

# Controlled Substance Ordering System (CSOS)

Customer reference guide



# Table of contents

## Chapter one

**Overview** ..... 3

## Chapter two

**Prerequisites** ..... 4

- System requirements ..... 4

**Links to importing, exporting and activating DEA certificates** ..... 5

- Get instructions ..... 5
- Export instructions ..... 5
- Import instructions ..... 5

## Chapter three

**Sending CSOS orders** ..... 6

- Placing a CSOS order using cardinalhealth.com ..... 6

## Chapter four

**Receiving CSOS orders and document retention** ..... 11

- Directions for electronic archives in cardinalhealth.com ..... 11

## Chapter five

**Other links** ..... 15

# Chapter one

## Overview

The Controlled Substance Ordering System (CSOS) allows for secure electronic controlled substance orders without the supporting paper DEA Form 222. Using a technology called Public Key Infrastructure (PKI), CSOS requires that each individual purchaser enroll with the DEA to acquire a CSOS digital certificate.

CSOS subscribers achieve the following benefits:

- **Faster transactions:** CSOS certificates contain the same identification information as the DEA Form 222, which allows for timely and accurate validation by the supplier. Faster transactions allow for just-in-time ordering and smaller inventories.
- **Accurate orders:** CSOS reduces the number of ordering errors.
- **Decreased cost:** Order accuracy and decreased paper work result in a lower transaction cost.

This manual will take you through the phases of the CSOS solution from Cardinal Health and provide you with an overview of these phases as follows:

**Prerequisites** – This section covers items that are required to be in place prior to the actual set-up of the CSOS account (i.e. Links to requesting DEA certificates, importing and activating DEA certificates, systems requirements, etc.).

**Ordering** – This section covers the ordering, receiving, record retention and archiving processes for CSOS.

**Other links** – Links to other pages on the DEA page including the DEA FAQ and glossary.

<sup>1</sup>[http://www.deaecom.gov/CSOS\\_FinalRule.pdf](http://www.deaecom.gov/CSOS_FinalRule.pdf) DEA Final Rule, Page 24. DEA estimates that issuing and processing a Form 222 order costs purchasers about \$26 and suppliers about \$13. In contrast, issuing and processing a digitally signed order will cost about \$2.60 for purchasers and \$3.00 for suppliers.

# Chapter two

## Prerequisites

**Overview** – This section covers items that are required to be in place prior to the actual set-up of the CSOS account (i.e. Links to requesting DEA certificates, importing and activating DEA certificates, systems requirements, etc.).

## System requirements

In order to place CSOS orders with Cardinal Health, the following hardware and software requirements must be met on the PC on which the Cardinal Health CSOS solution will reside.

### Hardware requirements:

- Windows Vista
  - 1 GHz or faster Pentium III processor
  - 1GB of RAM (2 GB recommended)
  - 500 MB disk space for the Axway Activator software
  - At least 200-400 MB for data storage
  - CD drive (to install software) or via high speed internet access
- Windows XP
  - 800 MHz or faster Pentium III processor
  - 512 MB of RAM (1 GB preferred)
  - 250 MB disk space for the Axway Activator software
  - At least 200-400 MB for data storage
  - CD drive (to install software) or via high speed internet access

### Software requirements:

- Windows XP with Service Pack 2 or higher or Windows Vista
  - Windows 2000 and 7 are not supported
- Internet Explorer 6.0 or 7.0 (will NOT work with Mozilla Firefox or Safari browser)
- Adobe Reader
- Java Runtime Environment (JRE) 1.5.0\_11
- Java Cryptography Extension (JCE)

### Software recommendations:

- Microsoft Excel or Microsoft Works
  - In order to update the Order History files with receiving data, we recommend that you utilize Excel or Works. If you do not have Excel or Works, you may open, edit and save the CSV file with Internet Explorer.

