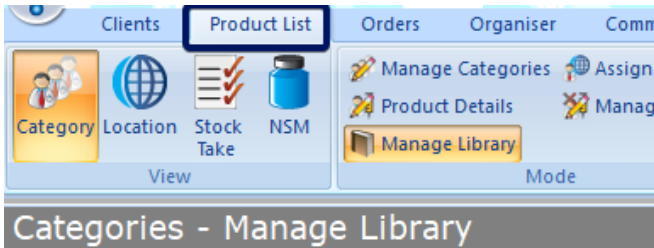
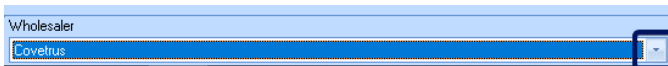


Back on Track - Stock

RoboVet



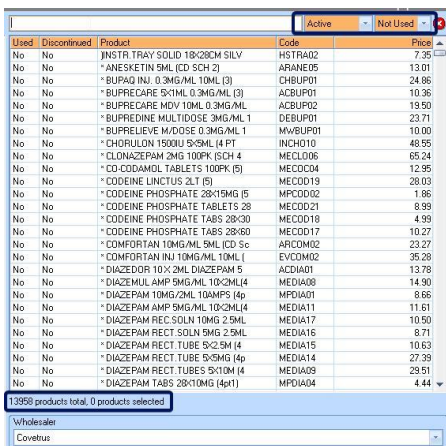
- During the period of lockdown, the volume of drugs dispensed will have been minimal. Your stock levels may have run down. Items may now be near their Sell by date. You may need to order more in.
- This session is a brief overview of how to maintain and order your stock when conditions allow.
- An essential part of maintaining your stock list is ensuring that your current list is up to date. The Library needs to be maintained on a regular basis and our recommendation is that this task is performed at least once a week.
- Click on the **Product List** tab and then choose **Manage Library**.



- Look for the **Wholesaler** in the bottom right hand corner. If it isn't displaying the name of the wholesaler that you wish to update, click on the drop down.



- Click on the wholesaler name that you want.



- The wholesalers most recently downloaded library will be displayed.
- By default, the list shows items that are **Active** (not discontinued) and **Not used** (do not currently exist in your practice stock list).
- The display also shows the total number of products available in that library.

Used	Discontinued	Product	Code	Price	WD	MD	SD

- These filters can be changed independently to show **Discontinued** and **Not Used**.

- The wholesaler no longer supplies these items and they aren't in your current stock list.

Used	Discontinued	Product	Code	Price	WD	MD	SD
Yes	Yes	Acp Inj 2mg/ml 20ml	CVACP01	30.03	14.75	0	
Yes	Yes	Bovilis Huskvac Single Dose	INBOV13	4.94	14.73	0	
Yes	Yes	Cepravin Dairy Pack 160'	PMCEP01	316.19	14.74	0	
Yes	Yes	Cepravin Dc 120's Green Top	PMCEP12	253.57	14.74	0	

- It can be changed to **Discontinued & Used** (the wholesaler no longer supplies these items and they are in your current stock list).

Used	Discontinued	Product	Code	Price	WD	MD	SD
Yes	No	Activyl Small Cat 4x100mg	INACT05	12.94	14.76	0	0
Yes	No	Advocate Lge Cat 4-8kg 21 Pk	BAADV31	89.88	14.74	0	0
Yes	No	Advocate Lge Cat 80 4-8kg 3pi	BAADV14	13.94			
Yes	No	Advocate Lge Cat 80 4-8kg 6pi	BAADV21	25.68	14.74	0	0
Yes	No	Advocate Lge Doq 10-25kg 21 P	BAADV34	108.24	14.74	0	0

- **Active & Used** would mean the wholesaler does supply these items and they are in your current stock list.

More Filters Applied

Used	Discontinued	Product	Code	Price	WD	MD	SD
Yes	No	Activyl Small Cat 4x100mg	INACT05	12.94	14.76	0	0
Yes	No	Advocate Lge Cat 4-8kg 21 Pk	BAADV31	89.88	14.74	0	0
Yes	No	Advocate Lge Cat 80 4-8kg 3pi	BAADV14	13.94			

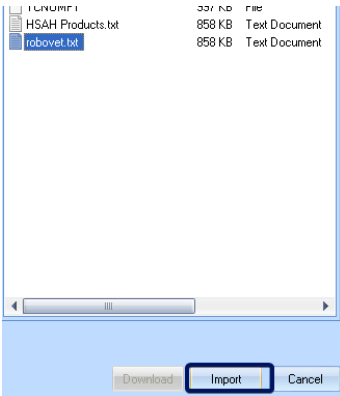
- Click on the **Rebuild Library**.

Name	Size	Item type
Queues		File folder
Idexx Price List RoboVet ...	62.0 KB	Text Document
Idexx Price List Robovet 2...	50.8 KB	Text Document
IMS Product List 2018.csv	246 KB	Microsoft Exc...
IMS.csv	236 KB	Microsoft Exc...
TCNUMF1	997 KB	File
HSAH Products.txt	858 KB	Text Document
robovet.txt	858 KB	Text Document

- RoboVet should be set to download the library on a regular basis. Look for your main wholesaler library file – in this instance **Robovet.txt** is the current Covetrus library.

