

# McKesson Specialty Health Customer Center Quick Start Guide

For assistance with the McKesson Specialty Health Customer Center, call 800.863.6514, option 9

## Using the McKesson Specialty Health Customer Center Order Center

The Customer Center, [aesthetics.mckesson.com](http://aesthetics.mckesson.com), is an online destination that provides easy access to everything you need to manage your purchasing relationship through McKesson Specialty Health. From ordering Medicis products to paying bills online, the Customer Center's speed and performance saves time and makes ordering and billing tasks more efficient.

The Customer Center will let you:

- View invoices
- Review order history
- Pay bills based on your payment terms
- Place orders online

What it means for your practice:

- Less time spent on the phone
- Instant, secure access to your Medicis account and order information
- Convenient financial tools
- Fast, easy ordering when your Medicis Sales Representative is unavailable

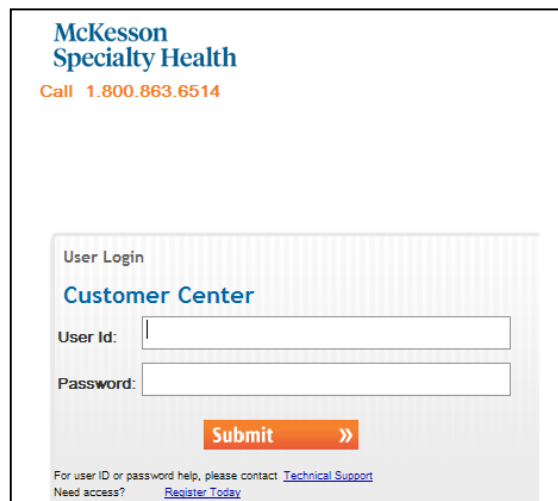
This Quick Start Guide provides a summary of the Order Center and Financial Tools functionality. For more details click on the *Training Resources* link in the Customer Center Message Center to access the training guides.

## We're here to help

If you have trouble with the Customer Center or need assistance, please contact Customer Support by calling 800.863.6514 and selecting Option 9.

## Logging In

To log in to the Customer Center, simply navigate to [aesthetics.mckesson.com](http://aesthetics.mckesson.com) and enter your User ID and Password.



The screenshot shows the McKesson Specialty Health login interface. At the top, it displays the company name and logo, followed by the phone number 1.800.863.6514. Below this is a 'User Login' section with the heading 'Customer Center'. There are two input fields: 'User Id:' and 'Password:'. A blue 'Submit' button with a right-pointing arrow is positioned below the password field. At the bottom of the login area, there is a small text block: 'For user ID or password help, please contact [Technical Support](#). Need access? [Register Today](#)'.

## Home Page - Basic Navigation

The screenshot shows the McKesson Specialty Health Home Page. At the top, the logo and contact information are displayed. The main navigation bar includes 'Order Center', 'Financial Tools', and 'Resources'. Below this, there are submenus for 'Home', 'Favorites & Requests', 'Order History', and 'Product Catalog'. A search bar is also present. The page displays the user's account information, including their name and address. A yellow alert banner indicates 'You have open orders.' The 'Message center' section contains a welcome message and a news item about extended terms. The 'Your Recent Orders' section shows a list of orders with columns for Order#, Order Date, ShipTo, and Status. Below this, there is a table of products with columns for Product ID, Description, NDC#, Unit price, Unit, Availability, and Qty. A 'Print' button is located above the product table. Two callout boxes provide tips: one about the 'Change Password' link and another about the 'Print' button.

**Tip:** Click the **Change Password** link to create your own personal password. Your User ID and password should remain confidential.


**Tip:** You can Print or Download your Favorites List to Excel.

- 1 **Customer Center Navigation** gives you access to the Order Center, Financial Tools and Resources
- 2 **Functions** provide access to submenus within the area you are working in
- 3 **Working Account** allows you to switch to your other Accounts
- 4 **Catalog Search** allows you to search the product catalog throughout the Order Center
- 5 **Alerts** provides important information about your orders
- 6 **Message Center** provides the latest information from McKesson
- 7 **Recent Orders** shows your most recent orders
- 8 **Home Page Order** allows you to quickly add items to your order from your default Favorites list

