



Weblink Quick Start Guide

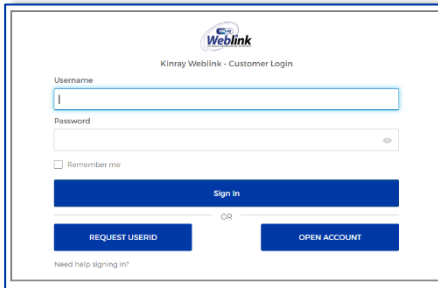
Use this guide to:

- Login
- Search items
- Add items to the Shopping Cart
- View Order History and Invoice History
- Order, Sign and Receive C2
- Initiate Returns
- Respond to Messages
- Access Help

Access Kinray Weblink using the following website address:

<https://kinrayweblink.cardinalhealth.com>

First log in



1. When access is set up, the new user gets a Welcome e-mail with a link.
2. The new user sets up his or her password, a security question, and the multi-factor authentication method (MFA).
3. Please be advised that Kinray and/or Cardinal Health will **never** call you for your Weblink user ID, password or multi-factor authentication code, your account information or your banking information.
 - Password requirements: 8 characters or more including 1 upper case letter, 1 lower case letter, 1 number and 1 special character.
4. On the first login, the MFA is linked to the browser and device.

Various communication options are available with MFA, including:

- **Okta Verify** – use the Okta Verify mobile app
- **Google Authenticator** – use the Google Authenticator mobile app
- **SMS Authentication** – use a text message sent to your mobile phone
- **Voice Call Authentication** – use a phone call to authenticate and follow voice instructions; Note: not recommended to use with a phone number with IVR.

User Roles

Two user roles are available for Weblink users and are established when setting up a new user:

1. **Shopper** – Able to place items into Shopping Cart. This role will be primarily is used for the new mobile app.
2. **Purchaser** – Able to shop and submit items in the Shopping Cart

Weblink Home Page

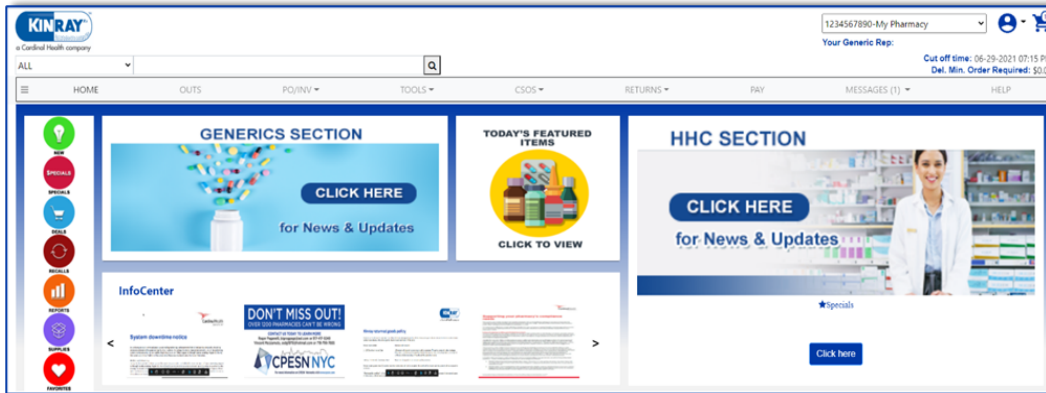
Multifactor authentication (MFA) is an added layer of security used to verify your identity when signing into the Weblink application.

The first login establishes the base device and browser relationship for MFA.

Subsequent log in

Should you login to Weblink using a different device or a different browser, you are prompted to verify your credentials at the time of login using your preferred MFA option.



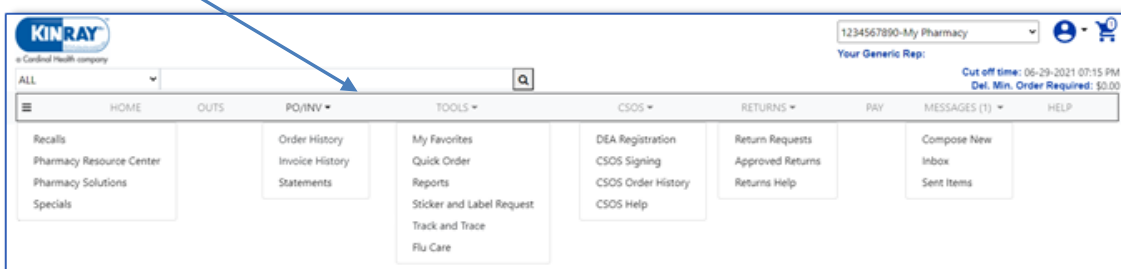


Everything you need for a quick start is found on the **Weblink Home Page**.

Search for non-C2 and C2 items, switch between **accounts**, access the **Shopping Cart**



Use the **Tool bar** to navigate the system.



