

# Navigating the New USP.org and USP-NF Microsite

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Prescription/Non-Prescription Stakeholder Forum

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# USP Website Redesign Project



## Project Overview (18 months timeframe—comprises multiple phases)

- ▶ Phase I – Research
  - Surveyed internal and external stakeholders (random cross section of 1000 stakeholders from various focus areas, work sectors, regions of world, and levels of experience)
  - Online and in-person stakeholder and staff web organization exercises
  - Alignment with new branding
  - Web/technology best practices (third-party assessment of site, organizational needs and goals)
  
- ▶ Phase II – Development
  - Wireframe/architecture
  - Design templates
  
- ▶ Phase III – Implementation/Launch
  - Integration of USP technology – microsites, applications, functionality, backend management tools
  - Content migration (USP.org, USNNF and FCC microsites)
  - Launch in coordination with new USP brand

# Key Changes



## Moved compendial updates to a dedicated USP-NF site

- ▶ Goal - move updates to uncluttered online environment only for USP-NF content
  - Less toggling back and forth between USP.org and the *USP-NF* Online product site
- ▶ Part of larger publication initiative—launch of the next generation of the *USP-NF* Online
  - Soon there will be a more seamless environment for USP-NF with integrated compendial and product updates.

## Overhauled content on USP.org

- ▶ New face of the organization's brand and impact of work
- ▶ Organized by user focus rather than compendia
- ▶ Purged archive of old information to improve search and timeliness

# Accessing the New USP-NF Microsite

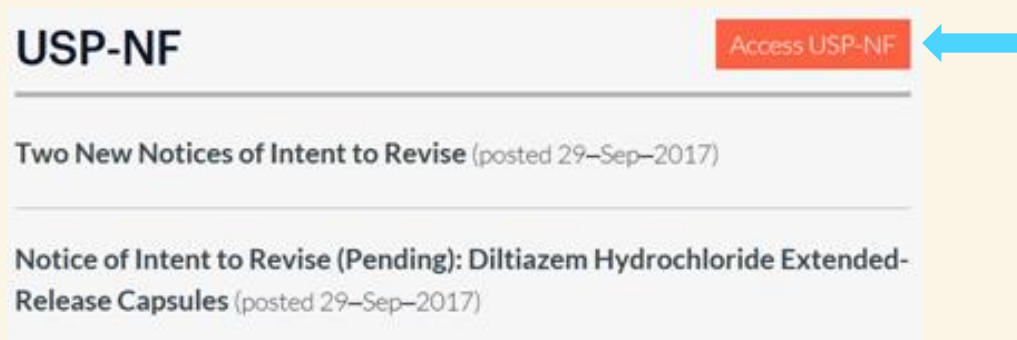


There are multiple ways to access the new USP-NF microsite. **From direct links:**

- **New direct link:** <http://www.uspnf.com/>
- **Old link:** <http://www.usp.org/usp-nf>

From [USP.org](http://www.usp.org):

- **On the Home page**



- **In Products & Services**



- **In various Our Work sections**

Chemical Medicines

Reference Standards

USP-NF

Search & Buy Products

## Chemical Medicines

Safeguarding the quality of medication is fundamental to protecting the public's health, especially as ingredients and products come from all over the world. Entrusted by the U.S. government, our public standards help regulators and drug manufacturers ensure that safe, high-quality medicines make their way to consumers. Our standards are

## Contact Information

Customer Service: [custsvc@usp.org](mailto:custsvc@usp.org)

# Content on the New USP-NF Microsite



When you click on any of those links, they will take you to the new [USP-NF microsite](#). All of the content in this new environment was migrated from the old “USP-NF” section on the former usp.org website.

