



Online Ordering Guide

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Establishing an Online Account

1. Go to www.jandbmedical.com
2. Click on the 1st tab (**Medical/Surgical**) or the 2nd tab (**Emergency Medical**)

Division Tabs



3. New customers click on the Customer Application link. If you already have an existing account, skip this step by clicking the "Login" button. Continue to step 6 of Establishing an online account, located on page 4.

Customer Application Link



4. Fax or email your customer application information to the (info@jandbmedical.com) or fax to (248) 960-7985.

You will receive a welcome email confirming you have an established account. This email includes your login/user name and password, along with your sales rep contact info. See example below:

Welcome Email

Welcome to J & B Medical Supply

As a registered user, you can access the system any time, and perform functions including:

- Browse and shop for products and services.
- View your transactions history
- Set personalized shipping and billing information.
- View and update Password, email and mailing addresses.
- Set your shopping preferences

To access your account, click and/or copy past this URL: www.jandbmedical.com
Click on the 1st tab (gray) titled Medical/Surgical Supplies and proceed to the gray LOGIN button

Your account sign-in information is as follows:

- Login Name: newuser1
- Password: 12345

Any questions please contact our customer service:
800-737-0045 x 114

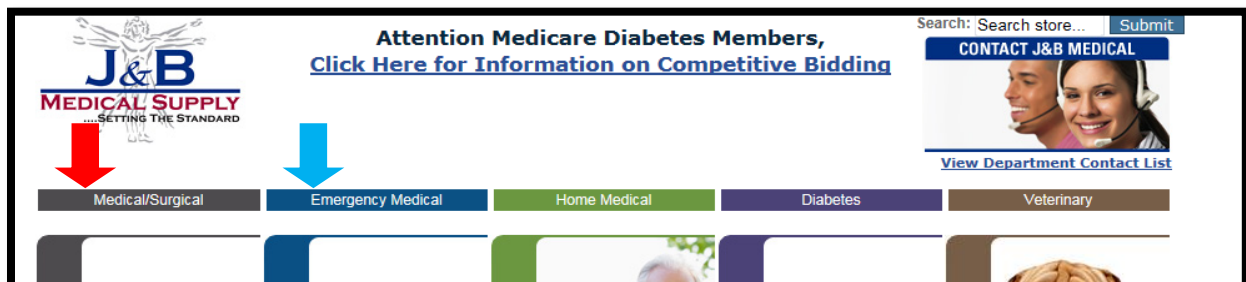
Online issues please contact:
Kathleen Miller
Administrative Assistant
kkmiller@jandbmedical.com
800.980.0047 ext. 138

Thanks again for choosing to do business with us.

Customer Care
J & B Medical Supply

5. Upon receiving your welcome email, you may login by clicking on either the **Medical/Surgical** or **Emergency Medical tab** and then clicking the "Login" button.

Re-visitation of Division Tabs after Account is Set Up



6. Enter your **user name** and **password** and then click “**Login**” button.

Logging into Web

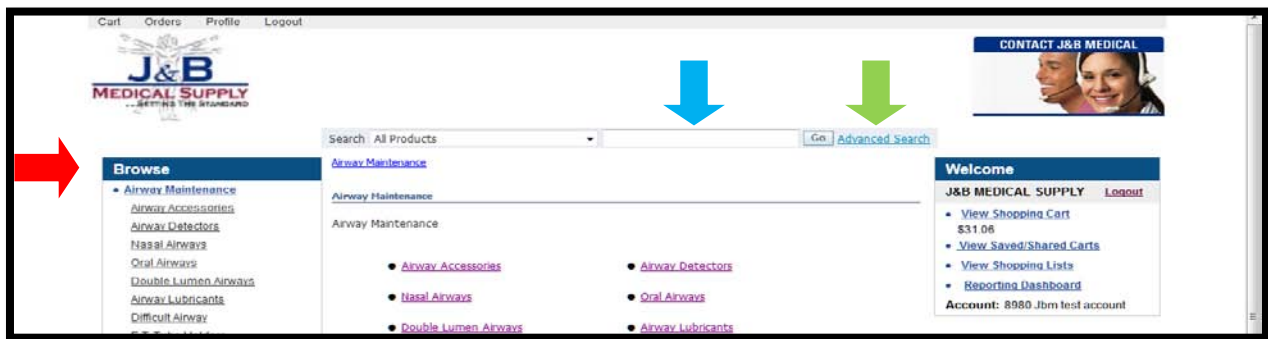
A screenshot of a web login form. It features two input fields: one for the user name and one for the password. Below the password field are two buttons: 'Login' and 'Cancel'. A red arrow points to the user name field, a blue arrow points to the password field, and a green arrow points to the 'Login' button. Example text is provided below each field: '(example: michael.james.smith)' for the user name and '(example: 4u99v23)' for the password.

Search Options

When looking for an item, you can search in these three ways:

- (1.) Browse by **category**
- (2.) Home page **search box**
- (3.) **Advanced Search**

Search Options



- **Category** - Browse for items by category and sub-category.
- **Search Box** - Enter a manufacturer item number, product description or a combination of both. Depending on your search criteria you may receive multiple results.
- **Advanced Search** - This feature gives you the ability to limit your search by the item **manufacturer** or by **multiple manufacturers** (CNTRL & CLICK to select more than one manufacturer). Other options include: searching only within a certain **category**, keyword(s), as well as the option to exclude certain keyword(s) from search criteria.

Advanced Search Screen

A screenshot of the 'Advanced Search' screen. At the top, there is a red arrow pointing to a note: '* To select multiple manufacturers hold down Control key then select the Manufacturers from the list(CTRL+CLICK). To de-select manufacturers hold down Control key then select manufacturer to remove.' Below this is a list of manufacturers with a blue arrow pointing to it. The list includes: 'All Manufacturers', '3M Health Care (MMM)', 'AAA Pharmaceuticals (AAA)', 'AESCULAP, Inc. (AES)', 'AM Systems (ASY)', 'AMD-Ritmed (AMR)', 'AMDx USA (ADX)', 'ARC Laboratories (ARC)', 'Aaron Industries (ARN)', and 'Abbott Diabetes Care, Inc. (ABT)'. Below the manufacturer list is a 'Categories:' dropdown menu set to 'All Products' and a 'Keyword(s):' input field with a green arrow pointing to it. At the bottom, there are two radio buttons: 'Match all words(and)' and 'Match any word(or)', with the latter being selected.

