e-Abbott.com

User Manual

Updated 26-July-2022

DOCUMENT INFORMATION

Document Version Number	Document Revision Date	Modified By	Change Summary
1.0			Initial Writing
2.0	28-March-2022	Team	Updated document
3.0	10-Aug-2022	M.Tylka	Masked Document

Contents

1 INTRODUCTION

e-Abbott.com is a front-end portal to the Abbott SAP, Enterprise Resource Planning System which is used by internal and external customers.

1.1 SYSTEM REQUIREMENT

www.e-abbott.com website will be accessible via following channels:

Table 1: System Requirements for e-Abbott.com

Supported Devices	Supported Browsers	Supported Layouts
Windows based PCs and laptops	Microsoft Edge, Firefox, Chrome	Landscape
Mac PCs and MacBook	Safari 10.1, Firefox 52 Chrome 57	Landscape
	Safari 10.1	Landscape and Portrait

It is NOT recommended to use Internet Explorer to access www.e-Abbott.com

NOTE: All functionalities of e-Abbott.com may not work as expected, if your device or browser doesn't fit in requirement category mentioned above. In such cases, e-Abbott.com will notify you to update your device or browser.

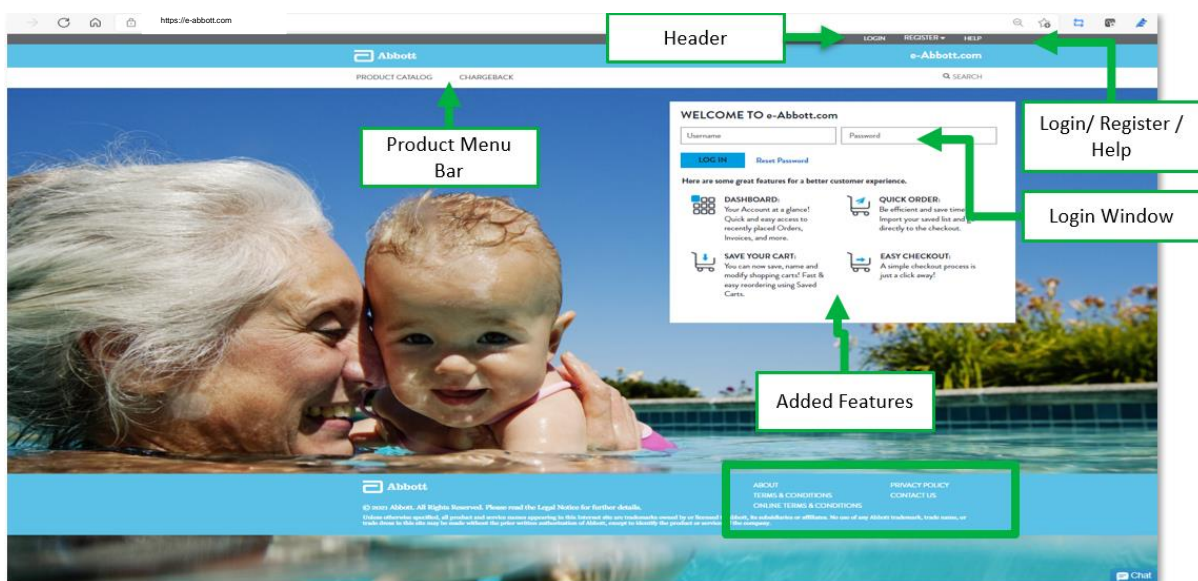# 2 User Interface/Landing Page FAMILIARIZATION

Figure 1: Home Page

Table 2: Home Page Description

Button or Field	Description
Register	Used to register for e-Abbott.com account and to fill Customer Credit Application
Help	Provides FAQs, and help associated with ordering
PRODUCT CATALOG	Displays various products available in e-Abbott.com. You can add products using these product catalogs
CHARGEBACK	For more information, refer CHARGEBACK topic mentioned below the table
Username	You must enter your registered email address in this field
Password	Used to enter your e-Abbott.com account password
Reset Password	Used to reset the login password

2.1 GLOBAL FOOTER

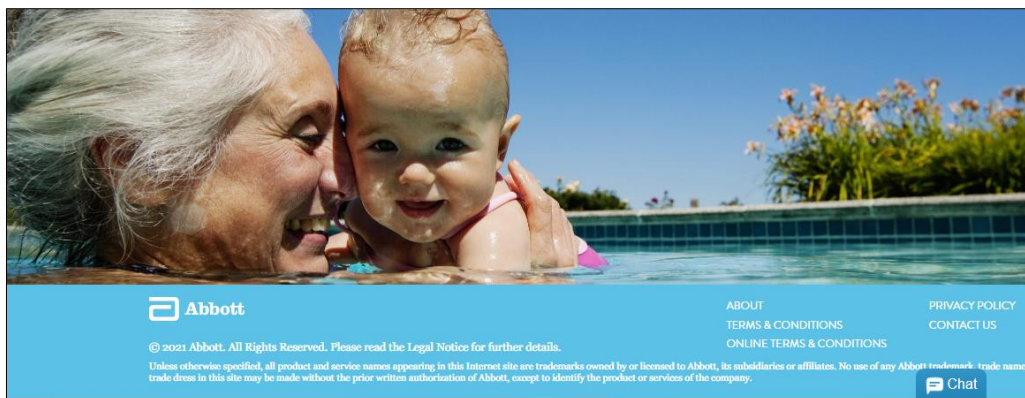It is highly recommended to users to go through the various pages of e-Abbott.com footer.

Figure 2: Global Footer of e-Abbott.com

Table 3: Global Footer Pages

| Page Name	Description
About	By clicking on this link, you will be directed to the www.abbott.com About Us page
Terms & Conditions	Displays various terms & conditions associated with individual Abbott product division Click here to understand terms and conditions
Online Terms & Conditions	Displays online terms and conditions
Privacy Policy	Displays privacy policy of e-Abbott.com.
Contact Us	This link will direct you to the Contact Us page of e-Abbott .com

2.2 ORDERS & SAVED CARTS
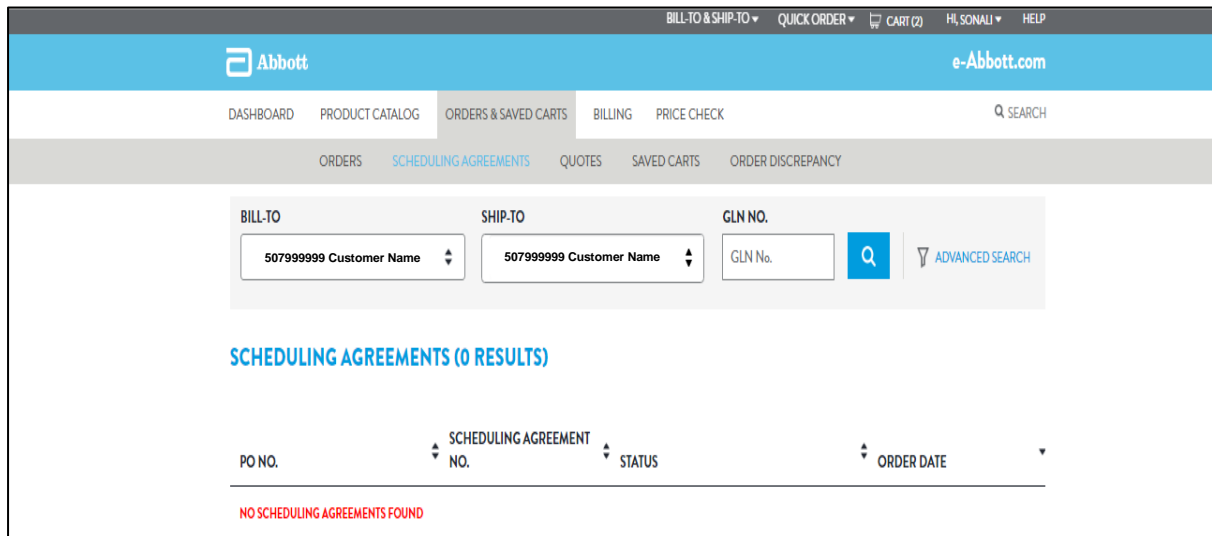
Figure 3: Orders & Saved Carts Menu

Table 4: Order & Saved Carts Menu Description

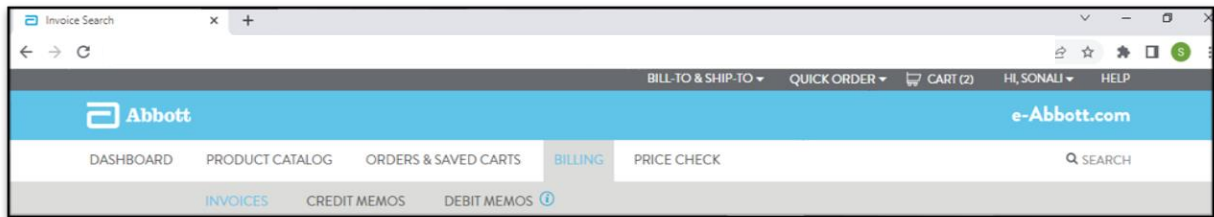| Menu	Description
Orders	Displays your recent orders
Scheduling Agreements	Displays recent scheduling agreements
Quotes	Displays your recent quotes
Saved Carts	Displays saved carts
Order Discrepancy	Displays status of order discrepancy

2.3 BILLING

Figure 4: Billing

Table 5: Billing Menu Description

Menu	Description
Invoice	Displays recent invoices generated by you
Credit Memos	Displays recent credit memos
Debit Memos	Displays recent debit memos

2.4 PRICE CHECK

You can verify prices of your desired products using **PRICE CHECK** feature. To check prices of your desired products:

1. Enter appropriate BILL-TO and SHIP-TO account details.
2. Provide details such as product number, desired quantity, sales organization.
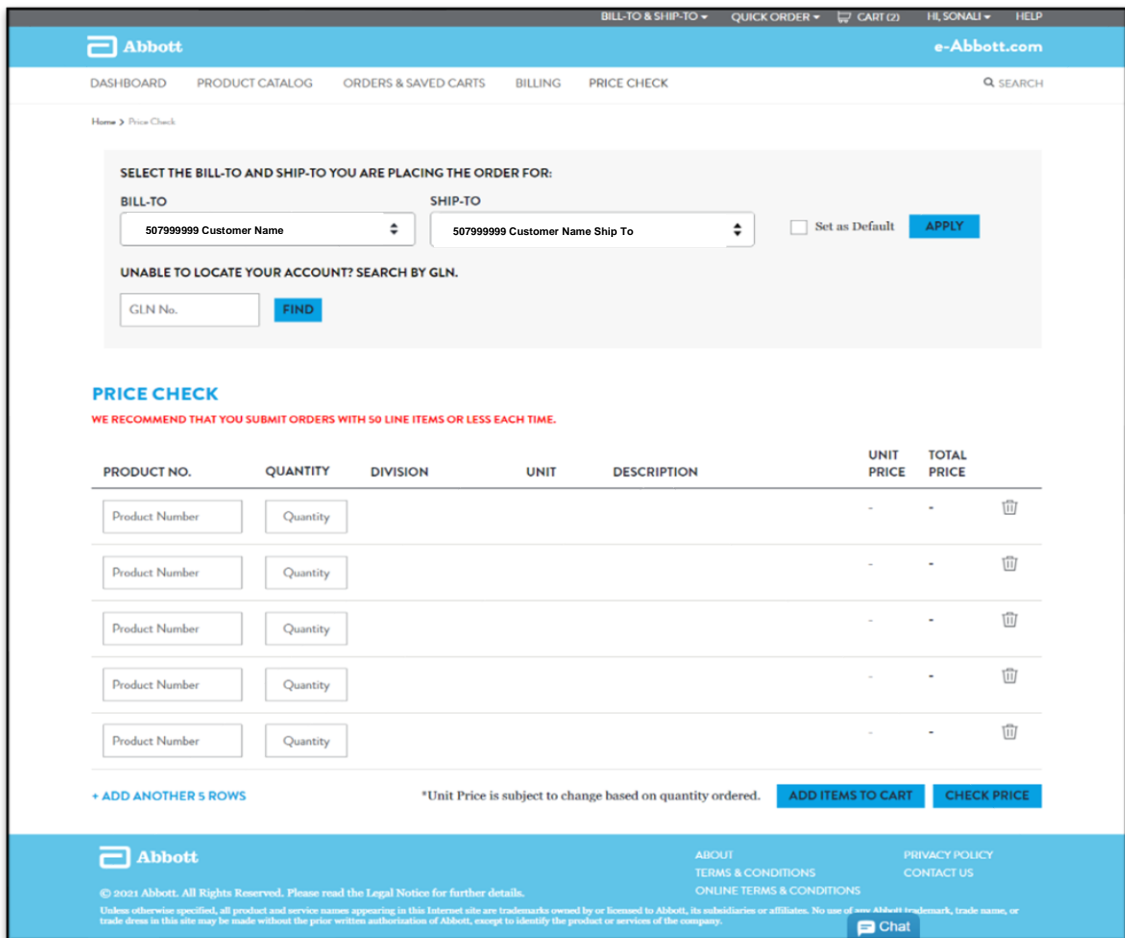3. Click **CHECK PRICE**.

Figure 5: Price Check

2.5 EFT (NO LONGER AVAILABLE)

2.6 CHARGEBACK

Chargeback module was created specifically for Abbott Nutrition. The link to the site can be found on the e-Abbott.com login page. It allows Abbott Nutrition to trace sales made by their customers (wholesalers, distributors) to end customers (hospitals and pharmacies) and compensate their customers for losses they incur if they have to supply goods to end customers at a price lower than their buying price with Abbott. You can navigate to the chargeback page, through e-Abbott.com home page.
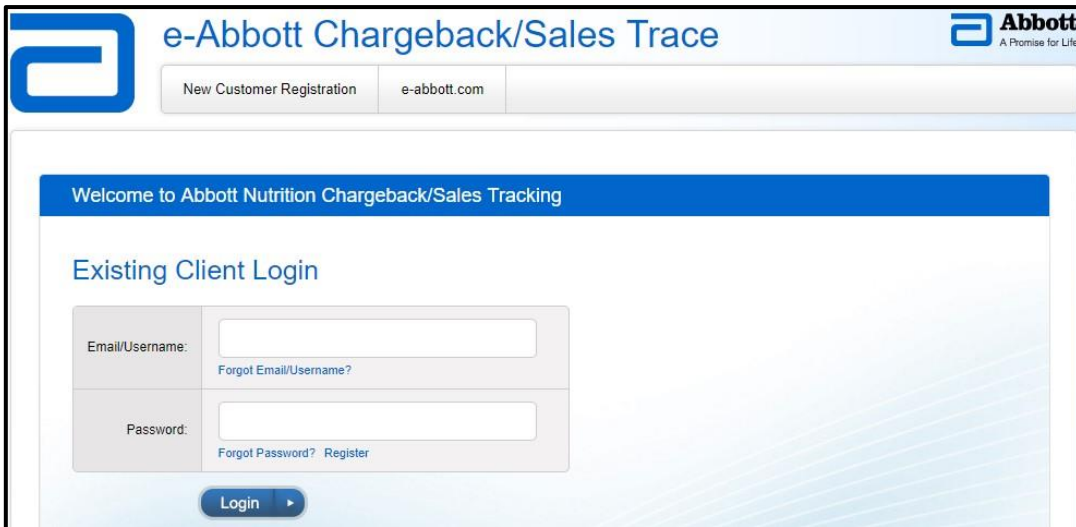
Figure 7: Chargeback page

3 SEARCHING PRODUCTS

You can search products by:
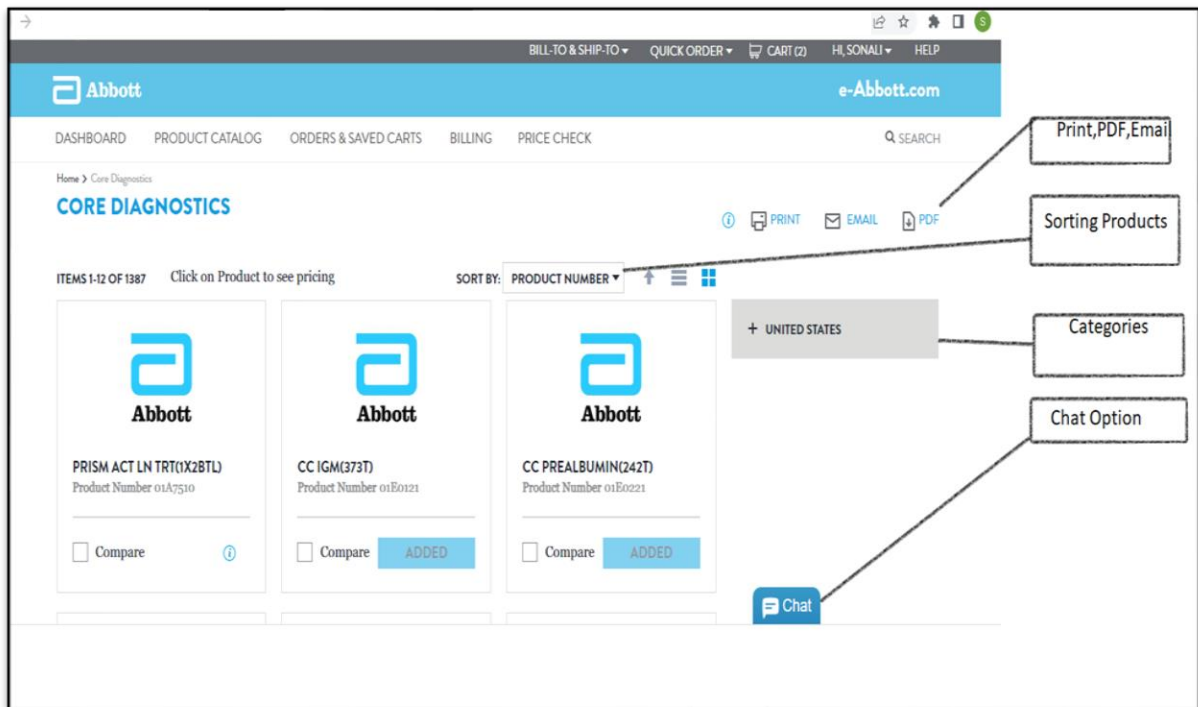
- Using Product Catalog
- Using Search Functionality

Figure 8: Product Catalog Page

Table 6: Product Catalog Page Description

Button or Field	Description
PRINT	Used to print the product catalog
EMAIL	Used to email the product catalog
PDF	Used to take a pdf copy of the product catalog
SORT BY	Provides options to sort out and view products. To know more, refer to Sorting Products
Categories	Displays product grouped as per division. The categories vary based on the division
Chat option	Is used to assist e-Abbott.com's visitors regarding questions or information about Abbott products Chat option is available only for Diagnostics, Point of Care and Diabetes Care

3.1 USING PRODUCT CATALOG

You can search Abbott products as a Guest, by simply browsing through the available catalogs. You do not need to login or register on e-Abbott.com to see products or services.

