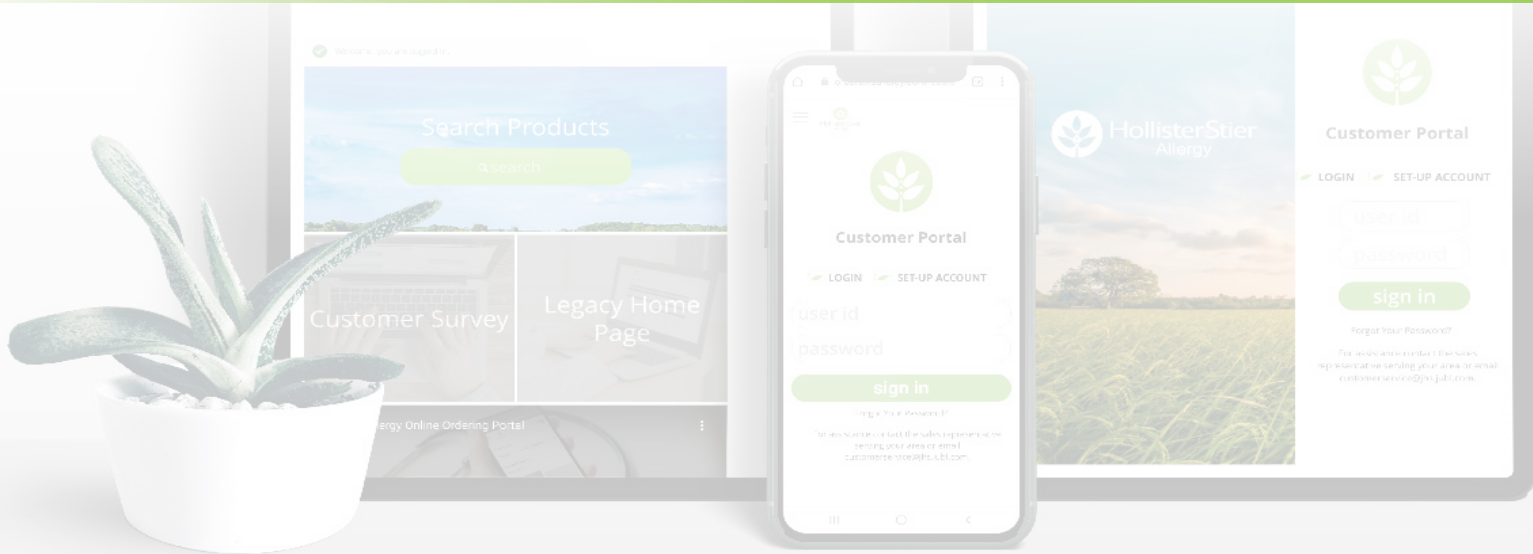


Customer Ordering Portal User Guide



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Home Page Features

Navigate to the Home Page anytime by clicking on the HollisterStier logo.

My Account Management

- 1 Change or update your personal information including contact information, password & secret question by clicking on your name.

Product Catalog Search

There are two easy ways to search for products

- 2 Use the Search Products function on the home screen to search using key words or the item code.
- 3 Search a product name or item code in the search box at the top of the screen.

Featured Products

- 4 This area highlights some of our most popular products.

Quick Links

- 5 One click will take you straight to your orders, invoices and user profile.

The screenshot shows the HollisterStier Allergy website home page. At the top right, a user profile dropdown shows 'Welcome, Jane Doe' and 'Jane Doe' with a dropdown arrow and a '1' callout. Below this is a search bar with 'Search here...' and a magnifying glass icon, with a '3' callout. To the right of the search bar is a shopping cart icon with a '1' callout. The navigation menu includes 'Products', 'Dashboard', 'Purchasing', 'Invoices', and 'Resources'. The main content area features a large 'Search Products' banner with a '2' callout and a green search button. To the right are two smaller banners: 'Customer Survey' and 'Legacy Home Page'. Below these is a 'HS Allergy Online Ordering Portal' banner with a play button and the text 'ORDERS.HSALLERGY.COM VISIT US ONLINE TODAY'. The 'FEATURED PRODUCTS' section (callout '4') displays five product images with their names and specifications: QUINTIP Skin Test Device, Mixed Vespid Venom Protein, Mite, D. farinae, Standardized, AP Dog Hair and Dander, and ComforTen Multiple Skin Test Device. At the bottom, the 'Quick Links' section (callout '5') contains four icons: a shopping cart for 'Previous Orders', a magnifying glass for 'Search Orders', a document for 'Invoices', and a person for 'Account Management'.

*Image enlarged to show detail

Dashboard

View your Account Details in one easy place

- 1 Shortcuts include some of our most popular features: Upload Cart, Create Order, Open Items, and Display Order (order number required).
- 2 Quickly find recently placed orders & shipped orders.
- 3 View overdue invoices.
- 4 Create an order from scratch or select Reorder from recently placed orders to add all items included in that order to the cart.

Home Page

News View News

1 Short Cuts

Upload C **4** Create Order Open Items Display Order

2 Your company's recently placed orders (showed 5/5)

282462	Sales Order Number:	416843
	Ship Status:	open
Reorder	Net Value:	\$ 6,572.20
	Document Date:	09/22/2020
281841	Sales Order Number:	414372
	Ship Status:	shipped
Reorder	Net Value:	\$ 1,129.40
	Document Date:	08/21/2020
281020	Sales Order Number:	409976
	Ship Status:	shipped
Reorder	Net Value:	\$ 122.00
	Document Date:	06/29/2020
280653	Sales Order Number:	408828
	Ship Status:	shipped
Reorder	Net Value:	\$ 365.80
	Document Date:	06/12/2020
12172019	Sales Order Number:	395258

3 Overdue Invoices (showed 0/0)

You have no overdue invoices. Thank you.

2 Recently Shipped Orders

281841	Sales Order Number :	Delivery Number :	Ship Date :
414372		80767413	08/21/2020

Online Product Catalog Overview

Quickly access the catalog by clicking on the Products tab from any page

- 1 Filter & find items by product categories.
- 2 Search for specific products in the search bar to quickly find exactly what you are looking for.
- 3 Click on items to view product details & availability.

The screenshot displays the HollisterStier Allergy website's product catalog. At the top left is the logo, and at the top right is a search bar with a magnifying glass icon and a shopping cart icon. A navigation menu below the logo includes 'Products', 'Dashboard', 'Purchasing', 'Invoices', and 'Resources'. The main content area shows a breadcrumb trail 'Home > Products' and a large 'Products' heading. Below this, there are 'Shopping Options', a grid/list view toggle, 'Items 1-8 of 317', and a 'Sort By' dropdown menu set to 'Popularity'. On the left, a category filter sidebar is expanded to 'CATEGORY LEVEL 1', listing 'Extracts (201)', 'Diagnostic Products (18)', 'Vials and Diluents (17)', and 'Allergy Products and Supplies (81)'. Below this is 'CATEGORY LEVEL 2' with sub-categories like 'Tree (34)', 'Weed (22)', 'Grass (15)', 'Epidermals and Inhalents (3)', 'AP Products (5)', and 'Insects (3)'. The main product grid shows four items: 'AP Cat Hair, Standardized' (50 mL/20 mm vial), 'ComforTen Multiple Skin Test Device' (sterile, 10 tests per device), 'Mixed Vespidae Venom Protein' (Yellow Jacket, White-Faced Hornet and Yellow Hornet), and 'Wasp Venom Protein' (Polistes spp.). A 'View Product' button with a green circle containing the number '3' is overlaid on the 'ComforTen' product card.

Product Details

Overview

- 1 View products sizes, pricing & availability.
- 2 The photo carousel allows you to scroll through images of available product sizes.

Details

- 3 A full product description is available in the Details tab.

Home > AP Cat Hair, Standardized

AP Cat Hair, Standardized

Product Name	Qty
AP Cat Hair, Standardized Std. Scratch 5mL 10,000 BAU/mL Item # 4815TR Price is loading... Loading...	0
AP Cat Hair, Standardized Bulk Std. Gly 10,000 BAU/mL 10mL Item # 4815TJ Price is loading... Loading...	0
AP Cat Hair, Standardized Bulk Std. Gly 10,000 BAU/mL 50mL Item # 4815TL Price is loading... Loading...	0

5 mL scratch, 10 ml/13 mm, 50 mL/20 mm
*Vial not actual size. For example only.

Details Documents

Add to Cart

Documents

- 4 View & download PDF versions of product inserts.

Products Dashboard Purchasing Invoices Resources

Home > AP Cat Hair, Standardized

AP Cat Hair, Standardiz

Product Name
AP Cat Hair, Standardized Std. Scratch 5mL 10,000 BAU/mL Item # 4815TR Price is loading... Loading...
AP Cat Hair, Standardized Bulk Std. Gly 10,000 BAU/mL 10mL Item # 4815TJ Price is loading... Loading...
AP Cat Hair, Standardized Bulk Std. Gly 10,000 BAU/mL 50mL Item # 4815TL Price is loading... Loading...

5 mL scratch, 10 ml/13 mm, 50 mL/20 mm
*Vial not actual size. For example only.

Details Documents

Allergenic Extracts - Standardized Cat Hair

Ordering Tips

What's the quickest way to add items to my cart?

- The Quick Add feature is the fastest way to search for and add new items to your cart. More details can be found on Page 7.
- There are several ways to quickly add multiple items to your cart. You can add them directly from the cart, via Recently Ordered Items, or by copying a previous order. Instructions for all three of these methods can be found on pages 8-11.

I want to reorder a previous order. What is the easiest way?

- Use the Copy Order function. See page 8 for instructions.

I want to organize my orders by category (venom, diagnostics, etc.) for quick reorder. Is there a way to do that?

- Use the My Favorites function to save items together for quick reordering. Further instructions are available on pages 12-13.

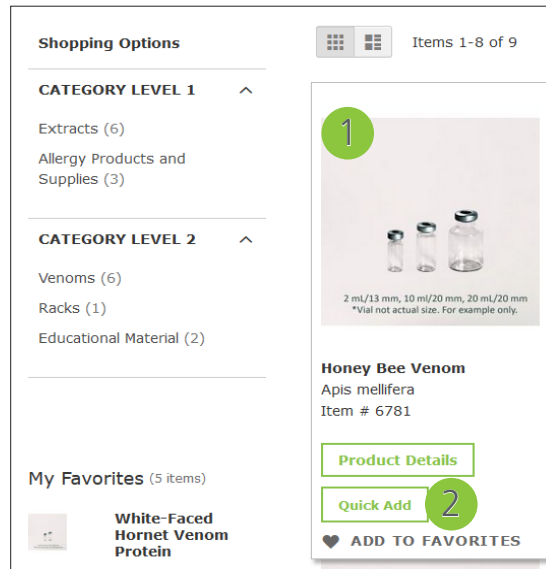
I'm placing a larger order. What's the fastest way to create it?

