


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?](#)

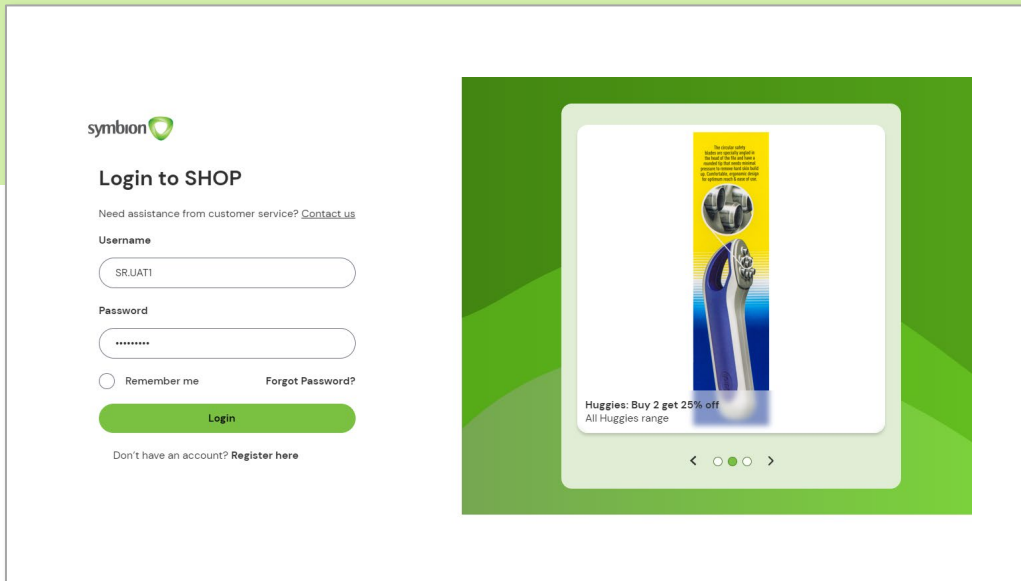
Don't have an account? [Register here](#)



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Login Instructions



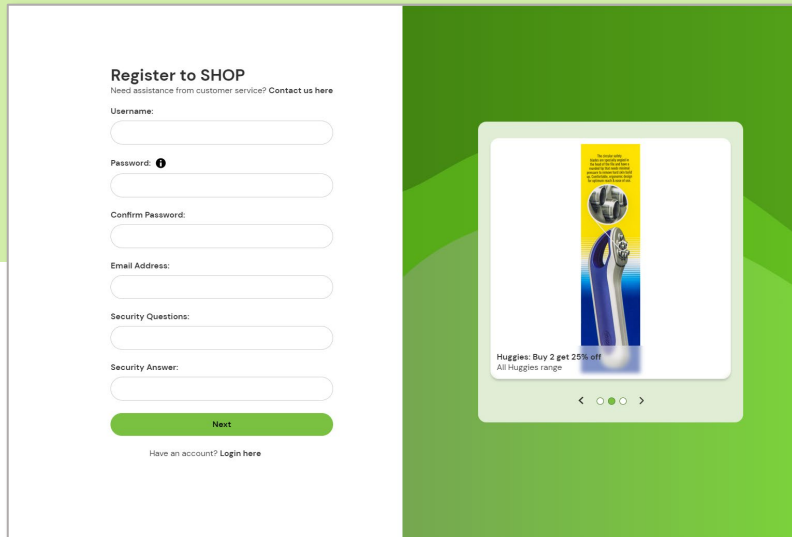
The screenshot shows the Symbion SHOP login interface. On the left, the Symbion logo is at the top, followed by the heading "Login to SHOP". Below this is a link for customer service assistance. The form includes fields for "Username" (containing "SR.UATI") and "Password" (masked with dots). There are radio buttons for "Remember me" and a "Forgot Password?" link. A green "Login" button is positioned below the fields, and a "Register here" link is at the bottom. On the right, a mobile app advertisement for Huggies is shown, featuring a blue and white image of a Huggies wipe and a promotional message: "Huggies: Buy 2 get 25% off All Huggies range".

- 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 parts of the Symbion Portal interface. On the left is a registration form titled 'Register to SHOP'. It includes fields for Username, Password, Confirm Password, Email Address, Security Questions, and Security Answer. A 'Next' button is at the bottom, and a link for 'Have an account? Login here' is below it. On the right is a mobile app interface showing a promotional banner for Huggies with the text 'Huggies: Buy 2 get 20% off All Huggies range' and navigation arrows.

Register to SHOP:

Are you an existing Symbion customer wanting online access?

