



How to Guide on Ordering and Contract Ranking for MMCAP

Product Management
Cardinal Health
**For Help Contact
Enterprise IT at:
1-800-326-6457, Opt. 2,
Opt. 1**

October 2008

Assumptions

- You will be using cardinal.com applications shortly or immediately after this training
- You have a cardinal.com user ID and password
 - * If you need user ID, please call Cardinal Health customer service at 1-800-926-3161



Agenda and Objectives

- Agenda:
- Prepare to Use Ordering
- Build An Order
- Analyze and Send an Order
- Create a Request for Credit

Learning Objectives:

- Understand the three settings that will optimize the ordering experience
 - Understand how to build an order
 - Understand how to analyze and send an order
 - Understand how to create a request for credit
-



Prepare to Use Ordering

Logging into cardinal.com ordering

- Point your browser to:
- www.cardinal.com
- Enter your user id and password
- Press enter or click 'Sign in'

The screenshot displays the Cardinal Health website interface. At the top right, there are links for "Contact us", "Sign in", and "U.S.A. (Change) - English". A search bar with a "Go" button is located below these links. A red navigation bar contains the following menu items: "About us", "Our businesses", "Investors", "News/Media", and "Careers". The main content area features a large image of surgeons in an operating room. Overlaid on this image is the text: "Can an **instrument** operate like an extension of the *human hand*?" with a "> Learn more" link and three small profile icons. Below the image, the text reads: "Cardinal Health is a global healthcare company, serving:" followed by three columns of service categories: "Hospitals/Providers" (listing Hospitals, Physician offices, and Surgery centers), "Retail pharmacies" (listing Retail chains and Community/Independent), and "Biotech/Pharma/Suppliers" (listing Biotechnology/Pharmaceutical companies, Medical suppliers, and Laboratory suppliers). On the left side of the page, the "CardinalHealth" logo is visible. Below it is a login form with fields for "Username" (containing "bwomack") and "Password" (masked with dots), and a "Sign in" button. Links for "Reset password", "Learn more / Register", and "Browse catalogs" are also present. A "Products / Services" dropdown menu is located below the login form. Under the heading "Explore:", there are links for "About us", "Careers", "Investors", and "News/Media". A "News | More..." section follows, with a link to "Cardinal Health Introduces its AVAmox™ Advanced Vertebral Augmentation System at the Society of Interventional Radiology's Annual Meeting > Read more" and an "Add our RSS feed" link with an RSS icon. At the bottom left, there are links for "Alaris® SE pump recall information" and "2006 Annual Report". At the bottom right, there are links for "Home", "Sitemap", "Contact us", "Legal", and "Privacy policy".

Accessing Ordering



- From the red navigation bar:
 - Click on 'Orders' and 'Place Orders'
 - When you click on 'Place Orders' for the first time, you will be prompted to download the Java applet. This will take a few minutes based on your Internet speed.
-

Settings for Success

CardinalHealth

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Options

Column Selection | Sort Order | Department | Order Analysis | Printing | Shelf Labels

Search Results | Adding To Order | Contract Ranking | List Defaults

Create Order 0 Un:

Create order

Current Account
Test Account
99-888888
> Switch to another account

Account Property:
Sort Search Results By:
 Speed Sort

User Properties:
Then By:
 Strength
 Form
 Size
 None

Then By:
 Strength
 Form
 Size
 None

Then By:
 Unit of Issue Cost
 Unit Price
 None

Stock statuses displayed

- STOCKED
- ALT WHSE
- DC DIS
- DROPSH
- MFR OUT
- NOTSTKD
- TEMPOUT

Ok Cancel Apply

Purchase Order #: Lines: 0 Total: \$0.00

Select Print Save Shelf Labels Order Analysis Graph **Customize** Send Order

- Check settings in 'Customize':
1. Search results sort
 2. Contract ranking

1. Set Search Results Sort

The screenshot shows a dialog box titled "Options" with a close button (X) in the top right corner. The dialog is divided into several tabs: "Column Selection", "Sort Order", "Department", "Order Analysis", "Printing", and "Shelf Labels". The "Sort Order" tab is active, showing a sub-tab "Adding To Order" and a sub-tab "Contract Ranking". The "Contract Ranking" sub-tab is selected, displaying the following settings:

Account Property:	User Properties:		
Sort Search Results By:	Then By:	Then By:	Then By:
<input type="radio"/> Speed Sort	<input checked="" type="radio"/> Strength	<input type="radio"/> Strength	<input checked="" type="radio"/> Unit of Issue Cost
<input type="radio"/> Best Price	<input type="radio"/> Form	<input type="radio"/> Form	<input type="radio"/> Unit Price
<input checked="" type="radio"/> Contract Ranking	<input type="radio"/> Size	<input checked="" type="radio"/> Size	<input type="radio"/> None
	<input type="radio"/> None	<input type="radio"/> None	

