

Product Returns to HP

Functions: <u>Manage Return</u> <u>Search</u> <u>View</u> <u>Create</u> <u>Approve Returns</u> <u>Approve</u> <u>Pick/Pack/Ship</u> <u>Pick</u> <u>Pack/Ship</u> <u>Receive Return</u> <u>Receive</u>

Product Returns to HP – Manage Return

Business context

Product Returns to HP is a Panorama inventory replenishment function. A return is the movement of product from a Holding Point back to its replenishment source, and is initiated by a recall, expiry, wastage, or another factor.

When product that was initially received through Panorama is returned, a return record must be created by the replenishment source (Holding Point) that distributed the product. The return will indicate the catalogue items and quantity to be returned. The product must be sent back to the Holding Point that originally distributed the product.

Triggers

- A public health office wants to send wasted product back to the Bio Depot.
- A public health sub-office wants to return product to the main public health office.

Standard Operating Procedures (SOPs)

• Vaccine Returns

Business Roles

Most components of Returns to External are completed by the Zone Biological Coordinators and the admin staff. The Bio Depot Biological Coordinator and admin staff receive returns from the public health offices.

Panorama Role

Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.



٠	When creating a return to the Bio Depot, the public health offices must
	use the Returns to HP functionality, not Returns from External. If
	Returns from External is used, the public health office inventory will not
	be decremented.
•	Returns from HP should also be used when product from one public health office is returned to another, e.g., a return from a sub-office to a main office.

Steps: Search

Overview Steps: Inventory Replenishment>Product Returns to HP>Manage Returns>Add criteria>Search

1. Select **Inventory Replenishment** from the Left-Hand Navigation Menu, select **Product Returns to HP**, then select **Manage Return**.



2. The Return Product to Holding Point Search screen displays.



Return Product				() <u>=</u>
Return Product To Hold	ing Point Search			A Hide Return Product To Holding Point Search
* Required field to Create a N	lew Return to Holding Poi	nt		
* Ship From Holding Point:	Wolfville PHO-HP - Wol	ville PHO Search		
* Ship To Holding Point:	Bio Depot-HP	0	Return ID:	
Return Status:		\$	Return Type:	Image: A start of the start
Submit Date From:	1	==	Submit Date To:	
	yyyy mm dd			yyyy mm dd
Phone Number:	()	ext.		
Catalogue Item Code:			Product Alternate ID:	
Catalogue Item Name:				
Override Holding Point Sec	curity			
				Search Retrieve Clear

- 3. Using the type ahead feature, enter the Holding Point that will create the product return in the **Ship from Holding Point** field.
- 4. Select the Holding Point that will receive the return from the **Ship To Holding Point** dropdown menu.
- 5. If the Return ID or Return Status is known, these criteria may also be used to search.
- 6. Click Search.
- 7. Panorama displays the search results in the Return Product Search Results section.

Return Prod	luct Search Results			☆ Hide Re	turn Product Search Results
Your search cr	iteria returned 1 result(s).				
					Create New Return
<u>Return ID</u> ▼	Ship From Holding Point	<u>Return Status</u> 🔻	Return Type 🔻	Requested Delivery Date	Ship To Holding Point
<u>13</u>	Wolfville PHO-HP - Wolfville PHO	Pending Approval	Return waste for disposal	2017 Aug 2	Bio Depot-HP
Total: 1	Page 1 of 1				Jump to page:

Steps: View

Overview Steps: Search>Click Return ID in the Return Product Search Results section> View Return>Cancel

- 1. Complete a search.
- 2. Panorama displays the search results in the Return Product Search Results section.
- 3. To view the details for a return, click the **Return ID** link.
- 4. The Return Product to Holding Point screen displays.



- 5. The screen contains the **Return ID**, the **Return Type**, the **Return Status**, the **Requested Return Date**, and the **From Holding Point** and **To Holding Point**, as well as address and contact information.
- 6. To return to the search screen, click the **Cancel** button at the bottom of the screen.

