



# System downtime notice

As we have previously communicated, we are making technology enhancements that will reduce the complexity of existing processes and enable the speed and agility of our systems. As we begin to deploy these enhancements, we will be performing system maintenance during the weekend beginning **9 p.m. EDT/6 p.m. PDT on Friday, May 14 through Sunday evening, May 16**. During this system downtime, Order Express will be unavailable. Please see the details below for more information.

## Order Express

During the deployment weekend, you will be unable to place orders in Order Express between the hours of **9 p.m. EDT/6 p.m. PDT on Friday, May 14 through Sunday evening, May 16**. We will notify you via email and Order Express homepage alert once systems are back up and running as usual on Sunday evening. Orders for Pharmaceutical Distribution items transmitted via EDI (Electronic Data Interface) will process as usual; please use this as an alternative to Order Express ordering where possible.

**Customer Service will have limited staff available during the hours of 9 a.m. to 2 p.m. EDT/6 a.m. to 11 a.m. PDT. on Saturday, May 15 and Sunday, May 16 in the event you need to place an order for Monday, May 17 while Order Express is unavailable. We encourage you to place orders prior to the system outage on Friday to ensure minimal impact to your business, and to utilize the Customer Service weekend hours for any additional products needed for delivery Monday which you were unable to order prior to the outage.**

## Additional functions/platforms

This system downtime also impacts some additional functions. The following functions/platforms will be unavailable from **9 p.m. EDT/6 p.m. PDT on Friday, May 14 through Sunday evening, May 16**.

- Specialty product ordering
- Specialty product ordering via EDI (Electronic Data Interchange)
- CSOS (Controlled Substance Ordering System)
- CIM (Cardinal Health™ Inventory Manager)
- Online Payment Portal
- AMI (Additional Medication Information) Portal
- Flu Care Portal

If you order via EDI using **Automated Purchase Order Interface (APOI) or receive EDI 810 invoices**, please see below:

### EDI 810 (invoices)

All EDI 810 invoices that are normally sent after the scheduled system downtime starting at 9 p.m. EDT Friday, May 14 will be held until systems are back online Sunday evening.

### Automated Purchase Order Import

Any Automated Purchase Order Import orders submitted after system downtime begins at 9 p.m. EDT Friday, May 14 will be sent to our warehouse system, bypassing Order Express. These orders will be automatically processed to ensure you receive your product with your Monday delivery. You will not be able to track these orders in Order Express.



Orders for pharmaceutical product placed by 9 p.m. EDT/6 p.m. PDT on Friday, May 14 will ship as usual. Orders placed after 9 p.m. EDT/6 p.m. PDT will ship on Monday. Orders for Specialty product placed by noon EDT/9 a.m. PDT on Friday will ship as usual. Orders for Specialty product placed after noon EDT/9 a.m. PDT on Friday will ship Monday. Note that during this system downtime, you will not receive a confirmation for your Specialty product orders.

**In the week before this scheduled system downtime, we encourage you to order Specialty product ahead of time to ensure minimal impact to your business during the weekend of May 14.**

#### **Order Express changes**

To prepare for data changes that will occur later as part of the technology enhancements, there will be minor changes implemented at this time on the Order Confirmation and Invoice History/Invoice Detail pages. You will also be able to hide inactive accounts from account selection. [View the details here.](#)

#### **Frequently asked questions**

##### **Will I be able to access Order Express to view pending orders, check in product and view past invoices/MRAs during the system downtime?**

No. During the system downtime, you will have no access to Order Express.

##### **What will happen to Order Express orders I placed prior to the system downtime?**

Orders placed and transmitted via Order Express prior to the system downtime will be processed and shipped for your next scheduled delivery once our systems are back up. Please be sure to transmit all pending orders prior to the system downtime begins on 9 p.m. EDT/6 p.m. PDT on Friday, May 14. Orders not transmitted prior to the system downtime will need to be transmitted once the systems are back up.

##### **What will happen to EDI orders I placed prior to the system downtime?**

EDI orders for Pharmaceutical Distribution items will process as usual. Note that invoices (EDI 810) will be queued and will release once our systems are up on Sunday, May 16. EDI orders for Specialty items sent during the system downtime, but not yet confirmed by Cardinal Health, will be placed once our systems are back up.

##### **If I have a question regarding these enhancements, who should I reach out to?**

Please reach out to either your sales representative/account manager or email us at [PharmaTechEnhance@cardinalhealth.com](mailto:PharmaTechEnhance@cardinalhealth.com).