

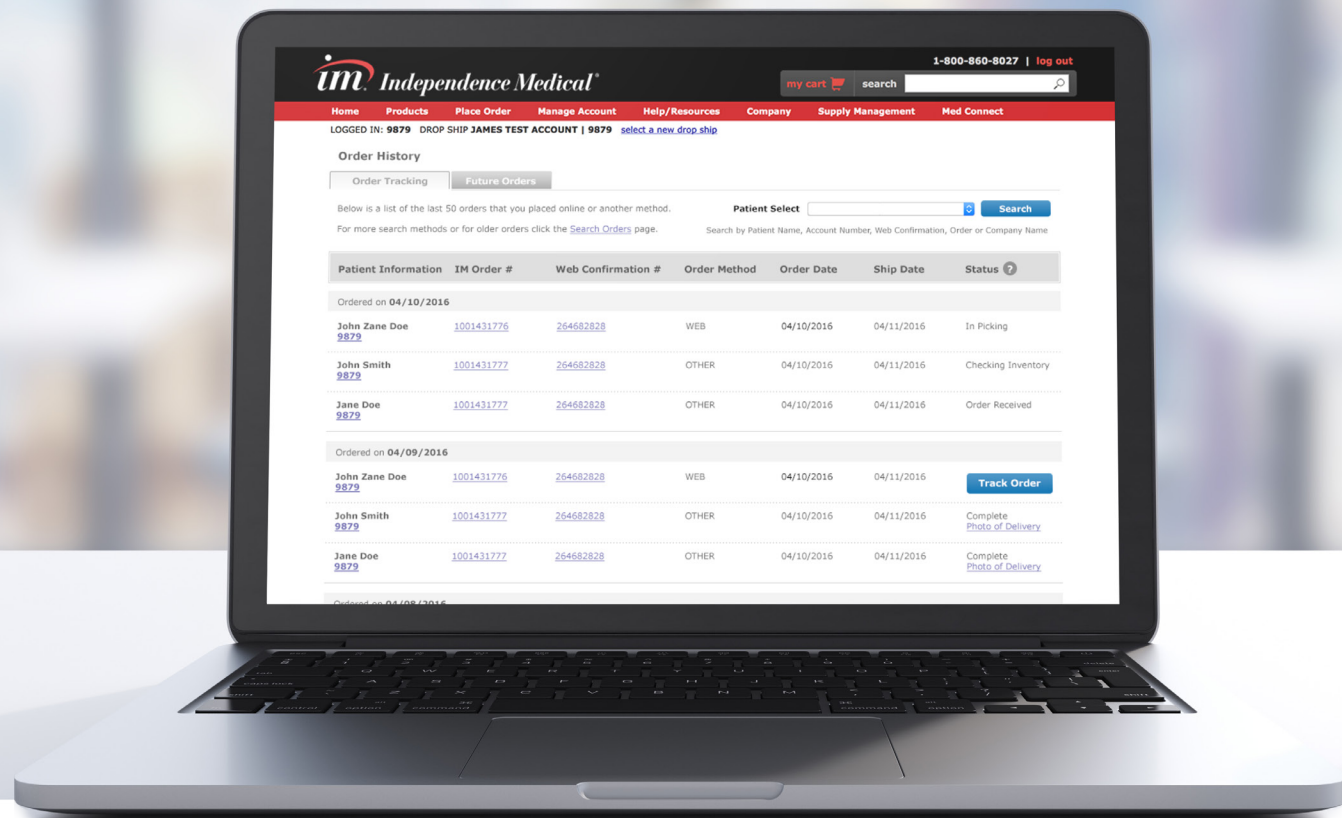
Indemed.com



User Guide

Real-Time Order Status

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

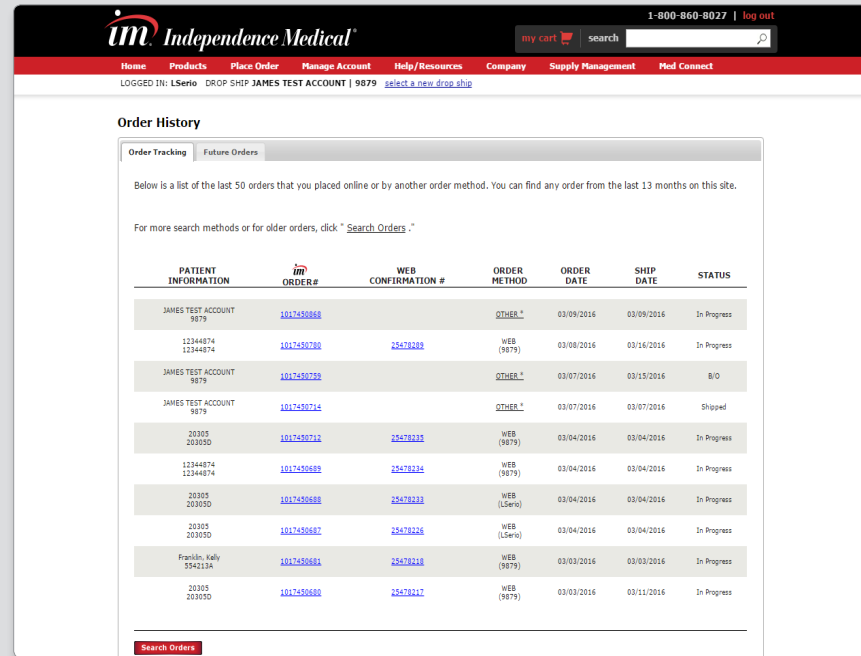
- Will now update every 15 min throughout the day
- Added Status, 'Expected Delivery'

