

# B+L eCommerce Detailed Reference Guide



For Vision Care Customers

**BAUSCH + LOMB**

See better. Live better.



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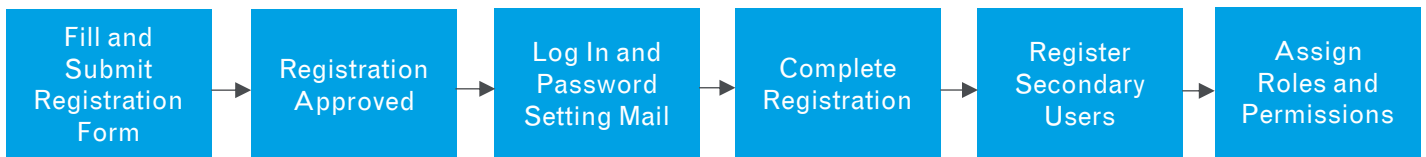


## User Registration

As a primary user, you have the ability to use the Bausch + Lomb Online Ordering Portal and grant/revoke secondary user(s) access. Secondary users can have the ability to order products but cannot grant/revoke other user access.

Let's look at the high-level User Registration process for primary users:

- Provide the shipping account number in the registration request form, if you have an existing Bausch + Lomb customer account.
- Registration request is approved by a Bausch + Lomb internal user.
- First time log in and password setting instructions will be sent to you via mail, after approval.
- Register secondary users in your account.
- Assign the required roles and permissions to the secondary users.



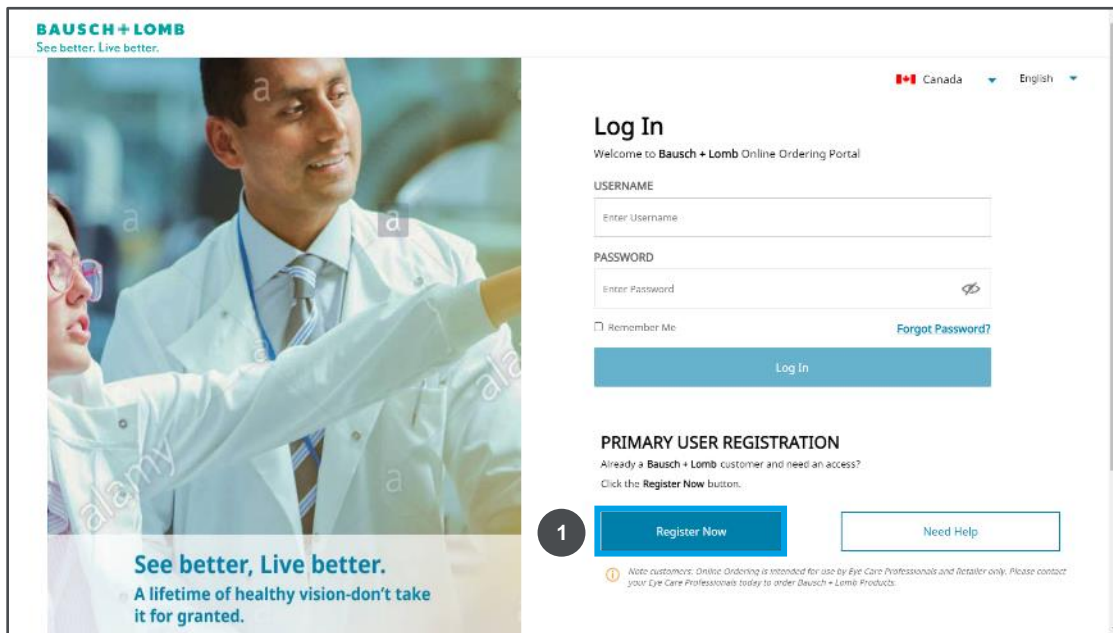
**Note:** Secondary users will need to give their consent and complete their registration after receiving the registration mail.



## Register as a Primary User

Perform the following steps to register as a primary user at the Bausch + Lomb Online Ordering Portal:

1. Click the **Register Now** button on the **Log In** page to start the registration.



2. The **PRIMARY USER REGISTRATION** page is displayed. Under the **ACCOUNT INFORMATION** section, enter the required value in the **FIRST NAME** field.
3. Enter the required value in the **LAST NAME** field.
4. Enter the required value in the **EMAIL** field.
5. Enter the required value in the **SHIPPING ACCOUNT NUMBER** field.



6. Enter the required value in the **WORK NUMBER** field.

**BAUSCH + LOMB**  
See better. Live better.

Welcome to Bausch + Lomb  
Online Ordering Site.  
Place your order for Vision Care, Surgical Care, and Pharma.

**PRIMARY USER REGISTRATION** Already have an account? [Login](#)

Please enter the below information and click **Request to Register** to proceed for registration.

Please Note: If you are not a primary account contact of your organization, you have to contact the primary account representative to initiate the registration process.

**ACCOUNT INFORMATION**

<b>FIRST NAME</b> Adam	<b>LAST NAME</b> John
<b>EMAIL</b> ⓘ adam.john@bausch.com	<b>SHIPPING ACCOUNT NUMBER</b> ⓘ 12345678
<b>WORK NUMBER</b> (Optional) +1 (204) 234-5678	

7. Under the **PRIVACY CONSENT** section, click the **I have read, understand, and agree to Bausch + Lomb Web Policies including GDPR policies.** checkbox to give your consent to Bausch + Lomb web policies.
8. Click the **Yes, subscribe to promotional and product news emails from Bausch + Lomb.** checkbox to subscribe to promotional mailers.
9. Click the **Request to Register** button to submit the registration request.

**PRIVACY CONSENT**

"Your privacy is important to us"

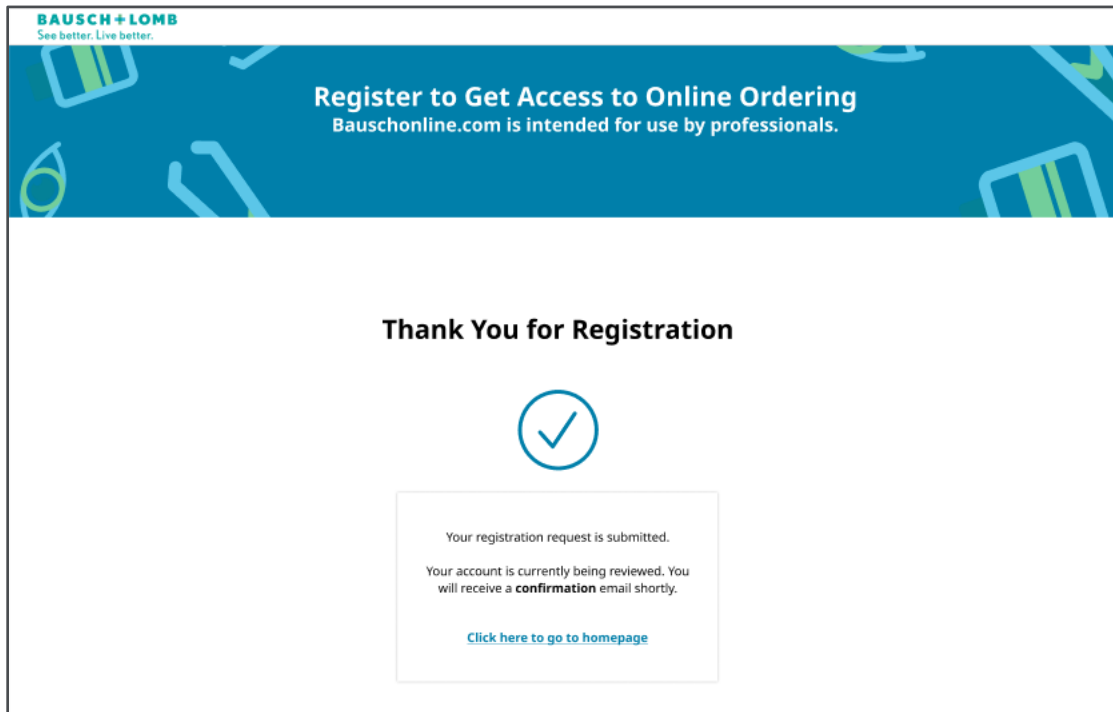
I have read, understand, and agree to [Bausch + Lomb Web Policies](#) including GDPR policies.

I have read, understand, and agree to [Bausch + Lomb VisionCare Web Policies](#) including GDPR policies.

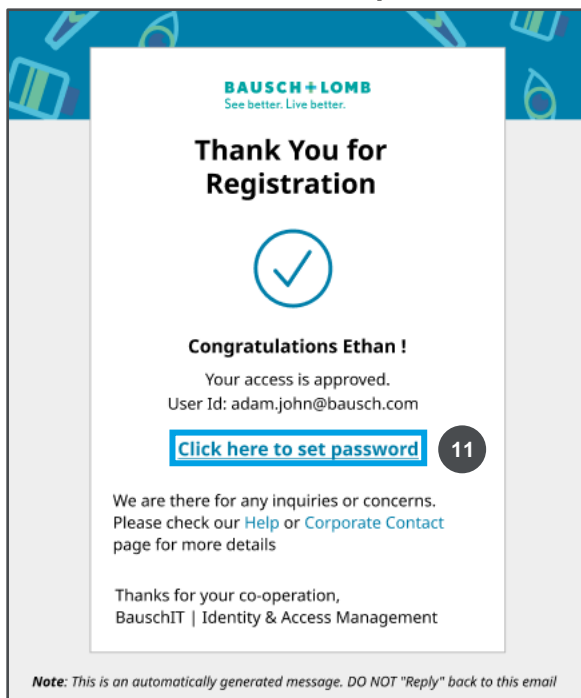
Yes, subscribe to promotional and product news emails from Bausch + Lomb.

**Save** **Cancel**

10. The **Thank You for Registration** page is displayed. The system displays a message "**Your registration request is submitted. Your account is currently being reviewed. You will receive a confirmation email shortly.**"




11. After your registration request is approved, you will receive the password setting link in your email. Click the **Click here to set password** link to set your password.



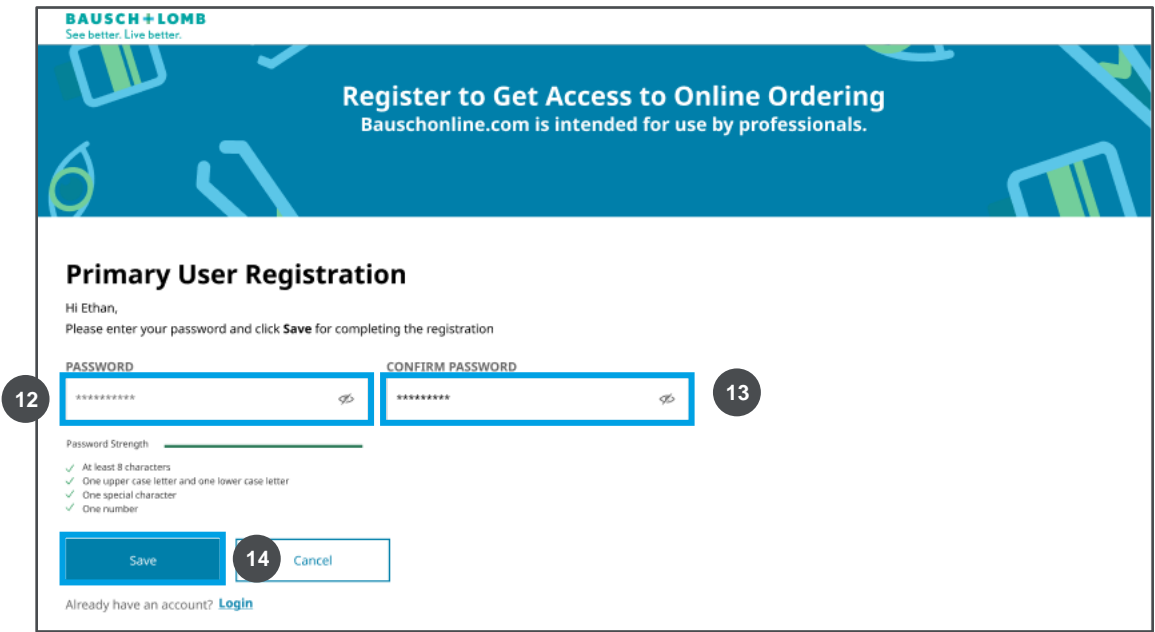


12. The **Primary User Registration** page is displayed. Enter the required value in the **PASSWORD** field.

 **Note:** Refer to the password creation guidelines below the **PASSWORD** field for creating a strong password.

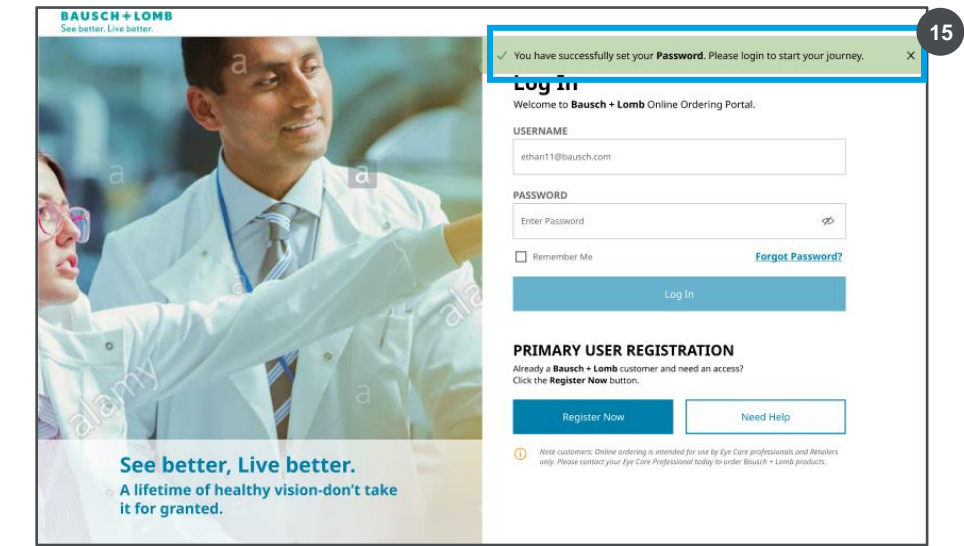
13. Enter the required value in the **CONFIRM PASSWORD** field.

