


# **Pay in Advance & Delivery Quick Start Guide**

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## 1. How to enable pay in advance

1. On the left-hand side of PlusOne click on **Subscription**.
2. Scroll down and select the tick box to **Enable Pay in advance** and read the terms and conditions.
3. Enter your account name, BSB and account number and select **Update**.



- Inbox
- Sign-Up Customers
- Manage Customers
- Health Services Hub
- Record Services
- Communications
- Request Scripts
- Manage Prescribers
- Calendar
- Business Insights
- Settings
- Training
- Subscriptions**

**Pay in Advance - enable and set remittance details**

The banking details below will be used for the disbursement of funds owed to the pharmacy through Pay in Advance. Please note that details are required by Delivery.

Pay in Advance details	
Enable Pay in Advance	<input type="checkbox"/> By ticking this box you are agreeing for your pharmacy to participate in MedAdvisor's "Pay In Advance" system. Pay In Advance allows your patients to order and pay for their medications via MedAdvisor. The funds collected by MedAdvisor on your behalf will be remitted in full to your nominated account less MedAdvisor's standard processing fee of \$0.22 per transaction plus 1.6% of the value of the transaction. For further information please visit <a href="http://www.medadvisor.com.au">www.medadvisor.com.au</a> I am authorised to provide consent on behalf of Madeleine's Pharmacy.
BSB number	<input type="text"/>
Account number	<input type="text"/>
Account name	<input type="text"/>
ABN	Please contact our support team on 1300 125 343 to update your ABN
<div>Update</div>	

## **2. Payments Disbursed**

When a patient places a pay in advance order through the MedAdvisor App, the total amount deducted from the patient will be credited to MedAdvisor, with the amount to be disbursed to respective pharmacies.

To do this successfully, the pharmacy will need to provide their BSB and account details so that MedAdvisor can remit the pay in advance payments back to the pharmacy on a weekly basis.

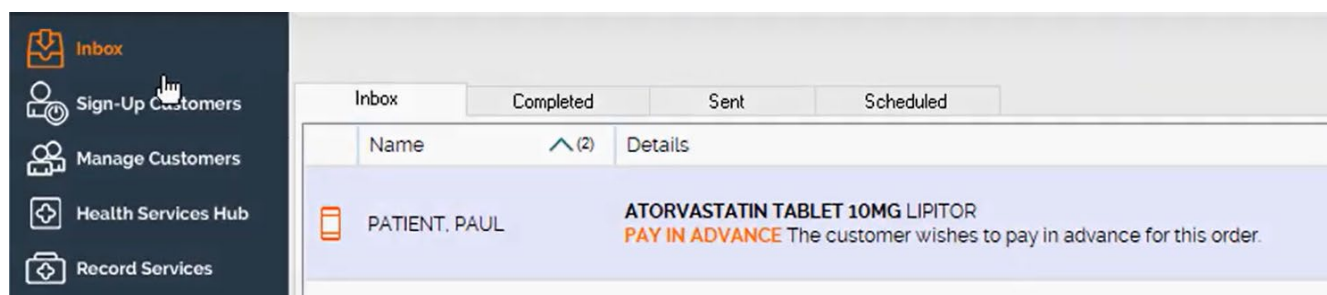
**Note:** Payments are made three (3) times per week, every Monday, Wednesday, and Friday. The payment period ends at 4pm (Australian Eastern Time) the day prior on Sunday, Tuesday, and Thursday.

MedAdvisor Pay in Advance payments will be made on the following schedule:

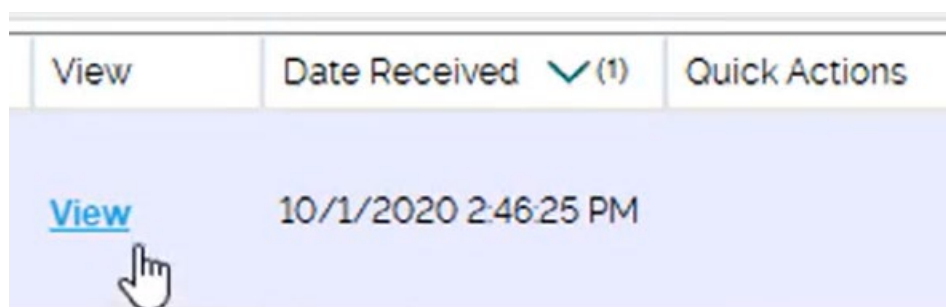
	<u>Pay In Advance orders before</u> <u>4pm</u>	<u>Pay In Advance orders after</u> <u>4pm</u>
Monday	Paid Wednesday	Paid Wednesday
Tuesday	Paid Wednesday	Paid Friday
Wednesday	Paid Friday	Paid Friday
Thursday	Paid Friday	Paid Monday
Friday	Paid Monday	Paid Monday
Saturday	Paid Monday	Paid Monday
Sunday	Paid Monday	Paid Wednesday