Alternate Ship Report (New Report)

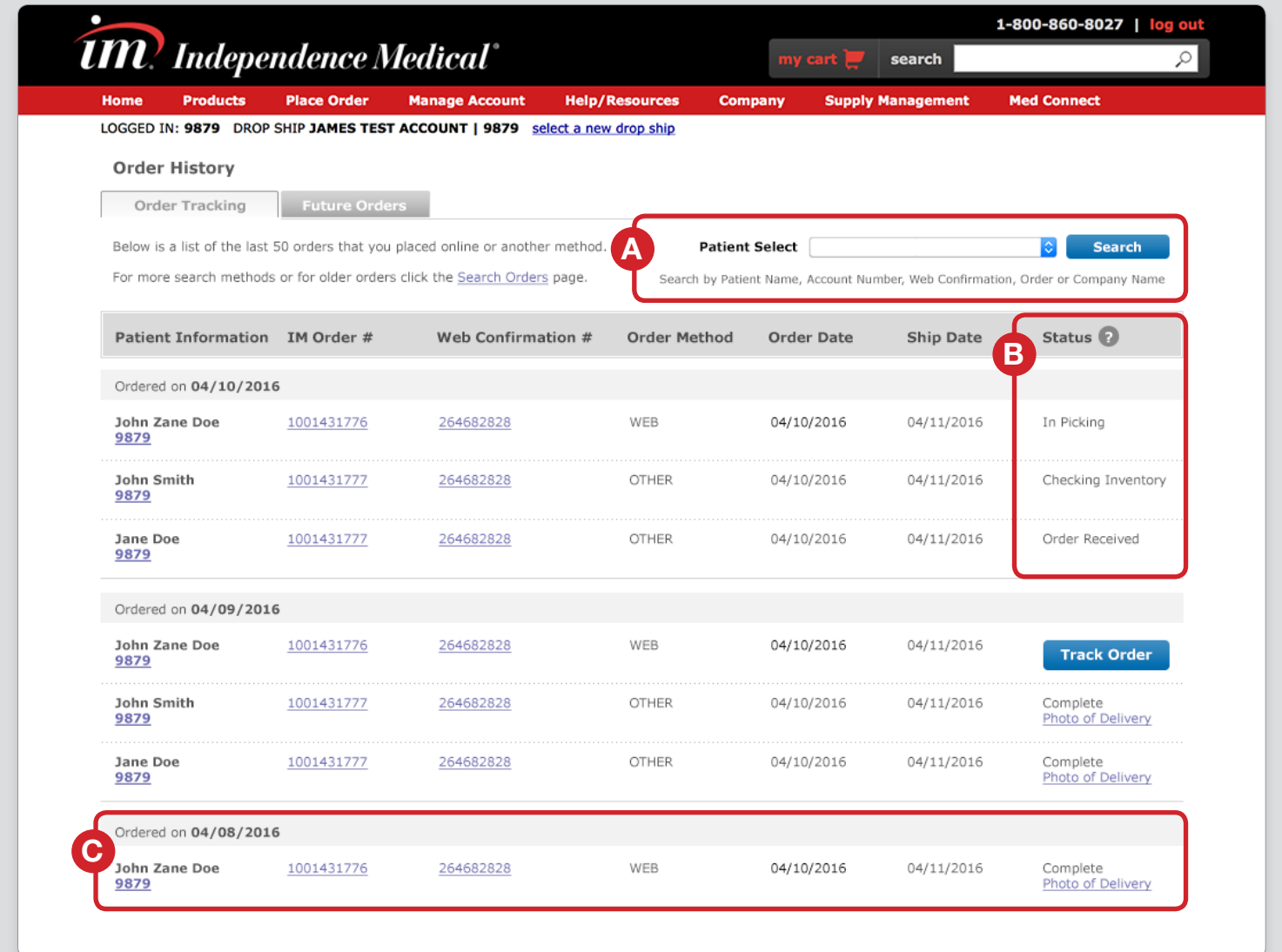
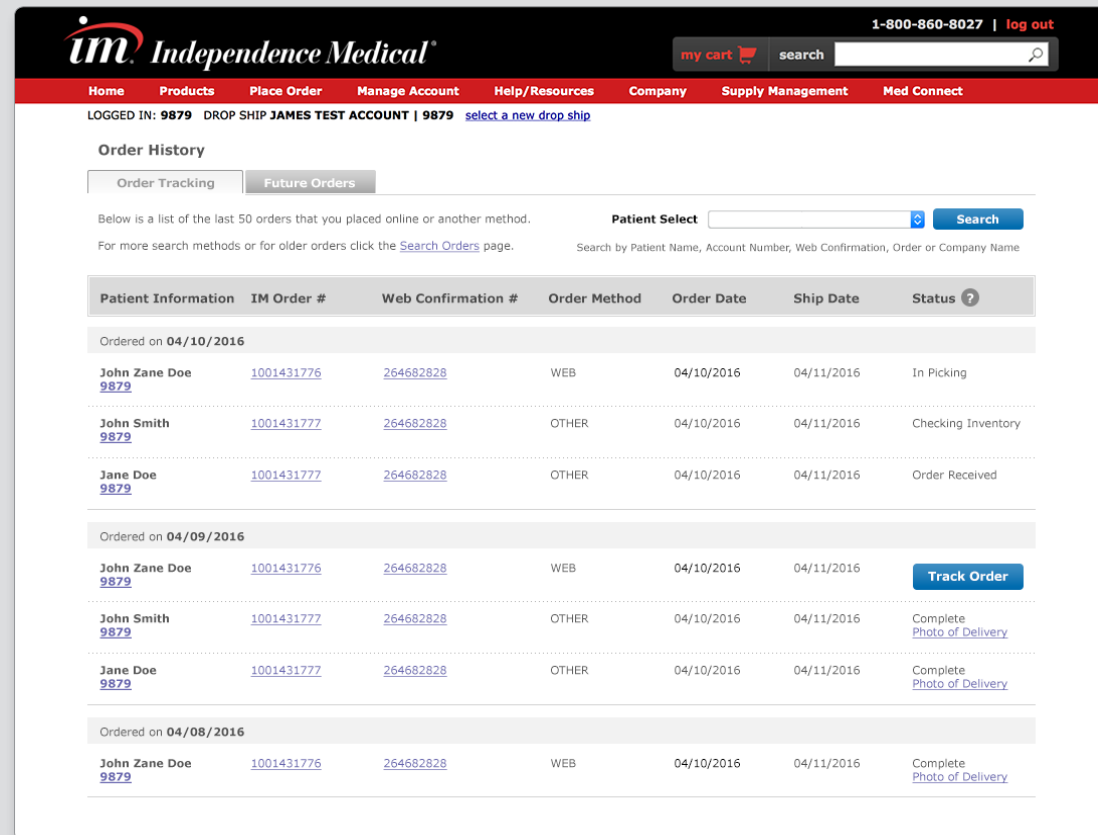
- Will be able to see if order ships from DC other than primary to notify patient of any delay

