Web User Manual

EBOS HEALTHCARE

ESSENTIAL TO HEALTH

Table of Contents

Home Page

You don't need to Register with EBOS (www.eboshealthcare.com.au) 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
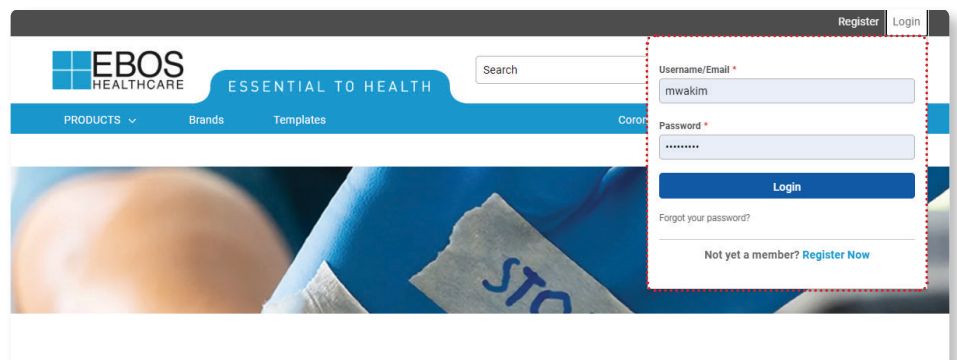
- Enter your email address
- Enter your password
- Click on the 'Login' button

* Please note: on your first login, we ask that you reset your password for security purposes.
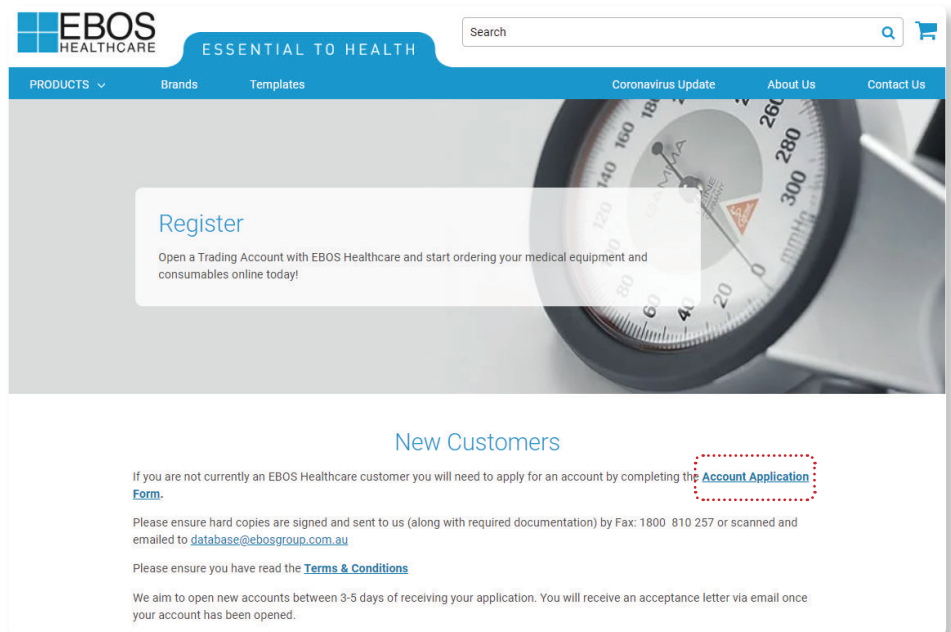
Fill in your 'Username' and then click on 'Forgot your password' link to reset your password.

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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New to the EBOS Website?

How to Register: New Customer

Please download and fill out the Account Application Form and email it to: database@ebosgroup.com.au.


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.

