

Introduction

Fagron NL BV has developed a new tool on the website which makes it possible for you as a customer to process the controlled substances receipt confirmations digitally. As a result, it is no longer possible to confirm the receipts of your controlled substances that you ordered from Fagron NL BV via a paper controlled substances receipt confirmation.

The advantage of this tool is that paper controlled substances receipt confirmations no longer have to be returned to Fagron NL BV. This makes your work faster, easier and more planet proof. In addition, you can easily create an overview of your controlled substances.

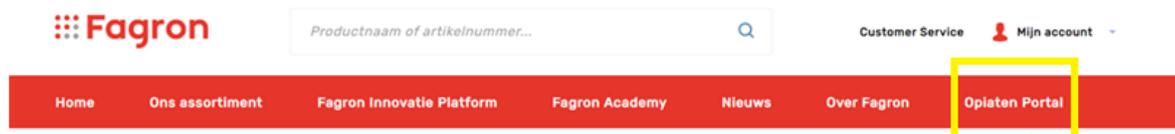
Approve the controlled substances receipt confirmations

To use this tool, you must have a web shop account on fagron.nl. After logging in, you can fill in/confirm the controlled substances confirmations.

The Dutch inspection requires that an controlled substances receipt confirmation must be signed within three working days after receipt by the pharmacist or the authorized person of the pharmacist. It is the responsibility of the pharmacist that only authorized persons confirm the controlled substances receipt confirmations.

Digital confirmation of controlled substances receipt confirmation

1. Click at the link in the email you have received to enter the opiate portal. If the link does not work, go to www.fagron.nl and click "Opiate Portal" in the navigation bar. Then log in with your account credentials;



2. You will now enter a screen with an overview of your controlled substances receipts;
3. Select the open opiates that you want to acknowledge receipt of and click on "Confirm receipts";

Receipts

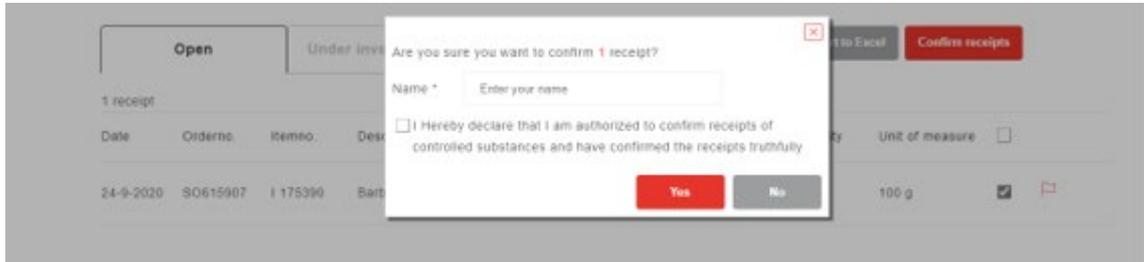
Order / Itemno. / Description / Batchno. dd-mm-jjjj  dd-mm-jjjj 

Pharmacy name (C000000)

2 receipts

| Date | Orderno. | Itemno. | Description | Batchno. | Quantity | Unit of measure | <input type="checkbox"/> |
|-----------|----------|----------|---------------------|------------------|----------|-----------------|---|
| 24-9-2020 | SO615907 | I 521124 | Barbitalum natricum | 19H09-B05-370342 | 2 | 100 g | <input checked="" type="checkbox"/>  |
| 24-9-2020 | SO615907 | I 175390 | Barbitalum natricum | 19H09-B05-373023 | 18 | 100 g | <input type="checkbox"/>  |

4. Enter your name, tick the box that you agree with the terms and conditions and click "Yes";



5. The confirmed line disappears from the overview of open receipt lines and is now visible in the "Confirmed" tab. The confirmations are sorted by date with the oldest confirmation at the top.

