



Minfos 5.12.2

Release Notes

June 2020

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Enhancements

Dispense

ePrescriptions

The Australian Government now recognises electronic prescriptions (ePrescriptions) as a legal method to access medication.

Patients can choose whether to receive a paper-based or electronic prescription from the prescriber. Their ePrescription 'token' can be presented to your pharmacy on the patient's mobile phone, forwarded to you via email, SMS or a third party request.

Please read the [ePrescriptions guide](#) for full instructions on **ePrescribing** including:

- Dispense an eScript;
- Print a token from the patient's mobile;
- Reissue a token to a patient when they have misplaced it;
- Receive an owing eScript; and
- Troubleshooting and FAQs.

ePrescription token overview

An ePrescription token is a unique QR barcode provided to the patient by the prescriber via either SMS, email or it can be printed.

The patient will then present the token to the pharmacy in person (on either a mobile device or the printed version), forward it to the pharmacy via SMS or email or request it through third party software (for example a customer medication app).

If a customer presents a token on their mobile

1. Pharmacies that forward/direct dispense, can simply scan the token directly from the mobile device into the **Surname** field on the dispense form.
2. Stores that have 'script in' counters, can use the **Scan Token** feature from the **Minfos Till**. This allows the staff member to print the token/s from the patient's mobile device. The printed token can then be put into the script basket.

How eScripts display on the dispense form

When an eScript is downloaded from the PDS the **Dispense Form** populates to support dispensing an electronic prescription.

The screenshot displays the Dispense Form software interface. At the top, patient information is shown: Surname MARK ROHAN (18 yrs 11 mths), 12/06/01, M/C 3950 62858 1 1, Type R.Gold Repatriation, SN \$ 39.60, Con. 39.60. Rx Date 27/04/2020, Hosp. NX223456, Z.Dis.Date 14/05/2020. Drug APO-CANDESARTAN TAB 16MG, C.A.L.s 11.12+.16+S4, 1 SDH, Max Qty 30, Max Rept 5. Directions 1 twice a day Same as - CANDESARTAN-GH. Doctor 3575376 GEORGE BEST. Rx Type 0 N.H.S. with an eScript button. Qty 30, Repeats 5, Times Disp. 5, Price 0.00, GP% 78.99. A table lists prescriptions with columns for Dis.Date, Qty, and Drug / Sigs. An eScript Details window is open, showing prescriber information for George Best and patient information for MARK ROHAN. A 'Copy of Original eScript' window is also visible, displaying the prescription details as entered into the prescriber's software.

Dis.Date	Qty	Drug / Sigs
06/05/20	50	COUMADIN-LIGHT-TAN pm
06/05/20	20	APO-AMOXICYCLIN CAP 1 tds Same as - AMOXIL
06/05/20	30	CRESTOR TAB 10MG 1 n
06/05/20	20	QXYCODONE-ASPEN TA Take ONE tablet every FO
06/05/20	60	ELIQUIS TAB 2.5MG 1 twice a day

PBS	Customer Name	Script No.	Disp. D.
Mk	MCKAY Laura, Ms	005084	08/05/20
Mk	MCKAY Laura, Ms	005083	08/05/20
Mk	MCKAY Laura, Ms	005082	08/05/20
Mk	ROHAN Mark	005068	06/05/20
Mk	ROHAN Mark	005066	06/05/20
Mk	ROHAN Mark	005064	06/05/20
Mk	ROHAN Mark	005063	06/05/20
Mk	ROHAN Mark	005062	06/05/20
Mk	MCKAY Laura, Ms	005013	01/05/20

The **Dispense Form** displays the:

- eScript Details** window – refer the [eScript Details](#) section of this guide.
- eScript** button. This replaces the **Owing** check box, which is not available when dispensing an eScript.

eScript Details screen

The **eScript Details** screen displays the downloaded details of the prescription. It is the electronic equivalent of the paper original script and, if dispensing a repeat supply, the Repeat Authorisation form.

