WEBSITE USER MANUAL

EBOS HEALTHCARE

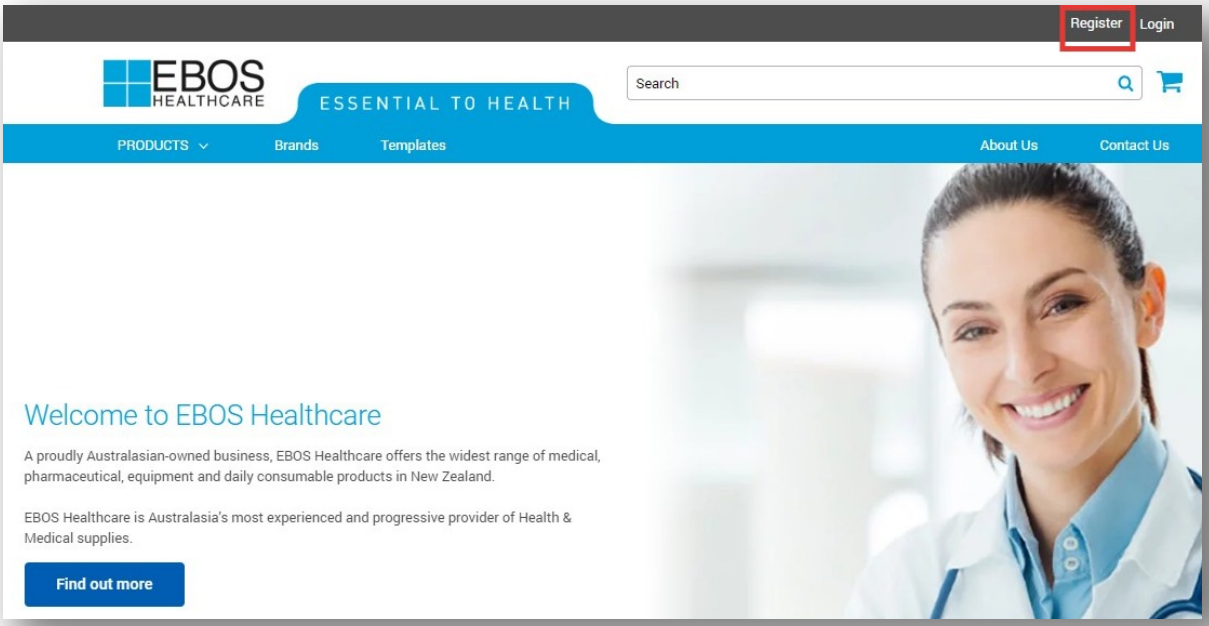
ESSENTIAL TO HEALTH

Table of Contents

Home Page 3
Login Instructions 3
My Account 4
Changing Your Password 4
New to EBOS Website 5
Customer Account Screen 6
Searching for Products 6
Search By Product 7
Browse by Brand 9
Product Listing and Adding to Cart 10
All New Account Dashboard 11
1st Stage to Complete Order 14
2nd Stage to Complete Order 14
Final Stage to Complete Order 15
Order History 17
Back to Main Screen 17
Contact Us 18
About Us 18

Home Page

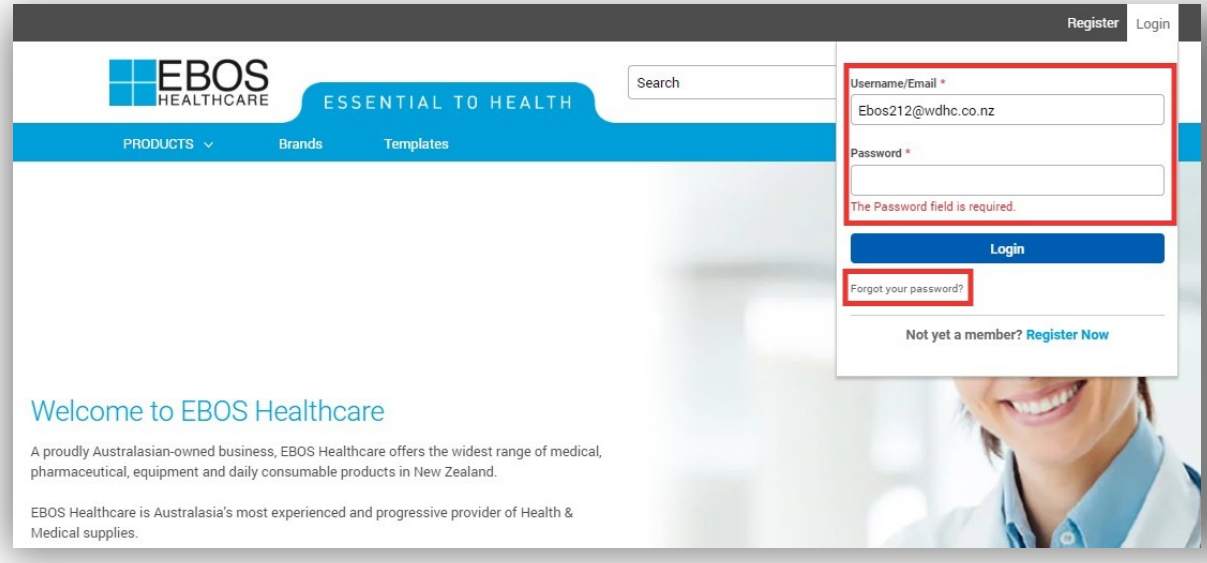
You don’t need to Register with EBOS (www.eboshealthcare.co.nz) to use many of the features.You will be able to see all product information, send requests for further information & search by brand and category. However if you want to investigate product availability and see pricing for your facility,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



Login Instructions

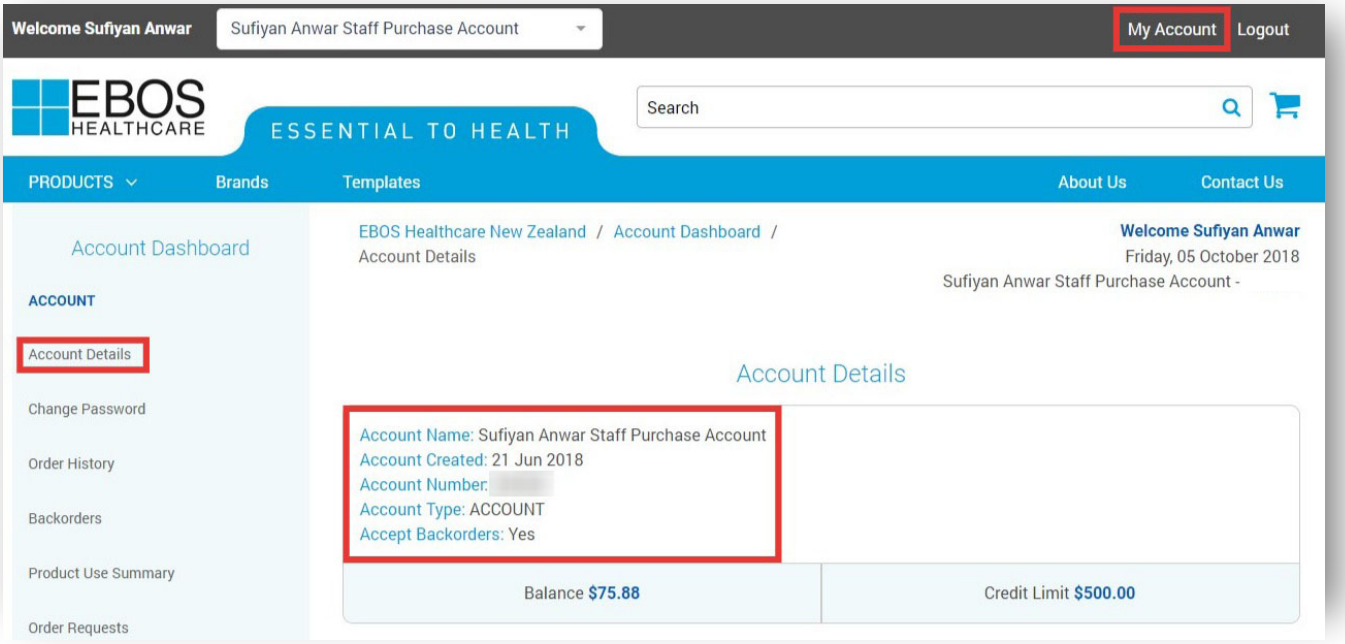
- Enter your email address
- Enter your password
- Click on the ‘Login’ button

* Please note: on your first login, you will be forced to change your password for security purpose. Fill in your 'Username' and then click on 'Forgot password' link to reset your password.



