## **Review Cases – Partner**

Quick Reference Card

How to create and review cases in GPO connect

To access the portal, use the following URL: <u>https://workspaceabc.force.com/gpoconnect</u>

## **Create and Review Cases**

To create a case with GPOconnect support, send an email to <u>gpoconnect@amerisourcebergen.com</u>. Include as much detail in the email as possible to enable the support team to diagnose the issue.

1. To review your cases, select GPOconnect Cases from the navigation menu in the upper left corner.



2. Click the Case Number you want to view.

Note: The most recent case is at the top of the list. Hover over an item to see its details.

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Case Number 🕇 🗸 Contact Name 🗸 Subject	Description v	
1 0994/767 Jacon McDanald The current report Report Inquiry - AutocZeneco Portfolio Soles	Product(b): The current report Frequency: Monthly Report Published On: 2021-10-05 Description: I need to review this with someone Latest Update	r
	C  Associate McDanadal Dustament  October 13, 2027 at 11:30 AM  We have found the error and will issue a new report shortly	
	Edit	

3. The **Post** window shows recent activity and includes the option to **Share an Update**, **Comment**, and **Like** a post.

*Note:* All shared messages are shown in the *Post* window. Recipients receive an email notification when a response is sent and can respond directly to the email or in the portal.

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Cose The current report Report Inquiry -	Portfolio Sales		+ Follow
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Account Name	Status New	Post	
Contact Name Jason McDonald	Date/Time Opened 10/15/2021, 10:26 AM	Share an update	Share
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Case Origin GPO Partal Report	Priority Medium	Like Comment	1 view
Web Email jason.modonaldia comunwalid		Write a comment	