



Kroll Version 10 Service Pack 37

Feature Release Notes

September 9, 2026

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Kroll Version 10 Service Pack 37 Feature Release Notes

This document is a compilation of new Features in Kroll Version 10 Service Pack 37. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Adaptations

[KRL-22690] Update the Rx Adaptation screen in Edit mode to support Multiple Rx's

Feature

Pharmacists can now create up to five prescriptions from a single Rx adaptation. Previously, the Rx Adaptation module only supported creating one new prescription at a time, a limitation that made it impossible to handle adaptations that produce multiple products. The most common example is adapting a combination product such as Oxycodone 5mg / Acetaminophen 325mg, where the result is one prescription for the Oxycodone and a second for the Acetaminophen.

All adapted Rx's share a single Patient Encounter record and a single work order, and they move through the FFS billing and dispensing workflow together, consistent with how Kroll handles Rx Extensions today.

Setup

No new configuration is required beyond what was already in place for Rx Adaptations. Confirm the following before testing:

- The Rx Adaptation module must be enabled and set to **Standard** (accessed via **File > Configuration > Store > Patient > Patient Encounters**). Quebec stores using RxConsultAction are also supported.
- Fee for Service drug cards must exist for each province that supports Rx Adaptations. If not already set up, create one per province.

To create an adaptation, follow these steps:

1. Navigate to a patient's Rx Profile and select **Adapt Rx by Pharmacist**, or access via **F12 > Adapt Rx > F12**.

Only one original Rx can be used to initiate an adaptation.

The **Rx Adaptation (Edit)** screen opens. The original **Rx** section is read-only (except **Written Date**). The primary adapted Rx is pre-populated from the original.

2. To add a second prescription, select **Ins** above the **Adapted Rx(s)** section.

Rx Adaptation Consent provided by **Autokrl-6752, Nexgen** F2

Patient **Autokrl-6752, Nexgen**
Birth **15/02/1998** **28 years** **Male** Phone

Address
Client ID Plan

Allergies (0)

Conditions (0)

Rx Comments Data

Original Rx

Hyoscine-butylbromure 20mg/mL (Buscopan)	Disp Qty	10	ML	+ Refills		= Auth Qty	10	TEL QUE PRESCRIT
M. Test, Telus	Days Supply	10		Unlimited Refills Until	☐			
	Rx	1100086		Written Date	26/08/2025		Route	Intramusculaire

Adapted Rx(s)

Reasons for Adaptation
<Not Answered>
Ins
Del

Hyoscine-butylbromure 20mg/mL (Buscopan)	Disp Qty		ML	+ Refills		= Auth Qty		TEL QUE PRESCRIT
	Days Supply	10		Unlimited Refills Until	☐			
	Directions	UD				Route	Intramusculaire	

✕ Abort
➔ Next

A new adapted Rx entry is created, pre-populated from the original Rx — **Drug**, **Dispense Qty**, and **Refills** are blank. Focus stays on whatever field it is currently on.

- a. Use F12 to find a drug — the drug must be selected before finalizing.
- b. Repeat up to four times for a total of five adapted Rx's. A prompt appears if the limit is reached.

To remove an entry, select it and press **Del**. The primary Rx (the first one) cannot be deleted.

3. Update each adapted Rx as needed — all fields are editable. The active section highlights in dark green.
4. Select **Next** to proceed to the **Comments** tab. Enter **Follow-up Plan** and **Results, Patient Communication**, and any general **Comments**.
5. Select **Finalize**.

Kroll validates that each entry has a drug, dispense quantity, and days supply before proceeding.

The **Rx Adaptation – Finalize Claim** screen appears.

Rx Adaptation

On By

Prescribed Rx Action

☒ Dispense Extended Rxs Now
☐ Unfill Extended Rxs Now
☐ Add Extended Rxs to ToDo

Date Time F2 Due

- **On:** Defaults to today's date — can be changed to a past date.
- **By:** Defaults to the pharmacist currently logged in — can be changed to any pharmacist user in the system. If the selected pharmacist has no linked doctor record, a prompt will walk through creating or finding one.
- Select how to process the prescriptions (fill now or add to To Do queue).

6. Select **Finalize and Claim Fee**.

Kroll automatically:

- Creates a **Patient Encounter** record linking all adapted Rxs together
- Creates a **To Do** record for the FFS claim and for each adapted prescription, and adds all these **To Do** records to the same work order
- Links the primary adapted Rx to the original prescription (copies it forward); the original is inactivated and marked as **Adapted**
- Creates new Rx records for each additional adapted prescription

7. Process the FFS claim, then fill each adapted prescription as prompted. If accessing from the To Do queue, pulling up one item will notify you that others share the same work order — they can be triaged together.

Notes

- Up to **five adapted Rxs in total** are supported per adaptation — one primary plus up to four added via **Ins**. The **primary Rx** (the first adapted Rx on the screen) cannot be deleted. It is always the one copied forward from the original prescription.
- If **electronic signature** is configured, the signed image is attached as the primary Script Image to each newly created adapted Rx.
- To support **Mixture Rx**, users can adapt a mixture into multiple prescriptions, or adapt a regular prescription into a mixture. Any adapted entry can independently be set to a mixture.

- **Aborting** the adaptation at any point before Finalize creates no records, no Patient Encounter, and no FFS claim. The original Rx remains active.
- **Quebec / RxConsultAction** stores are supported — existing RxConsultAction behaviour is preserved with the new multi-Rx changes.
- The **Adaptation Prescription Printout**, **Prescription Adaptation Report**, and **Pharmacist Prescription Adaptation Notification** have all been updated. All adapted Rxs appear in a single boxed section, a "Total Adapted Rxs: #" disclaimer is added when more than one is present, and reports with four or more adapted Rxs print across two pages.

This feature is fully supported in English and French.

[KRL-22768] Dispense Claim screen to support Multiple Rxs

Feature

To support creating multiple Rxs from a single adapted Rx, the **Doctor** drop down has been moved from the main **Rx Adaptation** screen to the **Dispense Action** screen. This is similar as to how it works for Rx extensions. Indicating the pharmacist as the provider on the updated screen associates the same pharmacist as the provider for all the newly adapted prescriptions.

