



CLIFFORDHALLAMHEALTHCARE

eCOM Installation & Setup Guide

Version 1.1.20

Clifford Hallam Healthcare

17th October 2023

About: eCOM is a windows-based application which processes purchase order files from iPharmacy procurement systems for Clifford Hallam Healthcare (CH2).

The application can be installed on a PC and run locally, processing purchase order files from a nominated file folder. It can also be installed on a server and run as a windows service and process purchase order files from multiple file folders for different CH2 accounts.

eCOM is a Microsoft C# (Win form) application which can be installed on any Windows PC or server. It uses https to communicate to the www.direct.ch2.net.au website via a (RESTful/JSON) API.

eCOM communicates via address <https://api-gateway-ecomm.ch2.net.au> this may need to be added as an exception to the firewall security settings, depending on client network setup.

Documentation for the API can be found at <https://api-gateway-ecomm.ch2.net.au/api/docs> this contains endpoints, methods, payloads and responses for each API.

The downloadable version of eCOM can be run in either 'Test' or 'Production' mode, it can be installed in a test environment and transmit test iPharmacy purchase orders to CH2 test systems.

Downloading the Software

The Microsoft Software Installer file (msi) can be downloaded from the CH2 website: <https://www.ch2.net.au/hospital/about-ecom-ipharma-cy-application>

Click the link at the bottom of the page to download the latest version of the eCOM application.

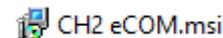
The downloaded file will be named 'CH2 eCOM.msi'

If downloading the file with Google Chrome, security settings may rename the downloaded file with a '.crdownload' extension. Simply rename the downloaded file to 'CH2 eCOM.msi' when the download has completed.

 Unconfirmed 743791.crdownload

Your system administrator may need to provide additional credentials for the network account to allow the application to be installed. Seek advice from the system administrator before installing software.

Installation



Copy the 'CH2 eCOM.msi' application to the computer which requires eCOM to be installed.

To start the installation process, double click on the 'CH2 eCOM.msi' file.

Windows security settings may prevent the file from automatically installing.

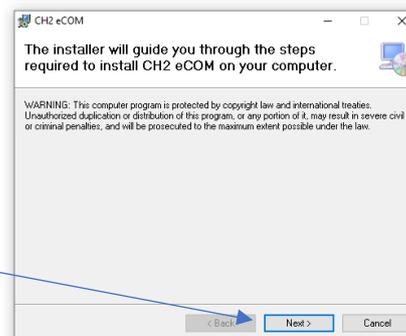
If a warning appears like the one pictured here, click on the 'More Info' link.



Click the 'Run Anyway' button.



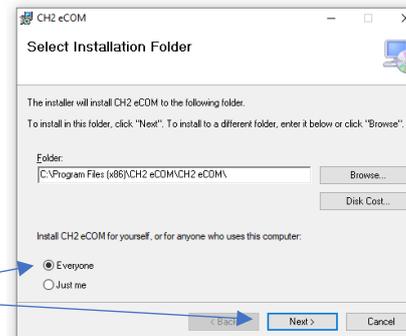
Click the 'Next' button.



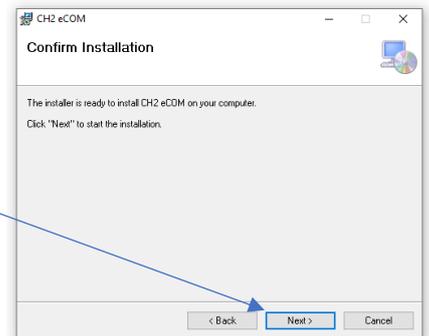
eCOM installation folder will default to:
'C:\Program Files (x86)\CH2 eCOM\CH2 eCOM\
You can change the installation path if required.

It is recommended to change the installation setting so the application can be used by anyone who uses the computer.

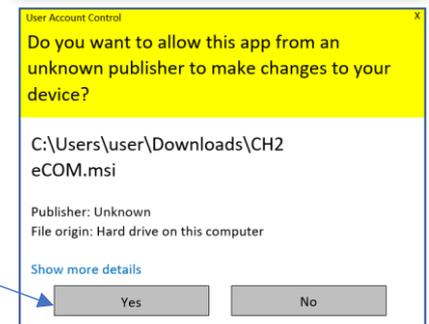
Click the 'Everyone' option, then click the 'Next' button.



If the installation settings have been set up correctly, confirm the settings by clicking the 'Next' button to start the installation process.

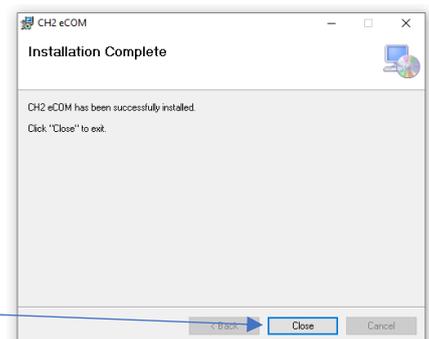


If a warning appears about allowing this application to make changes to your device, click the 'Yes' button to allow the installation to start.



The installation process should only take a few seconds, a confirmation screen should appear "CH2 eCOM has been successfully installed".

Click the 'Close' button.



The installation process should create a 'CH2 eCOM' icon on the desktop.

