



CUSTOMER ORDER PORTAL

USER GUIDE

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Getting Started: Login Procedure

Use these instructions to access the Customer Portal after completing the initial log in and profile steps (see LINK Customer Initial Log In Instructions document for details)

Accessing the Portal

You have two options to access the Customer Order Portal:

- **Option 1:** Navigate to the IHS NSSC website and bookmark this URL:
www.ihs.gov/nssc/electronic-ordering/
- **Option 2:** Access the portal directly using this URL:
<https://g2be7c8aa25f13d-ihsapexprod.adb.us-luke-1.oraclegovcloudapps.com/ords/r/apex4ihs/CUSTOMER-ORDER-PORTAL103/home>

Important: The Option 2 URL changes dynamically in your browser. To bookmark it successfully, you'll need to manually edit your bookmark to match the URL above. Contact your IT department if you need assistance with this process.

Login Process

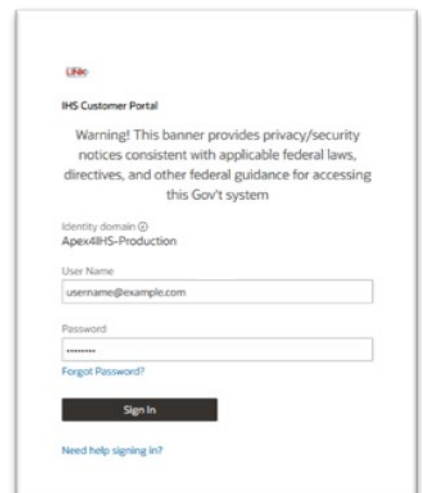
Step 1: Enter your username/email and password on the login page, then click "Sign In."

Step 2: Check your email for a One-Time Password (OTP). You'll receive an email with a 6-digit code that's valid for 10 minutes.

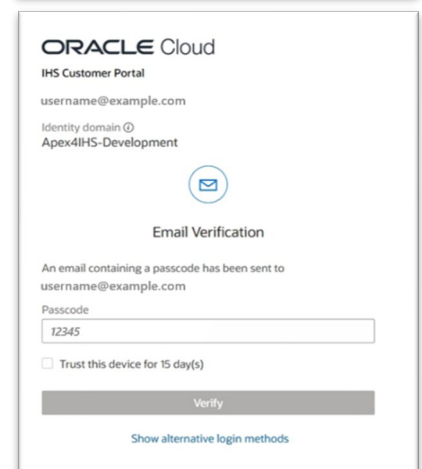
Step 3: Enter the OTP on the verification screen and click "Submit."

Troubleshooting:

- If you enter an incorrect OTP, you'll see an error message. Double-check the code and try again.
- If your OTP expires, click "Resend Passcode" to receive a new code.
- Once verified successfully, you'll be directed to the main Customer Order Portal page.



The screenshot shows the IHS Customer Portal login interface. At the top, there is a red "URL" label. Below it, the text "IHS Customer Portal" is displayed. A warning banner states: "Warning! This banner provides privacy/security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Gov't system". The identity domain is listed as "Apex4IHS-Production". The login form includes fields for "User Name" (containing "username@example.com") and "Password" (masked with dots). There is a "Forgot Password?" link and a "Sign In" button. At the bottom, there is a link for "Need help signing in?".



The screenshot shows the Oracle Cloud Email Verification page. At the top, the "ORACLE Cloud" logo is displayed. Below it, the text "IHS Customer Portal" is shown. The username "username@example.com" and identity domain "Apex4IHS-Development" are listed. An email icon indicates the verification step. The text "Email Verification" is centered. Below, it states: "An email containing a passcode has been sent to username@example.com". The "Passcode" field contains "12345". There is a checkbox for "Trust this device for 15 day(s)" and a "Verify" button. At the bottom, there is a link for "Show alternative login methods".

Navigating the Portal

The main page provides access to all portal features through clearly labeled buttons:

Review Draft Orders - View and manage orders you've started but not yet submitted. You can modify, delete, or submit draft orders from this section.

Create Order - Start a new warehouse or VA order. Orders can be submitted immediately or saved as drafts for later completion.

Order History - View all submitted orders. Search by order number or browse recent orders for your facility. You can view between dates, before or after a date or a particular day.

Product Catalog - Search available products, filter by category, and download the current catalog.

Create Non Catalog Order - Request information for items not included in Product Catalog

My Facility Details - Management level users can request that facility information be updated or request an account for a new facility.

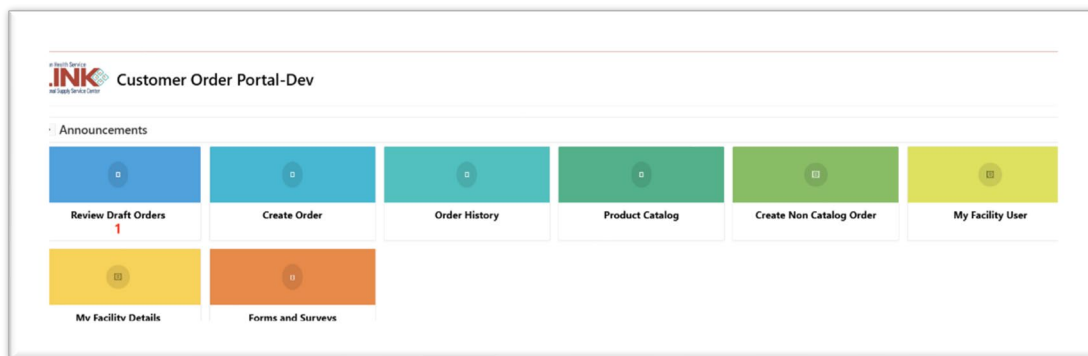
My Facility User - Management level users can request user information changes, addition and removal of staff access.

Forms and Surveys - Complete forms and surveys distributed by NSSC.

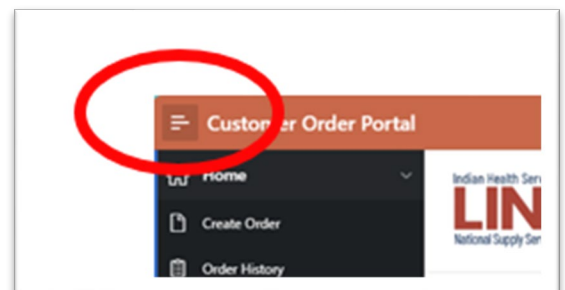
Pay My Bills (Tribal and Urban facilities only) - Access payment options through Pay.gov.

Two Ways to Navigate

Button Navigation: Click the desired button directly from the main page.



Menu Navigation: Click the menu icon  in the top left corner to access the same options from a slide-out panel.



Creating a Warehouse Order

Getting Started

From the main page, click "Create Order" or select it from the navigation menu.

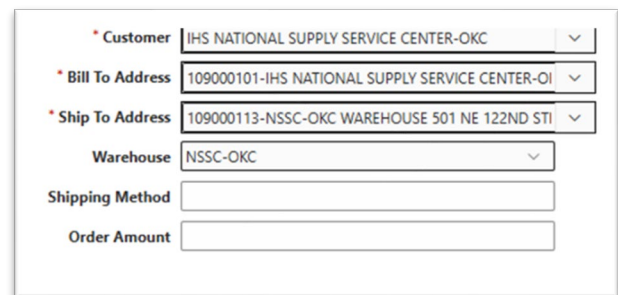
Step 1: Select Your Facility and Warehouse

Customer: If you have access to multiple facilities, select the appropriate one from the dropdown. Single-facility accounts will auto-populate this field.

Ship To Address: Choose your delivery address if multiple options are available.

