

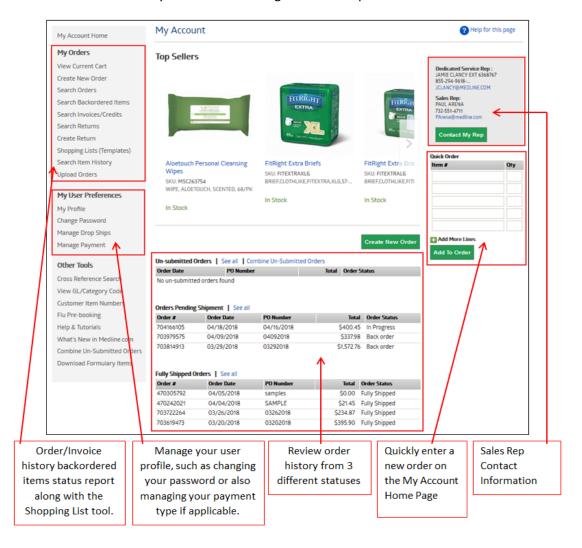
Table of Contents

My Account Home Page	5
Shopping Lists	6
Creating a Shopping List	
Editing a Shopping List	g
Catalog	13
Product Families	14
SKU Detail Page:	15
Searching the Catalog:	16
Your Cart	17
Searching for Orders	19
Search Invoices/Credits	21
Search Backordered Items	24
Additional Features	26
Who to Contact	2F



My Account Home Page:

Many tools are available on the My Account Home Page which is depicted below.



Recent orders will be placed in 1 of 3 different statuses:

Un-submitted Orders: Orders waiting to be submitted by user. Medline will not begin to process an order until it is fully submitted by the user. User may also combine multiple Un-submitted orders into 1 larger order.

Orders Pending Shipment: Any order in the process of being filled by Medline. It is important to note that an order status of "Back order" indicates at least one item is on back order. All items that were able to be filled were and are being shipped to you.

Fully Shipped Orders: When all items in an order have been shipped to you, the order status will be changed to Fully Shipped. Order tracking will be available within order details.



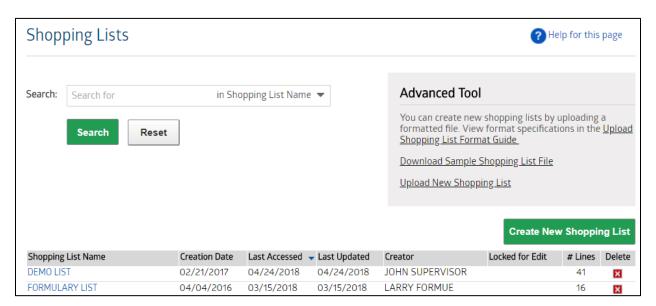
Shopping Lists:

Shopping Lists are saved lists that help you consolidate all of the items you purchase frequently and store them in a central location. When logged into Medline.com, you can simply use your shopping list to quickly add all of these common items to your cart decreasing the amount of time spent placing orders.

From the My Account Home Page, click on "Shopping Lists" on the left-side toolbar.



This is where you can begin to create Shopping Lists and also where they will be listed once created.





Creating a Shopping List

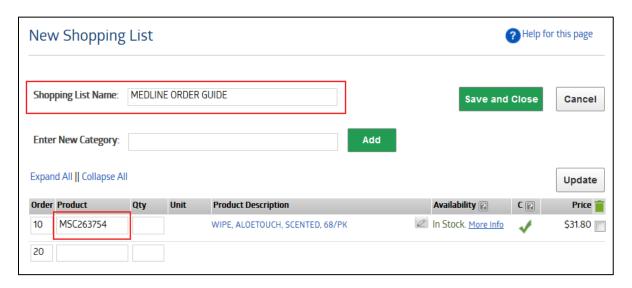
To create a shopping list, click the

Create New Shopping List

button on the right hand side.

First, enter a List name. This will be helpful for identifying your list or products within a shopping list in the future.