Frequently visited pages:

- **PO/Inv** – Order History, Invoice History and Statements
- **CSOS** – Sign, Receive and View CSOS Order History
- **Returns** – Return Requests and Approved Returns
- **Messages** – Inbox: Urgent and action required messages

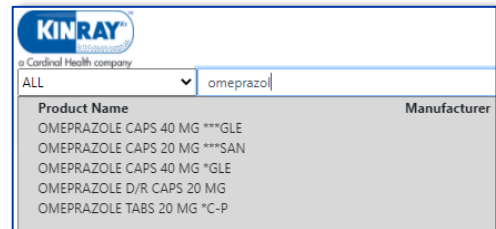
It starts with search!

Search for Items and add them to the Shopping Cart

Use the search field in the header to search for items. As you start entering the item information, Weblink will suggest items that match what you have entered.

Select the item or items from the suggested items and they will appear in the **Product Search Grid** page.

Enter the order quantity and click the **ADD** button to add the selected items to the **Shopping Cart**.



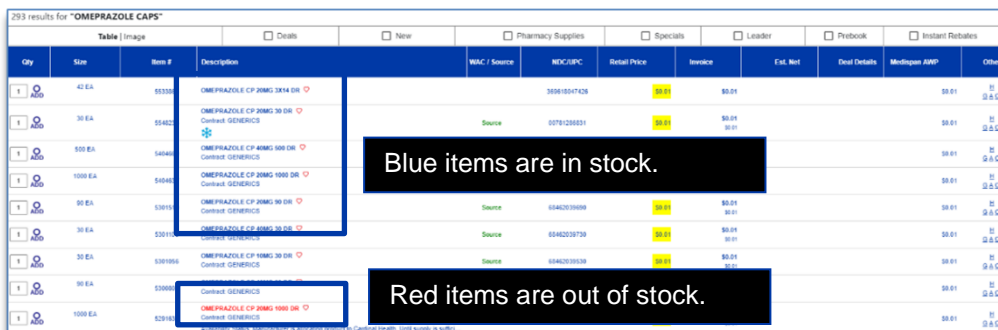
Product Search Grid page



The screenshot shows a table with columns: Qty, Size, Item #, Description, WAC / Source, NDC/JPC, Retail Price, Invoice, Est. Net, Deal Details, Medigap JWP, and Other. Two items are visible: OMEPRAZOLE CP 20MG 30X14 DR and OMEPRAZOLE CP 20MG 30 DR. A blue arrow points to the 'ADD' button in the first row.

Backorders (that is, Outs)

Out of stock items submitted for order are automatically backordered and placed on the “outs” list.



The screenshot shows the same table as above, but with two rows highlighted in blue and two rows highlighted in red. A black box with white text says 'Blue items are in stock.' pointing to the first two rows. Another black box with white text says 'Red items are out of stock.' pointing to the last two rows.

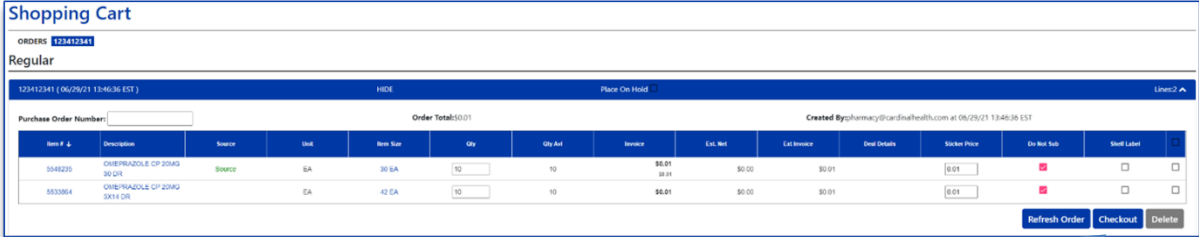
Contact Customer Service to enable or disable Backorder for OTC or RX

Any backordered item remains on the backorder list until available (or until they expire/cancel). Then, backordered items automatically ship to the customer and an invoice is visible in **Invoice History** for the shipment and the line details from the original order is updated in **Order History**. No action is required by you; however, you can remove an item from the backorder list or decrease the quantity. If an additional order for an item already on backorder, the second request/line is rejected. Backorder items expire / cancel after 120 days for non-C2 and 55 days for C2.

It's important to review your backordered items on your Outs list regularly. Be sure to remove any items you no longer need.

Shopping Cart

Items added to the Shopping Cart are placed in the cart by Shoppers and Purchasers and items will automatically separate by the proper order type: C2, Regular (non-C2), Auto Order or Mobile. C2 and Mobile orders must be manually submitted by a Purchaser. Should an account's Primary user select Auto Submit in their Web Account Settings, Regular and Auto Orders will auto-submit (sweep) at the established cut-off times or a Purchaser can manually submit any order at any time. See Shopping Cart Tips in appendix.



