eCustomer**Solutions**
Solutions right at your fingertips.

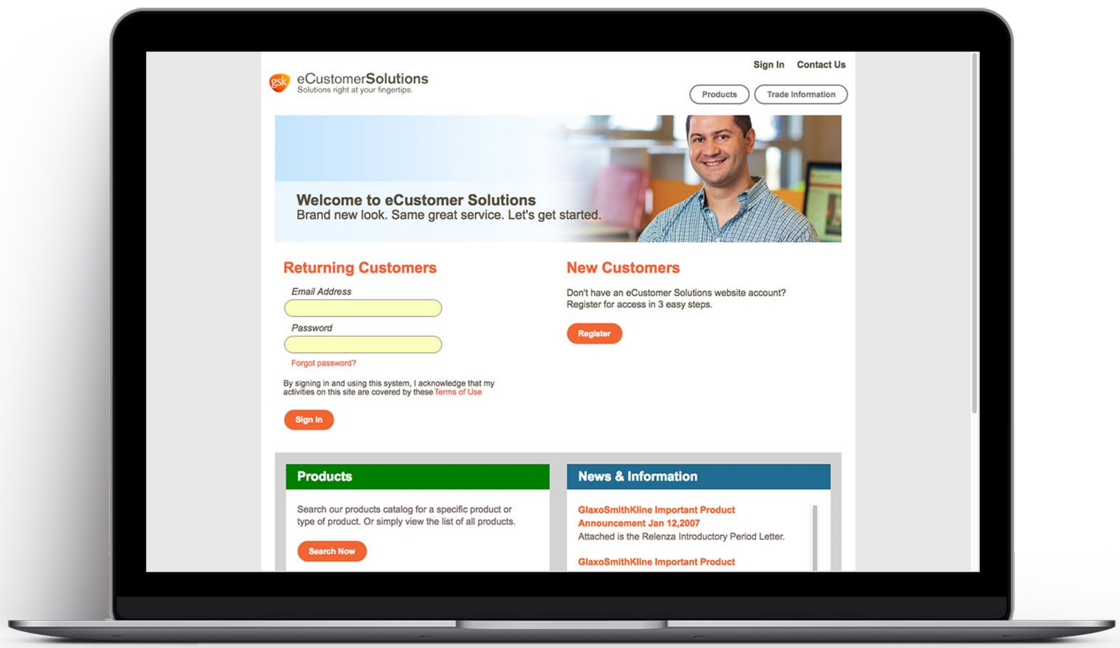
User Guide: GSK eCustomer Solutions

Helping you get the most out of your eCustomer Solutions experience.

December 2019
Version 1

Welcome to the GSK eCustomer Solutions User Guide

This document provides you with step-by-step instructions for using the eCustomer Solutions website. Whether you're brand new and need to register for an account and get started, or you're an existing user and need some quick help reviewing or tracking your orders, you'll find the answers here.



This is an interactive document, designed with special features to help you navigate it easily:

Page navigation: Navigation text is featured at the top of every page of the document to show you exactly where you are within the document, like a trail of breadcrumbs. It includes the document title, the main section title, the sub-section, and the page title.

Forward and Back buttons: Use the arrow buttons at the bottom to advance to the next page or return to a previous page.

Home: Click on the house icon to return to the Table of Contents page.

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.

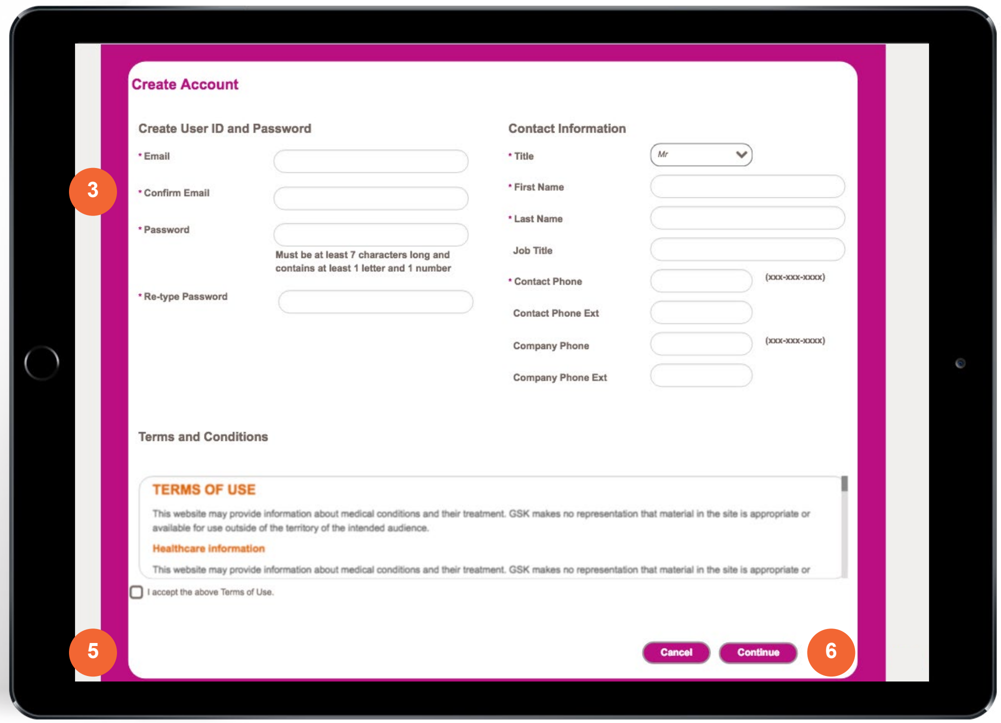
Table of Contents
User Guide: GSK eCustomer Solutions

Section 1
Account Management

Account Management
How do I setup a new account?

Follow the steps below to register a new account with GSK eCustomer Solutions:

1. Navigate to the GSK eCustomer Solutions website at https://www.gsk-ecs.com/.
2. Click **Register** in the "New Customers" section of the homepage.
3. Complete the required fields indicated with a red asterisk.
4. Complete the additional fields if desired.
5. Review the Terms and Conditions and check the box to accept.
6. Click **Continue**.



Account Activation

- You will receive an Account Activation email from GSK eCustomer Solutions. To ensure delivery, be sure to add noreply@gsk-ecs.com to your address book or safe sender list. Follow the instructions within that email to proceed to the next step.

Account Management
How do I setup a new account?

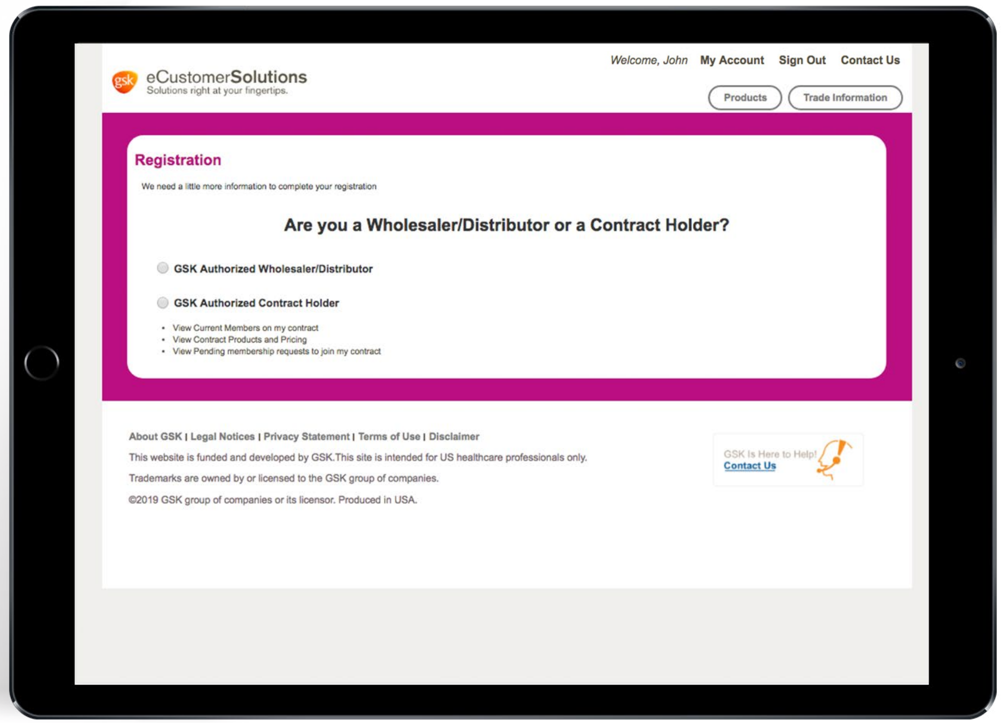
Next, select whether you are a Wholesaler/ Distributor or a Contract Holder.

Wholesaler/Distributors:

Please proceed to page 7.

Contract Holders:

Please skip to page 8.



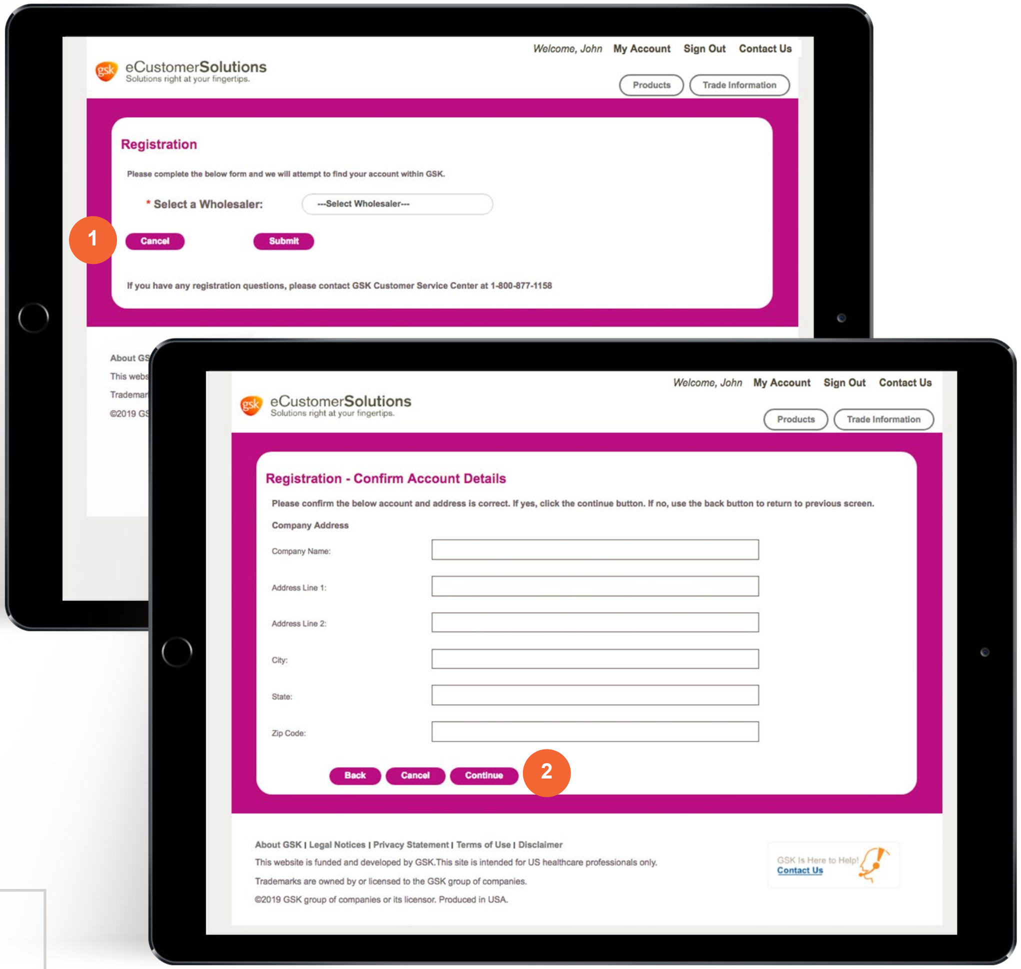
Account Management
How do I setup a new account?

If you are a **Wholesaler/Distributor** follow the instructions below.

For Wholesaler/Distributors:

1. Select your organization from the drop-down menu and click **Submit**.
2. Confirm your organization's address on the next page and click **Continue**.

If your organization is not listed, call GSK Customer Service at 1-800-877-1158.



Account Confirmation

- Once your account has been created, GSK eCustomer Solutions will send you an Account Confirmation email. To ensure delivery, be sure to add noreply@gsk-ecs.com to your address book or safe sender list.

If you are a Contract Holder, you can now skip to page 8.

Account Management
How do I setup a new account?

If you are a **Contract Holder** follow the instructions below.

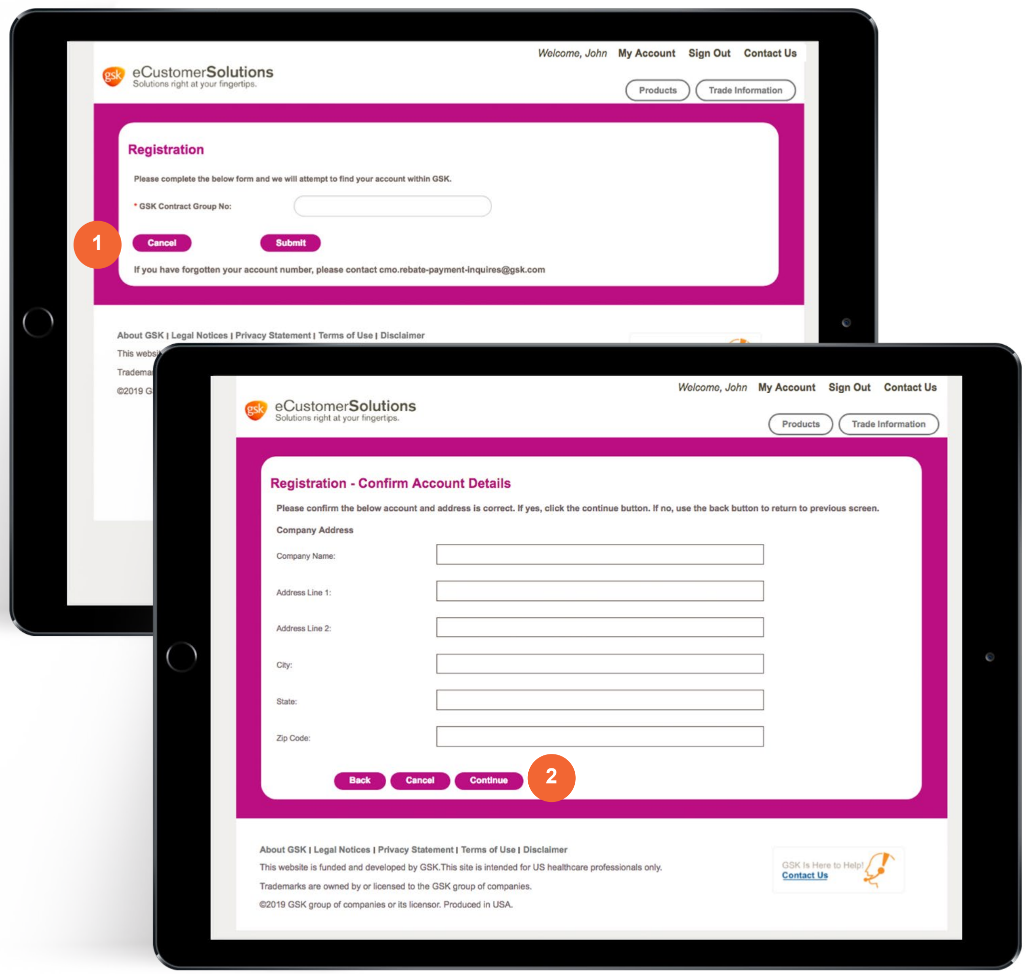
For Contract Holders:

1. Enter your GSK Contract Group Number and click **Submit**.
2. Confirm your organization's address on the next page and click **Continue**.