Multi-Receipt printing

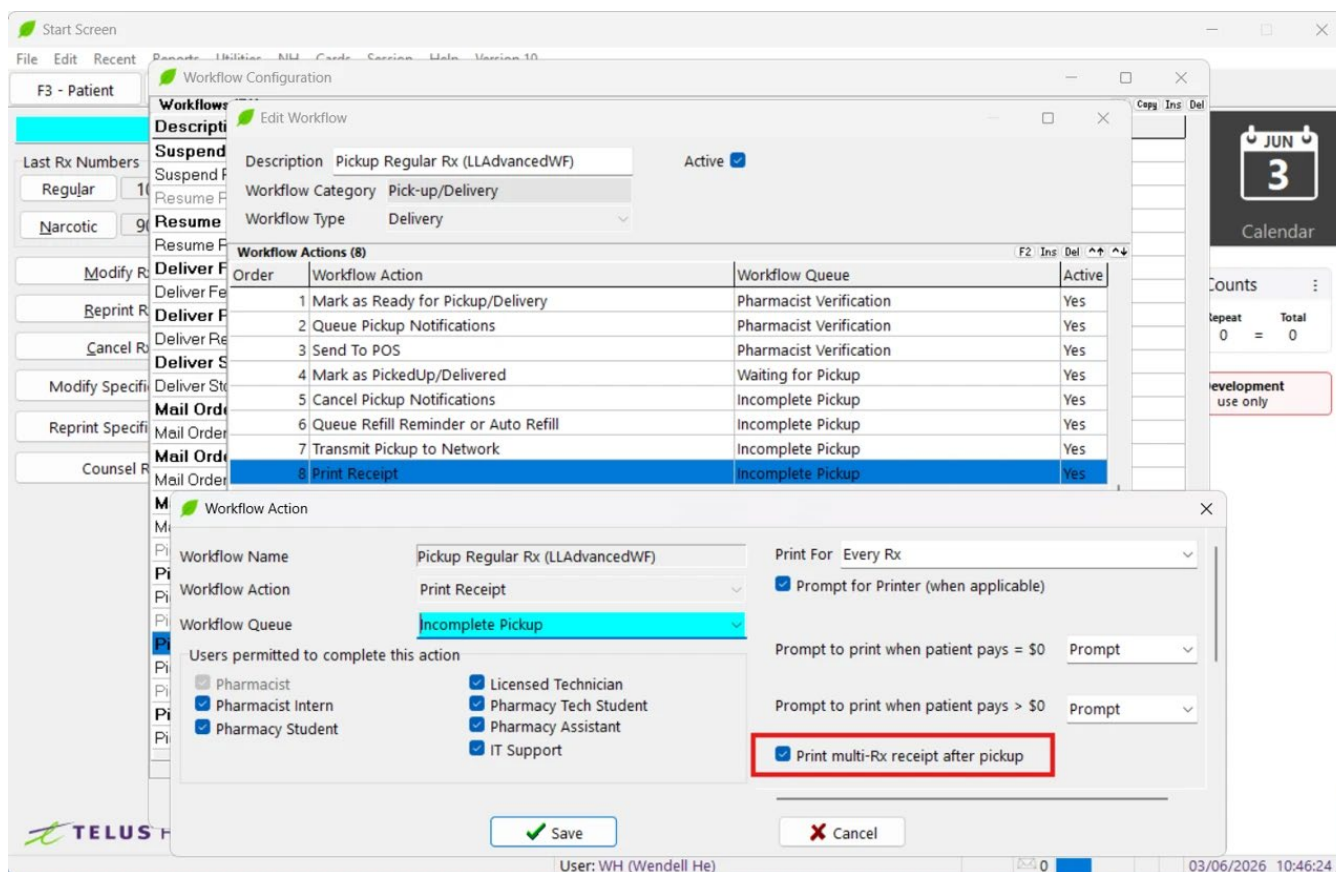
[KRL-24117] Enable Multi-Rx receipt at Pickup/Print receipt workflow

[KRL-24062] Delivery-order-based auto-detection and deferred receipt logic in action handler

Feature

A new option, **Print Multi-Rx receipt after pickup** (FR: : Imprimer le reçu multi-ordonnances après le retrait), is now available on the Pickup workflow under **Print Receipt** workflow action. When enabled, Kroll automatically prints a single consolidated multi-Rx receipt at pickup instead of one individual receipt per prescription, including for prescriptions fully covered (\$0 patient pays). All other receipt scenarios (fee-for-service, unfills, receipts configured before the pickup step) are unchanged.

This option is disabled by default and has no impact on existing receipt behavior until explicitly enabled.



[KRL-24073] Pickup engine: per-patient grouping and auto-print call

Feature

At the end of each pickup session, Kroll automatically prints one consolidated multi-Rx receipt per patient, even when only one prescription is picked up. For work orders with multiple patients, a separate receipt is printed per patient. If the receipt fails to print, the pickup is not affected; staff can reprint via the patient's Transaction profile using **Extra Functions > Print multi-Rx receipt**.

Tax Localization

[KRL-23475] Import Tax Definitions

Feature

Kroll now supports importing tax reference data from Central Maintenance. This includes tax definitions, tax categories, tax provinces, patient tax exemptions, tax matrix rules, store tax links, and localized tax display values.

- **Impact:** This establishes the tax data foundation in Kroll. Tax behavior depends on the imported CM/KCM configuration, but this story does not by itself apply tax to user workflows.

- **Action Required:** Before tax workflows are validated, tax data must be exported from CM/KCM and successfully imported into Kroll.

The following screens have been updated:

- On the **File > Configuration > Store > General** tab, the **Tax** section has been replaced with an **Edit Tax Information** button.

Store Level Configuration Parameters

General Patient Drug Doctor Rx FDB Adjudication Labels Reports Security Interface

☒ Allow column configuration ☒ Prompt to exit when closing fill application ☒ Use au
☒ Enable NH / batch ☒ Use unit dose packaging ☒ Allow
☐ Always show scan ☐ Show alert when services are down ☒ Enable

Defaults

Language: English
 Country: Canada
 Area code: 416

Next Rx numbers

Regular: [Redacted] F2
 Narcotic: [Redacted] F2

Fiscal Starts

Year: January
 Week: Monday

Sales Tax

Edit Tax Information

Store Information

Pharmacy #: 123
 Store Name: Lamar's Test Store
 Address 1: 123 Fake Street
 Address 2:
 City: Springfield Prov: ON
 Postal: M3M 3M3
 Phone: (416) 333-3333 Fax: (416) 333-3333
 Phone 2: Fax 2:
 Email: PharmacyThree@kroll.ca
 Web page:

Sort Rx transfer stores by: Store Name

Workstation Naming

Method: Use workstation name
 Explicit name:

- Store sales tax information is now modified in the following dialog box:

Sales Tax

Province **QC (Québec)**

Sales Tax (1)

Tax	Tax Number	Enabled
TPS	222	Vrai

F2

Fermer

[KRL-23720] Tax Configuration Integration for Patient, Drug, and Pricing Strategy Entities

Feature

Kroll has been updated to store tax-related configuration values on core records used for tax determination. This includes patient tax exemption information and tax category assignment for drugs and mixtures.