Copy of Original eScript

This displays the prescription information as entered into the prescriber's software.

eScript Details - Active

[Copy of Original eScript](#)

a George Best
112 Trenerry Crescent
Level 2
Canberra ACT 2601
Ph: 12341234 Fax:
Prescriber no. 3575376

b Medicare no. 3950 62858 1 1 DOB 2001-06-12
Pharmaceutical benefits NX223456 Gold
entitlement no.
Name MARK ROHAN
Address 39 Crawley RD
Unit 2
RIPPLESIDE VIC 3215

c Date 2020-04-27 CTG CTG11K
PBS Code 8297Q Brand substitution not permitted
Candesartan GH 16mg
Tablet-candesartan
1 twice a day
Quantity 30 5 rpts

d Supply / Annotations
Doctor's Dose 3 mg with waterDose 3 mg with waterDose 3 mg with water

Key information:

- Doctors details.
- Patient details.
- Script details including the script date, drug information, directions, quantity, repeats and any streamline or authority numbers if applicable.
- Recorded Annotations. If multiple annotations are recorded against the script, use the scroll bar to scroll through the list. The supply number indicates which supply the annotation was recorded against. For an original eScript, there will only be the prescriber's annotation available.

Copy of Repeat Authorisation

When dispensing a repeat eScript, the **eScript Details** window will populate with a **Copy of Repeat Authorisation** and a **Copy of Original eScript**.

The focus will be on the **Copy of Repeat Authorisation**.

eScript Details

[Copy of Original eScript](#) [Copy of Repeat Authorisation](#)

a Patient's Medicare no. 39506285811 Expiry date CTG
Entitlement no. NX223456 GOLD DOB 2001-06-12
Name MARK ROHAN
Address 39 CRAWLEY RD S1
RIPPLESIDE VIC 3215

b Last dispensed 2020-04-30 PBS info 8297Q / AP
30 ATACAND 16MG
TAB - CANDESARTAN
Take ONE tablet twice a day. change for supply 2.
Original script no 004302 Original PBS approval no. 9999F
No. of repeats authorised 5 No. of times already dispensed 2

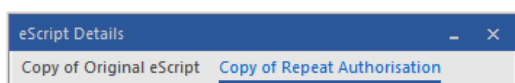
c Pharmacy PBS approval no 9999F Repeat prepared 2020-04-30
ZZZ - LAND
CHELTENHAM VIC 3192
PH:0 FX:

d Supply / Annotations
Doctor's Dose 3 mg with waterDose 3 mg with waterDose 3 mg with water
1st annotations for supply 1

Key information:

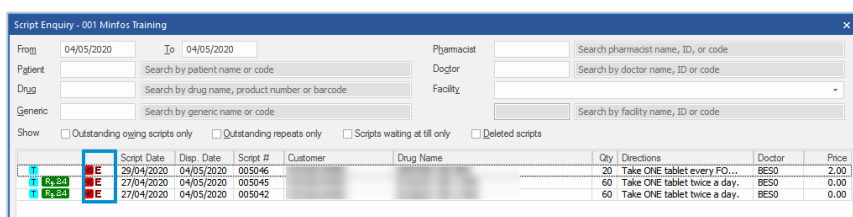
- a. Patient details.
- b. Script details including the script date, drug information, directions, quantity, repeats and any streamline or authority numbers if applicable, as well as the Original script information from the previous pharmacy.
- c. Previous pharmacy information.
- d. Recorded Annotations. If multiple annotations are recorded against the script, use the scroll bar to scroll through the list. The supply number indicates which supply the annotation was recorded against.

To change view between the repeat and the original script details click **Copy of Original eScript** tab at the top of the form or use the arrow keys.



Identify an eScript in Minfos

From the **Dispense Form**, the **Script Enquiry** window and **Edit Claim** window, any prescription with the **E** icon, indicates it is an eScript.