If you do not know your group number, email cmo.rebate-payment-inquiries@gsk.com.

Account Confirmation

- Once your account has been created, GSK eCustomer Solutions will send you an Account Confirmation email. To ensure delivery, be sure to add noreply@gsk-ecs.com to your address book or safe sender list.

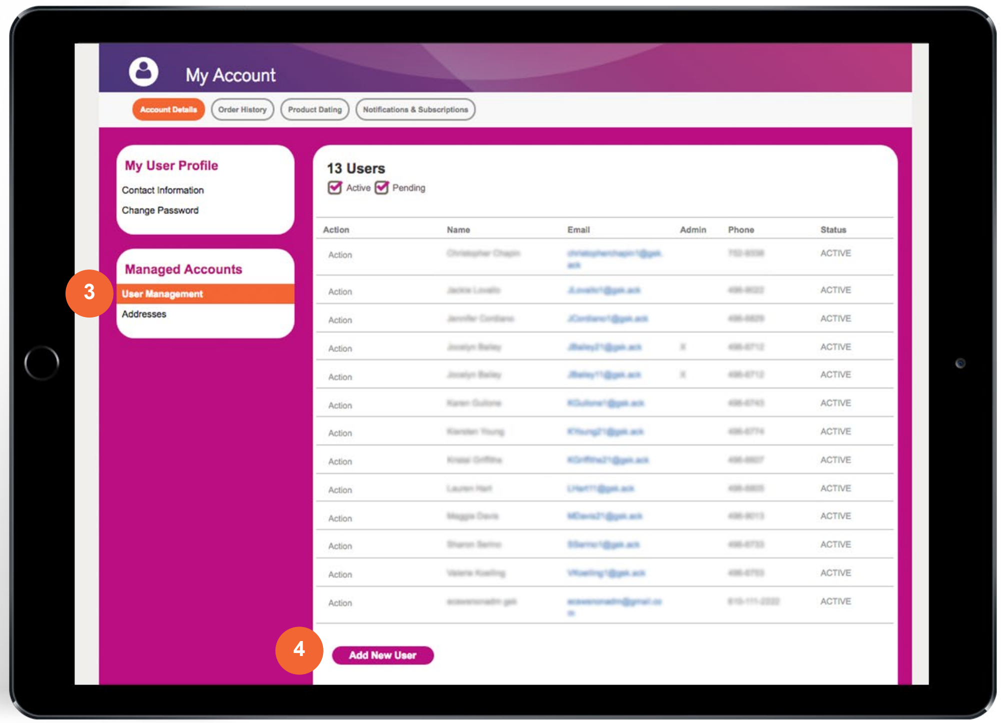


Account Management
How do I add a new user to my account?

Follow the steps below to add a user to your GSK eCustomer Solutions account (only an account admin can perform this action):

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **User Management** in the left sidebar.
4. Click **Add New User** at the bottom of the page.

See next page to continue.

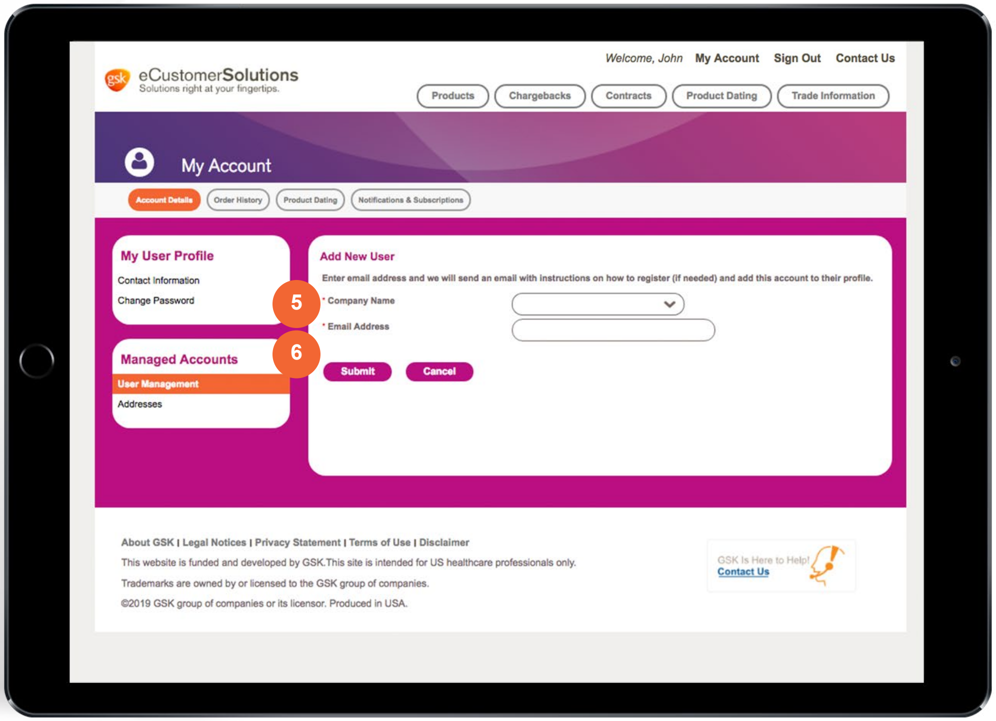


Account Management
How do I add a new user to my account?

Continued from previous page.

5. Select the new user's organization and enter his/her email address.
6. Click **Submit**.

The new user will receive an email with a link to register and instructions on associating the new account.



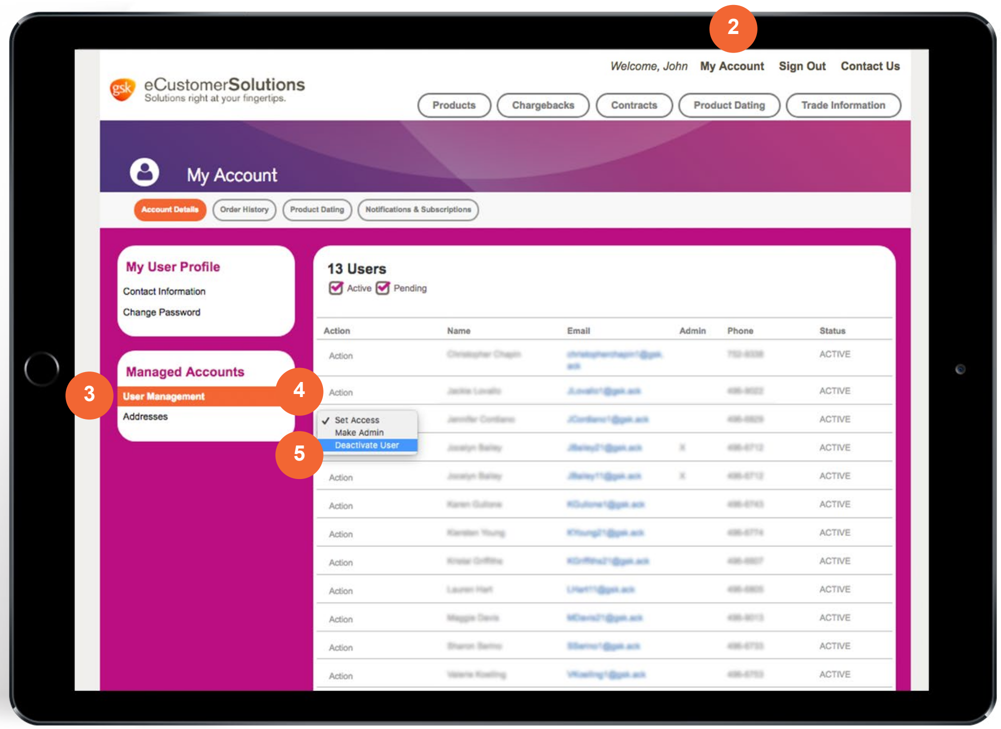
Note: Once the user activates and completes registration for his/her account, you will need to approve or reject the user's registration. To do this, click the Action drop down menu to the left of the user's name and select Approve User or Reject User.

Account Management
How do I deactivate a user from my account?

Follow the steps below to deactivate a user from your GSK eCustomer Solutions account (only an account admin can perform this action):

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **User Management** in the left sidebar.
4. Locate the user you wish to deactivate.
5. Click the **Action** drop down menu to the left of the user's name, select **Deactivate User** and confirm your selection.

The user is now removed from your User Management page and can no longer log into eCustomer Solutions.



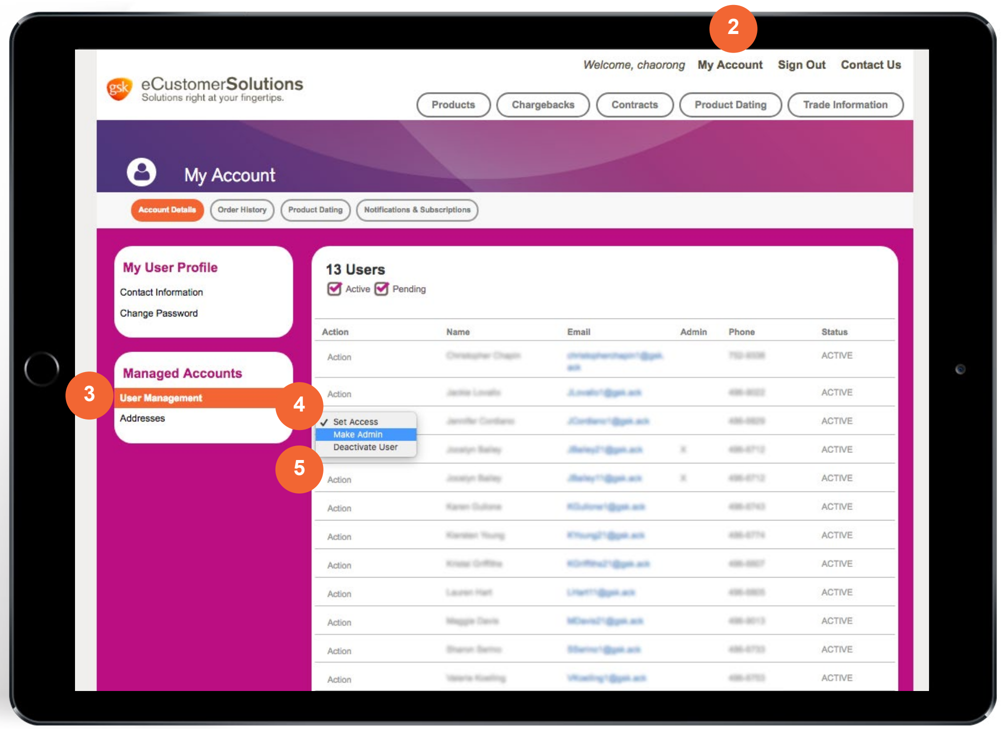
Note: Once a user is deactivated, the action cannot be undone. If you are unsure, click No when prompted to confirm your selection to cancel and return to the previous screen.

Account Management
How do I make a user an admin user?

Follow the steps below to make a user in your GSK eCustomer Solutions account an admin user (only an account admin can perform this action):

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **User Management** in the left sidebar.
4. Locate the user you want to make an admin.
5. Click the **Action** drop down menu to the left of the user's name, select **Make Admin** and confirm your selection.

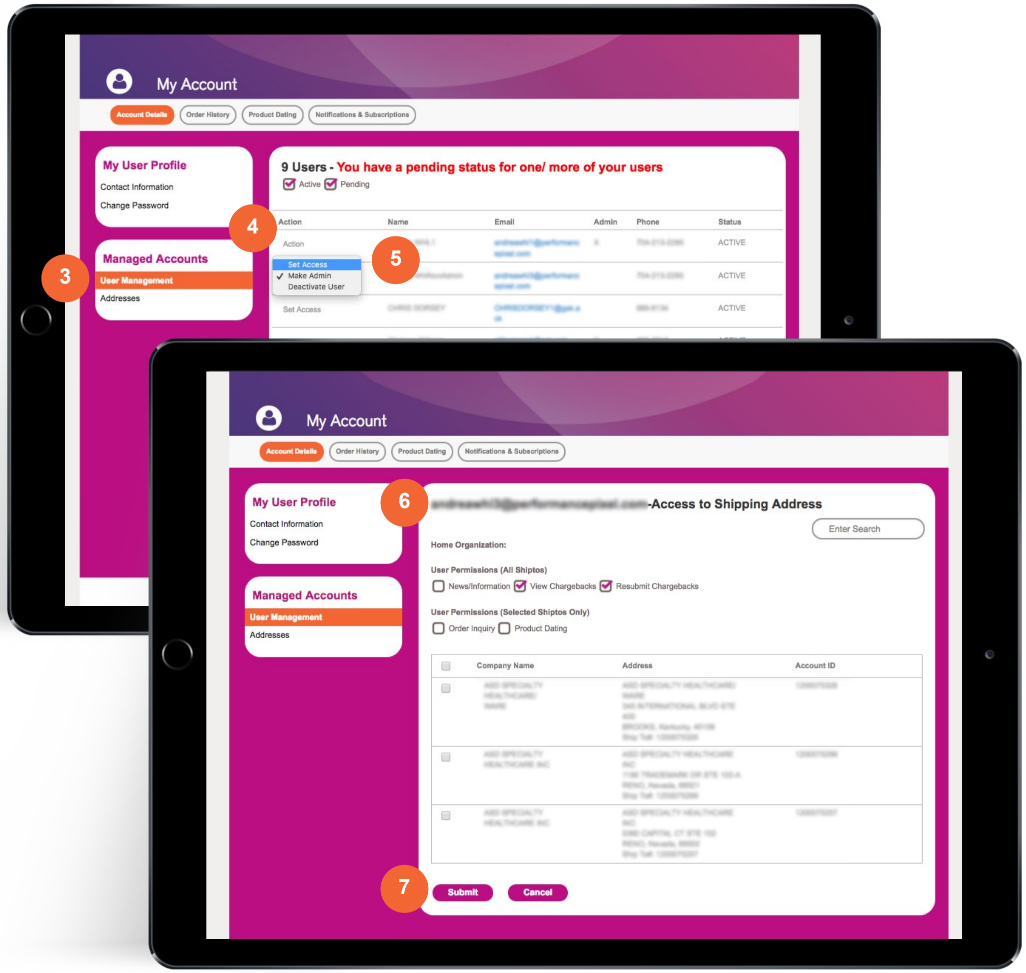
The user is now an admin user with permissions to add or deactivate users, make other users admins, and set other users' access.



Account Management
How do I set a user's access?

