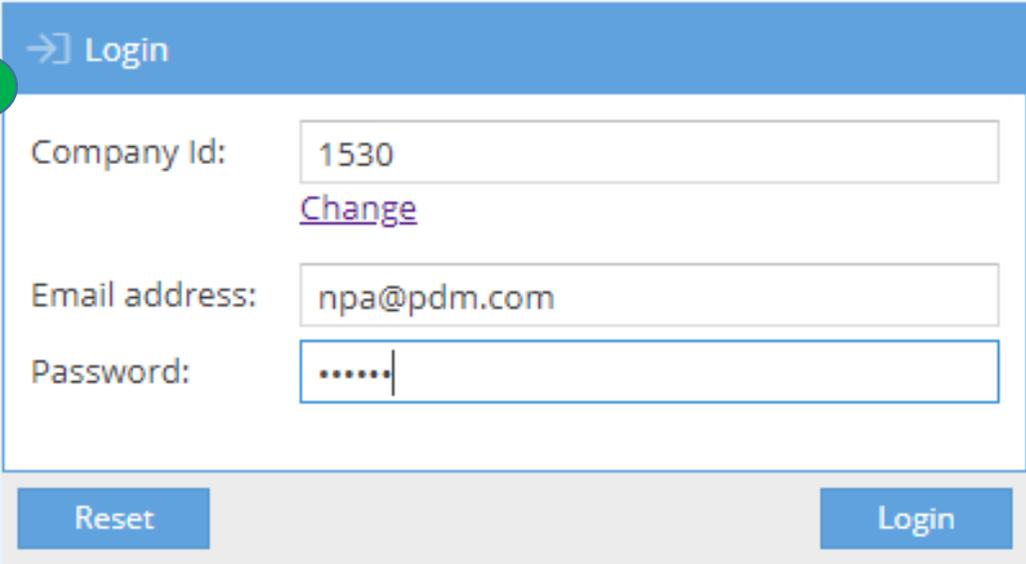


# Welcome to your Pro Delivery Manager how to guide for allocating deliveries for Extremely Vulnerable Patients



1 → Login

Company Id: 1530  
[Change](#)

Email address: npa@pdm.com

Password: .....

Reset Login

You will have received your Pharmacy log in details via email

Visit: <https://login.prodeliverymanager.com/>

or Google “Pro Delivery Manager”

- These will include **Company ID** (different to above)
- The **Email address** linked to access the portal
- The **Password** to access the portal

If you require any support, please call us on 01727 795911 or email: [support@prodeliverymanager.com](mailto:support@prodeliverymanager.com)

# Welcome to your Pro Delivery Manager how to guide for allocating deliveries for Extremely Vulnerable Patients

Menu

Quick search: Type search text or scan a barcode here

Customers Orders

PDM WEB

0 My tasks due today

0 My overdue tasks

5 Orders on hold

1 Orders running late

2-Week Workload

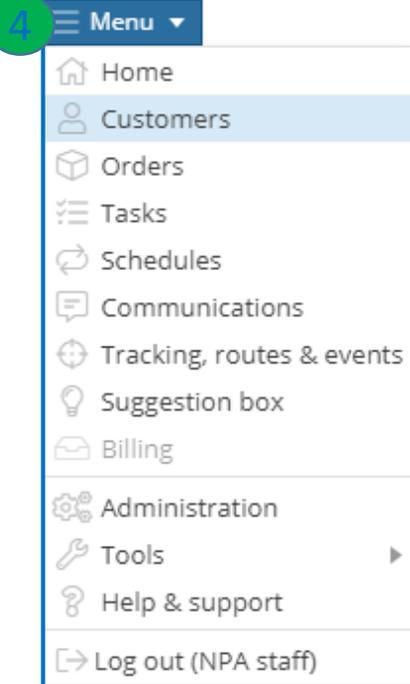
MY TASKS

- Home
- Customers
- Orders
- Tasks
- Schedules
- Communications
- Tracking, routes & events
- Suggestion box
- Billing
- Administration
- Tools
- Help & support
- Log out (NPA staff)

This will be your opening view which details various tasks and statuses – this will build as you use the system

