



Web User Manual

Online User Manual



ESSENTIAL TO HEALTH

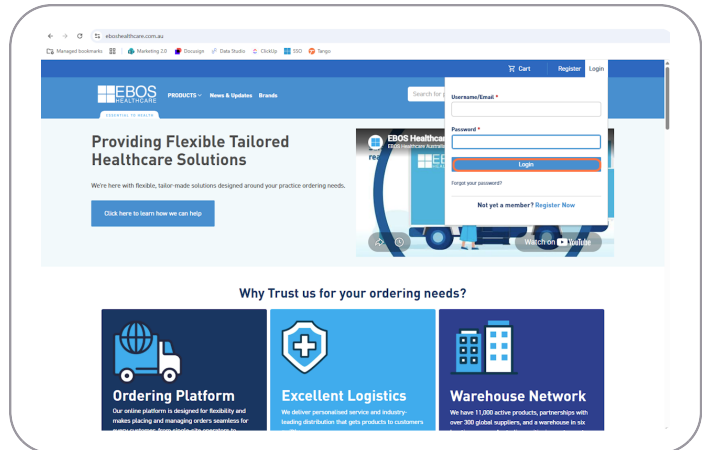


Order Requester User Manual

1

Log into www.eboshealthcare.com.au

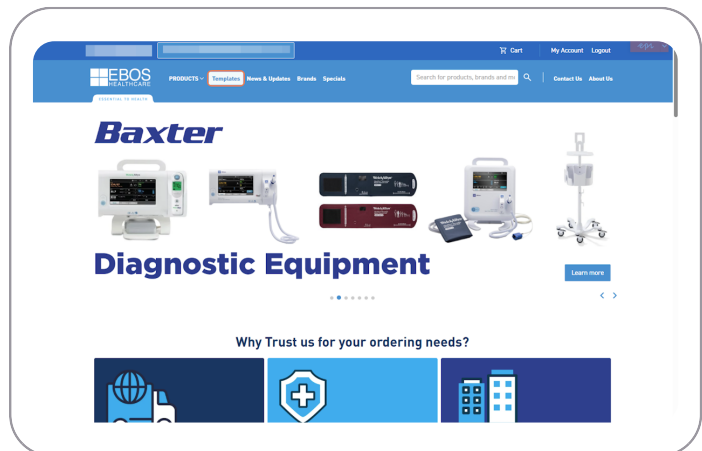
1. Start by going onto www.eboshealthcare.com.au
2. Click on the login button at the top right
3. Enter your registered email address and password.
4. Click 'Login' button



2

To start ordering

1. Please use the dropdown menu above to select your account.
2. Locate the navigation menu at the top of the screen.
3. Click Templates
4. This will redirect you to the Templates page.

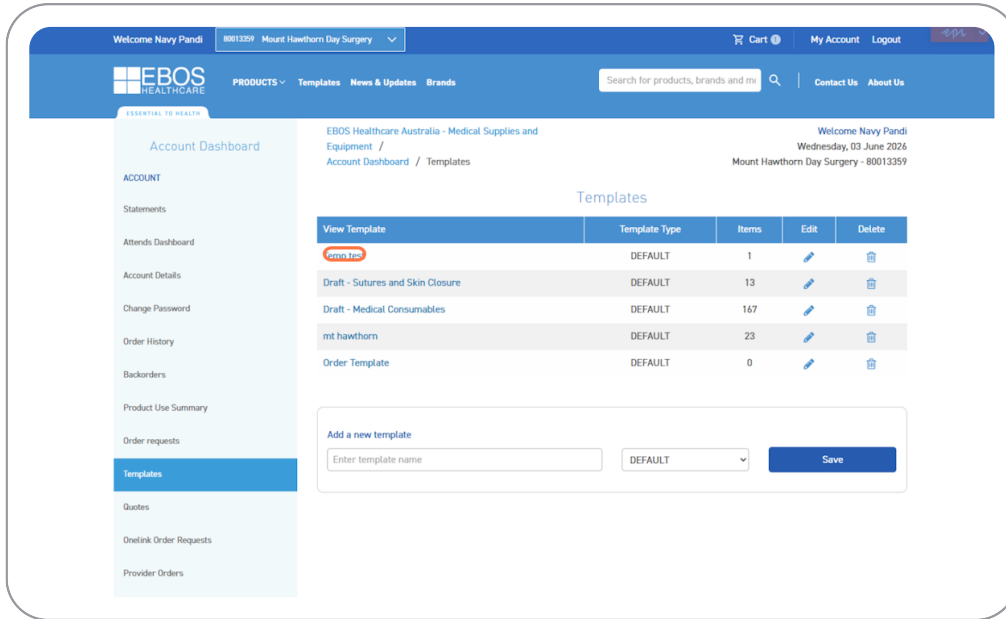


3

Open template you wish to order from

1. Locate your desired template from the template list.
2. Click the template name in the View Template column.
3. The template will open in order mode

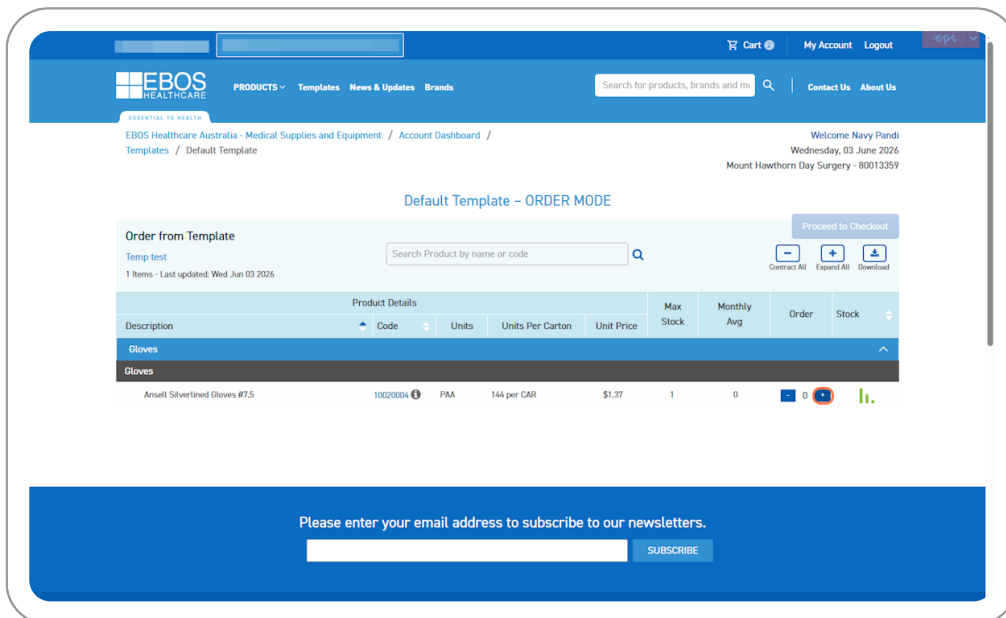
To set up a new template, please refer to Glossary Step 8.



