Trading Partner Contacts

If the pharmacy discovers a product does not match to a transaction they should notify their supplier. This can be done directly through the portal. In order to use this feature, the pharmacy must first ensure they have contacts loaded in the system for each supplier.

ADDING A TRADING PARTNER CONTACT

1. From the dashboard, on the left, select ‘Trading Partners’.
2. Locate the supplier on the list of Authorized Trading Partners.
3. To edit, double click the supplier name.
4. Enter the contact’s name for Representative Name. This could be your sales rep or anyone else the pharmacy contacts when there is an issue with an order.
5. Next, enter the Representative’s Email and select Save.
6. To use the ‘Notify Trading Partner’ feature, see the How to Guide on Suspect Product.