



# Rx Marketplace Information Manual Suppliers

This document provides a functional overview of the essential component parts of Rx Marketplace for all Users within the Rx Marketplace, be it the Community Sponsor, the Pharmacy or the Supplier. This document is not strictly a technical reference, but has been compiled to initiate the reader into the essential workings of the Rx Marketplace.

# Celtrino

Celtrino is an innovative international technology company with headquarters in Ireland.

We believe in a shared economy fuelled by the ingenuity of human endeavour.

We are guided in our work by what is best for our customers and hold these values close in everything we say and do.

We see a connected world of sustainable online business partnerships driven by shared supply chain excellence.

Our mission is to support your business growth by leveraging our best-in-class scalable e-commerce platforms.

We work with selected partners to deliver business success in your chosen markets.

## Terms and Conditions

- ❶ All of the material published on the site and in this manual is copyright of Celtrino
- ❷ No material on the site or in this manual may be reproduced, modified, resold, republished or retransmitted in any form without express written permission of Celtrino
- ❸ The purpose of our website and this manual is to facilitate the flow of information. We will therefore look positively at requests that will result in dissemination to a wider audience.
- ❹ While Celtrino has taken all reasonable care to ensure the accuracy of the information presented to this website it does not make any warranties regarding the accuracy or completeness of the information within or accessible through the site, or the manual. The user of the website understands that neither Celtrino nor any third parties who may provide information to Celtrino for dissemination purposes accept any responsibility or liability of any nature whatsoever arising from either the content of or the use by any party of the site or of any information contained or accessible therein
- ❺ Celtrino reserves the right at any time to revise, amend, alter or delete the information provided on the website or in this manual

By clicking on the Celtrino Logo embedded at the bottom of every Rx Marketplace Page the User will be redirected to the Celtrino Company Website: [www.celtrino.com](http://www.celtrino.com)

## Table of Contents

|   |    |
|---|----|
| The Rx Marketplace  | 4  |
| Document Purpose  | 4  |
| Benefits for the Individual Parties of the Rx Marketplace | 4  |
| Rx Marketplace Overview                                   | 5  |
| PIMS Ordering and Response Process                        | 6  |
| Rx Marketplace Interfacing                                | 7  |
| Rx Marketplace PIMS Server                                | 8  |
| Supplier PIMS Server (External Stakeholder)               | 8  |
| Supplier Order Service                                    | 9  |
| Direct Supplier Interaction with the Rx Marketplace       | 10 |
| Product Catalogue / Management                            | 21 |
| Product & Price Files                                     | 21 |
| File Upload Service (Product & Price Files)               | 22 |
| Rx Marketplace UI Function                                | 23 |
| Product Maintenance Service                               | 23 |
| Auditing  | 24 |
| PIMS Multi-Client Server                                  | 24 |
| Proposed Support Model                                    | 24 |
| Optimum Supplier / Product Determination Rules            | 25 |
| Glossary of Terminology Usage                             | 26 |
| Document Revision History                                 | 27 |
| Reference Documentation                                   | 27 |

## The Rx Marketplace

The Rx Marketplace is a fully automated, online platform that allows for a quick and easy ordering procedure of **Prescription Products** between Pharmacies and Suppliers. The Community Sponsor, UniPhar, oversees the Rx Marketplace, allowing for an optimised process in which the Pharmacy is guaranteed access to the Lowest Cost Supplier and the Supplier is guaranteed the full reach of the Rx Marketplace. By using the Rx Marketplace all parties will experience a streamlined, transparent exchange that will enhance to customer satisfaction, higher levels of fulfilment of prescription products.

## Document Purpose

The purpose of the Rx Marketplace Information Manual is to describe the function and form of the Rx Marketplace for all parties involved, such as Pharmacies, Suppliers and the Community Sponsor UniPhar. The Rx Marketplace Information Manual is not strictly a technical reference however it is not a user guide either, but has been compiled to familiarise the reader with the essential workings of the Rx Marketplace. Technical details, where presented, are accompanied by a user level explanation of terms used. In addition to this there is a glossary of terminology used within the Rx Marketplace Information Manual presented at the back of the document. Diagrams will be utilised throughout this manual in order to enhance the users understanding of the Rx Marketplace and to provide clarity.

## Benefits for the Individual Parties of the Rx Marketplace:

### PHARMACY BENEFITS

- ✓ Access to a vast, restricted, competitive online marketplace
- ✓ Time saving ordering system with an automated Order Response confirming fulfilment
- ✓ Automated, optimum price sourcing guaranteed
- ✓ Increased levels of fulfilment of prescription products by using Multi Supplier Sourcing

### SUPPLIER BENEFITS

- ✓ Access to a large, self-contained online marketplace
- ✓ Standardised method of buyer interaction, enabling a unified product listing and pricing management
- ✓ Increased levels of customer satisfaction
- ✓ Streamlined, automated, closed loop ordering process

### COMMUNITY SPONSOR UNIPHAR

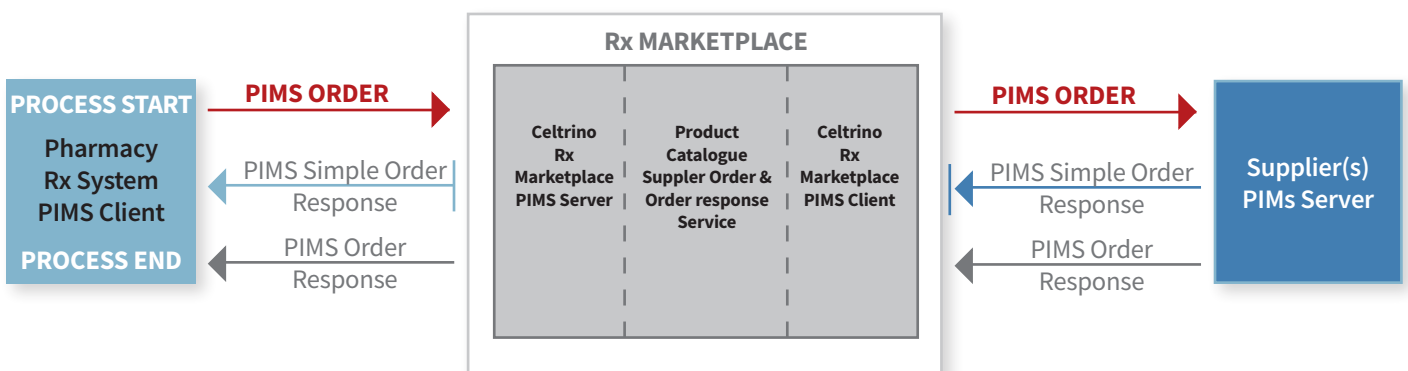
- ✓ Access to a large, self-contained online marketplace
- ✓ Wider reach within the industry
- ✓ Optimised closed loop ordering process

## Rx Marketplace Overview

The Rx Marketplace allows Pharmacies to send Orders (PIMS Compliant Orders), via their Rx Systems, directly to the Rx Marketplace. These PIMS Compliant Orders will be acknowledged by the Rx Marketplace using a Simple Order Response. Then the Order will automatically be matched with the Lowest Cost Supplier for any particular Rx Product. Suppliers will automatically receive PIMS Compliant Orders through the Rx Marketplace requesting Order fulfilment. The Suppliers will then in turn respond with an Order Response confirming fulfilment, this Order Response will be made available for download by the ordering Pharmacy, via the Rx Marketplace.

**NOTE:** additional steps will occur within this process chain and each will be explained in greater detail later in manual. Diagram (1.0) below provides a simplified graphical representation of this process.