### 3.How to process a Pay in advance order

When the patient sends an order you will see the order in the **inbox** of PlusOne. The order will show the customer's name, the medication and that it is a Pay in Advance order.








On the customers inbox message on the right-hand side select **view**.



The order pop up will appear. You can then **select from a range of responses**. Including unable to fill, order on hold and dismiss order.

**PATIENT, PAUL**


**PAY IN ADVANCE.** The customer wishes to pay in advance for this order.

Medication	Repeats	Last Dispense	Response
<div>  <b>ATORVASTATIN TABLET 10MG</b>            Lipitor         </div>	3	25-Jun-19	Response... <div> <div>  Ready to Collect               </div> <div>  Unable to Fill               </div> <div>  On Order               </div> <div>  Dismiss Order               </div> </div>


- A message will be sent to the user after **ALL parts of the refill order** have been marked **Ready to Collect**
- If an item is marked **On Order**, you'll receive a reminder x days later, asking you to confirm the item
- After this, the order will be transferred to the **Completed** tab.

**Close**

When you choose ready to collect, you will see the medication, quantity, and price. If price will be prepopulated from the last dispense. Review and edit the message if required and **select charge card**.



**You are about to confirm that this order is complete.**  
Please confirm pricing information below:

Medication	Qty.	Price ?	GST Applies	Total
 Lipitor TABLET 10MG	1	20	<input type="checkbox"/>	\$20.00
				<b>\$20.00</b>

Please type a message to be sent back to the patient:

Your order is ready to collect.