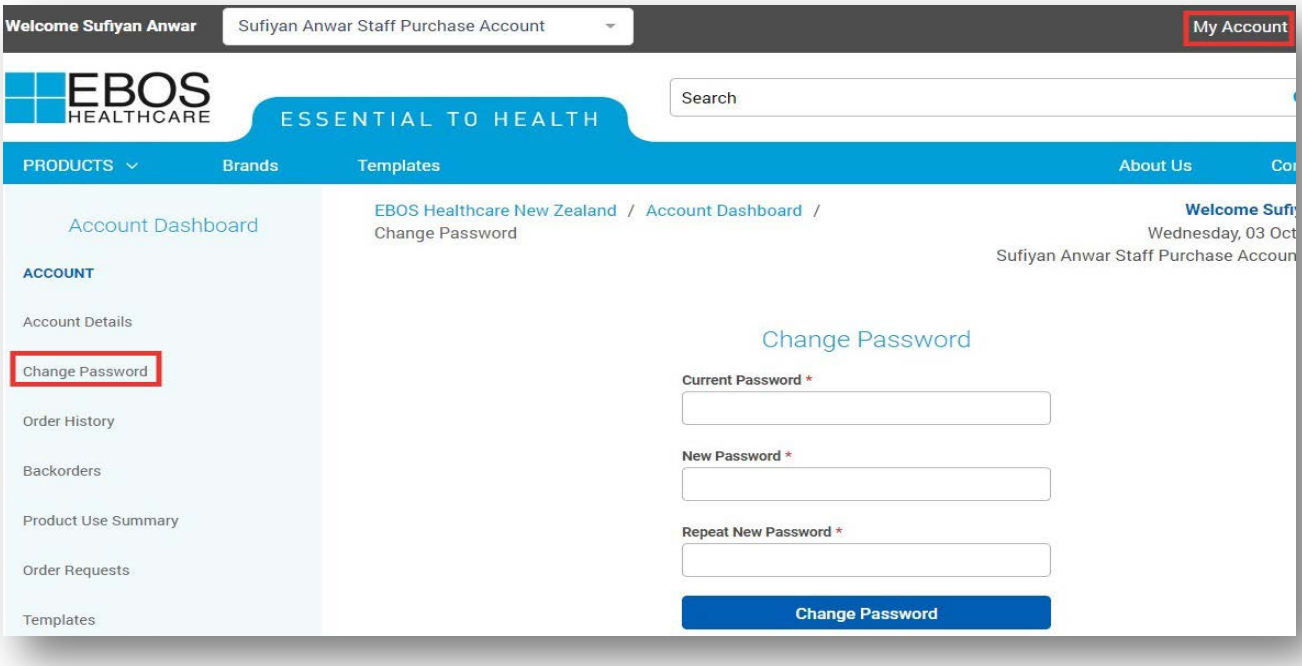
My Account

- Click on the “My Account” button and the following screen will appear
- Account Details – shows the current status of your account with EBOS
- You can update your address by clicking on the ‘Request Address Change’ tab



Changing Your Password

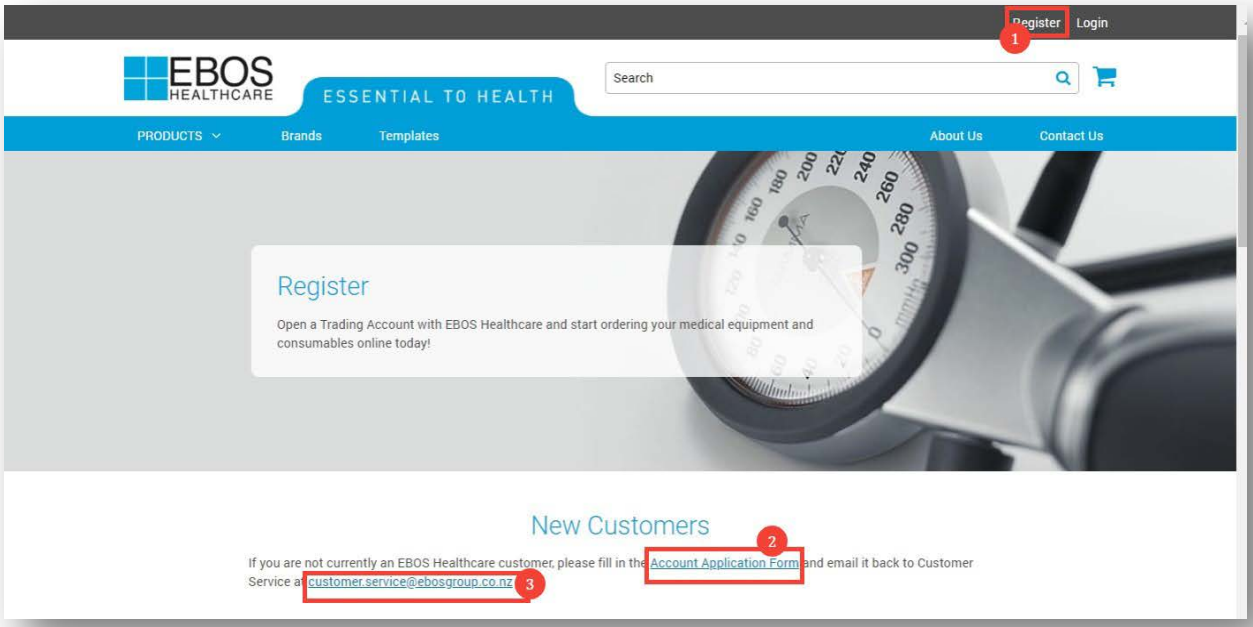
From the ‘My Account’ menu, click on the ‘Change Password’ button and enter your old and new password details.



New to EBOS Website

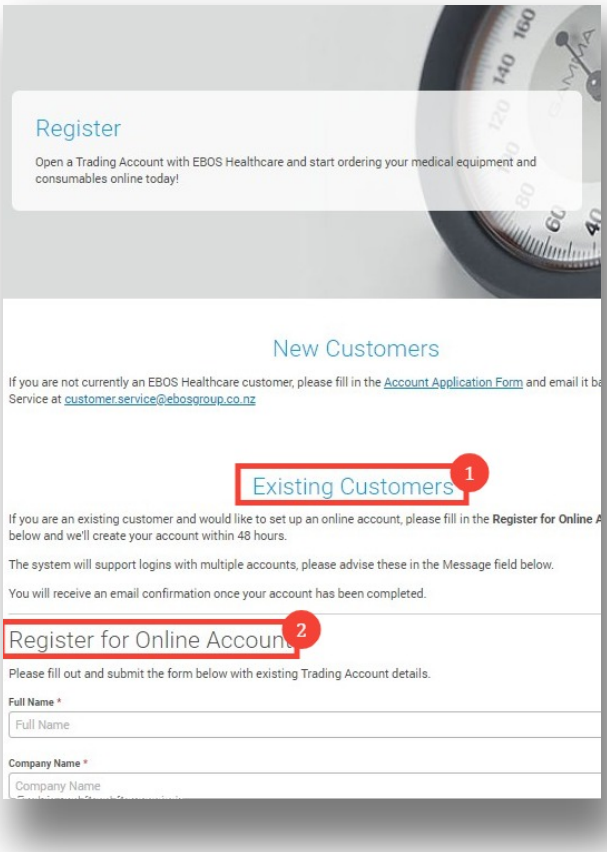
How to Register: **New Customer**

Please fill out Account Form and email it to: *accounts@ebos.co.nz*



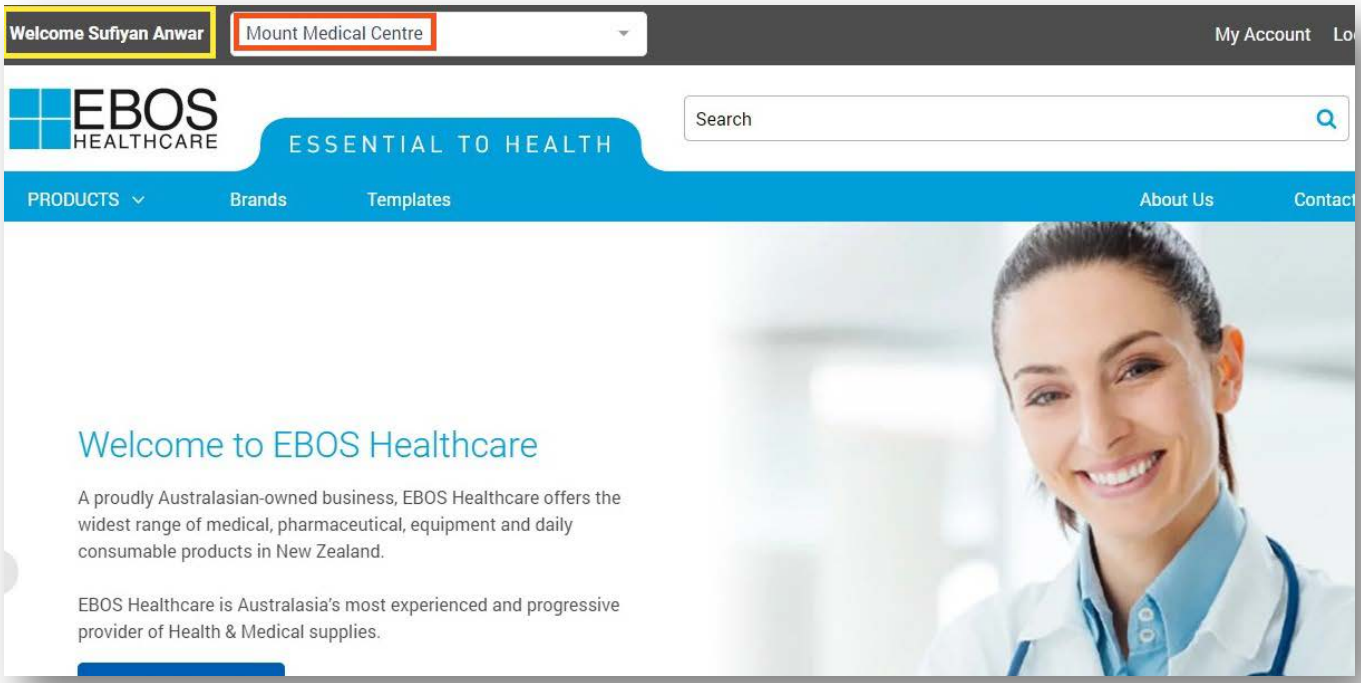
How to Register: **Existing Customer**

Please fill out Online Account Form and your online account will be created within 48 hours