To search a product or services using Product catalog, follow these steps.

1. Hover over the **Product Catalog** icon.

2. Click appropriate category (division) of the product which you are looking for. The screen will display all available products or services in the respective category.
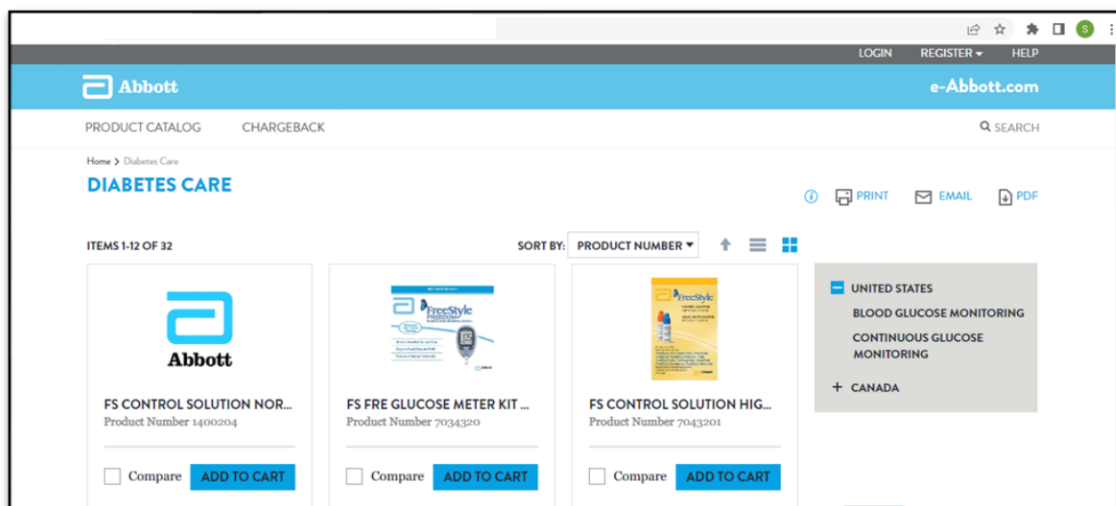

Figure 9: Product Catalog (Diabetes Care)

3.2 USING SEARCH FUNCTIONALITY

This functionality is used to locate the desired product. The search function is located on right-side of top menu bar of all e-Abbott.com pages. You can search a product by:

- Use of a keyword or,
- Use of Product # (Product Number)

NOTE: Product Number is a product and service identification code, for a product or service and all attributes associated with the item type that distinguishes it from other item types. For a product, these attributes could include, but are not limited to, manufacturer, description, material, size, color, packaging, and warranty terms.

When you will enter a keyword or a product number, search result will display:
- Product Name
- Product Number
- Product Image

Searching with the Product number is more accurate because it is a unique number assigned to each product or services.
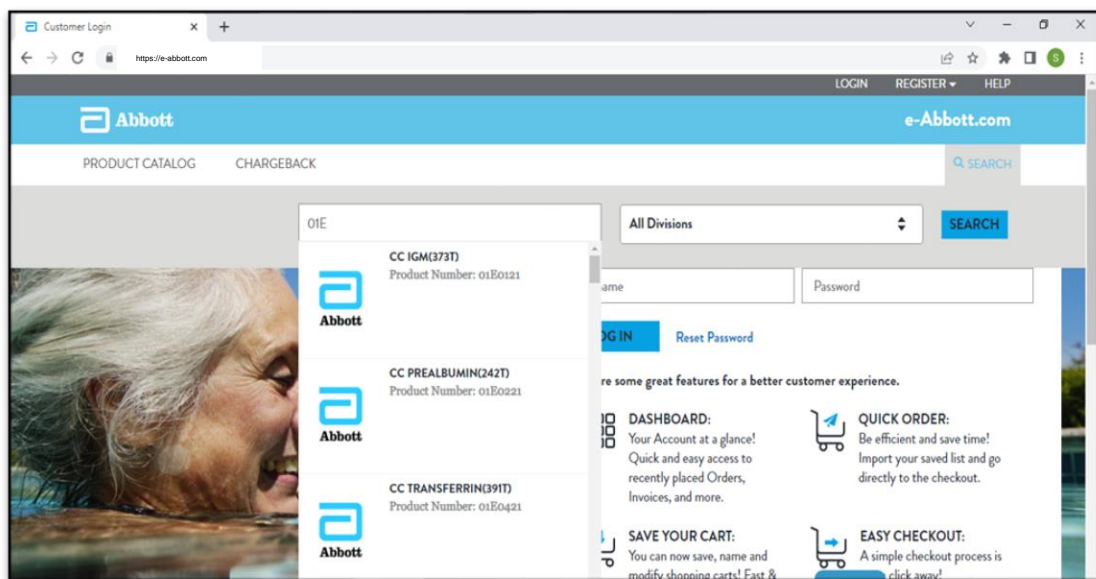
Figure 10: Searching product using Search Functionality

4 SORTING PRODUCTS

In this section, we will understand how products can be sorted and displayed in e-Abbott.com. It includes filters such as,

- Product Name
- Product Number
- List View

- Grid View
- Drill-down functionality

Numeric product names are displayed in ascending order followed by Alpha product names.
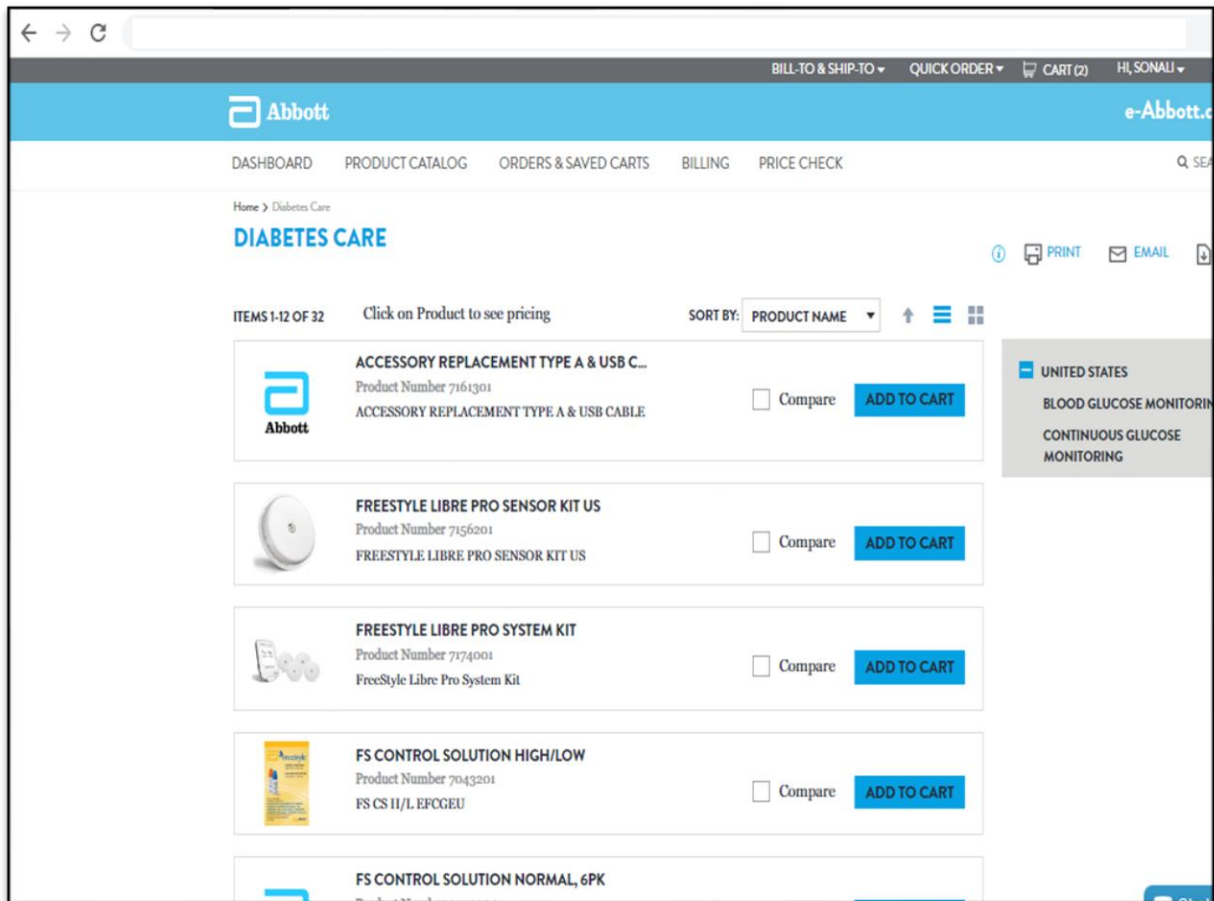

Figure 11: Sorting Products by their Names

4.1 PRODUCT ID

This filter is used to sort products by product numbers and displayed in ascending order.
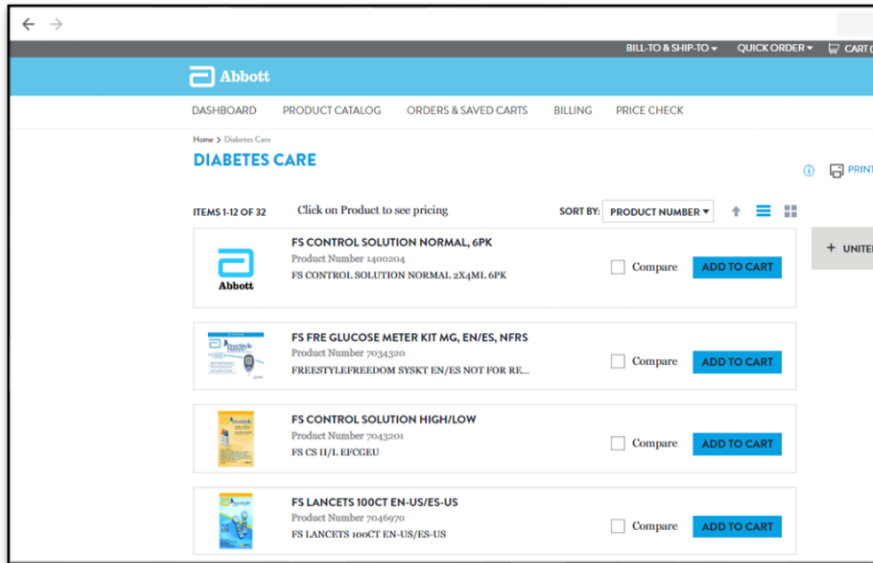
Figure 12: Sorting Products by Product number

4.2 LIST VIEW

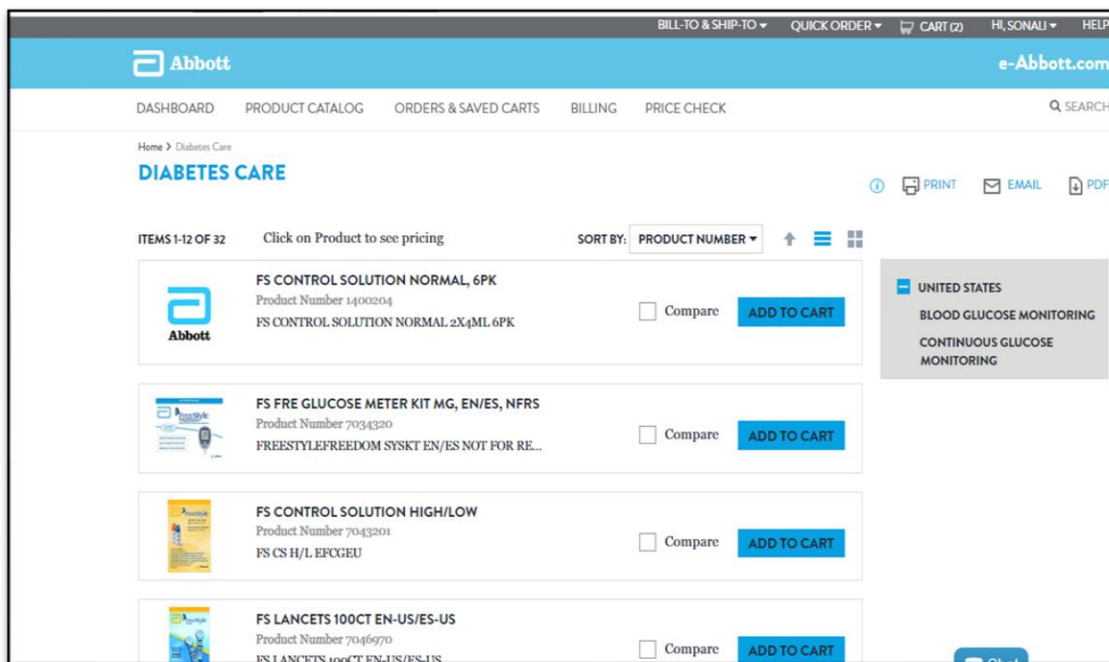Click **List View** icon present on the catalog pages to view products in a List format as shown below

Figure 13: List View of the Product Catalog

4.3 GRID VIEW

Click **Grid View** icon present on the catalog pages to view the products in a Grid format as shown in **Figure** 14.
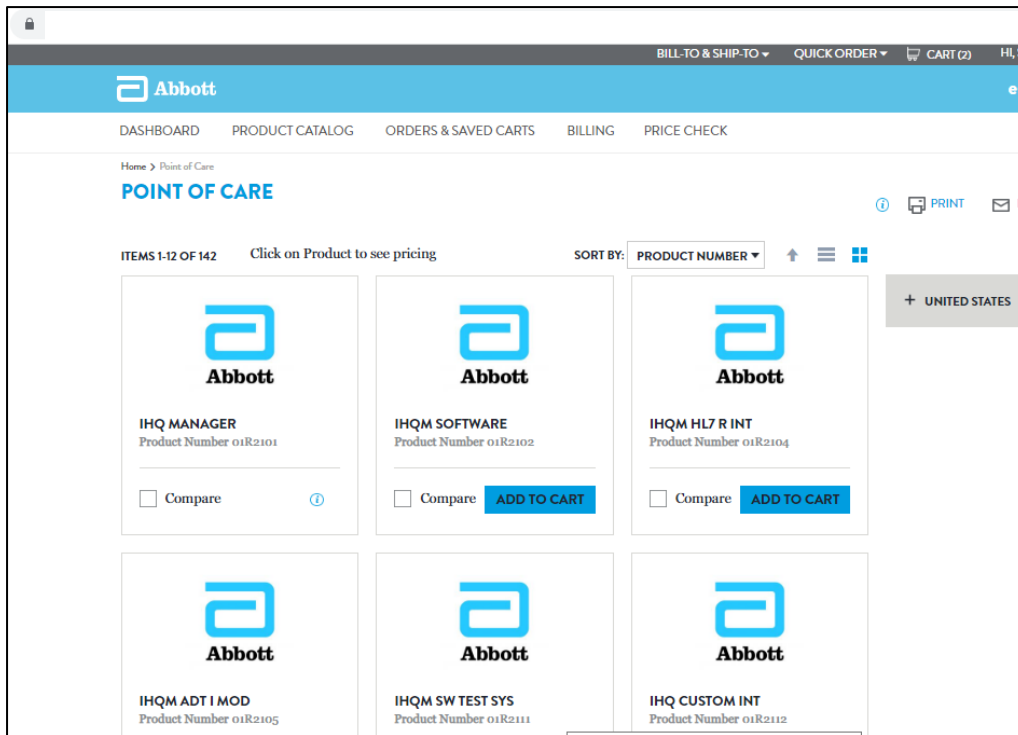
Figure 14: Grid View of the Point of Care Catalog

