



MILLFLOW

Prescriber Portal Guide

Tracking orders

Tracking orders

David Personage 083 (083DavidP) **PREPRODUCTION** No service user selected Choose service user Clear

Welcome to Community Equipment Services

Service user management [View](#)

Browse catalogue [View](#)

Information centre [View](#) **A**

Newsflash

[Create newsflash](#)

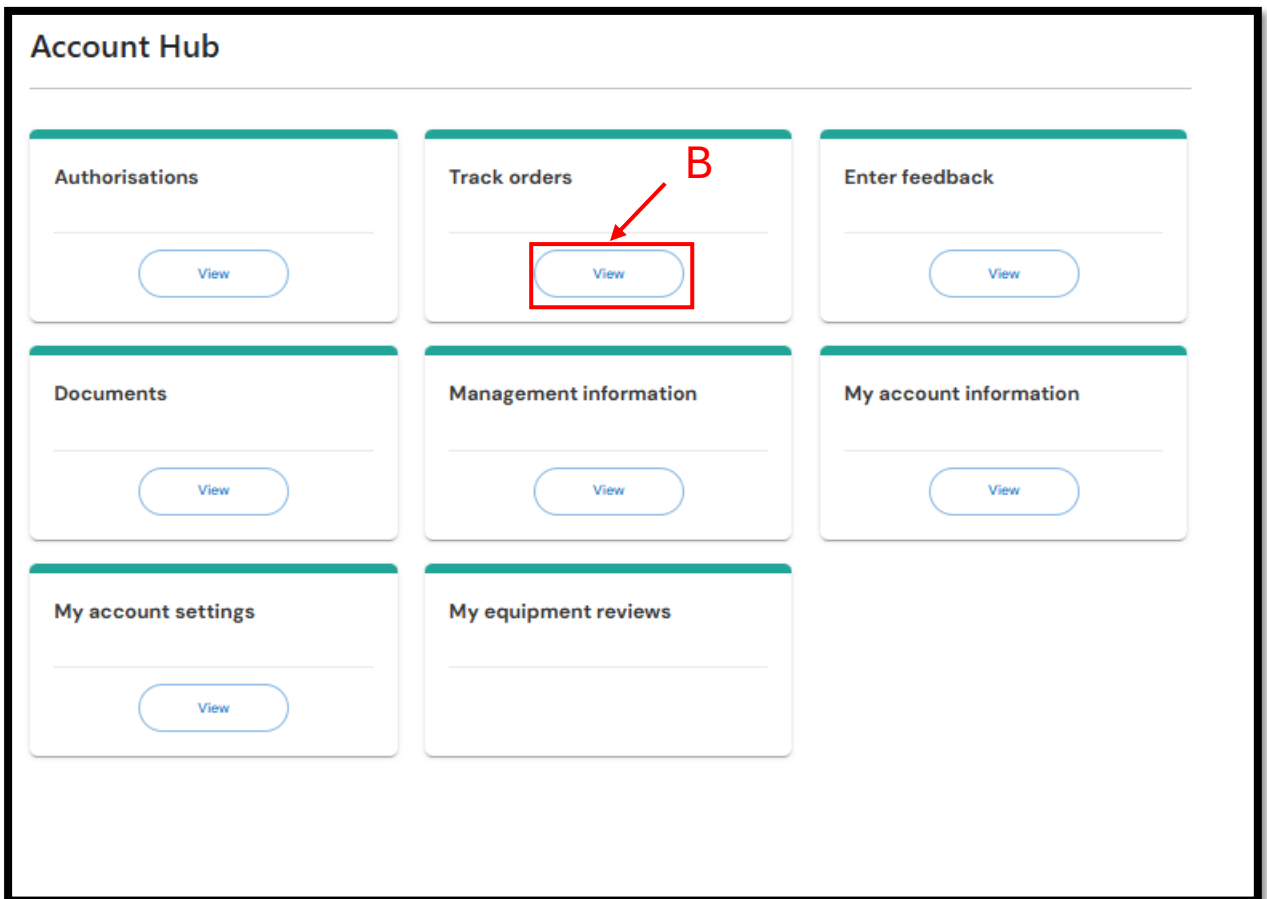
David P first edition
15/01/2025
By: 083DavidP
Our first review of the New Flash function
[Read More...](#)

