Table of Contents

- Overview
- Navigating the Home Page
- Creating an Account
- Logging into an Existing Account
- Forgot Your Password?
- Reviewing Your Account
- Editing Your Personal Information
- Utilizing Search
- Reviewing Search Results
- Browsing the Product Offering
- Reviewing Product Detail Pages
- Placing an Order
- Order Confirmation Emails
- Order Status Emails
- Shipment Confirmation Emails
- Submitting a Quick Order
- Creating a Supply List
- Viewing Saved Supply Lists
- Saving a Shopping Cart
- Viewing Saved Shopping Carts
- Editing Saved Shopping Carts
- Deleting Saved Shopping Carts
- Sending Purchase Requests
- Processing a Purchase Request
- Viewing a Purchase Request Status
- Viewing Previously Ordered Items
- Reviewing Order History & Status
- Running Reports
- Customer Support
- Frequently Asked Questions
- List of Terms
Overview

We’ve improved our website to make your shopping experience easier.

The website features:

- Expanded product information
- Enhanced search functionality
- Quick Order capability
- Supply Lists
- Saved Shopping Carts
- Optional Purchase Requisitions
- Comprehensive “My Account” area
- Customer-specific account terms
- Email order confirmations, order status and shipment confirmations
Navigating the Home Page

Create an account, log into an existing account, search for products, browse products and more all from the home page.

1. Create or log into your account through the My Account/Login area. This area is viewable from every page on the website.

2. View your Account Home Page, Supply Lists, Saved Carts, Previously Ordered Items, Order History and Status, Reports and Purchase Requests within the My Account drop down menu once you’re logged into the site.

3. Search, place a Quick Order or go to the Customer Service page through the header navigation.
4. Search for products using the search bar in the header navigation on every page of the site.

5. Click through the left-hand product category navigation to view products within specific categories. Select the arrow to the right of the category name to see a list of subcategories.

6. Sign up to receive email updates from us through the Join Our Mailing List area in the footer.

7. View our About Tri-anim, Customer Service and Specialty Focus areas in the footer to learn more about our additional services, how to contact us, and events we’re attending.
Creating an Account

Creating an account lets you access your Order History, use Saved Carts, create named Supply Lists and run reports based on your purchasing history. You can also save multiple shipping addresses to make future purchases even easier.

1. To create an account, click the **Create Account** link in the header of any page.

2. If you have an existing account, please check the box **I have an existing account** and provide your account number plus billing zip code for account verification.

3. Complete the required fields within the Login Information section of the form and click **Register**.
4. If you do not have an existing account with Tri-anim, complete the required fields within the Address Information section.

5. Once all required fields in the form have been completed, please click on the Register button at the bottom of the page.

6. After registration is complete, you’ll be directed to the Edit Personal Information page within the My Account area. This page gives you the ability to update your personal and account information as well as view shipping addresses associated with your account. You can also choose to set Previously Ordered Items as your Home Page from this screen.
Logging into your existing account allows you to view your customer-specific account terms, including payment, freight and tax.

1. If you have placed an order within the last two years you may use your current Tri-anim username and password to login to the site. You may login to an existing account from any page of the website. Simply click the **Login** button in the header.
Forgot Your Password?

Retrieve your password at anytime.

1. Click the **Forgot your password?** link on the Login page.

2. Once redirected to the Reset Your Password page, enter your username into the User Name field and click **Submit**.

3. At this time you’ll be prompted to enter the answer to the security question you selected upon set up. Enter your answer and then click **Submit**.

4. A new password will be emailed to the account on file immediately.

5. Contact Customer Service if you’ve forgotten your username or security question answer.
Reviewing Your Account

The My Account page provides a comprehensive view into your account information including:

1. Outstanding Balance
2. Previously Ordered Items
3. Order History & Status
4. Supply Lists
5. Saved Carts
6. Purchase Requests
7. Reports
8. Edit Personal Information
9. Payment, Freight and Tax Terms
Editing Your Personal Information

Edit your personal information, manage email opt-ins or change your password in the Edit Personal Information section of the My Account area.

