

CONSIS navigator

Software user guide



Willach

Pharmacy Solutions

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1.1 Understanding the technology running the CONSYS robot

The CONSYS server computer controls the CONSYS robot. The computer's monitor is mounted on an arm and located behind the robot, Figure 1. It runs the Navigator software which manages the stock inside CONSYS. The dispense software speaks to Navigator and sends commands for drugs to be delivered from CONSYS.

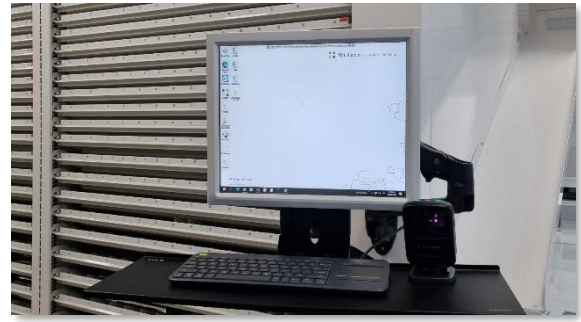


Figure 1- The CONSYS computer monitor.

The CONSYS computer case is located underneath the CONSYS robot, Figure 2. Make sure that the CONSYS PC is turned on- if not, turn on or restart computer. Make sure the monitor/screen is on.



Figure 2- The CONSYS computer case

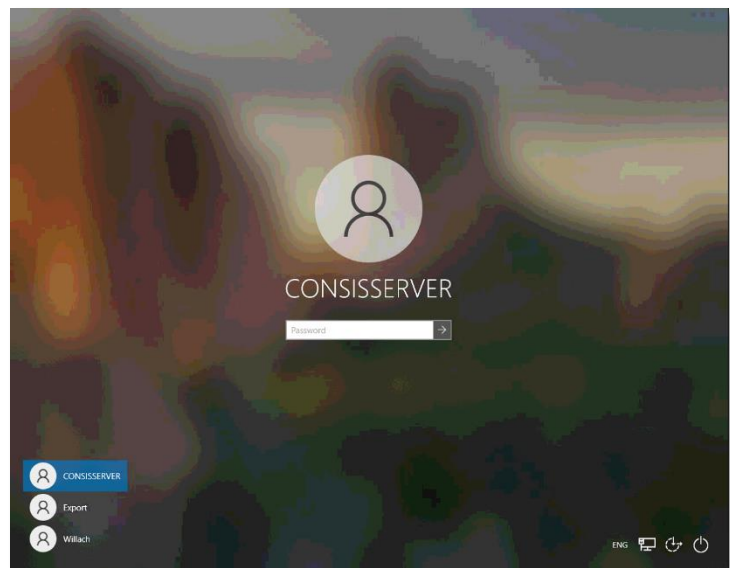


Figure 3- The CONSYS computer login screen

Logging on and starting Navigator

To log onto the computer please follow these steps.

Username:

CONSISSERVER or CONSYSUSER

Password:

Please refer to the pharmacist in charge to obtain your pharmacy's unique password.



TIP: The CONSYS computer automatically backs-up data and restarts once a week early Monday morning. You will be required to login each Monday morning before trade.

Launch the software

- Double click **Start CONSYS** (Willach icon) located on the desktop (refer to Figure 4)
- The CONSYS server and Navigator software will launch (refer to Figure 5).

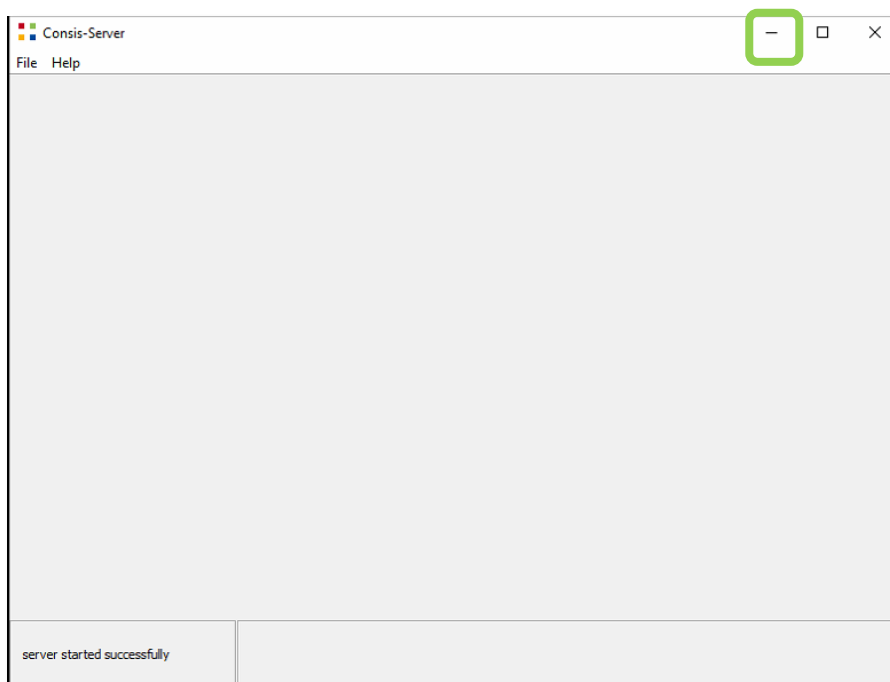


Figure 4- Start CONSYS



When launching the CONSYS application, a screen will appear. This is the **CONSYS server** screen. It must stay open and running in the background. Do not exit this window as it will interfere with the launch.

Figure 5- CONSYS Server screen launching.



After the server is launched, this screen will appear. It is important not to close this screen. If required minimise the server by clicking the – button.

Figure 6- CONSYS Server screen after launching.

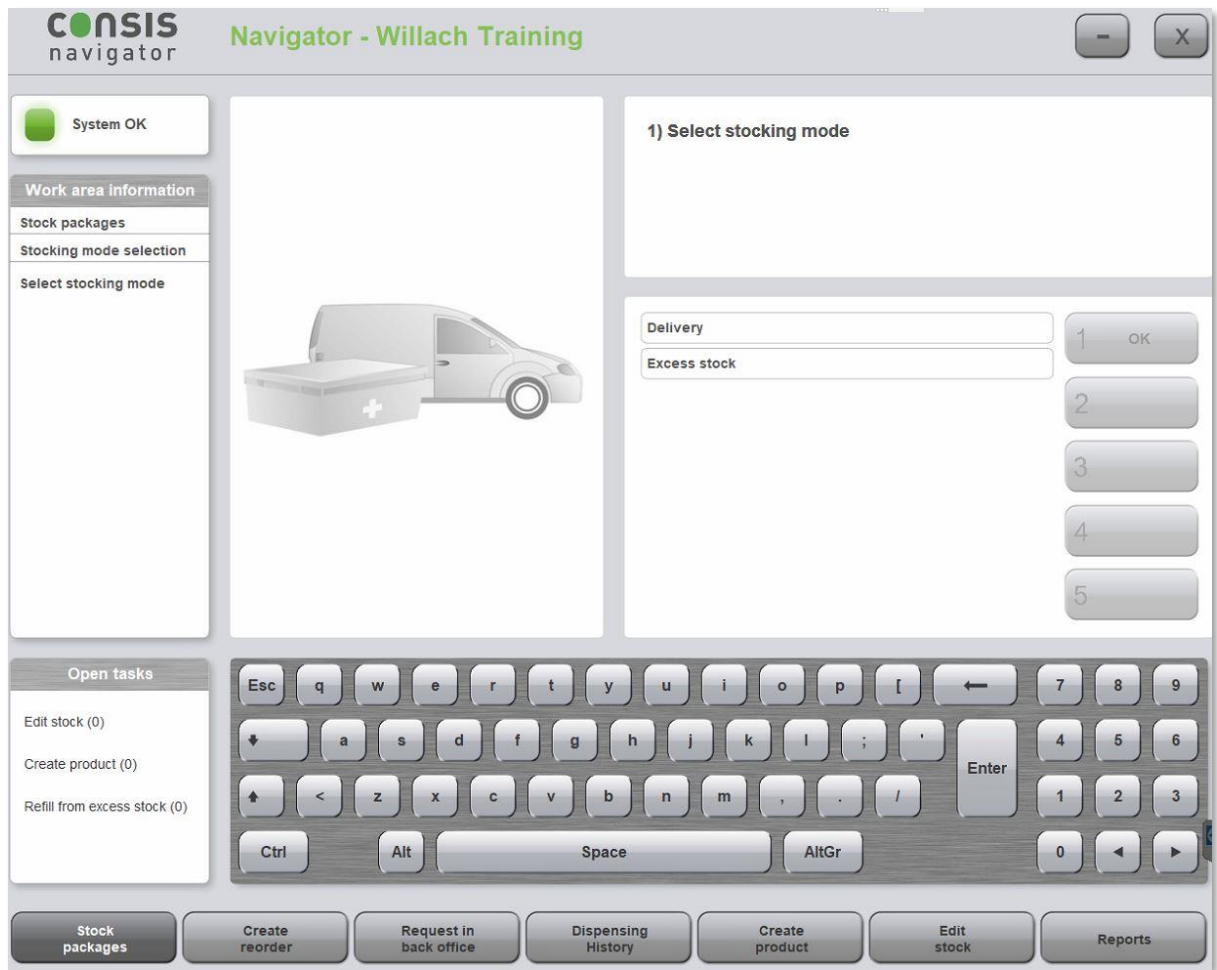


Figure 7- The Navigator home screen.

When Navigator has successfully launched, the screen in Figure 7 will appear. It is called the 'User Interface' (UI). It is where the user interacts with and controls the CONSYS robot.



TIP: There should only be two CONSYS applications on the desktop taskbar.

These are the:

- 1) CONSYS Server screen
- 2) CONSYS Navigator software

If there are more than two icons, close all CONSYS applications and restart the application (Refer to 1.1 Starting Navigator).



Figure 8- The CONSYS PC taskbar with correct number of Willach icons.

1.2 The NAVIGATOR program/interface

After launching the CONSYS Navigator software, the home screen pictured below appears.

Check the CONSYS status on the top left. When the status is green, this means the system is connected to the dispense software and ready to deliver drugs (Refer to CONSYS connection and status). The main areas of the CONSYS user interface (UI) are shown in Figure 14.

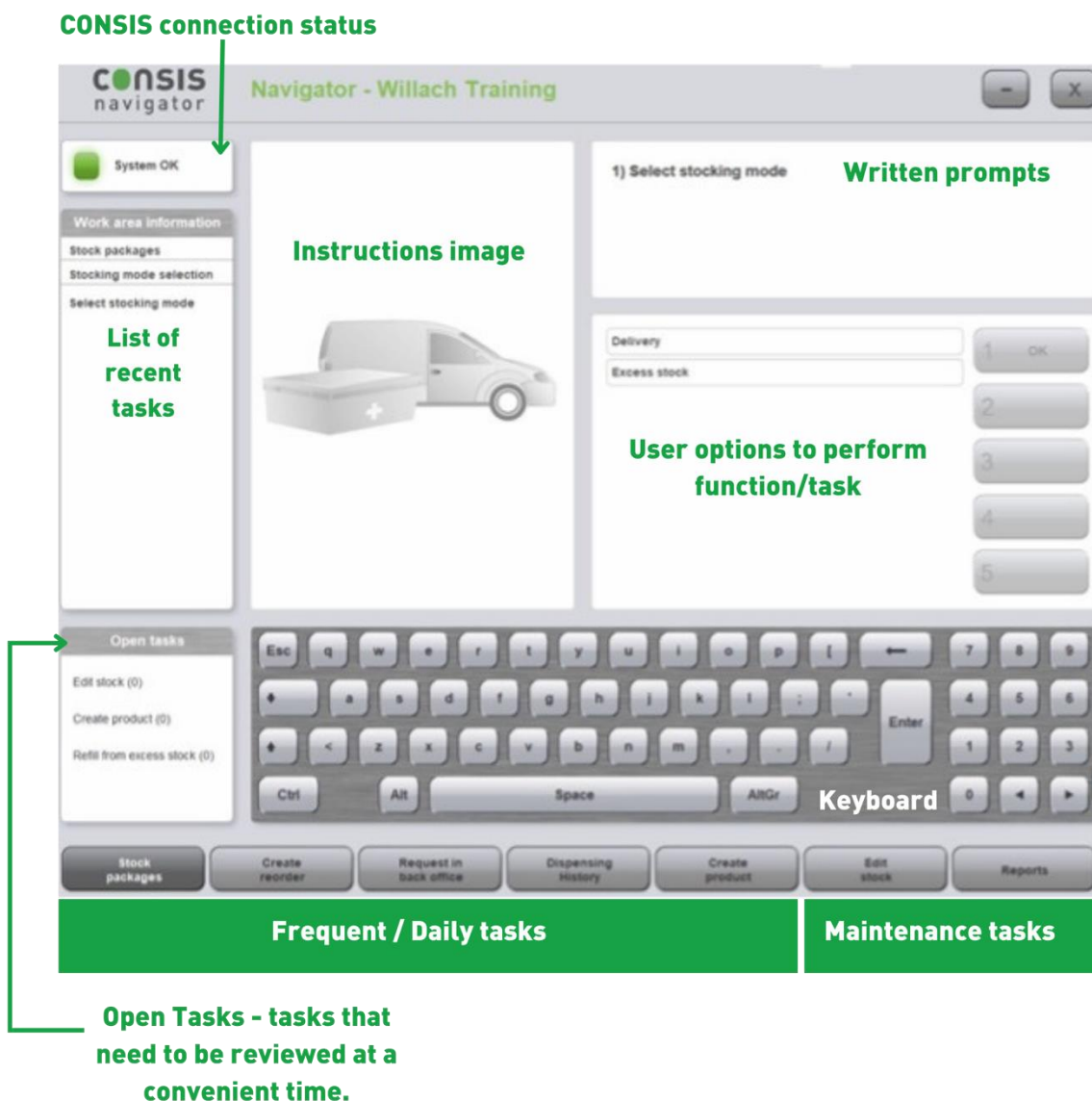


Figure 14- Main areas of the Navigator screen.

1.3 CONSIS connection and status

Navigator and the dispense software communicate for drug deliveries to occur. The CONSIS connection status shows whether this communication is working optimally or whether there are other disruptions. There are three types of connection:



1. Green status indicates the system is online and connected. The machine is ready for drug delivery.
2. Amber indicates there is partial connection, open door(s) or that the machine has been parked. Drug delivery is paused and CONSIS indicates only manual dispensing of drugs is possible.
3. Red indicates a loss of connection. The machine is offline and drug delivery is paused.