Warehouse: Select from three NSSC warehouse locations (defaults to OKC National Supply Service Center):

- NSSC-OKC (Oklahoma City)
- NSSC-Gallup
- NSSC-Turnkey2



* Customer: IHS NATIONAL SUPPLY SERVICE CENTER-OKC
* Bill To Address: 109000101-IHS NATIONAL SUPPLY SERVICE CENTER-OI
* Ship To Address: 109000113-NSSC-OKC WAREHOUSE 501 NE 122ND STI
Warehouse: NSSC-OKC
Shipping Method:
Order Amount:

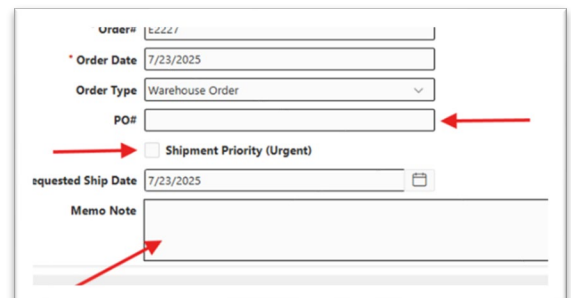
Important: Each warehouse maintains its own inventory. You must create separate orders for products from different warehouses.

Step 2: Enter Order Details

The system automatically assigns an Order Number and Order Date. The Order Type defaults to "Warehouse Order."

Optional Fields:

- **PO Number:** Enter your purchase order number for internal tracking
- **Urgent Shipment Priority:** Flag for expedited shipping (additional charges may apply)
- **Requested Ship Date:** Defaults to the current date but can be changed
- **Notes/Instructions:** Add any special instructions for NSSC staff



Order#: 12345
* Order Date: 7/23/2025
Order Type: Warehouse Order
PO#:
☐ Shipment Priority (Urgent)
Requested Ship Date: 7/23/2025
Memo Note:

Step 3: Add Items to Your Order

Finding Items:

Click the "Item#" dropdown to view available products. You can search by:

- Item number (partial or complete)
- Product description
- Manufacturer name

The item list filters as you type, showing only matching products from your selected warehouse.

Order Lines

Item#
---- Please Select ----

gloves

---- Please Select ----

041025-CATH KIT, FEMALE CATHETER W/**GLOVES** & SWABS 8FR STERILE LABEL 3GM LUBRICANT LATEX FREE BX25EA - BECTON DICKINSON & COMPANY - 35380

066508-TRAY, INTERMIT/URETHRAL INSERTION W/14 FR VINYL CATHETER ALOETOUCH **GLOVES** PEEL LID CS20EA - MEDLINE INDUSTRIES INC - DYNC1820

Show More

Adding Items:

1. Select an item from the dropdown list
2. Review the displayed information: pricing, unit of measure, manufacturer, and warehouse location
3. Enter the desired quantity
4. Click "Add" to add the item to your order

The item will appear in the order lines section below. Repeat this process to add additional items.

Order Lines

Item# Description Quantity Unit Unit Price Price Organisation Manufacturer Mfr Part Number

041025-CATH KIT, FEMALE CATHETER W/ CATH KIT, FEMALE CATHETER W/GLOVES & S 10 EA \$5.65 \$56.50 BECTON DICKINSON & COMPANY 35380

Add

Search All Text Columns

Item#	Quan	Description	Units	Unit Price	Line Amount	Manufacturer	Mfr Part Number
1 041025	10	CATH KIT, FEMALE CATHETER W/GLO...	EA	\$5.65	\$56.50	BECTON DICKINSON & COMPANY	35380

1 rows selected

Total 1

Step 4: Managing Your Order

Changing Quantities:

1. Click the edit icon (pencil) next to the item line
2. The line will be highlighted
3. Update the quantity in the top section
4. Click "Update" to save your changes

The screenshot shows the 'Order Lines' section of a web application. At the top, there is a form for editing a specific line item. Red arrows point to the 'Edit Here' label above the form, the 'Edit Icon' (pencil) in the table, and the 'Confirm Update' button. The table below shows a list of order lines with columns: Item#, Description, Qty, Unit, Unit Price, Line Amount, Manufacturer, and Mfr Part Number. The first line is highlighted.

Item#	Description	Qty	Unit	Unit Price	Line Amount	Manufacturer	Mfr Part Number
041025	CATH KIT, FEMALE CATHETER W/GLOVES & S	10	EA1	\$5.65	\$56.50	BECTON DICKINSON & COMPANY	35380

Removing Items:

- Click the delete icon (trash can) on the right side of any line item
 - Note: Items can only be deleted BEFORE submitting the order
 - Cancel Order or Order Lines: Contact us at IHSNSSCCustomerService@ihs.gov

The screenshot shows the 'Order Lines' table with a red circle highlighting the delete icon (trash can) on the right side of the first line item.

Switching Warehouses:

- You can change the warehouse selection in the order header
- **Warning: Changing warehouses will remove all existing line items from the order**
- A confirmation message will appear before items are removed

The screenshot shows the 'Order Header' section of a web application. The 'Warehouse' dropdown menu is open, showing a list of options: NSSC-OKC, NSSC-GALLUP, NSSC-OKC, and NSSC-Turnkey2. A red circle highlights the dropdown menu.

Step 5: Review and Submit Your Order

The Order Amount displays in the top right corner, showing your total cost.

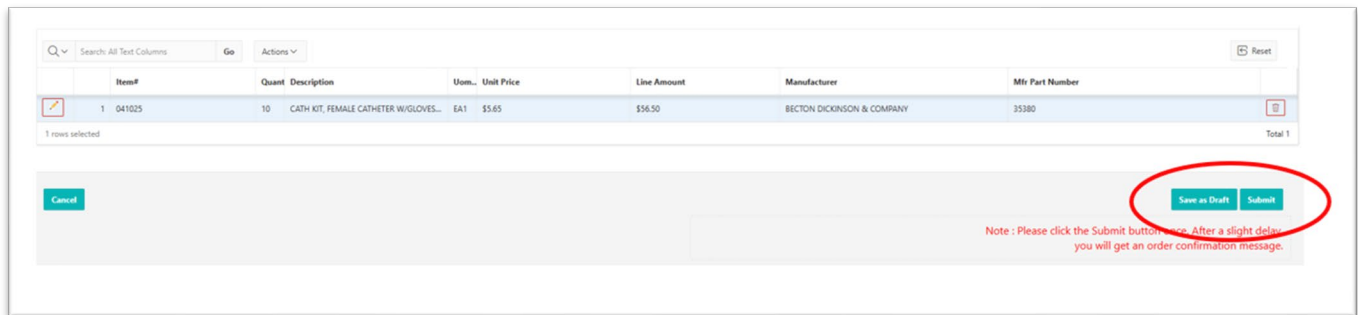
You have two options:

Submit:

Send the order to NSSC for immediate processing. You'll receive a confirmation message, and the order moves to ***Order History***.

Save as Draft:

Saves the order for future completion. Draft orders appear under ***"Review Draft Orders"*** on the main page, where you can modify and submit them later.



The screenshot displays a web interface for reviewing an order. At the top, there is a search bar with the text "Search: All Text Columns" and a "Go" button. To the right is an "Actions" dropdown menu and a "Reset" button. Below this is a table with the following columns: Item#, Quant, Description, Uom., Unit Price, Line Amount, Manufacturer, and Mfr Part Number. The table contains one row with the following data: Item# 1, Quant 10, Description CATH KIT, FEMALE CATHETER W/GLOVES..., Uom. EA1, Unit Price \$5.65, Line Amount \$56.50, Manufacturer BECTON DICKINSON & COMPANY, and Mfr Part Number 35380. Below the table, it says "1 rows selected" and "Total 1". At the bottom of the interface, there are three buttons: "Cancel", "Save as Draft", and "Submit". The "Save as Draft" and "Submit" buttons are circled in red. A note at the bottom right states: "Note : Please click the Submit button once. After a slight delay, you will get an order confirmation message."