### Other requirements

- Must have applied for, received and activated your DEA digital certificate
- DEA digital certificate must be activated on PC from which CSOS orders will be placed
- Must have access to your C:\ drive (hard drive)
- Any individual placing CSOS orders must have Administrator Rights on the PC where CSOS will be installed in order to successfully install and run the CSOS Axway Activator software

### Network requirements\*:

The CSOS Activator software sends documents through port 4080 to Cardinal Health. Normally, port 4080 is locked down to just incoming traffic. However some facilities (commonly hospitals or retail chains) have port 4080 completely blocked to incoming and outgoing traffic. If port 4080 is completely locked down to outbound traffic (customer to Cardinal Health) then your IT/IS department must configure port 4080 to allow traffic through to the following IP addresses:

12.20.127.132	12.20.127.133	12.20.127.144	12.20.127.145
12.20.127.194	12.20.127.195	12.20.127.176	12.20.127.177

Additionally, the CSOS Activator accesses a mailbox from Cardinal Health to retrieve “return” documents for CSOS. Below are the addresses to the Secure Web Mailbox sites which the CSOS Activator needs to access. Your IT/IS department must allow access to these URLs in order retrieve the required CSOS return documents.

**<http://CCPMailbox.cardinal.com/CCPMailbox>**

**<http://CCPMailboxStage.cardinal.com/CCPMailbox>**

\*If you are utilizing a high security network, these network requirements may be applicable to you. Please contact your IT/IS department for further assistance.

## Links to importing, exporting and activating DEA certificates

To retrieve your certificate(s), you will need:

1. An activation E-mail from [regauth@deaecom.gov](mailto:regauth@deaecom.gov) containing your certificate Access Code
2. A postal mail activation notice containing your certificate Access Code Password and Web site login information

### What does retrieval do?

CSOS Certificates are digital computer files that must be downloaded onto your computer. Activating your certificate must be done within 60 days of the date printed on your postal mailed activation notice.

## Get instructions

It is very important to activate your certificate successfully.  
Please print the following instructions before getting started.

**<http://www.deaecom.gov/retrieveinst.html>**

To activate your certificate(s), access the Web site listed on your activation notices.

## Export instructions

**[http://www.deaecom.gov/export\\_IE.html](http://www.deaecom.gov/export_IE.html)**

## Import instructions

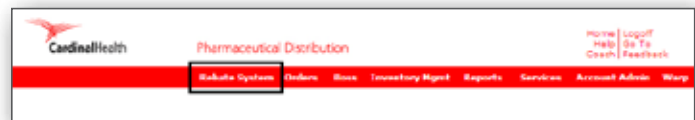
**[http://www.deaecom.gov/import\\_IE.html](http://www.deaecom.gov/import_IE.html)**