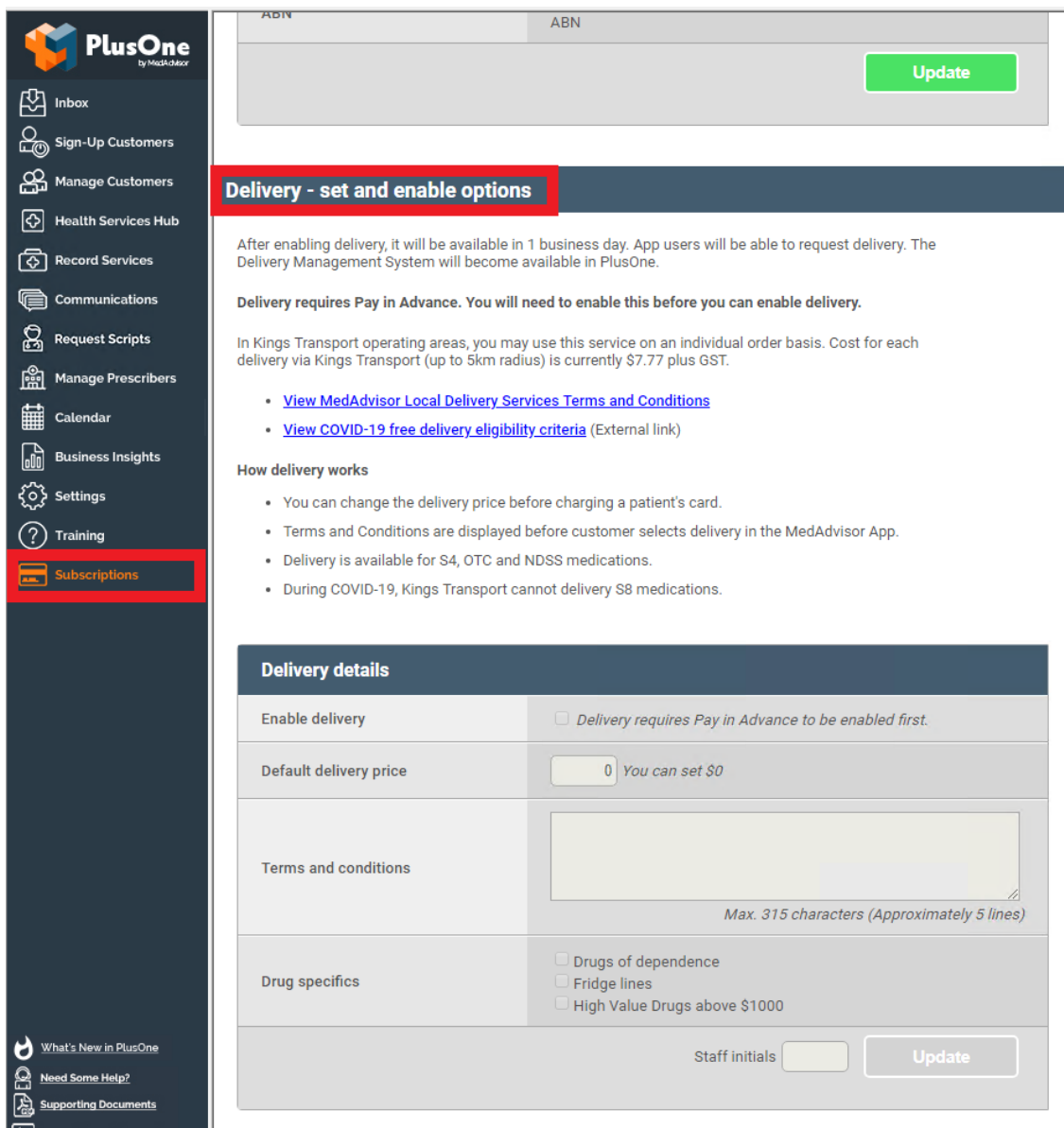
Close

Order Complete (Don't Charge Card)

Charge Card

## 4. How to enable Delivery

1. On the left-hand side of PlusOne click on **Subscription**.
2. Scroll down and select the tick box to **Enable Delivery**
3. Enter your default delivery price, terms and conditions and select which category of drugs can have the delivery option turned off or on for patients. Enter your staff initials and select Update.



The screenshot shows the PlusOne interface. On the left is a sidebar with navigation options: Inbox, Sign-Up Customers, Manage Customers, Health Services Hub, Record Services, Communications, Request Scripts, Manage Prescribers, Calendar, Business Insights, Settings, Training, and Subscriptions (highlighted with a red box). The main content area is titled 'Delivery - set and enable options' (also highlighted with a red box). It contains the following information:

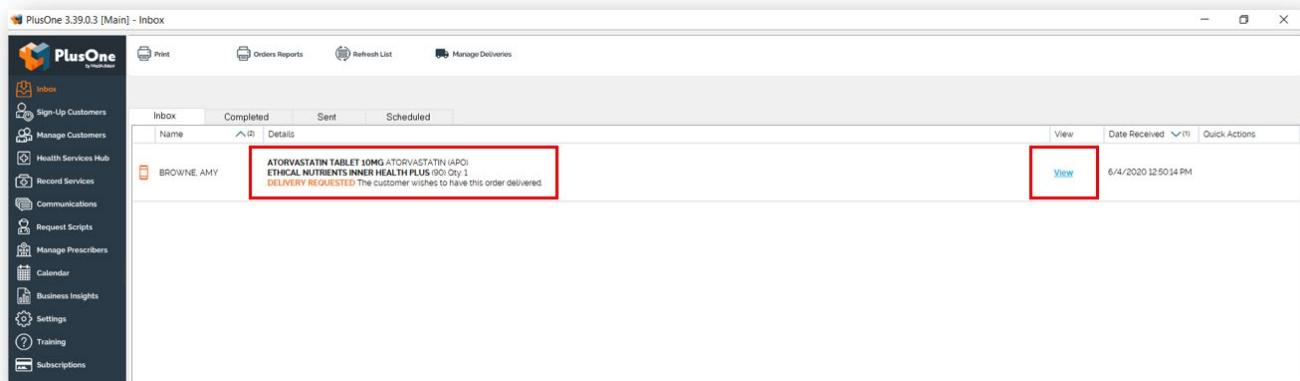
- A header section with 'ABN' and an 'Update' button.
- Text: 'After enabling delivery, it will be available in 1 business day. App users will be able to request delivery. The Delivery Management System will become available in PlusOne.'
- Text: 'Delivery requires Pay in Advance. You will need to enable this before you can enable delivery.'
- Text: 'In Kings Transport operating areas, you may use this service on an individual order basis. Cost for each delivery via Kings Transport (up to 5km radius) is currently \$7.77 plus GST.'
- Links:
  - [View MedAdvisor Local Delivery Services Terms and Conditions](#)
  - [View COVID-19 free delivery eligibility criteria](#) (External link)
- Section 'How delivery works' with bullet points:
  - You can change the delivery price before charging a patient's card.
  - Terms and Conditions are displayed before customer selects delivery in the MedAdvisor App.
  - Delivery is available for S4, OTC and NDSS medications.
  - During COVID-19, Kings Transport cannot delivery S8 medications.
- Section 'Delivery details' with a form:
  - 'Enable delivery' checkbox with text: 'Delivery requires Pay in Advance to be enabled first.'
  - 'Default delivery price' input field with value '0' and text: 'You can set \$0'.
  - 'Terms and conditions' text area with a note: 'Max. 315 characters (Approximately 5 lines)'.
  - 'Drug specifics' section with checkboxes:
    - ☐ Drugs of dependence
    - ☐ Fridge lines
    - ☐ High Value Drugs above \$1000
  - 'Staff initials' input field and an 'Update' button.