Secondly, if you know the Medline Item Numbers of the products you will be purchasing frequently, you can enter them directly into the open fields.



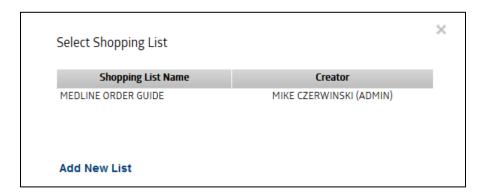
If you need to search for items to enter into your shopping list, follow the "Searching the catalog" instructions or click here.

When you find the item you are looking for, simply add by clicking "Add to List"





Select the Shopping List name to which you want to add the item to.



You will receive a popup notification letting you know that the item has been added to your list.

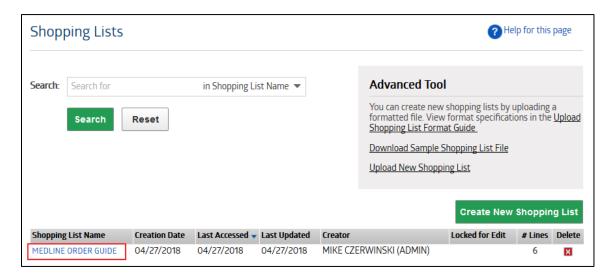
You can also add multiple items from the same product family at once by clicking the checkbox to the right of the item(s) and then clicking on "Add to List".





Editing a Shopping List

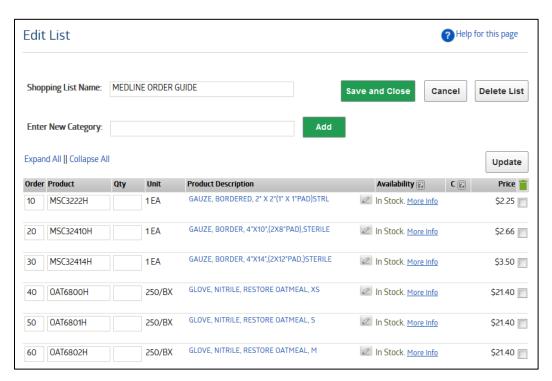
From the Shopping List page, click on the List name which you wish to edit:



When the list is displayed, select the



button and the Edit List screen will appear.

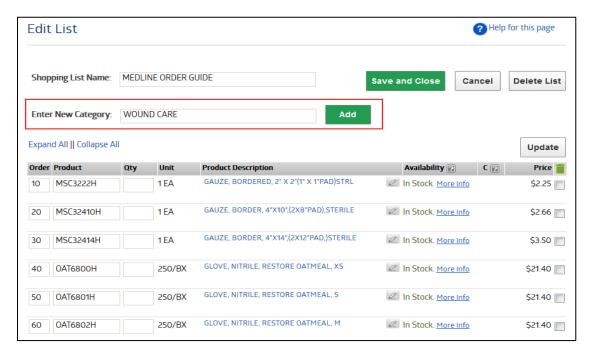




From the Edit Template Screen, you can:

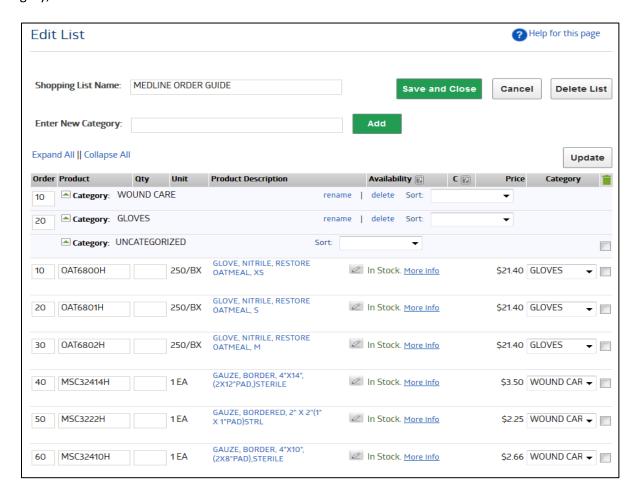
- Add or remove items from the list
- Change or add purchase quantities from the list
- Change List name
- Delete List
- Copy items from list to another shopping list
- Add item categories
- Change item description

