



## **Physican Orders Online Training Guide**

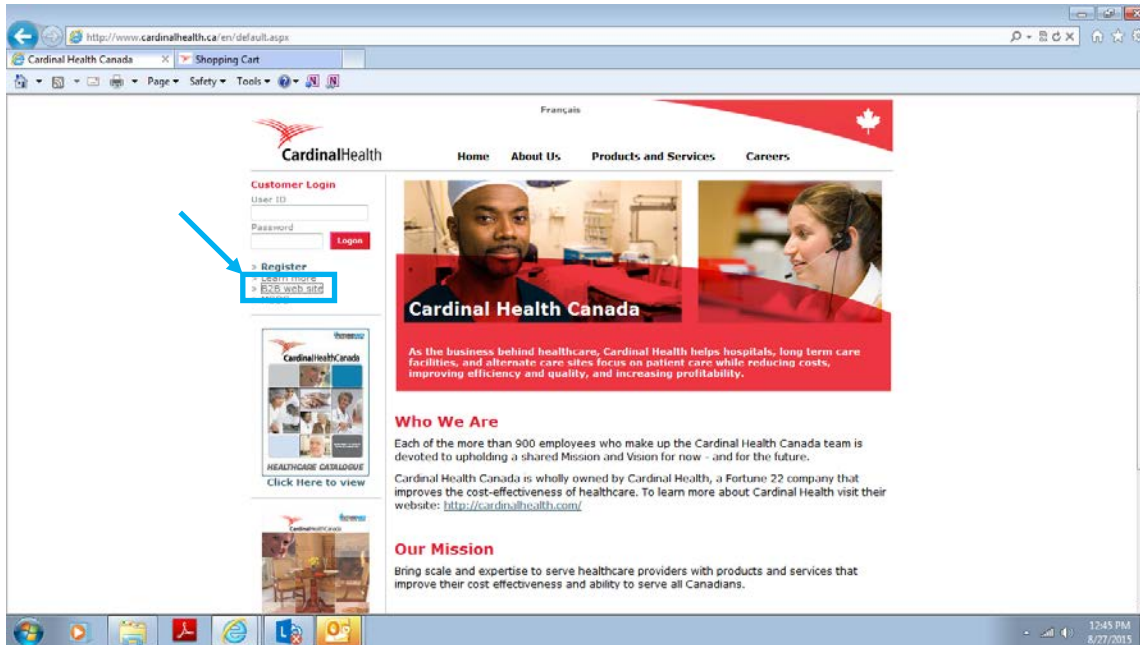
**User Name:**

**Password:**



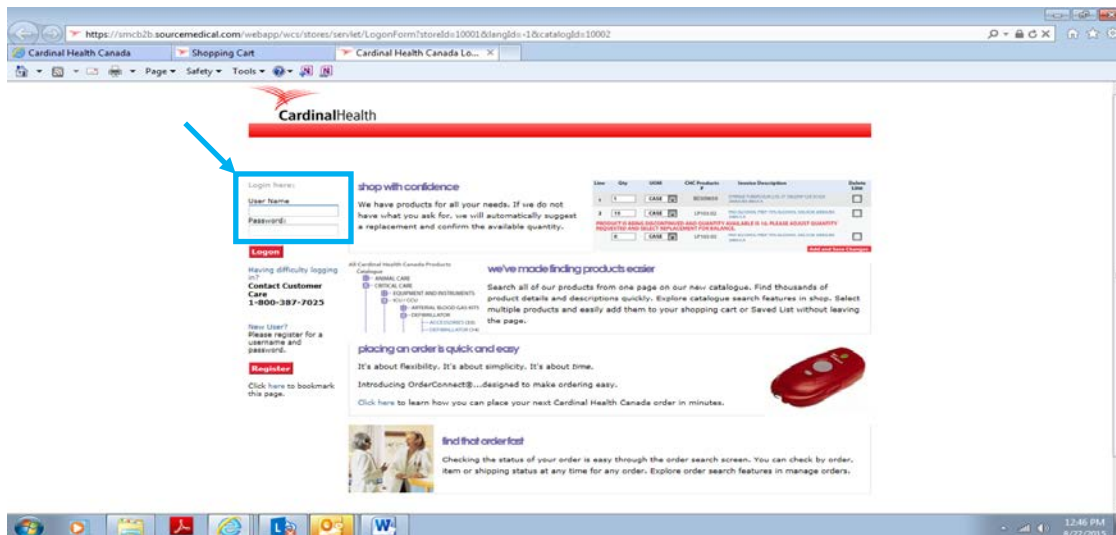
## Placing a New Order

1. Please open up your web browser (Internet Explorer, Firefox etc)
2. Log onto [www.cardinalhealth.ca](http://www.cardinalhealth.ca)
3. On the top left click on the link B2B Web Site, as shown below. This will take you to a new webpage where a user name & password are required.



