



## MORE CARE BETTER BUSINESS

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COMPOUND  
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OFFICE

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RxOne wishes you a very healthy and happy Christmas!

## Welcome to New Customers

We are delighted to welcome Green Dispensary Compounding into the RxOne network. Their state-of-the-art compounding pharmacy went live with RxOne last month. The facility is the first dedicated compounding pharmacy in South Australia. As a group the Green Dispensary Compounding pharmacies offer their customers a unique range of health and wellness services.



Pictured from the left is RxOne's National Sales Manager Adrian with Alex, Sarah, Kal (General Manager), and Tania from Green Dispensary Compounding.

*"It has been great to have RxOne with us on our journey as we relocated to our bigger and better premises. Their professionalism and their "above and beyond" attitude has to be commended. The software conversion from three databases into one went smoothly and our staff feel capable of using the program, so a big thank you to Adrian, Zak, Becky and the team at RxOne."*

*- Kal Abuhashish, General Manager,  
Green Dispensary Compounding*

## Compounder ID for Chemotherapy Products

It is encouraged that when dispensing chemotherapy products, pharmacies should use the actual compound ID, and the "ZZZ" code should only be used in the month of December 2017. The Department intends to remove this code within the January 2018 compounder ID file. From the 1st January 2018, pharmacists will no longer have the option to select "ZZZ001" to support their claims.



# HAVE YOU SEEN OUR LATEST INTEGRATION?

www.rxone.com.au 1800 887 610



## Did you know?

### Increase Customer Loyalty with Tracked Vouchers

With the holiday season coming up, there are a few ways to make the most of the increased customer traffic into your shop. More traffic means more opportunities for sales and customer engagement. Did you know that you can set up trackable vouchers within RxOne Clubs? This allows you to save your customers' vouchers in their profile so they do not need to carry the physical voucher. A unique barcode assigned to each voucher also allows your customers the flexibility to redeem the partial value of a voucher if they wish to, making the holiday shopping experience less stressful! Please email [support@rxone.com.au](mailto:support@rxone.com.au) to schedule a setup.

## RxOne Clubs Reports

These are available via the RxOne Start Menu, Reports, Sales Report and More Sales Reports:

### Issued Vouchers Report

This report is available for trackable club gift vouchers only. It displays the value of the vouchers issued, the customer name to whom the voucher was issued, and the expiry date of the voucher if applicable.

### Redeemed Vouchers Report

This report is only available for trackable club gift vouchers that have already been redeemed. This report displays the customer name to whom the voucher was issued and the invoice (docket) number the voucher was redeemed on.

## Coming Soon

There will be a new tax invoice format that will be available within the next month.

## Techie Corner

### Secure your pharmacy business

It is important to understand that there are still some pharmacies with a Windows XP computer in their network. In April 2014, Microsoft withdrew technical and security support for Windows XP machines. The Department of Human Services stipulates that the operating systems used within the health sector must be vendor supported. Therefore, it is essential that customers and partners migrate to modern, supported operating systems such as Windows 10. To check the operating system on your computer, click on Start icon, search 'System Information'. If you are unsure, please call our help desk.

Failure to do this creates risk to your business in multiple ways - for example, leaving you vulnerable to cyber-attacks and breach of privacy laws. In addition, RxOne does not support Windows XP. Call 1800 006 207 or [emailsupport@rxone.com.au](mailto:emailsupport@rxone.com.au) to discuss options with our helpful team.

