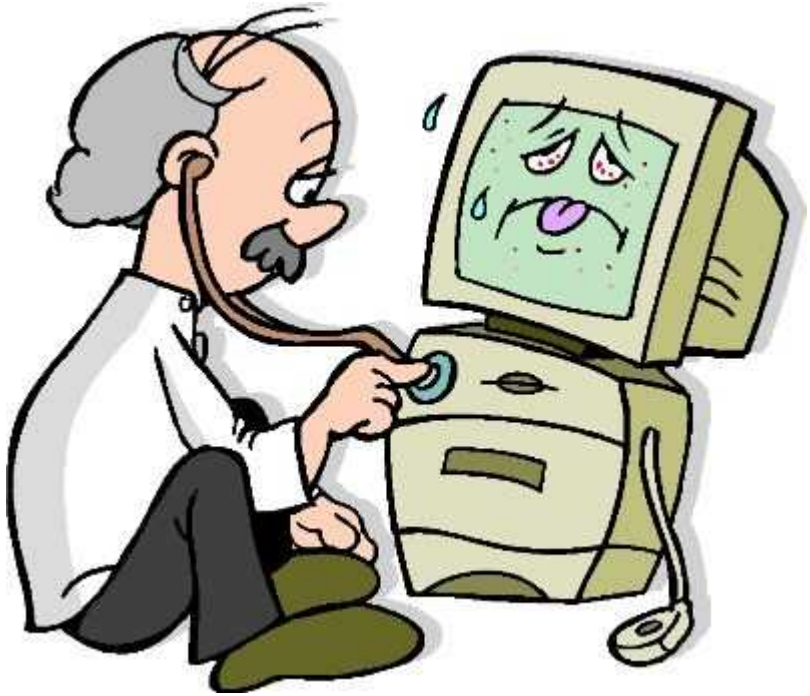
Troubleshooting in MDS



Overview

- Order Entry Alerts / Holds
- Invoicing Holds
- Drop Ship Purchase Order Creation Alerts
- End of Day Process
- End of Day Error Reports
- Inventory Out of Balance
- Accounts Receivable Locks
- Accounts Receivable End of Month

Order Entry Header Messages/Alerts

- Finder for CO NN WAREHOUSE NNN has not been opened
- SEQ.CONT file has not been opened
- No CUST.DET record for NNNNNN CO# NN create one (Y/N)
- Due Date > NN days in future order is now a future
- Customer PO# - This is a required field

Order Entry Line Messages/Alerts

- Product is Discontinued
- Below Minimum Sell Qty of NNN for this Product, Accept (Y/N)
- Product XXXX Sell Whse NNN. Not on PROD.DET Create (Y/N)
- This is a Component Line, only Kit Master can be changed
- Selling unit must be divisible by stock unit which is NN
- Cannot Change Selling Price
- Cost is not being displayed

Operator Controlled Features

- Display Cost (Y/N)
- Price Override (Y/N)
- Processing codes
  - GM - Allow Gross Margin Change in Order Entry
  - IO – Inventory Override (Override Ship Qty in Maintenance)
  - OM – Order Maintenance

Order Entry Pharma Messages/Alerts

- Bill To / Ship To Drug Checks
  - MISSING DEA#
  - DRUG TYPE NOT VALID
  - INVALID DEA Expiration Date
  - INVALID LICENSE Expiration Date
  - MISSING LICENSE#

- State CHECKS
  - STATE LICENSE EXPIRED
  - STATE LICENSE NOT FOUND

Checked in entry, maintenance and verification

Drug Type Maintenance

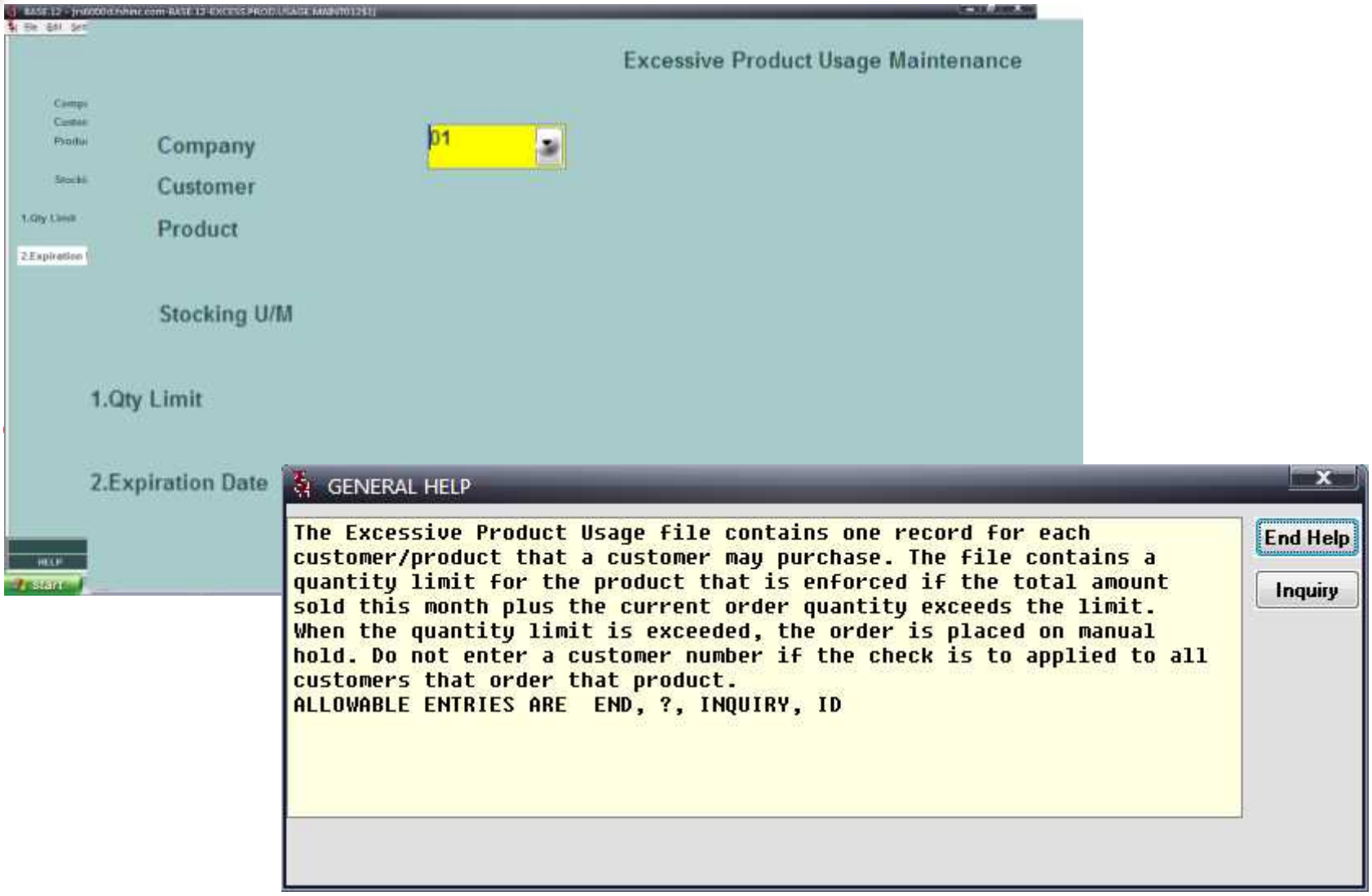
Drug Type Maintenance

Drug Type: RR

1.Description	CONTROLLED DRUG
2.License Req	Y
3.Dea# Required	Y
4.Pedigree Required	Y
5.Controlled Drug	Y
6.DEA Form Required	Y
7.Federal Caution	Y
8.Expiration Days	10
9.Drop Ship	N

Select options for drugs

Excessive Product Usage Check



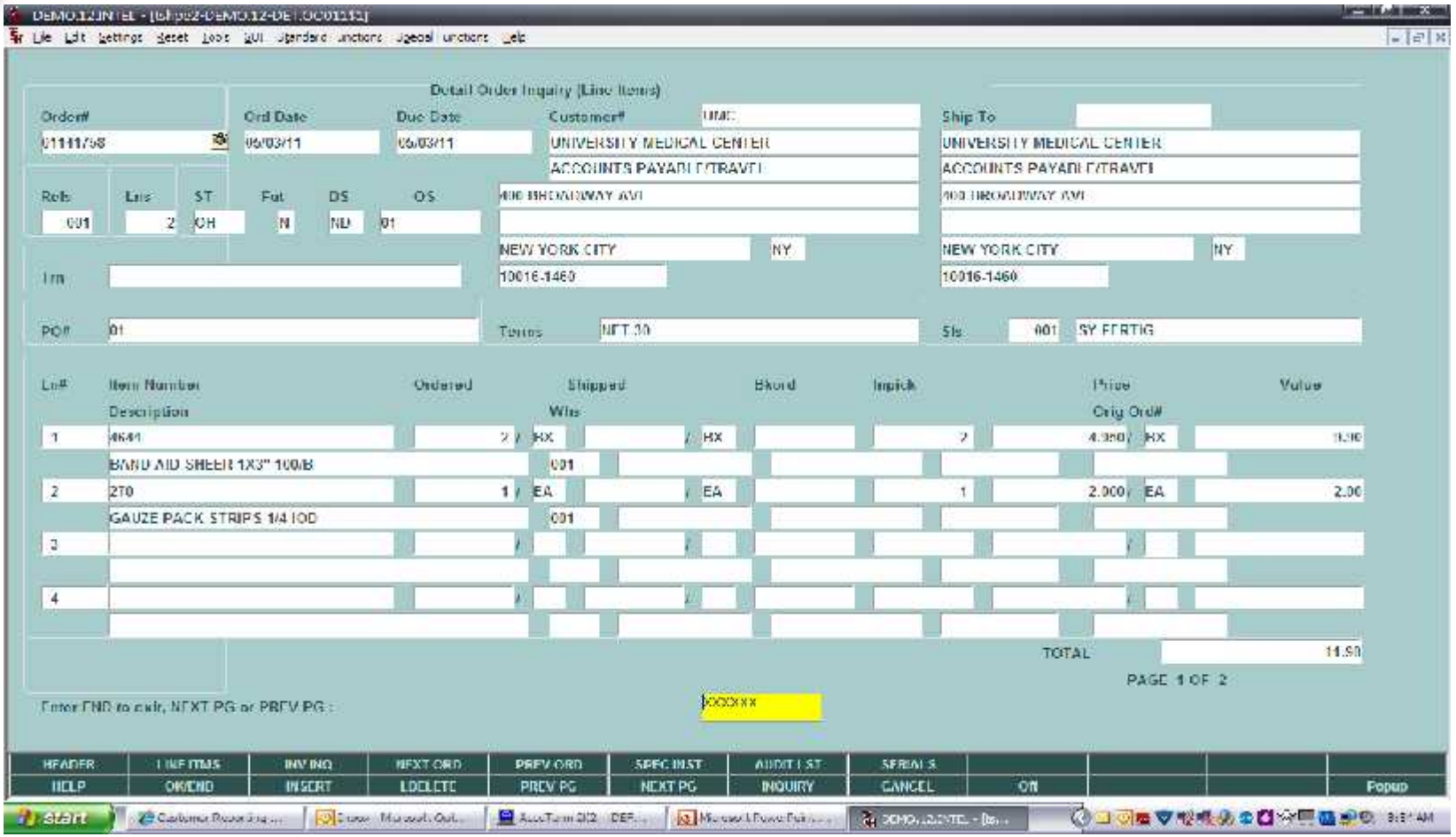
Order Maintenance Messages/Alerts

- Quantities have been picked. Do you want to cancel open back order (Y/N)
- Cannot delete items with picked quantities
- Cannot reduce order qty to less than in pick plus invoiced
- Item will be backordered. Must be released by Specific Order Release or Order Allocation