4. Enter the user name & password provided to you in the required space & click logon

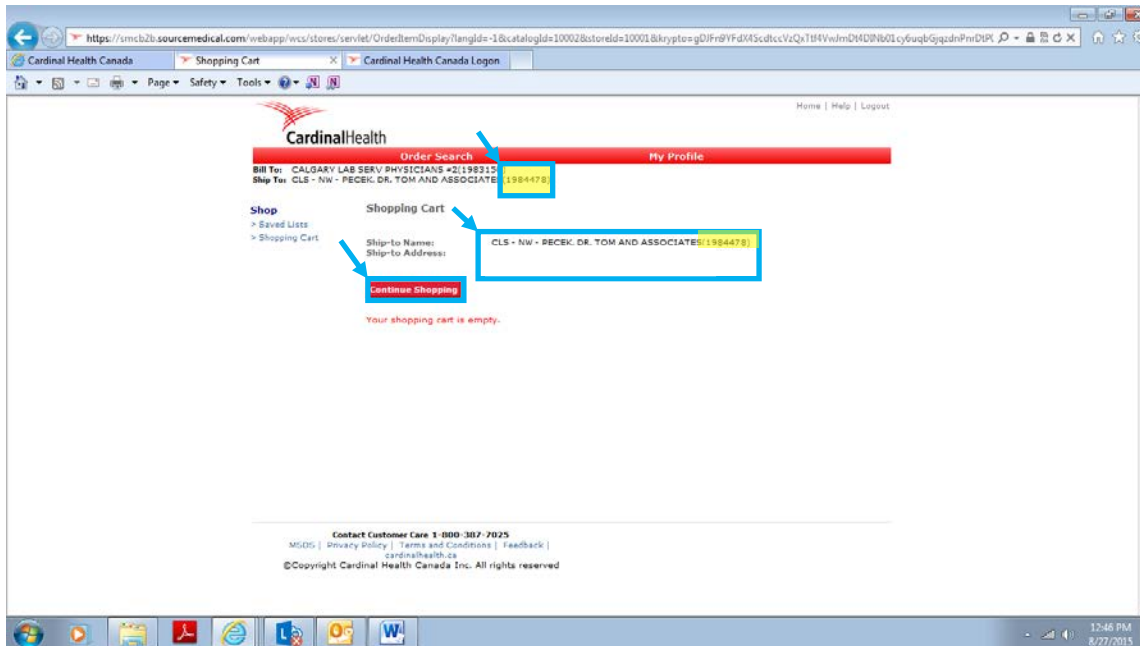
Please note the first time you log in you'll be asked to choose accept to the online rules and regulations, secondly you'll also be asked to change your password. Please follow the instructions to change your password.