Follow the steps below to set access privileges for a user (only an account admin can perform this action):

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **User Management** in the left sidebar.
4. Locate the appropriate user.
5. Click the **Action** drop down menu to the left of the user's name and select **Set Access**.
6. You will be taken to the Access to Shipping Address page. There, you can select which permissions you would like that user to have, including receiving news and information, viewing and/or resubmitting chargebacks, order inquiries and product dating.
7. When you have selected the appropriate permissions, click **Submit**.

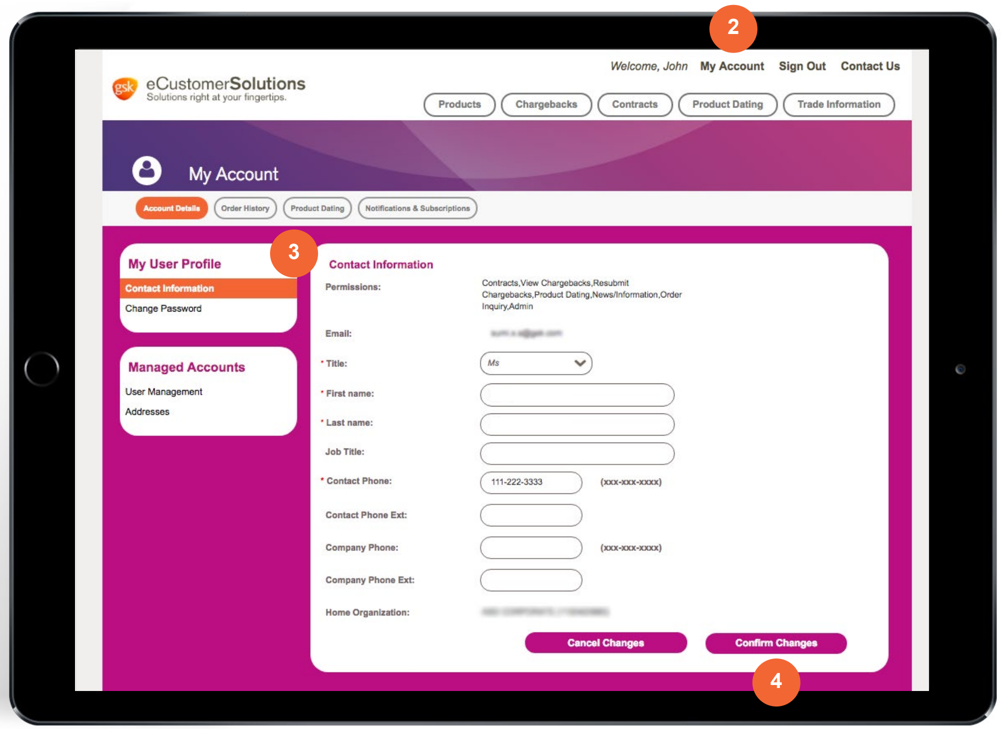


Note: When setting a user's access, permission to receive news and information and to view and/or resubmit chargebacks is applied to all Shiptos of the account. Permission to view order inquiries and product dating is applied to selected Shiptos only.

Account Management
How do I change my contact information?

You can easily change your contact information by following the steps below.

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page. You will automatically be taken to the Contact Information page.
3. Use the form on the right to add to or change your contact information.
4. When you are finished, click **Confirm Changes**.
5. You will see a message confirming that your profile has successfully been updated.

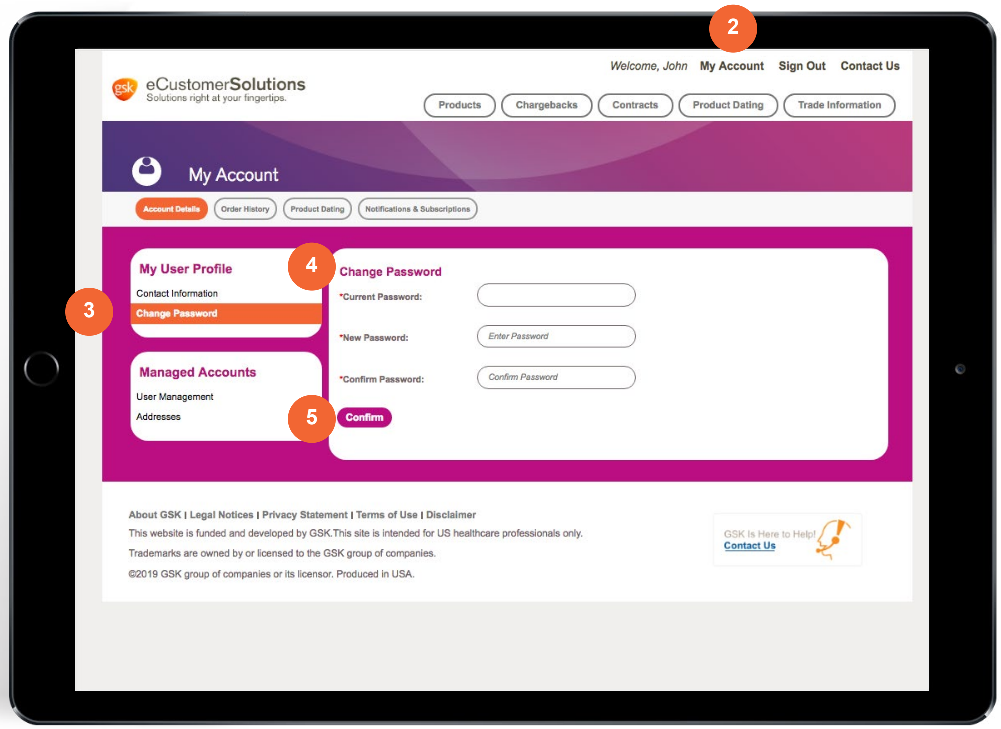


Note: You can not change your email address as it is used for your login.

Account Management
How do I change my password?

Changing your password is simple:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **Change Password** in the left sidebar.
4. Use the form on the right to enter your current password and desired new password.
5. Click **Confirm**.
6. You will see a message confirming that your password has successfully been changed.

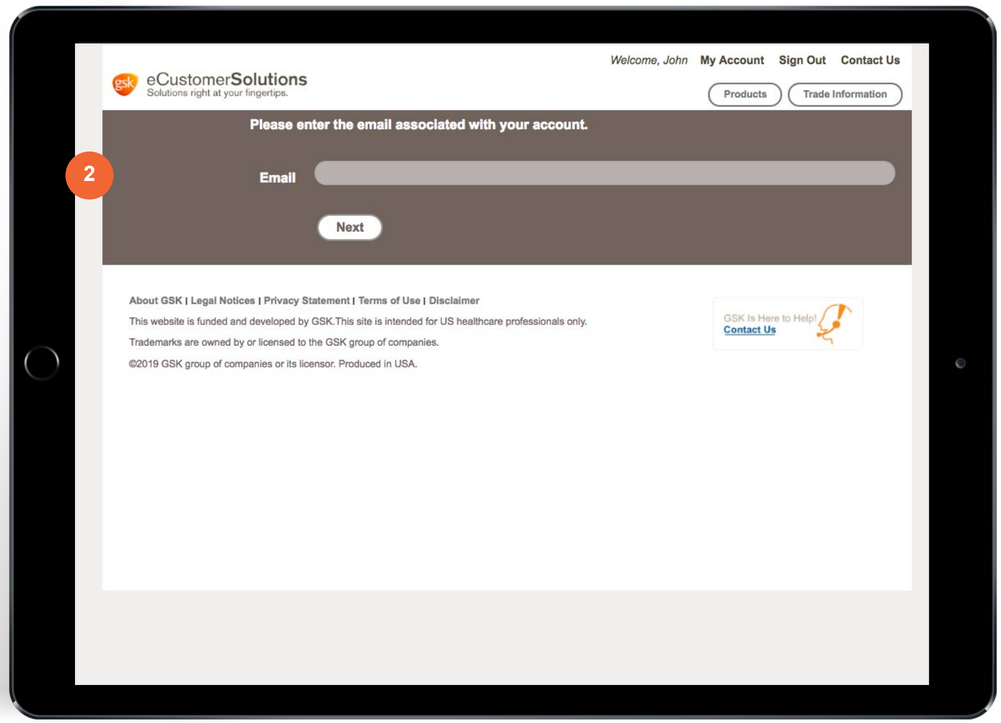


Note: If you receive an error message, retype your passwords and try again.

Account Management
How do I reset my password if I have forgotten it?

If you have forgotten your password, you can reset it by taking the following steps:

1. On the eCustomer Solutions login page, click **Forgot password?** located below the password field.
2. On the next page, enter the email address you use to log into your account.
3. An email will be sent to that address with a link to reset your password.
4. Click the link, enter a new password and confirm the password on the page that appears, and click **Reset Password**.

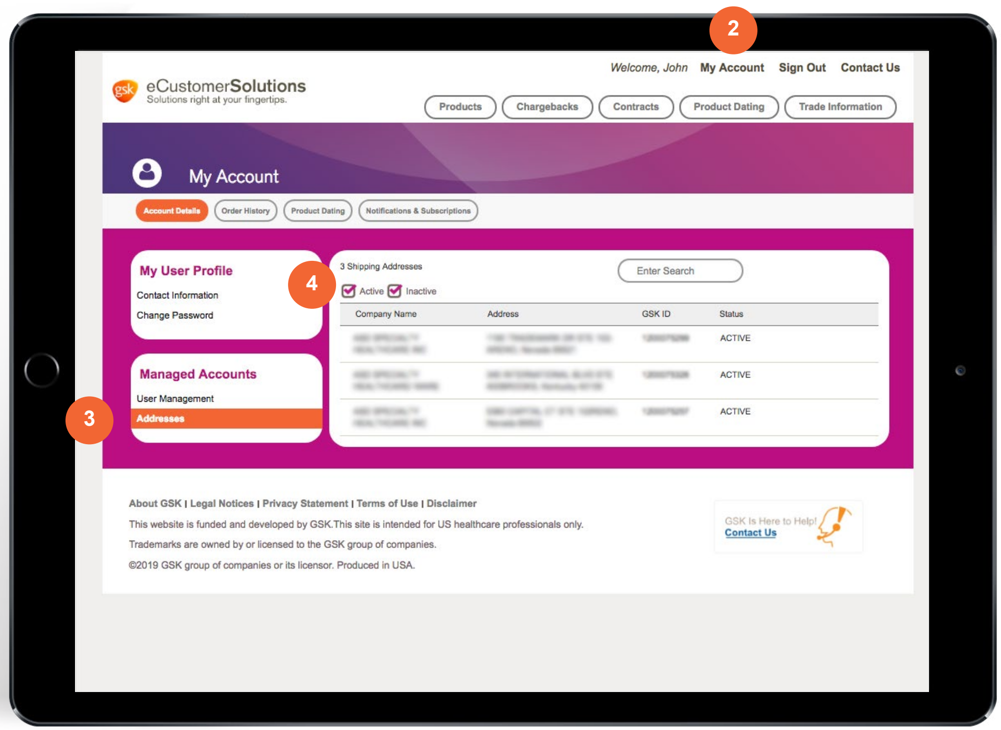


Note: After resetting your password, you will need to return to the eCustomer Solutions home page to log in again.

Account Management
How do I view my account address(es)?

Follow these steps to view the address(es) associated with your eCustomer Solutions account.

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **Addresses** in the left sidebar.
4. The address(es) associated with your account will appear on the right. To find an address, begin typing in the search bar and relevant results will appear below. You may also filter your search by clicking the **Active** and **Inactive** checkboxes.

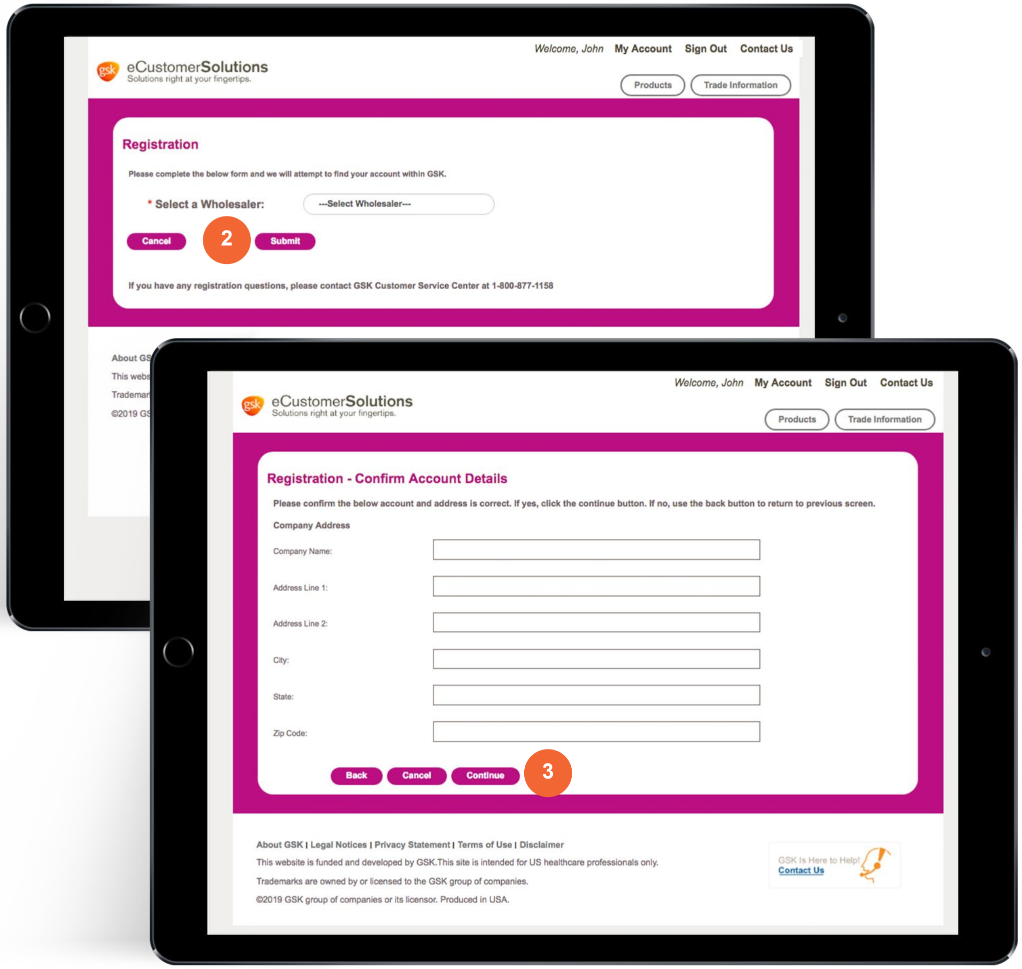


Section 2
Registration

Registration
How do I register as a wholesaler customer?

To register as a wholesaler customer, begin by following the steps for "setting up a new account". Then, follow the steps below:

1. When you are asked to select whether you are a Wholesaler/Distributor or a Contract Holder, select **Wholesaler/Distributor**.
2. Select your organization from the drop-down menu and click **Submit**.
3. Confirm your organization's address on the next page and click **Continue**.
4. Follow the prompts to complete your registration.