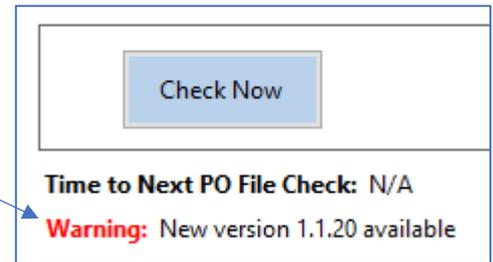


The installation process is complete.

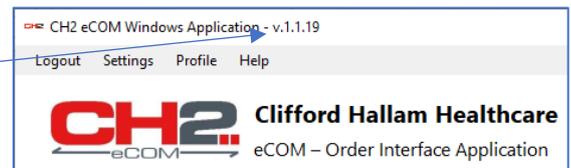
Installing Version Updates

If CH2 releases a new version of the eCOM application, a warning message will appear on the main screen of the eCOM application stating a new version is available.

Older versions of the eCOM application will continue to function, however updating to the latest version is advised to ensure the latest features and bug fixes have been applied.



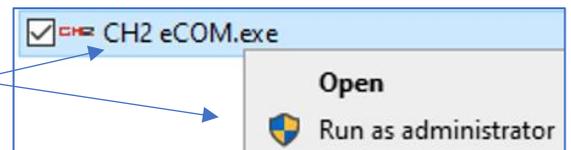
The version currently installed is displayed in the top left corner of the main eCOM screen.



Updating the eCOM version may require an administrator account.

Locate the 'CH2 eCOM.exe' program file on the hard drive. This will be where the eCOM application was installed. The default location is: 'C:\Program Files (x86)\CH2 eCOM\CH2 eCOM'

Right click on the 'CH2 eCOM.exe' file and select the 'Run as administrator' option. This will automatically download the latest version of the eCOM application, follow the installation prompts to complete the upgrade process.



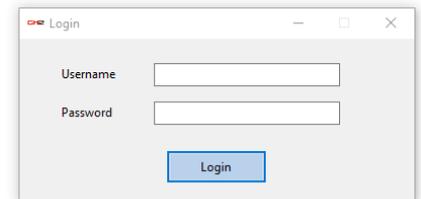
Initial Login

eCOM requires a login id and password. This is provided by CH2. Please contact your CH2 account manager if you require login details for eCOM.

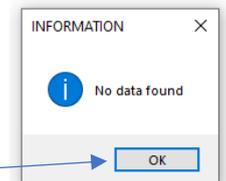
Double click on the 'CH2 eCOM' desktop icon to open the application.



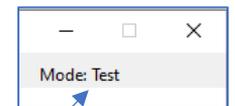
Enter the 'Username' and 'Password' values as supplied by CH2.



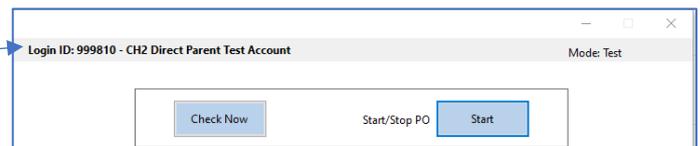
On initial login, a warning may appear stating 'No data found'. This message means no order history can be found for this login ID. It will appear each login until orders have been processed by the eCOM application. Click the 'OK' button to close this screen.



On initial login, eCOM will login to the CH2 test system. The eCOM application can be run in either 'Test' or 'Production' mode. Running the application in 'Test' mode allows for the testing of iPharmacy ordering, orders are sent to the CH2 test systems and are not processed by CH2. The mode the eCOM application is currently running in is noted in the top right-hand corner of the main screen.



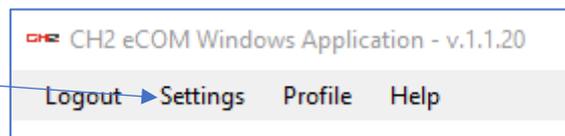
When logged in, the login ID and account name will appear at the top of the main screen.



Settings

The 'Settings' screen allows for the configuration of the eCOM application. This screen can only be accessed when eCOM is logged in.

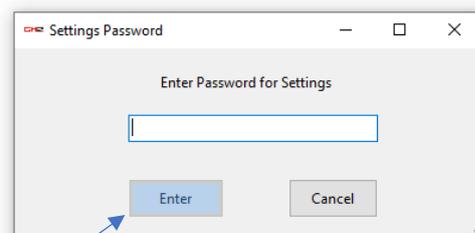
Click on the 'Settings' option from the top left menu on the main screen.



The settings screen is password protected, preventing accidental or unauthorised access to this screen.

The password is the current date in 'YYDDMM' format.

Example: If the current date is 18/10/2023, the password on this day would be '231810'.



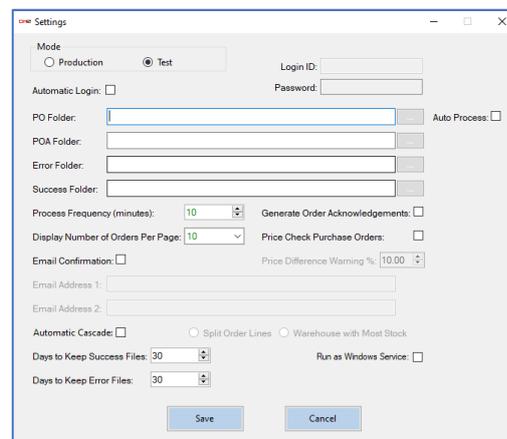
Click the 'Enter' button once the password has been entered.

The settings screen will appear as per this example.

