



PHARMACY PARTNER HUB USER GUIDE

ROLE:

This user guide provides step-by-step instructions for users to successfully navigate the Pharmacy Partner Hub.

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Home Page

After logging in, the user will be taken to the **Home** page.

The screenshot shows the Pharmacy Partner Hub interface. Callout 1 points to the main navigation icon (three horizontal lines) in the top left. Callout 2 points to the 'Change Org' link in the top right. Callout 3 points to the user profile dropdown menu in the top right. Callout 4 points to the 'Download Agreement' link in the bottom right table.

Pharmacy Partner Hub
Division of Pharmacy Services - VDH

About This Page

- 0 Not Submitted
- 1 Order(s) Submitted
- 1 Total # of Orders

* The Total # of Orders also includes Canceled orders.

Commonwealth Recovery and Wellness Order's History [+ Create Order for Commonwealth Recovery and Wellness](#)

Order Number	Order Date	Shipping Address	Status	Created By
1908	7/30/2025	101 N 14TH ST STE 202 RICHMOND, VA 23219	SUBMITTED	RACHEL CASEBOLT

1 - 1

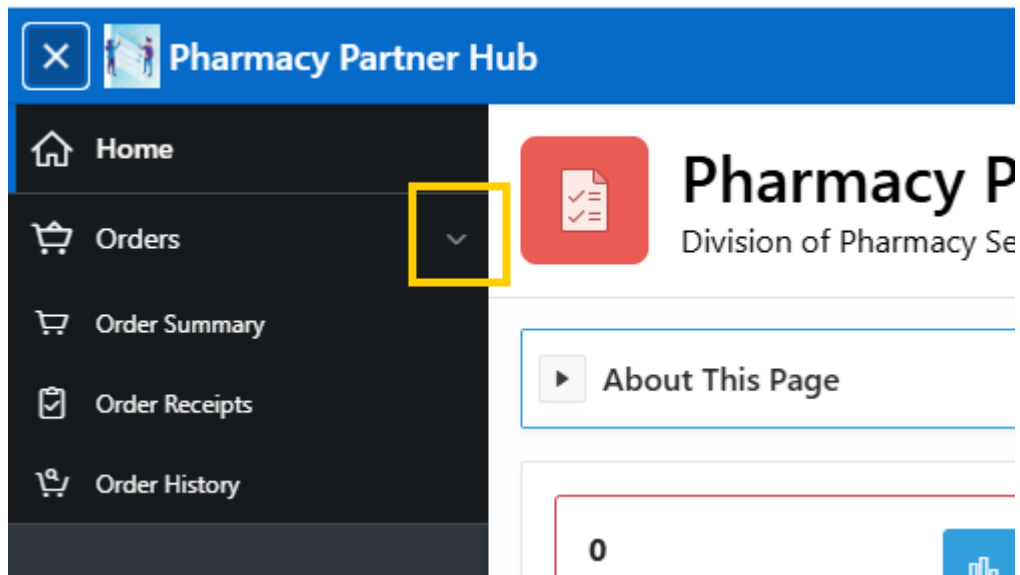
Agreement Number	Start Date	End Date	Date Processed	Date Canceled	Download Agreement ↑
CRWCMM510GY26	7/1/2025	9/30/2027	7/29/2025		Download Agreement

1 - 1

1. Select the **main navigation icon** (≡) to display the two links in the sidebar to the left: Home and Orders. Notice, too, the three links at the top right of the screen: Change Org, Help, and Feedback.
2. If the user manages orders for more than one organization, choosing the **Change Org** link will allow them to switch between organizations.
3. Clicking the username/email address in the top right corner displays a drop-down menu with the following options: User Profile, Change Password, Contact Us, and Sign Out.
4. The **Home** page features a summary of the organization's order history, followed by details of the organization's naloxone Agreement (MOU or MOA). The user can also download a PDF copy of their organization's most recent Agreement.

PHARMACY PARTNER HUB USER GUIDE

5. Clicking the arrow next to **Orders** in the sidebar will reveal a menu of three links: **Order Summary**, **Order Receipts**, and **Order History**.



