


Welcome to the Symbion Portal

shop.symbion.com.au

To access the Symbion portal you will need to have an active username and password

symbion 

Login to SHOP

Need assistance from customer service? [Contact us](#)


Username

Password

Remember me [Forgot Password?](#)

Login

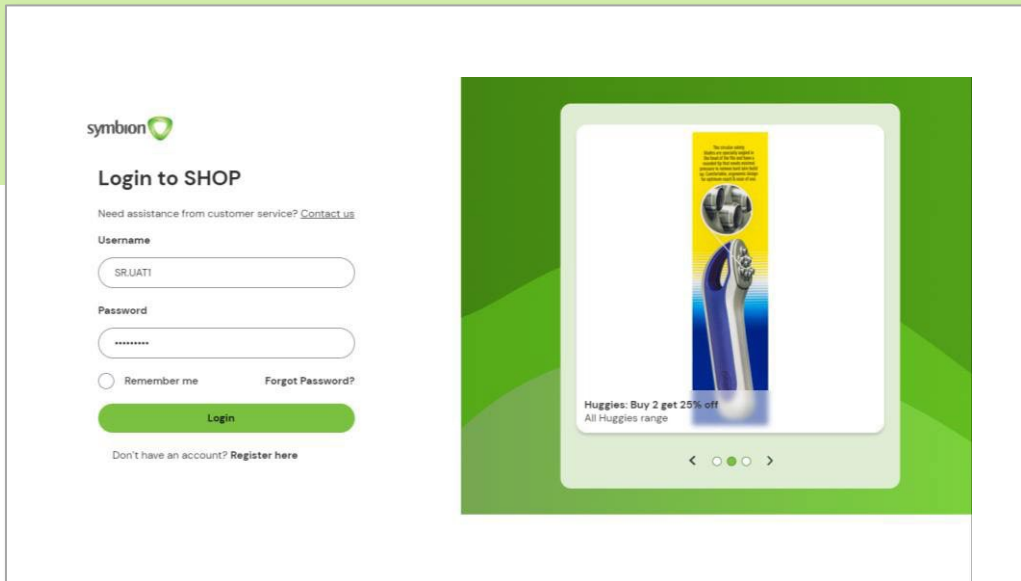
Don't have an account? [Register here](#)



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Login Instructions



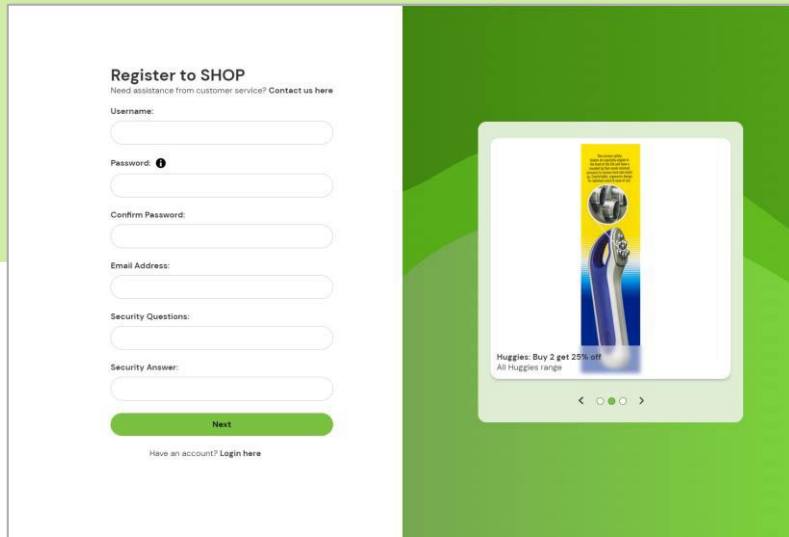
The image shows two screenshots. On the left is the desktop version of the Symbion website's login page. It features the Symbion logo at the top left, followed by the heading 'Login to SHOP'. Below this is a link for customer service: 'Need assistance from customer service? [Contact us](#)'. The login form includes a 'Username' field with the text 'SR.UATI', a 'Password' field with masked characters, and a 'Remember me' checkbox. A green 'Login' button is positioned below the password field. At the bottom of the form is a link: 'Don't have an account? [Register here](#)'. On the right is a screenshot of a mobile device displaying a Huggies advertisement. The ad features a blue Huggies baby wipe and the text: 'Huggies: Buy 2 get 25% off All Huggies range'. The ad is presented in a standard mobile banner format with navigation arrows.

- Enter your **Username**
- Enter your **password**
- **Click on the 'Login'** button

* Please note on your first login, we ask that you reset your password for security purposes.

Fill in your 'Username' and then click on the 'Forgot password' link to reset your password.

New to Symbion Portal?



The image shows two side-by-side screenshots. The left screenshot is a web registration form titled "Register to SHOP". It includes a link for customer service assistance, fields for Username, Password, Confirm Password, Email Address, Security Questions, and Security Answer, a "Next" button, and a "Login here" link for existing users. The right screenshot shows a mobile app interface with a promotional banner for Huggies diapers and a navigation bar at the bottom.

Register to SHOP:

Are you an existing Symbion customer wanting online access?

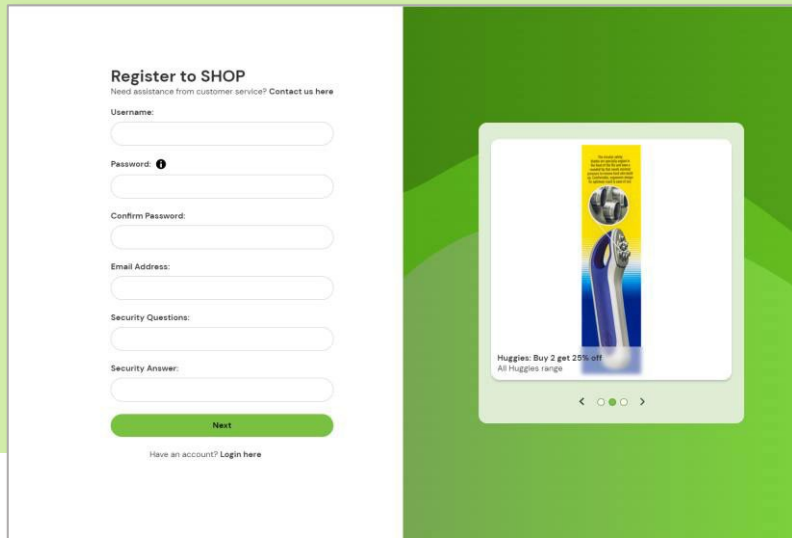
Click on the 'Register here' link

How to Register

- Enter a Username
- Choose a password*
- Confirm Password
- Enter your email address
- Choose a 'Security Question' and 'Security Answer'
- Click on the 'Next' button

* Password requirements:

- 8-20 characters
- At least one capital letter
- At least one number
- No spaces
- No known bad password
- *Optional: special characters*
(not allowed: < > / % * + ' " &)



How to Register (continued)

- Select your Role
- Enter your Symbion Account Number
- Enter your First Name
- Enter your Last Name
- Enter your Organisation
- Enter your Phone number
- Click the 'Register' button

Please note: You will receive an email notification once your request has been approved.

How to change your password

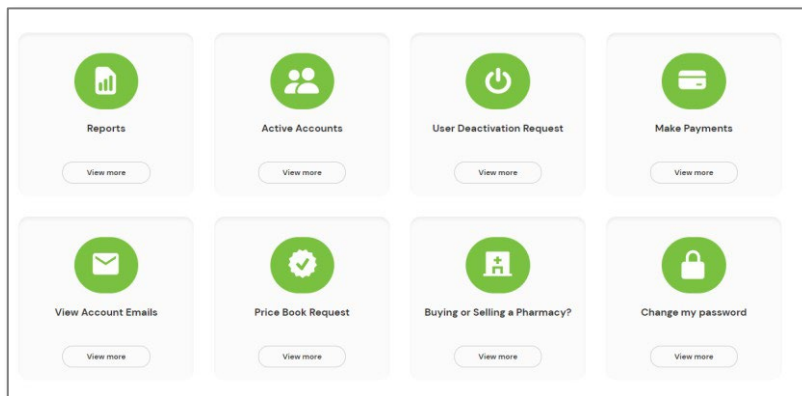
Change my password


Current password

New password ⓘ

Confirm new password

[Close](#) [Confirm new password](#)



- On the top menu bar click on 
- On the Change my password tile click on [View More](#)
- Enter Current Password
- Enter New Password
- Confirm New password

* Password requirements:

- 8-20 characters
- At least one capital letter
- At least one number
- No spaces
- No known bad password
- *Optional: special characters*
(not allowed: < > / % * + ' " &)

Your new Dashboard

The dashboard features a top navigation bar with 'My Dashboard', 'Products', and 'Ordering' menus. A search bar is present with the placeholder 'Type here to search for a product'. The user is logged in as '1234567 Pharmacy'. A notification bell shows 1 alert. A summary bar displays: 18 Open Orders, 164 Back Orders Pending, 14 Product Returns, and 1 Product Alert. The 'My Orders' table lists recent orders with columns for Account Number, Order Number, Order Reference, Order Date, Delivery Date, No. of Units, Value, and Status. The 'Open Return Authorities' table lists returns with columns for Account Number, RA Number, RA Date, Invoice Number, Invoice Date, RA Reason, Requested By, and Status. A 'My Account' sidebar includes 'View my notifications', 'PBS DEALS', and 'Quick Links' for 'Place PBS Deal Order' and 'Contact Us'.

Once you have logged in you will see your feature rich dashboard

1. In a glance see the number of open orders, backorders and product returns. Click on these and you will be taken to a detailed view of this information.
2. See your last 5 Orders and Open Return Authorities. Click on the 'View All' links for more details.
3. Click these links to access the Product and My Orders menus
4. Click these links to:
 - Switch between active accounts
 - View Cart
 - Access 'My Account' details

The product category tree is organized into a grid. The 'Cold/Flu' category is highlighted in green. Other categories include: Antifungal Treatment, Anesthetics, Baby, Children's Health, Confectionery & Drinks, Contraception, Cosmetics/Colour, Cough/Cold/Flu, Cold/Flu, Cold Sore, Combined (Sun-day night), Day and Night, Drink Mixtures, Rubs, Vapor Products, Cough, Throat, Deodorants, Digestive Health, Eye & Ear Care, Eye Wear, Family Planning, First Aid/Wound Care, Foot Care, Footwear, Fragrances, Functional Foods, Gifware, Hair Accessories, Hair Care, Hair Colour, Hair Removal, Hand & Nail, Health Management, History, Household & Domestic, In-Store/Service Items, INACTIVE - URES, Independent Living, Librarians, Medical & Surgical Supplies, Men's, Natural Medicine, NI Clinical Trial, NI Pharmaceutical & Medical, Nutrition, Oral Hygiene, Pain Relief, Pet Care, Photographic Equipment, Prescriptions, Procurement, Skin Care, Smoking Cessation, Soap/Bath, Sport Nutrition, Sports, Sun Care, Sunscreen, Therapeutic Hair, Therapeutic Skin, Travel, and Weight Management.

5. The Product menu is an easy to navigate category tree. The My Orders menu lets you access the following areas:
 - Orders
 - Invoices
 - Credit Summary *where allowed
 - Return Authorisations
 - Statement Summary *where allowed
 - Backorders
 - Notifications
 - RUM Bucket RA
 - Templates

Web-Chat

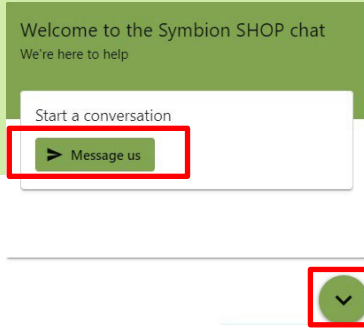
A message icon is displayed on the bottom right hand corner of the portal.

To chat with a Customer Service Representative, click on the **Green Circle** to enable message pop-up.



A pop-up will appear for web-chat to be initiated.

Click **Message Us** to start chat.



Click on the **Arrow** to minimize the pop-up

You will be prompted with an auto-reply.
The response will differ depending the time of day.

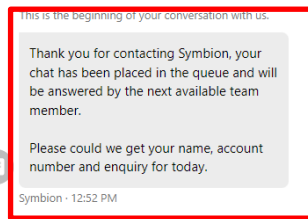
Business Hours: Message will request name, account number and enquiry.

After hours: Message will provide a link to the Contact Us page via Symbion Shop Portal to fill out a form, where Customer Service will be notified next business day.



Clear history of chat

Section for the user to type response in.



Auto-reply once the user opens the chat.

Option to add images/screenshots



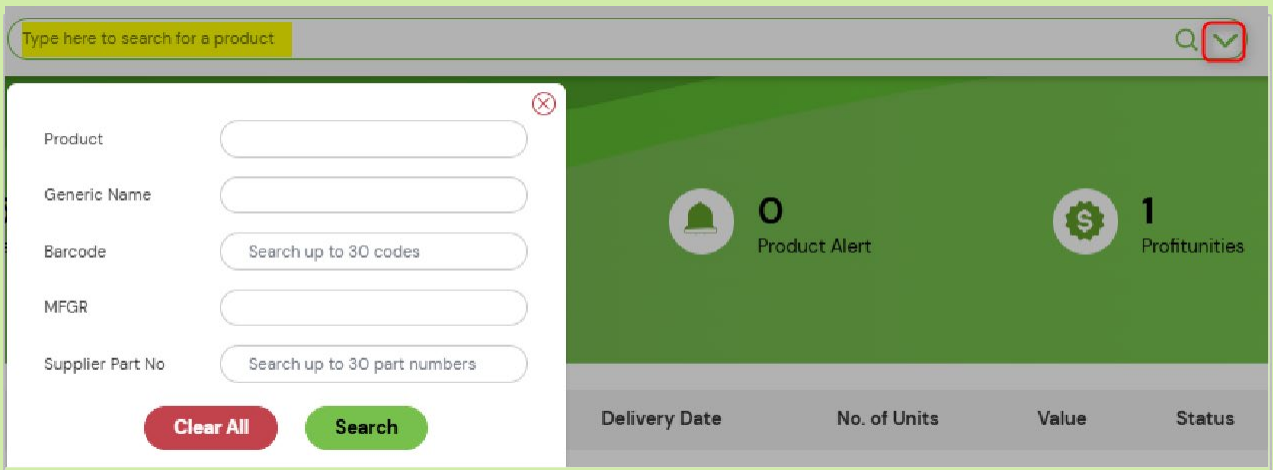
Junee Discount Chemist
Account #1234567
Unable to find product on the Shop Portal.



