

cencora

GPO Operations & GPOconnect 101

Presented by:

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Agenda

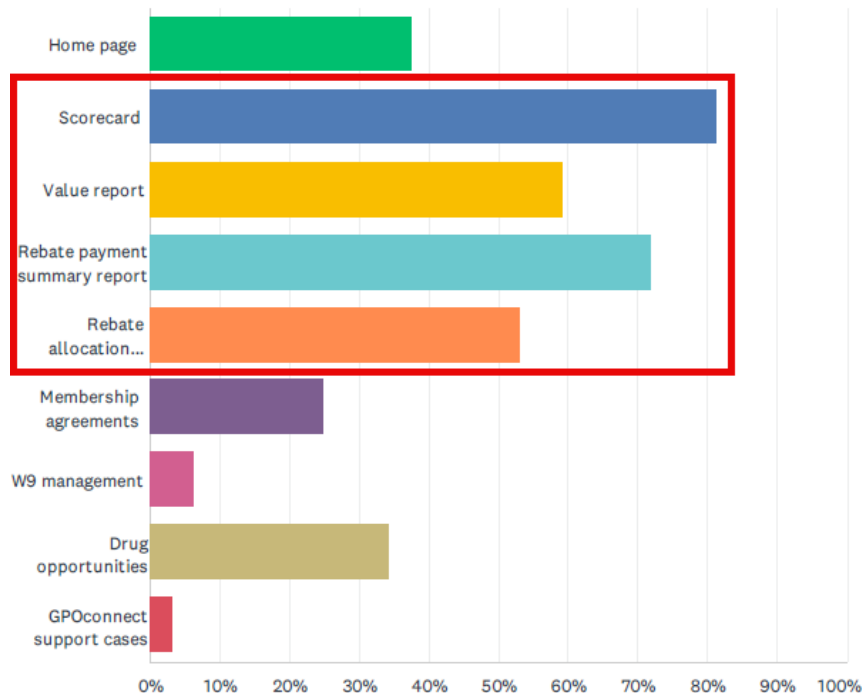
1. Welcome Duane Kembel
2. Customer Feedback: 2024 Membership Satisfaction Survey
3. 2024 GPOconnect Optimization
4. 2025 Outlook
5. GPO 101: GPOconnect



Most Valued Areas of GPOconnect

Feedback from our 2024 Membership Satisfaction Survey.

- Scorecard (81%)
- Rebate Payment Summary Report (72%)
- Value Report (59%)
- Rebate Allocation Report (53%)
- Home Page (37.5%)
- Drug Opportunities (34%)
- Membership Agreements (25%)



Member Survey Feedback

- Layout / User Interface / Functionality
 - Improved layout of data and better site functionality
 - Better filter and search capability
 - System logs out too quickly
 - Site freezes / moves too slowly
- Scorecard
 - More timely access requested
 - Include drug price by which rebates are calculated
 - Include highest tier reached in prior quarter
- Training
 - Expanding system knowledge



2024 GPOconnect Optimization



System Timeout Extended

Based on your feedback, the timeout window of GPOconnect has been extended to 4 hours!



Scorecard Optimizations

80% improvement in run times of Scorecard and increased data reliability.



Customer Support Self-Service

Have a question or need help? Customers can now create their own support tickets.



Resources & System Tours

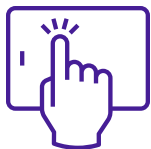
New resources at your fingertips. Find any information you need or enjoy a tour of GPOconnect.

2025 Outlook



Continuous Improvements and Enhancements to GPOconnect

- Bolstered our Operations and Strategy Teams in 2024 with additional resources and dedicated training support.
- Committed significant funding for 2024 and 2025 operational and technology improvements.



Areas of Focus to Continue Delivering Value to Members

- Improved user experience in GPOconnect.
- Enhanced data quality and continual quality control.
- Operational excellence to support scalability needed from growing membership.

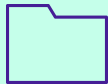
GPOconnect 2025 Outlook

Improved User Experience



- Single Sign On across Cencora systems to improve user experience.
- Seamless experience across all Cencora member-facing systems.
- Expedite publication of key reports.

Data Quality



- Continued improvement in automated quality control.
- Investment in data management.
- Investments in automation of contract processing and eligibility data.

