Robust Systems International was founded in 2004 to develop retail software for small businesses. In 2006, they developed a retail pharmacy dispensing package called Dispenseware. The first package to be developed is Retailware. In Most Pharmacies, Dispenseware is used with Retailware as the Point Of Sale.

**Dispenseware**

Products are first created. Stocks for the products are received from the supplier. On receiving, the officer may change prices from prices. If the prices are higher than the existing prices, the system will adopt the new prices. The system will only lower prices when you are receiving if it is set to lower prices when receiving.

Receiving Increases you stocks.  Once stocks are received, the pharmacist or the OTC personnel may then dispense or sell the product (Drug) directly to the customer. To dispense, the pharmacist must select the patient to dispense to. Then specify the drugs that the patient must take. The pharmacist is also supposed to put the instructions of how the drug is administered.

When the prescription is complete, the pharmacist will then save it. This will automatically create or append to the drug history of the patient. You can always use the history to see which drugs the patient has taken before and also how the drugs were being administered. If need be, the pharmacist may pick drugs to dispense directly from the patient history. Special history for repeats can be kept in the system for patients to get repeatable drugs specified by their doctors.

Payments for drugs is done in Retailware. Once a prescription is done, the record of the prescription will appear in Retailware's POS window. The OTC official may pick the script and sell it to the patient.

Dispensing lowers the stocks of the specified drugs. The system keeps track of the dispensed drugs' stock.

At some appointed time, a stocktake may be done to validate the stocks that are in the system and those that are on the shelf. Variance reports and the opening stock reports are printed for documentation purposes. Socktakes are kept in the system for reference in the future.

The system allow users to adjust stocks using the cycle counts module. We do no encourage users to adjust stock, but incase there is a good reason for a stock adjustment, the cycle count module is used to adjust the stocks.

Dispenseware has a module to show reports about transactions that happen in the system. You can view and print Dispensing, Stocks, stocktake and medical aid reports.

The administration module of the system is used to correct the system behaviour and fine tunning the system..

## Dispensing

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**Dispensing**
Dispensing is done in two major steps namely, Patient Search, and Drug Dispensing.

To get to the Dispensing screen, select:

1) Dispensary
2) Dispensing

This will lead you to a screen where you can select the dispensing pharmacist by highlighting the row with the preferred pharmacist and then press **Enter** as shown in Fig 1.0.0 below.

Fig 1.0.0 (Patient Selection Window)

When you have selected the pharmacist, a window will pop up and prompts you to search for the patient to dispense to. If the system is configured to ask for password, the pharmacist will have to put a password upon selecting his/ her pharmacist's account. If the system is configured to choose a pharmacist on every script, it will not come up with a window to choose the dispensing pharmacist. It will instead get you to the dispensing patient selection window.

Patient Selection Previous Top Next

**1) Patient Search**

Once the pharmacist is selected, the system will come up with the window to select the patient that looks like the on in Fig 1.1.0 below. Before we can dispense, we need to have a patient. The system allows us to add and edit patient records. Access to patient records is gained from the patient search window in the dispensing module.

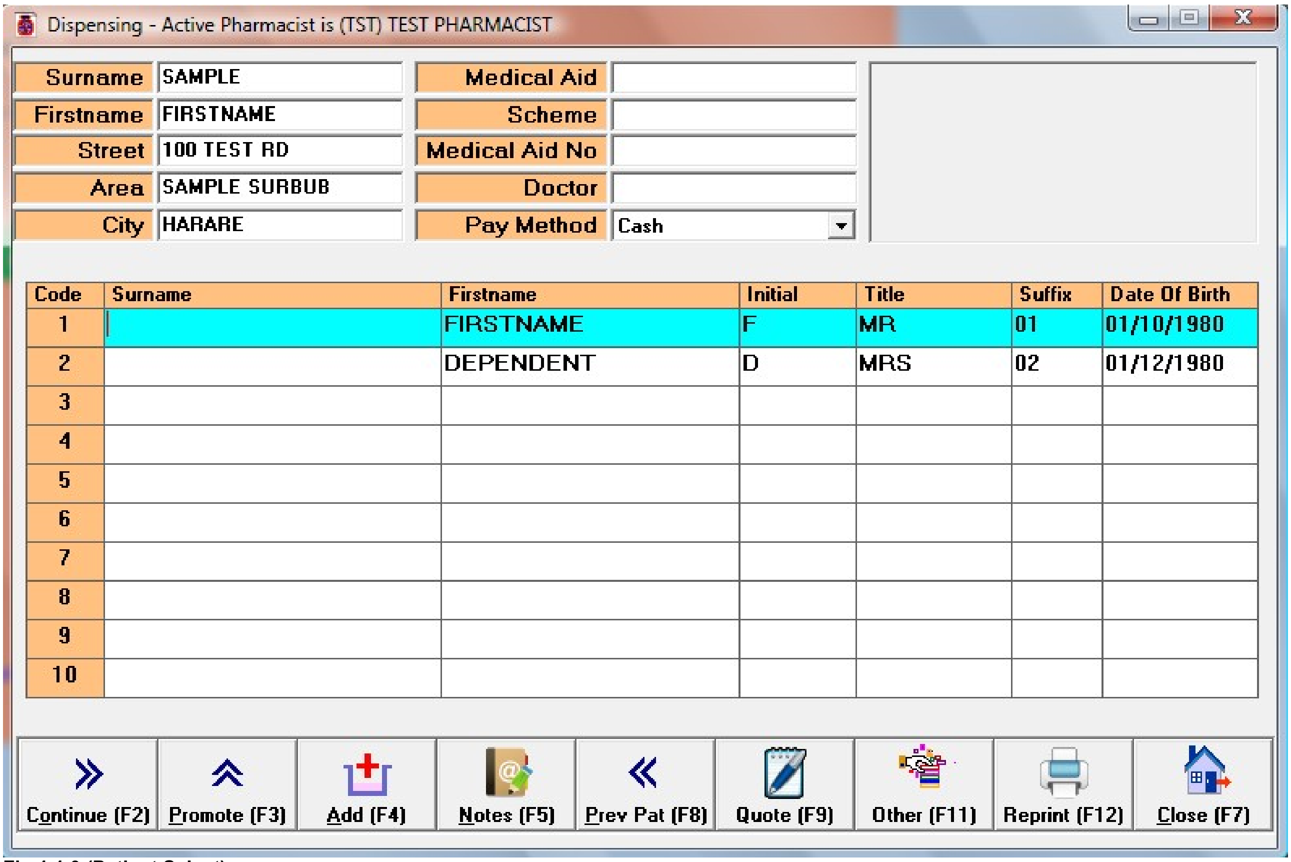


**Fig 1.1.0 (Patient Select)**

## Search for Patient

To select a patient, you type in part of the surname of the patient in the surname field and press **Enter**. If you want to use both the surname and first name in the search, type in part of the surname, insert space and then type in part of the first name and press **Enter**. If there is a match, a window will appear with a grid filled with patient names. Highlight the row containing the patient that you want and press **Enter**. If the patient is a dependent, you type in the main member's surname and then pick the dependent's account on the list of dependents that comes up after selecting the main member's file.

**NOTE: To navigate the patient records in the list, you use up or down arrow keys**

The system will then highlight the **Continue F2** command. You can press **Enter** or **F2** and the system will take you back to the patient selection window with a list of dependents displayed. From this screen, you highlight the dependent that you want and press **Enter** twice or press **F2** once and the system will take you to the dispensing screen. If the patient has notes, allergies or conditions, the system will display the patient notes before it gives the pharmacist access to specify the prescribed drugs**.**

## Add Patient or Dependent

If a patient or dependent file is not registered in your database, you can add in the record by pressing the **Add (F4)** command from the patient selection window. The system will take you to a window that looks similar to the on in fig 1.1.1 below. If it is one of the dependents that is missing from the file, the system will come up loaded with all the other members of the patient file. All you will need to do is to type in the missing dependent and save the file.

For a new family, you have to insert the surname and the first name of the main member. When the row of the main member (first dependent) have been filled in then you can save the patient information by activating the **Save (F2)** command.

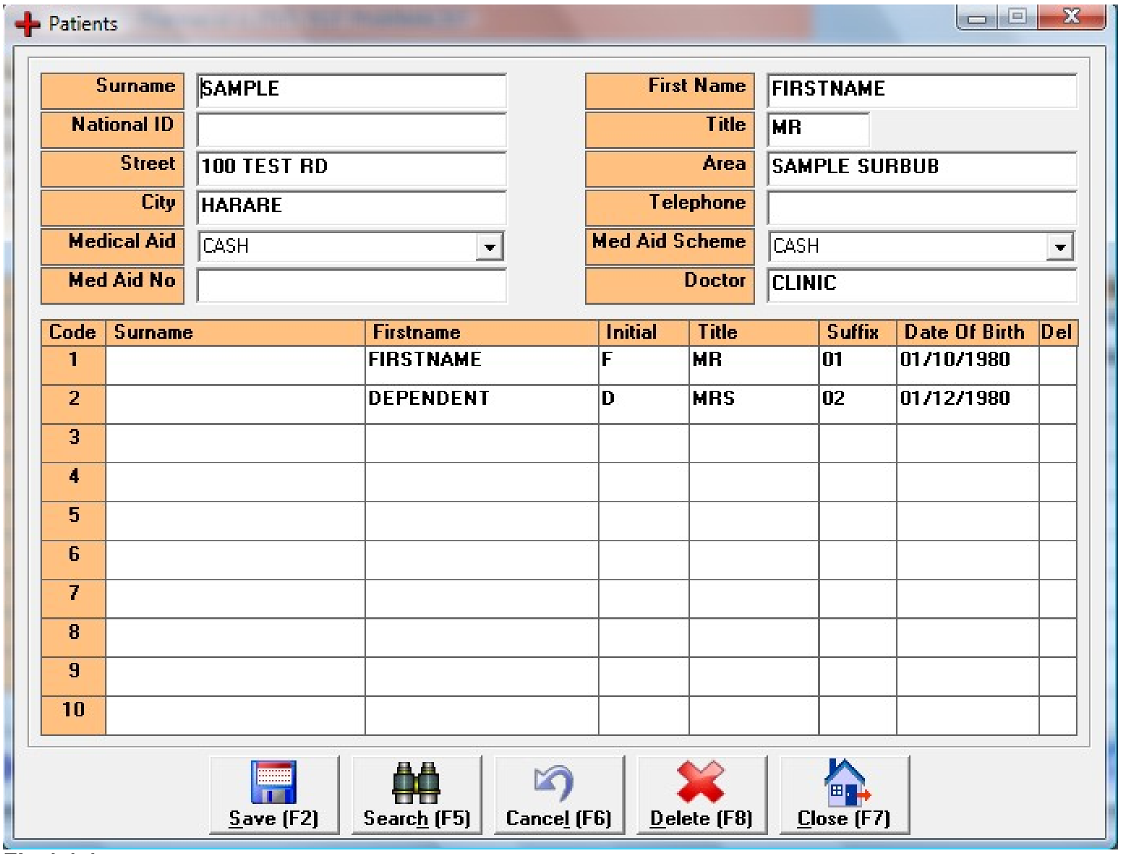

Fig 1.1.1

## Edit Patient

The system allows you to edit existing patient records, either adding dependents to the patient records or changing some other information about the patients.To be able to edit a patient record, you first of all have to search for the record and then edit what you want. You activate the **Add (F4)** command from the patient search window in the dispensing module. If you had a patient record displayed on you patient search window, the system will come up with the patients module loaded with that patient's information. If there was no patient record on the patient search window, when the system comes up with the patients module, you type in part of the patient's surname and activate the **Search (F5)** command. You select the patients you want from the list that comes up by pressing **Enter** on the highlighted record. The patient information, including dependents information will get displayed on the patients screen. Now you can edit the information that you want or add dependents.

## Patient Notes

To record patient information about allergies, conditions and general comments, you select a patient and press **F5** to activate the **Notes (F5)** command. This will take you to a screen that allows you to select the patient allergies and conditions as shown in fig 1.1.2 below. The pharmacist is allowed to put some comments about the patient. After all the information has been captured, activate the **Save (F2)** command to preserve the changes.

**Note:** To select or unselect an allergy or condition, you press the **Space** key.

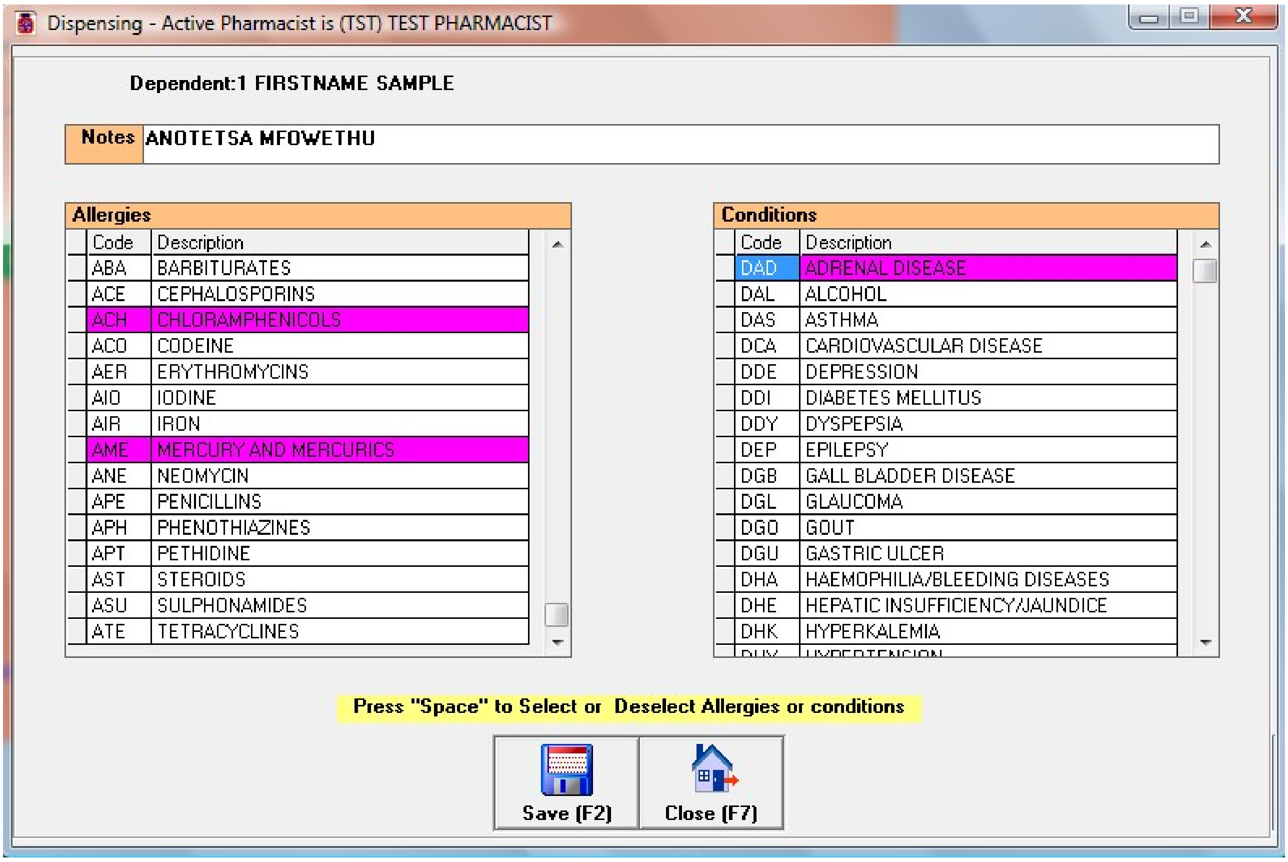

**Fig 1.1.2**

### Promote Dependent
If for some reason, you want to promote a dependent to a main member or to a new patient file, you activate the **Promote (F3)** command. The system will pop up a menu that gives you access to either promote to a new patient file or to promote to main member of the current patient file.If the patient is promoted within the same patient file, all the other dependents will automatically become dependents of the newly promoted member. If the surname of the newly promoted member is different from the one of the last main member, you will now have to use the surname of the newly promoted member when searching all the other dependents' files. This will create an account for the dependent and make that particular dependent a member in its own right.

### Delete Patient File
The **Delete (F8)** command is there to delete a patient and all the dependents under that patient record. This command must be used with caution.

To delete one of the dependents, you highlight the row that carries the dependent information and then press **delete** key. Press **Yes** to the question that asks you whether you really want to delete the dependent record.

**NOTE: When you delete a dependent, The To-Follow, Suspended scripts and the Non Dispensed scripts will be deleted as well**

### Re-Activate a Deleted Dependent File
To reactivate a patient file, you highlight the row that carries the dependent information and then press **F3 key**. Press **Yes** to the question that asks you whether you want to reactivate the dependent record.

### Previous Patient

This command is used to recall the previous patient file. It can track the last ten patients to which prescriptions will have been dispensed to. You keep pressing this command until you get tho the patient you want to act upon.

### Quotations

Here and there you need to make drug quotations to patients. There are quotations that are done while dispensing and there are other quotations that are done while not dispensing. Both these quotations are done using the **Quotation (F9)** command.