Shopping Cart

ORDERS **123412341**

Regular

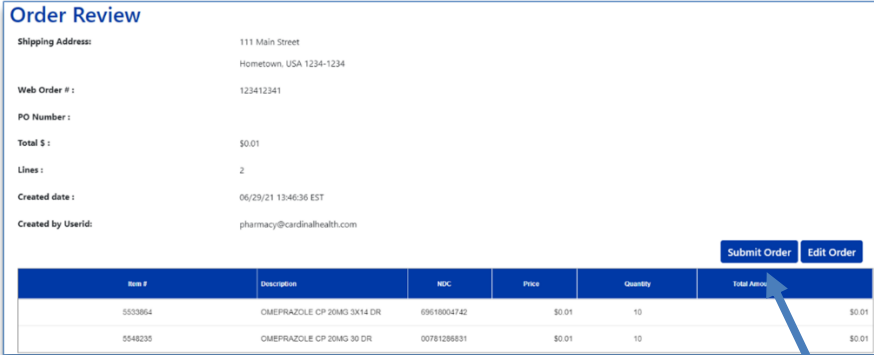
123412341 (06/29/21 13:46:36 EST) HIDE Place On Hold Lines: 2

Purchase Order Number: Order Total: \$0.01 Created By: pharmacy@cardinalhealth.com at 06/29/21 13:46:36 EST

Item #	Description	Source	Unit	Item Unit	Qty	Qty Adj	Invoice	Est. Net	Ext. Net	Est. Gross	Inst. Gross	Stacker Price	Do Not Sub	Print Label
5548235	OMEPRAZOLE CP 20MG 30 DR	Source	EA	30 EA	10			\$0.01	\$0.00	\$0.01		\$0.01	<input type="checkbox"/>	<input type="checkbox"/>
5533854	OMEPRAZOLE CP 20MG 3X14 DR		EA	42 EA	10			\$0.01	\$0.00	\$0.01		\$0.01	<input type="checkbox"/>	<input type="checkbox"/>

[Refresh Order](#) [Checkout](#) [Delete](#)

Click **Checkout** to review your order.



Order Review

Shipping Address: 111 Main Street
Hometown, USA 1234-1234

Web Order #: 123412341

PO Number:

Total \$: \$0.01

Lines: 2

Created date: 06/29/21 13:46:36 EST

Created by Userid: pharmacy@cardinalhealth.com

[Submit Order](#) [Edit Order](#)

Item #	Description	NDC	Price	Quantity	Total Amount
5533854	OMEPRAZOLE CP 20MG 3X14 DR	69610004742	\$0.01	10	\$0.01
5548235	OMEPRAZOLE CP 20MG 30 DR	00781286831	\$0.01	10	\$0.01

After reviewing the order and making any edits, click the **Submit Order** button to submit the order.



Order Summary

Thank you for your order! Please print a copy of this page for your records.
You may review a real time status of your order by going to the Order History page.

Shipping Address: 111 Main Street
Hometown, USA 12345-1234

Web Order #: 123412341

PO Number:

Total \$: \$0.01

Lines: 2

Created date: 06/29/21 13:46:36 EST

Created by Userid: pharmacy@cardinalhealth.com

Item #	Description	NDC	Price	Quantity	Total Amount
5533854	OMEPRAZOLE CP 20MG 3X14 DR	69610004742	\$0.01	10	\$0.01
5548235	OMEPRAZOLE CP 20MG 30 DR	00781286831	\$0.01	10	\$0.01

Thank you for your order. Please note that the actual quantity delivered may vary from what was requested based on availability at time of processing. Please contact your Sales Representative or our Customer Service Team at 718.767.1234 with any questions.

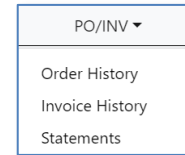
You will immediately see an **Order Summary**, confirming that your order has been placed.

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Please note: Displayed prices, names and accounts in this document are for training purposes only.

PO/INV

PO/INV in the Weblink Toolbar provides access to **Order History**, **Invoice History** and **Statements**



Web Order #	Confirmation #	PO #	Line #	Total \$	Order Date ↓	Order Status	Order Type	SSC	Created By
123123112	123123112	1234561234	29	\$0.01	05/28/2021	In Process	Regular	WEB	

Order History shows open orders. Order links open the order details to view all items in the order and the status of each. You can search Order History by:

- Web Order Number: Number generated for only Weblink orders
- Confirmation Number: Number generated across all order channels
- Purchase Order Number: Number created by the user in the Shopping Cart
- Order Date: Order submission date

Invoice History displays invoices with invoice number, date and total. Invoice links open the invoices with details. You can search Invoice History by:

- Invoice Number: The number generated on the invoice.
- Item Number: The identification number of an item, displays all invoices with that item number including original unit invoice price.
- Invoice Starting Date: Displays all invoices equal to or after the date entered.
- Invoice Date: Displays all invoices equal to the date entered.
- Current Invoices: Displays all invoices within the past seven days.

