



chs[®]

Customer Portal

CHS Customer Portal Start Guide

Overview

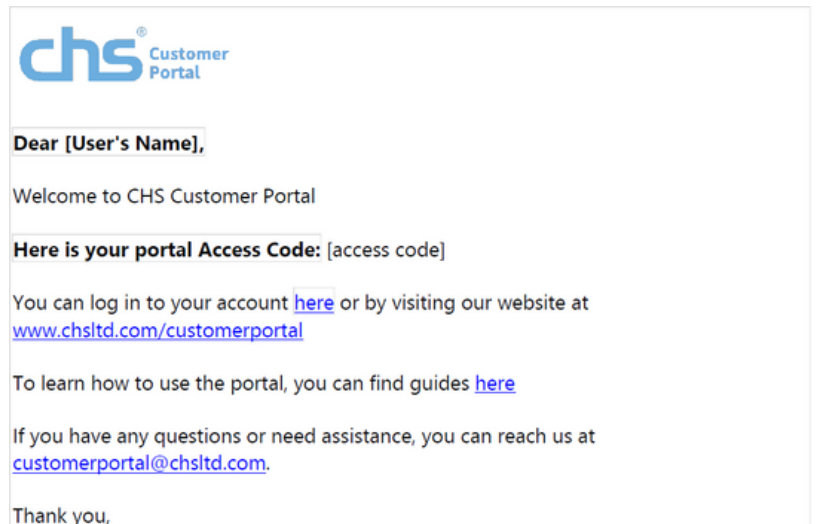
The CHS Customer Portal is a self service tool that generates a daily report of your customer order data. This tool enables you to keep track of your orders by providing visibility on order shipment dates, shipment tracking info, and much more.

Step 1: Getting Started

To get started with the Customer Portal, you must first register, You can find out online registration form online on the CHS website: www.chsltd.com/customerportal

Once you have been entered into our system, you will receive an email from customerportal@chsltd.com with your access code and link to the portal.

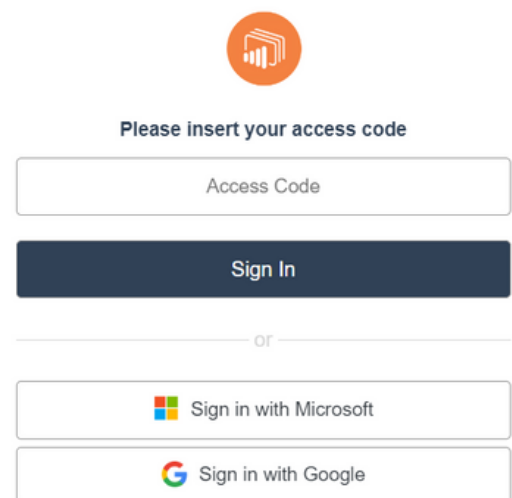
Please note that this email may be caught in your organization's spam filters. If you have any issues receiving this email, please contact: customerportal@chsltd.com



Step 2: Logging In

You can login to the CHS Customer Portal via <https://chsltd.app.powerbiportal.com/login>

To sign into the CHS Customer Portal, you simply copy and paste the access code in your email in the Access Code area and click "Sign In"

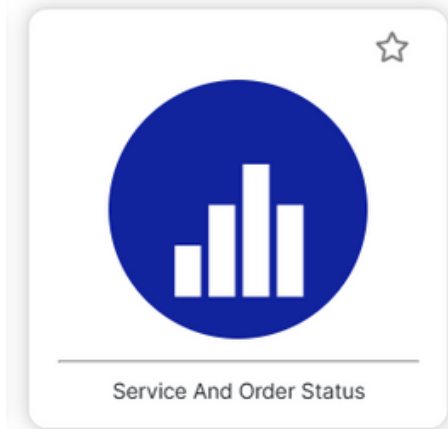
A login form for the CHS Customer Portal. At the top, there is an orange circular icon with a white bar chart. Below the icon, the text 'Please insert your access code' is displayed. Underneath, there is a white input field with the placeholder text 'Access Code'. Below the input field is a dark blue button with the text 'Sign In' in white. Below the button, the word 'or' is centered. Below 'or' are two more buttons: one with the Microsoft logo and the text 'Sign in with Microsoft', and another with the Google logo and the text 'Sign in with Google'.

By clicking "Sign in", you have read and agreed to DevScope's [Terms and Conditions](#) and [Privacy Policy](#).

