Your Guide to Besse.com

Besse Medical
AmerisourceBergen
Requesting web access

1. Go to www.besse.com and click Request Website Login towards the top right corner.

2. To start the web access request you must enter your Besse account number, without the preceding zeros, and click the Validate button.

   (If you need access to multiple accounts, enter each account number and click on Validate for each one. Every time you validate an account, the account details will appear below.)

3. Now you need to choose a User ID unique to you. Enter your preferred User ID and click on Validate. If that User ID is already being used by someone else, it will ask you to select a different one.

4. Continue filling out the rest of the form, including choosing a password and password questions.

   Finally, read and agree to the Terms & Conditions, then press the Submit button.

What you can expect

When your business account has been set up, you can request a login so that you can order on besse.com.

After you complete the steps on this page, your request will take one to two business days to complete. You’ll be notified (via the email address you provided) that your online access is approved and you can login to order with the username and password you have chosen.

For security purposes, we ask that each person in your practice who will use besse.com should have their own User ID and password.

A valid User ID
- is alphanumeric
- is 6–20 characters
- has no spaces or punctuation
- is not case sensitive.

A valid password
- is alphanumeric
- is 6–20 characters
- cannot contain spaces or certain punctuation
- is case sensitive.
Before log in

1. Go to www.besse.com

2. Enter your User ID and password on the right-hand side. Click LOGIN to access your account.

3. If you have been set up to purchase for multiple accounts, you can easily switch between them to place orders. In the top black bar, click View Accounts to show a list of accounts where you have purchasing authority. This is also available under My Account(s). Select the account for which you would like to begin ordering.

4. Confirm that you’re on the account and location you want to order for.

5. When you’ve finished using the site, please remember to log out by using the button at the top-right.

If you’ve forgotten your User ID or password, click forgot? in that area to retrieve or reset them.

If you are the only user of your computer, you can check the Remember me? box to save your User ID and password.

Your current cart will automatically be saved when you switch from one account to another and will be available the next time you select this account.

If you log out of the system, the current account will be available to you the next time you return.

Products entered in Favorites will be available to you in all your accounts.
Navigating the site - an overview

Your account details are front and center, so you can be sure you are purchasing for the correct account and shipping to the correct office.

We’ve gathered together all the things you do most often on besse.com so you can access them quickly and easily.

Switch between multiple accounts here.
Your active account number and name.
Quick Links are shortcuts which give you quick access to ordering and account functions.
Depending on how your account is set up, you will see different icons:
- My Cart
- Pending Orders
- Reports
- Pay
- Favorites

Notification numbers on these icons show you how many items you have in your cart, or how many pending orders you have.

After you have logged in, you now have three different ways to access these essential account and ordering functions:

1. Through the Quick Link icons
2. Under the Ordering and My Account(s) menus
3. Under ‘What would you like to do today?’ when you log in.

We’ve gathered together all the things you do most often on besse.com so you can access them quickly and easily.
Navigating the site - the dropdown menus

There are multiple ways to reach most of the tools you need on besse.com. The dropdown menus are shown below in an expanded view.

Quick Links to frequently used tools and functions.

Tools to check orders and manage your accounts.

Tools for ordering and reordering.

Insights for practice growth, improved practice performance and guidance for smarter financial decisions.

Quickly access the main products for your specialty, and information relating to specific types of product.
Quick ways to order

Once you have logged in, there are many ways to find and order products.

You can use the search box at the top left or use the Ordering menu - look for the little icon of the truck.

1. Search
   See page 8.

2. Ordering Menu
   - Recent Items
     View items that you have previously ordered in the time period you select.
   - Quick Entry
     The Quick Entry feature lets you quickly add products to your cart. See page 7.
   - Order Status & Tracking
     Bring up a list of previous orders, and track their status.
   - Browse Categories
     You can search for items using some commonly used medical categories.
   - Favorites
     Save the products you order the most into Favorites lists. See page 10.
   - My Cart
     View items in your cart for this account.
The Quick Entry page

Access Quick Entry via the Ordering menu, or the Place an order links visible after you log in.

The Quick Entry feature lets you quickly add products to your cart.

1. Just enter the Item Number, NDC number or UPC number. Then enter the quantity you need.
2. Do this for up to five different products, then click ADD TO CART. The items will be added to your cart.
3. Please note: If you add a product which is already in your cart, the quantity entered will be added to the existing quantity in the cart.
4. To clear your list without adding to the cart, click the Reset button.
5. To make adjustments to the cart quantity, click the My Cart button.