	Size	Item type	Date modified
		File folder	07/11/2018 14:01
oVet ...	62.0 KB	Text Document	08/01/2018 09:23
ovet 2...	50.8 KB	Text Document	02/01/2019 09:27
18.csv	246 KB	Microsoft Exc...	25/02/2019 15:42
	236 KB	Microsoft Exc...	25/02/2019 15:55
	997 KB	File	08/03/2019 14:56
	858 KB	Text Document	30/04/2020 15:01
	858 KB	Text Document	30/04/2020 17:31

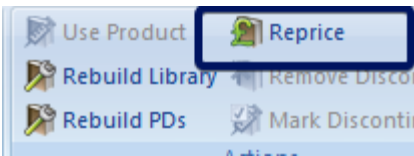
- If you want to be sure that the library is up to date, scroll to the right. Check the files size (858Kb) and the date modified. If the file size is 0 or very small, the process failed, and the library is not complete. The date should be within a few days of today's date. If it isn't, the auto download hasn't worked.



- Highlight the file and click on **Import**.



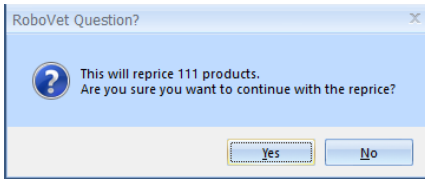
- The import will tell you how many stock items have been processed, how many have had their prices updated, how many new stock items have been added and how many items have been discontinued.
- Judging by the figures displayed here, it would appear that it has been a while since this library was updated!



- One the library is up to date, click **Reprice**.

checkbox	Product Name	Old	New	% Change	Supplier Code	Supply Multiple
<input checked="" type="checkbox"/>	Alamycin Aero 140g (new Formu	4.12	7.00	69.90%	NBALA01	
<input checked="" type="checkbox"/>	Alamycin La 300 100ml	22.52	24.62	9.33%	NBALA07	
<input checked="" type="checkbox"/>	Alamycin La liq 100ml	13.91	15.20	9.27%	NBALA03	
<input checked="" type="checkbox"/>	Aqua Kong Large Omg+wh (ck-1	5.96	6.39	7.21%	DMKDN1E	
<input checked="" type="checkbox"/>	Aqua Kong Medium Omg+wh (ck-2	4.77	5.14	7.76%	DMKDN1D	
<input checked="" type="checkbox"/>	Betaxolol La 100ml	14.14	15.92	12.59%	NBSET02	
<input checked="" type="checkbox"/>	Bovilis Huskvac Single Dose	4.94	5.84	18.22%	NBDOV13	
<input checked="" type="checkbox"/>	Cartophen Vet liq 10ml 100mg/ml	50.00	98.98	17.98%	FRCAR01	
<input checked="" type="checkbox"/>	Cat Lesative 50g	6.99	6.36	-8.81%	9009769	
<input checked="" type="checkbox"/>	Chaille Chinchilla 12.5kg	21.74	22.88	4.32%	WUCHA05	
<input checked="" type="checkbox"/>	Chaille Chinchilla 2.5kgff	4.76	4.97	4.41%	WUCHA03	
<input checked="" type="checkbox"/>	Chaille Chinchilla 850ggrff	2.52	2.67	13.89%	EDCHA02	
<input checked="" type="checkbox"/>	Chlorhexidine Gel Kit 10x1	26.99	41.99	13.52%	9009591	
<input checked="" type="checkbox"/>	Chlorhexidine Paste	9.99	11.50	15.12%	9009502	
<input checked="" type="checkbox"/>	Chlorhexidine Spray 0.12% 30ML	10.49	12.11	15.44%	9009503	
<input checked="" type="checkbox"/>	Cyclo Aero Spray	6.39	7.67	20.03%	EVCYL03	
<input checked="" type="checkbox"/>	Decosax 50ml (10mg/ml)	24.91	22.92	-7.99%	FRFED01	
<input checked="" type="checkbox"/>	Dental Kong Large (d-1)	7.02	9.35	33.19%	DMKDN09	
<input checked="" type="checkbox"/>	Dental Kong w/Wh Rope Med/di-2	7.95	8.21	8.74%	DMKDN08	
<input checked="" type="checkbox"/>	Dental Kong w/Wh Rope Sm/dk-3e	6.13	6.69	9.14%	DMKDN07	
<input checked="" type="checkbox"/>	Desopalin 100ml	6.71	7.95	12.52%	NDEP07	
<input checked="" type="checkbox"/>	Dorbanes Vet 10ml	51.60	53.00	2.71%	DUDOR01	
<input checked="" type="checkbox"/>	Dronal Cat	163.20	215.27	17.61%	BADPRO32	
<input checked="" type="checkbox"/>	Dronal Cat liq	112.25	131.91	17.50%	BADPRO35	
<input checked="" type="checkbox"/>	Dronal Puppy Suspension 50ml	10.37	12.71	22.57%	BADPRO09	
<input checked="" type="checkbox"/>	Enzovax 10 Dose	21.86	24.12	10.34%	TXENZ11	
<input checked="" type="checkbox"/>	Enzovax 20 Dose	43.79	48.31	10.35%	TXENZ21	
<input checked="" type="checkbox"/>	Enzovax 50 Dose	109.42	114.96	5.06%	TXENZ51	
<input checked="" type="checkbox"/>	Flanazine Cream 50gm	6.85	7.86	14.74%	SNFLA04	
<input checked="" type="checkbox"/>	Flunixin liq 100ml	29.22	33.48	14.58%	NBFLU02	
<input checked="" type="checkbox"/>	Frontline Combo Spot-on Cat 3 pipettes	12.23	14.96	22.32%	MBFR030	
<input checked="" type="checkbox"/>	Frontline Combo Spot-on Small Dog 3 pipettes	15.68	19.18	22.32%	MBFR021	
<input checked="" type="checkbox"/>	Gloves Latex Lightly Powdered Med 100's	4.74	5.31	12.03%	HSGLO10	
<input checked="" type="checkbox"/>	Gloves Latex Powder Free Medium 100's	6.20	7.15	15.32%	HSGLO08	
<input checked="" type="checkbox"/>	Hill's Can Prot. w/ig Lge 15kg	36.79	39.29	6.79%	HLSGR01	
<input checked="" type="checkbox"/>	Hill's Can Prot w/ig Mix 15kg	23.92	25.19	11.02%	HLSGR02	