Customer Account Screen

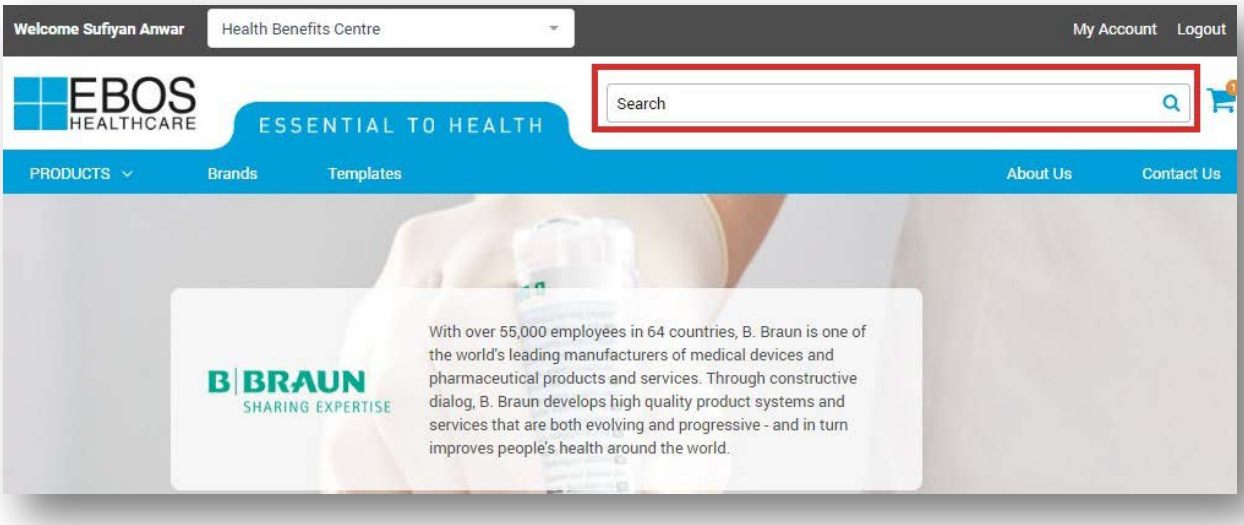
Once you have logged in, you will notice your account name will show in the **left hand side** of the screen together with the operator that is logged in.



Searching for Products

- **Quick Search**

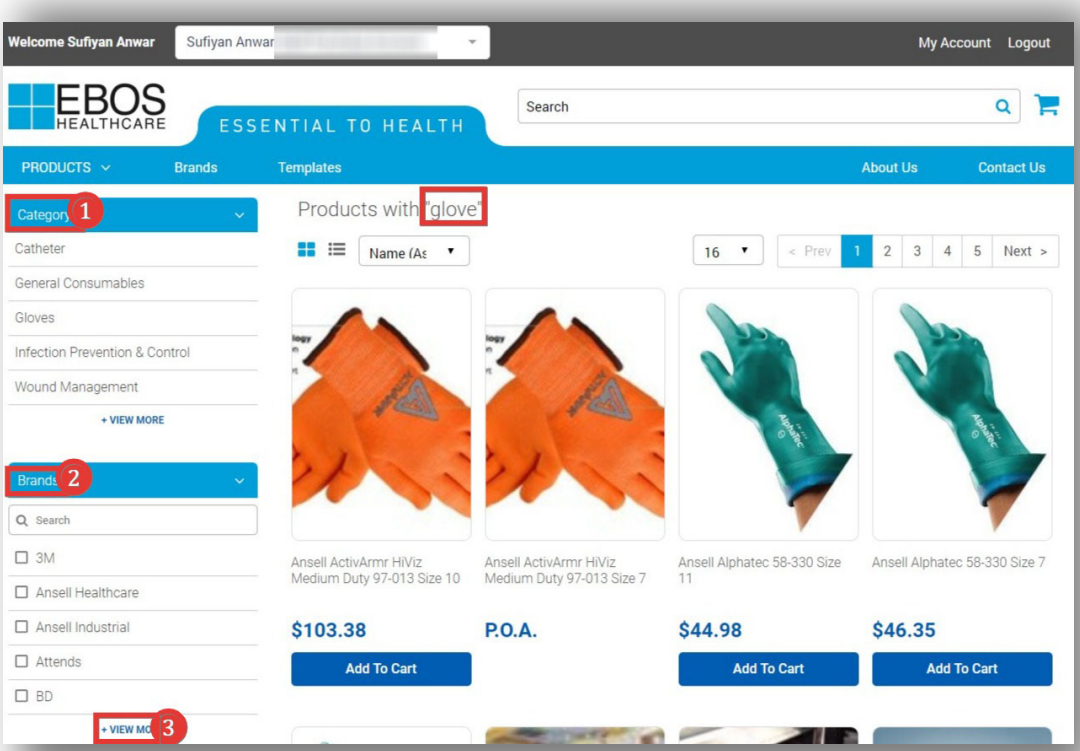
  You can search using
  - keywords
  - product codes
  - Supplier part number
  - product description.



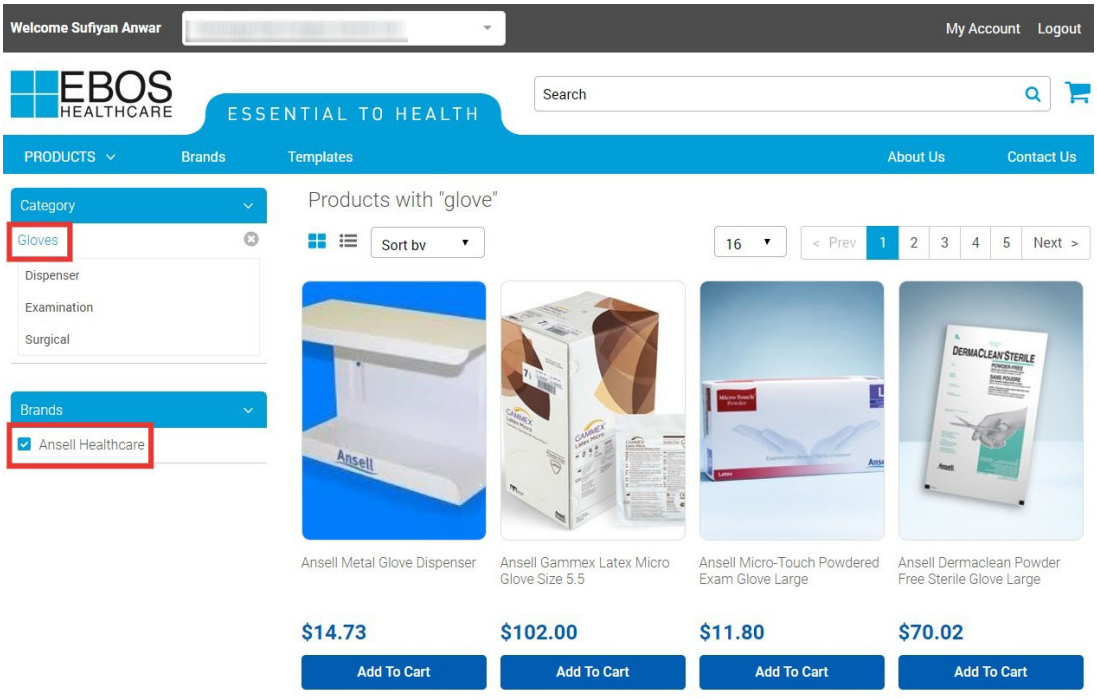
When searching by using ‘Keyword’, you can further refine your search by making use of the Category and brand tier.

