McKesson Order Web Service

User Guide

April 2020

TELUS Health

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The McKesson Order Web Service is a simple, streamlined approach to submitting drug orders to McKesson's PharmaClik site. By using the McKesson Order Web Service, your pharmacy's order system communicates directly with McKesson, eliminating the need to manually upload your order files to the PharmaClik web site.

You must have Kroll V10 SP9 or higher in order to use this functionality.
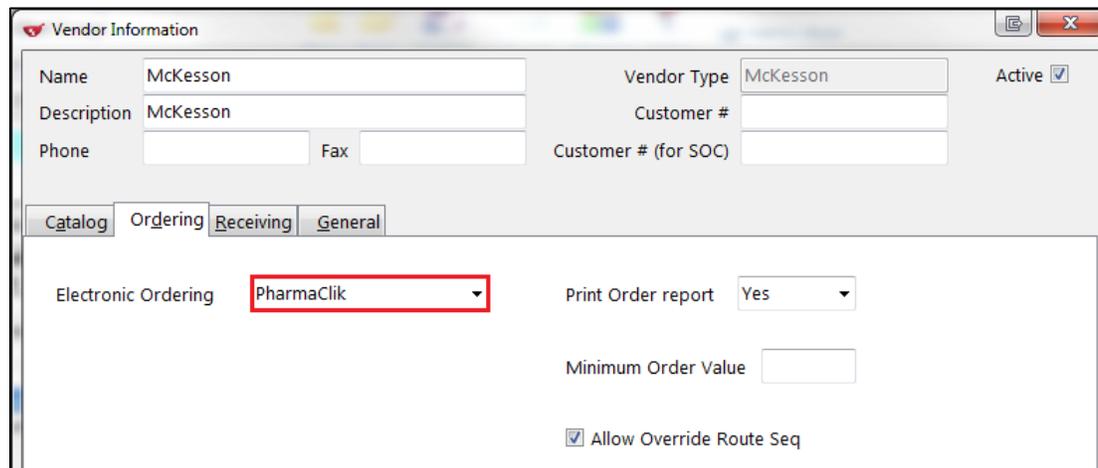
> **NOTE:** The McKesson Order Web Service supports purchase ordering functionality only; receiving functionality will be introduced in a future version. Please see the <u>Vendor Configuration, Ordering, and Receiving</u> user guide for instructions on how to receive drug orders.

Setup

Upon upgrading to the McKesson Order Web Service, you will notice several important changes in the McKesson **Vendor Information** screen (**Utilities** > **Drug Ordering** > **Edit Vendor List** > **McKesson**). Note that these changes are implemented automatically and do not require any user intervention.

- The **Electronic Ordering** field in the **Ordering** tab will be set to **Web Service** instead of **PharmaClik**.

Before:

After:

■ The **Remote Type** field in the **General** tab will be set to **HTTPS**, instead of **Web Interactive**.

Before:

After:

NOTE: A McKesson username and password are required in order to submit drug orders. Enter your username and password in the **Vendor Information** > **General** screen. It is strongly recommended that you enter a valid McKesson username and password upon upgrading to the McKesson Order Web Service. This will ensure you are not prompted for user credentials the first time you create a drug order.

Passwords are valid for 60 days after their creation.

Sending a Drug Order

Manual and automatic drug orders are created using normal procedure. If you are unsure how to create a drug order, see the [Vendor Configuration, Ordering, and Receiving](#) user guide for more information.

1. Click **Place Order** in the **Drug Order Form**.

2. The **McKesson - Create PO** form will appear. Enter a PO number if one has not been assigned by the system and click **Create**.


3. A prompt will appear asking if you want to send the electronic order now. Click **Yes** to send it now or **No** if you want to send it later. If you select **No**, proceed to the next steps when you are ready to send the order.

NOTE: The 'Order file created' prompt no longer appears when sending a drug order.

4. The **Drug Ordering - Communication with McKesson** form will appear, displaying all orders associated with the vendor. Select the order(s) you want to send and click **Send Orders**.
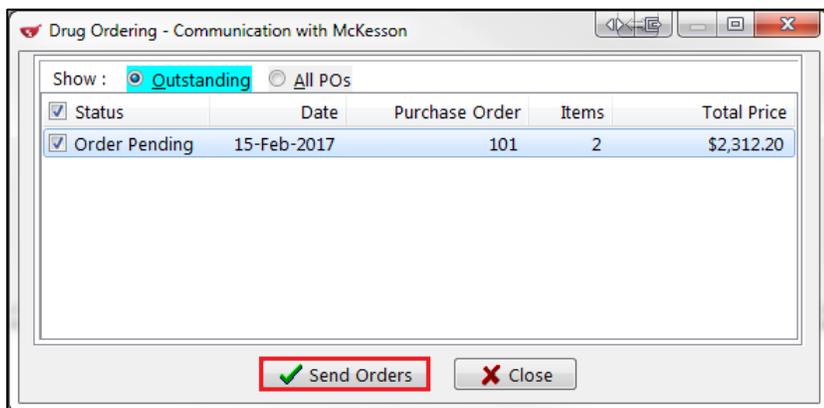

- If you have not already entered your McKesson username and password in the **Vendor Information** screen as was suggested in the [Setup](#) section, you will be prompted for both your remote username and password. Enter these credentials and click **OK**.
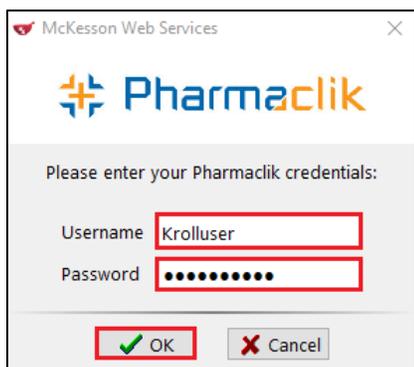

This is a one-time task; you will not be prompted for user credentials when submitting   subsequent orders. If you enter an invalid username or password, the **McKesson Web   Services** prompt will appear again, allowing you to enter your correct credentials.

