



The Straumann Group eShop Now simpler than ever.

US eShop www.straumanngroup.us/eshop

Canada eShop www.straumanngroup.ca/eshop

Now simpler than ever!

Online Only

Special online offers

New Features

Order Templates
State-of-the-art usability
Product proposals

Short Delivery Times

Same day shipping

Tailored to Your Needs

Easy product finding
Simplified ordering and navigation

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The basics of the home page

The eShop home page has been designed for ease of use, with the products you need just a click away.

You will be presented with the screen opposite after entering the relevant URL in your web browser: www.straumanngroup.us/eshop for US, or www.straumanngroup.ca/eshop for Canada.

1 Log On/Register

Clicking on this will take you to a page where you can Register as an eShop user (see page 6), or Login if you have already registered.

2 My Shopping Cart

At any point you can click on this link to go to your shopping cart to view or remove any products that have been added.

Quick Tip

Bookmark the eShop URL in your browser to access it quickly.

3 Interactive Menu

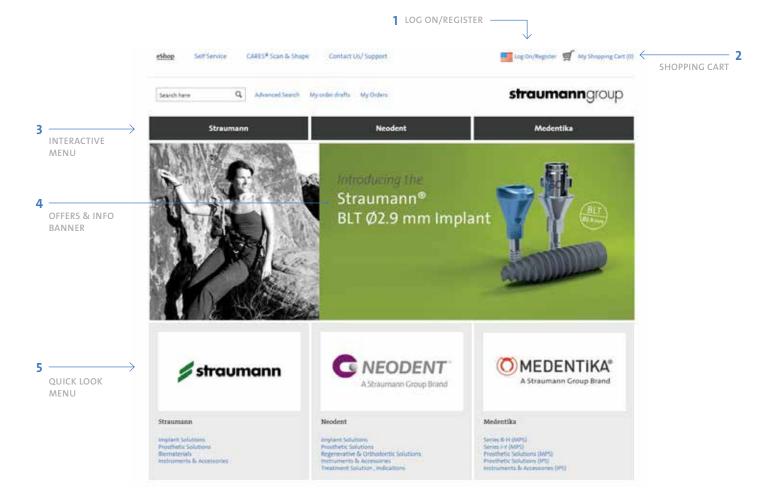
Hovering your cursor over these menu items will bring up each division, making finding the product you are looking for quick and easy.

4 Offers & Info Banner

The latest updates in products and special offers.

5 Quick Look Menu

Another way to access the products in each division quickly, with all options displayed.



Register as an eShop user

Registering as an eShop user takes less than 5 minutes, and once you have your online account set up, future log ins simply require you to enter your user name and password.

1 Log On/Register

When you click on the Log On/Register menu item on the home page (which is always located at the top right hand side of the page), you are taken to the page seen opposite.

2 Select 'New User'

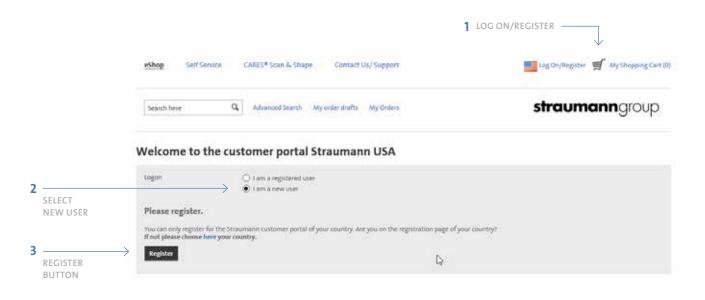
If you do not have an online account, select 'I am a new user'.

Quick Tip

You will know you have entered the right eShop URL for your country by the flag shown next to Log On.

3 Register Button

Click the Register button to be taken to the next page, where you will enter your details.



Register

CONTACT FORM

Fill in all the details on the online form, making sure to fill in all mandatory fields (*).

1 Customer Number

- a. If you are a Straumann Group customer tick the 'I have a customer no." box, then enter your customer number.
- b. If you are not a Straumann Group customer you can still register for eShop, just fill in your details and our customer service will contact you to set up an account.