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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. 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.
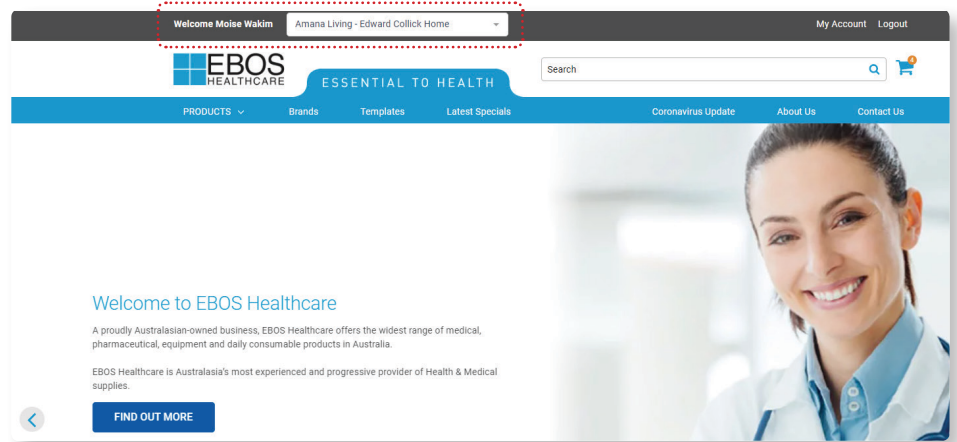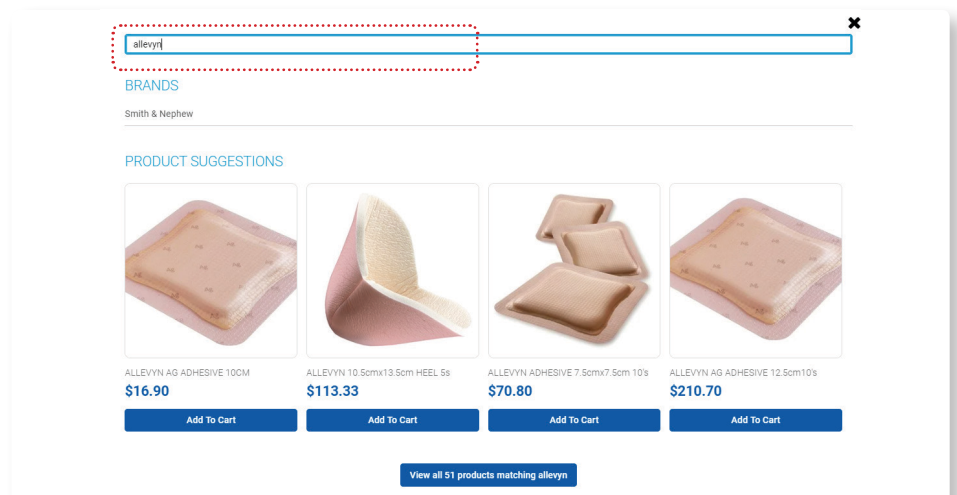

Searching for Products

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

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**
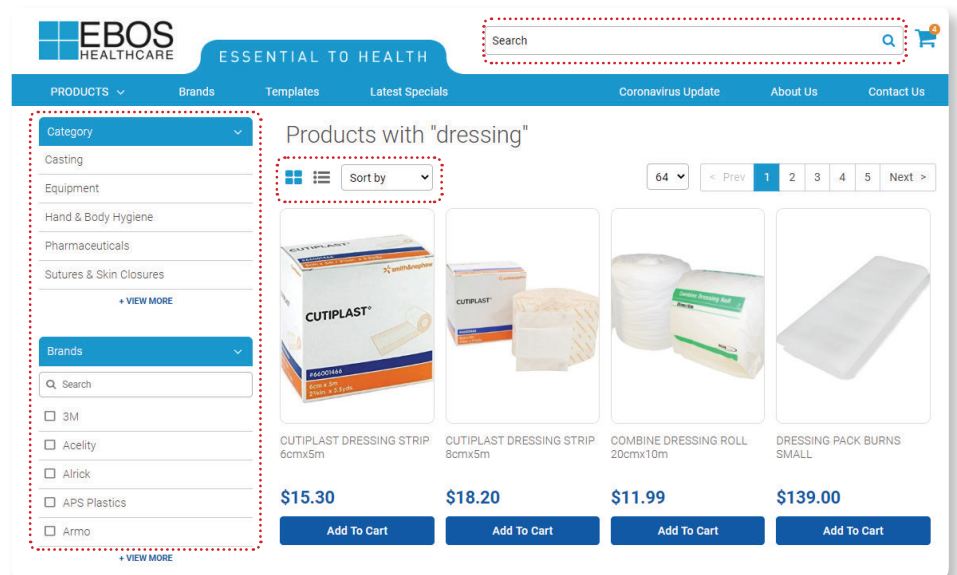
5

