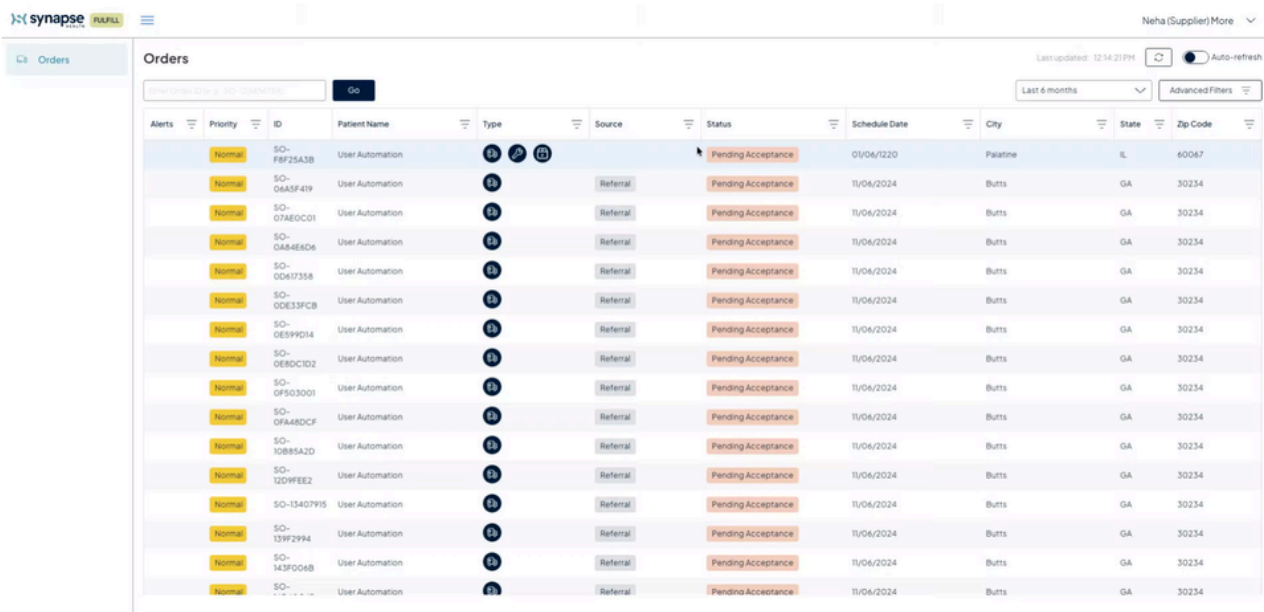


Manage Supplier Reassignment in Fulfill

01 Login to the Fulfill portal

fulfill.synapsehealth.com

You will see all of your orders on the dashboard.