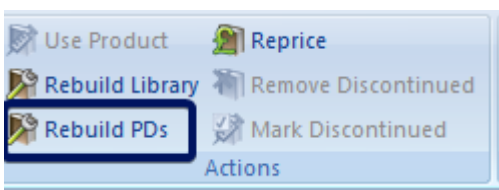
- If the user has permission to increase and decrease prices, all price changes are displayed.
- The tick box on the left shows whether to apply a price change to any one item. This tick box can manually be unticked/ticked as required. If the user only has permission to raise prices, only those prices that are going up are displayed and the **Increase Prices Only** button is not shown.
- If it is and it is clicked, the all items where the price is being reduced will have the tick box unticked. You can choose to alter or not alter prices for items based on their category – use the CTRL or the Shift key to multi-select categories. You may want to print the price changes.



- Click **Reprice**.



- You have a second opportunity to print the price changes.
- The prices that altered are now up to date based on the wholesaler's most recent list price



- If you are keeping track of your net prices these can also be recalculated from a file either created by yourselves or downloaded from your buying group.
- Click **Rebuild PD** (Purchase Discount).

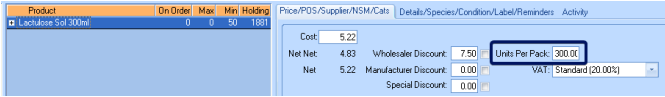
Used	Discontinued	Product	Code	Price	WD	MD	SD
Yes	Yes	Acp Inj 2mg/ml 20ml	CVACP01	30.03	14.75	0	0
Yes	Yes	Activyl Small Cat 4x100mg	INACT05	12.94	14.76	0	0
Yes	Yes	Advocate Lge Cat 4-8kg 21 Pk	BAADV31	89.88	14.74	0	0
Yes	Yes	Advocate Lge Cat 80 4-8kg 3pi	BAADV14	13.94			
Yes	Yes	Advocate Lge Cat 80 4-8kg 6pi	BAADV21	25.68	14.74	0	0
Yes	Yes	Advocate Lge Dog 10-25kg 21 P	BAADV34	108.24	14.74	0	0
Yes	Yes	Advocate Lge Dog 25 10-25k 3p	BAADV17	17.18	14.71	0	0
Yes	Yes	Advocate Lge Dog 25 10-25k 6p	BAADV23	30.92	14.74	0	0
Yes	Yes	Advocate Med Dog 10 4-10k 3pi	BAADV16	15.52	14.77	0	0

- Now the library is up to date, change the filters to **Discontinued** and **Used**. This lists the items that are currently in your stock list but your wholesaler cannot currently supply. (This may be a temporary fault such as a manufacturing issue or permanent – the item is no longer manufactured or the wholesaler code has changed).

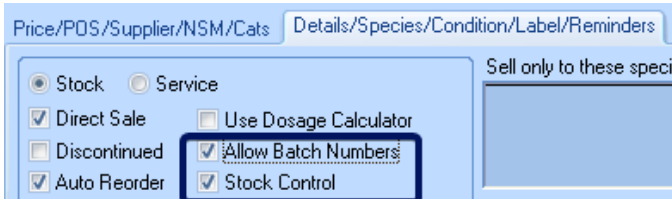


Used	Discontinued	Product	Code	Price	WD	MD	SD
Yes	Yes	Nobivac Rabies 10x1 dse	INN0826	127.80	14.74	0	0
Yes	Yes	Nobivac Tricat Trio 10 Dose	INN0854	58.50	14.74	0	0
Yes	Yes	Oxyltetrin 20 La 100ml	PMDXY05	7.83	14.81	0	0
Yes	Yes	Pestigon Cat Spot On 3pip	NBPE501	10.42	14.7	0	0
Yes	Yes	Row Can D Obesity 1.5kg	WRVET01	7.69	14.84	0	0
Yes	Yes	Row Can D Obesity 6kg	WRVET02	24.09	14.72	0	0
Yes	Yes	Row Can D Renal 2kg	WRVET34	10.59			
Yes	Yes	Row Can D Renal 7kg	WRVET35	29.79			
Yes	Yes	Row Can D Urinary 2kg	WRVET43	9.99	14.78	0	0
Yes	Yes	Row Can D Urinary 7.5kg	WRVET80	32.49	14.72	0	0

