



scriptdrop

App Training Guide | January 2019

Table of Contents

Topic	Page
Quick Tips	<u>3</u>
Before Pickup	<u>4</u>
Pickup Process	<u>5</u>
- Cancelling an Order	<u>7</u>
- Adding an Order	<u>8</u>
- Confirming Orders	<u>9</u>
Delivery Process	<u>10</u>
- Copay Collection: Cash/Check	<u>13</u>
- Copay Collection: Credit Card	<u>14</u>
- Survey & Signature	<u>15</u>
- What if I lose cell reception?	<u>16</u>
- What if no one answers?	<u>17</u>
Reconciliation	<u>18</u>
FAQ	<u>19</u>

Quick Tips

1. **Questions? Just Call Us!**

ScriptDrop's number (800-376-7715) is available at the top of the app screen. Click it to call if you have questions or need help troubleshooting an issue

2. **Watch Out for Add-On Orders**

Pharmacy give you an order not listed in your device? Refresh the app. Still not there? Just ask the store to call ScriptDrop. We'll add it in seconds!

3. **POD is Everything**

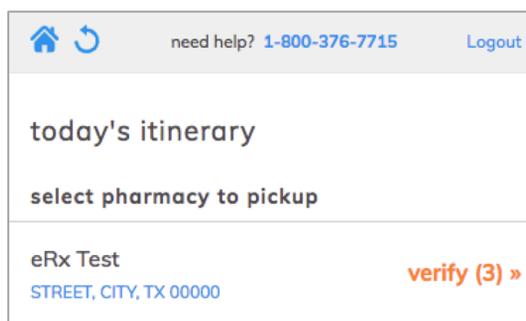
For HIPAA compliance purposes, the first/last name and signature of recipient must be captured on every completed delivery

4. **Complete Those Software Updates**

This can generally be found by viewing the "settings" option in your phone. Feel free to call ScriptDrop if you'd like assistance

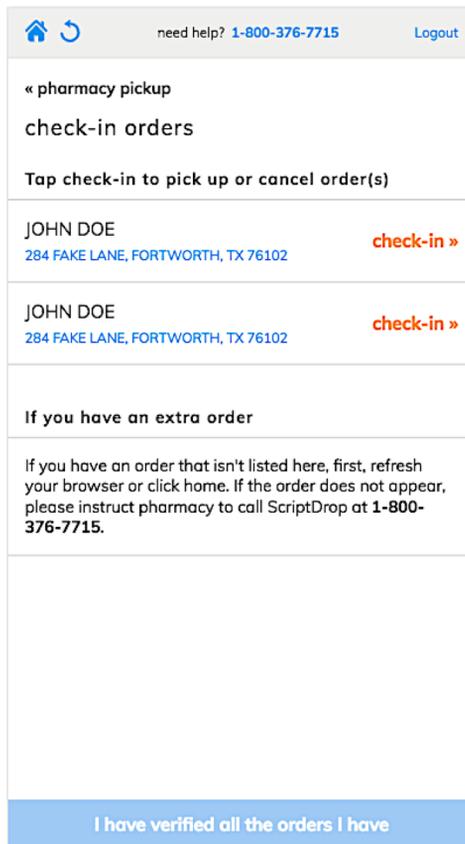
Before Pickup

- Your assigned pharmacies operate with a Service Window of 1:00pm - 5:00pm, Monday - Friday
- Drivers will receive a text at the order cutoff time (12:30pm) if any of their assigned stores have orders
- Click the link in the text:
 - Enter your username and password
 - Call ScriptDrop if you can't login or forgot username/password
 - Link not working? Close all internet browsers then visit: portal.scriptdrop.co
- Once logged in, you will see a list of the pharmacies that you are assigned. Click on "submit" to confirm that you are delivering for the day.
- You will then see the "today's itinerary" page which lists the stores you have been assigned and allows you to choose which store to visit first
- Each store will show the address (which can be clicked to open in Google maps) and the number of deliveries they have sent to ScriptDrop for the day



