# User Guides - **Dispensing**

The most comprehensive form of dispensing is when it is used in conjunction with the examination module and when stock has been entered into the stock inventory.

There are two ways to create a patient dispense.

1. Create a quick eGOS form.

Select the patient that you would like to create a GOS form and a dispense for. Go to Patient Data -> eGOS & Referrals -> select the eGOS voucher that you would like to create.
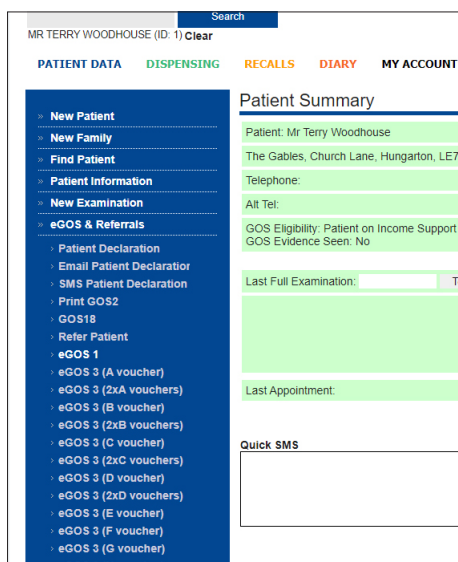
Creating an eGOS voucher in this way will automatically create a dummy dispense.

You should NOT create a new dispense as this will create another eGOS form.

You can find a patients dispense under Patient Data -> Patient Information -> Dispensing History. Select the 'Edit Order' button to continue with the dispense.

2. Create a new dispense from the 'Dispensing' tab

Select the patient you would like to create a dispense for and select 'Dispensing' from the top main menu. The dispense page will open showing the patients latest Rx (as long as one has been recorded for them).

You should then continue completing this dispense.

Build up the items of a dispense, as shown:

• Select the examination type, e.g. private or funded by pressing the + button to the right. This will open a number of options. When any selections are made the grey 'Select' button will turn from grey to black.

- When you select a 'Funded Examination' for a patient a new eGOS 1 form will automatically be created. You can search for this form in the Patient Data side menu under *GOS -> eGOS (This Patient). **Remember if you have already created a GOS from in the quick link you DO NOT need to select one here as it will create another.***

See our 'eGOS' user guide for a detailed guide on using the eGOS section of Blink.

- Under 'Spectacles 1' select the relevant NHS vouchers to apply – again this will automatically create an eGOS 3 form.

- Search and select a frame, or view all frames by category (categories can be created according to your specific needs via the stock admin section). If you have stock added it will appear here. Stock groups will appear as headers with all corresponding stock items within the drop down menu. If you do not have any stock added you should choose a default frame and complete the sales total at the bottom of the page with a frame name and price etc.

- Search and select a lens or select from a category list.

  Useful to remember that when ordering a lens you ALWAYS need to select a lens AND a frame. If you don't require a frame select 'Default Frame' priced at £0, or' PX Own Frame'.

- **Frame only.** If the order is for a frame only you can choose this in the drop down menu under 'Dist / Near / Int'

You can also choose to 'Deduct Value From Sale' by ticking or unticking the box.

This will deduct the voucher value from the sales total at the bottom of the page.

You can create these default items by going to *System Admin -> Stock -> Add Stock Item.*

See our 'Stock' user guide for a detailed guide on using stock within Blink.

- Include a 2nd pair of glasses, if required – *again make sure that both a frame and lens are selected.*

  The maximum number of spectacles per dispense is 2, if more than 2 are required a new dispense will need to be created.

- If required select Contact Lenses – the exact Lens type is taken directly from the patient's own Rx

- Add extras, including tints and prisms or sundry items.

- Enter lab data, including PD values and the date that the glasses are required. This section also shows the Rx and changes it according to the use (near, intermediate etc.)

- Add any accessories, sundry items or vouchers

- For a glasses repair enter a value into the 'Repair Voucher' field. This will automatically create an eGOS 4. To complete ANY dispense you must select a frame and lens. If the repair is a frame repair only, you would select Default Frame or PX Own Frame, and a Default Lens - all have a value of £0.

Content of sale

The content of the sale is built up in the Sale Total section, here prices and item descriptions can be changed if required.

Order line quantities and discounts can also be entered, along with the amount of money taken and payment method.

Adding a discount - You can add a discount to any item in the Sale Total. In the column 'Discount (£ or %)' by typing in your percentage amount. ***Note, you do need to type the % symbol, e.g. 50%.*** If, for example, you type just 50, it will reduce the cost by £50.

If you are using the dispensing system in a generic way you can choose the generic frames and lenses and amend the prices and descriptions under sales total.