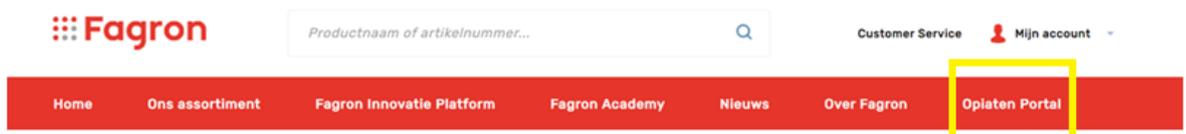
Note

- You can select multiple lines and confirm them all at once.
- If you have multiple accounts with us, you must log in per account to confirm the open rules.

Report an issue

It occasionally happens that a shipment containing controlled substances is damaged, or delayed, or will not be received. In that case, you can also indicate this in the digital opiate portal.

1. Click on the link in the email you received to go to the opiate portal. If the link does not work, log in with your account details on www.fagron.nl and click on "Opiate Portal" in the navigation bar;



2. You will now enter a screen with an overview of your open controlled substances receipts confirmations;
3. Click on the (red) flag next to the line with open controlled substances to which you want to report a problem;

Receipts

Order / Itemno. / Description / Batchno.

Pharmacy name (C000000)

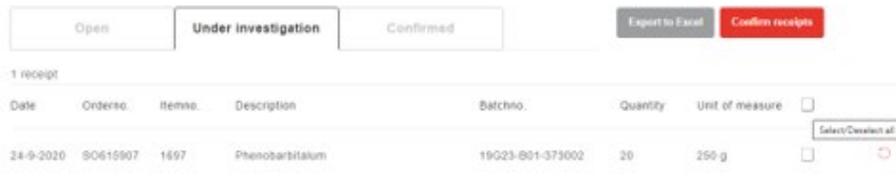
2 receipts

| Date | Orderno. | Itemno. | Description | Batchno. | Quantity | Unit of measure | <input type="checkbox"/> |
|-----------|----------|----------|---------------------|------------------|----------|-----------------|--|
| 24-9-2020 | SO615907 | I 521124 | Barbitalum natricum | 19H09-B05-370342 | 2 | 100 g | <input type="checkbox"/>  |
| 24-9-2020 | SO615907 | I 175390 | Barbitalum natricum | 19H09-B05-373023 | 18 | 100 g | <input type="checkbox"/> |

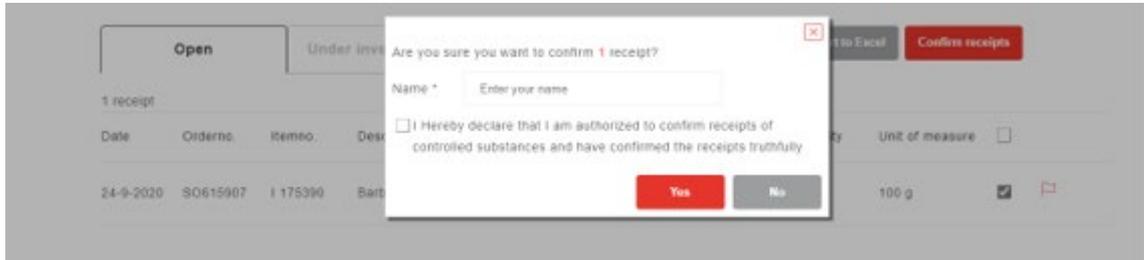
4. Check if you indeed want to report a problem for the selected product and click "Yes";



5. The confirmed line disappears from the overview of open receipt lines and is now visible in the "Under investigation" tab. In response to your report, Fagron NL BV will contact you to find out what the status is and Fagron NL BV will investigate this situation;
6. If the problem is resolved on your part, you can continue the process by entering the "Under investigation" tab, ticking the box and clicking the "Confirm receipts" button.



