



Allivet<sup>TM</sup>  
Trusted Pet Pharmacy Since 1992



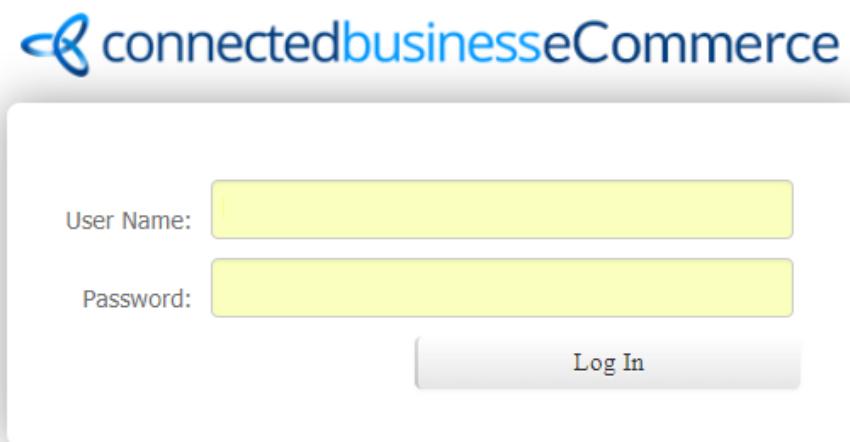
ADMIN

# ADMIN INTRO

# WELCOME TO ADMIN

During this Module you will learn how to work within the Administration Manager A.K.A. ADMIN.

- Admin is where every department works from, using different managers to do so.
- All client information and prescription information is stored here.



# WELCOME TO ADMIN

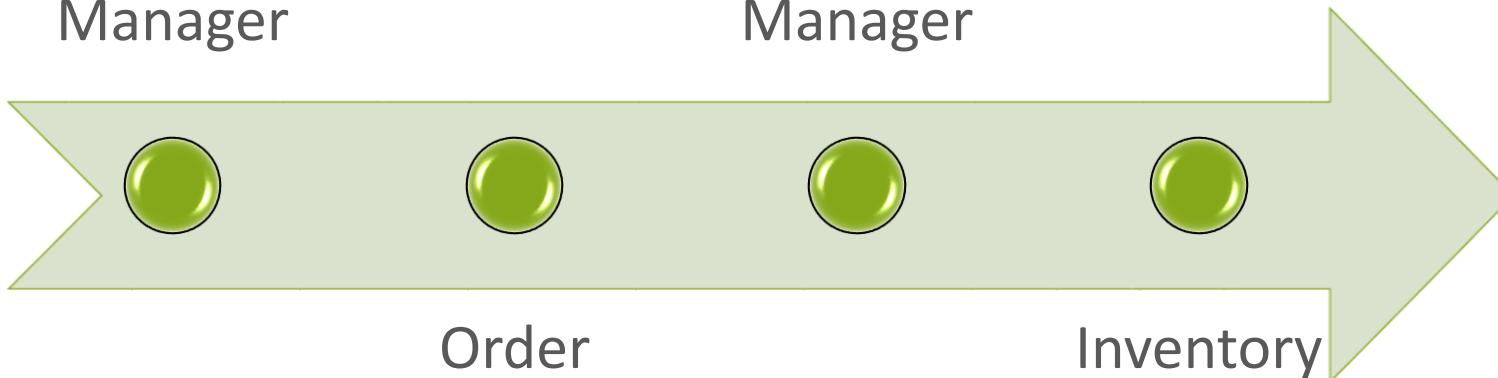
ADMIN has four main managers that you will need to fully understand as a customer service agent. This will allow you to help any customer to your fullest capability.

Customer  
Manager

Rx  
Manager

Order  
Manager

Inventory  
Manager



# CUSTOMER MANAGER

# CUSTOMER MANAGER

## Introduction



Customer Manager is where all customer information is stored. This is the customer's main account.

Here you can do the following:

- Search for Accounts
- Manage Account
- Review Orders
- Document Notes

# CUSTOMER MANAGER

## SEARCH FOR ACCOUNTS

# CUSTOMER MANAGER

Search for Accounts

- Customer accounts can be accessed through the Customer Manager tab by entering any of the information requested below.
  - Specific, rather than general information must be entered in order to bring up the correct account.

Customer Manager User:

First Name:	Email:	<input type="checkbox"/> Show Unsubscribe
Last Name:	CustomerID:	
Phone:	OrderID:	

**Search** **Close** **New Customer**

# CUSTOMER MANAGER

Search for Accounts Cont.

## General Information

Example: A customer calls in and advises you they have an account. They provide you with their first and last name “John Smith”.

- As we have thousands of customers and this is a very common name, the list of all John Smiths with in our data base will be listed.

Email	Customer Code	Customer Name
jlongfieldsmith@gmail.com	CUST-004194	John Longfield-Smith
bunns@optonline.net	CUST-008383	John Smith
smithbobby46@aol.com	CUST-012420	John C Smith
jlsmith3@omcast.net	CUST-026586	Johnnie Smith
samberfon@aol.com	CUST-027440	John C Smith
Johnnyfarrier@hotmail.com	CUST-0460043	John Smith
nothing@nobody.net	CUST-0465670	Larry Snyder
jsmith@comcast.net	CUST-0466801	John Smith
gshopconsumer7@gmail.com	CUST-0468523	john smith
Bixpy@gmail.com	CUST-0477048	John johnSmith
Dgarbage@gmail.com	CUST-0500433	John Smith

# CUSTOMER MANAGER

Search for Accounts Cont.

## General Information Example Cont.

Email	Customer Code	Customer Name	Country	State	Phone
jlongfieldsmith@gmail.com	CUST-004194	John Longfield-Smith	United States of America	FL	9049970414
bunns@optonline.net	CUST-008383	John Smith	United States of America	CT	860 274 2023
smithbobby46@aol.com	CUST-012420	John C Smith	United States of America	AL	252-243-2693
jlsmith3@omcast.net	CUST-026586	Johnnie Smith	United States of America	TN	9319672336
samberfon@aol.com	CUST-027440	John C Smith	United States of America	DE	5056108693
Johnnyfarrier@hotmail.com	CUST-0460043	John Smith	United States of America	CA	9514159732
nothing@nobody.net	CUST-0465670	Larry Snyder	United States of America	PA	5558675309
jsmith@comcast.net	CUST-0466801	John Smith	United States of America	MD	4434210303
gshopconsumer7@gmail.com	CUST-0468523	john smith	United Kingdom		01234567890
Bixpy@gmail.com	CUST-0477048	John johnSmith	United States of America	CA	9512164777

# CUSTOMER MANAGER

Search for Accounts Cont.

## Specific Information

Example: A customer calls in and advises you they have an account. They provide you with their first and last name “Agent Training”, and their telephone number “305-500-9944”

- Their exact account should populate as shown to the right.
- No additional information necessary.

Customer Name: **Agent Training** Email: **Customercare@allivet.com** Customer Code: CUST-0588665

**Save** **Audit Trail** **Create Order** **Close**

**Credit Cards** **Pets** **Vets** **AutoShip** **StoreCredit** **Items** **Rx** **Points** **USAPM** **Search Rx**

**Customer** **Billing Address** **Shipping Address** **Order History** **Cases** **Note..**

Customer Email: **Customercare@allivet.com**

Password:  **Save And Email Pwd** **12 Characters Max Length**

First Name: **Agent**

Middle Name:

Last Name: **Training**

Mobile:

Customer Notes:  
Merchant Use Only

Private Order Notes:  
Merchant Use Only - Shipping Label

Other Settings:  Active  Subscribed  Rewards  StorePickUp  Export  IsVet

Discount %: **20**

# CUSTOMER MANAGER

## TABS

# CUSTOMER MANAGER

Tabs



Customer manager has six main tabs. However as a customer service agent you will only be working with five of them.

- Customer
- Billing Address
- Shipping Address
- Order History
- Notes

# CUSTOMER MANAGER

Tabs Cont.

## Customer Tab

- On this tab, the following information can be added or edited:
  - Customer's email address
  - Password
  - Name on account
- Notes for the customer to view can be added
- Notes for internal purposes only can be added
- You can also manage what the account qualifies for

The screenshot shows the 'Customer' tab selected in a navigation bar. Below the tabs, there are several input fields and settings:

- Customer Email:** Customercare@allivet.com
- Password:** (Input field) Save And Email Pwd 12 Characters Max Length
- First Name:** Agent
- Middle Name:** (Input field)
- Last Name:** Training
- Mobile:** (Input field)
- Customer Notes:** Merchant Use Only
- Private Order Notes:** Merchant Use Only - Shipping Label
- Other Settings:** Active (checked), Subscribed (checked), Rewards (checked), StorePickUp (checked), Export (unchecked), IsVet (unchecked)
- Discount %:** 20

# CUSTOMER MANAGER

Tabs Cont.

## Customer Tab

### Customer Notes

- This is where you would place any notes that should be seen immediately when entering the account
- EXAMPLE: "ESCALATED CUSTOMER, be sure to verify everything"

Customer Email:

Password:   12 Characters Max Length

First Name:

Middle Name:

Last Name:

Mobile:

Customer Notes:  
Merchant Use Only

Private Order Notes:  
Merchant Use Only - Shipping Label

Other Settings:  Active  Subscribed  Rewards  StorePickUp  Export  IsVet

Discount %:

# CUSTOMER MANAGER

Tabs Cont.

## Customer Tab

### Private Order Notes

- This is where you would place any notes that you or the customer wants on their account permanently.
- Customers can view these notes as they are printed on the shipping labels.
- Indication of reward point usage for autoship orders.
  - These notes MUST include the word “REWARD”

The screenshot shows the 'Customer' tab selected in the top navigation bar. Below the tabs, there are several input fields: Customer Email (Customercare@allivet.com), Password (Agent), First Name (Agent), Middle Name, Last Name (Training), and Mobile. Under 'Customer Notes', it says 'Merchant Use Only'. A large text area labeled 'Private Order Notes' contains the placeholder 'Merchant Use Only - Shipping Label'. At the bottom, there are 'Other Settings' checkboxes for Active, Subscribed, Rewards, StorePickUp, Export, and IsVet. A 'Discount %:' field shows the value 20. The 'Private Order Notes' field is highlighted with a green border.

Customer Email: Customercare@allivet.com

Password: Agent Save And Email Pwd 12 Characters Max Length

First Name: Agent

Middle Name:

Last Name: Training

Mobile:

Customer Notes:  
Merchant Use Only

Private Order Notes:  
Merchant Use Only - Shipping Label

Other Settings:  Active  Subscribed  Rewards  StorePickUp  Export  IsVet

Discount %: 20

# CUSTOMER MANAGER

Tabs Cont.

## Customer Tab

### Other Settings

Allows you to activate or deactivate the following:

- Active
- Subscribed
- Reward Points
- StorePickUp
- Export
- IsVet

The screenshot shows the 'Customer' tab selected in a navigation bar. Below it is a form with the following fields:

- Customer Email:
- Password:  Save And Email Pwd 12 Characters Max Length
- First Name:
- Middle Name:
- Last Name:
- Mobile:
- Customer Notes:   
Merchant Use Only
- Private Order Notes:   
Merchant Use Only - Shipping Label
- Other Settings:  Active  Subscribed  Rewards  StorePickUp  Export  IsVet
- Discount %:

# CUSTOMER MANAGER

Tabs Cont.

## Billing Address Tab

- Billing address can be added or edited here
- A “Residence Type” must be selected to save any changes made to the account
- You can copy the billing address to the shipping address by checking the box at the bottom

Customer    **Billing Address**    Shipping Address    Order History    Cases    Notes

Bill To Name: Allivet Pet Pharmacy

Residence Type: Residential ▾

Address 1: 480 West 83rd Street

Country: United States of America ▾

State: FL-Florida ▾

City: HIALEAH

Postal Code: 33014

Phone: 305-500-9944

Copy to

Shipping:

# CUSTOMER MANAGER

Tabs Cont.

## Shipping Address Tab

- Customer shipping address can be added or edited here
  - NEVER update a shipping address from here if there is an open order.
- A “Residence Type” must be selected to save any changes made to the account.
- You can make this address the primary address by checking the box at the bottom

Customer    Billing Address    **Shipping Address**    Order History    Cases    Notes

Ship To Name: Allivet Pet Pharmacy

Residence Type: Residential ▾

Address 1: 480 West 83rd Street

Country: United States of America ▾

State: FL-Florida ▾

City: HIALEAH

Postal Code: 33014

Phone: 305-500-9944

**Set as primary:**

# CUSTOMER MANAGER

Tabs Cont.

## Shipping Address Tab

- You can manage and edit any other saved shipping addresses from here.

Is							
Edit	Ship To Name	Primary	Address1	Country	State	City	Postal Code
	Allivet Pet Pharmacy	<input checked="" type="checkbox"/>	480 West 83rd Street	United States of America	FL	HIALEAH	33012
	Training Account	<input type="checkbox"/>	123 North 45th Lane	United States of America	FL	Virginia Gradens	33166

# CUSTOMER MANAGER

Tabs Cont.