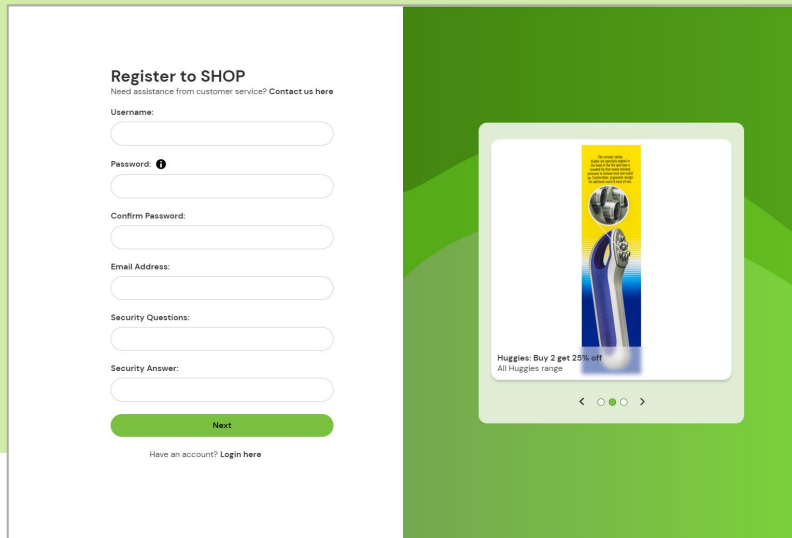
Click on the 'Register here' link

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

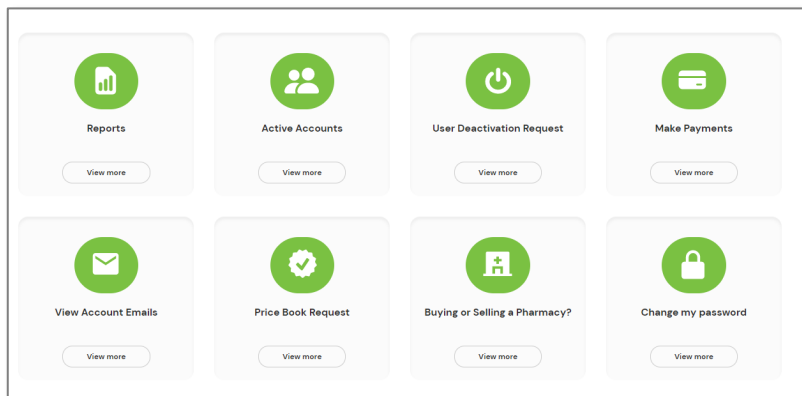
Change my password


Current password

New password **i**

Confirm new password

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

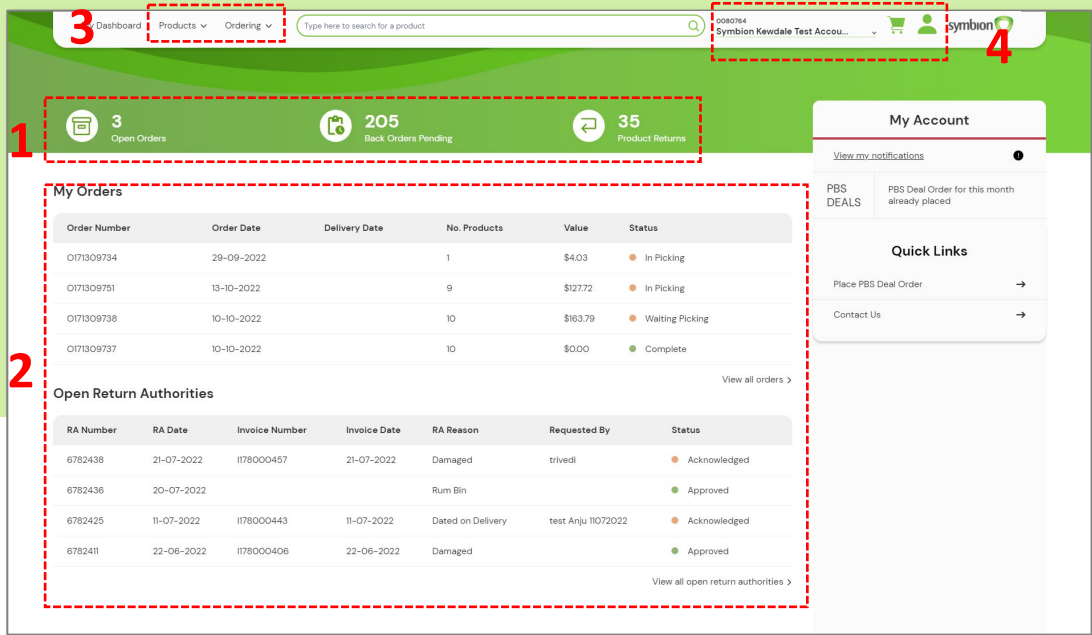


- On the top menu bar click on 
- On the Change my password tile click on [View More](#)
- Enter Current Password
- Enter New Password
- Confirm New password

* Password requirements:

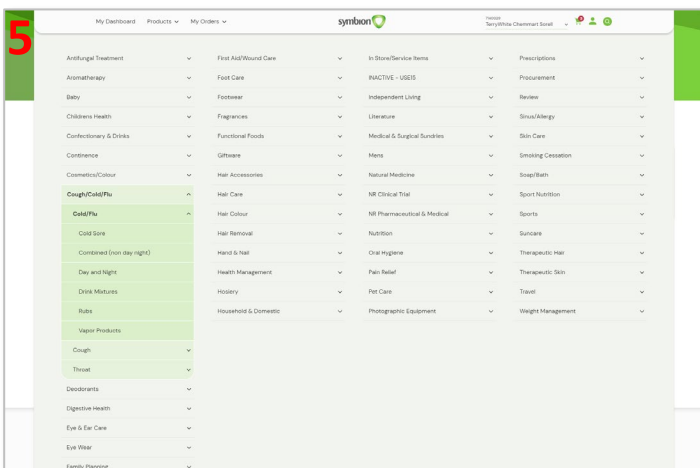
- 8-20 characters
- At least one capital letter
- At least one number
- No spaces
- No known bad password
- *Optional: special characters*
(not allowed: < > / % * + ' " &)

Your new Dashboard



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

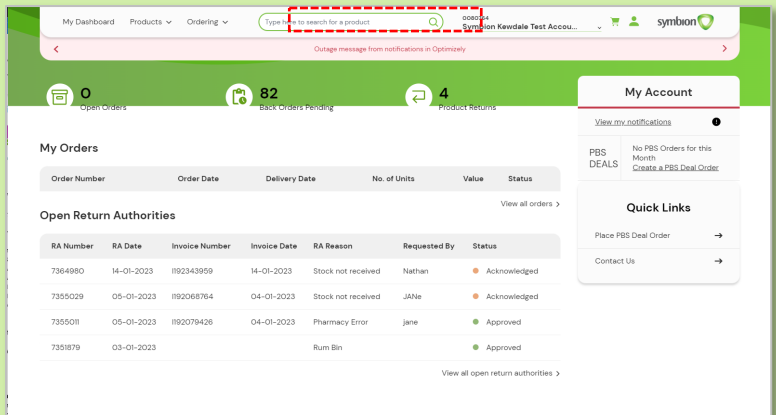


5. The Product menu is an easy to navigate category tree. The My Orders menu lets you access the following areas:
 - Orders
 - Invoices
 - Credit Summary *where allowed
 - Return Authorisations
 - Statement Summary *where allowed
 - Backorders
 - Notifications
 - RUM Bucket RA
 - Templates

Product Search

Click on “Type here to search for a product”

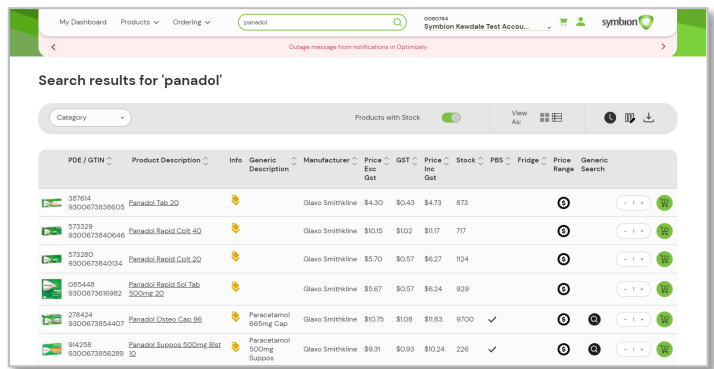
- To search for a product, enter any of below and press enter:
- Keywords
- Product Codes
- Supplier part number
- Product description
- Generic description
- EAN / Barcode



Product Search Results

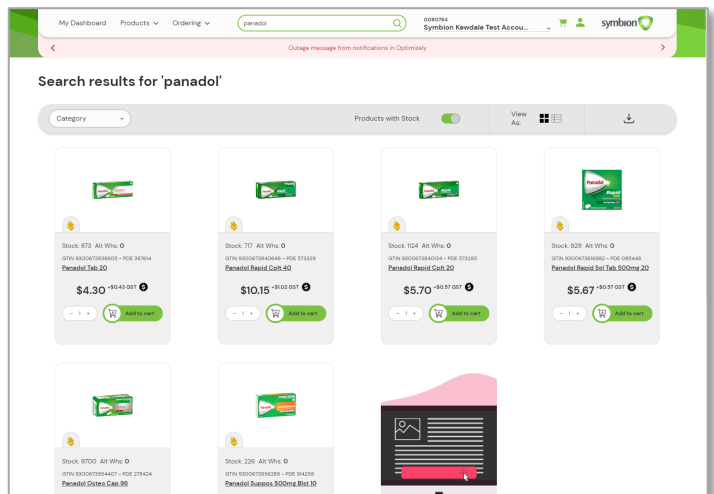
You can further refine your search by making use of the below options:

- 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

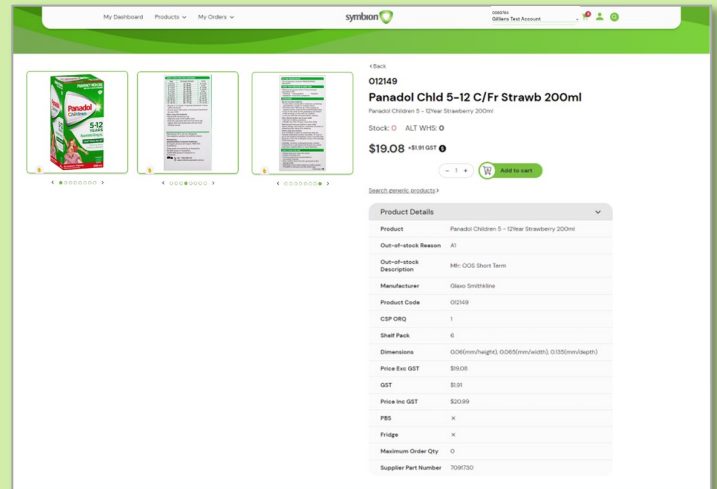


Product Details

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.