Pick Ticket Didn't Print

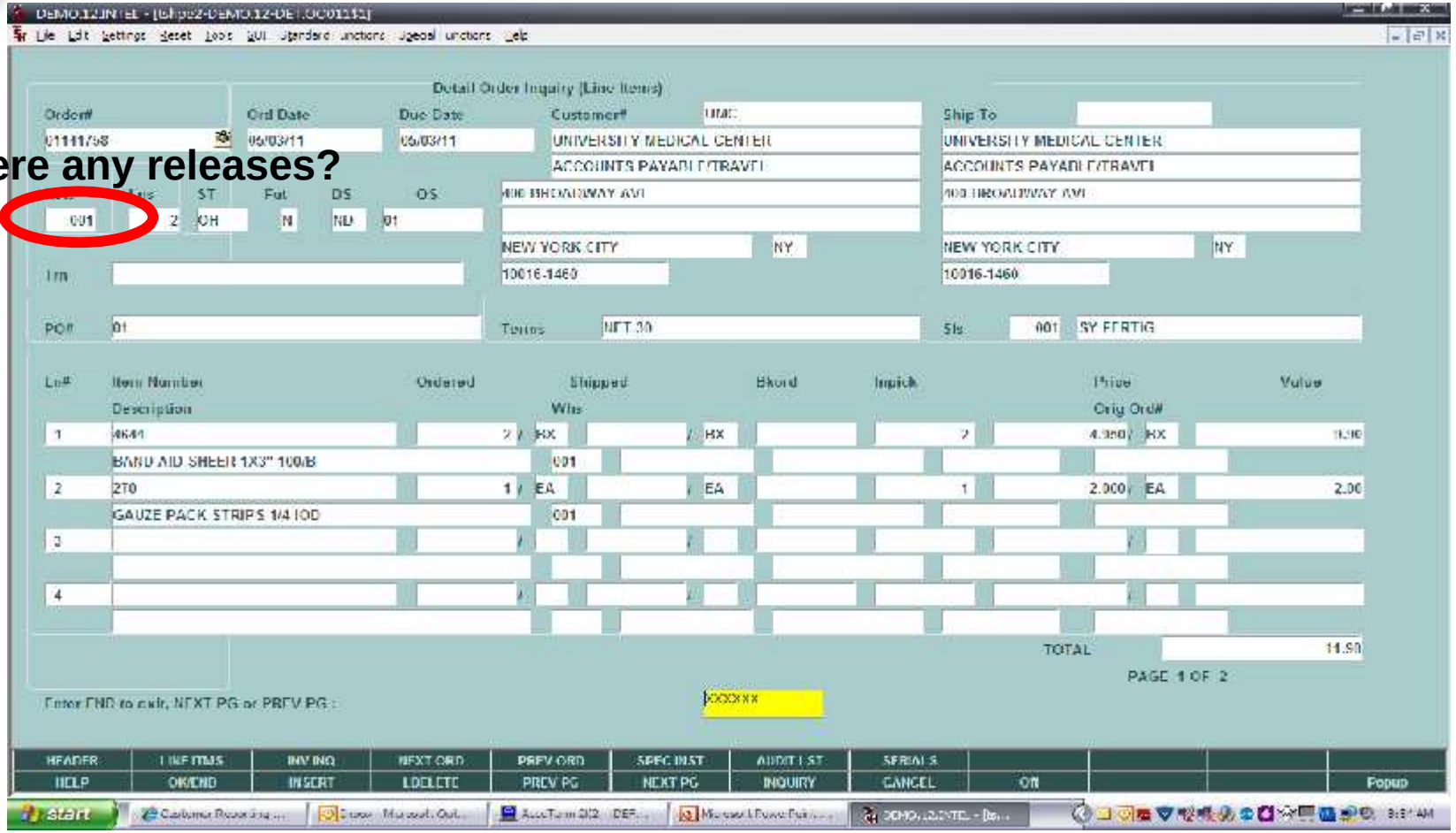
What You Should Check

Check Detail Order Inquiry



Check Detail Order Inquiry

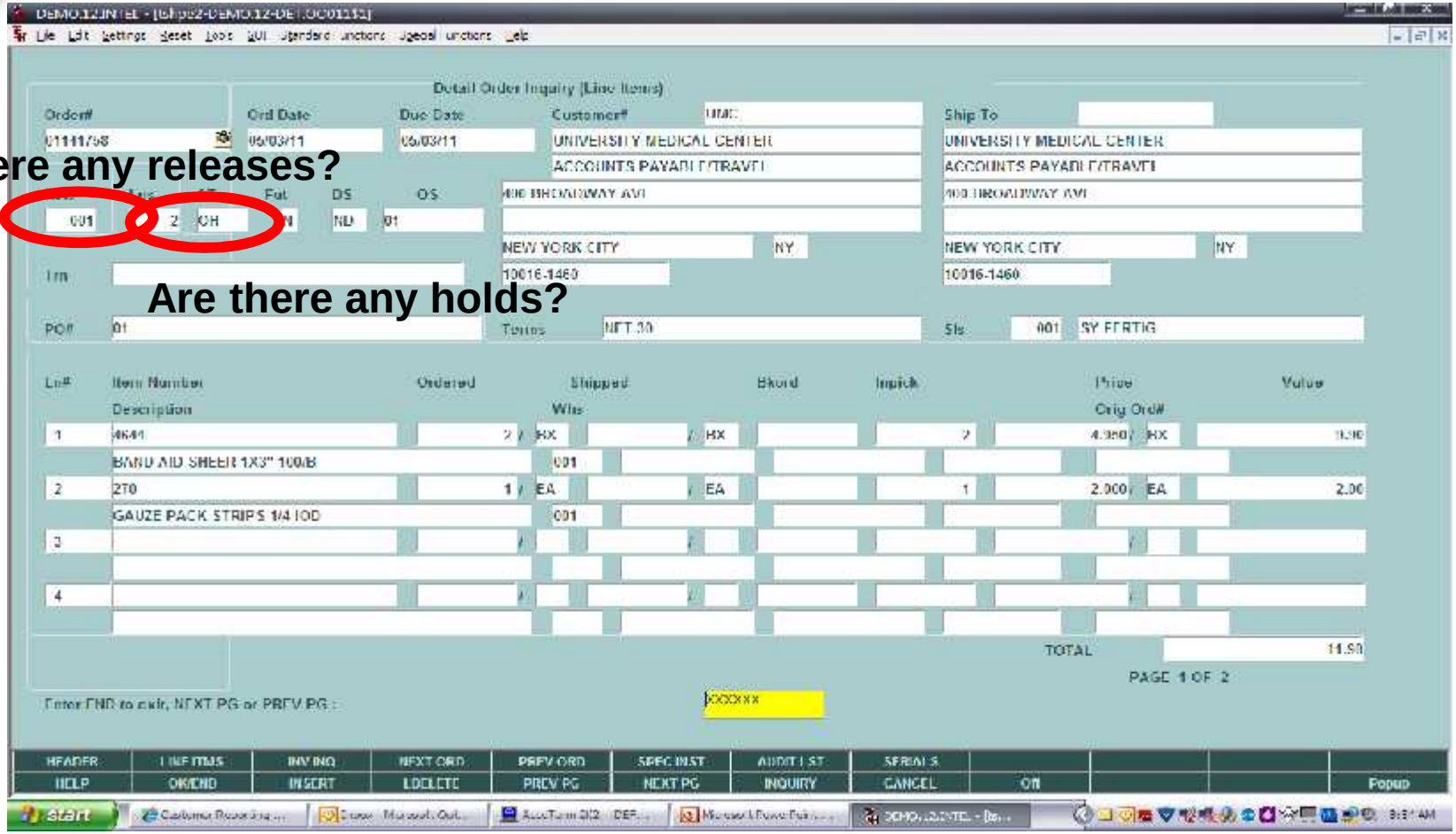
Are there any releases?



Check Detail Order Inquiry

Are there any releases?

Are there any holds?

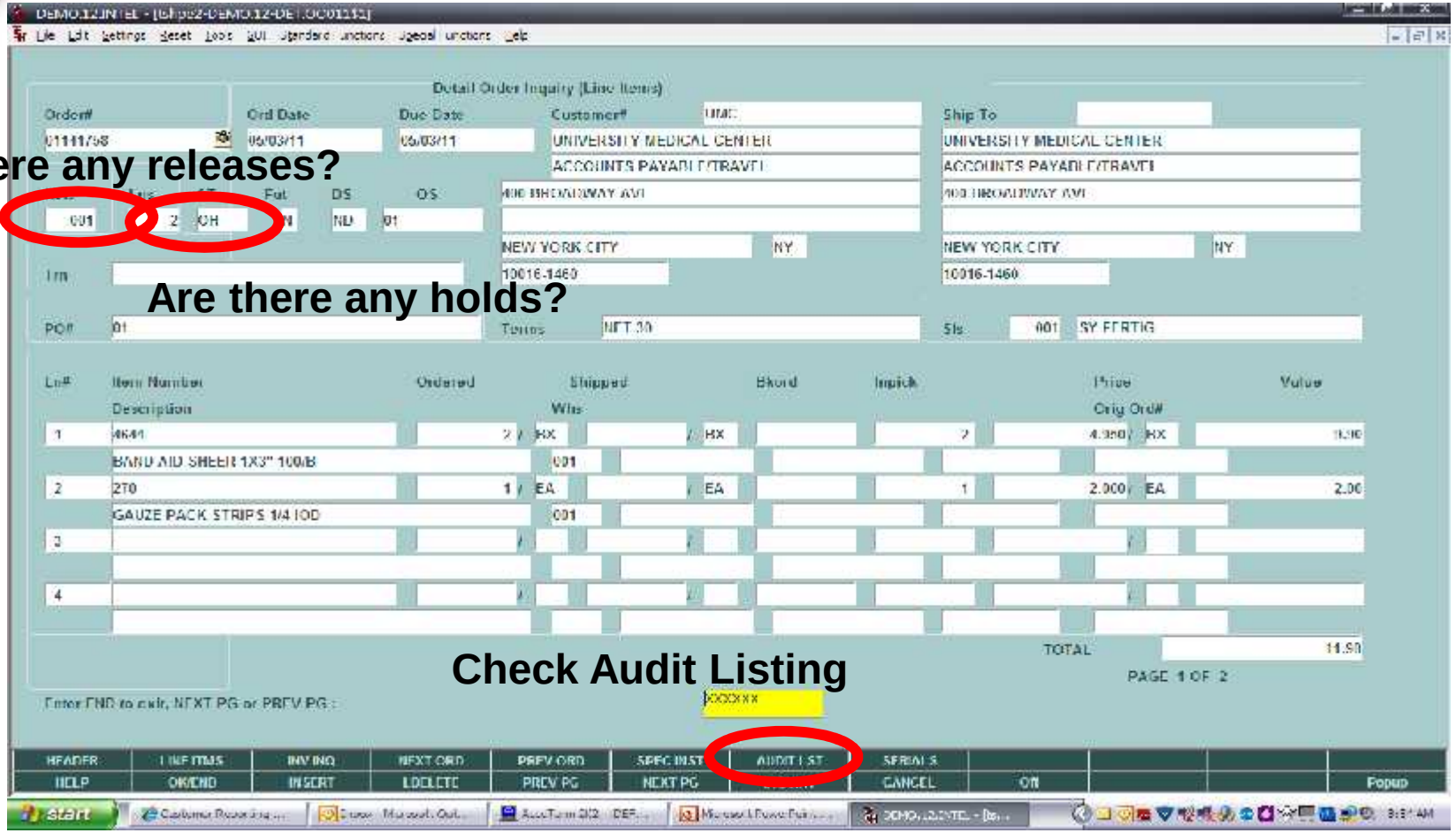


Check Detail Order Inquiry

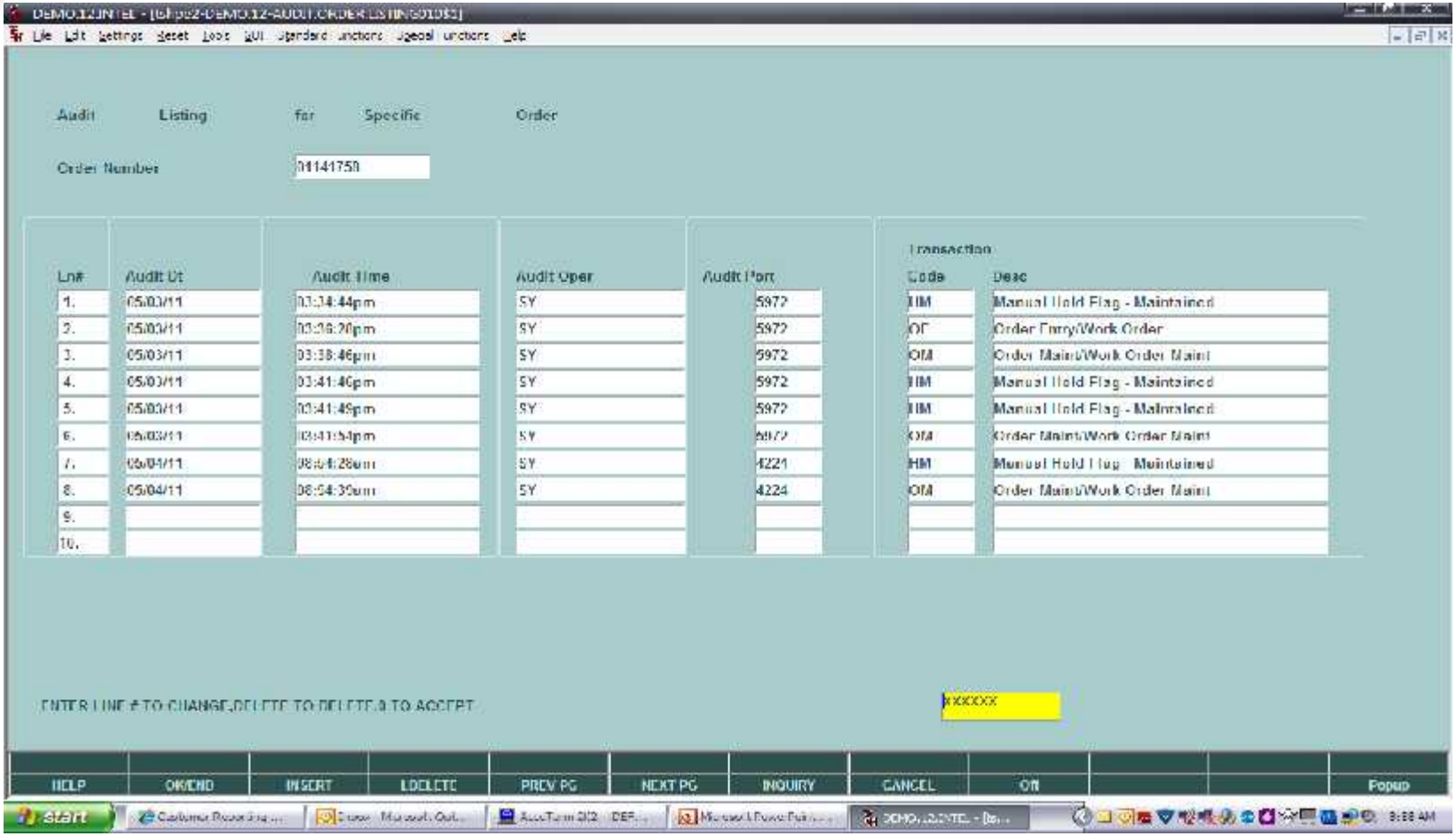
Are there any releases?

Are there any holds?