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Ordering

1. Clicking the arrow next to **Orders** in the sidebar will reveal a submenu of three links: **Order Summary**, **Order Receipts**, and **Order History**.
2. Click the **Order Summary** link to display a list of the organization's orders. The list includes the following details for each order: order status, order number, order date, shipping address, name of the person who placed the order, and whether a cancellation has been requested.

WHAT DO THE DIFFERENT ORDER STATUSES MEAN?

- Working:** You have saved a draft order, but have *not* submitted it.
- Submitted:** You have successfully submitted the order, and it is in our queue to review and process.
- In-Process:** We completed our review of your order. Pharmacy staff are currently assembling and preparing the order for shipment.
- Shipped:** Your order has been shipped via UPS Ground.

3. To begin a new order, click the **+ Create Order** button on the top right of the page.

Pharmacy Partner Hub

Change Org Help Feedback rcasebolt@gmail.com

Orders

+ Create Order for Friends of Guest House

About This Page

Friends of Guest House Orders

Order Number	Order Date	Shipping Address	Status	Submitted By	Cancellation Requested
1905	7/29/2025	1 E LURAY AVE ALEXANDRIA, VA 22301	SUBMITTED	RACHEL CASEBOLT	

1 - 1

- On the **Order screen**, select the physical address and shipping address from their respective drop-down lists and then type any comments for the Naloxone Distribution Team (optional).

- Double click inside the “Select Product” box to display a drop-down list of available products, then select the name of the desired product.

- Click inside the “Quantity Requested” box and type the desired product quantity. (Naloxone nasal spray is packaged as a two-dose kit. Please type the number of kits, not the number of doses, desired.)

7. When ordering 100+ naloxone kits and/or 1,000 test strips of any type, click inside the “Justification” box and explain the need for such a large quantity. If no justification is given, the system will give an error when the user attempts to Save as Draft or Submit the order.
8. Click the **+ Add Items to Order** button to add a new line item, and repeat step 6 as needed.
9. To remove a line item, click the checkbox to its left, then click the **Remove Selected Items** button.

The screenshot displays the Pharmacy Partner Hub interface. At the top, there are two buttons: **+ Add Items to Order** (highlighted with a yellow box) and **Remove Selected Items**. To the right of these buttons is an **Undo** button. Below the buttons is a table with the following columns: **Item Name** (with a sort icon), **Quantity Requested**, and **Justification**. The table contains three rows. The first row is for **Naloxone 4mg Nasal Spray (OTC)** with a quantity of **108** and a justification of **Needed for large influx of new clients who use drugs.** The second row is partially visible, showing a **Select Product** dropdown menu. At the bottom of the table, it indicates **1 rows selected** and **Total 2**.

- Complete all required fields in the Additional Details section. (Different categories of partner may see slightly different questions in this section.)

Additional Details

Is it first time order?

☒ No ☐ Yes

What happened to the naloxone you previously requested?

☒ Previous kits were dispensed.

☐ Previous kits were administered.

☒ Previous kits expired and returned to VDH.

☐ Previous kits were damaged and returned to VDH.

☐ Other (please specify) .

Dispensed Kits Quantity

96

Expired and Returned to VDH Quantity

4

What is your current inventory of naloxone kits?

2

What is the earliest expiration date of naloxone kits in your inventory?

09/27

How many weeks do you anticipate the requested amount will last your organization?

3

What priority groups will be targeted with this order?

People Who Use Drugs (PWUD) X Friends, family, or coworkers of PWUD X People in recovery X

Select from the following based on how you plan to use this order:

Plan to provide naloxone only within the receiving locality

Is this order for a specific event or activity where naloxone will be provided to individuals?

No

- Once all required fields are completed, click the **Save as Draft** button located at the top of the Order page. Saving the order does **not** submit the order. After saving, the order remains in “Working” status, and the user can make changes to it until ready to submit.

