Welcome to Medical Mart Online Ordering System. Unlike typical online ordering systems, your specific pricing and contracts that have been previously negotiated upon are loaded and unique to your login. You will also find that many features available are similar to online ordering systems you may have used in the past. Some features include:

- **Profile Management**
  - Changing Username and Password
  - Address and Contact Information
- **Shopping Lists** for quick access to repeatedly ordered items
- **Order History**
- **Sales Reporting**

**LOGGING IN**
When logging into the online ordering:
1) Enter in your email address of main contact
2) Enter in your password
3) Click the enter button

When the system is going from page to page, you will see a box in the middle of the screen with a processing indicator.
NAVIGATION

Once you are signed on to the online ordering system, you will start to notice a few different places you can navigate to. The first place will be the grey bar going down the left side of the page.

LEFT COLUMN MENU

1) SEARCH Enables searching for products in the following ways
   a) **Key Word**  Words that identify the product, such as “gloves”
   b) **Manufacture**  Words that identify the manufacture, such as “Welch Allyn”
   c) **Part Number**  This would be the MM part number associated with a particular product. If you do not know the complete product number, you can add asterisks before or after the part of the code you do not know. For example, *1535 – this will give you items such as 355-1535-1 or 368-2153526. If you know the vendor number, you can enter that (355-) and all items from that vendor will come up.

2) FAVORITES Collection of commonly used tools and utilities
   a) **Home** Takes you back to the main home screen
   b) **Shopping Cart**  Shows the products you currently have in your “cart”, with the number of items and the subtotal. It also shows you the billing location, the ship to, contact name and number, a place for a PO as well as the option for special instructions.
   c) **Order History**  Shows any past orders, you can refer back to them through this order history tab, as well it is a good place to go back to if you were wondering want you had ordered last time to predict what you should order. You can also place the same order again by clicking on the order number which will bring up the previous order then hitting the add to cart button which will add all items from that previous order and the quantity to your shopping cart. You can then edit those items by changing the quantity, adding new items or deleting some items
   d) **Shopping Lists**  Here you can keep lists of products that you would normally order together. You can create as many lists as you would like and add and remove product from them at any time.

3) **PRODUCT GROUPS**  Displays products by the hierarchy of their group/category
The other menu that you will notice is the blue bar at the top of the screen. Each time you choose an option from this menu a new tab will open up just under the blue bar.

**TOP BAR MENU**

1) **HOME** General administration items
   a) **Home Website** This will take you to the Medical Mart website without navigating you away from the online ordering website. It will be in a new tab, which you can close out of when you are done or keep open for a reference.
   b) **User Profile** This is a where you can update and change your account information including your username and password

2) **EREQUISITIONS** Order entry items

3) **REPORTS** Sales reporting items
TOOLS

SHOPPING LISTS

You can create a shopping list by going to the shopping list section and above your current shopping list you can create a new one.

1) Add Shopping List: type in new shopping list name
2) Click the save button and the list will be put down with your other lists. The will be sorted in alphabetical order

Once you have shopping lists made you can add and remove new products to them at any time. To add new products to a shopping list:

1) Search for the product you would like to add, by using one of the many search options provided for you.
2) Once you have found the product you are looking for you will notice there will be a small check box under the quantity box that says “Save to List”. Simply check off this box
3) Then go to the top of the page and next to the Add to Cart button you will notice a Save to List button. Once you click the Save to List button a new window will come up giving you the option to put the selected item in one of your Shopping Lists.
4) Check the shopping list where you would like for the product to go and click the save button and the product will automatically go to that list.

If you are in your shopping list and notice that a product you are looking for is not longer there, one of two things may have occurred.

1) The item may have been deleted
2) The item could be discontinued

You can delete an item from a shopping list at any time. This can be done by:
1) Clicking on Shopping List under the Favorites list.
2) Selecting the list that you would like to delete the item from.
3) Check the Remove box, located under Quantity on the right hand side of the product box
4) Then go to the top of the page just
under the “Add to Cart” and click the Remove button, and the product will be removed from your Shopping Lists.

If you know that the product has not been deleted from a Shopping List from someone, then the reason for it being off the list could be that the product has been discontinued. More times then not you will be able to find a similar product under a different product code. To do this:

1) Go to the either the Key Word search or the Manufacture Search and type in either the product name or the vendor name.

2) The replacement product to the one that was on your Shopping List will come up and you will be able to add this new product to your Shopping List.

Once you have your shopping lists make you can continually use them to create orders or you can search for products that are not on your list to create in order.

**ORDER ENTRY**

1) Go through your shopping lists, or use one of the search functions to find the products you would like to order.

