
Item Num Item Pack DIN Rcv Qty 114587 GLYBURLDE TB 2.5 100 01913670 10 312256 EPTVAL TB 125MG 100 00596418 10 376819 NAPROXEN EC TB 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 NUVOICE PO IN KROLL PO IN KROLL	File [1057.McKesson] PO [170] 4 item(s) PO [170]		4 item(
114587 GLYBURIDE TB 2.5 100 01913670 10 312256 EPIVAL TB 12SMG 100 00596418 10 376819 NAPROXEN EC TB 100 02246699 10 3785907 BROMAZEPAM TB 100 02177188 10 100 02177188 10 100 02177188 100 02177188 10 100 02177188 100 02177188 10 100 02177188 100 02177188 10 10 100 785907 APO-BROMAZE 100 02177188 10 10	Item Num Item IPack IDIN Rcv Otv A Item Num Item IPack IDIN IC		v Otv
312256 EPIVAL TB 125MG 100 00596418 10 576819 NARCOXEN EC TB 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 10 00 02177188 10 10 785907 APO-BROMAZEPAM TB 100 02177188 10 10 00 02177188 10 10 10 00 02177188 10 10 10 00 02177188 10 10	114587 GLYBURIDE TB 2.5 100 01913670 10 114587 TEVA-GLYBUR 100 01913670	10	10
576819 NAPROXEN EC TB 100 02246699 10 785907 BROMAZEPAM TB 100 02177188 10 10 02177188 10 10 10 02177188 10 10 INVOICE PO IN KROLL PO IN KROLL	312256 EPIVAL TB 125MG 100 00596418 10 312256 EPIVAL 125MG 100 00596418	10	10
	576819 NAPROXEN EC TB 100 02246699 10 576819 APO-NAPROX 100 02246699	10	10
INVOICE PO IN KROLL	785907 BROMAZEPAM TB 100 02177188 10 785907 APO-BROMAZ 100 02177188	10	10
	▲ - I	<u>ال</u>	
	•		
	v		

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.

💋 Select Invoices for D	ownload			×
McKesson			NO Invoices av	vailable
Date Range <mark>Today</mark>		Starting Endi	ing 08/2021 C	Refresh
Invoice #	Invoice Date	PO Numbers	Downloaded on	# of Items





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

AcKesson				
ate Range		Starting	Ending	C Refresh
ustom		• 01/07/20		-
Invoice #	Invoice Date	PO Numbers	Downloaded on	# of Item

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 preselected. 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.

		2 Investore a		
vickesson		3 Invoices a		eselected
ate Range		Starting	Ending	Refresh
ustom		01/07/202	01/07/2021	
Invoice #	Invoice Date	PO Numbers	Downloaded on	# of Items
047158	01/07/2021			
048709	01/07/2021	6107	31/08/2021	8
047157	01/07/2021	6108	31/08/2021	1
			. Download	X 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.

McKesson		3 Invoices av	vailable [1 Invoice	e selected
Date Range Custom		Starting	Ending 01/07/2021	Refresh
Invoice #	Invoice Date	PO Numbers	Downloaded on	# of Item:
047158	01/07/2021			
048709	01/07/2021	6107	31/08/2021	9
047157	01/07/2021	6108	31/08/2021	1
Validation	Error Warning: There is Download and Re Are you sure you	at least one invoice select ceive it again will affect in want to continue?	ed already been downloa ventory.	× ded,
Validation	Error Warning: There is Download and Re Are you sure you	at least one invoice select ceive it again will affect in want to continue?	ed already been download	× ded,
Validation	Error Warning: There is Download and Re Are you sure you	at least one invoice select ceive it again will affect in want to continue?	ed already been downloa ventory.	× ded,

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.

Drug Ordering - Communication with McKesson	- 🗆 X
✓ Logging in to HTTPS server	Completed
Checking for Invoice Files	1 File(s) found
Ownloading Invoice File(s)	1 File(s) downloaded
McKessonInvoice_048709_20210701 downloaded	
File [McKessonInvoice_048709_20210701] already in DB	
Cogging out of HTTPS server	Completed
### End of Activities ###	
G Back 🗸 Finish	





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 "<u>Ship to different than Bill to</u> <u>number</u>" 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."

💋 Drug Ordering - Communication with McKesson	— 🗆 X
For each PO	please, select an option:
File [245193.McKesson PO [] Treat li	xe non-PO receive V
	💋 Drug Ordering - Communication with McKesson 🛛 📮 🗆 🗙
	Select PO(s) to be processed: 0/1 Invoice(s) selected
	File Name PO Message 245193.McKesson PO will be treated like non-PO receive.
File [245193.McKesson PO [] 6 iten	(6)
BO7925 BD ALCOHOL SWABS 100 02240759 1	
749804 JAMP FERR GLUC 1000 0031097 1	
009192 JAMP VIT B12 100 250 00000000 1 006479 VOLTAREN EMUL J 120 02338580 1	File [245193.McKesson PO [] 6 item(s) No PO available in KROLL
051170 ZOSTRIX HP CR 0 60 02004240 1	Item Num Item Pack DIN Rcv Qty A 005479 VOLTAREN EMUL
✓ 0	204115 JAMP ACET CPLT 5 1000 01939122 1 749804 JAMP FERR GLUC 1000 00031097 1 807925 BD ALCOHOL SWABS 100 02240759 1
	~ ·
	Continue Cancel

You should **NEVER** enter a blank PO number in Pharmaclik. Please, read the "<u>Placing an Order in</u> <u>Pharmaclik</u>" 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.

