

# Web User Manual



 **EBO**  
HEALTHCARE

ESSENTIAL TO HEALTH



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# Home Page

You don't need to Register with EBOS ([www.eboshealthcare.co.nz](http://www.eboshealthcare.co.nz)) to use many of the features. You will be able to see all product information, send requests for further information and search by brand and category. However if you want to investigate product availability and see pricing for your facility, please use the Register link to gain increased access.

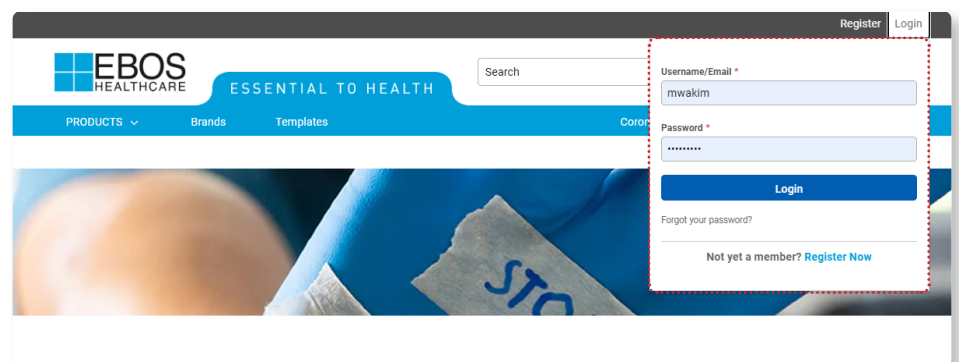


# Login Instructions

- Enter your email address
- Enter your password
- Click on the 'Login' button

\* Please note: on your first login, we ask that you reset your password for security purposes.

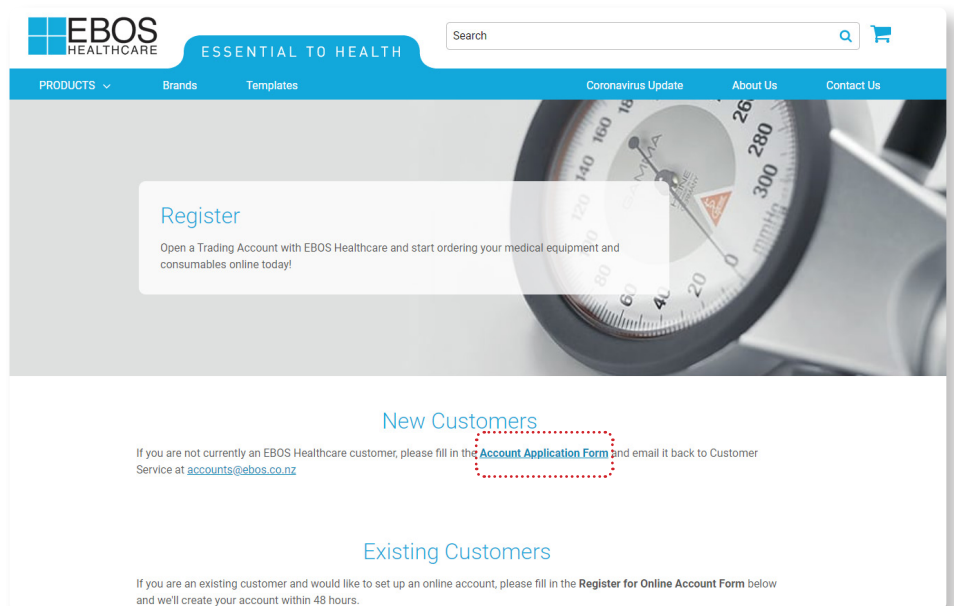
Fill in your 'Username' and then click on 'Forgot your password' link to reset your password.



# New to the EBOS Website?

## How to Register: New Customer

Please download and fill out the Account Application Form and email it to: [online@ebos.co.nz](mailto:online@ebos.co.nz).



## How to Register: Existing Customer

- Are you an existing customer wanting access to online?
- Under the Existing Customer section, please fill out the Register for Online Account Form and your Online account will be created within 48 hours.

### Existing Customers

If you are an existing customer and would like to set up an online account, please fill in the **Register for Online Account Form** below and we'll create your account within 48 hours.

The system will support logins with multiple accounts, please advise these in the Message field below.

You will receive an email confirmation once your account has been completed.

#### Register for Online Account

Please fill out and submit the form below with existing Trading Account details.

**Full Name \***

  
**Company Name \***

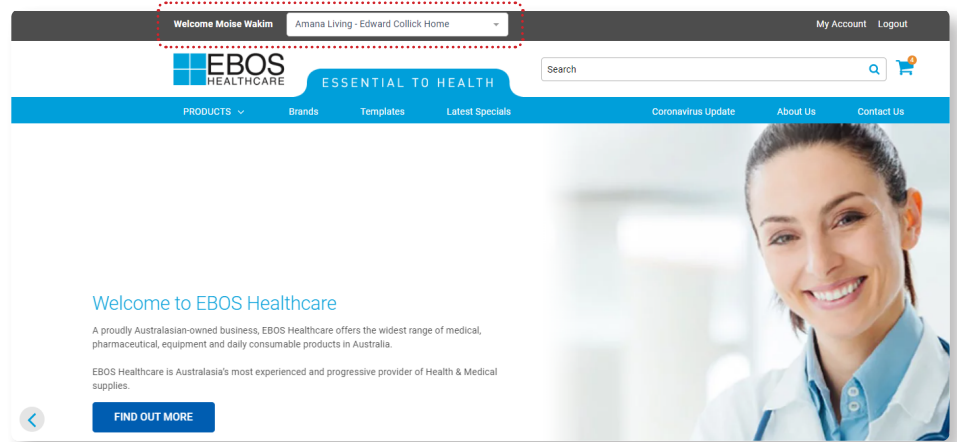
**Company Address \***

**Department \***



# Customer Account Screen

1. Once you have logged in, you will notice your account name will show in the left hand side of the screen together with the user that is logged in.
2. If you see a message to contact us under your name, this typically means there is a concern in your account and its best to reach out to us.
3. If you have access to more than one account, a drop down box will be provided where the account name is shown, which will allow you to swap between the accounts you have access to. If the account is not showing up in the drop down box, it could be that this is the account you are already in.

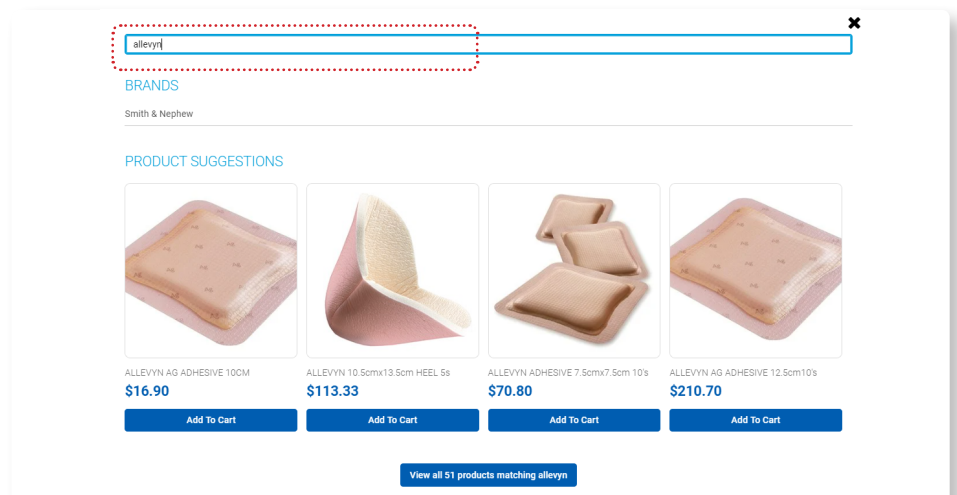


# Searching for Products

Main Search Bar will expand when you click on it. Try typing something in.