4 Add Products to your order

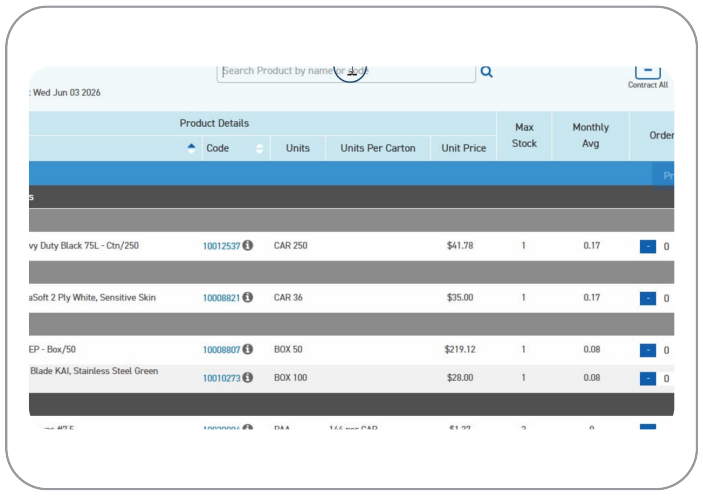
To add a product:

1. Locate the product you would like to order.
2. Enter the required quantity in the order field of applicable.
3. Click the '+' button in the order column
4. The product will be added to your cart.



5 Search for products using the search bar within the template

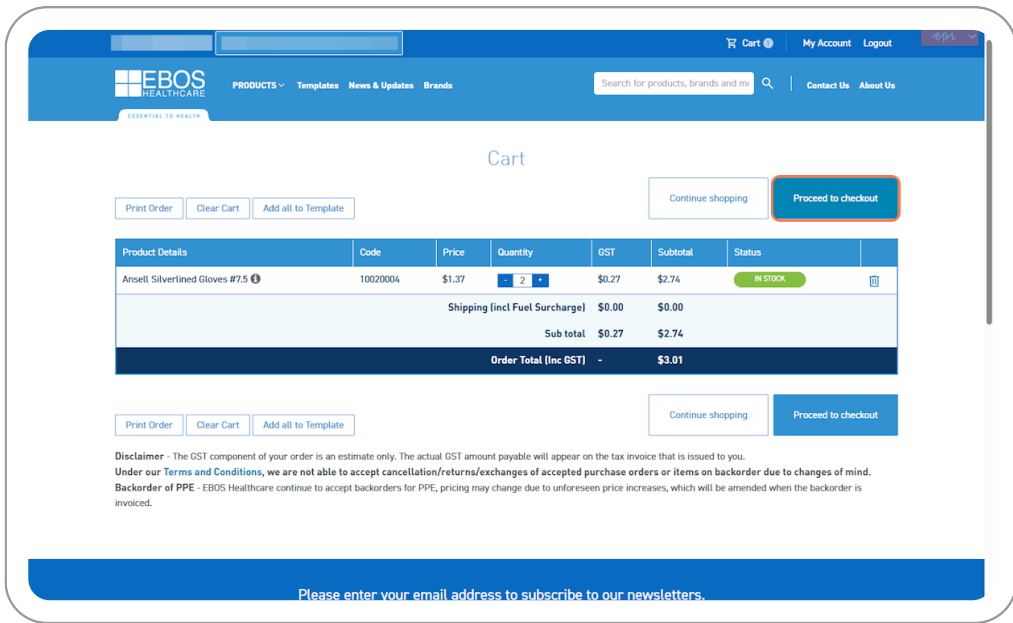
1. You can search by product code, keyword, EBOS Code or supplier part number
2. Matching products will be displayed below the search bar



6 Review Cart Contents

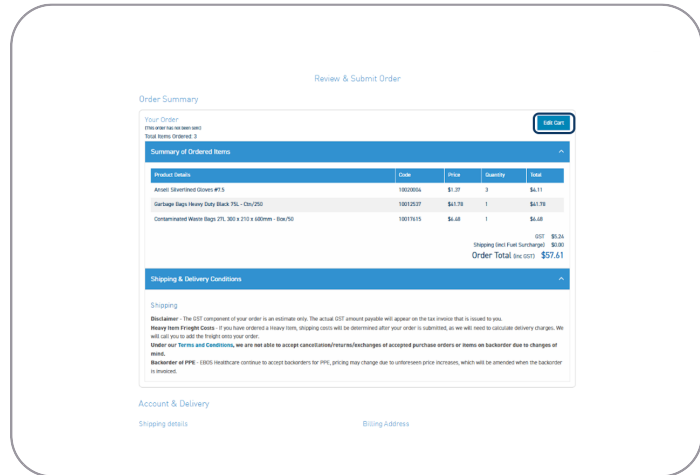
Before continuing, review the products that have been added to your cart.

1. confirm the correct products have been added.
2. Verify the quantities are accurate
3. Review the order total
4. Click Request Approval to go to next step



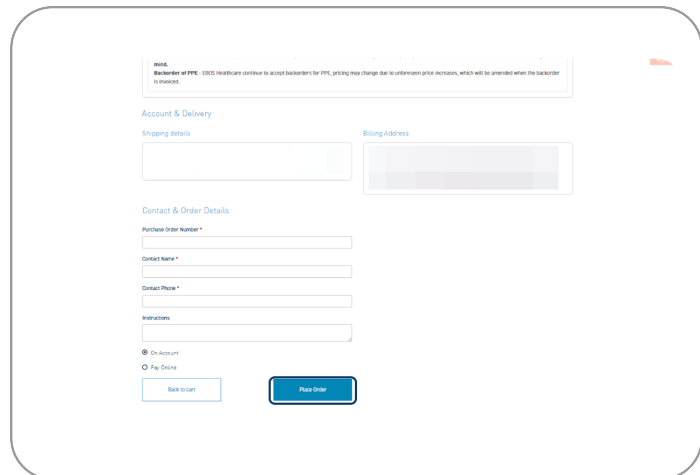
7 Editing Cart

If there is any additional changes to the cart, you can always go back by pressing the Edit Cart button.



