STEP-BY-STEP EXPORT GUIDE

Kroll dispensing, *into NarcCount.*

Export every narcotic, controlled and targeted prescription you filled since your last count from TELUS Health Kroll, and reconcile it in NarcCount. Tab by tab, with the exact boxes to tick.

1 **Kroll**
Reports → Rx

2 **The report**
Rx for Drug/Doctor Groups, saved as CSV

3 **Import**
NarcCount reads it and shows what it did

✓ **Reconciled**
The Dispensed column fills in

Before you start

- [ ] A Kroll workstation and a user who can run reports.
- [ ] Two dates: your **last count** and **this count**.
- [ ] Somewhere to save one file — the Desktop is fine.

NarcCount does the fiddly part

- [ ] Reads Kroll's CSV exactly as Kroll saves it.
- [ ] Uses each fill's Rx number to recognise lines it already has.
- [ ] Adds any DIN it has not seen before to Drug Management.

INSIDE 2 The dates 3 In Kroll, tab by tab 4 In NarcCount 5 Check and fix

narccount.ca/help/export-from-kroll

Scan for the live version of this guide. Updated 13 October 2026.

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STEP 1 · BEFORE YOU CLICK ANYTHING

Get the dates right *first.*

NarcCount reconciles each drug over a window: everything dated **after** your last count, up to and **including** the day of this count. Export the fills in exactly that window and the Dispensed column lines up the first time.



FROM	TO
The day after your last count	The day of this count

WHERE TO FIND YOUR WINDOW

Open the count in NarcCount. Its start screen reads **“covering Jun 3, 2026 → Sep 1, 2026”** — the first date is your last count, so start the export the day after it.

OVERLAPPED BY A DAY?

Fine. A fill that matches one already on file — same DIN, date, quantity and Rx number — is recognised and skipped. Upload the very same file twice and NarcCount stops you before anything is added.

FILLING ON COUNT DAY

A prescription filled on the day of the count belongs to this window, so the reconciliation assumes it left the shelf before you counted. Count after the day’s last fill, or note any fills made after you counted.

YOUR FIRST COUNT IN NARCCOUNT

The first count of each drug sets its starting balance, so there is nothing to reconcile yet. Start exporting dispensing for the count after it.

STEP 2 · IN KROLL

Run the report, *tab by tab.*

Reports › Rx › Rx for Drug/Doctor Groups

Open the report, work through its tabs from left to right with the settings below, then save the file. The settings never change from one count to the next — only the dates do.

SELECTION	**Rxs filled — from the day after your last count to the day of this count** Not “All active Rxs”: you want what left the shelf in the window, not what is on file today.
PATIENT	**All** Every patient’s fills belong in the reconciliation.
DRUG	**Drug Schedule (press F2): N Narcotic, G Controlled, T Targeted** The three schedules NarcCount reconciles. Leave the rest of the tab as it is.
DOCTOR	**All** Every prescriber.
OPTIONS	**Print Inactive: ticked · Group by: Rx #** A prescription made inactive since, or transferred out, was still filled in your window — its fills belong in the file. Grouping by Rx # gives one line per fill, each with its Rx number, which is how NarcCount spots a line it already has.
SAVE	**Save CSV — not Preview or Print** Save it to the Desktop with the count date in the name, for example kroll-dispensing-2026-09-01.csv.

KEEP THIS PAGE BY THE TERMINAL

Print page 3 and tape it beside the Kroll workstation. The next person running the export needs only the two dates.

ONE STORE AT A TIME

Running several stores? Export each store’s Kroll separately and upload each file into that store in NarcCount.

STEP 3 · IN NARCCOUNT

Upload it. *NarcCount reads it.*

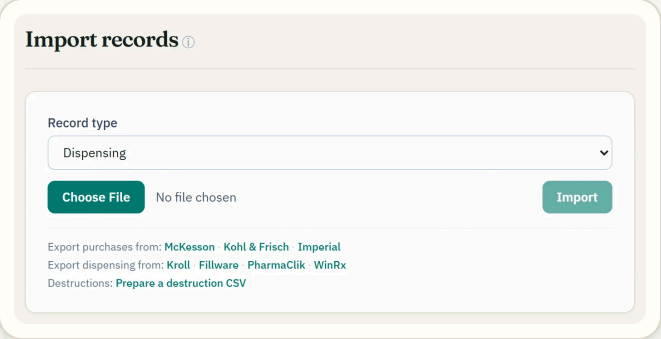
Two doors lead to the same importer. Use whichever you are standing in front of.

From the count

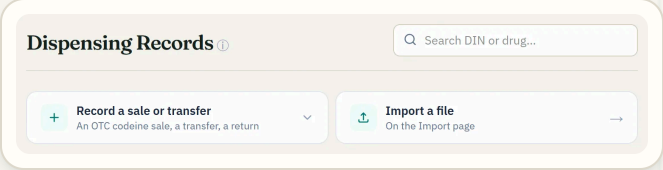
Open the count and follow its steps. **Step 1, Upload your dispensing report**, takes the file and ticks itself off when the import lands.

From anywhere

Import → Record type **Dispensing** → **Choose File** → **Import**. Or open **Dispensing** and press **Import a file**.



NARCCOUNT Import records, with Dispensing chosen.



NARCCOUNT Dispensing → Import a file.

What happens when you press Upload

01 **It reads the file and says what it changed**
Every fix is one plain sentence you can check — "Found the column headings on row 4". Nothing is changed silently.

02 **It asks when a date could go either way**
If every date in the file could be day-first or month-first (03/04/2026), you confirm the order before a single line is imported.

03 **It imports, and reports the totals**
New fills are added, fills already on file are skipped, and any DIN it has not seen before is added to Drug Management. The original file is kept in **Documents** for your records.

OPENED IT IN EXCEL FIRST?
Upload the file exactly as Kroll saved it if you can. If it was opened and saved again in Excel, that is fine too — NarcCount puts back the leading zeros Excel drops from DINs, and tells you it did.

STEP 4 · CHECK, THEN FIX WHAT IS OFF

Check it *landed.*

Tick these off

- [ ] The import summary shows about as many lines as Kroll's file had.
- [ ] The count's **Dispensed** column has numbers for the drugs you filled.
- [ ] Click one Dispensed total: the prescriptions behind it are listed, with Rx numbers.
- [ ] Pick one Rx and match it to Kroll.

Keep it for inspection

The file you uploaded stays in **Documents**, and the import is in the activity log. Nothing has to be printed and filed.

WHAT YOU SEE	WHY	WHAT TO DO
Kroll showed the report but no file was saved	Preview or Print was pressed.	Press **Save CSV** and choose a folder.
The file is empty, or far too short	Selection is on All active Rxs, or a date is off.	Choose **Rxs filled** and check both dates.
Dispensed looks high for one drug	An Rx billed, then cancelled or returned to stock, is still in the file.	Reverse it in Kroll, then document it on the count line — the Detective can match the Rx for you.
Dispensed looks low for one drug	Over-the-counter low-dose codeine sales and transfers to another pharmacy have no prescription.	**Dispensing → Record a sale or transfer.**
"Already imported"	This exact file went in before.	Nothing to do. Export a fresh file if you meant a new window.
Dates came in as the wrong month	Day-first and month-first dates look alike.	NarcCount asks before importing: choose the order Kroll uses.
Some lines "could not be read"	Heading, subtotal or blank lines with no DIN.	Normal. NarcCount lists what it skipped so you can check.

Stuck? We'll help.

Email **support@narccount.ca** with the file name and what you saw — never patient information.
Every guide is at **narccount.ca/help**.