14. Click the **Save** button to save the password.



The screenshot shows the 'Primary User Registration' page. At the top, it says 'BAUSCH + LOMB See better. Live better.' and 'Register to Get Access to Online Ordering Bauschonline.com is intended for use by professionals.' Below this, the user is greeted with 'Hi Ethan, Please enter your password and click **Save** for completing the registration'. There are two input fields: 'PASSWORD' and 'CONFIRM PASSWORD', both containing asterisks. A 'Password Strength' indicator shows a green bar and a checklist of requirements: 'At least 8 characters', 'One upper case letter and one lower case letter', 'One special character', and 'One number'. At the bottom, there are 'Save' and 'Cancel' buttons. A '12' callout points to the password field, and a '13' callout points to the confirm password field. A '14' callout points to the 'Save' button. A link for 'Already have an account? Login' is at the bottom.

15. The **Log In** page is displayed. The system displays a message “**You have successfully set your Password. Please login to start your journey.**”



The screenshot shows the 'Log In' page. A green notification banner at the top says 'You have successfully set your Password. Please login to start your journey.' Below this, the 'Log In' section includes a welcome message 'Welcome to Bausch + Lomb Online Ordering Portal.' and input fields for 'USERNAME' (with 'ethan11@bausch.com') and 'PASSWORD' (with 'Enter Password'). There is a 'Remember Me' checkbox and a 'Forgot Password?' link. A 'Log In' button is below. The 'PRIMARY USER REGISTRATION' section has a 'Register Now' button and a 'Need Help' button. A small note at the bottom states: 'Note customers: Online ordering is intended for use by Eye Care professionals and Retailers only. Please contact your Eye Care Professional today to order Bausch + Lomb products.' A '15' callout points to the notification banner.

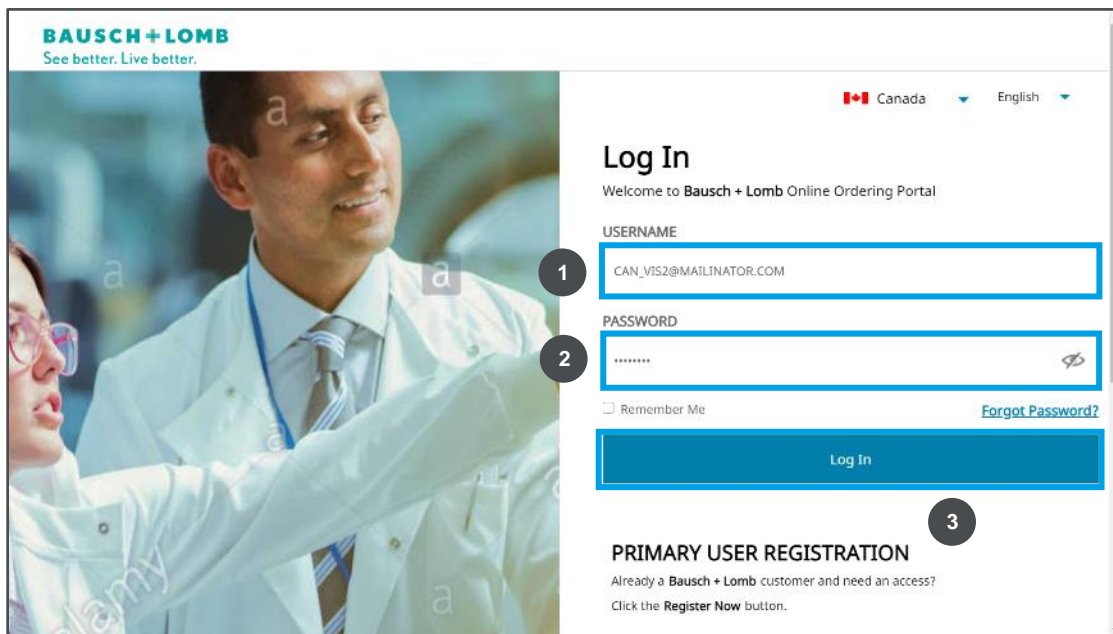




## Steps to Log In

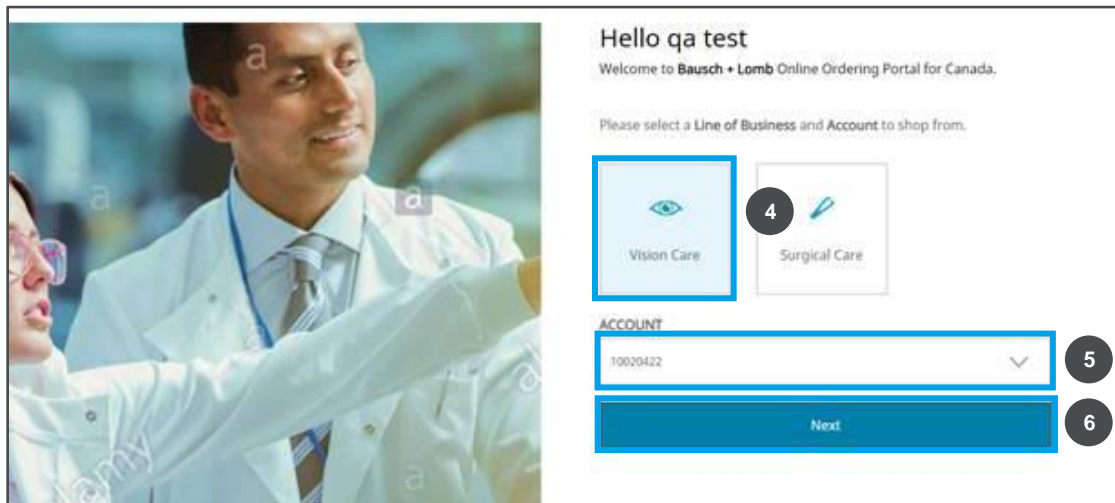
Perform the following steps to log in to the Bausch + Lomb Online Ordering Portal:

1. The **Log In** page is displayed. Enter the required value in the **USERNAME** field.
2. Enter the required value in the **PASSWORD** field.
3. Click the **Log In** button to log on to the Bausch + Lomb Online Ordering Portal.

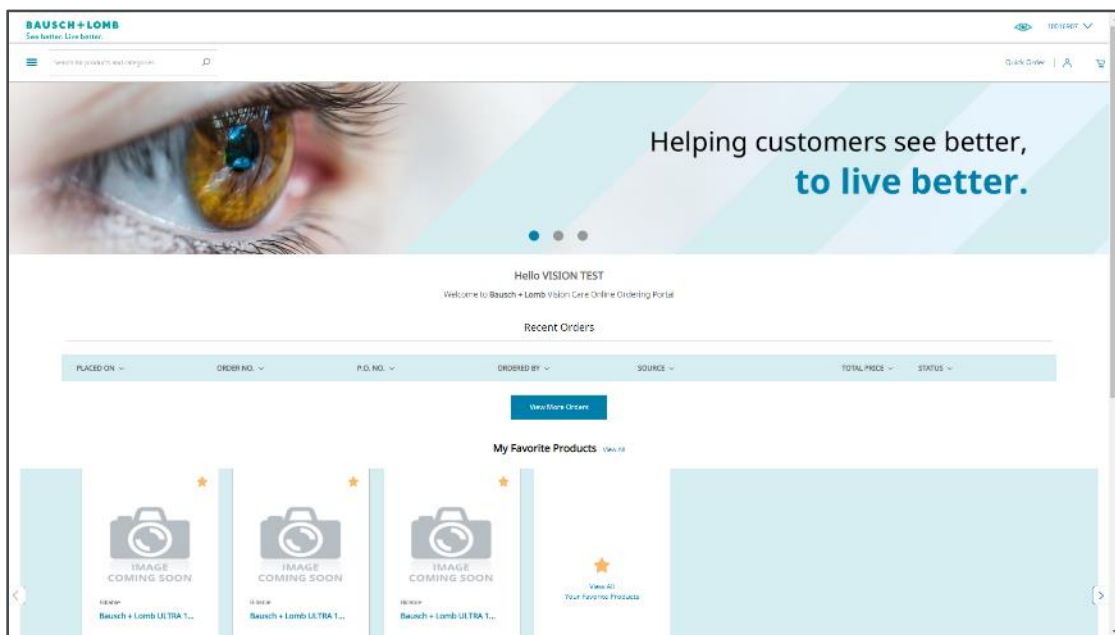


**\*NOTE THAT STEPS 4-6 ARE ONLY REQUIRED IF THE ACCOUNT IS ENTITLED TO PURCHASE BOTH VISION CARE & SURGICAL PRODUCTS\***

4. The Bausch + Lomb Online Ordering Portal landing page is displayed. Click the **Vision Care** button to select the vision care Line of Business (LOB).\*
5. Click the **ACCOUNT** dropdown button and select an option from the dropdown list.\*
6. Click the **Next** button to navigate to the Bausch + Lomb Online Ordering Portal homepage.\*



7. The Bausch + Lomb Online Ordering Portal homepage is displayed.

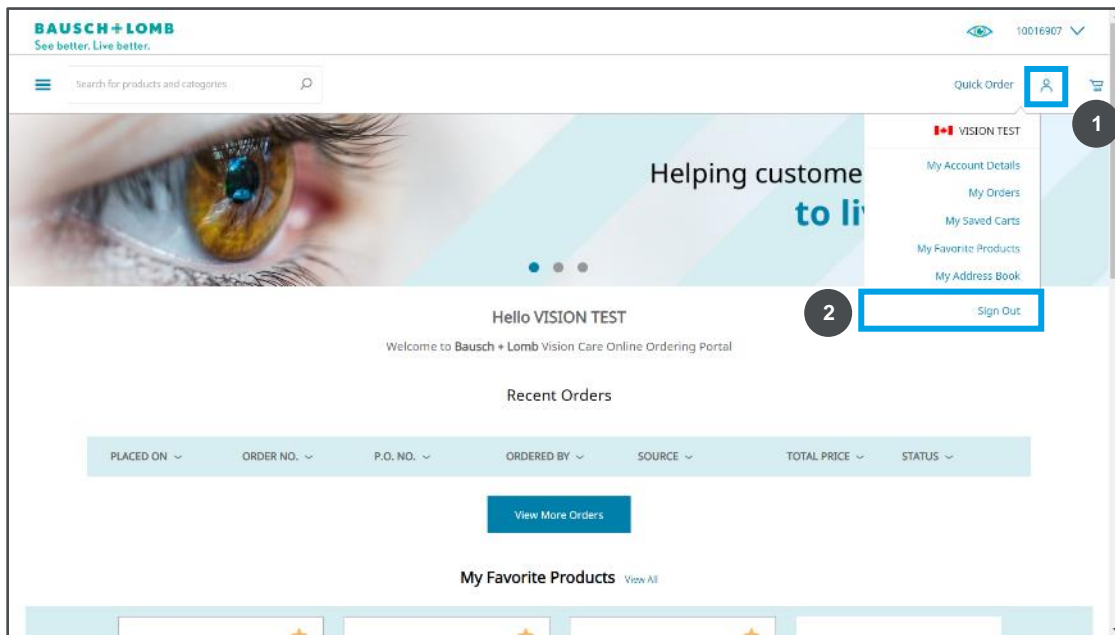




## Steps to Log Out

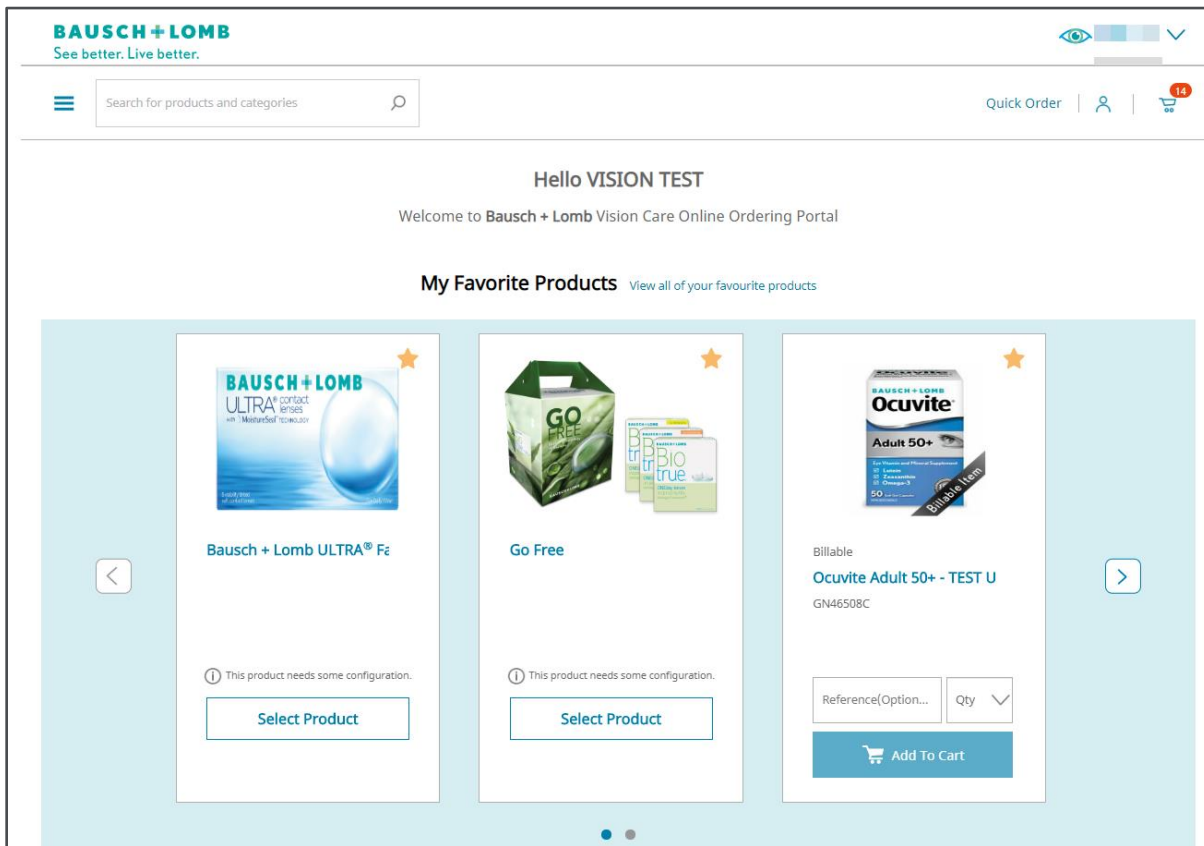
Perform the following steps to log out of the Bausch + Lomb Online Ordering Portal:

1. Click the **My Account** icon to view the available options.
2. Select the **Sign Out** option to log out of the Bausch + Lomb Online Ordering Portal.