Item#	Quant	Description	Uom.	Unit Price	Line Amount	Manufacturer	Mfr Part Number
1	10	CATH KIT, FEMALE CATHETER W/GLOVES...	EA1	\$5.65	\$56.50	BECTON DICKINSON & COMPANY	35380

1 rows selected

Total 1

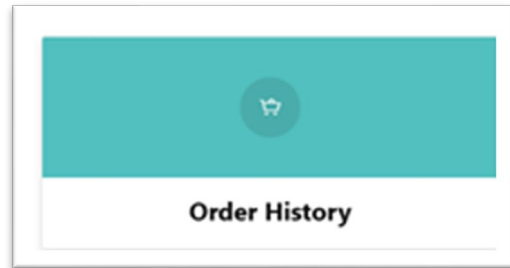
Cancel Save as Draft Submit

Note : Please click the Submit button once. After a slight delay, you will get an order confirmation message.

Reviewing Order History

Accessing Order History

Click "Order History" from the main page or navigation menu. This page displays all submitted orders for facilities you have access to.



Note: Newly submitted orders may take up to one minute to appear in the order history.

Viewing Order Details

Click on any blue Order Number or "Link" to view complete order and shipment details, including:

- Order items and quantities
- Pricing information
- Shipment status
- Tracking numbers (for FedEx shipments, once shipped)

Order# ↓	Order Date	Order Type
750	11/19/2025	Warehouse Order
613	10/15/2025	Warehouse Order
417	09/25/2025	Warehouse Order
387	09/15/2025	Warehouse Order

The tracking number becomes available after NSSC ships your order.

Order Shipment Details										
Order Number	Order Type	Shipment Number	Shipment Line Number	Item Number	Quantity	Unit Price	Line Amount	Line Status Portal	Shipment Line Status Oracle	Tracking Number
613	Warehouse Order	37109	1	049816 LENTOCILIN 1.2MU/4ML SUSR 1EA	0	\$15.00	\$450.00	Shipped	Shipped	444774022922

Browsing the Product Catalog

Accessing the Catalog

Click “Product Catalog” from the main page to view all products available across NSSC warehouses.

Searching and Filtering

Sorting: Click on any column header to sort items:

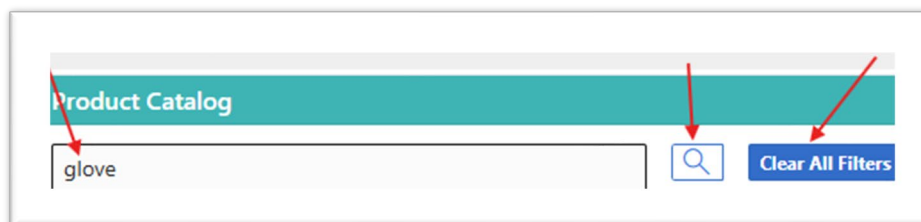
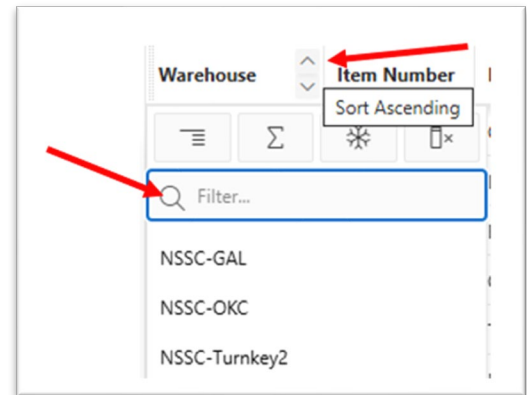
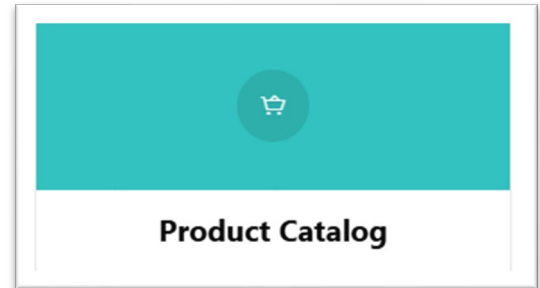
- Hover over the column name
- Click the up arrow for ascending order or down arrow for descending order

Filtering by Category:

1. **Filter by Column**
Click any column header to filter by that category
2. **Filter by Warehouse**
(NSSC-Gallup, NSSC-OKC, or NSSC-Turnkey2)
3. **Filter by Category** (product type)
4. **Filter by Manufacturer Name**

Text Search:

1. Use the search box at the top of the page
2. Search by item number, description, manufacturer, or any keyword
3. Use a simple, less complex term for searching
4. Refine results using “Search within results” for more specific filtering
5. Click “Clear All Filters” to return to the complete product list

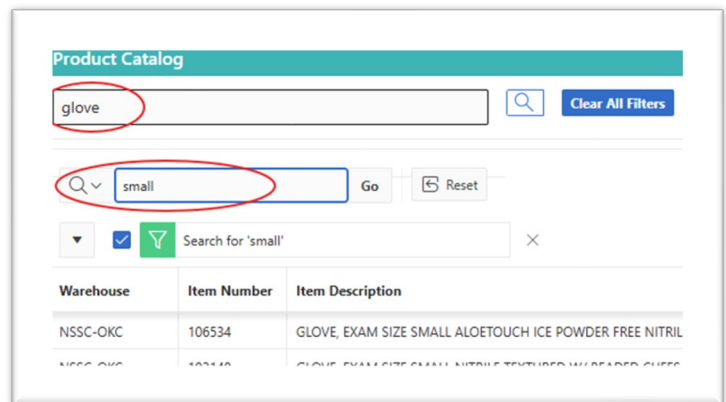


Downloading the Catalog

Step 1: Sort and filter the catalog first to show only the items you want to see.

Step 2: Click the “Download Catalog” button in the top right corner.

Step 3: Choose to open or save the catalog file. You can then print if desired.



The screenshot shows the 'Product Catalog' interface. At the top, there is a search bar with the word 'glove' entered, circled in red. To the right of the search bar is a magnifying glass icon and a 'Clear All Filters' button. Below the search bar, there is a filter section with a dropdown menu showing 'small', also circled in red, and a 'Go' button. To the right of the filter section is a 'Reset' button. Below the filter section, there is a table with the following data:

Warehouse	Item Number	Item Description
NSSC-OKC	106534	GLOVE, EXAM SIZE SMALL ALOETOUCH ICE POWDER FREE NITRIL
NSSC-OKC	106535	GLOVE, EXAM SIZE SMALL ALOETOUCH ICE POWDER FREE NITRIL



The screenshot shows the 'Product Catalog' interface. At the top, there is a search bar with the text 'Search for Product' and a magnifying glass icon. To the right of the search bar is a 'Clear All Filters' button. In the top right corner, there is a 'Download Catalog' button, circled in red.

Important: Downloads only include currently displayed items. **To download the complete catalog, clear all filters before downloading.** The date and time stamp shows when the catalog was generated, as inventory and pricing change regularly.

Can't Find The Product You Need?

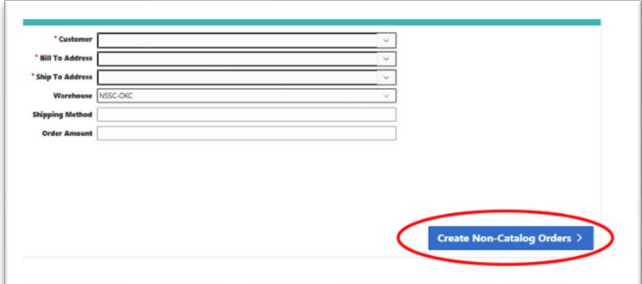
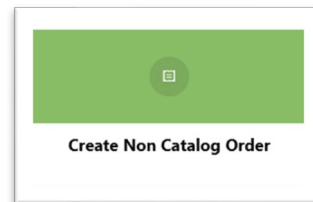
If a product isn't in the catalog, see Create Non Catalog Order section for ordering instructions.