Item categories can be added to shopping lists to organize and easily locate items within larger lists. When categories are created, users are able to expand or collapse all categories to quickly see all categories in a large list. To add a category, enter a Category Name and click "Add"



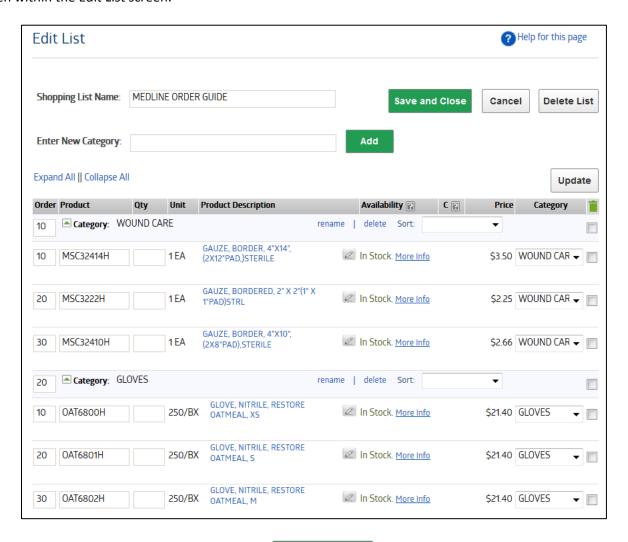


Select the Category from the drop-down menu on the right side of the item line for all items you wish to add to a category, then click Update button.





Your list has now been updated, with items organized in your categories. You can always edit these categories when within the Edit List screen.



Don't forget to save your changes by clicking the shopping list.

Save and Close

button in the top right corner of your



Catalog:

To browse the catalog from anywhere in Medline.com, hover over the "Products" tab underneath the Medline logo.

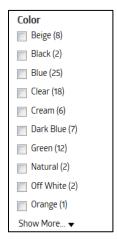


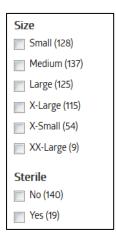
You can begin to browse product categories and sub categories



You can narrow down results by using the filter criteria on the left-side toolbar:







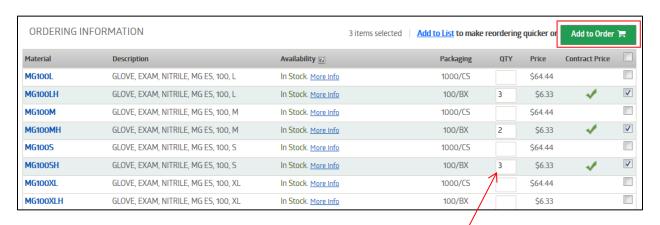


Product Families:

Browse Product Families and see the item images, descriptions, literature, specifications, and SDS documents where available.



Product families will list all similar products with varying sizes, colors, quantities, etc. Item availability, pricing, and contract information is also listed.



Click on any Material number in the list to view specific details for that item.

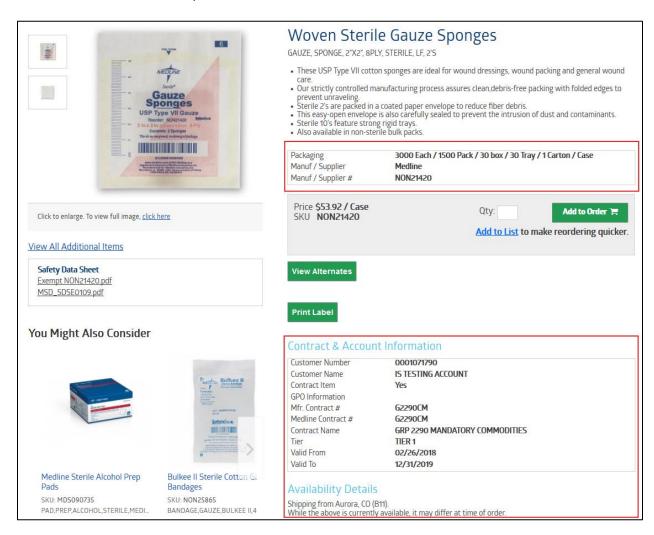
Simply enter quantities and click "Add to Order" to place orders for multiple items quickly.