- Contract Ranking – bubbles MMCAP contracts to the top of the search results list
- Additional Sorts – within each contract group, sort by strength, then size within strength and finally by unit of issue cost (each unit)
- Goal – quickly find products that will yield rebates or other purchasing benefits

2. Set Contract Ranking

Options

Column Selection | Sort Order | Department | Order Analysis | Printing | Shelf Labels

Search Results | Adding To Order | **Contract Ranking** | List Defaults

Account Properties:
Designate a rank and a color for each contract. Enter ranks up to 8

Contract Name	Contract #	Rank
ACCESS CONTINUUM A	82	2
ACCESS CONTINUUM B	3946	2
MINNESOTA MULTISTATE	4332	1
ACUTECARE ALLIANCE 11	10051	2

Rank	Color
1	Blue
2	Green
3	<default>
4	<default>
5	<default>
6	<default>
7	<default>
8	<default>

Ok Cancel Apply

- Rank MMCAP contracts as 1
- Rank Other contracts as 2
- Can enter ranks up to 8
- Click into the color to highlight all products by the color and desired for each rank
- Facilities should rank contracts on a quarterly basis to optimize purchases.



Build An Order

Search Methods in Ordering

Select the searching method that matches your work flow:

1. Search box
2. Quick add
3. Category search
4. Express lists
5. Import from handheld

CardinalHealth Pharmaceutical Distribution

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Coach

Orders | Inventory Mgmt | Reports | Services | Account Admin

Create Order | 0 Unsent Orders | Order History | Order Lists | Import

Create order
Current Account

Search Starts with Contains
Find
> Quick Add
> Search by category

Express Lists >
Your Saved Lists >

Quick Add

Click on a column header to sort
Cost | Alternatives | REF | S

Fill in the Item or NDC number and quantity, press enter and click Add To Order when finished. NDC numbers are 11 digits, Item numbers are 7 digits.

Item or NDC Number	Quantity
<input type="text"/>	<input type="text"/>

Item or NDC Number	Quantity	Add?
<input type="text"/>	<input type="text"/>	<input type="text"/>

Close Add To Order

Purchase Order #: Lines: 0 Total: \$0.00

Select > | Print | Save > | Shelf Labels > | Order Analysis Graph | Customize | Send Order

Product Search Field

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Orders Inventory Mgmt Reports Services Account Admin

Create Order 1 Unsent Orders Order History Order Lists Import

Create order

Search Starts with Contains
aspirin Find
> Quick Add
> Search by category

Express Lists >
Your Saved Lists >

Click on a column header to sort

NDC	Trade Name	Additi...	Stock	Strength	Form	Size	Unit Cost	Con
-0444-01	ASPIRIN		STOCKED	325MG	TABS	1X100 EA	\$0.62	ACCESS
-0241-16	ASPIRIN	EC	STOCKED	81MG	TABS	1X120 EA	\$1.46	ACCESS
-0448-01	ASPIRIN	EC	STOCKED	325MG	TABS	1X100 EA	\$1.59	ACCESS
-3313-10	ASPIRIN	EC ...	STOCKED	325MG	TABS	1X1000...	\$8.74	ACCESS
-1058-01	ASPIRIN/ANTACID		STOCKED	325MG	TABS	1X100 EA	\$1.47	PREMIE
-0448-10	ASPIRIN	EC	STOCKED	325MG	TABS	1X1000...	\$6.03	PREMIE

Purchase Order #: Lines: 6 Total: \$19.91

Select > Print Save > Shelf Labels > Order Analysis Graph Customize Send Order

- Use 'Starts with' or select 'Contains' to enhance your search
- In the Search field, enter a partial Generic or Trade Name, Cardinal Item Number, 11-digit or last 6 digits of the NDC.