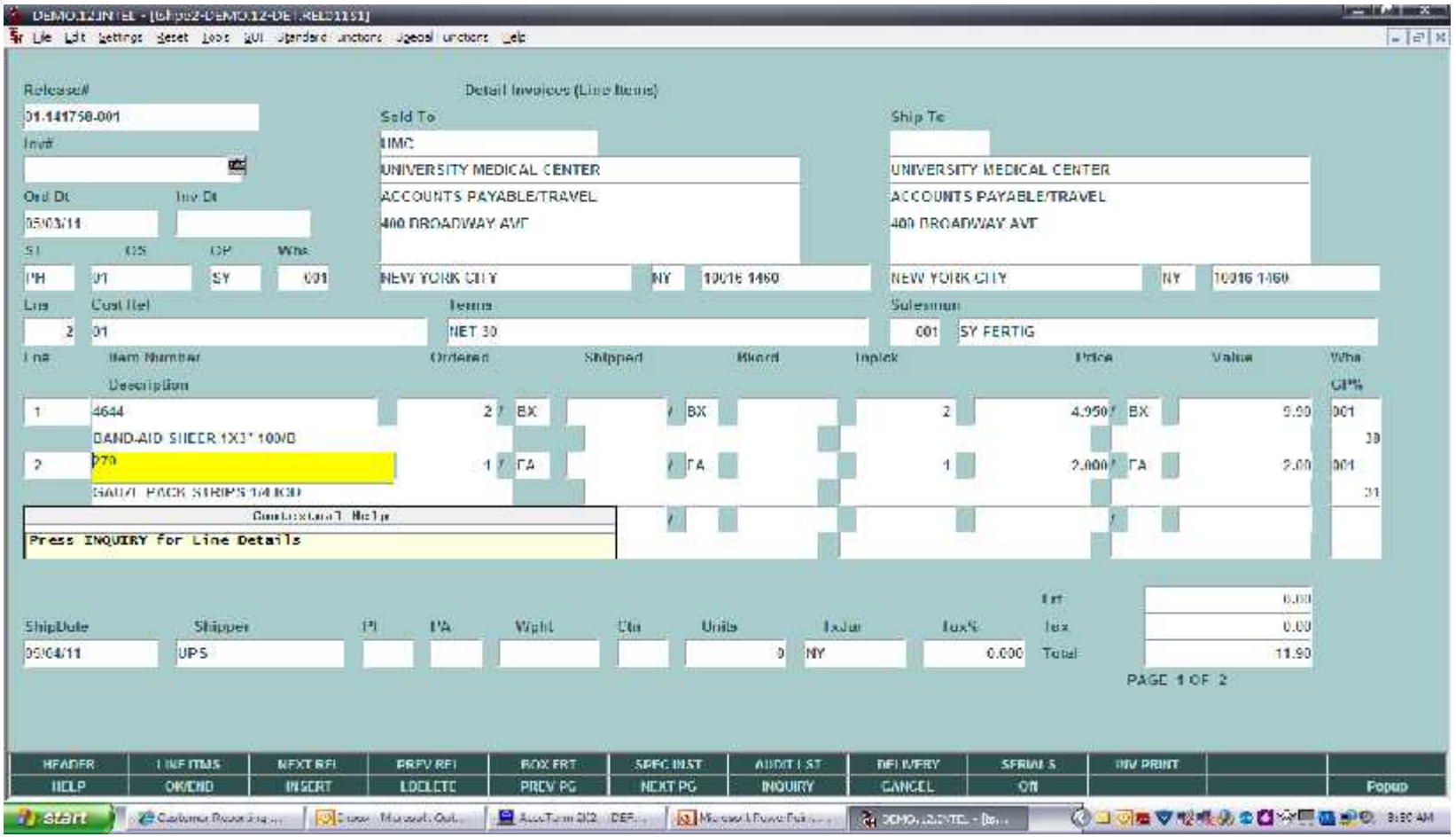
Check Audit Listing



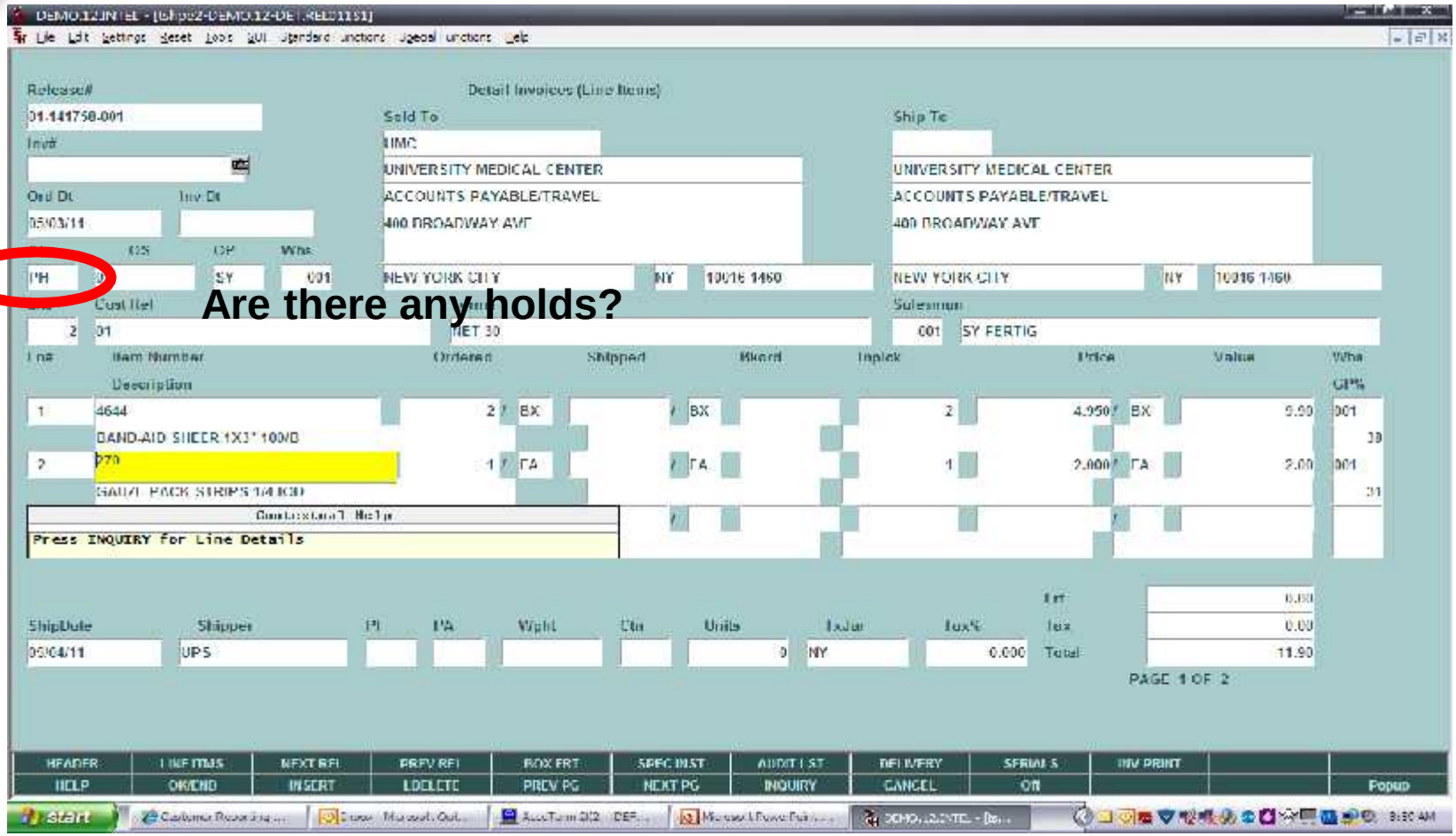
Detail Order Audit List



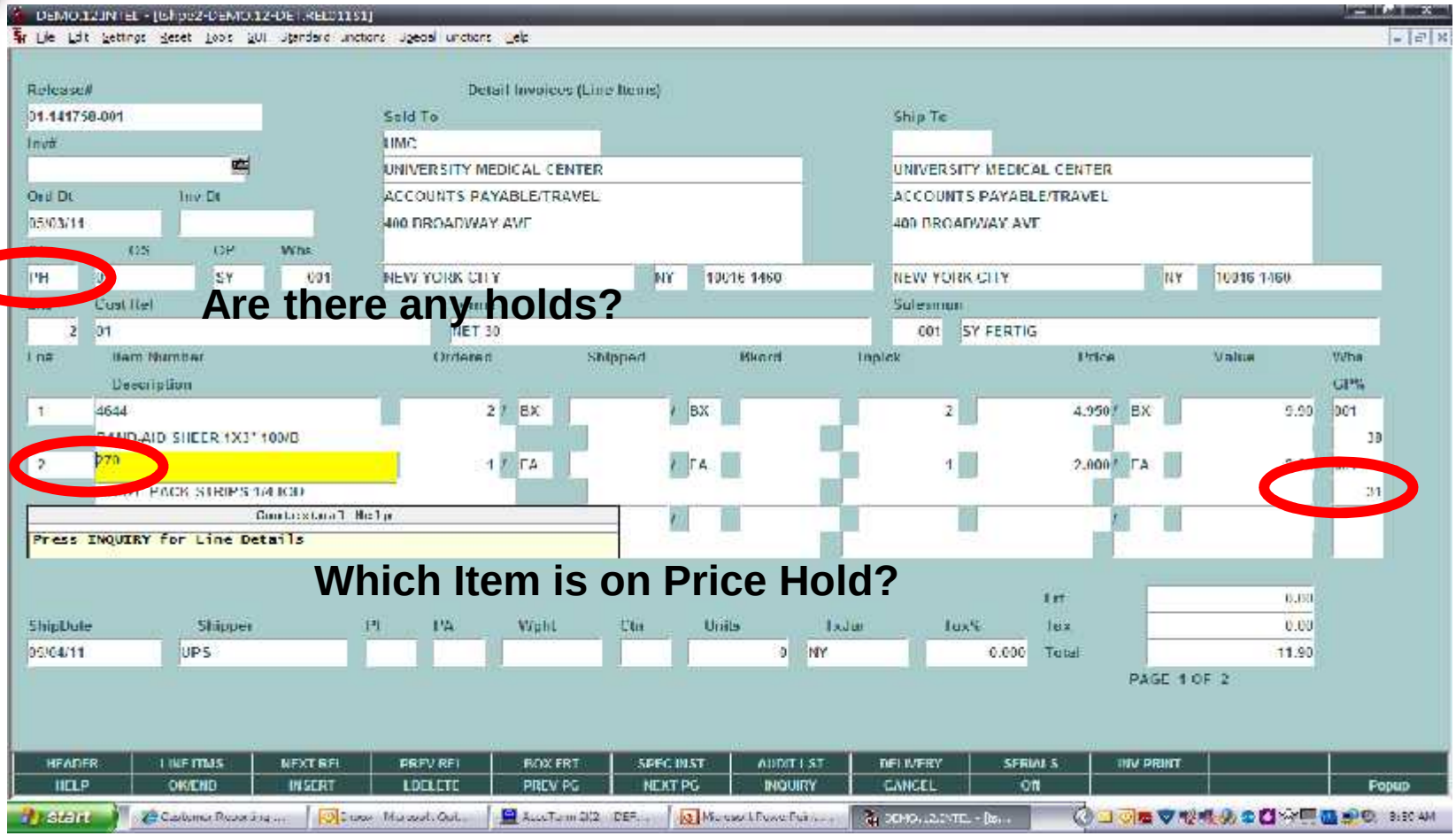
Check Detail Release Inquiry



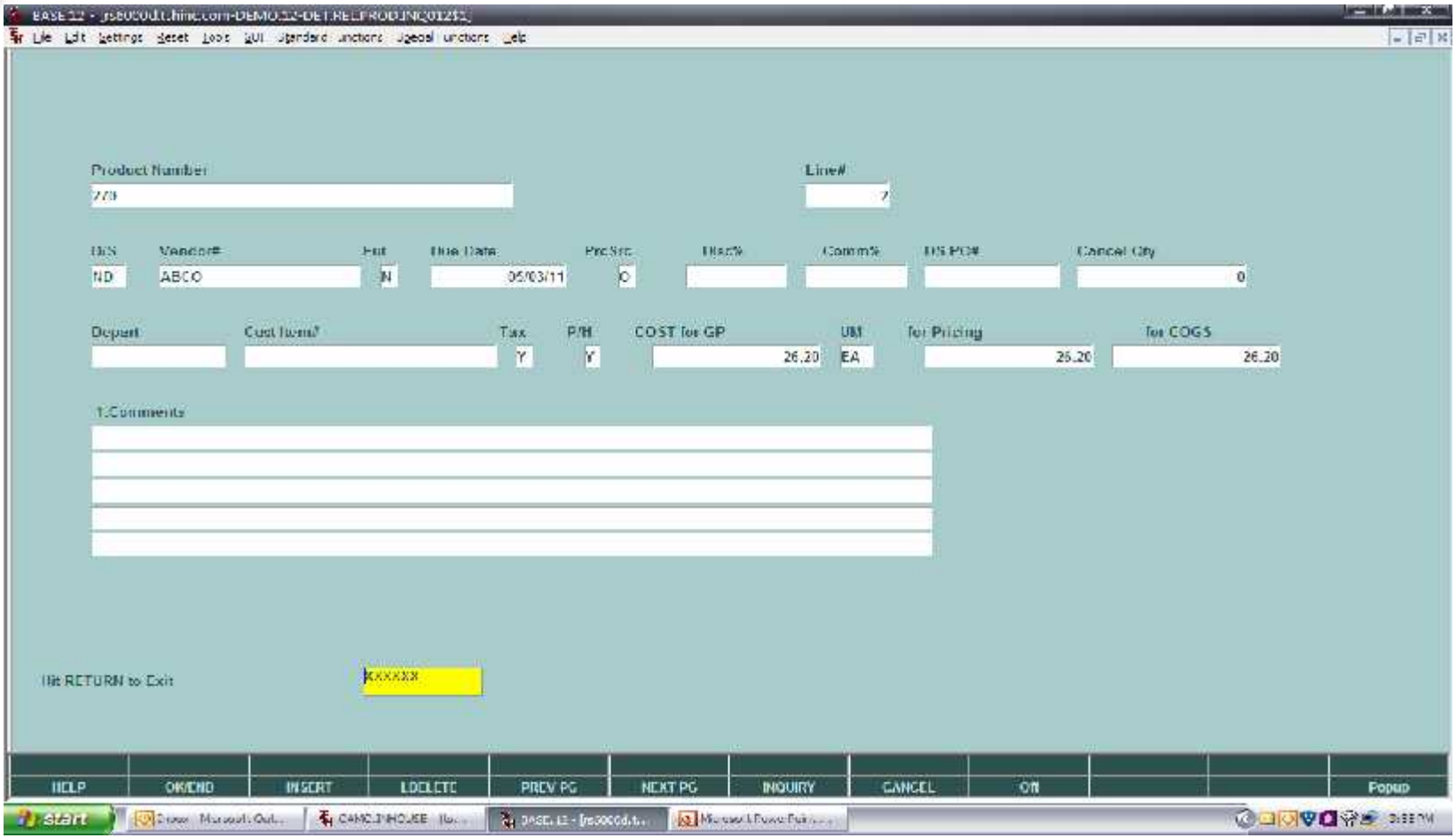
Check Detail Release Inquiry



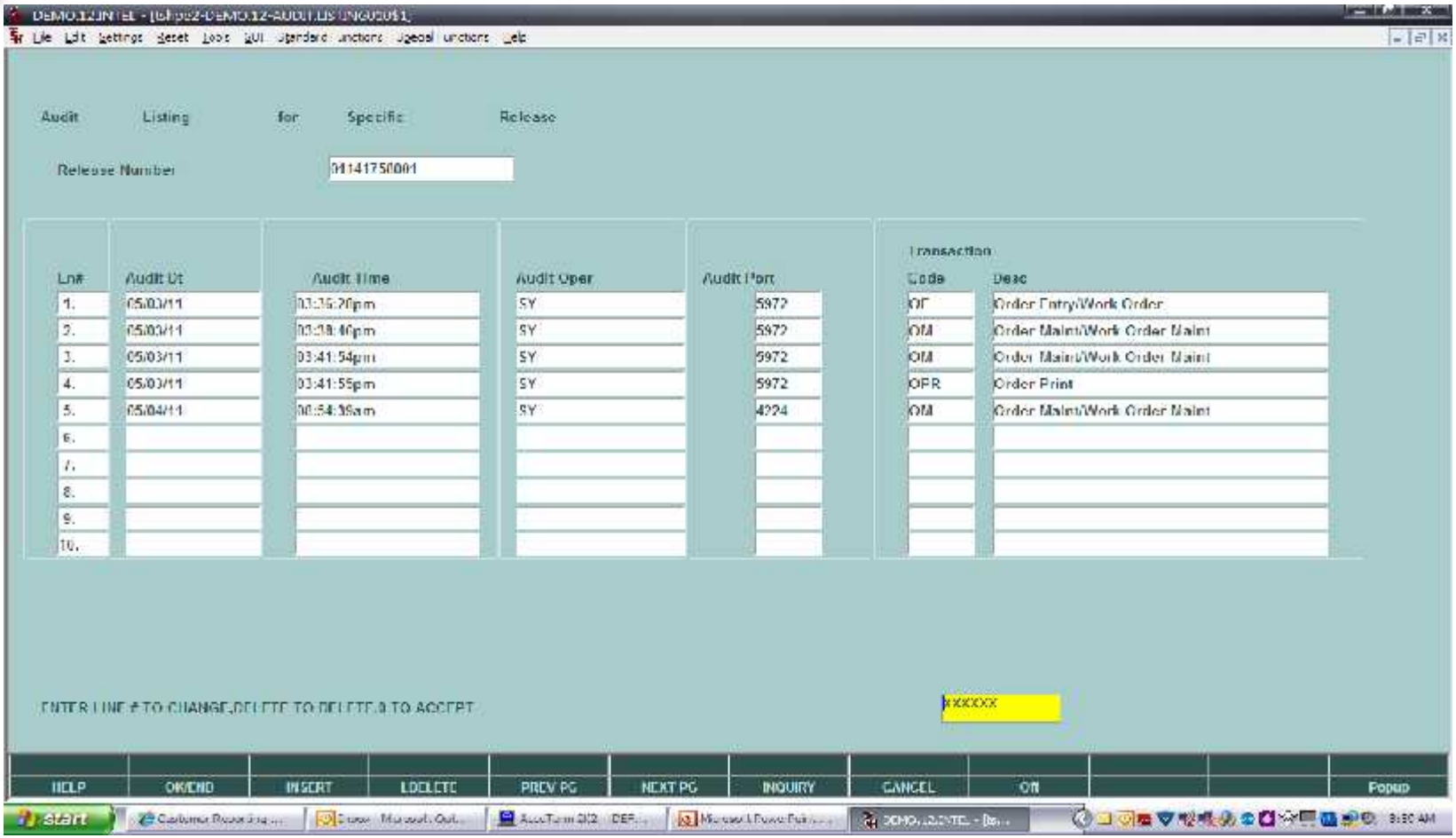
