

LOTS 3.000R00 Release Notes



ePrescribing

Electronic Prescribing provides an option for prescribers (including doctors, dentists, optometrists, midwives and nurse practitioners), and their patients to have an electronic prescription as an alternative to a paper-based prescription.

ePrescriptions are currently delivered to the Patient via a Token method.

Tokens are presented to the Pharmacy and are required to retrieve the electronic prescription details before an item can be dispensed.

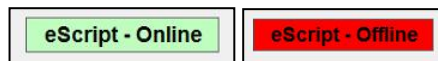
POC - PBS Online Client

The PBS Online Client will be upgraded to version 2.0.0.5

Ensure eScript is online

ePrescriptions are dispensed via the eRx gateway - There must be clear communication between LOTS and the Gateway for a successful download and dispense of an ePrescription

An eScript online/offline indicator is now visible on the Main Dispense screen. This indicator visually alerts the User when the Prescription Delivery Service (PDS) becomes unavailable



Scanning a Token

Simply scan the token or manually enter the SCID/DSPID in to the LOTS Patient Search window to trigger an ePrescription download.

A successful download will produce the ePrescribing Pane.

The pane is the electronic copy of the prescription and will display the prescribed details. This is regarded as the legal representation of the ePrescription.

For an original dispense, the pane will display the Original (blue) prescription details.

For a repeat dispense, the pane will display the Original prescription details which sit as a tab behind a yellow electronic repeat form.

The tabs have been provided as a way to toggle between the Original and Repeat. This has been designed to simulate a paper copy and assist with verifying the electronic details.

This is an Electronic Prescription Close (Ctrl+1)

Original Prescription **ACTIVE**

Original

Prescription
 Date Prescribed: 02/06/2020 Prescription Type: GENERAL Generic: N Req. 24
 Prescribed By: Dr TEST PRESCRIBER Prescriber Number: 80000000

Patient Details (Ctrl+2)
 Title: MR First Name: TEST Family Name: PATIENT
 Address: UNIT 12/56 TEST AVENUE Suburb / City / State: TEST SUBURB Postcode: 3000
 Phone: 03 9999 99999 Gender: MALE Date of Birth: 01/01/1977
 Medicare No.: 555555555 Sub: 1 Expiry Date: 01/01/2055

Patient Details (Ctrl+3)
Entitlement Details:
 C/P: S/E/V: Card Colour:
 Exp. Date:
 Medicare First Name: TEST PATIENT Medicare Family Name:
 ePrescription Token Received via: TESTPATIENT@EMAIL.COM Type: EMAIL

Item Prescribed (Ctrl+4)
 Drug: TRITACE Strength: 2.5mg
 Instructions: Take ONE tablet daily
 Qty: 30 Total Rpts: 5 Rpts Left: Rot Interval (days):
 Generic: No Req. 24: No Authority?: No Authority No.: SLA No.:
 Unusual Dose: No Warrant Number:

This is an Electronic Prescription Close (Ctrl+1)

Last Dispensed Item **ACTIVE**

Original Repeat

Prescription
 Date Dispensed: 05/06/2020 Prescription Type: Repeat Generic: No Req. 24
 Prescribed By: DR TEST PRESCRIBER Prescriber Number: 80000000

Patient Details (Ctrl+2)
 Title: MR First Name: TEST Family Name: PATIENT
 Address: UNIT 12/56 TEST AVENUE Suburb / City / State: TEST SUBURB Postcode: 3000
 Phone: 03 9999 99999 Gender: MALE Date of Birth: 01/01/1977
 Medicare No.: 555555555 Sub: 1 Expiry Date: 01/01/2055

Patient Details (Ctrl+3)
 Item Dispensed (Ctrl+4)
 Drug: TRITACE Strength: 2.5mg
 Instructions: Take ONE tablet daily
 Qty: 30 Total Rpts: 5 Rpts Left: 2 Rpt Interval (days):
 Generic: No Req. 24: No Authority?: No Authority No.: SLA No.:
 Unusual Dose: No Warrant Number:

Item Details (Ctrl+4)
 Generic Name: <Brand substitution allowed>
 Form: PBS Code: Manuf.: Extemp.: CTG:
 Date of Last Supply: 02/06/2020 Prev. Script No.: 12345 Prev. Phcy No.:
 Emergency?: No Annotation: Take with Water

The pane has been designed to remain on the screen, but there is a Close (ctrl+1) button if you prefer to not have it displayed.

Please Note: The Pane will re-appear if moving to a fresh screen.

There will also be times where the pane will automatically minimize, this is for better viewing of prompts that may appear whilst dispensing.

If you would like to re-position the pane, simply left mouse click and drag the pane across the screen.

An ePrescribing requirement is that the pane be visible for every electronic dispense. This means the LOTS Option to disable the pane will have no effect for ePrescribing script, but old-style eScripts will obey the setting.

A number of new fields have been added to the pane to display the prescribed elements of the electronic prescription. Some of these fields are as follow...

- **ePrescription Token received via:** This field displays the default delivery method for the repeat token. This delivery method will be set at the time of prescribing and can be changed for each individual dispense,
- **Type:** This field indicates the preferred delivery method as set by the prescriber.
- **Warrant/Permit number:** This field will contain the relevant warrant/permit number for restricted items, if it has been supplied for the electronic dispense.
- **Unusual Dose:** This field will contain a Yes or No indicator if the dose is an unusual dose. The Prescriber must set this indicator for it to appear on the pane.
- **Annotation:** The Original copy will display any annotations as set by the Prescriber. The repeat copy will always display the last annotation as set by the Dispenser.
The script screen provides the User with the means to view all annotations as set by the Prescriber and each Dispenser for the life cycle of the ePrescription.

The ePrescribing Pane consists of six sections

- Prescription Details
- Prescriber Details
- Patient Information
- Patient Details
- Item Dispensed details
- Item Details

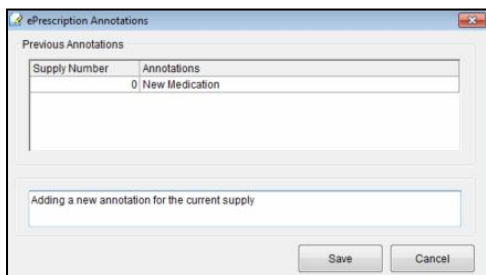
A tool-tip on the ePrescribing Pane is now available to display the Privacy Statement.