Logging in to HTTPS server Comple Checking for Invoice Files 1 File(s) for Downloading Invoice File(s) 1 File(s) download McKessonInvoice_762589_20211230 downloaded McKessonInvoice_762589_20211230 ignored Logging out of HTTPS server Comple	Drug Ordering - Communication with McKesson	—
	🕑 Logging in to HTTPS server	Completed
Downloading Invoice File(s) I File(s) download McKessonInvoice_762589_20211230 downloaded McKessonInvoice_762589_20211230 ignored Logging out of HTTPS server Comple	✓ Checking for Invoice Files	1 File(s) found
McKessonInvoice_762589_20211230 downloaded McKessonInvoice_762589_20211230 ignored	🕑 Downloading Invoice File(s)	1 File(s) downloaded
McKessonTinvoice_762589_20211230 ignored	McKessonInvoice_762589_20211230 downloaded	
Logging out of HTTPS server Comple	McKessonInvoice_762589_20211230 ignored	
	Cogging out of HTTPS server	Completed
### End of Activities ###	### End of Activities ###	
	G Back 🗸 Finish	

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 15th 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 "<u>Ship to different than Bill to number</u>" 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 "<u>Treat as no stock received</u>" 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:

_	C Status	Data	Durshasa Ordar	Items	Total Drice
Send Purchase Orders	⊠ Status	Date	Purchase Order	items	Total Price
Download <u>C</u> atalog					
Download Invoices					
✓ <u>Receive Invoices</u>					
No					
Prompt					
Activities					
Logging in to HTTPS server					
Checking for Invoice Files					
Downloading Invoice File(s)					
Logging out of HTTPS serve	r				
Processing Invoice File(s)					
receiving interest ne(s)					

- 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.

Name N	McKesson				Vendor Type	McKesson		Activ	ve 🗹
Description	McKesson Ca	anada			Account #	AAAAA			
Phone			Fax		Customer # (SAP)	cccccc			
C <u>a</u> talog	Or <u>d</u> ering	<u>R</u> eceiving	<u>G</u> (eneral					
Electronic R	Receiving	Web Service		~	Print Receive repo	ort	Prompt Yes		~
Update Pure	chase Cost	Always		\sim			No Prompt		
Update Sell	ling Cost	Always		~					
Update Use	er Cost 1	Never		\sim					
Update Use	er Cost 4	Never		~	Default Action who	en PO not found	Treat like r	ion-PO receive	\sim
Update Use	er Cost 5	Never		~					

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

Kroll 🗘	Receiving Order Report Kroll Pharmacy Store, 25 York St, Toronto ON M5J 2V5 Phone: (416) 342-2500								
Vendor: McKesson								245191	.McKessor
ReceivingOrderReport						P	rinted on: 0	4/03/2021	02:21:46 pm
Order Prev Recv'd Recv'd Qty Recv'd Qty OnHand	New PO#	Item #	Regular Description	Form	DIN	Pack Size	Invoice Acq.Cost	Price Diff.	Total Amount
Order Prev Recv'd Recv'd Qty Recv'd Qty OnHand Non-PO Received Items	New PO#	Item #	Regular Description	Form	DIN	Pack Size	Invoice Acq.Cost	Price Diff.	Total Amount
Order Prev Recv'd Recv'd Qty Recv'd Qty OnHand Non-PO Received Items 0 0 10 - Inventory was not adjusted	New PO#	Item # 373050	Description	Form	DIN 02248170	Pack Size 100	Invoice Acq.Cost 13.99	Price Diff. 13.99	Total Amount 139.90





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

						11016. (110) 342-23	00					
Vendo	or: Mo	Kessor	1								245189	.McKesso
Receivi	ngOrde	erRepor	t						P	rinted on: 0	4/03/2021	09:30:32 a
						<u>Narcotics</u>						
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 Amou
Items	s Rec	eived	In Full	า								
10	0	10	1000	170	785907	BROMAZEPAM TB 6MG 10	ТАВ	02177188	100	14.88	13.75	148.8
SubTota	al											148.8
TUCAI												140.0
						<u>Requiar</u>						
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 Amou
Items	Rec	eived	In Full									
10	0	10	1000	170	114587	GLYBURIDE TB 2.5MG 1	TAB	01913670	100	4.13	3.81	41.3
SubTot	al											41.3
Items	6 Not	Rece	ived									
10 Qt	0 y Shippe	0 ed=0, Inv	- ventory was i	170 not adjusted, Cat	312256 alog was not i	EPIVAL TB 125MG 100 updated, Vendor Msg: Item Disc	TAB ontinued	00596418 by Manufactu	100 rer	34.07	34.07	0.0
												0.0
SubTot	ai											41.7

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