# Chapter three

## Sending CSOS orders

Placing a CSOS order using cardinalhealth.com

1. Open **cardinalhealth.com** and **Login**.
2. On the options bar select **Orders**.

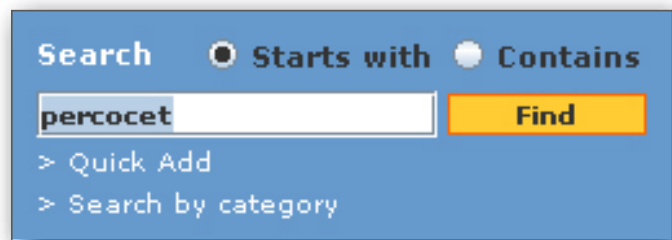


3. Select **Place Orders**.

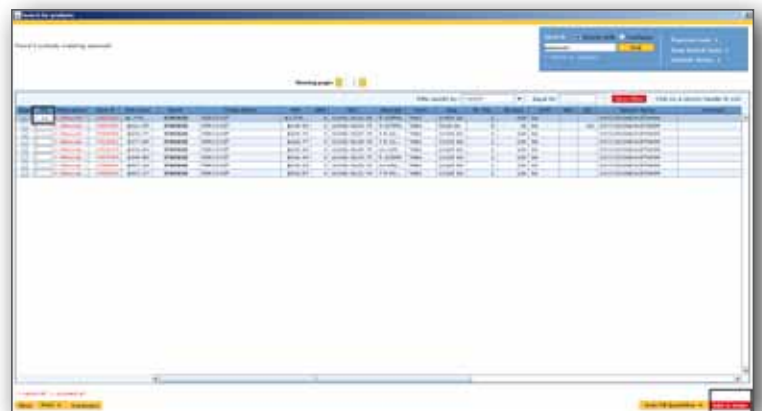


4. Type in the narcotic you would like to search for and click **Find**.

**Note:** You may enter a CIN, NDC, Trade or Generic name in this search field.

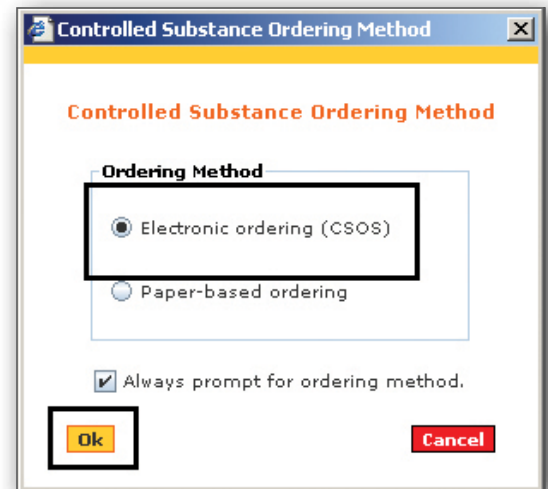


5. Select items you would like to order and click **Add to Order**.



6. Select *Paper* or *CSOS* and click **OK**.

**Note:** The controlled substance ordering method box will only appear after the first item on each order.

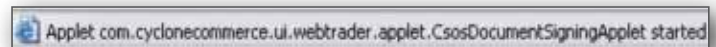


7. Click **Send Order**.

**Note:** Before you send the order, please make sure the ordering applet is running. It is located at the bottom of your internet explorer window above the start bar (progress bar pictured).

**It must state the following:**

Applet.com.cyclonecommerce.ui.webtrader.applet.CsosDocumentSigningApplet started or you will receive an error and your order WILL NOT go through.



8. **Unique Tracking Number (UTN)** will automatically be populated, but should be changed accordingly (i.e. if you have two accounts with the same DEA registration number using the same activator or if you are using another wholesaler that is also using Axway).

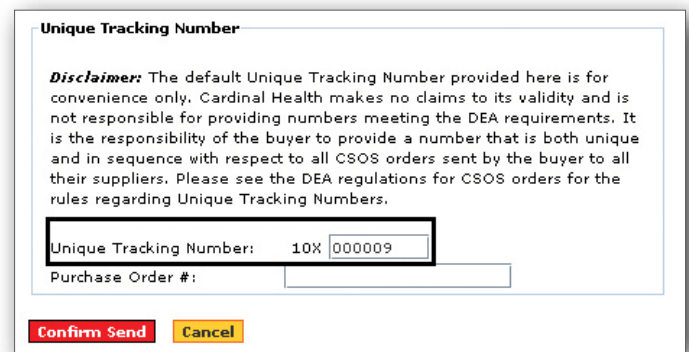
**Some suggested examples would be as follows:**

Utilizing two wholesalers that are both using Axway:

- 10XC00001 = 'C' would signify Cardinal Health
- 10XA00001 = 'A' would signify your other wholesaler (example only)

Another example would be if they were using two accounts such as an inpatient and outpatient account that use the same DEA number (this would be if Cardinal Health was your only wholesaler):

- 10XI00001 = Inpatient
- 10XO00001 = Outpatient





**For those accounts using the following:**

Two wholesalers using Axway and you have two or more accounts with the same DEA registration:

- 10XCI0001 = 'CI' would signify Cardinal Health, Inpatient
- 10XCO0001 – 'CO' would signify Cardinal Health, Outpatient

**NOTE:** It is important to note that if you alter the UTN in any way, the UTN will no longer automatically increment. It is your responsibility to ensure that each UTN is unique and sequential.

9. **Purchase Order # (PO)** It is recommended that it is not used unless the customer needs to keep specific POs for their records. The PO field if left blank will default to the UTN.

**Unique Tracking Number**

*Disclaimer:* The default Unique Tracking Number provided here is for convenience only. Cardinal Health makes no claims to its validity and is not responsible for providing numbers meeting the DEA requirements. It is the responsibility of the buyer to provide a number that is both unique and in sequence with respect to all CSOS orders sent by the buyer to all their suppliers. Please see the DEA regulations for CSOS orders for the rules regarding Unique Tracking Numbers.

