



# Welcome to the Symbion Portal

[shop.symbion.com.au](http://shop.symbion.com.au)

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

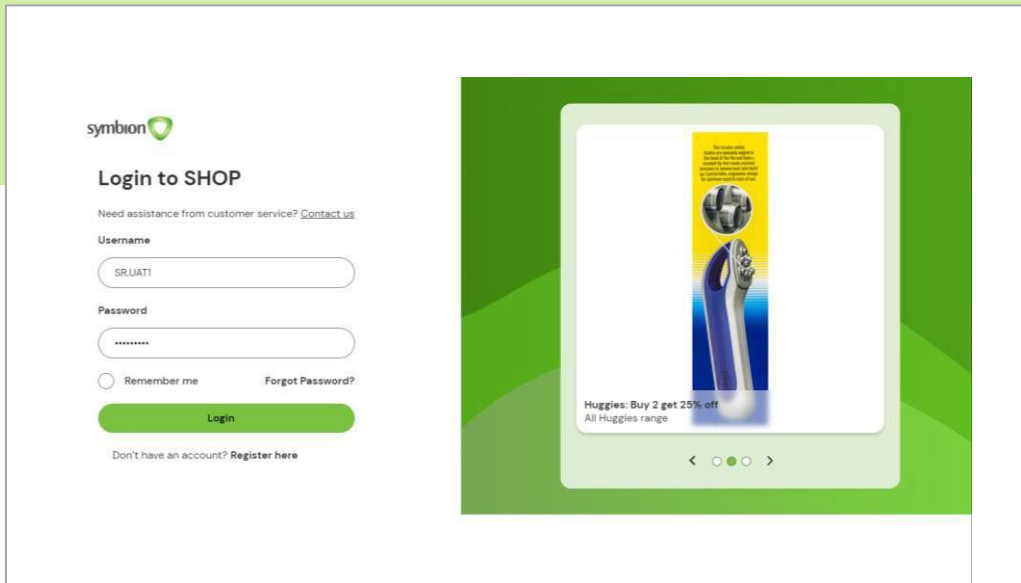
  
**Login to SHOP**  
Need assistance from customer service? [Contact us](#)  
Username  
  
Password  
  
☐ Remember me      [Forgot Password?](#)  
  
Don't have an account? [Register here](#)



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# Login Instructions



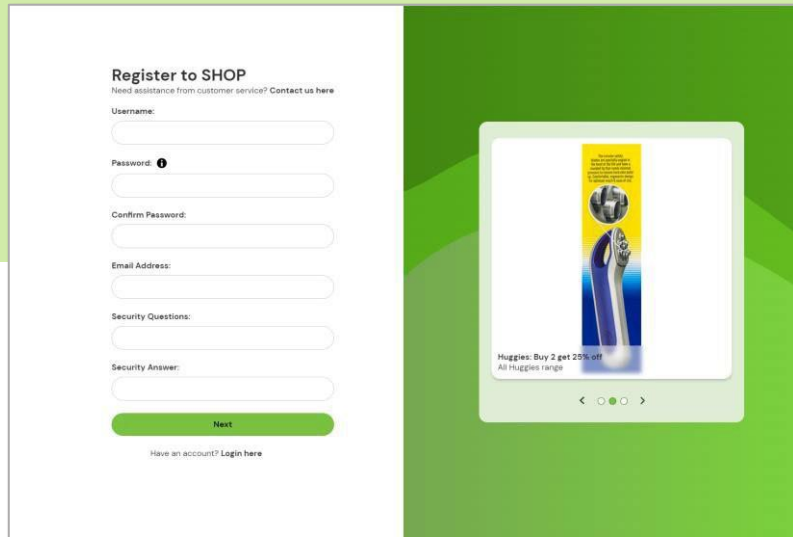
The image shows two screenshots. The left screenshot is a web browser view of the 'symbion' login page. It features a 'Login to SHOP' heading, a link for customer service, and input fields for 'Username' (containing 'SR.UATT') and 'Password'. There are checkboxes for 'Remember me' and a 'Forgot Password?' link. A green 'Login' button is at the bottom, with a 'Register here' link below it. The right screenshot shows a mobile app interface with a green background. It displays a promotional banner for Huggies with a 25% off discount and a navigation bar at the bottom with four circular icons.

- 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 a registration form titled 'Register to SHOP' on a white background. The form includes fields for Username, Password, Confirm Password, Email Address, Security Questions, and Security Answer. A green 'Next' button is at the bottom. Below the button is a link: 'Have an account? Login here'. To the right of the form is a green banner featuring a promotional image for Huggies diapers with the text 'Huggies: Buy 2 get 20% off All Huggies range'.

## 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: < > / % \* + ' " &)

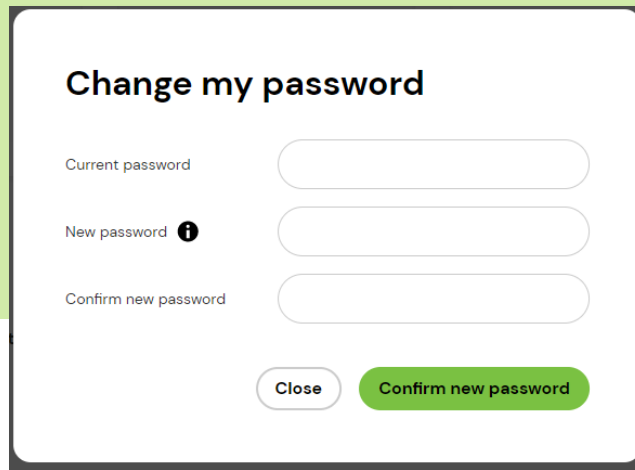
The image shows two side-by-side screenshots. The left screenshot is a web form titled 'Register to SHOP' with a link for customer service. It contains input fields for Username, Password, Confirm Password, Email Address, Security Questions, and Security Answer, followed by a 'Next' button and a 'Login here' link. The right screenshot shows a mobile app interface with a promotional banner for Huggies diapers and a progress indicator at the bottom.

## 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



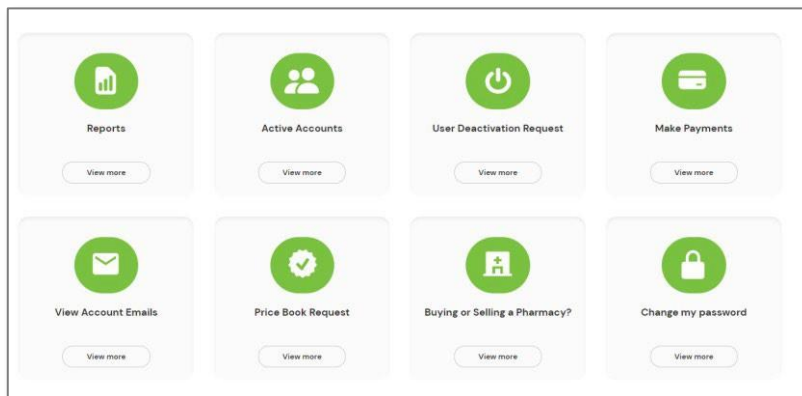
**Change my password**


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 Dashboard

3 My Dashboard

Products ▾ Ordering ▾

Type here to search for a product

1234567  
Testing Pharmacy Account

1234567  
Testing Pharmacy Account

Clear All

Advance Search

7 Open Orders

1429 Back Orders Pending

205 Product Returns

3 Product Alert

1 Profitunities

My Orders

Account Number	Order Number	Order Reference	Order Date	Delivery Date	No. of Units	Value	Status
	O188083364	PCDC-3	09/05/2025		4	\$18.03	In Picking
	O188083359	TURNOVER	09/05/2025		3	\$13.9	In Picking
	O188083356	PCDC-2	09/05/2025	09/05/2025	3	\$13.9	Complete
	O188083354	PCDC	09/05/2025	09/05/2025	9	\$231.75	Complete