You can search using

- keywords
- product codes
- supplier part number
- product description

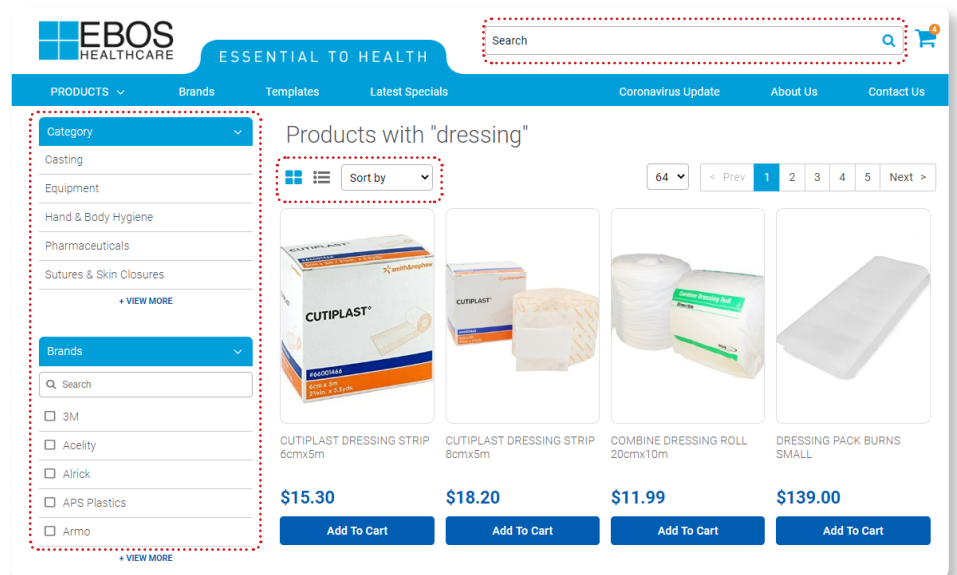


# Search Bar

When searching through the search bar you can further refine your search by making use of the below options:

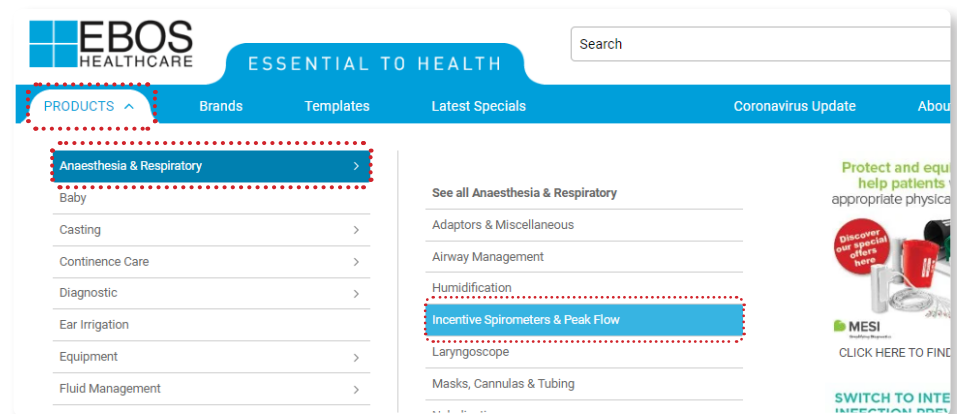
- Refine your search by selecting
- Category
- Brand
- Grid or list view
- Sort By

NB: Pricing shown is for illustrative purposes only.



# Product Menu

- Selecting the Product Drop down menu will allow you to browse all our category of products.
- Here you can search within a product category and further refine your search using sub-tiers.
- Select a subcategory to see the products within that sub-tier.
- **The search will then return a list of relevant products.**





# Browse by Brand

At the top of your browser you will see “Brands” You can browse products according to the brand of your choice.

- You can choose a Brand by clicking on the logo.
- A list of brands are also available in alphabetical order.

The screenshot shows the EBOS Healthcare website interface. At the top, the EBOS Healthcare logo is on the left, followed by the tagline 'ESSENTIAL TO HEALTH'. A search bar is on the right. Below the header is a navigation bar with links: PRODUCTS, Brands (highlighted with a red dashed box), Templates, Latest Specials, Coronavirus Update, About Us, and Contact Us. The main content area features a large banner with the text 'EBOS Healthcare Brands' and a description: 'EBOS Healthcare represent some of the world's largest medical brands including Cardinal Health, MESI, Optimum Medical, Soehnle and Vernacare.' Below this is a section titled 'EBOS Partner Brands' with a carousel of logos for AIRPAL, Cardinal Health, and SC Johnson Professional. Further down is a section titled 'Browse Our Brands' with a 'Quick filter' bar containing letters A through Z and 0-9. At the bottom, there are logos for 3M, Abbott, AIRPAL, and Ansell.

**EBOS Healthcare Brands**

EBOS Healthcare represent some of the world's largest medical brands including Cardinal Health, MESI, Optimum Medical, Soehnle and Vernacare.

**EBOS Partner Brands**

**Browse Our Brands**

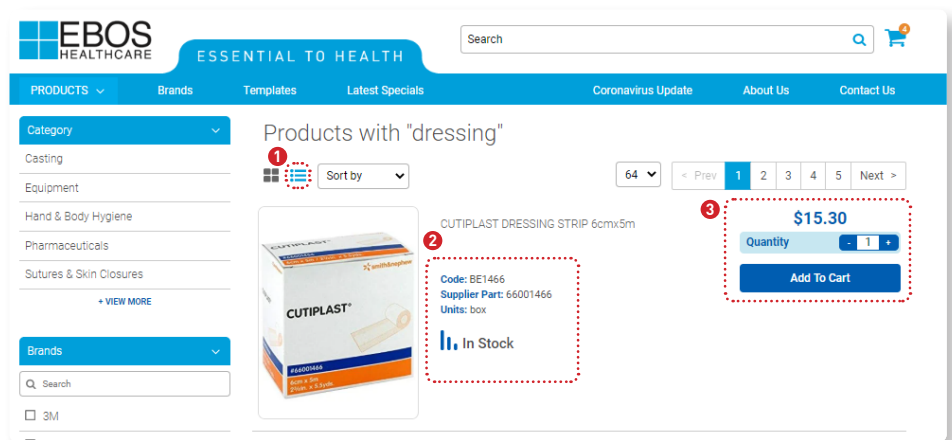
Quick filter: [All](#) A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0-9

**3M** **Abbott** **AIRPAL** **Ansell**

# Product Listing and Adding to Cart

1. Select List view first
2. All products are listed with **EBOS Code, Unit of Measure and Stock availability.**
3. To add the item to your cart, adjust the quantity as desired then click 'Add to Cart'. The item will be added to **your shopping cart** and the order total will be updated.

NB: Pricing shown is for illustrative purposes only.