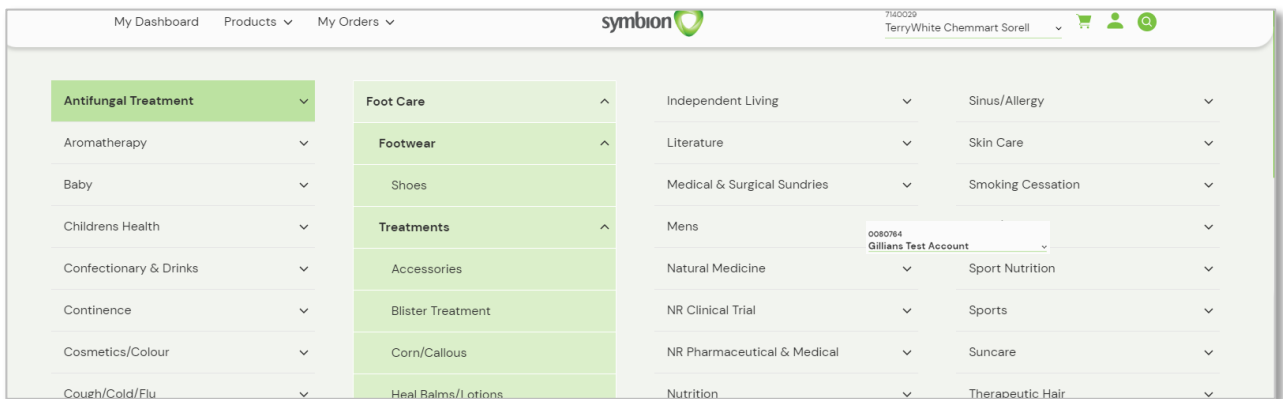


Product Search by Category

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

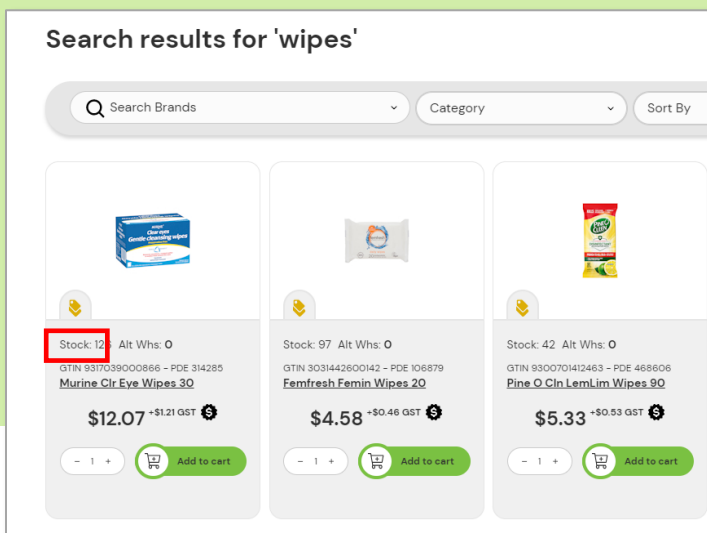
Or

- 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.



Checking for stock on hand & Out of Stock (OOS)

- 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



Search results for 'wipes'

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
710032 9312818004516	Babylove Water Wipes 80s			Unicharm Australasia	\$3.87	\$0.39	\$4.26	55	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>
213780 9338608004993	Baby U Goat Milk Wipes 240pk			Nice Pak Products	\$10.70	\$1.07	\$11.77	110	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>
270229 40565115665	Remove Wipes 50			Smith & Nephew Pty Ltd	\$28.16	\$0.00	\$28.16	204	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>

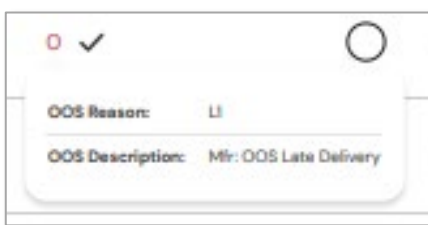
For OOS details, hover the cursor over the "0" in the Stock column

PDE / GTIN	Product Description	Info	Generic Description	Manufacturer	Price Exc Gst	GST	Price Inc Gst	Stock	PBS	Fridge	Price Range	Generic Search
295590 0840164514797	Vytorin Tab 10/80mg 30		Ezetimibe 10mg Simvastatin 80mg Tab	Alphapharm (Mylan Australia)	\$14.80	\$1.48	\$16.28	988	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>
664294 9334926004479	EzSimva GH Tab 10/80mg Blist 30		Ezetimibe 10mg Simvastatin 80mg Tab	DHL Generic Health Consign	\$14.98	\$1.50	\$16.48	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>
668109 9350299007671	Ezetorin Tab 10mg/20mg Blist 30		Ezetimibe 10mg Simvastatin 20mg Tab	Arrow Pharmaceuticals Pty Ltd	\$13.00	\$1.30	\$14.30		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>

OOS Reason: LI

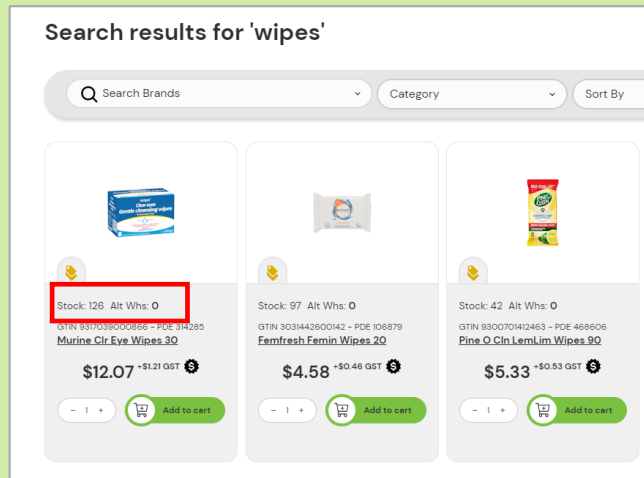
OOS Description: Mir: OOS Late Delivery

Magnified example



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 Exc Gst	iST	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 Q 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 Q 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			\$		- 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 + 

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	0			- 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

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

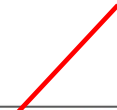
35 characters maximur **Submit Order**

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

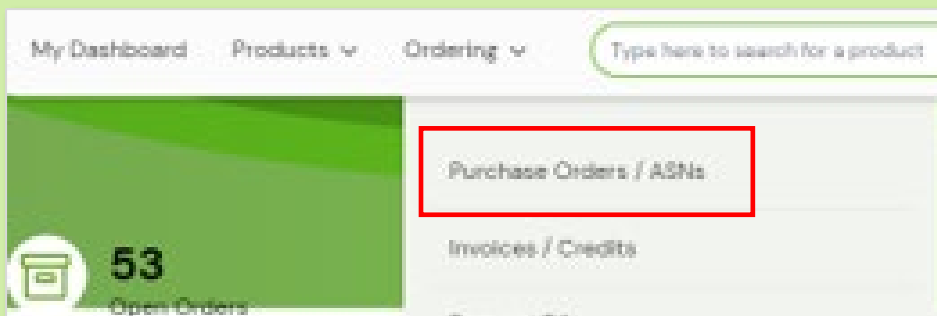


This order can be saved as a template for future orders. If you wish to do this please enter an appropriate name for the template and click "save".