- **Impact:** Tax calculation depends on these setup values. For example, a patient exemption or a drug/mixture tax category may affect whether tax applies in supported workflows.
- **Action Required:** Stores and support teams should confirm that tax categories and patient tax exemptions are configured correctly before validating tax outcomes.
- The following screens have been updated:
 - A **Tax Exempt** menu has been added to the **Other** tab of the Patient card.

1-(local):FillQC-Patient - Morna, Lisa

File Edit Recent Patient View Profile Reports Utilities Central Fill Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt+X - Start

Morna, Lisa Modify Changed Save Cancel

Address 1 48 lapratte Address 2 City Prov QC Postal Country Canada Email + Send Quick Code Family Dr F2 Clear Height Weight

Phone Numbers (0) F2 Ins Del Description Phone Birthdate 01/01/1955 Age 71 years Language Français Sex Female Gender Pronouns Load Delete RAMQ

Comments (0) F2 Ins Del Topic Comment Plans (0) F2 Ins Del SubPlan Code Group ID Client ID Expiry

Allergies (0) Add Drug F2 Ins Del General Family Other Emergency Contacts (0) F2 Ins Del Name Relationship Daytime Phone Other Phone

Medical Conditions (0) F2 Ins Del Tax Exempt Not Exempt Indian Status Resale

Groups (0) F2 Ins Del

Created On 12/06/2026 11:12:29 Changed On 19/06/2026 16:16:48 Last Rx On 19/06/2026 16:16:48

Profile: All Rx, Active Rx, Active Rx w/Passtimes, Refillable Rx, Pricing Profile, Not Disp./OTC Rx, Rx Filled in Error, Suspended Rx, Transactions, Perform Clinical Analysis

View: Alternate Addresses, Appointments, AR Profile, Authorized Agents, Batches, Charting, Consents, Credit Cards, Documents (0), ERx Orders, History, Immunizations, Outbound Communications, Patient Encounters

- A Tax drop-down menu has been added to the Drug card. The menu is populated with contents of the **Tax Category** table (from KCM).

File Edit Recent Drug Reports Utilities NH Central Fill Cards Session Help Version 10 (Neptunite)

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt+X - Start

Name Tylenol DIN 00863270 Changed Save Cancel

Generic Acetaminophen Strength 500mg Sched 3 (Schedule 3 [C]) Drug Card Type Default

Description Followup (Days) Oral/Written Reportable Trial

Description 2 Form CAP (Capsule) Dispense as Pack Ward Stock

Equivalent To Route Oral (Default) Rx Sync

Default Sig Manufacturer MCL (McNeil Consumer Healthcare) Print compliance calendar

Location Handling Instr. Eligible for coupon

Generic Type <None> Priority OTC Flavor Rx

Labels / Workflow Packaging Department <None> Tax Prescription Drug Health Inform/Rx Canada

Drug line 1 Default (Brand) Track Lot Num Class 8.08.16.00

Drug line 2 Default (Generic) Track Expiry Clinical Form

Half-size Sig Double Count Refrigerated Fee for Svc. <None> Tablet

Comments (0) F2 Ins Del Topic Plain Text Comment Groups (0) F2 Ins Del

View Reason Codes

- A **Tax Category** drop-down menu has been added to the Drug Mixture card. The menu is populated with contents of the **Tax Category** table (from KCM).

Mixture - Soupe

File Edit Recent Mixture Reports Utilities NH Central Fill Cards Session Help Version 10

F3 - Patient F5 - Mixture F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt+X - Start

QuickCode: **SOUP** Changed Save Cancel

Name: Soupe

General Instructions Comments **Plan** Other

Groups (0)

Workflow / Packaging

- ☐ Track Mixture Lot Number when Packaging
- ☐ Track Mixture Expiry Date when Packaging
- ☒ Require Ingredient Confirmation when Packaging

Refill/Renewal Reminders Allowed: Default

Refill Reminder Rx Default: Yes

Tax Category: Catheter

Created On: 07/01/2026 11:17:22

Changed On: 13/05/2026 14:22:59

Last Rx On:

Ingredients (1)

DIN	Brand Name	Generic Name	PackSize	Form	Strength	%	Billing	Active
02396769	Apo Abacavir	Abacavir	60	COM	300mg		True	True

Supplies (0)

DIN	Brand Name	Generic Name	PackSize	Form	Strength	Qty
-----	------------	--------------	----------	------	----------	-----

User: MF (Martin Fréchette) 19/05/2026 13:16:59

- An **Rx Status** section has been added to the New **Pricing Strategies Exception** tab (from the main menu choose **Edit > Plans/Pricing** and select a plan, then select the **Subplan** tab and **Pricing Strategies Exception** tab below that then click **Ins** to add a new exception). Options include **Any Rx Status**, **Prescription Rx**, **Non-Prescription Rx**, and **Fee For Service**.

[KRL-23721] AR Tax Infrastructure enhancements for calculation and storage

Feature

Accounts Receivable has been updated to support tax calculation, storage, and display for applicable AR transactions. Tax details can now be retained and displayed for AR invoices and AR details.

New AR payments cannot have tax newly calculated or applied. If historical or converted AR payment records already contain tax information, those tax details are preserved for audit/history purposes.

When Tax Province is set to International, no tax is calculated and AR tax display should show No Taxes.

- Impact:** AR transactions can now reflect tax details where applicable, while preserving existing historical tax information.
- Action Required:** Users should review AR tax displays where tax applies, and confirm that new AR payments are not being taxed.

To support this functionality, the following changes have been made:

- A **Tax** field has been added to the **AR Detail** tab to indicate the total tax amount. The **Tax Type** column has been moved to the end of the grid.

Detail Invoices Payments Comments Credit Cards/EFT Electronic Payments Reports								
Items (8)								
Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	Amount	Tax
Open	124	05/06/2026		Bob, Bob		Charge	\$31.00	\$4.64
Posted	125	05/06/2026		Bob, Bob		Charge	\$3.00	\$0.15
Open	16	28/05/2026		Bob, Bob		Charge		\$0.00

- The **Tax Type** drop-down has been removed from the **AR Detail Form**. and a **Tax** section has been added.

