

Use these FAQ answers to help meet your online store needs.



Website Logistics

How do I view the “Save” button when it is cut off at the bottom of the website screen?

Go to your browser’s “Settings” in the upper right-hand corner of the web page. Find the “zoom” option and decrease the size of text and screen so the Save button will show up on the mwiah.com page you’re viewing.

Where is the link to the equipment website?

Equipment products have now been incorporated into your My Products catalog so you can search for products there.



Special Actions

How do I enroll in the CSOS program with MWIAH?

Go to the online store and click on your account name in the upper right-hand corner. Choose “Account Settings” from the drop-down menu. Scroll to the bottom of the page and click on “E-222 ordering enrollment.”

How do I print out an SDS if I live in a state that still requires this action?

Login to your mwiah.com account. Click the “Order History” tab at the top and select “Personalization and SDS” from the drop-down menu.

Check the box of the product you want to print an SDS sheet for. Click the purple “Print Selected SDS Sheets” button at the bottom of the page.

To print an SDS sheet for every product on the list, click the purple “Print All SDS Sheets” button on the bottom right-hand side of the page.

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Ordering and Returns

What is the difference between an “order drop day” and “submit immediately?”

Find the “Order Processing” section on the checkout screen of your cart. Note the day and time listed, which is the order drop day. If you need to submit the order right away, click the “Change” button and select the “Immediately” option button.

Why didn't my order process?

There are typically three reasons that orders do not process. Note these situations to help you in the future. For immediate support, reach out to your ISR or Customer Service Lead.

- 1) The site or order timed out if it was open more than 60 minutes with no activity, or if your internet connect was lost during this time
- 2) The back button was selected which reset the order
- 3) The order was placed so close to the cutoff time that it did not process in time and got bumped to the next delivery day/date/time

Why can't I order from two carts at the same time?

Only one cart can be active at a time and a cart must be active in order to place an order from it.

How do I change which cart is active so I can order from it?

To make a cart active, click the cart icon in the upper right-hand corner of the mwiah.com ecommerce site, also known as the online store. From the drop-down, click “view all carts” below the purple “View Cart” button.

When your list of carts opens, find the cart you want to order from. To ensure you can order from it, look for the light blue “active” button listed by the cart’s name. If there is a blue “active” button then you can order from this cart.

If there is not a blue button, click the “Make this my active cart” text next to the purple “View cart” button. The blue “Active” button should now appear by the name of the cart you want to be active.

How do I return a product if I'm a VCA or BluePearl customer?

Do not go through the MWI returns team. Instead, contact your Customer Service Lead who is authorized to process returns for your hospital.

How do I return a product if I am a general customer?

Click your account name in the upper right-hand corner of the online store website. Choose “Contacts” from the drop-down menu. Use the email in the popup window to start a return: returnsauthorization@mwiah.com. Alternatively, go to www.mwiah.com/resources to start an R.A.