## Homepage



## Navigation

Let's look at the various elements present on the Bausch + Lomb Online Ordering Portal homepage:

Element	Description
	<b>LOB icon:</b> You can click the LOB icon to change the line of business for which products are displayed on the Bausch + Lomb Online Ordering Portal.
	<b>Shipping Account icon:</b> You can click the <b>Shipping Account</b> dropdown button to view the list of shipping accounts. You can select a different shipping account from the list.
	<b>Hamburger icon:</b> You can click the Hamburger icon to view the <b>Product Category</b> menu.



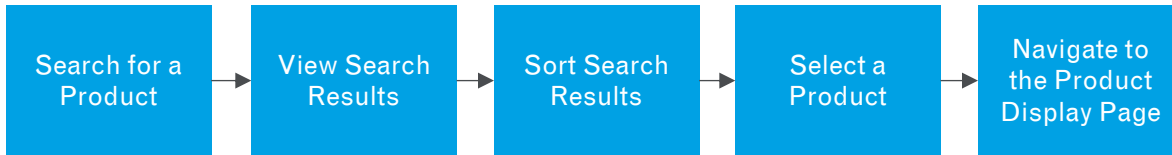
	<p><b>Search field:</b> You can use the search field to search for any brand or product on the Bausch + Lomb Online Ordering Portal.</p>
	<p><b>Quick Order button:</b> You can click the <b>Quick Order</b> button to navigate to the <b>Quick Order</b> page. On the <b>Quick Order</b> page, you can add the required product code in the <b>Product Code</b> field. Then, you can click the <b>Add to Cart</b> button to add the product to the cart.</p>
	<p><b>My Account icon:</b> You can click the <b>My Account</b> dropdown button to view the list of account management options, such as account details, orders, saved carts, favorite products, address book, and to sign out.</p>
	<p><b>Cart icon:</b> You can click the <b>Cart</b> icon to view the items in your cart. You can click the <b>View Cart</b> button to navigate to the <b>Shopping Cart</b> page.</p>
	<p><b>Recent Orders section:</b> You can view your most recent orders in the <b>Recent Orders</b> section. You can click the <b>View More Orders</b> button to navigate to the <b>Orders</b> page and view your order history.</p>
	<p><b>My Favorite Products section:</b> You can view your most ordered products in the <b>My Favorite Products</b> section. You can select the quantity for each product and click the <b>Add to Cart</b> button to add it to the cart.</p>



## Product Search

From the homepage, you can search for a product.

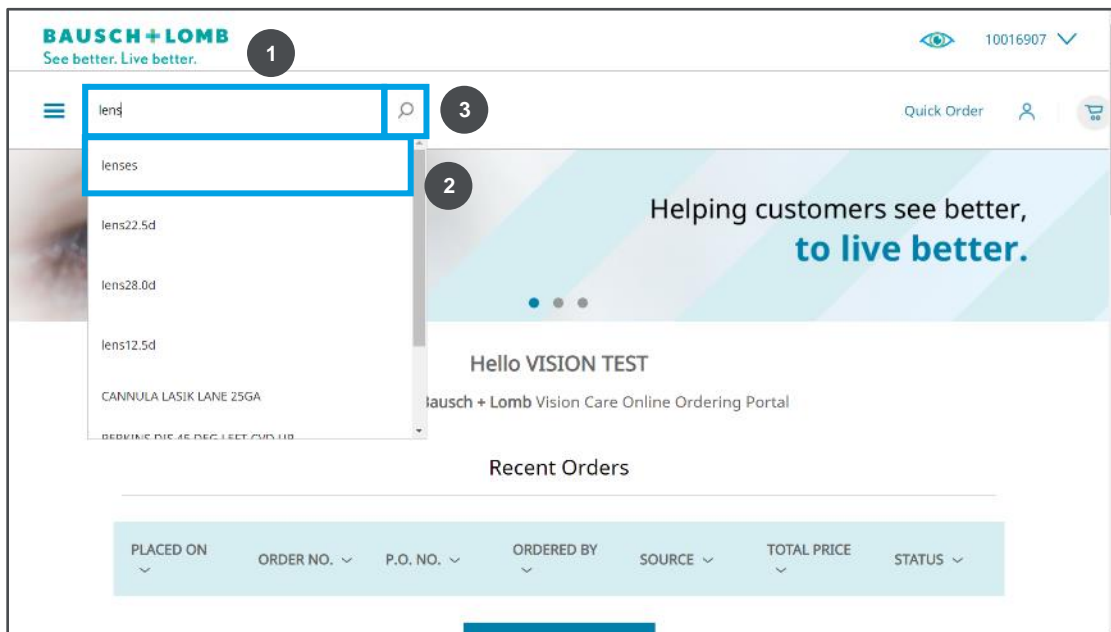
Let's look at the high-level process to perform a product search:



### Steps to Perform a Product Search

Perform the following steps to perform a product search:

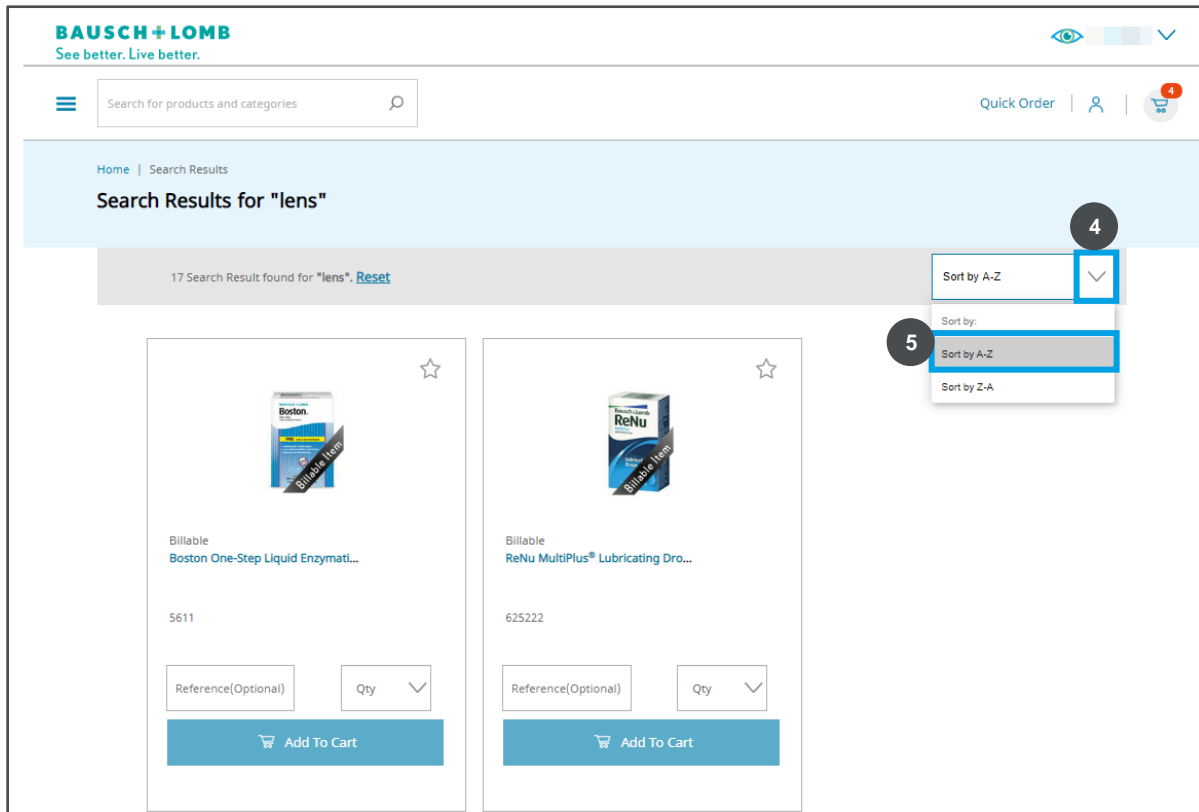
1. Enter the required value in the **Search** field. In this example, enter **lens**. As you enter the search term, suggested search terms are displayed in the **Search** dropdown.
2. Click to select the required option from the **Search** dropdown list. In this example, select the **lenses** option from the list.
3. Click the **Search** icon to search for the product.



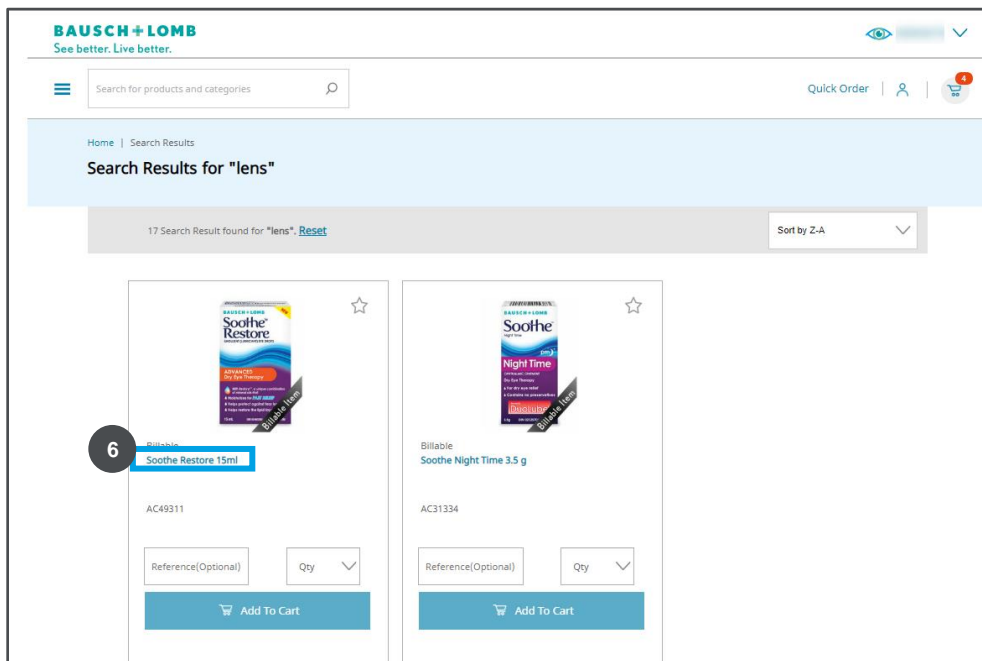
4. The **Search Results** page is displayed. Click the **Sort** dropdown button to view the available sorting options.



- Click to select an option from the **Sort** dropdown list. In this example, select the **Sort by Z-A** option from the list to sort the search results based on relevance.

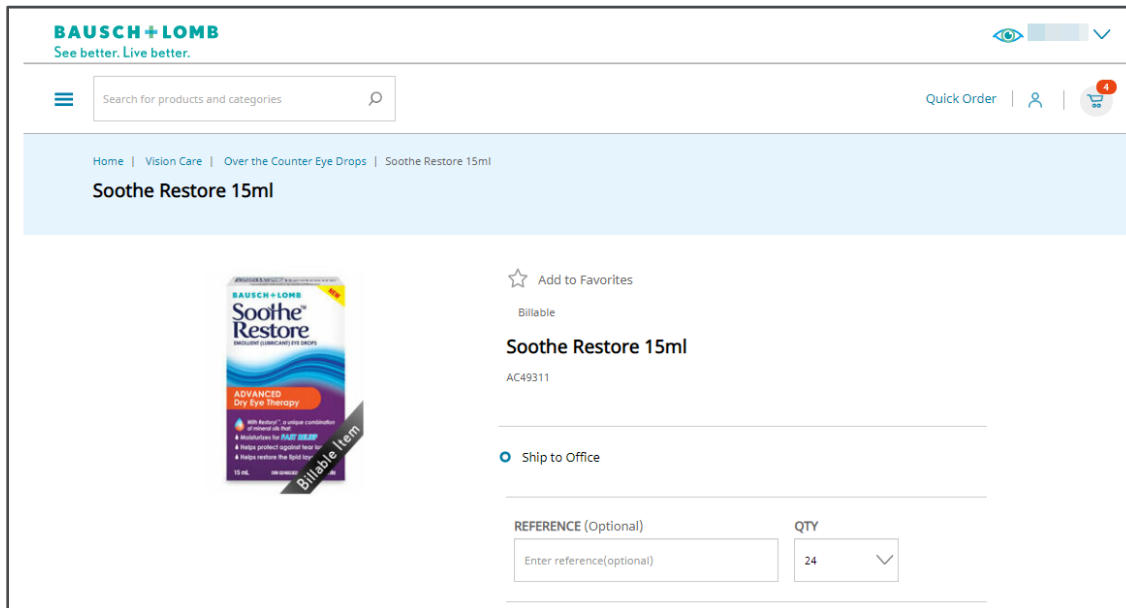


- Select the appropriate product from the **Search Results** page.





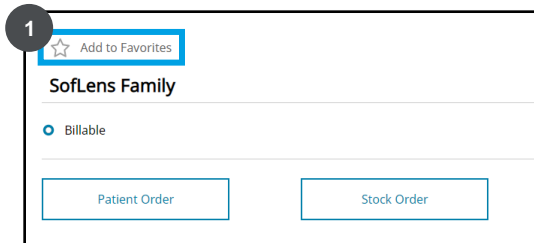
7. The product details page for the selected product is displayed.



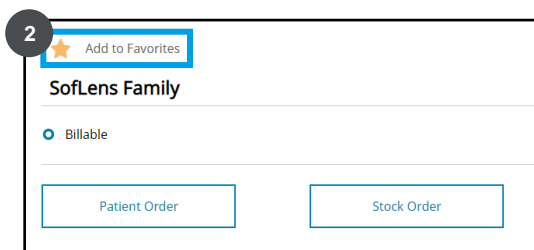
## My Favorite Products

Perform the following steps to tag products as a “Favorite”

1. While in the Product Details Page (PDP) on the desired item, click the star icon located above the item description to favorite that item.