Quick Tip

Once you have an account set up, you will be able to log in with a user name of your choice.

2 Submit Button

Once you have completed all of the fields and clicked submit, your details will be sent to the customer service team.

Within 24 hours, your details will be verified and your new online user name and password will be emailed to you.

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SELECT, AND			Shave a Customer No. Name of Business • Q
ENTER YOUR CUSTOMER NUMBER	*		Title First name *
			Last name.*
	*		Profession* sldg/Suite/Floor/Room
			Street Address.* City.*
			State * ZIP ends *
			National Provider Identifier
			Phone * E-meil Address *
			License# of Dr./Technician* Tax ID*
	Te .		Tax Exempt *
			Submit

Quick Tip

You will need to be logged in to view the prices of products.

eShop

SEARCH FOR PRODUCTS

The eShop sections of the site allow you to efficiently search for specific products and add them to your shopping cart.

1 eShop Navigation

At any time in the site, you are able to click on this navigation link to go to the eShop page.

2 Type Search

Typing a product's name or code in the search box will reveal all the relevant results interactively, popping up below the search box, which you can then click on.

3 Interactive Menu

Hovering your cursor over these menu items will bring up each of the categories, making finding the product you are looking for quick and easy.

4 Refine Search Options

You can refine your search by ticking boxes based on Endosteal Implant diameter, Implant solution, use, platform etc,

5 Sort/Show

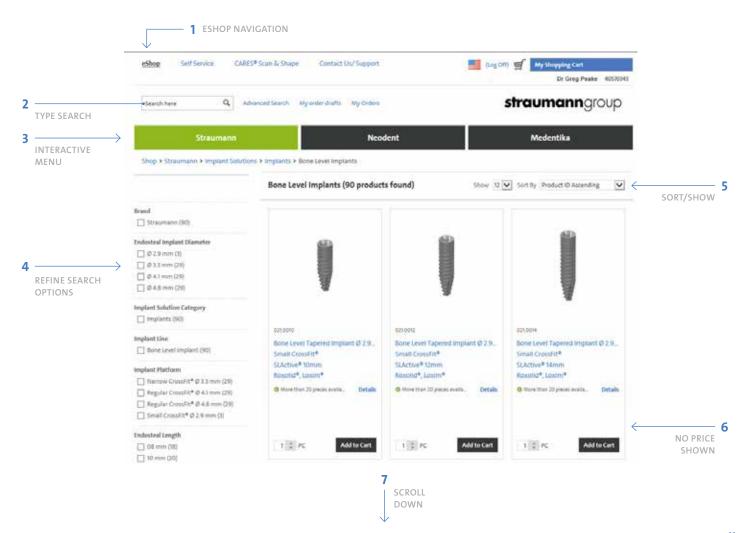
If you would like to see more products on one page, or sort them differently.

6 No Price Shown

As the user has not 'logged in' to the site, they are unable to see the prices of the products. Page 11 shows a user logged in.

7 Scroll Down

Depending on the amount of products to show, you will be able to scroll down to view more.



INDIVIDUAL PRODUCT PAGE

View high resolution images and a detailed product description of the product you have clicked on.

1 Navigation

When you are moving through the site, you can go back to the previous level by clicking on this 'navigation trail'.

2 Image

Click on project image to zoom in.

3 Availability

Availability of stock can be seen, with the circle changing to amber when a product is low / out of stock. You can still order a product that is out of stock, it is simply placed on back order.

4 Price

You can view the price if you are logged in.

Quick Tip

You will need to be logged in to view your shopping cart.

5 Quantity

Adjust the quantity you require.

6 Suggested Products

Any products that are related will be displayed in a convenient drop down menu, which you can browse.

