



## Frequently Asked Questions

NEW ECOMMERCE WEBSITE

*Use these FAQs to answer any questions you may have regarding the migration to the new Preferred Medical eCommerce platform, as well as the brand unification welcoming Wolf Medical Supply into the Preferred family.*

If you are unable to find an answer to your question using these FAQs or the additional resources, please reach out to Customer Service by phone at 800-722-7865 or email [customerservice@preferredmedical.com](mailto:customerservice@preferredmedical.com).

**Q: Do I need to set up a new online account as an existing Preferred Medical customer?**

A: No, your account will be migrated over to our new platform and you will receive an email asking you to create a new password. You will also be prompted to change your password the first time you try to log in on the new Preferred Medical Supply website.

**Q: Do I need to set up a new Preferred Medical online account as a previous Wolf Medical Supply customer?**

A: No, your account will be migrated over to our new platform, and you will be able to access your account without having to change your password.

**Q: How do I access my account information?**

A: You can review your account information by clicking your account in the top right corner of the website.

**Q: What will happen to my pricing?**

A: Pricing on existing products will not change, and pricing of the items you have purchased will remain intact. If you identify any differentiation, please contact your sales representative.

**Q: Will my current contracts be affected?**

A: We don't anticipate any contract changes, but if you notice any differences, please reach out to your sales representative or email us at [customerservice@preferredmedical.com](mailto:customerservice@preferredmedical.com).

**Q: Have any of the Terms & Conditions of my account changed?**

A: Most Terms & Conditions remain intact. Any changes will be communicated to you directly by your sales representative. Please reach out to your sales rep for any T&C concerns.

**Q: Will I need to fill out another credit application?**

A: Active customers will not need to fill out another credit application. If you haven't purchased from either Preferred Medical or Wolf Medical Supply in the last 12 months, you may be asked to fill out a credit application.

**Q: Will my ordering process change?**

A: Order cut-off time is 2:00 pm local time – parcel shipments will ship same day and LTL shipments will ship next day. We encourage customers to place orders via [preferredmedical.com](http://preferredmedical.com). With the new system, it will be much easier to search and add to cart online to create orders. Orders processed online will flow through our system quicker and have less potential for manual errors.

**Q: Will my shipping lead time be affected?**

A: As we optimize our distribution strategy, we will review orders to provide the most efficient service from our network of distribution centers. Utilizing multiple distribution centers enables us to fulfill your order most efficiently, so shipping lead times should not be affected.

**Q: Will I have access to the products I usually purchase?**

A: Yes, we are not eliminating or reducing any inventory. In fact, we are continuing to bring more products to our customers through the combination of these two great companies.

**Q: Will I have access to more products?**

A: Yes, you will have access to the combined Preferred Medical and Wolf product catalogs. Preferred Medical customers will now be able to purchase infusion products, and Wolf customers will have access to the Preferred portfolio of products.

**Q: I am a Brightree customer – will I have to do anything differently?**

A: No, orders will continue to be automatically imported.

**Q: Should I continue to work with my current sales representative?**

A: Yes, you should continue to work with your assigned sales representative. If you don't have one or are unsure how to contact them, please reach out to Customer Service at [customerservice@preferredmedical.com](mailto:customerservice@preferredmedical.com).

**Q: Who do I contact if I have issues with my account?**

A: If you experience issues with your account, contact Customer Service by email at [customerservice@preferredmedical.com](mailto:customerservice@preferredmedical.com) or call 800-722-7865.

**Q: What are the hours of operation for Customer Service?**

A: Hours of Operation are Monday through Friday, 8:00 am – 7:00 pm CT (9:00 am – 8:00 pm ET).

**Q: Where will my orders come from?**

A: Your orders will come from a primary distribution center, but based on inventory, where the product(s) are going, and other factors, they may come from a different distribution center. This enables us to maximize our distribution network for mutual benefit to our customers and company.

**Q: Will my orders ship from different states?**

A: Utilizing multiple distribution centers enables us to fulfill your order more efficiently. Periodically we will review backorders against your assigned DC and when necessary, ship from the most efficient location where the inventory is available.

**Q: Where are Preferred Medical's distribution centers?**

A: Preferred Medical has several distribution centers, including:

- Camp Hill, PA
- Las Vegas, NV
- Waco, TX
- Jacksonville, FL
- La Vergne, TN

**Q: Who should I make checks out to?**

A: Please make checks out to Preferred Medical.

**Q: What is Preferred Medical's remit address change?**

A: Please send all remittances to the following address or use our secure online bill pay.

Preferred Medical  
Dept 171  
PO Box 37904  
Charlotte, NC 28237-7904

**Q: Am I able to "Chat" online with a representative?**

A: Yes, we have representatives ready to assist you. Please excuse our learning curve as we begin using the "Chat" feature with Preferred Medical customers.

**Q: How will inventory appear on the website?**

A: Inventory displays from your primary shipping location. If stock is not available in your primary shipping location, but is available from other locations, the site will indicate. Please contact customer service for any questions regarding your primary distribution center.

**Q: How do I place a Quick Order?**

A: For quick ordering most commonly purchased SKUs, you can utilize our Quick Order form. This allows you to easily add item SKU numbers along with the quantities needed and then go directly to your cart. You can also take an existing list and copy and paste into the quick order form system.

**Q: Will I be able to flag products as "favorites" or create a "list" of items I purchase frequently?**

A: You will be able to see your historical usage and create a list from which you can create orders. The site does not show favorites or frequently purchased items, however you will be able to view recently purchased items and add them to the "My Lists" feature on the website.

**Q: Will my "Favorites" migrate over from the current preferredmedical.com website?**

A: No, Favorites will not be migrated over to the new eCommerce website. If you frequently use the "Favorites" feature, we encourage users to print your favorite lists and/or save as a PDF to use as reference once in the new system. Remember, the current website will begin migrating on Thursday 6/16 at 3:00 ET – so make sure you save your favorites before the system downtime.

**Q: Will my Order Templates migrate over from the current preferredmedical.com website?**

A: Yes, all order templates from preferredmedical.com have been migrated over to the new eCommerce website as of June 4th. If you have updated or created any new order templates since this date, you will be able to update manually in the new system after go-live.

**Q: Will "My Lists" migrate over from the current wolfmed.com website?**

A: Yes, all of your lists, account features and reminders will migrate over with your wolfmed.com account and will be available as "My Lists" under the "My Account" dashboard. Once launched, you can sign in with your current credentials begin shopping the new website.

**Q: How long will existing promotions be available?**

We will honor all existing promotions until their expiration date.



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**Q: What is WolfPak®?**

A: We are proud to feature the highest quality medical supplies and infusion therapy products within the Wolf-Pak® brand product line. From our premium dressing change kits and Medi-Flo® elastomeric pumps to our patented needle free valves, our goal is to continually enrich the depth and value of quality products our healthcare customers depend upon, delivering quality assured products as a cost-effective alternative.

**Q: Who is Preferred Medical?**

A: Preferred Medical, An NDC Company, is a national medical supply distributor serving the post-acute market including HME, retail pharmacy, infusion and long-term care markets. We partner with leading national manufacturers in the industry to provide our customers with the highest quality of products. We offer direct-to-patient fulfillment programs as well as purchasing integration services, saving customers both time and money.

**Q: Who is NDC?**

A: NDC, Inc. is a healthcare supply chain solution and the parent company of Preferred Medical. Learn more at: [www.ndc-inc.com](http://www.ndc-inc.com).