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## User Instruction Manual & Tips

Version 3.24

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## 1. Revision History

Version 3.24            New version incorporating Mars-IT and Stock-IT updates

## 2. Introduction

Vivitech's Dispens-IT software is designed to help eliminate human error in the dispensary by making use of the barcodes that now appear on almost every item.

Quite simply, Dispens-IT intercepts and stores the details of each prescribed item as it is output from the surgery's prescribing software and withholds the printing of the item label until dispensary staff has scanned the barcode of the item. If the barcode matches the item's description, the label is printed normally. If it does not, a warning message prompts the user to investigate.

Introducing this simple extra step in the dispensing process typically takes only a second or two per item. This can save hours of time in manual cross checking. In addition, a complete historical log of all dispensed items is maintained, including the scanned barcodes, and this history may be easily queried and printed using familiar PC-based tools.

By interfacing only at the labels level, Dispens-IT can be used with all the popular GP clinical data systems.

The barcode database is populated during the initial period of use within each individual surgery and maintained as part of normal operation. There are no expensive subscriptions to database providers and no lengthy update procedures to endure.

### 3. Dispens-IT in everyday Use

#### 3.1 An initial run-through

Dispens-IT actually has two components – not only the push-button interface, but also a background program called LabelCap. The LabelCap software will start up when the PC is initially turned on, and will then hide itself as a little icon on the system tray (at the bottom right hand corner of your screen near the clock). It is LabelCap’s job to act as a “dummy” printer, capturing the medication labels printed by your GP system. There should be no need to interact with LabelCap.

So let’s start up Dispens-IT and try it out for the first time. Your Vivitech Engineer will have installed a “*Start Dispens-IT*” icon on your desktop. Double click this to start.

As mentioned in the Introduction, the purpose of Dispens-IT is to assist in checking that the items dispensed are the same as those prescribed. It does this by maintaining a database of the items’ names and storing the barcodes associated with those names.

The main menu of Dispens-IT will present you with the screen shown below.



## 4. Show Item Queue

When a label is dispensed from the GP system it is captured by the LabelCap software and the information is stored in a queue database within Dispens-IT. Click on the “*Show item Queue*” button on the main menu screen and you will be presented with a list of the items held in the queue database as shown below.

Hold	Select	Stn	Patient Name	Item	Qty	Prescribed
<input type="checkbox"/>	<input type="checkbox"/>		Zbaby, Rosemarie Mrs	IMIGRAN tablets 50mg	6	29/01/2010 11:33
<input checked="" type="checkbox"/>	<input type="checkbox"/>		Poppins, Mary Ms	PARACETAMOL tablets 500mg	8	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Zbaby, Rosemarie Mrs	IMIGRAN tablets 50mg	6	29/01/2010 11:33
<input checked="" type="checkbox"/>	<input type="checkbox"/>		Poppins, Mary Ms	PARACETAMOL tablets 500mg	8	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Zbaby, Rosemarie Mrs	IMIGRAN tablets 50mg	6	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Other, Anne Miss	BAG_LABEL	6	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Other, Anne Miss	Colief drops	7	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Porge, George Mr	FUROSEMIDE tablets 40mg	28	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Poppins, Mary Ms	BAG_LABEL	28	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Poppins, Mary Ms	PARACETAMOL tablets 500mg	8	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Poppins, Mary Ms	PARACETAMOL tablets 500mg	8	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Zbaby, Rosemarie Mrs	IMIGRAN tablets 50mg	6	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Other, Anne Miss	BAG_LABEL	6	29/01/2010 11:33
<input type="checkbox"/>	<input type="checkbox"/>		Other, Anne Miss	Colief drops	7	29/01/2010 11:33
<input checked="" type="checkbox"/>	<input type="checkbox"/>		Porge, George Mr	FUROSEMIDE tablets 40mg	28	29/01/2010 11:33

The ‘*Items in Queue*’ screen shows all the items in the queue sent from the GP system. The items can be viewed, put on hold, selected for processing or even deleted from the queue within this screen.

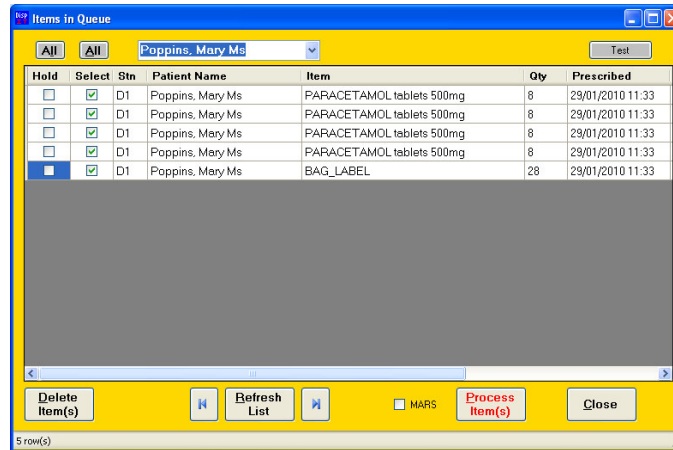
By placing a tick in the box (by simply clicking on it) for hold or select, a particular selection of items can be chosen for processing. This is particularly useful if certain items are out of stock or a patient has arrived for prescription collection before processing has taken place.

The list can be sorted by any of the columns - name, item or date received.

Each label can be viewed prior to printing and items can be deleted if required.

## 4.1 Dispensing an Item

To dispense items from the queue, first select the items by clicking in the ‘*Select*’ column against the items to be dispensed. A tick will appear along with the station number (terminal no.); in this case the station is ‘D1’. Now click on the ‘*Process Item(s)*’ button.

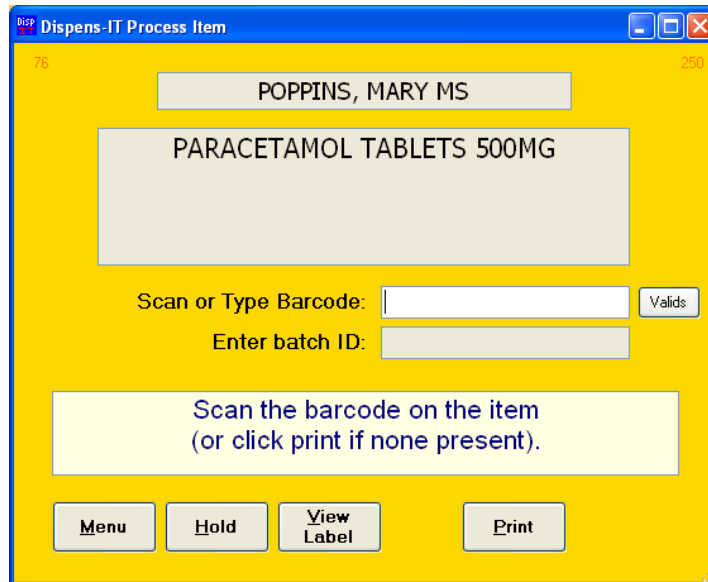


At the initial setup of Dispens-IT the items and history databases are empty. The first time that an item is dispensed, the item and its associated barcode must be entered into the items database. A screen allowing you to update this information will now appear.



**N.B. It is critical that you have the correct item in your hand at this point.**

If it is the correct item and it has a barcode then click on the ‘*Update*’ button. The ‘*Process Item*’ screen will now be shown



At this point, Dispens-IT wants you to scan the barcode on the item to verify that it is correct. If this is the first time that the barcode has been scanned, the item will not be found in the database

#### 4.2 *Item not found: Adding items to the database*

:



The item and the barcode now need to be associated...  
Click the '*Update*' button.

The *'Product Edit'* screen will now appear

Barcode	Name	Manufacturer	PackSize	Stock	Units
5000283631651	PARACETAMOL TABLETS 500MG		1	0	UNITS

The barcode scanned is shown in the *'Barcode'* field and the item is shown in the *'Associated products'* list. The product manufacturer should be entered into the *'Manufacturer'* field; the pack size should be entered into the *'Pack size'* field. Then click on the *'Close & Save'* button. A label will then be printed.