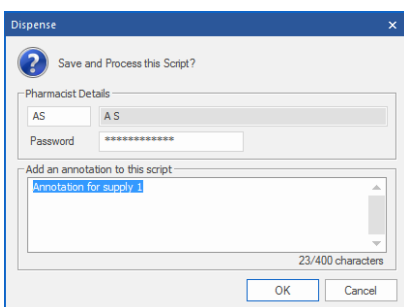


Annotations

An annotation can be recorded against each supply of the prescription. These are saved against the eScript and can be viewed by subsequent dispensers of the script. Electronic annotations replace the process of handwriting on the paper prescription.

To add an annotation:

1. On the **Dispense** window at the end of the dispensing process, enter a note into the **Add an annotation to this script** section.

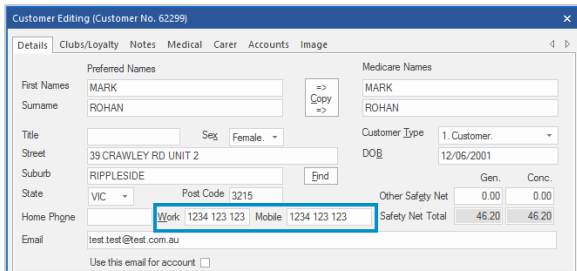


Annotations for an eScript can be viewed at the bottom of the **eScript Details** screen and on the **Pharmacist Check** screen.

Mobile number automatically populated to receive repeat tokens for eScripts

As part of ePrescribing readiness, when you updated your software to 5.12.2 a background updater task ran to copy the customer phone number in the **Work** field to the **Mobile** field.

This *only* occurred where the **Mobile** field was blank, and the number recorded in the **Work** field was in the format of a mobile number. If a customer's **Mobile** field was already populated then no changes occurred.

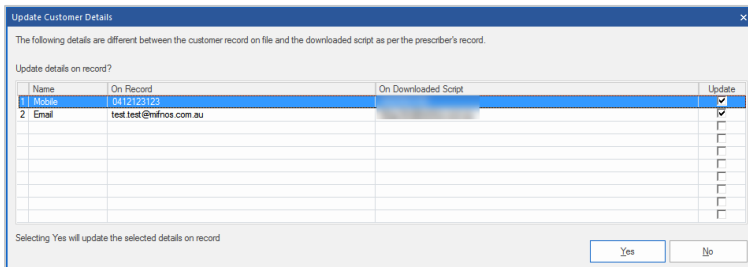


The screenshot shows the 'Customer Editing' window for customer 62299. The 'Work' and 'Mobile' fields are highlighted with a blue box and both contain the number '1234 123 123'. Other fields include First Name (MARK), Surname (ROHAN), Title, Street (39 CRAWLEY RD UNIT 2), Suburb (RIPPLESIDE), State (VIC), Post Code (3215), DOB (12/06/2001), and Safety Net Total (46.20).

Update customer's email or mobile number using eScript information

eScript tokens for repeats are sent to patients based on the details in the customer record. It is important to maintain this information to ensure patients receive their tokens from your pharmacy.

To assist with keeping a patient's details up to date, when dispensing an eScript Minfos will prompt the **Update Customer Details** screen if the mobile number and email address differ between the eScript data and the customer record on file.



The 'Update Customer Details' dialog box displays a table comparing 'On Record' and 'On Downloaded Script' data. The table has columns for Name, On Record, On Downloaded Script, and Update. The 'Update' column contains checkboxes.

Name	On Record	On Downloaded Script	Update
1 Mobile	0412123123	[REDACTED]	<input checked="" type="checkbox"/>
2 Email	test.test@minfos.com.au	[REDACTED]	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

At the bottom, there is a message: 'Selecting Yes will update the selected details on record' and two buttons: 'Yes' and 'No'.

When the **Update Customer Details** screen displays, review the information displayed and select the **Update** checkbox for the fields that require updating.

Click **Yes** to update the customer's profile in Minfos, or click **No** and the details on record will remain as they are.

If the customer exists in Minfos, but does not have an Address, Phone, Mobile or Email address in the Customer Profile these details will automatically update with the information downloaded on the eScript. There is not prompt informing you of this update.

Ability to capture who dispensed the prescription

You can now record who dispensed the prescription during the dispensing process. The dispenser is the person who processed the script in Minfos Dispense versus the **Pharmacist**, as the person who authorises and checks the dispensing.