7 Technical information

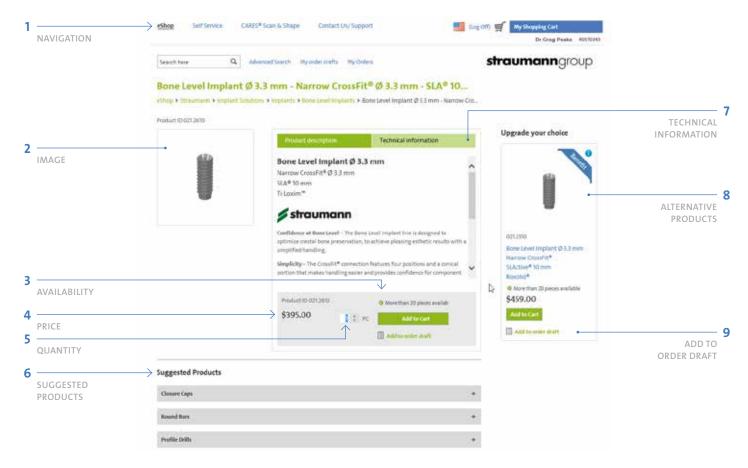
All the technical details for the product will be listed.

8 Alternative Products

Any upgrade products will be displayed on the right, enabling you to quickly view the difference, and potential alternatives.

9 Add to Order Draft

This feature sits under each product, which allows you to add the particular product to an Order Draft.



CHECKING OUT SHOPPING CART

When you are ready to complete your order, or view the items in you Shopping Cart, click on the blue shopping cart button which will take you to the page seen opposite.

1 Continue Shopping

If you would like to go back and browse / select more products, this link will take you back to the previous page.

2 Your Reference

Add your purchase order number or patient reference. You are able to leave any 'Special Instructions' to go along with your order.

3 Voucher Code

If you have a code from a special promotion, make sure to type it in here, so that you can claim your discount!

4 Print

Quick Tip

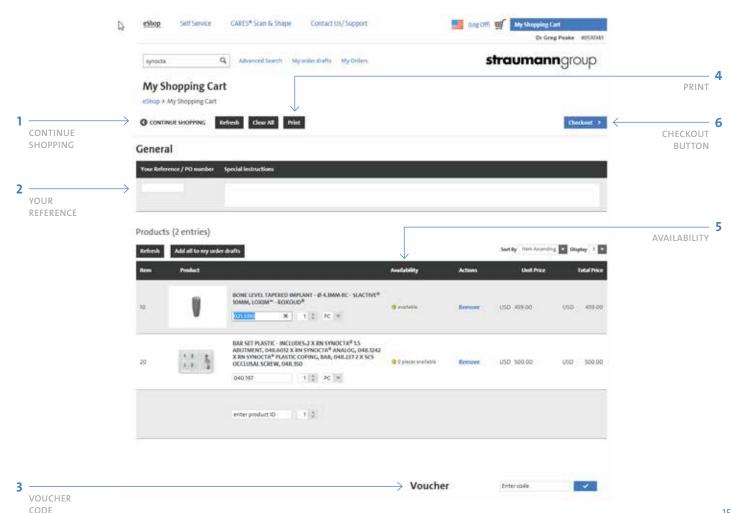
Enter a Voucher code to receive exclusive eShop promotions.

5 Availability

If the availability of a product is zero, it will come up amber. This product will be placed on back order.

6 Checkout Button

Once you have all the items in your shopping cart that you require, please proceed by clicking the Checkout button.



CHECKING OUT REVIEW YOUR ORDER

When you click on the 'Checkout' button, you will be taken to the 'Review order' page, which is seen opposite.

1 Your Details

These are the details for your order, including delivery address. Should you want to see more details, click on the 'display' button on the right.

2 Change Details

Should you want to change or add a delivery address, click on the 'change' button on the right.

3 Add to Order Drafts

If the products in your shopping cart are items you will be needing regularly, you can click this button to add these items to an order draft. When you click, you will be presented with the option of which order draft to add the items to (more information about Order drafts on page 17).

