




**Medication Receiving Process: RC110083 with
Verify on Receipt™ and ScanCast™**

Troubleshooting

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

	<p>current product in the database</p> <p>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.</p>
<p>After scanning the 2D barcode and receiving the error “NDC not recognized”</p>	<p>1. Scan “Undo Line Item”</p>  <p>2. Scan 1D barcode</p> <p>a. If the 1D barcode fails, send photos of the following to Support@consortiox.com</p> <ol style="list-style-type: none"> i. Container label ii. 2D barcode iii. 1D barcode iv. Medication package/box v. In app screenshot