Uploading a CSV file is the fastest way to enter a large order. Further instructions are available on pages 13-17.

- Need help finding product item codes quickly? Visit www.hsallergy.com/ordering to view the online version of our product catalog. Printed copies are also available. Please contact your sales representative or customer service for more information.

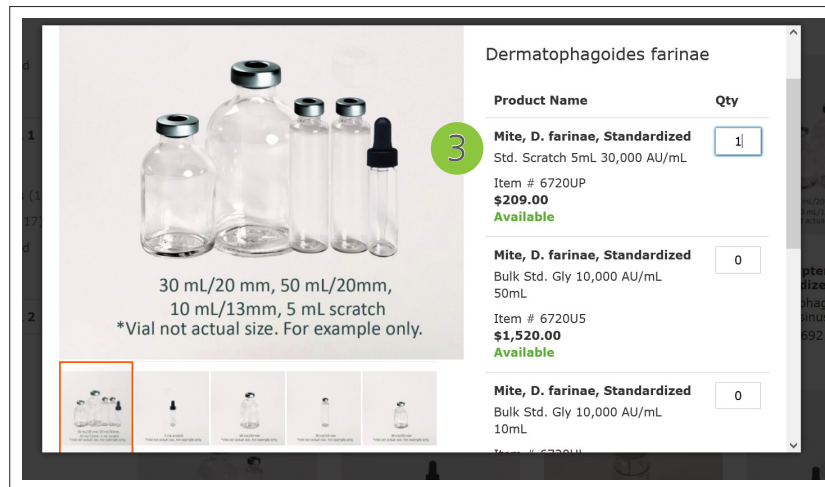
Quick Add: From Product Search

1 Search for the desired product. From the search results, hover over the item you want to purchase.



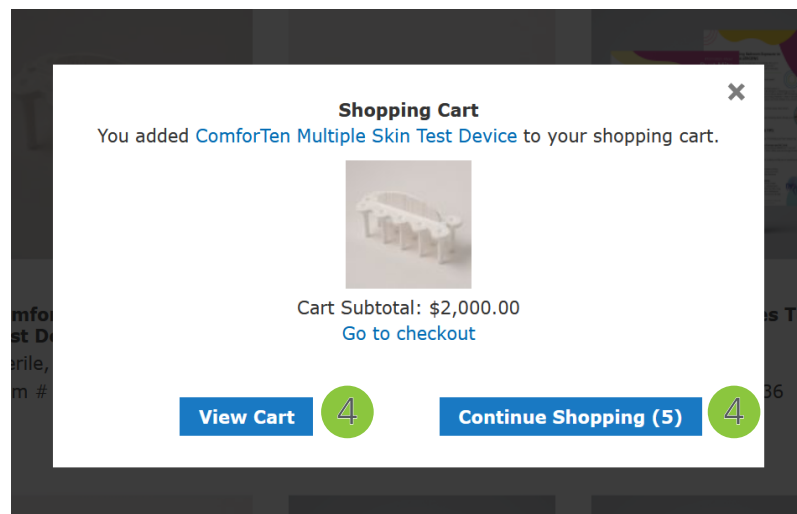
2 Click Quick Add to add the item to your cart.

3 For products that are available in multiple sizes, a pop-up with all available sizes will appear. Add your desired quantity, then click Add to Cart.



4 A confirmation will pop up on the screen. From there you can view your cart or continue shopping.

- The pop-up screen closes in 5 seconds and will automatically return you to your product search results.



Quick Add: From Your Cart

1 From your Cart, enter the Item # and Quantity in the white box next to Recently ordered items. Then click Add.

HollisterStier Allergy

Search for Products Manage Carts

Dashboard Purchasing Invoices Products Back to Catalog

shipping shop payment confirmation

Back

Your Cart (0) 1

Upload file: No file selected

Your shopping cart is empty

2 The item and price will populate in the cart. From there you can add more items or click Proceed to place your order.

HollisterStier Allergy

Search for Products Manage Carts

Dashboard Purchasing Invoices Products Back to Catalog

shipping shop payment confirmation

Back

Your Cart (1) 1

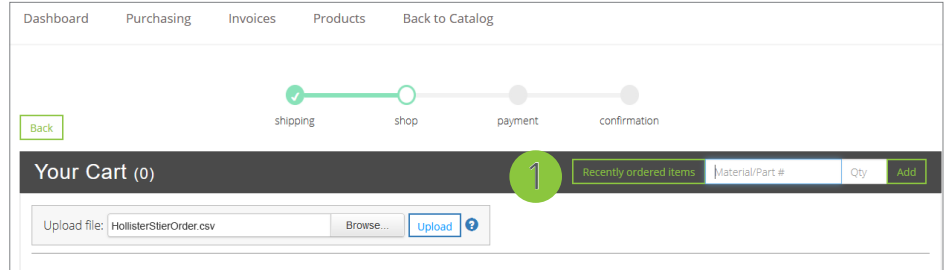
<input type="checkbox"/>	#10		COMFORTEN TRAINING DEVICE 8410ZA	1	Each	\$ 0.00
			In Stock			Per 100 Each
			Proposed Delivery Date			
			1 Each - 12/01/2020			
						Item Total \$ 0.00

Total Cost: \$ 0.00

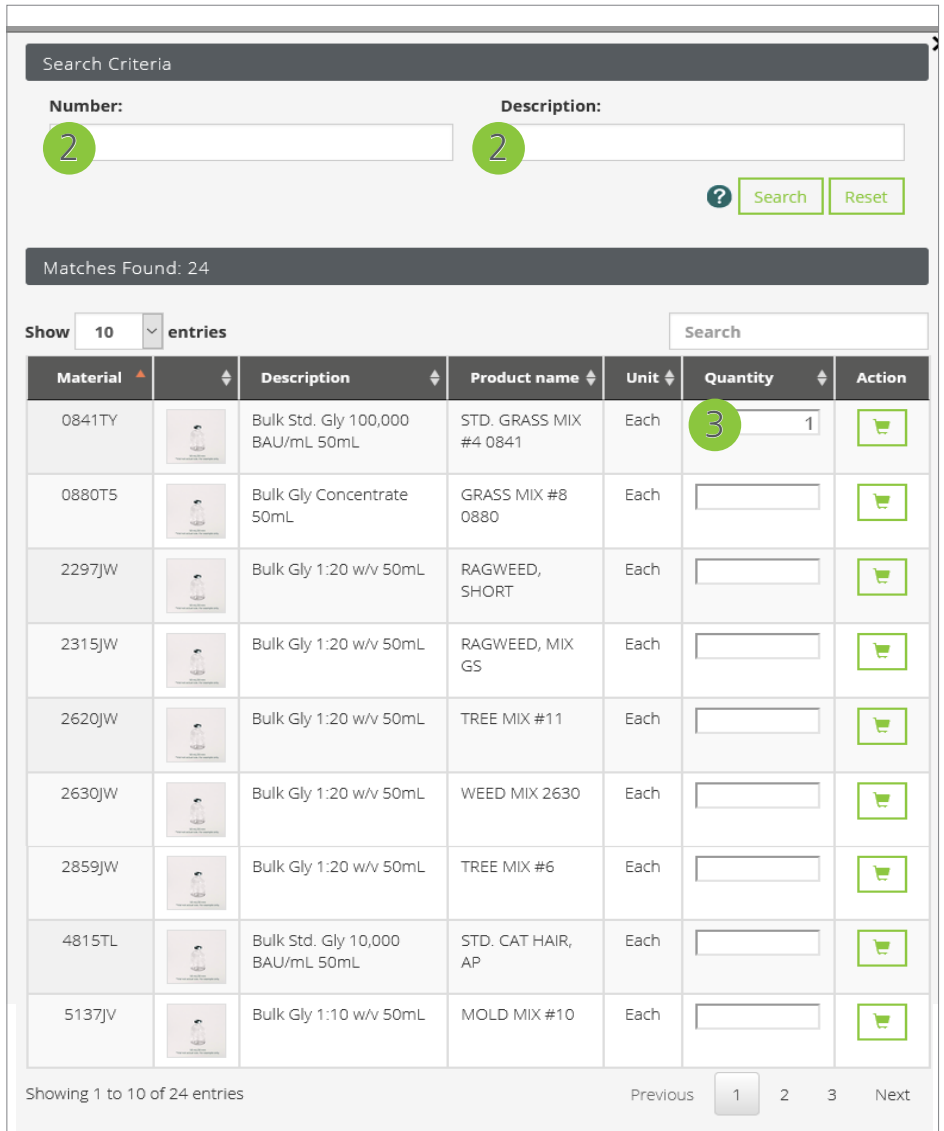
Quick Add: Recently Ordered Items

Quickly add recently ordered items to your cart.

1 Navigate to your cart. Inside the cart you will find the Recently Ordered Items button. Click on it.



2 A screen will pop-up with a list of recently ordered items. You can scroll to view items, search for a product code in the Number box, or search a key word in the Description box.

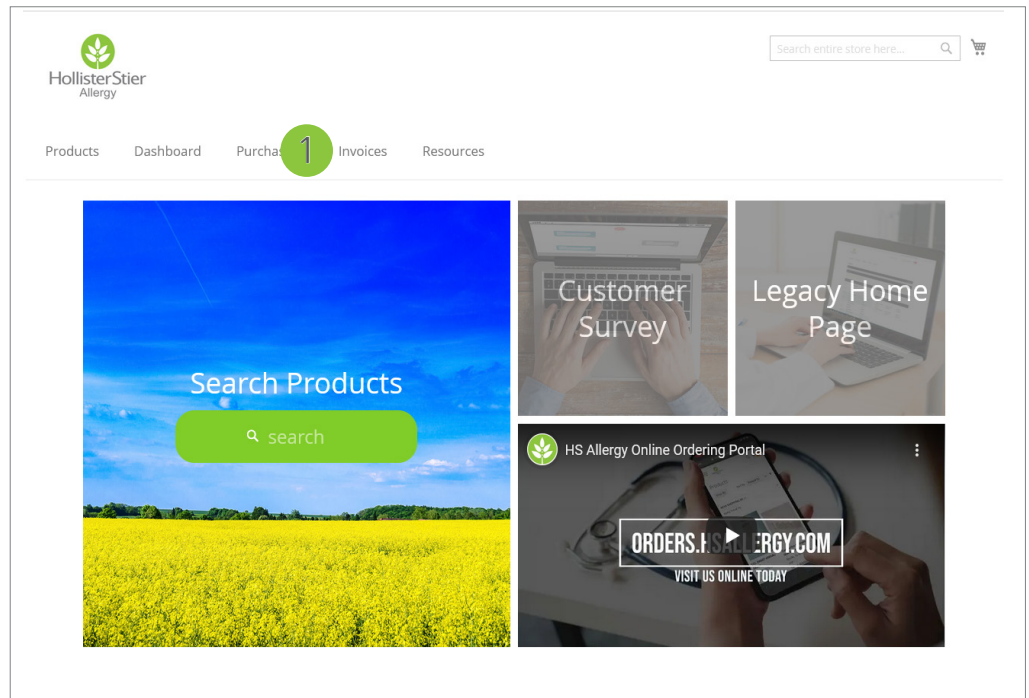


3 Select an item by entering the Quantity, then click the cart icon to add the item to your cart.

Quick Add: Copy a Previous Order

1 From the Home Screen click Invoices. Then click Search for Invoice.

- Your cart must be empty for the Copy Order function to work.



