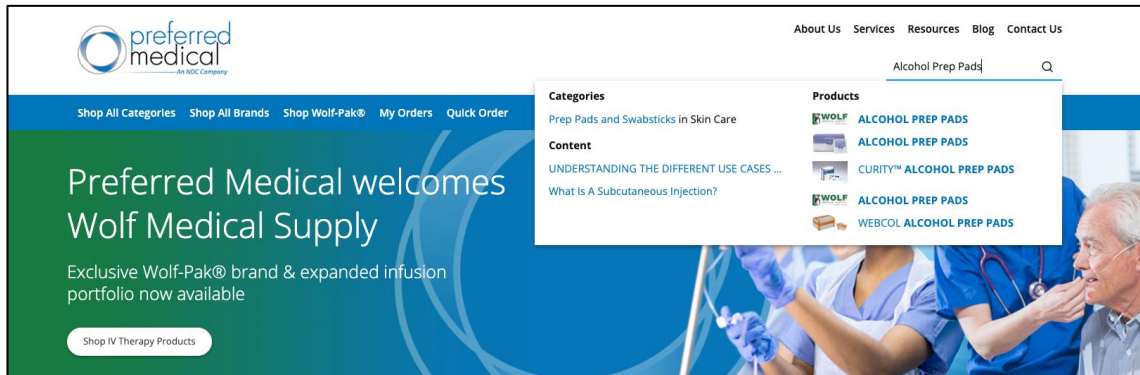


We are excited for customers to experience numerous benefits on our improved website platform. Please use this guide to review new features available on the website.

For additional resources about how to use the Preferred Medical website, please reference our Getting Started Resources: [Your Account Features](#) / [Placing an Order](#)

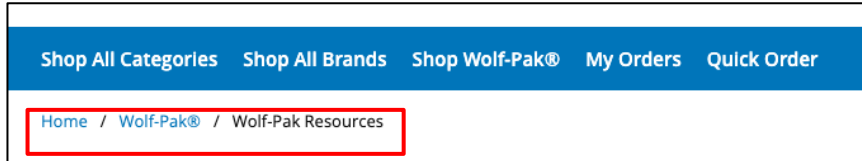
Improved Search Experience

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.



