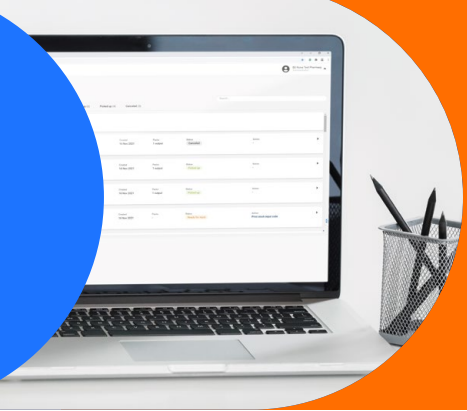


BD Rowa™ Quick Guide

BD Rowa™ Pickup Terminal – Common Mistakes



Common mistakes



Oversized packages:

If the package can't be output through the terminal due to its [dimensions](#): add "Pick up order details" in the BD Rowa™ Pickup Cloud field, notifying the customer they will need to pick up their order at the counter. Train your staff to know the minimum and maximum dimensions the terminal accepts.



Wrong size of printed label:

Use the BD Rowa™ Pickup Cloud browser only for this purpose, as the [settings](#) for printing the label will be already set up.



Inputting incomplete orders:

The customer will receive a notification as soon as an order is input into the robot. If an order contains more than one package, the notification will be sent as soon as the first box enters the robot. Make sure you have [all packages](#) before you start inputting them.



No alignment within the team:

Make sure everybody in the team:

- Is aware of the new workflow.
- Know how to use the terminal.
- Has general knowledge of the benefits it reports to the pharmacy and the team.



Mistakes happen:

If someone makes a mistake in the BD Rowa™ Pickup Cloud when inputting orders, do not worry! In the worst-case scenario, the customer doesn't get the notification for picking up their order. It can be [easily resolved](#).

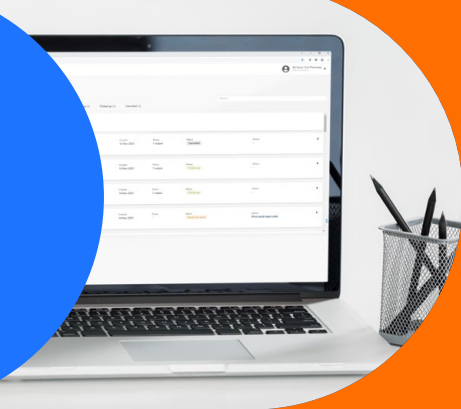


Customer doesn't pay the order:

Remember always to [charge](#) the customer as soon as you create the order in your IT system.


BD Rowa™ Quick Guide

BD Rowa™ Pickup Terminal – FAQ




FAQ


Is it possible to pay directly on the terminal?

 Our BD Rowa™ Pickup terminal does not offer the possibility to pay. However, it is possible to implement payment on the counter, a web shop or via partners.


What happens if the customers doesn't pick up their order in time?

 When the customer doesn't retrieve their order within 1 minute, the package falls into the return compartment. To learn more about dispensing errors, go to our BD Rowa™ Pickup Terminal Troubleshooting eLearning.


What happens if the customer doesn't receive their order?

 If the customer doesn't receive their order when scanning the code, it is possible that it is stuck in the Conveyor System. Search for the package in all the components of your Conveyor System and pick it up manually.


How can I turn off the BD Rowa™ Pickup Terminal?

- 
1. Call the BD Rowa Hotline to initiate the switch-off process from there.
 2. Pull the power plug of the Pickup from the socket or disconnect power using the cut-off in the return compartment.


What should I do if something is not working as expected?

 Please contact the BD Rowa™ Service. You will find their contact details at the end of this training. Please take a picture or video of the situation.


Can I use my own scanner or printer?

 It is possible, but, please be aware that we cannot guarantee compatibility or provide support on any devices which are not part of the delivered standard equipment.

How can I reach the BD Rowa™ Pickup Cloud?

 Go to <https://pickup.bd.com>. Your login information was sent to your mailbox shortly before the installation of the device.

Can I use the information from another system in the BD Rowa™ Pickup Cloud?

 BD Rowa™ offers the option for partner companies to set up a connection between their system and the BD Rowa™ Pickup Cloud.

If you have any question, please contact your local Service organisation.

This document does not replace the operating instructions.
The contents of the operating instructions must be read carefully and observed!

bd.com/rowa

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