1. Select **Account Home Page** from the My Account drop-down menu on any page of the website.

2. Click on the **Edit Personal Information** link on the account home page.

3. Edit first name, last name, account label, phone number and email opt-in settings in the Personal Information area.

4. If desired, set Previously Ordered Items (formerly e-Quick Order Templates) as your Home Page.

5. Enter the email address(es) of anyone who needs to receive order confirmations and shipment emails for every order you place.

« Table of Contents
6. Change your email address, security question, password and account type in the Account Information area.

7. View your current billing address in the Billing Address area. Please contact Customer Service if you would like to change your billing address.

8. View your current shipping address(es) in the Shipping Address area. Please contact Customer Service if you’d like to edit or delete a shipping address. Additional shipping addresses can be set up during the time of checkout.

9. Select Save after you’ve completed any updates to your account.
Utilizing Search

Search for products, key terms or manufacturers in the search area of the header.

1. Category Preselect – search for products in all categories or preselect one category to search in only that category.

2. Predictive Search – view search results (image, product name, item number and price) instantly as you type. Click on the product to skip the full search results page and go directly to the product page.

3. Subcategory and Manufacturer Results – click on a subcategory or manufacturer to narrow down the results even further.

4. All Search Results – click the **See All Search Results** bar and be directed to the full listing of results for your key search term(s).
Reviewing Search Results

The search results page features options for displaying, sorting and filtering the page view.

1. Narrow search results by selecting a category or manufacturer.

2. Select sort by options from an easy-to-navigate drop-down menu.

3. Click the entire product listing area to go directly to the product detail page.

4. Click the previous and next links to move backwards and forwards through the results.
Browsing our product offering can be done a number of different ways.

1. Click the **Browse Products** link in the left-hand navigation to check out our latest promotions, view the interactive catalog or simply browse through the product categories.

2. Click on the **Browse Manufacturers** link in the left-hand navigation to view a listing of all products by a specific manufacturer.

3. Click on the arrow to the right of a product category to browse the product subcategories. Find products within a subcategory by clicking on the category name.
Product detail pages have been expanded to make your shopping experience easier.

1. 11,000+ product images have been updated for individual and grouped products. Some products have multiple image views.

2. 14,000+ product descriptions have been updated. Many now include product features and benefits.

3. Additional product information, such as catalog page number, spec sheets and product attributes, is called out in the Related Information area.

4. Similar products have been grouped together to help minimize searching and ordering time.
5. Accessories may be included in the product information area to help provide a quick reference for any additional components that may be needed.

6. Products can easily be added to a Supply List or your Shopping Cart by entering a quantity and clicking the Add to Supply List button or Add to Cart button.
You’re ready to place an order once you’ve added items to your Shopping Cart.

1. Review your Shopping Cart and make any quantity changes or product deletions at this time. Click the Update button to update your cart with any changes that have been made.

2. Once your cart has been updated, click on the Checkout button to begin the checkout process.

3. In step one of the checkout process, you will need to select an existing shipping address or create a new address for this order. New shipping addresses will be integrated to your account once the order has been invoiced. Click Next to continue.
4. If you are attempting to order a product that requires a medical license, the website will check that you have the appropriate LAF form on file. If no current LAF form is associated with your account you will be asked to choose from two options. If you select that you have a current LAF form the item will remain in your cart and the order will be reviewed by customer service before it is processed. If you select that you do not have a current LAF form the item will be removed from your cart and you may proceed with the rest of your order. Click **Continue** to proceed.

5. In step two, you will need to select your shipping method: Ground, 2-Day or Overnight. If you are set up with a specific shipping method it will be reflected on the site. Click **Next** to proceed.
6. In step three, you will need to provide your payment information. The site will reflect any terms that have been setup for your account. You may also pay by entering credit card information. No credit card information will be saved on the site due to PCI compliance.

7. The PO Number/Order Reference field is an optional field that can be used for your internal reference.

8. If you have special requirements for your order, please note them in the Notes to Customer Service area. Adding notes to this area will put your order on hold.

