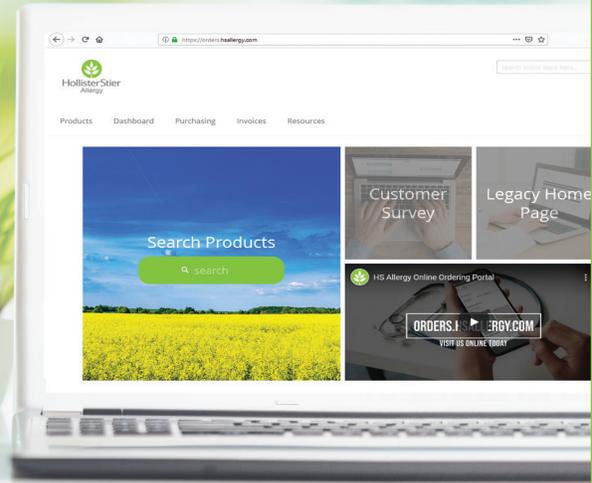


# Customer Ordering Portal User Guide

**ORDERS.HSALLERGY.COM**  
**Customer Ordering Portal**  
**Orders. Payments.**  
**Account Management.**



## TOPICS

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## 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

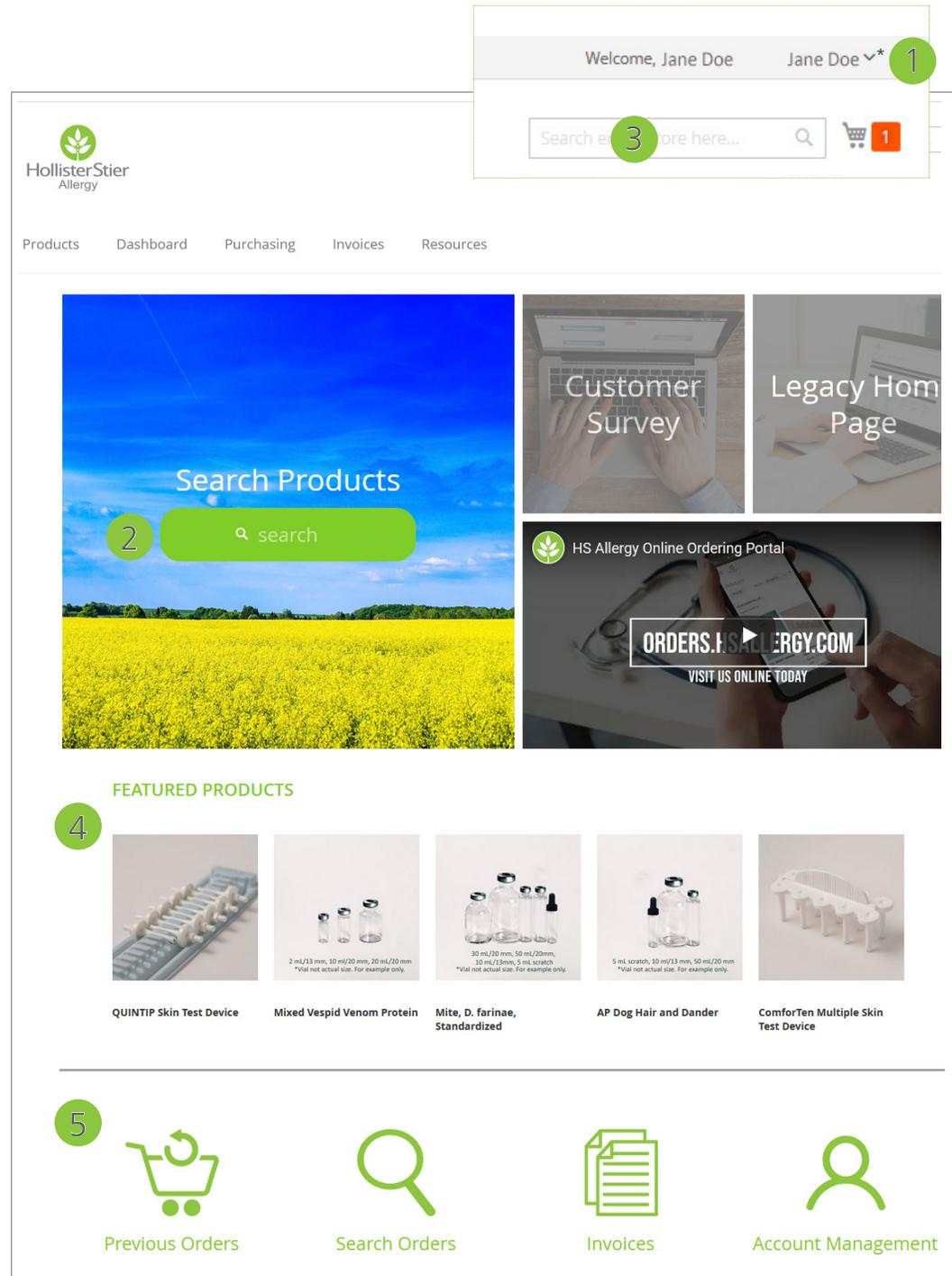
- 2 Use the Search Products function on the home screen to search using key words or the item code.
- 3 Search a product name or item code in the search box at the top of the screen.

## 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 home page. At the top right, a user is logged in as 'Jane Doe' (1). A search bar is located below the navigation menu (3). The main content area features a large 'Search Products' button (2) over a field of yellow flowers. To the right, there are links for 'Customer Survey' and 'Legacy Home Page'. Below this is a banner for the 'HS Allergy Online Ordering Portal' with the URL 'ORDERS.HSALLERGY.COM' and the text 'VISIT US ONLINE TODAY'. The 'FEATURED PRODUCTS' section (4) displays five items: 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, a 'Quick Links' section (5) contains icons for 'Previous Orders', 'Search Orders', 'Invoices', and 'Account Management'.

