

# VITAL MEDICAL SUPPLIES

## WEBSITE USER MANUAL



WEB: [www.vitalmedicalsupplies.com.au](http://www.vitalmedicalsupplies.com.au)  
PHONE: 1300 557 651  
E-MAIL: [sales@vitalmed.com.au](mailto:sales@vitalmed.com.au)

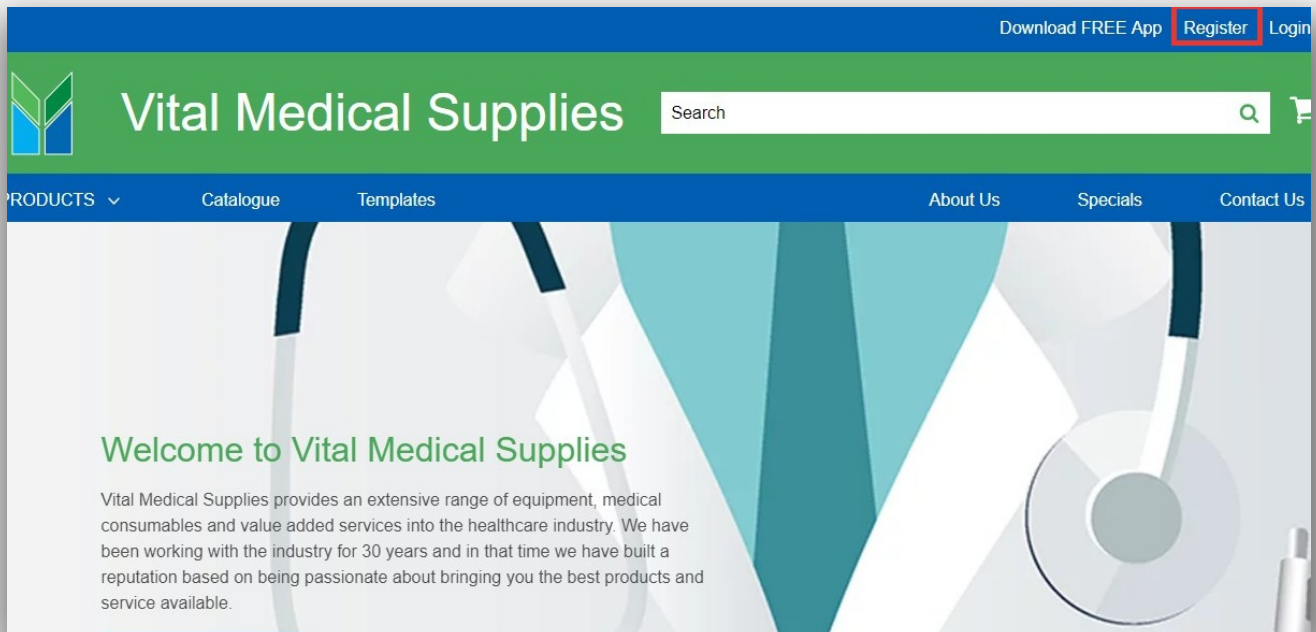
# Table of Contents

Home Page.....	3
Login Instructions.....	3
My Account.....	4
Changing Your Password.....	4
New to Vital Website.....	5
Customer Account Screen.....	6
Searching for Products.....	6
Search By Product.....	7
Browse by Catalogue.....	9
Product Listing and Adding to Cart.....	10
All New Account Dashboard.....	11
1 <sup>st</sup> Stage to Complete Order.....	14
2 <sup>nd</sup> Stage to Complete Order.....	15
Final Stage to Complete Order.....	16
Order History.....	18
Back to Main Screen.....	18
Contact Us.....	19
About Us.....	19



## Home Page

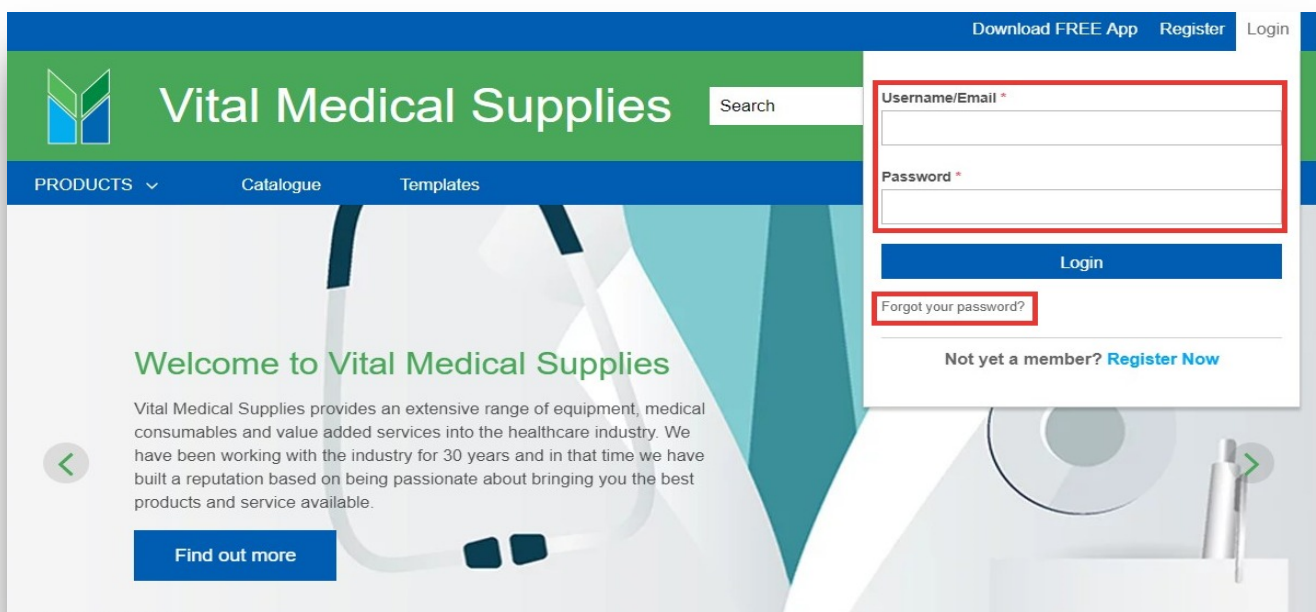
You don't need to Register with Vital Medical ([www.vitalmedicalsupplies.com.au](http://www.vitalmedicalsupplies.com.au)) to use many of the features. You will be able to see all product information, send requests for further information and search by brand and category. However if you want to investigate product availability and see pricing for your facility, please use the Register link to gain increased access.



## Login Instructions

- Enter your email address.
- Enter your password.
- Click on the 'Login' button.

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



## My Account

- Click on the “My Account” button and the following screen will appear.
- Account Details – shows the current status of your account with Vital Medical Supplies.
- You can update your address by clicking on the ‘Request Address Change’ tab

[Request Address Change](#)

The screenshot shows the 'My Account' page of Vital Medical Supplies. The top navigation bar includes 'Welcome Sufiyan Anwar', a dropdown menu for 'VITAL TEST ACCOUNT', a 'Download FREE App' button, and a 'My Account' button (highlighted with a red box). The main header features the Vital Medical Supplies logo and a search bar. The left sidebar contains a list of account-related options: 'Account Dashboard', 'ACCOUNT', 'Account Details' (highlighted with a red box), 'Change Password', 'Order History', 'Backorders', 'Product Use Summary', and 'Order Requests'. The main content area displays the 'Account Details' section, which includes the following information: Account Name: VITAL TEST ACCOUNT, Account Created: 21 Jun 2018, Account Number: [redacted], Account Type: ACCOUNT, and Accept Backorders: Yes. Below this information, there are two boxes: 'Balance \$0.00' and 'Credit Limit \$1,000.00'.