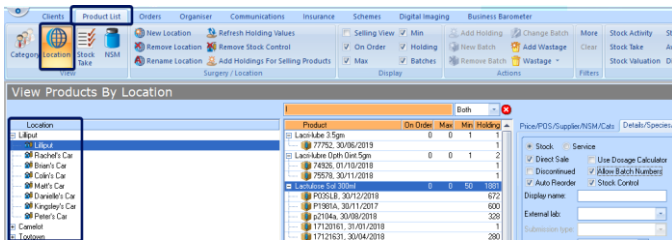
- Select the entire list by left clicking on the top item and whilst holding the left mouse button down, scroll to the bottom of the list.
- Click **Mark Discontinued**. This will set the **Discontinued** flag on all of these. You will be able to continue to sell the item, but you will no longer be able to re-order those items.
- Please note: Should a discontinued product become available again at some point in the future, this process will remove the 'Discontinued' flag when you run through it with that up-to-date library.



- One of the key decisions when preparing for stock control is the **Units per pack**. This would normally be set for the most common way of selling an item.
- If this item would normally be sold as a whole bottle or box, then the units would normally be set as 1.



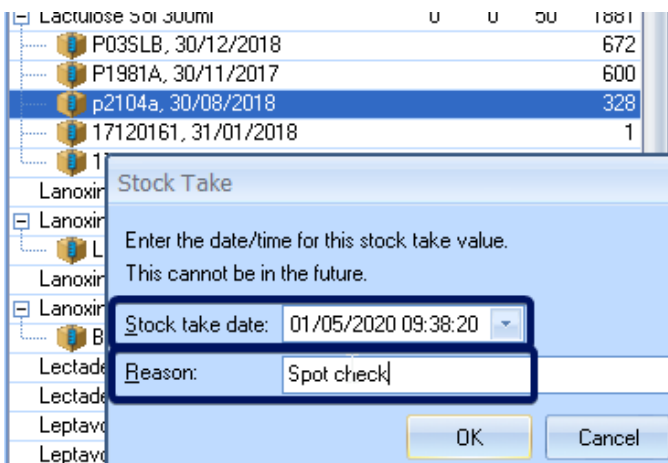
- On each item there is a **Stock Control** tick box. This should be ticked for all items for which you wish to keep track of the stock level. You do not have to run stock control on every item.
- There is also a **Batch Control** tick box for those items that you wish to record the batch numbers and expiry dates. If running stock control on an item, you do not have to run batch control. If running batch control, you do have to run stock control as well.



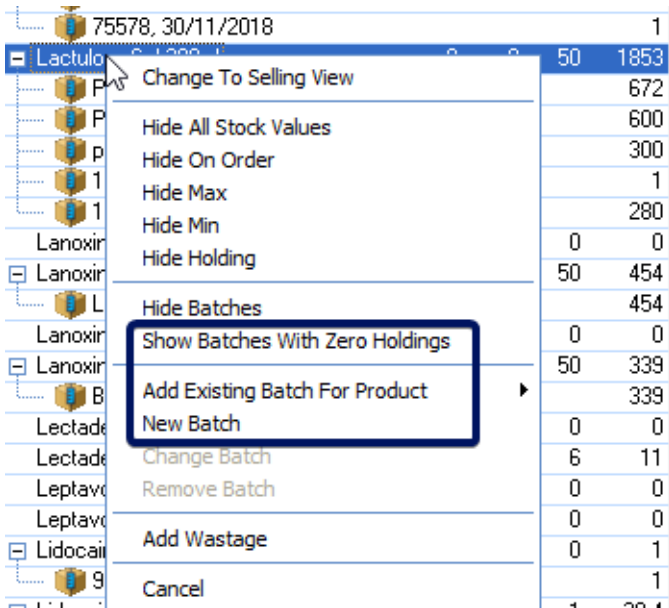
- To view and maintain stock levels and batch numbers, from the **Product List** tab, click **Location** and select a location.
- All stock levels are recorded by location

Product	On Order	Max	Min	Holding
[-] Lacri-lube 3.5gm	0	0	1	1
77752, 30/06/2019				1
[-] Lacri-lube Dpth Oint.5gm	0	0	1	2
74926, 01/10/2018				1
75578, 30/11/2018				1
[-] Lactulose Sol 300ml	0	0	50	1881
P03SLB, 30/12/2018				672
P1981A, 30/11/2017				600
p2104a, 30/08/2018				328
17120161, 31/01/2018				1
17121631, 30/04/2018				280
Lanoxin Pg Elixir 60ml	0	0	0	0
[-] Lanoxin Pg Tabs 0.0625	0	0	50	454
LH0012, 30/10/2017				454
Lanoxin Tab[s] 0.125mg	0	0	0	0
[-] Lanoxin Tab[s] 0.25mg	0	0	50	339
B1279A, 30/01/2017				339
Lectade Plus Sachet[s]	0	0	0	0
Lectade Sa	0	0	6	11
Leptavoid H 20ml (10dose)	0	0	0	0