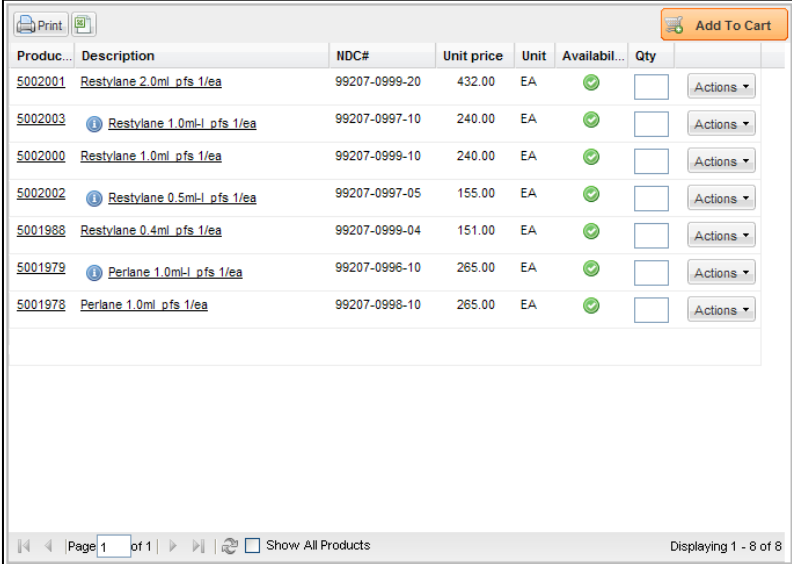
## Order Center

### Placing Orders from the Home Page

The easiest way to place an order in the Order Center is by using your default Favorites list that appears directly on the Home Page each time you log in.

- Navigate to the Home Page Order entry area on the Home page
- Enter quantities and click 

Note: When you first login, the default list is the *System Generated: Recently Ordered* list that contains all Medicis items that you are eligible to purchase. Other options for adding items to your shopping cart include using Favorites Lists that you have created or using your Order History to duplicate previous orders.



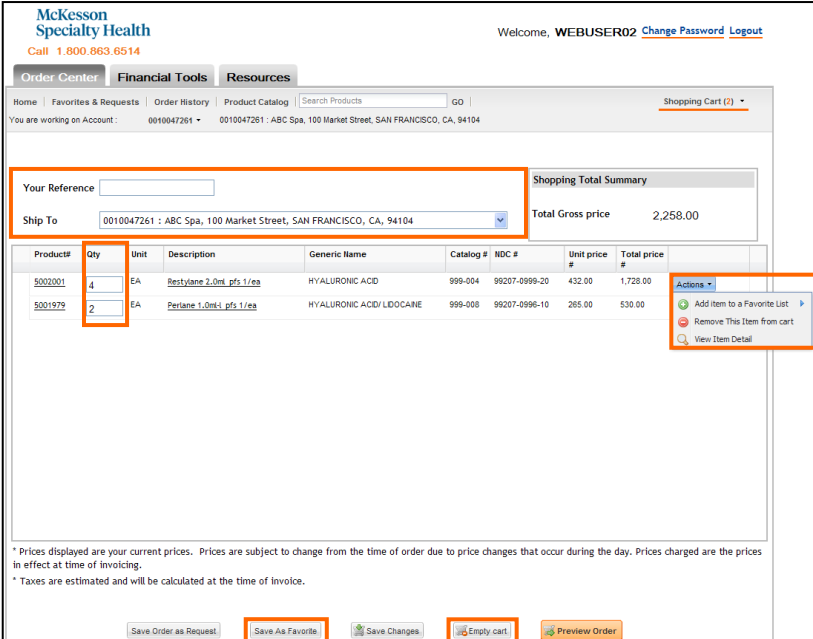
Product#	Description	NDC#	Unit price	Unit	Availabil...	Qty	
5002001	Restylane 2.0ml pfs 1/ea	99207-0999-20	432.00	EA	✓	<input type="text"/>	Actions ▾
5002003	Restylane 1.0ml-I pfs 1/ea	99207-0997-10	240.00	EA	✓	<input type="text"/>	Actions ▾
5002000	Restylane 1.0ml pfs 1/ea	99207-0999-10	240.00	EA	✓	<input type="text"/>	Actions ▾
5002002	Restylane 0.5ml-I pfs 1/ea	99207-0997-05	155.00	EA	✓	<input type="text"/>	Actions ▾
5001988	Restylane 0.4ml pfs 1/ea	99207-0999-04	151.00	EA	✓	<input type="text"/>	Actions ▾
5001979	Perlane 1.0ml-I pfs 1/ea	99207-0996-10	265.00	EA	✓	<input type="text"/>	Actions ▾
5001978	Perlane 1.0ml pfs 1/ea	99207-0998-10	265.00	EA	✓	<input type="text"/>	Actions ▾

## Shopping Cart

From within the Shopping Cart you can manage the contents of your order.