Return Product		? E
Return Product to Holding Point		
* Required field		
Return ID:	Return Status:	
13	Pending Approval	
* From Holding Point:	* To Holding Point:	Delivery Zone:
Wolfville PHO-HP - Wolfville PHO	Bio Depot-HP - Bio Depot	
* Return Type:	* Requested Return Date:	
Return waste for disposal 💌	2017 Aug 2	
* Ship From Holding Point Address:		
23 Earnscliffe Avenue, Wolfville NS B4P1X4, Canada 💌		
Contact Name:	Contact P	hone Number:
HP Contact		
/		
Ad Hoc Shin From Address		
-		
Catalogue Item Code:	Product Alternate ID:	
		•
Holding Point Location Type:	Holding Point Location:	
-All-	-All-	
Operational CC Quarantined	Wolfv-HPL1-Op Wolfv-HPL2-School	
Reserved Stock	Wolfv-HPL3-CCQuar	
For Return	WOIN-HEL4-Return	
Quarantined for Review		
Return Details		
Row Actions: Add Additional Line Item Cancel Line	e Item Reset Invoice Status	
Duplicate Line Item		Filter
Save Line Item		
Return From Catalogue Lot	Expiry Uncommitted K	Requested T Reason for Return
Item Point Name		<u>uantity</u>
Status Location		
✓ ⊕ Pending Wolfv- BAT test lot-	2020 Jul 3995	Defective product
Approval HPL1-Op Heptavalent- new Equine(1 x	16	
50mL)CC		
	· · · · · · · · · · · · · · · · · · ·	

Steps: Create

Overview Steps: Search>Click **Create New Return**>Complete return fields>Save as Draft> Submit Return

1. Complete a search, using the **Ship to Holding Point** and the **Ship From Holding Point**.



2. If the return is not found, click **Create New Return**.

Return Product Search Results		☆ Hide Return	Product Search Results
Your search criteria returned 1 result(s).			
			Create New Return
Return ID V Ship From Holding Point	▼ Return Status ▼ Return Type	Requested Delivery Date Shi	p To Holding Point

3. The **Return Product to Holding Point** screen displays. The screen will be populated with the address information for both holding points.

Return Product		۲	Ē
Return Product to Holding Point			
* Required field			
Return ID:	Return Status:		
0	NA		
* From Holding Point:	* To Holding Point:	Delivery Zone:	
Wolfville PHO-HP - Wolfville PHO	Bio Depot-HP - Bio Depot	-	
* Return Type:	* Requested Return Date:		
Return waste for dispose	2017 / 10 / 07		
	yyyy mm dd		
* Ship From Holding Point Address:			
23 Earnscliffe Avenue, Wolfville NS B4P1	X4, Canada 😒		
Contact Name:	Contact Phone Number:		
HP Contact	() ext.		
Use Ad Hoc Address Generate Ad	Hoc Address		
Ad Has Shin Erom Address	Hoc Address		
-			
- * Shin To Holding Point Address:			
#5 - 7 Mellor Avenue, Burnside NS B3B0			
Use Ad Hoc Address Generate Ad	Hoc Address		
Ad Hoc Ship To Address:			
-			
Catalogue Item Code:	Product Alternate ID:		
-All-	-All-	0	
Holding Point Location Type:	Holding Point Location:		
-All- Operational CC Quarantiped	-All- Wolfv-HPL4-Return		
Reserved Stock For Disposal			
For Return Quarantined for Review			

- 4. Complete the mandatory fields:
 - Return Type: Return waste for disposal or Return reusable product

4	٠	The Bio Depot only receives Waste for Disposal returns.
\mathbf{X}	٠	A return from a sub-public health office to a main public health office may
		be Return reusable product , depending on the public health office policies.



- Holding Point Location Type: For Bio Depot returns, select For Disposal; for PHO to PHO returns, select the HPL Type if different than For Disposal
- Holding Point Location: Selecting the Holding Point Location Type generates a result in the Holding Point Location field, e.g., For Disposal generates HPL4-Return
- The **Requested Return Date** field populates with the current date; change if required.
- 5. Click the **Filter Line Items** button under **Return Details.** This will generate a list of products in the Holding Point Location.

Return Det	ails				
Row Actions:	Add Additional Line Item	Cancel Line Item	Reset Invoice Status		
	Duplicate Line Item				Filter Line Items

- 6. The **Return Details** table displays.
- 7. Select the item for return.
- 8. Enter the **Requested Return Quantity** and select the **Reason for Return** from the dropdown menu.

