

View Orders

05/02/2026 2:39 pm GMT

Summary

The View Orders screen is used to view all orders. The contents of orders, order statuses and the arrival of orders can be handled within this screen.

Orders can be arrived into Merlin from the following wholesale suppliers in the UK: MWI Animal Health, Covetrus and NVS.

If you are an MWI wholesale user, for receiving stock, see: [Dashboard](#).

If you are not an MWI wholesale user, this is the screen needed to view and receive any orders.

Details

View Orders

1. Navigate to Inventory > Wholesale > View Orders.
2. Select the Supplier from the drop down list (By default this will select your site's default supplier).
3. All orders for the selected wholesaler are displayed. It is possible to filter by Site and/or Order status using the filters at the top of the screen.

Dashboard View Orders New Order Price Updates Check Codes							
Order Details							
PMS Order Status		Created, Sent, Part Received		Refresh			
Date	Account	PMS Order No.	PMS Status	Centaur Status	Order Items	Items Received	Order Total
25/07/2025 09:55	ST7-1	PO:MWI83	Created		6	0	354.25
04/07/2025 11:19	ST7-1	PO:MWI82	Created		2	0	96.62
14/01/2025 11:21	ST7-1	PO:MWI81	Created		13	0	636.12
23/12/2024 15:08	ST7-1	PO:MWI80	Created		1	0	20.01
10/12/2024 17:32	ST7-1	PO:MWI79	Sent		1	0	4.43
07/11/2024 10:28	ST7-1	PO:MWI78	Created		120	0	3,659.60
06/11/2024 19:32	ST7-1	PO:MWI77	Created		46	0	5,931.36
24/09/2024 13:15	ST7-1	PO:MWI76	Created		10	0	275.00
17/09/2024 12:36	ST7-1	PO:MWI75	Created		10	0	500.00
16/09/2024 15:50	ST7-1	PO:MWI74	Created		1	0	145.93
25/03/2024 15:11	ST7-1	PO:MERLIN73	Created		1	0	66.82
29/01/2024 11:57	ST7-1	PO:MERLIN72	Created		7	0	185.07
17/01/2024 11:31	ST7-1	PO:MERLIN71	Created		7	0	90.57
15/10/2021 15:33	ST7-1	PO:70	Part Received	Part Delivered / Cancelled	2	0	42.74
19/07/2021 11:08	ST7-1	PO:67	Created		1	0	116.96
08/07/2021 16:31	ST7-1	PO:66	Created		76	0	1,321.90
29/06/2021 16:18	ST7-1	PO:65	Created		2	0	10.25
17/06/2021 11:09	ST7-1	PO:59	Created		14	0	492.33
24/05/2021 14:01	ST7-1	PO:54	Created		11	0	305.50

Opening an Order

To open an order, double-click on the order from the View Orders list.

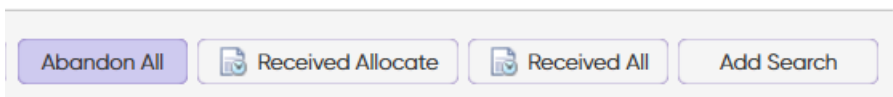
Order Items							
PMS Order No. : 71		Centaur Order No. :		Print		Add to Order	
Site: Esher SA		Account: S17-1		Order Total: 90.57		Delete Order	
Supplier Code	Description	Code	Ordered Qty	Total Received	Price	PMS Status	Centaur Status
30372037	NAF OFF CITRONELLA WRIST BAND	Archive_EQ38	2	0	2.82		
30372161	NAF OFF DEET POWER GEL 750G	EQ36	3	0	10.69		
30258665	ACCU-CHEK AVIVA GLUC TEST STRIPS 5...	accustp	2	0	26.43		

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Sending Order Close Order Details

Receiving an Order

1. Double-click an order to view the ordered items (as described above).
2. Process your ordered items using the buttons provided at the bottom of the screen:



Abandon Item = Abandon's selected items (select using column provided).