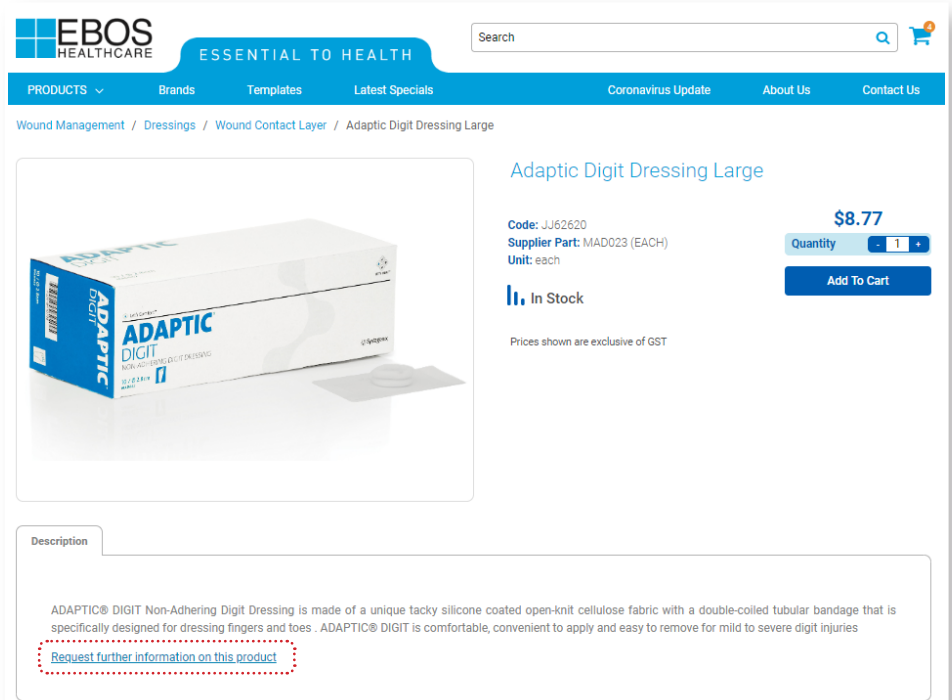


## Product Screen

When clicking into a particular product you will find images, user manuals, product brochures, safety data sheets, and web links to help provide you as much information as you require.

If you require additional information use the link at the bottom of the page to request it.

NB: Pricing shown is for illustrative purposes only.





# My Account Dashboard

## Accessing the My Account Dashboard

Simply click on 'My Account' to view the Account dashboard. This is where you can manage and view your:

- Account details
- Passwords
- Payments
- Order History
- Backorders
- Product Use Summary
- Templates

The screenshot displays the EBOS Healthcare Australia website's 'My Account Dashboard'. The header features the EBOS Healthcare logo, the tagline 'ESSENTIAL TO HEALTH', a search bar, and a shopping cart icon. A navigation bar includes links for PRODUCTS, Brands, Templates, Latest Specials, Coronavirus Update, About Us, and Contact Us. The left sidebar lists account management options: Account Details, Change Password, Order History, Backorders, Product Use Summary, Order requests, and Templates, along with a 'Make Payment' button. The main content area shows the user's name 'Welcome Moise Requestor', the date 'Thursday, 18 June 2020', and the address 'Lansdowne Gardens Dr P Walker - 56689'. Below this, a grid of nine tiles provides quick access to various account functions: Account Details (gear icon), Change Password (person icon), Make Payment (dollar sign icon), Order History (shopping cart icon), Backorders (list icon), Product Use Summary (list icon), Order requests (bell icon), and Templates (document icon).

# Account Details

- Click on the “My Account” button in the header of the website near the logout button.
- Select – Account Details – This shows the current status of your account with EBOS.
- You can update your address by clicking on the ‘Request Address Change’ tab.

The screenshot shows the EBOS Healthcare website's 'Account Dashboard'. The left sidebar contains a menu with 'ACCOUNT' and 'Account Details' highlighted. The main content area displays account information: Account Name: \*\*George Vowell, Account Created: 21 Jun 2018, Account Number: 106603, Account Type: ACCOUNT, and Accept Backorders: Yes. Below this, there are fields for Balance \$0.00 and Credit Limit \$0.00. The 'Addresses' section shows shipping and billing details for 1 Cobb Rd, MOUNT ELIZA, 3930. A red dashed box highlights the 'Request Address Change' button at the bottom of the shipping details.

# Changing Your Password

From the ‘My Account’ menu, click on the ‘Change Password’ button and enter your old and new password details.

The screenshot shows the EBOS Healthcare website's 'Account Dashboard' with the 'Change Password' option selected in the sidebar. The main content area displays a form with three input fields: 'Current Password \*', 'New Password \*', and 'Repeat New Password \*'. A red dashed box highlights the entire form area, including the 'Change Password' button at the bottom.



# Making a Payment

- From the 'My Account' menu, click on the 'Make a Payment' button.
- Enter the invoice you wish to pay.
- Enter the instructions that you may like to add.
- Enter the amount you are paying.
- Then follow to prompts to pay by credit card.

## Payment Process

You can make a payment for an account using your credit/debit card. Please specify the details below.

**Business Name**

**EBOS Account Number**

**Contact Email**

**Invoice Number (only specify if paying a single invoice)**

**Instructions (any notes you might like to add)**

**Payment Amount \$AU \***

**Submit**

# Order History

From the 'My Account' menu, click on the 'Order History' button, here you can download PDF invoices and search past orders.

1. You can use the Search Filters to locate previous Orders.
2. Click on Download Invoice to download PDF copies of your invoices, please note orders need 24hrs before they are available to be downloaded.

### Order History

1

FILTERS

Reference No.

Order No.

Date From

Date To

dd/mm/yy

dd/mm/yy

Apply

Clear

Date: Tuesday, June 16, 2020

Order No: 6939955

Reference No: BO

2 [Download Invoice](#)

Unposted (30)	Delivered (0)	Backorder (30)	Backorder
---------------	---------------	----------------	-----------

Date: Tuesday, June 16, 2020

Order No: 6937595

Reference No: 56696

[Download Invoice](#)

Unposted (3)	Delivered (3)	Backorder (0)	Despatched
--------------	---------------	---------------	------------

# Backorders

- From the 'My Account' menu, click on the 'Backorders' button, here you can view all your backorders.
- You can click on the product code to view what the product is.
- Most products will also have an ETA for you to view.



Backorders						
Product Code	Description	Unit	Remaining	ETA	Reference No.	Order No.
<a href="#">GUGN001</a>	GOWNS LONG-SLEEVED BLUE 50's	CT	50			56696
<a href="#">KI6835</a>	ISOWIPE 75's	EA	30			BO
<a href="#">CO420798</a>	NILTAC STING FREE ADHESIVE REMOVER 150mL	EA	1	25/06/2020		56689



# Product Use Summary

From the 'My Account' menu, click on the 'Product Use Summary' button, here you can view the last 12 months product purchases per month