AR Detail Form

Date12/05/2026

Invoice #1001 (12/05/2026)1001

Amount\$10.00

Rx #

StatusOpen

PatientBeck, Selma

Comment

GL CategoryCharge

Tax

CategoryDelivery Charge

ProvinceNB (New Brunswick)

Exemption<None>

HST(F)\$ 5.00

HST(P)\$ 13.00

Total\$ 18.00

Save

Cancel

Price a Drug

- A **Tax** column has been added to the **AR Invoices** tab.

Detail Invoices Payments Comments Credit Cards/EFT Electronic Payments Reports								
Items (12)								
Status	Invoice #	Date	Credit for Invoice #	Subtotal	Tax	total	Paid	Balance
Posted	125	05/06/2026		\$3.00	\$0.15	\$3.15	(\$1.60)	\$4.75
Open	124	05/06/2026		\$31.00	\$4.64	\$35.64	\$0.00	\$35.64
Open	16	28/05/2026		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Open	14	27/05/2026		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Open	13	27/05/2026		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Open	12	27/05/2026		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

- The **Tax1** and **Tax2** fields on the **AR Invoice Form** have been replaced by a **Tax** field and a **Total** field. Hover a mouse over the **Tax** field to see a tooltip that indicates the type of tax that was applied. **Tax** and **Tax Type** columns have been added to the AR Detail.

AR Invoice Form

Invoice #	129	SubTotal	\$33.00	Paid	\$0.00
Date	05/06/2026	Tax	\$4.94	Balance	\$37.94
Status		Total	\$37.94		

Buttons: Post Invoice, OK, Payment Detail, Cancel

AR Detail (1)

Invoice #	Date	RxNum	PatName	Comment	Amount	Tax	TaxType
129	05/06/2026		Bob, Bob		\$33.00	\$4.94	GQ

- The **Tax1** and **Tax2** fields on the **Make AR Payment** screen have been replaced by a **Tax** field. When the payment Type is Refund or Store Credit, a **Taxes** section has been added below the **Comment** field.

Make AR Payment

Enter the payment details

Invoice # or click Next to select from a list

Status	Open	Payment	\$100.00
Date	05/06/2026	Tax	\$14.98
Type	Refund	Total	\$114.98
Payment Method	Cheque	Assigned	\$0.00
General Ledger Category	Payment	Unassigned	\$114.98

Comment

Taxes

Category	Artificial Teeth
☐ Province	QC (Québec)
☐ Exemption	<None>

Buttons: Back, Next, Cancel

- The **Tax1** and **Tax2** fields on the **AR Payment Detail** screen have been removed. A **Tax** field contains the total of taxes.

AR Payment Detail - Edit

Invoice Information

Invoice #	18	Date	23/06/2026
Subtotal	300,00 \$	Total	300,00 \$
Tax	0,00 \$	Prev Paid	0,00 \$
		Balance	300,00 \$

Amount Unassigned amount

- The **Reconciled** checkbox has been removed from the Invoice **Reconciled** screen.

AR Payment

Status

Date Payment

Type Tax

Payment Method Total

General Ledger Category Assigned

Unassigned

Comment

AR Invoices Paid by this Payment (0) F2 Ins Del

Invoice #	InvoiceDate	Amount Paid

- The **Tax1** and **Tax2** fields have been replaced by a single **Tax** field on the **Consolidate Invoices Form**.

Consolidate Invoices Form

Select the invoices that you would like to consolidate

space - Mark Invoice

Items (3)

Status	Invoice #	Date	Credit for Invoice #	Subtotal	Tax	Total
Open	152	10/06/2026	151	\$0.00	\$0.00	\$0.00
Posted	151	10/06/2026		\$11.52	\$0.00	\$11.52
Posted	147	08/06/2026		\$12.00	\$1.80	\$13.80

OK Cancel

- The **Tax1** and **Tax2** fields have been replaced by a single **Tax** field on the **AR Invoice Form**. A tooltip indicates the type of taxes paid. The **Total** field has been moved under the **Tax** field. **Tax** and **Tax Type** columns have been added to the **AR Detail** grid.

AR Invoice Form

Invoice # 147 SubTotal \$12.00

Date 08/06/2026 Tax \$1.80 Paid \$0.00 OK

Status Posted Total \$13.80 Balance \$13.80

AR Detail (1)

Invoice #	Date	RxNum	PatName	Comment	Amount	Tax	TaxType
147	08/06/2026		Pay. Ment		\$12.00	\$1.80	GQ

[KRL-24353] Enhancements to AR Tax Reporting

Feature

The **Taxes** parameter on the **Options** tab of the following reports has been updated due to changes to AR/Invoices:

- Reports > Patient > Ar Taxes Breakdown Report
- AR > Print Statement
- Patient > AR Profile > Invoices > Print Invoice
- Utilities > AR > Print AR Activity Report

AR Payment Details Report has been removed.

[KRL-23722] Enhancements to Delivery Order tax infrastructure and reporting

Feature

Delivery Orders have been updated to support tax handling for delivery charges and delivery order package items. **Delivery Order** screens and reporting now support tax-related values such as Category, Province, Exemption, Subtotal excluding tax, Tax, and Total including tax.

When Tax Province is set to International, Delivery Order taxes calculate as No Taxes.

- **Impact:** Delivery-related charges can now follow the same tax structure as the rest of the tax implementation. Delivery charges and package items may be taxed differently depending on configuration.
- **Action Required:** Users should review Delivery Order totals and tax breakdowns when delivery charges or package items are present.

The following screens were updated to support this change:

- The **Tax type**, **HST**, **Total Item Value**, **Total Delivery Order Value**, and **Total Patient Pays + Charge** have been removed from the **Delivery Charge** section of the **Delivery Order Form**. The following fields have been added: **Category** (menu), **Subtotal**, **Taxes**, **Province**, and **Exemption**.

Hover the mouse over the **Total** field to view a breakdown of Tax Amounts.