Check Detail Release Inquiry



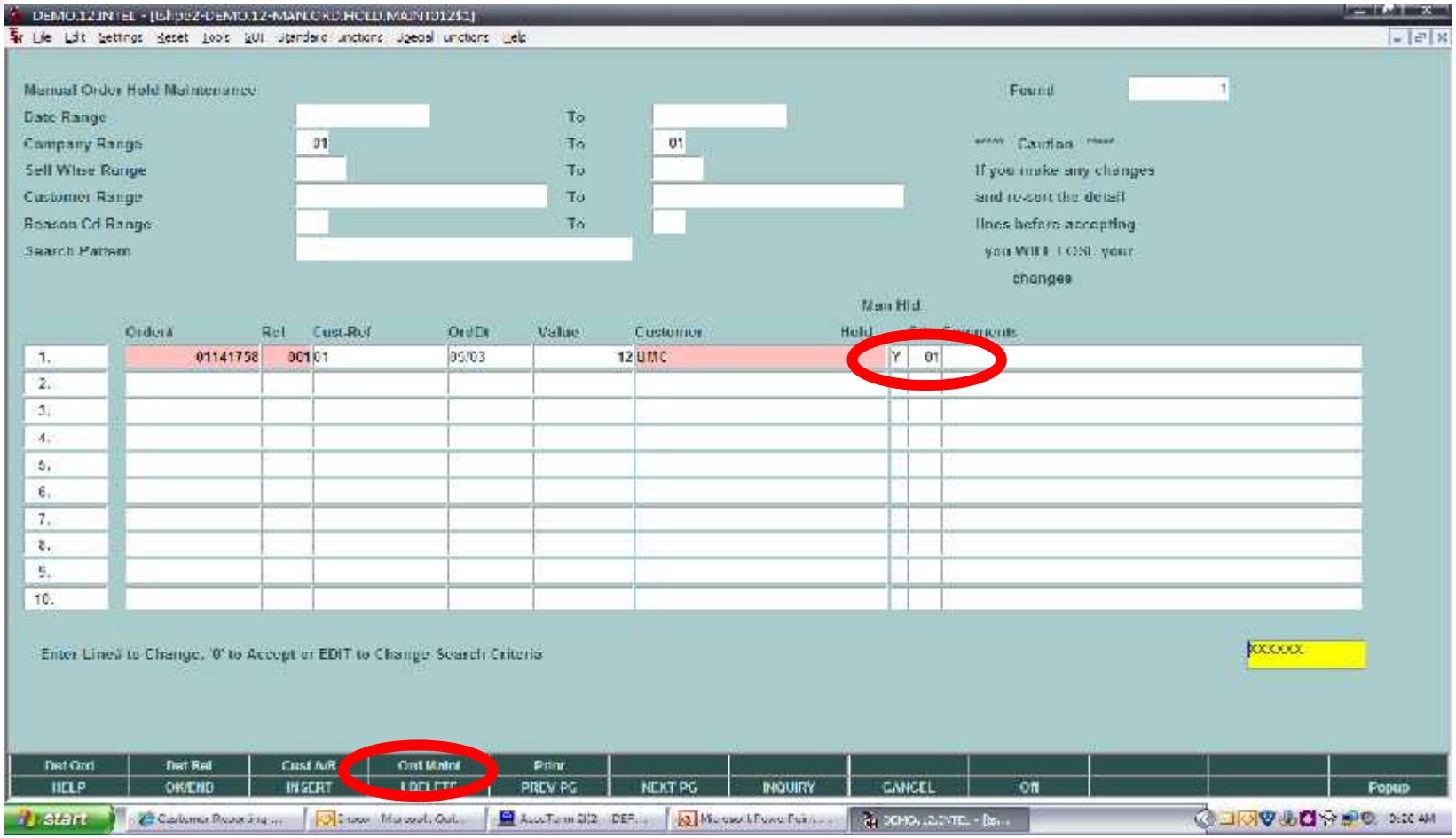
Line Details



Detail Release Audit List



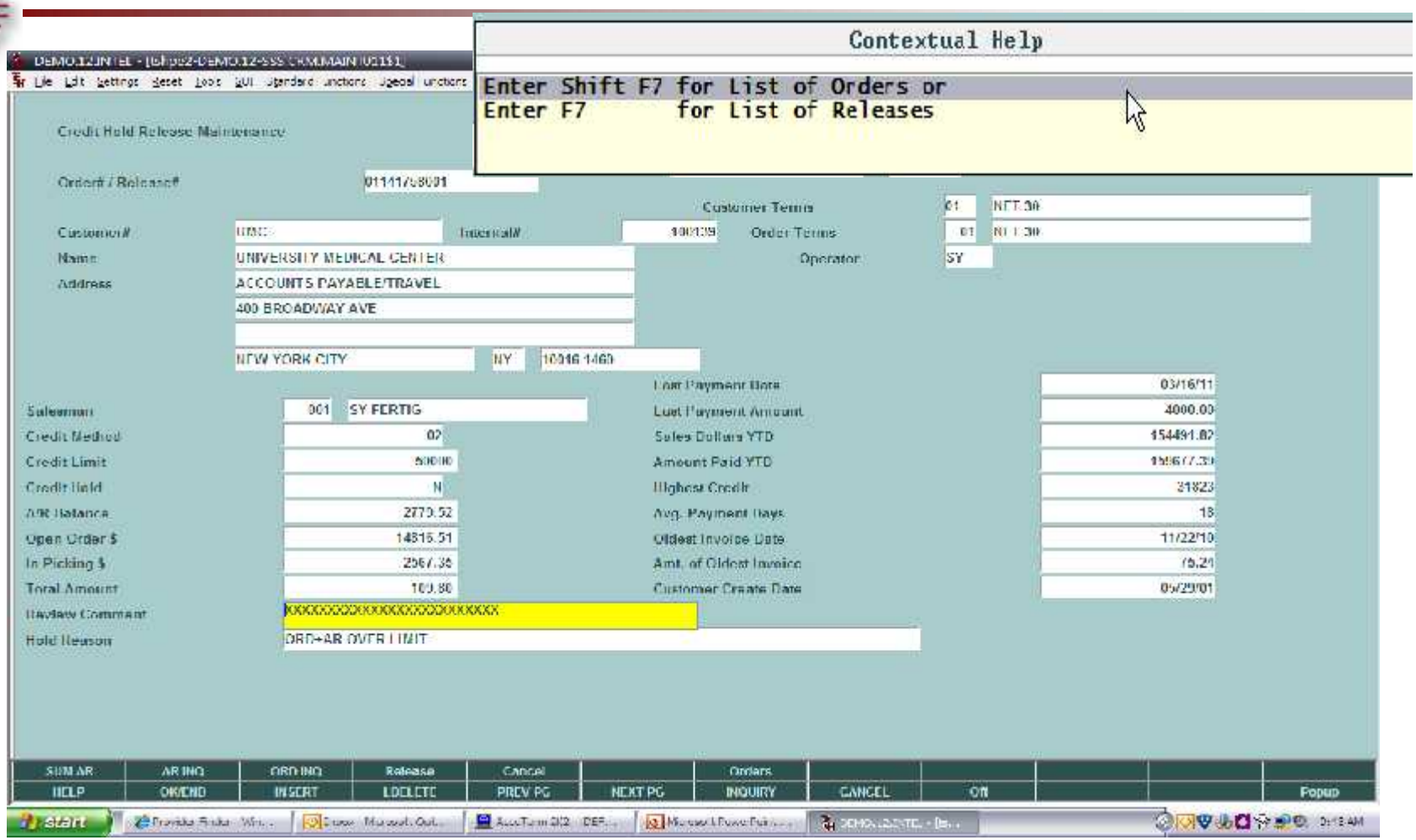
Manual Order / Pharma Hold Maintenance



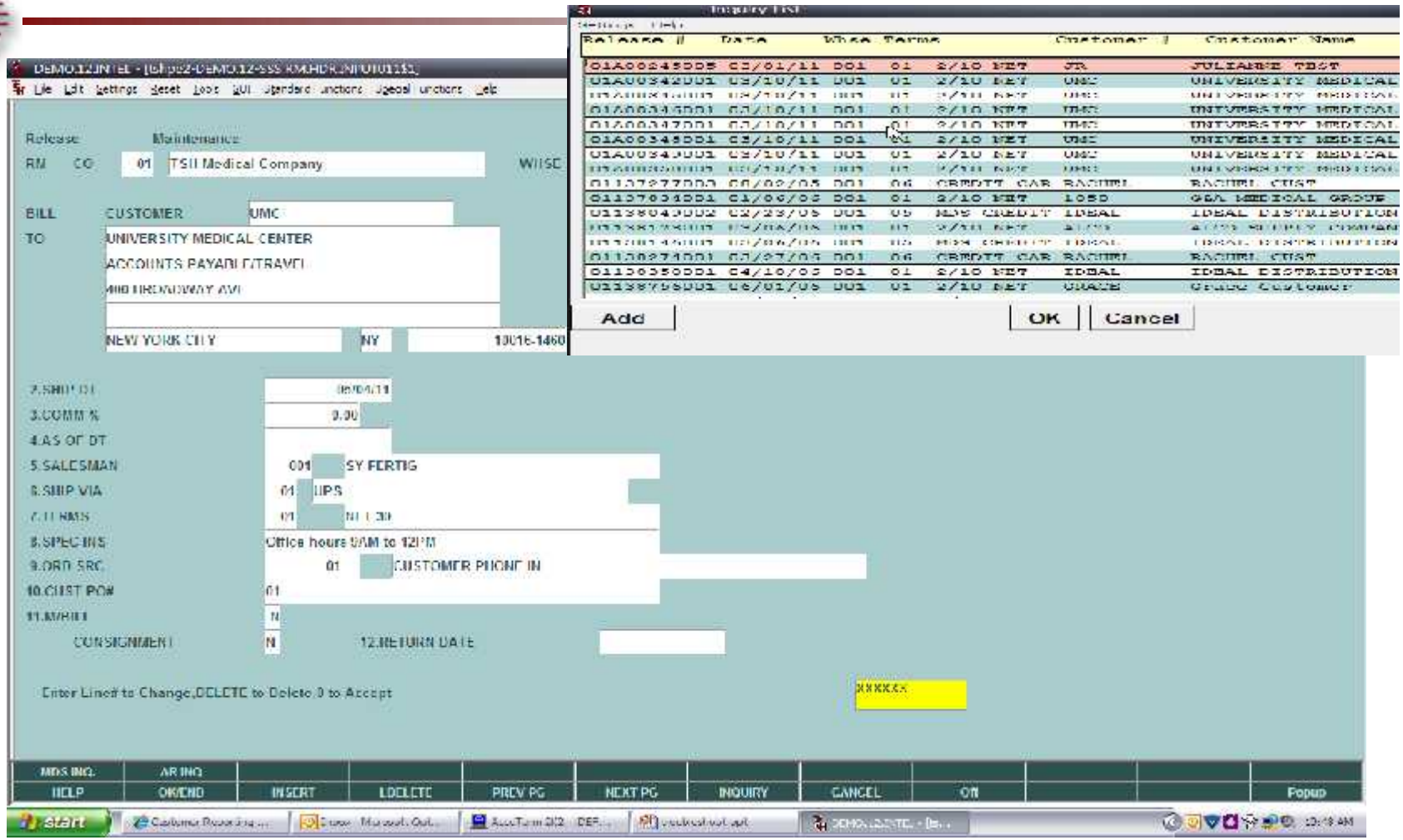
Can also be removed through Order Maintenance

