Highlights of this release

⚡ Major dispensing improvements!
💰 Major claim reconciliation report improvements!
🗂️ New report to identify duplicate prescribers.
🚗 Use Minfos to export reports directly to PDF.

Notes before you update

Please read the following two notes, as they'll assist you with updating to the new version of Minfos.

User Account Control prompts
You may see User Account Control (UAC) prompts on your workstations:

[Image of User Account Control window]

Disclaimer
Screen captures from Minfos are used in this document. While care is taken to use fictional data, some of these images might contain names, addresses, or other details of individuals and/or organisations. Any fictional or nonfictional names, addresses, drug histories, or other details about individuals or organisations are used for demonstration purposes only.
This prompt is asking you to confirm that Minfos can:

- Install OCS; this software enables us to assist your pharmacy with identifying issues caused by third-party software and with upgrading software that the Minfos software requires to run (for example, Microsoft .NET Framework).

For details on why OCS is useful for your pharmacy, read the [Minfos OCS Disclosure Statement](#).

After updating you may notice this OCS icon display in your taskbar:

- Configure the NTP to calibrate your system clocks more often, to give your pharmacy more reliable time. For benefits, see the enhancement: “Key staff: Clocks synchronise more often”.

### Dispense screen resolution setting

To ensure your new, larger Dispensing form is all visible on your screen:

- It's best to use your monitor’s **Recommended** screen resolution, so the new screen isn't distorted.

1024 × 768 is the minimum screen resolution for the updated Dispense form.

- **Warning:** Parts of the Dispense form will be cut off if your resolution is set to 800 × 600. If you have a particularly small monitor, or you've adjusted your resolution to make the Dispensing form fit the screen, then you may need to increase the resolution for Minfos 3.8.

- If you're not happy with how the new Dispensing form looks, you can modify your settings; see “Tip: Checking your screen resolution” for help.

### How to update Minfos

The instructions for updating Minfos are available online, in our Self Service support portal.

- **Tip:** If your store is running the tandem ESE database, you can still upgrade Minfos as you normally would.

To view the upgrade instructions:

1. Go to the Self Service portal; either:
   - On your Minfos Launch Pad, click the **Self Service** icon.
   - In your web browser, enter symbion.service-now.com
Your store’s Minfos ID is your **User Name**.

The **Self Service support portal** homepage is displayed.

2. On the left-hand menu, click **Knowledge**.

   The **Knowledge Base** page is displayed.

3. Under the **Technical and Maintenance** category, click the article “Updating Minfos”, to display the update instructions.

## In this release

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Enhancements

This section provides details about enhancements in this Minfos release.

Stock controllers: New prompt for large quantity orders

Before Minfos version 3.8, a barcode could accidentally be scanned into the order item's Quantity text box, which would grossly over-order stock for your pharmacy. To avoid that simple mistake, Minfos now asks you to confirm order quantities over 999 with this new prompt:

The prompt will also display when you're editing, generating, or viewing the details of an order on your workstation and there's an order quantity greater than 999.

Key staff: Export reports directly to PDF files

Pharmacies that were printing reports to a PDF printer—or didn't know about PDF printers—will be glad to hear that you can now use Minfos to export reports directly to PDF files!

This enhancement requires a Minfos-supported operating system, for example, Windows 7.

To export a report to PDF:

1. Run the report, then close it.
2. On the module's screen, click the File menu, then click Export; or, click the Export a Report icon:

The Report Exporter window is displayed.
3. Click the **Export Format** drop-down list, then click the new option, **3. PDF**.

![Image of Export Format dialog box]

4. Ensure the **Export Path** shows the file path for where you want the PDF saved.

5. Click **Okay**, to export the report to a PDF file.

6. Open the folder specified in the **Export Path**, to locate the PDF.

**Key staff: Clocks synchronise more often**

If your pharmacy had trouble keeping your system clocks synchronised, this enhancement will benefit you: when you update, Minfos now configures your Windows clocks to calibrate more often.

Reliable time settings on all your workstations can help with:

- Reporting accuracy, as sales will be recorded on the correct time and day.
- Avoiding issues with Eftpos, e-scripts, and sales reports caused by system clocks being out of sync.
- Dispensing right up until 10 minutes before your EOD process runs. This also means that you don’t need to call support to move your EOD time if you’re open to trade at night.