Adding Items to Cart

1. Click on the **small box** located next to the item
2. Click the **“Add to Cart”** button to add the selected items to your order

Selecting an Item to Cart



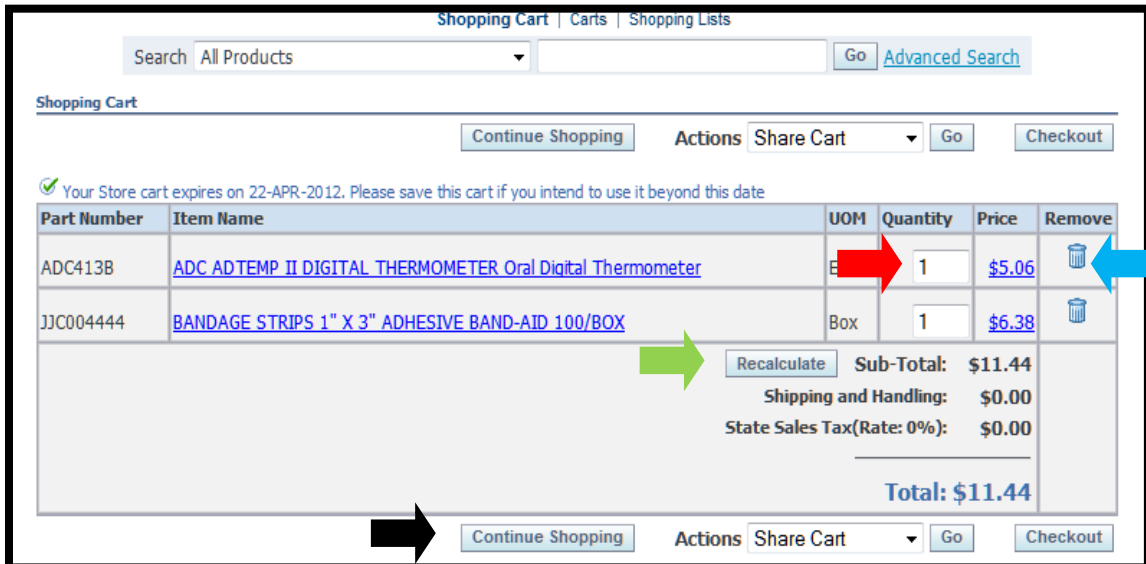
3. After selecting an item and clicking the “Add to Cart” button, a gray box will appear confirming that your item was added successfully.

Shopping Cart Overview

To view your shopping cart, click the “Cart” button located at the top or the “View Shopping Cart” link located in the Welcome Box.

- To change the **quantity**, type over the existing quantity and click the **recalculate** button.
- To **remove** an item, click on the trash can image. If you need to continue shopping, click on **Continue Shopping**.

In Shopping Cart



Saving & Duplicating your Cart

Saving your Cart:

1. Saving your cart is helpful when you need to step away and do not want to lose your progress. Saving your cart takes place when viewing your cart.
2. To save your cart, use the **“Actions”** drop down bar, select **“Save Cart”** and then click the **“Go”** button.

Shopping Cart | Carts | Shopping Lists

Search All Products Go Advanced Search

Shopping Cart

Continue Shopping Actions Share Cart Go Checkout

✔ Your Store cart expires on 14-AUG-2014. Please save this cart if you intend to use it beyond this date.

Part Number	Item Name	Quantity	Price	Remove
PROP080010	PRO ADVANTAGE URINE REAGENT STRIPS Urine Reagent Strips, 10 Para Leukocytes, Nitrite, Urobilinogen, Protein, pH, Blood, Specific Gravity, Ket Bilirubin, Glucose, CLIA Waived, 100/Bottle		\$255.00	

Recalculate Sub-Total: \$255.00
Shipping and Handling: \$0.00
State Sales Tax(Rate: 0%): \$0.00
Total: \$255.00

Continue Shopping Actions Share Cart Go Checkout

Cart Order Profile Logout

3. To save, name your cart and click the **“Apply”** button, located both above and below. If you are adding an item to an existing cart, select **“Add to Existing Cart”** and then use the drop down bar to select your cart’s name, and then click the **“Apply”** button.

Cart Order Profile Logout

CONTACT J&B MEDICAL

Shopping Cart | Carts | Shopping Lists

Search All Products Go Advanced Search

Save Cart

Cancel Apply

You can save items to buy later. Please enter cart name or add items to an existing shopping cart by selecting cart name from the list.