Pickup Process

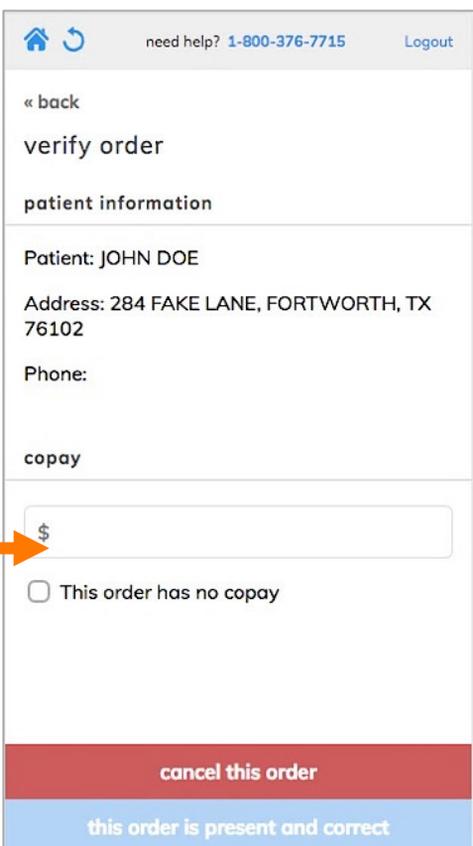
- Once you arrive to the pharmacy for pickup, refresh the app or click the “home” button. This will ensure all orders are displayed.
 - Next, click the “verify” button next to the pharmacy you are picking up
 - Once the store provides the delivery orders, click “begin” to start reconciliation
- **Ensure all orders/packages provided by the pharmacy are listed correctly in the ScriptDrop App and checked-in!**
 - To check-in each order, match the name and address on the package with the information listed on the order in the app.
 - Click the “check-in” button next to the order/package you are holding



The screenshot shows the 'pharmacy pickup' screen in the ScriptDrop app. At the top, there is a navigation bar with a home icon, a refresh icon, the text 'need help? 1-800-376-7715', and a 'Logout' link. Below the navigation bar, the screen displays '« pharmacy pickup' and 'check-in orders'. A bold instruction reads 'Tap check-in to pick up or cancel order(s)'. There are two identical order entries, each showing 'JOHN DOE' and '284 FAKE LANE, FORTWORTH, TX 76102' with a red 'check-in »' button to the right. Below the order list, there is a section titled 'If you have an extra order' with a paragraph of instructions: 'If you have an order that isn't listed here, first, refresh your browser or click home. If the order does not appear, please instruct pharmacy to call ScriptDrop at 1-800-376-7715.' At the bottom of the screen, there is a blue button that says 'I have verified all the orders I have'.

Pickup Process

- After clicking “process” you will see the “verify order” page
- If the pharmacy needs copayment to be collected, they will write the amount due on the outside of the package
 - If there is a dollar amount on the package, indicate the amount in the free text copay box
- If no co-pay is required, click the checkbox next to “This order has no copay”
- Once co-pay amount entered (or “no copay” option selected) click the blue button at the bottom of the page: “this order is present and correct” and continue on to the next order



need help? 1-800-376-7715 Logout

« back

verify order

patient information

Patient: JOHN DOE

Address: 284 FAKE LANE, FORTWORTH, TX 76102

Phone:

copay

\$

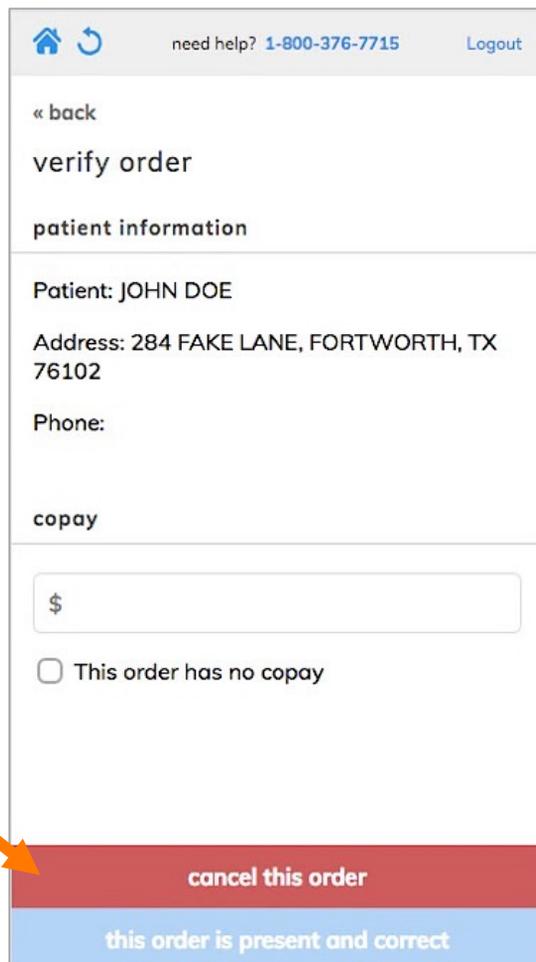
This order has no copay

cancel this order

this order is present and correct

Pickup Process: Cancelling an Order

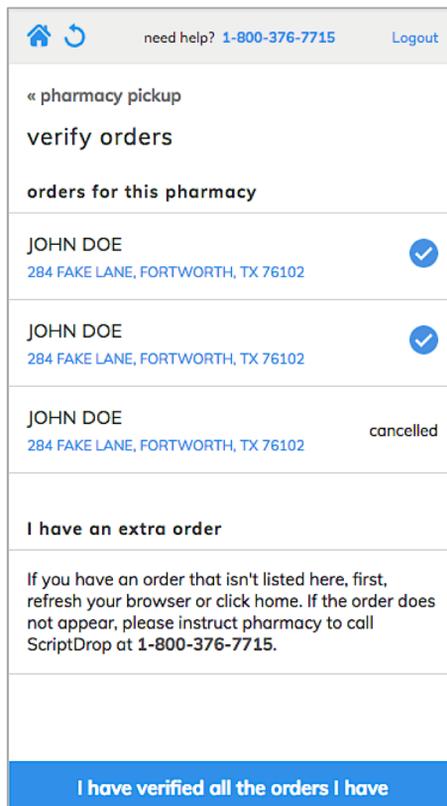
- If an order that is listed for delivery was not provided by the pharmacy, select the red "cancel this order" button at the bottom of the window.
- A pop-up window will appear that will ask "Are you sure you want to cancel this order?"
 - Select "OK" if the order needs to be cancelled or select "Cancel" to return to the verify order page.



The screenshot shows a mobile application interface for verifying an order. At the top, there is a navigation bar with a home icon, a refresh icon, the text "need help? 1-800-376-7715", and a "Logout" link. Below the navigation bar, the page title is "verify order". Underneath, there is a section for "patient information" containing the following details: "Patient: JOHN DOE", "Address: 284 FAKE LANE, FORTWORTH, TX 76102", and "Phone:". Below this is a section for "copay" with a text input field containing a dollar sign "\$" and a checkbox labeled "This order has no copay". At the bottom of the screen, there are two buttons: a red button labeled "cancel this order" and a blue button labeled "this order is present and correct". A red arrow points to the "cancel this order" button.

Pickup Process: Adding an Order

- **If the pharmacy provides an order for a patient/address not listed in your app, DO NOT LEAVE WITH THE MEDICATION!**
 - First, click the “home” button or refresh the browser on your phone
 - If you still don’t have the order listed, direct store to call ScriptDrop and have the order added.
- Once ScriptDrop adds the order, refresh the browser (or click “home”) to see the new order and complete the pickup process prior to leaving store
- Once you have confirmed that all delivery orders the pharmacy has given you have been checked-in or cancelled if necessary, click “I have verified all the orders that I have”



The screenshot shows the 'verify orders' screen in the ScriptDrop app. At the top, there is a navigation bar with a home icon, a refresh icon, the text 'need help? 1-800-376-7715', and a 'Logout' link. Below the navigation bar, the screen displays '« pharmacy pickup' and 'verify orders'. A section titled 'orders for this pharmacy' contains a list of three orders. The first two orders are for 'JOHN DOE' at '284 FAKE LANE, FORTWORTH, TX 76102' and are marked with a blue checkmark. The third order is also for 'JOHN DOE' at the same address but is marked as 'cancelled'. Below the list, there is a section titled 'I have an extra order' with a text box containing instructions: 'If you have an order that isn't listed here, first, refresh your browser or click home. If the order does not appear, please instruct pharmacy to call ScriptDrop at 1-800-376-7715.' At the bottom of the screen, there is a blue button with the text 'I have verified all the orders I have'.

Pickup Process: Confirming Orders

- Next, you will be taken to the “Confirm Orders” page. Confirm that all orders that will be going out for delivery are listed with the correct copay and that all orders that need to be cancelled are listed as “cancelled” before continuing.
- Once orders are confirmed, click “start order deliveries” to complete the pickup process for the store

 	need help? 1-800-376-7715	Logout
« verify orders		
confirm orders		
2 verified orders		
JOHN DOE 284 FAKE LANE, FORTWORTH, TX 76102		\$0.00 copay
JOHN DOE 284 FAKE LANE, FORTWORTH, TX 76102		\$5.00 copay
1 orders to be cancelled		
JOHN DOE 284 FAKE LANE, FORTWORTH, TX 76102		cancelled
start order deliveries		