4.4 CATEGORY DRILL-DOWN

This feature allows you to narrow your search by Country or Product sub-categories. The category drill-down functionality is a filter which categorizes various products. Divisions such as Diagnostics, Point of Care consist of 2 major regional categories such as: United States and CANADA whereas, the division NUTRITION is categorized by the distributors, hospitals, institutes, and retailers. Each of the major categories are further divided into sub-categories to make a product easy to retrieve.
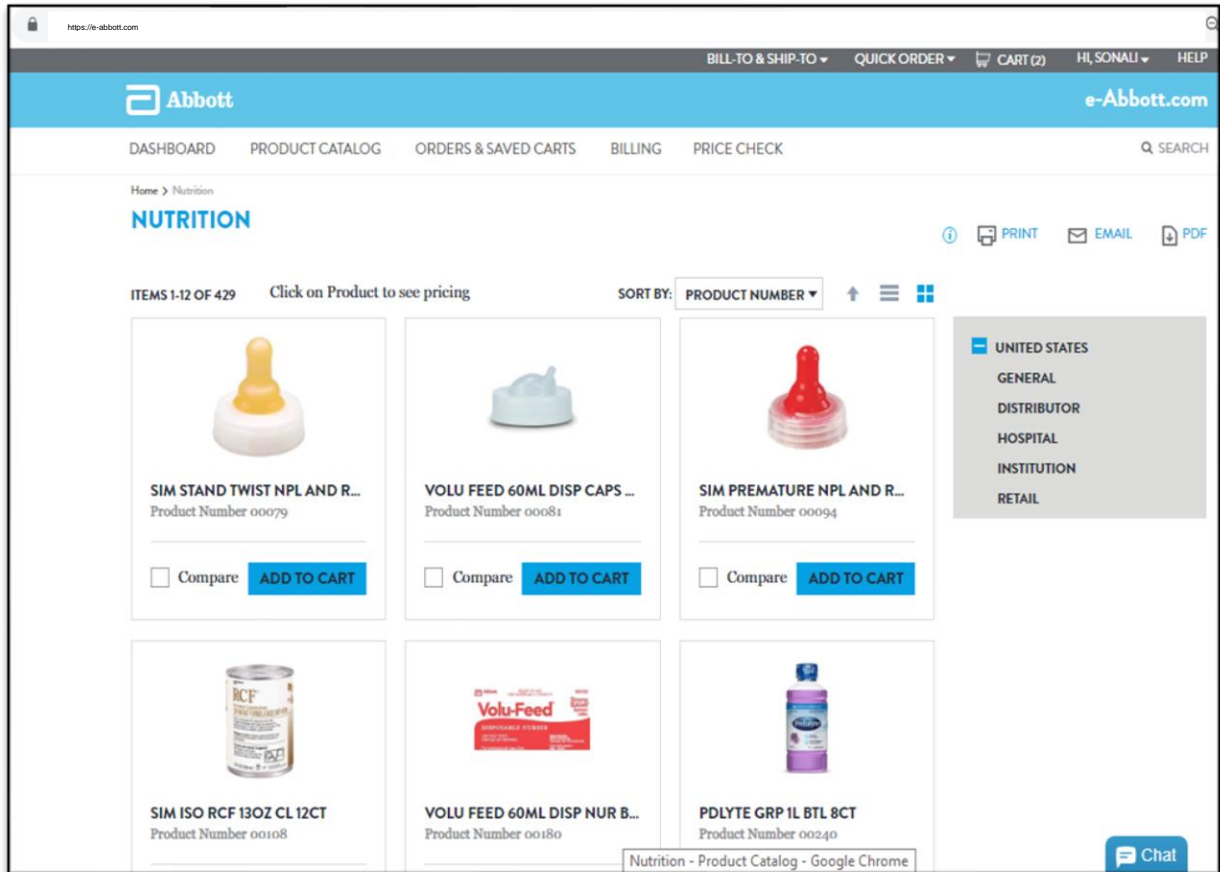
Figure 15: Categories and sub-categories of Nutrition division

Products are divided into 4 divisions and further into categories. They are as mentioned below.

Table 7: e-Abbott.com product categorization - List the categories as they appear on the Website

Division	Category	Sub-category
Diagnostics	United States	• Instruments ~~Hematology~~
	Canada	• Inst-Device • Reagent -Tests • Reagent- Test Accessories • Controls • Calibrators • Other Reaction Disposables
Point of Care	United States	• Glucose Monitoring
	Canada	• Continuous Glucose Monitoring
Diabetes Care	United States	• Meters
	Canada	• Strips • Accessories
Nutrition - US	Hospital	• Adult Medical Nutritional

	Institution	•	Metabolic Formula System
	General	•	Pediatric Accessories
	Distributor	•	Pediatric Nutritional
	Retail	•	Other

5 APPLYING FOR CUSTOMER CREDIT

If you do not have an active **Customer Account Number,** you must complete the following steps:

1. Complete New customer number form and credit application to be sent to Abbott's Customer Maintenance team at. Or you can also reach out to local Abbott Sales Rep for further assistance.

2. Customer Maintenance team (cCUST team) will review documentation and research to ensure no existing accounts are present within our system as well as it will verify the address on Google.

3. The original email, along with the Account information and forwards to appropriate divisions Contracts and Pricing teams to load all contract/pricing information designated to customer through Sales Representative.

To establish an Abbott account, a completed application must be submitted with Terms and Conditions acknowledged. Once the application has been processed, Customer Service will contact you with your account information which can be used for e-Abbott.com Registration, Order Placement and Order Status.

To apply for customer credit information:
In **REGISTER** dropdown box, click **CUSTOMER CREDIT APPLICATION**.
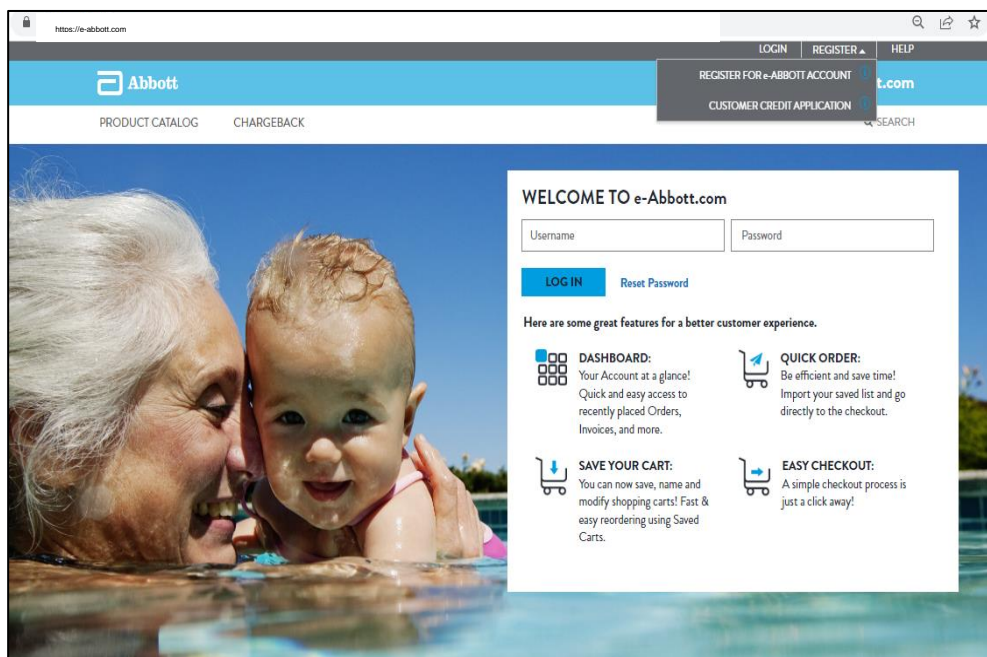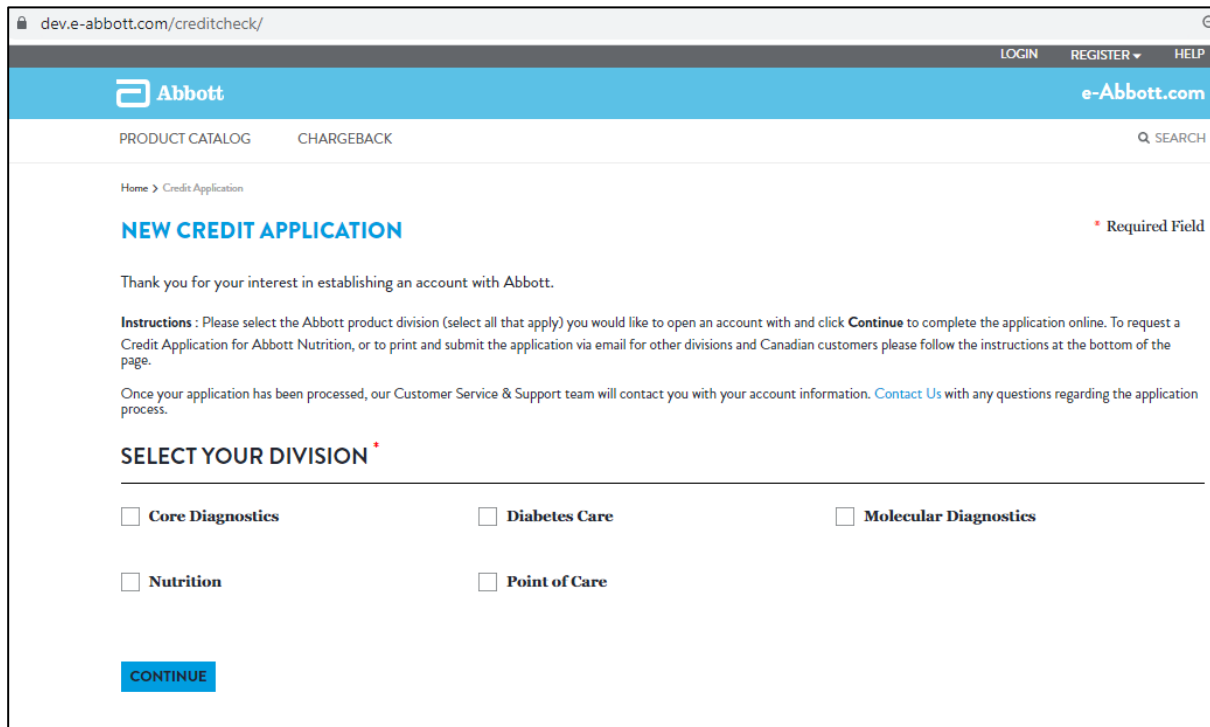
Figure 16: Clicking REGISTER FOR ABBOTT ACCOUNT

Choosing Divisions

Select divisions of your interest and click **CONTINUE**.

NOTE: You can select more than one Divisions. However, you won't be able to view or purchase products from the divisions which you have not chosen.
If you already have an established account, you can request for an additional ship to location by utilizing the credit application process. Click the link present in the text, to download Customer Credit Application.

Figure 17: Selecting Abbott Divisions

Providing SHIP-TO & BILL-TO account information

8. Choose reason for credit application. It can be:

- New Abbott Account – Select this if you are providing credit application for new Abbott account. Or.
- New Abbott SHIP-TO account – Select this if you already possess an Abbott account but you have created a new SHIP-TO account details.

Figure 18: Selecting Reason for Credit Application

9. Provide BILL-TO and SHIP-TO information and click **NEXT**.

NOTE: Check Ship-To as same as Bill-To Address and the fields will auto populate. Click Add Additional Ship-To Locations if you wish to add more than 1-Ship-To.

Customer Information

1. Provide information such as Account Payable contact and purchasing contact details.
2. Select customer and company or industry type.
3. Provide **BILL-TO NPI** and **SHIP-TO NPI** numbers.
4. Provide Federal Tax ID or if you have granted tax exemption then select **EXEMPT** and click **NEXT**.

Figure 19: Providing BILL TO Information

Providing Credit Information

1. Provide bank details which you want to get associated with Abbott.

2. Provide Credit references and credit details.

3. Upload Tax Exemption certificate if you have selected Exempt option in step 3 above.

Acknowledging

4. Read Customer Acknowledgements and select **I AGREE** checkboxes.

5. Provide details of the authorized representative of your company and click **REGISTER**.

Confirmation message will be displayed on the screen as shown below. Click **OK**.
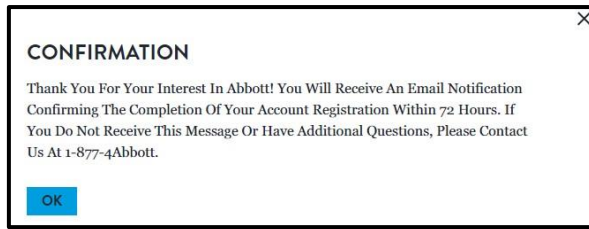
Figure 20: Confirmation Message

Providing Customer Information

1. Provide Accounts payable contact information.

NOTE: An Accounts Payable Contact is not required but it is important information to capture to assist with delayed payments.

Figure 21: Accounts Payable Contact details

2. Provide purchasing contact information.

Figure 22: Purchasing Contact details

3. Select your customer type.

Figure 23: Selecting Customer type

4. Select type of Company.

Class of trade is an internal Abbott requirement used to categorize customers for financial reporting purposes.

Note: If a Physician Office/Healthcare Professional Practice (HCP_ Cling is selected, a Bill-To and a Ship-To NPI# is required.

Figure 24: Selecting Class of Trade

5. Provide State and Federal Tax Status and click **NEXT**.

If Exempt is selected, a Tax Exemption certification is required

Figure 25: Providing State & Federal Tax Status

Providing Credit Information

1. Provide Primary bank and credit references details.

2. Provide credit details.

Figure 26: Providing Credit Details

3. Upload supporting documents in document upload section and click **NEXT**.

Figure 27: Uploading Supporting Documents

NOTE: For DIABETES CARE-All other Freestyle, DIAGNOSTICS, AND POINT OF CARE Terms and Conditions must be checked and acknowledged to submit the application.

Figure 28: Customer Acknowledgement

4. Provide your name, title, phone, and email address and click **REGISTER** to submit.

Figure 29: Entering Name of Authorized Representative

5. DIABETES CARE FREESTYLE LIBRE PRO applications must review additional Terms and Conditions and checked for acknowledgment.

NOTE: Diabetes Care Freestyle Libre Pro applications can also submit an optional first-time order(s) with the application. The order will be processed once the account has been established, and a confirmation of order will be sent to the applicant with account information.

Figure 30: Free Style Libre Customer Acknowledgement

Confirming Order Form

1. Select a Ship-To location for the Diabetes Care Freestyle Libre Pro First time order.

2. A Purchase Order number is required to submit an order and is a legal agreement between buyer and supplier that payment of goods will be made upon delivery of products and/or services.

Figure 31: Entering Purchase Order
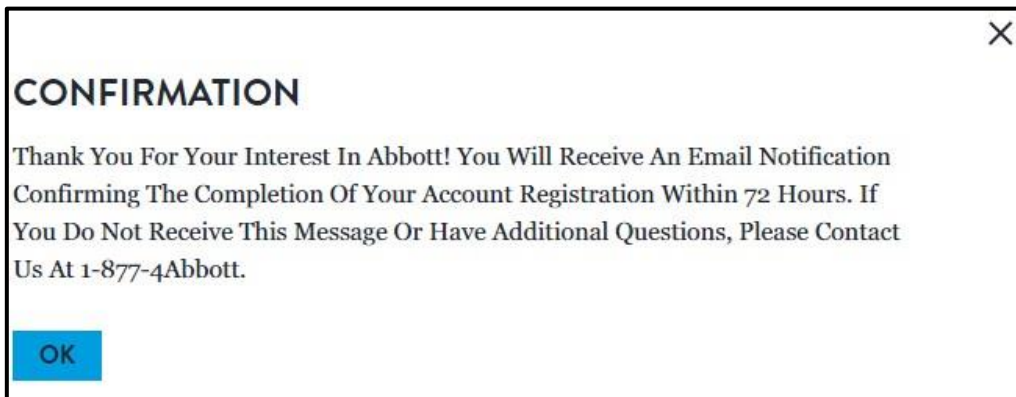
3. Click **OK** to confirm.

Figure 32: Confirming application

6 REGISTERING FOR e.Abbott.com

Registration on **e-Abbott.com** is a mandatory step to purchase a product through **e-Abbott**.com. In this section, we will cover topics such as:

- Types of e-Abbott.com Accounts
- Getting Approval for an e-Abbott.com Account
- Registering for e-Abbott.com

6.1 TYPES OF CUSTOMER ACCOUNTS

Abbott assigns a unique account number to your address. This number is used for either shipping or billing, or for both purposes. There are following four types of accounts.

- **Bill-To** – Account number assigned to an address where you want to receive your invoices and billing information.
- **Ship-To** – Account Number assigned to an address where you want to receive products.
- **GLN Bill-To** – A Global Location Number is used to identify where you want to receive your invoices and billing information.
- **GLN Ship-To** – Global Location Number is used to identify where you want to receive your products.

As an e-Abbott.com customer, you must submit at least two accounts from the above list. One account to receive your invoices (either **Bill-To** or **GLN Bill-To**) and another to send your products (either **Ship-To** or **GLN Ship-To**). You can keep the same account for both purposes. The usual trend shows that a customer possesses single **Bill-To/GLN Bill-To** account and multiple **Ship-To/GLN Ship-To** accounts.
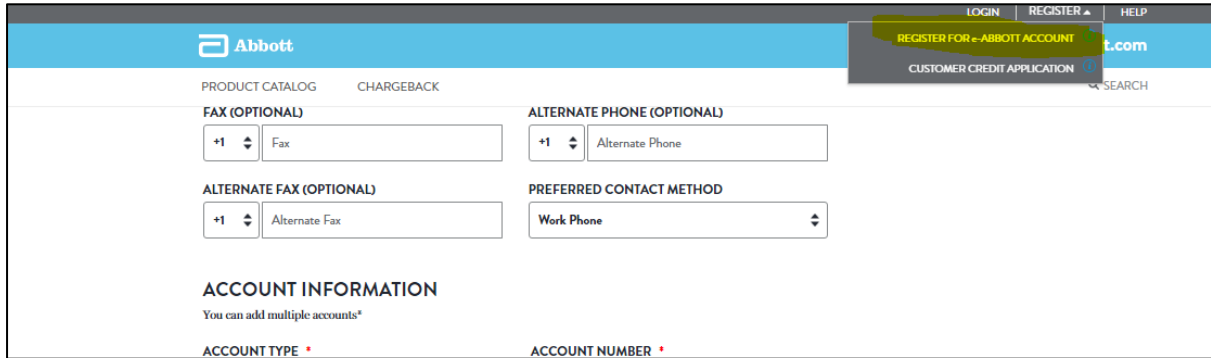
6.2 GETTING APPROVAL FOR ACCOUNT

Before registering on e-Abbott.com, you must possess an approved **Bill-To** or **Ship-To** account. Follow these steps to generate an approved account with Abbott.

6.3 REGISTERING FOR e.Abbott.com

Make sure that you are familiar with the system requirements before registering for e-Abbott.com.