Find Alternatives

Search for products

Search Starts with Contains
antacid
> Search by category

Express Lists ▶
Your Saved Lists ▶

Filter results by: <select> Equal to: <select> Click on a column header to sort

Sel...	Qty	Alternatives	Item #	Unit Cost	Stock	Trade Name	Generic Name	AMU	Strength	Form	Size	NDC
<input type="checkbox"/>		> Alternati...	2266740	\$1.74	STOCKED	ANTACID DOUB...	MAGNESIUM ...	0	400-40...	SUSP	1X360 ML	00182-6161-39
<input type="checkbox"/>		> Alternati...	1466358	\$0.94	STOCKED	ANTACID	MAGNESIUM ...	0	200-20...	SUSP	1X360 ML	00182-6160-39
<input type="checkbox"/>		> Alternati...	1979756	\$1.52	STOCKED	ANTACID	CALCIUM CA...	0	750MG	CHEW	1X96 EA	00182-1136-94
<input type="checkbox"/>		> Alternati...	3641545	\$44.60	NOTSTKD	ANTACID	MAGNESIUM ...	0	237.5-...	SUSP	12X355...	62559-1522-01
<input type="checkbox"/>		> Alternati...	2762672	\$0.00	DC DIS	ANTACID ...	CALCIUM CA...	0	500MG	CHEW	1X150 EA	00113-0478-41
<input type="checkbox"/>		> Close	3464856	\$0.00	MFR DIS	ANTACID EXTRA...	MAGNESIUM ...	0	400-40...	LIQD	1X360 ML	00603-0696-51
<input type="checkbox"/>		C	2266740	\$1.74	STOCKED	ANTACID DOUBL...	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	00182-6161-39
<input type="checkbox"/>		C	3571742	\$42.99	NOTSTKD	ALUMINUM/MAG...	MAGNESIUM H...	0	400-40...	LIQD	100X30 ...	68094-0573-61
<input type="checkbox"/>		C	1174135	\$1.76	STOCKED	ALMACONE-2	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	00536-0015-83
<input type="checkbox"/>		C	1753409	\$1.29	STOCKED	MI-ACID II	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	00904-0005-14
<input type="checkbox"/>		C	1753417	\$4.29	STOCKED	MAALOX PLUS M...	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	00067-0338-71
<input type="checkbox"/>		C	1224336	\$4.29	STOCKED	MAALOX PLUS M...	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	00067-0333-71
<input type="checkbox"/>		C	1753409	\$4.29	STOCKED	MAALOX PLUS M...	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	00067-0336-71
<input type="checkbox"/>		C	3548377	\$40.45	STOCKED	MAALOX PLUS M...	MAGNESIUM H...	0	400-40...	LIQD	100X30 ...	00121-1762-30
<input type="checkbox"/>		C	3682325	\$2.20	STOCKED	MAALOX PLUS M...	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	37205-0536-40
<input type="checkbox"/>		C	1783471	\$2.10	STOCKED	MAALOX PLUS M...	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	37205-0535-40
<input type="checkbox"/>		C	1889518	\$4.81	STOCKED	MYLANTA MAXIM...	MAGNESIUM H...	0	400-40...	SUSP	1X360 ML	16837-0137-12
<input type="checkbox"/>		C	1889526	\$4.81	STOCKED	MYLANTA	MAGNESIUM H...	0	NOT AV...	SUSP	1X360 ML	16837-0622-12
<input type="checkbox"/>		C	3730414	\$1.85	STOCKED	MINTOXY	MAGNESIUM H...	0	400-40...	SUSP	1X355 MI	00904-5725-14

Click on the link to view
>Alternatives

'C' indicates contract

Narrow Your Search Results

Search for products

Found 518 products matching 'calcium'

Search Starts with Contains Find

Express Lists > Your Saved Lists >

Filter results by: <select> Equal to: <select>

Sel...	Qty	Alternatives	Item #	Unit Cost	Stock	Trade Name	Generic
<input type="checkbox"/>		> Alternati...	1025279	\$1.23	STOCKED	CALCARB 600	CALCIUM
<input type="checkbox"/>		> Alternati...	1438332	\$1.11	STOCKED	OYST-CAL-500	CALCIUM
<input type="checkbox"/>		> Alternati...	1025253	\$1.31	STOCKED	CALCARB 600 ...	CALCIUM
<input type="checkbox"/>		> Alternati...	2711083	\$10.50	STOCKED	OYSTER SHELL ...	CALCIUM
<input type="checkbox"/>		> Alternati...	3274396	\$1.30	STOCKED	CALCIUM CARB...	CALCIUM
<input type="checkbox"/>		> Alternati...	3635794	\$7.88	TEMPOUT	CALVITE P&D	CALCIUM
<input type="checkbox"/>		> Alternati...	2445922	\$4.58	TEMPOUT	FIBER-LAX	CALCIUM
<input type="checkbox"/>		> Alternati...	1308386	\$3.66	TEMPOUT	FIBER-LAX	CALCIUM
<input type="checkbox"/>		> Alternati...	1761972	\$1.85	STOCKED	CALCIUM LACT...	CALCIUM
<input type="checkbox"/>		> Alternati...	1134428	\$12.78	STOCKED	CALCIONATE	CALCIUM
<input type="checkbox"/>		> Alternati...	1604362	\$2.15	STOCKED	CAL GEST	CALCIUM
<input type="checkbox"/>		> Alternati...	1241496	\$1.44	STOCKED	OYSCO D	CALCIUM
<input type="checkbox"/>		> Alternati...	1376565	\$1.60	STOCKED	OYSCO-500	CALCIUM
<input type="checkbox"/>		> Alternati...	1025139	\$1.83	STOCKED	CALCIUM CARB...	CALCIUM
<input type="checkbox"/>		> Alternati...	3436052	\$4.98	STOCKED	MAG-SR	CALCIUM
<input type="checkbox"/>		> Alternati...	1728922	\$1.39	STOCKED	OYST-CAL-500	CALCIUM
<input type="checkbox"/>		> Alternati...	3278835	\$1.67	STOCKED	OYST-CAL-D	CALCIUM
<input type="checkbox"/>		> Alternati...	1979756	\$1.52	STOCKED	ANTACID	CALCIUM
<input type="checkbox"/>		> Alternati...	2871481	\$9.04	STOCKED	OYST-CAL-D	CALCIUM

Close Print Customize

Then select the filter attribute from the second drop down.