9. Click **Next** to proceed.
10. Review your order and make changes by selecting the **Edit** links.

11. When complete, click on the **Place Order** button to place your order.

12. You will then be directed to the Order Confirmation page where you can send a copy of your order confirmation to other people.
Order Confirmation Emails

After placing your order, an order confirmation email will be sent to you confirming the receipt of your order.

Order confirmation emails contain:

1. Order information, including order number, order date, account number, payment method, shipping method and PO number/order reference.

2. Customer Service email and phone number information.

3. Account information, billing address and shipping address.

4. Detailed breakdown of items ordered, tax, shipping and total price.
Within hours of placing your order, you’ll receive an order status email containing a detailed summary of items allocated to your order.

Order status emails contain:

1. Order information, including order number, PO number/order reference and the date your order was placed.

2. Ship to and bill to addresses as well as your shipping method.

3. Detailed breakdown of items, including the quantity ordered, quantity allocated, quantity remaining and the allocated location.
Once your items ship, you’ll receive a shipment confirmation email containing a detailed summary of shipped items.

Shipment confirmation emails contain:

1. Order information, including order number, PO number/order reference and the date your order was placed.

2. Ship to and bill to addresses as well as your shipping method.

3. Detailed breakdown of items, including the quantity ordered, quantity shipped, quantity remaining and shipping location.

4. Tracking information links to the carrier’s website.

**Tri-anim Medical Shipment Confirmation**

We are pleased to inform you that your items have shipped as detailed below. If you have questions regarding your order, please contact Customer Service at 800-533-0623.

Order Number: 123456789
PO Number / Order Reference: 1011213415
Order Placed: August 22, 2011

<table>
<thead>
<tr>
<th>Item Number / Description</th>
<th>UOM</th>
<th>QTY Ordered</th>
<th>QTY Shipped</th>
<th>QTY Remaining</th>
<th>Shipping Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>M3026A / 3-Wire Lead Set w/ Snap AAMI</td>
<td>1 EA</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>Arlington</td>
</tr>
<tr>
<td>M3026A / 3-Wire Lead Set w/ Snap AAMI</td>
<td>1 EA</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>Arlington</td>
</tr>
<tr>
<td>M3026A / 3-Wire Lead Set w/ Snap AAMI</td>
<td>1 EA</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>Arlington</td>
</tr>
</tbody>
</table>

**Tracking Number(s):**
1.2345678 / 123456789
123456789 / 987654321

**PLEASE NOTE:**
Items may ship from multiple locations.

**Warehouse Locations:** Arlington, TX; Gilbert, AZ; Henniker, NH; Southaven, MS; Vacaville, CA.
Quick Order enables you to order items quickly by simply entering a Tri-anim item number and quantity into the form.

1. Enter an item number into the **Item#** field and press **Enter**. After each item is entered, the corresponding description, unit of measure and price will be displayed.

2. Quantities are automatically set to one once an item is entered. If more than one is needed, enter a new quantity into the quantity field.

3. If more rows are needed, click the **Add more rows** link to add an additional five rows to the form.
4. When complete, simply save to a Supply List for future reference by clicking on one of the buttons below the form or add the Quick Order to your Shopping Cart for purchase.

5. Items in your Quick Order will remain there until you either delete them or add them to a shopping cart.
Save products into custom named Supply Lists (formerly known as Saved Order Templates) to add them to your order at anytime.

Supply Lists can be created easily from any of the following areas:

- Supply List section in the My Account area
- Quick Order form
- Shopping Cart
Supply Lists can be created manually or automatically by importing an existing list into the Supply List section in the My Account area.

To create a Supply List manually:

1. Add a new Supply List by entering a name into the New Supply List Name field and then click Add New Supply List button.

2. Add products to your new Supply List by entering a Tri-anim item number into the Add Product to Supply List field and then click the Add button.

3. When complete, your Supply List can be added to your Shopping Cart or downloaded to share with others.
To import an existing list:

1. Click on the **Import Supply List** link on the Supply Lists page.

2. Import an existing Supply List file by clicking the **Browse** button. The import list must be a .txt file and contain a single, valid item number on each row. If additional information is available, like product description, it must be on the same row as the item number and separated by a tab.