VAT amounts are configurable per stock type, so examinations can be set up to have a zero vat rating, frames and lenses to have a vat rate of x% and accessories to have a rate of y%.
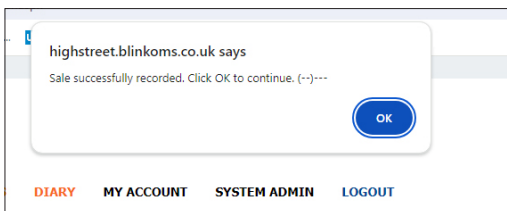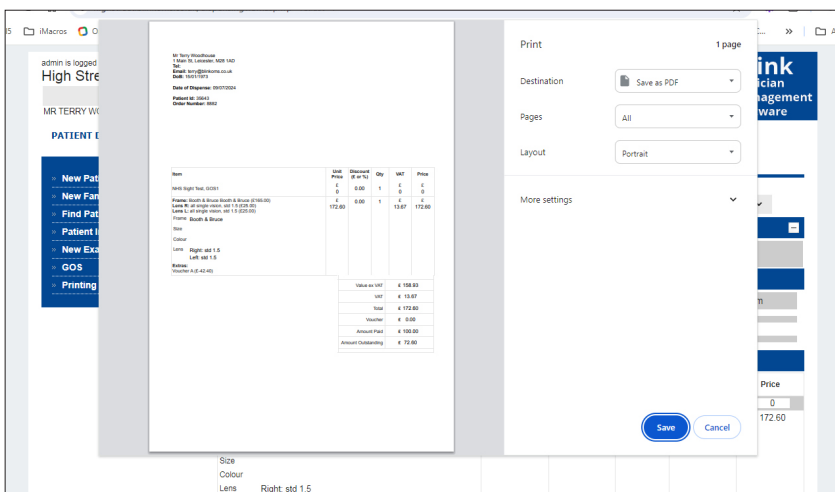
Till

As you go through the dispense and choose items they will be added to the sale total.

Here you can choose how the patient wants to pay, cash or card, and enter the amount the patient has paid.

When the order has been placed you will see a message telling you the sale was successful.

Click OK and the sale will be recorded into the patients data.

Before an order is placed you can select to print a receipt, send a receipt by email or SMS. More than one option can be selected.

Email and SMS eceipts will automatically send.

If you have selected to print a receipt a pop up window print will appear where you can choose your printer to send it to.

If you send a receipt to a printer and it doesn't seem to go anywhere make sure yoiu have 'Pop Ups' allowed in your browser. If this hasn't been allowed the printer pop up window will not be able to open for you to select the relevant printer for your document to go to.

We can also add your company logo to receipts.

Any outstanding payments will be shown in the patients summary in red at the top of the page.

Click on the red outstanding payments text and a window will open where you can update payments, collection date etc.

Dispensing Update

Here you can look at a dispenses overview for a patient. You can see the status of dispenses and by selecting the red text 'Update saleid ...' make updates such as 'Ready for Collection'

Dispensing History

You can also see a patients dispensing history by going to *Patient data –> Patient Information –> Dispensing History.*

Lab documents or receipt copies can also be printed via the Dispensing History, as well as editing of orders and updating with payment or key date information.

NEW Blink Dispensing Feature - Pin Number

You can enable your Blink system to ask for a Pin number before a user tries to **delete a dispense or applies a discount to a dispense**.

The pin number must belong to an admin user. The admin user will need to input the pin number for the user to proceed.

A pin number can be found by going to *System Admin > Users > Edit Staff > Select the staff member (must be an Admin user) > Under User Access - User Pin*

The pin number can also be changed here.

To activate the pin number feature of Blink go to *System Admin > Data Management > Edit Settings > General Settings*. The image below shows where you can change the **N** (No) to **Y** (Yes) to activate.

If you are unable to see these settings in General settigns just let us know and we will update your system.

We are currently working on the pin number changing evrytime it is used. This will be available in a future update.

Record the sale of a frame to a passer by

A dispense can also be created for an 'Anonymous Customer' for sales such as sunglasses and accessories. If you have a stock inventory this will still link to that and adjust the stock accordingly.

For a passer by that is not registered patient at your practice you can record an 'Anonymous' sale and Blink will record it and adjust the stock but will not record a customer name.

To use the anonymous sale feature firstly select 'Clear' in the top search bar, this will make sure a patient isn't selected. Next choose *Dispensing -> New Dispense -> Anonymous Customer.*

You can only sell frames and accessories to an anonymous customer - to purchase a lens they must be registered on the system.

Dojo card reader

Do you use a credit card reader in your practice? Blink now has integrated connectivity to PaymentSense (using a Dojo or Square card reader)

- There is no cost to you from Blink when using a Dojo reader. Square card reader and PayementSense will charge per transaction.
- Let us know if you are interested and we can register you for a call from a PaymentSense sales rep

Once the patient dispense has built up and the patient is ready to pay you can choose 'Creditcard' and at the top of this page a green button should tell you that the card reader is ready and a payment can be made.

Contact

If you need guidance regarding any aspect of Blink you can contact us on the support email, where we will always try to respond within 24 hours:

support@blinkoms.co.uk

Alternatively you can call us on the support line: 07748 500430

Or call the office phone: 0116 431 8284