



## April 2020 Enhancements to Your Online Ordering System

In April 2020, several enhancements were made to the Customer Portal. Below please find an outline of changes (some of which you may have seen or noticed already):

- Sticky Searches
  - Impact: When filtering and navigating back to a specific page, search results will not be lost. This should save you clicks and make system navigation more intuitive.
- Return/Credit Request Product Entry
  - Impact: Reason and comments for Return and Credit Requests now hold between product entries instead of requiring re-entry with each product. The step to click Add Line when adding units to the request has also been removed.
- System Response on Enter Key
  - Impact: When a user hits the Enter Key, the system will now run a search instead of resetting.
- Page Navigation
  - Impact: The portal has been configured to hold the page to allow navigation between functions in the portal until the session has completed. The ability to navigate to a specific page has also been added.
- Hospital to Hospital Transfer Printing
  - Impact: You now have the option to print the Hospital to Hospital Transfer when submitting the service request. You'll see the "Confirm and Print" button added to the confirmation window.
- Order History Time Zone
  - Impact: Instead of seeing the time zone of the server in Order History, you will now see the time zone associated with you, the user.
- Scheduled Orders Date Anomaly
  - Impact: The anomaly of Scheduled Order Date defaulting to the previous day if time selected in past midnight GMT has been corrected.
- Order Search
  - Impact: Status Display issue where select Orders that include a partially filled parent Order shows as Denied status update has been resolved. Status update will now display partially filled parent orders as Closed.

Thank you for your ongoing partnership and collaboration. Please direct feedback and questions regarding the Customer Portal to your local contact so we can continue to assess and make enhancements to the system and your experience.