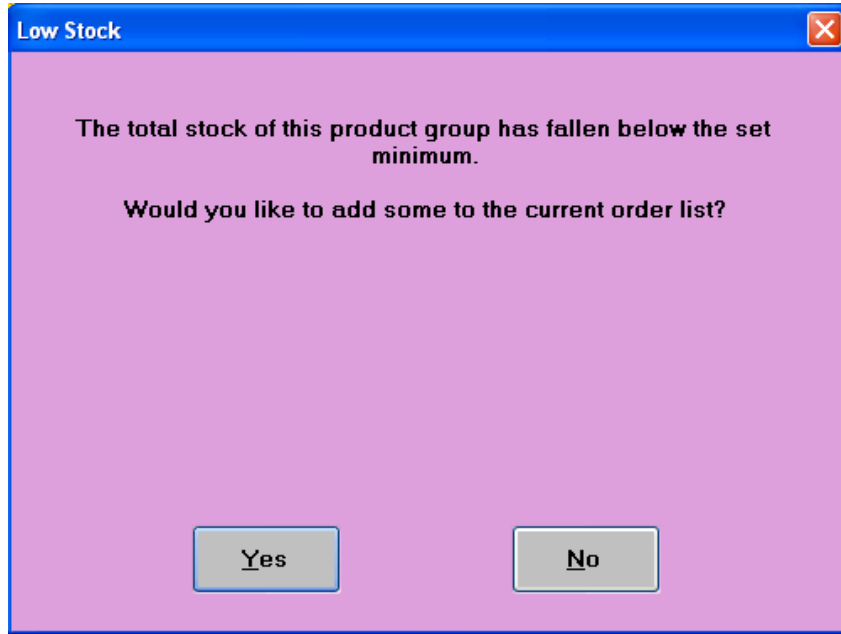
The next screen shown is the *'Stock-IT outgoing'* screen.

UNITS to deduct:  UNITS

Click on the *'OK'* to delete the items from stock.



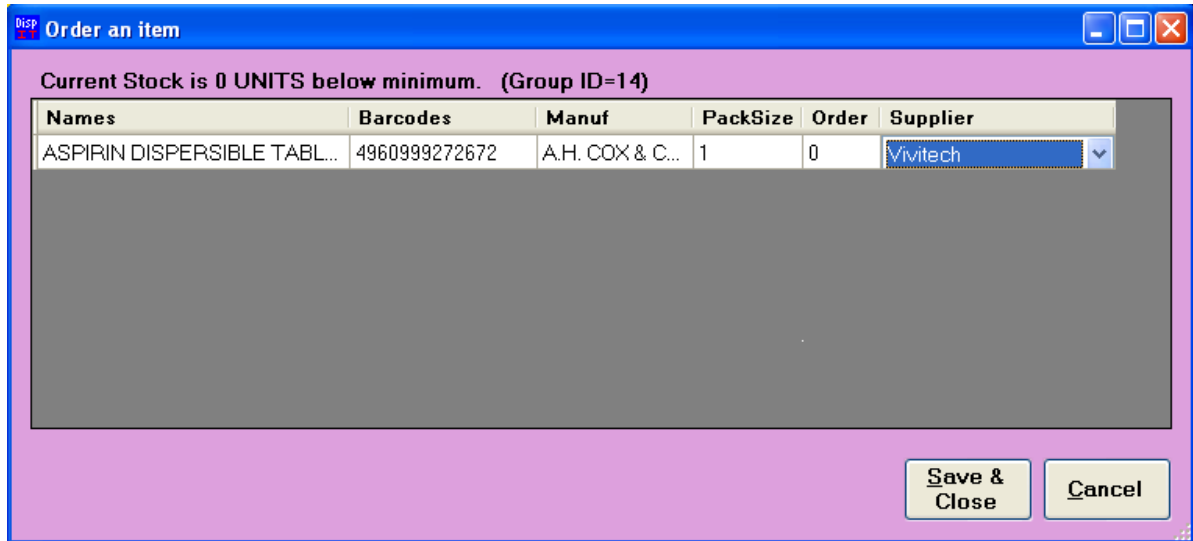
If the current stock level for the drug you have scanned is below the minimum value set, the following screen will appear:



If you would like to add the drug to the order list click on "Yes". Clicking on "No" will print your label immediately.

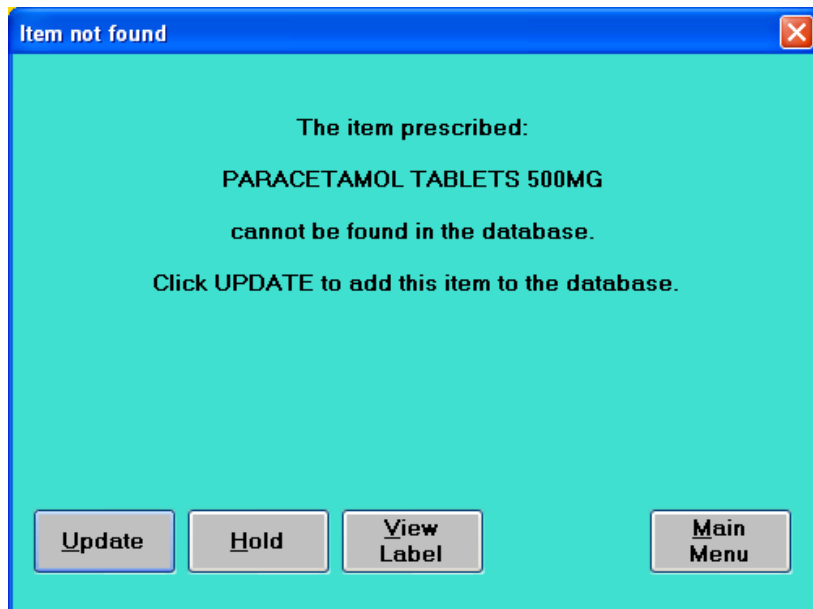
If you chose to add an item to the order list, you will now be asked to choose your preferred supplier from a drop down list.

When complete, click "Close & Save" (below). Your label will now be printed.



### 4.3 Missing or Illegible Barcodes

Sometimes barcodes are missing or damaged – what then?

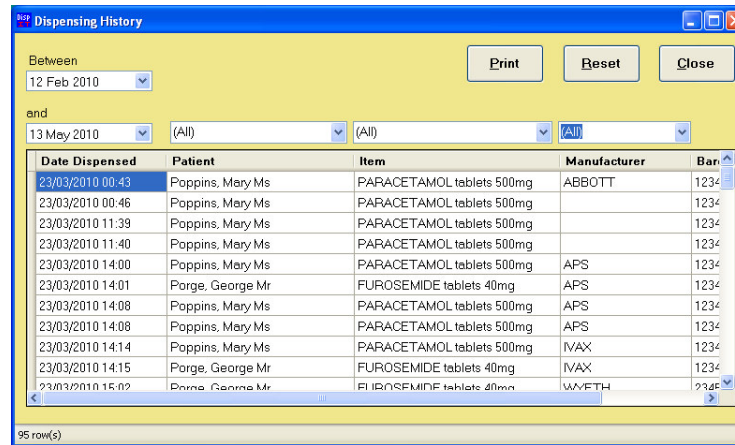


If the item does not have a barcode (a few products don't!) or if the barcode label is unreadable, you can click on the *'Update'* Button then on the next screen click on the *'Print'* button

## 5. History Search

As it performs its main function of item checking, Dispens-IT creates a comprehensive log of items dispensed, which may be queried and filtered in a multitude of ways: for example, by patient, manufacturer, period of time, item name etc. in any combination. A report can be created and printed with a few clicks of the mouse to assist with product re-calls, complaints and computer downtime periods.

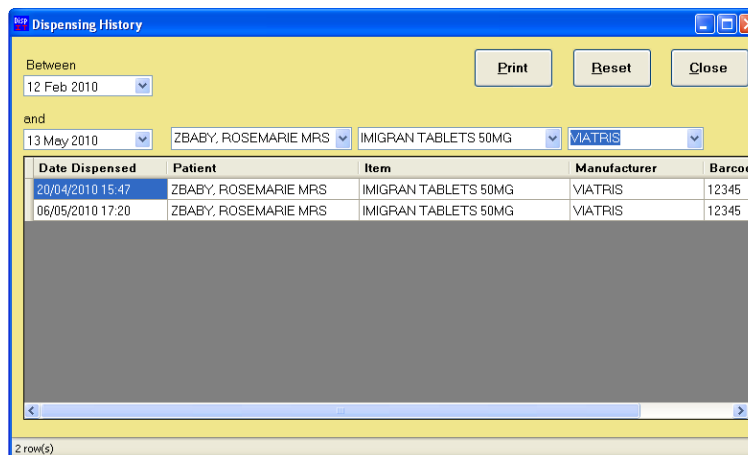
To access the history, click *'Dispensing History'* on the main menu:



The screenshot shows the 'Dispensing History' window with the following data:

Date Dispersed	Patient	Item	Manufacturer	Bar
23/03/2010 00:43	Poppins, Mary Ms	PARACETAMOL tablets 500mg	ABBOTT	1234
23/03/2010 00:46	Poppins, Mary Ms	PARACETAMOL tablets 500mg		1234
23/03/2010 11:39	Poppins, Mary Ms	PARACETAMOL tablets 500mg		1234
23/03/2010 11:40	Poppins, Mary Ms	PARACETAMOL tablets 500mg		1234
23/03/2010 14:00	Poppins, Mary Ms	PARACETAMOL tablets 500mg	APS	1234
23/03/2010 14:01	Porge, George Mr	FUROSEMIDE tablets 40mg	APS	1234
23/03/2010 14:08	Poppins, Mary Ms	PARACETAMOL tablets 500mg	APS	1234
23/03/2010 14:08	Poppins, Mary Ms	PARACETAMOL tablets 500mg	APS	1234
23/03/2010 14:14	Poppins, Mary Ms	PARACETAMOL tablets 500mg	IVAX	1234
23/03/2010 14:15	Porge, George Mr	FUROSEMIDE tablets 40mg	IVAX	1234
23/03/2010 15:02	Porge, George Mr	FUROSEMIDE tablets 40mg	WYETH	1234

Dispens-IT will start by listing the historical information of all the items dispensed. Each field can be selected for filtering for specific information. For instance, if it is necessary to find out which patients have been given a certain drug, then start typing the name of the drug in the drop down box above the **'Item'** column, or click on the arrow in the drop down box and select the drug required from the list. The history database will then filter out all entries except the selected drug. Further filtering can be achieved by using the other drop down boxes.