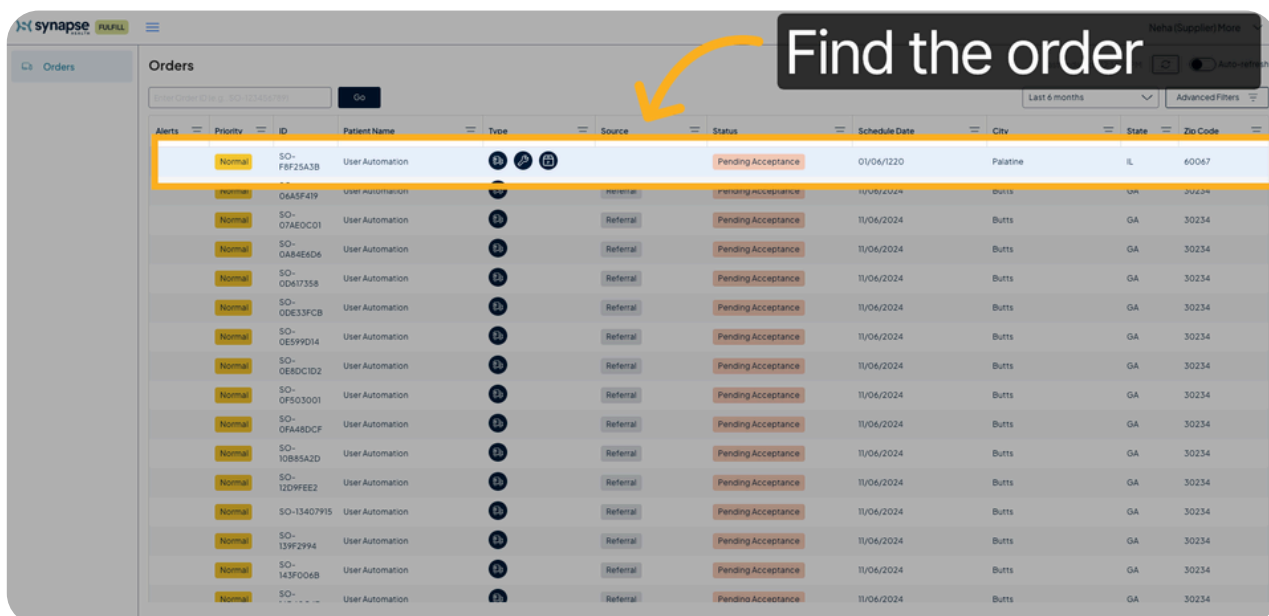


The screenshot shows the Synapse Fulfill dashboard. At the top, there's a navigation bar with the Synapse Fulfill logo and a user profile for 'Neha (Supplier)'. Below the navigation bar, there's a search bar for 'Order ID (e.g., SO-12345678)' and a 'Go' button. To the right, there are filters for 'Last 6 months' and 'Advanced Filters'. The main content is a table of orders with columns: Alerts, Priority, ID, Patient Name, Type, Source, Status, Schedule Date, City, State, and Zip Code. The first row is highlighted in blue, indicating it's selected. The status for all orders is 'Pending Acceptance'.

Alerts	Priority	ID	Patient Name	Type	Source	Status	Schedule Date	City	State	Zip Code
	Normal	SO-F8F25A3B	User Automation	EA		Pending Acceptance	01/06/1220	Palatine	IL	60067
	Normal	SO-06A5F419	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-07A80C01	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0A84E6D6	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0D617358	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0DE33FCB	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0E599D14	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0E8DC1D2	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0F503001	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0FA48DCF	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-10B85A2D	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-12D9FEE2	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-13407915	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-139F2994	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-143F0068	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-143F0068	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-143F0068	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234

02 Click on the order

Click on the specific order to begin the supplier reassignment process.



The screenshot shows the same Synapse Fulfill dashboard as in the previous image. A yellow arrow points to the first row of the table, which is highlighted in blue. A black box with the text 'Find the order' is overlaid on the top right of the table area.

Alerts	Priority	ID	Patient Name	Type	Source	Status	Schedule Date	City	State	Zip Code
	Normal	SO-F8F25A3B	User Automation	EA		Pending Acceptance	01/06/1220	Palatine	IL	60067
	Normal	SO-06A5F419	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-07A80C01	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0A84E6D6	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0D617358	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0DE33FCB	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0E599D14	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
	Normal	SO-0E8DC1D2	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
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	Normal	SO-139F2994	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234
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	Normal	SO-143F0068	User Automation	EA	Referral	Pending Acceptance	11/06/2024	Butts	GA	30234

03 Go to order details

Click the edit tool next to the current DME provider's name

Order ID: SO-F8F25A3B Pending Acceptance

Order Details **Normal**

Patient Name: User API Automation Patient ID: 10004028
DOB: 07/08/1990 Contact: (111)111-1111
Gender: M Schedule Date: 01/04/2026
Assigned DME Provider: Alina Supplier 3

Shipping Address
Address: 400 S Orange Ave
City: Palatine, IL
Zip Code: 60067

Delivery Instructions
Delivery instructions not provided for this order.

