



## **Louisiana Wholesale Drug Is Going Paperless**

Due to the automation of warehouse operations and increased volume, LWD will be going paperless. This is the only option to keep up with demand.

Louisiana Wholesale Drug will automate the Accounts Receivable department effective **Friday, March 31, 2017**. Going paperless will allow you easy access to all your documents at your convenience. You will be able to retrieve your pharmacy statement, Buying and Savings statement, invoices, and credits through your ordering portal with just a click of a button.

Your statements, along with credits and miscellaneous charges will no longer be mailed or faxed. You will continue to receive a hard copy invoice with your merchandise, however, if you need a copy of your invoice, you must retrieve it through your ordering portal. **These changes are not optional and apply to all LWD customers.**

Thank you in advance for your patience and understanding as we transition into this new phase of LWD. Please read all the changes indicated below and call the LWD office if you have any questions.


### **Accounts Receivable Statements**

LWD will have your A/R Statement on the web portal by Thursday, February 23, 2017. However, **we will continue to mail the statements thru Thursday, March 30, 2017.** We encourage you to become familiar with the steps of accessing your statement on the portal prior to the effective date March 31, 2017. After this date, if you need a paper copy (hard copy) you will be required to go on the web portal to access and print your statement. Statements will normally be available on the portal after 3pm on Thursday. If you are currently receiving a faxed copy of your statement, **February 16, 2017 will be your last fax.**

The Statements will be under the History Menu on the web portal.

### **Invoices**

Effective, March 31, 2017, all your charges (central bill, dropship, etc) and credits that are listed on your **statement will be available on the ordering portal.** You will no longer have to call the office for copies. The invoice on the web portal is the same invoice that you receive with your delivery and will look exactly the same.

To review and or print an invoice/credit, you will need to click on the PDF Icon  that is located next to the invoice/credit number.

### **Password Change**

Because we are putting more confidential information on the portal, you will be required to change your password. **Effective Wednesday February 22, 2017 when you log on to the portal, you will be required to change your password.**

Here are the rules for the password

- Must be a minimum of 6 and no more than 10 characters or numbers long (special characters are allowed)
  - Cannot match the last password
- Cannot be the DEA Number

**We are not changing the User Name.** User Name will continue to be your Account Number. We are only changing the Password.

When you log in using your existing Password, you will be automatically redirected to "Change Password". Here you will assign a new password as well as a Security Question and Answer.

There will be a new "Forgot Password?" link on the login page. It asks for the User Name and then displays the Security Question. If you give the correct answer, your password will be displayed.

### **Buying & Savings Statements**

For your privacy, Buying & Savings statements will require a different password from the regular Portal Password. Please use the attached form to mail or fax (337-662-5784) the Password you want to use for the Buying & Savings Statements only. These will also be available under the History Menu. You will be prompted to enter this password when you click on the option for Buying & Savings Statements.



## Buying & Savings Statement Authorization

Please provide the password you have chosen to access your B&S Statement. A User Name will not be needed. Send this signed form to LWD via fax (337-662-5784) or mail (P.O. Box 500, Sunset, LA 70584).

- Must be at minimum of 6 but not more than 10 characters or numbers long (special characters are allowed)
- Cannot be the DEA Number

Name of Pharmacy \_\_\_\_\_

LWD Acct # \_\_\_\_\_

B&S PASSWORD: \_ \_ \_ \_ \_ ( ex: happydaz\*\* )

Authorized Signature

\_\_\_\_\_

Print Name

\_\_\_\_\_

Date

\_\_\_\_\_