Creating a Non-Catalog Order

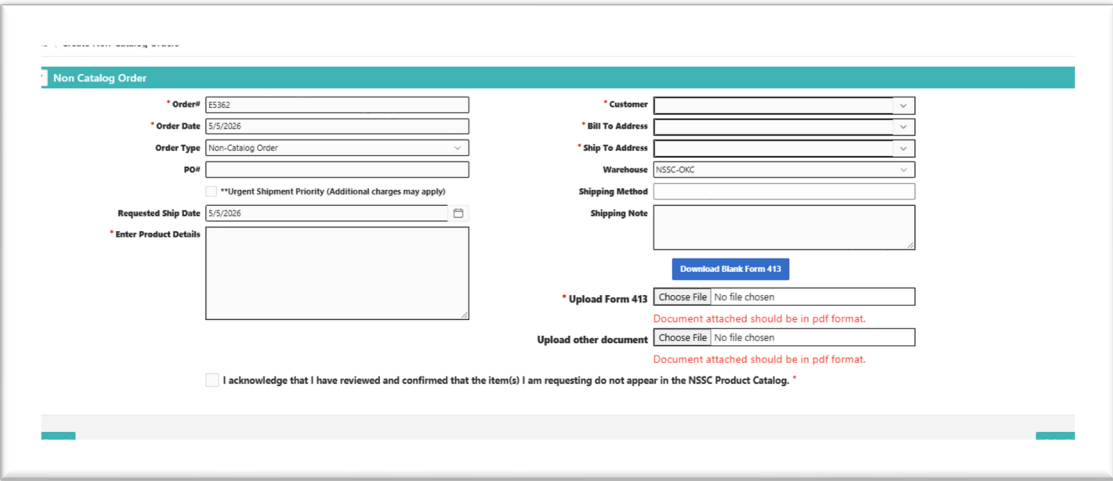
*****Please search the Product Catalog for the item(s) you will be requesting for availability prior to completing this form*****

The Non Catalog Order page can be accessed in 2 ways:

1. Click the tile from the main page:
2. Click the Create Non-Catalog Orders button on the Create Order page.



- Enter required customer information
- Provide as many details as possible in the Enter Product Details box (brand, description, amount request, size, color, etc.)
- Download the 413 order form by clicking the blue Download Blank Form 413 button.
- Enter facility information, product details and quantity on the 413 order form
- Upload the completed 413 form and any additional form (screenshots, images, etc) – pdf format only
- Check the acknowledgement statement box and click submit



Creating an Influenza Program Order

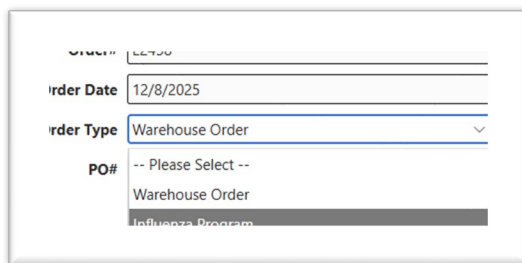
Pre-Order

*****These orders are used only for annual influenza program and products will be available for pre-order during the announced time window.
Communication is typically sent out from NSSC in early Spring time. *****

Step 1: Click "Create Order" from the main page or navigation menu.

Step 2: Select your facility (Customer) from the dropdown if multiple options are available.

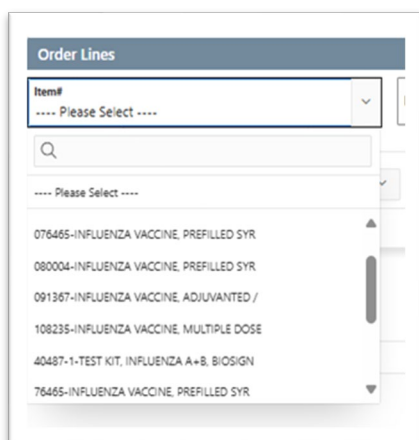
Step 3: Click the "Order Type" dropdown and select "Influenza Program"



The screenshot shows a web form titled "Create Order". It includes fields for "Order Date" (12/8/2025), "Order Type" (Warehouse Order), and "PO#" (Please Select). The "Order Type" dropdown menu is open, showing options: "Warehouse Order" and "Influenza Program".

Step 4: Complete the order form:

- PO Number (optional)
- Notes/Instructions for NSSC (optional)
- Requested Ship Date will be grayed out



The screenshot shows the "Order Lines" section of the form. It includes a search bar and a list of products. The products listed are:

- 076465-INFLUENZA VACCINE, PREILLED SYR
- 080004-INFLUENZA VACCINE, PREILLED SYR
- 091367-INFLUENZA VACCINE, ADJUVANTED /
- 108235-INFLUENZA VACCINE, MULTIPLE DOSE
- 40487-1-TEST KIT, INFLUENZA A+B, BIOSIGN
- 76465-INFLUENZA VACCINE, PREILLED SYR

Step 5: Click the "Item#" dropdown to view available vaccines. The list automatically filters to show only vaccine products.

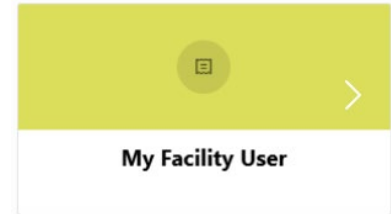
Step 6: Follow the same process used for warehouse orders to add items, adjust quantities and submit or save as a draft.

My Facility User (Management Access Required)

As a Facility Director or CEO, you can grant and manage LINK access for your employees.

Select the **My Facility User** tile on the LINK home page.

From there, you will see a list of current employees who have access to LINK, as well as any user access change requests you have submitted.

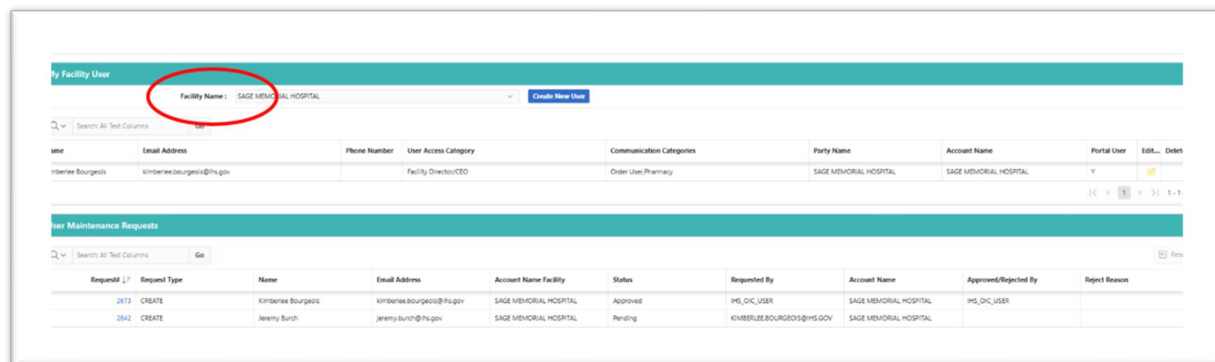


Selecting a Facility

If you are the Facility Director or CEO for multiple locations, you can filter the users displayed by facility.