Double Clicking the Privacy Statement element will display the full Privacy statement on the Screen

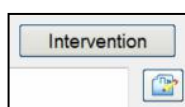


The Prescription, Patient and Item Dispensed sections will always be in view, with the option to expand the other sections if need be.

Script Screen - Annotations



Located on the Script Screen is a new Annotation button. When selected, an Annotation window will appear listing any previous annotations for previous supplies. The Edit Button allows the User to add an annotation for the current dispense.



ePrescribing Indicator

A blue ePrescribing Indicator will now be displayed on the Script Screen when an ePrescription is being dispensed. This Indicator will also appear for Repeat Dispenses

Completing the ePrescription

ePrescribing

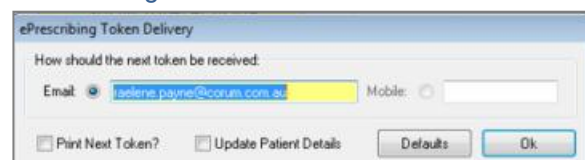
To complete the ePrescription simply follow the standard LOTS workflow.

After selecting the Finish button, a Token Delivery prompt will appear. This prompt by default will contain the delivery address set by the Prescriber.

This delivery address can be edited to a preferred delivery address at the time of dispensing, if required.

An option to print the next token is also provided, this option will print a paper Token as evidence of prescription for the next dispense.

Please Note: The Evidence of Prescription cannot be used to dispense from, the dispense must be performed by downloading the SCID/DSPID and never manually from the Evidence of Prescription.



The Update Patient details option will update LOTS with the patient's Mobile Phone details, if it is selected selected as the delivery method

Own Repeats

Dispensing an Own Repeats for an electronic prescription will automatically trigger the ePrescription download. If successful communication with the PDS is established, the ePrescribing pane will appear and the script will be dispensed and sent back through to the PDS.

Call Back Docket

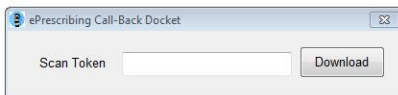
LOTS Dispense> Utilities> ePrescribing - Call Back Docket - Ctrl + Z

There may be times where a patient chooses to have their script queued and collected at a later time.

For this scenario we have introduced a Call back Docket function.

Selecting the option will open a Scan Token window where the User can scan the Patients SCID/DSPID to automatically print a paper Token that can be placed in a basket, or Dispense Queue.

Scanning this Token will download the ePrescription so that it can then be dispensed



Printer Configuration

Prescription file and Evidence of Prescription settings have been added to Printer Set-up.

Please configure accordingly. The Orange Printer set-up notifications will appear if attempting to print either of these, without having a printer defined. Please Note: The notification will no longer appear, once the printer has been defined.

ePrescription File [A4] :	FinePrint	✓		
Evidence of Prescription [A5] :	FinePrint	✓		

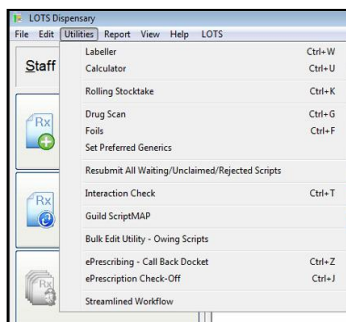
Main Dispense Screen

A new icon will be displayed on the Main Dispense Screen to identify dispensed electronic prescriptions. Please Note: The indicator may temporarily display an exclamation mark, if the item has not successfully made it to the PDS. The exclamation will clear once the script has been successfully received by the PDS.

Script
11956
11955
11954

New ePrescribing Dispense Utilities Menu Options

- ePrescribing Call Back Docket - Produces a paper Token for queued dispensing purposes
- ePrescribing Check-Off - Produces a virtual script view for check off purposes



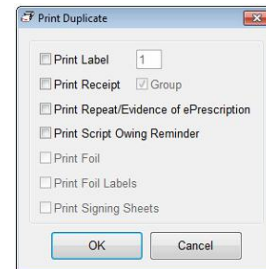
New ePrescribing Script Menu Options

- Print Prescription file - This option prints a prescription file with relevant information
- that could be requested by a Regulatory Body. This print out is not intended to be supplied to the Patient and cannot be used to dispense from.
- Re-Issue eScript Token - This option will produce the Token delivery prompt where the User can then request to re-issue a Token.
- ePrescribing Check-Off - Produces a virtual script view for check off purposes.

The below options are also available from the patient History Screen

Other Resubmitted Scripts (0)		66 No
All Scripts Dispensed Today		
PDE	Drug & Instructions	
583073	30 CADIVAST 10/20 TAB Take ONE tablet daily	
583073	30 CADIVAST 10/20 TAB Take ONE tablet daily	
583073	30 CADIVAST 10/20 TAB Take ONE tablet daily	

The print duplicate Repeat option has been renamed - Selecting this option for an ePrescribing item will automatically print an Evidence of Prescription. For non-electronic scripts, the standard repeat form will still print



PDS is down/unavailable

If the Prescription Delivery Service becomes unavailable the User will note the eScript-Offline Indicator will be displayed in red and the User will be unable to download and eScripts or ePrescriptions.



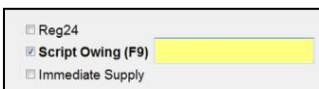
If adequate information has been obtained, and the User has ensured they are following their state and federal legislation, an offline dispense could occur with LOTS now having the ability to perform a reconciliation by triggering a download when the PDS becomes available.

Dispense as an Owing - PDS down/unavailable

Ensure you have the DSPID from the Token or Evidence of Prescription for the current dispense
 Manually search for the Patient or create a new Patient if necessary.
 From the Script screen select the Script Owing (F9) option

A new field will become available. It is a reconciliation dependency that the SCID/DSPID for the current dispense be added to this field.

With the details obtained from the Prescriber, the User can then proceed to manually dispense the ePrescription as a standard LOTS Owing Script.



PDS becomes available - Reconciliation

When the Prescription Delivery Service becomes available the User will note the eScript Indicator will be displayed in green and the User will be able to download ePrescriptions.



To reconcile an electronic script that has been dispensed as an Owing, simply edit the prescription and deselect the Owing Script (F9) option.

