



BUSINESS ACCOUNT WELCOME GUIDE



WWW.WELLNESSMART.COM

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COMPANY OVERVIEW

01



WELCOME TO WELLNESSMART

We look forward to our future partnership! Wellnessmart is a nationwide, fully integrated company that strives to be the best in the pre-employment services market.

You are now set up to order services through your personalized WellnessMart portal. Please use this as a reference guide for everything you need to know regarding your Wellnessmart account.

Still have questions? No problem. Our Customer Support team is available Monday-Saturday by email and will make sure your questions or concerns are resolved promptly.

e: customersupport@wellnessmart.com



02

WHAT TO EXPECT

"We are happy to have been able to work with Wellnessmart as they have made this process so much easier than expected"

-Robbie A.
Director of Operations
Assist Program

- Fully integrated network of 50+ nationwide locations for your applicants to visit
- Same-day results available in your HIPAA compliant portal
- ZERO administrative fees or contracts required - use us when you need us!
- Monthly invoicing and applicant out of pocket options available
- Fast appointment scheduling & walk-in availability
- Full Customer Support access available 6 days/week-guaranteed response



03

wellness
mart

EVERYWHERE

"One of my employees was on vacation in another state and needed a drug test done asap. Wellnessmart was able to help me coordinate this super quickly. Wellnessmart everywhere is such a convenient service!"

-Joe G.
Owner/CEO
Vitabot

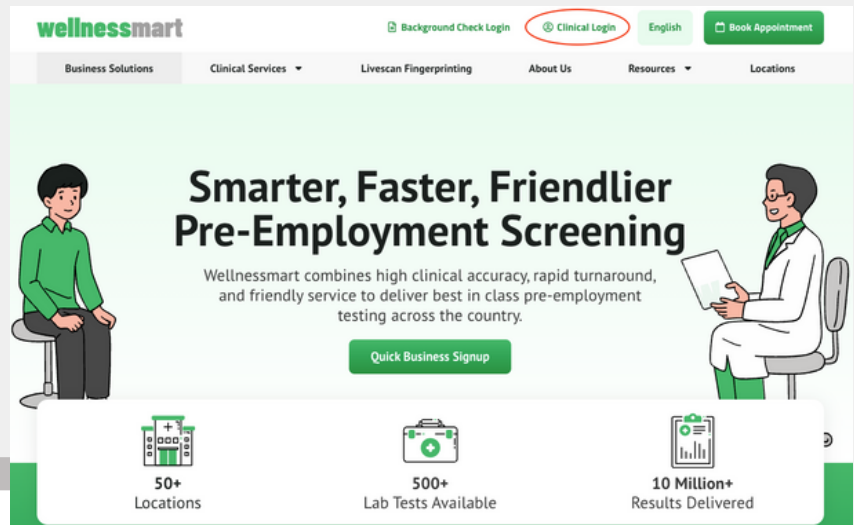
Wellnessmart is in all 50 states!

We have partnered with an extensive network of providers to complete services* for your applicant, in every state, regardless of a physical WellnessMart location. Contact our Customer Support team to learn more.

*Limited services applied

LOG IN TO YOUR PORTAL

04



HOW TO LOGIN

1. Visit wellnessmart.com. Click the green "LOGIN" button at the top of the page.
2. Click on the green "WellnessMart Portal" button. A pop-up window will appear asking for your login credentials.

Your login credentials are included in the initial email sent.

Please note, the system is HIPAA compliant and only allows to be logged in on one device at a time. If you will be using multiple devices, make sure to logout when you are done and close the browser completely. Should you get locked out of your account or forget your password, please contact our Customer Support team for a password reset.

YOUR HOME PAGE

Your homepage will show you any WellnessMart announcements, including holiday hours, new locations and services. You will also receive our email newsletter less than once a month with big announcements.

