eCustomerSolutions
Solutions right at your fingertips.

FAQs: GSK eCustomer Solutions

Find answers to questions you may have when using eCustomer Solutions.

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Version 1

gsk **eCustomerSolutions**
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Page navigation: Navigation text is featured
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Home: Click on the house icon to return
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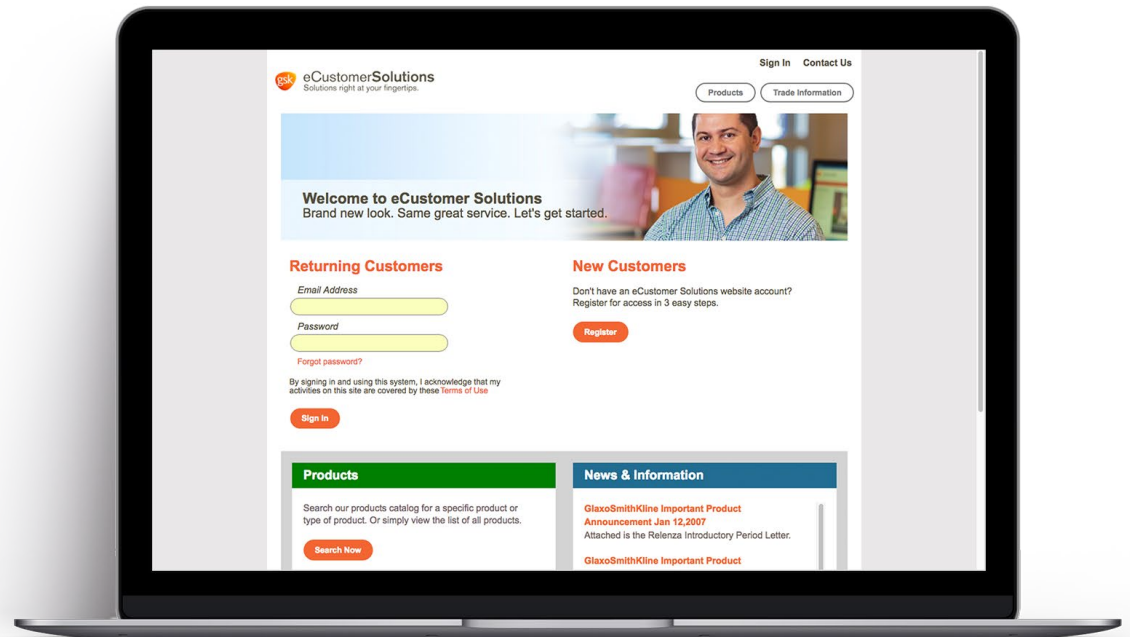
**For more information, or if you have any questions about the
information covered in this guide, please contact customer
support at customer-satisfaction@gsk.com.**

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Table of Contents: FAQs: GSK eCustomer Solutions

Section 1
General Questions

Section 1: General Questions

Q: Where can I get help beyond the website navigation and functionality of eCustomer Solutions?

A: For additional support, please contact the GSK Customer Service Center at **1-800-877-1158**. When prompted, select option 4. You may also email the GSK Customer Service Center at customer-satisfaction@gsk.com.

Q: What browsers are compatible with eCustomer Solutions?

A: The eCustomer Solutions website is optimized for use on Google Chrome, Mozilla Firefox, Microsoft Edge (for Windows 10), Microsoft Internet Explorer (for Windows 7), and Apple Safari.

Q: How many login attempts may be made before being locked out of the account?

A: An incorrect username and password combination may be entered 10 times. After the tenth attempt, eCustomer Solutions will lock the account and the user must reset the password.

Q: I have been locked out of my account. What should I do?

A: First, try to reset your password by following the instructions on **page 16** of the eCustomer Solutions User Guide. If you still cannot access your account, please contact the GSK Customer Service Center at **1-800-877-1158**. When prompted, select option 4. You may also email the GSK Customer Service Center at customer-satisfaction@gsk.com.

Section 1: General Questions

Q: What type of communications will be in the Alert section on the homepage?

A: In the Alert section of the homepage you may expect to see information on product discontinuations, case size changes, policy updates, end of year/holiday schedule, etc.