To register for e-Abbott.com:
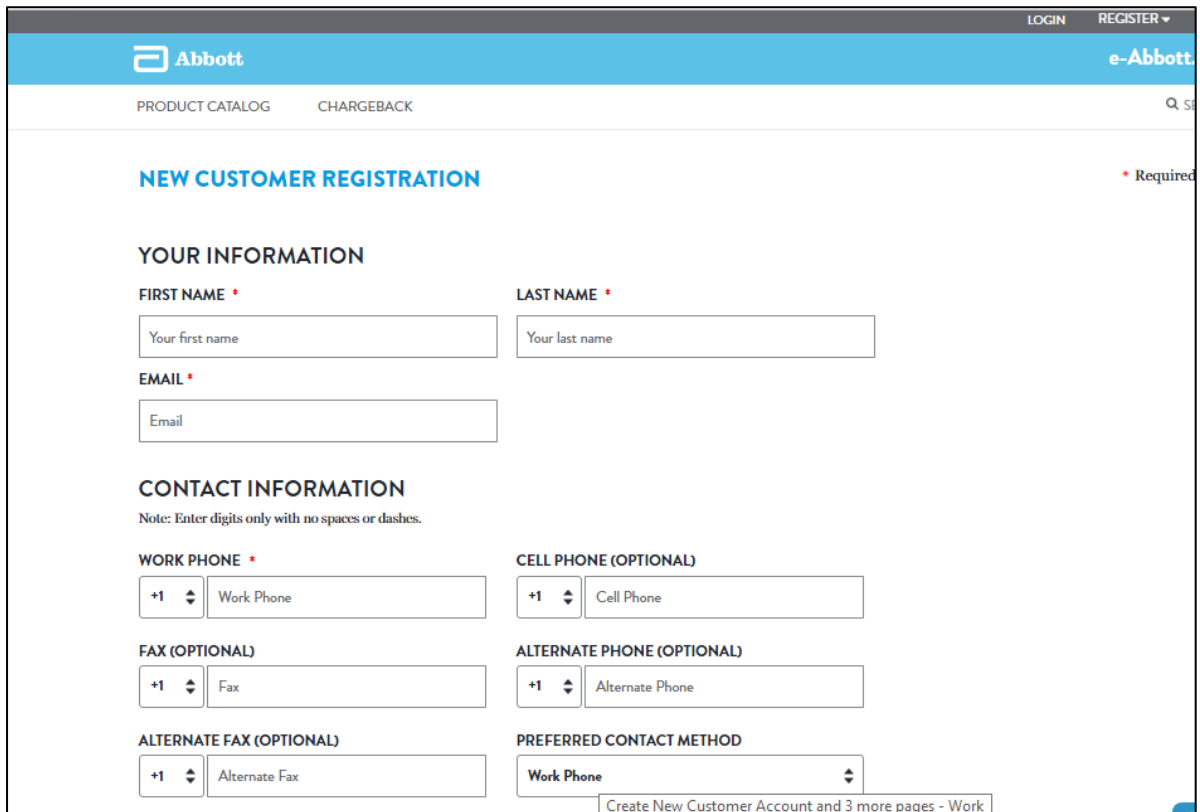
1. Navigate to <www.e-abbott.com>

2. In the **Register** drop-down menu, click **REGISTER FOR e.Abbott.com ACCOUNT**.

Figure 33: Choosing to register for e-Abbott.com option

3. Enter the appropriate details in **Your Information** and **Contact Information** sections.

Figure 34: Filling Your information and Contact details

To understand various fields of **YOUR INFORMATION** and **CONTACT INFORMATION** section.

Table 8: Personal & Contact Information fields description

Field Name	Description	Comment
YOUR INFORMATION section (All fields are mandatory)		
FIRST NAME	To enter your first name	------------
LAST NAME	To enter your last name	-------------
Field Name	**Description**	**Comment**
EMAIL ID	To enter a valid email address	Email id is used to complete your registration and any future communications from Abbott
CONTACT INFORMATION section		
WORK PHONE#	To enter your work phone number	This is a mandatory field. Do not use any separator such as a dash or comma or space to separate the number
CELL PHONE#	To enter your mobile number	Do not use any separator such as a dash or comma, or space to separate the number
FAX#	To enter fax number	
ALTERNATE FAX#	To enter alternate fax number	----------------------------
PREFERRED CONTACT METHOD	It provides option of preferred way of contact; that is, either the work phone number or cell phone number.	This is a mandatory field

4. In **Account Information** section, first select **Bill-To** in the **Account Type** field. Enter approved **Bill-TO** account number in **Account #** field and click **ADD NEW ACCOUNT**.

NOTE: To learn more about how an account is approved, refer to the section on "Getting Approval for e-Abbott.com Account.

Figure 35: Selecting BILL-TO account

5. Select **SHIP-TO** in the **Account type** field and enter approved **SHIP-TO** account number in **Account #** field.

6. Click **Add New Account**.
   After validating, e-Abbott.com will display the entered account details on screen.

Figure 36: Selected BILL-TO & SHIP-TO accounts

To understand various fields of **YOUR INFORMATION** and **CONTACT INFORMATION** sections.

Table 9: Account Information Fields Details

Field Name	Description	Comment
ACCOUNT INFORMATION section (All fields are mandatory)		
ACCOUNT TYPE	To choose type of your approved account. To know more about accounts, refer to Types of Customer Accounts.	You are required to choose at least two approved accounts
ACCOUNT#	To enter your selected account number	The account number should consist of 8 digits

7. Once a **Bill-To** account is added, proceed to add a **Ship-To** account. To do this, select **Ship-To** in the **Account Type** and enter the valid (approved) **Ship-To** account number in the **Account #** field.

8. Review **Terms & Conditions** and check **I agree Terms & Conditions** checkbox.

9. Click **SUBMIT**.

Note: To get updates on Abbott's new products, services, and upcoming, select **Yes, I would like to receive emails about new products, services, events, or other items of interest** checkbox.

Figure 37: Submitting New Registration details

You will receive a confirmation email about your e-Abbott.com registration through a message box and an official mail from Abbott.
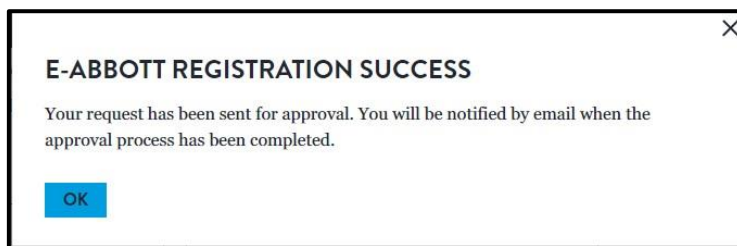

Figure 38: Confirmation Message

Abbott will validate the details submitted and will send an email notification which will prompt you to reset your password.
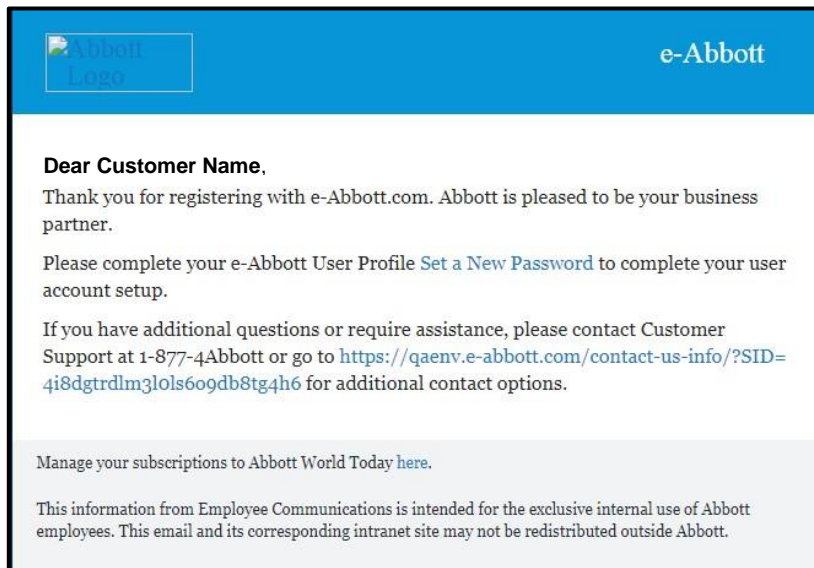
10. Click **Set New Password**.

Figure 39: email displaying a link to set new password

10. Enter password of your choice and click **SET**.
Make sure that your password consists of:

- One uppercase letter
- One Lowercase letter
- One Number
- One special character
- Minimum 8 Characters

Figure 40: Setting password for the first time

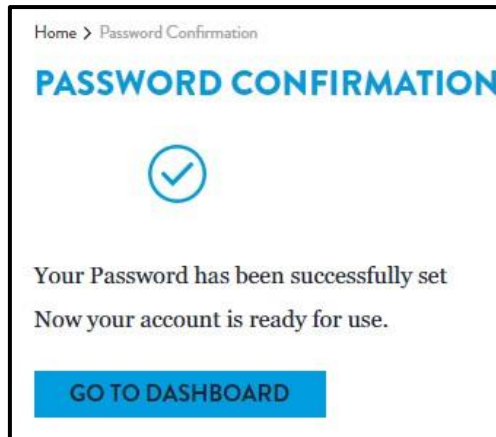You will receive a confirmation message about your password setting.

Figure 41: Password Confirmation message

Click **GO TO DASHBOARD** to enter the e-Abbott.com **DASHBOARD**.

7 VIEWING YOUR DASHBOARD

On the **DASHBOARD,** you can select BILL-TO and SHIP-TO accounts and accordingly, and view the following activities for 90 days:

- Orders
- Scheduling Agreements
- Quotes
- Invoices
- Credit Memos
- Debit Memos

NOTE: You can mark a particular SHIP-TO and BILL-TO account as default entries by selection SET AS DEFAULT Check Box.

Figure 42: Choosing Default SHIP-TO & BILL-TO accounts

BILL-TO and SHIP-TO accounts which are selected as default, will be visible in the **BILL-TO & SHIP-TO**.
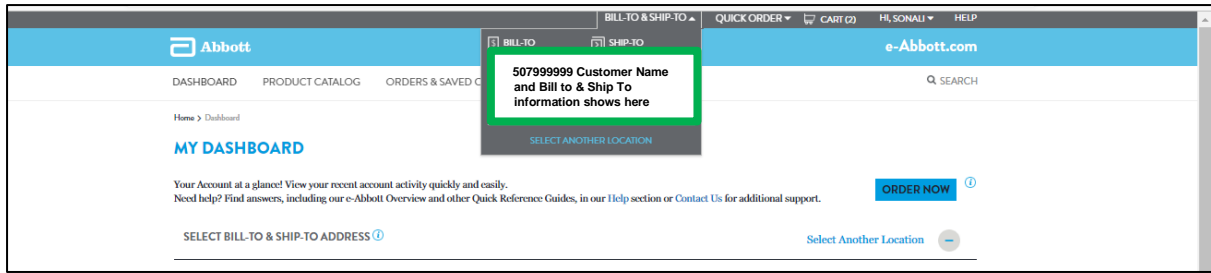
Figure 43: Default BILL-TO and SHIP-TO accounts

_____

NOTE:
You can select another BILL-TO or SHIP-TO account as default account by clinking
SELECT ANOTHER LOCATON
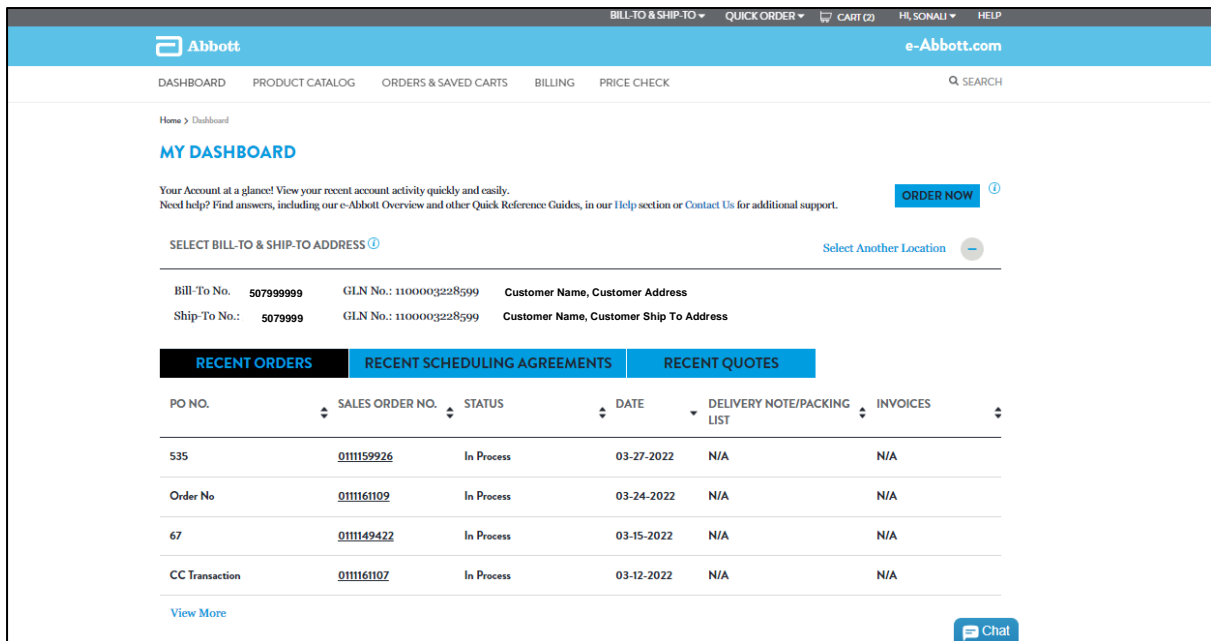
_____

Figure 44: Updating default SHIP-TO account

Figure 45: YOUR DASHBOARD

Table 10: DASHBOARD Field Description

Field Name	Description	Comment
BILL-TO	Used to select BILL-TO account	To know more about BILL-To and SHIP-To accounts refer Types of e-Abbott.com accounts
SHIP-TO	Used to select SHIP-TO account	
RECENT ORDERS	Displays your recent orders	
RECENT SCHEDULING AGREEMENTS	Displays recent scheduling agreements	
RECENT QUOTES	Displays your recent quotes	

Recent Orders, recent scheduling agreements and recent quotes consists of common fields.

Figure 46: Viewing Recent Orders

Recent Invoices, Credit Memos and recent debit memos consists of common.

Table 11: RECENT Orders, Scheduling Agreements & Quotes field description

Field Name	Description
PO#	Displays purchase order number
SALES ORDER	Displays sales order number
STATUS	Displays status of your purchase order. It will display either of the following. • In process – Your order is in process • Completely Processed - You have successfully placed your order • Failed – Your order has failed
ORDER DATE	Displays date on which you have purchased the products.

Figure 47: Viewing Recent Invoices

Table 12: Recent Invoices, Credit Memos & Debit Memos

Menu	Description
Recent Invoice	Displays recent invoices generated by you
Recent Credit Memos	Displays recent credit memos
Recent Debit Memos	Displays recent debit memos

8 LOGGING IN & LOGGING OUT

You must login to e-Abbott.com to purchase a product. To log in to e-Abbott.com:

1. Navigate to <www.e-abbott.com >.
2. On Login window, enter your registered email id and password. Click Login.

NOTE: e-Abbott.com uses your registered email address as your username. Your account credentials will get locked after making more than 3 invalid attempts to sign in. In such cases, you will need to request a reset you're your password.
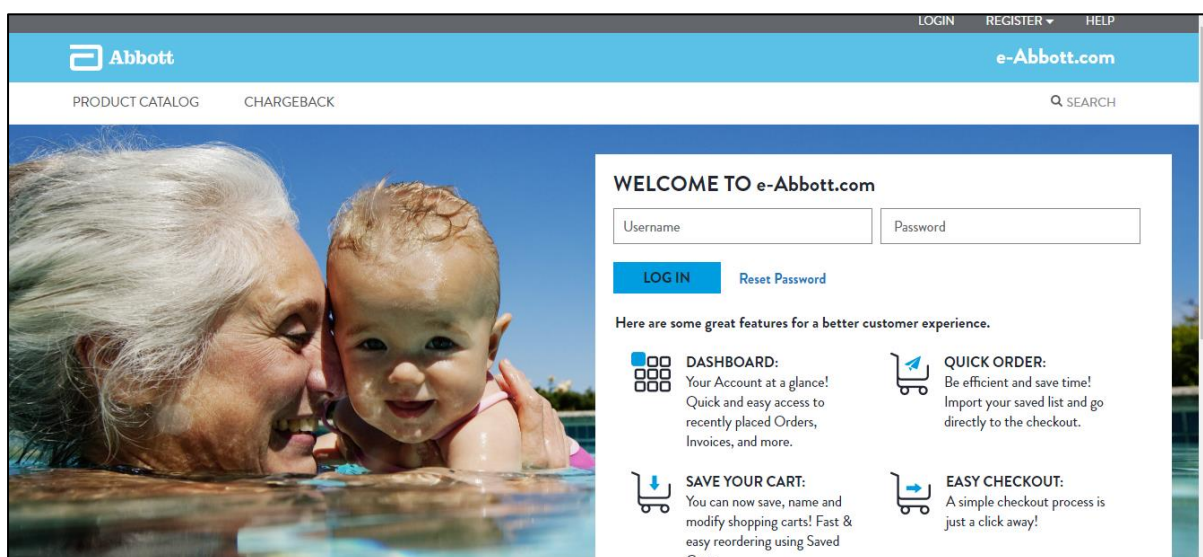

Figure 48: Logging in to e-Abbott.com

To log out from e-Abbott.com:

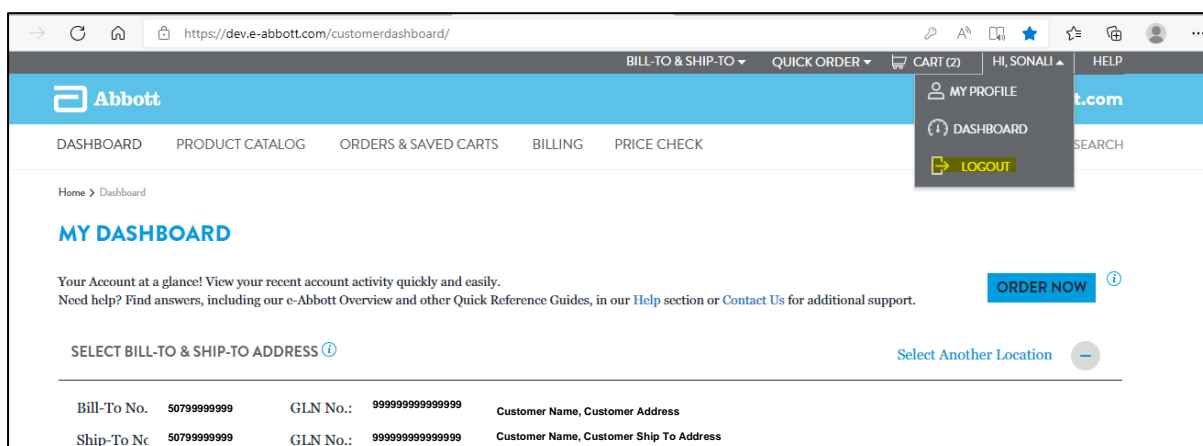1. Click your username icon present on the top header.
2. Click **LOGOUT**.