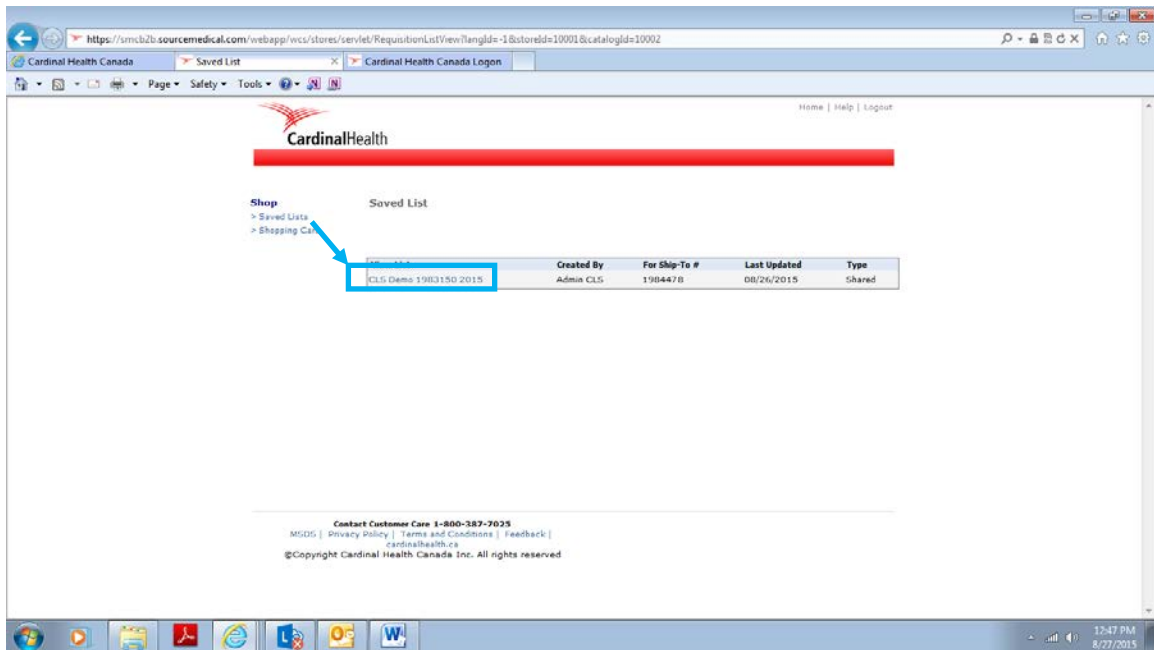
- Once your password is changed you'll be brought to the following screen. **Please make sure that your office name and address is correct. If not correct please contact Cardinal Customer Care ASAP. Contact information is provided at the end of this document.**

You will notice a 7 digit # in brackets to the right of your address this will be your unique ship to #. When contacting Cardinal Customer Care about an order or have a question about your account, this number will be used to identify your account.

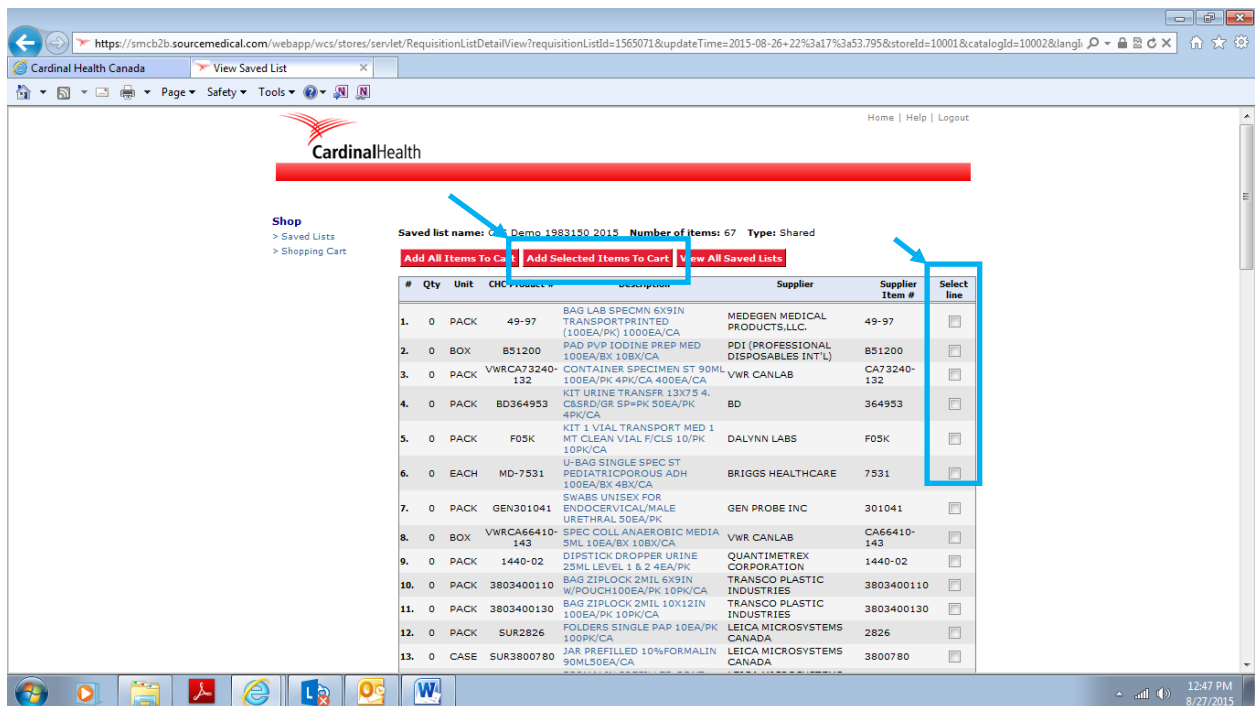
Click on the 'Continue Shopping' button to proceed.