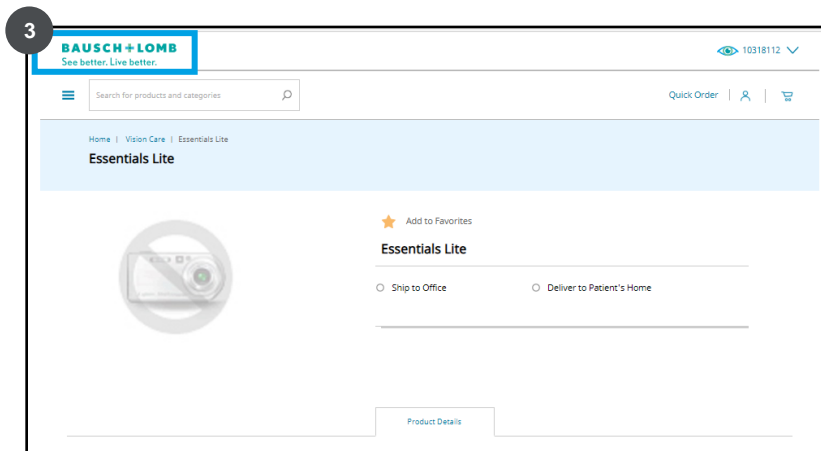
2. When done correctly, the white star will now display gold in color. Clicking the star while it is gold will remove this item from your favorites.



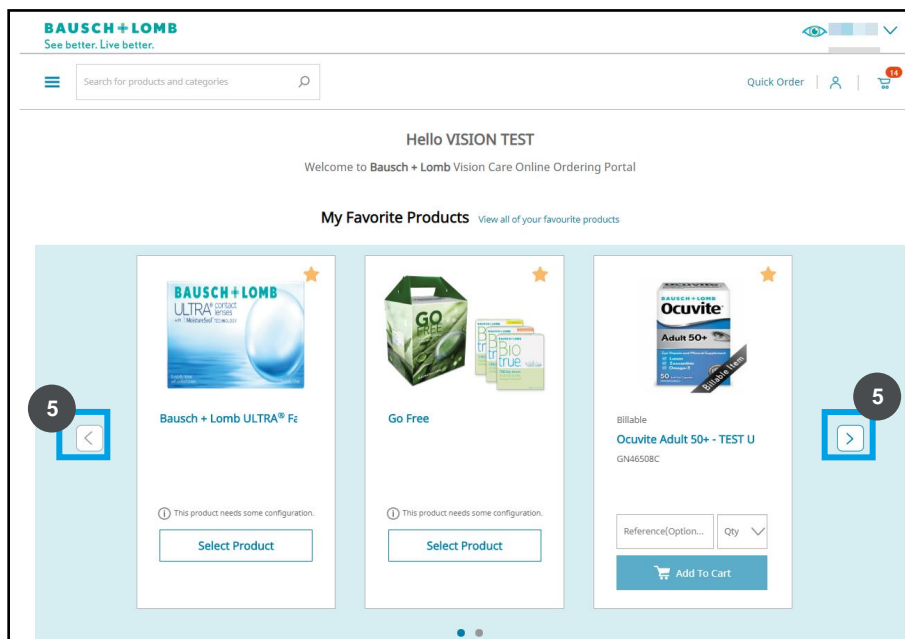




3. Navigate to the home page by clicking the Bausch + Lomb logo in the top left of the web page.

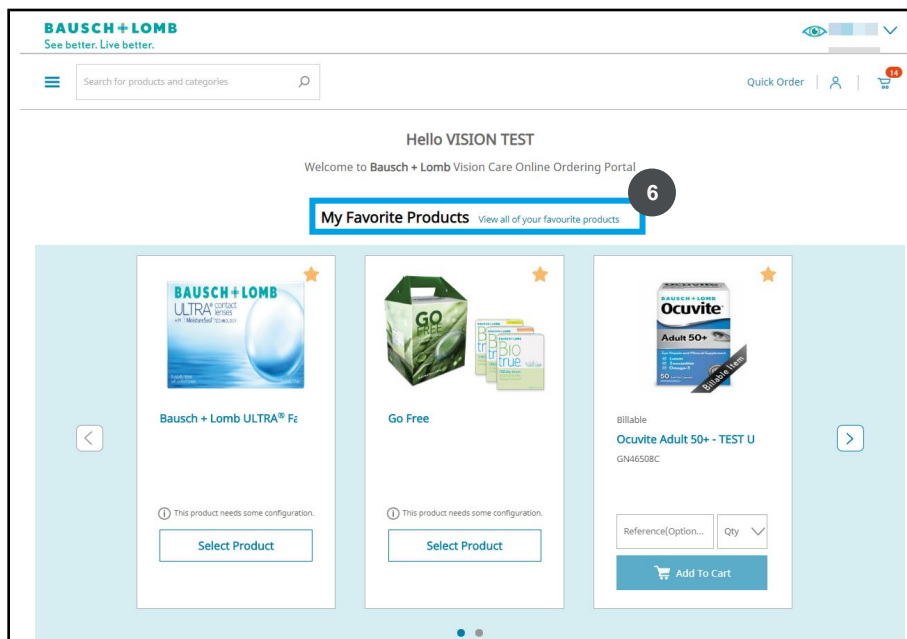


4. Your newly favorited item(s) will now be displayed on the homepage alongside with any other items you have favorited.
5. From this list, you can navigate through a summary of favorited items by utilizing the arrows on the left and right of the screen.

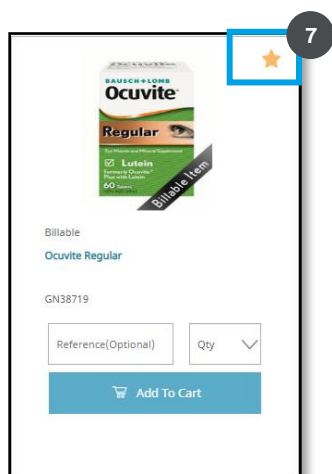




6. Alternatively, you can press View All to see a sortable and searchable view of favorited items.



7. In either the View All or Summary View you can unfavorite any item by pressing the gold star icon.





## Manage Users

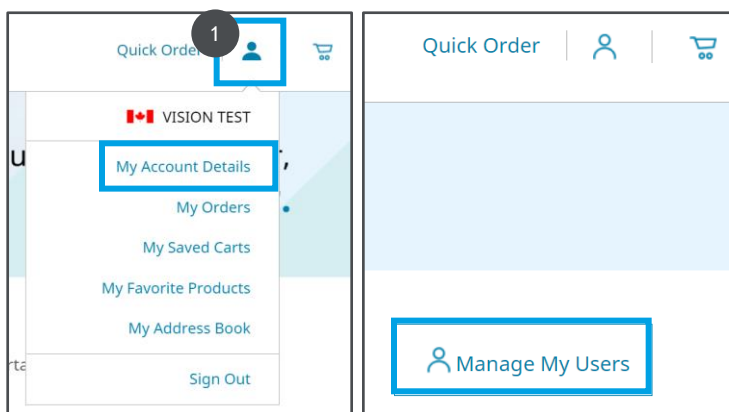
A primary user can add, delete, search, deactivate/reactivate secondary users whereas secondary users have limited functionality pertaining to the roles allocated to them.

### Review the Secondary Users

A primary user can review each secondary user added to the primary account and edit information such as first and last names, role assigned, status of the secondary user, and take actions to deactivate or reactivate a secondary user as needed.

**Perform the following steps to view the secondary users added to a primary user account:**

1. Click the **My Account** icon in the top-right corner. From the dropdown list, select the **My Account Details** and then the **Manage My Users** option.



**Note:** You will see all the secondary users added to your account. You will see Name, Email, Role, Created On, Status, and Action columns.



Home | My Account Details | Manage My Users

## Manage My Users

Search for user's name, email

[+ Add New User](#) TOTAL: 43 | ACTIVE: 20 | INACTIVE: 10 | PENDING: 03

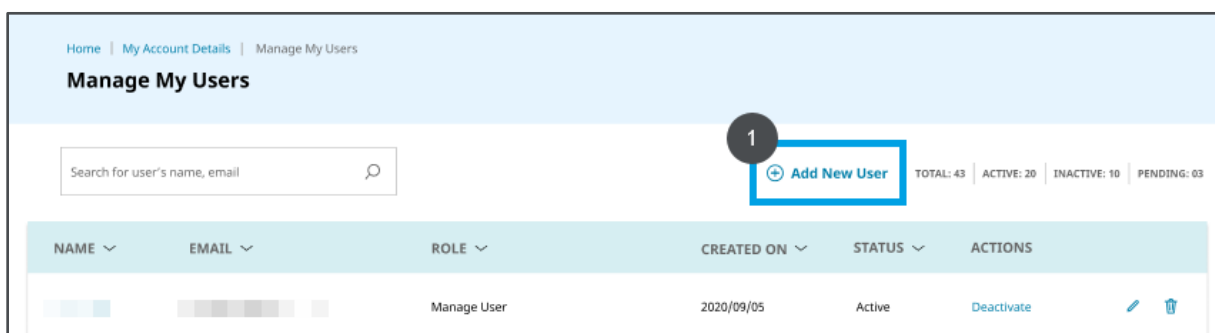
NAME	EMAIL	ROLE	CREATED ON	STATUS	ACTIONS
[Redacted]	[Redacted]	Manage User	2020/09/05	Active	Deactivate
[Redacted]	[Redacted]	Manage User	2020/09/05	Active	Deactivate
[Redacted]	[Redacted]	Consignment customer, View Price, Ma...	2020/09/04	Deactive	Reactivate
[Redacted]	[Redacted]	View Price	2020/09/08	Active	Deactivate
[Redacted]	[Redacted]	Manage Users, View Price	2020/09/06	Pending	Resend Confirmation
[Redacted]	[Redacted]	Consignment Customer, Manage User	2020/09/05	Active	Deactivate
[Redacted]	[Redacted]	Consignment Customer, View Price	2020/09/02	Deactive	Reactivate

## Add a New User

Every new customer can be added in the Bausch + Lomb online ordering portal as a new user.

### Perform the following steps to add a new user

1. Click the **Add New User** link on the **Manage My Users** page to add a new user.



2. Enter the first name of the new user in the **FIRST NAME** text field.
3. Enter the last name of the new user in the **LAST NAME** text field.
4. Enter the email ID of the new user in the **EMAIL** text field.



5. Enter the work contact number of the new user in the **WORK NUMBER** text field. *This is an optional step.*
6. [Optional] Select the desired role for the new user from the **ROLE** drop-down. By default, all users will be granted access to place orders, manage address book, and view order history. Additional access can be granted by assigning one or more of the following roles:
  - i. Manage Users – User will be able to add new users, delete, edit, activate, deactivate existing users, and resend the confirmation email to newly created users.
  - ii. View Prices – User will have the ability to see prices in order history. In addition, surgical customers with this role could view prices of products in the cart and checkout pages.
  - iii. Consignment – This is specific to surgical customers with a consignment inventory location. User will be able to add products to consignment and view the consignment section. From that section, this user can view consignment inventory, add consignment billing and consignment bundle items to the cart.
7. Select the desired ship-to account from the **SHIPPING ACCOUNT NUMBERS** drop-down.
8. Click the **Save** button to save the details.
  - i. The **Save** button will be activated only if all the mandatory fields are filled.
  - ii. A confirmation message will be displayed on the screen once the details are saved.
  - iii. You can click the **Cancel** button to cancel all the details added.

The screenshot shows a form for creating a new user. It includes the following fields and elements:

- 2**: FIRST NAME text input field.
- 3**: LAST NAME text input field.
- 4**: EMAIL text input field.
- 5**: WORK NUMBER (Optional) field, which includes a country code dropdown (currently showing +1) and a text input field (currently showing 204-234-5678).
- 6**: ROLE (Optional) dropdown menu with the text "Select Roles" and a downward arrow.
- 7**: SHIPPING ACCOUNT NUMBERS dropdown menu with a downward arrow and a small 'x' icon.
- 8**: Two buttons at the bottom: "Save" (highlighted in blue) and "Cancel" (light blue).

## Edit Existing Users

The existing secondary users can update their information such as their first and last names or their work number. The primary users, in addition, can also edit the role and the shipping account numbers assigned to the secondary users.



## Perform the following steps to edit the existing users:

1. Access the **Manage My Users** option from the **My Account** dropdown list. The list of all the secondary users added to your account will be displayed.
2. Click the **Edit** button to edit the details of the secondary user.

NAME	EMAIL	ROLE	CREATED ON	STATUS	ACTIONS
[Redacted]	[Redacted]	Manage Users	2021/02/22	Active	Deactivate <b>Edit</b>

3. You can edit the First Name, Last Name, Role, and Shipping Account Numbers. Click the **Edit** icon to the field to be edited.
4. Click the **Save** button to save the edited details. You can click Cancel if you want to discard the edits.

FIRST NAME: [Redacted]

LAST NAME: [Redacted]

EMAIL: [Redacted]

WORK NUMBER (Optional): +1 204-234-5678

ROLE (Optional): Manage Users

SHIPPING ACCOUNT NUMBERS: [Redacted]

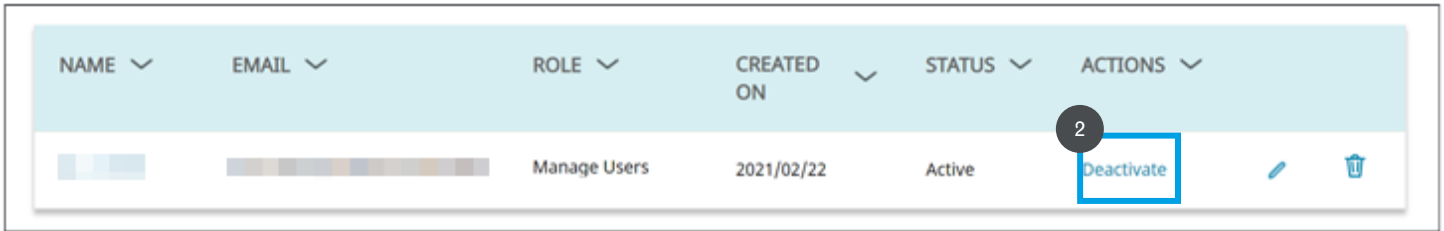
**Save**

## Deactivate/Reactivate Users

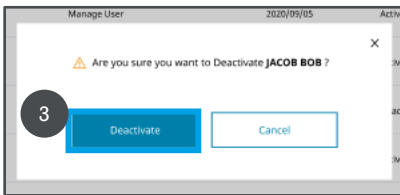
Primary users can deactivate secondary users for various reasons such as security violation or if the user is no longer active. Primary users can also reactivate a deactivated user as needed.

