1) Log into the NPLEx secure Web portal via your company’s prescribed method. Enter your User ID and Password.

2) 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 PSE purchase, the rest of the customer’s information will automatically populate the information fields.

3) Transaction page - Describe Product Section: Begin typing the first few letters of the product name or the first few numbers of the UPC and a pick list will appear. Select the product and enter the number of boxes being purchased.

4) Transaction page: Complete other information as required. Click submit.

5) Safety Override button: This allows you to proceed with a sale if the customer’s purchase exceeds allowable amounts, becomes belligerent, and you are concerned for your safety.

6) Confirm Transaction: If information is incorrect, click edit and make changes. If information is correct, click YES to add it to the database.

7) Returns: Complete the required fields as noted with an asterisk. After entering the ID Number, Type, and Issuing Agency, click on the Find icon. This function is used when the Transaction Number is unavailable or only a portion of a previous purchase is being returned.

8) Voids: To cancel or issue a credit, enter the Transaction Number and click submit.

9) Transaction Report: This provides a list of transactions based on a date range entered.
1) Each pharmacy has an Administrator setup:

List Users Screen: This allows the Administrator to add users, edit user information and reset passwords.

Pharmacy Edit: Use this page to enter or change the pharmacy address, phone, fax, or e-mail information.

Product List: Use this page to add or delete PSE products from the ‘Your Product List.’

2) If a Pharmacy Administrator is locked out, the Administrator can e-mail support at _________________.

3) If a customer is denied a purchase and wants to know why, the pharmacy should write the transaction ID along with the Web site www.nplexanswers.com, to provide to the customer. The customer can visit the online portal to receive more information.