The screenshot shows the USP-NF microsite homepage. At the top left is the USP logo and the text 'USP-NF'. To the right is a 'Login' dropdown menu and a search bar. Below this is a dark red navigation bar with links: 'Official Text', 'Pharmacopeial Forum', 'Notices', 'Pending Monographs', and 'Purchase USP-NF'. Under 'Official Text', there is a 'Home' link and the 'USP-NF' title. A short paragraph describes the USP-NF as a book of public pharmacopeial standards. Below this is a light blue box titled 'USP-NF Updates' containing a list of recent updates. To the right of the main content are three buttons: 'Language', 'Share', and 'Print'. Below these is a 'Related Resources' section with a list of links: 'Publication & Comment Schedule', 'Compendial Tools', 'Download Reference Standards Catalog', 'Purchase USP Reference Standards', 'Chromatographic Columns', and 'Expert Committee Workplan'.

## ▶ Official Text

- ▶ Revision Bulletins
- ▶ IRAs
- ▶ Errata
- ▶ Accelerated Revision History
- ▶ Proposal Status/Commentary
- ▶ Stage 6 Harmonized Text Notices

## ▶ Pharmacopeial Forum (PF)

- ▶ Table of Contents
- ▶ Publication and Comment Schedule

## ▶ Notices

## ▶ Pending Monographs

## ▶ USP-NF Products and Purchasing Information

## ▶ Related Resources Links

## ▶ Log in to *USP-NF* and *PF* Online

# The New USP.org: New Brand, New Style, New Voice

Global Presence [Select Country](#)

[Careers](#) [Store](#) [Help](#) [FAQs](#) [USP en Español](#) [Contact Us](#)

[Login](#)



[About](#)

[Our Impact](#)

[Our Work](#)

[Products & Services](#)

[Events & Training](#)

[Get Involved](#)

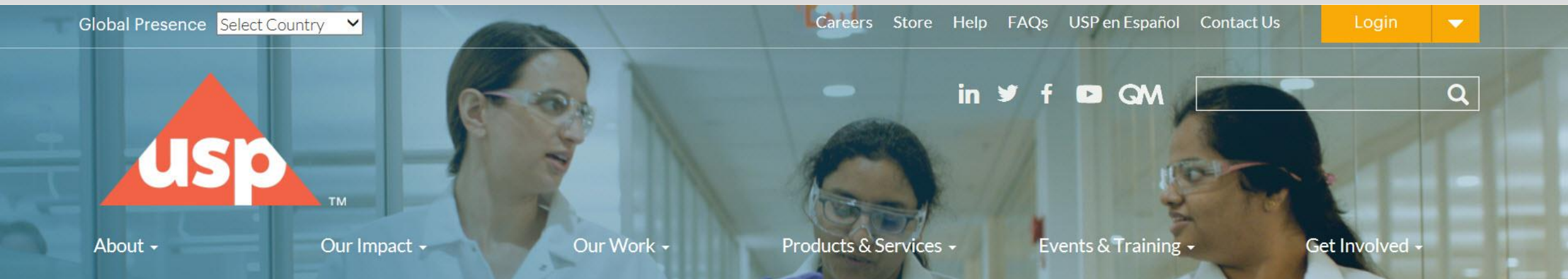
[in](#) [t](#) [f](#) [v](#) [GM](#)

Advancing quality to help build a healthier world.

