

Manual Order Customer Guide

Thank you for contacting Emerson Healthcare. Whether it's our incredible brands or a client transition that brought you here we would like to welcome you. Below please find instructions to begin placing orders.

Submitting Purchase Orders:

In order to process, all Purchase Orders Require the following:

- Emerson Healthcare listed as the Vendor
- PO number
- Clearly listed Bill and Ship to address
- Full case quantities
- Vendor Item numbers - If you do not know the item numbers you may provide UPC's for your first order. Item numbers for the items will be clearly listed on your first invoice. Please use those item numbers on subsequent PO's.
- Meet minimum order requirements of either 15 cases or \$1500.00. Only one of these minimums needs to be met.
- All International orders require the final destination be listed.

Please note: Failure to adhere to the above requirements may result in a delay in PO processing.

Purchase Orders should be sent to: Orders@emersongroup.com. The Manual Orders team has 24 hours to confirm receipt and process the order. Please submit PO's as a PDF or Excel attachment.

Orders may not be submitted in the body of an email.

Payment:

Payments made in the form of check may be sent to:

Emerson Healthcare LLC
PO Box 37835
Baltimore, MD 21297-7835

Overnight Payments may be sent to:

BB&T
Attn: Lockbox #37835
16410 Heritage Blvd.; 2nd floor
Bowie, MD 20716-3172

Payments made in the form of wire transfer may be sent to:

Routing Number: 031309123
Bank Account Number: 1390004713121

Lead Times:

Lead times vary by location. Orders under 25 cases or 200 lbs will ship UPS anything over 25 cases or 200 lbs must ship LTL, which requires a longer lead time. All orders are shipped prepaid.

Invoicing & Tracking:

Orders are invoiced upon shipment. Invoices will be sent to the AP Contact provided via email. They will also be mailed to the billing address on record.

Tracking information, including carrier, BOL, and PRO numbers will be listed on the top right corner of all invoices. Manual Orders Team members will not have access to tracking information until the order ships.

After Shipment Issues:

If you believe a shipment has been lost, product arrives damaged, or require additional tracking information, please send an inquiry to our Reverse Logistics Team at ReverseLogistics@emersongroup.com. A Reverse Logistics team member will be in touch with you shortly regarding your inquiry.

FAQ:

What happens if an item is Out of Stock?

If an item on a PO is out of stock, it will be cut from the order. For backorder customers, the available items will ship and the unavailable item will be held open for 30 days and filled when available. Please contact a member of the Manual Orders Team to request to be set up as a backorder customer.

Can I request to be a backorder customer?

Yes. Please inform a member of the Manual Orders Team via Orders@emersongroup.com and they will assist you.

What if my billing address changes?

In the event of organizational changes such as change of name or billing address, please notify Customers@emersongroup.com for a change of address form. Please complete and return the form. PO's may be delayed if this information is not received.

Can I drop ship to my customers?

We do not drop ship.

Welcome to Emerson Healthcare, we look forward to working with you.