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.**
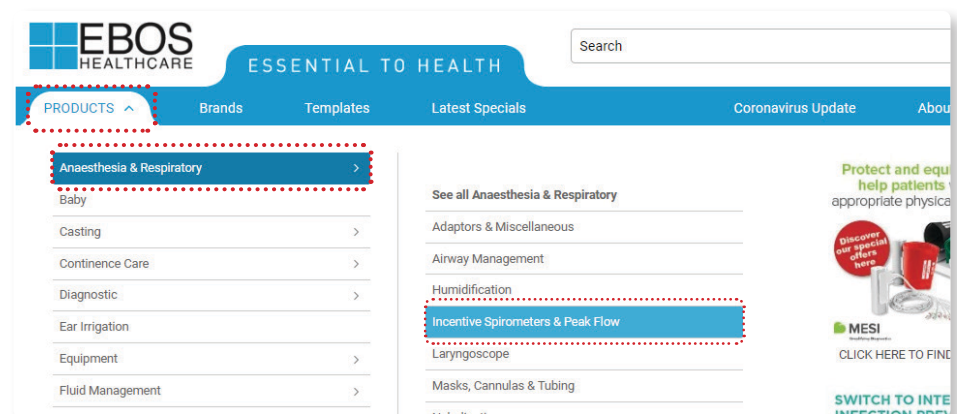
Browse by Brand

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.

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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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.
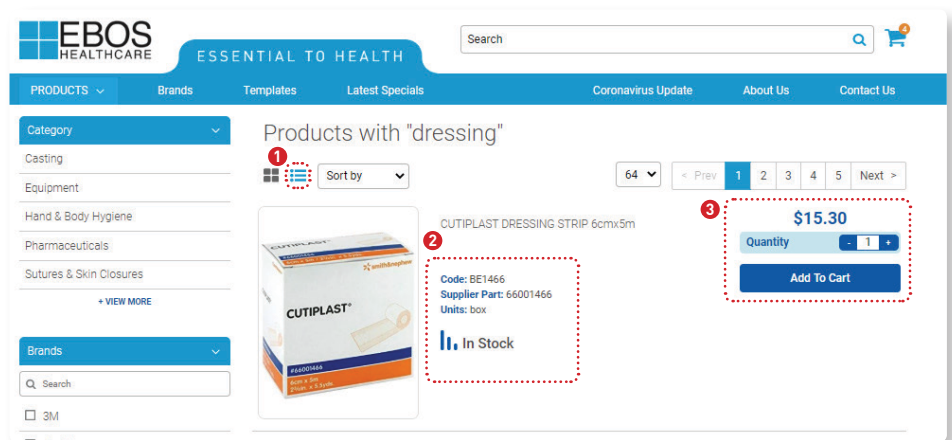
Product Screen

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.
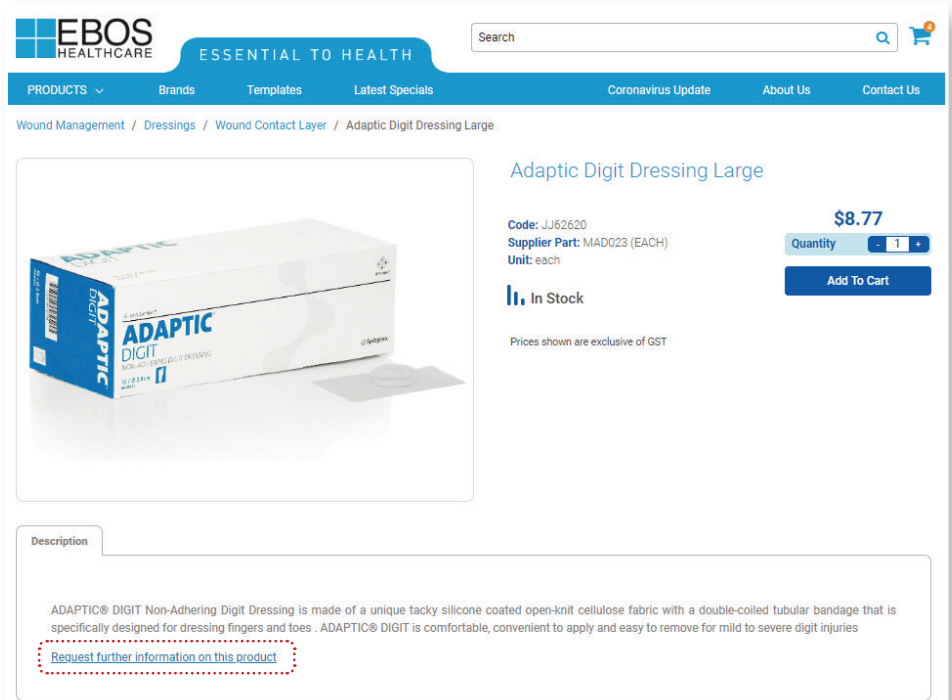
My Account Dashboard

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

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.