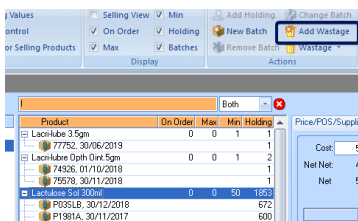
- The middle column is the list of items that are available at that location. This may not be the complete stock list – for example, car stock would be a very much shorter selection.
- The **Holding** shows the number of units available at that location. When doing a stock take it is important that whoever is counting knows the units per pack so they know whether they should be counting **mls/tablets** or **bottles/boxes**.
- Should you decide to change the units per pack, remember to change the corresponding holding value at all locations where that item is stocked. For example, should you change lactulose 300ml to a UPP of 1, then the holding value would not be 1881 but would need to be altered to 6.27 bottles.
- If batch control is set, then all batches with a current holding are also displayed. This screen also shows you how many of each item are currently on order and the Maximum and Minimum desired stock level. These are set by the practice.
- If the holding value falls below the Min level and you use the **Auto-order** button the system will suggest that you order enough bottles to take the holding value up to and above the maximum level. Under the current circumstances you may wish to adjust these figures to suit.



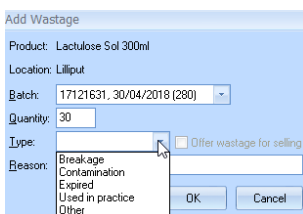
- To adjust a holding value that is on display, click on the **holding level** and type a new value.
- A box will pop up asking when you did the stock take (It defaults to the current date) and a reason. This reason can be reported on.



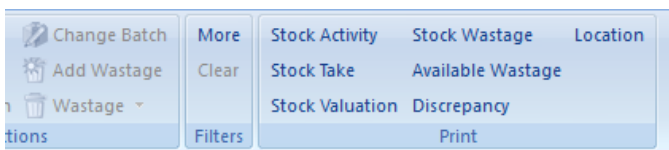
- To add a new batch to the item, right click on the item and a menu will appear.
- Choose **New Batch**. If this Batch exists at another location but has never been available at this location, you will not be able to use the **New Batch** button. Instead, use the **Add existing Batch for Product**.
- By default, batch numbers that have been available previously but now do not have a holding are not displayed. Use the **Show Batches with Zero Holdings** to display these.
- Wastage can also be recorded through this menu.



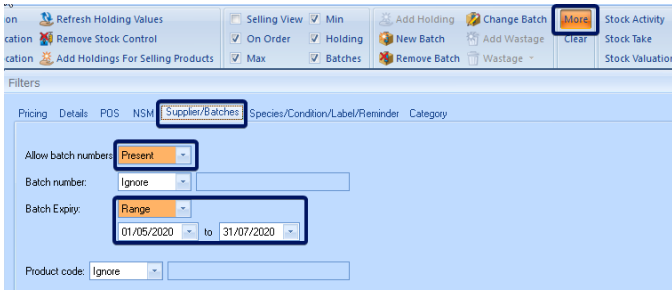
- Alternatively, click **Add Wastage** button on the toolbar.
- This button is also available from the toolbar on the **Selling** page of an animal.



- You will be asked to select the **batch number** (If batch control is on), the **quantity** (in units) What type of **wastage** (Breakage/Contamination etc) and the **reason** – free text 'Dropped bottle' for example



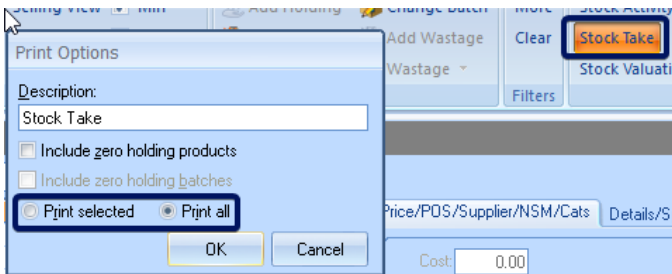
- From the location view there are several reports relating to stock available at a location.
- **Stock activity** shows all movements – Stock takes, sales, purchases etc.
- **Stock Take** shows current holdings, batch numbers expiry dates for items at a location.
- **Stock Valuation** shows the value of your current holding based on the Net price (which may be the same as the wholesaler price if you are not tracking purchase discounts).



- As a result of the current lockdown you may have some items that are close to or past their expiry date. You can list these items by clicking on **More** on the toolbar.
- Select the **Supplier/Batches** tab.
- Select **Allow Batch Numbers** then **Present** from the drop down.
- Select a date range. In this instance we are looking for all batch numbers that are due to expire from 01/05/20 to 31/07/20

Product	On Order	Max	Min	Holding
Adrenacaine 100ml	0	0	16	4052.2
1244-80, 16/06/2020				500.4
1425-32, 21/10/2021				512.2
1425-95, 31/10/2017				503
1494-95, 08/12/2017				501
2145-96, 06/04/2019				508
2215-82, 25/05/2018				502
2352-600, 28/08/2019				501
21352-600, 28/08/2019				511
1425-92, 31/10/2017				5.6
2043-80, 31/01/2018				8
Bovilis Bvd 100ml(50dose)	0	0	4	7000
a043a01, 31/05/2020				998
A053A01, 31/10/2020				999
A052A01, 30/09/2017				999