8 Fill out details and Place Order

1. Enter your Contact and Order details
2. Review all your information
3. Press 'Place Order'



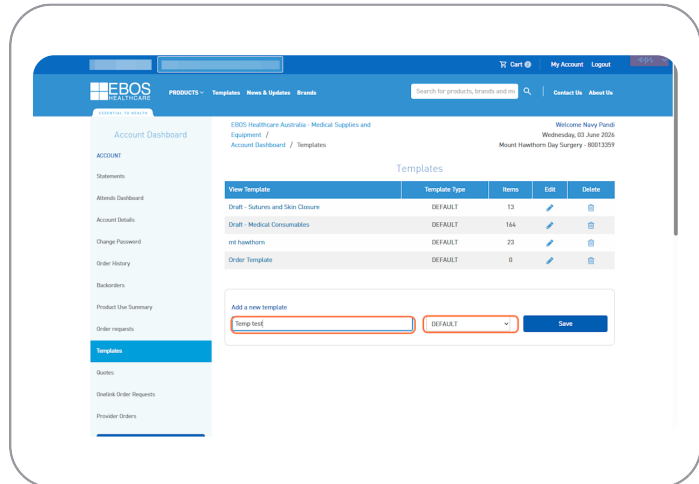
Other Features

Web User Manual

Creating a Template

1 Creating a new template

1. Enter a descriptive name in Template name field
2. Select the appropriate template type from the dropdown menu.

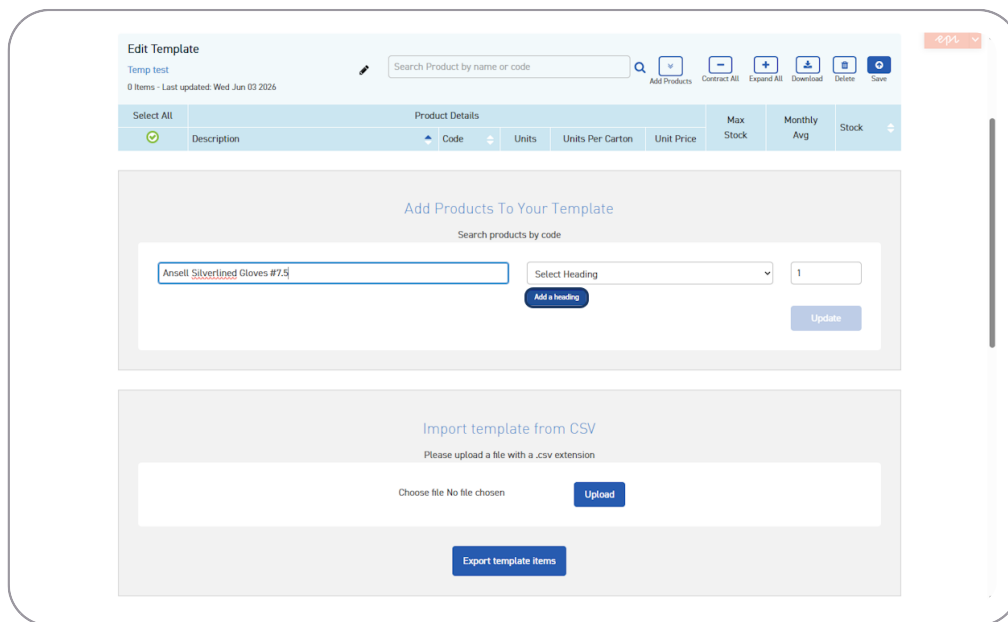


2 Adding a Heading

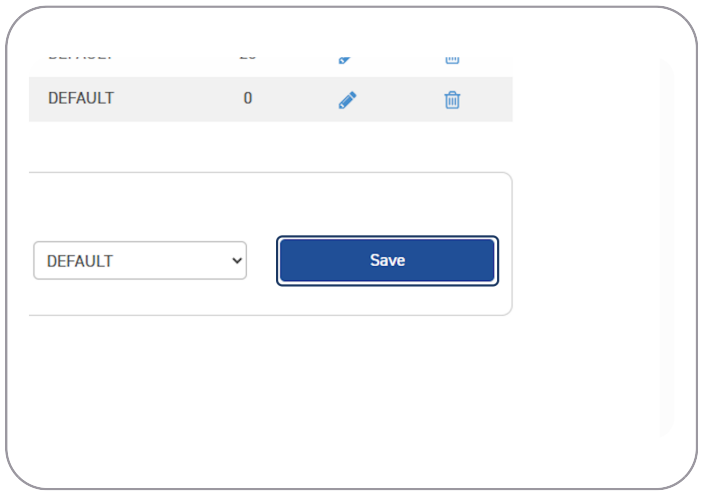
Headings can be used to organise products into categories within your template.

To create a heading:

1. Click add a heading.
2. a heading field will become available.



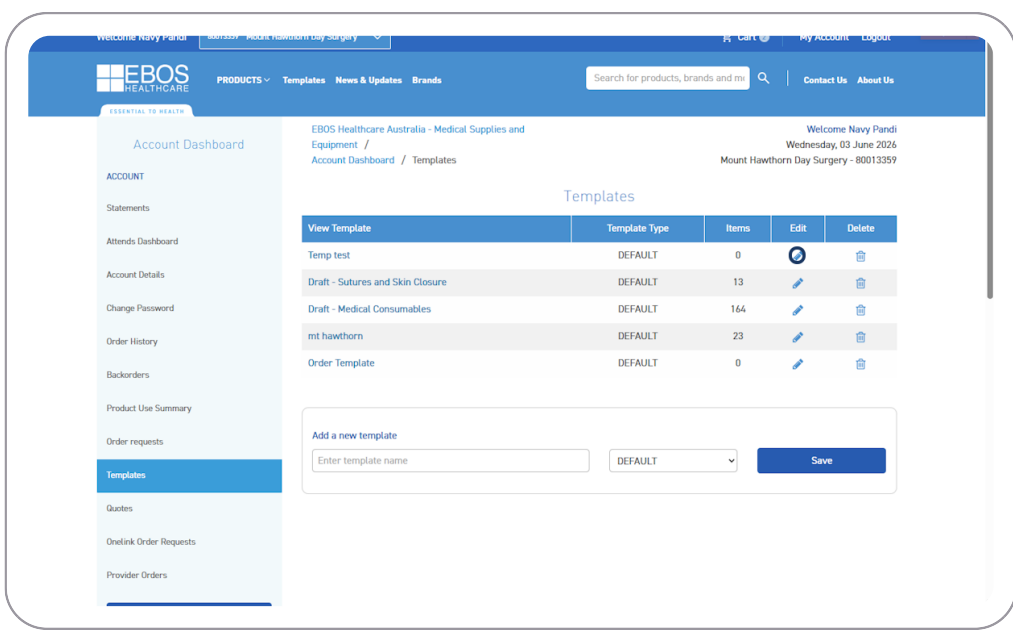
- 3 Save the New template
 1. Click on the Save button
 2. The template will be added to your template list.
 3. The new template is now ready for editing.



- 4 Open the newly created template. Products can not be added until the template has been opened in Edit Mode.

To open the template:

1. Locate the newly created template in the list
2. Click on the Edit (Pencil) icon
3. The template editing screen will appear.