### Reprint Prescriptions

To reprint a prescription, you activate the **Reprint (F12)** command. This will take you to a window that has the last prescription number on it. You can change the script number to any number that you want and activate the print command.  For full information on reprinting a prescription, see Script Reprint

### Other Options

The Other (F11) command allows you to access additional functions.  This command gets you to three commands (Suspended scripts, calculator and labels). Suspended scripts are only kept for a day in the system.

The calculator is used to do arithmetic calculations.

See Also Free Form Labels

Drug Selection Previous Top Next

**2) Dispensing**

Once you have selected a patient that you intend to dispense to, the next thing you do is to specify the drugs that you want to give to the patient. Once you press continue (F2) in the patient selection window, the system will take  to a window that looks similar to the one in fig 1.2.0 below.

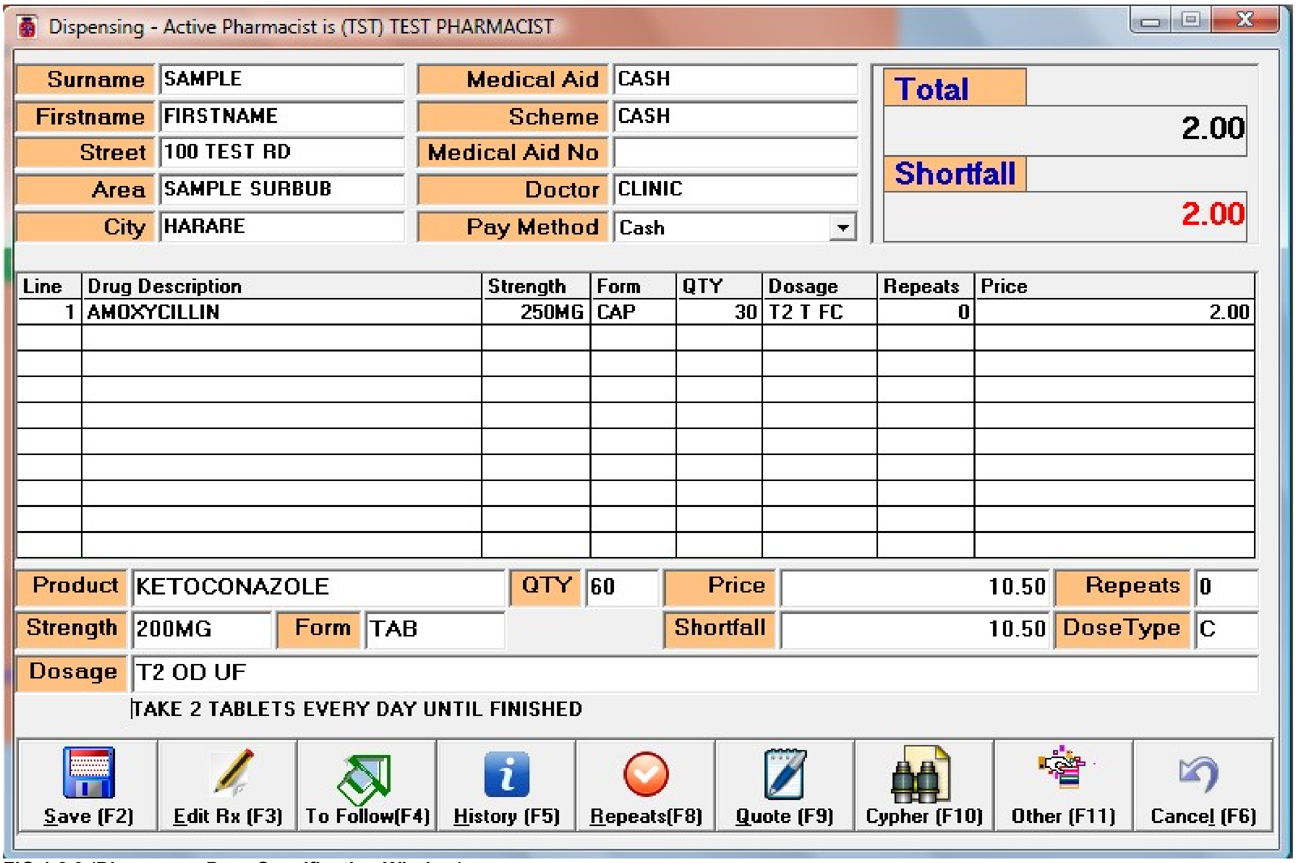

**FIG 1.2.0 (Dispensary Drug Specification Window)**

In the dispensing module, the pharmacist can select a drug to dispense, edit drugs listed for dispensing and view patient history or repeats among other things.

## Select Drug

Type in part of the drug name and press **Enter**. The system will take you to a screen that allows you to pick a drug. If there are matches, the screen will pop up with a list of drugs that satisfy the search. If there is no match, you can search through alternative names by pressing **Alt + N**. If there is a match, the drug will get displayed in the same way it is displayed when searched the normal way. Thus it will be displayed using the correct name followed by the alternative name. You then select the drug by highlighting it and then press **Enter**.

See also [Professional Fees]
The drug will then be taken to the lower part of your Dispensing window. You can now enter the measurements **(Quantity)**. If you put a **Plus** sign as postfix to the quantity for example **98+**, the system will take you to a screen that allows you to make a mixture (compound).

Once you have entered the quantity, the system will come up with a price and the amount for shortfall. You can change the price or shortfall if you want. However, if the system is configured to prohibit price alterations, it will not allow you to edit the price, but you can edit the shortfall figure. The next thing is, if there are repeats for the drug that you are dispensing, you type in the number of repeats. There after you enter the **Dosage Type.** **Note: C** for Cipher Instruction, **I** for Information Instruction and **S** for Standard Instruction. The default is **C**. A **standard instruction** is an instruction that you will have kept in the system for a particular drug. An **Information Instruction** is an instruction that is in plain form, thus it does not get interpreted before being printed on the label.

If you want the system to give you standard dosages, you type **S** and then press enter. If the drug has standard Instructions stored, a list will then show on the screen. You select the one you want and press **Enter**.

If you had selected other options, you will have to type in the instruction that you want. If the instruction is of type **C**, the system will translate the dosage cipher, if it was an **I** instruction, the system will just output the instruction as it is and display it just below the area where you will have entered the instruction.

If you are happy with the information that you have typed about the drug, you press **Enter** until the drug is registered in the grid just above the area where you enter the drug name for searching. If the instruction that you have typed in is not registered already under that drug, the system will come with a message that asks you whether you want to save the instruction as a standard dosage.

You may enter up to 10 drugs on one script.

## Other Dispensing Functions

Dispenseware comes with some commands that are meant to ease the job of the pharmacist on the dispensing module. below are the commands that are accessible to the pharmacist as she /he dispenses.

### Edit Script

If you want to change certain information about a drug that you will have already captured for dispensing and the drug is already showing on the grid, you can activate the **Edit Rx (F3)** command this will highlight the first row in the grid. You select the script line that you want to change and hit the **Enter** key.

If the drug is a mixture, the system will take you to the module to make mixtures. You make your amendments and then save the mixture.

**NOTE:** The system will not allow you to cancel a mixture that you will have started editing. You will have to complete the whole mixture process and save the mixture once you have started modifying the mixture. The price for the mixture can only be changeable in the Mixture module. If you try to change the price of the mixture from the main dispensing screen, the changes will not take effect.

If the drug is not a mixture, that particular script line item will be brought down from the grid to the section where you specify the way the drug is to be taken by the patient. The moment the drug is brought down, the price of that drug will be subtracted from the main dispensing total. You can now change any information about the drug before registering it back on the grid.

**To-Follow**
If you do not have enough drugs to dispense to a patient, you can activate the **To Follow (F4)** command in order to record **to follow** quantity about that drug. Once you have activated the **To-Follow** command, the system will then come up with a screen that allows you to enter the quantity that will follow once you have enough quantity in stock.

**Patient History**
If you want to get history about the patient whose record is displayed on the dispensing window, you activate the **History (F5)** When the history is searched, the system will come up with a list of drugs from the patient history. You can pick a drug from patient history by highlighting the drug and then press **Enter**. If you want to select more than one drug from the history, you press the **Space** key on each drug that you want. If you want to cancel a selection, you highlight the selected drug that you want to unselect and then press **Space** once again. Once this operation is done, the drug or drugs selected will get displayed in the grid on your dispensing window.

**Patient Repeats**
If you want to get repeats history of the patient whose record is displayed on your dispensing window, you activate the **Repeats (F8)** command. When the repeats are searched, the system will come up with a list of drugs from the patient repeats. You can pick a drug from the repeats list by highlighting the drug and then press **Enter**. If you want to select more than one drug from the history, you press the **Space** key on each drug that you want. If you want to cancel a selection, you highlight the selected drug that you want to unselect and then press **Space** once again. Once this operation is done, the drug will get registered for dispensing on the dispensing window. If you complete dispensing the repeat to the patient, the system will reduce the number of repeats left on the original script by one. When the number of repeats left gets to zero, the repeat will cease showing on the repeats screen.

**Quotations**
The Quotations module is there to allow the pharmacist to make quotations to patients who want to enquire about pricing. Quotations are independent of Dispensing - thus you can switch between these modules and you do not affect the other. To get to the Quotations module , you either activate the **Quote (F9)** command from the Dispensing module or you select **Dispense** from the main menu and then activate the **Quotation** option. After you do this, the Quotation screen will pop up.

Capturing of drugs on a quotation is the same as capturing drugs when dispensing. Type in part of the drug description and then press **Enter**. Choose the drug that you want from the list. Specify the quantity for the quotation. Confirm the price and shortfall for the drug. If need be capture the dosage instructions and press **Enter** twice. The drug will get listed in the quotations grid.

If you want the drugs in the quotations grid to be added to your prescription items in the dispensary window, activate the **Dispense (F4)** command. This will transfer items in the quotations window to the dispensing module and then close the quotations window. If the dispensing window was not open, the system will guide you through the process on opening it.

**Dosage Ciphers**
Dosage ciphers are short codes for instructions on how drugs may be used. The system allows the pharmacist to add Dosage ciphers that she / he feels will help ease the pharmacist's job. In order to be able to add ciphers, the pharmacist will from the dispensing window, activate the **Cypher (F10)** command. This link will bring up a module that allows you to add ciphers or edit interpretations for existing ciphers. To effect the change, you activate the save command in the Dosage Cipher module. If you highlight a cipher in the list and press the **Enter** key, the system will take that cipher and place it as a dosage for the drug that is currently being dispensed.

**Reprint Script**
From the dispensing module on the patient selection window, you can activate the **Reprint (F12)**command. This will take you to the module for script reprints. The reprints module will come up loaded with the number of the last prescription that was dispensed.

**Previous Patient**
This allows you search for the last patient that you have dispensed to. You just activate the **Prev Pat (F8)** in order to get the details of the last patient. This command only searches for last patient you dispensed to provided you did not exit the dispensing module after you had dispensed. Once you close the Dispensing module, it clears the history.

## Other
The **Other (F11)** command, allows you to do other dispensing functions such as Suspending a script, Add a new product, and use the calculator. This is if you are in the dispensing window where you specify the products for the script. If you are in the patient selection window, you get options to pick a suspended script or a non-dispensed script.

**Other - Main Dispensing**
There are three active commands that you get under the dispensing main window **(where you specify the drugs)**.

1). **Calculator**
The system comes with a mini calculator that allows you to make basic arithmetic calculations. If you press **Ctrl + F11** from any part of the system or if you are in the main dispensing window you activate the **Other (F11)** command and then select the calculator command from the list of commands that pop up, the system will take you to the calculator module.

2). **Suspend a Prescription**
It is there to allow the user to suspend the script that is currently being captured. Suspend will save the current script in a temporary file. You can pick the suspended script from the patient selection window by selecting **Other (F11)** command and then choosing the **Suspended** command. You then choose the script that you want to resume from the screen that comes up.

**NOTE: Suspended scripts are kept only for a day. They are wiped out of the system the following day**

3). **New Product**

This is used to capture new products while you are in the dispensing window. If you do not have product management access, the command for new products will come out deactivated.

## Save Script

Once you have completed selecting drugs for the script at hand, you can now activate the **Save (F2)** command in order to save and print the script. If there are drugs in the current script, the system will get you on to another screen which prompts you to select the doctor. If there was no match, the system will then ask you whether you want to enter the new doctor.

If the system is configured to ask for a pharmacist for each prescription, you will be asked to select the pharmacist who is dispensing that script. For more information on pharmacists got to Pharmacist

Select the prescribing doctor and press **Enter**. The system will then take you to a window that allows you to specify printing options.The window looks similar to the one in fig 1.2.1 below. On this window you can choose which items you want to print and the number of copies that you want for each item.

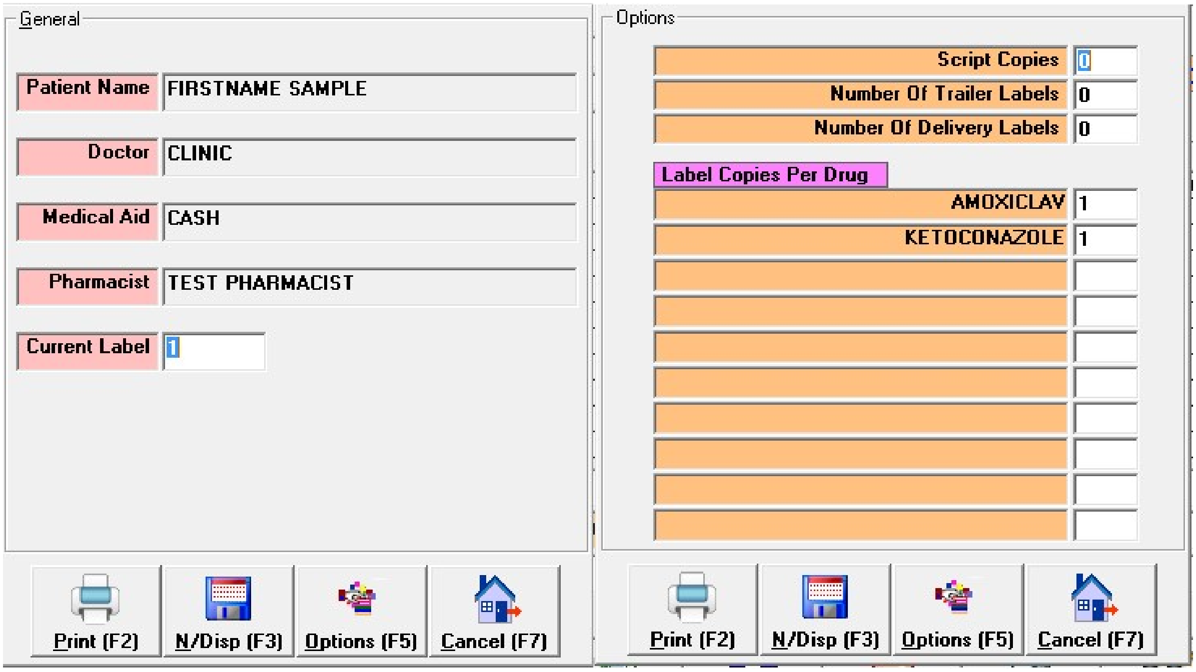


**Fig 1.2.2**

**Printing Options**

Printing options are there to allow the pharmacist to specify how she/ he wants the script to be printed. The module comes up with the printing defaults that are specified at system setup. The pharmacist can specify the way she/ he wants the system to produce printouts. To specify the way the script should be printed for the prescription in process, the pharmacist must activate the **Options (F5)** command. A window will come up showing the drugs copies that the system will have printed by default. The window is similar to the one on the right hand side of fig 1.2.2 above.

After you have specified the printing options, you then activate the **Print (F2)** command and the system will the save the script. If you had opted to get printouts, the printers will start printing the claim form and the labels. The system will then get back to the patient selection window waiting for the pharmacist to select the next patient to dispense to.

**Non Dispensed**

If you want to save the script as non-dispensed, you select the **N/Disp (F3)** command. As a result of this, the script will be saved as non dispensed. If you want to dispense it at a later date, you just select the **Other (F11)** command from the drug dispensing window and then choose **N/dispensed**.

## Suspended Script

If you press **Other (F11)** command, and then activate the **Suspended** command, the system will take you to a list of suspended scripts.You can now select the script that you want from the list. You press **Enter** to get the script displayed in the main dispensing window ready to be printed.

## Non Dispensed Script

To see the patient's non dispensed items, you first select the patient file and then activate the **Other (F11)** command, and then activate the **N / Dispensed** command, the system will take you to a list of non-dispensed scripts of the selected patient. You can now select the drugs that you want to dispense from the list. To select a drug, you highlight the drug and then press **Enter**. If you want to select more than one drug from the history, you press the **Space** key on each drug that you want. If you want to cancel a selection, you highlight the selected drug that you want to unselect and then press **Space** once again.

See Also: Script Maintenance , Add Patients , Add Pharmacist , Reprint Script , Add Medical Aid Society or Package

## Pharmacist

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The pharmacist is the person who is going to be responsible for the dispensing of the drugs to patients. Apart from the user who logs on to the system, we choose the dispensing pharmacist upon entry into the dispensing module or upon dispensing a script.

If the system is configured to work with a fixed pharmacist per session, the system will ask for a pharmacist upon entry into the dispensing module.

To get to the module where you manage pharmacists, you follow the following path.

