


## Medication Receiving Process: Cardinal Receiving with Verify on Receipt™ and ScanCast™

### Troubleshooting

ISSUE	RESOLUTION
<p><b>Duplicate scan occurs – mistakenly scanned the same medication barcode twice. ConsortiEX popup "Do you want to accept duplicate?"</b></p>	<ol style="list-style-type: none"> <li>1. Scan "Cancel Dialog" </li> <li>2. Scan correct item to meet quantity expectations</li> <li>3. Continue with normal scanning process</li> </ol>
<p><b>In the event of mis-scanning or completely losing your place in the scanning process</b></p>	<ol style="list-style-type: none"> <li>1. Scan "Reset" </li> </ol>
<p><b>2D barcode will not scan – unreadable or damaged</b></p>	<ol style="list-style-type: none"> <li>1. Contact Wholesaler/Supplier</li> <li>2. Start the process to ship the medication back for replacement/credit</li> </ol>
<p><b>No output from either ScanCast™ - applications are not populating correctly. No flashing lights on the ScanCast™ unit (look for orange and green lights)</b></p>	<ol style="list-style-type: none"> <li>1. Unplug the USB power.</li> <li>2. Wait 5 seconds.</li> <li>3. Plus USB power back into port.</li> <li>4. Check to see that lights are flashing.</li> <li>5. Continue with normal scanning process.</li> </ol>
<p><b>2D barcode not in the database of a connected application (EHR, inventory system, automation, etc.)</b></p>	<ol style="list-style-type: none"> <li>1. Scan "Skip Next Barcode" </li> <li>2. Scan 1D barcode:</li> </ol>

	<ol style="list-style-type: none"> <li>a. If the 1D barcode is recognized, contact IT to have them enter the 2D information for the current product in the database</li> <li>b. If the 1D barcode is not recognized, set the product aside, contact IT and have them enter the entire new product into the database.</li> </ol>
<p><b>After scanning the 2D barcode and receiving the error “NDC not recognized”</b></p>	<ol style="list-style-type: none"> <li>1. Scan “Undo Line Item”           <div style="text-align: center;">  </div> </li> <li>2. Scan 1D barcode           <ol style="list-style-type: none"> <li>a. If the 1D barcode fails, send photos of the following to <a href="mailto:Support@consortieux.com">Support@consortieux.com</a> <ol style="list-style-type: none"> <li>i. Container label</li> <li>ii. 2D barcode</li> <li>iii. 1D barcode</li> <li>iv. Medication package/box</li> <li>v. In app screenshot</li> </ol> </li> </ol> </li> </ol>