

U.S. Partner Portal FAQs

What is the Partner Portal?

The Partner Portal (<https://usprogram.americares.org/>) is a website for partners of the AmeriCares U.S. Program. It is a web-based, real-time inventory system through which partners can see available inventory, place orders for free medicines and supplies, keep track of shipments and manage partner information.

Becoming a Partner

Is my organization eligible to become a partner of AmeriCares?

To become a partner of AmeriCares U.S. Program, your organization must:

- Be a 501(c)3-designated non-profit or public entity
- Serve a cohort of people whose income is less than 300% of the federal poverty level (FPL)
- Have the legal authority to receive and dispense prescription medications
- Have the ability to inventory donations and track them by lot number

Products donated by AmeriCares can only be provided to patients who fall into one of the following categories:

- People who are **uninsured** whose income is less than 300% of the FPL.
- People who are **underinsured**, including but not limited to those with Medicaid or Medicare coverage, whose income is less than 300% of the FPL **and** who have no prescription drug coverage, have high-deductible insurance plans, or cannot afford their prescription co-pays.

How much does it cost to become a partner?

There are **no fees** associated with becoming a partner or placing orders. AmeriCares covers the cost of shipping, and there are no transaction costs or membership fees.

What kind of reporting will I have to do as a partner?

There is no reporting you have to do as a partner. We will send out periodic surveys to gauge partner interests and to better understand partner needs.

Our top 100 partners who receive the most donations by value annually receive an in-person audit to ensure AmeriCares policies and procedures are being adhered to.

Can I charge patients for AmeriCares donations?

No. It is important that no patients or insurance companies are billed for AmeriCares-donated products.

How do I become a partner?

Please visit <https://usprogram.americares.org>. On the right-hand side of the screen, click **Create Account** under the blue Login button.

You will be prompted to create a username and password. There is one account per organization, so it is advised to create a username and password generic to your organization so they can be shared among staff. You can then begin to complete your organization's application.

You will receive an email confirming successful submission of your application. Within 5-7 days you will be contacted by an Americares staff member to complete the process, which includes participating in an introductory phone call.

Do I need to set up a new account if I was a partner in the past?

No. Please do not create a new account if you were previously a partner. Contact us at 203.658.9690 or usprogram@americares.org and we will help you locate your old account. At that time you can update any outdated information.

How should I set up my account if my organization has multiple sites?

Americares only ships to one address per account. If your organization has multiple health care delivery sites, and you plan to use Americares donations at more than one, you can set up your account in one of two ways.

1. Create **one** account and have all donations shipped to a central location, from where you can distribute the products to each of the sites.
2. Create **multiple** accounts, one for each site that will be receiving donations, allowing each site to order and receive shipments independently.

Please note: You may only distribute Americares donations among sites that are operated by your organization. You may not subdistribute donations to other organizations without prior written approval and may not use products for an international mission trip.

What documents will I need to have ready to complete my application?

Before you begin your application, you should have the following available for reference:

- EIN Number
- Medical Professional's license number and expiration date
- Pharmacy license number and expiration date, if applicable
- Healthcare facility license number and expiration date, if applicable
- Dispensing certificate license number and expiration date, if applicable

How long will it take for Americares to approve my application?

You can expect to hear from a member of the Americares U.S. Program team within 7 business days of submitting your application. Final approval will come only after you have successfully submitted your application and participated in an introductory phone call.

When can I start placing orders?

Once your organization has been approved as a partner, you can immediately begin placing orders through the Portal. Log into your Portal and select the Order Products tab to start a cart.

Using the Website

How often will I need to update my account information?

Upon approval, your account will be active until one of the following elements expires. You will receive an email prompting you to update your account seven days before expiration.

1. Medical/Pharmacy Licenses – valid until expiration.
2. Medical Professional Agreement – signed by your Medical Director/licensed medical staff. Valid for one year.
3. Partnership Agreement – signed by your Executive Director/CEO. Valid for two years.

