

Still Have Questions?

A Retail Portal quick start guide is available under the Help tab. You can also contact the Appriss CustomerFirst Center at 1-877-502-2501 or via e-mail at cfd@appriss.com to answer any other questions you may have.



New User's Guide

Retail Portal

Frequently Asked Questions & Effective User Tips to Maximize Your Retail Portal Experience



Connecting Precursor Retailers

Retail Portal gives retailers an instant, up-to-date database of precursor records and other data from thousands of retailers across the country. This guide will serve not only as a reference for our most commonly asked questions, but also provide effective tips for using the application.

FEATURES

Q. What features are in Retail Portal?

A. You may have access to the following:

- Transaction
- Returns
- Voids
- Reports

ACCESS

Q. What do I do if I forget the store account login?

A. Ask your pharmacist or contact 1-877-502-2501.

Q. Is there a time when Retail Portal would ever be unavailable?

A. It could possibly be unavailable on Wednesdays from 4:00 a.m. to 6:00 a.m. EST during the regularly scheduled maintenance window.

Q. My new co-worker wants access to Retail Portal. Can I just let him use my PIN account?

A. Each PIN account is valid for one user. Contact your store administrator to request additional accounts.

Q. Do I need to have a separate PIN for each pharmacy I work at since I am a floater?

A. No, your account needs to be set up at each store but your accounts may all have the same PIN.

DATA

Q. How current is the data in Retail Portal?

A. Data in Retail Portal is real-time.

Q. How far back does the data go?

A. The data goes as far back as when the pharmacy began submitting transactions.

Q. Can you void a transaction?

A. Yes, as long as your account is set up to do so. Refer to the Quick Start Guide for specific details on how this can be done.

The screenshot shows the Retail Portal interface with three main sections:

- 1. Gather Personal Information:** This section contains a dropdown menu for scanner selection, followed by fields for ID Number, ID Type (set to Driver's License ID), ID Issuing Agency (set to Kentucky), ID Expiration Date, First Name, Middle Initial, Last Name, Suffix, Date of Birth, Address 1, Address 2, City, State/Province, and Postal Code.
- 2. Describe Product(s):** This section features a table with columns for Product, # of Boxes, Grams/Box, Total PSE, and Remove. The table contains one row with a product name, 1 box, 0.00 g, and 0.00 g. Below the table is an 'Add Additional Product' button and a 'Total Amount' of 0.00 g.
- 3. Other Details:** This section includes a 'Delayed Entry' checkbox and fields for User and PIN, with a 'Submit' button and a 'Cancel' button.

Tool Tips

- Log into the Retail Portal's secure Web portal via your company's prescribed method. Enter the account ID and password, then select your name and enter your PIN.
- Transaction page
 - **Information Section:** Complete the required fields as noted with an asterisk. After entering the ID Number, Type, and Issuing Agency, click on the Find icon. If the customer has previously made a purchase, the rest of the customer's information will automatically populate the information fields.
 - **Describe Product Section:** Begin typing the first few letters of the product name or the first few numbers of the UPC and a list will appear. Select the product and enter the number of boxes being purchased.
 - Complete other information as required, which includes entering your PIN, and click submit.
- **Safety Override button:** (Not available in states that don't allow the override feature per state law): This allows you to proceed with a sale if the customer's purchase exceeds allowable amounts, that customer becomes belligerent, and you are concerned for your safety.
- **Confirm Transaction:** If information is incorrect, click edit and make changes. If information is correct, click YES to add it to the database. Selecting NO will end the transaction and clear the transaction page.
- **Returns:** Complete the required fields as noted with an asterisk. After entering the ID Number, Type, and Issuing Agency, click on the Find icon.
- **Voids:** To remove a purchase, enter the Transaction Number and click submit.
- **Transaction Report:** This provides a list of transactions based on a date range entered.