The screenshot shows the 'Dispensing History' window with the following data:

Date Dispersed	Patient	Item	Manufacturer	Barcode
20/04/2010 15:47	ZBABY, ROSEMARIE MRS	IMIGRAN TABLETS 50MG	VIATRIS	12345
06/05/2010 17:20	ZBABY, ROSEMARIE MRS	IMIGRAN TABLETS 50MG	VIATRIS	12345

After all filtering has been applied you can then print a report based on the selected filtering to a plain paper printer

## 6. Scanning a barcode

Simply hold the item under the scanner so that the red laser line goes across the barcode as shown below.



It is important that the beam goes across ALL the lines – in the examples above, the left and middle scans would be OK, the right hand one would not work. Also, do not hold the barcode too close to the scanner – about 100mm (4”) is ideal.

There is a certain “knack” to scanning, which you will soon acquire after a little practice. Simply pass the barcode on the item under the scanner and wait for the “beep”.

In its simplest installation form, Dispens-IT requires only the barcode to be scanned. Batch ID information is not required (but this can be enabled if required – see later!). So, assuming the barcode is correct, the label will be printed. If there are no more items in the queue, Dispens-IT will again disappear into the taskbar, waiting for the next item to be sent from the clinical system.

This represents a “normal” dispensing action, and should take only a few seconds longer than using your clinical system alone. Of course, in spending those extra few seconds, you have checked that the correct item has been selected from the dispensary shelves, and also logged the barcode to a historical database for future reference.

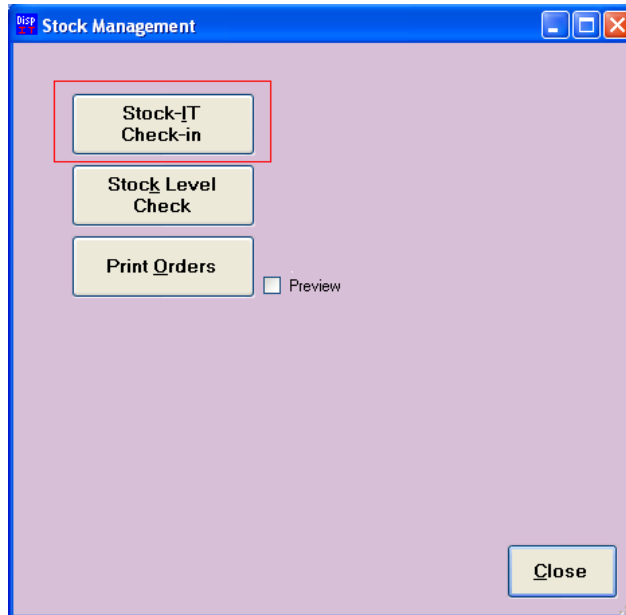
Naturally, there are some possible variations from this sequence.

## 7. Data Management

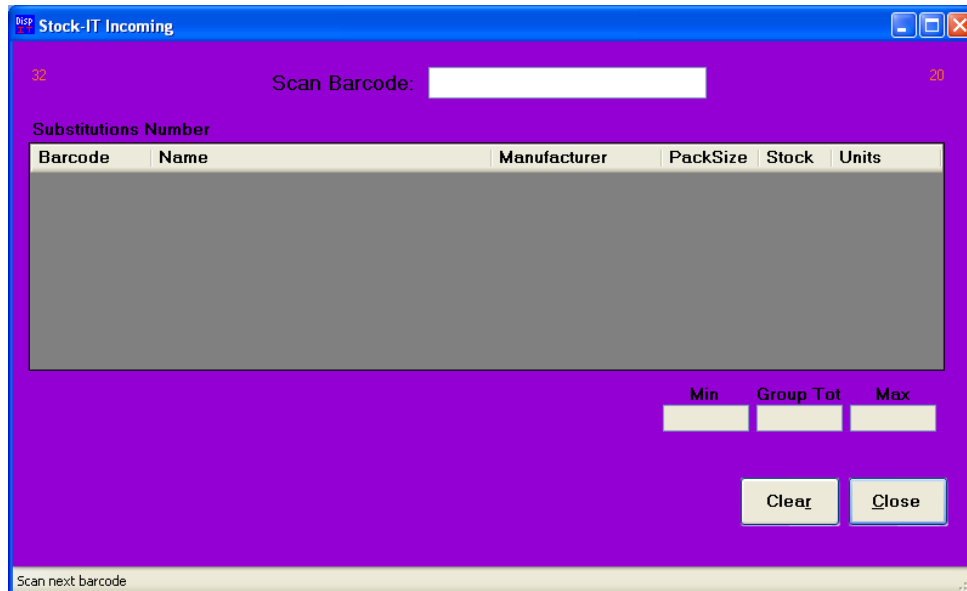
### 7.1 Stock-IT Incoming

#### 7.1.1 Checking-in Stock

When new stock needs to be added to **Stock-IT**, click '*Stock IT*' from the **DispensIT** menu > then click '*Stock-IT Check-in*'.



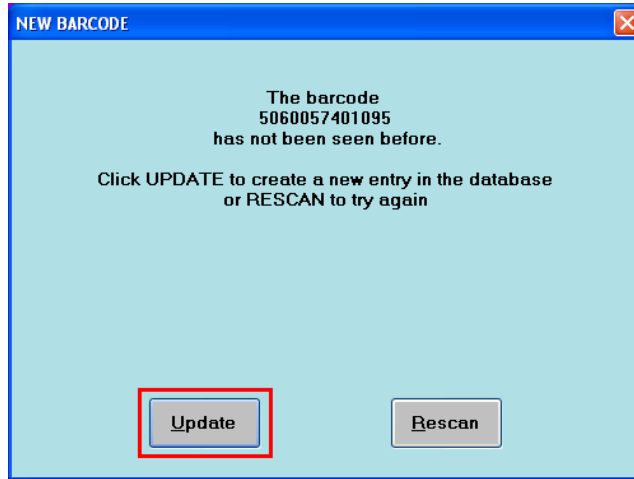
At this point the following form will be displayed; the Barcode must be scanned to continue further.



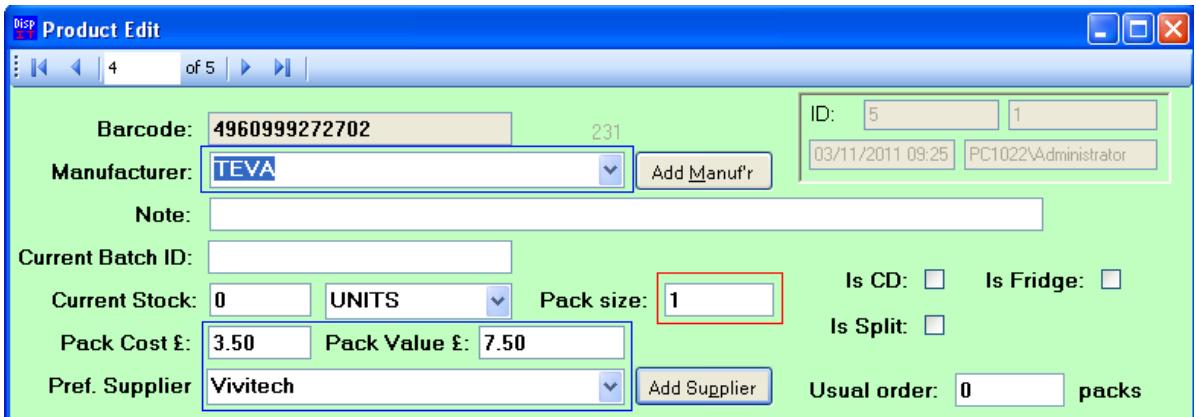
The screenshot shows a window titled "Stock-IT Incoming" with a blue title bar. At the top, there is a "Scan Barcode:" label followed by a white input field. Below this is a section titled "Substitutions Number" containing a table with the following columns: Barcode, Name, Manufacturer, PackSize, Stock, and Units. The table area is currently empty. At the bottom right of the form, there are three input fields labeled "Min", "Group Tot", and "Max". Below these are two buttons: "Clear" and "Close". At the very bottom of the window, there is a status bar that says "Scan next barcode".