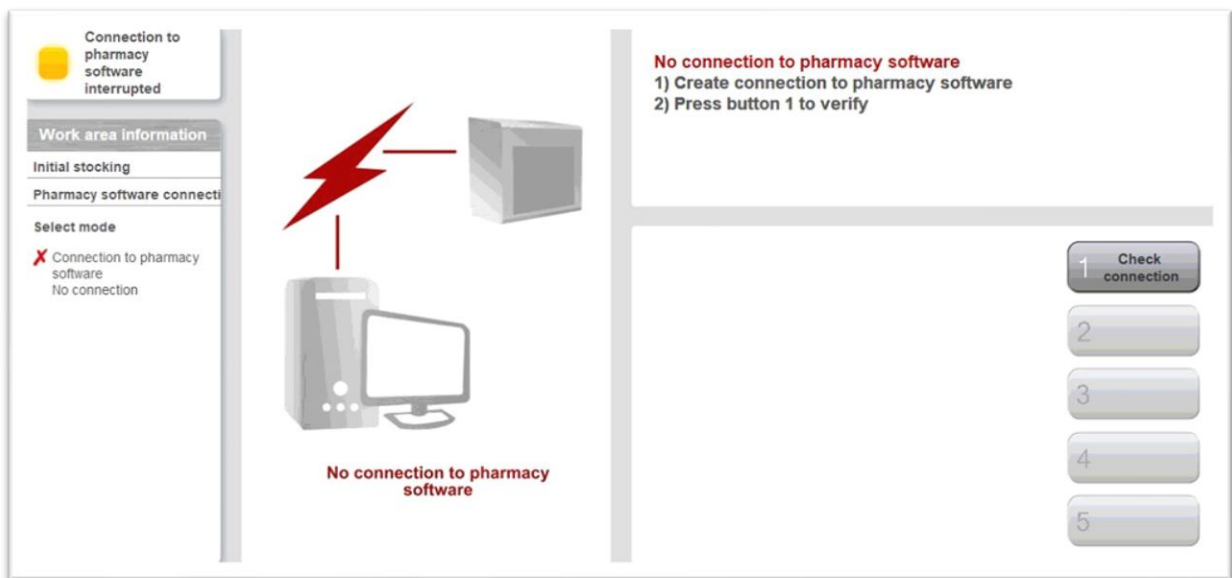


Figure 15- An example of a loss of connection.

In the top left, is a window that displays the connection status. Refer to the coloured square for a quick understanding of the status.

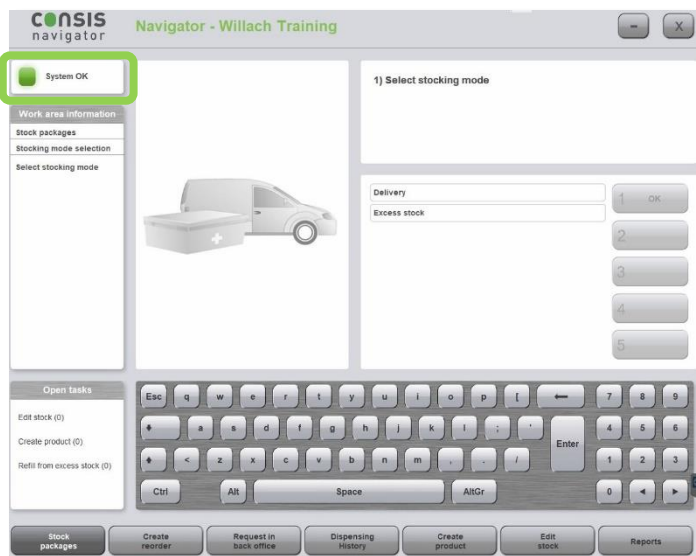



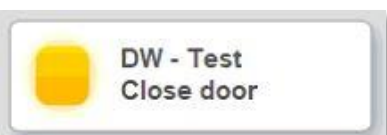
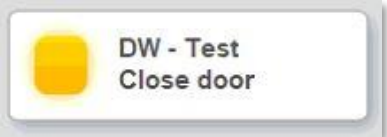
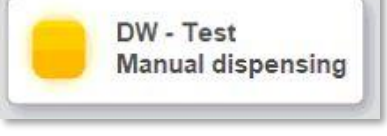

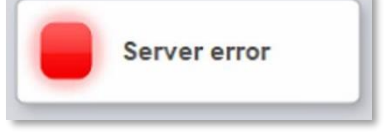


Figure 16- Highlighted is the connection status window.

Glossary of connection types

 Connected		CONSYS is operating as normal.
 Temporary Error		Status will cycle between these messages. The error could be due to: <ul style="list-style-type: none"> - 1) CONSYS door is open. To resolve, close the front door. - 2) CONSYS door has just closed and CONSYS is currently performing its reference cycle. Status will return to connected when reference cycle is completed.
		
		
 Serious Error		This is an error with the CONSYS server. Check that the CONSYS server is open. Re-open CONSYS server by closing all programs on the CONSYS computer and then restarting them. (Refer to starting Navigator) <ul style="list-style-type: none"> - If unresolved, contact the Willach Service Line on 1800 94 55 22

1.4 Understanding CONSYS shelves and channels

The CONSYS robot is designed to store and dispense drugs. At installation the CONSYS is configured so that each medication has at least 10 days' worth of stock. This strikes the best balance between workplace efficiency and return on costs (ROC).

The CONSYS robot stores medications in channels located on sloped shelves. When a script is processed on the dispense software, CONSYS picks a medication at the front of the machine. The package slides down its channel into the picking tray and is delivered to the dispenser.

The channels are found on shelves divided into 4 height groups. This allows CONSYS to store as many packages into the machine as possible (up to 3,760 packs per bay). The shelves are given a colour code to represent the height or space between each shelf. From shortest to tallest: **Red**, **Green**, **Blue** then **Yellow**.



Figure 17- Common drugs next to the Willach measuring tool (far left). Note the heights of the packages.

Due to the height limits between each shelf, boxes and packages must be loaded flat side down to prevent blocking channels. Bottles are loaded with the base going into the channel first (cap facing up). Also note that bottles should only be placed into bottle channels.

When loading packages, the OPS laser at the rear will shine a red pointer on the assigned channel before the flaps open (refer to Figure 18). Place the packages in flat and they will slide down the channel.



Figure 18- Highlighted is the OPS laser pointing to channel.



Figure 19- An example of incorrect loading, where the package is being loaded on a tall edge.



Figure 20- An example of correct loading, where the package is being loaded flat side down.

1.5 How to fill CONSYS

1. The OPS laser pointing to a channel.
2. Incorrect loading, as the package is being loaded on a tall edge.
3. Correct loading, as the package is being loaded flat side down.

STEP 1

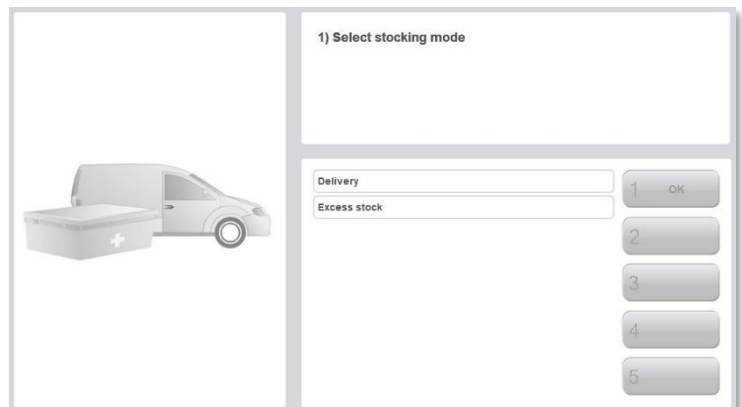
Select **Stock packages** at the bottom of the screen.



STEP 2

Select the delivery method. There are two modes of stocking to choose:

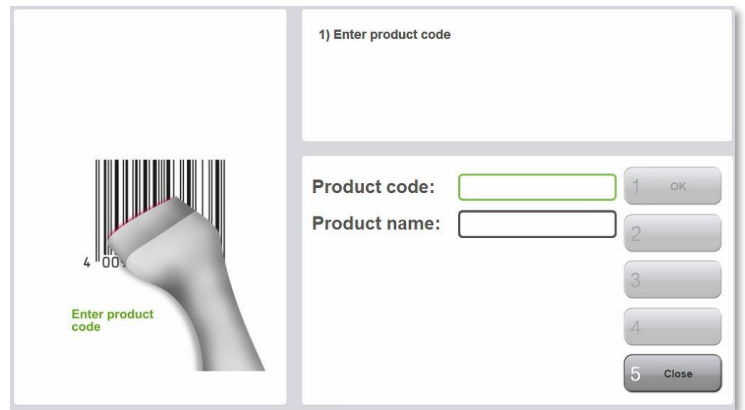
- **Delivery** – This is the standard option for filling or topping up drugs that are assigned to CONSYS.
- **Excess** – This function is for Advanced Users. This method of filling is for drugs marked as 'Excess' in the **Create product** window. This aspect of CONSYS management is explored in advanced training.



STEP 3

There are two methods to fill the machine:

- ⇒ **Scan the product, OR**
- ⇒ **Type in the product name and select OK.**



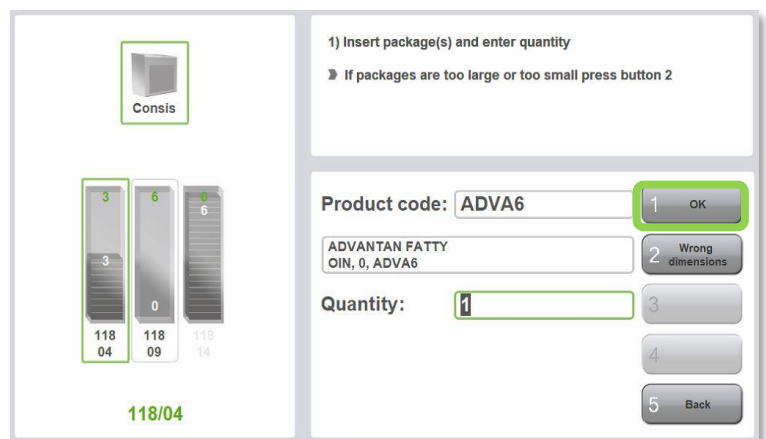
STEP 4

The screen will show the location of the drug. A flap will open at the rear of the machine and the OPS laser shines a red light on the channel assigned to the drug.

When loading drugs there are two options. Choose a method that is most comfortable for you. The first method reduces the risk of miscounting and stock level errors.

Option 1:

- Type the quantity of drugs to be added to the channel.
- Add the matching quantity of stock and load the packages flat side down or for bottles, base-first with the top pointing up.
- Select **OK**.
- Scan the next drug to continue filling.



Option 2:

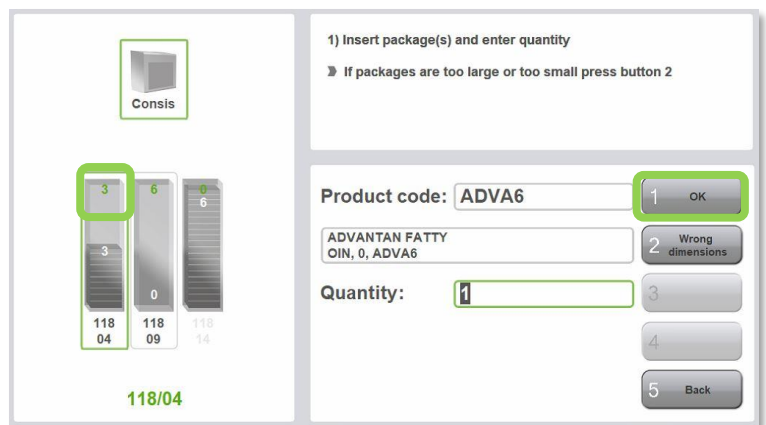
- Keep count as you add the stock. Same principles of loading apply- packages are loaded flat side down or for bottles, base-first with the top pointing up).
- Type the quantity of drugs counted into the Quantity field.
- Select **OK**.
- Scan the next drug to continue filling.

Note:

If there are multiple channels, a green box appears around the suggested channel. CONSIS will group the items based on when they are loaded. Freshly loaded drugs are grouped, so that the oldest stock is dispensed first. The user can also select other channels if preferred.

The green number at the top of the channel shows the number of packages required to fill the channel to the top/maximum.

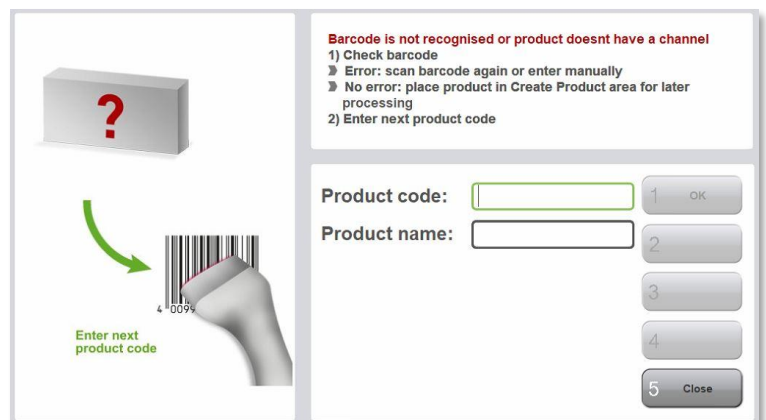
The white number shows the current amount (inventory) in the channel. When combined these numbers make up the channel capacity. Changes to the product length may affect this capacity (Refer to **Create Product**).



When drugs do not scan

The following screen will appear after scanning if a product has:

- not been scanned properly.
- not been assigned a channel.
- has a new or unusual barcode (not found in the dispense software database or when the product was created in CONSIS).



If a product does not scan, re-scan to check. If the same thing happens the drug's stock card needs to be edited in **Create product** (refer to 1.7). Scan or search for the product to check if it needs:

1. to be added to CONSIS.
2. to be assigned a channel.
3. a new barcode needs to be added to the CONSIS drug card (a product/medication can have multiple barcodes).



TIP: If a medication usually in CONSIS does not scan, check with a search in the **Product name** field. If the item appears after a search, but will not scan, the item may have a new barcode (Refer to **Create Product**).

Additional options when filling CONSYS:

Wrong dimensions

When stocking drugs into a channel, CONSYS will show the number of packages required to fill the rest of the channel.