To record the dispenser, enter their initials into the new **Dispenser** field. The **Dispenser** field uses the same look up as **Pharmacist Maintenance**. They can be a pharmacist or dispensary technician.

The screenshot shows the Minfos Dispense software interface. The main window displays a prescription form for 'APO CANDESARTAN TAB 16MG'. The 'Dispenser' field is highlighted in blue and contains the initials 'LM'. The 'Pharmacist' field contains 'AS'. The 'Doctor' field contains '3575376 GEORGE BEST'. The 'Rx Date' is '27/04/2020'. The 'M/C' is '3950 62858 1 1'. The 'Type' is 'R.Gold Replenition'. The 'SN' is '39.60'. The 'Con.' is '39.60'. The 'Rx Date' is '27/04/2020'. The 'Z Dis Date' is '14/05/2020'. The 'Drug' is 'APO CANDESARTAN TAB 16MG'. The 'Directions' are '1 twice a day Same as - CANDESARTAN-GH'. The 'Dispenser' field is 'LM'. The 'Pharmacist' field is 'AS'. The 'Doctor' field is '3575376 GEORGE BEST'. The 'Rx Type' is '0 N.H.S.'. The 'Qty' is '30'. The 'Dis Date' is '14/05/20'. The 'Drug / Sigs' are 'LIPITOR TAB 10MG', 'COUMADIN-LIGHT-TAN', 'APO-AMDXYLLIN CAP', 'CRESTUR TAB 10MG', 'DXYCDDONE-ASPEN T4', and 'ELIQUIS TAB 2.5MG'. The 'Price' is '0.00'. The 'GP%' is '78.99'. The 'Pharmacist' is 'AS'. The 'Dispenser' is 'LM'. The 'Form type' is '1 Original'. The 'Last used' is 'Never used'. The 'This is a new prescription for this customer' section contains medical advice. The 'Supply' section contains 'Quantity 30 5 rpts'. The 'Annotations' section contains 'Doctor's Dose 3 mg with water Dose 3 mg with water Dose 3 mg with water'. The 'Customer Name' section contains 'MARK ROHAN' and 'Dr GEORGE BEST'. The 'Script No.' section contains '005142', '005084', '005083', '005082', '005068', '005067', '005064', '005063', and '005062'. The 'Disp. D.' section contains '14/05/20', '08/05/20', '08/05/20', '08/05/20', '08/05/20', '08/05/20', '08/05/20', '08/05/20', and '08/05/20'.

This field is *not* required to be filled out and can be left blank. By default, it is not populated. Once a **Dispenser** has been entered into the field their information will be retained until:

- they are actively removed or
- the dispense form is closed

To view who dispensed a prescription you will need to view the script in **Script Editing Mode**. All reports and enquiry screens still refer to the **Pharmacist**.

Pharmacist Check screen

In this version of Minfos, we have released a new **Pharmacist Check** screen.

The **Pharmacist Check** screen enables pharmacists to perform the final verification process before supplying prescriptions to a patient. It assists with ensuring the correct medication is supplied to the correct patient.

Pharmacist Check

Scan barcode on product:

MARK ROHAN (18 yrs 11 mths) 12/06/01
39 CRAWLEY RD UNIT 2, RIPPLESIDE

R. Gold Repatriation. NX223456

Total 5 Scripts dispensed

Drug/Product	Qty	Rpts	Disp	Last Used	Times	Directions	Prescriber	Rx Date	Price
ELIQUIS TAB 2.5MG	60	0	3	None	1	1 twic...	BES0	27/04/20	0.00
OXYCODONE-ASPEN TAB 5MG	20	0	1	None	1	Take ...	BES0	29/04/20	0.00
CRESTOR TAB 10MG	30	3	3	None	1	1 n	BES0	29/04/20	2.15
APO-AMOXYCILLIN CAP 500MG	20	0	1	None	1	1 tds ...	STA6	06/05/20	6.60
COUMADIN-LIGHT-TAN TAB 1MG	50	2	1	None	1	prn	STA6	06/05/20	6.60

Copy of Original eScript
George Best
112 Trenerry Crescent
Level 2
Canberra ACT 2601
Ph: 12341234 Fax:
Prescriber no. 3575376

Medicare no. 3950 62858 1 1 DOB 2001-06-12
Pharmaceutical benefits NX223456 Gold entitlement no.