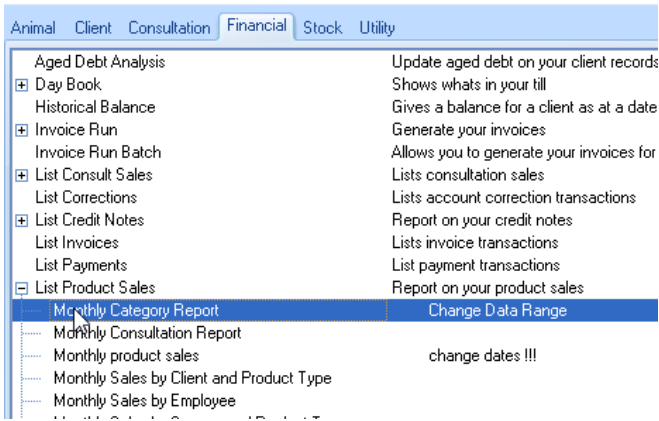
- Click **OK** and the results will be displayed in the middle column.
- Please note that ALL batches are displayed for stock items that contain a batch due to expire within your selected period.



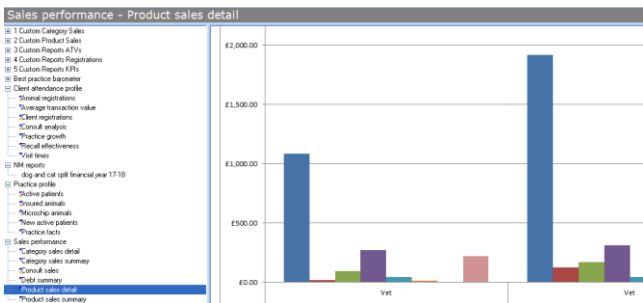
- You can now run the **Stock Take** report from the toolbar.
- Please note: if **Print All** is selected then the report prints all items displayed in the middle column – not necessarily the entire stock list for that location.
- **Print Selected** prints only those items that you have highlighted in the middle column.

Product Code	Allow Batches	Batch Number	Expiry Date	Pack Cost Price	Units Per Pack	Maximum Holding Units	Minimum Holding Units	Units On Order	Holding
100ml	Yes	1244-80	31/10/2017	3.05	10.00	0.00	0.00	0	500.4
100ml	Yes	1425-32	21/10/2021	3.05	10.00	0.00	0.00	0	512.2
100ml	Yes	1425-95	31/10/2017	3.05	10.00	0.00	0.00	0	503.00
100ml	Yes	1494-95	08/12/2017	3.05	10.00	0.00	0.00	0	501.00
100ml	Yes	2145-96	06/04/2019	3.05	10.00	0.00	0.00	0	508.00
100ml	Yes	2215-82	25/05/2018	3.05	10.00	0.00	0.00	0	502.00
100ml	Yes	2352-600	28/08/2019	3.05	10.00	0.00	0.00	0	501.00
100ml	Yes	21352-600	28/08/2019	3.05	10.00	0.00	0.00	0	511.00
100ml	Yes	1425-92	31/10/2017	3.05	10.00	0.00	0.00	0	5.60
100ml	Yes	2043-80	31/01/2018	3.05	10.00	0.00	0.00	0	8.00
100ml(50dose)	Yes	a043a01	31/05/2020	119.46	1.00	0.00	0.00	0	998.00
100ml(50dose)	Yes	A053A01	31/10/2020	119.46	1.00	0.00	0.00	0	999.00
100ml(50dose)	Yes	A052A01	30/09/2017	119.46	1.00	0.00	0.00	0	999.00

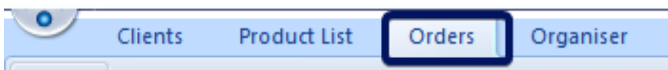
- Once you have your reports you can print it out and decide how best to deal with these short-dated items.



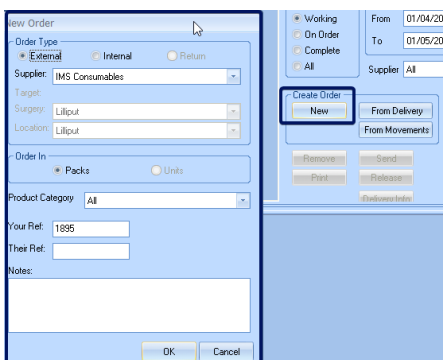
- Due to the current circumstances your stock order quantities may differ from the quantities that you have been ordering previously. Hopefully some sort of normality will return soon at which point it may be helpful to review how much you ordered of some items last year.
- Possibly from 1st March 2019 to 31st May 2019 or 1st December 2019 to 29th February 2020. This can be done through standard Robovet reports such as **List Period Sales**.
- This can be run for categories such as **Flea and Wormer** if required.



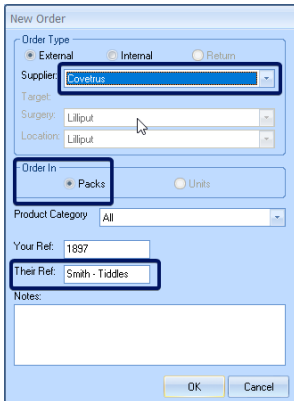
- Alternatively, this can be accessed through the **Product Sales** report from **Business Barometer** where the figures are presented monthly on a rolling 12 month or 36-month period.



