Create & Review Cases

AmerisourceBergen

Quick Reference Card

How to create and review cases in GPOconnect

To access the portal, use the following URL: <u>https://workspaceabc.force.com/gpoconnect</u>

Create a Case

1. Click the ? in the upper right corner, then click Contact GPO Support. The GPO Support page opens.

	?(٦	÷	٢
How can we help you?				×
Q Type in your question				\supset
Contact GPO Support				

2. Select **What can we help with?** and then select whether you have a question or an issue. The workflow for submitting a question or an issue is the same, although selecting an issue will give some helpful information on what to include to ensure a timely resolution.

GPO Support	
What can we help with?	
A Question	
An Issue	

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3. Enter the details of your question or issue on the left side of the screen. On the right side of the screen, you will see your five most recently opened cases. See <u>Review Cases</u> for more details.

GPO Su	oport
An Issue Preferred Contact Method C Emal Moble	View All Cases View Case Details Rebate Payment Discrepancy
Short Description Des	Pending Assignment
Attach File	Pending Assignment
	Closed

a. Select your **Preferred Contact Method** and check the details are correct. You may enter new contact information in this field, and it will update your contact information for all future communications. Click **Undo** to revert to the previous information.

An Issue		
Preferred Contact Method		
Email Mobile	newuser@sample.com	ტ Undo

b. Enter the Summary and Details of the question or issue. If it is an issue, include any steps necessary to replicate the issue and any other details that can help the team diagnose it. You can also Upload any relevant files in this window. When you're finished, click Submit. A confirmation is shown. If you want to create another case, click Yes; otherwise, click No to close the window.

* Short Description			
* Details of the Issu	le		
Give clear and specifi	c steps on how to recre	te the problem, with examples and user details.	
Attach File			
ALLOCH FILE			
🛧 Upload Files	Or drop files		
		Cancel	Submit

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Review Cases

1. From the GPO Support page, you can see your five most recently opened cases. Click a case number to view its details, or click **View All Cases** to see older cases. The GPO Support Cases window opens.

GPO Su An Issue	pport
An Issue Preferred Contact Method Errol Mobile * Short Description * Detrills of the Issue	View All Cases View Case Details Rebate Payment Discrepancy Pending Assignment
Give cherr and specific steps on how to recreate the problem, with examples and user details.	View Case Details
Lubrite Cr drop files	View Case Details

2. The view defaults to your currently **Open** cases. Select **Closed** to view all cases closed in the last two years. The Search field is specific to the view you are in. If you are viewing Open cases, it will only search your open cases; if you are viewing Closed cases, the search allows you to find cases that were closed more than two years ago.

			GP	O Supp	ort C	Case	es			
Open 3 item	Closed s • Updated a minute ag	0					Q. S	earch th	nis list	New Case
	Date Opened \downarrow \checkmark	Case Number $ \smallsetminus $	Subject	~	Status	~	Resolution Category	~	Resolution	\sim
1	May 13, 2024, 04:15 PM				Pending Assig	nment				
2	Jul 12, 2023, 11:36 AM				Pending Assig	nment				
3	Jun 21, 2023, 09:54 AM				New					

3. Click a **Case Number** to view its details.