Changing Your Password

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

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

56689

Contact Email

wakim.moise@gmail.com

Invoice Number (only specify if paying a single invoice)

Instructions (any notes you might like to add)

Payment Amount $AU *

0

Submit

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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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.

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.
GUGN001	GOWNS LONG-SLEEVED BLUE 50's	CT	50			56696
KI6835	ISOWIPE 75's	EA	30			BO
CO420798	NILTAC STING FREE ADHESIVE REMOVER 150mL	EA	1	25/06/2020		56689

For more information contact your Account Manager or call Customer Service on **1800 269 534** www.eboshealthcare.com.au

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

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 is 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 ebosonline@ebosgroup.com.au for assistance.
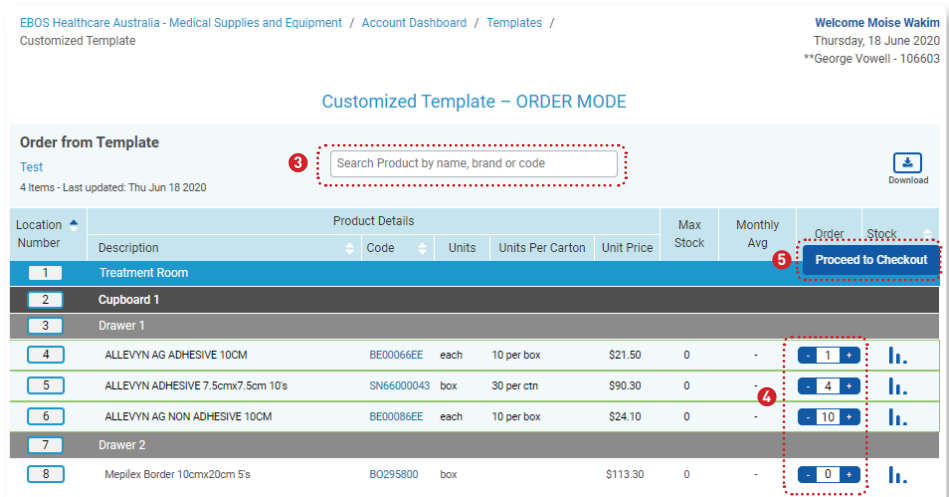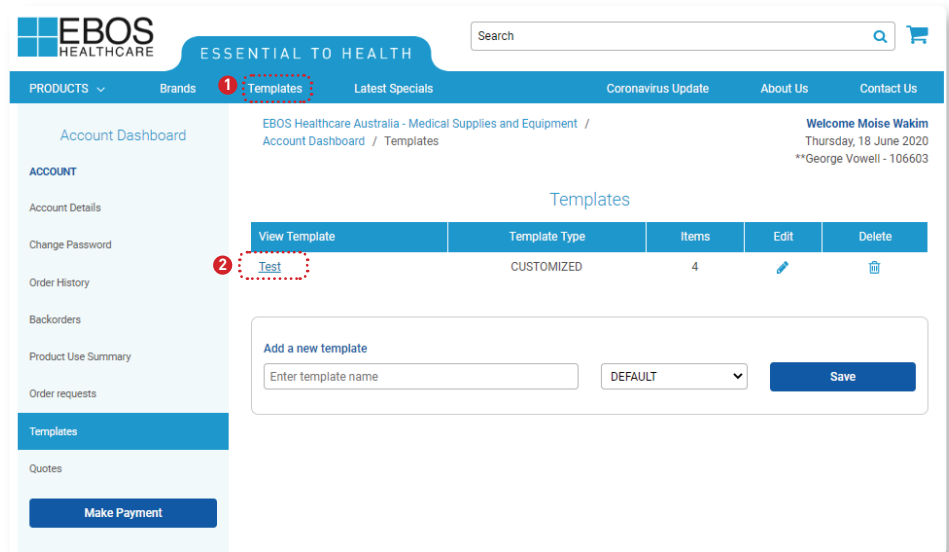
Templates - Default

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 ebosonline@ebosgroup.com.au

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 ebosonline@ebosgroup.com.au

Templates

View Template	Template Type	Items	Edit	Delete
Order Template	DEFAULT	0	✏	🗑

Add a new template

❶ Enter template name	❷ DEFAULT ▼	❸ Save

Templates

View Template	Template Type	Items	Edit	Delete
Order Template	DEFAULT	0	❹ ✏	🗑

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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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
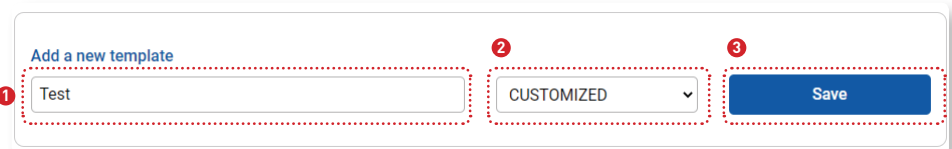
Templates - Customised

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 ebosonline@ebosgroup.com.au

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 ebosonline@ebosgroup.com.au

Add a new template

❶ Test   ❷ CUSTOMIZED   ❸ Save

Templates

View Template	Template Type	Items	Edit	Delete
Test	CUSTOMIZED	0	❹ ✏	🗑

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.