3. Click the **Upload** button once the .txt file has been selected.
4. After your file has been uploaded, review your list and remove any items by clicking the Delete link.

5. When complete, click the Add to Supply List button to add the list of items to a Supply List.

6. Click OK in the pop up window and select an existing Supply List - or – type in a new Supply List name and click Add New Supply List.

7. Please note: if an item within your imported file is not in the current catalog, it cannot be imported. These items will be listed below the Add to Supply List button.
To create a Supply List from the quick order form:

1. After entering your items into the quick order form, click on the Add to Supply List button.
2. You will then be prompted with an instructional dialog box. Click **OK** to proceed.

3. After clicking OK, you will then have the opportunity to add these items to a new Supply List. To do so, type your Supply List name in the **New Supply List Name** field and then click **Add New Supply List**. The items will then be added to the new Supply List.

4. If you would rather add these items to an existing Supply List, click on an existing Supply List name.
To create a Supply List from your Shopping Cart:

1. Simply click on the **Save as Supply List** button within your Shopping Cart.

2. You will then be prompted with an instructional dialog box. Click **OK** to proceed.

3. To add these items to a new Supply List, type your Supply List name in the **New Supply List Name** field and then click **Add New Supply List**. The items will then be added to the new Supply List.

4. To add these items to an existing Supply List, click on an existing Supply List name.
In the My Account area of the website, you’ll be able to view, edit or delete your Supply Lists.

To view your Supply Lists:

1. Select Supply Lists from the My Account drop-down menu on any page of the website.
2. Supply Lists can also be selected from the My Account Home Page.
3. View your existing Supply Lists, add new Supply Lists or import a Supply List on the Supply List page.

To edit or delete your Supply Lists:

4. Select an existing Supply List by clicking on the Supply List name.
5. To find a product within the Supply List, enter an item number or keyword into the **Search this Supply List ONLY** area.

6. To add additional products to the Supply List, enter an item number into the **Add Product to Supply List** area.

7. Edit the quantity of a product by entering a new number into the quantity field.

8. Delete a product by clicking the corresponding **X** within the delete column.

9. Delete a Supply List by clicking the **Inactivate List** link.
Save your Shopping Cart for future processing while processing another order.

1. Items entered into the active shopping cart are listed in the order in which they were entered into the cart. The cart can be resorted by product name, item # or price.

2. Once the items have been added to your Shopping Cart, click on the **Save Cart** button.

3. You will then be prompted with an instructional dialog box. Click **OK** to proceed.
4. To add to an existing saved cart click the saved cart name (quantities will be ignored for items in your current cart that match items in your saved cart). The items will then be added to your existing cart.

5. To add to a new saved cart, enter a name and click the Add New Saved Cart button.
In the My Account area of the website, you’ll be able to view, edit or delete your Shopping Carts.

To view your saved carts:

1. Select **Saved Carts** from the My Account drop-down menu on any page of the website.

2. **Saved Carts** can also be selected from the My Account Home Page.

3. View your saved carts or add new carts on the Saved Carts page.
To edit your saved carts:

1. Select an existing saved cart by clicking on the saved cart name.

2. To find a product within the saved cart, enter an item number or keyword into the **Search this saved cart ONLY** area.

3. To add additional products to the saved cart, enter an item number and a quantity into the **Add Product to Saved Cart** area. Click **Add**.

4. Edit the quantity of a product within the list by entering a new number into the quantity field.

5. Delete a product by clicking the corresponding **X** within the delete column.
To delete a saved cart:

1. Select an existing saved cart by clicking on the saved cart name.

2. Click **Delete Cart**.

3. You will then be prompted with an instructional dialog box. Click **OK** to proceed. This operation cannot be undone.
Send the contents of your Shopping Cart to other members within your organization for approval to purchase.

1. After items have been added to your Shopping Cart, click on the **Send Purchase Request** button to start the purchase request process.