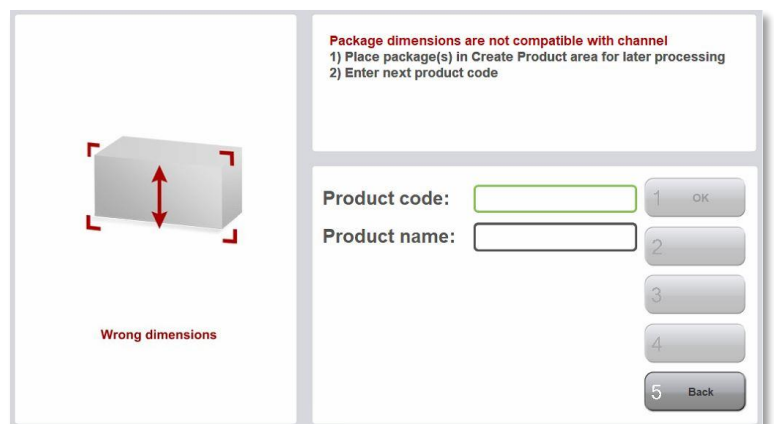
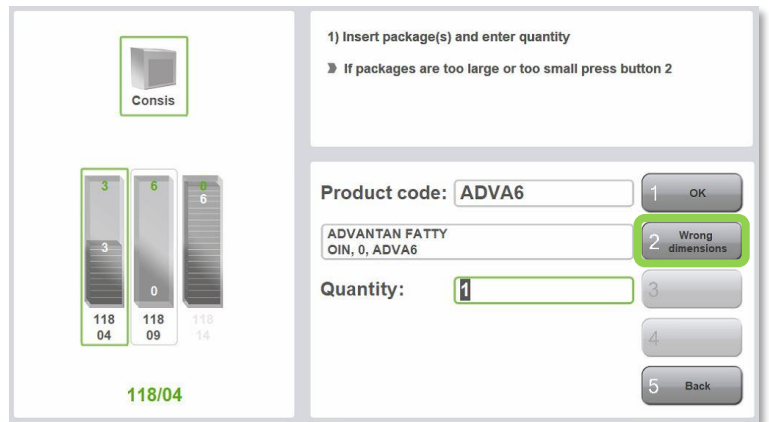
During filling, if the user finds this is incorrect it could be due to:

- Incorrect stock quantities being entered (to fix quantities see **Edit Stock**)
- Incorrect product length (in the drug card). Correct lengths are vital for the robot to calculate stock quantities for each channel, as well as generating accurate reports such as the reorder.

Select **Wrong dimensions** if the inventory is correct. This means the user will need to update product length in the product stock card (refer to **Create product**).

This will log a count in the **Open task** list, under **Create product**. (Refer to Open Tasks section of this manual)

After marking wrong dimensions, select **Back** to continue filling.



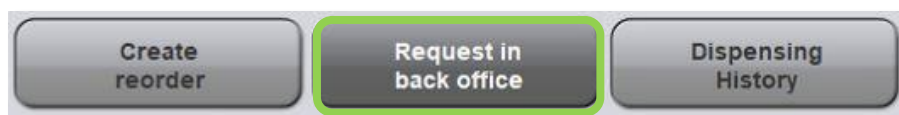
1.6 How to request medications

This section details the delivery of a drug from CONSYS which bypasses the dispense software.

The request function is commonly used during dose packing where forward supplies are required. It is also used in troubleshooting to determine whether delivery errors are due to the dispense software or CONSYS robot.

STEP 1

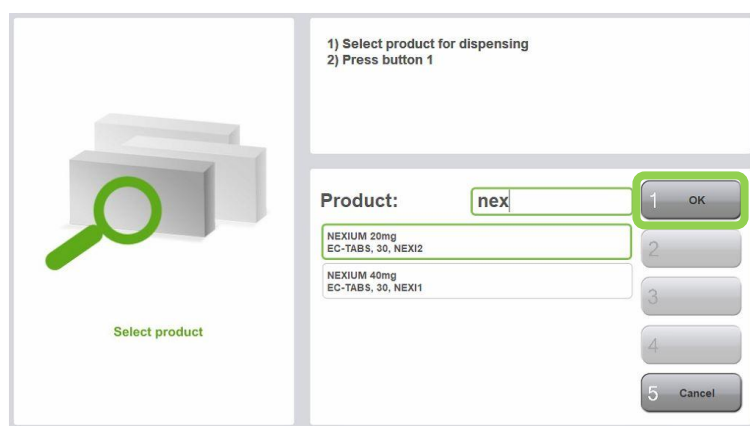
Select the **Request in back office** tab at the bottom the Navigator screen.



STEP 2

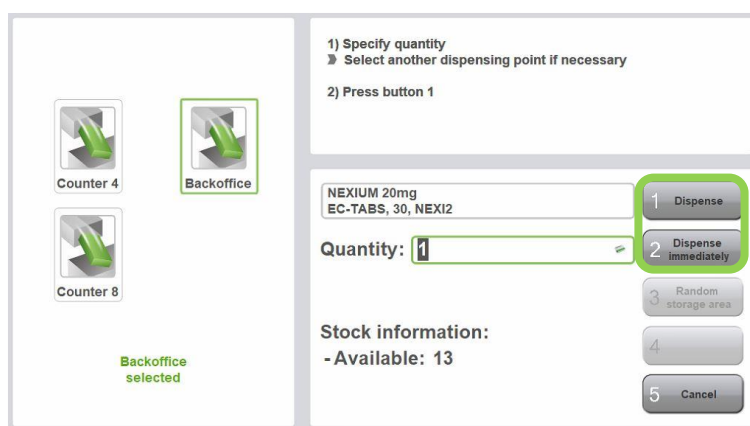
Select the required product using the following options:

- Type the drug name into the product field.
- Select the required drug and press **OK**.
- OR scan the drug barcode – if there is a box available.



STEP 3

- ⇒ Enter the quantity required from the CONSYS.
- ⇒ On the left select the exit point, which will default to back-office chute. Select another exit point if preferred.
 - ⇒ **Dispense** will put the request into the queue without interrupting other dispense stations and requests.
 - ⇒ **Dispense Immediately** will prioritise the delivery ahead of other dispense stations.



PLEASE NOTE:

If medications are delivered using the request function but won't dispense through the dispense software, it means the robot is still working. However, it means the connection with the dispense software has been lost. Close Navigator and the server, then restart.

The 'Stock information' displays current stock on hand and is a quick way to check the stock count/inventory.

1.7 Dispense history window

The **Dispensing history** window is the home screen if the program has not been used for some time.

It can also be accessed by selecting the **Dispensing history** button at the bottom of the Navigator screen.

This window lists all requests to CONSYS. It is a useful troubleshooting tool, tracking whether product requests made by dispense software have been received by Navigator.

The screenshot shows the 'Dispensing History' window. At the top, there are three buttons: 'Request in back office', 'Dispensing History' (highlighted with a green border), and 'Create product'. Below these are four counter selection buttons: 'All 14:35', 'Counter 1 14:35' (highlighted with a green border), 'Counter 4 0:00', and 'Counter 8 0:00'. The main area is titled 'Show dispensing history' and contains a table with columns: Time, Product, Disp. point, Duration, Request, and Disp. The table lists several requests, including NEBIVOLOL, LORSTAT, PANADOL, CREON, ESOMEPRAZOLE, SIMVASTATIN, RABEPRAZOLE, and LYRICA. To the right of the table is a 'Stockout:' section with a numeric input field set to '0', minus and plus buttons, and several action buttons: 'Repeat to counter', 'Repeat in back office', 'Book manual dispensing', 'Raise priority', and 'Cancel request'.

- This list can be filtered to show messages received from each dispense terminal. Do this by selecting the appropriate counter at the top of the screen.
- Selecting or highlighting a product will produce a drop-down box showing the channel(s) that the CONSYS has picked or attempted to pick from.
- Selecting the **minus** or **plus** button on the right side will adjust the **Stockout** quantity to 1 if another package is required. The default quantity is 0 and delivery will not occur until the **Stockout** quantity is changed.
- To resend a dispensed product first highlight the drug. There are two options:

- **Repeat to counter** (delivers to the same dispense terminal exit point) or,
- **Repeat to back office** (CONSYS computer exit point- usually a chute that delivers to the rear of the CONSYS).

This screenshot shows the same 'Dispensing History' window as above, but with the first row highlighted in green. The 'Stockout:' counter is now set to '1'. The 'Repeat to counter' and 'Repeat in back office' buttons are also highlighted with green borders. The table data remains the same as in the previous screenshot.

Delivery errors

- If a product is in stock but has not been delivered, it is marked by an amber cross (refer to Figure 21).
- If drug must be manually picked by opening the CONSYS doors there is a method to adjust the product inventory afterwards, as the robot will be unable to record stock leaving when it is done manually.
 - Select the request which has not been fulfilled (indicated by amber cross)
 - Enter the quantity which will be picked manually into the stockout field.
 - Confirm the stock adjustment by selecting **Book manual dispensing**.
 - This process will ensure stock integrity is maintained.

Show dispensing history

Time	Product	Disp. point	Duration	Request.	Disp.
14:00:02	ESOMEPRAZOLE (APOTEX) 20mg, EC-TABS, 30, ESOM13	Counter 1		1	0

Channel **Quantity**

127/01	0
--------	---

Stockout:

1

- +

Repeat to counter

Repeat in back office

Book manual dispensing

Raise priority

Cancel request

Figure 21: An example of how delivery errors are displayed on the Dispense History window

1.8 Adding medications to CONSYS and the drug stock-card

The **Create product** window is where drug stock cards are managed. A drug stock card stores information about a medication, like stock cards found on your dispense software, to help in the management of the stock. Navigator stores additional information such as dimensions to calculate quantities in the machine.

Access this window to add medications to CONSYS or make changes to a stock card (e.g. updating dimensions or setting MAX quantities for slower drugs).



STEP 1 Adding a new drug to CONSYS software and creating a new CONSYS drug card.

- ⇒ Click the **Create product** tab at the bottom of the Navigator screen.
- ⇒ Scan the barcode of the new product (do not scan the QR code).

1) Create or edit product using the following options:
» Select product from the Open Tasks list
» Enter product code
» Enter product name
2) Continue with button 1

Product code:

Product name:

1 OK
2
3 Create shelf list
4 Delete task
5 Cancel

- ⇒ CONSYS will confirm the addition of the drug with the user. To add the drug, select **Yes** which will create a new drug card, otherwise select **No** to cancel the creation.

Are you sure you want to create this product in the CONSYS data base?

Code:

1 Yes
2
3
4
5 No

- ⇒ Make sure the following fields are complete for the new drug:
 - ⇒ Product details (name, code, length, form, and units). Use the Willach measuring tool to measure the package dimensions.
 - ⇒ The **Minimum stock** will default to 50% of the **Maximum stock**.
 - ⇒ The **Maximum stock** (Channel's capacity) is calculated once dimensions are entered, and the product has been assigned a channel. **Lengths must be entered in millimetres so the robot can calculate proper stock levels.**

Note: CONSIG shelves are colour coded to show their height. They are sorted from shortest to tallest, ranging from red, green, blue to yellow. During the measuring process take note of the product's colour/height. This will help the user to assign an appropriate channel in the next step.

Advanced users:

Tick the '**Excess stock**' field if the item will have excess stored in the pharmacy (e.g. items ordered in bulk quantities). This field will need to be un-ticked if the item is not stored in bulk amounts.

STEP 2 Prepare and choose an appropriate channel.

Once the dimensions and drug details have been entered, assign channels to the drug by selecting **Add channel**. Please note, selecting **Save** will record the drug details but will exit the drug card window. The user will need to rescan/ retype the drug again to edit the drug card. **Save** can be selected after assigning channels.

There will be two areas that appear:

- On the left is a window that shows all available channels. It has a scroll function to view all available shelves.
- On the right is a filter for shelf colour/height. It includes larger shelves if there are no available channels for a particular shelf colour.

In the filter section tick/untick the required shelf height:

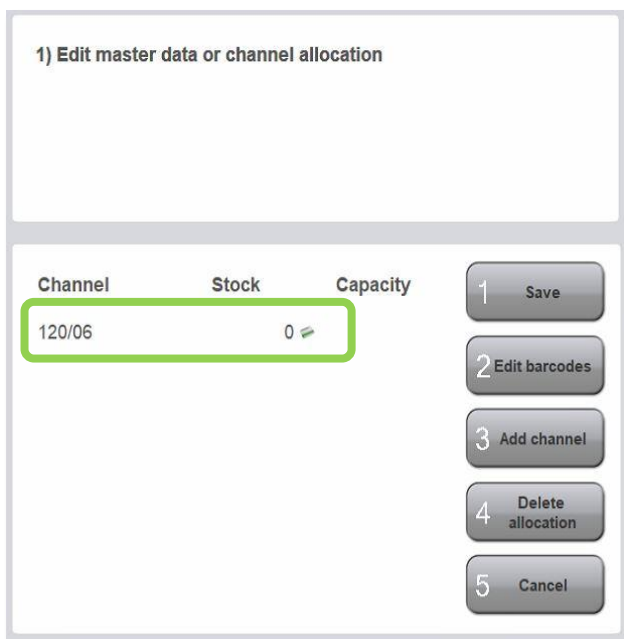
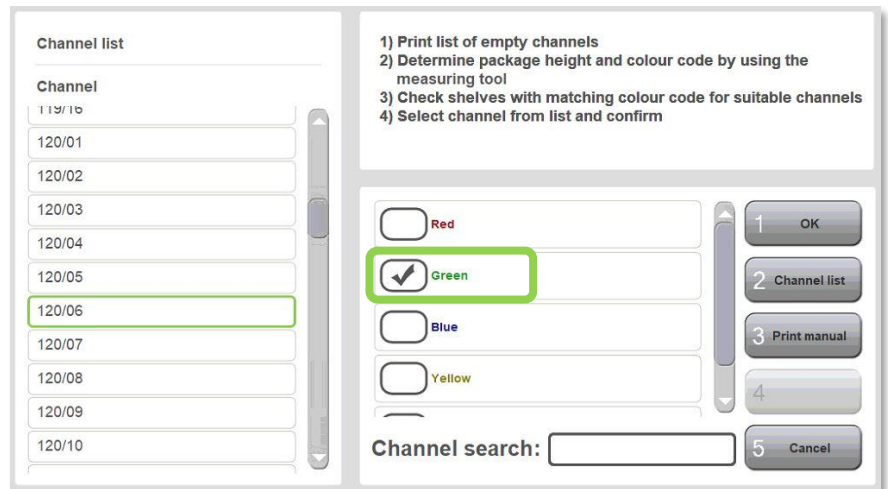
- ⇒ Select **Channel list** for a pdf report listing all free channels ready for assignment.