Use this screen to set up the login preferences, location of the iPharmacy files and preferences for how orders are processed.

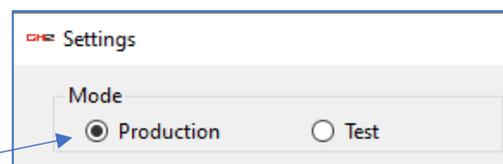
Following pages will explain each of the fields in detail.

When the settings have been entered, click the 'Save' button to save the settings and exit to the main screen.

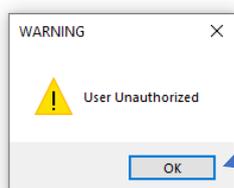
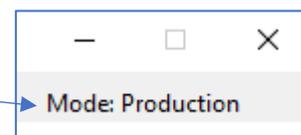


The eCOM application can be run in either 'Test' or 'Production' mode. The mode is selected in the top left of the settings screen.

When setting up eCOM to run in production mode, select the 'Production' option.



The mode eCOM is running in is displayed on the top right of the main screen.

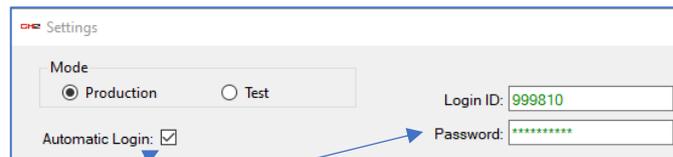


When changing the mode, a 'User Unauthorised' warning message will appear after saving the settings.

Click the 'OK' button, you will need to login again to confirm the change of mode.

eCOM can be set to automatically login when the desktop icon is double clicked.

This saves from having to enter username and password each time eCOM is opened.



Clicking the 'Automatic Login' check box will allow the login id and password to be entered. When these settings are saved, eCOM will automatically login using these credentials each time the eCOM is opened.

The location of the iPharmacy files is set in the following fields.

PO Folder:	<input type="text" value="C:\CH2ECOM\PO Files"/>	...	Auto Process: <input type="checkbox"/>
POA Folder:	<input type="text" value="C:\CH2ECOM\POA"/>	...	
Error Folder:	<input type="text" value="C:\CH2ECOM>Error Files"/>	...	
Success Folder:	<input type="text" value="C:\CH2ECOM\Success"/>	...	

- **PO Folder** – is the folder where iPharmacy places the purchase order files which are to be transmitted to CH2. This can be a shared network folder or a local folder on the computer.
- **POA Folder** – is the folder where the eCOM application will place the purchase order acknowledgment files (POA) which will be processed by the iPharmacy application. This can be a shared network folder or a local folder on the computer.
- **Error Folder** – is the folder where eCOM will place any iPharmacy purchase order files which have errored and failed to be processed. This can be a shared network folder or a local folder on the computer.
- **Success Folder** – is the folder where eCOM will place any iPharmacy purchase order files which have successfully processed. This can be a shared network folder or a local folder on the computer.

The user must have read/write access to any of the folders set in these fields.

The 'Auto Process' option sets the eCOM application to automatically start processing iPharmacy purchase order files from the 'PO Folder' when the application is logged in.

Auto Process:

Process Frequency (minutes):

'Process Frequency' is the number of minutes the eCOM application will check 'PO Folder' for iPharmacy purchase order files. The default setting is ten minutes, this can be set to a minimum of one minute if required.

Generate Order Acknowledgements:

'Generate Order Acknowledgements' option should be selected if POA files are required for iPharmacy. If selected, eCOM will generate a POA file for every purchase order file processed. The POA file will be copied to the nominated folder in the 'POA Folder' field.

Display Number of Orders Per Page: 10

'Display Number of Orders Per Page' controls the number of orders displayed per page on the 'Order History' section on the main screen. The default setting is 10. This setting allows for 10, 20, 30, 40 for 50 orders per page.

Orders on the 'Order History' section are listed by date & time in descending order, with the most recent orders listed at the top of the page.

Price Check Purchase Orders:

Price Difference Warning %: 10.00

eCOM can be set to automatically reject any purchase order lines if the unit price from CH2 is different from a selected percentage to the price in the iPharmacy purchase order file.

If the 'Price Check Purchase Orders' option is not checked, no price checking for purchase orders is done. All orders will be processed regardless of the price difference.

If the 'Price Check Purchase Orders' option is checked, a 'Price Difference' percentage needs to be nominated. If the CH2 price variance is greater or less than the nominated percentage, the purchase order line will be automatically rejected with a price difference warning.

Email Confirmation:

Email Address 1:

Email Address 2:

eCOM can automatically email order confirmations after each purchase order file has been processed. The email details each line of the purchase order, with the original purchase order details from iPharmacy and the price and status of each item from CH2.

Order confirmations can be activated by selecting the 'Email Confirmation' option, you can nominate up to two email address to send the confirmation emails to.

The settings screen will not allow incorrectly formatted email addresses to be entered. Email addresses must be entered without spaces and <name tags>. Only one email address can be entered in each of the address fields.

Automatic Cascade: Split Order Lines Warehouse with Most Stock

If processing orders for child accounts which support automatic cascading with CH2, the 'Automatic Cascade' option must be selected.

The way orders are cascaded can be selected by either the 'Split Order Lines' or 'Warehouse with Most Stock' option.

