View Orders

20/08/2026 4:29 pm BST

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.

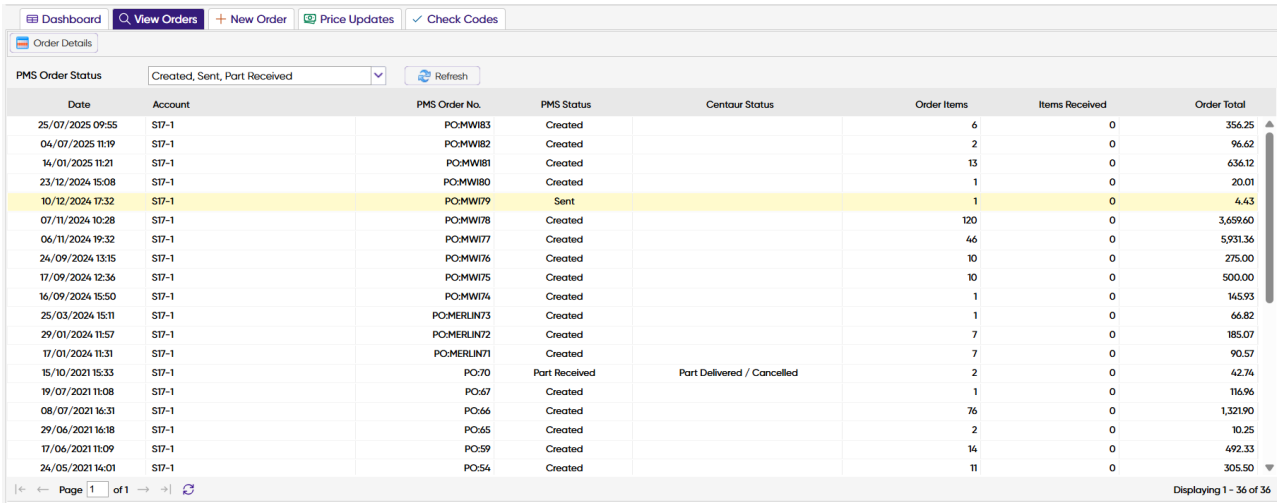
If you are an MWI wholesale user, for receiving stock, see: Dashboard.

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

Details

View Orders

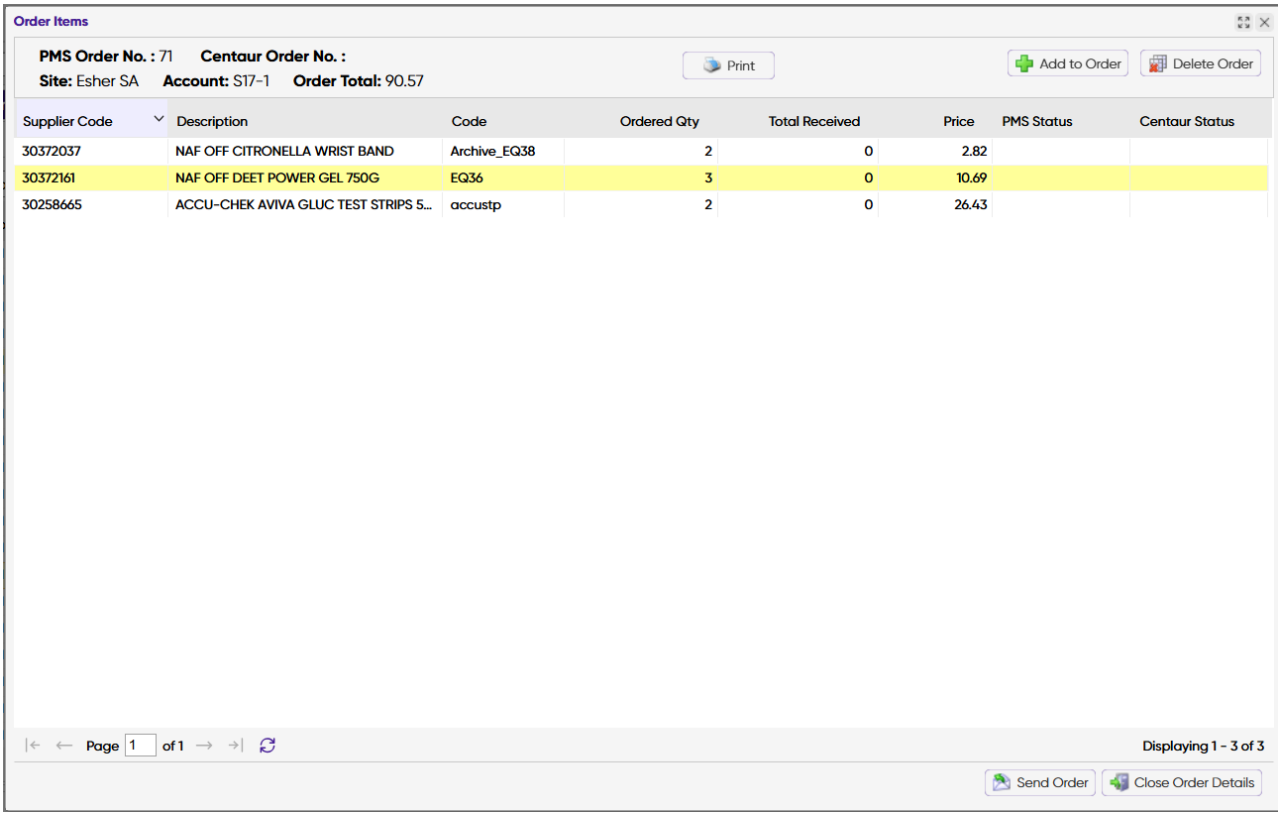
1. Navigate to Inventory > Wholesale > View Orders.
2. Select the Supplier from the drop down list (By default this will select your site's default supplier).
3. All orders for the selected wholesaler are displayed. It is possible to filter by Site and/or Order status using the filters at the top of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



