

June 2021 enhancements made to your Customer Portal



Based on feedback from customers, Vitalant has developed functionality within the customer portal that shows real time shipping information for ordered products. This functionality has been piloted in our Las Vegas market since December of 2020 and we are now ready to roll out this exciting new feature to more Vitalant service areas.

Beginning Monday, June 14, many of you will see additional information in the product order status area when you sign into the customer portal.

Whether or not you see the real time shipping information depends on if your local center utilizes Vitalant employees as product couriers or if your local center uses a third-party courier/delivery service. At this time, only areas that utilize Vitalant employees as couriers will see the new order statuses. Working with third-party delivery vendors is planned for a future enhancement to the real time shipping function.

For those areas that utilize Vitalant employees as product couriers, the Orders Search screen and Order page will display two new statuses: **Picked Up** and **Arrived**.

☰ Orders Search
06/10/2021
15:16:37 MST
?

CREATE ORDER

My Orders

ORDER #	PRIORITY	TYPE	QUANTITY	STATUS	ATTRIBUTES	ORGANIZATION	CREATED
OR21-0006875 / 0000001514934	STAT	Ad Hoc Order	2 2 0 0	Assigned: 2	M P H C R	HOSPA 0000HOSPA	06/10/2021 10:42
OR21-0006874	Routine	Ad Hoc Order	2 2 0 0	Under Approval 06/10/2021 10:28	M P H C R	HOSPA 0000HOSPA	06/10/2021 10:28
OR21-0006873 / 0000001514933	Routine	Ad Hoc Order	1 1 0 0	Order Filled 06/10/2021 10:37	M P H C R	HOSPA 0000HOSPA	06/10/2021 10:25
OR21-0006872	06/14/2021 08:00	Ad Hoc Order	2 2 0 0	Approved: 2	M P H C R	HOSPA 0000HOSPA	06/10/2021 10:24
OR21-0006871 / 0000001514932	ASAP	Ad Hoc Order	2 2 0 0	Picked Up: 2	M P H C R	HOSPA 0000HOSPA	06/10/2021 10:23
OR21-0006870 / 0000001514931	STAT	Ad Hoc Order	2 2 0 0	Arrived: 2	M P H C R	HOSPA 0000HOSPA	06/10/2021 10:23

Order Number# OR21-0006870 / 0000001514931
Order submitted on: 06/10/2021 10:23:32, MST

SUBMITTED	UNDER APPROVAL	APPROVED 2/2	UNDER PREPARATION	ORDER FILLED 2/2	PICKED UP 2/2	ARRIVED 2/2	DELIVERED
-----------	----------------	--------------	-------------------	------------------	---------------	-------------	-----------

Order to
PHX9 AZ - Scottsdale 1001
6220 E Oak St
SCOTTSDALE, AZ

Order from
Hospital: HOSPA 00000HOSPA
STAT

Assigned To
PHX9 AZ - Scottsdale 1001

Please cascade this communication to any staff at your organization who use the customer portal.

If you have questions, please contact your [local center](#) for assistance.