**Note:** to clear any existing listings on the screen, click '*Clear*' or to go back to the previous screen, click '*Close*'.

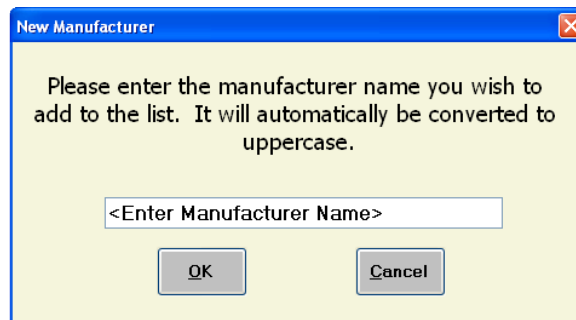
If the barcode has never been entered before because it is a new barcode, the following dialog will be displayed... if the barcode is correct, click **'Update'**, otherwise to go back and try again, click **'Rescan'**.



The Product Edit screen will be displayed; this is the most important screen of the stock checking-in process. The highlighted fields must have the correct information written for the barcode that has been scanned.



1. Firstly, enter the **Manufacturer** name. If the name already exists, it can be selected from the list... otherwise click **"Add Manufr"** and enter the new name there and click **'OK'**.



2. If there are any **notes** to be applied, they can be entered here also.

3. Then enter the **Pack Size** (this is the total amount of tablets/capsules within each box, it must be entered correctly).
4. If the surgery makes use of **Batch-ID**'s, enter it to '*Current Batch ID*', otherwise move onto next part.
5. On the right, it is possible to specify if it is a '*CD*' (Controlled Drug), is '*Fridge*' or if it is a '*Split*' (Split Box). Tick the box next to it if any of these apply, otherwise leave un-ticked.
6. Then type in the '**Pack Cost**' (Cost Price) and then the '**Pack Value**' (How much it is sold for)
7. Also, select the **Preferred Supplier** from the list... if the drug is from a different supplier that hasn't previously been included in the list, click '*Add Supplier*'
8. The next stage is to enter the '*Min*' (Minimum Stock level), and also the '*Max*' (Maximum Stock level for that drug).

The Min and Max is counted by the number of tablets, and not by boxes.

56 tablets means 2 boxes (e.g. if the pack size was 28)

Or if it was 28, it means minimum 1 box, because the total pack size for this drug is 28 tablets.

28 \* 20 = 560 so the maximum total would be 560 tablets (20 boxes)

Once all the required information has been entered, click '*Close & Save*'.

Otherwise, If the barcode has been incorrectly scanned, or if the Dispenser has decided not to continue adding the barcode, click '*Delete*'> then click '*OK*' or '*Yes*' to confirm deletion of the new record.

Barcode	Name	Manufacturer	PackSize	Stock	Units

Min: 56    Group Tot: 0    Max: 560

Once the barcode has been added, the following box will appear > and then enter the amount of boxes that need to be added and click '*Add Stock*'.

Scan Barcode: 5060057401095

Barcode	Name	Manufacturer	PackSize	Stock	Units

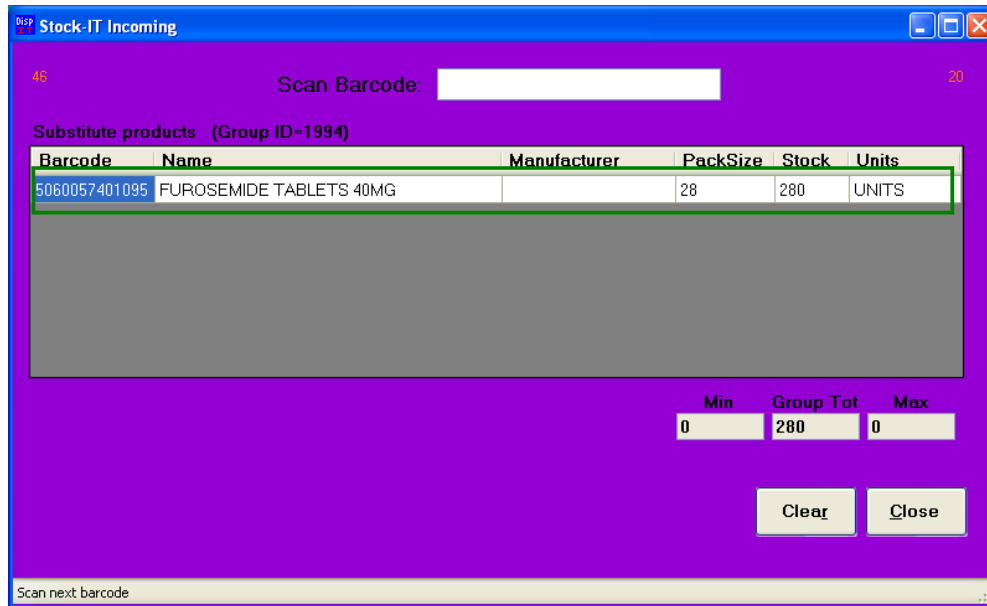
Min: 0    Group Tot: 0    Max: 0

**PACKS to add to stock: 10**

Now, type in the number of **Packs** (boxes) to be added to stock and click **'Add Stock'**. To go back and edit the barcode again, click **'Edit Product'**.

**NOTE:** If the barcode has already been associated (linked) with a drug name, it will appear in the Grid with the Pack Size and Stock. If it hasn't been scanned and linked to a drug name already, it will automatically link the next time the barcode is processed during a full dispense of the drug and it will appear blank in the Grid View (List).

The **'Group Tot'**, is automatically calculated, it adds up any associated drugs including the existing one to give the full total.



If further barcodes must be registered, simply click **'Clear'** and then scan the next barcode in and follow the same process. In order to exit the Stock-IT incoming, click **'Close'**.



## 7.1.2 Adding Extra Stock to Items Already in the Database

If a barcode has already previously been recorded, then only the *'Packs to add to stock'* need to be entered > then click *'Add Stock'*.

If the drug has been merged with a substitute group, all the drug names within that group will also be displayed. The Group total will collectively be displayed also.

Stock-IT Incoming

Scan Barcode: 5060057401095

Substitute products (Group ID=874)

Barcode	Name	Manufacturer	PackSize	Stock	Units
5012617009616	FUROSEMIDE TABLETS 40MG		1	0	UNITS
5012617009616	FRUSEMIDE TABLETS 40MG		1	0	UNITS
5012727902685	FRUSEMIDE TABLETS 40MG		1	0	UNITS
5012727902685	FUROSEMIDE TABLETS 40MG		1	0	UNITS
5016192355212	FUROSEMIDE TABLETS 40MG		1	0	UNITS
5016192355212	FRUSEMIDE TABLETS 40MG		1	0	UNITS
5017007070382	FRUSEMIDE TABLETS 40MG		1	0	UNITS

Min: -1    Group Tot: 0    Max: 0

PACKS to add to stock: 20    Add Stock    Edit Product    Clear    Close

Scan next barcode

The new quantity will be displayed and also the total for the group.

Stock-IT Incoming

Scan Barcode:

Substitute products (Group ID=874)

Barcode	Name	Manufacturer	PackSize	Stock	Units
5060014440396	FUROSEMIDE TABLETS 40MG		1	0	UNITS
5060014440396	FRUSEMIDE TABLETS 40MG		1	0	UNITS
5060057401095	FRUSEMIDE TABLETS 40MG		1	20	UNITS
5060057401095	FUROSEMIDE TABLETS 40MG		1	20	UNITS
5060149310243	FRUSEMIDE TABLETS 40MG		1	0	UNITS
5060149310243	FUROSEMIDE TABLETS 40MG		1	0	UNITS

Min: -1    Group Tot: 20    Max: 0

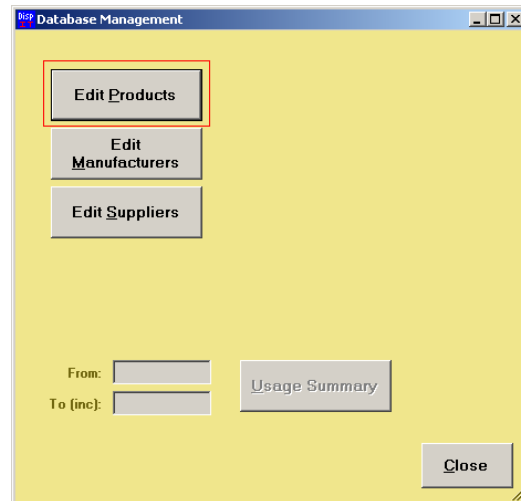
Clear    Close

Scan next barcode

## 7.2 Edit Products

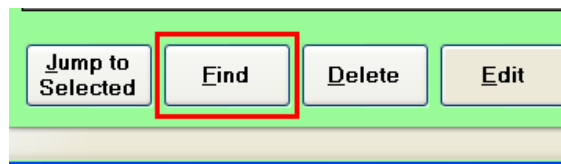
When changes need to be applied for a Drug/Barcode that has previously been recorded, click **'Data Management'** from the DispensIT main menu > then click **'Edit Products'**.