1) Dispensary
2) Dispensing

The system will come up with a small window with a list of pharmacists displayed that looks similar to the one in fig 1.3.0 below. If there are no pharmacists or the pharmacist who wants to dispense is not registered, this module allows the user to add or delete pharmacists.

Fig 1.3.0(Pharmacist)

If the system is configured to choose a pharmacist each time you dispense, then, the system will not ask you for a pharmacist until you start to save a script.

**New Pharmacist.**
To get to the module to add a pharmacist, you click New from the main pharmacist selection window in fig 1.3.0 above. The system will come up with a window that looks similar to the one in fig 1.3.1 below.

Type in the pharmacist's short code, then type in the pharmacist's full name. Activate the **Save (F2)** command to preserve the changes. The pharmacist will be saved and be listed on the list of existing pharmacists. If you want to immediately use that pharmacist to dispense, you then click on the pharmacist in the list and press **Enter.**

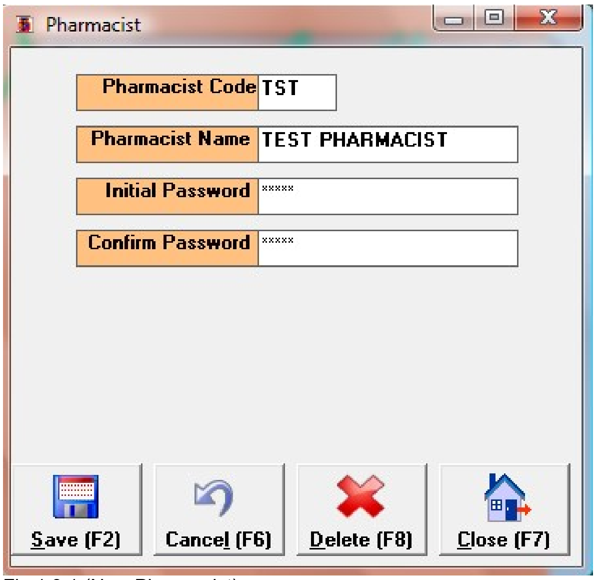

Fig 1.3.1 (New Pharmacist)

**Edit Pharmacist**
The system allows you to edit the pharmacist's name. To edit, you double click the pharmacist's record in the list and then then system will display the pharmacist's information in the boxes just below the pharmacists' listing. You can now change the pharmacist's name. After altering the name of the pharmacist, you can now save the change by clicking on the **Save (F2)** command button.

**Delete Pharmacist**
To delete a pharmacist from the system, you double click the pharmacist's record in the list and then then system will display the pharmacist's information in the boxes just below the pharmacists' listing. You can now delete the pharmacist by clicking on the **Delete (F8)** command. The pharmacist's record will be deactivated.

**Change Pharmacist Password**
To change password of the pharmacist, you double click the pharmacist on the window in fig 1.2.0 above, A window will come up as shown in fig 1.3.2 below.

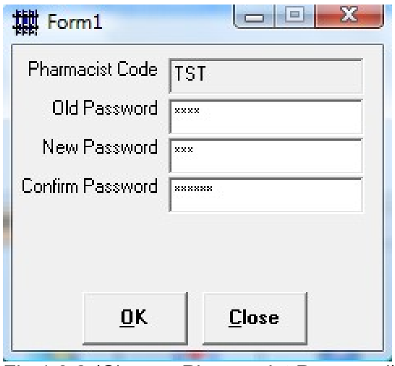

Fig 1.3.2 (Change Pharmacist Password)

Type in the old password and put the new password and confirm it. Press OK to save the changes.

## Script Reprint

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There are two ways to get a script reprint. The **first** way that the pharmacist can use is by selecting the **Reprint F12** command from the Dispensing Patient Selection window. The **other** way that gets you to reprints is through following the following path from the main menu.

1) Dispensary
2) Re-Script Reprint

If you follow this path, a window will come up displaying the last script that was captured. The window looks similar to the one in fig 1.4.0 below. If you want to reprint a different script, you just type in the script number. Activate **Print F2** to get a printout. Then you are taken to another window that allows you to change printing options. If you want to change the number of copies to be printed for each item, you activate **Options F5**. Once the option is activated, the system will show you the copies that are to be printed per item. You can now change the printing options.

Once you are satisfied by the printing specifications, you activate the **Print F2** command and the system will send the print jobs to the printer(s).

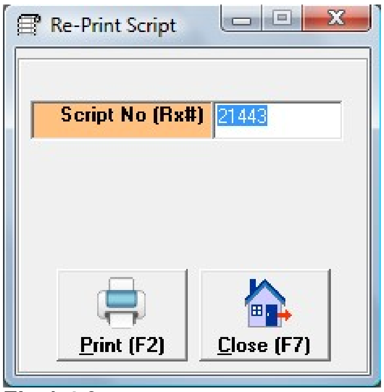


**Fig 1.4.0**

## Medical Aid Societies

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If you want to want to add a medical aid society into the system, you from the main menu, follow the following path.

1) Dispensary
2) Medical Aid Societies

A window is displayed that gives you access to add Medical Aid Societies and Packages as shown on fig 1.5.0 below

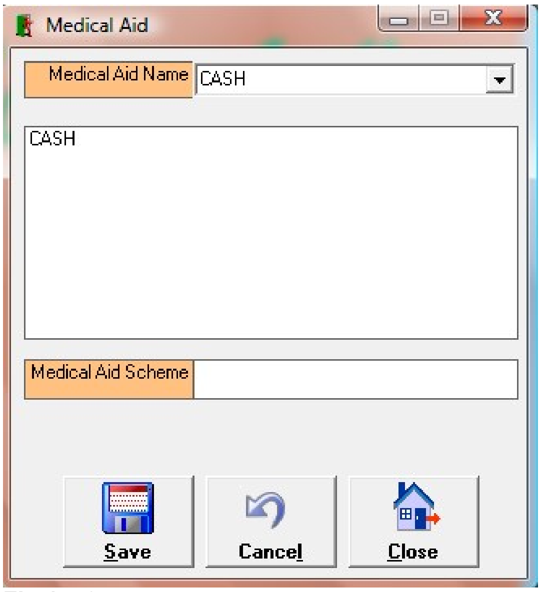


**Fig 1.5.0**

**New Medical Aid Society**
Type in the name of the medical aid society and then type in a medical aid package / scheme. Activate the **Save** command to have both the Medical Aid Society and package saved. If you have more than one medical aid package, you just type in the package and activate the **Save** command.

**Add Package/Scheme to Existing Medical Aid Society**
If you already have the medical aid society and you want to add a package to it, you select the medical aid from the ones in the names drop down combo and then type in the packages that you want added. To have the package saved, you have to activate the **Save** command after you have typed in the scheme that you want added.

**NOTE: Medical Aid Scheme is used inter changeably with Package**

Professional Fees

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Professional fees are charges that a levied to each prescription line to cover cost of labels, pharmacist consultancy among other things. To get to the tariffs module, you select:

1. Dispensary
2. Tariffs

This will take you to a module that looks similar to the one shown in fig 1.6.0 below

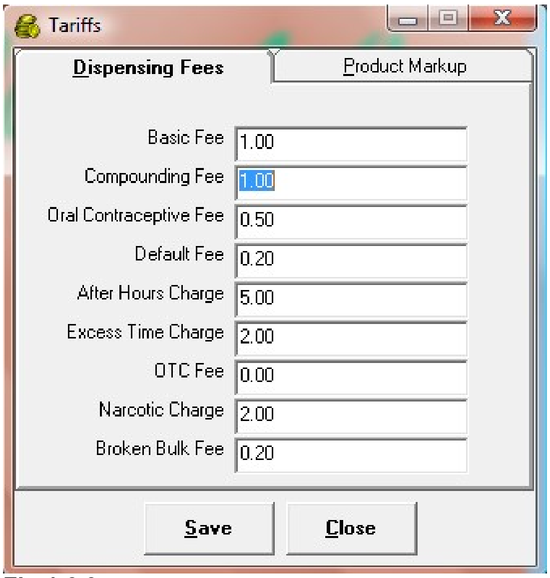


**Fig 1.6.0**

On this window, you specify the charges that you want and activate the save command to preserve the changes. These tariffs are used by the system when you are dispensing. The system adds these costs to the price of each drug on the prescription.

The product markup tab on the tariffs window allows you to specify the product markup and round up factor.

The system asks you whether you want to update product markups for existing products each time you save. You should choose yes only when you want to update all the products in your system.

## Free Form Labels

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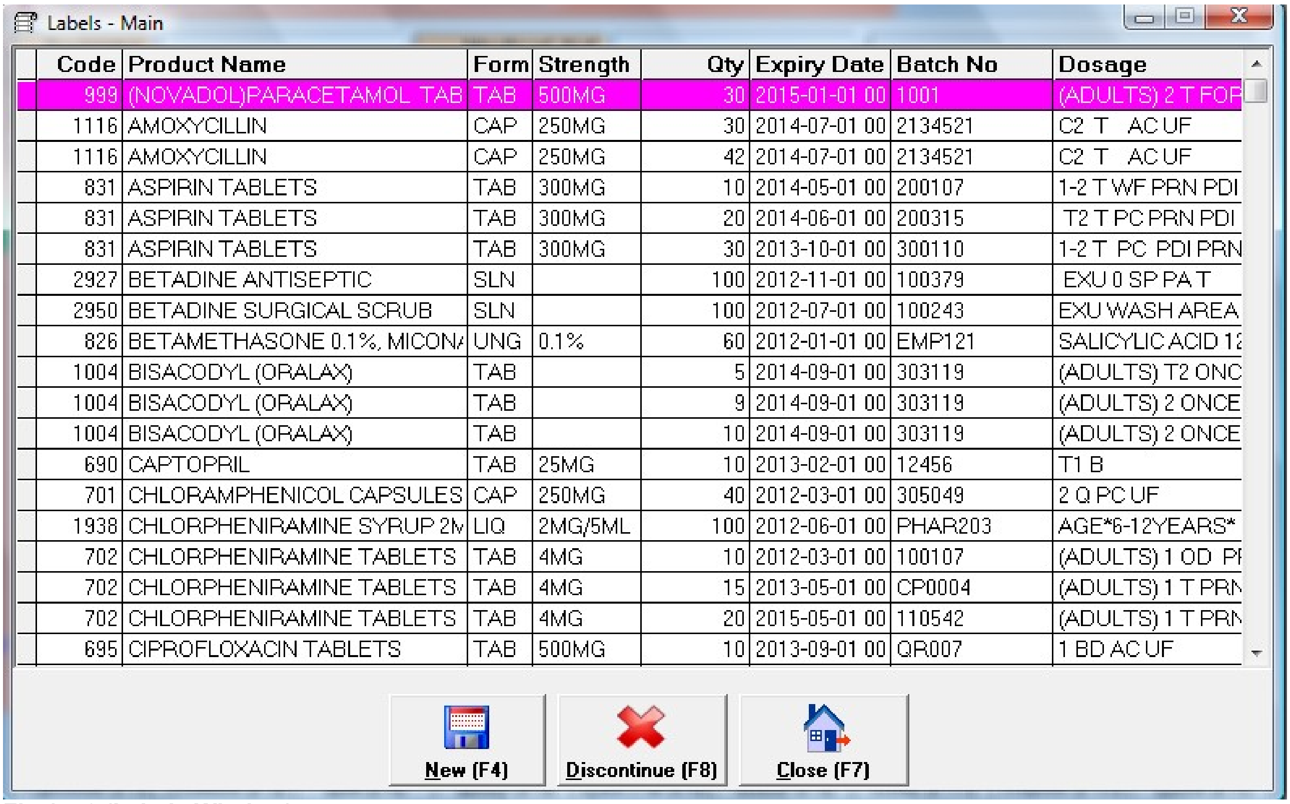
At times a need arises for the pharmacist having to print labels without dispensing. This is usually because she/he wants to sell the drugs over the counter. For you to be able to print labels, you select the following options from the main menu.

1) Dispensary
2) Labels

The labels module can also be accessed from the dispensary patient selection window by activating the **Other (F11)** command and then select the **Labels** command.

Once you have selected the commands above, you will then see a window that looks similar to the on in fig 1.7.0 below displayed on your screen.



Labels - Main

| | Code | Product Name | Form | Strength | Qty | Expiry Date | Batch No | Dosage |
|---|---|---|---|---|---|---|---|---|
| | 999 | (NOVADOL)PARACETAMOL TAB | TAB | 500MG | 30 | 2015-01-01 00 | 1001 | (ADULTS) 2 T FOR |
| | 1116 | AMOXYCILLIN | CAP | 250MG | 30 | 2014-07-01 00 | 2134521 | C2 T AC UF |
| | 1116 | AMOXYCILLIN | CAP | 250MG | 42 | 2014-07-01 00 | 2134521 | C2 T AC UF |
| | 831 | ASPIRIN TABLETS | TAB | 300MG | 10 | 2014-05-01 00 | 200107 | 1-2 T WF PRN PDI |
| | 831 | ASPIRIN TABLETS | TAB | 300MG | 20 | 2014-06-01 00 | 200315 | T2 T PC PRN PDI |
| | 831 | ASPIRIN TABLETS | TAB | 300MG | 30 | 2013-10-01 00 | 300110 | 1-2 T PC PDI PRN |
| | 2927 | BETADINE ANTISEPTIC | SLN | | 100 | 2012-11-01 00 | 100379 | EXU 0 SP PA T |
| | 2950 | BETADINE SURGICAL SCRUB | SLN | | 100 | 2012-07-01 00 | 100243 | EXU WASH AREA |
| | 826 | BETAMETHASONE 0.1%, MICON/ | UNG | 0.1% | 60 | 2012-01-01 00 | EMP121 | SALICYLIC ACID 12 |
| | 1004 | BISACODYL (ORALAX) | TAB | | 5 | 2014-09-01 00 | 303119 | (ADULTS) T2 ONC |
| | 1004 | BISACODYL (ORALAX) | TAB | | 9 | 2014-09-01 00 | 303119 | (ADULTS) 2 ONCE |
| | 1004 | BISACODYL (ORALAX) | TAB | | 10 | 2014-09-01 00 | 303119 | (ADULTS) 2 ONCE |
| | 690 | CAPTOPRIL | TAB | 25MG | 10 | 2013-02-01 00 | 12456 | T1 B |
| | 701 | CHLORAMPHENICOL CAPSULES | CAP | 250MG | 40 | 2012-03-01 00 | 305049 | 2 Q PC UF |
| | 1938 | CHLORPHENIRAMINE SYRUP 2M | LIQ | 2MG/5ML | 100 | 2012-06-01 00 | PHAR203 | AGE*6-12YEARS* |
| | 702 | CHLORPHENIRAMINE TABLETS | TAB | 4MG | 10 | 2012-03-01 00 | 100107 | (ADULTS) 1 OD PI |
| | 702 | CHLORPHENIRAMINE TABLETS | TAB | 4MG | 15 | 2013-05-01 00 | CP0004 | (ADULTS) 1 T PRN |
| | 702 | CHLORPHENIRAMINE TABLETS | TAB | 4MG | 20 | 2015-05-01 00 | 110542 | (ADULTS) 1 T PRN |
| | 695 | CIPROFLOXACIN TABLETS | TAB | 500MG | 10 | 2013-09-01 00 | QR007 | 1 BD AC UF |



**Fig 1.7.0 (Labels Window)**

On the window will be a list of free form labels that have already been saved into the system. If there are no entries on the window, it means that you have not yet saved any free form labels in your system. If you want to print a saved label, you highlight the row and then either press **Enter** or double click the row. The system will come up with a window where you can print and edit the label.

**Create Label**

Once you are in the labels module, to create a new label, you just press the **Add F4** command. A window will open up as shown in fig 1.7.1 below.

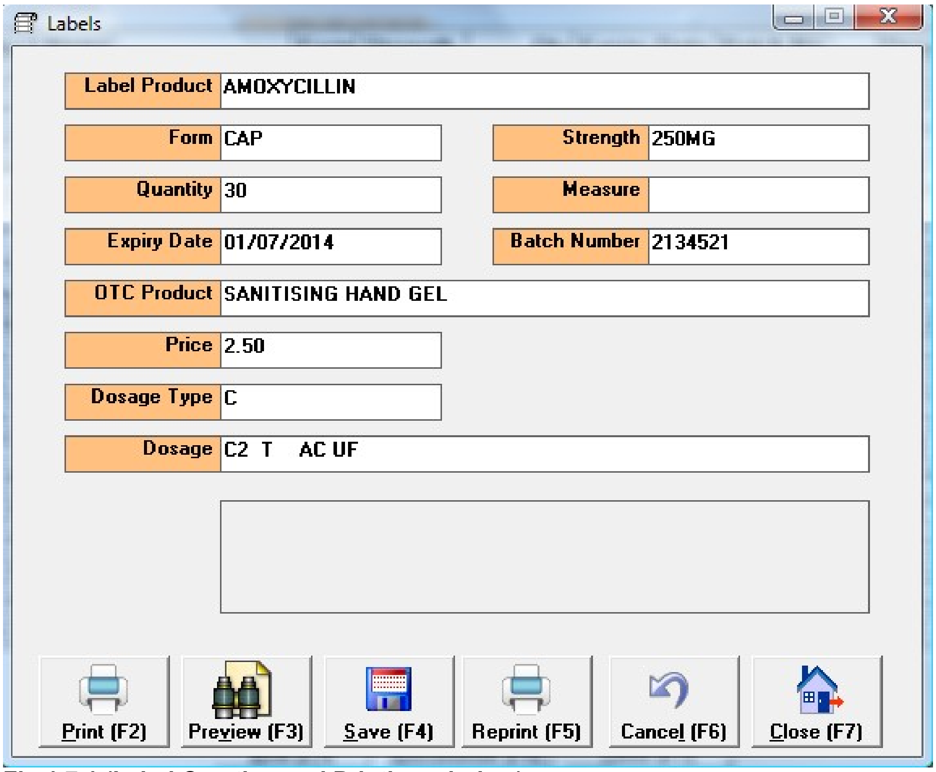



**Fig 1.7.1 (Label Creation and Printing window)**

In the window, select the drug that you want to use for the label. Specify the pack size that you want to create. Insert the batch number and expiry date if the ones that come up loaded are not correct. If the system is failing print the correct unit of measure, you manually type in the Measure.