Click on **arrow** to send chat or press **Enter** on keyboard

Advanced Product Search

Click on "Type here to search for a product" or click on the Down Arrow for an Advanced Search option



To search for a product, key in any of the below and press enter or click on Search :

- Keywords / Product description
- Product Codes (use a space for multiples)
- Generic description
- EAN / Barcode (use a space for multiples)
- Manufacturer
- Supplier part number (use a space for multiples)

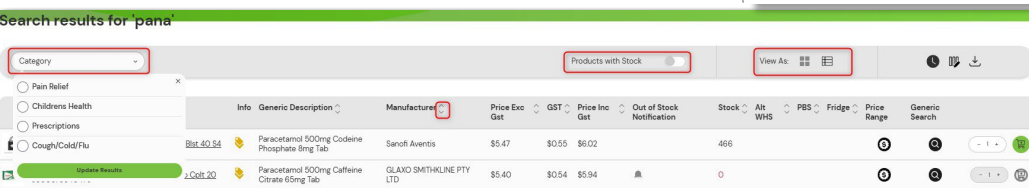
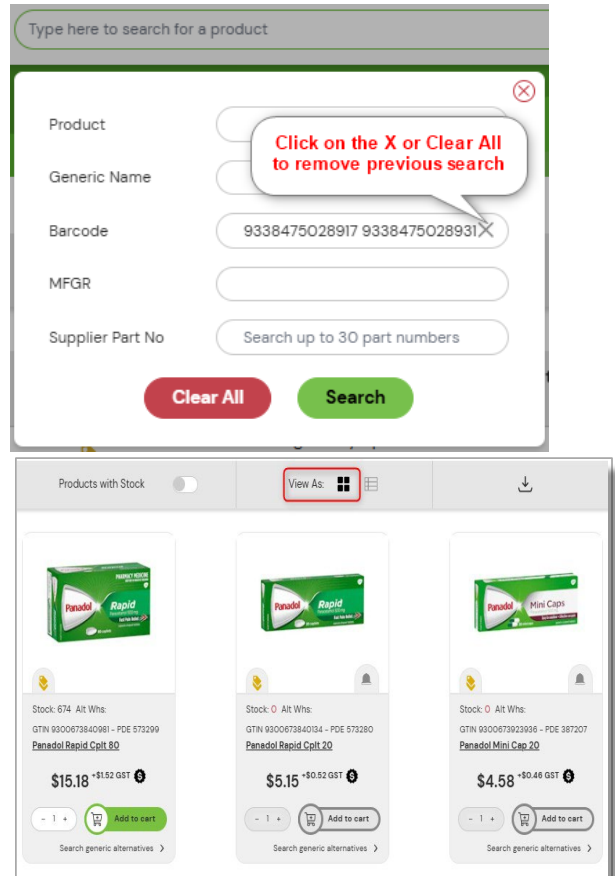
Product Search Results

You can further refine your search by making use of the below options:

- Brand
- Category
- Grid or List view
- Sort By
- Products with Stock

NB: Pricing shown is for illustrative purposes only.

Click on the product in either view to be taken to the Product Detail page



Product Details

See images of the products as well as details including Symbion PDE code, Unit of Measure and Stock Availability.

To add the item to your cart, adjust the quantity as desired then click 'Add to Cart'. The item will be added to your shopping cart and the order total will be updated.

NB: Pricing shown is for illustrative purposes only.

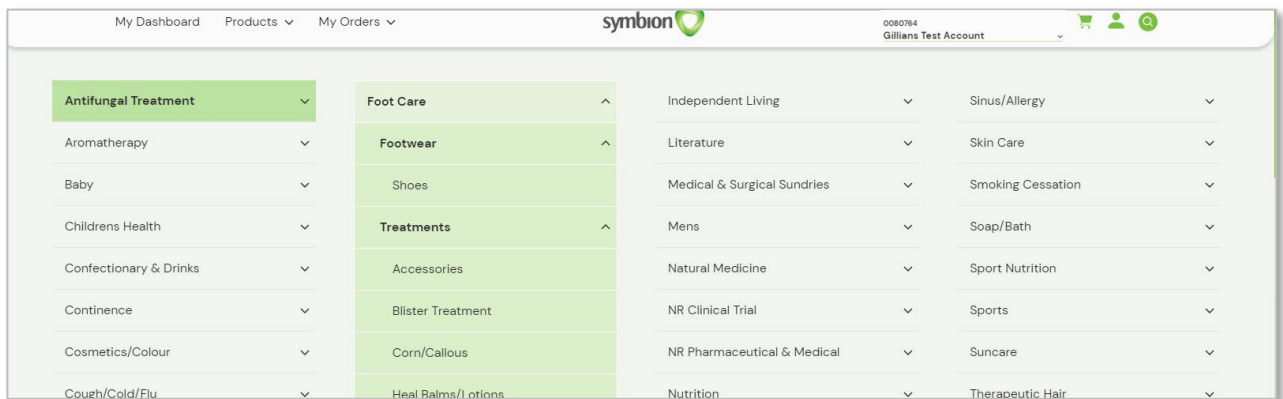


Product Search by Category

- In the top menu click on ▾
- Click on the category description to be taken to the search results showing all the products in the selected category.

Or

- Click on the drop-down arrow next to the category description to the subcategories, then click on a subcategory to be taken to the search results.




Checking for Stock on Hand, Out of Stocks (OOS) & Product Alerts


- Search for your product using either of the Product Search functions
- Available stock will show in the Stock field
- Use the 'Products with Stock' option to remove items which are Out of Stock
- Select Out of Stock Notification to be emailed when stock becomes available


Search results for 'wipes'

Search Brands [v] Category [v] Sort By [v]





Stock: 126 Alt Whs: 0
 GTIN 9317039000866 - PDE 314285
Murine Clr Eye Wipes 30
 \$12.07 ^{-\$1.21 GST}

- 1 + 




Stock: 97 Alt Whs: 0
 GTIN 3031442600142 - PDE 106879
Femfresh Femin Wipes 20
 \$4.58 ^{+\$0.46 GST}

- 1 + 



Stock: 42 Alt Whs: 0
 GTIN 9300701412463 - PDE 468606
Pine O Cln LemLim Wipes 90
 \$5.33 ^{+\$0.53 GST}

- 1 + 

Search results for 'IRB 75 SNZ'

Category [v] Products with Stock [input type="checkbox"/> View As: [grid] [list] [refresh] [print] [download]

PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Exc GST	GST	Price Inc GST	Out of Stock Notification	Stock	Alt WHS	PBS	Fridge	Price Range	Generic Search
375667 9322838008456	Irbesartan_EC_Tab_75mg Blst_30 SNZ		Irbesartan 75mg Tab	Sandoz Pty Ltd					7386					
155489 9334926002338	Irbesartan_QH_Tab_75mg 30		Irbesartan 75mg Tab	DHL Generic Health Consign				<input type="checkbox"/>	0					
102806 9338475096039	APQ_Irbesartan_Tab_75mg Blst_30		Irbesartan 75mg Tab	Apotex Pty Ltd				<input checked="" type="checkbox"/>	560					
461474 9319099002484	Stalevo_Tab_75mg/18.75mg/200mg/100mg SNZ		Levodopa 75mg Carbidopa 18.75mg Entacapone 200mg Tab	Sandoz Pty Ltd				<input checked="" type="checkbox"/>	68					
263966 9319099049267	Estradiol_75mg_Patch_8 SNZ		Estradiol 75mg Patch	Sandoz Pty Ltd				<input checked="" type="checkbox"/>	0					
375713 9322838008425	Irbesartan_HCT_Tab_150mg/12.5mg SNZ		Irbesartan 150mg Hydrochlorothiazide 12.5mg Tab	Sandoz Pty Ltd				<input checked="" type="checkbox"/>	0					

Product Alerts for OOS items can be viewed from the dashboard. Click on 'Cancel' to no longer receive an email notification for that item.

22 Open Orders
 328 Back Orders Pending
 37 Product Returns
 10 Product Alert

Product Notifications Page

Account Number	Account Name	Product Number	Product Description	SOH	Status	Stock Expected	Action
	Pharmacy	444685	Panadol Optizorb Cplt 48	0	Waiting		Cancel
	Pharmacy	203041	Panadol Optizorb Cplt 96	0	Waiting		Cancel

OOS Reason: LI

OOS Description: Mr: OOS Late Delivery

Finding a Price on an Item

- Search for your product using either of the Product Search functions
- Your search results will show the best buy price under the **price Ex GST** column

Search results for 'wipes'

Search results for 'wipes'

PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Exc Gst	GST	Price Inc Gst	Stock	PBS	Fridge	Price Range	Generic Search
314285 9317039000866	Murine Clr Eye Wipes 30			Care Pharma	\$12.07	\$1.21	\$13.28	126			\$	- 1 +
106879 3031442600142	Femfresh Femin Wipes 20			Church & Dwight	\$4.58	\$0.46	\$5.04	97			\$	- 1 +
468606 9300701412463	Pine O Cln LemLim Wipes 90			RB (Hygiene Home) Australia	\$5.33	\$0.53	\$5.86	42			\$	- 1 +

To display further pricing discounts, click on the symbol in the **Price Range** column

Search results for 'wipes'


PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Exc Gst	GST	Price Inc Gst	Stock	PBS	Fridge	Price Range	Generic Search
314285 9317039000866	Murine Clr Eye Wipes 30			Care Pharma	\$12.07	\$1.21	\$13.28	126				- 1 +
106879 3031442600142	Femfresh Femin Wipes 20			Church & Dwight	\$4.58	\$0.46	\$5.04	97				- 1 +
468606 9300701412463	Pine O Cln LemLim Wipes 90			RB (Hygiene Home) Australia	\$5.33	\$0.53	\$5.86	42				- 1 +

Price Rule information

Murine Clr Eye Wipes 30







Quantity	Price	Discount	Deal Expiry
1	\$12.07	H&M	Ongoing


Placing an Order

- Select the account number in the Account dropdown field for the order to be placed against
- Search for your product using either of the Product Search functions
- In your search results type in the quantity required or click on the +/- signs then click the  symbol




Search results for 'wipes'

Search Brands Category Sort By View As: [Grid] [List] [Clock] [Print] [Download]

PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Exc Gst	GST	Price Inc Gst	Stock	PBS	Fridge	Price Range	Generic Search
314285 9317039000866	Murine Clr Eye Wipes 30			Care Pharma	\$12.07	\$1.21	\$13.28	126			\$	<input type="text" value="1"/> 
106879 3031442600142	Femfresh Femin Wipes 20			Church & Dwight	\$4.58	\$0.46	\$5.04	97			\$	<input type="text" value="1"/> 
468606 9300701412463	Pine O Cln LemLim Wipes 90			RB (Hygiene Home) Australia	\$5.33	\$0.53	\$5.86	42			\$	<input type="text" value="1"/> 

Your selection has been added to the cart  which is visible in the top right menu bar. Click on the cart to bring up the contents of your cart.

My Cart Update Cart Clear Cart

Image	Product	CSP ORQ	Tax	Stock	Alt Whs	Fridge	Info	Quantity	Price Exc	GST	Total
	314285 Murine Clr Eye Wipes 30	1	T	126	O		<input type="text" value="1"/>	\$12.07	\$1.21	\$13.28	

This order can be saved as a template for future orders. If you wish to do this please enter an appropriate name for the template and click "save".

Template Name Save

Your Order

Price: \$12.07
Tax: + \$1.21
Total: \$13.28

Checkout

The total value of you order is shown here

To add additional items simply **perform a new product search**

Placing an order (continued)

To place the order when on the cart page press the checkout button

My Cart Update Cart Clear Cart

Image	Product	CSP ORQ	Tax	Stock	Alt Whs	Fridge	Info	Quantity	Price Exc	GST	Total
	314285 Murine Clr Eye Wipes 30	1	T	126	0			- 1 +	\$12.07	\$1.21	\$13.28

Your Order
Price: \$12.07
Tax: + \$1.21
Total: \$13.28
Checkout

This order can be saved as a template for future orders. If you wish to do this please enter an appropriate name for the template and click "save".
Template Name Save

This will take you to 'Submit Order' page to confirm

- Enter your order reference; then
- Press Submit Order



< Back

Submit Order?