PLACING ORDERS

05

HOW TO PLACE AN ORDER

1. Under the HOME tab in the left corner of the main page, click on **NEW ORDER**.
2. Enter the LEGAL first and last name of the applicant.
3. If **APPLICANT CELL PHONE NUMBER** field is entered, a text message will be sent to your applicant informing them that their company has placed an order and to facilitate scheduling an appointment.
4. Internal ID and Department fields are not required unless you would like to categorize your applicant, it will appear on the invoice.
5. Select the services
6. Click **NEXT**
7. The next page is for your review, no additional information is required (DOB, SSN, etc)
8. Your applicant will be assigned a personalized 15 digit Applicant ID# beginning with "202...." which can be found on the confirmation page (see photo). The text message will provide them with this number. However, if there is no cell phone number provided, you are required to provide them with the Applicant ID Number.
9. Click ENTER ORDER

That's it! Your applicant now may walk-in or schedule an appointment at any WellnessMart location. See page 9 for a tutorial on appointment scheduling.

First Name:
Last Name:
Internal ID:
Applicant Cell Phone:

RA Comments:
Packages:

*Note: Once an order is entered, it cannot be edited or deleted; Please contact Customer Support to make any changes

ApplicantID: 202302220000269

First Name:
Middle Name:
Last Name:
Applying for the position of
SSN:
BirthDate: State of Residence:
Email Address:
Phone Number:

VIEWING RESULTS

06

HOW TO VIEW APPLICANT RESULTS

Once all services are completed for an applicant, you will receive a notification email with a link that will take you directly to the summary report in the portal.

You can also view both in-progress (submitted) and completed (received) orders in the portal a few different ways.

Method #1 - Searching for a specific applicant

1. Click on the **APPLICANTS** tab and enter the applicant's last name, then click **GO**.
2. Locate the applicant's order then click on the Applicant ID (202....), which will take you to the summary report. Click **VIEW UPLOADS** to view and print results.

Method #2 - Searching for all applicants under a specific status

1. Click on the **APPLICANTS** tab, then select the drop down **STATUS** menu.
2. Select a status you would like to pull reports for then click **GO**.
3. A list of all of your applicants in the status you selected will appear.
4. Locate the applicant's order you are searching for then click on the Applicant ID (202....), which will take you to the summary report. Click **VIEW UPLOADS** to view and print results.

ORDER STATUS

ENTERED

The order has been placed but the applicant has not yet come in for services.

SUBMITTED

The applicant has been in to see us and services are in progress.

RECEIVED

All services have been completed and are ready to be viewed.

VIEW & PAY INVOICES

07

HOW TO VIEW AND PAY YOUR INVOICE

Invoices are available on the first of each month. Your company will receive an emailed PDF version of the invoice as well as a link to pay online. Invoices may be paid through ACH electronic link, paper check, or by credit card (4% service fee applied). We do not offer auto payment at this time. Please contact our Accounting Department if you wish to pay your invoice by credit card every month.

PAYMENT TERMS

Invoices are due on Net 15 terms, however, a 15-day grace period is given before the account is placed on hold. If payment is not received by the end of the month, at least 2 email reminders of any past due invoices will be sent before the account is placed on hold. If payment is not received after the 2 reminders are sent, the account will be placed on hold and a \$75 Service Fee will be charged to release the hold. Once payment is received, the hold will be released within 48 hours of payment.

MAILING ADDRESS FOR CHECKS

5318 E. Second St. #639
Long Beach, CA
90803

CONTACT ACCOUNTING



(562) 508-4113



accounting@wellnessmart.com

SCHEDULING APPOINTMENTS

08

SCHEDULE AN APPOINTMENT

Scheduling appointments is super easy and can be done by visiting our website.

1. Click on **MAKE AN APPOINTMENT**
2. Enter your zip code or city
3. Select a location > Click **Make Appointment**
4. Click **BOOK** next to the service you need
5. On the next page you will select a date/time and may **ADD-ON** any additional services (if applicable)
6. Enter the applicant's information
7. If you (the employer) would like to be notified of the appointment, add your email along with the applicant's email to the booking. You and your applicant will receive a confirmation email as well as information on what to bring to the appointment.

SCHEDULING LINE

In addition to online appointments, WellnessMart offers a full service scheduling line, dedicated solely to our business accounts. See contact information below. Please have the Applicant ID Number ready when you call.

*Note: Please do not call the local WellnessMart office as they will not be able to assist with this request.

Although we encourage scheduling appointments, walk-ins are welcome at all of our offices. Wait times vary.