## Order History Tab

Customer	Billing Address	Shipping Address	Order History	Cases	Notes
----------	-----------------	------------------	---------------	-------	-------

1 2 3 4 5 6 7

Edit	Order No.	Status	Email Ack	Paypal Payment	Reorder	CreatedOn	IPAddress	Payment	Bill To State	Ship To State	Total	CreatedBy		
	SO-1842122	Open	<a href="#">Print</a>	<a href="#">Pick</a>	<a href="#">Note</a>			07-19-2018 11:03	50.73.151.5	Credit Card	FL	FL	91.17	bleon
	SO-1833679	Voided						07-16-2018 13:34	50.73.151.5	Credit Card	FL	FL	20.35	website
	SO-1816441	Completed						07-09-2018 13:45	50.73.151.5	Credit Card	FL	FL	51.34	jbenitez
	SO-1792217	Voided						06-29-2018 11:20	50.73.151.5	Credit Card	FL	FL	13.69	website
	SO-1742535	Completed						06-08-2018 10:14	50.73.151.5	Credit Card	FL	FL	25.67	bleon
	SO-1717380	Completed						05-29-2018 13:20	50.73.151.5	Credit Card	FL	FL	68.78	bleon
	SO-1651178	Completed						05-01-2018 12:36	50.73.151.5	Credit Card	FL	FL	12.79	bleon
	SO-1648363	Completed						04-30-2018 12:21	50.73.151.5	Credit Card	FL	FL	34.39	bleon
	SO-1609316	Completed						04-12-2018 11:32	50.73.151.5	Credit Card	FL	FL	29.96	bleon
	SO-1562755	Completed						03-23-2018 10:01	50.73.151.5	Credit Card	FL	FL	25.67	bleon
	SO-1532391	Completed						03-09-2018 15:36	50.73.151.5	Credit Card	FL	FL	9.27	website
	SO-1532370	Completed						03-09-2018 15:31	50.73.151.5	Credit Card	FL	FL	19.00	bleon

# CUSTOMER MANAGER

Tabs Cont.

## Order History Tab

<u>Image</u>	<u>Meaning</u>
	Email Notice Button
	Reorder Button
	Void Button
	Edit Order Button

# CUSTOMER MANAGER

Tabs Cont.

## Order History Tab

- Edit: Pencil is a direct link into the open order.
- Order No: Is a hyperlink to view the order acknowledgement.
- Status: Is a hyperlink to view the order report and allows you to enter prescription card of an Rx item on the order.

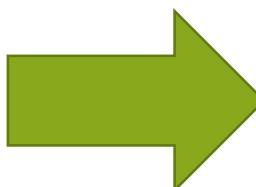
Edit	Order No.	Status
	<a href="#">SO-1842122</a>	Open <a href="#">Print Pick Note</a>
	<a href="#">SO-1833679</a>	Voided
	<a href="#">SO-1816441</a>	Completed
	<a href="#">SO-1792217</a>	Voided
	<a href="#">SO-1742535</a>	Completed
	<a href="#">SO-1717380</a>	Completed

# CUSTOMER MANAGER

Tabs Cont.

## Order History Tab

- Order No. : Is a hyperlink to view the order acknowledgement.
- Once you click on the order number it will redirect you to:



Order Acknowledgement							
Customer Code: CUST-0588665 Customer Email:				SO-1842122			
<b>Allivet™</b> Trusted Pet Pharmacy Since 1992 480 West 83rd Street, Hialeah, FL 33014 P: 877-500-9944 F: 877-500-9950							
Training Account 480 West 83rd Street Hialeah, FL, 33014				Training Account 480 West 83rd Street Hialeah, FL, 33014			
305-500-9944				305-500-9944			
SO Date	7/15/2018	PO Code	Web Order	Payment Term	Credit Card	Shipping Method	Store Pick Up
		Currency	USD				
Item Name	Qty	U.M.	Item Description	Coupon Discount	Sales Price	Net Price	Ext Price
28810-2	1	EACH	Banecto chew tab 59-22 lbs 250 mg Orange	\$0.00	\$29.59	\$29.59	\$29.59
50632-3	1	EACH	Interceptor Plus For Dogs 25.1-50 lbs yellow, 8 Month Supply	\$0.00	\$21.99	\$21.99	\$21.99
28810-8	1	EACH	Banecto chew tab 44-88 lbs 1000 mg Blue	\$0.00	\$29.59	\$29.59	\$29.59
				Sub Total	\$ 91.17		
				+Freight	\$ 0.00		
				+Other	\$ 0.00		
				+Sales Tax	\$ 0.00		
				Due Total	\$ 91.17		
				-Credits	\$ 0.00		
				Payments	\$ 0.00		
				-Coupon Discount	\$ 0.00		
				Balance	\$ 91.17		

# CUSTOMER MANAGER

Tabs Cont.

## Order History Tab

- Status: Is a hyperlink to view the order report and allows you to enter the prescription card of an Rx item on the order.
- Once you click on the status it will redirect you to:

**SO-1842122**

**Open | Print Pick Note**

**CustomerCode:** CUST-0588665

**Customer Email:**

**User Created:**

**Date Created:** 7/19/2018 11:03:43 AM

**WF Modified:** 7/19/2018 2:34:37 PM

**PaymentMethod:** Credit Card

**Credit Card:** 91.17

**eGift Card:** 0.00

**Prepayment:** 0.00

**TOTAL Payments:** 91.17

**TOTAL Order:** 91.17

**Shipping Method:** Store Pick Up

**Shipping Date:**

**Carrier:**

**Tracking No.:** NO YET SHIPPED



Code	Description	UM	Qty Ord	Qty Alloc.	Allocation Status	Free Stock	PO Qty	PO Date	Is Filled	Location	Rx No.	Rx Status	Request Date	#
28810-2	Bravecto chew tab 9.9-22 lbs 250 mg Orange	EACH	1	1	Fully	3783	4600	2018/07/17	Y	270	1329302	Expired / Used	2/5/2018 1:39:38 PM	2
50632-3	Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply	EACH	1	1	Fully	1572	35	2016/03/29	Y	270	1678131	Valid	7/19/2018 11:19:08 AM	1
28810-4	Bravecto chew tab 44-88 lbs 1000 mg Blue	EACH	1	1	Fully	7495	7400	2018/07/17	Y	270	1329303	Valid	2/5/2018 1:40:10 PM	2

# CUSTOMER MANAGER

## Tabs Cont.

## Notes Tab

Customer	Billing Address	Shipping Address	Order History	Cases	Notes	
Edit	Title	Notes			Created	Modified
						<a href="#">Add</a>
	test	tesing			bleon 07-20-2018 15:58	bleon 07-20-2018 15:58
	STORE PICKUP	CLIENT IS AN EMPLOYEE STORE PICK UP IS ACTIVE			bleon 02-27-2018 13:55	bleon 07-20-2018 15:58
	SO-1464623	Order was placed incorrectly and will be returned Please issue a full refund RMA created			bleon 02-07-2018 11:14	bleon 07-20-2018 15:58

- Here you can add detailed notes on any interaction with a customer.
  - All notes are automatically time stamped and will include agent name
    - Notes need a Title before they are saved.

# CUSTOMER MANAGER

## RADIO BUTTONS

# CUSTOMER MANAGER

## Radio Buttons



Customer manager has thirteen different radio buttons to allow you to easily move through the customer's account.

- Many of these buttons work the same way as the customer account does via the website.
- Some buttons are only accessible to you as a customer service agent.

# CUSTOMER MANAGER

Radio Buttons Cont.

## Simple Buttons

- Save: MUST click on this button for any changes or notes on the account to be saved
- Close: Do NOT click unless you have saved all your notes or updates.
- Credit Cards: You can view, add, or remove different credit cards on file
- Pets: You can edit, add, or merge the customer's pet profiles.
- Vets: You can edit, add, remove, and search through our directory to find a vet for a customer.



# CUSTOMER MANAGER

Radio Buttons Cont.

Manager:  CCAuth  Shipment  Autoship  Rx  Order  Releaser  Customer  All

Search by:  OrderID  RxID  Date Modified

 Search

Audit Trail Button

This button provides a history of who has accessed the account and what was done.

- ALWAYS search from a day or two prior to the actual date the order was placed on.
- Anything under WEBSITE was created online via the client.

# CUSTOMER MANAGER

## Radio Buttons Cont.

2018-07-19 WEBADMIN

11:03 OriginalAllocationStatus: Manager: Audit OrderID: SO-1842122 ExtraInfo: Unallocated LineNum: 1 ItemID: 28810-2 Bravecto chew tab 9.9-22 lbs 250 mg Orange  
11:03 OriginalAllocationStatus: Manager: Audit OrderID: SO-1842122 ExtraInfo: Unallocated LineNum: 2 ItemID: 50632-3 Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply  
11:03 OriginalAllocationStatus: Manager: Audit OrderID: SO-1842122 ExtraInfo: Unallocated LineNum: 3 ItemID: 28810-4 Bravecto chew tab 44-88 lbs 1000 mg Blue

2018-07-19 BRIANNE LEON (BLEON)

10:57 UpdateShipping: Manager: Order ExtraInfo: CartType:0,ShippingMethod:No Shipping Required,Rate:0.00  
10:59 AddToCartItem: Manager: Order ExtraInfo: CartType:0,Qty:1 ItemID: 28810-2 Bravecto chew tab 9.9-22 lbs 250 mg Orange CartRecID: 8600025  
10:59 AddToCartItem: Manager: Order ExtraInfo: CartType:0,Qty:1 ItemID: 28810-4 Bravecto chew tab 44-88 lbs 1000 mg Blue CartRecID: 8600026  
10:59 AddToCartItem: Manager: Order ExtraInfo: CartType:0,Qty:1 ItemID: 50632-3 Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply CartRecID: 8600027  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:618772 CartRecID: 8600025  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:618772 CartRecID: 8600026  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:618772 CartRecID: 8600027  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:297181 CartRecID: 8600025  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:301843 CartRecID: 8600026  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:301843 CartRecID: 8600025  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:297181 CartRecID: 8600026  
10:59 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:297181 CartRecID: 8600027  
10:59 UpdateHDWGYRX: Manager: Order ExtraInfo: CartType:0,VetCode:208835,RxDelivery:I want Allivet to contact my Vet  
10:59 UpdateShipping: Manager: Order ExtraInfo: CartType:0,ShippingMethod:Store Pick Up,Rate:0.00  
11:00 DeleteCartItem: Manager: Order ExtraInfo: CartType:0,Qty:1,UM:EACH ItemID: 28810-2 Bravecto chew tab 9.9-22 lbs 250 mg Orange CartRecID: 8600025  
11:01 AddToCartItem: Manager: Order ExtraInfo: CartType:0,Qty:1 ItemID: 28810-2 Bravecto chew tab 9.9-22 lbs 250 mg Orange CartRecID: 8600099  
11:01 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:618772 CartRecID: 8600099  
11:01 UpdatePetCartItem: Manager: Order ExtraInfo: CartType:0,PetCode:301843 CartRecID: 8600099  
11:03 UpdatePayment: Manager: Order ExtraInfo: Credit Card  
11:03 WebAdminRealTotal: Manager: Order OrderID: SO-1842122 ExtraInfo: From:91.17>To:91.17 AuthorizationCode: AUTH-2276026  
11:03 CreatingDocument: Manager: Order OrderID: SO-1842122 ExtraInfo: Shipping:Store Pick Up \$0.00

2018-07-19 WEBADMIN

# CUSTOMER MANAGER

## Radio Buttons Cont.

Shipping: Select ShippingMethod ▾

Created On	Created By	ItemID	Product	Rx	Pet	Vet	Unit Price	Qty	Interval Week(s)	End Date	Next Date	Susp.	Modified By	Suspended On
07-06-2018 12:41	sgallagher	32100-4	Vetoryl Capsules 120 mg 30 Ct.	Rx	<input type="button" value="Select Pet ▾"/>	<input type="button" value="Select Vet ▾"/>	95.99	1	0	12-31-9999	07-06-2018	<input type="checkbox"/>		

### Autoship Button

- View any active or suspended autoshipments
  - View when it was created and by whom
  - View who was the last person to modify an existing autoshipment
- Edit or suspend autoshipments
- Create an autoshipment

# CUSTOMER MANAGER

## Radio Buttons Cont.

### Store Credit Button

All store credits can be added or viewed on here.

- When adding a store credit, an email can be sent to the customer with the coupon code.
- The maximum store credit allowed is \$25.
  - Anything over \$25 will need to be added by a manager.

Credit Code: 072018182521      Credit Amount:       Notify?

<input type="button" value="New"/> <input type="button" value="Cancel"/>							
Credit Code	Customer Name	Starting Date	Expiration Date	User Created	Applied To	Amount	Delete
072018182521	Training Account	07-20-2018	10-20-2018	bleon		5.00	

# CUSTOMER MANAGER

## Radio Buttons Cont.

### Items Button

All items purchased by a customer can be viewed here.