View all orders >

Open Return Authorities

Account Number	RA Number	RA Date	Invoice Number	Invoice Date	RA Reason	Requested By	Status
	7538438	24/02/2025	I196424876	19/02/2025	Pharmacy Error	Ptp	Acknowledged
	7538383	14/10/2024	I196424691	14/10/2024	Damaged	1 Test RA	Acknowledged
	7538382	14/10/2024	I196424691	14/10/2024	Stock not received	test 14 IO	Acknowledged
	7538381	14/10/2024	I196424691	14/10/2024	Pharmacy Error	test 14 IO	Acknowledged

View all open return authorities >

My Account

View my notifications

Quick Links

Place PBS Deal Order

Contact Us





Place SAS Order

SAS Order Approval Status

S100 Ordering

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

	My Dashboard	Products	My Orders	 <a href="#">Toronto Creamline Coast</a>   			
AntiFungal Treatment	▼	Foot And/Oral Care	▼	In Store/Service Name	▼	Prescriptions	▼
Acupuncture	▼	Foot Care	▼	J&M Triv - USB's	▼	Procurement	▼
Baby	▼	Footwear	▼	Independent Living	▼	Review	▼
Childrens Health	▼	Fragrances	▼	Literature	▼	Shots/Vaccines	▼
Confectionary & Drinks	▼	Functional Foods	▼	Medical & Surgical Supplies	▼	Skincare	▼
Contraception	▼	Giftware	▼	Mens	▼	Smoking Cessation	▼
Cosmetics/Colour	▼	Hair Accessories	▼	Natural Medicine	▼	Soaps/Bath	▼
Cough/Cold/Flu	▲	Hair Care	▼	NB Clinical Trial	▼	Sport Nutrition	▼
Cold/Flu	▲	Hair Colour	▼	NB Pharmaceutical & Medical	▼	Sports	▼
Cold Sore	▼	Hair Removal	▼	Nutrition	▼	Sunscreen	▼
Combined (on day right)	▼	Hand & Nail	▼	Oral Hygiene	▼	Therapeutic Hair	▼
Day and Night	▼	Health Management	▼	Pain Relief	▼	Therapeutic Skin	▼
Drink Mixtures	▼	Hosiery	▼	Pet Care	▼	Travel	▼
Rubs	▼	Household & Domestic	▼	Photographic Equipment	▼	Weight Management	▼
Vapor Products	▼						
Cough	▼						
Throat	▼						
Deodorants	▼						
Digestive Health	▼						
Eye & Ear Care	▼						
Eye Wear	▼						

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

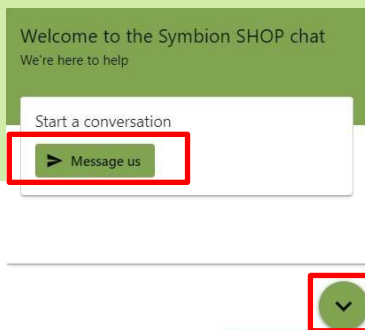
A message icon is displayed on the bottom right hand corner of the portal.

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.

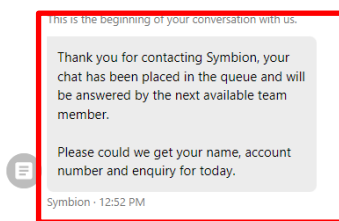
**Business Hours:** Message will request name, account number and enquiry.

**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.



Auto-reply once the user opens the chat.

Section for the user to type response in.



Option to add images/screenshots



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

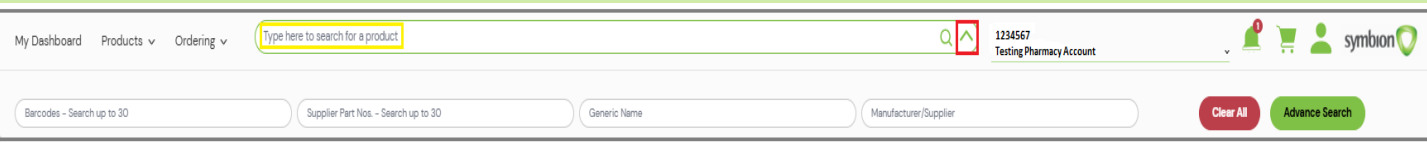




# Advanced Product Search

Click on “Type here to search for a product” or use the bottom four options for Advanced Search option

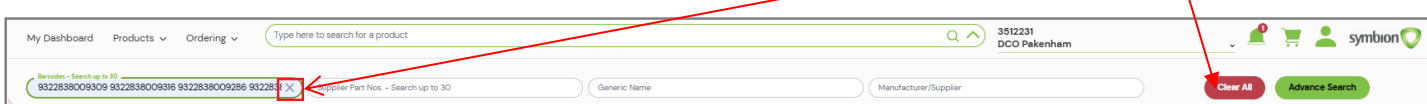
To find the advance search, click the Arrow up button



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)

To Clear the items, click the X or click the 'Clear All' button



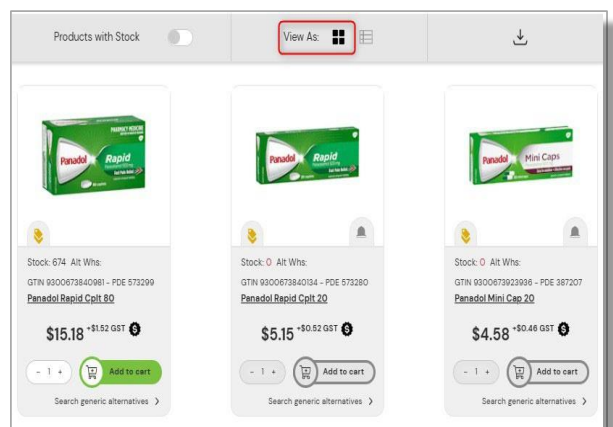
## Product Search Results

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



Search results for 'pana'

Products with Stock									
Category	Info	Generic Description	Manufacturer	Price Exc GST	GST	Price Inc GST	Out of Stock Notification	Stock	Alt WHS
Pain Relief	888_80_54	Paracetamol 500mg Codeine Phosphate Brng Tab	Sandoz Australia	\$5.47	\$0.55	\$6.02		466	
Childrens Health	888_80_54	Paracetamol 500mg Caffeine Citrate Effing Tab	GLAXO SMITH-KLINE PTY LTD	\$5.40	\$0.54	\$5.94		0	

# 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.

Back 278424  
**Panadol Osteo Cap 96**  
Panadol Osteo 665mg Caplets  
Testing Note to Display  
Stock: 88067 ALT WHS:  
**\$9.12 + \$0.91 GST**  
Add to cart  
Search generic products >

Product Details	
Product	Panadol Osteo 665mg Caplets
Generic Description	Paracetamol 665mg Cap
Manufacturer	Glaxo Smithkline
Product Code	278424
GTIN	9000673854407
CSP ORQ	1
Shelf Pack	12
Dimensions	83(mm/height) 103(mm/width) 66(mm/depth)
Price Exc GST	\$9.12
GST	\$0.91
Price Inc GST	\$10.03
PBS	✓
Fridge	x
Supplier Part Number	8892665
Tax	F

## Product Search by Category

- In the top menu click on **Products** ▾
- 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.