If there is a drug in OTC that you want to receive the quantities of the pre-packs, you select the OTC product by typing in part of the name of the drug on OTC product on the screen in fig 1.7.1. Select the correct OTC product from the list that comes up.

If the label is to post the quantities on to a new product, you just leave the OTC Product blank. The system will automatically create a new OTC drug that accepts the pre-packed quantities. If you are happy about the information that you will have captured, you can save the label by either activating the **Save (F4)** command or you go via the printing command. If you want to save and print the label in one run, you choose **Print (F2)** .

**Print Label**
To get a printout, you can either reprint the label or you use the **Print (F2)** command. After this command is executed, the system will com up with the screen shown in fig 1.7.2 prompting you to capture the number of pre-packs, the number of labels and the starting label if you are using dual label printing. The number of labels come equal to the number of pre-packs by default. If you want to change the number of labels that will be printed, you edit the number of labels. The stock that will be moved out of dispensary will be the product of Number of labels by pre-pack size.

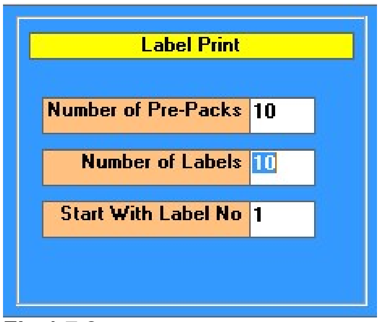



**Fig 1.7.2**

Capture the number of labels and press the **Enter** key twice. The printer will start printing. If its a new label, the system will print and automatically save the label.

**Reprint Labels**
If you want to reprint a label, you activate the **Reprint (F5)** command. The system will ask you for authorization. The person who can authorize is the administrator. You type in the number of labels that you want to reprint and then press **Enter**.

If you decide to close the label creation and printing module, the system will get you back to the Labels main screen with refreshed free form labels listing.

## Merge Patient Files

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At times, there is need to combine two patient files into one. If you have recorded the same patient in different files, you may need to unify the files to make you data tidy. The path to the patient file merge module is as follows:

1) Dispense
2) Merge Patient Files

If the correct choices have been selected, the system will come up with a window that looks similar to the one in fig 1.8.0 below

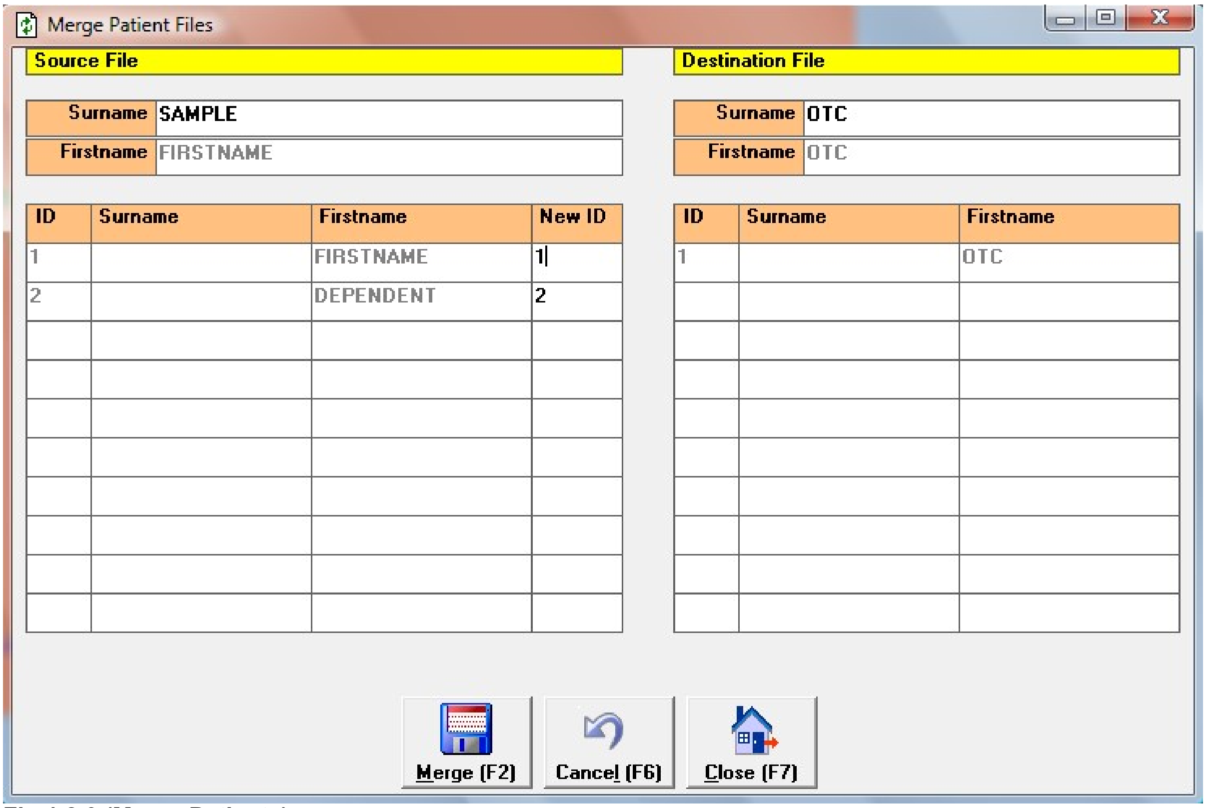


**Fig 1.8.0 (Merge Patients)**

On the screen, select the source file and the destination file. After selecting the two files, you then specify the new dependent IDs of the source patients to be used when the merge is complete. If the ID already exists in the new file, then the source dependent's details will fuse into the destination dependent's file. If the source dependent ID is not seen in the destination file, then the source dependent will continue to be active in the new destination family file. Activate the **Merge (F2)** command to enforce the changes.

## Script Maintenance

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The Script Maintenance makes it possible for the pharmacist to correct any mistakes made on a script. If the script was done on the day that the maintenance is being done, the pharmacist can add more drugs to the script. If the script was done on a different day, the pharmacist will not be able to add any drugs to that script. Options that are always available are those to change quantity or price and to delete or resume a script line.

To get to the **Script Maintenance** module, you have to select

> **1) Dispense**
> **2) Script Maintenance**.

This will get you to the Script Maintenance - (Patient Search) window that looks similar to the one in Fig 2.1.0 below.

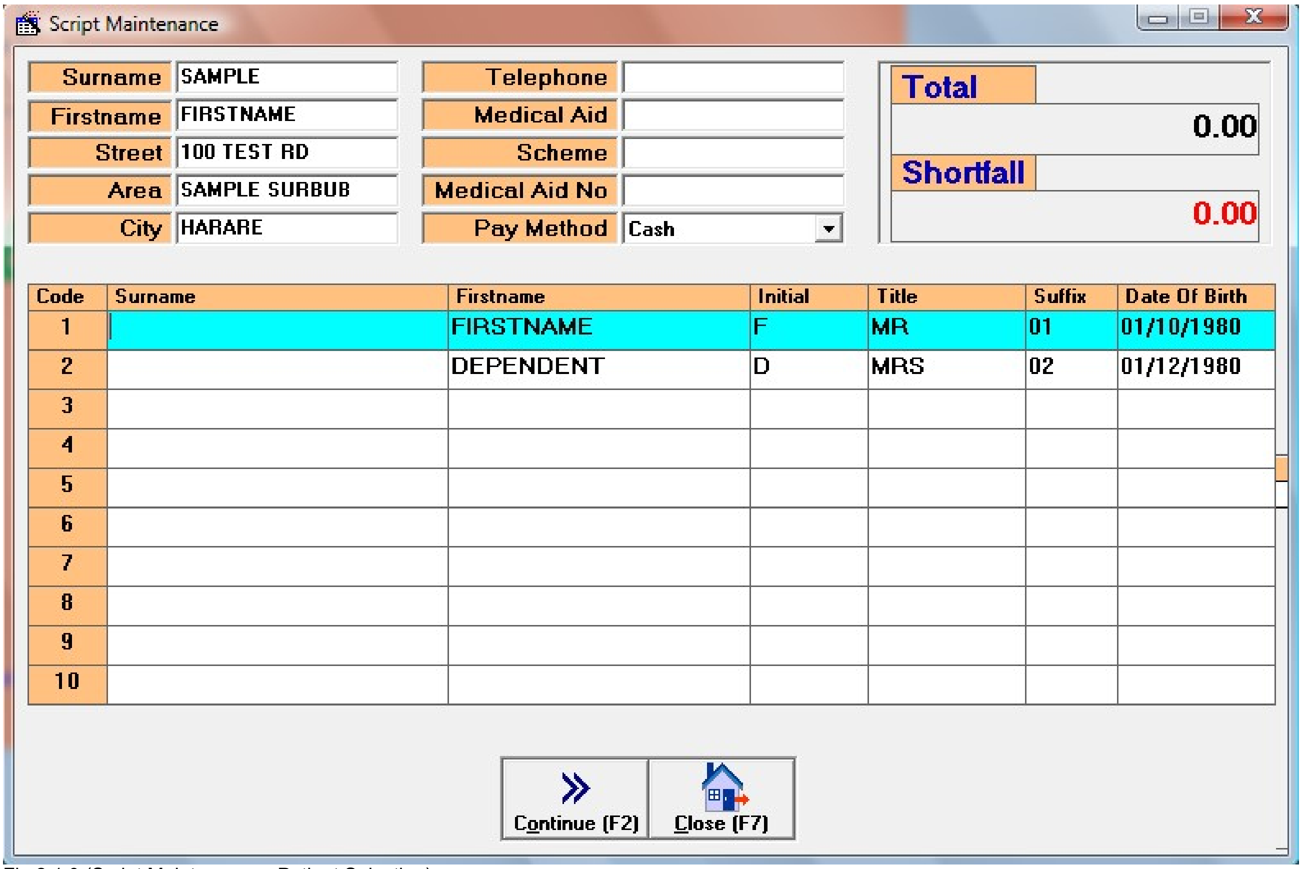


Fig 2.1.0 (Script Maintenance - Patient Selection)

To get the patient whose script you want to maintain, you type in part of the surname then press **Enter**. The system will come up with a list of patients. Highlight the patient you want to maintain and then press **Enter** to select the highlighted record. The system will get you back to the maintenance screen with a list of dependents loaded on the screen. Pick the dependent of your choice and press **Enter** twice.

The system will then come on to a window that looks similar to the one in fig 2.1.1 below with a list of scripts that were done for that patient. Select the payment method and then choose the script that you want to maintain. When you highlight a script, details of the drugs dispensed on it will be displayed on the grid which is positioned just below the script number list. The grid is there to help the pharmacist in choosing the right script that you want to maintain.

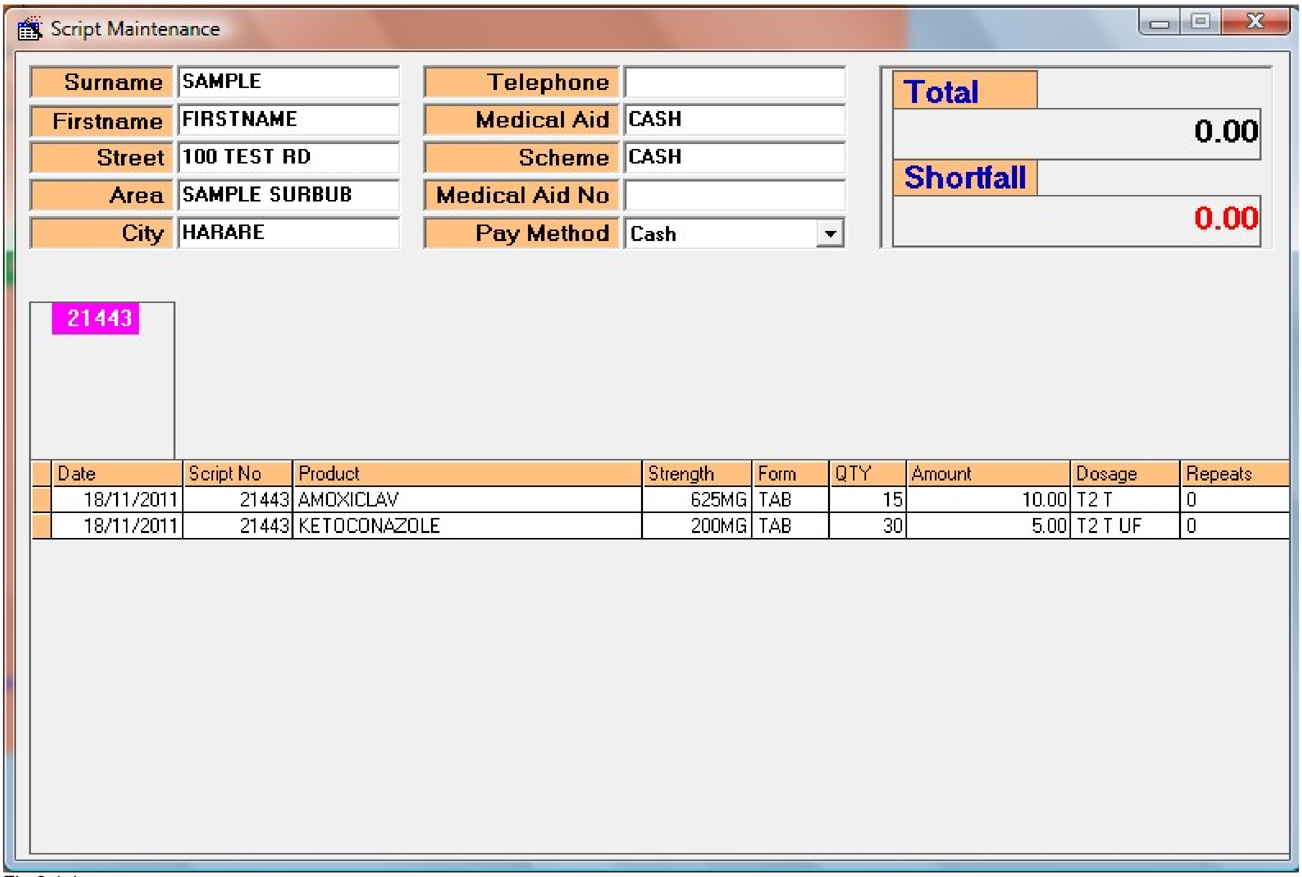

Fig 2.1.1

Pick the script that you want by highlighting it and pressing **Enter**. A window will show that looks like the dispensing window.

**Edit Script Line**
To edit an item that is displayed on the grid, you activate **Edit Rx (F3)**. This will highlight the first drug dispensed. You press enter once you have highlighted the drug that you want to edit. The item will be brought down allowing the user to edit the details that you want. Once you have changed the details that you want, you press enter until the drug is registered in the dispensed drugs grid. For the change to take effect, you have to activate the **Save (F2)** command.

**Delete Script Line**
To delete a script line, activate **Edit Rx (F3)** command. The system will then highlight the first row of the dispensed drugs grid. highlight the row that you want and press the **delete** key. If the drug is deleted, that script line will be marked with a red **X**. The script line marked this way is no longer part of the script. In effect, if you print the script, that particular drug will not be printed.

**Resume Script Line**
If a script item has been deleted and you want it back on your script, you highlight the item on the grid and then activate the **Restore (F5)** command. The red **X** on that line will be cleared and that script line will become an active line on that script.

**Add Drug line**
To add a new drug to an existing script, that script must have been on the same day as the day you want to edit it. Addition of drugs to existing scripts is done in the same way as it is done in the dispensing module. For more information on this go dispensing .

See Also: dispensing ,Pharmacist

## Departments

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Every stock item will fall under a department and a supplier. As a result, you should have at least one department and supplier before you can create products. To get to the departments module, you select the following from the main menu.

1) Inventory
2) Department
3) Department

A window will appear on your screen that looks similar to the one in fig 3.1.0 below.

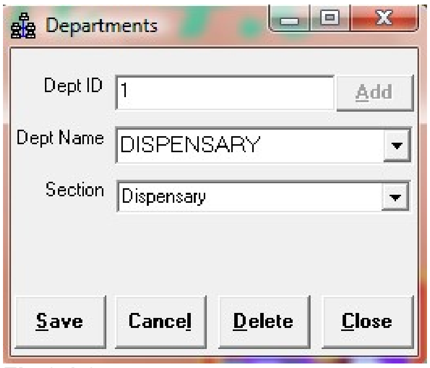


**Fig 3.1.0**

On it will be fields to capture Department ID, Department Name and the section of the shop where the department is situated.. Department ID is generated by the system when you activate the **Add** command.

