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## Customer Center – Frequently Asked Questions (FAQs)

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### CUSTOMER CENTER OVERVIEW QUESTIONS

1. Question: **What is the Customer Center and what does it have to offer?**

Answer: The Customer Center is an online tool that will allow your practice to order Medicis products, pay invoices, and view account information 24/7 from any Internet-enabled computer.

2. Question: **When can I begin using the Customer Center to place orders and view my financial information?**

Answer: The Customer Center will launch on December 3. Once you receive your login information, you can start using it right away.

3. Question: **Will I receive any training on the Customer Center?**

Answer: Yes. Access a [training video and reference guides](#) that you can print and use when you need it.

4. Question: **What if I prefer to not place my orders through the online Customer Center? Can my Medicis Sales Rep or I continue to call in my orders?**

Answer: Answer: Yes, you or your Medicis Sales Rep can continue to phone in your orders to McKesson Customer Care at 800.863.6514, option 2. The online Customer Center simply provides you with the option to quickly and easily place your Medicis orders online once your account is set up to do so.

5. Question: **Can my Medicis Sales Rep place orders for me through the online Customer Center?**

Answer: No, your Medicis Sales Rep will not have access to place orders for you through the online Customer Center. Please do not share your user ID or password with anyone, including your Medicis Sales Rep.

6. Question: **Who do I contact if I am having technical difficulties using the Customer Center?**

Answer: Contact McKesson Customer Support at 800.863.6514 and select option 9. Note: This will be a silent option on the phone menu while the Customer Center is in the pilot program.

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## ACCESSING THE CUSTOMER CENTER

7. Question: **When will I receive my Customer Center user ID and password?**

Answer: Your Medicis Sales Rep will work with your practice to determine who should be set up with a Customer Center User Account. Each user will receive a log in ID and password on the day of the Customer Center launch, December 3. **Please be sure to keep your user IDs and passwords confidential and do not share them with anyone.**

8. Question: **Who do I contact if I have problems logging in to the Customer Center?**

Answer: Contact the New Accounts Team at 800.863.6514 and select option 1.

9. Question: **Who do I contact if my practice needs to add or remove a user account from the Customer Center?**

Answer: Contact the New Accounts Team at 800.863.6514 and select option 1.

## ORDERING THROUGH THE CUSTOMER CENTER

10. Question: **What is the fastest and easiest way for me to add items to my shopping cart?**

Answer: Go to the *Order Center* and use your *Home Page Defaults List* to quickly add items to your shopping cart. Other options for adding items to your shopping cart include using Favorites that you have identified or using your Order History to duplicate previous orders.

11. Question: **What if my practice has multiple sites? How do I select the ship-to account to designate where the product should be delivered?**

Answer: If you have multiple sites, you can use the dropdown menu next to the *Ship to* field in the *Shopping Cart* to designate which account the product should be delivered to.

12. Question: **Certain products include literature items. What if I would like to add more literature items to my order? Can I do so through the online Customer Center?**

Answer: No, literature items associated with certain products cannot be changed or added to an order through the online Customer Center. If you would like to request additional literature items, please contact McKesson Customer Support.

13. Question: **In the Shopping Cart, what information is contained in the *Your Reference* field?**

Answer: The *Your Reference* field can be populated with a PO number or it will default to WEBORDER-mm/dd/yyyy format. Note: If you create a second order on the same day and do not change the *Your Reference* field to another PO number or web order date format, the system will notify you that another order has been created with the same reference number.

14. Question: **When I preview my order, what information is contained in the *Delivery Schedule* column?**

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Answer: The *Delivery Schedule* is the date the product will be delivered to the selected location. Note: If a Dysport order is placed on Friday, the system will assign a Tuesday delivery date.

15. Question: **How will I know that my order has been successfully processed?**

Answer: You will receive a confirmation number in the *Alerts* section of your screen. You and other contacts in your practice with accounts also have the option to receive the confirmation via email. To be set up with email notifications, please contact Customer Support at 800.863.6514 and select option 9. Note: This will be a silent option on the phone menu; you will not hear a prompt for this menu option, but it will direct you to a Customer Support representative

16. Question: **How can I track my shipment?**

Answer: The tracking number will appear on the *Order Confirmation* screen. Click on the tracking number to access the FedEx tracking website to view further details on your shipment.