Figure 49: Logging Out from e-Abbott.com

8.1 EDITING YOUR PROFILE & ACCOUNT INFORMATION

You are required to create your profile and to provide account details at the time of registration. Refer to Registering for e-Abbott.com. You can edit your profile and account information at any point of time. To edit your profile:

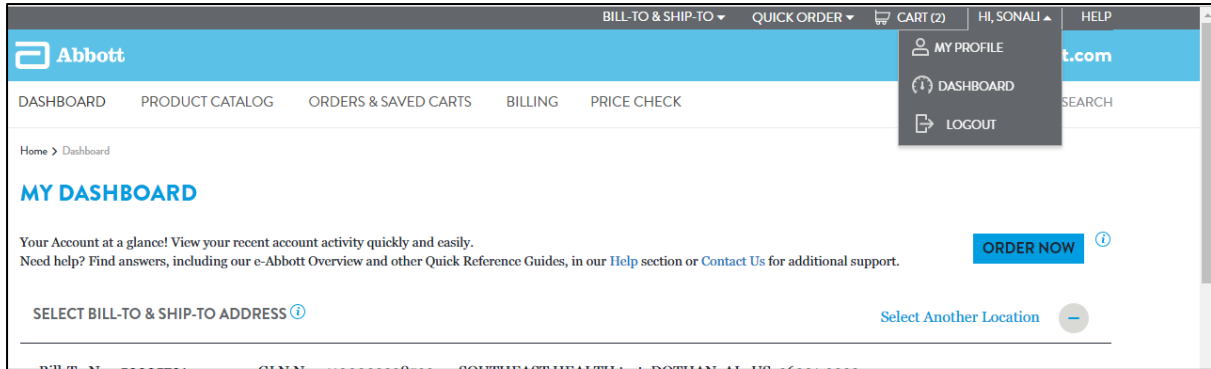1. After logging in, select **Your Profile** present under the Username icon.

Figure 50: Selecting USER PROFILE option

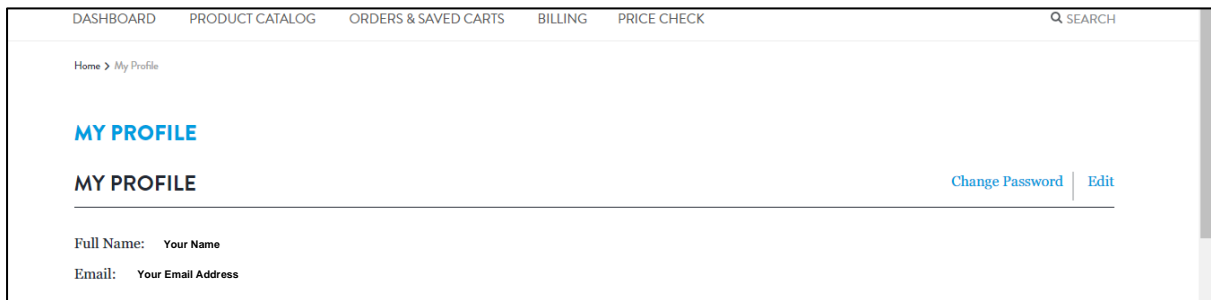2. Click **Edit** located at the corner of respective section.

Figure 51: Clicking Edit

8.1.1 CHANGING PASSWORD

Click **Change Password** button present in **Your Profile** section to change e-Abbott.com account password at any time.
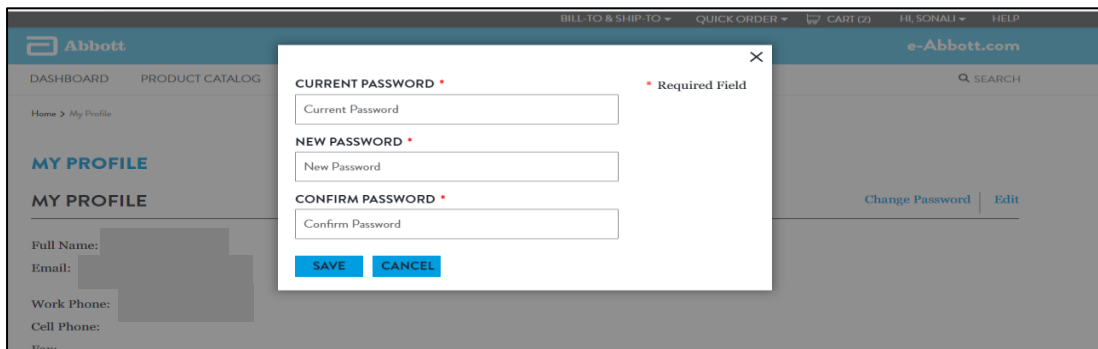

Figure 52: Changing Password

8.1.2 UPLOADING A TAX EXEMPTION CERTIFICATE

You can upload a tax exemption certificate using this feature. Your tax exception certificate

be linked to your account and applied to all purchases. To upload the Tax Exemption Certificate:

1. Navigate to **Your Profile** page.

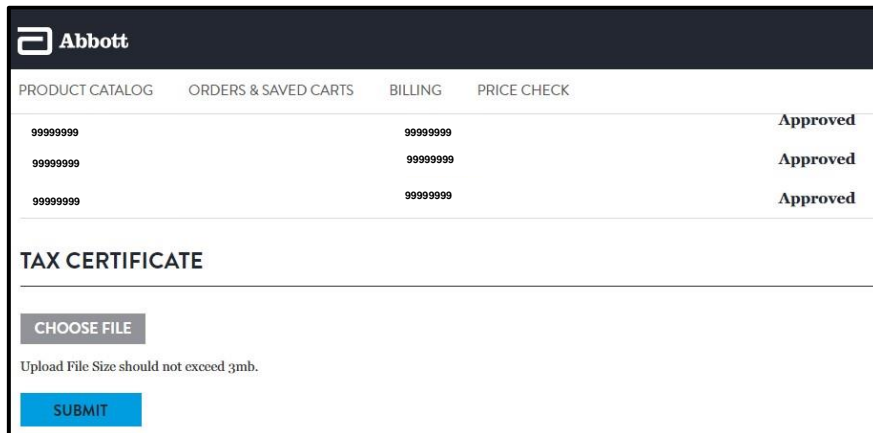2. Scroll down and click **CHOOSE FILE** in **TAX EXEMPTION CERTIFICATE** section.

Figure 53: Clicking CHOOSE FILE

3. Attach the tax certificate file from your computer or device and click **SUBMIT**. Make sure that the Tax certificate is in the following format:

.txt	.csv	.jpg
.doc	XLS	.png
.docx	XLSF	GIF
.pdf		TIFF

NOTE: Make sure that the upload file size is not more than 3 Mb.
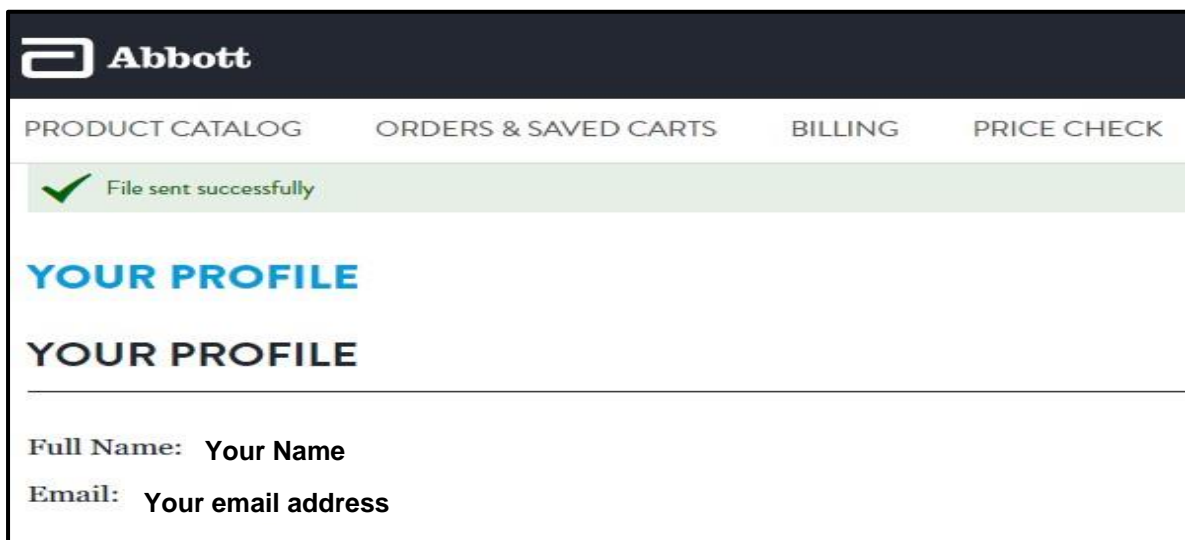

Figure 54: Tax Exemption Certificate upload confirmation message

9 COMPARING PRODUCTS

You can compare up to four products at a time to get an idea about prices, and specifications.

NOTE: Guests will not see any pricing. You must log in to compare products pricing.

To compare products of a category:

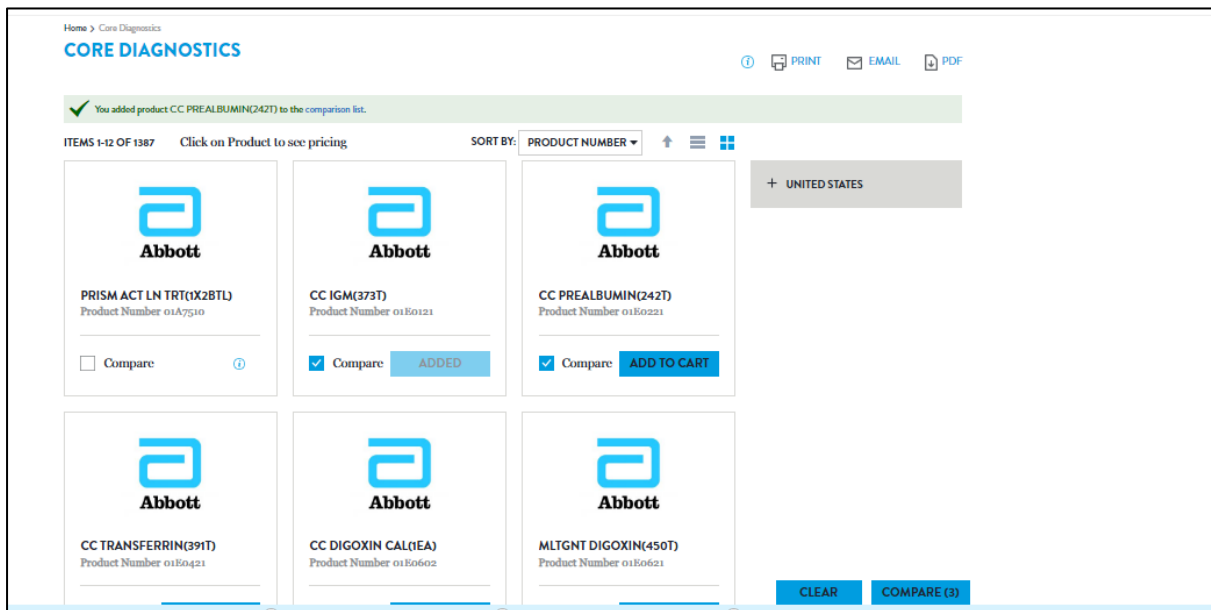1. Select the **Compare** checkbox present under the products you want to compare.

Figure 55: Selecting products for comparison

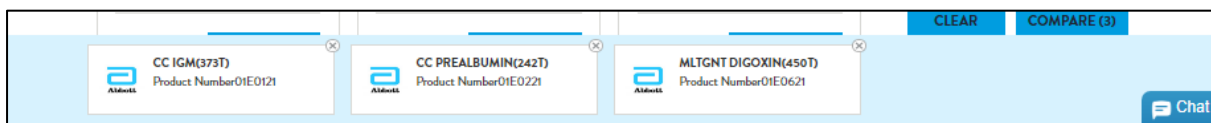2. The selected products thumbnails will be displayed at the bottom of the page. Click **COMPARE**.

Figure 56: Product comparison footer

e-Abbott.com displays the comparison page for the selected products. The comparison is based on the product price and their specifications.
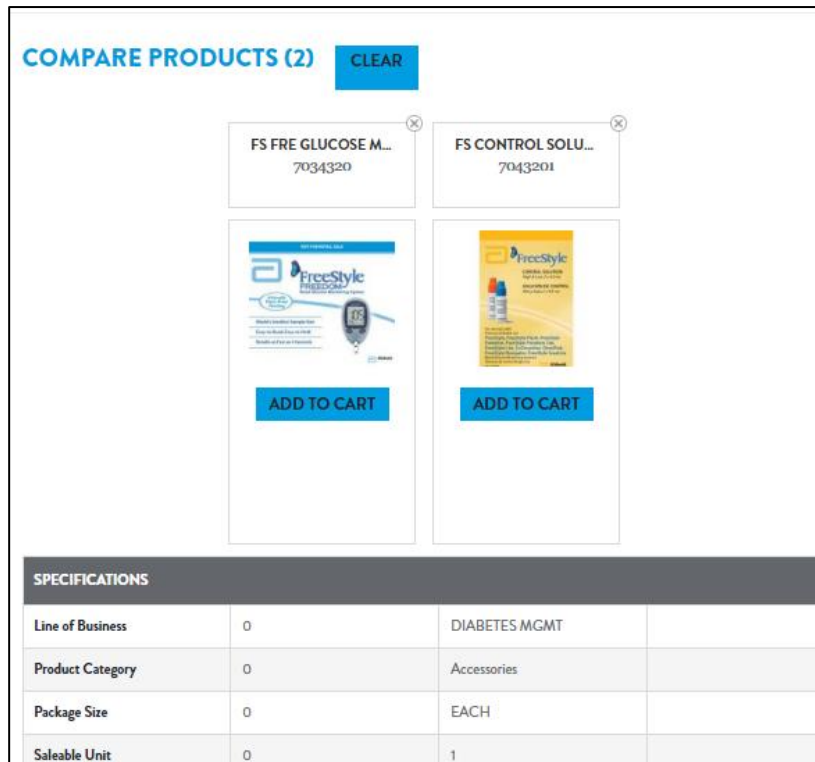
Figure 57: Product Comparison Page

3. Click **CLEAR** to clear the comparison list or

Click **ADD TO CART** to add a product from the comparison list to the cart.

10 PLACING AN ORDER

You can place order by importing an Excel sheet, by importing a saved cart, or by using an active cart. There are two following types of placing an order.

- Using the "Checkout" Procedure
- Using "Quick Order" Functionality

10.1 USING CHECKOUT PROCEDURE

"Checkout" procedure is a methodology which is used without using Quick Order functionality.

10.1.1 ADDING PRODUCTS TO A CART

To add products to a cart, it is required for you to log in to e-Abbott.com.

1. After logging in, select product from catalog, and click **ADD TO CART** button present on the respective product thumbnail.