## 5. How to process a delivery order (Kings / Pharmacy Driver / Australia Post)

PlusOne by MedAdvisor allows you process customer orders for delivery.

Delivery Orders will appear in the Inbox of PlusOne by MedAdvisor. You will see **Delivery Requested** on these types of orders.

1. Click **VIEW** to action the order



2. Select a **Shipping Method** (Pharmacy Driver, Kings Transport or AusPost) and under **Response**, select **delivery** for all items that you would like to deliver

Tap-To-Refill Order

06-Apr-20 12:50

**PATIENT** AMY BROWNE  
**RECIPIENT** AMY BROWNE  
**PHONE** 0435312217  
**ADDRESS** 100 Test st, camberwell, VIC, 3124

**SHIPPING METHOD** Pharmacy Driver  
 Delivery Requested - The customer wishes to have this order delivered. We recommend you contact them if delivery of whole or part of the order is not possible.

**COVID-19 FORM** ☐ Select here if patient is eligible for free delivery.  
[See the COVID-19 Home Medicines Service Program on PPA](#)

Medication	Repeats	Last Dispense	Response
<div> <div></div> <div>ATORVASTATIN TABLET 10MG</div> <div>Atorvastatin (Apo)</div> </div>	5	12-Mar-20	<div> <div></div> <div>Delivery</div> </div>
<div> <div></div> <div>Ethical Nutrients Inner Health Plus (go)</div> <div>Quantity Ordered: 1</div> </div>	-	-	<div> <div></div> <div>Response...</div> </div>

A message will be sent to the user after **ALL parts of the refill order** have been marked **Mark for Delivery, Ready to Collect, On Order** or **Unable to Fill**.

If an item is marked **On Order**, you'll receive a reminder x days later, asking you to confirm the item is now Ready to Collect.

After this, the order will be transferred to the **Completed** tab.

Close

3. Enter pricing and any notes for the customer and then select Charge Card

**Note:** The patient's card will be charged, and the patient will be notified.

100 Test st, camberwell, VIC, 3124

You are about to confirm that this order is complete.  
Please confirm pricing information below:

Medication	Qty.	Price ?	Total
<div> <div></div> <div>Atorvastatin (Apo) TABLET 10MG</div> </div>	1	18.28	\$18.28
<div> <div></div> <div>Ethical Nutrients Inner Health Plus CAPSULE</div> </div>	1		\$0.00
Cost of Delivery	1	8.95	\$8.95
			<b>\$27.23</b>

Please type a message to be sent back to the patient:  
Your medication is marked for delivery.

Close Order Complete (Don't Charge Card) Charge Card

The order is now ready for delivery.



## 6. How to process a manual delivery

1. On the left-hand side of PlusOne, select **Inbox** and then select **Manage Deliveries**



2. Select **Add Manual Delivery** and search for the patient by surname, then select **Search**

Manage Deliveries

≡ PENDING    ≡ COMPLETED    **ADD MANUAL DELIVERY**

**Add a Manual Delivery**

All Kings Transport deliveries for today must be submitted by 12:00pm

**Search for a patient from dispense to deliver to**

Name  **SEARCH** [CLEAR](#)

More than 50 search results returned, please refine your search.