## Changing Your Password

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

The screenshot shows the 'My Account' page of Vital Medical Supplies, specifically the 'Change Password' section. The top navigation bar includes 'Welcome Sufiyan Anwar', a dropdown menu for 'VITAL TEST ACCOUNT', a 'Download FREE App' button, and a 'My Account' button (highlighted with a red box). The main header features the Vital Medical Supplies logo and a search bar. The left sidebar contains a list of account-related options: 'Account Dashboard', 'ACCOUNT', 'Account Details', 'Change Password' (highlighted with a red box), 'Order History', 'Backorders', 'Product Use Summary', 'Order Requests', and 'Templates'. The main content area displays the 'Change Password' section, which includes three input fields: 'Current Password \*', 'New Password \*', and 'Repeat New Password \*'. Below these fields is a blue 'Change Password' button.

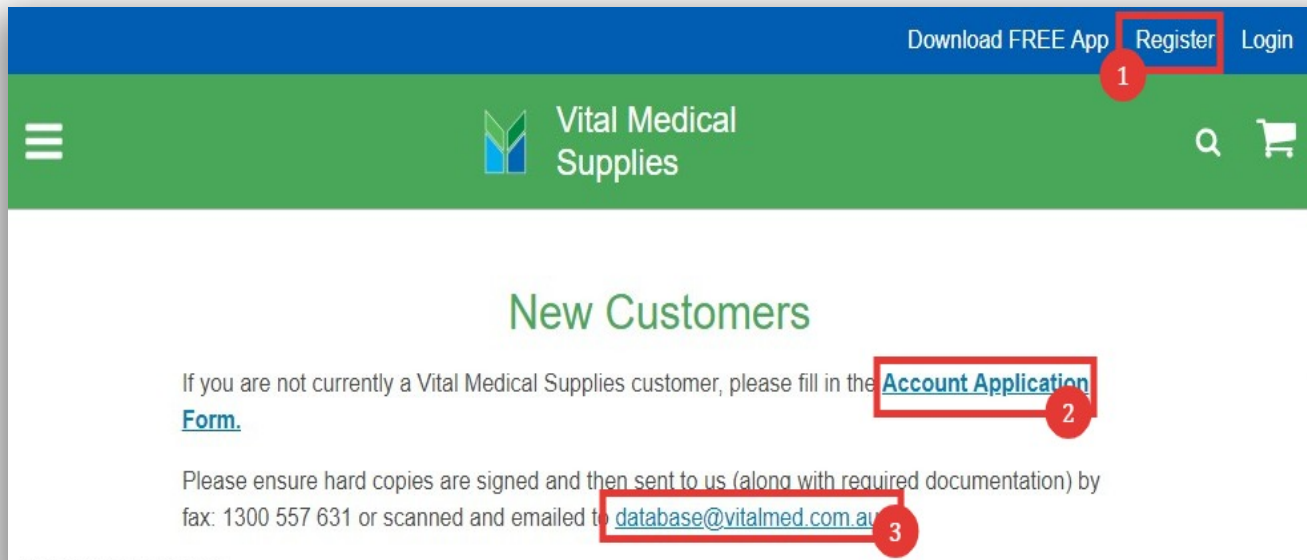


# New to Vital Medical Website

## How to Register: **New Customer**

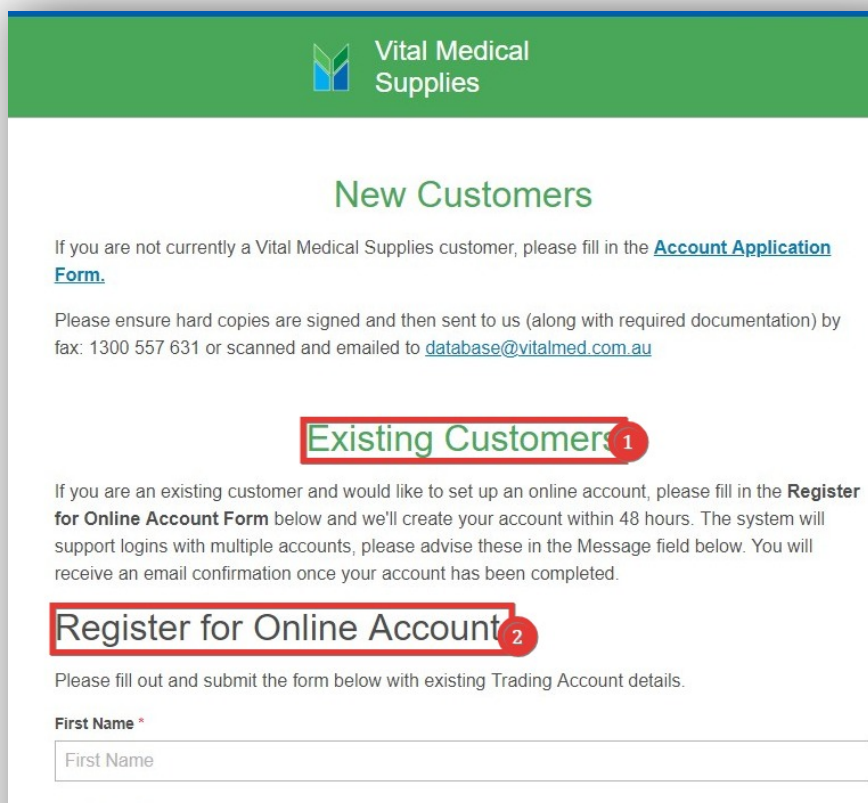
Please fill out Account Form and email it to: [database@vitalmed.com.au](mailto:database@vitalmed.com.au)

\*(Note: hard copies must be signed and sent to us by fax: 1300 557 631)