Search for products

Found 518 products matching 'calcium'

Search Starts with Contains Find

Express Lists > Your Saved Lists >

Filter results by: Strength Equal to: <select>

Sel...	Qty	Alternatives	Item #	Unit Cost	Stock	Trade Name	Generic
<input type="checkbox"/>		> Alternati...	1025279	\$1.23	STOCKED	CALCARB 600	CALCIUM
<input type="checkbox"/>		> Alternati...	1438332	\$1.11	STOCKED	OYST-CAL-500	CALCIUM
<input type="checkbox"/>		> Alternati...	1025253	\$1.31	STOCKED	CALCARB 600 ...	CALCIUM
<input type="checkbox"/>		> Alternati...	2711083	\$10.50	STOCKED	OYSTER SHELL ...	CALCIUM
<input type="checkbox"/>		> Alternati...	3274396	\$1.30	STOCKED	CALCIUM CARB...	CALCIUM
<input type="checkbox"/>		> Alternati...	3635794	\$7.88	TEMPOUT	CALVITE P&D	CALCIUM
<input type="checkbox"/>		> Alternati...	2445922	\$4.58	TEMPOUT	FIBER-LAX	CALCIUM
<input type="checkbox"/>		> Alternati...	1308386	\$3.66	TEMPOUT	FIBER-LAX	CALCIUM
<input type="checkbox"/>		> Alternati...	1761972	\$1.85	STOCKED	CALCIUM LACT...	CALCIUM
<input type="checkbox"/>		> Alternati...	1134428	\$12.78	STOCKED	CALCIONATE	CALCIUM
<input type="checkbox"/>		> Alternati...	1604362	\$2.15	STOCKED	CAL GEST	CALCIUM
<input type="checkbox"/>		> Alternati...	1241496	\$1.44	STOCKED	OYSCO D	CALCIUM
<input type="checkbox"/>		> Alternati...	1376565	\$1.60	STOCKED	OYSCO-500	CALCIUM
<input type="checkbox"/>		> Alternati...	1025139	\$1.83	STOCKED	CALCIUM CARB...	CALCIUM
<input type="checkbox"/>		> Alternati...	3436052	\$4.98	STOCKED	MAG-SR	CALCIUM
<input type="checkbox"/>		> Alternati...	1728922	\$1.39	STOCKED	OYST-CAL-500	CALCIUM
<input type="checkbox"/>		> Alternati...	3278835	\$1.67	STOCKED	OYST-CAL-D	CALCIUM
<input type="checkbox"/>		> Alternati...	1979756	\$1.52	STOCKED	ANTACID	CALCIUM
<input type="checkbox"/>		> Alternati...	2871481	\$9.04	STOCKED	OYST-CAL-D	CALCIUM

Close Print Customize

Clear Filter Click on a column header to sort

500MG

500MG-100U 0 500MG TABS 1X60 EA 00182-4140-24

500MG-100U 0 500MG TABS 1X60 EA 00182-1576-24

500MG-125U 0 500MG... TABS 1X60 EA 00182-4141-24

500MG-200U 0 500MG... TABS 1X1000... 65162-0434-13

500MG-400U 0 500MG... TABS 1X60 EA 65162-0389-04

500MG-50U 0 105MG... TABS 1X100 EA 60258-0128-03

51-49% 0 625MG TABS 1X90 EA 00536-4306-13

0 625MG TABS 1X60 EA 00536-4306-04

0 650MG TABS 1X100 EA 00182-0362-03

0 1.8GM/... SYRP 1X480 ML 00536-2770-83

0 500MG CHEW 1X150 EA 00536-4742-97

0 250MG... TABS 1X100 EA 00536-4103-03

0 500MG TABS 1X60 EA 00536-4106-04

0 600MG... TABS 1X60 EA 00536-3424-04

0 106-64... TABS 1X60 EA 60258-0174-04

0 500MG TABS 1X120 EA 00182-1576-07

0 500MG... TABS 1X120 EA 00182-4439-07

0 750MG CHEW 1X96 EA 00182-1136-94

0 500MG... TABS 1X1000... 00182-4439-11

Auto Fill Quantities Add To Order

To narrow your search results, select a filter from the first drop down.



Sending an Order

Check Price and Availability

If you build your order throughout the day before sending, you can click on:

> Update Price & Availability

to review any changes in price or availability for products on your order. This allows you to ensure your order has the most current data before sending to Cardinal.

