

***Baxter***

# Mobile Online Stocktake

User Guide

Version 7.0 | November 2021

**Simple management of your peritoneal  
dialysis supplies from the palm of your hand**



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# Why use Baxter Mobile Stocktake?

## **Mobile access**

Order directly from your tablet or smartphone

## **Available 24/7**

No need to wait for business hours to place an order

## **Text or email**

Receive monthly reminders via text or email

## **Simple**

No usernames or passwords to remember

## **Quick and easy**

On-screen instructions guide you through 5 simple steps

# Introduction to Baxter Mobile Stocktake

Baxter Mobile Stocktake allows you to manage your dialysis supplies from your mobile phone, tablet or computer, via the Baxter Mobile Stocktake website.

Your stocktake or inventory check is the physical counting of the quantities of dialysis supplies you have at home. You will receive a notification from Baxter when you need to complete your stocktake. You will tell us the existing supplies you have of your dialysis fluids and ancillary products.

By completing your Mobile Stocktake, you will trigger an order with Baxter to replenish your fluid and ancillary supplies. We use the stocktake information you provide to calculate and organise delivery of the supplies you need to carry out your treatment at home.

## Mobile Stocktake communication from Baxter

Baxter worked closely with your renal clinic team to set up your account and initial supplies. During account setup you nominated either SMS (text message) or email as your preferred method of receiving communication from Baxter. All notifications and reminders about Mobile Stocktake will be delivered via your chosen communication method.



### Personal Data Protection Policy

Baxter undertakes to maintain confidentiality of all information to which it may have access, whether proprietary or confidential, in line with current data regulations.

# When will you complete your stocktake?

Every month, when it is time to submit your Mobile Stocktake, you will receive a text message or an email (via your nominated communication method) from Baxter.

The message or email will contain:

- A unique link to open the Baxter Mobile Stocktake website
- A unique 4-digit personal identification number (PIN)

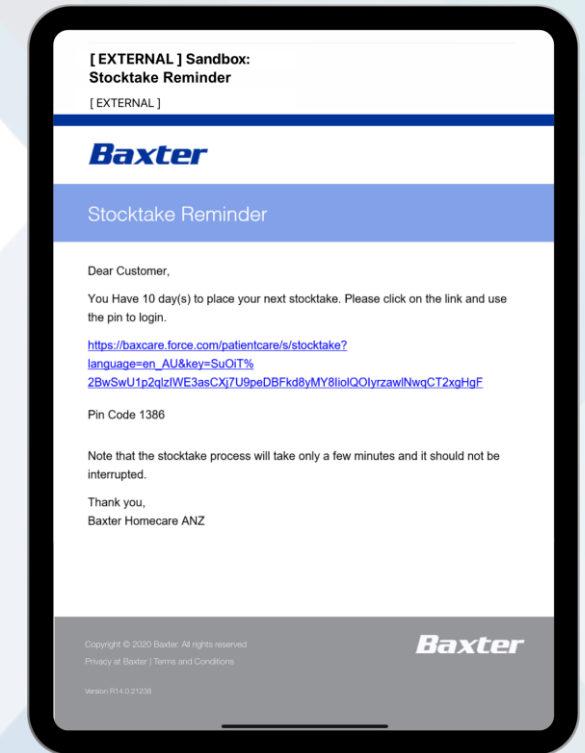
The link and PIN will change every month.

You will have 12 days in which to complete your stocktake.

## Reminders

**Daily reminder:** following the initial notification, a daily reminder will be sent to you each day until you have completed your stocktake.

**Due date passed:** if you have not completed your stocktake when the due date passes, we will send you a notification. At this point, it will no longer be possible to complete your stocktake online. You will need to call Baxter to place your order to ensure your scheduled delivery is met.