- Sorted by:
  - Item Number
  - Item Name
  - Unit Sold
  - Current Price
  - Order #
  - Last Order Date

Code	Order No.	Unit	Current Price	Order No.	Order Date	Qty	Add
28810-4	<a href="#">Bravecto chew tab 44-88 lbs 1000 mg Blue</a>	EACH	29.59	SO-1842122	07-19-2018	<input type="text" value="1"/>	<input type="checkbox"/>
28810-2	<a href="#">Bravecto chew tab 9.9-22 lbs 250 mg Orange</a>	EACH	29.59	SO-1842122	07-19-2018	<input type="text" value="1"/>	<input type="checkbox"/>
50632-3	<a href="#">Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply</a>	EACH	31.99	SO-1842122	07-19-2018	<input type="text" value="1"/>	<input type="checkbox"/>
49715	<a href="#">Greenies Tub Treat Pack Greenies, Regular 25-50 lbs, 27 oz</a>	EACH	19.02	SO-1833679	07-16-2018	<input type="text" value="1"/>	<input type="checkbox"/>
50544-2	<a href="#">Taste of the Wild Sierra Mountain Canine Formula w/Roasted Lamb, 15 lbs</a>	EACH	23.99	SO-1816441	07-09-2018	<input type="text" value="1"/>	<input type="checkbox"/>
16050-4	<a href="#">Greenies Treat-Pak Regular 25-50 lb 12 oz</a>	EACH	12.79	SO-1792217	06-29-2018	<input type="text" value="1"/>	<input type="checkbox"/>
36040	<a href="#">Tobramycin Ophthalmic Solution 0.3%, 5 ml</a>	EACH	12.79	SO-1651178	05-01-2018	<input type="text" value="1"/>	<input type="checkbox"/>
50542-2	<a href="#">Taste of the Wild Pacific Stream Canine Formula w/Smoked Salmon, 15 lbs</a>	EACH	23.99	SO-1609316	04-12-2018	<input type="text" value="1"/>	<input type="checkbox"/>

# CUSTOMER MANAGER

## Radio Buttons Cont.

### RX Button

All valid prescription(s) the customer has on file can be viewed here.

- Unlike the customer portal, you can ONLY view what is currently valid.
- Sorted by:
  - RX No.
  - Pet Name
  - Item Name
  - RX QTY
  - Filled QTY
  - Remaining QTY
  - Expiration Date (EXP Date)

Rx	Pet Name	Item Description	Rx Qty	Filled Qty	Remaining Qty	Expiration Date	Reorder Qty	Add to Cart
1134942	Archie	Clavamox Oral Drops 62.5 mg/ml, 15 ml	4	1	3	09-17-2018	<input type="checkbox"/> 1	<input type="checkbox"/>
1329303	Holly	Bravecto chew tab 44-88 lbs 1000 mg Blue	4	3	1	02-04-2019	<input type="checkbox"/> 1	<input type="checkbox"/>
1333428	Tyson	Bravecto chew tab 9.9-22 lbs 250 mg Orange	4	0	4	02-04-2019	<input type="checkbox"/> 1	<input type="checkbox"/>
1333431	Holly	Bravecto chew tab 44-88 lbs 1000 mg Blue	4	0	4	02-07-2019	<input type="checkbox"/> 1	<input type="checkbox"/>
1501303	Bella	Bravecto chew tab 44-88 lbs 1000 mg Blue	2	1	1	04-29-2019	<input type="checkbox"/> 1	<input type="checkbox"/>
1678131	Holly	Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply	PRN	1	PRN	07-18-2019	<input type="checkbox"/> 1	<input type="checkbox"/>

# CUSTOMER MANAGER

## Radio Buttons Cont.

### Points Button

View and redeem store credits and rewards here.

- Divided by the points accumulated per individual order.
- Store credits will appear here and will reflect the order they were used on.

Date	Description	Type	Purchases	Points	Points Amount	Status
07-20-2018	072018182521	StoreCredit	5.00	0	0.00	
07-09-2018	SO-1816441	Points	47.98	48	0.96	
06-28-2018	062818180154	StoreCredit	55.00	0	0.00	
06-08-2018	SO-1742535	Points	23.99	24	0.48	
05-29-2018	SO-1717380	Points	68.78	69	1.38	
05-01-2018	SO-1651178	Points	12.79	13	0.26	
04-30-2018	SO-1648363	Points	34.39	34	0.68	
04-12-2018	SO-1609316	Points	28.00	28	0.56	
04-12-2018	041218113159	Certificate	997.39	-999	19.98 Used: SO-1609316	
03-23-2018	SO-1562755	Points	23.99	24	0.48	Redeemed
03-09-2018	SO-1532391	Points	8.66	9	0.18	Redeemed
03-09-2018	SO-1532370	Points	19.00	19	0.38	Redeemed
03-08-2018	SO-1530089	Points	51.14	51	1.02	Redeemed
02-27-2018	022718141901	StoreCredit	5.00	0	0.00	

# CUSTOMER MANAGER

## Radio Buttons Cont.

### Create Order Button

CUSTOMER ALREADY HAS AN OPEN ORDER

Customer: ID: CUST-0588665 eMail: 20% Discount

ItemID	Item Description	°F	UM	Qty	Price	RealPrice	Total
						0.00	0.00

Add Item

Coupon/Reward/eGift Code:

**Billing Address**

Bill To Name:

Address 1:

Country:

State:

City:

Postal Code:

Phone:

**Shipping Address**

Shipping Addresses:

Ship To Name:

Residence Type:

Address 1:

Country:

State:

City:

Postal Code:

Phone:

**Payment**

Payment Type:  Credit Card  Prepayment

**Notes**

e-Commerce Notes:

Private Order Notes:

# CUSTOMER MANAGER

Radio Buttons Cont.

## Create Order Button

CUSTOMER ALREADY HAS AN OPEN ORDER

Customer: ID: CUST-0588665 eMail: 20% Discount

ItemID	Item Description	°F	UM	Qty	Price	RealPrice	Total
					0.00	0.00	

Coupon/Reward/eGift Code:

**Billing Address**

Bill To Name: Training Account   
Address 1: 480 West 83rd Street  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33014  
Phone: 305-500-9944

**Shipping Address**

Shipping Addresses: Training Account United States of America, HIALEAH, 33014   
Ship To Name: Training Account  
Residence Type: Residential  
Address 1: 480 West 83rd Street  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33014  
Phone: 305-500-9944

**Payment**

Payment Type:  Credit Card  Prepayment

**Notes**

e-Commerce Notes:  
Private Order Notes:

The diagram illustrates the flow of the application interface. A large green arrow points from the top navigation bar down to the 'Create Order' button. From the 'Create Order' button, two arrows branch out: one to the left pointing to the 'Add Item' button in the top table, and another to the right pointing to the 'Billing Address' and 'Shipping Address' sections below.

# CUSTOMER MANAGER

## Radio Buttons Cont.

### Create Order Button

CUSTOMER ALREADY HAS AN OPEN ORDER

Customer: BRIANNE LEON ID: CUST-0588665 eMail: BRIANNE.LEON@GMAIL.COM 20% Discount

ItemID	Item Description	Open Rx	Add Pet	How do we get Rx	Vet	UM	Qty	Price	RealPrice	Total
28810-4	Bravecto chew tab 44-88 lbs 1000 mg Blue	OUAB	Archie-Pig	Select one	EACH	1	29.59	36.99	29.59	
				Select one				0.00	0.00	

AddToAutoShip    EmptyCart    X

Billing Address

Bill To Name: Rose Alvarez Leon    Edit  
Address 1: 424 WEST 41 PL  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33012  
Phone: 3056998171

Shipping Address

Shipping Addresses: BRIANNE LEON, United States of America, HIALEAH, 33012    Edit  
Ship To Name: BRIANNE LEON  
Residence Type: Residential  
Address 1: 424 WEST 41 PL  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33012  
Phone: 3056998171

Payment

Payment Type:  Credit Card     Prepayment

Notes

e-Commerce Notes:

Private Order Notes:

# CUSTOMER MANAGER

Radio Buttons Cont.

## Create Order Button

CUSTOMER ALREADY HAS AN OPEN ORDER

Customer: BRIANNE LEON ID: CUST-0588665 eMail: BRIANNE.LEON@GMAIL.COM 20% Discount

ItemID	Item Description	Open Rx	Add Pet	How do we get Rx	Vet	UM	Qty	Price	RealPrice	Total	Subtotal:	Shipping:	Shipping & Total
28810-4	OUAB Bravecto chew tab 44-88 lbs 1000 mg Blue	<input checked="" type="checkbox"/>	Archie-Pig	I will mail my Prescription	DR. LAZARO LOPEZ, DVM	Vet	EACH	1	29.59	36.99	29.59	<input type="button" value="Select ShippingMethod"/>	0.00
													0.00
													0.00

Billing Address

Bill To Name: Rose Alvarez Leon

Address 1: 424 WEST 41 PL

Country: United States of America

State: FL

City: HIALEAH

Postal Code: 33012

Phone: 3056998171

Shipping Address

Shipping Addresses: Brianne Leon, United States of America, HIALEAH, 33012

Ship To Name: Brianne Leon

Residence Type: Residential

Address 1: 424 WEST 41 PL

Country: United States of America

State: FL

City: HIALEAH

Postal Code: 33012

Phone: 3056998171

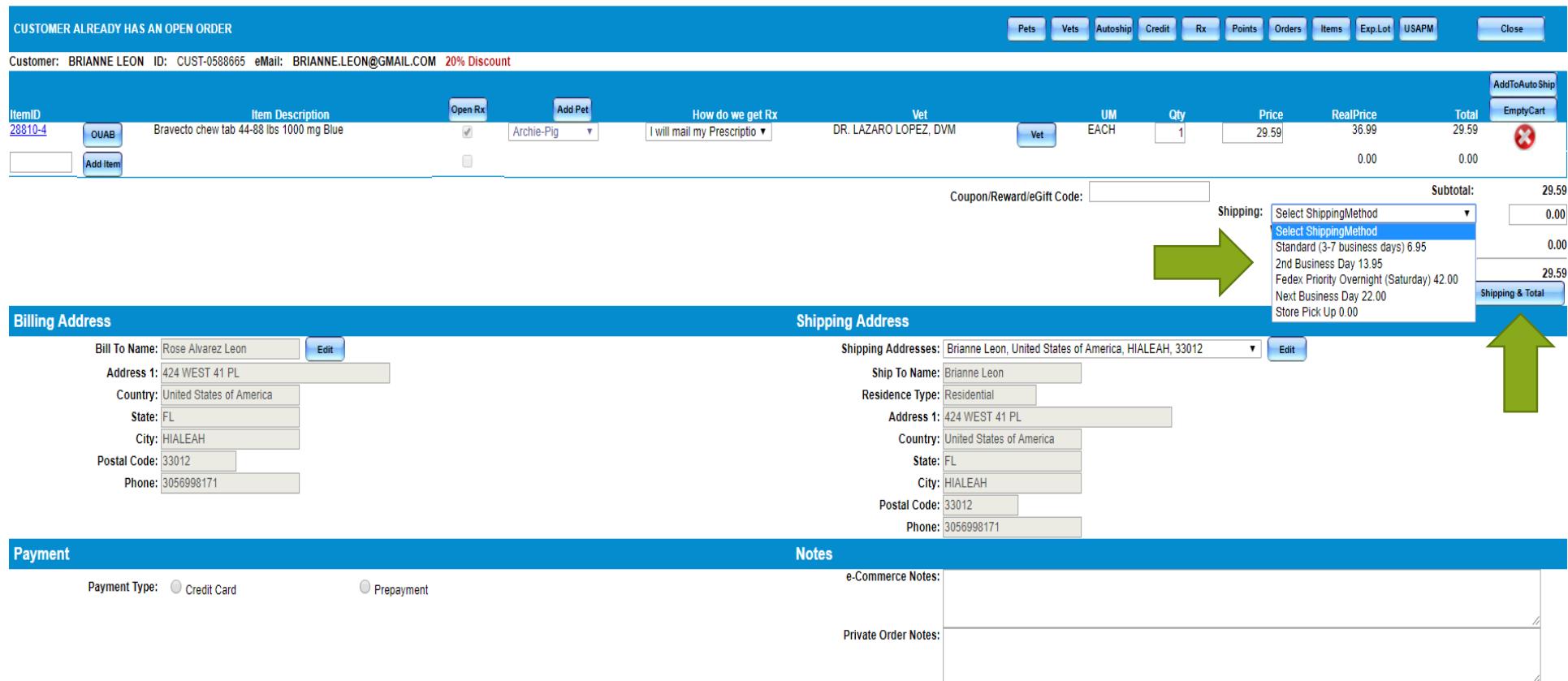
Payment

Payment Type:  Credit Card  Prepayment

Notes

e-Commerce Notes:

Private Order Notes:



The screenshot displays a software interface for managing customer orders. At the top, a message indicates that the customer already has an open order. Below this, the customer's details are shown: BRIANNE LEON, ID: CUST-0588665, eMail: BRIANNE.LEON@GMAIL.COM, with a 20% discount applied. The main area features a table for managing items, with one item currently selected: OUAB Bravecto chew tab 44-88 lbs 1000 mg Blue. The table includes columns for ItemID, Item Description, Open Rx, Add Pet, How do we get Rx, Vet, UM, Qty, Price, RealPrice, and Total. A subtotal of 29.59 is shown. To the right of the table, there is a dropdown menu for selecting a shipping method, listing options like Standard (3-7 business days) at 6.95, 2nd Business Day at 13.95, FedEx Priority Overnight (Saturday) at 42.00, Next Business Day at 22.00, and Store Pick Up at 0.00. The total shipping amount is listed as 0.00. A green arrow points from the shipping method dropdown down to the total amount, and another green arrow points from the total amount back up towards the shipping method dropdown. Below the table, sections for Billing Address and Shipping Address are visible, each containing various input fields for address details. At the bottom, sections for Payment (with radio buttons for Credit Card and Prepayment), Notes (e-Commerce Notes and Private Order Notes), and a prominent Create Order button are present.