5. Upon clicking **Send Orders**, Kroll will automatically transmit the order to PharmaClik. A message will appear indicating the purchase order was sent successfully. Click **OK**.
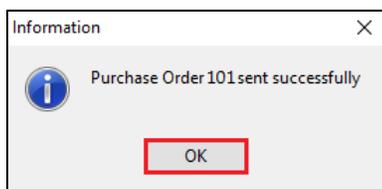
NOTE: If the transmission was not successful (e.g., due to an invalid login or password), an error will appear informing you of the problem. Contact McKesson Customer Service for instructions on how to proceed.
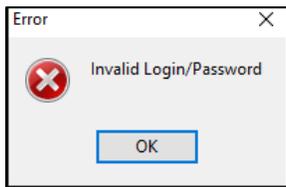
1. A prompt will appear asking if you want to launch Pharmaclik. Select **Yes**.
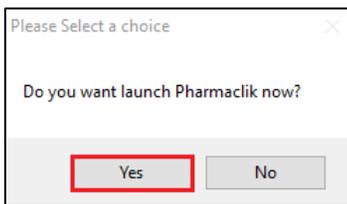
2. The McKesson PharmaClik website will launch. Enter your login credentials and click **Login**.
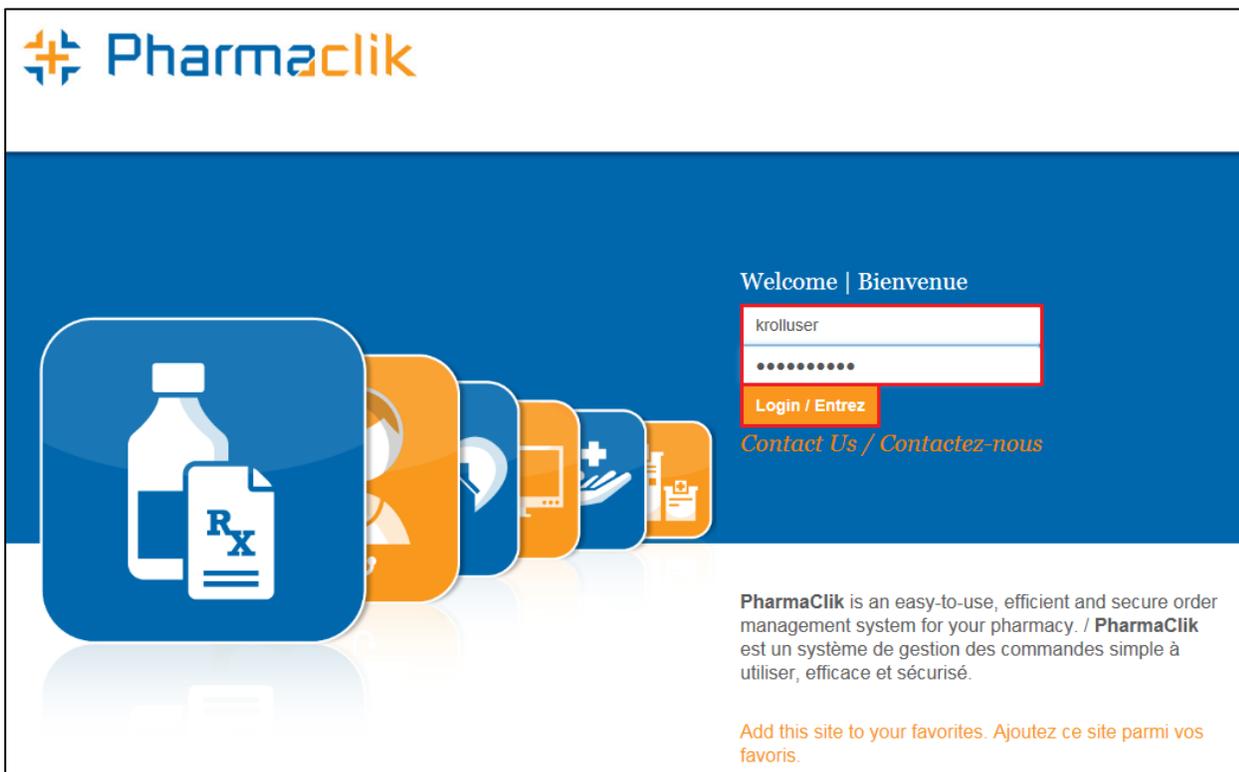
3. Select and finalize the order you just created. If you experience any problems in this process, contact McKesson Customer Service.