Set up your account

1. Business Application
   For the most expeditious set-up, use the digital application, with e-signature, available at Besse.com. You can also complete, sign and initial a manual business application and fax to Besse Medical at 1.888.736.8868. We will obtain a copy of your state medical license (SML) online, if available. The SML must match the doctor listed on the account (also known as the doctor of record). We request that you include your DEA license number which is required for controlled substance orders and some manufacturer contracts, if eligible.

   **Groups.** Besse has the flexibility to set up individual, Parent/Child, or Group Accounts. We can handle the most complicated of Bill to/Ship to circumstances.

2. Establishing Credit
   The account establishment process can take 24 to 48 hours once we’ve received a completed business application & SML. Besse will run a credit score through Dun & Bradstreet or Experian. If no credit score is available, or if the credit score is not within the acceptable range, we will check trade references to evaluate credit history. Since contacting trade references can slow down the application process, we welcome current statements from your major vendors in lieu of the reference. We will contact your office if there is any additional information we need.

3. Extending Terms
   Standard terms are invoiced at net 30 days. Many manufacturers provide extended terms on certain specialty products which are then passed along to you. If you do not meet Besse’s established credit criteria, we will extend prepay terms where you may use a check or credit card to prepay orders.

4. Welcome Call
   To finalize the account set up process, you will receive a call from a Besse representative who will provide your account number and help you place your first order. On this call, we also verify that the SML is on file, delivery hours, PO requirements, GPO eligibility, web requirements, and any other special needs.
Place your order

Order by phone 1.800.543.2111
Your knowledgeable and dedicated Account Manager is ready to assist you with any questions you might have about your account. Customer Service is available to assist you with your ordering needs from 8:30am ET until 7:00pm ET Monday through Thursday and from 8:30am ET until 5:00pm ET on Friday.

Order online at www.besse.com
Access our website by clicking on “Request Website Login” link and submitting the information requested. Once access is established you are able to view the entire Besse catalog, browse thousands of items, pay your bill, run reports and access the complete supply management system. Ordering online is easy, secure and convenient 24 hours a day.

Order by mobile phone or tablet
Besse.com’s fully adaptive design allows you to quickly search and order from the convenience of your smart phone or tablet.

Order by fax 1.800.543.8695
Personalized fax order forms, when requested, can be sent to you when new products are introduced in your specialty market.

Order by EDI
Does your practice utilize a third party procurement or inventory system that has EDI capabilities? Besse Medical can accept standard EDI Purchase Orders (850)*. We can also send your practice electronic Order Acknowledgements (855) and invoices (810) to help further streamline your purchasing and accounts payable processes.
* EDI access based on practice purchase volume and approved third party EDI technical specs

Processing your order
Web, phone, and fax orders are processed until 7:00pm ET Monday through Thursday for next business day delivery on most pharmaceutical orders. Friday orders received by 5:00pm ET will ship Sunday for delivery on Monday.
Receive your order

Distribution/Order shipments
You can be confident that we have gone above and beyond to ensure product integrity and stability. Your orders are shipped from our distribution center near Louisville, KY - just minutes from the UPS main shipping hub. Our distribution center has over 200,000 square ft. of space, but it’s not simply a large space, it’s also a smart space. Advanced technologies regulate temperature and humidity, provide 24/7 security, and maintain complete power backup. You will benefit from the fact that your pharmaceutical orders are shipped using temperature-controlled next day delivery methods. Rest assured that your orders will arrive safely and on time day after day.

Receiving your order
• Shipment Tracking for each order is available online or by calling customer service.
• Inside your shipment is a pick list. Please open the package upon receipt and compare the contents to the pick list. If there is a discrepancy, notify Besse immediately.
• The pick list can also be matched against your invoice for easy record keeping. Your order number and PO number can be referenced to match shipments with invoices.
• In compliance with the Drug Quality and Security Act (DQSA), chain of custody and complete transaction history are available at besse.com

Why would an order not ship?
• The item could be on back order from the manufacturer.
• The state medical license on file could be expired. We research expired SMLs daily and request a copy from you only when the information is not available from our resources. When an order is placed, we will request the updated SML so the order can ship, and will follow-up until it is resolved.
• If your account is past due, new orders are subject to being held until payment is received. In this case, your credit analyst will call your payables contact within hours of an order being placed. We accept most major credit cards and checks by phone.

Return Policy
Returnability varies by product. Please reference your signed agreement on the business application for the full return policy.
Invoices
An invoice for each shipment will be mailed directly to your billing address, or emailed through our paperless e-Delivery option. All invoices contain the purchase date, order number, product and quantity shipped, purchase price, and payment terms. Invoices will also reference your PO number. The order number on the invoice corresponds to the order number on the pick list. Invoice reprints and history are available at Besse.com.

Remitting Payment
We offer a number of ways to pay your invoices. You can choose to:
1. Set up your invoices to be paid automatically
2. Pay by check or credit card online at Besse.com
   - Securely store your credit cards and checking account numbers
3. Mail your payment to:
   1576 Solutions CTR
   Chicago, IL 60677-1005
   Note: this address is for payment only and cannot accept returns or other packages.

Statements
Statements are available upon request. You can access your entire invoice and payment history at Besse.com

Payment Reminders
A dedicated credit analyst will be appointed to your account. You can utilize your credit analyst for questions or concerns around invoices or payments. Please contact your credit analyst immediately if you foresee a situation that will affect your ability to pay within the extended terms. We make every effort to proactively help you keep your account current so you can receive your orders on time.
How to contact us

Live Chat
Use Live Chat on Besse.com for immediate online help when placing orders.
Click the Live Chat icon at the top of the page to be connected.

By Phone
Call us on 1.800.543.2111
Press 1 for an ordering question.
Press 2 for invoice/payment questions.
Any Customer Service representative can provide basic web support or can escalate your call to a web specialist.

By Email
Product questions and order status:
service@besse.com
Returns and RGA inquiries:
returns@besse.com

Hours of Operation
Monday - Thursday
8:30am - 7:00pm ET
Friday
8:30am - 5:00pm ET