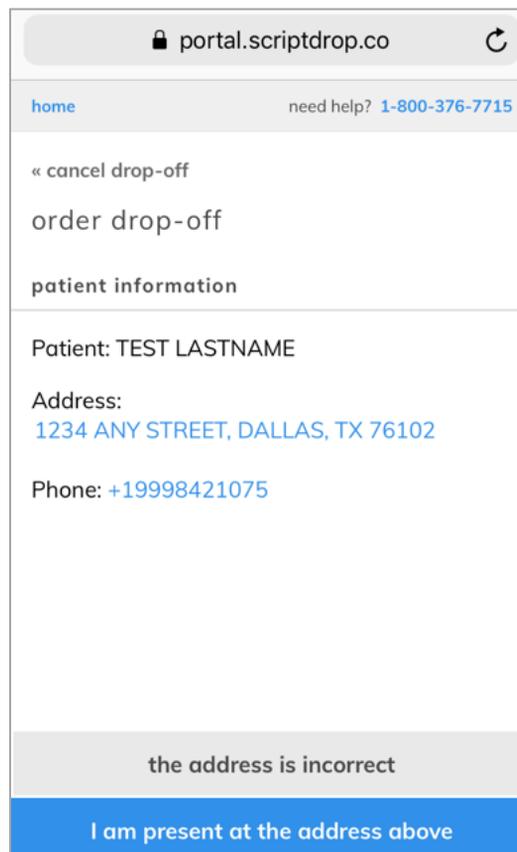
Delivery Process

- Deliveries need to be completed by 5pm same day
 - If you know a delivery will be completed after 5pm, call ScriptDrop to alert them and provide a delivery ETA. ScriptDrop will ensure the pharmacy is aware
- Deliveries will not be listed in any particular order. Use the address links to open the stop addresses in Google maps and determine the best route
- Once you determine which order to deliver first, click the orange “deliver” button next to the patient in the app

need help? 1-800-376-7715 Logout	
orders to deliver	
3 orders to deliver	
TEST LASTNAME 1234 ANY STREET, DALLAS, TX 76102	deliver »
TEST LASTNAME 1234 ANY STREET, DALLAS, TX 76102	deliver »
TEST LASTNAME 1234 ANY STREET, DALLAS, TX 76102	deliver »

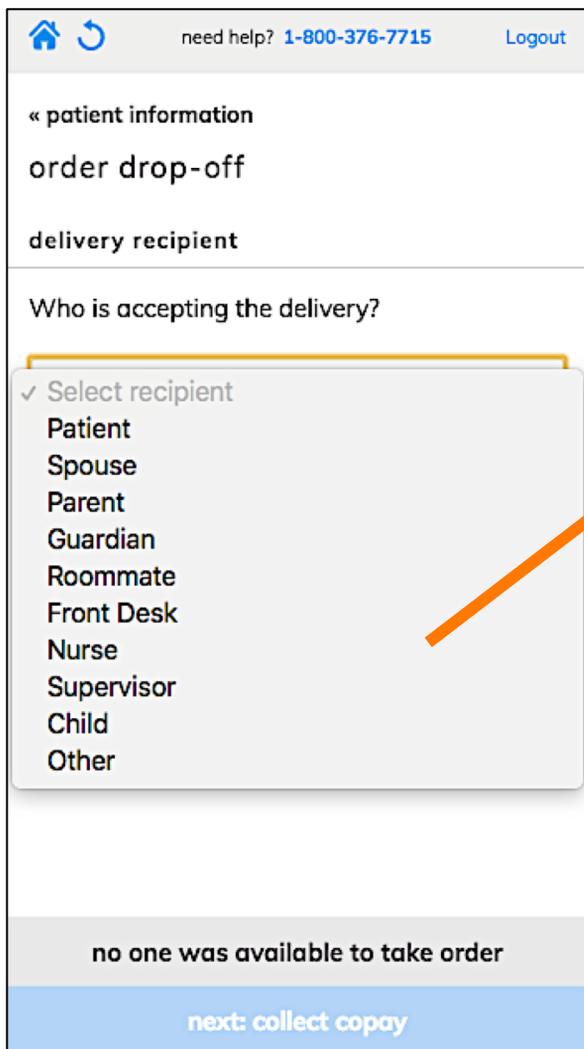
Delivery Process

- Once you arrive to the delivery address, click the blue button at the bottom of the page labeled: "I am present at the address above"
 - If you decide to deliver this order later, click the "cancel drop-off" button to return to the list of orders. This will not remove the ability to deliver the order later
- Once you click "I am present at the address above" you will see the "Order drop-off" page



Delivery Process

- If there is a delivery recipient, click “Select recipient” on the “order drop-off” page and indicate who is accepting the delivery by selecting an option from the list.
- After indicating who is accepting, record the first and last name of the recipient.
- Once relationship and name collected, click the “next: copay collection” button at the bottom of the screen



need help? 1-800-376-7715 Logout

« patient information

order drop-off

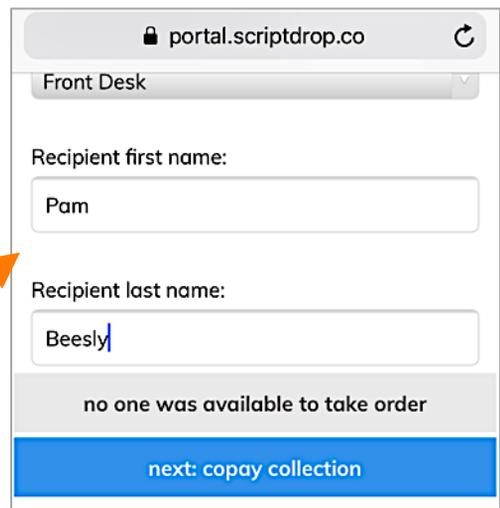
delivery recipient

Who is accepting the delivery?