My Dashboard Products ▾ My Orders ▾

symbion 0080764 Gillians Test Account

Antifungal Treatment ▾	Foot Care ▴	Independent Living ▾	Sinus/Allergy ▾
Aromatherapy ▾	Footwear ▴	Literature ▾	Skin Care ▾
Baby ▾	Shoes ▾	Medical & Surgical Sundries ▾	Smoking Cessation ▾
Childrens Health ▾	Treatments ▴	Mens ▾	Soap/Bath ▾
Confectionary & Drinks ▾	Accessories ▾	Natural Medicine ▾	Sport Nutrition ▾
Continence ▾	Blister Treatment ▾	NR Clinical Trial ▾	Sports ▾
Cosmetics/Colour ▾	Corn/Callous ▾	NR Pharmaceutical & Medical ▾	Suncare ▾
Cough/Cold/Flu ▾	Heal Balms/Lotions ▾	Nutrition ▾	Therapeutic Hair ▾

# 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'

Stock: 126 Alt Wks: 0  
 GTIN 9317039000866 - PDE 314285  
Murine Clr Eye Wipes 30  
 \$12.07 +\$1.21 GST  
 - +

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

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

## Search results for 'IRB 75 SNZ'

☒

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					7366					- +
155489 9334926002338	Irbesartan OH Tab 75mg 3Q		Irbesartan 75mg Tab	DHL Generic Health Consign					0					- +
102806 9338475096039	APQ Irbesartan Tab 75mg Blst 3Q		Irbesartan 75mg Tab	Apotex Pty Ltd					560	✓				- +
461474 9319099002484	Stalevo Tab 75mg/18.75mg/200mg/100mg SNZ		Levodopa 75mg Carbidopa 18.75mg Entacapone 200mg Tab	Sandoz Pty Ltd					68	✓				- +
263966 9319099049267	Estradiol 75mcg Patch 8 SNZ		Estradiol 75mcg Patch	Sandoz Pty Ltd					0	✓				- +
376713 9322838008425	Irbesartan HCl Tab 150mg/12.5mg SNZ		Irbesartan 150mg Hydrochlorothiazide 12.5mg Tab	Sandoz Pty Ltd					0	✓				- +

For OOS details, hover the cursor over the "0"

To be notified when a product is back in stock, click on the bell icon to enable notifications via email.

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

OOS Reason: LI

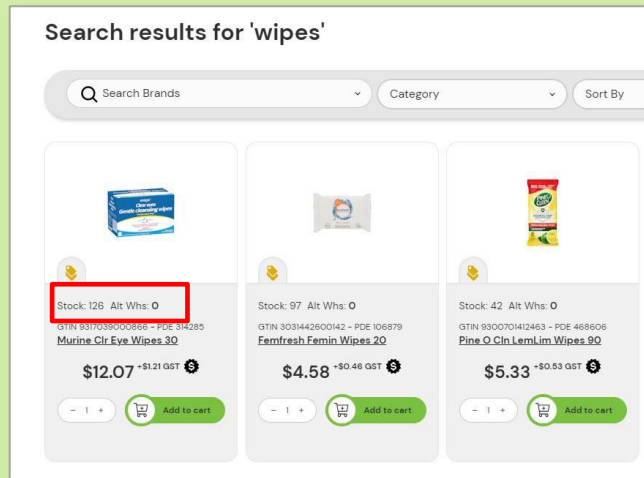
OOS Description: Mfr: OOS Late Delivery

## Product Notifications Page

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


# 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'

PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Ex 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				
106879 3031442600142	Femfresh Femin Wipes 20			Church & Dwight	\$4.58	\$0.46	\$5.04	97				
468606 9300701412463	Pine O Cln LemLim Wipes 90			RB (Hygiene Home) Australia	\$5.33	\$0.53	\$5.86	42				

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 Ex 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				
106879 3031442600142	Femfresh Femin Wipes 20			Church & Dwight	\$4.58	\$0.46	\$5.04	97				
468606 9300701412463	Pine O Cln LemLim Wipes 90			RB (Hygiene Home) Australia	\$5.33	\$0.53	\$5.86	42				

## 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'

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 3Q			Care Pharma	\$12.07	\$1.21	\$13.28	126			\$		- 1 + 
106879 3031442600142	Femfresh Femin Wipes 2Q			Church & Dwight	\$4.58	\$0.46	\$5.04	97			\$		- 1 + 
468606 9300701412463	Pine Q Clin LemLim Wipes 9Q			RB (Hygiene Home) Australia	\$5.33	\$0.53	\$5.86	42			\$		- 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.

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	Delete
	294489 Oodfest VLCD Shk Coff 53g 12%	1	T	572				\$34.41	\$3.44	\$37.85	- 2 +	\$68.82	\$6.88	\$75.70	<input type="checkbox"/>
	2000% discount on 36 at \$32.39							(500% discount on 24 at \$34.41)							
								(1000% discount on 12 at \$36.44)							
	467561 Oodfest VLCD Dessert Choc 53g 8%	1	A	508				\$19.09	\$0.00	\$19.09	- 24 +	\$458.16	\$0.00	\$458.16	<input type="checkbox"/>
	2000% discount on 36 at \$17.96							(500% discount on 24 at \$19.09)							
								(1000% discount on 12 at \$20.21)							
	278424 Chandel Online Cap 06	1	F	88067				\$9.12	\$0.91	\$10.03	- 8 +	\$72.96	\$7.30	\$80.26	<input type="checkbox"/>
	Testing Note to Disadv														

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:	\$599.94
Tax:	+ \$14.18
Total:	\$614.12
<a href="#">Checkout</a>	

The total value of your order is shown here

If any QTY in cart are changed, Click the 'Update Cart' button

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**

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".

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

35 characters maximum **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



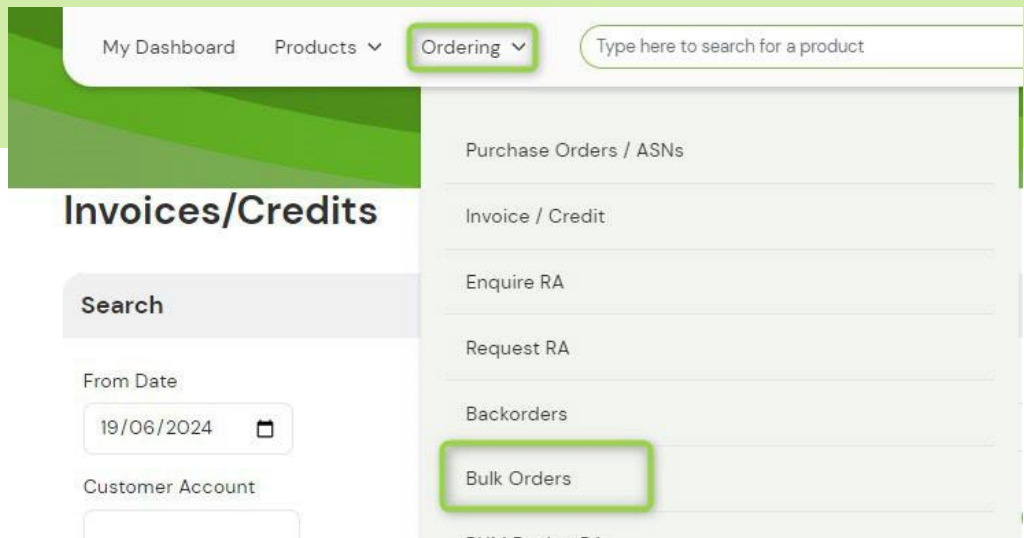
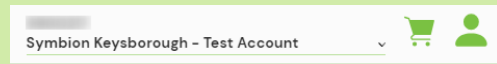
- Press Update Cart to recalculate Your Order value
- An Order can be saved as a template for future use. Give the template a name and press save

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)

- To get the template for Bulk Upload click on the Blue hyperlink.
- This will download an Excel file.

## Bulk Upload

Account number : 1234567 - Test Pharmacy

### Upload Order



Please use this template for bulk order.

### Bulk Order

## Checkout


Cancel

- Open the Excel File
- In column A enter the PDE Number
- In Column B enter the QTY you wish to order
- For any item with a QTY you need to add Yes or No into column C 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.

[illegible]



# Placing an Order - Bulk Upload (continued)


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

File name:  Custom Files (\*.xlsx;\*.xls)

- 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.