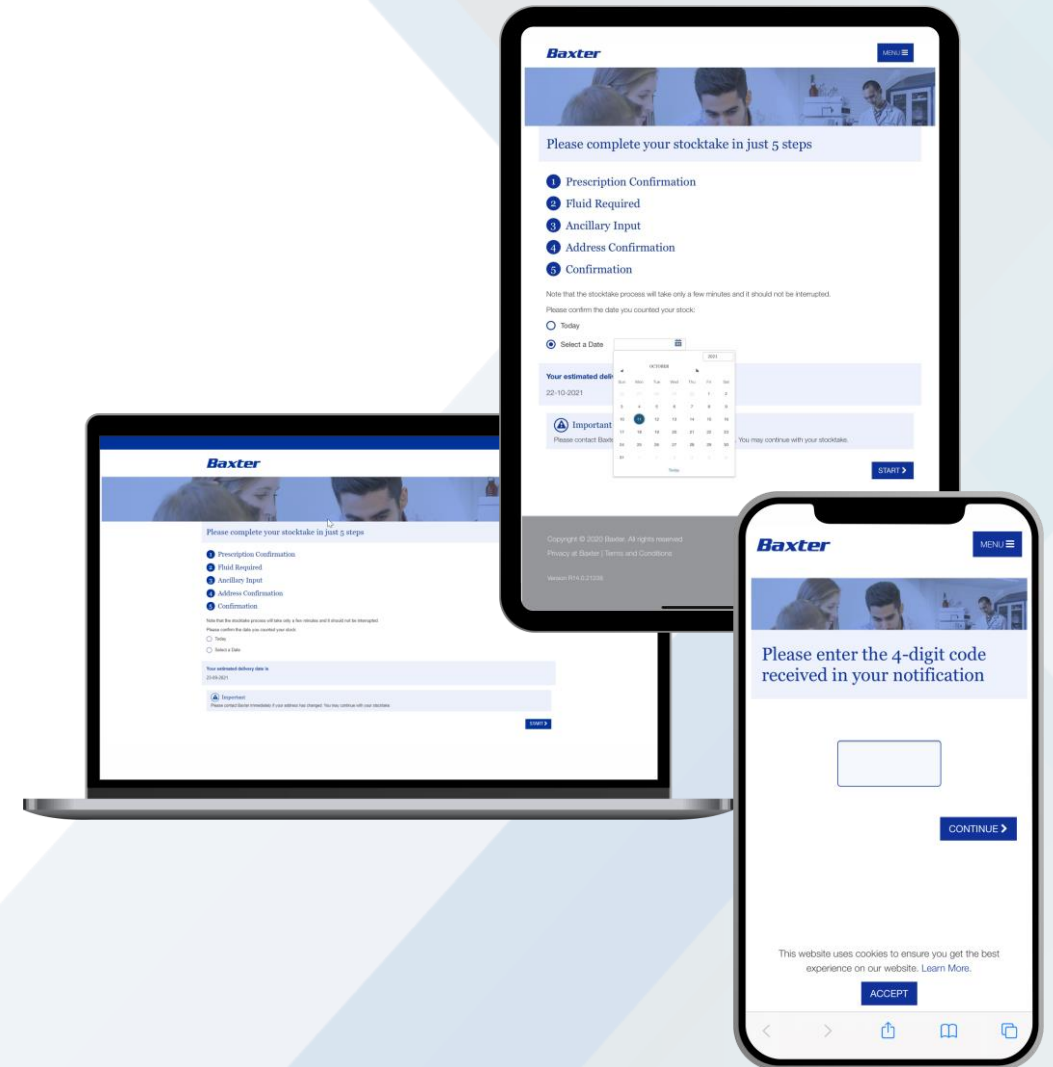
# Getting started: accessing the Mobile Stocktake website

Every month, when you receive your notification text message or email, complete the following steps:

1. Click on the unique link to open the Baxter Mobile Stocktake website  
The website/online portal will open, requesting your 4-digit code.