Eg: Keyword search ‘Glove ’

- Refine your search by selecting ‘Category’
- Specify search criteria by ‘Brand’



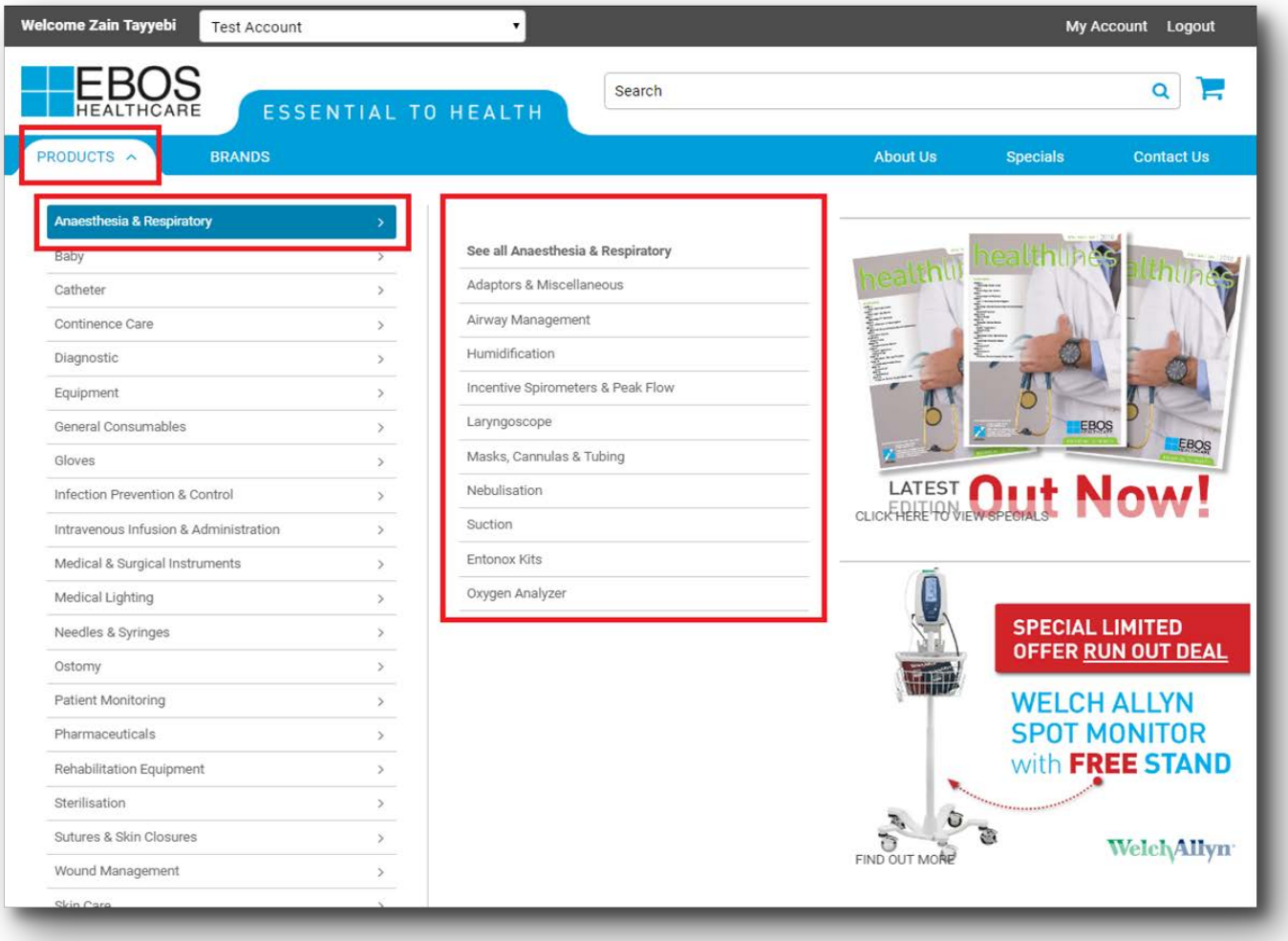
* Above pricing is for illustration purpose only



* Above pricing is for illustration purpose only

Search By Product

Here you can search within a product category and further refine your search using **sub-tiers**
Choose to include a product cateory and then determine search by clicking on the selected sub category.
The search will then return a list of relevant products.



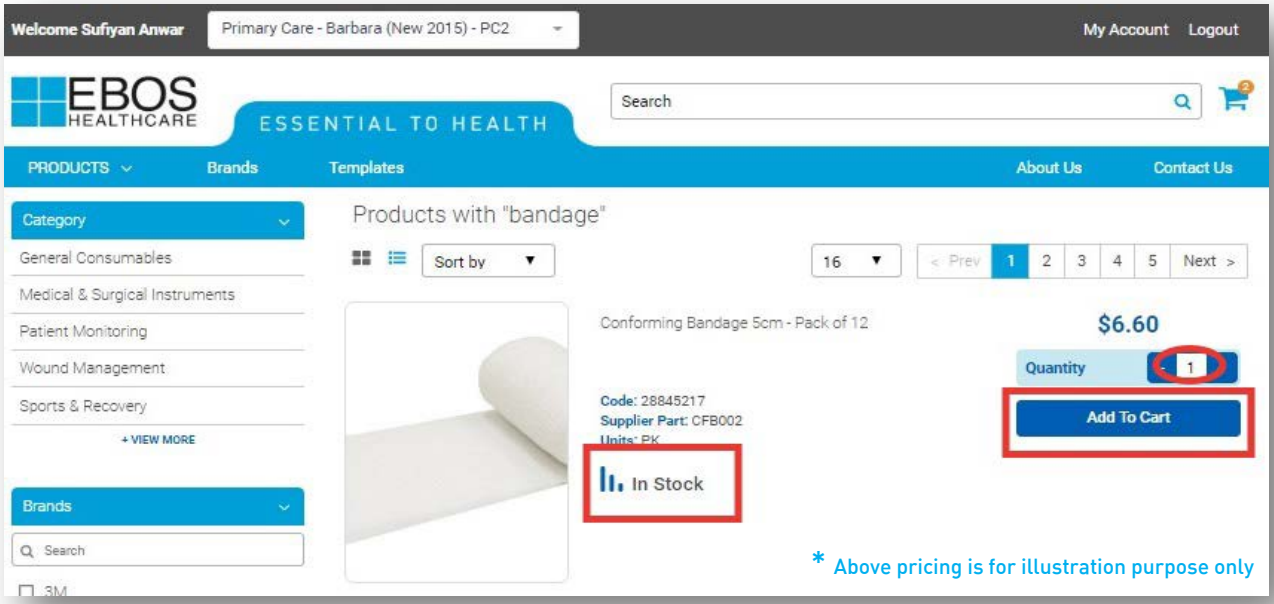
Browse by Brand

Browse by Brand displays our Premium Agencies by their logo and name.

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

Product Listing and Adding to Cart

- Products are listed with **EBOS Code, UOM and Stock availability**
- 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.



Product Information 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.**

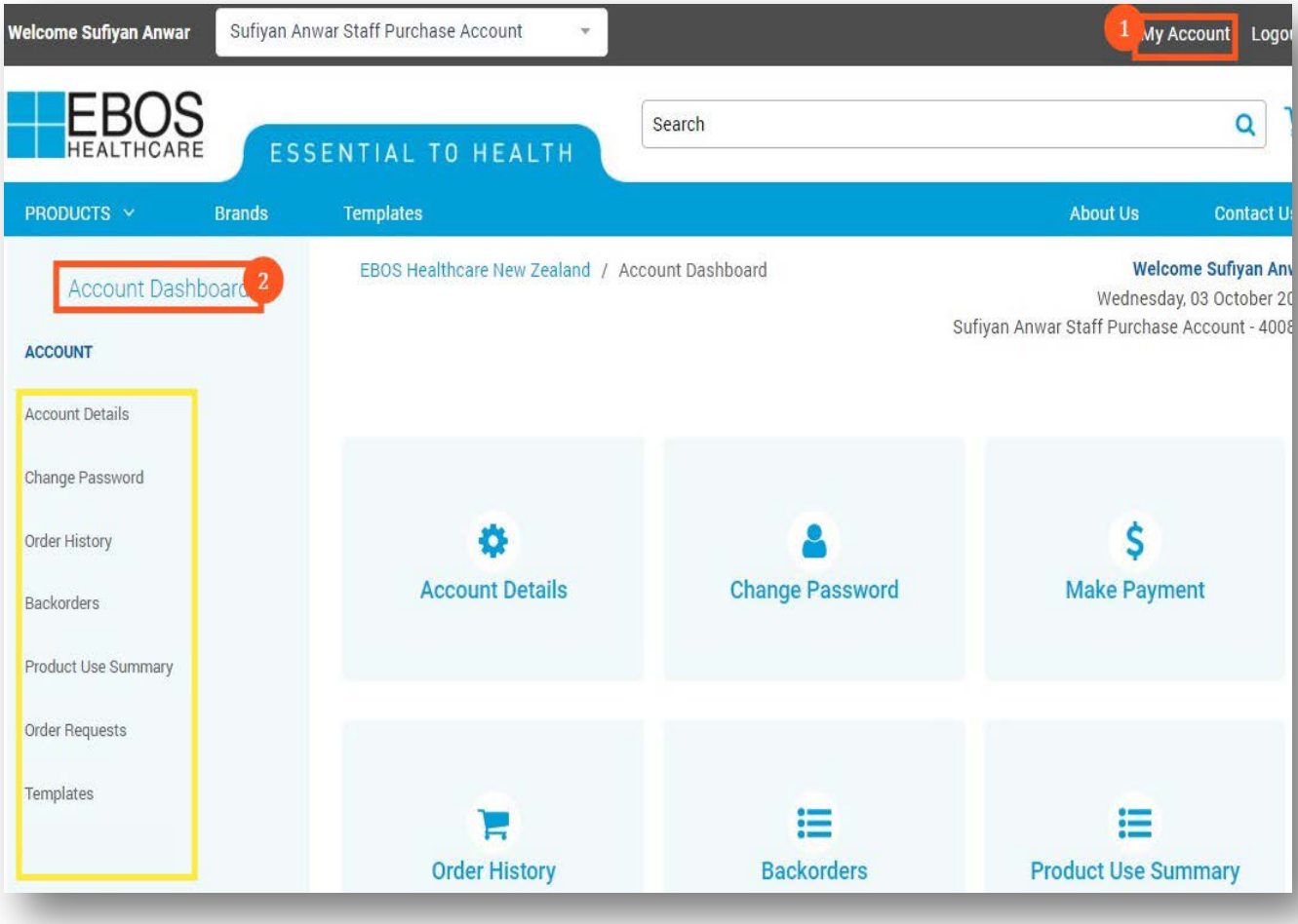
All New Account Dashboard

- Accessing Your Account dashboard

  Simply click on 'My Account' to view Account dashboard

  Account dashboard is an easy way to manage and view your:

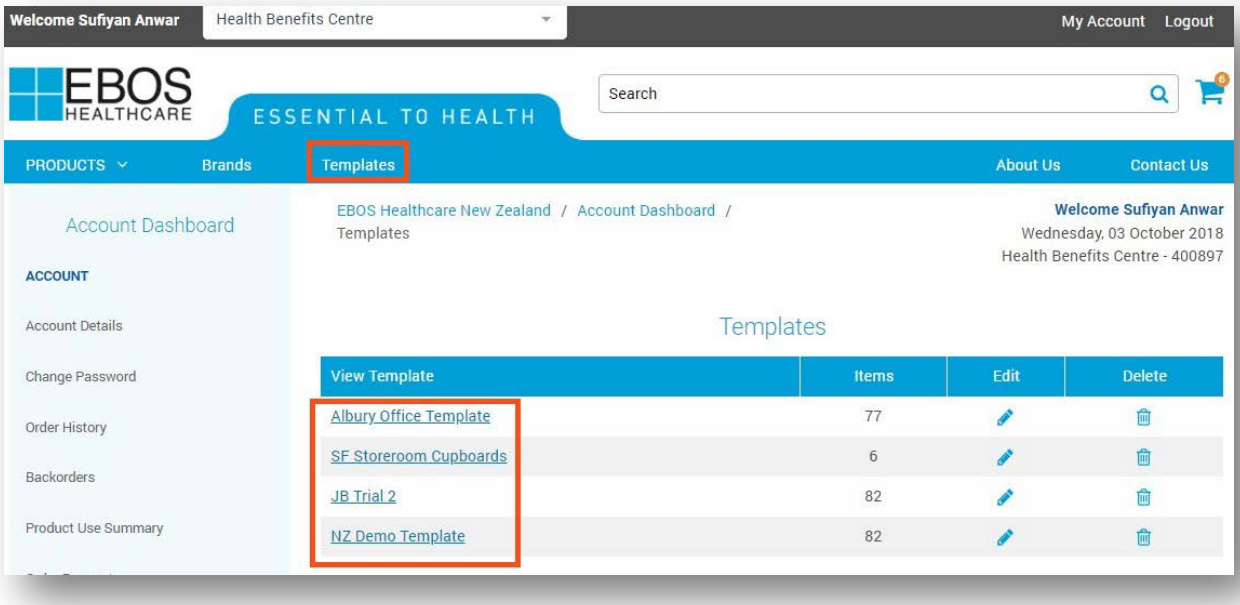
  - Account details
  - Passwords
  - Payments
  - Order History
  - Backorders
  - Product Use Summary
  - Templates



Templates

Accessing Your Templates

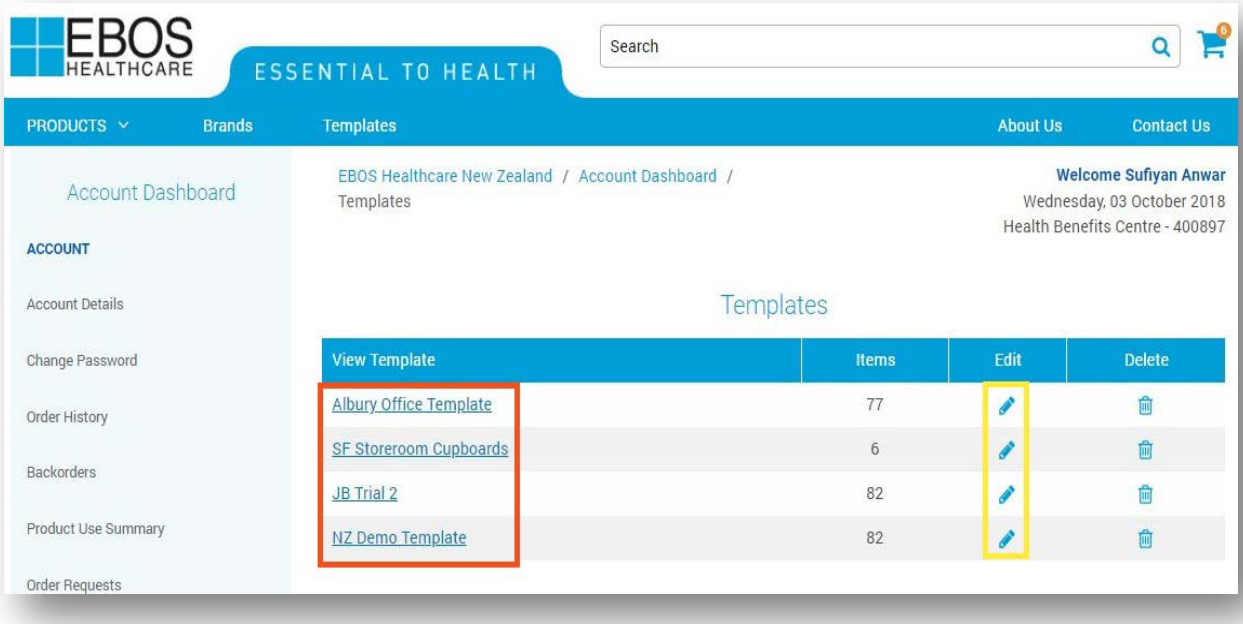
- Once logged in, Simply click on 'Template' tab on the home screen
- This will bring up a list of templates loaded against your account

