BlackTie Medical

Frequently asked questions (FAQ):

1. Can you accommodate system X (Lawson, Peoplesoft, etc.)? Any system can be accommodated as long as the record layout is properly identified.

2. Is the transmission of data safe? Due to the nature of the data (Non HIPAA data) encryption is not required. However, if requested, the files can be encrypted or a VPN can be set up to ensure safe transmission of the data.

3. Where do we store the BlackTie order id in our Order Management System? Most systems provide some user defined fields for storing such data. For example, in Lawson PO_FIELD06 is used to store the BlackTie order id.

4. What is the look back period or offset? This is the number of days that are allowed to correct and exception. For example, if a Lawson item number is not set up in BlackTie (X item) then most of our Lawson customers do not want the order export interface to send those line items. Once the line item has been given a Lawson item number, the line item will export. The look back period specifies the number of days given to correct those types of exceptions. Corrections cannot side idle forever in the system. Consider this scenario: A line item does not have a Lawson item number so it is not exported. The item is then ordered manually on your Lawson system. Three months later, the Lawson item number is created in Blacktie. The next time the order export runs, that line item will be exported. If this is not caught, the item will be ordered twice.