

START YOUR JOURNEY

STEPS TO BEGIN ORDERING WITH NWPL

EST. **NW** 1964

PODIATRIC

LABORATORY



You've got
THEIR FEET.
We've got
YOUR BACK.

1

COMPLETE & SUBMIT APPLICATION

Please fill out the Account
Application and return to
AR@nwpodiatric.com

Once the application is submitted,
our AR Specialist will contact you to
inform you your account is active and
ready for ordering.



2

REQUEST SUPPLIES

Once your account is established, you may request more supplies:

Traditional Casting:

- Rx pads
- Orthotic samples (Custom or OTC)
- Shipping boxes
- Shipping labels
- In-office brochures

Digital Casting/Scanning:

- Orthotic samples
- Shipping labels (for refurb/repairs)
- In-office brochures



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CUSTOMER CARE WALK THRU

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

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

Customer Care hours:

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

800-443-7260

customercare@nwpodiatric.com

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BEGIN ORDERING

Traditional Casting

- Ship casts + Rx form in provided boxes and place a UPS label on it using provided UPS labels.
- Ship with UPS per normal deliveries or schedule a pick up.

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 (order form & pricing upon request).

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ADDITIONAL TIPS & INFO

- Turnaround is 5 business days (in-lab).
- Request complete orders to be bundled and shipped together on specific days for maximum savings.
- Contact marketing@nwpodiatric.com to request specific orthotic samples, swatch cards or brochures.
- Tim Messmer, 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.



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ONLINE ACCOUNT ACCESS

Streamline your workflow by accessing your NWPL account anytime!

Key order information is just a couple clicks away.

- Review orders and order status
- Access UPS tracking information
- View, download and print invoices
- Export order history to Excel
- Much more!

Ready to get started?

Call 800-433-7260 or email customcare@nwpodiatric.com

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CARE AND SUPPORT

We're here to help!

Customer Care support is available 6:00am to 3:30pm (PST), Monday through Friday.

Contact our Customer Care Department at 800-443-7260 or customercare@nwpodiatric.com.

Visit nwpodiatric.com for more information about our products and services.



nwpodiatric.com