

We are excited for customers to experience numerous benefits on our improved website platform. Please use this guide to review new features available on the website.

For additional resources about how to use the Preferred Medical website, please reference our Getting Started Resources: <u>Your Account Features</u> / <u>Placing an Order</u>

Improved Search Experience

It's easier to find products and quickly get to what you're looking for. New search preview auto-suggests and categorizes, allowing the user to select their product more quickly. In addition to products, search results also provide content related to searches.



Breadcrumb Navigation

This allows you to visually see how you got to your current page and easily navigate back to the previous page.



Improved Category Pages

Quickly search by category and view top selling products as you browse.

o preferred medical				About Us	Services Resources	Blog Contact Us Q
Shop All Categories Shop All Brands Shop Wolf-Pak® M	My Orders Quick Order					다. Cart (0)
Home / Nutritionals and Feeding Supplies / Nutritionals						
Nutritionals	Dietary	Infant	Metabolics	Modular Compone	nts Oral Supplements	Pediatric
Dietary	Standard Tube Feeding	Thickeners				
Infant						
Metabolics						
Modular Components						
Oral Supplements						
Pediatric						
Standard Tube Feeding						
Thickeners						

Revision Date 02/17/23



Website Features

Search Within Categories

Filter within the category by previously purchased, brands, product category attributes and freight class.

Dietary Filter	
Enter Keywords	Q
Previously Purchased	^
Previously Purchased Only	
Brands	~
Color	~
Flavor	~
Freight Class	~
Item Considered HAZMAT	~
Powdered	~
Product Manufacturer	~
Shade	~

Brand Search

Brand search dispalys all product categories related to each brand. Browse by brand by clicking the "Shop all Brands" link in the blue navigation bar.

Shop All Categories Shop All B	rands hop Wolf-Pak® My C	Orders Quick Order			
Home / Brands / BD					
BD					
Shop All BD Products		8	BD		
Shop By Category Clinical Laboratory	Diagnostic Instruments and Supplies	Drainage and Suction	Gloves	Incontinence	IV Therapy
Needles and Syringes	Nutritionals and Feeding Supplies	Ostomy	Personal Hygiene	Pharmaceuticals	Textiles
Urological	Wound Care				

Enhanced Security

Security of the new website has been enhanced to provide maximum protection for all customer data and transactions. Due to this, you will be logged out of your account after 15 minutes of inactivity in order maintain compliance with <u>PCI security standards</u>. Items placed in your shopping cart will be saved and available for purchase the next time you log in.

My Account Dashboard

Once you are logged in, there are enhanced account features for customers. Click the "My Account" link in the dropdown under your username in the upper right corner of the website. From this account dashboard, you will be able to access your account information and user administration controls.





Tip: If you want to make "My Account" your homepage, simply select the "Make Dashboard my homepage" check box on the top right of the "My Account" page.

Home / My Account		
My Account		Make Dashboard my homepage
Quick Links Secure Online Bill Payment	Messages (0)	~
Account Information		
Addresses		
Change Customer	Recent Orders	> View All

Efficient Ordering

Our two-step checkout process provides easy ordering of the products you need.

Opreferred		About Us Services Rest Search	Q	Oreferred		About Us Services Res	Q
Shop All Categories Shop All Brands Shop Wolf-Pal	18 My Orders Quick Order		Cert (2)	Shop All Categories Shop All Brands Shop Wolf-Pakt	My Orders Quick Order		🖵 Cart (2)
Home 7 Checkowi - Shipping				Home / Chediout - Shipping			
Checkout - Shipping			Continue	Checkout - Shipping			Continue
Billing Address Steen Swed Address	Shipping Address South Save Address South Save Address and Save Address pation Address Use Ming Address	Substal The order dees not qualify for Free for detain: - Order contains Non-Bulk (normal) o - Order contains any Bulk and/or Per	\$337.04 Ingelfu/Napping, See below war \$150 Case over \$1500	Billing Address Select Sever Address PQUARS PROMONDY URINGS 2000 INVE 0015 STREET FORT AUDOPENALE, 33300 600 588 95707 Accountpage/address.com	Shipping Address Seet Seet Adress To motify Disprey Address, ust Sets Sand Address option deep. In Link Problems ProJAR Problems 2006 Works Set State 2006 Works Set Set Set Set 2006 Works Set Set Set Set 2006 Works Set Set Set Set 2006 Works Set Set Set Set Set Set 2006 Works Set Set Set Set Set Set Set 2006 Works Set Set Set Set Set Set Set Set 2006 Works Set Set Set Set Set Set Set Set Set 2006 Works Set	Subtorial The order does not qualify for Free for detain: - Order contains Non-Bulk (normal) o - Order contains any Bulk and/or Per Centinue	\$337.04 freightrishipping, See below iver \$350 -Caon over \$1500