- ✓ Select recipient
- Patient
- Spouse
- Parent
- Guardian
- Roommate
- Front Desk
- Nurse
- Supervisor
- Child
- Other

no one was available to take order

next: collect copay



portal.scriptdrop.co

Front Desk

Recipient first name:

Pam

Recipient last name:

Beesly

no one was available to take order

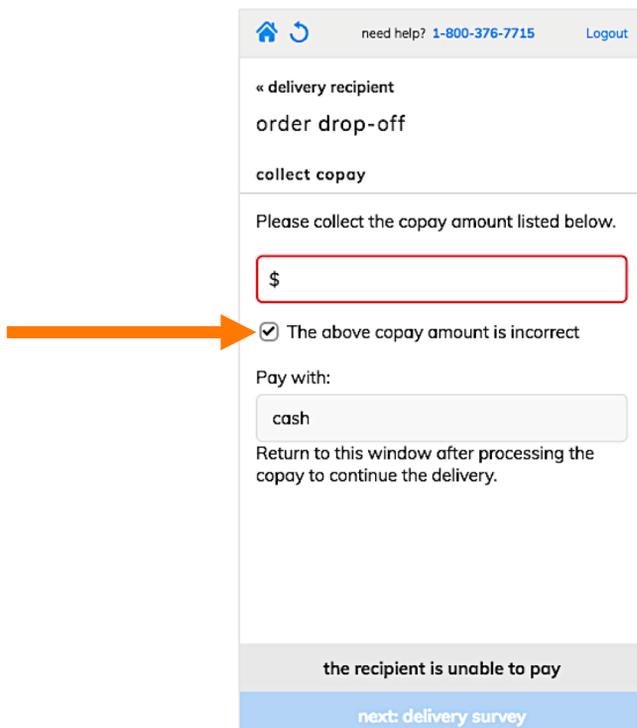
next: copay collection

Delivery Process: Copay Collection

- If co-payment from the patient is required, the amount due will be listed on the package
- The driver will record the amount due at pickup prior the leaving the pharmacy
- At the point of delivery, the driver will inform the patient of the co-pay amount and ask how they will be paying
- The driver will then indicate in which format the patient will be paying
- All payments taken by the driver must be returned to the originating pharmacy same-day

If Copay Amount is Listed Incorrectly:

- If the copay amount is listed incorrectly at delivery, select “The above copay amount is incorrect” on the order drop-off page
- Enter the correct copay amount into the copay field



need help? 1-800-376-7715 Logout

« delivery recipient
order drop-off
collect copay

Please collect the copay amount listed below.

\$

The above copay amount is incorrect

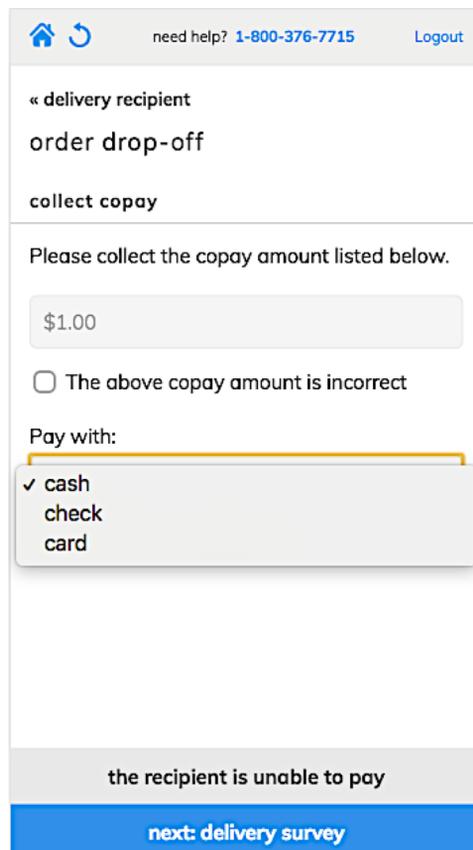
Pay with:
cash

Return to this window after processing the copay to continue the delivery.