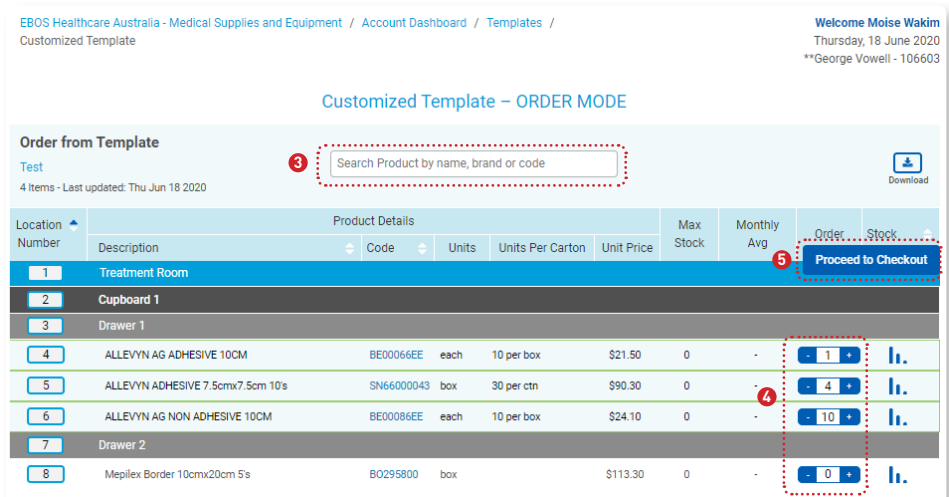
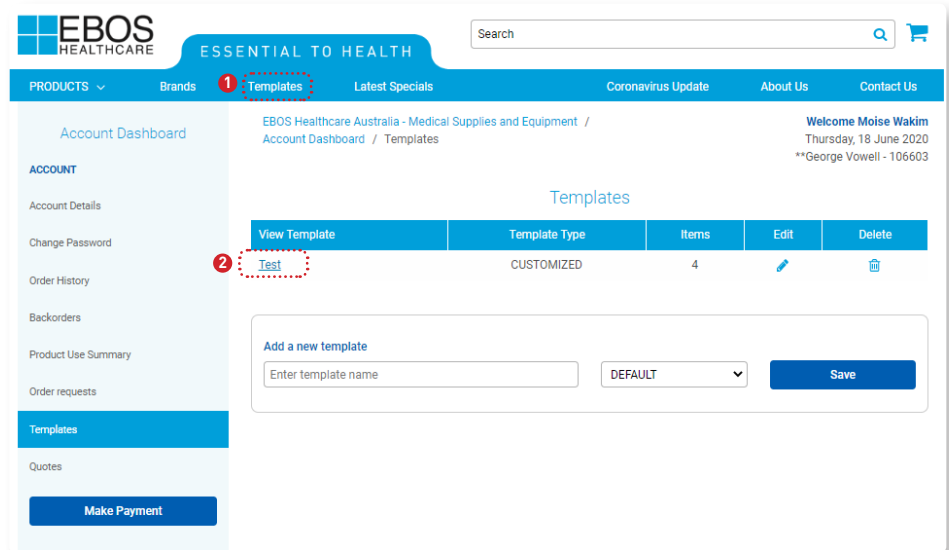
1. You can download a CSV copy.
2. You can download a PDF copy.

Product Use Summary															1	2
Product Code	Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total		
1369564	NOVOFINE PEN NEEDLES 30G X 8mm 100'S	-	4	-	4	-	-	-	-	-	-	-	-	8		
2051055	NOVOFINE PEN NEEDLES 32G X 6mm 100'S	-	-	-	-	-	-	-	-	-	-	-	1	1		
211456	ALCOHOL WIPES TUB 75's	-	-	-	-	-	-	-	-	-	-	-	36	36		
224146	TOUCH FREE INFRA RED THERMOMETER	-	-	-	-	-	-	-	-	-	-	2	-	2		
224220	GOWN BLUE THUMB UP 75's	-	-	-	-	-	-	-	-	-	-	-	5	5		
31060010	GOWN ISOLATION SMS W/TIES UNIV YLW 10's	-	50	-	-	-	-	-	-	-	-	-	-	50		
3M1530-1	MICROPORE 25mmx9.1m 12's	-	-	-	-	-	1	-	-	-	1	-	-	2		
3M3344	CAVILON BARRIER WIPES 30's	-	-	-	-	-	-	-	-	-	-	-	1	1		
3M3386	CAVILON EXTRA DRY SKIN CREAM 118ML	-	-	-	-	-	15	10	30	10	-	-	-	65		
3M3392	CAVILON BARRIER CREAM 92g F/FREE	-	-	-	-	-	-	-	2	-	-	-	-	2		
3M9260-H	AVAGARD MOIST. LOTION 125mL	-	-	-	-	-	-	5	-	-	-	-	-	5		

# Ordering from a template

## How to Order

1. Select "Templates" from the Header of the website.
  2. Click on the name of template you would like to order from.
  3. The best and fastest way to search for products is by using the search bar that says "Search Product by name, brand or code".
  4. Increase the quantity per product in the template.
  5. Click on "Proceed to Checkout".
- To make any changes to your Template, please see the edit template section in this user guide or contact [online@ebos.co.nz](mailto:online@ebos.co.nz) for assistance.



# Templates - Default

## Accessing Your Templates

- Once logged in, Simply click on 'Template' tab in the header of the website.
- This will bring up a list of templates loaded against your account.

## Creating a Default Template

(Not all online accounts have this access)

1. Enter in the NEW template name in the box provided, highlighted above.
2. Ensure Default is selected.
3. Click save
  - This will create a new template for you
  - If your access does not allow you to add new templates, please contact [online@ebos.co.nz](mailto:online@ebos.co.nz)

The top screenshot shows the 'Templates' section with a table and a form below it. The table has columns: View Template, Template Type, Items, Edit, and Delete. The first row is 'Order Template' with type 'DEFAULT' and 0 items. Below the table is a form to 'Add a new template'. It has a text input field for 'Enter template name', a dropdown menu for 'Template Type' (currently set to 'DEFAULT'), and a 'Save' button. Red dashed boxes and numbers 1, 2, and 3 highlight these elements respectively.

The bottom screenshot shows the same 'Templates' section, but the 'Edit' button (pencil icon) in the 'Order Template' row is highlighted with a red dashed box and a red circle with the number 4.

## Editing your Default Template

(Not all online accounts have this access)

4. Click on the pencil icon of the template that you wish to edit, highlighted below
  - This will then take you to the Edit Mode of the template
  - In this mode you will now be able to add to products to your template
  - If your access does not allow you to add new templates, please contact [online@ebos.co.nz](mailto:online@ebos.co.nz)

# Templates - Default Editing

## Editing your Default Template Adding products

1. Once the edit mode is activated, in the header of the screen it will read "Default Template – EDIT MODE"
2. You can change the name of your template using the pencil.
3. Scroll to the bottom of the page and find the block titled "Add Products To Your Template" here you can search products by name, code, supplier code or brand to add to your template. The first time you add a product to your template you need to click on "Add a heading" and create a heading for the product. Select how many you normally have in stock, default is 1 and click Update.
4. These buttons will allow you to:
  - Add products to your template
  - Contract/Expand all the products in your template
  - Download your template in PDF format
  - Delete an item
  - Save any changes

1

Default Template – EDIT MODE

Edit Template

[Order Template](#)

1 Items - Last updated: Tue May 26 2020

2

4

Add Products

Contract All

Expand All

Download

Delete

Save

Select All	Product Details					Max Stock	Monthly Avg	Stock
	Description	Code	Units	Units Per Carton	Unit Price			
	Order Template							
	Needles & Syringes							
	Needles							
	NEEDLES 25Gx25mm ORANGE - Box/100	TE-2525	box	30 per ctn	\$5.71	<div><div>-</div><div>1</div><div>+</div></div>	-	

3

Add Products To Your Template

Search products by code

Order Template

Add a heading

Update

# Templates - Customised



## Accessing Your Templates

- Once logged in, Simply click on 'Template' tab in the header of the website.
- This will bring up a list of templates loaded against your account.

## Creating a Customised Template

(Not all online accounts have this access)

1. Enter in the NEW template name in the box provided, highlighted above.
2. Change the type of template is set to Customised.
3. Click save
  - This will create a new customised template for you
  - If your access does not allow you to add new templates, please contact [online@ebos.co.nz](mailto:online@ebos.co.nz)

Templates				
View Template	Template Type	Items	Edit	Delete
<a href="#">Test</a>	CUSTOMIZED	0		

## Editing Your Customised Template

(Not all online accounts have this access)

4. Click on the pencil icon of the template that you wish to edit, highlighted below
  - This will then take you to the Edit Mode of the template
  - In this mode you will now be able to add to products to your template.
  - If your access does not allow you to add new templates, please contact [online@ebos.co.nz](mailto:online@ebos.co.nz).