2 There are several Search Options available to help you find your order. For this example we are using the Date Range.

- Make sure you click the With Item Data checkbox.

3 Click Search.

Quick Add: Copy a Previous Order

4 Click on the Order Number you want to copy.

- The Copy feature is not available if you click on the Invoice

Search Options :

- Date Range
- Material
- PO Number
- Order Number
- Invoice Number

Search Criteria : Make this my default search option ★

Payer:
ABC Hospital, Anytown, 90000123

Date Range: Last 90 days or From: To:

With Item Data

Search Results :

Total Matches: 7

Invoice Number	Document Type	PO Number	Order Number	Billing Date	Item #	Material	Description	Product name	Qty	Unit	Total Value
91183169	Invoice	282462	416843	09/23/2020	10	6786UY	MULTIDOSE VENOM 3900MCG 12DOSE MIXED VESPID VENOM	MIXED VESPID VENOM	4	Each	\$ 2,978.40
91183169	Invoice	282462	416843	09/23/2020	20	6781PG	5-DOSE BULK 550MCG 5% MANNITOL HONEY BEE VENOM	HONEY BEE VENOM	1	Each	\$ 145.80
91183169	Invoice	282462	416843	09/23/2020	30	6782PG	5-DOSE BULK 550MCG 5% MANNITOL WH FACE HORNET VENOM	WH FACE HORNET VENOM	1	Each	\$ 192.40

5 The previous order will populate on the screen. All items are selected by default. If there are items you don't want to copy, click the checkbox under Copy to deselect them.

6 Next, click the Copy Order button. The items will be added to your cart.

Sales Order 416843

HollisterStier Allergy:

Summary | Pricing | Shipping

Sold-to: ABC Hospital, Anytown, USA 12345
 Ship-to: ABC Hospital, Anytown, USA 12345
 Your Contact: Cust.Service 1-800-495-7437

Order Confirmation:

PO Number: 282462
Document Date: 09/22/2020
Requ.Del.Date: 09/22/2020
Total Net Value: \$ 0.00
Credit Status:

PO Type: Email

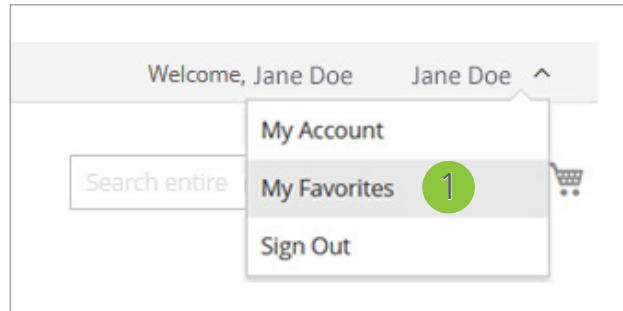
Item #	Material	Description	Req. Qty.	Unit	Net Value	Ship Status	Copy
10	6786UY	MULTIDOSE VENOM 3900MCG 12DOSE MIXED VESPID VENOM	4	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>
20	6781PG	5-DOSE BULK 550MCG 5% MANNITOL HONEY BEE VENOM	1	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>
30	6782PG	5-DOSE BULK 550MCG 5% MANNITOL WH FACE HORNET VENOM	1	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>
40	6784UX3	3 Species Wasp MD FG WASP VENOM	6	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>
50	6784PG3	3 Species Wasp Bulk FG WASP VENOM	1	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>
60	6786PK	5-DOSE BULK 1650MCG 5%MANNITOL MIXED VESPID VENOM	1	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>

Showing 1 to 6 of 6 entries

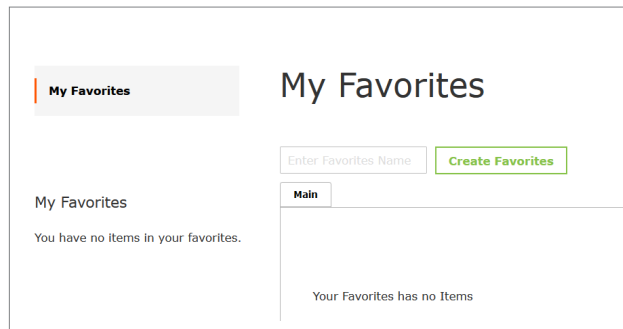
My Favorites: Creating Lists

My Favorites allows you to save custom lists of products for quick reordering.

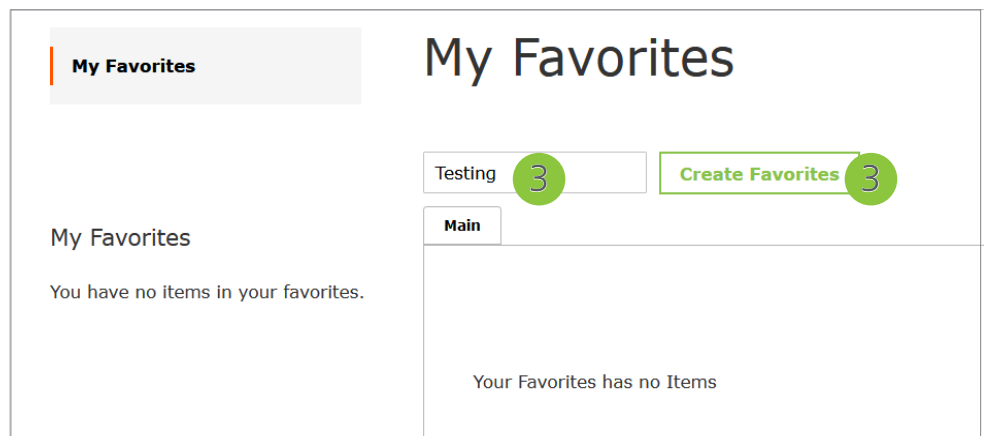
1 From any screen, click the down arrow near your name in the upper right corner. Then click on My Favorites.



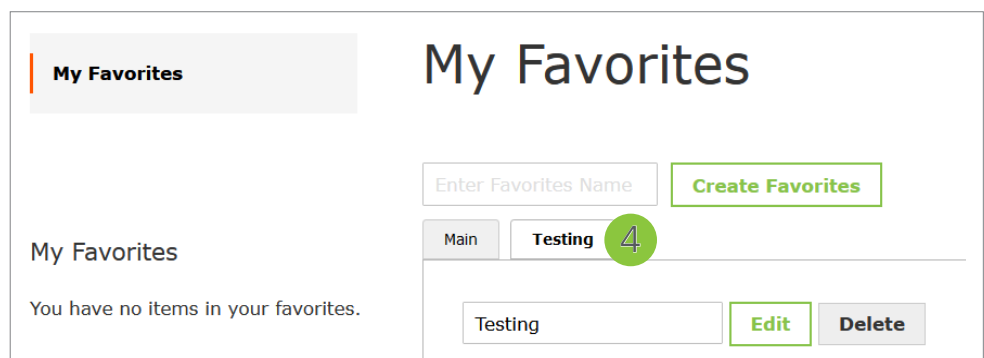
2 The My Favorites screen will load. If you haven't set up any Favorites yet, it will be blank.



3 To create a new Favorites list, type the desired name of the group into the text box. Then click Create Favorites.



4 Your new Favorites list will be added. From there you can create more lists or start adding items to the list.

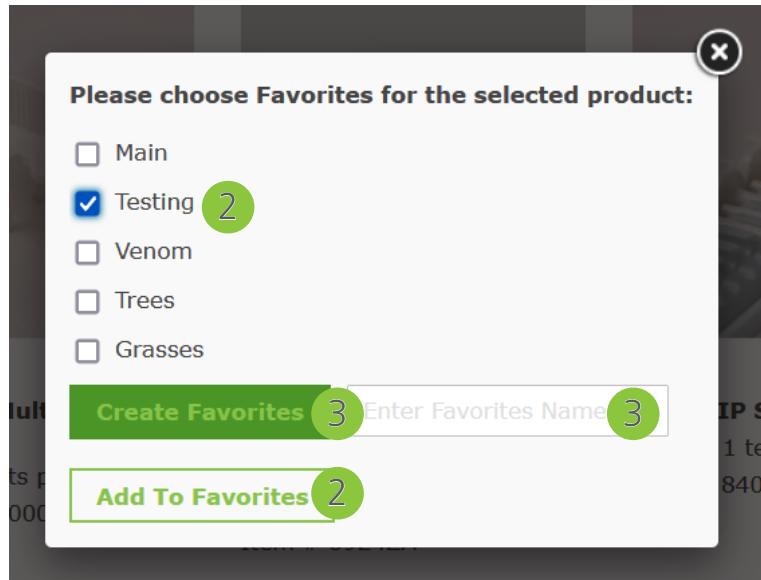


My Favorites: Adding Products to Lists

1 Search for your desired product in the search bar. Hover over the product you want to select, then click Add to Favorites.



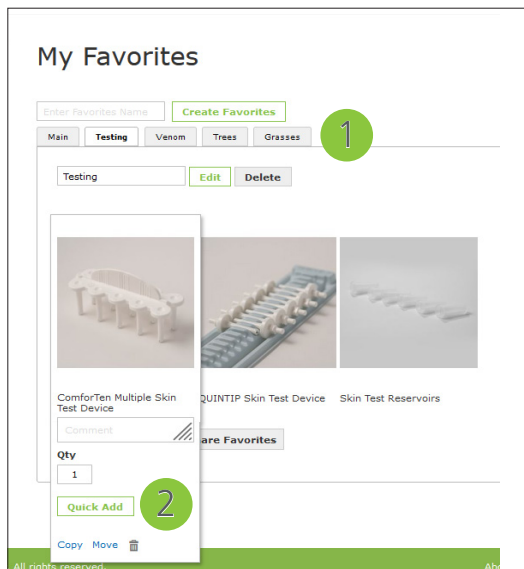
2 Select the appropriate Favorites list, then click Add to Favorites.



3 You can also create a new Favorites list by typing the new Favorites list name into the text box. Then click Create Favorites. The product will save to the new list.

