

# QUDA FOR SPECIAL ORDERS - STOCK CONTROLLERS

**Welcome to Quda** – the innovative solution transforming pharmacy special orders into a seamless process. Quda streamlines communication (with automatic SMS), accountability, and efficiency in handling special orders, giving you more time to focus on patient care.

Quda is nothing short of the **holy grail** for stock controllers (e.g., retail managers, buyers, dispensary managers etc). It is the ultimate framework to help you stay organised and on top of special orders.

Here's the fundamental 4 steps of the process and what they mean specifically for **you**...

## STEP 1



### New Request

Rather than writing into a special order book or leaving a post-it note on your computer, your team members will now send special orders through to you by clicking on the New Request tile in Quda and entering in all the required patient and item information. No more missed details, and no more misplaced orders.

## Order

You can click on the Order tile to see all Requests that are yet to be ordered. Click Open to the right of an order to see it's details, and after ordering the stock as you normally would, note the ETA and the name of the supplier and mark the Request as Ordered. The order tile should ideally be at zero at the end of each day.

## STEP 2



## STEP 3



### Receive

Whenever any stock arrives at the pharmacy, you should click on the Receive tile to see if the stock is for a special order. If it is, enter the location you'll be storing it in the pharmacy and mark the Order as Received. Make sure the "Contact Patient Now" option is ticked to **ON** so your patient gets an SMS telling them their item is ready to collect! That's right - less phone calls and recording voicemails!

## Collect

When an order is marked as Received, it moves into the Collect tile (unless the "Finalise order too" box was ticked). Orders must be marked as collected when they are picked up. Click the Old Orders Only button in the Collect screen to filter to orders that have been sitting on the pharmacy for more than 30 days, and click the Reminder button to the right each row to send a gentle reminder SMS.

## STEP 4



Now that you're an expert, have a go at processing a few dummy orders to get a feel for it!

If an Order is not marked as Received on its ETA, the **Overdue** tile will appear. Overdue orders should be investigated promptly so patients can be updated on their delayed order!