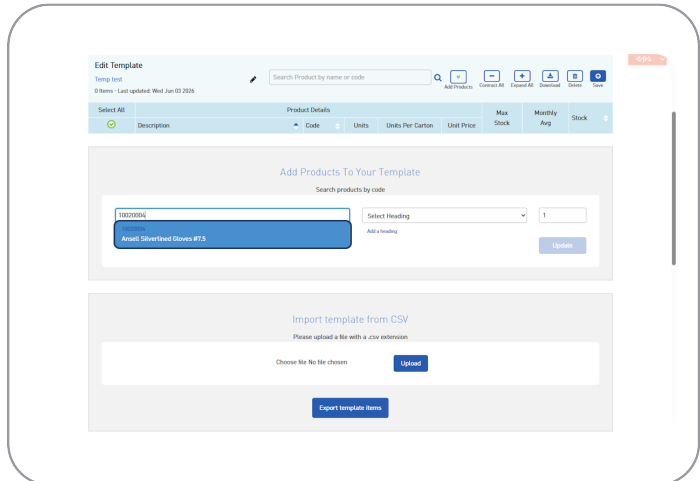


5

Search for Product within the template Product can added directly from the template editing screen using the search function.

to search for a product:

1. Enter the product name/ supplier part/ ebos code into the search field.
2. Wait for matching products to appear
3. Select the required product from the results list.

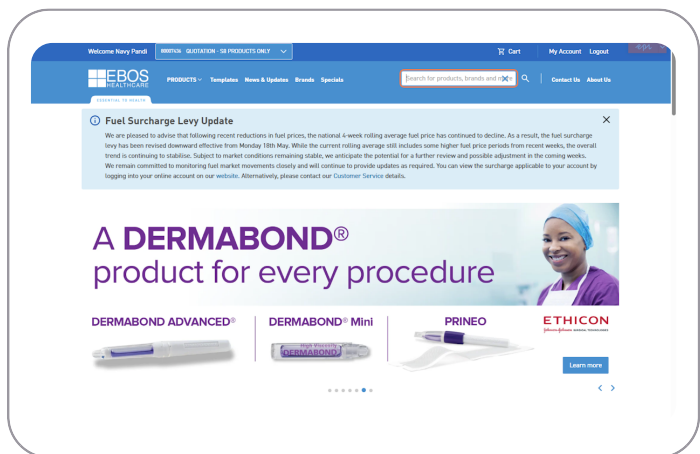


6

Alternatively you can In a separate browser tab, search for the specific product you would like to include in your template.

To search through the catalogue:

1. Open a new browser
2. Search for the product you wish to add
3. Open the product details page.

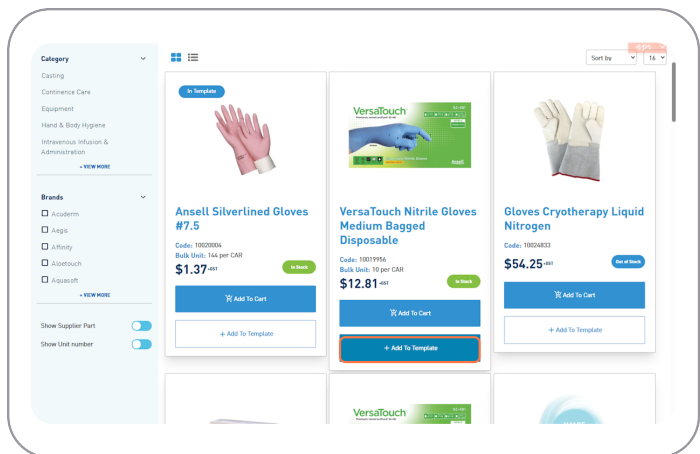


7

Add a Product to a template

To add a product:

1. Locate the required product
2. Click Add to Template
3. A template selection window will appear.



8

Select a Template

Before a product can be added, the destination template must be selected.

To view available templates:

1. Click the template dropdown menu.

2. Review the available template options.
Select the template where the product should be stored.

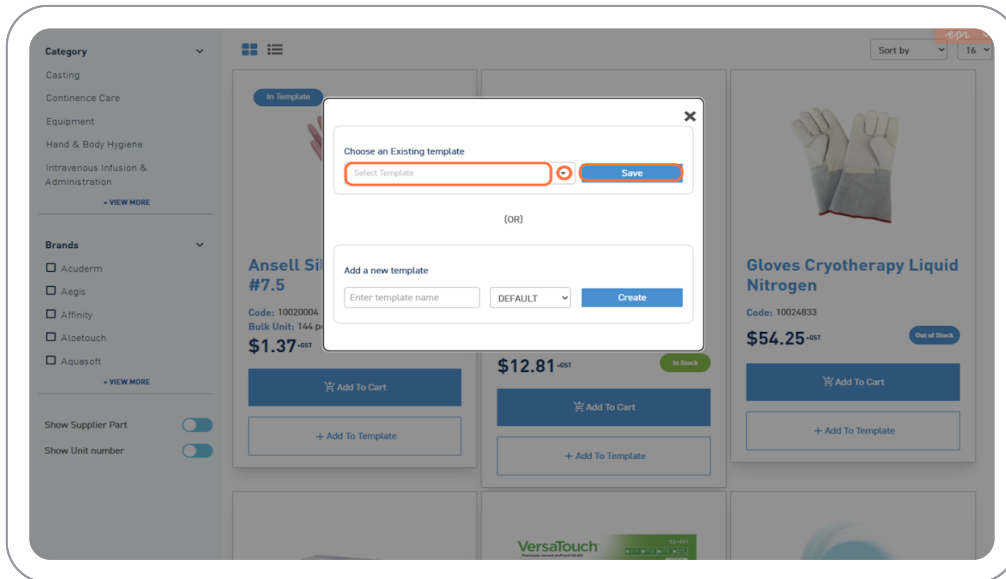
To select a template:

1. Click the required template name
2. The selected template will appear in the template field.

Saving confirms that the products should be added to the selected template.

To save:

1. Click Save
2. The product will be linked to the selected template.



8

Confirm the Product has been added

After saving, the system will display a confirmation message.

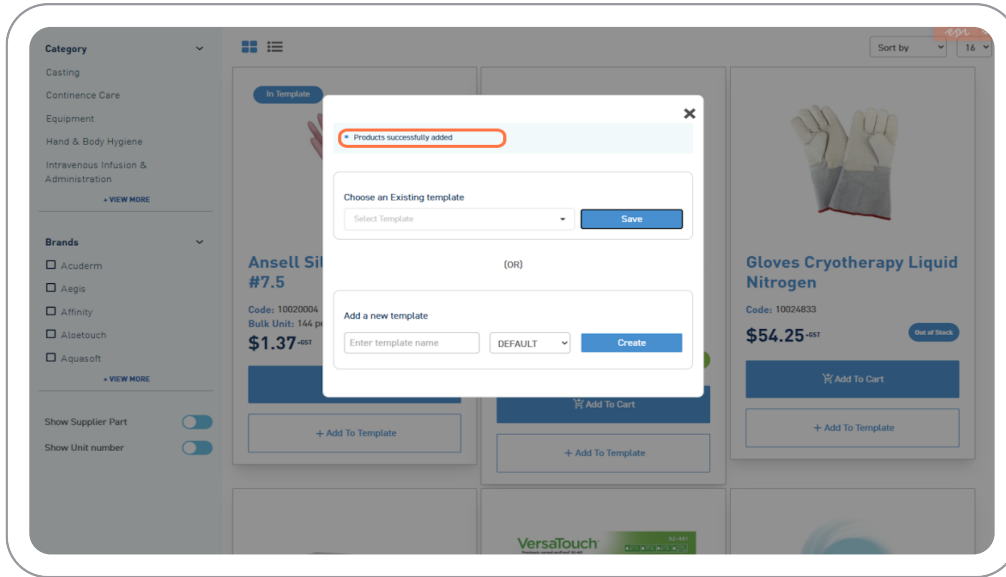
To verify the addition:

1. Review the confirmation notification
2. Ensure the message confirms the product has been successfully added.

Products can also be added using their unique product code and supplier part number.