Template Name **Save**

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

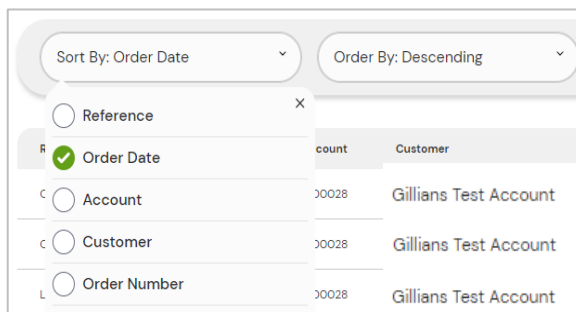
Search

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	077302941	\$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	077302940	\$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	077302934	\$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	077302923	\$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

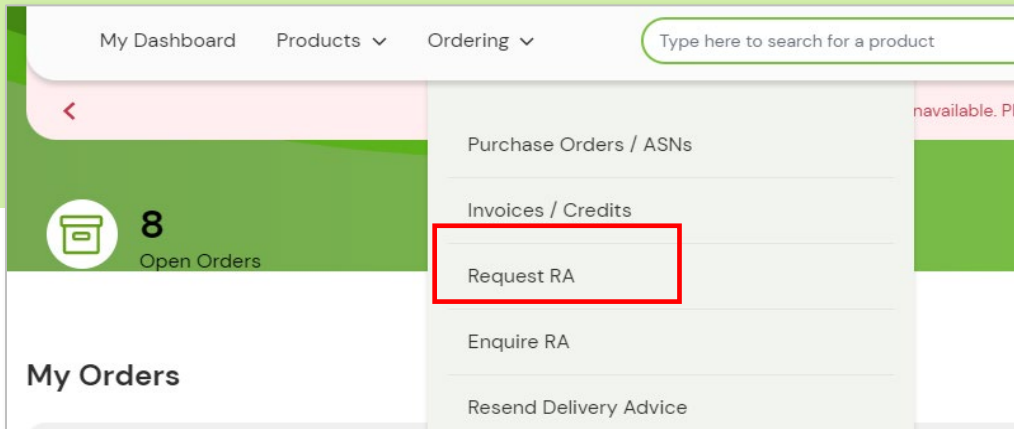
In the event of a delivery delay, Symbion will:

- **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

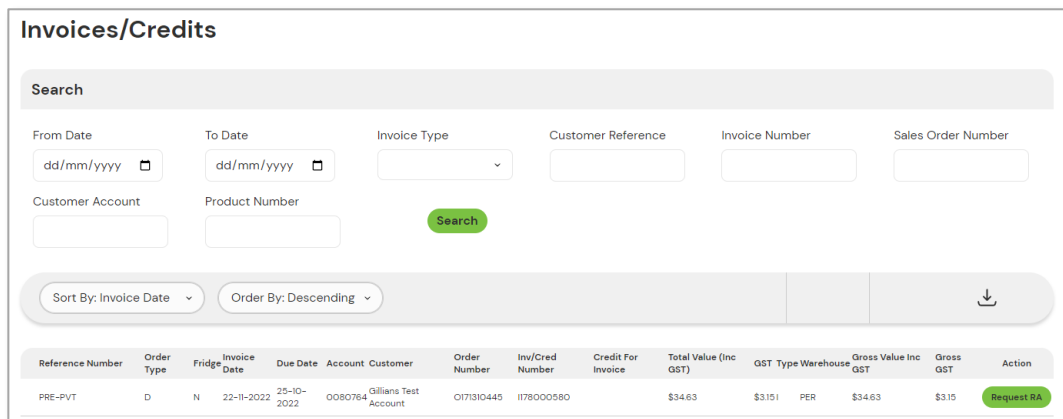
Returns

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	<input type="text"/>	Please Select	dd/mm/yyyy	<input type="text"/>	

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	<input type="text"/>	
4	173851 Panadol Mini Cap 48	OTC	4	X	4	<input type="text"/>	Please Select	dd/mm/yyyy	<input type="text"/>	
5	404268 Paracetamol Osteo SR Tab665mg&tle96	ETH	2	X	2	<input type="text"/>	Please Select	dd/mm/yyyy	<input type="text"/>	

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 specific Symbion supplied white bag in front of the driver and then hand to the driver. The driver opens this in the dispatch office upon their return to the warehouse

Country / network routes / stores receiving cartons

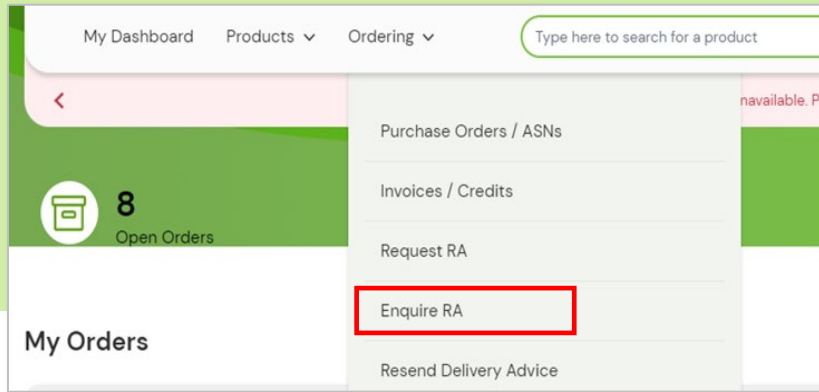
- Place product/s (including S8) drugs) into a cardboard box. Stick the RA label along with the provided freight consignment note label to the box and hand to the driver.

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 **2 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

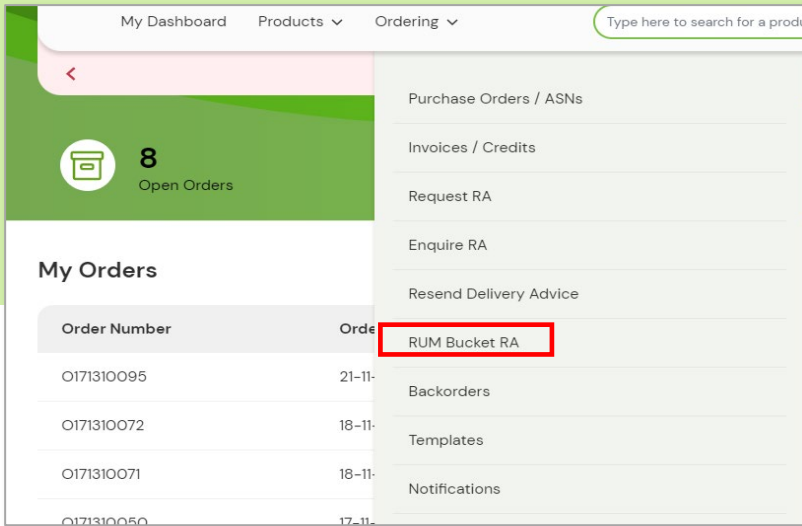
- **Acknowledged** – Request has been submitted to Symbion and is pending approval
- **Approved** – Request has been accepted The driver will bring along the RA label (s) on your next available delivery scheduled for pickups
- **To view further details** for the item you are returning (item or quantity 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. Below the input field, there is a red banner with white text that reads: '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, there 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 a successful submission. At the top, there is a green banner with white text that reads: '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'. Below the input field, there is a red banner with white text that reads: '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, there is a green 'Submit' button.

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 or fax to Symbion

NSW: NSW.customerservice@symbion.com.au

TAS: TAS.customerservice@symbion.com.au

QLD: QLD.customerservice@symbion.com.au

SA: SA.customerservice@symbion.com.au

VIC: VIC.customerservice@symbion.com.au

WA: WA.customerservice@symbion.com.au

Fax: 1300 774 000

* 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 Pty Ltd is recalling a specific batch of Irbesartan Sandoz 150mg listed below.

Sandoz Pty Ltd has initiated this recall due to the detection of N-Nitrosodietylethylamine (NDEA) in the one Irbesartan Sandoz batch listed below. During testing of the Irbesartan API (Active Pharmaceutical Ingredient) sourced from an external supplier, trace amounts of NDEA (N-nitrosodietylethylamine) were identified.

This recall action does not involve any other Sandoz Irbesartan products. Only the product listed below, which relates to one specific batch number, is affected by this precautionary recall action.