Cart Name: J&B's Cart

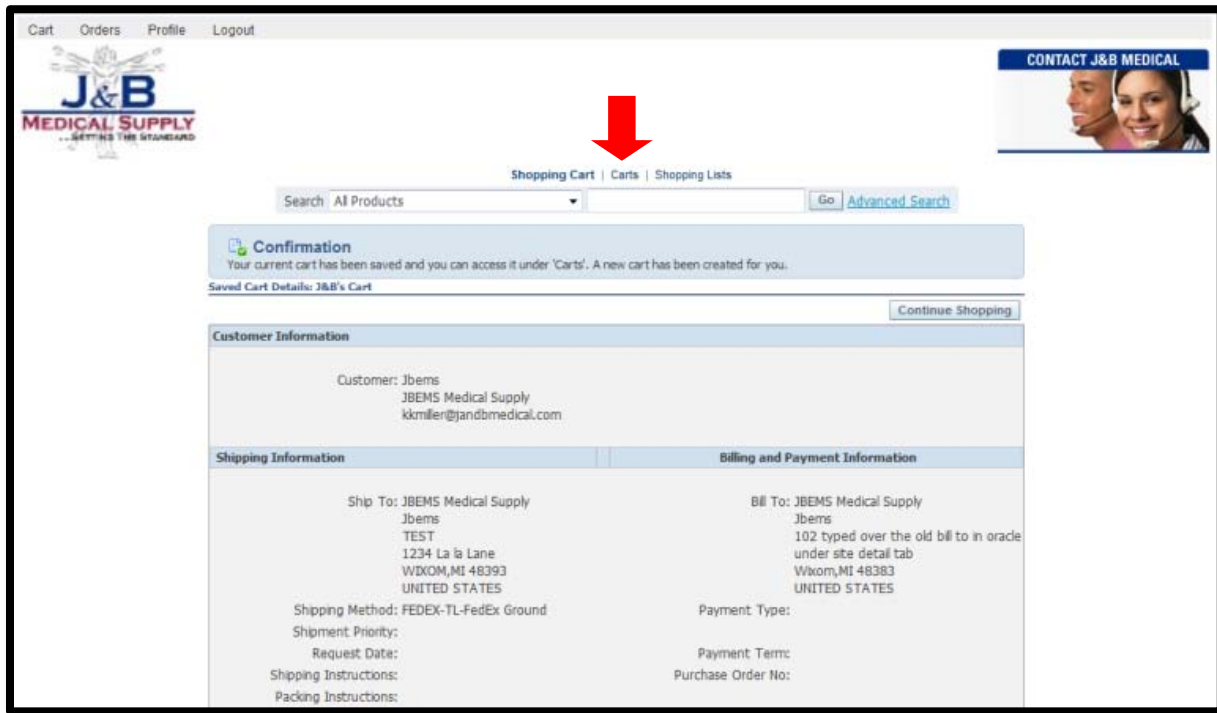
Add to Existing Cart: Store Saved

Cancel Apply

Cart Order Profile Logout

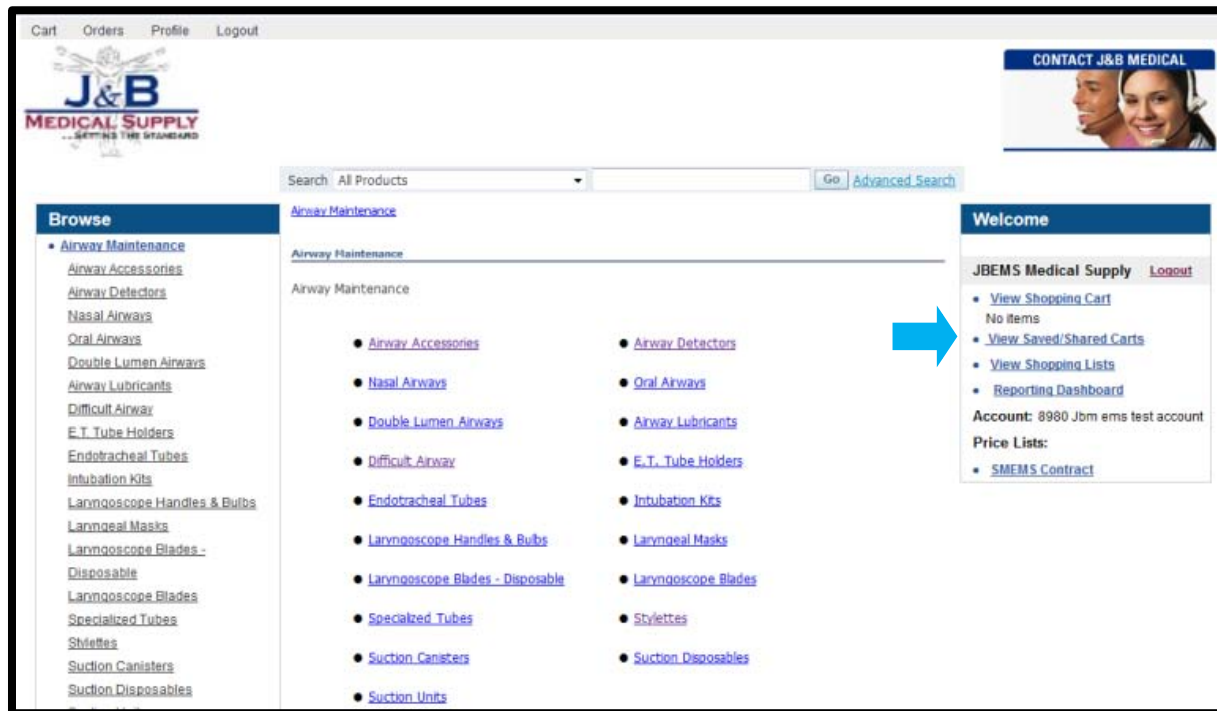
- After saving your cart, you will be directed to a confirmation page. To access your “Saved Cart” again, you can click the “Carts” link located at the top.

Confirmation Page



- If you are on the home screen, you can click “View Saved/Shared Carts” located to the right inside of the Welcome box.

Home Screen



Duplicating your Cart:

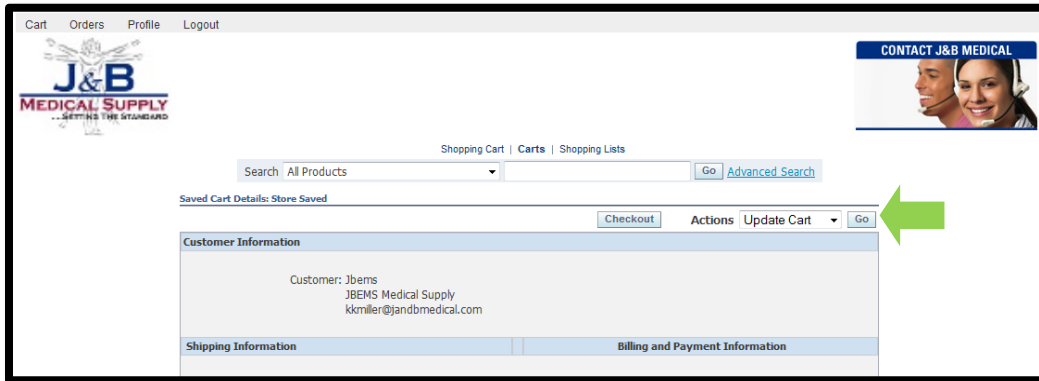
- Duplicating a Cart comes in handy when you create the same order repeatedly. This step takes place after you save a cart. To start from the Home Screen, go to your cart via the “[View Saved/Shared Carts](#)” link shown above. Shown below is what the “View Saved/Shared Carts” page looks like.
- To duplicate your cart, **Select** your cart, go to the “**Actions**” drop down bar, select “Duplicate Cart” and then click the “Go” button.

The screenshot shows the 'View Saved/Shared Carts' page on the J&B Medical Supply website. The page has a navigation bar with 'Cart', 'Orders', 'Profile', and 'Logout'. The J&B Medical Supply logo is in the top left, and a 'CONTACT J&B MEDICAL' button is in the top right. Below the navigation is a search bar with 'All Products' selected and a 'Go' button. The main content area is titled 'Carts' and includes a sub-section for 'Saved Carts'. A table lists three saved carts: 'J&B's Cart' (created 16-JUL-2014, expires 14-OCT-2014), 'Store Saved' (created 28-MAY-2014, expires 26-AUG-2014), and 'Ray Shepard' (created 15-MAY-2014, expires 26-AUG-2014). A green arrow points to the 'Duplicate Cart' option in the 'Actions' dropdown menu for the first cart. Below the 'Saved Carts' table are sections for 'Shared Carts' and 'Carts Shared By You', both of which show 'You do not have carts shared with you.'

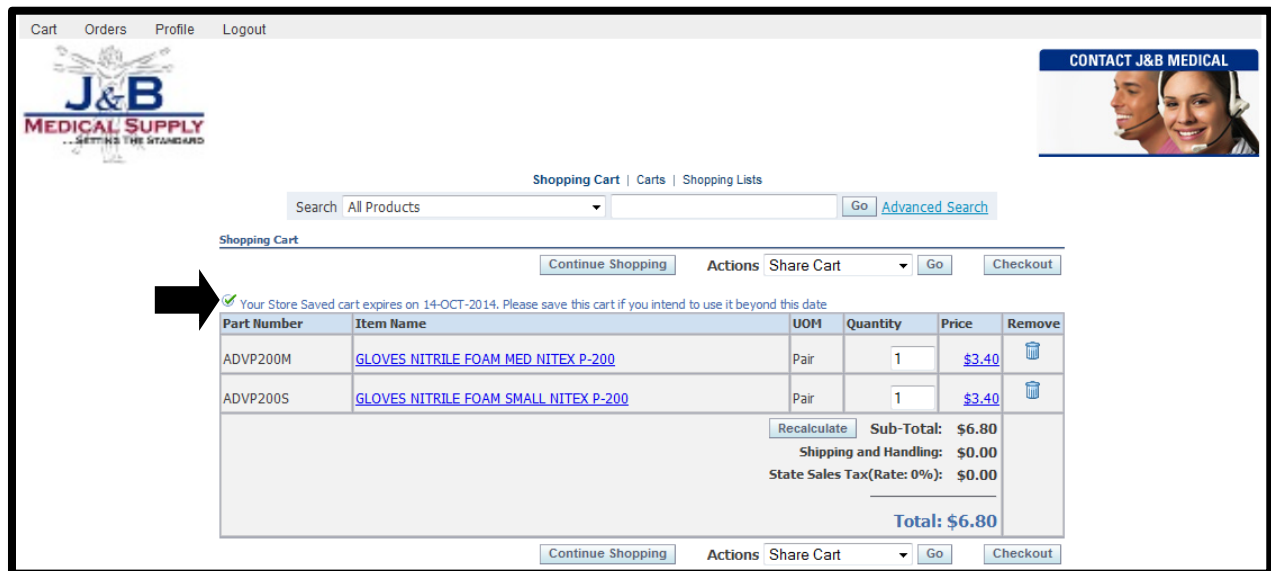
- You will have to rename your cart and then click the “Apply” button. You have just duplicated your cart.
 - Notice below that your saved cart has an **Expiration Date**. If you will not be ordering your cart before it expires, simply select the hyper link that is the **Cart's Name**.