It is imperative that you keep your account up to date, especially information pertaining to your shipping address, primary contact, and any changes related to chief medical personnel (i.e., medical director or pharmacist). All updates and changes are to be made online via your Portal by clicking on Partner Application under the My Account tab.

How do I retrieve a forgotten username and/or password?

Visit <https://usprogram.americares.org>. In the Login box, select the Forgot Password Link. On the Forgot Password screen, enter the primary contact's email address and then click Request Password. An email with your username and password will be sent to that email address.

How can I change my password?

Visit <https://usprogram.americares.org>. In the Login box, select the Reset Password Link to reset your password.

If you need to change your username, please contact us directly at 203.658.9690 or usprogram@americares.org.

What is my dashboard?

Your dashboard is the home page of your Portal that you will see once you have successfully logged in.

Your dashboard displays important information relating to orders you have placed. From the dashboard you can pull up the details of orders that are being processed, shipped and require a Confirmation of Receipt form. The dashboard will also display warning messages if your account has expired, or if you have recently updated your account and it has not yet been re-approved by our team.

When I log into my account, my dashboard says that my account is expired or needs to be updated. Why?

Your Medical Professional Agreement, Partnership Agreement, Medical Professional license, pharmacy license, or some combination of these, has expired.

You will receive an email reminder seven days before any of the above are set to expire. Another email, alerting you that the organization's account has expired, will be sent the day the account expires. If your account is in expired status, you will still be able to log into your account, see products and update your profile. However, you will not be able to place orders.

To address any of the issues above, you must log into your account and select Partner Application under the My Account tab. In the application, update the expired information. Make sure to Save & Submit on the last page. You will receive an email upon successful re-submission, as well as when your account has been re-approved after review by the Americares team.

If your account says that you are in Updated status, it is because you have updated your profile and Americares has not yet approved your update. Please allow for 3-5 business days for this to happen.

Ordering Products

Where can I see what products are available to order?

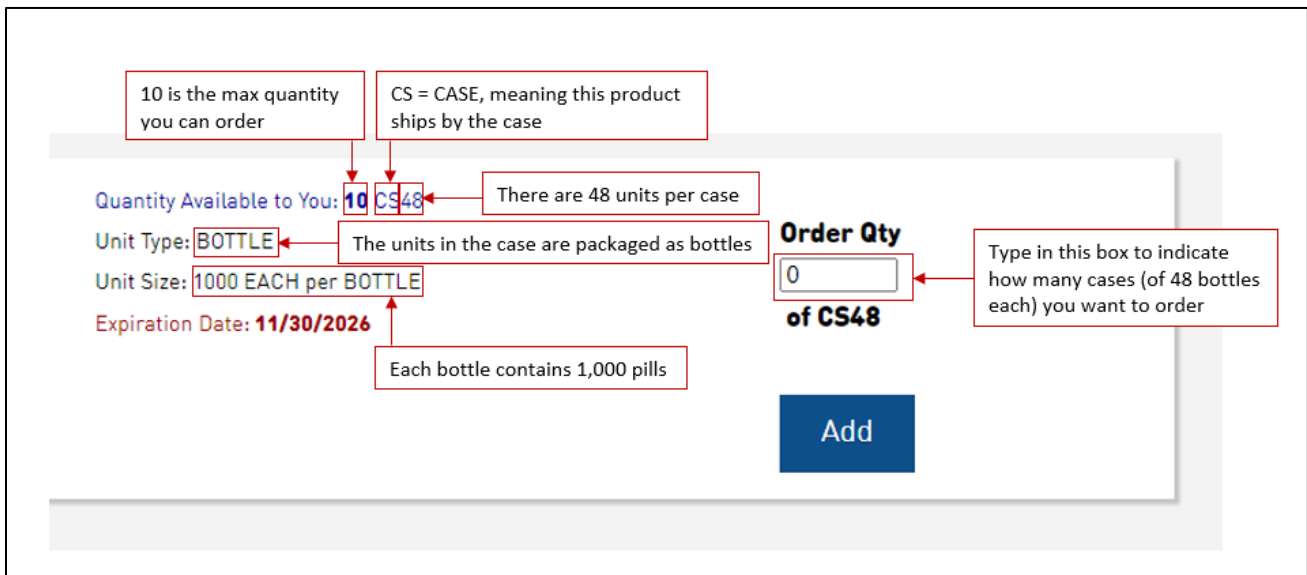
Once you have logged into your Portal, view what is available by clicking on the Order Products tab. A list of available products will display the brand name, generic name, NDC, expiration date, unit of measure, unit type, unit size and quantity available to you for each item. There will also be an indication if a product requires refrigeration (cold chain) or is hazmat.

