



Wells Px3 - Order Management

Track your order, view and print receipts, obtain shipping info

Updated June 2016

Order Management

With our Px3-Order Management feature you can view the details of your account including:

- Patient information
- Order Information
- Tracking information
- View & Print receipts

There is NO FEE to access the program system



Registering for Order Management

Who Can Register for Order Management?

- Prescribers (physicians and veterinarians) who have an active account with Wells Pharmacy Network and a credit card on file for billing orders
- BodyLogicMD Patients

www.wellsrx.com - Electronic Ordering Login



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Registration: Step 1



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800

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Welcome to Wells Px3

Now you can place and manage your orders with Wells Pharmacy Network with our new physician prescription portal, WellsPx3. We want to help your practice comply with federal regulations for the prescribing of compounded medications and save you time.

Registered Wells Px3 **Electronic Ordering**

users login here...



Electronic Ordering Login

Are you a Wells customer who has not signed up for Electronic Ordering yet? [Sign up here >](#)

Registered Wells Px3 **Order Management** users login here...



Order Management Login

Are you a Wells customer who has not signed up for Electronic Order Management yet? [Sign up here >](#)



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Registration: Step 2

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800.622.4510 | Fax: 877.401.5653

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Electronic Order Management with Wells PX3

Now you can track the status of your orders easily online. Search by patient name or date. Securely view your account and your payment information. View complete medication Rx information including dispense details, pricing and shipping information.

Order Management Features

After you place your order (via fax, phone, or Wells Px3 Electronic Ordering system) you can:

- Track the status of your orders, search by patient name or date
- View complete medication RX information including dispense details, price and payment information as well and shipping instructions

New Account Registration

To get started with Wells Px3 Order Management today, sign up below. You will receive an email with instructions on completing your registration. Please keep your information (Username & Password) in a secure place.

First Name	<input type="text"/>	User Name	<input type="text"/>
Last Name	<input type="text"/>	Password	<input type="text"/>
Account Name	<div>Other</div>	Confirm password	<input type="text"/>
Email	<div>Other</div>		<input type="text"/>
Phone	<div>BodyLogic MD</div>		<input type="text"/>

The User Name must be at least 8 characters long

Password must contain letters and a number and a symbol



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Tips:

- User Name must be at least 8 characters long
- Password MUST include a number and a symbol

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Registration: Step 3 & 4

You will receive 2 emails during the registration process:

Confirming Your Email

An email will be sent to you immediately after sign up asking you to confirm your email by clicking the link provided. We cannot process your registration until you do this.

Welcome Email

Once you have confirmed your email please give us 24 hours (Monday - Friday) to process your account.

Be sure to keep your User Name and Password safely stored.

A person wearing a white lab coat and a white wristwatch is pointing their right index finger at a document on a dark lab bench. The document appears to be a list or a manual. On the bench, there are several pieces of glassware: a large beaker containing a red liquid, a smaller beaker with a yellow liquid, and a mortar and pestle. The entire image has a blue tint.

How to Login to Order Management

Login



Step 1 - Visit www.wellsrx.com and click Electronic Ordering in the Menu bar

Welcome to Wells Px3

Now you can place and manage your orders with Wells Pharmacy Network with our new physician prescription portal, WellsPx3. We want to help your practice comply with federal regulations for the prescribing of compounded medications and save you time.

Registered Wells Px3 **Electronic Ordering** users login here...

 [Electronic Ordering Login](#)

Are you a Wells customer who has not signed up for Electronic Ordering yet? [Sign up here >](#)

Registered Wells Px3 **Order Management** users login here...

 [Order Management Login](#)

Are you a Wells customer who has not signed up for Electronic Order Management yet? [Sign up here >](#)

Step 2 – Click on Order Management Login

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Log In



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[Order Management Login ▾](#)

Welcome to Wells Px3

Now you can place and manage your orders with Wells Pharmacy Network with our new physician prescription portal, WellsPx3. We want to help your practice comply with state and federal regulations for the prescribing of compounded medications and save you time.