Pharmacy Partner Hub

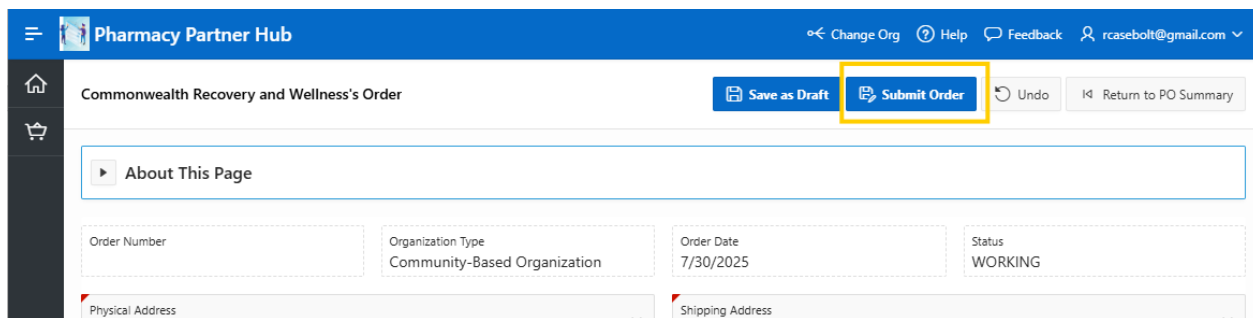
[Change Org](#)
[Help](#)
[Feedback](#)
[rcasebolt@gmail.com](#)

Commonwealth Recovery and Wellness's Order

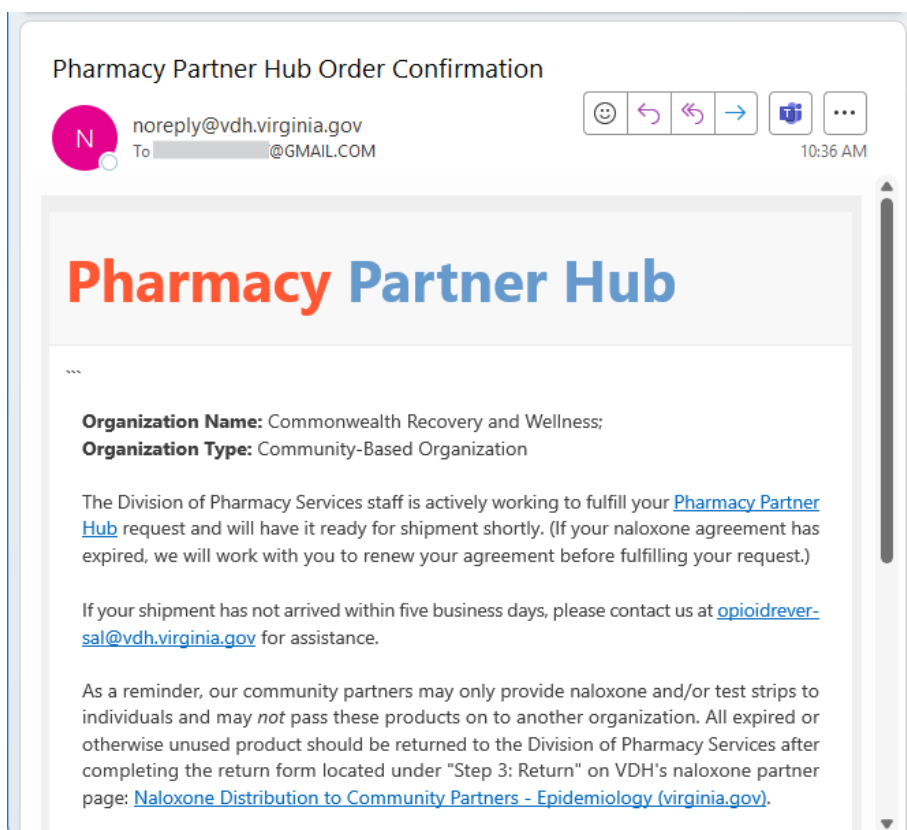
▶ About This Page

Order Number	Organization Type	Order Date	Status

12. When ready, click the **Submit Order** button. Once an order has been successfully submitted, the Naloxone Distribution Team will send a confirmation email to the user.