2. Enter the email address of the person receiving the purchase request or select the email address from your Purchase Request Email Address Book. This person must have an account on the website as well as be linked to your same customer number.

3. Click the **Verify Email Address** button to ensure the email address provided is registered with an account.
4. Once the email address has been verified, you will need to select a shipping address from the drop down list.

5. Add in any notes for the approver.

6. If you wish to send a copy of the purchase request to anyone else, simply add the email address or addresses to the box below the notes field.

7. When complete, click the **Send** button.
8. After submitting the purchase request, you and the recipient of the purchase request will receive an email of the request. The purchase request recipient’s email will contain a link directing them to the purchase request you submitted.
To view the purchase request:

1. Within the purchase request email, click the **Click to Open/Edit request** link.

2. OR locate the request through the Purchase Request section of the My Account area within your account.

To approve a purchase request:

3. Review the purchase request order and adjust if needed.

4. Click on the **Add to Cart** button and complete the purchasing process for the requester.
To reject a purchase request:

5. Click on the **Reject** button to close the request.

To forward a purchase request:

6. Click on the **Forward** button to forward the purchase request to another member within your organization for approval.
In the My Account area of the website, you will be able to view your open and closed purchase requests as well as your approved and rejected requests.

To view purchase requests:

1. Select **Purchase Requests** from the My Account drop-down menu on any page of the website.

2. **Purchase Requests** can also be selected from the My Account Home Page.

3. The purchase request page defaults to the **Open Purchase Requests** view. To view closed purchase requests, select **Closed Purchase Requests** from the Display drop-down menu.
4. Sort open and closed purchase requests by Purchase Request #, Created By, Created Date or Last Activity Date in the Sort by area on the page.

5. Select a purchase request by clicking on the Purchase Request #.
Viewing Previously Ordered Items

View, search or add previously ordered items (formerly known as e-Quick Order Templates) directly to your Shopping Cart or Supply List within the My Account area.

1. Select **Previously Ordered Items** from the My Account drop-down menu on any page of the website.

2. **Previously Ordered Items** can also be selected from the My Account Home Page.

3. On the Previously Ordered Items page, select a shipping address from the Shipped to list of addresses.

4. Select **60, 90, 120 days or All** from the drop-down menu. View up to two years of history.

5. Click **View Products**.
6. Enter additional search criteria into the Search terms field.

7. Click View Products to show a list of products within the selected criteria.

8. Download the results as a comma-delimited .csv file for future use. Files of this type may be opened with programs such as Microsoft Excel.

9. Sort your results list by Product Name, Item# or Price.

10. Add items to a Supply List by entering a quantity and clicking the Add to Supply List button.

11. Add items to a Shopping Cart by entering a quantity and clicking the Add to Cart button.
View and search order invoices within the My Account area.

1. **Select Order History & Status** from the My Account drop-down menu on any page of the website.

2. **Order History & Status** can also be selected from the My Account Home Page.

3. On the Order History & Status page, select a shipping address from the Shipped to list of addresses.

4. Select a date range from the drop-down menu. View up to two years of history.

5. Enter additional search criteria into the **Exact search terms** field.
5. Click **View Invoices** to show a list of invoices within the selected date range.

6. Sort your results list by date, invoice number, confirmation number, order number, order reference, shipping address or order amount.

7. Click on the **Order #** link to view the order detail page.

8. Review order details such as order number, account number, shipping address, payment information, ordered items and total cost on the order detail page.
Run various reports about your order history in the Reports section of the My Account area.

1. Select **Reports** from the My Account dropdown menu on any page of the website.

2. **Reports** can also be selected from the My Account Home Page.

3. To view purchase activity by product for a specified date range (up to 12 months), for all shipping addresses or a specific shipping address, select the **Purchase Summary Report**.

4. To view purchase activity by product per month (up to 12 months), for all shipping addresses or a specific shipping address, select **Purchase Per Month Report**.

5. To view all orders with quantities remaining to be shipped (backorders), select **Quantity Remaining Report**.
1. Select a date range from the date drop-down menus.