Delivery Order Form

Ship To: Pay, Ment

Location: Primary

Company:

Care of:

Address1:

Address2:

City:

Province: QC (Québec)

Postal: Country:

Phone #: Ext:

Status: Pending

Delivery #: 2

Delivery Type: Store Delivery

Delivery Route: <Undefined>

Delivery Service: <Undefined>

Ship By Date:

HAL Code:

Payment Method: <Undefined>

Tracking #:

Shipping Reference:

Delivery Time: From 00:00 To 00:00

Shipping Cost:

Comment (Character Count: 0):

Delivery Charge

Charge: 13.00

Category GST: Code:

Subtotal:

Taxes:

Total:

Taxes (Delivery Charge and Packages)

☐ Province:

☐ Exemption:

Signature Eligibility: Eligible for no signature

Signature Requested?: Unknown

☒ Signature Required

☐ Instruct the driver to call before delivery

Packages

Default Package Type: Not Specified

Description	RxNum	Patient	Cost	Tax	Total	Pat Pays
Not Specified						
package item test		Pay, Ment	\$4.00	GST \$0.20 + PST \$0.40	\$4.60	\$4.60
Ativan 0.5mg	1000119	Pay, Ment	\$11.11	<None>	\$11.11	\$11.11

Ship Print OK Cancel

The **Package Items** grid now contains a single **Tax** column. Hover the mouse to view a breakdown list of applied tax components.

- The **Tax Type** and **HST** fields have been removed from the **Add/Edit Manual Delivery Order Package Item** screen. A new **Taxes** section displays **Category**, **Province**, and **Exemption**, with a breakdown matrix of applicable taxes and a total.

Add/Edit Manual Delivery Order Package Item

Patient: Test, Owe F2

Description: Tylenol 500mg

Amount: \$18.86

Taxes

Category: OTC Drugs with DIN

Province: NS (Nova Scotia)

Exemption: None

HST (CA): \$0.94

HST (NS): \$1.70

Total: \$2.64

Total (Incl. Tax): \$21.50

OK Cancel

- A **Delivery Order Defaults** section has been added to the **Store Configuration – Delivery** tab. This section encompasses the pre-existing **Default delivery charge** field and adds **Default Delivery Charge Tax Category** and **Retain completed delivery orders for [x] months** fields.

Delivery Order Defaults

Default delivery charge \$

Default delivery charge tax category

Retain completed delivery orders for months

- The **Delivery** tab of the **Rx Workflow Details** screen has been updated to display applicable tax details. The Costs/Charges section displays **Tax** calculated on the delivery charge.

Rx Workflow Detail For Rx 1000124

Workflow **1 - Fill Rx** Priority Default Wait Time F2 Due **6 days ago** Cancel

Work Order # 75 Qty Owed 0 ☐ Use Label Values Delivery Pickup Print

Tote Number Qty Packageable 3 Vial Labels 0 F2 Workflow

Origin Qty To Package 3 Status Delivery Completed

Filling Completed Scanned At POS On

Workflow Packaging **Delivery** Comments

Ship To Location **Primary**

Company

Care of

Address 1

Address 2

City Prov **QC**

Postal

Phone Ext.

Comment

Summary Received By **Costs/Charges** Comment

Delivery # **31** Status **Deleted**

Tracking #

Delivery Method **Store Delivery** Shipped On

Delivery Route Shipped By

Delivery Service

HAL code

Total **\$195.27**

Payment Method Pat Pays **\$195.27**

Package #1 (Not Specified)

Rx # **1000124** Patient **Pay, Ment** Counseling Req'd **No**

Crestor 5mg Counseling Resp **Unknown**

Price **\$15.52** HST (CA) **\$0.94** HST (NS) **\$1.70** Total Price **\$18.16** Patient Pays **\$18.16** Received By **Unknown**

Package #2 (Bag)

[Click here to show other items for this delivery order](#)

- The **Delivery Order Report (Utilities > Delivery Order > View Delivery Order > Print)** has been updated with consistent tax information
- The **Delivery Invoice Report (Utilities > Delivery Order > View Delivery Order > Print)** has been updated with consistent tax information

[KRL-23723] Rx Tax enablement and configuration

Feature

Kroll now supports Rx tax behavior when Rx tax functionality is enabled. Rx tax determination uses CM/KCM tax configuration, store tax activation, Rx status/purpose, drug or mixture tax category, patient tax exemption, tax province, delivery/pickup logic, and Tax Matrix rules.

The Fill screen and related Rx pricing displays have been updated to show tax information when tax applies. The Total field remains labeled as Total and displays the configured tax short code indicator beside the value when applicable. Receipt tax lines display when tax applies and are suppressed when no tax applies.

Rx tax is not calculated when Tax Province is International. In that case, no Total tax shortcode indicator and no receipt tax lines are displayed.

- **Impact:** Users may see new tax details in Rx workflows, pricing displays, and receipts when tax applies. Rx tax functionality can be controlled through the Kroll-level Tax on Rx configuration option for phased rollout.
- **Action Required:** Confirm that Tax on Rx is enabled only for intended pilot environments/stores, and validate Rx tax display, receipts, and no-tax scenarios before rollout.
- The following screens have been updated:
 - New **Taxes** tab on the **F12 – Fill** screen.

Category	Province	Exemption
Artificial Breathing Apparatus	QC (Quebec)	Indian Status

Tax	Amount
GST - 5%	0,95 \$
QST - 9,975%	1,89 \$
Total	2,84 \$

- New receipt requirements, including if the **Tax Province** is **International / XX**, tax lines are not printed on that receipt. Otherwise, the receipt includes itemized before and after tax amounts.

Transfer In/Out (Quebec)

[KRL-24177] Transfer In/Out Quebec Compliance Enhancements

Feature

This release updates the prescription transfer process for Quebec pharmacies to meet Ordre des pharmaciens du Quebec (OPQ) requirements. Changes span Transfer In, Transfer Out, and the Rx Transfers Report. The individual updates are described in the sections below.

- **Pharmacist License Number Capture:** Mandatory field on Transfer In screen and Transfer Out Report to document the transferring pharmacist's license number as per OPQ Regulation (CQLR c P-10, r.23).
- **Packaging Type Documentation:** New field to capture and display packaging type (e.g., Vial, CPAK) on both Transfer In screen and Transfer Out Report, complying with OPQ Professional Information Bulletin 170.
- **Prescription Expiry Date Display:** Transfer Out Report now includes prescription expiry date alongside the written date to provide complete prescription dating information.
- **Full and Partial Transfer Support:** Users can now choose to transfer either the full prescription authority or a partial quantity/refills, with validation to prevent exceeding available quantities or refills.
- **Enhanced Rx Transfers Report:** The Rx Transfers Report now supports filtering and reporting on partial transfers independently from full transfers, with clear designation on output.