**Bulk Upload**

Account number : 1234567 - Test Pharmacy

Upload Order  

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

Uploaded file is invalid. Please see this file for error details  
[Bulk\\_Order-1234567.xlsx](#)


- 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
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

**Bulk Upload**

Account number : 1234567 - Test Pharmacy

Upload Order  

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

Products Validated successfully

# 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 Type here to search for a product 1234567 Test Pharmacy

Continue Shopping

### My 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	

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: \$187.60  
Tax: + \$18.76  
Total: \$206.36

Checkout

- 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

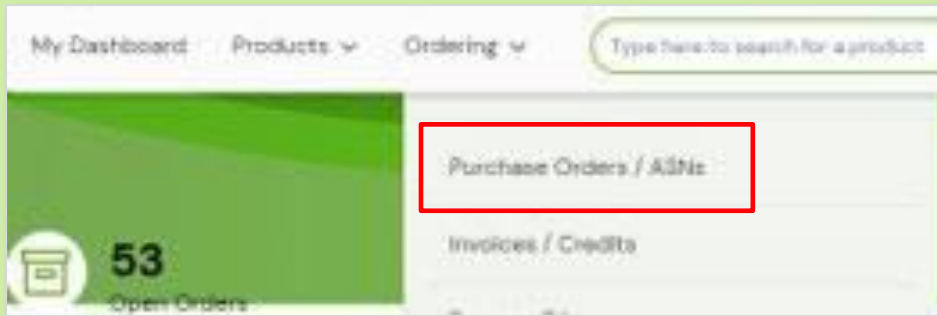
Submit Order

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**

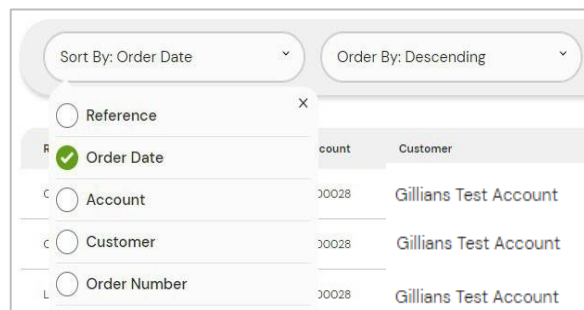
**Search**

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	0071309941	\$30.22	\$2.75	In Picking	11-11-2022		ADE	Choose Action... View
ORDER_2	10-11-2022	0080764	Gillians Test Account	0071309940	\$33.49	\$3.04	In Picking	11-11-2022		ADE	Choose Action... View
LP_3	09-11-2022	0080764	Gillians Test Account	0071309934	\$20.52	\$1.87	In Picking	10-11-2022		ADE	Choose Action... View
LP_1	08-11-2022	0080764	Gillians Test Account	0071309923	\$820.60	\$74.60	In Picking	09-11-2022		ADE	Choose Action... View

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 Choose Action...▼ 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?

Ok Cancel

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

Ok Cancel

**\*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

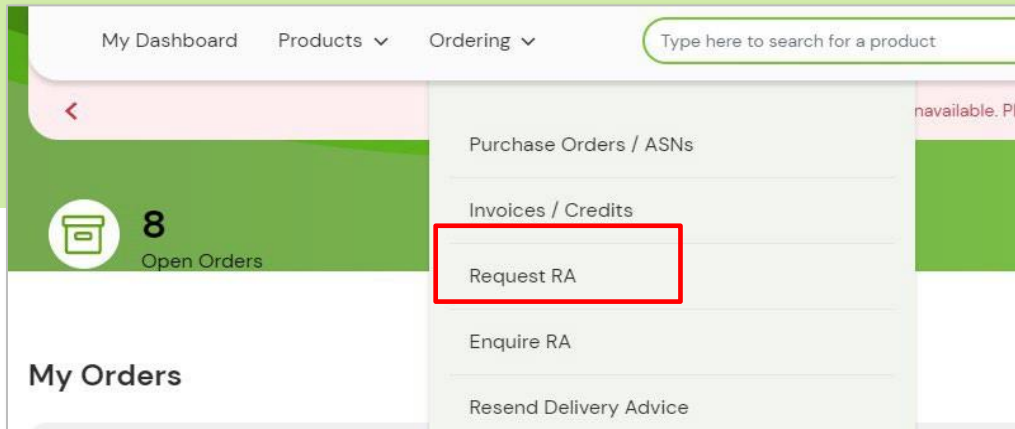
## In the event of a delivery delay, Symbion will:

- **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

### Invoices/Credits

**Search**

From Date  
dd/mm/yyyy

To Date  
dd/mm/yyyy

Invoice Type  
▼

Customer Reference

Invoice Number

Sales Order Number

Customer Account

Product Number

Search

Sort By: Invoice Date ▼

Order By: Descending ▼

Download

Reference Number	Order Type	Frige	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	0171310445	1178000580		\$34.63	\$3151	PER	\$34.63	\$3.15	Request RA

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

**Request RA**

# 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)

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

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.

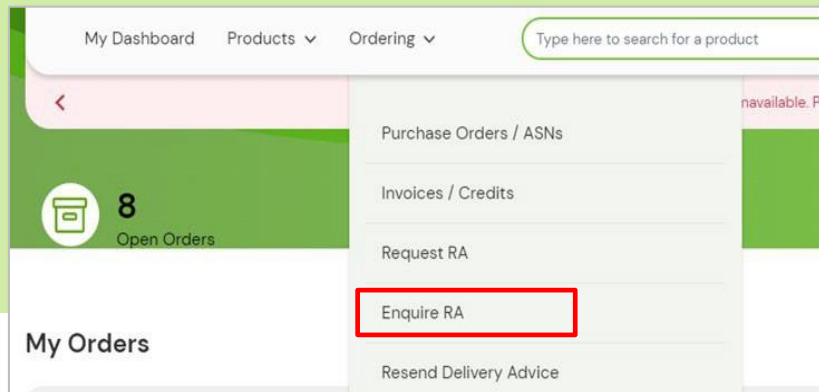
## Credit Policy

- 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

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	<a href="#">1178000580</a>	22-11-2022	Pharmacy Error	0080764	Gillians Test Account	PER	tri	<input type="button" value="View"/>

# Understanding the credit (RA) status

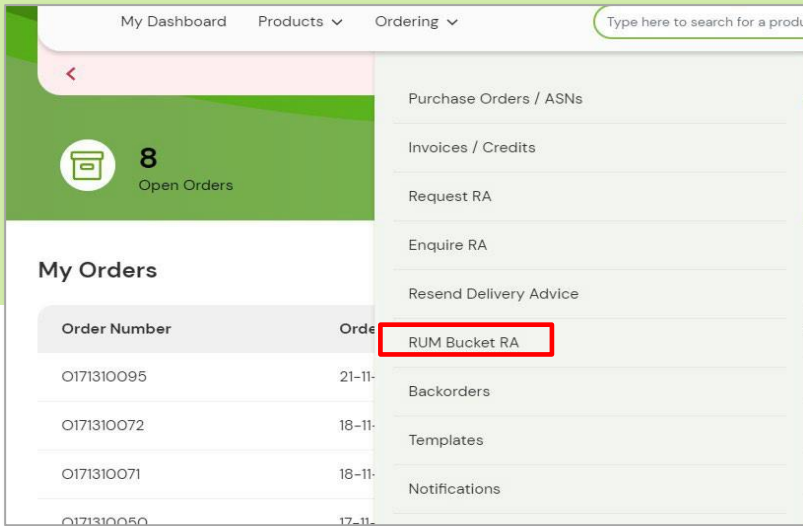
## Your credit status (under Status column) confirms the stage of the RA

- **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	1178000580					
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 title 'RUM Bucket RA' is at the top. Below it is a section titled 'Request'. There is a text input field labeled 'Number of Buckets'. Below the input field is a red banner with white 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, similar to the previous one, but with the 'Number of Buckets' field filled with the number '2'. The rest of the form, including the red banner and the green 'Submit' button, is the same.