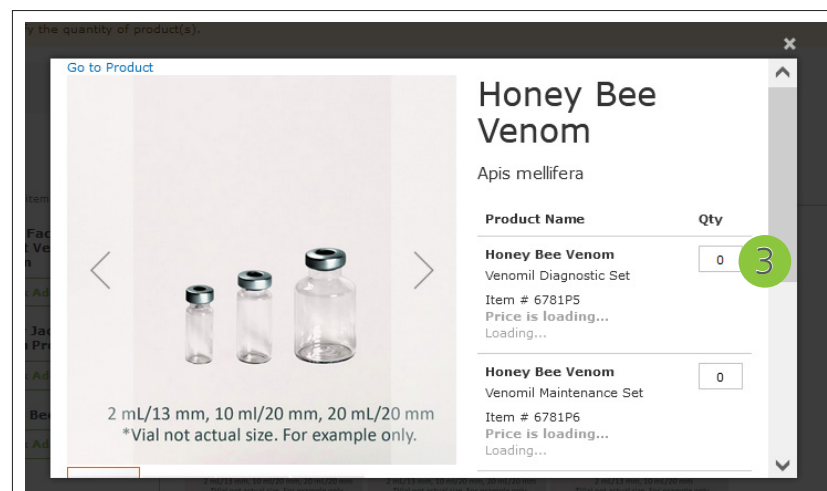
My Favorites: Adding Products to Cart

1 Navigate to My Favorites, then select the list you want to order products from.



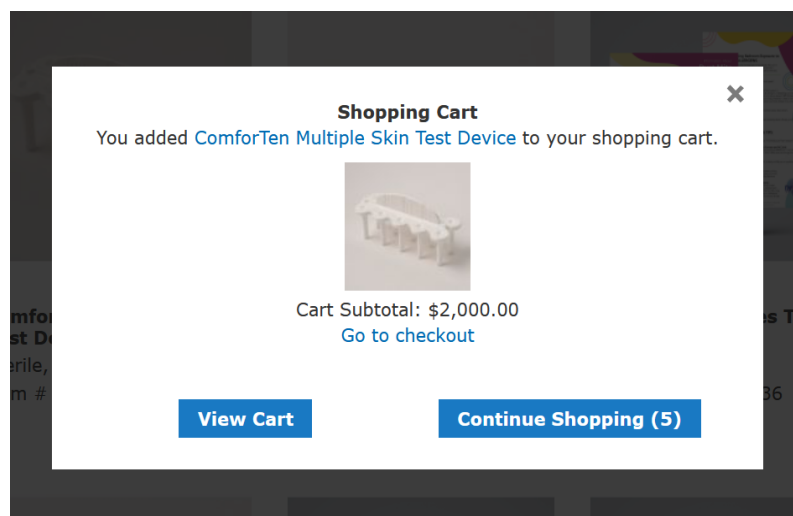
2 Hover over the desired product, adjust the quantity, then click Quick Add.

3 For products that are available in multiple sizes, a pop-up with all available sizes will appear. Add your desired quantity, then click Add to Cart.



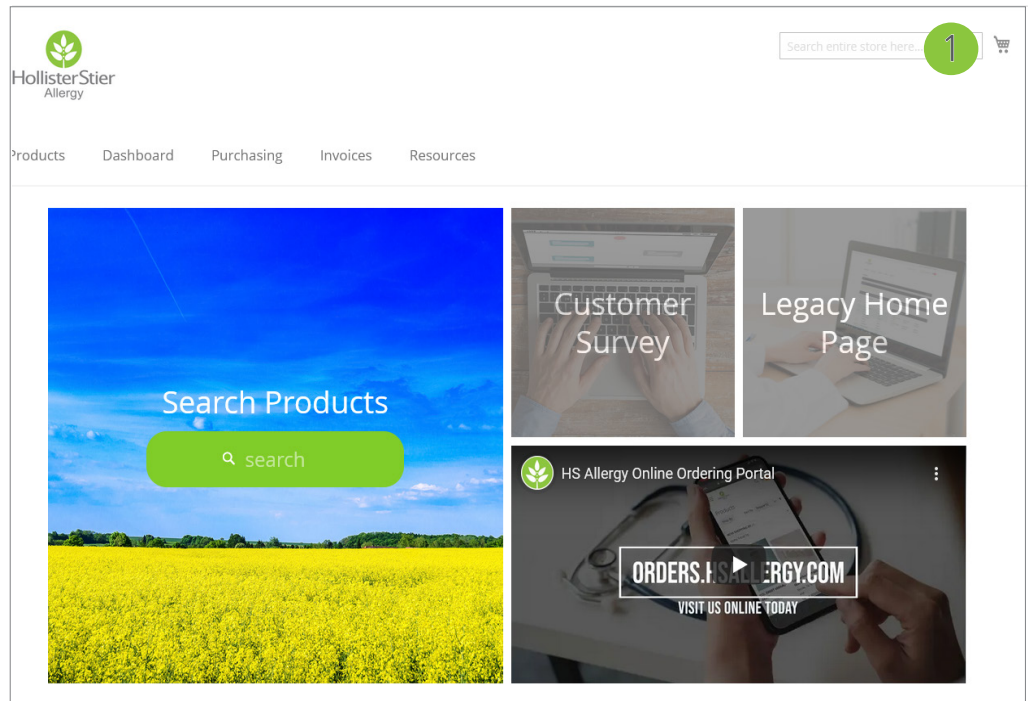
4 A confirmation will pop up on the screen. From there you can view your cart or continue shopping.

- The pop-up screen closes in 5 seconds and will automatically return you to your Favorites.

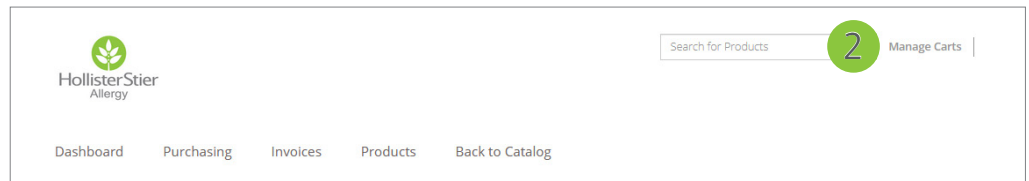


Finding Saved Carts

1 From the Home Screen click the cart icon.

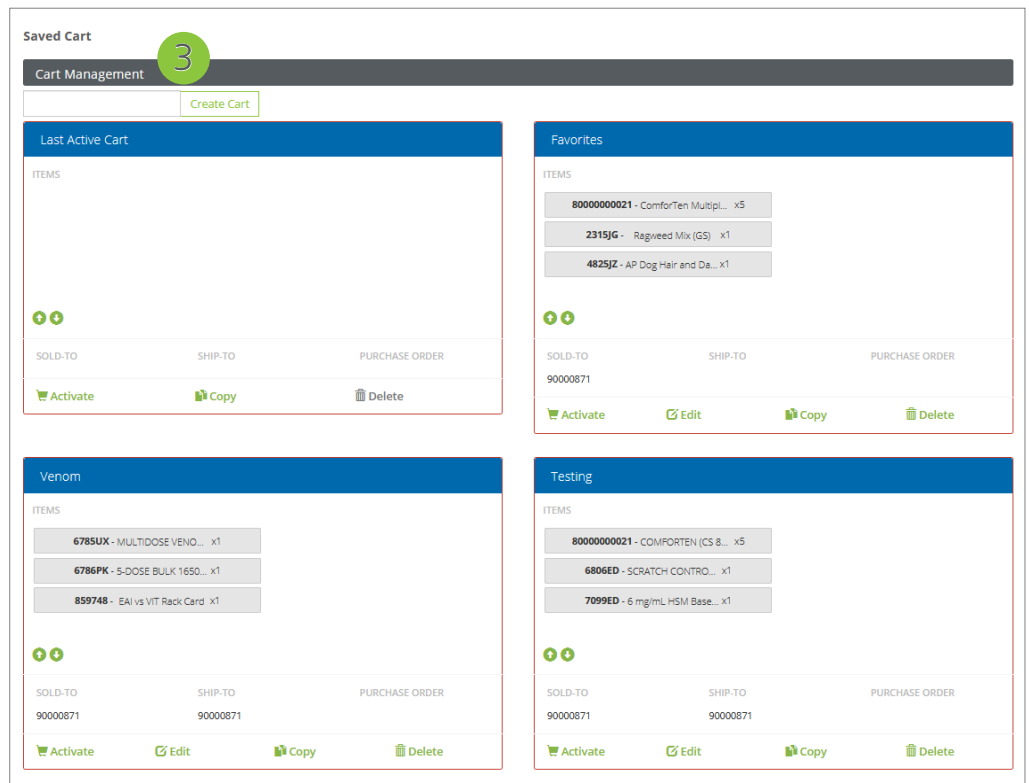


2 In the upper right corner click Manage Carts.



3 On the Cart Management screen you can view all of your saved carts.

- Click ACTIVATE to add all of the cart items to your current cart.
- Click EDIT to change the cart name.
- Click COPY to start a new cart with those items.
- Click DELETE to remove the saved cart from your account.



CSV File Overview


What file format is required?

- Our ordering system supports the comma separate value (CSV) format (valid separators are “,” and “;”). This is different than an excel format (*.xls or *xlsx).

What columns do I need to include?

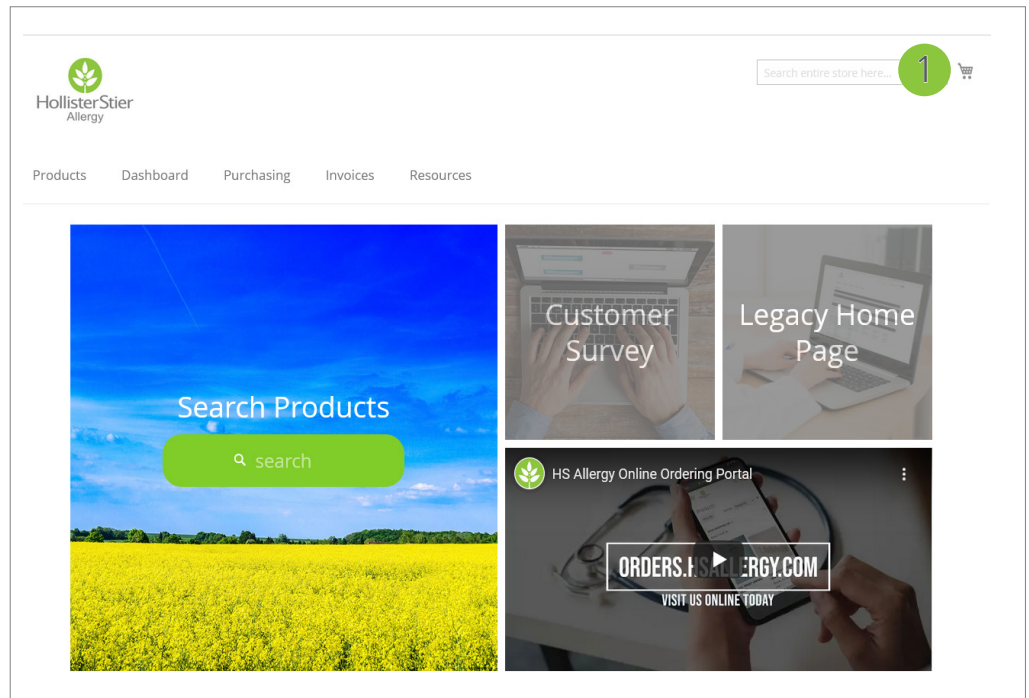
- Material/Product number. (Required)
- Order quantity. (Required)
- Requested ship date. (Optional - will default to the earliest date) Please note that if provided, the requested ship date should be in the date format specified in your User Profile.