The screenshot shows the 'View Saved/Shared Carts' page on the J&B Medical Supply website, similar to the previous one. A blue arrow points to the 'J&B's Cart' name in the table, and a red arrow points to the 'Expiration Date' column. The table data is the same as in the previous screenshot. The page also includes a 'Checkout' button and a 'Go' button in the 'Actions' dropdown menu.

- This will take you to your saved cart. On this screen (leave the Actions drop down bar selection as Update cart) just click the “Go” button listed at the top right.



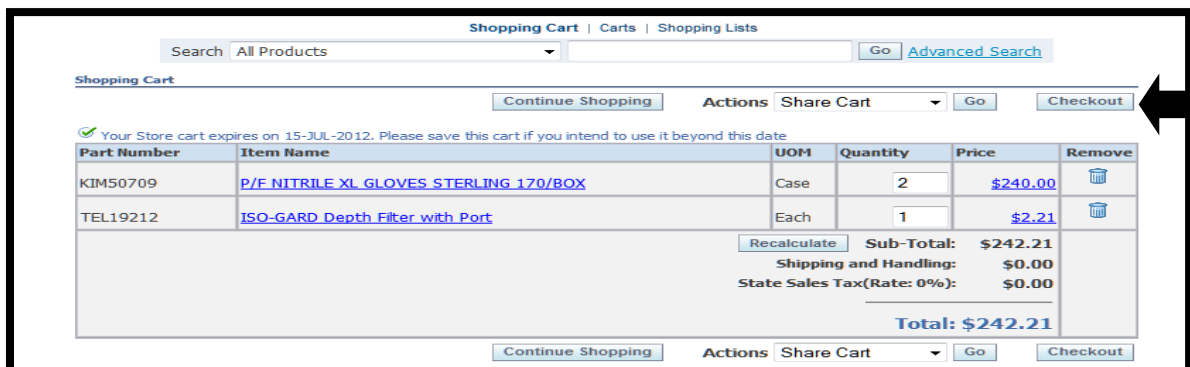
- The screen will refresh, showing you your cart and a **note** will pop up above saying that your cart is saved and will also show your new expiration date.



Checkout Process

- Select the “Checkout” button located within your shopping cart.

Shopping Cart Screen



- In step 1 of checkout, you can confirm your **shipping address**. If your shipping address is incorrect, you can change it by clicking the “**Select**” button. (See the “changing your shipping address” for more details)
**** PLEASE NOTE IN THE SHIPPING SECTION, THE REQUEST DATE BOX; PLEASE LEAVE BLANK IF YOU WANT YOUR ORDER TO SHIP RIGHT AWAY****

- After your shipping address is correct, Click the “**Next**” button to proceed
- In step 2 of checkout, confirm your **billing address**. If you need to change it, click the “**Select**” button. Your payment is also determined at this step. Please note the **PO#** box located at the bottom.
- After your billing address is correct, click the “**Next**” button to proceed.

- Step 3 of checkout has both shipping and billing addresses, your items you are purchasing and your total. Look over step 3 and if all is correct, click “**Place order**”, located at both the top and bottom.

7. You should then receive a confirmation email of your order. If you do not receive an order, check your profile and update your email or contact a representative of J&B.
- Example of confirmation email received upon placing an online order:

Confirmation Email

Dear CUSTOMER,

Thank you for shopping www.jandbmedical.com

Below are the details of your order.

Order Number: 46220
 Order Date: 23-JUL-12
 Ship Method: JBMTRUCK-TL-Ground
 Shipping Information: J & B Medical Example
 Wixom, MI 48393
 US

Product	UOM	Qty	Shippable	Amount
COVIDIEN RESTING ECG TAB ELE CTRODES ECG Electrode, Resting, CA610, 100/pk, 10 pk/ctn4 ctn/cs	Cas	1	Y	\$164.52
				Tax: \$9.87
F-FOLD THERMAL PAPER	Cas	1	Y	\$122.17
				Tax: \$7.33
Sub Total:				\$286.69
Shipping and Handling:				\$0.00
Tax (estimated):				\$17.20
Total:				\$303.89



Changing your Shipping/Billing Address

Changing Your Shipping Address:

1. You can change your shipping address during Step 1 of checkout by clicking the “**Select**” button next to the shipping address.

Checkout: Shipping Information

* Indicates required field

Return to Cart Actions Share Cart Go Step 1 of 3 Next

Ship To

* Ship to Customer: Jbems

Ship to Contact: J&B MEDICAL
mmarston@jandbmedical.com

* Ship To Address: TEST
1234
WIXOM,MI 48393
UNITED STATES

Select

Shipping Details

* Shipping Method: FEDEX-TL-FedEx Ground Shipping Instructions:

Shipment Priority:

Request Date:

Packing Instructions:

▶ Ship To Multiple Locations

Return to Cart Actions Share Cart Go Step 1 of 3 Next

This takes you to an address change page. On this page, you can search your addresses two different ways. The first being “Ship to Contact’s Addresses” and the second being “Ship to Customer’s Addresses”. These are located in the “**View by**” drop down bar.

- “Ship to Contact’s Addresses” – Are addresses that were entered by you, the user, during this step. To enter an address, you would click the “**Create Address**” button and input the address. They are saved for later dates and are located under the contact’s addresses.
 - “Ship to Customer’s Addresses” – Are addresses that were loaded by a J&B user. Any address you enter will NOT show up in this group.
2. Once you have either entered a new address or found a previously added address, **select** it and then click the “**Select**” button located at either the top or bottom.