The Cart icon located at the top of the page, will populate with the number of items a user has added.
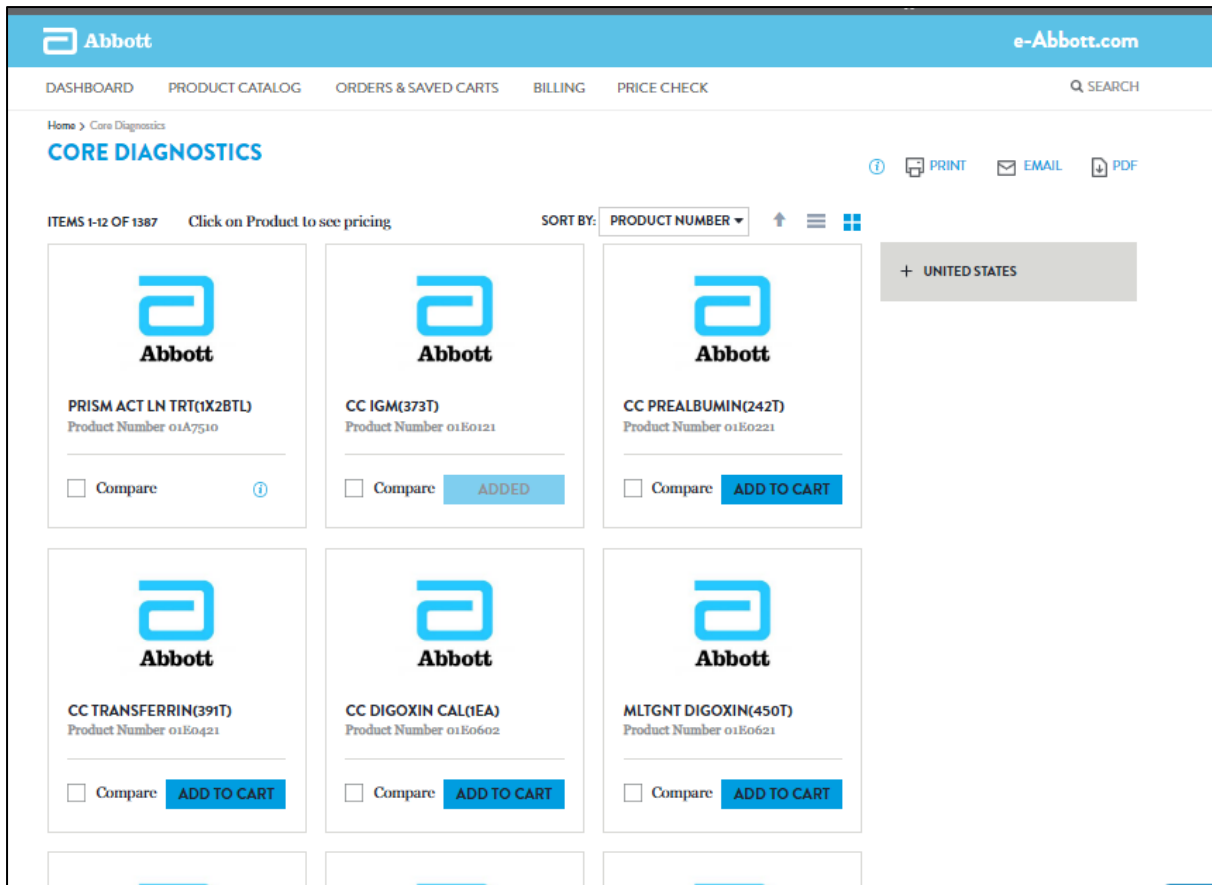
Figure 58: Clicking ADD TO CART

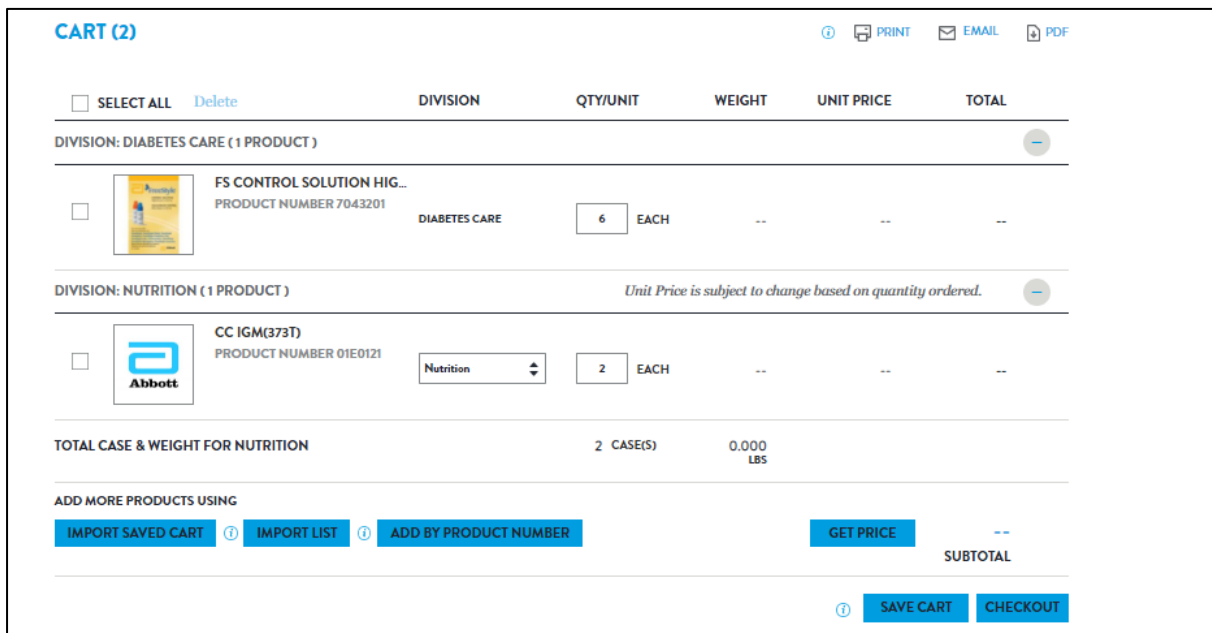2. You can view the cart using **CART** button present in the top header.

Figure 59: Cart View

NOTE: To edit or delete an item from your cart, select the product checkbox and click modify products in the cart.
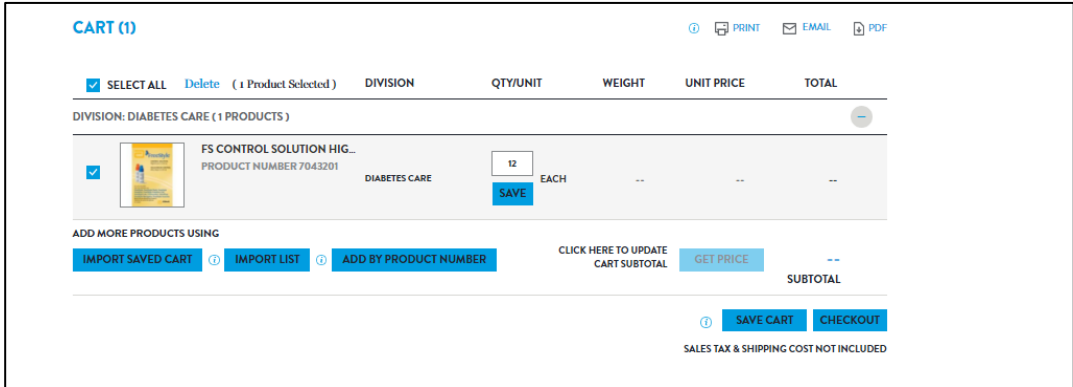

Figure 60: Deleting a product from the cart

3. Enter desired quantity in the **QTY/UNIT** field of the selected product and click **SAVE**.
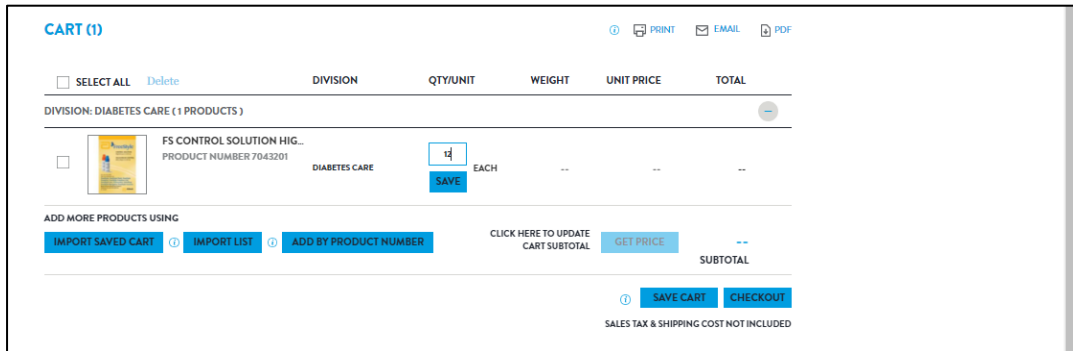
Note: The **QTY/Unit** field will show 1 as default value.

Figure 61: Saving required quantity of the product

4. Click **GET PRICE** to get pricing for each line item. This will display the pricing associated with the customer account number.
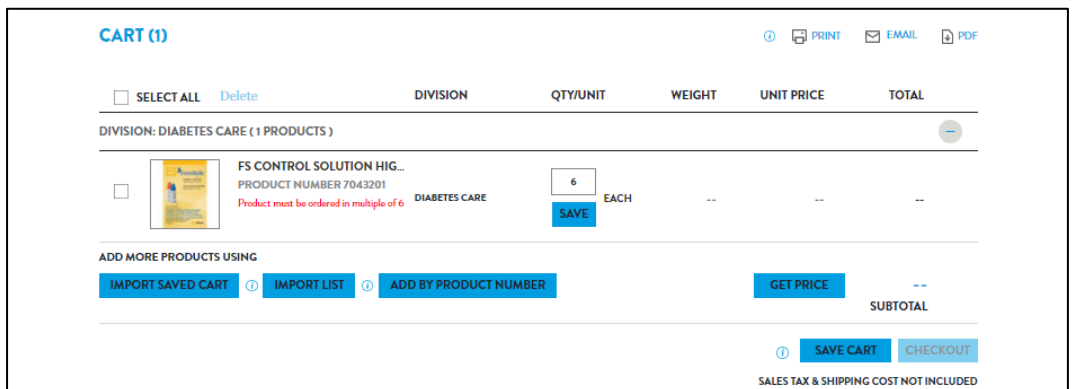
Figure 62: Error for ordering minimum order quantity

5. Once your order fits into validating conditions in e-Abbott.com, **GO TO CHECKOUT** button will be enabled.

For example, minimum order quantity for purchasing some products is fixed. In case you enter an order quantity less than the minimum order quantity, or if it is not a multiple of the Minimum Order Quantity, an error will be displayed on the screen and **GO TO CHECKOUT** button will be disabled.

6. To save the cart, click **SAVE CART**.

   OR

   To place the order, click **GO TO CHECKOUT**. e-Abbott.com will take you to the Review Order page. Refer **Reviewing an Order**.

10.2 USING QUICK ORDER FUNCTIONALITY

You can use Quick Order functionality to import products in a quick manner.

10.2.1 IMPORTING AN EXCEL SHEET

You can submit an Excel sheet in which you have entered your required product list.

This excel sheet should be in **.xls** or **.xlsx** format. To place an order using an excel sheet:

In **QUICK ORDER** menu, click **IMPORT EXCEL.**
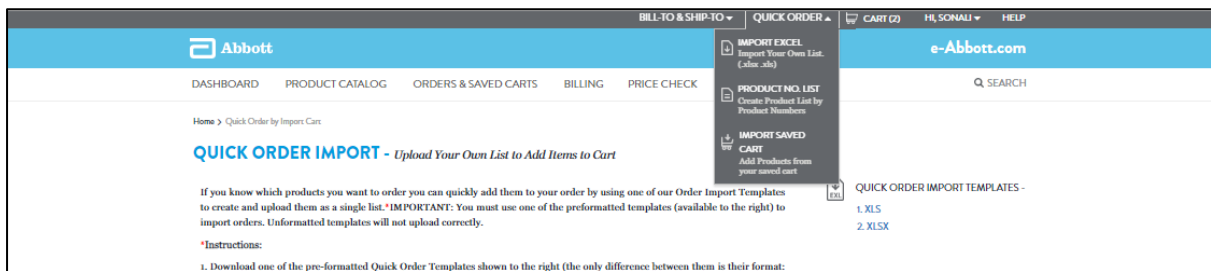
Figure 63: Clicking Import Excel

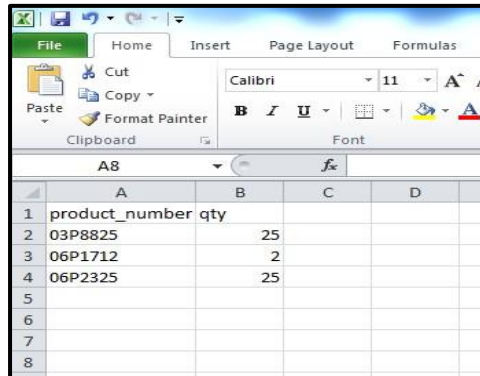1. Click **QUICK ORDER TEMPLATE** to download it.
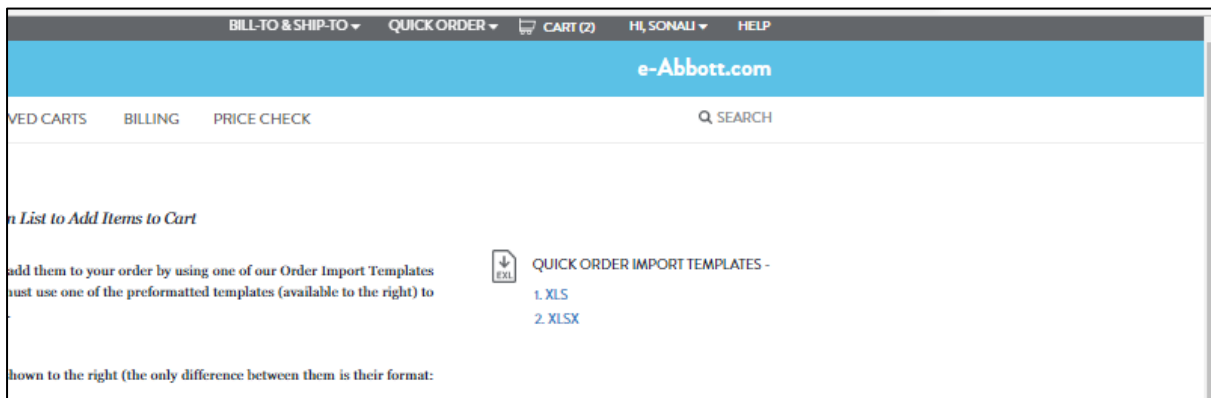
Figure 64: Downloading QUICK ORDER TEMPLATE

3. Enter required product details as asked in the document and save the file.

Note: Make sure that you continue to save the file in **.xls** or **.xlsx** format.

4. On **QUICK ORDER UPLOAD** page, click **UPLOAD** and upload the saved file.
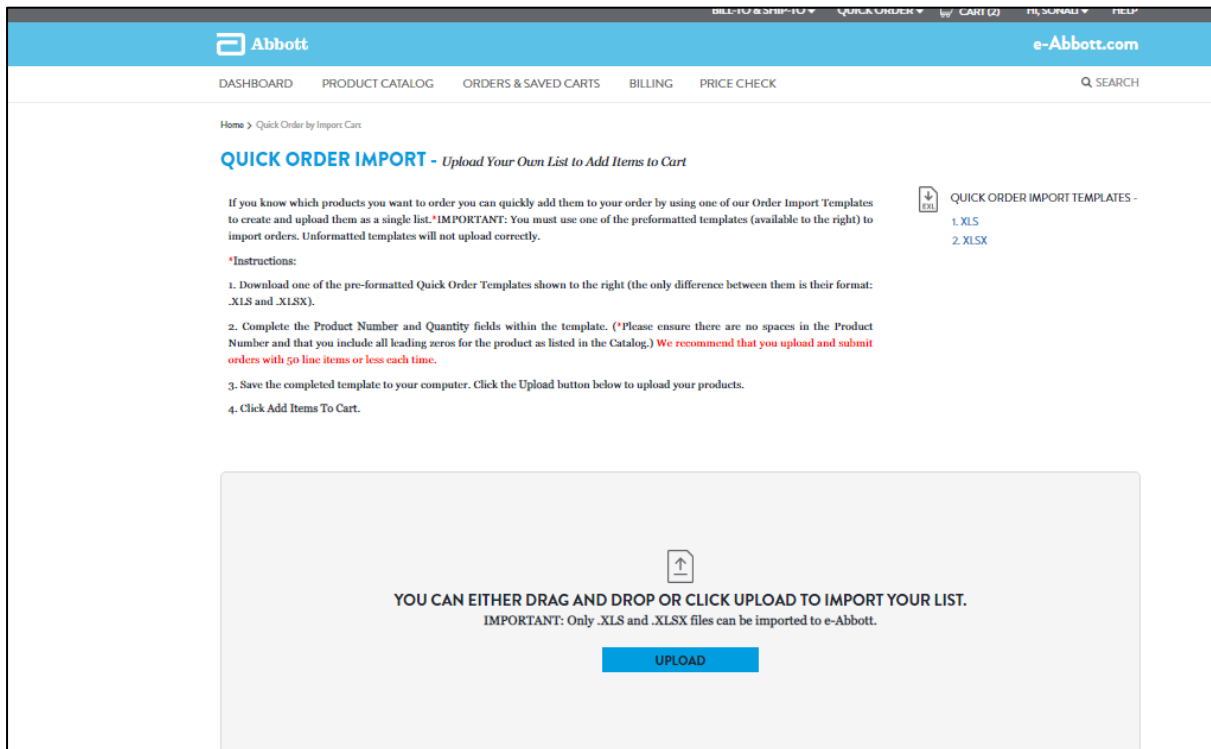

Figure 66: Clicking UPLOAD

e-Abbott.com will display import completion message. You can continue to place your order by clicking **CART**.

