



National Custom
Compounding

Caring, Innovative,
Personally Made Medicine

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Partner Portal Guide

Current August 2020



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Portal Page Overview

Page	Information
Announcements	<ul style="list-style-type: none"> This is the first screen after logging in. You will see regularly notifications including <ul style="list-style-type: none"> Unavailable medication alerts Important information if we are experiencing any technical issues Portal upgrades and improvements
Create a New Order	<ul style="list-style-type: none"> This page enables you to create and send the <i>Patient order</i> There is a link to get a quick quote on a regular compounded medicine It is important that the Patient prescription is uploaded on this page to avoid order delays
Your Order History	<ul style="list-style-type: none"> Here you will see a complete list of all orders place with the Portal under your username The order details, patient contact details, order status, price and posted consignment details are visible When a parcel is received at your store, the 'Order Received' button helps you notify the Patient to visit & collect their order from you
Patient List	<ul style="list-style-type: none"> This is the complete list of Patients that have had an order from your store Using the 'New Order' button, the system will automatically fill a New Order form & save time Pressing 'Select' gives you access to the Patient details, order history and any recorded patient notes
Product List	<ul style="list-style-type: none"> You will get access to <ul style="list-style-type: none"> Current Pricelist Helpful documents to assist staff in following the best practice Quick search option for pricing. <i>If something is not listed in the pricelist, please call the NCC team on 1300731755</i>
Medicine Information	<ul style="list-style-type: none"> To ensure that Patients are provided with the necessary medicine information, this page has an extensive list of Information flyers that can be given out. If a product does not have a flyer listed, please <i>call the NCC team on 1300731755</i>
Training Videos	<ul style="list-style-type: none"> To help educate your team on the Portal, we have uploaded a series of training videos.



Logging on to the Portal



- Open *Chrome* browser on PC, tablet or mobile phone
- Visit order.customcompounding.com.au
- Enter user/store email & password
 - This email would have been provided at sign- up
- Select the 'Login' button

Location :
Suit 5/166 Gooding Drive Merrimac,
Queensland, 4226

Phone :
1300 731 755

Fax :
07 5530 6677

Email :
admin@customcompounding.com.au

Don't have an account? [Sign Up](#)

Login to your account

Login

[Forgot Password ?](#)

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Placing a new order

Log In

Log in to the Portal order.customcompounding.com.au

- Press the 'Create a New Order' tab

Create Order

If Patient is **NEW**

- Enter First Name, Last Name, Date of Birth, Email Address & Patient Contact number.
These contact details must be specifically for the patient to ensure NCC pharmacists can contact the patient for necessary counselling

If Patient is a **REPEAT**

- Use the *Search Patient Field* to enter First Name slowly
- Then select their name from the list & these details will auto-fill the order

Quote

Select the calculator icon 

- Enter Item name & click to select. This will add the item to the order
- *Repeat step for multiple items/multiple prescriptions*
- *If the item does not appear, please call the NCC team 1300 731 755 for a quote.*

Once completed, click 'Save'

Attach Prescription

Scan the Patient prescription(s) onto the current PC that *you are using*.

- Select the *number of compounded items required*
- Press *Choose File* and locate the scanned prescription(s) on the PC
- Enter any specific notes for that prescription in the *Additional Information* field


Complete Details

Finalise the order by entering

- General Order Notes (if required)
- Dosage Form
- Flavour (for troches, lozengers, liquids only)
- Your name

Press *Submit Order*

New Order Screen

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Announcements Create a New Order Your Order History Patient List Product List Medicine Information Training Videos

Create a New Order

Search Patient List

Patient First Name *

Patient Last Name *

Date of Birth (dd/mm/yyyy format)

Patient Email Address *

Patient Contact Number *

Number of Compounded Items required

Price quoted by NCC to Pharmacy (for patients order)

Prescription #1

Additional information related to Script attachment

Troche / Liquid Flavour

Ordered by *

General Order Notes & Requests

Dosage Form *

Has the original Prescription(s) been posted to NCC? Replied Paid 86714, Merrimac QLD 4226 ☒

Submit Order

To order a repeat prescription that is on file at NCC, please specify item name, strength and quantity in the above field.

*Urgent items can be collected by the patient from NCC. Freight timeframes cannot be guaranteed.

*Partner Pharmacy must specify in order notes if processing PBS prescriptions.

*Attach a physical note to the actual prescriptions before posting to NCC. The NCC team will then return prescription repeats.

New Order FAQ

When do orders need to be placed by, to get them within 24 business hours?

- The order cut-off is 4pm.
- Please refer to the NCC [Commonly Compounded Items](#) list for all of the compounded items that have a 24-hour turn-around guarantee.

How long does the courier take to deliver?

- Orders sent to metro areas are via Aromex Couriers (previously Fastway).
- Please allow 1-3 business days for courier delivery.
- Orders sent to Rural & Interstate area's are either Aromex or Australia Post. This is based on the fastest courier. Please allow 2-5 business days.
- Australia Post is generally used in the following area's: TAS, WA, SA rural QLD & rural NSW
- Please call 1300 731 755 if a more guaranteed delivery is required. *Extra delivery fees may apply.*

Why do I need to use Patient mobile & email?

- Please refer to the NCC [Partner Terms and Conditions](#).
- To ensure the NCC Partner Program continues to meet Pharmacy Board & State Health Authority requirements all details must be Patient specific. Please visit [Partner Process & Summary](#) for more details.

Are all order details required?

- Any details with a * must be accurately filled
- If details are missed (including attached prescription(s)) the order may be delayed

Should our Pharmacy take pre-payment?

- To avoid customers not returning to collect orders, we recommend getting prepayment from the customer
- If you cannot find the price of the prescription, please call the NCC team on 1300 731 755
- We cannot accept returns for refunds. Please see the NCC [returns policy](#) for more information)

How do I get a quote?

- Please do not use the portal to ask us for a price
- Always call **1300 731 755** or email us admin@customcompounding.com.au
- The calculator on the order form, allows access to all available items

Tracking, Receiving & Notify Patient orders

Log In



Log in to the Portal order.customcompounding.com.au

- Press the 'Your Order History' tab

Your Order History

The list that is displayed will show the complete history of orders from you

Key points include

- Comments  will appear when the NCC team discuss the order with your team.
- Transfers  will appear if the order was placed by the Patient at NCC & they request delivery to you

Tracking Parcel

NCC uses a variety of couriers to deliver throughout Australia

- Aromex consignment numbers appear as MS0000111111 | Visit aramex.com.au/tools/track/
- Australia Post consignment numbers appear as BWT34000011100011 | auspost.com.au

The NCC system will send you a tracking email once the parcel is collected and onroute

Receiving Order

Upon receipting the order from the courier


- Sign for the parcel
- Visiting the 'Your Order History' tab

Notifying Patient

The NCC portal is configured to notify the *Patient via SMS &/or email* when to product arrives in your store.

- After logging into Portal
- Press **Order Received** on the specific order ID in the 'Your Order History'

Your Order History Screen



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Order History

ORDERID	ORDER DATE	FIRST NAME	LAST NAME	PHONE PRIMARY	ORDER STATUS	PRICE	CONSIGNMENT NUMBER	
30525	7/21/2020 3:32:38 PM	Matthew	Bellgrove		On Shelf	\$100.00		Open
 30413	7/17/2020 11:56:21 AM				Posted	\$76.00	MS0000	Open Order Received