# CUSTOMER MANAGER

## Radio Buttons Cont.

### Create Order Button

ItemID	Item Description	Open Rx	Add Pet	How do we get Rx	Vet	UM	Qty	Price	RealPrice	Total	AddToAutoShip	EmptyCart
28810-4	Bravecto chew tab 44-88 lbs 1000 mg Blue	<input checked="" type="checkbox"/>	Archie-Pig	I will mail my Prescription	DR. LAZARO LOPEZ, DVM	<input checked="" type="checkbox"/>	EACH	1	29.59	36.99	29.59	X
		<input type="checkbox"/>							0.00	0.00		

Coupon/Reward/eGift Code:  Subtotal: 29.5

Shipping: 2nd Business Day 13.95 Weight: 0.05 lb Tax: 0.0 Total: 43.5

**Billing Address**

Bill To Name: Training Account

Address 1: 480 West 83rd Street  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33014  
Phone: 305-500-9944

**Shipping Address**

Shipping Addresses: Training Account United States of America, HIALEAH, 33014

Ship To Name: Training Account  
Residence Type: Residential  
Address 1: 480 West 83rd Street  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33014  
Phone: 305-500-9944

**Payment**

Payment Type:  Credit Card  Prepayment

Select a CC: Visa-1234  
Name On Card: Training Account  
Type: Visa  
Credit Card No.: XXXXXXXXXXXX1234  
Exp. Year & Month: 2018 Oct  Save CC

**Notes**

e-Commerce Notes:  
Private Order Notes:



# ORDER MANAGER

# ORDER MANAGER

## Introduction



Customer order history can be found on the Order Manager.

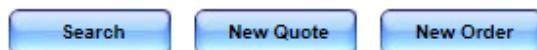
Here you can:

- Search previous orders
- Search existing orders
- Create Reshipments
- Review Orders
- Create New Accounts

# ORDER MANAGER

## Search Engines

<b>Search by:</b>	<input type="radio"/> Customer Code	<input type="radio"/> Customer Names	<input type="radio"/> AutoShips To Place	<input type="radio"/> No yet Shipped	<input type="radio"/> Not Authorized To Ship
	<input type="radio"/> Customer Email	<input type="radio"/> Telephone	<input type="radio"/> Imported Orders On Hold	<input type="radio"/> DropShip Not Allocated	<input type="radio"/> eGift Cards
	<input type="radio"/> Order Number	<input type="radio"/> IP Address	<input type="radio"/> Rx Orders On Hold	<input type="radio"/> Allivet Not Allocated	<input type="radio"/> Invoices
	<input type="radio"/> POCode	<input type="radio"/> CC Transaction ID	<input type="radio"/> Re-Shippments	<input type="radio"/> Outstanding Balance	<input type="radio"/> Pending Invoices
	<input type="radio"/> Tracking Number	<input type="radio"/> Total By Agents	<input type="radio"/> Risk Orders		



- Order manager houses any order that has ever been placed with Allivet.
- There are a variety of ways to locate an order, including general and specific searches.
- As a Customer Service agent you will primarily work with the first two columns, and two more fields within the third column.
  - Autoships to Place
  - Risk Orders

# ORDER MANAGER

## Search Engines

### General Search

Search by:

<input type="radio"/> Customer Code	<input type="radio"/> Customer Names	<input type="radio"/> AutoShips To Place	<input type="radio"/> No yet Shipped	<input type="radio"/> Not Authorized To Ship
<input type="radio"/> Customer Email	<input checked="" type="radio"/> Telephone	<input type="radio"/> Imported Orders On Hold	<input type="radio"/> DropShip Not Allocated	<input type="radio"/> eGift Cards
<input type="radio"/> Order Number	<input type="radio"/> IP Address	<input type="radio"/> Rx Orders On Hold	<input type="radio"/> Allivet Not Allocated	<input type="radio"/> Invoices
<input type="radio"/> POCode	<input type="radio"/> CC Transaction ID	<input type="radio"/> Re-Shippments	<input type="radio"/> Outstanding Balance	<input type="radio"/> Pending Invoices
<input type="radio"/> Tracking Number	<input type="radio"/> Total By Agents	<input type="radio"/> Risk Orders		

Telephone:

Edit	Order No.	Status	Payment	OC	Customer Name	ClientID	Customer Email	CreatedOn	POCode	Sent	Tracking No.	BT	ST	Total	CreatedBy	Diff.\$	Diff.%	Void	Reship	RMA	Return	
<a href="#"></a>	<a href="#">SO-1842122</a>	Open	Credit Card	71	Training Account	0588665	Customercare@allivet.com	07-19-2018	Web Order	<input type="checkbox"/>		FL	FL	91.17	bleon				<a href="#">Payment</a>			
			<a href="#">Print Pick Note</a>	50.73.151.5				11:03														
	<a href="#">SO-1833679</a>	Voided	Credit Card	71	Training Account	0588665	Customercare@allivet.com	07-16-2018	Web Order	<input type="checkbox"/>		FL	FL	20.35	website				<a href="#">Reship</a>	<a href="#">RMA</a>	<a href="#">Label</a>	
				50.73.151.5				13:34														
	<a href="#">SO-1816441</a>	Completed	Credit Card	71	Training Account	0588665	Customercare@allivet.com	07-09-2018	Web Order	<input checked="" type="checkbox"/>	SO-1816441	FL	FL	51.34	jbenitez				<a href="#">Reship</a>	<a href="#">RMA</a>	<a href="#">Label</a>	



# ORDER MANAGER

## Search Engines

<b>Search by:</b>	<input type="radio"/> Customer Code	<input type="radio"/> Customer Names	<input checked="" type="radio"/> AutoShips To Place	<input type="radio"/> No yet Shipped	<input type="radio"/> Not Authorized To Ship
	<input type="radio"/> Customer Email	<input type="radio"/> Telephone	<input type="radio"/> Imported Orders On Hold	<input type="radio"/> DropShip Not Allocated	<input type="radio"/> eGift Cards
	<input type="radio"/> Order Number	<input type="radio"/> IP Address	<input type="radio"/> Rx Orders On Hold	<input type="radio"/> Allivet Not Allocated	<input type="radio"/> Invoices
	<input type="radio"/> POCode	<input type="radio"/> CC Transaction ID	<input type="radio"/> Re-Shippments	<input type="radio"/> Outstanding Balance	<input type="radio"/> Pending Invoices
	<input type="radio"/> Tracking Number	<input type="radio"/> Total By Agents	<input type="radio"/> Risk Orders		

[Search](#)   [New Quote](#)   [New Order](#)

### AutoShips to Place

- Reflects Autoship orders that were unable to process due to an error.

### Risk Orders

- Reflects orders flagged by the system as potentially fraudulent.
  - These orders need specific information confirmed by the customer prior to being released.

# ORDER MANAGER

## Search Engines

ID	Name	Credit Card	No CC	Auto Ship	Pets	Vets	Back Order Rx	°F	Ship Date	Ship To	Shipping Method	e-Notes	Private Order Notes	Sub Total	Total	Order#	SO	Errors Trail
0667175	Tiffanie Blaylock		07/23/18 09:09		1	3			07/23/2018	US CA	Free Shipping		7/19 cc declined lvm and sent email to client in regards to updating cc. mekeje 7/20 sent email to client in regards to updating cc. mekeje 7/23 lvm and sent email to client in regards to updating cc. mekeje	102.13				2018/07/19 01:41 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-2274427 - transaction declined.  2018/07/20 00:21 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-2278124 - transaction declined.

### AutoShips to Place

- Autoship errors will reflect on the right-hand side in red. These errors can be a result of:
  - Deceased Pet
  - Declined CC
  - P.O. Box Listed
  - Same Pet/ Same Item
  - No CC
  - Reward Points

# ORDER MANAGER

## Search Engines

Edit	Order No.	Status	CC AUTH	Risk Reasons	Payment	OC	Customer Name	ClientID	Customer Email	CreatedOn	BT	ST	Total	CreatedBy	eCommerce Notes	Void	Approve	
<a href="#">Edit</a>	SO-1850342	Open	AVS: Y CV: M	Diff.Address	Credit Card 174.195.145.175	0	Kathy Barber	1552114	Bbearsy@aol.com	07-23-2018 08:47	NC	NC	46.92	mobile	I would like to shipping as a gift without receipts and shop labels		<input type="checkbox"/> <a href="#">Payment</a>	
<a href="#">Edit</a>	SO-1850329	Open	AVS: S CV: M	Risk Order	CC Auth	Credit Card	2	Hanna Vedernykova	1532418	hanna.vedernykova@gmail.com	07-23-2018 08:43	VA	IL	49.99	website	Client order has no updated tracking, package reshipped. N.P		<input type="checkbox"/> <a href="#">Payment</a>
<a href="#">Edit</a>	SO-1850320	Rx Hold	AVS: CV: M	Reship	Diff.Address	Reship 65.48.171.122	8	Heather Ellis-McQuiston	1280488	hrellis1987@gmail.com	07-23-2018 08:39	TX	TX	0.00	nphilip			<input type="checkbox"/>
<a href="#">Edit</a>	SO-1850251	Open	AVS: Y CV: M	Risk Order	Diff.Address	Credit Card 174.237.9.7	0	Mike Ortega	1552080	Calimeortega@aol.com	07-23-2018 08:06	NM	NM	386.83	mobile			<input type="checkbox"/> <a href="#">Payment</a>
<a href="#">Edit</a>	SO-1850103	Open	AVS: X CV: M	Risk Order	CC Auth	Credit Card	0	Rhonda Woodruff	1551988	Rhondawoodruff221@gmail.com	07-23-2018	MO	MO	46.99	mobile			<input type="checkbox"/> <a href="#">Payment</a>

### Risk Orders

- Reflects orders flagged by the system as potentially fraudulent.
- These orders need specific information confirmed by the customer prior to being released.
  - Duplicate Orders
  - CC info not matching
  - Billing and Shipping are Different
  - Small Charge Verification

# ORDER MANAGER

## Risk Order

Unit	Order No.	Status	Payment	OC	Customer Name	ClientID	Customer Email	CreatedOn	POCode	Sent	Tracking No.	BT	ST	Total	CreatedBy	D.S	Diff.%	Void	Reship	RMA	Return						
	<a href="#">AS-0611152</a>	Rx Hold	Credit Card	20	Henri Louapre	1164759	hlouapre@yahoo.com	03-19-2019 23:40	Web Order	<input type="checkbox"/>		LA	LA	60.79 webadmin	20	5.00%		<a href="#">Payment</a>									
	<a href="#">SO-2394969</a>	Rx Hold	Credit Card	20	Henri Louapre	1164759	hlouapre@yahoo.com	03-19-2019 12:09	Web Order	<input type="checkbox"/>		LA	LA	63.99 website				<a href="#">Payment</a>									
		<b>Rx Shipped</b>						10:48										<a href="#">Reship</a>	<a href="#">RMA</a>	<a href="#">Label</a>							
	<a href="#">CRMA-0019449</a>	Close	Credit Card	20	Henri Louapre	1164759	hlouapre@yahoo.com	02-06-2019 08:57	Web Order	<input type="checkbox"/>		LA	LA	60.79 nmendes													
	<a href="#">AS-0556830</a>	Completed	Credit Card	20	Henri Louapre	1164759	hlouapre@yahoo.com	01-15-2019 03:07	Web Order	<input checked="" type="checkbox"/>	9200190161465217439712	LA	LA	60.79 webadmin	3.20	5.00%	<a href="#">Reship</a>	<a href="#">CRMA-0019449</a>	<a href="#">Label</a>								
		<b>Rx Shipped</b>																									
		<b>Order No:</b> <a href="#">AS-0611152</a>	<b>Status:</b> Rx Hold					Pending Cancellation: <input type="checkbox"/>	<a href="#">Void Order</a>									<a href="#">Pets</a>	<a href="#">Vets</a>	<a href="#">Autoship</a>	<a href="#">Credit</a>	<a href="#">Rx</a>	<a href="#">Points</a>	<a href="#">Orders</a>	<a href="#">Exp.Lot</a>	<a href="#">USAPM</a>	<a href="#">Close</a>
		Customer: HENRI LOUPARE ID: CUST-1164759 eMail: hlouapre@yahoo.com												Order Shipping Method: Free Shipping						Authorized: 60.79			Balance: 0.00				
		ItemID	ItemDescription	Rx	F	Free Ship	Add Pet	Rx Verification	Submit All Rx	Vet	UM	Qty	Price	RealPrice	Total	AddToAutoShip											
		50896-2	Galliprant (Grapiprant) Flavored Tablets 60 mg, 30 Ct.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	T Beaux-Dog	<input type="checkbox"/>	I want Allivet to contact my Vet	DR. STEFANIE MARKEY DVM	<input type="checkbox"/>	EACH	1	60.79	63.99	60.79										
		Rx Comments:  <input type="text"/>												Email Phone Fax RequestedOn: 03-19-2019 23:40													
														Coupon/Reward: <input type="text"/> <a href="#">Apply</a>						Shipping: <input type="checkbox"/> Free Shipping (5-10 business days) 0.00 <input type="checkbox"/> Hold 0.00			Subtotal: 60.79				
																				Weight: 0.10 lb			Tax: 0.00				
																							60.79				
																							Total: 60.79				
																							<a href="#">Shipping &amp; Total</a>				
		<b>Billing Address</b>												<b>Shipping Address</b>													
		Bill To Name: Henri M. Louapre						Shipping Addresses: Henri Louapre, United States of America, Metalie																			
		Address 1: 809 East William David Pkwy						Ship To Name: Henri Louapre																			
		Country: United States of America						Residence Type: Residential																			
		State: LA						Address 1: 809 East William David Pkwy																			
		City: Metairie						Country: United States of America																			
		Postal Code: 70005						State: LA																			
		Phone: 5049524001						City: Metairie																			
		<b>Payment</b>																									
		Payment Type: <input checked="" type="radio"/> Credit Card						e-Commerce Notes: 03/20/19** AHICKOX** Duplicate order verification sent.																			
		Select a CC: AmEx-2003						Private Order Notes: <input type="text"/>																			
		Name On Card: Henri M. Louapre																									
		Type: American Express																									
		Credit Card No.: XXXXXXXXXXXX2003																									
		Exp. Year & Month: 2024   Jan																									
		<input type="checkbox"/> Save CC						<a href="#">Save</a>						<a href="#">Close</a>													

# ORDER MANAGER

## STATUSES

# ORDER MANAGER

## Statuses

<u>Status</u>	<u>Meaning</u>
RX Hold	There is a hold due to pending prescription authorization.
Open	Orders can still be adjusted prior to shipping
Open Print Pick Note	Label is ready to be printed by the warehouse for packaging.
Open Ready to Invoice	Invoice has been printed by the pharmacy and is waiting to be packaged by the warehouse.
Voided	Order has been cancelled.
Completed	Order was either shipped out or picked up from our facility.