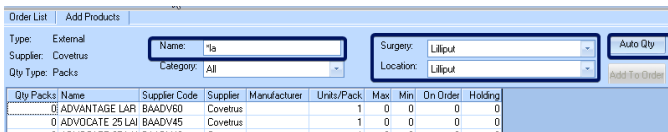
- To create a new order, click on the **Orders** tab above the toolbar.



- Click **New** and a **New Order** window pops up.

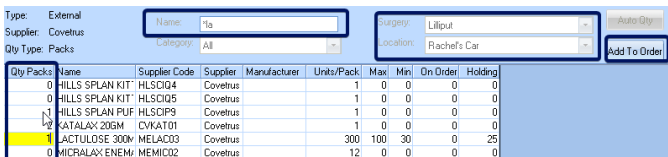


- Select the **Supplier** from the drop down. Because this is to an external supplier, the order can only order whole packs. (Internal orders can be created with individual units).
- **Their Ref** can be used to personalise an order for a client if required.
- Click **OK**.



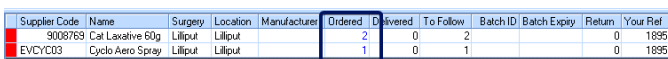
Qty Packs	Name	Supplier Code	Supplier	Manufacturer	Units/Pack	Max	Min	On Order	Holding
0	ADVANTAGE LAR	BAADV60	Covetrus		1	0	0	0	0
0	ADVOCATE 25 LAI	BAADV45	Covetrus		1	0	0	0	0
0	ADVOCATE 25 LAI	BAADV45	Covetrus		1	0	0	0	0

- The **Surgery** and the **location** where the new stock is to be allocated may be altered by clicking on the drop downs.
- If you click on the **Auto Qty** button the system will look for all items where the holding is less than the Min level and setup an order line with enough quantity to take the holding to the Max level.
- Items can be searched for by name. Greyed items are those that have been marked as **Discontinued** and cannot be ordered.



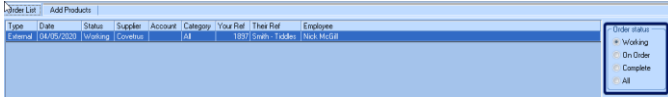
Qty Packs	Name	Supplier Code	Supplier	Manufacturer	Units/Pack	Max	Min	On Order	Holding
0	HILLS SPLAN KIT	HLSCIG4	Covetrus		1	0	0	0	0
0	HILLS SPLAN KIT	HLSCIG5	Covetrus		1	0	0	0	0
0	HILLS SPLAN RUF	HLSCIP9	Covetrus		1	0	0	0	0
0	KATALAX 20GM	CVKAT01	Covetrus		1	0	0	0	0
1	LACTULOSE 300M	MELAC03	Covetrus		300	100	30	0	25
0	MICRALAX ENEM	MEMIC02	Covetrus		12	0	0	0	0

- Type in or alter the required quantity in the left-hand column. When you have entered a quantity for all items that you want to order, click **Add to Order**.
- You may now search for different items to add to the same order if required.

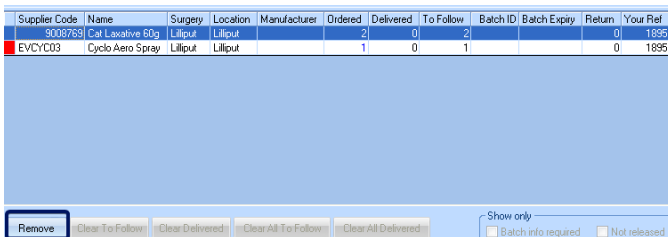


Supplier Code	Name	Surgery	Location	Manufacturer	Ordered	Delivered	To Follow	Batch ID	Batch Expiry	Return	Your Ref
9008769	Cat Laxative 60g	Lilliput	Lilliput		2	0	2			0	1895
EVCYC03	Cyclo Aero Spray	Lilliput	Lilliput		1	0	1			0	1895

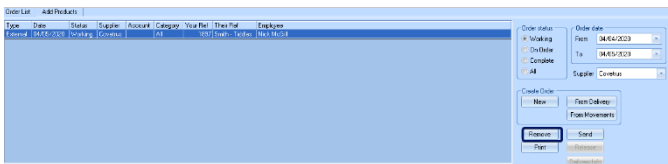
- The order has been started and the items are displayed in the bottom half of the screen.
- Quantities are alterable up until the moment the order is sent.



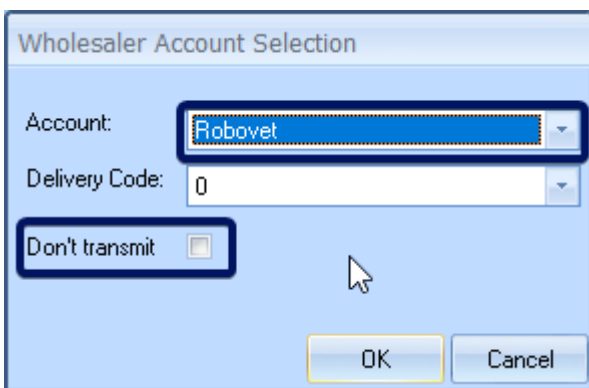
- On the **Order List** tab, the order is displayed as a **Working** order.
- **On Order** is for orders that have been sent but one or more item on that order has not yet been received.
- **Complete** are orders where all items have either been received or the practice has decided that the item is no longer necessary or will not arrive.