# Templates Customised- Editing

## Editing your Customised Template Adding products

1. Once the edit mode is activated, in the header of the screen it will read “Customised Template – EDIT MODE”.
2. You can change the name of your template using the pencil .
3. Scroll to the bottom of the page and find the block titled “Add Headings To Your Template” here you can add a custom heading like “Treatment Room 1” or “Drawer 2” or “Woundcare”. You will also need to select the header level too, then click update.
4. Scroll to the bottom of the page and find the block titled “Add Products To Your Template” here you can search products by name, code, supplier code or description to add to your template. Select how many you normally have in stock, default is 1 and click Update.
5. The last block on this page is used to upload a list of products to load as a template from CSV. We recommend to first load a product, any product, using the “Add Products To Your Template” block, then Click Export Template Items. This will give you the CSV template to fill in which you can then upload using the block below.

The screenshot displays the 'Customized Template - EDIT MODE' interface. At the top, a header bar contains the title 'Customized Template - EDIT MODE' (callout 1) and a search bar 'Search Product by name, brand or code' (callout 2). Below the header is a table with columns: 'Select All', 'Location Number', 'Description', 'Code', 'Units', 'Units Per Carton', 'Unit Price', 'Max Stock', 'Monthly Avg', and 'Stock'. The main content area is divided into three sections: 'Add Headings To Your Template' (callout 3), 'Add Products To Your Template' (callout 4), and 'Import template from CSV' (callout 5). The 'Add Headings' section includes a text input 'Enter Heading (Max 100 Characters)', a dropdown 'Select Heading Level', and an 'Update' button. The 'Add Products' section includes a search input 'Search Product by code', a quantity input '0', and an 'Update' button. The 'Import template from CSV' section includes a 'Choose file' button, an 'Upload' button, and an 'Export template items' button.

# Templates Customised- Editing

## Editing your Customised Template moving products around

1. In the edit mode, if you want to move a product around to change the order, you need to change the location number of that product.
2. Example, if the below Mepilex product needed to move into Drawer 1 from its current location, you would change its number 8 to a 6 then click "Save".

### Customized Template – EDIT MODE

**Edit Template**  
**Test**  
4 Items - Last updated: Thu Jun 18 2020

Add Products

Download

Delete

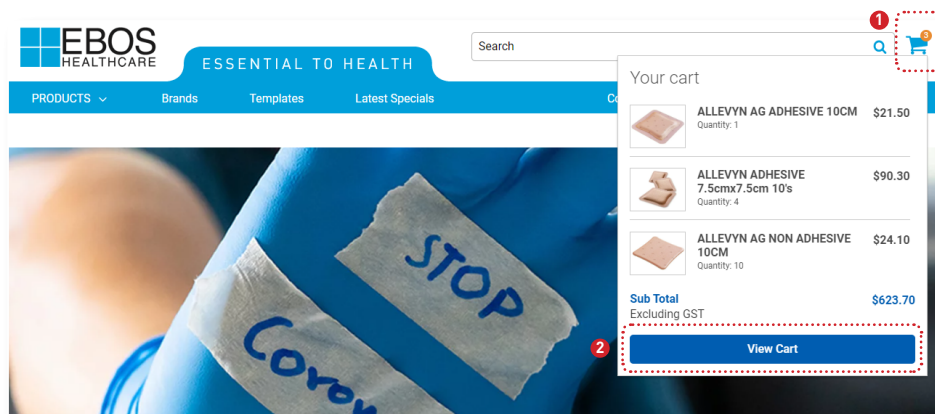
2 Save

Select All	Location Number	Product Details					Max Stock	Monthly Avg	Stock
<input type="radio"/>		Description	Code	Units	Units Per Carton	Unit Price			
<input checked="" type="radio"/>	1	Treatment Room							
<input checked="" type="radio"/>	2	Cupboard 1							
<input checked="" type="radio"/>	3	Drawer 1							
<input type="radio"/>	4	ALLEVYN AG ADHESIVE 10CM	BE00066EE	each	10 per box	\$21.50	- 0 +	-	h.
<input type="radio"/>	5	ALLEVYN ADHESIVE 7.5cmx7.5cm 10's	SN66000043	box	30 per ctn	\$90.30	- 0 +	-	h.
<input type="radio"/>	6	ALLEVYN AG NON ADHESIVE 10CM	BE00086EE	each	10 per box	\$24.10	- 0 +	-	h.
<input checked="" type="radio"/>	7	Drawer 2							
<input type="radio"/>	8	Mepilex Border 10cmx20cm 5's	BO295800	box		\$113.30	- 0 +	-	h.


# Building Your Shopping cart

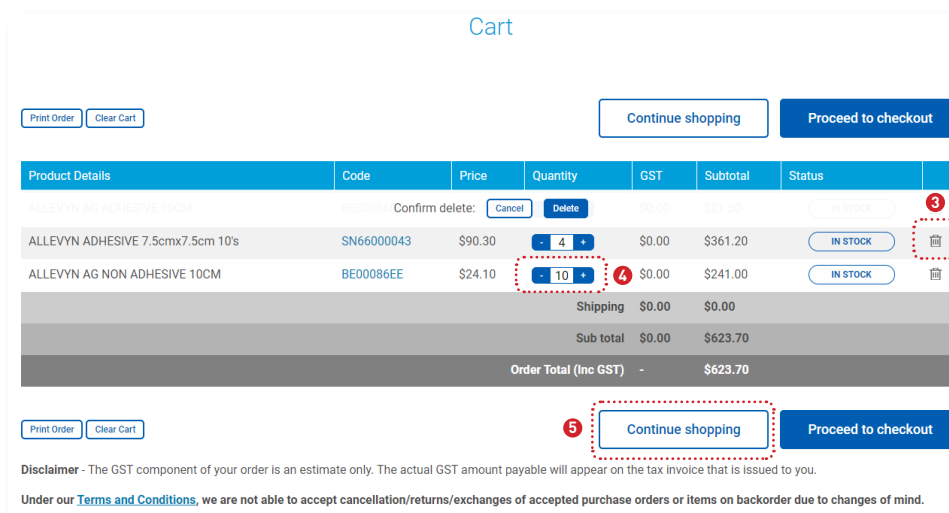
Your shopping Cart can be built by searching products via the brand, category or quick search functions. You may also add to your cart from existing templates you have set up.

1. You can constantly monitor your progress by checking the shopping cart icon on the top right hand corner of your screen. It will show you the number of items in your cart and the value of the cart.



## The Cart

1. To see a detailed list of your Shopping cart at any time, click on the shopping trolley icon in the top right hand corner of your screen, and select view cart.
2. To delete product, click on the rubbish bin icon,  and confirm you want to delete.
3. To amend quantity, input the new quantity required directly or click on the (-) or (+) to adjust levels. Your cart is 'auto saved', meaning items stay in cart if you are interrupted in the middle of finalising an order.
4. If you want to add more products, simply continue shopping using the 'Continue Shopping' tab on the top of cart summary.



# Order Confirmation Page

This is the Order Confirmation Page, it is designed as a review page for you to check that the order looks correct, and that the shipping details are also correct.

This page will also require you to enter the following information:

- Purchase Order Number  
(mandatory item – choose date of order, if you do not use purchase order numbers)
- Contact name
- Contact phone number
- Any additional delivery instructions.
- You can choose to purchase using either of the two options: On Account or Pay Online.