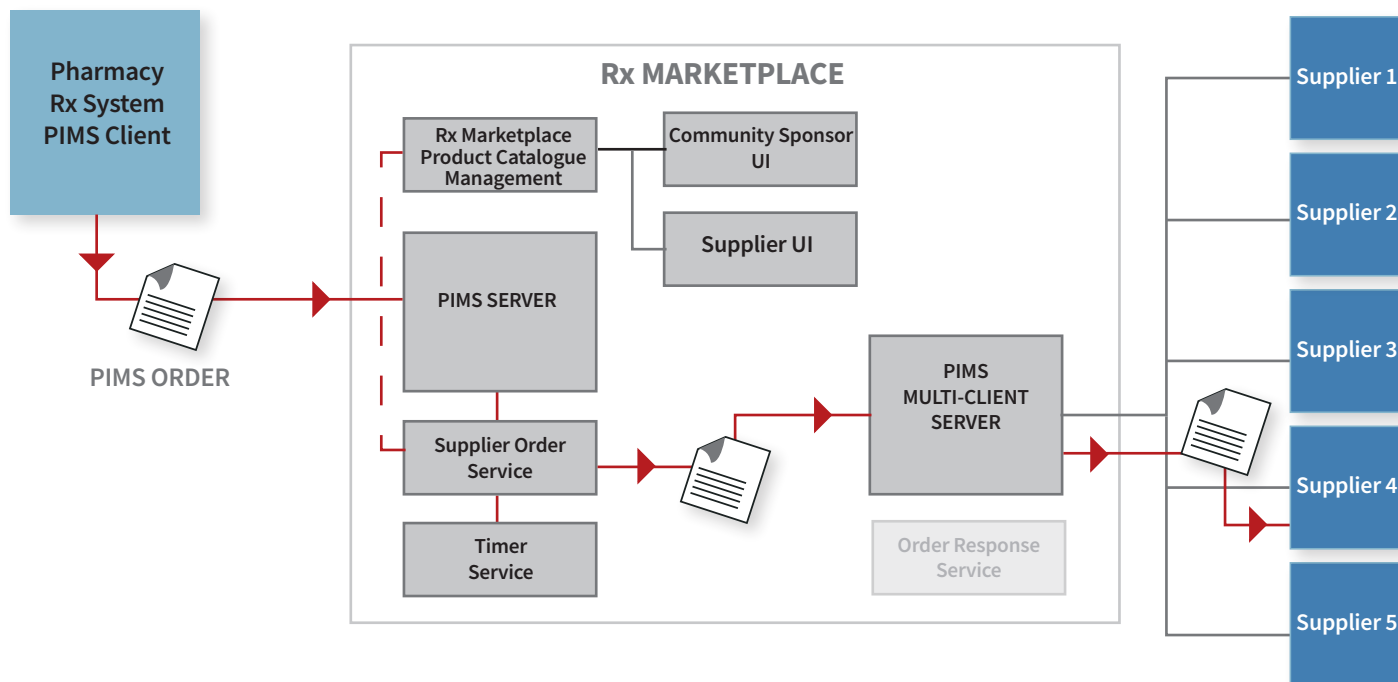
*Rx Marketplace Overview (Diagram 1.0)*



## PIMS Ordering and Response Process

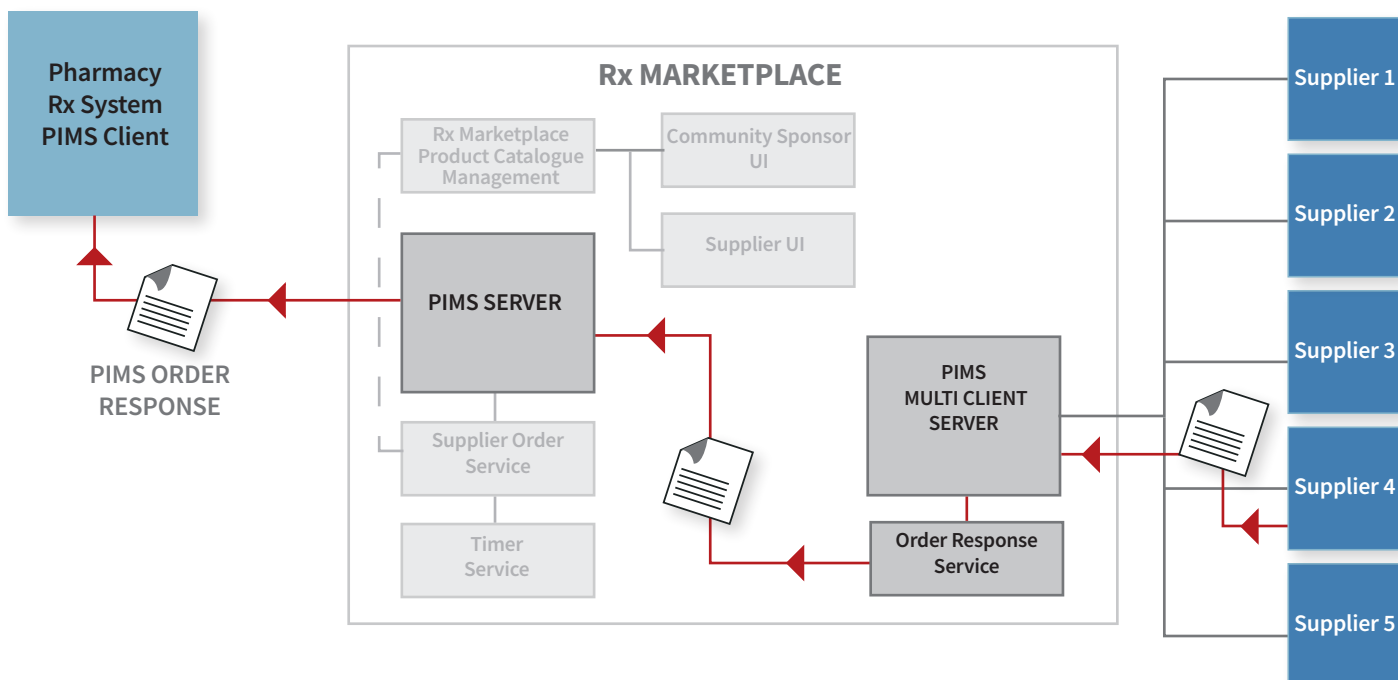
The following two diagrams provides a clear understanding how the individual functional blocks interact with each other

*The PIMS Ordering Process (Diagram 2.0)*



The Pharmacy sends the PIMS Order, via their own Pharmacy Dispensing System, to the Rx Marketplace PIMS Server. Once the Order arrives into the system the Supplier Order Service checks the Rx Marketplace Catalogue for the product request, sources the Lowest Cost Supplier and activates the Timer Service . The PIMS Server then forwards the PIMS Order on for processing. Once this is done the PIMS Order is sent on to the selected Lowest Cost Supplier.

*The PIMS Response Process (Diagram 2.1)*



Once the Lowest Cost Supplier accepts the order for fulfilment a PIMS Order Response is sent to the PIMS Multi-Client Server. This Order Response is processed and sent on to the PIMS Server and then made available for the originating Pharmacy to download.

## Rx Marketplace Interfacing

There are a variety of ways to interact with the Rx Marketplace and each one depends on the role and task being performed within the system. Interactions can take one of the following forms:

- ▶ The automated Electronic Transaction Method which is used when orders and order responses are exchanged and processed electronically using the PIMS protocol as per *diagrams (3.0 ) and ( 3.1) on page 8*.
- ▶ The File Upload Service, which is used by the Rx Marketplace Buyer and product Suppliers to upload products and price files as part of the product catalogue service. The User needs to be logged in to the Rx Marketplace and have predetermined access in order to avail of this upload service.
- ▶ The Rx Marketplace User Interface (UI) is dedicated to manual interaction using the various functions presented:

**1) Pharmacies** may interact with 'Aggregated' orders. They may also view all documents of which they are the Sender or the Recipient. Pharmacies may also manage their colleagues .

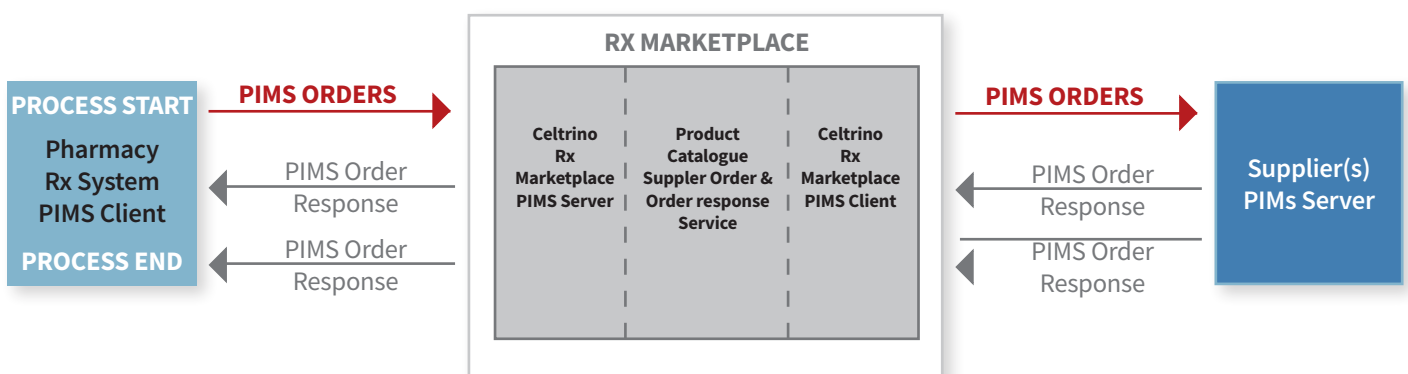
**2) Rx Marketplace Community Sponsor** can login and review order status, make amendments to the Rx Marketplace Product Catalogue i.e. review, amend, list, delist, and reject products. Administration functions can also be accessed through their UI.

**3) Rx Marketplace Suppliers** may login and make amendments to their product catalogue i.e. suggest new products for listing, suggest changes to existing products and make amendments to the Supplier product catalogue and pricings. Suppliers may also view all documents of which they are either the Sender or the Recipient and they can manage their colleagues or company.

## Rx Marketplace PIMS Server

The PIMS Rx Marketplace Server acts as the entry and exit point for Pharmacy communications within the Rx Marketplace. Orders arrive into the PIMS Server where they are automatically routed to the Rx Marketplace. The Rx Marketplace acknowledges receipt of every Pharmacy order in the form of a Simple Order Response, which is made available for download to the Pharmacy PIMS system. Supplier Order Responses are also made available for Pharmacy download, and provide fulfilment information about current Pharmacy orders awaiting completion. The relationship between the Order and Simple Order acknowledgment is *One:One* (one order to one Simple Order Response), while the relationship between the Order and the Order Response can be *One:Many* (one order may result in many Order Responses, as there can be multiple Supplier Orders generated from a single Pharmacy Order). This is explained in more detail in the Supplier Order Service section of the manual (*see page 9*).