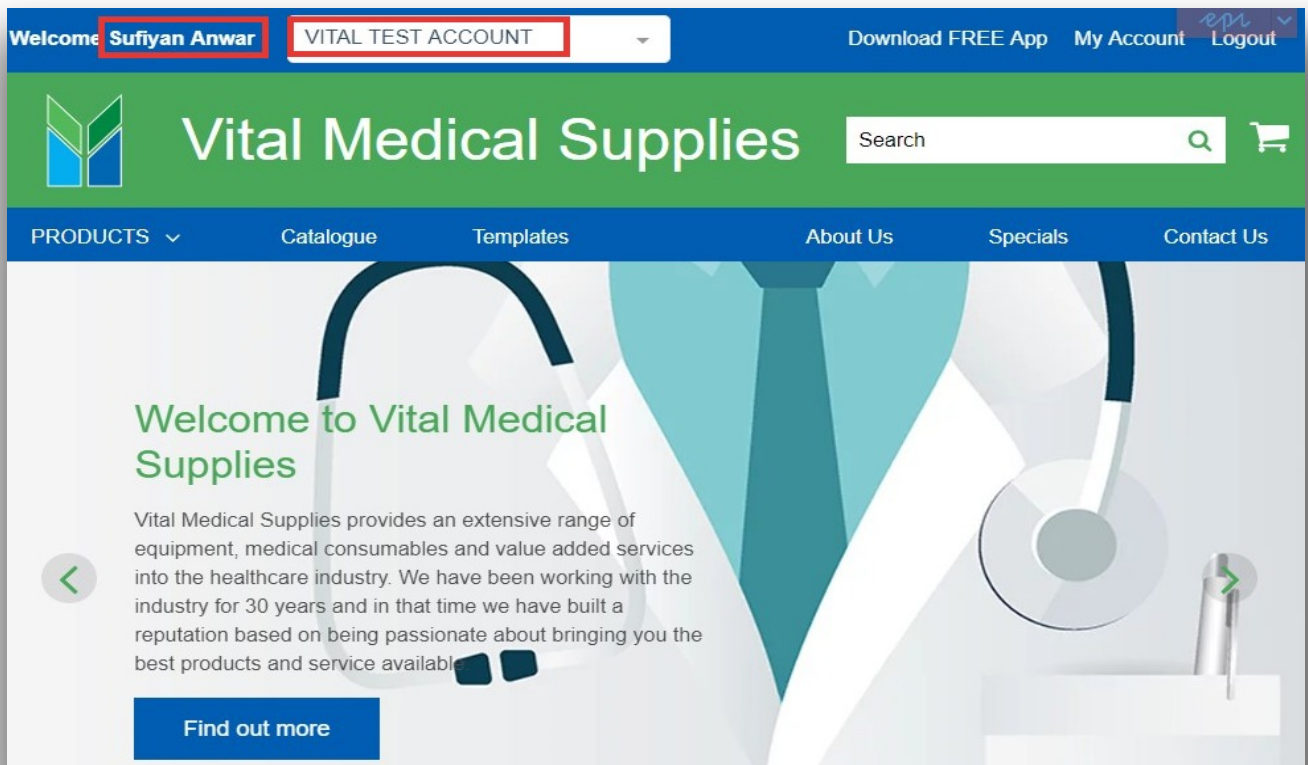
## How to Register: **Existing Customer**

Please fill out Online Account Form and your Online account will be created within 48 hours.



## Customer Account Screen

Once you have logged in, you will notice your account name will show in the **left hand side** of the screen together with the operator that is logged in.

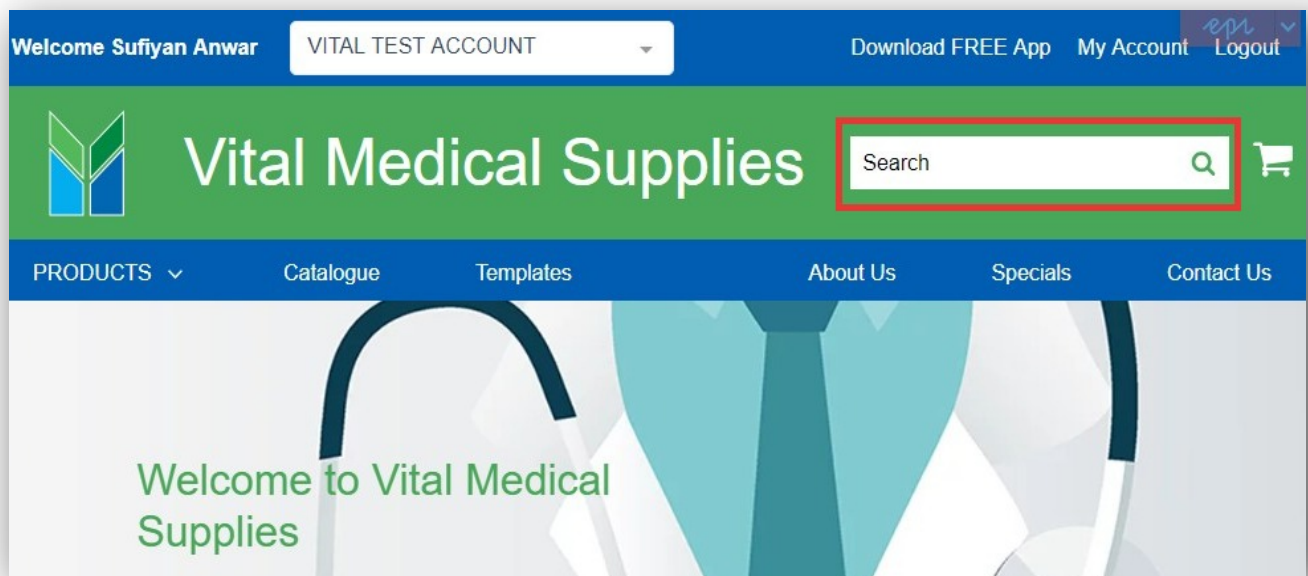


## Searching for Products

- **Quick Search**

You can search using

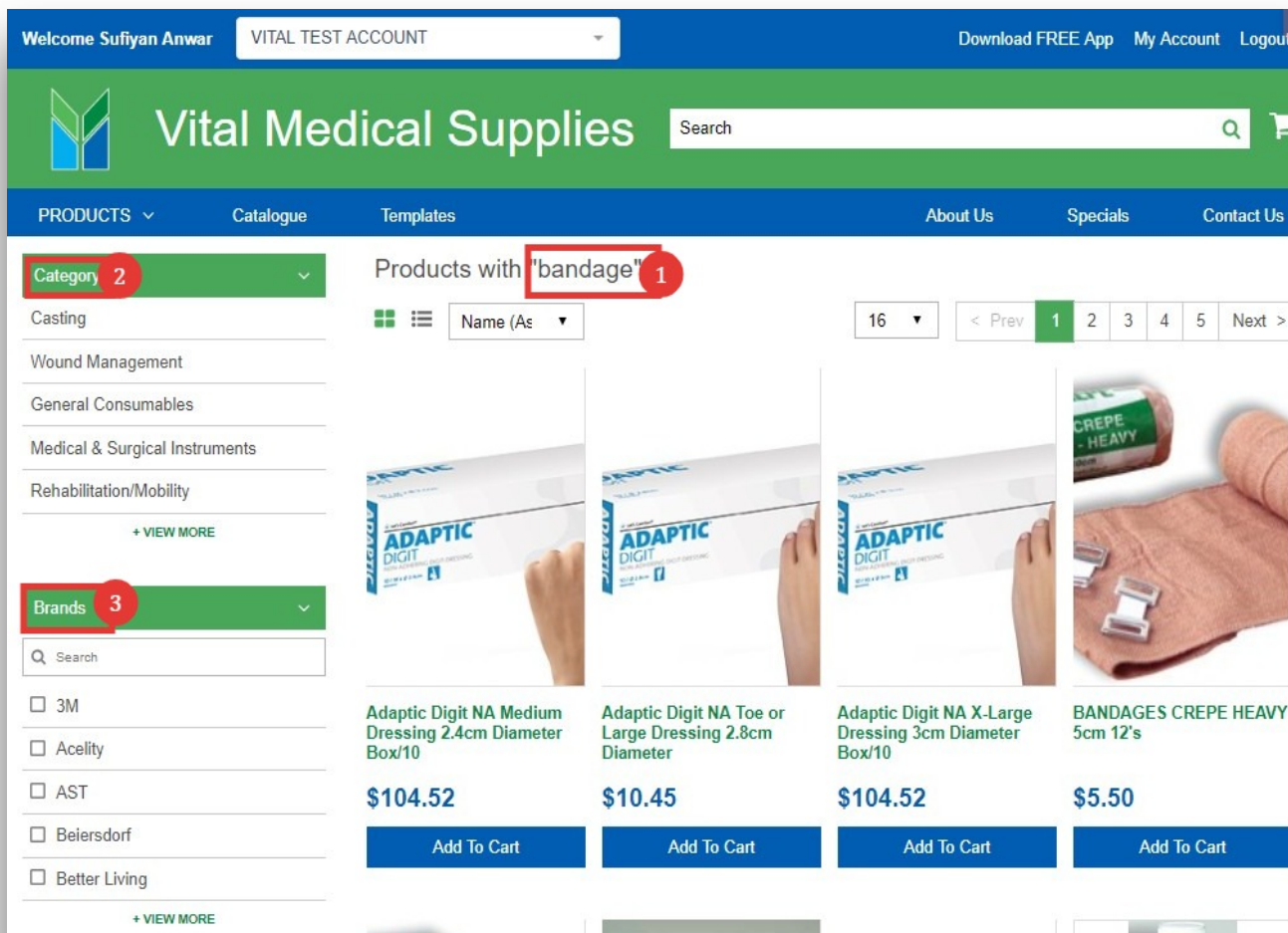
- keywords
- product codes
- supplier part number
- product description.