The User will be presented with a prompt "Are you sure you want to reconcile this script", once acknowledged, the reconciliation process will be triggered and the ePrescription will be downloaded in preparation for Dispensing.

The download will produce the ePrescribing Pane and will highlight any of the script details in red if there are differences to what was dispensed compared to what was prescribed. Editing any differences to conform to the prescribed details will reset the red text to the default black.

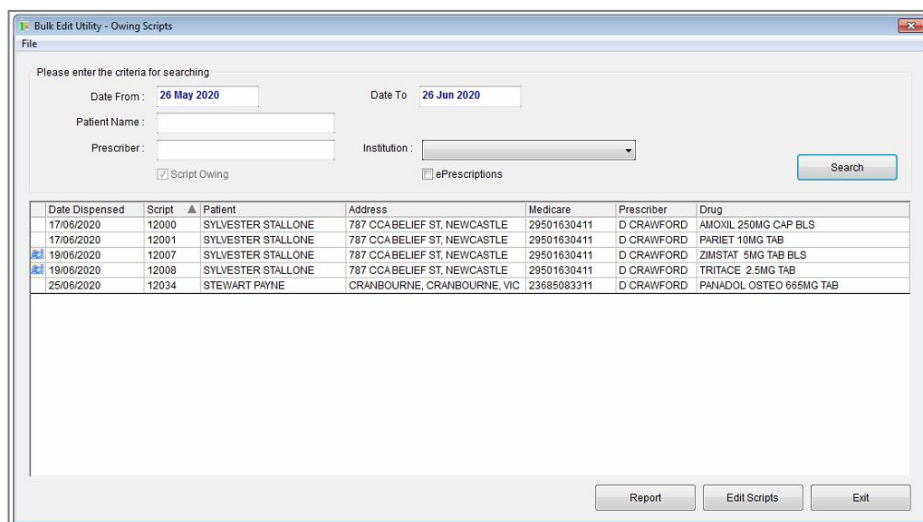
Please make sure to set the number of repeats prescribed and repeats remaining correctly according to the downloaded ePrescription. The script can now be completed.

The electronic prescription has now been reconciled and the details would now have been successfully sent to the PDS.

Bulk Edit Utility - Owing Scripts

Dispense > Utilities > Bulk Edit Utility – Owing Scripts

A new bulk editing utility is now available from the main Dispense Screen to assist with the marking off and reconciliation of Owing Prescriptions.



Date Dispersed	Script	Patient	Address	Medicare	Prescriber	Drug
17/06/2020	12000	SYLVESTER STALLONE	787 CCA BELIEF ST, NEWCASTLE	29501630411	D CRAWFORD	AMOXIL 250MG CAP BLS
17/06/2020	12001	SYLVESTER STALLONE	787 CCA BELIEF ST, NEWCASTLE	29501630411	D CRAWFORD	PARIET 10MG TAB
19/06/2020	12007	SYLVESTER STALLONE	787 CCA BELIEF ST, NEWCASTLE	29501630411	D CRAWFORD	ZIMSTAT 5MG TAB BLS
19/06/2020	12008	SYLVESTER STALLONE	787 CCA BELIEF ST, NEWCASTLE	29501630411	D CRAWFORD	TRITACE 2.5MG TAB
25/06/2020	12034	STEWART PAYNE	CRANBOURNE, CRANBOURNE, VIC	23685083311	D CRAWFORD	PANADOL OSTEO 665MG TAB

What's new?

A new blue indicator displayed in the first column, indicates electronic Owing items.

A new ePrescription filter provides the ability to limit the results to only display electronic prescriptions.

Search functions including Date Range, Patient Name; Prescriber and Institution, assist the User in collating a list of scripts that are marked as Owing.

The Owing scripts are displayed in a grid where the User can select which items they would like to edit and potentially remove from Owing.

Once the scripts have been selected, the Edit Scripts button will launch and load the scripts in Dispense as a batch, from where they can be manually edited and reconciled.

The standard Dispense editing workflow will apply; selecting the F9 key will remove the Owing status followed by the Finish button to save the script.

For electronic prescriptions, the download will occur displaying the ePrescribing pane. Completing the dispense, will reconcile the Owing.

Selecting the Script Cancel button on any loaded script will cancel the batch and terminate the process.

Scripts that have already been edited will be saved; scripts that were yet to be edited will remain with a status of Owing and be re-loaded next time the utility is run with the same filters.

The Report button will print the displayed results allowing the User to report on any outstanding Owing Scripts.

Check-Off Function

As there is no longer a paper copy to perform a Check-off against, the User has the ability to produce the ePrescribing Pane on demand from the Main or Patient History Screen for Check-off purposes.

Right Clicking and selecting the "ePrescription - Check-Off" option or selecting CTRL + J on a selected script, will trigger a download and display the ePrescribing Pane.

Selecting the green Check Off button will mark the script in the database, as have being Checked Off. The Cancel button will close the Pane without marking the database as being Checked Off.

This provides the ability to perform a visual Check-off which can occur prior to supplying the item to the Patient.



Password Parameters

Tools> Utilities> Staff Utilities> Password Parameters

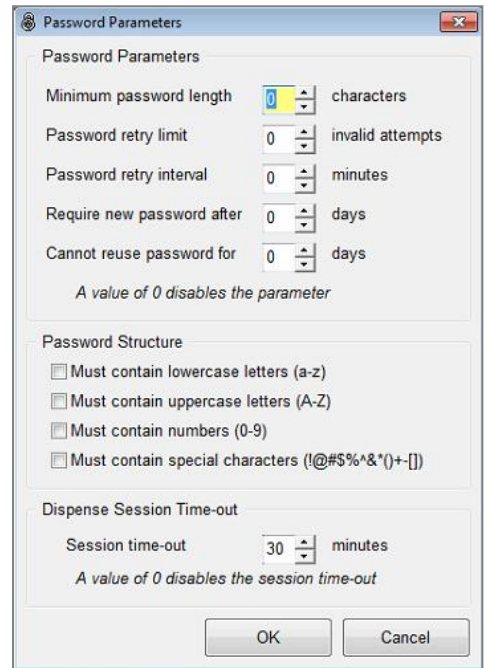
Passwords can now be managed via a new Staff Utility called Password Parameters.