*PIMS Server (Diagram 3.0)*



## Supplier PIMS Server (External to Rx Marketplace)

When an order arrives into the PIMS Rx Marketplace it is forwarded on to the PIMS Multi-Client Service, from here it is then routed to the Supplier Order Service for further processing.

PIMS Orders are converted to an internal Rx Marketplace Standard Document Type before further processing by the Supplier Order Service i.e. Approved Retailer Order type. The use of internal, standardised document types means that the Marketplace's internal workings are external document type independent, as all document types will be converted to the standard Rx Marketplace document types and processed in the same way. This ensures a standardised service provision.



## Supplier Order Service

The Supplier Order Service will take the *Approved Retailer Order* and process it both at a header and at a line level. At header level this results in the identification of the where the document originated from i.e. Pharmacy, document Recipient (Rx Marketplace and Delivery Point Details). This information is needed for routing and tracking the originating order and the associated order responses. At line level, products and the required quantities are identified. The Lowest Cost Supplier is determined by looking at all the Trading Relationship prices that are active for the ordered product. Each Price File relates to a single specific Supplier and the cheapest supplier is selected.

If the first selected Lowest Cost Supplier cannot fulfil the order, due to lack of stock, the request goes back into the system and the next lowest cost supplier is selected. This will reoccur until the order can be filled. If fulfilment is not possible then this implies that the product is out of stock with all Suppliers. If a product cannot be matched against products listed within the Product Catalogue, then this product order line is sent directly to UniPhar for matching and processing. The above process will continue until all products have been matched against a suitable Supplier and may result in multiple Supplier orders being generated from one Pharmacy order.

*Supplier Order Service (Diagram 4.0)*



The Supplier Order Service will generate Supplier consolidated orders (internal document type) which, in turn, are converted to PIMS Orders for the PIMS Multi-Client Service. Each originating order may be transformed and split into several distinct Supplier PIMS Orders. However since the originating order is assigned a batch ID and order number suffix the split orders can be identified and traced. Once the Order has been sent the Timer Service is triggered. Once triggered the Supplier must send a PIMS Order response to the Rx Marketplace within a predefined time frame, this allows for speedy processing and it also allows for a closed loop between Orders and associated Supplier response.

The Order Response Monitor Service automatically checks to verify if a Supplier has responded to an order with a fulfilment status. If a Supplier does not return an Order Response within the predefined time frame, the service automatically creates an Order Response confirming non-fulfilment and the original order lines are returned to the Supplier Order Service to be matched with the next optimum Supplier. If the Supplier responds after the time frame has expired the Order will be rejected.

## Direct Supplier Interaction with the Rx Marketplace

1.) If a **Supplier** wants to join the Rx Marketplace they must contact the Community Sponsor UniPhar directly. The contact information can be found on the FAQ (Frequently Asked Questions) page. Once a Supplier has become part of the Rx Marketplace Community they can access the Rx Marketplace by using an active Internet Explorer Web Browser and the URL for the Login Page.

2.) To login to the Rx Marketplace the User must enter their registered email address into **Username** and then enter their personal password into **Password**. Then they can click the Login button.

**Attention:** Once logged in, the system will be active, but if there is no interaction with the Rx Marketplace for more than two hours (120min) the User will automatically be logged out and a new login is required.

*Screen Shot of Rx Marketplace Login Page*

uniphar

UNIPHAR MARKETPLACE

FORGOTTEN PASSWORD

FAQ

HOME

Username

Password

Login

Forgotten Password

Login with Username and Password

Loadtime 0.031 Seconds | Version 2.0.5900.28948  
© 2011-2016 EDI Factory Ltd trading as Celtrino, Liberty Exchange, 67-70 Meath Street, Dublin 8, D08 XY53, Ireland | Tel: +353-1-878-1824 | Fax: +353-1-878-1824  
info@celtrino.com Registered in Ireland no: 150205 - Disclaimer

Powered by celtrino

3.) If the User has forgotten their password they can click on the **Forgotten Password** button on the blue navigation panel at the top of the page. This will take them to the Forgotten Password Page. By entering the registration email the Rx Marketplace will send the User an email and they can follow the link made available to them in the email to reactivate their password.

4.) Users can logout of the Rx Marketplace by clicking **Logout**.

The Logout button is clearly displayed on the navigation panel at the top of the screen. By simply clicking on the logout button the Pharmacy can exit the RX Marketplace at any time.

5.) When logged in to the RX Marketplace the User will automatically be directed to the **Documents Page**, this page is also referred to as the **Home Page**. While logged in User can access the Documents/Home Page from any other page within the Rx Marketplace platform by clicking on the **Home Button** clearly displayed on the navigation panel at the top of every page. On the Document/Home Page the User can access all documents, both past and present, to which their Company is either the Sender or the Recipient i.e. Orders, Order Responses and Alerts. To simplify document searches there are filtering options available to the User. The Document/Home Page also enables access to Notifications, the Product Catalogue and Aggregated Orders, provided the User has Permissions to view them, these sections are accessed by clicking on the individual tabs.

*Screen Shot of Rx Marketplace of Role Permissions*

**uniphar**

UNIPHAR MARKETPLACE

BERNARD - UNIPHARM

ADMIN LOGOUT FAQ MY PROFILE **HOME** BACK

Documents Notifications Product Catalogue Aggregated Order

Query History Alert Management Reports

Status: (All) Start Dates: 02/02/2016 00:00 End Dates: 02/03/2016 23:59 Search: Apply

Total entries: 46 View entries per page: 25 Page 1 Next

| Direction                    | Trading Partner | Community Member id | Platform Date | Document Status | Document Type     | Document Number | Document Date | Payment Due Date | Reference Document Number | Reference 2 Document Number | Value Total | Document Detail | Query |
|------------------------------|-----------------|---------------------|---------------|-----------------|-------------------|-----------------|---------------|------------------|---------------------------|-----------------------------|-------------|-----------------|-------|
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | PIMS Multi Client |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | Acknowledgement   |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> Out | LexonTest       |                     | 02 Mar 2016   | sent            | Retailer Order    |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | PIMS Multi Client |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | PIMS Multi Client |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | Acknowledgement   |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> Out | LexonTest       |                     | 02 Mar 2016   | sent            | Retailer Order    |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | PIMS Multi Client |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | Acknowledgement   |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> Out | LexonTest       |                     | 02 Mar 2016   | sent            | Retailer Order    |                 |               |                  |                           |                             |             | Download, View  |       |
| <input type="checkbox"/> In  | LexonTest       |                     | 02 Mar 2016   | New             | PIMS Multi Client |                 |               |                  |                           |                             |             | Download, View  |       |

6.) Once registered to the RX Marketplace Users can add and manage colleagues within their company. To do so they must go to the **Manage My Colleagues** page. New Users can be added by entering in the new Users email address, then confirming the address, then assigning a User Name and the Users Role within the Rx Marketplace. Remember to press the Submit button. The new User will be sent an email containing a link, they must click on this link and enter a password to activate their access to the Rx Marketplace. Additionally the User can be given a variety of permission within the RX Marketplace. The User can decide which colleague has access to which functions within the Rx Marketplace by simply clicking on the drop down menu (small arrow) and selecting one or more permission per user and then saving this. These Permissions can be changed and amended at anytime by a User with the assigned administration rights. A User can also be Removed or Suspended at any time.

### Screen Shot of Rx Marketplace of Manage My Colleagues Page

Dropdown menu to access Manage My Colleagues Page

Required Fields

The screenshot shows the 'Manage My Colleagues' page. The header includes 'MANAGE MY COLLEAGUES' and a navigation bar with 'ADMIN', 'LOGOUT', 'FAQ', 'MY PROFILE', 'HOME', and 'BACK'. The 'ADMIN' button is highlighted with a red box and an arrow pointing to it from the text 'Dropdown menu to access Manage My Colleagues Page'. Below the header, there are two main sections: 'Register Colleagues' and 'Remove/Suspend Users'. The 'Register Colleagues' section has fields for 'Registration Email: \*', 'Confirm Email: \*', 'User Name: \*', and 'Role Preset' (with 'Admin' selected). The 'Remove/Suspend Users' section has fields for 'Action: \*', 'User Email: \*', 'User Name: \*', and 'Your Password: \*'. Red boxes and arrows highlight the required fields and the 'ADMIN' button.

**Attention:** Fields that are marked with the red asterisk \* (little star) are required fields and must be filled in, otherwise the user cannot save the information on the site. Once all details have been entered press the Submit button! In the case of removing or Suspend a User be sure to press Accept.

7.) The Rx Marketplace enables Companies to manage their Users access to specific pages and functions through granting or denying **User Permissions**. Each Permission enables the User to interact with the Rx Marketplace on different levels of responsibility. In addition to the granted Permissions a User can be assigned **Roles**. A Role is a collection of permissions. **It is important to note that User Permissions supersede Role Permissions**. This means that if a User has been denied a Permission they do not have access to the action even if they have been assigned a Role which contains the Permission.