**Create New Department**
To create a new Department, you click on **Add**. The system will give you the next available Department ID and will display it in the **Dept Id** box. When the number is displayed in the box, you can now type in the name of the department. When all the information is captured, click **Save** command to get the department registered in your system.

**Edit Department**
Select a Department that you want to edit by clicking on it from the department names drop down. The system will display the Department ID and Name on the screen. Now change the Department name to the correct one. After you have changed the information, save the changes by clicking the **Save** command.

**Delete Department**
Select a department that you want to delete by clicking on it from the department names drop down. The system will display the department ID and Name on the screen. Click on the **Delete** command. The department will then be deleted completely from the database.

## Categories

Categories are sub departments. If you want to have your products registered under categories, you have to create categories for the products. As a result, your products will be under a department then under a category within that department.

To get to the categories module you select the following options:

1) Inventory
2) Department
3) Category

A window which look similar to the one in fig 3.0.1 will pop up on your screen.

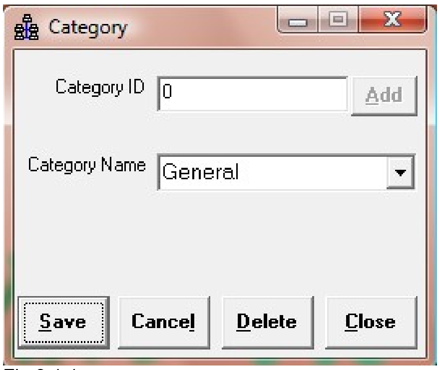


Fig 3.1.1

**Create New Category**
To create a new Category, you click on **Add**. The system will give you the next available Category ID and will display it in the **Category ID** box. When the number is displayed in box, you can now type in the name of the Category. When all the information is captured, click **Save** command  to get the Category registered in your system.

**Edit Category**
Select a Category that you want to edit by clicking on it from the Category names drop down. The system will display the Category ID and Name on the screen. Now change the Category name to the correct one. After you have changed the information, save the changes by clicking on the **Save** command.

**Delete Category**
Select a category that you want to delete by clicking on it from the category names drop down. The system will display the Category ID and Name on the screen. Click on the **Delete** command. The category will then be deleted completely from the database.

**NOTE: Categories are not mandatory.**

Suppliers Previous Top Next

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**Suppliers**

Each product that you are going to have in your system must be attached to a supplier. Suppliers are the companies or persons that supply us with merchandise. You go through the following path to get to the Supplier module.

1) Inventory
2) Suppliers

A window  similar to the on in fig 3.2.0 will show on to your screen for the entry and modification of supplier details.

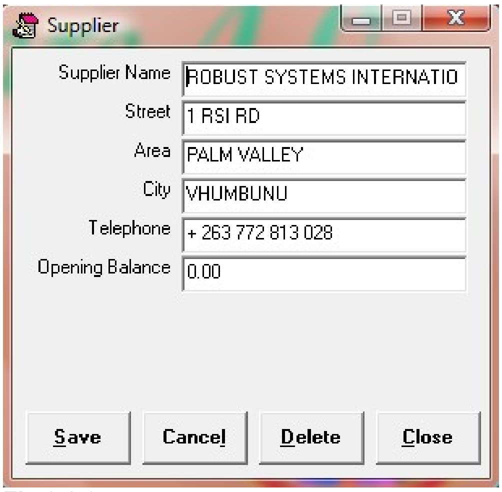


**Fig 3.2.0**

**Create New Supplier**
Type in the supplier code and name. The supplier code can be formed by taking the first six letters from the supplier's name. If you type in the name and press **Enter** and the system does not pick a supplier from the system then, you can now add in all the other details about that supplier. Mandatory fields are Supplier code, and Supplier name. If you have filled in the information that you want about the supplier, you can now save the record by clicking the **Save** command. A new record will then be added on to your suppliers file.

**Edit Supplier**
Type in the supplier code and press **Enter**.  If the system picks a supplier record from the system then, you can now edit the details that you want about the supplier. You must not change the supplier code. If you have filled in the information that you want about the supplier, you can now save the record by clicking the **Save** command.

**Delete Supplier**
Type in the supplier code and press **Enter**. If the system picks a supplier record from the system then, you can now delete the supplier record. Click the **Delete** command to get the supplier record deleted.

## Merge Suppliers

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If for some reason, a supplier is recorded more than once in the system, you can remove the duplicates by using the supplier merge function.

To get to the supplier merge module, you select the following options from the main menu.

1) Inventory
2) Merge Suppliers

This will take you to a module that looks similar to the one in 3.3.0 below

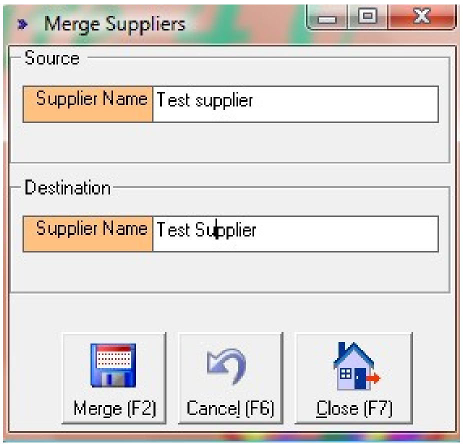


**Fig 3.3.0**

To merge suppliers, you select the source supplier (the one you no longer want). You then select the destination supplier (The one you want to retain). You then activate the **Merge (F2)** command.

## Manufacturers

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Drug manufacturer is the company or individual who will have manufactured the drug.

T record a drug manufacturer, you select the following from the main menu:

1) Inventory
2) Manufacturer

You fill in the name of the manufacturer and then activate the **Save** command.

## Drug Form

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A drug form is the way in which a drug is packaged for final consumption. A drug can be in the form of a Tablet, Syrup, liquid and many other forms. It is recommended that each drug should have a form. to record a drug form, you select the following options from the main menu.

1) Inventory
2) Drug Form

This will get you to a module that looks similar to the one in fig 3.5.0.

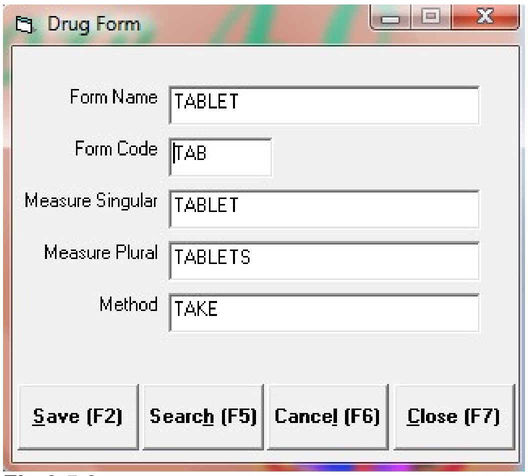


**Fig 3.5.0**

When you are faced with the window, you type in the drug form name, form code, unit of measure singular, unit of measure plural and the way the drug must be used. Examples of method of use are  Take, Use, or Apply.

To save the changes, you activate the **Save (F2)** command.

## Products

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Products are the drugs that we dispense to patients. Everything that we are going to dispense must be recorded in the system as a product with a unique ID and at least one pack size. If you use pack sizes, you must capture the pack sizes correctly. To get into the products module choose the options below from the main menu. Sorry we shall use the words ***products*** and ***drugs*** interchangeably.

1) Inventory
2) Products

This will lead you to the products creation or editing module which looks similar to the one in fig 3.6.0 below.

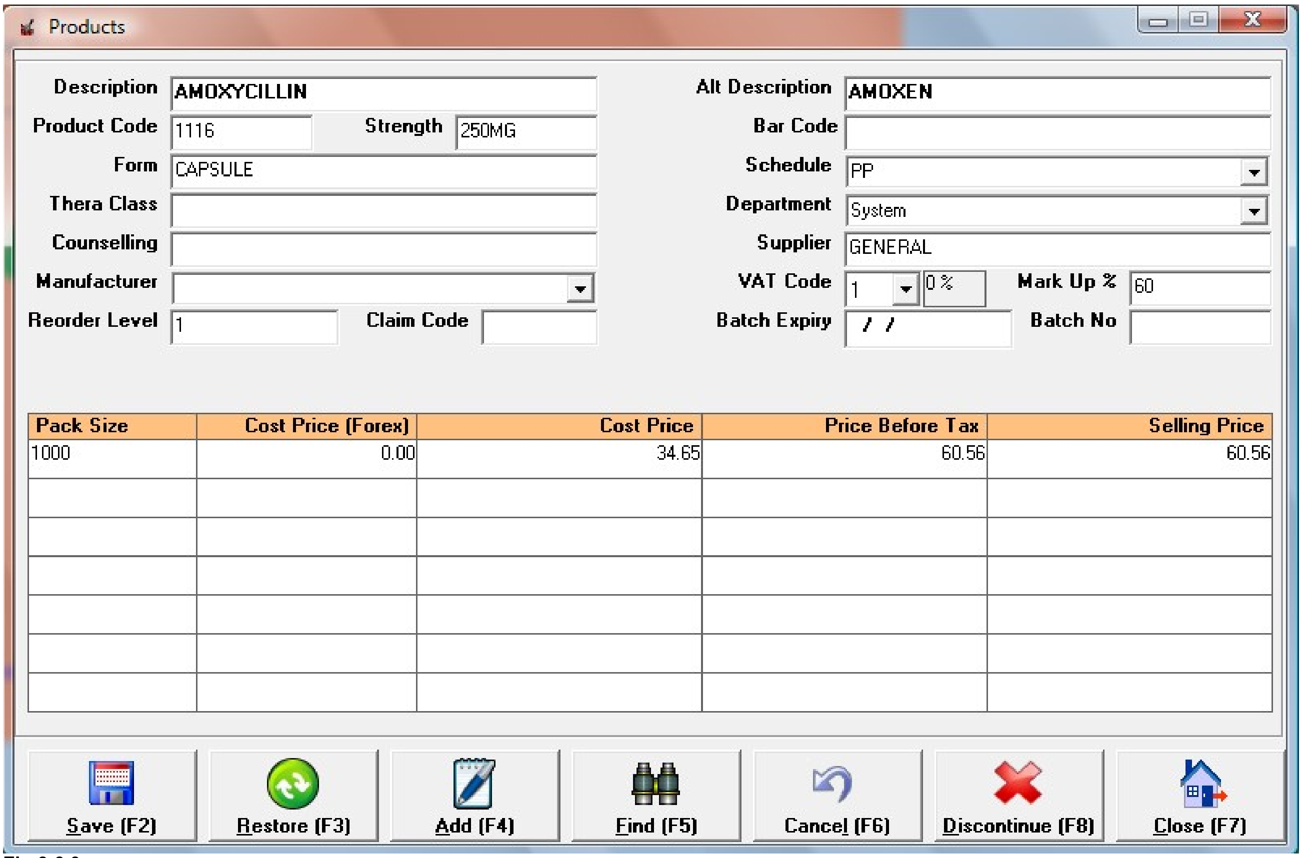


**Fig 3.6.0**

The products module allows you to create new products, edit existing ones, delete products and their pack sizes or just delete a pack size without deleting the whole product.

**New Drug**
When you are creating a drug, activate the **Add (F4)** command to get a the next available product code. Type in the description /Drug name, strength and mark up percentage. Select the drug form, drug schedule, department, supplier and VAT code. The other information about the product is not mandatory except that you need to capture at least one pack size about the drug. If the drug is sold as the whole pack, you put the pack size as **1**.

For the pack size, capture pack size, cost price in foreign currency (forex), cost price and selling price.

**NOTE: Price in forex is captured when you have your system configured to take prices in foreign currency. If you do not use prices in foreign currency, you just insert zero as cost price in forex.**

If you want the selling price to be calculated from the cost price, you just type in the cost price. If you have a selling price, you just type it in and then press **Enter**. The system will then calculate the prices backwards to cost price.

When all the information have been captured, you then activate the **Save (F2)** command. The system will save the product and all the pack sizes specified and then prompt you to capture the next product.

**Edit Drug**
To make changes to a drug, you have to search for the drug from the system and when the drug is displayed on the screen, change the information that you want about the drug. when you have finished changing the information that you want to change about the drug, save the changes made by activating **Save (F2)** command.

For more information on searching for a drug from the database, see search for drug below.

**NOTE: When you want change a pack size, you have to delete the existing pack size from the system and then type in a new one. You must not change the product code for the drug when editing lest you have a new drug created or overwrite some other drug.**

**Change Pack size**
If a pack size is recorded wrongly, you can change it by typing over an existing pack size and then activate the **Save (F2)** command. If the saving is successful, the product will now appear with the new pack size.

**Delete Pack size**
If a product has one of the entries with a wrong pack size and the others with correct pack sizes, you highlight the wrong pack size and then delete the figure of the pack size from the pack size box. After that, activate the **Save (F2)** command. The deleted pack size will then be replaced by the next available pack size.

**NOTE: You should only delete a pack size if you have at least one other pack size that you want to retain.**

**Discontinue a Drug**
Select the drug and activate the **Discontinue (F8)** command. Once you have discontinued a drug the drug will cease to appear from all other drug search windows unless you have activated the search while in the products module. To get the drug active again you need to search the drug in the products module and then activate the **Restore (F3)** command. **NOTE: You can only discontinue drugs that have zero stock value for all pack sizes.**

**Restore a Drug**
If a drug is discontinued, you can restore it using the **Restore (F3)** command. You first select the drug and the activate the **Restore (F3)** command. This will make the drug available in all modules.

## Search for a drug

- Type in part of the description for a drug.
- Activate the **Search (F5)** command.

The system will load a window with drugs that match the filter displayed on it as shown on fig 3.6.1 below. You highlight the one that you want using up and down arrow keys. Once you have highlighted the drug that you want, you press the **Enter** key to pick it. If you have picked the product, the window will be closed and the system will take you back to the products/ drugs module.

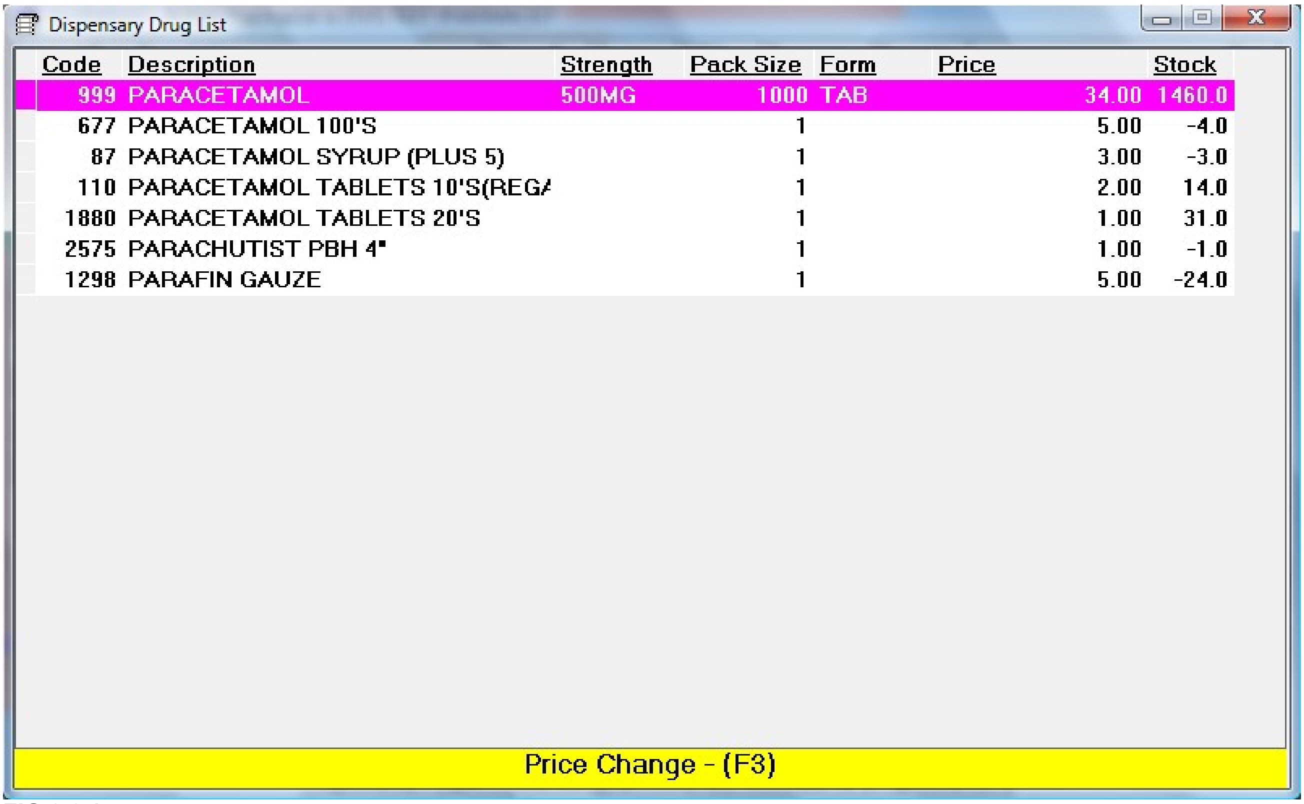


**FIG 3.6.1**

See Also: Departments , Suppliers, Categories

Merge Products

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If for some reason, some products are duplicated in your drug register, The merge products module helps you make a clean up by allowing you to merge the duplicates.