SKU Detail Page:

On the SKU detail page you will have the ability to add the item to your order, as well as, see more item specifics including:

- Packaging info
- View Product Alternatives
- Contract information GPO, Tier, Contract Numbers, Contract Effective/Expiration Dates
- Availability Details Plant item is stocked at, if available, and quantity available
- Recommended Products
- Additional Item Specifics





Searching the Catalog:

The catalog search is always available in the top middle of Medline.com



In the search box, you can type a Medline Item Number or another Manufacturer part number.



Or a product



Or a product description



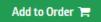
Or commonly used product slang



Or you can also perform cross reference searches by typing in a Manufacturer part number and switching your search selection by clicking on the triangle to get a drop down



Once you find the items you are looking for, just click the



button.

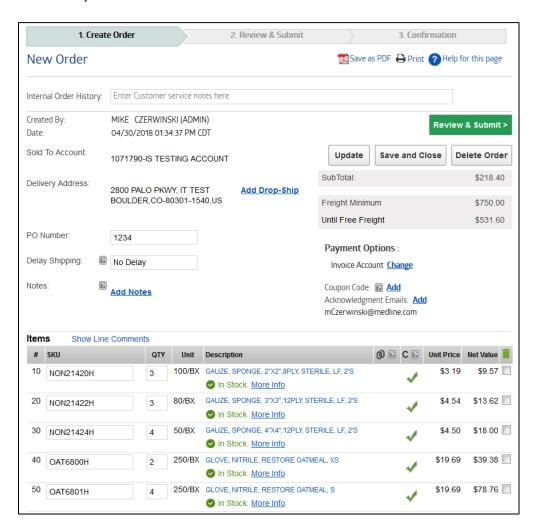


Your Cart:

You can access your Cart from anywhere when logged into Medline.com by clicking on the "Cart" button in the top right corner.



From within your Cart, you can review order details, freight minimums, item details, item availability, and continue to add items to your order.



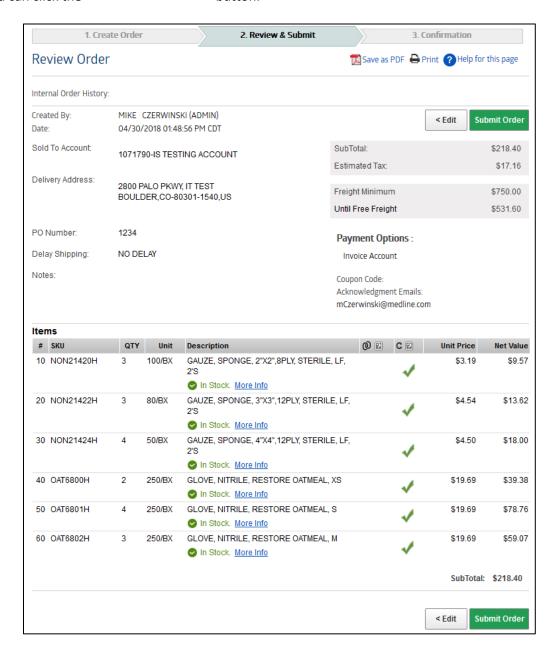


At any time, you can save your order and return to it later by clicking Save and Close. This order will then show up in the "Un-submitted Orders" section on the My Account Home Page.

Once you have provided all necessary information needed to process your order, and you are done adding

items, you can click the

Review & Submit > button.





< Edit It's not too late at this point to go back and edit your order. Simply click the

button. If your order is

Submit Order ready to be processed, please click the button. Medline will not begin to process your order until it has been fully submitted. Once you submit your order, you will receive a confirmation number on the next page, and an acknowledgement email.