You can make the following changes within the Shopping Cart:

- Add a Reference line
- Change Ship To location if your practice has multiple sites
- Change quantities
- Add an item to a Favorites List or remove an item from the shopping cart
- Save the Shopping Cart as a Favorite
- Empty the cart



McKesson Specialty Health  
Welcome, WEBUSER02 [Change Password](#) [Logout](#)  
Call 1.800.863.6514

Order Center | Financial Tools | Resources

Home | Favorites & Requests | Order History | Product Catalog | Search Products | GO | Shopping Cart (2)

You are working on Account: 0010047261 | 0010047261 : ABC Spa, 100 Market Street, SAN FRANCISCO, CA, 94104

Your Reference:

Ship To: 0010047261 : ABC Spa, 100 Market Street, SAN FRANCISCO, CA, 94104

Shopping Total Summary  
Total Gross price: 2,258.00

Product#	Qty	Unit	Description	Generic Name	Catalog #	NDC #	Unit price #	Total price #	
5002001	4	EA	Restylane 2.0ml pfs 1/ea	HYALURONIC ACID	999-004	99207-0999-20	432.00	1,728.00	Actions ▾
5001979	2	EA	Perlane 1.0ml-I pfs 1/ea	HYALURONIC ACID/ LIDOCAINE	999-008	99207-0996-10	265.00	530.00	<ul style="list-style-type: none"> <li>➢ Add item to a Favorite List</li> <li>➢ Remove This Item from cart</li> <li>➢ View Item Detail</li> </ul>

\* Prices displayed are your current prices. Prices are subject to change from the time of order due to price changes that occur during the day. Prices charged are the prices in effect at time of invoicing.  
\* Taxes are estimated and will be calculated at the time of invoice.

Save Order as Request | Save As Favorite | Save Changes | Empty cart | Preview Order

## Pay for your Order

Payment Method options are determined by the payment terms set up on the account. Terms customers with credit card information on file will have the following 2 payment options:

- Bill to my account
- Bill to my credit card

Credit card customers will only be able to bill their credit card on file.

Your credit card information will be masked. The credit card type followed by the expiration date and the last 4 digits of your credit card number will be displayed.

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Welcome, WEBUSER02 [Change Password](#) [Logout](#)

Order Center | Financial Tools | Resources

Home | Favorites & Requests | Order History | Product Catalog | Search Products | GD | Shopping Cart (2)

You are working on Account : 0010047261 - 0010047261 : ABC Spa, 100 Market Street, SAN FRANCISCO, CA, 94104

Please review your order carefully. You may place the order or continue shopping from this page.

Your Reference: WEBORDER-08/01/2012

Ship To: 0010047261 : ABC Spa, 100 Market Street, SAN FRANCISCO, CA, 94104

Shopping Total Summary	
Total Gross price	2,258.00
<b>Total Net Price</b>	<b>2,258.00</b>

Produ...	Qty	Unit	Description	Generic Name	Catalog #	NDC #	Dro...	Unit price #	Total price #	Delivery Schedule
5002001	4	EA	Restylane 2.0ml pfs 1/ea	HYALURONIC A...	999-004	99207-0999-20	No	432.00	1,728.00	Qty: 4 EA On 2012-08-02
5500351	1		RES 10-100A-06-30-11 NEW PACKAGE ANNOUN				No	0.00	0.00	Qty: 1 EA On 2012-08-02
5001979	2	EA	Perlane 1.0ml4 pfs 1/ea	HYALURONIC A...	999-008	99207-0996-10	No	265.00	530.00	Qty: 2 EA On 2012-08-02
5500351	1		RES 10-100A-06-30-11 NEW PACKAGE ANNOUN				No	0.00	0.00	Qty: 1 EA On 2012-08-02

Payment Method

Bill to my account  Bill to my credit card

VISA-12/2012-0000

\* Prices displayed are your current prices. Prices are subject to change from the time of order due to price changes that occur during the day. Prices charged are the prices in effect at time of invoicing.  
\* Taxes are estimated and will be calculated at the time of invoice.  
 Once the order is placed it cannot be changed or cancelled and the product is non returnable. I understand that by selecting this checkbox, I have read and accept the Order Center terms & conditions stated on this page. As long as there are no delays with FedEx you should receive your package on the dates listed in delivery schedule above. FedEx commit time is 10:30am.

[Modify Order](#) [Place Order](#)

## Financial Tools

### Account Balances

The **Accounts Balances** page lets you display all invoices, payments, and credits for your account.

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.

You can also print these documents or download the information to Excel.

McKesson Specialty Health  
Call 1.800.863.6514

Welcome, WEBUSER02 [Change Password](#) [Logout](#)

Order Center | Financial Tools | Resources

Account Balances | Credits | View Payments | Pay Bills | Paid Bills | Switch Account

Balances 0010047261 : ABC Spa

To see the items for a particular period, click on the corresponding amount.