By default these parameters will be disabled and the module will require security access, ID and Password to gain access.

An Access rule has been created and can be edited in Set Access Rules.

Parameters can be used individually or combined together to create a more complex security login

When changed, the next time a User attempts to log in to a module they will be presented with the following prompt where the User will be required to change their current password to conform with the newly set parameters.





The required password composition will be displayed to assist with creating the new password.

Once complete and saved the User will be prompted to enter the new credentials to gain access to the module they are wanting to access..

Password retry limit

A retry limit can be set. If this limit is exhausted, the User will be locked out of their security account and will require Administrator assistance to unlock it.

In this scenario an Administrator will be required to access the Modify Staff module where an "Unlock Account" button will require attention .

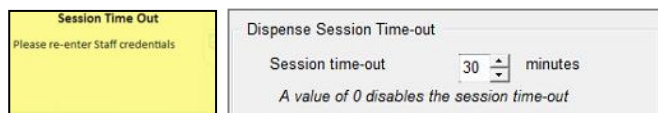
Session Time-Out

A requirement for ePrescribing is that the Dispense system has the ability to automatically log out after a period of inactivity.

In this instance a yellow "Session Time Out" notification will appear on the screen and the User will be required to log back into the Dispense module before they can proceed with Dispensing again..

Please Note: The yellow notification will automatically close once the credentials have been re-entered.

By default the Session time-out is set at 30 minutes. This can be modified up to 60 minutes, or disabled via the Password Parameter utility, by setting the value to 0



Staff Utilities

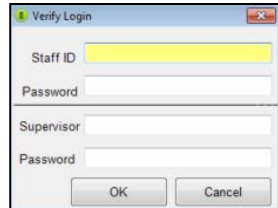
The Modify Staff utility can now record an email address and title against a staff member's details. The Staff

Password field has been increased to accommodate 100 characters

Security Log-In

A new security log-in window is now available for Users that have the Require Supervisor on Dispensing option set. This allows the user to easily log back in to Dispense by entering both sets of credentials in one action.

Require Supervisor on Dispensing



The 'Verify Login' dialog box contains the following fields: Staff ID (highlighted in yellow), Password, Supervisor, and Password. It includes 'OK' and 'Cancel' buttons.

POS Receipt:

Receipts for Abandoned Sales can now be printed from POS. Receipts will be clearly marked with **“Abandoned Sale”**

ABANDONED SALE

Users now have the option to print a barcode on a POS Receipt.

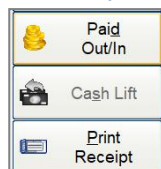
The barcode will be useful when performing a Return in the Returns module, as scanning the barcode into the Invoice Number field on the Returns prompt, will now auto populate the returns module with the items from the original sale, including any discounts that may have been applied.

This function can be enabled in LOTS Options> POS Receipts> Enable barcode on receipt

Enable barcode on receipt

Cash Lift:

If both Cash Lift and Draw Swap functions are disabled in Options - LOTS Options> Till Reconciliation> Cash Lift the Cash Lift button displayed in POS will now appear disabled.



A vertical menu with three items: 'Paid Out/In' (with a coin icon), 'Cash Lift' (with a cash register icon), and 'Print Receipt' (with a receipt icon).

POS Menu Items:

The Edit Customer, Merge Customer and Delete Customer functions are now available in POS, Debtors and Dispense. The Delete and Merge Customer functions will both require security access regardless of the User's security level.

Edit Customer
Merge Customer
Delete Customer

POS Edit Customer:

A new “Edit” button is available on the POS Sales Screen. This button displays the LOTS Patient Details form for the selected Customer.

Salesperson: Customer:

POS Customer Display:

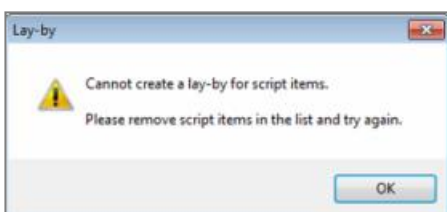
The POS Customer Pole Display can now be disabled in LOTS Options> Customer Pole Display> Enable Customer Pole Display

Items that are marked as “Exclude from Customer display” in Stock cards, are correctly displaying as ITEM PURCHASED on the Customer display.

This also includes items that are a part of a Multi or Bonus buy.

Lay-bys

Prescriptions can no longer be placed on a Lay-by. If a Lay-buy is initiated for a transaction containing prescription items, the following prompt will be displayed.



The 'Lay-by' dialog box displays an error message: 'Cannot create a lay-by for script items. Please remove script items in the list and try again.' It includes an 'OK' button.

POS Negative Values:

This may impact the way some sites perform Returns.

A restriction has been implemented to disallow negative quantities or values being entered into a Sale transaction. If a negative value or quantity is entered, it will now produce a prompt and default to a positive amount.



For any returns, please ensure they are performed through the POS, Returns function.

POS Invalid Quantities:

The system will now produce a notification if an abnormal value has been entered into any SOH, Value or Discount field within POS.

Acknowledging the notification will clear the entry and default the value back to its original value, except in the case of discount, where 100% discount will be applied.



POS manually adding a \$ Dollar Discount - Please Take Note

A change has been made in the way a manually entered dollar discount is applied to a Sale transaction. Previously the dollar discount would have applied to the entire sale regardless of the item qty.. Now, the discount is applied per line item, and then multiplied by the qty.

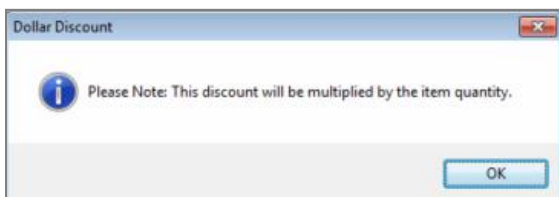
For example - If I apply a discount of \$1.00 to a sale that contains Aspro x 2, my sale discount will be \$2.00

Stock Item	Quantity	Retail	Disc per Item	Subtotal
ASPRO CLR TABS 24	2	\$6.00	\$ 1.00	\$10.00

Additionally, Users will now receive a prompt when adding this discount to alert them, of this changed condition.