[Watch Video](#) →

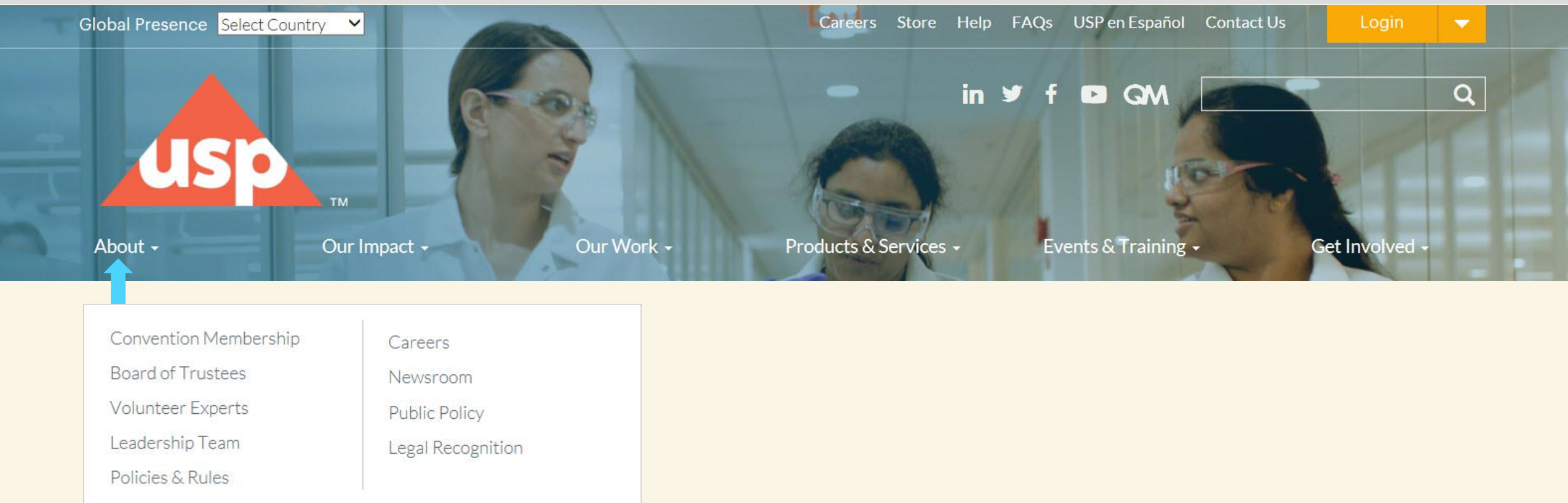


# The New USP.org: New Navigation/Organization of Content



- ▶ Content is organized by **user focus** and **current web best practices**, rather than by compendia or how USP is internally organized.
- ▶ Improved the navigation functionality on the new site so visitors can now access more content directly through mega menus.

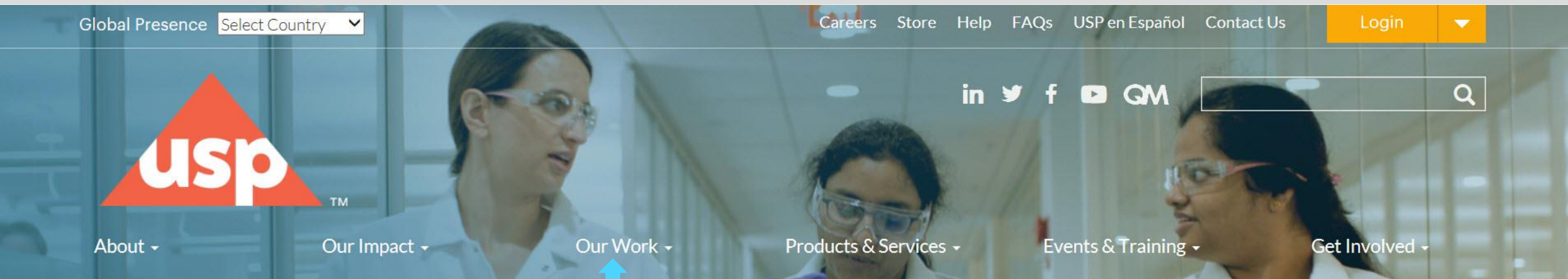
# The New USP.org: New Navigation/Organization of Content



**About** - This is where you'll find information about the organization, our mission, governing bodies, volunteer experts, leadership team, careers, etc.