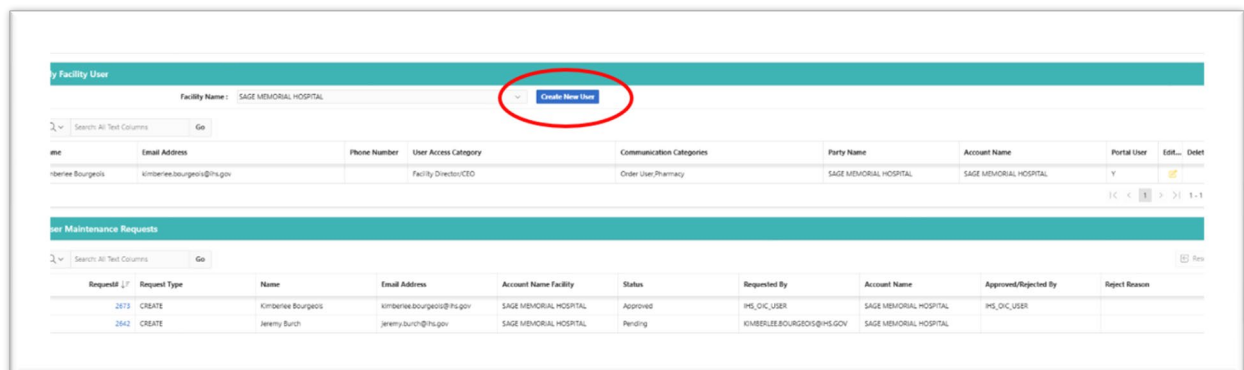
To change the facility, click on the **Facility Name** dropdown, then choose the appropriate facility from the drop-down menu.

The users associated with the selected facility will appear under the **My Facility Users** section.



Creating a New User

Select **Create New User** next to the selected facility name. A pop-up window will appear. Enter the individual's information in the required fields.



User Category Descriptions

Facility Director

Provides full access to user and facility maintenance.

Department Manager

Allows delegated access to perform Facility Director responsibilities.

Employee

Allows the user to create orders, view order history, pay bills, and browse the catalog.

Request# 2856

Facility Name SAGE MEMORIAL HOSPITAL

* First Name

* Last Name

* Email Address

* Phone

* Portal User ☒ Yes ☐ No

* User Access Categories ☐ Facility Director/CEO ☐ Department Manager ☐ Employee

* Communication Categories ☐ Order User ☐ Finance ☐ Pharmacy ☐ Medical Supplies ☐ Admin ☐ Flu

Communication Category

The **Communication Category** is used for NSSC alerts, forms, and surveys related to specific category topics. Communications will be distributed to LINK users based on the category or categories selected.

User Request Review

After a new user request is submitted, it must be reviewed and approved by an NSSC team member.

You can view the request, its status, and all other user maintenance requests in the **User Maintenance Requests** section on the main **My Facility Users** page.

My Facility User

Facility Name: SAGE MEMORIAL HOSPITAL [Create New User](#)

Search All Test Columns Go

Name	Email Address	Phone Number	User Access Category	Communication Categories	Party Name	Account Name	Portal User	Edit...	Delete
Kimberlee Bourgeois	kimberlee.bourgeois@hs.gov		Facility Director/CEO	Order User/Pharmacy	SAGE MEMORIAL HOSPITAL	SAGE MEMORIAL HOSPITAL	Y		

1 < 1 > 1-1

User Maintenance Requests

Search All Test Columns Go

Request#	Request Type	Name	Email Address	Account Name Facility	Status	Requested By	Account Name	Approved/Rejected By	Reject Reason
2873	CREATE	Kimberlee Bourgeois	kimberlee.bourgeois@hs.gov	SAGE MEMORIAL HOSPITAL	Approved	IMS_OIC_USER	SAGE MEMORIAL HOSPITAL	IMS_OIC_USER	
2842	CREATE	Jeremy Burch	jeremy.burch@hs.gov	SAGE MEMORIAL HOSPITAL	Pending	KIMBERLEE.BOURGEOIS@HS.GOV	SAGE MEMORIAL HOSPITAL		

Editing an Existing User

To edit an existing user, select the **Edit** icon in the row of the user you want to update.

This request will also be submitted for review and approval by an NSSC team member.

My Facility User

Facility Name: SAGE MEMORIAL HOSPITAL [Create New User](#)

Search All Text Columns Go

name	Email Address	Phone Number	User Access Category	Communication Categories	Party Name	Account Name	Portal User	Edit...	delete
Kimberlee Bourgeois	kimberlee.bourgeois@hs.gov		Facility Director/CEO	Order User/Pharmacy	SAGE MEMORIAL HOSPITAL	SAGE MEMORIAL HOSPITAL	Y		

1 < 3 > 11

User Maintenance Requests

Search All Text Columns Go [Reset](#)

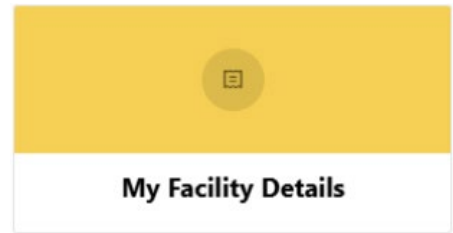
RequestID	Request Type	Name	Email Address	Account Name	Facility	Status	Requested By	Account Name	Approved/Rejected By	Reject Reason
2873	CREATE	Kimberlee Bourgeois	kimberlee.bourgeois@hs.gov	SAGE MEMORIAL HOSPITAL		Approved	IMS_OIC_USER	SAGE MEMORIAL HOSPITAL	IMS_OIC_USER	
2842	CREATE	Jeremy Burch	jeremy.burch@hs.gov	SAGE MEMORIAL HOSPITAL		Pending	KIMBERLEE.BOURGEOIS@HS.GOV	SAGE MEMORIAL HOSPITAL		

1 < 3 > 1-21

My Facility Details (Management Access Required)

Facility Directors/CEOs can view and update facility information in LINK through the **My Facility Details** page.

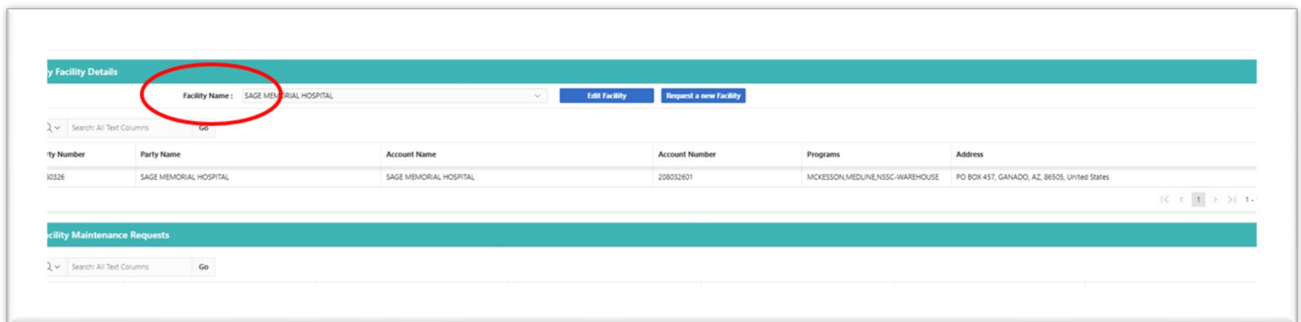
To access this page, select the corresponding tile on the LINK home page.



My Facility Details

The **My Facility Details** section displays information for the selected facility.