Search and Select: Ship to Address

Ship to Customer: Jbems Cancel Select

Ship to Contact: JBEMS Medical Supply

Search

Country: United States

View by: Ship To Contact's Addresses Go

Results Create Address

Select	Address	Address Type	Primary
<input checked="" type="radio"/>	1234 La la Lane WIXOM,MI 48393 UNITED STATES	Ship To	<input checked="" type="checkbox"/>
<input type="radio"/>	TESTING UNDER ONE OF THE USERS UNDER THIS ACCOUNT ACCOUNT CONTACT ADDRESS WIXOM 9-19,MI 48075 UNITED STATES	Ship To	<input type="checkbox"/>
<input type="radio"/>	101 Just added wixom,MI 48393 UNITED STATES	Ship To	<input type="checkbox"/>

Cancel Select

Changing Your Billing Address:

3. In step 2 of checkout, the billing address is set up like the shipping address. To change your billing address, click the "Select" button like when changing the Shipping address.
4. The search for the billing address is set up identically to the shipping address search. **View by** is broken down into "Bill to Contact's Addresses" and "Bill to Customer's Addresses". Make sure you check both for the address you are currently looking for.
5. Unlike shipping addresses, there is no "Create address" button. This is because only a J&B representative can add a billing address.

Search and Select: Bill to Address

Bill to Customer: Jbems Cancel

Bill to Contact: JBEMS Medical Supply

Search

Country: United States

View by: Bill To Contact's Addresses Go

Results

Select	Address	Address Type	Primary
	No records found matching the given criteria.		

Sharing Cart

If you wish for another person to view and have the capability to submit, edit or update your order, you can achieve this by sharing your cart with them. Carts can only be shared with other active i-store users on the account.

1. To share your cart click on the "Actions" drop down bar.
2. Select **Share Cart**
3. Click on the **Go** button

Shopping Actions Share Cart Go Checkout

✓ Your Store cart expires on 09-SEP-2012. Please save this cart if you intend to use it beyond this date.

Part Number	Item Name	Quantity	Price	Remove
BEU00283067902	HURRICAIN SPRAY 2 OZ.		\$38.21	
MAIH362-05	MEDICAL ACTION RECTANGULAR WASH BASIN Rectangular Wash Basin, 7.2 ltr, Gold, 50/cs	Each 1	\$0.83	
JJC004434	BANDAGE STRIPS 3/4" X 3" ADHESIVE 100/BOX	Box 1	\$4.21	

Recalculate **Sub-Total:** \$43.25
Shipping and Handling: \$0.00
State Sales Tax(Rate: 0%): \$0.00
Total: \$43.25

Continue Shopping Actions Share Cart Go Checkout



- Name your cart and click **Add Member** button

Shopping Cart | Carts | Shopping Lists

Search All Products [Advanced Search](#)

Share Cart

* Indicates required field

* Cart Name

Members

List of members for the cart. You can add/modify/remove members at any time.

Name	Email	Role	Notify	Remove
No members have been added				

Cart Information

Customer Information

- Select the approved i-store user (an individual that has also established an account with J&B) whom you will share your cart and click the **Select** button.

Search and Select: Members

Search

Search Name: %

Results

Select	Name	Email
<input type="checkbox"/>	Kathy Schaar	mmarston@jandbmedical.com
<input checked="" type="checkbox"/>	Ray Shepard	mmarston@jandbmedical.com

- Choose one a Role from the **Role** drop down bar and then click the **Apply** button.

****Please Note the different Roles that are available****

Shopping Cart | Carts | Shopping Lists

Search All Products [Advanced Search](#)

Share Cart

* Indicates required field

* Cart Name

Members

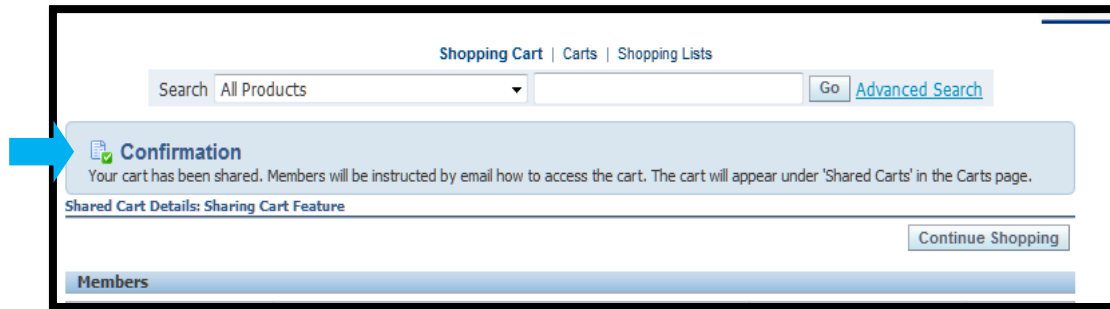
List of members for the cart. You can add/modify/remove members at any time.

Name	Email	Role	Notify	Remove
Ray Shepard	mmarston@jandbmedical.com	Administrator	<input checked="" type="checkbox"/>	<input type="button" value="Remove"/>

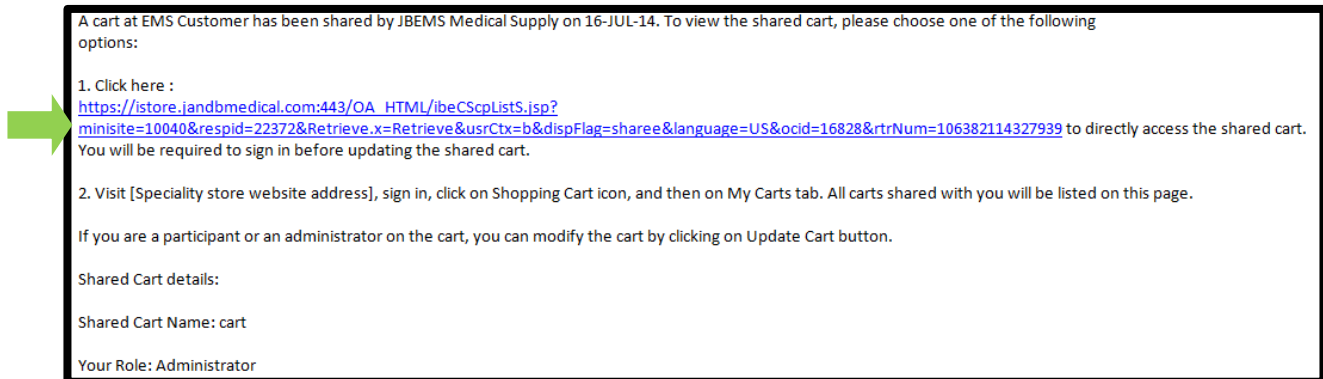
Comments:

- **Administrator** – They have full access to your cart. They can add or remove items, delete or submit the cart, and change members of the cart.
 - **Viewer** – These individuals can only change members of the cart.
 - **Participant** – These individuals can add or remove items but cannot delete or submit the cart. They too have access to change members of the cart.
7. At this point you should see a **confirmation** that your cart has been successfully shared and the member will receive instructions via email on how to access the cart by clicking on a **link**.

Confirmation of Shared Cart



Notification email received by your chosen Member



Shopping List

How to add a **Selected** item to an existing shopping list or create a new one:

1. Click on the **drop down arrow** located next to the “Add to Cart” button.
2. To create a new shopping list, type the name you would like to call it in the open field “**Create Shopping List**”.
3. Click on the disc icon to save it.
4. To add the items to an existing Shopping List simply click the name of the list you would like the item added to.