\*Image enlarged to show detail

## View your Account Details in one easy place

- 1 Shortcuts include some of our most popular features: Upload Cart, Create Order, Open Items, and an option to Display an Order\* if you have the order number.
- 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)

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

3 Overdue Invoices (showed 0/0)

You have no overdue invoices. Thank you.

2 Recently Shipped Orders

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

\*Permission Required

## 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 online product catalog. At the top left is the company logo. A navigation menu includes 'Products', 'Dashboard', 'Purchasing', 'Invoices', and 'Resources'. A search bar at the top right contains the text 'entire store here...'. Below the navigation is a breadcrumb trail 'Home > Products' and a main heading 'Products'. A 'Shopping Options' section is visible. On the left, a category filter sidebar shows 'CATEGORY LEVEL 1' with sub-categories like '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 'Items 1-8 of 317' and a 'Sort By' dropdown set to 'Popularity'. Four product listings are visible: '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 '3' is highlighted on the 'ComforTen' listing.

## 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

Add to Cart

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

- There are several ways to quickly add 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 methods can be found on pages 7-10.

## 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?

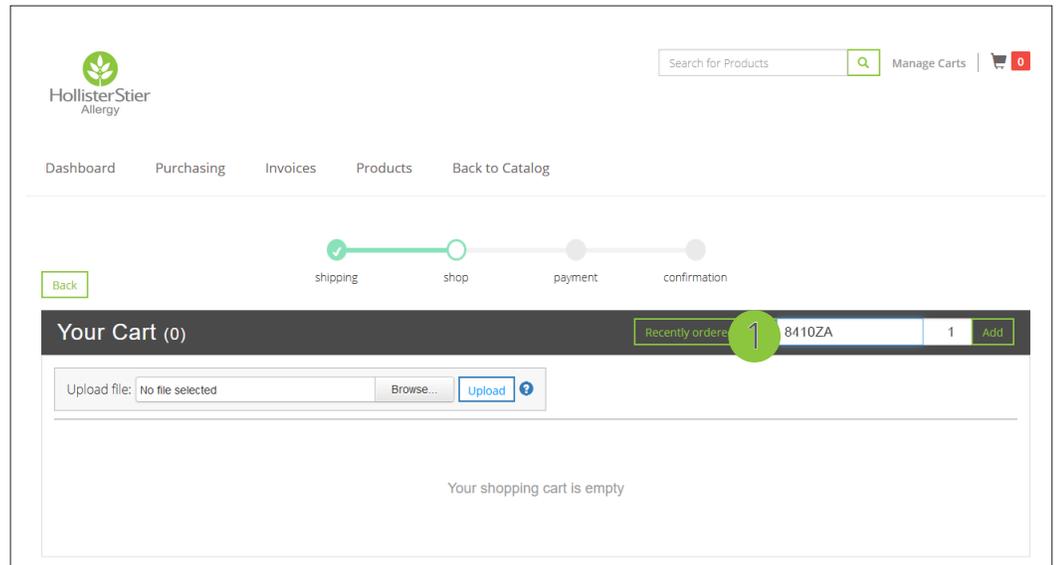
- Use the Cart Creation function to save carts of your favorite items together for quick reordering. Further instructions are available on pages 11-12.

## 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 12-16.

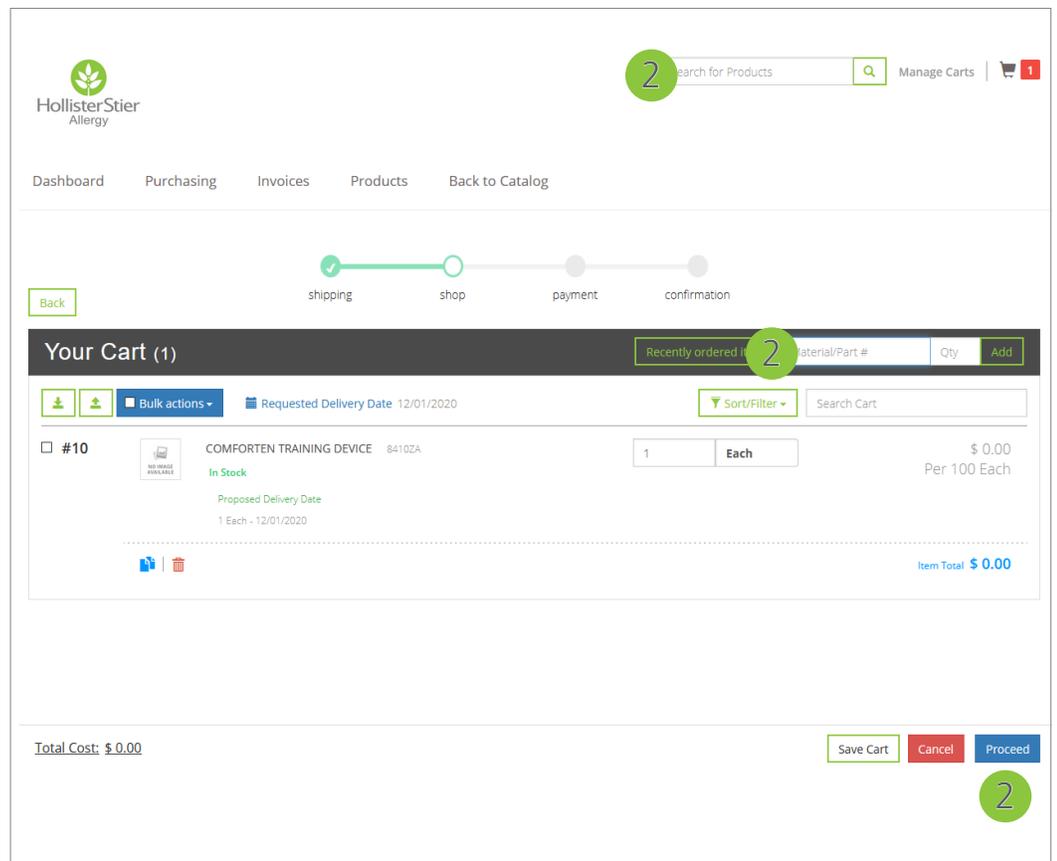
- Need help finding product item codes quickly? Visit [www.hsallergy.com/ordering](http://www.hsallergy.com/ordering) to view the online version of our product catalog. Printed copies are also available. Please contact your sales representative or customer service for more information.