- **Split Order Lines** – This option will create separate orders for items which have incomplete quantities available at the default branch. All available stock will be sourced from the default branch and the remaining quantity will be sourced from the nominated cascade branch if available.
- **Warehouse with Most Stock** – This option will source the total quantity of stock from the nominated cascade branch if the total quantity is available. Select this option if it is preferred to not have quantities for items shipped in multiple deliveries where possible.

Cascading will only work for child accounts which have been activated for cascading by CH2. Speak with your CH2 account manager if you have any questions about cascading settings for your accounts.

Days to Keep Success Files: 30
Days to Keep Error Files: 30

eCOM will automatically remove successful and error purchase order files from the 'PO Folder' and 'Error Folder' after a nominated number of days. Each time the eCOM application is opened it will check these folders and automatically delete any files which are older than the nominated number of days.

The default setting for both folders is 30 days.

Run as Windows Service:

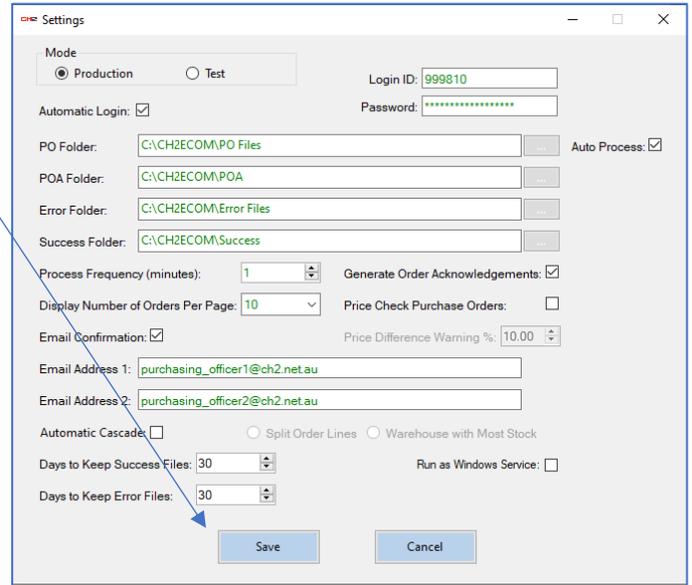
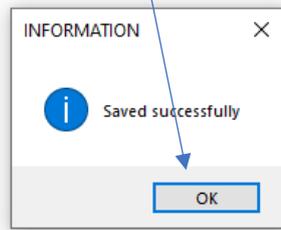
If installing eCOM on a server and running as a windows service, select the 'Run as Windows Service' option. eCOM will run on the server as a windows service and automatically process purchase order and acknowledgement files without a user interface.

A separate document will be available for setting up eCOM to run as a windows service.

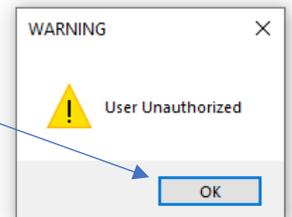
Do not select this option if installing eCOM on a users' computer or laptop.

When all the settings fields have been completed, click the 'Save' button at the bottom of the screen.

A 'Saved successfully' message should appear. Click the 'OK' button to start using the eCOM application.

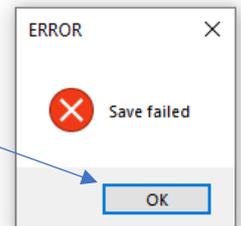


If changing modes (test or production) you will see a 'User Unauthorised' warning message appear. Click the 'OK' button to clear this screen, you will need to manually login to eCOM for the new settings to take effect.



If a 'Save failed' message appears when saving the settings screen, this means there are invalid values in one or more of the settings options.

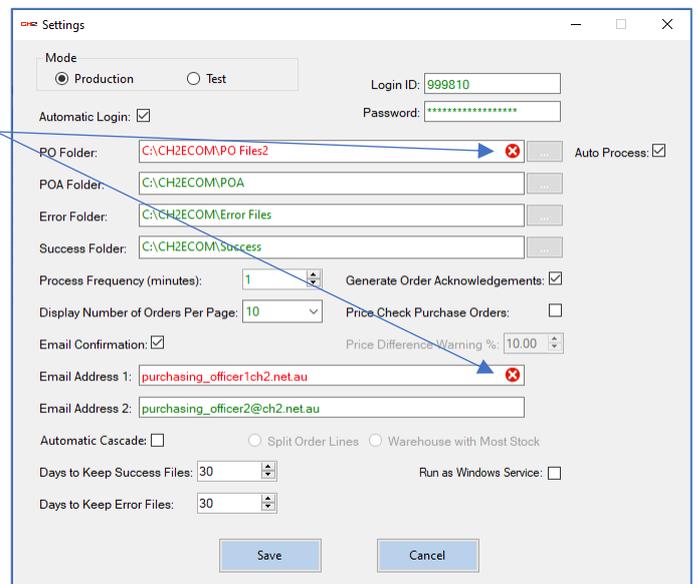
Click the 'OK' button to return to the settings screen to correct any issues.



Fields which contain errors are flagged with a red dot and white cross.

Common errors are invalid folder names and incorrectly formatted email addresses.

Correct any issues and click the 'Save' button.



Main Screen Layout

The main eCOM screen is as pictured below.