To locate a product code/supplier part number:

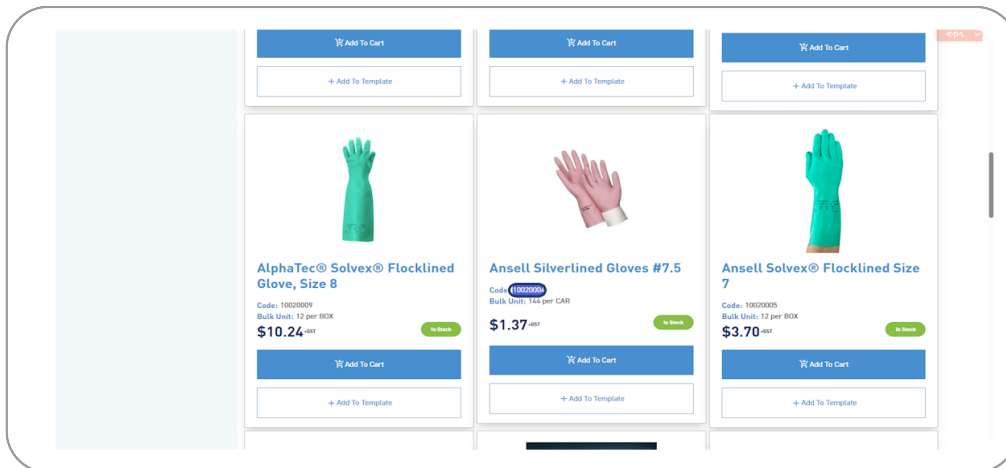
1. Open the product details page.
2. Identify the product code/supplier part number displayed on the page.
3. Copy the product code/supplier part number.



10 Alternatively you can locate a product code
Products can also be added using their unique product code.

To locate a product code:

1. Open the product details page.
2. Identify the product code displayed on the page.
3. Copy the product code.

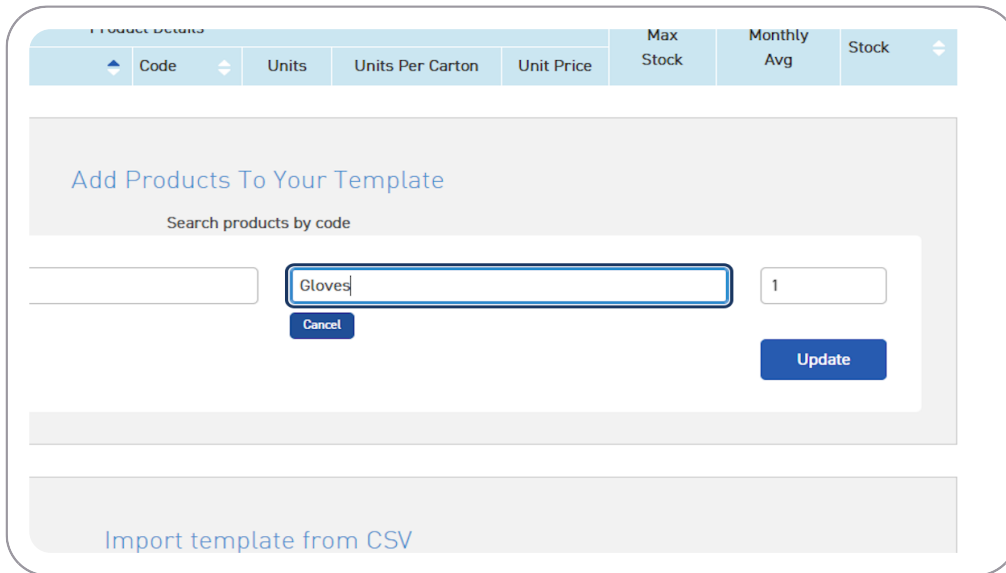


11 Enter Product Information

To add a product to the template:

1. Enter the product name into search field.
2. Enter the required quantity if applicable.

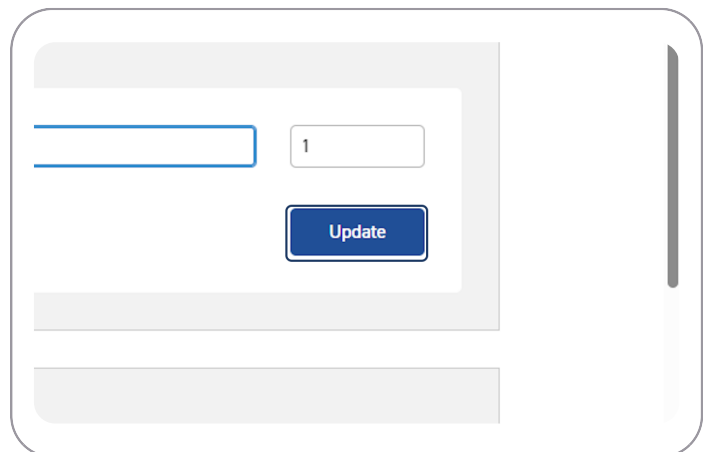
3. Confirm the information is correct.