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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".

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.

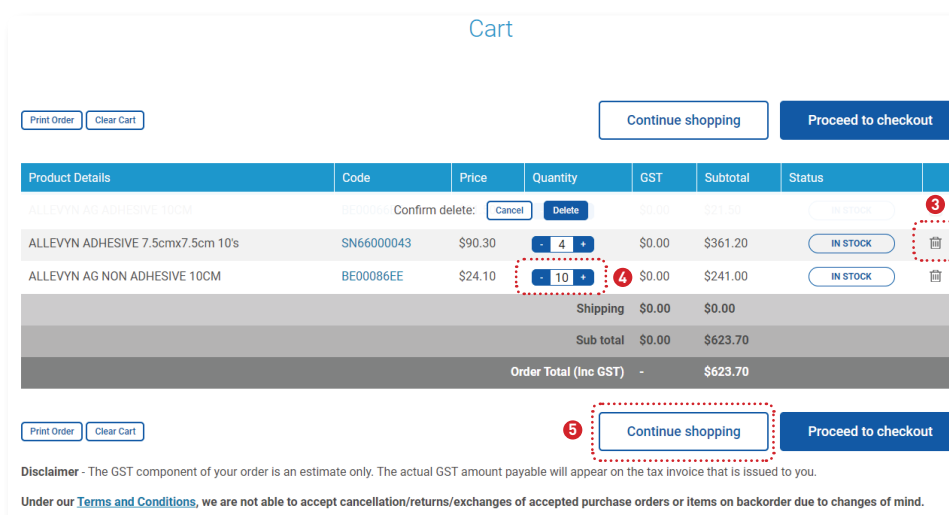1. You can constantly monitor your progress by checking the shopping cart icon on the top right hand corner of your screen. It will show you the number of items in your cart and the value of the cart.
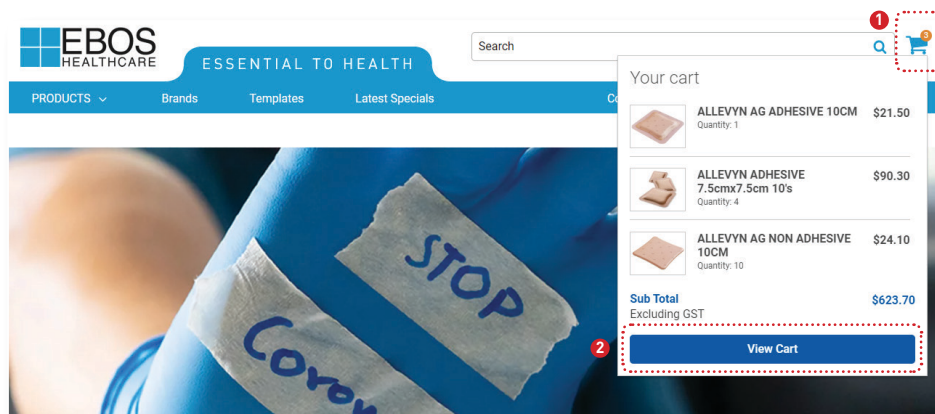
The Cart

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.

For more information contact your Account Manager or call Customer Service on **1800 269 534** **www.eboshealthcare.com.au**

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.

How to Order Online - Order Requestor

1. Go to www.eboshealthcare.com.au

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.