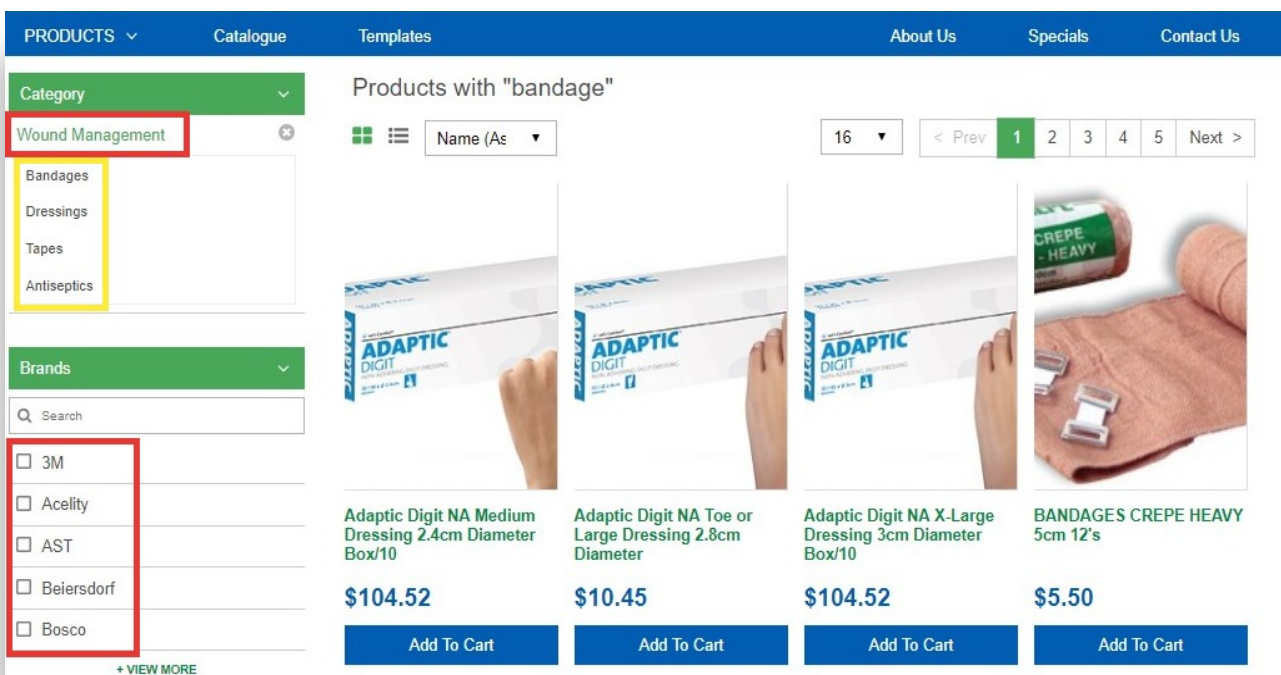
When searching by using 'Keyword', you can further refine your search by making use of the Category and Brand tier.

Eg: Keyword search 'Bandage '

- Refine your search by selecting 'Category'.
- Specify search criteria by 'Brand'.



\* Above pricing is for illustration purpose only



## Search By Product

Here you can search within a product category and further refine your search using **sub-tiers**. Choose to include a product category and then determine search by clicking on the selected sub category. **The search will then return a list of relevant products.**

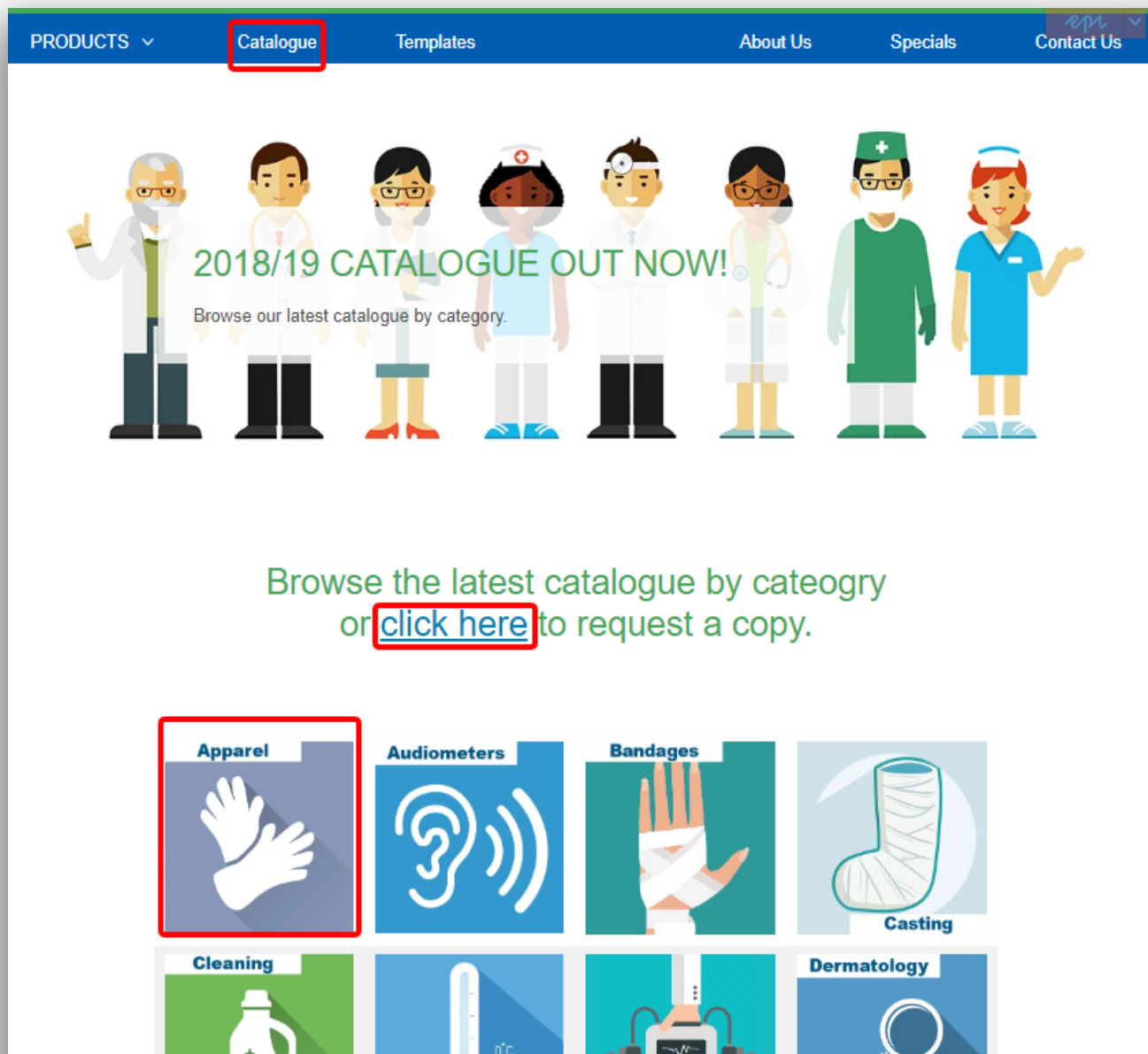
The screenshot displays the Vital Medical Supplies website interface. At the top, a blue header bar contains the user's name 'Welcome Sufiyan Anwar', a dropdown menu for 'VITAL TEST ACCOUNT', and links for 'Download FREE App', 'My Account', and 'Logout'. Below this is a green banner with the Vital Medical Supplies logo and a search bar. A blue navigation bar features the 'PRODUCTS' menu (highlighted with a red box), 'Catalogue', 'Templates', 'About Us', 'Specials', and 'Contact Us'. The 'PRODUCTS' dropdown menu is open, showing a list of categories. The 'Equipment' category is highlighted with a red box. To the right of the 'Equipment' category, a list of sub-categories is displayed, all enclosed in a red rectangular box: 'See all Equipment', 'Beds', 'Blood Collection Chair', 'Carts & Trolleys', 'Cryosurgery', 'Electrosurgery', 'Examination Couch/Tables', 'Fridge/Freezers', 'Laundry & Cleaning Trolleys', 'Macerator', 'Operating Tables', 'Play Panels', 'Stools/Bed Screens/Iv Stands', and 'X-Ray Viewers'. On the right side of the page, there are promotional banners for 'Latest Specials AVAILABLE NOW!', 'smith&nephew' (featuring ALLEVYN and DURAFIBER), and 'HEINE® ML 4 LED HeadLight'.