the recipient is unable to pay
next: delivery survey

Delivery Process: Copay Collection by Cash or Check

- Indicate whether the patient will be paying by cash or check
- **Cash:**
 - The driver will collect the cash and return it to the pharmacy once their route is completed (must be same day)
- **Check:**
 - The patient will make the check out to the pharmacy
 - The driver will collect the check and return it to the pharmacy once their route is completed (must be same day)
- Once copay is collected, choose “next: delivery survey”



The screenshot shows a mobile application interface for a delivery driver. At the top, there is a navigation bar with a home icon, a refresh icon, the text "need help? 1-800-376-7715", and a "Logout" link. Below this, the screen displays the following text: "« delivery recipient", "order drop-off", and "collect copay". A message reads "Please collect the copay amount listed below." followed by a text input field containing "\$1.00". Below the input field is a checkbox labeled "The above copay amount is incorrect". Underneath is the label "Pay with:" followed by a dropdown menu. The dropdown menu is open, showing three options: "cash" (which is selected with a checkmark), "check", and "card". At the bottom of the screen, there is a grey bar with the text "the recipient is unable to pay" and a blue bar with the text "next: delivery survey".

Delivery Process: Copay Collection by Credit Card

- Indicate that the patient will be paying with card and then click the “Pay With Card” button
- Give the patient the phone to enter their Email, Card Number, Expiration Date, and CVC Code (driver can do this if patient prefers)
- Patient or Driver can then click the Pay button to complete the payment
- You will then be taken to the delivery survey

  need help? 1-800-376-7715 [Logout](#)

« **delivery recipient**
order drop-off

collect copay

Please collect the copay amount listed below.

\$1.00

The above copay amount is incorrect

Pay with:

card

Pay With Card

Return to this window after processing the copy to continue the delivery.

the recipient is unable to pay

next: delivery survey

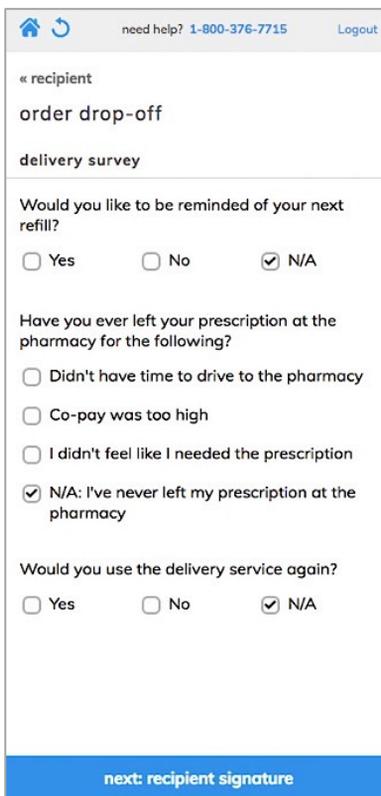
ScriptDrop, Inc.
Copay Payment

Remember me

Pay \$1.00

Delivery Process: Survey & Signature

- Collect survey response the click “next: recipient signature”
 - If the delivery recipient is anyone other than the patient, survey questions will not be displayed.
 - If the patient refuses to answer the questions, select the “N/A” option
- Have the patient sign on the mobile device and click “complete delivery”



need help? 1-800-376-7715 Logout

« recipient

order drop-off

delivery survey

Would you like to be reminded of your next refill?

Yes No N/A

Have you ever left your prescription at the pharmacy for the following?

Didn't have time to drive to the pharmacy

Co-pay was too high

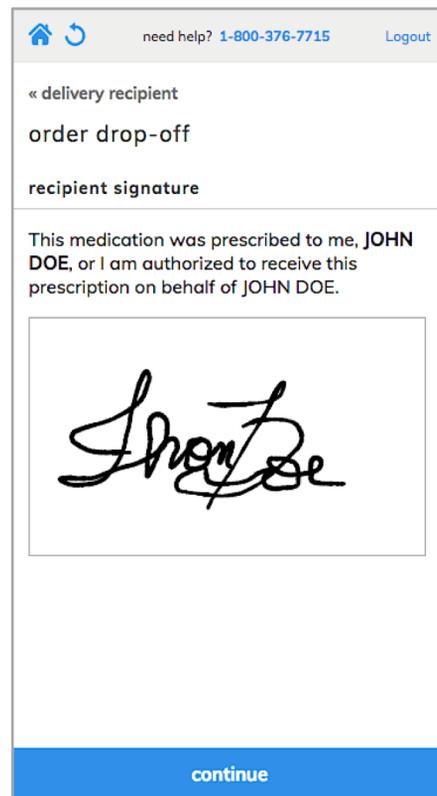
I didn't feel like I needed the prescription

N/A: I've never left my prescription at the pharmacy

Would you use the delivery service again?