17. Question: **I noticed that my order, which contains both Dysport and Restylane items, has two tracking numbers. Why is my order split into two shipments?**

Answer: Dysport is a refrigerated item and therefore is split into a separate delivery from ambient products such as Restylane and Perlane. The split delivery will result in two tracking numbers, one for the Dysport shipment and one for the Restylane/Perlane shipment.

18. Question: **How do I know which products contain lidocaine when I am ordering through the online Customer Center?**

Answer: Products containing lidocaine are preceded with an information icon (i) and include an "1" at the end of the material description. Adding the *Generic Name* column in your *Home Page Defaults Page* will also help identify products containing lidocaine. If you need help doing this, please contact McKesson Customer Support.

## PRODUCTS AVAILABLE

19. Question: **Will all the products that I am eligible to purchase be available for me to order through the online Customer Center?**

Answer: Yes, you will have access to all the Medicis products that you are eligible to purchase, and you will see a customized product catalog so you only see the products available to purchase.

20. Question: **When I place orders through the online Customer Center, do I still need to order a minimum quantity of 6 items for Restylane® and Perlane® products? Also, if I order Dysport® for a quantity less than 2 will I still be charged a \$25 service fee?**

Answer: Yes, the minimum order quantity of 6 items for Restylane and Perlane products will continue to apply to orders placed through the online Customer Center. If the minimum order quantity is not met, the system will prevent the order from being processed. The service fee of \$25 will also continue to apply for a Dysport order quantity of less than 2.

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## FINANCIAL TOOLS

21. Question: **What features are available in the *Financial Tools* section of the Customer Center?**

Answer: The *Financial Tools* section enables you to:

- Pay an invoice online (based on your terms)
- View payment status of invoices
- View past invoices and credits
- View payment and invoice history

22. Question: **What information is available in the *Accounts Balances* page?**

Answer: The *Accounts Balances* page displays all invoices, payments and credits for your account. From this page you can see the details of account balances by simply clicking the link for the invoices, payments and credits or accumulated balance you would like to view.

## INVOICES

23. Question: **Can I print my own invoices or credit memos?**

Answer: Yes, a PDF format of each document is available for you to view and print if you wish.

24. Question: **What are my options if I want to pay an invoice online?**

Answer: Go to the *Pay Bills* page. Only orders that your practice placed as “Bill to my account” can be paid online. Orders that you charged to a credit card on file at the time the order was placed will not be listed on this page.

For orders that were billed to an account, you will have two payment options: you can select a direct debit account, or you can mail/fax in a check payment. You will not have the option to pay the bill via a credit card. Once you make the payment, a payment confirmation screen will appear, which you can print for your records. The payment will now be displayed in the *Paid Bills* page.

## PAYMENT AND CREDITS

25. Question: **When placing an order on the online Customer Center, what are my payment options?**

Answer: Payment method options are determined by the payment terms set up on your account. In order to use the Customer Center to order products, you must either have an account or a credit card on file with McKesson Specialty Health.

- If you are a terms customer with a credit card on file, you have the option to pay for your order by having it billed to your account or charging it to a credit card on file.
- If you are a credit card customer, you will only have the option to pay for your order using a credit card number on file. Note: your card will be charged at the time of order.

Regardless of whether your order is billed to your account or charged to a credit card on file, you will receive an invoice.

26. Question: **How will my credit card information appear on the Customer Center?**

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Answer: Your credit card information will be masked. The credit card type will appear in the beginning of the character sequence followed by the expiration date and the last 4 digits of your credit card number. For example: **VISA-12/2014-0057**.

27. Question: **I occasionally use a credit card that is not on file when I phone in my order. Can I continue to pay for my orders through the Customer Center using a credit card that is not on file?**

Answer: No, if the credit card is not on file it cannot be used to place your order through the Customer Center. Please call McKesson Customer Care for any orders you want to charge to a credit card that is not on file.

28. Question: **Who do I call if I need to add a credit card or payment account to my file?**

Answer: Contact Customer Support at 800.863.6514 and select option 9. Note: This will be a silent option on the phone menu; you will not hear a prompt for this menu option, but you will be directed to a Customer Support representative.

29. Question: **If I have any outstanding credits, can I apply those credits to my payment?**

Answer: Yes, you will have the option to select invoices to be paid and credits to apply to those payments.