Full name	Phone	Address
<a href="#">TEST, ABSENT</a>	0400111222	TEST ST, PRESTON, 3072
<a href="#">TEST, ADAMANT</a>	0410683899	TEST ST, PRESTON, 3072
<a href="#">TEST, ADAMLEVINE</a>	0410683899	SMITH ST, PRESTON, 3072

3. Under **Patient information**, make sure all information is correct and edit details if necessary

Manage Deliveries

**Add a Manual Delivery**

All Kings Transport deliveries for today must be submitted by 12:00pm

**Add a manual delivery for TEST, ANDREW** [SEARCH AGAIN](#)

**Patient information**

Patient name: TEST, ANDREW  
 Recipient name:   
 Address: Line 1:   
 Line 2:  Optional  
 Suburb:   
 Postcode:   
 State:   
 Mobile phone:  Optional

- In the **delivery and payment information** section, select the delivery agent from the drop-down list – Australia Post, Kings Transport or Pharmacy Driver

**Note:** Options may be limited based on your set up and third-party serviceable areas. For Kings Transport, agree to the Terms and Conditions and additional restrictions.

Manage Deliveries

**Delivery and payment information**

Delivery agent: 
 COVID-19 form: 
 POS receipt number:  Optional

**Add items for delivery**

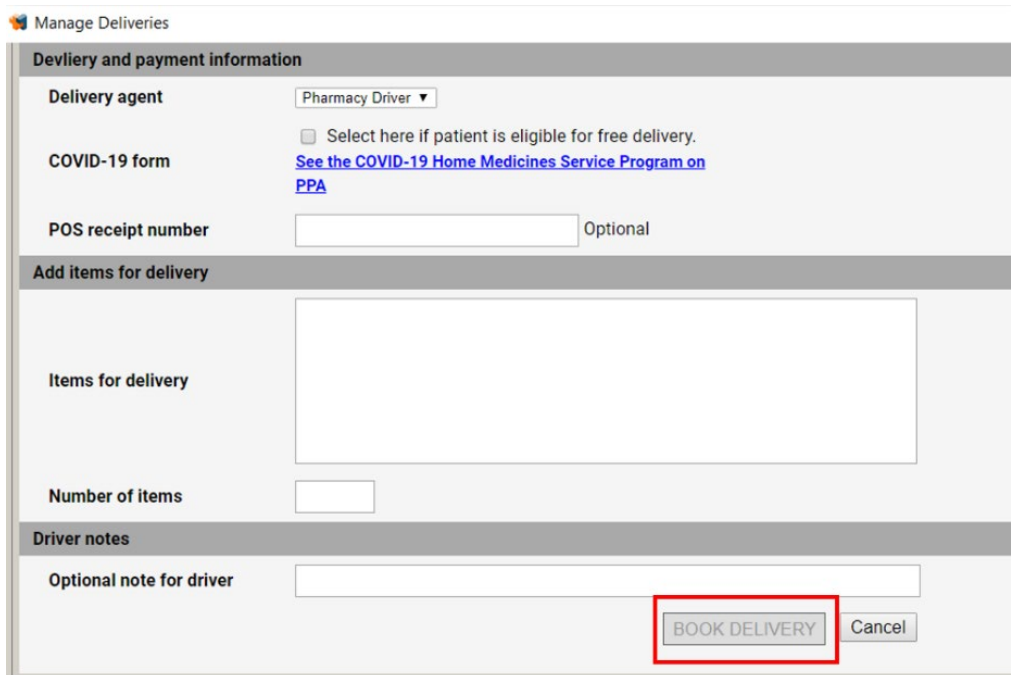
Items for delivery:   
 Number of items:

**Driver notes**

Optional note for driver:

5. Select if the patient is eligible for free delivery and add a point-of-sale receipt number (optional).

Under **Add Items for Delivery**, write the items that are being delivered and the number of items being delivered. Add notes for the driver if required and after confirming all information is correct, select Book Delivery.



Manage Deliveries

**Delivery and payment information**

Delivery agent: Pharmacy Driver ▼

COVID-19 form: ☐ Select here if patient is eligible for free delivery.  
[See the COVID-19 Home Medicines Service Program on PPA](#)

POS receipt number:  Optional

**Add items for delivery**

Items for delivery:

Number of items:

**Driver notes**

Optional note for driver:

**BOOK DELIVERY** Cancel

## **7.FAQ**

### **1. When do Kings collect and deliver?**

Kings collects and delivers order on the same day, if booked before 12pm midday. Orders are collected and delivered between 1pm-6pm.