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



The screenshot shows the 'Your Cart (0)' page. At the top, there is a navigation bar with 'Dashboard', 'Purchasing', 'Invoices', 'Products', and 'Back to Catalog'. Below this is a progress indicator with four steps: 'shipping' (checked), 'shop', 'payment', and 'confirmation'. A 'Back' button is on the left. The main section is titled 'Your Cart (0)'. A search bar contains '8410ZA' and '1' in a white box, with an 'Add' button to its right. Below the search bar is an 'Upload file' section with a 'Browse...' button and an 'Upload' button. The cart is currently empty, with the message 'Your shopping cart is empty'.

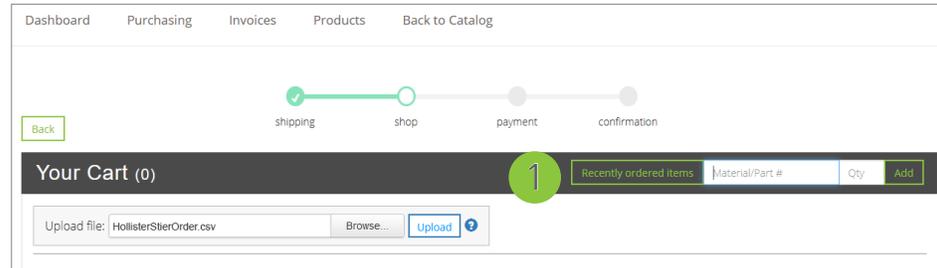
**2** The item and price will populate in the cart. From there you can add more items or click Proceed to place your order.



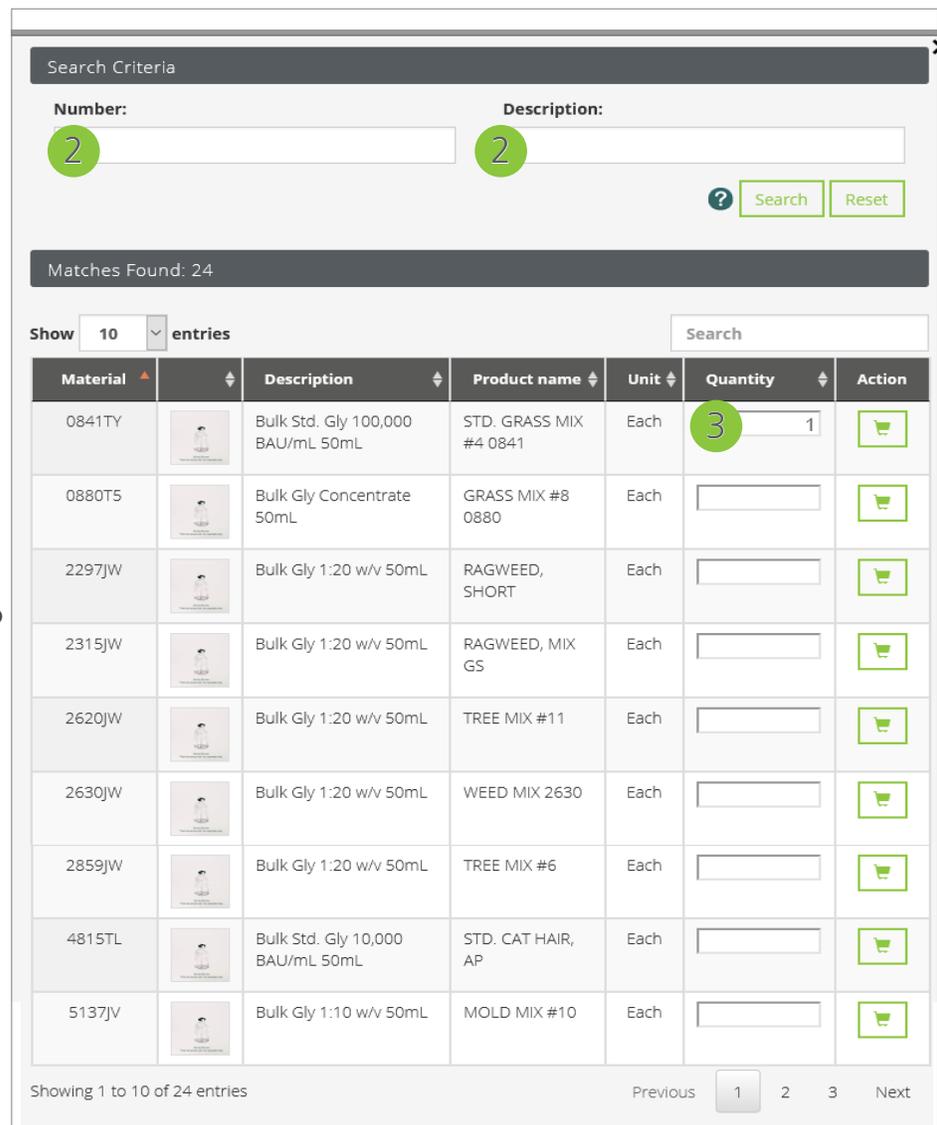
The screenshot shows the 'Your Cart (1)' page. The search bar now contains 'COMFORTEN TRAINING DEVICE 8410ZA' and '1'. The 'Add' button is highlighted with a green circle and the number '2'. Below the search bar, there are buttons for 'Bulk actions', 'Requested Delivery Date 12/01/2020', 'Sort/Filter', and 'Search Cart'. The cart contains one item: 'COMFORTEN TRAINING DEVICE 8410ZA'. The item is 'In Stock' and has a 'Proposed Delivery Date' of '1 Each - 12/01/2020'. The item is priced at '\$ 0.00 Per 100 Each'. The 'Item Total' is '\$ 0.00'. At the bottom, there are buttons for 'Save Cart', 'Cancel', and 'Proceed'. The 'Total Cost' is '\$ 0.00'.