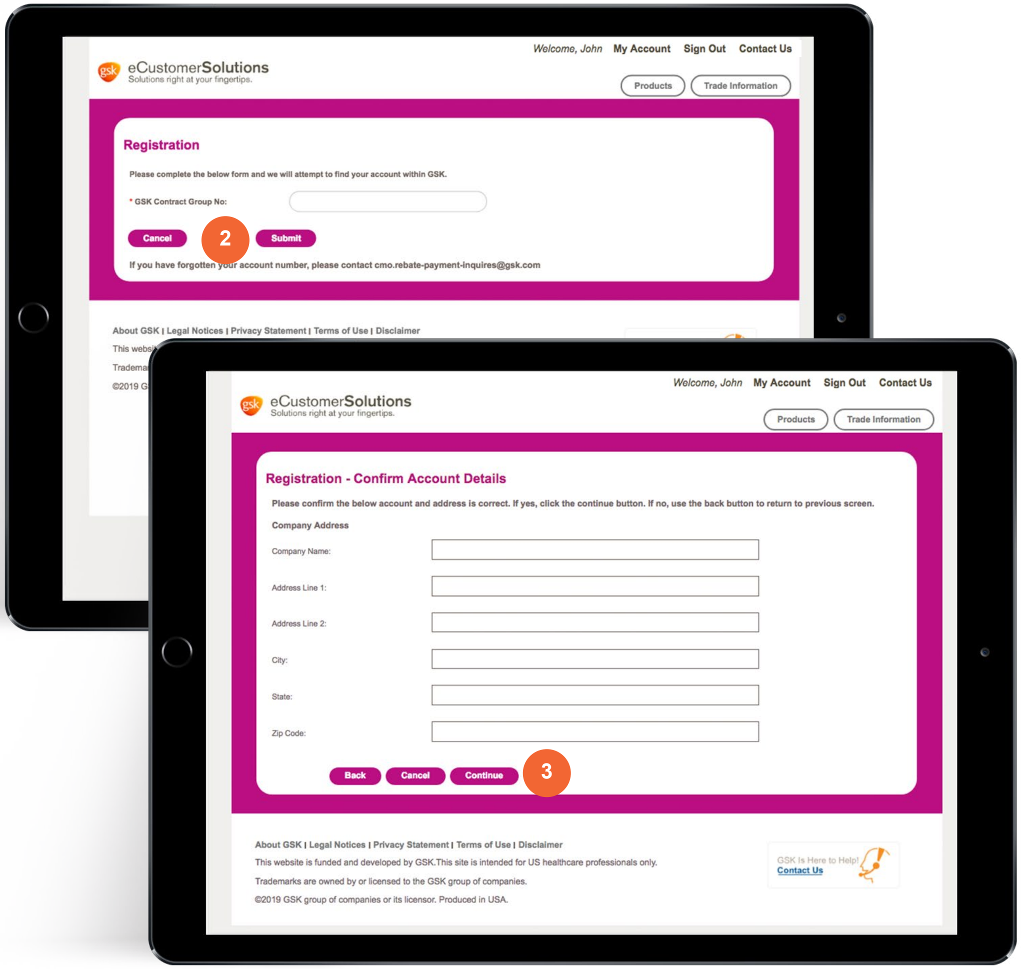


Note: If your organization is not listed, call GSK Customer Service at 1-800-877-1158.

Registration
How do I register as a contract holder customer?

To register as a contract holder, begin by following the steps for "setting up a new account". Then, follow the steps below:

1. When you are asked to select whether you are a Wholesaler/Distributor or a Contract Holder, select **Contract Holder**.
2. Enter your GSK Contract Group Number and click **Submit**.
3. Confirm your organization's address on the next page and click **Continue**.
4. Follow the prompts to complete your registration.



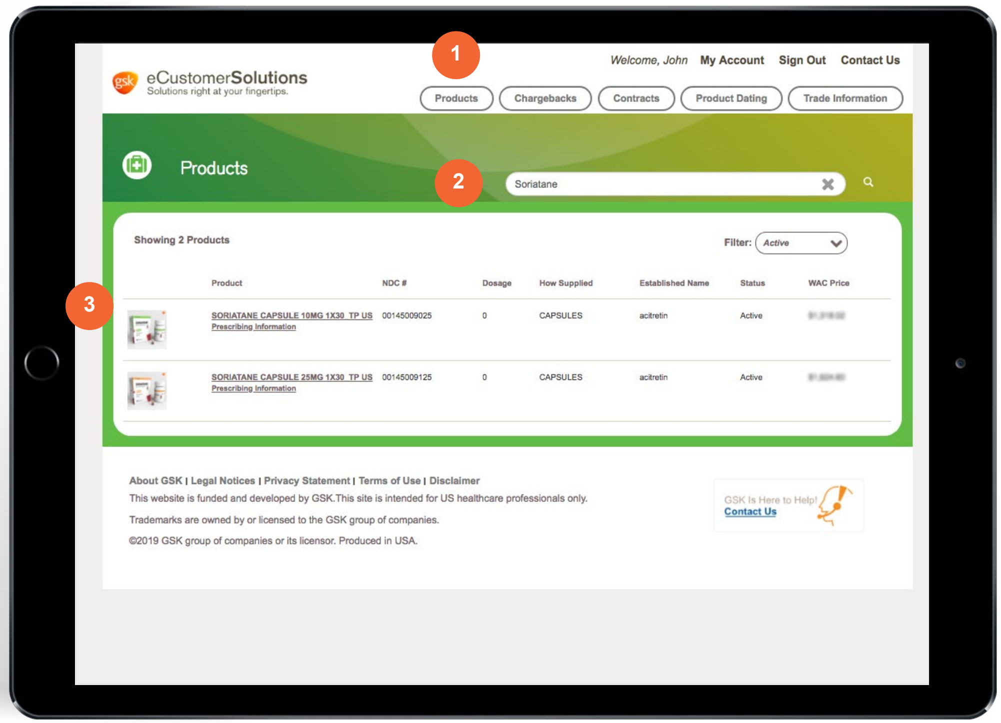
Note: If you do not know your group number, email cmo.rebate-payment-inquiries@gsk.com.

Section 3
Products

Products
How do I search for a product?

Follow these steps to search for a particular product:

1. Click **Products** in the navigation at the top of the page or click **Search Now** in the Products section on bottom left of the homepage.
2. Use the search bar at the top of the page to enter the product name or NDC number.
3. Relevant results will appear below, listing the product name, NDC number, dosage, how supplied, established name, status, and WAC price. Click on each product name for more detailed information.



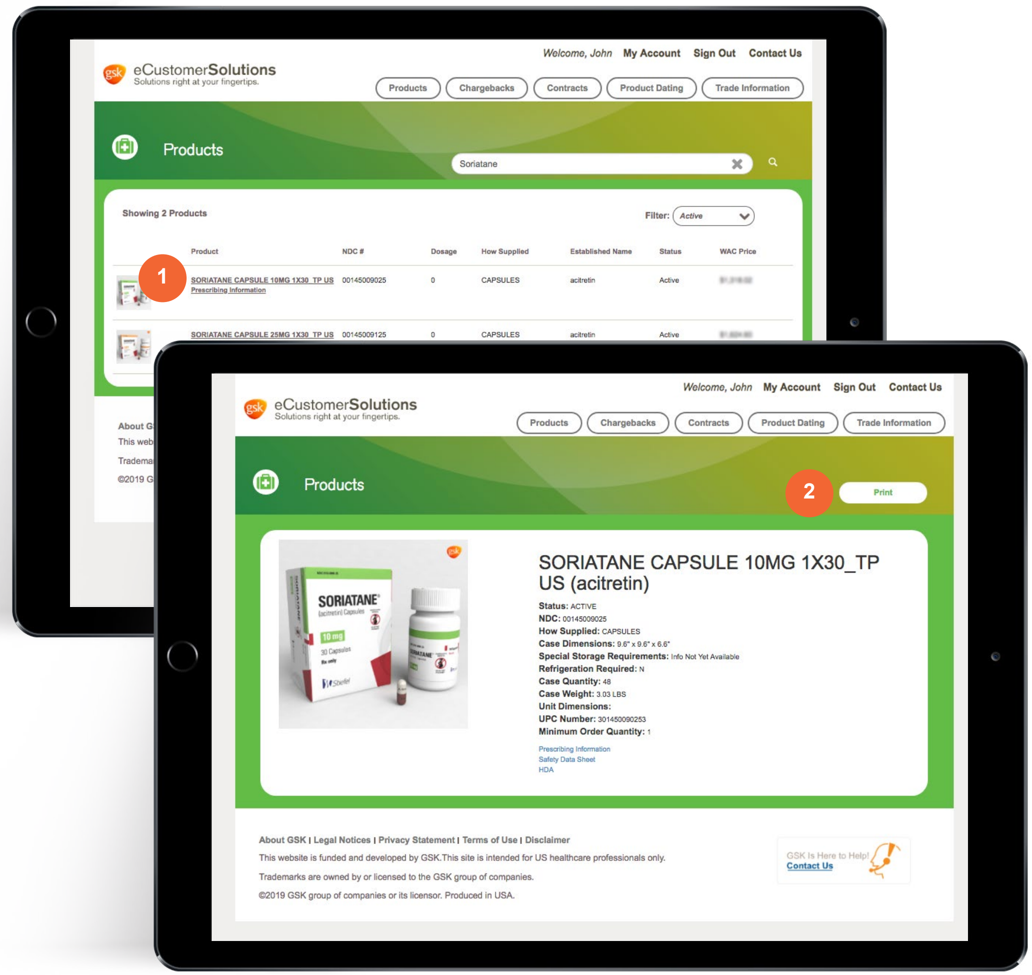
Note: Product search is available whether you are logged in or not. The WAC Price is only displayed for active products with status in 'Active', 'Backordered' or 'OutOfStock' to Wholesalers/Distributor users who have logged in.

Products
How do I view and print a product's detail information?

To find details on a particular product, start by following the steps for "How do I search for a product?".

1. When you find the product you're looking for, click on its name or image to see more information, including case dimensions, special storage requirements, case quantity and weight, and more.

2. To print a product's detail information, simply click **Print** in the upper right corner of the screen.

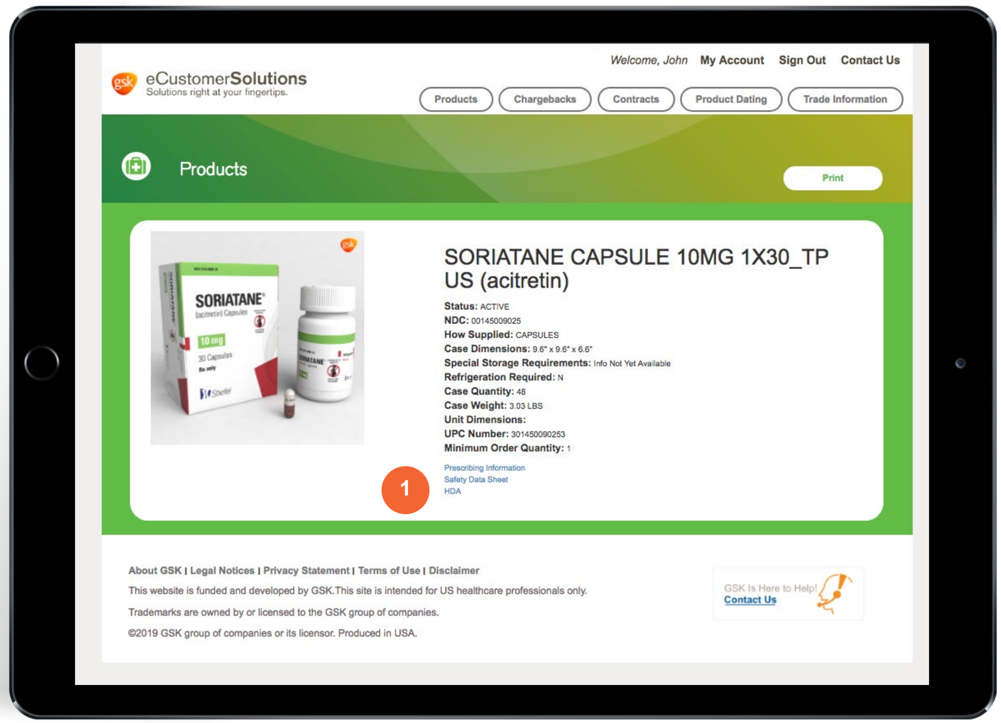


Note: On this page you will also find links to view the product's Prescribing Information, Safety Data Sheet, and HDA.

Products
How do I view a product's HDA information?

HDAs are currently only available on eCustomer Solutions for some NDCs. To see a particular product's HDA, if available, start by following the steps for "How do I view a product's detail information?".

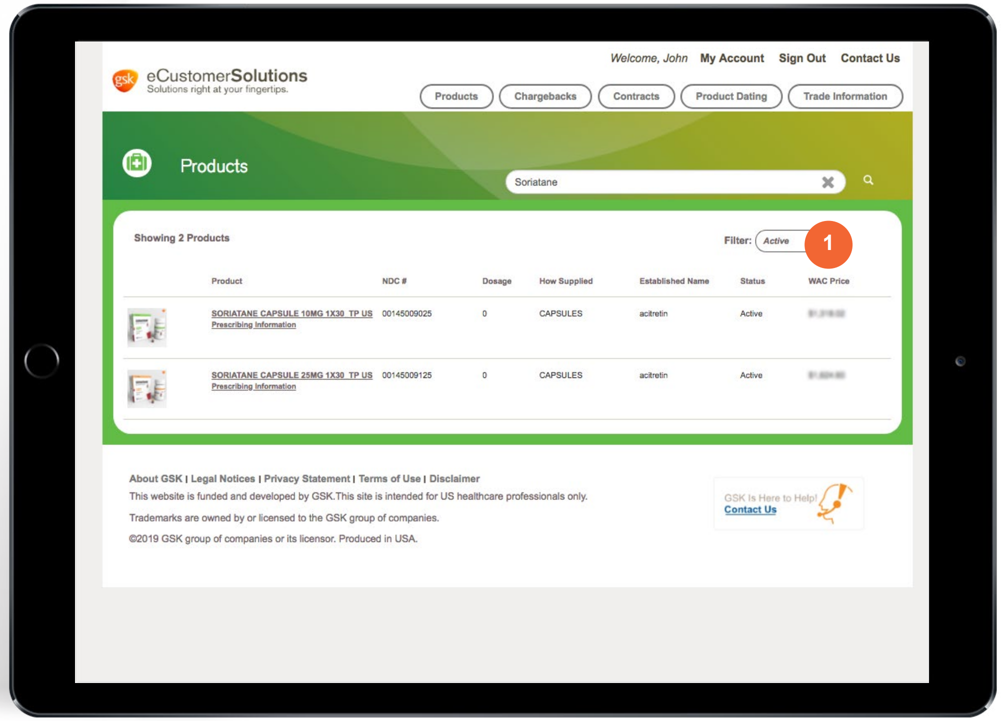
1. When you have found the product's detail information, click the blue **HDA** link at the bottom of the page and save the file to your computer.



Products
How do I view a product's WAC price?

A product's WAC price is listed on the main Products page. To find a specific product, follow the steps for "[How do I search for a product?](#)".