12 Update the Template

To save the product to the template

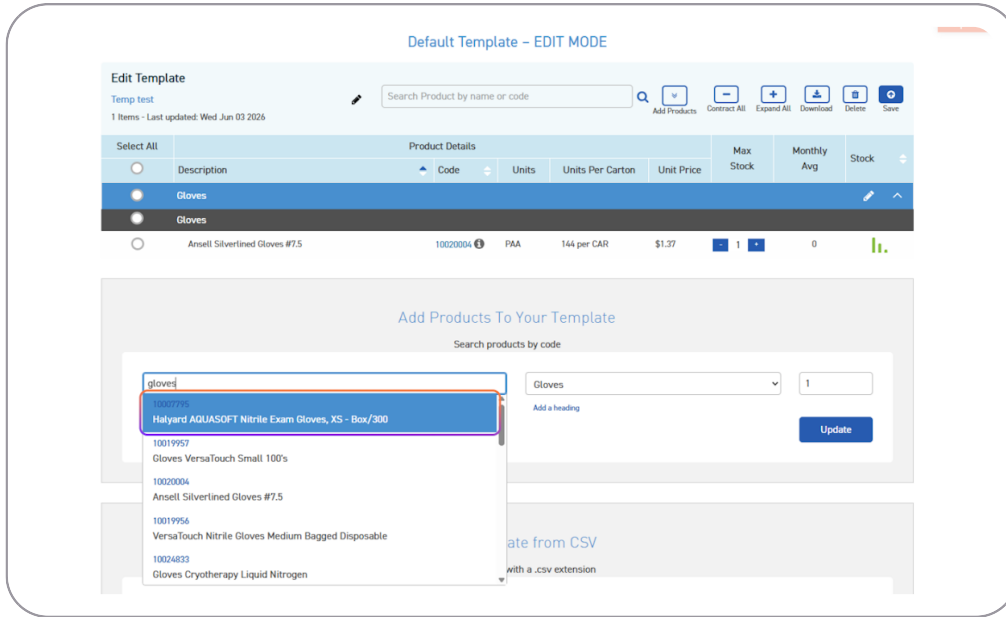
1. Click Update.
2. The product will be added to the template.



13 Search for Additional Products

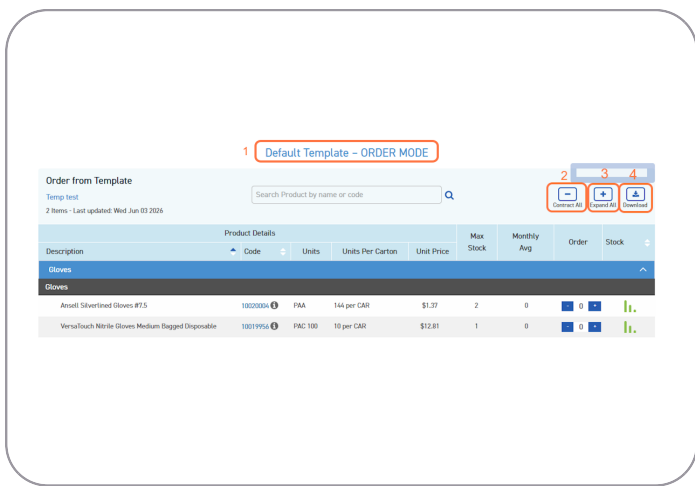
Products can also be added to your template by:

1. Entering the name of the product you would like to add into the search field.
2. As you type, matching products will approach in the dropdown list.
3. Scroll through the available options to locate the required product.
4. Select the product from the list.



14 Default Editing

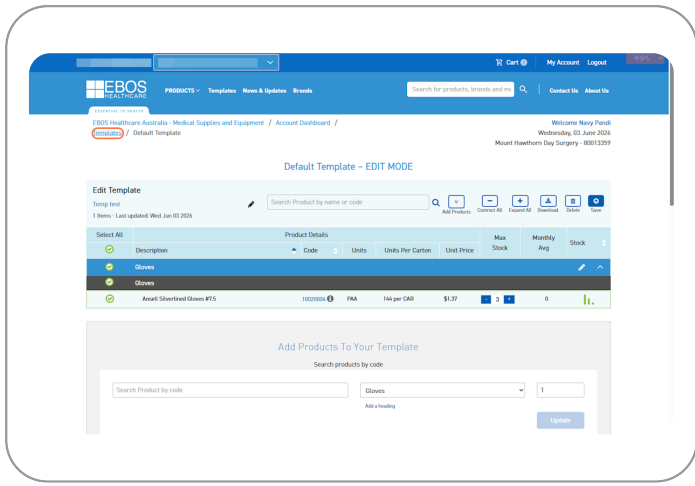
1. Once the edit mode is activated, in the header of the screen it will read 'Default Template' - EDIT MODE
2. Contract all the products in your template
3. Expand all the products in your template
4. Download your template in PDF format



15 Return to the templates list:

After completing your template updates:

1. Click templates in the navigation menu at the top of the page.
2. You will be returned to the main templates page where all saved templates are displayed.



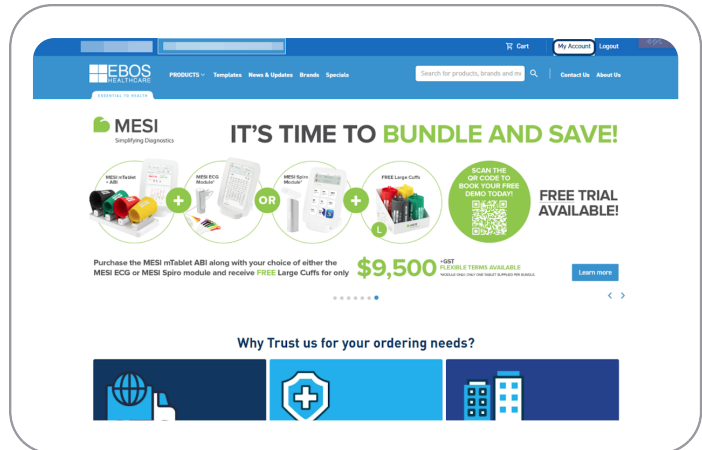
Order History

1

Open your Account

From the Navigation Bar:

1. Click My Account in the top right corner of the screen
2. The Account dashboard menu will open

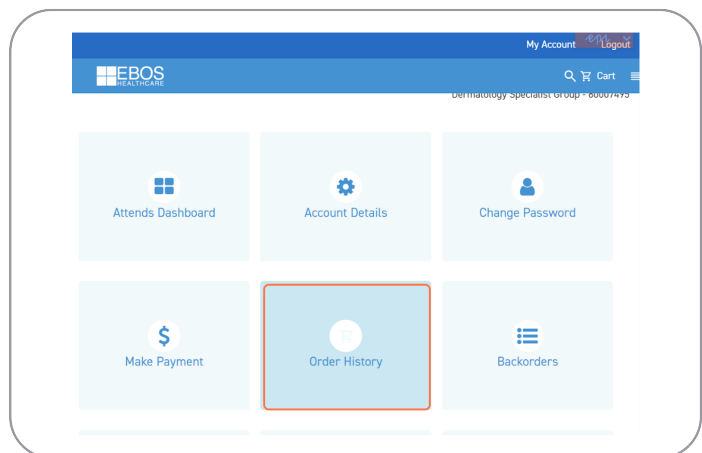


2

Open Order History

From the My Account Dashboard

1. Locate the Order History Title
2. Click Order History to view your previous orders and invoices

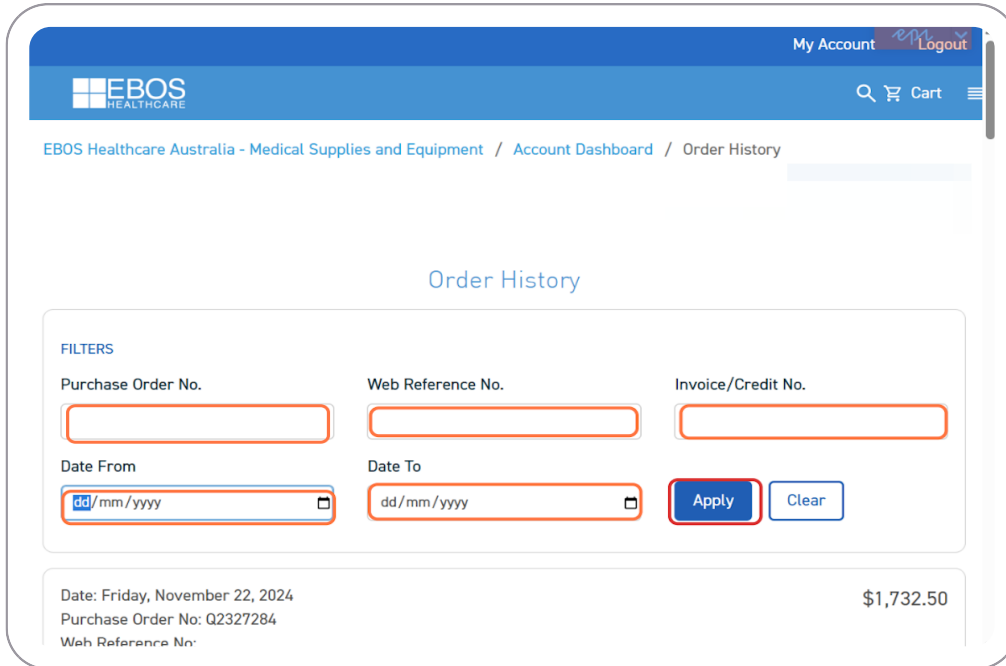


3

Search for Previous Orders

Use the search filters to locate a specific order:

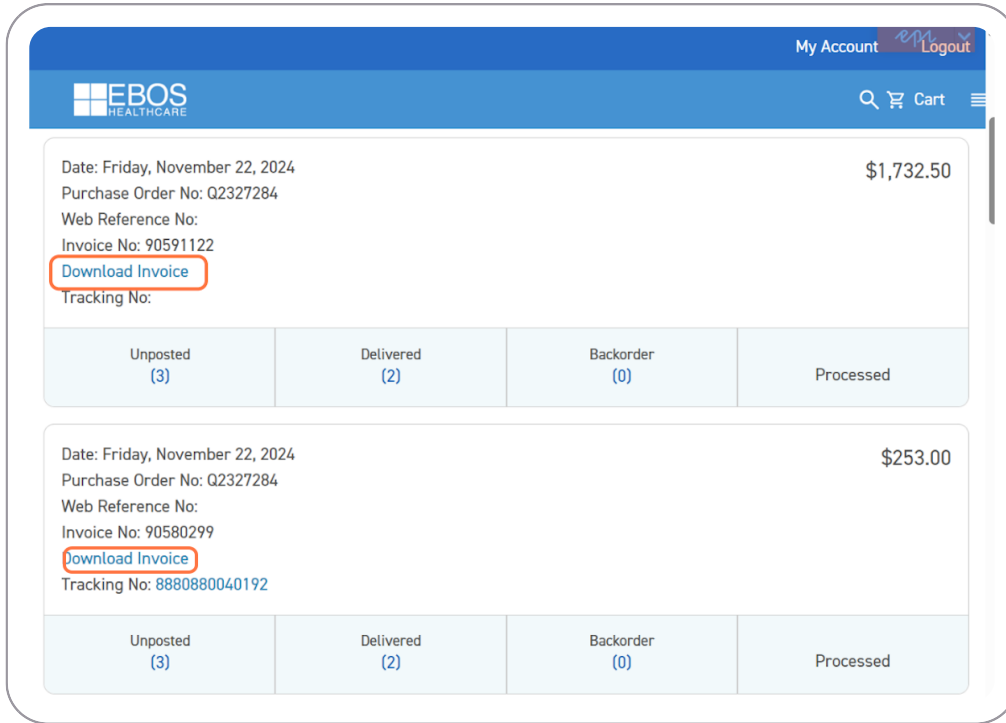
1. Enter a Purchase order number, Web reference Number, or Invoice/Credit Number if known.
2. Select a Date From and Date To Range.
3. Click Apply to display matching orders.
4. Review the results shown below the search filters.



4 Downloading an Invoice

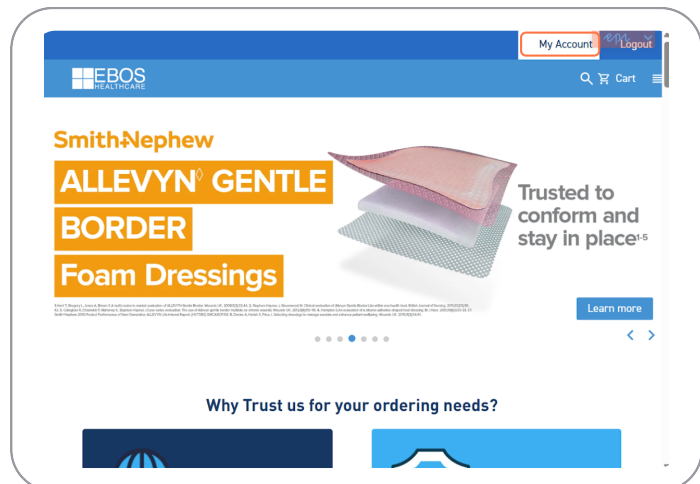
To download a copy of an invoice:

1. Locate the order you wish to view
2. Click Download Invoice beneath the relevant invoice number.
3. The invoice PDF will download to your device
4. Please note that invoices are generally available approximately 24 hours after an order has been processed.



Backorders

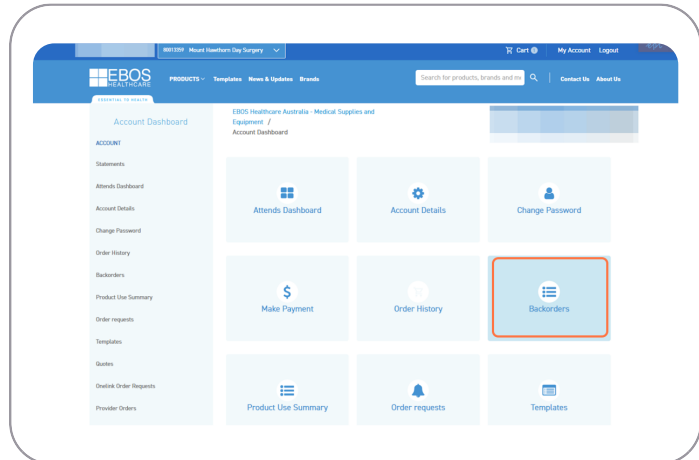
- 1 Click on My Account
Navigate to the top-right corner of the page and click on My Account



