



Ordering Supplies Online

Frequently Asked Questions



FAQ's

Q: How do I place an online order?

A: Visit www.caresfield.com and click "Login" at the top of the page.

Q: How can I find the item(s) I order?

A: Once you log into your account, the products your facility currently orders are listed in the "My Products" section.

Q: Can I pay with a credit card?

A: Yes. When checking out you will be prompted to select a payment method. Click on "Credit/Debit Card" to pay with a credit card.

Q: How do I add or change an address?

A: Go to "My Account" and click on "Address Book". The address book screen allows you to edit existing addresses or click on "Add New Address" to create a new one.

Q: Can I use my own login to access our account?

A: Yes, you can go to our website to create your own login. Go to "Login" and "Create an Account." Fill out the registration form, including your facility account number and billing zip code. Your login will be approved within one business day.

Q: When checking out, what is a "custom carrier" in the shipping method section?

A: Choose this option if you have a FedEx or UPS collect account. Click on "Customer Carrier," select the carrier in drop down menu and add your account number.

Q: How many users can there be on one account?

A: There is no limit to the number of users on an account. Each user will need to create their own login with email/password. Everyone will be able to see your facilities' item numbers in the "My Products" section.

Q: Can each user see the entire order history?

A: Each user can only see the history of orders they have placed.



Q: Do you have a contract with my GPO?

A: We currently have contracts with Premier, Inc.; Vizient, Inc.; GSA; MHA and several regional GPO's. To see a complete listing, visit www.caresfield.com/gpo-contracts, or reach out to our customer service team.

Q: How can I contact someone with a question?

A: The fastest and easiest way to connect with our customer service team is using the live chat feature on our website. The chat feature is available Monday-Friday from 7:30 a.m. until 5 p.m. Central. You can also call us 952-890-7100 or email sales@caresfield.com.