1. When you find the product you're looking for, its WAC price will be listed in the column on the far right.



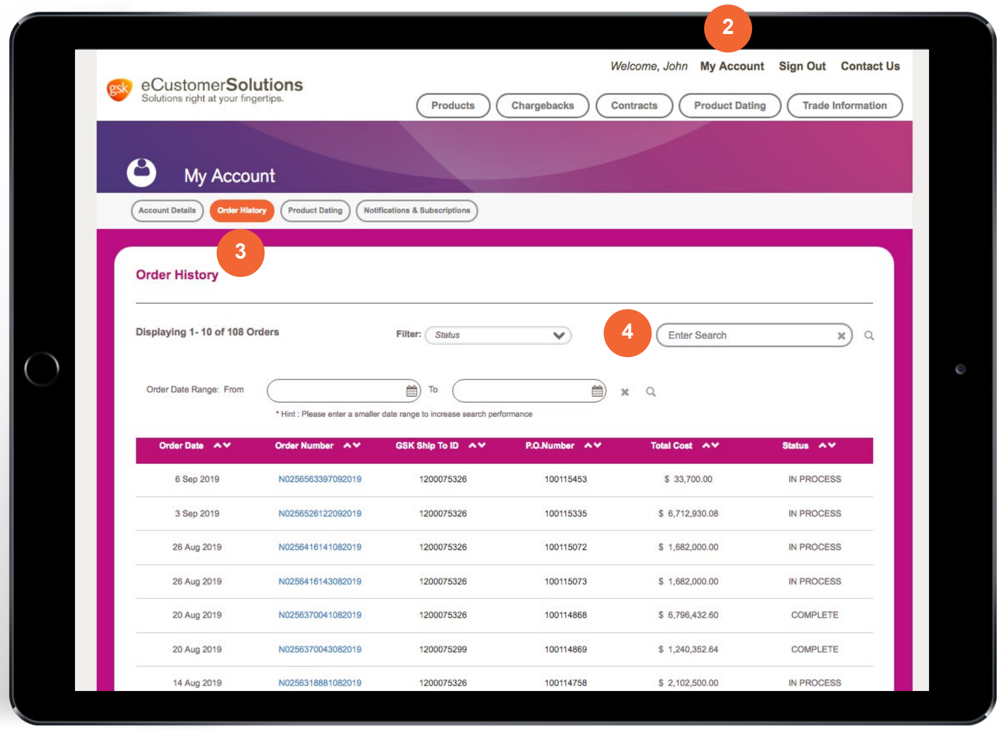
Note: A product's WAC price is only shown to logged in Wholesaler/Distributor users and is not displayed to users who have not logged in or contract holders.

Section 4
Order History

Order History
How do I search orders?

Searching for an order in your order history is simple (only a Wholesaler/Distributor customer can perform this action):

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **Order History** below the purple bar at the top. Your full order history will appear below.
4. There are 3 distinct ways you can search for orders:
   - Use the drop-down menu to filter by Order Status
   - Enter an Order Number, Purchase Order Number, or ShipTo in the Search box
   - Enter an Order Date Range

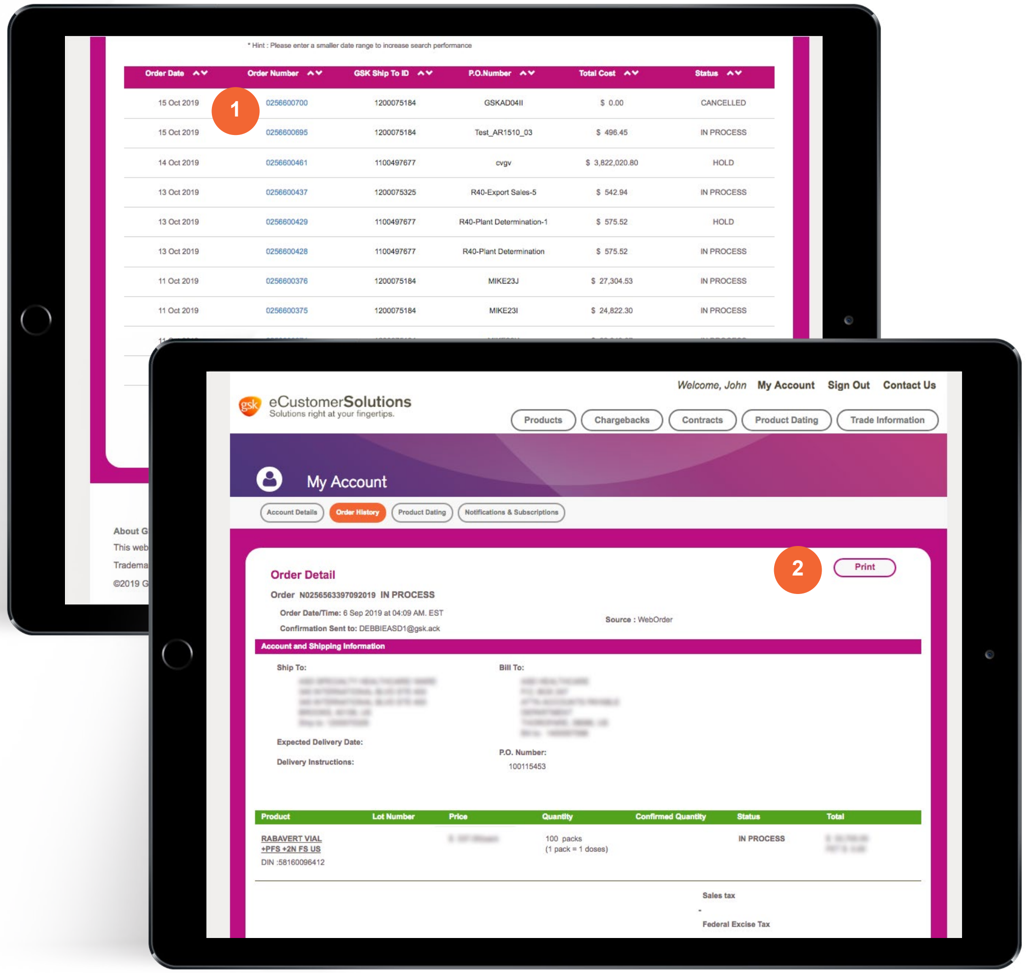


Order History
How do I view and print an order detail?

To view an order detail, start by following the steps above for "How do I search orders?".

1. When you have found the desired order, click the blue order number to view its details, including the date and time the order was placed, P.O. number, order status, total amount, and more.

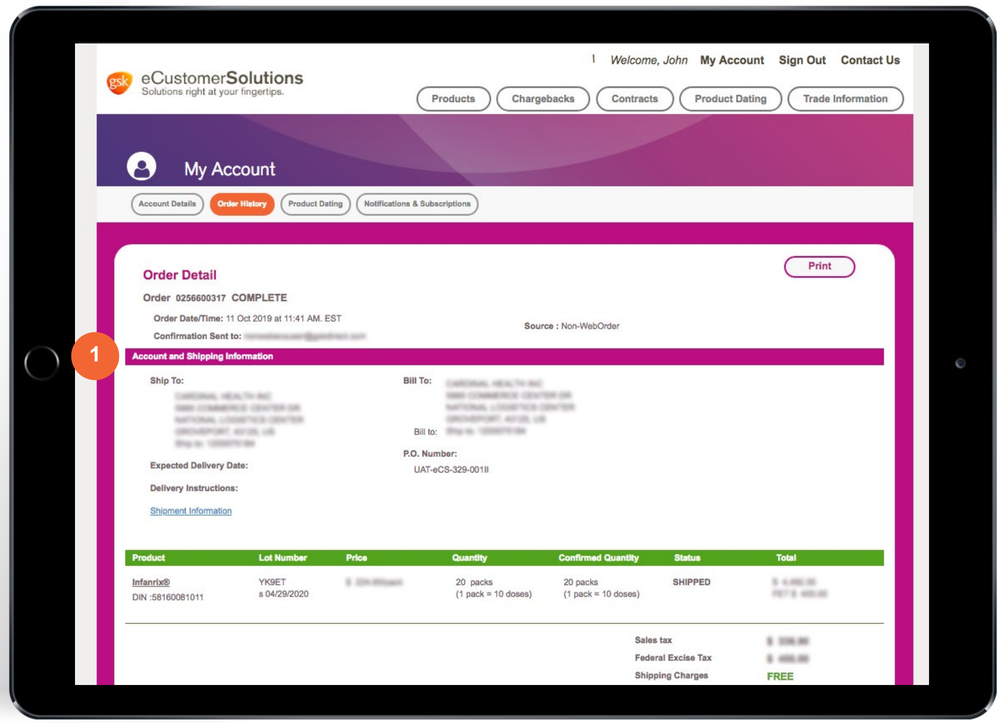
2. To print an order detail, simply click **Print** in the upper right corner of the page.



Order History
How do I view an order's shipment information?

To view an order's shipment information, start by following the steps for "[How do I view and print an order detail?](#)".

1. The order's shipment information is on the order detail page, below **Account & Shipping Information**. There you'll find the ship-to and bill-to addresses, expected delivery date, and any special delivery instructions you have requested, including shipment information.

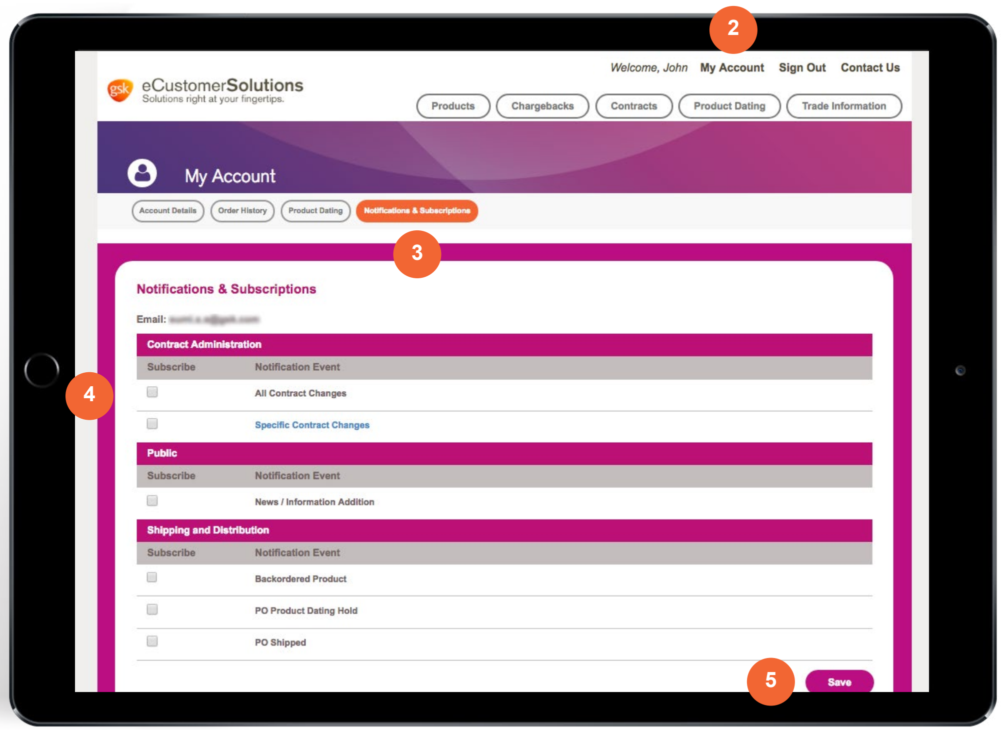


Section 5
Notifications & Subscriptions

Notifications & Subscriptions
How do I subscribe to email notifications?

To subscribe to email notifications, follow the steps below:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
3. Click **Notifications & Subscriptions** below the purple bar at the top.
4. Check the boxes next to the events for which you wish to receive email notifications. Uncheck the boxes next to the events you do not wish to subscribe to.
5. Click **Save**.



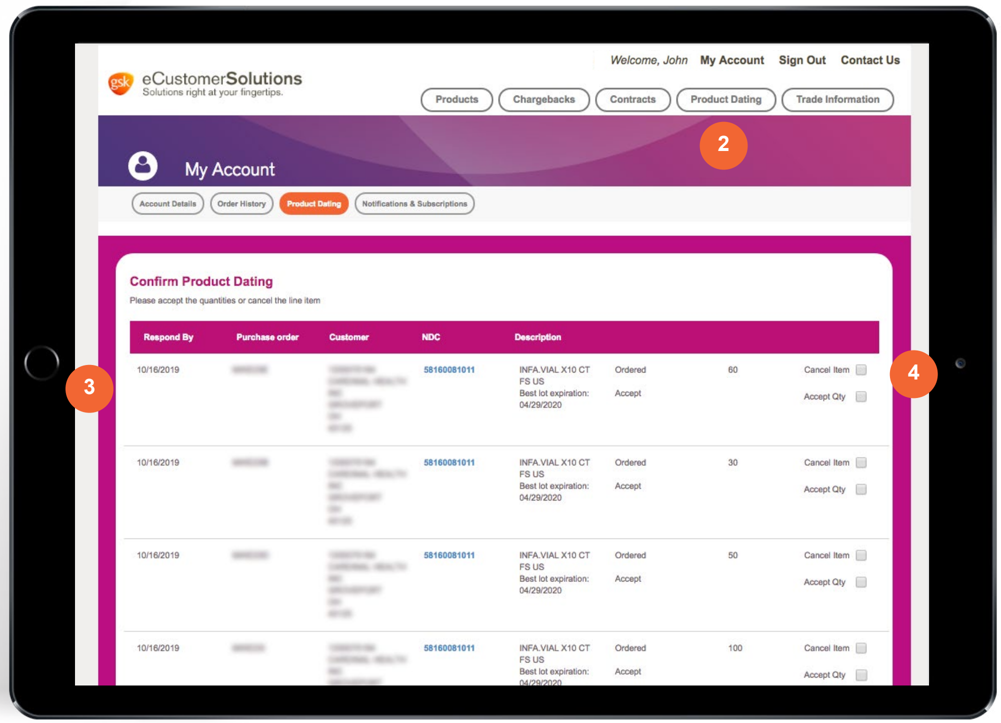
Note: Shipping and Distribution Notifications are only available to Wholesaler/Distributor customers.

Section 6
Product Dating

Product Dating
How do I view, accept, or cancel product dating items?

View all orders that require product dating confirmation by following the steps below (only a Wholesaler/Distributor customer can perform this action):

1. Log in to your GSK eCustomer Solutions account.
2. Click **Confirm Product Dating** in the **My Account** section or click **Product Dating** at the top of the page.
3. All orders that require product dating confirmation will appear below.
4. Then, click Accept or Cancel for appropriate orders.