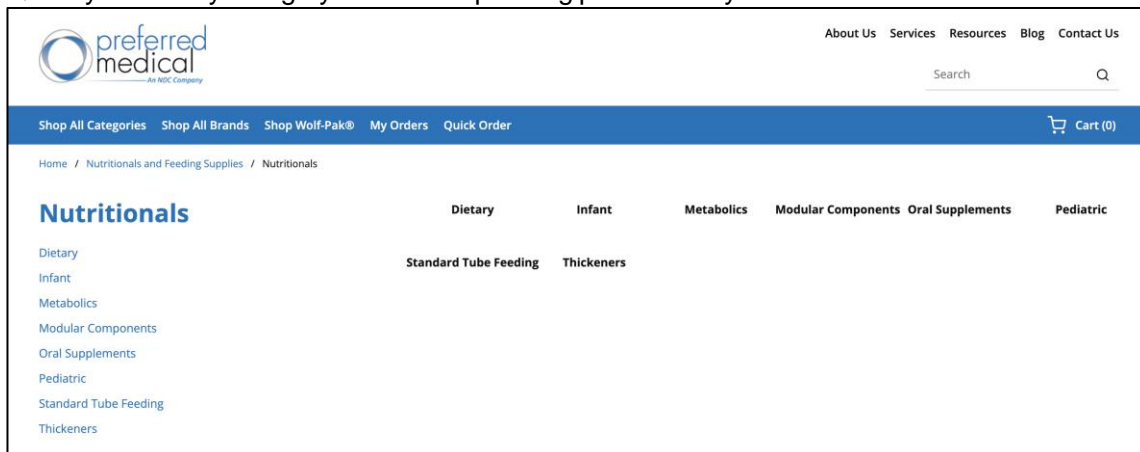
Breadcrumb Navigation

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



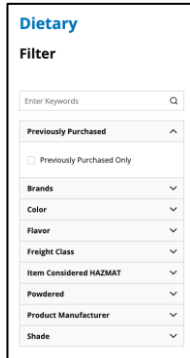
Improved Category Pages

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



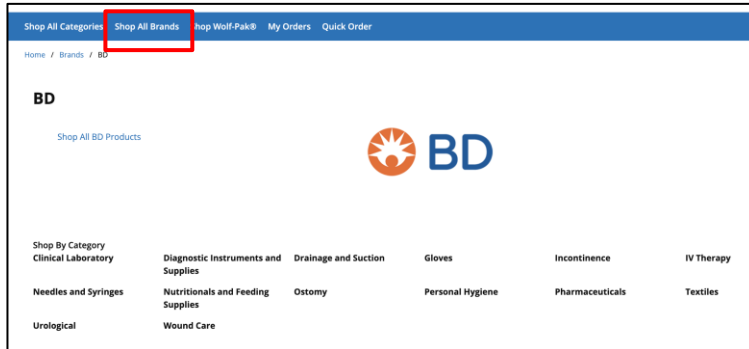
Search Within Categories

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



Brand Search

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

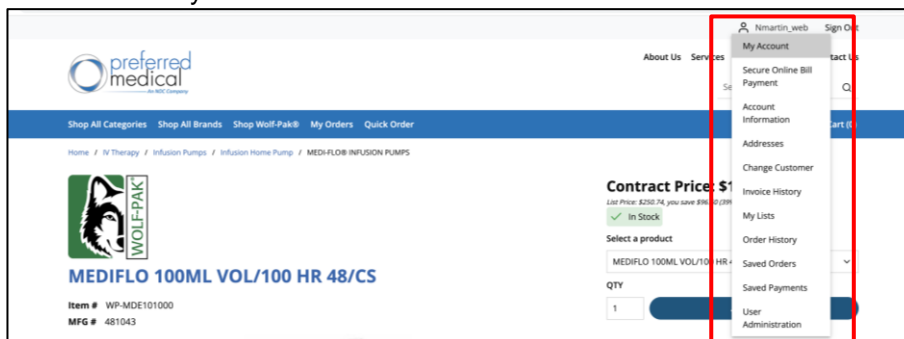


Enhanced Security

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 [PCI security standards](#). 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

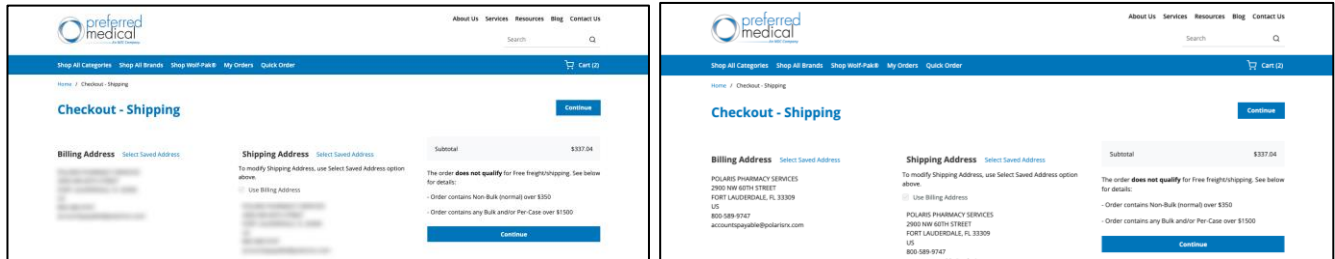
Quick Links
Secure Online Bill Payment
Account Information
Addresses
Change Customer

Messages (0)

Recent Orders [View All](#)