Credit / Price Hold Review

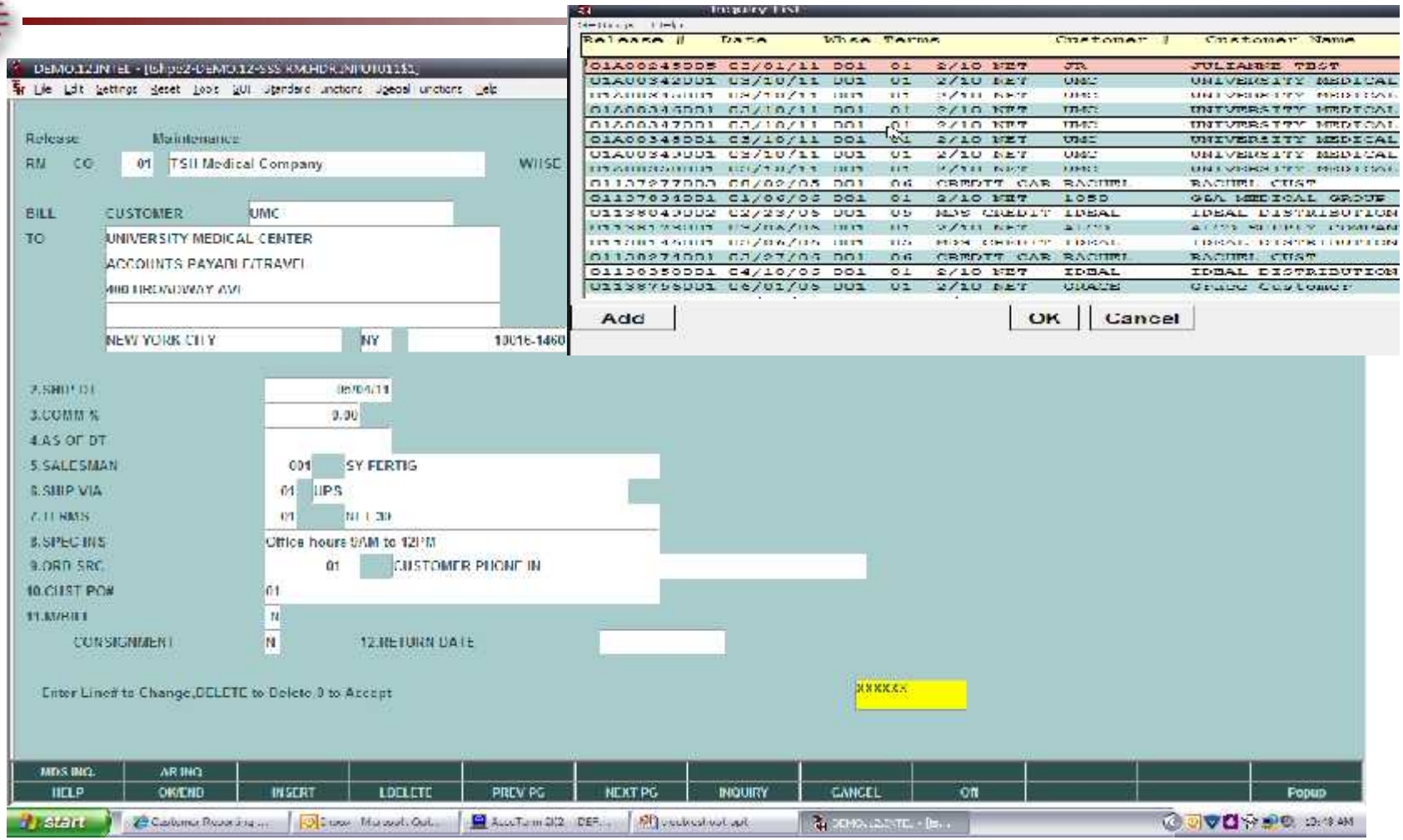
Credit Hold Release Maintenance



Release Maintenance for Price Hold



Release Maintenance for Price Hold



Remove Invoice Review Holds from Release Maintenance

Run Releases In Pick GT Two Days Report

DAILY TW PICKING REPORT 09:02:20am 26 May 2011 PAGE 1

RELEASE....	ORD #	A.CUST.NO....	CUST.NAME.....	CUST.PO.NO.....	TOT.AMT.....	ORD DATE	REL.DATE	SC	SHIP.BR
01141464002	141464 002	MERCYCIND	MEDICAL ASSOCIATES OF	0	178.78	10/21/03	12/14/03	N	001
01141515001	141515 001	UMC	UNIVERSITY MEDICAL CENTER	4000072825	225.60	10/22/03	10/22/03	N	001
01141527001	141527 001	MERCYCJA	MERCY CARE JOHNSON AVENUE	DR BANKS	91.37	10/22/03	10/22/03	N	001
01141528001	141528 001	MERCYCSA	MERCY CARE 2ND AVENUE	U	41.94	10/22/03	10/22/03	N	001
01141529001	141529 001	MERCYCB	MERCY CARE BLAIRSFERRY	DR MACGILLIVARY	202.11	10/22/03	10/22/03	N	001
01141533001	141533 001	MERCYCMAR	MERCY CARE MARION	DR BERTROCHE	113.04	10/22/03	10/22/03	N	001
01141534001	141534 001	MERCYCMAR	MERCY CARE MARION	DR FOX & BERTROCHE	20.65	10/22/03	10/22/03	N	001
01141535001	141535 001	MERCYCMAR	MERCY CARE MARION	DR ZAHN HOUSER	38.56	10/22/03	10/22/03	N	001
01141536001	141536 001	MERCYCMAR	MERCY CARE MARION	DR DEENEY	21.04	10/22/03	10/22/03	N	001
01141537001	141537 001	MERCYCMAR	MERCY CARE MARION	DR WILKINSON	5.99	10/22/03	10/22/03	N	001
01141538001	141538 001	MERCYCB	MERCY CARE BLAIRSFERRY	DR KASNER	44.27	10/22/03	10/22/03	N	001
01141539001	141539 001	MERCYCB	MERCY CARE BLAIRSFERRY	DRS KASNER & KOLBLISKA	193.92	10/22/03	10/22/03	N	001
01141540001	141540 001	MERCYCCR	MERCY CARE CEDAR RAPIDS	DR ALBERTS	154.50	10/22/03	10/22/03	N	001
01141540002	141540 002	MERCYCCR	MERCY CARE CEDAR RAPIDS	DR ALBERTS	94.76	10/22/03	12/14/03	N	001
01141541001	141541 001	MERCYCD	MERCY CARE BLAIRSFERRY	LAD	07.04	10/22/03	10/22/03	N	001
01141542001	141542 001	MERCYCB	MERCY CARE BLAIRSFERRY	DR HARMAN	75.43	10/22/03	10/22/03	N	001
01141544001	141544 001	MERCYCB	MERCY CARE BLAIRSFERRY	DENISE	3.65	10/22/03	10/22/03	N	001
01141548001	141548 001	MERCYCJA	MERCY CARE JOHNSON AVENUE	DR ANDERSEN	4.16	10/22/03	10/22/03	N	001
01141549001	141549 001	MERCYCJA	MERCY CARE JOHNSON AVENUE	LAB	60.26	10/22/03	10/22/03	N	001
01141550001	141550 001	MERCYCJA	MERCY CARE JOHNSON AVENUE	X-RAY	11.95	10/22/03	10/22/03	N	001
01141551001	141551 001	MERCYCJA	MERCY CARE JOHNSON AVENUE	DR BROWNELL	4.94	10/22/03	10/22/03	N	001
01141555001	141555 001	UMC	UNIVERSITY MEDICAL CENTER	4000072999	1,455.00	10/24/03	10/26/03	N	001
01141620001	141620 001	NYU	NEW YORK UNIVERSITY	PTDA2002A	1,000.00	10/14/03	12/14/03	N	001
01141628001	141628 001	GTTMH	GETTYSBURG MEM HOSPITAL	123	13.90	10/14/03	10/14/03	N	001

Runs in End of Day also

Drop Ship POs from Order Entry Errors

- SALES.ORD.NO not processed because it is on Credit Hold
- SALES.ORD.NO not processed because it is on Manual Hold
- SALES.ORD.NO not processed : Selling & Purchase U/M for Vendor not compatible
- SALES.ORD.NO not processed. Qty for Vendor does not meet MIN.PO Qty of NNNNN
- SALES.ORD.NO not processed, There is no open quantity
- SALES.ORD.NO not processed, A.PROD.NO cannot use Kit Masters as line items.
- NNNNNNNN not processed A.PROD.NO cannot enter a controlled drug item
- PO.NO fpr vendor does not meet vendor minimum purchase order of NNNNN.NN

Verification Lot / Location Messages/Alerts

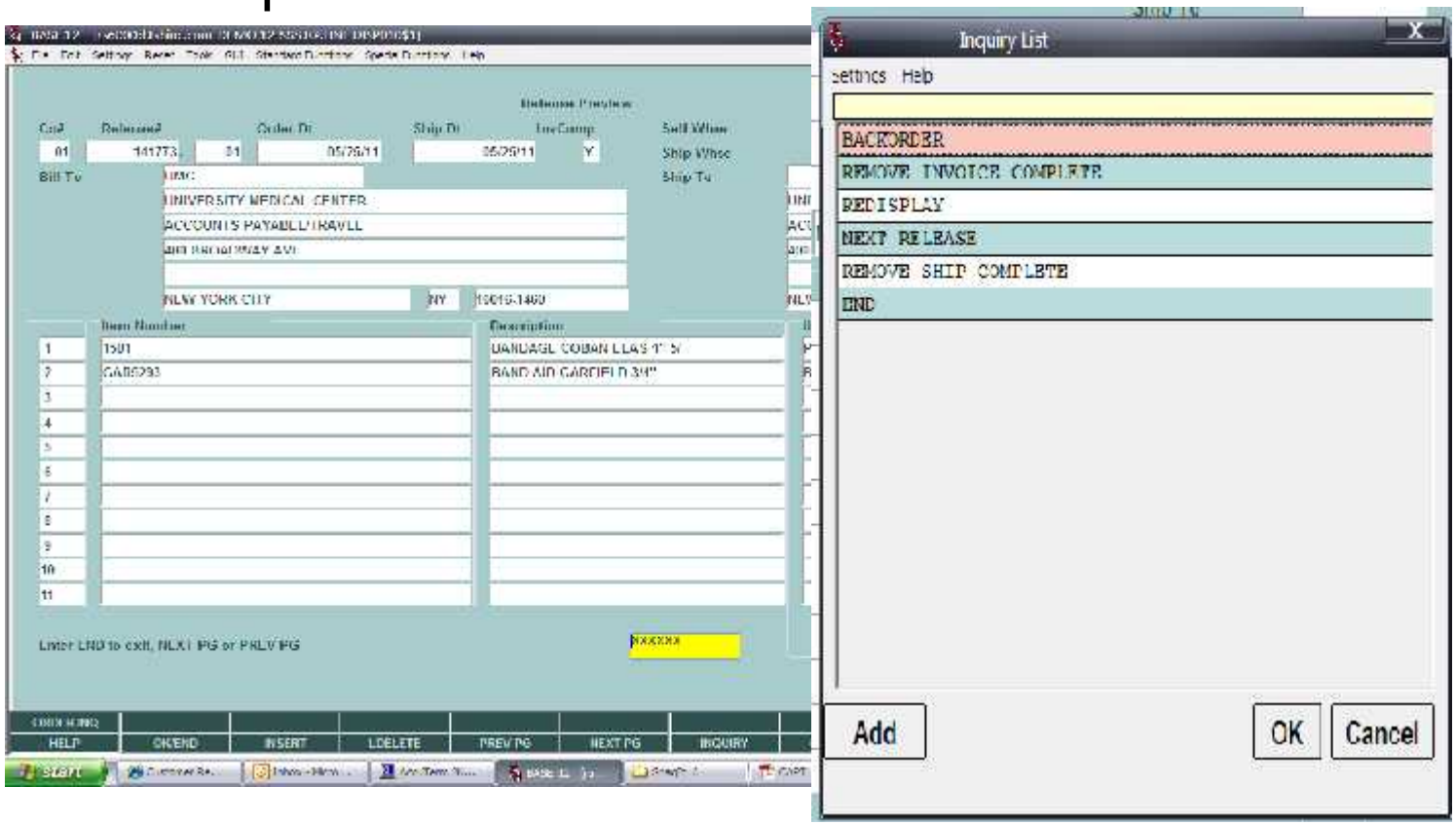
- Lot Information must be entered for Line NNN
  - Operator must enter lot information or reduce invoice qty
- Lot Invoiced does not match: NNN VS NNN screen)
  - Invoice qty from line screen doesn't match invoice qty from lot screen
- Cannot Invoice more than NNNN inventory
  - Trying to invoice more than is available in a location (Only operators with code IO are allowed to cause a negative location)

Invoice Not Generated

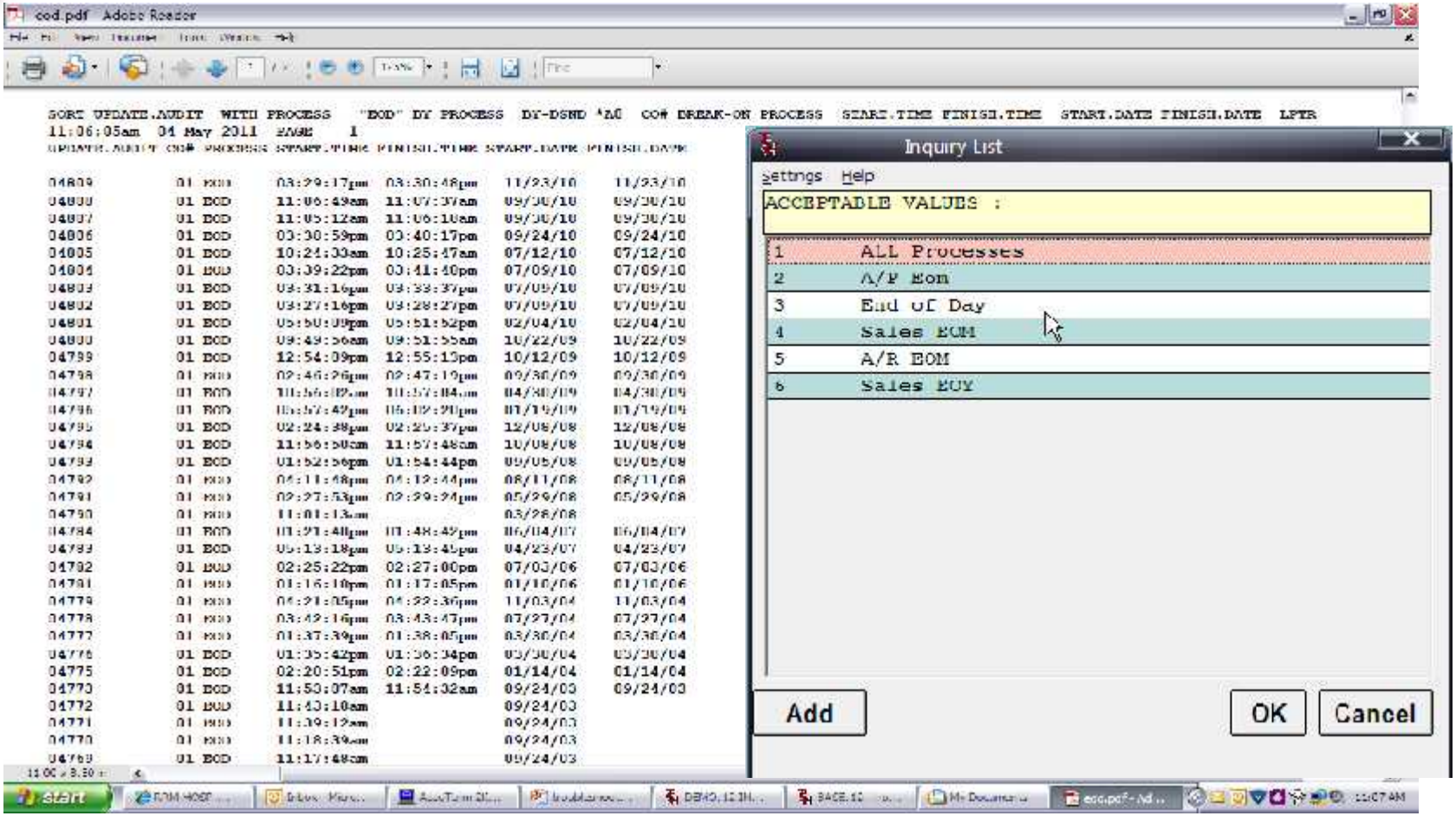
- Shipping update didn’t come up
  - Check if the release is on any hold
  - Remove from Credit / Price or Invoice Hold
- Ship Complete
  - The ship complete flag can be changed thru order maintenance

Invoice Not Generated

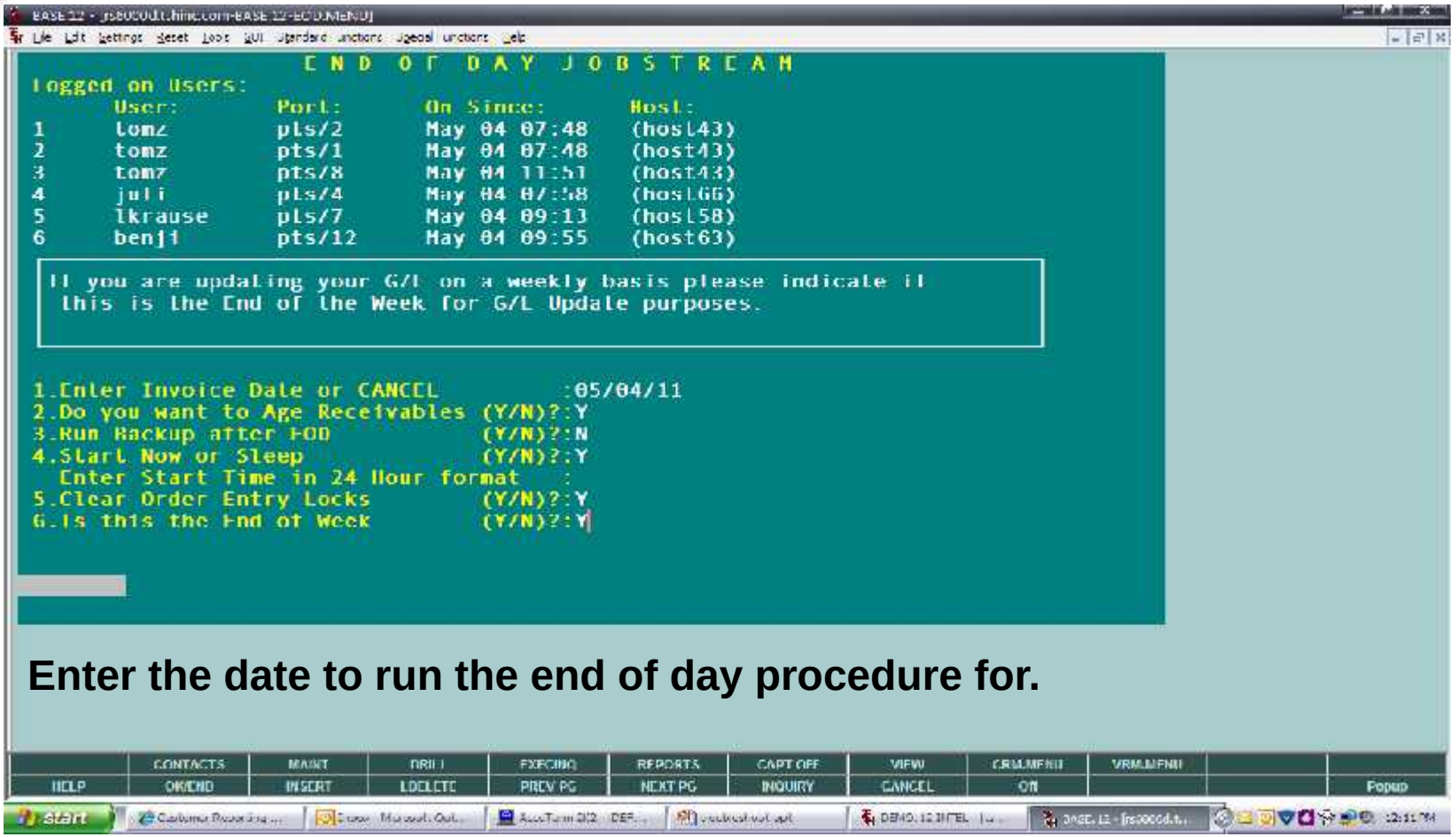
- Invoice Complete
  - The invoice complete flag can be changed thru release preview