How do I know how much I’m ordering?

Item quantities and units of measure can be confusing, so it’s important to pay attention to whether a product is being shipped as a full case (most common) or individual bottles, how many units are in each case, and the size of each unit is so that you don’t over-order.

Please contact us if you are unsure about quantities when ordering items. If you order items by mistake, Americares cannot take them back and it is the responsibility of your organization to dispose of unused product. Americares can only coordinate returns for items that we ship to you in error.

You will see the below indications for each item on the Portal:



The screenshot shows a product listing with the following fields and callouts:

- Quantity Available to You:** 10 CS48. Callouts: "10 is the max quantity you can order" (pointing to 10) and "CS = CASE, meaning this product ships by the case" (pointing to CS).
- Unit Type:** BOTTLE. Callout: "There are 48 units per case" (pointing to 48) and "The units in the case are packaged as bottles" (pointing to BOTTLE).
- Unit Size:** 1000 EACH per BOTTLE. Callout: "Each bottle contains 1,000 pills" (pointing to 1000).
- Expiration Date:** 11/30/2026.
- Order Qty:** 0 of CS48. Callout: "Type in this box to indicate how many cases (of 48 bottles each) you want to order" (pointing to the input box).
- Add:** A blue button to add the item to the cart.

- Quantity Available to You & Unit of Measure** – This indicates the maximum amount of an item you can add to your cart, as well as how the item is packaged (whether it ships as a CASE, BOX, PALLET, or BOTTLE). If it is being shipped by full case (most common scenario), it will be indicated as “CS” plus the number of units per case. So CS48 means that the product is shipped by the case and that there are 48 units per case. This unit of measure is also indicated below the Order Qty box. The maximum number of cases you could order in this scenario is 10.

Quantity Available to You: **10 CS48**

Unit Type: BOTTLE

Unit Size: 1000 EACH per BOTTLE

Expiration Date: **11/30/2026**

Order Qty

of CS48

Add

- **Unit Type** – This indicates the type of unit in the case. Some examples are BOTTLE (most common), BOX, 10-VIAL, 3-BLSTPK (to indicate that there are blister packs packaged in 3’s within the case). In this scenario, the 48 units in the case are bottles.

Quantity Available to You: **10 CS48**

Unit Type: BOTTLE

Unit Size: 1000 EACH per BOTTLE

Expiration Date: **11/30/2026**

Order Qty

of CS48

Add

- **Unit Size** – This is the number of eaches (i.e. tablets, capsules, vials) per unit. This number was formerly found at the end of an item’s generic name. It will now be indicated separately. If the unit size reads "1000 EACH per BOTTLE," that indicates that each bottle in the case contains 1,000 pills.

Quantity Available to You: **10 CS48**

Unit Type: BOTTLE

Unit Size: 1000 EACH per BOTTLE

Expiration Date: **11/30/2026**

Order Qty

of CS48

Add

- **Order Qty** – This text box is where you will enter the number of cases or bottles you wish to order, depending on how the item is being shipped. In this example, the item is being shipped as CS48 (case of 48), so if you type “2” in the Order Qty box you will receive 2 cases of 48 bottles each, for a total of 96 bottles with 1,000 pills in each bottle.