\$10.00	
Cash	\$10.00

This sale now contains a \$2.00 discount



This change in condition only applies to dollar discounts that are manually entered to the Sale Transaction

Shelf Label – UPI

A UPI can now be added to a Shelf Label. This can be configured by navigating to: Printer Setup> POS tab> Shelf Labels – (Select the configuration cog wheel)

Selecting the UPI option will place the UPI on the Shelf Label.

Please Note: An alteration to alignment must be done to apply it to the correct location.

An enhancement to >Print Shelf Labels now provides the ability to print multiple Shelf Labels. The User can now edit the Quantity field to print a determined amount of Shelf Labels.

ScriptLink - POS

The Scriptlink> Waiting Scripts option which in POS, will now only be displayed for LOTS Complete sites.

ScriptLink - Standalone Mode

Users will now receive notification when attempting to use the ScriptLink function if a system is in Standalone mode. The prompt reads "This Computer is currently in standalone mode and cannot collect Scriptlink files at this time"

Partcodes and PLU's:

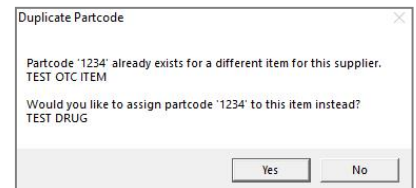
Alphanumeric PLU's can now be searched for in the POS Stock Search function.

The system can now accommodate longer Partcodes up to 30 characters long. Modules such as Price Updates and Orders have been enhanced to accommodate this new length.

Note that at present, PharmX can only accommodate partcodes of up to 20 characters, so invoices received for items with partcodes of over 20 characters will have those codes truncated to 20.

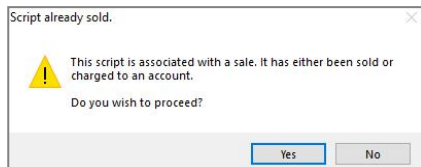
Duplicate Partcodes are no longer allowed.

If a duplicate Partcode is entered, the User will be presented with a notification with an option to re-assign the Partcode.



Deleting a Script:

Users will now be alerted when deleting a script in Dispense that has already been sold or charged to an account. The prompt alerts the User that the script has been attributed to a Sale or an Account Charge, as deleting the script in some instances could cause discrepancies in historical sales data.



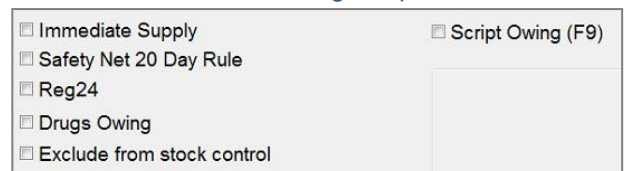
Streamline Workflow - Visual Changes

A new Tab called Label is now available. This Tab will display the preview for the Dispense Label during the dispense process.

The Reg 24 button has been removed - A check-box is now available with no change to the regulation 24 workflow.

An Owing Script check-box is now available - Selecting this check-box enforces the Owing Script conditions. There has been no change to the standard Owing Script workflow.

Immediate Supply, Safety Net 20 Day Rule and Drug Owing Have also been moved - there is not change to the standard workflow for these items.



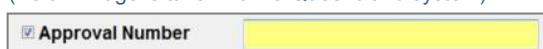
Schedule 8 - Controlled Substance dispensing

A new field in both Classic and Streamline Workflow is available to accommodate the Schedule 8 permit number. As the reference to this number changes State by State, the field will be appropriately named depending on the State that your Pharmacy is located and will only be visible when dispensing a Schedule 8 item

- For Victoria - Warrant Number
- For NSW or NT - Authorisation Number
- For WA and Tasmania - Authority Number
- For QA and ACT - Approval Number
- For South Australia - Permit Number

D.O.B - If a patients Date of Birth differs to an electronic prescription, the User will now receive a prompt to either update or continue with the existing details

(Below Image is taken from a Queensland system)



Authority Field - Classic and Streamline Workflow

The Authority field has been re-named to "PBS Authority"



Script Queuing

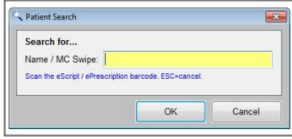
LOTS Script Queuing > Tools > Options > Script Queuing - Enable Script Queuing

Accessible from both POS and Dispense work stations, LOTS Script Queuing provides the Pharmacy with a single solution to help manage and support their dispensary workflow.

By prioritizing dispense traffic and providing clear visibility of customer requests and needs, LOTS Script Queue increases efficiency and the overall dispense experience for both Customers and Dispensary Staff.

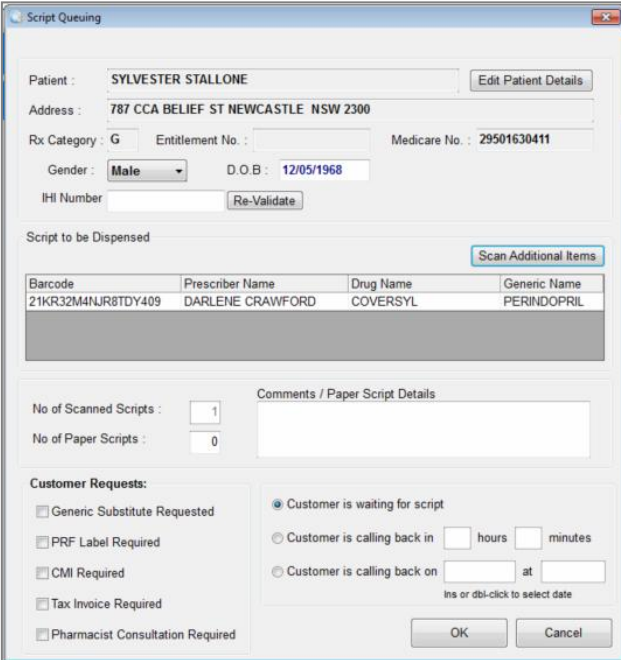
Queued Scripts (2)		Today's Scripts (1)		Other Resubmitted Scripts (0)		4 Notifications (last 7 days)		MPS Suggested Dispense	
Queued Scripts Awaiting Dispensing									
Counter	Patient	Status	Calling Back In	Scripts	Received	Prescribed	Options Required	Comments	
	Script Queuing	ER STAL	Waiting for script	0 min	2	Yesterday 25/06/2020 at 6:04 PM		Generic Substitute, PRF Amoxil 250	
46	SYLVESTER STAL	Calling back today at 10:14 AM	1hr 32min	2	Today 26/06/2020 at 8:34 AM	NARDIL (PHENELZINE)	Generic Substitute, PRF	Paper Script - Amoxil 250MG	

Selecting the Script Queuing button produces the Patient Search window. The Queue form can then be displayed by either entering a Patient Name, Scanning a Repeat or ePrescribing barcode or alternatively swiping a patient's medicare card.