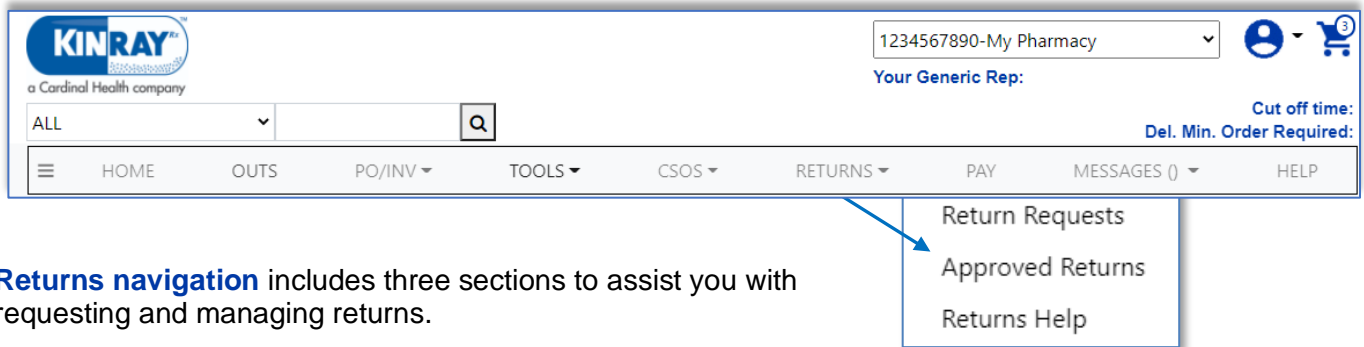
Invoice date ↓	Invoice #	Total
05/11/2021	1231231231	\$0.01
05/11/2021	1231231231	\$0.01

Item #	Description	NDC #	Item Size	Order #	Qty Ordered	Qty Ship	Previous Return Qty	Cost	Ext Cost	Return Qty	Return
2913226	SODIUM CL OF 5% 3.5GM OPTH	17478062235	3.5 GM	1234123412	5	0	0	\$0.01	\$0.01		Add to Return

Credit memos: Negative and positive credit memo details display in Invoice History, this includes returns, claims, monthly rebates etc. Credit Memos post in Invoice History with a negative value.

Statements: If you wish to view a statement, click Statements and the Statement Dates display. Select the date you wish to view, then an image of the statement displays.

Returns in Weblink provides visibility to returns requests, returns authorizations, rejections, and credits applied.



Returns navigation includes three sections to assist you with requesting and managing returns.

- Return Requests
- Approved Returns
- Returns Help

The simplest way to complete a return is to first locate the items to return via **Product Details** or **Invoice History** pages.

Product Details

1. Search or scan for any item.


1 results for "5506209"

Qty	Size	Item #	Description	MFG	WAC / Source	NDC/UPC	Retail Price	Invoice	Est. Net	Deal Details	AWP	Other
1	20 EA	5506209	LEADER TM MUCUS RELIEF 12 HOUR MAXIMUM STRENGTH EXTENDED RELEASE TABLETS 28 CT (COMPARE TO MUCINEX)	PL DEVELOPMENTS		096295136835		\$12.33			\$12.64	

2. Click the Product Description to open the **Product Details** for the item
3. Select the **Invoice History** Tab.

Product Details

LEADER(TM) MUCUS RELIEF 12 HOUR MAXIMUM STRENGTH EXTENDED RELEASE TABLETS 28 CT (COMPARE TO MUCINEX) , TABLETS



Click here to enlarge

Description: LEADER(TM) MUCUS RELIEF 12 HOUR MAXIMUM STRENGTH EXTENDED RELEASE TABLETS 28 CT (COMPARE TO MUCINEX)
 Additional Information: TABLETS

Item#: 5506209
 NDC: 70000047902
 UPC: 096295136838
 Brand: LDR MUCUS RELIEF

Form:
 Strength: 1200MG
 Size: 28 EA
 Color, Shape, Size: blue, oval, 28 EA
 Refrigerated: N
 Unit: EA
 Availability:

Store Retail: 0.00
 Effective Date:
 Deal Details:
 If Unavailable, Substitute With Item #:
 Qty: 1 **ADD**

Type: O
 Drug Class: 00
 Dept Code:

Vendor: PL DEVELOPMENTS
 Contract Info:
 MFRGR Item Id: 13683

Therapeutic Description: EXPECTORANTS
 AHFS Therapeutic Class: EXPECTORANTS
 Active Ingredient: 33800.00000
[Click to search HCPCS Codes](#)

Invoice History | Alternatives

Invoice date	Invoice #	Qty Ordered	Qty Ship	Invoice Price
06/15/2022	7212819376	8	8	\$12.33
03/13/2022	7191218621	8	8	\$12.33

- Once you locate the invoice, click the hyperlinked invoice number to view the invoice details.
- Enter the return quantity for the item to return. **Note:** the return quantity cannot be greater than ship quantity.
- Click **Add to Return**.

Invoice Details

Invoice #: [7212819376](#)
 Total: \$690.04
 Lines/no of items: 16
 Date: 06/15/2022

Item #	Description	NDC #	Item Size	Order #	Qty Ordered	Qty Ship	Previous Return Qty	Cost	Ext Cost	Return Qty	Return
5506209	LDR MUCUS RELIEF TB1200MG28 ER MS	70000047902	28 EA	1015818340	8	8	0	\$12.33	\$98.64	<input type="text" value="7"/>	Add to Return

- Repeat these steps for all items and then review the return request on the Returns > **Returns Request** page.