From here, Barcodes can be searched, stock levels can be corrected, and they can be edited and deleted.



### 7.2.1 Find Drugs

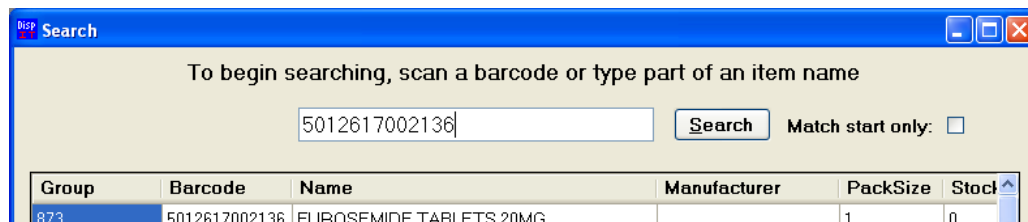
The quickest method to find the desired drug/barcode, click **'Find'** on the bottom left corner on the **Product Edit** screen.



The drug can be searched by barcode or by the first part of the name...

### 7.2.2 Find by Barcode

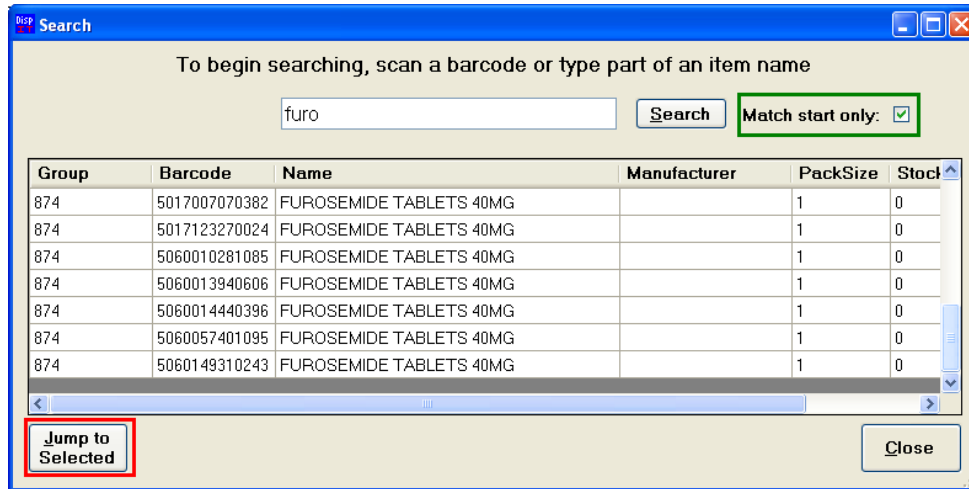
To search by barcode, simply scan the drug at this screen, and the list of drugs with the same barcode will be displayed.



### 7.2.3 Find by Name

To search a drug by the name instead, type in part of the drug name and click **'Search'**, this will display and drugs that have that phrase in any part of the drug title.

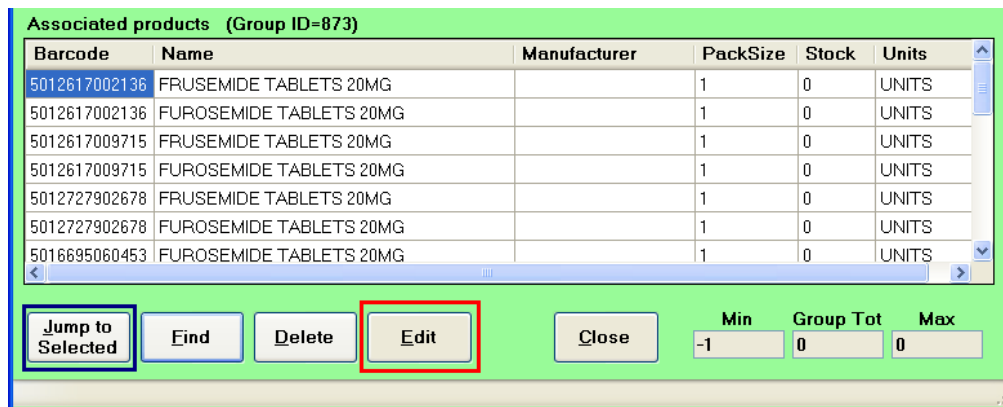
If the search should be more specific, **tick** the **'Match start only'** box, this will only find the drugs, which begin with the search criteria.



Then from the list, select the drug name/barcode and click **'Jump to Selected'**.

### 7.2.4 Adjusting Drug Details or Correcting Stock Levels

After the previous step, the **Product Edit** mode is displayed, at this point the record is Read-only which means it can only be viewed but not Edited. To make Stock Adjustments to the record, click **'Edit'**. This is useful if stock was taken from the dispensary without scanning it.



**Note:** If required, it is possible to change another associated product, select the barcode from the list and click **'Jump to Selected'**.

Once Edit has been clicked, the Product Edit form allows for the information to be changed. Now the **Manufacturer**, **Batch-ID** (if needed), **Current Stock Level**, **Pack Cost**, **Pack Value**, **Supplier**, **Min** and **Max** all can be adjusted. These have been highlighted in the screenshot below.

Product Edit

3507 Barcode: 5012617002136 49 ID: 1822 1

Manufacturer: ADAMS Add Manuf'r VIVITECH\martin.taylor

Note:

Current Batch ID: BR-001

Current Stock: 5 UNITS Pack size: 28

Pack Cost £: 4.50 Pack Value £: 7.50

Is CD:

Is Fridge:

Is Split:

Pref. Supplier: Vivitech2 Add Supplier

Associated products (Group ID=873)

Barcode	Name	Manufacturer	PackSize	Stock	Units
5012617002136	FRUSEMIDE TABLETS 20MG		1	0	UNITS
5012617002136	FUROSEMIDE TABLETS 20MG		1	0	UNITS
5012617009715	FRUSEMIDE TABLETS 20MG		1	0	UNITS
5012617009715	FUROSEMIDE TABLETS 20MG		1	0	UNITS
5012727902678	FRUSEMIDE TABLETS 20MG		1	0	UNITS
5012727902678	FUROSEMIDE TABLETS 20MG		1	0	UNITS
5016695060453	FUROSEMIDE TABLETS 20MG		1	0	UNITS

Jump to Selected Find Delete Save Close

Min 1 Group Tot 0 Max 0

EDIT MODE

## 7.2.5 Save Changes

To save changes, first check if the information has been entered accurately, then click **'Save'**.

If changes are made to a record, and those are not saved before closing it, a save dialog will appear. Click **'Yes'** to confirm save, or **'Cancel'** to continue Edits. Clicking **'No'** will exit the **Product Edit** screen.

Pending Edits

You have unsaved edits on this record - do you wish to save them?

Yes No Cancel

Once this has been saved, the record will revert back to read-only, and **'Edit'** must be clicked again if further changes need to be made.

## 7.2.6 Delete a Barcode or Associate Groups

If there is an item in the wrong group this must be deleted, to do this, follow the steps from the **Find Drugs** section until the drug/barcode appears in the **Product Edit** Mode.

Then, from the list of drugs in the grid, select the barcode that was incorrectly entered (or the one to be deleted) and click '**Jump to Selected**'. Then click '**Delete**'.

The screenshot shows the 'Product Edit' window with the following details:

- Barcode: 5012131417003
- Manufacturer: (dropdown menu)
- Current Batch ID: J427
- Current Stock: 0 UNITS
- Pack size: 1
- Pack Cost £: 0.01
- Pack Value £: 0.01
- Associated products (Group ID=757):

Barcode	Name	Manufacturer	PackSize	Stock	Units
5012131417003	EURAX CREAM		1	0	UNITS
5012131417003	EURAX CRM		1	0	UNITS
5012131417201	EURAX CREAM		1	0	UNITS
5012131417201	EURAX CRM		1	0	UNITS

Buttons at the bottom: Jump to Selected, Find, Delete (highlighted with a red box), Edit, Close. Summary: Min -1, Group Tot 0, Max 0.