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
- Details of the Recall will be provided
- A PDF link for supplier response will be available to complete and return to supplier

**Notifications**

**Latest Notification**

- Current Order Quantity Restriction - 9 May 2025
- MedReleaf Notices
- ANTG products now available!
- [Deal List - Top KV's](#)

[View all Latest Notification >](#)

**Product Recall**

- BRAUER | URGENT PRODUCT RECALL - Baby & Child Teething Gel 20g - Multiple Batches
- Urgent Medicine Recall - Somatuline Autogel PFS 120mg - Ipsen
- Urgent Medicine Recall - Somatuline Autogel PFS 60mg - Ipsen
- Urgent Medicine Recall - Somatuline Autogel PFS 90mg - Ipsen

[View all Product Recall >](#)

To request Recall from Symbion, click on the RA Recall button

[Back](#)

[Request RA Number](#)

**BRAUER | URGENT PRODUCT RECALL - Baby & Child Teething Gel 20g - Multiple Batches**

[Brauer Customer Response Form.pdf](#)

In consultation with the Therapeutic Goods Administration (TGA), Brauer is recalling specific batches of Brauer Teething Gel 20g listed below.


**What is the problem?** A small plastic fragment from the tube rim may be present in the gel. Brauer 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 Date
120820	Brauer Baby&Child Teeth Gel 20g	26840	30/11/26
		26848	31/12/26
		26850	31/12/26
		26852	31/12/26
		27185	31/01/27
		27187	31/01/27
		27189	31/01/27
		27268	28/02/27
		27269	28/02/27
		27272	28/02/27


Complete the RA by clicking the Request RA in the top right hand corner of this page

All RA must be requested and returned to Symbion no later than the 13th July 2025

Please also complete Bayers Customer Response form and email [custserv@brauer.com.au](mailto:custserv@brauer.com.au)



**URGENT  
RECALL**  
Baby & Child Teething Gel  
Batch numbers:



\* 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

# Recall form

## Request RA Number for Recall

Account Name

Testing Pharmacy Account

Account Number

1234567

Email Address \*

georgina.edmunds2024@symbion.com.au

This form is used to request Recall RA for below product(s).

Select	PDE	Product Name	Batch Number	Expiry Date	Qty *
<input type="checkbox"/>	120820	Brauer Baby & Child Teeth Gel 20g	Vaious	28 February 2026	

**Stock must be returned no later than 13 July 2025**

Requester Name \*

Requester Phone Number \*

Submit

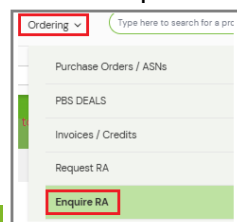
Cancel

## Steps to Submit a Recall Request

1. Select the correct account number
2. If there are multiple items, choose the specific line
3. Enter the quantity (QTY) for the Batch/Expiry
4. Provide your name
5. Enter your contact details
6. Submit

Once you complete these steps, an email will be sent to the Symbion customer service team. They will process your Recall request and respond with an RA number or any questions they may have. Please allow one working day for a response.

You can also view all your open RA requests via your Dashboard or by navigating to Ordering > Enquire RA.



# 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

Category

Products with Stock

View As

PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Exc Gst	GST	Price Inc Gst	Stock	PBS	Fridge	Price Range	Generic Search
<div>O61395</div> <div>9314839019555</div> <div><div>Ego Azclear ActionMoist SPF30</div><div>120ml</div></div> <div></div>		<div></div>		Ego Pharmaceuticals Pty Ltd	\$11.31	\$1.13	\$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?

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

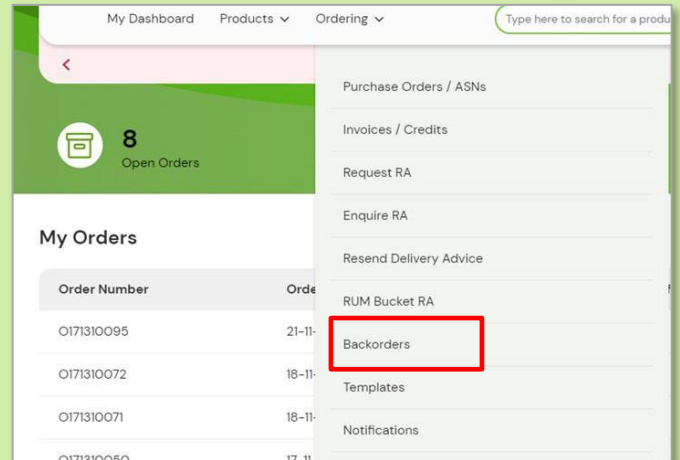


# Backorders

## 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	O Pharmacy	O188069508	691283	Ozempic 1mg P.F. Pen 3mL x1	3	3			TOW	<input checked="" type="checkbox"/>
8 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

Are you sure you want to cancel this back order line ?

This will then process the cancellation



Once complete a notification will display the cancelation results



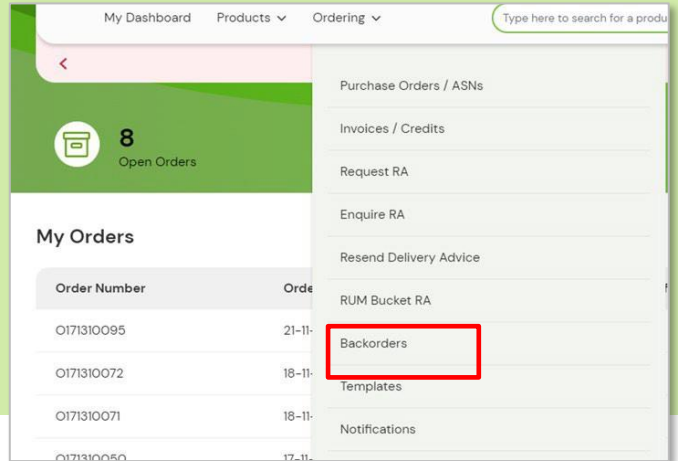


# Backorders (continued)

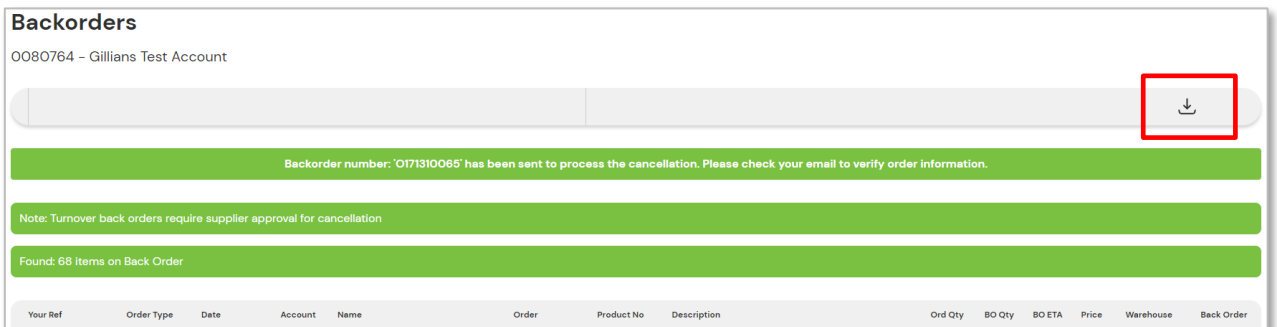
Use this function to:

- Export Backorder list to Excel

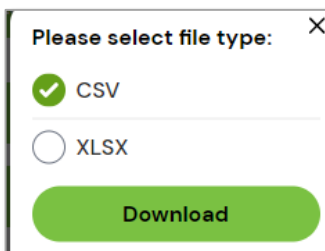
From the menu bar across the top of the screen, click Ordering, then choose Backorders from the drop-down menu



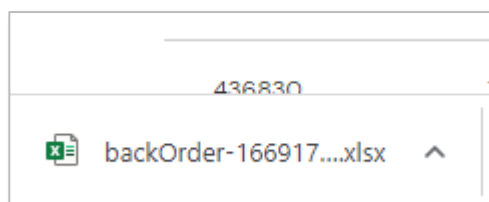
Click on the download icon to view and filter Backorder list through excel.