⇒ Select **Print manual** to refer to the quick guide on using the Willach Measuring Tool

In the **Channel list** area on the left:

- Select an appropriate channel from the list of free channels on the left (make sure the package dimensions are suited to the channel) and save by selecting **OK**.

When selecting a channel, start with the shelf colour that matches the height of the product. If none are available, include in the larger shelf heights/colours. Doing this is the most efficient use of space.



STEP 3 Save the changes.

When channels are assigned, they will appear in the CONSYS drug card.

Select **Save** to record the change to the drug card.



TIPS

- Adjust dividers/ bottle channels, making sure the new drug fits, but is not too loose or too tight. The package should be centred over the pick gap.
- Wider channels are located at the outer edges of the shelf.
- The number at the far right of a shelf shows the number of channels on that shelf.
- To find free channels refer to section **2.4.2**.

Remember to add medications to the dispense software robotic list or clicking sync for it to know what medications are in CONSYS.

1.9 Adjusting min and max quantities

The minimum and maximum levels are found in the drug stock card in **Create product**. This function is useful to prevent overstocking the machine, by reducing the MAX quantity you want to keep for that drug. Reducing the MAX for a drug will reduce the number of times a drug appears in re-order reports.



- The default MAX is set to the channel capacity (max number of packs that can fit a channel).
- The MIN is 50% of that quantity, rounded up to the closest whole number (e.g., A channel capacity of 7 will have a MIN rounded up to 4).

The MAX and MIN can be adjusted to suit the management of a particular medication (e.g. Adjust the MAX down for slow, or expensive drugs, or increase the MIN for popular drugs that cannot dip below 80%).

NB: The maximum is calculated after a length has been saved.

Advanced users:

For advanced users that are configuring and changing channels in CONSID, the ideal range of 10-60 days of stock means that the minimum levels should not drop below 5 days. This is because drugs will appear on CONSID reorder reports when stock levels drop below 50%. (For information about 'Days of Stock' refer to section 2.4.3)

The MIN and MAX functions are used for slower CONSID drugs. A slower drug is one that has more than 60 days of stock when the channels are full (roughly equal to 1 dispensing per week or less).

For faster drugs, the 'Days at 100%' can range from 0-60 days and won't require changes to the MIN/MAX. The only action required for these drugs would be allocating more channels to keep levels above 10 days of stock when the channels are full.



Product name:	NEBIVOLOL (A PO) 1.25mg
Product code:	NEBI10
P. length (mm):	0
P. width (mm):	0
P. height (mm):	0
Barcodes:	2
Excess stock:	<input type="checkbox"/>
Round package:	<input type="checkbox"/>
Dosage form:	TAB
Package unit:	28
Minimum stock:	50% (0)
Maximum stock:	Capacity (0)

1.10 Adding/deleting medications in dispense software

If there is a new medication added to CONSID, the dispense software needs updating to ensure prompts are sent to CONSID to deliver medications. There are 11 different dispense software operators in Australia, each have different methods of identifying robotic medication. There are several ways dispense software identify robotic product lines. Access these functions in the dispense software by:

- Uploading or entering medications into a **robotic list** manually
- Clicking the **sync** button that reads and copies the CONSID inventory.
- Ticking/ unticking the **robotic flag** in the dispense software.

For further information please refer to your chosen dispense software provider's manual.

1.11 Removing and deleting medications from CONSYS

Removing channel allocations

STEP 1

Select the **Create product** button.

STEP 2

Search the medication using one of the following options:

- Type the product name and press OK.
- OR scan the product barcode.

1) Create or edit product using the following options:
 ▶ Select product from the Open Tasks list
 ▶ Enter product code
 ▶ Enter product name
 2) Continue with button 1

Product code: 1 OK

Product name: 2

JARDIANCE 10mg
TAB, 10, JARD1 3 Create shelf list

JARDIANCE 25mg
TAB, 25, JARD2 4 Delete task

5 Cancel

STEP 3

- ⇒ Select **Edit** to open the stock card.
- ⇒ Select **Delete allocation**.

1) Read and check master data
 2) Press button 1 to edit data

Product name: JARDIANCE 25 mg

Product code: JARD2

Length (mm): 115

Width (mm): 0

Height (mm): 0

Barcodes: 2

Excess stock:

Round package:

Dosage form: TAB

Package unit: 25

Minimum stock: 50% (4)

Maximum stock: 7

Channel	Stock	Capacity
121/13	6	6
122/05	3	6

1 Edit 2 3 4 5 Close

1) Edit master data or channel allocation

Product name: JARDIANCE 25 mg

Product code: JARD2

Length (mm): 115

Width (mm): 0

Height (mm): 0

Barcodes: 2

Excess stock:

Round package:

Dosage form: TAB

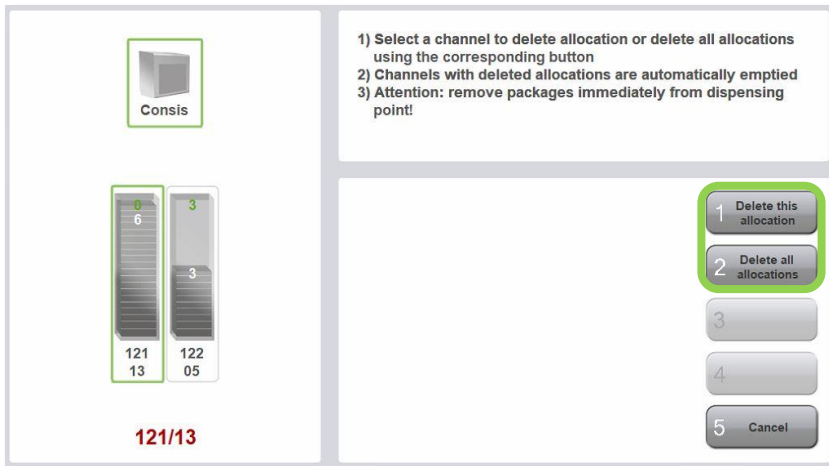
Package unit: 25

Minimum stock: 50% (4)

Maximum stock: 7

Channel	Stock	Capacity
121/13	6	6
122/05	3	6

1 Save 2 Edit barcodes 3 Add channel 4 Delete allocation 5 Cancel

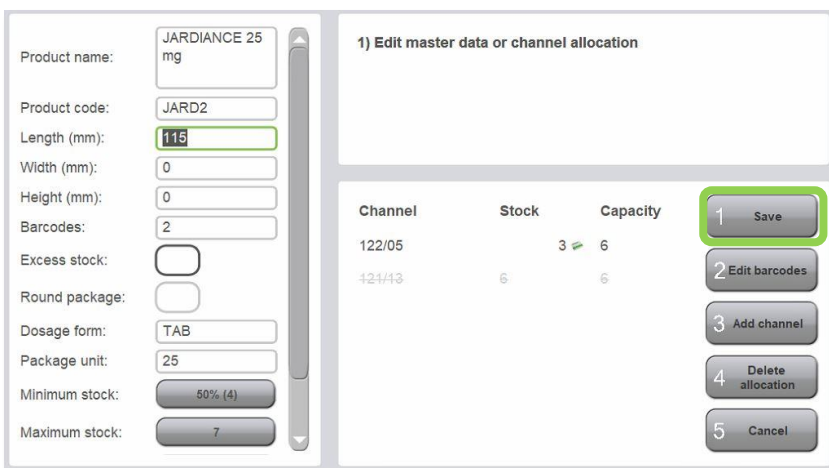


STEP 4

There will be two options available:

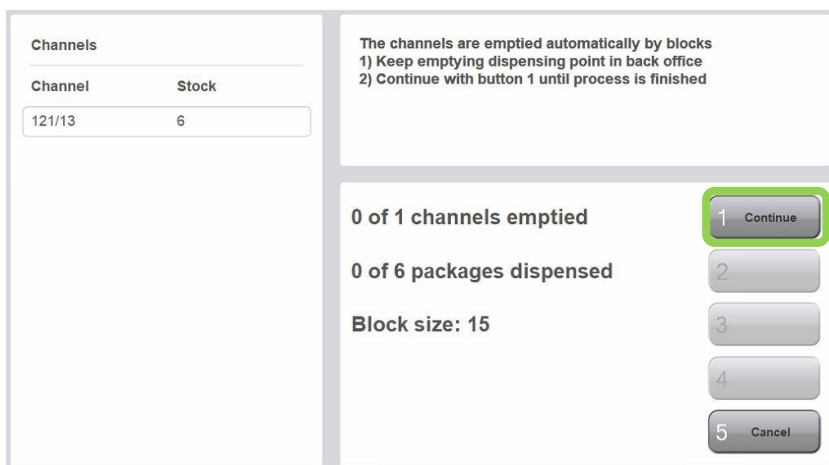
- Click **Delete all allocations** to remove all channels.
- OR to delete one channel, highlight a channel on the left then click **Delete this allocation**.

In the example on the left, if only one channel needs to be removed, highlight the channel to be emptied and select **Delete this allocation**.

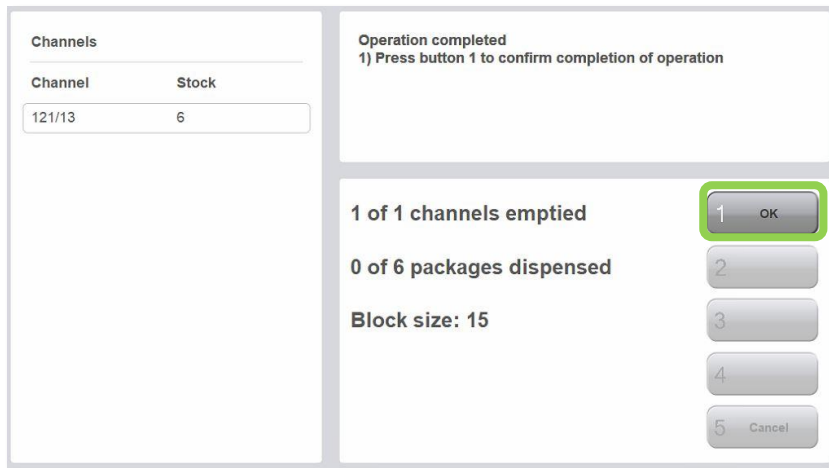


STEP 5

After choosing a channel, the stock card screen will appear. Click **Save**. CONSIS will empty the channel and ask the user to confirm that it is empty by clicking on **Continue**.



CONSIS will empty the allocated channel(s) and ask the user to confirm that they are empty by clicking on **OK**



Check the channel to make sure all packages have been removed from CONSYS.

DELETING MEDICATIONS

To delete a drug card from CONSYS, the drug must first be unassigned from all allocated channels.

STEP 1:

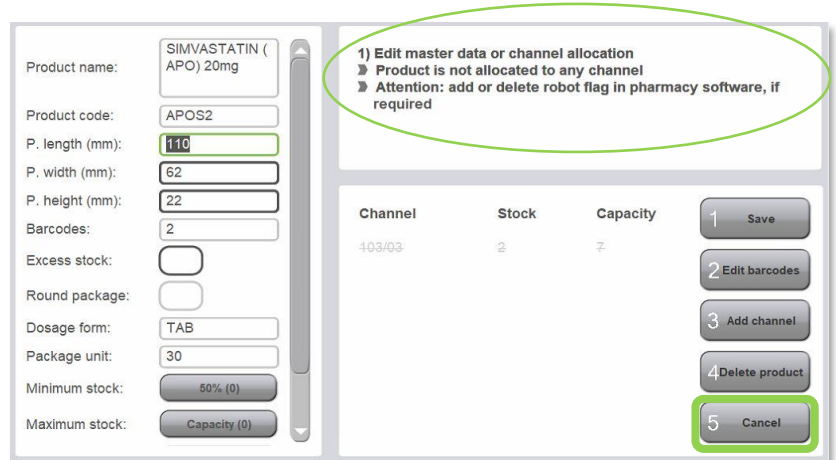
- Follow the steps to remove and unassign all channels.

STEP 2

After unassigning channels, **option 4** on the stock card will show **Delete product**. Previously this option showed **Delete allocation**.

- Select **Delete product**.

This deletes the drug stock card permanently from CONSYS Navigator.



REMINDER: REMOVE FROM THE ROBOTIC DRUG LIST

To make sure the drug is no longer selected when dispensing, deleted drugs will also need to be removed from the **robotic drug list** in the dispensing software. On other dispense software, refresh the **Scheduler** or **Sync** buttons.

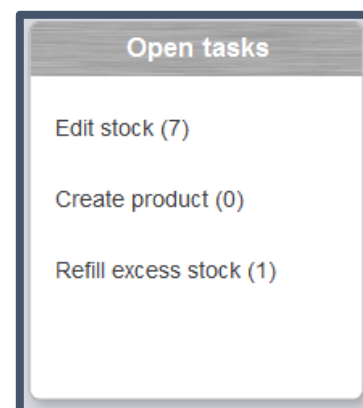
1.12 Open tasks

The **Open tasks** window is designed to help manage stock integrity. If stock is not delivered or channels are overfilled, Navigator will flag these items to check. This window is located on the bottom left side of the Navigator screen.

Regular attention to this box improves the user experience, stock accuracy and workflow.

To view a list of these open tasks, click on the corresponding button found along the bottom of the Navigator program/ screen.

- 1) Edit stock = refer to **Edit stock** tab.
- 2) Create product = refer to **Create product** tab.
- 3) Refill excess stock = refer to **Create reorder** tab.



1.12.1 Open tasks - Edit stock

Products listed here have been flagged due to a picking or delivery error. If the inventory indicates there is stock in the channel, but nothing is delivered, CONSYS flags a check to find the cause of the problem. CONSYS prompts the user to verify whether:

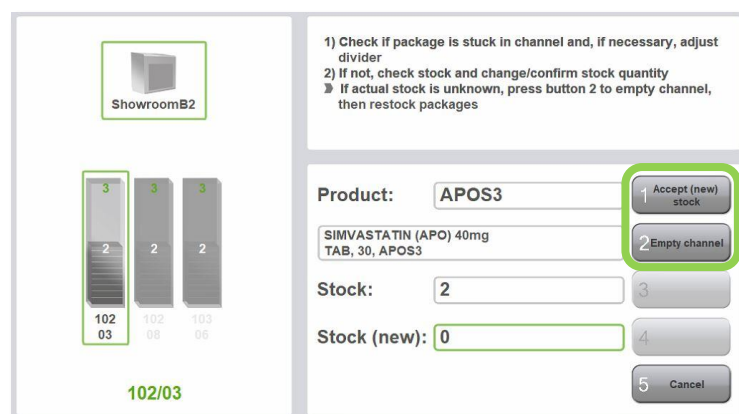
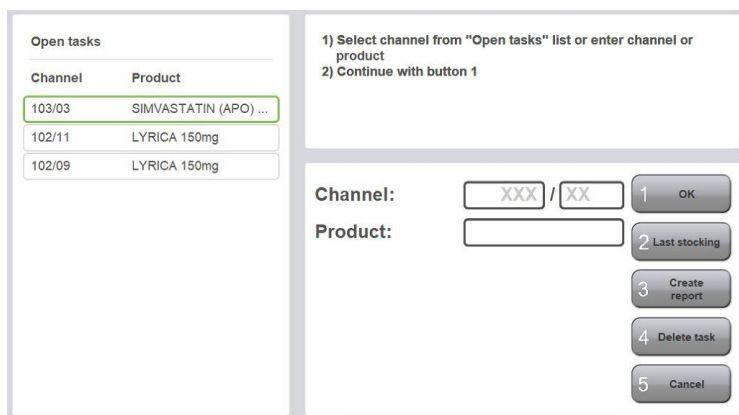
- There is an inventory error, i.e. there is no stock available in the channel, OR
- There is a channel error, i.e. there is physical error due to the blockage of the channel.