Name MARK ROHAN
Address 39 Crawley RD
Unit 2
RIPPLESIDE VIC 3215

Date 2020-04-27 CTO CTG1HK
PBS Code 5500L Brand substitution not permitted
Eliquis 2.5mg
Tablet-apixaban
1 twice a day

Quantity 20 2 rpts Reg24
Streamlined code 12345678 Authority no. 3481

ELIQUIS TAB 2.5MG 20
Take ONE tablet twice a day.

C.A.L.s
10b
S4
-3 SOH (+3)
Max Qty 20

Comments
This is a new prescription for this customer

Supply Annotations
Doctor's Dose 3 mg with water Dose 3 mg with water Dose 3 mg with water

Close

The drug scan check process is now performed from the **Pharmacist Check** screen. This screen also allows pharmacists to view:

- All the items dispensed to the patient on that day.
- The details of the selected prescription.
- The electronic copy of an ePrescription and any associated annotations.

Read the [Pharmacist Check screen](#) guide, for full instructions on the **Pharmacist Check screen** including how to:

- Navigate the Pharmacist Check screen;
- Perform the Scan Check process;
- Change the customer in the Pharmacist Check screen;
- Run the Pharmacist Scan Check report; and
- Scan check multi-pack prescriptions.

Note

The scan check process has **not** changed. The Dispense label barcode is scanned and then the product barcode is scanned.

Scan checking previously successfully checked prescriptions

You can now re-scan check an item that is already marked as successfully checked. The status of the last scan check performed is recorded against the prescription.

Pharmacist Password Management

A pharmacist requires a password to dispense an ePrescription and, depending on your pharmacy's configuration, may be required to view a patient's My Health Record. To meet ePrescribing conformance requirements we have made changes to how the pharmacist's password is managed in Minfos.

There are a number of new configurations and options that will need to set up or reviewed to allow pharmacists to dispense eScripts. Refer to our [ePrescribing Readiness Checklist](#).

User Security for Pharmacist Maintenance

In [User Security](#), we have added a new control that allows you to manage who can access, view and change pharmacist details in **Pharmacist Maintenance**.

- To **Add** a pharmacist and manage **Pharmacist Passwords** a user with **Admin** level access is required.
- A new **Supervisor User** has been automatically added to your database with this update. The **Supervisor User** has **Admin** level access to **Pharmacist Maintenance**. On updating the software you will need to change the default password for this **User**.
- The **Supervisor** can be used to authorise changes to **Pharmacist Maintenance**. In addition, you can modify existing **Users** and adjust their access level.
- All existing Users in **User Security** have been set to **Change** level access for **Pharmacist Maintenance**.

Changes to Pharmacist in Dispense

The pharmacist is required to authorise the dispensing of an ePrescription. When dispensing an eScript:

- The **Pharmacist** field on the **Dispense form** can only be populated by a pharmacist that is set as type **Pharmacist** in **Pharmacist Maintenance**.
- At the end of dispensing an eScript, the **Dispense Form** will prompt for the pharmacist's password to be entered in the **Save and Process** window. A password will need to be set up for each pharmacist before dispensing their first eScript.
- Once the pharmacist has entered their password they are considered 'logged in' and do not need to re-enter their password when dispensing subsequent ePrescriptions until:
 - The authentication period from when the password was entered has lapsed. There is a new configuration setting to manage this length of time.
 - The pharmacist on the dispense form is changed.
 - The dispense form is closed and re-opened.
- A pharmacist can be locked out of dispensing eScripts where the password has been entered incorrectly too many times. There is a new configuration setting to manage the allowed number of incorrect attempts.