End Of Day (Process) – Check Status

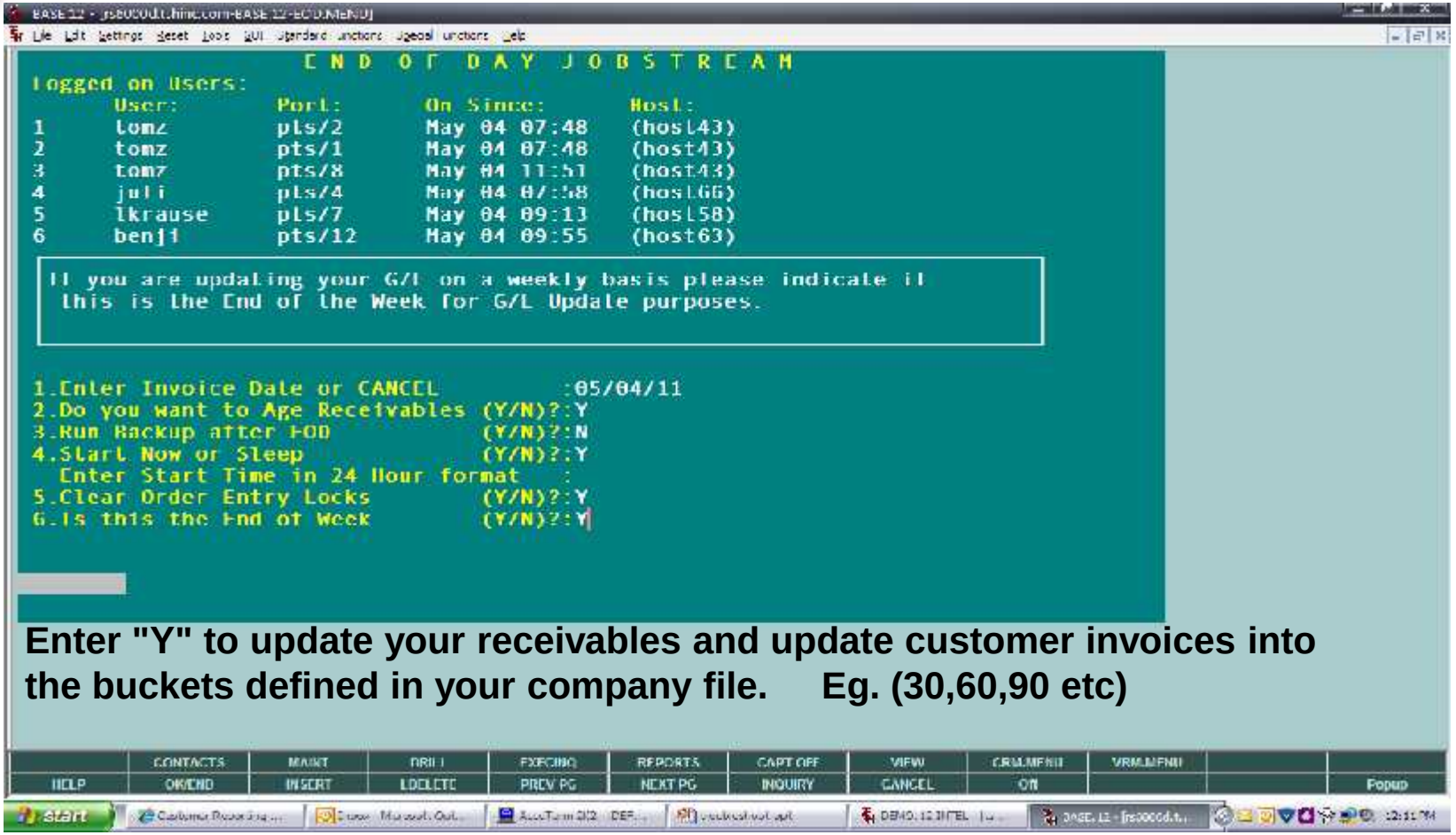


End of Day Process



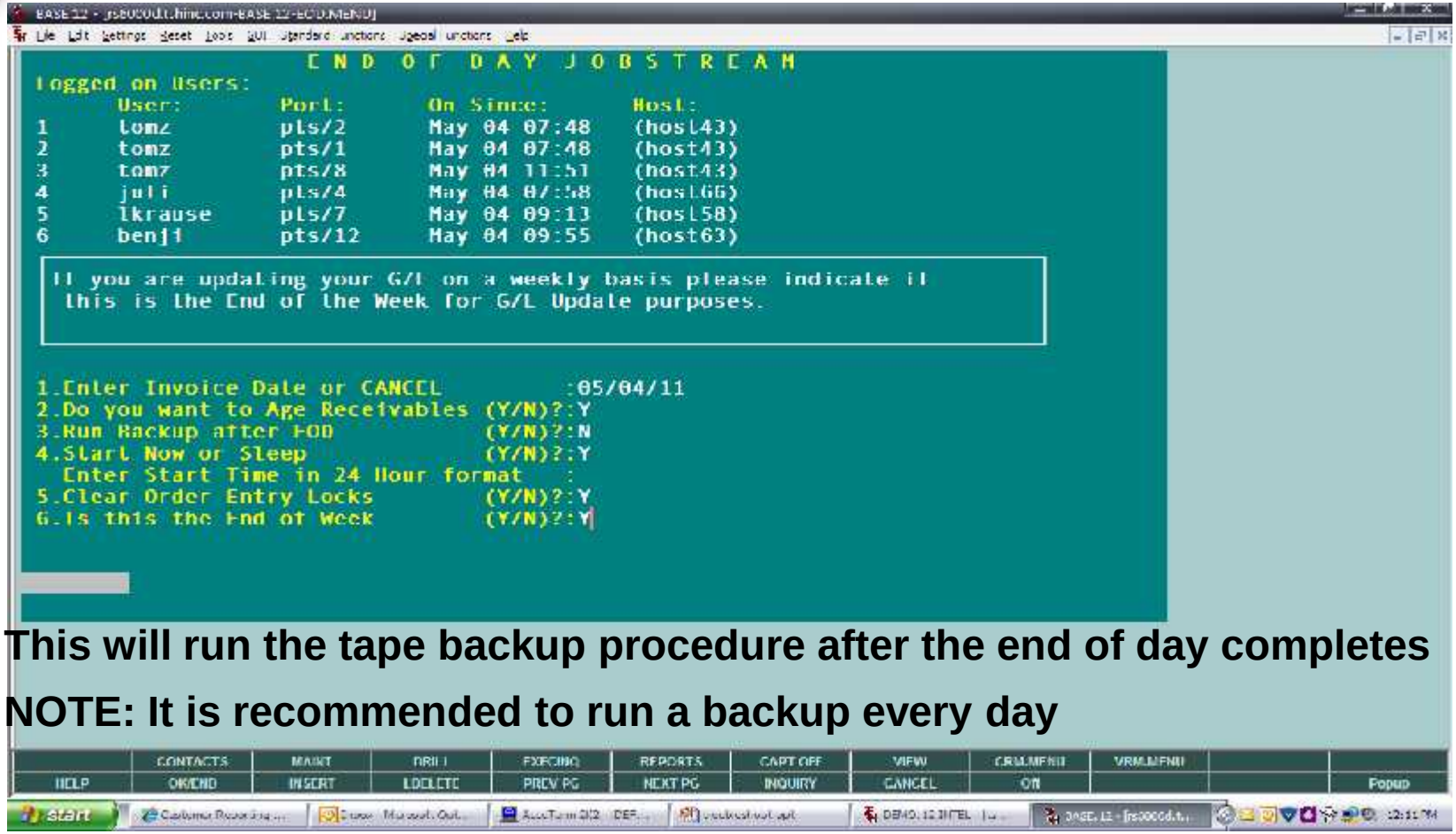
Enter the date to run the end of day procedure for.

End of Day Process



Enter "Y" to update your receivables and update customer invoices into the buckets defined in your company file. Eg. (30,60,90 etc)

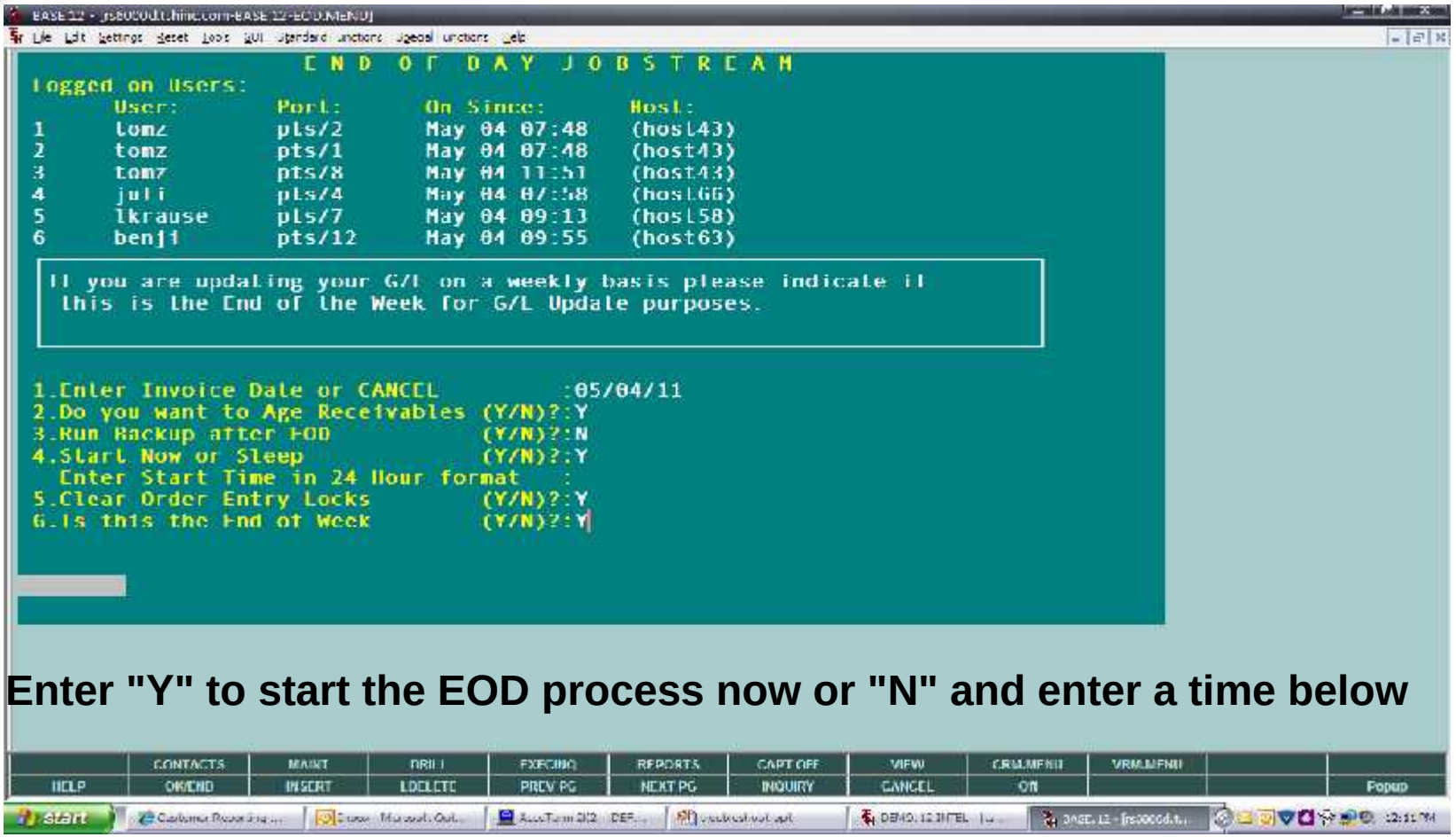
End of Day Process



This will run the tape backup procedure after the end of day completes

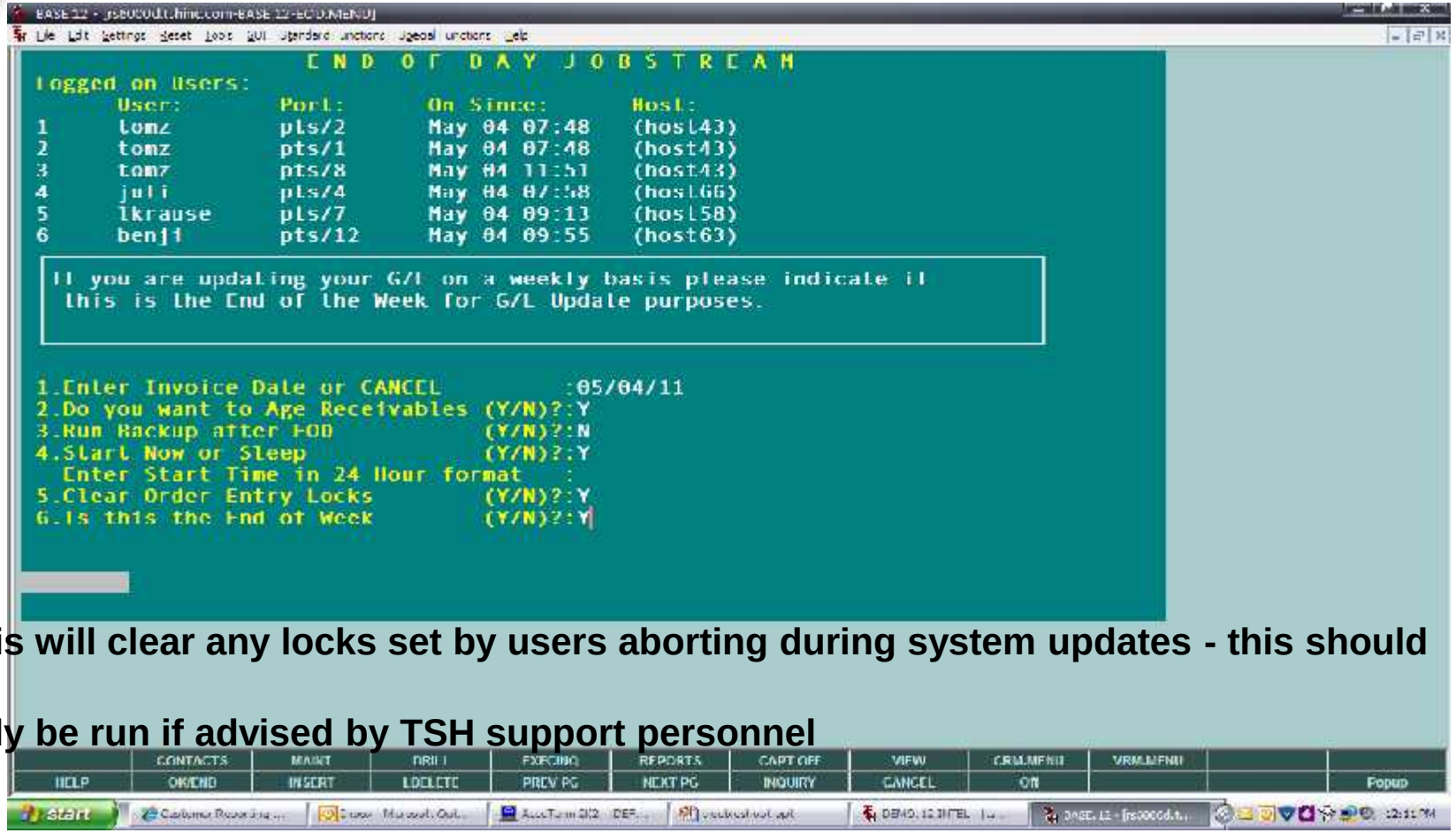
NOTE: It is recommended to run a backup every day