Return Details											
Row Actions: Add Additional Line Item Cancel Line Item Reset Invoice Status Duplicate Line Item Image: Cancel Line Item Image: Cancel Line Item Image: Cancel Line Item					Filter Line Items						
3	elec		Return Line Item Status	From Holding Point Location	Catalogue Item Name	<u>Lot</u> Number	Expiry▼ Date	Uncommitted Qty	<u>*Requested</u> <u>Return</u> <u>Quantity</u>	*Reason for Return	
		٠	NA	Wolfv- HPL4- Return	BAT Heptavalent- Equine(1 x 50mL)CC	Test BAT LOT	2019 Aug 21	5.9	0		<u> </u>
•	2	Đ	NA	Wolfv- HPL4- Return	Pneumovax®23(10 x 0.5mL)MF	L012025	2017 Jan 7	10	10	For Credit	0

9. Click the + symbol to expand the line item. If a Return Reference Number has been provided, add it to the **Return Reference Number** field.

Return Reference Number:	57	Originating Requisition(s):	
Requestor Comment:		Approved Return Quantity:	0
Approver Comment:		Catalogue Item Code:	53
Product Alternate ID:	Pneu-P-23(10)	Product Trade Name:	Pneumovax®23
Committed Qty:	0.0	Unit of Measure:	Doses
Return Line Item Number:	30	Invoice Status:	NA
Credit Wastage Return:			

- 10. Click Save as Draft.
- 11. If the same product is returned for multiple reasons and the **Return Type** is "Wastage Return For Disposal", Panorama allows a combination of lot numbers/products/reasons to be entered.
 - Click **Duplicate Line Items** and select different reasons for the same lot number/product on each of the extra lines.



- Click Save as Draft after each Duplicate Line Item.
- 12. Scroll to the bottom of the page, and click **Submit Return.**
- 13. A confirmation message is displayed and the status changes to Pending Approval.

Return Product		(2)
Product Return has been submitted successfully.		
Return Product to Holding Point		
* Required field		
Return ID:	Return Status:	
55	Pending Approval	
* From Holding Point:	* To Holding Point:	Delivery Zone:
Wolfville PHO-HP - Wolfville PHO	Bio Depot-HP - Bio Depot	
* Return Type:	* Requested Return Date:	
Return waste for disposal 💌	2017 Oct 7	
* Ship From Holding Point Address:		



Approve Returns

Business context

Product Returns to HP must be approved before shipping back to the replenishment source (the holding point that distributed the vaccine).

Triggers

• A return to HP has been created.

Business Roles

The Zone Biological Coordinators and the Admin support staff will approve the Product Returns to HP.

Panorama Role

• Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.

Steps: Approve

Overview Steps: Search> Click Approve> Enter Quantity> **Approve Return** button> Status Pending Pick

1. Select Inventory Replenishment, then Product Returns to HP, then Approve.

Product Returns To HP
Manage Return
Approve
Pick/Pack/Ship
Receive Product

- 2. The **Search Returns** screen displays.
- 3. Enter the search criteria. Select the Return ID if known or Status Pending Approval.
- 4. Click **Search** button.
- 5. The system displays the search result(s) in the **Approve Return Search Results** section. Select the return next to the **Submit Date** and click the **Approve** button.



Approve							? =
Search Returns						🛠 Hi	de Search Returns
Ship From Holding Point:	:		Search				
Ship To Holding Point:		\$		Return ID:	55		
Return Status: Submit Date From:	Pending Ap	proval ᅌ		Return Type: Submit Date To:			
Phone Number: Catalogue Item Code:		ext		Product Alternate	ID:		
Catalogue Item Name: Override Holding Point S	Security						
Approve Return Searc	ch Results				*	Search Hide Approve Ret	Retrieve Clear
Your search criteria returne Row Actions: Approve	ed 1 result(s).						
Submit Return Date ID	irn Ship F Point	rom Holding 🔻	Return Status	Return Type 🔻	Requested Delivery Date	Ship To Holding Point	▼ Zone Number
2017 Oct 7 55	Wolfvil Wolfvil	e PHO-HP - e PHO	Pending Approval	Return waste for disposal	2017 Oct 7	Bio Depot-HP	-
Total: 1	Page 1 of 1					Jump to	page:

