View Orders

05/02/2026 2:42 pm GMT

Summary

The View Orders screen is used to view all orders. The contents of orders, order statuses and the arrival of orders can be handled within this screen.

Orders can be arrived into Merlin from the following wholesale suppliers in the UK: MWI Animal Health, Covetrus and NVS.

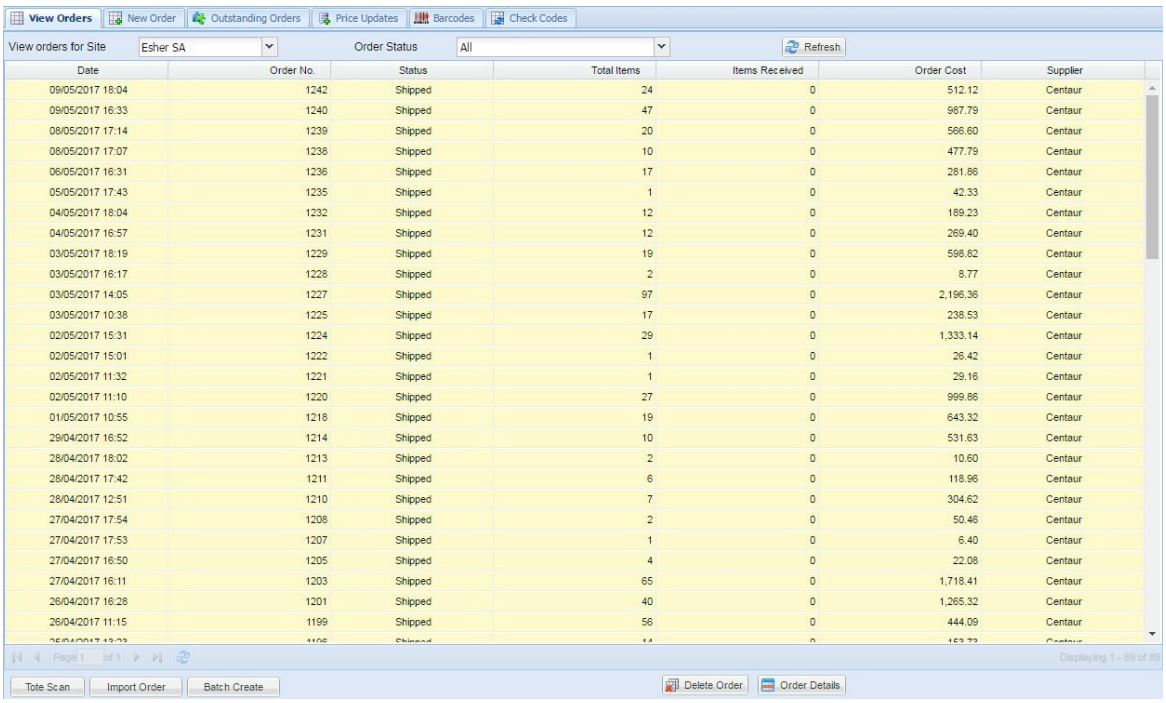
If you are an MWI wholesale user, for receiving stock, see: Dashboard.

If you are not an MWI wholesale user, this is the screen needed to view and receive any orders.

Details

View Orders

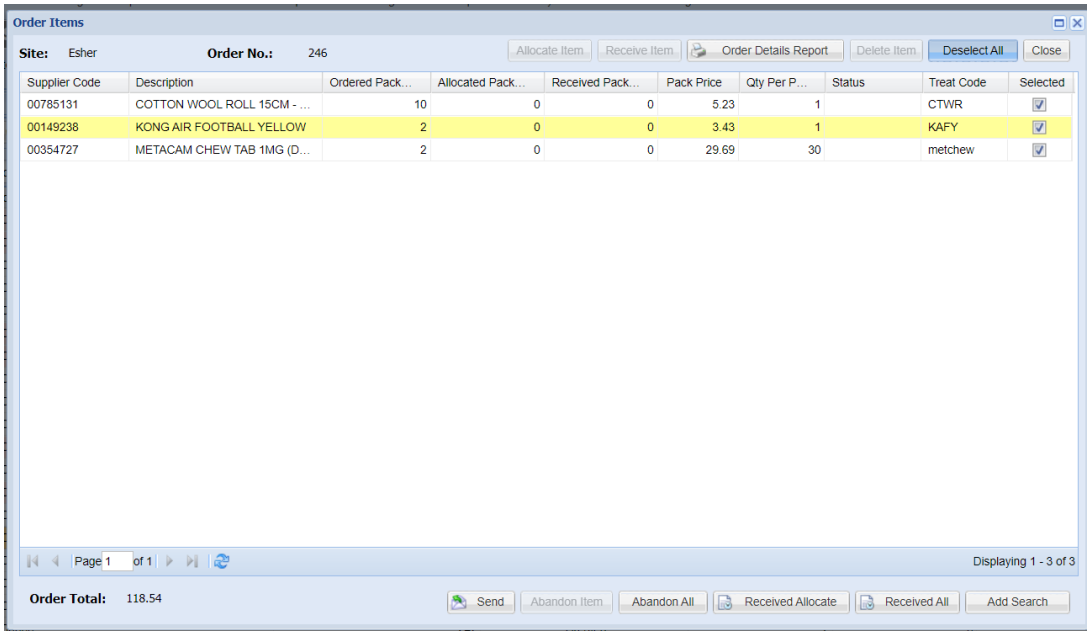
1. Navigate to Utilities > Wholesale > View Orders.
2. Select the Supplier from the drop down list (By default this will select your site's default supplier).
3. All orders for the selected wholesaler are displayed. It is possible to filter by Site and/or Order status using the filters at the top of the screen.