Invoice History

- Navigate to the **PO/Inv** pull down on tool bar.
- Select **Invoice History** for the Invoice History page to display.
- Search by *Item Number* in **Invoice History** to locate the invoice you wish to return against

Home / PO INV / Invoice History

View Invoice by: Search:

Filter: Invoices
 Credits

Invoice Date ↓	Invoice #	Qty Ordered	Qty Ship	Invoice Price
06/15/2022	7212819376	8	8	\$12.33
03/13/2022	7191218621	8	8	\$12.33
02/28/2022	7188336378	8	8	\$12.33
01/25/2022	7181483367	3	3	\$12.33

- Once you locate the invoice, click the hyperlinked invoice number to view the invoice details.
- Enter the return quantity for the item to return. **Note:** the return quantity cannot be greater than ship quantity.
- Click **Add to Return**.

Invoice Details

Invoice #: [7212819376](#)
Total: \$690.04
Lines/no of Items: 16
Date: 06/15/2022

Item #	Description	NDC #	Item Size	Order #	Qty Ordered	Qty Ship	Previous Return Qty	Cost	Ext Cost	Return Qty	Return
5506209	LDR MUCUS RELIEF TB1200MG28 ER MS	70000047902	28 EA	1016818340	8	8	0	\$12.33	\$96.64	<input type="text" value="7"/>	<input type="button" value="Add to Return"/>
2748069	AQUAPHOR HEALING OI 99GM	72140003263	99 GM	1016818340	4	4	0	\$5.35	\$21.40	<input type="text"/>	<input type="button" value="Add to Return"/>

- Repeat these steps for all items and then review the return request on the Returns > **Returns Request** page.

Perform the following steps to complete a return from the **Product Returns Request** page:

As items are added to the return request via Product Details or Invoice History, it adds the item to the correct return category. Return categories have been established for ease of use, return types include:

- Returns
- C2 returns
- Refrigerated returns
- Non-invoiced returns
- Non-invoiced C2 returns

You can also add items from this screen, but you will have to also manually enter the invoice to return against.

PRODUCT RETURNS

*Please Specify reason for returning these items: No Invoice:

*Enter the Item number to : Invoice Number Lot # Expiration Date Ship Qty *Return Qty

Returns

Item #	Invoice #	Description	Lot #	Expiration Date	Ship Qty	Return Qty	Reason
5506209	7212819376	LEADER(TM) MUCUS RELIEF 12 HOUR MAXIMUM STRENGTH EXTENDED RELEASE TABLETS 28 CT (COMPARE TO MUCINEX)	<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>	8	<input type="text" value="3"/>	<input type="text" value="Please Select"/>

For each item added to a return, complete the following:

1. Enter the Lot # (optional).
2. Enter the expiration date for the item.
3. Specify your return type:

Return reason	Definition	MRA creation window
Overstock	Product no longer needed; item will be credited per customer agreement	Within 365 business days of invoice
Received overage	Product was received in surplus of ordered quantity and was not invoiced; no credit will be issued	Within two business days of invoice
Received outdated	Product was received expired or short-dated; credit will be issued per invoice	Within two business days of invoice
Received damaged	Product was received damaged; credit will be issued per invoice	Within two business days of invoice
Recall	Product is part of a recall and lot number must match the affected lot number on the notice	
Order error	Product was ordered in error or duplicate order; item will be credited per customer agreement	Within two business days of invoice

4. Confirm the return quantity. Note: the return quantity cannot be greater than ship quantity.
7. 8. Click **Submit**.

Note: Receiving an MRA is not indicative of a credit approval; it is subject to further review once the product is received at the DC.

Return Request

View Returns by: Search:

Credit Info

Return Request#	Submitted Date	Submitted by	Rejections	MRA#(s)	Signed by	Signed Date	Credit	Credit Invoices
1005614834	06/14/2022	kinray17.test17@cah.com		2004930549				
1005614542	06/14/2022	kinray19.test19@cah.com		2004932200	kinray16.test16@cah.com	06/14/2022 08:48:50 AM		
1005614539	06/14/2022	kinray17.test17@cah.com	Y	2004932102	kinray19.test19@cah.com	06/14/2022 07:59:39 AM		
1005590697	06/07/2022	Kinray7.test17@cah.com		2004929713	kinray19.test19@cah.com	06/13/2022 09:21:20 AM	\$18.83	7144825468

Click the MRA Number to view and e-sign the Material Return Authorization. Once signed, click to Print the documents and the Shipping Label and return the merchandise to the Kinray driver.

Note: All Kinray courier service drivers have courier- issued identification; please do not give any merchandise to a driver you do not recognize without seeing proper identification. Also, no merchandise should not be given to a driver without an MRA form.

Returns Help displays step-by-step information on how to process a return.

CSOS Anywhere

CSOS Anywhere is a feature in Weblink where you can order, sign, and receive C2 drugs.


Add C2 item to shopping cart

C2 items are ordered in Weblink using the same **Search** and **Shopping Cart** functions as non-C2 items.

Click the **Add to Cart** button and place the item into the shopping cart.

Look for the C2 icon when ordering.



Qty	Size	Item #	Description
1 	100 EA	4997094	ADDERALL TB 15MG 100 C2  

CSOS orders display **C2** above the order in the cart. Click the ▼ to expand the order.