Adding to Shopping List

The screenshot shows the J&B Medical Supply website interface. At the top, there are navigation links for Cart, Orders, Profile, and Logout. The main header features the J&B Medical Supply logo and a search bar. A red arrow points to the 'Add to Cart' button, which has a dropdown menu open. A blue arrow points to the 'Create Shopping List' option in the dropdown menu. The main content area displays two items: 'CO2 DETECTOR - Adult 12/Case' and 'CO2 DETECTOR - Pediatric 12/Case'. The 'Add to Shopping List' dropdown menu includes options for 'Breathing / Respiratory', 'PURCHASE HISTORY LIST', 'Create Shopping List', and 'Manage Shopping Lists'. On the right side, there is a 'Welcome' box for JBEMS Medical Supply with a 'Logout' link and a list of links including 'Shopping Cart', 'Saved/Shared Carts', 'Shopping Lists', 'Dashboard', and 'SMEMS Contract'.

****Notice that “Purchase History List” will already be added as a shopping list. This will contain all of the items you have previously ordered****

5. To locate your shopping lists, click on the “**View shopping Lists**” link in the Welcome box.

The screenshot shows the J&B Medical Supply website interface. At the top, there are navigation links for Cart, Orders, Profile, and Logout. The main header features the J&B Medical Supply logo and a search bar. A green arrow points to the 'View Shopping Lists' link in the 'Welcome' box. The main content area displays the 'Airway Maintenance' category with a list of sub-categories: Airway Accessories, Airway Detectors, Nasal Airways, Oral Airways, Double Lumen Airways, Airway Lubricants, Difficult Airway, E.T. Tube Holders, Endotracheal Tubes, and Intubation Kits.

Shopping List Features

ATTENTION

Click "Save Changes" to save any unit of measure and/or quantity changes made to the Shopping List.

You must click "Save Changes" prior to clicking "Add to Cart" if you have made any unit of measure and/or quantity changes. After clicking "Save Changes" the page will automatically refresh and at that time you can click "Add to Cart". If changes are not made you can click only "Add to Cart".

List Name: **TEST** Created Date: **28-OCT-2011**

List Items

Add to List:

Select	Part Number	Product Family	Item	UOM	Quantity
<input type="checkbox"/>	BBRNF9100	I.V. & Pharmaceuticals	B BRAUN SAFELINE ACCESSORIES SAFELINE Valve Injection Site: Male Luer Lock Connector, DEHP & Latex Free (LF), 0.25mL Priming Volume, 400/cs	\$1.66 Each	15
<input type="checkbox"/>	COV31013926	Diagnostic Equipment	COVIDIEN 530 SERIES ECG ELECTRODES ECG Electrode, Diaphoretic, Foam 530, 30/pk, 20 pk/cs	\$5.90 Package of 30	1
<input type="checkbox"/>	COV31115788	Diagnostic Equipment	COVIDIEN 530 SERIES ECG ELECTRODES ECG Electrode, Diaphoretic, Foam 535, 5/pk, 12 pk/ctn, 10 ctn/cs	\$117.50 Case of 600 \$11.75 Box of 60 \$117.50 Case of 600	2
<input type="checkbox"/>	COV31115796	Diagnostic Equipment	COVIDIEN 530 SERIES ECG ELECTRODES ECG Electrode, Diaphoretic, Foam 533, 3/pk, 20 pk/ctn, 10 ctn/cs	\$135.60 Case of 600	2
<input type="checkbox"/>	MMM2248-50	Medical-Surgical General	3M RED DOT PEDIATRIC MONITORING ELECTRODES WITH MICROPORE TAPE BACKING Micropore Paper Tape Electrode, Pediatric, 4.4cm Dia., 50/bq, 20 bq/cs	\$16.28 Bag of 50	5
<input type="checkbox"/>	MMM2249-50	Diagnostic Products	3M RED DOT MONITORING ELECTRODES WITH MICROPORE TAPE BACKING Monitoring Electrodes w/ abrader, 6cm Dia., 50/bq, 20 bq/cs	\$21.25 Bag of 50	1

- Order items by various forms of **unit of measure** and **quantities** (drop down arrow and type over quantity)
please reference special instruction below **ATTENTION if you make any changes**
- Click on **Part Number** link to sort numerically by part numbers.
- Click on **Product Family** to sort alphabetically.
- To add an item(s) from a shopping list via cart, place a check mark in the select box and click the **"Add to Cart"** button.

Shopping List Features Continued



Delete List

Save Changes

ATTENTION

Click "Save Changes" to save any unit of measure and/or quantity changes made to the Shopping List.

You must click "Save Changes" prior to clicking "Add to Cart" if you have made any unit of measure and/or quantity changes. After clicking "Save Changes" the page will automatically refresh and at that time you can click "Add to Cart". If changes are not made you can click only "Add to Cart".

List Name: TEST

Created Date: 28-OCT-2011

List Items



Select	Part Number	Product Family	Item	UOM	Quantity
<input type="checkbox"/>	BBRNF9100	I.V. & Pharmaceuticals	B BRAUN SAFELINE ACCESSORIES SAFELINE Valve Injection Site: Male Luer Lock Connector, DEHP & Latex Free (LF), 0.25mL Priming Volume, 400/cs	\$1.66 Each	15
<input type="checkbox"/>	COV31013926	Diagnostic Equipment	COVIDIEN 530 SERIES ECG ELECTRODES ECG Electrode, Diaphoretic, Foam 530, 30/pk, 20 pk/cs	\$5.90 Package of 30	1
<input type="checkbox"/>	COV31115788	Diagnostic Equipment	COVIDIEN 530 SERIES ECG ELECTRODES ECG Electrode, Diaphoretic, Foam 535, 5/pk, 12 pk/ctn, 10 ctn/cs	\$117.50 Case of 600 \$11.75 Box of 60 \$117.50 Case of 600	2
<input type="checkbox"/>	COV31115796	Diagnostic Equipment	COVIDIEN 530 SERIES ECG ELECTRODES ECG Electrode, Diaphoretic, Foam 533, 3/pk, 20 pk/ctn, 10 ctn/cs	\$135.60 Case of 600	2
<input type="checkbox"/>	MMM2248-50	Medical-Surgical General	3M RED DOT PEDIATRIC MONITORING ELECTRODES WITH MICROPORE TAPE BACKING Micropore Paper Tape Electrode, Pediatric, 4.4cm Dia., 50/bq, 20 bq/cs	\$16.28 Bag of 50	5
<input type="checkbox"/>	MMM2249-50	Diagnostic Products	3M RED DOT MONITORING ELECTRODES WITH MICROPORE TAPE BACKING Monitoring Electrodes w/ abrader, 6cm Dia., 50/bq, 20 bq/cs	\$21.25 Bag of 50	1