Date	Order No.	Status	Total Items	Items Received	Order Cost	Supplier
09/05/2017 18:04	1242	Shipped	24	0	512.12	Centaur
09/05/2017 16:33	1240	Shipped	47	0	987.79	Centaur
08/05/2017 17:14	1239	Shipped	20	0	566.60	Centaur
08/05/2017 17:07	1238	Shipped	10	0	477.79	Centaur
06/05/2017 16:31	1236	Shipped	17	0	281.86	Centaur
05/05/2017 17:43	1235	Shipped	1	0	42.33	Centaur
04/05/2017 18:04	1232	Shipped	12	0	189.23	Centaur
04/05/2017 16:57	1231	Shipped	12	0	269.40	Centaur
03/05/2017 18:19	1229	Shipped	19	0	598.82	Centaur
03/05/2017 16:17	1228	Shipped	2	0	8.77	Centaur
03/05/2017 14:05	1227	Shipped	97	0	2,196.36	Centaur
03/05/2017 10:38	1225	Shipped	17	0	238.53	Centaur
02/05/2017 15:31	1224	Shipped	29	0	1,333.14	Centaur
02/05/2017 15:01	1222	Shipped	1	0	26.42	Centaur
02/05/2017 11:32	1221	Shipped	1	0	29.16	Centaur
02/05/2017 11:10	1220	Shipped	27	0	999.86	Centaur
01/05/2017 10:55	1218	Shipped	19	0	643.32	Centaur
29/04/2017 16:52	1214	Shipped	10	0	531.63	Centaur
28/04/2017 18:02	1213	Shipped	2	0	10.60	Centaur
28/04/2017 17:42	1211	Shipped	6	0	118.96	Centaur
28/04/2017 12:51	1210	Shipped	7	0	304.62	Centaur
27/04/2017 17:54	1208	Shipped	2	0	50.46	Centaur
27/04/2017 17:53	1207	Shipped	1	0	6.40	Centaur
27/04/2017 16:50	1205	Shipped	4	0	22.08	Centaur
27/04/2017 16:11	1203	Shipped	65	0	1,718.41	Centaur
26/04/2017 16:28	1201	Shipped	40	0	1,265.32	Centaur
26/04/2017 11:15	1199	Shipped	56	0	444.09	Centaur

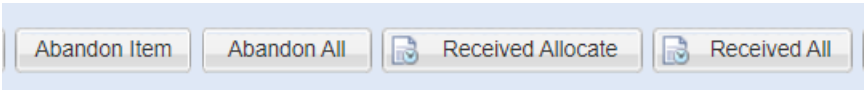
Opening an Order

To open an order, Double-click on the order from the View Orders list.



Receiving an Order

1. Double-click an order to view the ordered items (as described above).
2. Process your ordered items using the buttons provided at the bottom of the screen:



Abandon Item = Abandon's selected items (select using column provided).

Abandon All = Abandon's the order in it's entirety.

Receive Allocate = Receive selected items (select using tick box column provided).

Receive All = Receive the order in its entirety.

Below are a list of scenarios and how to handle these within Merlin.

1) Order is placed, all items are in stock and all items arrive

The order is created and sent as described in New Orders.

When the order arrives, go into the View Orders tab and double-click on the required order to open it.

Check that the quantity delivered reflects the quantity ordered on the screen.

If everything is in agreement, click "Received All".

This will add all items into stock and complete the order.

All items on the order will show "Received".

The Received Qty will be set to the same value as the Ordered Qty.

In View Orders, the order status will be set as Fully Received.

2) Order is placed, some items are out of stock or limited stock, all items allocated for delivery arrive.

The order is created and sent as described in New Orders.

When the order arrives, go into the View Orders tab and double-click on the required order to open it.