Support Growing Membership



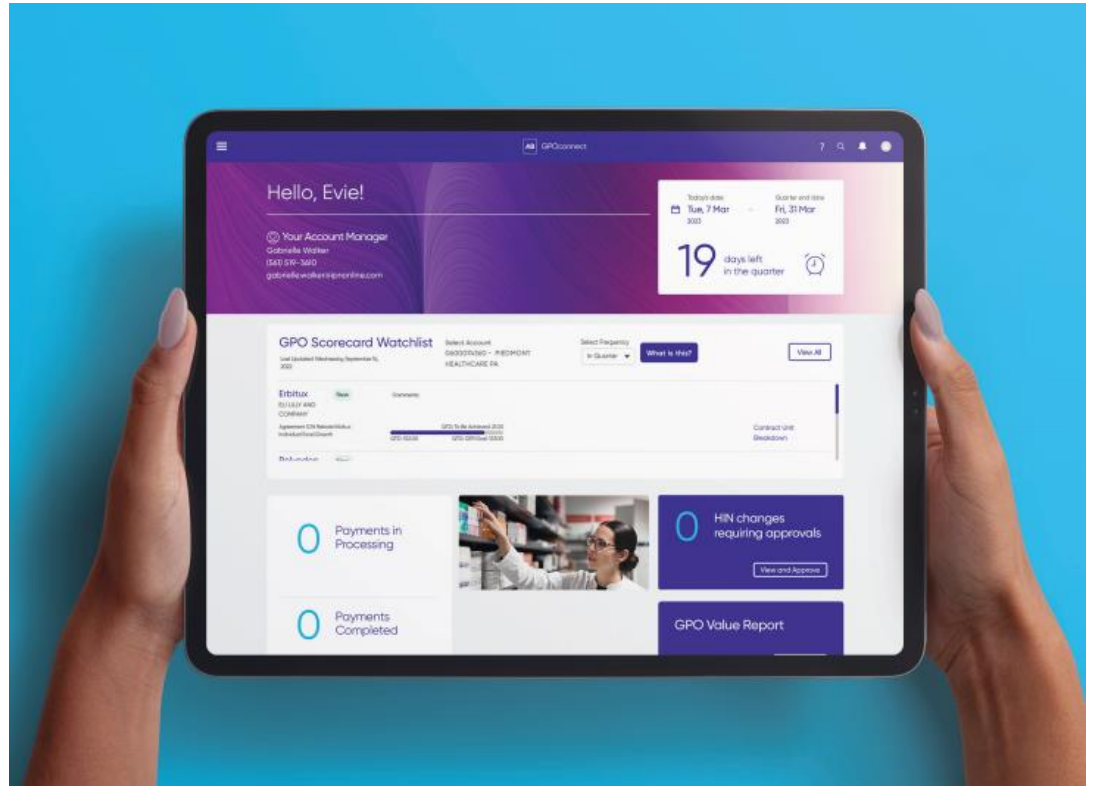
- Accelerated GPO membership onboarding.
- Expedite Declaration form processing.
- Timely rebate payments.
- Baseline publishing.

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GPO 101: GPOconnect

Agenda

1. Home Page
2. Scorecard
3. Value Report
4. Rebate Payment Summary
5. Rebate Allocation Report
6. User Guides and Tours
7. Contact us