CardinalHealth Pharmaceutical Distribution

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Orders Boss Inventory Mgmt Reports Services Account Admin

Create Order 22 Unsent Orders 4 Requisitions Pending Order History Order Lists Import

Create order

Account Account
ACCOUNT FOR ACCUNET ONLY
388
Switch to another account > View contracts

Search Starts with Contains Express Lists >
Find
> Quick Add
> Search by category
Your Saved Lists >

Update Price & Availability > Run Min/Max

Qty	Est Qty	AMU	AWU	Item #	Alternatives	Trade Name	Generic Name	Strength	Form	Size	Stock	DEA...	Pk Qty	Pk Si
1	0	0	0	1030964	> Alternatives	GENAPAP	ACETAMINOPHEN	500MG	GCAP	1X100...	MFR OUT		1	1
1	1	0	0	1009026	> Alternatives	IBUPROFEN	IBUPROFEN	200MG	TABS	1X100...	STOCKED		1	1
1	1	0	0	3548369	> Alternatives	MAG-AL PLUS	MAGNESIUM HY...	200-20...	LIQD	100X3...	STOCKED		100	
1	1	0	0	2275972	> Alternatives	ACETAMINO...	ACETAMINOPHEN	325MG	TABS	1X100...	STOCKED		1	10
1	1	0	0	2477024	> Alternatives	ACETAMINO...	ACETAMINOPHEN	500MG	TABS	1X100...	STOCKED		1	10
1	1	0	0	1494129	> Alternatives	ACETAMINO...	ACETAMINOPHEN	500MG	CAPS	1X100...	STOCKED		1	10
1	1	0	0	1374479		ACIDOPHILUS	ACIDOPHILUS	NOT AV...	TABS	1X100...	STOCKED		1	1
1	1	0	0	2169340		ACIDOPHILUS	ACIDOPHILUS	NOT AV...	TABS	1X100...	STOCKED		1	1
1	1	0	0	2884088		ACIDOPHILUS	ACIDOPHILUS	NOT AV...	CAPS	1X100...	STOCKED		1	1
1	1	0	0	3336443		GLOVES IN ...	EMOLLIENT/SKI...	NOT AV...	LOTN	1X60 ML	STOCKED		1	1
1	1	0	0	3336435		GLOVES IN ...	EMOLLIENT/SKI...	NOT AV...	LOTN	1X240...	STOCKED		1	2
1	1	0	0	3029303		GLOVES	GLOVES	NOT AV...	GLOV	1X100...	STOCKED		1	1
1	1	0	0	3029311		GLOVES	GLOVES	NOT AV...	GLOV	1X100...	STOCKED		1	1
1	1	0	0	3029329		GLOVES	GLOVES	NOT AV...	GLOV	1X100...	STOCKED		1	1
1	1	0	0	3441995		LATEX EXAM...	GLOVES	NOT AV...	GLOV	1X100...	STOCKED		1	1
1	1	0	0	3442001		LATEX EXAM...	GLOVES	NOT AV...	GLOV	1X100...	STOCKED		1	1

Purchase Order #: Lines: 16 Total: \$125.53

Select Print Save Shelf Labels Order Analysis Graph Customize Send Order

Confirm and Send Your Order

- When Order Analysis is complete:
- Enter a Purchase Order number
- Click on “Confirm Send”
- The Order Confirmation will appear on your screen in a few seconds

The screenshot displays the CardinalHealth Pharmaceutical Distribution web application. At the top, the logo and navigation links (Home, Help, Coach, Logoff, Go To, Feedback) are visible. A red navigation bar contains links for Orders, Boss, Inventory Mgmt, Reports, Services, and Account Admin. Below this, a yellow bar shows 'Create Order' and '22 Unsent Orders'. The main content area includes a search bar with 'Starts with' and 'Contains' options, and a table of order items. A modal dialog box titled 'Verify Order Information' is open, showing account and order details. The account information includes 'TEST ACCOUNT FOR ACCUNET ONLY' and '8-88888'. The order information shows 'Purchase Order #: DO NOT PICK - TEST ORDER'. At the bottom of the dialog are 'Confirm Send' and 'Cancel' buttons. The background table lists items with columns for Qty, Est Qty, AMU, AWU, Item #, Alternatives, Trade Name, Generic Name, Strength, Form, Size, Stock, DEA, Pk Qty, and Pk Sit. The status of items is indicated by colors: green for 'STOCKED', red for 'MFR OUT', and yellow for 'STOCKED'. The bottom of the screen shows a status bar with 'No alternate products were provided...sending order', 'Purchase Order #: DO NOT PICK - TEST ORDER', 'Lines: 8 Total: \$22.58', and buttons for 'Select', 'Print', 'Save', 'Shelf Labels', 'Order Analysis Graph', 'Customize', and 'Send Order'.