This configuration enhancement prompts your server and workstations to synchronise with the Network Time Protocol (NTP) service more often.

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1. This time service already exists in your Windows computers, but might not calibrate often, which introduces the possibility for your clocks to be out of sync.

2. If your store has a group policy that takes care of your clock synchronisation, then your policy will overwrite this enhancement (so no need to worry about it).

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⚠ To receive these benefits, you must have correctly updated your Minfos software by accepting any User Account Control (UAC) prompts for Minfos, if the prompts are displayed.
Pharmacists & dispense techs: Five exciting dispensing changes

Quick dispensing decisions just got a lot easier and smarter. Larger screen, better spacing, visibility of PBS errors when they happen, and a simpler way of fixing PBS errors—your familiar Minfos Dispensing screen has undergone a little, much-awaited reconstructive surgery.

1 Bigger Dispensing screen and easier to read

Your daytime companion, the Minfos Dispense form, now looks neater and should be easier to read with several improvements to text and layout clarity.

To avoid truncating the screen, use a resolution greater than 800 x 600.

2 Lightning bolt gone: See outstanding PBS errors

Separate buttons that show a total count of PBS script issues, and reset with claim processing, replace the lightning bolt icon:

- Rejections, , with the shortcut [Alt+`
- Warnings, , with the shortcut [Alt+~

3 Customer script history panel shows neater details, and history is simple to access

The customer script history panel changes:

- It’s better-spaced and has clearer icons.
- Scroll down the panel for a limited history.
- You can change the number of scripts displayed; see “Script history panel changes”.
- Most-recently dispensed scripts shown first; for details see the corresponding enhancement section.

4 Real-time, actionable updates of your PBS Online status, while you dispense

You asked for it! PBS script status details are now visible in a panel (and as a total count), so you can assess errors while you’re dispensing—when it matters, when you can fix it. This new feature is:

- Non-intrusive: it doesn’t disrupt your workflow.
- Updated in real-time: no waiting for the till to alert you to rejections—you can fix them while the customer is still in your pharmacy.

The refresh counter resets after each script’s dispensed, and updates every 10 seconds, for two minutes. After that, refreshed data is displayed every two minutes.

To adjust the refresh counter intervals:

Maintenance > Configuration > Dispense/Customer > PBS Online Status Panel Display

5 Rx Check keyboard shortcut hint: F11

No more mousing around for drug scan checking! In Minfos 3.7.2, we added a shortcut for drug scan checking, and now the keyboard hint is on screen.
Tip: Checking your screen resolution
1. Right-click on your workstation’s desktop, then click **Screen Resolution**. A Control Panel window is displayed.
2. The **Resolution** drop-down list shows your setting, which is usually *(recommended)*.

Tip: Checking your PBS warning config.
1. On the Dispense Pro screen, click the **Maintenance** menu, then click **C. Configuration**.
2. Click the **Dispense/Customer** tab. The setting: **Show PBS Warnings** check box.

Pharmacists & dispense techs: Streamlined workflow for editing a script with an error

A cumbersome step or two have been cut out of dispensing when you need to quickly edit another customer’s troublesome script! Now you can double-click the customer’s PBS issue directly on the dispensing screen. The continuity of dispensing is retained too—when you’ve finished editing the script, you’re returned to your original dispensing screen and customer.

Rejected scripts windows: New filters and ways to action PBS issues

From one of the new PBS script issue buttons, the List of Rejected/Pending Scripts window shows:
- Improved names: **Disp. Date** and **View Errors**.
- The current script number (not the original).
- Filters for errors and warnings, which default to your selection.

Actions available for PBS issues in the On-line Status window

Simplified workflow for addressing PBS issues—double-click the PBS script issue on the Dispensing screen, then action it in the On-Line Status window. The new buttons are:
- **Edit**: while dispensing to one customer, seamlessly edit the script of another.
- **Re-Transmit**: send the script to PBS again.
- **Attach Err.**: attach it to the customer—which is handy if it’s an expiring Medicare number.