Where can I download a sample CSV file?

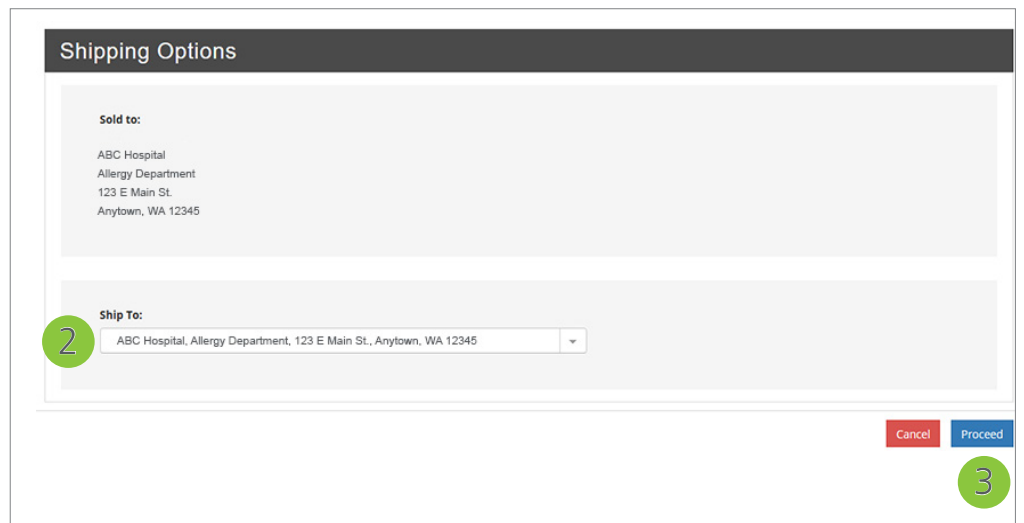
- Navigate to empty your Cart, then click the question mark icon. 
- A pop-up screen with instructions and a link to download a sample CSV file will appear.

Upload Orders via CSV

1 From the Home Screen click the Cart icon.

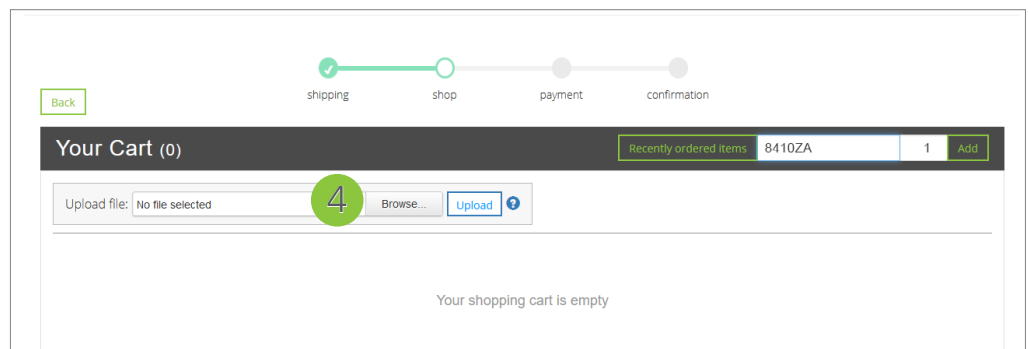


2 Select the Ship To address from the drop down.



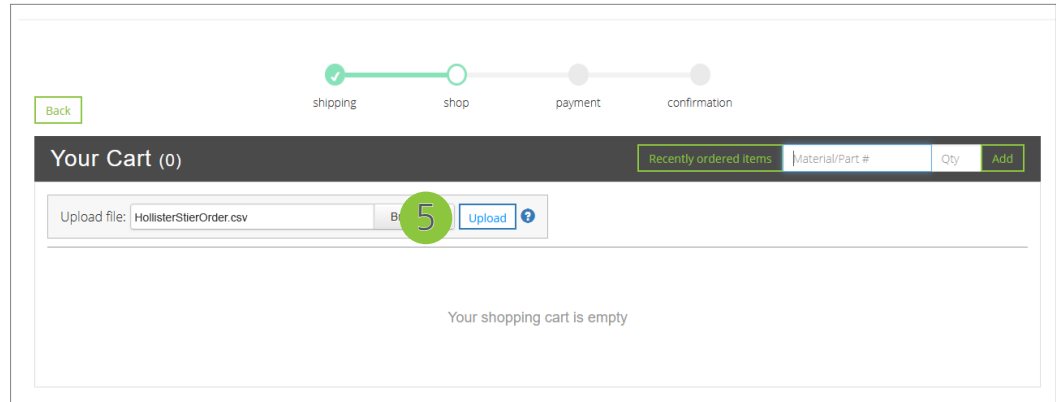
3 Click Proceed. This will take you to your Cart.

4 Click Browse to search for your CSV file. Select the file you want to upload, then click Open.

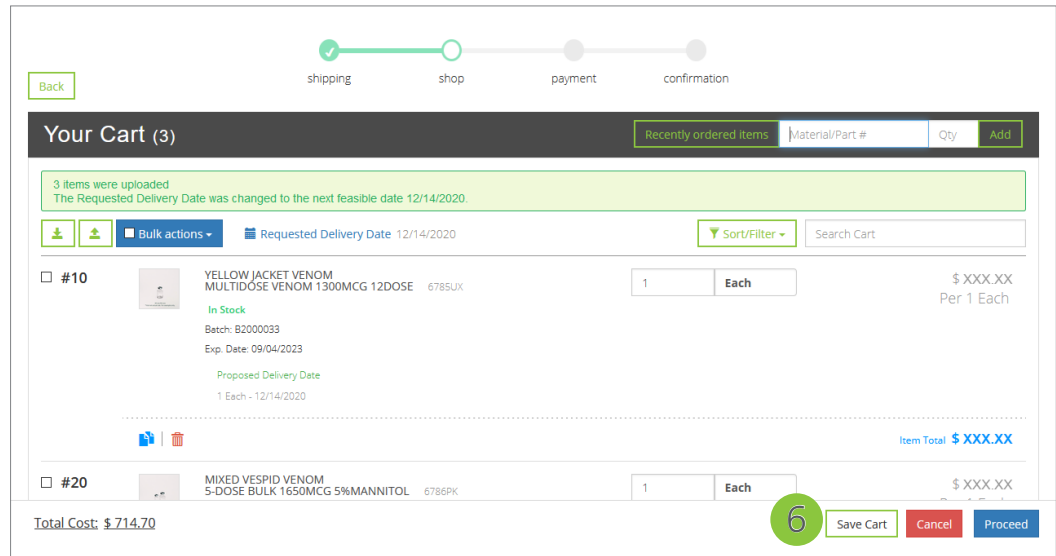


Upload Orders via CSV

5 Click Upload.

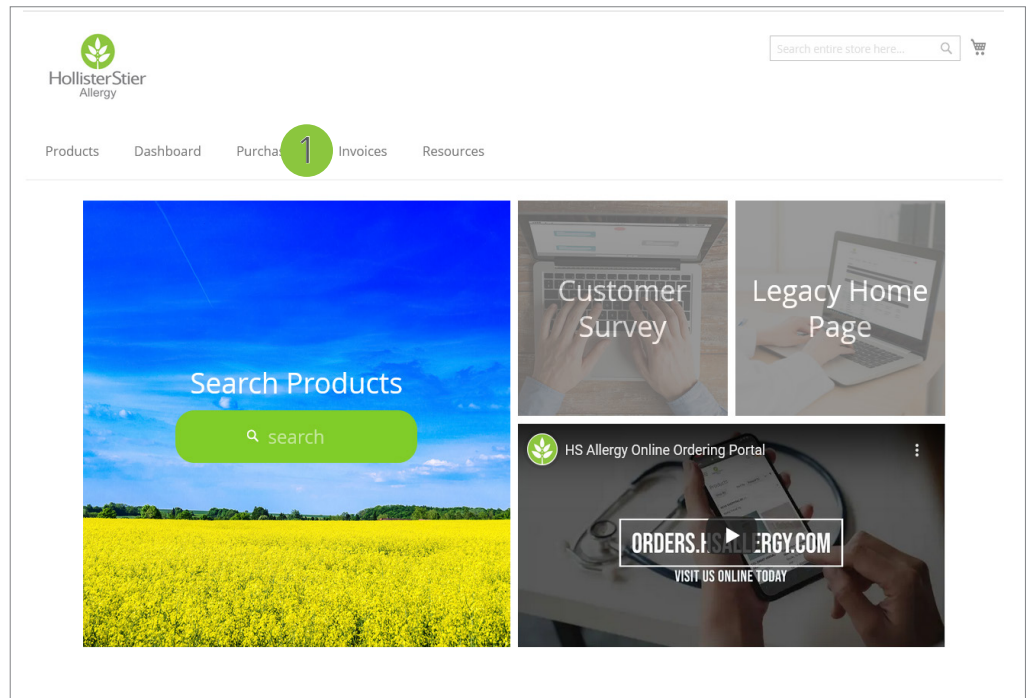


6 Your order will appear in your cart. From there you can continue to add items, save your cart, or proceed to check out.



Download Previous Orders as CSVs

1 From the Home Screen click Invoices.



2 There are several Search Options available to help you find your order. For this example we are using the Date Range.

- Make sure you click the With Item Data check box.

3 Click Search.

Download Previous Orders as CSVs

4 Select the Invoice Number or Order Number you want to download the CSV file for.

5 You can also download CSVs for all of your orders by clicking the Download button under Search Results.

The screenshot shows a search interface with three main sections: Search Options, Search Criteria, and Search Results.

- Search Options:** A list of search criteria including Date Range, Material, PO Number, Order Number, and Invoice Number. The 'Date Range' option is highlighted.
- Search Criteria:** Fields for Payer (ABC Hospital, Anytown, 90000123), Date Range (Last 90 days), and checkboxes for 'With Item Data'. Search and Reset buttons are present.
- Search Results:** Shows 'Total Matches: 7' and a 'Download' button.