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Orders Boss Inventory Mgmt Reports Services Account Admin

Create Order 22 Unsent Orders Order History Order Lists Import

Create order

Current Account
TEST ACCOUNT FOR ACCUNET ONLY
8-88888
> Switch to another account > View contracts

Search Starts with Contains

Find
> Quick Add
> Search by category

Express Lists >
Your Saved Lists >

> Update Price & Availability > Run Min/Max

Se...	Qty	Est Qty	AMU	AWU	Item #	Alternatives	Trade Name	Generic Name	Strength	Form	Size	Stock	DEA...	Pk Qty	Pk Sit
<input type="checkbox"/>	1	1	0	0	2275972 >					S	1X100...	STOCKED		1	10
<input type="checkbox"/>	1	0	0	0	1030964 >					AP	1X100...	MFR OUT		1	1
<input type="checkbox"/>	1	1	0	0	1374479					S	1X100...	STOCKED		1	1
<input type="checkbox"/>	1	1	0	0	2169340					S	1X100...	STOCKED		1	1
<input type="checkbox"/>	1	1	0	0	3336443					TN	1X60 ML	STOCKED		1	
<input type="checkbox"/>	1	1	0	0	3029329					DV	1X100...	STOCKED		1	1
<input type="checkbox"/>	1	1	0	0	3441995					DV	1X100...	STOCKED		1	1
<input type="checkbox"/>	1	1	0	0	1009026 >					S	1X100...	STOCKED		1	1

Click on a column header to sort

Verify Order Information

Account information
Account: TEST ACCOUNT FOR ACCUNET ONLY
Ship to address: ACCUNET TEST ACCOUNT ONLY
WHEELING, WV 260030000

Order information
Purchase Order #:

Confirm Send Cancel

No alternate products were provided...sending order

Purchase Order #: Lines: 8 Total: \$22.58

Select Print Save Shelf Labels Order Analysis Graph Customize Send Order



- Create a Request for Credit

Steps to return a product to Cardinal

- Determine if the product is merchantable
 - Create a Credit Request using cardinal.com
 - You will receive an Merchandise Return Authorization
 - Print 1-3 copies of the Return Authorization (currently defaults to 2)
 - Sign a copy of Return Authorization
 - Send Return Authorization and tote containing product to Cardinal via driver
 - Follow return policy instructions for refrigerated or other products that require specific handling
 - At the DC, the Credit Department will process the return and create a credit invoice.
 - Your electronic (MRA) Merchandise Return Authorization will become the credit invoice.
-

Selecting the Returns Module

- From the red navigation bar, click on “Orders”, then “Return Product”

The screenshot shows the CardinalHealth Pharmaceutical Distribution website. At the top left is the CardinalHealth logo. To the right of the logo is the text "Pharmaceutical Distribution". In the top right corner, there are links for "Home", "Help", "Coach", "Logoff", and "Feedback". Below this is a red navigation bar with the following items: "Orders", "Reports", "Services", and "Account Admin". Underneath the red bar is a yellow bar with "Place Orders" and "Return Product" links. The main content area is divided into several sections: a welcome message for the Pharmacy Dept., an "Ordering information" section with sub-sections for "Product availability reports" and "Service solutions", a "Need help? That's why we're here." section with links for "First time users click here", "Expanded support hours", "TeleServe - Stock Support Line(SM)", and "Terms and Conditions/Policies".

CardinalHealth Pharmaceutical Distribution

Home | Logoff
Help | Feedback
Coach

Orders Reports Services Account Admin

Place Orders | Return Product

Welcome **Pharmacy Dept.** It's Friday, March 23. You have 0 messages.
> [Read Now](#)

Ordering information.

Product availability reports

- > Generics
- > DataFacts by Medi-Span
- > Generic Name
- > Trade Name
- > Vendor Name
- > Cardinal Service Flash
- > Vendor Backorder Documentation

Service solutions

- > Medicare Part B Reimbursement and Accreditation Solutions
- > CardinalASSIST - What's New (Dec '06)
- > Notice Regarding Firefox Browser
- > Ordering 5.1 - What's New? (Nov '06)
- > Ordering 5.1 - What's New? (May '06)
- > Entelligence - What's New? (Mar '06)
- > Cardinal Inventory Manager (CIM) At-a-Glance
- > Ordering 5.0 At-a-Glance
- > Desktop Receiving - What's New?
- > Mobile Solutions Playbook
- > cardinal.com Ordering Playbook
- > Entelligence 5.0 - Playbook
- > Shelf Labels At-a-Glance
- > MRAs At A Glance
- > Enhanced Ordering At A Glance
- > Home Healthcare Volume Based Contract Pricing Program

Need help? That's why we're here.