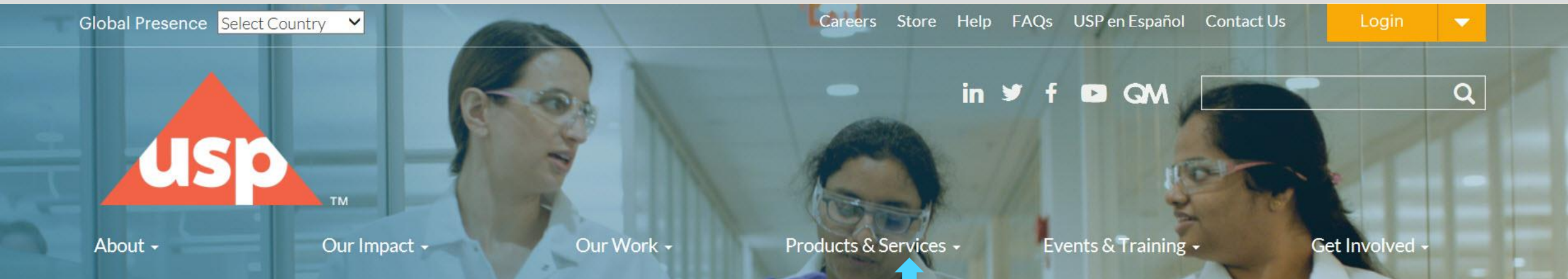
# The New USP.org: New Navigation/Organization of Content



- Biologics
- Chemical Medicines
- Compounding Standards
- Dietary Supplements & Herbal Medicines
- Excipients
- Food Safety & Integrity
- Global Health
- Harmonized Standards
- Healthcare Quality & Safety
- Reference Standards
- Research & Innovation

**Our Work** - Content organized by user focus. Each section will typically highlight relevant standards updates, RS and publication releases, monograph donation needs, upcoming events and training, videos, etc.

# The New USP.org: New Navigation/Organization of Content



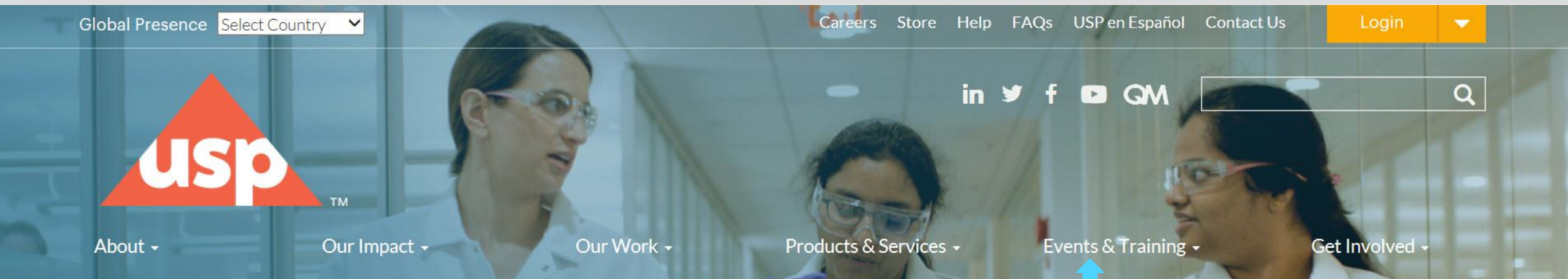
## Products & Services –

Previously labeled Store. Due to confusion with the actual iStore, we relabeled and organized content into three core buckets.

Most content was a direct pick up from the old site.

Products	Services	Resources
Reference Standards	Education Courses	Authorized Distributors
USP-NF	Food Fraud Mitigation Guidance	Compendial Tools
Food Chemicals Codex	Verification Services	Dissolution PVT Toolkit
Food Fraud Database		Chromatographic Columns
Dietary Supplements Compendium		Herbal Medicines Compendium
USP Compounding Compendium		Medicines Quality Database
Other Products		Safety Data Sheets
		Newsletters & Updates