To review select: **Edit stock**.

- ⇒ Click **Create report** and view all medications that require checking OR
- ⇒ Highlight a product (on the left) to review and press **OK**. This leads to the inventory screen for the selected product.

Adjusting the drug inventory has two options:

- **Stock (new)** is a field to adjust the stock quantity by entering the correct/new quantity. Save by clicking **Accept (new) stock**. This is done after the user has counted the channel.
- **Empty channel**. This removes the drug from the channel and allows the user to count the stock.



NB: If nothing is delivered check if the channel is blocked before changing the quantity to zero. If the quantity is incorrect, it is logged as a quantity error (inventory error).

If a physical blockage is found, park the machine, open the doors, and unlock the shelf before adjusting the dividers. Do not change the **Stock(new)** field. Select **Accept new stock** which will log this as a channel error (physical error).

When selecting a medication there is **Delete task**. This is not recommended as it will log the event as unknown in the error report. The chance to find the reason for the error is lost and it may become issue that returns constantly. This makes it difficult for CONSYS users and interrupts the flow of their work.

By reviewing the Open tasks in Edit stock, the user prevents interruptions and stock integrity is maintained.

Open tasks	
Channel	Product
103/03	SIMVASTATIN (APO) ...
102/11	LYRICA 150mg
102/09	LYRICA 150mg

1) Select channel from "Open tasks" list or enter channel or product
2) Continue with button 1

Channel: /

Product:

1 OK
2 Last stocking
3 Create report
4 Delete task
5 Cancel

1.12.2 Open tasks - Create product

These are products that have been flagged as having issues with the lengths and need updating.

This flag happens when **Wrong dimensions** is selected during the filling of the machine.

On this screen the green number at the top of the channel (left side) indicates how many packages can be filled into the channel. CONSIS calculates how many drugs can fit in a channel, by using the length of each product.

The screenshot shows the 'Open tasks' interface. On the left, there is a visual representation of a channel with two columns. The top of each column has a green '4', and the bottom has '122 03' and '109 13'. Below this is a green '122/03'. On the right, there are instructions: '1) Insert package(s) and enter quantity' and 'If packages are too large or too small press button 2'. Below this, the 'Product code' is 'VENL9', and the 'Product name' is 'VENLAFAXINE XR (APO) 150mg SR-CAP, 28, VENL9'. The 'Quantity' is '1'. A green box highlights the '2 Wrong dimensions' button. Other buttons include '1 OK', '3', '4', and '5 Back'.

To review the flagged products, select the **Create product** tab:

The screenshot shows a navigation bar with three buttons: 'Dispensing History', 'Create product' (highlighted with a green border), and 'Edit stock'.

- ⇒ Highlight the product in the list that appears on the left side of screen.
- ⇒ Select **OK**.

This will take the user to the stock card screen for the selected product. Select **Edit** to change appropriate fields.

Check and update all dimensions (in mm) for the product. The most common cause for wrong dimensions is centimetres are used. Dimensions must be in millimetres. Another maybe due to drug manufacturers changing their packaging.

Change the product length, **P.length(mm)** and select **OK** to automatically update the Capacity of any channels allocated to that product.

IMPORTANT

When a product is highlighted, there is an option to delete the task. This is not recommended as the error will be repeated when the medication is requested again. Accurate product length is vital for CONSIS to predict MIN/MAX quantities and generate accurate stocking reports for users, as well as protecting the flaps from damage resulting from packages poking out at the back.

The screenshot shows the 'Create or edit product' screen. On the left, there is a table of 'Open tasks' with columns 'Product code' and 'Name'. The first row is 'ESOM33' and 'ESOMEPRAZOL...'. On the right, there are instructions: '1) Create or edit product using the following options: Select product from the Open Tasks list, Enter product code, Enter product name. 2) Continue with button 1'. Below this, there are input fields for 'Product code' and 'Product name'. Buttons include '1 OK', '2', '3 Create shelf list', '4 Delete task', and '5 Cancel'.

The screenshot shows the 'Edit product' screen. On the left, there are input fields for 'Product name' (ESOMEPRAZO LE (APO) 40mg), 'Product code' (ESOM33), 'P. length (mm)' (150), 'P. width (mm)' (90), 'P. height (mm)' (32), 'Barcodes' (2), 'Excess stock' (checked), 'Round package' (unchecked), 'Dosage form' (EC-TABS), 'Package unit' (30), 'Minimum stock' (50% (3)), and 'Maximum stock' (Capacity (5)). On the right, there are instructions: '1) Read and check master data. 2) Press button 1 to edit data'. Below this, there is a table with columns 'Channel', 'Stock', and 'Capacity'. The first row is '103/01', '2', and '5'. A green box highlights the '1 Edit' button. Other buttons include '2', '3', '4', and '5 Close'.

1.12.3 Open tasks - Refill excess stock

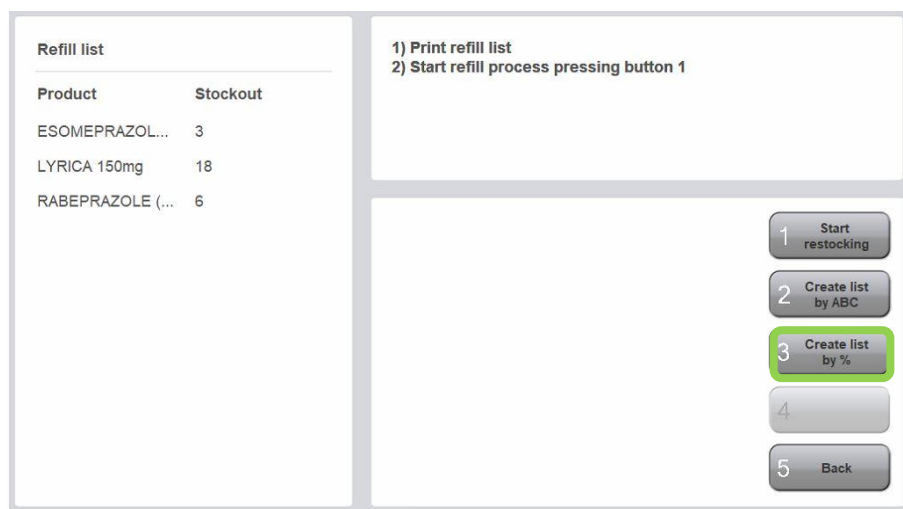
This is a function for **advanced users** that helps the management of stock kept in bulk outside the CONSYS. Marking a drug as 'Excess' in its stock card tells the machine there is more stock stored in the pharmacy and will change the appearance of Re-order reports. Improper use of 'excess' marking can make drugs disappear from re-order reports, as the machine has been (falsely) informed that there is plenty of stock in the pharmacy.

REFILL EXCESS STOCK

This open task alerts the user that there are drugs marked as **Excess**, which require restocking in CONSYS. To appear on this list, products first need to be flagged as 'excess' on the stock card (Create product).

To view products requiring restocking, select:

- ⇒ **Stock packages**
- ⇒ **Excess stock**
- ⇒ **OK**



The screen shows a restocking list on the left. Items are added to this restocking list if levels fall below 50% of drug capacity. Products will disappear from the list when they are filled above 50% capacity.

Steps:

- Re-fill **Excess stock** when required.
- The **Create list** option can also be viewed and printed for stock management purposes. This list can be sorted alphabetically (**Create list by ABC**) or by percentages (**Create list by %**)

2. Reports

Reports are a vital tool to help you manage your stock. Frequent and effective use of the reports will keep your pharmacy at the highest efficiency, helping you with daily operations and to strike the best balance between stock levels and cashflow.

There are four main types of reports each with specific locations:

- **Create reorder**- has a dedicated location on the home screen.
- **Reports**
 - o The **Reports** home screen lists more frequently used reports.
 - o **More reports** are accessed via the **Reports** home window and leads to reports that are used periodically for in-depth stock management and channel maintenance.
- External **Stocktake report** (on the desktop).



Overview of available reports

- 1) **Reorder report**
- 2) **Reports** home page
 - o **Dispensing Frequency.**
 - o **View all shelves.**
 - o **More Reports.**
 - **Medicines A-Z.**
 - **Customised channel list.**
 - **Manage stock report.**
 - **Picking error report.**
 - o **Expiry date report**
- 3) The external **Stocktake report** (on the desktop)

Included in the following pages are instructions on how to create these reports and how to review them.

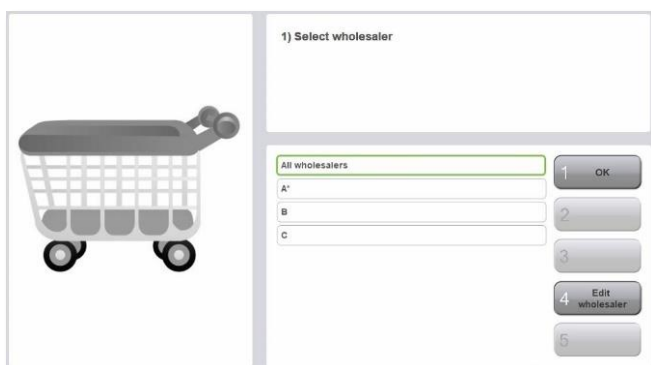


Figure 22- Reorder window



Figure 23- Reports window

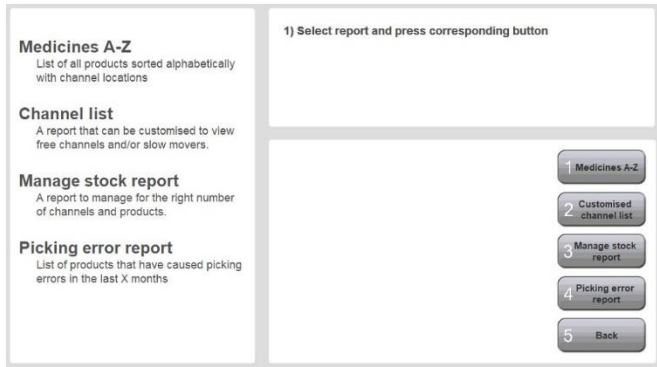


Figure 24- More reports window

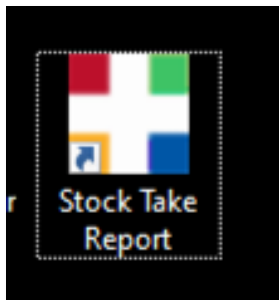


Figure 25- External stocktake report

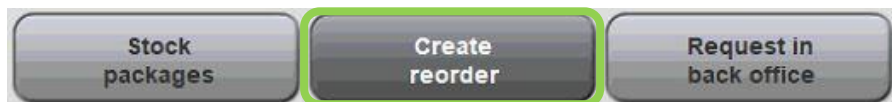
2.1 Reorder report

Generating a reorder report

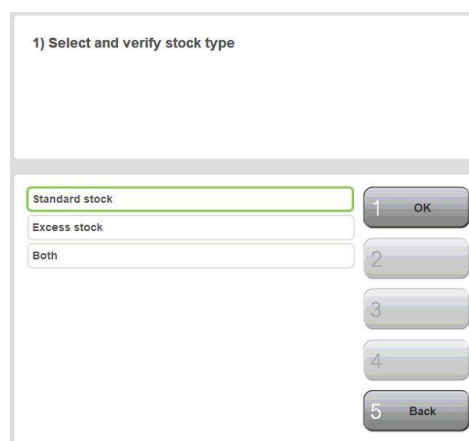
The reorder report lists medications which have fallen below the stock minimum level of 50%.

To generate the report:

1. Select the **Create reorder** on the home page.



2. Select **All wholesalers** to view items requiring restocking OR choose a specific wholesaler option (e.g. Symbion, API, Sigma etc) to view items allocated to a specific wholesaler.



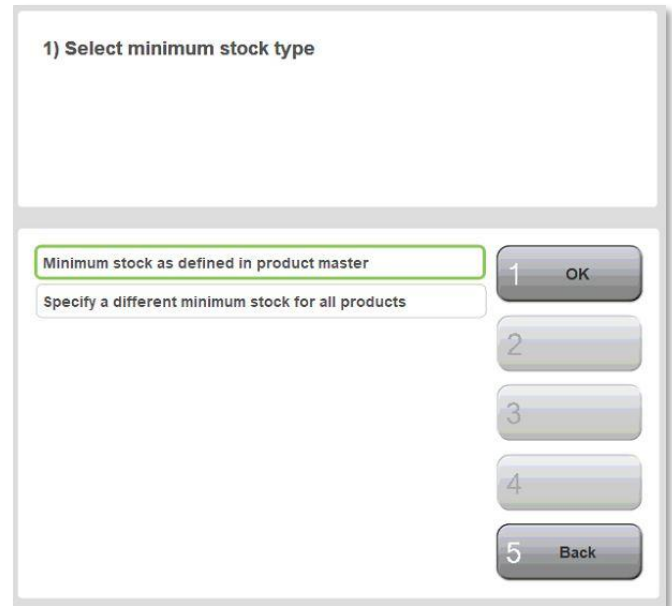
3. Select one of the following options from next screen:

- **Standard** – items that are stocked in CONSID. They have not flagged as in excess.
- **Excess**– advanced user function to flag items that are ordered in large bulk quantities. Once CONSID is filled the excess stock is stored in a second location in the pharmacy (EXCESS stock is selected/deselected in Create Product).
- **Both** – advanced user function to use a combination of Standard and Excess stock. Usually used before busy periods so that products are not missed from an order.