Selecting the following from the main menu will get you to a module that looks similar to the one in fig 3.7.0 below.

1) Inventory
2) Merge Products

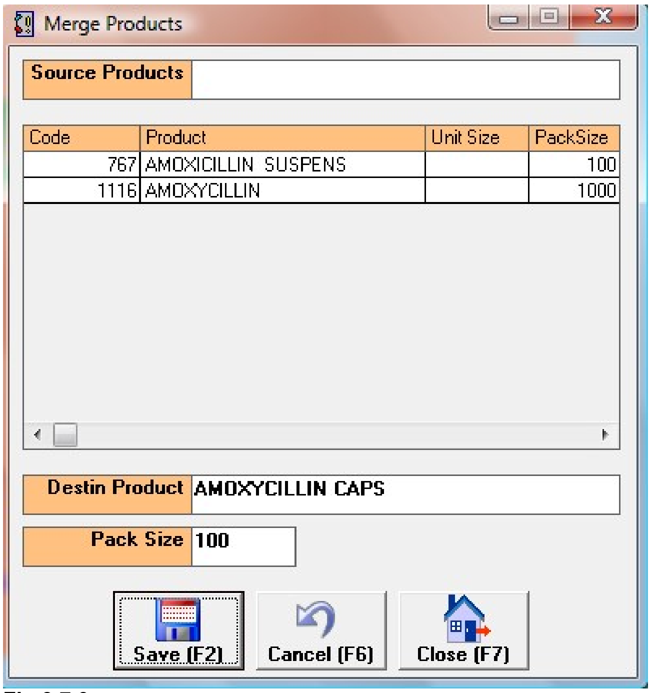


**Fig 3.7.0**

First you select the source products (Products you no longer want). Each selected product will be registered in the grid. Once you have selected all the source products, you then select the destination product (One you want to keep.

The next step is to activate the **Save (F2)** command to complete the merge. All the histories of the source products will be moved to the destination product.

If there is need to move quantities to the new product, you will then need to cycle count the destination product in order to maintain the correct stock quantities.

## Stock

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When we now have our products created, we can now receive stock into your pharmacy or return stock to our suppliers if need be.

### 1) Receive Stock

To receive stock into our pharmacy, we shall select the following options from the main menu.

1) Inventory
2) Stocks
3) Receive Stock

A window which looks similar to the one in 3.8.0 will be displayed on the screen.

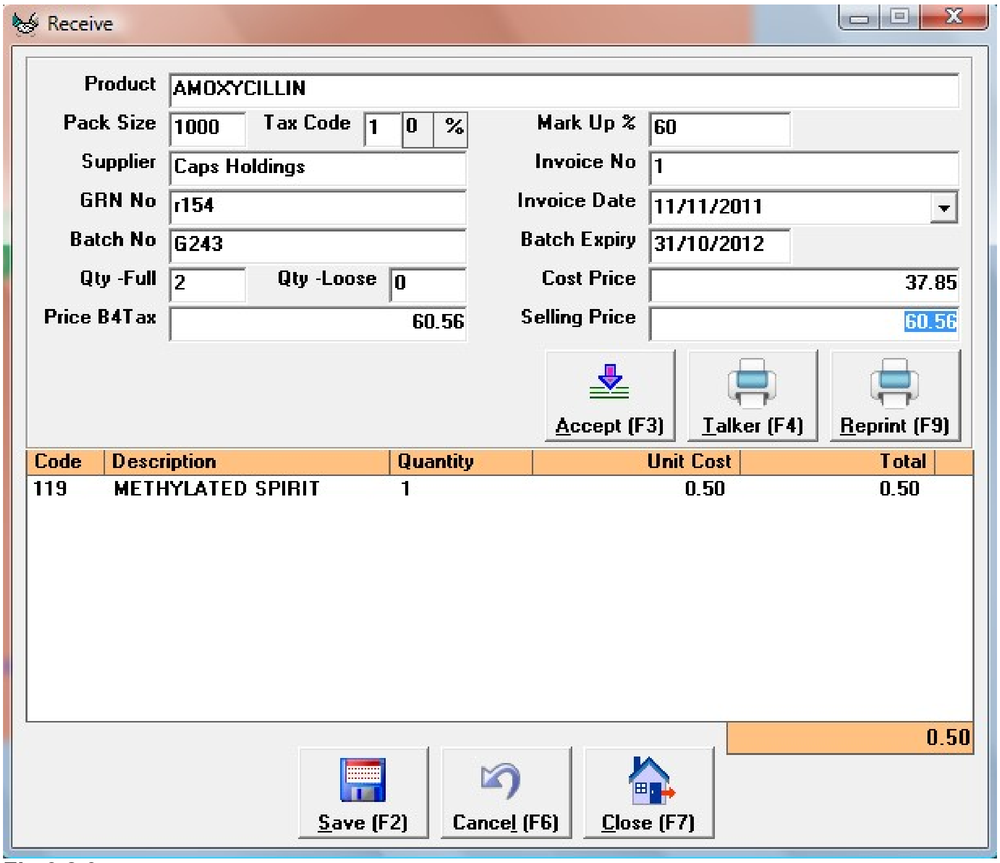


**Fig 3.8.0**

Select the products that you want to receive. When selecting a product, type in part of the product name in the product field and the press **Enter**. Pick the product you want from the list.

When the product is displayed on screen, you now capture the supplier, supplier's invoice no, GRN No, invoice date, cost price and quantity. To capture a supplier, just type in part of the supplier's name and then press **Enter** then select the correct supplier.

Once these have been captured, you can now activate the **Accept (F3)** command to register the product ready for receiving. After you have activated the accept command, you will see the product being registered in the list of products just below the **Accept** command. Record all the products that you want to receive.

**NOTE: You only receive one invoice at a time.**

If you and to correct a line, you highlight the wrong line and press the **Delete** key. The product will then be deleted from the list. Re-enter the product and then accept it in the list once more.

when all products have been captured, activate the **Save (F2)** command to update the quantities in the system. The system will adjust the quantities of these products and then if configured to print, produce a printout of the Goods Received Note (GRN). If it is not configured to print, the system will just tell you that it is not configured to print but the stock have been registered in your system.

**Receive Stock With Order No**
To receive stock into our pharmacy, we shall select the following options from the main menu.

1) Inventory
2) Stocks
3) Receive Stock

If you have managed to follow the path correctly, you will see a window on the screen prompting you to type in **Control Total**. Control total is the total invoice value that written on the invoice that you intend to receive. The control total will just help the receiving personnel to verify amounts captured when receiving. To get the products that you want to receive, activate the **Get Order (F4)** command. If there are orders that are not yet received, you select the purchase order that you want to receive. After you do that, the receiving window will now show you the products purchase order that you are about to receive. To now get the order lines in for receiving, you then activate the **Get Line (F8)** command. You will have to use the **Get line** command to accept each and every order line.

When the product is displayed on screen, you now capture the supplier, supplier's invoice no, GRN No, invoice date, cost price and quantity. To capture a supplier, just type in part of the supplier's name and then press **Enter** then select the correct supplier. Once these have been captured, you can now activate the **Accept F3** command to register the product ready for receiving. After you have activated the accept command, you will see the product being registered in the list of products just below the **Accept** command. Record all the products that you want to receive.

After all the items have been registered, check whether the totals tally. If there is a difference in totals, you can scroll down products on the list of the products to be received looking for a product that you may have wrongly entered. If you find one, highlight it and press the **Delete** key. The product will then be deleted from the list. Re-enter the product and then register it in the list once more.

Once you have done that, activate the **Save (F2)** command. The system will adjust the quantities of these products and then if configured to print, produce a printout of the GRN. If it is not configured to print, the system will just tell you that it is not configured to print but the stock have been registered in your system.

**Reprint GRN**

If you want a reprint of the GRN, just activate the **Reprint (F9)** command and type in the GRN number of the GRN that you want to reprint. If it is a valid GRN, the system will send a copy of the GRN to the printer.

## 2) Return Stock

To do a stock return, you select the following options from the main menu.

1) Inventory
2) Stocks
3) Return Stock

A window that looks like the one in fig 3.8.1 will be displayed on the screen.

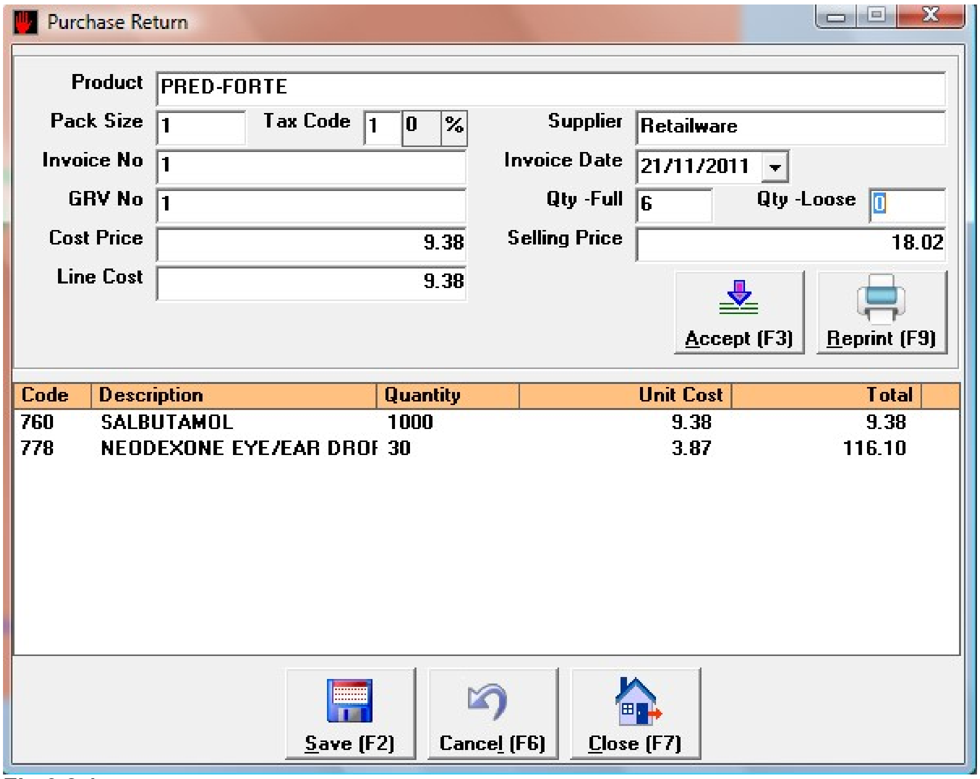


**Fig 3.8.1**

The next thing you do is selecting the products that you want to return to the supplier. When selecting a product, type in part of the product name in the product box and the press **Enter**. Pick the product you want from the list of products.

When the product is displayed on screen, you now capture the supplier, supplier's invoice no, GRN No, invoice date, cost price and quantity. To capture a supplier, just type in part of the supplier's name and then press **Enter** then select the correct supplier. Once these have been captured, you can now activate the **Accept F3** command to register the product ready for purchase return. After you have activated the accept command, you will see the product being registered in the list of products just below the **Accept (F3)** command. Capture all the products that you want to return.

Once you specified all the products that you want to return, activate the **Save (F2)** command. The system will adjust the quantities of these products and then produce a printout of the GRV. The GRV is the one that you will attach to the products and return to the supplier.

**Reprint GRV**
If you want a reprint of the GRV, just activate the **Reprint (F9)** command and type in the GRV number of the GRV that you want to reprint. If it is a valid GRV, the system will send a copy of the GRV to the printer.

**Search for a Product**
A product can be looked up from the system by typing in part of the product name and pressing **Enter** or activating the **Search (F5)** after typing in part of the product name.

**GRN - Goods Received Note**
**GRV - Goods Returned Vaucher**

See Also: Inter Branch Transfer (IBT)

## Inter Branch Transfer (IBT)

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Inter Branch Transfers are there to facilitate the movement of stock from one branch to the other within the same organization.

**1) IBT Receipt**
IBT receipt module allows you to receive stock from another branch. The path to get to the IBT receipt module is as follows:

1) Inventory
2) IBT
3) IBT Receipt

This will take you to a window that looks like the one in fig 3.9.0 below.

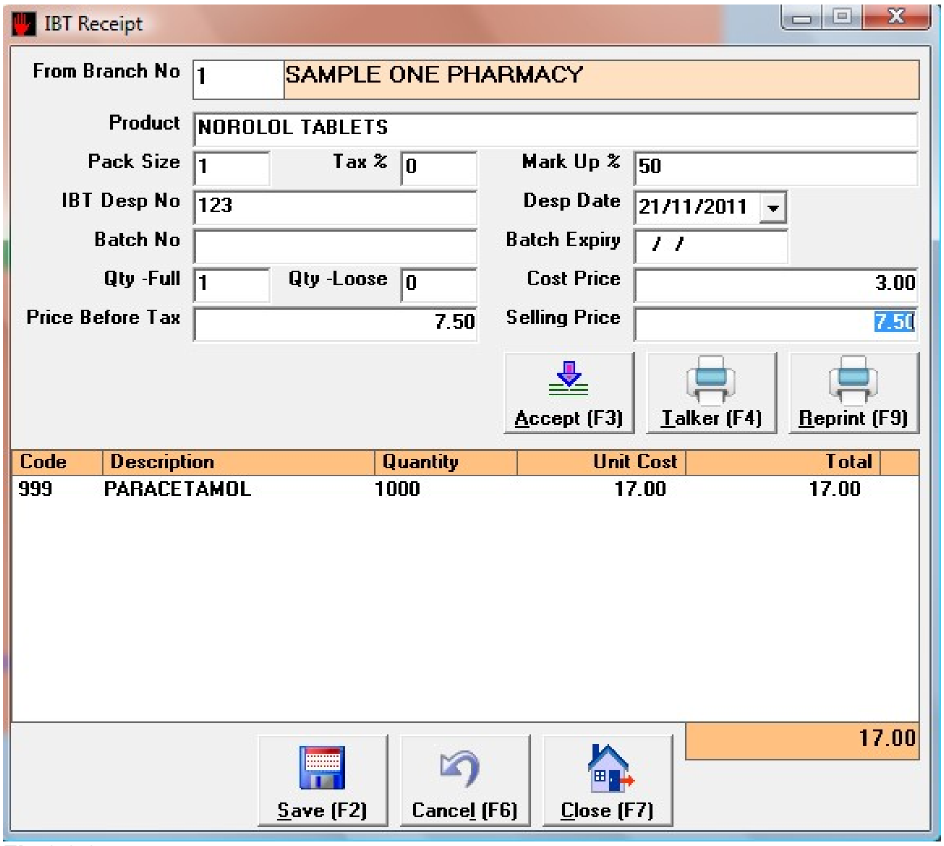


**Fig 3.9.0**

In your system, you must have that branch created before you are able to receive from it. Control total field is a field for the total GRV value that is written on the GRV from one of you branches. The control total will just help the receiving personnel to verify amounts captured when receiving. The next thing you do is selecting the products that you want to receive. When selecting a product, type in part of the product name in the product box and the press **Enter**. Pick the product you want from the list.

When the product is displayed on screen, you now capture the IBT Despatch No, IBT despatch date, cost price and quantity. To capture a supplier, just type in part of the supplier's name and then press **Enter** then select the correct supplier. Once these have been captured, you can now activate the **Accept (F3)** command to register the product ready for receiving. After you have activated the accept command, you will see the product being registered in the list of products just below the **Accept (F3)** command. Capture all the products that you want to receive.

After all the items have been registered, check whether the totals tally. If there is a difference in totals, you can scroll down products on the list of the products to be received looking for a product that you may have wrongly entered. If you find one, highlight it and press the **Delete** key. The product will then be deleted from the list. Re-enter the product and then register it in the list once more. If you see that the totals do not tally but you want to process the receipt as it is, you type over the control total to one that tallies. Once you have done that, activate the **Save (F2)** command. The system will adjust the quantities of these products and then if configured to print, produce a printout of the IBT Receipt. If it is not configured to print, the system will just tell you that it is not configured to print but the stock will have been registered in your system.

**Reprint IBT Recipt**
If you want a reprint of the IBT Receipt, just activate the **Reprint (F9)** command and type in the IBT Receipt number of the IBT that you want to reprint. If it is a valid IBT Receipt, the system will send a copy of the IBT Receipt to the printer.

**2) IBT Despatch**

To do an IBT Despatch, you select the following options from the main menu.

1) Inventory
2) IBT
3) IBT Despatch

A window that looks similar to the one in fig 3.9.1 will be displayed on the screen.

