McKESSON

MPS eService Support Website
Customer Quick-Start Guide

The objective of this Quick Start Guide is to prepare you to use the McKesson Pharmacy Systems eService website.

Upon completion, you will be able to:

- Register as an eService User
- Search the MPS knowledge base for guidance to resolve your issues
- Log a new Service Request
- View and monitor your open Service Requests
- Search /export and print a list of Service Requests

BUSINESS
CARE
CONNECTIVITY

You can submit new Service Requests and view the status of existing Service Requests 24 hours a day from the convenience of your desktop. eService is a great way to stay connected to the MPS Helpdesk.

Registering for eService

1. Go to the eService Web site (https://eServicesc.McKesson.com)
2. In the login form, select 'New User'
3. Fill in required fields (designated with a red asterisk) on the Registration form and click 'Next'.
4. This takes you to the Account Verification form, where you will be required to enter a valid MPS Account Number (located on your MPS Invoice), and either your account's NCPDP or NPI#. If you are at a location that does not have an NCPDP or NPI# you will use 9999999. Click 'Next'.
5. Review the Terms and Conditions and check the 'I Agree' box.
6. Your registration is not complete until you click 'Finish' on the Registration Confirmation screen. Once completed, you will be taken to the MPS eService Home page.

Logging Into eService

1. Go to the eService Web site (https:\\eServicesc.McKesson.com)
2. Enter your 'User ID' and 'Password', then click 'OK'
3. You will be logged into eService and be taken to the eService Home page.

Logging Out of eService

1. It is recommended that you click on the Log In / Out link located in the upper right hand corner of the screen.

Submitting a New Service Request

You can access 'Submit a Service Request' from 2 locations:

- From the eService Home Page, or
- From the Knowledge Central Home Page

Click on the 'Submit a Service Request' link from either location to open the new Service Request form.

1. Enter an optional 'Service Request Title' that briefly describes the nature of the Service Request.
2. Select the 'Account' for which this Service Request is being created.

   If you are associated to one account, that account will appear automatically.

   If you are associated to more than 1 account, you may need to click the [ ] Select button to open a window with a list of your locations. Select the correct account for the new Service Request.
3. Next, select the 'Product' for the Service Request. Click the Select [ ] button to open a new window with a list of all products associated with the selected Account and select the product for your Service Request.
4. Next, add request details into the 'Request Description' field. This field is mandatory, and has a limitation of 2,000 characters.
5. You have the option to add an Attachment. Click the Select [ ] button and follow the prompts to add any attachments. You can add multiple attachments if necessary.
6. Click on 'Submit' to complete processing of the Service Request.
7. Upon submission, the following will occur:

   The Service Request is assigned to the appropriate MPS Support workgroup.

   An email is sent to you to acknowledge that MPS successfully received the request.

   The MPS support rep accepting ownership of your request will follow-up with you via email or phone as needed.

Guidelines for Reporting Descriptions.

To speed up the resolution time of your Service Request, be certain to provide as many details about your particular issue as possible, such as:

- Rx Number
- Third Party BIN and/or PCN Number
- Specific Error or Claim Rejection message
- Patient's Name
- Date of Service

MPS eService support ticketing system is an easy-to-use interactive portal to communicate with MPS Support.

- Submit Service Requests (SRs)
- Update Service Requests, including recommendation to close
- Automatic alert email notifications as progress is made on your Service Requests
- Notifications back to MPS&A support as you make updates to your Service Requests to assist in faster resolutions.
- Access to view & update all Service Requests, whether created via phone call, email or eService

Viewing Your Service Requests

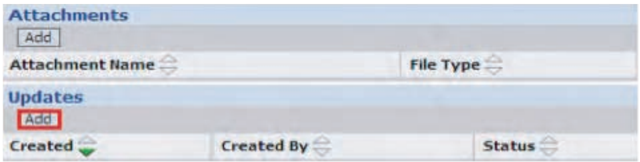
Click on 'Track the Status of My Submitted Service Requests' from the eService home page to display a listing of Service Requests you have created.