Implementation Details

- **Transfer Out Process :** Users initiating a **Transfer Out** are now presented with options to perform a Full Transfer or Partial Transfer. For partial transfers, the system captures the quantity or number of refills being transferred and prevents the transfer of quantities exceeding remaining available amounts.
- **Transfer In Process :** The **Transfer In** screen has been updated to allow users to identify whether they are receiving a Full or Partial Transfer and to document the quantity or refills received when applicable. The system records this information for audit trails and reporting.
- **DSQ Message Integration :** For partial transfers, the system generates appropriate DSQ messages to ensure accurate tracking of modified prescriptions in the provincial system.

Regulatory Compliance

This release addresses the following regulatory requirements:

- **OPQ Regulation respecting the keeping of records, books and registers (CQLR c P-10, r.23) :** Pharmacist license number documentation requirements
- **OPQ Professional Information Bulletin 170 (February 2019) :** Packaging type and prescription dating requirements

Systems Impacted

- Kroll
- DSQ (Provincial System)

Migration and Configuration

Existing Transfer In and Transfer Out processes continue to function with full backward compatibility. The new **Pharmacist License Number** and **Packaging Type** fields are now mandatory for new transfers to ensure regulatory compliance. The Rx Transfers Report includes new filter options to display Full Transfers, Partial Transfers, or Both.

Administrators should review the system configuration to ensure the new mandatory fields are properly validated and that users have been trained on the Transfer Type selection (Full vs. Partial) workflows.

Additional Notes

For pharmacies processing partial transfers with temporary prescription modifications, the Kroll system will automatically generate the required DSQ messages to maintain synchronization with the provincial system. Documentation of transfer type (Full or Partial) is now included on all output reports for complete audit trails.

[KRL-24344] QC | Enable Partial Transfer

Feature

Partial transfer can be enabled or disabled by changing the **Allow partial transfers** checkbox (**File > Configuration > Kroll > Configuration**). To enable or disable Partial transfers requires TELUS Health resources.

The screenshot shows the 'Kroll Configuration Parameters' dialog box with the 'Configuration' tab selected. The dialog has a title bar with a close button (X) and a tabbed interface with the following tabs: General, Configuration, Modules, Therapeutic Advisor, Station, and Logging. The 'Configuration' tab is active, displaying a list of configuration options organized in two columns. The options are as follows:

Option	Status
☒ Enable Accounts Receivable	Checked
☐ Enable Pre-pay Accounts Receivable	Unchecked
☐ Enable Electronic Payment	Unchecked
☐ Allow Electronic Signatures	Unchecked
☐ Enable Set Laser labels	Unchecked
☐ Allow NDC	Unchecked
☒ Recurse English sigs	Checked
☐ Recurse foreign sigs	Unchecked
☐ Allow NH-specific med types	Unchecked
☒ Enable DIS/CeRx	Checked
☐ Enable PrescriberIT v2.0	Unchecked
☐ Enable Qhr	Unchecked
☒ Is CeRx Test DB	Checked
☐ Perform schema validation	Unchecked
☒ Allow ePrescribing	Checked
☐ for Triplicates as well	Unchecked
☒ Allow Unlimited Refills	Checked
☒ Allow partial transfers	Checked
☒ Follow Provincial Legislative Rules for Rx Transfer	Checked
☒ Follow Exemption 56 rules	Checked
☒ Follow Provincial Legislative Rules for Rx Extension	Checked
☐ Bypass Workflow Validation	Unchecked
☒ Supports DSQ Unfilled Profile (Quebec)	Checked
☐ Enable patient to receive deliveries without signature	Unchecked
☐ Use .NET 8 Services	Unchecked
Service Hold	No Service Hold
☒ Enforce acceptance of TELUS Health Kroll Terms of Use	Checked
☐ Auto-expire TELUS Health Kroll Terms of Use after	days
☐ Require MFA for User Groups and Permissions	Unchecked
☒ Enable Patient Profile Verification	Checked
☒ Enable Patient Profile Details Request	Checked

At the bottom of the dialog, there are two buttons: 'OK' (with a green checkmark icon) and 'Cancel' (with a red X icon).

[KRL-24235] Transfer Type – Full vs. Partial

Feature

On the **Transfer Out** screen (from the Patient card, select All Rxs and right-click an Rx. Choose **Transfer Rx to Another Store**), a **Transfer Type** drop-down menu has been added. Choose **Full** or **Partial**.

The screenshot shows the 'Transfer Out Rx(s)' window. At the top, there is a search bar for a store and a 'New' button. Below this, there are fields for Store Name, Chain, Address, City, Postal, Phone, and Fax. To the right, there are fields for Pharmacist Name and Comments. An 'Edit' button is located below the store information fields.

Below the store information, there are two prescription entries:

- Prescription 1:** Rx # 1000015, Orig Rx # 1000015, Drug Apo Atenol 100mg, Doctor Dr. Rochette, Jean. It is marked 'OK to Transfer Out'. The 'Transfer Type' dropdown is set to 'Full' and is highlighted with a red box.
- Prescription 2:** Rx # 1000013, Orig Rx # 1000013, Drug Apo Bisoprolol 10mg, Doctor Dr. Rochette, Jean. It is marked 'This Rx is not completed.' The 'Transfer Type' dropdown is set to 'Partial' and is highlighted with a red box. Additional fields for 'Qty', 'Fills', 'Auth Qty 90', 'Disp Qty 30', and 'Fills Rem. 2' are visible.

At the bottom, there is a red message: 'Package type must be specified'. Below this, there are two buttons: 'Transfer Out Eligible Rxs' and 'Cancel'.

[KRL-24625] Partial Transfer Out

Feature

When a user selects **Partial Transfer** on the **Transfer Type** prompt, the **Transfer Out Rx(s)** screen presents additional fields allowing the user to specify the **quantity to transfer** or the **number of refills to transfer**.

Transfer Out Rx(s)

Search for a store. Type its name, address, or other information

x New

Store Name Ahmad Hassan Pharmacien Inc. Pharmacist Name Test

Chain Indépendant

Address 2-332 Rue Main

City Shawville Prov QC

Postal J0X 2Y0

Phone (819) 647-6565 Fax (819) 647-6177

Edit

Rx # 1000015 Orig Rx # 1000015 Drug Apo Atenol 100mg Doctor Dr. Rochette, Jean

OK to Transfer Out Package Type

Transfer Type Full

Rx # 1000013 Orig Rx # 1000013 Drug Apo Bisoprolol 10mg Doctor Dr. Rochette, Jean

This Rx is not completed. Package Type

Transfer Type Partial Qty Fills Auth Qty 90 Disp Qty 30 Fills Rem. 2

Package type must be specified

Transfer Out Eligible Rxs **X** Cancel

Kroll validates the entered values against the remaining quantity/refills on the Rx record and blocks the transfer if the entered amount exceeds what is available.