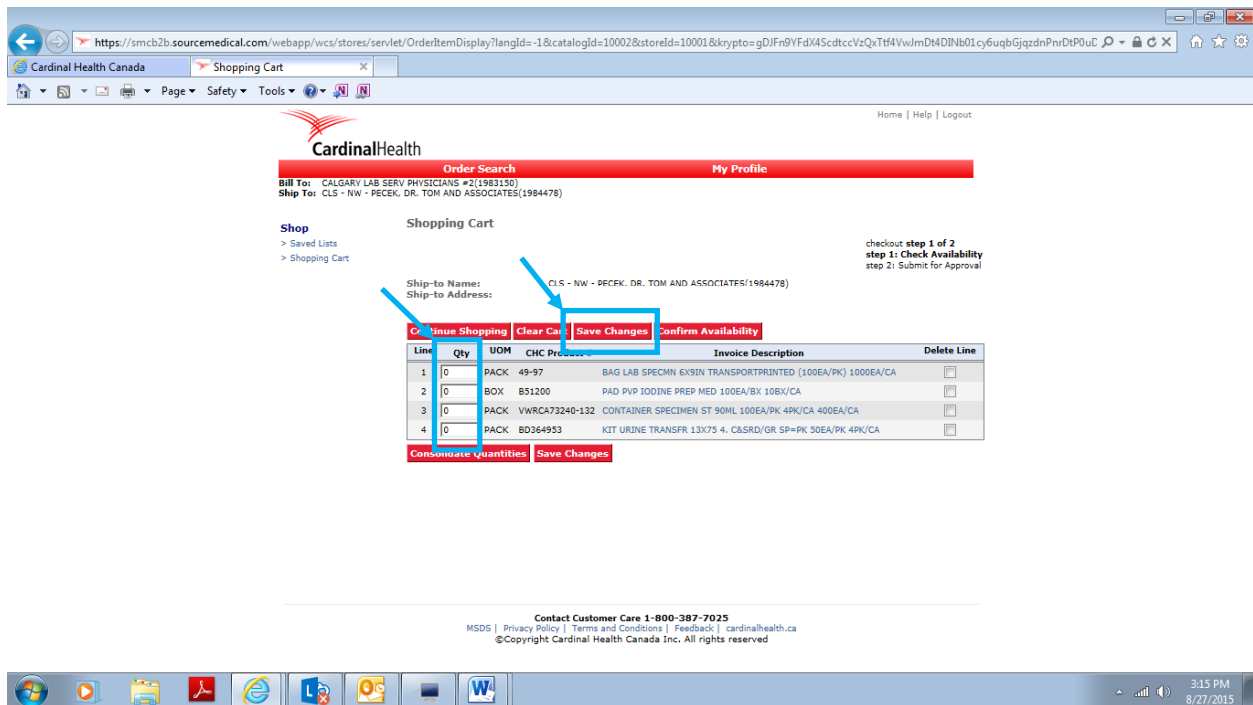
6. Click on the CLS Saved List (This will open to your order form)