Registered Wells Px3

Electronic Ordering users

login here...



Electronic Ordering Login

Registered Wells Px3 **Order**

Management users login here...



Order Management Login

User Name

user0

Password

.....

☐ Remember me?

Log in

[Register as a new user](#)

[Forgot your password?](#)

Forgot Your Password?

Use this link



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A close-up, blue-tinted photograph of a male scientist wearing safety goggles and a lab coat, looking through a microscope. The image has a professional, scientific feel.

Using Order Management

Note: “CarePoint”

Please note that throughout this training document you will see the phrase “CarePoint” that refers to our internal processing system where your account and order information is stored.

Username and Accounts

Selecting the Account List will display the account numbers and names that are associated to your Username. Selecting the Account link will show information about the Account. If you have one location you will have one Account.

The screenshot displays the Wells Pharmacy Network user interface. At the top, a black banner shows the user's name: "Hello demoaccount1!". Below this, the Wells Pharmacy Network logo is on the left, and the text "superior science & service" and the phone number "800.622.4510 | Fax: 877.401.5653" are on the right. A navigation bar contains links for "Accounts", "Patients", "Orders", and "Manage", with a "Logoff" link on the far right. The "Accounts" link is highlighted with a red box labeled "Select Account List". Below the navigation bar, the "Accounts List" section is visible. It contains a table with two columns: "Account" and "Account". The first row shows the account number "10" (highlighted with a red box labeled "CarePoint Account Number") and the account name "Demo Account1" (highlighted with a red box labeled "CarePoint Account Name (NOT Salesforce)"). The second row shows the account number "89560" and the account name "Demo Account2". At the bottom of the table, there is a pagination bar showing "1" of 2 items, "10" items per page, and a refresh button.

Account	Account
10	Demo Account1
89560	Demo Account2

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Address Fields

The site displays the address, phone, email and payment terms.

Hello demoaccount1! .

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Accounts ▾ Patients ▾ Orders ▾ Manage ▾ Logoff

Customer Information

Account: Demo Account1 ▾

Address/Phone Contact Patients

Demo Account1 ← **CarePoint billing address**
1 Main Street ,
Someplace , FL 30045
P:
F:

Email: ← **CarePoint contact email**
demoaccount1@wellsrx.com

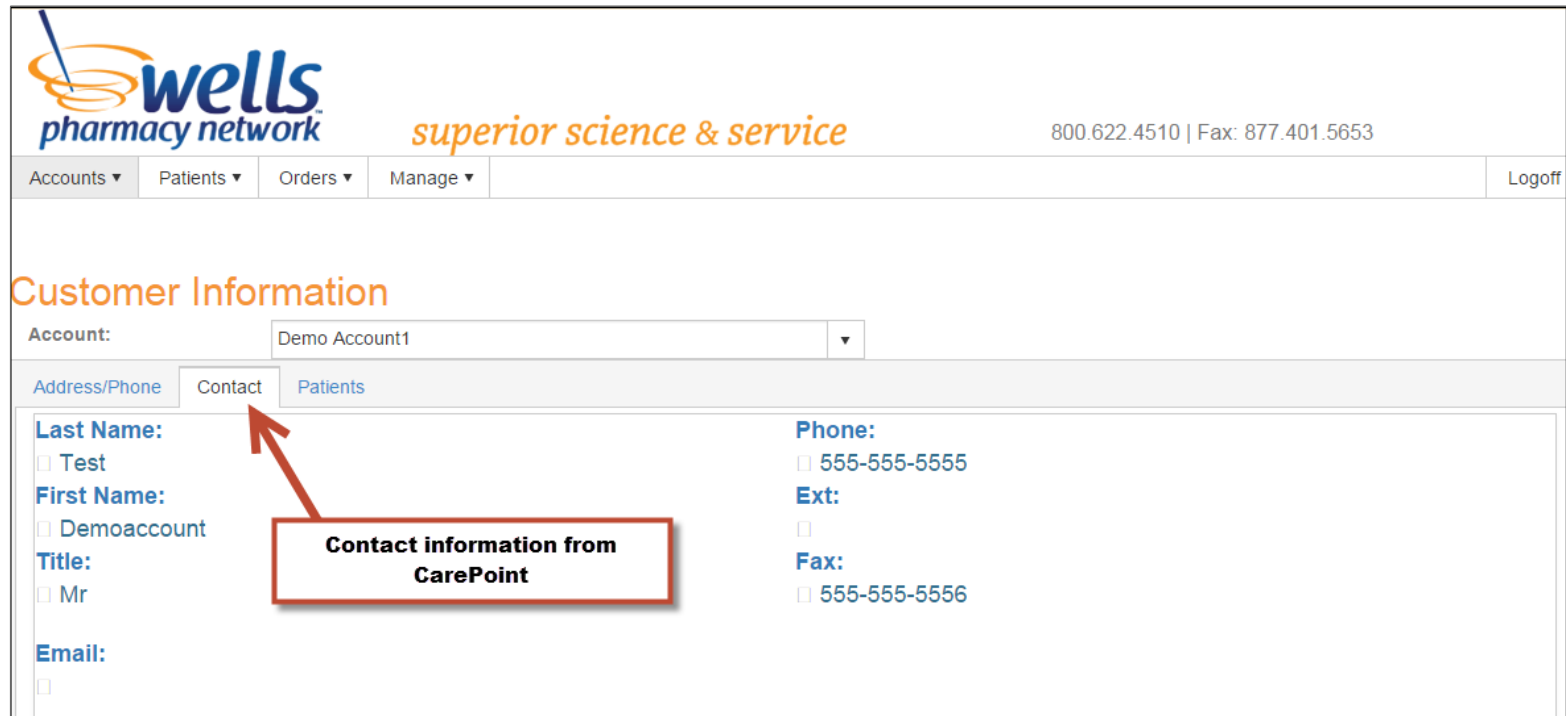
Terms: ☐ Credit Card
Payment terms

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Contact Fields

The site displays the billing contact information.



The screenshot displays the Wells Pharmacy Network website interface. At the top, the logo for Wells Pharmacy Network is shown alongside the tagline "superior science & service" and contact numbers: 800.622.4510 | Fax: 877.401.5653. Below the header, there is a navigation bar with links for Accounts, Patients, Orders, and Manage, along with a Logoff button. The main content area is titled "Customer Information" and features a dropdown menu for the account, currently set to "Demo Account1". Below this, there are three tabs: "Address/Phone", "Contact", and "Patients". The "Contact" tab is selected, and a red box with the text "Contact information from CarePoint" is overlaid on it, with an arrow pointing to the tab. The "Contact" tab displays the following fields:

Last Name: <input type="checkbox"/> Test	Phone: <input type="checkbox"/> 555-555-5555
First Name: <input type="checkbox"/> Demoaccount	Ext: <input type="checkbox"/>
Title: <input type="checkbox"/> Mr	Fax: <input type="checkbox"/> 555-555-5556
Email: <input type="checkbox"/>	

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Patient Fields

The site displays the patients associated with the account.

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Accounts ▾ Patients ▾ Orders ▾ Manage ▾ Logoff

Customer Information

Account: Demo Account1 ▾

Address/Phone Contact Patients

Name	Address	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>
Patient, Test3	500 NE 41ST, POMPAÑO BEACH FL 33064	
Patient, Test5	123 SOMEPLACE, WELLINGTON 33414	(561) 123-4546
Patient, Test1	123 SW 1ST ST, LAKE WORTH FL 33463	(561) 736-1234
Patient, Test2	54321 FLORIDA BLVD., FUNKYTOWN FL 33432	(555) 888-7654
Patient, Test4	123 PATRON AVE, RAIN CITY WA	(561) 906-2300

1 10 items per page 1 - 5 of 5 items

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Patient Fields Continued

Selecting the link for the patient name will give more information about the patient. Notice that we do NOT display SSN or credit card information.