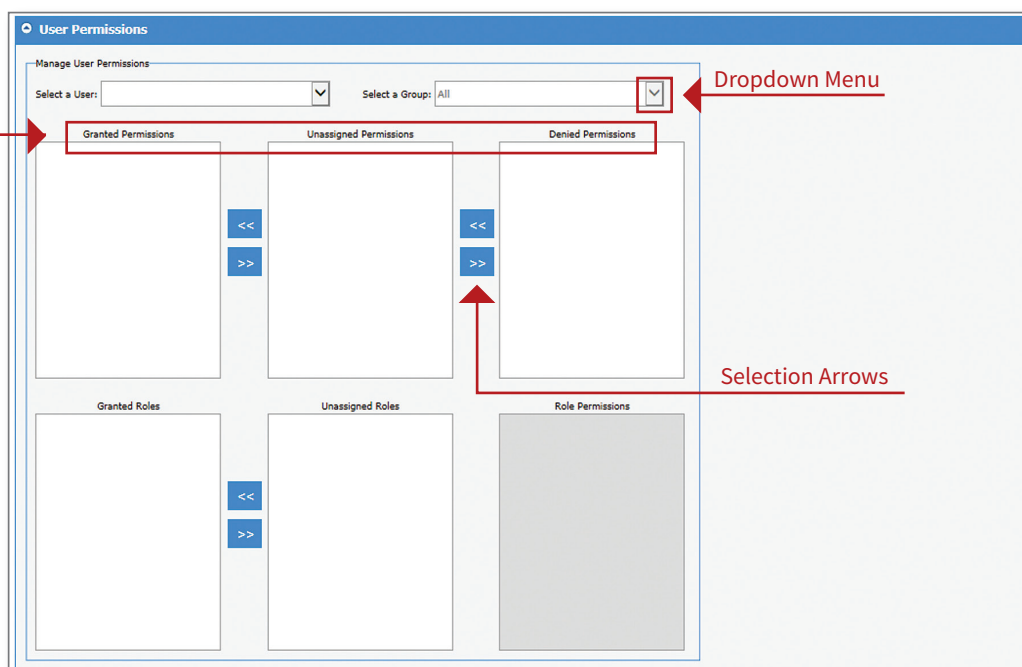
A User with **Permission** to **Manage My Colleagues** can access the User Permissions section by following the dropdown menu under Admin on the Navigations Panel at the top of the page and clicking on Manage My Colleagues. Once on the Manage My Colleague page the user will find User Permissions.

There are three states of Permissions:

- ▶ Granted
- ▶ Unassigned
- ▶ Denied

A User with Manage My Colleagues Permission can assign or amend Permissions per colleague. This is done by clicking on dropdown menu at the top of the page and selecting both a User and a Group in which this User is to interact with the assigned or amended Permissions. Once this is done they can select individual Permissions by clicking on them and then grant, unassign or deny them by clicking on the arrows and moving them into the Granted, Unassigned or Denied box.

*Screen Shot of Rx Marketplace of User Permissions*



Assigning and Unassigning Roles is done the same way, however since each Role has inherited Permissions, these will appear in the Role Permissions box once a Role has been selected. When a User clicks on a Role the assigned Permissions will automatically appear in the Role Permission box. In addition to this the inherited Permission will appear in the Granted Permissions box (in a pale grey). This way the User can decide if they want to grant a specific colleague a Role knowing what Permissions are attached to it. All changes to the Permissions and to the Roles are automatically saved through the selection and take immediate effect.

**NOTE:** It is also important to note that only Users who have Grantee Permission for individual Permissions are able to grant this User Permission to other colleagues.

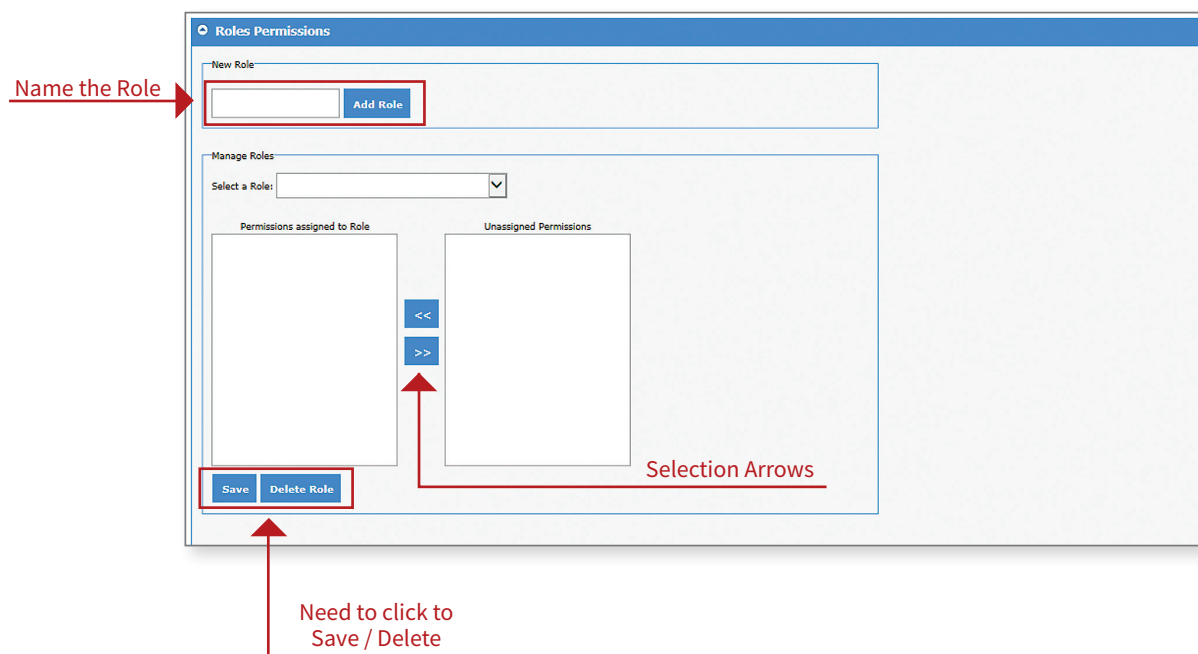
8.) In the **Role** section of the Manage My Colleague page (below the User Permissions section) the User can assign Permissions to a Role. Grouping specific Permissions into a Role allows for a quick selection process of Permissions without having to assign them each individually per User.

To create a New Role the Role must first be given a name/title by typing it into the designated field and clicking Add Role. To add Permissions to a Role select the Role by clicking on the dropdown menu in the Manage Roles section. Once selected Permissions can be assigned or unassigned by using the navigation arrows and moving the Permissions in to the desired box, when all Permissions have been assigned to the Role click Save, this ensures that the information will be saved. **It is important to remember that once a Permission has been assigned to a Role all Users who have been assigned the Role will be granted the inherited Permissions, unless specifically denied.**

A Role can be deleted at any time, to do this the User can select the Role and then press Delete Role. Once a Role has been deleted all Users who have been assigned the Role will lose all the Permissions granted through the Role.

**NOTE:** It is important to note that only Users who have Grantee Permission are able to assign and unassign Permissions to Roles.

### *Screen Shot of Rx Marketplace of Role Permissions*



9.) Users can amend their company profile through the **My Company Profile** screen  
By hovering over the **Admin button** on the top of every RX Marketplace page a list will appear. By selecting **My Company Profile** the User can access the information page of the company they are attached to. On this page the User (according to their privileges on the site) is able to enter the company's details.

The following are required to be able to save the information:

- ▶ Trading Name
- ▶ Legal Company Name
- ▶ VAT Number
- ▶ Address
- ▶ Country
- ▶ Account Code

**Attention:** Fields that are marked with the red asterisk \* (little star) are required fields and must be filled in, otherwise the user cannot save the information on the site. Once all details have been entered in to the profile remember to press the Save button!

**NOTE:** Pharmacies do not have access to the My Company Profile unless they are also Suppliers.

#### *Screen Shot of Rx Marketplace of Company Profile Page*

Required Fields

The screenshot displays the 'Company Details' form in the Rx Marketplace. The form is divided into three sections: 'Company Details', 'Bank Details', and 'E-invoicing Contact Details'. The 'Company Details' section contains various input fields. A red box labeled 'Required Fields' points to several fields marked with a red asterisk (\*): 'Trading Name', 'Legal Company Name', 'VAT Number', 'Address Line 1', 'Country', and 'Account Code'. The 'Bank Details' section includes fields for 'IBAN' and 'BIC / Swift code'. The 'E-invoicing Contact Details' section includes fields for 'Name', 'Telephone Number', and 'Email Address'.

| Company Details          |                 |
|--------------------------|-----------------|
| Trading Name: *          | UnipharMP       |
| Legal Company Name: *    | Uniphar         |
| VAT Number: *            | GB9999999999    |
| Phone Number             | 015648994354533 |
| Service Description:     | Trade           |
| Country of Registration: | United Kingdom  |
| CRO Number:              | 2223            |
| ERP Package:             | 602             |
| Accounts Package:        | 162             |
| EPOS System:             | 1112            |
| Address Line 1: *        | Parnell Street2 |
| Address Line 2:          | Dublin 2        |
| Address Line 3:          | Dublin12        |
| City:                    | Dublin12        |
| Country*                 | Ireland         |
| Postcode:                | 0454            |
| Account Code: *          | UN1000          |

| Bank Details      |            |
|-------------------|------------|
| IBAN:             | 3423232322 |
| BIC / Swift code: | 345345345  |

| E-invoicing Contact Details |                 |
|-----------------------------|-----------------|
| Name:                       | Marks123        |
| Telephone Number:           | 0585664411245   |
| Email Address:              | A2ug1@tog.gog13 |



10.) Users can amend their profile through the **My Profile** page.