# The New USP.org: New Navigation/Organization of Content

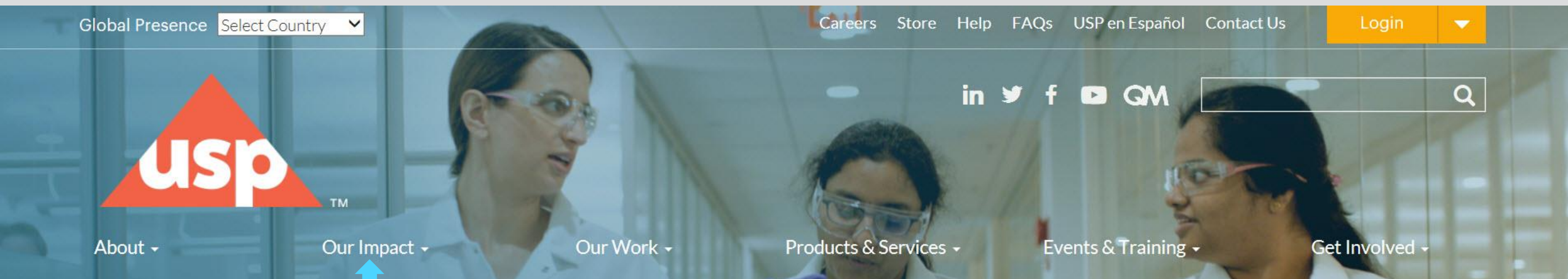


[Events & Training](#) - Features USP-sponsored courses, workshops, user forums, and expert committee meetings.

The new calendar offers expanded [search filtering options](#)—you can sort by topic, region, and event type. In addition, it now features information about events where USP leadership and staff may be presenting and/or exhibiting.

- Courses
- Workshops
- User Forums
- USP at Events
- Expert Committee Meetings
- Search Events & Training

# The New USP.org: New Content Areas



## True Impact Stories

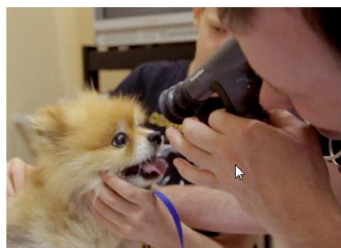
We celebrate those who are working every day to improve people's health. From supplying, manufacturing and distributing medicines, making hospital systems more effective, to meeting health provider, patient and consumer needs. This is true impact.

## Their Stories



**Sarah Erush**  
How this pharmacist at Children's Hospital of Philadelphia is helping protect patients.

[Learn More](#)



**Brett Cordes**  
How this veterinarian helped protect healthcare workers from hazardous drugs.

[Learn More](#)



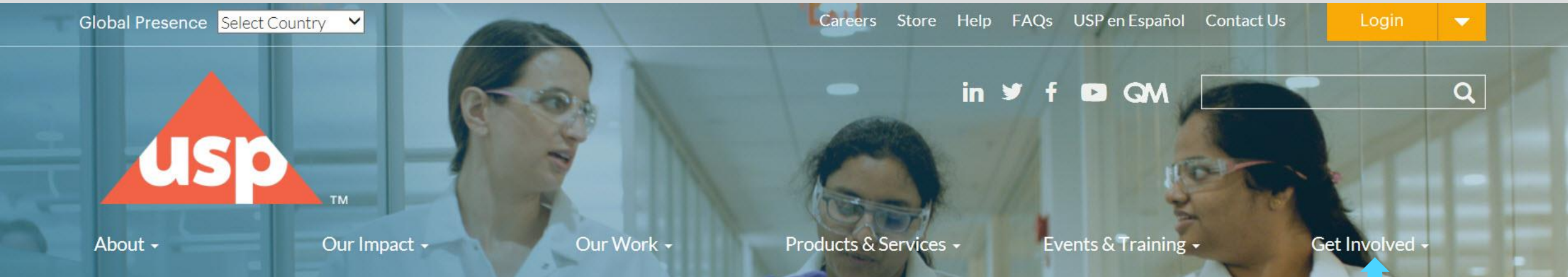
**Olakunle Ekundayo**  
How this pharmaceutical manufacturer is helping newborns in Nigeria.