Yes No N/A

next: recipient signature



need help? 1-800-376-7715 Logout

« delivery recipient

order drop-off

recipient signature

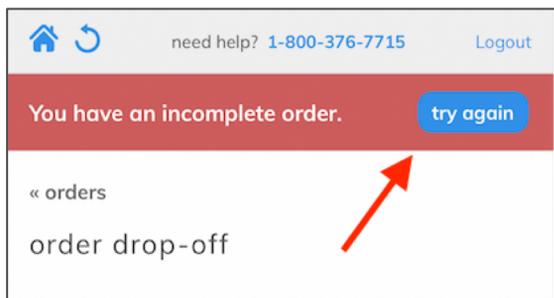
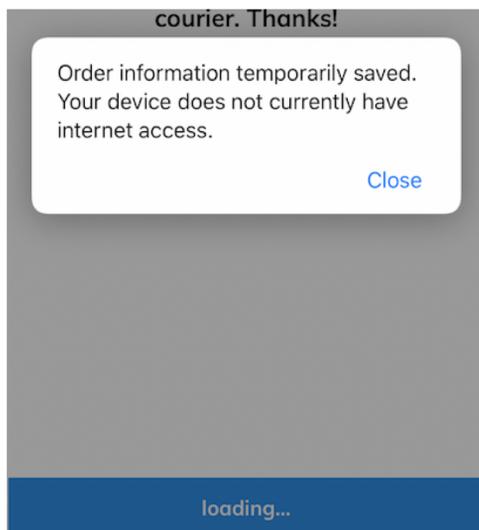
This medication was prescribed to me, **JOHN DOE**, or I am authorized to receive this prescription on behalf of JOHN DOE.



continue

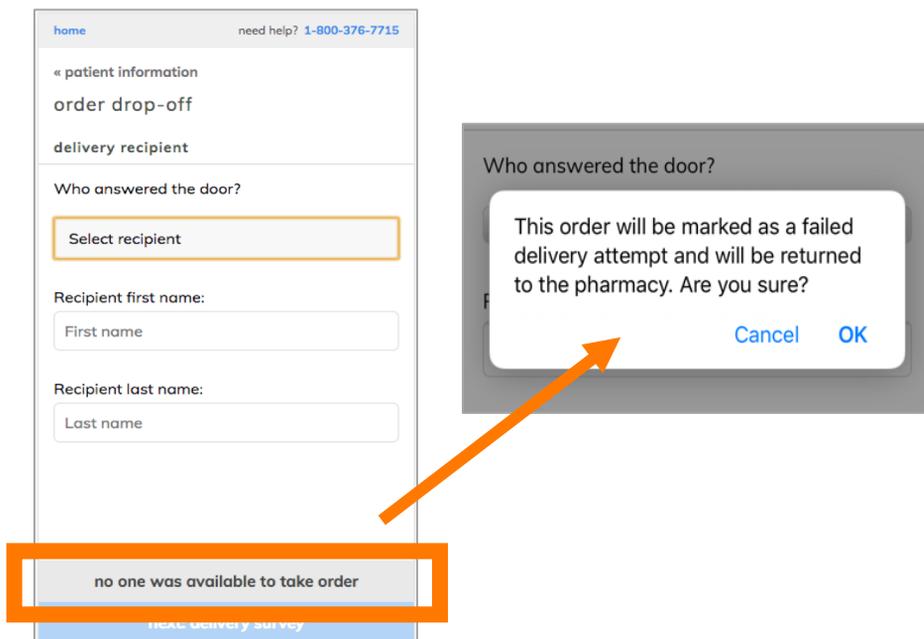
Delivery Process: If You Lose Cell Reception

- If you lose cell reception during the delivery process, you will be prompted to resubmit order information once reconnected
 - NOTE: The signature and delivery information will be saved but must be resubmitted prior to the end of day once connected to the internet
- To resubmit, click “Try again” once connected to the internet to submit saved orders
 - This step is only available if the internet connection was lost during delivery.
- Click “back to orders” and complete any remaining deliveries.



Delivery Process: What if No One Answers?