On every page of the Rx Marketplace the User will find the menu option called **My Profile**. By clicking on this button the user will be able to access their personal profile page. Each individual User has their own unique Login and Password designated just to them. They can manage their password and reset it on the My Profile page. However to create a new password the User must enter the old password to activate the new password. To create a new Password the User must fill in the Security Details.

#### Screen Shot *personl Details on My Profile Page*

The screenshot displays the 'My Profile' page with three main sections: 'Personal Details', 'Security Details', and 'Confirm Existing Password'. The 'Personal Details' section includes fields for 'Your Email' (bernard.mccloskey@celtrino.com), 'Your Name' (Bernard), 'Phone Number' (4534534534523), and 'Language Preference' (English). The 'Security Details' section includes fields for 'New Password', 'Confirm Password', 'Security Question' (Favourite City), and 'Security Answer' (Dublin). The 'Confirm Existing Password' section includes a field for 'Existing Password' and a 'Submit' button. Red boxes highlight the 'New Password', 'Confirm Password', 'Security Question', 'Security Answer', and 'Existing Password' fields. Red arrows point from the 'Required Fields' label to these fields.

- 1.) First type in the new password Attention passwords are ALWAYS case sensitive,
- 2.) Then re-enter the password a second time, the passwords must match
- 3.) Now the User must select a security question (there are several options available - if the User clicks on the little arrow pointing downwards the options will appear)
- 4.) and type in the answer to the chosen security question in the space available (Security Answer).
- 5.) Finally the User must enter the old, existing, password into the space made available (Confirm Existing password) and press submit.

**NOTE:** do not write down passwords – they are private and should only be known to the user.

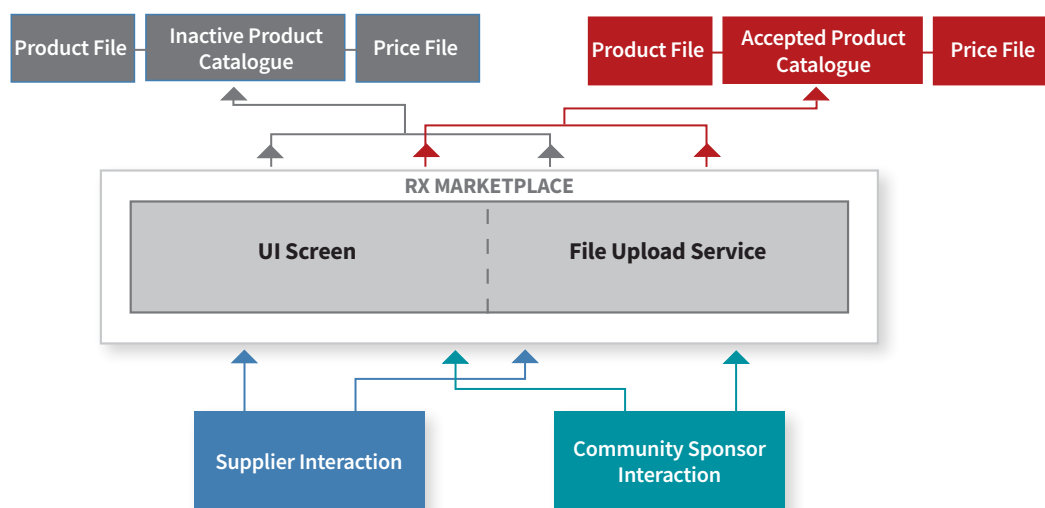
Now the User has a new Password. This password does not need to be changed however for security reasons it may be a good idea to change your personal password periodically.



**11.)** The Supplier can add products to their **Supplier Product Catalogue** at any time, however it is important to note that the Supplier Product Catalogue is not the same as the Rx Marketplace Catalogue, and that only accepted products within the Rx Marketplace Catalogue are available for selection by the Supplier Order Service. (See *diagram 8.0 on page 21.*)

The Rx Marketplace Catalogue unifies all the accepted product and price files within the Trading Relationship into one accepted Rx Marketplace Catalogue

(Diagram 5.0)



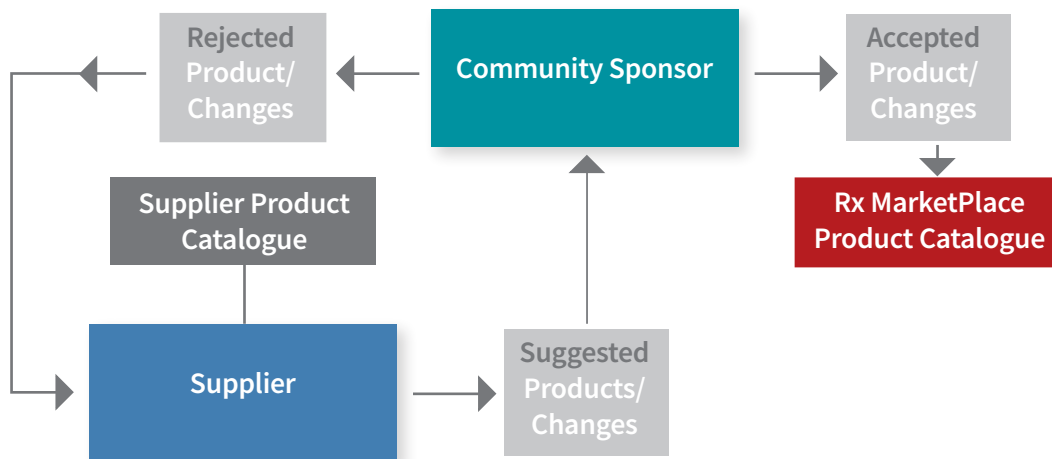
For a Product to be included to the Rx Marketplace Catalogue the Supplier must suggest these Products to the Community Sponsor, they will in turn either accept the Product or reject it. (See File Upload Service Diagram 11.0 on page 26 for more information).

**NOTE: The Rx Community Sponsor gives all accepted Products a Status:**

- ▶ **LISTED:** the Product is available for purchasing
- ▶ **ACTIVE:** the Product is available for purchasing in the future (the timeframe in which the product is available is predefined by the Supplier)
- ▶ **DELISTED:** the timeframe in which the Product was available for purchasing has expired. If a Supplier wished to still offer the Product for purchasing they must amend the timeframe, the Product status will then change to either Listed or Active, depending on the predefined timeframe the Supplier has selected.
- ▶ **DELETED:** If a Supplier no longer wished to offer a Product they can Delete the Product File and the associated Price File. This takes immediate effect.

**NOTE:** All added Products will be either accepted or rejected by the Rx Marketplace System. Once a Product has been accepted it will be given its Status. If a Product is rejected the Supplier will receive a rejection notification. The Supplier can resubmit the Product to the Rx Marketplace as often as they like.

*Process for suggesting new products and for changing existing Products (Diagram 6.0)*

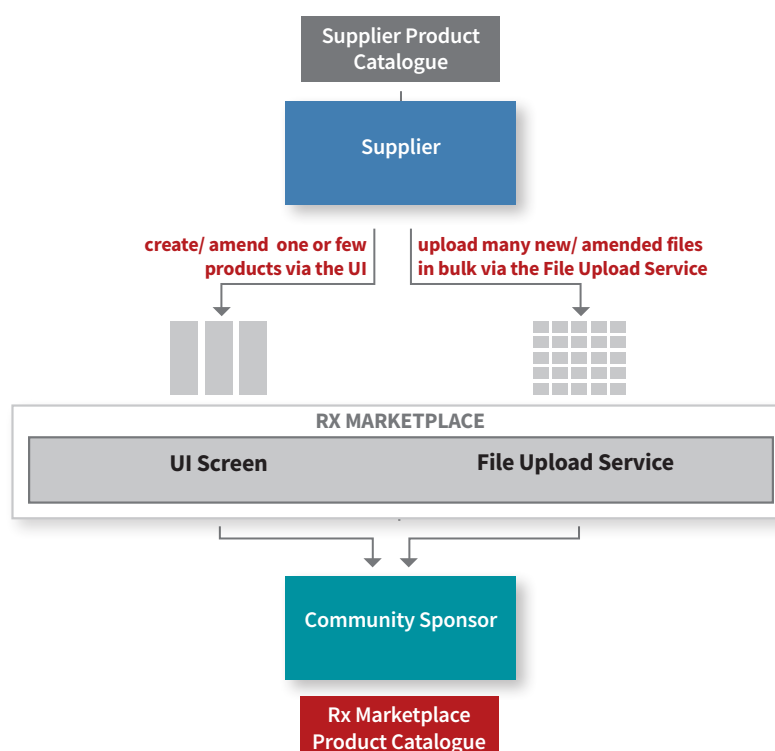


**12.)** There are two methods to add or amend Products on the Rx Marketplace.

- ▶ The Supplier can upload files via the [File Upload Service \(Rx Marketplace User Interface\)](#). To add Products and the associated Price File to the Supplier Product Catalogue via the File Upload Service the Supplier must fill in the provided Comma Separated Value (CSV) file. This is provided as a template file in form of an Excel Spread Sheet.
- ▶ Or the Supplier can add or amend Products through the [UI Page](#) directly.

**NOTE:** If a Supplier wants to add or change Products in bulk it is recommended they do this via the File Upload Service. If a Supplier is only adding or changing one, or a few, Products using the UI page is recommended. However both methods work regardless of the amount of Products added or changed.