Pharmacists & dispense techs: Script history panel changes

By default, 20 scripts are shown in the script history panel on the Dispensing screen. If you scroll to the end of the script history panel and the customer has more scripts, you’ll see: **Press F4 to see Full History**.
You can also change the number of scripts shown when you scroll down the script history panel.

Depending on your hardware and network specifications, an increase should have no noticeable delay.

To change the number of scripts shown in the Dispensing script history panel:

1. On the Dispense Pro screen, click the **Maintenance** menu, then click **C. Configuration**. The Configuration window is displayed, with the **Pharmacy** tab active.

2. Click the **Dispense/Customer** tab.

3. In the **Max. Script History Display Size** text box, enter the number of scripts that you want to display.

0 is shown, by default, to display the default 20 scripts. No fewer than 10 scripts can display.

Pharmacists & dispense techs: Most-recent scripts shown first

Previously, you could set the script history panel to display scripts in reverse order of dispensing, with the most-recent script shown at the bottom of the panel; most pharmacies do not use this setting.

The script history panel is now ordered with the recently-dispensed scripts first, and we've removed the option to reverse this order. This ensures that recently-dispensed scripts are not lost off screen.

If this change affects your pharmacy, you might find it handy to select the most-recently-dispensed script by using the dispense keyboard shortcut, [Alt+1], instead of using your mouse.

In addition to the script history panel, this reverse chronological order for scripts is implemented in these Enquiry windows: Scripts, Customers, Drugs, Doctors, Pharmacists, Hospitals, and Nursing Homes.
Pharmacists & dispense techs: Leading zeros will no longer plague your prescriber numbers

Prescriber registration numbers now have a leading zero added on scripts, but in your database they may still have six digits. In order to clean up duplicate prescribers in your database, in Minfos 3.8:

- Leading zeros will be ignored on scripts when they come into your database—these prescriber numbers will be interpreted as their unpadded six-digit prescriber numbers.

  For example, if the script shows the prescriber number as 0123456, now Minfos will return the correct six-digit prescriber number, 123456.

- Leading zeros will be stripped when entered in your database, to ensure your database stays clean of buffed-up six-digit prescriber numbers.

  For example, if you enter “0123456” as the prescriber number in the Doctor Maintenance window or in the Dispensing form and then leave the field, Minfos will search for or add “0123456”.

- All leading zeros are cleared from existing prescriber numbers in your database. This utility is required to level out your prescriber numbers and to enable Minfos to search for the correct prescriber, though it may create duplicate prescribers in your database.

The following enhancement shows you a new way to identify potential duplicate prescribers in your database by using the new Rpt. Dup. button and the Potential Duplicate Doctors report.

Pharmacists & dispense techs: New report to easily identify duplicate prescribers

Now you can run the Potential Duplicate Doctors report, review it to confirm the duplicate prescribers, and then manually merge the prescribers in your database.

Now is a good time to run this report because leading zeros in prescriber numbers are cleared when you update to Minfos version 3.8, thereby potentially creating duplicates in your database.

Using this report is an alternative or additional process to using the existing Test check box in Doctor Maintenance, which shows you the duplicates in the window.
Running the new Potential Duplicate Doctors report

1. On the Dispense Pro screen, click the **Maintenance** menu, then click **4. Doctors**.

   The Doctor Maintenance window is displayed.

   ![Doctor Maintenance Window](image)

   - The **Kill Dup.** button has been replaced by the more user-friendly **Rpt. Dup.** button.
   - You can still use the **Test** check box to find potential duplicate prescribers matched on **Sort** detail. The **Test** function displays the total count of duplicates, then shows the duplicates in the window.

2. Click the new button, **Rpt. Dup.**.

   The Duplicate Doctors Report window is displayed.

   ![Duplicate Doctors Report Window](image)

3. Click the **Matched on** drop-down list, to select the detail by which prescribers will be identified as duplicates, from:

   - **1. Prescriber Number** (selected, by default)
   - **2. Short Code** (for example, LOGJ)
4. Click **Okay**, to run the report.

The Potential Duplicate Doctors Report is displayed, and shows prescribers in your database that have potentially matching details (based on the detail that you selected).

5. Print this report, then work through it to manually merge or amend any prescribers that appear to be duplicated in your database.