2) Once you have found the product(s) you would like to order, enter in the quantity you would like to order and click the “Add to Cart” button.

3) From there you will be taken to “Your Cart” and if you are happy with your order you can proceed to check out from there, or if you would like to add more to your cart repeat steps 1 and 2.

4) Once you are in Your Shopping Cart, you can fill out a few different areas depending on if there are any special instructions, a certain contact name and number, PO number or if you would like to change the ship date.

   a) You must have a Contact Name and Number out in or else the system will not let you precede any further with the ordering process. If you have missed putting either a warning message will pop up letting you know to put a contact name or number in.

   b) When you are entering in any special instructions there is a maximum of 50 characters allowed. A warning message will pop up if you go over this amount.

   c) Here you can also change the date to which you would like to have the order sent.
5) Once you have all your information filled in you can then proceed to the checkout by clicking on the Proceed to Checkout button.

6) The next page to come up will be your order confirmation sheet, here if there are any issues that you see you can correct before sending it off for the order to be filled by clicking the Back to Cart button.

7) To complete the order you will click the Checkout button.

8) After you checkout an email will be sent to you confirming your order.

SALES REPORTING

1) From the top bar menu navigate to “Reports”, then “Sales Unit Report”
2) To report on a particular item or set of items simply enter the part number, or partial part number in the “Part No. Search” field. Optionally you can leave this blank to report on all items.
3) Click “Search” to populate the result columns.
4) A maximum of 12 months history is shown. History began being recorded on February 2011, so there is no data prior to this.
5) If you wish to download the results as a spreadsheet click “Export”
Online Ordering – Finding Products

FINDING PRODUCTS BY PRODUCT TYPE

We all know how difficult it can be at times to find the right product. With this in mind, we created different ways to find the products you need. We created Product Categories and Sub Categories that make sense to Long Term Care and group the products in a way to make browsing our selections easier. The example below shows the expanded sub-categories of Disposables as displayed on the order site.
Clicking again on a sub-category in the list brings you to a list of products in the group. In the example below, we have selected Personal Care.

The resulting list displays each item with a full colour picture, part number, description, unit of measure, and available units of measure. Pricing is also displayed for each item.

The list of products can be sorted by either Part Name (Product Description) or by Part No. (Order Number), by clicking the drop-down list, highlighted in the picture above by a red circle, and making your selection.
FINDING PRODUCTS BY USING SPECIFIC SEARCHES

Products can also be found using the search box located in the top left of every page.

HOW TO SEARCH

Our online ordering system uses a literal search method. This means that it will only search for exactly what you type in the search box. For example, if you are looking for “gloves” and type “gloves” into the search box, it will only show you products that are in our system as “gloves” and not “glove”. We recommend always search for the singular of a product to ensure you receive all the results for your search, in this case, you would search for “glove” instead of “gloves”.

You can also use wildcard searches. This is useful when searching by Part No. as you may not always know the full order number. For example, if you know the code starts with 355-15, you can enter 355-15* in the part number search box and it will return results for all order numbers that start with 355-15. This is also useful if you want to see all the products for a particular manufacturer and you know that our code numbers use the first 3 digits of the order code to identify manufacturer. For example, we use 211 to identify all Alliance® brand products. If you enter 211* in the Part No. search box you will receive results for all items from Alliance®. Alternatively, if you only know the last few numbers of an order number you can place the asterisk at the beginning, for example, if you enter *15025, the search will return results for all order numbers that end with 15025. You can use this wildcard search method in any of the search boxes to narrow your search or if you are unsure of the complete order number or manufacturer.
SEARCHING BY KEY WORD

When using the Key Word search box, the system will return results for any item that contains the word you are searching for in the description. For example, if you are searching for “glove”, it will include any item with that word in the description, such as “Alliance Vinyl Glove, Medium” or “Glove Box Holder”. You can also use more than one word which is useful if you are only looking for a Nitrile Glove or Vinyl Glove for example.

SEARCHING BY MANUFACTURER.

Searches can also be performed by manufacturer name (ie. 3M, Alliance etc.). Our search functions make it easy to find the products you need, quickly. Please remember you can employ the wildcard search in this field as well. If you are unsure of the full manufacturer name you can enter the first few letters and then an asterisk (*). This will give you items from all manufacturers that start with those letters, for example, entering smith* will show all items from Smith & Nephew and Smiths Medical.

SEARCHING BY PART NO.

If you know the Medical Mart order number, this is a quick and easy way to get to a product and add it to your cart. Again, the wildcard search method can be used here to make your searches return more results.