End of Day Process



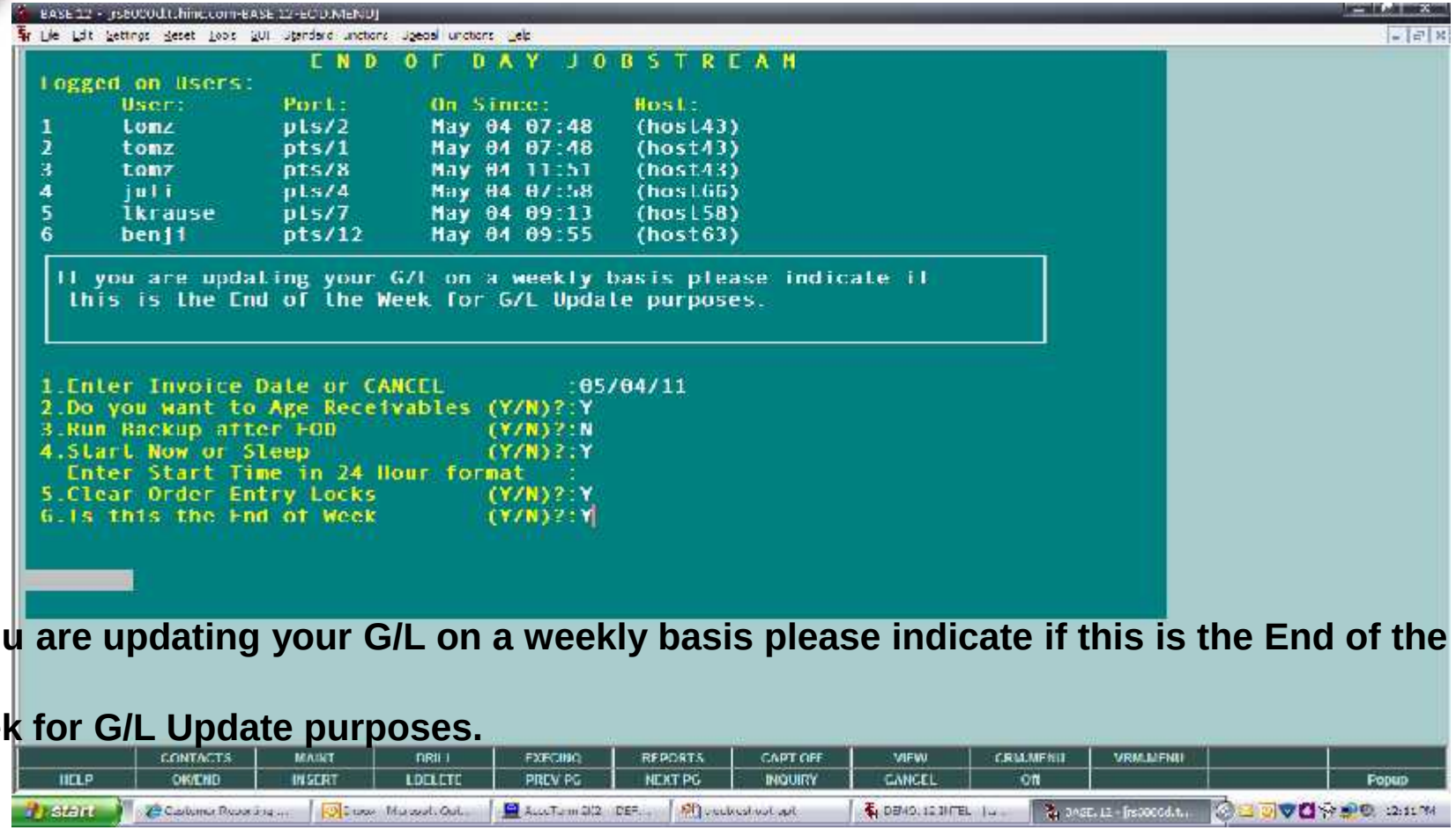
Enter "Y" to start the EOD process now or "N" and enter a time below

End of Day Process



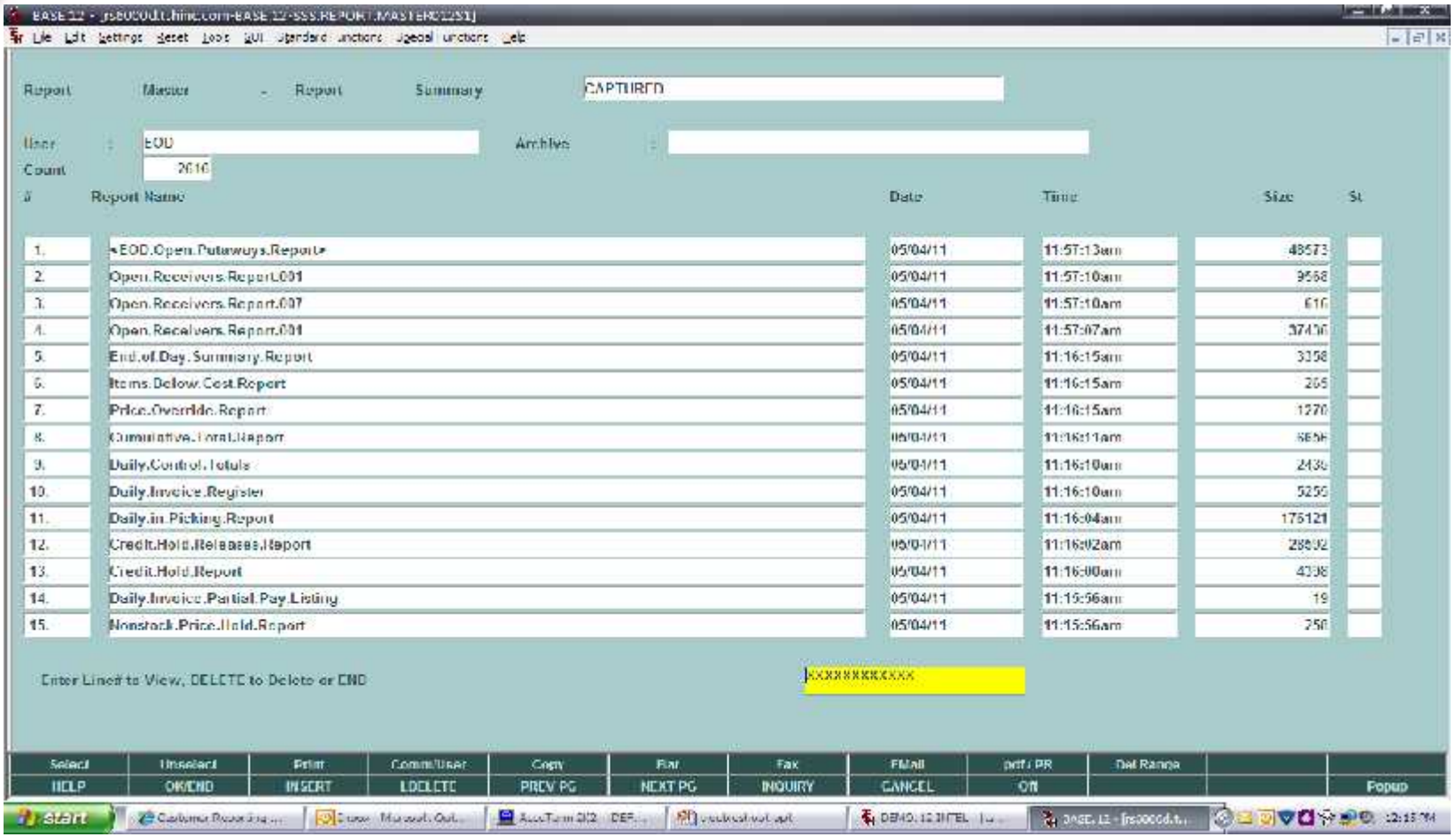
This will clear any locks set by users aborting during system updates - this should only be run if advised by TSH support personnel

End of Day Process



If you are updating your G/L on a weekly basis please indicate if this is the End of the Week for G/L Update purposes.

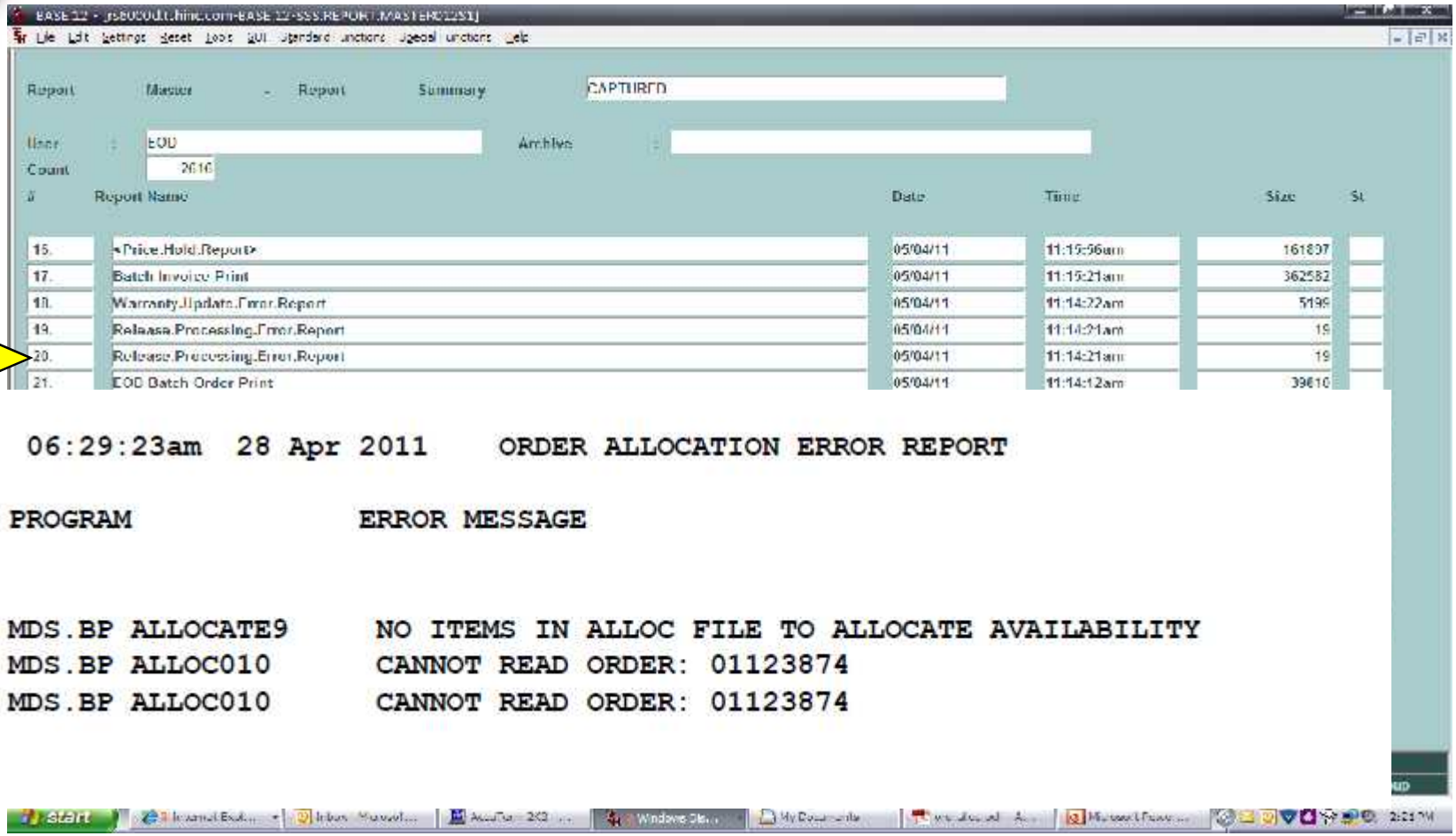
View End of Day Reports for Errors



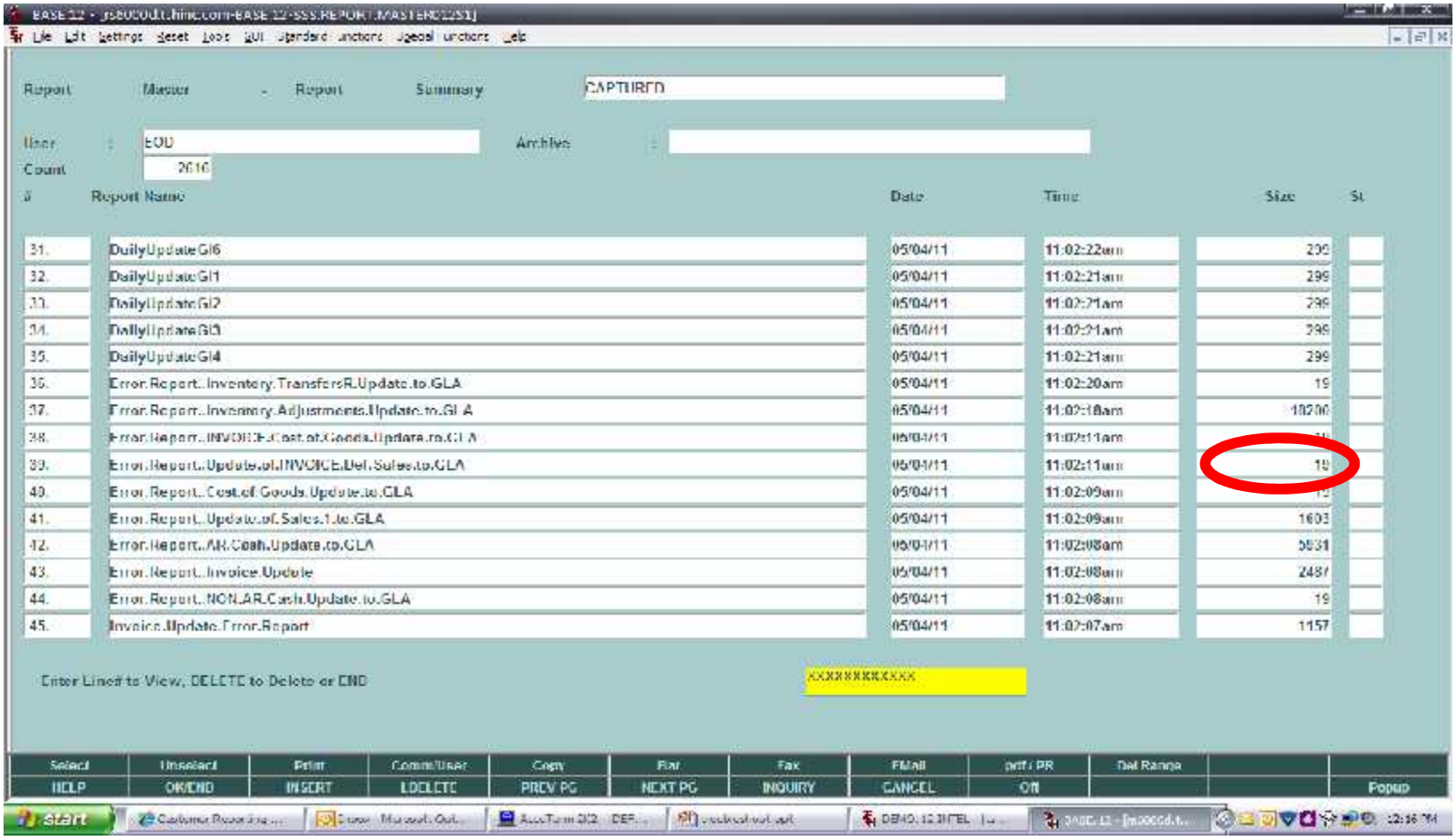
EOD Release Processing Error Report

```
BY ERRCNT WITH TYPE = "RE" ERRCNT TYPE 1 2 3 4 5 6 7 8  LPTR 06:29:27am  28 Apr 2011  PAGE     1
.. ERRCNT TYPE. MAIN.ID..... CUST NO. ITEM ID..... FILE..... MESSAGE..... PROGRAM.....

    10791 RE      01124299002   101106         20000    SHIP.RATE NO SHIP RATE       RE.FREIGHT01(
                                                                 FOR S.METHOD 20
                                                                 SHZONE 000
    10792 RE      01124324002   100983         20000    SHIP.RATE NO SHIP RATE       RE.FREIGHT01(
                                                                 FOR S.METHOD 20
                                                                 SHZONE 000
    10793 RE      01124308002   100664         20000    SHIP.RATE NO SHIP RATE       RE.FREIGHT01(
                                                                 FOR S.METHOD 20
                                                                 SHZONE 000
```