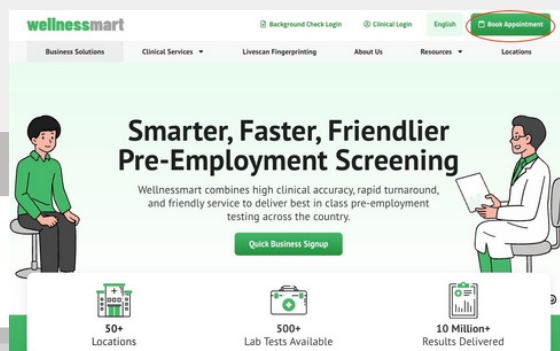
BOOK ONLINE

[https://wellnessmart.com/
company-schedule](https://wellnessmart.com/company-schedule)

CALL TO BOOK



(833) 944-3144





09 SUPPORT

ACCOUNT SUPPORT

Questions Regarding...

- Portal troubleshooting
- Adding or removing users on the account
- Questions about an applicant or specific order
- Changing or deleting an order
- Customer concerns
- Any other account related inquiries

Our Customer Support team is available Monday-Friday 8:30am-5pm PST & Saturday 10am-4pm PST by email with a same-day response time. Please do not contact the local WellnessMart office as they will not be able to assist with these requests.

CONTACT CUSTOMER SUPPORT



customersupport@wellnessmart.com

**The next page is an
informational flier to
provide to your
applicants once you have
placed their order.**

wellnessmart

An order has been placed for you to complete services at any WellnessMart location. Please have your Applicant ID number ready.

Scan to Book Appointment



Walk-Ins Welcome

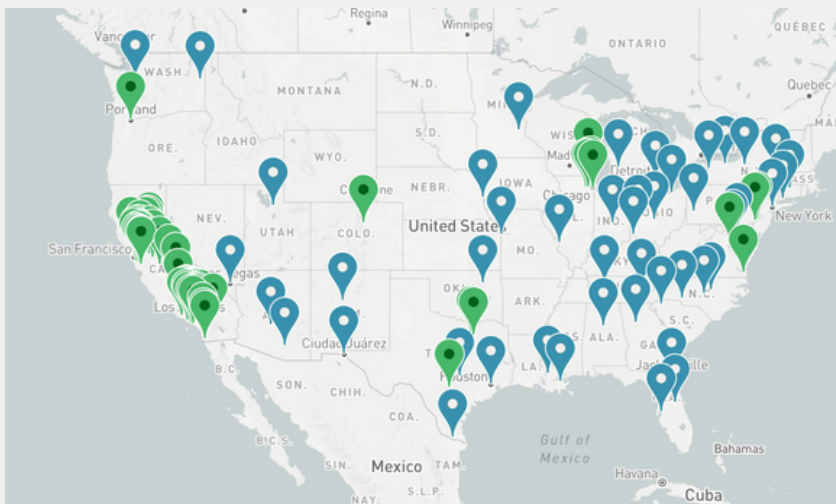
Wait times vary
Wait time provided upon arrival at the office

LOCATIONS

- Bakersfield, CA
- Carrollton, TX
- Chicago, IL
- Corona, CA
- Dallas, TX
- Fresno, CA
- West Los Angeles, CA
- Modesto, CA
- Mountain View, CA
- Oakland, CA
- Pasadena, CA
- Portland, OR
- Roseville, CA
- San Antonio, TX
- San Francisco, CA
- Springfield, VA
- Torrance, CA
- Visalia, CA
- West Allis, WI

- Belmont, CA
- Cathedral City, CA
- Chicago, IL
- Costa Mesa, CA
- Denver, CO
- Hayward, CA
- Los Angeles, CA
- Monterey Park, CA
- National City, CA
- Ontario, CA
- Philadelphia, PA
- Richmond, CA
- Sacramento, CA
- San Diego, CA
- San Jose, CA
- Stockton, CA
- Van Nuys, CA
- Vista, CA

- Campbell, CA
- Chesapeake, VA
- Concord, CA
- Covina, CA
- Fairfield, CA
- Long Beach, CA
- Merced, CA
- Morton, PA
- Oak Brook, IL
- Orange, CA
- Pleasanton, CA
- Riverside, CA
- South Sacramento, CA
- San Fernando, CA
- Santa Rosa, CA
- Thousand Oaks, CA
- Victorville, CA Upcoming
- Warrenville, IL



Blue pins indicate a Wellnessmart Partner location, available to serve you in most U.S. cities. Just ask us about our Partner Network!



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