FAQ for U.S. Medicine Security Partners

Q **I just started a new position at _____, and I believe we are partnered with you to receive medicines and supplies. How can I get more information about the partnership?**

A We can check in our system to ensure you are an active partner if you do not have access to your clinic's user ID and password, and we can help you get your account renewed if it is currently expired. We can also schedule an onboarding call to give you more information on the partnership. Please reach out to **usprogram@americares.org** if you'd like to schedule an onboarding call to learn more.

Q **I keep clicking 'reset password' so I can access my account, but I'm not receiving the email in order to reset it.**

A The email on file for your account possibly belongs to someone who no longer works there, hence why you would not receive the password reset email. Please reach out to **usprogram@americares.org** and we will help you access your account.

Q **I need someone removed from receiving the inventory emails. How do I do this?**

A Please log into your account to make any changes. The email addresses listed on your account will be the ones that receive inventory emails. Your first step is to go to **https://usprogram.americares.org/**

- Click on the My Account tab -> Choose Partner Application from the drop-down menu
- Click through each page of the application updating any organization/contact information as necessary

   If you need to make more edits, follow below:

   - On the Medical tab, type the updated expiration date of the medical professional's license.

   - Electronically sign the Medical Agreement (*Uncheck and re-check the agreement box. This will update the date)

   - Electronically sign the Partnership Agreement on the next page (*Uncheck and re-check the agreement box. This will update the date)

   - On the last page, click Save & Submit

   - We'll review the updates and you'll get an email when the account has been reapproved

Q **How can I pull a donation value report on what I've ordered from you?**

A From the USACCESS dashboard click My Account

Click Shipping History

Filter Date Shipped to Range, then select dates, apply filter

Print PDF or Export to Excel

*Please note that value is calculated at estimated wholesale acquisition cost. Please consult your advisors on the appropriate use of this data.

Q **Can I get another person added to my account? Can they get their own username and password?**

A You can follow the below instructions to change primary and secondary contacts. We cannot add more than that, aside from medical contacts. There is only one user ID and password permitted per clinic. Individuals cannot make their own separate accounts once an account for their clinic is already created. Any member of staff who should have access to your account will need to share the **user ID and password** in order to **log in**.

- Your first step is to go to **https://usprogram.americares.org/**
- **Click on the My Account tab** -> Choose Partner Application from the drop-down menu
- **Click through each page** of the application updating any organization/contact information as necessary
- On the last page, **click Save & Submit**
- We'll review the updates and you'll get an email when the account has been reapproved

Q **Why won't it let me update my signature when trying to get my account reapproved?**

A **Check and uncheck the agreement box**. This normally resets it and allows you to move forward with the reapproval process.

Q **How do I know how many bottles are in a case?**

A **Quantity Available to You & Unit of Measure** – Quantity available 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. In this instance 1 case = 48 bottles. Each bottle has 1000 pills making 48,000 pills per case.

Quantity Available to You: **10** CS48

Unit Type: BOTTLE

Unit Size: 1000 EACH per BOTTLE

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

Order Qty

0

of CS48

Add

Q **Is it possible to order a smaller quantity than a full case?**

A Unfortunately, at this time, we are unable to break down cases to allow for smaller quantities to be ordered. When placing an order, please be sure to check the number of items per case at the bottom of the screen to ensure that you are ordering a quantity that you will be capable of storing/distributing.

Q **Why is inventory no longer available just a day after it said it was in the inventory snapshot email?**

A Inventory is always fluctuating as it is donor-driven, and we only get specific amounts of our medicines and supplies. Some products are high in demand and are ordered very shortly after the snapshot is sent out, so please be sure to go in and place an order as soon as you receive the snapshot to ensure you can get what you need in the future.

Q **I'd like to request specific product for my organization OR do you have a specific product?**

A What you see online is what we have available at this time. Our inventory is donor-driven and fluctuates frequently. That doesn't mean we'll never have that particular product – we just don't have it now. If there is a certain medication or supply you are in need of, please fill out the below form to see if we are able to secure it in the future: **Product Suggestion Form**

Q **How do I learn about your grants?**

A We send out email blasts with grant opportunities. As a member of the Medicine Security program, you will receive email notifications when grants become available. If you are not part of the program, please email **usprogram@americares.org** to be added to our distribution list.

Q **I am a Medicine Security partner, but I rarely get emails from you, why is this?**

A Check your spam folder. Sometimes certain emails will end up in spam unintentionally.