Search for...
Name / MC Swipe:
Scan the eScript / ePrescription barcode. ESC=cancel.
OK Cancel

The Script Queuing form opens populated with the Patient details.



Script Queuing form showing patient details for SYLVESTER STALLONE, address 787 CCA BELIEF ST NEWCASTLE NSW 2300, and a table of scanned scripts including Darlene Crawford's Coversyl.

IHI Validation: An IHI Number field is available where an IHI validation can occur prior to the dispense activity.

Adding Items to the Queue:

If opening the form via Patient Name or Medicare Swipe, the form will open without any script items displayed in the Queue.

The Scan Additional items button is then available to add any electronic or own repeat items.

If scanning an electronic script to open the form, the script that is scanned will be captured and will be displayed on the form as an item that will be added to the Queue.

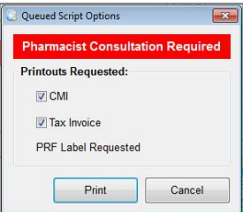
If required, the Scan Additional Items button is then available to add additional items.

Item can be deleted by selecting right click > delete. If the Queue record has been created, a new Docket will be printed reflecting the updated details.

Paper Scripts: As paper Scripts do not contain a barcode they cannot be scanned in to the Queue.

To add a Paper Script to the Queue, the User must manually adjust the No of Paper scripts value to indicate how many paper scripts they are queuing, and if required type the script details in to the Comments/Paper script details box. These details will then be printed and reflected on the Script Queue Docket.

Customer Requests: Selecting a Customer request item will provide an alert the Dispenser during the Dispensing process.



Queued Script Options dialog showing checkboxes for CMI, Tax Invoice, and PRF Label Requested, with a red banner for Pharmacist Consultation Required.

The Generic Requested will display a Label on the dispense screen alerting the dispenser a Generic has been requested

Generic Requested

Pharmacist Consultation

Selecting the Pharmacist Consultation option without having to enter scripts to the Queue Record, is a great way to Queue Dispense traffic requiring services like Blood Pressure Monitoring, or daily Dosing.

Selecting this option without adding a script, will display in the queue clearly indicating that a consultation is required.

Queued Scripts (2)		Today's Scripts (4)		Other Resubmitted Scripts (0)		15 Notifications (last 7 days)		MPS Suggested Dispense	
Queued Scripts Awaiting Dispensing									
Counter	Patient	Status	Calling Back In	Scripts Received	Prescribed	Options Required	Comments		
65	SYLVESTER STAL	Waiting	0 min	0	Today 14/08/2020 at 8:38 AM		Consultation	Blood Pressure test	
66	SYLVESTER STAL	Waiting	0 min	0	Today 14/08/2020 at 8:38 AM		Consultation	Methadone	

Call Back / Wait Options

A number of call back/wait options are available.

Customer is waiting for Script - The Queue indicates that the Customer is waiting for their items

Counter	Patient	Status	Calling Back In
46	SYLVESTER STAL	Waiting for script	0 min

Customer is calling back in __ hours __ minutes

Customer is calling back on __ at __

Both of these options provide the User with an accurate return time which accurately counts down providing the user clear visibility of when the Customer is expected to return to collect their item.

Counter	Patient	Status	Calling Back In
46	SYLVESTER STAL	Calling back today at 10:06 AM	1hr 29min

The Script Queue

Electronic and Own repeat items can be dispensed directly from the Queue.

Right-clicking on the item in the queue and selecting the "Dispense this Script" option, F11 or a double mouse click will launch the items directly in to Dispense where the User can proceed with dispensing the items.

Queued Scripts (2)		Today's Scripts (1)		Other Resubmitted Scripts (0)		4 Notifications (last 7 days)		MPS Suggested Dispense	
Queued Scripts Awaiting Dispensing									
Counter	Patient	Status	Calling Back In	Scripts Received	Prescribed	Options Required	Comments		
44	SYLVESTER STAL	Waiting for script	0 min	2	Yesterday 25/06/2020 at 6:04 PM		Generic Substitute, PI Amoxil 250		
46	SYLVESTER STAL	Calling back today at 10:14 AM	1hr 32min	2	Today 28/06/2020 at 8:34 AM	NARDIL (PHENELZINE)	Generic Substitute, PRI Paper Script - Amoxil 250MG		

Multiple queued items will be dispensed in a batch, displaying 1 of xx and so on, until all items have been dispensed.

Processing Script 1 of 2 for Script Queue

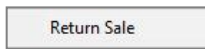
The MORE button will become enabled only on the last item, so any Paper scripts can then be dispensed.

Standalone:

Sales restored from Standalone mode will now contain a standalone receipt number which, combined with the standard POS receipt number, will assist with better tracking of standalone sales.

Returns:

Right-clicking on an existing Sale listed in POS will now present the user with the option to 'Return Sale'.



Selecting this option will open the Returns module and load the original Sale which will also include any discounts that were originally applied.

Users are able to then perform a full return or alternatively a partial return against the original sale transaction. A partial return will update the original transaction decreasing any quantities and values available for future returns.

The ability to return over and above the original sale quantity or sale value for any transaction has been locked down when using the new Returns functionality.

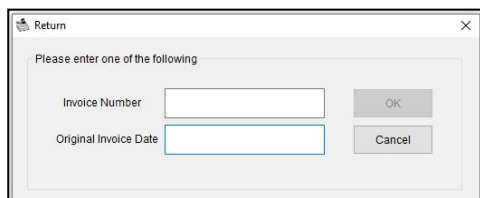
Please Note: Transactions containing prescriptions cannot be returned using the Returns function.

How to return items that share a sale with a Prescription:

The user must select the Returns button from the main Sale screen and use the Original Invoice Date option, adding the items manually to return items that were sold within the same transaction as a prescription.