## Perform the following steps to deactivate/reactivate a user account:

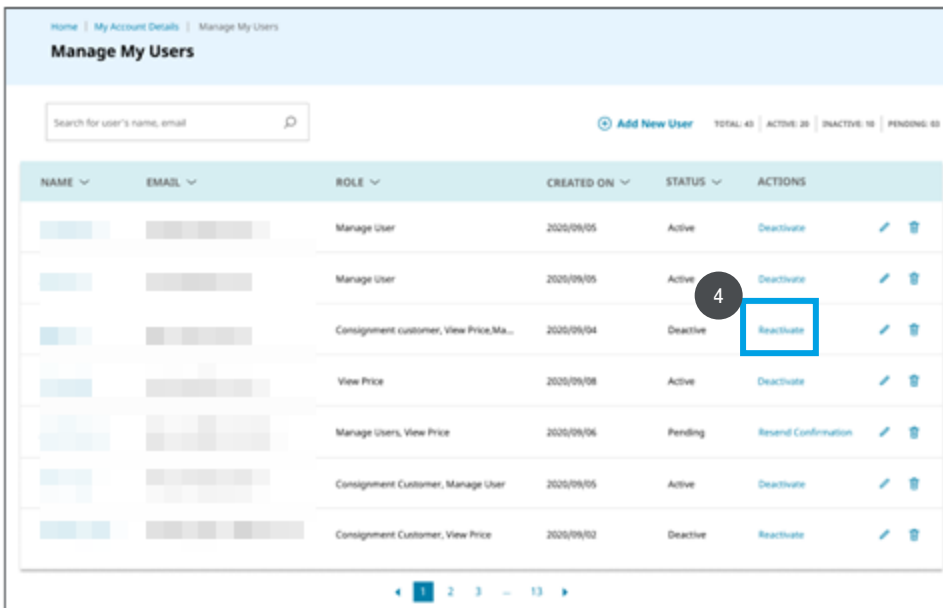
1. Access the **Manage My Users** option from the **My Account** dropdown list. The list of all the secondary users added to your account will be displayed.
2. In the **ACTIONS** column, click the **Deactivate** link to deactivate an active user.



3. A confirmation pop-up is displayed on the screen to confirm the deactivation/reactivation of the user. Click the **Deactivate** button to confirm the deactivation of the user.



4. To reactivate a deactivated user, click the **Reactivate** link.



5. Click the **Reactivate** button to confirm the reactivation of the user.




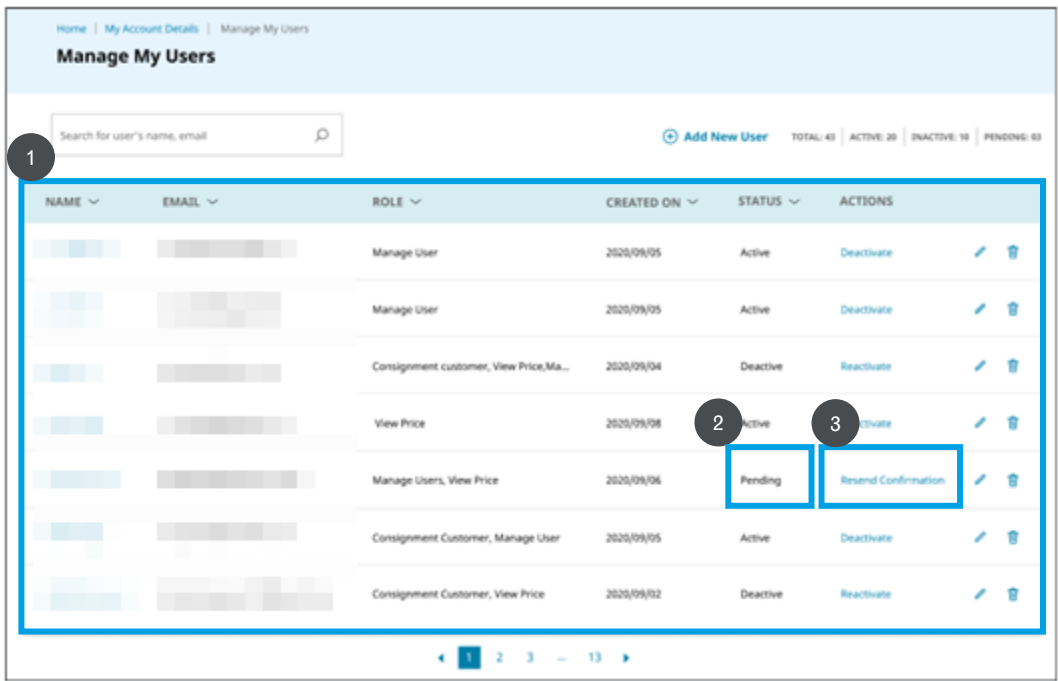


## Resend the Confirmation Email for Pending Users

Perform the following steps to resend the confirmation email:

1. Access the **Manage My Users** option from the **My Account** dropdown list. The list of all the secondary users added to your account will be displayed.
2. View the status of the user in the **STATUS** column. You can resend the confirmation email only if the status is **Pending**.
3. Click the **Resend Confirmation** link to resend the confirmation email. A confirmation email will be sent to the selected secondary user.

 **Note:** Secondary users must follow the instructions in the confirmation email to reactivate your account.



The screenshot shows the 'Manage My Users' page. At the top, there is a search bar (1) and a summary bar with 'Add New User' and counts: TOTAL: 43 | ACTIVE: 28 | INACTIVE: 18 | PENDING: 63. Below is a table with columns: NAME, EMAIL, ROLE, CREATED ON, STATUS, and ACTIONS. One row is highlighted with a 'Pending' status (2) and a 'Resend Confirmation' link (3). The table also includes edit and delete icons for each user.

NAME	EMAIL	ROLE	CREATED ON	STATUS	ACTIONS
[Redacted]	[Redacted]	Manage User	2020/09/05	Active	Deactivate [Edit] [Delete]
[Redacted]	[Redacted]	Manage User	2020/09/05	Active	Deactivate [Edit] [Delete]
[Redacted]	[Redacted]	Consignment customer, View Price, Ma...	2020/09/04	Deactive	Reactivate [Edit] [Delete]
[Redacted]	[Redacted]	View Price	2020/09/08	Active	Deactivate [Edit] [Delete]
[Redacted]	[Redacted]	Manage Users, View Price	2020/09/06	Pending	Resend Confirmation [Edit] [Delete]
[Redacted]	[Redacted]	Consignment Customer, Manage User	2020/09/05	Active	Deactivate [Edit] [Delete]
[Redacted]	[Redacted]	Consignment Customer, View Price	2020/09/02	Deactive	Reactivate [Edit] [Delete]





## Patient Address Book and Consent Management

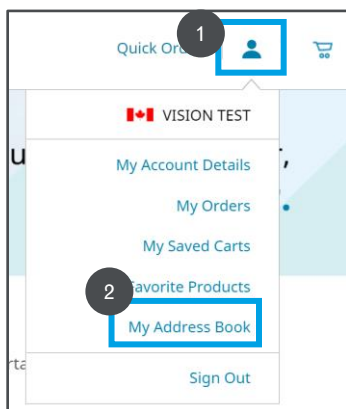
You can add a patient's address with the patient's consent in the address book. If the patient doesn't give consent, the address should not be saved and should not be displayed in the search results. The patient has the option to withdraw the consent.

**For the US and Canada, it is assumed that patient has provided consent. Hence the consent checkboxes are not displayed.**

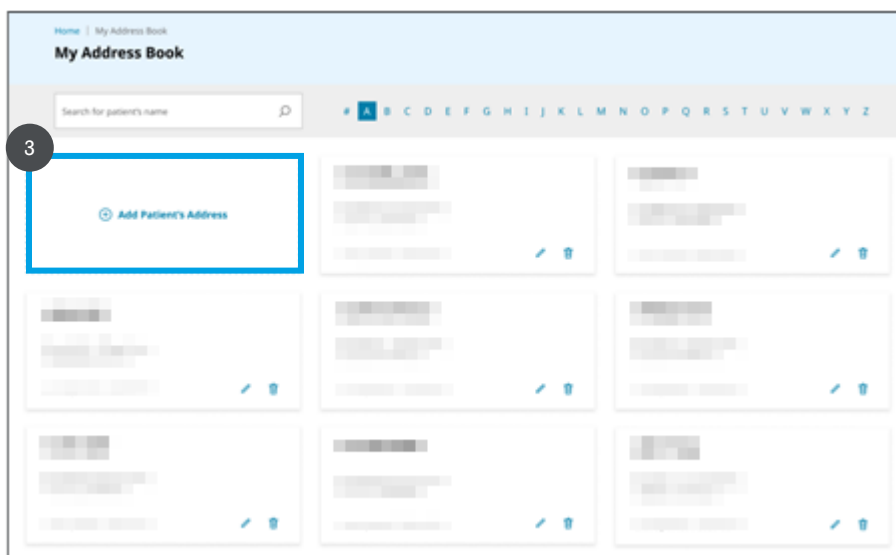
### Add the Patient Address to the Address Book

Perform the following steps to add the patient address to the address book:

1. On the homepage, click the **My Account** icon in the top-right corner. A dropdown list will appear.
2. Select the **My Address Book** option from the **My Account** dropdown. The **My Address Book** page will be displayed.



3. Click the **Add Patient's Address** button to add a patient's address.





4. Add the following details for the patient:
  - i. First Name
  - ii. Last Name
  - iii. Address Line 1
  - iv. Address Line 2 (*This is an optional step*)
  - v. City
  - vi. Province/State
  - vii. Postal Code
  
5. Click the **Save** button to save the address.

The screenshot shows a web form titled "Add Patient's Address" with a breadcrumb trail: Home | My Address Book | Add Patient's Address. The form contains the following fields:

- FIRST NAME**: Text input field with placeholder "Enter First Name".
- LAST NAME**: Text input field with placeholder "Enter Last Name".
- ADDRESS 1**: Text input field with placeholder "Enter Address Line 1".
- ADDRESS 2 (Optional)**: Text input field with placeholder "Enter Address Line 2".
- CITY**: Text input field with placeholder "Enter City".
- PROVINCE**: Dropdown menu with "Select Province" and a downward arrow.
- POSTAL CODE**: Text input field with placeholder "Enter 7 Digit Postal Code".

At the bottom of the form are two buttons: "Save" (highlighted in blue) and "Cancel".

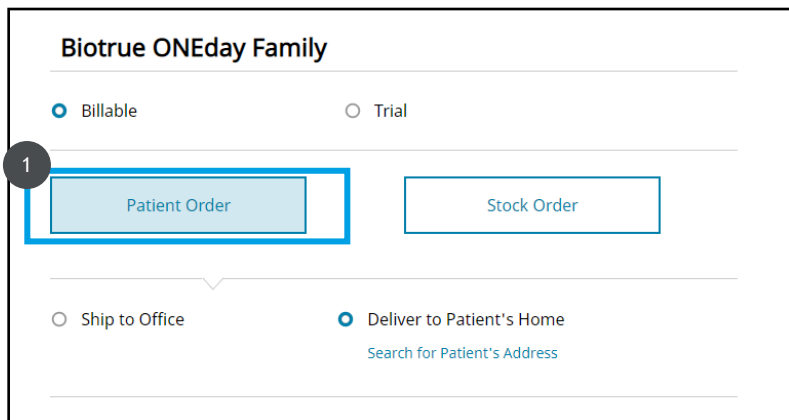
Annotation 4 is a blue circle with the number "4" pointing to the top-left corner of the form's main content area. Annotation 5 is a blue circle with the number "5" pointing to the "Save" button.



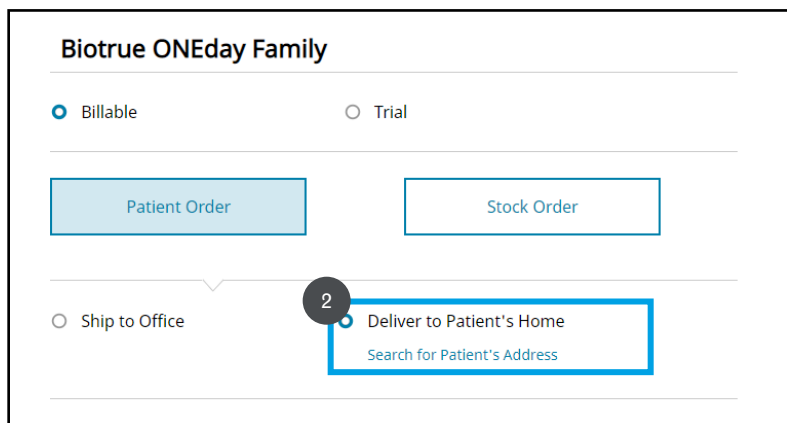
## Add the Patient Address from the Products Detail Page (PDP)

Perform the following steps to add the patient address from the PDP:

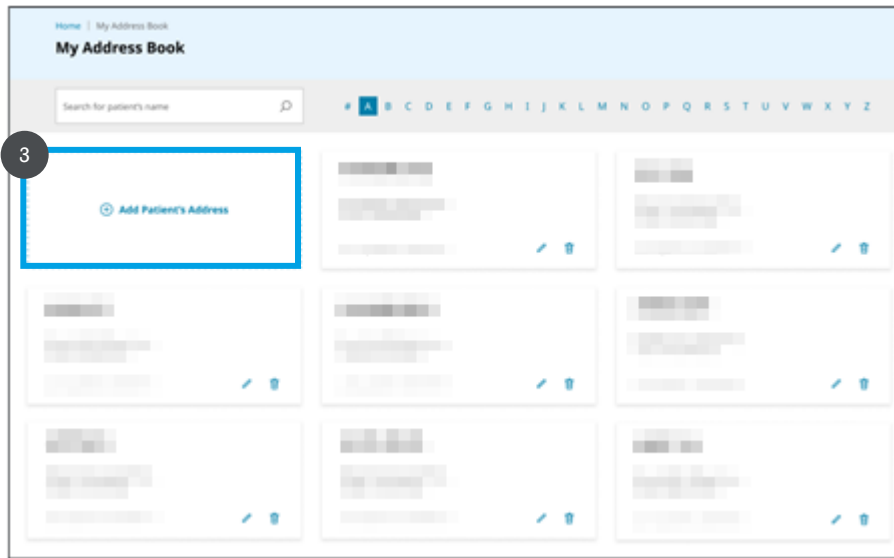
1. Select the patient order and delivery from the PDP.