## Browse Catalogue

Browse by **Catalogue** displays our full range of product offerings under each Category.

- You can choose a 'Category' by clicking on the Category icon, eg: Bandages.
- You can request a copy of latest catalogue by clicking on '[request a copy](#)' link.





## Product Listing and Adding to Cart

- Products are listed with **Vital Code, Unit of Measure and Stock availability**.
- To add the item to your cart, adjust the quantity as desired then click 'Add to Cart'. The item will be added to **your shopping cart** and the order total will be updated.


Welcome Sufiyan Anwar

VITAL TEST ACCOUNT

Download FREE App


My Account

Logout




Vital Medical Supplies

Search




PRODUCTS ▾CatalogueTemplatesAbout UsSpecialsContact Us

Gloves / Surgical / Gammex® Non-Latex Surgical Gloves size 7.5




Gammex® Non-Latex Surgical Gloves size 7.5

Code: AN006075  
Supplier Part: 340006075  
Unit: box  
Bulk Unit: 4 per ctn

 In Stock

Prices shown are exclusive of GST

\$166.80

Quantity 

Add To Cart

\* Above pricing is for illustration purpose only

## Product Information Screen

When clicking into a particular product you will find images, user manuals, product brochures, safety data sheets, and web links to help provide you as much information as you require.

If you require additional information use the link at the bottom of the page to request it.



Ansell Solvex® Flocklined Size 7

Code: AN37-175-7  
Supplier Part: 37175070/37-175-7  
Unit: pair  
Bulk Unit: 12 per pair

 In Stock

Prices shown are exclusive of GST

\$4.08

Quantity 

Add To Cart

Description

[Request further information on this product](#)

\* Above pricing is for illustration purpose only

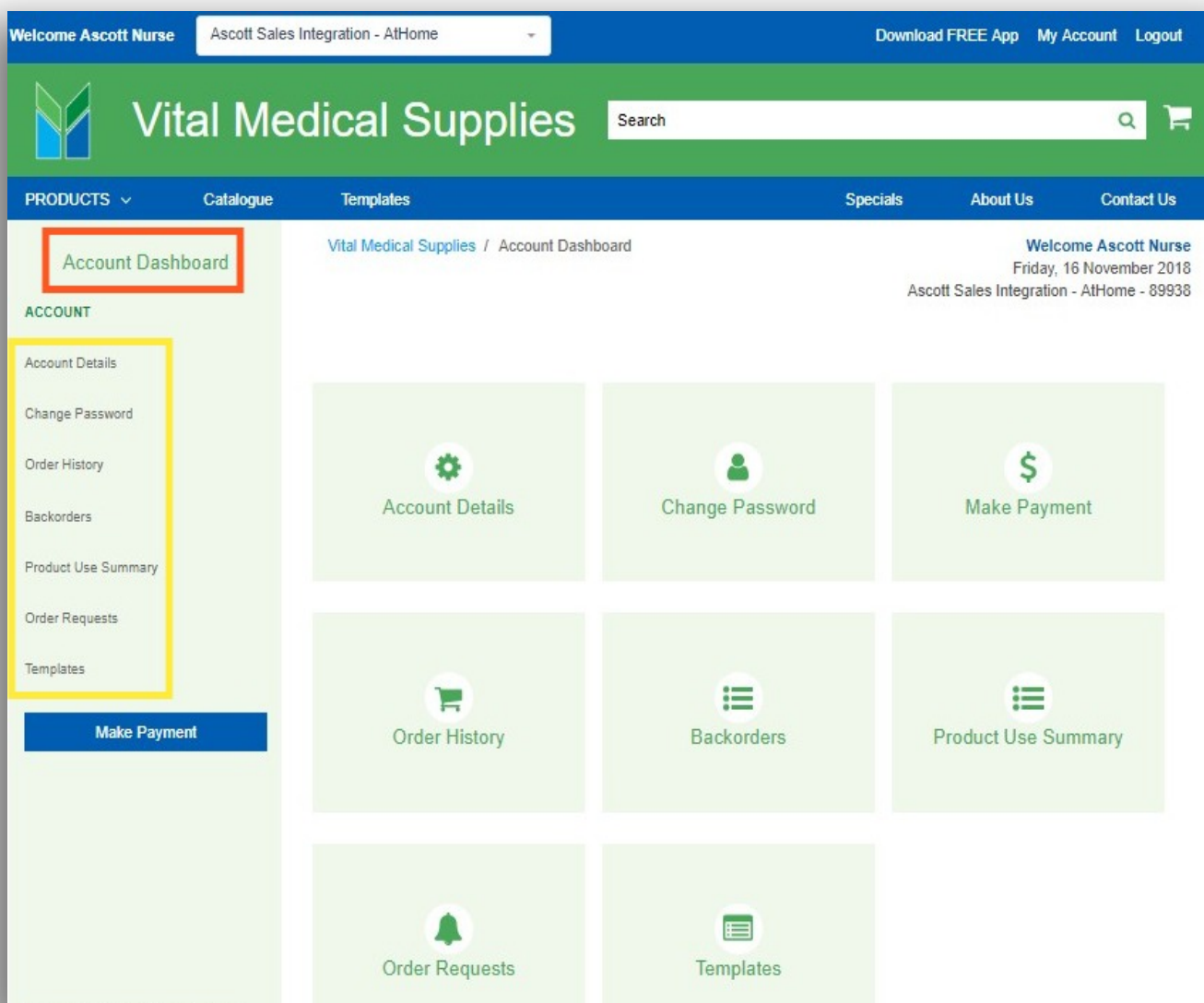
# All New Account Dashboard

## Accessing Your Account dashboard

Simply click on 'My Account' to view Account dashboard.'