The screenshot shows the eCOM main screen with the following components:

- Settings summary:** A box containing:
 - Settings
 - PO Process Frequency: 1 (minutes)
 - Generate POA: Yes
 - Email Confirmation: Yes
- PO file processing controls:** A box containing:
 - Check Now button
 - Start/Stop PO button
 - Stop button
 - Time to Next PO File Check: 0.32
- Order history list:** A table with columns: ID, Cart ID, Order Reference, Order Date, Order Time, Order Value, Account, Account Name, Account Address, Suburb, CH2 Processed, Line Count, Backorder Line Count, Rejected Line Count.
- Order history page navigation:** A box containing: << < 1 of 3 >>

The 'Settings' summary displays the operational options from the settings screen.

- **PO Process Frequency** – is how often eCOM will check the PO folder for new purchase order files from iPharmacy.
- **Generate POA** – is if the 'Generate Order Acknowledgement' option has been enabled.
- **Email Confirmation** – is if the 'Email Confirmation' option has been enabled.

Settings

PO Process Frequency: 1 (minutes)

Generate POA: Yes

Email Confirmation: Yes

The 'Start/Stop PO' button indicates if eCOM is actively polling the PO folder and processing orders.

If the 'Auto Process' option is enabled on the settings screen, eCOM will automatically start processing when opened. Click the 'Stop' button if you wish eCOM to stop processing PO files.

Start/Stop PO Stop

If eCOM is processing PO files, a countdown clock is activated under the 'Check Now' button, this indicates the time until the next time the PO folder is checked.

Check Now

Time to Next PO File Check: 0.25

You can click the 'Check Now' button if you want to immediately process any purchase order files which may be in the PO folder. The countdown clock will reset if the 'Check Now' button is selected.

eCOM Installation & Setup Guide

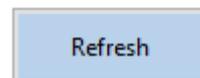
The order history section will display a list of purchase orders processed by eCOM and submitted to CH2.

The most recent order is displayed at the top of the screen. When an order is processed, the order history section will automatically refresh.

ID	Cart ID	Order Reference	Order Date	Order Time	Order Value	Account	Account Name	Account Address	Suburb	CH2 Processed	Line Count	Backorder Line Count	Rejected Line Count
3790186	4452146	13355	03/10/2023	21:15	\$2,000.25	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	1	1	0
3790185	4452145	13355	03/10/2023	21:14	\$2,000.25	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	1	1	0
3790167	4452107	73920	26/09/2023	20:08	\$5,384.49	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	2	5
3790166	4452106	73920	26/09/2023	20:08	\$5,384.49	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	2	5
3790165	4452105	73920	26/09/2023	14:35	\$5,384.49	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	2	5
3790164	4452104	73920	26/09/2023	14:22	\$5,384.49	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	2	5
3790155	4452064	73920	07/09/2023	13:43	\$6,000.58	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	3	4
3790154	4452063	73920	07/09/2023	13:42	\$6,000.58	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	3	4
3790153	4452060	73920	06/09/2023	19:44	\$6,000.58	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	3	4
3790152	4452059	73920	06/09/2023	19:43	\$6,000.58	999001	Public Hospital Test - Pharmacy Level 1	17 Hudson Court	Keysborough	Yes	27	3	4

If orders are processed by another instance of eCOM running in the same network, orders will not be automatically refreshed in the order history list.

Clicking the 'Refresh' button at anytime will update the list of processed orders in the order history list.



The order history list details the time and date the order was processed, the iPharmacy order reference, total order value, CH2 Child account number and account name & address.

The last four columns detail the results of the order process.

- **CH2 Processed** – flags if an order was successfully processed = 'Yes'
- **Line Count** – is the number of lines on the iPharmacy purchase order file
- **Backorder Line Count** – is the number of lines which have been placed on backorder
- **Rejected Line Count** – is the number of lines which have been removed from the order.

CH2 Processed	Line Count	Backorder Line Count	Rejected Line Count
Yes	1	1	0
Yes	1	1	0
Yes	27	2	5

Double clicking on any of the order records will display the details for that order in a separate window.