Below the search interface is a table of search results:

Invoice Number	Document Type	PO Number	Order Number	Billing Date	Item #	Material	Description	Product name	Qty	Unit	Total Value
91183169	Invoice	282462	416843	09/23/2020	10	6786UY	MULTIDOSE VENOM 3900MCG 12DOSE	MIXED VESPID VENOM	4	Each	\$ 2,978.40
91183169	Invoice	282462	416843	09/23/2020	20	6781PG	5-DOSE BULK 550MCG 5% MANNITOL	HONEY BEE VENOM	1	Each	\$ 145.80
91183169	Invoice	282462	416843	09/23/2020	30	6782PG	5-DOSE BULK 550MCG 5% MANNITOL	WH FACE HORNET VENOM	1	Each	\$ 192.40

6 From the Order Details screen click the Download button.

The screenshot shows the 'Order Details' screen for Invoice 91183169. It includes a 'Summary' section with fields for Sold-to, Ship-to, Order Number, PO Number, and Invoice. A 'Download' button is visible next to the Order Number field. Below the summary is a table of items:

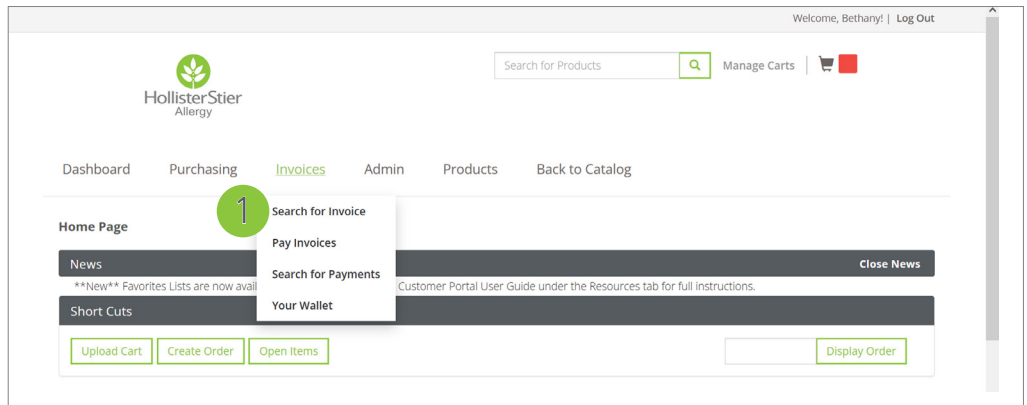
Item #	Material	Description	Quantity	Unit	Net Value	Curr.
10	6786UY	MULTIDOSE VENOM 3900MCG 12DOSE	4	Each	\$ 2,978.40	USD

7 You will be prompted to open or save the file. From there you can make changes to the file, as needed.

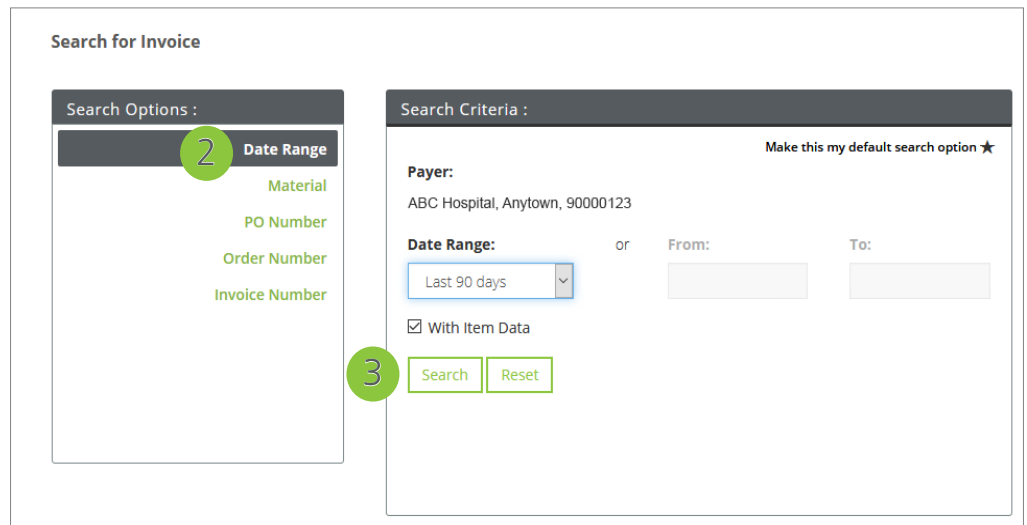
The screenshot shows a file opening dialog box titled 'Opening 91183169.csv'. It displays the file name '91183169.csv', its type 'Microsoft Excel Comma Separated Values File', and the source 'https://cart.hsallergy.com'. The dialog asks 'What should Firefox do with this file?' and offers options: 'Open with Excel (desktop) (default)', 'Save File', and 'Do this automatically for files like this from now on.' The 'Open with Excel (desktop) (default)' option is selected.

Shipping Details

1 To find shipping details for a specific order, hover over Purchasing on the Dashboard or Home screen. Then select Search for Orders from the drop-down.



2 There are several Search Options available to help you find your order. For this example we are using the Date Range.



3 Click Search.

4 Order details will populate on the next screen. Click the desired Sales order number link.

The screenshot shows the search results table. At the top right, there is a search bar. The table has the following columns: Sales order number, Document Type, Document Date, PO Number, Ship Status, and Net Value. Two rows are displayed:

Sales order number	Document Type	Document Date	PO Number	Ship Status	Net Value
416843	Sales Order	09/22/2020	282462	🟢	\$ 6,572.20
421980	Sales Order	11/18/2020	284744	🟢	\$ 1,195.50

Showing 1 to 2 of 2 entries

Shipping Details

5 Next click the Shipping button.

Dashboard Purchasing Invoices Products Back to Catalog

Sales Order 416843

HollisterStier Allergy:

Summary Pricing **Shipping** **5**

Sold-to: Oaklawn Hospital, Marshall, 90000871 [Display Shipping View](#) [Copy Order](#) [Back](#) [Contact Us](#)

Ship-to: Oaklawn Allergy, Marshall, 90007855 Search

Your Contact: Cust.Service 1-800-495-7437

Item #	Material	Description	Req. Qty.	Unit	Net Value	Ship Status	Copy
--------	----------	-------------	-----------	------	-----------	-------------	------

6 Finally, click the Tracking #. This will redirect you to the shipper's tracking website for specific shipping details.

Sales Order 416843

HollisterStier Allergy:

Summary Pricing **Shipping**

Sold-to: Oaklawn Hospital, Marshall, 90000871 [Download](#) [Copy Order](#) [Back](#) [Contact Us](#)

Ship-to: Oaklawn Allergy, Marshall, 90007855 Search

PO Number: 282462

Document Date: 09/22/2020

Requ. Del. Date: 09/22/2020

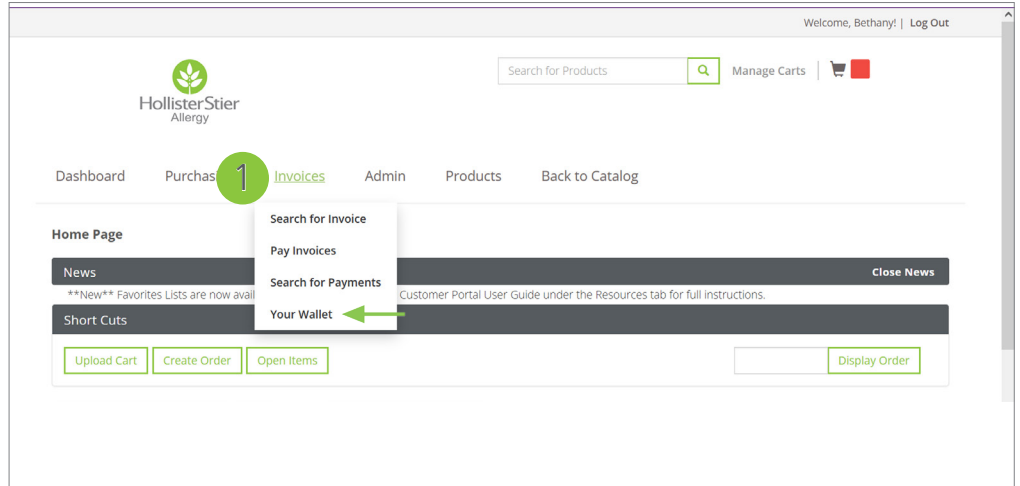
Item #	Material	Ship Status	Ship Date	Qty	Unit	Delivery Number	Pack. List	Carrier	Tracking #	Copy
10	6786UY	shipped	09/23/2020	4	Each	80773801		FEDEX	920386222401	<input checked="" type="checkbox"/>
20	6781PG	shipped	09/23/2020	1	Each	80773801		FEDEX	920386222401	<input checked="" type="checkbox"/>
30	6782PG	shipped	09/23/2020	1	Each	80773801		FEDEX	920386222401	<input checked="" type="checkbox"/>
40	6784UX3	shipped	09/23/2020	6	Each	80773801		FEDEX	920386222401	<input checked="" type="checkbox"/>
50	6784PG3	shipped	09/23/2020	1	Each	80773801		FEDEX	920386222401	<input checked="" type="checkbox"/>
60	6786PK	shipped	09/23/2020	1	Each	80773801		FEDEX	920386222401	<input checked="" type="checkbox"/>

Showing 1 to 6 of 6 entries

Wallet - Overview

Your Wallet shows all of your saved payment methods in one convenient, secure location. It's quick to add and remove credit card and eCheck information.

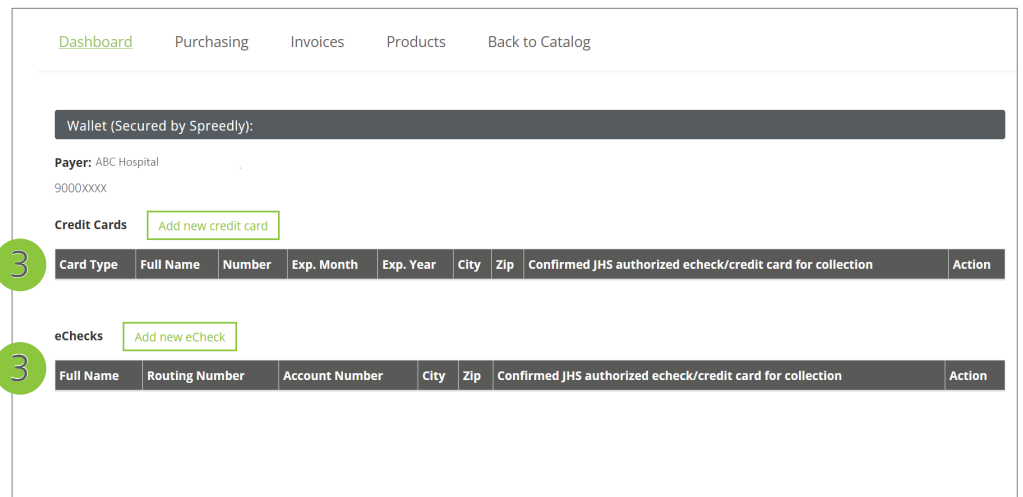
1 From the Dashboard, hover over Invoices. Then click Your Wallet.



