



WellHaven AP Transition Guide

Vendor Account Management

To ensure a smooth transition with your current vendors, do not cancel any of your vendor accounts until your new WellHaven vendor account has been set-up--this includes professional services, internet services, website services, utilities, electricity, office supplies, medical supplies or any other supplier/vendor not mentioned. However, you will want to cancel all auto-payments for any accounts that you have to invoicing (if switching to invoicing is not possible, keep your accounts as they are and contact AP).

The billing address should be updated to:

WellHaven Pet Health
700 Washington St, Suite 401
Vancouver, WA 98660

and Invoices emailed to:

accountspayable@wellhaven.com (preferred)

If this is not an option, then please have them send the invoices to the Campus address.

To transition your current vendor accounts to WellHaven, call the vendor you need to change-over and have them change it to a WellHaven, and cancel the old account (typically, forms are required for this—contact AP as a resource for any information that is needed to complete the forms).

Below is a list of the WellHaven Corporate accounts already in place that your hospital can easily be added to, they are as follows:

- Airgas
- Covertus
- Bayer/Elanco
- Elanco
- First Vet
- Hill's
- Idexx
- Merck
- Merial
- Midwest Vet Supply
- Miller Vet

- MWI
- Patterson
- Quill
- Royal Canin
- Zoetis

All other accounts (not listed) are to be set-up by your hospital, and we request all invoices be sent to accountspayable@wellhaven.com.

Accounts Payable and Expenses

In an effort streamline our Accounts Payable process, please follow the listed guidelines below. If you have any questions regarding this process, please contact Accounts Payable at 360-450-4856.

During the transition period, there will naturally be invoices that straddle the purchase date, resulting in both WellHaven and the hospital owner being liable for a portion of the bill.

- Have as many vendors as possible email invoices to accountspayable@wellhaven.com or mail them to **700 Washington St, Suite 401 Vancouver, WA 98660**
- If the former hospital owner pays 100% of a bill that straddles the purchase date, WellHaven will reimburse the hospital owner for their portion of the bill.
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Invoices that straddle the hospital purchase date should be emailed to expenses@wellhaven.com and will be paid by WellHaven, as outlined above.

Contacts

- Gretchen Riley- Accounts Payable
360-450-4856- gretchen.riley@wellhaven.com
Services all hospitals in WA and MN
Licensing for all hospitals
- Debbie Meisner- Accounts Payable
360-768-1849- debbie.meisner@wellhaven.com
Services all hospitals in OR, CO and MT
American Express for all hospitals
- Sarah MacIsaac- Senior Accountant
503-269-7800- sarah.macisaac@wellhaven.com
Handles all Banking and Reporting for hospitals
- Brad Loucks- Director of Commercial Operations
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Contracts and Maintenance for all hospitals