Delete List

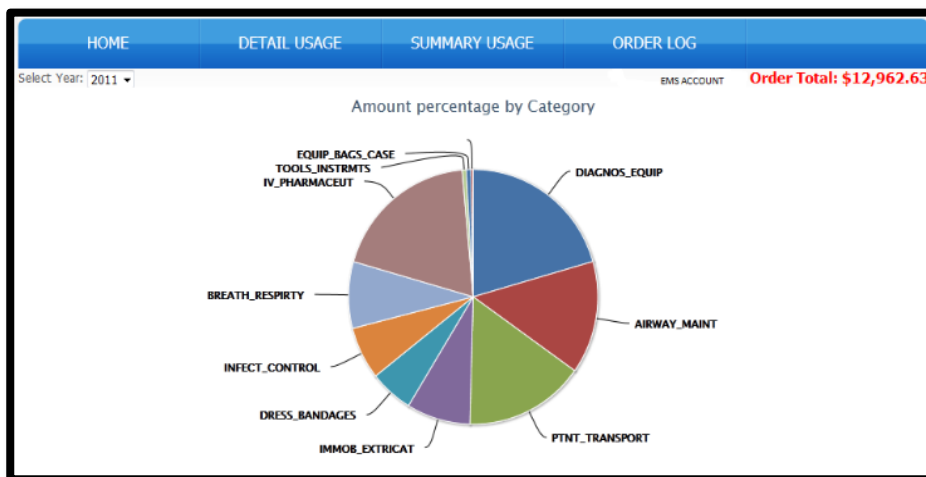
Save Changes

- To remove an item(s) from the shopping list via cart, place a check mark in the select box and click the "Add to Cart" button.
- Once changes have been made to the Shopping list and you would like to save them, click the "Save Changes" button at the top. Changes can be adding or removing an item, moving an item to another list, updating the unit of measurement and updating the quantity.
- To transfer items from one shopping list to another, in the blank field "Add to List" select the drop down arrow and choose from your list.
- If you no longer wish to have this particular shopping list saved, select the "Delete List" button.

Reporting Dashboard

- Please see the [Reporting Dashboard Intro/User Guide](#) link located within the Med-Surg/EMS tabs of www.jandbmedical.com. This tool is useful in allowing you to analyze and report on your purchases from J & B Medical. Quickly and easily you will be able to monitor overall volumes, volumes by product category and also view/export usage reports in two unique formats.

Reporting Dashboard can be found in the Welcome Box; clicking the hyper link will open another tab in your browser.



Account information Links

- At the top of your screen are four links: Cart, Orders, Profile and Logout.
- Selecting **“Cart”** will direct you to your shopping cart.
- Selecting **“Orders”** will direct you to view past orders.
- Selecting **“Profile”** will direct you to your account contact information as well as the function of resetting your account password.

Preview Previous Orders

Click on the Orders Link



You have the ability to filter orders in three different ways:

1. **Orders** created in the last 90 days
2. **Orders** between a certain day/date and Click **Go** or
3. Search by specifics such as order **number**, **ref number**, **order date**, **order status**, **PO Number**, web confirmation number and last 4 digits of a credit card.

Created in Last 90 Days & Between Specific Dates

Track Orders

Simple Search

Below is a list of your orders. Click on the order number to view the order details.

Orders created in the last: **7 days**

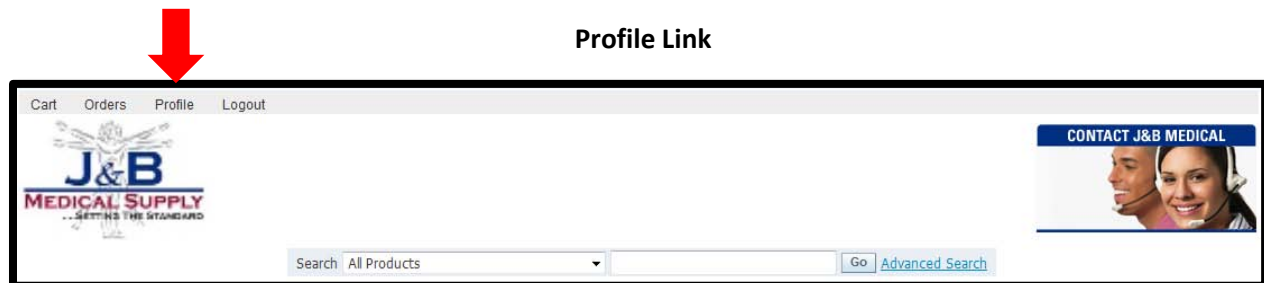
Orders between: and

Search By:

Results

Profile Update

1. Click on the Profile Link



Personal Information Edit:

- The option to update name and email address is located here.
- From this screen you can also change your password. Please note that for privacy and security measures, once a password is changed, it cannot be looked up.
- In the event you forget what you set your new password to, you will need to go through the Log in Assistance link that is located on the web sign in page (see pages 23-24).

Name and Email Edit/Password Change

User

- Personal Information
- Address Book
- Payment Book
- Accounts
- Preferences

Personal Information

Details

* Indicates required field

* First Name: J&B

Middle Name:

* Last Name: MEDICAL

* Email Address: mmarston@jandbmedical.com

Change Password

Username: JBEMS

* New Password: (Password must be at least 5 characters long)

* Verify Password:

Revert Apply

Address Book Edit:

1. Select your preferred address (defaults as the ship-to) and/or add a new ship to address
2. This is located under the first tab **Addresses**.
3. Note: If you have more than one shipping address, you will change the address in the first step of checkout.

Address Update/Edit

Cart Orders Profile Logout

J&B MEDICAL SUPPLY
... SETTING THE STANDARD

User | Company

Search All Products Go Advanced Search

User

- Personal Information
- Address Book
- Payment Book
- Accounts
- Preferences

Contact Information

Addresses Email Addresses Phone Numbers

Create Address

Address 1

TEST
1234
WIXOM, MI 48393
UNITED STATES

Update Delete

Shipping Address (Preferred)

Address 2

ANOTHER TEST
NO WHERE, MI 48075
UNITED STATES

Update Delete

Shipping Address

Create Address

****These addresses will be under the “Ship to Contact’s Addresses” search box when changing your shipping address during the checkout process****

Email Address Edit:

1. Click on the **Email Addresses** tab to access your email addresses listed.
2. Click on the **“Create Email Address”** button to add an email address.

Email Address Update/Edit

The screenshot shows the user profile page for J&B Medical Supply. The 'Email Addresses' tab is selected, and a table lists the current email address: kkmiller@jandbmedical.com. A red arrow points to the 'Email Addresses' tab, and a green arrow points to the 'Create Email Address' button.

Email	Delivery Format	Primary	Update	Delete
kkmiller@jandbmedical.com	Text	<input checked="" type="checkbox"/>		

3. To submit the new email created and entered in the email address box, click **Apply**.
4. The **primary** email address will receive the order confirmations and notifications.

Email Address Creation

The screenshot shows the 'Create Email Address' form. A blue arrow points to the 'Apply' button, and a black arrow points to the 'Primary' checkbox.