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

PDE	Description	Batch Number	Qty
375675	Irbesartan FC Tab 150mg Blist 30 SNZ	JA5487	

**STOCK MUST BE RETURNED NO LATER THAN
February 1st**

**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 or fax your customer service team

	RETAIL PHARMACY	HOSPITAL
FAX	1300 774 000	1300 775 000
NSW	NSW.customer.service@symbion.com.au	NSW.Hospitals@symbion.com.au
QLD	QLD.customer.service@symbion.com.au	QLD.Hospital@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:	

For further information, please contact Sandoz 1800 726 369

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 SPE3Q 120ml			Ego Pharmaceuticals Pty Ltd	\$11.31	\$113	\$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 the item is already on backorder
Continue to place or submit order as outlined on Page 9

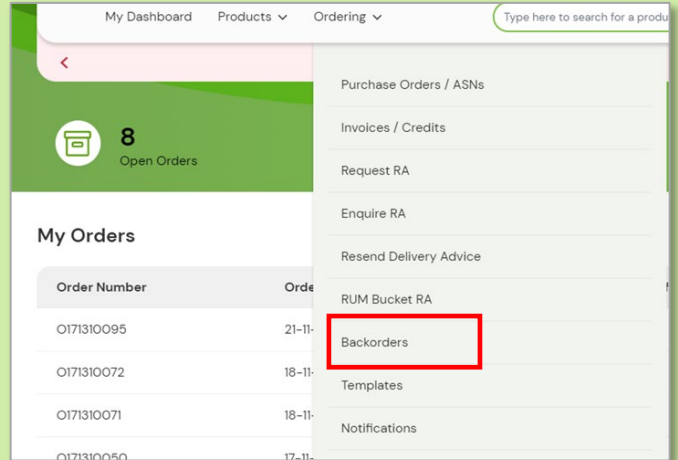


Backorders

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 click on Cancel button to request back-order cancellation

Note: Turnover back orders require supplier approval for cancellation

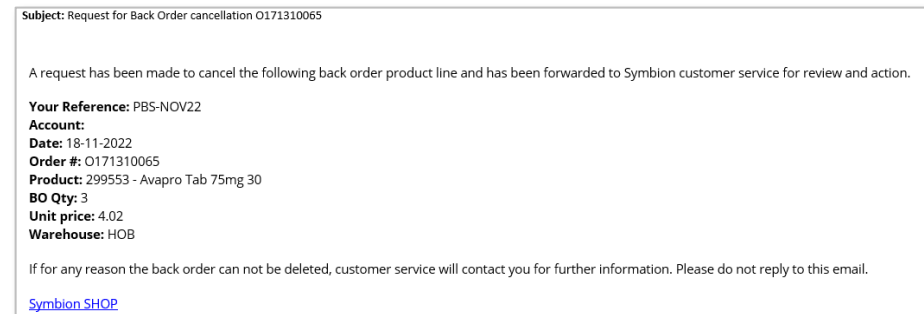
Found: 68 Items on Back Order

Your Ref	Order Type	Date	Account Name	Order	Product No	Description	Ord Qty	BO Qty	BO ETA	Price	Warehouse	Back Order
PBS-NOV22		18-11-2022	O080764 Gillians Test Account	O171310065	299553	Avapro Tab 75mg 30	3	3		4.02	HOB	<input type="button" value="Cancel"/>

Click OK to email back-order cancellation request



Backorders will not automatically delete from the screen. Symbion Customer Service will receive an email communication and manually process the request.

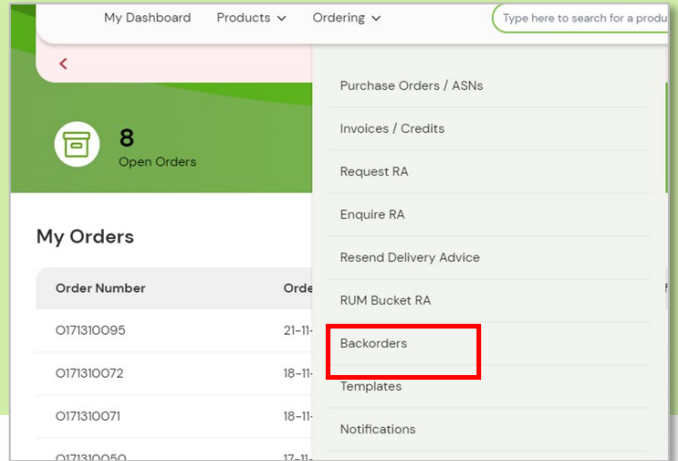


Backorders (continued)

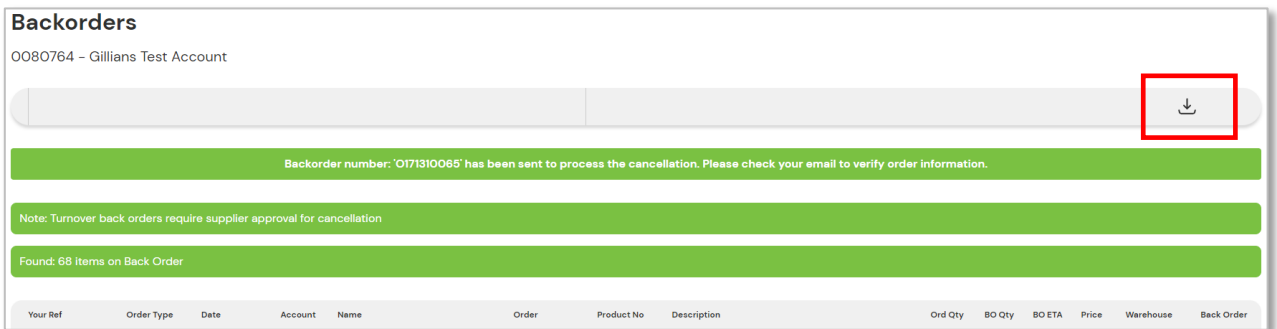
Use this function to:

- Export Backorder list to Excel

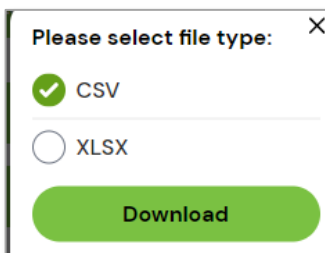
From the menu bar across the top of the screen, click Ordering, then choose Backorders from the drop-down menu



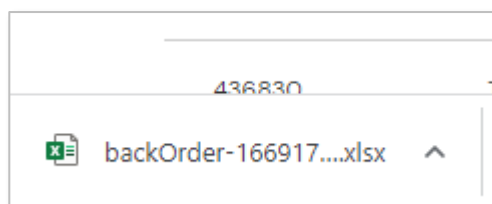
Click on the download icon to view and filter Backorder list through excel.



Select the file type to export



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

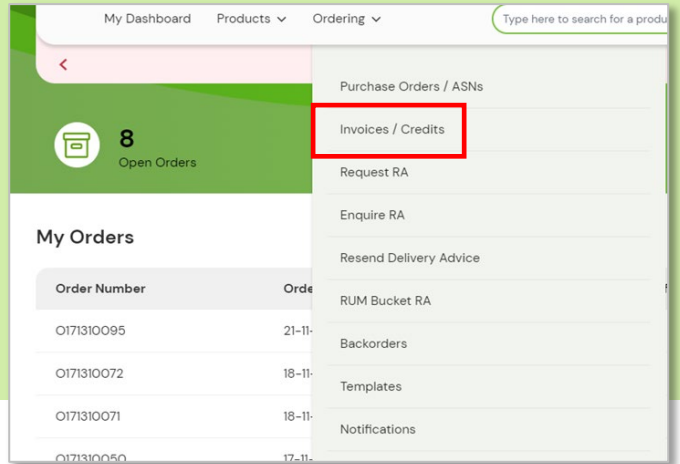


Invoices/Credits

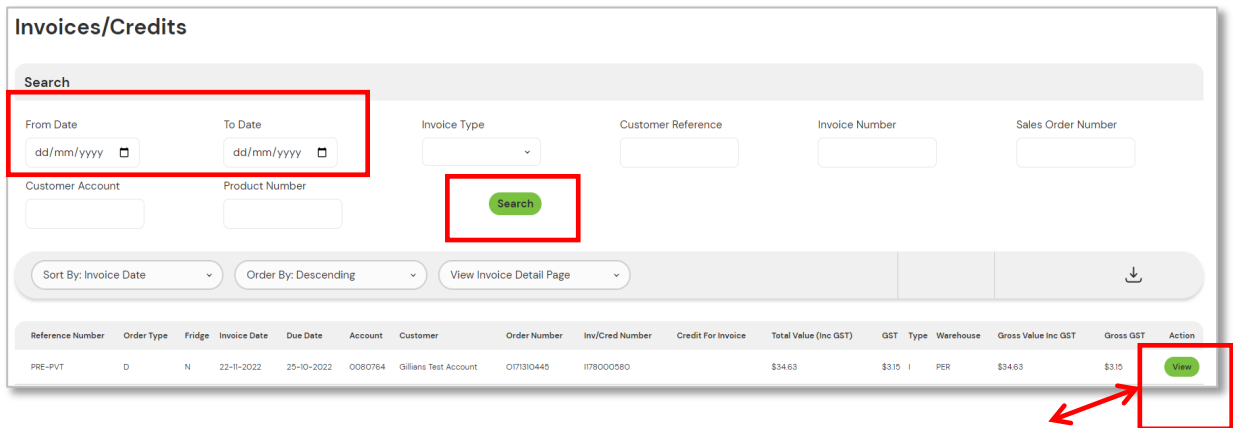
Use this function to:

- 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

The screenshot shows the 'Invoice/Credit Details' page. It displays a table of invoice details with columns: 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 table, there is a table of line items with columns: Line, Code, Description, Fridge, Ordered, In/Credit, Price/Unit(exc GST), Price Extend(exc GST), GST, Price Extend(inc GST), Gross Price Extended(inc GST), Gross GST, and Credit Reason.