2. Select one or all shipping addresses from the Shipping Address drop-down menu.

3. Click **View Report** to view products, quantity and price totals.

4. Sort your results by product name, item number, unit of measure, quantity, your price and your total price.

5. Product results display products purchased per the date range and shipping address selected.
6. The product name will link to the product detail page on the website if it’s available.

7. The copy Not Available will display in the Your Price field if an item is not available on the website.

8. The Your Price column will display the price you are currently paying, therefore the value may not be an accurate reflection of Your Total Price if your price has changed over time.

9. View in the detail field will link to the Purchase Per Month report for that single product.
1. Select a date range from the date drop-down menus.

2. Select one or all shipping addresses from the Shipping Address drop-down menu.

3. Click View Report to view purchased products totals by month. Two years of data is available, however a maximum of 12 months will display.

4. Sort your results by product name, item number, unit of measure, total quantity and your total price.

5. Download a .csv file of this data by clicking on the Download button. Files of this type may be opened with programs such as Microsoft Excel.
6. Product results display products purchased per the date range and shipping address selected.

7. The product name will link to the product detail page on the website if it’s available.

8. If a product is not available on the website the product name will not be a link.
1. Select a date range from the date drop-down menus.

2. Select one or all shipping addresses from the Shipping Address drop-down menu.

3. You may also search by typing in the order/confirmation number.

4. Click **View Report** to view item quantities remaining for the date range or order/confirmation number selected.

5. Sort your results by date, order #, confirmation number, order reference number, product name, or item number.

6. Download a .csv file of this data by clicking on the **Download** button. Files of this type may be opened with programs such as Microsoft Excel.
7. Results display products remaining per the date range and shipping address selected.

8. The order number will link to the order detail page.

9. The product name will link to the product detail page on the website if it’s available.

10. If a product is not available on the website the product name will not be a link.
If you have questions regarding the website, please contact Customer Service at 800.874.2646 or submit a question through the Contact Us feedback form on the website.
1. Can I link to my existing account?
   a. Yes. During the Create Account process provide your account number plus your billing zip in the Existing Account Information area. If you do not know your account number and billing zip code, please contact Customer Service at 800.874.2646 or submit a question through the Contact Us feedback form on the website.

2. Can I retrieve my password if I've forgotten it?
   a. Yes. From the login page click the Forgot Your Password link to have a new password emailed to you. View the Forgot Password overview.

3. Will the website reflect my shipping, tax and pricing?
   a. Yes. Shipping, tax and pricing are customer-specific.
4. Can I import a Supply List to my account?

   a. Yes. Supply Lists can be imported through the Supply List page in the My Account area of the website. View the Supply List overview.

5. Will I receive a shipment notification once my order ships?

   a. Yes. Order status and shipment confirmation emails are sent for every order. Shipment confirmations will contain tracking information so you can easily track the delivery of your order. View the Shipment Confirmation overview.

6. Will I be able to order medical devices that require an authorization form?

   a. Yes. You will be able to order medical devices if you have a current DEA Form 222 and License Authorization Form (LAF) on file with us.
7. Does the Quick Order functionality allow me to enter partial item numbers or keywords?
   a. No. Quick Order will only recognize complete item numbers.

8. Does the website log me off for inactivity?
   a. Yes. For security reasons the website will log you off after 30 minutes of inactivity. You will be warned after 25 minutes of inactivity. If no action is taken the site will log you off after 5 more minutes of inactivity.

9. Can I change the types of email correspondence I receive?
   a. Yes. Enter your email address into the Join Our Mailing List box at the bottom of any page. Click Join. Update your information on the Email Newsletter Sign Up page and click Submit.
<table>
<thead>
<tr>
<th>Old Tri-anim Website</th>
<th>New Tri-anim Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Req</td>
<td>Purchase Request</td>
</tr>
<tr>
<td>e-Quick Order Template</td>
<td>Previously Ordered Items</td>
</tr>
<tr>
<td>Saved Order Templates</td>
<td>Supply Lists</td>
</tr>
<tr>
<td>Backorder Reports</td>
<td>Quantity Remaining Reports</td>
</tr>
</tbody>
</table>