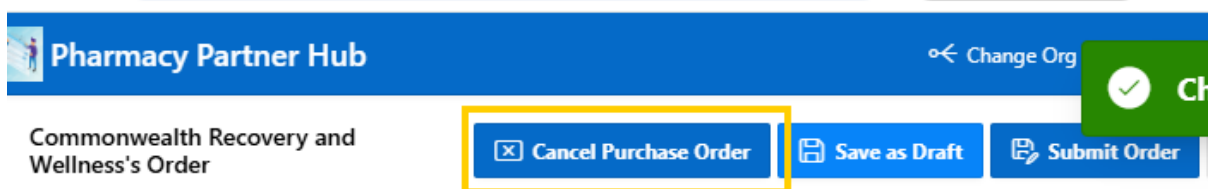


The screenshot shows the Pharmacy Partner Hub interface. At the top, there's a blue header with the title 'Pharmacy Partner Hub' and navigation links like 'Change Org', 'Help', 'Feedback', and a user profile. Below the header, the main content area is titled 'Commonwealth Recovery and Wellness's Order'. It features a 'Save as Draft' button and a 'Submit Order' button, which is highlighted with a yellow box. To the right of the 'Submit Order' button are 'Undo' and 'Return to PO Summary' buttons. Below this, there's a section titled 'About This Page' with a dropdown arrow. Underneath, there are four input fields: 'Order Number', 'Organization Type' (with 'Community-Based Organization' selected), 'Order Date' (with '7/30/2025' selected), and 'Status' (with 'WORKING' selected). At the bottom, there are two dropdown menus for 'Physical Address' and 'Shipping Address'.



13. To request that an order be cancelled, click the **Cancel Purchase Order** button at the top of the page. A box titled “Order Cancel Request” will pop up in the middle of the screen. In the text box, explain why the order should be canceled, then click the **Send Request** button.

The system will send an email confirming that the cancellation request was submitted, and will send another confirmation once the Naloxone Distribution Team has completed the cancellation.

A screenshot of the "Order Cancel Request" modal form. The form has a title bar with a close button. Below the title bar is a section titled "About This Page" with a right-pointing arrow. The main section is titled "Enter reason for Request" and contains two input fields: "Order Number" with the value "1908" and "Order Date" with the value "7/30/2025". Below these fields is a large text area labeled "Cancel Reason" containing the text "I accidentally ordered twice! Please process Order Number 1907, but cancel this order (1908). Thank you!". At the bottom right of the form is a blue button labeled "Send Request".

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Order Receipts

1. Click the **Order Receipts** link in the sidebar to display a list of orders that have already been shipped. This page allows users to mark their order(s) as received. Partners are not required to use this feature; it is provided as a convenience.
2. Once an order has arrived at the organization's shipping address, use the **down arrow** in the "Mark as Received" column to change the order's status to RECEIVED.
3. Click the **Save** button to save the changes.

Pharmacy Partner Hub (QA)

Change Org Help Feedback rachel.casebolt@vdh.virginia.gov

Order Receipts

About This Page

Search: All Text Columns Go Actions Edit Save Reset

	Order Number	Order Date	Shipping Address	Status	Ordered By	Mark as Received
<input checked="" type="checkbox"/>	552	3/11/2025	109 GOVERNOR ST RICHMOND, VA 23219	SHIPPED	TEST PRIMARY CONT...	▼
<input type="checkbox"/>	204	5/3/2024	109 GOVERNOR ST RICHMOND, VA 23219	SHIPPED	Sam K	