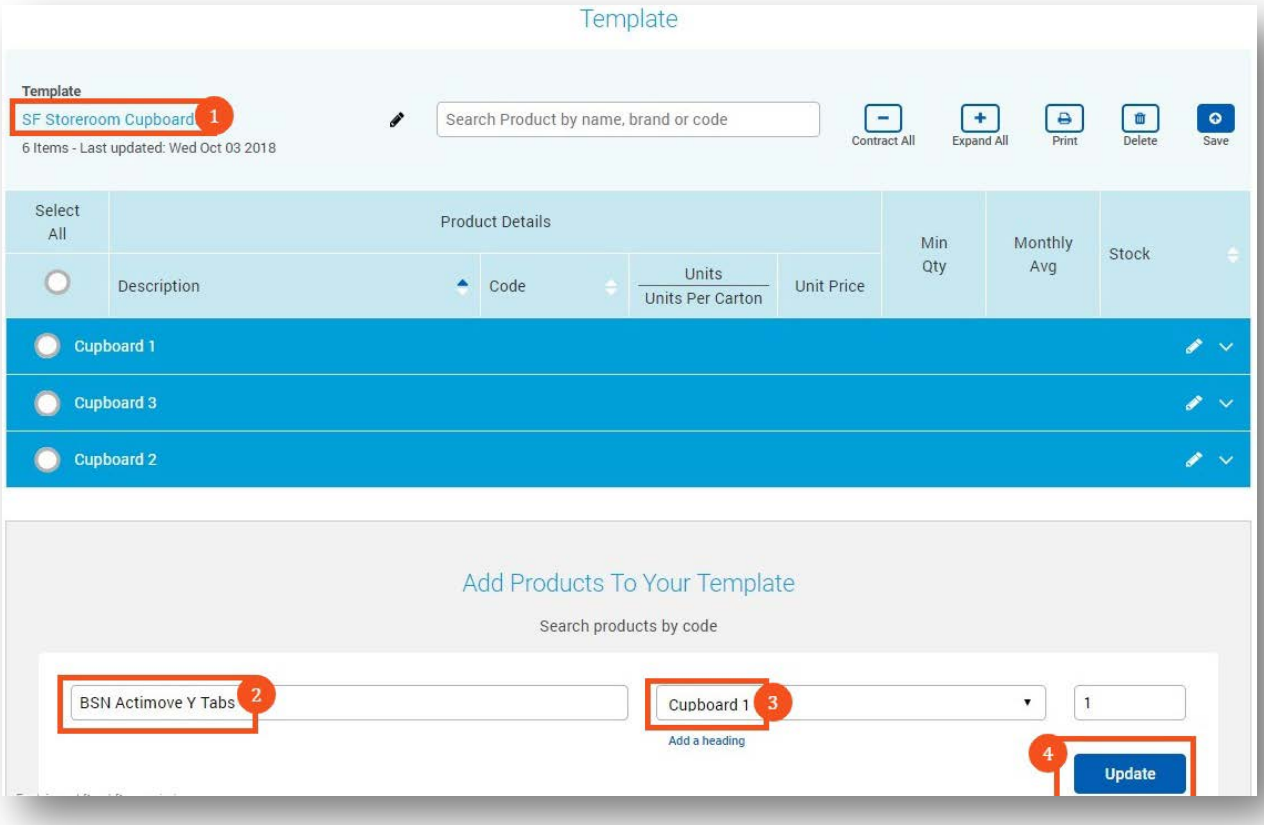


Updating a Template

<u>Adding in a new product:</u>

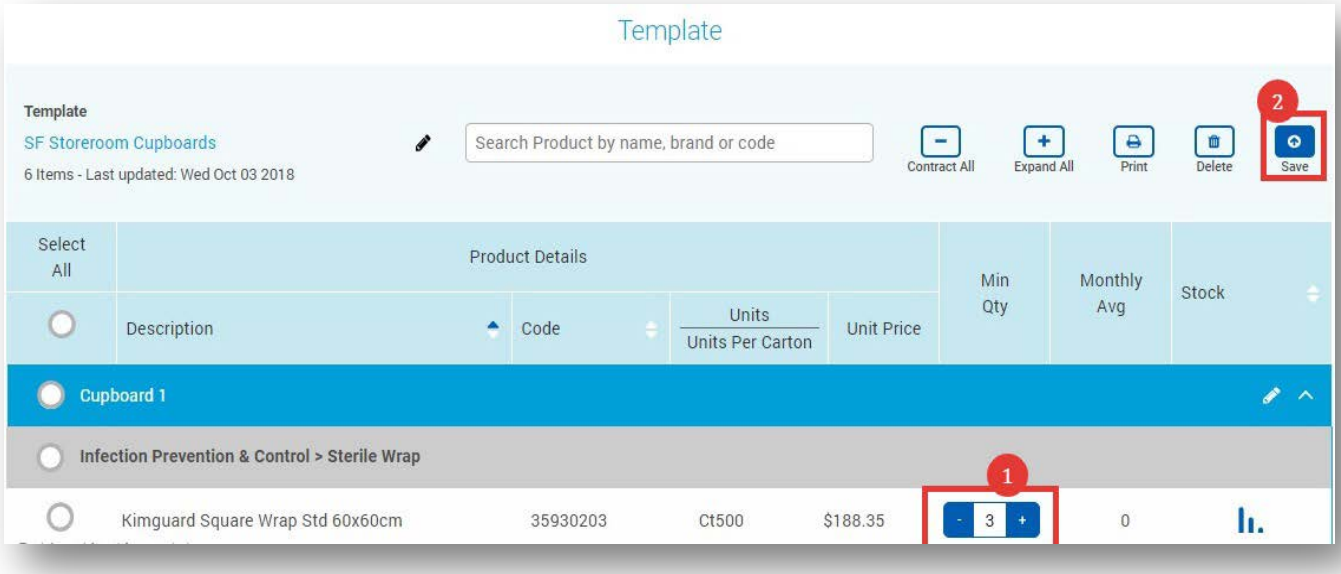
- Choose template that you would like to edit and click on the 'edit' icon
- To add a new product to your template, scroll down to the bottom of the page and enter product code in the search bar.
- Assign the code to a 'Heading' on your template (you can choose from the **Drop down menu)** or create a new Heading to go with your product.
- Click on 'Update' button to add/save changes





Modifying quantity:

- To update quantity, simply click on (-) or (+) sign next to the product and click **Update** to save changes

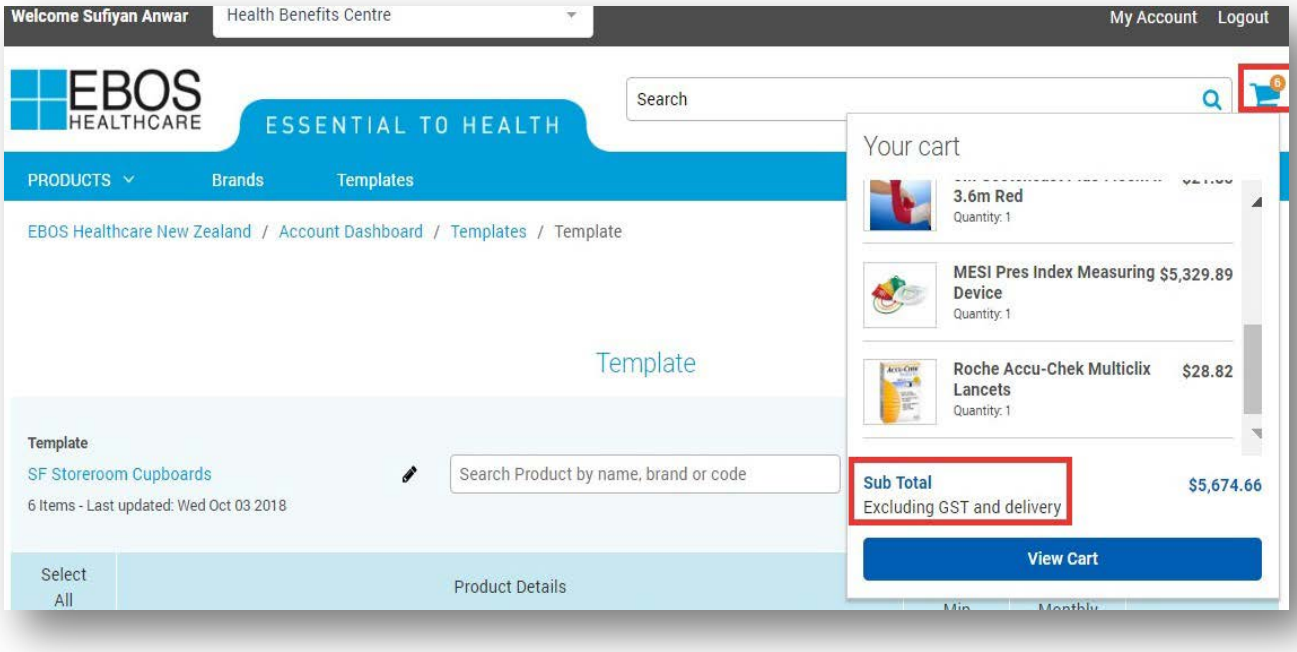


1st Stage to Complete Order

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.

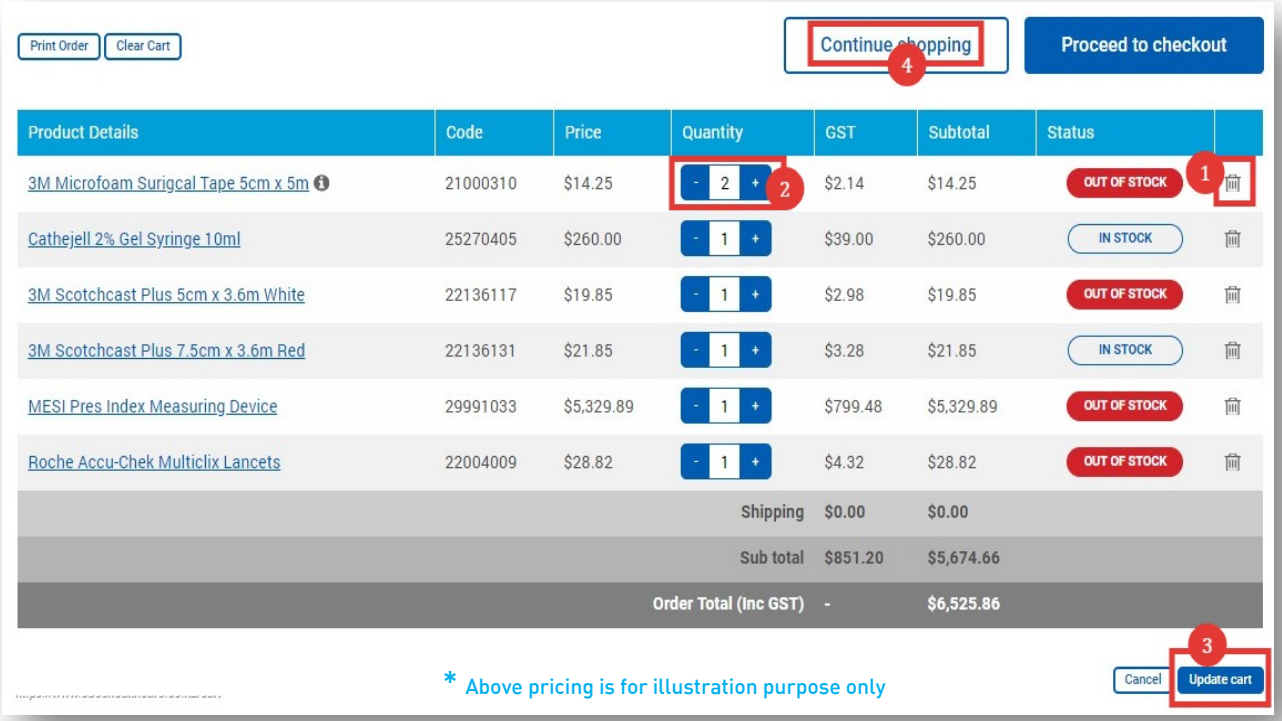
You can constantly monitor your progress by checking the shopping cart icon on the top right hand corner of your screen. It will show you the number of items in your cart and the value of the cart.