6. The **Approve Return** screen will display.



	urn	Product						? [
Appr	ove F	Return							
- rom	Holdi	ng Point:	Wolfville PHO-HP - Wo	Ifville PHO	Retu	rn Id	55		
io Ho	olding	Point:	Bio Depot-HP - Bio Dep	oot					
Retur	n Typ	e:	Return waste for dispos	sal	Retu	rn Status:	Pending Approva	al	
Ship From Holding Point Address:			23 Earnscliffe Avenue, Canada	Wolfville NS B4I	P1X4, Ship Addr	To Holding Point ess:	#5 - 7 Mellor Ave Canada	enue, Burnside NS B3B0E8,	
Delive	ery Zo	ne:	NA						
Conta	act Na	me:	HP Contact		Cont	act Phone Number:			
۲equ	ested	Return Date:	2017 Oct 7						
		Return Line Item	Product Trade	Lot	Expiry	Requested Return	Unit of	Approved Return Quantity	
		Otatus	Itallie		Date	Quantity	Measure	Quantity	
Θ		Pending Approval	Pneumovax®23	L012025	2017 Jan 7	Quantity 10	Measure Doses	Quantity 10	
⊖ Req App	✓ uestor rover	Pending Approval Comment: Comment:	Pneumovax®23	L012025	2017 Jan 7 Re	Quantity 10 eason For Return:	Measure Doses	Quantity 10 For Credit	
Cata Cata Crec	uestor rover alogue alogue dit Wa	Pending Approval r Comment: Comment: Item Code: Item Name: stage Return:	Pneumovax®23 53 Pneumovax®23(10	L012025	2017 Jan 7 Re Pr Fr	Quantity 10 eason For Return: roduct Alternate ID: rom Holding Point Loo	Measure Doses	Quantity 10 For Credit Pneu-P-23(10) Wolfv-HPL4-Return	
E Req App Cata Cata Crec	uestor rover alogue alogue dit Wa	Pending Approval r Comment: Comment: Item Code: Item Name: stage Return:	Pneumovax®23 53 Pneumovax®23(10	x 0.5mL)MF	2017 Jan 7 Re Pr Fr	Quantity 10 eason For Return: roduct Alternate ID: rom Holding Point Loo	Measure Doses	Quantity 10 For Credit Pneu-P-23(10) Wolfv-HPL4-Return	

7. Select all line items in the requisition and enter the quantity in the **Approved Return Quantity** field for each line item selected. Click the + symbol to expand the line item.



If **Approved Return Quantity** is different from the **Requested Return Quantity**, click + icon to expand the table and enter an Approver Comment.

- 8. Click the Approve Return button.
- 9. The system displays a Return successfully approved notification. The Return status changes to Pending Pick.



Return Product						() E
Return successfully approved.						
Approve Return						
From Holding Point:	Wolfville F	PHO-HP - Wo	olfville PHO	Return Id		55
To Holding Point:	Bio Depot	-HP - Bio De	pot			
Return Type:	Return wa	aste for dispo	sal	Return Status:		Pending Pick
Ship From Holding Point Address	: Canada			Ship To Holding	Point Address:	Canada
Delivery Zone:	NA					
Contact Name:	HP Conta	ct		Contact Phone	Number:	
Requested Return Date:	2017 Oct	7				
Return Line Item Detail Row Actions: Deny Line Item	S Cancel Line Item					
Return Line Item Status	Product Trade Name	Lot Number	Expiry Date	Requested Return Quantity	Unit of Measure	Approved Return Quantity
Pending Pick	Pneumovax®23	L012025	2017 Jan 7	10	Doses	10
Requestor Comment: Approver Comment: Catalogue Item Code: Catalogue Item Name: Credit Wastage Return:	- - 53 Pneumovax®23(10 x ✓	0.5mL)MF	Re Pro Fro	ason For Return: oduct Alternate ID: m Holding Point Locati	on:	For Credit Pneu-P-23(10) Wolfv-HPL4-Return
				Deny Return	Cancel Return	Approve Return Cancel



Pick/Pack/Ship

Business context

An approved return to HP must be picked, packed, and shipped back to the replenishment source.