Please confirm that the order of 1 products will now be submitted for:

0080764
Gillians Test Account

Your Order Reference
 Submit Order

Other Options on the Cart Page

- You can change the quantity to be ordered. Once done the Checkout button will grey out and update Cart button will change colour



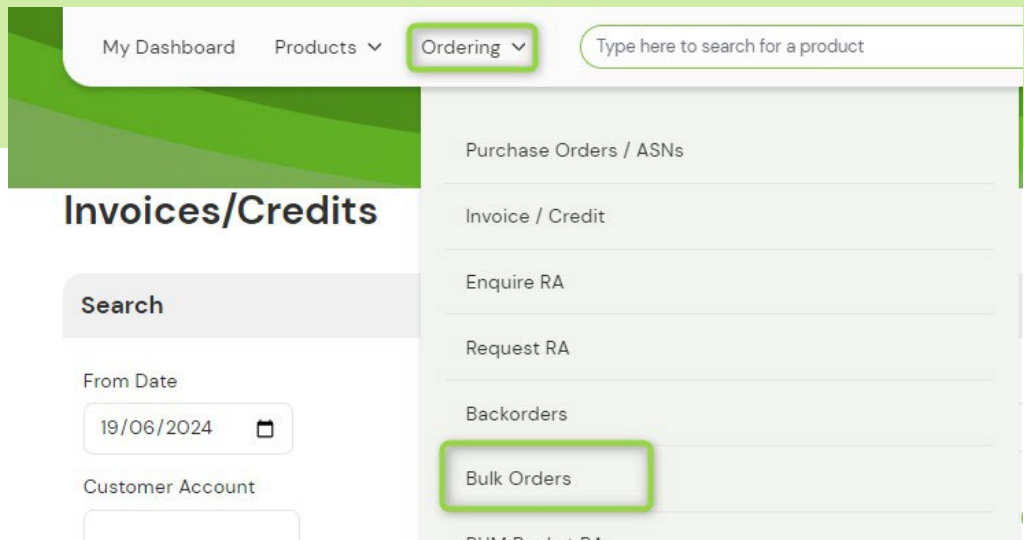
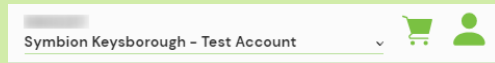
- Press Update Cart to recalculate Your Order value
- An Order can be saved as a template for future use. Give the template a name and press save



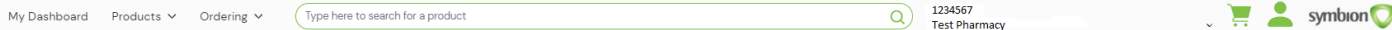
This order can be saved as a template for future orders. If you wish to do this please enter an appropriate name for the template and click "save".
Template Name Save

Placing an Order - Bulk Upload

- Select the account number in the Account drop-down field for the bulk order to be placed against.
- On the top menu, click Ordering > Bulk orders



This will launch the Bulk Upload Order



Bulk Upload Order


Bulk Upload

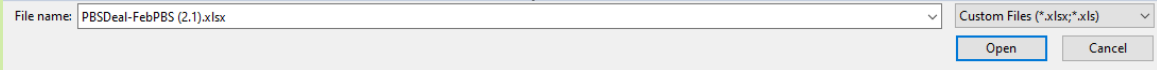
Account number : 1234567 - Test Pharmacy

Upload Order

Please use this template for bulk order.
[Bulk Order](#)

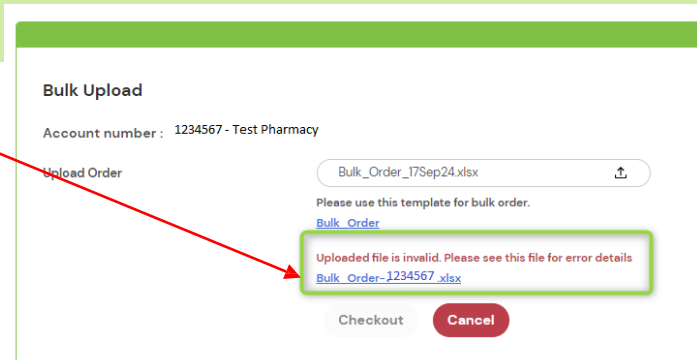
Placing an Order - Bulk Upload (continued)


- Click the Upload icon 
- Select your file from the saved location and click open.



- Once you click 'Open' SHOP will start to review and load the bulk order file.

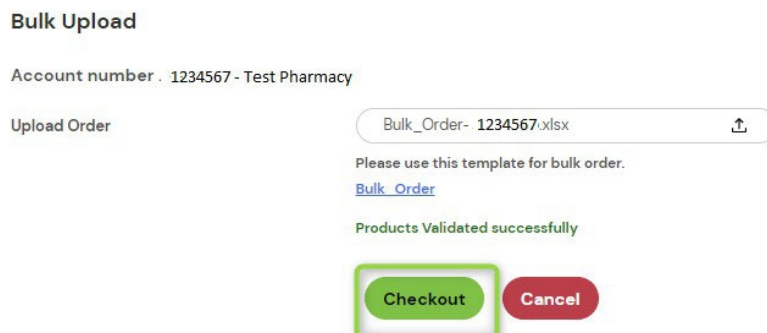
- If there are any errors, a message will display with an updated file to download.
- Click on the Error file to download and review via Excel.



- Once Excel is downloaded it will have a new column: Remarks.
- Review each line with remarks and update lines where required.
- Save and re-upload the updated file 

ProductCode	OrderQty	ForceBackOrder	Remarks
173851	10	Yes	
095788	10		Products maximum limit has been reached. Please remove line Item.
278424	10	No	

- Once it reviews the file and you have all products validated successfully, click Checkout



Placing an Order - Bulk Upload (continued)

- Check out will take you to the cart where you can modify the items or add more items from Product Search or Checkout

My Dashboard Products Ordering 1234567 Test Pharmacy

[Continue Shopping](#)

My Cart

[Update Cart](#) [Clear Cart](#)

Image	Product	CSP ORQ	Tax	Stock	Alt Whs	Fridge	Info	Unit Price Exc GST	Unit Price GST	Unit Price Inc GST	Quantity	Total Price Exc GST	Total GST	Total Price Inc GST	
	173851 Panadol Mini Cap 48	1	F	3571				\$8.55	\$0.86	\$9.41	- 10 +	\$85.50	\$8.55	\$94.05	
	278424 Panadol Osteo Cap 96	1	F	10547				\$10.21	\$1.02	\$11.23	- 10 +	\$102.10	\$10.21	\$112.31	

Your Order

Price: \$187.60
Tax: + \$18.76

Total: \$206.36

[Checkout](#)

This order can be saved as a template for future orders. If you wish to do this please enter an appropriate name for the template and click "save".

[Save](#)

- Once you have the order ready
- Enter your Order Reference
- Click Submit Order

[Back](#)

Submit Order?

Please confirm that the order of 20 units for 2 products will now be submitted for:

Ordering Account Number : 1234567

Test Pharmacy

Your Order Reference

Bulk Order|

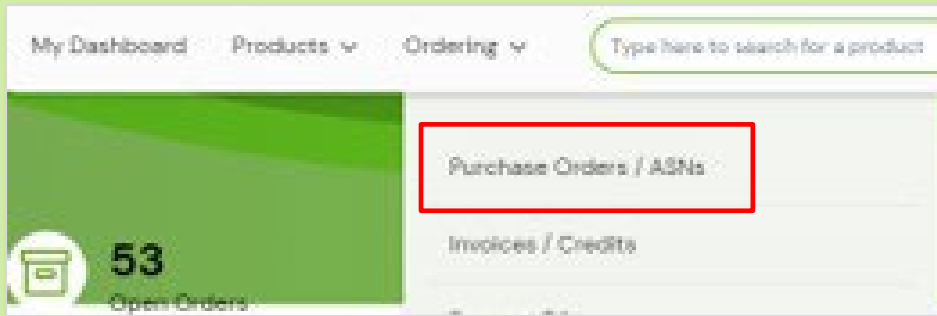
[Submit Order](#)

Remember, any time you get stuck you can always Chat to a customer service team member. Just click on the Message icon in the bottom Right hand corner of your screen



Viewing the status of an order

- The Purchase Order screen allows you to see all the orders placed on your accounts via your POS, head office, supplier allocation or SHOP
- From the menu bar across the top of the screen, click on My Orders, then choose Orders from the drop-down menu or click on the Open Orders tile



Your orders will be displayed in a table which can then be:

- Filtered by using the Search options

Purchase Orders

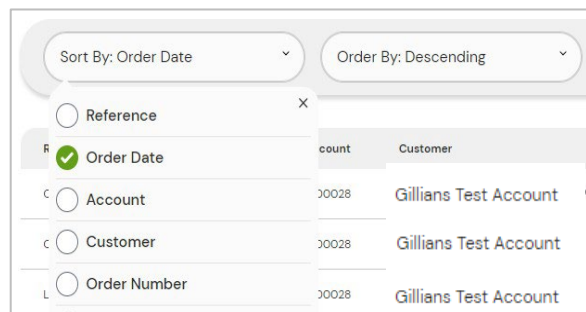
Search

From Date: dd/mm/yyyy To Date: dd/mm/yyyy Customer Reference: Sales Order Number: Customer Account: Approval Status: Unapproved Only

Sort By: Order Date Order By: Descending Show: 24 36 48 60

Reference	Order Date	Account	Customer	Order Number	Value	GST	Status	Est Dispatch	Dispatch Date	Warehouse	Action
ORDER_3	10-11-2022	0080764	Gillians Test Account	027309941	\$30.22	\$2.75	In Picking	11-11-2022		ADE	Choose Action... View <input type="button" value="Print"/>
ORDER_2	10-11-2022	0080764	Gillians Test Account	027309940	\$33.49	\$3.04	In Picking	11-11-2022		ADE	Choose Action... View <input type="button" value="Print"/>
LP_3	09-11-2022	0080764	Gillians Test Account	027309934	\$20.52	\$1.87	In Picking	10-11-2022		ADE	Choose Action... View <input type="button" value="Print"/>
LP_1	08-11-2022	0080764	Gillians Test Account	027309923	\$820.60	\$74.60	In Picking	09-11-2022		ADE	Choose Action... View <input type="button" value="Print"/>

Sorted by each field in an ascending or descending manner




Viewing an order

From the purchase order screen click on view button to be taken to the order details.

Order Details										
Reference Number	PRE-PVT									
Order Date	22-11-2022									
Account	0080764									
Customer	Gillians Test Account									
Order Number	O171310445									
Value	\$33.53									
GST	\$3.05									
Status	Complete									
Expected Dispatch Date	23-11-2022									
Dispatch Date	22 Nov 22									
Warehouse	PER									

Line	Code	Description	OrigQty	ActQuantity	Supply	Invoiced	PriceUnit	Total	Gst	Oos
1	136026	Vicks Inhal	4	4	4	4	7.62	\$30.48	\$3.05	

The  dropdown lets you either request to *cancel the order or re-order the complete order.

With either selection you will be asked to confirm.

Are you sure you want to cancel this order?

Are you sure you want to add the products from this order to your cart?

***Requesting to cancel an order** will send an email to customer service to review and action though this does not guarantee the order will be cancelled.

Delivery Delays

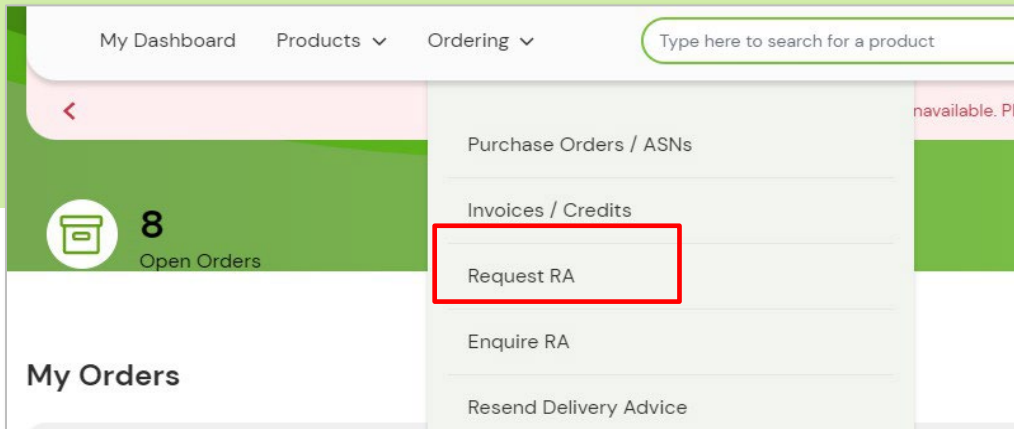
In the event of a delivery delay, Symbion will:

- **Notify your store via email** as required where the delay may be state-wide or caused by unforeseeable circumstances
- **Display a notification via your SHOP account**
 - The notification will be displayed under the menu bar across the top of the screen and include the account number, run number, date and time related to delay
 - The notification will remain on the screen until midnight
 - The notification will include the estimated delay

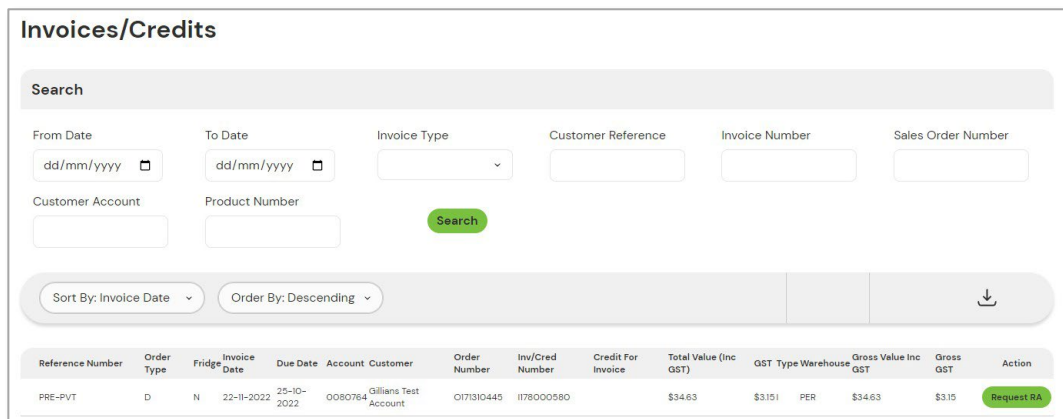
Returns

Requesting a credit [return authority (RA)]

From the menu bar across the top of the screen, click on Ordering, then choose Request RA from the drop-down menu



Your invoices will be displayed in a table which can then be filtered by using the Search options



Select the invoice which contains the item you are requesting a credit and press the green **Request RA** button



Returns (Continued)

- Once Request RA is pressed the detailed Request Return Authority screen is shown.
- For the item you are requesting a credit, type in the return quantity (Under Return QTY column) and select a reason (under RA Reason column)

Request Return Authority

Search for and select the relevant Invoice/ Credit to request an RA

Selected Invoice for RA

Reference: PRE-PVT
Invoice Date: 2022-11-22
Account: 0080764
Warehouse: PER
Customer: Gillians Test Account
Order Number: O171310445
Inv/ Cred Number: 1178000580
Pricing Order Type:

Online RA's are not available for Turnovers, Refrigerated Lines, Controlled Drugs Cytotoxics, SAS and NDSS products
Supplier Approval is required.