2

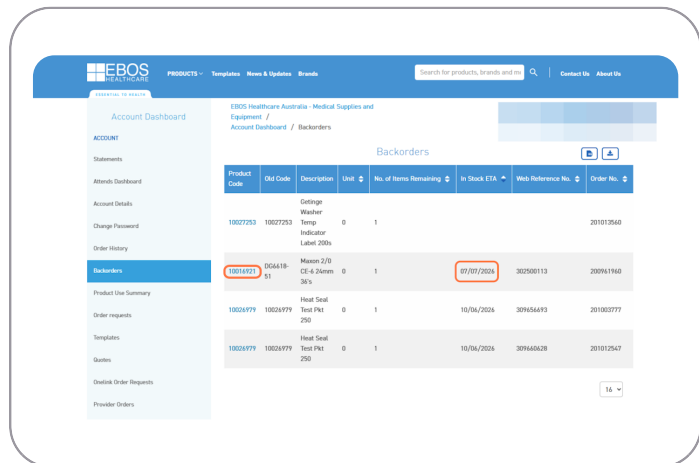
Click on Backorders

From the Account dashboard, select backorders to view all outstanding backordered items.



3

1. You can click on the product code to view what the product is. 2. Most products will also have an ETA for you to view.

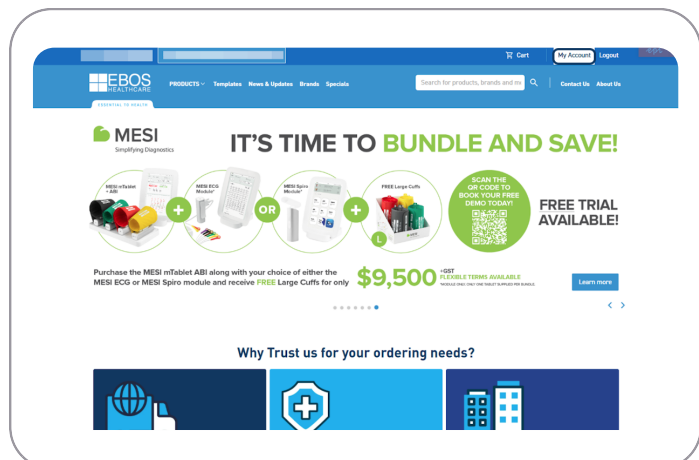


Product Use Summary

1

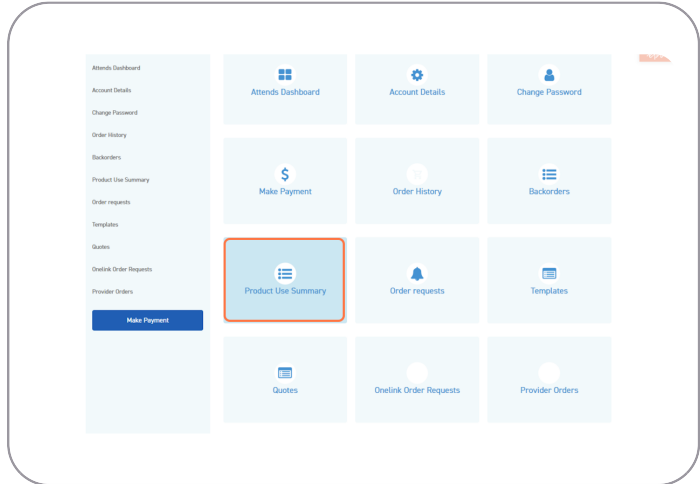
Click on My Account

Access your account dashboard



2 Click on Product Use Summary

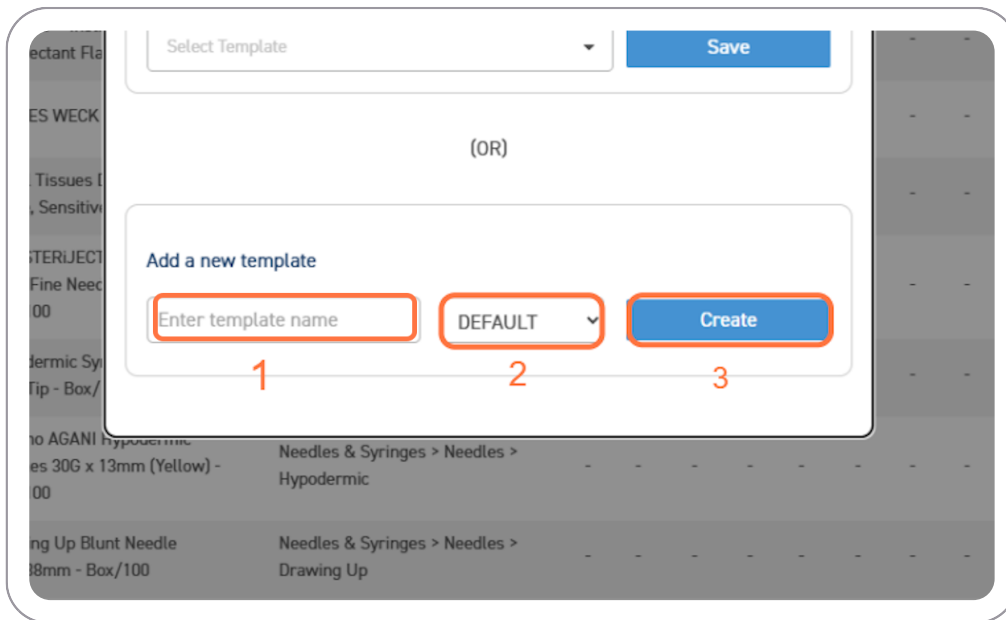
1. Open the Product Use Summary report



3 Adding to a new template

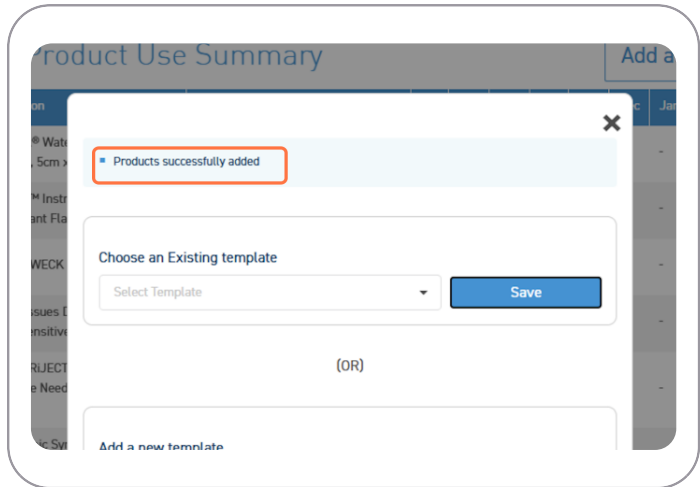
To add to a new template

1. Enter the new templates name
2. Select the template type (Default or customised)
3. Press the create button to create your new template



4 Products Successfully added

1. After the products are added to the new template you will get a confirmation message



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