Year : 2011

Month	Invoices	Payments & Credits	Accumulated Balance	Statement Balance
--> 2011			USD 0.00	
01/2011	USD 0.00	USD 0.00	USD 0.00	USD 0.00
02/2011	USD 0.00	USD 0.00	USD 0.00	USD 0.00
03/2011	USD 0.00	USD 0.00	USD 0.00	USD 0.00
04/2011	USD 0.00	USD 0.00	USD 0.00	USD 0.00
05/2011	USD 0.00	USD 0.00	USD 0.00	USD 0.00
06/2011	USD 0.00	USD 0.00	USD 0.00	USD 0.00
07/2011	USD 6,426.74	USD 1,701.84	USD 4,744.90	USD 4,744.90
08/2011	USD 2,112.10	USD 7,924.06	(USD 4,744.90)	USD 0.00
09/2011	USD 4,353.19	USD 800.54	USD 3,452.65	USD 3,452.65
10/2011	USD 0.00	USD 0.00	USD 0.00	USD 3,452.65
11/2011	USD 0.00	USD 0.00	USD 0.00	USD 3,452.65
12/2011	USD 0.00	USD 0.00	USD 0.00	USD 3,452.65
<b>Total</b>	<b>USD 14,059.09</b>	<b>USD 10,606.44</b>	<b>USD 3,452.65</b>	

[Print](#) [Excel](#)

## View Credits

From the **Credits** page you can click on the link to view the credit memo details.

You can also click the **.pdf** icon to view the credit memo in a .pdf format.

## View Payments

From the **View Payments** page you can click on the **Payment Amount** link to view the payment details.

You also have the option to download the information to Excel.

## Pay Bills

To make an online payment click the **Pay Bills** menu on the navigation bar. Only orders that were placed as “Bill to my account” can be paid online. Orders that were 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 2 payment options:

- Pay invoices on their due date
- Pay on a specific date

If there are past due invoices you will only have the option to pay invoices on their due date. **Note:** Past due invoices are highlighted.

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 the payment is made, a payment confirmation screen will appear which can be printed for your records.

## Resources

The **Resources** tab provides important product safety information.

The screenshot displays the McKesson Specialty Health website interface. At the top left, the logo reads "McKesson Specialty Health" with the phone number "Call 1.800.863.6514". On the top right, it says "Welcome, WEBUSER02" with links for "Change Password" and "Logout". A navigation bar contains three tabs: "Order Center", "Financial Tools", and "Resources", with "Resources" being the active tab. The main content area is split into two columns. The left column is mostly blank. The right column contains a scrollable text box titled "Important Safety Information for the Restylane family of products". The text in this box provides detailed information about the Restylane product family, including indications for different products (Restylane, Restylane-L, Perlane, Perlane-L) and lists various contraindications and side effects.

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[Order Center](#) [Financial Tools](#) [Resources](#)

**Important Safety Information for the Restylane family of products**

The Restylane family of products includes Restylane, Restylane-L, Perlane, and Perlane-L. These products are indicated for the correction of moderate to severe facial wrinkles and folds, such as nasolabial folds. Restylane and Restylane-L are indicated for mid-to-deep dermal implantation; Perlane and Perlane-L are indicated for implantation into the deep dermis to superficial subcutis. Restylane is also indicated for submucosal implantation for lip augmentation in patients over 21 years.

**Important Safety Information for the Restylane family of products**

Products in the Restylane family contain traces of gram-positive bacterial protein and are contraindicated for patients with allergies to such material or in patients with severe allergies that have required in-hospital treatment. Patients with bleeding disorders should not use products in the Restylane family. Products should not be injected anywhere except the dermis, superficial subcutis (Perlane and Perlane-L only), or lip submucosa (Restylane only). Restylane-L and Perlane-L should not be used in patients with hypersensitivity to amide-type local anesthetics, such as lidocaine.

Use of products in the Restylane family at the site of skin sores, pimples, rashes, hives, cysts, or infection should be postponed until healing is complete. The most commonly observed side effects are swelling, redness, pain, bruising, and tenderness at the injection site. These are typically mild in severity and resolve in less than 7 days in nasolabial folds and less than 14 days in lips. The incidence of swelling may be higher in patients under 36 years, and the incidence of bruising may be higher in patients over 35 years. Serious but rare side effects include delayed onset infections, recurrence of herpetic eruptions, and superficial necrosis at the injection site. Do not implant into blood vessels. Use with caution in patients recently treated with anti-coagulant or platelet inhibitors to avoid bleeding and bruising. Safety has

## Technical Support

If you have trouble with the Customer Center or need assistance, please contact Customer Support by calling 800.863.6514 and selecting option 9.