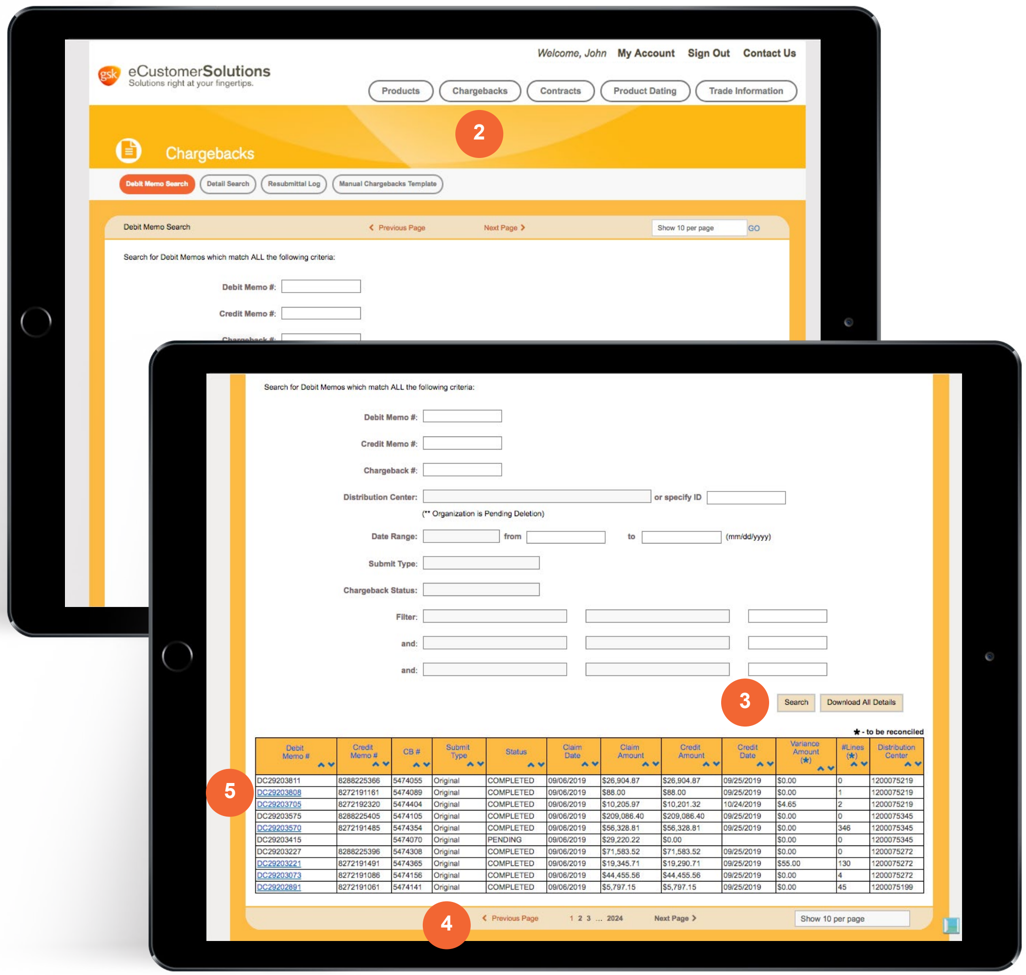
Note: Review Product Dating items within 5 business days to avoid cancellation.

Section 7
Chargebacks

Chargebacks
How do I search for a chargeback by debit memo number?

Follow these steps to search for a chargeback by debit memo number (only a Wholesaler/Distributor customer can perform this action):

1. Log in to your GSK eCustomer Solutions account.
2. Click **Chargebacks** in the navigation at the top of the page or click **Access Chargebacks** in the Contract Information & Chargeback section on the homepage.
3. You will automatically be taken to the Debit Memo Search page. Enter your detail information for your search criteria and click **Search**.
4. All chargebacks that match your search criteria will appear at the bottom of the page. Click **Previous Page** and **Next Page** to advance to the next page of search results or go back to a previous page.
5. When you find the desired chargeback, click its debit memo number in the first column to see details. If Debit memo does not have variance, the data will not be highlighted to view.

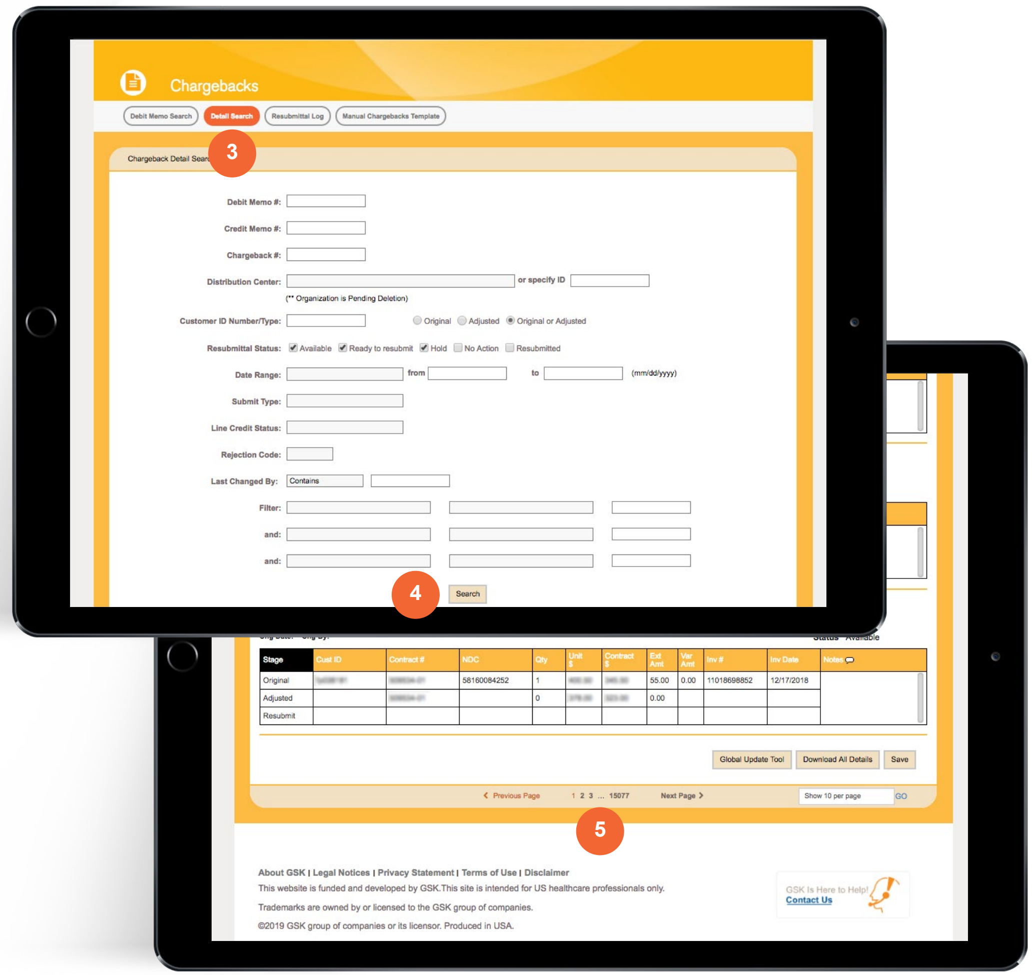


Note: You can easily sort the list of chargebacks by Debit Memo Number, Credit Memo Number, Status, Claim Date, etc. using the blue arrows at the top of the search results for each column.

Chargebacks
How do I search for a chargeback by detail line?

To search for a specific chargeback using other details, follow the steps below:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Chargebacks** in the navigation at the top of the page or click **Access Chargebacks** in the Contract Information & Chargeback section on the homepage.
3. Click **Detail Search** below the yellow bar at the top.
4. Enter your detail information for your search criteria and click **Search**. Transactions paid in full without variance do not display.
5. Chargebacks that match your search criteria will appear. Click **Previous Page** and **Next Page** to advance to the next page of search results or go back to a previous page.



Note: You can also access the details of a chargeback by searching for a debit memo on the Debit Memo Search page and clicking on the desired search result.

Chargebacks
How do I resubmit a chargeback?

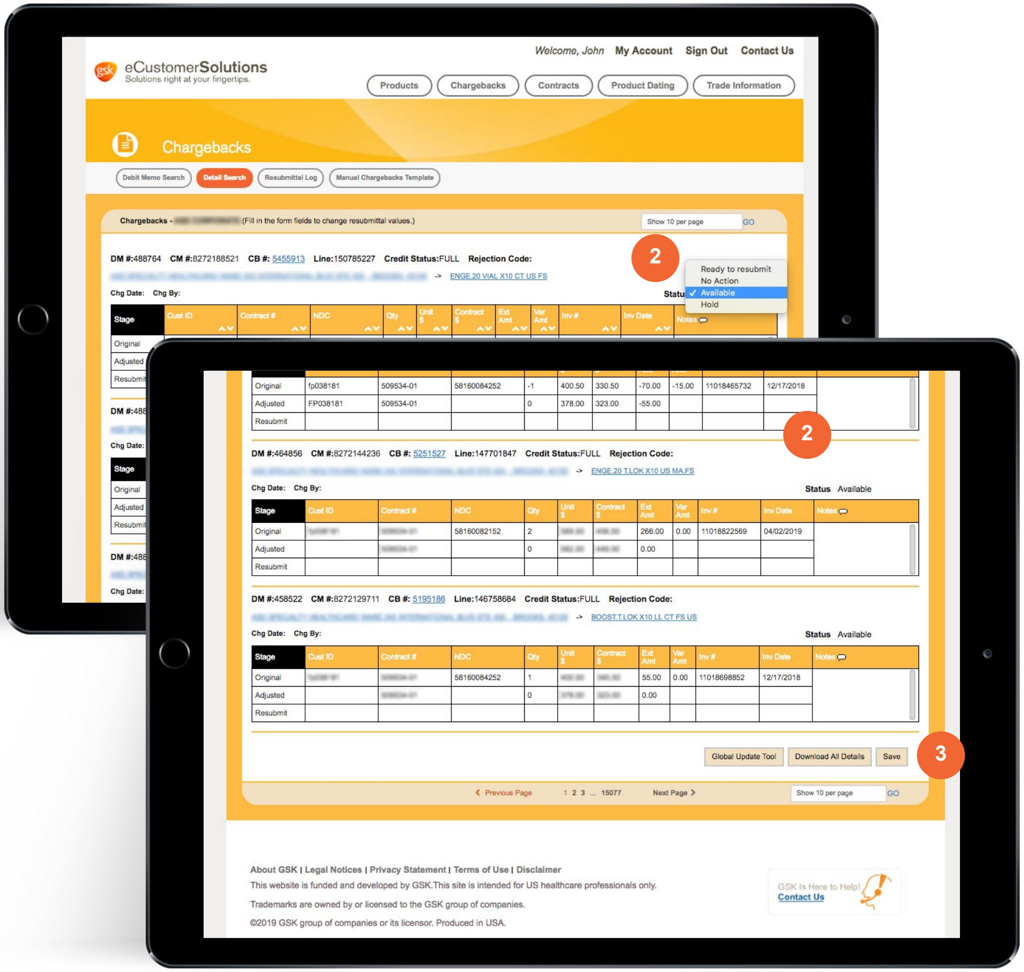
If you need to resubmit a chargeback, follow the steps below:

1. Find the desired chargeback by following the steps for "How do I search for a chargeback by detail line?" or "How do I search for a chargeback by debit memo number?".

2. One or more of the following fields must be populated for Resubmission: Customer ID (e.g., Member DEA, HIN, 340B, PRSL), Contract # (e.g.,507689-15), or free form Note (80 characters including spaces).

   You may change its status using the "Ready to Submit" drop-down menu, fill in the form fields to change resubmittal values, or enter notes.

3. When you have finished making changes, click **Save**. A confirmation with the number of detail lines updated will display.



Chargebacks
How do I resubmit chargebacks in a batch fashion?

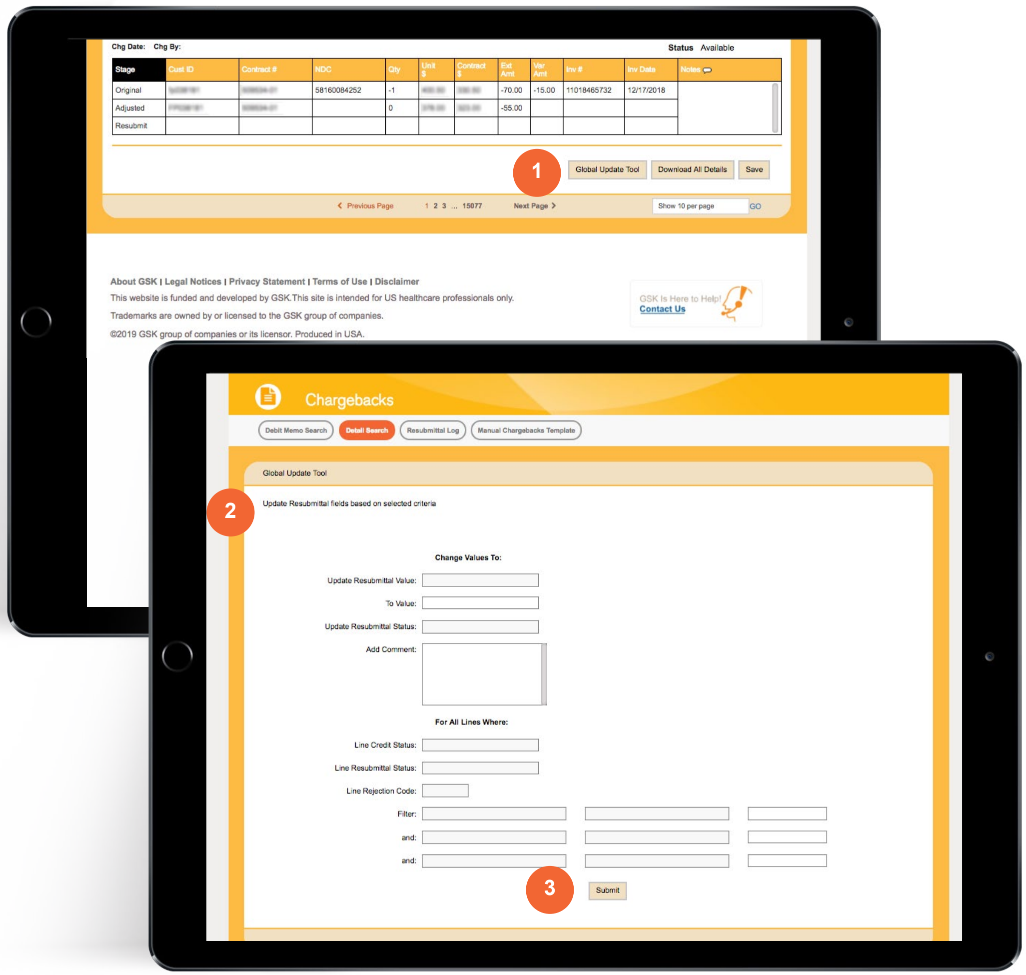
To resubmit a chargeback in a batch fashion, use the Global Update Tool. Start by following the steps for "searching a chargeback by detail line" and then continue with the steps below.

1. Click **Global Update Tool** at the bottom of the search results.

2. One or more of the following fields must be populated for Resubmission: Customer ID (e.g., Member DEA, HIN, 340B, PRSL), Contract # (e.g.,507689-15), or free form Note (80 characters including spaces).

   You may change its status using the "Ready to Submit" drop-down menu, fill in the form fields to change resubmittal values, or enter notes.