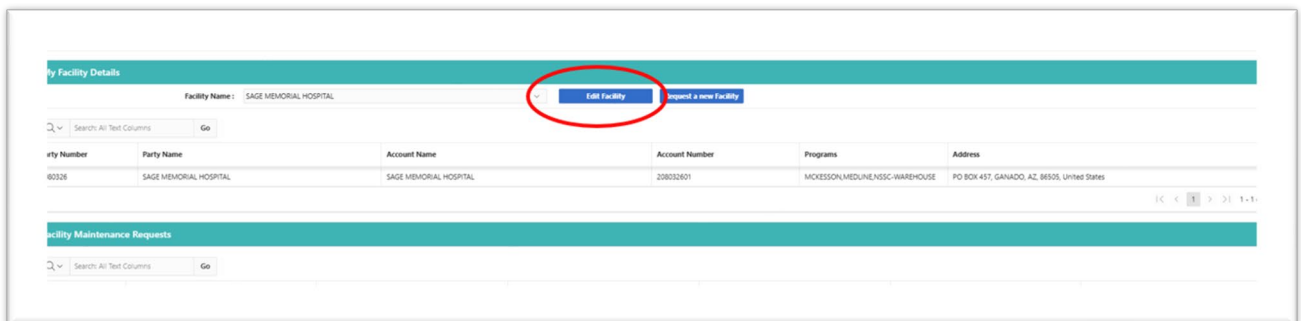
If you manage multiple facilities, you can change which facility is displayed by selecting a different facility from the drop-down menu. Once selected, the facility details will appear below.



Facility Number	Party Name	Account Name	Account Number	Programs	Address
80326	SAGE MEMORIAL HOSPITAL	SAGE MEMORIAL HOSPITAL	208032601	MCKESSON/MEDLINE/NSC-WAREHOUSE	PO BOX 457, GANADO, AZ, 86505, United States

Editing Facility Information

To update facility information, select **Edit Facility**.



A pop-up window will appear with editable fields. Complete or update the applicable information.

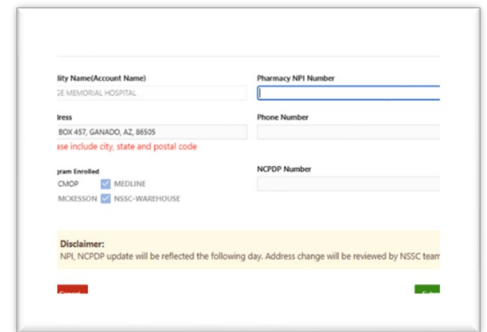
You may edit the following facility details:

Address

Pharmacy NPI Number

Phone Number

NCPDP Number

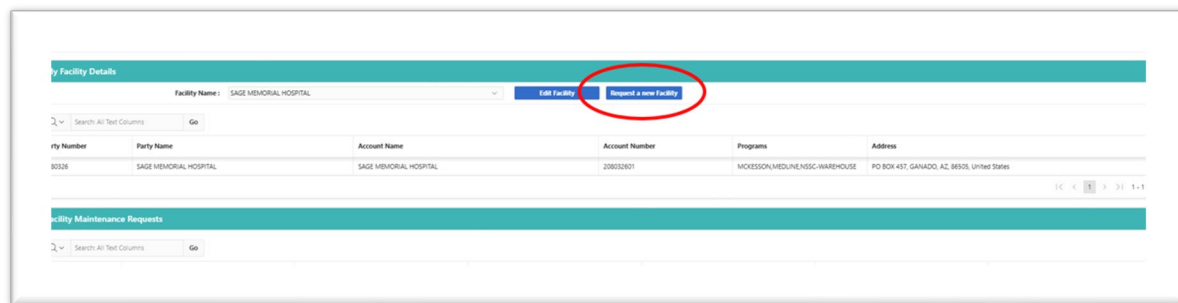
A screenshot of a web form for editing facility details. The form has two columns. The left column contains fields for 'Facility Name (Account Name)' with the value 'SAGE MEMORIAL HOSPITAL', 'Address' with 'BOX 437, GANADO, AZ, 86505' and a red note 'use include city, state and postal code', and 'Program Enrolled' with checkboxes for 'CMOP', 'MCKESSON', 'MEDLINE', and 'NSSC-WAREHOUSE'. The right column contains fields for 'Pharmacy NPI Number', 'Phone Number', and 'NCPDP Number'. At the bottom, there is a yellow 'Disclaimer' box stating: 'NPI, NCPDP update will be reflected the following day. Address change will be reviewed by NSSC team.'

Updates to the **Pharmacy NPI Number** and **NCPDP Number** will be applied without additional approval.

Updates to the **Address** or **Phone Number** must be reviewed and approved by NSSC staff before they are finalized.

Requesting a New Facility

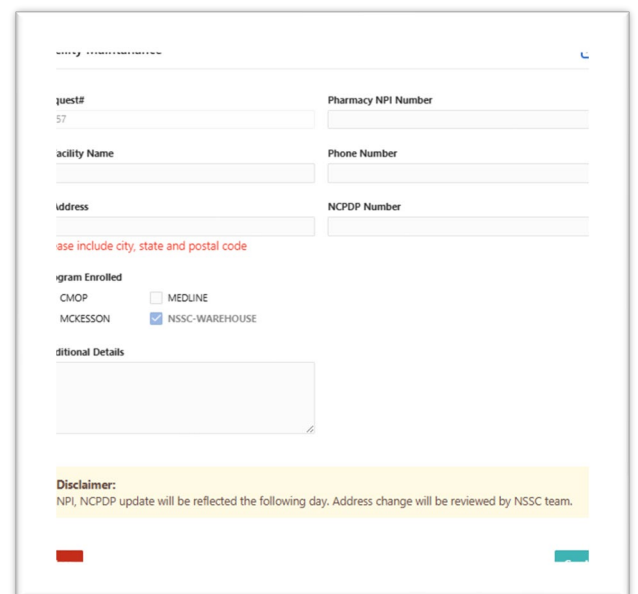
To request that a new facility be added to LINK, select **Request a New Facility**.

A screenshot of the 'Facility Details' page in a web application. The page has a teal header with the title 'Facility Details'. Below the header, there is a search bar and a table of facilities. The 'Request a new Facility' button is circled in red. The table has columns for 'Facility Number', 'Facility Name', 'Account Name', 'Account Number', 'Programs', and 'Address'. The first row shows '80528', 'SAGE MEMORIAL HOSPITAL', 'SAGE MEMORIAL HOSPITAL', '208032601', 'MCKESSON/MEDLINE/NSSC-WAREHOUSE', and 'PO BOX 437, GANADO, AZ, 86505, United States'. Below the table is a 'Facility Maintenance Requests' section with a search bar.

A pop-up window will appear. Complete all required fields. The information requested will be similar to the **Edit Facility** form, with additional fields for selecting the programs you would like the facility to be enrolled in.

Use the **Additional Information** section to provide any relevant details that may help NSSC Customer Service review your request.

Once submitted, a notification will be sent to NSSC Customer Service. The team will review your request and follow up with any additional information and next steps.

A screenshot of a web form for requesting a new facility. The form has two columns. The left column contains fields for 'Request#', 'Facility Name', 'Address', and 'Program Enrolled'. The right column contains fields for 'Pharmacy NPI Number', 'Phone Number', and 'NCPDP Number'. The 'Program Enrolled' section has checkboxes for 'CMOP', 'MCKESSON', 'MEDLINE', and 'NSSC-WAREHOUSE'. At the bottom, there is a yellow 'Disclaimer' box stating: 'NPI, NCPDP update will be reflected the following day. Address change will be reviewed by NSSC team.'

Submitted Requests

Submitted facility maintenance requests will appear in the **Facility Maintenance Requests** section.

This section allows you to view your submitted requests and monitor their status.

The screenshot displays a web interface for 'Facility Details'. At the top, there is a teal header bar. Below it, a search bar contains 'Facility Name: SAGE MEMORIAL HOSPITAL' with a dropdown arrow. To the right of the search bar are two buttons: 'Edit Facility' and 'Request a new facility'. Below the search bar is a table with the following columns: 'Party Number', 'Party Name', 'Account Name', 'Account Number', 'Programs', and 'Address'. The table contains one row with the following data: '83328', 'SAGE MEMORIAL HOSPITAL', 'SAGE MEMORIAL HOSPITAL', '208032821', 'MCKESSON/MEDLINE/NSC-WAREHOUSE', and 'PO BOX 457, GANADO, AZ, 86505, United States'. Below the table is a teal bar with the text 'Facility Maintenance Requests' highlighted by a red circle. At the bottom of the page, there is a search bar with a dropdown arrow and a 'Go' button.