# ORDER MANAGER

Statuses Cont.

## Rx Hold

Rx Hold has several different meanings. You MUST view the RX Card in order to get the specific reason.

Rx Hold can be due to:

1. Rx missing vet approval
2. Issue with approval
3. Out of stock item
4. Waiting on client confirmation regarding an issue
5. Approved waiting to be filled



# ORDER MANAGER

## Cancel Order

Order No: SO-2496400 Status: Rx Hold Pending Cancellation:  Void Order

Pets Vets Autoship Credit Rx Points Orders Exp.Lot USAPM Close

Customer: FILICIA TUCKER ID: CUST-1837400 eMail: CUST-1837400@allivet.com Order Shipping Method: FedEx 2nd Day Authorized: 0.00 Balance: 133.30

ItemID	ItemDescription	Rx	*F	Free Ship	Add Pet	Rx Verification	Submit All Rx	Vet	UM	Qty	Price	RealPrice	Total	AddToAutoShip	
25780-5	Carprofen 100 mg. 60 Caplets Brown	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mister Furstein	Select one		EACH		3	34.99	34.99	104.97	<input checked="" type="checkbox"/>	
						Waiting Rx# 2200262								X	
26501-C	The FURminator for Cats Long Hair 2.65 inches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				EACH		1	35.99	35.99	35.99	<input checked="" type="checkbox"/>	
														X	
													Coupon/Reward: BLOWOUT10 <input type="button" value="Remove"/>	Shipping: 2nd Business Day 13.95	Subtotal: 140.96
													Signature: <input type="checkbox"/>	Weight: 0.85 lb	Tax: 2.34
													<input checked="" type="checkbox"/> Hold		143.30
													<input type="checkbox"/> Discounts:	10.00	
													Total:	133.30	
													Shipping & Total		

ORDER MANAGER

PRICE QUOTE

# ORDER MANAGER

## Price Quote

Search by:  Customer Code  Customer Names  AutoShips To Place  No yet Shipped  Not Authorized To Ship  
 Customer Email  Telephone  Imported Orders On Hold  DropShip Not Allocated  eGift Cards  
 Order Number  IP Address  Rx Orders On Hold  Allivet Not Allocated  Invoices  
 POCode  CC Transaction ID  Re-Shippments  Outstanding Balance  Pending Invoices  
 Tracking Number  Total By Agents  Risk Orders

Order No.:

We do not always have individual customers calling in to place orders. Sometimes we have large vet offices, or universities calling in to place orders.

- Typically these kind of calls need to have a price quote made.
- Here you will create the quote as if you were creating an order.

# ORDER MANAGER

## Price Quote

When you are making a quote you need to ask if they have an existing account

- If they do not, you will need to create an account for them.
- You can search for an account using the search fields on the right.

**Customer Type:**  Existing  New

**Customer ID:**

**First Name:**

**Last Name:**

**Phone:**

**Email:**

# ORDER MANAGER

## Price Quote

Once you have the account you will be redirected to the order page where you will proceed as if this were a regular order being placed.

- After the quote has been made the client will be emailed a copy the quote.
- This would be the equivalent to an order acknowledgement should it have been an actual order.
- Quotes are saved but they cannot be converted into orders.

Quote																																					
QU-0000230																																					
Allivet™	Customer Code: cust-050065 Customer Email:																																				
<table border="1"><thead><tr><th>CUSTOMER</th><th>SHIP TO</th></tr></thead><tbody><tr><td>Training Account 480 West 83rd Street Hialeah, FL, 33014  305-500-9944</td><td>Training Account 480 West 83rd Street Hialeah, FL, 33014  305-500-9944</td></tr></tbody></table>	CUSTOMER	SHIP TO	Training Account 480 West 83rd Street Hialeah, FL, 33014  305-500-9944	Training Account 480 West 83rd Street Hialeah, FL, 33014  305-500-9944																																	
CUSTOMER	SHIP TO																																				
Training Account 480 West 83rd Street Hialeah, FL, 33014  305-500-9944	Training Account 480 West 83rd Street Hialeah, FL, 33014  305-500-9944																																				
<table border="1"><thead><tr><th>SO Date</th><th>7/23/2018</th><th>PO Code</th><th></th><th>Payment Term</th><th>Credit Card</th></tr><tr><th>Currency</th><td>USD</td><th></th><th></th><th>Shipping Method</th><td>2nd Business Day</td></tr></thead><tbody><tr><td>Item Name</td><td>Qty</td><td>UM</td><td>Item Description</td><td>Coupon Discount</td><td>Sales Price</td><td>Net Price</td><td>Ext Price</td></tr><tr><td>I0532-3</td><td>12</td><td>EACH</td><td>Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply</td><td>\$0.00</td><td>\$ 31.99</td><td>\$ 31.99</td><td>\$ 319.80</td></tr><tr><td>I8810-4</td><td>10</td><td>EACH</td><td>Bravecto chew tab 44-88 lbs 1000 mg Blue</td><td>\$0.00</td><td>\$ 29.99</td><td>\$ 29.99</td><td>\$ 299.90</td></tr></tbody></table>	SO Date	7/23/2018	PO Code		Payment Term	Credit Card	Currency	USD			Shipping Method	2nd Business Day	Item Name	Qty	UM	Item Description	Coupon Discount	Sales Price	Net Price	Ext Price	I0532-3	12	EACH	Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply	\$0.00	\$ 31.99	\$ 31.99	\$ 319.80	I8810-4	10	EACH	Bravecto chew tab 44-88 lbs 1000 mg Blue	\$0.00	\$ 29.99	\$ 29.99	\$ 299.90	
SO Date	7/23/2018	PO Code		Payment Term	Credit Card																																
Currency	USD			Shipping Method	2nd Business Day																																
Item Name	Qty	UM	Item Description	Coupon Discount	Sales Price	Net Price	Ext Price																														
I0532-3	12	EACH	Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply	\$0.00	\$ 31.99	\$ 31.99	\$ 319.80																														
I8810-4	10	EACH	Bravecto chew tab 44-88 lbs 1000 mg Blue	\$0.00	\$ 29.99	\$ 29.99	\$ 299.90																														
<table border="1"><tbody><tr><td>Sub Total</td><td>\$ 615.80</td></tr><tr><td>+Freight</td><td>\$ 16.50</td></tr><tr><td>+Other</td><td>\$ 0.00</td></tr><tr><td>+Sales Tax</td><td>\$ 0.00</td></tr><tr><td>Due Total</td><td>\$ 632.30</td></tr><tr><td>-Credits</td><td>\$ 0.00</td></tr><tr><td>-Payments</td><td>\$ 0.00</td></tr><tr><td>Coupon Discount</td><td>\$ 0.00</td></tr><tr><td>Balance</td><td>\$ 632.30</td></tr></tbody></table>	Sub Total	\$ 615.80	+Freight	\$ 16.50	+Other	\$ 0.00	+Sales Tax	\$ 0.00	Due Total	\$ 632.30	-Credits	\$ 0.00	-Payments	\$ 0.00	Coupon Discount	\$ 0.00	Balance	\$ 632.30																			
Sub Total	\$ 615.80																																				
+Freight	\$ 16.50																																				
+Other	\$ 0.00																																				
+Sales Tax	\$ 0.00																																				
Due Total	\$ 632.30																																				
-Credits	\$ 0.00																																				
-Payments	\$ 0.00																																				
Coupon Discount	\$ 0.00																																				
Balance	\$ 632.30																																				

# ORDER MANAGER

## NEW ACCOUNT

# ORDER MANAGER

Create a new account

An agent will need to visit order manager in order to create a new account for a customer.

Order • Rx • Inventory • Shipment

Customer Name  
Email  
Phone Number  
Card Number  
Customer Type: Existing New

Customer Names  
AutoShips To Place  
Imported Orders On Hold  
Rx Orders On Hold  
Re-Shippments  
Total By Agents  
Risk Orders

No yet Shipped  
DropShip Not Allocated  
Allivet Not Allocated  
Outstanding Balance

Search      New Order

First Name:  
Middle Name:  
Last Name:  
Email:  
Password:

Create New Account      Close

# ORDER MANAGER

## SPECIFICS

# ORDER MANAGER

## Specifics

Edit	Order No.	Status	Payment	OC	Customer Name	ClientID	Customer Email	CreatedOn	POCode	Sent	Tracking No.	BT	ST	Total	CreatedBy	Diff.\$	Diff.%	Void	Reship	RMA	Return
	QU-0000230	Not Accepted	Credit Card 50.73.151.5	71	Training Account	0588665	Customercare@allivet.com	07-23-2018 11:34				FL	FL	632.30	bleon						
	SO-1842122	Open	Credit Card Print Pick Note 50.73.151.5	71	Training Account	0588665	Customercare@allivet.com	07-19-2018 11:03	Web Order			FL	FL	91.17	bleon						
	SO-1833679	Voided	Credit Card 50.73.151.5	71	Training Account	0588665	Customercare@allivet.com	07-16-2018 13:34	Web Order			FL	FL	20.35	website						
	SO-1816441	Completed	Credit Card 50.73.151.5	71	Training Account	0588665	Customercare@allivet.com	07-09-2018 13:45	Web Order	<input checked="" type="checkbox"/>	SO-1816441	FL	FL	51.34	jbenitez						
	SO-1792217	Voided	Credit Card	71	Training Account	0588665	Customercare@allivet.com	06-29-2018	Web Order			FL	FL	13.69	website						

There are certain things that can only be created in Order Manager:

- Reshipment
- Create a Return Label

# ORDER MANAGER

## Specifics

### Reshipments

Reshipments

ItemID	Item Description	*F	UM	Qty	Price	RealPrice	Total
50544-2	Taste of the Wild Sierra Mountain Canine Formula w/Roasted Lamb, 15 lbs	<input type="checkbox"/>	EACH	2	0.00	29.99	0.00
		<input type="checkbox"/>			0.00	0.00	0.00

AddToAuto Ship      EmptyCart      X

**Billing Address**

Bill To Name: Training Account      Edit  
Address 1: 480 West 83rd Street  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33014  
Phone: 305-500-9944

**Shipping Address**

Shipping Addresses: Training Account United States of America, HIALEAH, 33014      Edit  
Ship To Name: Training Account  
Residence Type: Residential  
Address 1: 480 West 83rd Street  
Country: United States of America  
State: FL  
City: HIALEAH  
Postal Code: 33014  
Phone: 305-500-9944

**Payment**

Payment Type:  Reship

**Notes**

Select Reship Reason: Select one  
e-Commerce Notes: Select one  
Private Order Notes:

- Wrong Item Received
- Missing Item
- Defective/Damaged Item
- Expired Items
- Package Lost in Transit
- No Tracking Updates
- Package Not Delivered
- Packaged Shipped to Incorrect Address
- Package Delayed

# ORDER MANAGER

## Specifics

### Reshipments

- Reasons for creating a reshipment:
  - Wrong Item Received
  - Missing Item
  - Defective/Damaged Item
  - Expired Items
  - Package Lost In Transit
  - No Tracking Updates
  - Package Not Delivered
  - Package Shipped to Incorrect Address
  - Package Delayed

# ORDER MANAGER

## Specifics

### Return Shipping Labels

Return Shipping Labels (RSL) are issued to clients who wish to return items that have been unopened/unused.

- These labels are all emailed to the client unless specified otherwise.
- All RSL's are created using FEDEX Ground shipping. This will automatically be preselected for you.
- If address contains a PO BOX, service selected must be USPS Priority

ORDER# SO-1816441      INVOICE# INV-1812103      TRACKING# SO-1816441      POSTAGE\$

SHIPMENT OPTIONS		ADDRESS	
SERVICE	FEDEX GROUND	SHIP TO NAME:	
LB/OZ	30.08 481.28	ADDRESS:	
LxWxH (in)	0 0 0	COUNTRY:	UNITED STATES OF AMERICA STATE: FL-FLORIDA
CUSTOMS VALUE	48	CITY:	HIALEAH ZIP CODE:
UPS INSURANCE	0	RESIDENCE TYPE:	RESIDENTIAL PHONE:

Code	Product Name	Measure	Qty	Ext Price	Return Qty
50544-2	TASTE OF THE WILD SIERRA MOUNTAIN CANINE FORMULA W/ROASTED LAMB, 15 LBS	EACH	2	47.98	0

[Print Invoice](#) [Close](#)

# ORDER MANAGER

## Specifics

### Return Shipping Labels

- When creating a reshipment you want to be sure that your weight is correct otherwise the customer will be asked to pay postage.
- When entering the QTY of the amount of items returned, be sure that you confirm before you click on the blue "CREATE RETURN LABEL" button.

