

When you are in the client's record there is a tab 'client orders,' click on this.

You then have the option via tabs to, add delivery, add collection (if the client has equipment already), add visit.

A collection is the collection back to the store of equipment in use.

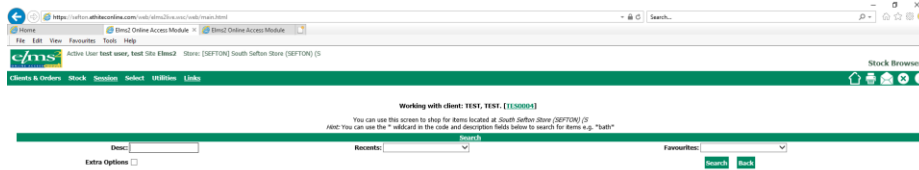
The screenshot shows the e/ms South Africa website. The browser address bar displays the URL: https://e/ms.southafrica.com/entry/index.html. The website header includes the e/ms logo and navigation links: Home, About Us, Contact Us, and a dropdown menu for Client Order Search. The main content area features a search form with the following elements:

- Client Order Search** title
- Order No.:** A text input field.
- Status:** A dropdown menu with "Current" selected.
- Sort By:** A dropdown menu with "Order No Ascending" selected.
- Search** button
- Current Status Only:** A checkbox.

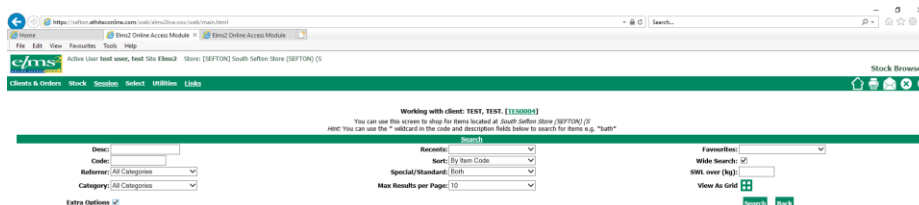
Below the search form is a table with the following columns: Order, Item, Description, Qty, Type, Order Status, Booking Status, and Reference Number. The table is currently empty.

Select add delivery.

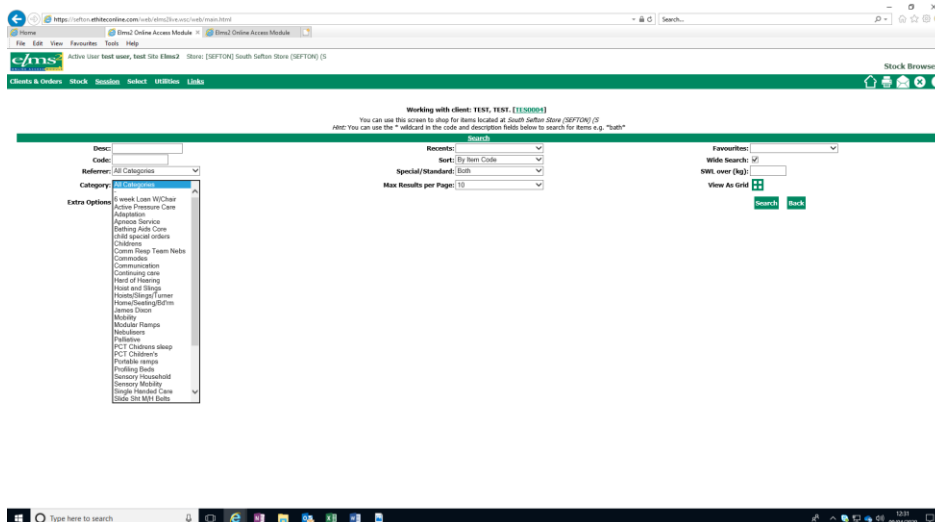
The following screen appears, click in the extra options field.



This opens the stock catalogue search fields.



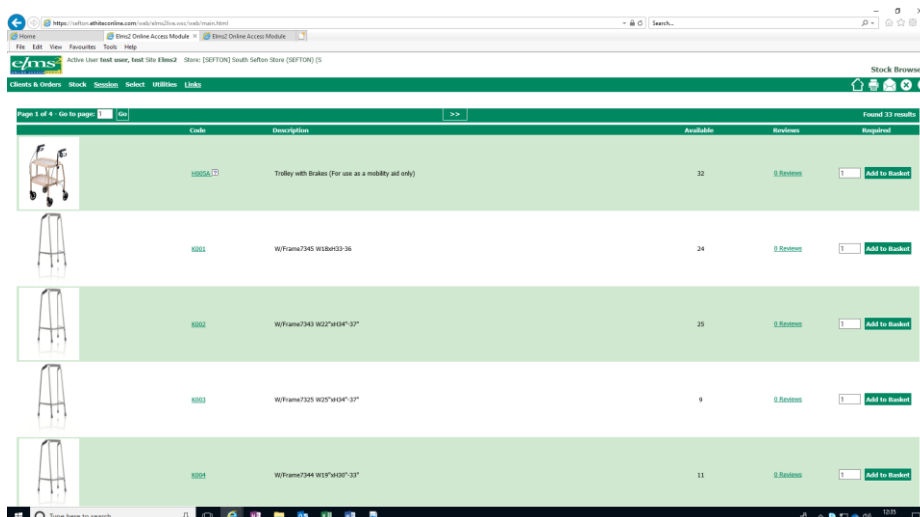
If you know the item code for the equipment you need enter it in the 'code' field, if not use the drop down for 'category.' Items are categorised according to type of equipment. For example, mobility aids.