Q: How do I find out who my organization's eCustomer Solutions administrator is?

A: To learn who your administrator is, click Get Started in the My Account section or click My Account at the top of the page. Then click User Management in the left sidebar to see the full list of users, including your administrator.

Q: What should I do if my administrator leaves?

A: Prior to leaving the organization, your eCustomer Solutions administrator should enable at least one non-admin user to become the new administrator. If your administrator has already left the organization without enabling a new administrator, please contact the GSK Customer Service Center at **1-800-877-1158**. When prompted, select option 4. You may also email the GSK Customer Service Center at customer-satisfaction@gsk.com.

Section 2
Contracts

Section 2: Contracts

Q: I'm a new user and I'm having trouble registering as a contract holder. Who should I contact?

A: If you are experiencing issues registering for eCustomer Solutions, please email the Contract Operations team at cmo.rebate-payment-inquiries@gsk.com.

Please provide the contract you are trying to register for and the error message you are receiving. Once the issue has been identified, someone from the Contract Operations team will communicate next steps or let you know that the issue has been resolved.

Q: How can I view all of the contracts under my Physician Buying Group?

A: If you are part of a Physician Buying Group and would like to view the contracts under your group, please contact the Contract Administrator (Contract Owner). The Administrator can provide you with a link to register on the eCustomer Solutions website. Once your registration has been completed, the Contract Administrator will be notified and can set your access. You will receive a system-generated email confirmation when this is complete.

Q: I'm logged in, but I do not see the list of contracts I am currently linked to. Who should I contact?

A: Please email cmo.rebate-payment-inquiries@gsk.com. Be sure to include your username and the contracts that should be visible to you. Once the issue has been identified, someone from the team will communicate next steps or let you know that the issue has been resolved.

Q: How do I export the current eligibility on my contract?

A: To download a customer contract eligibility detail, please see **page 44** of the eCustomer Solutions User Guide.

Q: How do I search by contract?

A: For information on searching for a specific contract, please see **page 47** of the eCustomer Solutions User Guide.

Section 2: Contracts

Q: I am a wholesaler/distributor, but I cannot access a certain contract. What should I do?

A: If you are an authorized GSK wholesaler/distributor and you are unable to access a specified contract, it is possible that the contract you are trying to access is closed, or you are not on the contract's Prime Vendor list.

If you previously had access to this contract, please email cmo.rebate-payment-inquiries@gsk.com to determine whether a change has been made to the setup or if there is an issue with eCustomer Solutions. Once the issue has been identified, someone from the team will communicate next steps or let you know that the issue has been resolved.

Q: Why is my contract holder unable to access a certain contract?

A: As a contract holder, you only have the ability to view your own contracts, and do not have permission to access contracts outside of your buying group organization. If you are unable to access or view one of the contracts currently assigned to you, please email cmo.rebate-payment-inquiries@gsk.com. Be sure to provide your username and the contract you are trying to access. Once the issue has been identified, someone from the team will communicate next steps or let you know that the issue has been resolved.

Q: How do I get access to eCustomer Solutions?

A: For information on setting up a new account, please see **page 5** of the eCustomer Solutions User Guide.

Q: How do I view all members aligned to multiple contracts?

A: Currently, eCustomer Solutions cannot generate a list of members across all contracts. Instead, you may select an individual contract to view all of its members or select an individual customer to see all of their assigned contracts within your buying group.

Section 3
Account Management

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Section 3: Account Management

Q: If I have multiple Ship-to numbers, do I need separate usernames and passwords for each account?

A: No, linked accounts do not require multiple usernames or passwords. Individual access to these accounts is determined by your organization's eCustomer Solutions administrator.

Q: Who will be notified of orders? Do I have the option to change those notified?

A: For wholesalers/distributors, the shipping and distribution notification is not set up by the administrator and must be self-selected by the user. After the notification is selected, the user will start to receive the relevant emails.

For more information on subscribing to notifications for orders and other updates, please see **page 31** of the eCustomer Solutions User Guide.

Section 4
Chargebacks

Section 4: Chargebacks

Q: How do I resubmit a chargeback?

A: For instructions on resubmitting a chargeback, please see **page 37** of the eCustomer Solutions User Guide.