4. Select the preferred minimum level:

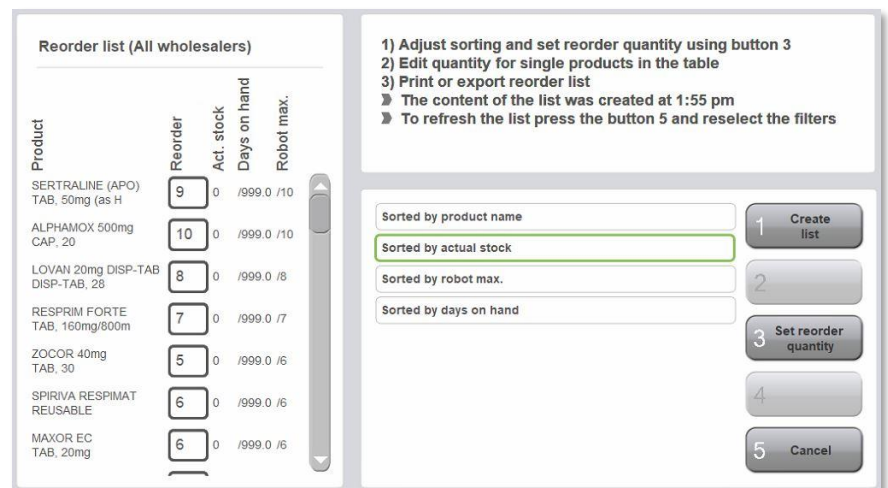
- **Minimum stock as defined in product master** – this is the default minimum level set in the CONSID stock card (i.e. this is 50% unless changed in the stock card).
- **Specify a different minimum level for all products** – this adjusts the minimum level to something other than the default (of 50%):

- Higher percentages- any missing stock will be reordered. The list generated is longer (i.e. also includes slightly empty channels).
- Lower percentages- e.g. 20% can be used when there is urgent need to send out an order or when topping up CONSIG is a low priority. The list generated is shorter list (i.e. only very empty channels).



5. On the next screen a preview of the reorder is displayed on the left side. There is a set of options on how to sort this list:

- **Sorted by product name** – an alphabetical list A-Z.
- **Sorted by actual stock** – most empty to the fullest channels. **Suggested option to select to prioritise ordering from supplier.**
- **Sorted by robot max** – highest to lowest custom max quantity.
- **Sorted by days on hand**- lowest to highest days on hand.



Note Option 3- Set reorder quantity. This button is for change of mind regarding the order %. It allows the user to select a percentage to top up to. (e.g. 100% will populate the list with the maximum quantities required to fill the drugs listed to full capacity)

6. Selecting individual lines on the order also allows the user to manually edit the quantity to reorder.

* If the user flags stock as **Excess** on the stock card, it will be located at the end of this list. Edit the quantity of these lines. If these quantities are not adjusted, they will not appear on the reorder report. Assess the bulk stock in the store before adjusting.

7. Select **Create List**, then **Show report** to view and print



TIP: This report is useful even if the pharmacy uses dispense software to generate orders, as the machine is configured so that products hold a minimum 10 days' stock. Re-order reports are accurate tools to ensure the optimal amount of stock is ordered without over/under ordering. Using this report as a guide, reorders should replenish CONSIG appropriately and remove the need for daily orders.

Reorder list (All wholesalers)				
Product	Reorder	Act. stock	Days on hand	Robot max.
Eliquis Tab, 2.5mg	10	0	/0	/10
Lyrica Cap, 150mg	24	0	/0	/24
Perindopril APO Tab, 4mg	12	0	/0	/12
Janumet Tab, 50mg-1000m	6	0	/0	/6
Motilium Tab, 10mg	7	0	/0	/7
Pantoprazole SNZ Tab, 20mg	7	0	/0	/7
Sertraline SNZ Tab, 100mg	5	2	/8.5	/7

Reorder list					
Total products on Reorder List: 7					
Product Name Dosage/Unit	Code	Stock	Reorder quantity (to 100%)	Days on hand (current)	Days on hand (100%)
SYMBION					
Standard stock					
Eliquis Tab 2.5mg	9323820002421	0	10	0	9.9
Janumet Tab 50mg-1000m	9317935009109	0	6	0	20.3
Lyrica Cap 150mg	9313212101542	0	24	0	14.5
Motilium Tab 10mg	9317376664073	0	7	0	13.8
Pantoprazole SNZ Tab 20mg	9322838006285	0	7	0	10.3
Perindopril APO Tab 4mg	9338475003549	0	12	0	10.0
Sertraline SNZ Tab 100mg	9322838007732	2	5	8.5	29.9

Figure 26- An example of a reorder report. Note the last two columns. Days on hand (current) shows how many days the current stock will last. Days on hand (100%) shows how long the stock will last when the channels are full. This helps the user prioritise the most urgent drugs for reordering.

2.2 Dispensing Frequency

This window shows all channels ranked in order of least frequently dispensed.

The screenshot shows the 'Reports' menu with three options: 'Create product', 'Edit stock', and 'Reports'. Below the menu, three instructions are listed:

- ⇒ Select **Reports**
- ⇒ Select **Dispensing frequency**.
- ⇒ The user can scroll through the list on the left of the window or select **Create list** to view and print.

The detailed view of the 'Slowest to fastest movers' list shows a scrollable list of medications with their respective dispensing frequency icons:

Medication	Dispensing Frequency Icon
103/12 PIAX 75mg	Walking figure
102/15 VALPROATE (WINTHROP) 200mg	Jogging figure
101/09 VALPROATE (WINTHROP) 200mg	Jogging figure
103/09 RABEPRAZOLE (APO) 20mg	Jogging figure
103/10 ELEVA 50mg (as HCL)	Jogging figure
103/01 ESOMEPRAZOLE (APO) 40mg	Jogging figure
102/10 PIAX 75mg	Jogging figure
101/11 PANADOL OSTEO 665mg	Jogging figure
102/06 SYMBICORT 200mcg/6mcg 120d	Running figure

Instructions for the detailed view:

- 1) Scroll down list to see fast movers
- 2) Select channel from list or enter manually
- 3) Press button 1 to empty channel and to delete allocation

Buttons in the detailed view:

- 1 Empty and delete
- 2
- 3 Create list
- 4
- 5 Back

The right side of the screenshot shows the '1) Select function' screen with a list of buttons:

- 1 Dispensing frequency
- 2 View all shelves
- 3 More reports
- 4
- 5 Expiry date report

A keyboard is shown below the screen, with the 'Enter' key highlighted.

Channels are broken down into three dispensing categories:

- Infrequently dispensed medications are indicated by a 'walking figure'.
- Moderately dispensed medications are indicated by a 'jogging figure'.
- Frequently dispensed medications are indicated by a 'running figure'.





Selecting medications on the left will show the channel location. Empty and delete is available for the fast removal of medications. It will empty the channel then unassign the drug from the channel. The user will need to delete the product in Create product to remove the stock card and in the dispense software in Robotic drug list.

Slowest to fastest movers

103/12 PIAX 75mg	
102/15 VALPROATE (WINTHROP) 200mg	
101/09 VALPROATE (WINTHROP) 200mg	
103/09 RABEPRAZOLE (APO) 20mg	
103/10 ELEVA 50mg (as HCL)	
103/01 ESOMEPRAZOLE (APO) 40mg	
102/10 PIAX 75mg	
101/11 PANADOL OSTEO 665mg	
102/06 SYMBICORT 200mcg/6mcg 120d	

1) Scroll down list to see fast movers
2) Select channel from list or enter manually
3) Press button 1 to empty channel and to delete allocation

PIAX 75mg
TAB, 28, PIX1

Channel: /

1 Empty and delete
2
3 Create list
4
5 Back

2.3 View all shelves

Channel	Stock	Capacity
101/01	2	6
101/02	3	6
101/03	2	5
101/04	2	5
101/05	1	5
101/06	0	0
101/07	0	0
101/08	2	5
101/09	2	6
101/10	0	0
101/11	2	5

1) Select channel from list
2) Specify stock and confirm

» If actual stock is unknown, press button 2 and restock packages

Stock (new): 0

1 OK
2 Empty channel
3 Create shelf list
4
5 Back

The report displays all shelves and channels (assigned/unassigned) in CONSYS. It provides an overview of the stock levels and available space in CONSYS.

It is commonly used for running stocktakes conducted shelf by shelf, where medications counted manually at the front and stock quantities are adjusted in the **Stock (new)** field.



TIP: If a channel has been assigned a medication this is indicated by a number in the **Capacity** column, highlighted above. Therefore, if a capacity shows as 0, it is an unallocated channel.

1) Select function

1 Dispensing frequency
2 View all shelves
3 More reports
4
5 Expiry date report

To find this report, select:

- **Reports** tab

Create product Edit stock Reports

- **View all shelves.**
- Click on **Create Shelf list** to generate the list.

This shows CONSYS stock sorted by channel location, which is useful for conducting a stocktake.

Channel	Stock	Capacity
101/01	2	6
101/02	3	6
101/03	2	5
101/04	2	5
101/05	1	5
101/06	0	0
101/07	0	0
101/08	2	5
101/09	2	6
101/10	0	0
101/11	2	5

1) Select channel from list
2) Specify stock and confirm

» If actual stock is unknown, press button 2 and restock packages

Stock (new): 0

1 OK
2 Empty channel
3 Create shelf list
4
5 Back

CON SIS

Shelf list

Channel	Product Name	Dosage	Unit	Product Code	Current Stock	Channel(s) Capacity
101/01	DIABEX XR 1g	ER-TAB	60	DIAB7	5	6
101/02	METFORMIN (APO) 1000mg	TAB	90	METF43	5	6
101/03	PREGABALIN (APOTEX) 25mg	CAP	56	PREG21	7	7
101/04	SEROQUEL XR 400mg	SR-TAB	60	SERO8	4	5
101/05	PREGABALIN (APOTEX) 25mg	CAP	56	PREG21	5	7
101/06					0	0
101/07	ELIQUIS 2.5mg	TAB	60	ELIQ3	4	5
101/08	ELIQUIS 2.5mg	TAB	60	ELIQ3	4	5
101/09	VALPROATE (WINTHROP) 200mg	EC-TABS	100	VALP4	2	6

Figure 27- An Example of the shelf list. It will show the channel location, drug details, as well as the current stock and capacity. Please note all channels will appear, including those that are unassigned/free (Channel 101/06 on this report).

Selecting individual channels:

Channels can be selected to show the residing medication and can be emptied for stock counts (emptying does not delete a drug from a channel). There is also a field to adjust the stock count/inventory.

Emptying channels:

- ⇒ Select a channel on the left under **Shelf and channel list**.
- ⇒ Select **Empty channel**.

Edit the stock level.

- ⇒ Select a channel on the left under **Shelf and channel list**.
- ⇒ Enter the correct quantity in the **Stock (new)** field.
- ⇒ Select **OK** to save.

Note: This is one way to perform a stocktake but is not the most efficient method.

Shelf and channel list

Channel	Stock	Capacity
101/01	2	6
101/02	3	6
101/03	2	5
101/04	2	5
101/05	1	5
101/06	0	0
101/07	0	0
101/08	2	5
101/09	2	6
101/10	0	0
101/11	2	5

1) Select channel from list
2) Specify stock and confirm

» If actual stock is unknown, press button 2 and restock packages

PANADOL OSTEO 665mg
MR-TAB, 96, PANAS

Stock (new):

1 OK
2 Empty channel

3 Create shelf list
4
5 Back

2.4 More Reports

2.4.1 Medicines A-Z

The **Medicines A-Z** list sorts CONSID medications in alphabetical order. It also shows the location, current stock, maximum channel capacity and shows items that have been marked as 'Excess stock'.

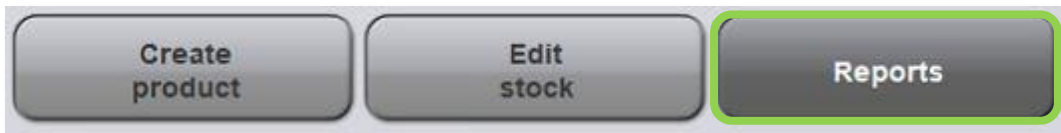
Print an updated version of this report for dispense terminals when changes are made to the CONSID drug configuration or when drugs are added/removed.



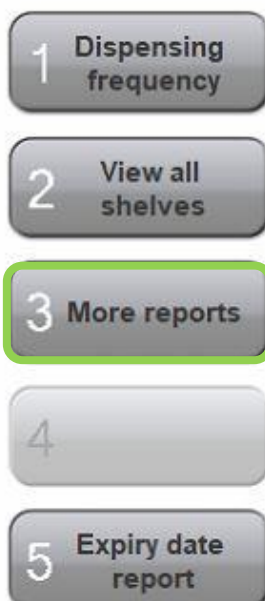
TIP: Best practice would be to print this monthly or whenever significant changes are made. This list of products can be printed and stored near dispense terminals. If a power outage occurs, users can open the CONSID doors and refer to this list for locating and picking drugs. Keep a tally of all manually picked drugs on this list and update the inventory using **Edit stock** once power is restored.

To locate this report, select:

⇒ **Reports**



⇒ **More reports**



⇒ Medicines A-Z



⇒ **Show report** and then print.

To export list to desktop in excel format:

- Select **Export**.



Medicines A-Z

Product Name	Dosage Form	Package Unit	Product Code	Stock	Max. Capacity	Excess
ACIMAX 20mg	TAB	30	ACIM6	7	7	<input type="checkbox"/>
124/13				7	7	
ACTONEL 35mg	EC-TABS	4	ACTO10	5	6	<input type="checkbox"/>
121/04				5	6	
ADVANTAN CREAM	CRM	0	ADVA4	4	6	<input type="checkbox"/>
118/12				4	6	
ADVANTAN FATTY	OIN	0	ADVA6	17	18	<input type="checkbox"/>
118/04				5	6	
118/09				6	6	
118/14				6	6	
ADVANTAN OINT	OIN	0	ADVA5	4	6	<input type="checkbox"/>
118/15				4	6	
AGOMELATINE 25MG (SZ) 28 TABS		null	AGSZ1	4	5	<input type="checkbox"/>
110/03				4	5	
ALLEGRON 25mg	TAB	25	ALL2	5	9	<input type="checkbox"/>
119/12				5	9	

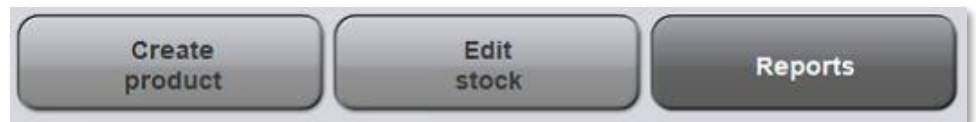
Figure 28- An example of the Medicines A-Z list. The drugs are listed alphabetically, complete with channel location(s) and stock quantity. If manual picking of drugs is required, keep a tally on a printed version of this report and adjust stock quantities when power is restored.