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

Independence Medical

1-800-860-8027 | log out

my cart search

Home Products Place Order Manage Account Help/Resources Company Supply Management Med Connect

LOGGED IN: jwatts DROP SHIP JAMES TEST ACCOUNT | 9879 select a new drop ship

Order Details

IM Order #: 1019820152
 Account #: 9879 - JAMES TEST ACCOUNT
 P.O. Number #: PKMSNEWSERVTEST
 Order Source: OTHER
 Ordered By:
 Ordered On: 07/22/2016
 Paid By: Account

Shipping Address: 1810 SUMMIT COMMERCE PARK
 TWINSBURG, OH 44087-2300
 Shipping Method: FedEx-Ground-Commercial
 Ship Date: 07/22/2016
 Signature Required: No

Reorder This Order

Returns

ITEM#	DESCRIPTION	D.O.S./STATUS UPDATED	STATUS	QTY	SOLD BY	WAREHOUSE	UNIT PRICE	TOTAL PRICE
000M16CAT	Independence Medical 2016 Catalog	07/22/2016	RETURN	0	Each		\$0.0000	\$0.00
							Subtotal:	\$0.00
							Tax:	\$0.00
							Total:	\$0.00

*This is not an invoice
 Reorder This Order

After

Independence Medical

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 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-Hand 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

*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

Independence Medical

1-800-860-8027 | log out

my cart search

Home Products Place Order Manage Account Help/Resources Company Supply Management Med Connect

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** - 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.