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	Gross GST	Action
PRE-PVT	D	22-11-2022	25-10-2022	0080764	Gillians Test Account	0171310445	1178000580	\$3463	\$315	I	PER	\$3463	\$315	View

Line	Code	Description	Fridge	Ordered	In/Credit	Price/Unit(exc GST)	Price Extend(exc GST)	GST	Price Extend(inc GST)	Gross Price Extended(inc GST)	Gross GST	Credit Reason
1	138026	Vicks HH	N	4	4	\$762	\$3048	\$306	\$3353	\$3353	\$306	

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	017130445	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]

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	017130445	I178000580		\$34.63	\$3.15	I	PER	\$34.63	\$3.15	View Invoice Detail Page <input type="radio"/> Request RA <input checked="" type="radio"/> Request Tax Invoice

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]

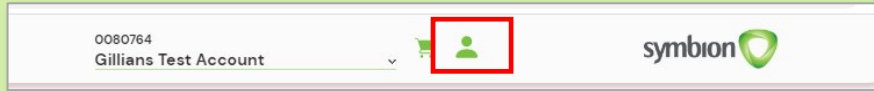
Request Tax Invoice/Credit Copies [Button]

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

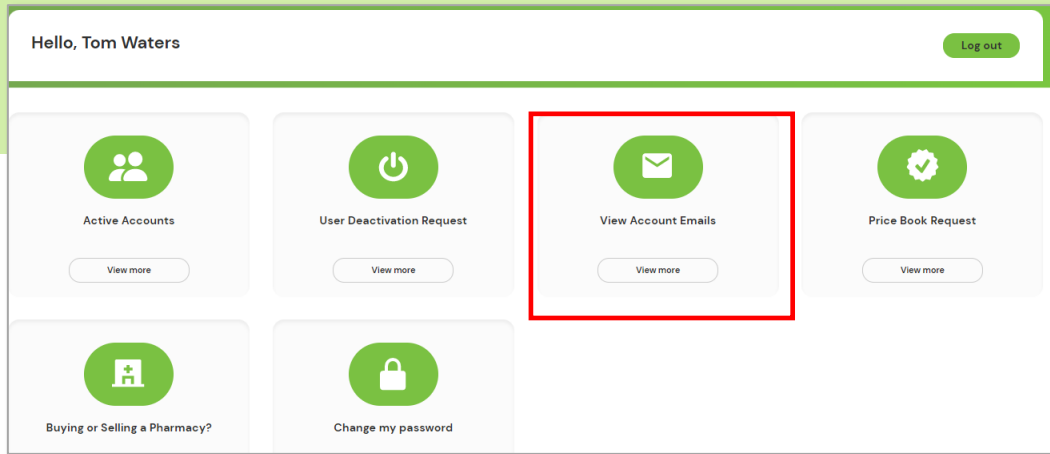
Confirmation message will be displayed, and invoices/credits will be sent to the email address linked to the SHOP user

Updating Email Addresses

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

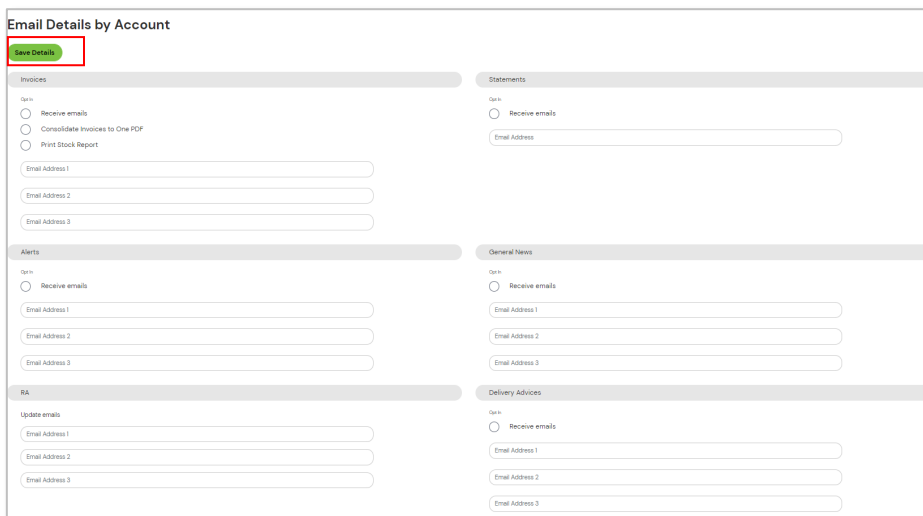


Click view more on the View Account Emails tile



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

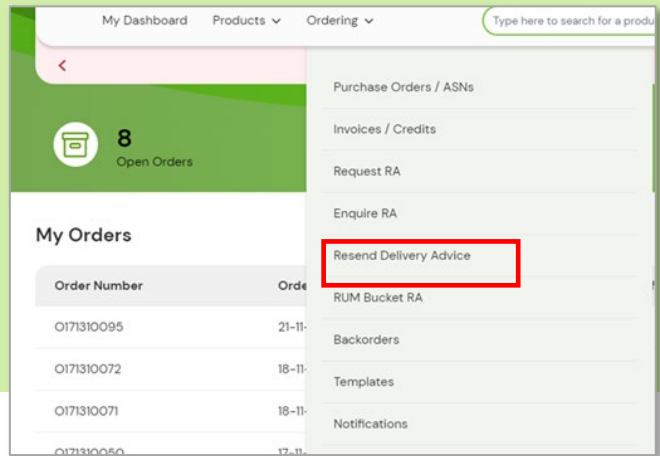
Note: From this screen you can update email addresses for Invoices, Statements, Alerts, General News, RA’s and Delivery Advices.

A screenshot of the 'Email Details by Account' form. At the top left, there is a 'Save Details' button highlighted with a red box. The form is divided into several sections: 'Invoices', 'Alerts', 'RA', 'Statements', 'General News', and 'Delivery Advices'. Each section has an 'Opt In' checkbox and a 'Receive emails' radio button. Below these are three input fields for 'Email Address 1', 'Email Address 2', and 'Email Address 3'.

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 the desired date then click resend

A screenshot of the 'Resend Delivery Advice' form. The form has two main fields: 'Date' and 'Email Address'. The 'Date' field is set to '23/11/2022' and has a calendar icon to its right, which is highlighted with a red box. The 'Email Address' field contains the email address 'symbioncustomerservice@symbion.com.au'. Below the fields is a green 'Resend' button, also highlighted with a red box. There is a small information icon at the bottom left of the form.

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'.