*Please note that the cookie message will remain at the bottom of the page of the website until it is accepted.*

2. Enter the 4-digit code you received in your message and click **Continue**  
You'll be taken to the opening screen, which lists the 5 steps in your stocktake process.
3. Confirm the exact date you have counted your stock, selecting either **Today**, or using the **Select a Date** function if you have counted on an earlier date.  
It is important that you enter the exact date on which you counted your stock. This will ensure that we deliver the correct amount of stock.
4. Click on **Start** to begin your 5-step stocktake process





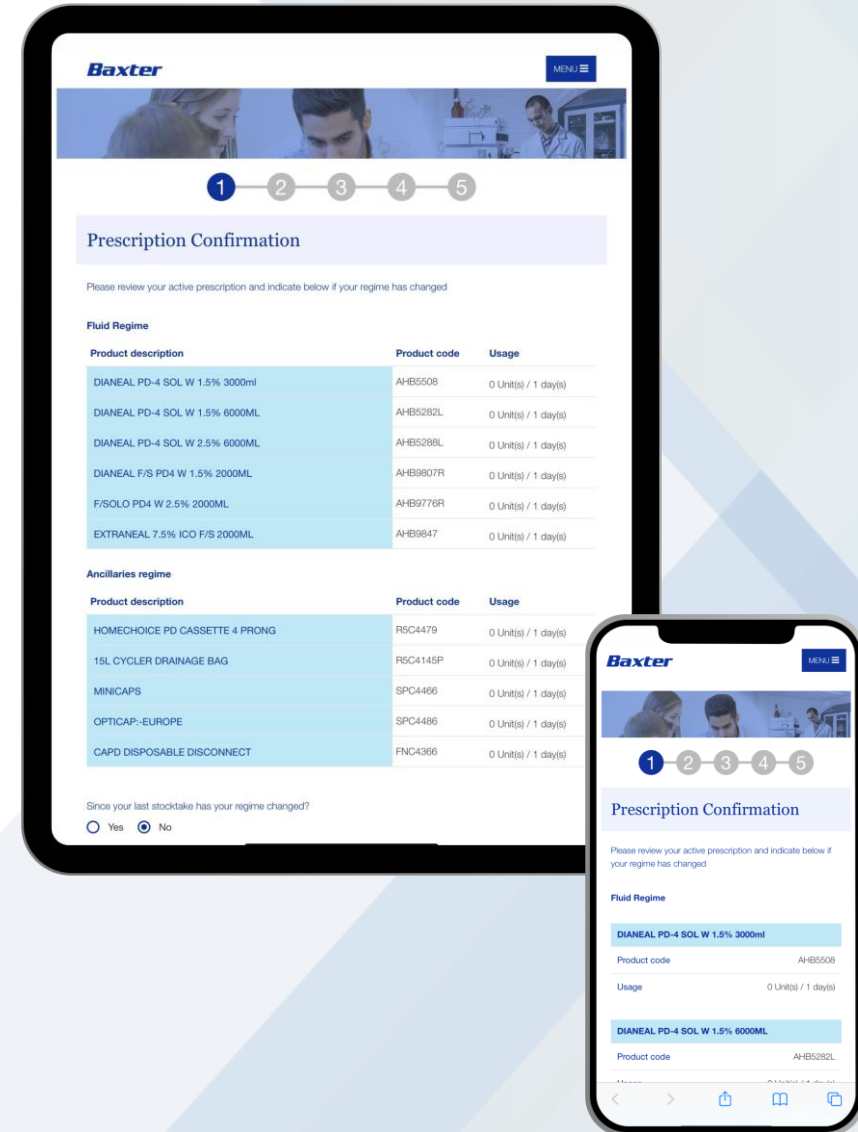
# Step 1 – Prescription Confirmation

A list of all active items on your prescription will appear for your review.

1. Select **Yes** or **No** to the question **Since your last stocktake has your regime changed?**

If there are recent changes to your prescription, select **Yes**. If you selected **Yes**, continue to complete your stocktake as usual. Once you have submitted your stocktake, your HomeCare Customer Service Representative will be notified to contact you. A message will appear at the end of your stocktake to advise you of this.

2. Click **Continue** to move to step 2, **Fluid Stocktake**.  
You'll be taken to the **Fluid Stocktake** screen.



# Step 2 – Fluid Stocktake

In this screen you will find your list of dialysis fluids. To help identify the appropriate fluid, the product information is highlighted in a colour matching the colour of the ring pull on the bag.