Line Code	Description	Class	Supplied	Fridge	Available Return QTY	RA Reason	Expiry Date	Item Received (EAN or PDE)	Product Description
1	136026 Vicks Inhal	OTC	4	X	1	Please Select	dd/mm/yyyy		

Validate Cancel

When you have completed all the lines for credit click Validate

Validate Cancel

* If you make an error, simply click cancel to start again or make changes to the selection

Type in the name of the person requesting the credit and the number of RA labels required then click Submit

Line Code	Description	Class	Supplied	Fridge	Available Return QTY	RA Reason	Expiry Date	Item Received (EAN or PDE)	Product Description
2	240435 Vicks Actin C&F Day Ril Tab 24	OTC	2	X	2	2	Dated on Delivery	01/01/2023	
4	173851 Panadol Mini Cap 48	OTC	4	X	4		dd/mm/yyyy		
5	404268 Paracetamol Osteo SR Tab 665mg 8tle96	ETH	2	X	2		dd/mm/yyyy		

Requested By:

No of Parcels:

Dated on Delivery:

Submit Cancel

Write down the RA number provided and place with the goods

Your RA has been successfully submitted with the following number (s):
6782480

Returns (Continued)

Returning your stock to Symbion

Metro / dedicated routes / stores receiving plastic totes

- The driver will provide an RA label on their next available route scheduled for pickups
- Place product into a bag (or cardboard box for multiple products), stick the RA label on the bag or cardboard box and hand to the driver
- For Schedule 8 (S8) drugs, the pharmacist should place the product into a box and hand to the driver. The driver opens this in the dispatch office upon their return to the warehouse

Country / network routes / stores receiving cartons

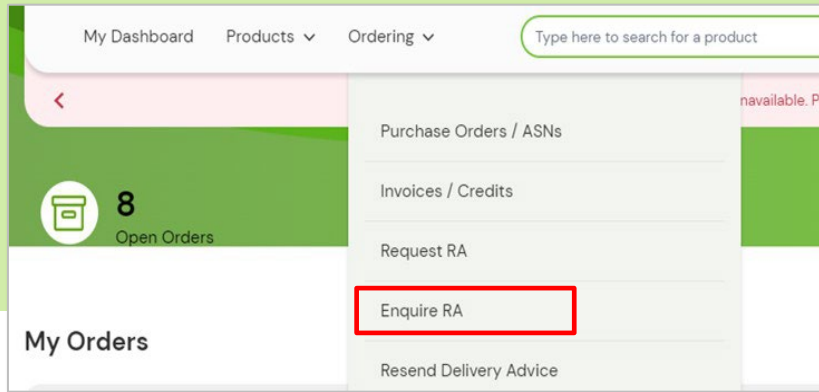
- Place product/s (including S8) drugs) into a cardboard box. Stick the RA label along with the provided freight consignment note label to the box and hand to the driver.

Credit Policy

- RA Requests are to be **created by the store within SHOP**
- Controlled or Cytotoxic drugs: **Please contact customer service if the return is due to a pharmacy error**
- Requests should be created **within 24 hours from the date of invoice** for credits due to:
 - Short sent
 - Damaged
 - Wrong stock received
 - Dated on delivery
- **Requests should be created within 48 hours from the date of invoice** for credits due to pharmacy error
- All credits must be returned to Symbion within **1 months** of the RA request date. If stock is not sent back to Symbion within this period, the RA will be closed

Viewing Open Returns for the store

From the menu bar across the top of the screen, click on Ordering, then choose Enquire RA from the drop-down menu



Enter your parameters as required or leave as default and click Search

Enquire RA

Search

Account Number Invoice Number RA Number [Search](#)

Your Open RA's will be listed

Found 12 RAs.

Status	RA Number	RA Date	Invoice Number	Invoice Date	RA Reason	Account	Account Name	Warehouse	Request By	View
Acknowledged	6782487	23-11-2022	1178000580	22-11-2022	Pharmacy Error	0080764	Gillians Test Account	PER	tri	View

Understanding the credit (RA) status

Your credit status (under Status column) confirms the stage of the RA

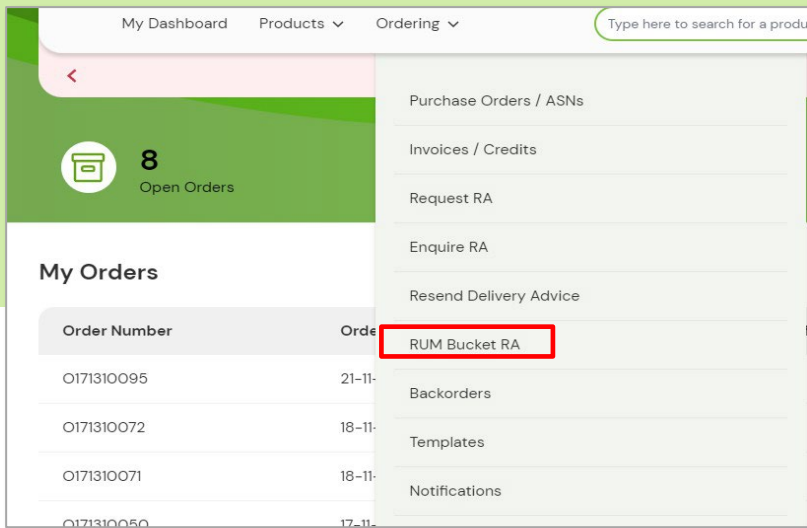
- **Acknowledged** – Request has been submitted to Symbion and is pending approval
- **Approved** – Request has been accepted The driver will bring along the RA label (s) on your next available delivery scheduled for pickups
- **To view further details** for the item you are returning (item or quantity for return), click the view button

RA Details						
Status	Acknowledged					
RA Number	6782487					
RA Date	23-11-2022					
Invoice Number	I178000580					
Invoice Date	2022-11-22					
Account	0080764					
Account Name	Gillians Test Account					
Warehouse	PER					
Requested By	tri					

Line Number	Product Code	Description	QTY Entered	QTY Authorised	Status	Reason
1	136026	Vicks Inhal	1		Open	Pharmacy Error

RUM Bucket Credit (RA)

From the menu bar across the top of the screen, click on Ordering, then choose Rum Bucket RA from the drop-down menu



Type in the number of RUM buckets to be collected and click submit

A screenshot of the 'RUM Bucket RA' form. The form has a title 'RUM Bucket RA' and a 'Request' section. Below the title, there is a label 'Number of Buckets' followed by an empty text input field. A red banner below the input field contains the text: 'Please click [here](#) to download the dangerous goods declaration form. Please fill in the form and hand over along with the RUM bucket.' At the bottom of the form is a green 'Submit' button.

Write down the RA number provided and place with the bucket (s)

A screenshot of the 'RUM Bucket RA' form after submission. A green banner at the top of the form area displays the message: 'Your request is successful, the RA number is 6782482'. Below this, the 'Number of Buckets' label is followed by a text input field containing the number '2'. The same red banner with the declaration form download link is present. A green 'Submit' button is at the bottom.

Fill out the dangerous good declaration with each RUM bucket return

NOTE: The declaration is available by clicking 'here' (opens a new window). Print, Fill Out and return with Rum Bucket (s). Refer to the Dangerous Good Manifest on how to fill out.

RUM Bucket Credit (RA)



DANGEROUS GOODS MANIFEST

MUST BE KEPT IN CABIN WITH DRIVER

Consignor		Consignee	
Company Name		Company Name	
Address		Address	
Contact Name		Contact Name	
Phone Number		Phone Number	

Substance Name	UN number	Dangerous Goods Class	Sub Risk	Packing Group	Type of outer packing	No of Packages	Aggregate Quantity* (L)	Hazchem Code
Medicine, Liquid, Toxic, N.O.S.	1851	6.1	-	II	PKG			2X
Medicine, Solid, Toxic, N.O.S.	3249	6.1	-	II	PKG			2X
Medicine, Liquid, Flammable, Toxic, N.O.S.	3248	3	6.1	II	PKG			•3WE(3) •3W

Consignor (Pharmacy) to complete these sections & provide copy for pick up by transport company.

* The vehicle transporting these dangerous goods does not have to be placarded for a maximum aggregate quantity up to 1000 kg/L.

ENSURE ALL PACKAGES ARE RESTRAINED WITHIN THE VEHICLE

RA Number _____

Date _____

Customer Signature

NOTE: To obtain an editable form please contact Symbion Customer Service

Product Recalls

Any product recalls requested by suppliers will be placed onto the SHOP portal under Notifications “Product Recall”

- Arrange to return an item on recall by clicking on the applicable link
- A PDF link to the form will appear at the bottom of the screen
- Click to open a copy of the recall form

The screenshot shows a 'Notifications' section with two main categories: 'Latest' and 'Product Recall'. The 'Latest' category lists three items: 'Paxlovid expiry date extension – July 2023', 'Glucagen Hypokit – Patient Level Shortage', and 'Order Quantity Restrictions – 7th July 2023'. The 'Product Recall' category lists three items: 'URGENT MEDICINE RECALL – Syquet Tab 25mg RA...', 'Customer Product Recall RA – Sabril 500mg', and 'URGENT – PRODUCT RECALL – Natural Instinct Kid...'. Both categories have a 'View all' link with a right-pointing arrow.

Complete the Recall form and email to Symbion

NSW: NSW.customer.service@symbion.com.au

TAS: TAS.customer.service@symbion.com.au

QLD: QLD.customer.service@symbion.com.au

SA: SA.customer.service@symbion.com.au

VIC: VIC.customer.service@symbion.com.au

WA: WA.customer.service@symbion.com.au

* An RA will be created for the recall, and you will be sent the RA number via email

Bag or box up all items for the recall, and return the stock to Symbion (outlined on Page 16)

- Attach the RA label (Provided by the driver) to the bag or box
- Hand the bag or box back to the driver to return to Symbion

Example of Recall form



CUSTOMER PRODUCT RECALL Return Authority

In consultation with the Therapeutic Goods Administration (TGA), Sandoz is recalling specific batches of Metformin Sandoz 1000 mg Tablet 90s Blister listed below.

Sandoz Pty Ltd has initiated this batch specific recall as an internal assessment confirmed the detected levels of N-Nitroso-dimethylamine (NDMA) in Batch Number E920021 of Metformin Sandoz 1000 mg film-coated tablets is above the current limits set by the TGA.

Sandoz has advised that pharmacies should return all stock of the following product/s with specified batch number to their place of purchase:

PDE	Description	Batch Number	Expiry	Qty
949841	Metformin Tab 1000mg Blst 90 SNZ	E920021	Jan 2025	

**STOCK MUST BE RETURNED NO LATER THAN
29th FEBRUARY 2024**

**THIS FORM MUST BE COMPLETED IN FULL AND RETURNED WITH THE GOODS.
PLEASE COMPLETE THE DETAILS BELOW:**

To obtain a RA number for return, please complete the form and either email your customer service team

	RETAIL PHARMACY	HOSPITAL
NSW	NSW.customer.service@symbion.com.au	NSW.Hospitals@symbion.com.au
QLD	QLD.customer.service@symbion.com.au	QLDHospital@symbion.com.au
VIC	VIC.customer.service@symbion.com.au	VIC.Hospitals@symbion.com.au
TAS	TAS.customer.service@symbion.com.au	Customerservice.TAS@symbion.com.au
SA	SA.customer.service@symbion.com.au	SA-NT.Hospitals@symbion.com.au
WA	WA.customer.service@symbion.com.au	WA.Hospitals@symbion.com.au

Pharmacy Name:	
A/C Number:	
Invoice No:	
RA Number	
Date:	
Name:	
Signature:	

Placing a Backorder

Backorder Availability – A product cannot be placed on Backorder for the following reasons:

- No Longer Stocked by Symbion
- Discontinued by the Supplier
- Replaced by another product

To Check the OOS reason, refer to Page 7.

Force Backorder allows you to place an OOS item on Backorder.

Select the account number in the Account drop-down field for the order to be placed against. Search for your product using the Product Search function outlined on Page 5.

In your search results table where the Stock is equal to zero and backorders are allowed, you can still add these items to the cart

PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Exc Gst	GST	Price Inc Gst	Stock	PBS	Fridge	Price Range	Generic Search
061395 9314839019555	Ego Azclear ActionMoist SPF3Q 120ml			Ego Pharmaceuticals Pty Ltd	\$11.31	\$11.3	\$12.44	76				

A Force backorder screen appears. Click Yes to backorder or No to return to the search results

Force backorder

Product Panadol Extra Rapid and OptizorbPPk has limited or no remaining stock. Would you like to back order this product?