Efficient Ordering

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



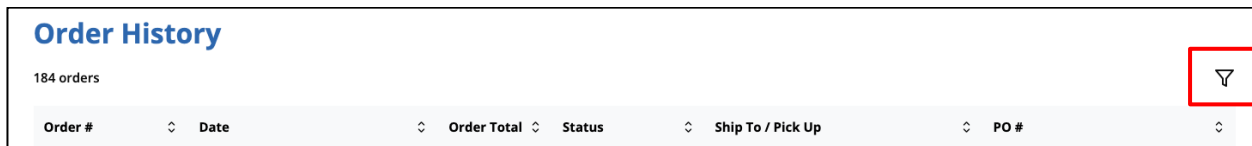
Step 1 – Shipping

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 History

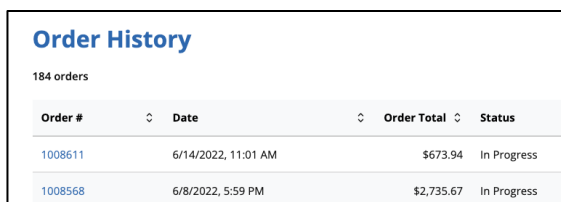
184 orders

Order #	Date	Order Total	Status	Ship To / Pick Up	PO #
---------	------	-------------	--------	-------------------	------

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 History

184 orders

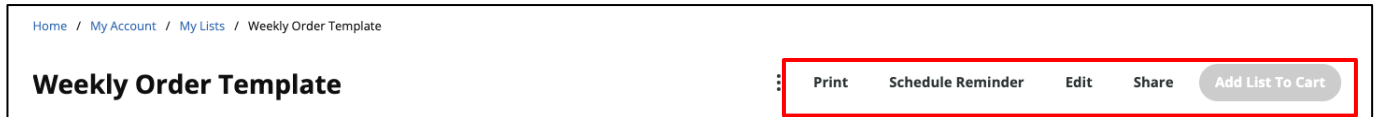
Order #	Date	Order Total	Status
1008611	6/14/2022, 11:01 AM	\$673.94	In Progress
1008568	6/8/2022, 5:59 PM	\$2,735.67	In Progress

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.



User Administration

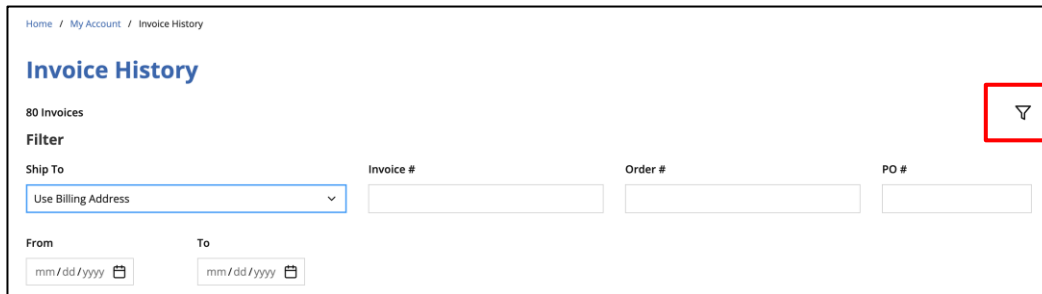
Customers can now manage users for their account, allowing permissions based on the user needs.

See our helpful resource: [Creating Additional Users](#)

Invoice History

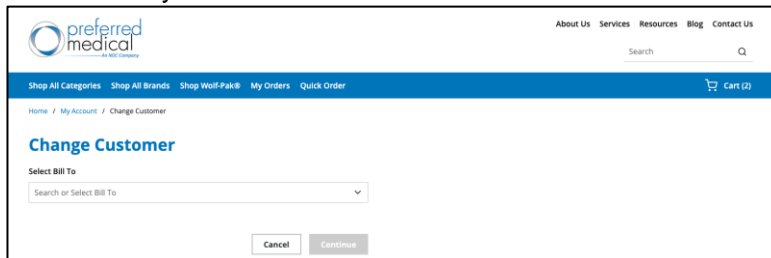
View all invoices for any purchases made after February 28, 2022 (incoming Wolf customers) or June 20, 2022 (Preferred customers) by clicking "Invoice History" from your account.

- 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.



"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.



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.

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

[Home](#) / [My Account](#) / [Saved Orders](#)

Saved Orders

Filter

Order Subtotal

From

To

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)