Quantity Available to You: **10 CS48**

Unit Type: BOTTLE

Unit Size: 1000 EACH per BOTTLE

Expiration Date: **11/30/2026**

Order Qty

of CS48

Add

How do I submit an order?

In order to select the products appropriate for your organization:

1. Type in the number of cases or bottles you would like to order in the Quantity box located on the right side of each product.
2. Click Add to transfer these items into your Shopping Cart.
3. Once you've selected all the items you would like to request for your organization, click on the View Cart tab or the cart icon.
4. This will take you to the checkout screen. Here you will be able to make any last-minute adjustments to your order before submitting it by adding or removing items.
 - a. Items will remain in your cart for 10 days before they are automatically placed back into the general inventory if you do not submit your cart by then.
5. Submit your order by clicking the Submit Order button.

You will receive an email confirmation after placing your order acknowledging that it is currently under review.

How many times can I order?

There is no limit to how many orders you can place, however each item within an order has a quantity limit.

Will I always receive everything I request?

When you place a product in your cart, you are placing inventory from our warehouse onto an order for your organization, so you will almost always receive the full quantity you request. However, there are situations in which a staff member will have to remove certain products from your order before shipment, generally due to approaching expiration dates or donor restrictions. In these situations, a staff member will notify you of the change.

How do I know that an order has shipped?

You will receive an email once an order has shipped from our warehouse that contains a summary of your order and a FedEx tracking number.

Additionally, once an order has shipped, it will show up on your dashboard under the heading Shipments Needing Confirmation.

How long should it take an order to reach my organization?

Typically, shipments reach recipient organizations within 3-5 business days from the date on which they left the Americares warehouse in Connecticut. Most orders are shipped via standard FedEx Ground.

What is a Detailed Confirmation of Receipt (DCOR)?

Partners are required to submit a Confirmation of Receipt after each shipment is received. An email reminder is sent 7 days after your order has shipped. By signing the Receipt, your organization confirms that the shipment arrived and notes if anything was missing or damaged. Confirmation of Receipts are completed online via your Portal. Instructions are below.

How do I confirm that my shipment has arrived?

To confirm a shipment has arrived, complete the shipment's Confirmation of Receipt by doing the following:

1. Log into your Portal
2. On your dashboard, look for the section titled Shipments Needing Confirmation
3. For each order requiring confirmation, click on the order number link
4. On the Confirmation screen, enter the quantity that you received of each item
5. If there were any items missing or damaged, please include that information in the notes section
6. Complete the e-signature at the bottom of the next page
7. Click Confirm Order

What is the Available Inventory Snapshot?

As an approved partner, you will receive a weekly "Available Inventory Snapshot" email every Monday afternoon around 12pm ET that will include a list of products currently available to you on the website. The purpose of this email is to allow you to see a snapshot of each week's inventory without requiring you to log in.

Please keep in mind that our inventory changes in real-time based on what is available in our warehouse, so it is very likely that the products available on the website will not exactly match the "Available Inventory Snapshot" email you receive, depending on what has already been ordered by other partners. The website is updated multiple times a week with new product and we encourage you to check back often.

TECHNICAL ISSUES

Why do I see an "Invalid Token" message when I log in?

Normally the Invalid Token error message appears as a result of another browser session being open. Make sure that all your browsers are closed (Internet Explorer, Chrome, Firefox, etc.) then reopen a browser and log back in.

If that doesn't work, it is suggested that you clear your browser history or clear auto-saved login information.

Why does it say "attempting to exceed the over time limit for this item" when I try to order a product?

Certain products in our inventory have an annual case limit that is reset at the start of each year. The message is alerting you that you have exceeded that limit.

CONTACT US

How can I contact the AmeriCares U.S. Program Team?

Do you have additional questions or concerns? We're here to help. Please contact us at **203-658-9690** or usprogram@americares.org.