eSupply v1.2
Frequently Asked Questions

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Onboarding and Settings Questions	Answer
Who can register for eSupply?	The Admin user registers and onboards the initial and other sites.
What can an Admin user do versus a general user?	The Admin user can register, onboard new sites, invite other admins or general users, remove user access, and resend orders for review. The general users can only review and approve orders.
What steps need to be taken to adjust a user's access?	This function is available to an Admin user. The option to change the status is located in the Admin settings tile. See the User Manual for directions to change a user's permissions.
How do we access the User Manual and other documents?	You can access other documents in the eSupply application via the avatar icon (the circle with your picture or initials which is located in the upper right-hand corner). Here you can find quick access to the Terms & Conditions, About eSupply, Training Video, User Manual, Quick Guide and FAQs.
What is the default site location?	The default site is the user's primary location. If the default location needs to change, contact Sysmex Customer Service for assistance.
Can eSupply send to multiple ship-to locations?	Yes, each site requires a ship-to location. Each site can have the same ship-to or a different ship-to. The ship-to is confirmed during onboarding and Sysmex Customer Service can change it if necessary.
The analyzer location and reagent ship-to location are different - how do we get the reagent ship-to corrected?	During the onboarding process, the Admin can check a box requesting assistance from Sysmex Customer Service or by calling Customer Service. Please be sure to have the site's ship-to ID or address and the CRC ID if known. Customer Service will update the eSupply account.

Ordering Questions	Answer
After onboarding is completed, when will a recommended order be generated?	Orders are generated when your inventory is below the safety stock levels. Depending on how much inventory you have on hand, you may receive your first order within 1 to 40 days.
How often will we be able to see a recommended order?	After consistently using eSupply, your on-hand inventory should total approximately 40 days (if configured with the default settings during the onboarding process). Your generated order is viewable when you fall below the safety stock threshold, generally when you have approximately ten days of on-hand inventory. The order you approve will be for enough inventory for about 30 days.
Who do we call if there is an issue with the order?	Please contact Sysmex Customer Service
How does eSupply calculate my order?	eSupply monitors your reagent usage by logging every time you add a reagent into an analyzer. eSupply also considers how many days your lab is open, the time you need to approve an order, the shipping times, and how much reagent we shipped you but was not used. With this information, eSupply will calculate your order. Some reagents may be calculated based upon historical ordering patterns if reagent usage information is not available for the analyzer.
There are a lot of reagents in the Inventory screen and Ordering screen which do not seem to be in any particular order. Is this information able to be sorted?	By default, the inventory list is sorted by Description in alphabetical order. Data can be sorted by Product ID, Lot Expiration, and QTY by clicking on the corresponding column header.
What if an order is rejected in error?	If an order is rejected in error, a new order will be generated in 3 days, visible in Order Review. The alternative is to contact the site Admin to have the order "resent" immediately.

Do I need a Purchase Order (PO) number to process an order?	Yes, an approved PO needs to be entered as part of the order review and acceptance. If your eSupply site is communicating with your ordering system, then it will automatically populate. For more information about this communication, refer to the user manual.
Why do we require PO number?	An authorized PO number will appear on all related shipping documents and allows a shipment to be accepted at the site's receiving dock. The PO number will appear on the invoice and supports approval for payment.
Can I use a standing PO number?	Yes, it is preferred you use a standing PO number so that it does not need to change every month. If using a single-use PO, you will need to generate the PO number first based upon the eSupply order.
How do we know that an order is processed?	After an order is approved, an order confirmation will be sent to the email connected to the analyzer site. After the order has shipped, a tracking notification will be sent to the same email. Both are sent from a "no-reply" email.
Are there freight costs associated with the monthly eSupply orders?	The monthly eSupply order will ship free freight. Additional orders after the initial eSupply order may incur additional shipping charges.
What if the facility currently has an active reagent standing order?	It is expected that the site will use eSupply instead of a traditional standing order for reagents. If the choice is to use eSupply, please contact Sysmex Customer Service to cancel or modify the reagent standing order.
What if the facility needs an urgent order?	eSupply provides the opportunity for the user to adjust the monthly ordering quantity. Thus, the need for urgent orders should be eliminated. If needed, please reach out to Sysmex Customer Service, 888.879.7639, option 2 or email CustomerService@Sysmex.com. Freight charges will apply to any urgent orders.
If I order my reagents from a 3rd party supplier, such as McKesson or Henry Schein, can I participate in eSupply?	No, eSupply requires reagents to be ordered directly from Sysmex.
How do we order hematology Quality Control (QC)?	At this time, eSupply does not support ordering QC for hematology. QC hematology product should be maintained on standing order. Submit a standing order PO to customerservice@sysmex.com.

	This will allow the site to receive the lots as released and is shipped free freight.
How do we order urinalysis QC?	Novus QC and UF-5000 QC is available to order via eSupply. These QC materials are based upon previous order history and not on usage, so review before approving the quantities.

General Question	Answer
Where do I find the reagent lot number?	The lot number for a reagent is located on the outer box (Alpha Numeric).
What if a product arrives damaged?	If product arrives damaged, reach out to Sysmex Customer Service. Provide the PO number, identify the product and quantity. The Sysmex Customer Service team will assist in replacing the product. Remember to adjust the Inventory Management page for product that is disposed of or received at no charge.
Do we need to adjust the Inventory Management page?	Yes, Inventory Management only needs to be adjusted if there are any unexpected changes in a site's inventory (disposal of product or receipt of no charge replacement product). The eSupply program calculates and adjusts inventory when product is ordered through the application and then again when it is scanned into the analyzer.