



# BI-CONNECT™

## FREQUENTLY ASKED QUESTIONS

Do you have a question? Well we're here to answer! If you don't see your question below, then select the [Contact Us](#) icon available on the bottom right corner of your BI-CONNECT™ page.

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## Enrollment

### Why should I enroll in BI-CONNECT™?

BI-CONNECT™ is an online portal that makes it easy for you to place and track orders, keep up with promotions, view your statements, pay your invoices, access Continuing Education courses, track coupons and rebates, request returns, locate Marketing Material, and much more!

### How do I enroll?

Select Enroll > complete the registration form and ADD your location > **Optional Step:** *For Financial Access, select GET FINANCIAL ACCESS and provide one of your last 5 invoice numbers*> activate your account through the confirmation link sent to your email (you might need to check your junk mail).

### Where can I track my order?

Navigate to Orders & Payments > Order History and Returns > select Details under the Action column. Locate older orders by selecting the filters icon and adjusting the date range.

### Can I sign up to receive order notifications?

Yes! Sign up to receive email confirmations for orders placed and/or orders shipped. Navigate to your profile icon > Preferences > CONFIGURE PREFERENCES > toggle between No/Yes.

### How can I locate my orders that haven't shipped yet?

Navigate to Orders & Payments > Order History and Returns > locate orders in Submitted and Pending status > select Details to locate products that have shipped and products that are still pending shipment.

### Can I request a return online?

Yes! Request a Return from My Dashboard or navigate to Orders & Payments > Order History and Returns > Request a Return.

### Can I create a favorites list to streamline ordering?

Yes! Create a Favorites List or add to an existing Favorites List by selecting the heart icon next to any product! Locate those Favorite Lists by navigating to Products > Favorites.

### I oversee multiple locations, how do I switch my view to another location?

Select the pencil icon next to your clinic name in the top right corner. You can also adjust your default location by navigating to your profile icon > My Profile > MANAGE LOCATIONS > Edit > MAKE THIS MY DEFAULT LOCATION.

### Who is my Sales Representative?

Your Sales Representative is listed at the bottom of My Dashboard along with their contact information.

### How do I sign out of my account?

Navigate to your profile icon > Sign Out.

## How can I get Financial Access?

To be granted Financial Access, you must provide one of your last 5 invoice numbers for validation. Navigate to your profile icon > My Profile > MANAGE LOCATIONS > Edit > GET FINANCIAL ACCESS.

## I oversee multiple locations, how can I change my default location?

Navigate to your profile icon > My Profile > MANAGE LOCATIONS > Edit > MAKE THIS MY DEFAULT LOCATION. Switch to your other location by selecting the pencil icon next to your clinic name in the top right corner of your BI-CONNECT™ page.

## Where can I access my invoices and statements?

You must be set up as a Financial User to access financial documents. Navigate to Orders & Payments > Statements / Invoice & Payments.

## How can I add/remove additional locations?

Add an additional location by navigating to your profile icon > My Profile > MANAGE LOCATIONS > Add Location. Remove a location by navigating to your profile icon > My Profile > MANAGE LOCATIONS > Edit > DE-LINK THIS LOCATION.

## How can I pay my bill?

You must be set up as a Financial User to pay bills. Select the PAY BILLS icon on your dashboard or navigate to Orders & Payments > Invoice & Payments > Make a Payment.

## Can I apply my return credit to my open bill?

Yes! You must be set up as a Financial User to access financial documents. Navigate to Orders & Payments > Invoice & Payments > select the credit memo you would like to use > select the invoice you would like to pay > Make a Payment.

## How can I enroll in paperless billing?

You must be set up as a Financial User to sign up for paperless billing. Navigate to your profile icon > My Profile > MANAGE LOCATIONS > Edit > PAPERLESS SETTINGS FOR THIS LOCATION > select Invoices and/or Monthly Statements.

## Can I change my BI-CONNECT™ email/password?

Yes! Select your profile icon > My Profile > under USER PROFILE INFORMATION select the pencil icon or UPDATE PASSWORD > select Change Email or Change Password. You can also update your clinic role on this page.

### How can I tell if there are any ongoing promotions?

Locate details for ongoing promotions and programs through My Tools > Promotions / Programs, or My Dashboard > MY SAVINGS > Promotions / Programs.

### Where can I download digital Pet Owner Brochures and Coupons?

These can be found under Resources > Marketing Resources.

### Can I sign up to receive Marketing Communications?

Yes! Sign up to receive marketing communications and stay in touch with promotions, product launches, and general marketing updates by navigating to your profile icon > Preferences > CONFIGURE PREFERENCES.

### Do I have the ability to submit coupons for my customers through BI-CONNECT™?

Yes! Navigate to My Tools > Coupons > REDEEM COUPONS. You can also track these submissions by navigating to the Detail View!

### Does BI-CONNECT™ offer Continuing Education courses?

Yes! Locate Continuing Education courses through My Dashboard > FEATURED ITEMS > Trainings.

### Can I track coupon submissions for my customers?

Yes! Navigate to My Tools > Coupons > Detail View to locate details including status, submission date, offer type, offer value, and much more!

### Where can I locate suggested orders that were built for me?

Navigate to Products > Suggested Orders. You can also create new Suggested Orders on this page too!

### Where can I access my earned rebate history?

Navigate to My Tools > Rebates.