There will be a dialog box, which gives the option to delete the barcode itself (left), or the entire group of substitute drugs. Note if these are deleted, the information must be re-taught the next time it is scanned.

'**This Barcode**' deletes the individual drug, however if '**Entire Group**' is clicked the following confirmation is given (right) then click '**OK**'.

Dialog box titled 'Delete' with the text: "Do you wish to delete ONLY this barcode, or the ENTIRE GROUP of associated items?"

Buttons: Cancel, This Barcode, Entire Group

Dialog box titled 'Group Delete' with the text: "Deleted 1 group(s) which included 2 barcodes and 1 item names"

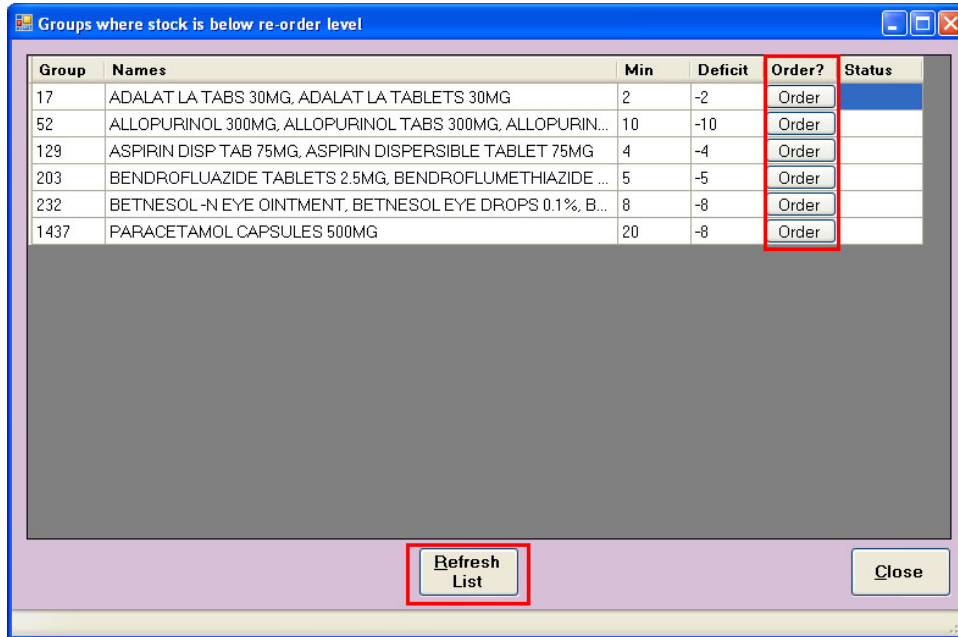
### 7.3 Stock Level Check

As part of the stock control system, Stock-IT enables the re-ordering of stock that has fallen below the minimum level.

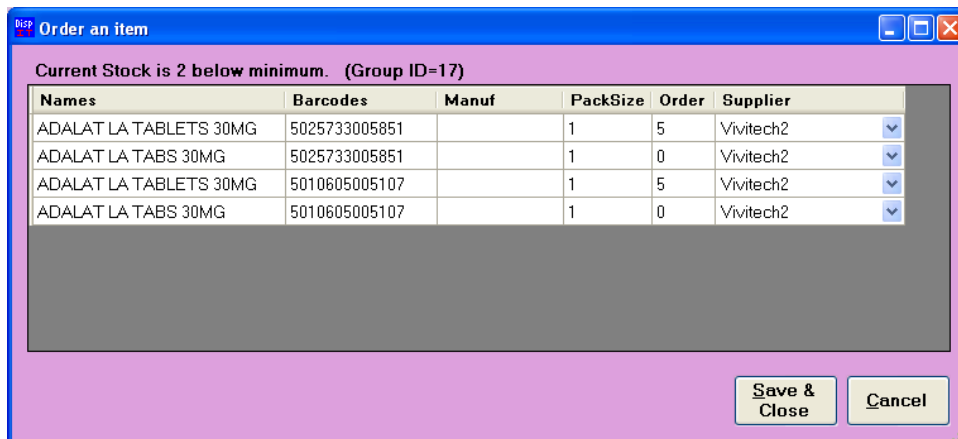
To make use of this, go to the Main Menu of DispensIT, click '*Stock-IT*' > then click '*Stock Level Check*'.

This displays all of the items that need reordering. The **Min** is the minimum stock level; the **Deficit** is the amount it is under.

To order more of the drug, click on '*Order*' next to the Drug Name.



If the drug name has other substitute drugs that are in the same group, these will appear in the list. The Barcodes are also displayed. To re-order the stock, double click under the '*Order*' column and enter the quantity needed against the barcode. Then select the '*Supplier*' from the list. When this is done, click '*Save & Close*'.



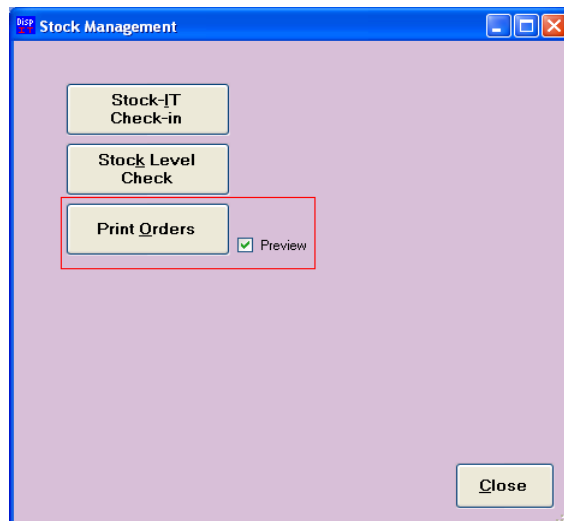
The total ordered quantity is displayed in the list; now repeat steps for the other drugs.

Group	Names	Min	Deficit	Order?	Ordered
17	ADALAT LA TABS 30MG, ADALAT LA TABLETS 30MG	2	-2	<input type="button" value="Order"/>	10
52	ALLOPURINOL TABS 300MG, ALLOPURINOL TABLETS 300MG, A...	10	-10	<input type="button" value="Order"/>	
129	ASPIRIN DISPERSIBLE TABLET 75MG, ASPIRIN DISP TAB 75MG	4	-4	<input type="button" value="Order"/>	

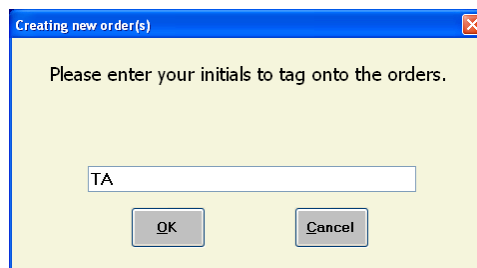
When that has been done, click *'Close'*.

## 7.4 Print Orders

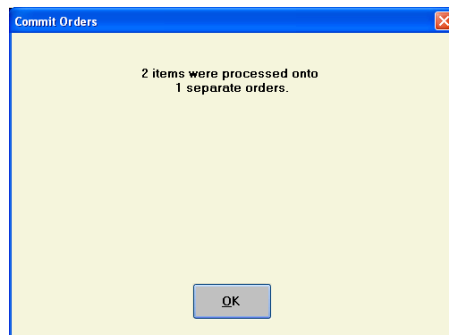
To print the new orders, click *'Stock-IT'* > tick the *'Preview'* box > and then click *'Print Orders'*.



Then enter your initials and click *'OK'*.



Click *'OK'* on the next confirmation dialog box.