Party Number	Party Name	Account Name	Account Number	Programs	Address
83328	SAGE MEMORIAL HOSPITAL	SAGE MEMORIAL HOSPITAL	208032821	MCKESSON/MEDLINE/NSC-WAREHOUSE	PO BOX 457, GANADO, AZ, 86505, United States

Forms and Surveys

NSSC will occasionally distribute forms and surveys through LINK. These notifications will appear in LINK and may also be sent by email to LINK customer portal users.

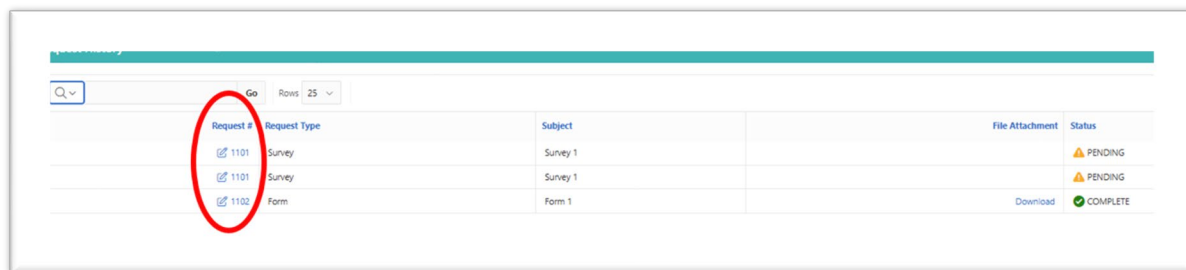
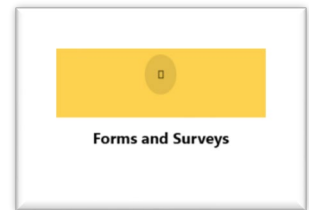
Complete Forms by opening any attached PDF documents in the LINK message. Once completed, the PDF can be uploaded and submitted through LINK.

Complete Surveys using links included in the LINK message. These links may direct you to an external survey tool, such as SurveyMonkey, Smartsheet, or a similar platform.

Accessing Forms and Surveys

Access **Forms and Surveys** by selecting the tile on the LINK home page.

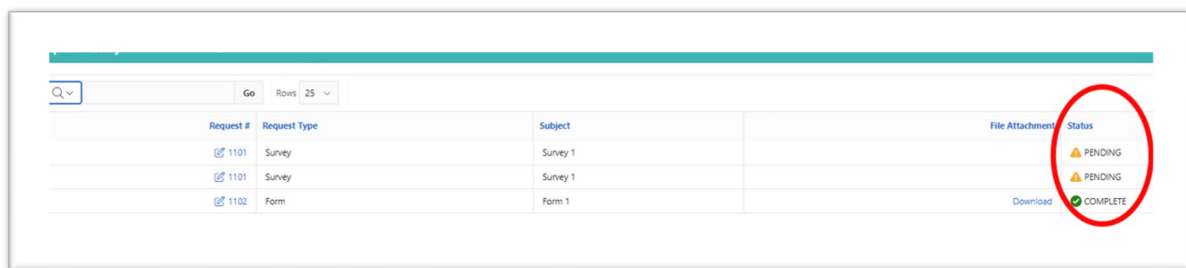
After selecting **Forms and Surveys**, your **Request History** will appear. To open a form or survey, select the applicable **Request #**.



A screenshot of the "Request History" table in the LINK portal. The table has columns for Request #, Request Type, Subject, File Attachment, and Status. The "Request #" column is circled in red. The table contains three rows of data.

Request #	Request Type	Subject	File Attachment	Status
1101	Survey	Survey 1		PENDING
1101	Survey	Survey 1		PENDING
1102	Form	Form 1	Download	COMPLETE

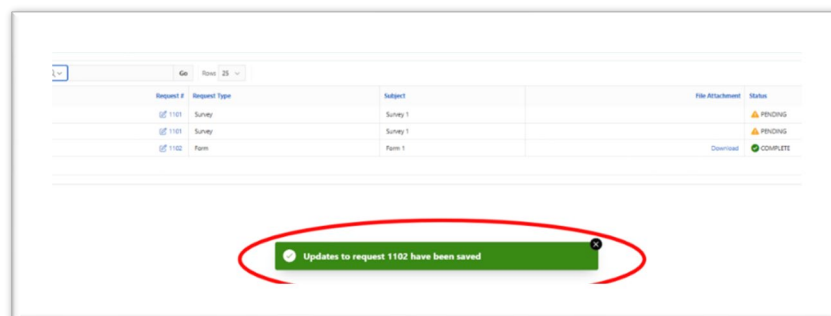
The status of each form or survey is displayed in the **Status** column on the right.



A screenshot of the "Request History" table in the LINK portal. The table has columns for Request #, Request Type, Subject, File Attachment, and Status. The "Status" column is circled in red. The table contains three rows of data.

Request #	Request Type	Subject	File Attachment	Status
1101	Survey	Survey 1		PENDING
1101	Survey	Survey 1		PENDING
1102	Form	Form 1	Download	COMPLETE

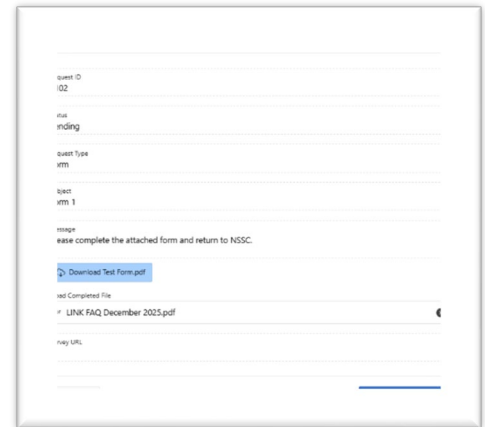
Once your response has been completed and submitted, a notification will appear confirming that your response has been saved.



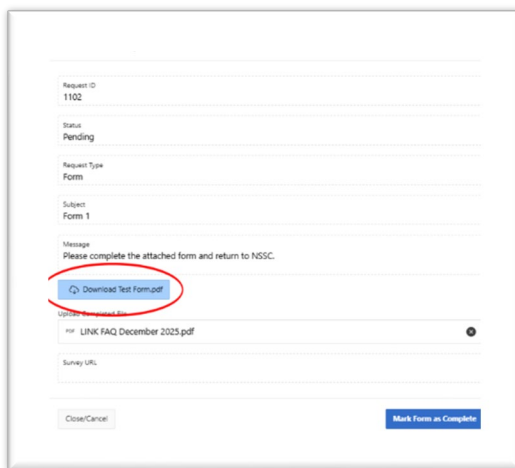
Completing a Form

When you select the **Request #** to open a form or survey, a pop-up window will appear.

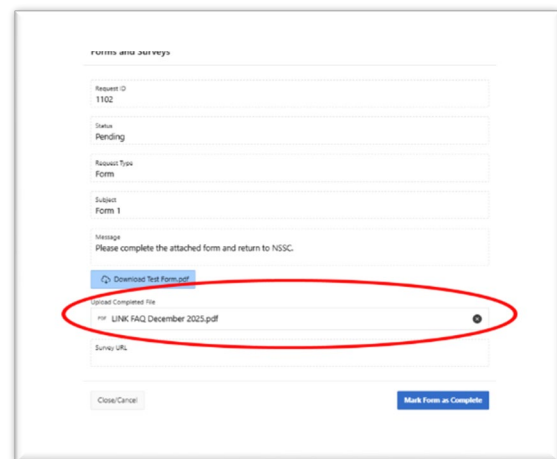
To complete a form, select the **Download Form** button to download the PDF document. After completing the form, upload it in the **Upload Complete File** section. You may drag and drop the file or select a file from your device.



