

## eCommerce Contacts

**EDI Support Line**  
(314) 645-6600, ext. 3352

**EDI Support Fax Line**  
(314) 646-3707

**Mailing Address**  
One Corporate Woods Drive  
St. Louis, MO 63044

**Analyst, eCommerce**  
Ed Kovarik: (314)645-6600, ext. 3352  
ekovarik@kvph.com

**Sr. Programmer/Analyst, eCommerce**  
Bob Reichold: (314)6450-6600, ext. 3344  
breichold@kvph.com

**Director, eBusiness Strategy and Development**  
Tracie Lewis: (314)645-6600, ext. 3327  
tlewis@kvph.com

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## EDI Setup Information

**Standards/Version:** X12 4010

**VAN:** EasyLink

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## ISA Header Information

**ETHEX Production Send/Receive**  
Qualifier: 01 ID: 615424686

**Test Send/Receive**  
Qualifier: 01 ID: 615424686T

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## GS Identification Information

**ETHEX Production Application Send/Receive**  
ID: 615424686

**Test Application Send/Receive**  
ID: 615424686T

**Subelement Separator:** >(Hex 6E)

**Element Separator:** \*(Hex 5C)

**Segment Terminator:** \_(Hex 15)

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## eMail Notifications

### (Advanced Ship Notice and PO Acknowledgement)

Please contact the EDI Support Line for all inquiries.  
For eMail notifications, please contact 800-321-1705

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## Chargebacks, Notifications, and Reconciliations

If you have a business issue, please contact the  
Chargeback Department at 800-321-1705

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## Invoicing

If you have a business issue or want to check on  
an invoice, please contact our Accounts Receivable  
Department at (314) 645-6600, ext. 3540.

## Customer Self-Service Site

In order to become a user of the ETHEX Customer Self-Service site, you must have an existing account to purchase products with ETHEX. If you do not have an account with ETHEX, please contact Customer Service at 1-800-321-1705.

The site address is <https://ecommerce.ethex.com>. This is a secured site. The system will walk you through the registration process. Once you become a registered user you will be able to access all information within the site. Site functionality includes:

- Online order status and history inquiry
- Carrier shipment information and delivery status
- Online invoice history inquiry (Credit memo history coming soon)
- FAQ's (Frequently Asked Questions)
- Return Policy
- Contact Us
- User Registration/Maintain User Profile

Please feel free to contact us directly with any questions or to provide feedback regarding the site for future enhancements.

**ETHEX Customer Service:** 1-800-321-1705

**Technical Support:** Chris Classen  
(314) 645-6600, ext. 3335 or  
cclassen@kvpharmaceutical.com



# eCOMMERCE

technical implementation guide

ETHEX  
CORPORATION

The logo for ETHEX CORPORATION, featuring the word "ETHEX" in a large, stylized, serif font, with "CORPORATION" in a smaller, sans-serif font underneath. The background of the entire page is a blue grid with a large, faint graphic of a person's head and shoulders, overlaid with a network of lines and circles, suggesting a digital or technical theme.

## Overview

Welcome to the ETHEX Electronic Commerce Technical Implementation Guide. This guide has been developed to assist our customers in meeting their eCommerce needs. This guide will be updated periodically as our customers' needs and eTechnology change.

ETHEX is committed to providing its customers with efficient and effective ways of doing business. As the focus on cost reduction and cost management continues and even intensifies, we will maintain our focus on developing the tools necessary to help reduce costs and expenses. One of those tools is eCommerce.



## What is eCommerce?

eCommerce is the computer-to-computer exchange of standard and non-standard business information. There are several ways of exchanging this data including EDI (Electronic Data Interchange), FTP (File Transport Protocol) and secure peer-to-peer data exchange via the Internet using AS1 and AS2 protocols.

Several industry specific groups are dedicated to maintaining a set of guidelines referred to as "Public Standards," "Industry Standards" and "Internet Standards." Working together to form and maintain these standards, these industry groups include the Uniform Code Council (UCC), the American National Standards Institutes (ANSI), Healthcare Distribution Management Association (HDMA) and the National Association of Chain Drug Stores (NACDS). ETHEX works with these groups to help insure that our eCommerce solutions comply with industry standards.

## What are the potential benefits of using eCommerce?

- Reduced paperwork
- Improved cash flow
- More efficient and effective use of staff
- Lower transaction costs
- Quicker response time
- Enhanced customer service
- Increased data security and integrity
- Strengthen customer relationships

## How do I implement eCommerce with ETHEX?

If you are interested in eCommerce with ETHEX, please contact us at 314-645-6600, ext. 3352 or at [ecinfo@kvpharmaceutical.com](mailto:ecinfo@kvpharmaceutical.com).

# ETHEX Electronic Commerce

## Standards & Protocols

ANSI X 12 (VAN)  
Secure FTP  
EDI-INT AS1 (SMTP/SMIME)  
EDI-INT AS1 (SMTP/PGPMIME)  
EDI-INT AS2 (HTPP/SMIME)

## Supported Documents

- 180 - Return Merchandise Authorization(R)
- 214 - Carrier Shipment Status(R)
- 240 - Carrier Package Status(R)
- 810 - Invoice(S)
- 812 - Credit Memo(S)-Future
- 816 - Organizational Relationship(R)
- 820 - Remittance(EFT)(R)
- 824 - Application Advise(S)
- 832 - Price Catalog(S)
- 844 - Chargeback(R)
- 845 - Price Authorization Ack(S)
- 849 - Response to Product Transfer Adj(S)
- 850 - Purchase Order(R)
- 852 - Inventory Data(R)
- 855 - PO Ack(S/R) eMail PO Ack(S)
- 856 - Advanced Ship Notice(S) eMail ASN(S)
- 864 - Text Message(R)
- 996 - File Transfer(R)
- 997 - Functional Acknowledgement(S/R)