Line No	Order No	Item Code	Qty	Description	UOM	Supplier Code	Shipping Branch	Unit Price	Tax	Status	Message	Order Qty	Original Price	Your Item Code
0	3790167	1	0		QT		330 - Sydney	151.1000	0.0000	Rejected	REJECTED: INVALID ITEM CODE	4	141.2600	712298
0	3790167	1	0		QT		330 - Sydney	51.1439	0.0000	Rejected	REJECTED: INVALID ITEM CODE	5	56.2500	712291
0	3790167	1	0		QT		330 - Sydney	0.0000	0.0000	Rejected	REJECTED: INVALID ITEM CODE	5	144.8700	712288
0	3790167	1	0		QT		330 - Sydney	95.8200	0.0000	Rejected	REJECTED: INVALID ITEM CODE	4	102.8800	712305
1	3790167	1022659	6	CANESTEN 6 DAY CREAM 1% 35G	EA	80620136	330 - Sydney	17.3209	1.7321	Backorder	BACKORDER:NO STOCK AVAIL	6	15.6800	712313
2	3790167	1064097	4	FUNGILIN ORAL POLYANGE 10MG BOTTLE PACK 20	PK	AP-015434	330 - Sydney	4.3700	0.4370	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:2000.0 UOM:PK QTY: 4	4	4.5800	712296
3	3790167	1293372	5	MARCAIN PLAIN POLYAMP 0.5% 20ML PACK 5	PK	AS-07597	330 - Sydney	55.4000	5.5400	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:3000.0 UOM:PK QTY: 5	5	23.4300	712292
4	3790167	1301086	4	MARCAIN EPIDURAL INF 0.25% 100ML PACK 5	PK	AS-07655	330 - Sydney	166.5000	16.6500	Backorder	BACKORDER:NO STOCK AVAIL	4	181.8300	712299
5	3790167	1575653	4	AMOXIL PAED DROP 100MG/ML 20ML	EA	AS-07486	330 - Sydney	6.8500	0.6850	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:5000.0 UOM:EA QTY: 4	4	4.5300	712294
6	3790167	1575906	4	CLOPINE TAB 100MG BLISTER PACK 100	PK	M8486A001	330 - Sydney	121.1900	12.1190	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:6000.0 UOM:PK QTY: 4	4	75.8800	712295
7	3790167	1586672	6	NEORAL CAP 25MG PACK 30	PK	150738	330 - Sydney	28.8600	2.8860	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:7000.0 UOM:PK QTY: 6	6	35.4400	712309
8	3790167	1591746	6	SYMBICORT TURBUHALER 200MCG 6MCG 120 DOSE	EA	7004830	330 - Sydney	24.0100	2.4010	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:8000.0 UOM:EA QTY: 5	5	32.6600	712315
9	3790167	1674841	5	ZITHROMAX SUSP PWD 200MG/5ML 15ML HDPE BOTTLE	EA	08040615	330 - Sydney	12.4400	1.2440	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:9000.0 UOM:EA QTY: 5	5	13.3500	712290
10	3790167	1674921	4	CILIOQUIN EYE DROP 0.3% 5ML	EA	795912	330 - Sydney	9.5900	0.9590	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:10000.0 UOM:EA QTY: 4	4	9.8100	712302
11	3790167	1764897	6	BALANCED SALT SOLIN IRRIG 15ML SINGLE UNIT DOWS	EA	0003510150	330 - Sydney	5.8000	0.5800	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:11000.0 UOM:EA QTY: 6	6	5.8300	712311
12	3790167	1955417	6	BISPRO TAB 5MG BLISTER PACK 28	PK	400008313	330 - Sydney	6.5800	0.6580	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:12000.0 UOM:PK QTY: 6	6	7.0600	712310
13	3790167	1957690	4	ATROPINE INJ AMP BP 600MCG/1ML PFIZER PACK 10	PK	1180584	330 - Sydney	11.6700	1.1670	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:13000.0 UOM:PK QTY: 4	4	12.5300	712306
14	3790167	2058661	4	ADESAN TAB 16MG BLISTER PACK 30	PK	400008233	330 - Sydney	4.1300	0.4130	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:14000.0 UOM:PK QTY: 4	4	4.4300	712307
15	3790167	2071443	6	SYMBICORT RAPHAHALER 50/3MCG 120 DOSE	EA	7004835	330 - Sydney	13.7500	1.3750	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:15000.0 UOM:EA QTY: 6	6	17.7800	712314

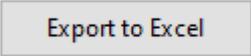
Rejected lines with invalid CH2 codes will appear at the top of the list.

The message field will provide details of the status for each line.

Clicking the column headings will sort the list of items by that column.

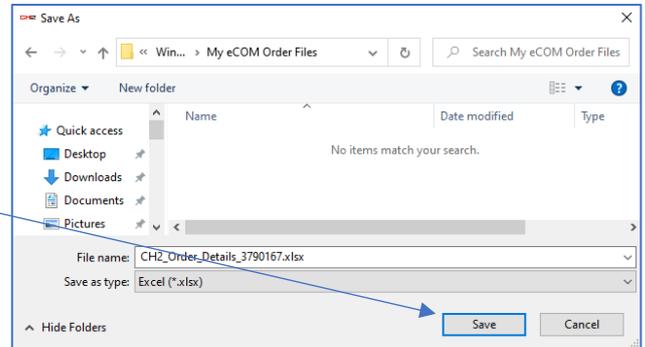
Exporting Order Details to Excel

Order details can be exported to a Microsoft Excel (.xlsx) file by clicking the 'Export to Excel' button at the bottom of the order detail screen.



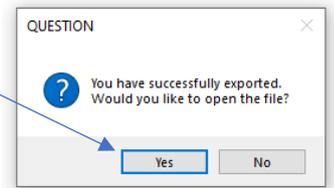
A 'Save As' screen will appear; you can navigate to the folder you wish to save the Excel file and name the order file as required.

Click the 'Save' button to complete the export to Excel process.



When the file has been exported, eCOM will prompt if you would like to open the Excel file. Click the 'Yes' button to open the file in Excel.

Note: Microsoft Excel needs to be installed on the computer to be able to open the Excel file.

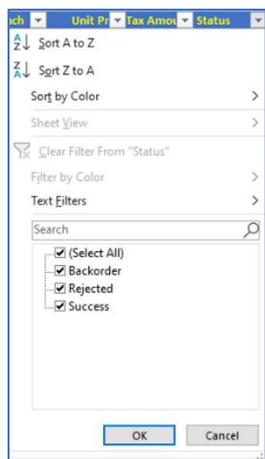


The order details will appear in Excel as per the example below.