Triggers

• A return to HP has been approved.

Business Roles

The Zone Biological Coordinators and the Admin staff will pick, pack, and ship product for return to either the Bio Depot or another Public Health Office.

Panorama Role

• Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.

Steps: Pick

Overview Steps: Search>Select Return>Click Pick List> Enter quantity> Click Completed Picking – Go Directly to Packing

1. Select Inventory Replenishment, then Product Returns to HP, then Pick/Pack/Ship.

Product Returns To HP
Manage Return
Approve
Pick/Pack/Ship
Receive Product

- 2. The Search Pick/Ship Returns screen displays.
- Add search criteria. Recommended criteria includes Return Status and Return ID (if known).
- 4. Click Search.

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Return Produ	ct Fulfillment		() I
Search Pick / Ship R	eturns		A Hide Search Pick / Ship Returns
Ship To Holding Point:	Search		
Ship From Holding Poin	t:	Return ID:	55
Return Status:	Pending Pick	Return Type:	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
Submit Date From:	yyyy mm dd	Submit Date To:	yyyy mm dd
Phone Number:	() ext.		
Pick Start Date:	· · · · · · · · · · · · · · · · · · ·	Pick End Date:	/ / / III
Catalogue Item Code:		Product Alternate ID:	
Catalogue Item Name:			
Manifest ID:		Required Delivery:	Image: A start of the start
Delivery Zone:			
Override Holding Point	Security		
			Search Retrieve Clear

- 5. The search results display in the **Pick/Ship Returns Search Results** section.
- 6. Check the box next to Pick Date and click **Pick List**.

Pick/Ship Returns Search	Pick/Ship Returns Search Results Aride Pick/Ship Returns Search Results										
Your search criteria returned 1 result(s). Select All Deselect All											
Row Actions; Delivered Pick List Print Pick List Pack / Ship Fast Track Pack Create Manifest Reset to Packed Ship Ship To Transit Point											
Packing Reports: Shi	pping Labels: of Labels 0 rint Labels	Manifest Print Re	Reports:	0							
Pick Ret Ship Ret Delivery Delivery Requested Ship Manifest Date ID To Status Delivery Method Delivery / Pickup From ID											
 <u>55</u> 	Return Bio Depot- t HP	Pending Pick	-	NA	2017 Oct 7	Wolfville PHO-HP	-				

- 7. The Pick / Ship Return page displays. Enter the Pick Quantity.
 - **IMPORTANT:** Always physically pick the product before picking in Panorama to ensure the picked quantity is accurate.



