

MAP Resource Packet Ordering Instructions

Resource Packets:

- Resource packets are available by purchase from Long Term Pharmacy Solutions (LTPS) by contacting orders@ltps.us. The cost of each packet is \$10.
- Packets should be requested 2 weeks in advance so that LTPS has ample time to get payment from the requesting agency and mail the packets out.
- Email requests must include a contact name and phone number so payment can be arranged. Requests may be delayed without this information.
- You can expect a response within 48 business hours of making the request. If you do not receive a response, please call: 978-458-4000 and ask for the billing department

Payment

- Payment is by credit card either over the phone or through email, depending on the agency's preference.
- For security reasons, credit card numbers cannot be kept by LTPS and need to be given each time an order is placed. If an agency is interested in establishing a charge account, please contact LTPS for more details.
- Packets will not be shipped until payment is complete. Please respond in a timely manner to requests for payment information or shipping addresses!

Communication with LTPS

- Be aware that some agencies have spam filters or firewalls in place that block .us email addresses (e.g. orders@ltps.us).
- If you suspect these communications are being blocked, please contact your IT department for assistance.
- LTPS may not receive your initial email due to strict spam filters
 - Please email from a business or work email account and not a personal email account
 - Avoid using email addresses with underscores, hyphens, or other characters. Spam filters see these as suspicious

Delivery

- Packages arrive from Long Term Pharmacy Solutions. Sometimes these are mistaken for prescription drugs and students or agency staff may refuse delivery.
- Please alert students to expect a package from LTPS! You may wish to take a picture of the package and send this to students in advance, so they know what to expect.
- If sending packages to the agency office, please alert staff so the delivery is not refused.
- Ensure the mailing address you gave LTPS is current and correct.
- In some instances, packets may be picked up from LTPS. Please contact LTPS for details.