NikoHealth Integration
Missing / Incomplete Delivery Ticket: no
Missing / Incomplete Testing (IPAP & DZ): no

Product Information

Product	HCPCS	Qty
Astral 100/150 Resmed_Astral_Non_Invasive...	E0466	1
Auto CPAP Device (E0601) Generic_Auto_CPAP_Device	E0601	1
Back Up Tank Generic_Back_Up_Tank	99999	1
Portable Oxygen Concentrator (POC) Continuous Generic_Oxygen_Portable_Ox...	E1392	1

In the order details section, click the edit tool next to assigned DME provider

04 Select new supplier

Choose the new supplier from the drop down menu

Order ID: SO-F8F25A3B Pending Acceptance

Order Details **Normal**

Patient Name: User API Automation Patient ID: 10004028
DOB: 07/08/1990 Contact: (111)111-1111
Gender: M Schedule Date: 01/04/2026
Assigned DME Provider: Alina Supplier 3

Shipping Address
Address: 400 S Orange Ave
City: Palatine, IL
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Delivery Instructions
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Missing / Incomplete Delivery Ticket: no
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Product Information

Product	HCPCS	Qty
Astral 100/150 Resmed_Astral_Non_Invasive...	E0466	1
Auto CPAP Device (E0601) Generic_Auto_CPAP_Device	E0601	1
Back Up Tank Generic_Back_Up_Tank	99999	1
Portable Oxygen Concentrator (POC) Continuous Generic_Oxygen_Portable_Ox...	E1392	1