First time users click here

- Get online help now
- Use our online tutorial
- Call cardinal.com Customer Support 800-326-6457
- > [Cardinal.com Systems At-a-Glance](#)

Expanded support hours

Monday-Friday 7:00AM - 12:00AM(ET)
Saturday-Sunday 9:00AM - 9:00PM(ET)

TeleServe - Stock Support Line(SM)

- > [Information Sheet](#)
- > [Reference Guide](#)

Terms and Conditions/Policies

- > [Standard Returned Goods Policy](#)
- > [Returned Goods Policy for Unmerchutable Products](#)
- CSOS - Daylight Savings**
- > [CSOS Update](#)
- > [JCE Update](#)
- > [JRE Update](#)

Build a Credit Request

The screenshot shows the CardinalHealth Pharmaceutical Distribution web application. At the top left is the CardinalHealth logo. To its right is the text "Pharmaceutical Distribution". In the top right corner, there are links for "Home", "Logoff", "Help", "Go To", "Coach", and "Feedback". Below this is a red navigation bar with the following menu items: "Orders", "Boss", "Inventory Mgmt", "Reports", "Services", and "Account Admin".

The main content area has two tabs: "Return a Product" (selected) and "Credits History". Below the tabs, there is a search box with the text "Item to return" and a "Return qty" field. The search box contains the text "xylocain" and the return quantity is "5". There are radio buttons for "Starts with" (selected) and "Contains". A "Find" button is located to the right of the search box.

Below the search box is a table with the following columns: "Return Qty", "Trade Name", "Item #", "Reason", "Dept", "Item Message", "AMU", "Invoice #", and "Invoice Date". The table is currently empty. Above the table, there is a note: "Click on a column header to sort".

At the bottom of the interface, there are several buttons: "Delete Selected Lines", "Credit Message", "Cancel Return", "Customize", and "Send Return". In the bottom right corner, there is a status bar that reads "Lines: 0 Total: \$0.00".

- Use the blue search box to find products to return
- The returns process is very similar to sending an order

Search by Item Number or Name

Return Invoices Find

Found 1 line(s) for item 1422146

Select reason and quantity to be returned.

Return Qty	Trade Name	Item #	Reason	Dept	Item Mes...	Invoice #	Invoice Date	PO #
5	XYLOCAINE W/EPINEPH...	1422146	<default reason>			0000000		

Click on a Column Head

<default reason>

- Recall
- Rcv'd out of date c
- Picking error
- Old/Shopworn/Uns
- Duplicate order
- Overstocked
- Received damage

- Search by item number to find the invoices associated with that item.

Return Products Find

Found 30 products matching 'advil'

Select 'Find Invoices' for the exact item you are returning.

Filter results by: <select> Equal to: <select> **Clear Filter** Click on a column header to sort

Select	Item #	Trade Name	Stock	NDC	Strength	Form	Size	AMU	Pk ...	UD	Contra
Find Invoices	3296191	ADVIL CHLD	STOCKED	00573-0174-30	100MG/...	SUSP	1X120...	0	1		
Find Invoices	2947406	ADVIL MIGRAINE	STOCKED	00573-0168-20	200MG	GCAP	1X20 EA	0	1		
Find Invoices	2764934	ADVIL	STOCKED	00573-0169-20	200MG	GCAP	1X20 EA	0	1		
Find Invoices	1330471	ADVIL	STOCKED	00573-0150-20	200MG	TABS	1X24 EA	0	1		
Find Invoices	2384238	ADVIL	STOCKED	00573-0165-20	200MG	GCAP	1X24 EA	0	1		
Find Invoices	1110576	ADVIL	STOCKED	00573-0160-20	200MG	TABS	1X24 EA	0	1		
Find Invoices	2947422	ADVIL MIGRAINE	STOCKED	00573-0168-30	200MG	GCAP	1X40 EA	0	1		
Find Invoices	2764942	ADVIL	STOCKED	00573-0169-30	200MG	GCAP	1X40 EA	0	1		
Find Invoices	1330497	ADVIL	STOCKED	00573-0150-30	200MG	TABS	1X50 EA	0	1		
Find Invoices	1110568	ADVIL	STOCKED	00573-0160-30	200MG	TABS	1X50 EA	0	1		
Find Invoices	3377215	ADVIL	STOCKED	30573-0169-31	200MG	GCAP	1X60 EA	0	1		
Find Invoices	2764959	ADVIL	STOCKED	00573-0169-40	200MG	GCAP	1X80 EA	0	1		
Find Invoices	2994671	ADVIL	STOCKED	30573-0169-86	200MG	GCAP	1X80 EA	0	1		
Find Invoices	2947430	ADVIL MIGRAINE	STOCKED	00573-0168-40	200MG	GCAP	1X80 EA	0	1		

Close Customize

- Search by item name and click on the 'find invoices' button for the item to return.

Select a Reason Code

Return Invoices Find

Found 1 line(s) for item 1422146

Select reason and quantity to be returned.

Click on a Column Header to Sort

Return Qty	Trade Name	Item #	Reason	Dept	Item Mes...	Invoice #	Invoice Date	PO #	Order Qty	C
5	XYLOCAINE W/EPINEPH...	1422146	<default reason>			0000000			0	

Reason dropdown menu options:

- <default reason>
- Recall
- Rev'd out of date c
- Picking error
- Old/Shopworn/Uns
- Duplicate order
- Overstocked
- Received damage

Close Add To Return

- Select a reason code from the drop down box.