Quick Tip

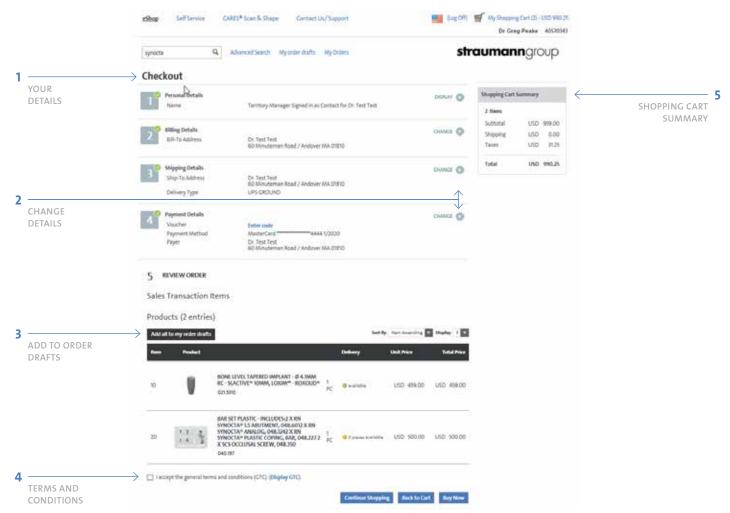
Accept the Terms and Conditions to be able to proceed with your purchase.

4 Terms and Conditions

You will not be able to proceed with your order until you have accepted the Terms and Conditions. If you click the 'Buy Now' button without accepting these, you will be prompted to go back and check this box.

5 Shopping Cart Summary

Summary of your order at a glance, including shipping.



CHECKING OUT ORDER OVERVIEW

When you have clicked 'Buy Now' you are taken to an overview page where you can view the details of your order, along with the order number.

1 Order Number

2 Print

Having placed this order, you will have an 'Order Receipt Confirmation' sent to your user email address. However, if you want an instant hard copy of the order, you can print this page by clicking this button.

3 Details of the Order

All the details that were listed on the previous page.

Quick Tip

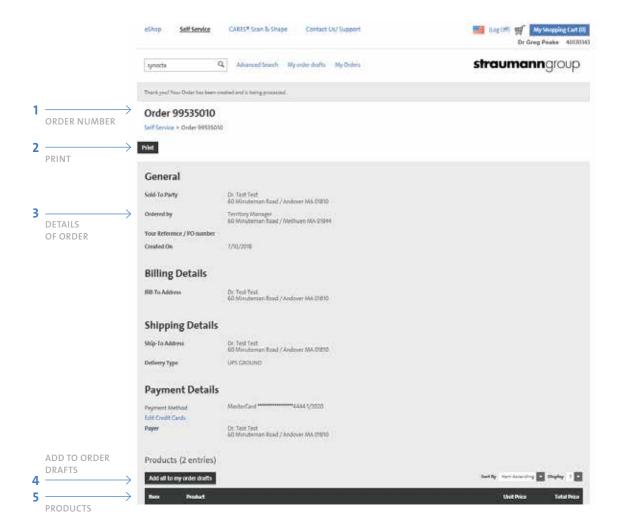
An 'Order Receipt Confirmation' will be sent to your email.

4 Add to Order Drafts

If the products that you have purchased are items you will be needing regularly, you can click this button to add these items to an order draft. When you click, you will be presented with the option of which order draft to add the items to (more information about Order drafts on page 17).

5 Products

A list of the products that you have just ordered.



Quick Tip

You click on the + icon to show additional options.

ORDERS, RETURNS/PRODUCT ISSUE

The Self Service section allows you to look up orders, invoices, consignment and change your information.

1 Self Service Section

To access the Self Service section of the site, you click on this menu item.

2 My Orders

The location of the 'My Orders' link is located under the 'Orders/Returns/Product Issues' as indicated. Clicking this will bring up the screen opposite. All your orders and returns can be found here, including those made prior to being registered as an eShop user.

3 My Returns

View all your returns, including those prior to being a registered eShop user.