2 Enter your Payer number, then click Select.

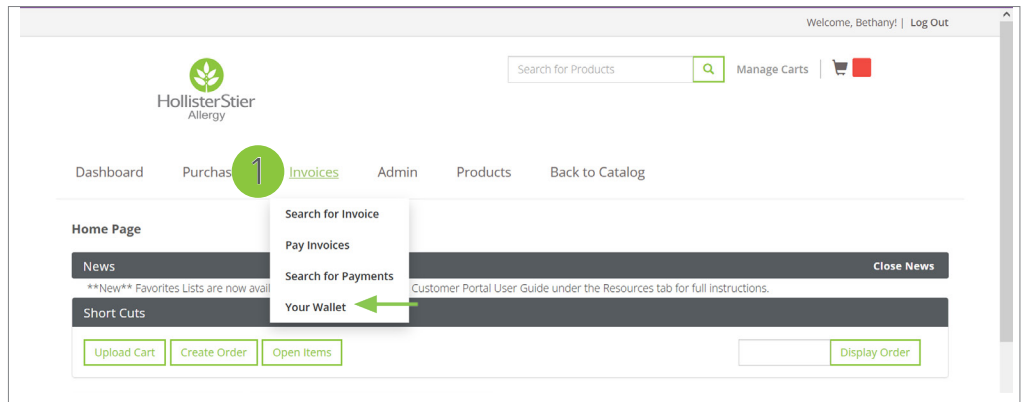


3 A list of all your current saved credit card and eCheck payment options will populate.

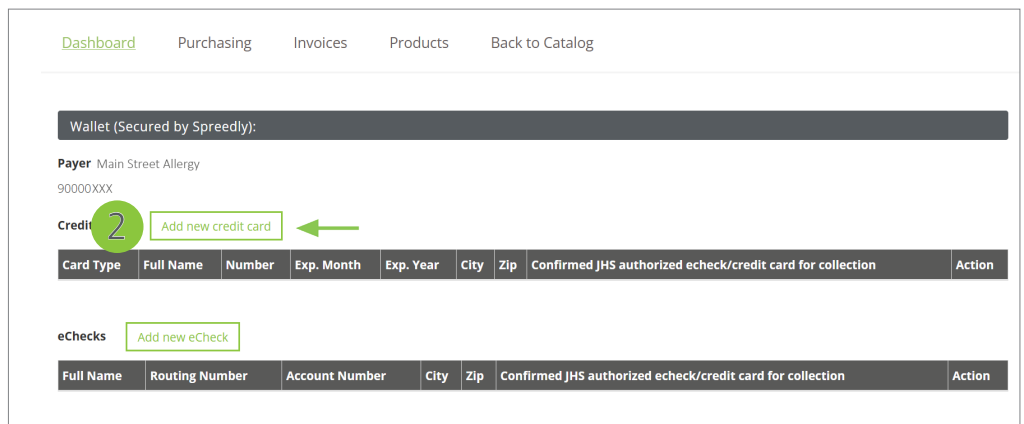


Wallet - Add a New Credit Card

1 From the Dashboard hover over Invoices. Then click Your Wallet.



2 Click Add new credit card.

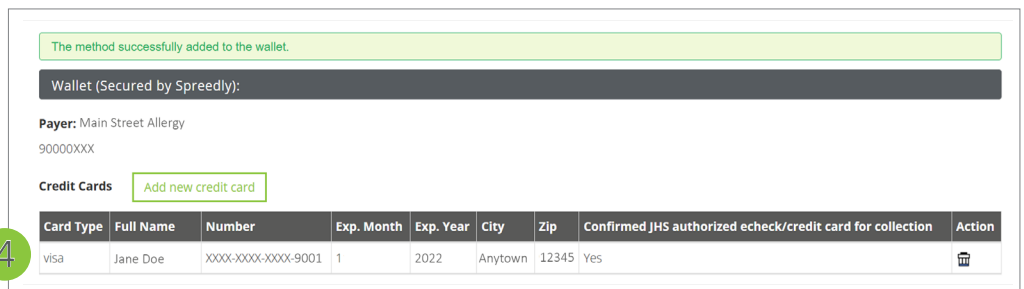


3 Enter your credit card information. Make sure to verify the card billing statement address, then click Continue.

The screenshot shows the 'Adding new payment method' form. It has a title 'Please Provide Your Credit Card Data (Secured by Spreedly)'. Fields include: Credit Card Number (1234 5678 9001), CVV (123), Exp. Date (1/2022), Name On Card (Jane Doe), Street (12345 Main St), City (Anytown), State (Washington), and Postal Code (12345). There is a checkbox for 'I Authorize Use Of This Payment Method by JHS' which is checked. The 'Continue' button is highlighted with a green arrow and a green circle labeled '3b'.

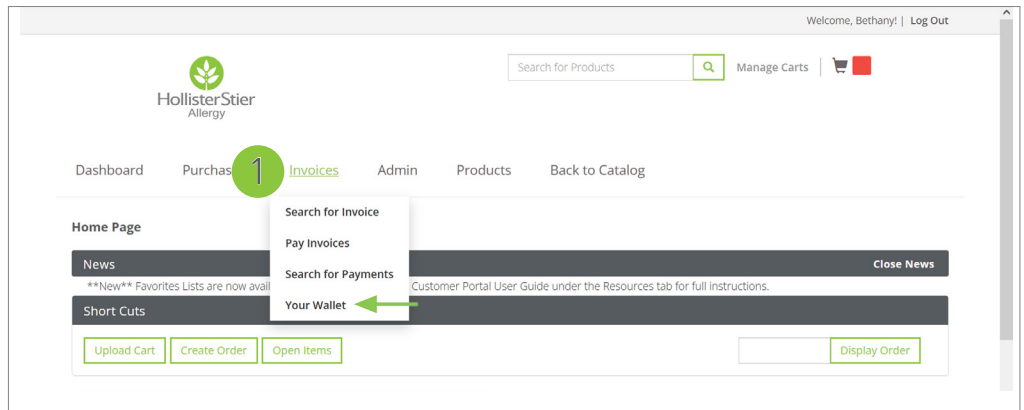
3b IMPORTANT: Select the check box to authorize JHS to automatically use this stored payment method. You may change the authorization at any time.

4 Your credit card information will be verified, then you will be redirected to your Wallet. Your secure credit card information will be saved under Credit Cards.

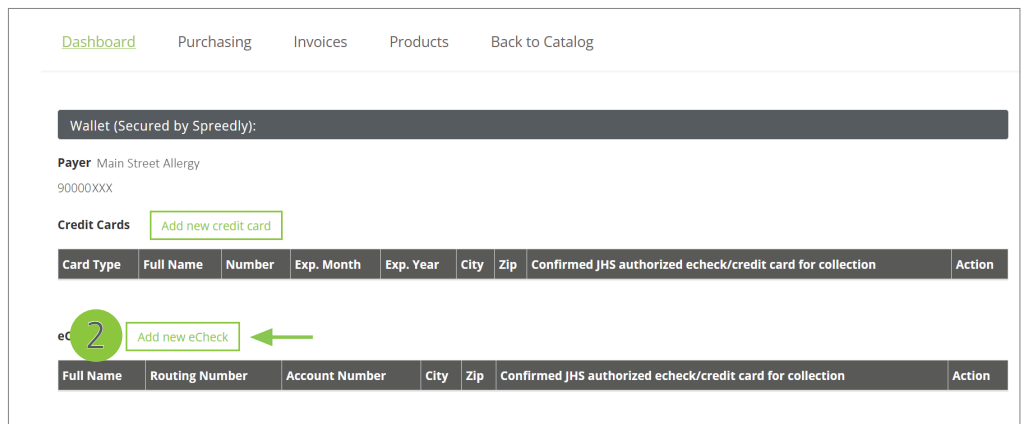


Wallet - Add a New eCheck

1 From the Dashboard hover over Invoices. Then click Your Wallet.



2 Click Add new eCheck.



3 Enter your banking information. Make sure to verify the account billing address, then click Continue.

- **IMPORTANT:** Select the check box to authorize JHS to automatically use this stored payment method. You may change the authorization at any time.

3b

Please Provide Bank Account Data (Secured by Spreedly)

Bank routing number:
123000220

Bank account number:
123456780910

Full name:
Jane Doe

Email address:
janedoe@mainstreetallergy.com

Phone number:
509-123-4567

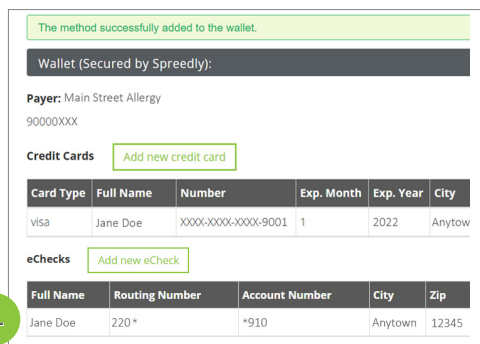
Street: 12345 Main Street City: Anytown

State: Washington Postal Code: 12345

I Authorize Use Of This Payment Method by JHS **3b**

Return to Edit Wallet Continue

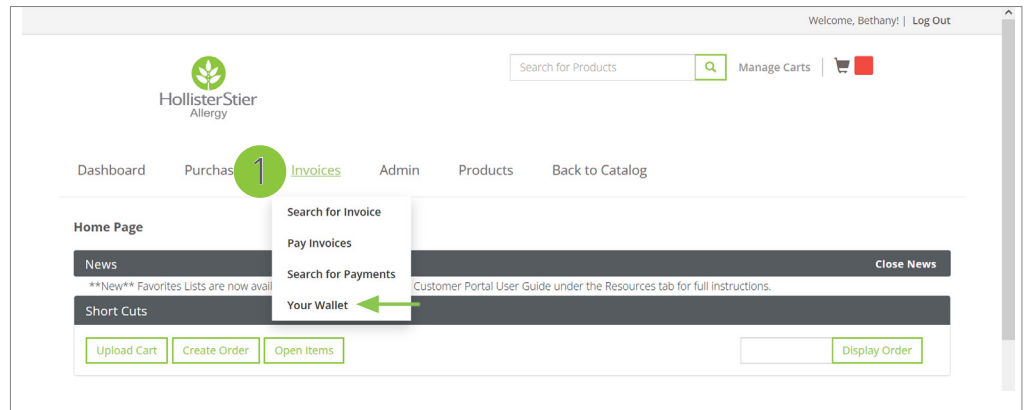
4 Your banking information will be verified, then you will be redirected to your Wallet. Your secure banking information will be saved under eChecks.