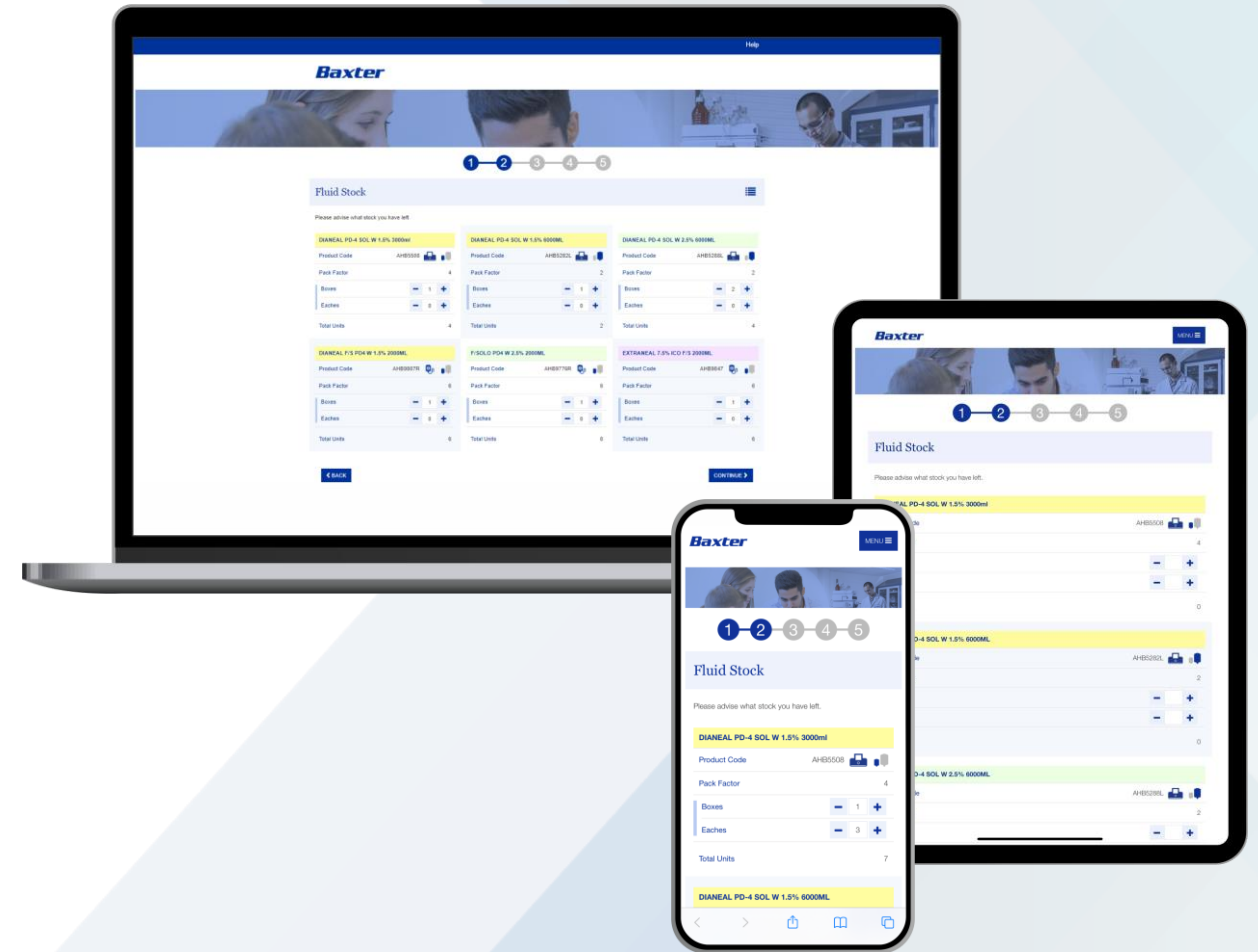
1. Count and indicate the stock you have, indicating the:

- Total number of unopened **Boxes**
- Total number of bags (**Eaches**)

You may use the plus (+) and minus (-) signs, or enter numbers to complete your stocktake.