2. Click the **Home Delivery** icon to search for the patient or to a new patient address.



3. Click the **Add** button to add the patient details.



4. Add the following details for the patient:
  - i. First Name
  - ii. Last Name
  - iii. Address Line 1
  - iv. Address Line 2 (*This is an optional step*)
  - v. City
  - vi. Province/State
  - vii. Postal Code
5. Click the **Save** button to save the address.



**Note:** Once the order is placed, the order will have the patient's address.



Home | My Address Book | Add Patient's Address

## Add Patient's Address

4

FIRST NAME  LAST NAME

ADDRESS 1

ADDRESS 2 (Optional)

CITY  PROVINCE  POSTAL CODE

5

## Edit Patient Address

Perform the following steps to edit a patient's address from the address book and PDP:

1. Search for the patient's address using the first name or the last name of the patient.

Home | My Address Book

### My Address Book

1

# 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


2. Click the **Edit** icon present against the desired patient name whose address is to be edited.

Home | My Address Book

### My Address Book

# 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

2

 **Note:** The saved address will be displayed and will not be editable.



3. Change the values in the desired fields in address details.
4. Click the **Save** button to save the changes made to the details.

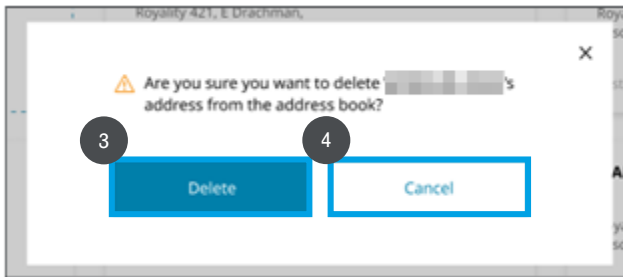
## Delete Patient Address

Perform the following steps to delete the address of the patient:

1. Search for the patient's address using the first name or the last name of the patient.

2. Click the **Delete** icon present against the desired patient name.

3. A pop-up will be displayed to confirm if you want to delete the address. Click the **Delete** button in the pop-up to confirm the deletion of the address.
4. Click the **Cancel** button in the pop-up to cancel the deletion process.



## Cart Activities

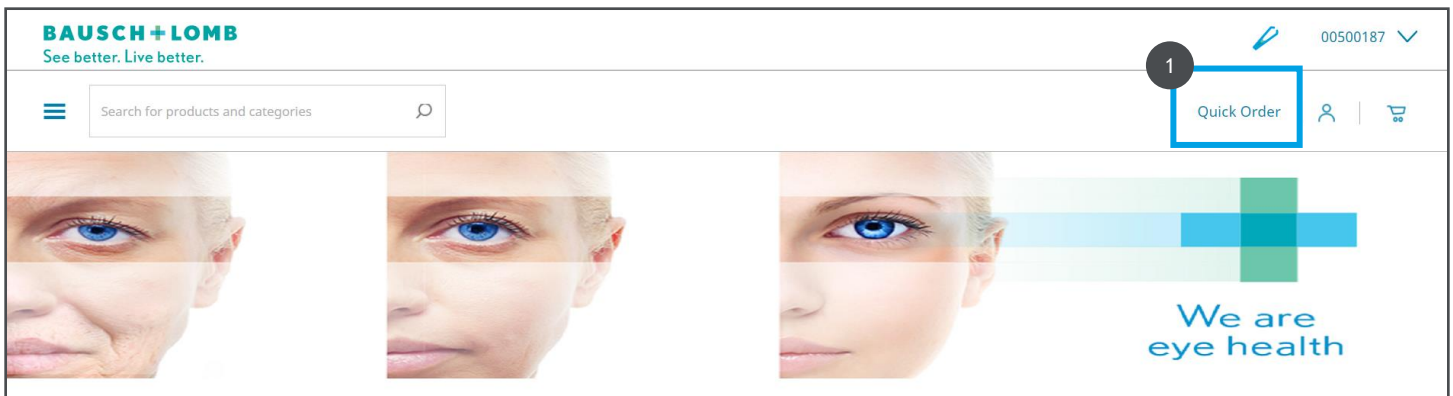
A cart facilitates the purchase of a product. It accepts the customer's payment and organizes the distribution of that information to the merchant, payment processor, and other parties.

### Add Products from Quick Order


The Quick Order link helps to speed up ordering of any product. Products can be added to the cart from the Quick Order form directly.

#### Perform the following steps to add products from Quick Order:

1. Click the **Quick Order** link in the top-right of the portal. The Quick Order form is displayed with an empty **PRODUCT CODE** number field.




2. Enter the product code in the **PRODUCT CODE** number field to search for the product. If an invalid product code is entered, the system will give an error message.

 **Note:** A duplicate product search is not allowed in the system. For surgical, an additional column is displayed for the type of order. If the type of order is consignment, you should check the consignment checkbox.

3. Enter the reference in the **REFERENCE** field. *This is an optional step.*



4. Enter the quantity required in the **QTY** field.
5. Click the **Add to Cart** button to add the product to the cart.

PRODUCT CODE	PRODUCT	REFERENCE(Optional)	QTY
<div style="border: 1px solid #00a651; padding: 5px;">                     2 AB31336 <span style="float: right;">✕</span> </div>	 <p>3.5G SOOTHE NIGHT TIME OINTMENT Billable</p>	<div style="border: 1px solid #00a651; padding: 5px;">                     3 Enter Reference                 </div>	<div style="border: 1px solid #00a651; padding: 5px;">                     4 1 <span style="float: right;">✓ ✕</span> </div>
<div style="border: 1px solid #ccc; padding: 5px; width: 100%;">                         Enter Product Code                     </div>	---	---	---

5 Add To Cart
Subtotal  
**1 Items**
[✕ Reset](#)

6. A **pop-up** will be displayed with information such as product ID, image, product details, shipping address, quantity, etc. It confirms that the product is added to the cart. Close the pop-up and continue shopping.
7. Click the **View Cart** button to view the complete cart.

6

✓ You have successfully added **1 Items** to the cart.
✕

Reference:

**3.5G SOOTHE NIGHT TIME OINTMENT**

AB31336 | Qty : 1

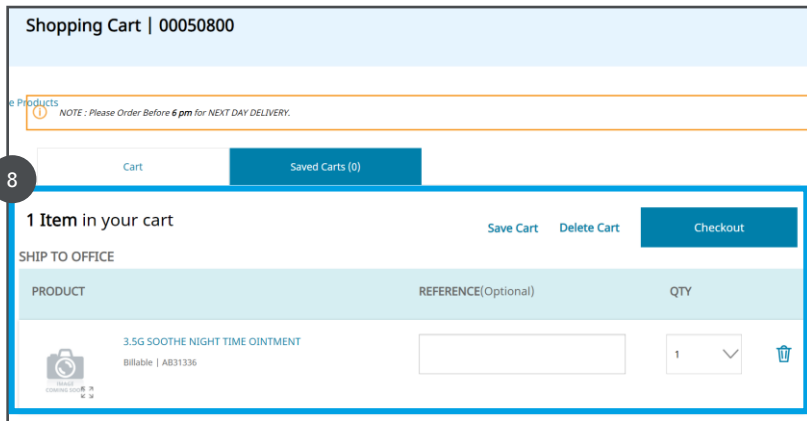
7 View Cart

Subtotal

**1 Items**

8. The **Cart** page will be displayed. You can view the following details on the Cart page.
  - i. Cart Number
  - ii. Number of items in the cart
  - iii. Save Cart, Delete Cart, and Check-out buttons



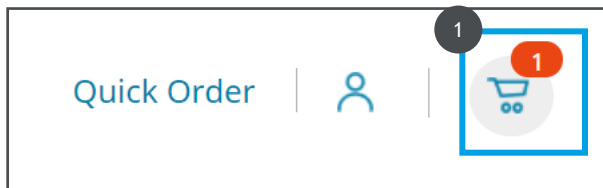


**Note:** Quantity is displayed as a drop-down if the product has pre-defined quantity values. Otherwise, it is displayed with +/- functions. The price is displayed only for surgical products. For consignment products, the price is displayed as zero.

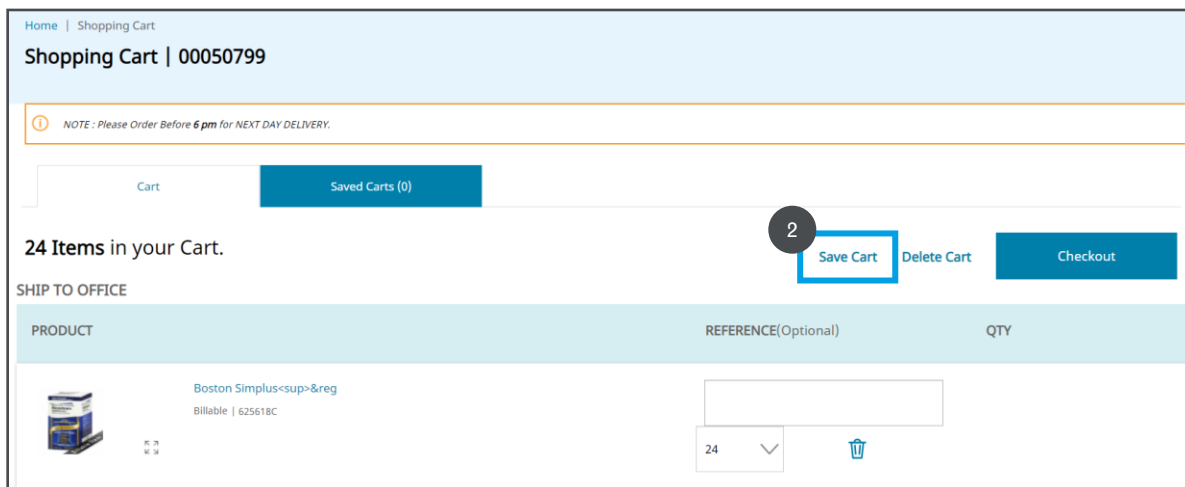
## Save or Cancel a Cart

Perform the following steps to save or cancel a cart:

1. Click the **Mini Cart** icon on the top-right corner to access the Cart page.



2. Click the **Save Cart** link to save the cart.





3. The **Save Cart** page is displayed. Enter the name of the cart in the **CART NAME** text field. *This is a mandatory step.*
4. Enter the description for the cart in the **DESCRIPTION** text field. *This is an optional step.*
5. Click the **Save** button to save the cart.
6. Click the **Cancel** button to cancel the cart.

Save Cart  
Your cart will be moved to Saved Carts list.

3 CART NAME  
Enter Cart Name  
Character Left: 140

4 DESCRIPTION (Optional)  
Enter Description  
Character Left: 250

5 Save 6 Cancel

## Restore or Merge Carts

Perform the following steps to restore/merge carts:



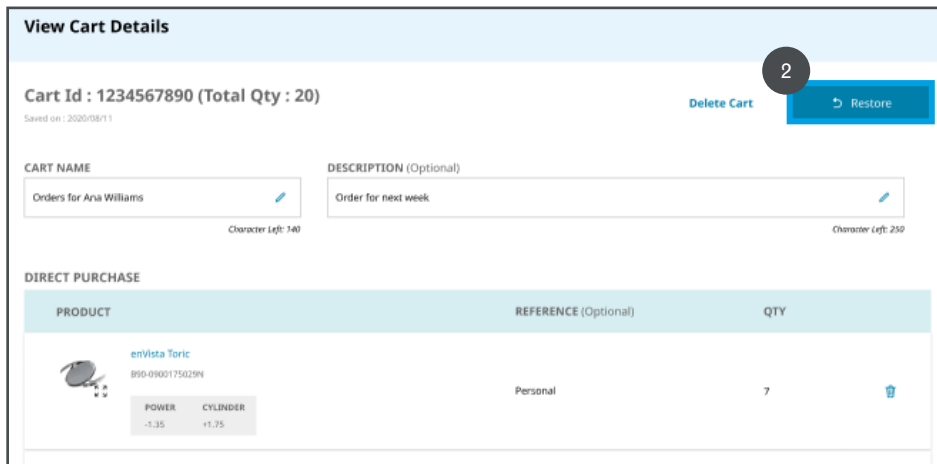
**Note:** It is mandatory to save a cart before restoring it.

1. Click the **Restore** link.

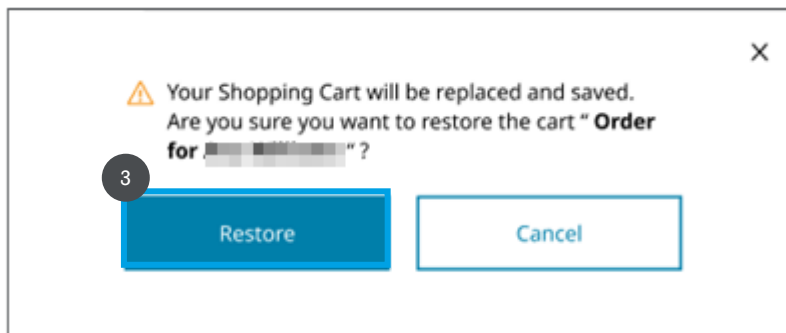
CART NAME	DESCRIPTION	SAVED ON	TOTAL QTY	ACTIONS
Orders for john	Lorem Ipsum is simply dummy text of the printing and ...	2020/09/05	20	Restore
Orders for Jacob Tom	Lorem Ipsum is simply dummy text of the printing and ...	2020/09/05	20	Restore



- The **View Cart Details** page is displayed. View the cart details and click the **Restore** button.