Upon confirmation, Kroll generates the **Rx Transfer Report** based on the information entered on the **Transfer Out Rx(s)** screen.

Once the **Rx Transfer Report** is generated, in the background the refill chain is inactivated. An Unfilled Rx link is created that has remaining quantity/remaining refills adjusted to reflect the quantity/number of refills partially transferred. This link also includes a fully completed **Transfer Rx in Details** screen/record.

[KRL-24230] Capture Transferring Pharmacist License Number and Rx Package Type

Feature

In the province of Quebec, two new fields appear in the **Rx information from other store** section the **Transfer Rx from other store** screen: **License #** and **Package Type**.

Transfer Rx from other store

Search for a store. Type its name, address, or other information

New

Store Name

Chain

Address

City Prov

Postal

Phone Fax

Edit

Store is closed down ☐

Rx information from other store

First fill date

Last fill date

Rx #

Package type

Pharmacist Name

License # o879078

Expiry Date 01/01/2030

Written Date

Total original fills

Total auth qty

Comments

No Image Available

Please provide package type

OK Cancel

The **License #**, **Package Type**, and **Expiry Date** fields are mandatory; a message will appear at the bottom of the screen indicating missing content before you can complete the transfer.

After the Rx is completed, select **Modify the Rx** and then click on **Transfer In Details** to review the completed screen. You can modify the Rx information from other store, but you cannot blank out the 3 required fields; if you do you won't be able to click **OK**. If you click **Cancel** and one of the required fields is blank, it will revert to its previous contents.

[KRL-24229] Rx Transfers Report changes for Transfer In/Out

Feature

To support new Transfer In/Out functionality, the following fields have been added to the Rx Transfer Report in the province of Quebec:

- License #

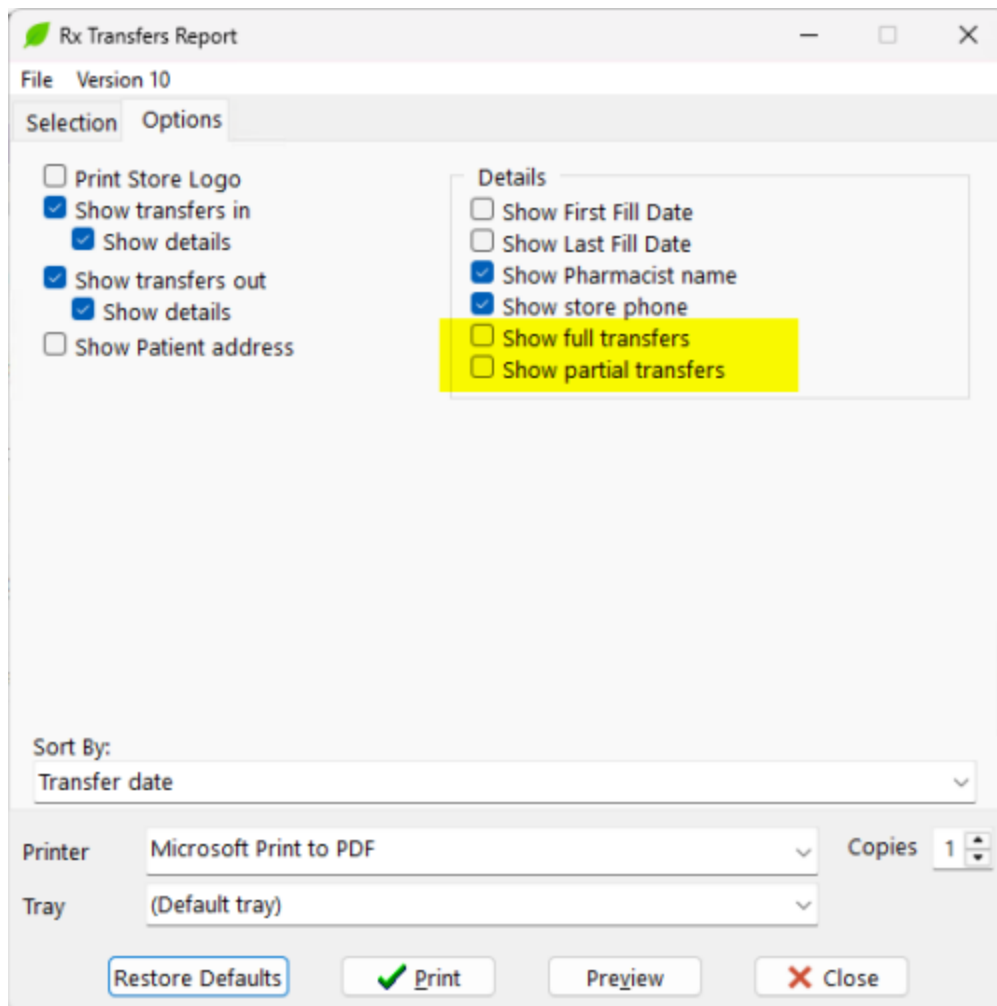
- Transfer type
- Package type
- Refill qty
- Authorized refills
- Remaining refills
- Expiry date

[KRL-24232] Rx Transfer Report changes for Partial Prescription

Feature

To support new Partial Transfer functionality, the following fields have been added to the **Options** tab of the Rx Transfers Report in the province of Quebec:

- Show full transfers
- Show partial transfers



Rx Transfers Report File Version 10

Selection Options

☐ Print Store Logo
☒ Show transfers in
 ☒ Show details
☒ Show transfers out
 ☒ Show details
☐ Show Patient address

Details

☐ Show First Fill Date
☐ Show Last Fill Date
☒ Show Pharmacist name
☒ Show store phone
☐ Show full transfers
☐ Show partial transfers

Sort By:
Transfer date

Printer: Microsoft Print to PDF Copies: 1

Tray: (Default tray)

Restore Defaults  Print Preview  Close

When neither option is checked, the report will default to showing full transfers and will not display the transfer type.

