Invoicing

23/10/2024 4:32 pm BST

Summary

This page documents how Merlin invoices items sent to MWI Pharmacy for fulfilment.

Details

Invoicing Items

As documented on the Create a home Delivery page, every morning Merlin sends a list of prescribed items to be delivered to the MWI Pharmacy. Merlin uses the 'Order Date' specified on the Prescriptions List.

Once the order has been sent, the item will be invoiced, it will display on the Client's accounts screen and the patient's treatment history.

Any eligible discounts will be applied automatically.

Cancelled Deliveries

As documented on the Viewing Prescriptions page, a cancellation request can be sent to MWI Pharmacy for items that have been submitted for fulfilment.

If an item is successfully cancelled, the mailing group (specified in Settings > Messages) is notified and the item is credited.

If the item cannot be cancelled the mailing group (specified in Settings > Messages) is notified and the invoice remains.



Rejected Deliveries

If an item is rejected by the Pharmacy, the mailing group (specified in Settings > Messages) is notified and the reason for rejection will be displayed in the internal message.

The prescription will still display in the patients prescriptions tab, with an icon to represent it being rejected.