*Procedure for creating/ amending files through the UI or uploading files in bulk via the File Upload Service  
(Diagram 7.0)*



**13.)** Suppliers can amend Products and Pricing for existing Supplier Products at any time. To do this, the Supplier uses the provided template and amends the sections they wish to change. This means the Supplier does not need to fill in all the information associated with an already Accepted Product but can limit it to just the new or changed information, i.e. price or timeframe.

**NOTE:** All changes to a Product will be either accepted or rejected by the Rx Marketplace System. Once a change has been accepted the changes will be added to the Product at a predefined scheduled time. If a change is rejected the Supplier will receive a rejection notification. The Supplier can then amend the change to the Product and resubmit it to the Rx Marketplace. The Supplier can resubmit as often as they like.

*For more information go to see File Upload Service Diagram 8.0 on page 21.*

**14. )** The Supplier receives PIMS Orders from the Rx Marketplace via the PIMS Multi-Client Service (See diagram 2.0 on page 8). **The Supplier must respond immediately** to the PIMS Orders with a Simple Order Response confirming receipt and acceptance of the PIMS Order.

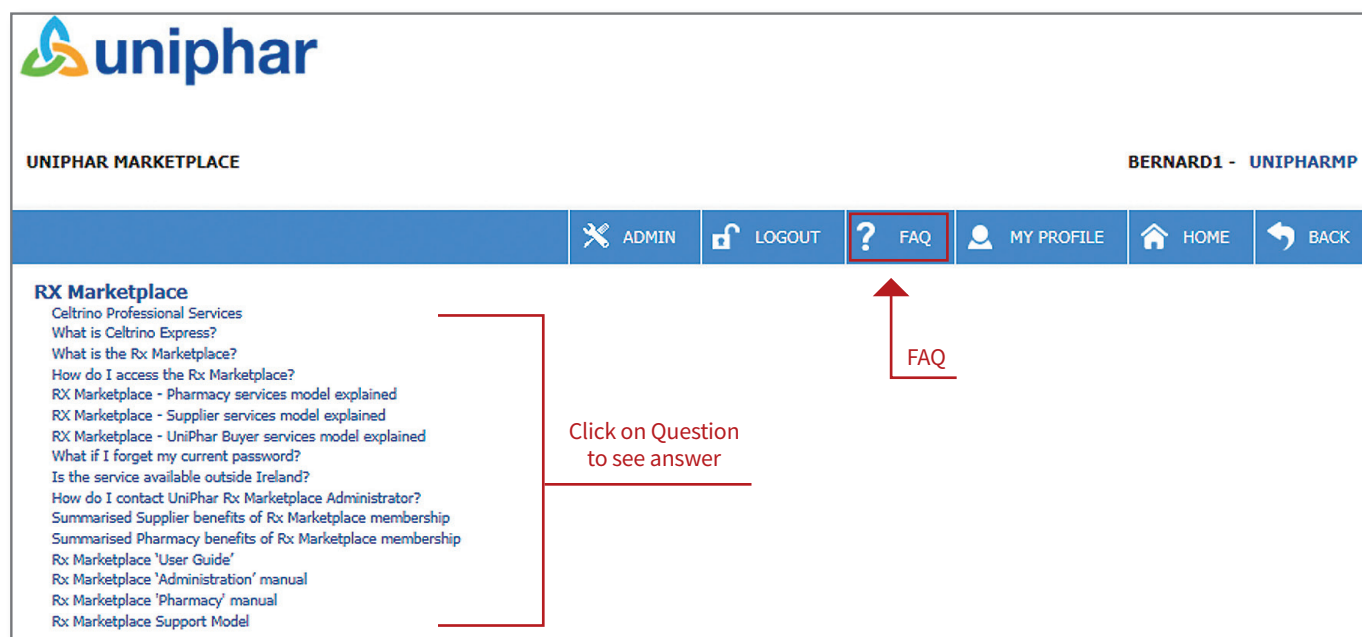
**NOTE:** A Supplier must host a PIMS Server in Order to be able to exchange messages with the Rx Marketplace PIMS Multi-Client Service. In addition to this the Supplier must host a suitable broadband connection to be able to connect with the Rx Marketplace. The Supplier maintains both the Supplier PIMS Server and the Supplier broadband connection and any support needed is external to the Rx Marketplace.

**15.)** The Supplier PIMS Service must also respond to the PIMS Order with a PIMS Order Response confirming fulfilment capability. Each received Order must be answered with a PIMS Order Response. The Supplier must respond within a predefined timeframe. The reason for this is that a **Timer Service is activated** once the PIMS Order enters the Rx Marketplace. If a Supplier does not respond to a PIMS Order within the set timeframe the RX Marketplace will assume non-fulfilment and will generate a cancellation Order Response. Once a cancellation Order Response is generated the Order is redirected back to the Supplier Order Service for placement with another suitable Supplier.

17.) The User may click the **FAQ** menu option to access **Frequently Asked Questions**, this page will also give them access to the Online Information Manuals. While using any new website most users have a few questions. To help answer these the User can find the Frequently Asked Questions (FAQ) menu option on the Navigation Panel at the top of every page. If the User clicks on this menu option the link will bring them to the FAQ page and a list of questions will appear. By clicking on the question the User can navigate the list without having to scroll down through the page.

If additional questions arise the User can contact the Rx Marketplace Administrator, the contact details are listed on the FAQ page.

*Screen Shot of Rx Marketplace of FAQ Page*



18.) The Supplier should familiarise themselves with the content of the **Disclaimer link**. At the bottom of every page of the Rx Marketplace the User will find an active Disclaimer link. By clicking on the link the Supplier will be able to access Celtrino's Terms and Conditions of use of the Rx Marketplace. This is standard practice and ensures that all parties involved in the Rx Marketplace are made aware of their rights and responsibilities.

*Screen Shot of Rx Marketplace of the Disclaimer*

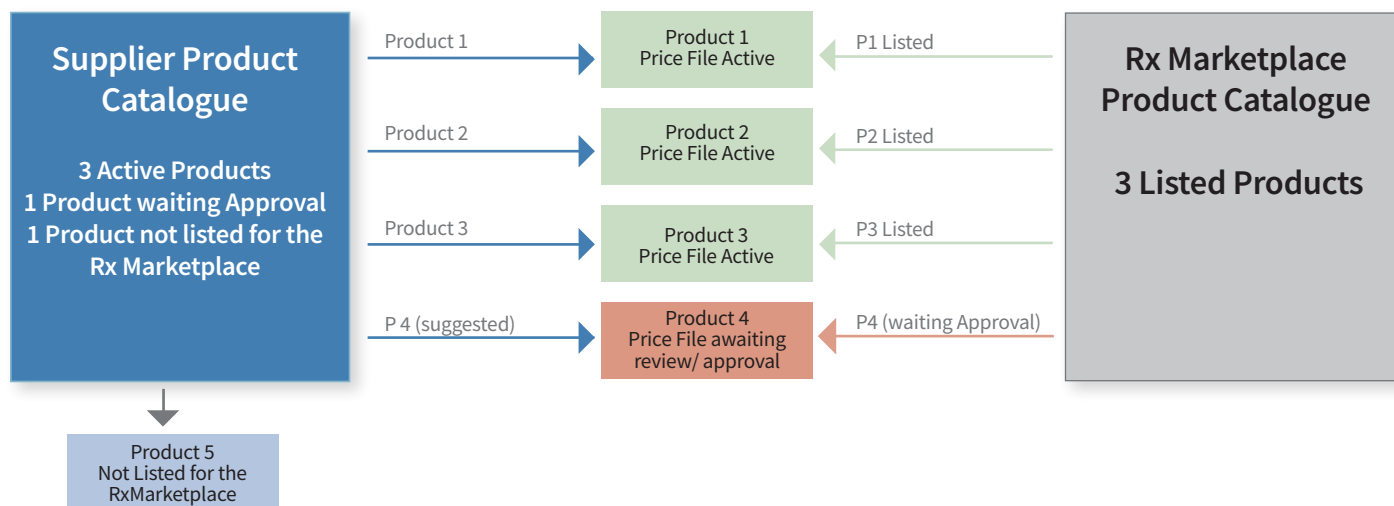


Disclaimer Link

## Product Catalogue / Management

The Rx Marketplace Product Catalogue consists of a combination of both product files and associated price files. It is important to draw a distinction between a Supplier Product Catalogue and the Rx Marketplace Product Catalogue. Suppliers can add and amend products in their own respective Product Catalogue, however only products that are accepted and listed in the UniPhar Rx Marketplace are available for selection by the Supplier Order Service.

(Diagram 8.0)



A Supplier can have as many Products as they chose in their Product Catalogue. However if they want to activate products in the Rx Marketplace Product Catalogue the Supplier must send both a Product File and an associated Price File to the Community Sponsor for approval. The Community Sponsor will list all approved Product Files and the associated Price Files for all approved products. If a product is rejected the Community Sponsor will send a Rejection Notification. The Supplier is free to resubmit the Product at anytime.

## Product & Price Files

Products are only listed and available for order on the Rx Marketplace once an associated price files exists which has been approved by the Community Sponsor for listing on the Rx Marketplace. The Suppliers Product Code is linked to the Rx Marketplace Product Code within these associated price files i.e. Trading Relationship price files. Status controls what can and cannot be ordered on the Rx Marketplace. Products can and will exist on the Marketplace which are not available for order depending upon the *Status* within the Trading Relationship price file for a particular product i.e. *Delisted* products and *Active* products exist, but are not available for order, while Trading Relationship files, with the status *Listed* are available for order.