Unique Tracking Number: 10X 000009

Purchase Order #:

Confirm Send Cancel

10. If you have been instructed to change the UTN please do so or just select **Confirm Send**.

**Verify Order Information**

**Account information**  
 Account: TEST ACCT CUST SERVICE CSOS  
 Ship to address: 7000 CARDINAL PLACE  
 DUBLIN, OH 4300170000

**Order information**  
 Ordering Method: CSOS  
 DEA Registration Number: CARDMASTR  
 CSOS Order Submission URL: http://localhost:4089/exchange/AS2MsgCSOS

**Unique Tracking Number**

*Disclaimer:* The default Unique Tracking Number provided here is for convenience only. Cardinal Health makes no claims to its validity and is not responsible for providing numbers meeting the DEA requirements. It is the responsibility of the buyer to provide a number that is both unique and in sequence with respect to all CSOS orders sent by the buyer to all their suppliers. Please see the DEA regulations for CSOS orders for the rules regarding Unique Tracking Numbers.

Unique Tracking Number: 10X 000009

Purchase Order #:

Confirm Send Cancel

11. You may **print** or **close** the E222.

**DEA e222 Form**

The order form may be downloaded for Schedule I and II substances under a completed application form has been received. (2 CFR 128.04)

Supplier's DEA Registration Number: 210142889

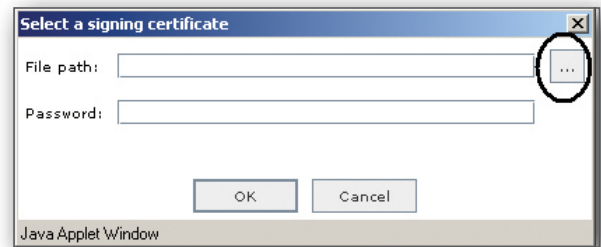
Line No.	No. of Packages	Size of Packages	Form	Name of Item	Controlled Subst. Number	National Drug Code	Quantity Ordered	Date Received
1	1	10000000	Tablet	PERICOPRY 20-12000	120000	430100000		

1 No. of lines completed

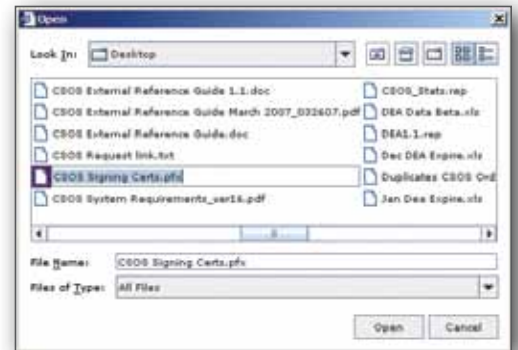
DEA Registration No. CARDMASTR	Name of Registrant TEST ACCT CUST SERVICE CSOS
No. of this Order Form 10000000	
PO No. of this Order 10000000	

12. Select your signing certificate by selecting the file path.

**Note:** If there is one signing certificate on your PC, it will default to that signing certificate's path. You will only have to enter your private password.



13. Select the **signing certificate** you would like to use for this order and click **Open**.



14. Enter **PKI (Private Key Infrastructure) / digital signature** and click **OK**.

**Note:** Remember, your PKI is case sensitive.



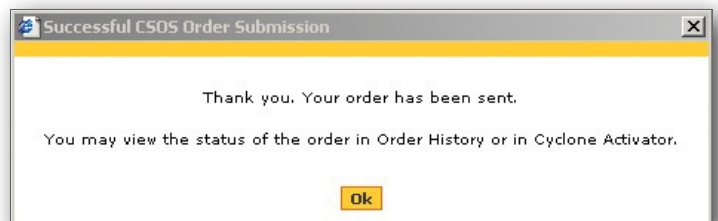
15. If you get a blue bar click **Close** as your order has been sent to the **Axway Activator**.

- If you get a red bar please verify that you have selected the correct signing certificate.
- If you feel you have selected the correct certificate please call the CSOS support line at 1-800-326-6457 opt 2 opt 4 to receive assistance in sending your CSOS order.



16. **Receive order confirmation**

**Note:** This does not mean the CSOS order is sent to Cardinal Health yet. This just means the CSOS order has been sent to your Axway Activator. Please verify your order has been sent in your Order History.