Account dashboard is an easy way to manage and view your:

- Account details
- Passwords
- Payments
- Order History
- Backorders
- Product Use Summary
- Templates



# Templates

## Accessing Your Templates

- Once logged in, Simply click on 'Template' tab on the home screen.
- This will bring up a list of templates loaded against your account.

The screenshot shows the Vital Medical Supplies website interface. At the top, a blue header bar contains the user's name 'Welcome Sufiyan Anwar', a dropdown menu for 'VITAL TEST ACCOUNT', and links for 'Download FREE App', 'My Account', and 'Logout'. Below this is a green banner with the Vital Medical Supplies logo, a search bar, and a shopping cart icon. A blue navigation bar features links for 'PRODUCTS', 'Catalogue', 'Templates' (highlighted with a red box), 'About Us', 'Specials', and 'Contact Us'. The main content area is divided into a left sidebar and a right main panel. The sidebar, titled 'Account Dashboard', lists various account management options. The main panel, titled 'Templates', displays a table of existing templates. A red box highlights the first three rows of the table: 'Glove template', 'Mount MC EBOS Order June 2018', and 'Test Template'. Below the table is a section for adding a new template, including a text input field and a 'Save' button.

Account Dashboard

ACCOUNT

- Account Details
- Change Password
- Order History
- Backorders
- Product Use Summary
- Order Requests
- Templates

Vital Medical Supplies / Account Dashboard / Templates

Welcome Sufiyan Anwar  
Tuesday, 09 October 2018  
VITAL TEST ACCOUNT - 82876

### Templates

View Template	Items	Edit	Delete
<a href="#">Glove template</a>	0		
<a href="#">Mount MC EBOS Order June 2018</a>	0		
<a href="#">Test Template</a>	536		

Add a new template

Enter template name

Save

## Ordering from a Template

### How to Order:

Templates			
View Template	Items	Edit	Delete
<a href="#">Sufiyan's template</a>	2		
<a href="#">Glove template</a>	0		
<a href="#">Mount MC EBOS Order June 2018</a>	0		
<a href="#">Test Template</a>	530		

- Click on the name of the Template you would like to order from.
- Find the product in your template.
- You can use the Template search bar or scroll through the template.
- Increase the quantity per product in the template.
- Click on 'Add Products' to Cart.

Welcome Sufiyan Anwar

VITAL TEST ACCOUNT

Download FREE App

My Account

Logout

Search

PRODUCTS Catalogue Templates Specials About Us Contact Us

Vital Medical Supplies / Account Dashboard / Templates / Template

Welcome Sufiyan Anwar  
Thursday, 15 November 2018  
VITAL TEST ACCOUNT - 82876

Template

Sufiyan's template

Search Product by name, brand or code

2 Items - Last updated: Thu Nov 15 2018

Product Details				Min Qty	Monthly Avg	Order	Stock
Description	Code	Units Units Per Carton	Unit Price				
Room1							
Gloves > Surgical							
Protexis® Micro Latex Micro Surgical Gloves Sz 7.0 Box/50	BX2D72NT70	box	\$117.80	1	0	<div><div>-</div><div>1</div><div>+</div></div>	
Wound Management > Dressings > Foam							
ALLEVYN ADHESIVE SACRUM 22.5cmx22.1cm 10's	SN66000451	box	\$297.40	2	0	<div><div>-</div><div>3</div><div>+</div></div>	

Add products to cart

### Modifying quantity:

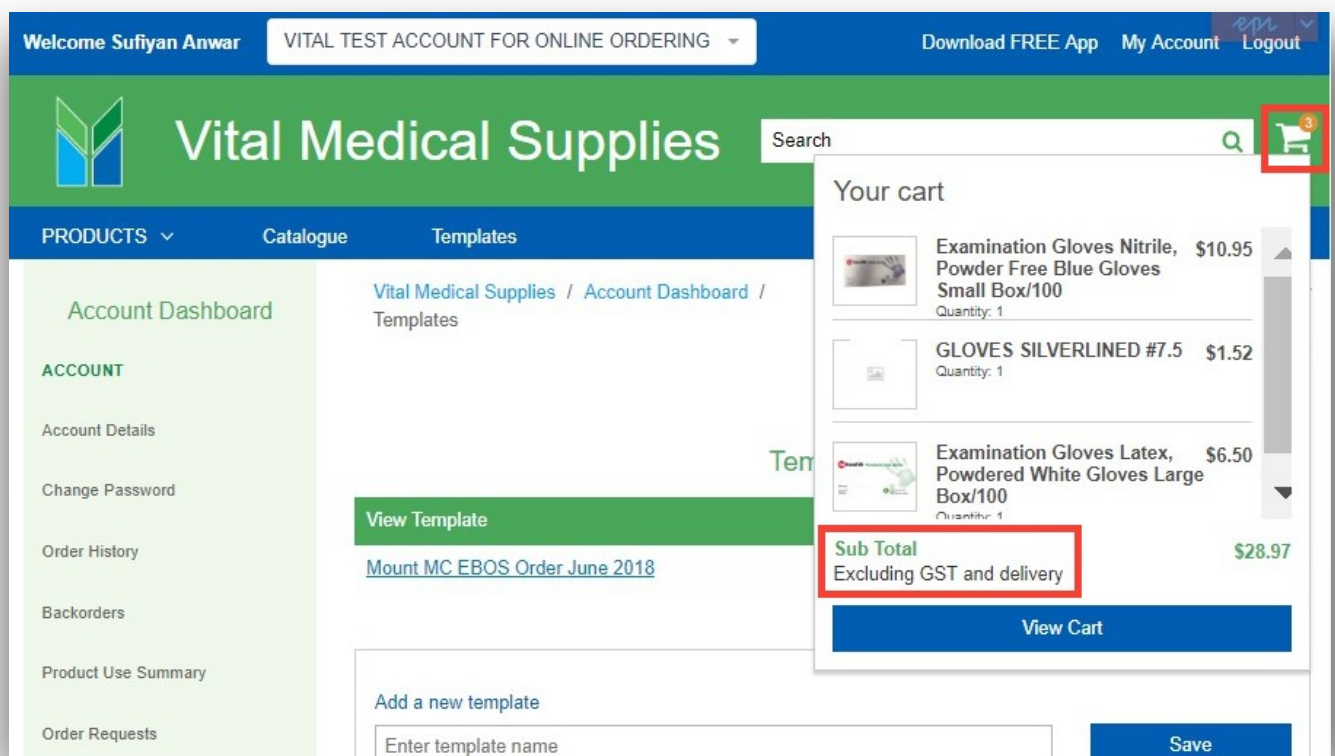
- To make any changes to your Template, please contact [orders@vitalmed.com.au](mailto:orders@vitalmed.com.au)

# 1<sup>st</sup> Stage to Complete Order

## Building Your Shopping cart

Your shopping Cart can be built by searching products via the brand, category or quick search functions. You may also add to your cart from existing templates you have set up.