You’ll need to scroll down the page to view the Quick Entry box.
We display your account details first to make sure you are ordering for the correct office.
Searching for items on besse.com

1. **General search**
   
   At the top of the screen is a search box. Enter a drug name, Besse item number, manufacturer, an NDC number (using the complete format of 12345-1234-12) or product code. Select ‘Site Content’ to search the entire site, or Catalog/Product to search just within the product catalog - i.e., when you are looking for a product to order. Search results will also show related products based on grouping codes as shown by RedBook.

2. **Product detail**
   
   Please refer to the next page for a guide to the information and icons that may appear in a product description.

3. **Refine your search**
   
   After you get your results you can refine your search (if needed) by the categories in the Refine Search section. You can narrow your results down by four different categories.

4. **Sort the results**
   
   You can sort the results using the drop-down menus above the first result. Sort by Item ID, Description, Unit, Form, Inventory or Unit Price. If your search has brought up a great number of results they'll be displayed on multiple pages. You can choose how many items are shown on each page, and go back and forth through those pages.

5. **View complete product details**
   
   If you need more information on the product, just click the product name to open a new window with full details.

The screenshots in this document are for demonstration purposes only. The prices shown are subject to change.
### Closer look at product detail

<table>
<thead>
<tr>
<th>Besse item number</th>
<th>Representative photo</th>
<th>Indicates generic product</th>
<th>Important information about product</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRODUCT NAME, SIZE, QUANTITY</td>
<td>MANUFACTURER NAME</td>
<td>UNIVERSAL PRODUCT CODE / NATIONAL DRUG CODE / MANUFACTURER’S CODE</td>
<td></td>
</tr>
<tr>
<td>FORM</td>
<td>PRICE Unit</td>
<td>Delivery estimate, out of stock alert (if appropriate)</td>
<td></td>
</tr>
<tr>
<td>Enter amount required here</td>
<td>Pricing options dropdown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add to cart</td>
<td>Add to favorites</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indicates contract pricing</td>
<td>... including returnability, back order and release date estimates, special order info, extended terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indicates dropship delivery</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Besse Medical Customer CARE - 1.800.543.2111 - www.besse.com

Your Guide to Besse.com 9
Making use of the Favorites lists

You can create and manage lists of favorite items. This is a useful timesaver for future orders and is easy to set up. You can order from your Favorites list without having to search for each product.

1. **Add to Favorites**
   
   You can add any item to Favorites - just click the big heart icon in the product details. This will add it to the active Favorites list. Clicking the heart again will remove it from the list.

2. **Show your Favorites lists**
   
   To see the your Favorites, go to the Ordering menu or click the Favorites icon in the Quick Links to the right.

3. **Edit Favorites**
   
   When on the Favorites page, click Manage Favorites Lists to delete or rename Favorites.

4. **Create new and automatic lists**
   
   Click New List to create a new list. You can make lists for different offices, different doctors, and so on.

   You can also create a Favorites list based on your active account’s past three months of usage. Click New List, then Create New List from Order History.

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Placing an order on besse.com

After you have found the product you need by searching or in a favorites list:
- in the Qty box, enter the amount of the item(s) you would like to purchase.
- Click the cart symbol to add the item to your cart...
- or click the UPDATE CART button to add all of the item quantities at once.
- You’ll see your items in the Recently Added Items section on the right hand side. This will show the last ten items added to your order.
- To view your entire order click VIEW CART, which will show you all the items currently in your cart, including a shipping fee if you have not reached your minimum spend for free shipping.

(The totals needed for free shipping are shown on the checkout page.)

When you have finished adding items to your cart, click the CHECKOUT button within the Recently Added Items section or click PROCEED TO CHECKOUT on the View Cart page.

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Completing your order

You should review the details on the Check Out page to make sure your details and the order are correct.

1. Please check:
   - that the shipping information and hours for delivery that we have on file are correct.
   - the minimum order requirement for free shipping.

2. Scroll down to see your Ordered Items and Back Ordered Items. If you need to amend your order, click on My Cart near the top-right corner of the page. If you have entered any details into the Check Out page they will be lost.