# Chapter four

## Receiving CSOS orders and document retention

Records of all electronic C2 Narcotic Orders must be retained and archived electronically for a period of two years (see page 31 of the *CSOS Final Rule* document).

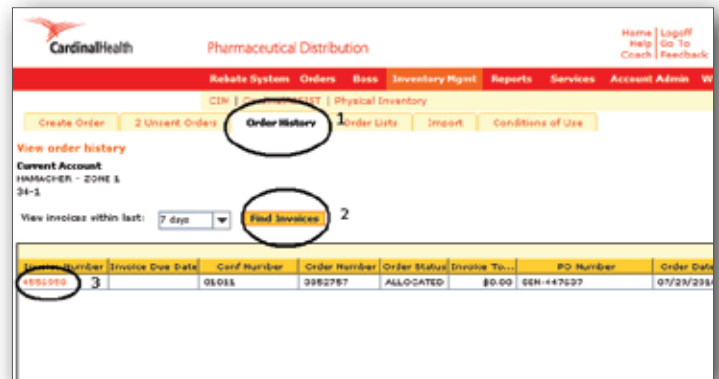
The DEA Ruling states: “When a purchaser receives a shipment, the purchaser must create a record of the quantity of each item received and the date received. The record must be electronically linked to the original order and archived.” (Section G on page 51 of the *CSOS Final Rule* document).

The directory that contains your CSOS Documents for the Cardinal Health CSOS Solution is typically C:\CardinalCsosActivator. Please ensure that you are backing up the entire directory on a regular basis – preferably after each CSOS order that is placed. You will want to also backup the folder that contains your CSOS Receiving Reports.

**Please note:** Cardinal Health can only make suggestions on how to archive this information. Per the DEA this information must be retained for two years and printed hard copy of this information is not acceptable.

## Directions for electronic archives in cardinalhealth.com

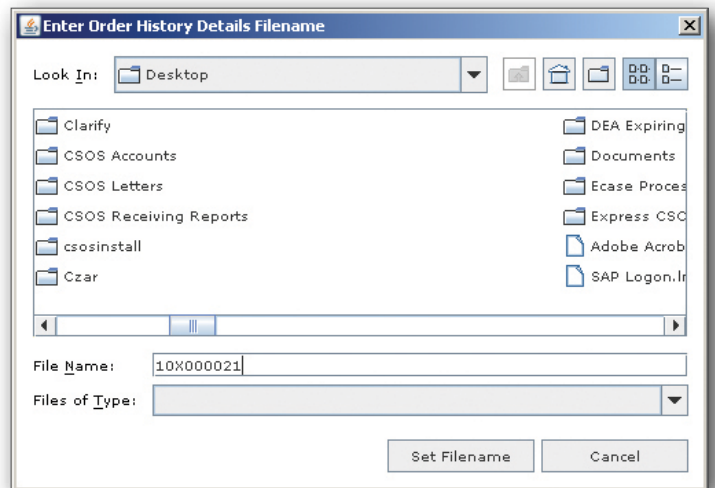
1. Login to [cardinalhealth.com](https://cardinalhealth.com).
2. Go to the appropriate account from which you wish to export information.
3. Click [Order History](#) (within *Place Orders*).
4. Click [Find Invoice](#).
5. Click [Invoice Number](#) (in red).



6. Click **Export**.

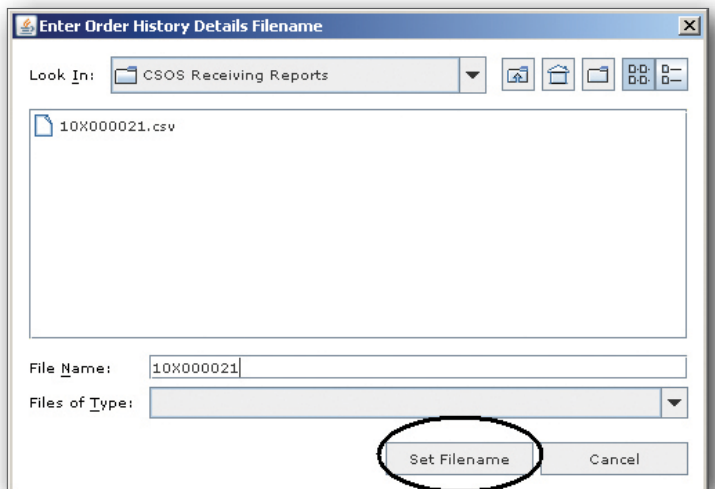


7. Locate folder for CSOS Orders. An example may be "CSOS Receiving Reports" under the Desktop folder.



8. Select **Set Filename**.

- It is suggested that you **use your UTN as your file name** as this will provide the linking to the original order that is required by the DEA

