



Welcome to the Independence Medical ordering system

Earlier this year, Invacare Supply Group (ISG) was acquired by AssuraMed, the parent company of Independence Medical. Our next step in this integration is moving legacy ISG customers, in stages, onto the Independence Medical ordering platform. Some customers transitioned in August, with others to migrate to the new ordering system in September, October and November. You will be notified of your transition date over the coming days and weeks through letters sent via email.

We are excited about this transition because of the many advantages for our customers. We want to make sure you have the most current information on what this migration will mean to you ... and what you need to know and do for a smooth transition. We encourage you to read this newsletter in its entirety, and if you have any questions, please contact your sales representative.

After the migration to the new ordering system, you will see several key benefits, including:

- later order cut-off times
- a large national distribution warehouse network, resulting in improved transit time for customers in some markets
- improved reporting availability and capabilities
- a broader product portfolio offering thousands of products sourced from hundreds of vendors
- an e-commerce portal that offers real-time inventory status and the ability to:
 - prompt alternate preferred brand items
 - schedule future orders
 - set up recurring orders

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Following your transition to the new ordering system, please use the **NEW** phone, fax, and email address noted below, plus note other changes:

- **NEW Customer Service phone number** – 800.860.8027
- **NEW fax number** – 330.963.6516
- **NEW email address** to submit orders to – imcs@indemed.com
- **The look of customer packing slips and invoices will change.**
Please visit our **Customer Transition Center** website at www.indemed.com/ISG to view a sample so you know what to expect.
- Independence Medical uses UPS as its primary carrier. This is a change for legacy ISG customers who used FedEx. The most notable difference is that the UPS Residential delivery window is Monday through Friday, and FedEx is Tuesday through Saturday. Therefore, anyone accustomed to receiving Saturday Residential shipments will now receive those shipments on Monday.
- There are also some changes in the way order and item fees will be represented in the new system, which may be different for your account. Some examples:
 - The new system will allow up to two separate case fees (single and multi-case) for bulk products, like incontinence and enteral, and both are applied separately. For example, the first case may be charged \$8.00, and all subsequent cases \$6.00 if that is the way fees were structured previously. However, the \$8.00 charge always applies to the first case.
 - Case fees are applied at the line item level, so each line is viewed individually.
 - The new system will charge half case fees if you order the equivalent of one-half case or less, rather than applying a full-case fee, as the old system did.
 - Case fees are not waived along with other shipping fees when the free freight threshold is met.
 - “Signature Required” ship methods will incur an additional \$3.75 charge per order.
 - Minimum order fees and fuel surcharges will remain the same.

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Need to Know

Please carefully review the following details to understand your role in a successful conversion of your information to our enhanced ordering system.

EDI-specific info:

- If you **do** EDI through 3rd-party software (BrighTree, Comp. Unlimited, etc.):
 - Independence Medical is working directly with the software company, so there is nothing required on your part to make the transition.
- If you **do not** do EDI through a 3rd-party software company and order from the website on your own:
 - An item cross-reference list is available with NO conversion factors needing to be addressed. There may be more than one Independence Medical item mapped to the ISG item to account for multiple sellable UOMs (units of measure). You can access this file at www.indemed.com/ISG.
 - Once the cross-reference list is received, we would like you to update your test environment with the new Independence Medical item numbers. Create a minimum of five tests containing multiple items and push the test file to the SFTP site. If you haven't received your SFTP login information, please contact Madgel Rickert at 330-963-7208 x4168.
 - Once the test file has been pushed to the site, please send an e-mail to ISGIntegration@indemed.com to indicate that the test is ready to be processed.
 - Return documents will be provided for the test orders on the SFTP site (855, 856 and 810). If a 997 transaction is required, please let us know at ISGIntegration@indemed.com.
 - Once the testing cycle is successful, you will be notified of your confirmed conversion date.

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Need to Know (cont'd)

New Website is www.indemed.com

Web Login and Passwords:

- If you had an account on the former ISG website, but do not have an existing account on www.indemed.com, enter the following in the login fields:

- » Account number: IM account number
- » User name: user name from former ISG website
- » Password: user name from former ISG website

You will be prompted to change your credentials after your initial login.

If you do not have an existing account on either www.indemed.com or the former ISG site, please contact your sales representative for login credentials.

If you already use www.indemed.com to order, continue to use your existing log in information.

- You can retrieve your new account number from your sales representative or by going to www.indemed.com/ISG and entering your legacy ISG account number and billing zip code in our **Account Lookup** form.
- More specific information on using www.indemed.com, including training videos, can be found at www.indemed.com/ISG.

Pricing:

- For those customers that previously had no account with Independence Medical, your pricing will not change – it will migrate over to the new system at the current price levels.
- For those customers that previously had an account with both Independence Medical and ISG, there is a need to consolidate prices on common SKUs, so there is only one price. Changes will be communicated by your sales representative as appropriate.

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Need to Know (cont'd)

Credit Limits:

- For those customers that previously had no account with Independence Medical, your credit limit will not change – it will migrate over to the new system at the current level.
- For those customers that previously had an account with both Independence Medical and ISG, your credit limit is being evaluated to ensure that adequate and appropriate levels are set. If you have any concerns with your credit limit, please contact your Credit representative.

Credit Terms:

- For those customers that previously had no account with Independence Medical, your credit terms will not change – it will migrate over to the new system at the current level.
- For those customers that previously had an account with both Independence Medical and ISG, if the terms are different, you will be communicated to separately to discuss a common set of terms to be used, post-conversion.