[Learn More](#)

## Our Impact -

- ▶ [Features stories](#) – showcases the public health impact of USP's work. Gives a human face to what we do and why we do it.
- ▶ [USP Quality Institute](#) – builds an evidence base on the role of quality in protecting public's health

# The New USP.org: New Content Areas



**Get Involved** - Aims to engage/educate visitors about the 3 key ways they can get involved in USP's work:

Partner	Volunteer	Provide Input
New or Revised Standards	How to Become a Volunteer	Comment on Proposed Standards
Reference Standards	View Volunteer Opportunities	Review Work Plans
Compounding Monographs		Observe a Committee Meeting
Submission Guidelines		Stakeholder Forums
Donor Recognition		

- ▶ Partner – explains how to donate monographs and reference standards
- ▶ Volunteer & Provide Input – provides details and links to our public online forums

# The New USP.org: Access Reference Standards



There are multiple access points to purchasing/learning about RS on the new site:

- On the USP.org Home page

Reference Standards Purchase

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**UPDATE:** USP Nystatin Reference Standard Customer Support Guidance (01-May-2017)

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Reference Standards Under Development List Updated (updated quarterly)

- Dedicated Our Work section

Our Work Products & Services

- Biologics
- Chemical Medicines
- Compounding Standards
- Dietary Supplements & Herbal Medicines
- Excipients
- Food Safety & Integrity
- Global Health
- Harmonized Standards
- Healthcare Quality & Safety
- Reference Standards
- Research & Innovation

- In Products & Services

Products & Services

- Products
- Reference Standards
- USP-NF
- Food Chemicals Codex

- In various Our Work sections

Chemical Medicines

- Reference Standards
- USP-NF
- Search & Buy Products
- Key Issue: Elemental Impurities
- Modernization & Priority New Monographs

## Chemical Medicines

Safeguarding the quality of medication is fundamental to protecting the public's health, especially as ingredients and products come from all over the world. Entrusted by the U.S. government, our public standards help regulators and drug manufacturers ensure that safe, high-quality medicines make their way to consumers. Our standards are unique in providing precise formulas and preparation guidelines, as well as pure reference samples for testing, so that drugs can be made consistently, every time. As new drugs enter the marketplace and new technology changes the way medicines are made, we work across the industry with experts in science and public health to keep standards current, encourage innovation and uphold confidence in healthcare.

## Contact Information

Customer Service: [custsvc@usp.org](mailto:custsvc@usp.org)

Monographs: [stdsmonographs@usp.org](mailto:stdsmonographs@usp.org)

Reference Standards: [rstech@usp.org](mailto:rstech@usp.org)

# The New USP.org: Other Access Points



- ▶ Careers – Links to usp.jobs microsite
- ▶ Store – Direct access to store login page
- ▶ [Help](#) (former Support area)
- ▶ [FAQs](#): USP's centralized FAQ bank
- ▶ [Contact Us](#)
- ▶ Login to online products, etc.

# The New USP.org: New User-friendly Look for Help Area



To help users navigate the large amount of content and topics in the [Help section](#), we created a user-friendly index. The content that the index links to is the same content that is on the old site under Support.

## Help

Ordering and Customer Support

▶ Science Support

FAQs

Technical Support

Hotel Information

Directions to USP-U.S.

Contact Information

## Browse Help Topics

Have a question? Need a point of contact? Browse our help topics below to find the information you need.



### Ordering & Customer Support

- Customer Service
- Account Management Team
- Authorized Distributors
- Complimentary or Replacement Products
- Credit Application
- Currency Change Request
- International Orders
- Ordering Controlled Substances
- Ordering Direct from USP
- Payment & Billing
- Reference Standards Quantity Discount (Online Only)
- Shipping & Delivery
- Special Instructions for Ordering Controlled Substances
- Terms & Conditions of Sale



### Scientific Support

- Dietary Supplements
- Food Ingredients
- Harmonization
- Reference Standards
- USP-NF



### Technical Support

- Food Chemicals Codex Forum Online
- Food Chemicals Codex Online
- MSDS Database Online
- Pharmacopeial Forum Online
- Technical Support Request Form
- USP Dictionary Online
- USP-NF Online
- USP-NF USB Flash Drive



### Frequently Asked Questions

- FAQs regarding USP's organization, standards, standards-setting process, and other activities



### USP-U.S. Hotel Information

- Information on lodging around USP's Rockville, Maryland, location



### Need more help?

- Contact Us



# Questions

[WebRequests@usp.org](mailto:WebRequests@usp.org)



**Empowering a healthy tomorrow**