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




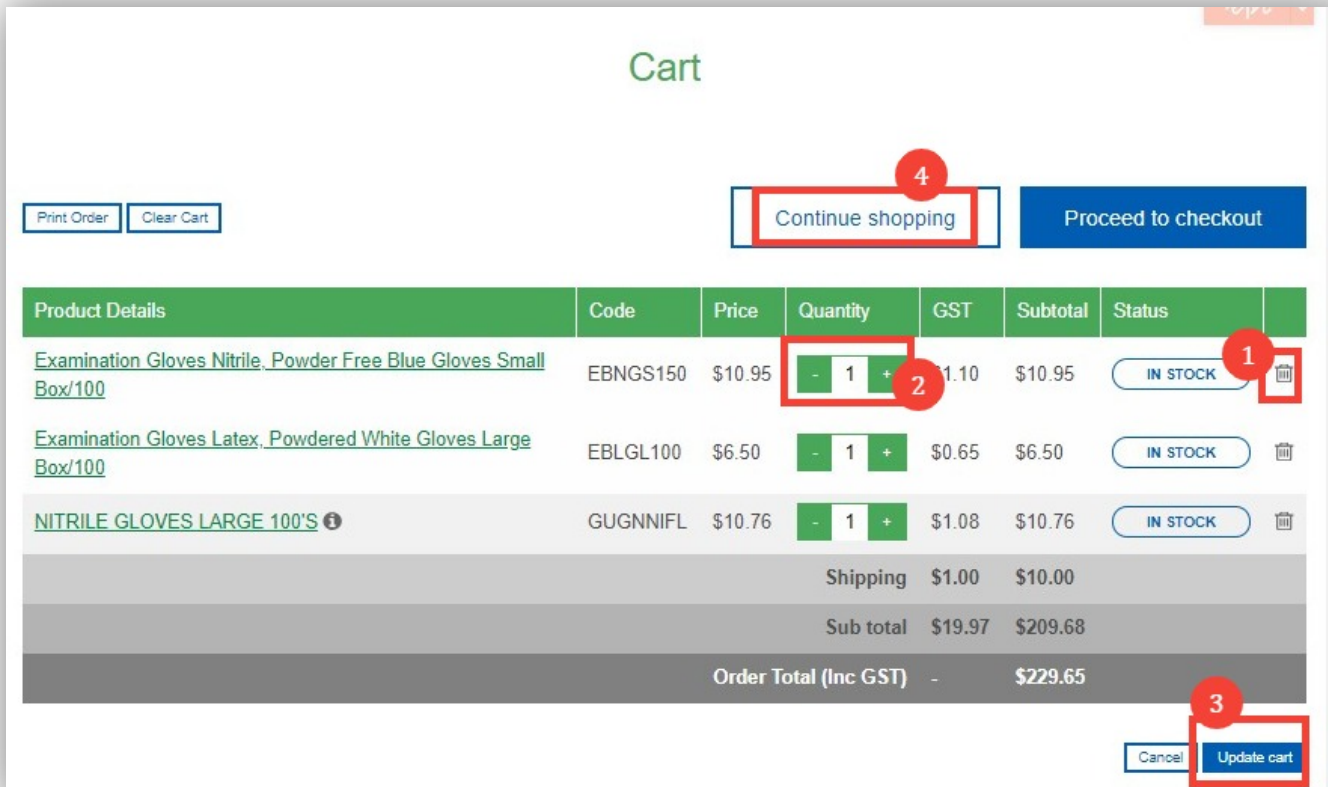
\* Above pricing is for illustration purpose only



## 2<sup>nd</sup> Stage to Complete Order




### Process View Cart

- To see a detailed list of your Shopping cart at any time, click on 'View Cart' icon in the top right hand corner of your screen.
- To delete product, click on the rubbish bin icon,  confirm you want the item deleted and then click on the "update cart" button to save the change
- To amend quantity, input the new quantity required directly or click on the (-) or (+) to adjust levels. Click '**Update cart**' to save changes.
- Your cart is 'auto saved', meaning items stay in cart if you are interrupted in the middle of finalising an order.
- If you want to add more products, simply continue shopping using the 'Continue Shopping' tab on the top of cart summary.



**Cart**

[Print Order](#) [Clear Cart](#) [Continue shopping](#) [Proceed to checkout](#)

Product Details	Code	Price	Quantity	GST	Subtotal	Status
<a href="#">Examination Gloves Nitrile, Powder Free Blue Gloves Small Box/100</a>	EBNGS150	\$10.95	- 1 +	\$1.10	\$10.95	IN STOCK 
<a href="#">Examination Gloves Latex, Powdered White Gloves Large Box/100</a>	EBLGL100	\$6.50	- 1 +	\$0.65	\$6.50	IN STOCK 
<a href="#">NITRILE GLOVES LARGE 100'S</a> ⓘ	GUGNNIFL	\$10.76	- 1 +	\$1.08	\$10.76	IN STOCK 
Shipping				\$1.00	\$10.00	
Sub total				\$19.97	\$209.68	
Order Total (Inc GST)				-	\$229.65	

[Cancel](#) [Update cart](#)

\* Above pricing is for illustration purpose only

# Final Stage to Complete Order

## Process Order

Click on 'Proceed to checkout' and Enter the following :

- Click on 'Proceed to checkout'
- Purchase Order Number  
(mandatory item – choose date of order, if you do not use purchase order numbers)
- Any additional delivery instructions.
- Contact name
- Contact phone number
- Click on “Submit Order” button.
- You can choose to purchase using either of the two options: **On Account** or **Pay Online**.

### Email Confirmation

An emailed confirmation of your order will now be sent and this order can be viewed online from the following day.

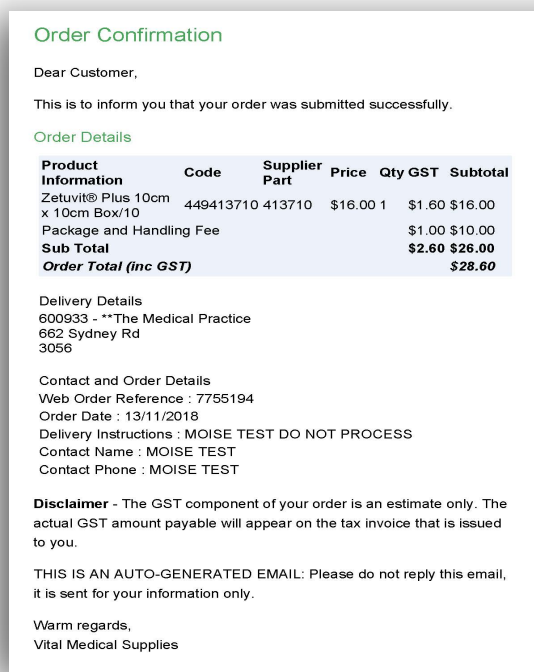
The screenshot shows a web form titled "Contact & Order Details". It contains the following fields and elements:

- Purchase Order Number**: A text input field.
- Contact Name**: A text input field.
- Contact Phone**: A text input field.
- Instructions**: A larger text input area with a diagonal line icon in the bottom right corner.
- Payment Options**: Two radio buttons. The first is "On Account" with a selected icon (a circle with a dot). The second is "Pay Online".
- Buttons**: At the bottom, there are two buttons. On the left is a white button with a blue border labeled "Back to cart". On the right is a solid blue button labeled "Place Order".

Red rectangular boxes are drawn around the "Contact & Order Details" title, the "On Account" and "Pay Online" radio buttons, and the "Place Order" button.