## 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.



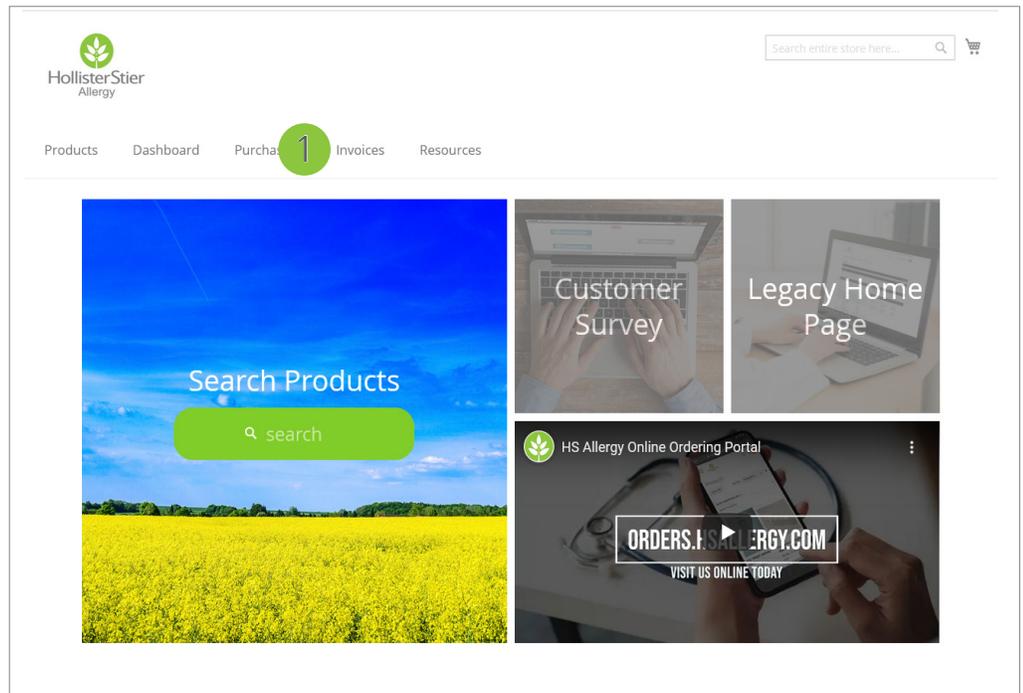
**2** A screen will pop-up with a list of recently ordered items. You can scroll to view items, search for a product code in the **Number** box, or search a key word in the **Description** box.



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

**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.

Search for 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

**3 Click Search.**

**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:

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

**6**

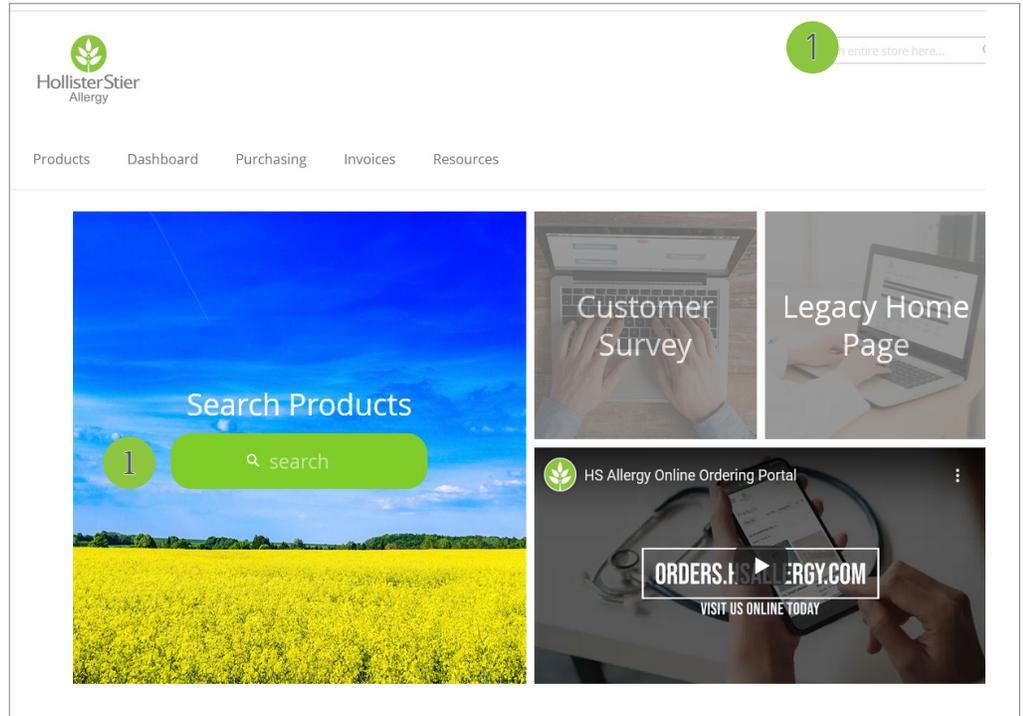
Item #	Material	Description	Req. Qty.	Unit	Net Value	Ship Status	Copy
10	6786UY	MULTIDOSE VENOM 3900MCG 12DOSE MIXED VESPID VENOM	4	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>
20	6781PG	5-DOSE BULK 550MCG 5% MANNITOL HONEY BEE VENOM	1	Each	\$ 0.00	shipped	<input checked="" type="checkbox"/>
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