Shopping Cart

ORDERS 123412341

C2

123412341 (06/29/21 18:04:15 EST)
SHOW

Lines:2 ▼

NOTE: Deal pricing will be applied to your invoice and may not be visible on your Weblink order.

Shopping Cart

ORDERS **123412341**

C2

123412341 (06/29/21 18:04:15 EST) Demo C2 HIDE Lines:2 ^

*Purchase Order Number: Order Total:\$0.01 Created By:pharmacy@cardinalhealth.com at 06/29/21 18:04:15 EST

Item #	Description	Source	Unit	Item Size	Qty	Qty Avl	Invoice	Est. Net	Ext Invoice	Deal Details	Sticker Price	Do Not Sub	Shelf Label	
5280052	EVEKEO TB 10MG 100 C2		EA	100 EA	<input type="text" value="1"/>	1	\$0.01 \$0.01	\$0.01	\$0.01		<input type="text" value="0.01"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3383155	ADDERALL XR CP 15MG 100 C2		EA	100 EA	<input type="text" value="1"/>	1	\$0.01 \$0.01	\$0.01	\$0.01		<input type="text" value="0.01"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOTE: Deal pricing will be applied to your invoice and may not be visible on your Weblink order.

The **Purchase Order Number** is a required field for C2 orders. Enter a preferred label for the order.

To submit the order, click the **Checkout** button and then click

Submit Order on the Order Review page.

Order Review

Web orders for DEA schedule II products must be submitted via CSOS. DEA schedule II product orders may also be placed via paper 222 form and must be handed to the courier in an envelope to be submitted to Kinray. For inquiries or additional information, please contact Kinray Customer Service. Visit [CSOS Help](#) for more information about submitting electronic CSOS orders.

Register Certificate

CSOS Order Number: 123412341

Shipping Address: 111 Main Street
Hometown, USA 12345-1234

Web Order #: 123412341

PO Number: Demo C2

Total \$: \$0.01

Lines: 2

Created date: 06/29/21 18:04:15 EST

Created by Userid: pharmacy@cardinalhealth.com

Item #	Description	NDC	Price	Quantity	Total Amount
5280052	EVEKEO TB 10MG 100 C2	24338002610	\$0.01	1	\$0.01

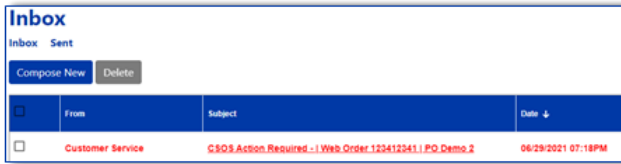
Note: All C2 orders must be manually submitted. A C2 order cannot be pulled if Auto Submit is enabled. In addition, you do not receive a reminder message to submit any outstanding C2 orders in your Shopping Cart.

Sign Your CSOS Order

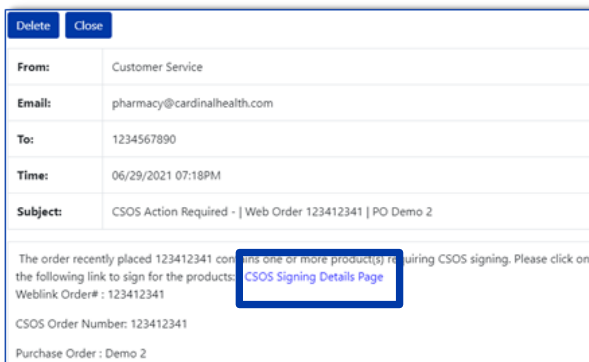
Once the **Submit Order** button is clicked, and the product availability check is performed, you will receive an **Inbox message** titled *CSOS Action Required*.

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Click the subject title *CSOS Action Required* to view the message.

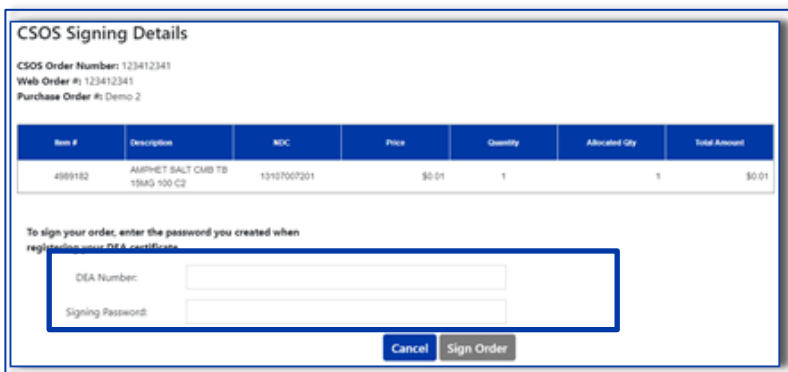


Within the message, click [CSOS Signing Details Page](#) link to open the CSOS order for signing.



You will enter in the **DEA Number** and the **Signing Password** you set when you registered your certificate with Weblink using the Certificate Registration functionality. Enter DEA Number (using upper case for the first two letters followed by seven numbers) and **Signing Password** then click the **Sign Order** button.

Note: You may receive multiple *CSOS Action Required* messages based upon allocation and product availability.



When you click the **Sign Order** button and the order is successfully submitted, you'll receive a confirmation message pop-up in the upper-right that the signing was successful.