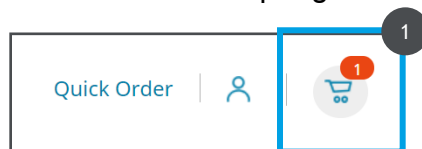
- A confirmation message is displayed on the screen. Click the **Restore** button to restore the cart.



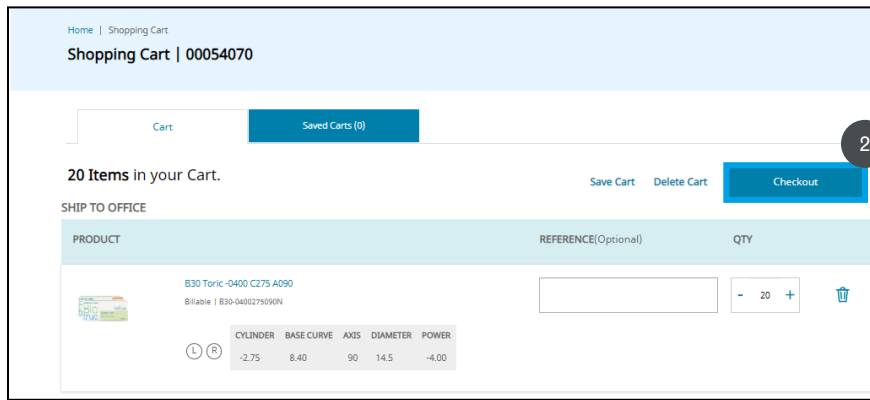
## Cart Checkout

**Perform the following steps to confirm payment type, shipping address, and shipping method:**

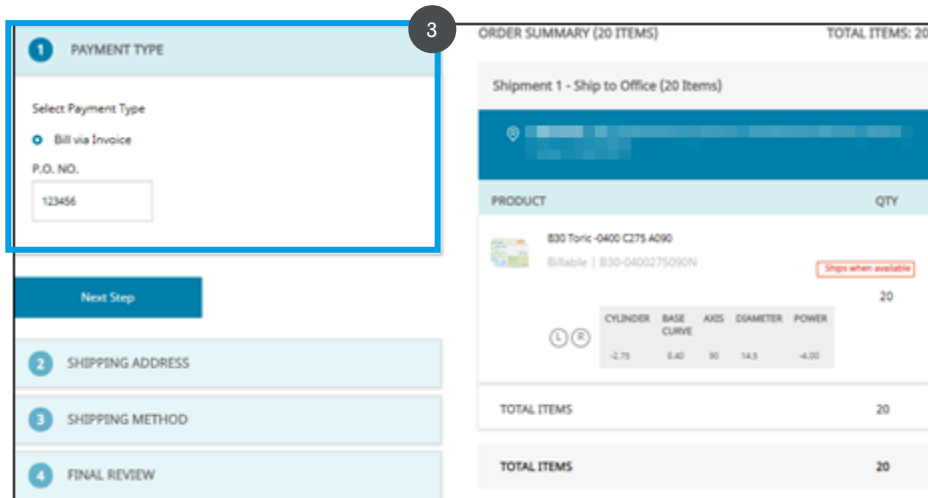
- Click the **Mini Cart** icon on the top-right corner to access the Cart page.



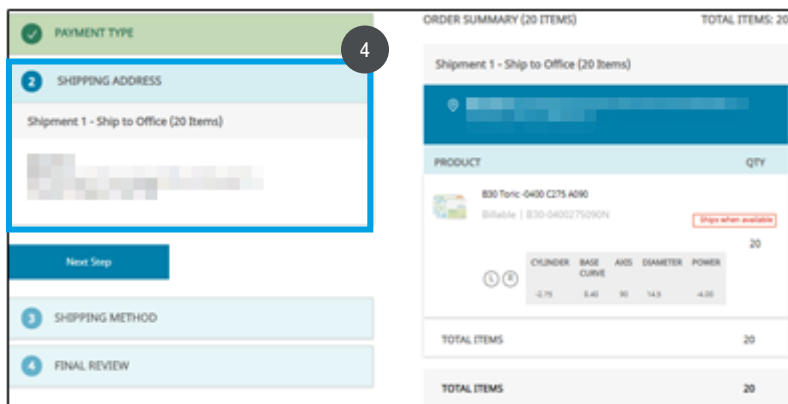
- After confirming the item(s) and quantity in your cart are correct, you can click the **Checkout** button.



3. Enter the Purchase Order number under payment type in the **P.O. NO.** field and click **Next Step**.

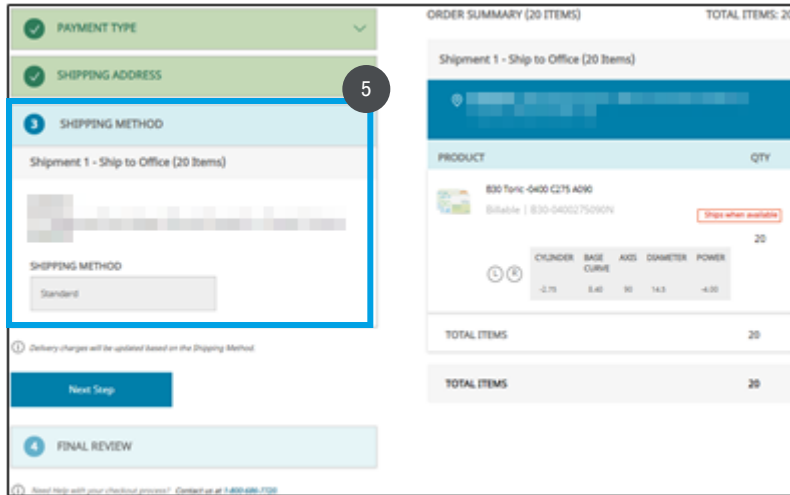


4. Confirm the Shipping Address(es) are correct and click **Next Step**. If sending to multiple addresses your cart will automatically split into multiple shipments for you based on selections that were made when adding items to your cart.

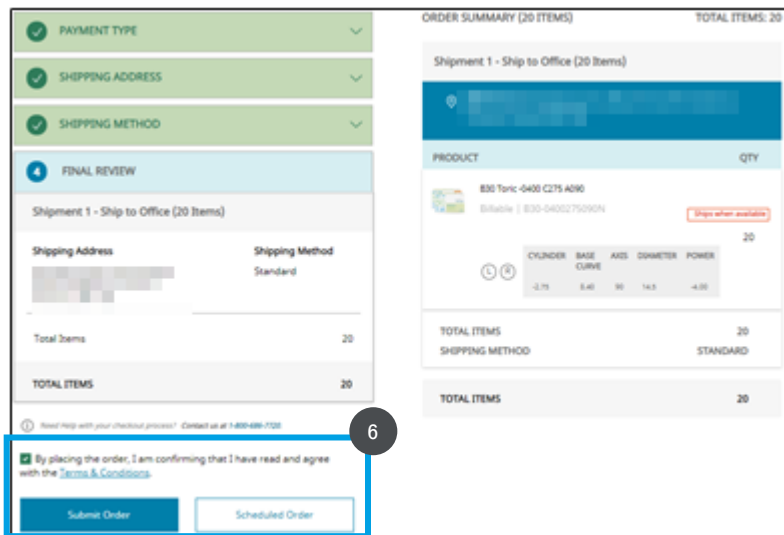




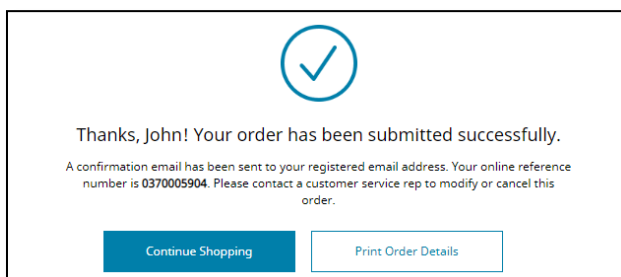
5. Choose shipping method (if applicable) and click **Next Step**.



6. Confirm the final review aligns with the items you are intending to place, the shipment address(es), and method. Check the box after reviewing the terms and conditions. Then, click **Submit Order** to finalize placing your order.



7. Once the order has been processed you will be redirected to a new page where you will see a confirmation message with a summary of your order. You will shortly receive a confirmation email sent to your registered email address. From here, you can Continue Shopping, Print Order Details, or close your web browser.

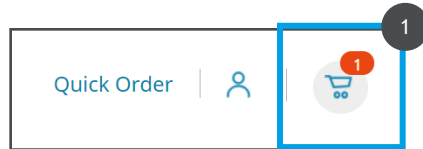




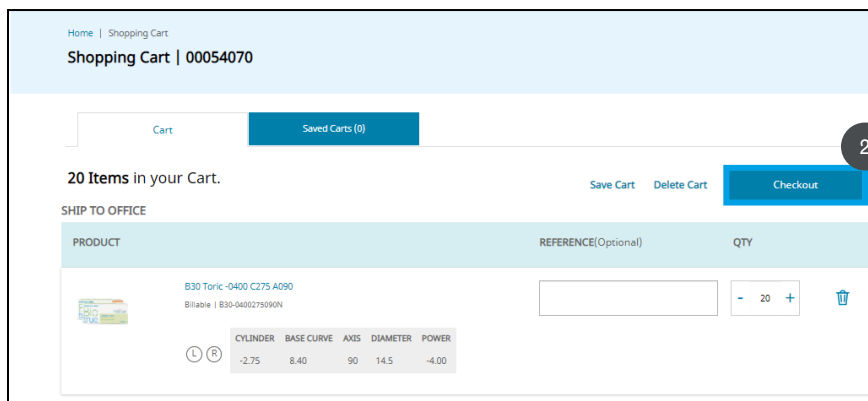
## Create Scheduled Orders

Perform the following steps to create scheduled orders:

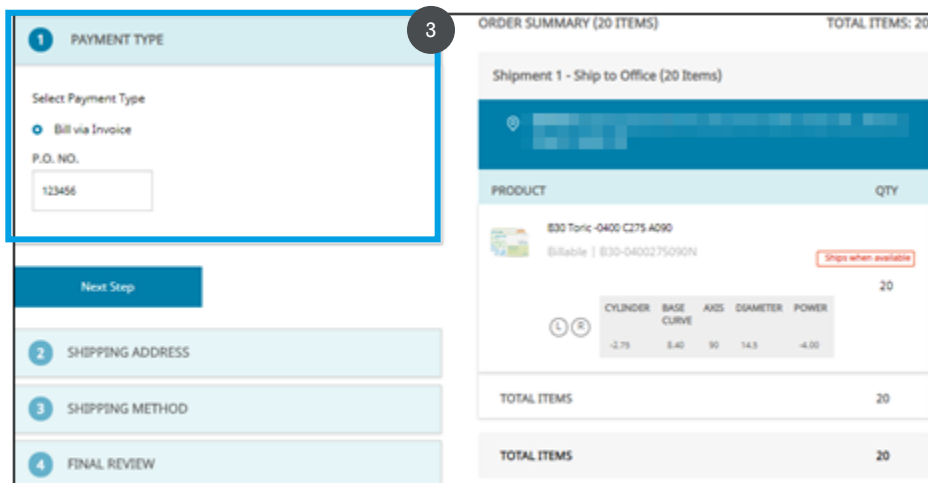
1. Click the **Mini Cart** icon on the top-right corner to access the Cart page.



2. After confirming the item(s) and quantity in your cart are correct, you can click **Checkout**.

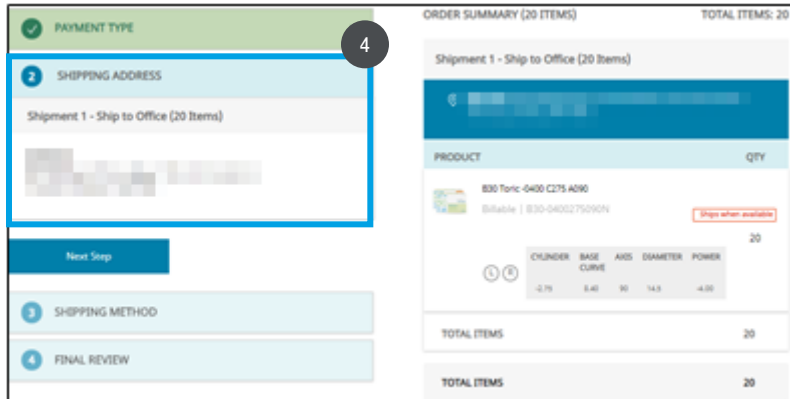


3. Enter the Purchase Order number under payment type in the **P.O. NO.** field and click **Next Step**.

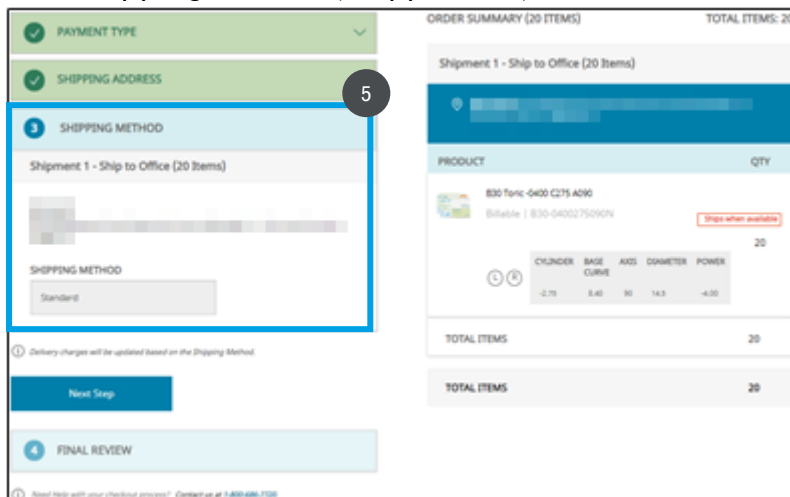




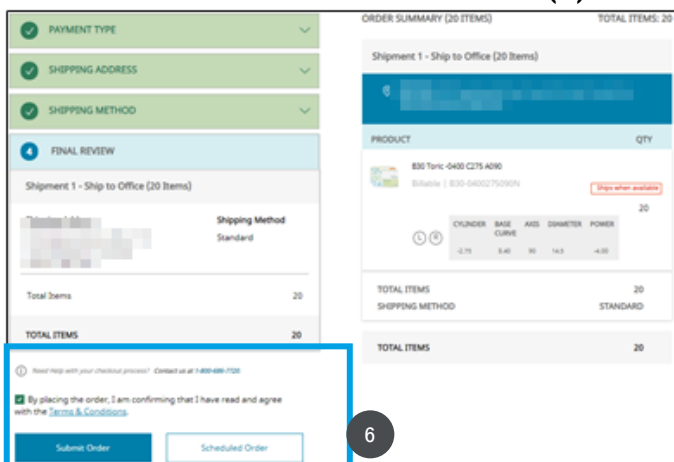
- Confirm the Shipping Address(es) are correct and click **Next Step** button. If sending to multiple addresses your cart will automatically split into multiple shipments for you based on selections that were made when adding items to your cart.