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Accounts ▼ Patients ▼ Orders ▼ Manage ▼ Logoff

Patient Information

Account: All Accounts: ☐

Patient: Patient, Test5 ▼


Information

Full Name: Patient, Test5	Payment Type: cc
Date Of Birth: 01/01/1981	Tracking E-mail:
Gender: Male	Receipt Instructions: cc
Comments: THIS IS A FICTITIOUS PATIENT FOR TRAINING PURPOSES ONLY... 123 SOMEPLACE WELLINGTON 33414 SHIP TO PATIENT ALG:PENICILLINS	Special Instructions:
Primary MD:	

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Order Summary Fields


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Accounts ▾ Patients ▾ Orders ▾ Manage ▾
Logoff

Order Summary

Account:

Order No	Patient	Line Count	State	Added	Shipping	Shipping Date	Tracking No	Expected By	Status
<input type="text" value="95193"/>	<input type="text" value="Test1 Patient"/>	4	Shipped	12/10/2014	Pickup - In store	12/10/2014	null	12/11/2014	Active
<input type="text" value="95210"/>	<input type="text" value="Test2 Patient"/>	6	Shipped	12/10/2014	Pickup - In store	12/10/2014	null	12/15/2014	Active
<input type="text" value="95226"/>	<input type="text" value="Test1 Patient"/>	4	Shipped	12/10/2014	Pickup - In store	12/10/2014	null	12/12/2014	Active
<input type="text" value="95234"/>	<input type="text" value="Test2 Patient"/>	4	Shipped	12/10/2014	Pickup - In store	12/10/2014	null	12/15/2014	Active

10 items per page
1 - 5 of 5 items

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Guide To Order Summary Fields

Order Number: Unique identifier for your order

Patient: Patient name

Line Count: # of prescriptions (items) in the entire order

Added: Date order was entered into our system

State: Stage of our workflow that your order is at

Shipping: Shipping terms (Ground, 2nd day, O/N, etc....)

Shipping Date: Date the order left our facility

Tracking No: UPS or FedEx tracking link

Expected by: Expected date to arrive to you

Status: Order will be active in our system

Guide to Order Summary - (Order States)

Entered: Order has been keyed and submitted for initial pharmacist review.

Verified: Order reviewed by pharmacist and can be submitted for billing.

Adjudicated: The prescription has been dispensed, billed, and will now move to fulfillment teams.

Printed/Processed: Order has been filled and labels printed and placed on the rx items. Will now move to the final pharmacist QC checkpoint.

Approved: Order has been approved by a 2nd pharmacist and will move to shipping department.

Shipped: Order has been shipped in our system and has been assigned a tracking number.

Note: Shipped Order State & Tracking Numbers

Please note that our pharmacy operation continues to fill orders long after UPS picks up the last of each day's packages. Our teams work night shift to keep your orders moving through our system.

Overnight orders shipped after 7pm EST (and ground, 2nd day and 3rd day orders after 8pm EST) are likely to still be in our facility. FedEx shipments do not move after 6pm EST.

Keep in mind, you may receive a tracking number on a “shipped” order, but your package may still be at our loading dock waiting on UPS to arrive the next day. Tracking information will update in the system once it is picked up and is in transit to your destination.

Order Summary Fields Cont'd

Selecting *Order Summary* from the Orders tab will display information about orders processed in our system for the Account selected. The screen displays the:

- Order number (This is your invoice number for reference when billed)
- Patient Name for the order. It will display the first patient found for orders with multiple patients. **Click the order to open up and see the multiple patient names.**
- Line count for the order, state for the order, date the order was added in our system and shipping information. The link for the tracking number will redirect you to the appropriate UPS or FedEx website for the tracking information.

Order Number

Selecting the Order number from the Order Summary will display Order information. These are details about the order.

Order Information

Order No: Start entering at least two(2) numbers for the order to filter the list. [Return To Order Summary](#)

Details

Account: Demo Account1
Order State: Shipped
Date Created: 12/10/2014
Expected By: 12/11/2014

Shipping: Pickup - In store
Comments: Pickup in store. Customer upset.