Select the file type to export



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

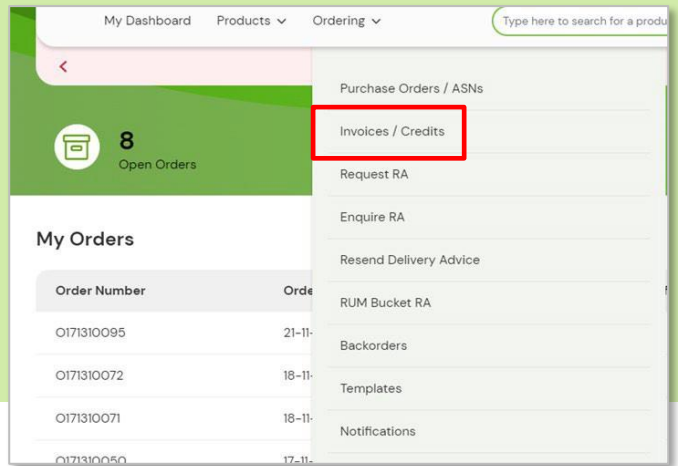


# Invoices/Credits

## 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

The screenshot shows the 'Invoices/Credits' search form. It has a 'Search' section with fields for 'From Date' (dd/mm/yyyy), 'To Date' (dd/mm/yyyy), 'Invoice Type' (dropdown), 'Customer Reference', 'Invoice Number', and 'Sales Order Number'. Below these are 'Customer Account' and 'Product Number' fields. A green 'Search' button is highlighted in a red box. At the bottom, there are dropdowns for 'Sort By: Invoice Date', 'Order By: Descending', and 'View Invoice Detail Page'. A table of results is shown below, with a 'View' button in the 'Action' column highlighted in a red box and an arrow pointing to it.

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	0171310445	1178000580		\$3463	\$315	I	PER	\$3463	\$315	<a href="#">View</a>

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

The screenshot shows the 'Invoice/Credit Details' page. It has a '< Back' button at the top left. The page displays various fields for the invoice/credit, including Reference Number, Order Type, Invoice Date, Due Date, Account, Customer, Order Number, Inv/Cred Number, Total Value (inc GST), GST, Type, Warehouse, Gross Value inc GST, and Gross GST. Below the fields is a table of line items.

Line	Code	Description	Fridge	Ordered	Inv/Credit	Price/Unit(exc GST)	Price Extend(exc GST)	GST	Price Extend(inc GST)	Gross Price Extended(inc GST)	Gross GST
1	184683	Visanne Tab 2mg Blst 28	N	1	1	\$59.30	\$59.30	\$5.93	\$65.23	\$67.06	\$6.10

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: Customer Reference: Invoice Number: Sales Order Number:

Customer Account: Product Number: Search

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	1178000580		\$3463	\$315	I	PER	\$3463	\$315	<a href="#">View</a>

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

☐ View Invoice Detail Page

☐ Request RA

☒ Request Tax Invoice

**Submit**

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	1178000580		\$3463	\$315	I	PER	\$3463	\$315	<a href="#">View</a>

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: 1178000580

Email Address: [symbioncustomerservice@symbion.com.au](mailto:symbioncustomerservice@symbion.com.au)


Document Type: Tax Invoice and Delivery Advice

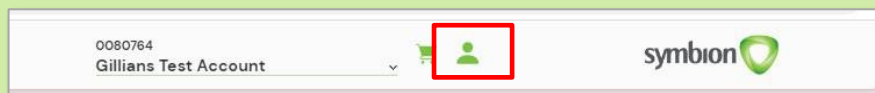
**Request Tax Invoice/Credit Copies**

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

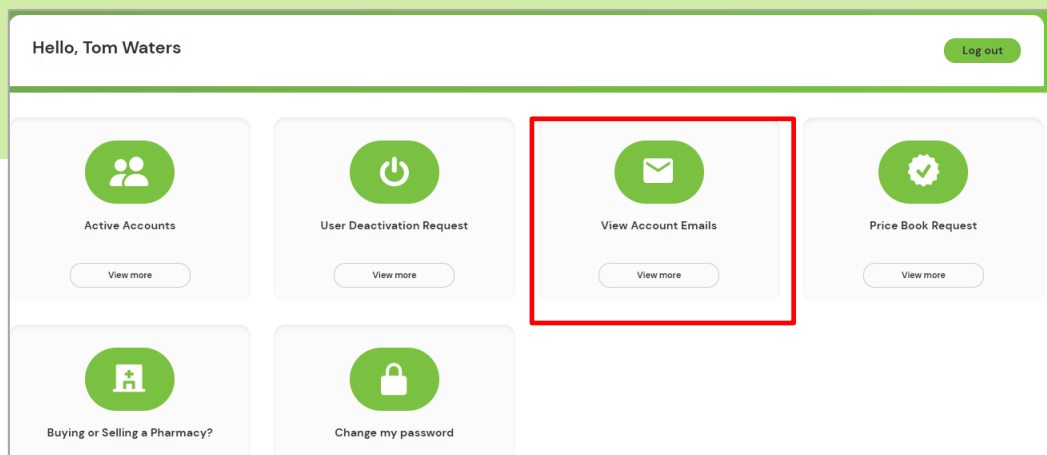
Confirmation message will be displayed, and invoices/credits will be sent to the email address linked to the SHOP user

# 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



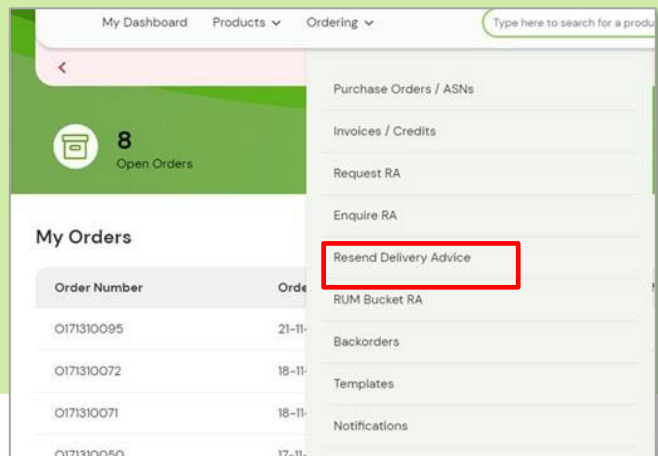
Click the relevant “Opt In” box for each option to be updated and enter the email addresses. Click Save Details to submit changes

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

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".

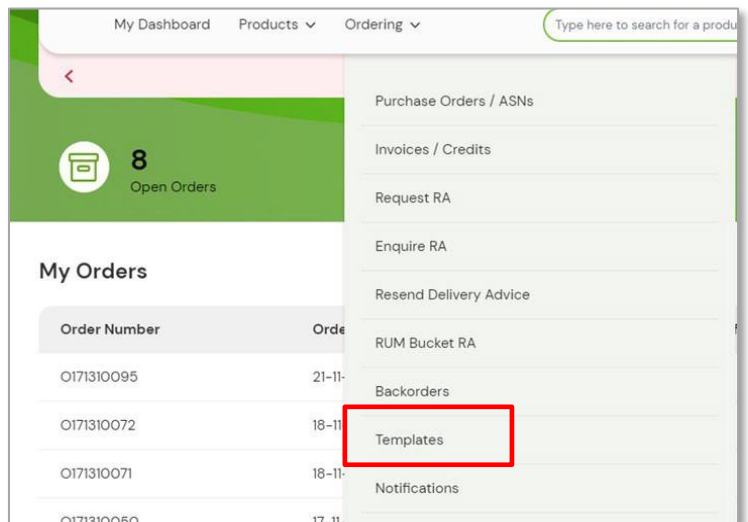
Template Name:  Save

## 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

Templates			
Template Name	Sum of items in the template		
Oral B	10	<a href="#">Edit</a>	<a href="#">Delete</a>