EOD Order Allocation Error Report

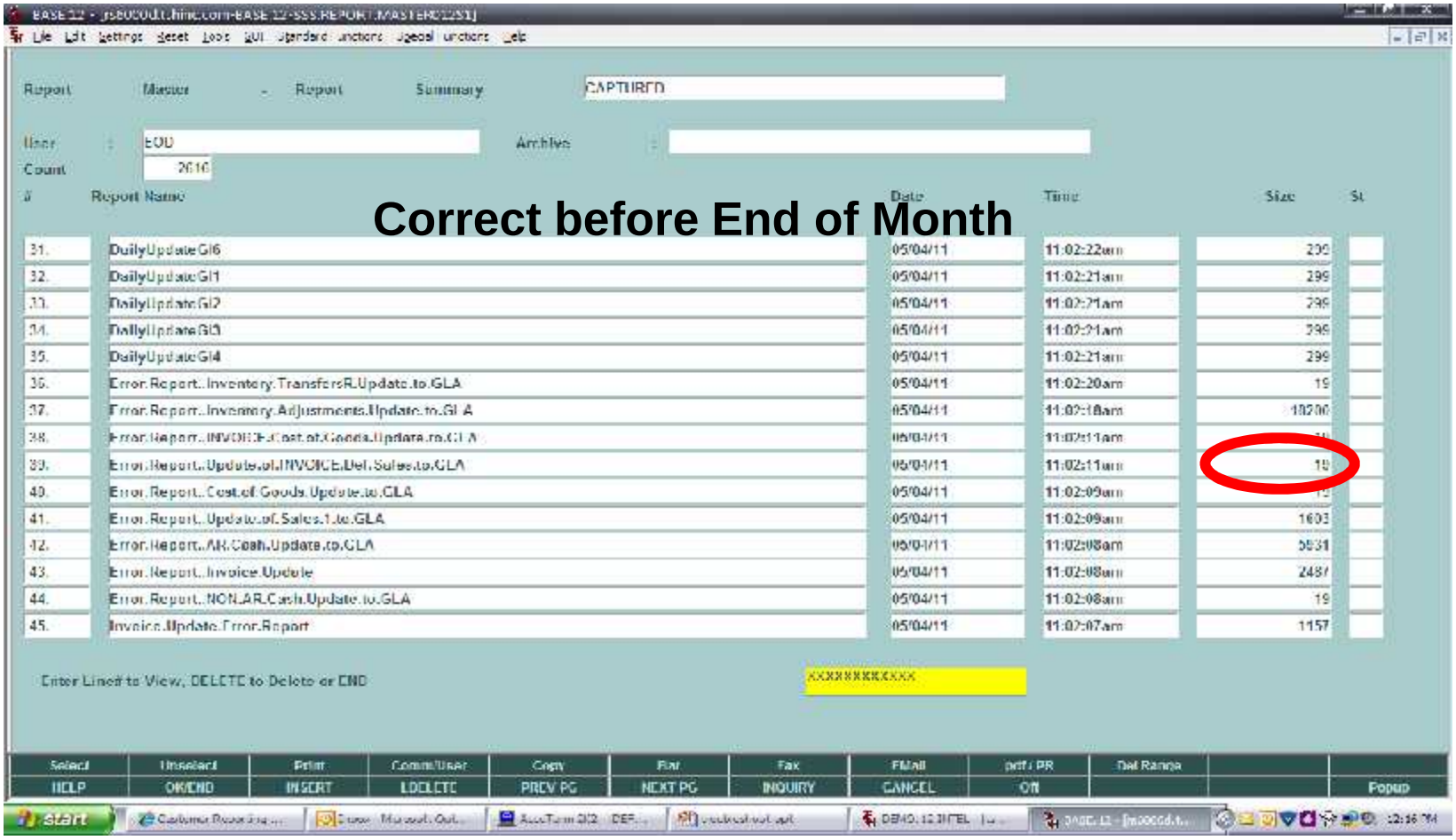


Errors Ending in GLA



GLA errors size 19 no items present

Errors Ending in GLA

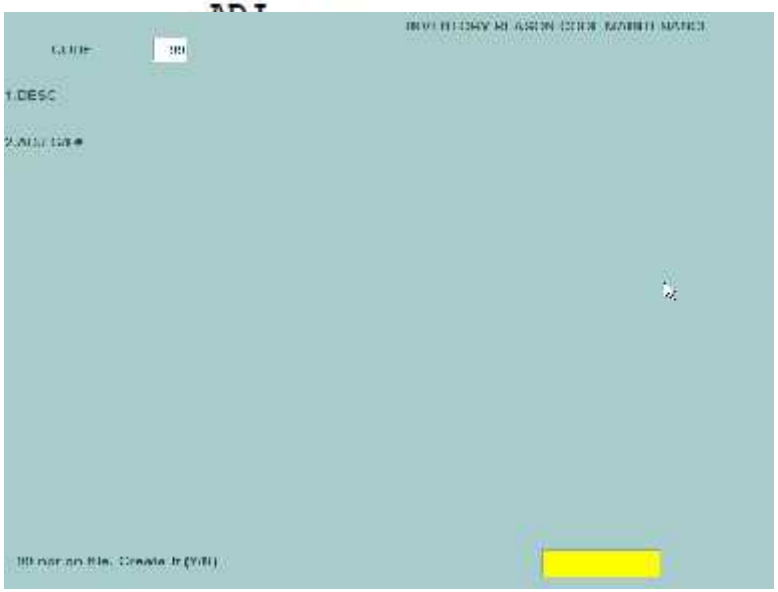


Correct before End of Month

GLA errors size 19 no items present

GLA Errors Missing from File

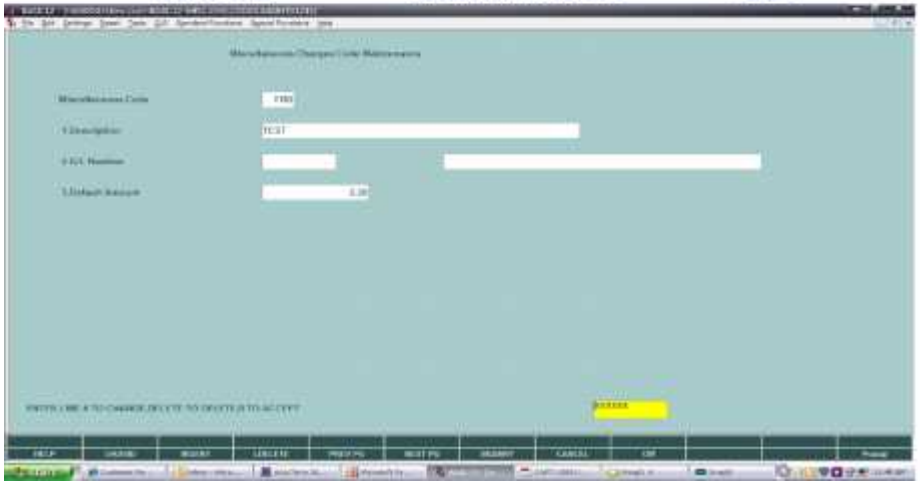
```
SORT ERR = "[UGL.INV.ADJ]" 1 2 3 4 5  LPTR 03:21:51pm  24 May 2011  PAGE    1
ERR..... MAIN.ID..... CUST NO. ITEM ID..... FILE........ MESSAGE........

100UGL.INV          38239       99              INV.RSN.CODE CAN'T READ
.ADJ                                                       RECORD
101UGL.INV          38241       99              INV.RSN.CODE CAN'T READ
                                                           RECORD
                                99              INV.RSN.CODE CAN'T READ
                                                           RECORD
                                99              INV.RSN.CODE CAN'T READ
                                                           RECORD
                                99              INV.RSN.CODE CAN'T READ
                                                           RECORD
                                99              INV.RSN.CODE CAN'T READ
                                                           RECORD
```



Record missing from file

GLA Errors Bad GL Number

```
16UGLA          INV01A00124        FRD

17UGLA          INV01A00169        FRD

18UGLA          INV01A00180        FRD
```



```
ES              CHARGE GL
MISC.CHG.COD    INVALID MISC
ES              CHARGE GL
MISC.CHG.COD    INVALID MISC
ES              CHARGE GL
MISC.CHG.COD    INVALID MISC
ES              CHARGE GL
    TAX.RATE    INVALID TAX GL
MISC.CHG.COD    INVALID MISC
ES              CHARGE GL
    TAX.RATE    INVALID TAX GL
    TAX.RATE    INVALID TAX GL
    TAX.RATE    INVALID TAX GL
```

Bad or missing GL number in file

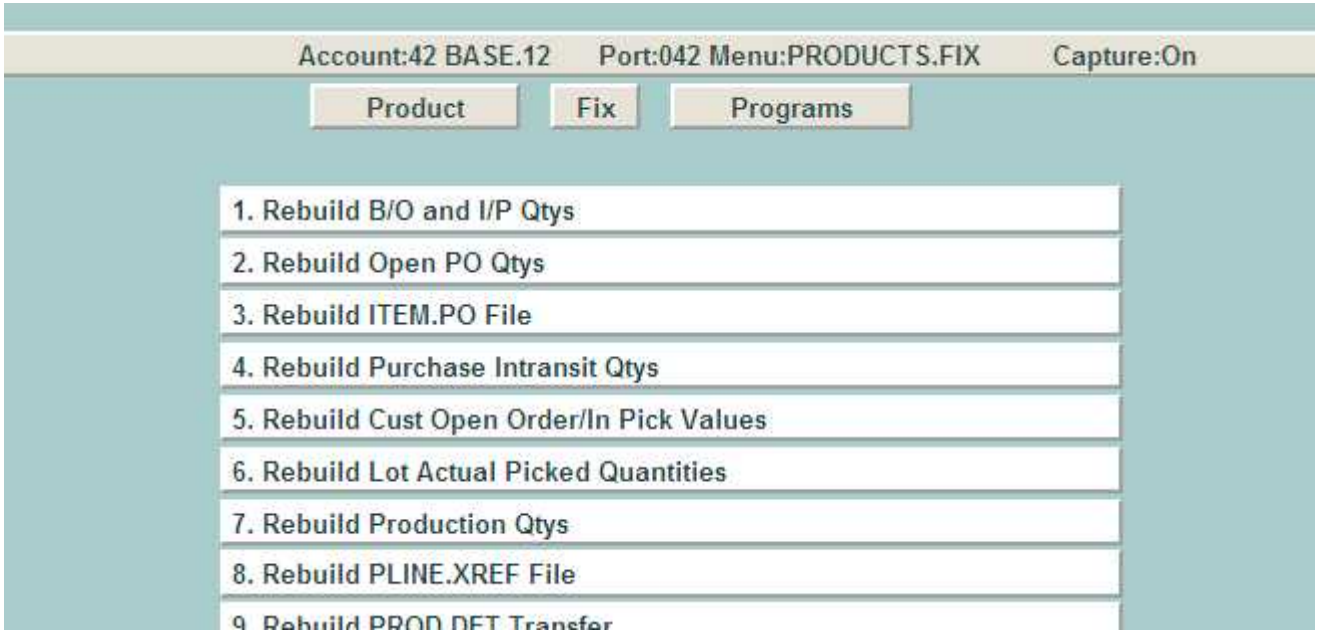
Invoice Update Error Report

```
SORT INVOICE.ERROR LPTR 11:51:16am  25 May 2011  PAGE    1
INVOICE.ERROR OPER.REF ERROR.....................................................

01133052001    SY1      01133052001 has Product# 100381 which is not on the PROD.MAST file.
01139271001             01139271001 has Product# 101316 which is not on the PROD.MAST file.
01144795001    SY1      01144795001 already invoiced on 504079, skipped.
01147360001    SY1      01147360001 can't read Terms 09 in TERMS file.

4 records listed.
```

This report is also generated after each invoice update

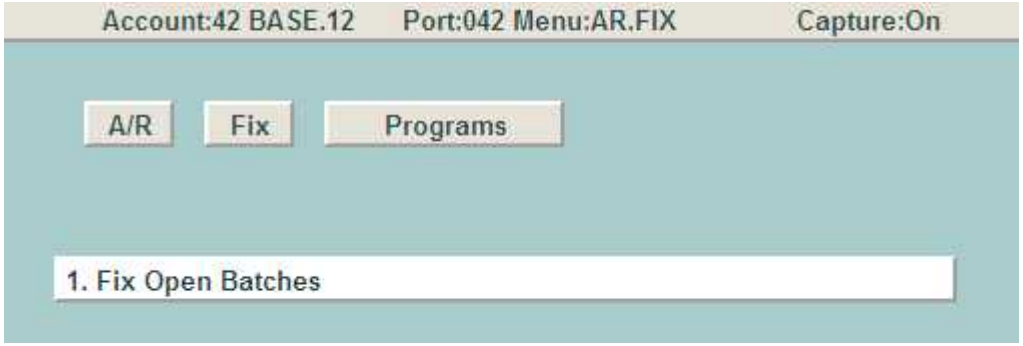
Inventory

- Inventory availability wrong
  - Qty stuck in pick / on backorder
  - Qty stuck on vendor on order
- Lot / location out of balance with total on hand



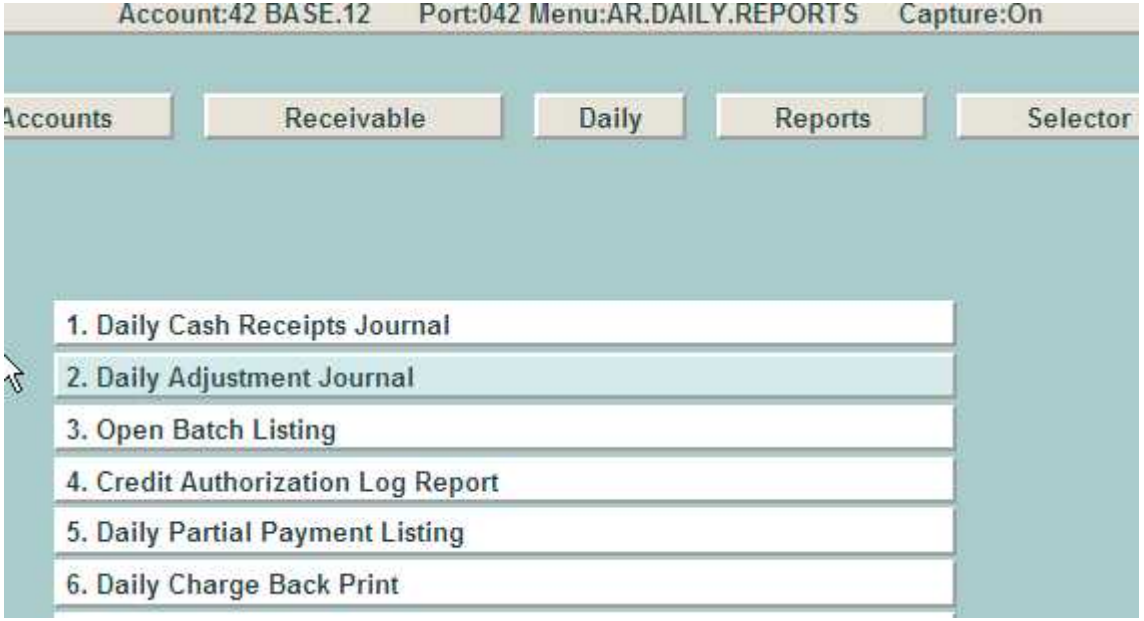
Accounts Receivable Locks

- Cash Receipts Batch Locked
- Cash Receipts Being Applied on Another Port



Accounts Receivable Month End

- Open Batch Listing
- Daily Cash Receipts Journal
- Daily Adjustment Listing



Run and update daily reports before the end of month

Recap

- Order Entry Alerts / Holds
- Invoicing Holds
- Drop Ship Purchase Order Creation Alerts
- End of Day Process
- End of Day Error Reports
- Inventory Out of Balance
- Accounts Receivable Locks
- Accounts Receivable End of Month