## The Cart Creation function allows you to save a cart of products for quick reordering

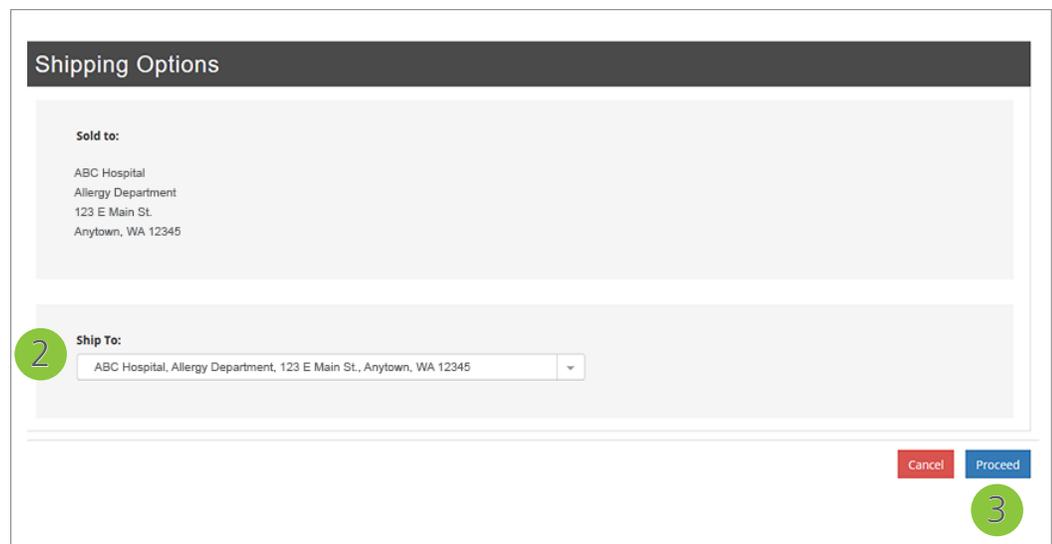
### 1 Search for products and add them to your cart.

- Use the Search Products function on the home screen to search using key words or the item code.
- Search a product name or item code in the search box at the top of the screen.
- Quickly add items from inside the cart via Recently Ordered Items or by entering the product code and quantity.



### 2 Click on the Cart icon. Then select the Ship To address from the drop down.

### 3 Click Proceed. This will take you to the Your Cart page.



4 Review the items in the cart for accuracy. Then click Save Cart.

**Your Cart (3)** Recently ordered items

Requested Delivery Date 09/22/2020
Sort/Filter -
Search Cart

<input type="checkbox"/> #10	 <b>COMFORTEN (CS 81=27/3 Packs)</b> 80000000021 In Stock Batch: 072816 Exp. Date: 12/31/2024 Proposed Delivery Date 5 Case - 09/22/2020	5	Case	\$XXX.XX Per 1 Case
Item Total \$XXX.XX				
<input type="checkbox"/> #20	 <b>CONTROL SCRATCH CONTROL SML</b> 6806ED In Stock Batch: E1900329 Exp. Date: 04/29/2022 Proposed Delivery Date 1 Each - 09/22/2020	1	Each	\$XXX.XX Per 1 Each
Item Total \$XXX.XX				
<input type="checkbox"/> #30	 <b>HISTAMINE DIHYDROCL. 6 mg/mL H5M Base Scratch</b> 7099ED In Stock Batch: E1900517 Exp. Date: 07/22/2022 Proposed Delivery Date 1 Each - 09/22/2020	1	Each	\$XXX.XX Per 1 Each
Item Total \$XXX.XX				

Total Cost: \$X XXX.XX

4

5 A box will appear to the left, allowing you to name the cart. Enter the name then click Save Cart.

6 From there you can place an order by clicking Proceed. You can also click Cancel to remove all items from the cart. Removing items will not impact the saved cart.

#30

  
**HISTAMINE DIHYDROCL. 6 mg/mL H5M Base Scratch** 7099ED  
 In Stock  
 Batch: E1900517  
 Exp. Date: 07/22/2022  
 Proposed Delivery Date  
 1 Each - 09/22/2020