4 Log Off

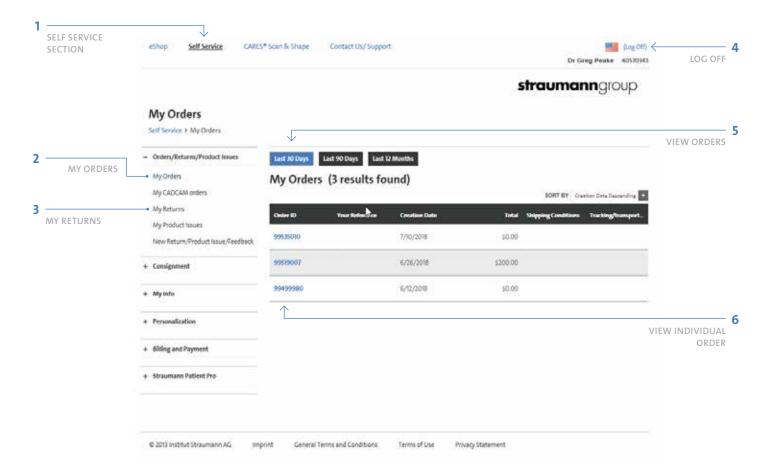
If at any time you wish you log off.

5 View Orders

You are able to toggle between the time frames for different orders. You may wish to only view the orders from the last 30 days, in which case, you would select that button.

6 View Individual Order

Clicking on an individual Order ID will open up a screen where you can view the details of the order.



CONSIGNMENT

In the Self Service section of the site, you are able to view and order consignment orders.

1 My Stock Overview

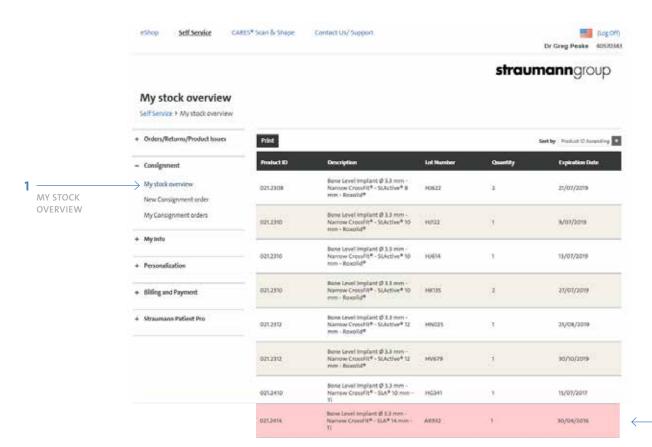
Easily keep tabs on what you have in stock, and the expiration date.

2 Expiration Notice

When a product is about to expire, the line item will be highlighted in red. When a product still has some time, but is nearing its expiration date, it will be highlighted in yellow.

Quick Tip

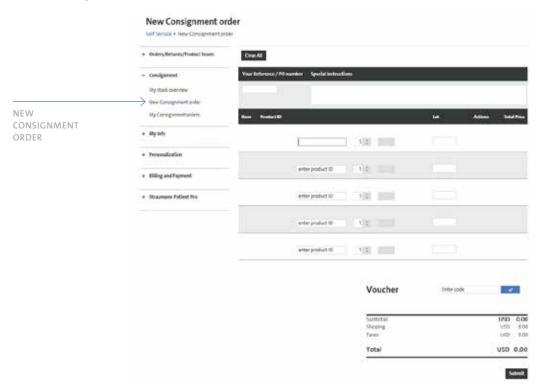
Download and print your Consignment Stock Inventory in 'My Stock Overview'.



EXPIRATION NOTICE

NEW CONSIGNMENT ORDER

Please enter your Reference and/or Purchase order number.

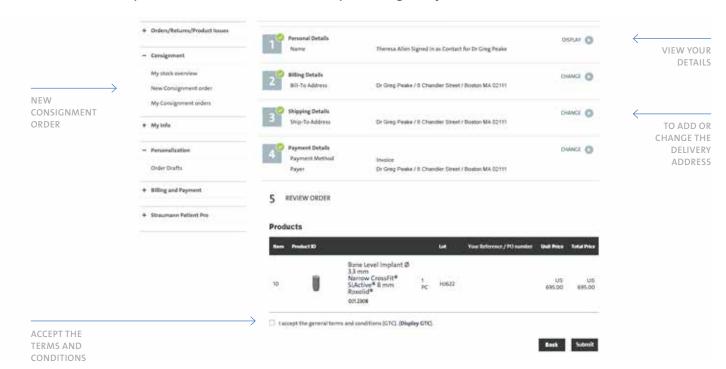


Quick Tip

Don't forget to enter the Lot number when ordering consignment stock.