The order will be placed in the "Orders Pending Shipment" section on the My Account Home Page.

Searching for Orders

To search for any existing orders, select "Search Orders" from the left-side toolbar on the My Account Home Page.



All orders placed, regardless of the order channel, are available for viewing on Medline.com. There are multiple criteria options available when searching for orders. You can use any combination of the options when searching for an order.





Order Status:

Un-submitted Orders – Any Medline.com order which has not been fully submitted.

Orders Pending Shipment – Any order which is still in the process of being completely filled, this includes orders with a "Backordered" status.

Orders Pending Approval – Any Medline.com order which requires approval by a Supervisor before it can be fully processed.

Orders Pending Your Approval – If you are a Supervisor, any Medline.com order which requires your approval before it can be fully processed.

Rejected Orders – Any order which has been rejected by Medline, including EDI issues.

Fully Shipped Orders – Any order which has been completely filled and shipped by Medline.

Search For: Free form text field which allows users to search on a Medline account number (sold-to or ship-to), Order Number, PO Number, or GLN.

Order Channel

Direct – Orders placed via email, phone, or fax with Dedicated Service Rep

Online – Orders placed on Medline.com

Internal – Orders placed with Medline Sales Rep

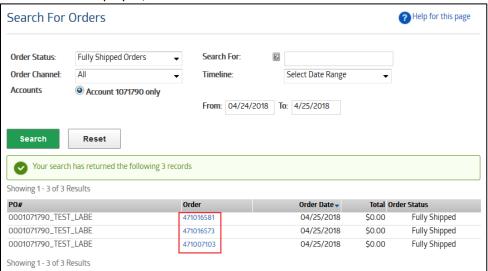
EDI – Orders placed via EDI

Teleform- Orders placed over the phone with Customer Service

Timeline: Allows for pre-set or customized timeframes narrowing down orders.

Accounts: Search by a single account or if you have access to multiple accounts, click on the "Select" option in the "Search within selected accounts" to choose the accounts you'd like to search orders for.

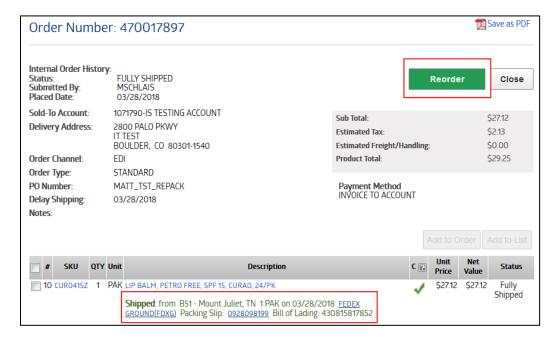
When your search results are displayed, click on the Order number to review order.





Order Details:

- Review who placed the order and when.
- Review tracking details by reviewing your item(s) that were ordered. Your tracking detail will be shown below the item description along with a copy of the packing slip.
- Easily place the same items from your order into a new cart by clicking on the Reorder button.



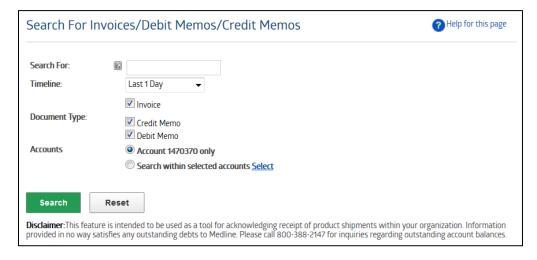
Search Invoices/Credits

To view, save, email or print copies of an invoice or credit memo, select the "Search Invoices/Credits" option from the left-side toolbar on the My Account Home Page.





All invoices, regardless of the order channel, are available for viewing on Medline.com. There are multiple criteria options available when searching for invoices. You can use any combination of the options when searching for an invoice. Most common is to search by the PO Number or Invoice/Credit memo number.



Search For: (Optional) Free form text field which allows users to search on Medline account number (sold-to or ship-to), Order Number, PO Number, Document Number or GLN.