- Choose shipping method (if applicable) and click **Next Step**.



- Confirm the final review aligns with the items you are intending to place, the shipment address(es), and method. Check the box after reviewing the terms and conditions. Then, click **Scheduled Order** to schedule the order(s).





7. In the pop up, you can schedule the order, set the frequency, and duration of your scheduled orders. Once complete, click **Schedule Order** to place the scheduled order(s).
  - i. Start Date – The date you would like to receive your first occurrence of order(s).
  - ii. End Date (Optional) – The date you would like reoccurring orders to stop.
  - iii. Daily – Set the interval of each reorder frequency in days.
  - iv. Weekly – Set the interval of weekly reorders by day(s) of the week.
  - v. Monthly – Set the interval of monthly reorders based on a specific day of the month.

7

Schedule Order

START DATE: 2021/05/14

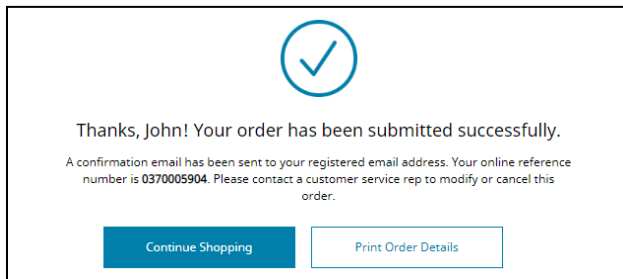
END DATE (Optional): 2022/05/14

REPEAT:  Daily  Weekly  Monthly

ON THIS DAY OF MONTH: - 14 +

Schedule Order Cancel

8. Once the order has been processed you will be redirected to a new page where you will see a confirmation message with a summary of your order. You will shortly receive a confirmation email sent to your registered email address. From here, you can Continue Shopping, Print Order Details, or close your web browser.







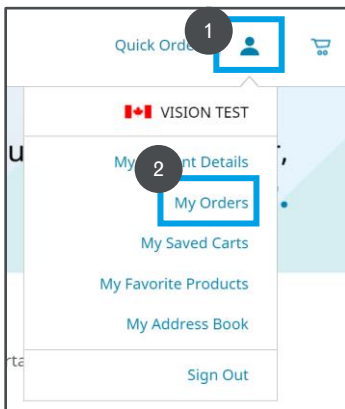
## My Orders

My orders is an omnichannel view of the orders that have been placed on the web, Electronic Data Interchange (EDI), or telephone. The customers can check their order status, track deliveries by providing shipping information tracking number, reorder, and can also see their order details.


### View Order History

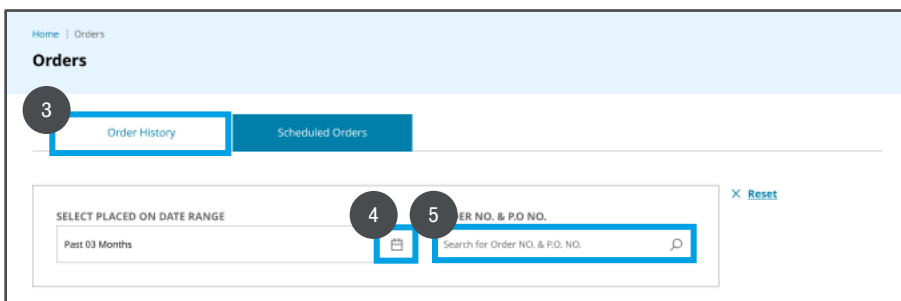
**Perform the following steps to go to the order page and view order history and scheduled order tabs:**

1. On the homepage, click the **My Account** icon in the top-right corner. A dropdown list will appear.
2. Select the **My Orders** option from the **My Account** dropdown. The **My Orders** page will be displayed.



3. Click the **Order History** tab to view the order history.
4. Click the **Calendar** icon to select the date range.
5. Enter the order number and the purchase order number in the **ORDER NO. & P.O. NO.** text field.

 **Note:** You can enter the keywords in the **ORDER NO. & P.O. NO.** text field to search for the desired order number and purchase order number






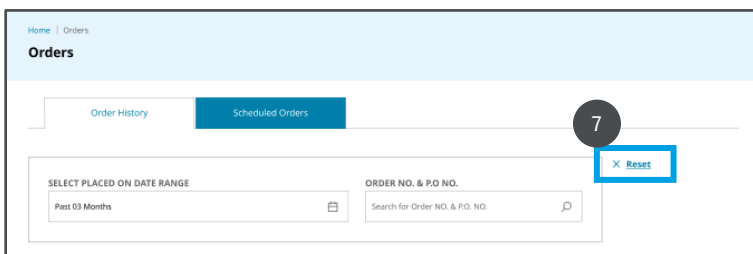
6. Press the **Enter** button on the keyboard to view the order placed details.

The screenshot shows the 'Orders' page with a table of order details. The table has columns for 'PLACED ON', 'ORDER NO.', 'P.O. NO.', 'ORDERED BY', 'SOURCE', 'TOTAL PRICE', and 'STATUS'. The status column contains various labels like 'Open', 'Confirmed', 'Completed', and 'Shipped'.

PLACED ON	ORDER NO.	P.O. NO.	ORDERED BY	SOURCE	TOTAL PRICE	STATUS
JUN2019	102408	ZPC04208		Online Order		Open
JUN2019	102408	ZPC04208		Online Order		Confirmed
JUN2019	102407	ZPC04207		Online Order		Confirmed
JUN2019	102406	ZPC04206		Online Order		Confirmed
JUN2019	102405	ZPC04205		Online Order		Confirmed
JUN2019	102404	ZPC04204		Online Order		Shipped
JUN2019	102403	ZPC04203		BI		Completed
JUN2019	102402	ZPC04202		Online Order		Confirmed
JUN2019	102401	ZPC04201		Online Order		Shipped
JUN2019	102400	ZPC04200		BI		Completed

 **Note:** The details will include order placed, order number, PO number, ordered by details, source, total price and the status (Open, Confirmed, Completed, Shipped).

7. Click the **Reset** button to reset the details entered in the fields.





8. Click the **Track Your Order** link to track the order.

TOTAL ORDERS : 70 Export CSV

PLACED ON	ORDER NO.	P.O. NO.	ORDERED BY	SOURCE	TOTAL PRICE	STATUS
2020/09/19	9328439	2392348298		Online Order		OPEN
2020/09/23	9328438	2392348288		Online Order		CONFIRMED
2020/09/11	9328437	3392348298		Online Order		COMPLETED
2020/08/19	9328436	2492348298		Online Order		CONFIRMED
2020/07/11	9328435	7392348298		Online Order		CONFIRMED
2020/07/12	9328434	2392348258		Online Order		SHIPPED <a href="#">Track your Order</a>

8

Track your Order

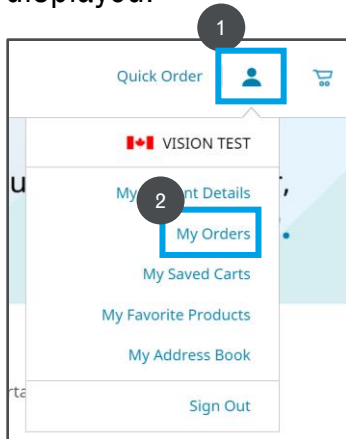
 **Note:** The **Track Your Order** link will be active only for orders that are shipped. Also, if there are no search results, the **“No order history found”** message is displayed. You will have to click the **Continue Shopping** button to continue the shopping.



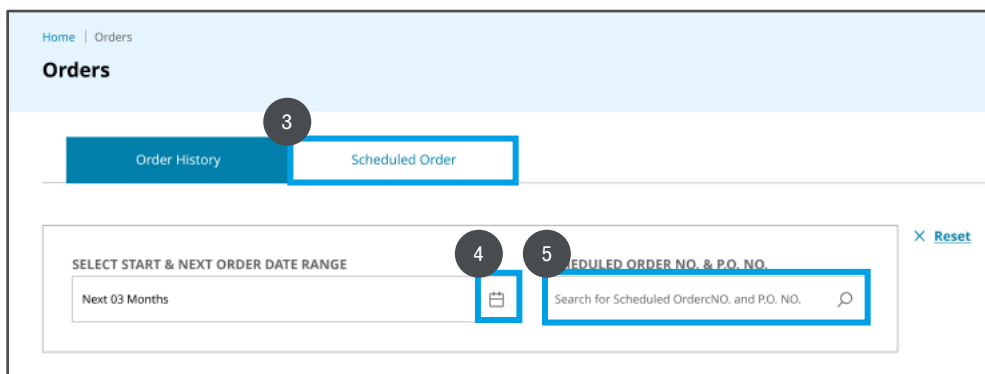
## View Scheduled Orders

Perform the following steps to view the scheduled orders:

1. On the homepage, click the **My Account** icon in the top-right corner. A dropdown list will appear.
2. Select the **My Orders** option from the **My Account** dropdown. The **My Orders** page will be displayed.



3. Click the **Scheduled Orders** tab to view the orders that are scheduled.
4. Click the **Calendar** icon to select the start and next order date range.
5. Enter the scheduled order number and purchase order number in the **SCHEDULED ORDER NO. & P.O. NO.** text field.



6. Press the **Enter** button on the keyboard to view the scheduled order details.



**Note:** The details will include start date, scheduled order number, PO number, repeat, next order date, and the cancel link. If there are no search results, the "No order history found" message is displayed. You will have to click the **Continue Shopping** button to continue the shopping.



Home | Orders

## Orders

Order History | Scheduled Order

SELECT START & NEXT ORDER DATE RANGE: Next 03 Months

SCHEDULED ORDER NO. & P.O. NO.: Search for Scheduled Order NO. and P.O. NO.

Reset

TOTAL SCHEDULED ORDERS : 70 [Export CSV](#)

START DATE	SCHEDULED ORDER NO.	P.O. NO.	REPEAT	NEXT ORDER DATE	
2020/10/19	9328440	9001750291	Every Mon	2020/10/26	<a href="#">Cancel</a>
2020/10/15	9328441	5451750291	Every Mon, Tue	2020/10/19	<a href="#">Cancel</a>
2020/10/07	9328442	7601750291	Every Mon	202/10/12	<a href="#">Cancel</a>
2020/11/19	9328443	7801750329	Every Mon, Tue, Wed, Thu, Fri, Sat	2020/11/12	<a href="#">Cancel</a>
2020/11/09	9328444	9001753291	Every Day	2020/11/10	<a href="#">Cancel</a>

## Cancel Scheduled Orders

Perform the following steps to cancel the scheduled orders:

1. View the Scheduled Order page.
2. Click the **Cancel** link to stop a specified scheduled order from being re-ordered automatically by the system.

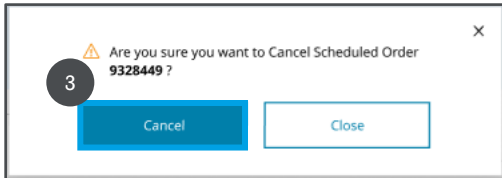
**Note:** Once the **Cancel** link is clicked, a pop-up message will be displayed, “Are you sure you want to cancel scheduled order <order number> with **Cancel** and **Close** buttons.”

TOTAL SCHEDULED ORDERS : 70 [Export CSV](#)

START DATE	SCHEDULED ORDER NO.	P.O. NO.	REPEAT	NEXT ORDER DATE	2 <a href="#">Cancel</a>
2020/10/19	9328440	9001750291	Every Mon	2020/10/26	<a href="#">Cancel</a>
2020/10/15	9328441	5451750291	Every Mon, Tue	2020/10/19	<a href="#">Cancel</a>
2020/10/07	9328442	7601750291	Every Mon	202/10/12	<a href="#">Cancel</a>
2020/11/19	9328443	7801750329	Every Mon, Tue, Wed, Thu, Fri, Sat	2020/11/12	<a href="#">Cancel</a>
2020/11/09	9328444	9001753291	Every Day	2020/11/10	<a href="#">Cancel</a>




3. A confirmation message is displayed to confirm whether the scheduled order is to be canceled. Click the **Cancel** button to cancel the scheduled order.



## Filter, Search, and Sort Order

Perform the following steps to filter, search, and sort order headers:

1. Select the desired date range to filter the orders by a date range.

 **Note:** The date selector will have the following options: All, Past 12 months, Past 6 months, Past 3 months, Past 30 days, and Custom

2. Select the desired order number or PO number to search for orders.

Home | Orders

### Orders

Order History | Scheduled Order

1. SELECT START & NEXT ORDER DATE RANGE: Next 03 Months

SCHEDULED ORDER NO. & P.O. NO. Search for Scheduled Order NO. and P.O. NO.

TOTAL SCHEDULED ORDERS : 70

START DATE	SCHEDULED ORDER NO.	P.O. NO.	REPEAT	NEXT ORDER DATE	
2020/10/19	9328440	9001750291	Every Mon	2020/10/26	<a href="#">Cancel</a>
2020/10/15	9328441	5451750291	Every Mon, Tue	2020/10/19	<a href="#">Cancel</a>
2020/10/07	9328442	7601750291	Every Mon	2020/10/12	<a href="#">Cancel</a>
2020/11/19	9328443	7801750329	Every Mon, Tue, Wed, Thu, Fri, Sat	2020/11/12	<a href="#">Cancel</a>
2020/11/09	9328444	9001753291	Every Day	2020/11/10	<a href="#">Cancel</a>