Click the "Select New Supplier" drop down

Reassign Supplier

Current Supplier: Alina Supplier 3

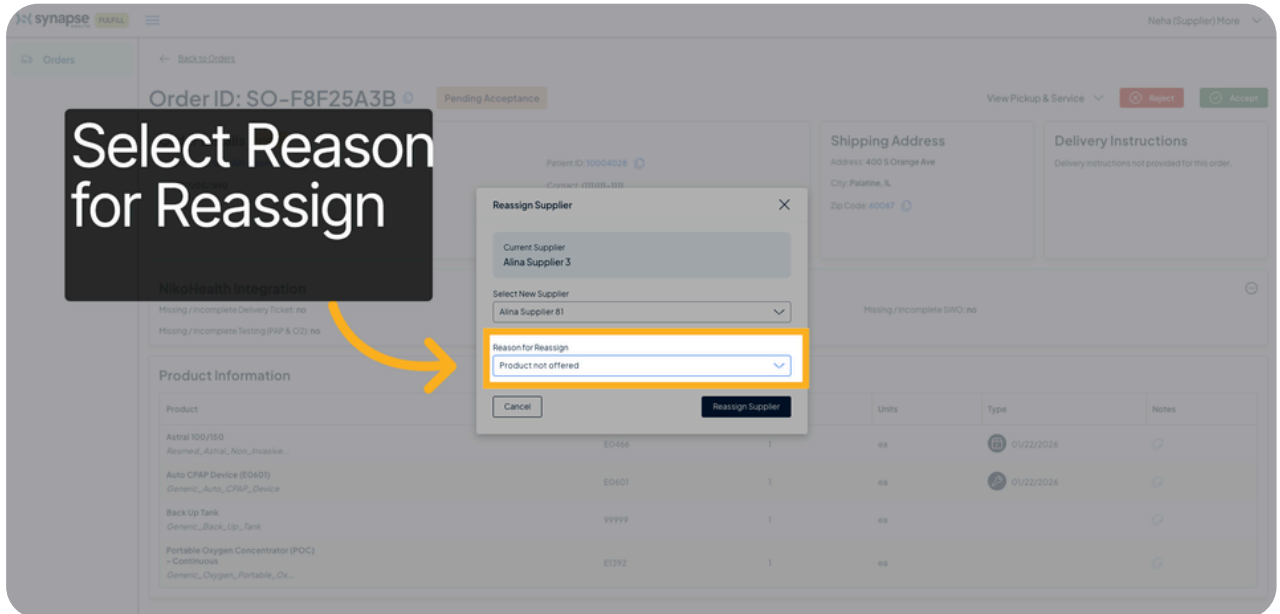
Select New Supplier: Alina Supplier 4

Reason for Reassign: Product not offered

Cancel Reassign Supplier

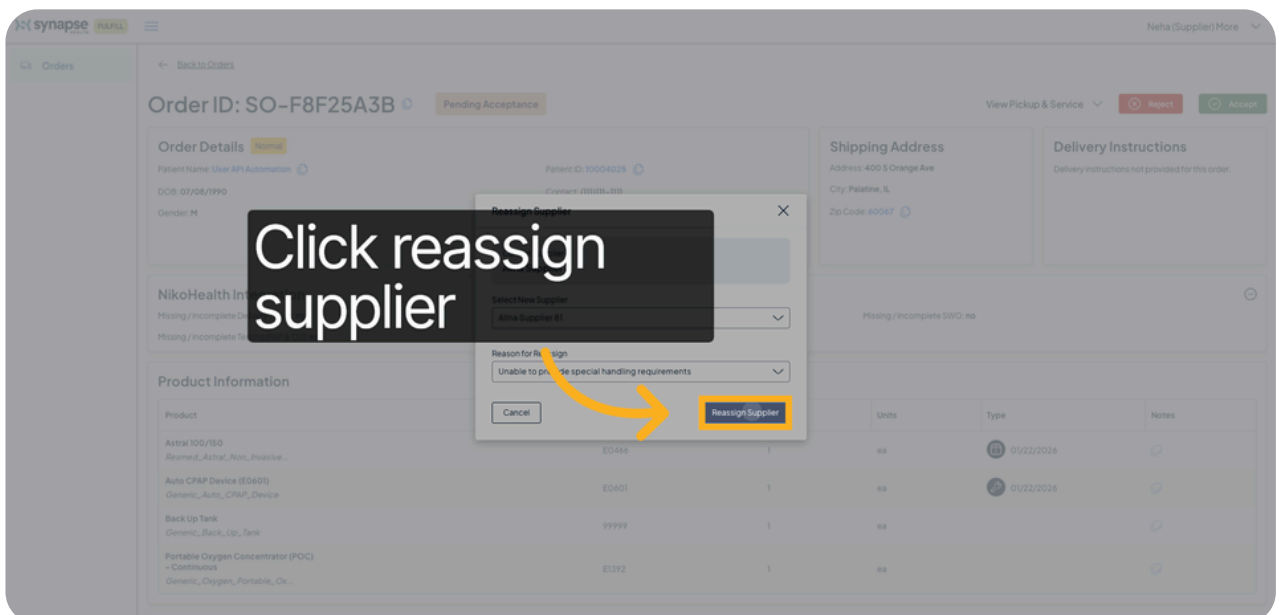
05 Choose reason for reassignment

Select the drop down to specify the reason for supplier reassignment.