Note

The pharmacist password is not required to dispense paper prescriptions.

Please read the [Password Management](#) guide for full instructions on **Password Management** including:

- Authorise access to Pharmacist Maintenance;
- Set a pharmacist password;
- Add a new pharmacist;
- Change a pharmacist's password;
- Unlock a pharmacist's password;
- Change the Pharmacist Password Configuration; and
- Troubleshooting and FAQs.

ePrescribing Readiness Checklist

Task	Completed
Ensure that dispensing ePrescriptions is legislated in your state and territory and the software meets relevant conformance requirements.	
Ensure internet connection is reliable.	
<p>Review hardware</p> <p>Ensure your hardware meets Minfos requirements. Please see the Minfos System Requirements for further information.</p> <ul style="list-style-type: none"> • If you forward/direct dispense, your dispense terminals will require 2d barcode scanners enabled to scan QR codes. • If you collect scripts via a 'scripts in' counter or similar, you will require access to Minfos software, a docket printer and 2d barcode scanners enabled to scan QR codes. • Ensure your docket printers have the Epson ADK driver installed. 	
<p>Review relevant guides and FAQs;</p> <ul style="list-style-type: none"> • ePrescriptions Guide. • Password Management guide. • Pharmacist Check screen guide. 	
<p>Ensure your pharmacy has a HPI-O (Healthcare Provider Identifier for Organisation).</p> <p>If you are connected to My Health Record, no further action is required.</p> <p>If you are not currently connected to My Health Record, you will need to:</p> <ul style="list-style-type: none"> • Set up a PRODA (Provider Digital Access) account. • Register your Organisation, and request a HPI-O number through PRODA (please click here for instructions). <p>Once you receive your HPI-O number, please contact Minfos Support and we will enable HI (Health Identifier) Services.</p>	
Ensure all of your pharmacist's have a compliant password.	
Update the default Supervisor password. Click here for instructions.	
Enable the enhanced eScript drug-matching configuration. Click here for instructions.	

ePrescribing Readiness Processes

Review the new Supervisor User and any other existing Users in Minfos

Log into Minfos as a **User** that currently has **Admin** rights. Then from the **Minfos Launch Pad**:

1. Click the **Special** menu and select **Utilities**.
2. Click the **Maintenance** menu and select **Users**.
3. Highlight the **SUP Supervisor** user and click **Change**.
4. Set a unique **Password** (up to eight characters or numbers), click **Save**.
5. Highlight any other **Users** from this list that need the access level to **Pharmacist Maintenance** modified and click **Change**.
6. Click the **Pharmacist Maintenance** drop-down and select one of the following options:
 - a. **0. None** – Users with this access level set will not be able to open Pharmacist Maintenance.
 - b. **1. View** – Users with this access level set will only be able to view Pharmacist Maintenance.
 - c. **2. Change** – Users with this access level set will be able to change existing records in Pharmacist Maintenance.
 - d. **3. Admin** – Users with this access level set will be able to add new Pharmacists and reset passwords.
7. Click **Save** to save the changes.

Note

If you have made any changes to the Security settings for the user ID you are currently logged into Minfos with, log out of all Minfos modules and log back in.

Enhanced eScript drug matching

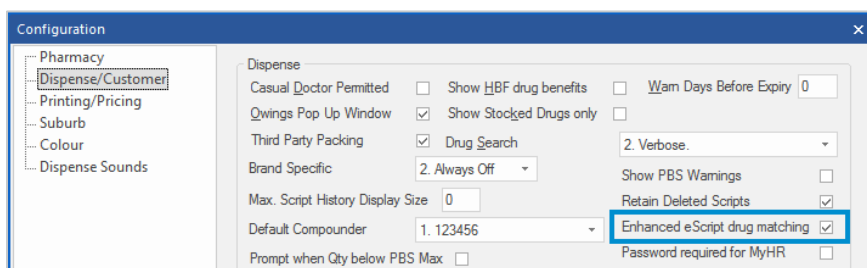
In version 5.10.1 Minfos added a configuration for Enhanced eScript drug matching, to support the Federal initiative for Active Ingredient Prescribing (AIP). Please ensure your pharmacy has set this configuration to true to assist with dispensing eScripts.