Sending a Credit Request

1. Click on **Send Return**
2. Print one or more copies of the MRA
3. View the MRA

Cardinal Health Pharmaceutical Distribution

Orders Boss Inventory Mgmt Reports Services Account Admin

Return a Product Credits History

Create credit

Current Account
TEST ACCOUNT FOR ACCOUNT ONLY
8-88888
> Switch to another account > View contracts

Starts with Contains

Item to return: xylocain Return qty: 5

Find

1 lines on current return	Delete	Return Qty	Trade Name	Item #	Reason	Dept	Item Message	AMU	Invoice #	Invoice Date
5			XYLOCAINE	2052025	Duplicate order			0	0000000	

Lines: 1 Total: \$0.00

Delete Selected Lines Credit Message Cancel Return Customize Send Return

Print MRAs

1 MRA has been received.

Authorization: 242728 View

copies to print: 2

Print All Close

Cardinal Health CREDIT/RETURN AUTHORIZATION

RETURN AUTHORIZATION NO. 0242728

Billing Address: 0-00000 TEST ACCOUNT TEST ACCOUNT WHEELING, WV 26003-0000

Shipping Address: 0-00000 TEST ACCOUNT TEST ACCOUNT WHEELING, WV 26003-0000 (006)000-0000

Date Requested: 00/03/2007 Account Number: 00000 Salesperson: 40 Route/Stop: 000/000

Est	Item	QTY	UOM	WH	Description	PRICE	Invoice #	DATE
1	1402140	5	ML	011512	XYLOCAINE WEPINEPRINE	30	0	0112/0201
TOTAL		5						

*** RETURN WITH MERCHANDISE *** *** PICKUP ONLY - CREDIT TO FOLLOW ***

SIGNED CARDINAL DRIVER: _____
(Driver to sign when merchandise is picked up. Driver is signing for bulk pickup only individual merchandise to be checked in at Cardinal warehouse.)

The undersigned customer represents, warrants, and guarantees to Cardinal Health that all merchandise returned to Cardinal Health has been stored, handled, and shipped by customer in accordance with manufacturer guidelines and all applicable federal, state, and local laws, including the Prescription Drug Marketing Act.

CUSTOMER SIGNATURE: _____


Return Code Description

01	Normal
02	Defective
03	Out of date
04	Out of stock
05	Out of use
06	Out of use
07	Out of use
08	Out of use
09	Out of use
10	Out of use
11	Out of use
12	Out of use
13	Out of use
14	Out of use
15	Out of use
16	Out of use
17	Out of use
18	Out of use
19	Out of use
20	Out of use
21	Out of use
22	Out of use
23	Out of use
24	Out of use
25	Out of use
26	Out of use
27	Out of use
28	Out of use
29	Out of use
30	Out of use

Please note: DC Operations require that you wait for the 'barcoded' MRA. We are working to incorporate the barcode into the electronic MRA. Thank you for your patience.

MRA – Merchandise Return Authorization

- Once you return the products to the DC, the Credit Department will process the credit.
- When the credit is approved, your MRA will become the credit invoice.



CardinalHealth

CREDIT/RETURN AUTHORIZATION

RETURN AUTHORIZATION NO. 0242728

Billing Address	Shipping Address
8-88888 TEST ACCOUNT TEST ACCOUNT WHEELING, WV 26003-0000	8-88888 TEST ACCOUNT TEST ACCOUNT WHEELING, WV 26003-0000 (304) 000-0000

Requested: 03/23/2007 Account Number: 88888 Salesperson: 40 Route/Stop: 999/999

O.E.N./M.D.C.	QTY	M.O.M.	M.P.S.	Description	RS/MS/D	Invoice/Date	P.O.#	W/H Location
22146 186-0115-12	5	ML	011512	XYLOCAINE W/EPINEPHRINE	30	0 0		GL12KK201
	5							

*** RETURN WITH MERCHANDISE *** *** PICKUP ONLY -- CREDIT TO FOLLOW ***

CARDINAL DRIVER: _____
(when merchandise is picked up. Driver is signing for bulk pickup only, individual merchandise to be checked in at house.)

I, the undersigned customer represents, warrants, and guarantees to Cardinal Health that all merchandise returned to Cardinal Health is accurate, complete, and handled, and shipped by customer in accordance with manufacturer guidelines and all applicable federal, state, and local laws, including the Prescription Drug Marketing Act.

SIGNATURE: _____

Reason Code	Description
30	Duplicate order
34	Clear/Shopworn/unsaleable
31	Ordered in error
33	Outdated
32	Overstocked
42	Picking error
43	Received out of date or short date
60	Recall
45	Received damaged
5	Returned - No credit due