Yes No

Hover over this icon to see if the item is already on backorder
Continue to place or submit order as outlined on Page 9

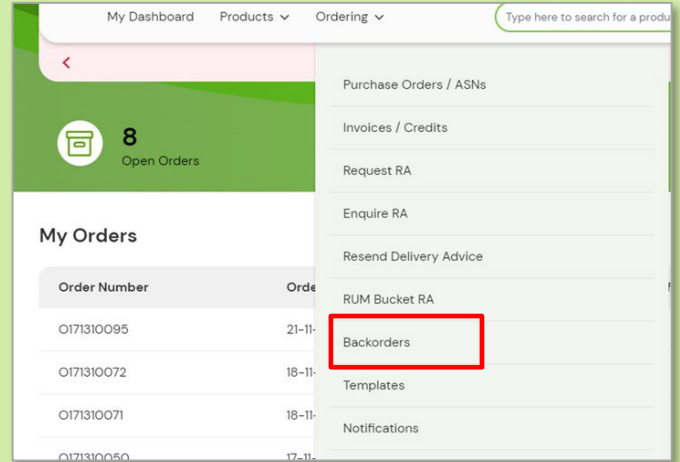


Backorders

Use this function to:

- Review current Backorders
- Request Backorder cancellations

From the menu bar across the top of the screen, click Ordering, then choose Backorders from the drop-down menu or click on Backorders Pending tile on the Dashboard



Review backorders then select lines to be cancelled and click the Cancel button

Your Ref	Order Type	Date	Account	Name	Order	Product No	Description	Ord Qty	BO Qty	BO ETA	Price	Warehouse	Cancel
TRUL OZEM		18-06-2023	1234567	The Pharmacy	O188069508	533009	Trulicity P.F Pen 1.5mg 0.5mL x4	3	3			TOW	<input checked="" type="checkbox"/>
TRUL OZEM		18-06-2023	7894561	Pharmacy	O188069508	691313	Ozempic 0.25 0.5mg P.F Pen 1.5ml x1	3	3			TOW	<input type="checkbox"/>
TRUL OZEM		18-06-2023	0011111	Pharmacy	O188069508	691283	Ozempic 1mg P.F Pen 3ml x1	3	3			TOW	<input checked="" type="checkbox"/>
B O17 6		17-06-2023	0123456	Yacmarhp	O188058724	054941	Maxolon LI Amp 10mg 2ml 10	1	1			MEL	<input type="checkbox"/>

Click OK to confirm back-order cancellation



This will then process the cancellation



Once complete a notification will display the cancellation results

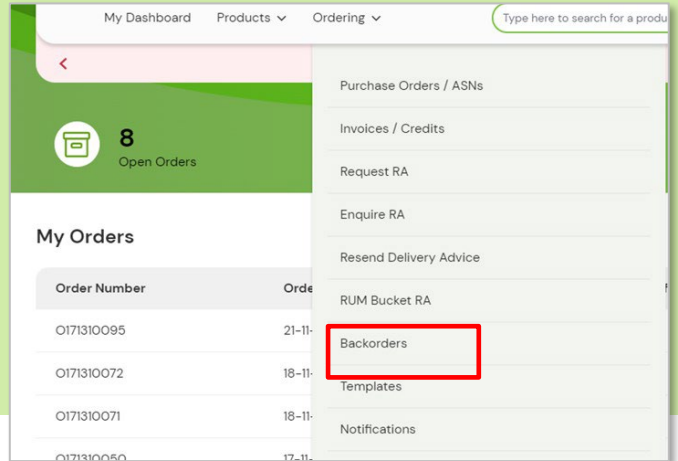


Backorders (continued)

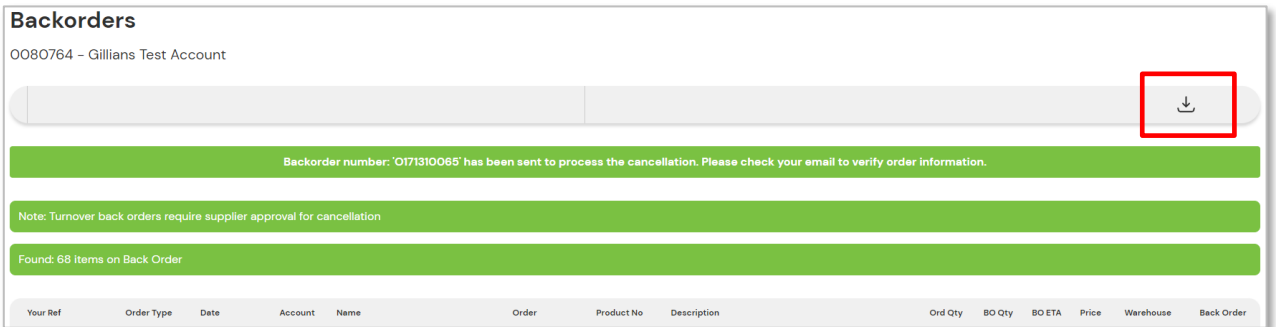
Use this function to:

- Export Backorder list to Excel

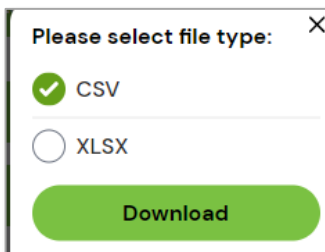
From the menu bar across the top of the screen, click Ordering, then choose Backorders from the drop-down menu



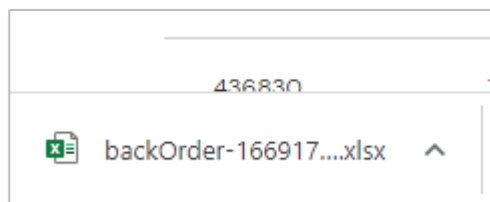
Click on the download icon to view and filter Backorder list through excel.



Select the file type to export



Click on the file that pops at the bottom of your web browser to open excel

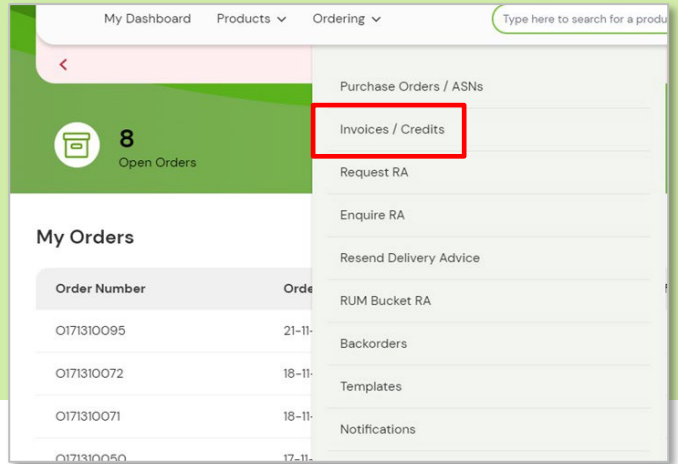


Invoices/Credits

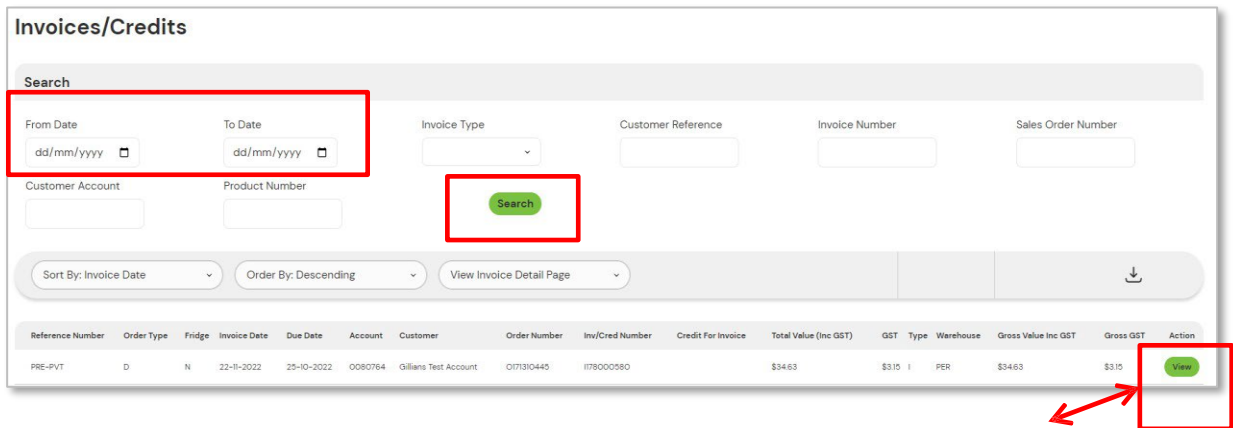
Use this function to:

- View invoices/credit notes
- Search for a product on an Invoice
- Resend or print invoices/credits

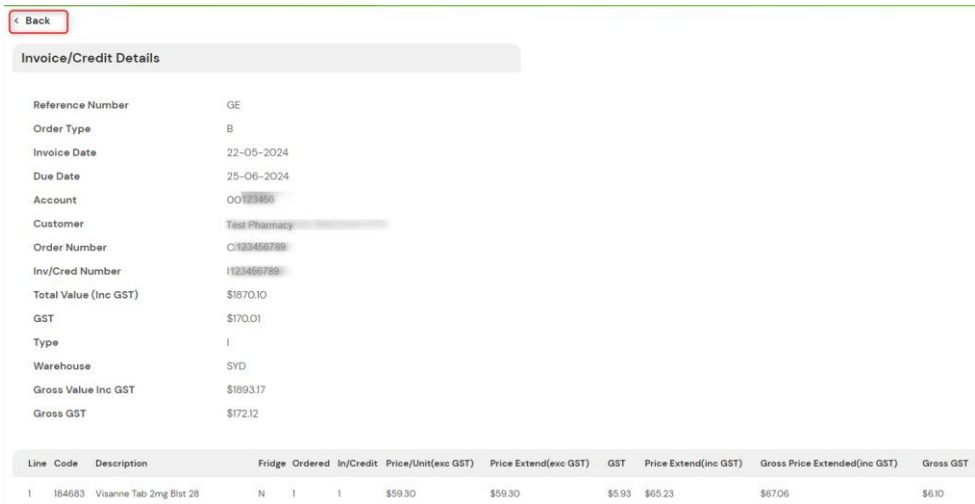
From the menu bar across the top of the screen, click My Orders, then choose Invoices/Credits from the drop-down menu



Click on the Calendar buttons to select dates or leave as blank then click on the Search button



View invoices/credits as required by clicking on the view button



Click Back to return to the listing

Invoices/Credits (continued)

To search for a particular product on an Invoice, key in the Symbion PDE into the product number field and click the Search button

Invoices/Credits

Search

From Date: dd/mm/yyyy
To Date: dd/mm/yyyy
Invoice Type: [Dropdown]
Customer Reference: [Text]
Invoice Number: [Text]
Sales Order Number: [Text]
Customer Account: [Text]
Product Number: [Text]
Search: [Button]

Sort By: Invoice Date | Order By: Descending | View Invoice Detail Page

Reference Number	Order Type	Fridge	Invoice Date	Due Date	Account	Customer	Order Number	Inv/Cred Number	Credit For Invoice	Total Value (Inc GST)	GST	Type	Warehouse	Gross Value Inc GST	Gross GST	Action
PRE-PVT	D	N	22-11-2022	25-10-2022	0080764	Gillians Test Account	017310445	I178000580		\$34.63	\$3.15	I	PER	\$34.63	\$3.15	View

To resend invoices/credits via email, from the search options click on the drop-down and select request Tax Invoice

Sort By: Invoice Date | Order By: Descending | **Request Tax Invoice** [Dropdown]

- View Invoice Detail Page
- Request RA
- Request Tax Invoice**

Submit [Button]

Reference Number	Order Type	Fridge	Invoice Date	Due Date	Account	Customer	Order Number	Inv/Cred Number	Credit For Invoice	Total Value (Inc GST)	GST	Type	Warehouse	Gross Value Inc GST	Gross GST	Action
PRE-PVT	D	N	22-11-2022	25-10-2022	0080764	Gillians Test Account	017310445	I178000580		\$34.63	\$3.15	I	PER	\$34.63	\$3.15	View

Click the box to select the invoice then press submit

To request multiple Tax invoices, click all the relevant boxes and press submit

Tax Invoice Request

This service allows you to request tax copies. Your tax copies may take some time to generate so we will deliver the tax copies to your registered email address automatically.


