



## **ONLINE ORDERING PROCESS**

Log onto [www.savoymedical-nycdoe.com](http://www.savoymedical-nycdoe.com)

1. Enter your username and password as provided by Savoy Medical and/or your Supervisor. NOTE: ALL USER NAMES AND PASSWORD MUST BE CAPITAL LETTERS!
2. Once logged in you will be taken to your account dashboard. In this dashboard you will be able to see past orders, present orders, and track shipments.
3. You can continue to shop by clicking the Shop Products link found in the main navigation.
4. Once you locate the product that you want to order click add to cart. You can edit the qty when you click on the shopping cart icon. After you have selected all products needed, proceed to Checkout by clicking on the "Proceed to Checkout" button.
5. When you are in the Checkout section, select "Group Billing".
6. Verify address then click on confirm order to receive confirmation number. This is your confirmation that your order was placed.

## **ORDER HISTORY/TRACKING YOUR ORDER'S STATUS**

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2. Once you log in, underneath your user name in the top right corner click on "My Account" Inside My Account you can see all orders placed under your username's account.
3. Click on "My Orders" to view each individual order. Each phase of the order has a different status. Once the order status states "Shipped," your products will arrive within 48 hours via UPS, FedEx, or by the Savoy truck.

**\*\*PRODUCTS WILL NOT BE SHIPPED BY SAVOY MEDICAL WITHOUT ORDER APPROVAL BY THE CENTRAL OFFICE. ALL ORDERS MUST BE APPROVED, NO EXCEPTIONS\*\*\*\*\***

Should you have any problems logging into your account, please contact Karen Jackson-Adams with any questions at 347-396-4736.

### **Order Statuses:**

**Pending** - Initial order status when order is placed by a school.

**Approved** - Confirmed/Approved by DOE Admin.

**Processing** - Order has been Invoiced by Savoy and sent into their system.

**Complete** - Order shipped out from Savoy and Tracking # has been assigned.



### **MANUAL ORDERING PROCESS**

All schools that cannot obtain computer access within the school should contact their supervisor. The orders will only be input by the supervisor until computer access is available at the school \*\*\*\*\*PRODUCTS WILL NOT BE SHIPPED BY SAVOY MEDICAL WITHOUT ORDER APPROVAL BY THE CENTRAL OFFICE. ALL ORDERS MUST BE APPROVED, NO EXCEPTIONS\*\*\*\*\*

\*\*\*DO NOT FAX IEP'S TO SAVOY MEDICAL SUPPLIES\*\*\*