

# START YOUR JOURNEY

STEPS TO BEGIN ORDERING WITH NWPL AND STEPCRAFT



STEP CRAFT



EST. NW 1964

PODIATRIC

LABORATORY



*You ease*  
**THEIR PAIN.**

*We ease*  
**YOUR  
PROCESS.**

1

## SUBMIT APPLICATION

Fill out and submit the Account Application ONLINE at <https://nwpodiatric.com/accountapp/>



After your application is submitted, our Accounts Receivable Specialist will reach out to let you know when your account is active and ready to place orders.

2

## SUPPLIES FOR ORDERING (Request as needed)

### Traditional Casting:

- Rx pads
- Custom Orthotic samples
- Shipping labels
- Top cover/cushion swatch cards
- In-office brochures

### Digital Casting/Scanning:

\*Refer to SmartCast Quick Start Guide for more info.

- Custom Orthotic samples
- Shipping labels (refurb/repairs)
- Top cover/cushion swatch cards
- In-office brochures

### Northwest OTC & StepCraft

- Northwest OTC samples
- Children's OTC sizing set
- StepCraft insole samples
- Order forms

3

## CUSTOMER CARE ONBOARDING

### Customer Care hours:

6am-3:30pm (PST) M-F

800-443-7260

[customercare@nwpodiatric.com](mailto:customercare@nwpodiatric.com)

Our goal is to make sure you are completely comfortable with our products and service before you start ordering.

Contact Customer Care and they will be happy to walk you through the Rx form and specific ordering questions you may have.

**Don't see something on the Rx form? No problem!**

We are a fully custom lab and accommodate most requests. Just give us a call or make a note on the Rx form.

4

## BEGIN ORDERING

### Traditional Casting

- Ship casts + Rx form in appropriate packaging with provided UPS labels.
- Ship with UPS per normal deliveries or UPS Store drop off.

### 3D scanning with SmartCast

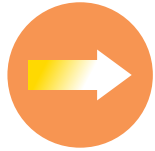
- Download the SmartCast app to order using the iPad 3D scanning technology.
- Utilize our Foot Positioning System for quick and easy positioning before scanning.

### Additional products

- Richie Braces: Traditional casting and SmartCast accepted.
- \*Northwest OTC
- \*StepCraft Insoles

\*Order forms & pricing upon request

## ADDITIONAL TIPS & INFORMATION



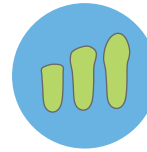
Turnaround is 6 business days (in-lab) for Superglass, Prescription Comfort and NCV orthotics. 10 business days for Polypropylene orthotics.



Request complete orders to be bundled and shipped together on specific days for maximum savings.



Take advantage of simplified ordering and use our Northwest Select ordering on the Rx form.



Contact [marketing@nwpodiatric.com](mailto:marketing@nwpodiatric.com) to request specific orthotic samples, swatch cards or brochures.

## *Did you know?*

NWPL can refurbish any custom orthotics that have a hard shell, including orthotics manufactured at other labs. The refurb Rx can be found at [nwpodiatric.com/providers](http://nwpodiatric.com/providers).



Timothy Messmer, DPM, our in-house Medical Director has years of experience practicing and working with Northwest Podiatric Laboratory. He would love to help with any medical/diagnosis questions you may have. Contact Customer Care today to arrange a meeting via phone or email.

## EXPLORE OUR WEBSITE:

Order forms/guides: [nwpodiatric.com/providers](http://nwpodiatric.com/providers)

SmartCast training: [nwpodiatric.com/smartcastnow](http://nwpodiatric.com/smartcastnow)

StepCraft insoles: [stepcraft.com](http://stepcraft.com)

## WE ARE HERE TO HELP!

Customer Care support is available

6:00am to 3:30pm (PST),

Monday through Friday.

800-443-7260

[customer care@nwpodiatric.com](mailto:customer care@nwpodiatric.com).