



e.Hospira.com Tip Sheet

This internet-based tool is available for use 24/7 and will allow you the flexibility to access information at a moment's notice.

Log On

- Web address: e.Hospira.com (Do NOT use www.)
- UID: Selected by the user at the time of registration.
- Password: Selected by the user following registration. Users will be prompted to create a new password every 90 days.

TIP: If you forget your password, click in the "Forgot your password?" link on the log on page **OR** contact Hospira Customer Care@ 1-877-946-7747, option 5 for a password reset.

TIP: e.Hospira.com will automatically log off after 30 minutes if no entries or inquires occur.

Select Customer

- If you have registered to access one Hospira SHIP TO account number, the number and account information will automatically populate the screen after you log in. **OR**
- If you have registered to access more than one Hospira SHIP TO account number, use the drop down box to select from the list of registered SHIP TO account numbers.
- Click on "Continue"

TIP: To add or remove Hospira SHIP TO account numbers, click on "Administrative Functions" in the top tool bar, click on "Update Ship To Assignments" and follow the directions provided in the pop up box. (The system will not accept Bill To account numbers.)

Select a Different Customer

If you have registered more than one SHIP TO customer number:

- Return to the home page. Click on "Select a Different Ship To" located on the home page at the bottom of the center section.
- Use the drop down box to select a different SHIP TO account number and click on "Continue".

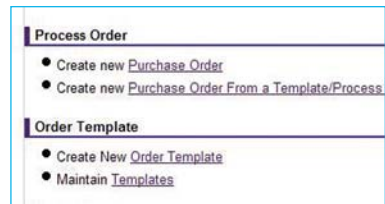
Pricing Inquiry

- Click on "Pricing Inquiry" located in the center section of the home page.
- Enter up to 15 different ListTUC numbers and the quantity for each item. Dashes are not allowed. (Ex: 1234501 or 0123401 or 123401.)
- Click on "Price Products".
- The products, price and contract status will be displayed at the bottom of the screen.

TIP: The Contract Item column will show either a "Y" or "N" to identify the contract status.

Place a Purchase Order

- Select "Create New Purchase Order" on the home page or use the "New Transaction" drop down box.
- Enter the required fields:
 - Purchase Order Number (No spaces or special characters.)
 - Hospira ListTUC (Dashes are not allowed.) (Ex: 1234501 or 0123401 or 123401)
 - Order Quantity
- Click on "Add Products to Order" to initiate validation of the list numbers.
- A list of the products, order quantity, unit of measure and contract status will be displayed at the bottom of the screen.



TIP: To correct a quantity after a product has been added to an order, key in the new quantity in the Order Quantity field and click on "Update Quantity". To remove an item, key a zero (0) in the Order Quantity field and click on "Update Quantity".

- Click on "Review Order" to view details of the order and verify the product numbers, order quantities, and unit prices are correct.

TIP: Click on "Add/Edit Items" to return to the prior screen and change the order.

TIP: Click on "Save for Later" or "Save as Template" to hold the order for processing at a later time or date.

- Click on "Submit Order" to send the order to Hospira for processing.
- A Confirmation Number will appear in a pop-up box when the order is successfully received by Hospira.

Order Inquiry

- Select "Orders" followed by the "Search" button on the left side of the screen, to review a 90-day history of orders for the SHIP TO customer number.
- Click on any "Confirmation Number" to view the order detail, which appears in the center section of the screen.
- Click on the magnifying glass to view available carrier and tracking information for the order.

TIP: To improve response time, narrow the search by entering the purchase order number and/or a date range.

TIP: Use the vertical and/or horizontal scroll bars to view all the information.

Select desired inquiry option to display search criteria

Inquire On: Orders
 Invoices
 Credit Memos
 Debit Memos

Purchase Order #:

Start Date : / /
(MM/DD/YYYY)

End Date: / /
(MM/DD/YYYY)

Invoice/Debit Memo/Credit Memo Inquiry

- Select the appropriate button and click the "Search" button to review a 90-day history for the SHIP TO customer number.
- To narrow the search, purchase order #, invoice #, product #, and/or a date range may be entered.
- The list of items that meet the search criteria appear on the left side bar.
- Click on the appropriate Invoice/Debit Memo/Credit Memo Number to be reviewed. The line item detail is shown in the center section of the screen.

- Click on the corresponding PDF icon to view a copy of the document.

TIP: To improve response time, narrow the search by entering the purchase order #, invoice # product # and/or a date range.

TIP: Use the vertical and/or horizontal scroll bars to view all the information.

Select desired inquiry option to display search criteria

Inquire On: Orders
 Invoices
 Credit Memos
 Debit Memos

Purchase Order #:

Invoice #:

Product # (ListTUC):

Start Date : / /
(MM/DD/YYYY)

End Date: / /
(MM/DD/YYYY)

Frequently Asked Questions

- Q.** Why is the item number I entered not working?
- A.** Verify that the number is entered in the correct ListTUC format.
Ex: 1234501 or 0123401 or 123401. Dashes are not allowed.
- Q.** How soon after an order is placed can it be viewed in e.Hospira.com?
- A.** E.Hospira.com is a real-time system. As soon as the order confirmation number is generated, the order is in Hospira's order entry system and can be viewed online. See the Order Inquiry section of this Tip Sheet for more details.
- Q.** Can EDI and phoned-in orders be viewed on e.Hospira.com?
- A.** Yes. Orders placed directly with Hospira can be viewed as soon as they are entered into the ordering system, with the exception of no-charge and serialized device orders.
- Q.** Can pumps and other devices be ordered via e.Hospira.com? What about accessories?
- A.** Due to the nature of the serialized devices, they must be ordered through your Hospira Sales Representative. Accessories can be ordered online via e.Hospira.com.
- Q.** How do I print a copy of an order?
- A.** Click on the light gray reduce arrow (◀) located at the upper right corner of the dark gray Inquiries box to reduce the box. In Microsoft, use the drop down box on the tool bar to select "File" and "Page Setup". In the Page Setup box under Orientation select the "Landscape" button and click on "OK". Using the mouse, right click anywhere on the screen and select "Print" from the drop down menu.
- Q.** Can I receive a notice when my order ships or if it is delayed?
- A.** Yes. You can request to receive email notice of shipments and shipments delays. Click on "Administrative Functions" in the top tool bar, click on "Add/Modify email Shipment Notification" and follow the directions provided in the pop up box.
- Q.** Who do I contact for assistance?
- A.** See below:

ISSUE	CONTACT
Forgot password Locked password	Click "Forgot your password?" link on homepage or call Hospira Customer Care@1-877-946-7747, option 5.
Questions or feedback regarding e.Hospira.com	Contact Hospira Customer Care@1-877-946-7747, option 5.