1 rows selected

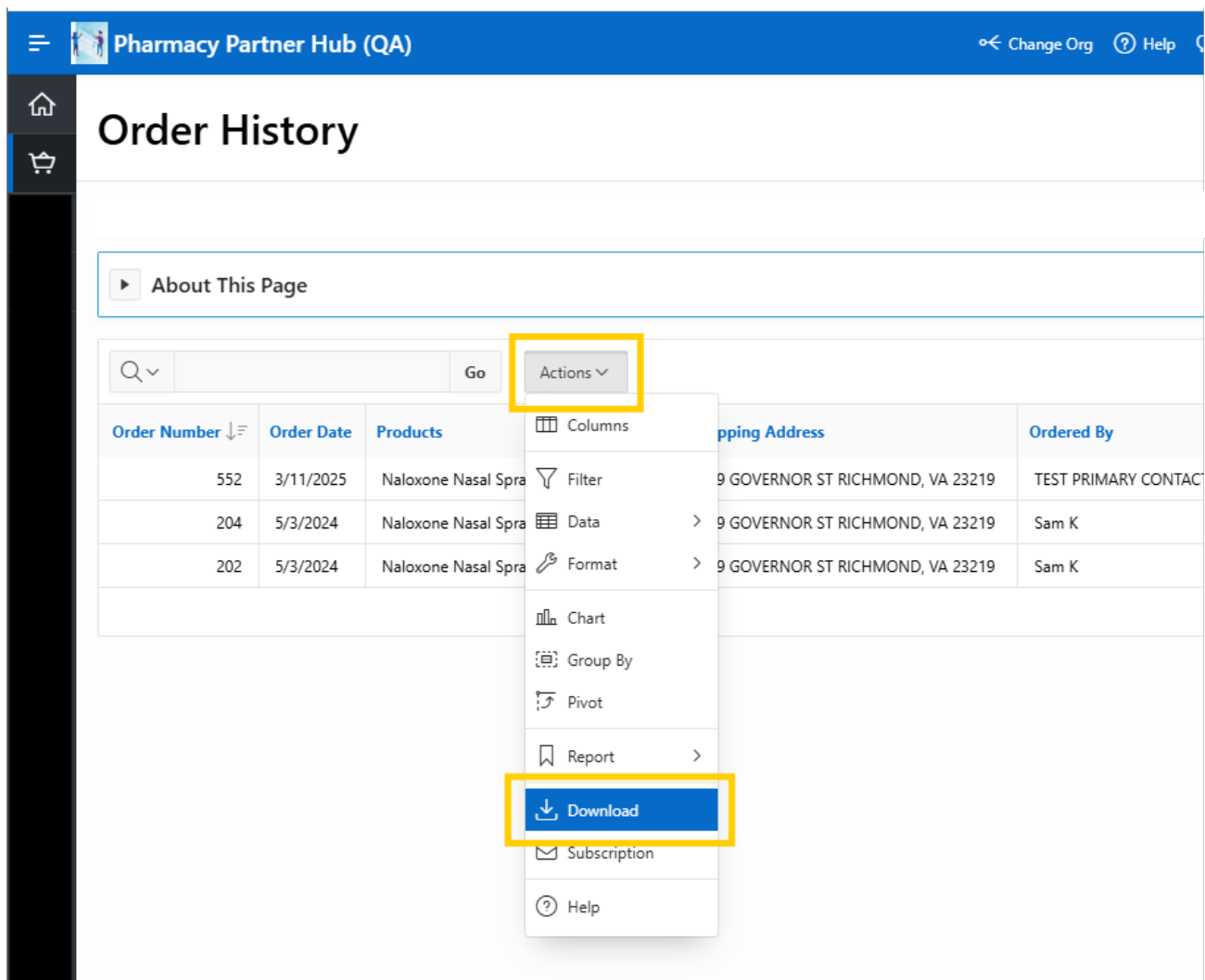
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Order History

The **Order History** screen displays a list of past purchase orders.

The table provides the following details for each order: order number, order date, the products ordered (and their quantities), order status, shipping address, and name of person who placed the order.

1. To download the Order History, click the **Actions** button, then select **Download** in the drop-down menu.



The screenshot shows the 'Order History' page in the Pharmacy Partner Hub (QA). The page has a blue header with the title 'Pharmacy Partner Hub (QA)' and navigation links for 'Change Org' and 'Help'. A left sidebar contains icons for home and shopping cart. The main content area is titled 'Order History' and includes a search bar, a 'Go' button, and an 'Actions' button. The 'Actions' button is highlighted with a yellow box. A dropdown menu is open from the 'Actions' button, showing options: Columns, Filter, Data, Format, Chart, Group By, Pivot, Report, Download (highlighted with a yellow box), Subscription, and Help. Below the dropdown is a table with the following data:

Order Number	Order Date	Products	Shipping Address	Ordered By
552	3/11/2025	Naloxone Nasal Spra	9 GOVERNOR ST RICHMOND, VA 23219	TEST PRIMARY CONTACT
204	5/3/2024	Naloxone Nasal Spra	9 GOVERNOR ST RICHMOND, VA 23219	Sam K
202	5/3/2024	Naloxone Nasal Spra	9 GOVERNOR ST RICHMOND, VA 23219	Sam K

2. The resulting dialog box allows the user to choose between several file types for the download.