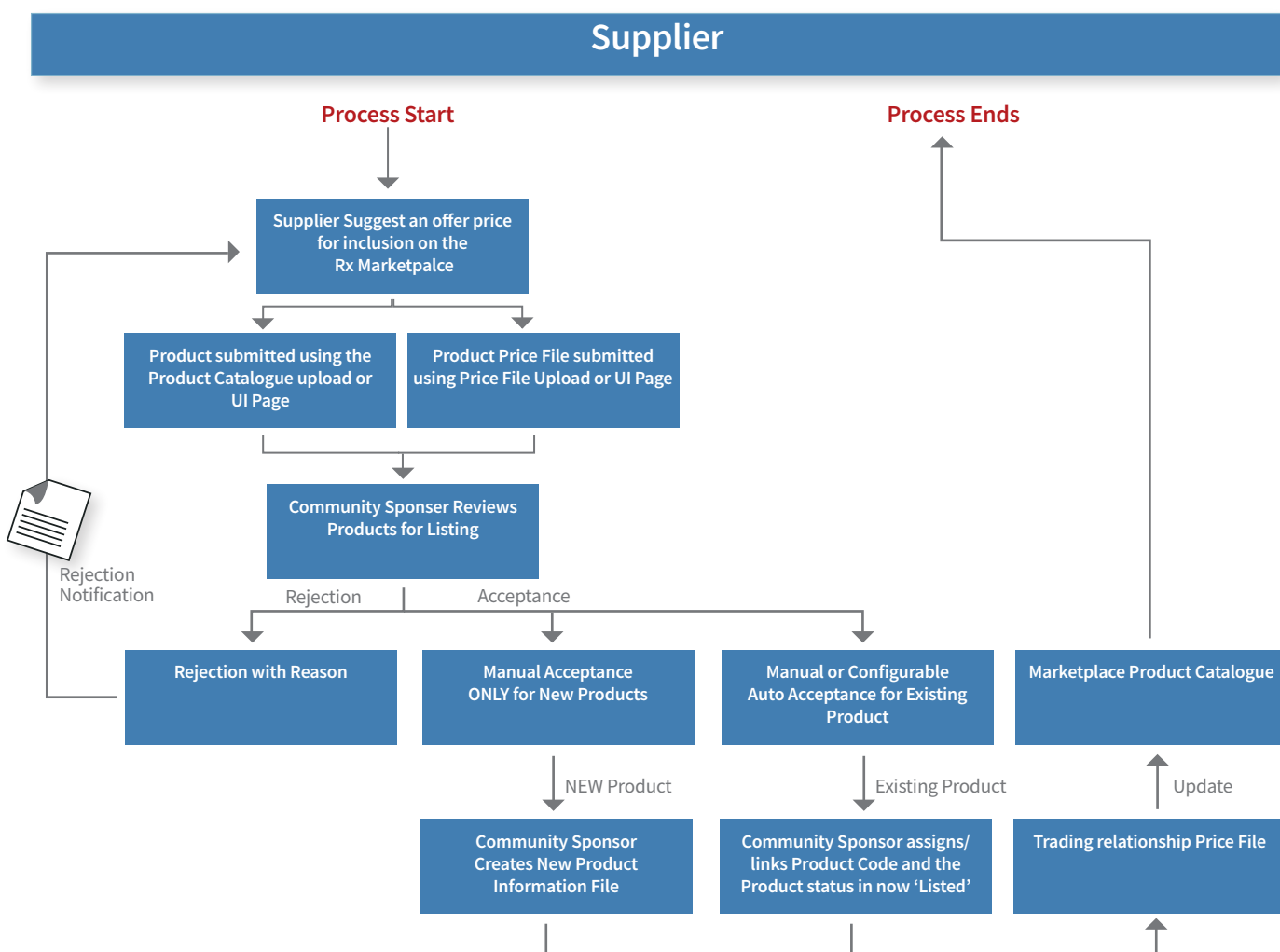
**NOTE:** A Trading relationship must be established in order for two (or multiple) parties to interact with each other on the Rx Marketplace. In essence each Product listed in the Rx Marketplace Catalogue contains three components: Product Information, Price File and Trading Relationship Status.

## File Upload Service (Product & Price Files)

Suppliers can add new products to their respective Product Catalogue by the means of a Product Information File Upload Service. Suppliers can also add and amend existing products through a Supplier User Interface directly available on the Rx Marketplace. They can also upload Price Files, which contain product pricing offer.

These same services exist for the Community Sponsor. The Community Sponsor needs to approve all additions and modifications to submitted price files. Any changes to the pricing will be applied the next day. **The action of delisting products takes effect immediately.** Community Sponsor can upload pricing which will be applied to all active products in a bulk action.

*File Upload Service (Diagram 9.0)*



The Supplier can suggest any Product File and associated Price File by uploading these files to the Rx Marketplace. Here the Community Sponsor evaluates the Product and either sends a Rejection Notification back to the Supplier or the Community Sponsor can accept the Product into the Rx Marketplace Catalogue. If the Product is new then the Community Sponsor will create a new Product Information File and activates the Product for listing, if it is an existing Product the Community Sponsor will link the Product to the associated product codes and makes the product available for purchasing on the Rx Marketplace.

## Rx Marketplace UI Function

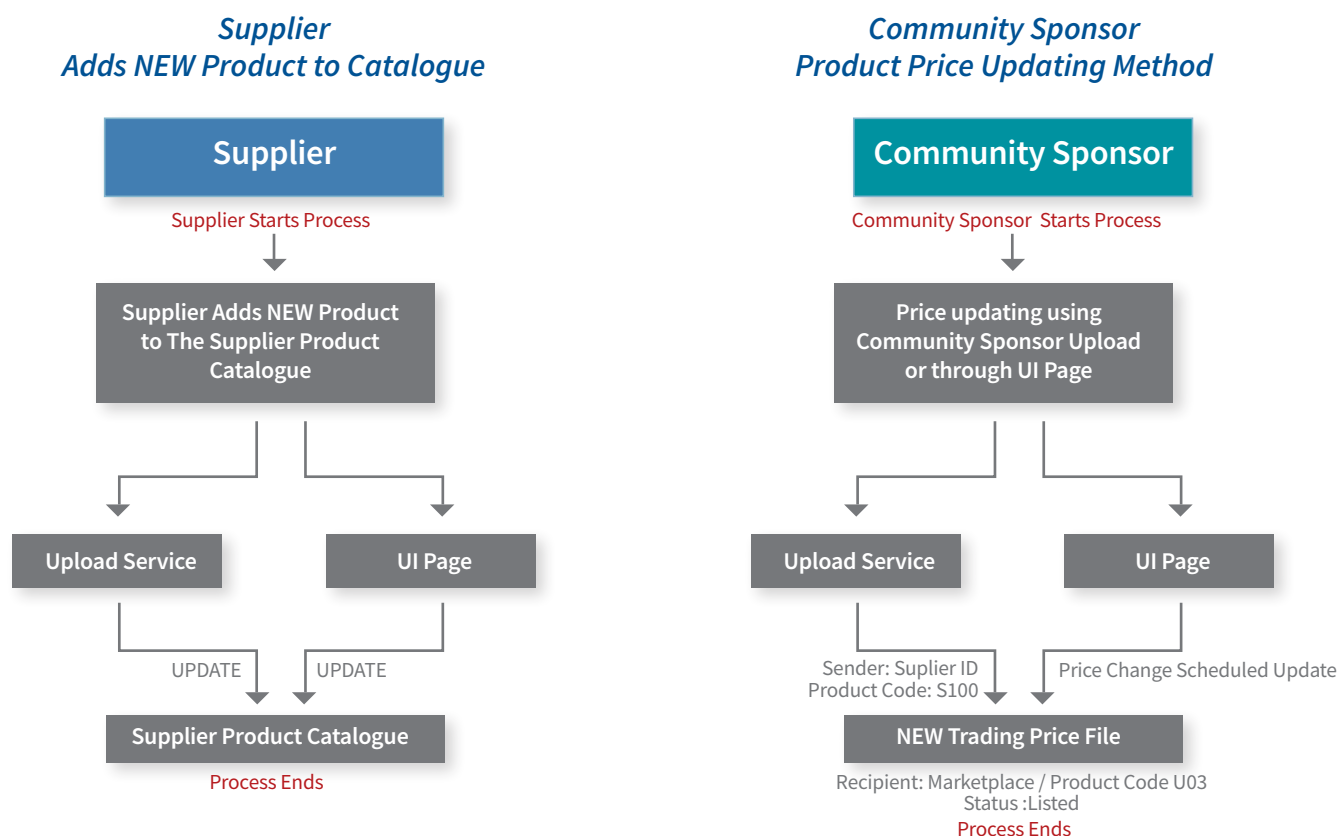
Suppliers can add new products to their respective Product Catalogue by means of a Screen User Interface. This allows the Supplier to add new products or make amendments to existing products.

**Note:** These changes do not impact the current Trading Relationship Price File but will result in the generation of a new price file with a status of Buyer Review if a price is changed. The Community Sponsor also has access to a User Interface Page for adding, linking, amending and delisting products and pricing.