ORDER# SO-1816441      INVOICE# INV-1812103      TRACKING# SO-1816441      POSTAGE\$

SHIPMENT OPTIONS		ADDRESS	
SERVICE	FEDEX GROUND	SHIP TO NAME:	Training Account
LB/OZ	15.08 241.28	ADDRESS:	480 West 83rd Street
LxWxH (in)	0 0 0	COUNTRY:	UNITED STATES OF AMERICA
CUSTOMS VALUE	48	STATE:	FL-FLORIDA
UPS INSURANCE	0	CITY:	HIALEAH
		ZIP CODE:	33014
		RESIDENCE TYPE:	RESIDENTIAL
		PHONE:	305-500-9944

Code	Product Name	Measure	Qty	Ext Price	Return Qty
50544-2	TASTE OF THE WILD SIERRA MOUNTAIN CANINE FORMULA W/ROASTED LAMB, 15 LBS	EACH	2	47.98	1

[Print Invoice](#) [Close](#)

# RX MANAGER

# RX MANAGER

## Introduction

**RX MANAGER**

CUSTOMER EMAIL:	CUSTOMER ID:	FIRST NAME:	LAST NAME:	BATCH NO.:
RX NO.:	ORDER NO.:	PET NAME:	VET NAME:	VET FAX:
PHONE:	ITEM ID:	POCODE:	VET PHONE:	

[Search Tab](#) [Search All](#) [Reset Search](#) [Create Rx](#) [Reports](#) [Link Rx](#) [Failed PDF](#) [Close](#)

[New 43](#) [Waiting](#) [Failed Fax](#) [VM](#) [Received](#) [Rx Issue](#) [Manuals](#) [Autoship](#) [Rush](#) [Re-Submitted](#) [RPH](#) [Fill](#) [Fill On Hold](#) [No Rx](#) [All Rx SO](#) [To Cancel](#) [Declined](#) [All Rx](#)

Rx Manager is the primary manager which our pharmacy department works in. This is also where you as a Customer Service agent will need to pay close attention as many of our customer's questions will be based off their prescription orders and what their current status or issue may be.

Here you will learn to:

- Search for prescriptions
- Understand what the tabs are for
- Read what the Rx Card is telling you

# RX MANAGER

## SEARCH

# RX MANAGER

## Search

**RX MANAGER**

CUSTOMER EMAIL:	CUSTOMER ID:	FIRST NAME:	LAST NAME:	BATCH NO.:
RX NO.:	ORDER NO.:	PET NAME:	VET NAME:	VET FAX:
PHONE:	ITEM ID:	POCODE:	VET PHONE:	

Search Tab   Search All   Reset Search   Create Rx   Reports   Link Rx   Failed PDF   Close

New 43   Waiting   Failed Fax   VM   Received   Rx Issue   Manuals   Autoship   Rush   Re-Submitted   RPH   Fill   Fill On Hold   No Rx   All Rx SO   To Cancel   Declined   All Rx

A search through RX manager needs to be very specific, but you may only have limited information to work with.

- With Rx manager you not only have a variety of different search fields, you also have a variety of different tabs where your prescription may be housed.
- Entering as much information as possible will allow you to narrow down the search as much as possible.

RX MANAGER

RX CARD

# RX MANAGER

## RX Card

**Customer ID:** CUST-1008128 [History](#) **NAME:** Training Account  
**OPEN ORDERS:** 1 **EMAIL:** Customercare@allivet.com  
**PHONE:** 305-500-9944

**COUNTRY:** UNITED STATES OF AMERICA **STATE:** FL  
**RX NO.:** 1697009  
**ORIGINATED BY:** VS-0149333 [Edit](#)

**POCODE:** 621371  
**HOWDOWEGETRX:** I WANT ALLIVET TO CONTACT MY VET  
**SHIPPINGMETHOD:** ALLIVET SHIPPING  
**ORIGINAL TOTAL:** 1000  
**ITEM (EACH):** 49032-3 HYDROXYZINE HCL 50MG TABLET

**PRIORITY:** MEDIUM **STATUS:** RX HOLD  
**RX OPEN SO:** 1

**CREATED** **MODIFIED**

<b>USER:</b> WEBSERVICE	<b>DATE:</b> 07-27-2018	<b>TIME:</b> 08:18 PM	<b>USER:</b> WEBSERVICE	<b>DATE:</b> 07-27-2018	<b>TIME:</b> 08:18 PM
-------------------------	-------------------------	-----------------------	-------------------------	-------------------------	-----------------------

**SUBMITTED**

<b>1ST</b>	<b>2ND</b>
<b>USER:</b> WEBSERVICE	<b>VIA:</b> EMAIL PHONE FAX
<b>DATE:</b> 07-27-2018	<b>TIME:</b> 08:18 PM
<b>TIME:</b> 08:18 PM	<b>VIA:</b> FAX

**SENDINGFAILED**

**RECEIVED** **SENTTORPH** **RE-SUBMIT** **PRE-APPR** **APPROVED**

**PET INFO**

<b>PET NAME:</b> THOR <a href="#">Edit</a> <a href="#">Add</a> <a href="#">History</a>	<b>TYPE:</b> DOG
<b>BREED:</b> UNKNOWN	<b>WEIGHT:</b> 81.00
<b>CONDITIONS:</b>	
<b>MED.ALLERGIES:</b>	
<b>MED.IS TAKING:</b> THIS ONE	
<b>WRITTEN MED.:</b> HYDROXYZINE HCL 50MG TABLET	
<b>INSTRUCTIONS:</b> GIVE AS DIRECTED BY VETERINARIAN	
<b>USE ON FAX</b> <input checked="" type="checkbox"/>	

**VET INFO**  **IS PHARMACY**

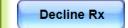
<b>ID:</b> 313160 <a href="#">Edit</a> <a href="#">Select</a> <a href="#">Call In</a>	<b>LICENSE #:</b>
<b>VET NAME:</b> DANIELLE JAMES	<b>OKPHONE:</b> <input type="checkbox"/> 3053382024
<b>CLINIC:</b> ANIMAL HOSPITAL KENDAL	
<b>NAME:</b>	
<b>COUNTRY/STATE:</b> US /	<b>OKFAX:</b> <input type="checkbox"/> 3056753350
<b>NOTES:</b>	

**E-COMMERCE NOTES**

**CUSTOMER NOTES**

# RX MANAGER

## RX Card

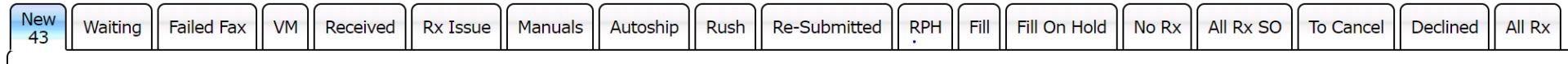
 	 																																					
STATUS: WAITING VET APPROVAL <input type="checkbox"/> ISSUE <input type="button" value="Decline Rx"/>																																						
<p>CUSTOMER ID: CUST-1008128 <a href="#">History</a> NAME: Training Account OPEN ORDERS: 1 EMAIL: Customercare@allivet.com PHONE 305-500-9944</p> <p>COUNTRY: UNITED STATES OF AMERICA STATE: FL RX NO.: 1697009</p> <p>ORIGINATED BY: <a href="#">VS-0149333</a> <a href="#">Edit</a></p> <p>POCODE: 621371 HOWDOWEGETRX: I WANT ALLIVET TO CONTACT MY VET SHIPPINGMETHOD: ALLIVET SHIPPING ORIGINAL TOTAL: 1000</p> <p>ITEM (EACH): 49032-3 HYDROXYZINE HCL 50MG TABLET</p>																																						
<p>PRIORITY: MEDIUM <input type="button" value="Edit"/> STATUS: RX HOLD</p> <p>RX OPEN SO: 1</p> <p><b>PET INFO</b></p> <p>PET NAME: THOR <input type="button" value="Edit"/> <input type="button" value="Add"/> <a href="#">History</a> TYPE: DOG BREED: UNKNOWN WEIGHT: 81.00 CONDITIONS: MED.ALLERGIES: MED.IS TAKING: THIS ONE WRITTEN MED.: HYDROXYZINE HCL 50MG TABLET INSTRUCTIONS: GIVE AS DIRECTED BY VETERINARIAN <input checked="" type="checkbox"/> USE ON FAX</p> <p><b>VET INFO</b> <input type="checkbox"/> IS PHARMACY</p> <p>ID: 313160 <a href="#">Edit</a> <a href="#">Select</a> <a href="#">Call In</a></p> <p>VET NAME: DANIELLE JAMES CLINIC ANIMAL HOSPITAL KENDAL NAME: COUNTRY/STATE: US / NOTES:</p> <p>LICENSE #: <input type="text"/> OKPHONE: <input type="text"/> 3053382024 OKFAX: <input type="text"/> 3056753350</p>																																						
<table border="1"><thead><tr><th>CREATED</th><th>MODIFIED</th></tr></thead><tbody><tr><td>USER: WEBSERVICE DATE: 07-27-2018 TIME: 08:18 PM</td><td>WEBSERVICE 07-27-2018 08:18 PM</td></tr><tr><th colspan="2">SUBMITTED</th></tr><tr><td>1ST</td><td>2ND</td></tr><tr><td colspan="2">EMAIL PHONE FAX</td></tr><tr><td>USER: WEBSERVICE DATE: 07-27-2018 TIME: 08:18 PM VIA: FAX</td><td>SENDINGFAILED</td></tr><tr><th>RECEIVED</th><th>SENTTORPH</th><th>RE-SUBMIT</th><th>PRE-APPR</th><th>APPROVED</th></tr><tr><td>USER: DATE: TIME:</td><td></td><td></td><td></td><td></td></tr><tr><th colspan="5">COMMENTS</th></tr><tr><th colspan="5">E-COMMERCE NOTES</th></tr><tr><th colspan="5">CUSTOMER NOTES</th></tr></tbody></table>		CREATED	MODIFIED	USER: WEBSERVICE DATE: 07-27-2018 TIME: 08:18 PM	WEBSERVICE 07-27-2018 08:18 PM	SUBMITTED		1ST	2ND	EMAIL PHONE FAX		USER: WEBSERVICE DATE: 07-27-2018 TIME: 08:18 PM VIA: FAX	SENDINGFAILED	RECEIVED	SENTTORPH	RE-SUBMIT	PRE-APPR	APPROVED	USER: DATE: TIME:					COMMENTS					E-COMMERCE NOTES					CUSTOMER NOTES				
CREATED	MODIFIED																																					
USER: WEBSERVICE DATE: 07-27-2018 TIME: 08:18 PM	WEBSERVICE 07-27-2018 08:18 PM																																					
SUBMITTED																																						
1ST	2ND																																					
EMAIL PHONE FAX																																						
USER: WEBSERVICE DATE: 07-27-2018 TIME: 08:18 PM VIA: FAX	SENDINGFAILED																																					
RECEIVED	SENTTORPH	RE-SUBMIT	PRE-APPR	APPROVED																																		
USER: DATE: TIME:																																						
COMMENTS																																						
E-COMMERCE NOTES																																						
CUSTOMER NOTES																																						

# RX MANAGER

## TABS

# RX MANAGER

## Tabs



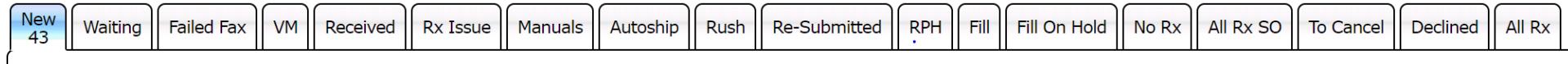
There are a total of 18 tabs within the Rx manager. Clicking on the tab will display the number of Rx's within that tab.

### Tabs:

- New: New prescriptions with no veterinary fax information. These orders will need to be manually contacted for us to either obtain a fax number to the office or a verbal authorization.
- Waiting: Prescriptions waiting to be authorized by the veterinary office.
- Failed Fax: Faxes which failed to be transmitted to the veterinarian's office.

# RX MANAGER

## Tabs

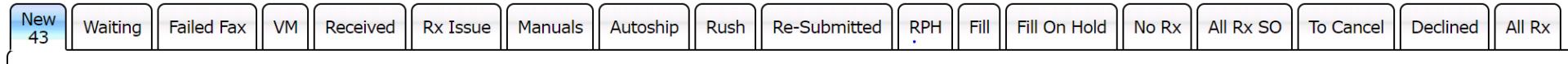


### Tabs:

- VM: Any verbal authorization which has been recorded by one of our technicians will appear here for our pharmacists to review.
- Received: Any prescription which has been received and linked to an order will be moved to this tab for review. It will then be sent to RPH Review or be validated by a pharmacist.
- RX Issue: Prescriptions with errors found by pharmacists, will appear here. If the product or products ordered do not match what the veterinarian prescribed, the pharmacy team will mark them as Rx Issue. The client will have to be contacted before we can make any changes.

