User Guide

Real-Time Order Status

im *Independence Medical*®
A Cardinal Health company

New, enhanced capabilities.
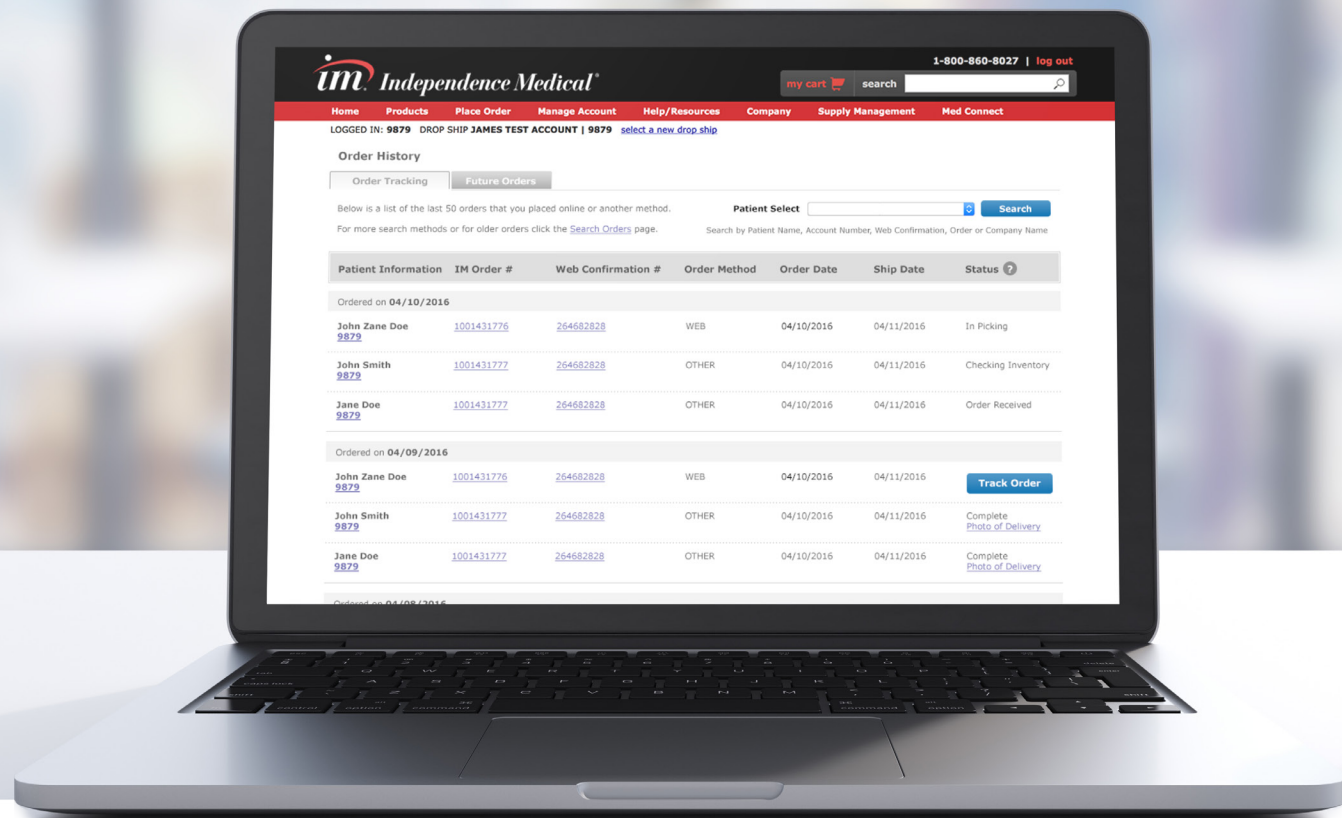
Real-Time Order Status

The status of your order will be available no more than 15 minutes after your order is placed and will be updated every 15 minutes until delivery is complete.

Reports that are only updated overnight (Backorder Report, Order Activity report) will now update every 15 min with the most current order status.

Alternate Ship Reporting

Alternate ship report will now be available so you can see if an item has shipped from a different warehouse.

This will give you the opportunity to reach out to your patient and notify them of any change or potential delay in the arrival of their package.

Additional Functionality

A search field on the Order History page so you can search for a specific order instead of scrolling through the full list of orders.

The patient's account number will now be a link on the Order History and Order Details pages to quickly navigate to your patients account information

The estimated delivery date will be viewable on the Order Details page.