2. Click **Continue** to move to step 3, **Ancillary Input**

You'll be taken to the **Ancillary Input** screen.



# Step 3 – Ancillary Input

In this screen you will find your list of ancillary products.

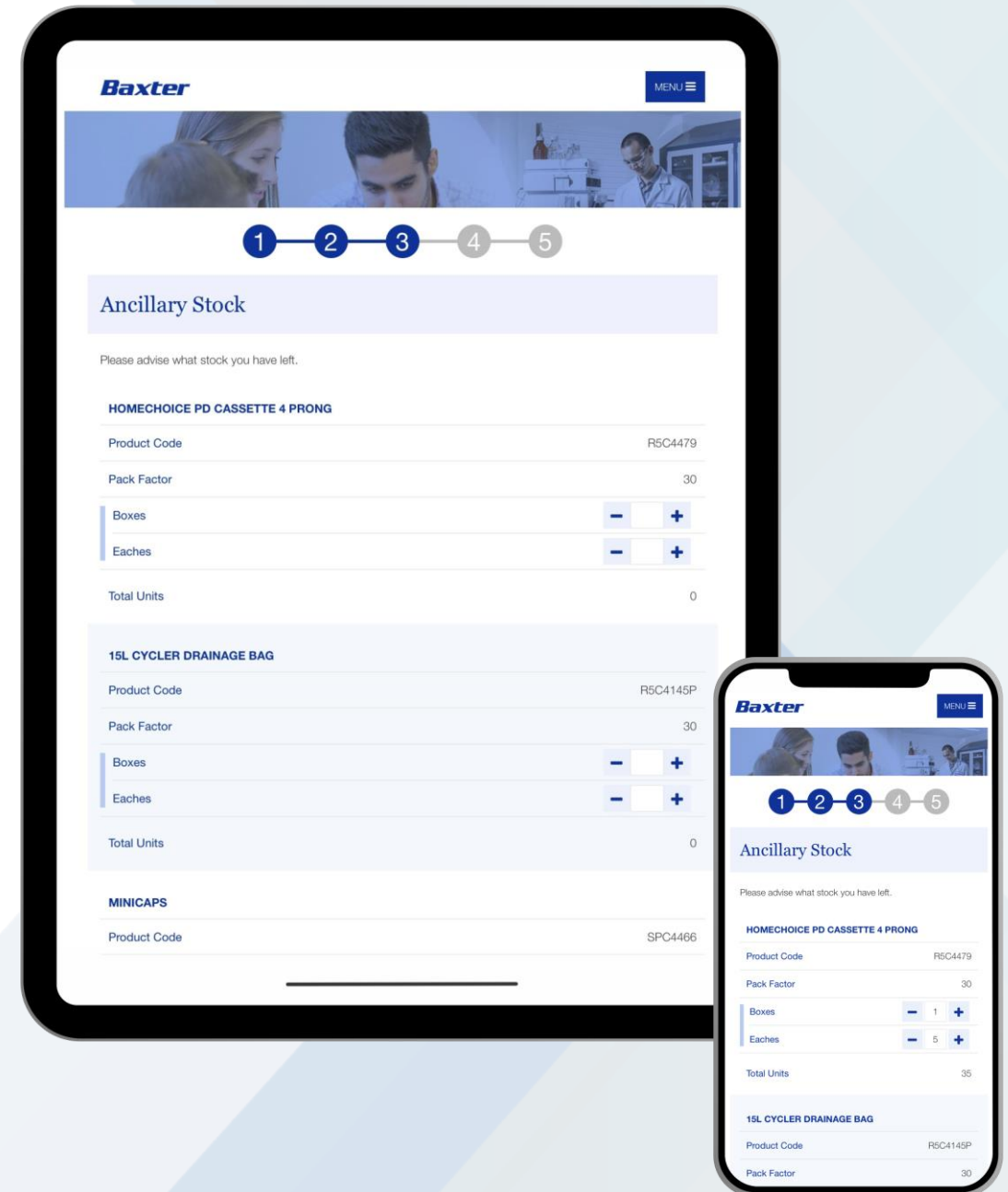
1. Count and indicate the stock you have, indicating the:

- Total number of unopened **Boxes**
- Total number of bags (**Eaches**)

You may use the plus (+) and minus (-) signs, or enter numbers to complete your stocktake.