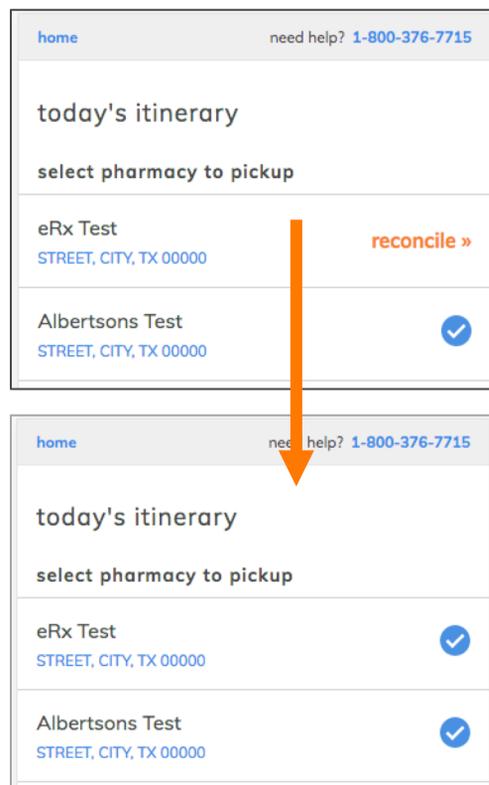
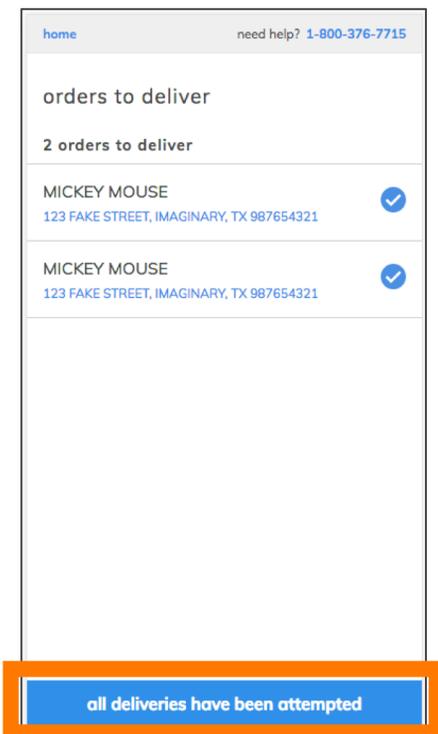
- If no one answers the door, click the “patient information” option to return to the previous page. Select the patient’s phone number and call the patient to see if they can still accept their delivery.
 - If they do not answer the door or their phone, are not home and/or are unable to accept the delivery at the given address, **do not make a second attempt**
- If the delivery cannot be completed on the first attempt, click the grey button at the bottom of the “order drop-off” page labeled: “no one was available to take the order”. From there, choose “OK” to confirm the failed delivery attempt if you are sure this order won’t be delivered today.
 - **IMPORTANT: NEVER LEAVE A DELIVERY WITHOUT COLLECTING INFORMATION AND SIGNATURE FROM A RECIPIENT. EVEN IF THE PHARMACY ASKS YOU TO LEAVE A PACKAGE AT A DOOR OR IN A MAILBOX, DO NOT DO THIS!**
 - In the event the pharmacy or patient requests to leave a delivery at a door or in a mailbox, inform them that you cannot and to call ScriptDrop



The image shows a screenshot of the ScriptDrop mobile app interface. The main screen is titled "order drop-off" and includes a "delivery recipient" section with the question "Who answered the door?". Below this is a "Select recipient" button, which is highlighted with an orange border. Further down are input fields for "Recipient first name:" and "Recipient last name:". At the bottom of the screen, a grey button labeled "no one was available to take order" is highlighted with an orange border. An orange arrow points from this button to a confirmation dialog box that appears on the right. The dialog box is titled "Who answered the door?" and contains the text: "This order will be marked as a failed delivery attempt and will be returned to the pharmacy. Are you sure?". At the bottom of the dialog are "Cancel" and "OK" buttons.

Reconciliation

- Once all deliveries have been attempted, click “all deliveries have been attempted”
- You will return to the itinerary page. Click “reconcile” to review any orders or copayments that need to be returned to the pharmacy.
 - YOU MUST RETURN COPAY AND FAILED DELIVERIES TO THE PHARMACY ON THE SAME DAY.
- Once any copayments or failed deliveries have been returned to the pharmacy, click “I have returned all of the above”
- Once the Itinerary screen shows that the assigned pharmacies have been completed (noted with checkmark), you’re done!



FAQ

- **How do I know if I am doing this right?**
Contact ScriptDrop! They can see your orders and information collected in real-time, and can also dispatch test requests out to your phone to ensure you are comfortable with the process and are collecting all necessary info
- **What should I do if the pharmacy has questions or issues on their end?**
Have them call ScriptDrop in all circumstances.
- **What if I can't complete the deliveries?**
If you experience any issues preventing you from completing pickup or delivery, contact your Field Manager immediately. If they cannot be reached immediately, contact ScriptDrop
- **What if the pharmacy needs to add an order?**
Refresh your app (or click "home" button) to be sure you don't already have it. If the order is not in your device tell the pharmacy to call ScriptDrop and do not leave with the order until it is in your device.