Pickup and Undo
Pickup
User Guide

2019
# Table of Contents

**Pickup/Undo Pickup Functionality**........................................................................................................... 2

Guidelines....................................................................................................................................................... 2

Pickups.............................................................................................................................................................. 3

Performing a Pickup.......................................................................................................................................... 3

Undo Pickups.................................................................................................................................................... 8

Performing an Undo Pickup (<12 hours)......................................................................................................... 8

Performing an Undo Pickup (>12 hours)......................................................................................................... 10
Pickup/Undo Pickup Functionality

This user guide outlines the process for performing a pickup and undoing a pickup in Kroll.

Guidelines

The following is a compilation of guidelines that should be kept in mind when using the pickup/undo pickup functionality.

- You can look up patients by searching the first two letters of the patient’s surname.
- Undo pickups for delivery orders that have been picked up within the last 12 hours can be performed by all users. Only a pharmacist can perform undo pickups for delivery orders that are older than 12 hours.
- Delivery orders older than 12 hours do not appear in the list of delivery orders that can be undone. These delivery orders can be located by searching for the Rx number or delivery order number.
- Pharmacists can perform undo pickups on delivery orders that date back to the configured cutoff date (as per the configuration settings).
Pickups

This section outlines the process for performing a pickup. Users must be familiar with the Kroll workflow interface to complete the following steps.

Performing a Pickup

1. Fill an Rx, completing all of the necessary workflow steps. The delivery order will be sent to Pick up upon clicking the Approve button on the Verify Rx Packaging screen.
2. Login to the Kroll Dispensary and click the **Pickup** icon.
3. Enter the patient’s name in the **Patient Search** field to locate the delivery order to be picked up, or search ‘*’ to generate a list of all delivery orders available for pickup. Select the patient’s name and click the **Select** icon.

![Search Patient for Pickup](image)
4. Use the check mark to select the items the patient wants to pick up. All items are checked by default. To unselect an item, click the green checkmark next to the Rx. When you are finished, click the **Pickup** [x] **Item(s)** icon.

![Rx Pickup](image1)

5. Select the person picking up the items. When you are finished, click the **Select** icon.

![Select the Person Picking Up Items](image2)
6. Confirm the details of the person picking up the items. When you are finished, click the Confirm icon.

7. Scan the Rx or enter the Rx number to confirm pickup. When you are finished, click the Confirm [x] Item(s) button. A receipt will be generated.
Undo Pickups

This section outlines the process for undoing a pickup. The first part, Performing an Undo Pickup (<12 hours) explains how to undo pickups for delivery orders that have been picked up within the last 12 hours. The second part, Performing an Undo Pickup (>12 hours) explains how to undo pickups for delivery orders that are older than 12 hours. Please note the rules outlined in this document before performing an undo pickup.

Performing an Undo Pickup (<12 hours)

1. Click the Undo Pickup icon from the main Kroll Dispensary screen.
2. Select the delivery order for which you want to undo pickup. Click the **Select** icon.

![Select Delivery Order to Undo Pickup](image)

3. Verify that you are undoing pickup for the correct delivery order. Click **Confirm Undo**.

![Please Select Rx's to Pickup](image)
Performing an Undo Pickup (>12 hours)

1. Click the **Undo Pickup** icon from the main **Kroll Dispensary** screen.

2. Click the **Lookup Rx** icon.
3. Enter the Rx number in the **Search** field. Click the **Search** icon.

4. Select the delivery order for which you want to undo pickup. Click the **Select** icon.
5. Verify that you are undoing pickup for the correct delivery order. Click **Confirm Undo**.

6. Enter your initials and password and click **Login**. Note that a pharmacist’s credentials are required at this stage.

You are about to finalize the undo of a pickup.

This will remove ALL traces of the original pickup.

You should only do this if the original pickup was a MISTAKE.

Do not do this if the patient has already left the store with this order.

Please log in to confirm that you understand the consequences of this action.