	ment										? 🗄
Pick / Ship Return											
Return ID:			уре:	Ship To H		Holding Point:		Ship From Holding Point:			nt:
55 Ship-to Address: #5 - 7 Mellor Avenue, Burnside NS B3B0E8, Canada Delivery Zone:		Return w	aste for di	isposal	Bio Depo	t-HP - Bio Dep	ot	Wolfville PHO-HP			
		Require	d Delivery	/	Required	Delivery Con	nment	Reque	ested De	elivery / Pi	ckup Date:
		a									
		Request	or Contac	ct Name:	Request	or Phone Num	nber:	Ship-1	to Instru	ctions:	
Recipient:		Return (Comments	s:							
Packing Slip Comments	:	Return S	Status:		Shipping	Payment Typ	be:	Numb	er of Co	ontainers:	
		Pending	Pick				0				
Delivery Method:		Carrier	Fracking N	Number:	Weight:		Shipp		nipping Comments:		
Courier	0										
Pick Return Deta Product Alternate ID	illS Catalogue Item Name	Cat Coo	ltem le	Holding Po	int	Lot Number	CC Re	q	UOM	Appr Qty	Pick Qty
Pick Return Deta Product Alternate ID 30 Pneu-P-23(10)	Catalogue Item Name Pneumovax®23(10 x 0.5mL)MF	Cat Coc	ltem le 53	Holding Po Location Wolfv-HPL4	int -Return	Lot Number L012025	CC Re	eq erated	UOM Doses	Appr Qty 10	Pick Qty 10
Pick Return Deta Product Alternate ID 30 Pneu-P-23(10) Cancelled Items:	Catalogue Item Name Pneumovax®23(10 x 0.5mL)MF	Cat Coo	ltem le 53	Holding Po Location Wolfv-HPL4	int -Return	Lot Number L012025	CC Re	eq erated	UOM Doses	Appr Qty 10	Pick Qty 10
Pick Return Deta Product Alternate ID 30 Pneu-P-23(10) Cancelled Items: Product Alternate ID	Catalogue Item Name Pneumovax®23(10 x 0.5mL)MF Catalogue Item Name	Cat Coo	Item le 53 Code H	Holding Po Location Wolfv-HPL4	int -Return t Location	Lot Number L012025 Lot Numbe	CC Re Refrige	eq erated Req	UOM Doses	Appr Qty 10 Appr Qty	Pick Qty 10 Pick Qty
Pick Return Deta Product Alternate ID 30 Pneu-P-23(10) Cancelled Items: Product Alternate ID	Catalogue Item Name Pneumovax®23(10 x 0.5mL)MF Catalogue Item Name	Cat Coo	Item e 53 Code H	Holding Po Location Wolfv-HPL4	int -Return t Location	Lot Number L012025	CC Re Refrige r CC	eq erated Req	UOM Doses	Appr Qty 10 Appr Qty	Pick Qty 10 Pick Qty
Pick Return Deta Product Alternate ID 30 Pneu-P-23(10) Cancelled Items: Product Alternate ID	Catalogue Item Name Pneumovax®23(10 x 0.5mL)MF Catalogue Item Name	Cat Coc	ltem le 53 Code H	Holding Poin	int -Return t Location	Lot Number L012025	CC Re Refrige	eq erated Req	UOM Doses	Appr Qty 10 Appr Qty	Pick Qty 10 Pick Qty
Pick Return Deta Product Alternate ID 30 Pneu-P-23(10) Cancelled Items: Product Alternate ID	Catalogue Item Name Pneumovax®23(10 x 0.5mL)MF Catalogue Item Name	Cat Coc	Item le 53 Code H	Holding Po Location Wolfv-HPL4 Holding Poin	int -Return t Location	Lot Number L012025	CC Re Refrige	eq erated Req	UOM Doses UOM /	Appr Qty 10 Appr Qty ment S	Pick Qty 10 Pick Qty
Pick Return Deta Product Alternate ID 30 Pneu-P-23(10) Cancelled Items: Product Alternate ID	Catalogue Item Name Pneumovax®23(10 x 0.5mL)MF Catalogue Item Name	Cat Coc	Item le 53 Code H	Holding Po Location Wolfv-HPL4 Holding Poin	int -Return t Location	Lot Number L012025	CC Re Refrige	eq erated Req	UOM Doses UOM /	Appr Qty 10 Appr Qty ment S	Pick Qty 10 Pick Qty

- 8. Click Completed Picking Go Directly to Packing.
- 9. A confirmation message displays. The Return Status changes to Picked.

Product Fulfillment			? 🖪
Return has been picked and saved succe	ssfully.		
Pack Return			
Return ID:	Return Type:	Ship To Holding Point:	Ship From Holding Point:
55	Return waste for disposal	Bio Depot-HP - Bio Depot	Wolfville PHO-HP - Wolfville PHO
Ship-to Address:	Required Delivery	Required Delivery Comment	Requested Delivery / Pickup Date:
#5 - 7 Mellor Avenue, Burnside NS B3B	0E8, Canada		
Delivery Zone:	Requestor Contact Name:	Requestor Phone Number:	Ship-to Instructions:
Recipient:	Requisition Comments:		-
Packing Slip Comments:	Return Status:	Shipping Payment Type:	* Number of Containers:
	Picked		0

Steps: Pack/Ship

Overview Steps: View Pack Return screen>Enter packed quantity>Add Container>Add Actual Weight>Click Completed Packing> Click Generate Shipping Manifest>Click Completed Shipping



- 1. After clicking **Completed Picking Go Directly to Packing**, the **Pack Return** screen displays.
- 2. Under Container Details, enter the Packed Quantity.
- 3. Click Add Container.