From **Dispense Pro**

1. Click the **Maintenance** menu and select **D. Configuration**.

The **Configuration** window is displayed.

2. Navigate to the **Dispense/Customer** tab.
3. Check the **Enhanced eScript drug matching** checkbox.
4. Click **OK** to save.



S4D items now display for NSW and Tasmania

For Tasmanian and New South Wales pharmacies:

Minfos now prompts the 6 month expiry date warning and repeat interval required for restricted drugs as per your states legislation.

For NSW:

- Where the prescribed medication has repeats and is listed in Schedule 4 [Appendix B](#) a repeat interval is required.
- The prescription cannot be dispensed if it is greater than 6 months old and the medication is listed Schedule 4 [Appendix B](#) or [Appendix D](#).

For Tasmania:

For Schedule 4D medicines a repeat interval is required and scripts greater than 6 months old cannot be dispensed.

If you are located in Tasmania or NSW to see the prompts immediately you need to reapply the dispense updates after you update to 5.12.2. If you do not do this, you will start seeing the prompts when next month's dispense updates apply.

If you update your software between the 25th of the month and the end of the month, **do not** apply the dispense updates. Instead, wait for these to apply automatically at the end of the month.

Note

If there are medications that are prompting for a 6 month expiry or repeat interval you feel are incorrect or are not prompting as you would expect please email **Minfos Database** at minfosdatabase@minfos.com.au with the subject line of '**S4D prompting**'. Ensure you include the name of the drug, what you are seeing in Minfos and the expected behaviour.

Stock Manager

Dispense updates will no longer remove PDE's from suppliers

Previously where a PDE was stored against a supplier in a pharmacy database, but it was not in the dispense update file, when the dispense updates ran, the PDE was removed from the supplier. This would result in the pharmacy no longer being able to order the product.

Minfos have enhanced the dispense update process and this will no longer occur. If the PDE does not exist in the dispense update file, the PDE will remain attached to the supplier in the pharmacy's database.

Till

Ignore discount flag configuration in Till Preferences

In a previous Minfos software release, we removed the **Ignore discount flag** configuration in **Till Preferences**. We have re-instated the configuration setting in this release; however, we would advise stores that are using this configuration setting to review their in-store processes. Minfos best practice is to set and maintain the discountable flag for each product via the stock card.

Product Quick Fix is an efficient tool to assist you in reviewing and making bulk product attribute changes. **Product Quick Fix** can be sorted by **Product, Department, Location, Preferred Supplier, Order Number** plus many other options. Watch this [video](#) to learn more.

Resolved issues

Dispense

Incorrect Authority Number prompt displaying for Continued Dispensing streamlined authority items

The pre-populated Authority prompt will now be displayed for streamlined authority Continued Dispensing scripts.

Incorrect Original Pharmacy Approval Number is stored when using Same Customer

Minfos will now display the correct Pharmacy Approval Number in Script Enquiry when using Same Customer.

CTG contribution is not included in Trading Report

Government contributions toward CTG scripts are now reported in the Dispense Trading Report.

Changing of Generics is not sent to Quantum

Changing to a generic will now send and update the information correctly in Quantum.

Stock Manager

Stock Manager crashes when opening a stock card from Purchases Enquiry

Stock Manager will no longer stop responding when selecting Stock Card from Purchases.

Department Search window is not appearing in Product Edit

Deleting the department and pressing [Tab] will now display the Department Search window in Product Edit.

Promotions

Importing non loyalty promotions should create a new promotion

Minfos will now create a new promotion instead of updating an existing promotion when importing a local promotion.

Multi-store

Stores only receive 16 barcodes on products published from Head Office

Minfos Multi-store Head Office will now publish all barcodes to slave stores.



minfos_support@minfos.com.au
1300 887 418

minfos.com.au
symbion.service-now.com



Symbion Pty Ltd Trading as Minfos®
ABN 25 000 875 034