2. Click **Continue** to move to step 4, **Address Confirmation**

You'll be taken to the **Address Confirmation** screen.





# Step 4 – Address Confirmation

Your address will appear for your review.

1. Select **Yes** or **No** to the question **Will your address change?**

If there are changes to your delivery address, select **Yes**. If you selected **Yes**, your HomeCare Customer Service Representative will be notified to contact you. Please complete your stocktake, which will trigger our HomeCare team to contact you. A message will appear at the end of your stocktake to advise you of this.

2. Click **Continue** to move to step 5, **Stocktake Confirmation**

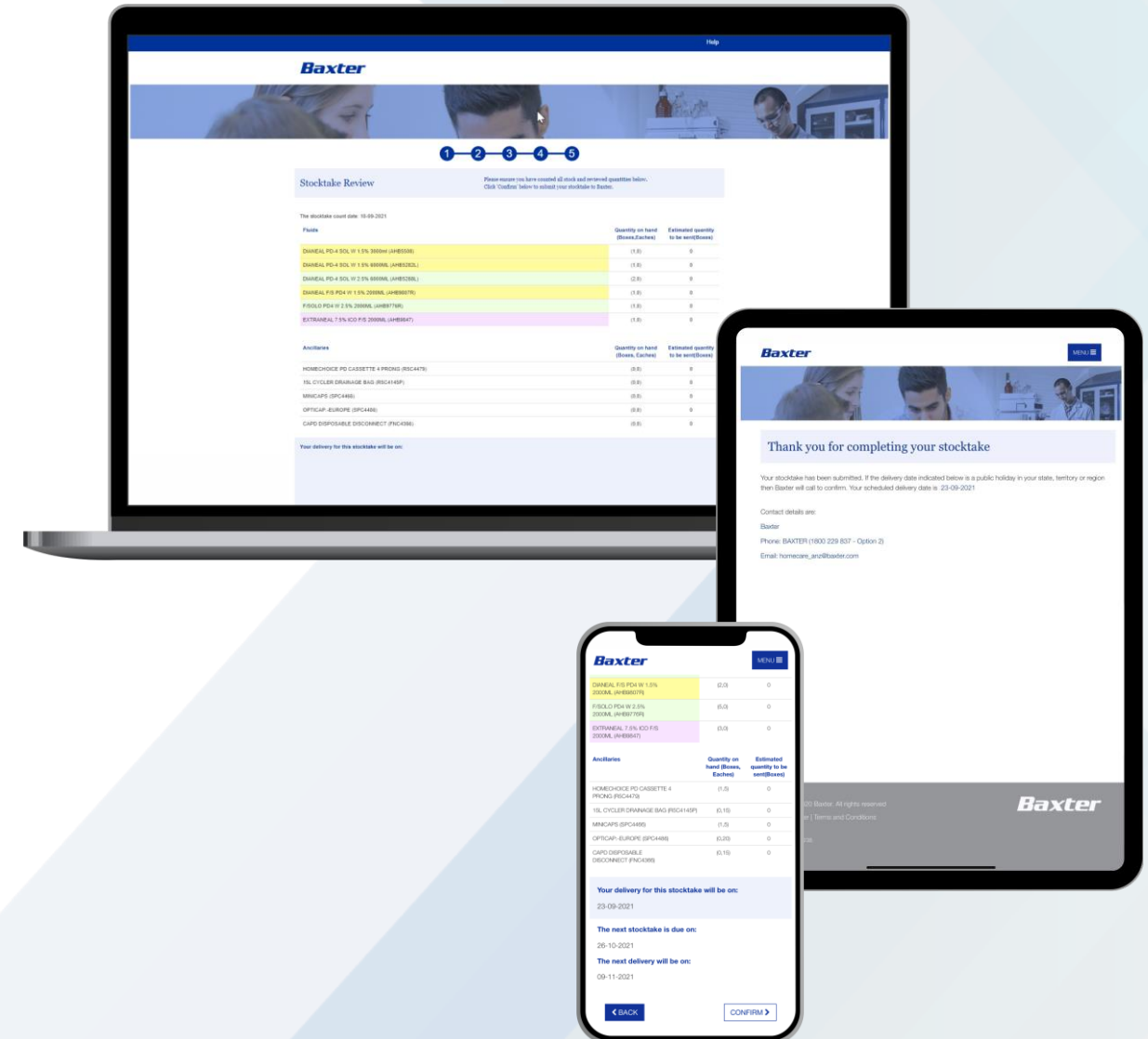
You'll be taken to the **Stocktake Confirmation** screen.