Pack Return					
Return ID: 55 Ship-to Address: #5 - 7 Mellor Avenue, Burnside NS B3BC Delivery Zone:	Return Type: Return waste for disposal Required Delivery E8, Canada Requestor Contact Name:	Ship To Holding Point: Bio Depot-HP - Bio Depot Required Delivery Comment Requestor Phone Number:	Ship From Holding Point: Wolfville PHO-HP - Wolfville PHO Requested Delivery / Pickup Date: Ship-to Instructions:		
Recipient: Packing Slip Comments:	Requisition Comments: Return Status: Picked	Shipping Payment Type:	* Number of Containers:		
Delivery Method:	Carrier Tracking Number:	Weight:	Shipping Comments:		
Courier	\bigcirc	0.0 Gram(s)			
yyyy mm dd	yyyy mm dd				
Row Actions: Commit Actual Weigl Remove Container	ht	No. of Labels 0 Sh Pa	ipping Label: Print Labels cking Report: Print Report		
Container ID	Estimated Weight	Actua	l Weight		
Container Details: Contain Product Alternate ID Catalogue Item Cata Item Item	er ID: - alogue Lot Picked Remaing n Code Number Quantity Quantity	y Packed Unit of Cold Quantity Measure Requ	Add Container Clear Chain Distribution Estimated Fee/Type Weight		
Pneu- P-23(10) x 0.5mL)MF	L012025 10 10	10 Doses Refrig	gerated - 0.0 Gram(s)		

4. The Container ID displays. Add the **Actual Weight** if required. Click the **Commit Actual Weight** button.

Con	tain	ner L	ist				
Row	Actio	ons:	Commit Actual Weight Remove Container		No. of Lab	els 1	Shipping Label: Print Labels Packing Report: Print Report
		Con	ntainer ID	Estimated W	leight	Actua	l Weight
 Image: A start of the start of	Ð	1		-		500	Gram(s)

5. Click Completed Packing.

Not Delivered Reset to Packed	Delivered Attach Document Completed Packing	Completed Shipping Save as Draft
	Completed Packing - go directly to Transit Shipping	Generate Shipping Manifest Cancel

6. A success response displays. The Return Status has changed to Packed.



7. The system added the **Number of Containers** to the screen.

Product Fulfillment							? E
Return has been packed and saved successfully.							
Pack Return							
Return ID:	Return Type	:	Ship	To Holding P	oint:	Ship From Holding	Point:
55	Return waste	for disposal	Bio De	epot-HP - Bio	Depot	Wolfville PHO-HP - V	Volfville PHO
Ship-to Address:	Required De	livery	Requi	ired Delivery	Comment	Requested Delivery	/ Pickup Date:
Canada							
Delivery Zone:	Requestor C	ontact Name:	Requ	estor Phone	Number:	Ship-to Instructions	5:
Recipient:	Requisition	Comments:				-	
Packing Slip Comments:	Return Statu	is:	Shipp	ing Payment	t Type:	* Number of Contai	ners:
	Packed				0	1	
Delivery Method:	Carrier Traci	king Number:	Weigh	Weight:		Shipping Comments:	
Courier		500.0	500.0 Gram(s)				
Actual Shipped Date:	Actual Deliv	ered Date:					
/ / 🎫	1	/					
yyyy mm dd	yyyy mn	n dd					
Container List							
Row Actions: Commit Actual Weight				No. of Label	ls 1 Shi	ipping Label:	Print Labels
					Pac	king Report: 🔡	Print Report
Container ID	Estimated W	eight		ŀ	Actual Weig	ht	
☑ 🖂 1	-				500 Gra	am(s)	
Product Catalogue Item Catalogue Alternate Name Item Code ID	Lot Number	Lot Expiry Date	Packed Quantity	Unit of Measure	Cold Chai Required	in Distribution Fee/Type	Estimated Weight
Pneu- P-23(10) Pneumovax®23(10 x 53 0.5mL)MF	L012025	2017-01-07	10	Doses	Refrigerate	ed -	0.0 Gram(s)

- 8. Click the **Generate Shipping Manifest** button. An option to save the report in PDF to the desktop is generated. Print the report.
- 9. The **Return ID** is documented on the Shipping Manifest. Include the Shipping Manifest with the return to be shipped.
- 10. Returns must remain in status **Packed** until the driver picks up the return.
- 11. Once the return leaves the building, click **Completed Shipping**. A shipped successfully message will display.

