





Medication Receiving Process: ScanCast™ RR0300090 Receiving with Verify on Receipt™

Troubleshooting

ISSUE	RESOLUTION
<p>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"  <ol style="list-style-type: none"> 2. Scan correct item to meet quantity expectations 3. Continue with normal scanning process
<p>In the event of mis-scanning or completely losing your place in the scanning process</p>	<ol style="list-style-type: none"> 1. Scan "Reset" 
<p>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>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. Plug USB power back into port. 4. Check to see that lights are flashing. 5. Continue with normal scanning process.
<p>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"  <ol style="list-style-type: none"> 2. Scan 1D barcode: <ol style="list-style-type: none"> a. If the 1D barcode is recognized, contact IT to

	<p>have them enter the 2D information for the 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@consortieux.com</p> <ol style="list-style-type: none"> Container label 2D barcode 1D barcode Medication package/box In app screenshot