Alert
13/02/2017
By: 083DavidL
Alert
[Read More...](#)

Notes

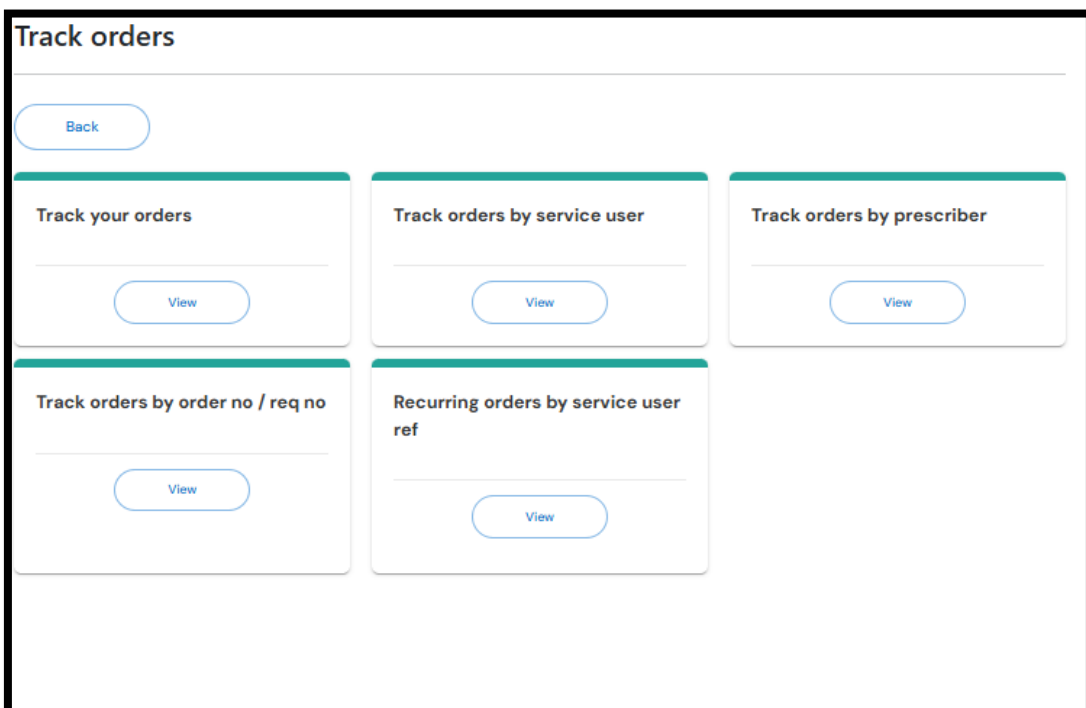
Q – Select INFORMATION CENTRE

Tracking orders



Notes

B – Select TRACK ORDERS

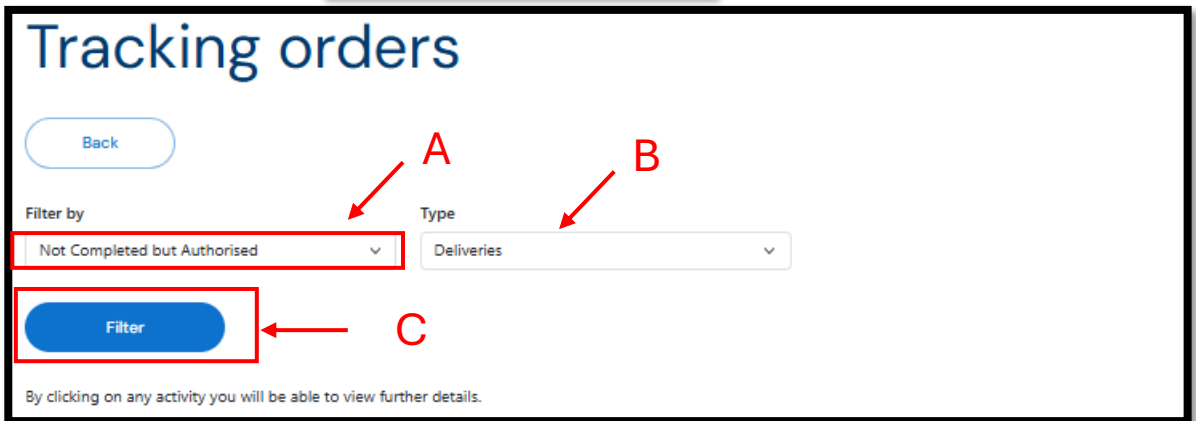
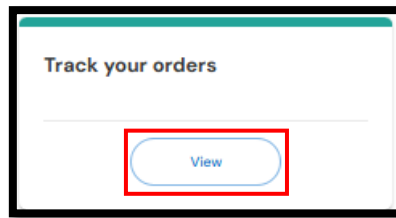


Notes

Millflow now takes you to this screen

- Track your orders – PAGE 4
- Track orders by Service user - PAGE 5 -6
- Track orders by prescriber – PAGE 7
- Track orders by Order no / req no – PAGE 8

Tracking orders



Notes

- A – Select the order status you require
- B – Select the activity type or ALL activities
- C – Click on Filter

By clicking on any activity you will be able to view further details.

Deliveries (3)

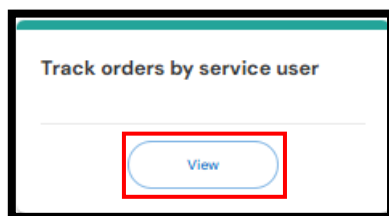
Late Canceled In time Awaiting authorisation

Order No	Rec No	Type	Order Date	Due Date	Client Id	Forename	Surname	Post Code	Service Level	Order Status	View
94802692		Delivery	04/02/2025	13/02/2025	102040504	Millie	Cave	GU24 9AL	Customer Led	Order Received	→
94802694		Delivery	04/02/2025	13/02/2025	102040505	David	Parsonage	GU3 2DX	Customer Led	Order Received	→