Not Delivered Reset to Packed	Delivered Attach Doc	ument Completed Packing	Completed Shipping Save	as Draft
	Completed Packing - go	directly to Transit Shipping	Generate Shipping Manifest	Cancel
Product Fulfillment				? ≞
Returns have been shipped successfully.				



Receive Return

Business context

The return must be received into inventory at the replenishment source.

Triggers

• A return to HP is received at the replenishment source, either the Bio Depot or the main Public Health Office.

Business Roles

Both the Zone and Bio Depot Biological Coordinators, as well as Admin staff, will receive product returned by a public health office.

Panorama Role

• Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.

Steps: Receive

Overview Steps: Product Returns to HP>Receive Product>Search for Shipped status>Select return>Receive Return>Enter Details>Receiving Completed>OK

1. Select Inventory Replenishment > Product Returns to HP > Receive Product



- 2. The Search Receive Return screen displays.
- 3. Enter search criteria and click **Search**. Recommended search criteria include Status Shipped and Return ID.



Receive Retur	'n				? 🗏
Search Receive Retur	m			☆ Hide Search Rece	eive Return
Ship From Holding Point:	:	Search			
Ship To Holding Point:	\$		Return ID:		
Return Status:	Shipped		Return Type:		
Submit Date From:			Submit Date To:		
Phone Number:	yyyy mm dd ()ext.			yyyy mm dd	
Catalogue Item Code:			Product Alternate ID:		
Catalogue Item Name:					
Manifest Number:					
Override Holding Point S	Security 🗸				
				Search Retrieve	e Clear

4. The results display in the **Receive Return Search Results** section of the screen.

Rece	ive Return Sea	rch Results				☆ Hide F	teceive Return Search Results
Your s Sele	earch criteria retur	rned 1 result(s). ct All					
Row	Actions: Receiv	/e Return			С	old Chain Quarantine	* HPL
	Submit Date 🔻	Return ID	Ship From Holdir	ng Point 🔻	Return Status	Return Type	Ship To Holding Point 🔻
	2017 Oct 7	<u>55</u>	Wolfville PHO-HP	- Wolfville PHO	Shipped	Return waste for disposal	Bio Depot-HP

- 5. Click **Receive Return**.
- 6. The Receive Shipment Details screen displays.
- 7. Click the + symbol under **See Container Contents**.
- 8. Enter **Received Qty**, check the **Cold Chain Quarantine** box if it applies, then select from the dropdown menu the **HPL** location where the product is to be received.

Container ID 1 A definition of the second definition of the s	Apply Updates	eturn ᅌ 🗌	Depot-HPL5-Re	IPL Bic	□ *H	arantine	d Chain Qu	Cole			ollapse All	II Co	and A
- 1 ow Actions: Duplicate Line Item Con Line Product Item Alternate ID Item ID Item ID Price Con Line ID Price ID Price ID Price ID Price ID Price Implicate Line			ainer ID	Conta							ontents	iner C	Conta
Ow Actions: Duplicate Line Item Con ID Line Item Status Product Alternate ID List Price Catalogue Item Name * Lot Number Shipped Qty * Received Qty Cold Chain Quarantine * HPL P 1 Shipped Pneu- Pnn				1									
Image: BioDepot-HPL - Pneumovax® L012025 10 10 BioDepot-HPL	Add Line Item	* HPL	Cold Chain Quarantine	ceived	d * Rec Qty	Shipped Qty	* Lot Number	Catalogue Item Name	List Price	ine Item Product Alternate ID	Duplicate L Line Item Status	ns: [Con ID	Actio
- P-23(10)	HPL5-Return	BioDepot-H			10	10	L012025	Pneumovax®	-	Pneu- P-23(10)	Shipped	1	0



9. Click Receiving Completed.

- 10. The system generates a confirmation that the user will receive the shipment. Click OK.
 - If a product is expired or recalled, the system will generate a request that the **Receiving Completed** be clicked again. In this case, click **Receiving Completed**.
- 11. A confirmation message displays.

Receive Product

The receive shipment information has been successfully saved.

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