Click on the template name to view the templated order products

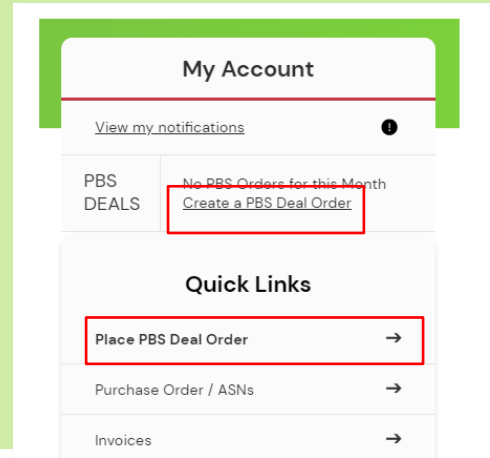
- In the Quantity column select the number of units for each item
- To remove a product from the template press delete
- When complete press the Place into Cart button
- Items are added to the cart, click on the cart icon to continue to submit (refer to page 9)

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

# PBS Deal

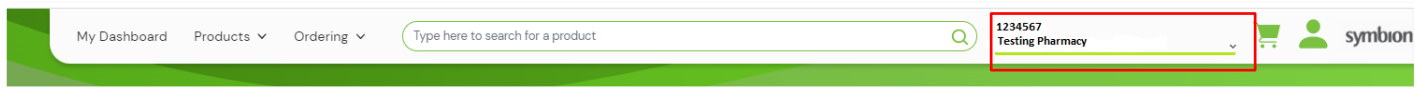
## Under My Account in the Quick links:

- 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

**PBS Order Form**

Special PBS Items  
4.25% off List Price

Place order between the 5th September till 5pm 29th September 2023  
1 order per Pharmacy

Products have been highlighted that form part of the 1st tranche of 60 DD  
Prices are subject to change, Symbion reserves the right to withdraw the offer at any time

Order Date: 08-09-2023      Order By: Georgina.edmunds      Order Ref: PBS-SEP23


[Create Order](#) [Cancel](#)

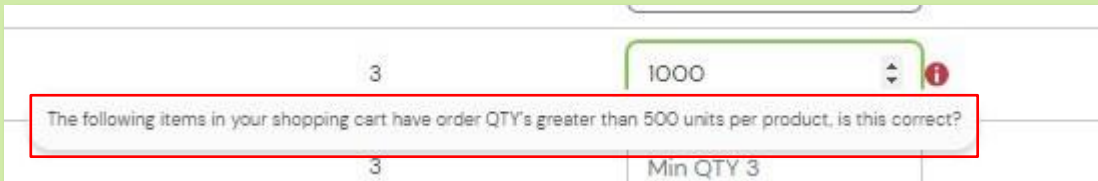
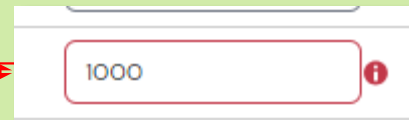
Product Description	Symbion Item Code	Special Price (Ex GST)	Stock	Alt WHS	Force Back Order	Min Order QTY	Order QTY	Subtotal (Ex GST)
Celebrex Cap 200mg 30 <b>**NEW**</b>	064653	\$4.23	6396		<input type="checkbox"/>	3	<input type="text" value="10"/>	\$42.30
Celestone M 0.02g Crm 100g	354082	\$7.47	0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

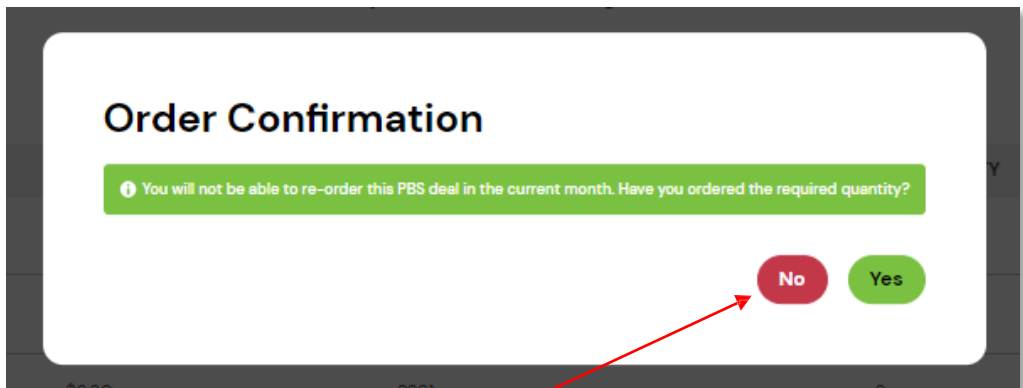
- If you key a QTY greater than 500 units, the field will highlight red
- If you hover over the  it will display the message



- 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'.

Symbion Keysborough – Test Account

Bulk Upload

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

### Bulk Upload – PBS Order

Account number: 1234567 The Chemist

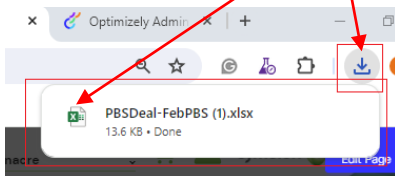
No. of PBS Orders for this month: 0/1

Order Ref:

Upload PBS Order

Please use this template for bulk order.  
This template includes all PBS deals for this month.

[FebPBS](#)




- 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	ProductName	ProductCode	Special Price (Ex GST)	MinQty	OrderQty	ForceBackOrder
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 EDrops 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 EDrops 5ml	468983	12.66	3	0	
19	Azopt EDrops 1.0% 5ml	119423	13.93	3	0	
20	Breo Ellipta Inh1 100/25mcg 30	169137	43.13	3	0	
21	Breo Ellipta Inh1 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 Drops 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.

File name:  Custom Files (\*.xlsx;\*.xls)

- 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.

### Bulk Upload – PBS Order

Account number : 1234567 The Chemist

No. of PBS Orders for this month: 0/1


Order Ref:

Upload PBS Order  

Please use this template for bulk order.  
This template includes all PBS deals for this month.  
[FebPBS](#)

Uploaded file is invalid. Please see this file for error details

[Error\\_PBSDDeal-FebPBS-638525574618876215](#)

- 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		
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		
11							Item OOS - Force Back Order must be Yes or No

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.

### Bulk Upload – PBS Order

Account number : 1234567 The Chemist

No. of PBS Orders for this month: 0/1

Order Ref:

Upload PBS Order  

Please use this template for bulk order.  
This template includes all PBS deals for this month.  
[FebPBS](#)

*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**

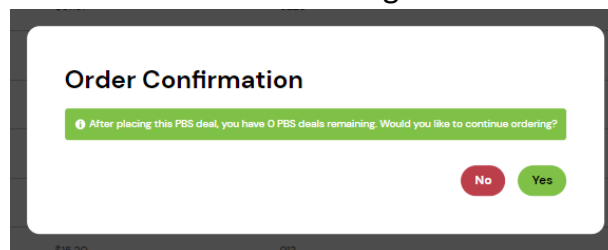
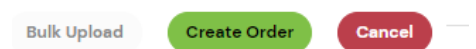
Special PBS Name: 42559-001-001-001  
Place order between April 26, 2024 and May 26, 2024

Order Date: 29-05-2024      Order By: Georgina Edmunds      Order Ref: TEST-DEC-1

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

Product Description	Symbol Item Code	Special Price (Ex GST)	Stock	Alt WHS	Force Back Order	Min Order QTY	Order QTY	Subtotal (Ex GST)
Actonel Once A Month 100mg 1	425582	\$2494	1409			3	3	\$7482
Advantan Crm 0.1% 10g	403902	\$6.30	707			3	3	\$18.90
Advantan Pasty Crm 0.1% 10g	522368	\$6.30	5225			3	3	\$18.90
Advantan Crm 0.1% 10g	403929	\$6.30	3978			3	3	\$18.90
Amoxil Pearl Drops 30ml 100mg/ml	403909	\$6.56	0		<input type="checkbox"/>	3	Min QTY 3	\$0.00
Antroquant Crm 0.02% 100g	062388	\$7.43	0		<input checked="" type="checkbox"/>	3	3	\$22.29
Asopar Tab 20mg 30	142505	\$5.75	819			3	Min QTY 3	\$0.00
Aspirin tabs 500mg 100 30	578320	\$9.43	300			3	15	\$141.45
Avenor Tab 50mg 30	08078	\$8.25	690			3	Min QTY 3	\$0.00
Avapro HCT Tab 300/12.5mg 30	399596	\$8.25	0380			3	10	\$143.50