10.2.2 USING PRODUCT LIST

Product list feature is useful when you know the product numbers that you frequently order. To place an order using the product # list:

1. In **QUICK ORDER** menu, click **Product # List.**

OR

1. From **DASHBOARD**, click **ORDER NOW** button.
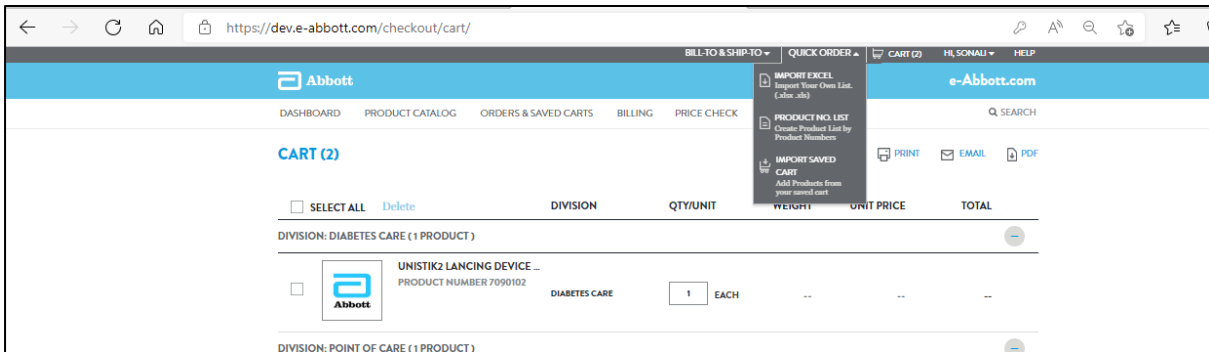
Figure 67: Clicking PRODUCT # LIST

2. Enter product numbers and required quantities in the table.

3. Click **ADD ITEMS TO CART**.

4. e-Abbott.com will take you to the **CART** page. Click **GO TO CHECKOUT** to place the order.
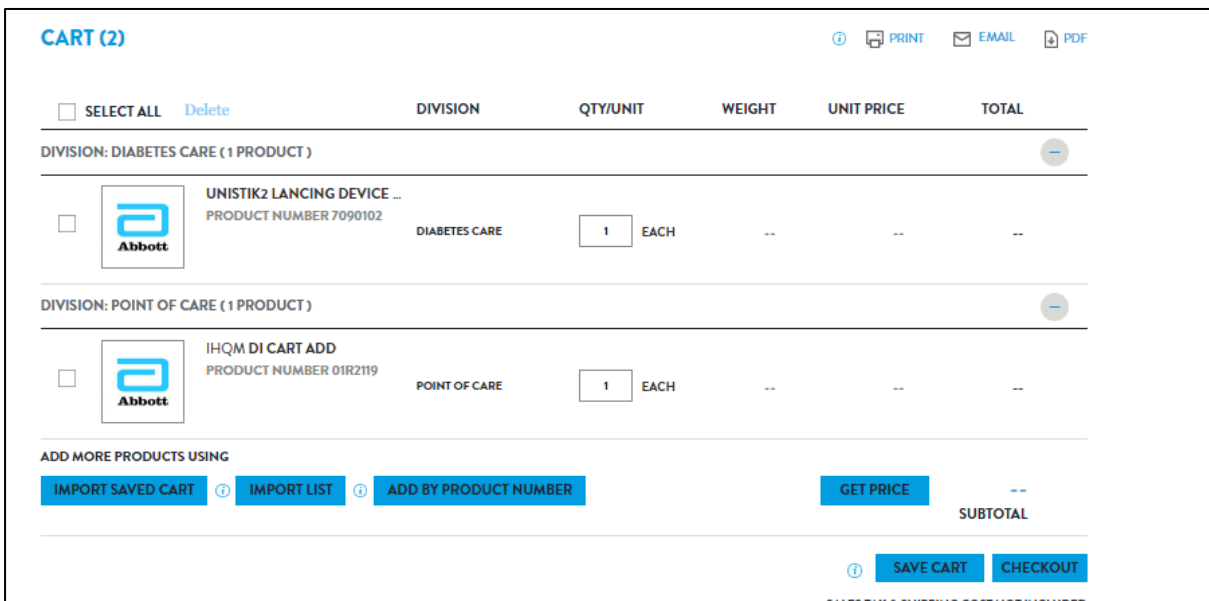
Figure 68: CART Page

10.3 ADDING INSTRUCTION LINE (ADDING ATTENTION LINE)

This is an optional step where you can add an attention line to specify a name, or any other identifier for delivery purposes.

10.4 REVIEWING AN ORDER

This is the 2nd step in **Placing an Order** procedure. In this, you can review your order before performing the transaction. While reviewing, you can verify products that you have added in the

cart, remove the products from the cart and, check price of the products. You can also modify product details such as its quantity, shipping method, and expected delivery date.
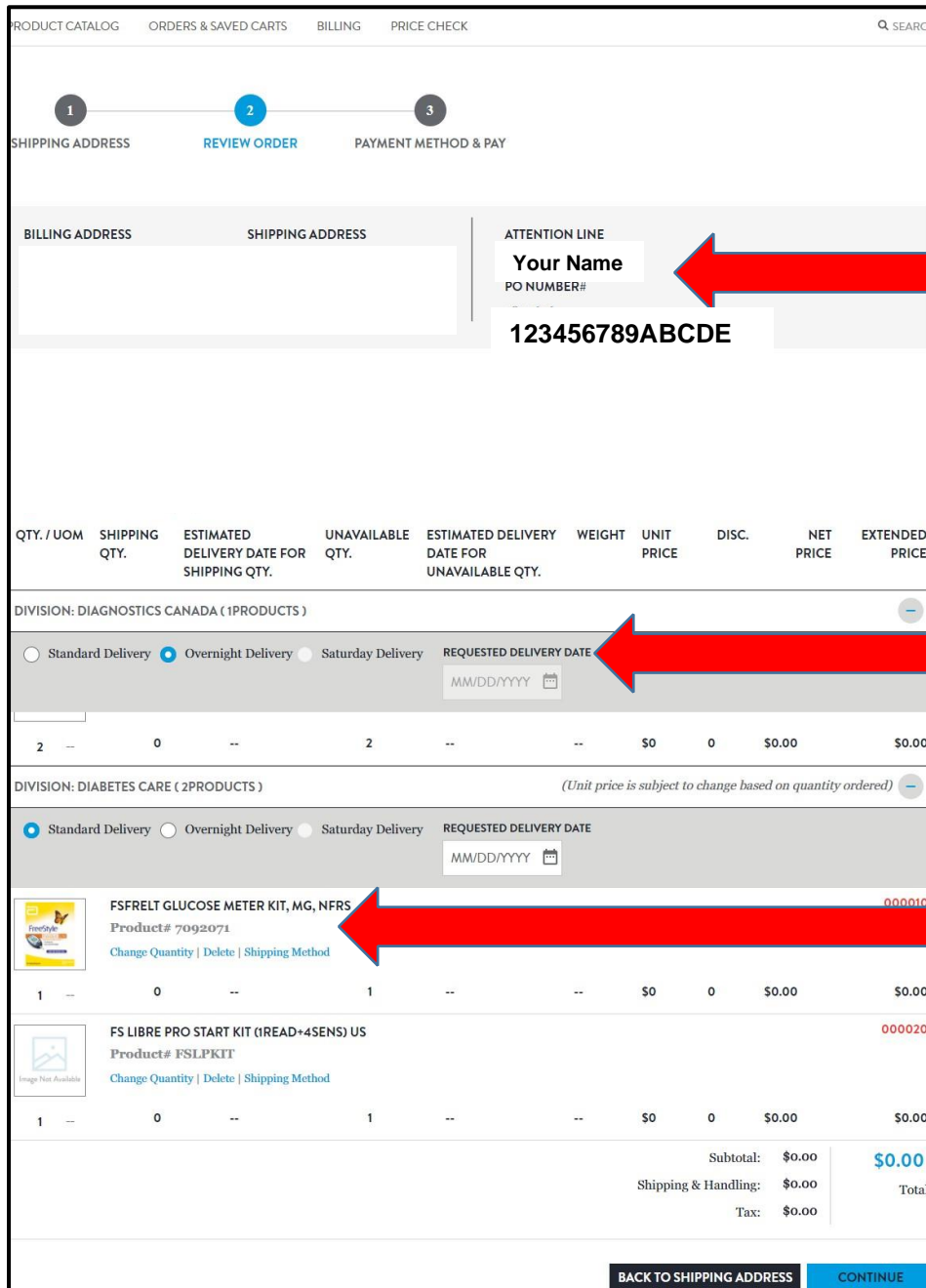
Figure 69: Review Order page

To review and proceed with the order:

1. Confirm your billing and shipping address along with attention line and Purchase order number.

2. Verify the products added to the cart. To remove a product from the cart, click **DELETE** present under the product.

3. Select the type of delivery or request a delivery date for each division.

4. Click **Continue** to move to the **PAYMENT METHOD & PAY** page.

10.5 PAYING FOR AN ORDER

After reviewing your order, e-Abbott.com will take you to the **PAYMENT METHOD & PAY** page.
There are two ways by which you can do the transaction. They are:

- Payment by Credit Card
- Payment by Invoice

Payment process is the last method as this will conclude your purchase procedure.

10.5.1 PAYMENT BY CREDIT CARD

To pay for your order using Credit card:

1. Select **CREDIT CARD** option as payment method.

2. Enter your credit card details in the respective fields and click **PAY & PROCESS ORDER.**

Figure 70: Payment Using Credit Card

10.5.2 PAYMENT BY INVOICE

To pay for your order using **Invoice** feature:

Select **INVOICE** option as payment method and click **PAY & PROCESS ORDER**.

Figure 71: Payment Using Invoice

You will receive a confirmation message on screen.

Figure 72: Order Confirmation Message

11 WORKING WITH A CART

11.1 SAVING A CART

Frequently ordered products can be added to a cart and such cart can be saved in your e-Abbott.com account. To save a cart:

1. Add frequently ordered products in a cart. To know how to add products in a cart, refer Adding a Cart.

2. Enter the quantity or unit of the products in the **QTY/UNIT** field.

✍ **Note:** You can change the quantity at any time.

---

3. Click **SAVE CART**.

4. Provide a suitable name to your cart and click **SAVE**.

✍ **Note:** Name the cart accordingly with the products in your cart.
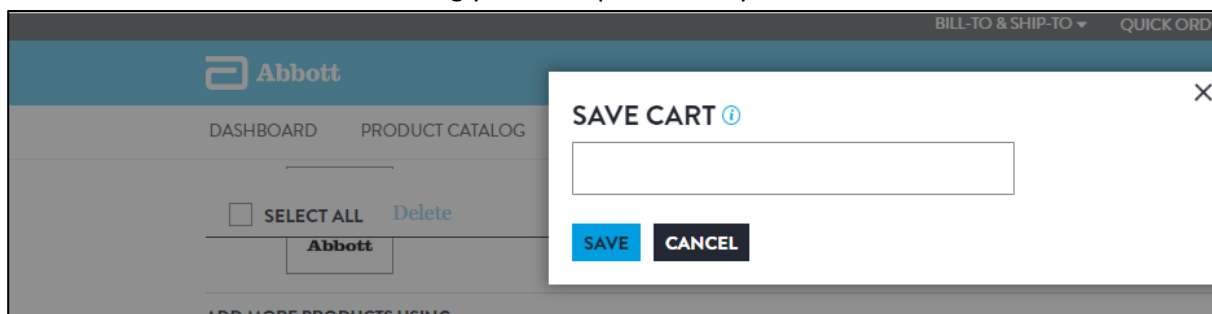
Figure 73: Naming a cart

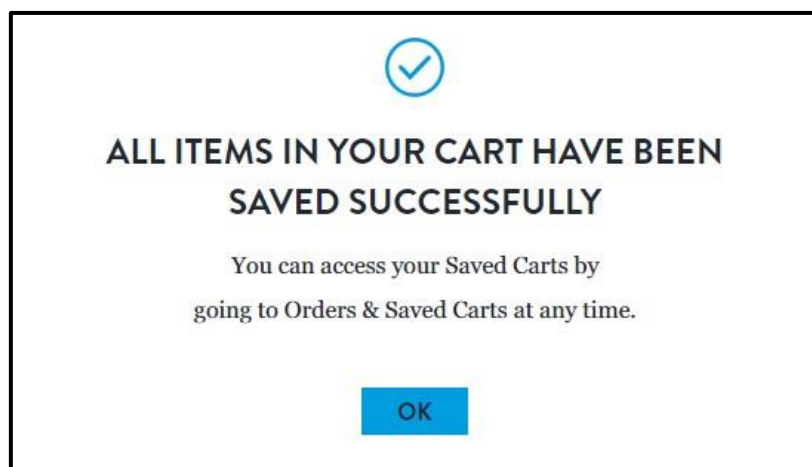Your cart will be saved, and confirmation message will be displayed on the screen.

Figure 74: Confirmation message about saved cart

5. Click **OK** to conclude the procedure of saving a cart.

NOTE: You can save multiple carts by following above procedure.

11.2 VIEWING A SAVED CART

To view a saved cart:

1. Login to e-Abbott.com.
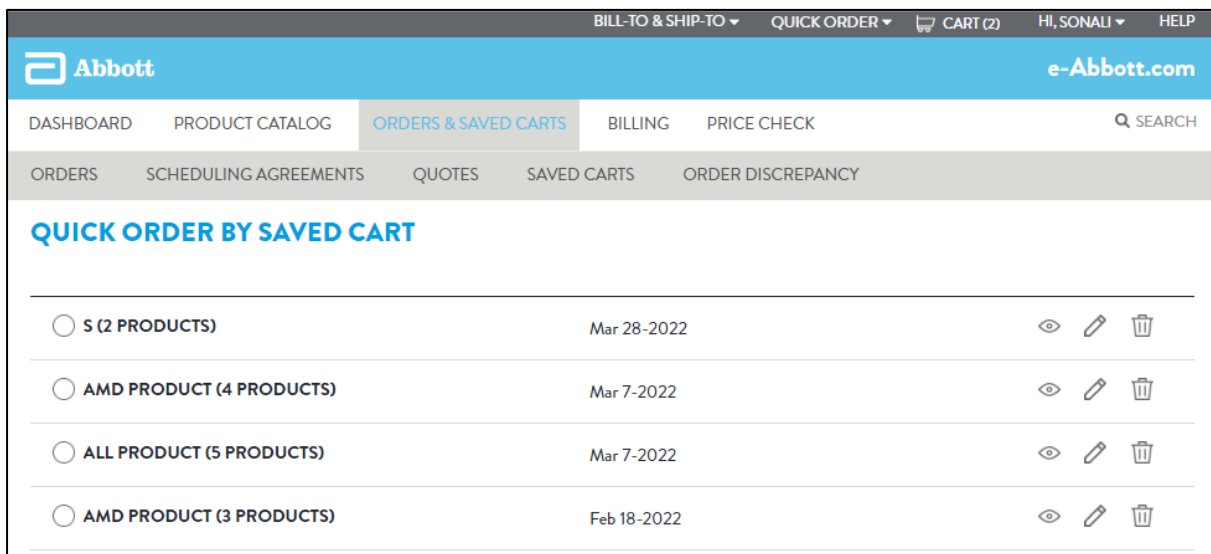2. In **ORDERS & SAVED CARTS** tab, click **SAVED CARTS**.

Figure 75: Clicking SAVED CARTS
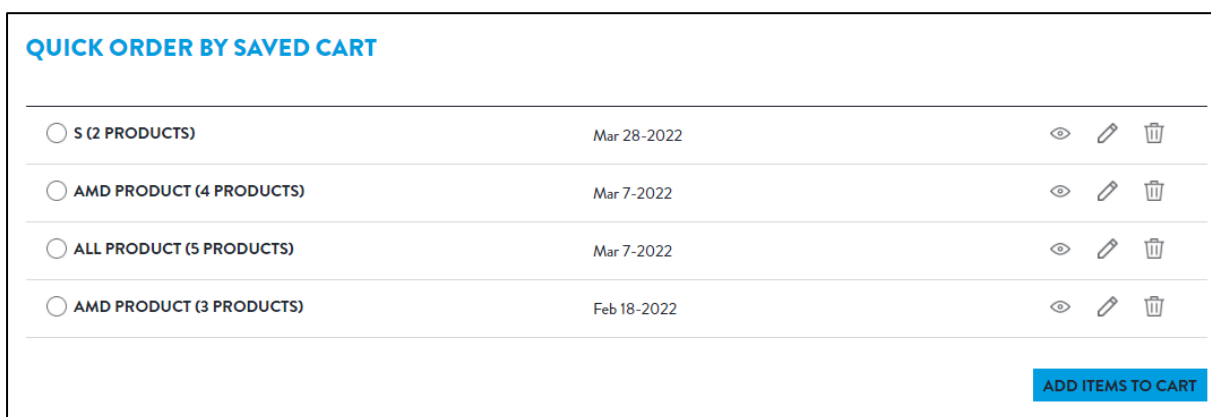
3. e-Abbott.com will display the saved carts

Figure 76: List of saved carts

11.3 IMPORTING A SAVED CART

Saved Cart – This cart is used to store frequently purchased products. You can save products and create multiple carts based on order frequency. To know how to save a cart, refer to Saving a Cart.

To import a saved cart:

1. In **QUICK ORDER** menu, click **IMPORT CART.**
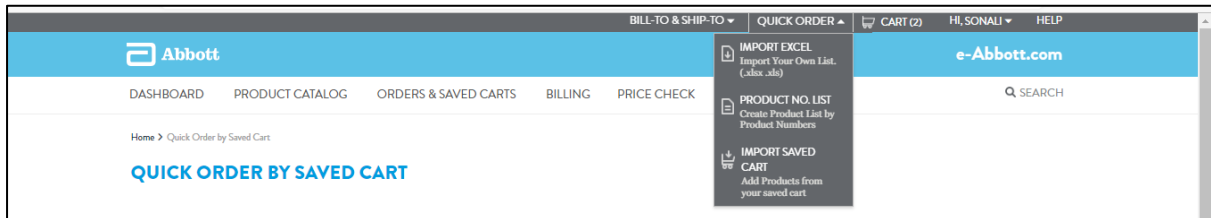
Figure 77: Clicking IMPORT CART

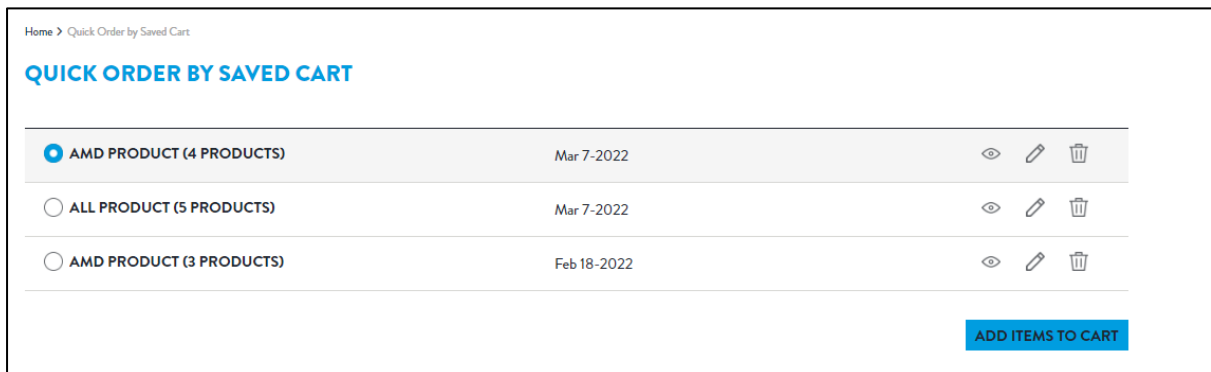2. Select the appropriate saved cart you want to order and click **ADD ITEMS TO CART**.