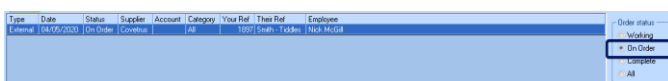
- Order quantities may be amended up to the moment the order is sent by clicking on the **blue** quantity on the order line.
- The **Remove** button deletes the highlighted order line.



- Orders can be created and sent instantly, or they can be created, and people add things to them over a period of time.
- The **Remove** button deletes the whole order.
- When ready, click on the **Send** Button.



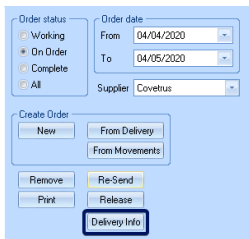
- Ensure that the correct account is selected. Click on the drop down to change this.
- The **Don't transmit** tick box is for marking orders as having been sent for suppliers that do not support electronic ordering.



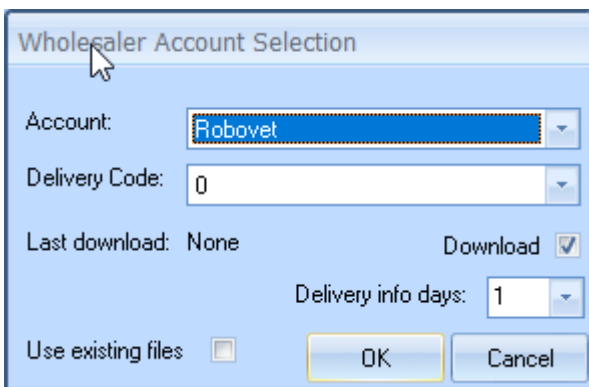
- The order is moved to the **On Order** category.

Supplier Code	Name	Stages	Location	Manufacturer	Ordered	Delivered	To Follow	Batch ID	Batch Expiry	Return	Year Ref
9008769	Cat Laxative 6Dg	Lilput	Lilput			0	2			0	1896
EVCYC03	Cyclo Aero Spray	Lilput	Lilput			0	1			0	1896

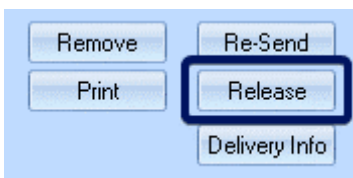
- When the goods are delivered the order can be updated manually by clicking on the **Delivered** value of each line or the **Return** Value. This is to return items that aren't required (Over ordered, found an alternative etc).
- If the order is with Centaur, it can also be updated using a 2D scanner on the barcode on the **Tote sheet**.



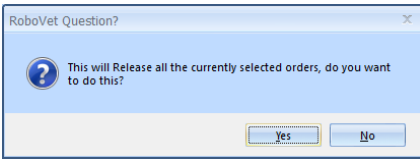
- If the order was to NVS or Covetrus it should be updated using the **Delivery Info** button. Any item that is set for Batch control **MUST** have a batch number & expiry date entered on the order line.



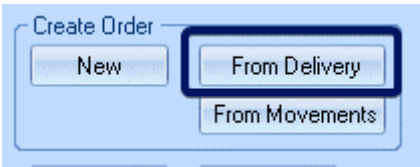
- Check the account is correct and click on **OK**.
- This downloads the information from the supplier's server and displays a table of items. It flags items that have been sent but don't currently exist on your stock list. (You may have ordered through the supplier on-line portal).
- Highlight the lines that do exist and update. It populates the order with the quantities, batch numbers and expiry dates that the supplier has sent.
- Please note – this does need checking in case of mistakes in the delivery.



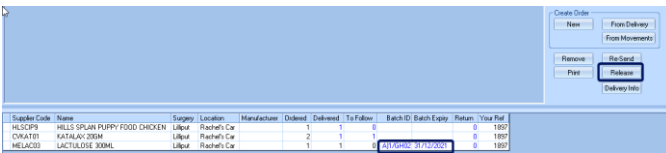
- When ready, click **Release**.
- This will release the order into stock and update the holding values for those items.
- Please note: If batch control is enabled there **MUST** be a valid batch number and expiry date entered before that line can be released.



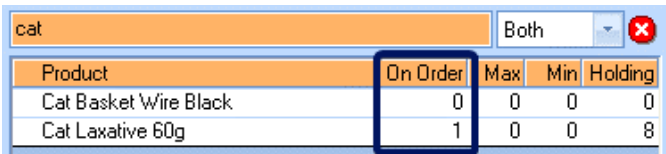
- Click **Yes**.



- If you use **Connect** to generate your order, the holdings can be imported into Robovet using **From Delivery**.
- It creates an order of those items that do exist in your stock list with the **Delivered quantity, Batch numbers & Expiry dates** all populated where appropriate. Then release the order as above.



- If the order has been fulfilled in its entirety, then the status changes to **Complete** otherwise it stays **on order**.
- Delivered items are greyed out. Items on back order stay highlighted.



- On the location view, the quantity that was not delivered remains in the **On Order** column.
- Please ensure that you review these back orders on a regular basis.
- If an item is left on back order it may not appear on future orders because the system knows that there is still an outstanding order.



- The window displaying these old incomplete orders can soon fill up and it is easy to 'lose' an old order and forget what was outstanding on it.