GPOconnect Home Page

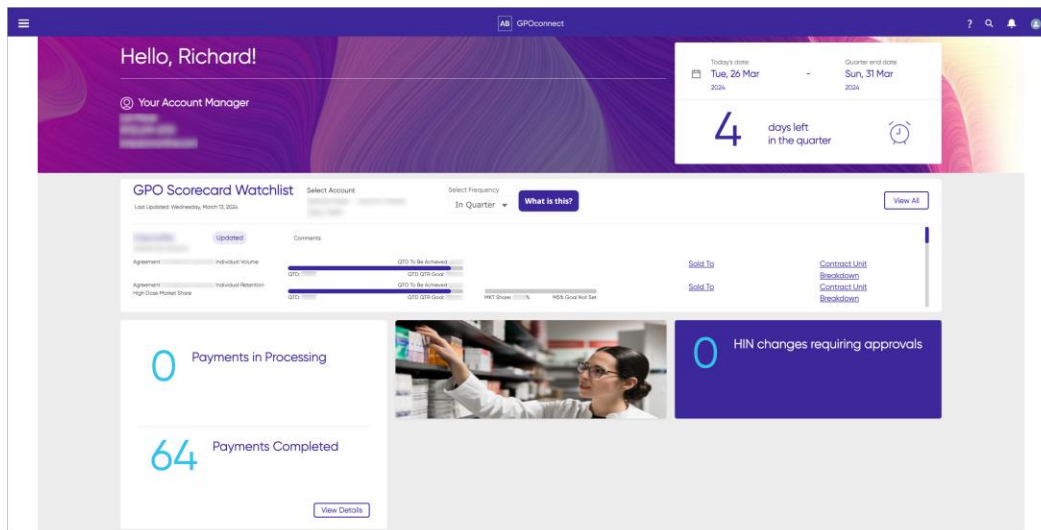
Did you know that you can quickly find your account manager's contact information?

Not only can you get your account manager information but you can also find quick information about your GPO membership like:

- Scorecard Watchlist
- Completed Payments
- HIN changes (coming soon)

How to access AB GPOconnect:

- Use the following URL:
<https://workspaceabc.force.com/gpoconnect>



Did you know the GPO Scorecard allows you to view sales goals, track quarterly performance, and make purchasing decisions?

- Is available throughout the quarter
- Enables a practice to focus on watch list items and see key metrics

GPOconnect

Hello,

Your Account Manager

Your Regional Account Manager

Today's date
 Wed, 19 Apr 2023

Quarter end date
 Fri, 30 Jun 2023

52 days left in the quarter

GPO Scorecard Watchlist

Last Updated: Wednesday, August 03, 2022

Select Account:
 Select Frequency: In Quarter

[View All](#)

Did you know the Value Report provides visibility to paid and estimated rebate payment information and Off Invoice Discount information from 2021 to the current date?

- Details the rebates earned and off invoice discounts realized per product per quarter
- Helps quantify the value of the GPO membership and predict cashflow
- Allows a practice to review quarter over quarter or year over year trends in contract performance
- Highlights both opportunities achieved and additional areas of opportunity available to a practice
- Highlighting to show estimated value for opportunities that have not received payments

[illegible]

GPO Rebate Payment Summary

Did you know the Rebate Payment Summary lets you see the details of rebates earned and paid at the Grandparent or Parent account level, gives visibility into past and upcoming rebate, and allows easy tracking and status updates?

The GPO Rebate Payment Summary

- Allows a practice to see the detail of rebates that have been earned and paid
- Gives visibility into past and upcoming rebates, allowing for easy tracking and status updates

Rebate Payment Notifications

- The primary contact will receive email notifications when rebate payments have been posted. The email contains a link to the GPOconnect homepage.
- Rebate payment notifications also appear in the Notifications window on the GPOconnect homepage. Click the notification to navigate to the Rebate Payment Summary

The screenshot displays the 'Rebate Payment Summary' interface. At the top, there is a header with the title 'Rebate Payment Summary' and a link for 'GPO Account Number: [redacted] Questions?'. Below this, three summary boxes are shown: 'Show All' with a value of 464, 'Payment In Processing' with a value of 0, and 'Payment Complete' with a value of 464. A filter section follows, containing dropdown menus for 'Grandparent(s)' (set to All), 'Parent(s)' (set to All), 'Contract Name(s)' (set to All), 'Pharma Partner(s)' (set to All), 'Payment Method' (set to All), and 'Period Earned' (set to All). A 'Reset All Filters' button is located to the right of these filters. Below the filters is a table with the following columns: 'Grandparent Name', 'Parent Name', 'Payment Date', 'Payment Amount', 'Period Earned', and 'Contract Name'. The table contains several rows of data, which are partially obscured by a light gray overlay at the bottom of the image.

GPO Rebate Allocation Report

Did you know the Rebate Allocation Report allows you to see your rebate allocations at the Child account level?

Rebate Allocation Report

Member Name:

GPO Account Number:

Questions?

i

Click here for information guide.