The functionality provided to the Pharmacy/Retailer through the Rx Marketplace screen UI is restricted to reviewing Documents (Orders, Order Responses, Alerts) in which they are either the Sender or the Recipient. and actions related to Aggregated orders. For Aggregated orders the Pharmacy can:

- ▶ Redirect directly to Rx Marketplace Community Sponsor
- ▶ Leave the Aggregated Order with the Supplier until the EOV has been reached or exceeded
- ▶ Cancel the associated aggregated order lines

(Diagram 13.0)



## Product Maintenance Service

Every morning the Product Maintenance Service is initiated at a predefined scheduled time. The service looks at future pricing changes which need to be applied i.e. price file changes for future pricing, product listing (start/end dates), promotions (start/end dates) and applies these changes. Existing files are assigned the status superseded and the updated file is then marked as active. If a product has no changes pending then the current active trading relationship price file remains as-is.



## Auditing

Changes to the product catalogue are captured through the creation of a new file. A Buyer may select a specific Product using the screen UI and select an option to review recent changes. This will produce a listing of the current product attributes and also highlight a list of changes to any attribute field going back 30 days. This function allows for transparency within the system.

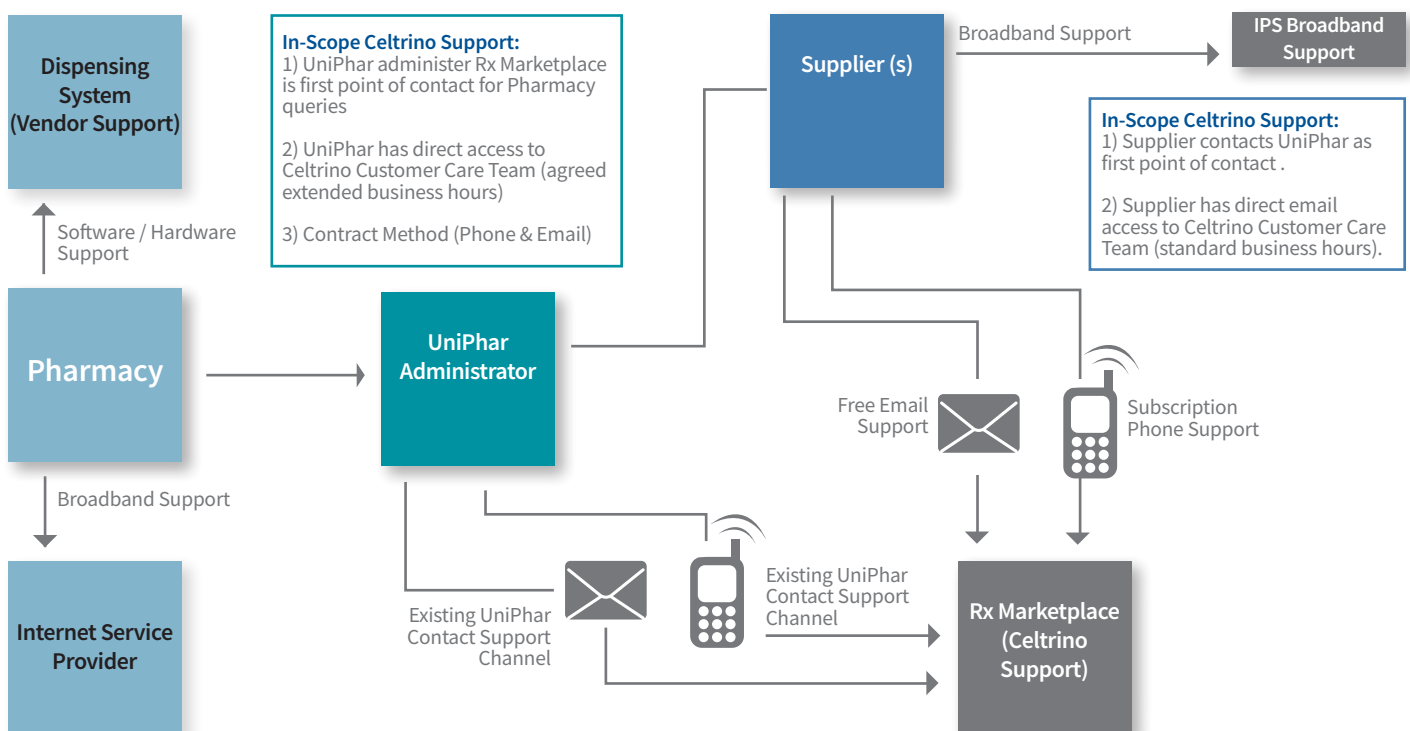
## PIMS Multi-Client Server

The PIMS Multi-Client Service (MCS) provides a PIMS message compliant mechanism for interaction with Marketplace Suppliers. All Suppliers are required to host a PIMS compliant server. The Supplier server connects directly to the Marketplace PIMS Multi-Client Service for exchange of orders, Simple Order Response and Order Response message types. In the PIMS Client/Server relationship, the Server contains the files and the Client pushes files to the server and/or pulls files from the Server.

## Proposed Support Model

*Diagram 14.0* outlines the support model proposed for the Rx Marketplace for UniPhar Buyer, Suppliers and Pharmacies. While the Marketplace has been designed to be autonomous and as fully automated as possible, there will be times when support is required and so the inclusion of a support model is an integral part of the Rx Marketplace and Celtrino Service provision.

*Support Model (Diagram 14.0)*





## Optimum Supplier / Product Determination Rules

The approved User Requirements Specification for the Rx Marketplace Project describes the initially configured rules for Optimum Product Selection. The selection of a Supplier is based on the Lowest Cost Supplier for each ordered Product. Once a Pharmacy sends a PIMS Order to the Rx Marketplace the order is processed on Header Level and Line Level (see Service Definition - Supplier Order Service on page 11). If a selected Lowest Cost Supplier cannot fulfil the order, due to lack of stock, the request goes back to the Supplier Order Service and a new Supplier is selected based on the next lowest cost for the product. This process continues until the Order is fulfilled or cannot be fulfilled by any Supplier.

If an Order can only be partially fulfilled or cannot be fulfilled at all the Pharmacy will be notified about this via the Order Response Service (*see Service Definition - Order Response Service on page 25*).

## Glossary of Terminology Usage

**Aggregated Orders** – This means that the order value does not meet or exceed the Economic Order Value (EOV) set by the specific supplier for economic delivery

**BI - Business Intelligence** is the analysis of all data collected within the system

**Business Rules:** Business Rules refer to predefined, configurable parameters, which allow for a consistent and structured process structure within the Marketplace

**EAN- European Article Number**, barcode standard

**EOV - Economical Order Value**, the predefined (monetary) value any ordered items must fulfil to make the order delivery viable for the supplier

**Gateway:** a device used to connect two different network systems, often through the connection to the Internet.

**IPU-** Irish Pharmacy Union

**Lowest Cost Supplier** – every ordered Product is matched with the Lowest Cost Supplier from the Rx Marketplace Catalogue. This means that the Rx Marketplace identifies the most cost efficient Supplier who can fulfil the order, thus guaranteeing the lowest cost for the Pharmacy.

**PCode** – the specific **Trading Partners Product Code**, given to a product within the system

**PIMS – Pharmacy Internet Messaging System** - a defined protocol used for interaction between pharmacy Rx systems and third party / supplier systems using the product ordering and response message set.

**RX Marketplace** – this is the virtual space in which all trading and communication between the individual users occurs.

**Rx Marketplace Product Catalogue** - the Rx Marketplace Catalogue is the term used to describe the assemblage of product and price files listed.

**Saved Accumulated Order** - this is an Rx Marketplace internal document type linked to Aggregated Orders.

**SCode – Supplier Product Code**, this is the code used by Suppliers to identify their product. This code gets mapped to the Rx Marketplace Common Product Code (PCode)

**Trading Relationship** - this term describes the business relationship between two participants in a trading partnership.

**UI – User Interface** the means by which the user and a computer system interact, in particular the use of input devices and software.

**URL – Uniform Resource Locator**, is the address to a resource on the internet. It has two main components the protocol identifier (http) and the resource name (example.com)

**URS - User Requirements Specification** documentation of the required usage and ability of the software in question

## Document Revision History

This section contains a full revision history covering the document approval life cycle states (i.e. Initial revision through to obsolescence (where applicable)

| Author       | Description   | Document Date      | Revision Number |
|--------------|---|--------------------|-----------------|
| David Groves | Initial Issuance                                    | 26th August 2015   | Rev 0.1         |
| David Groves | Updated post Bernard McCloskey Review - For Release | 23rd November 2015 | Rev 1.0         |
| David Groves | Formatting Updates                                  | 06th January 2016  | Rev 1.1         |

## Reference Documentation

This section contains a reference to all relevant UniPhar Rx Marketplace project documentation used in compiling the Rx Marketplace Information Manual

| Author   | Document Type /Description                                    | Revision Details                | Document Status          |
|----------|---|---------------------------------|--------------------------|
| Celtrino | Celtrino Proposal to UniPhar Group to Build an RX Marketplace | 13th Aug 2015<br>Version 3.0    | Approved                 |
| Celtrino | UniPhar Rx Marketplace User Requirements Specification        | 26th August 2015<br>Version 1.0 | Approved<br>7th Oct 2015 |