NEW CONSIGNMENT ORDER

Make sure to accept the Terms and Conditions before proceeding with your order.



MY INFO

Should you want to update any account details, you can easily edit these from the eShop site.

1 Your Info

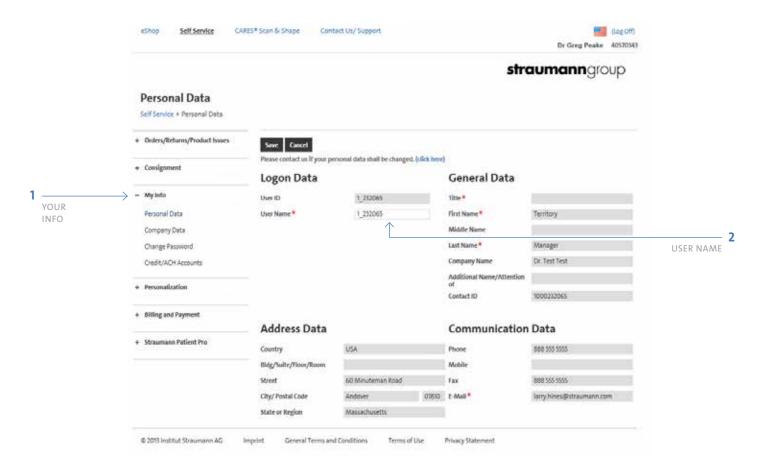
Clicking on the menu item 'Your Info' will open all the options for changing your details.

2 User Name

When you register, we will provide a User ID as your 'User Name'. If you would find it easier to user another code, or even your name, you can easily change this here.

Quick Tip

You can change your user name, password and address in the 'My Info' section.



Quick Tip

Click on the Order Draft name to access it.

PERSONALIZATION

Order drafts (order templates) for products that you order regularly. Click on Personalization, to create.

1 To Reveal Order Drafts Menu

As the menu may be 'collapsed' you will need to click on the + symbol to the left of 'Personalization' to see the order drafts menu item.

2 Order Drafts

The screen you see opposite is the Order Drafts page, which can be accessed by clicking this menu option.

3 New Order Draft

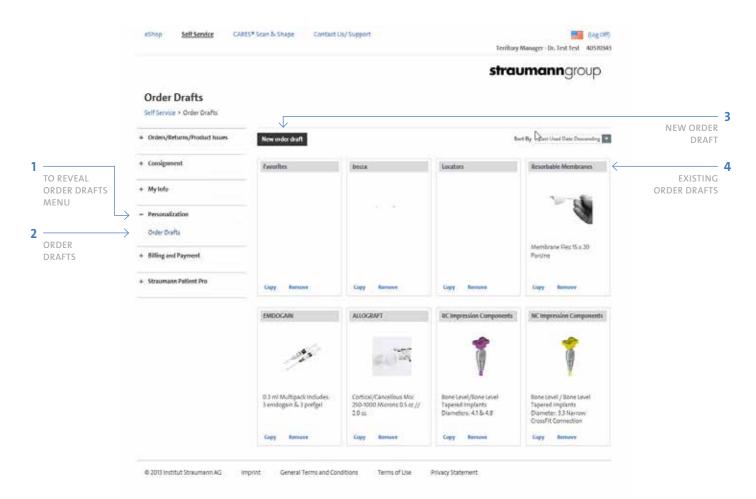
If you wish to create a new order draft, you click on this button. A screen will pop up to prompt you to name your new order draft (see next page).

4 Existing Order Drafts

You may have multiple order drafts, and you can click on an existing one, should you want to order from it.