Line Number	Item Code	Quantity	Description	UOM	Supplier Code	Shipping Branch	Unit Price	Tax Amount	Status	Message	Qty Request	Signal Qty	Our Product Code	Your Qty	Req Sch
0	1	0		QT	330 - Sydney		139.9000	0.0000	Rejected	REJECTED: INVALID ITEM CODE	0	141.2650			
0	1	0		QT	330 - Sydney		151.1000	0.0000	Rejected	REJECTED: INVALID ITEM CODE	0	152.6100			
0	1	0		QT	330 - Sydney		51.1439	0.0000	Rejected	REJECTED: INVALID ITEM CODE	0	56.2500			
0	1	0		QT	330 - Sydney		0.0000	0.0000	Rejected	REJECTED: INVALID ITEM CODE	0	144.8700			
0	1	0		QT	330 - Sydney		95.8200	0.0000	Rejected	REJECTED: INVALID ITEM CODE	0	102.8800			
1	1022659	6	CANESTEN 6 DAY CREAM 1% 35G	EA	80620136 330 - Sydney		17.3209	1.7321	Backorder	BACKORDER:NO STOCK AVAIL	6	15.6800	712313	QT	3
2	1064097	4	FUNGILIN ORAL LOZENGE 10MG BOTTLE PACK 20	PK	AP-015434 330 - Sydney		4.3700	0.4370	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:2000.0 UOM:PK QTY: 4	4	4.5800	712296	QT	4
3	1293372	5	MARCAIN PLAIN POWDAMP 0.5% 20ML PACK 5	PK	AS-07597 330 - Sydney		55.4000	5.5400	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:3000.0 UOM:PK QTY: 5	5	23.4300	712292	QT	4
4	1301086	4	MARCAIN EPIDURAL INF 0.25% 100ML PACK 5	PK	AS-07655 330 - Sydney		166.5000	16.6500	Backorder	BACKORDER:NO STOCK AVAIL	4	181.8300	712259	QT	4
5	1575653	4	AMOXIL PAED DROP 100MG/ML 20ML	EA	AS-07486 330 - Sydney		6.8500	0.6850	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:5000.0 UOM:EA QTY: 4	4	4.5300	712294	QT	4
6	1575906	4	CLOPINE TAB 100MG BLISTER PACK 100	PK	M8486A001 330 - Sydney		121.1900	12.1190	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:6000.0 UOM:PK QTY: 4	4	75.8800	712295	QT	4
7	1586672	6	NEORAL CAP 25MG PACK 30	PK	150738 330 - Sydney		28.8600	2.8860	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:7000.0 UOM:PK QTY: 6	6	35.4400	712309	QT	4
8	1591746	6	SYMBICORT TURBUHALER 200MCG 6MCG 120 DOSE	EA	7004830 330 - Sydney		24.0100	2.4010	Success	SUCCESS: SZEDOC: 12271753.0 SZEDLN:8000.0 UOM:EA QTY: 6	6	32.6600	712315	QT	4

Details from the iPharmacy order file and order line count and values are listed at the top of the file.

Details of each item on the order file are listed in the order detail section.



Each of the detail columns has a data filter function automatically applied.

Any of the columns can be filtered, making it easier to locate selected data in large order files.

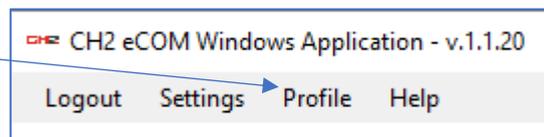
Left: an example of the filter which can be activated on the 'Status' column.

Profile Settings

eCOM can process iPharmacy orders for multiple accounts. If eCOM is logged in as a parent account, it will automatically process any iPharmacy orders for the child accounts. All orders processed for the child accounts will appear in the 'Order History' list.

If eCOM is logged in as a child account, it will only process iPharmacy orders for that child account.

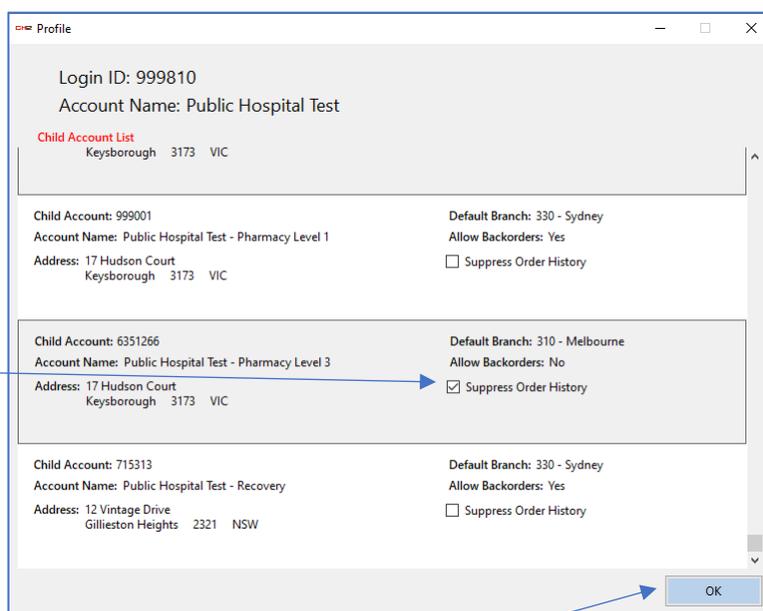
To view a list of accounts eCOM will process orders for, click on the 'Profile' option from the main screen menu.



A list of accounts eCOM is processing iPharmacy for will be listed.

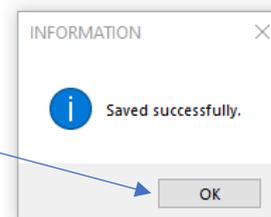
Accounts are listed in account name order.