## E-mail Order Confirmation

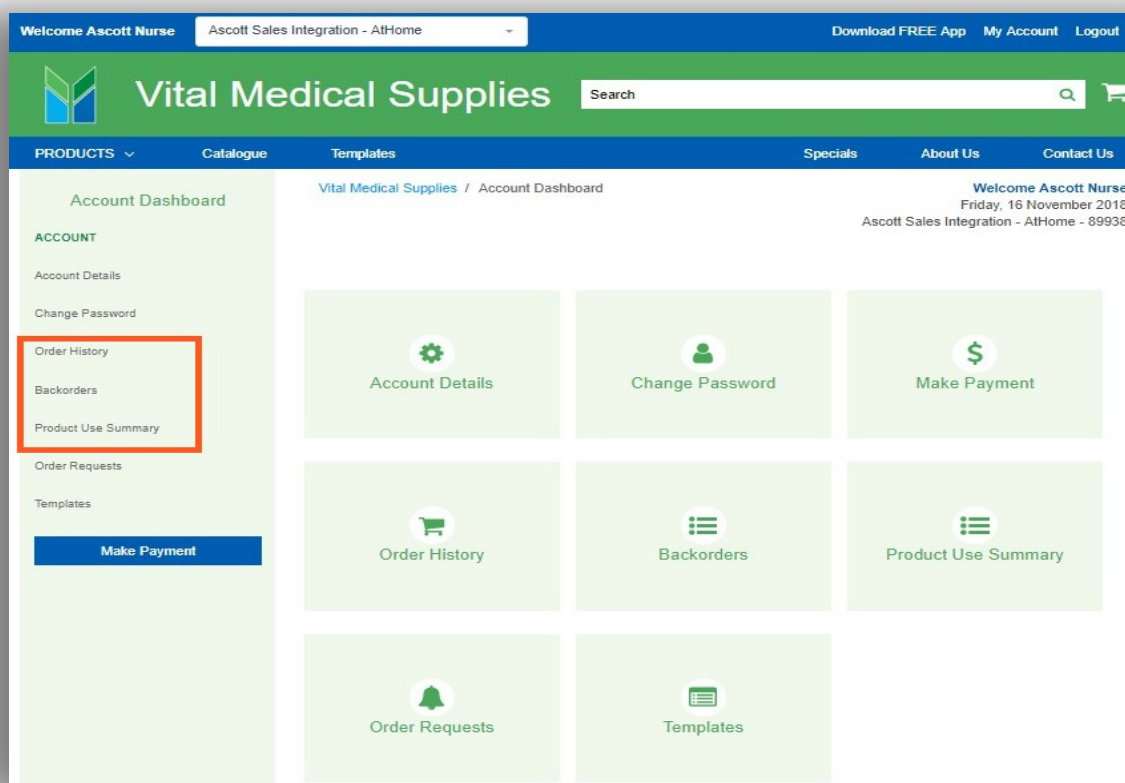
A copy of your order confirmation will be emailed to you, directly after placing your order.



## My Order Screen

If you wish to view your order history, click on the 'My Account' then 'Order History' tab.

If we are unable to supply your complete order, you can monitor your Backorders from your 'Account Dashboard'.



## Order History

- To view a historic single order, insert **Order/ Reference number** in the search bar.
- If you don't have the order number, use the date filters on the **Search bar** to narrow down your results.
- Once you have chosen the order you wish to view, click on the hyperlink to view/download a copy of the invoice.

### Order History

FILTERS

Reference No.

Order No.

Date From

Date To

Apply

Clear

Date: Tuesday, October 2, 2018

Order No: 4562780

Reference No: SUFIYAN

[Download Invoice](#)

\$75.88

Unposted

Delivered

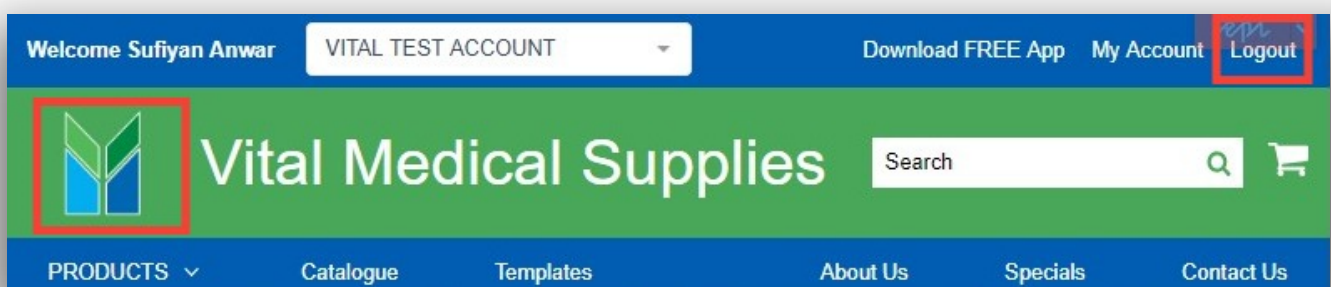
Backorder

## Back to Main Screen

If you wish to return to the main screen, click on the 'Vital Logo'

OR

If you have completed your ordering and wish to log out, simply click on Log Out tab on the top right hand side of the screen.



## Contact Us

From any screen viewed, you can click on the '**Contact Us**' tab to phone, fax, or email us with your queries or feedback.

Following Enquiry Types are available:

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

Welcome Sufiyan Anwar VITAL TEST ACCOUNT Download FREE App My Account Logout

**Vital Medical Supplies** Search

PRODUCTS Catalogue Templates About Us Specials **Contact Us**

### Contact Us

Please fill in the form below and we'll be in touch to answer your query.

Enquiry Type \*  
-- Select an option --

Full Name \*

## About Us

From any screen view, click on the '**About Us**' link to know more about our Company, our values and locations.

Welcome Sufiyan Anwar VITAL TEST ACCOUNT Download FREE App My Account Logout

**Vital Medical Supplies** Search

PRODUCTS Catalogue Templates **About Us** Specials Contact Us

### About Vital Medical Supplies

Vital Medical Supplies provides an extensive range of equipment, medical consumables and value added services into the healthcare industry. We have been working with the industry for 30 years and in that time we have built a reputation based on being passionate about bringing you the best products and service available.



# How to place an order



## Visit us Online

Place your orders Online at [www.vitalmedicalsupplies.com.au](http://www.vitalmedicalsupplies.com.au)  
Register Online and open account  
Ordering online is quick and easy



## Call

Call us on 1300 557 651.  
Our Customer Service team are available to assist you with orders, enquiries and quotes from 8:30am to 5pm, Mon-Fridays (excluding Public holidays)



## Fax

You can place order via fax on 1300 557 631



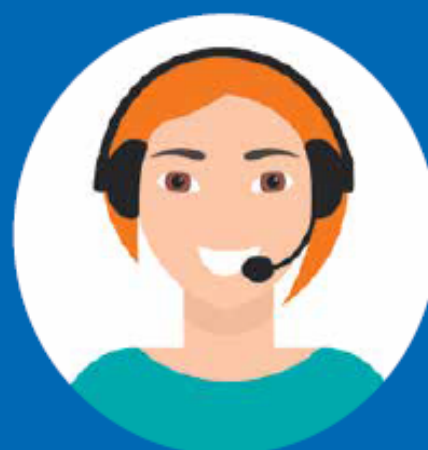
## Free Delivery

Consumables orders less than \$250 (excluding GST) will attract a standard delivery handling charge of \$10.00+GST. Delivery charges may apply for bulky goods deliveries (e.g: surgical furniture). Cold Chain orders less than \$300 (excluding GST) will attract a standard delivery handling charge of \$10.00 + GST



## Payment Options

We accept Eftpos, Mastercard and Visa at no additional fee. We also accept American Express, however there is a 3% merchant fee.



## Account options

Opening an account with us is easy. Call 1300 557 651 and speak to one of our Customer Service team members. Alternatively, you can open an account online at [www.vitalmedicalsupplies.com.au](http://www.vitalmedicalsupplies.com.au)