



Frequently Asked Questions

Why do I need InfiniTrak?

InfiniTrak is a cost effective and complete solution to all your DSCSA compliance requirements, centralizing and automating all the business requirements and processes required by the law. With InfiniTrak, you can feel confident that you are fully compliant with the law and that all the documentation you made need is easily accessible, at your fingertips, all in one location, at any time of day. In addition, as DSCSA requirements change over the next 10 years and as the industry moves toward product level serialization, you will have comfort knowing that cost effective solutions and best practices will be built into InfiniTrak. Most important – InfiniTrak frees you up to practice pharmacy by allowing you more time to focus on patient care.

Aren't my wholesalers already doing this for me?

For starters, while your wholesalers may store your data, if you have more than one wholesaler, your information isn't centrally located. The wholesalers also won't be providing a compliance solution for the other parts of the law, such as verification on trading partners and suspect product verification and quarantine requirements. And finally, if you want to change wholesalers, you may have difficulty getting the data transferred to you in a form you can use.

Which distributors are you already exchanging info with?

We are working with a broad range of wholesalers, including McKesson, Amerisource Bergen, Cardinal, Parmed, TopRx, ICP, Harvard and Smith. We are bringing on new wholesalers every day, and working closely with subscribers to make sure their wholesalers are connected quickly and efficiently. When you ask your distributor to share information with us, we arrange the electronic connection at no cost to them. In addition, you can upload paper documents or manually enter information for those distributors who may not be set up for electronic exchange.

What's your average time to onboard my trading partners?

With wholesalers who are already connected, it should be 3-5 business days. With new wholesaler, it may take 7-10 business days. We are committed to working closely with each wholesaler, and have developed a streamlined process for bringing them on board. We also have a team of dedicated customer care professional to shepherd this process through to completion. And, as a courtesy, we don't charge your account until your wholesalers are transmitting info.

What's the cost?

The cost depends on how you buy the product. If you are from a state that has an agreement with InfiniTrak, you can talk to your state association. Our partnering state associations provide their members with a 25% discount off the price of InfiniTrak. We also have agreements with several PSAO's that have endorsed InfiniTrak and provide a deep discount to their members. Check with your PSAO if appropriate. If you are not a member of an organization, you can still purchase InfiniTrak for the very competitive price of \$199 per month, with a 10% discount for an annual agreement.

How do I sign up?

If you are a member of a State Association or Buying Group that has an agreement with InfiniTrak, talk them to receive your unique discount code. From there, it's a simple process that starts with a visit to our website at app.infinitrak.us.

Can I get a demo – try before purchasing?

Yes. Send an email to us at info@infinitrak.us and we will schedule a demo and answer any questions.

For more information contact our Customer Care Team:

info@infinitrak.us

(844) INFINI-1

www.infinitrak.us