You can remove selected accounts from your 'Order History' feed by selected the 'Suppress Order History' option for the account you do not wish to see. This will not stop eCOM from process iPharmacy purchase orders for these accounts.



When you have made your changes to the 'Profile' screen, click the 'OK' button to save the changes.

A confirmation message will appear stating the changes have been 'Saved successfully'. Click the 'OK' button to return to the main screen.



Processing iPharmacy Purchase Order Files

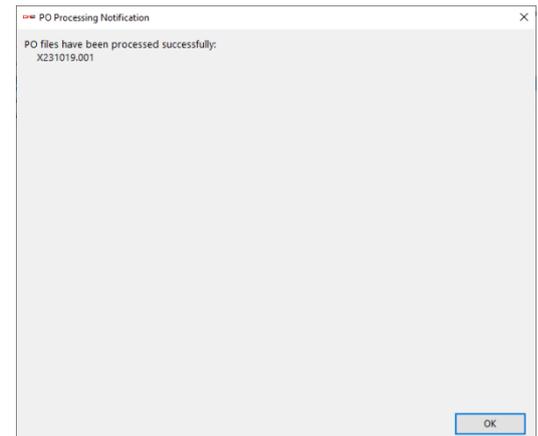
eCOM will automatically process iPharmacy purchase order files from the nominated 'PO Folder'. When the PO process is running it will check every nominated minute(s) interval when the countdown clock reaches zero or the 'Check Now' button is clicked.

eCOM will remove the purchase order file from the 'PO Folder', process the order and create a copy of the purchase order file in either the 'Success' or 'Error' folder depending on the results of the order being processed.

When an order has been processed, a message will appear on screen detailing the file name of the purchase order file and if the file was successful or rejected.

Click the 'OK' button to close this screen.

The details of processed purchase order files will be displayed in the 'Order History' section of the main screen. The order history list will automatically refresh when a purchase order file is processed.



The order detail screen will list each item on the order with a status for each line. Status codes are:

- Success
- Backorder
- Rejected

A message field will provide further details into any issues found with an item. Some of the common messages are:

- **Rejected: Invalid Item Code** – The CH2 code provided cannot be found on the database and may be incorrect or the item code contains invalid characters
- **Rejected: Product Not at Branch** – The CH2 code provided is not listed at the default warehouse for the account ordering the item
- **Rejected: Not Enough Stock at Branch** – The account does not accept backorders and there is insufficient stock available for the item
- **PartOrder** – The quantity was only partially accepted due to insufficient stock availability
- **Backorder: Partial Stock** – The quantity was fully accepted however not all of the quantity requested is available with part of the quantity going to backorder
- **Backorder: No Stock Available** – No stock was available for the item; the full quantity ordered has been placed on backorder

Confirmation Email

If the 'Confirmation Email' option has been selected on the settings screen, an email will be sent to the nominated email addresses each time eCOM processes a purchase order file.

The email will be sent from `hospital@ch2.net.au`

The subject will contain the account name and number, the iPharmacy order reference and message about the outcome of the order (successful or rejected) and if the order contains backordered lines.

Details about the order file are contained in the body of the email, the file name, date & time, number of lines on the order and number of lines backordered and rejected.

Each line from the order is then listed, this includes the item code, description and part number, quantity available at CH2, the shipping branch, status of the line, the CH2 price and the original price from the iPharmacy order.

From: hospital@ch2.net.au <hospital@ch2.net.au>
Sent: Thursday, 19 October 2023 11:22 AM
To: <purchasing_officer1@ch2.net.au>
Subject: CH2 Order for 999001 Public Hospital Test – Pharmacy Level 1 Ref 110837 Successful with Backorders

Clifford Hallam Healthcare Order Confirmation

Thank you for your order!

Please review the details of your order below:

- CH2 Order ID: 3790206
- Account: 999001
- Account Name: Public Hospital Test – Pharmacy Level 1]
- Order Date: 19-10-2023 11:21:29
- Filename: X231019.001
- Your Reference: 110837
- Number of Lines: 49
- Number of Backorder Lines: 7
- Number of Rejected Lines: 0
 - Line: 1
 - Item: 1113097 - RESPRIM FORTE TAB 800MG/160MG
 - Your Product Code: 708960
 - Supplier Part Number: 400009079
 - Order Quantity: 1 Available: 1
 - Shipping Branch: 330 - Sydney
 - Comment: SUCCESS
 - UOM: PK - Your UOM: QT
 - Unit Price ex GST: 2.6900 Your Original Price: 52.3600
 - GST Amount: .2690
- Line: 38
- Item: 2445927 - MEROPENEM GH INJ PWD 1000MG
- Your Product Code: 708962
- Supplier Part Number: 9903304
- Order Quantity: 1 Available: 1
- Shipping Branch: 330 - Sydney
- Comment: BACKORDER
- UOM: PK - Your UOM: QT
- Unit Price ex GST: 38.9900 Your Original Price: 42.8900
- GST Amount: 3.8990
- Line: 44
- Item: 1 - Invalid Item Code 252934
- Your Product Code: 708935
- Supplier Part Number:
- Order Quantity: 0 Available: 0
- Shipping Branch: 330 - Sydney
- Comment: REJECTED: INVALID ITEM CODE
- UOM: QT - Your UOM: QT
- Unit Price ex GST: .0000 Your Original Price: 58.2900
- GST Amount: .0000