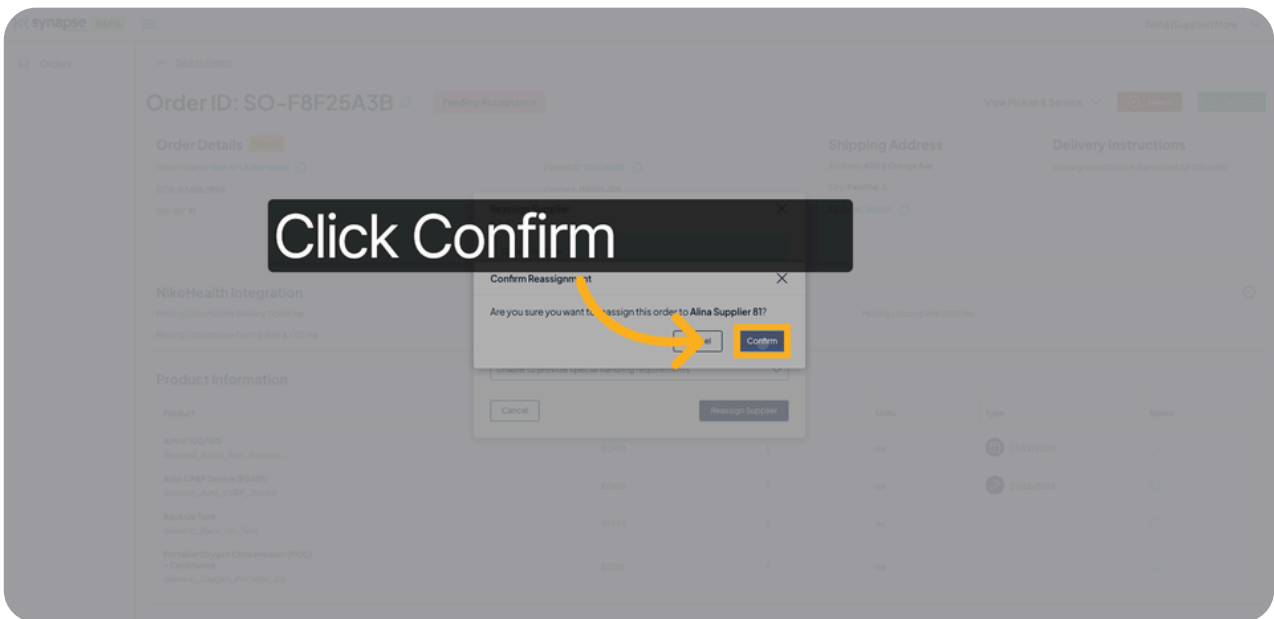
06 Reassign supplier

Click "Reassign Supplier" to start the reassignment process.

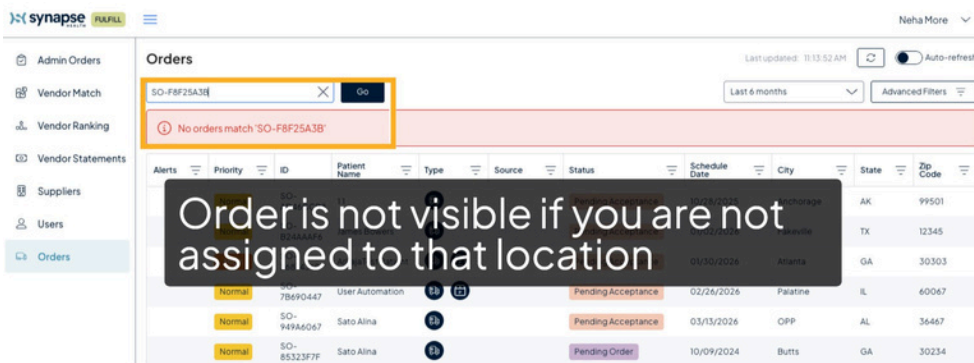
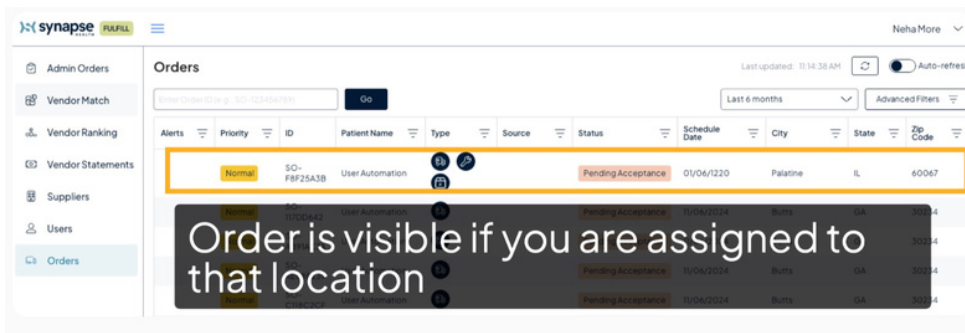


07 Confirm supplier reassignment

Click "Confirm" to finalize the supplier reassignment.



Order visibility after reassignment



Fulfill FAQs

What are the valid reasons for order reassignment?

The system provides the following predefined reassignment reasons:

- Delivery location outside of service area
- Incorrect quantities or products
- Order requested outside of operational hours
- Product discontinued
- Product not offered
- Product out of stock
- Unable to provide special handling requirements
- Unanticipated logistical challenges

Need Support?

dmeprovidersupport@synapsehealth.com

(888) 801-9449