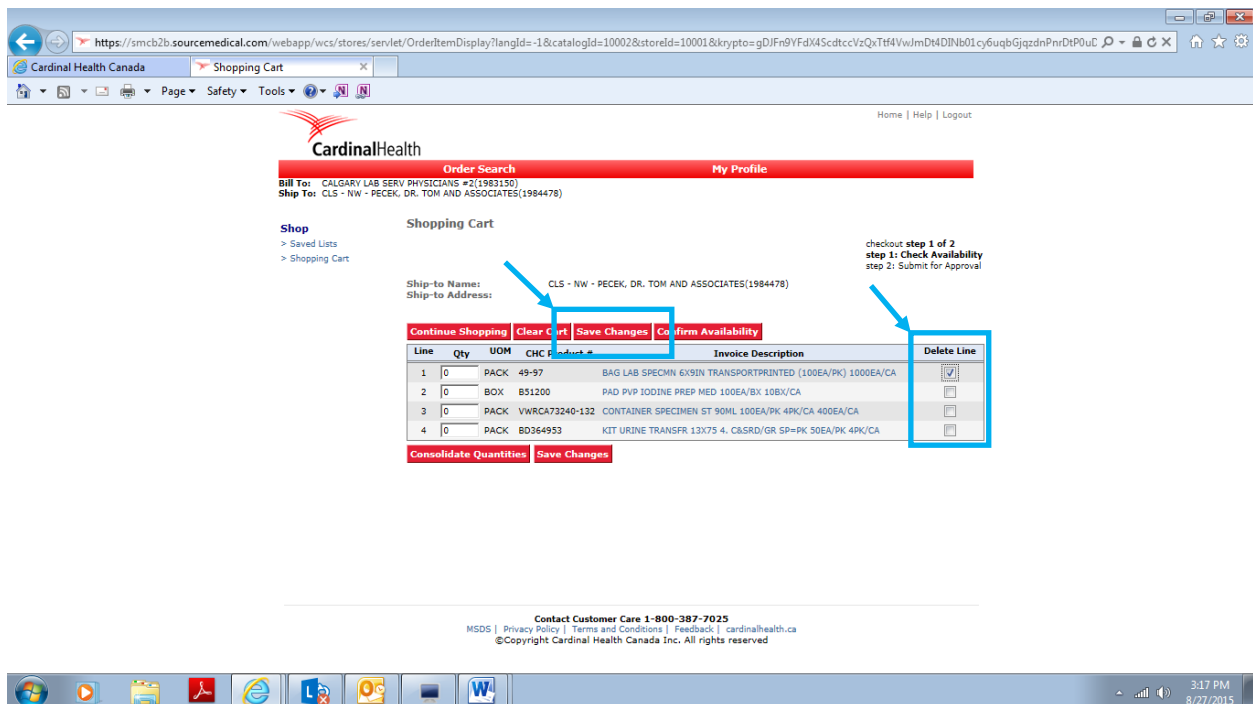
7. All items your location can order are provided in this list. To begin the process of submitting an order, put a check in the box next to each item you require under the 'Select Line' header. Once you have selected all items press the "add selected items to cart" button.