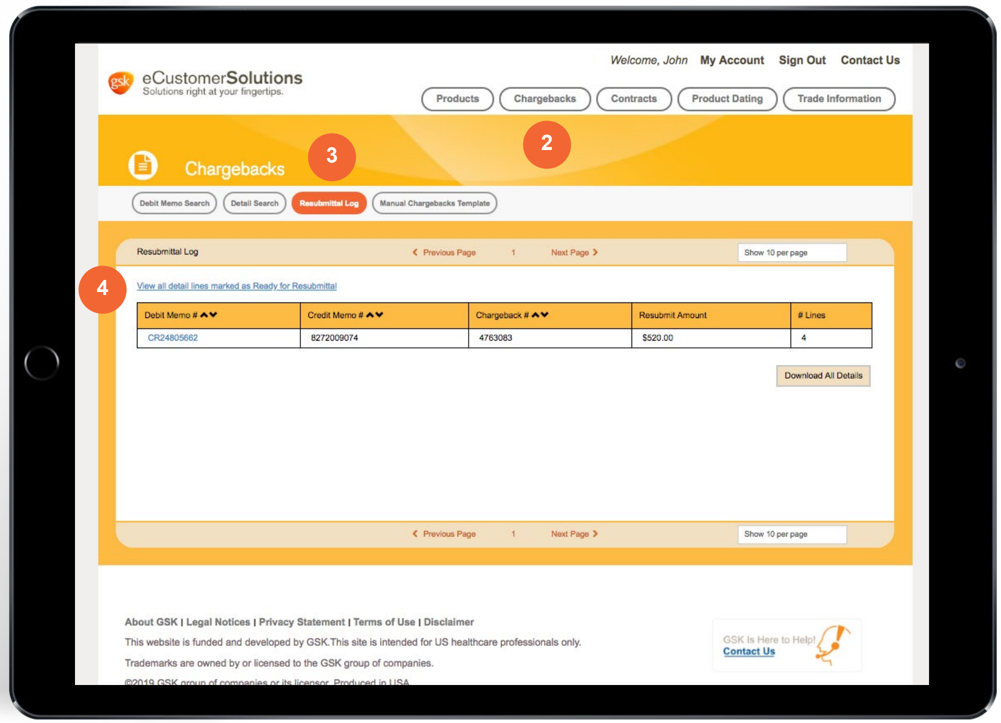
3. Click **Submit**. A confirmation with the number of detail lines updated will display and will be available to view by selecting the row.



Chargebacks
How do I view the chargebacks I've resubmitted today?

To view, follow the steps below.

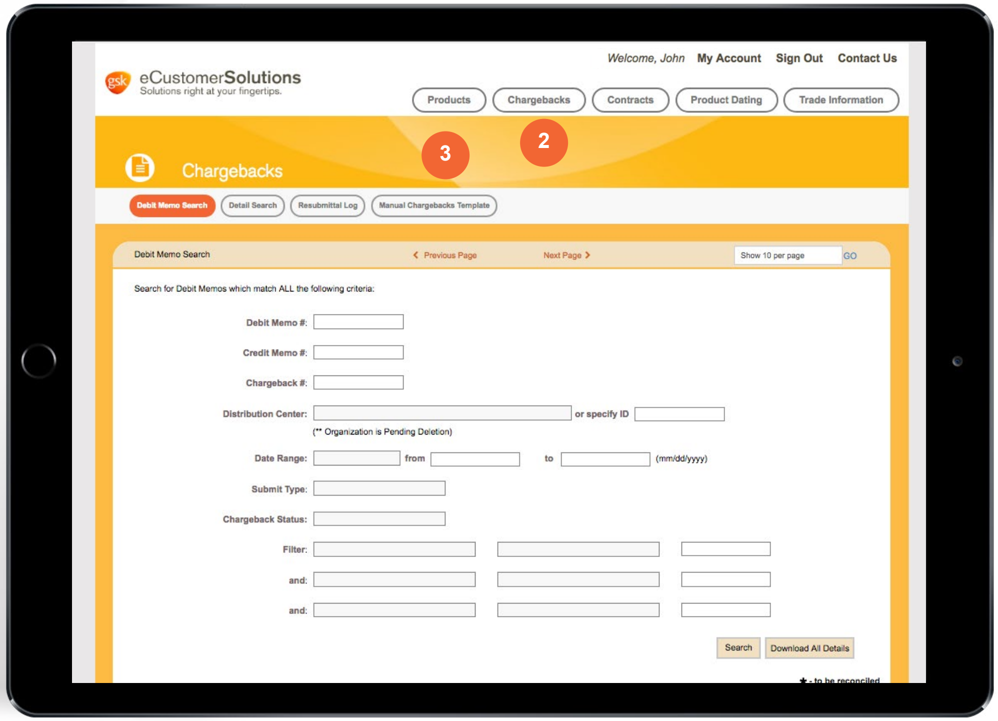
1. Log in to your GSK eCustomer Solutions account.
2. Click **Chargebacks** in the navigation at the top of the page or click **Access Chargebacks** in the Contract Information & Chargeback section on the homepage.
3. Click **Resubmittal Log** below the yellow bar at the top.
4. A list of detail lines ready for resubmittal will appear. These chargebacks will be resubmitted for processing and will be available to view by selecting the row.



Chargebacks
How do I use the manual chargebacks template?

The manual chargebacks template is available for download on the Chargebacks page:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Chargebacks** in the navigation at the top of the page or click **Access Chargebacks** in the Contract Information & Chargeback section on the homepage.
3. Click **Manual Chargebacks Template** below the yellow bar at the top. The template will automatically download to your computer as a file called “CARS-MANUAL-CHARGEBACKS-TEMPLATE.xls”.
4. Open the file and enter the information for the chargeback.
5. Once you’ve completed the form, email it to your assigned GSK Chargebacks Analyst.

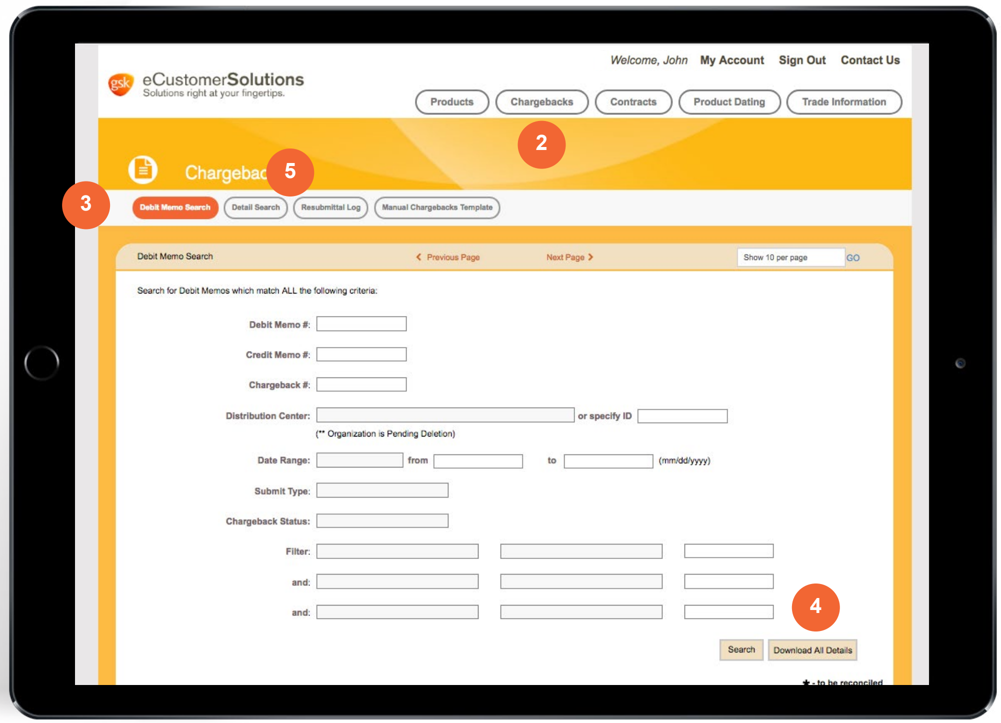


Note: Use the orange boxes at the top of the template as guidance for the kind of information to enter in each column.

Chargebacks
How do I download all details?

If you would like to download all chargeback details, follow the steps below:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Chargebacks** in the navigation at the top of the page or click **Access Chargebacks** in the Contract Information & Chargeback section on the homepage.
3. You will automatically be taken to the Debit Memo Search page. Complete your search and then click **Download All Details** in the bottom right corner of the page.
4. A file called "download_chargeback.csv" will automatically download to your computer.
5. You may also download all details by clicking the same **Download All Details** button that appears on the Detail Search and Resubmittal Log pages.

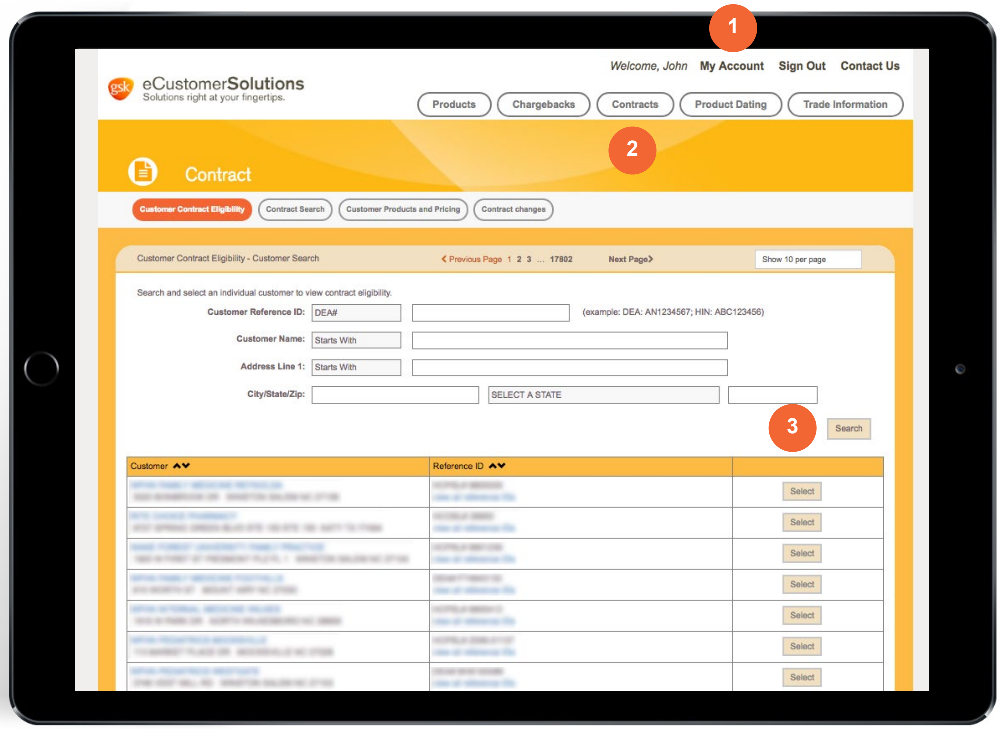


Section 8
Contracts

Contracts
How do I search customer contract eligibility?

Follow these steps to search for a customer contract eligibility:

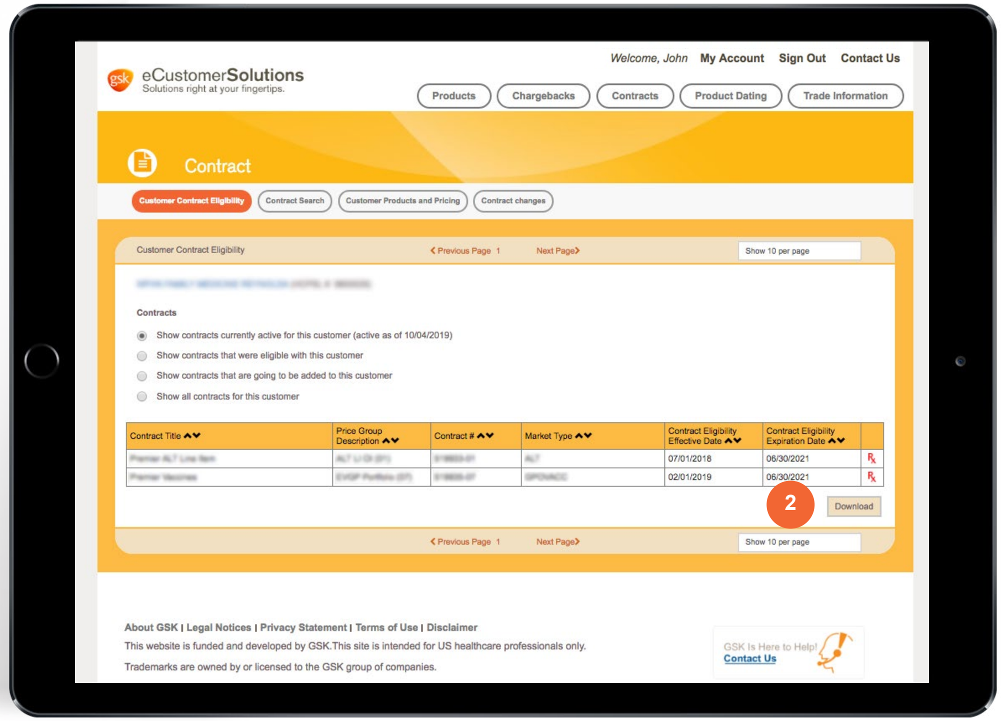
1. Log in to your GSK eCustomer Solutions account.
2. Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
3. You will automatically be taken to the Customer Contract Eligibility page. Enter as much information as you want and click **Search**.
4. All contracts that match your search criteria will appear. Click **Previous Page** and **Next Page** to advance to the next page of search results or go back to a previous page.



Contracts
How do I download a customer contract eligibility detail?

To download a customer contract eligibility detail, start by following the steps for "How do I search for a customer contract eligibility?". Then, follow the steps below:

1. When you find the desired customer contract eligibility in the search results, click **Select**.
2. On the next page, click **Download** at the bottom of the page. A file called "customer_contract_ eligibility.csv" will automatically download to your computer.