### **2. Does Kings provide the pharmacy with any delivery notifications?**

King's notifications will be sent to your pharmacy email address that has been provided to MedAdvisor. If you need to change this email address, please contact Support.

### **3. How do parcels for Kings need to be packaged?**

Drivers will only accept parcels that are sealed in an opaque packaging and have the below:

- 1) Completely confidential so the contents cannot be viewed through the outer packaging
- 2) Sealed so that the parcel cannot be opened
- 3) Tamper proof
- 4) Clearly labelled with a pharmacy dispensary label, with the following customers details typed:
  - a. First name
  - b. Surname
  - c. Address
  - d. Contact number (if required)

Pharmacies must ensure the correct items are placed into the parcel before sealing and checking the customer details on the label. Both the driver and the service provider take no responsibility for incorrect items placed into the parcel by the pharmacy. The driver will never open the parcel. If a parcel is recalled by the pharmacy, an additional return charge may be incurred by the pharmacy.

#### **4. What is the cost of using Kings delivery?**

Irrespective of what is charged to the patient, the pharmacy will be invoiced a flat delivery fee for each Kings delivery. This is currently discounted to \$7.77 ex. GST during COVID-19.

#### **5. What if I already have an account with Kings. Will I be charged to that account?**

No, the pharmacy will be invoiced a flat delivery fee, by MedAdvisor, as per above.

#### **6. Do I need to deliver within a certain time frame?**

Kings will deliver orders same day when placed before 12 midday. Orders will be collected and delivered between 1pm–6pm. Currently, Kings collects and delivers orders on weekdays only.

#### **7. Can I choose not to deliver certain items such as cold chain, DDs etc?**

Yes, as part of the set up process you can decide which medications to exclude from delivery. Patients will be notified during the ordering process that they will need to pick up their order from the pharmacy. Please contact Support for any updates you need to make for these items.

#### **8. What happens if the patient is not home?**

Kings will return the order to the pharmacy at no additional cost (just the original delivery fee). A driver will not attempt a second time and the job will be cancelled so a new booking will need to be made by the pharmacist for the next day.

Authority to leave is NOT available for medication delivery with Kings Transport.

**9.What do I do if the Kings driver does not come or fails to complete a delivery?**

You can contact Kings on 13 13 22 and quote the JobID, located in Inbox > Delivery Management > Completed tab.

**10.Are there any special conditions such as contactless delivery during COVID-19?**

Yes, during COVID-19 upon pick of medication from the pharmacy, the driver will ask for the pharmacist's name and take a photo of the package(s). Upon delivery, they will knock on the patient's door, greet the patient (ensuring 1.5m distance) and place the package at the doorstep. Please note, the delivery driver will not leave the package if nobody is at home.

S8s will not be delivered during COVID-19 due to distancing and contactless requirements.

**11.Is there a standard delivery charge to patients?**

The delivery fee that is charged to the patient, may be amended prior to charging the customer's card.

**12.What happens if I need to order an item for the customer?**

You are able to select "On Order" as a Response in the PlusOne Inbox, however at this stage, when the order reappears in the Inbox only the Pay in Advance option will be available. The patient will need to be charged for the item and it will be marked as Ready to Collect for the patient to pick up.

**13.What happens if I do not stock the item and cannot complete the order?**

You can select "Unable to fill" and choose the "No Stock" option in the drop-down menu. This item will be excluded from the order and the patient will not be charged for it.

**14.Can I edit responses or messages to the customer about their delivery?**

Yes, responses contain a notes section where you can select from a pre-filled response or write your own response to the customer.

#### **15.Are the customer's credit card details secure?**

MedAdvisor secures customer credit card details through the use of one-way encryption practices. This means that the credit card can only be used for purchases through the App and that we cannot decrypt the provided details.

#### **16.Can I restrict delivery for patients within a certain distance from the pharmacy?**

When completing the opt-in form for delivery, you will be asked to enter the terms and conditions for your delivery service where you can add how far your pharmacy will deliver. This will be viewed by the customer prior to selecting the delivery option in the MedAdvisor app.

However, Kings will only deliver to postcodes up to 5km of the pharmacy. Please contact support if the radius needs to be changed.

Additionally, you can also choose an appropriate response for delivery requests (e.g., Unable to Fill, Ready to Collect, On Order or Dismiss Order) and message the patient about their delivery.

#### **17.Can I make changes to delivery options once I have opted in for delivery?**

Please contact Support to make changes to your delivery settings.