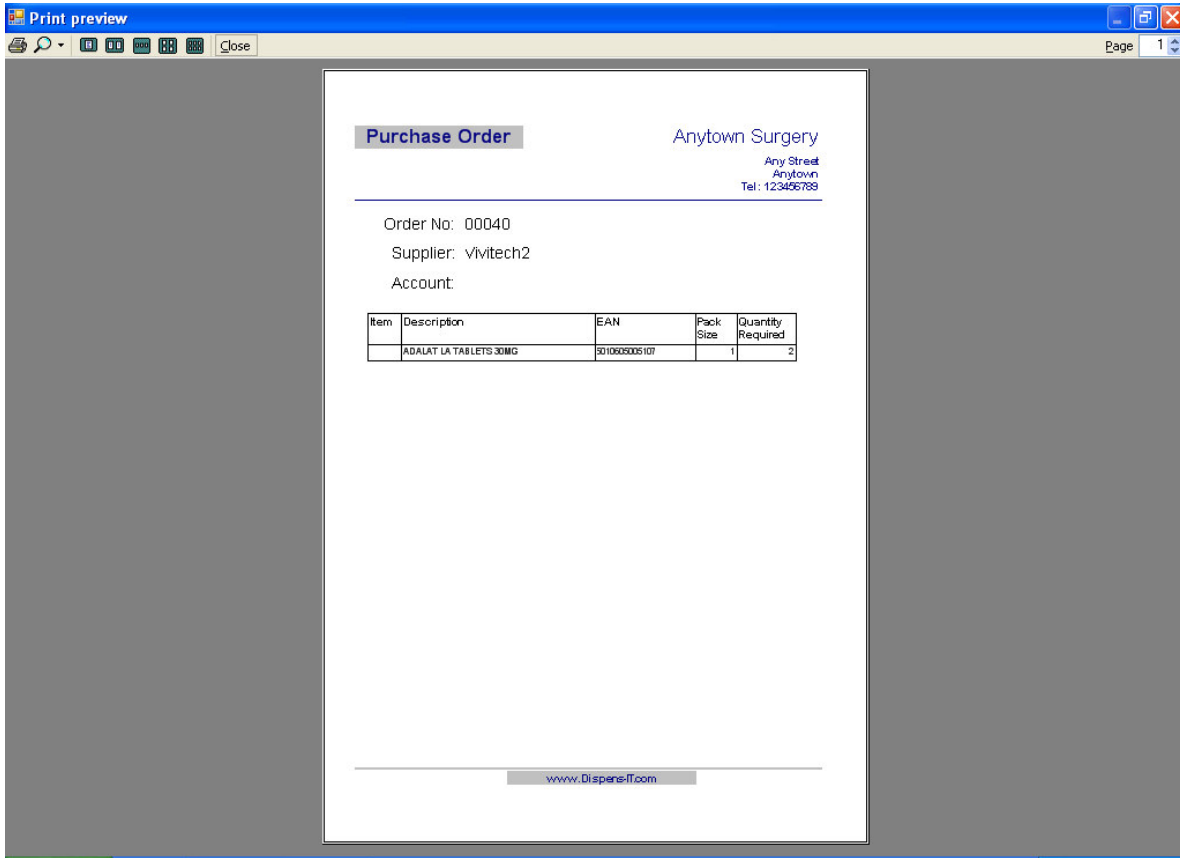


If the **'Preview'** mode is ticked, a Print Preview will be displayed.

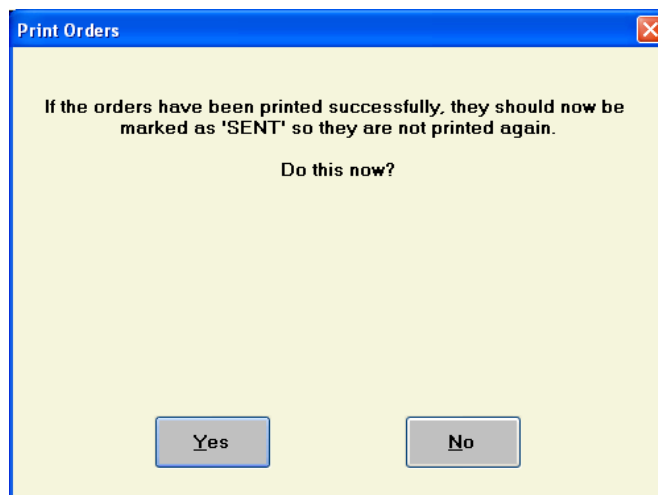
To zoom in, click on any part of the screen and it will zoom.

To switch between pages, click on the up and down arrow on the top right corner.

To print the report, click on the printer icon on the top left corner > select the printer you want to print to and click **'Print'**.



Once the order has been printed, it must be marked as **SENT**... click **'Yes'** to confirm. Or click **'No'** to mark it **SENT** at a later date.





## 7.5 Edit Manufacturers

### 7.5.1 Existing Manufacturers

From the DispensIT home screen, click on **'Data Management' > 'Edit Manufacturers'**

The following screen will appear, to scroll through the list, drag the scroll-bar down on the right hand side.

The buttons on the bottom enable you to move through the list quickly...



This button will take you to the first entry in the list



This button looks back at the previous entry



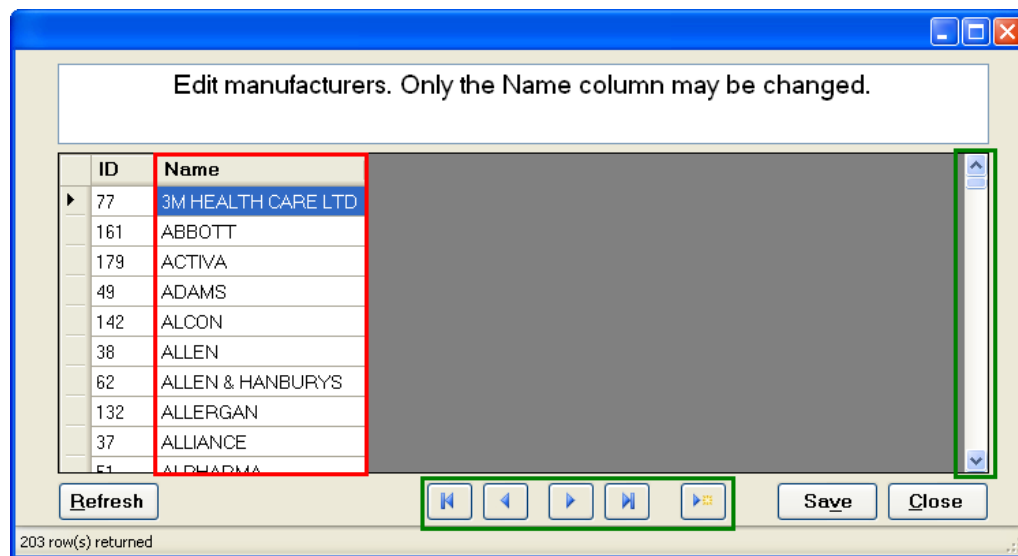
This button looks at the next entry



This button will take you to the last entry in the list



This button creates a new line to add another manufacturer.



Once you have found the Manufacturer name that needs to be edited, double click on the name until the pointer begins flashing and then type in the new name and click **'Save'**.

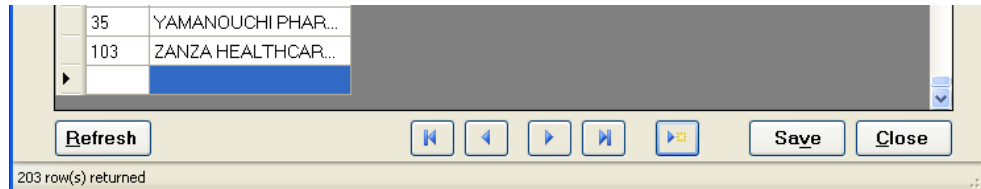
## 7.5.2 Add Manufacturer

If a new manufacturer needs to be entered it can be done by clicking on **'Database Management' > 'Edit Manufacturer'**.

Then click on the following icon



This will create a new blank line at the bottom of the list.



Then double click on the 2<sup>nd</sup> column, and write down the name of the new manufacturer and click **'Save'**.



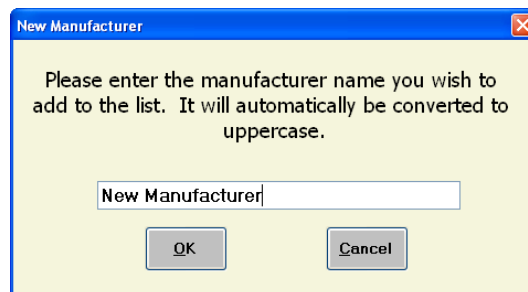
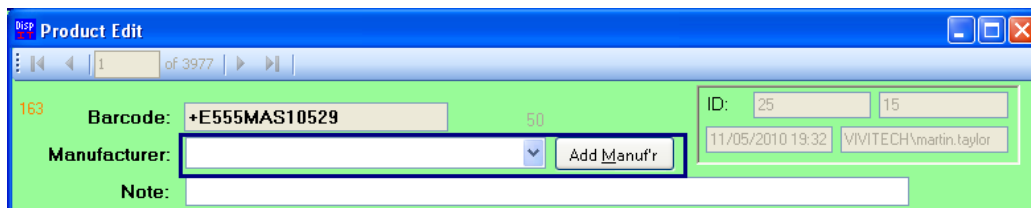
The new name will be added to the list and organised in alphabetical order.

If you click 'Close' before saving changes, you will be given a reminder that it hasn't been saved yet.

