



Correction Notice

Purchase Order Reconciliation in PharmaClik Rx 2.5.2 HF5

FREQUENTLY ASKED QUESTIONS

This notice has been corrected. Purchase orders do not close automatically after 30 days if all items in the purchase order have not been received. These purchase orders must be closed manually if required. For more information on closing purchase orders manually, click [here](#).

In PharmaClik Rx 2.5.2 HF5, an important change was made to the automatic closure of purchase orders. This change was made to allow you to reconcile items that have delayed delivery schedules. See how purchase orders are reconciled [here](#).

To help you better understand this change and how it impacts your pharmacy, we have compiled a list of frequently asked questions and their responses for your reference.

How do I reconcile my purchase orders in PharmaClik Rx 2.5.2 HF5?

The process of downloading invoices and reconciling purchase orders remains the same in PharmaClik Rx 2.5.2 HF5. The difference is when purchase orders automatically close.

Why does my purchase order not close after I reconcile it?

A purchase order closes only if all items in the order have been accounted for in the invoice files.



EXAMPLE: You send a purchase order containing Contour test strips and some prescription drugs. The next day, you receive the prescription drugs. Upon downloading the invoice(s) and reconciling the purchase order, the order remains in a **SENT** status and does not clear from the **More > Supplier > Orders** tab. The next day after that, the Contour test strips arrive at your pharmacy. You download the invoice and reconcile the order. The order then closes and clears from the Supplier Orders tab.

How come Purchase Order Exceptions are no longer listed on the Auto-Reconcile Exceptions report?

Purchase Order Exceptions used to be listed on the Auto-Reconcile Exceptions report to alert you that items in the purchase order in PharmaClik Rx were not included in the invoice files



that were downloaded and applied. This scenario can happen when items in the same purchase order have different delivery schedules. The recommendation was to review these exceptions for items you physically received and manually adjust inventory as needed.

You can now reconcile items that have delayed delivery schedules because purchase orders are kept open until all items are received. As such, Purchase Order Exceptions are no longer needed on the report.

Why is inventory not updating for my freeform drugs following purchase order reconciliation?

Freeform drugs (i.e., drugs assigned a negative PIN) cannot be automatically reconciled in a purchase order. As a result, the following occurs when you have a purchase order containing a freeform drug:

- The inventory does not automatically update for the freeform drug when the purchase order is reconciled. You must [manually adjust the on hand](#) for the freeform drug.
- The purchase order will not close **if the purchase order contains a freeform drug (negative PIN)**, even if all applicable invoices have been applied. You must [manually close the purchase order](#).

To avoid this, you can request the addition of drugs to PharmaClik Rx with their actual DIN/NPN using our [Drug Add Request Form](#). If the product has an item number but no DIN/NPN, you can request its addition as a PIN using the convention, "11+item number."

Are there any changes to the process for reconciling purchase orders with backordered items?

If you have backorder management, purchase orders with backordered items will also remain in a SENT status until all items in the order have been accounted for in the invoice files.

What should I do if I receive an item for a purchase order that is already closed?

The item will appear on the **Invoice Exceptions** section of the **Auto-Reconcile Exceptions** report that prints out automatically after applying invoices. Perform a manual adjustment in the Drug Folder based on the **Qty Shipped** on the report.

I don't want to keep my purchase orders open after reconciling. Can I close them manually?

Yes. Purchase orders can be manually closed. For a demonstration of this process, watch the video or read the steps [here](#).



If I close a purchase order manually, does PharmaClik Rx automatically place the items that weren't received on the Order Pad again?

If a prescription is filled for the item after the purchase order closes, the item will be placed on the Order Pad again. You will not be prompted at the time of purchase order closure to place items that were not received on the Order Pad.

If I close a purchase order manually and reorder the items manually, will I receive double once the product is available?

Depending on the situation, you may receive double the amount. If the item is on backorder and your store has backordering management enabled on the PharmaClik Ordering website, you will receive double if PharmaClik Ordering has not closed your previous purchase order. For most stores, backorders are kept open on the PharmaClik Ordering website for 21 days.

To check the number of days your backorders are kept open on the website:

1. Log into the [PharmaClik website](#).
2. Dropdown **My Profile** in the top right corner.
3. Select **Account(s) Info**.
4. In the Accounts section, check the **Keep B/O** setting.

You will also receive double the amount if you reorder an item that is not on backorder but will be delivered at a later date.

How will I know which items I need to manually reorder?

Review the [Auto-Reconcile Exceptions report](#) that prints out when invoices are applied to purchase orders.

If an item is not on backorder and being delivered at a later date, it will not appear on the report. You do not need to manually reorder these items as they're shipping later.

If an item is on backorder, PharmaClik Ordering enters backorder codes (3 – Distributer Short and 4 – Vendor Short) in the invoice files which appear alongside the items on the Auto-Reconcile Exceptions report.

- If your store does not have backorder management, you will need to reorder these items if you still need them.
- If your store has backorder management, you do not need to reorder these items unless the items are still unavailable when the purchase order closes on the PharmaClik Ordering website. For more information, see [Reordering a Cancelled Backorder Product](#).