This option can also be used to search and display historical sales.

Entering the Invoice number will search the system and display the original sales transaction.



The dialog box titled 'Return' contains the following elements:

- Header: Return
- Text: Please enter one of the following
- Form fields:
 - Invoice Number: [Text Input]
 - Original Invoice Date: [Text Input]
- Buttons:
 - OK
 - Cancel

Items originally charged to an Account, can now be returned to an Account using the Returns module in POS.

**Please note: LOTS will no longer allow negative values to be entered into POS
All returns should be performed using the Returns function or the Returns module in POS.**

Stock Cards:

The Stock Card screen has been re designed to better display additional fields that may be required for CCE Head Office.

Please Note: Some fields may not be visible or available to all stores.

- New field – S.K.U (Stock Keeping Unit)
This field may be managed from Head Office

If the fields are available and they are Head Office Managed, they will still appear but display in bold with a greyed out appearance.

An Administrator may be able to edit these fields with security access, but that will also be determined by your Head Office.

Stock Card Discounting:

Stock Card \$ and % discounting has been enhanced to correctly and consistently apply across LOTS.

Changes may be noticeable in POS, End of Day and the Debtors module.

Where applicable, any discount displayed will be displayed clearly in the form of a \$ or %.

To enter a Stock Card % discount, the % symbol must be entered along with the required value

If the discount being set is a \$ value, only the number needs to be entered.

Discount Price or %	50%	Discount Price or %	\$0.50
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Creating a New Supplier in Stock Cards

Creating a new Supplier now requires the User to have entered all mandatory fields before allowing the details to be saved. This will eliminate the creation of partial and incorrect Supplier records. Duplicate Suppliers or Suppliers with no details can no longer be created.

If a User attempts to create a Supplier that already exists in the database, a notification will now appear.

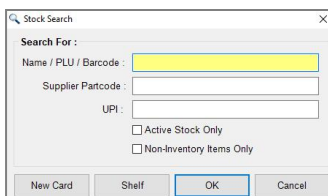


An “Active Stock” filter has been added to the Stock Search function. Selecting this option will limit the Stock search and only display active items.

A “Default to Active Stock Only in Stock Searches” option has also been introduced to: LOTS Options> POS Options

Selecting this option will select the Active Stock Only option by default.

The option can be manually de-selected at any time providing the User with a result of Active and Non-Active stock items.



A “Non-Inventory Items Only” filter has been added to the Stock Search. When selected, the Stock search will return ONLY items that have been set to be Non-Inventory (see below).

Non-Inventory Stock Items:

A Non-Inventory setting has been introduced to the Stock Card module.

This option can be applied to new or existing stock items.

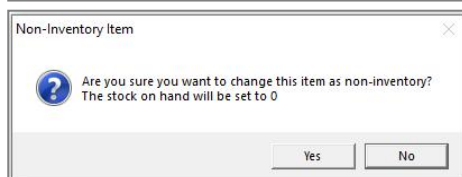
A Non-Inventory Item can be Sold, Refunded, Transferred and Invoiced.

The only difference between a Standard Stock item and a Non-Inventory Item is the SOH value will always remain at zero.

Non-Inventory items will be included when forecasting data, so the MTD values will be reflected as expected.



Selecting the option will update the SOH value to zero for any new or existing item.



Once selected, any future sales for the Non-Inventory item will be excluded from updating or reducing the SOH value.

Please Note: Non-Inventory Items have been excluded from the Ordering process. They can be received, entered and receipted via an Invoice though.

The SOH value will not be updated when a Non-Inventory Item is receipted. An applicable Partcode and Supplier record will be saved against the Non-Inventory item for future Invoice mapping.

If the User is searching for a Non-Inventory Item to add to an Order, it will not produce any Stock Search results.

As a result of Non-Inventory items being excluded from ordering and stock adjustments, all Order and SOH related fields located in the Stock Card have been disabled/greyed out.

Dispensing a Non-Inventory Item

Non-Inventory items can be dispensed in the same manner as an OTC item, by selecting the “Show All Items” checkbox located on the Drug Lookup.

Stock Card Options module - Print directions on Small Labels

A Smart Sig Type filter has been introduced to the Stock Cards option module, to easily update stock items like eye drops and ear drops in bulk, to print their directions on a small dispense label.

Smart Sig Type	<input checked="" type="checkbox"/> EAR-DROP	Discontinued	Yes/No
		Print Directions on Small labels	Yes/No

Reports:

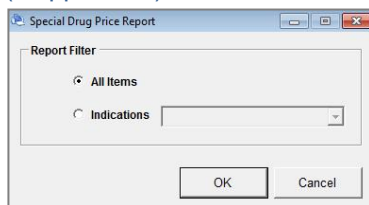
A number of LOTS Reports have had the Non-Inventory item filter added. This will assist the User with reporting solely on Non-Inventory item Sales.

Stock Adjustment Report

The Stock Adjustment Report now displays the product's UPI. This will assist with Stock Taking and help with identifying products correctly.

Special Drug Price Report

A new report has been designed to assist the User with identifying drugs that contain a special price. The Report contains two filters, one that produces a report for all drugs with a special price and another filter to produce the same report but grouped via the drug Indication. The Report will display the drug Name, PBS Code (if applicable), Indication and Special Price set



Special Drug Price Report dialog box showing Report Filter options: All Items (selected) and Indications (dropdown menu). OK and Cancel buttons are visible.

Returns Report:

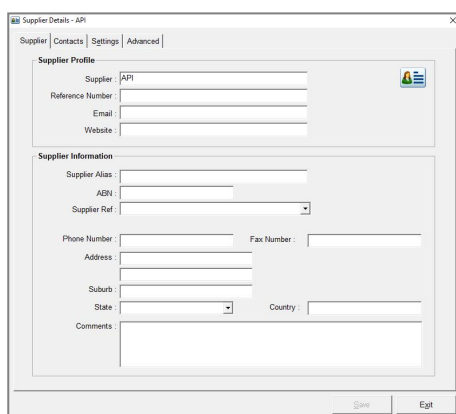
A Returns Report is now available to track return Sales.

The report contains a Date filter allowing the User to customise the report to any specific day.