You may have an additional home page option - 'Track the Status of My Companies Submitted Service Requests'. Click this to display a list of all service requests for all stores you are associated with.

Updating an Existing Service Request

To add an update to an existing Service Request:

1. Click on 'Track the Status of My Submitted Service Requests' from the eService home page.
2. From the Service Request list, search for the service request to be updated. Click on the ' Service Request #' hyperlink to drill down to the service request detail screen.
3. Click the 'Add' button under Updates:

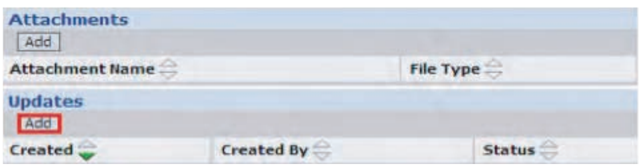


4. Enter your additional update into the 'Comment' field.
5. Click on 'Submit' to add the update to the Service Request.
6. The MPS support agent that owns your request is notified via email so they can review your update and respond appropriately.

Requesting Closure of an Existing Service Request

To request closure for an existing Service Request:

1. Click on 'Track the Status of My Submitted Service Requests' from the eService home page.
2. From the Service Request list, search for the service request to be updated. Click on the 'Service Request #' hyperlink to drill down to the service request detail screen.
3. Click the 'Add' button under Updates:



4. Click on the 'Close Service Request' button, add explanatory comments, then click the Submit button.

5. The SR Status will be changed to 'Completed' and the MPS request owner is notified via email.
6. The MPS Owner will review for possible final closure. You will receive an email informing you when the Service Request has been closed.

Knowledge Central is an online repository of documented support intelligence.

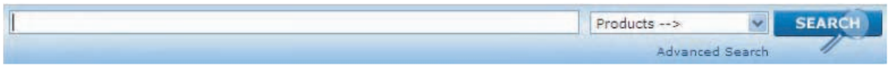
- Find solutions online and limit the amount of time spent calling for support
- View and Print knowledge documents
- Request addition of new documents
- Submit recommended changes to existing documents

Finding Solutions / Using Knowledge Central (KC)

To access Knowledge Central, click on the ‘Search the Knowledge Center’ option from the eService Home page

Searching for Documents

Enter search word(s) or phrases in the Search dialog box, and then click the ‘Search’ button.



Viewing a Document

After searching for a document, double-click on the document title to view the document.

From the document viewing screen you can do the following:

Add the document to your favorites using the [ ] icon

- Add the document to your browser’s bookmarks
- Print the document using the [ ] icon.
- Turn on/off highlighting (to highlight search words) using the [ ]icon.
- Rate the document using the stars Rating:

Adding Documents to Your Favorites

If, while viewing a document, you determine it may be helpful to access frequently and quickly.

You are able to add this to your ‘My Favorites’ applet on the Knowledge Central home page.

While viewing the document, click on the ‘Add to Favorites’ [ ] icon (towards the top left side of the screen).

You will next see a dialog box that will allow you to add a document title. Click on ‘Submit’ when done.

The document will be added to the ‘My Favorites’ applet on the Knowledge Central home page displaying the title you selected. From here it can be easily accessed for future use.

Submitting Suggestions for New Documents

If you would like to see a document added to Knowledge Central, click on the ‘Content Suggestion’ [ ] icon (on the upper right portion of the screen).

This will open a ‘Suggest New Solution / Knowledge Content’ form. The ‘Comments’ field is the only required field. Other fields can be filled in as necessary.

Clicking on ‘Submit’ will send an email to appropriate MPS support staff to review for possible addition.

Reporting Document Change / Update Suggestions

If while viewing a document you identify suggested changes / updates, click on the ‘Feedback’ [Feedback] button (on the upper right-hand side of the screen).

This will open a ‘Provide Document Feedback’ form. The ‘Comments’ field is the only required field. Other fields can be filled in as you deem necessary.

Clicking on ‘Submit’ will send an email to appropriate MPS support staff to review for possible change(s).

MPS eService is available at:

https://eServicesc.McKesson.com

BUSINESS
CARE
CONNECTIVITY

MCKESSON