94802699		Delivery	06/02/2025	TBC	102040505	David	Parsonage	GU3 2DX	Special Orders	Awaiting Supplier	→

Notes

Click on the → to view the order detail

Tracking orders



Service user activity search

Please search for a service user by entering data in one or more of the fields below.

D Service user id

E Date of birth

F First name

G Surname

H Postcode

Notes

D – Input Service User ID if you know it

OR

E,F,G,H – Populate as much information in these boxes

Millflow will start to present closest matches below

Search results

SUID	Name	Address	Date of birth	
101617534	Miss Dmosnmy Nmaqrdy	Lihgrcs Qjmhmxxy Clkqsf 000 3E5	22/03/1971	→
101589865	Mrs Dnmfido Juqkaul	Ckdfnhr Elhecog Iqyqxy 000 C65	04/02/1934	→
100194043	Mr Dpkirdi Amdifut	Evmugec Hbqmpuw Kgwfno 001 262	dd/mm/yyyy	→
100051197	MRS Dkmwdjm Nxckocu	Amttjnw Qauurdt Qivtuog 001 B3F	31/07/1937	→
100051744	Other Dhvmyap Absiyuu	Uybikrs Acvmmnh Gukidbn 002 209	26/10/1905	→
100235341	Miss Dpkimmi Kvgkkog	Vpgncrx Mhdgvtn Jaespw 002 BFB	21/06/1968	→

Notes

Click on the → to view client orders

Tracking orders

By clicking on any activity you will be able to view further details.