Rx Information

Prescription # **Drug name** **Prescription Details** **Patient for the script**

Script No	Drug Name	Quantity	Price	Days Supply	Signature Text	Patient Name
<input type="text" value="6094598"/>	<input type="text" value="ANASTROZOLE 1 MG TABLET"/>	<input type="text" value="30.00"/>	<input type="text" value="37.50"/>	<input type="text" value="30"/>	<input type="text" value="Take 1 tablet by mouth daily"/>	<input type="text" value="Patient, Test1"/>
6094595	CHORIONIC GONADOTROPIN, Lyophilized 5,000 UNIT KIT INJ	1.00	30.00	30	USE AS DIRECTED.	Patient, Test1
6094593	SERMORELIN ACETATE 9mg - KIT 9MG KIT INJ	1.00	90.00	30	USE AS DIRECTED.	Patient, Test1
4010114	TESTOSTERONE CYPIONATE IN GRAPE SEED OIL (10ML) 200MG/ML ML	10.00	29.00	70	Inject 1mL weekly	Patient, Test1

10 items per page 1 - 4 of 4 items

Non Rx Information **Shipping charges**

Description	Quantity	Unit Amt	Tax
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Prescription Information

Selecting the link for the script number will display a pop up window with script details. These details come from our pharmacy system.

Dispense Details

Script: 6094598

Patient: <input type="checkbox"/> Patient, Test1	Qty Written: <input type="checkbox"/> 30.00
Date Written: <input type="checkbox"/> 12/10/2014	Days Supply: <input type="checkbox"/> 30
Drug Name: <input type="checkbox"/> ANASTROZOLE 1 MG TABLET	Refills: <input type="checkbox"/> 0
Prescriber: <input type="checkbox"/> Testing, Mike MD	Expiry: <input type="checkbox"/> 12/10/2015
Directions: <input type="checkbox"/> Take 1 tablet by mouth daily	Remaining: <input type="checkbox"/> 0
Next Refill Date: <input type="checkbox"/> 01/06/2015	Rx Media: <input type="checkbox"/> Prescription

Searching & Sorting Data

When you see an arrow next to a heading, this indicates that you can sort the information from oldest or newest.

You may also search by using the filter option as shown below.

Order Summary

Account: Demo Account

Order No	Patient	Line Count	State	Added	Shipping	Shipping Date	Tracking No	Expected By	Status
95234	Sort Ascending		Shipped	12/08/2015	Pickup - In store	12/10/2014		12/15/2014	Active
95226	Sort Descending		Shipped	12/10/2014	Pickup - In store	12/10/2014		12/12/2014	Active
95214	Columns		Shipped	12/10/2014	Pickup - In store	12/10/2014		12/12/2014	Active
95210	Filter				Pickup - In store	12/10/2014		12/15/2014	Active
95193	Test1 Patient	4			Pickup - In store	12/10/2014		12/11/2014	Active