Q: How do I use the Global Update Tool?

A: For instructions on using the Global Update Tool to resubmit chargebacks in a batch fashion, please see **page 38** of the eCustomer Solutions User Guide.

Q: How do I gain access to submit chargebacks?

A: Contact your organization's eCustomer Solutions administrator to request a change of your permissions. If you are the administrator, please see **page 13** of the eCustomer Solutions User Guide for more information on setting other users' permissions to view and submit chargebacks.

Q: How can I view my pending resubmittal lines?

A: To view your pending resubmittal lines, please see **page 39** of the eCustomer Solutions User Guide and follow the instructions for "How do I view the chargebacks I've resubmitted today?".

Section 4: Chargebacks

Q: When can I expect my resubmittal to be reconciled?

A: Resubmissions will be processed within thirty (30) days following the receipt of claims in the chargeback system.

Q: When will the chargeback be displayed once the wholesaler/distributor has received the reconciliation report?

A: Chargeback data will be available for viewing within 2 business days.

Q: Why did I not receive full credit for a chargeback?

A: If you did not receive full credit for a chargeback, it may be because the submitted chargeback data field(s) do not match GSK pricing and/or eligibility.

Please review GSK EDI 845 Contract Notifications and/or the **Contracts** section of the eCustomer Solutions website to confirm the WAC, contract pricing, contract eligibility, member identifier(s), and effective and end dates.

Section 5
Backorders/
Product Holds

Section 5: Backorders/Product Dating Holds

Q: How will I be notified about backorders?

A: For information on subscribing to notifications for backorders and other updates, please see **page 31** of the eCustomer Solutions User Guide.

Q: What is the difference between a backorder and an out-of-stock product?

A: If a product is on backorder, GSK anticipates it will be available within 30 days and will remain available to order. Products that are out of stock are anticipated to be unavailable for a longer period of time (>30 days). Orders for an out-of-stock product will not be accepted until the product is back in stock.

Q: How long will an item/line product stay on backorder?

A: The GSK policy is for items or lines to stay on backorder for no more than 60 days. However, a product's changing supply and demand may affect the length of its backorder status.

Q: How long does it take for a backorder change to be confirmed?

A: Changes made to a backorder will be confirmed and reflected in eCustomer Solutions immediately.

Q: I'm having trouble seeing my product dating holds. What should I do?

A: First, verify that your notifications and subscriptions include product dating holds. If you are still experiencing issues, contact your eCustomer Solutions administrator or call the GSK Customer Service Center at **1-800-877-1158**. When prompted, select option 4. You may also email the GSK Customer Service Center at customer-satisfaction@gsk.com.

Section 5: Backorders/Product Dating Holds

Q: I'm having trouble viewing my backorders. What should I do?

A: First, update your notifications and subscriptions to include backorder notifications. If you are still experiencing issues, contact your eCustomer Solutions administrator or call the GSK Customer Service Center at **1-800-877-1158**. When prompted, select option 4. You may also email the GSK Customer Service Center at customer-satisfaction@gsk.com.

Q: How long do I have to action my Product Dating Holds? What will happen if I do not take action?

A: Orders that require product dating confirmation will remain on the eCustomer Solutions website for 5 business days. If no action is taken after 5 days, your order line(s) will automatically be canceled. If you wish to reorder the canceled order line(s) you can submit a new EDI order or you can to contact the GSK Customer Service Center at 1-800-877-1158 to process a new order. When prompted, select option 4. You may also email the GSK Customer Service Center at customer-satisfaction@gsk.com.

For more information on product dating, please see **page 33** of the eCustomer Solutions User Guide.

Section 6
Products

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Section 6: Products

Q: How do I search for a product?

A: For information on searching for a product, please see **page 22** of the eCustomer Solutions User Guide.

Q: How do I view and/or print a product's detail information?

A: For information on viewing and printing a product's detail information, please see **page 23** of the eCustomer Solutions User Guide.

Q: How do I view a product's HDA information?

A: For information on viewing a product's HDA information, please see **page 24** of the eCustomer Solutions User Guide.

Q: How do I view a product's WAC price?

A: For information on viewing a product's WAC price, please see **page 25** of the eCustomer Solutions User Guide.