2.4.2 Customised Channel List (Free Channel List)

The **Customised Channel List** is a report that the user can adjust to show free channels and/or the slowest moving drugs in the CONSIG. This report is useful when trying to find space for new drugs. The report can be used to identify slow moving drugs that can be removed and replaced to a more frequently dispensed drug (with similar dimensions) that requires more channels.

Select:

- ⇒ Reports
- ⇒ More reports
- ⇒ Channel list



- 1 Dispensing frequency
- 2 View all shelves
- 3 More reports
- 4
- 5 Expiry date report

1) Select report and press corresponding button

<p>Medicines A-Z List of all products sorted alphabetically with channel locations</p> <p>Channel list A report that can be customised to view free channels and/or slow movers.</p> <p>Manage stock report A report to manage for the right number of channels and products.</p> <p>Picking error report List of products that have caused picking errors in the last X months</p>	<ul style="list-style-type: none">1 Medicines A-Z2 Customised channel list3 Manage stock report4 Picking error report5 Back
---	---

Choose the parameters for the report by filtering for:

- Shelf colour-red, green, blue, or yellow. Note: Orange shelves are a 'special build' specified prior to installation.
- View only **Slow movers** (if left unselected slow through to fast movers will be shown).
- **Hide empty channels** (if left unselected, empty/free channels will be shown).
- Enter the maximum number of channels to be shown in report in **Max. channels** field.

The screenshot shows a configuration window with the following elements:

- Instructions: 1) Select shelf colour / height, 2) Configure other options, 3) Press button 1 to generate list.
- Shelf colour selection: Five buttons with checkmarks and labels: Red, Blue, Orange, Green, and Yellow.
- Options: Two checked options: "Slow movers only" and "Hide empty channels".
- Max. channels: A text input field containing the number "20".
- Navigation buttons: A vertical column of five buttons labeled 1 (OK), 2, 3, 4, and 5 (Back).

Once parameters have been set select:

⇒ **OK**

The next options that appear are:

⇒ **Show report** to view or print.

⇒ **Export** sends the list to the desktop in excel format.





TIP: If slow movers are included in the report, these drugs may be represented by the three moving figures indicating popularity as discussed in **Dispense Frequency Section** of the manual.

CONSIS

Channel list (all channels)

Channel	Height class	Product Name	Product Code	Current Stock	Ranking
101/05	66			0	
104/09	30			0	
104/11	30			0	
105/12	30			0	
109/05	30			0	
109/08	30			0	

Figure 29- Unticking both **Slow movers only** and **Hide empty channels** will show the free channels. Note in the second column under Height class, the number is the maximum height (in millimetres) of a package to fit in the channel.

CONSIS

Channel list (all channels)

Channel	Height class	Product Name	Product Code	Current Stock	Ranking
114/12	30	IRBESARTAN HCTZ (APO) 150mg/ 12.5mg	IRBE20	5	
127/12	54	SPIRONOLACTONE (VIATRIS) 25 25mg	SPIR9	0	
101/12	66	LOSEC 20mg	LOSE8	6	

Figure 30- Unticking **Hide empty channels** will show the slowest movers.

2.4.3 Manage Stock Report

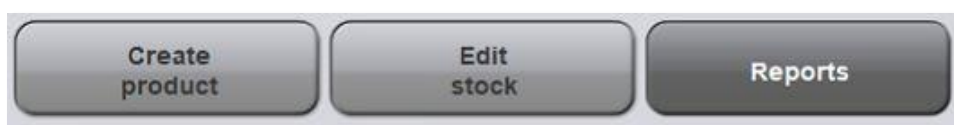
The **Manage stock report** is a usage report to assist with stock management. Over time drug usage changes and their dispense frequency varies. By averaging the drug usage, CONSYS provides this detailed report to inform users whether:

- 1) There is enough stock in CONSYS (Days on Hand current).
- 2) There are enough channels allocated to medications (Days on Hand at 100%).

Ideally CONSYS has a minimum of 10 days' worth of stock when the channel is full. This facilitates weekly reorders and filling.

Select:

⇒ **Reports.**



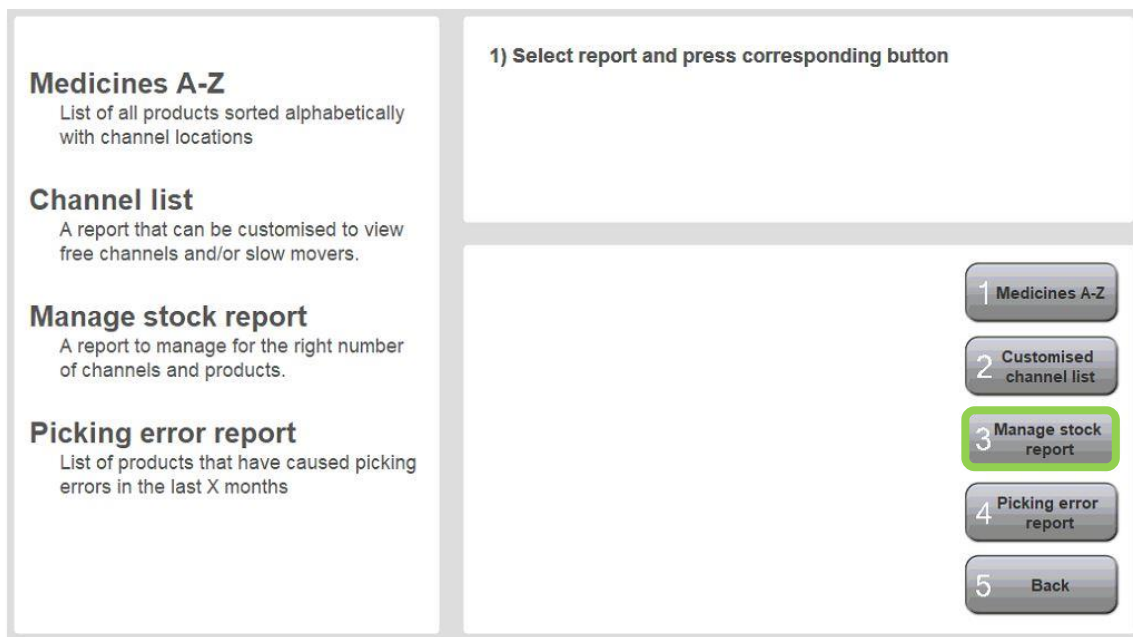
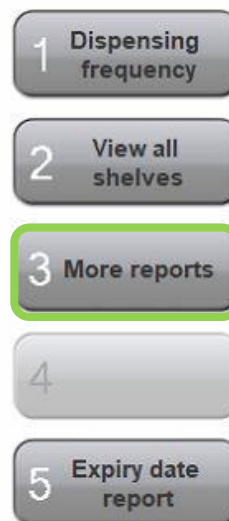
⇒ **More reports.**

⇒ **Manage stock report.**

⇒ Choose a time interval (typically 3 months)



TIP: A time interval from 3 to 6 months is used. It is not recommended to make changes on a time interval less than 2 months, as it takes at least 3 months of drug usage to calculate an accurate average.



1) Select column to sort with
 2) Select sort direction
 3) When individual input was chosen, enter start and end date
 4) Press button 1 to generate report

Product name	Current stock	1 OK
Days on hand (100%)	Days on hand (current)	2
Ascending	Descending	3
From	18/5/22	4
to	18/8/22	5 Back

The next screen identifies four different fields to sort by.

⇒ Select the preferred sorting method.

⇒ Select to view in ascending or descending order.

⇒ There is also an option for the user to customise a period for review by entering specific dates.

Once parameters have been set select:

⇒ **OK**

The next options that appear are:

⇒ **Show report** to view or print.

⇒ **Export** sends the list to the desktop in excel format.



Glossary of sorting methods and when to use them.

Product Name	<p>This report sorts the Product name in alphabetical order.</p> <ul style="list-style-type: none">- Use this report to check for non-preferred brands or medications marked for removal
Days on hand 100% (Days' worth of stock when channels are full)	<p>This report sorts the product by the number of days it takes to use up a channel when it is full. Smaller numbers (e.g. 0-10) mean a drug is dispensed frequently compared with larger numbers (60+ days).</p> <ul style="list-style-type: none">- Use this report to check whether there are enough channels allocated to a medication to achieve the suggested 10 days minimum stock.
Current stock	<p>This report is sorted by the stock on hand levels. This is a snapshot in time of CONSID stock levels. It is not to be used to make decisions around increasing or decreasing stock holdings.</p> <ul style="list-style-type: none">- Use this report to identify and prioritise medications that require reordering and refilling.
Days on hand current	<p>This report is sorted by 'Days on hand', which is based on the 'Current Stock' levels. This is a snapshot in time of CONSID stock levels measured by the number of days it is expected to last. It is not to be used to make decisions around increasing or decreasing stock holdings.</p> <ul style="list-style-type: none">- Use this report to check whether re-ordering/refilling has been adequate

Reading the stock management report

The management report will list all CONSIDRUGS in the left column. Supporting details will appear the other columns. In Figure 31, the columns from left to right are:

- 1) Drug name
- 2) Days on hand 100%
- 3) Days on hand current
- 4) Number of channels
- 5) Channel capacity
- 6) Current stock levels
- 7) Min level
- 8) Max level

Manage stock report								
On hand over period: 14/1/23 - 14/4/23								
Product Name Product Code	Days on hand (100%)	Days on hand (current)	Number of channels	Channel(s) Capacity	Current Stock	Min.	Max.	
ZOLOFT TAB 50MG 30 10706	999.0	999.0	1	7	0	4	7	
OLMESARTANAMLOD APOTEX TAB40/5MG 30 410163	520.0	455.0	1	5	5	3	5	
VALTREX TAB 500MG 30 10574	151.7	136.5	1	10	9	5	10	
ALPRIM TAB 300MG 7 10880	142.7	53.1	2	18	7	9	18	
ZIRCOL TAB 20MG BLST 28 97480	131.8	119.0	2	18	17	9	18	
OLMESARTANAMLOD APOTEX TAB20/5MG 30 410140	121.3	118.3	2	12	13	6	12	
APO AMOXYCILLIN CAP 250MG BLST 20 14135	94.5	82.7	2	22	20	11	22	

Figure 31- An example of the report sorted by 'Days on hand 100%' in descending order.

The management report has several purposes. It is used to tell you whether:

- There is the correct number of channels for a medication.
- More channels need to be added or removed.
- There is dead stock to be removed and credited.
- The Max stock levels for slower drugs needs to be reduced (Max level is the number you wish to keep. It is not the same as Capacity, which is the number the channel(s) can hold).

The management report is best sorted by 'Days on hand 100%', which tells you the number of days' it will take to clear a channel when it is full. Slow drugs are those with low dispense frequency and tend to take more than 90 days to clear a channel. Fast drugs with high to medium dispense frequency can take from 0-60 days to clear the channel.

Case study 1- Managing slow movers

Sorting in descending order will show the slowest drugs, Figure 31. Main areas of focus are circled in green. From this report you can see:

- Zoloft has 999 Days' on hand 100%, so it takes 999 days to clear a full channel. This indicates it has low dispense frequency or has been recently added to CONSIDRUGS. Drugs added in the last 3 months will have high days on hand, so do not remove these.
- Valtrex takes 151.7 days to clear the channel that can hold 10 boxes. This means 1 box is dispensed every 15.17 days. You can adjust the MAX on the stock card down to 5, to keep stock levels below 90 days. For tighter stock control aim for 10-60 days of stock. This would mean reducing the MAX to 3 or 4 units of Valtrex.
- The last four drugs have 2 channels each. Removing one channel for each drug, will keep stock levels below 90 days. For tighter stock control of 10-60 days of stock, the MAX for each drug can also be reduced after removing the 1 channel.
- For the tightest stock control, find the average monthly usage of a slow mover and set it as the MAX.

Case study 2- Managing fast movers

Sorting in ascending order will show the fastest drugs, Figure 32. Main areas of focus are circled in green. Notice when the report is sorted in ascending order the Days on-hand 100% begins at a much smaller number and the Max level is no longer a focus. The priority now shifts to allocating more channels.

CONSIS

Stock Management Report

Onhand over Period:23/06/22 - 28/09/22

Product Name Product Code	Days onhand 100%	Days onhand current	Number of channels	Channel(s) Capacity	Current Stock	Min Level	Max Level
ESOPREZE 20mg ESOM34	4.9	4.4	2	10	9	5	10
JARDIANCE 25mg JARD2	7.5	5.7	1	4	3	2	4
CLOPIDOGREL (SANDOZ PHARMA) 75mg CLOP53	7.8	4.7	2	10	6	5	10
RABEPRAZOLE (SANDOZ) 20mg RABE20	8.2	5.7	2	10	7	5	10
ROSUVASTATIN (SANDOZ) 40mg ROSU31	8.4	5.1	1	5	3	3	5

Figure 32- Example of the report sorted by 'Days on hand 100%' in ascending order.

From Figure 32 you can see:

- Esopreze has 4.9 days of stock with 2 channels. Adding 2 extra channels will take Esopreze closer to 10 days' stock. Re-orders for this drug will trigger every 5 days when the stock drops below 50%.
- Jardiance requires 1 extra channel, taking it to 15 days' stock.
- Clopidogrel, Rabeprazole and Rosuvastatin require 1 extra channel each, to get over the 10 day stock holding mark.

Management principles using the report

Here are some simple steps to manage the machine:

- 1) Sort Days on hand 100% in descending order to find slowest/ low dispense frequency drugs.
 - a. Ignore drugs added to CONSIS within the last 3 months.
 - b. Remove very slow drugs when space for fast moving drugs is required.
 - c. If low dispense frequency drugs have multiple channels, remove the required number of channels before adjusting MAX.
 - d. Adjust MAX quantities on medium to low frequency drugs, to keep 'Days on-hand 100%' within 10-90 days. For the tightest stock control, find the average monthly usage of a slow mover and set it as the MAX.
 - e. Medications dispensed less than 3 times a month would be considered slow moving.
- 2) Sort 'Days on hand 100%' in ascending order to find the fastest/ high dispense frequency drugs.
 - a. Assign extra channels to drugs that have less than 10 days at 100%.
 - b. If there are no free channels in the machine, remove the low frequency drugs exceeding 90 days at 100%.
 - c. Please note, frequent refilling of a particular drug (multiple times a week) is a sign that not enough channels have been allocated to that medication.