**Manually merging prescribers**

1. On the Doctor Maintenance window, select the first prescriber to merge (the master).
2. Click **Merge**. The Doctors Merge window is displayed, and shows the selected prescriber.
3. In the **Slave** text box, enter the duplicate prescriber’s registration number, name, or short code.
4. Check all three check boxes, to confirm the merge.
5. Click **Okay**, to merge the duplicate prescribers.

**Pharmacists & dispense techs: New Patient Script History report**

This is one of the most popular enhancement requests we’ve received from pharmacies and groups, so we’re very happy to give you the entirely new Patient Script History report! This report will come in handy when your customers’ treating prescriber asks for the customer’s medication history.

⚠️ The Patient Script History report is new—it is *not* the Script History report (which is accessed from the **Script History** icon and available for a range of customers).

To run the new Patient Script History report:

1. Access the Patient Script History report.
   - When you’re dispensing:
     i. Click **Special**, press [Alt+S], or process the script, to open the Script Options window.
ii. Click **R. Patient Script History Report** or press [Alt+R], then click **Okay**.

The Patient Script History Report window is displayed.

- **When you're not dispensing:**
  i. On the Dispense Pro screen, click the **Reports** menu, then **Customers**, and then click **8. Patient Script History**.
2. In the **Customer Name**, enter the customer's name or code, then press `[Tab]`.

3. In the **Starting Date** and **Ending Date** text boxes, enter the date range for the customer's script history.

4. If required, check the **Display Brand Names** check box.

5. Click **Okay**, to run the report.

The Patient Script History report is displayed.

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**Pharmacists & dispense techs: Several claim reconciliation report improvements**

Take two fewer paracetamol when you’re reconciling claims: you can now more easily compare your pharmacy’s figures in Minfos to Medicare’s report. Several Minfos claim reports have been overhauled!

These enhancements give the claim reports data integrity and consistency:

- Script rejections are easy to identify—marked with an asterisk.
- Reports reflect correct payment details.
• Weekly payment changes now show correct calculations.

Rejected scripts are now easy to identify—marked with an asterisk

Now you can easily find scripts that that won't be paid from Medicare because the Claim Details and Post Claim reports now mark rejected scripts with an asterisk, *. This means you can see which scripts have issues that you need to address (for example, if it has an invalid Authority code or unknown doctor).

The rejected scripts asterisk has been added to the:

• Claim Details report, which shows you the scripts that have been submitted in the current claim.

Claim Functions > Old Claim > Summary > Okay

• Post-Claim Value report, which shows you the scripts that you've been paid for.

Claim Functions > Old Claim > Value > Yes

Reports reflect the Medicare payment details

You're now able to compare your claim details to what you were paid with your Detailed PBS Online Claim and the PBS Online Summary Reconciliation reports, with confidence and ease, to your Medicare payment advice reports. These improvements allow you to see when a script is deferred from one claim to the next; make more sense of the report's figures; and compare your CTG figure to what Medicare's recorded, plus the CTG figure is still correctly added in the total UnderCo payments.

In these reports:

• **Total Rebates** was changed to **Total Benefits**, to match Medicare terminology.
• We’ve added the **UnderCo Benefits** and **Including CTG contribution** figures.

1. The total doesn’t add the CTG figure because it’s already included in the benefits amount.

• The **Bank Reference Number** associated with the claim is shown. Use this to get a full breakdown of what you were paid for in the Weekly Payment report.

3. If there’s no bank number then you haven’t been paid for that claim period yet.

![Weekly Payment Report](image)

**The Weekly Payment report more clearly reflect payment adjustments**

It’s now easier to follow the calculations in the Weekly Payment report because changes are intelligently reflected in its figures when: the script price is changed, the payment is reversed, or an incentive is overstated.

When a script is deferred from one claim to the next, but still gets paid via the same payment reference, the reversed payment is more clearly shown. The incentive subtotal now matches the payment details from the claim.

3. This report can be run for any payment, regardless of the claims that it’s associated with.

To re-request a statement:

1. On the Dispense Pro screen, click the **Old Claims** icon. The Old Claims window is displayed.
2. Click a claim period, to highlight it.
3. Hold down [Ctrl] then click **Statement**, to re-request the reconciliation statement from PBS.
Support issues resolved

This section provides details about support issues resolved in this Minfos release.