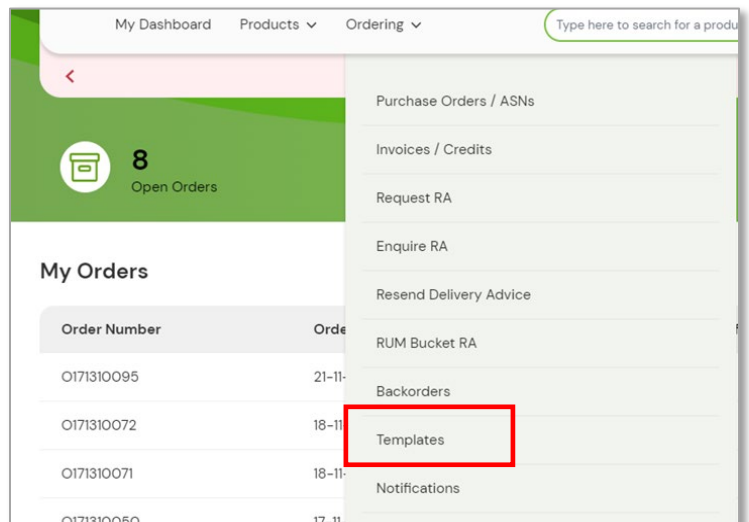
Save

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

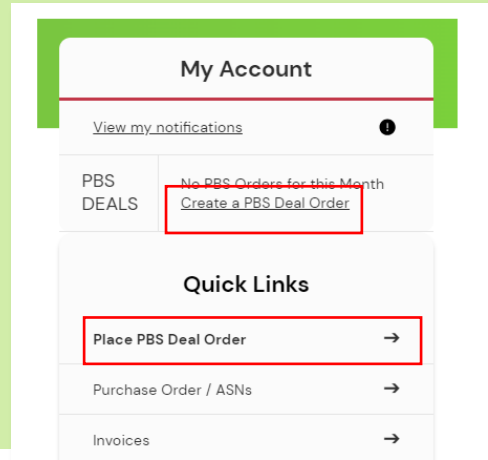
- In the Quantity column select the number of units for each item
- To remove a product from the template press delete
- When complete press the Place into Cart button
- Items are added to the cart, click on the cart icon to continue to submit (refer to page 9)

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

PBS Deal

Under My Account in the Quick links:

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

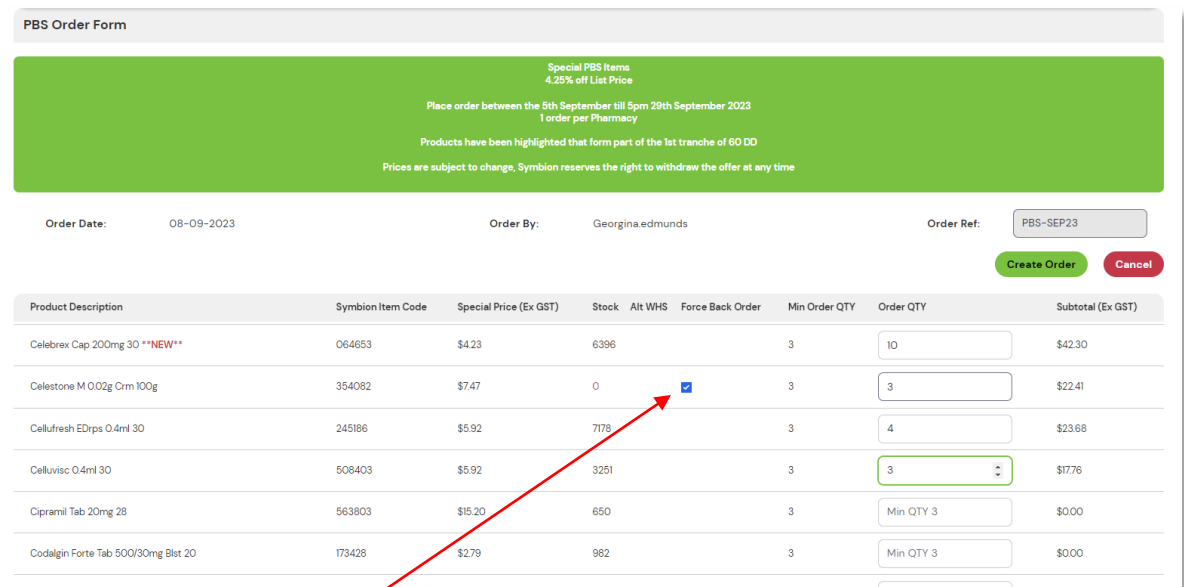


To place a PBS Deal

- Select your account number from the drop-down box




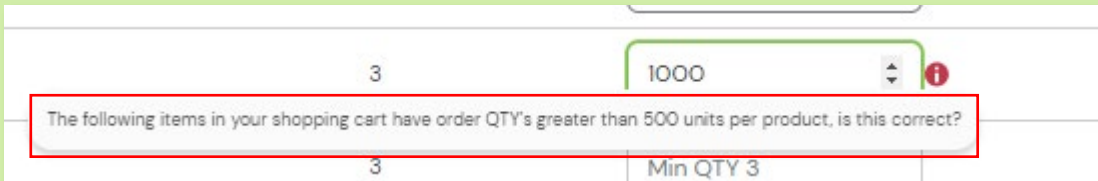
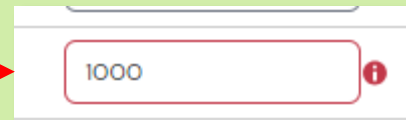
- Enter the quantity to order into the order QTY field




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)

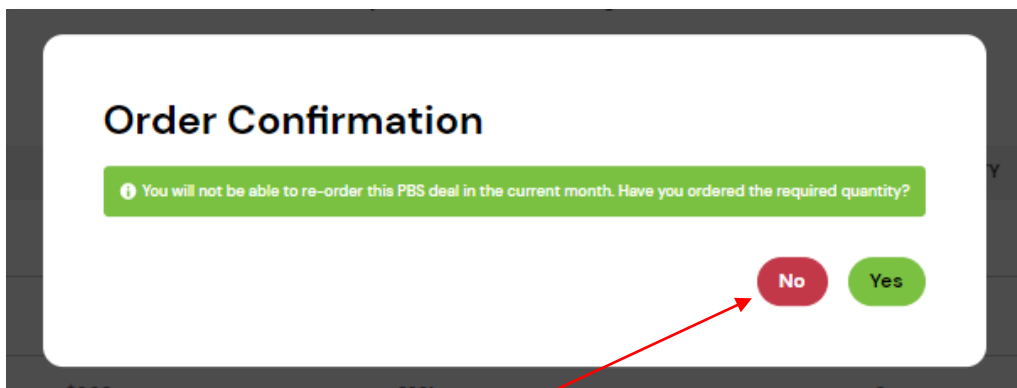
- If you key a QTY greater than 500 units, the field will highlight red
- If you hover over the  it will display the message



- 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

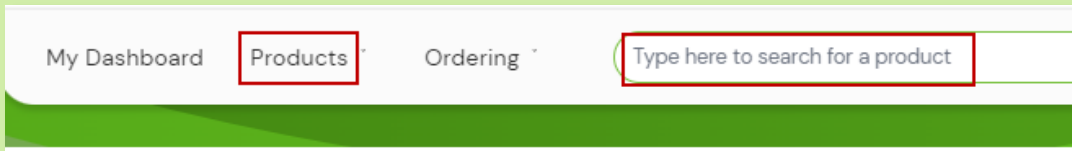
SAS Orders


Special Access Scheme (SAS) - Enquiries:

Phone: 1300 012 686

Email: symbion.sas@symbion.com.au

- Select the account number in the Account dropdown field for the order to be placed against.
- Find your product using the Products drop-down list or the Product Search Function at the top of the home page.