4

Wallet - Delete a Payment Form

- 1 From the Dashboard hover over Invoices. Then click Your Wallet.

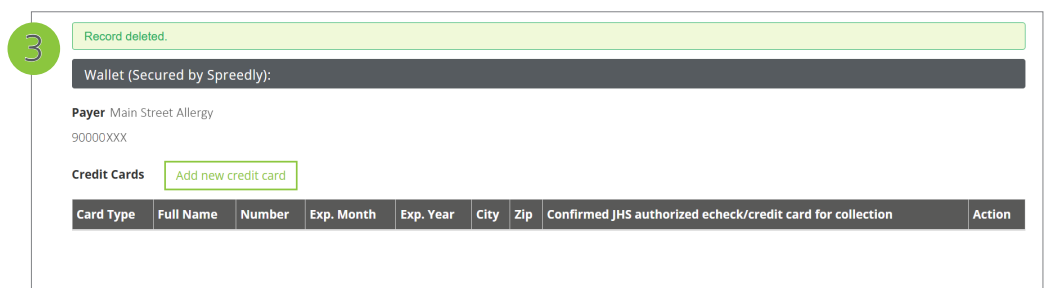


- 2 A list of your payment types will populate.

To delete a payment form, click the trash can.

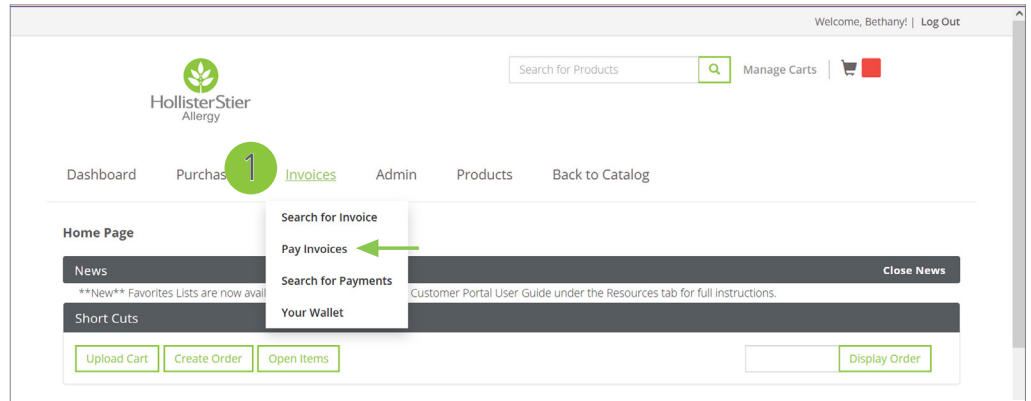


- 3 A confirmation message will display and the payment form details will be removed from the Wallet.

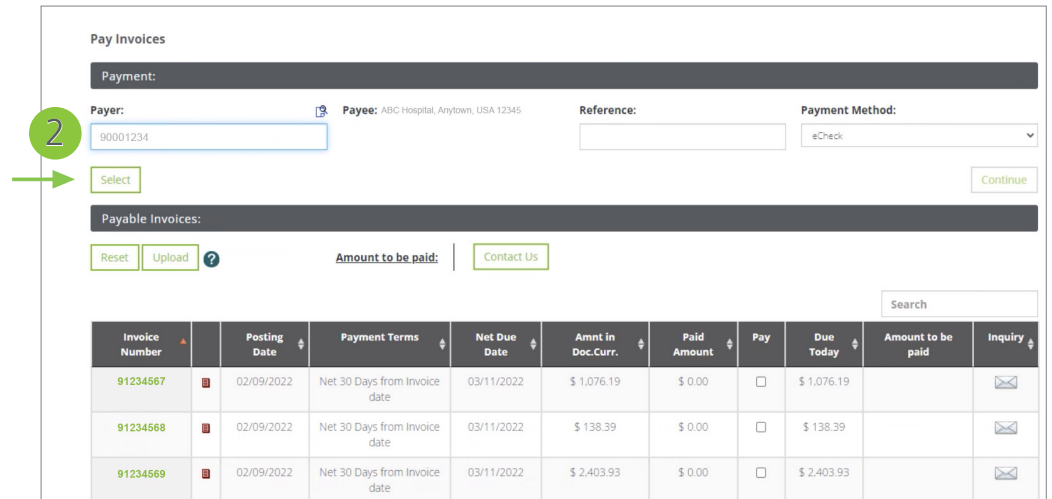


Pay an Invoice

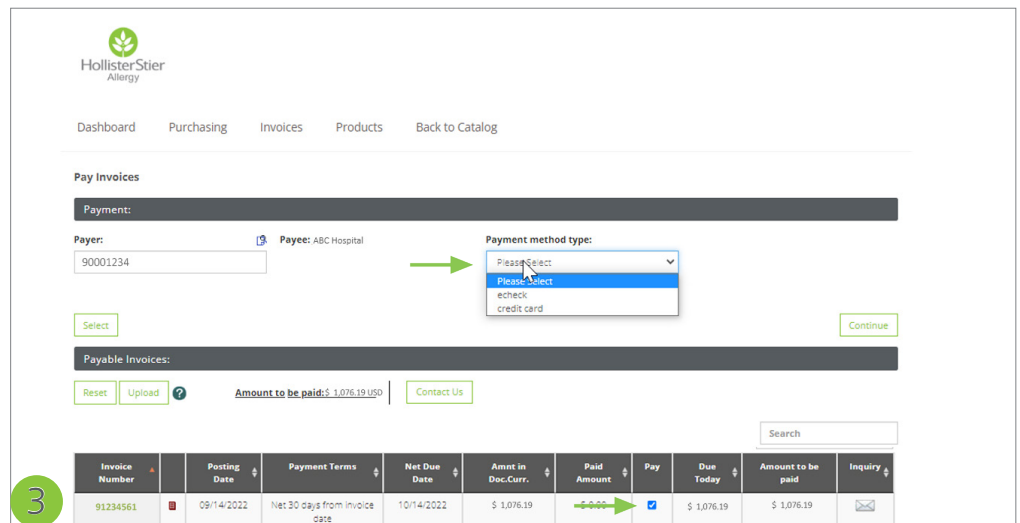
1 From the Dashboard or Home screen, hover over Invoices. Then click Pay Invoices.



2 Enter your payer number, then click Select. A list of all your payable invoices will populate.



3 Click the Pay box next to the Invoice(s) you want to pay. Then select your payment method type from the drop down. For this example, we will use a credit card.



Pay an Invoice

4 Click the Select button. This will prompt the system to pull any saved payment forms you have on file.

HollisterStier Allergy

Dashboard Purchasing Invoices Products Back to Catalog

Pay Invoices

Payment:

Payer: 90001234 Payee: ABC Hospital Payment method type: credit card

Select

Continue

Payable Invoices:

Reset Upload Amount to be paid: \$ 1,076.19 USD Contact Us

Search

5a Select the Credit Card you want to use to pay. Then click Continue.

- For this example we are paying with a credit card saved to Your Wallet.
- There are also options to add an alternate card number. You will be prompted to enter card details on the next screen. For both of these scenarios, make sure your billing address is correct.

HollisterStier Allergy

Dashboard Purchasing Invoices Products Back to Catalog

Pay Invoices

Please select payment method.

Payment:

Payer: 90001234 Payee: ABC Hospital Payment method type: Please Select Credit Card:

Select

AMERICAN_EXPRESS XXXX-XXXX-XXXX-200

Please Select Credit Card

Use Credit Card (Do Not Save)

Add New Credit Card (Save To Wallet)

AMERICAN_EXPRESS XXXX-XXXX-XXXX-3456

Payable Invoices:

Reset Upload Amount to be paid: \$ 1,076.19 USD Contact Us

5b If paying by eCheck, you can pay with a saved account number or add an alternate account number. For alternate account numbers, you will be prompted to add your account details on the next screen.

Pay Invoices

Payment:

Payer: 90001234 Payee: ABC Hospital Payment method type: echeck eCheck:

Select

Please Select eCheck

Please Select eCheck

Use eCheck (Do Not Save)

Add New eCheck (Save to Wallet)

account: *1234 routing 123*

Payable Invoices:

Pay an Invoice

6 Review your payment details, then check the box next to the Terms & Conditions agreement. Click Pay Now.

- Click the Terms & Conditions hyperlink text to view full payment term details.

Payment Review

Payment : [REDACTED]

Payer : 90001234

Company: ABC Hospital

Credit Card: XXXXXXXXXXXXX3456

Amount to be paid: \$ 1,076.19

Reference: 90001234

I agree to [Terms & Conditions](#)

Selected Invoices :

Invoice Number	Posting Date	Payment Terms
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7 A payment confirmation will appear on your screen with payment details, including your confirmation number.

A payment confirmation will also be emailed to you.

- If you don't receive the confirmation, check your SPAM folder.

Payment Confirmation

7 Thank you for your payment. You will receive a confirmation email shortly.

Payment : [REDACTED]

Payer 90001234

Company: ABC Hospital

Credit Card: XXXXXXXXXXXXX3456

Paid Amount: \$ 1,076.19

Reference: 90001234

Payment Number: **1900001234**

I need help. How can I contact Customer Service?

Our knowledgeable customer service representatives are available Monday-Friday, 6 a.m. to 3 p.m. Pacific Time to answer any questions you have.

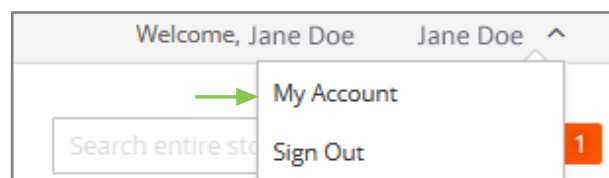
- Phone: 1.800.495.7437
- Fax: 1.800.752.6258
- Email: HollisterStier@jubl.com

How do I get my Online Account set up?

- Go to orders.hsallergy.com and click Set-up Account.
- Select Existing Customer.
- Complete the New Customer Account information, click Submit.
- Within 2 business days you will receive an email with your user ID & a temporary password from our Customer Service Department.

How do I change my password & personal contact information?

- If you cannot login to your account, go to orders.hsallergy.com, and select "Forgot My Password". Then enter your username to retrieve your Reset Password Question.
- If you know your password, login to orders.hsallergy.com. Then click on your name and select "My Account." Make any necessary changes to your profile and click submit.



Our clinic is moving locations. How can I change our address?

Visit the Resources page to download the Address Change form. The Credit Card Authorization form and Prescribing License Update form are also available for download.

Where can I find instruction & dosage information for a specific product?

These documents are available in two places:

- Click on the Resources tab and download the form.
- From a Product page, select the Documents tab below the product information. Then download the form.