Item Total \$XXX.XX

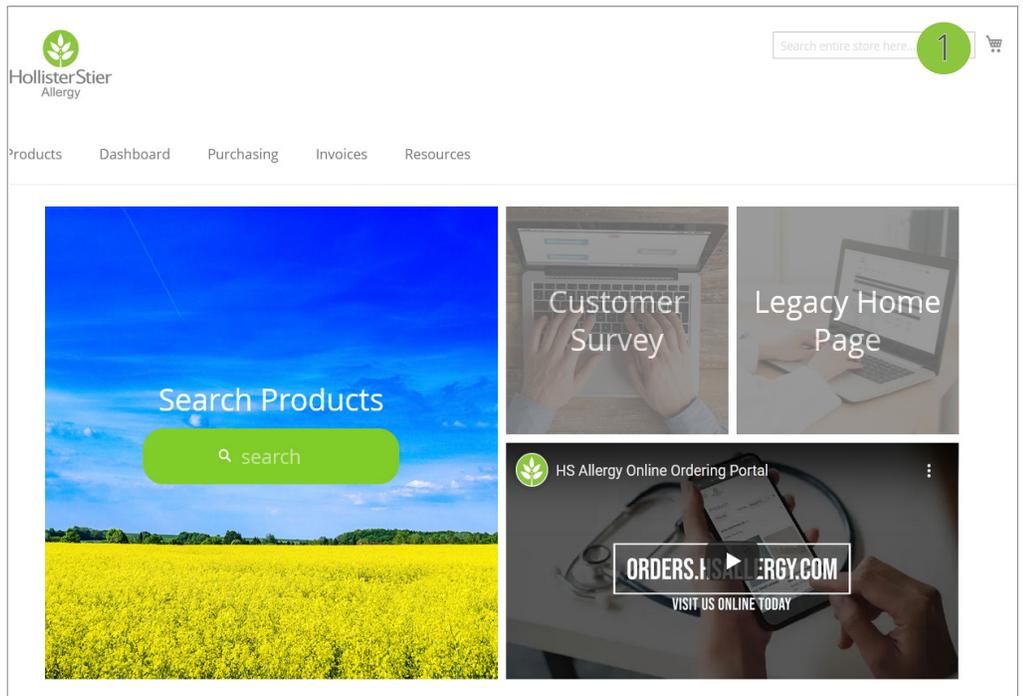
Total Cost: \$x xxx.xx

5




6

1 From the Home Screen click the cart icon.



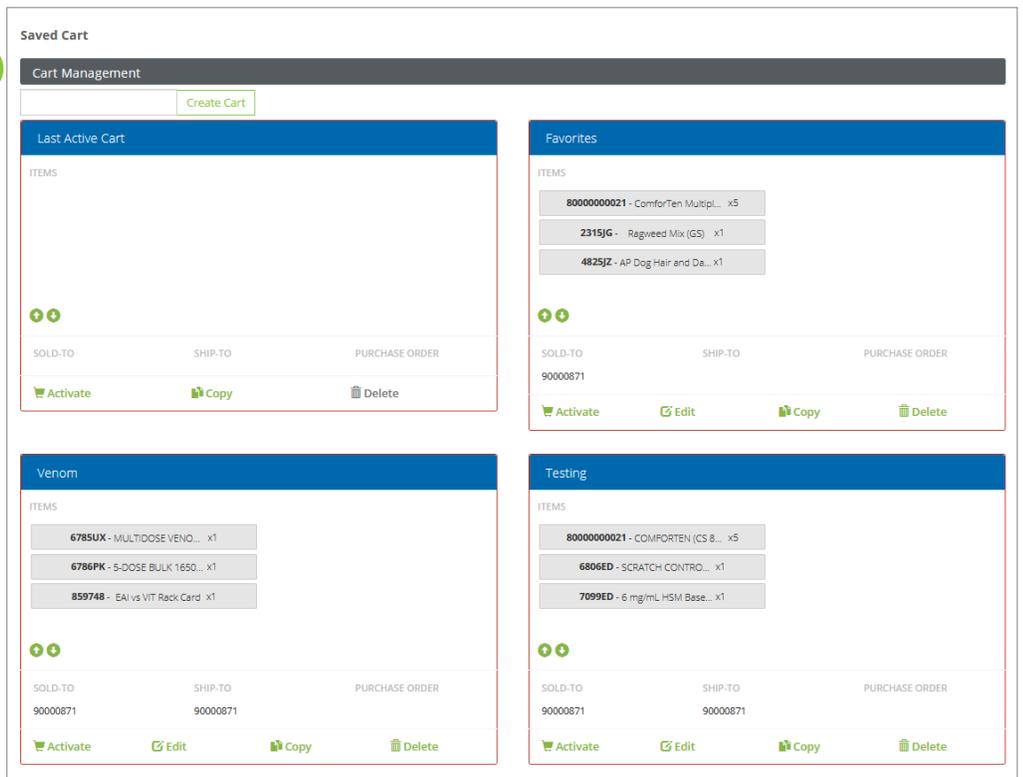
2 In the upper right corner click Manage Carts.



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.

3



## What format does the file need to be in?

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

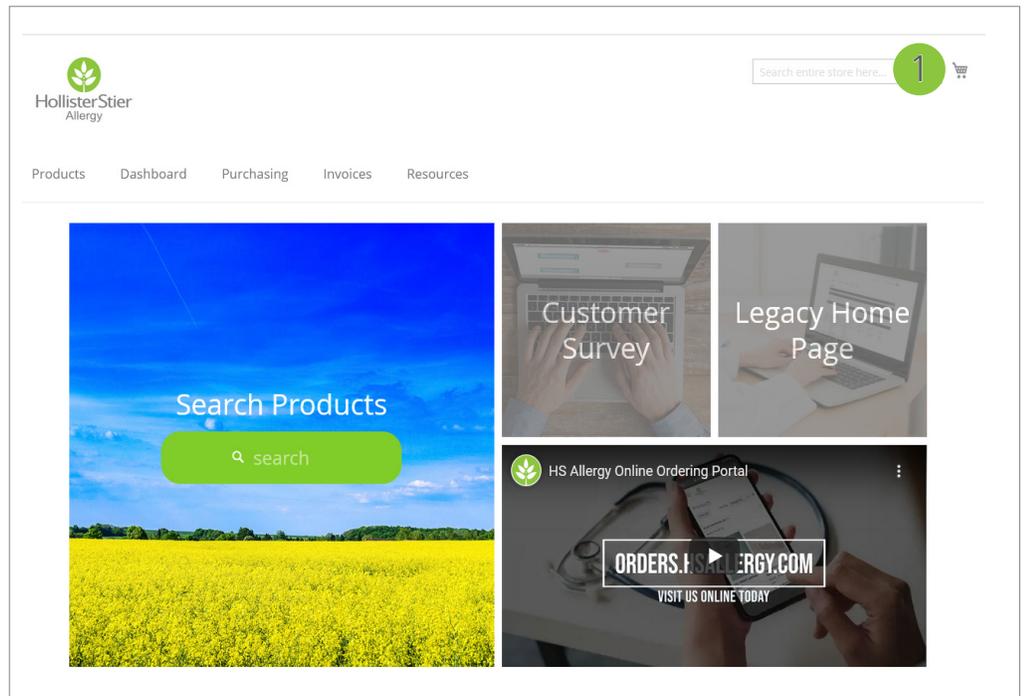
## What columns do I need to include?

- 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.