You will notice that the Allocated Quantity for one or more items is lower than the Ordered Qty.

Check that the quantity delivered matches the quantity the supplier informed you they would send.

If all the allocated items are correctly delivered, click "Receive Allocated".

This will add all allocated items into stock.

Any fully received items will show as received.

Any items which were in short supply will show as "Part-Received".

Any items which are out of stock will have a blank order status.

The Received Qty will be set with the same values as the Allocated Qty.

In View Orders, the order status will remain as Part Received.

3) Manually updating items because you were unable to send the order electronically or because the Allocated Qty differs from the Received Qty.

If some items which were supposed to arrive do not arrive, or if you have to send your order via another means, for any reason, you may wish to update your order details manually.

It is possible to manually adjust or add details to the allocated quantity or the received quantity for an order. This is so you can store the quantity to expect to receive following information from your supplier. You do not need to make a manual allocation in order to receive the items into stock when they arrive.

Manually Allocating an Item

If you wish to put in the allocated quantities, you must:

1. First open the relevant order in View Orders.
2. Click on the line, for which you wish to allocate a quantity
3. Click the Allocate Item button
4. Enter the amount the supplier has informed you they will deliver and click Add

Manually Receiving an Item

If the quantity of an item delivered is different to the amount the supplier claimed they would deliver, or to update items delivered late, you can manually set the number of items received. You must:

1. First open the relevant order in View Orders
2. Click on the line, for which you wish to receive a quantity
3. Click the Receive Item button
4. The quantity you enter is added to the existing quantity, e.g. if you have received 2 and you subsequently enter 3 into received, the total quantity received will be 5.
5. You may enter a value greater than the ordered quantity if appropriate and the value entered will be added to stock.
6. Once the received quantity is greater than or equal to the ordered quantity, the item will be set as received and it will no longer be possible to edit the quantity via the order.

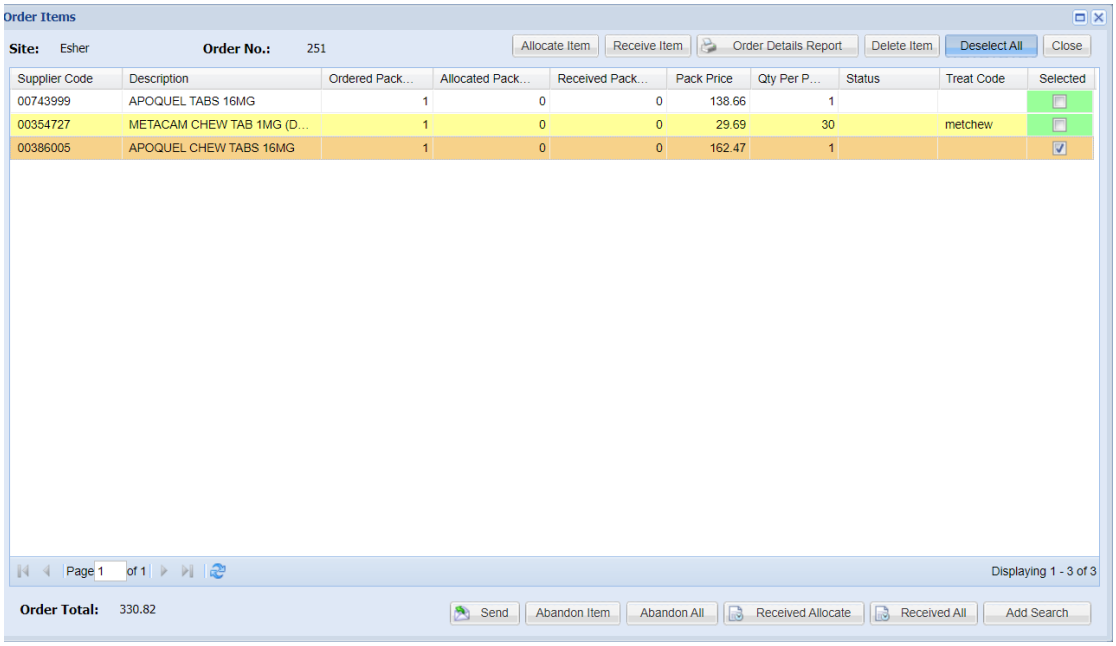
4) Abandoning an item or a complete order

Occasionally, it may not be possible for the supplier to source an item.

If this is the case, you may chose to abandon the order for an item and close the order.

To abandon an item:

1. First open the relevant order in View Orders.
2. Click on the line you wish to abandon.
3. Click 'Abandon Item'.
4. The item will be set as abandoned and it will no longer be possible to edit this item.
5. If this is the only remaining item on the order, the order will be set as Fully Received.



It is also possible to abandon all remaining items in an order by clicking "Abandon All".