## 7.5.3 Adding New Manufacturer from Product Edit

A new manufacturer can also be added whilst in the **Product Edit** mode.

Next to the Manufacturer field, click **'Add Manuf'r'** > then type in the new name and click **'OK'**.



## 7.6 Edit Suppliers

If a new Supplier needs to be entered it can be done by clicking on *'Database Management' > 'Edit Supplier'*.

Then click on the following icon...



This will create a new row, then fill in the fields *"Name, Address, Post Code, Phone, Fax"* etc... to see the rest of the fields that need to be entered, use the scroll bar at the bottom (this has been highlighted in green).

ID	Name	Address	Postcode	Phone	Fax
1	Default	Default Supplier Address	DP	01427 881277	08702 88589
2	Vivitech2	Westgate, Low Street, North Wheatley, Notts	DN22 9DS	01427 881277	08702 88589
	Test	Any Street, Any Town	HD1 3SH	01484 514568	

Refresh [Navigation icons] Save Close

2 row(s) returned

Once the information has been entered in all the blank fields, click *'Save'*.

To **Edit** any existing supplier details, double click on the field that needs to be changed (until the icon starts flashing) and then make the changes that need to be made and click *'Save'*.

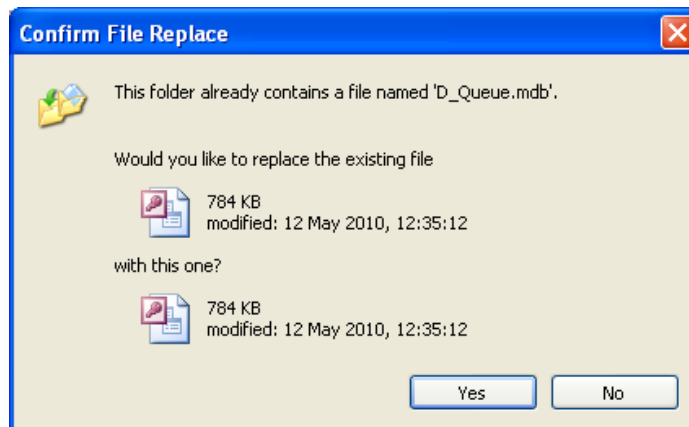
## 8. Backup

It is highly recommended that backups be made at the end of every day on any DispensIT machine. To make a backup, click on **'Backup Databases'** from the DispensIT menu.

Now to make a backup of all the files, click **'Backup All'**.



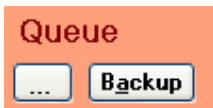
It will ask to confirm the file replace of older backup files; click **'Yes'** on all prompts.



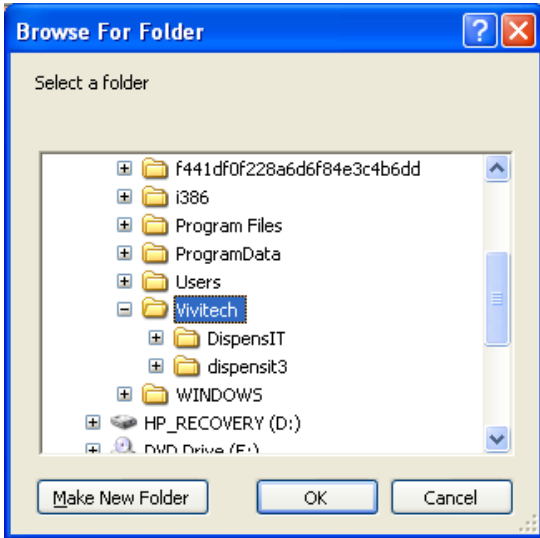
Once the backup is successful, click **'OK'** on the confirmation dialog box.

## 8.1 Change backup location

To change the backup location click on ‘ ... ’



Then select a new location and click ‘OK’.



Now to test the backup of an individual file, click ‘*Backup*’ and click ‘*Yes*’ to confirm.

## 9. FAQ's & Tips

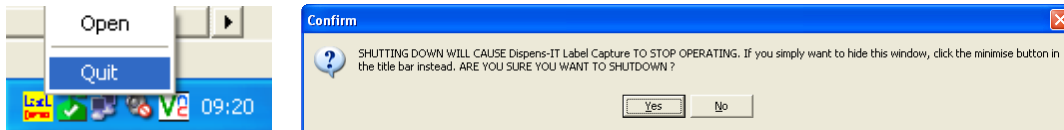
Most of the time, issues can be resolved without having to contact the helpdesk. If problems are encountered whilst using DispensIT, below are some suggestions on how to deal with them...

### 1. No Labels are being captured within the DispensIT Queue

Check if **LabelCap** is running (on the bottom right corner, near the time).  or 

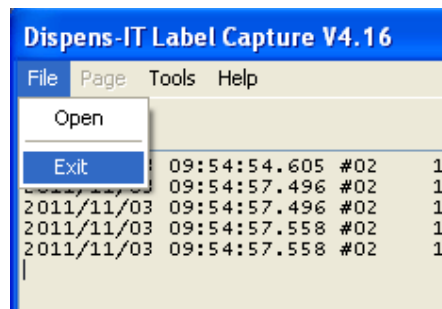
#### **Yellow LabelCap instructions:**

If LabelCap is already running, right click on the **LabelCap** icon and click **'Quit'** and then **'Yes'** when it asks to confirm.

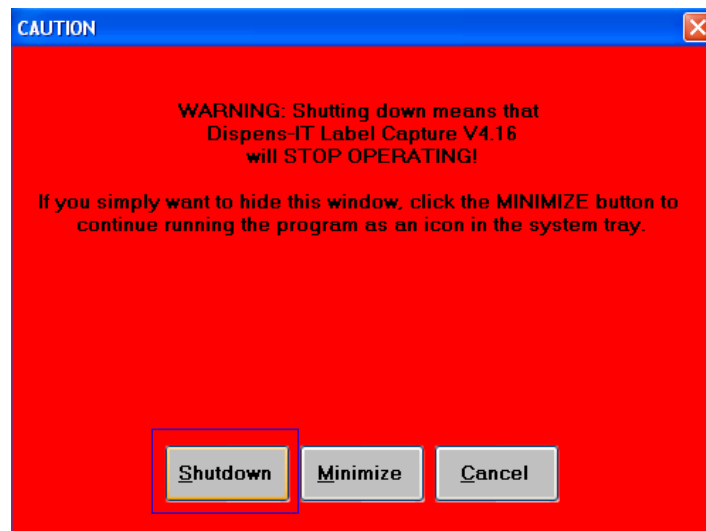


#### **Green LabelCap Instructions:**

Double click on the green LabelCap icon to open LabelCap in the middle of your screen. Double Click on any area within the LabelCap box then Click on **'File'** then **'Exit'**



Now click on **'Shutdown'** on the red caution prompt.



### **All LabelCap Users:**

When the LabelCap icon disappears from your screen, click on *Start > Programs > Startup > 'LabelCap'* > then go back into your GP system, and print a label to DispensIT as normal. Ensure that you click on *'Refresh List'* in the DispensIT queue to check if labels are there.

If the labels still don't appear in the *'Item Queue'* or *'Popup Mode'*, contact the helpdesk.

### **2. Barcodes are not being scanned**

Check if the Barcode reader is placed correctly in the cradle and the cradle is placed flat on the desk it is resting on (there should be a green light when not in use) > Scan the barcode again.

Or

Follow the cable along from the barcode reader to the back of the machine to check whether the cable has been disconnected. If it is unplugged, insert the cable into the USB port again. If it is already plugged in, make sure it is firmly in place. Following this, exit DispensIT and reload it again, then continue normal operation.

Then to test the barcode reader is working, click on *'Data Management' > 'Edit Products' > 'Find'* > and Scan barcode. If it is connected properly, it will scan, otherwise it will display an error.

### **3. Labels don't print after being scanned out**

- Check if the Printer is switched on, it should have green light.
- If the light appears Red, check there are enough labels, and the lid is closed properly (or check if there is a label jam).
- Sometimes switching off the printer and back on again, clears the error (the switch is on the back, near the bottom).
- Check the power lead is connected
- Check if the USB/Parallel cable is connected to the Printer and the PC.

If problems continue to persist, contact the helpdesk.

This manual has been presented to you in loose format so that future additions can be incorporated easily.

If you would like more information about a specific feature of Dispens-IT please contact Vivitech either by telephone **01427 881277**, fax **01427 883018** or e-mail [info@vivitech.co.uk](mailto:info@vivitech.co.uk).

Each suggestion will be taken seriously and when covered will be despatched to all Dispens-IT users.

Visit our website for latest developments: [www.vivitech.co.uk](http://www.vivitech.co.uk)