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**
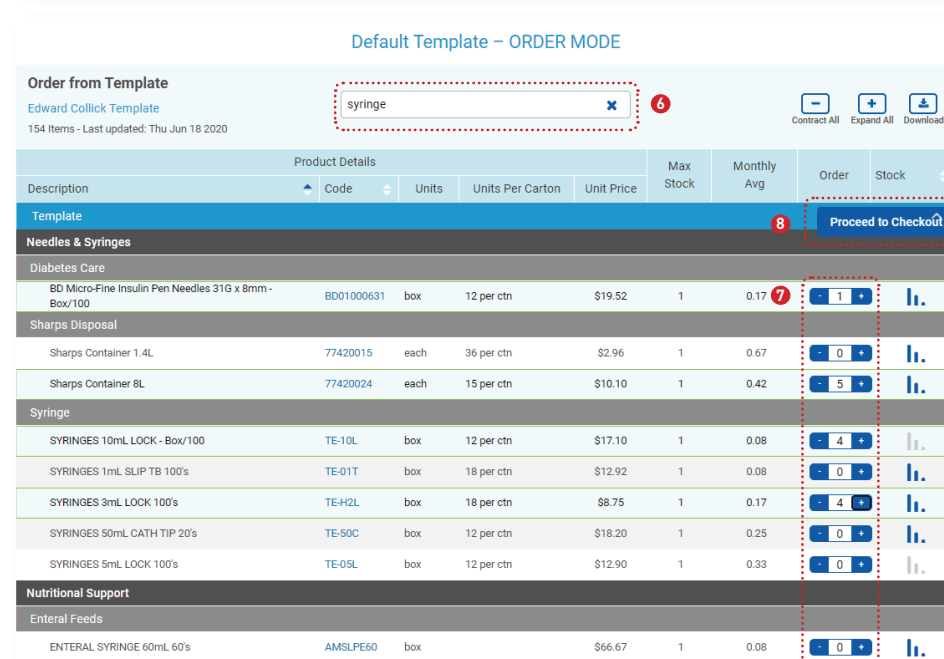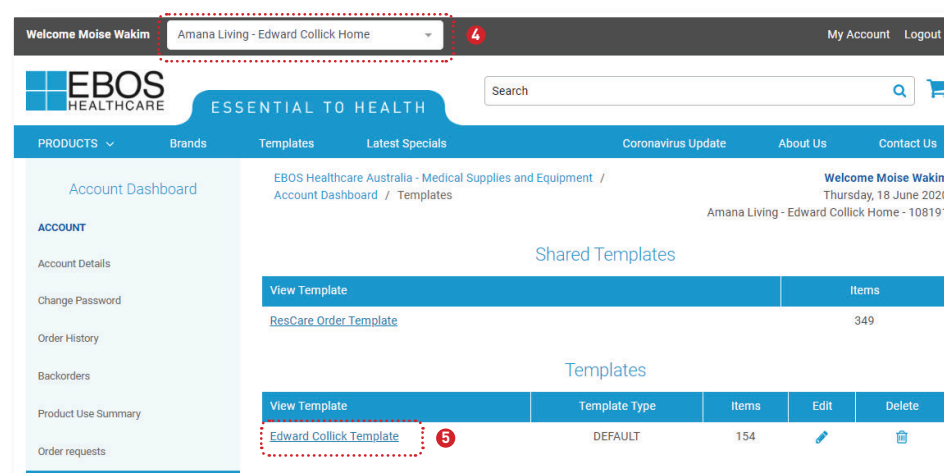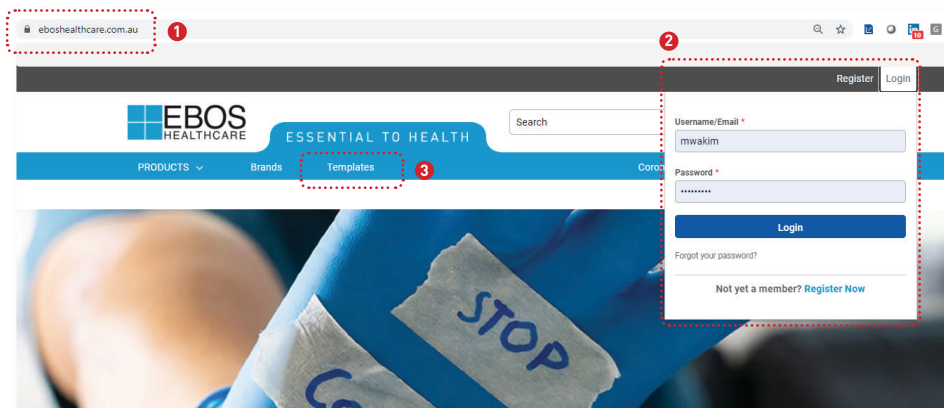
How to Order Online - Order Requestor

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	Quantity	GST	Subtotal	Status	
SYRINGES 10mL CONC L/L 100's	BD302149	$18.67	- 1 +	$0.00	$18.67	IN STOCK	🗑
SYRINGES 10mL CONC L/S 100's	BD302143	$65.37	- 1 +	$0.00	$65.37	IN STOCK	🗑
SYRINGES 20mL ECC L/S 50's	BD300142	$21.90	- 4 +	$0.00	$87.60	IN STOCK	🗑
SYRINGES 2mL L/S 100's	BD302204	$8.44	- 1 +	$0.00	$8.44	IN STOCK	🗑
SYRINGES 50mL CATH TIP 20's	TE-50C	$21.50	- 3 +	$0.00	$64.50	IN STOCK	🗑
			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

- 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.