- 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](mailto:symbion.sas@symbion.com.au)

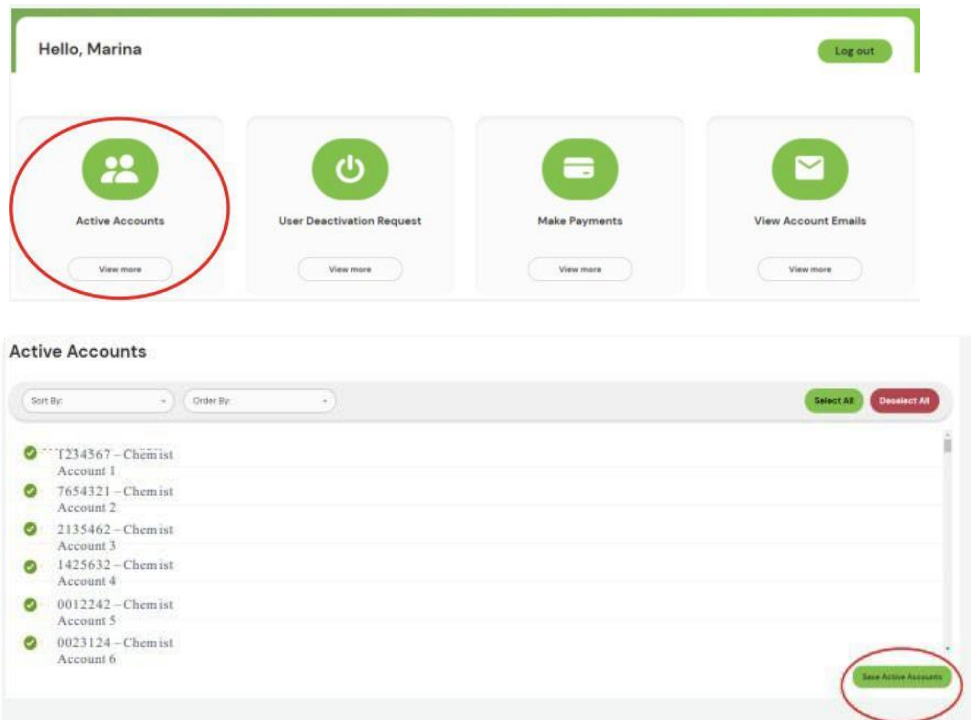
Once you have access to the New SHOP portal, please review your account details.

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



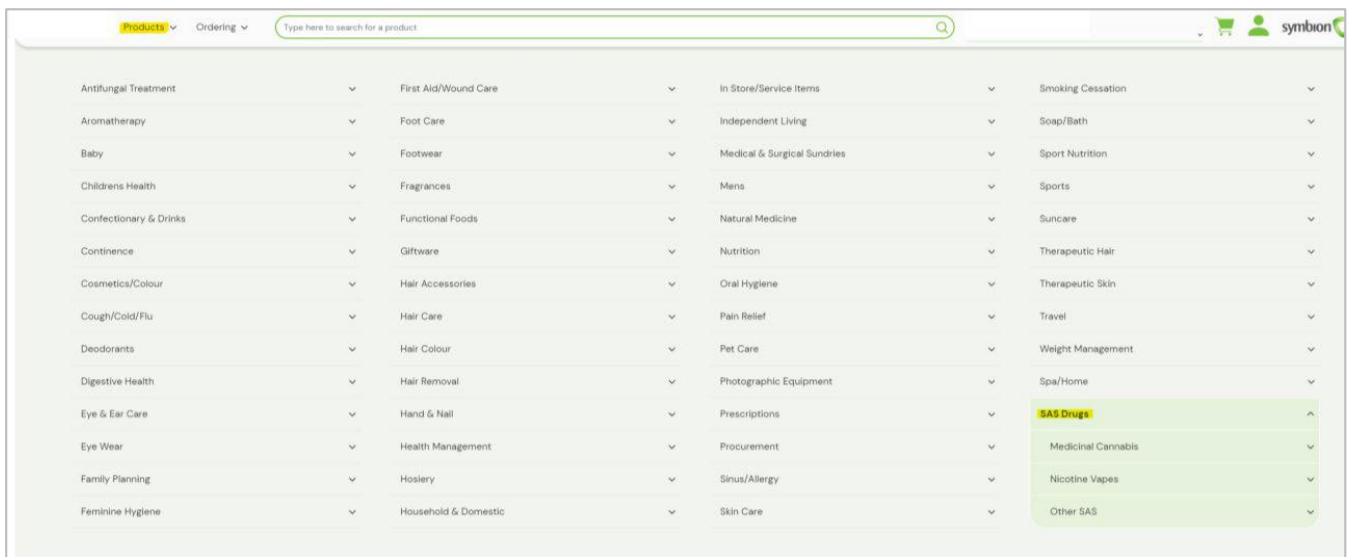
# SAS Product Search

You can find your product using the following options.

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



**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 <a href="#">list of unapproved products</a> 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 diagram illustrates the process of selecting a previously used TGA approval letter for a new SAS order. It shows two form sections: 'Category B' and 'Authorised Prescriber (AP)'. Each section has a dropdown menu for selecting a document. Red arrows indicate the flow from the category labels to the form sections, and from the 'Previously used TGA approval letter.' box to the dropdown menus.

**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.

The screenshot displays a mobile application interface for adding a TGA approval. At the top right, a 'Total Order Quantity' of 3 is shown with a close icon. Below this is a green header bar with '# 1 Authorised prescriber (AP) Qty - 1' and a trash icon. The main form area contains the following elements:

- A label 'How many units for this notification/approval' with a quantity input field set to 1. A red arrow points to this field with the text: 'This is the number of units not yet assigned to a TGA form.'
- A label 'Quantity remaining: 2'.
- A question 'What Category do you want to apply for this product?' with four radio button options: 'SAS Category A', 'SAS Category B', 'SAS Category C', and 'Authorised prescriber (AP)'. The 'Authorised prescriber (AP)' option is selected.
- A section titled 'Doctor's Details' with input fields for 'AHPRA ID', 'First Name \*', and 'Last Name \*'.
- A section titled 'Pharmacist's Details' with input fields for 'AHPRA ID \*', 'First Name \*', and 'Last Name \*'.
- A green 'Add approval' button at the bottom.

Two red arrows point to the quantity input field and the 'Total Order Quantity' value, with the following text:

- '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

**Product Requested**      **Category**      **Doctor's Name**      **Patient Name**      **Quantity**      **Edit**      **Delete**

SAS Category B      John Smith      ME      - 1 +          

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

**Your Order**

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

**Checkout**

**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.

< Back

### 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](mailto: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](mailto: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 00XXXXXX has been reviewed. Please see below the approval status of each line within your order.
<b>Account No:</b>
<b>Order Reference:</b> SAS
<b>Order Date:</b> 01/05/24
<b>Order Time:</b> 00:00 AM
<b>Contact Name :</b>
You have 1 SAS products approved
You have 1 SAS products unapproved
<a href="#">Login to view your order status</a>

Product Information	PDE	Qty	Status
SAS		1	
#1	Category:AP TGA Number:MAPXX-XXXXXXX Approval Expiry Date:DDMMYY Doctor's details. APHRA ID - First name - Last name - Pharmacist's details. APHRA ID: PHAXXXXXXXX. First name - Last name - Patient's details. Name Initials: AUTH Date of birth:		Approved
SAS		1	
#2	Category:AP TGA Number:MAPXX-XXXXXXX Approval Expiry Date: DDMMYY Doctor's details. APHRA ID - First name - Last name - Pharmacist's details. APHRA ID: PHAXXXXXXXX. 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.

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# 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”.