New and Updated Reports

Backorder Report
• Will now update every 15 min throughout the day
• Added 'Order Status' Details
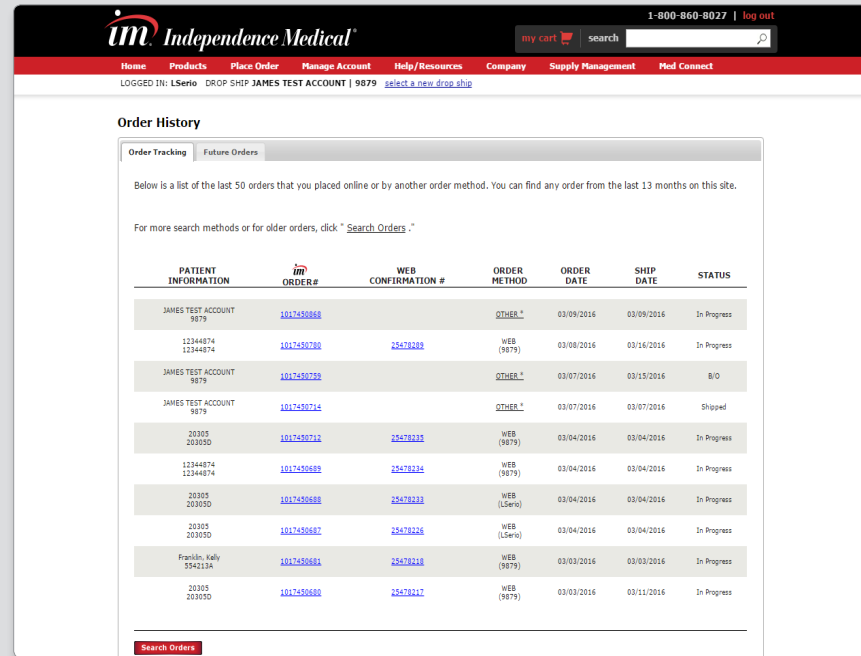
Web Order Activity Report
• Will now update every 15 min throughout the day
• Added Status, 'Expected Delivery'
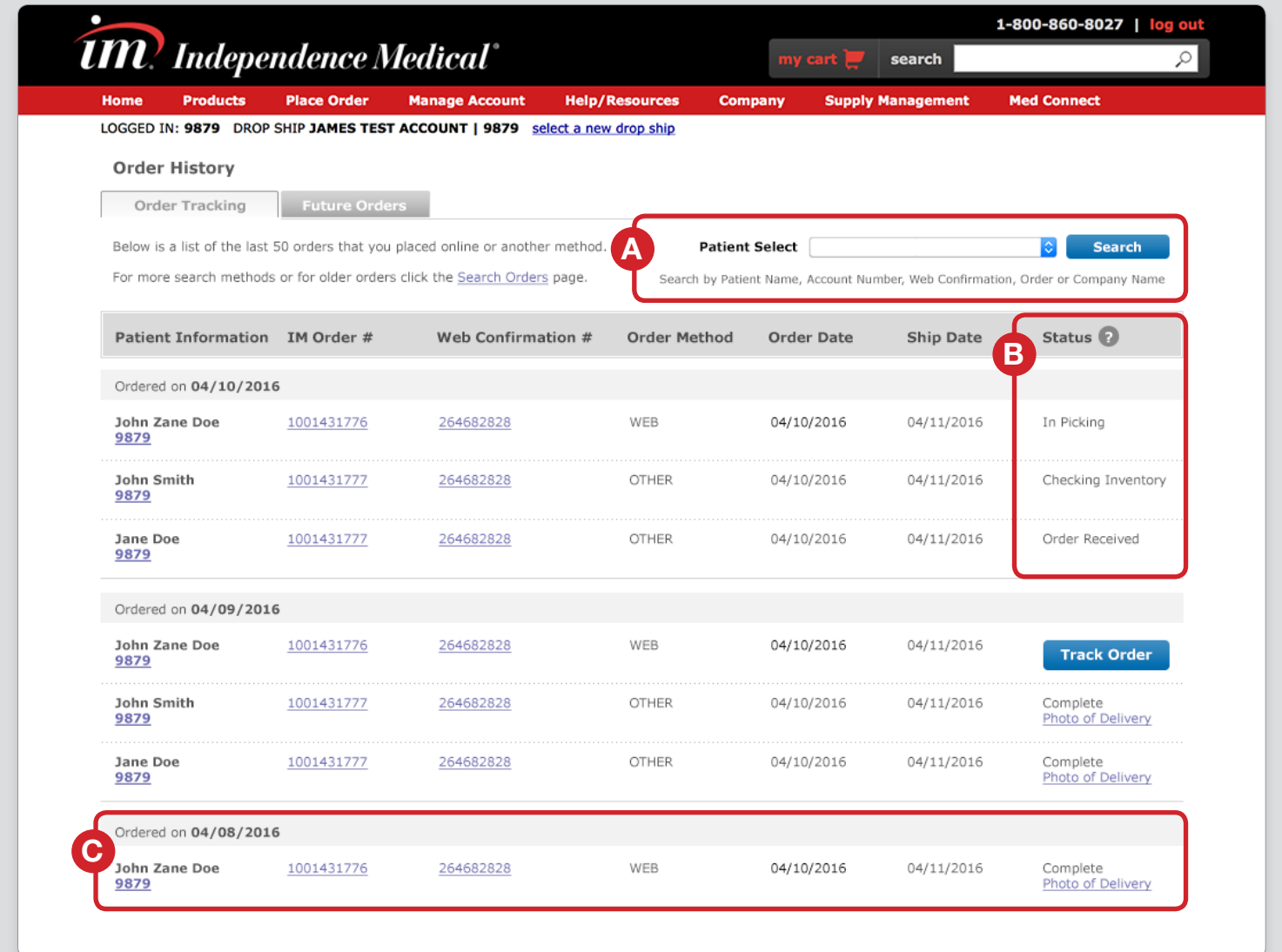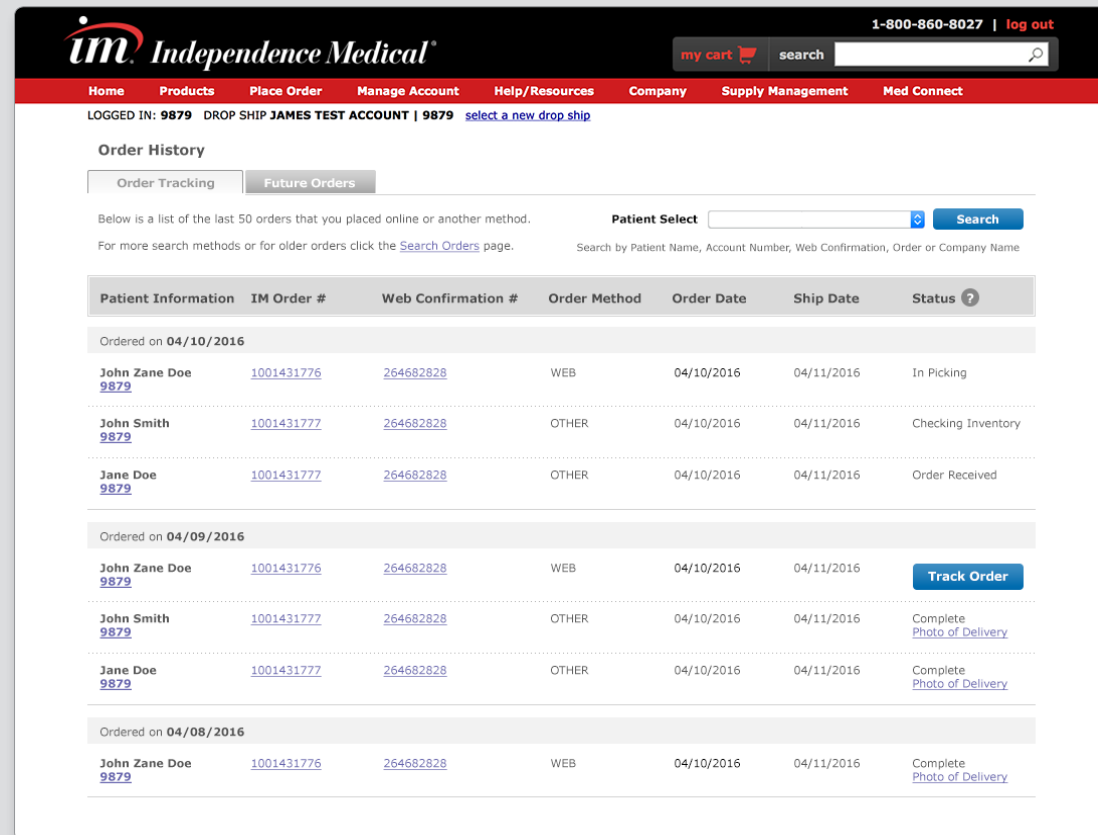
Alternate Ship Report (New Report)
• Will be able to see if order ships from DC other than primary to notify patient of any delay

ORDER HISTORY PAGE

Before

After

A

Dropship Filter

Dropship filter that allows user to view orders placed for a selected drop ship. Filter drop down contains all account-specific drop ships and selecting 'Clear' will show all orders.

B

Real Time Order Status Display

Status display on Order History and Order Details that automatically updates every 15 minutes with the most up-to-date order status.

C

Linked Patient Accounts

Patient Profile pages accessed by clicking on the account number link on Order History or Order Details pages for quick, drop ship specific information.

ORDER DETAILS PAGE

Before

After

D — Order Details Header

IM Order #: 1001431777 | Web Confirmation: 1001431777 | Invoice #: 1001431777

E — Estimated Delivery Date Display

F — Order Updated Timestamp

*Order information current as of 4/11/2016 at 11:15 AM

D

Order Details Header

Order header that contains Order, Web Confirmation and Invoice numbers for quick viewing of important order information.

E

Estimated Delivery Date Display

Estimated Delivery Date display per line item in the 'Status' column of the Order Details page.

F

Order Updated Timestamp

Timestamp that clearly displays the last time an order was updated with the latest order information.