Step 3: Your Portal Homepage

On your portal homepage, you will see the report labelled “Service and Order Status”

This report contains multiple tabs detailing CHS’ current service level with you, as well as, status on all orders you have with CHS



Step 4a: Viewing Your Report Tabs - Service Level - 10 work days (wds)

As we work towards improving our service to our customers, inside the “**Service Level - 10 wds**” tab, you will be able to see CHS’ service level with your account for the past 10 work days. This metric is measured from the time CHS receives your PO to the estimated time the order is delivered to the facility.

This section measures our service to you on our **stock* and non-stock** products**

This section measures our service to you based on ETAs of all products **within 10 work days vs. past 10 work days**



This section measures our service to you specifically on our **MED-RX products by item class*****

This section measures our service to you on our **stock items by item class**

***Stock** refers to high volume products that CHS regularly holds in inventory

****Non-Stock** refers to low volume SKUs that are typically purchased based on demand and/or have a longer lead time.

*****Item class** refers to a classification system CHS uses to segment Stock items based on the national sales volume. Class A products represent the highest volume SKUs and CHS maintains a high-level inventory and B & C item classes, while still considered a stocked product, have lesser volume.

Step 4b: Viewing Your Report Tabs - All Orders (L12M)

This tab will show all orders processed in the last 12 months. Scrolling to the end of the report on the right will show you the status report on each order.

On all order reports, you will be able to search for your specific Order No., Customer Name (Ship-To Location), or Customer PO, as well as, filter to view orders in a date range.

chs All Orders (L12M) Search									
ORDER DATE	EFFECTIVE DATE	ORDER STATUS	ORDER NO	CUSTOMER PO	SELL TO CONTACT	CUST NO	CUSTOMER NAME	PROVINCE	SALES REPRESENTATIVE
2025-09-30	2025-09-30		S-ORD402793	2025-09-29LS				BC	F
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG				QC	F
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG				QC	F
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG				QC	F
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG				QC	F
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG				QC	F
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG				QC	F
2025-09-29	2025-09-29		S-ORD402706	20250929 - SAMPLE				ON	N/A
2025-09-27	2025-09-27		S-ORD402574	2025-09-26KS				AB	F
2025-09-27	2025-09-27		S-ORD402574	2025-09-26KS				AB	F
2025-09-27	2025-09-27		S-ORD402574	2025-09-26KS				AB	F
2025-09-26	2025-09-26		S-ORD402327	20250918CLM500				QC	F
2025-09-26	2025-09-26		S-ORD402327	20250918CLM500				QC	F
2025-09-25	2025-09-25		S-ORD401983	092425SM				ON	F
2025-09-25	2025-09-25		S-ORD401983	092425SM				ON	F
2025-09-24	2025-09-24		S-ORD401764	JY 23/09/2025				ON	F
2025-09-24	2025-09-24		S-ORD401775	SG240925				ON	F
2025-09-24	2025-09-24		S-ORD401775	SG240925				ON	F
2025-09-24	2025-09-24		S-ORD401775	SG240925				ON	F
2025-09-24	2025-09-24		S-ORD401775	SG240925				ON	F
2025-09-24	2025-09-24		S-ORD401775	SG240925				ON	F
2025-09-23	2025-09-23		S-ORD401515	20250923 - SAMPLE				ON	F
2025-09-22	2025-09-22		S-ORD401264	20250922CHUS				QC	F
2025-09-19	2025-09-19		S-ORD400844	09192025				ON	F
2025-09-19	2025-09-19		S-ORD400844	09192025				ON	F
2025-09-19	2025-09-19		S-ORD400910	2025-09-19LPG				QC	F
Total									

ORDER NO

Search

☐ S-ORD314599

☐ S-ORD315234

☐ S-ORD315917

☐ S-ORD316114

CUSTOMER NAME

Search

☐ LART

☐ AHER

☐ ER...

CUSTOMER PO

Search

☐ 010325NC

☐ 01172025

☐ 013125SP

☐ 022825SM

ORDER DATE

4/1/2024

9/30/2025

Please note the following column name definitions:

- **Order Date** is when the order was processed.
- **Effective Date** is when the order is requested to be shipped. This field is primarily intended for future order requests. If the order is not future dated, the Effective Date will be the same as the Order Date.
- **Order Status** will indicate if an order is on hold. If this field is blank, it means the order is not on hold.
- **Item Type** denotes the Item stock status (Stock, Non Stock, Discontinued).
- **Item Class ABC** as defined on page 2.
- **Committed Qty** indicates the quantity that is in the process of shipping.
- **Open Qty** details the quantity of the order that has not shipped.