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

How to Approve Pending Requests - Order Approver

1. Go to www.eboshealthcare.com.au

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".

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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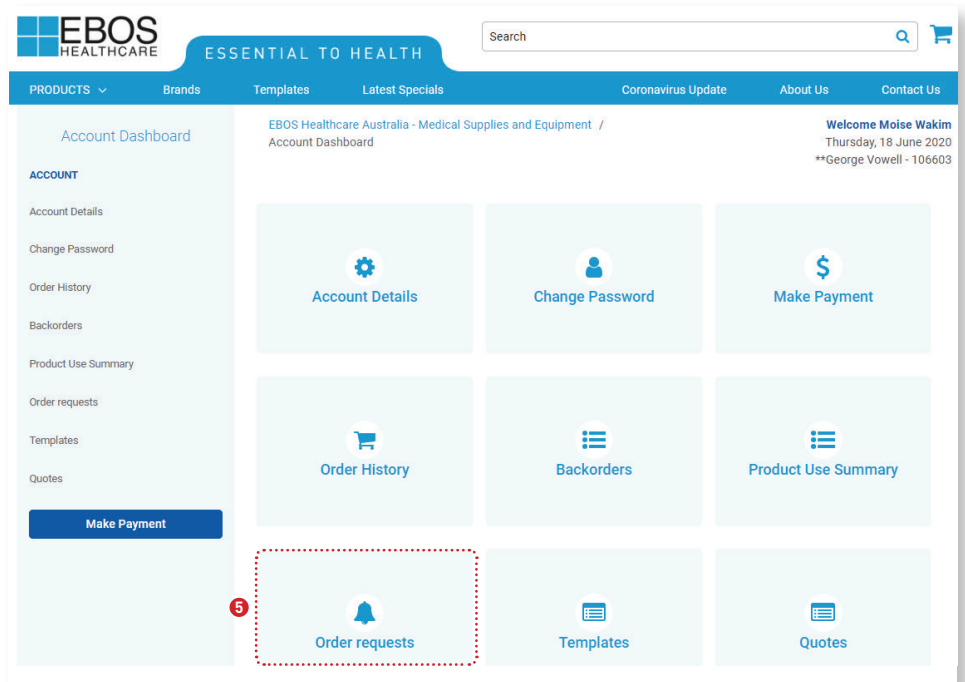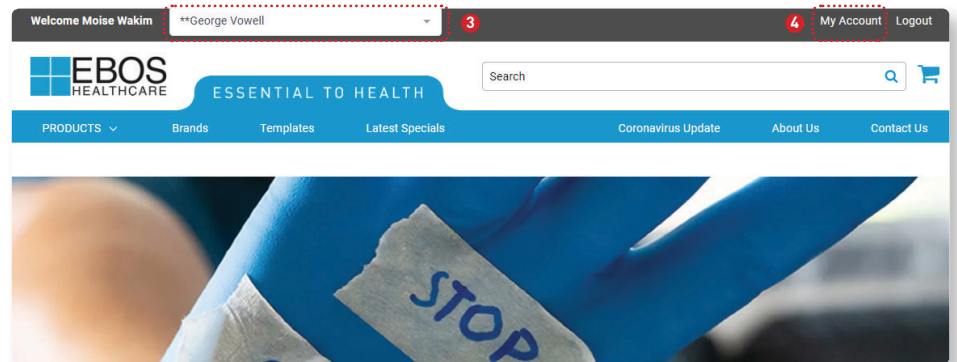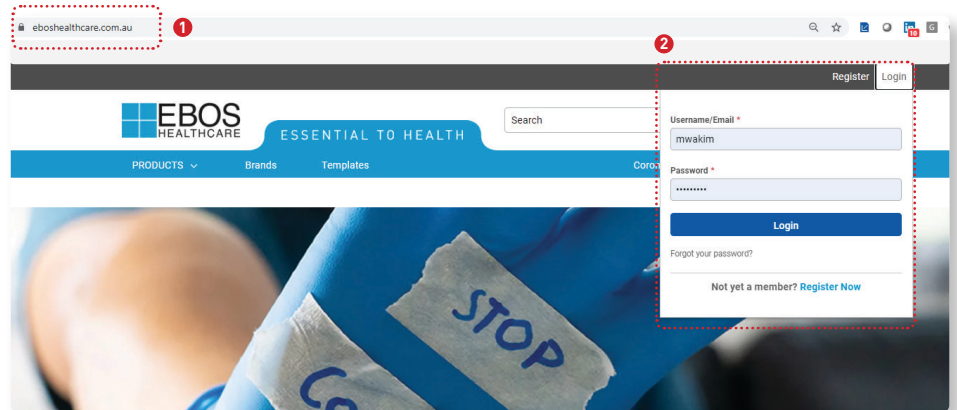
How to Approve Pending Requests
- Order Approver