To view all open C2 orders requiring signing click **CSOS Signing** within the CSOS navigation. You may also sign your C2 orders from this page.

CSOS Signing				
CSOS Order Number	Web Order Number	Purchase Order Number	Order Channel	Order Date
123412341	123412341	Demo 2	WEB	06/29/2021

Receiving CSOS products

The Kinray Weblink CSOS Anywhere feature has made receiving your CSOS shipments simple, easy and efficient. Additionally, you can maintain your CSOS receiving lists online for up to five years and access it through Kinray Weblink.

To access the Receiving function for CSOS orders from Kinray Weblink, when you are ready to receive, navigate to the **CSOS Order History** page within CSOS navigation.

CSOS Order History						
Search Order by:		Search		SEARCH		
CSOS Order Nu						
Purchase Order Number	CSOS Order Number	Order Signed Date ↓	Order Date	Status	Last Updated By	e222
CSOSOrd	123412341	06/25/2021	06/25/2021	Not Received		View e222
CSOSOrd	123412341	06/24/2021	06/24/2021	Not Received		View e222
CSOSOrd	123412341	06/23/2021	06/23/2021	Not Received		View e222

Note: If there is any deviation in the Received QTY column from the Shipped QTY column, a comment for DEA auditing purposes is required. Be sure to note any discrepancies within the Comments column. If you happen to receive an overage, contact Customer Service. You may be able to keep the product; however, a new UTN will be needed for the extra product. Update the Comments column with your Customer Service case number and an explanation.

1. On the CSOS Order History page, click the **Purchase Order Number** or the **CSOS Order Number** of the order you wish to display.
2. Update the **Qty Received** field to reflect the actual quantity received for each item to date.
 - a. If partial shipments have been received, include the total for all shipments.
 - b. If an item has not been received, leave the field blank.
3. Update the **Date Received** field to reflect the most current date in which you received a shipment.
4. Use the **Comment** field to enter additional information to aid with partial shipment tracking.
5. Click the selection box to acknowledge all information in the e222 reflects the actual shipment.

- Optionally, you can navigate to the **CSOS Order History** page and click the View e222 link associated to the order you wish to display and print. This opens the e222 PDF.

CSOS Order History Details Print

Purchase Order Number: CSOSOrd
 CSOS Order Number: 123412341
 Lines/no of items: 2
 Order Signed Date: 06/25/2021

Line #	Order Qty	Ship Qt	Qty Received	Item #	NDC	Description	Strength	Size	Date Received	Comments
60	3	-	<input type="text"/>	897150	00054023849	MORPHINE SL 20MG/5ML 100ML C2	20MG/5ML	100 ML	<input type="text" value="MM/DD/YYYY"/>	

By checking here, you are acknowledging that all information contained in the e222 reflects actual controlled substance shipments and other information as necessary.

BACK **SAVE**

Reviewing signed CSOS orders

Additionally, up to five years of C2 Order History is available by navigating **CSOS Order History** page.

This page also has a search feature allowing you to search by:

- CSOS Order Number
- Order Date

CSOS Order History

Search Order by: **SEARCH**

CSOS Order Nu

Purchase Order Number	CSOS Order Number	Order Signed Date ↓	Order Date	Status	Last Updated By	e222
CSOSOrd	123412341	06/25/2021	06/25/2021	Not Received		View e222
CSOSOrd	123412341	06/24/2021	06/24/2021	Not Received		View e222
CSOSOrd	123412341	06/23/2021	06/23/2021	Not Received		View e222

CSOS Help in CSOS navigation displays step-by-step information on how to order, sign and receive C2 items.

Messages

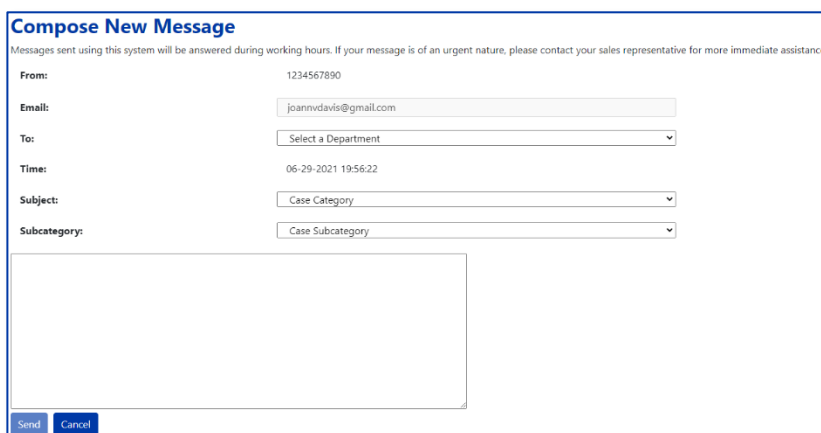
Messages in Weblink allows you to send and receive notifications to and from Kinray. Messages from Kinray will most likely be focused around one of the following items:

- Notice to electronically sign a C2 order
- Notice to provide additional manufacturer information (AMI) for a purchased item
- Recall alerts
- Delivery changes or delays
- Inquiries or actions requested from a member of the Kinray team

NOTE: If there are any urgent messages when you log into Weblink, the message will be displayed.