# RX MANAGER

Tab

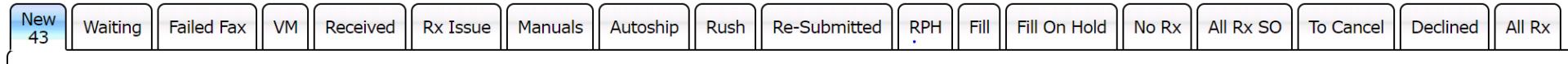


Tabs:

- Manuals: Any order that needs to be manually followed up on regarding a prescription approval.
- Autoship: Any autoship order that needs to be manually followed up on regarding a prescription approval.
  - This is a high priority tab and must be completed by the end of the day.
- Rush: All orders which have been placed with expedited shipping
- Re-Submitted: Our pharmacist will review the prescription. If it has been entered incorrectly our pharmacy technician will need to review it.

# RX MANAGER

Tab

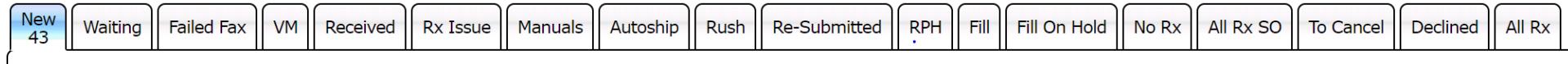


Tabs:

- RPH: Orders that have prescriptions attached and are awaiting review by the pharmacists for validation.
- Fill: All orders that have been filled by production and have been assigned a bin location.
- Fill On Hold: Any prescription that has been validated and has an error or there is not enough stock to fulfill order
- All Rx SO: Specifies which order the prescription has been used on and how many times it was used.

# RX MANAGER

Tab



Tabs:

- To Cancel: Three manual attempts will be made to get the prescription authorized, if no response received, Rx will be marked pending cancellation and it will appear here.
- Declined: Any order which has been declined by the prescribing veterinary office can be found here.
- All Rx: All prescriptions a customer has obtained or attempted to obtain will be in this tab and will include declined, expired/used and valid.

# RX MANAGER

## TASK TABS

# RX MANAGER

## Task Tabs

Manuals and Autoship Tabs: Orders that need to be manually followed up on regarding a prescription approval.

Autoship and Manuals have only one difference:

- Autoships are priority orders, as these are repeating customers. We want to make sure that this tab is always cleared before the end of day.



# RX MANAGER

## Task Tabs

### Manuals Tab

New	Waiting	Failed Fax	VM	Received	Rx Issue	Manuals 1495	Autoship	Rush	Re-Submitted	RPH	Fill	Fill On Hold	No Rx	All Rx SO	To Cancel	Declined	All Rx
<input type="radio"/> All	<input type="radio"/> Contact Vet	<input type="radio"/> Vet will call/fax Rx	<input type="radio"/> Mail in Rx	<input type="radio"/> Rx on file	<input type="radio"/> Transfer Rx	<input type="radio"/> Other											
<input type="checkbox"/> Show only to be Followed Up																	
<a href="#">1</a>	<a href="#">2</a>	<a href="#">3</a>	<a href="#">4</a>	<a href="#">5</a>	<a href="#">6</a>	<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>	<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>	<a href="#">17</a>	<a href="#">18</a>
<a href="#">19</a>	<a href="#">20</a>	<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>	<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>	<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>	<a href="#">31</a>	<a href="#">32</a>	<a href="#">33</a>	<a href="#">34</a>	<a href="#">35</a>	<a href="#">36</a>
<a href="#">37</a>	<a href="#">38</a>	<a href="#">39</a>	<a href="#">40</a>	<a href="#">41</a>	<a href="#">42</a>	<a href="#">43</a>	<a href="#">44</a>	<a href="#">45</a>	<a href="#">46</a>	<a href="#">47</a>	<a href="#">48</a>	<a href="#">49</a>	<a href="#">50</a>				
OrderID	My Rx	RxDelivery	Client Name	ClientID	Client Email	Shipping	Ship To Country	Created By	Order Date	Date Modified							
<a href="#">VS-0148668</a>	bcho	I want Allivet to contact my Vet	J Sebastian Fernandez	CUST-1514849	<a href="#">DEPOT-9999320864@yetdepot.com</a>	Allivet Shipping	US	webservice	06-28-2018 10:16 AM	07-12-2018 04:20 PM							
<a href="#">SO-1813883</a>	jbenitez	I will mail my Prescription	Rebecca Billings	CUST-1529592	<a href="#">beka.billings@gmail.com</a>	Free Shipping	US	website	07-08-2018 10:51 AM	07-13-2018 06:45 PM							
<a href="#">SO-1812877</a>	fbrown	I will mail my Prescription	MARIO CIFUENTES OVANDO	CUST-0502432	<a href="#">mcifuenteso@hotmail.com</a>	USPS Priority International	CL	website	07-07-2018 03:35 PM	07-14-2018 11:04 AM							
<a href="#">SO-1792927</a>	ncenoble	I will mail my Prescription	Belmarie Walton	CUST-1382004	<a href="#">giddyupbel@aol.com</a>	Free Shipping	US	mobile	06-29-2018 02:44 PM	07-16-2018 03:12 PM							
<a href="#">SO-1831967</a>	fbrown	Allivet has my prescription on file	Joseph Rapier	CUST-0469818	<a href="#">jrapiersr@gmail.com</a>	Free Shipping	US	website	07-15-2018 08:42 PM	07-17-2018 08:00 AM							
<a href="#">SO-1824542</a>	barroyo	I will mail my Prescription	Linda Nicols	CUST-0501697	<a href="#">LINDAN12817@YAHOO.COM</a>	Free Shipping	US	website	07-12-2018 12:43 PM	07-17-2018 10:34 AM							
<a href="#">SO-1831859</a>	jbenitez	I will mail my Prescription	Vicki Garwood	CUST-1540983	<a href="#">twix7242@yahoo.com</a>	Free Shipping	US	website	07-15-2018 07:50 PM	07-17-2018 10:37 AM							

# RX MANAGER

## Task Tabs

New Waiting Failed Fax VM Received Rx Issue Manuals 3159 Autoship Rush Re-Submitted RPH Fill Fill On Hold No Rx All Rx SO To Cancel Declined All Rx

All  Contact Vet  Vet will call/fax Rx  Mail in Rx  Rx on file  Transfer Rx  Other

Show only to be Followed Up

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [21](#) [22](#) [23](#) [24](#) [25](#) [26](#) [27](#) [28](#) [29](#) [30](#) [31](#) [32](#) [33](#) [34](#) [35](#) [36](#) [37](#) [38](#) [39](#) [40](#) [41](#) [42](#) [43](#) [44](#) [45](#) [46](#) [47](#) [48](#) [49](#) [50](#) [51](#) [52](#) [53](#) [54](#) [55](#) [56](#) [57](#) [58](#) [59](#) [60](#) [61](#) [62](#) [63](#) [64](#) [65](#) [66](#) [67](#)

OrderID	My Rx	RxDelivery	Client Name	ClientID	Client Email	Shipping	Ship To Country	Created B
<a href="#">SO-1812877</a>	jfrazier	I will mail my Prescription	MARIO CIFUENTES OVANDO	CUST-0502432	<a href="#">mcifuenteso@hotmail.com</a>	USPS Priority International	CL	website
<a href="#">SO-1831859</a>	iseepaul	I will mail my Prescription	Vicki Garwood	CUST-1540983	<a href="#">twix7242@yahoo.com</a>	Free Shipping	US	website
<a href="#">SO-1807109</a>	sjackson	I will mail my Prescription	heidi wintsch	CUST-1369473	<a href="#">wintsch@volcano.net</a>	Free Shipping	US	mobile
<a href="#">SO-1818728</a>	ncenoble	I will mail my Prescription	theodore reeser	CUST-1532619	<a href="#">theodorereeser@gmail.com</a>	Allivet Shipping	US	mobile
<a href="#">SO-1831414</a>	jbenitez	Allivet has my prescription on file	Astrid Delgado	CUST-165310	<a href="#">ld869@yahoo.com</a>	Free Shipping	US	website
<a href="#">SO-1837645</a>	akhalifa	I will mail my Prescription	MARIO CIFUENTES OVANDO	CUST-0502432	<a href="#">mcifuenteso@hotmail.com</a>	USPS Priority International	CL	website
<a href="#">SO-1838913</a>	lsanchez	I will mail my Prescription	Jen Foster	CUST-223238	<a href="#">office@rainbowequinehospital.co.uk</a>	USPS Priority International	GB	website
<a href="#">SO-1807393</a>	jfrazier	I will mail my Prescription	marcia vare	CUST-1525686	<a href="#">mvare314@yahoo.com</a>	Free Shipping	US	website
<a href="#">SO-1840294</a>	sjackson	My Vet will call or fax Prescription	Debbie gagon	CUST-1305043	<a href="#">seedsoffaithfarm@gmail.com</a>	Free Shipping	US	eramirez
<a href="#">SO-1827551</a>	bcho	I will mail my Prescription	John Ferreira	CUST-1384105	<a href="#">john.ferreira@att.net</a>	Free Shipping	US	jcyril

# RX MANAGER

## Task Tabs

Order No: SO-1831859 Status: Rx Hold Pending Cancellation:  [Void Order](#)

Pets Vets Autoship Credit Rx Points Orders Exp.Lot USAPM Close

Customer: ID: Mail: Order Shipping Method: Free Shipping Authorized: [93.98](#) Balance: [0.00](#)

ItemID	ItemDescription	Rx	°F	Free Ship	Add Pet	Rx Verification	Submit All Rx	Vet	UM	Qty	Price	RealPrice	Total	AddToAutoShip				
15048-7	OUAB Sentinel Spectrum 25.1 - 50 lbs Yellow 11.5 / 230 mg, 6 Month Supply	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sprinkles-Dog	Twill mail my Prescription <a href="#">Waiting Rx# 1668783</a>		I WILL MAIL IN MY RX	<input type="checkbox"/> Vet	EACH	2	49.49	51.99	98.98				
Rx Comments: 07-16-2018 (NADEGE) - SENT FAX FOR VETERINARIAN'S APPROVAL 07-17-2018 Client will mail Rx.//Leila														<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Email Phone Fax	RequestedOn: 07-17-2018 08:36
<input type="text"/> <a href="#">Add Item</a>		Coupon/Reward: <a href="#">BUNNY04</a> <a href="#">Remove</a>												Subtotal: <a href="#">98.98</a>				
Shipping: <a href="#">Free Shipping (5-10 business days) 0.00</a>												0.00						
Weight: 0.20 lb														Tax: <a href="#">0.00</a>				
														98.98				
[-] Discounts: <a href="#">5.00</a>														Total: <a href="#">93.98</a>				
														<a href="#">Shipping &amp; Total</a>				

- Once in the order page you will want to enter the actual Rx Card by clicking on the hyperlink.
- You will always want to first review the order from the Order Manager before entering the prescription.
- This will allow you to verify how many Rx items are on the order, and how many need authorizations.

# RX MANAGER

## Task Tabs

STATUS: WAITING VET APPROVAL ▾ ISSUE <input type="button" value=""/>		CREATED		MODIFIED	
<b>CUSTOMER ID:</b> CUST-1540983 <input type="button" value="History"/>	<b>NAME:</b> Training Account <b>EMAIL:</b> csutomerCare@allivet.com	<b>USER:</b> WEBSITE	<b>DATE:</b> 07-15-2018	<b>USER:</b> LHUNTE	<b>DATE:</b> 07-17-2018
<b>OPEN ORDERS:</b> 1	<b>PHONE:</b> 305-500-9944	<b>TIME:</b> 07:51 PM		<b>TIME:</b> 10:37 AM	
<b>COUNTRY:</b> UNITED STATES OF AMERICA <b>STATE:</b> NC					
<b>RX NO.:</b> 1668783		<b>PRIORITY:</b> MEDIUM ▾	<b>STATUS:</b> RX HOLD		
<b>ORIGINATED BY:</b> SO-1831859 <input type="button" value="Mail Rx"/> <b>EMAILS#:</b> 6					
<b>HOWDOWEGETRX:</b> I WILL MAIL MY PRESCRIPTION <b>SHIPPINGMETHOD:</b> FREE SHIPPING					
<b>ORIGINAL TOTAL:</b> 2		<b>RX OPEN SO:</b> 1		<b>SUBMITTED</b> 1ST      2ND 3RD EMAIL PHONE FAX	
<b>ITEM (EACH):</b> 15048-7 SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 6 MONTH SUPPLY					
<b>ORIGINAL CODE:</b> 15048-3 SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 12 MONTH SUPPLY					
PET INFO					
<b>PET NAME:</b> SPRINKLES <input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="History"/>		<b>TYPE:</b> DOG			
<b>BREED:</b> MIXED DOG BREED		<b>WEIGHT:</b> 50.00			
<b>CONDITIONS:</b> <b>MED.ALLERGIES:</b> <b>MED.IS TAKING:</b> <b>WRITTEN MED.:</b> SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 6 MONTH SUPPLY (CHEWABLE TABLET)					
<b>INSTRUCTIONS:</b> GIVE ONE TABLET BY MOUTH ONCE MONTHLY WITH FOOD AS DIRECTED BY VETERINARIAN. <b>USE ON FAX</b> <input checked="" type="checkbox"/>					
VET INFO <input type="checkbox"/> IS PHARMACY					
<b>ID:</b> 1 <input type="button" value="Edit"/> <input type="button" value="Select"/> <input type="button" value="Call In"/>		<b>LICENSE #:</b> OKPHONE: <input checked="" type="checkbox"/> 3055009944			
<b>VET NAME:</b> I WILL MAIL IN MY RX <b>CLINIC:</b> ALLIVET PET PHARMACY		<b>OKFAX:</b> <input checked="" type="checkbox"/> 3055009950			
<b>NAME:</b> <b>COUNTRY/STATE:</b> US / FL <b>NOTES:</b>					
<b>COMMENTS</b> 07-16-2018 (NADEGE)- SENT FAX FOR VETERINARIAN'S APPROVAL 07-17-2018 CLIENT WILL MAIL RX//LEILA					