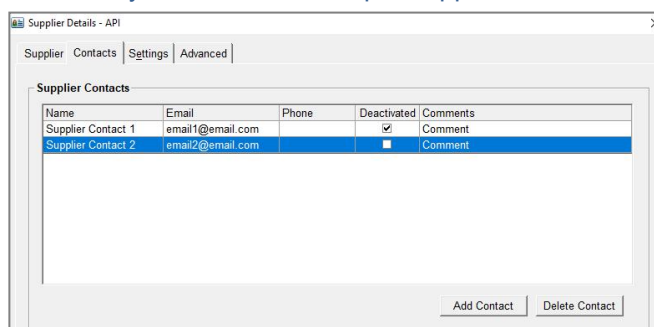
Modify Suppliers

Additional fields for additional contact details have been added to the Modify Supplier form.



Supplier Details - API form showing Supplier Profile, Supplier Information, and Supplier Contacts tabs. Fields include Supplier AFI, Reference Number, Email, Website, Supplier Alias, AEN, Supplier Ref, Phone Number, Fax Number, Address, Suburb, State, Country, and Comments.

A new "Contacts" Tab provides the User with a centralised location where they can maintain multiple Supplier Contacts for any one Supplier.



Supplier Details - API Contacts tab showing a table of Supplier Contacts with columns: Name, Email, Phone, Deactivated, and Comments. Two contacts are listed: Supplier Contact 1 and Supplier Contact 2. Add Contact and Delete Contact buttons are visible.

Name	Email	Phone	Deactivated	Comments
Supplier Contact 1	email1@email.com		<input checked="" type="checkbox"/>	Comment
Supplier Contact 2	email2@email.com		<input type="checkbox"/>	Comment

The Advanced Tab contains the Advanced Supplier Settings

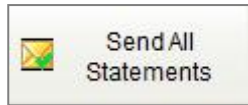


Advanced Settings dialog box showing Price Update Options tab. Fields include Cost Price Include GST, Ignore Order in outers as 1 for this supplier (order using unit quantities), and Order using barcodes, each with a checkbox.

Debtors – Emailing

A “Send All Statements” button has been introduced to the Debtors module to assist in sending/emailing statements to all Debtors that are set to receive their Statements via email.

Please Note: Selecting this function takes into consideration any thresholds and active statuses.



Email BCC:

A new field has been introduced to Debtors Tools> Statement Email called “Email BCC:”

When sending statements via email, a copy of each Statement will be sent to this email address if desired.

This allows the User to keep track of their sent Statements.

Orders – Prompt when adding item

A prompt has been introduced to Orders, to alert the User when adding an item to an Order that already exists on that order.

Orders – Stock on Order Indicator

A new column is now displayed on the Order Screen to display a QTY if the item exists on another Order.

This value will assist the user when ordering and eliminate the risk of over ordering.

Orders – Stock Cards: Min and Max SOH settings

The Minimum & Maximum SOH fields in Stock Cards have now been configured to take effect when placing orders.

Setting values in these fields will result in quantities being ordered that reflect those values, i.e. not less than the minimum, and not more than the maximum.

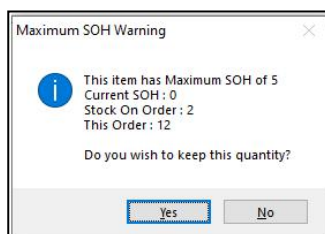
There are, however, exceptions to this, where the Minimum & Maximum SOH values are not invoked in certain circumstances:

The 'Replace Items Sold Since...' order option will always take precedence over the Minimum & Maximum SOH values; so, when placing an order using this option, the quantity ordered will be the same as sold in the selected period, regardless of what values have been set for Min & Max SOH in Stock Cards; this can therefore potentially result in a SOH amount that is less than or greater than the Minimum/Maximum values;

Additionally, the Rounding Threshold impacts upon the Minimum SOH where packsizes are applied, e.g. if an item has a packsize of 3 & a Minimum SOH of 4, then using a higher threshold (e.g. 50% or more) will result in an order being created for only 3 items, i.e. less than the Minimum SOH. Lowering the threshold will result in a greater number of packs being ordered.

Changes to Options > POS Options

POS Options now has an option to display a 'Prompt for Min/Max Stock on Orders'; selecting this option will result in a Minimum SOH Warning being displayed in Orders, if the quantity ordered results in a SOH figure that is less than the Minimum SOH value set in the item's Stock Card. Similarly, a Maximum SOH Warning will be displayed if the quantity ordered results in a SOH figure that is greater than the item's Maximum SOH value.



Shop Front Solutions

LOTS is now integrated with Shop Front Solutions.

Please refer to your Account Manager for further details.

Bug Fixes:

- An issue where the POS Sale Footer was not being displayed has been resolved
- The Cash Lift Reminder was not being displayed as expected, this issue has now been resolved
- Applying GST to a Free to End Consumer sale after subtotaling an EFTPOS transaction, was not tendering correctly. This issue has been resolved
- The focus for an unlisted item with a retail value of \$0.00 was not passing to the next line in the sale grid This has now been resolved
- A fix has been applied to eliminate the possibility of incorrect account charges being charged to incorrect accounts.
- An issue has been resolved where dispensed drugs may not have been decreasing the SOH value.
- Lay-by data will no longer be displayed in the EOD report if the Lay-by functionality is disabled, except where any active Lay-Bys are still in progress.
- An issue has been resolved where repeat forms were being printed for Owing Scripts
- An issue where Owing Scripts were displayed in the Own Repeat history, and, on occasion, producing repeat forms when being dispensed has also been fixed.
- An issue where Outside Repeats were not loading as Outside Repeats, has been resolved
- A fix has been applied to eliminate an Error-91 that was appearing on occasion in Dispense
- A problem retrieving Invoices for secondary PharmX accounts, has been resolved
- An issue with Shorthand Stock Search in Returns, has been resolved
- A fix has been applied to the eScript Service which addresses an issue where Safe Script notifications were not being received. The same fix resolves a related issue where Tokens were not being sent
- Multi-buys that contain a dollar discount, will now correctly tender
- Debtors Statements will now send through Outlook when sent from a Slave workstation running Outlook
- A problem printing Grouped Invoices in dispense, has been resolved
- An error is no longer appearing when running the EOD History Report
- An issue with Medisecure ePrescribing Tokens has now been resolved