ADDING PRODUCTS TO YOUR ORDER DRAFT

Under every product, you will see a link named 'Add to Order Draft'. When you click on this, a window will pop up, prompting you to choose which Order Draft to add the product to.



BILLING & PAYMENT

In the Billing & payment section of the Self Service menu, you can view, download and print invoices, payments received, account balance, pending transactions and credits.

1 Billing and Payment

Clicking on the menu item 'Billing and Payment' will open all the options available.

2 View Outstanding Invoices

Clicking on this menu item will present you with all invoices (including those prior to eShop registration). Clicking on the red invoice number will open a new window where you can view what the order contained. If you would like to download a tax invoice click on the PDF button on the right.

Quick Tip

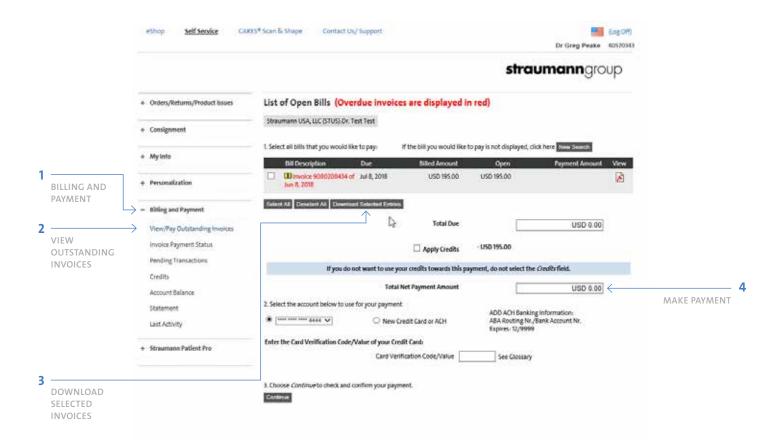
You can view and download all invoices, including those prior to registering as an eShop user.

3 Download Selected Tax Invoices

Tick the boxes to the left of the Bill Descriptions you wish to print, and then click on 'Download Selected Entries', to download invoice(s).

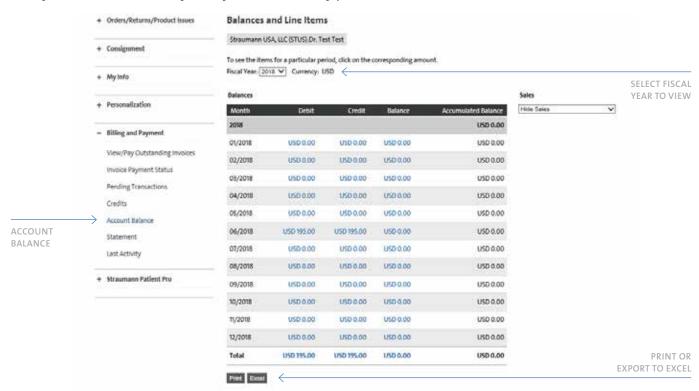
4 Make Payment

Apply payment to selected invoice.



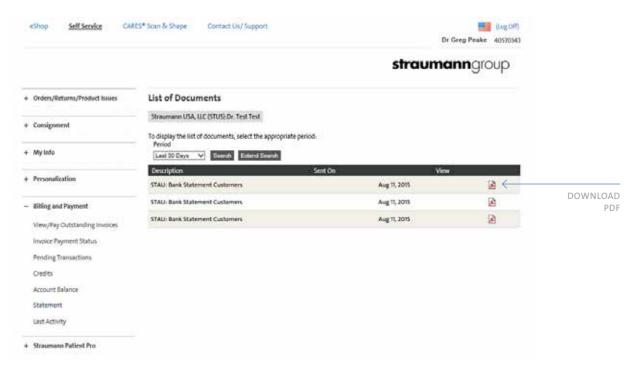
ACCOUNT BALANCE

View your account balances by fiscal year. You can easily print or download in Excel.



MONTHLY STATEMENTS

View your monthly statements by selecting a period and then downloading the PDF document.





NOTES



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