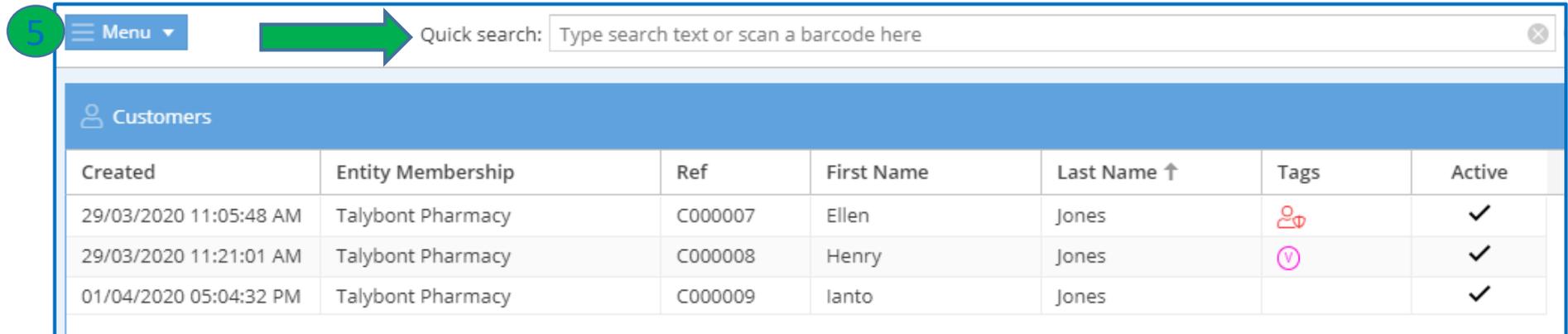
To access your options, click **MENU** – see

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## Finding a patient to create a delivery

- Extremely Vulnerable Patients have been pre-populated for your Pharmacy and should be in list format as below
- These are filterable and you can use the **QUICK SEARCH** function to find a patient
- Once you have typed in anything that relates to the patient, Name, Postcode, NHS No. etc. it will automatically take you to the Patient Page where you can **CREATE A DELIVERY**



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## Creating a new delivery for a patient step 1:

- Click on **+New Order**
- This will bring up a new page which defaults to same day
- You will be able to review the history of deliveries to that patient

Customers > Ellen Jones (C000007)

Customer info

Mrs Ellen Jones

Gender: Female

Ref: C000007

Entity membership: Talybont Pharmacy

Addresses

Home (default)

Brynhyfryd  
Blaenplwyf  
sy234dh

[Edit customer](#)

Orders | Order notes | Schedules | Events | Communications | Archived orders

[+ New order](#)

Created ↓	Ref	Managed By	Tags	Status	Previous Task		Next Task		End Task	
					Task	Task Status	Task	Target Date	Task	Targ
07/04/2020 10:04:50 AM	P0000147	Talybont Pharmacy		Completed	Delivery	Completed				
07/04/2020 09:38:40 AM	P0000143	Talybont Pharmacy		On hold	Delivery	Failed				
06/04/2020 09:33:46 AM	P0000129	Talybont Pharmacy		Completed	Delivery	Completed				
01/04/2020 05:02:43 PM	P0000093	Talybont Pharmacy		Completed	Delivery	Completed				
29/03/2020 11:13:55 AM	P0000073	Talybont Pharmacy		Completed	Delivery	Completed				

Page 1 of 1 | Reset view | Clear filters | Displaying 1 - 5 of 5

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## Creating a new delivery for a patient step 2:

- The delivery sequence is auto populated
- Press **SAVE** to confirm – the courier will receive a notification to collect
- Process is complete and will appear with **ORDERS**

Customers > Mrs Ellen Jones (C000007) > New order

Customer: Mrs Ellen Jones

Customer tags:

Order details

Order status: In progress

Managed by: Talybont Pharmacy

Packages: 0

Order notes:

New note: Urgent requires today

Tags: x + New

External ref: ?

Items Task List Schedule

Queued (2)

	Task	Location	Assigned To	Tags	Status	Target Date / Time	Requirements	
+	1  Pick up from dispensary	Talybont Pharmacy	Couriers		Current	TH 09/04/20		
+	2  Delivery	Home	[Linked]		Pending	TH 09/04/20		

Add Task Add Sequence

Mark order as "completed" when final task is completed

Save Cancel

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## Reviewing orders:

- You can review orders by selecting **MENU > ORDERS**
- You can view orders with different status such as **NEW, IN PROGRESS** etc.
- There is a **REFRESH** button on the bottom left of the screen – 
- Should you require support, please refer to the details at the bottom of page

Menu  Customers Orders 

**All orders** New In progress On hold Targeted today Running late Archived orders + New order

Created ↑	Ref	Customer		Managed By	Entity Membership	Tags	Status	Previous Task		Next Task		End Task	
		First Name	Last Name					Task	Task ...	Task	Target D...	Task	Target
09/04/2020 02:04:12 PM	P0000183 ...	Ellen	Jones	Talybont Pharmacy	Talybont Pharmacy		In progress			 Pick up from dispensary	09/04/2...	 Delivery	09/04/
09/04/2020 02:04:45 PM	P0000184	Ianto	Jones	Talybont Pharmacy	Talybont Pharmacy		In progress			 Pick up from dispensary	09/04/2...	 Delivery	09/04/

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