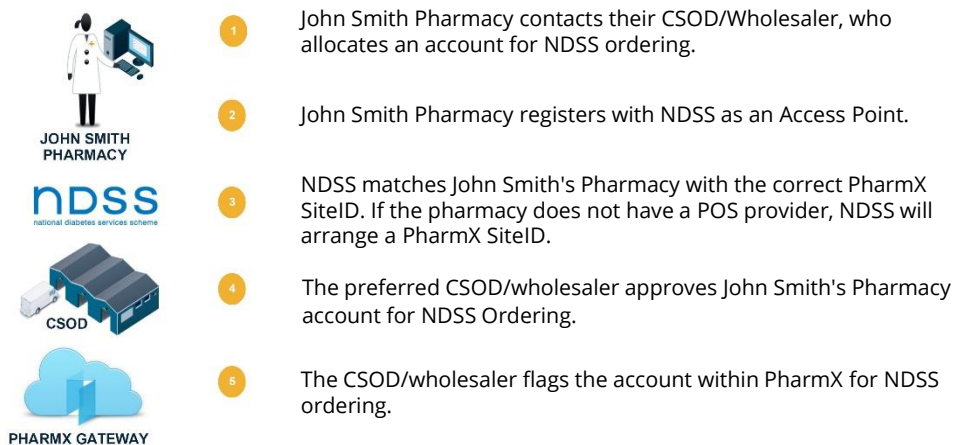
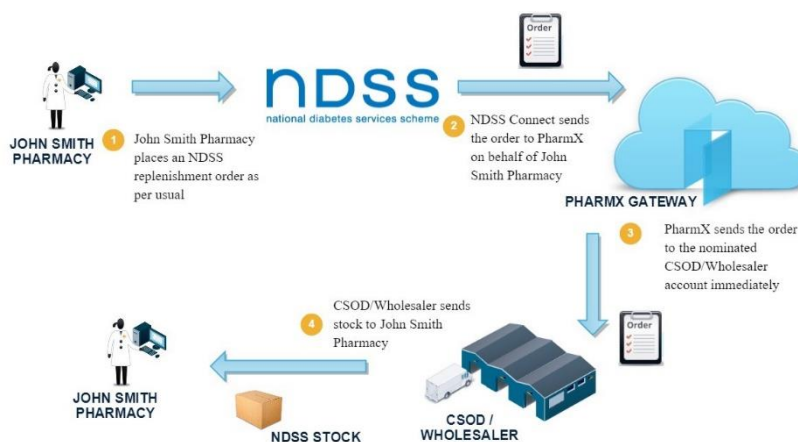


# NDSS & PharmX Fact Sheet

## What Information Does Everyone Need?



## How Does NDSS Ordering Work?



## What if Pharmacies Have Questions About PharmX?

- **What if any items on the order are OOS?**  
*The CSOD/Wholesaler will put these on backorder (for all NDSS orders)*
- **What if the CSOD/Wholesaler NPD has items that are out of stock?**  
*PharmX manages the backorder process for NPD. If we receive an OOS for any order lines we create a new order for those lines which is sent 24 hours after the original order.*
- **What if an access point has questions about orders submitted to NDSS Connect?**  
*They should contact Diabetes Australia.*
- **What if an access point has a question about which CSOD/Wholesaler account they receive NDSS stock from, or want to change that account?**  
*They should contact the CSOD/Wholesaler.*
- **What if an access point has a question regarding an order they placed?**  
*They should contact Diabetes Australia or the CSOD/Wholesaler.*
- **What if an access point is not set up in PharmX?**  
*Diabetes Australia should provide PharmX with the access point code, name, address, ABN, preferred CSOD/Wholesaler & CSOD/Wholesaler account number.*
- **What if there is an issue with NDSS Connect sending an order to PharmX?**  
*Diabetes Australia should contact the Support Team at PharmX on [support@pharmx.com.au](mailto:support@pharmx.com.au)*

## Who Supports Who for NDSS?

PharmX provides support to the Diabetes Australia helpdesk teams and CSOD/Wholesalers. PharmX doesn't provide support directly to pharmacy (or NDSS access points that don't have a POS)

*Any direct support enquiries related to an NDSS order should be directed to Diabetes Australia.*