3. There are a number of optional fields that you can fill in if you need to:
   - You can enter a Purchase Order (PO) number. You can also use this field to enter a physician's name if you want to separate orders by physician, but please note that each order must meet the minimum order requirement for free shipping.
   - Enter a name for the order, or your name, in the Order Name field.
   - If you need to delay the date an order is shipped, you can schedule a later shipment date in the Planned Shipment Date field. (Note, this is the date the order will ship, not deliver.)
   - The ‘Email Confirmations To’ field should automatically show the main email address for your account. This address will receive the order confirmation email. You can add more email addresses by clicking the envelope icon and selecting from the list.
   - Further down the page you have the chance to add special instructions if needed.

4. To complete your order:
   Check the box to verify that the address we have is correct and that someone will be in the office the next business day to receive the order.

Click the SUBMIT ORDER button. An email confirmation will follow shortly, as well as a shipment notification email the day your order ships.
Checking your order status, tracking your order

1. To view recent orders, go up to Ordering or My Account(s) and select Order Status & Tracking.

   You can view the Order Origin on this page, which indicates how each order was placed (web, phone, fax or EDI).

   There is also a simple Order Status indicator:
   - Submitted - means your order has been placed
   - Held - means we are reviewing the order; we will either release it or contact you
   - Confirmed - means it now has a tracking number
   - Cancelled - means you have cancelled the order.

2. Click on VIEW / TRACK to view more details about that order.

3. A box will open to show information about the items and quantity ordered.
   There is another Status indicator:
   - Ordered - means the item has not been shipped yet
   - Invoiced - means the item has shipped and you have been invoiced.

4. If the item has been shipped, it will show a Tracking # in the final column.
   Click on this to be directed to the UPS website to see the status of the delivery.

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Running reports

1. To run reports, go up to My Account(s) and select Reports. Select the report you want to run:
   - Purchase Details - Search all orders placed during a specific time period.
   - Purchase Summary - View product usage over time.
   - Drug Reimbursement - Audit your current product purchases for positive reimbursement and get visibility into alternative products and reimbursement rates.
   - Transaction History - View chain of custody information for pharmaceutical items you purchase.

2. On the next screen, your accounts are listed in the Available Accounts box. (Our example shows the Purchase Details report.)
   Select the account the report is to be run for and move it to the Selected Accounts box by clicking the right arrow. By default, the current account is already moved over.

3. If you have access to multiple accounts, it’s possible to combine the results for these multiple accounts into a single report.
   Add accounts by selecting them and clicking the right arrow to move them to Selected Accounts.
   You can remove accounts by selecting them and clicking the left arrow. Or click the double arrows to add or remove all accounts in one go.

4. Under Included Columns you can select the details you want to see in the report.
   When you are ready, click Get Report. All reports can be exported.
Go to the My Account(s) menu and select Invoices & Payments to reach the Online Payment Center. From here you have access to all open and paid invoices. Invoices can be paid online as well. From here you can also sign up for Electronic Delivery of your invoices.

To pay an invoice:

1. Click Pay/Search Invoices
   Your open and closed invoices will be listed.

2. If you need to narrow down the selection, you can do so by entering a date range, by entering the invoice number, or by selecting the relevant account. Click Search

3. When you see the invoice you want, click View/Pay. The Pay this invoice box will appear.

4. You can choose the payment method, the date the payment will go through, and the amount to pay.
These icons help you navigate besse.com, manage your account and select products.

- Products & Specialties
- Solutions
- News
- Ordering
- My Account(s)
- Log in to access these sections

- Cart
- Pending Orders
- Reports
- Favorites
- Pay

- Add to Cart
- Add to Favorites
- More Detail
- Information
- Contract
- Generic
- Price Discount
- Available
- Dropship

Live Chat
Business App
View Accounts
Active Account
How to contact us

Live Chat

Use Live Chat on besse.com for immediate online help when placing orders. Click the Live Chat icon at the top of the page to be connected.

By Phone

Call us: 1.800.543.2111
Press 1 for an ordering question.
Press 2 for invoice/payment questions.
Any Customer CARE representative can provide basic web support or can escalate your call to a web specialist.

Hours of Operation

Monday - Thursday
8:30am - 7:00pm ET
Friday
8:30am - 5:00pm ET

By Email

Product questions and order status:
customercare@besse.com
Returns and RGA inquiries:
returns@besse.com