**\* An email confirmation of your order will now be sent and this order can be viewed online from the following day.**

## E-mail Order Confirmation

A copy of your order confirmation will be emailed to you, directly after placing your order.

### Account & Delivery

#### Shipping details

☒ \*\*George Vowell  
1 Cobb Rd  
MOUNT ELIZA, 3930

#### Billing Address

Moise Wakim  
\*\*George Vowell  
1 Cobb Rd  
MOUNT ELIZA, 3930

### Contact & Order Details

Purchase Order Number

Contact Name

Contact Phone

Instructions

☒ On Account  
☐ Pay Online

Back to cart

Place Order

Dear Customer,

**This is to inform you that your order was submitted successfully.**

#### Order Details

Product Information	Code	Supplier Part	Price	Qty	GST	Subtotal
Red Seal Propolis & Honey Soap 100g	28510020	24032	\$1.02	1	\$0.15	\$1.02
Package and Handling Fee					\$0.00	\$0.00
<b>Sub Total</b>					<b>\$0.15</b>	<b>\$1.02</b>
<b>Order Total (inc GST)</b>						<b>\$1.17</b>

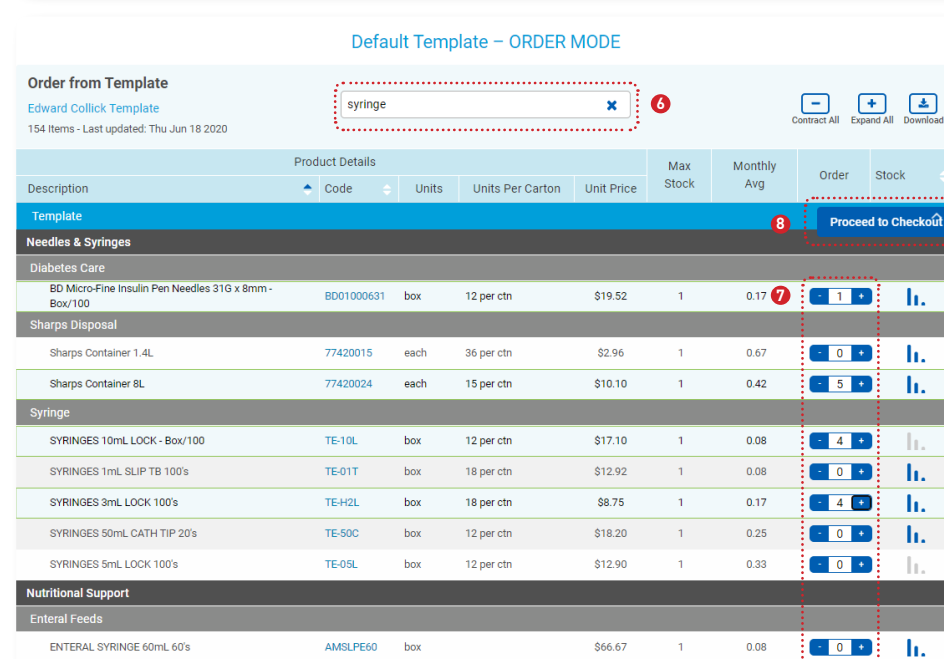
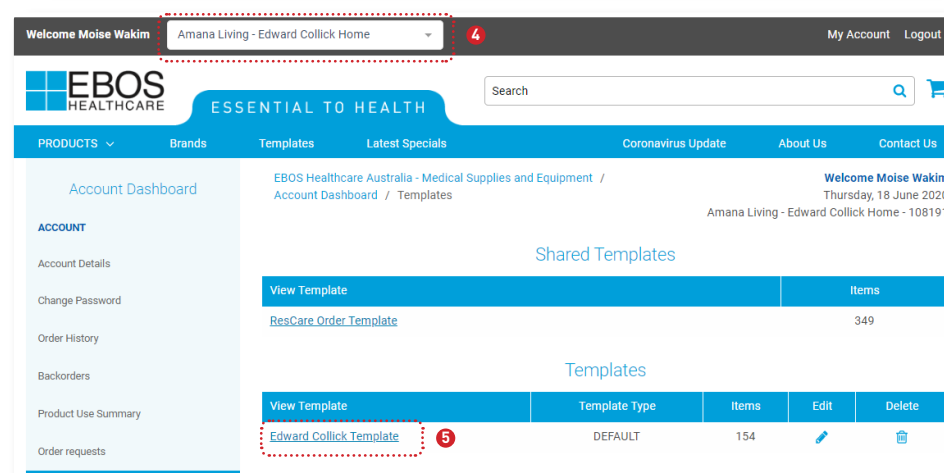
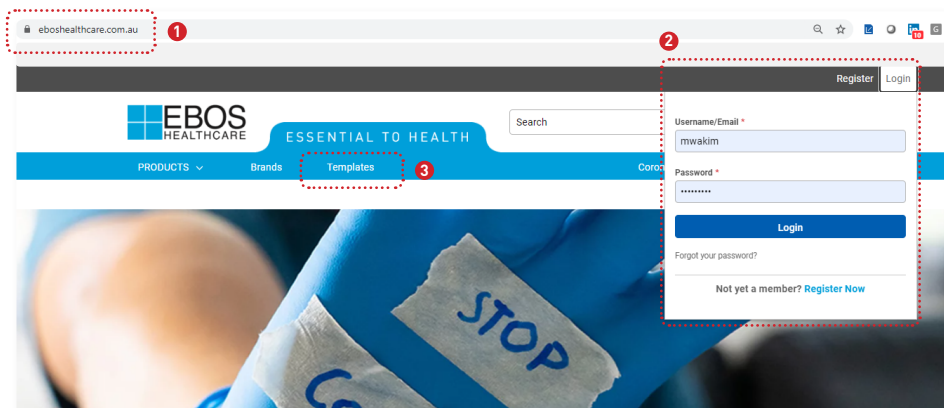
Delivery Details  
Sufiyan Anwar Staff Purchase Account  
TO BE COLLECTED

Contact and Order Details  
Web Order Reference : 4356438  
Order Date : 5/9/2018  
Delivery Instructions :  
Contact Name :  
Contact Phone :

**Disclaimer - The GST component of your order is an estimate only. The actual GST amount payable will appear on the tax invoice that is issued to you.**

# How to Order Online - Order Requestor

1. Go to [www.eboshealthcare.co.nz](http://www.eboshealthcare.co.nz)
  2. Login with your username and password.
  3. Click on Templates.
  4. If applicable, select the account that you want to place an order on.
  5. Select the right template to use.
  6. Use the Search Function or scroll through the template to find the product you want to order.
  7. Enter an amount against all the products you want to order.
  8. Click "Proceed to Checkout".
- If you would like to order from more than one template, after you have proceeded to check out, click on "Templates" from the website header and repeat from point 5.