Date	Account	PMS Order No.	PMS Status	Centaur Status	Order Items	Items Received	Order Total
25/07/2025 09:55	ST7-1	PO:MWI183	Created		6	0	356.25
04/07/2025 11:19	ST7-1	PO:MWI182	Created		2	0	96.62
14/01/2025 11:21	ST7-1	PO:MWI181	Created		13	0	636.12
23/12/2024 15:08	ST7-1	PO:MWI180	Created		1	0	20.01
10/12/2024 17:32	ST7-1	PO:MWI179	Sent		1	0	4.43
07/11/2024 10:28	ST7-1	PO:MWI178	Created		120	0	3,659.60
06/11/2024 19:32	ST7-1	PO:MWI177	Created		46	0	5,931.36
24/09/2024 13:15	ST7-1	PO:MWI176	Created		10	0	275.00
17/09/2024 12:36	ST7-1	PO:MWI175	Created		10	0	500.00
16/09/2024 15:50	ST7-1	PO:MWI174	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

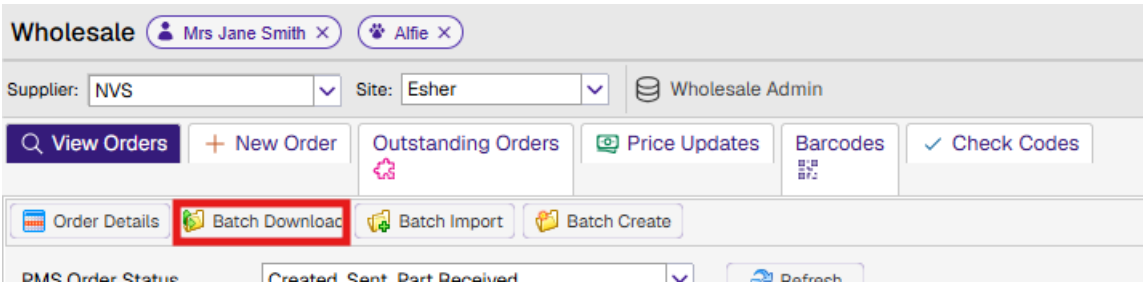
To open an order, double-click on the order from the View Orders list.



Receiving an Order

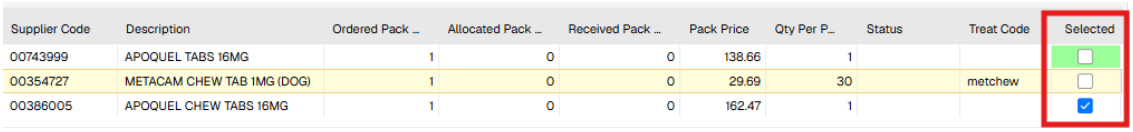
When receiving an order, it is important to follow these steps accurately to download any relevant batch information.

1. Before arriving the order, click 'Batch Download'.

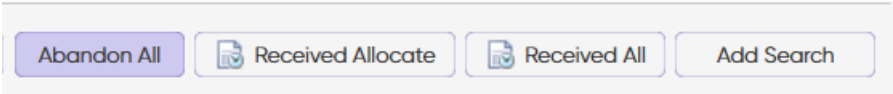


This will take up to 3 minutes to run and will automatically receive any stock that had batch numbers associated with it. This will mark those items as received within the order and will be updated within Stock Control. For any other items that did not have batches associated, they will need to be manually received.

1. Double-click an order to view the ordered items (as described above).
2. Process your remaining ordered items using the buttons provided at the bottom of the screen and using the tick boxes on the right hand side to apply it to specific items:
3.



Supplier Code	Description	Ordered Pack ...	Allocated Pack ...	Received Pack ...	Pack Price	Qty Per P...	Status	Treat Code	Selected
00743999	APOQUEL TABS 16MG	1	0	0	138.66	1			☐
00354727	METACAM CHEW TAB 1MG (DOG)	1	0	0	29.69	30		metchew	☐
00386005	APOQUEL CHEW TABS 16MG	1	0	0	162.47	1			☑



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.

Any items marked 'Received' in the Status column will have updated the stock levels in Merlin so ensure you do not receive them again as it will duplicate the stock levels.

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.

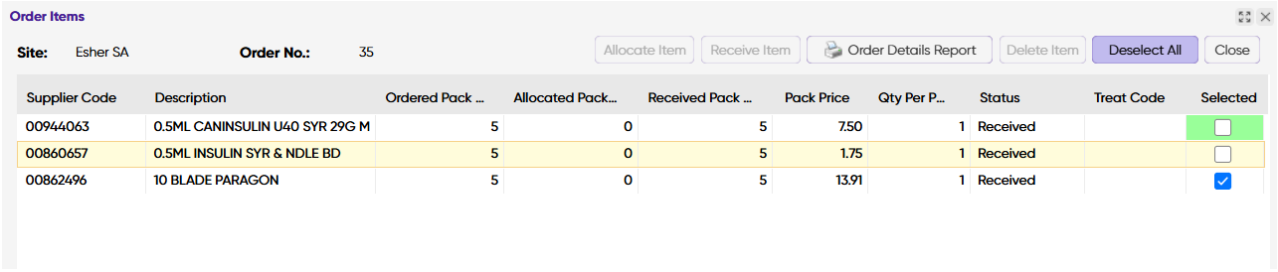
4) Abandoning an item or a complete order

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.
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.



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