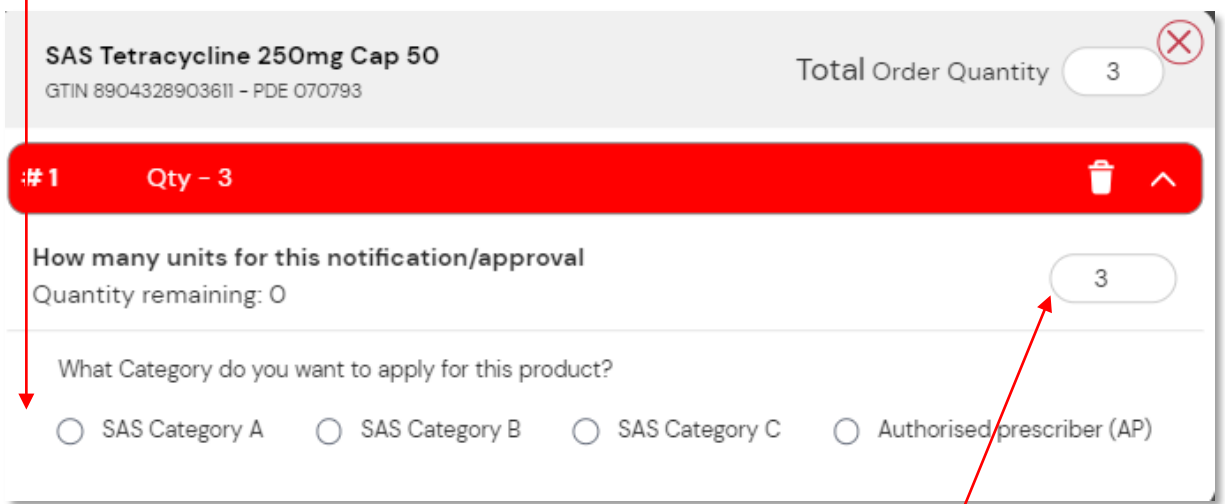


In your search results type in the quantity required or click on the +/- signs then click the  symbol.



Click on Add Approval.

Select the appropriate Category.



If you have multiple approvals/patients for the one item, adjust the QTY per approval.

SAS Orders (continued)



Special Access Scheme (SAS) - Enquiries:

Phone: 1300 012 686

Email: symbion.sas@symbion.com.au

- Complete the required fields and attach relevant documents
- For multiple approvals, click **Add approval** to continue with additional quantities.
- Once all details are added, click on Complete

SAS Tetracycline 250mg Cap 50 Total Order Quantity
GTIN 8904328903611 - PDE 070793

1 SAS Category C Qty - 3  

How many units for this notification/approval
Quantity remaining: 0

What Category do you want to apply for this product?

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

Do not upload SAS Category C notification in this order.
Send the notification to the TGA within 28 days of use of the unapproved product.

Pharmacist's Details


AHPRA ID *

First Name *

Last Name *

Patient's Details

Name Initials *

Date of Birth * 

By ticking the checkbox, you confirm that the product is on the Category C pathway, and the notification is required to be sent to the TGA within 28 days.
To learn more, please refer to the [Category C guide](#).


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

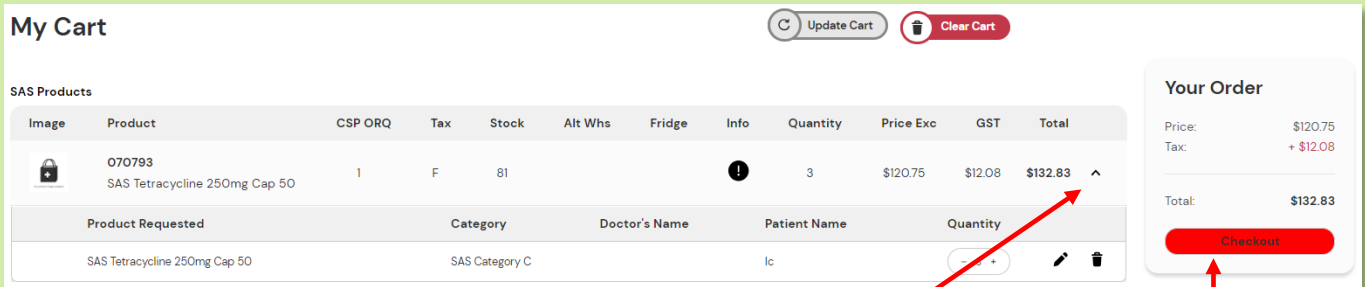
SAS Orders (continued)

Special Access Scheme (SAS) - Enquiries:

Phone: 1300 012 686


Email: symbion.sas@symbion.com.au

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

SAS Products

Image	Product	CSP ORQ	Tax	Stock	Alt Whs	Fridge	Info	Quantity	Price Exc	GST	Total
	070793 SAS Tetracycline 250mg Cap 50	I	F	81			!	3	\$120.75	\$12.08	\$132.83
Product Requested		Category		Doctor's Name		Patient Name		Quantity			
SAS Tetracycline 250mg Cap 50		SAS Category C				lc		-			

Your Order

Price: \$120.75
Tax: +\$12.08

Total: \$132.83

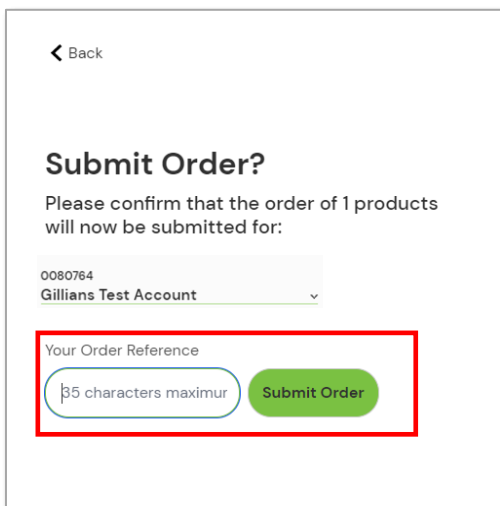
[Checkout](#)

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

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

Once you click on Checkout, this will take you to 'Submit Order' page to confirm

- Enter your order reference; then
- Press Submit Order
- You will receive an Order Confirmation message



[Back](#)


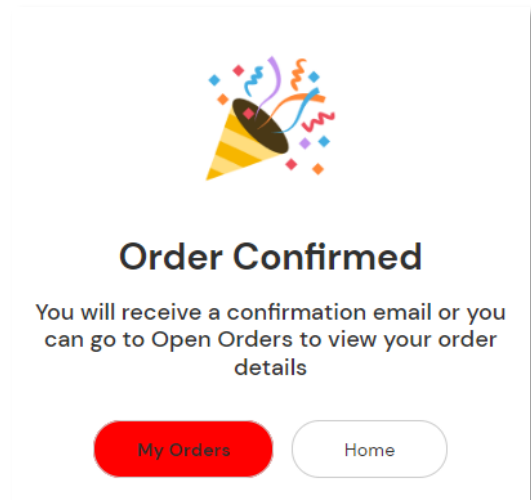
Submit Order?

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

0080764
Gillians Test Account

Your Order Reference

15 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](#)

SAS Orders (continued)

Special Access Scheme (SAS) - Enquiries:

Phone: 1300 012 686

Email: symbion.sas@symbion.com.au

- An email of your order Summary will be sent to the email address linked to the SHOP username
- Click on 'Download Order Details Here' to review full order details
- Order number will not be confirmed or visible on your Purchase Order view until an SAS team member or Supplier have approved your order.

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 Bismuth Subcitrate 120mg Tab100	090670	N	N	\$57.50	\$6.00	\$63.50	2	\$115.00
Order Total								\$115.00

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](#)

Note: Depending on the product requirements, your order may be split across multiple order numbers.

SAS Orders (continued)

Special Access Scheme (SAS) - Enquiries:

Phone: 1300 012 686

Email: symbion.sas@symbion.com.au

- Once your order has been reviewed you will receive an email to confirm.
- This will include any approved and/or rejected lines.
- Click on “Login to view your order status” to confirm order number, status & expected dispatch date or in SHOP go to Ordering > Purchase Orders/ASNs or return to your Dashboard.

Dear Customer,

Your SAS order request **MULTIPLE** has been reviewed and completed.

You have 6 SAS products approved.

You have 1 SAS products unapproved.

[Login to view your order status](#)

Note: in a situation where some SAS products get 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

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Note: All SAS orders need to be thoroughly checked due to our SAS requirements and will still require more time than non-SAS/registered product orders.

We ask for your patience to allow up to 2 working days for your orders to be reviewed and approved.