WKSInfo

[KRL-23109] Add tracking for "Use .NET 8 Services" Kroll config flag

Improvement

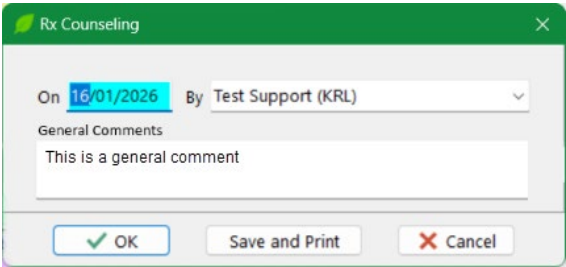
Store administrators who have access to KXEnterprise can now track which stores have enabled .NET 8 Services through KWin/WKSInfo.

Multi-Counsel

[KRL-21618] One Comment for Multi-Counsel Session

Feature

After counselling multiple prescriptions in the **Rx Counseling** screen (accessible from **F9 – Workflow**), when you click **Finalize Counselling**, the **Rx Counseling** dialog box has a new field where you can enter a general comment before saving.



These comments are automatically applied to all prescriptions in the multi-counseling session. If a specific prescription already has a comment, the Finalize Counselling comments are appended to each individual comment.

Counseling Information

Counseling Information

New Rx

Close

Rx Num1000607

Counseling Date07/05/2026

MethodIn Person

CounselingAccepted

Orig Rx Num1000607

PatientMr, Winter

Address

CityProvON

BrandAuro-Duloxetine30mg

GenericDuloxetineAUR

DIN02436647FormCAPSched1

DoctorUser, Kroll

Address11 Test StOffice

CityTorontoProvON

Counseling Points Reviewed

Notes Added

Print

☐ Have you taken this medication before
☐ What the medication is for
☐ How to take the medication
☐ When to take the medication and for how long
☐ Special administration instructions
☐ Potential side effects
☐ Interactions with other meds (Rx & OTC), food and alcohol
☐ What to do if dose is missed
☐ How to know that medication is working
☐ Proper storage
☐ Refills - when and how to request
☐ Effect on other conditions (if applicable)
☐ Self-monitoring techniques

Counseled byTest Support (KRL)

Electronic SignatureYes

Signed byTest Support (KRL)

View Signature

Finalized byTest Support (KRL)

Comments

This is an individual comment

This is a general comment

[KRL-21621] Visual Indicators in Counselling Queue when Rx has been marked as Picked Up/Delivered

Feature

The **Rx Counseling** screen (accessible from **F9 – Workflow**) now has a **Pickup Status** column available. If an Rx in the list has the workflow marked as DeliveryComplete, the column will show **Picked up**; otherwise, it will be blank. You can sort by this column header.

1-yrk-qa-babdelra:ON1035Cfnew -Workflow

File Edit Utilities NH Central Fill Workflow Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Counseling Items

space - Mark Rx's
F - Call up Rx(s)

Filter by patient name

#	RxNum	Fill Date	Patient	Drug	Type	Reason	Pick Up Status	Comment
1	1000357	07/06/2024	TestNorth York, Patient	Abbott-Clopidogrel 75mg	Auto	New Rx	Picked Up	
2	1000490	23/07/2024	New, Test	Erelzi 50mg/mL	Auto	New Rx	Picked Up	
3	1000493	23/07/2024	New, Test	Eliquis 2.5mg	Auto	New Rx	Picked Up	
4	1000495	25/07/2024	New, Test	Accel-Amlodipine 5mg	Auto	New Rx	Picked Up	
5	1000511	20/09/2024	New, Test	Test	Auto	New Rx	Picked Up	
6	1000603	01/10/2025	New, Test Patient	Apo-Metformin 850mg	Auto	New Rx	Picked Up	
7	1000604	02/10/2025	New, Test Patient	Apo-Atorvastatin 10mg	Auto	New Rx	Picked Up	
8	1000605	02/10/2025	New, Test	Pms-Citalopram 20mg	Auto	New Rx	Picked Up	
9	1000610	03/10/2025	New, Test	Apo-Atenol 50mg	Auto	New Rx		
10	1000421	27/06/2024	New, Test	Apo-Amlodipine 5mg	Auto	New Rx		
11	1000458	28/06/2024	New, Test	Apo-Amlodipine 5mg	Auto	New Rx		
12	1000459	28/06/2024	New, Test	ACT Ramipril 2.5mg	Auto	New Rx		
13	1000463	08/07/2024	Test, Patient	Jamp-Metformin 500mg	Auto	New Rx		
14	1000593	12/09/2025	New, Test Patient	Apo-Metformin 850mg	Auto	New Rx		
15	1000599	01/10/2025	New, Test Patient	Apo-Metformin 850mg	Auto	New Rx		
16	1000652	05/11/2025	New, Test Patient	Apo-Rosuvastatin 40mg	Auto	New Rx		
17	1000653	05/11/2025	New, Test Patient	Bisoprolol Tablets 5mg	Auto	New Rx		
18	1000654	05/11/2025	New, Test Patient	Apo-Citalopram 20mg	Auto	New Rx		
19	1000661	06/11/2025	New, Test	Pms-Citalopram 20mg	Auto	Refill		
20	1000662	06/11/2025	New, Test	Apo-Metformin 850mg	Auto	New Rx		
21	1000797	17/11/2025	Test Cancel, Patient	AG-Rosuvastatin Calcium 40mg	Auto	New Rx		
22	1000798	17/11/2025	Test Cancel, Patient	Paxil 30mg	Auto	Refill		
23	1000634	04/11/2025	Test, Senior	ACT Ramipril 2.5mg	Auto	New Rx		
24	1000635	04/11/2025	Test, Senior	Apo-Amlodipine 5mg	Auto	New Rx		
25	1000636	04/11/2025	Test, Senior	@Fucidn And Hydrocortisone	Auto	New Rx		
26	1000720	11/11/2025	Test, Michael	Apo-Atenol 50mg	Auto	New Rx		
27	1000513	23/09/2024	Test Cancel, Patient	Apo-Atorvastatin 10mg	Auto			
28	1000607	02/10/2025	Test Cancel, Patient	Paxil 30mg	Auto	New Rx		
29	1000660	06/11/2025	New, Test	Apo-Atenol 50mg	Auto	Refill		

If the column is not visible, right click and select **Change columns**, and place a check beside **Pickup Status**, then click **OK**. To see this column every time the screen opens, right click the table and choose to **Make Default Columns**.

Patient Encoun

15

- Refresh Ctrl+R
- Call Up Rx(s) F
- Print Counseling Worksheet
- Reject Selected Counseling Items
- Select All Ctrl+A
- Change Columns
- Make Default Columns**