Abandon All = Abandon's the order in it's entirety.

Receive Allocate = Receive selected items (select using tick box column provided).

Receive All = Receive the order in its entirety.

Below are a list of scenarios and how to handle these within Merlin.

1) Order is placed, all items are in stock and all items arrive

The order is created and sent as described in New Orders.

When the order arrives, go into the View Orders tab and double-click on the required order to open it.

Check that the quantity delivered reflects the quantity ordered on the screen.

If everything is in agreement, click "Received All".

This will add all items into stock and complete the order.

All items on the order will show "Received".

The Received Qty will be set to the same value as the Ordered Qty.

In View Orders, the order status will be set as Fully Received.

2) Order is placed, some items are out of stock or limited stock, all items allocated for delivery arrive.

The order is created and sent as described in New Orders.

When the order arrives, go into the View Orders tab and double-click on the required order to open it.

You will notice that the Allocated Quantity for one or more items is lower than the Ordered Qty.

Check that the quantity delivered matches the quantity the supplier informed you they would send.

If all the allocated items are correctly delivered, click "Receive Allocated".

This will add all allocated items into stock.

Any fully received items will show as received.

Any items which were in short supply will show as "Part-Received".

Any items which are out of stock will have a blank order status.

The Received Qty will be set with the same values as the Allocated Qty.

In View Orders, the order status will remain as Part Received.

3) Manually updating items because you were unable to send the order electronically or because the Allocated Qty differs from the Received Qty.

If some items which were supposed to arrive do not arrive, or if you have to send your order via another means, for any reason, you may wish to update your order details manually.

It is possible to manually adjust or add details to the allocated quantity or the received quantity for an order. This is so you can store the quantity to expect to receive following information from your supplier. You do not need to make a manual allocation in order to receive the items into stock when they arrive.

Manually Allocating an Item

If you wish to put in the allocated quantities, you must:

1. First open the relevant order in View Orders.
2. Click on the line, for which you wish to allocate a quantity
3. Click the Allocate Item button
4. Enter the amount the supplier has informed you they will deliver and click Add

Manually Receiving an Item

If the quantity of an item delivered is different to the amount the supplier claimed they would deliver, or to update items delivered late, you can manually set the number of items received. You must:

1. First open the relevant order in View Orders
2. Click on the line, for which you wish to receive a quantity
3. Click the Receive Item button
4. The quantity you enter is added to the existing quantity, e.g. if you have received 2 and you subsequently enter 3 into received, the total quantity received will be 5.
5. You may enter a value greater than the ordered quantity if appropriate and the value entered will be added to stock.
6. Once the received quantity is greater than or equal to the ordered quantity, the item will be set as received and it will no longer be possible to edit the quantity via the order.

4) Abandoning an item or a complete order

Occasionally, it may not be possible for the supplier to source an item.

If this is the case, you may chose to abandon the order for an item and close the order.

To abandon an item:

- 1 First open the relevant order in View Orders

1. First open the relevant order in View Order.
2. Click on the line you wish to abandon.
3. Click 'Abandon Item'.
4. The item will be set as abandoned and it will no longer be possible to edit this item.
5. If this is the only remaining item on the order, the order will be set as Fully Received.

Order Items									
Site:	Esher SA	Order No.:	35	Allocate Item	Receive Item	Order Details Report	Delete Item	Deselect All	Close
Supplier Code	Description	Ordered Pack ...	Allocated Pack...	Received Pack ...	Pack Price	Qty Per P...	Status	Treat Code	Selected
00944063	0.5ML CANINSULIN U40 SYR 29G M	5	0	5	7.50	1	Received		<input type="checkbox"/>
00860657	0.5ML INSULIN SYR & NDLE BD	5	0	5	1.75	1	Received		<input type="checkbox"/>
00862496	10 BLADE PARAGON	5	0	5	13.91	1	Received		<input checked="" type="checkbox"/>

It is also possible to abandon all remaining items in an order by clicking "Abandon All".