Step 1 – Shipping

Step 2 – Review & Submit

Order History

You are now able to quickly manage and view previous orders for any purchases made after February 28, 2022 (incoming Wolf customers) or June 20, 2022 (Preferred customers).

- You can search for an order by Order #, Date, Order Total, Status, Ship To or PO #
- Filter the search results by clicking the filter icon at the top-right of the table.
- Change the sort order by clicking on the appropriate column header in the listing.

Order Hist	ory				
184 orders					V
Order # 🗘	Date	≎ Order Total ≎ Status	≎ Ship To / Pick Up	≎ PO #	٥

Check Order Status

You may now view your order status:

- In Progress Order is in progress but has not shipped.
- Completed Order has shipped and your invoice is available.
- Canceled Order was successfully canceled.

Order 184 orders	Histo	ry			
Order #	٥	Date	٥	Order Total 🗘	Status
1008611		6/14/2022, 11:01 AM		\$673.94	In Progress
1008568		6/8/2022, 5:59 PM		\$2,735.67	In Progress



Tracking Orders

You will now be able to see tracking numbers for orders once the order has shipped. You will have individual tracking numbers for split shipments.

My Lists

From your lists, you are now able to print, schedule reminders, edit, share and add a list to cart. Order Templates from the former Preferred Medical website have been imported and will be available under "My Lists". Saved Lists from wolfmed.com are currently migrating but may not be available until June 24.

Home / My Account / My Lists / Weekly Order Template					
Weekly Order Template	Print	Schedule Reminder	Edit	Share	Add List To Cart

User Administration

Customers can now manage users for their account, allowing permissions based on the user needs. See our helpful resource: <u>Creating Additional Users</u>

Invoice History

View all invoices for any purchases made after February 28, 2022 (incoming Wolf customers) or June 20, 2022 (Preferred customers) by clicking "Invoice History" from your account.

- You can search for an invoice by Date, Ship To, Invoice #, Order # or PO #.
- Filter the search results by clicking the filter icon at the top-right of the table.
- Change the sort order by clicking on the appropriate column header in the listing.
- Once you locate the invoice, you are now able to print or email a copy of the invoice.
- Invoices will include tax and shipping. A credit memo will be available for returned or canceled purchases.

Home / My Account / Invoice His	itory				
Invoice Histor	у				
80 Invoices					7
Filter					
Ship To		Invoice #	Order #	PO #	
Use Billing Address	~				
From mm/dd/yyyy 📛	To mm/dd/yyyy				

"Change Customer" Feature

This will allow you to select which of the Bill To addresses to use for your orders, should you have multiple locations on your account.

Operferred	About Us	Services	Resources Search	Blog Contact Us
Shop All Categories Shop All Brands Shop Wolf-Pak® My Orders Quick Order				过 Cart (2)
Home / My Account / Change Customer				
Change Customer				
Select Bill To				
Search or Select Bill To				
Cancel Continue				



Saved Orders

Once you add items to your cart, you can checkout or save your order. By selecting "Save Order", this cart will be stored in the "Saved Orders" tab under "My Account". You can filter your saved orders by Date, Ship To Address and Order Subtotal by clicking the filter icon at the top of the list. Change the sort order by clicking on the appropriate column header in the listing.

<u>Please note</u>: Saved Orders from wolfmed.com are currently migrating but may not be available until June 24.

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aved Orders		
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Order Subtotal	From	То
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Account Messages

You can receive and view messages regarding your account by clicking the "My Account" link in the dropdown under your user name. From this page, you will be able to view your messages and can filter by All/Unread/Read messages.

My Account		🧭 Make Dashboard my homepage
Quick Links Secure Online Bill Payment	Messages (0)	^