Warehouse Location and Customer Deliveries:

- Once you have been migrated over to the new Independence Medical ordering platform, it is possible that your service location may change to a different warehouse, but we don't anticipate any service delivery impact.
- Prior to your conversion, the warehouses that service you will be stocked with product consistent with your needs, so we do not expect service interruptions.
- Carriers will change from FedEx to UPS or a qualified local carrier.
- Some changes will be apparent on shipping documents after conversion – mostly formatting and order of information. Customer logos will continue to be supported where they have been used in the past on invoices/packing slips. Customer names and return addresses will be represented the same way. To see examples of packing slips and invoices, please visit our Customer Transition Center at www.indemed.com/ISG.

There will be product code changes. A cross-reference can be found at www.indemed.com/ISG.

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Need to Know (cont'd)

Most account-specific reporting will be available on the website after conversion.

Taxing Jurisdictions:

- We have begun the process of collecting resale documents for 30 taxing jurisdictions not previously required under ISG. Independence Medical collects sales tax in additional jurisdictions that now apply to former ISG accounts. To avoid paying sales tax for products to be shipped into any of the newly added jurisdictions, we encourage you to provide us with the proper sales tax certificate(s) as soon as possible. Please review the list at www.indemed.com/ISG to see if you are impacted by this change.

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FAQs

1. How will the way I search for or order products change after the conversion?

An item cross-reference list is available that addresses all conversion factors. There may be more than one Independence Medical item mapped to the ISG item to account for multiple sellable UOMs (units of measure). You can access this file at www.indemed.com/ISG. You will use these new item numbers going forward, once your account is transitioned.

2. How will the user experience change on the website?

- Items ordered in the past 12 months and patient transactions will automatically convert in your history to the new item number, making the correct changes so the unit of measure matches.
- Your login username and password have been carried over. If you already have a buying account in Independence Medical's ordering system, use that username and password.
- Many reports you currently receive via e-mail will now be available right off the website.

3. Will Independence Medical contact numbers, e-mails, faxes or the website address change?

After your migration, please note the important changes listed below for customer service and ordering contact numbers:

- **NEW Customer Service phone number** – 800.860.8027
- **NEW fax number** – 330.963.6516
- **NEW email address** to submit orders to – imcs@indemed.com
- **The look of customer packing slips and invoices will change.** Visit our Customer Transition Center website at www.indemed.com/ISG to see examples so you know what to expect
- You can access our website at www.indemed.com, and orders should be placed on that site **after your transition date**.

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FAQs (cont'd)

4. What are the hours of operation?

- 8:30 a.m. to 7:30 p.m. EST, Monday – Friday
- Order cut-off times are 5:15 p.m. EST, 4:15 p.m. local time in all other time zones.

5. Will my sales representative change because of this transition?

No, your sales representative will remain the same and will have access to all of your account information and history in both the new and former system.

6. Will my account number(s) change?

Your account number(s) may have changed. Please refer to your welcome email, or you can retrieve your new account number from your sales representative or, by going to www.indemed.com/ISG and entering your legacy ISG account number and billing zip code in our **Account Lookup** form.

7. Will delivery methods change in any way?

Independence Medical uses UPS as its primary carrier. This is a change for legacy ISG customers who used FedEx. The most notable difference is that the UPS Residential delivery window is Monday through Friday, and FedEx is Tuesday through Saturday. Therefore, anyone accustomed to receiving Saturday Residential shipments will now receive those shipments on Monday. The shipment cut-off times for orders will change as well for legacy ISG customers, extending now to 5:15 p.m. EST, 4:15 p.m. local time in all other time zones.

8. Are there changes in the way order and item fees will be represented in the new system?

Yes. Here are some examples:

- The new system will allow up to two separate case fees (single and multi-case) for bulk products, like incontinence and enteral, and both are applied separately. For example, the first case may be charged \$8.00, and all subsequent cases \$6.00 if that is the way fees were structured previously. However, the \$8.00 charge always applies to the first case.
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- Case fees are not waived along with other shipping fees when the free freight threshold is met.
- "Signature Required" ship methods will incur an additional \$3.75 charge per order.
- Minimum order fees and fuel surcharges will remain the same.

9. Are there any changes regarding taxes?

Independence Medical collects sales tax in additional taxing jurisdictions that now apply to former ISG accounts. To avoid paying sales tax for products to be shipped into any of the newly added jurisdictions, please provide us with the proper sales tax certificate(s) as soon as possible. Please review the list at www.indemed.com/ISG to see if you are impacted by this change.

10. Please explain pricing as it relates to different units of measure (UOMs) under the new ordering system?

As a legacy ISG customer, when you placed an order, you placed it for an item number and then identified the desired unit of measure (UOM) for that order. In the new ordering system, each SKU has a unique unit of measure assigned to it. In instances where the same item has several SKU numbers associated with it (because the item can be purchased in each/box/case, for example), a suffix frequently appears at the end of the SKU identifying that UOM.

For example, item 123 may have several new SKUs associated with it – 123ea, 123bx, 123ca. So, if you were purchasing cases of item 123 in the old ordering system, your pricing for SKU 123ca will match your old price. Pricing is specific to the UOM represented by the new SKU number. It may not apply to the same item in a different UOM. For specific SKU information, please refer to the cross-reference guide on www.indemed.com/ISG that matches legacy ISG SKUs with the corresponding IM SKUs.

For more information about the migration, please visit www.indemed.com/ISG where you can view policies and a more comprehensive list of frequently asked questions.

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