* Indicates required field

* Email Address:

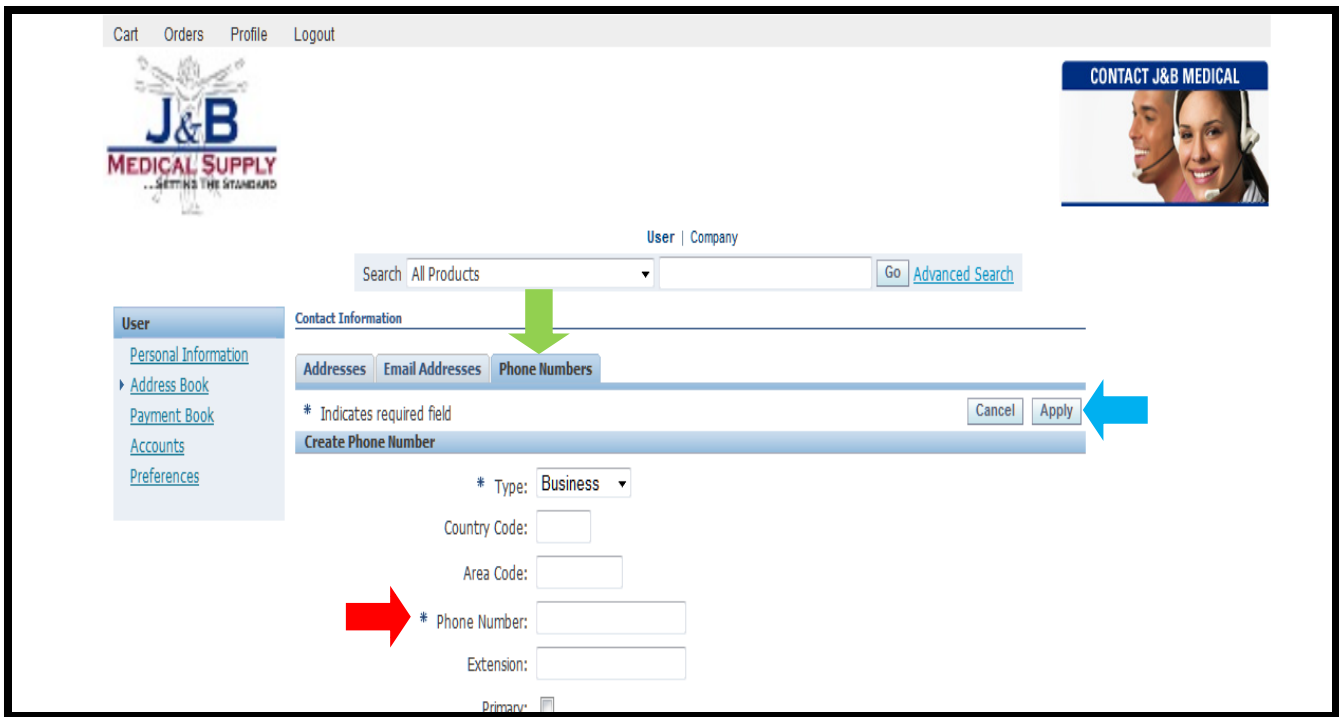
Delivery Format: HTML Text

Primary:

****Please keep your email address up to date at all times****

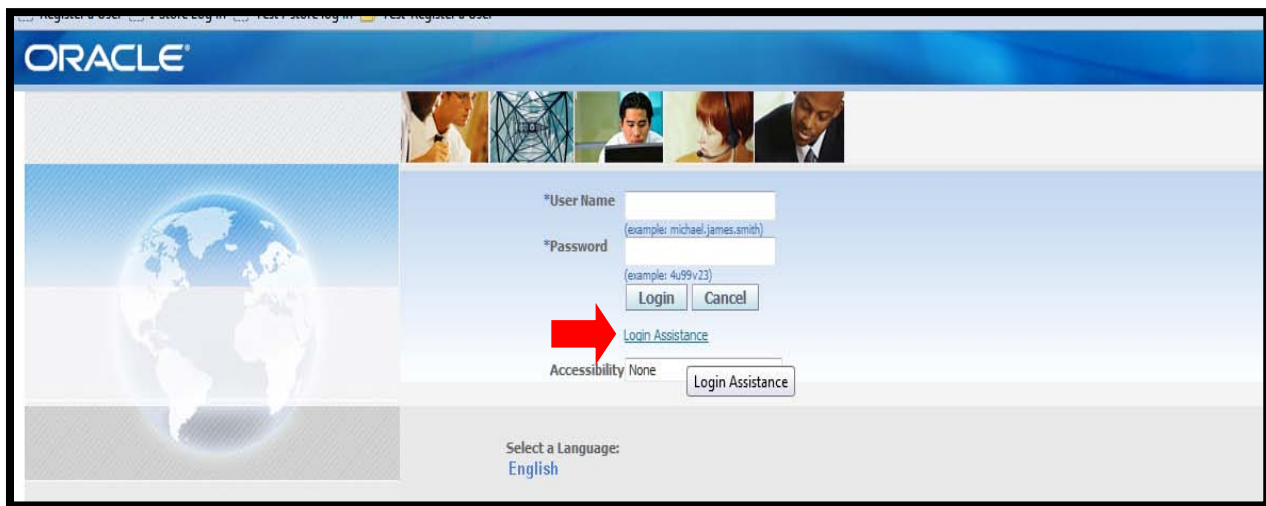
Phone Number Edit:

1. To enter the account's phone number, click on the **“Phone Numbers”** tab.
2. Add the **phone number** to the specified box and then change the type.
3. Click the **“Apply”** button, located to the right to save.



Password/Login Assistance

- In the event you forget your password OR username/id, you are able to reset the password and retain your user ID.
- Click on the Login Assistance link



- Type in **User Name**
 - Select the **"Forgot Password"** Button to retrieve password
- If you do not know what your User Name, you can retrieve it by using your email address:
- Enter your **Email** address on file.
 - Click the **"Forgot User Name"** Button.

Login Assistance

Login Assistance
* Indicates required field

Forgot Password

[Personalize "Forgot Password"](#)
Enter your user name, instructions for how to reset your password will be emailed to you.

User Name

Forgot User Name

[Personalize "Forgot User Name"](#)
Enter the email address associated with your account, your user name will be emailed to you.

Email

6. A **confirmation** will appear confirming your request has been submitted
7. Click the **"OK"** button and allow 10-15 minutes for an email to arrive in your inbox

ORACLE Personalize Page

Confirmation

Your request to retrieve your username has been submitted. An email will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.

Personalize Page

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8. Click on the **Reset your password** link from your email inbox and follow the on-screen prompts. This will allow you to complete the resetting of your password.

Email with link to reset password

Workflow Mailer <appljbpa@jandbmedical.com>
Sent: Thu 7/17/2014 11:52 AM
To:

To: **JBEMS MEDICAL SUPPLY**
Sent: **17-JUL-2014 11:50:42**
ID: **450488**

The following user account is associated with your email address. You can now [login](#) or [reset your password](#). This email can be ignored in case you didn't submit the user name lookup request; the reset password link is only active for a short time.

Username: JBEMS