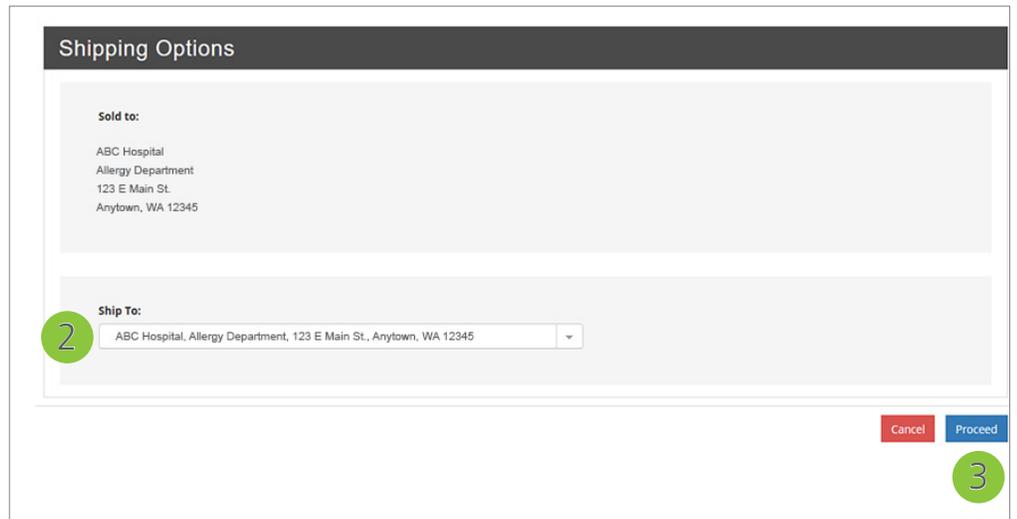
## Where can I download a sample CSV file?

- 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.

**1** From the Home Screen click the Cart icon.

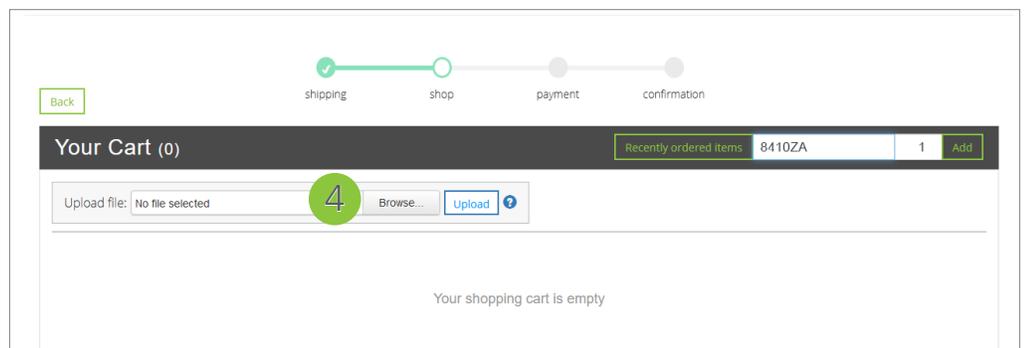


**2** Select the Ship To address from the drop down.

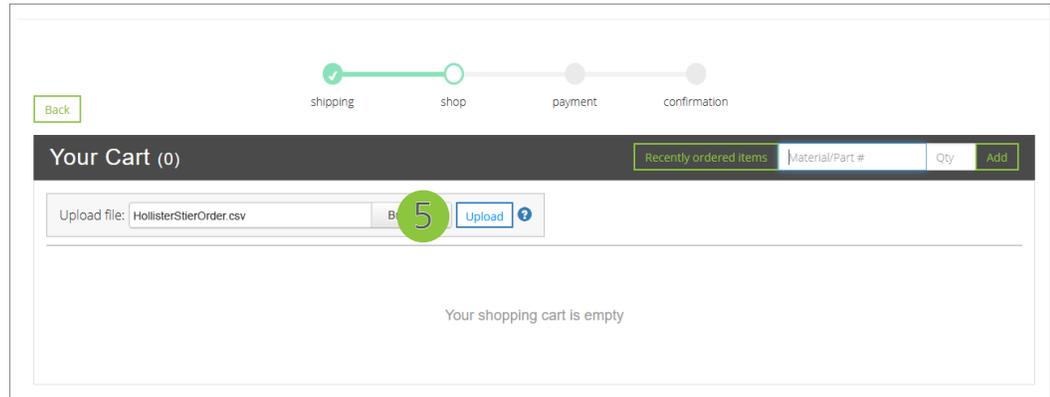


**3** Click Proceed. This will take you to your Cart.

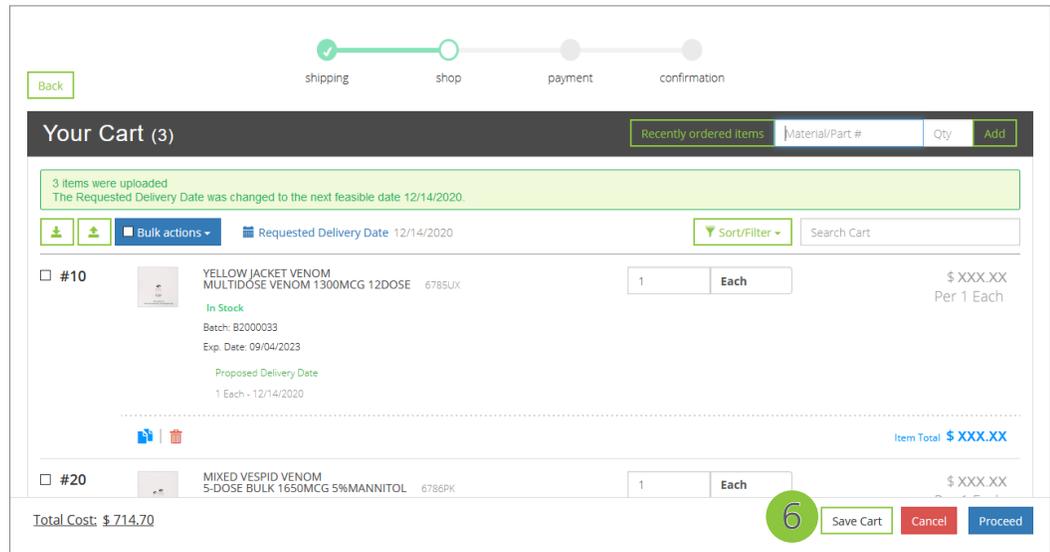
**4** Click Browse to search for your CSV file. Select the file you want to upload, then click Open.