Remember the more fields you fill in the more restricted your search becomes, for example if you selected mobility and then used a description *bed* in the description field, there would be nothing that satisfies these two requirements.

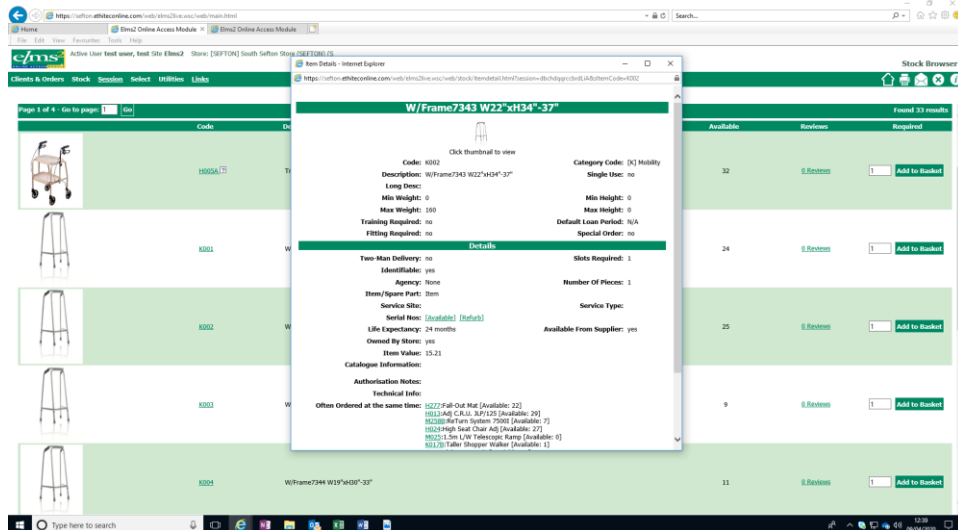
If your search results in a list of items, then the list may extend to more than one page. There are arrows at the bottom of the screen to move from page to page.

Here the search is for mobility aids.



You will note that some items, here the H005A have a small '?' next to the code. This is called a tool tip, providing further information about ordering this equipment.

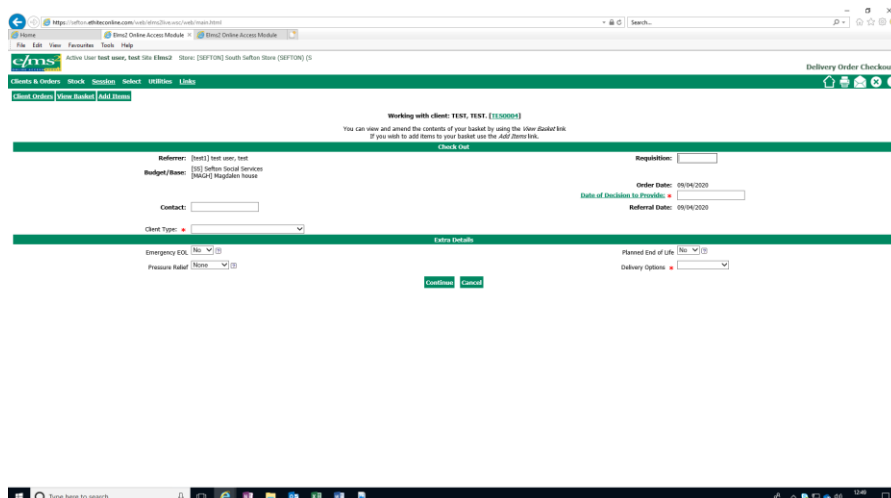
Clicking on the item code will open another window giving more detail about the equipment including user weight restrictions or links to suppliers' websites.



To order the equipment select 'add to basket' on the right hand side. When there is no stock of an item, alternatives may be suggested by the system. You can still order an item even though stock is not available, it will go to a waiting list, stock is being replenished constantly and when the item is in stock your order will be processed.

Once you have placed the item(s) you need into the shopping basket select 'Checkout' at the top of the screen.

This brings you to the details of your referral.



Click on the link 'date of decision to provide' to open a calendar to select the appropriate date.

'Client type' and 'delivery options' are drop down mandatory fields.

When complete, press continue.

The following screen appears

The screenshot shows a web browser window with the URL <https://msc.e/msonline.com/onlineAccessModule/track.html>. The page title is "e/ms Online Access Module". The navigation bar includes "Home", "File", "Edit", "View", "Formulator", "Tools", and "Help". The main content area is titled "Working with client: TEST, TEST (11550000)". Below this, there is a table with two columns: "Item" and "Status". The first row in the table is "HOSPITAL SURGE COAST BATH BOARD" with a red X in the status column. To the right of the table, there is a form for "HOSPITAL SURGE COAST BATH BOARD" with fields for "Qty Required" (1), "Priority" (Within 7 Days), "Short Form" (Wwds Clear), "Exchange" (None), "Key for Discharge" (None), and "Discharge Date" (None). A "Confirm Order" button is at the bottom right of the form.

Move down the list of equipment confirming the required detail (on the right) for each item ordered. Notes here are about the equipment itself for example 'set to its highest setting.' These notes are not seen until the day of delivery and should not be used for messages about the delivery journey.

Remember to get the order priority right, urgent deliveries are 48-hour priority, others are 7 day. Please only use 48-hour priority where the urgency relates to the client's needs.

Required for discharge relates to hospital discharge, not discharge from your caseload.

As you complete the detail on the right-hand side the red X will change to a green tick after you have pressed confirm. Confirm each item in turn.

When all ticks are green press continue.