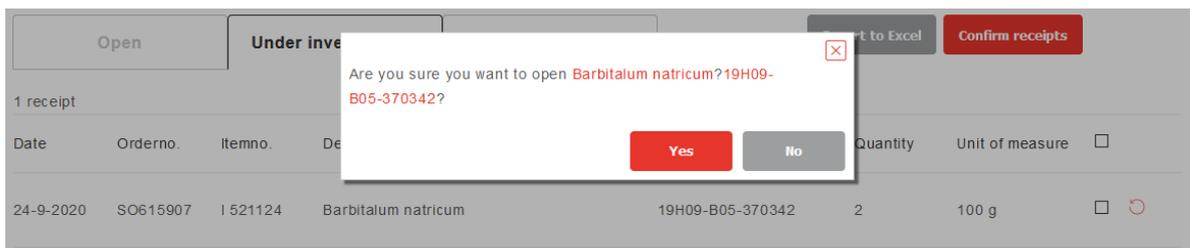
7. Enter your name, tick the box that you agree with the terms and conditions and click "Yes";



8. The confirmed line disappears from the overview of receipt lines under investigation and is now visible in the "Confirmed" tab. Here the confirmations are sorted by date with the oldest confirmation at the top.
9. Another option if the problem on your part is resolved is by clicking the reset button behind the relevant line;



10. Check whether the problem of the selected line has actually been resolved and click "Yes";



11. The line disappears from the "Under investigation" overview and is now visible in the "Open" tab. Continue the process from Step 3 in this guide "Confirm Opiate Receipt Confirmation" if you want to confirm the rule.

Note

We would like to inform you that Fagron NL BV also has the option to indicate that there are problems with a shipment and, if these problems have been resolved, Fagron is able to update the portal.

Search

In addition, you can use the search bar at the top to search specifically by order, item number, description, or batch number. You can also indicate a specific period. After you have entered the correct search term(s), click on "search".

The search term will be applied to all tabs at the same time. After the search you can export the found results to Excel with the button "Export to Excel".

Receipts

Pharmacy name (C000000)

Open

Under investigation

Confirmed

2 receipts

| Date | Orderno. | Itemno. | Description | Batchno. | Quantity | Unit of measure | <input type="checkbox"/> |
|-----------|----------|----------|---------------------|------------------|----------|-----------------|--------------------------|
| 24-9-2020 | SO615907 | I 521124 | Barbitalum natricum | 19H09-B05-370342 | 2 | 100 g | <input type="checkbox"/> |
| 24-9-2020 | SO615907 | I 175390 | Barbitalum natricum | 19H09-B05-373023 | 18 | 100 g | <input type="checkbox"/> |

Export to Excel

You can export all data to Excel. For each tab (Open, Under Investigation, Confirmed) you can export the lines that are specifically visible in that tab to Excel by clicking the "Export to Excel" button. In Excel, you can filter and further analyze the data if desired.

Receipts

Pharmacy name (C000000)

Open

Under investigation

Confirmed

2 receipts

| Date | Orderno. | Itemno. | Description | Batchno. | Quantity | Unit of measure | <input type="checkbox"/> |
|-----------|----------|----------|---------------------|------------------|----------|-----------------|--------------------------|
| 24-9-2020 | SO615907 | I 521124 | Barbitalum natricum | 19H09-B05-370342 | 2 | 100 g | <input type="checkbox"/> |
| 24-9-2020 | SO615907 | I 175390 | Barbitalum natricum | 19H09-B05-373023 | 18 | 100 g | <input type="checkbox"/> |

PDF download of confirmed receipts

You can download a pdf format of the confirmed receipts from the 'Confirmed' tab. Go to the 'Confirmed' tab and click on the paper behind the line to start the download.

Open

Under investigation

Confirmed

2 receipts

| Date | Orderno. | Itemno. | Description | Batchno. | Quantity | Unit of measure | <input type="checkbox"/> |
|-----------|----------|----------|---------------------|------------------|----------|-----------------|--------------------------|
| 24-9-2020 | SO615907 | I 521124 | Barbitalum natricum | 19H09-B05-370342 | 2 | 100 g | <input type="checkbox"/> |
| 24-9-2020 | SO615907 | 1697 | Phenobarbitalum | 19G23-B01-375002 | 20 | 250 g | <input type="checkbox"/> |

If you have any questions, please contact: industry@fagron.nl

March 2021, version 1.0