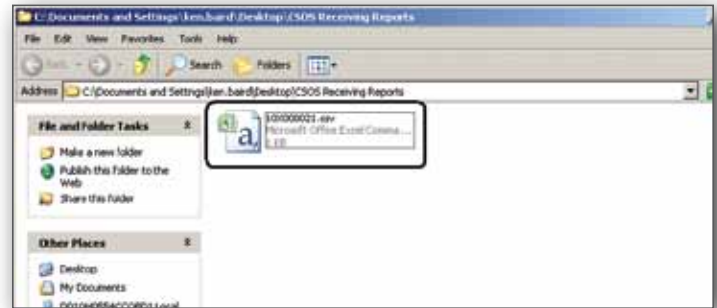


9. Navigate to your *Desktop* folder.

10. Select *CSOS Receiving Reports* by double clicking to open the folder.

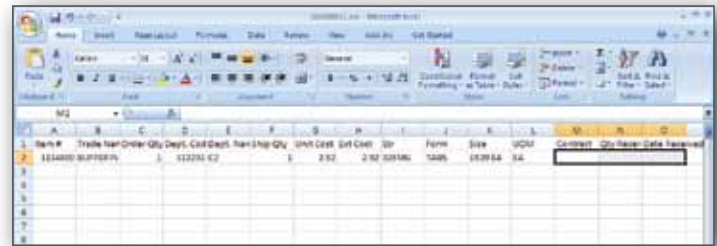
11. Open the **.csv file** you just created. To the right is an example of what a .csv file icon looks like.

- You will notice the UTN is the name of your document. This was done to help you easily identify your invoice for each order.

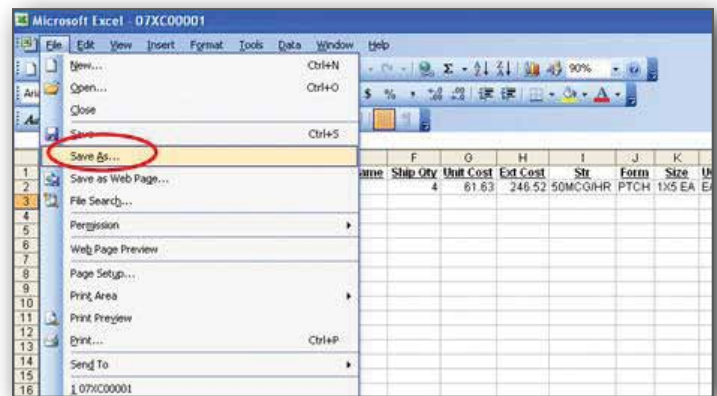


12. To the right are highlighted columns you will need to complete.

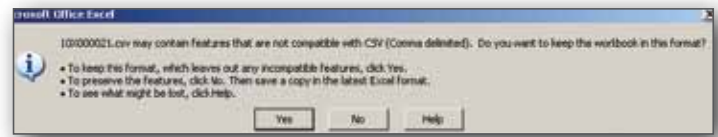
- In your document, enter the **quality received** and **date received** for all items on that invoice.



13. You will then need to **save/archive** as an **.xls file** to a location of your choice.



14. The following error will occur if you do **not** save as an .xls file. However, this refers to the formatting of the document and not the data. The data is preserved.



# Chapter five

## Other links

### **DEA webpage**

- <http://www.deaecom.gov/>

### **CSOS overview**

- <http://www.deaecom.gov/overview.pdf>

### **CSOS DEA FAQ**

- <http://www.deaecom.gov/qanda.html>

### **CSOS glossary of terms**

- [http://www.deaecom.gov/about\\_terms.html](http://www.deaecom.gov/about_terms.html)



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Cardinal Health  
7000 Cardinal Place  
Dublin, Ohio 43017