This screenshot shows a form completion pop-up window. It contains fields for Request ID (1102), Status (Pending), Request Type (Form), and Subject (Form 1). A message states: "Please complete the attached form and return to NSSC." Below the message is a blue button labeled "Download Test Form.pdf". Underneath is the "Upload Completed File" section, which shows a file named "LINK FAQ December 2025.pdf" has been uploaded. At the bottom, there is a "Survey URL" field and two buttons: "Close/Cancel" and "Mark Form as Complete".



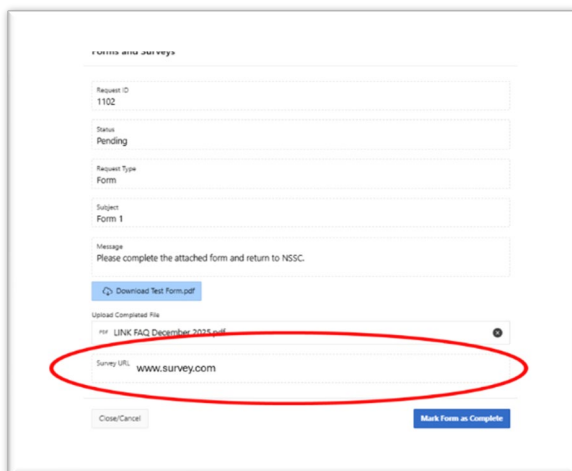
This screenshot shows the same form completion pop-up window. The blue button labeled "Download Test Form.pdf" is circled in red, indicating it is the next step in the process.



This screenshot shows the same form completion pop-up window. The "Upload Completed File" section, which displays the file "LINK FAQ December 2025.pdf", is circled in red, indicating the next step in the process.

Completing a Survey

To access a survey, select the URL provided in the request. The link may open an external survey website where you can complete and submit your response.

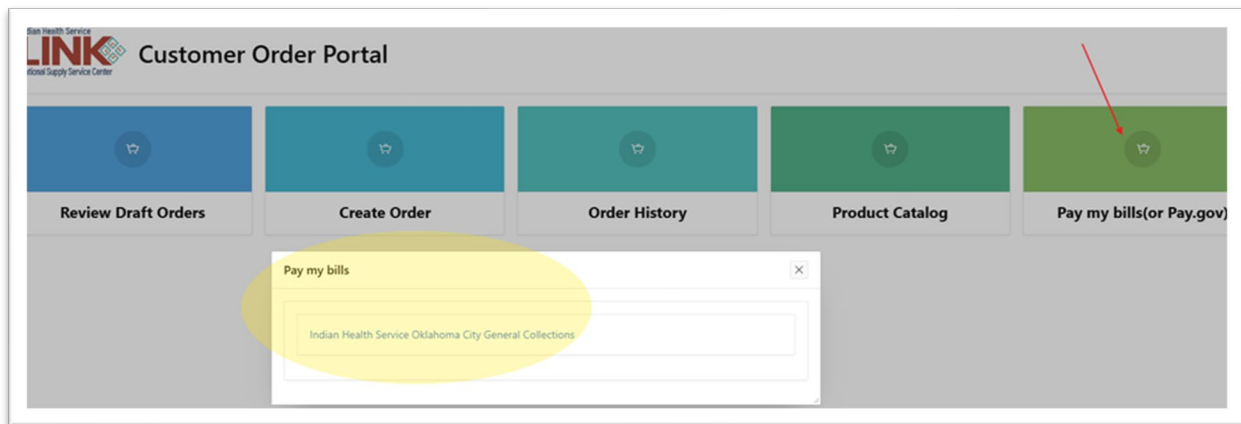


This screenshot shows the same form completion pop-up window. The "Survey URL" field, which contains the text "www.survey.com", is circled in red, indicating it is the next step in the process.

Payment Options

Tribal/Urban Facilities

Click "Pay My Bills" or "Pay.gov" on the main page. A window will open with a link directing you to www.Pay.gov to complete your payment.



Federal Facilities

Federal facilities will use UFMS coordinated with your Area Office.

Quick Reference Guide

IHS NSSC Customer Order Portal (LINK) — Quick Reference		ihhs.gov/nssc/electronic-ordering
ACCESS & LOGIN	CREATING ORDERS	CATALOG, HISTORY & ADMIN
Portal URL ihhs.gov/nssc/electronic-ordering/ <i>Bookmark manually — URL changes dynamically</i> Login steps 1. Enter username & password → click Sign In 2. Check email for 6-digit One-Time Password (OTP) — valid 10 min 3. Enter OTP → click Submit <i>Expired OTP? Click "Resend Passcode"</i> Navigation options • Tiles — click buttons on main page • Menu icon (top-left) — slide-out panel My Facility User (Directors/CEOs only) • Facility Director/CEO — full user & facility mgmt • Dept Manager — delegated Director access • Employee — orders, history, catalog, bills <i>New users require NSSC approval</i> Support Email: IHSNSSCCustomerService@ihhs.gov Use for order cancellations and changes following order submission.	Warehouse order steps 1. Click Create Order 2. Select facility, ship-to address & warehouse 3. Enter optional PO#, ship date, notes 4. Search item by #, description, or manufacturer → Add 5. Edit qty with pencil icon → Update 6. Submit (immediate) or Save as Draft Separate orders needed per warehouse. Changing warehouse clears all lines. Available warehouses • NSSC-OKC (default) • NSSC-Gallup • NSSC-Turnkey2 Non-catalog order 1. Confirm item is not in catalog first 2. Click Create Non Catalog Order 3. Enter customer info & detailed product description 4. Download, complete & upload Form 413 (PDF only) 5. Check acknowledgement → Submit Influenza program order 1. Create Order → Order Type: Influenza Program 2. Item list auto-filters to vaccines only 3. Add items & submit (pre-order window only) <i>Annual program — watch for NSSC spring announcements</i> Draft orders • Found under Review Draft Orders • Can modify, delete, or submit from there • Items deletable only before submitting	Product catalog • Search by item #, description, manufacturer, keyword • Filter by warehouse, category, or manufacturer • Sort by clicking any column header • Download: filter first → Download Catalog (top-right) <i>Clear all filters before downloading for full catalog. Inventory & pricing change regularly.</i> Order history • Click Order History on main page • Search by order# or filter by date range • Click blue order# for items, pricing & status • FedEx tracking # appears once NSSC ships <i>New orders may take up to 1 min to appear</i> My Facility Details (Directors/CEOs only) • Immediate: Pharmacy NPI & NCPDP updates • Requires NSSC approval: Address & phone changes • Add new facility via Request a New Facility Forms & surveys • Access via Forms and Surveys tile • Forms: download PDF → complete → upload & submit • Surveys: click URL link (may open external tool) Payments • Tribal/Urban: Pay My Bills → Pay.gov • Federal: Use UFMS coordinated with your Area Office

Important Reminders

- ✓ One-time passwords (OTP) expire after 10 minutes
- ✓ Orders from different NSSC warehouses require separate orders
- ✓ Draft orders can be modified before submission
- ✓ Items cannot be deleted after order submission (contact IHSNSSCCustomerService@ihhs.gov)
- ✓ New orders may take up to 1 minute to appear in Order History
- ✓ Urgent shipments may incur additional charges.

Need Help?

Contact NSSC Customer Service:

Email: IHSNSSCCustomerService@ihs.gov

We welcome your questions, feedback, and suggestions for improving LINK.

***Thank you for choosing the IHS National Supply Service Center (NSSC)
to supply your facility with safe and reliable healthcare products!***

Your NSSC Customer Service Team