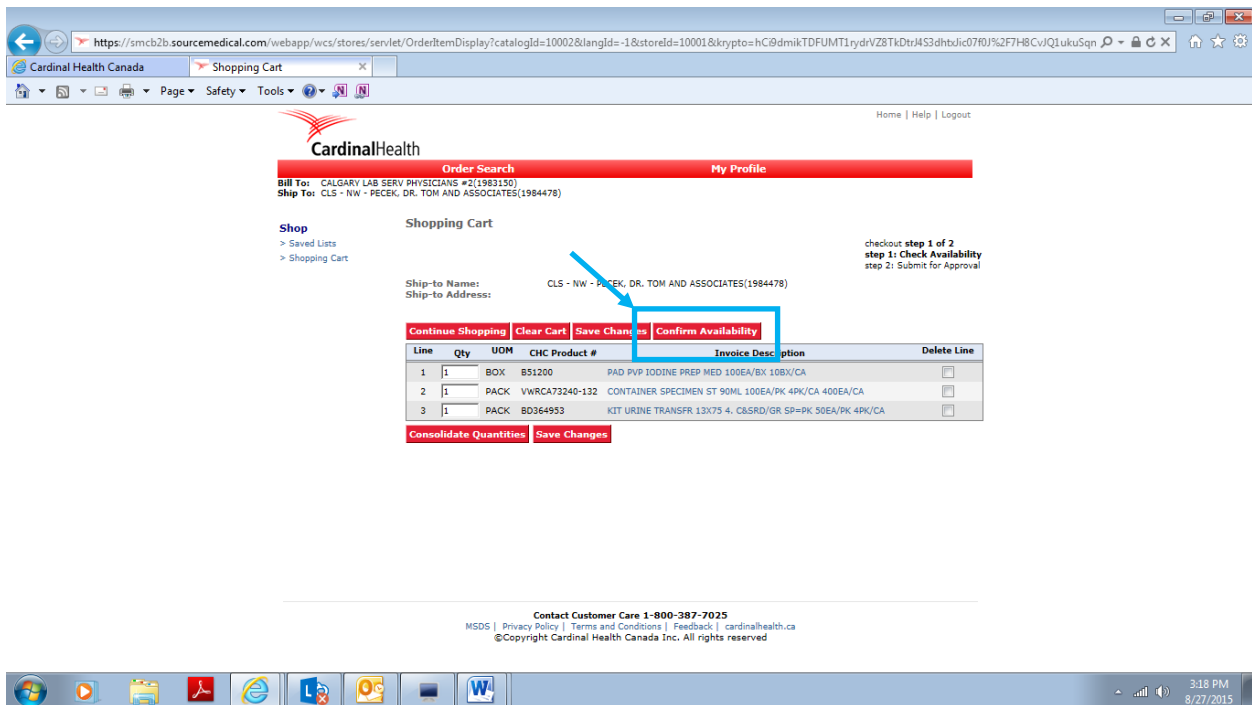
- You will notice that all quantities are all defaulted to “0”. You will now need to input the quantity for each item, once this is done you can click “save changes”



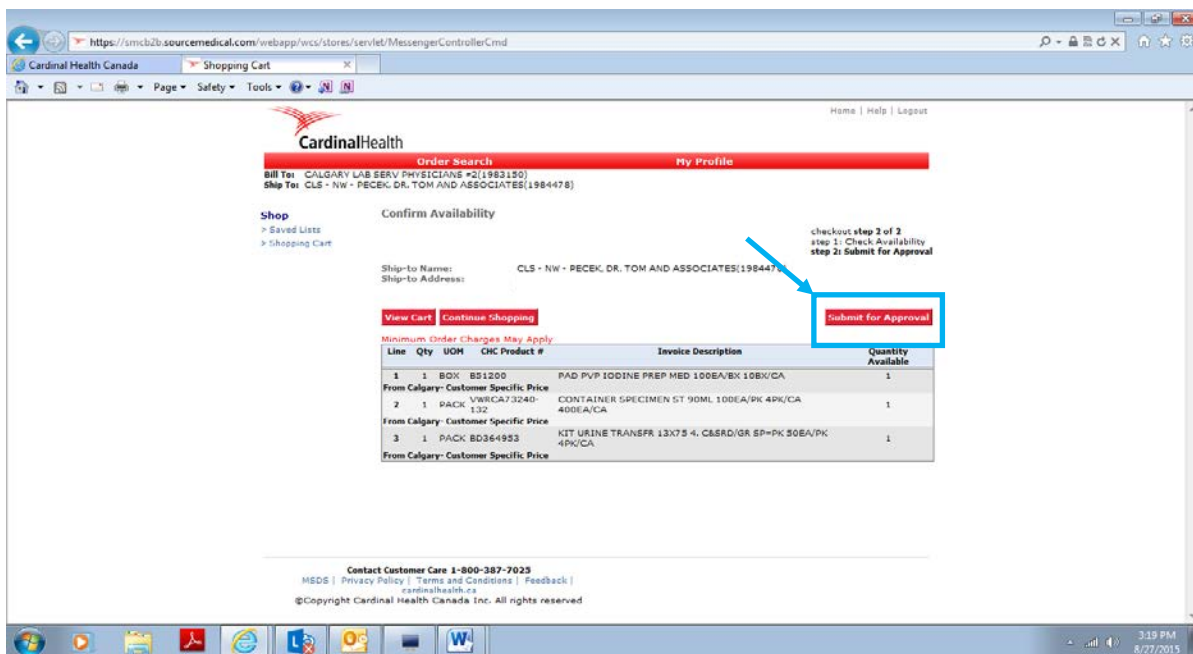
- If you want to delete an item from the cart or change the quantity you can either change the quantity or check the “delete” button next to the item, save changes and the item quantity is changed or deleted.