Deliveries (3)

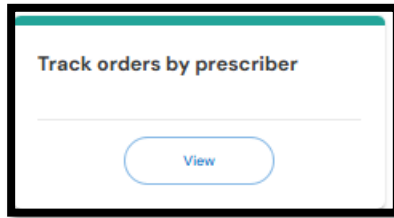
■ Late ■ Cancelled ■ In time ■ Awaiting authorisation

Order No	Rec No	Type	Order Date	Due Date	Client Id	Forename	Surname	Post Code	Service Level	Order Status	View
94802692		Delivery	04/02/2025	13/02/2025	102040504	Millie	Cave	GU24 9AL	Customer Led	Order Received	→
94802694		Delivery	04/02/2025	13/02/2025	102040505	David	Parsonage	GU3 2DX	Customer Led	Order Received	→
94802699		Delivery	06/02/2025	TBC	102040505	David	Parsonage	GU3 2DX	Special Orders	Awaiting Supplier	→

Notes

Click on the → to view the order detail

Tracking orders



Prescriber orders search

Please search for a prescriber by entering data in one or more fields below

Prescriber: Forename: Surname:

Search results

Forename	Surname	PinCode	
David	Parsonage	083DavidP	→
David →	Prescriber PIN	083E02M026	→
David	Pocock	083E07M013	→

Notes

I – Input the prescriber PIN

OR

J – Populate the Forename & Surname. Millflow will present closest matches below

Click on the → to view the order detail

By clicking on any activity you will be able to view further details.

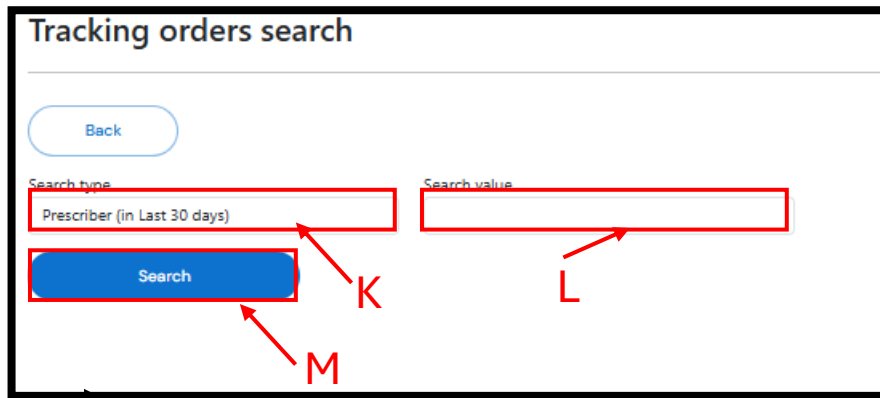
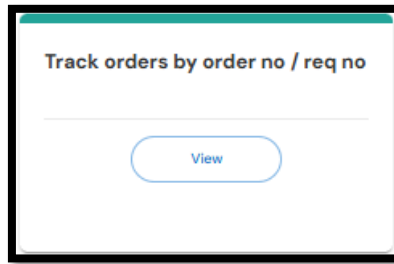
Deliveries (3) ■ Late ■ Cancelled ■ In time ■ Awaiting authorisation

Order No	Rec No	Type	Order Date	Due Date	Client Id	Forename	Surname	Post Code	Service Level	Order Status	View
94802692		Delivery	04/02/2025	13/02/2025	102040504	Millie	Cave	GU24 9AL	Customer Led	Order Received	→
94802694		Delivery	04/02/2025	13/02/2025	102040505	David	Parsonage	GU3 2DX	Customer Led	Order Received	→
94802699		Delivery	06/02/2025	TBC	102040505	David	Parsonage	GU3 2DX	Special Orders	Awaiting Supplier	→

Notes

Click on the → to view the order detail

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Notes

K – Select order no. or Req no. from the drop-down

L – Input the order number or Req No.

M – Click SEARCH

Millflow returns the screen below. Just click on any BLUE TEXT to open order detail

OrderNo	Rec No	OrderDate	Due Date	ClientId	Forename	Surname	DOB	PostCode	ServiceLevel	OrderStatus
94802693		04/02/2025	13/02/2025	102040505	David	Parsonage	17/12/1988	GU3 2DX	Customer Led	Completed