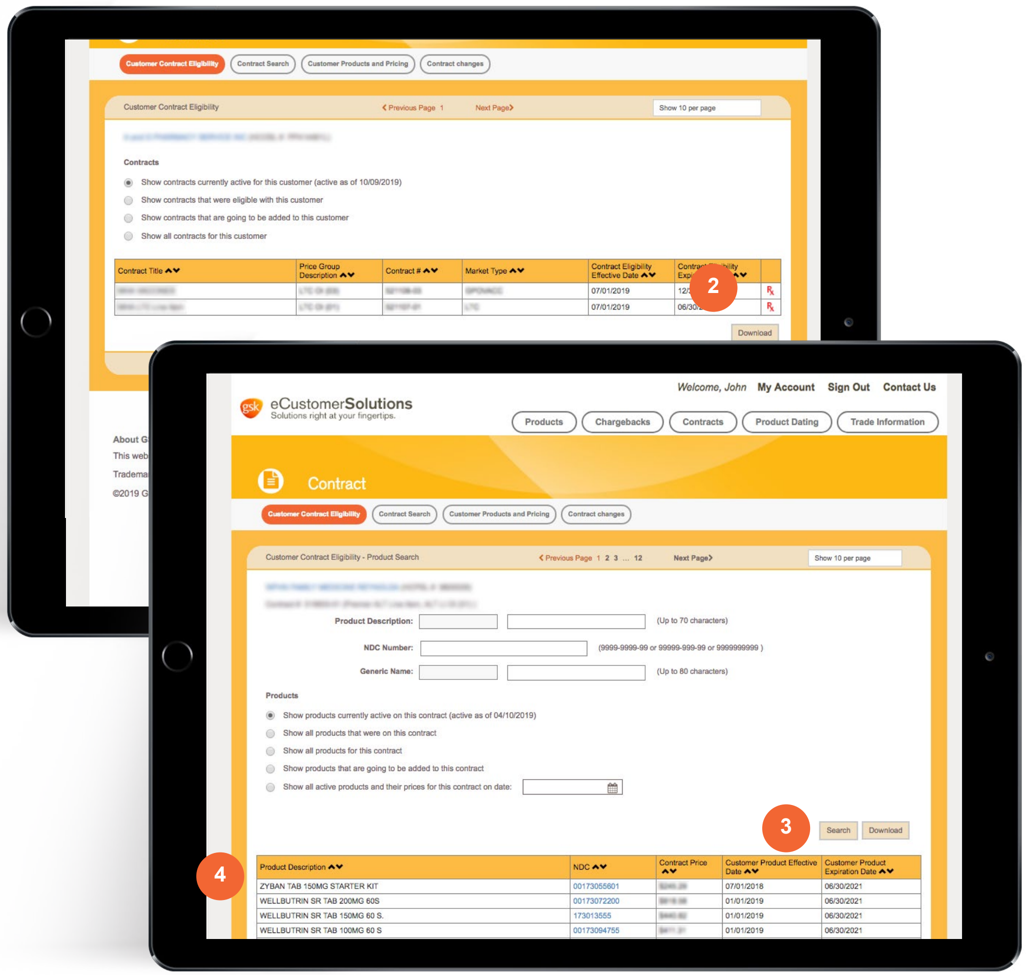


Note: On this page, you may also change the type of contracts that appear for this customer.

Contracts
How do I search products on a customer contract eligibility?

To search products on a customer contract eligibility, first follow the steps for "[How do I search a customer contract eligibility?]". Then follow the steps below:

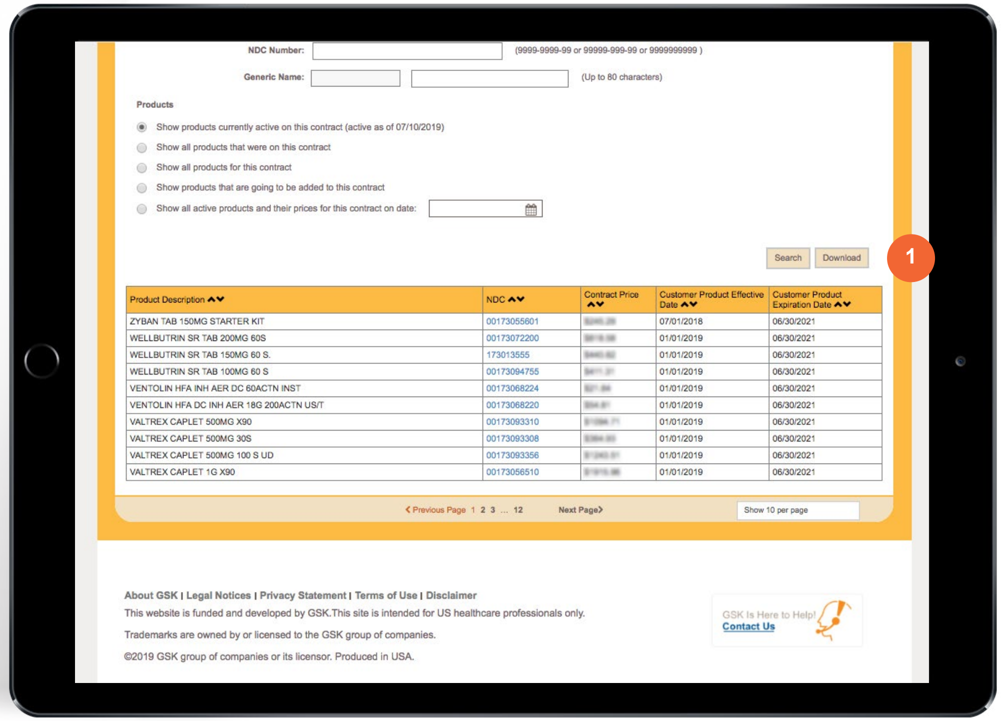
1. When you find the desired customer contract eligibility, click **Select**.
2. On the next page, click the ℞ icon to go to the Customer Contract Eligibility – Product Search page.
3. Enter as much information as you can and click **Search**.
4. All products on the customer contract eligibility that match your search criteria will appear at the bottom of the page.



Contracts
How do I download products on a customer contract eligibility?

Follow the steps below for an automatic download:

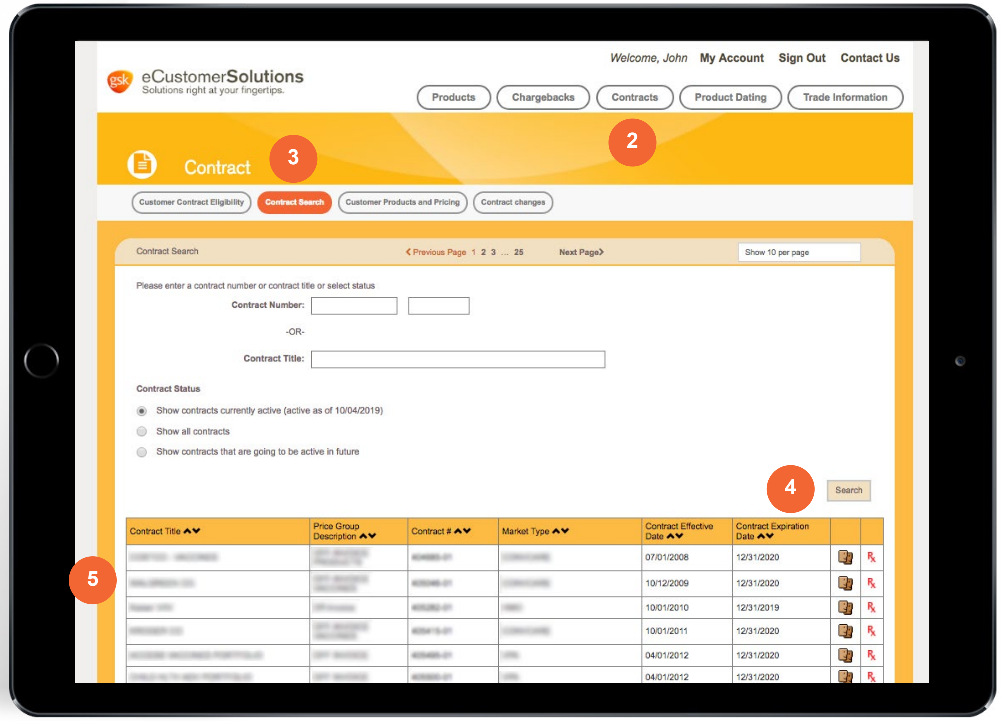
1. Go to the Customer Contract Eligibility – Product Search page and click Download. A file called "customer_products.csv" will automatically download to your computer.



Contracts
How do I search contracts?

Searching for a contract is similar to searching for a customer contract eligibility:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
3. Click **Contract Search** at the top, below the yellow bar.
4. Fill out as much information as you want and click **Search**.
5. All contracts that match your search criteria will appear at the bottom of the page.

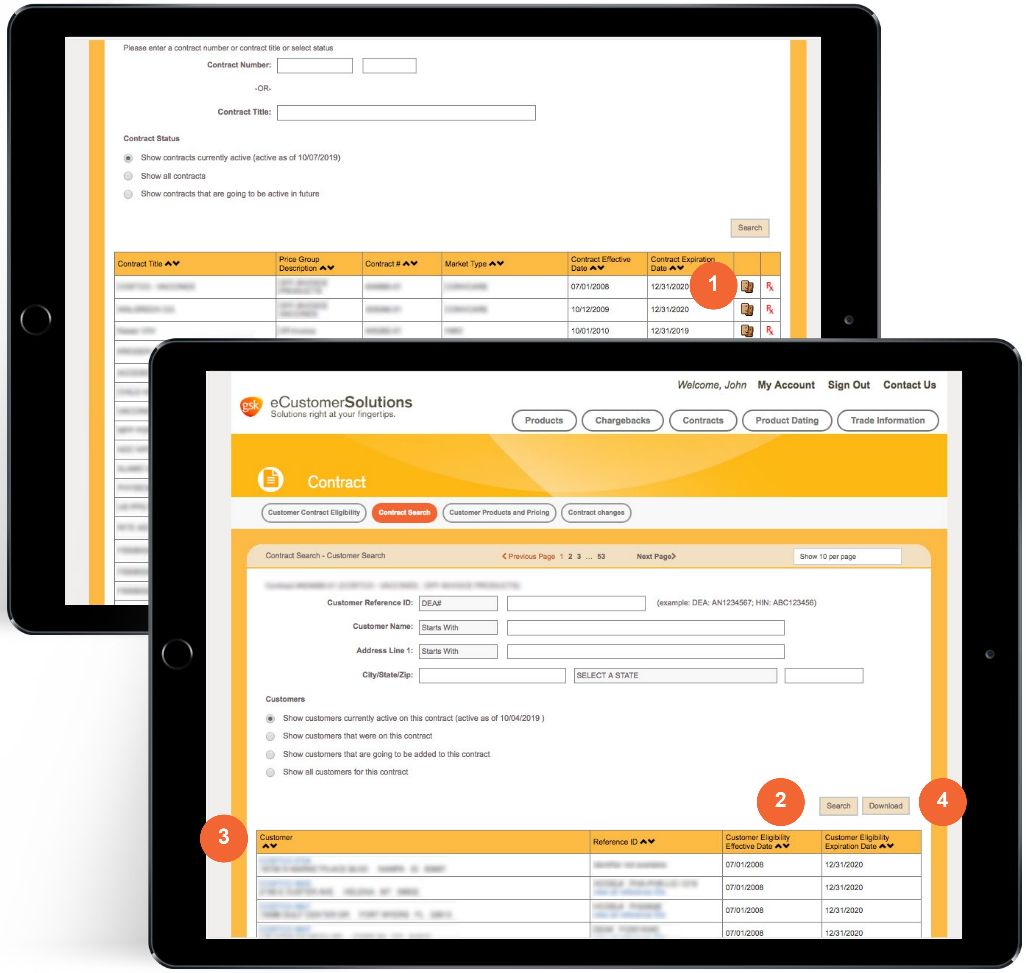


Note: If you are a Wholesaler/Distributer, you will see all contracts associated with your search criteria. If you are a Contract Holder, the results will only display your assigned contracts.

Contracts
How do I search customers on a contract?

To find a customer on a contract, start by following the steps for "How do I search contracts?". Then:

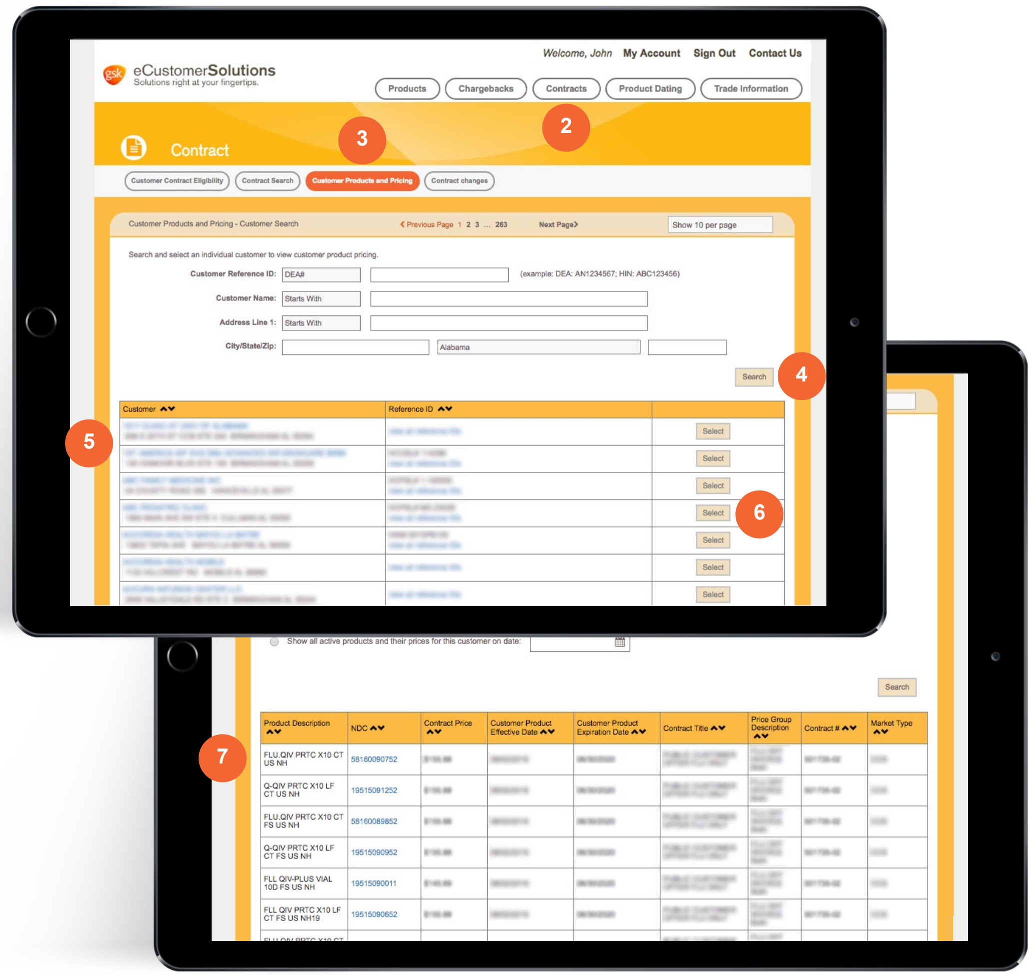
1. When you find the desired contract, click the icon to go to the Contract Search – Customer Search page.
2. Enter as much information as you want and click **Search**.
3. Customers on the contract that match your search criteria will appear at the bottom of the page.
4. To download the search results, click **Download**, and a file called "contract_customer.csv" will automatically download to your computer.



Contracts
How do I search a customer's products and pricing?

To find a customer's products and pricing:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
3. Click **Customer Products and Pricing** at the top, below the yellow bar.
4. Fill out as much information as you want and click **Search**.
5. All customers that match your search criteria will appear at the bottom of the page.
6. When you find the desired customer in the search results, click **Select**.
7. All products and pricing for that customer will appear at the bottom of the page.



Contracts
How do I view my contract changes that have occurred in the past 21 days?

To view a list of contract changes, follow the steps below:

1. Log in to your GSK eCustomer Solutions account.
2. Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
3. Click **Contract changes** at the top, below the yellow bar.
4. Click on one of the numbers in the last two columns to see more change details.