10. Once you have your desired items and have “saved changes” you can press “confirm availability”.



11. This screen will tell you the items you have chosen, what location they’ll be shipped from and if there are any back orders. If you are happy with your order, click on the “submit for approval” and your order will be sent to CLS Purchasing for approval.

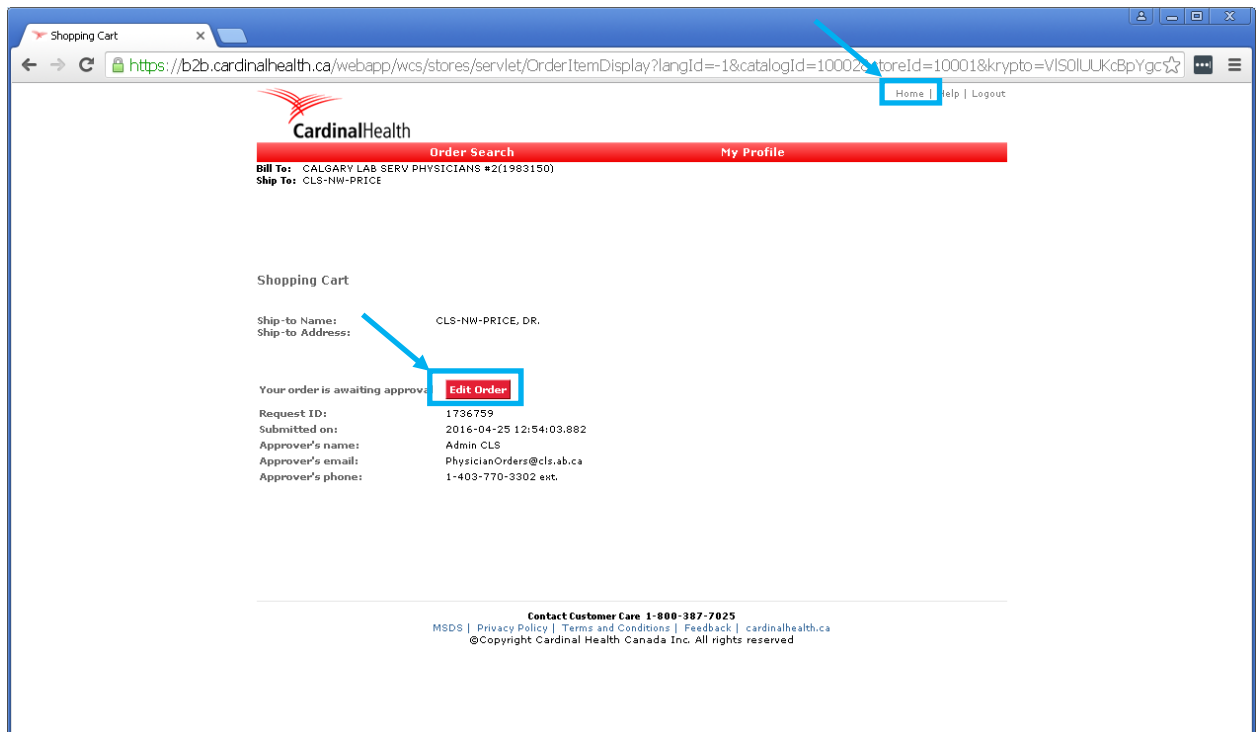


12. You'll receive an email that your order has been sent for approval. If approved your order will be processed, if rejected you'll receive a return email with an explanation as to why it's been rejected. If rejected you'll need to log in and make the requested changes and then resubmit for approval.

### Modifying an Existing Order

Once an order has been submitted, you may make changes until it has been approved by CLS.

13. If not already logged into the system, follow steps 1-4 first.
14. You will be taken to a screen that shows the details of your most recent order, click the 'Edit Order' button. (If you do not see the screen below, try clicking the home button. If you still do not see this screen, your order may have already been approved and can no longer be edited)



15. You can now adjust quantities or remove items by changing the quantity or checking the 'Delete Line' column as shown. Select 'Save Changes' once you have made your modifications, if no further changes are required return to step # 10 to resubmit this order. If further changes are required (addition of an item) continue to step # 16.

CardinalHealth  
Order Search My Profile  
Bill To: CALGARY LAB SERV PHYSICIANS #2(1983150)  
Ship To: CLS-NW-PRICE, DR. LORNE(1991977)

Shop  
> Saved Lists  
> Shopping Cart

Shipping Cart  
Ship-to Name: CLS-NW-PRICE, DR. LORNE(1991977)  
Ship-to Address:

checkout **step 1 of 2**  
