

cardinalhealth.com/at-Home-HME

Real-time order status user guide



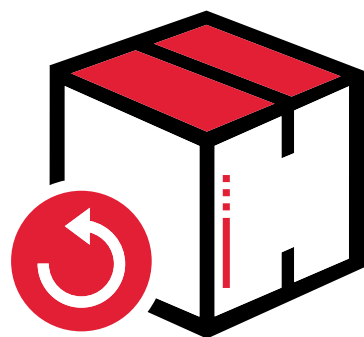
New, enhanced capabilities



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.

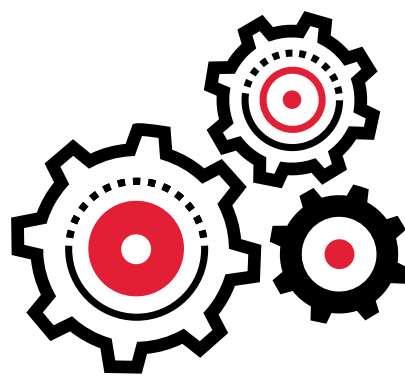
Reports that are only updated overnight (Backorder Report, Order Activity report) will now update every 15 minutes with the most current order status.



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 minutes throughout the day
- Added "Order Status" Details

Web Order Activity Report

- Will now update every 15 minutes 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

CardinalHealth™

at-Home

1-800-860-8027

log out

my cart

search

Home

Products

Place Order

Manage Account

Help/Resources

Company

Supply Management

Med Connect

LOGGED IN: 9879 DROP SHIP JAMES TEST ACCOUNT | 9879 [select a new drop ship](#)

Order History

Order Tracking

Future Orders

Below is a list of the last 50 orders that you placed online or another method.

For more search methods or for older orders click the [Search Orders](#) page.

A

Patient Select

Search

Search by Patient Name, Account Number, Web Cnfirmation, Order or Company Name

Patient Information	IM Order #	Web Confirmation #	Order Method	Order Date	Ship Date	Status ?
Ordered on 04/10/2016						
John Zane Doe 9879	1001431776	264682828	WEB	04/10/2016	04/11/2016	In Picking
John Smith 9879	1001431777	264682828	OTHER	04/10/2016	04/11/2016	Checking Inventory
Jane Doe 9879	1001431777	264682828	OTHER	04/10/2016	04/11/2016	Order Received
Ordered on 04/09/2016						
John Zane Doe 9879	1001431776	264682828	WEB	04/10/2016	04/11/2016	Track Order
John Smith 9879	1001431777	264682828	OTHER	04/10/2016	04/11/2016	Complete Photo of Delivery
Jane Doe 9879	1001431777	264682828	OTHER	04/10/2016	04/11/2016	Complete Photo of Delivery
Ordered on 04/08/2016						
John Zane Doe 9879	1001431776	264682828	WEB	04/10/2016	04/11/2016	Complete Photo of Delivery

C

- 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

1-800-860-8027 | [log out](#)

[my cart](#)

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[Med Connect](#)

LOGGED IN: **9879** DROP SHIP **JAMES TEST ACCOUNT | 9879** [select a new drop ship](#)

D

Order Details

IM Order #: [1001431777](#) | Web Confirmation: [1001431777](#)
Invoice #: [1001431777](#)

Account Number: [34394934 - Jane Doe](#)

PO Number: A34453453

Order Source: Web

Ordered By: J Walter

Ordered On: 04/10/2016

Paid By: Account

Shipping Address: 1810 SUMMIT COMMERCE PARK
TWINSBURG, OH 44087-2300

Shipping Method: Ground

Ship Date: 04/26/2016

Signature Required: No

[Reorder This Order](#)

Purchases

Item #	Description	Status	Tracking	Warehouse	Qty.	Sold by	Price	Total Price
ABC123123	Smith & Nephew Opsite™ IV3000™ 1" Delivery Moisture Responsive Catheter Dressing, Central, 4" X 4-3/4"	Shipped	93445445353 Estimated delivery 4/11	CA	2	Case (72 Each)	65.3400	\$130.68
684279	T.E.D™ Knee-Length Continuing Care Anti-Embolism Stockings, Latex-Free, Medium Regular, White	Shipped	6581858444373 Estimated delivery 4/11	CA	2	Case (72 Each)	65.3400	\$130.68

F

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

Subtotal: \$339.44
Tax: \$17.49
Shipping & Processing: \$44.49
\$401.42

** - FUEL SURCHARGE MINIMUM ORDER FEE

[Reorder This Order](#)

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.

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