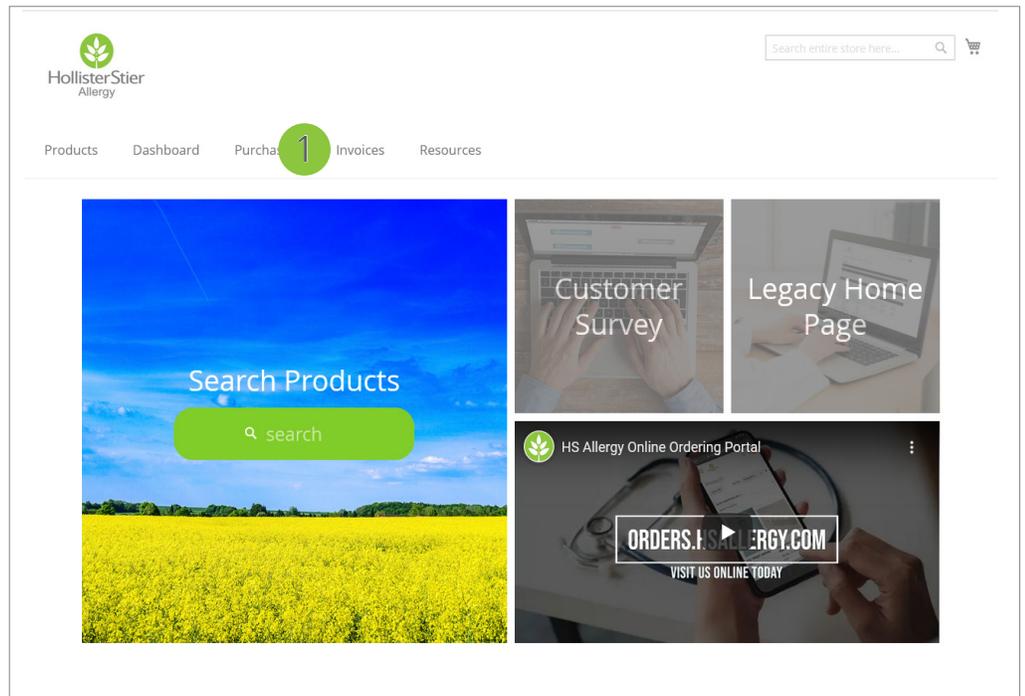
**5 Click Upload.**



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



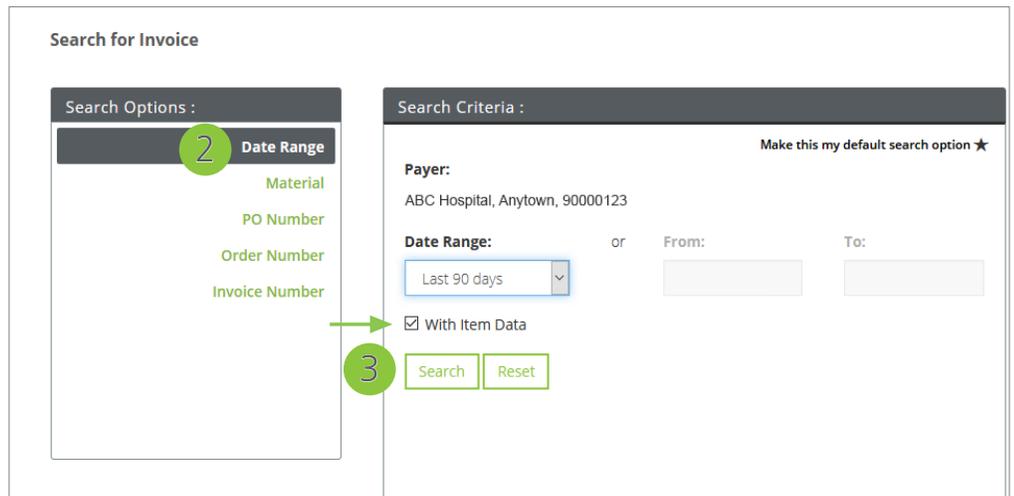
1 From the Home Screen click Invoices.



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 checkbox.

3 Click Search.



**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.

**Search Options :**

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

**Search Criteria :**

**Payer:** ABC Hospital, Anytown, 90000123

**Date Range:** Last 90 days | 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	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.

**Invoice 91183169**

HollisterStier Allergy :

**Summary**

Sold-to: ABC Hospital, Anytown, 12345

Ship-to: ABC Hospital, Anytown, 12345

Order Number: 416843

PO Number: 282462

Invoice:

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.

Opening 91183169.csv

You have chosen to open:

**91183169.csv**  
which is: Microsoft Excel Comma Separated Values File  
from: https://cart.hsallergy.com

**What should Firefox do with this file?**

Open with **Excel (desktop)** (default)

Save File

Do this automatically for files like this from now on.

## 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.

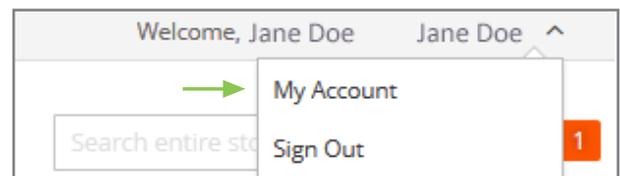
- Phone: 1.800.495.7437
- Fax: 1.800.752.6258
- Email: [HollisterStier@jubl.com](mailto:HollisterStier@jubl.com)

## How do I get my Online Account set up?

- Go to [orders.hsallergy.com](http://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 userID & 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](http://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](http://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.