Step 4c: Viewing Your Report Tabs - Orders In Process

This tab details all order lines that are *in the process of being shipped*. The Estimated Time of Arrival (ETA) is provided for your reference.

chs

Orders In Process

Search

ORDER DATE	EFFECTIVE DATE	ORDER STATUS	ORDER NO	CUSTOMER PO	SELL TO CONTACT	CUST NO	CUSTOMER NAME	PROVINCE	SALES REPRESENTATIVE
2025-10-07	2025-10-07		S-ORD404211	2025-10-06AZ				AB	
2025-10-06	2025-10-06		S-ORD404014	2025-10-03LS				BC	
2025-10-03	2025-10-03		S-ORD403701	2025-OCT-02LPG				QC	
2025-10-01	2025-10-01		S-ORD403109	2025-09-30LS				BC	
2025-09-11	2025-09-11		S-ORD399144	SERVICE REPAIR				ON	
2025-08-26	2025-08-26		S-ORD395477	SG250825				ON	
2025-08-26	2025-09-26		S-ORD395477	SG250825				ON	
2025-07-15	2025-07-15		S-ORD386973	2024-11-6ZS				NB	
Total									

ORDER NO

Search

☐ S-ORD386973
 ☐ S-ORD395477
 ☐ S-ORD399144
 ☐ S-ORD403109

CUSTOMER NAME

Search

☐ A...
 ☐ C...
 ☐ L... AR
 ☐ L... P...

CUSTOMER PO

Search

☐ 2024-11-6ZS
 ☐ 2025-09-30LS
 ☐ 2025-10-03LS
 ☐ 2025-10-06AZ

ORDER DATE

7/15/2025

10/7/2025

Step 4d: Viewing Your Report Tabs - Open Orders

The **Open Order** tab details all order lines that remain open and have not been shipped. The Estimated Time of Arrival (ETA) is provided for your reference.

ch ^s Open Orders									Search	
ORDER DATE	EFFECTIVE DATE	ORDER STATUS	ORDER NO	CUSTOMER PO	SELL TO CONTACT	BILL TO CUSTOMER NAME	CUST NO	CUSTOMER NAME		
2025-10-03	2025-10-03		S-ORD403701	2025-OCT-02LPG		CHS				
2025-10-03	2025-10-03		S-ORD403701	2025-OCT-02LPG		CHS				
2025-10-03	2025-10-03		S-ORD403723	2025-10-01VS		CHS				
2025-10-01	2025-10-01		S-ORD403109	2025-09-30LS		CHS				
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG		CHS				
2025-09-30	2025-09-30		S-ORD403001	2025-09-26LPG		CHS				
2025-09-27	2025-09-27		S-ORD402574	2025-09-26KS		CHS				
2025-09-27	2025-09-27		S-ORD402574	2025-09-26KS		CHS				
2025-09-26	2025-09-26		S-ORD402327	20250918CLM500		CHS				
2025-09-26	2025-09-26		S-ORD402327	20250918CLM500		CHS				
2025-09-24	2025-09-24		S-ORD401764	JY 23/09/2025		CHS				
2025-09-19	2025-09-19		S-ORD400919	09182025CC		CHS				
2025-09-19	2025-09-19		S-ORD400919	09182025CC		CHS				
2025-09-19	2025-09-19		S-ORD401040	JY 18/09/2025		CHS				
2025-09-18	2025-09-18		S-ORD400753	2025-09-18LPG		CHS				
2025-09-18	2025-09-18		S-ORD400753	2025-09-18LPG		CHS				
2025-09-16	2025-09-16		S-ORD399945	EC07292025		CHS				
2025-09-15	2025-09-15		S-ORD399858	20250915PI		CHS				
2025-08-26	2025-08-26		S-ORD395477	SG250825		CHS				
2025-08-22	2025-08-22		S-ORD394940	2025-08-21LS		CHS				
Total										

ORDER NO
Search
☐ S-ORD349178
☐ S-ORD368666
☐ S-ORD372929
☐ S-ORD373555

BILL TO CUST N...
Search
☐

CUSTOMER PO
Search
☐ 05/20/2025
☐ 06-30-2025
☐ 09182025CC
☐ 2025-02-10KS

ORDER DATE
2/11/2025
10/3/2025
 -

29
Distinct Stock Num

If there is a hold on your order, this will be indicated in the **Order Status** column. To inquire about the hold status on the order, please contact CHS.

In addition, CHS has provided suggested product substitution, as applicable, subject to Customer's clinical acceptance.

Please contact our Customer Care team at customercare@chsltd.com if you wish to replace or add the suggested product substitution to your existing order.

The **Shipped Orders** tab lists all order lines that has been shipped, either in full or in part. We provide the date the order was shipped, the Courier Name and Tracking #.

**If you have any questions about the CHS Customer Portal,
please contact us at:
customerportal@chsltd.com**