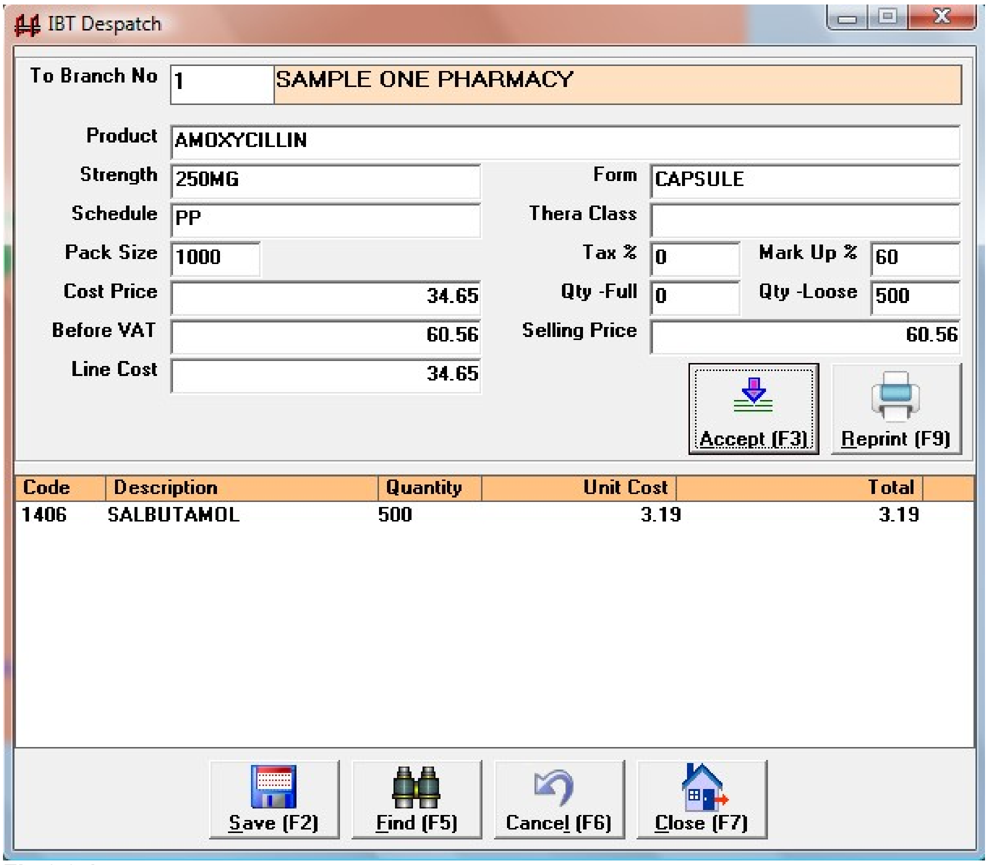


**Fig 3.9.1**

Select the branch that you want to despatch to. The next thing you do is to select the products that you want to despatch to another branch. When selecting a product, type in part of the product name in the product box and the press **Enter**. Pick the product you want from the list of products.

When the product is displayed on screen, you now capture cost price and quantity. Once these items have been captured, you can now activate the **Accept F3** command to register the product ready for an IBT Despatch. After you have activated the **Accept (F3)** command, you will see the product being registered in the list of products just below the **Accept (F3)** command. Capture all the products that you want to despatch.

Once you specified all the products that you wan to despatch, activate the **Save (F2)** command. The system will adjust the quantities of these products and then produce a printout of the IBT Despatch. The IBT Despatch is the one that you will attach to the products and despatch the stock to your other branch.

**Reprint IBT Despatch**
If you want a reprint of the IBT despatch note, activate the **Reprint (F9)** command and type in the IBT Despatch number of the IBT despatch note that you want to reprint. If it is a valid IBT Despatch, the system will send a copy of the IBT Despatch to the printer.

**Search for a Product**
A product can be looked up from the system by typing in part of the product name and pressing **Enter** or activating the **Search (F5)** after typing in part of the product name.

**IBT - Inter Branch Transfer**

See Also: Receiving

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**Expire Drugs**
If there are some drugs that you want the get rid of from the system, you can get them out of the system by recording them as expired drugs. To get to the module to expire drugs, do the following from the main menu.

1) Inventory
2) Breakages

This will take you to a screen that looks like the one in fig 3.10.0 below.

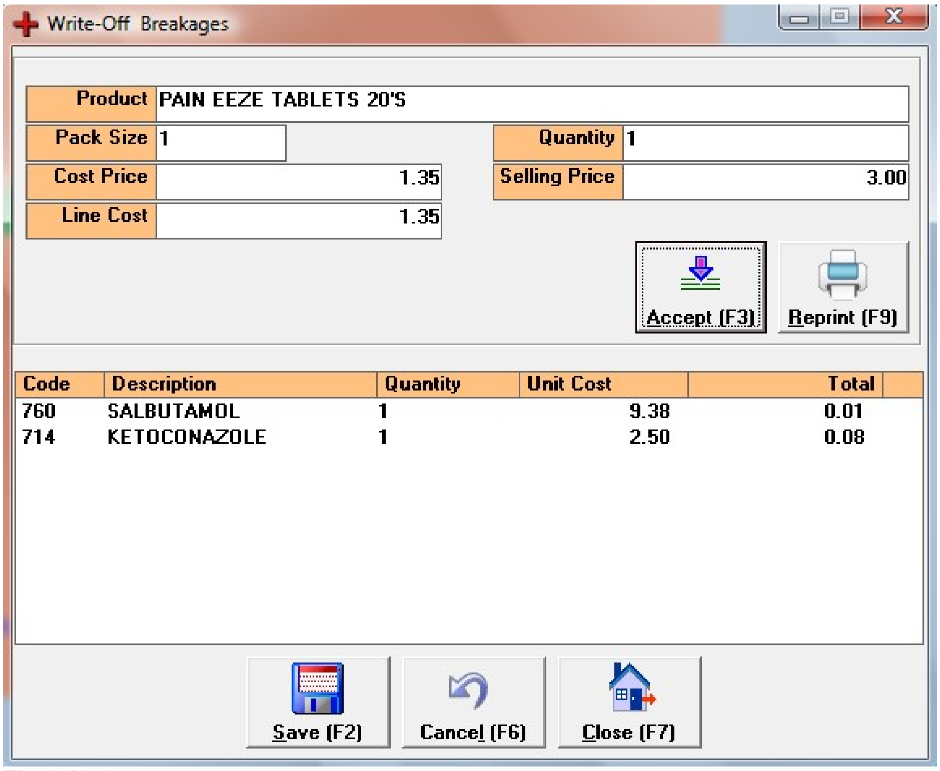


**Fig 3.10.0**

The next thing you do is selecting the products that you want. When selecting a product, type in part of the product name in the product box and the press **Enter**. Pick the product you want from the list of products.

When the product is displayed on screen, you now capture the cost price and quantity. Once these have been captured, you can now activate the **Accept F3** command to register the product ready for breakages. After you have activated the accept command, you will see the product being registered in the list of products just below the **Accept (F3)** command. Capture all the products that you want to charge out.

When all the products have been marked for breakages, you the activate the **Save (F2)** command. The system will then subtract the quantities from the stock file and print you a copy of the transaction.

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**Expire Drugs**
If there are some drugs that you want the get rid of from the system, you can get them out of the system by recording them as expired drugs. To get to the module to expire drugs, do the following from the main menu.

1) Inventory
2) Expire Drugs

This will take you to a screen that looks like the one in fig 3.11.0 below.

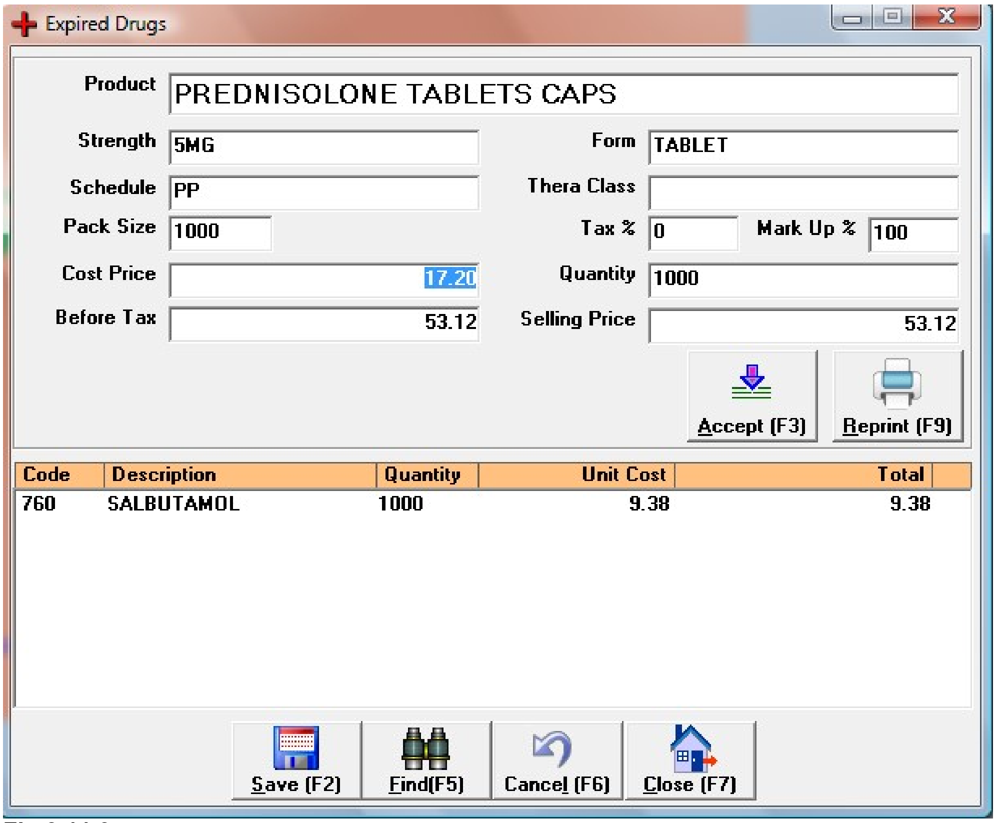


**Fig 3.11.0**

The next thing you do is selecting the products that you want. When selecting a product, type in part of the product name in the product box and the press **Enter** or **Find (F5)**. Pick the product you want from the list of products.

When the product is displayed on screen, you now capture the cost price and quantity. Once these have been captured, you can now activate the **Accept (F3)** command to register the product ready for expiring. After you have activated the accept command, you will see the product being registered in the list of products just below the **Accept (F3)** command. Capture all the products that you want to expire.

When all the products have been marked for the expiry, you the activate the **Save (F2)** command. The system will then subtract the quantities from the stock file and print you a copy of the transaction.

## Price Changes

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Prices can be changed manually product by product or automatically by applying a factor to the price.

**Price Change By Line Code (Product by product)**
This module facilitates the changing of prices by means of selecting a product one after the other. You select the following from the main menu.

1) Inventory
2) Price Changes
3) Price Change (By Line Code)

A window similar to the on in fig 3.11.0 below will pop up.

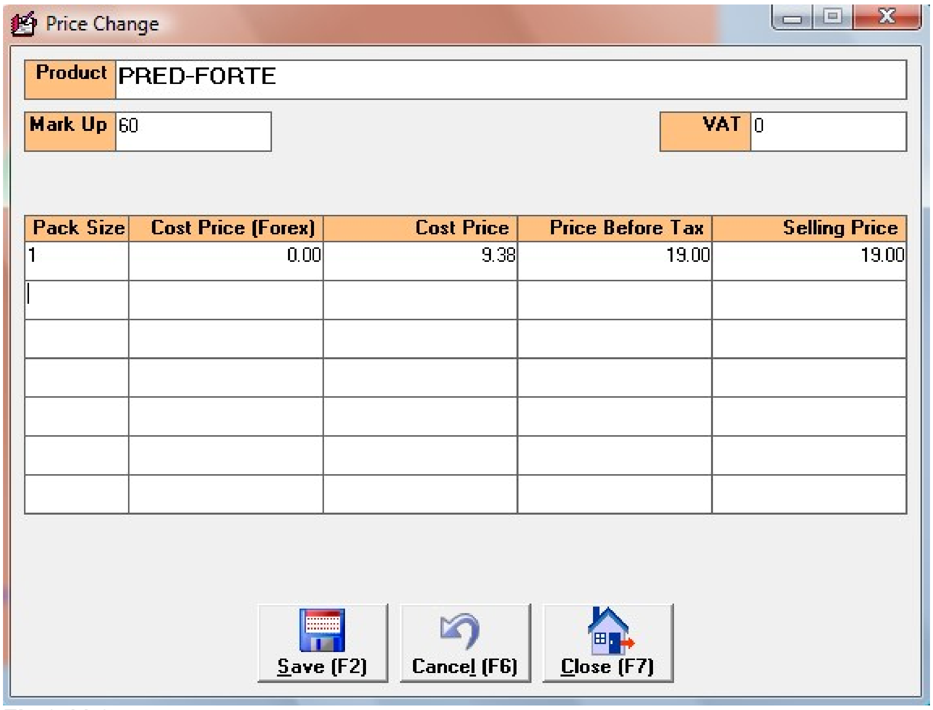


**Fig 3.11.0**

You type in the drug name and then press **Enter**. Select the drug that you want and press **Enter**. A list of the pack sizes will get displayed on the screen if your search is successful. You can change the price by cost or by selling price. If you have your products in foreign currency, change the cost price in foreign currency.

Once you have adjusted the price to the one that you want, you can now activate the **Save (F2)** command to save the changes. If you change the price for one of the pack sizes, prices of all the other pack sizes of that drug will be automatically adjusted. When the prices have been saved, the system will clear the screen and prompt you to capture the next drug whose price you intend to change.

**Mass Selling Price Change**
If you want to change the prices of many products in one run, the best way to do it is to do a mass price change. You get to the module to do such by following the following path.

1) Inventory
2) Price Changes
3) Mass Selling Price Change

A small window that looks like the one in fig 3.12.1 will pop up.

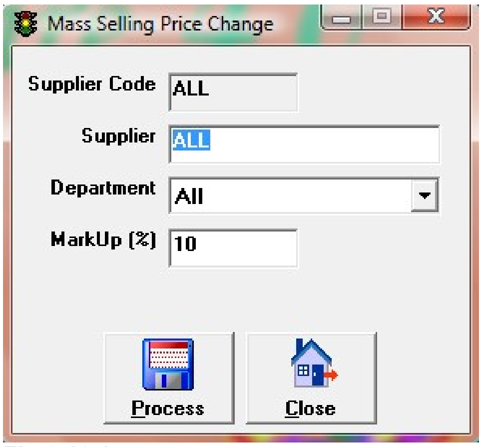


**Fig 3.12.1**

Select the supplier whose products you want to change. If you want to change all products, select **ALL** on suppliers. Type in the Markup percentage. Once you have specified all the options, activate the **Process** command. The system will start changing the prices by the given percentage. When the system completes changing the prices, it will display a message telling you that the prices have been changed.

If you want to change prices for just one department, you have to select the department that you want. The system will then change prices for just that department.

**Mass Cost Price Change**
If you want to change the prices of many products in one run, the best way to do it is to do a mass price change. You get to the module to do such by following the following path.

1) Inventory
2) Price Changes
3) Mass Cost Price Change

A small window that looks like the one in fig 3.12.2 will pop up.

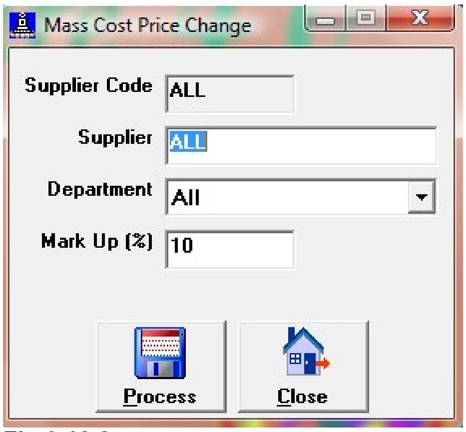


**Fig 3.12.2**

Select the supplier whose products you want to change. If you want to change all products, select **ALL** on suppliers. Type in the Markup percentage. Once you have specified all the options, activate the **Process** command. The system will start changing the cost prices by the given percentage. When the system completes changing the cost prices, it will display a message telling you that the prices have been changed.

If you want to change cost prices for just one department, you have to select the department that you want. The system will then change prices for just that department.

**NOTE:** If you change the cost price, the system may then change the selling price given that the resulting cost price will calculate a higher selling price than the current one.

## Reports

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The reports module gives the user access to the information from the system through the printing of reports (both hard and soft copies). Reports are grouped into sections of use. The sections that are there are Dispensary, Trading, Stocks and Stock take. To get to the reports module, you select the following from the main menu.

1) Reports
2) Select the section you want (Dispensary, Trading, Stocks , Product History or Stock take)

A window similar to the one in fig 4.1.0 below will show on your screen.

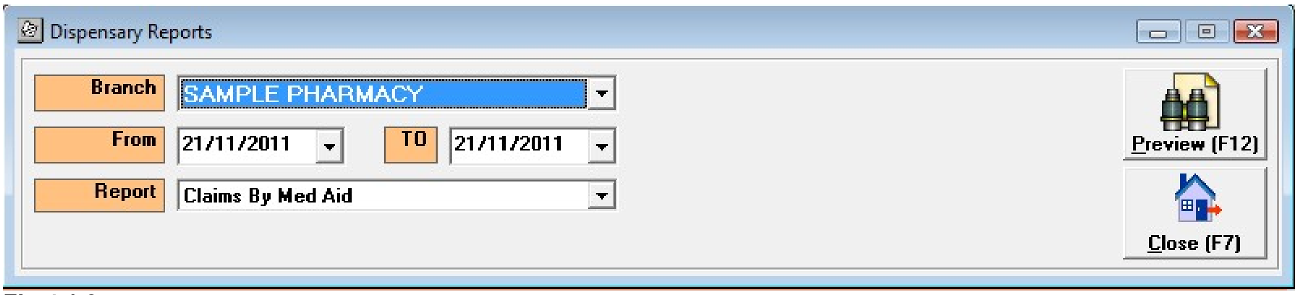


**Fig 4.1.0**

You select the Branch, the date parameters and the Report. Activating the **Preview (F12)** command will load the report to your screen. After the report is painted on your screen, you can either print the report by clicking on the printer icon on the report window or export the report to other file formats by clicking on the export icon.