# RX MANAGER

## Task Tabs

STATUS: WAITING VET APPROVAL ▾ ISSUE <input type="checkbox"/>		CREATED		MODIFIED	
<u>CUSTOMER ID:</u> CUST-1540983 <a href="#">History</a>	<u>NAME:</u> Training Account <u>EMAIL:</u> csutomerCare@allivet.com	<u>USER:</u> WEBSITE	<u>DATE:</u> 07-15-2018	<u>USER:</u> LHUNTE	<u>DATE:</u> 07-17-2018
<u>OPEN ORDERS:</u> 1	<u>PHONE:</u> 305-500-9944	<u>TIME:</u> 07:51 PM			<u>TIME:</u> 10:37 AM
<u>COUNTRY:</u> UNITED STATES OF AMERICA <u>STATE:</u> NC					
<u>RX NO.:</u> 1668783	<u>PRIORITY:</u> MEDIUM ▾				
<u>ORIGINATED BY:</u> SO-1831859 <a href="#">Mail Rx</a>	<u>EMAILS#:</u> 6	<u>STATUS:</u> RX HOLD			
<u>HOWDOWEGETRX:</u> I WILL MAIL MY PRESCRIPTION					
<u>SHIPPINGMETHOD:</u> FREE SHIPPING					
<u>ORIGINAL TOTAL:</u> 2	<u>RX OPEN SO:</u> 1				
<u>ITEM (EACH):</u> 15048-7 SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 6 MONTH SUPPLY					
<u>ORIGINAL CODE:</u> 15048-3 SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 12 MONTH SUPPLY					
PET INFO					
<u>PET NAME:</u> SPRINKLES ▾ <a href="#">Edit</a> <a href="#">Add</a> <a href="#">History</a>	<u>TYPE:</u> DOG				
<u>BREED:</u> MIXED DOG BREED	<u>WEIGHT:</u> 50.00				
<u>CONDITIONS:</u>					
<u>MED.ALLERGIES:</u>					
<u>MED.IS TAKING:</u>					
<u>WRITTEN MED.:</u> SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 6 MONTH SUPPLY (CHEWABLE TABLET)					
<u>INSTRUCTIONS:</u> GIVE ONE TABLET BY MOUTH ONCE MONTHLY WITH FOOD AS DIRECTED BY VETERINARIAN.					
<input checked="" type="checkbox"/> USE ON FAX					
VET INFO <input type="checkbox"/> IS PHARMACY					
<u>ID:</u> 1 <a href="#">Edit</a> <a href="#">Select</a> <a href="#">Call In</a>	<u>LICENSE #:</u>				
<u>VET NAME:</u> I WILL MAIL IN MY RX	<u>OKPHONE:</u> <input checked="" type="checkbox"/>	3055009944			
CLINIC ALLIVET PET PHARMACY	<u>OKFAX:</u> <input checked="" type="checkbox"/>	3055009950			
<u>NAME:</u>					
<u>COUNTRY/STATE:</u> US / FL					
<u>NOTES:</u>					

**SUBMITTED**

1ST	2ND	3RD
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EMAIL	PHONE	FAX

**RECEIVED    SENT TO PHR    RE-SUBMIT    PRE-APPR    APPROVED**

USER:	NCENOBLE	WEBADMIN	FAX	FAX
DATE:	07-16-2018	07-17-2018		
TIME:	08:34 AM	08:36 AM		

**COMMENTS**

07-16-2018 (NADEGE)- SENT FAX FOR VETERINARIAN'S APPROVAL

07-17-2018 CLIENT WILL MAIL RX//LEILA

# RX MANAGER

## Task Tabs

<p>STATUS: WAITING VET APPROVAL <input type="button" value="ISSUE"/></p> <p>CUSTOMER ID: CUST-1540983 <input type="button" value="History"/> NAME: VICKI GARWOOD EMAIL: TWIX7242@YAHOO.COM OPEN ORDERS: 1 PHONE: 8013914108</p> <p>COUNTRY: UNITED STATES OF AMERICA STATE: NC RX NO.: 1668783 ORIGINATED BY: SO-1831859 <input type="button" value="Mail Rx"/> EMAILS #: 6</p> <p>HOWDOWEGETRX: I WILL MAIL MY PRESCRIPTION SHIPPINGMETHOD: FREE SHIPPING ORIGINAL TOTAL: 2</p> <p>ITEM (EACH): 15048-7 SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 6 MONTH SUPPLY ORIGINAL CODE: 15048-3 SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 12 MONTH SUPPLY</p> <p>PRIORITY: MEDIUM <input type="button" value="Status: RX HOLD"/></p> <p>RX OPEN SO: 1</p> <p><b>PET INFO</b></p> <p>PET NAME: SPRINKLES <input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="History"/> TYPE: DOG BREED: MIXED DOG BREED WEIGHT: 50.00 CONDITIONS: MED.ALLERGIES: MED IS TAKING: WRITTEN MED.: SENTINEL SPECTRUM 25.1 - 50 LBS YELLOW 11.5 / 230 MG, 6 MONTH SUPPLY (CHEWABLE TABLET) INSTRUCTIONS: GIVE ONE TABLET BY MOUTH ONCE MONTHLY WITH FOOD AS DIRECTED BY VETERINARIAN. <input checked="" type="checkbox"/> USE ON FAX</p> <p><b>VET INFO</b> <input type="checkbox"/> IS PHARMACY</p> <p>ID: 1 <input type="button" value="Edit"/> <input type="button" value="Select"/> <input type="button" value="Call In"/> VET NAME: I WILL MAIL IN MY RX CLINIC ALLIVET PET PHARMACY NAME: COUNTRY/STATE: US / FL NOTES:</p> <p>LICENSE #: 3055009944 OKPHONE: <input checked="" type="checkbox"/> OKFAX: <input checked="" type="checkbox"/> 3055009950</p> <p><b>CREATED</b> <b>MODIFIED</b></p> <p>USER: WEBSITE LHUNTE DATE: 07-15-2018 07-17-2018 TIME: 07:51 PM 10:37 AM</p> <p><b>SUBMITTED</b></p> <p>1ST 2ND 3RD USER: NCENOBLE WEBADMIN DATE: 07-16-2018 07-17-2018 TIME: 08:34 AM 08:36 AM VIA: FAX FAX <input checked="" type="radio"/> EMAIL <input checked="" type="radio"/> PHONE <input checked="" type="radio"/> FAX</p> <p><b>RECEIVED</b> <b>SENTTORPH</b> <b>RE-SUBMIT</b> <b>PRE-APPR</b> <b>APPROVED</b></p> <p>USER: DATE: TIME:</p> <p><b>COMMENTS</b></p> <p>07-16-2018 (NADEGE)- SENT FAX FOR VETERINARIAN'S APPROVAL 07-17-2018 CLIENT WILL MAIL RX //LEILA</p> <p><b>E-COMMERCE NOTES</b></p> <p><b>CUSTOMER NOTES</b></p> <p><input type="button" value="Save"/> <input type="button" value="Close"/> <input type="button" value="Add Notes"/></p>
--

# RX MANAGER

## Task Tabs

### Autoship Tab

New	Waiting	Failed Fax	VM	Received	Rx Issue	Manuals	Autoship 155	Rush	Re-Submitted	RPH	Fill	Fill On Hold	No Rx	All Rx SO	To Cancel	Declined	All Rx
-----	---------	------------	----	----------	----------	---------	--------------	------	--------------	-----	------	--------------	-------	-----------	-----------	----------	--------

All
  Contact Vet
  Vet will call/fax Rx
  Mail in Rx
  Rx on file
  Transfer Rx
  Other

Show only to be Followed Up

[1](#)
[2](#)
[3](#)
[4](#)
[5](#)
[6](#)

OrderID	My Rx	RxDelivery	Client Name	ClientID	Client Email	Shipping	Ship To Country	Created By	Order Date	Date Modified
<a href="#">AS-0392631</a>	ncenoble	I will mail my Prescription	Allison Stewart	CUST-1344485	<a href="mailto:eabstewart1@verizon.net">eabstewart1@verizon.net</a>	Allivet Shipping	US	webadmin	07-03-2018 04:54 AM	07-19-2018 05:43 PM
<a href="#">AS-0401999</a>	jbenitez	I will mail my Prescription	Krystal Boland	CUST-1036212	<a href="mailto:boland.krystal@gmail.com">boland.krystal@gmail.com</a>	Free Shipping	US	webadmin	07-11-2018 02:58 AM	07-20-2018 11:47 AM
<a href="#">AS-0400512</a>	jbenitez	I will mail my Prescription	Andrea Brown	CUST-1147278	<a href="mailto:andebrown@gmail.com">andebrown@gmail.com</a>	Free Shipping	US	webadmin	07-10-2018 03:11 AM	07-20-2018 05:00 PM
<a href="#">AS-0402864</a>	ncenoble	I will mail my Prescription	Lindsay Edmiston	CUST-1361873	<a href="mailto:Lindsedmiston@gmail.com">Lindsedmiston@gmail.com</a>	Free Shipping	US	webadmin	07-12-2018 01:16 AM	07-23-2018 12:19 PM
<a href="#">AS-0406430</a>	jfrazier	I will mail my Prescription	Kelly Miller	CUST-1279916	<a href="mailto:Kelly.miller99@yahoo.com">Kelly.miller99@yahoo.com</a>	Allivet Shipping	US	webadmin	07-17-2018 04:08 AM	07-23-2018 12:21 PM
<a href="#">AS-0394367</a>	ncenoble	I will mail my Prescription	Daniela Elvir	CUST-1003852	<a href="mailto:dani113@me.com">dani113@me.com</a>	Free Shipping	US	webadmin	07-04-2018 04:27 AM	07-23-2018 12:38 PM
<a href="#">AS-0401632</a>	ncenoble	I will mail my Prescription	Whitley Shackelford	CUST-1271244	<a href="mailto:whitleyshackelford@yahoo.com">whitleyshackelford@yahoo.com</a>	Free Shipping	US	webadmin	07-11-2018 01:20 AM	07-23-2018 12:41 PM
<a href="#">AS-0393019</a>	jbenitez	I will mail my Prescription	Julian Ramirez	CUST-1493390	<a href="mailto:atlasfolken@hotmail.com">atlasfolken@hotmail.com</a>	Allivet Shipping	US	zmodeste	07-03-2018 08:15 AM	07-23-2018 12:46 PM
<a href="#">AS-0393263</a>	bcho	I will mail my Prescription	Teresa Gonzalez	CUST-1356722	<a href="mailto:cincov1955@yahoo.com">cincov1955@yahoo.com</a>	Free Shipping	US	zmodeste	07-03-2018 11:56 AM	07-23-2018 12:47 PM

# INVENTORY MANAGER

# INVENTORY MANAGER

## Introduction



Inventory Manager is your key to verifying what is in currently in stock or what is coming in back into stock.

- Identifying the difference between In Stock and Free Stock
- See what orders have already been allocated
- Verify the last time we made an order for the specified item
- View EXP Dates

# INVENTORY MANAGER

Show Show On Buy Free Qty In Waiting Last																			
Lot	Code	Description	Loc	Web	Button	Stock	Alloc.	Stock	PO Qty	PO Date	Cost	Date	GRN No.	Qty	Exp.Date	Date	GRN No.	Qty	Exp.Date
	28810-1	Bravecto chew tab 4.4-9.9 lbs 112.5 mg Yellow	PH-02A05			956	37	993	1600	2018/07/17	24.56	07/09/18	GRN-0027568	10	02-28-2019	06/22/18	GRN-0027160	1000	06-30-2019

- Inventory manager is presented as a table.
- To search an item in the INVENTORY MANAGER, enter the item name or item code in the search bar and click on the blue “Search Item” button.

# INVENTORY MANAGER

28810-1

Search Item

Lot	Code	Description	Loc	Show		Show		Last Cost	Last Date		GRN No.		Qty		Exp.Date				
				On Web	Buy Button	Free Stock	Qty Alloc.	In Stock	Waiting PO Qty	PO Date	Date	GRN No.	Qty	Exp.Date	Date	GRN No.	Qty	Exp.Date	
28810-1	Yellow	Bravecto chew tab 4.4-9.9 lbs 112.5 mg	PH-02A05			956	37	993	1600	2018/07/17	24.56	07/09/18	GRN-0027568	10	02-28-2019	06/22/18	GRN-0027160	1000	06-30-2019

# EXERCISE

# RX MANAGER

## Exercise

In this exercise you will be reviewing prescriptions and answering to the following questions

1. Rx 1678131
  - How was this Rx received?
2. Rx 1462365
  - How many times did we contact the vet?
3. Rx 1675105
  - Why is this order on Fill On Hold?
4. Rx 2218001
  - How many refills did the veterinarian approve?