Stock Manager

Generated orders and minimum shelf hold now work correctly with negative SOH
Before Minfos version 3.8, selling a product that resulted in a negative SOH increased the quantity on order beyond the minimum shelf hold (MSH) by the number of negative SOH items.

For example, before if the SOH was 0 and the MSH was 5 and then you sold 1 of the item, then 6 of the product would be generated in an order. Now, the order quantity doesn't increase beyond the minimum shelf hold.

Multi-buy product processing window retains focus
When adding products to a multi-buy promotion, the Multi Buy Product Entry Processing window now correctly displays over the Product Entry window. This indicates that your action is processing and has to complete before you're able to action anything else.

Nine-digit barcodes are no longer truncated when printed
If your database has reached seven-digit product numbers, then the Minfos-generated barcodes increase to nine digits. Product labels were unable to print the ninth digit, which may cause an issue at the till, but now they can.

Merging received orders now correctly compares order statuses
From Minfos version 3.7.1, Minfos wouldn't allow you to merge two orders if their descriptions didn't match, even though they were both Received and have the same supplier and invoice number.

Now, Minfos knows to look at the order's status.

Did you receive two or more orders to match just the one supplier invoice? You save time with workarounds to re-flag orders by merging orders that are marked as Received.

Dispense

You can now change a manual claim to a PBS Online claim
Some pharmacies told us that they haven't been able to change a manual claim to a PBS online claim, as their Minfos software reverts to the manual claim.

Now you can change a manual claim to an online claim and you won't be prompted to use blank discs to process the claim.
No automatic entry for eRx prescriber numbers with leading zeros

Previously, when you scanned an eRx prescription with a seven-digit prescriber registration number that had a leading zero, Minfos added it as a new prescriber. This created duplicates when that prescriber was already in your database without the leading zero.

Now when you scan a script and the prescriber has a leading zero, Minfos doesn't automatically add it as a new prescriber and it will match to the existing prescriber in your database.

Leading zeros in prescriber numbers are now ignored or removed in Minfos.

You can now dispense a chemo drug if its Rx date predates the expiry date

When a chemotherapy drug is no longer a benefit on PBS for the current month but its script is dated for a prior month, Minfos now shows the script data in the Chemotherapy Combinations window.

S3 recordables and Private scripts no longer trigger Reg25

Regulation 25 is no longer incorrectly prompted when dispensing S3 recordables or a Private script.

Correct quantity for Reg24 scripts now shown on dispense reports

Some stores alerted us to the incorrect display of Regulation 24 (Reg24) scripts on a WorkCover report—it was showing only the original script's quantity.

Now, all the script's quantity and repeats are shown on dispense reports for scripts dispense via Reg24.

Labels

Dispense labels correctly print multiples when set to

Dispense labels now correctly continue to print multiples when you've checked both check boxes:

- Continue Print on Next Label for the #Directions# field.
- Use Label size as Paper size on the label's General tab.

Sales staff

No database error when paying for a gift voucher with a gift voucher

The error message "Table SALETZZ Bad Field #11" no longer displays when you try to pay for a gift voucher with a gift voucher.

In Minfos, you can't use a gift voucher to pay for a sale that contains a gift voucher purchase.
Reporting

Club Balances report now shows Club customer balances when Print Statement is not checked

With email customer statements gaining in popularity, many pharmacies are letting go of printed customer account statements.

Now you can uncheck the Print Statement check box in a Club customer's account, and their account balance will correctly be included in the Club Balance report.

Previously, a Club customer's balance wouldn't be included in the Club Balance report if Print Statement was unchecked in their account profile.

Clubs

Club Payments report now shows Club customer balances when Print Statement not checked

When a Club customer has Print Statement unchecked in their account profile, the Club Payments report now correctly includes their account balance.

Packing

Deleting a script at a spoke store now correctly adjusts the SOH

When a script dispensed to a Pill Box is deleted at a packing spoke store, the item's SOH correctly adjusts.

Accounting

When FIFO is enabled, count adjustment now uses the 'first in' cost

A Minfos pharmacy using FIFO accounting reported that the stock count adjustment wasn't being accurately calculated on the 'first in' product price per order. When FIFO is enabled, the 'first in' cost of a product is now used to calculate the count adjustment amount, per order.