## Stocktake

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This module is there to provide a control in our business for performance evaluations. It can also be used to correct stock figures in the system. It comprises three main module namely "Stocktake Preparation , Stocktake Capture and Close stocktake".

### 1) Prepare for Stocktake

This module copies the existing stock into a stocktake file and sets the existing stock in the stock master file to zero. It is recommended that a backup be done before this process is run. To get to the stocktake module, do the choose the following options.

1) Stocktake
2) Prepare for Stocktake

A window similar to the one in fig 5.1.0 below will show on your screen.


**Fig 5.1.0**

The window comes up with a default of preparing a stocktake for both dispensary and front shop. If you want to remove one of the items from the stockake, you have to highlight it and press the command with an arrow facing your left hand side. Activate the **Run (F2)** command for the system to copy the products into the stocktake file. Once you have activated the **Run (F2)** command, the system will ask for a confirmation from you to continue with the stocktake preparation. If your choice was yes, you will see the system processing your request. When it is finished, you will get another message telling you that the preparation is complete.

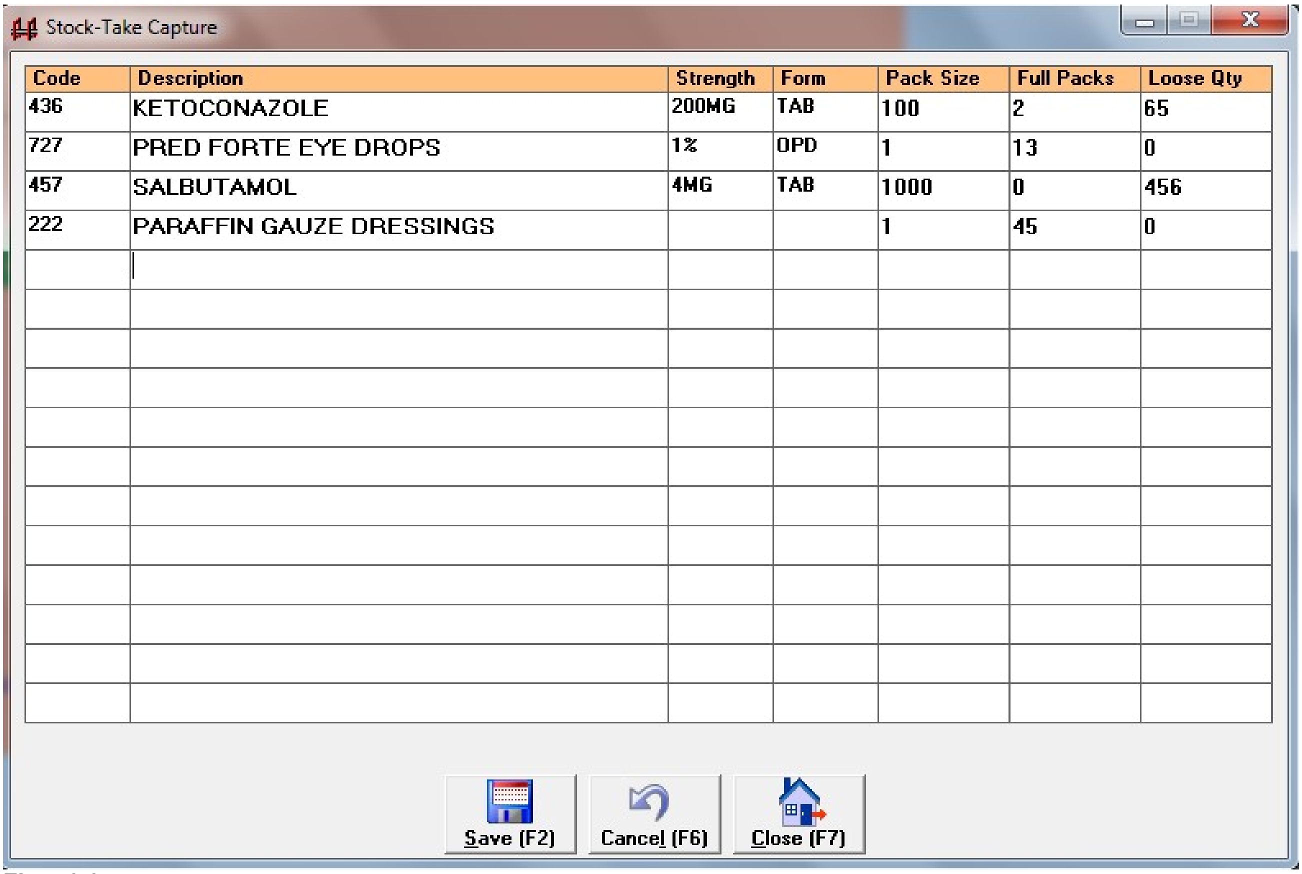
**NOTE:** Once you have prepared for a stocktake, the system will lock dispensing functions.

### 2) Stocktake Capture

This module is for capturing findings from the stocktake. This module is activated by selecting the following options from the main menu.

1) Stocktake
2) Stocktake Capture

This will bring to your screen a window that has a grid with rows and columns as shown in fig 5.1.1 below.



| Code | Description | Strength | Form | Pack Size | Full Packs | Loose Qty |
|---|---|---|---|---|---|---|
| 436 | KETOCONAZOLE | 200MG | TAB | 100 | 2 | 65 |
| 727 | PRED FORTE EYE DROPS | 1% | OPD | 1 | 13 | 0 |
| 457 | SALBUTAMOL | 4MG | TAB | 1000 | 0 | 456 |
| 222 | PARAFFIN GAUZE DRESSINGS | | | 1 | 45 | 0 |



**Fig 5.1.1**

On this window, you type in part of the description of the drug and press **Enter** to search for the product. Select the drug that you want from the list of drugs with a match. When you have selected the drug that you want, you type in the number of full packs and the loose quantity. The system will get you to the next row. You can capture the number of drugs you want up to the last row. When you want to save the batch that you have captured, you activate the **Save (F2)** command.

**NOTE:** Full packs are the drug containers that are not opened. Loose quantity is the quantities left in containers that are opened.

### 3) Close Stocktake

When you have captured all the products in the stocktake, you can view your overage and shrinkage reports to seek the variances. If you are not happy with some of the figures, you can go and recount the stocks. You can re-capture the differences.

When all is well, you now print the stocktake findings report and then select the following options from the main menu to close the stocktake.

1) Stocktake
2) Stocktake
3) Close Stocktake

A window similar to the one in fig 5.1.2 below will pop upon the screen.

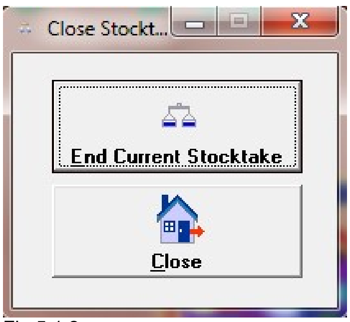



Fig 5.1.2

To close the stocktake, you then activate the **End Current Stocktake** command and respond yes to the questions that come up.

This will make the system journalize the stock records to suite the results of the stocktake. After this you can now start dispensing and selling.

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**Cycle Count**

When you want to adjust stocking values of a few items in your stock master file, you use a cycle count to accomplish such. The first step in cycle counts is to select the products that you want to count. The second step is capturing the findings. The last step is now printing the reports of the findings.

**Cycle count preparation**

A cycle count is done in two phases (Cycle Count Prepare and Cycle Count Capture).

To prepare for a cycle count, you select the following from the main menu.

1) Stock take
2) Cycle Count
3) Prepare For Cycle Count

A window similar to the one in fig 5.2.0 below will show on the screen.

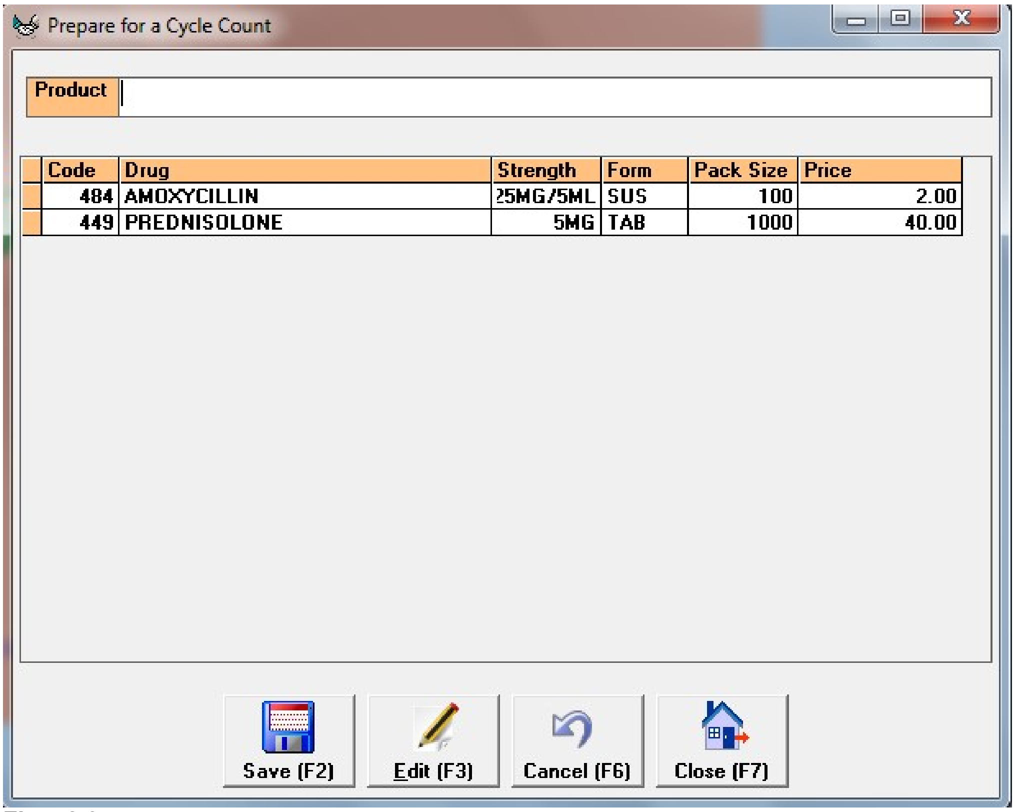


**Fig 5.2.0**

To select a product, type in part of the product name and then press **Enter**. The product will then be listed in the grid of products that are marked for a cycle count. When you have selected all the products that need to be counted, you then activate the **Save F2** command.

If you want to make a change to a product that will have been marked for a cycle count, you activate the **Edit F3** command. Highlight the product line that you want and press the **Delete** key to have the product removed from the list of products that are marked for a cycle count

**Cycle count capture**

To capture the findings of a cycle count, you select the following from the main menu.

1) Stock take
2) Cycle Count
3) Cycle Count Capture

A window similar to the one in fig 5.2.1 below will pop up loaded with products that are ready to be captured for cycle count.

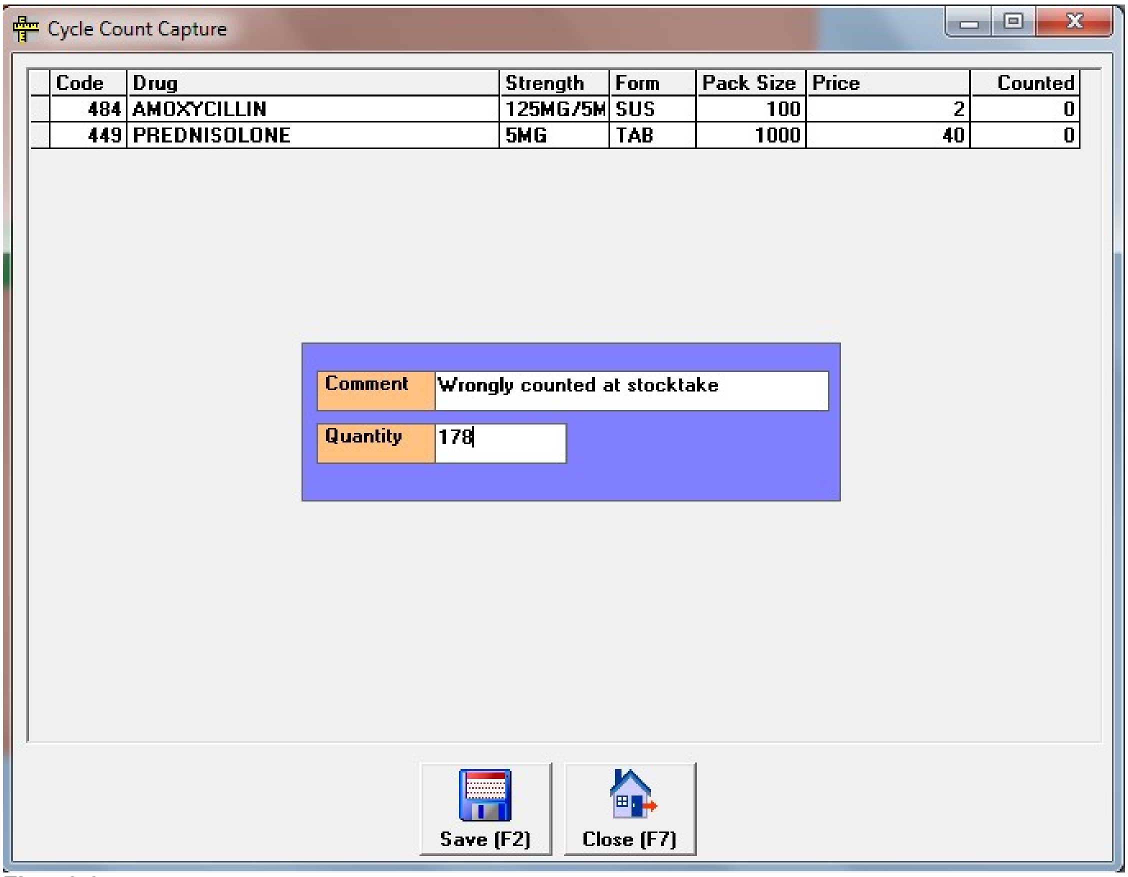


**Fig 5.2.1**

To capture the quantities, you just highlight the row with the product and then press **Enter**. Type in the quantity in the box that pops up.

At the end of the cycle count, you then activate the **Save F2** command. If you are happy with your counting and would want to end the stock take you respond YES to the question that comes up. If you choose NO, the system will save the findings but not update the stock file.You can at a later time correct all the entries and end the Cycle Count.

**NOTE:** Cycle Counts are literally Stock Adjustments. They should be used with due care.

Create User Previous Top

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For you to be able to use the system, you need to have a user account. User accounts have access levels that make the user be able to use certain parts of the system. To get to the module to create or edit user accounts, you select the following from the main menu.

1) Administration
2) Users
3) User Accounts

A window similar to the one in fig 6.1.0 will show on the screen.

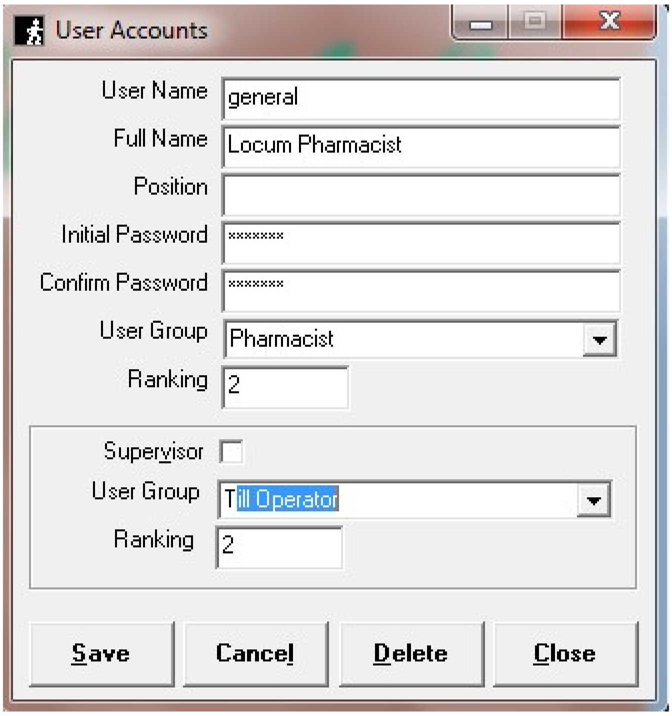


**Fig 6.1.0**

You fill in the user name (The one you will use to login) and also the Full Name. You put in your password on initial password and confirm password. The Administrator will then choose for you the User Group and authorise.

If the user accesses Retailware, you will have to select the second user group inside the box.

Ranking is by default 2. If you want the user to be able to authorise system secured modules, you have to set Ranking to 1 and authorise.

After all the details are captured, you activate the Save command. If the Retailware option had been selected, the system will create one user in Dispenseware and another one in Retailware.