

## Will Call Bin Maintenance Overview

The Will Call Bin Maintenance window lets you create and edit records for the prescription storage bins that you use in your store. You can add records for various types of storage bins, including refrigerators, freezers, a safe for schedule II prescriptions, and hazardous material containers. Also, you can add records for bins based on the delivery type. For example, you can add bins for prescriptions that are to be mailed to the patient.

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## About Will Call Bins

Depending on the type of Will Call storage system you use in your store and the information you want to include on labels and receipts, you can set up records for each bin on the Will Call Bin Maintenance window. After you complete a prescription at the Fill station (Workflow) or Data Entry (RapidFill), the system automatically assigns the prescription to a Will Call bin based on the patient's last name, the Will Can bin storage type defined for the drug record and the Will Call bin record, and the storage capacity of the bin.

As you set up your Will Call bin records, keep in mind the following general rules:

- The **Start Range** and **End Range** fields correspond to the Bin ID name. For example, for Bin A, use **Aa** to **Az**. For Bin AA-AF, use **Aa** to **Af** and so on.
- The **Slots Per Bin** field corresponds to the number of prescription bags (orders) that fit into the bin. For example, if Bin A will contain all of the orders for patients with a last name that begins with "A", then the slots per bin would be **999**. If Bin A only holds about 30 bags, then the slots per bin would be **30**.
- The **Capacity Per Slot** corresponds to the number of prescriptions you are allotting for a prescription bags. If your pharmacy bags each prescription separately, the capacity per slot would be **1**. If your pharmacy bags orders together and slot space is limited, enter a number that would be a reasonable average number of prescriptions per order, such as **4** to **6**. If slot space is not limited, the capacity per slot would be **999**.

The following are examples of how you can set up your Will Call bin records based on the type of system you use.

- [Bin-Only System](#)
- [Bin/Slot System](#)
- [Bag System](#)

### Bin-Only System

With a bin-only system, multiple prescription bags will have the same Will Call bin information printed on them. With this system, you want to ensure that orders are placed in the right bin.

To set up your Will Call bin records, you need to decide how you want to name your bins. Do you want A, B, C, D and so on for the first letter of the patient's last name? Or do you want AA to AH, AI to AR, and AS to AX? Or A1, A2, A3, B1 and so on where each bin can hold multiple bags? Set up one record for each bin you want to use.

### **Bin/Slot System**

With a bin/slot system, each prescription bag will have a unique Will Call bin printed on it. With this system, you want to ensure that orders are placed in the right bin and in numerical order.

Again, you need to decide how you want to name your bins: A1-100, B1-100, and so on or AA-AN 1-40, AM-AZ 1-40.

### **Bag System**

With a bag system, each prescription bag will have a unique number printed on it. With this system, prescriptions are filed without regard to the patient last name. The range for this option would be Aa to Zz. Set up only one bin for regular prescriptions, and other bins as needed for special storage, such as a refrigerator, freezer, and so on.

### **See Also**

[Will Call Bin Maintenance Window](#)

[Add Will Call Bin](#)

## Add Will Call Bin

### To add a new Will Call bin:

1. Select **Administration > Will Call Bin Maintenance**.

The system displays the Will Call Bin Search window.

2. Select **Add New**.

The system displays the Will Call Bin Maintenance window.


3. In the **Bin ID** field, enter an identification code for the Will Call bin record.
4. Optionally, enter a description of the Will Call bin record in the **Bin Description** field.
5. In the **Start Range** field, enter the starting alphabetic value of the patient last names for this bin.
6. In the **End Range** field, enter the ending alphabetic value of the patient last names for this bin.
7. In the **Slots Per Bin** field, enter **1** if your bins are not divided into slots. Otherwise, enter the number of slots for this bin.
8. In the **Capacity Per Slot** field, enter **999** if your bins are not divided into slots. Otherwise, enter the average number of prescriptions in an order that can fit into one slot.
9. Enter the information in the remaining fields as needed.

**Note:** For more information about the fields on the Will Call Bin Maintenance window, see [Will Call Bin Maintenance Window](#).

10. Select **Save**.

## Search for Will Call Bin

### To search for a Will Call Bin record:

1. Select **Administration > Will Call Bin Maintenance**.
2. The system displays the Will Call Bin Search window.
3. Enter the selection criteria you want to use to limit your search as follows:
4. To search for a specific type of bin, set the appropriate **Bin Storage Type** option.
  - To search for a bin with a specific starting and/or ending range, enter the appropriate values in the **Bin Range From** and **Bin Range To** fields.
  - To include deactivated records in the search results, select the **Show Deactivated** checkbox.
5. After you enter the criteria you want to use, press **Enter** or select .

The system displays the records in the **Results List** section.

3. Highlight the record from the Results List and choose **Select**.

**Note:** To add a new Will Call bin record, select **Add New**. For more information, see [Add Will Call Bin](#).

## Will Call Bin Maintenance Window

To access the Will Call Bin Maintenance window, select **Administration > Will Call Bin Maintenance** and then select a record or select **Add New**.

The following describes the fields on the Will Call Bin Maintenance window.

<b>Search</b>	Select to display the Will Call Bin Search window where you can search for a different Will Call bin.
<b>Bin ID</b>	Unique identification code for the Will Call bin, such as <b>A1, A2, B1</b> , etc.
<b>Bin Description</b>	Description of the Will Call bin
<b>Start Range</b>	Starting alphabetical value of the bin range For example, if the bin is used to store prescriptions for patients with a last name in the range from AA-AZ, enter <b>AA</b> as the starting range.
<b>End Range</b>	Ending value of the bin range For example, if the bin is used to store prescriptions for patients with a last name in the range from AA-AZ, enter <b>AZ</b> as the ending range.
<b>Slots Per Bin</b>	Number of storage slots available in the bin If your Will Call bins are not divided into slots, the default number of slots is 1.
<b>Capacity Per Slot</b>	Number of prescriptions that can be stored in each slot
<b>Overflow Bin</b>	Determines if the bin is used as an overflow bin When the system automatically assigns a prescription to a bin, it checks the bin capacity. If the bin is full, the system assigns the prescription to the appropriate overflow bin.
<b>Bin Storage Type</b>	Indicates the type of the Will Call bin: <b>Normal, Large, Refrigerator, Freezer, CII Safe, or HAZMAT</b>
<b>Bin Delivery Type</b>	Indicates the delivery type for the prescriptions stored in the Will Call bin: <b>Pick-Up, Deliver, Mail, or Ship</b>
<b>Deactivated</b>	Date the Will Call bin record was deactivated

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<b>Save</b>	Select to save a new Will Call bin or save changes to an existing one.
<b>Undo Changes</b>	Select to clear the information you entered and restore the fields with the last saved information.
<b>Deactivate</b>	Select to deactivate the displayed record.
<b>Activate</b>	Select to activate the displayed record. Note: The system displays the <b>Activate</b> button only on records that have been previously deactivated.

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