



MY MEDSPEED AT A GLANCE

We understand how important it is that your items are delivered to the right place at the right time. Developed with the critical nature of the items we move for your system in mind, and based upon marketplace research and input, MedSpeed's customer portal, My MedSpeed, is a one stop shop for all of your needs. From printing labels and tracking packages to ordering on-demand service and reviewing scheduled service options, the portal is a simple, comprehensive resource for you and your team.



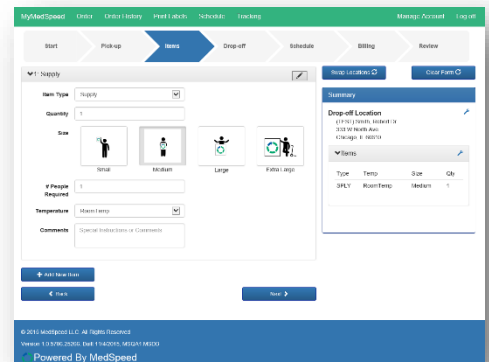
Follow the instructions below to use the portal. If you have any questions or difficulty, contact (877) 439-8120.

Logging In

- Visit stlukes.mymedspeed.com to login to the My MedSpeed portal.
- Once you reach the My MedSpeed login page, enter your user name and password in the appropriate boxes and click **Log In**. If this is your first visit to the My MedSpeed portal, you will need to register. Click on the **Register** button and enter your email address and follow the instructions.

Placing An Online Order

- You can place your order by either clicking on the **Place Your Order Here** link on the home page or clicking on **Order** along the top of My MedSpeed.
- Select **New** order to begin a new order or **Favorite** order to repeat a frequent order.
- Select the **Pickup** - If you selected a new order, the first page will tell the MedSpeed team where to pick the items up. Select your **Pickup location** by checking the **Recent Pickup Locations** drop down, typing the typing in the name of the location in the **Search by Office Name or Address** box or entering the **Location ID or Account Number** associated with the site. Click **Next** to continue.
- Add Items** - Next, you will need to let the MedSpeed team know what types of items are being transported. For each item, simply select the appropriate item category from the drop down list and enter the respective details, such as quantity, size and temperature. Use the **Add New Item** button to create a new row for additional items. You can customize the items that appear in the drop down by visiting the Manage Account page of My MedSpeed and clicking on Available Item Types. Uncheck the items you do not need and click save.
- Select the **Drop Off** – Next, you will tell the MedSpeed team where to drop the items off. Like the pickup section, simply select the **Drop Off location** by checking the **Recent Drop Off Locations** drop down, typing the typing in the name of the location in the **Search by Office Name or Address** box or entering the **Location ID or Account Number** associated with the site..





- 🕒 **Schedule the Order** – Next, you will select the desired window of time for the item(s) to be picked up and dropped off. Remember to select the latest possible drop off time in order to save costs.
- 🕒 **Billing** – In order to ensure that the cost of the order is billed to the correct department, Carolinas HealthCare System team members will need to enter in a **Cost Center** and **Department** reference number. If the codes are already selected, then you do not need to make any edits. If they are not, please select the correct cost center from the list.
- 🕒 Review the order summary and click **Submit** to send it to the MedSpeed team. NOTE: If your order is missing information the system will display an error message. If this occurs please address the errors within your order. The Submit Order button will not display until the error(s) are resolved.

Tracking an Item

Our scan and track technology ensures that we are always delivering the right item to the right place at the right time.

- 🕒 To check the status of your job click on the **Tracking** link at the top of the site.
- 🕒 Enter in the PO number, barcode or MedSpeed job number associated with the item to track it.

Printing a Label

Proper labeling ensures that you know where each item is at all times and improves quality, safety and security for your organization.

- 🕒 Click on the **Print Labels** link along the top of the screen.
- 🕒 Enter in the **Drop Off ID, Item Type, Quantity** and **Notes**.
- 🕒 Click **Print Label** and attach the label to your item.

Reviewing Your Scheduled Service

The connectivity that MedSpeed provides through the hub and spoke model, means that you can leverage the system to send items to any other facility within your organization at zero to low additional cost.

- 🕒 To review your scheduled service and find out when an item will arrive at a particular destination, click on the **Schedule** link at the top of the site.
- 🕒 Enter in the name or address of the **Pickup Location** and enter in the name of the **Drop off location** to review the next three scheduled routes.
- 🕒 Place the labeled item(s) at your pickup spot and the MedSpeed LSR will collect the order during the next scheduled service. You do not need to enter in an Online Order.

NEED HELP? (877) 439-8120