2.4.4 Picking errors report

Provides a list of channels that have experienced an issue when picking stock. This may be due to incorrect stock inventory levels or physical obstructions where a medication is stuck in the channel.

Select:

Create product **Edit stock** **Reports**

- ⇒ **Reports**
- ⇒ **More reports**
- ⇒ **Picking error report**

1) Select report and press corresponding button

1 Medicines A-Z

2 Customized channel list

3 Manage stock report

4 Picking error report

5 Back

1 Dispensing frequency

2 View all shelves

3 More reports

4

5 Expiry date report

Alphabetical product list
List of all products, including storage location, sorted by product names
Function: e.g. manual operation, emergency

Channel list
List of all channels, in ascending order according of dispensing frequency
Function: e.g. new channel allocation, storage space optimisation

Manage stock report
List of all products, with days on hand based on a specific period

Picking error report
List of products that have caused picking errors in the last X months

Examine last x months: **1 OK**

2

3

4

5 Back

⇒ Type in the number of months under review into the open field (typically 1 month) then select **OK**.

1 Show report

2 Export

3

4

5 Back

The next options that appear are:

⇒ Show report to view or print.

⇒ Export sends the list to the desktop in excel format.

The report will show the product name and channel location of any medications that have had picking errors over the selected months.

Picking errors

18/06/2022 - 18/08/2022

Product Name	Channel	Picking errors			
		Unknown	Channel	Quantity	Total
LYRICA 150mg, CAP, 56		0	1	1	2
	102/09	0	0	1	1
	102/11	0	1	0	1
SIMVASTATIN (APO) 20mg, TAB, 30		1	0	0	1
	103/03	1	0	0	1
Total		1	1	1	3

Figure 33- Example of the error report. Note that if a picking error was not investigated it will fall under the Unknown column. Blockages or physical issues are logged under the Channel column. Issues with stock quantity are logged under the Quantity column.

Glossary of Types of errors on the report

Channel Errors	<ul style="list-style-type: none">- Generally, indicates physical issues (e.g. when packages are stuck)- These are logged when there is no change in quantity is made when reviewing channels listed in the Edit stock open tasks menu (refer to Open Tasks section)
Quantity Errors	<ul style="list-style-type: none">- Indicate an inventory discrepancy, when CONSYS was unable to pick from a channel due to incorrect stock levels or has been able to pick extra drugs from a channel identified as empty.- Logged if there is a change in quantity when updating the channels listed in the Edit stock open task menu (refer to Open Tasks section)
Unknown Errors	<ul style="list-style-type: none">- Unresolved errors in the Open Task bar that will continue to appear in Open Tasks as issues that still need to be resolved (refer to the Open Tasks section)- When the Edit stock button is selected the unresolved picking errors will be listed on the left side of the screen- Unresolved errors deleted from the Edit stock open tasks will be logged here

Interpreting the **Check picking errors** report.

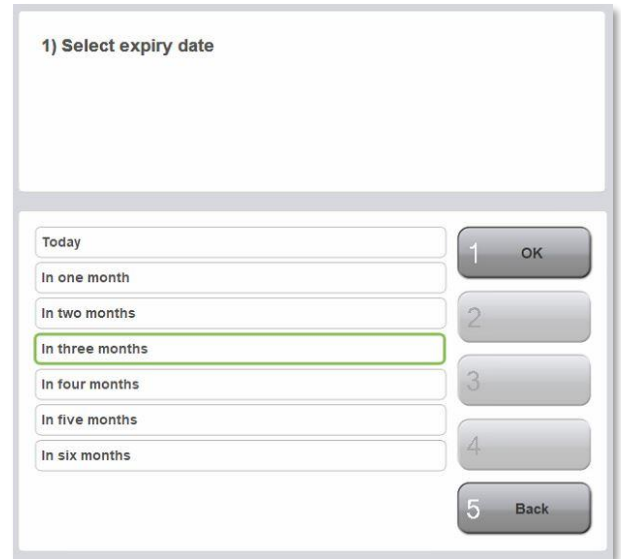
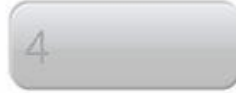
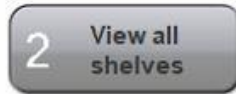
- This report provides a good indication of how the CONSYS is managed.
- A high number of 'Channel errors' (e.g. >5/month in a single channel) usually suggests packages are incorrectly fitted into the channel (e.g. the dividers are not straight, bottle channels are not aligned or package size has changed).
- A high number of 'Quantity errors' typically suggests that the stock on hand is inadequately managed (e.g. errors in stock count when filling, manually picking packages from the front and not adjusting stock levels in CONSYS software).

2.5 Expiry date report

Provides a list of items which may be nearing the end of expiry. This list is determined by the date when products were initially filled into the CONSYS.

Select:

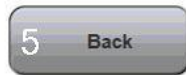
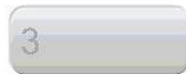
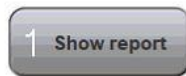
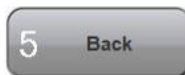
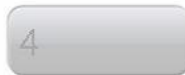
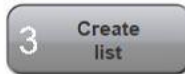
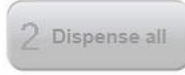
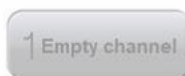
- ⇒ Reports
- ⇒ Expiry date report
- ⇒ Choose the appropriate time frame.
- ⇒ OK



The following options will appear:

1. Creating the List:

- **Create list.**
- **Show report** to view on screen or print.
- **Export** to save the report in excel format.



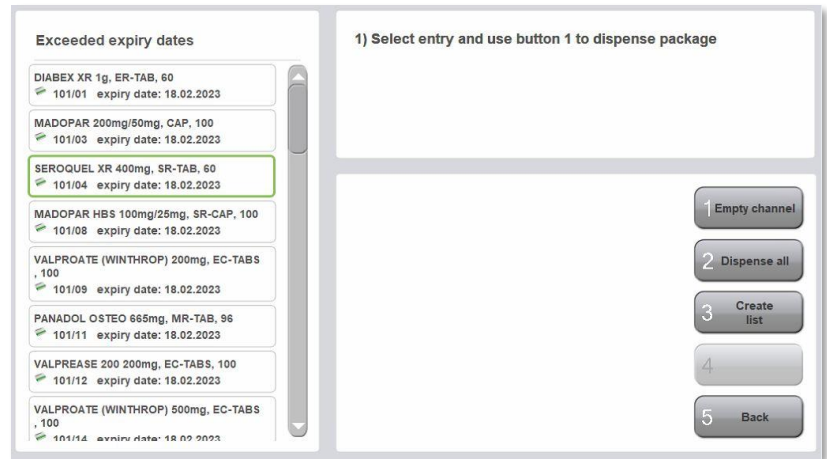
2. Empty and check expiry of individual drugs:

- Highlight a drug from the list on the left side of screen to activate **Empty channel** button.
- Select **Empty channel**.

3. Empty all drugs requiring expiry date review.

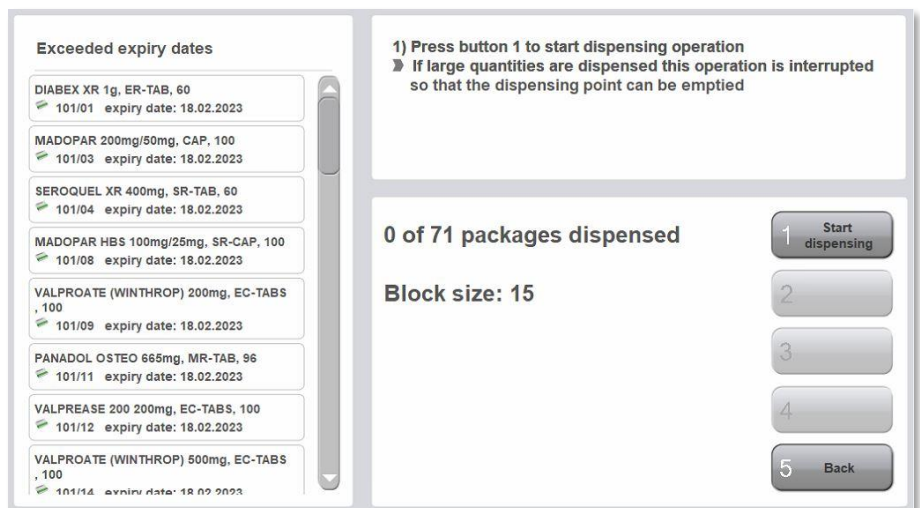
Select:

- **Dispense all.**
- **Start dispensing.**



Please note, packages stocked into the CONSYS are flagged for review after 6 months.

When emptying channels, **Block size 15** will appear. This message means CONSYS will empty 15 boxes at time and then pause to check with the user that the packages have been cleared from the chute. This prevents too many medications blocking up the chutes.



2.6 External report, stocktake tool

Stocktake Reporting in Navigator

The CONSYS computer has an additional reporting function to facilitate a stocktake. This report lists all medications and includes drug barcodes for easy scanning.

What is the stocktake tool?

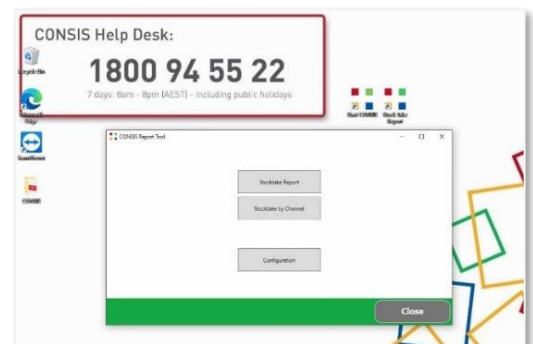
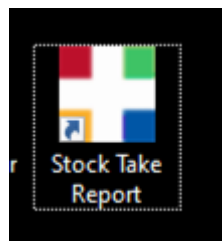
- The stocktake tool generates a list of all CONSYS drugs. It shows the stock count, drug code and barcode for each product.
- The medications can be sorted in two ways:
 - **Stocktake report**- drugs are listed alphabetically by drug name. It shows the total stock count of each drug (i.e. if a drug has multiple channels, the quantities in all channel are combined). **This report is used if stock counts are accurate and only need to be loaded/scanned into pharmacy records.**
 - **Stocktake by Channel**- drugs are listed in order of channel location. The stock count for each channel is shown. **This report is used if a count of each channel is required.**

Stock	Drug Code	Product Name	Barcode
3	ABIS8	ABISART 150	9323610013507
2	ABIS9	ABISART 300	9323610013514
7	ABIS7	ABISART 75	9323610013491
3	ABIS12	ABISART HCTZ	9323610013545
3	ABIS11	ABISART HCTZ 300/12.5	9323610013538
5	ACIM6	ACIMAX	

Channel Stock	Drug Code	Product Name	Barcode
101/2	3	METE6	93029001143
101/3	4	PREX7	9316731000112
101/5	2	ME88	9315430051760
101/6	2	SYMB9	9322882010566
101/8	1	DIA8	9323610000705
101/9	6	MELO8	

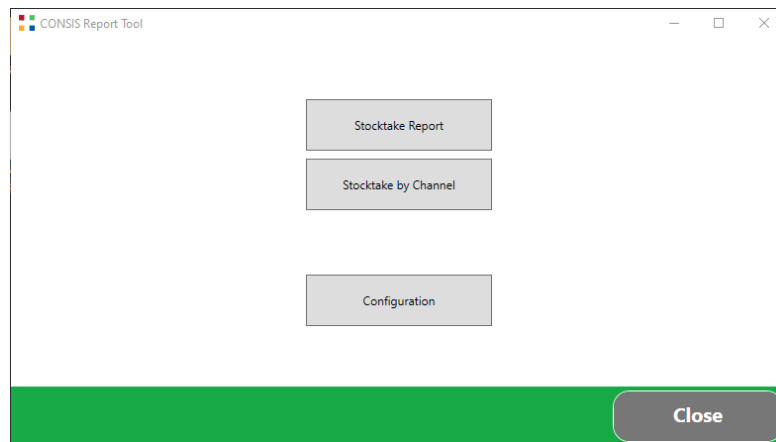
STEP 1

- Minimise Navigator.
- Find the Willach stocktake tool on the desktop.
- Double click to launch.



STEP 2 Choose the preferred report

- **Stocktake report OR**
- **Stocktake by Channel.**



STEP 3

Print report or export as an excel.



STEP 4 Stocktake by Channel

- Park the machine and open the first shelf to check stock counts in each channel.
- **If the stock count is different, write down the actual quantity on the report** (in the area suggested by the red arrow)

Channel	Stock	Drug Code	Product Name	Barcode
101/2	3	METE6	METEX XR	9350299001143
101/3	4	PREX7	PREXUM 5	9316731000112
101/5	2	ME88	METHOBLASTIN	9315430051760
101/6	2	SYMB9	SYMBICORT	9322882010966
101/8	1	DIA8	DIAFORMIN	9323610000705
101/9	6	MELO8	MOXICAM	9323610000705

STEP 5 Enter quantities into Navigator

- Select the **Reports** tab > **View all Shelves.**
- Select a channel that requires stock adjustment.
- Type in the new/actual quantity and press OK/enter.
 - Navigator will move to the next channel.
 - Press OK/enter to move through the whole machine.
 - **After all quantities have been entered, generate a new Stocktake report (first option in the tool) to upload into pharmacy records.**

Channel	Stock	Capacity
101/01	0	0
101/02	3	6
101/03	4	12
101/04	0	0
101/05	2	8
101/06	2	7
101/07	0	0
101/08	1	5
101/09	6	7
101/10	4	5
101/11	1	6

1) Select channel from list
2) Specify stock and confirm

» If actual stock is unknown, press button 2 and restock packages

METEX XR ER-, 500mg, METE6

Stock (new):

1 OK
2 Empty channel
3 Create shelf list
4
5 Back

Training Programs

Willach offers online, interactive short courses, called Skills Units, as well as workshop-based training options. This provides the flexibility to learn new skills where and at a time that best suits you. Our training program is built around practical hands on learning so that you can immediately apply your knowledge to your work.

Online Training

Willach Pharmacy Solutions provides access to skills units which are short online training modules that deliver bite sized chunks of learning to help you understand and manage the CONSYS robot.



Webinars

For those who want to undertake a basic introductory learning, prior to attending a face to face workshop, we offer our CONSYS Fundamentals webinar program.

Workshops

We offer two workshops. Our CONSYS Fundamentals Training is run in Melbourne in our Training Facility. The CONSYS Advanced Course is run in your home State.



Where can I find more information on training?



03 9429 8222



training@willach.com.au



willach.com.au/training