Invoice/Credit Numbers: I178000580
Email Address: symbioncustomerservice@symbion.com.au
Document Type: Tax Invoice and Delivery Advice [Dropdown]

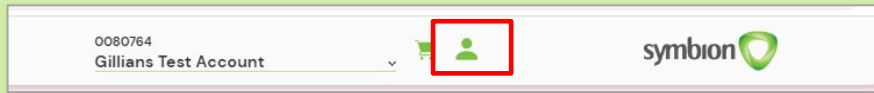
Request Tax Invoice/Credit Copies [Button]

Review selection and choose the desired Document Type then click on the Request Tax invoice/Credit Copies. Options are Tax Invoice and Delivery Advice, First page of Tax Invoice/Credit or Tax Invoice/Credit

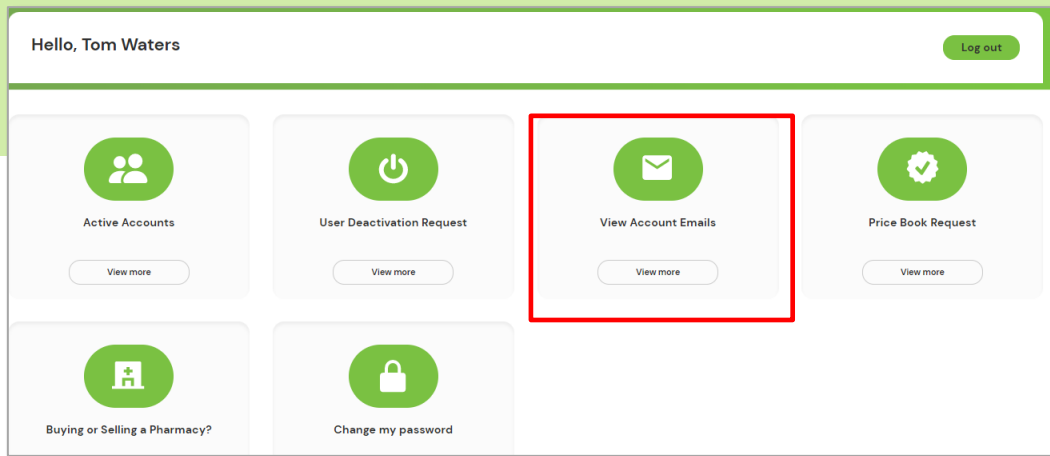
Confirmation message will be displayed, and invoices/credits will be sent to the email address linked to the SHOP user

Updating Email Addresses

From the menu across the top of the screen, click on the  icon

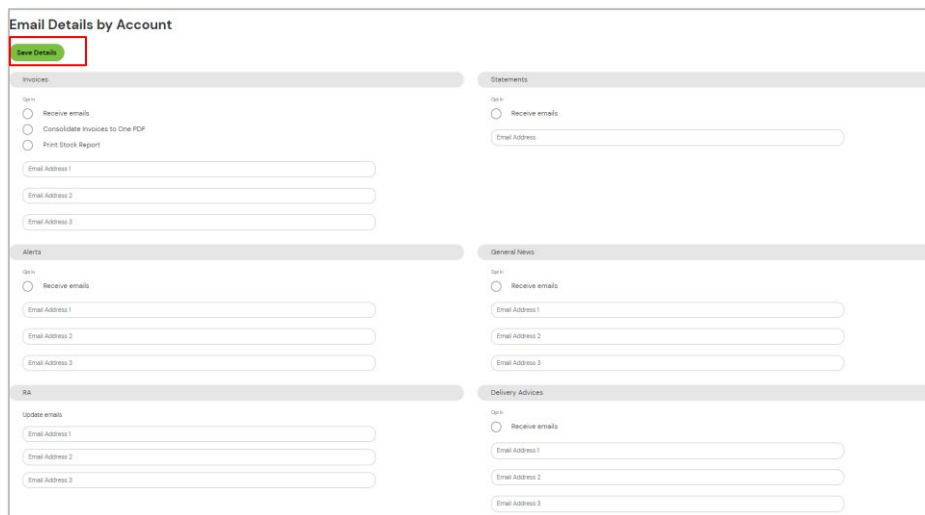


Click view more on the View Account Emails tile



Click the relevant “Opt In” box for each option to be updated and enter the email addresses. Click Save Details to submit changes

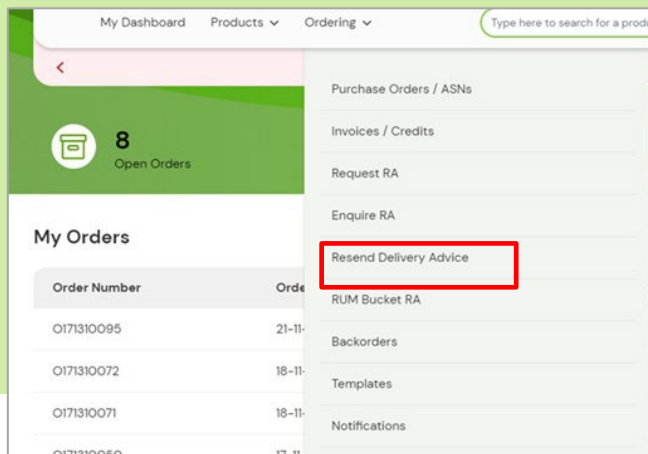
Note: From this screen you can update email addresses for Invoices, Statements, Alerts, General News, RA's and Delivery Advices.

A screenshot of the 'Email Details by Account' form. The 'Save Details' button at the top left is highlighted with a red box. The form is divided into two columns. The left column contains sections for 'Invoices', 'Alerts', and 'RA'. The right column contains sections for 'Statements', 'General News', and 'Delivery Advices'. Each section has a 'Opt In' radio button and three email address input fields.

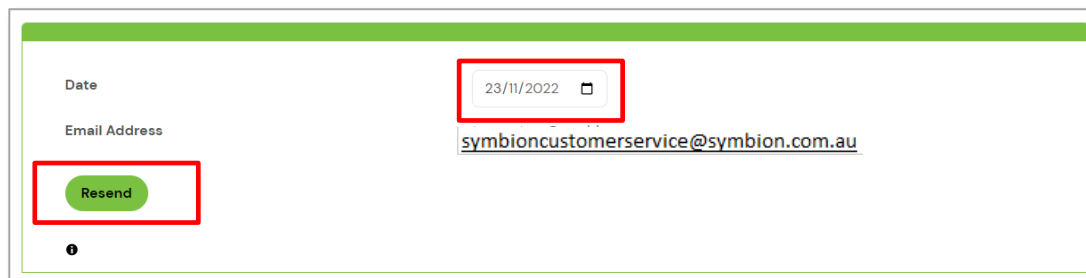
Note: By ticking the “Opt In” box and providing one or more email addresses, you are opting to have that document sent to you by email only. To receive a paper copy, untick the “Opt In” box. (Paper fees may apply)

Resending Electronic Delivery Advices

From the menu across the top of the screen, click on Ordering then Resend Delivery Advice



Click on the calendar icon to select the desired date then click resend



Note: Original Consolidated Delivery Advices can only be resent from the last 5 days. All other dates will be blocked out from the calendar. For outside of 5 days, you can resend individual delivery advices via invoices/credits – (refer Page 11)

Note: Delivery Advice will be sent to the email address registered to the SHOP username. To resend to the email address linked to the account number contact Customer Service.

A confirmation message will appear once the delivery advice has been resent

If there are no delivery advices against the date selected, you will receive an unsuccessful message. Try a different date or contact customer service for further assistance.

Templates – Saving an order as a Template

When you place an order, you have the option of saving the order as a Template for future use.

This will bring up the page to Submit the order.

- Enter Template Name
- Press Save

My Cart Update Cart Clear Cart

Image	Product	CSP ORQ	Tax	Stock	Alt Whs	Fridge	Info	Quantity	Price Exc	GST	Total
	314285 Murine Clr Eye Wipes 30	1	T	126	O			- 1 +	\$12.07	\$1.21	\$13.28

Your Order

Price: \$12.07
Tax: + \$1.21
Total: \$13.28
Checkout

This order can be saved as a template for future orders. If you wish to do this please enter an appropriate name for the template and click "save".

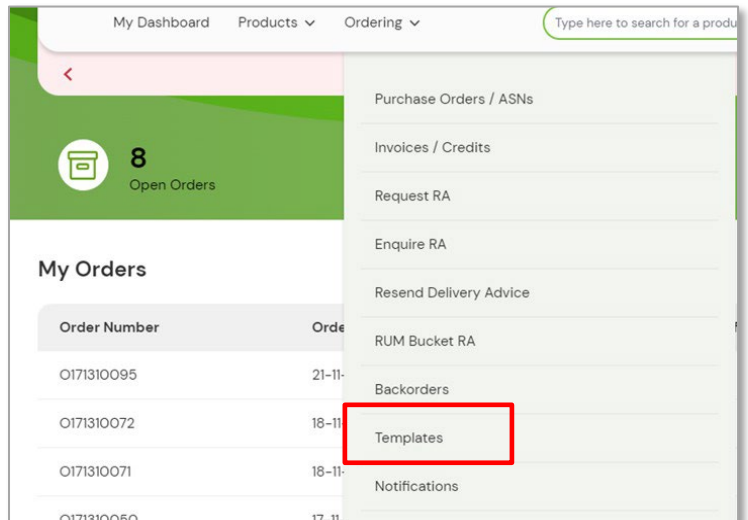
Save

Templates

Use this function to:

- Access previously saved templates

From the menu bar across the top of the screen, click Ordering, then choose Templates from the drop-down menu



Templates


The list of saved templates will be displayed with the options to:

- Click Edit to edit the Name of the Template
- Click Delete to delete the Template

Template Name	Sum of items in the template		
Oral B	10	Edit	Delete

Click on the template name to view the templated order products

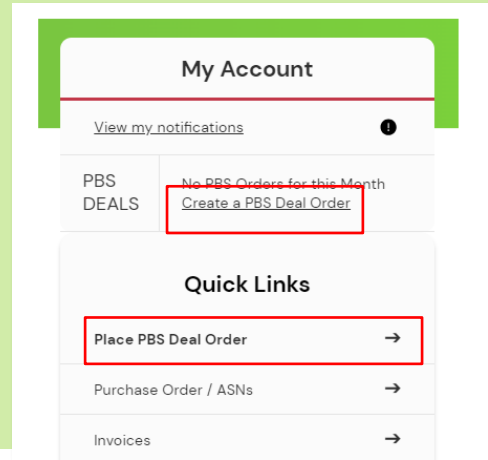
- In the Quantity column select the number of units for each item
- To remove a product from the template press delete
- When complete press the Place into Cart button
- Items are added to the cart, click on the cart icon to continue to submit (refer to page 9)

Template: Oral B			
Place Into Cart			
Item No	Product Code	Description	Quantity
1	350435	Oral B Vtly Kids Stages Star Wars	<input type="text" value="1"/> - + Delete
2	674508	Oral B TBr I/Dent Size 0-1 20pk	<input type="text" value="1"/> - + Delete
3	348260	Oral B TPaste Gum & Enamel 110g	<input type="text" value="1"/> - + Delete
4	523968	Oral B Floss Pro Hlth GL Clinc 40m	<input type="text" value="1"/> - + Delete
5	412120	Oral B TBr ARnd F/Cln 40 Med x6	<input type="text" value="1"/> - + Delete
6	621927	Oral B TBr Prof Care 500	<input type="text" value="1"/> - + Delete
7	668281	Oral B Interdental Brushes 10pk x6	<input type="text" value="1"/> - + Delete
8	922536	Oral-B TPaste Gum Care & ABac 110g	<input type="text" value="1"/> - + Delete
9	535044	Oral B Floss Waxed 50m	<input type="text" value="1"/> - + Delete
10	513407	Oral B TPaste Gum Wht 110g	<input type="text" value="1"/> - + Delete

PBS Deal

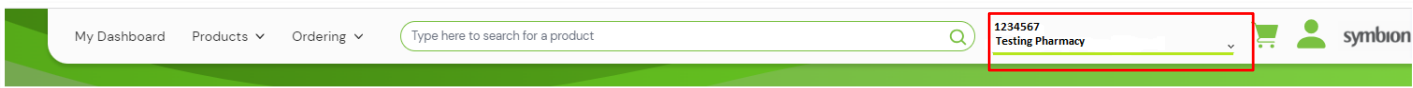
Under My Account in the Quick links:

- Click – Create a PBS Deal Order
- Or
- Click - Place PBS Deal Order



To place a PBS Deal

- Select your account number from the drop-down box




- Enter the quantity to order into the order QTY field

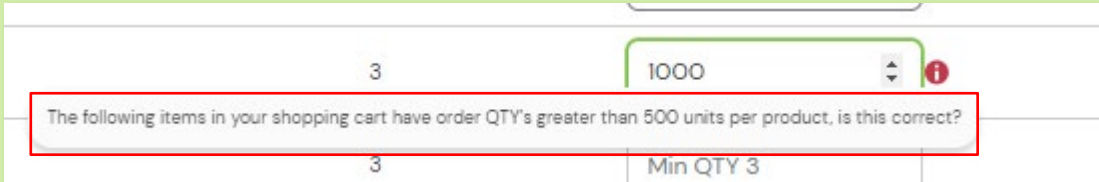
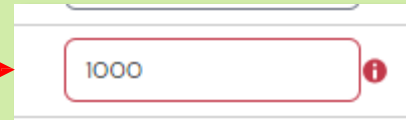
The screenshot shows the 'PBS Order Form' with a table of products. A red arrow points to the 'Force Back Order' checkbox for the 'Celestone M 0.02g Crm 100g' item. The 'Order QTY' field for this item is set to 3.