Figure 78: Adding saved cart items to a cart

3. e-Abbott.com will take you to the **CART** page. Click **GO TO CHECKOUT** to place the order.

11.4 EDITING & DELETING A CART

You can edit the products present inside a saved cart as well as you can edit the cart name.

11.4.1 EDITING A CART

To edit a saved cart:

1. In **SAVED CART** page, select the cart whose product you want to edit and click the eye icon present in the respective cart row .
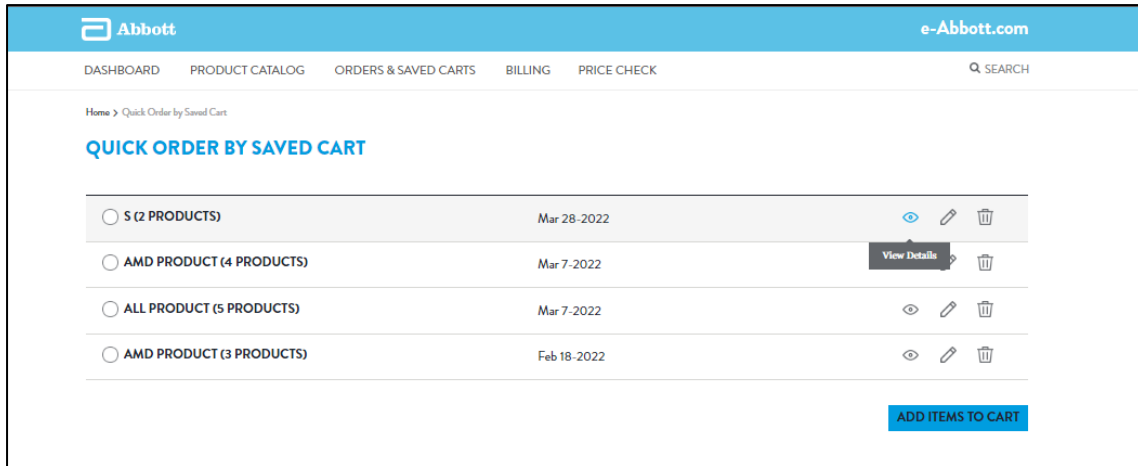
Figure 79: Clicking EYE icon

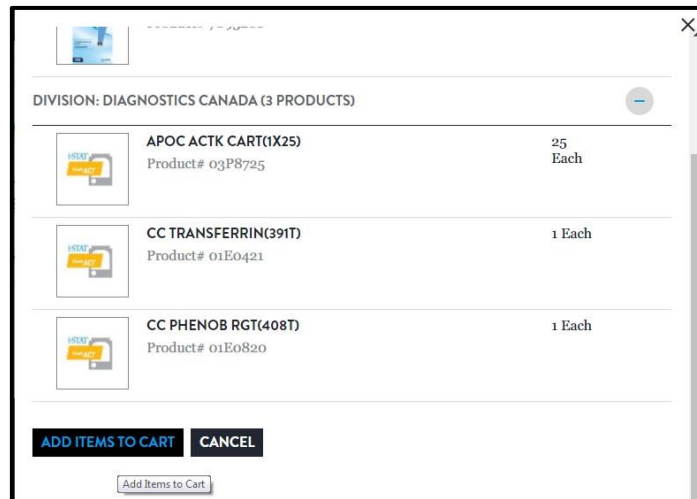2. At the bottom of the cart, click **ADD ITEMS TO CART.**

Figure 80: Clicking ADD ITEMS TO CART

3. You can change the order quantity of a product by changing value present inside the **QTY/UNIT** box and click **SAVE**.
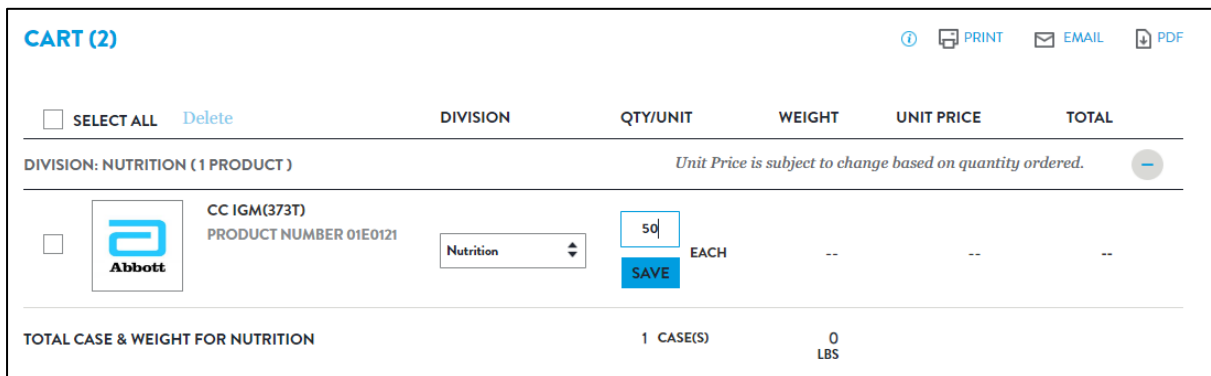

Figure 81: Editing Product Quantity

4. To remove a product from the cart, select the product checkbox and click **Delete**.
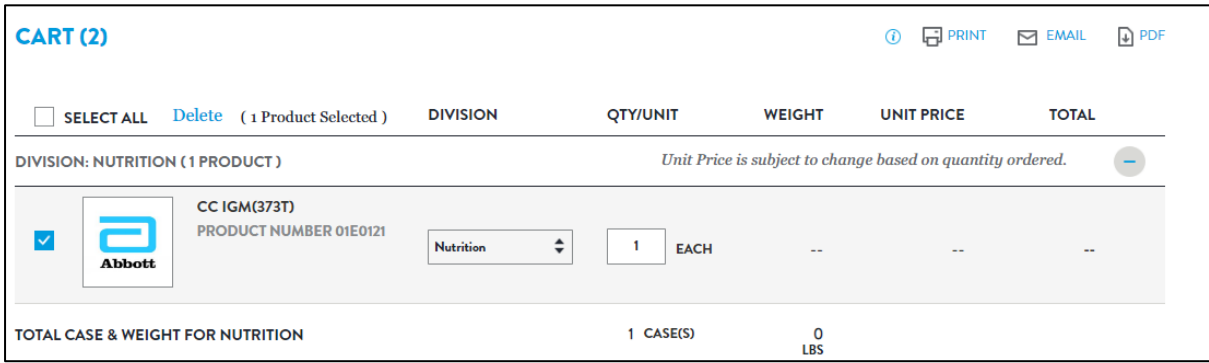

Figure 82: Deleting a product from a cart

5. After editing a cart, click **SAVE CART** to save the changes.

11.4.2 EDITING NAME OF A CART

To edit a name of cart:

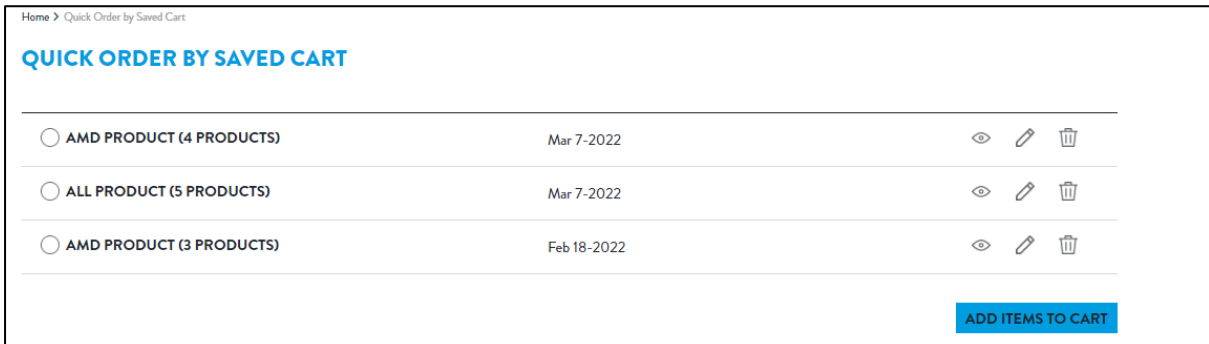1. In **SAVED CART** page, select the cart whose name you want to edit.

Figure 83: Clicking Edit icon

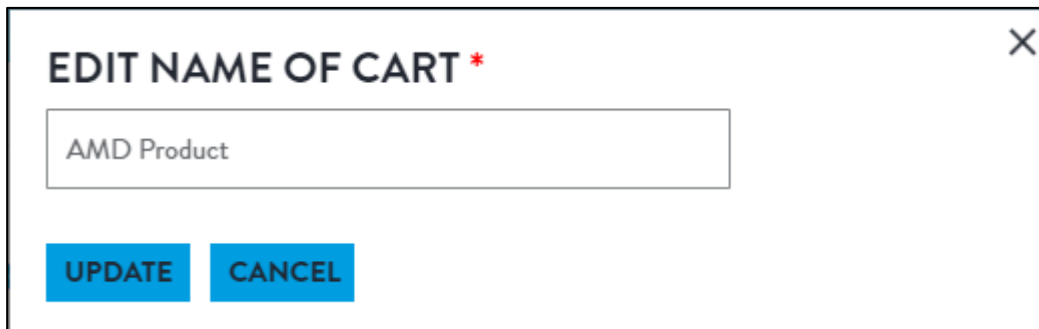2. In Cart name dialog box, edit the name of the cart and click **UPDATE**.

Figure 84: Editing Name of Cart

11.4.3 DELETING A CART

To delete a cart:

1. In the **SAVED CART** page, select the cart which you want to delete.

2. Click delete icon ![trash icon] present in that row.

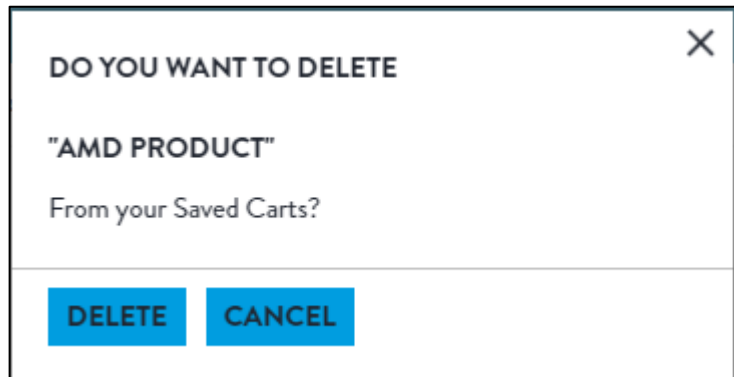3. Click **DELETE** to conclude the deletion process.

Figure 85: Deleting a Cart

12 PRINTING INVOICES

Print invoice provides facility that you can print ordered product invoices and that invoice will display all the details about ordered product.

To Print the invoice:

1. Click to dashboard
2. Check the Orders List /Recent Invoice list
3. Click the invoice number from the invoice's column in the row
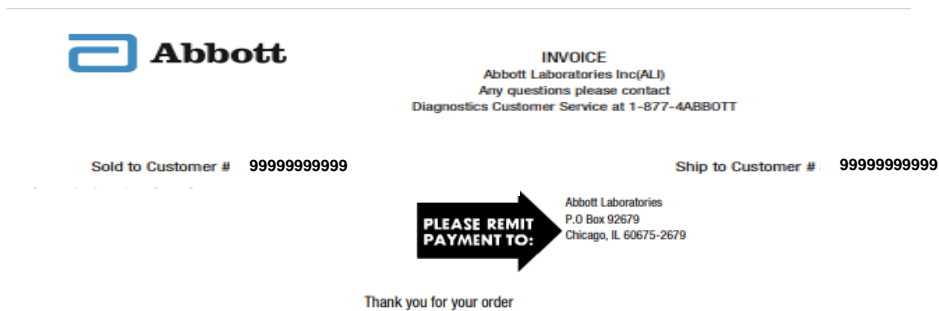
Figure 86: Invoice Printing

13 ORDER DETAIL

Order detail helps us to know the placed order detail, please follow the steps below   for order detail.

Order Detail:

1. Click to Dashboard
2. Check to Orders List
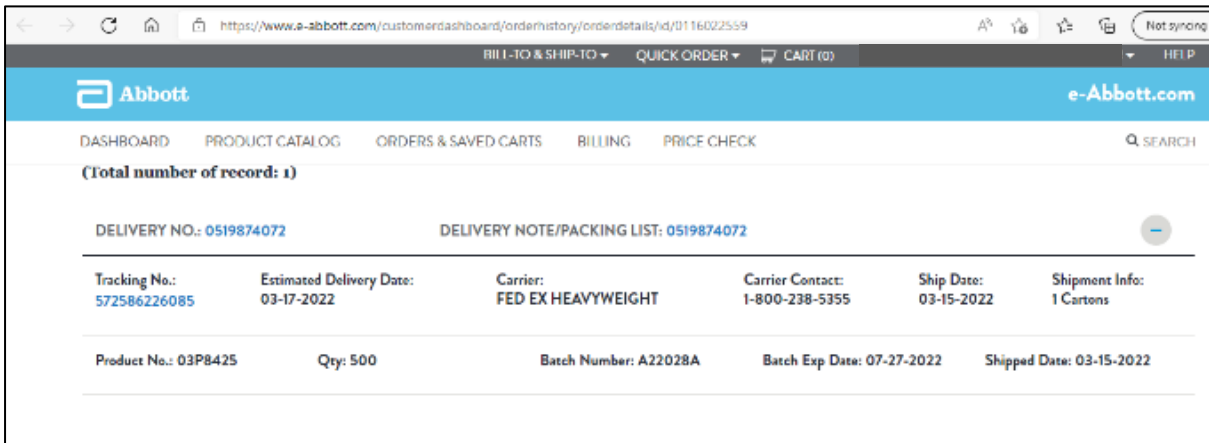
3. Click to sales order number from the row

Figure 87: Order Details

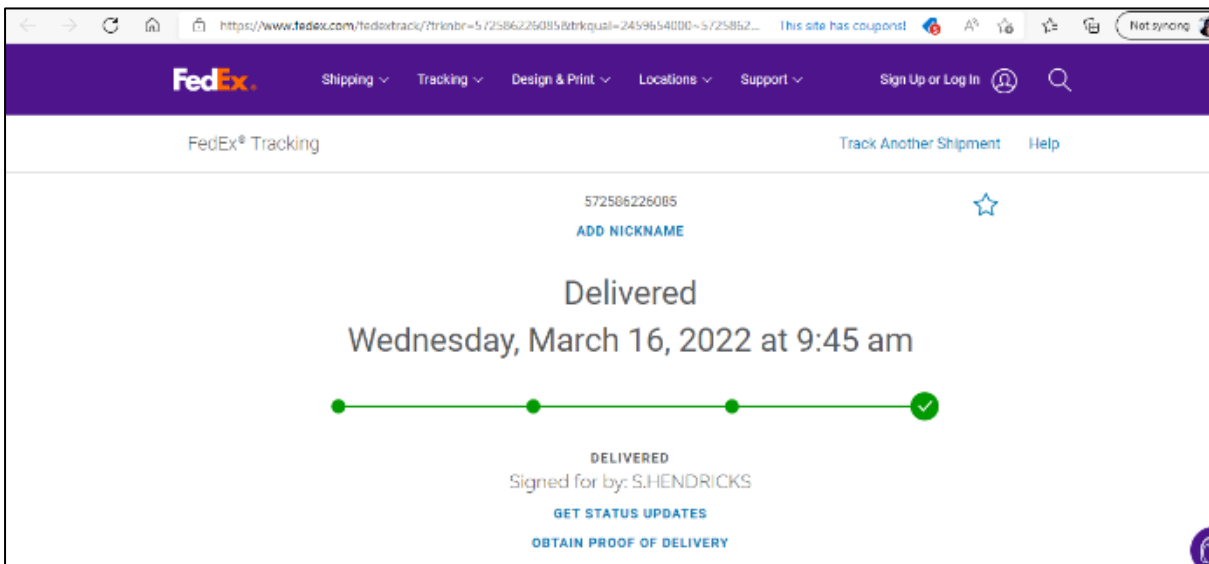*Figure 88: FedEx Order Details*

Figure 89: FedEx Link

14 REQUESTING FOR PRODUCT INFORMATION

With the help of Product Information Request feature, you can ask for more information about the product. You can ask for details such as technical specifications and so on.

To know more about the product:

1. Click the appropriate product thumbnail of which you require information.
2. On the respective product detail page, click **REQUEST INFORMATION**.
   e-Abbott.com will display **REQUEST INFORMATION** form.

Figure 90: Clicking Request Information

3. Enter the appropriate details such as your name, email id, and any additional details of information which you are seeking in the **REQUEST INFORMATION** form.

Figure 91: Request Information form

    4.   Click **SUBMIT**. Abbott will assist you with relevant information.

15 DETERMINE WHOM HAS ACCESS TO AN ACCOUNT

1. Go to Customer > All Customers.
2. Filter the customer or grid with specific Bill To or Ship To information.
3. Click the View Action Link.
4. Click the Logged In History Tab.
    a. You will see the list of customer ID
        i. Users
        ii. Email
        iii. Dates of Sign in