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.

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

1

			$173.06
Reference No: 249288	Purchase Order:	Date: 19/6/2020 2:55 AM	**Review**
Submitted by: Requestor test	testing	4 Items	

Notes
reject order

Notes
reject order

2 **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**

3 **Reject Reason**

Notes to Requestor

[   ]

Submit

For more information contact your Account Manager or call Customer Service on **1800 269 534 www.eboshealthcare.com.au**

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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.

❶ **Order Request Rejected**

Dear Tasha Tawhai

Order Request Rejected

Dear Customer,

Your order request(s) on https://www.eboshealthcare.com.au 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:

|			
Reference No: 249310	Purchase Order:	Date: 19/6/2020 3:27 AM	❸ $169.47
Submitted by: Tasha Tawhai	testing	5 Items	Edit Delete

❷ 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.
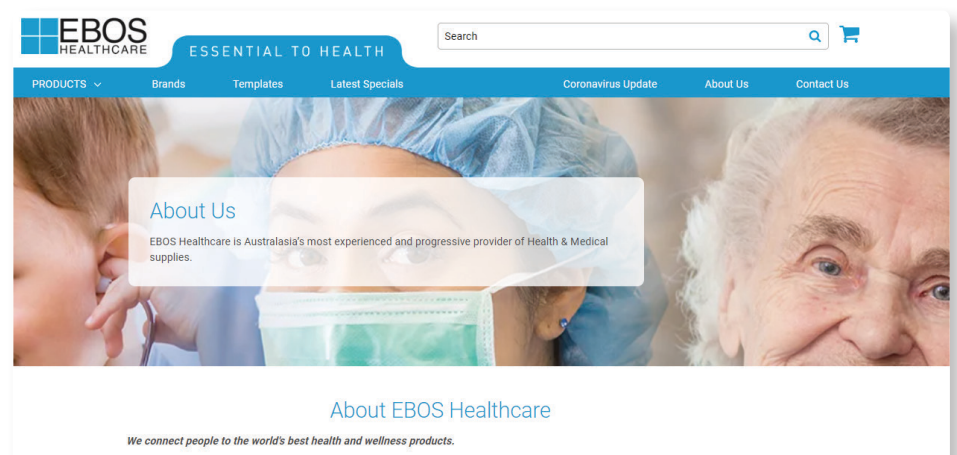
Following Enquiry Types are available:

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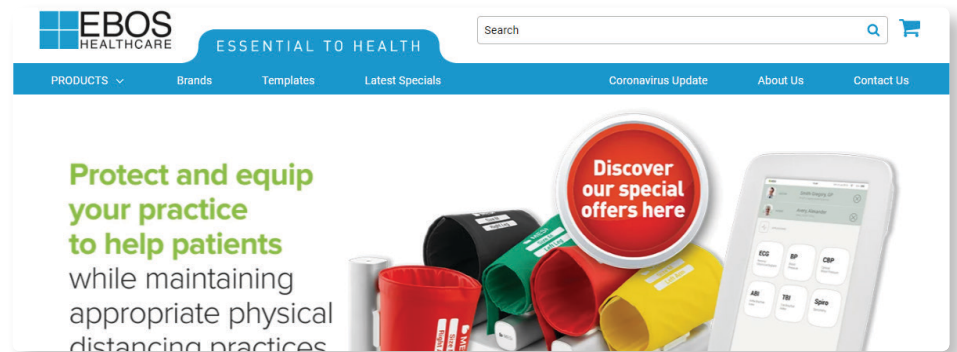
About Us

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 **1800 269 534**

www.eboshealthcare.com.au

EBOS
HEALTHCARE

ESSENTIAL TO HEALTH