Product Description	Symbion Item Code	Special Price (Ex GST)	Stock	Alt WHS	Force Back Order	Min Order QTY	Order QTY	Subtotal (Ex GST)
Celebrex Cap 200mg 30 **NEW**	064653	\$4.23	6396		<input type="checkbox"/>	3	10	\$42.30
Celestone M 0.02g Crm 100g	354082	\$7.47	0		<input checked="" type="checkbox"/>	3	3	\$22.41
Cellufresh EDtps 0.4ml 30	245186	\$5.92	7178		<input type="checkbox"/>	3	4	\$23.68
Celluvisc 0.4ml 30	508403	\$5.92	3251		<input type="checkbox"/>	3	3	\$17.76
Cipramil Tab 20mg 28	563803	\$15.20	650		<input type="checkbox"/>	3	Min QTY 3	\$0.00
Codalgin Forte Tab 500/30mg Blist 20	173428	\$2.79	982		<input type="checkbox"/>	3	Min QTY 3	\$0.00

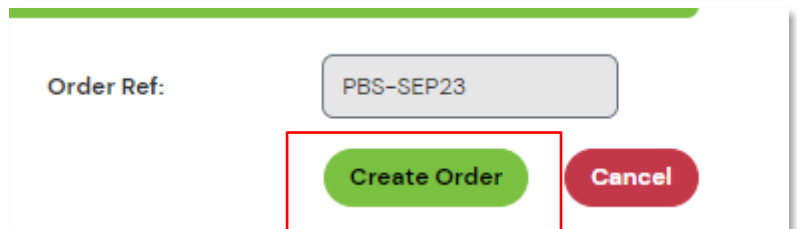
Note: When an item is OOS, you can opt to backorder by checking the Force Back Order box then entering the QTY to backorder

PBS Deal (continued)

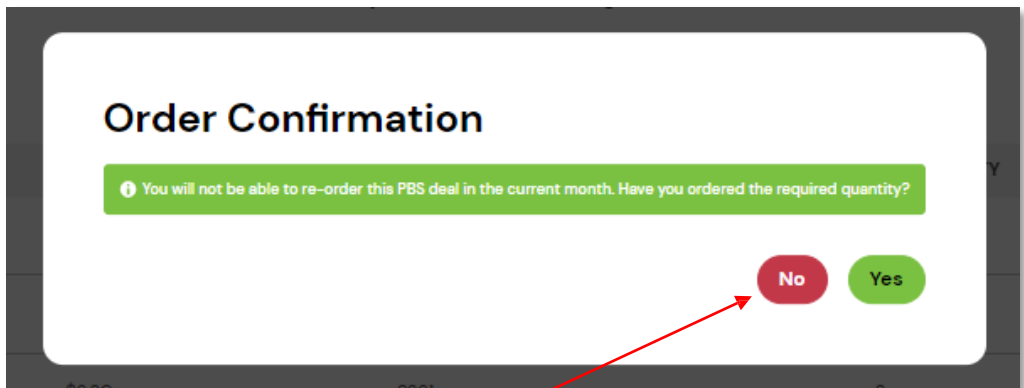
- If you key a QTY greater than 500 units, the field will highlight red
- If you hover over the  it will display the message



- Once all items are updated
- Click Create Order



- A pop-up message will display requesting confirmation to proceed with the current order.
- Confirm by clicking Yes or No



Note:

Click No to go back to the current PBS deal and make any changes to the order or to cancel

PBS Deal (continued)

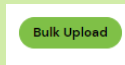
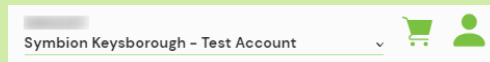
- Once the deal has been placed, a notification will display

You have successfully placed the PBS-SEP23 order. You will soon receive the order confirmation email.

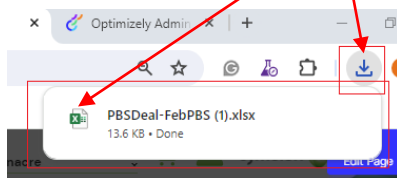
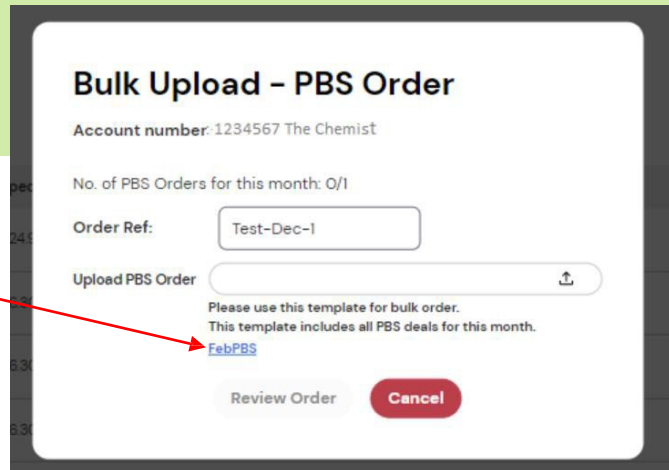
- Confirmation email will be sent to the address linked to the SHOP username.
- To confirm order number, status & expected dispatch date go to Ordering > Purchase Orders/ASNs or return to your Dashboard

PBS Deal – Bulk Upload

- Select the account number in the Account drop-down field for the PBS order to be placed against.
- Go to the current PBS Deal and click on the bulk Upload button.
- This will display 'Bulk Upload – PBS Order'.



- To get the template of all items on the deal click on the Blue hyperlink.
- This will download an Excel file.




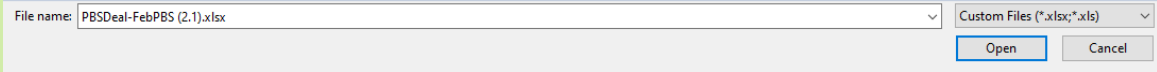
- Open the Excel File
- In column E enter in the quantity for each item you want to order.
- Leave zero in the column you do not want to order.
- For any item with a QTY you need to add Yes or No into column F showing your backorder preference:
 - Yes – You want the line backordered.
 - No – You do not want the line backordered.
- The system will action your preference for any item not available.
- Once complete, save your file.

	A	B	C	D	E	F
1	Product Name	Product Code	Special Price (Ex GST)	Min Qty	Order Qty	Force Back Order
2	Actonel EC Tab 35mg 4	438952	19.56	3	0	
3	Actonel Once A Month 150mg 1	425982	21.20	3	0	
4	Aldomet Tab 250mg 100	094714	11.39	3	0	
5	Alphagan P EDrps 0.15% 5ml	483923	7.38	3	0	
6	Amoxil Cap 500mg 20	513946	7.07	3	0	
7	Aropax Tab 20mg 30	142565	6.09	3	0	
8	Atacand Plus 16/12.5mg Tab 30	125539	16.66	3	0	
9	Atacand Tab 16mg 30	602620	16.87	3	0	
10	Atrovent Met Aero CFC Free 21mcg	246395	10.13	3	0	
11	Atrovent Udv 500mcg 1ml 30	578320	8.02	3	0	
12	Augmentin Duo Susp 400mg 60ml	115754	7.84	3	0	
13	Avanza Tab 30mg 30	130761	9.37	3	0	
14	Avapro HCT Tab 300/12.5mg 30	299596	7.06	3	0	
15	Avapro HCT Tab 300/25mg 30	158798	7.39	3	0	
16	Avapro Tab 150mg 30	299634	5.96	3	0	
17	Avapro Tab 300mg 30	299561	6.96	3	0	
18	Azarga EDrps 5ml	468983	12.66	3	0	
19	Azopt EDrps 1.0% 5ml	119423	13.93	3	0	
20	Breo Ellipta InhI 100/25mcg 30	169137	43.13	3	0	
21	Breo Ellipta InhI 200/25mcg 30	169145	57.97	3	0	
22	Bupredermal 20mcg/hr Patch x2	917168	20.06	3	0	
23	Celebrex Cap 200mg 30	064653	4.23	3	0	
24	Celestone M 0.02g Crm 100g	354082	7.47	3	0	
25	Ciloxan Ear Drps 5ml	099198	24.11	3	0	
26	Cipramil Tab 20mg 28	563803	15.2	3	0	

NB: Pricing shown is for illustrative purposes only.

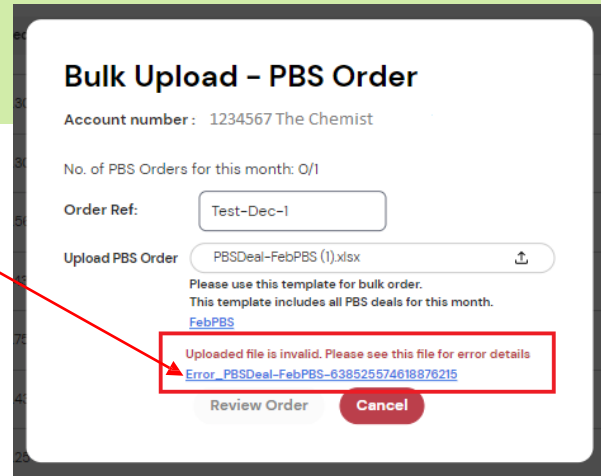
PBS Deal – Bulk Upload (continued)


- Click the Upload icon 
- Select your file from the saved location and click open.



- Once you click open SHOP will start to review and load the bulk PBS order file.

- If there are any errors, a message will display with an updated file to download.
- Click on the Error file to download and review via Excel.

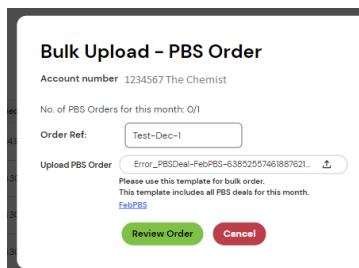


- Once Excel is downloaded it will have a new column: Remarks.
- Review each line with remarks and update lines where required.
- Save and re-upload the updated file 

	A	B	C	D	E	F	G
	ProductName	ProductCode	Special Price (Ex GST)	MinQty	OrderQty	ForceBack	Remarks
1	Actonel EC Tab 35mg 4	438952	19.56	3	0		
2	Actonel Once A Month 150mg 1	425982	21.20	3	0		
3	Aldomet Tab 250mg 100	094714	11.39	3	0		
4	Alphagan P EDrops 0.15% 5ml	483923	7.38	3	0		
5	Amoxil Cap 500mg 20	513946	7.07	3	0		
6	Aropax Tab 20mg 30	142565	6.09	3	0		Item OOS - Force Back Order must be Yes or No
7	Atacand Plus 16/12.5mg Tab 30	125539	16.66	3	0		
8	Atacand Tab 16mg 30	602620	16.87	3	0		
9	Atrovent Met Aero CFC Free 21mcg	246395	10.13	3	0		
10	Atrovent Udv 500mcg 1ml 30	578320	8.02	3	0		

NB: Pricing shown is for illustrative purposes only.

- Once you click 'Open' SHOP will start to review and load the updated bulk PBS order file.



Note: You can click cancel to stop the upload

PBS Deal – Bulk Upload (continued)

- When the upload is successful you can review your order.
- Click the Review Order Button



- This will place all items you have uploaded into the PBS deal to review.
- You can change, remove or add items from your review.

PBS Deals

PBS Order Form

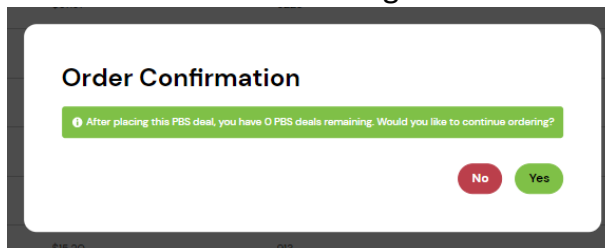
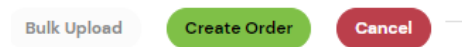
Special PBS Name
4239-011-011 Price
Place order between April 29, 2024 08:00 AM to May 01, 2024

Order Date: 29-05-2024 Order By: Georgia.edmunds Order Ref: Test-Dec-1

Bulk Upload **Create Order** **Cancel**

Product Description	Symbol Item Code	Special Price (Ex GST)	Stock	All WHS	Force Back Order	Min Order QTY	Order QTY	Subtotal (Ex GST)
Actonel Once A Month 100mg 1	425982	\$2434	1409			3	3	\$74.02
Advantan Crm 0.1% 15g	409502	\$6.30	707			3	3	\$18.90
Advantan Pasty Crm 0.1% 15g	522365	\$6.30	8225			3	3	\$18.90
Advantan Crm 0.1% 15g	409529	\$6.30	3978			3	3	\$18.90
Amoxil Feed Dopa 20x1 100mg/ml	493609	\$6.56	0		<input type="checkbox"/>	3	Min QTY 3	\$0.00
Antroquom Crm 0.02% 100g	062388	\$7.43	0	<input checked="" type="checkbox"/>		3	3	\$22.29
Avopac Tab 20mg 30	142955	\$5.75	89			3	Min QTY 3	\$0.00
Alleviant 145x 500mg/ml 30	578320	\$9.43	300			3	15	\$14.45
Avoran Tab 30mg 30	190789	\$8.25	690			3	Min QTY 3	\$0.00
Avapro HCT Tab 300/12.5mg 30	299596	\$8.25	1380			3	10	\$82.50

- Once you have completed your review, click ‘Create Order’
- An Order Confirmation message will display.
- Click ‘Yes’ to proceed or ‘No’ to continue reviewing.



- Once confirmed, a message will display that you have successfully placed your PBS deal.

You have successfully placed the TEST-DEC-1 order. You will soon receive the order confirmation email.


