

Insight Into Customer Experience

At CuraScript SD, we believe working one-on-one with our customers is crucial to customer support. That's why everyone within the organization works tirelessly to help both customers and our internal teams. We work together in a unique cross-functional support system to ensure the best customer experience. By operating with a vast network of support throughout the organization, we excel at meeting your needs, with over 20 teams committed to the customer experience. Here are some of our dedicated support teams.

Customer Support

CuraScript SD's Customer Support team is not only committed to answering your calls, but also assisting with fax orders, mail-in narcotic orders, emails and online ordering website onboarding. Their dedication does not stop at answering one question. They also collaborate to resolve any other inquiry, concern or remark.

We believe in quality responses to our customers, and our teams work diligently to have or find the answer. We are ready to assist with a diverse and broad range of questions to find the simplest and best solutions for you. CuraScript SD will always work with speed and purpose, keeping the customer first.

Rare Disease Operations

This unique team is committed to caring for and processing some of our most delicate and critical orders. Customers who work through this team rely on medications that are time-sensitive and lifesaving. This highly specialized team works through a unique set of regulations, guidelines and processes required for such medications.

Digital Services and Inventory Management

The Digital Services team is a subset of individuals with expertise in EDI, CSOS application, the online ordering website and inventory management. This team manages EDI onboarding, third-party relationships and troubleshooting for customers. Digital Services members also guide CSOS application support, online ordering website escalations and a distinct range of online and program support. Our Inventory Management System helps us efficiently meet manufacturer's contractual needs like ordering schedules, DOH requirements and lead time considerations.

Sales Support

CuraScript SD has teams throughout the sales organization that cohesively support customers and sales teams as a whole. This allows for expedited assistance in placing orders, shipment questions, forms and application guidance, contract management and much more.

Did you know?

Over 45% of orders are placed online and continues to increase annually.

Learn More

For more information about our products, practice solutions and to request a quote, click [here](#).

References:

<https://curascriptsd.com/corporate-overview>

<https://curascriptsd.com/Provider-Solutions/specialty-distribution>