Grandparent(s)

All

Parent(s)

All

Child Site Name(s)

All

Period Earned

All

Product Name(s)

All

Reset All Filters

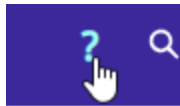
Highlighted allocation payments are estimates only and based on AB sales data, not manufacturer data.

Grandparent ID	Grandparent Name	Parent ID	Parent Name	Child Site ID	Child Site Name	Address

14 1/6/2025 Confidential

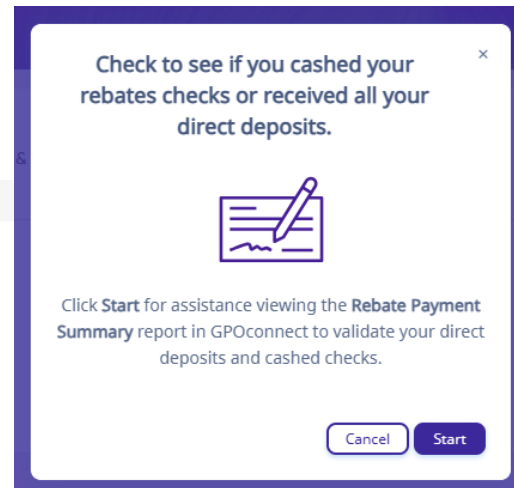
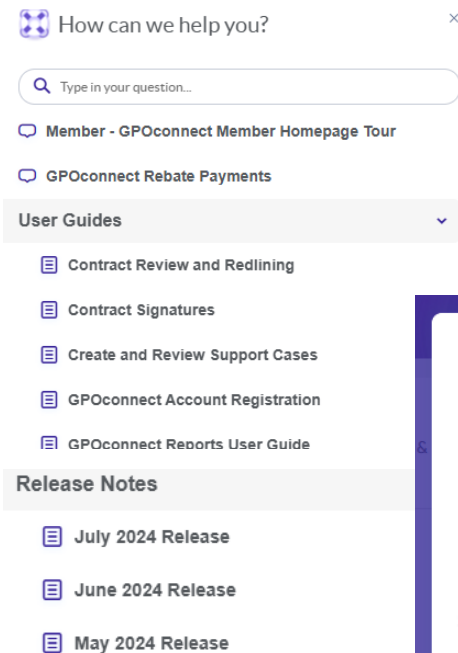
GPO Documentation and Tours

What is that question mark for?



Help Area contains a number of resources:

- User Guides
- QRC
- Release Notes
- Interactive walk-through tours



Contact Us

Did you know that you can view your support cases and communicate directly with the support team?

We are excited about the enhanced value you will realize through AB GPOconnect.

- For quick user reference, please view the [GPOconnect Reports User Guide](#)
- For technical assistance or specific product questions, reach out to your GPO account manager or contact us directly at GPOconnect@amerisourcebergen.com

GPOconnect Reports for Members AmerisourceBergen

User Guide

To access AB GPOconnect, use the following URL: [Click Here to Access AB GPOconnect](#)

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AB GPOconnect

GPO Support

A Question
An Issue
An Account Change

[View All Cases](#)

Case 1234567890 [View Case Details](#)

This could be the Subject text from the GPO Support case. This could be the Subject text from the GPO Support case. This could be the Description text from the GPO Support case. This could be the Description text from the GPO Support case. This could be the Description text from the GPO Support case. This could be the Description text from the GPO Support case. This could be the Description text from the GPO Support case. This could be the Description text from the GPO Support case.

In Progress

Case 1234567890 [View Case Details](#)

This could be the Subject text from the GPO Support case. This could be the Subject text from the GPO Support case.

Most recent updates...



80% Scorecard Performance

Backend technology changes
for more reliability and
performance



Single Sign On

AB Workspace

ABC Order (Beta Testing)



Education

Addition of user guides, QRC, and walk
throughs to assist users



Support

New support request and view
interface

Upcoming functionality...



ASP Pricing

Access to CMS ASP pricing list with quarter over quarter trending by product



Single Sign On

ABC Order (Other storefronts)



Value Report

- Provided in a more quickly after quarter end
- Payment information updated daily



Scorecard

- More robust and detailed export of Scorecard data
- Aggregation identifier for level of opportunity aggregations
- Addition of rebate percentage on advanced rebate opportunities

Thank you