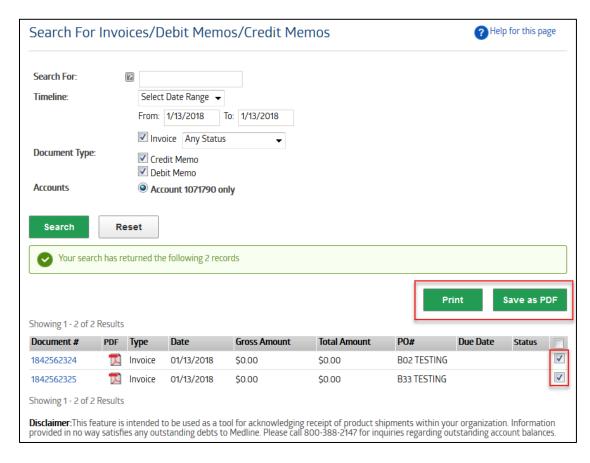
Timeline: Allows for pre-set or customized timeframes narrowing down invoices/credits.

Document Type: If you are looking for a specific document type, you can select or de-select to narrow down your search. All document types are selected as the default.

Accounts: Search by a single account or if you have access to multiple accounts, click on the "Select" option in the "Search within selected accounts" to choose the accounts you'd like to search orders for.



Search Results:



Click on the PDF icon to view a particular invoice from which users can then print or save. Or, users may print/save multiple invoices by clicking on the box to the right of the documents, and then selecting either the





Search Backordered Items

To search for any current backordered item, select "Search Backordered Items" from the left-side toolbar on the My Account Home Page.



All backordered items, regardless of the order channel, are available for viewing on Medline.com. There are a few search criteria options available when searching for backordered items. You can use any combination of the options when searching.

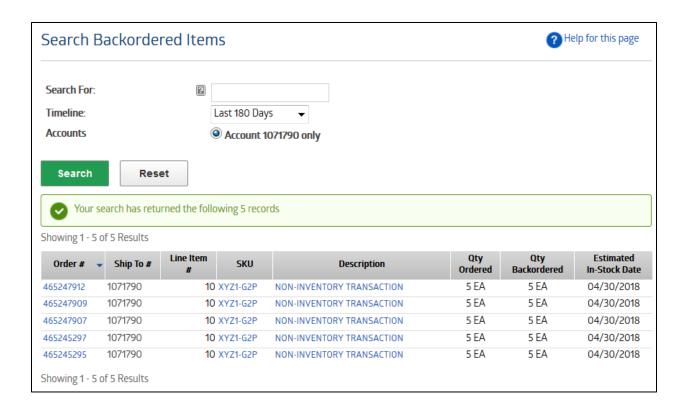


Search For: (Optional) Free form text field which allows users to search on Medline account number (sold-to or ship-to), Order Number, PO Number, GLN, Item Number, Customer Item Number(CMIR), or Item Description.

Timeline: Allows for pre-set or customized timeframes narrowing down backordered items.

Accounts: Search by a single account or if you have access to multiple accounts, click on the "Select" option in the "Search within selected accounts" to choose the accounts you'd like to search orders for.





Search Results: View the items that are currently backordered. Details will show Order #, Account #, Item Number, Quantity Ordered, Quantity Backordered, and Estimated In-Stock Date.

- Estimated In-Stock date is the expected date into Medline's warehouse; please give a few business days from this date to receive your item.



Additional Features

- Formulary
- Order Rules
- General Ledger Codes
- Customer Item Numbers
- Review Item History
- Approve to Pay(Invoice reconciliation tool)
- Administration Dashboard

Who to Contact

Problem, concern or issue	Who to Contact
I can't find an item in the catalog	Dedicated Service Rep
I have a pricing concern or issue	Sales Rep
I need help placing an order	Dedicated Service Rep
The item says "Call for availability"	Dedicated Service Rep
I need to make a return	Dedicated Service Rep
I need to update my user account	Medline.com ("My Profile"
information (Password, contact	option on left-side toolbar.
information, user preference.	