SAS Orders

Special Access Scheme (SAS)

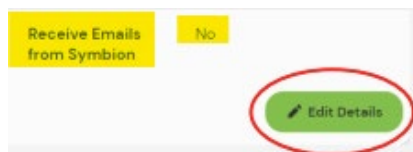
Phone: 1300 012 686

Email: symbion.sas@symbion.com.au

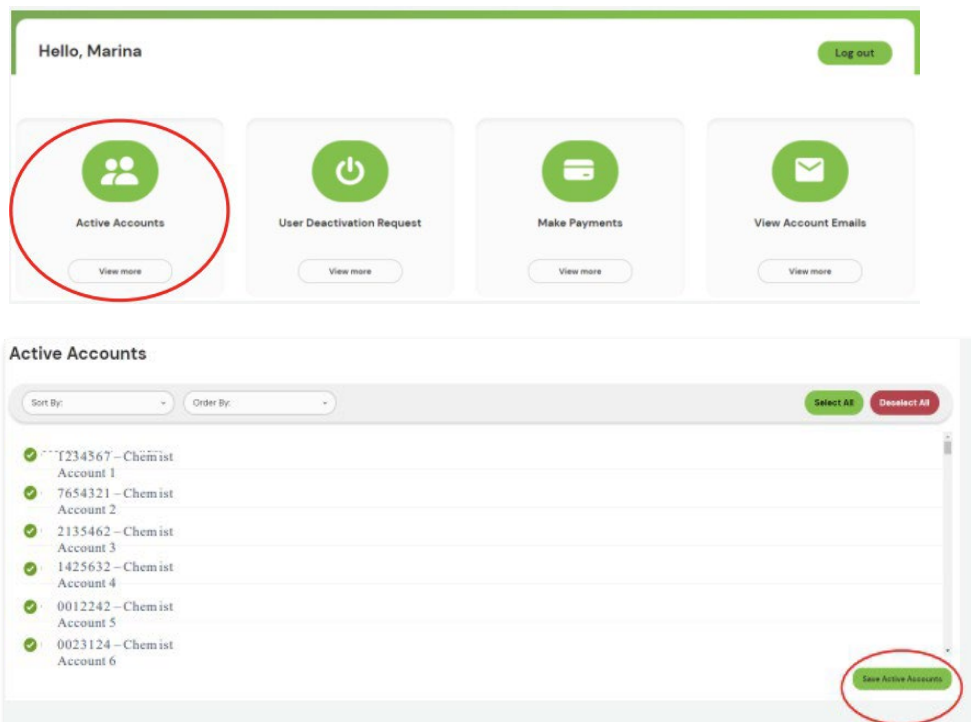
Once you have access to the New SHOP portal, please review your account details.

From the menu bar at the top, click on the  icon

To receive communication regarding your orders please ensure “**Receive Emails from Symbion**” is set to YES. You can change this setting by clicking the “**Edit Details**” button circled below.



Next click on ‘**View More**’ under Active Accounts to ensure the account you are using to order SAS has been ‘**saved & activated**’. These accounts will show a green tick next to the account number



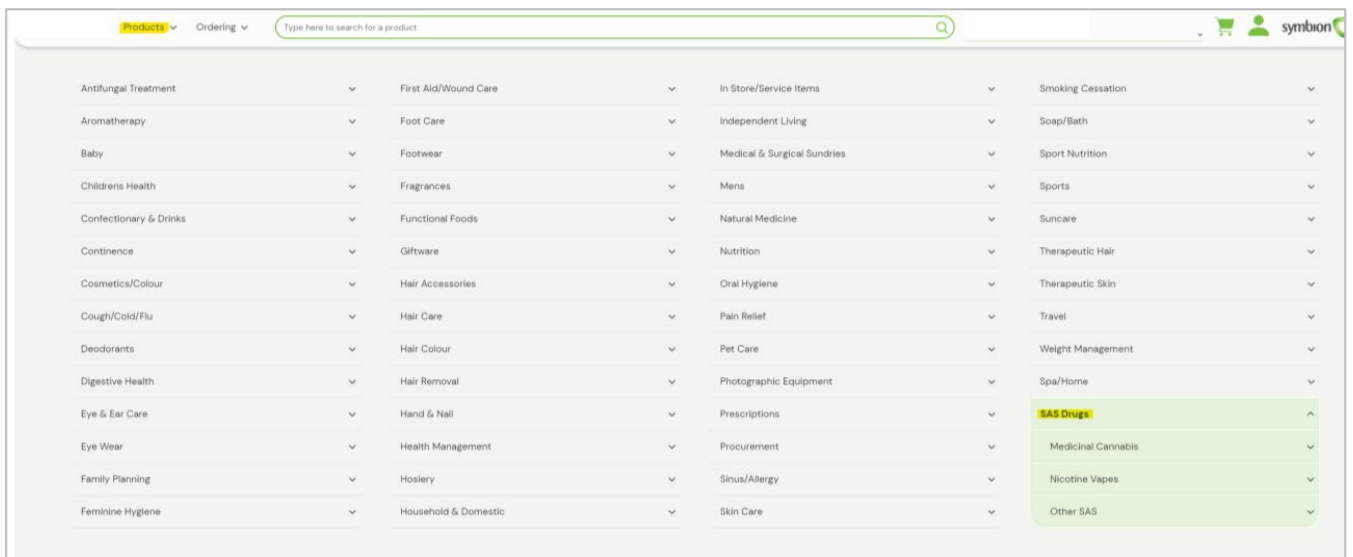
SAS Product Search

You can find your product using the following options.

Search Function: Search for the product using: Symbion PDE, Product Description, Brand name

Type here to search for a product

Products tab: Products → SAS Drugs → Medicinal Cannabis/Nicotine Vapes/Other SAS.



Placing an SAS Order

Once you have chosen your product, you can enter the quantity required or click on the +/- signs then click the cart symbol.



Click on Add Approval and select the appropriate Category pathway.



Please determine which pathway aligns to the TGA approval letter if provided by the doctor or patient before submitting your order.

What Category do you want to apply for this product?

SAS Category A SAS Category B SAS Category C Authorised prescriber (AP)

Placing an SAS Order

Continued....

Access Pathway	Notification or Application?	Patient Criteria	TGA Requirements	Medicinal Cannabis	Nicotine Vaping
Category A	Notification	Allows a medical practitioner to prescribe an unapproved product for a patient who is seriously ill	Prescribers must submit applications on a patient-by-patient basis	Yes	No
Category B	Application	Allows a medical practitioner to prescribe an unapproved product <u>for a patient</u> under their care	The applicant must submit an application for each patient to the TGA for approval, and provide a clinical justification for the use of the therapeutic good	Yes	Yes
Category C	Notification	Allows specified health practitioners to access 'unapproved' therapeutic goods from a list of products that have been deemed by the TGA to have an established history of use	Must be on the list of unapproved products per the TGA	No	Yes
Authorised Prescriber	n/a	The TGA is able to grant a medical practitioner authority to prescribe a specified unapproved product for particular indications to a <u>class of patients</u> under their care	AP's don't need to notify the TGA each time they prescribe a product during the approval period (up to 5 years) AP's must report the number of patients they treat every 6 months	Yes	Yes

Placing an SAS Order

Continued....

Enter the TGA Approval letter details

The following example is the Authorised Prescriber (AP) form for TGA Approvals with MAP references.


Please ensure all details are correct before selecting “Complete”.

What Category do you want to apply for this product?


SAS Category A SAS Category B SAS Category C Authorised prescriber (AP)

Upload Notice of decision to grant an authority under subsection 19(5) of the Therapeutic Goods Act 1989 (Authorised Prescriber Scheme).
Provide MAPXX-XXXXXXX number in the Notice.

MAP Number *

Upload TGA Category AP Notification * 

I confirm the patient's full name details have not been included within this prescription or Health Department notice

Approval Expiry Date * 

Doctor's Details

AHPRA ID

First Name *

Last Name *

Pharmacist's Details

AHPRA ID *

First Name *

Last Name *

Placing an SAS Order

Continued....

Once the order has been approved and processed, the MB or MAP number will be saved for future use. When ordering the same product, select from the drop down the correct document which will pre-fill the SAS form:

The image shows two sections of a SAS form. The top section is for 'Category B' and the bottom section is for 'Authorised Prescriber (AP)'. Both sections have a 'MB Number *' or 'MAP Number *' field, an 'Upload TGA Category B Notification' or 'Upload TGA Category AP Notification' field, and an 'Approval Expiry Date *' field. A red box highlights the 'Previously used TGA approval letter.' field in both sections, with a red arrow pointing to the document ID and prescriber name.

Category B

MB Number * mb

Upload TGA Category B Notification * MB22-0840123
Prescriber: John Smith

I confirm the patient's full name details have not been included within this prescription or Health Department notice

Approval Expiry Date * dd/mm/yyyy

Authorised Prescriber (AP)

MAP Number * map

Upload TGA Category AP Notification * MAP23-0046123
Prescriber: John Smith

I confirm the patient's full name details have not been included within this prescription or Health Department notice

Approval Expiry Date * dd/mm/yyyy

Previously used TGA approval letter.

Placing an SAS Order

Continued....

See below how to add multiple TGA approvals for the same product.

This is the number of units not yet assigned to a TGA form.

The screenshot displays a mobile application interface for adding a TGA approval. At the top, a green header bar contains the text "# 1 Authorised prescriber (AP) Qty - 1". Below this, a section titled "How many units for this notification/approval" shows a quantity of "1" in a spinner control, with "Quantity remaining: 2" displayed below it. A question "What Category do you want to apply for this product?" is followed by four radio button options: "SAS Category A", "SAS Category B", "SAS Category C", and "Authorised prescriber (AP)", with the latter being selected. The form is divided into two sections: "Doctor's Details" and "Pharmacist's Details", each containing input fields for "AHPRA ID", "First Name", and "Last Name". A green "Add approval" button is located at the bottom center. In the top right corner, a "Total Order Quantity" field shows the value "3".

This is the total number of units that has been added to the cart.

This is the number of units applicable to the current TGA form being filled out. Edit the number of units as required.

Once all mandatory fields (*) have been completed, click add approval.
Once the quantity remaining is 0, proceed by selecting the complete button.

Checkout

Click on the cart icon to bring up the contents of your cart.



Click on '**Checkout**' and the Submit Order panel will open.

My Cart

SAS Products

Image	Product	CSP ORQ	Tax	Stock	Alt Whs	Fridge	Info	Unit Price Exc GST	Unit Price GST	Unit Price Inc GST	Quantity	Total Price Exc GST	Total GST	Total Price Inc GST
		1	F	19				\$18.00	\$1.80	\$19.80	1	\$18.00	\$1.80	\$19.80

Your Order

Price: \$18.00
Tax: + \$1.80
Total: \$19.80

Checkout

To confirm order details, click on the drop-down arrow.

To place the order when on the cart page press the checkout button.

Enter your order reference. **Please do NOT use any names in your order reference**

Press Submit order and you will receive an Order Confirmation message.

Submit Order?

Please confirm that the order of 1 products will now be submitted for:

0080764
Gillians Test Account

Your Order Reference

35 characters maximum **Submit Order**

Order Confirmed

You will receive a confirmation email or you can go to Open Orders to view your order details

My Orders Home

Request for Email Change

An email of your **Order Summary** will be sent to the email address linked to the SHOP username, if you wish to change this email address, please send your request via email to symbion.sas@symbion.com.au

In your email, please include your Symbion account number, SHOP username and the email address you request to be linked to your username. This is the email address where you will receive your Order Summary and Workflow emails.

Click on '**Download Order Details Here**' to review full order details.

Your SHOP Order Summary

Dear Customer,

This is to inform you that your order request was received successfully.

Please note your SAS order request may take up to 2 working days to be approved.

- Account No:
- Order Reference: NORMSAS
- Order Date: 05/10/23
- Order Time: 11:46 AM
- Contact Name:

[Download Order Details Here](#)

[Order Details](#)

Product Information	PDE	Fridge	Back Order	Price (Exc GST)	GST	Price (Inc GST)	QTY	Amount (Exc GST)
SAS		N	N				2	
Order Total								\$

If your Order contains Fridge line items that are not returnable

To confirm your order number, status and estimate delivery time, please refer to your Purchase Order ASN. [CLICK HERE](#)

-

Prices are subject to change, Symbion Standard Trade Terms and Conditions apply, no further discounts apply.

Please Note: ODA Products - Control Drug fees will apply where applicable

Warm regards,
Symbion SAS Customer Service

Phone: 1300 012 686

Email: symbion.sas@symbion.com.au

This communication has been sent to you from Symbion Pty Ltd, ABN 25 000 875 034.

THIS IS AN AUTO-GENERATED EMAIL: Please do not reply this email, it is sent for your information only.

[Symbion SHOP](#)

Once your order has been reviewed and approved, an order confirmation email will be sent.
(SAS Workflow Email)

SAS Workflow Email

The SAS Workflow email will include any approved and/or rejected lines and state the given reason for the rejected item/s.

Click on “**Login to view your order status**” to confirm order number, status & expected dispatch date. You can also view in the Symbion portal by using the tabs in the menu bar at the top of your browser page.

Ordering > Purchase Orders/ASNs or ‘**My Dashboard**’.

Dear Customer

Your SAS order request with reference **00XXXXX** has been reviewed. Please see below the approval status of each line within your order.

Account No:

Order Reference: SAS

Order Date: 01/05/24

Order Time: 00:00 AM

Contact Name :

You have 1 SAS products approved

You have 1 SAS products unapproved

[Login to view your order status](#)

Product Information	PDE	Qty	Status
SAS		1	
#1	Category:AP TGA Number:MAPXX-JOXXXXXX Approval Expiry Date:DDMMYY Doctor's details. APHRA ID: - First name: - Last name: - Pharmacist's details. APHRA ID: PHAXXXXXXXXXX. First name: - Last name: - Patient's details. Name initials: AUTH Date of birth:		Approved
SAS		1	
#2	Category:AP TGA Number:MAPXX-JOXXXXXX Approval Expiry Date: DDMMYY Doctor's details. APHRA ID: - First name: - Last name: - Pharmacist's details. APHRA ID: PHAXXXXXXXXXX. First name: - Last name: - Patient's details. Name initials: AUTH Date of birth:		Rejected Reason: Incorrect TGA Approval. Please reorder via the Portal

Note: In a situation where some SAS products are rejected, we still process the order with the rejected items removed.

Contact the SAS team on 1300 012 686 to be advised on order details.

Warm Regards,

Symbion Customer Service

This communication has been sent to you from Symbion Pty Ltd.

ABN 25 000 875 034

THIS IS AN AUTO-GENERATED EMAIL: Please do not reply to this email, it is sent to you for information only.

[Symbion SHOP](#)

Price List and Supplier Product Information

Price List and Suppliers Product information:

Click on the Symbion Logo    at the right-end of the menu bar.

Then click on the link “View my notifications”.

