

# MAKO Customer Direct – Supply Ordering with Medline.com



Mako Medical Customer Support  
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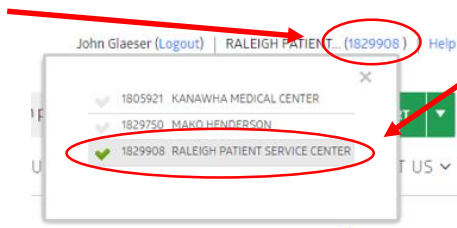
## New supply ordering portal and process (10 streamlined steps)

- Streamlined – login & shopping list access (Medline.com)
- Easier – 3 item categories & clean checkout
- Better – single service point of contact & actionable ordering metrics
- Cost savings to MAKO – reduced item cost & reduced shipping cost

## Ensure successful initial login and establish personal password

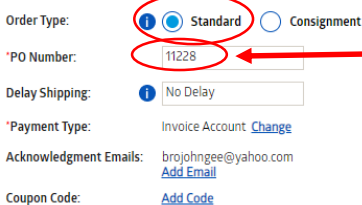
- Password can be reset at [Medline.com](#) (Forgot Password?)

### 1 SELECT THE LOCATION YOU ARE ORDERING FOR



### 2 When setting up order, select:

- Order Type: Standard
- Enter PO Number (REQUIRED, purchase order number)



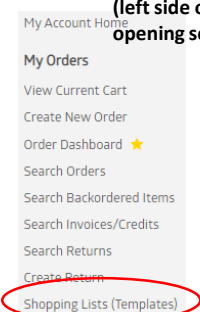
PO Number can either be:

- Mako account number OR
- Your e-mail address

(left side of opening screen)

**START SHOPPING HERE**

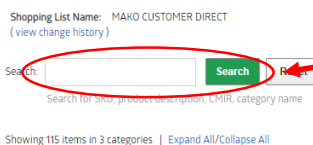
### 3



### 4

Use **MAKO CUSTOMER DIRECT LIST ONLY**

Shopping List Name	Creation Date	Last Accessed	Last Updated	Creator	Locked for Edit	# Lines	Delete
MAKO CUSTOMER DIRECT	02/13/2019	09/12/2019	08/25/2019	ZACHARY HEYL	✓	115	✕
SHOPPING LIST 09/12/2019-10.14.40	09/12/2019	09/12/2019	09/12/2019	ANGELIA BENDER		0	✕
THE YOUTH INSTITUTE	09/04/2019	09/12/2019	09/12/2019	NICOLE CHASE		16	✕



Search for items within the MAKO Customer Direct Shopping List

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5 Continue adding items until ready to check out

Order \$150 or more (**plan ahead, make every effort!**)

- Significant savings in shipping costs across MAKO enterprise



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Click on “Cart” to check out and submit order

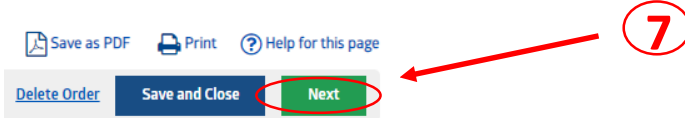


Double check Unit of Measure during Review/Submit

- Always double check order quantities at checkout (Review/Submit)
- Prevent over/under ordering
- Examples of potential trouble items...

FG2503H	<input type="text"/>	250/BX	Gloves, Exam: FitGuard Powder-Free Nitrile Exam Gloves with Textured Fin gertips, Size L	Order 1 for each box of 250. Putting 250 here will result in order of 62,500 gloves
MSI45120E	<input type="text"/>	50/PK	MAKO MEDICAL LABEL PAPER (4 LAB ELS)	Order 1 for each pack of 50. Putting 50 here will result in order of 2,500 labels

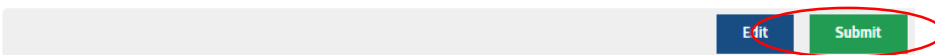
Select “Next” to continue submitting your order



Approval needed if ordering MSI items (click “Submit” to continue)

- Select John Glaeser when prompted, then click “Done” to finish
  - MSI items are Mako InHouse items shipped from Henderson, NC
  - MSI items are listed in their own ordering category (bottom of List)

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Order requires approval from approvers : mako admin CPrince@makomedical.com John Glaeser jglaeser@makomedical.com  
Will Barnes wbarnes@makomedical.com

Select Approvers to Notify:

Select All

- mako admin CPrince@makomedical.com
- John Glaeser jglaeser@makomedical.com

Add More

Notes for All Approvers: (Optional)

Add notes to the approvers here

0 of 151 characters

Done

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Select John Glaeser for approval

DO NOT “un”select after selection or your order will not generate an e-mail to John for processing

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Click “Done” to finish and submit

## Mako Medline Ordering and Support Outline - Details

We are excited to introduce Medline.com as our partner for supplies, ordering, and inventory management!

First, we want to make sure that EVERYBODY has credentials for the Medline.com site.

Select the location you will have your supplies delivered. This will be a small link in the upper right part of the login screen. (when you click the link, a list of locations will appear – select your location for shipping)

You will be using the Customer Direct Shopping List (Template)

- **USE THE MAKO DIRECT SHOPPING LIST (TEMPLATE)** - DO NOT USE ANY OTHER MEDLINE TEMPLATE
- When you click on that Shopping List, your templates will load in 3 categories:
  - BLOOD
  - URINE
  - MAKO INHOUSE ITEMS (we call these supplies “MSI Items” for *Mako Supply Items*)

Select the quantity of needed items

- Images that do not appear, click on the item description and the image will be available.
- Make sure to **check Unit of Measure (UOM)**
  - Don’t want to order 250 boxes of 250 gloves, for example
- **Order quantities will eventually be *limited* by historical usage**
- **PLEASE MAKE EVERY EFFORT TO MAKE EVERY ORDER OVER \$150 (AND OVER \$250 IF POSSIBLE)**
  - **Order amounts over \$150 will result in a huge reduction in shipping costs!**

Then take a look at the order BEFORE clicking Review & Submit

- Note: **Orders will require a PO prior to submission** (use your MAKO location/account number)
- Then give the order one last look.
  - **After selecting Submit, the order cannot be changed.**

### **Orders MUST be submitted before the 11am deadline.**

- Orders submitted before 11am will be processed for shipment that day
- Orders submitted before the deadline will arrive 2 business days after submission
- Order submitted after the deadline will be processed for shipment the next business day

### **Mako Supplied Items (MSI)**

- Certain items will be processed for **shipment from our Henderson Supply Division**
- Those MSI supplies are listed in the 3<sup>rd</sup> category (listed at the bottom of the Shopping List, with a prefix of “MSI”)
- Orders with MSI items will prompt approval (select John Glaeser)
- MSI supplies will be handled directly from Henderson
  - You will receive an e-mail from Mako showing a list of the MSI item numbers and a tracking number
  - Because of the special handling, **those items will be manually deleted from your Medline order**
- MSI items will appear differently on the Shopping List (at bottom, things like toner, req forms)
  - All will have “MSI” prefix
  - All will have a price of \$0.01/0.02 (this will prevent affecting the shopping cart price)
  - Availability will show as “Estimated availability, Non-stock”
    - This display is normal and will not directly affect processing (we will handle in Henderson)
- If your order includes Requisition forms (DBS forms, Blood Reqs, etc.), we may send you an e-mail asking for:
  - Location Name, Account Number, Provider(s)

**HELP and SUPPORT – please contact John Glaeser (e-mail is best: [jglaeser@makomedical.com](mailto:jglaeser@makomedical.com))**

**Phone contact 919-380-3080.**