# How to Order Online - Order Requestor

9. Check that the quantities in you cart are right, if not make adjustments as necessary.

10. Click on 'Request Approval' to submit your order for approval.

## Cart

[Print Order](#)[Clear Cart](#)[Continue shopping](#)[Request approval](#)

Product Details	Code	Price <sup>9</sup>	Quantity	GST	Subtotal	Status	
SYRINGES 10mL CONC L/L 100's	BD302149	\$18.67	- 1 +	\$0.00	\$18.67	<a href="#">IN STOCK</a>	
SYRINGES 10mL CONC L/S 100's	BD302143	\$65.37	- 1 +	\$0.00	\$65.37	<a href="#">IN STOCK</a>	
SYRINGES 20mL ECC L/S 50's	BD300142	\$21.90	- 4 +	\$0.00	\$87.60	<a href="#">IN STOCK</a>	
SYRINGES 2mL L/S 100's	BD302204	\$8.44	- 1 +	\$0.00	\$8.44	<a href="#">IN STOCK</a>	
SYRINGES 50mL CATH TIP 20's	TE-50C	\$21.50	- 3 +	\$0.00	\$64.50	<a href="#">IN STOCK</a>	
Shipping				\$1.00	\$10.00		
Sub total				\$1.00	\$254.58		
Order Total (Inc GST)				-	\$255.58		

[Print Order](#)[Clear Cart](#)[Continue shopping](#)[Request approval](#)

**Disclaimer** - The GST component of your order is an estimate only. The actual GST amount payable will appear on the tax invoice that is issued to you.

Under our [Terms and Conditions](#), we are not able to accept cancellation/returns/exchanges of accepted purchase orders or items on backorder due to changes of mind.

# Notes and Details to the Approver:

This screen will pass on all the below details to the Approver including the notes you place on this order.

- Notes to the Approver
- Purchase Order
- Contact Name
- Contact Phone
- Delivery Instructions

## Order approval

**Notes to the Approver**

**Purchase Order \***

**Contact Name \***

**Contact Phone \***

**Delivery Instructions**

**Submit Order for Approval**

- Once you click Submit order for Approval you will see the below screen.
- You will also receive an email to inform you that your order has been submitted.
- The Approver on the account will also see an email with details of what they need to approve.

## Order approval

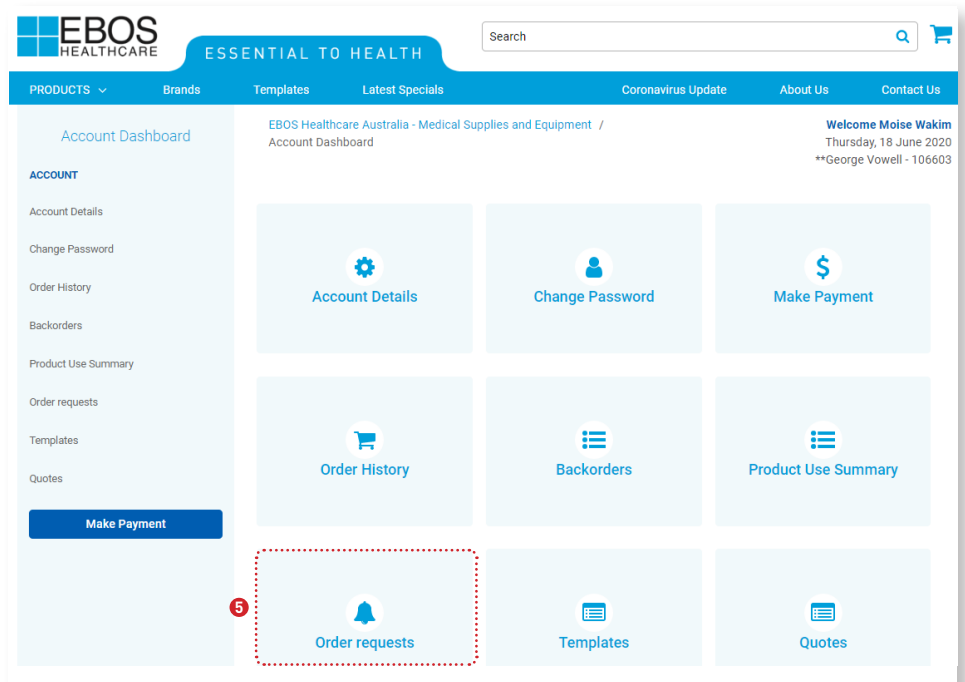
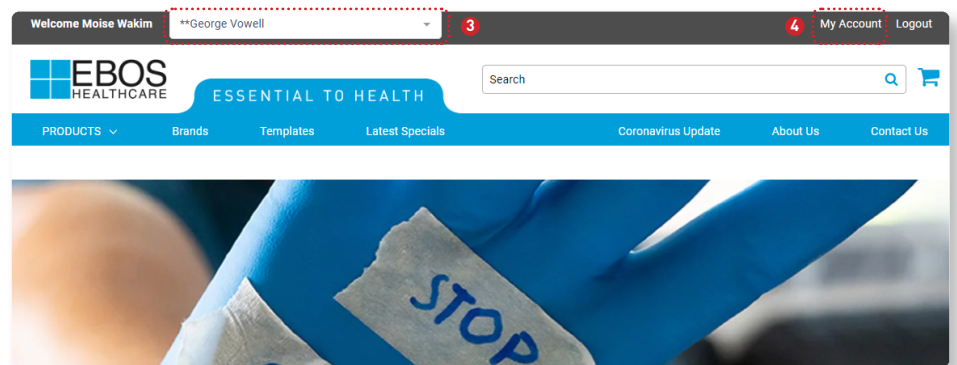
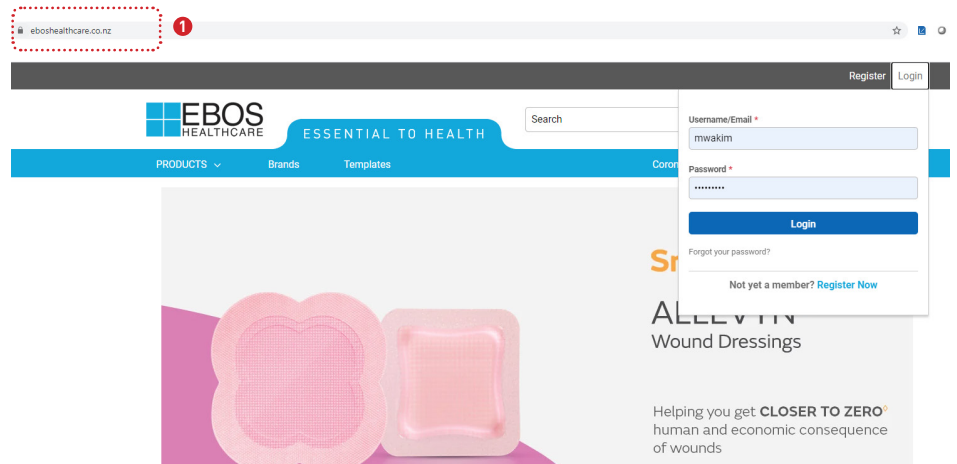
Your request has been submitted

Your Order Number: #248941 has been successfully submitted for approval.

**Back to Product Shopping**

# How to Approve Pending Requests - Order Approver

1. Go to [www.eboshealthcare.co.nz](http://www.eboshealthcare.co.nz)
2. Login with your username and password.
3. If applicable, select account name of the organisation that has the order waiting for your approval (or select the Centre/Clinic/Site).
4. Click on "My Account".
5. Click on "Order Requests".



# How to Approve Pending Requests - Order Approver

6. Find the order you would like to approve and click "Review".
7. Ensure all Products are in the cart.
8. Adjust quantities as you see fit.
9. Delete products as you see fit.
10. Approve the order and it will be sent to us.
11. Reject the order and it will be sent back to the requestor.
12. Delete the order and it will be deleted.
13. Add Products to the cart if you need to add something else.
14. Notes from the requestor will be shown here.

## E-mail Order Confirmation

A copy of your order confirmation will be emailed to you and the requestor if you approve, reject or delete the order.