The image displays two views of the Baxter mobile application interface. The primary view is a smartphone screen showing the 'Address Confirmation' screen. At the top, the 'Baxter' logo and a 'MENU' button are visible. Below the logo is a progress indicator with five steps: 1, 2, 3, 4 (highlighted), and 5. The main heading is 'Address Confirmation'. Underneath, the 'Primary Address' is listed with the following details: Street: 99 \*\*\*\*\*, Zip Code: 3021, City: ST ALBANS, State: VIA, and Country: AU. Below the address details is the question 'Will your address change?' with two radio button options: 'Yes' (unselected) and 'No' (selected). At the bottom of the screen are two buttons: '< BACK' and 'CONTINUE >'. A secondary view of a laptop screen shows the same interface, confirming the layout across different devices.

# Step 5 – Stocktake Confirmation

In this step, you will review and confirm your stocktake and the estimated quantity of each item that should be delivered to you.

1. If you need to make any changes to your stocktake, click the **Back** button until you reach the required step
2. Once you are satisfied with your stocktake and the estimated quantity to be delivered, click the **Confirm** button to finalise the process  
A thank you confirmation screen will appear. A stocktake acknowledgement will be sent to you via email or SMS. This will include a link to your stocktake results.
3. If you wish to access your stocktake, click on the provided link and enter the 4 digit PIN



# You've completed your Mobile Stocktake

Thank you for following the steps through the Baxter Mobile Stocktake. We hope it provides you with an easy way to manage your peritoneal dialysis supplies.

Completion of your Mobile Stocktake will trigger Baxter to manage the shipment of the products you need in order to carry out your treatment at home. In case of any discrepancies, your HomeCare representative will contact you to verify the details.

If you would like to contact your HomeCare representative to discuss Mobile Stocktake, please contact us via the following:

## Australia

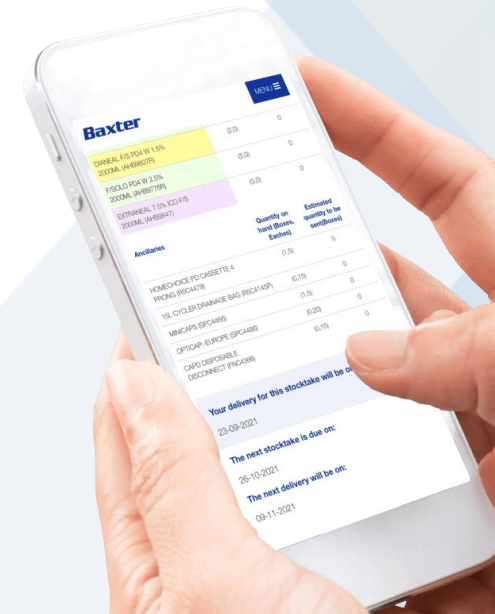
 **1800 229 837**  
Option 2

9:00am-5:00pm  
AEST/AEDT

## New Zealand

 **0800 466 322**

9:00am-5:00pm



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**Visit [athome.baxter.com/m](https://athome.baxter.com/m)  
for more information**