**step 1: Check Availability**  
step 2: Submit for Approval

Continue Shopping Clear Cart Save Changes Confirm Availability

Line	Qty	UOM	CHC Product #	Invoice Description	Delete Line
1	3	EACH	62739	TRANSPORT MIL MYCODUO PLASMA 40EA/BX	<input type="checkbox"/>
2	4	PACK	3803400110	BAG ZIPLOCK 2MIL 6X9IN W/POUCH100EA/PK 10PK/CA	<input type="checkbox"/>
3	2	PACK	CLSH001-133	FORM REQ PRENATAL TESTING 50EA/PK	<input type="checkbox"/>
4	2	PACK	3803400130	BAG ZIPLOCK 2MIL 10X12IN 100EA/PK 10PK/CA	<input type="checkbox"/>
5	1	BOX	GEN301162	KIT URINE COLL APTIMA ORANGE 50EA/BX	<input type="checkbox"/>

Consolidate Quantities Save Changes

Contact Customer Care 1-800-387-7025  
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16. To add an item to your order, click on 'Saved Lists', and return to and complete steps 6-11.





**Questions about your order, missing product, backorders or delivery?**

- Cardinal Customer Care: 877-878-7778 or e-mail [AHS@cardinalhealth.ca](mailto:AHS@cardinalhealth.ca)

**Questions about use of the online system, training, password reset, username, etc.**

- Cardinal Web Support: 1-800-387-7025 Ext. 1 or e-mail [webordersupport@cardinalhealth.ca](mailto:webordersupport@cardinalhealth.ca)

**Questions about how to use product or what product to use for a test?**

- Contact Lab Information Centre (LIC): 403-770-3600

**Remember:** Your Order Schedule remains the same

**South East:** Submit order by **First (1<sup>st</sup>) Tuesday** of each month.

**South West:** Submit order by **Second (2<sup>nd</sup>) Tuesday** of each month

**North East:** Submit order by **Third (3<sup>rd</sup>) Tuesday** of each month

**North West:** Submit order by **Forth (4<sup>th</sup>) Tuesday** of each month

**Rural:** Submit order by your established order day