EBOS Healthcare Australia - Medical Supplies and Equipment / Account Dashboard / Order requests

Welcome Moise Wakim  
Thursday, 18 June 2020  
\*\*George Vowell - 106603

### Order requests

**Reference No: 248941**

Submitted by: Moise Requestor

**Purchase Order:** Test

**Date:** 18/6/2020 7:53 AM

**6 Items**

**\$402.44**

**Review**

**Notes**  
Please approve

Other accounts with order requests:  
No order requests from other accounts

**Reject**

**Delete**

**Approve**

Product Details	Code	Price	Quantity	GST	Subtotal	Status
No Touch Infrared Non-Contact Forehead Thermometer	224146	\$175.00	1	\$17.50	\$175.00	IN STOCK
Safety Face Shields - Full Visor	D3V350240W	\$7.50	5	\$3.75	\$37.50	IN STOCK
OptiLube Gel 42g Tube	OM1121	\$4.42	1	\$0.00	\$4.42	IN STOCK
Vue Ultrasound Gel 250ml Bottle	OM1157	\$4.73	1	\$0.47	\$4.73	IN STOCK
OptiLube 11mL Pre-Filled Syringe - Box/25	OM1126	\$131.33	1	\$0.00	\$131.33	IN STOCK
OPTILUBE GEL 20g SACHET STERILE - Box/20	OM1119	\$27.74	1	\$0.00	\$27.74	IN STOCK
Shipping				\$0.00	\$0.00	
Sub total				\$21.72	\$380.72	
Order Total (Inc GST)				-	\$402.44	

**Reject**

**Delete**

**Approve**

**Add More Products To Cart**

Product:

Quantity:

**Add To Cart**

# Order Rejection - Approver

If an approver wants to reject the order:

- Click on My Account.
- Click on Order Requests.
- 1. Click on the Review order button .
- 2. If the order needs to be rejected and sent back to the requestor, click "Reject".
- 3. Enter reason you are rejecting the order, i.e "wrong brand of otoscope please find correct one and click the submit button".
- The requestor will then receive an email to notify them the order they have submitted for approval has been rejected and they need to review.

### Order requests

Reference No: 249288  
Submitted by: Requestor test

Purchase Order:  
testing

Date: 19/6/2020 2:55 AM  
4 Items

**\$173.06**  
**Review**

Notes  
reject order

Notes  
reject order

**Reject**

Delete

Approve

Please contact Customer Service regarding your account with us. Your order can be placed, though may not be processed. We look forward to hearing from you.

Product Details	Code	Price	Quantity	GST	Subtotal	Status	
ACCU-CHEK PERFORMA STRIP - Box/100	BM4948874	\$65.90	1	\$0.00	\$65.90	IN STOCK	
AERFLO NEB KIT ADULT	BIA1631EE	\$5.54	1	\$0.00	\$5.54	IN STOCK	
Otoscope Specula Disposable 2.75mm	WL52432-U	\$4.29	1	\$0.43	\$4.29	IN STOCK	
SAFE-T-PRO LANCETS - Box/200	BMB951	\$85.90	1	\$0.00	\$85.90	IN STOCK	
Shipping				\$1.00	\$10.00		
Sub total				\$1.43	\$171.63		
Order Total (Inc GST)				-	\$173.06		

**Reject**

Delete

Approve

### Reject Reason

Notes to Requestor

Submit



# Order Rejection - Requestor

If an approver rejects an order the requestor will need to do the following:

1. When an order is rejected the requestor of the order will get an email to notify them.

1

## Order Request Rejected

Dear Tasha Tawhai

### Order Request Rejected

Dear Customer,

Your order request(s) on <https://www.eboshealthcare.co.nz> has been rejected by the Approver.

You would need to update this order request before sending it for approval.

Kindly edit the order request.

**\*\*Adelaide Hills Medical Clinic - 100645**

- Reference no #249310, created by Tasha Tawhai, on 19/6/2020 1:27 PM

Rejected By: Order  
Notes From Approver: change the order  
Purchase Order: testing  
Contact Name: Natasha  
Contact Phone: 1300457890  
Delivery Instructions:

If an approver rejects an order the requestor will need to do the following:

- When an order is rejected the requestor of the order will get an email to notify them.
  - The requestor will then:
    - Log into the website
    - Click on My Account
    - Click on Order Requests
2. Review the notes on why the order was rejected.
  3. Either edit the order to resubmit or delete it.

Rejected order requests:

2

Reference No: 249310  
Submitted by: Tasha Tawhai

Purchase Order:  
testing

Date: 19/6/2020 3:27 AM  
5 Items

3

\$169.47

EditDelete

Notes

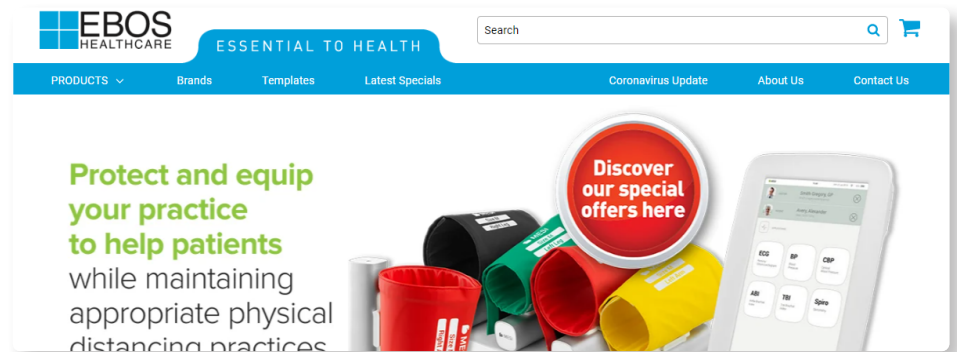
change the order

# Contact Us

From any screen viewed, you can click on the 'Contact Us' tab to phone, fax, or email us with your queries or feedback.

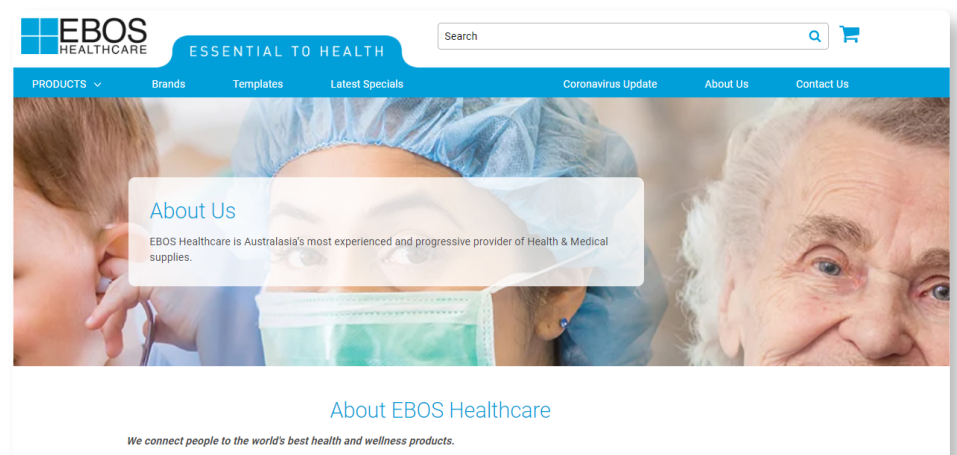
Following Enquiry Types are available:

- Order Enquiry
- Account Enquiry
- Product Enquiry
- Registration Enquiry
- Website Feedback



# About Us

From any screen view, click on the 'About Us' link to know more about our Company, EBOS Healthcare divisions and our values.



## Notes



For more information contact  
your Account Manager or  
call Customer Service on  
**0800 105 501**

**[www.eboshealthcare.co.nz](http://www.eboshealthcare.co.nz)**



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