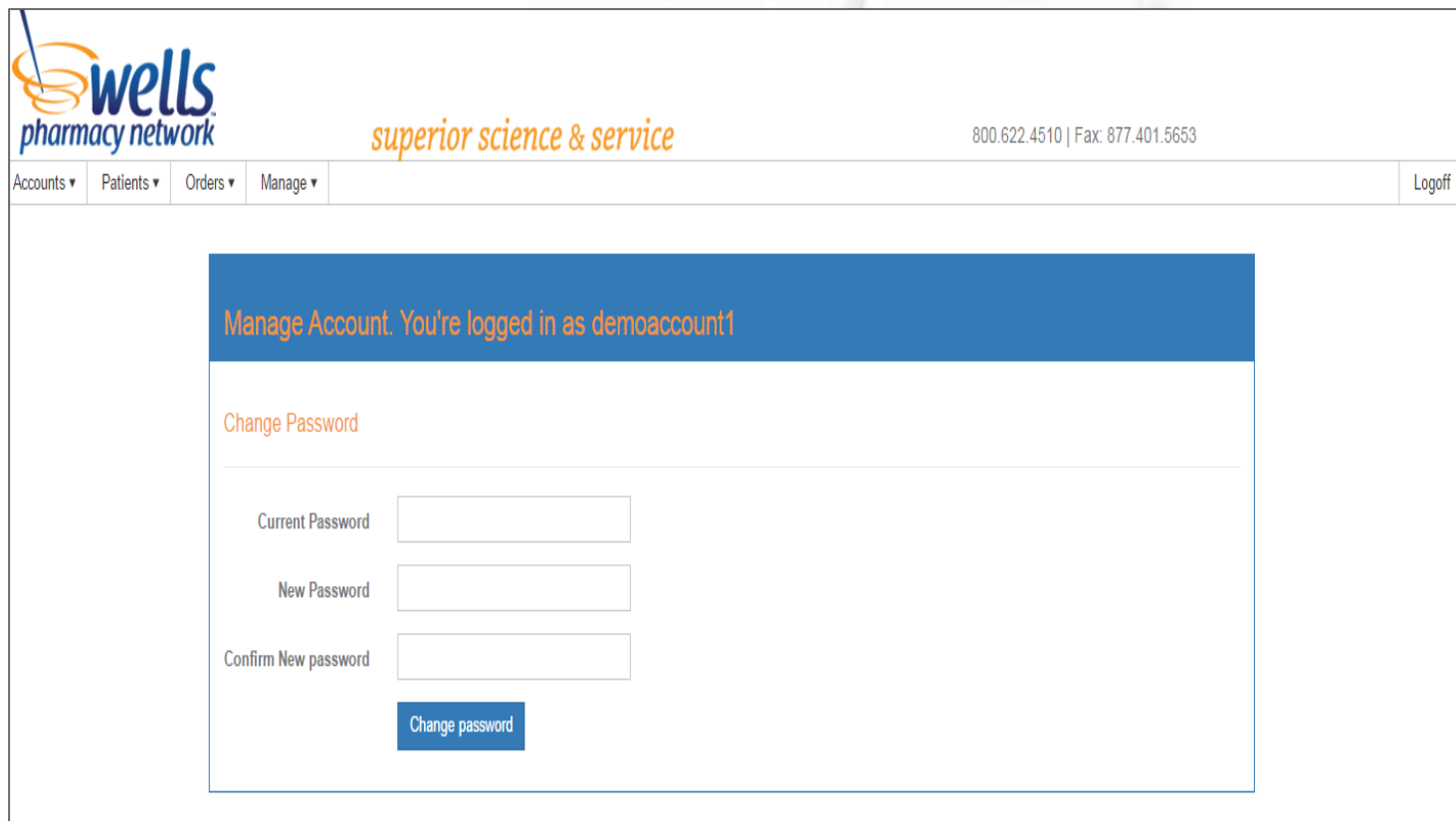
1 - 5 of 5 items


Filter

Clear

Manage Tab

Selecting the Manage tab will enable the user to change their password



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Accounts ▾ Patients ▾ Orders ▾ Manage ▾ Logoff

Manage Account. You're logged in as demoaccount1

Change Password

Current Password

New Password

Confirm New password

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View & Print Receipts

Any order that is marked with a **‘shipped’** state and has **tracking information** will have a receipt option on the website under **Order Details**.

Selecting the Print View option will initiate a new window with the order information. This can be used for HSA/FSA processing by your customers.

Order Summary Screen

A receipt will be available for any Order Number that also contains a Tracking Number.

Click the Order Number...

Order Summary

Account:

Order No	Patient	Line Count	State	Added	Shipping	Shipping Date	Tracking No	Expected By	Status
129872	[REDACTED]	1	Shipped	05/01/2015	[REDACTED]	05/01/2015	1Z607Y1E1359975620	05/04/2015	Active
128502	Joseph DiStefano	1	Shipped	04/28/2015	[REDACTED]	04/28/2015	1Z607Y1E0158415400	04/29/2015	Active
128499	[REDACTED]	2	Shipped	04/28/2015	UPS- Ground (Residential) 4R	04/28/2015	1Z607Y1E0360450122	04/29/2015	Active

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Print Receipt

From here you will have the option to Print View which will bring you to a receipt screen...