2nd Stage to Complete Order

Process View Cart

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

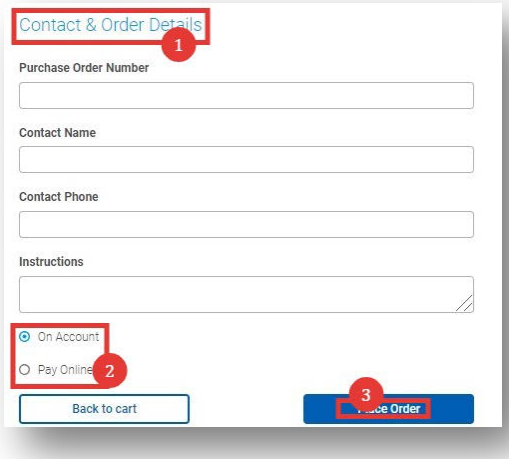


Final Stage to Complete Order

Process Order

Enter the following information:

- Click on 'Proceed to checkout'
- Purchase Order Number
- Any additional delivery instructions (eg: Attn- Sufiyan. A)
- Contact name
- Contact phone number
- Click on "Submit Order" button
- You can choose to purchase using either of the two options: **On Account** or **Pay Online**
  ***An **emailed 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

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
Sub Total					**$0.15**	**$1.02**
Order Total (inc GST)						***$1.17***

Delivery Details
Sufiyan Anwar Staff Purchase Account
TO BE COLLECTED

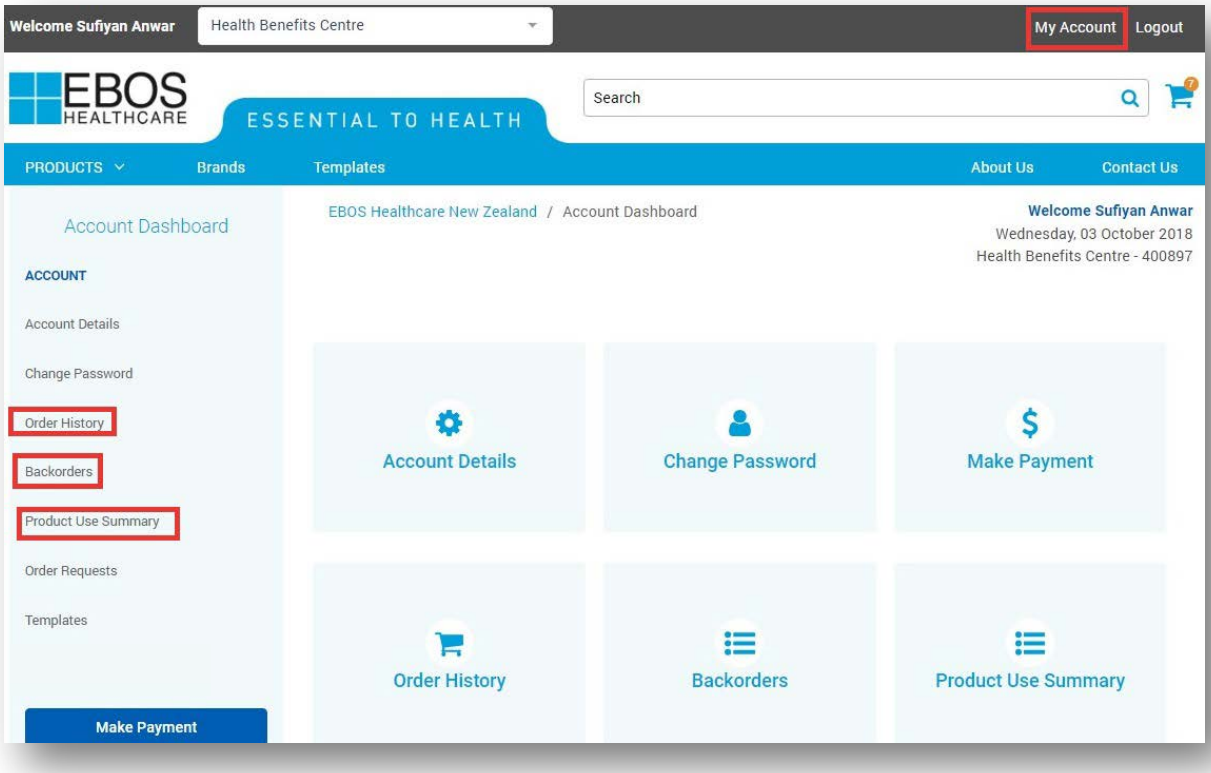
Contact and Order Details
Web Order Reference : 4356438
Order Date : 5/9/2018
Delivery Instructions :
Contact Name :
Contact Phone :

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.

My Order Screen

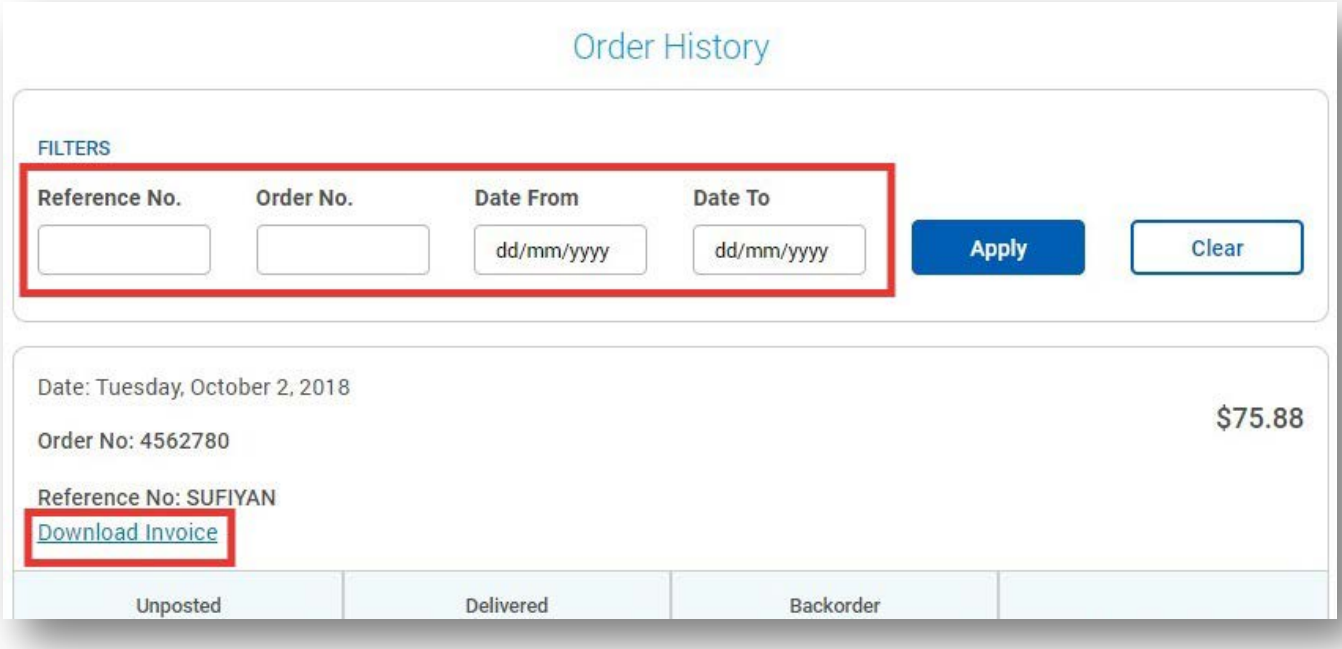
If you wish to view your order history, click on the '**My Account**' then '**Order History**' tab

If we are unable to supply your complete order, you can monitor your Backorders from your '**Account Dashboard**'



Order History

- To view a historic single order, insert **Order/ Reference number** in the search bar
- If you don't have the order number, use the date filters on the **Search bar** to narrow down your results.
- Once you have chosen the order you wish to view, click on the hyperlink to view/download a copy of the invoice.