There are three sections in Messages:

Compose New Message is where you can create and send messages.



Inbox shows all messages, with links as appropriate, such as C2 orders to be signed.



Inbox			
Inbox Sent			
Compose New		Delete	
<input type="checkbox"/>	From	Subject	Date ↓
<input type="checkbox"/>	Customer Service	CSOS Action Required - Web Order 123412341 PO Demo 2	06/29/2021 07:18PM

Sent shows all message that have been sent out.

Sent			
Inbox Sent			
Compose New Delete			
<input type="checkbox"/>	To	Subject	Date ↓
<input type="checkbox"/>	Buyback Returns	C2 Return Request - Invoiced Account Number # 1234567890 Return Order # 123456	06/25/2021 06:42AM

Troubleshooting Guide

If you are still having difficulties with using Weblink after reviewing the information in the manual and the Weblink training materials, try the actions below to resolve the problem before calling Kinray Customer Service:

Issue you are having	Action to take
I cannot log in to the Weblink site.	On the Kinray Weblink Customer Login page, click the "Need help signing in" link and then click the "Forgot password" link. Enter your username and click the "Submit" button. An email is sent with a link for you to reset your password.
I changed my password, but I still cannot log in.	Make sure you type your new password correctly, including uppercase, lowercase, and other symbols you put in your new password. If you still cannot log in after confirming you entered your password correctly, contact Customer Service at 718.767.1234.
I'm unable to see all my accounts after I log in.	Double check the Account drop down found in the Weblink Header (upper-right hand side). Contact Customer Service at 718.767.1234 to add an account to your Weblink user ID.
I cannot place an order from the Shopping Cart.	Have you been assigned a Purchaser role or a Shopper role in Weblink? Only individuals assigned the Purchaser role can place orders.
I have submitted my order from the Shopping Cart, but the order is held or blocked	Go to Order History to view the status of your held order, the most frequent possibilities are: <ol style="list-style-type: none"> 1. C2 order needs signed (DEA held status) 2. Additional manufacturer information required (AMI) 3. Credit limit exceeded 4. Minimum order delivery threshold not yet met
The items I put in the Shopping Cart have not been ordered.	Mobile orders and C2 orders are not subject to Auto Submit and must be manually submitted. If it's a Regular order, check to see if the checkbox to place the order on hold in the cart has been selected.
When I placed my order, the item I ordered was backordered even though it showed available stock when I put the item in the Shopping Cart.	Stock is not reserved until you place your order. You should refresh your Shopping Cart before you place your order to see the current on-hand stock as of that moment in time. If a product is not in stock at the time the order is placed, it is automatically put on backorder.
I cannot place my C2 orders.	Check to make sure your DEA Certificate is uploaded to CSOS Anywhere. See the CSOS Anywhere job aide for detailed steps on how to upload your DEA Certificate.

Shopping Cart Tips

- If Shopping Carts are set up for Auto Submit, any Regular or Auto order in the Shopping Cart at the time of cut off (see Weblink homepage) are automatically ordered (swept) at that time, unless the order is placed on-hold
- Out-of-stock items included in the Shopping Cart are backordered at the time the order is placed.
- Items are no longer automatically reserved when the item is added to the Shopping Cart. **Stock is only allocated when the order is placed.**
- Pricing shown in the Shopping Cart **may not be the final price for the item**; the price shown in the Shopping Cart does not consider discounts and promotions in effect for the item. The final price is reflected on the invoice.
- Customers on Source Rebate Programs see Estimated Net Values (as shown in the item search grid) for source contract items based on their current spend trend. Prices shown are not the price the customer pays. It's what they can assume the item costs them once they are given their monthly rebate aggregate for all source contracts.
- **Shopping Carts can contain items on different PO's.** Items are split by order type when the items are added to the cart.
- Item quantities can be increased, decreased or deleted in the Shopping Cart until the order is submitted.
- Sticker prices can be updated in the Shopping Cart to receive updated stickers and labels with your invoice.
- There are no minimum dollar requirement to submit an order. However, **minimum delivery values remain** in place – the system holds the order for delivery until that threshold is met.
- Auto Submit functionality for non-C2 items (that is, sweep functionality) can be enabled. However, **you can also manually submit non-C2 orders at any time.** Should an account's primary user select Auto Submit in their Web Account Settings, non-C2 orders auto-submit (that is, sweep) at the established cut-off times.
- Cut off time: The time orders need to be received for same day or next day shipments. If the primary user has enabled Auto Submit in their Web Account Settings, non-C2 orders are automatically placed at this time. Cut off time: 07-21-2020 07:30 PM
- In Weblink, the Primary user can also **put orders On-Hold** while in the Shopping Cart, restricting items from being manually or auto submitted/checked-out until the Primary user removes the on-hold restriction.

Contacting Kinray Customer Service – 718.767.1234

If you are still having difficulties with using Weblink after reviewing the information in the manual, Weblink training materials and the Troubleshooting Guide, please contact Kinray Customer Service for assistance to resolve the problem you are having.