Order Information

Order No: 129872 Start entering at least two(2) numbers for the order to filter the list.

[Return To Order Summary](#)

[Print View](#)

Details

Account: [REDACTED]
Order State: Shipped
Date Created: 05/01/2015

Shipping: [REDACTED]
Expected By: 05/04/2015

Rx Information

Script No	Drug Name	Quantity	Price	Days Supply	Signature Text	Patient Name
6144296	MIC COMBO + CHORIONIC GONADOTROPIN + B1,2,3,12(M), LYOPHILIZ	1.00	23.00	30	Inject subcutaneously 30 units every other day	[REDACTED]

10 items per page 1 - 1 of 1 items

Non Rx Information

Description	Quantity	Unit Amt	Tax
Shipping Charge		21.00	0.00

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View or Print Receipt

	Wells Pharmacy-Ocala 1210 SW 33rd Avenue Ocala, FL 34474 Phone: 1-800-622-4510 ext.2871	Order Receipt	Receipt Date: 05/01/2015 Order No: 129872
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Bill To: <div></div>	Account ID: 49
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Terms: Net 10	Quantity	Dispense Date	Amount
Script No			
Drug Name			
Patient Name:			
6144296 MIC COMBO + CHORIONIC GONADOTROPIN + B1,2,3,12(M), LYOPHILZ	1.00	05/01/2015	\$23.00
Shipping Charge			\$21.00
	Total		\$44.00

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A person wearing a white lab coat and a white wristwatch is pointing their right index finger at a document on a dark lab bench. The document appears to be a list or a manual. On the bench, there are several pieces of laboratory glassware: a mortar and pestle in the foreground, and three beakers containing liquids of different colors (yellow, green, and red). The background is slightly blurred, showing more of the lab environment. The entire image has a blue tint.

Frequently Asked Questions

Frequently Asked Questions

I have questions about WellsPx3 Order Management or need training:

Email: Px3Support@wellsrx.com and our team of trained experts will respond quickly.

I don't see an order I just faxed in, how do I know if you received it?

Please allow up to two hours for an order to populate in the Order Management. Orders received *before* 2pm EST should show in our system the same day. Orders received *after* 2pm may not get entered until the following business day, although we work diligently to process your orders as fast as possible.

It's been hours and I haven't seen my order state change

Please allow time for processing. While you may not see changes in the state of your order, and depending on the size and varied types of prescriptions you have prescribed, rest assured our teams are working quickly to complete your custom compounds and fill your order. Feel free to contact Customer Service at any time to inquire!

Email: OcalaCS1@wellsrx.com or call 800-622-4510.



Frequently Asked Questions Cont'd

My order is on hold because of missing information, what do I do now?

Contact our Customer Service team at 800-622-4510, follow the prompts to speak to CS and reference the Order Number you see in Order Management. Then provide the missing information noted in the system. Please note - in some cases you may have to refax your order. You may also email the intake team - OcalaCS1@wellsrx.com

I have a question about a medication our office prescribed, what do I do?

Please call our main number, 800-622-4510 and ask to speak to a pharmacist. If it is more convenient, you can also email our CS team - OcalaCS1@wellsrx.com and request that a pharmacist call you back. Please indicate your order number, brief detail of your question and the best time and number to reach you on. Customer service will gladly triage your request to an available pharmacist.

Frequently Asked Questions Cont'd

I have questions about my pellet order, who do I contact?

Please contact pellets@wellsrx.com or phone our main number, 800-622-4510 and request to speak to a pellet Customer Service Rep.

I have a question about a bill, who do I contact?

Please contact billing@wellsrx.com or info@wellsrx.com and we will be happy to assist.

My contact information (address, phone) is incorrect, can I fix it?

Email us at info@wellsrx.com or call our Customer Service team at 800-622-4510 and we will be happy to take care of that for you.

Other questions not listed here?

Call our main number 800-622-4510

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Thank you!



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