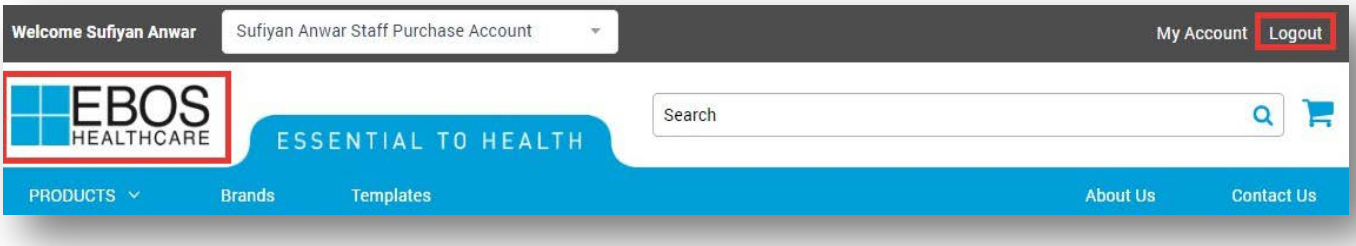


Back to Main Screen

If you wish to return to the main screen, click on the '**EBOS Logo**'

OR

If you have completed your ordering and wish to log out, simply click on Log Out tab on the top right hand side of the screen

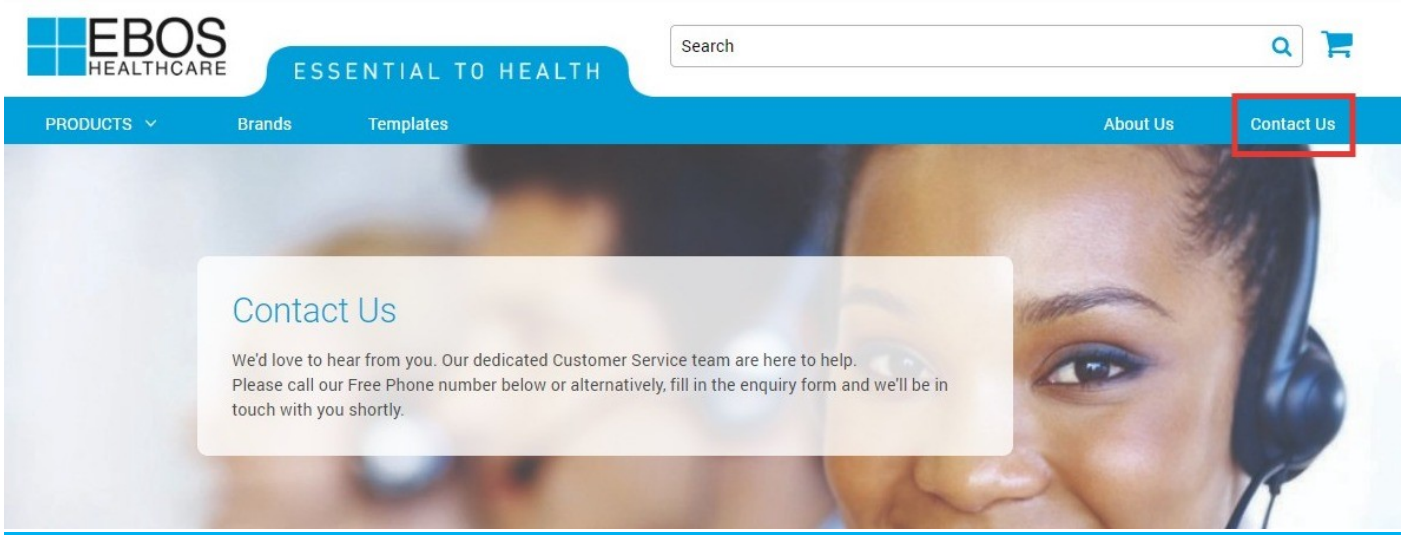


Contact Us

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

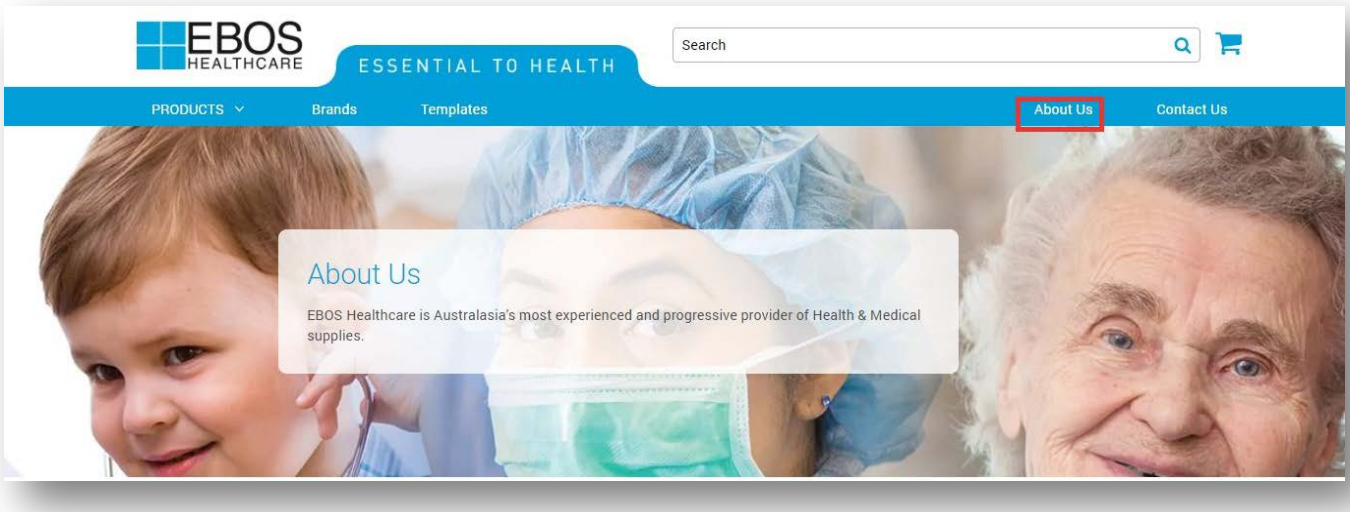
Following Enquiry Types are available:

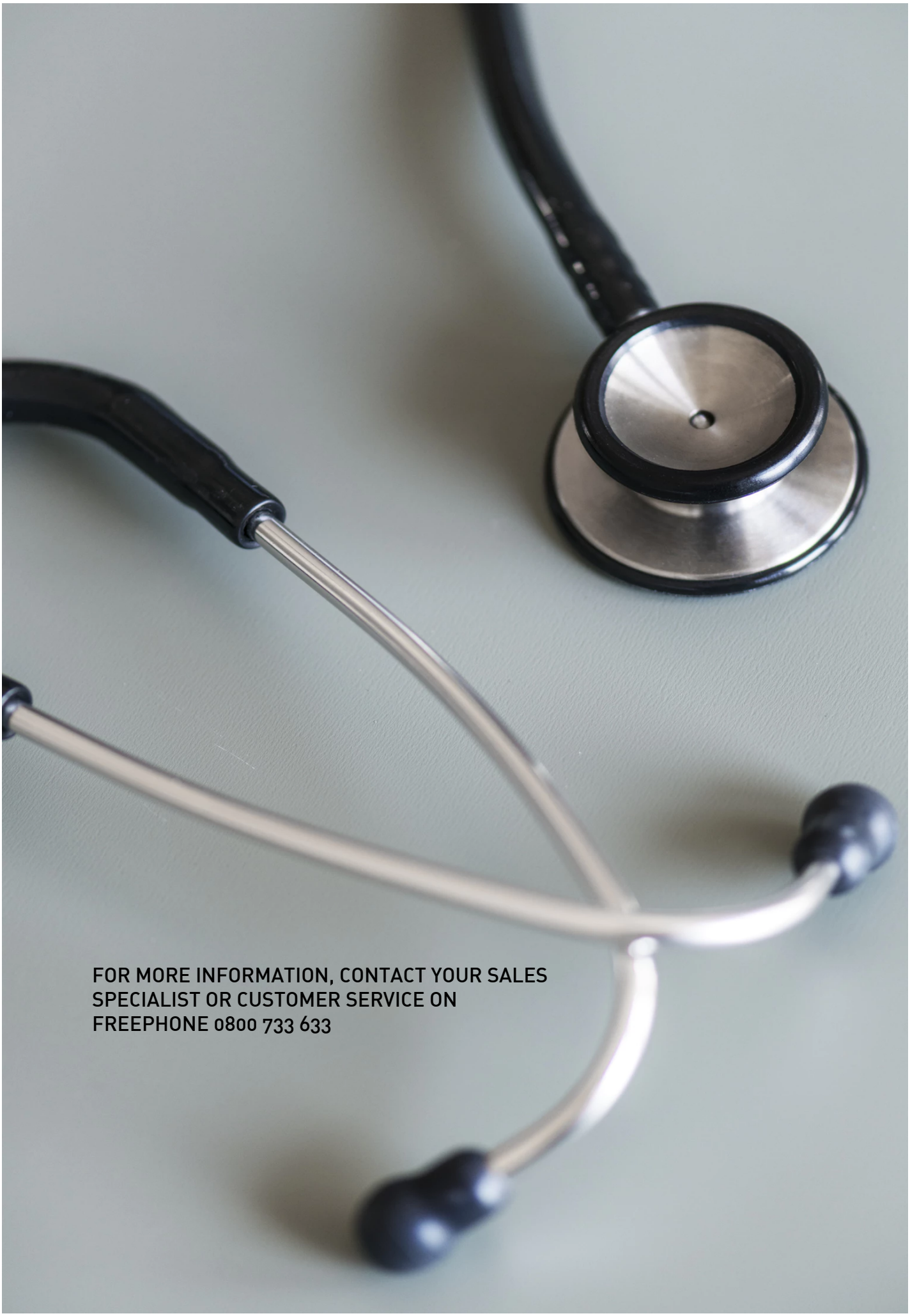
- Order Enquiry
- Account Enquiry
- Product Enquiry
- Registration Enquiry
- Website Feedback



About Us

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





FOR MORE INFORMATION, CONTACT YOUR SALES SPECIALIST OR CUSTOMER SERVICE ON FREEPHONE 0800 733 633

www.eboshealthcare.co.nz

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